

# SUSTAINABILITY REPORT 2023

Two International Finance Centre





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# 01

## Management's Message



# 01 Management's Message

Dear Valued Stakeholders,

We are honoured to present the Two International Finance Centre ("Two ifc") Sustainability Report 2023. The report highlights our environmental, social and governance ("ESG") performance and showcases how our sustainable practices contribute to long-term value and the well-being of our environment and our stakeholders. Over the past years, Two ifc has always placed sustainability development as one of our core responsibilities. With the increasing awareness of climate change, the commitment to embed ESG considerations into business has become increasingly important. Following these changes, we have rewired our purpose to address the ever-evolving social and environmental needs at Two ifc.

As one of the properties overseen by MTR Corporation ("MTR"), Two ifc devotedly supports MTR's Corporate Strategy, "Transforming the Future", where ESG are the core pillars. Apart from continuing our in place sustainable practices, we are fully committed to aligning our efforts with the three key environmental and social objectives established by MTR, encompassing Greenhouse Gas Emissions Reduction, Advancement and Opportunities, and Social Inclusion. To further demonstrate our proactive efforts in sustainability, we have integrated relevant United Nations Sustainable Development Goals ("UN SDGs") and the respective targets into our operations.

With the aim of efficient and sustainable operations to deliver excellent services, we attach great importance to environmental protection, occupational health and safety, integrity and business ethics, anti-corruption, privacy protection and other ESG issues. To constantly enhance the sustainability management concerning these issues, we have implemented a comprehensive management system that aligns with international standards, including ISO 22301:2019 Business Continuity Management System, ISO 9001:2015 Quality Management System, ISO 14001:2015 Environmental Management System, and ISO 45001:2018 Occupational Health and Safety Management System.





We prioritise sustainability in our property management, leveraging our strengths to positively impact stakeholders and implement necessary governance structure to focus on sustainability (including climate change with reference to Taskforce on Climate-related Financial Disclosures ("TCFD")'s four core elements) and our services. Based on MTR's sustainability objectives and the UN SDGs, we have then developed our own Sustainable Development Initiatives focusing on the pillars of Planet and People, as we care for the people within Two ifc, our community and our planet.

## Planet – Protecting our Environment with Consciousness

Our devotion to protecting the environment is well demonstrated by our ongoing efforts to incorporate green and low-carbon features into Two ifc. Taking advantage of our location, seawater has been utilised as the medium to lower the temperature of the air conditioning supply since our establishment in 2003. We have also implemented various energy saving and waste reduction schemes to the fullest extent possible at different scales in our daily operations from LED replacement to cloud-based big data analytic software platforms. This optimisation has enhanced the efficiency of our central chiller plant operation, successfully aiding in the reduction of electricity consumption and carbon emissions. We will continue to explore new technologies in climate change and green initiatives for their applications at Two IFC. Our steadfast commitment towards the environment has also earned us both international and local green building certification standards at the highest ranking: i) Platinum level under LEED v4.1 Operations and Maintenance: Existing Buildings and ii) Final Platinum rating under BEAM Plus Existing Buildings V2.0 Comprehensive Scheme.

## People – Sustaining Wellness for the Community

As always, we embrace the responsibility of ensuring the safety and health of every individual within our premises and maximise our efforts to achieve this goal. We put the safety and health of our customers, employees and all stakeholders as our top priority. Our commitment to safety and health was recognised with the Gold Award in the Safety Culture Award category of the 21st Hong Kong Occupational Safety & Health Award in 2023.

Moreover, our unwavering pursuit of high-performance standards and well-being is exemplified by our attainment of being both WELL Performance Rated and WELL Health-Safety Rated. Two ifc is also the first commercial building to achieve the WELL Performance seal in Hong Kong, reflecting our priority on the wellness of people within the building. Particularly, we have placed a strong emphasis on indoor air quality ("IAQ") by implementing both active and passive measures. We have installed UVC emitters in all Air Handling Units at Two ifc to prevent pathogens from entering through the air conditioning system and to disinfect circulating air, which addressed the heightened concerns about IAQ after COVID-19. These efforts have been recognised with the Indoor Air Quality Certificate Award – Excellence Class (Whole Building). In addition, we actively engage with our tenants to promote sustainable practices. In 2023, we have organised workshops with a focus on upcycling and different recycling programmes, allowing us to foster a culture of environmental responsibility for our tenants and connect with the community.

Looking forward, we are dedicated to advancing low-carbon, resilient buildings, boosting wellness and skills, and ensuring a top-notch business environment. We will also constantly engage with our stakeholders to better understand their expectations and priorities as their valuable input further drives the continuous refinement and enhancement in our sustainability approaches to address evolving challenges and opportunities.

We hereby express our sincere gratitude towards all our stakeholders for their consistent effort and support on this sustainability journey throughout the years. Together, we can build a sustainable future and create lasting positive changes.

*Two International Finance Centre Management Team  
July 2024*



# 02

## About Two ifc



## 02 About Two ifc

Located in the heart of Central Hong Kong, Two ifc is widely recognised as the premier landmark of Hong Kong Island, commanding attention with its height of 420 meters. Since its opening in 2003, Two ifc has become the home to prestigious multinational and renowned corporations.

Two ifc is managed by Premier Plus, an esteemed property management brand under MTR that is devoted to providing top-notch business spaces and delivering exceptional experience to valued customers through a diverse range of property management services, including concierge, security, facilities maintenance, and housekeeping.

As a responsible property manager, sustainable elements were integrated into Two ifc's daily operations. Two ifc's status exemplifies dedication as the first commercial building in Hong Kong to achieve the highest rating – Platinum level under LEED v4.1 Operations and Maintenance: Existing Buildings certification and the successful renewal of Platinum rating under BEAM Plus Existing Buildings V2.0 Comprehensive Scheme.





### LEED PLATINUM CERTIFICATION UNDER V4.1 OPERATIONS AND MAINTENANCE: EXISTING BUILDINGS

Being the first commercial building recipient of the highest Platinum level under LEED v4.1 Operations and Maintenance: Existing Buildings certification in Hong Kong, we have demonstrated our extraordinary sustainability leadership and performance. The key sustainable features of Two ifc include the application of high solar reflectance painting materials to mitigate the heat island effect, optimisation of the chiller plant through cutting-edge AI solutions and advanced data analytics to enhance energy efficiency, and utilisation of on-site renewable energy sources.

LEED Operations and Maintenance rating system is established by the U.S. Green Building Council (USGBC). It offers a comprehensive framework for developing high-performing buildings that are environmentally responsible, resource-efficient, and economically advantageous.



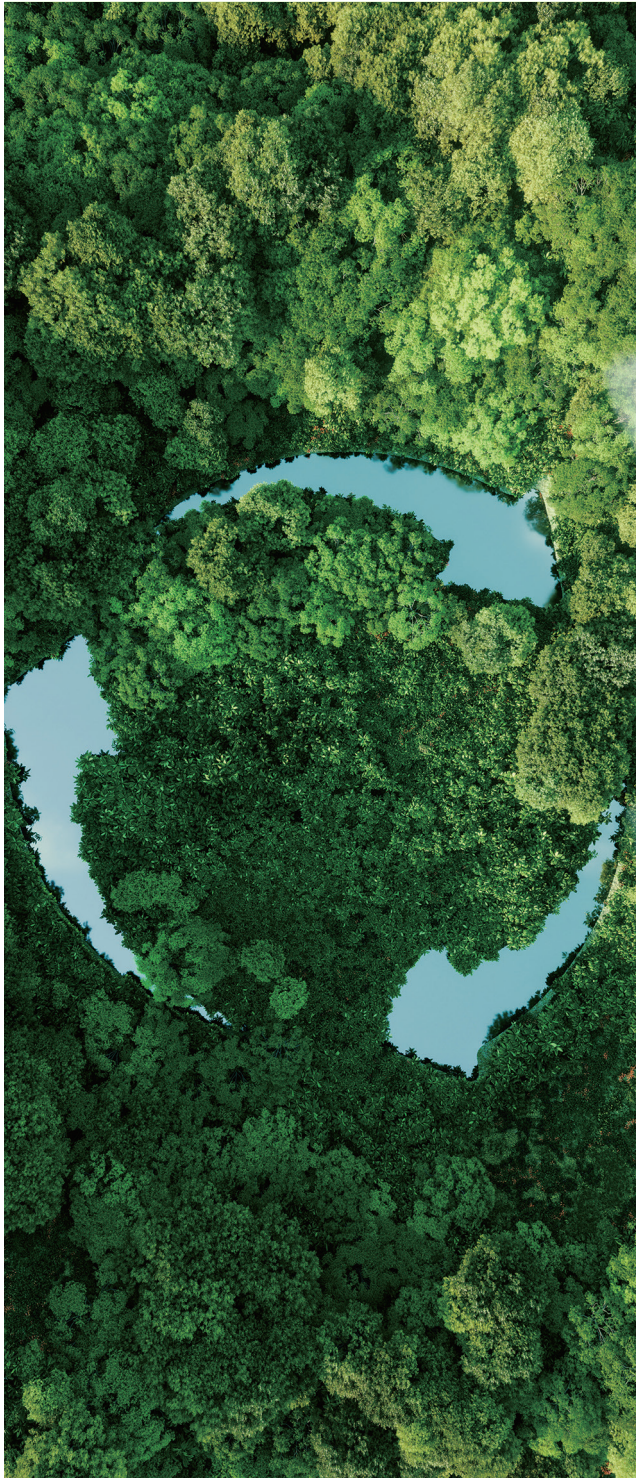
### FINAL PLATINUM RATING UNDER BEAM PLUS EXISTING BUILDINGS V2.0 COMPREHENSIVE SCHEME

With our outstanding performance in energy efficiency, water conservation, material usage, and excellent indoor environmental quality level, we have demonstrated our commitment to sustainability, as evidenced by attaining the highest rating – Final Platinum rating under the BEAM Plus Existing Buildings V2.0 Comprehensive Scheme.

BEAM Plus Existing Buildings rating system is presented by the Hong Kong Green Building Council (HKGBC). It is designed to drive the adoption of green building management practices and the upgrading of building service systems, making a substantial contribution towards sustainability endeavours.







