



# PARTNERS

Swire Properties aims to continue to develop long-term, mutually beneficial relationships with our business partners and other key parties to improve our SD performance.





**PARTNERS**

**2023 Progress**

Suppliers

Tenants

Customers

Residential Owners, Occupiers and Serviced Apartment Residents

Swire Properties aims to continue to develop long-term, mutually beneficial relationships with our business partners and other key parties to improve our SD performance.

Our SD 2030 Strategy focuses on working with all partners to achieve our SD objectives, including suppliers, tenants, customers, residential owners and occupiers, as well as governments, NGOs and joint venture partners.

**2023 Progress**

With 22 representatives from distinct functions within the Company, the composition of our Partners Working Group reflects our commitment to engaging with as many partners as possible, including local partners in all places where we have a significant presence.

This year, we deepened engagement with our suppliers through the newly introduced Business Partner Sustainability Programme. This aims to build long-term, mutually beneficial relationships with our business partners, enhance the overall resilience of our value chain, help our suppliers mitigate ESG-related risks, achieve greater resource efficiency, enhance our reputation, and capture new business opportunities.

Our Green Performance Pledge (“GPP”) Programme also continued to gain traction with office tenants. In 2023 we announced the launch of the GPP Academy, a programme enabling office tenants to network, tap into extensive industry knowledge and share best practices to improve their energy, water and waste performance.

These initiatives and programmes allow us to build stronger and closer relationships with our partners while progressing towards our [2025 and 2030 KPIs](#).

**Progress Summary Table**



**Suppliers**



**Monitoring (Compliance)**

**2025 KPI**

- Maintain **100%** implementation of the Supplier Code of Conduct (“SCoC”) in all portfolios.

**Progress Updates in 2023**

- It is now standard practice to require all suppliers in Hong Kong, the Chinese Mainland and Miami, U.S.A. to comply with the SCoC.
- Piloted an ESG assessment with selected significant suppliers to ensure effective implementation of SCoC.



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### Driving Impact

#### 2025 KPI

- **25%** of products and services purchased for wholly-owned new and existing investment portfolios shall be sustainable.

#### Progress Updates in 2023

- **8%** of these products and services purchased were sustainable.

### Contractors Health and Safety

#### 2025 KPI

- Reduce 5-year rolling average of accident rate per 1,000 contractor workers<sup>8</sup> in our Hong Kong development projects by **50%**.

#### Progress Updates in 2023

- Achieved a reduction of **58%** in accident rate.



## Tenants

### Tenant Engagement

#### 2025 KPI

- **50%** of office tenants in wholly-owned portfolios<sup>9</sup> to sign the GPP to jointly improve environmental performance by 2025.

#### Progress Updates in 2023

- **90** tenants signed GPP, which covered **41%** of tenants, equivalent to over **3.5** million sq ft LFA in our wholly-owned office portfolio in Hong Kong and the Chinese Mainland.

<sup>8</sup> Using 2015-2019 (5-year average) as baseline. Accidental rate represents the number of reportable accidents per 1,000 contractor workers. It is calculated as the total number of reportable accidents multiplied by 1,000 and then divided by average daily number of contractor workers on-site.

<sup>9</sup> Measured by occupied lettable floor area ("LFA") of office portfolios at 100% basis comprising of Taikoo Place and Pacific Place in Hong Kong and Taikoo Hui Guangzhou.



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## Suppliers

We work closely with a wide range of suppliers, including architects, designers, consultants, service providers, contractors and vendors. These engagements impact the implementation of our SD 2030 Strategy in several dimensions, including [occupational health and safety](#), [resource and circularity](#), [long-term decarbonisation](#) and [building/asset investments](#).

### Supply Chain Profile

#### Number of Suppliers, by geographical region, by category (As at 31 December 2023)

**~2,200**  
Hong Kong

**~2,400**  
Chinese Mainland

**~400**  
U.S.A.

**~100**  
Southeast Asia Region

Our suppliers mainly operate in the following categories: construction, engineering services, utilities, cleaning, operational services (e.g. information technology, human resources, administration, and marketing) and food supplies.

### Supplier Code of Conduct

Swire Properties' [Supplier Code of Conduct](#) sets out the minimum standards and practices for our suppliers relating to legal and regulatory compliance, environmental protection, health and safety, labour practices, and other areas. This policy extends to subcontractors working on projects for Swire Properties.

We encourage our suppliers to have their own supplier codes of conduct in place, and we require that all suppliers adopt and implement policies and procedures that prevent bribery, corruption and fraud in their own operations. Swire Properties has a strong preference for suppliers whose goods and services can contribute to reducing our own climate and environmental impacts. Suppliers that fail to comply fully with our SCoC risk termination of their contracts, are subject to the contractual terms therein, and removal from our approved contractors list.

The relevant SDG is:



**SDG 12**

Ensuring sustainable consumption and production patterns.

GRI  
2-6

HKEX  
KPI B5.1

GRI  
308, 414

HKEX  
Aspect B4, B5  
KPI B4.1, B4.2,  
B5.2



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## Supplier Monitoring and Engagement

We aim to build long-term, mutually beneficial relationships with our business partners. We believe that better sustainability performance can enhance the overall resilience of our value chain, while helping supply chain partners mitigate ESG-related risks, operate at greater resource efficiency, enhance their reputation, and capture new business opportunities.

We wish to empower our suppliers to understand, track and improve their sustainability performance and, more importantly, to identify new collaboration opportunities with our partners to innovate sustainability practices.

### 1. New Supplier Selection

Our e-Contractor List Management System is integrated with our vendor requisition process in Hong Kong and the Chinese Mainland. This automated platform facilitates supplier selection, management and performance analysis and allows for timely updates of supplier information. For new suppliers to be included on the list of approved contractors, they must first complete self-assessment questionnaires to confirm they have appropriate policies and systems in place to comply with our SCoC.

### 2. Existing Supplier Monitoring

We monitor the compliance status of suppliers on our approved contractors list on an ongoing basis. In addition to requesting regular self-assessments, we may also undertake supplier site visits, request that our suppliers obtain independent certification in accordance with internationally recognised standards, and submit environmental and health and safety management plans for our internal review. We may also arrange regular performance review meetings with selected significant suppliers to communicate emerging ESG issues and any follow-up actions required for continuous improvement.

We continuously refine the performance management system for our technical services providers. Any act of non-compliance or malpractice in the areas of health and safety, environment, procurement, quality and site management is recorded, and the technical provider will be subject to disciplinary action. In 2023, there were no incidents of human rights violations identified across our operations.

**GRI**  
308, 403, 414

**HKEX**  
Aspect B4, B5  
KPI B4.1, B4.2,  
B5.2, B5.3



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**3. Understanding and Managing the ESG Risks of our Significant Suppliers**

To effectively implement our SCoC and improve the data transparency, accuracy and reliability of our Scope 3 emissions generated from our supply chain, we introduced our Business Partner Sustainability Programme as a key initiative this year.



**3a. Supplier Screening**

Supplier screening is conducted annually to identify the top 300 Tier-1 suppliers by considering the significance of their potential exposure to ESG impacts (related to country, industry sector and the impact of the commodity), and the significance of their business relevance (including suppliers’ criticality, volume, spending, and substitutability).

