



PEOPLE

We believe that the contributions of our employees are critical to the implementation of our SD 2030 Strategy and to the overall success of Swire Properties.





PEOPLE

2023 Progress

Occupational Health and Safety

Employment Profile
Workplace Wellbeing

Talent Attraction
Diversity and Inclusion

Talent Management
Volunteering

We believe that the contributions of our employees are critical to the implementation of our SD 2030 Strategy and to the overall success of Swire Properties. As such, we aim to create an environment where our employees will be healthier, happier and more productive. We also seek to invest in our employees and aim to provide them with rewarding career paths as we work to develop a diverse, industry-leading team.

2023 Progress

Our People Working Group is comprised of 26 representatives from distinct functions within the Company. Its primary responsibility is to achieve progress in the six focus areas of the People Pillar: Talent Attraction, Talent Management, Rewards, Occupational Health and Safety, Diversity and Inclusion, Workplace Wellbeing and Volunteering.

In 2023, we also continued to work towards achieving our 2025 KPIs. Our focus area expanded to encompass the workplace wellbeing of our employees reflecting our recognition of the crucial role that employee wellbeing plays in fostering a thriving and productive work environment. The new Workplace Wellbeing Framework was introduced, seeking to enhance the work process, resources, communication, policies and practices and physical work environment.

Our progress towards our 2025 KPIs is summarised in the table below.

Progress Summary Table



Talent Attraction

Employer Branding

2025 KPI

- Improve employee net promoter score (“eNPS”) by **10%**²

Progress Updates in 2023

- Our 2023 People’s Engagement Survey revealed an eNPS improvement of **93%**. Our Talent Management subgroup is developing strategies to further improve performance in this area.

² Compared to the baseline year of 2020.



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Talent Management

Learning and Development

2025 KPI

- A **25%** increase in training hours per employee per year³

Progress Updates in 2023

- Delivered **157,955** training hours in 2023, an average of **23** training hours per employee. This is an increase of **89%** compared to our 2016 baseline year.

Engagement

2025 KPI

- Achieve an employee engagement index rating of **90%** or above
- Improve employee turnover rate by **5.5%**⁴

Progress Updates in 2023

- The results of our 2023 People's Engagement Survey, conducted in January, recorded an **89%** employee engagement index rating.
- The turnover rate in 2023 was **15.5%**, a **34.2%** improvement compared to our 2018 baseline year.

³ Compared to the baseline year of 2016.

⁴ Compared to the baseline year of 2018.



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Occupational Health and Safety



Safety

2025 KPI

- Maintain a lost time injury rate (“LTIR”) below **1.2** for non-hotel operations; and at or below **2.0** for hotel operations
- Maintain **zero** work-related fatalities and **zero** serious incidents⁵ for employees

Progress Updates in 2023

- In 2023 we recorded an LTIR of **0.64** for Swire Properties’ non-hotel operations and an LTIR of **1.16** for Swire Properties’ hotel operations.
- We maintained **zero** serious incidents and **zero** work-related fatalities in 2023.



Diversity and Inclusion



Policy, Strategy and Governance

2025 KPI

- Maintain a female representation of no less than **40%** in the workforce
- Maintain a gender balance in senior management
- Maintain gender pay ratio at **1:1**

Progress Updates in 2023

- **41.9%** of the workforce is female.
- **42.9%** of senior management positions were held by women in 2023.
- The gender pay ratio in 2023 was **1:0.92** (female to male).

⁵ “Serious incident” is defined in the Swire Pacific Fatal and Serious Incident Reporting Policy.



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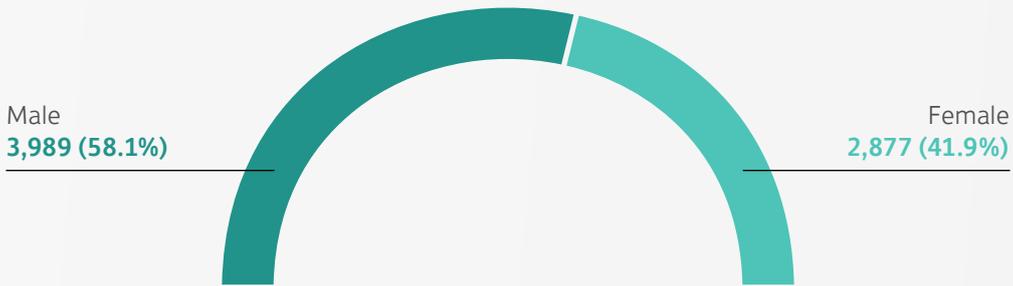
Employment Profile

We employ 6,866 people⁶, of which approximately 3,150 are in Hong Kong, 3,390 in the Chinese Mainland, and 300 in Miami in the U.S.A.

GRI
2-7, 2-8, 401

HKEX
KPI B1.1

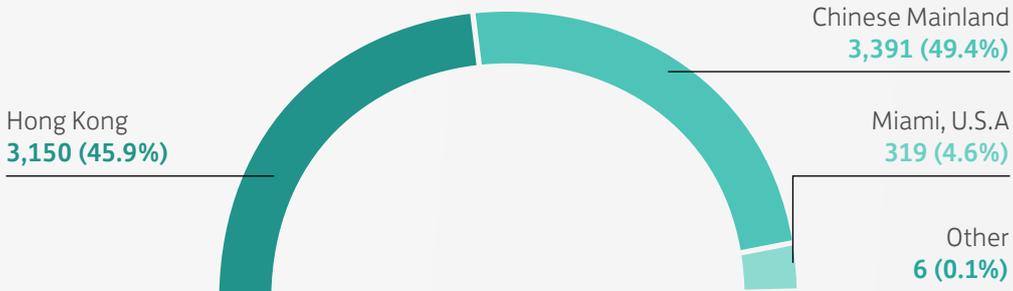
Employees, by gender



Employees, by age group



Employees, by region



⁶ This figure reflects permanent employees with permanent and fixed term/temporary contracts in our Hong Kong portfolio, Chinese Mainland portfolio, U.S.A. portfolio, and Swire Hotels.



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HKEX
Aspect B1

Creating an Industry-leading Work Environment for our Employees

Our employees receive competitive remuneration packages with a variety of benefits. In Hong Kong, these packages include medical care, retirement schemes and discretionary bonuses, while in the Chinese Mainland, in addition to social insurance and housing funds, employees are provided with medical care and discretionary bonuses.

Swire Properties strives to ensure that every employee receives regular, objective, fair and open assessments of their performance and is rewarded accordingly with merit-based incentives. Our annual Performance and Development Review (“PDR”) streamlines our assessment processes and ensures consistency across the Company. Our office employees align their annual performance goals with the SD Pillars.

Swire Properties promotes collaborative and regular conversations and continuous feedback to ensure that objectives and goals are aligned and adjusted in an agile manner. In 2023, management level employees in the U.S.A. portfolio received a multidimensional performance appraisal, in the form of a “360+ degree” survey. Feedback was collected from their peers from a cross section of departments, direct reports and managers to provide a 360-degree view of employee performance. These employees were encouraged to discuss the findings with the team and identify any follow-up actions.

Our employer branding communication strategy, launched in 2020, ensures that we continue to attract and retain talent. Our 2025 KPIs contain targets relating to talent attraction and retention which support our long-term plan of being identified as a “preferred employer” by 2030. Our recruitment and onboarding experience aims to bring our brand to life.

Our pre-boarding and onboarding experience leverages on technology, whilst maintaining an in person experiential induction.

Total New Hires

1,609

Total New Hires, by region

	Number	Percentage
Hong Kong	717	44.6%
Chinese Mainland	789	49.0%
Miami, U.S.A.	102	6.3%
Others	1	0.1%



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Swire Properties Remains One of Hong Kong’s Most Attractive Employers



Swire Properties was once again recognised as one of Hong Kong’s most attractive employers this year, receiving multiple brand and HR awards. We were named one of Hong Kong’s most attractive employers at the Randstad Employer Brand Awards 2023, and received three Grand Awards at the CTgoodjobs Best HR Awards 2023.

The Randstad recognition further underscores our commitment to investing in our people to create an open, inclusive and rewarding workplace environment with an emphasis on gender equality and diversity. We have been ranked in top 10 of the Employer Brand Awards every year since 2017. These awards rank the employer attractiveness of Hong Kong’s 75 largest commercial companies and institutions that are known by at least 10% of the local population. This year’s awards saw 2,750 local respondents rate companies on their relative employer brand awareness and attractiveness.