# 03

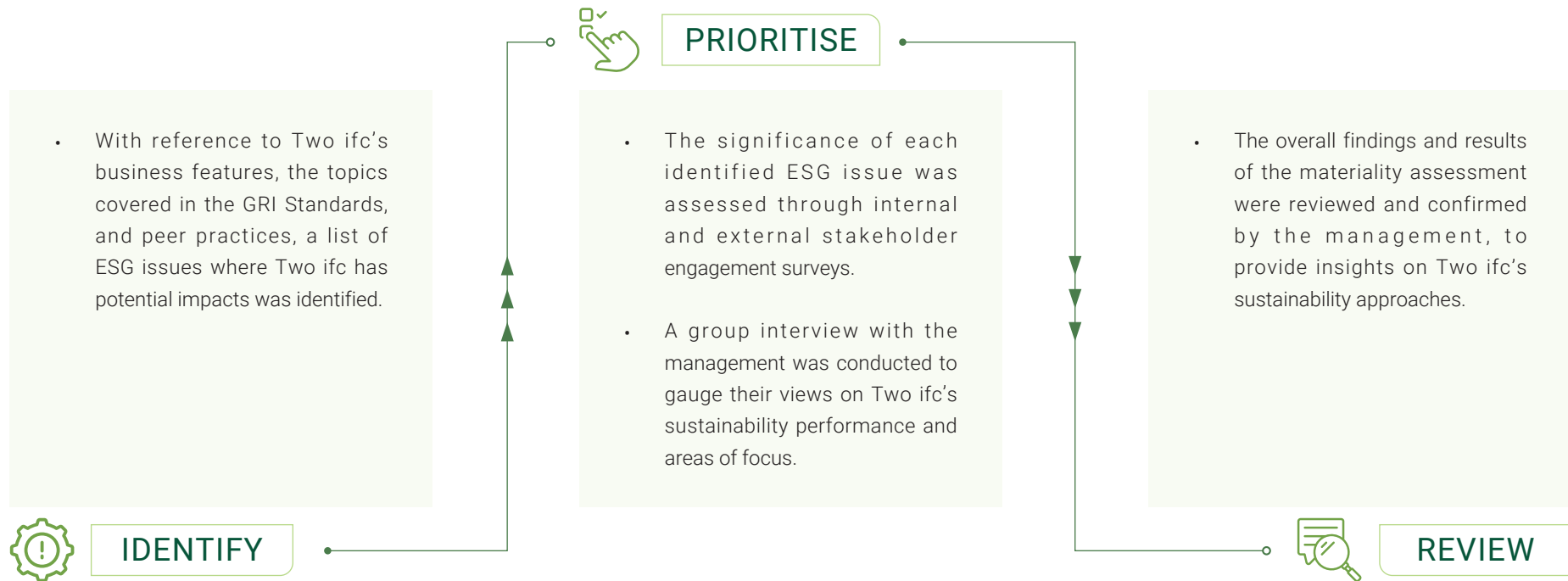
## Our Sustainability Approach



# 03 Our Sustainability Approach

## 3.1. Materiality Assessment

To better understand stakeholders' opinions and identify the key sustainability issues that are of importance to Two ifc, we have conducted comprehensive materiality assessment. The materiality assessment of our potential ESG impacts consists of three steps:





The materiality assessment's overall results were visualised through the following materiality matrix. Issues located in the matrix's upper right corner hold higher importance for both Two ifc and its external stakeholders. The outcomes of this materiality assessment have been instrumental in helping us identify and address priority concerns, thereby shaping the focus areas highlighted in this report and steering our continuous improvement of performance.

### Materiality Matrix



- 1 Anti-corruption
- 2 Remuneration and Benefits
- 3 Customer Privacy Protection



- 4 Energy Consumption
- 5 Water and Effluents
- 6 Waste Management
- 7 Emissions
- 8 Climate Change
- 9 Green Procurement Practices

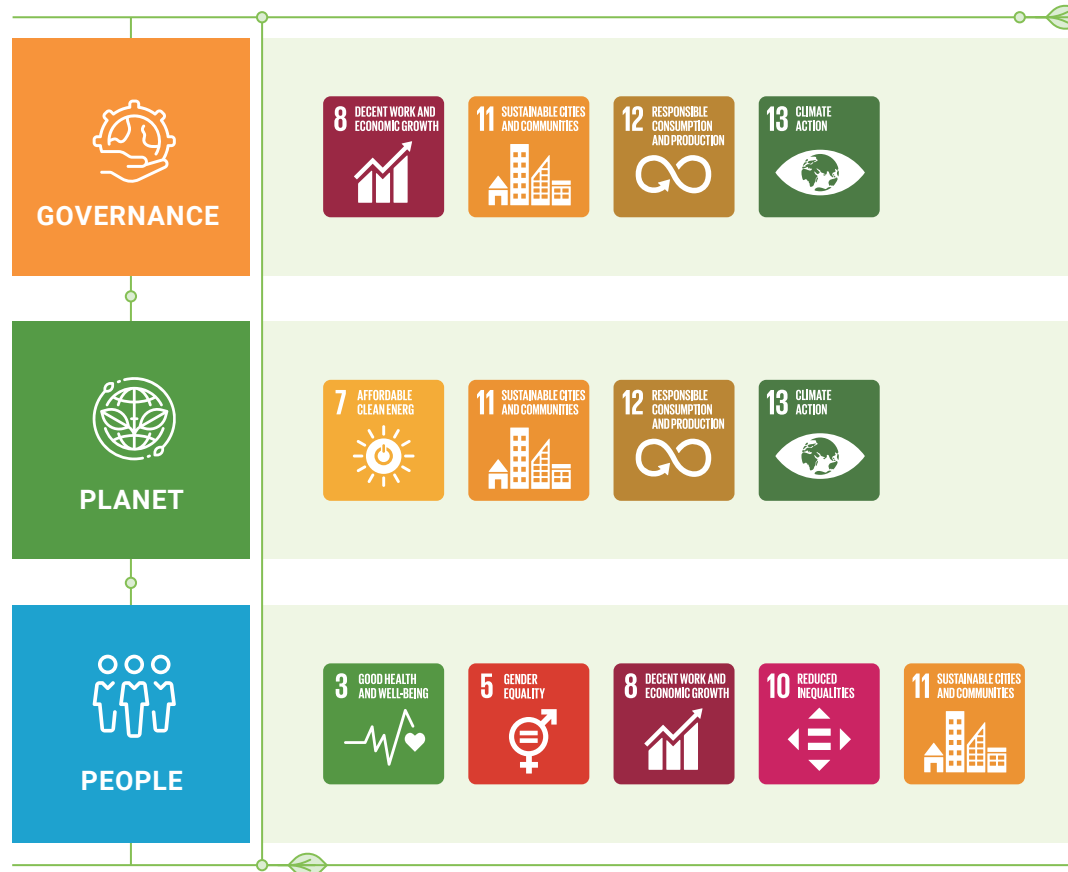


- 10 Indoor Air Quality
- 11 Occupational Health and Safety
- 12 Training and Education
- 13 Diversity, Equal Opportunity, and Non-discrimination
- 14 Employee Engagement
- 15 Community Participation and Resources Contribution
- 16 Supplier Environmental Assessment
- 17 Supplier Social Assessment



### 3.2. Aligning with United Nations Sustainable Development Goals

In our pursuit of making a positive impact beyond the scope of our business, we have strategically aligned our sustainability strategies and initiatives with the UN SDGs. Comprising 17 global goals, the UN SDGs have been identified as crucial pillars for global sustainable development. By embracing these goals, we are committed to addressing pressing global challenges and fostering a more sustainable future. At present, we have aligned our sustainability topics with 8 of the UN SDGs, and will continue to monitor and enhance our sustainability approaches.










**GOVERNANCE**









Related UN SDGs and Objectives	Our Approach and Achievements
<p><b>SDG 8: Decent Work and Economic Growth</b> Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work</p>	<p><b>Implementing sustainability management system that comply with international standards</b></p> <ul style="list-style-type: none"> <li>Implemented policies that comply with ISO 9001:2015 Quality Management System, ISO 14001:2015 Environmental Management System, and ISO 45001:2018 Occupational Health and Safety Management System</li> <li>Adopted a structural hierarchy to manage ESG issues</li> </ul>
<p><b>SDG 11: Sustainable Cities and Communities</b> Create inclusive, safe, resilient and sustainable place</p>	<p><b>Integrating risks considerations into decision-making processes</b></p> <ul style="list-style-type: none"> <li>Implemented a Business Continuity Management Policy that complies with ISO 22301:2019 Business Continuity Management System</li> <li>Integrated climate resilience measures into strategies and planning</li> </ul>
<p><b>SDG 12: Responsible Consumption and Production</b> Ensure sustainable consumption and production patterns</p>	<p><b>Providing a healthy and inclusive indoor environment</b></p> <ul style="list-style-type: none"> <li>Affirmed our commitment to provide a safe and healthy environment</li> <li>Incorporated inclusive features into the building</li> </ul>
<p><b>SDG 13: Climate Action</b> Take urgent action to combat climate change and its impacts</p>	<p><b>Ensuring high standards of quality services</b></p> <ul style="list-style-type: none"> <li>Established a robust complaint handling system to ensure timely resolutions and promptly addressed concerns</li> <li>Adopted effective data privacy management system</li> </ul>



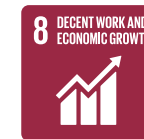
 <b>PLANET</b>	   
<b>Related UN SDGs and Objectives</b>	<b>Our Approach and Achievements</b>
<p><b>SDG 7: Affordable and Clean Energy</b> Ensure access to reliable and sustainable energy for all</p> <p><b>SDG 11: Sustainable Cities and Communities</b> Create inclusive, safe, resilient and sustainable place</p> <p><b>SDG 12: Responsible Consumption and Production</b> Ensure sustainable consumption and production patterns</p> <p><b>SDG 13: Climate Action</b> Take urgent action to combat climate change and its impacts</p>	<p><b>Realising a resilient and sustainable built environment</b></p> <ul style="list-style-type: none"> <li>The first commercial building in Hong Kong to obtain the highest rating – Platinum level under the LEED Operations and Maintenance: Existing Buildings v4.1</li> <li>Maintained the highest rating – Final Platinum under the BEAM Plus Existing Building V2.0 Comprehensive Scheme</li> </ul> <p><b>Promoting clean energy use</b></p> <ul style="list-style-type: none"> <li>Utilised renewable energy to minimise carbon emissions</li> </ul> <p><b>Enhancing energy conservation through advanced technologies</b></p> <ul style="list-style-type: none"> <li>Saved substantial amounts of electricity consumption and carbon emissions by optimising the central chiller plant through AI solutions and cloud-based big data analytics software platform</li> <li>Achieved the Wise Save @ RC x Merit Award, Best Digital Innovation Merit Award and Excellent Building Grand Award</li> <li>Replaced Pre-cool Air Handling Units (PAUs) with Electronically Commutated (EC) plug fans</li> </ul> <p><b>Advancing climate resilience strategies</b></p> <ul style="list-style-type: none"> <li>Identified climate risks and opportunities with reference to the TCFD recommendations</li> <li>Utilised IoT sensors to monitor high-risk locations</li> </ul> <p><b>Promoting responsible and green operations</b></p> <ul style="list-style-type: none"> <li>Obtained the Wastewi\$e Certificate in recognition of our waste minimisation and recycling initiatives</li> <li>Safeguarded water quality and obtained the Gold Certificate for the “Quality Water Supply Scheme for Buildings” in the categories of “Flushing Water” and “Fresh Water (Management System)”</li> </ul>



