

FSE LIFESTYLE

ESG REPORT
2024-2025

Enriching
Lifestyle

FSE

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Better HOME 🏠

Better LIFE 📸

Better QUALITY 🏆



#Property & Facility Management Services
#City Essential Services
#E&M Services



豐盛生活服務有限公司
FSE LIFESTYLE SERVICES LIMITED

(Incorporated in the Cayman Islands with limited liability)
Stock Code: 331

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Message from the CEO

As we reflect on FY2025, I am proud of the significant strides FSE Lifestyle Services Limited has made in advancing our Environmental, Social, and Governance (“ESG”) goals. Our commitment to sustainability aligns with the Hong Kong SAR Government’s vision for carbon neutrality by 2050, and our collaborative efforts across business units have been crucial in achieving these objectives.

Working Together: Our Collaborative KTSP Effort

A standout achievement this year is our involvement in the Kai Tak Sports Park (“KTSP”) project. This landmark facility enhances Hong Kong’s recreational landscape and showcases the synergy among our diverse business units, ensuring that KTSP is built on safety, sustainability, and operational excellence.

Nurturing Our People: Commitment to Growth, Safety, and Inclusion

We recognise the importance of nurturing our people through continual improvement. Our strategic approach to training emphasises diversity and quality enhancement, while our commitment to safety encompasses not just physical site safety but also cyber security and overall well-being. Additionally, we are enhancing our hiring strategies by partnering with non-governmental organisations, establishing a dedicated recruitment center, signing Memorandum of Understanding with tertiary institutions, and focusing on creating a diverse and inclusive workforce.

Fostering Sustainability: Commitment to Climate Action

Our dedication to sustainability is reflected in our climate control initiatives, including minimising paper and water usage, and transitioning to Electric Vehicle (“EV”) to promote greener transportation. We are also proud to promote a greener environment through recycling efforts, such as repurposing Christmas trees. On top of our environmental efforts, we aim to strengthen staff bonding and engagement by organising various sustainable activities, like FSE Clubs that foster teamwork and camaraderie.

Enhancing Property Management

In property management, we strive for customer satisfaction through technological advancements and exceptional service. Our upgraded General Security Control Room exemplifies this, enhancing operational efficiency and safety with features like real-time monitoring and centralised key management.

Caring for Our Community

We are devoted to supporting Hong Kong’s ageing population. Urban Group and General Security Group have been commended for their compassionate actions, including timely responses to emergencies and regular visits to ensure our elderly community feels valued.

Our commitment to community care is evident in events like FSE Caring Day, where volunteers engage with elderly residents, fostering connections and providing essential support, reflecting our values of compassion and integrity.

I extend my heartfelt thanks to our stakeholders and employees for their support. The insights gained from these initiatives will serve as a foundation for future projects. Together, we will continue to strengthen our commitment to ESG goals, creating a positive impact for our clients, communities, and the environment.

Thank you for your continued support as we strive to make a difference.

Yours sincerely,
Patrick Lam
Executive Vice-Chairman and CEO

About this Report

This ESG Report (“the Report”) aims to provide an impartial and comprehensive evaluation of the sustainability efforts of FSE Lifestyle Services Limited (“FSE Lifestyle”, or collectively with its subsidiaries, “the Group”, “the Company”, and “we”) during the financial year from 1 July 2024 to 30 June 2025 (“FY2025” or “the reporting period”). It presents an in-depth overview of FSE Lifestyle’s ESG performance and highlights key milestones and achievements. All content within this Report has been reviewed and approved by the Board of Directors (“the Board”) and endorsed by the ESG Committee.

The Report is available in both English and Chinese; in the event of any discrepancies, the English version shall prevail. To ensure that our stakeholders can simultaneously assess the Group’s financial and sustainability performance, we publish both the Annual Report and the Environmental, Social, and Governance Report annually. Electronic versions of both reports are available on the Hong Kong Exchanges and Clearing Limited (“HKEX”) news website and our Group’s website.

REPORTING BOUNDARY

During the reporting period, we conducted an internal review of the important issues disclosed in this Report to ensure their continued relevance. The Report provides information on the sustainability initiatives of the Group and the business units listed below, as well as the progress and key statistics related to these initiatives during the reporting period. For more information about our business units, please visit the Group Member section on our company website.

Property & Facility Management Services

City Essential Services

Engineering and Maintenance (“E&M”) Services

- Urban Group
- Kiu Lok Service Management Group
- International Property Management Limited
- Far East Engineering Services Group
- FSE Environmental Solutions Group
- Turning Technical Services Limited
- General Security Group
- Nova Insurance Group
- Waihong Services Group
- Perfect Event Services Limited
- FSE Engineering Group

About this Report

REPORTING STANDARDS AND PRINCIPLES

This Report is prepared in accordance with the mandatory disclosure requirements and “comply or explain” provisions specified in Part A to Part C of Appendix C2 of the Environmental, Social, and Governance Reporting Code (“ESG Code”) issued by HKEX. As the mandatory disclosure requirements for climate-related disclosures in Part D of the ESG Code apply to financial years starting on or after January 1, 2025, we will comply with these disclosure requirements in the next financial year. The preparation of the Report adheres to the reporting principles of materiality, quantitiveness, consistency, and balance as outlined in the ESG Code.

SHARE YOUR THOUGHTS WITH US

We greatly value your feedback on the key issues highlighted and the sustainability strategies outlined in this Report. Your insights are crucial for enhancing our ESG disclosures and initiatives. Please share your thoughts with us at esg@fse.com.hk.

About FSE Lifestyle

FSE Lifestyle Services Limited is a publicly listed conglomerate on the HKEx (Stock code: 0331.HK), encompassing three core business segments: property and facility management services, city essential services, and E&M services. As of 30 June 2025, the Group employed a total of 26,678 individuals, including 6,123 casual workers and employees whose relevant costs are directly reimbursed by or charged to our customers or sub-contractors.

In an era where sustainability is paramount for our stakeholders, we are dedicated to creating sustainable value and prioritising environmental and social issues. Guided by our vision of “Better Life, Better Home, Better Quality Every Day”, our mission is to deliver superior services and foster an integrated, convenient, and safe living environment.

Our diverse clientele includes the Government of the Hong Kong SAR, multinational corporations, property owners, investors, theme parks, universities, hotels, and hospitals, encompassing both private and public sectors. We provide tailored solutions to ensure cost efficiency and service excellence at every stage of their projects.

For more information about our services, organisational structure, and financial performance, please refer to our Annual Report FY2025.

OUR VISION, MISSION, AND CORE VALUES

We offer superior service, we create an integrated, convenient and safe living environment. We are devoted to serve:

Customers

We provide customised service and maintain long term partnership.

Staff

We promote work-life balance and create a strong sense of belonging.

Community

We maintain sustainable development and contribute to community.

Mission

**Better Life,
Better Home,
Better Quality
to You Everyday.**

Vision



Quality

We pursue Quality.



Caring

We Care.



Teamwork

We work as a Team.



Integrity

We pursue Integrity.



Innovation

We are Innovative.



Passion

We are Passionate.

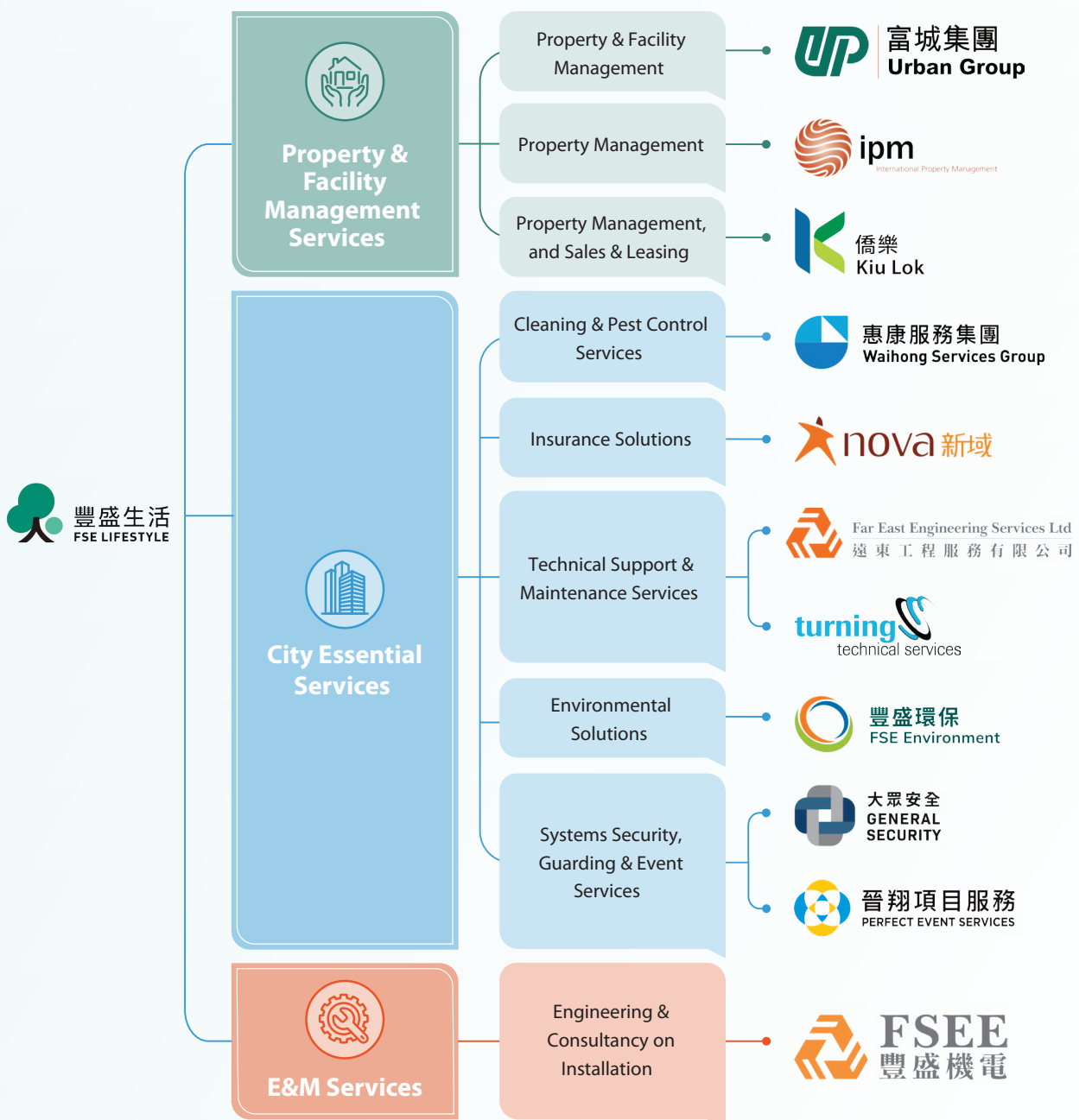
Core Values

About FSE Lifestyle

OUR DIVERSIFIED BUSINESS MODEL

The Group operates a diversified business model that encompasses three business segments: property and facility management services, city essential services, and E&M services across Hong Kong SAR, Macao SAR, and Chinese Mainland.