**3b. Supply Chain ESG Assessments**

This year, we partnered with EcoVadis to become the first real estate company in Hong Kong and the Chinese Mainland to launch a supply chain sustainability engagement programme through the EcoVadis’ proprietary ESG assessment platform. EcoVadis provides a robust, comprehensive and internationally aligned methodology to assessing our supplier’s ESG performance. Furthermore, EcoVadis’ evidence-based approach enhances the credibility and reputability of its third-party verification. The programme will be rolled out to our significant suppliers identified in the supplier screening phase based on a three-year assessment cycle, and will follow the process outlined below:

- (i) **Supplier onboarding webinar** – Conduct webinars to introduce our pilot suppliers to the programme, sharing our company’s ambition and providing details about the assessment process. The webinar provides suppliers with an overview of the assessment process and highlights the importance of supply chain sustainability and ESG risk management in their operations.
- (ii) **Customised questionnaire** – Suppliers receive a customised questionnaire tailored to their industry, country of operation and company size. The questionnaire is designed to capture information on the company’s management practices on 21 sustainability criteria encompassing environmental considerations, labour and human rights, ethics and sustainable procurement. It is structured in



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alignment with our SCoC and with reference to international sustainability standards such as the Ten Principles of the UN Global Compact, the International Labour Organization Conventions, the Global Reporting Initiative (“GRI”) standards, the ISO 26000 standard, the CERES Roadmap, and the UN Guiding Principles on Business and Human Rights.

- (iii) **Carbon disclosure** – Suppliers are invited to provide relevant information including their carbon management systems, strategy and performance.
- (iv) **News watch** – The ESG assessment platform utilises a comprehensive news monitoring system that scans over 100,000 data sources, including NGOs, press outlets and trade unions. This process combines AI and human analysis to identify relevant sustainability practices of the company over the past five years, both positive and negative. It also incorporates data from the Global Regulatory Information Database.

The supplier’s responses and findings will then be distilled, analysed and summarised into a scorecard. Suppliers will receive detailed insights into their strengths and suggested improvement areas, and will be able to benchmark and compare their ESG performance against participating peers.

Swire Properties will regularise the assessment of supplier performance based on their risk exposure, allowing us to report and track progress over time, efficiently monitor suppliers’ corrective actions, provide technical support for implementation, and continuously improve the accuracy, reliability and transparency of information.

**3c. Continuous Supplier Development – Benchmarking and Capacity Building**

Following the assessments, participating suppliers are provided information on the best ESG practices in their industry and given a priority list of improvement areas. These can help the suppliers implement corrective actions and make improvement plans. Suppliers are also given access to the EcoVadis’ online e-learning platform, that contains courses on sustainability and ESG management practices. The course material covers policies, actions and reporting across a variety of sustainability themes as well as broader topics such as training, certification and risk management. This platform is a valuable resource, giving the suppliers knowledge and skills that will contribute to their overall sustainability performance and enhance their ability to meet the evolving expectations of stakeholders.

The supply chain ESG assessment was piloted with our top 60 significant suppliers in 2023. The pilot programme has received a positive response from suppliers with a participation rate of over 70%. These suppliers are based in Hong Kong, the Chinese Mainland and the U.S.A.

According to our findings, none of these suppliers were considered “high risk” under our Enterprise Risk Management System or have substantial negative impacts to our business operations.

We provide regular training for the Company’s buyers and relevant internal stakeholders on their roles in the programme. The programme is regularly reviewed by the Partners Working Group and the progress is reported to and monitored by the ESG Steering Committee.



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## Sustainable Procurement

Supply chain management was identified as a megatrend and one of the top 10 material issues to the Company’s operations in the 2023 stakeholder-driven materiality assessment. Companies are facing increased regulatory requirements to identify and address ESG risks beyond their own operations, and stronger investor focus around sustainable procurement practices.

Swire Properties sees this as an opportunity to build long-term, mutually beneficial relationships with our business partners, and more importantly, to identify new collaboration opportunities with our partners to innovate sustainability practices.

As such, we have in place a robust sustainable procurement strategy to discuss, manage, track and report supply chain sustainability issues.

GRI  
301

HKEX  
Aspect A2  
KPI B5.4

### Sustainable Procurement for Hong Kong and the Chinese Mainland in 2023



**HKD559 million**

Total value

**8%**

of total procurement spend

Since no new development projects were completed in 2023, the procurement spend on construction materials and related low-carbon construction materials decreased compared to 2022.

## Sustainable Procurement Guidelines and Specifications

Since 2015, Swire Properties has implemented environmental procurement guidelines in accordance with the ISO 14001 Environmental Management System. This system tracks our consumption of office supplies, building services equipment and building materials that meet specific environmental criteria – such as whether the products have been certified or accredited by reputable independent third parties. We use this data to evaluate our sustainable procurement performance and identify further opportunities to source more sustainable products.

Beginning in 2020, we expanded our green procurement process to include sustainability-related products and services, including expenditures on promoting safety, health and wellbeing in our properties and new developments.

Swire Properties was the first real estate developer in Hong Kong to introduce low-carbon specifications for new developments, detailing such specifications for concrete, reinforcement bar (“rebar”) and structural steel and obtainment of green building certifications. These specifications have now been adopted into the main contract for new developments in Hong Kong and the Chinese Mainland. Pre-qualification checks will be conducted to ensure tenderers fulfil all sustainability requirements in their tender specifications. We also track our consumption of specific construction materials used in projects under development, such as timber, concrete and rebar. This allows us to benchmark our consumption of these materials and their environmental impact during the construction of new developments.



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In our existing operations, we require our key service providers – such as engineering services, cleaning, landscaping, and others – to obtain certification under internationally recognised environmental and H&S standards.

We also provide sustainable procurement guidelines to our procurement staff in Hong Kong and the Chinese Mainland for non-key materials and services, such as office equipment and catering, to empower them to consider environmental performance during the procurement of goods and services.

**Partnerships and Recognitions**

We have been a member of the Hong Kong Green Purchasing Charter of the Green Council since 2013 and a member of their Sustainable Procurement Charter since 2018. We also joined the WWF-Hong Kong Sustainable Seafood Business Membership Programme in 2023, which commits us to promoting the sustainable sourcing and consumption of seafood in Hong Kong.

Since 2021, we have worked with Tsinghua University to explore the availability and use of low-carbon building materials in the Chinese Mainland.

To facilitate the low-carbon transformation of our supply chain, we also regularly share our experience with contractors and building material suppliers in the real estate and construction industries through publications, presentations at conferences and other channels. The aim is to collaborate with our supply chain partners to innovate low-carbon best practices and push for a greater general availability of low-carbon building materials.

The relevant SDGs are:



**SDG 12**

Ensuring sustainable consumption and production patterns.



**SDG 13**

Taking urgent action to combat climate change and its impacts.



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**Prioritising Low Embodied Carbon Construction and Development**

**Taikoo Li Xi'an Construction Carbon Accounting**



As part of the drive to continuously achieve carbon reduction in our construction projects, we have adopted an embodied carbon calculation tool that was co-developed by the Company and Tsinghua University to measure and benchmark the upfront embodied carbon of the Taikoo Li Xi'an project.

With the project's foundation work completed and the superstructure work in progress, we are continuing to conduct environmental due diligence and explore the availability and feasibility of low-carbon materials for this project. We have also conducted site visits to several steel manufacturing plants with the aim of ensuring a stable supply of low-carbon steel for use at Taikoo Li Xi'an.