 <b>PEOPLE</b>	    
<b>Related UN SDGs and Objectives</b>	<b>Our Approach and Achievements</b>
<p><b>SDG 3: Good Health and Well-being</b> Ensure healthy lives and promote well-being for all</p> <p><b>SDG 5: Gender Equality</b> Achieve gender equality and empower all women and girls</p> <p><b>SDG 8: Decent Work and Economic Growth</b> Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</p> <p><b>SDG 10: Reduced Inequalities</b> Reduce inequality in the workplace</p> <p><b>SDG 11: Sustainable Cities and Communities</b> Create inclusive, safe, resilient and sustainable place</p>	<p><b>Placing wellness as our priority</b></p> <ul style="list-style-type: none"> <li>The first commercial building in Hong Kong to be WELL Performance Rated</li> <li>WELL Health-Safety Rated commercial building</li> <li>Implemented both active and passive measures to maintain excellent indoor air quality and achieved an Indoor Air Quality Certificate – Excellent Class (Whole Building) and IAQWiSe Certificate – Excellent Level</li> <li>Installed UVC emitters at all Air Handling Units (AHUs) and escalators</li> </ul> <p><b>Providing a safe and healthy workplace for staff and contractor staff</b></p> <ul style="list-style-type: none"> <li>Conducted over 40 drills and established rigorous health and safety policies</li> <li>Obtained 21st Hong Kong OSH Award - Safety Culture Award 2022 – Gold Award</li> <li>Signed the Heart Caring Charter and Joyful @ Healthy Workplace Charter to promote health awareness</li> </ul> <p><b>Fostering equal opportunities</b></p> <ul style="list-style-type: none"> <li>Guaranteed equal opportunities during recruitment and promotion</li> <li>45% of our employee profile comprised females</li> </ul> <p><b>Adhering to zero tolerance for discrimination</b></p> <ul style="list-style-type: none"> <li>Conducted regular trainings on prevention and handling of sexual harassment, discrimination and stress in the workplace</li> <li>Zero incidents of discrimination were reported</li> </ul>



# 04



## Governance

Through our strong sustainability governance, we uphold ethical standards, integrate ESG considerations, and comply with relevant regulations, enabling effective risk management and long-term value creation for our stakeholders while contributing to the well-being of the community and the environment.





# 04 Governance



## 4.1. Sustainability Governance

### Sustainability Oversight

Two ifc's ethical business operations and ESG initiatives are supported by MTR's corporate and sustainability governance framework. The Board of Directors ("Board") of MTR addresses material ESG issues, including climate risks, by conducting comprehensive risk identification, assessment and implementing relevant mitigation measures. The Board level Environmental & Social Responsibility Committee ("E&SRC") provides strategic guidance and monitors the performance of ESG practices, including matters related to climate change. Meanwhile, the Environmental & Social Responsibility Steering Committee ("E&SRSC") at the management level drives sustainability efforts throughout the entirety of our business operations, ensuring alignment with our ESG goals.

### Sustainability Management

Two ifc has a dedicated sustainability working group to oversee and manage ESG and climate issues pertinent to its business operations. Comprised of members from different departments, the sustainability working group ensures that diverse perspectives and expertise are considered in our sustainability efforts. The sustainability working group

develops and implements sustainability strategies, manages day-to-day sustainability activities, monitors progress, and ensures compliance with relevant regulations and standards. Moreover, ESG considerations are deeply integrated into Two ifc's strategy and governance. We share common values with our stakeholders in environmental friendliness, equality, and social inclusion, and we actively contribute to positive impacts in our communities. Additionally, the sustainability working group is responsible for monitoring the overarching corporate-wide implementation of the Integrated Management System ("IMS") Policy in compliance with international standards of ISO9001, ISO14001, ISO45001 and all relevant property and facility management, environmental protection and occupational health and safety legislations. This further strengthens Two ifc's sustainability management framework across its business operations.

Two ifc places utmost importance on integrity and business ethics above all else. We firmly maintain a zero-tolerance stance against all forms of corruption and misconduct, actively striving to prevent such behaviours. To uphold these values, we have implemented proactive measures such as establishing a whistleblowing channel. We strive to prevent

any corrupt behaviour by following MTR's Code of Conduct, which outlines the guidelines for accepting advantages and managing conflicts of interest in the course of all business operations. Recognising the dynamic nature of corruption risks, we emphasise fostering continual awareness and vigilance among our employees. We actively communicate anti-corruption policies and conduct regular anti-corruption training sessions. This ensures that our employees are well-informed and equipped to navigate potential corruption risks effectively. Moreover, our employees have participated in internal webinars to understand the Prevention of Bribery Ordinance conducted by the Independent Commission Against Corruption (ICAC). Our commitment to combating bribery and corruption is unwavering, as we rigorously adhere to all applicable laws and corporate rules. We are committed to achieving zero occurrences of corrupt behaviour, and have successfully accomplished the goal this year. All of our operations underwent thorough evaluations to assess corruption-related risks and no such risks have been identified, and there were no occurrences of any confirmed incidents of corruption. Furthermore, our business adheres to all applicable laws and labour standards.



## 4.2. Service Governance

At Two ifc, we strive to uphold high-quality standards to our occupants and deliver exceptional services to our customers. To achieve this, our service governance is structured around four key components: ensuring a clean and comfortable indoor environment, maintaining high adaptability to emergency situations, implementing strict data protection and privacy measures, and promptly addressing occupants' feedback. Through these key components, we aim to cultivate satisfaction and trust among our people.

### Indoor Environment for Occupants

We place a strong emphasis on creating a clean and comfortable environment within the building by emphasising hygiene and maintaining excellent indoor air quality for the well-being of all occupants. To uphold hygiene standards, we utilise touchless and automatic equipment and conduct regular disinfection of the premises. Disinfection robots and systems have also been introduced to eliminate the risk of harmful pathogens and germs. Meanwhile, we monitor the IAQ parameters closely to ensure consistent good air quality throughout the building. Our commitment to providing an inclusive and safe environment extends to all occupants, with a zero-tolerance policy for harm or incidents. Inclusive features have been seamlessly integrated into the building to foster inclusivity, ensuring that every occupant, regardless of ability or background, feels secure, comfortable, and reassured while within Two ifc.

### Adaptability to Emergency Situations

A comprehensive Business Continuity Management System, in accordance with ISO 22301 standards, has been developed and implemented. This system outlines the plan and procedure in the event of emergency incidents to ensure smooth operations and safeguard our occupants' well-being. It is activated during emergency situations to effectively manage and minimise the impact. To ensure a thorough understanding of the Business Continuity Management System, our staff undergo extensive trainings covering 21 essential topics, including electricity supply suspension and fire precautions, to equip them with the necessary skills and knowledge to handle emergencies.



#### Handling of Injured and Sick Person

*We hold scenario-based training sessions on a regular basis to equip our occupants with the skills and confidence needed to expertly handle injured or sick individuals during emergency situations.*

With a dedicated Incident Command team, we are capable of responding to the incidents within a remarkable timeframe and promptly addressing the emergencies. We have conducted over 40 drills - so that our staff could take responsive actions under different contingencies. Furthermore, in response to global climate change and extreme weather events, relevant climate adaptation measures are implemented within the building to mitigate to the adverse impact of climate change and ensure the safety and health of our occupants.



#### Safety Drills

*We regularly conduct full building evacuation drills to ensure that all occupants are familiar with the established fire safety and emergency evacuation procedures.*



## Data Protection and Privacy

We prioritise ethical business conduct, focusing on safeguarding data privacy at Two ifc. All legal requirements regarding data security and customer privacy were strictly complied with by Two ifc. To promote transparency, we provide our stakeholders with a Personal Information Collection Statement (PICS) on our website, outlining our policies and practices regarding personal data. Regarding the collection, retention, usage, access, and security of personal data, all of our employees are required to follow the guidelines outlined in MTR's Code of Conduct, ensuring proper data management. These protocols are reinforced by annual refresher training to enhance compliance and proficiency. A dedicated Personal Data Privacy Officer has been appointed to manage data inquiries and uphold data confidentiality. We are steadfast in our commitment to maintaining data integrity. With our rigorous compliance, no substantiated complaints regarding breaches of customer privacy or losses of customer data were received this year.

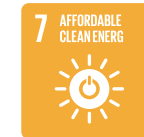
## Responsiveness to Occupants' Feedback

In our commitment to deliver top-tier quality service and ensure the utmost satisfaction of our occupants, we have established a robust complaint handling system. We pledge to resolve complaints in a timely manner. Our goal is to acknowledge receipt of a complaint within 3 working days and to provide the complainant with a formal reply, detailing the conclusion or any follow-up actions, within 7 working days. For any complaint cases that are directly addressed or emailed, we will report them to the relevant managers. These protocols are part of our ongoing efforts to enhance our service delivery and ensure that 100% of the concerns raised by our occupants are promptly addressed. We meticulously document all concerns to pinpoint areas for enhancement and implement necessary corrective measures, thereby preventing the recurrence of similar issues in the future. Furthermore, we have also provided satisfaction surveys for our customers to gather feedback, valuing their input while striving for continuous improvement.





# 05



## Sustainable Development Initiatives

### Planet – Protecting Our Environment with Consciousness

We embody environmental stewardship as a core element of our mission, demonstrating a steadfast commitment to climate resilience and adaptation, water conservation, circular economy, and sustainable procurement practices throughout our operations.



# 05 Sustainable Development Initiatives

## 5.1. Planet - Protecting Our Environment with Consciousness

### Green Operation

Realising green operations involves adopting sustainable practices such as water conservation, effective waste management, sustainable supply chain practices and the use of energy-efficient systems. By adopting green practices, we can significantly reduce our environmental footprint and create a more sustainable and resilient built environment for present and future generations. Two ifc underscores its commitment to sustainability by implementing an Integrated Management System that aligns with ISO 14001:2015 Environmental Management System, allowing us to effectively manage potential environmental impacts in daily operations.