Our comprehensive range of services provides us with unparalleled synergies, enabling the creation of a robust network of clients and the delivery of a diverse array of one-stop-shop professional services. To learn more about the offerings from our business units, please visit the Group Member section of our corporate website.

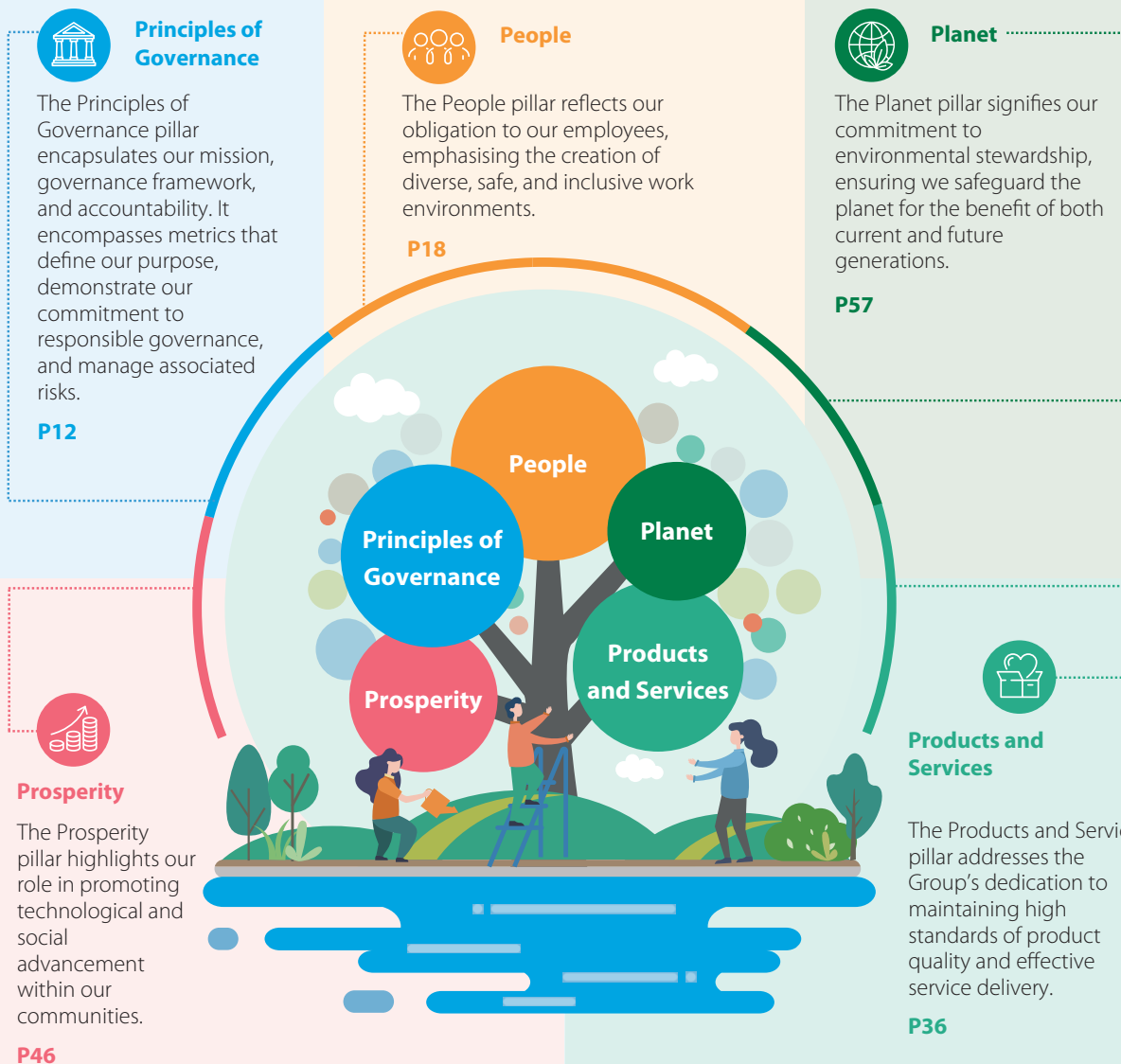


Our 5P Sustainability Framework

At the heart of our operations are our corporate Sustainability values, firmly anchored in our Principles of Governance, which guide every aspect of our efforts. We remain committed to delivering high-quality Products and Services while placing a strong emphasis on the Planet, People, Prosperity, and the community we serve.

We introduced the Group's 5P Sustainability Framework firstly in 2024 to enhance sustainability governance and foster an ESG-driven culture across the organisation. Inspired by the World Economic Forum's common metrics, the 5P Framework is built on five foundational pillars critical to the Group's sustainability and business continuity.

To ensure alignment with long-term value creation and evolving stakeholder concerns, we updated our material topics through a comprehensive stakeholder engagement and materiality assessment led by an external consultant. This process reflects our commitment to addressing the most pressing issues while driving sustainable growth.



Stakeholder Engagement and Materiality Assessment

ENGAGING STAKEHOLDERS

Stakeholder engagement plays a pivotal role in shaping our business strategy and ensuring long-term sustainability. By regularly engaging with both internal and external stakeholders, we foster collaborative solutions that enhance performance at both the organisational and community levels. Through targeted engagement efforts, we identified material topics under the 5P Sustainability Framework, ensuring alignment with stakeholder concerns and priorities.

To better understand the perspectives and feedback of our stakeholders, we have established a range of communication channels. These platforms allow us to address their key concerns effectively while refining our strategies to align with their expectations.

Stakeholder Groups	Communication Channels
Customers	- Customer service hotline/email/fax - Customer satisfaction survey - Meetings - Performance review - Focus group discussions
Staff	- Learning and development initiatives - Annual performance review - Formal and informal team meetings - Employee engagement activities - Sustainability seminar - Staff recognition programme - Wellness, safety and health events - Focus group discussions - Volunteering
Non-governmental organisations ("NGO") and communities	- Volunteering events - Focus group discussions - Online survey - Corporate website - Social media channels (Facebook, LinkedIn, Weibo)
Business partners, contractors and suppliers	- Tendering and procurement process - Meetings and site visits - Social and recreational gatherings - Screening and assessment process - Performance review - Corporate website - Social media channels (Facebook, LinkedIn, Weibo)

Stakeholder Engagement and Materiality Assessment

Stakeholder Groups	Communication Channels
Investors and shareholders	Annual general meetings Investor and analyst briefings Roadshows Circulars and announcements Financial reports and ESG reports Investor Relations Section of corporate websites
Industry and professional bodies	Seminars and panel discussions Social gatherings Site visits
Government and Regulators	Meetings Letter/Email correspondence Corporate representatives of committees
Academia	Seminars and panel discussions Sponsorships of scholarship and internship Campus recruitment and sharing
Banks	Meetings Letter/Email correspondence
Media	Interviews Responses to media enquiries Press releases Press luncheons Corporate website Social media channels (Facebook, LinkedIn, Weibo)

Strengthening External Connections for Advancement

The Group collaborates with external organisations to advance our industry and enhance our growth. Our memberships in professional associations connect us with key stakeholders and trends, and participation in steering committees allows us to influence industry standards.

We also engage in competitions and initiatives from chambers and the Hong Kong Government, boosting our visibility and improving operations. Our commitment to excellence has earned us numerous awards, highlighting our role as an industry advocate.

For details on our memberships and recognitions, visit the Awards & Recognition section of our website.

Stakeholder Engagement and Materiality Assessment

ASSESSING MATERIAL TOPICS

The Group's targeted stakeholder engagement ensures its operations and strategies remain aligned with stakeholder concerns. By identifying and prioritising key ESG topics, the materiality assessment provides a deeper understanding of stakeholder expectations and enables the integration of sustainability priorities into the Group's strategy and reporting processes.

Identification

A comprehensive long list of material topics was compiled, drawing insights from international sustainability frameworks, regulatory updates, industry trends, and peer benchmarking. This process led to the identification and refinement of 18 key ESG topics to be prioritised.

Prioritisation

The prioritisation of these topics was conducted through an online survey involving 274 internal and external stakeholders, an interview with the ESG Committee Chairperson, and four focus group discussions with 44 key stakeholders. This collaborative process ensured that the perspectives of a broad range of stakeholders were reflected in the assessment.