With the project's foundation work completed and the superstructure work

**Six Pacific Place**



The Six Pacific Place construction project continued to meet our ambitious SD targets in 2023, with 100% of the concrete used in the superstructure construction being Platinum-certified under the Construction Industry Council ("CIC") Green Product Certification scheme. Almost 6,600 tonnes of rebar were also used, of which 65% was green rebar containing more than 60% recycled content. Grid power was connected during construction and no on-site generators were used, minimising noise and air pollution and reducing site carbon emissions.

To date, the Six Pacific Place project has achieved an embodied carbon figure for concrete and rebar of around 539kg of CO<sub>2</sub>e per construction floor area ("CFA"), which is about 27% less than the baseline. The project's power consumption is also 66% less than construction sites that use on-site generators.



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The Six Pacific Place site won several construction industry awards in 2023:

- 29th Considerate Contractors Site Award
- Outstanding Environmental Management & Performance Award
- Innovation Award for Safety and Environmental Excellence
- Gold Award in the Developer (Private Sector) Category at the CIC Sustainable Construction Award 2023

**Sustainable Design at our Taikoo Li Xi’an Office**



After several months of construction, the office at our Taikoo Li Xi’an project was ready for occupation on 1 May 2023. As with our other Taikoo Li projects, it merges historical culture and modern lifestyle and creatively integrates our SD 2030 strategy into the office environment.

The office’s construction and design incorporates recycled materials and intangible cultural heritage craftwork into

materials and furnishings, including local artwork and terrazzo tiles and adobe bricks made from recycled materials.

The terrazzo tiles used in the flooring recycled and repurposed five tonnes of discarded oyster shells, 2.4 tonnes of ceramics and 1.6 tonnes of construction waste (including 405kg of discarded red bricks, 405kg of discarded ceramic tiles, and 800kg of mixed construction debris). The adobe bricks used for the reception backdrop were recycled from approximately 1.2 tonnes of adobe, 170kg of discarded ceramics, 130kg of mineral slag and 15kg of green waste plant fibres.

Other indoor finishing materials were selected for their eco-friendliness and low-VOC properties, while much of the furniture is Forest Stewardship Council (“FSC”)- or Good Environmental Choice Australia (“GECA”)-certified and meets ISO 14001 standards. The workstation chairs are also ergonomic, prioritising health and comfort.



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The office’s approximately 7,600 sq ft outdoor area features a diverse selection of mostly local plants that enrich the street environment and boost neighbourhood biodiversity. The landscaping is primarily evergreen tree species which effectively improve air quality and reduce noise and light pollution. The trees are arranged in clusters that exhibit different visual effects depending on the season, while the patio uses formaldehyde-free bamboo as the primary material, with glue that meets EO-grade emissions standards.

**Continuous Expansion of our Sustainable Sourcing Programme**

Swire Properties is committed to expanding our sourcing of sustainable materials across all areas of our business. In 2023, we continued to make significant achievements with this, including:

**Low-carbon Construction Solutions**

Swire Properties continued to support industry organisations to accelerate the scaling of low-carbon material adoption through active participation in industry associations, public seminars and academic research.

In 2023, we made further strides and began exploring the use of ground blast furnace slag (“GGBS”) concrete in our trading portfolio and our improvement projects. GGBS concrete has a lower carbon footprint compared to conventional concrete, as it utilises the by products from the iron and steel industry, that would otherwise be disposed of as one if its raw materials.

**Portfolio Management Offices and Facilities:**

- Air handling units, paints and coatings, panel boards and water pumps with CIC Green Product Certification.
- Toilet paper and printing paper certified by the Forest Stewardship Council (“FSC”).
- Office printing paper with 100% recycled content in our Hong Kong internal offices.
- Tea bags with Rainforest Alliance Certification.

**Hotel Operations:**

- Sustainable seafood that meets guidelines set out by the WWF Seafood Guide or the Aquaculture Stewardship Council.
- Plant-based meat alternatives on menus, helping to lower carbon emissions and reduce the ecological footprint of our operations.
- Vegan, organic and biodynamic wines added to menus.



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- Coffee beans processed with solar power and packaged in biodegradable materials.
- Bamboo material bathroom amenities.
- Simplified packaging for room amenities such as removing paper boxes.
- Toilet paper rolls replaced with 90-100% recycled fibre certified by FSC.
- All office printing paper certified by FSC.

### Supplier Health and Safety and Smart Construction

Swire Properties' Zero Harm Commitment includes working towards fostering a culture of health and safety best practice with all our partners. Beyond our day-to-day operations and the management of existing properties, this culture also applies to projects under development and all related construction sites.

In 2023, we continued our enhanced collection and public reporting of health and safety-related metrics and incident reports from contractors that was introduced in 2021. This approach allows us to track performance and work with our partners to develop strategies that improve on-site health and safety performance, ensuring that all our construction sites are safe places to work. Our ambitious internal construction accident rate target is used to guide our efforts in this area.

We also continued our use of various safety-oriented smart technologies at several construction sites in Hong Kong and the Chinese Mainland. These ranged from using robots to conduct more dangerous tasks to issuing workers with smart devices that keep them safe on sites, along with several others.

In 2023 we also continued to partner with our contractors to adopt innovative technologies to improve site safety during the construction stage of our new projects. Initiatives included a semi-autonomous ceiling drilling robot trialled on the Six Pacific Place project, and smart cloud-based construction monitoring platforms adopted for the Chai Wan residential development project in Hong Kong, as well as the Taikoo Li Xi'an and Sanya projects development in the Chinese Mainland. We also launched our health and safety roadmap which included Design for Safety initiatives to involve our design consultants and contractors in proactively identifying and addressing potential safety hazards and risks early in the project lifecycle.

GRI  
403

HKEX  
Aspect B6



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**Number of Fatalities of Contractor Workers**



**0**

A contractor fatality is defined as a loss of life of a contractor or subcontractor employee as the result of an incident occurring when those contractor or subcontractor employees are conducting work for our Company.

**Lost Time Injury Rate of Contractor Workers at Hong Kong Development Projects**



**0.24**

The Lost Time Injury Rate (“LTIR”) represents the number of injuries per 100 contractor workers per year. It is calculated as “total number of injuries multiplied by 200,000 and then divided by total hours worked”. The factor of 200,000 is the annual hours worked by 100 contractor workers, based on 40 hours per week for 50 weeks a year.

**Accident Rate of Contractor Workers at Hong Kong Development Projects**



**3.46**

The accident rate represents the number of reportable accidents per 1,000 contractor workers. It is calculated as “total number of reportable accidents multiplied by 1,000 and then divided by average daily number of contractor workers on site”.



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## Smart Construction Technology in Hong Kong

### Supporting the Smart Site Safety System Initiative



This year, Swire Properties supported the Hong Kong Development Bureau’s Smart Site Safety System (“SSSS”) initiative, using various technologies and systems to enhance the management of safety at our construction sites. These included:

- Smart safety insights. Gained through smart platforms with AI video analytic cameras, IoT sensors and smart wearables to monitor site safety. We used our award-winning CONDUCTOR platform at Six Pacific Place<sup>10</sup> and the C-Smart platform at our Chai Wan residential development.
- Smart construction techniques. These included a water leakage test pilot project at Two Taikoo Place which was then extended to Six Pacific Place; and a robot used for lift installation and overhead drilling to increase safety and efficiency at Six Pacific Place. Another robotic system was used to test the water permeability of the project’s curtain wall, reducing the risk of working at height.
- Smart training. We used VR training at all our active development sites and adopted virtual rehearsals for high-risk tasks before performing the actual work at Six Pacific Place and the Queensway Bridge project.