### Water Conservation

Water resources are finite, and conserving water helps alleviate pressure on limited water supplies. Recognising the vital role water resources play in both our community and business operations, we are committed to fostering a water saving culture within our premises. Two ifc has implemented a Water Conservation Plan and Policy to ensure that an economic assessment of water efficiency is performed for

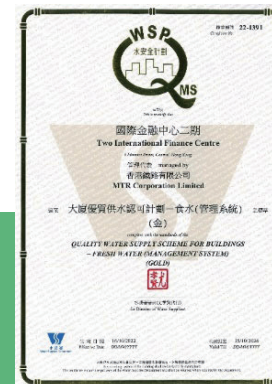
any potable water fixture upgrades, thereby optimising water consumption and enhancing efficiency. Other strategies for reducing water usage within Two ifc include the use of automatic sensor-equipped facilities and routine inspections of the entire water system to detect any leaks. We have also pledged to continually explore water use reduction strategies to further enhance water efficiency and minimise our water consumption.

We monitor monthly water usage, maintain records of water consumption and maintenance, and conduct inventory investigations of water equipment, devices, and processes to ensure effective water efficiency monitoring. We have established both short-term and long-term water saving

targets to guide our water conservation initiatives and aim to raise awareness of water conservation among our occupants. To ensure responsible water usage management, our on-site Project and Maintenance team strictly follow and implement our Water Conservation Plan and Policy.

In our ongoing efforts to conserve water and promote sustainable practices, Two ifc has actively participated in the Cherish Water Campaign 2022 (ECH2O), an initiative organised by the Water Supplies Department. As participants in this campaign, we pledge to promote practices and behavioural changes for cherishing water as well as the adoption of efficient water-consuming devices. We aim to

**Quality Water Supply Scheme for Buildings – Fresh Water (Management System) – Gold Certificate**



**Quality Water Supply Scheme for Buildings – Flushing Water – Gold Certificate**





instil a culture of water conservation within our community and contribute to the long-term sustainability of our water sources.

Moreover, we are committed to providing high-quality water to safeguard the health and well-being of our occupants. We are pleased to be awarded the Gold Certificate by the Water Supplies Department for both the fresh water and flushing water management. These certifications acknowledge our efforts and serve as a testament to our commitment to water safety and efficiency.

### Waste Management

Effective waste management is essential for preserving natural resources and advancing towards a circular economy. At Two ifc, we prioritise effective waste management, and we have implemented a Waste Management Plan, which outlines waste reduction and avoidance strategies with a focus on resource conservation and digital solutions. We foster circularity practices among our occupants and encourage resource minimisation in daily operations through practices like double-sided printing, using refillable or rechargeable items, and reducing single-use products. We embrace digital solutions by advocating for a paperless culture, which includes adopting an electronic filing system and promoting electronic communications.

Furthermore, a mobile waste compactor is provided at Two ifc to compress waste into smaller packs before sending it to the landfills, reducing the frequency of truck trips and lowering the carbon emissions associated with waste transportation.

Our waste management procedures strictly comply with all applicable legislative obligations. We engaged licensed collectors and recyclers for waste collection and handling, employed specialised facilities and designated recycling programmes for hazardous waste. Non-hazardous waste is collected by authorised waste collectors or delivered to recycling points. Food waste is responsibly handled via the food waste collection programmes initiated by the Environmental Protection Department (EPD).

To ensure efficient waste management, we have dedicated representatives overseeing and coordinating waste reduction efforts within Two ifc. Regular meetings are held on a monthly basis to review recycling outcomes and continuously refine waste minimisation strategies. Our commitment to waste reduction and promoting green lifestyle has been recognised with the WastewiSe Certificate - Excellent Level for our commitment to environmental stewardship. This recognition underscores our ongoing efforts in environmental protection through waste reduction, recycling and effective waste management practices, motivating us to strive for excellence in sustainability initiatives.

### WastewiSe Certificate – Excellent Level





### Single-Use Plastic Umbrella Bags Reduction

Recognising the detrimental impact of single-use plastic bags on the natural environment, Two ifc has minimised the use of single-use plastic umbrella bags and reduced unnecessary plastic waste in the natural environment by providing eco-friendly alternatives. As a testament to our efforts, Two ifc has been awarded the Diamond Level of the Umbrella Bags Reduction Accreditation Program 2023 by Greeners Action for the second consecutive year.



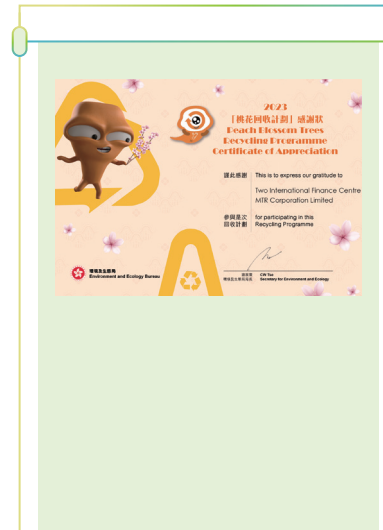
### Kyo-Yuzen Dyeing Workshop

We have organised Kyo-Yuzen Dyeing workshop for our tenants, aiming to elevate environmental awareness and promote sustainability through art. Kyo-Yuzen is one of the most best-known dyeing techniques in Kyoto, Japan. During the workshop, participants delved into the rich world of art and craft, using vibrant colors created from leftover ingredients. They also had the opportunity to create their own DIY dyed small pouch, adding a personal touch to their craftsmanship while embracing eco-conscious practices.



### Glass Container Recycling

Two ifc has participated in the "Glass Container Recycling Charter" organised by the EPD. The purpose of the Charter is to enhance public awareness of glass container recycling and promote behavioural changes that foster good recycling habits. As a Charter partner, Two ifc is dedicated to practising waste separation at source and ensuring clean recycling practices, contributing to broader global efforts to reduce waste and promote a circular economy.



### Peach Blossom Trees Recycling

Two ifc recognises the environmental impact associated with post-holiday waste and actively participated in the Peach Blossom Trees Recycling Programme organised by the EPD. Through the collection of peach blossom trees from tenants, Two ifc has taken a proactive approach to ensure that the trees are recycled instead of contributing to landfill waste. This not only alleviates pressure of landfills, but also champions sustainability by transforming these trees into reusable resources.



### Sustainable Supply Chain

Our suppliers and contractors provide work and maintenance, cleaning and security, and other goods and services. In our engagement with suppliers and contractors, we uphold stringent selection criteria to ensure alignment with our sustainability values. During our supplier selection process, we adhere to MTR's Supplier Code of Practice, which comprises standards concerning business ethics, human and labour rights, and environmental regulations. Compliance with this code is mandatory for all suppliers and contractors, and any violation will be deemed a material breach of the contract. More specifically, our suppliers and contractors are required to meet all environmental requirements stipulated by Two ifc. The suppliers and contractors of Two ifc are obligated to submit an Environmental Management Plan aimed at managing environmental considerations commensurate with the anticipated environmental risks. They are also encouraged to provide their companies' environmental policies as a criterion for consideration.

We understand that our operations are part of a complex value chain that inherently impacts the environment, community and economy. Therefore, Two ifc strives to develop a green office mechanism and has implemented several green procurement strategies. During procuring items, we follow MTR's Green Procurement Policy, which aims to provide the staff engaged in procurement activities with guiding principles when making sustainable procurement decisions. Two ifc encourages the procurement of environmentally friendly consumables and durable goods, such as FSC-certified recycled paper, rechargeable batteries, and materials that contain a high percentage of recycled content. The consumption of all materials is thoroughly evaluated prior to purchasing to avoid overstock. Two ifc remains steadfast in its commitment

to sustainable development by implementing green office mechanisms and procurement measures. We set appropriate green objectives and targets annually and seek continuous review and improvement.

### Energy Saving

Reducing energy consumption is crucial as it helps mitigate carbon emissions, thereby combating climate change. At Two ifc, we have implemented various energy reduction strategies, such as upgrading its PAUs by replacing them with EC plug fans. The utilisation of EC plug fans allows for more precise control while significantly reducing energy consumption. Routine equipment maintenance is conducted to ensure peak performance and longevity. We also utilise energy-efficient LED alternatives within Two ifc. Furthermore, Two ifc actively participated in WWF Earth Hour 2023 by turning off external spotlights and encouraging our occupants to switch off non-essential lights whenever not in use. Two ifc also joined the 4T Charter 2023, Energy Saving Charter 2023, and Charter on External Lighting, pledging to maintain indoor temperature within the range of 24-26°C, advocate for transparency in energy data, promote energy-efficient appliances and champion retrofit initiatives.

**Charter on External Lighting - Diamond Award**







## Innovative Resource Management

Recognising the profound impact of our environmental footprint, particularly on the built environment, we actively take concrete steps to manage and minimise resource utilisation effectively. In Hong Kong, buildings account for about 90% of electricity consumption, generating over 60% of carbon emissions.

In light of this, Two ifc's resource management approach mainly focuses on building energy management. We have adopted advanced technologies and renewable energy within our premises, enhancing our resource management practices and reducing our carbon footprint. Employing intelligent solutions like data analytics software has enabled us to effectively reduce our carbon emissions by helping to identify consumption patterns and implementing

efficiency initiatives. We have integrated AI solutions and cloud-based big data analytics software to optimise our central plant. This has resulted in a substantial reduction in electricity consumption, which has in turn led to a decrease in our carbon emissions. As a testament to this innovative initiative, we have earned various recognitions, including the Wise Save @ RCx Merit Award, the Best Digital Innovation Merit Award, and the Grand Award of Excellent Building Awards. Additionally, we are taking proactive steps to reduce our dependence on traditional fossil fuels and transitioning to more sustainable energy sources. As part of this commitment, renewable energy has been adopted to power our external lighting systems.



**Grand Award of Excellent Building Awards**





## Climate Action

With the global climate experiencing unprecedented changes due to rising temperatures and more frequent extreme weather events, the call for environmental responsibility becomes increasingly urgent. Combatting climate change requires collective efforts across all sectors of society. As part of our commitment, Two ifc has integrated climate change considerations into its corporate strategy. We have referenced the TCFD recommendations for climate-related disclosures.

## Governance

The E&SRC at MTR's Board level offers strategic guidance and reviews climate change performance, formulating corresponding responses to climate change, while the management level E&SRSC drives and evaluates climate change initiatives across the whole business operations. Two ifc's sustainability working group oversees climate-related issues and develops Two ifc's climate strategy to address climate change more effectively. To ensure our responsiveness and adaptability to climate change, the sustainability working group regularly convenes meetings to comprehensively assess and review Two ifc's performance in climate risk management, formulating relevant climate change related policies and its corresponding measures. The sustainability working group also facilitates smooth collaboration across diverse departments to synergise efforts to tackle climate-related risks.





## Strategy

In response to the climate change, we adhere to MTR’s Climate Change Strategy, adopting a risk-based management. By identifying climate-related risks, we incorporate climate resilience and adaptation strategies into our buildings to mitigate their impacts and enhance resilience across our operations.