Validation

Following prioritisation, the identified material topics were reviewed and approved by the ESG Committee and subsequently endorsed by the Board of Directors, ensuring alignment with the Group's governance framework.

Integration

The validated material topics were integrated into the Group's ESG strategy, sustainability initiatives, and disclosures. This integration ensures that the Group remains aligned with stakeholder expectations and keeps pace with emerging sustainability trends, reinforcing its commitment to long-term value creation and responsible business practices.

Stakeholder Engagement and Materiality Assessment

The ESG Committee carefully reviewed the results of the materiality assessment conducted annually and the result remains valid and relevant compared with last year, reflecting the ongoing concerns and expectations of stakeholders.



Principles of Governance

Ethics and Integrity, Anti-bribery and Corruption

Cybersecurity

Data Governance and Information Privacy

Risk Management and Oversight



People

Employment Practice and Human Rights

Talent Development and Empowerment

Diversity, Equity, and Inclusion

Occupational Safety and Health

Staff Engagement and Well-being



Products and Services

Value Chain Management

Products and Services Quality, and Stakeholder Well-being

Strategic Partnership and Engagement



Prosperity

Innovation and Digitisation

Community Building and Investment



Planet

Climate Change

Waste Management

Energy Use and Greenhouse Gas Emission

Resources Management

Internal

External



The topics are represented by three sizes of markers:

Large ball represents topics most material to the stakeholder group

Medium ball represents topics with moderate impact to the stakeholder group

Small ball represents topics considered less material to the stakeholder group



Feature Stories

Synergy in Action: FSE Lifestyle Group's Commitment to the Kai Tak Sports Park

Our involvement in the Kai Tak Sports Park ("KTSP") project exemplifies our commitment to collaboration and service excellence. This landmark sports facility not only enhances Hong Kong's recreational landscape but also showcases the synergistic efforts of multiple business units within our Group.

Our business units — namely, FSE Engineering Group, Nova Insurance Group, Far East Engineering Services, FSE Environmental Solutions Group, General Security Group, and Waihong Services Group — contributed unique expertise to ensure the seamless operation of this prestigious facility.

The engagement of our business units extended well beyond the grand opening of KTSP. In the initial construction phase, teams worked tirelessly to establish the necessary infrastructure while prioritising safety, sustainability, and quality service delivery. Post-opening, our commitment continues as we ensure the ongoing operational excellence and maintenance of the park, reinforcing our dedication to serving the community.

This project embodies the culture and vision of our Group, reflecting our core values of teamwork, innovation, and service excellence. It highlighted not only the technical proficiency required but also the camaraderie and team spirit that defined this collaborative effort.

As we move forward, the experiences gained from KTSP will serve as a foundation for future projects, further strengthening our resolve to create a lasting impact through our diverse service offerings.



PRINCIPLES OF GOVERNANCE

The Principles of Governance pillar underscores our commitment to upholding robust corporate governance as the cornerstone of high-quality development. It encompasses our mission, ethical frameworks, and risk management practices, ensuring alignment with stakeholder expectations. By embedding transparent policies and rigorous oversight, we foster operational integrity, accountability, and resilience — essential elements for driving sustainable growth and long-term value creation.

Material topics:

1. Ethics and Integrity, Anti-bribery and corruption
2. Cybersecurity
3. Data Governance and Information Privacy
4. Risk Management and Oversight



Integrated Sustainability Governance Structure

BOARD OF DIRECTORS

Strong and effective corporate governance forms the foundation of our operations. The Board has overall responsibility for the Group's ESG strategy and reporting. It provides oversight for the Group's business strategies, operations ESG and climate-related risks, while shaping and supervising our sustainability policies and risk management framework. The Board ensures the implementation of robust ESG controls and regularly reviews ESG disclosures, monitoring progress against annual targets. Under the Board's leadership, we maintain the highest standards of accountability, transparency, and regulatory compliance, reinforcing our commitment to responsible corporate practices.

ESG COMMITTEE

The ESG Committee, established in December 2020, plays a pivotal role in driving the Group's sustainability agenda. Currently chaired by Dr. Cheng Chun Fai, the Committee comprises three Executive Directors, two Independent Non-Executive Directors, and representatives from key divisions such as operations, human resources, and finance.

The Committee is tasked with overseeing the Group's sustainability and ESG matters, providing the Board with expertise on strategies, policies, and progress towards sustainability goals. It also evaluates and manages key ESG issues, ensuring that the Board is regularly updated on developments.

ESG TASK FORCE

The ESG Task Force, with 22 volunteers from various departments, drives the Group's ESG efforts. As sustainability advocates, members plan, execute, and evaluate initiatives while promoting communication on ESG issues.

During the reporting period, the Task Force held 2 meetings to coordinate efforts and review progress on ESG training workshops and promotional campaigns.

Sustainability is integrated into daily operations, with all departments actively participating in ESG initiatives, ensuring our sustainability objectives are embedded throughout the organisation.

Integrated Sustainability Governance Structure

SUSTAINABILITY POLICIES

Our commitment to responsible operations drives the Group to exceed regulatory standards in workplace, environmental, operational, and community practices, as outlined in our sustainability policies. These policies are regularly reviewed and adjusted to address changing conditions and community needs. The Board has endorsed key policies that define the Group’s core principles and values and will continue to review and update existing policies while developing new ones to reinforce its commitment to sustainability.

Sustainability Pillar	Name of Policy
Principles of Governance	Anti-Corruption and Bribery Policy
	Anti-Discrimination Policy
	Whistleblowing Policy
People	Safety and Health Policy
	Human Rights and Equal Employment Opportunity Policy
	Workforce Diversity Policy
Products and Services	Supplier Code of Conduct

Ethics and Integrity, Anti-bribery and Anti-corruption

At the core of our Group lies the commitment to responsible business conduct. We adhere to the utmost ethical standards and principles of integrity, maintaining that a robust and transparent governance structure serves as the foundation for fostering trust and propelling long-term prosperity. In addition, all the executives have to declare and disclose whether a “conflict of interest” exists and the risks that the conflict of interest may create.

Principles of Governance

ANTI-BRIBERY AND ANTI-CORRUPTION

The Group maintains a strict zero-tolerance policy towards bribery, fraud, and corruption. Our Code of Conduct requires all employees to follow guidelines and declare any conflicts of interest.

We comply with laws such as the Prevention of Bribery Ordinance (Cap. 201 of the Laws of Hong Kong) and the Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615 of the Laws of Hong Kong), as well as similar regulations in Chinese Mainland and Macao. The Staff Handbook outlines measures to prevent corruption, and we promote accountability through reporting mechanisms and regular training.

All new employees complete anti-corruption training during onboarding, integrating ethical principles into their induction. No violations were reported during the reporting period.

WHISTLEBLOWING

The Group has established mechanisms that enable employees or stakeholders to report suspected misconduct anonymously, ensuring protection against retaliation. The Whistleblowing Policy actively encourages reporting as a cornerstone of ethical business operations. Reports are managed with strict confidentiality by the Head of Internal Audit, who conducts comprehensive assessments and investigations of all reported cases. Any evidence suggesting involvement in criminal activities or corruption is promptly escalated to the Board for immediate action or report to the relevant law enforcement authorities.

We are committed to upholding the highest standards of transparency, integrity, and accountability. During the reporting period, no misconduct related to corrupt activities was recorded.



Cybersecurity

Recognising cybersecurity's critical role in protecting our information assets, we elevate cybersecurity as a strategic priority. We continuously enhance our measures to ensure the confidentiality, integrity, and accessibility of our systems.

During the reporting period, we appointed an external consultant to review our cybersecurity infrastructure and provided 2,100 training hours to 4,199 employees to equip them for cybersecurity challenges, with no significant incidents reported.

Enhancing Cybersecurity Awareness: Our Commitment to Digital Security



During the reporting period, the Group hosted the Cybersecurity Awareness & Hong Kong Macroeconomic Seminar, focusing on the current cybersecurity landscape and the latest macroeconomic trends affecting Hong Kong, underscoring the Group's dedication to fostering a culture of awareness and knowledge in these critical areas.

Group directors, senior management, and participants from both the Executive Development Programme ("EDP") and the Young Executive Training Programme ("YETP") attended the seminar, providing a unique opportunity for leaders, as well as emerging leaders of the Group to engage with seasoned professionals on vital topics impacting the business environment.

The Group recognises that our investment in innovation and technology must be accompanied by a robust understanding of digital security. As we streamline our business operations, we remain dedicated to enhancing our knowledge of potential threats and opportunities presented by advanced technologies. This seminar is a testament to our commitment to not only safeguard our operations but also empower our workforce with the knowledge needed to navigate the digital landscape confidently. We will continue to prioritise cybersecurity awareness and education, ensuring that our teams are prepared to face the evolving challenges of the digital age, so as to cultivate a culture of proactive engagement, reinforcing our commitment to safeguarding our business and contributing positively to the broader community.



Data Governance and Information Privacy

The Group accords paramount importance to safeguarding stakeholder privacy and ensures strict compliance with local legislation and regulations, including but not limited to the Personal Data (Privacy) Ordinance (Cap. 486 of the Laws of Hong Kong) and the Personal Information Protection Law of the People's Republic of China. We adhere to the six data protection principles established by the Office of the Privacy Commissioner for Personal Data in Hong Kong. During the reporting period, there were no incidents of data privacy breaches or regulatory violations.

We also place substantial emphasis on Intellectual Property ("IP"), safeguarding via trademark and software copyright registration, patent applications, and enforcement actions. We demonstrate respect for IP rights of our partners, adhere rigorously to licensing agreements, and actively support measures to counter infringement.

Risk Management and Oversight

The Group's risk management framework follows the "Three Lines of Defence" model, establishing clear accountability across the organisation. It integrates strategic oversight by the Board with operational expertise from various departments, enabling effective risk identification, assessment, and mitigation aligned with strategic objectives.