<sup>10</sup> CONDUCTOR is a dedicated tool that allows users to monitor multiple construction data streams and multiple construction sites at once, greatly enhancing efficiency, task management and safety.



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**Design for Manufacture and Assembly at the Queensway Footbridge Two**



The Design for Manufacture and Assembly (“DfMA”) construction approach involves manufacturing large building components at an off-site location and then assembling them on site. DfMA is being used for the steel structures for the Queensway Footbridge Two project, simplifying the fabrication, delivery and erection of the steel modules for the approximately 350 tonnes of steelwork for the footbridge. The footbridge is divided into nine main

segments, with each segment divided further into six major components with a maximum weight of 12 tonnes each. These segments are being fabricated in the Chinese Mainland and will be delivered by trailers to the Admiralty site in Hong Kong, allowing the bridge to be assembled safely and efficiently and with minimal public disturbance. Construction is expected to be completed by the end of 2025.

By using DfMA, the total embodied carbon is being reduced from approximately 900 tonnes of CO<sub>2</sub>e to 870 tonnes of CO<sub>2</sub>e, as compared to the conventional fabrication, delivery and installation method, due to the materials savings that have been achieved.

**Safety Management and Smart Technology in the Chinese Mainland**

**Smart Safety Monitoring Systems**

We continued to use smart safety monitoring systems at all our Chinese Mainland project sites throughout the year. By monitoring various construction site parameters using advanced sensors, data-collection devices and real-time monitoring, the systems improve safety, prevent accidents and ensure compliance with safety regulations.



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**Intelligent Safety Inspection Systems**



Safety inspections of equipment and facilities have become digitalised and intelligent due to the rapid evolution of smart technology. Each of our management offices in the Chinese Mainland now conducts daily safety inspections of equipment and facilities and integrates this into their data centre inspection systems. This has reduced staff workload, mitigated safety risks and created closed-loop management systems that use big data, data analysis and early warnings that create timely alarms in case of anomalies. In Taikoo Hui Guangzhou, a robotic inspection and monitoring system was installed to monitor and report on plant-room conditions.

**Swire Properties Recognised with Multiple H&S Awards**



Throughout 2023, we engaged our contractors in health and safety measures at all our development projects. Their efforts towards continuously improving their health and safety performance were recognised by the industry multiple times this year through awards in open competitions organised by the Hong Kong government and the Construction Industry Council.

**Six Pacific Place**

- Gold Award in the 29th Considerate Contractor Site Award
- Gold Award in the Innovation Award for Safety & Environmental Excellence
- Gold Award in the Developer (Private Sector) category in the CIC Sustainable Construction Award 2023
- Silver Award in the Outstanding Environmental Management Performance Awards
- Bronze Award in the Best Management Group category at the 15th Hong Kong Outstanding OSH Employee Award



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**Dorset House & PCCW Retail Conversion Works and Taikoo Place Internal Street Works**

- Merit Award in the Considerate Contractor Site Award

**Queensway Footbridge**

- Merit Award in Life First 2023 – Walk the Talk Award
- Outstanding Award at the Joyful@Health Workplace Best Practices Awards (Enterprise/ Organisation Category) in the 18th Occupational Health Award 2022-23

**Chai Wan Residential Development**

- Excellent Award in Life First 2023 – Walk the Talk Award



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**HKEX**  
Aspect A3  
KPI A3.1

Swire Properties works closely with our commercial tenants to help them integrate sustainability practices into their operations throughout the lifecycle of their tenancies. Our SD 2030 Tenants subgroup – made up of representatives from our Portfolio Management teams and the TSSD department – meets regularly to develop and enhance our tenant sustainability engagement efforts. Sustainability is also a regular agenda item incorporated into internal leasing and management meetings.

Beginning in 2015, in partnership with office tenants at Taikoo Hui Guangzhou, we implemented a variety of sustainability initiatives through the Green Pledge Programme (“GPP”). In 2021, we launched a pilot of our Green Performance Pledge, a performance-based agreement that follows the same goals as the Green Pledge Programme. In 2023, the GPP officially kicked off its next phase after two years of successful implementation.

We are committed to supporting our tenants in enhancing their SD performance and promote the inclusion of GPP participation as part of the tenancy agreement wherever possible.

Also in 2023, we continued to provide training to our general managers and colleagues from all Hong Kong and Chinese Mainland management offices to ensure that teams are fully engaged in the Company’s SD goals and offer our value-adding SD programmes to tenants. The one-stop resource hub on the Company’s intranet continued to be a valuable resource for colleagues, giving them access to useful tools, courses and articles that support sustainability-related conversations with tenants.

### Tenant Surveys Focus on Future Needs

Taikoo Place conducted a three-phase customer mapping plan. Phase one was a tenant survey; phase two focused on understanding our customers’ physical usage across the portfolio and the unique needs of different customer archetypes; and phase three researched ways to create an open feedback loop with tenants to keep us continuously informed about changing tenant needs and preferences, allowing us to be more agile with decision-making and better equipped to enhance our offerings. The 2022 survey focused on understanding the way different stakeholders use our portfolio and identifying areas for further enhancement of the user experience around connectivity, health and wellness, inclusion and diversity, digitalisation and sustainability. The survey results have helped to define multiple projects over the year and continue to support an upcoming strategy for the Taikoo community as a whole.

Moving forward, we are implementing an open feedback loop through various channels to inform our business decisions, project ideation, and strategy planning. This initiative will launch in different forms throughout the year, beginning with our first annual survey in April 2024.



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**Tenant Engagement – Environment**

**The Green Performance Pledge Continues Its Momentum**



Officially launched in Hong Kong in July 2022, the GPP is a performance-based landlord-tenant partnership. Building on the basic premise of a green lease, the GPP covers the entire tenancy cycle in two core areas, fit-out and operation, and focuses on creating a significant impact in terms of energy, water and waste

reduction. The GPP enhances tenant-landlord collaboration by giving users access to an array of “green tools”.

2023 saw the GPP flourish in both Hong Kong and the Chinese Mainland, with participation spanning diverse sectors, including but not limited to finance, luxury, legal and information technology:

- In Hong Kong, 87 tenants signed up from Taikoo Place, Pacific Place and Citygate Outlets, a sixfold increase compared with the GPP pilot year in 2021.
- Over 90% of new tenants at Two Taikoo Place, the Company’s newest triple Grade A office tower, have signed up to the GPP.
- In the Chinese Mainland, we received positive feedback from the GPP pilot with 15 tenants from Taikoo Hui Guangzhou, HKRI Taikoo Hui and INDIGO participating.

We are committed to supporting our tenants in enhancing their SD performance and promote the inclusion of GPP participation as part of the tenancy agreement wherever possible.

**GPP Annual Award Ceremony in Hong Kong**



In July, we held the GPP Annual Awards Ceremony at Blueprint in Taikoo Place to recognise the sustainability achievements of GPP tenants across our Hong Kong office portfolio. Attended by more than 100 business executives, including tenant representatives and other partners, the ceremony presented GPP awards to over 50 tenants.