Swire Properties’ three CTgoodjobs Grand Awards recognised our efforts to offer our people fulfilling, life-changing careers. The awards were given in the Employer of The Year, Best Corporate Social Responsibility and Best ESG categories.

Our Talent Attraction Programmes

Swire Properties has various talent-attraction programmes tailored to specific requirements:

Property Executive Programme

The 36-month Property Executive Programme (“PEP”) aims to develop young talent pipelines for employees in the Chinese Mainland. PEP offers trainees a multitude of learning opportunities to enhance their professional growth. During the initial two-year period, trainees are immersed in a dynamic environment where they have the chance to work across various departments or teams within their local companies. In the third year of the traineeship, trainees are assigned to work on new and innovative projects or are placed in companies in our other operating regions.

Through the programme, we hope to expose trainees to different roles, market, and culture, enabling them to actively contribute their knowledge and expertise while also acquiring new insights and perspectives.



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Technical Trainee Programme

This 24-month programme is tailored to building surveyors and engineers, giving them hands-on training and opportunities by rotating them through our properties and lead projects. The programme also guides them through building certification processes, allowing the trainees to become professionals before they graduate.

Swire Hotels' Management Trainee Programme

This management trainee programme gives trainees opportunities to work across departments and regions in Hong Kong and the Chinese Mainland. The 12- to 18-month on-the-job training courses provide trainees with an in-depth understanding of the hotel business and provide additional insights into hotel management.

The Swire Management Trainee Programme

This programme develops high-performance, high-potential individuals into business leaders who share a common set of values. It gives trainees the option to explore different industries, functions, countries, and cultures while providing the flexibility to gain skills and experience in desired areas. Participants rotate jobs that expose them to different roles and geographies, with opportunities to move across operating companies.

The Swire Finance Programme

The Swire Finance Programme develops high-performing, high-potential individuals into future senior finance leaders who share our common values. Participants get to experience different industries, countries and cultures, with job rotations every few years, and are given extensive training and development and support. The programme only recruits experienced, qualified finance professionals who join as leaders who then work in different industries, finance specialisations and locations.

Internship Programmes

Swire Properties offers opportunities to penultimate year undergraduates who seek a career in property development and hotel management. These summer internships provide hands-on experience and professional counselling and are usually given to candidates with strong academic credentials who have an ability to connect easily with others, show leadership potential, and who wish to inspire through example. They include:

The Swire Properties Summer Internship Programme, an eight-week programme that offers architecture, building surveying, engineering and environmental science students hands-on experience, usually with an environment-related project, and prepares them to enter the industry.



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The Swire Hotels Internship Programme, gives interns innovative practical experience in the hospitality industry.

The Swire Summer Internship Programme, an eight-week comprehensive introduction to the Swire Group for intellectually curious, adaptable and business-minded students who want to join the Swire Management Programme after graduation. The students work at a Swire operating company based in Hong Kong or the Chinese Mainland and lead and implement a business-related project.

Campus Recruitment Talks in Hong Kong

Swire Properties held a series of talks at major Hong Kong universities in 2023 to share information about our technical trainee and summer intern programmes. Representatives from our TSSD department presented on our SD Vision and SD 2030 Strategy, and introduced innovative initiatives including our decarbonisation strategy, tenant engagement programmes and youth empowerment initiatives.

Continuing to Deliver on our Employee Value Proposition

Our reputation as a respected and valued employer – our employee value proposition (“EVP”) – is defined by four core themes which reinforce our position as a modern, forward-looking, creative company that is proud of the mutual respect and trust that exists between employer and employees:

- **Building Trust** through adherence to impeccable professional and ethical standards, and a rigorous and respectful internal culture.
- **Building Pride** in the quality of our projects, and the imagination, invention and openness to innovative ideas that deliver ingenious and inspiring solutions.
- **Building Futures**, because long-term thinking is central to our commercial ethos, not only in the responsible, sustainable legacy we leave for future generations, but in the lasting and wide-ranging development of our staff.
- **Building Communities** by transforming the places where people live, work, stay and play to best effect.

This EVP is part of our wider Employer Brand story in which the combined skill, imagination and creativity of everyone at Swire Properties has enabled us to transform the places where we operate, create new and thriving communities, and redefine our proactive responsibility for a sustainable future.



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HKEX
Aspect B3

Swire Properties places great importance to attracting and retaining talent by offering fulfilling long-term careers with the Company. We have numerous programmes in place to train our employees to high standards, encourage their continuous learning and development, create pathways for promotion and succession, and gather their feedback.

All employees taking job-related training courses – from training courses to long-term studies for diplomas, certificates, undergraduate or post-graduate degree courses offered by local or overseas tertiary education institutions, industry organisations and professional associations – are eligible for a reimbursement of their course fees, regardless of their job role.

Swire Properties also has a robust annual talent review process that seeks to assess and develop our talent pipeline. The objective is to have an overview of our organisational capabilities, identify high potentials, develop robust succession plans and provide targeted development for our talent.

2023 People’s Engagement Survey

In early 2023, Swire Properties conducted an in-depth People’s Engagement Survey to measure employee engagement. Employees were asked to rate the Company’s efforts and effectiveness in fostering creative transformation, originality, workplace inclusivity, role empowerment, safe spaces for open dialogue and the work environment. The survey also included factors related to people management, employee recognition, reward initiatives and programmes promoting mental health awareness.

We invited our colleagues from our Hong Kong, Chinese Mainland and Miami, U.S.A. portfolios and Hotels to take part in the survey and achieved a 97% response with an engagement index of 85%. The results enabled us to develop targeted strategies to continue to create a positive and fulfilling workplace for our people and to enable the success of employees and the Company.

Some of the findings of the 2023 People’s Engagement Survey from our Hong Kong and Chinese Mainland portfolios were:

- The Employee Engagement Index improved to 89% from 88% in 2020, putting us on track to meet our SD 2030 target of 90%.
- We excelled in all 18 categories of the Employee Engagement Index. These were benchmarked against 2023 Global Real Estate & Asset Management Industry standards.
- There was a significant improvement in our Employee Net Promoter Score (“eNPS”) from 14% in 2020 to 27%. The eNPS measures the likelihood of colleagues recommending the Company to others.



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Top achievements:

- 97% of our people feel empowered and have a clear idea of their job responsibilities.
- 95% agreed that we are a socially responsible company.
- 95% enjoy working at Swire Properties because employees collaborate and get along well.
- 94% think we are a truly customer-centric company.
- 92% say that the quality of work done in their department is excellent.

Growth opportunities:

- Employee recognition and rewards – non-monetary recognition to boost morale, create motivation, drive better performance and foster a culture of innovation.
- Change – colleagues want to be part of the change process and learn more about how the Company is evolving.

The survey participation rate was encouraging, and the insights gathered will help shape the direction of the Company for years to come.

In 2023, we conducted an 100% response rate engagement survey for all of our Miami, U.S.A. employees, with engagement index reaching 71%. Our Hotels also conducted a 94% response rate people engagement pulse survey for all Hong Kong, Chinese Mainland and Miami Hotels with engagement index reaching 77%.

Learning and Development Programmes

In 2023, we continued empowering our employees, providing engagement, learning and motivational opportunities through online and offline training programmes. Several of these were new or revamped versions of long-running initiatives, such as the Achieving Excellence Programme and our structured leadership programmes. The New Joiner Programmes are day-long experiential induction sessions that bring new joiners from different departments together for a day of fun, learning and experience-building.



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Total Training Hours and Spending

~157,900 hours

Total training hours

23 hours

Average training hours per employee

HKD9.9 million

Total training spend

HKD1,440

Average training spend per employee

HKEX
KPI B3.2

Average Hours of Training, by Gender



21.2

Male



25.5

Female

Average Hours of Training, by Management Level



21.3

Management level



23.6

Non-management level

New Induction Programmes

New Joiner Induction Programme



Swire Properties wants all our new joiners to have a comprehensive, productive and inclusive onboarding experience. This year, the programme underwent a revamp, introducing full-day induction sessions and bringing all office new joiners from different departments across our properties together for a day of experiential learning, sharing, and experience-building.

During the sessions, they hear first-hand from our directors about their journey to success at the Company, learn about our SD 2030 initiatives, tour the Swire Archives, listen to speakers from different departments as they share their experiences, and tour our mixed-use development.