Since its establishment in February 2016, the Risk Management Committee, chaired by an Executive Director and reporting to the Audit Committee, includes representatives from operations, HR, finance, and support functions. This committee provides guidance and oversight to ensure the effectiveness of the Group's risk management and internal control systems, enhancing the overall governance framework. Further details are in the Corporate Governance Report of the FY2025 Annual Report.

PEOPLE

The People pillar underscores the vital role of employees as the foundation of our success. We prioritise talent management and development, aiming to achieve mutual progress and shared growth between the Company and staff. By engaging stakeholders, we foster a sustainable ecosystem that nurtures the advancement of employees, partners, and communities, rooted in the belief that collective growth drives long-term prosperity.

Material topics:

1. Employment Practice and Human Rights
2. Diversity, Equity, and Inclusion
3. Talent Development and Empowerment
4. Occupational Safety and Health
5. Staff Engagement and Well-being



Employment Practice and Human Rights



The Group upholds fair employment practices and human rights by fostering an inclusive workplace where diversity is valued, and equal opportunities are provided. Commitment to attracting, developing, and retaining talent remains central to the Group's approach, ensuring all employees are supported in realizing their potential.

Our commitment to human resources and people development has garnered significant recognition over the reporting year. We have been awarded the HKIHRM HR Excellence Awards, underscoring our dedication to fostering a positive workplace culture. Moreover, we continue to uphold our commitment to best practices in employment by participating in the Good Employer Charter 2024 initiated by the Labour Department of the HKSAR Government. As a signatory for the third consecutive term, we are proud to have been recognised as a Supportive Family-friendly Good Employer. These accolades affirm our dedication to creating a supportive and engaging work environment that prioritises the well-being and development of our employees.

Employment Practice and Human Rights

EMPLOYMENT PRACTICE AND HUMAN RIGHTS

Our employment practices prioritise strict adherence to human rights and labour standards, exceeding local legislative requirements, including but not limited to the Employment Ordinance (Cap. 57 of the Laws of Hong Kong), the Employees' Compensation Ordinance (Cap. 282 of the Laws of Hong Kong), the Mandatory Provident Fund Schemes Ordinance (Cap. 485 of the Laws of Hong Kong), the Minimum Wage Ordinance (Cap. 608 of the Laws of Hong Kong), and the Labour Law of the People's Republic of China and Macao. The Group emphasises fair employment and human rights protection, ensuring employees understand their rights through a comprehensive staff handbook that outlines policies on training, benefits, health and safety, and workplace standards.

We foster a culture of openness, encouraging reports of human rights or labour concerns without fear of retaliation, with all issues undergoing prompt internal investigations to maintain an ethical and inclusive environment.

TALENT ACQUISITION AND ATTRACTION

The Group recognises that sustainable growth depends on a dedicated workforce. We prioritise recruiting local talent aligned with our values and strictly prohibit illegal employment, discrimination, child and forced labour. Our Human Resources Department rigorously verifies candidates to ensure compliance with legal requirements.

To expand our talent pool, we partner with local educational institutions for internship programmes, attracting exceptional talent. During the reporting period, we welcomed 127 interns from local and overseas institutions.

Employment Practice and Human Rights

Revitalising Recruitment: The Upgraded Recruitment Centre of General Security Group



Reopened in April 2025, the Recruitment Centre of the General Security Group ("Recruitment Centre") introduced a host of innovative features designed to enhance operational efficiency, improve the candidate experience, and promote sustainability.

One of the most significant upgrades is the introduction of an electronic registration system, which marks a departure from traditional handwritten forms. This new system not only reduces processing time but also enhances the job seeker experience by facilitating paperless workflows, thereby aligning with our digital sustainability and environmental goals.



The centre now boasts an automated uniform tracking system that ensures audit-ready compliance while significantly minimising the need for manual reporting. This advancement streamlines our operational processes and enhances overall efficiency.

The revamped facility includes an advanced training room facilitating professional and engaging training sessions that prepare candidates for success. A digital display system has been implemented to attract job seekers through unconventional recruitment channels.



The renovated Recruitment Centre embodies a more professional and dynamic approach, reflecting our commitment to corporate governance, environmental responsibility, and technological advancement. By integrating these modern features, we are not only improving our recruitment processes but also reinforcing our dedication to sustainable practices and a positive candidate experience.

Employment Practice and Human Rights

Fostering Talent Development through Strategic Partnership established with THEi



Our partnership with the Hong Kong Institute of Technology (“THEi”) exemplifies our commitment to talent development and business innovation. During the reporting period, we hosted an engaging fireside chat at our headquarters, attended by 55 senior executives, featuring Professor Alan Kin-tak Lau, President of THEi, as our esteemed guest speaker.

During the session, Professor Lau shared his strategic vision for differentiating THEi from other tertiary education institutions. He emphasised the unique blend of academic training and practical applications that characterises THEi’s approach to education. This innovative learning model represents a significant takeaway from his presentation, highlighting the importance of equipping students with skills that are directly applicable in the business world.

Professor Lau also discussed the vital role of strategic partnerships with stakeholders, including donors and the commercial sector. He underscored the necessity of fostering open communication within internal teams and with external partners, striving for mutually beneficial outcomes that strengthen alliances based on shared objectives.



The Group has been actively collaborating with THEi through a strategic Memorandum of Understanding (“MoU”). This partnership encompasses various initiatives focused on talent development, including career fairs, in-class sharing, and internship programmes. By aligning our efforts with THEi, we aim to nurture the next generation of professionals, ensuring they are well-prepared to meet the challenges of the industry.

Employment Practice and Human Rights

Talent Retention

We are committed to talent retention by creating a supportive and rewarding work environment that fosters employee career growth through a transparent performance evaluation system, a well-defined career development training plan, and a diverse range of compensation and benefits.

In our Hong Kong operations, employees enjoy a comprehensive range of benefits, including flexi working hours, competitive salary packages, in-house training opportunities, paid annual leave, study leave, birthday leave, marriage leave, bereavement leave, parental leave (which includes the statutory 14-week maternity leave and five-day paternity leave), discretionary bonuses, comprehensive medical coverage, retirement protection schemes such as the Occupational Retirement Schemes Ordinance and the Mandatory Provident Fund Scheme, and job-related training support for ongoing learning.

Our remuneration and benefits package is thoughtfully designed to enhance overall employee well-being and job satisfaction, ensuring that every employee feels valued in their role. It exceeds local legislative requirements by offering comprehensive benefits, including fully paid maternity and paternity leave, as well as sick leave. This commitment reflects our dedication to supporting our employees through significant life events and challenges, fostering a workplace culture that prioritises their health, family needs, and overall quality of life.



Employment Practice and Human Rights

The Academic Stars Award: Celebrating Academic Achievements of our Employees' Children



Since 2014, the Group has demonstrated an unwavering commitment to supporting the academic development of our employees' children through the **Academic Stars Award**. This initiative, part of our annual Grand Award Presentation, recognises outstanding achievements in academics, physical activities, and the arts. The significance of this award extends far beyond financial reward; it serves as a testament to the hard work of these young individuals and inspires them to reach even greater heights in their educational journeys.

Over the past decade, the Academic Stars Award has distributed 103 prizes totaling HK\$719,000 since 2014, motivating the children of our employees to strive for excellence and equipping them to become future pillars of society. We take pride in witnessing the emergence of medical doctors, lawyers, environmentalists, and many other professionals who contribute to the Hong Kong community, all of whom have been inspired by this initiative.



Driven by our core values of care and support, we take immense pride in nurturing the next generation of leaders. By investing in their growth and development, we are contributing to a brighter tomorrow for our society.

As we celebrate the achievements of our 2025 Academic Stars awardees, we extend our best wishes for their continued success in all their future endeavours. Together, we look forward to witnessing their contributions to our community and beyond.

Diversity, Equity, and Inclusion (“DEI”)

The Group is committed to creating an environment where diversity is embraced and celebrated, empowering every employee to reach their full potential. We enforce a zero-tolerance policy towards discrimination and harassment based on age, gender, race, nationality, sexual orientation, or any unrelated characteristic. Our Human Rights and Equal Employment Opportunity Policy, along with our Workforce Diversity Policy, underscores our commitment to fostering an inclusive workplace. Our efforts to promote inclusion and equal opportunities extend beyond legal requirements, actively working to eliminate barriers for vulnerable groups. Our workforce reflects gender equality, with women at 55% and men at 45%.

We prioritize competence in our employment practices, providing necessary accommodations for employees. Performance evaluations are based on objective accomplishments to promote equitable career progression. In Hong Kong, 374 employees from diverse ethnic backgrounds fulfill various roles, representing countries across Asia, Africa, and North America.

To support staff members in handling their family duties, we offer flexible working hours, fostering a supportive environment. We conduct cultural sensitivity workshops with the Hong Kong Council of Social Service, implement a Summer Work Experience Programme for students with Special Educational Needs, and partner with The Zubin Foundation to create job opportunities for ethnic minorities.

We rigorously comply with local legislation, including the Sex Discrimination Ordinance (Cap. 480 of the Laws of Hong Kong), the Disability Discrimination Ordinance (Cap. 487 of the Laws of Hong Kong), the Family Status Discrimination Ordinance (Cap. 527 of the Laws of Hong Kong), the Race Discrimination Ordinance (Cap. 602 of the Laws of Hong Kong), and the Labour Law of the People’s Republic of China and Macao.



Diversity, Equity, and Inclusion (“DEI”)

Advancing Diversity and Inclusion through Inclusive Recruitment



In line with our DEI policies, our commitment to fostering a diverse and inclusive workplace is at the core of our organisational values. We believe that everyone should have the opportunity to thrive, regardless of their background or abilities. This dedication was exemplified through our participation in the eConnect Career Fair during the reporting period, organised by Baptist Oi Kwan Social Service in collaboration with eight NGOs.