Physical Climate Risks	Risk Explanation and Example	Our Climate Resilience and Adaptation Strategy
<p><b>Acute Risks</b></p>	<p>Risk driven by events such as floods and typhoons.</p>	<ul style="list-style-type: none"> <li>• Implemented flood-safe panels and IoT sensors to detect and respond to flood threats promptly</li> <li>• Implemented Building Sway Operation with pendulum switches in lifts to enhance stability and safety</li> <li>• Developed a Business Continuity Management System and conducted safety drills to protect the safety of our occupants, especially under extreme weather</li> <li>• Provided our occupants with related health and safety training</li> </ul>
<p><b>Chronic Risks</b></p>	<p>Risk driven by longer-term shifts in climate patterns such as sustained high temperatures and sea level rise.</p>	<ul style="list-style-type: none"> <li>• Implemented various energy-saving and emission-reduction initiatives including adoption of sea water cooling system and utilisation of high solar reflectance painting</li> </ul>



Transitional Climate Risks	Risk Explanation and Example	Our Climate Adaptation and Mitigation Strategy
<p><b>Policy and Legal Risks</b></p>	<p>Policy actions that attempt to constrain actions that contribute to the adverse effects of climate change or policy actions that seek to promote adaptation to climate change, e.g. enhanced regulations.</p>	<ul style="list-style-type: none"> <li>• Stay informed about evolving regulatory landscapes and proactively adapt policies and procedures to comply with new or updated requirements</li> </ul>
<p><b>Technology Risks</b></p>	<p>Technological improvements or innovations emerging to support transition to a lower-carbon, energy-efficient economic system, e.g. substitution of existing products and services with lower emission options.</p>	<ul style="list-style-type: none"> <li>• Applied artificial intelligence software to optimise the efficiency of central chiller plant</li> </ul>
<p><b>Market Risks</b></p>	<p>Changes in market conditions, e.g. uncertainty in market signals and changing consumer behaviour.</p>	<ul style="list-style-type: none"> <li>• Improved sustainability practices to ensure the long-term viability of our business</li> </ul>
<p><b>Reputation Risks</b></p>	<p>Reputations tied to changing customer or community perceptions of an organisation's contribution to or detraction from the transition to a lower-carbon economy, e.g. increased stakeholder concern or negative stakeholder feedback.</p>	<ul style="list-style-type: none"> <li>• Regularly engaged with stakeholders and maintained active communication</li> <li>• Promptly responded and resolved stakeholders' concerns</li> </ul>



## Risk Management

Two ifc is committed to identifying, assessing, and managing climate-related risks. Our approach involves identifying climate-related risks and opportunities, integrating climate considerations into our decision-making processes, and implementing strategies for mitigation and adaptation. Through proactive risk management, we aim to enhance resilience and promote sustainable growth.

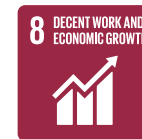
## Metrics and Targets

We have developed robust metrics and targets to effectively assess our climate-related impacts, encompassing energy consumption, GHG emissions and renewable energy generation. As part of our commitment to sustainability, we integrated green and low-carbon designs into our infrastructure, contributing to the ambitious goal of achieving carbon neutrality by 2050. Our targets aligned closely with the objectives outlined in Hong Kong Climate Action Plan 2050. Looking ahead, we remain dedicated to advancing energy efficiency by adopting innovative green technologies and practices across our operations.





# 05



## Sustainable Development Initiatives

### People – Sustaining Wellness for the Community

With our commitment to the wellness of Two ifc occupants, we strive to cultivate a healthy, vibrant, and inclusive environment that aligns with their needs and aspirations while integrating sustainability elements into every facet of their experience.



## 5.2. People – Sustaining Wellness for the Community

### Talent Attraction and Retention

#### Remuneration and Benefits

Our employees and contractor staff are the cornerstone of our business and play a pivotal role in driving our sustainable growth. To attract, retain, and motivate high-calibre individuals to build successful teams, Two ifc offers competitive remuneration with attractive welfare benefits. The Remuneration Policy clearly states that the remuneration is appropriate by considering various pertinent factors, including salaries offered by comparable companies, job responsibilities, duties and scope, employment conditions within Two ifc, market practices, financial and non-financial performance, and the preference for performance-based remuneration.

Employees are entitled to different types of leave, such as public holidays, annual leave, sick leave, compensation leave, parental leave, and well-being leave. To ensure that all of our employees have equal opportunities to grow and excel within Two ifc, we conduct regular performance and career development reviews. When considering the promotion and reward, we only evaluate their relevant experience and necessary qualifications for the role.

#### Training and Development

Recognising the integral connection between employee development and sustained business growth, Two ifc is dedicated to empowering employees by fostering continuous skill and knowledge enrichment, thereby facilitating their career development. Every year, we set a comprehensive annual training plan that covers basic

training, occupational health and safety, environmental protection, on-the-job training, and special task training. We extend our commitment to training beyond our direct employees by ensuring that our contractor staff receive regular occupational training.



#### **Pre-work Briefing**

*Before commencing work, we provided our employees with comprehensive briefings to thoroughly prepare them for their roles by covering all essential job duties, safety protocols, and the knowledge required to perform their tasks effectively.*



#### **Induction Training**

*All new employees are required to attend induction training to familiar themselves with the job duties and related knowledge, ensuring that every employee is well-equipped and confident in their responsibilities from day one.*



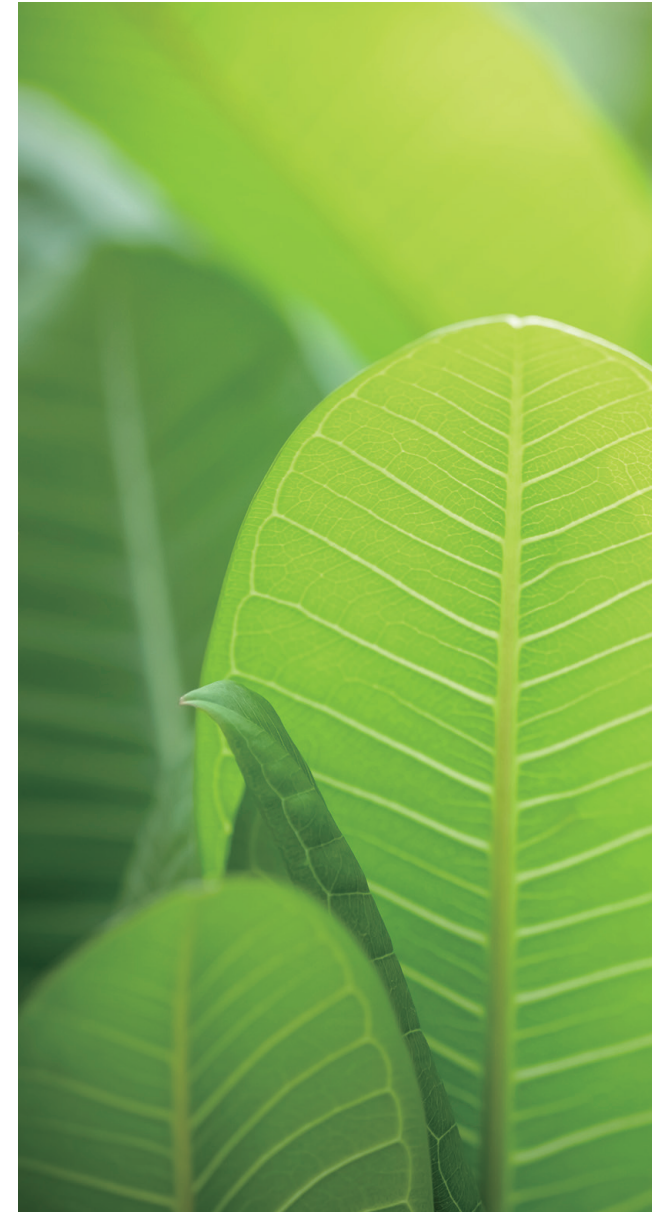
## Diversity and Equal Opportunity

### Inclusive Environment

We aim to foster an inclusive and equitable environment where every individual feels valued, respected, and empowered.

In our workplace, Two ifc provides equal opportunities and fosters an inclusive culture. Adhering to a decent policy of recruitment and reward, we ensure that employees are evaluated based solely on their knowledge, skills, performance, and competencies. We hold zero tolerance for any form of workplace harassment or discrimination on the grounds of gender, sexual orientation, disability, age, race, skin colour, nationality or ethnic origin, family status, religion, political beliefs or other characteristics. If an employee experiences or witnesses any form of discrimination or harassment, they are encouraged to report it to their department head, the Human Resource Business Partner or the Whistle-blowing Panel. We have also implemented suggestion boxes where employees can report or provide advice on workplace issues. To further promote inclusiveness, we conduct regular training on the preventing and handling sexual harassment, discrimination and stress in the workplace. Through our efforts to ensure equality and inclusion, our employee profile comprised 45% of females and no incidents of discrimination were reported in 2023.

At Two ifc, we adopt a range of inclusive features to provide equal access and convenience to all individuals, such as barrier-free facilities for people with disabilities and the elderly. With our initiated people-centric practices, we have joined the Jockey Club Age-friendly City Partnership Scheme 2022 and pledged to adopt more age-friendly practices to cater special needs.