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The recipients of the awards included:

- **Sustainable Office Operations Awards** – 46 tenant companies participated, with five tenants achieving the highest platinum rating for demonstrating excellent energy and waste performance.
- **Sustainable Fit-out and Renovation Awards** – Six tenants completed their new office fit-outs in accordance with the programme’s Sustainable Fit-out Technical Guidelines, with four achieved the highest three-seed rating for incorporating features that improve energy and water efficiency, enable waste separation and improve employee wellbeing.

Prior to the awards ceremony, we held a Green Ideas Forum, bringing together 50 like-minded sustainability experts to exchange insights and experiences from their daily office operations.

Headline GPP achievements to date include:

- A 20% completion rate for energy audits – over 700,000 sq ft of GPP tenanted area – with most premises identifying potential energy savings of 10% or more.
- Improved water efficiency, recording a 5.6% reduction in tenant water consumption during the second half of 2023 compared to the second half of 2022 at Taikoo Place.
- A collective waste diversion rate of 39% between January and December 2023 resulting from the Smart Waste Reduction Challenge.

**GPP Pilot Award Ceremony in the Chinese Mainland**



In November, we held the GPP Pilot Annual Award Ceremony for office tenants in Taikoo Hui Guangzhou, HKRI Taikoo Hui and INDIGO. The hybrid event took place with a virtual presentation of programme results and in-person certification presentation, networking and best practices sharing at the respective portfolios.

Out of the 15 pilot participants, six tenants were recognised with Silver Awards for reaching specific performance targets in terms of sustainable operations.

Highlights included:

- Free energy audits conducted for 91% of participating tenants by area.
- Water flow test completed for all participating companies who own a wet pantry, and water flow restrictors installed for eight tenants.



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- Waste data measurement provided for all participating tenants.
- A preliminary LEED readiness study was conducted for one tenant to map out the required steps for reaching the desired level of certification.

### GPP Academy



The GPP also kicked off its newest initiative this year – the “GPP Academy”. This three-year partnership with the Business Environment Council (“BEC”) offers office tenants quarterly learning experiences to tap extensive industry knowledge; encourages the sharing of best practices; and inspires impactful actions – all with the aim of enhancing tenants’ abilities to improve their energy, water and waste reduction performance.

The inaugural workshop focused on company and workplace decarbonisation, and received overwhelmingly positive feedback from over 50 participants from 21 companies. Apart from technical sharing by the BEC on net-zero and carbon management strategies, tenants networked and discussed their sustainability efforts. They also shared insights on how the GPP has enhanced their sustainability capabilities, and provided them with practical tools that help identify workplace carbon reduction opportunities.

The second workshop, which centred around green building, received positive feedback from over 30 participants representing 15 companies. The workshop included an interactive building tour of One Taikoo Place and an experiential visit to a tenant’s LEED and WELL-accredited office. These activities provided participants with a deeper understanding of the inner workings of green buildings and offices, and inspired them to pursue sustainability in their own workplaces.



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### The Green Kitchen Initiative Reaches Scale

Launched in 2017, Swire Properties' Green Kitchen Initiative is a platform that allows portfolio management teams and tenants to have sustainability conversations before fit-out and renovation projects commence, allowing both sides to collaborate on reducing energy and water usage and improving air quality and waste management, thus enhancing the sustainability performance of food and beverage outlets across our portfolios.

In 2022, we upgraded the scheme to include mandatory prerequisites including LED lights, flow controllers and food waste recycling. Tenants also incorporated additional green features recommended in the initiative's Green Kitchen Technical Guidelines, including:

- Installing demand-controlled or variable-speed exhaust systems to reduce kitchen exhaust fan energy use and the associated cooling and heating costs.
- Putting in place spot cooling to ensure thermal comfort for kitchen staff.
- Installing dishwashing machines with water recycling and heat recovery functions.
- Performing waste segregation for coffee grounds, glass bottles, and polyfoam boxes.
- Adopting smart meters to monitor and optimise the electricity consumption of different kitchen appliances.
- Adopting sensors to prevent food spoilage and wastage.

Later in 2023, we held consultations to guide our development of the next phase of the initiative. The feedback collected will help us incorporate the latest technologies, equipment specifications, and sustainable operational practices that reflect the latest best practices in the future.

By the end of 2023, 107 F&B outlets across Swire Properties' portfolios in Hong Kong and the Chinese Mainland participated in the initiative, which shows the programme's growing popularity and recognition in the F&B industry. Among the awarded outlets, 35 have achieved the highest possible Three Leaf rating.

Cityplaza and Taikoo Hui Guangzhou have the highest number of Green Kitchen participants across Hong Kong and the Chinese Mainland portfolios, with 19 and 16 outlets, respectively.



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**Partnering with Tenants to Promote Green Kitchens**



In 2023, we hosted a media event in collaboration with a leading Asian F&B group to showcase the benefits of green kitchen design and operations. The event also highlighted the successful results of one of the group’s Three Leaf-rated restaurants in Pacific Place. By following the Green Kitchen Technical Guidelines in a renovation project, the restaurant achieved greener operations by (compared to the 2020-21 baseline):

 **↑7%**  
Electricity efficiency

 **↑26%**  
Towngas efficiency

 **↑59%**  
Water efficiency

 **↓14%**  
Overall carbon emissions

- Separating seven types of waste at source and diverting 37% of its total waste from landfills.
- The event attracted participation from 12 media outlets and generated 20 pieces of online and print coverage.

**Swire Hotels Showcases Green Kitchen Success**



As part of the World Environment Day celebrations in 2023, Swire Hotels launched a publicity campaign to promote sustainability efforts across our hotels. The campaign featured a promotional video with chefs from EAST Hong Kong, The Upper House and The Temple House speaking to the younger generation about the “Green Kitchen” concept and how the

initiative is helping to save water, energy and resources across our hotels in Hong Kong and the Chinese Mainland.



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**100th Green Kitchen Celebration and Awards Ceremony**



In October 2023, we welcomed the 100th outlet into the Green Kitchen network. To encourage more customers to support sustainability-minded tenants, Cityplaza ran the GREENER TOGETHER marketing campaign in October and November 2023. The campaign involved in-mall and social media promotions communicating the benefits of sustainable kitchen design and operations, with customers becoming

eligible for additional LIVE+ points (equivalent to a HKD20 mall coupon) when dining at Green Kitchen-recognised outlets. Over 1,600 redemptions were offered.

**Energy Audits**

In 2023, we continued to offer free energy audits for our tenants to help them identify energy-saving opportunities.

**Free Energy Audits Offered to Commercial Tenants (since 2008)**

	Hong Kong	Chinese Mainland
Tenanted area	<b>4.2 million</b> sq ft	<b>2.8 million</b> sq ft
Potential annual energy savings identified	<b>3.4 million</b> kWh	<b>7.8 million</b> kWh



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**The Loop and Urban Farming Programmes**



Launched in 2017, The Loop began with the establishment of our SD exhibition centre in Devon House at Taikoo Place, which features a recycling centre, food waste composter and an “eco-art” installation. The 4,000 sq ft space encourages tenants and the wider community to “close the loop” by incorporating sustainable practices into their business operations and daily lives.