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Frontline New Joiners

In October 2023, we expanded the New Joiner Induction Programme to include frontline staff. Recognising their distinct needs and expectations, we customised the programme for them, with a goal of cultivating stronger engagement and fostering enhanced interactions. The initial programmes received positive feedback from participating staff.

“Safety First, to Last” Health and Safety Campaign



In 2020, we launched the “Safety First, to Last” campaign, a cooperative three-year project between the Learning and Talent Management team and the Health and Safety Department. The aims of this strategic health and safety training programme were to achieve strong leadership and a positive mindset towards health and safety, along with widespread occupational safety skills and knowledge,

and the actualisation of our Zero Harm Commitment.

The campaign began with e-learning courses in 2020, then grew to include a learning hub on the Company intranet, followed by virtual reality (“VR”) training, “train-the-trainer” workshops, and a year-long series of learning events, which took place at different management offices each month.

Participation rates in the campaign were high, with a 100% completion rate for both the e-learning programme and the VR training. Other events, including seminars, roadshow video training sessions and games, had a participation rate of 82%. In terms of health and safety performance, the campaign was a success, with the number of injuries dropping by 49% and a 61% decrease in injury costs recorded compared to 2018.

The campaign also won three special awards at the Hong Kong Management Association’s Excellence in Training and Development 2023 Awards, namely “Excellence in Programme Design”, “Excellence in Performance Improvement” and “Excellence in Stakeholder Engagement”.



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Partnerships with Educational Institutions

Swire Properties offers employees training programmes that have been developed in collaboration with educational institutions in Hong Kong. One notable programme is the “Executive Course in Real Estate Development”, developed with the Department of Real Estate and Construction at the University of Hong Kong. This has been offered exclusively to our employees since 2014.

The 10-day course gives participants a comprehensive understanding of fundamental concepts in real estate and construction project management, equipping them with the knowledge and skills necessary to progress in their roles. They are exposed to a wide range of topics crucial to their professional development, including planning and development procedures, the regulatory landscape in Hong Kong and the Chinese Mainland, real estate investment and finance, sustainability, practical case studies, and emerging trends in the industry.

In partnership with Oxford Brooks University, our company enrolls colleagues in relevant disciplines to participate in the Oxford Adapt Programme. This program is designed for property specialists who are seeking professional qualifications as chartered surveyors. The programme covers various aspects, including investment, valuations, development, and management, as well as RICS ethics, policy, and standards. Through this pathway, we have had more than 10 colleagues who have obtained their RICS qualifications. The programme lasts for four months and includes a combination of self-paced online learning and face-to-face teaching sessions. The feedback from participants has been overwhelmingly positive, with participants applying their newly acquired knowledge in their professional practice and experiencing personal and career development benefits.



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Occupational Health and Safety

Occupational health and safety (“OHS”) is an indispensable part of our business and is enshrined in our SD 2030 Strategy. Our [Health and Safety Policy](#) underpins our commitment to providing and maintaining a healthy and safe environment for all employees, customers, contractors and members of our community during their association with the Company. Endorsed by the Board, the policy sets the direction on how to achieve our ultimate goal of Zero Harm through demonstrating solid leadership and effective OHS management in the planning, design and conduct of all our business activities.

The relevant SDG is:



SDG 3

Ensuring healthy lives and promoting wellbeing.

GRI
403

HKEX
Aspect B2
KPI B2.3

Our Zero Harm Commitment

Zero Harm is a Company-wide commitment to eliminate or mitigate health and safety hazards across our operations, encompassing all our people, regardless of their seniority or level of experience. It means no fatalities, no injuries and no harm to both physical and mental wellbeing as a result of our business activities.

To achieve Zero Harm requires an elevated level of commitment by everyone to go beyond compliance and instead proactively work on an ongoing basis to introduce best practice OHS solutions to maintain a safe and harm-free environment for all our stakeholders.

2023-2025 Health and Safety Roadmap

In 2023, we launched the companywide 2023-2025 Health and Safety Roadmap to further reinforce our commitment to our Zero Harm Commitment by clearly defining the priorities, approach and deliverables on OHS for the next three years. The four core elements of the roadmap are:

- **Design for Safety** – Aiming to remove hazards from the workplace at the planning and design stages of projects via a structured, multi-disciplined and collaborative approach to OHS and maintainability considerations. This approach was included in the Company’s Development Charter.
- **Deep Dive Safety Inspection Programme** – Inspecting 110 buildings and facilities across the Company to identify and remove or mitigate potential fatal and serious hazards. Over 60 inspections were conducted in 2023, covering properties and hotel facilities in Hong Kong and the Chinese Mainland.
- **Life Saving Rules Campaign** – A programme delivered to front-line teams in Hong Kong and the Chinese Mainland. The campaign focused on raising awareness and preventative actions to be taken in relation to potentially fatal hazards associated with their activities.
- **High Potential Near-Miss** – Investigations were introduced to identify the contributing factors and root causes of serious near-miss incidents with the aim of preventing recurrence via corrective actions and lesson sharing.



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Support for the roadmap across all levels of the company created significant progress on implementation and adoption. All four elements of the roadmap have been fully implemented, with the pace of adoption, number of inspections, education and removal of hazards from the workplace all exceeding scheduled timelines.

Safety Management Systems

HKEX
KPI B6.4

Swire Properties' Safety Management System ("SMS") is certified to the ISO 45001:2018 standard, the international standard for Occupational Health and Safety Management. In 2023, approximately 89% of our assets⁷ in Hong Kong and Chinese Mainland portfolios conformed to the ISO 45001 systems. Our residential portfolio was certified and operates with an ISO 45001:2018-certified SMS. Our hotels and Brickell City Centre at Miami operate with SMSs that are aligned with the principles of ISO 45001:2018.

In 2023, we developed pragmatic strategies to further enhance our OHS commitments across all operations. This was made possible through strong leadership and management endorsement and oversight. OHS issues and performance are standard agenda items that are presented and discussed at monthly Executive Committee meetings chaired by the Chief Executive, reported in quarterly board papers and reviewed at every board meeting. The Chief Executive is accountable for OHS matters and oversees their implementation. OHS performance indicators and initiatives are also presented to our parent company, Swire Pacific, on a quarterly basis.

Design for Safety



Introduced in 2023, our new Design for Safety ("DFS") programme focuses on integrating safety considerations into the planning and design phases of construction projects. Its primary objective is to proactively identify and address potential safety hazards and risks early in the project lifecycle and remove them before they are introduced to the work environment.

With an emphasis on safe construction, constructability and maintainability, DFS is a collaboration among various stakeholders – architects, engineers, contractors, safety professionals, and technical teams. By incorporating safety principles and best practices into the design process, DFS creates safer working environments and reduces the likelihood of accidents, injuries and property damage during construction and operational phases. It is a cost-effective means to eliminate hazards across the project lifecycle.

⁷ Calculated based on percentage of employees.



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DFS is incorporated into the Company's Development Charter and is being implemented on major new projects including Taikoo Li Xi'an, a project development in Sanya in the Chinese Mainland and a residential development project in Wan Chai, Hong Kong. DFS principles are also being adopted on other construction stage projects as well as on major alteration and renovation projects in existing properties.

Deep Dive Inspection Programme



The Deep Dive Inspection Programme proactively identifies and mitigates potential serious hazards for our staff and contractors across our properties while fostering awareness and promoting collaboration between stakeholders. Launched in February 2023, this comprehensive 18-month programme covers a total of 110 buildings and construction sites, encompassing both pre- and post-operational facilities in

Hong Kong, the Chinese Mainland and Jakarta, Indonesia. As at the end of December 2023, 98 deep dive inspections sites and facilities had been inspected, putting the programme ahead of its scheduled timeline. Progress on the resolution of corrective actions has also been successfully implemented with several key safety enhancement projects completed.

OHS Employee Engagement and Communication

Effective communication and employee engagement are essential elements of our Zero Harm Commitment.

Swire Properties has Safety Management System Steering Committees ("SMSSCs") in place in Hong Kong and the Chinese Mainland. These are formed by health and safety representatives from each management office. The SMSSCs meet quarterly to monitor and evaluate the Company's safety performance, risks and progress towards targets. Findings and updates from the SMSSCs are communicated down to the portfolio level through each portfolio's Health and Safety Working Group and Human Resources Department. Similar health and safety coordination meetings are held with representatives from Swire Hotels and Brickell City Centre in Miami on a quarterly basis. Relevant matters of significance relating to health and safety are regularly reported to the Board.