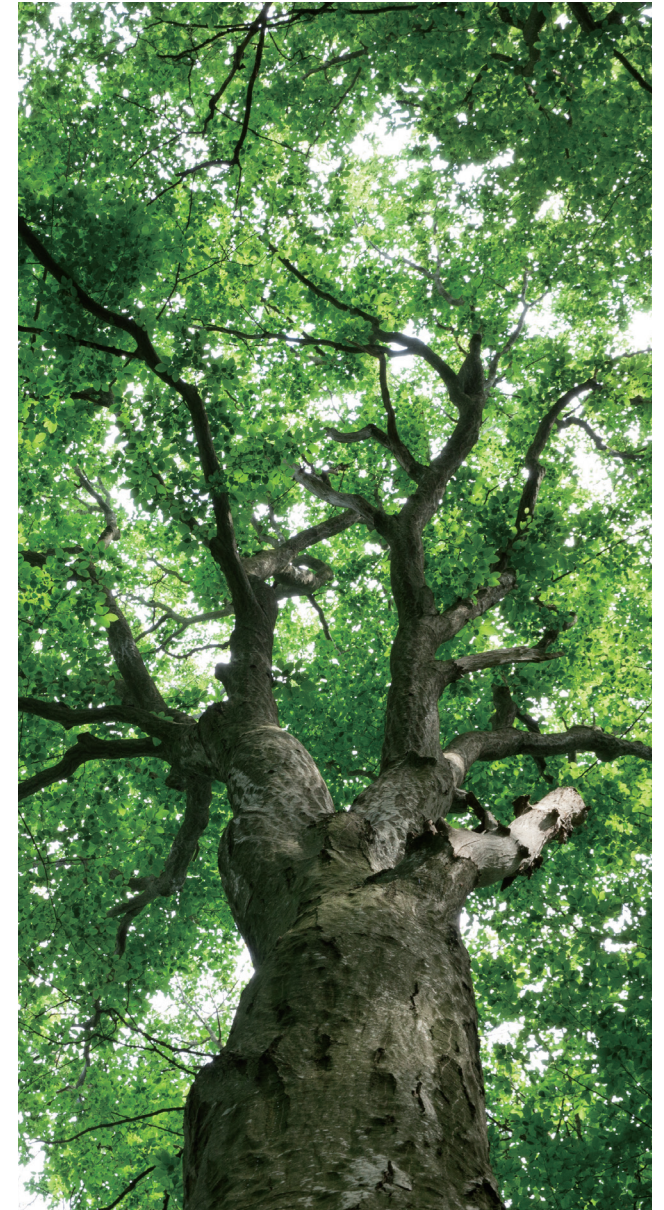
## Safe and Healthy Environment

### Health and Safety Management

At Two ifc, our commitment to occupational health and safety extends beyond mere compliance with statutory requirements. We adhere to a comprehensive management system based on ISO 45001:2018 Occupational Health and Safety Management System, which benefits all our employees, contractor staff, and customers. The safety management system will be continuously updated and enhanced while maintaining a two-way communication between responsible managers, general employees, and contractor staff.

During the provision of property management services, we strictly follow the IMS Working Instruction to ensure employees safely and properly perform their tasks. The instruction provides guidance on how to identify, handle, and mitigate job risks. Safety is not only important in our operations but also throughout the supply chain. Hence, we have integrated safety as a key criterion in our tendering process to effectively mitigate any potential adverse occupational health and safety impacts that may arise from our supply chain.

To avoid hazards in the first place, our qualified employees conduct the Job Hazard Analysis and Risk Assessment for all activities within Two ifc:





## Safety Culture

We prioritise everyone's health and safety by fostering a safety-first culture. To ensure all employees and contractor staff are equipped with the necessary skills and knowledge under possible situations related to safety and emergency, our dedicated employees organise training and drills for electricity and fire safety, working in hot weather, flooding handling, and more. With the aim of enhancing the practical skills to handle emergency incidents, we have conducted over 40 drills in 2023, covering the use of AED, gas leakages, chemical handling, lift trap, handling of serious crime, etc.

Furthermore, we ensure that our staff and contractor staff have access to all-round fall prevention equipment when working at height. We also provide aerial working platforms that are equipped with safety sensors to prevent hazards such as structural failure that cause platform to collapse.

In addition to physical health, Two ifc also cares about the mental health of our people. We have signed to support the Heart Caring Charter initiated by the Occupational Safety and Health Council, through which we demonstrated our dedication to continuously fostering health awareness. With support from the charter organiser, our frontline staff are encouraged to screen potential health threats via health risk assessment, online health counselling, and mindfulness exercises.

Through our devotion to maintaining a robust management system and promoting activities and communications on occupational health and safety, in 2023, Two ifc was honoured with a Gold Award in the Safety Culture Award category at the 21st Hong Kong Occupational Safety & Health (OSH) Award organised by the Occupational Safety and Health Council.



### Fire Safety Talk

*We invited the Fire Services Department to deliver a Fire Safety Talk to enhance fire safety knowledge and increase awareness regarding fire prevention.*



### AED Training

*We invited our AED supplier to conduct an Automated External Defibrillator (AED) training, aimed at disseminating a public health message at Two ifc.*



### Heart Caring Charter

### 21st Hong Kong OSH Award – Safety Culture Award 2022 – Gold Award





### Healthy Indoor Environment

We understand the direct impact that indoor air quality has on our health and overall well-being. Therefore, we have gone above and beyond to implement a range of active and passive measures to create a healthier and more comfortable environment for all occupants.

With our efforts to provide an environment that prioritises our occupants' health, we are proud that our commitment to indoor air quality has been recognised with the highest rating in the Excellence Class of Indoor Air Quality Certification from the Environmental Protection Department of Hong Kong SAR and IAQwiSe Certificate – Excellent Level from the Environmental Campaign Committee.



**IAQwiSe Certificate – Excellent Level**



**Indoor Air Quality Certificate Award – Excellence Class (Whole Building)**





## Active Measures



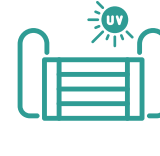
### Automatic Disinfection Robots with UVC

The automatic disinfection robots emit UV light to neutralise viruses in common areas, eliminating the risk of infection. Besides, the dry mist disinfection functions help eliminate germs effectively and provide an extra layer of protection.



### UVC Emitters for Air Conditioning System

We have taken a significant step in revolutionising our approach to air disinfection by installing UVC emitters in all Air Handling Units. This measure aims to mitigate the risk of harmful pathogens infiltrating our building through the air conditioning system and presenting in the circulating air at Two ifc.



### UV Disinfection at Handrails

To enhance hygiene and ensure smooth escalator operation, we installed a concealed type handrail UV device at the escalator machinery pit. This measure minimises the risk of external objects trapping in the UV device while effectively sanitising the handrails.



### Touchless Lift Buttons and Automated Doors

To address the concern regarding high-touch surfaces that can potentially cause pathogen transmission, we have implemented touchless lift buttons and automated doors to minimise the need for physical contact. To provide an additional layer of protection, we regularly apply a photocatalyst coating to high-touch surfaces.

## Passive Measures



### Indoor Air Quality Sensor at Lift Lobby

Recognising the importance of performance data in assessing the effectiveness of our initiatives, we have installed indoor air quality sensors at typical common lobbies throughout the building. These advanced sensors continuously monitor air quality parameters, including temperature, humidity, carbon dioxide, PM2.5, Total Volatile Organic Compounds (TVOC), and Formaldehyde levels. With data collected and uploaded at 10-minute intervals and monthly analyses conducted to identify any fluctuations or concerns, we are able to swiftly implement appropriate corrective actions. This approach enables us to maintain an optimal environment that prioritises the well-being and comfort of our occupants.



## Wellness for Occupants and Community

### Wellness for All

At Two ifc, we aim to create an environment where everyone can thrive and feel confident in their well-being. Two ifc is the first commercial building in Hong Kong to obtain the WELL Performance Rating certification and it is also WELL Health-Safety Rated. These significant milestones serves as evidence of our continuous efforts in monitoring and maintaining high performance across key areas, including air quality, water quality, thermal comfort, acoustics, lighting, and occupant experience. These accomplishments also demonstrate our proactive approach to implementing necessary measures to prioritise the health and safety of our occupants, particularly in the face of acute health threats like COVID-19 and beyond.

Stepping forward from this milestone, we further express our dedication to making Two ifc a healthier and more sustainable workplace through various initiatives, such as enhancing our indoor air quality, optimising natural light and thermal comfort, promoting physical activity and wellness programs, and implementing sustainable practices throughout our operations. Looking forward, we aim to create a conducive environment that supports the well-being and productivity of all.





### Tenant Well-being

At Two ifc, we are dedicated to providing our tenants with more than just a space to work. We are committed to creating engaging experiences while also promoting sustainability and fostering a sense of environmental responsibility. To achieve this, we have made it a regular practice to organise workshops that are both educational and enjoyable. In 2023, we organised a series of workshops with the theme of upcycling. Participants explored the potential of repurposing everyday items and create unique objects. These workshops has encouraged our tenants to incorporate sustainable practices into their daily lives and contribute to a more sustainable future. Additionally, we organised seminars for our tenants to provide them with a platform to exchange insights, share best practices and collectively contribute to enhancing our recycling management practices. By actively engage with our esteemed tenants, we aim to collaboratively achieve greater impacts together.



**Coffee Grounds Planting Workshop**



**Food Waste Knowledge Sharing Seminar**



**Handmade Soap Making Workshop**



**Christmas Mosaic Solar Night Light Workshop**



### Employee Well-being

Two ifc recognises the significance of fostering work-life balance. Apart from the Employee Engagement Fund offered by MTR, Two ifc has granted well-being leave that allows our employees to prioritise their physical and mental well-being. To continuously enhance employee satisfaction and co-create a positive working environment, Two ifc actively encourages its employees to provide feedback through the annual employee engagement survey. As part of our commitment to foster a sense of belonging, care, and unity among all employees at Two ifc, we organised several activities in 2023 to enhance the welfare of our employees and contractor staff.



**Lunar Spring Dinner**



**Refreshments for Staff**



**Special Dinners with Housekeeping Team**



**Christmas Party and Lunch**



# 06

## About this Report





# 06 About this Report

## Reporting Period and Boundary

This report is published to highlight Two ifc's sustainability-related activities, performance and contribution from 1st January 2023 to 31st December 2023. The scope of the report covers the core property management activities of Two ifc in Hong Kong.

## Reporting Framework and Principles

The report was prepared in accordance with the Global Reporting Initiative Sustainability Reporting Standards (the "GRI Standards") 2021 and was based on the following principles introduced by the GRI Standards: accuracy, balance, clarity, comparability, completeness, sustainability context and timeliness. A content index is attached at the end of the report as a tool to assist readers in navigating specific issues aligned with the GRI Standards. This report is also benchmarked against United Nations Sustainable Development Goals (UN SDGs) as appropriate.

We appreciate your feedback on our sustainability initiatives, performance and disclosures. Please feel free to share your thoughts and comments with us at [premier@mtr.com.hk](mailto:premier@mtr.com.hk) or (852) 3416 3000.