The eConnect Career Fair aimed to connect job seekers with a wide range of employment opportunities, featured 21 commercial and government organisations, offering over 600 employment opportunities specifically for individuals with disabilities. This initiative aligns with our ethos of promoting equal opportunities and creating an environment where talent is recognised beyond limitations.

Our participation in the fair demonstrated our unwavering commitment to diversity and inclusion. By actively engaging in initiatives like this, we not only strengthen our workplace but also contribute positively to the broader community.

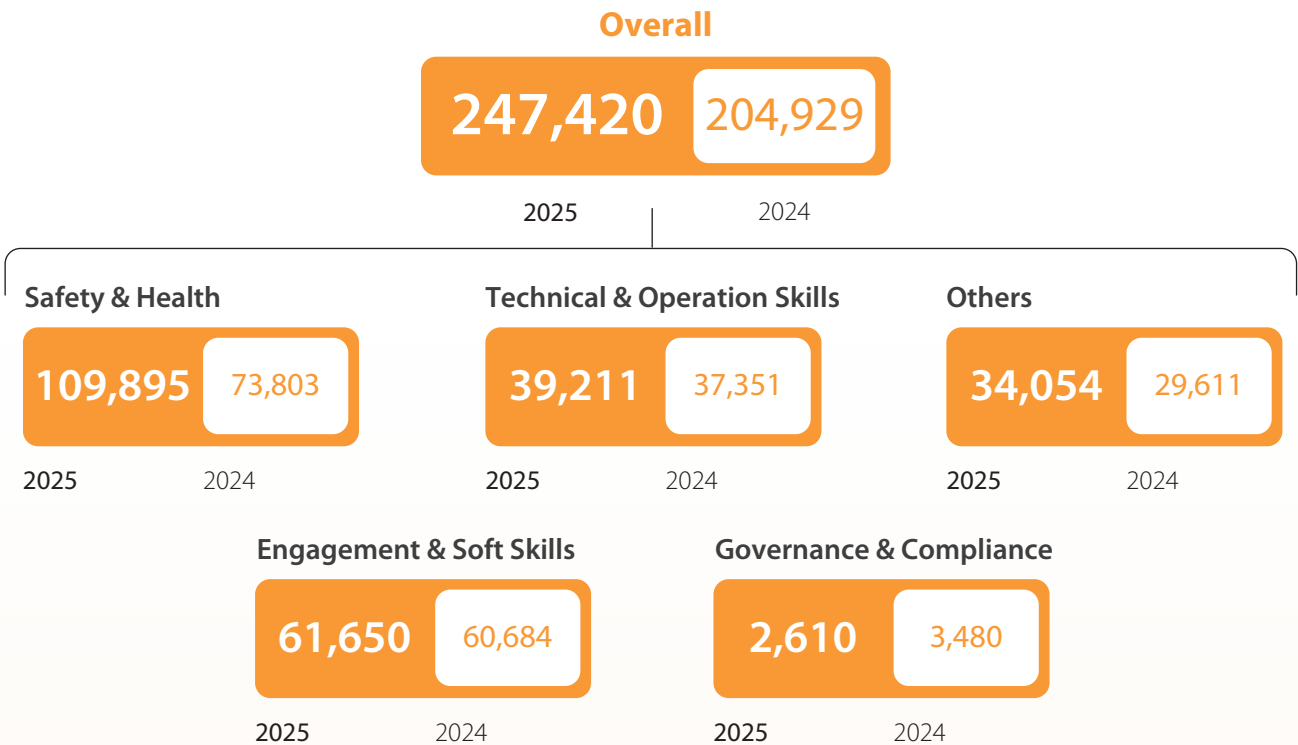


Talent Development and Empowerment

The Group prioritises talent development and training as the critical components of our strategic vision. Training programmes are designed to ensure succession pipeline, elevate our staff’s leadership capabilities and drive long term organisational success. Through the promotion of continuous education and the provision of diverse career opportunities, the Group actively incentivises employees to broaden their skill sets and actualises their full professional potential.

This proactive strategy has yielded a significant increase in training duration, with a total of 247,420 hours delivered during the reporting year, exemplifying a robust commitment to sustained professional development.

Training hours



Talent Development and Empowerment

Acknowledging the necessity to adapt to evolving client expectations, the Group designed a wide range of specialised programmes tailored for both frontline staff and managerial personnel.



**Engaging with the FSE Service Culture:
The “FSE Connect” Workshop**

The “FSE Connect” Workshop is designed to provide our new supervisors and managers with an engaging and comprehensive learning experience. This initiative aims to foster a sense of belonging among participants while deepening their understanding of FSE Lifestyle’s unique culture.

The workshop welcomed 18 newly appointed supervisors and managers, offering them a detailed introduction to FSE. Participants explored our vision, mission, values, core business, and market position, gaining essential insights into our organisational framework. They also had the opportunity to connect informally with leaders from our business units, promoting open dialogue and collaboration.

Talent Development and Empowerment

Additionally, immersive team-bonding activities allowed participants to experience our vibrant culture and collaborative spirit first-hand, reinforcing the importance of teamwork within our organisation.

YOUNG EXECUTIVE TRAINING PROGRAMME (“YETP”)

YETP is a 9-month programme for junior to middle-level colleagues aimed at enhancing personal competencies and leadership skills through interactive workshops and insights from senior leaders. It focuses on leading self, others, and the business.

During the reporting period, 28 participants, chosen for their eagerness to grow, enhanced their skills through experiential learning, including a Team Building in Action workshop that strengthened teamwork. The programme featured 1,297 hours of workshops on Self-Leadership, Leading Teams, and Business Acumen, allowing participants to gain experience with senior leaders.

Recognising the importance of strong team bonds, YETP participants engaged in an outdoor exercise at Shek O Beach to promote learning and strengthen dynamics. This event enhanced connections, communication skills, and leadership competencies through creative sandcastle-building activities and networking exercises, fostering a collective team spirit and preparing them for future career challenges.



Fostering Team Spirit: YETP Team-Building Day

Talent Development and Empowerment

Through creative sandcastle-building activities, led by an external trainer, and networking exercises, participants fostered a collective team spirit, enjoying a blend of laughter and learning that energised their experience. This engaging atmosphere not only motivated them to embrace their roles as effective team players but also prepared them for future career challenges.

EXECUTIVE DEVELOPMENT PROGRAMME (“EDP”)

EDP is an immersive 9-month executive development programme aiming at equipping our potential middle-level executives with the required management skills for their transition from specialised operational roles to multifaceted management positions with greater responsibilities. The programme offers tailored leadership training in three key areas: Collaboration & Influencing, Leadership, and Strategic Thinking.

During the reporting period, participants completed 1,398 hours of training, including sessions on Effective Leadership with MBTI, Growth Mindset, and Influencing Skills, alongside a business visit to Shenzhen.

The Group hosted a one-day training workshop, themed “Executive Presence — Think, Act & Communicate Like an Executive,” for EDP participants, aimed to equip participants with the essential mindset and skill set necessary to embody true executive qualities.



One-day training for EDP participants to become a professional executive

Talent Development and Empowerment

Throughout the session, participants honed their communication skills, developed their personal branding, and enhanced their networking abilities. Engaging in dynamic activities facilitated interaction and collaborative learning, allowing attendees to apply the concepts discussed in real-time. The workshop emphasised not only language skills but also the importance of physical presence, including eye contact and vocal delivery.

During the reporting period, YETP and EDP participants took part in an enlightening ESG Workshop aimed at expanding their understanding of ESG practices.

Through direct interaction with local recyclers, our participants gained invaluable insights into the critical role sustainability plays for businesses and the broader community. They recognised how these practices not only benefit the environment but also enhance organisational resilience and reputation. Inspired by these experiences, the participants are motivated to implement more robust ESG practices within their own business operations, paving the way for a sustainable future.



**Deepening Our Commitment to Sustainability:
EDP and YETP Engage in ESG Workshop**

Occupational Safety and Health (“OSH”)

We prioritise health, safety, and wellness to enhance employee satisfaction, productivity, and sustainable growth. Our Safety Task Force, comprising members from all business units, develops and promotes safety policies and monitors performance by tracking accident rates monthly.

Our OSH Management System identifies and mitigates hazards, adhering to GB/T45001-2020/ISO 45001:2018 standards and local regulations, including but not limited to the Occupational Safety and Health Ordinance (Cap. 509 of the Laws of Hong Kong), Occupational Safety and Health Regulation (Cap. 509A of the Laws of Hong Kong) and the Work Safety Law in Chinese Mainland.

Maintaining high safety standards is our top priority. We regularly review protocols to ensure safe working environments, particularly in high-risk areas. Registered Safety Officers manage hazards and emergency preparedness, while frontline supervisors receive Safety Supervisor Training.

Urban Group and Kiu Lok Service Management Group address operational disruptions and pandemic challenges through mobile risk assessments and external safety inspections. We continually refine our risk management strategies and launched the Safety Pledge in 2023 to enhance our safety culture.

We provide ongoing safety and health training to equip teams in preventing hazards. Our commitment to health, safety, and wellness drives us towards a safer, more sustainable future for all employees.

Occupational Safety and Health (“OSH”)

ONGOING SAFETY AND HEALTH TRAINING

We are dedicated to providing continuous safety and health training, equipping our teams with the skills necessary to prevent hazards and incidents. Our regular updates on leading safety practices aim at ensuring the well-being of our staff and maintaining adherence to the highest standards.

Our commitment to health, safety, and wellness remains unwavering, driving us towards a safer and more sustainable future for all employees.