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Health and Safety Strategy Workshop



In 2023, a two-day workshop was organised for in-house OHS professionals from various business units and facility management specialists to share experiences and best practices on how to enhance our H&S capabilities and culture, in order to create even safer workplaces for our colleagues. This year’s workshops were held in Hong Kong in February to develop the 2023-2025 Health and Safety Roadmap, with a follow-up workshop held

in November in Guangzhou which also included safety awareness training for colleagues and external contractors.

Life Saving Rules Campaign Roadshow



The Life Saving Action Campaign roadshow was held across our properties in Hong Kong throughout 2023. The “Make Safety Personal” theme summarised the objectives of increasing individuals’ knowledge of and ability to identify nine key high-risk hazards and the associated preventative safety measures, as well as enhancing overall awareness of workplace health and safety. The campaign included videos, posters and other visuals

presented in Putonghua, Cantonese and English. A total of 2,099 frontline staff participated in the campaign.



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Mental Health and Wellbeing

Every office in each of our portfolios recognises the importance of ensuring the wellbeing of employees. As such, each office has created tailored programmes and campaigns which support mental and physical health in different and locally relevant ways.

Swire Properties provides information to employees via the Company’s intranet, covering a range of topics relating to healthy work practices and office safety. We also conduct, on request, assessments of our employees’ workstation ergonomics, screen illumination and visual comfort.

In addition, we provide counselling services and learning opportunities through our Employee Assistance Programme, which offers in-person counselling and 24-hour telephone support from relevant professionals. We also host regular events for our employees, such as luncheons and training sessions, to promote physical, mental and emotional wellness and a better work-life balance.

Mental and Physical Wellbeing at Swire Hotels



Swire Hotels organised several events and training sessions in 2023 to support aspects of our teams’ mental health. A global training session was held on 28 June for 80 leaders and people managers at our hotels and the Central Support Office which emphasised their important role in promoting mental wellness.

Several of these leaders went on to participate in a Mental Health First Aid certification course, becoming “mental health champions” for Swire Hotels. In October, The Upper House held a “Wellness on the Road” fireside chat with a nutritionist and a functional medicine practitioner to help participants find new ways to achieve and maintain optimal health. At EAST Beijing, a schedule of engaging activities was organised for the month, including Chinese fan DIY classes, singing bowl concerts, and mental health-themed board game sessions.

To bring awareness and knowledge to the wider team and ensure the continuation of the programme, Mental Health 101 training courses will be extended to all team members in 2024.



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2023 Health and Safety Performance

Swire Properties prioritises the health and safety of our employees and we pride ourselves on our safety-oriented workplace culture.

HKEX
KPI B2.1, B2.2

Health and Safety Performance

In 2023, we maintained our record of zero workplace fatalities and zero serious or life-altering injuries among our employees. There were also no confirmed incidents of non-compliance with relevant laws or regulations relating to the provision of a safe working environment and the protection of employees from occupational hazards.

One of our 2025 KPIs is to achieve and maintain an LTIR below 1.2 for non-hotel operations, and at or below 2.0 for hotel operations. Through investment in training and awareness programmes, we have achieved significant LTIR improvements over the past 10 years. In 2023, our overall LTIR was 0.79, with hotel operations at 1.16 and non-hotel operations at 0.64.

In 2023, our LTIR and LDR decreased by 9.2% and 27.4% respectively compared to 2022.

Employee LTIR and LDR Trends

	2021	2022	2023
LTIR	0.96 ↓ 23.2% change year-on-year	0.87 ↓ 9.4% change year-on-year	0.79 ↓ 9.2% change year-on-year
LDR	35.86 ↓ 26.5% change year-on-year	31.42 ↓ 12.4% change year-on-year	22.81 ↓ 27.4% change year-on-year

HKEX
KPI B2.2

Employee LTIR and LDR 2023, by portfolio

	LTIR	LDR
 Properties	0.64	14.05
 Hotels	1.16	43.42
Overall	0.79	22.81



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Trend Analysis of Lost Time Injury Rate (LTIR) from 2010 to 2023





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Swire Properties' Internal Safety Awards



Many of our properties achieved or maintained internal health and safety standards this year, including Zero Lost Time Injury (“Zero LTI”) awards and our Outstanding Health and Safety Performance Award.

Notably, Taikoo Hui Guangzhou became the first Swire Properties development to achieve the 1,500 days Zero LTI Award, with its management office also winning

the 2022 Outstanding Health and Safety Performance Award alongside Citygate Outlets in Hong Kong. This award is given to the management offices that demonstrate outstanding health and safety performance, good management practices and innovative approaches to improving health and safety in the workplace.

1,500 days Zero LTI Award:

- Taikoo Hui Guangzhou

1,000 days Zero LTI Awards:

- HKRI Taikoo Hui
- INDIGO Phase Two extension

500 days Zero LTI Awards:

- Island Place
- Taikoo Li Qiantan
- Taikoo Li Sanlitun

180 days Zero LTI Awards:

- Island Place
- Taikoo Li Chengdu
- Taikoo Li Qiantan
- Pacific Place Apartments
- EAST Hong Kong
- EAST Residences Hong Kong
- EAST Beijing
- The Temple House
- The Middle House
- ZHANGYUAN



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Workplace Wellbeing

We value our employees and work to improve their health and wellbeing through a wide variety of activities and events held both in and out of the office.

Swire Properties' Workplace Wellbeing Framework

Based on feedback received from the People's Engagement Survey, Swire Properties developed a new Workplace Wellbeing Framework in 2023. Aligned with our SD 2030 Strategy, which aims to create an environment where our employees thrive and are healthier, happier and more productive, the framework's purpose is to make wellbeing a tangible, meaningful and fundamental characteristic of the way we work and our employee experience.

Based on the feedback from employees on what would enhance their wellbeing, the Workplace Wellbeing Framework will focus on the following areas:

Built Environment

- Physical Environment & Ergonomics

Ways of Working

- Work Processes
- Resources
- Innovation

Organisational Environment and Frameworks

- Workplace Interactions
- HR Policy & Practice

The framework will be managed within the People Pillar of our SD 2030 Strategy and overseen by the ESG Steering Committee. A new Wellbeing sub-group has been formed within the SD 2030 People Working Group.

The tracking of our employee wellbeing initiative will be done through employee experience metrics, as well as progress made against the specific areas in the framework outlined above.



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Hong Kong Employee Wellness Initiatives

To promote and enable health and wellbeing at work, a wide variety of events and activities are offered to employees.

Year-round Focus on Wellness

Swire Properties' Human Resources Department displayed its concern for the wellbeing of our office and customer-facing staff throughout the year by ensuring that wellness aspects were included in all employee events. These included:



Health Booths

We arranged for Chinese herbalist practitioners to give medical advice to our frontline staff at different offices during the month of April. Staff could discuss their ailments and receive advice from the practitioners at these popular booths.



Wellness Month

On Global Wellness Day, 11 June, we held 18 fun and interactive workshops and webinars. Based on feedback from 2023, we included a broader range of activities and locations. Activities were chosen to maximise the positive impacts on mind, body and spiritual wellbeing and to enable our colleagues to be happy and healthy at work.



“Mini Family Fun Day” Events

Held in August and September, these popular staff events began with a lunch talk on youth internet addiction, followed by a parent-child workshop, where staff and their loved ones spent time together making creative plant pots. The day ended on the topic of safety at home, with a workshop on making pet-/child-friendly cleaning products.



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2023 10K Challenge



We held our annual 10K Challenge in mid-October. To cater for different demographics, there was a 10K, 3K and 1K Family run. We also set up games booths and an ice-cream station to engage participants.

EAST Hong Kong Wellness Events



Our EAST Hong Kong hotel held several wellness events in the second half of 2023. In August, 11 EAST team members joined an exercise workshop on the Feldenkrais method – a type of exercise therapy designed to promote physical and mental efficiency and wellbeing. A rainbow calligraphy workshop in September helped the 30 participants learn how to create a calm and peaceful state of mind through this stress-reducing activity.

In October, a “DIY Lemon Tea Candle” workshop introduced participants from the hotel’s PUBLIC restaurant to the therapeutic art of candle making; and an “Experiencing Zentangle” activity taught 34 team members a fun and relaxing way to create structured patterns, or “tangles” using combinations of dots, lines, simple curves, s-curves and orbs.