In 2021, we began extending The Loop’s community engagement concept to other properties. This included partnering with Rooftop Republic, an urban farm-centric social enterprise to promote urban farming at our other The Loop spaces:

- The Loop at One Island East
- The Loop at One Pacific Place
- The Loop at Citygate
- The Loop at South Island Place

In 2022, INDIGO in Beijing unveiled another unique The Loop space – a multipurpose sustainable development centre with interactive displays to engage employees, tenants, business partners and the community in SD initiatives.

In 2023, we conducted urban farming workshops for office tenants and held public awareness activities for the community at our The Loop spaces across our Hong Kong portfolio.

**The Loop 2023 Engagement Data Highlights**

**1,500**  
Total participants

**2,700**  
Total engagement hours

**36**  
Number of crop types

**~600**  
Total harvest yield (kg)

**~300**  
Total harvest donated (kg)



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**Taking a Circular Approach**



Since May 2022, The Loop at One Island East has run a pilot kitchen waste collection programme. Kitchen waste is collected from participating tenant offices, transformed into digestate for further composting and eventually used to grow vegetables. In 2023, The Loop at One Pacific Place also embraced this circular organic farming approach. These rooftop urban farms provide the opportunity to grow food in urban areas

that lack the space for food production. In 2023, the two farms diverted more than 1,000 kg of kitchen waste from landfills which produced over 200 kg of compost.

**One Island East**

**~560 kg**

Weight of food waste collected

**~63 kg**

Weight of compost used

**One Pacific Place**

**~480 kg**

Weight of food waste collected

**~153 kg**

Weight of compost used

**New Garden at The Loop at Devon House**



In 2023, we established a biodiversity showcase at The Loop at Devon House. Working with the Urban Land Institute, we selected flowers, trees and shrubs that are significant to Hong Kong’s biodiversity and are useful for pollination or as food plants for birds and insects. Visitors can also scan QR codes placed nearby to learn about the biodiversity value of each plant. Timber planter benches were also built from wood upcycled from local trees that

fell due to typhoons, ageing or during urban development.

In April, the space was launched with a seminar on how urban biodiversity is being preserved in Hong Kong and the importance of urban greening. The launch event also featured a tour of The Loop at Devon House to view the new plants and planters.



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## Tenant Engagement – Digitalisation

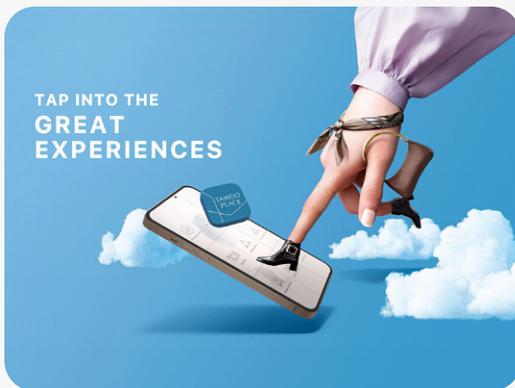
As part of our commitment to innovation and experimentation, Swire Properties’ ongoing digital transformation aims to improve digital connectivity, incorporate innovative technologies, create efficiencies and cost savings, and reduce waste across our operations.

As a measure of the success of this transformation, in 2022, Taikoo Place and Pacific Place received the highest level of certification from two global digital connectivity benchmarks: WiredScore, which assesses the ability of a building to meet the needs of the modern office tenant; and SmartScore, which certifies best-in-class smart buildings that deliver a fully integrated user experience through a modern, digital platform to improve efficiency and are fully future-proofed to meet the highest standards of sustainability.

Taikoo Place and Pacific Place were the first WiredScore-certified portfolios in Hong Kong, with 15 commercial buildings certified. In addition, Two Taikoo Place and Six Pacific Place became the first buildings in Hong Kong to be both WiredScore and SmartScore Platinum-certified – only 0.6% of buildings assessed by these schemes have obtained a Platinum rating.

Throughout 2023, we continued to advance our digital offerings to tenants.

### Enhanced Digital Platforms for Tenants



The new Taikoo Place app and Pacific Place Offices app are our main platforms for office tenant engagement. In 2023, we launched over 150 events and privileges, creating a thriving and vibrant community within our office space. Through the two applications, we forged strong partnerships with more than 80 business partners spanning various industries and sectors, enriching our tenants' experiences with exceptional content, personalised privileges, and unforgettable experiences.



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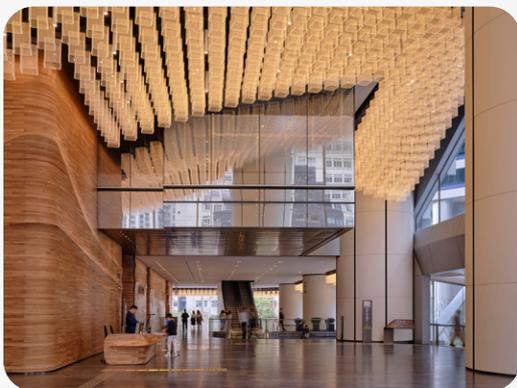
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The major functions of the apps include:

- Exclusive privileges and popular events in collaboration with Taikoo Place or Pacific Place office and retail partners;
- Hassle-free table bookings for surrounding restaurants;
- Reservations for meeting rooms or flexible spaces available in the two office portfolios, and;
- Appointments for fitness classes and healthcare treatment in partnership with wellness tenants in the neighbourhood.

These mobile apps enhance our office tenant’s experience and deliver significant business value to our partners, including increased brand awareness, footfall traffic, and business opportunities.

**5G: Driving the Digital Transformation**



We embarked on the second phase of installing ultra-fast 5G and 5.5G mobile technology at all our properties around Hong Kong. Advanced 5G technology capable of download speeds of 10 gigabytes per second (“Gbps”) and upload speeds of one Gbps, has been installed in all our buildings in Hong Kong and will be commercially available by 2025.

5G connection will also support ambient power-enabled IoT technology, zero and ultra-low-power devices to improve tracking and location-based services, and direct satellite communications for handsets.



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### Digital Enablers to Enhance Tenant Engagement



Digitalisation continues to be a key focus to enhance our tenant engagement and communication strategies. Representatives from our Information Technology and TSSD departments and Portfolio Management teams meet regularly to ensure that the Tenant Portal meets evolving tenant engagement and sustainability needs.

In 2023, we launched an upgraded version of the Tenant Portal in Hong Kong which incorporates new features to capture tenants’ energy and waste data, allowing GPP tenants to track and verify progress against GPP performance benchmarks, view their GPP tier rating and monitor their participation in various programmes.

We also continued to increase the use of smart technology throughout our properties. In Hong Kong, we began to install digital energy meters for GPP tenants. These meters continuously monitor tenants’ energy consumption patterns and help identify potential energy savings, such as idle energy wasted during non-working hours.

To promote water efficiency and raise awareness about the importance of water conservation, we completed digital water meter installation throughout Taikoo Place in 2022. In 2023, we completed water meter installations at One Citygate and Taikoo Hui Guangzhou and began installation work at Pacific Place.

While waste measurement usually involves manual weighing and recording, we embrace technologies that digitalise the waste data collection process. In 2023, we continued to expand our Smart Waste Reduction Challenge and Smart Mobile Scale Programme for GPP tenants. We are also exploring digitalisation options for tenant waste data management within our retail portfolio.

Features related to the GPP will be progressively enhanced to support data sharing, benchmarking and gamification. During the year, we began to connect metered energy, water and waste data to the Tenant Portal. This integration will enable tenants to conveniently access their environmental data and gain insights into their environmental performance in the future.