Urban Group Leading the Charge for a Safer, Healthier Workplace



In the challenging field of property management, Urban Group is dedicated to maintaining high OSH standards, prioritising secure and healthy work environments for all employees. Our OSH strategy fosters a team-first mindset that promotes a culture of safety and shared responsibility. We conduct regular site inspections, provide guidance on safe practices, and hold monthly review meetings to address concerns and improve procedures. Wellness activities and casual gatherings further strengthen morale and support a positive work culture.

To enhance efficiency, Urban Group has implemented a smart patrol system for real-time reporting and an e-Risk Assessment Platform for frontline staff, reducing risk exposure through designated safety measures and proper personal protective equipment. Training is central to our OSH initiatives, and we encourage team members to pursue OSH certifications. Our safety committee empowers staff to participate in decision-making, enhancing safety practices and fostering ownership.

Our commitment to OSH has earned us industry accolades, including the “Best Property Management Award in Occupational Safety and Health — Merit” and the “Hong Kong Occupational Safety and Health Award — Safety Performance Award (Outstanding).” Urban Group exemplifies professionalism and innovation in OSH, ensuring safety is a fundamental aspect of our ethos as we advance OSH standards in the property management sector.



Staff Engagement and Well-being

The Group cultivates staff engagement through a suite of initiatives designed to foster a dynamic and inclusive workplace, where collaboration and transparent communication are actively encouraged. Recognizing that positive intra-organisational relationships are integral to employee satisfaction, the Group prioritises initiatives that strengthen camaraderie and mutual trust.

To promote well-being, the Group orchestrates regular social and recreational activities, providing employees with opportunities to decompress and build connections beyond formal job responsibilities. These efforts exemplify the Group’s dedication to nurturing a balanced work environment that supports both professional growth and personal fulfilment.

Enhancing Workplace Culture Through FSE Clubs



During the reporting period, the FSE Clubs were established to promote employee engagement, wellness, and social interaction. Launched in April 2025, the **FSE Sports Club** has over 250 members, focusing on badminton, table tennis, and bowling, with weekly and bi-monthly training sessions to encourage fitness and teamwork.

In August 2024, the **FSE Wellness Club** began during Wellness Month, engaging 2,000 staff members through ten events and committing to at least one wellness activity each month to support employees’ physical and mental well-being. The **FSE Recreation Club**, launched in September 2024, fosters social interaction through group activities and events, such as board games, talent shows, and festival gatherings, ensuring inclusivity for all ages and abilities. Together, these clubs enhance the overall workplace environment at FSE.



Staff Engagement and Well-being



FSE Sports Club:

Table Tennis Team, Badminton Team, and the Bowling Team



FSE Wellness Club:

30 colleagues joined the pilates workshop



FSE Recreation Club:

Over 130 frontline and back office colleagues gathered for an electrifying mahjong and Cards Fun Day.

PRODUCTS AND SERVICES

The Products and Services pillar encapsulates the Group's unwavering commitment to product quality, service excellence, and stakeholder value. We prioritise rigorous quality assurance, collaborate closely with value chain partners to uphold standards, and regard customer satisfaction as our utmost priority. By integrating feedback-driven improvements and fostering transparent partnerships, we aim to deliver reliable, innovative solutions that align with evolving market needs, ensuring enduring trust and mutual growth across our ecosystem.

Material topics:

1. Value Chain Management
2. Products and Services Quality, and Stakeholder Well-being
3. Strategic Partnership and Engagement



Case Study

Harnessing Technology and Service Excellence in Property Management

In an evolving landscape, the Group is dedicated to customer and resident satisfaction through a blend of technology and exceptional service. We believe effective property management goes beyond maintenance; it's about creating a safe, valued, and heard environment for residents. Our innovative solutions and commitment to service pave the way for a brighter future.

The upgraded Security Control Room of the General Security Group in To Kwa Wan is central to our operational excellence and safety. By integrating advanced technologies with teleprotection and GPS fleet management, we are redefining security management. Key features include a Digital TV Wall with AI CCTV for real-time monitoring, enhancing operational efficiency and our professional image.

The new Key Management System centralises key control, minimising losses and ensuring only authorised personnel access sensitive areas. In line with our sustainability goals, the Security Control Room features EV Charging Stations to promote low-carbon commuting and an FM200 Fire Suppression System to bolster disaster resilience.

Overall, the modernised Security Control Room enhances efficiency and security while reflecting our commitment to sustainability, paving the way for a safer future.



Enhancing Safety and Efficiency: The New Control Room of General Security Group

Case Study

Harnessing Technology and Service Excellence in Property Management

As Hong Kong's ageing population continues to grow, Urban Group recognises the unique challenges seniors face and is dedicated to enhancing their quality of life. We understand that exceptional service is crucial in addressing the needs of elderly residents, and our commitment is unwavering.

During the reporting period, our team received commendation for their heartfelt care of elderly residents living alone. A notable example occurred when Senior Security Supervisor Mr. Mak Cheung noticed a door open during his patrol. Recognizing that the occupant, Mr. Chan, had limited mobility, he took the initiative to investigate further.

Upon entering the unit, Mak found Mr. Chan on the floor and immediately called for an ambulance, also notifying the family. Tragically, Mr. Chan passed away due to a bacterial infection, but his family expressed immense gratitude for the team's timely and compassionate actions.

This incident exemplifies Urban Group's core values of Integrity and Quality Service. We take pride in our team's unwavering commitment to enhancing the lives of elderly residents and strive to set a standard of excellence in the property management industry.



Urban Group: Committed to Compassionate Care for Hong Kong's Seniors

Products and Services

Waihong Services Group's dedication to community care focuses on the elderly. We prioritise regular visits to offer companionship and support, recognising the importance of social connection. During these visits, we distribute lucky bags with essentials like food and snacks, ensuring their basic needs are met and bringing joy to their families.

Understanding the sentimental value of their belongings, we listen to their stories and concerns. We also recognise that Hong Kong's humid climate can cause dampness and pest issues, affecting their comfort. To address this, our pest control team collaborates with volunteers to provide pest management during visits, reflecting our commitment to maintaining clean, healthy living spaces.

Our aim is to create homes that are not only pest-free but also filled with happiness, exemplifying our core value of Caring. Through these initiatives, we foster an environment where everyone can thrive.

At Kiu Lok Service Management Group, we recognise that conflicts can arise in densely populated areas. A recent case at Wylie Court involved successfully addressing a severe water seepage issue reported by a resident. The Management Office acted promptly to stop the seepage and prevent further damage, navigating complexities with professionalism.



The resident expressed gratitude for our team's dedication and efforts to resolve the issue. We take pride in managing conflicts and enhancing community living, ensuring all residents enjoy peace of mind in their homes as we prioritise exceptional service and positive relationships.



**Waihong's Dedication to Community Care
Focused on the Elderly**

Value Chain Management

The Group places substantial emphasis on ethical and transparent practices within its value chain, ensuring suppliers and contractors are selected through rigorous criteria and alignment with the Group's core values. By enforcing well-defined standards and robust qualification processes, the organisation cultivates partnerships founded on mutual trust and shared principles.

Ongoing evaluation of subcontractors extends beyond contractual compliance, encompassing assessments of environmental stewardship, social responsibility, and quality commitment. This approach not only upholds service excellence but also fosters the development of a responsible and sustainable supply network.

Supplier selection is guided by strict background checks, site visits, and certification to ensure all partners meet defined standards and business needs. This thorough process guarantees that only qualified suppliers are engaged.

Regular performance reviews are carried out, with non-compliant suppliers facing suspension or removal from the approved list. This approach maintains a high level of accountability within the supply chain.



Products and Services Quality, and Stakeholder Well-Being

The Group is committed to exceeding stakeholder expectations by maintaining exceptional product and service quality across its operations. Central to every offering is a dedication to comfort, safety, and well-being, ensuring meticulous service delivery.

QUALITY ASSURANCE PROCEDURES

Through rigorous quality assurance protocols, the Group ensures that internal teams and external partners adhere to high standards. Continuous monitoring and evaluation mitigate risks and align with client expectations.

MANAGING CUSTOMER FEEDBACK

The Group values customer feedback, recognising both praise and criticism as essential for improvement. Positive feedback confirms effective practices, while constructive input helps refine service excellence. In line with ISO 10002 guidelines, we have established multiple feedback channels, including dedicated call centres, to address customer concerns promptly. Regular satisfaction surveys across all regions help identify evolving needs, reinforcing our commitment to customer-centric service.

CRISIS MANAGEMENT PROCESS

The Group has integrated comprehensive crisis management protocols to ensure rapid responses to emerging threats. With a dedicated committee and communication centre, we implement preventive measures, disseminate critical information, and uphold stringent sanitation standards during health emergencies, demonstrating our commitment to operational continuity and stakeholder well-being.

Products and Services Quality, and Stakeholder Well-Being

Revitalisation of the Garden of Life:

A Commitment to Sustainable Landscape Design and Community Well-Being



Through its subsidiary, Hong Kong Island Landscape, FSE Environmental Solutions Group designed and constructed a biophilic sensory garden, the “Garden of Life,” at Providence Garden for Rehab (“PGR”) in Tuen Mun. This 2,000 sqm outdoor space features seven sensory-themed zones aimed at fostering physical, mental, and spiritual connections, promoting wellness among PGR’s 1,000 members.

The garden emphasises sustainability by using native plants and recycled materials, which greatly reduce the need for water, pesticides, and fertilisers. This eco-friendly approach supports biodiversity and helps create a self-sustaining ecosystem.

Designed as a restorative haven, particularly for members with mental or physical disabilities and elderly residents, the garden encourages sensory engagement and incorporates community-created artworks that contribute to enhancing both mental and physical well-being.