An Eventful Year-End Annual Dinner



Swire Properties’ 2023 Annual Dinner was held on 17 November at the HKCEC Grand Hall. More than 900 colleagues attended and had a wonderful evening focusing on fun and sustainability. The digital registration process was completely paperless: the event programme, foyer lucky draw, lucky draw, and games all used QR codes and mobile phones instead of printed tickets and programme cards to save paper and administrative work.



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A “Most Sustainable Costume Award” recognised and celebrated outfits that excelled in environmentally conscious designs, and we adopted advice from WWF Hong Kong’s Seafood Guide for the dinner buffet menu. Surplus food was donated to Food Angel and staff costumes were donated to Salvation Army after the event.

Chinese Mainland Employee Wellness Initiatives

People-oriented Design Philosophy for the Taikoo Li Xi’an Office



Work on our Taikoo Li Xi’an project is continuing, with the office taking shape during 2023. Designed from the ground up to create a positive working environment where people can thrive, the office is certified the WELL V2 Platinum by the International WELL Building Institute (IWBI).

The design targets achieving excellence in indoor air quality, optimal daylighting, wellness, comfort, nutrition, and mental health through such elements as:

- An air conditioning system with a 30% higher than normal fresh air flow rate and a medium-high efficiency filter.
- An air quality dashboard linked to five monitoring sensors displaying actual and maximum allowable levels of CO₂, total volatile organic compounds (“TVOC”), formaldehyde, PM2.5 and PM10.
- An optimal lighting scheme based on WELL standards. Light fittings have associated daylight sensors, timers, manual controls and localised pole lighting in open office areas. These effectively reduce electricity consumption by up to 60%.
- Noise-abatement measures including a quiet air conditioning system, sound-absorbing ceiling, double glass and acoustic folding partitions in various meeting and managers’ rooms.
- A nursery room with environmentally friendly materials and soft colours to create a warm and comfortable atmosphere.
- Many plants throughout the workplace.



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- Height-adjustable desks that allow staff to stand or sit.
- Modular furniture sets that can be freely grouped to provide flexible and creative layout options that facilitate communication and collaboration.
- Direct, filtered drinking water to reduce plastic waste.
- Fresh fruits and vegetables provided to staff daily, along with sugar-free beverages and bread products.
- Five bicycles provided for commuting between the office and the construction site to reduce carbon emissions.
- An outdoor garden, providing publicly accessible leisure space that integrates ecological, humanistic, social and other elements to bring staff closer to the natural environment and that allows neighbours and the wider community to interact with the development in different ways.

Taikoo Li Xi'an also prioritised community development in 2023 with several events:

- An open day for 20 shortlisted recruitment candidates. The event showcased the new office and allowed the applicants and current employees to mingle and get to know each other better.
- A Sports and Family Day for our colleagues, work partners and on-site consultants brought together 90 participants for a fun day of sports, including sack races, stone hopping and rope jumping.
- A series of "mind booster" workshops for our staff, consultants and service suppliers, sharing basic wellbeing concepts, and social, cultural, mental, and financial wellness.

Frontline Office Wellness-focused Renovation at Taikoo Li Chengdu



The renovation of the frontline office at Taikoo Li Chengdu was completed in February 2023. This office primarily caters to the needs of frontline colleagues from the Property Management Team, Technical, and Marketing departments. The renovation project aimed to enhance the overall work experience and workplace satisfaction of the office's 182 colleagues. Enhancements included the installation of

nap pods, filtered drinking water facilities, new lockers, and the addition of a separate canteen area.

Based on the results of an employee survey conducted in 2023, employee satisfaction regarding working conditions, specifically in areas such as office indoor air quality, ventilation, temperature, and workspace availability, increased by 26% over 2020.



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Darts Competition at Taikoo Hui Guangzhou



Taikoo Hui Guangzhou attaches significant importance to the physical and mental health of our employees. Part of this commitment is a well-equipped employee activity centre with fitness, leisure and entertainment equipment that encourages staff to enjoy a healthy work-life balance. In August, a fun but competitive darts competition held in the “Switch” employee lounge gathered 120 people in 40 teams to compete and forge closer bonds with each other.

Elevating Employee Wellness at Swire Hotels



Since 2021, both The Opposite House and EAST Beijing hotels have been organising “LOHAS” activities – lifestyle of health and sustainability – for our team members. These range from the leisurely, such as singing bowl classes, to the active, like dancing. The aim of each is to help team members enjoy activities that suit them while promoting exercise and work-life balance and fostering a culture of wellness and team engagement.

EAST Beijing also enhanced staff living accommodations by relocating the dormitory closer to Beijing’s downtown core, upgrading facilities and providing improved on-site management to enhance satisfaction, engagement and recruitment prospects in a convenient downtown location. Our core team members also prepared a Thanksgiving breakfast with healthy food and drink options, symbolising their anticipation for a prosperous New Year.

At The Middle House Shanghai, a traditional Chinese physician was invited to provide pulse checks and consultations during International Housekeeping Week in September, while a healthcare professional discussed breast cancer prevention with female team members.



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Diversity and Inclusion

Swire Properties embraces Diversity and Inclusion (“D&I”) and understands the importance of a diverse workforce to our business success. In 2023, we continued our work to build an inclusive and supportive working environment through policies, engagement and education.

The relevant SDGs are:



SDG 5

Achieving gender equality and empowering women and girls.



SDG 10

Reducing inequalities within and among countries.

Our commitment to promoting diversity in the workplace is documented in our Corporate Code of Conduct and our Equal Opportunities Policy, both of which are communicated to employees through our employee handbook. Additionally, the [Swire Pacific Diversity and Inclusion Steering Committee](#) formulates policies and provides guidelines to promote a diverse workforce and an inclusive working environment across the Swire Group.

In 2021, Swire Properties became a corporate member of CareER, an NGO that provides career development opportunities to persons with disabilities and special educational needs. We also began participating in the CareER Disability Inclusion Index, a comprehensive and localised assessment tool that evaluates a company’s performance in terms of disability inclusion in its operations and services.

This year, we continued to disclose against the 2023 Bloomberg Gender-Equality Index (“GEI”), which acknowledges the Company’s commitment to achieving gender equality – a process that we began in 2022. We also increased our efforts to promote D&I throughout the Company.

IBED Assessment 2023

This year, we conducted our first Inclusion, Belonging, Equity and Diversity (“IBED”) assessment across the Company. Its purpose was to assess the maturity of inclusion, belonging, equity and diversity, identify key strengths and gaps in Hong Kong and the Chinese Mainland, predict risks that may arise from these gaps, and propose steps and a roadmap to enhance maturity and reduce risks.

The assessment involved interviews, focus groups, assessing talent management policies, practices and processes. Findings were analysed in both Hong Kong and the Chinese Mainland, from which an IBED roadmap is being developed. We anticipate this assessment to be completed by March 2024.

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D&I Policy

Our [D&I Policy](#) reaffirms our commitment to creating an inclusive and supportive working environment for all our employees regardless of age, gender or gender reassignment, sex or sexual orientation, marital or family status, disability, race (including ethnic origin or nationality), and religious or political beliefs.

Our D&I Committee is chaired by our Director, Human Resources and reports to the Executive Committee (“EXCOM”) on a quarterly basis. The D&I Committee’s responsibilities include ensuring equal opportunities, advocating fair and bias-free processes for recruiting, developing and promoting our employees, and monitoring our success in achieving D&I in our workplaces. The D&I Committee also serves as a governing body to review grievances relating to discrimination.

As society evolves, so have the Company’s D&I practices. In 2021, to recognise our ever-more diverse workplace, we introduced new policies on respect in the workplace, staff grievances and parental leave. These new policies are helping to foster an inclusive and supportive working environment for all our people, creating an environment where people feel comfortable and able to reach their full potential. In turn, this produces a workplace without harassment and bullying, and in which proper procedures are in place to ensure that grievances and complaints are dealt with effectively, fairly and efficiently.

Respect in the Workplace Policy

Our [Respect in the Workplace Policy](#) aims to ensure that all our people are treated, and treat others, with dignity and respect. It outlines Swire Properties’ expectation that our people contribute to an environment of trust and respect and conduct themselves in a manner which is not offensive, or reasonably perceived by others to be offensive, and which takes due account of the diversity of others’ backgrounds, cultural values and beliefs. Behaviour which does not adhere to this policy will not be tolerated and will lead to disciplinary action being taken, up to and including dismissal.