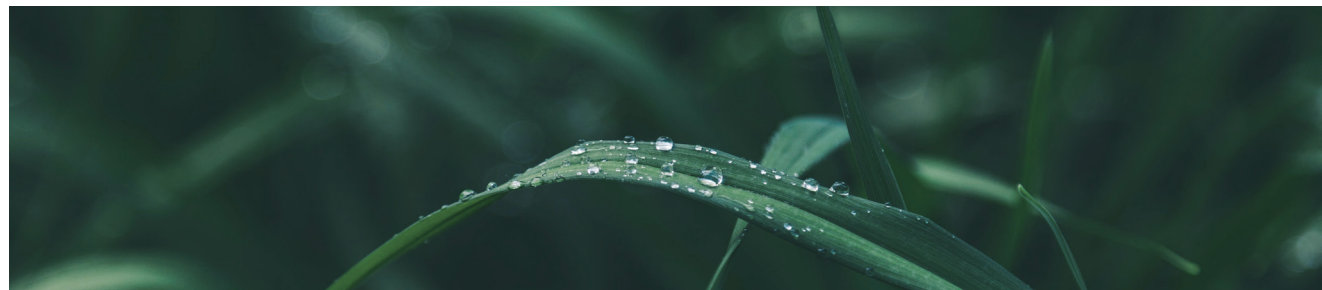


# 07

## Appendices



# 07 Appendices



## Environmental Performance Data

Energy and GHG Emissions	Unit	2023	2022
Total energy consumption <sup>Note 1</sup>	kWh	35,524,856	35,427,937
Energy intensity <sup>Note 2</sup>	kWh/m <sup>2</sup>	195.95	195.41
Total GHG emissions <sup>Note 1,3</sup>	tonnes CO <sub>2</sub> equivalent (tCO <sub>2</sub> e)	24,157	25,154
GHG emissions intensity <sup>Note 2</sup>	tCO <sub>2</sub> e/m <sup>2</sup>	0.13	0.14
Water			
Total water consumption	m <sup>3</sup>	29,506	26,680
Water consumption intensity <sup>Note 2</sup>	m <sup>3</sup> /m <sup>2</sup>	0.16	0.15

Note 1: In 2023 and 2022, there was no fuel consumption and total energy consumption included the use of electricity only. Therefore, total GHG emissions included indirect (Scope 2) emissions only.

Note 2: Intensities were calculated using the Gross Floor Area of Two ifc, which is 181,300 m<sup>2</sup>.

Note 3: For Scope 2 emissions calculation, we referred to the GHG Protocol Corporate Accounting and Reporting Standard published by the World Business Council of Sustainable Development and the World Resources Institute. Emission factors for electricity consumption were from Hong Kong Electric Sustainability Report 2022 and Hong Kong Electric Sustainability Report 2021.



Waste	Unit	2023	2022
<b>Directed to Disposal in Landfills</b>			
Non-hazardous Waste Disposed	tonnes	1,448.20	1,145.52
Hazardous Waste Disposed	tonnes	N/A	N/A
Total Waste Disposed	tonnes	1,448.20	1,145.52
Waste Disposed Intensity	kg/m <sup>2</sup>	7.99	6.32
<b>Diverted from Disposal</b>			
Non-hazardous Waste Recycled	tonnes	104.94	121.47
Hazardous Waste Recycled <sup>Note 4</sup>	tonnes	0.28	0.30
Total Waste Recycled	tonnes	105.21	121.77
Waste Recycled Intensity <sup>Note 2</sup>	kg/m <sup>2</sup>	0.58	0.67
<b>Supplier Assessment</b>			
New suppliers that were screened using environmental criteria	%	100	100
New suppliers that were screened using social criteria	%	100	100

Note 2: Intensities were calculated using the Gross Floor Area of Two ifc, which is 181,300 m<sup>2</sup>.

Note 4: Hazardous waste generated included printer cartridges and electronic waste, and was recycled properly.



## Social Performance Data <sup>Note 5</sup>

<b>Employees Profile <sup>Note 6</sup></b>	<b>Number (Person)</b>	<b>Percentage (%)</b>
Total	<b>51</b>	<b>100%</b>
<b>By Gender</b>		
Male	<b>28</b>	<b>55%</b>
Female	<b>23</b>	<b>45%</b>
<b>By Age Group</b>		
Under 30 Years Old	<b>7</b>	<b>14%</b>
30-50 Years Old	<b>37</b>	<b>73%</b>
Over 50 Years Old	<b>7</b>	<b>14%</b>
<b>By Region</b>		
Hong Kong	<b>51</b>	<b>100%</b>

Note 5: All social data included performance in 2023 only.

Note 6: All employees are full-time and permanent employees.



<b>New Employee Hires</b>	<b>Number (Person)</b>	<b>Rate (%) <sup>Note 7</sup></b>
Total	<b>6</b>	<b>12%</b>
<b>By Gender</b>		
Male	<b>4</b>	<b>14%</b>
Female	<b>2</b>	<b>9%</b>
<b>By Age Group</b>		
Under 30 Years Old	<b>2</b>	<b>29%</b>
30-50 Years Old	<b>4</b>	<b>11%</b>
Over 50 Years Old	<b>0</b>	<b>0%</b>
<b>By Region</b>		
Hong Kong	<b>6</b>	<b>12%</b>

Note 7: Rate of new employee hires was calculated as number of new employee hires in 2023/number of employees at the end of 2023 × 100%.



<b>Employee Turnover</b>	<b>Number (Person)</b>	<b>Rate (%) <sup>Note 8</sup></b>
Total	<b>4</b>	<b>8%</b>
<b>By Gender</b>		
Male	<b>3</b>	<b>11%</b>
Female	<b>1</b>	<b>4%</b>
<b>By Age Group</b>		
Under 30 Years Old	<b>1</b>	<b>14%</b>
30-50 Years Old	<b>2</b>	<b>5%</b>
Over 50 Years Old	<b>1</b>	<b>14%</b>
<b>By Region</b>		
Hong Kong	<b>4</b>	<b>8%</b>
<b>Occupational Health and Safety <sup>Note 9</sup></b>		
Fatalities as a result of work-related injury or work-related ill health	<b>0</b>	<b>0</b>
High-consequence work-related injuries (excluding fatalities)	<b>0</b>	<b>0</b>
Recordable work-related injuries	<b>0</b>	<b>0</b>

Note 8: Rate of employee turnover was calculated as number of employees leaving Two ifc in 2023/number of employees at the end of 2023 × 100%.

Note 9: Health and safety data included all employees and contractor staff.



Parental Leave	Male (Person)	Female (Person)	Total (Person)
Employees entitled to parental leave	28	23	51
Employees that took parental leave	1	0	1
Employees that returned to work after parental leave ended	1	0	1
Employees that returned to work after parental leave ended that were still employed 12 months after their return to work	1	0	1
Return to work rate	100%	N/A	100%
Retention rate	100%	N/A	100%

Average Training Hours	Number of hours (Hours)
Total	22
By Gender	
Male	19
Female	25
By Employee Category	
Senior Management	16
Middle Management	26
General staff	21

Contractor Staff <sup>Note 10</sup>	Number (Person)
Total	444

Note 10: Contractor staff refers to workers who are not employees and whose work is controlled by Two ifc, typically engaged in services in concierge, security, housekeeping, and technical roles for Two ifc.





## Awards and Recognitions

Through the collective efforts of our employees and the support from our stakeholders, Two ifc garnered numerous recognitions and awards in 2023. These recognitions are a testament to our ongoing commitment to environmental stewardship, social responsibility, and quality services.

Award and Certification Name	Organiser
LEED v4.1 Operation and Maintenance: Existing Buildings – Platinum Level	U.S. Green Building Council
WELL Health-Safety Rating	International WELL Building Institute
WELL Performance Rating	International WELL Building Institute
BEAM Plus Existing Buildings V2.0 Comprehensive Scheme – Final Platinum	Hong Kong Green Building Council
The Cloud-based A. I. Solution for Energy Efficiency at 2IFC – Best Digital Innovation Award Merit	Chartered Institution of Building Services Engineers Hong Kong Awards
Energy Saving Championship Scheme - Competition for Organisations – Wise Save @ RC x Merit Award	Electrical and Mechanical Services Department
The Excellent Building Award 2023 Grand Award (Existing Building) – A.I. Solution for Energy Efficiency at Two ifc – Grand Award Existing Building	The Hong Kong Institution of Engineers
4T Charter 2023	Electrical and Mechanical Services Department & Environment Bureau
Energy Saving Charter 2023	Electrical and Mechanical Services Department & Environment Bureau
Charter on External Lighting	Environment and Ecology Bureau
Indoor Air Quality Certificate Award – Excellence Class (Whole Building)	Environmental Protection Department



Award and Certification Name	Organiser
IAQwi\$e Certificate – Excellent Level	Environmental Campaign Committee
Enterprises Cherish Water Campaign 2022	Water Supplies Department
Wastewi\$e Certificate – Excellent Level	Environmental Campaign Committee
Umbrella Bags Reduction Accreditation Program – Diamond Level	Greeners Action
Glass Container Recycling Charter	Environmental Protection Department
HKQAA Hong Kong Green and Sustainability Contribution Awards 2023 – Gold Award	Hong Kong Quality Assurance Agency
21st Hong Kong OSH Award – Safety Culture Award 2022 – Gold Award	Occupational Safety and Health Council
Heart Caring Charter 2023-2024	Occupational Safety and Health Council
Jockey Club Age-Friendly City Partnership Scheme 2022	The Hong Kong Jockey Club Charities Trust
Hong Kong Island Best Security Services Awards 2022-23 – Outstanding Security Services - Industrial/Commercial Property Award	Hong Kong Police Force



## Stakeholder Engagement

Two ifc proactively engages with its internal and external stakeholders who exert substantial influence on the operations of Two ifc. We value and seek to understand the expectations and opinions of our stakeholders to enhance our strategic planning processes and improve our performance. To foster effective communication and strengthen relationships, Two ifc is dedicated to sustaining continuous engagement with them through diverse channels.

Stakeholder Group	Engagement Channels
Employees	<ul style="list-style-type: none"> <li>• Enterprise Information Portal</li> <li>• Bi-monthly communication meetings</li> <li>• Staff suggestion box</li> <li>• Staff Consultation Mechanisms (Staff Consultative Council (SCC) and Joint Consultative Committees (JCCs))</li> <li>• Staff communication programmes and channels</li> <li>• MTR Express/MTR Flash</li> </ul>
Customers and tenants	<ul style="list-style-type: none"> <li>• Meetings</li> <li>• Tenant visit/satisfaction survey</li> <li>• Website</li> <li>• Concierge hotline</li> <li>• Letter/Email correspondence</li> <li>• MTR hotline and online feedback</li> </ul>
Investors and shareholders	<ul style="list-style-type: none"> <li>• Meetings</li> <li>• Interviews</li> <li>• Letter/Email correspondence</li> <li>• Visits</li> </ul>
Local communities	
Suppliers and contractors	
Government and industry associations	



## GRI Content Index

<b>Statement of use</b>	<b>Two ifc has reported in accordance with the GRI Standards for the period of 1st January 2023 to 31st December 2023.</b>
<b>GRI 1 used</b>	<b>GRI 1: Foundation 2021</b>
<b>Applicable GRI Sector Standard(s)</b>	<b>Not applicable</b>