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**Tenant Engagement – Social and Wellness**

We work to create social and wellness initiatives that connect our tenants with each other and with the wider community.

**Health, Wellness and Work-Life Balance at Taikoo Place**

Finding and maintaining an equilibrium that gives equal weight to work, health and people’s social lives is becoming a top priority for society. In 2023, Taikoo Place worked to become a leader in creating this balance, spearheading a range of lifestyle initiatives and activities that add value to the work week and amplify leisure time.

**Taikoo Place Wellness Series**



In October and November, Taikoo Place hosted the “Taikoo Place Wellness Series”, encompassing a line-up of programmes to activate an optimal work-life balance for office tenants. The campaign supported the idea of embracing wellbeing outside of the office to help people relax and mentally and physically restore themselves, delivering an exceptional “beyond the office” experience to participants.

The campaign included “Workout x Lunch” fitness workshops, which offered a diverse range of workout sessions suitable for everyone, including high intensity full-body workouts, core training, yoga, stretching, and indoor golf, with a complimentary healthy lunch. More than 200 participants took part in the activities.

We held our “Corporate Wellness Challenge: 8-Hour Charity Spin” event again this year, offering office tenants the opportunity to bring wellness – and collaboration – into the workplace. The event promotes a positive, healthy-living vibe for the workplace while also raising money for charity. More than 550 office executives from 12 tenant companies took part this year, raising over HKD310,000, of which HKD150,000 was contributed by Swire Properties.



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**PROJECT AFTER 6**

Launched in 2014, PROJECT AFTER 6 is an engagement programme that strengthens connections between office colleagues by bringing art, music and entertainment into the work environment and tapping into unexplored talents. The programme helps cultivate a pleasant, cohesive work environment and creates positive impacts for our tenants and their employees, leading to a more integrated community and greater business success. The 2023 version of the project involved a musical play and a series of live performances.

**PROJECT AFTER 6: Mou Man Tai, the English Musical**



PROJECT AFTER 6: Mou Man Tai is a companion piece to the popular musical comedy “Cube Culture”, which was staged in 2018 by Swire Properties and the Hong Kong Youth Arts Foundation (“HKYAF”) and drew talent from our tenants and working professionals from all over Hong Kong.

The play is a Hong Kong-themed musical drama that looks at different walks of life and encapsulates the city’s uniqueness, diversity and can-do spirit. The auditions attracted 536 applications, of which 15% were from our tenants. Thirty-three people made the shortlist for the cast, five of whom were Taikoo Place tenants. The play was staged at ArtisTree between 14 and 24 June, with donations going to the HKYAF to support its work to make arts available and accessible to all young people in Hong Kong. A total of 947 people attended the 11 performances.

**Good Vibes Only Music Festival 2023**



This series of live music performances featured a talented line-up of local musicians and singers, including alumni from previous versions of PROJECT AFTER 6, ran throughout the summer at Dorset House, One Island East and Two Taikoo Place. The shows aimed to bring “good vibes” to Taikoo Place workers and the surrounding community, helping them take a break and recharge. The 14 performances attracted a total audience of 8,000 people.



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**One Citygate’s Tenant Engagement Programme**



One Citygate held two tenant engagement events this year as part of its initiative to raise sustainable development awareness and build a like-minded community for our employees and office tenants.

The “Rooftop Pilates for Office Workers” activity was held on 24 February in conjunction with an SD partner. Staff from four offices participated in this relaxing wellness activity, with our SD partner

donating USD10 per participant to have one real tree planted via the Tree-Nation platform, whose mission is to contribute to reforestation. On 22 September, the “Underwater Clean-up Dive” was held for the second time following positive feedback from last year. 30 participants from six companies took part in removing underwater rubbish and ghost nets from Sai Kung waters, directly participating in work to protect Hong Kong’s marine environment.



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## Customers

Swire Properties seeks to continuously improve our services and offerings. To do this, we must understand our customers’ needs, and feedback is a vital part of this understanding. In 2023, our customer-focused research programmes continued to provide us with invaluable data which will be analysed and used to further refine the customer experience and our market positioning.

### Data Management and Protection Governance

To promote effective personal data governance within the Company, Swire Properties has established a Data Management Protection Steering Committee. The committee is tasked with cultivating a culture of data privacy and protection, with responsibilities that include:

- Developing and endorsing a data privacy vision and strategy for Swire Properties.
- Formulating and approving a Data Management Protection Plan (“DMPP”) and other internal policies that pertain to data privacy.
- Defining the governance process and ensuring its implementation, while continuously evolving and improving the process over time.

We are committed to protecting the privacy of our customers. Our DMPP covers our operations in Hong Kong and the Chinese Mainland and provides guidance on the handling of personal data, including that of our customers, throughout the data lifecycle. The policy will be updated from time to time to ensure compliance with the relevant laws and regulations.

Under this DMPP, our employees are required to comply with internal guidelines covering the collection, processing, transfer, retention, and disposal of personal data. We also include data protection obligations in contracts with third-party data processors.

### Retail Customers

Swire Properties has established a comprehensive range of research programmes across our retail portfolio to advance our efforts in placemaking, visitor wellness, customer experience, and tenant relationships.

These research programmes have been strategically and statistically designed to foster collaboration and inclusivity. By harnessing diverse perspectives of all involved, we incubate innovative solutions to drive impactful outcomes. Through a creative and critical lens, we extract valuable insights to further enhancement of our service performance. The insights will help us continuously refine our strategies, optimise operations, seize emerging opportunities, and recommend actionable measures that drive sustainable growth and success.

GRI  
418

HKEX  
Aspect B6  
KPI B6.5



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### Annual Shopper Behaviour and Branding Research Programme

Our annual Shopper Behaviour and Branding Research Programme is conducted in all nine of our malls. Research is conducted through quantitative surveys in various formats, with shoppers in competitor malls also surveyed to compare our performance with theirs. As in previous years, the results will help us monitor our malls' performance and recommend action items for customer service, marketing and leasing, and serve as a reference for future business decision-making.

In the 2022-2023 research programme, more than 9,500 interviews were conducted with over 99% of the respondents ratings our malls between "excellent" and "good". The results demonstrate a high level of shopper satisfaction with our malls and is a positive indication of the quality of the shopping experience we provide.

### Mystery Shopper Programme 2023-2024

Our annual Mystery Shopper Programme was conducted in late 2023. This evaluates the performance of customer service officers ("CSOs") in our six Chinese Mainland malls by identifying their strengths and weaknesses and providing actionable recommendations for better customer service and experience. Our portfolio in the Chinese Mainland as a whole managed to retain an overall score of 90+ out of 100, implicating a very decent efforts by our malls in customer service and experience produced. Compared with 2017 when we first rolled out the programme, our latest overall score has improved by more than 20 points, reflecting our continuous initiative to improve customers services and experiences.

### Upgrades to the Marketing Sharing Platform

The Marketing Sharing Platform allows Swire Properties' marketing professionals and other colleagues to exchange knowledge and experience between sister malls. Introduced in 2020, the platform was enhanced this year with new features to incorporate the latest reports and analysis regarding luxury marketing, Gen-Z audiences, wellness, digital technology, retailing and our competitors. These updates will help establish a thinktank where marketers from across our Hong Kong and Chinese Mainland portfolios can find insights and inspiration.