Parental Leave Policy and Guidelines

Our [Parental Leave Policy and Guidelines](#) demonstrates Swire Properties’ commitment to supporting our employees when they start or grow their families, and our commitment to removing bias in the workplace. We recognise that there are many diverse types of family units, and we challenge the view that childcare is solely a female responsibility. Ultimately, we want our people to pursue fulfilling and successful careers while raising children. Providing appropriate levels of parental leave is key to this aim. The policy recognises all parents regardless of their gender or sexual orientation, how they became parents (whether by natural birth, surrogacy or adoption), and the nature or existence of a family unit.



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Female Representation in the Workforce

(As at 31 December 2023)



41.9%

female representation on the workforce

Percentage of Senior Management Positions Held by Women

(As at 31 December 2023)



42.9%

of senior management positions held by women

2023 Gender Pay Ratio



1 : 0.92

(female to male)

2023 Chief Executive Pay to Employee Pay Ratio



26.6 : 1*

*Calculated as the ratio between the total annual compensation of the Chief Executive and the mean employee compensation

Flexible Working Policy Initiative

Our Flexible Working Policy was launched in 2019. We introduced the Staggered Working Hours initiative to allow employees to arrive or leave the office at flexible times provided they are present during specified core working hours. Employees can balance their work with their personal commitments, helping advance our goal of building a more people-centric workplace culture. We believe that staggered working hours empower our employees to be more creative and productive.

COVID-19 has triggered organisations to rethink work arrangements and the wellbeing of its employees. Swire Properties introduced the Remote Working Policy in 2022 to provide our employees with more flexibility when performing their work duties.

We also launched the Sabbatical Leave Policy in 2020. Sabbaticals allow an employee an extended period away from work, during which time they may recharge themselves, adjust to any life transitions, dedicate time to family matters, or develop their skillsets in various areas. Although this is unpaid leave, employees on sabbatical still enjoy selected staff benefits such as annual leave, medical, training and the use of recreation facilities.

We also employ a variety of other working alternatives across our offices. These were initiated during the COVID-19 pandemic and include distributed work, working from home and telecommuting arrangements. These policies vary according to need and geography.



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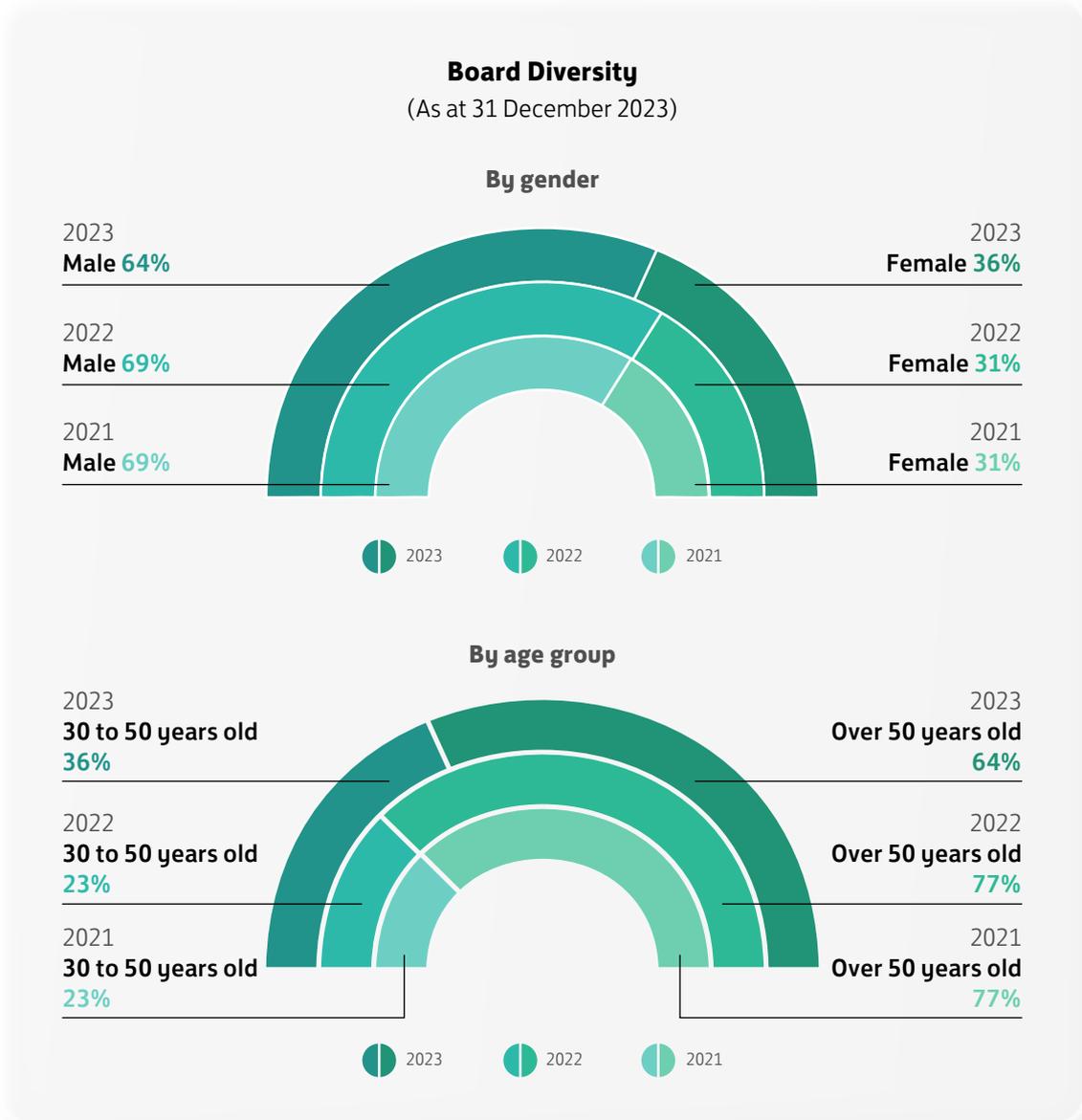
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Board Diversity

Our [Board Diversity Policy](#) recognises the value of diversity in the composition of our Board and endorses the principle that our Board should cultivate a balance of skills and experience as well as a diversity of perspectives that are aligned with our business.

In 2023, we revised this policy to provide enhanced disclosure on policy ownership. The Nomination Committee was given the responsibility for implementing and monitoring this policy. We also introduced board diversity targets to help monitor implementation. These targets will guide us as we develop strategies to improve diversity across our Board. Our performance against these targets will be published in the Company’s annual reports and sustainability reports.

We are committed to maintaining at least 30% female representation on the Board. At the end of 2023, 35.7% of Board positions were held by women.