<b>Disclosure of the GRI Standard</b>		<b>Section/Statement</b>
GRI 2: General Disclosures 2021		
Organisational Profile		
2-1	<b>Organisational details</b>	<b>1. Management’s Message 2. About Two ifc</b>
2-2	<b>Entities included in the organisation’s sustainability reporting</b>	<b>6. About this Report</b>
2-3	<b>Reporting period, frequency and contact point</b>	<b>6. About this Report</b>
2-4	<b>Restatements of information</b>	<b>There has been no restatement of information.</b>
2-5	<b>External assurance</b>	<b>There is no external assurance provided for this report.</b>
Activities and workers		
2-6	<b>Activities, value chain and other business relationships</b>	<b>2. About Two ifc</b>
2-7	<b>Employees</b>	<b>7. Appendices</b>
2-8	<b>Workers who are not employees</b>	<b>7. Appendices</b>



Disclosure of the GRI Standard		Section/Statement
Governance		
2-9	<b>Governance structure and composition</b>	Please refer to MTR's annual report as Two ifc is overseen by MTR.
2-10	<b>Nomination and selection of the highest governance body</b>	Please refer to MTR's annual report as Two ifc is overseen by MTR.
2-11	<b>Chair of the highest governance body</b>	Please refer to MTR's annual report as Two ifc is overseen by MTR.
2-12	<b>Role of the highest governance body in overseeing the management of impacts</b>	<b>4. Governance</b> For details, please refer to MTR's sustainability report as Two ifc is overseen by MTR.
2-13	<b>Delegation of responsibility for managing impacts</b>	<b>4. Governance</b> For details, please refer to MTR's sustainability report as Two ifc is overseen by MTR.
2-14	<b>Role of the highest governance body in sustainability reporting</b>	<b>4. Governance</b> For details, please refer to MTR's sustainability report as Two ifc is overseen by MTR.
2-15	<b>Conflicts of interest</b>	Please refer to MTR's annual report as Two ifc is overseen by MTR.
2-16	<b>Communication of critical concerns</b>	For details, please refer to MTR's sustainability report as Two ifc is overseen by MTR.
2-17	<b>Collective knowledge of the highest governance body</b>	Please refer to MTR's annual report as Two ifc is overseen by MTR.
2-18	<b>Evaluation of the performance of the highest governance body</b>	Please refer to MTR's annual report as Two ifc is overseen by MTR.
2-19	<b>Remuneration policies</b>	Please refer to MTR's annual report as Two ifc is overseen by MTR.
2-20	<b>Process to determine remuneration</b>	Please refer to MTR's annual report as Two ifc is overseen by MTR.
2-21	<b>Annual total compensation ratio</b>	Please refer to MTR's Remuneration Policy in the Remuneration Committee Report as Two ifc is overseen by MTR.



Disclosure of the GRI Standard		Section/Statement
Strategy, policies and practices		
2-22	<b>Statement on sustainable development strategy</b>	<b>1. Management's Message</b>
2-23	<b>Policy commitments</b>	<b>Please refer to MTR's annual report and sustainability report as Two ifc is overseen by MTR.</b>
2-24	<b>Embedding policy commitments</b>	<b>Please refer to MTR's annual report and sustainability report as Two ifc is overseen by MTR.</b>
2-25	<b>Processes to remediate negative impacts</b>	<b>Please refer to MTR's annual report and sustainability report as Two ifc is overseen by MTR.</b>
2-26	<b>Mechanisms for seeking advice and raising concerns</b>	<b>Please refer to MTR's annual report and sustainability report as Two ifc is overseen by MTR.</b>
2-27	<b>Compliance with laws and regulations</b>	<b>5. Sustainability Development Initiatives</b>
2-28	<b>Membership associations</b>	<b>Two ifc has not participated in any membership associations.</b>
Stakeholder engagement		
2-29	<b>Approach to stakeholder engagement</b>	<b>7. Appendices</b>
2-30	<b>Collective bargaining agreements</b>	<b>Please refer to MTR's website: Advancement &amp; Opportunities as Two ifc is overseen by MTR.</b>



Disclosure of the GRI Standard		Section/Statement
GRI 3: Material Topics 2021		
3-1	Process to determine material topics	3. Our Sustainability Approach
3-2	List of material topics	3. Our Sustainability Approach
GRI 205: Anti-corruption 2016		
3-3	The management approach and its components	4. Governance
205-1	Operations assessed for risks related to corruption	4. Governance
205-2	Communication and training about anti-corruption policies and procedures	Please refer to MTR’s annual report and sustainability report as Two ifc is overseen by MTR.
205-3	Confirmed incidents of corruption and actions taken	4. Governance



Disclosure of the GRI Standard		Section/Statement
GRI 302: Energy 2016		
3-3	<b>The management approach and its components</b>	<b>5. Sustainability Development Initiatives</b>
302-1	<b>Energy consumption within the organisation</b>	<b>7. Appendices</b>
302-2	<b>Energy consumption outside the organisation</b>	<b>Omitted due to information being unavailable. Currently, Two ifc does not collect energy consumption data outside of Two ifc.</b>
302-3	<b>Energy intensity</b>	<b>7. Appendices</b>
302-4	<b>Reduction of energy consumption</b>	<b>5. Sustainability Development Initiatives</b>
302-5	<b>Reductions in energy requirements of products and services</b>	<b>Omitted due to inapplicability. The business nature of the Two ifc does not relate to product and service selling.</b>
GRI 306: Waste 2020		
3-3	<b>The management approach and its components</b>	<b>5. Sustainability Development Initiatives</b>
306-1	<b>Waste generation and significant waste-related impacts</b>	<b>5. Sustainability Development Initiatives</b>
306-2	<b>Management of significant waste-related impacts</b>	<b>5. Sustainability Development Initiatives</b>
306-3	<b>Waste generated</b>	<b>7. Appendices</b>
306-4	<b>Waste diverted from disposal</b>	<b>7. Appendices</b>
306-5	<b>Waste directed to disposal</b>	<b>7. Appendices</b>





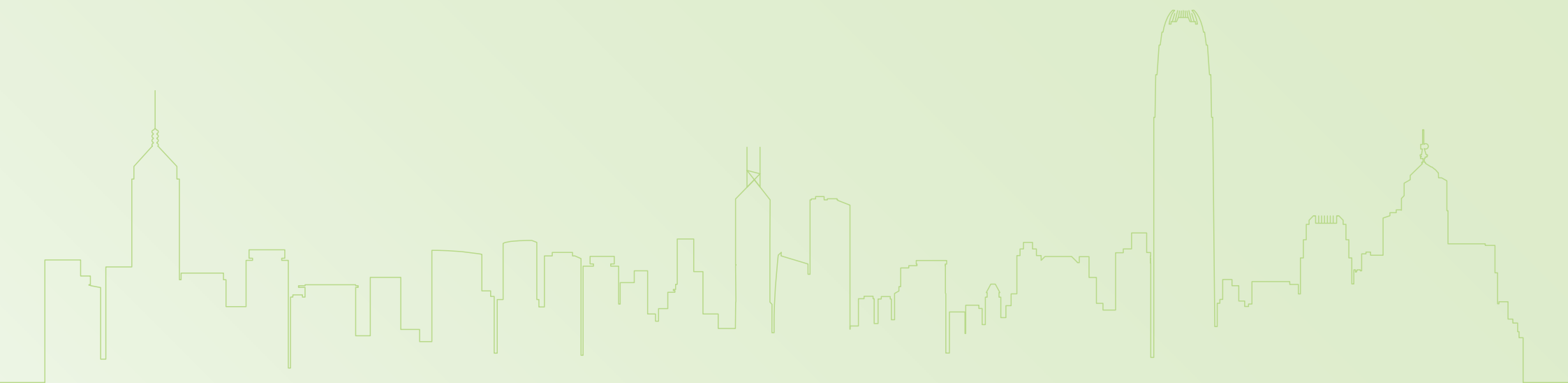
Disclosure of the GRI Standard		Section/Statement
GRI 401: Employment 2016		
3-3	<b>Management approach</b>	<b>5. Sustainability Development Initiatives</b>
401-1	<b>New employee hires and employee turnover</b>	<b>7. Appendices</b>
401-2	<b>Benefits provided to full-time employees that are not provided to temporary or part-time employees</b>	<b>5. Sustainability Development Initiatives</b>
401-3	<b>Parental Leave</b>	<b>7. Appendices</b>
GRI 403: Occupational Health and Safety 2018		
3-3	<b>The management approach and its components</b>	<b>5. Sustainability Development Initiatives</b>
403-1	<b>Occupational health and safety management system</b>	<b>5. Sustainability Development Initiatives</b>
403-2	<b>Hazard identification, risk assessment, and incident investigation</b>	<b>5. Sustainability Development Initiatives</b>
403-3	<b>Occupational health services</b>	<b>5. Sustainability Development Initiatives</b>
403-4	<b>Worker participation, consultation, and communication on occupational health and safety</b>	<b>5. Sustainability Development Initiatives</b>
403-5	<b>Worker training on occupational health and safety</b>	<b>5. Sustainability Development Initiatives</b>



Disclosure of the GRI Standard		Section/Statement
GRI 403: Occupational Health and Safety 2018		
403-6	Promotion of worker health	5. Sustainability Development Initiatives
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	5. Sustainability Development Initiatives
403-8	Workers covered by an occupational health and safety management system	5. Sustainability Development Initiatives
403-9	Work-related injuries	7. Appendices
403-10	Work-related ill health	7. Appendices
GRI 404: Training and Education 2016		
3-3	The management approach and its components	5. Sustainability Development Initiatives
404-1	Average hours of training per year per employee	7. Appendices
404-2	Programs for upgrading employee skills and transition assistance programs	5. Sustainability Development Initiatives
404-3	Percentage of employees receiving regular performance and career development reviews	5. Sustainability Development Initiatives



Disclosure of the GRI Standard		Section/Statement
GRI 405: Diversity and Equal Opportunity 2016		
3-3	<b>The management approach and its components</b>	<b>5. Sustainability Development Initiatives</b>
405-1	<b>Diversity of governance bodies and employees</b>	<b>For details of the governance bodies, please refer to MTR's sustainability report as Two ifc is overseen by MTR. For details of Two ifc's employees, please refer to the 7. Appendices.</b>
405-2	<b>Ratio of basic salary and remuneration of women to men</b>	<b>Omitted due to confidentiality constraints. Two ifc considered the remuneration information as confidential and decided to not to disclose it publicly.</b>
GRI 406: Non-discrimination 2016		
3-3	<b>The management approach and its components</b>	<b>5. Sustainability Development Initiatives</b>
406-1	<b>Incidents of discrimination and corrective actions taken</b>	<b>5. Sustainability Development Initiatives</b>
GRI 418: Customer Privacy 2016		
3-3	<b>The management approach and its components</b>	<b>4. Governance</b>
418-1	<b>Substantiated complaints concerning breaches of customer privacy and losses of customer data</b>	<b>4. Governance</b>



Two International Finance Centre