Sustainability is further embedded in the garden through the use of durable materials and Internet of Things (“IoT”) technology, ensuring long-term resource efficiency and minimizing environmental impact.

The Garden of Life exemplifies the Group’s commitment to promoting community well-being through sustainable design and construction, paving the way towards a healthier and more resilient future for all.



Strategic Partnerships and Engagement

We actively engage in strategic partnerships with diverse organisations to pursue shared objectives and elevate our capabilities. By fostering strong, mutually beneficial relationships with key partners and suppliers across various industries, we unlock new avenues for value creation that would be challenging to achieve independently. These collaborations not only allow us to harness complementary strengths but also drive innovation and enhance our service offerings, ultimately enriching the experiences of our customers and communities.

Nurturing Future Leaders: FSE Lifestyle Group's Long-Term Collaboration with Hong Kong Metropolitan University ("HKMU")



Our commitment to cultivating future leaders is exemplified through our long-standing partnership with the HKMU. This collaboration not only supports student development but also aligns with our sustainable development initiatives aimed at nurturing young talent across various industries.



Engaging with Aspiring Professionals

We participated in the Career Fair 2025, hosted by the HKMU. This event offered a valuable platform for us to connect with students, providing insights into the hiring market and opportunities for engagement with potential employers. By participating in this fair, we reaffirmed our dedication to supporting youth development and lifelong education, offering numerous employment and internship opportunities each year to help shape the career paths of aspiring professionals.

Strategic Partnerships and Engagement

Nurturing Future Leaders:

FSE Lifestyle Group's Long-Term Collaboration with Hong Kong Metropolitan University ("HKMU")



Industry Insights from Nova Insurance Group

In addition to our participation in the Career Fair, Nova Insurance Group conducted an engaging in-class sharing session with forty Year 4 students at the HKMU during the reporting period. This session provided an overview of the insurance industry and highlighted the critical roles of insurance brokers. The sharing session not only discussed the significance of the insurance sector in the Hong Kong economy but also presented interesting case studies that illustrated the exciting prospects of a career in insurance services. This inspiring session fostered a deeper understanding of the insurance industry among students, reinforcing our commitment to nurturing future leaders.

The Group is dedicated to forging close collaborations with educational institutions as part of our ongoing efforts to nurture talent and empower students to become the leaders of tomorrow. Through these initiatives, we aim to contribute meaningfully to the professional development of young individuals, ensuring a brighter future for the service industry and beyond.

Strategic Partnerships and Engagement

Fostering Knowledge and Community:
Nova Insurance Consultants' collaboration with Chubb
on insurance solution seminar



During the reporting period, Nova Insurance Group hosted an insightful insurance seminar in collaboration with Chubb, focusing on the unique challenges and solutions for insuring educational institutions and NGOs. This event provided a platform for insurance professionals to exchange valuable insights and strategies tailored to these sectors.

One of the standout moments of the seminar was a tea tasting session, which offered participants the opportunity to sample a variety of blends while learning about the health benefits of tea. This refreshing experience provided a delightful alternative to the typical coffee breaks seen at conferences.

The day was not only filled with valuable knowledge and networking opportunities but also celebrated the spirit of community. We extend our gratitude to the organisers and attendees who contributed to the success of this engaging event.

PROSPERITY

The Prosperity pillar embodies our commitment to driving technological and social progress in communities. We foster innovation, bridge societal divides, and empower local economies through technological investment and collaborative initiatives. As a responsible entity, we sustain inclusive development to create equitable, resilient communities, aligning with our vision of lasting, shared prosperity.

Material topics :

1. Innovation and Digitisation
2. Community Building and Investment



Case Study

FSE Caring Day 2025: A Commitment to Serving the Community

On April 12, 2025, FSE Lifestyle Services Limited launched its flagship annual event, FSE Caring Day, in collaboration with the Tung Wah Group of Hospitals ("TWGHs") at the Shuen Wan Complex for the Elderly. This initiative underscores FSE Lifestyle's commitment to fostering a culture of care in Hong Kong.

This year marked our third partnership with TWGHs, mobilising 230 volunteers to support 650 elderly residents. The event featured key representatives from both organisations, highlighting community engagement.

In preparation for Caring Day, FSE volunteers participated in a Knitting Workshop on March 12, crafting scarves to be distributed to the elderly. Thirty-seven staff members learned knitting techniques, creating symbols of care and solidarity.

During the event, volunteers distributed goody bags containing handmade scarves and daily essentials. The day included interactive booths with activities like planting and magic shows, aimed at bringing joy to the elderly. Volunteers received fresh fruit and lunch boxes from 5loavesn2fish, an NGO supporting rehabilitated individuals.



Our ESG mission focuses on collaborating with NGOs to serve the community. The success of Caring Day 2025 reflects our commitment to positively impacting the lives of the elderly and reinforces our role as a responsible corporate citizen. Through initiatives like this, FSE Lifestyle upholds its dedication to social responsibility.



Innovation and Digitisation

Innovation is a cornerstone of the Company's core values, driving continuous improvement across all service lines. The organisation is committed to enhancing employee productivity through advanced innovations and implementing cutting-edge digital technologies to enrich the customer experience.

Central to this vision is specialised innovation committees that lead the adoption of new technologies and promote employee upskilling in relevant areas. The Company's dedication to innovation and service excellence has been recognised with various certifications and awards, highlighting its leadership in transformative solutions and competitive market presence.

The Group remains focused on improving operational efficiency and service quality by integrating technological advancements and developing innovative applications. It also emphasises fostering creativity to create proprietary technologies, reinforcing its position as a dynamic and competitive player in the market.



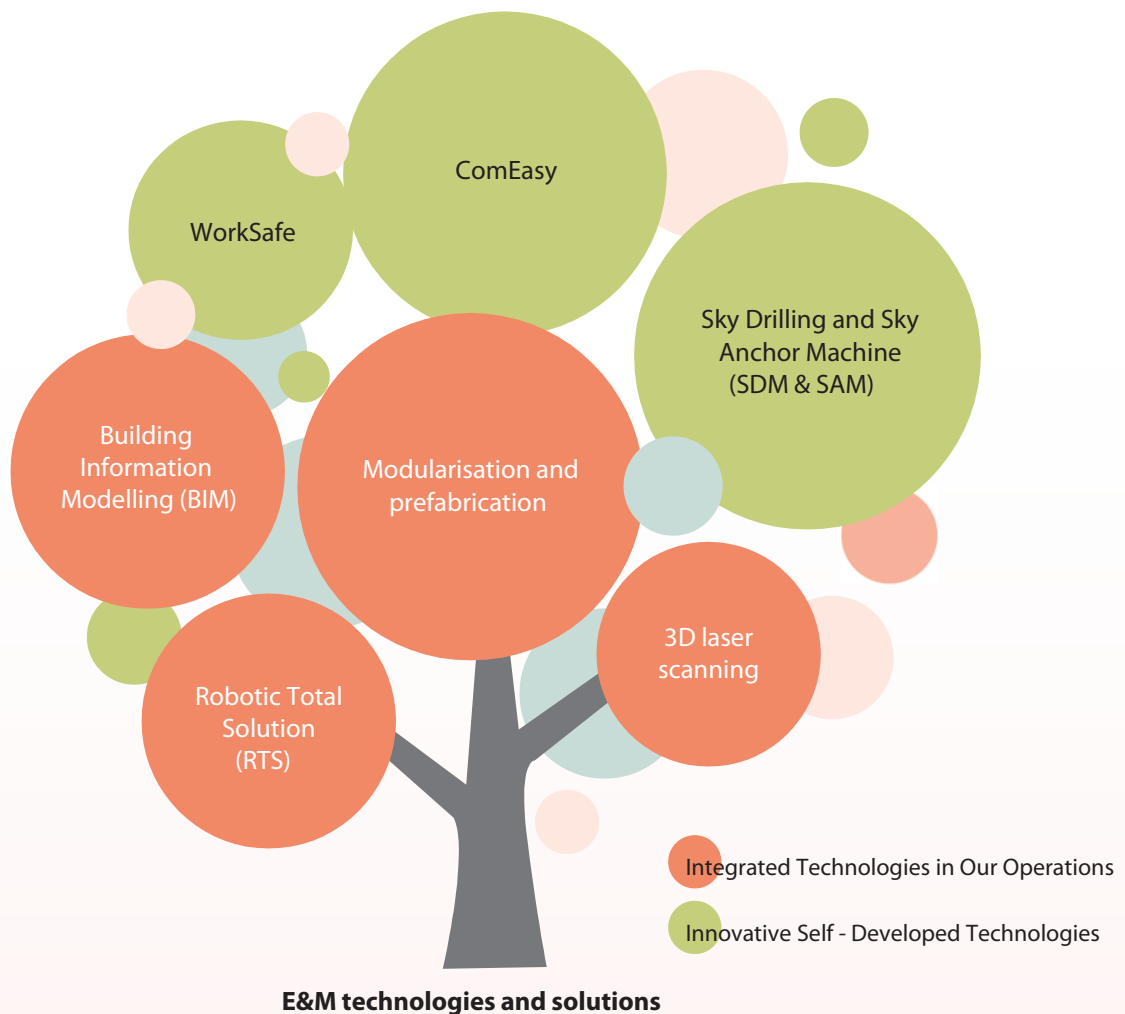
Innovation and Digitisation

As a forward-thinking services conglomerate, the Group utilises innovation to enhance its offerings while actively supporting the Hong Kong Government's Smart City Plan 2.0, contributing to the development of a more sustainable and eco-friendly urban environment.

IT, Technical & Training
Committee



- To introduce innovative technologies in the industry and continuously improve business quality
- To provide training to retain and nurture talents



Innovation and Digitisation

Enhancing Construction Site Safety: The Upgrade of the WorkSafe Digital Safety Management App



During the reporting period, we have taken a significant step forward in promoting a proactive safety culture on construction sites with the upgrade of our self-developed WorkSafe Digital Safety Management app. This digital transformation aims to streamline safety management processes and enhance overall site safety.