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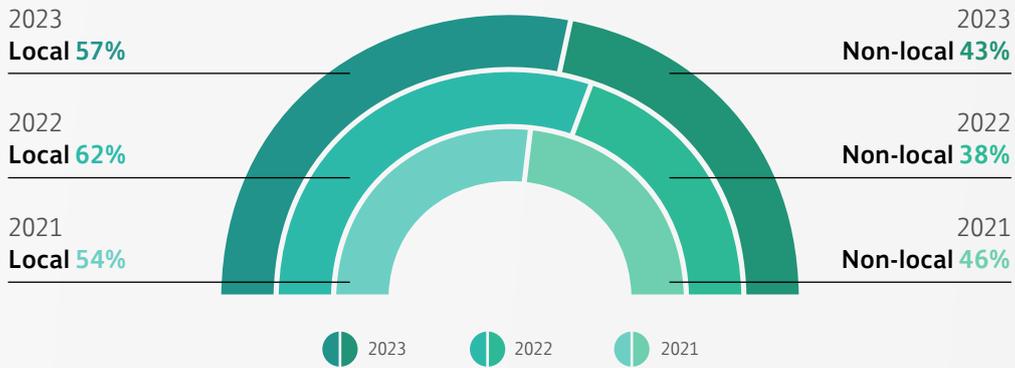
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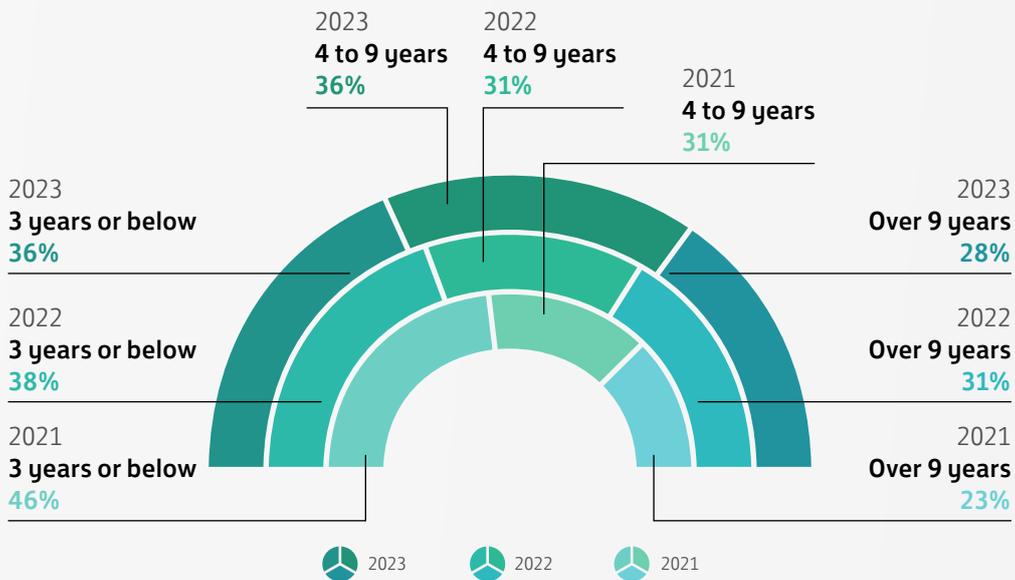
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By local/non-local status



By tenure



Additional information about the diversity of our Board members is available in the [Swire Properties Annual Report 2023](#).



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CE Vlog: Celebrating Diversity Among our People



A special edition of the Chief Executive’s Vlog featured our CE Tim Blackburn and colleagues from across Swire Properties sharing their insights on the topic of diversity and their first-hand experiences at the Company. The Vlog heard from the CE, a director, administration staff and hotel workers and servers, each of whom shared their unique perspective on being part of the Company’s “big family”. In Mr Blackburn’s words, “I think it’s very important that we work with people from different backgrounds, different ages and different cultures, because that represents the community we’re trying to serve, ultimately.”

Swire Properties Recognised as Top 10 Company in Hong Kong for Gender Equality by Equileap

Swire Properties was recognised by Equileap as top ten companies in Hong Kong for gender equality in its 2023 Gender Equality Global Report & Ranking publication. The Company was named as being among the 2% of Hong Kong companies that “provide adequate secondary carer leave to employees” and received recognition for our initiatives, such as the provision of four weeks paid leave to secondary carers of all genders, demonstrating our commitment to creating an inclusive, respectful, and supportive working environment.

Pride Month across Swire Properties

Pride Month Events in Hong Kong



We offered a wide-range of activities for Pride Month – fun and educational events to celebrate Pride and raise awareness on our LGBTQ+ community.



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Pride Stories: “The Truth of Transgender Individuals in Hong Kong”

The event hosted a panel discussion with transgender individuals and local NGOs. The event helped raise awareness about gender identity and provided a platform for colleagues to learn from the personal experiences of individuals.

Pride Happy Hour

This lively and entertaining evening featured cocktails, canapés and a fabulous drag show performance by the “Dance Diva of Hong Kong”.

Pride Stories: “Supporting LGBTQ+ Youth in Their Journey of Self-discovery”

The event hosted a panel discussion with a local university student and a social worker. It explored their inspiring stories and gave the audience insights on how to support LGBTQ+ youth as they work towards self-discovery and acceptance.

5km Pride Road Race

To celebrate Pride through sports, we organised a 5km Pride Road Race. The race started from One Island East, with the route winding along the Hong Kong waterfront. Participants had fun, kept fit, and enjoyed the drinks and fun prizes waiting at the finish line. The race winner finished in 18.5 minutes.

Pride Month in Miami



For Pride Month in June, Brickell City Centre hosted the “Beyond the Rainbow” programme, a month-long series of events to honour the LGBTQ+ community. The initiative featured activities that celebrated identity, fostered connection through poetry and storytelling, and raised a toast to the spirit of Pride through engaging cocktail-making classes every weekend. More than 1,500 people attended the events.



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Celebrating Black History Month



February is Black History Month, and to demonstrate Brickell City Centre's commitment to diversity, equity and inclusion while supporting the community, the Centre partnered with the South Florida People of Color organisation to present the second annual "Diversity of the African Diaspora" celebration. Held on 19 February to honour Black musicians

and artists and host educationally driven dialogues, this was a celebration of Black culture through performance art, jazz, poetry readings, and live music attended by more than 2,000 people and generated 58,000 impressions on social media.

In addition, the Centre partnered with a cultural centre and Cuban ballet organisation to present an enriching performing arts programme called "Herencia" to celebrate Hispanic Heritage Month; and with a number of organisations and a museum to celebrate Pride through "Beyond the Rainbow", a host of activities which brought together over 1,500 people.

In collaboration with a Florida-based start-up that turns textiles in sellable second-hand goods, Brickell City Centre arranged a collection bin which has collected 483 pounds of textiles and shoes to be recycled. The Centre also collected 1,500 books at the Reverse Book Fair, which were donated to public schools and underprivileged families in Miami.

Social Inclusion

EAST Hong Kong x JCSRS: Creating Workplaces that Celebrate Diversity



EAST Hong Kong collaborated again this year with Jockey Club Sarah Roe School ("JCSRS") on a special student vocational training and work experience programme in 2023 – the seventh year of this successful partnership.

Beginning in March, four students with special learning needs joined the hotel as team members for one day a week. Every Wednesday, under the guidance of our team members and accompanied by two supporting coaches, these students worked in the hotel lobby, the kitchen of FEAST and the linen room. Two students from last year re-joined the programme.



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Through partnerships with special education institutions like JCSRS, Swire Properties offers real-life working experiences to students, reinforcing our belief that every individual deserves equal opportunities to thrive.

The Upper House x HKDSA’s UPSTAIRS Programme



Since 2018, The Upper House hotel has collaborated with the Hong Kong Down Syndrome Association (“HKDSA”) on the UPSTAIRS programme, providing trainees with a month-long practical, hands-on training experience at the hotel.

The 2023 programme started in July, with nine trainees attending departmental workshops before beginning their one-month placements in different departments: Steward, Restaurant and Bar, Kitchen, Guest Experience and Housekeeping. They each completed 11 hours of training, and their graduation in late August brought the total number of programme graduates since 2018 to 38.

Empowering Women – Taikoo WIN 2023



The Taikoo Women’s Inspire Network (“Taikoo WIN”) is a business network established by Swire Properties and two of our Taikoo Place tenants, aiming to create a community in support of women working for professional firms and companies based in the Taikoo Place area.

The highly successful Taikoo WIN programme returned once again in 2023 with several events. The group held a “speed networking” event, where members reconnected with each other and met new members; organised a mentorship programme focusing on emerging female leaders, particularly those with management experience who hope to progress to a leadership position; and hosted a panel discussion titled, “From Setbacks to Comebacks”, that explored the transformative power of failure and resilience in overcoming challenges to achieving greatness.



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Our Growing Community of Ambassadors

Swire Properties strives to take a leading role in creating positive community impacts, and our people are vital to creating connections with our communities. The Company encourages our employees to actively “give back” to the community with a spirit of philanthropy and volunteerism.

The Swire Properties Community Ambassador programme unites our families and friends, Swire retirees, our business partners, office workers at our managed portfolios, our customers, and the service users of our charity partners in the spirit of giving. Together, we create sustainable value through innovative programmes that enrich people’s lives and whole communities.

The ever-growing Community Ambassador network works through our Hong Kong, Chinese Mainland and Miami developments. Programmes focus on creating positive impacts through placemaking, youth development, social inclusion, community-building and sustainable development.

We also provide tangible benefits to our Community Ambassadors. For every 10 hours of voluntary service completed, our employees are eligible to receive one extra day of leave, capped at two days per year.