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**Digital Customer Experience**

**Taikoo+ App Updates**



The TAIKOO+ app is a one-stop digital gateway to our three Hong Kong malls – Pacific Place, Cityplaza and Citygate Outlets – allowing users to access mall information, news and events, as well as a directory of restaurants, shops, services, and amenities across all three locations. The app received two important updates in 2023:

**Mall Dollar: An Enhanced Loyalty Programme**

The “spend to earn” concept is vital to retail loyalty programmes across the world. To help accelerate the earning and redemption cycle of loyalty points at our malls, we launched Mall Dollar on the TAIKOO+ and Pacific Place apps in September 2023. Members of the malls’ loyalty programmes can earn points by uploading receipts and seamlessly converting them into Mall Dollar through the app. To further streamline the redemption process, we also designed an app for tenants, making it easy for them to actualise Mall Dollar and submit reimbursement requests. This reduces their workload by eliminating the need to manually consolidate transaction records and send them via email.

**Enhanced Shopping+ Platform: Boosting Member Sales from Online to Offline**

Launched in November 2020, Shopping+ is an online platform that sells cash vouchers to boost footfall in retail malls. Shopping+ was especially convenient during the COVID-19 period.

In May 2023, we evolved Shopping+ into a member-exclusive platform by integrating the malls’ loyalty programmes, allowing members to earn loyalty points across malls and, through a unified interface, conveniently view, manage and redeem their loyalty points. Promotions were held at the malls giving members discounted tenant cash vouchers and “buy online pick-up in store” products to drive sales. The ultimate goal of the upgraded Shopping+ is to attract more members and accelerate the sales cycle by combining online purchases with in-mall shopping.



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WeChat Enhances the Customer Experience



Our Pacific Place and Citygate Outlets loyalty programmes received a boost from the WeChat mini-programme (“WMP”) in 2023. The WMP opens up the loyalty programme to members from the Chinese Mainland, providing member registration, receipt upload and reward redemption functions, as well as a digital e-voucher feature at Citygate Outlets.

Digitalisation of in-mall services via the WMP is an important part of enticing tourists into our malls and enhancing their shopping experience. Mall vouchers in particular have significantly expedited the participation of tourists in retail promotions – during the first six months of

the programme at Citygate, over 3,300 WMP users utilised the e-voucher function, making more than 6,000 e-voucher purchases.

Swire Properties’ official WeChat account ran an interactive mini-programme called “Green Planet” in September. Aimed at Chinese Mainland customers, the campaign was designed to raise awareness of our SD 2030 Strategy and support ecological conservation through five challenges that, when successfully completed, generate “energy points” for participants and allow them to build a “virtual home” in the app. At the end of the initiative, we donated between RMB1 and RMB5 for each user, with the amount selected randomly, to non-government organisations specialising in protecting birds and biodiversity.



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**Sustainable Living and Wellbeing**

**Greener Together Rewards and Workshops at Cityplaza**



Cityplaza introduced the “Greener Together” rewards programme in 2023, targeting customers of Green Kitchen Initiative-certified restaurants. The promotion was held in October and November and offered customers F&B e-vouchers and extra reward points for supporting the initiative using electronic payments. At the same time, the mall held a “Greener Together” Craft Workshop series, teaching participants how to make creative crafts and accessories out of food and clothing waste. The three workshops covered food waste jewellery, coffee capsule accessories and cloth-scrap accessories.

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**Healthy Lifestyle Initiatives at The Temple House**



Regular wellness initiatives are a staple at The Temple House’s Mi Xun Spa, from yoga classes and sound healing to spa treatments and meditation, helping clients focus on physical, mental and emotional health while also driving sustainable daily operations and creating eco-friendly experiences for our guests. Several events were held throughout 2023 including a Father’s Day meditation exercise in June, morning Pilates classes in July, poolside yoga in August, and a handpan concert in September.

Regular wellness initiatives are a staple at The Temple House’s Mi Xun Spa, from yoga classes and sound healing to spa treatments and meditation, helping clients focus on physical, mental and emotional health while also driving sustainable daily operations and creating eco-friendly experiences for our guests. Several events were held throughout 2023 including a Father’s Day meditation exercise in June, morning Pilates classes in July, poolside yoga in August, and a handpan concert in September.



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## Residential Owners, Occupiers and Serviced Apartment Residents

Swire Properties continues to develop residential projects in Hong Kong and other locations. While some of these projects, such as WHITESANDS and ALASSIO, have been developed for sale, others, such as our Pacific Place Apartments and EAST Residences, continue to be managed by the Company. In 2023, work continued on our newest residential development, the EIGHT STAR STREET project located in Wan Chai's Starstreet Precinct.

In Hong Kong, we reactivated our Residential Sustainability Taskforce in late 2020. The taskforce gathers representatives from the 21 residential properties that we currently own or manage in order to discuss and calibrate a unified approach towards SD issues, such as the upcoming municipal solid waste charging legislation for these properties.

### Swire Properties Secures Premium Residential Site in Bangkok



In 2023, Swire Properties made its first investment in the Bangkok property market after acquiring a 40% interest in a site in Bangkok for residential development. We plan to develop the site into a luxury condominium project in partnership with a local developer. The 136,335 sq ft site is on Wireless Road in the core CBD area, situated adjacent to

Lumphini Park and Benjakitti (Forest) Park, and close to upscale shopping malls, international schools, sports clubs, five-star hotels and embassies.

### Swire Properties' New Luxury Destination in Miami



The Residences at Mandarin Oriental, Miami, located at the southernmost point of Brickell Key, is the newest Swire Properties development in Miami. This luxury development will consist of two towers – the first will house 228 two-to-four-bedroom private homes of up to 4,700 sq ft and two exclusive duplex penthouses at the top of the over 800-foot-tall building, each spanning more



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than 7,000 sq ft. The second tower, approximately 400 ft tall, will be a new luxury hotel with 121 guest rooms, 66 private residences, and 28 hotel residences.

The Residences at Mandarin Oriental, Miami, will become a defining landmark on the Miami skyline. The development will have an abundance of greenery connecting it to the Brickell Key baywalk, panoramic views of Biscayne Bay, and a resort-style podium with over 100,000 sq ft of amenities including several multi-tiered, landscaped infinity swimming pools, private cabanas, executive work lounges, private dining rooms with chef kitchens, restaurants, and health and wellness facilities – all created by an award-winning global design team.

**Two New Landmarks in Shanghai**



Swire Properties will develop two new mixed-use landmarks in the heart of Shanghai’s Pudong New Area, continuing our partnership with the Lujiazui Group. The two projects will be the Company’s ninth and 10th large-scale developments in the Chinese Mainland and will both be large-scale, mixed-use projects that include retail, office and premium residential components.

The Yangjing Plot is located along the Huangpu River with stunning views. With an expected GFA of approximately 4.2 million sq ft, including a 215,000 sq ft below-ground retail floor, the development will include residential, retail and office uses. This site has historical significance for the Company as it served as the location of Taikoo Wharf in the early to mid-1900s.

The New Bund Plot is located opposite Taikoo Li Qiantan. With an expected GFA of almost 6.5 million sq ft, this site lies at the intersection of three Shanghai Metro lines and will be developed for residential, retail and office use. Its strategic location will enhance our placemaking and placekeeping efforts in the area.