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Aspect B8
KPI B8.1, B8.2

Community Ambassador Programme Volunteer Hours, by focus area



48

Activities supported



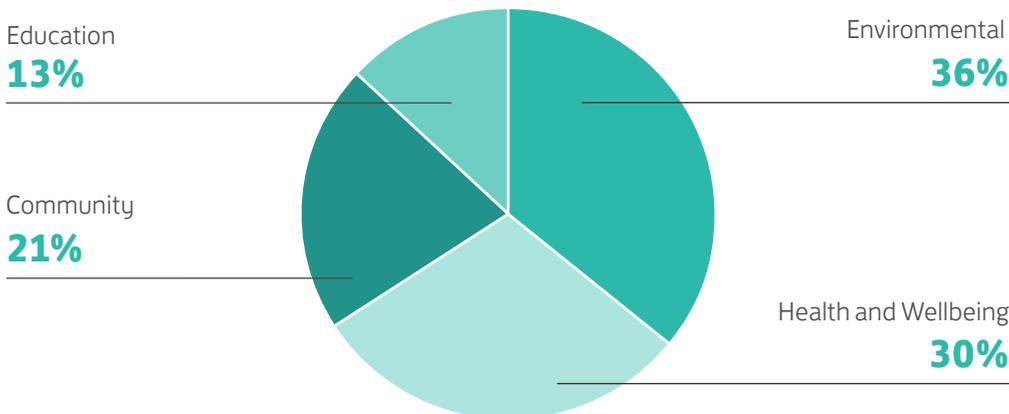
2,185

Number of Community Ambassadors involved



7,544

Total volunteer hours



Community Investments and Contributions in 2023

HKD39 million

Total value of cash contributions

HKD9.9 million

Total value of in-kind contributions



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BOOKS FOR LOVE @ \$10 Raises a New Record and Expands to Miami



BOOKS FOR LOVE @ \$10, one of Swire Properties’ largest and most popular annual community outreach events, achieved a new milestone in 2023. In February, over 6,000 Community Ambassadors and other dedicated volunteers sorted through more than 250,000 books donated from across the city in preparation for two book sale events that took place in March and April. The online sale ran throughout March,

offering 10,000+ Chinese and English second-hand books for children and young adults. The physical book sale was held at Taikoo Place on the last two weekends of April and attracted over 40,000 visitors.

The 2023 edition of Book for Love @ \$10 brought in even more funds than 2022’s record-breaking event, raising HKD1,147,950 for our longstanding NGO partners. The initiative also won the Excellence in Construction Industry Volunteering Project Gold Award at the Sixth Construction Industry Volunteer Awards in July 2023.

Inspired by BOOKS FOR LOVE @\$10, Brickell City Centre in Miami held its own charity book event – a “Reverse Book Fair”. This multi-day event in late July at the Centre’s Garden Deck gathered the community in a book donation drive, collecting a total of 1,500 books. These were then sorted and categorised by our Community Ambassadors and donated through various partner organisations to public schools and underprivileged families in Miami.

Community Ambassadors’ 2023 Hong Kong Volunteering Initiatives

Community Ambassadors’ activities in Hong Kong focus on youth development, social inclusion, community-building, and supporting the elderly. In 2022, our Community Ambassadors’ efforts won the Outstanding Volunteering Group Award at the Hong Kong Volunteer Awards organised by the Home and Youth Affairs Bureau and Agency for Volunteer Service, with the award presented in 2023. This year’s Community Ambassador activities included:



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My Construction Hero



This youth engagement initiative provides an eye-opening opportunity for youngsters to explore various construction and engineering topics. This year, they learned about Swire Properties' pioneering green building technology, the importance of health and safety, and how these are put to work in our buildings.

BOXFUL OF LOVE



This festive-themed initiative invited staff and their families to prepare a Christmas gift box and fill it with toys, stationery and other items to spread love and happiness to children in need. The programme came back for the second year and received extensive support from our office and retail tenants. In 2023, more than 200 Christmas gift boxes were collected for the children in need and distributed via our NGO partners in the festive season.

“Together We Care for Stroke” Exhibition



In October, in partnership with HKU Stroke, The Hong Kong Society for Rehabilitation and The Hong Kong Stroke Association, the Community Ambassador team hosted this three-day exhibition to raise awareness about stroke prevention and wellbeing. The exhibition provided free health check-ups and consultations to the public and gained strong support from the community. The exhibition was part of the

ongoing Community Ambassador efforts to raise awareness and enhance understanding of the importance of caregivers in our community.



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Swire Support Station at Oxfam Trailwalker



In February and November, Ambassadors once again staffed a 48-hour Swire Support Station at the Oxfam Trailwalker event. This stop is now a famous highlight for the participants – walkers can recharge with hot dogs, soda, a variety of hot drinks and fruit before continuing their 100km walking challenge. This year, our Ambassadors served almost 6,000 walkers.

Community Ambassador Activities in Quarryside



In 2023, our Community Ambassadors hosted a few activities at the newly open Quarryside. In partnership with the Hong Kong Red Cross, a first-aid training was offered for our Community Ambassadors in July, and a community workshop was extended to our NGO partners in September.

In December, the CA team held the “LITTLE FASHION FOR LOVE” in Quarryside for the first year, in partnership with Quarryside and St. James’ Settlement’s social enterprise Green Little, to support their mission to promote sustainable fashion, environmental education and female empowerment. Over 400 volunteers participated in the pre-loved kids wear collection campaign, pre-event Christmas activities, three-day sorting tasks, and the charity sale and Fun Day operations, attracting over 4,000 visitors to this harbourfront community space.



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Community Ambassador Volunteering Initiatives in the Chinese Mainland

Walk for Love



Organised by a provider of volunteer services for companies in the Foreign Enterprise Service Corporation system, the “Walk for Love” event has become Beijing’s largest charity walk for enterprise volunteers, supporting the healthy growth of disadvantaged rural and urban children since its launch in 2012.

The 2023 Walk for Love began in April with a 5km charity walk at Beijing Olympic Forest Park, with 90 Ambassadors participating. This was followed by online charity walks in July and August that attracted 836 Community Ambassadors from 12 business units. The two parts of Walk for Love raised RMB50,000, that was used to purchase 562 personal hygiene kits for boarding students at a primary school in Qinghai Province. In late August, 15 Ambassadors in Beijing packed over 4,000 healthcare items into the packs, preparing them for delivery to the children before school started in September.

Helping Guide Dogs Move to a New Home



On 19 August, Taikoo Hui Guangzhou organised a Community Ambassador activity to help guide dogs move to a new home. Thirty-three Ambassadors and their families helped the Guangzhou Guide Dog School move to new location and attended an interactive workshop where they learned how guide dogs

improve the quality of life for visually impaired people. The event not only provided support to the school, but also raised awareness about guide dogs in Guangzhou and advanced social inclusion in the city.



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aims to promote inclusivity and acceptance by fostering a supportive environment at home, at school and in the community.

In October, a family-friendly sports day was hosted for children with special needs and Ambassador families at a Beijing park to further deepen understanding between the children, their families and the community.

Together We Save the Mudflat!



On 11 March, 58 Community Ambassadors from Taikoo Hui Guangzhou and their families got together to continue the nature-based Arbor Day volunteer action that began last year. This year’s activity focused on clearing a waterway in Panyu District to help restore the nearby mudflat – an important aquatic ecosystem and habitat. The team collected about 55kg of recyclable waste and 75kg of non-recyclable waste during the hour-long activity.



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“Helping the Youth, Harmony in Diversity”



After a three-year pause due to the pandemic, our cross-city Community Ambassador team, made up of 33 members from Hong Kong and cities across the Chinese Mainland, gathered in Chengdu to participate in the four-day “Helping the Youth, Harmony in Diversity” programme. Divided into groups, the team provided volunteer services and workshops tailored to the needs of 11

university students from the Yi ethnic group, 20 individuals recovering from mental illnesses, 40 rural children, and 60 students from a non-profit vocational school. One day of activities was held at the Sichuan Community Centre where the team put on workshops – that included drawing, handicraft making, sports, and English classes.

One Egg Charity Project



HKRI Taikoo Hui continued its cooperation with the Shanghai United Foundation for the fourth year of the One Egg charity project in the winter of 2023. HKRI Taikoo Hui made a donation equal to the value of a school year’s supply of eggs to children in remote areas (about RMB60,000), to encourage their growth and health and demonstrate our care for the next generation. The programme won the Shanghai United Foundation’s Long-term Public Charity Award in 2022.