The upgraded app facilitates systematic safety inspections, enabling foremen to conduct daily checks using risk-oriented checklists. Safety officers and project managers can review and approve these inspection records, ensuring transparency and fostering a culture of continuous improvement through automatically generated reports.

Additionally, the app enhances training management by providing digital attendance tracking and record-keeping for all worker safety trainings. It also includes features for digital risk assessments and site patrols, allowing real-time documentation of site conditions and follow-up actions, which strengthens risk management practices.

The impact of these enhancements is significant: they not only foster a stronger safety culture but also increase transparency and responsiveness to safety concerns, ultimately contributing to safer construction environments.

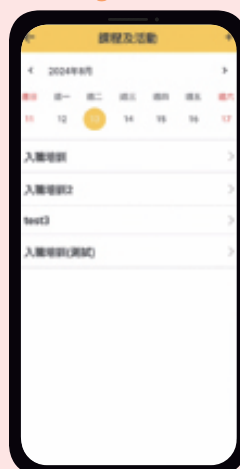
Safety Inspection



Automatic Inspection Reports Generation



Training and Events



Safety Risk Assessment



Innovation and Digitisation

Revolutionizing Water Treatment: FSEcoZone at Kai Tak Sports Park's Dining Cove



During the reporting period, FSE Environmental Solutions Group successfully designed and installed the FSEcoZone Nanobubbles Ozone Generation System at Kai Tak Sports Park's Dining Cove. This innovative technology replaces traditional chlorine-based water treatment with eco-friendly nanobubble ozonation, ensuring superior water quality while promoting environmental sustainability.

The implementation of this patented system provides significant ESG benefits. Environmentally, it eliminates the use of chlorine, reducing chemical waste and minimizing the ecological footprint of the water feature, which fosters cleaner ecosystems. Socially, the enhanced water quality creates a safer, healthier environment for visitors, enriching their overall experience in this public space.

The adoption of this advanced technology also highlighted our commitment to innovative and sustainable practices, aligning with responsible resource management principles. The FSEcoZone initiative not only exemplifies technological innovation but also reinforces our dedication to creating a safer and more sustainable future for communities.



Innovation and Digitisation

Advancing Sustainability: The Shenzhen Technical Centre IoT Platform



FSE Engineering Group is proud to introduce a new self-developed IoT device monitoring and control platform, designed to be lightweight and simple to enhance smart office and smart home adoption. This innovative platform exemplifies our commitment to smart and environmental initiatives, providing a comprehensive solution for efficient resource management.

The platform supports multi-protocol device integration, making it compatible with a wide range of mainstream IoT devices. It offers real-time data visualization, analytics, and trend tracking, allowing users to monitor performance and make informed decisions. By leveraging intelligent automation and scene controls, the platform not only enhances energy efficiency but also improves the overall user experience.

Flexible task scheduling and intelligent holiday exclusion features optimise operations, while user-customizable trigger logic enables seamless cross-device automation, significantly boosting operational efficiency.

The impact of the Shenzhen Technical Centre IoT Platform is noteworthy: it effectively reduces energy and water consumption in office settings and strengthens smart management and maintenance practices. This initiative underscores FSE Lifestyle Group's dedication to creating sustainable environments through innovative technology.



Innovation and Digitisation

Innovating Safety: The Sky Drill Marking Machine Revolutionises Construction Practices



Our commitment to innovation is exemplified by the Sky Drill Series, launched in 2017. The latest, the Sky Drill Marking Machine ("SDMM"), uses advanced technology to tackle the challenges of working at height in the construction industry.

The SDMM integrates drilling, laser marking, and an Automated Guided Vehicle ("AGV") mode for fully automated processes, boosting efficiency and ensuring precise positioning through real-time data transmission, thus reducing human error. If site constraints limit AGV use, it can switch to manual mode without sacrificing safety. It also employs a low-power CO₂ laser, combining environmental friendliness with effectiveness.

Safety is a priority; the SDMM features advanced sensors and rebar hit sensing technology to mitigate risks associated with working at height. This innovation enhances productivity while significantly reducing the need for work at height. By integrating the SDMM with the MiMEP (Multi-trade Integrated Mechanical, Electrical, and Plumbing) approach, we are setting new industry standards.

The SDMM facilitates automated construction while minimising work-at-height accident risks. At FSE Lifestyle Group, we are proud to demonstrate that innovation and responsibility can coexist, fostering an environment where our employees thrive and their well-being is prioritised.



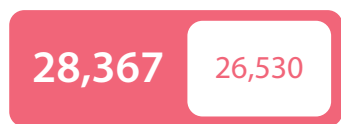
Community Building and Investment

At the core of our corporate vision is a deep commitment to community care. As Hong Kong’s leading service provider, we prioritise sustainable development and actively contribute to the well-being of the communities we serve. Our aim is to create an integrated, convenient, and safe living environment while giving back to those who support us.

The establishment of the FSE Charity Fund underscores our dedication to assisting vulnerable groups, promoting community development, and encouraging employee volunteerism. Over the reporting period, we initiated and participated in 256 fundraisers, charity drives, and community engagement events, benefiting children, the elderly, and individuals from disadvantaged recognised.

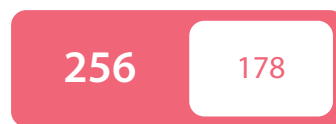
Our contributions have been recognised by the Hong Kong Council of Social Service, earning us 20 “Caring Company” logos. Moreover, more than half of our business units have maintained their Caring Company status for over 15 years, reflecting our ongoing commitment to community support through both our operations and philanthropic initiatives.

CSR Activities Total hours



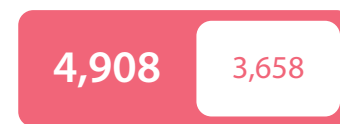
2025 2024

CSR Activities Total activities



2025 2024

CSR Volunteers Total participants



2025 2024



Community Building and Investment

FSE Lifestyle Partners with Food Angel to Support the Needy



In demonstrating community commitment, our volunteers partnered with Food Angel by Bo Charity Foundation for the 2025 Sharing of Food, Sharing of Love initiative, preparing meals and food boxes on March 19 and April 11, 2025.

Twenty-two volunteers from the EDP and YETP programmes gathered at the Kwun Tong Food Station, preparing 4,372 meal boxes for underprivileged individuals using “cook-chill” technology to maintain food quality without preservatives. These boxes were distributed through Food Angel’s charity partners across various districts.

The following day, 30 volunteers helped prepare fresh food boxes at the Lai Chi Kok Food Station, sorting and packing 400 kg of fresh vegetables and dry food donated by supporters for vulnerable community members.

This collaboration with Food Angel demonstrates our commitment to reducing food waste while providing nutritious meals. Our volunteers exemplify the spirit of service and community care that drives our ESG mission.

Community Building and Investment

FSE Lifestyle Supports “YO! Let’s Walk the Road 2024”



The Group participated in the “YO! Let’s Walk the Road 2024” charity event, marking our ninth consecutive year of support for this initiative by The Youth Outreach. This annual charity walk raises funds for at-risk youth, helping them develop a positive mindset and rebuild their self-esteem.

This year, 136 FSE Lifestyle staff members, along with family and friends, joined the 5-kilometre walk from the Charles K. Kao Auditorium at Hong Kong Science Park to Yuen Chau Tsai Park in Tai Po. The event featured game booths, including an inflatable climbing wall and a photo area, adding enjoyment and fostering community spirit.

Our leadership team emphasises corporate social responsibility. Our participation reflects our commitment to building a harmonious society that supports individuals from all backgrounds, empowering the youth of Hong Kong.

PLANET

The Planet pillar embodies our strategy for addressing climate change, managing Greenhouse Gas emissions, and optimising resource utilisation. Environmental stewardship serves as an indispensable foundation of our operations, and we are dedicated to delivering our services in a manner that upholds the highest standards of environmental responsibility.

Material topics :

1. Climate Change
2. Energy Use and Greenhouse Gas Emission
3. Waste Management
4. Resources Management



Case Study

FSE Environmental Group Advances Greener Transportation with Electric Vehicle Infrastructure

We actively support the transition to greener transportation in Hong Kong, contributing to the government's 2021 Roadmap for the Popularisation of EVs, which aims for carbon neutrality by 2025.

A key initiative is the \$3.5 billion EV-charging at Home Subsidy Scheme ("EHSS"), facilitating the installation of charging infrastructure for about 140,000 parking spaces across 700 car parks in private residential buildings — nearly half of the eligible spaces in Hong Kong.

As a registered contractor under the EHSS, our subsidiary Environmental Pioneers & Solutions Ltd. ("EPS") has completed or is working on 17 of the 209 projects, setting up infrastructure for over 3,500 parking spaces to ensure reliable EV charging.

EPS also offers dependable EV chargers branded as FSEnergy. These efforts reduce carbon emissions and align with our sustainability goals, promoting clean energy and responsible practices for a more sustainable future in Hong Kong.



Climate Change

Our ISO 14001-certified Environmental Management System ensures sustainable business evolution and effective mitigation of environmental impacts. Our *Sustainability and Energy & Carbon Management Policies* support strategic carbon footprint reduction and energy stewardship.

In FY2025, we reaffirmed our commitment to decarbonisation by signing the Business Environment Council Limited's BEC Net-Zero Carbon Charter, demonstrating our dedication to long-term environmental responsibility.

Dedicated ESG Committees have been established to promote green policies, manage environmental initiatives, and monitor regulations, fostering a culture of sustainability and social accountability.

Recognising climate-related risks to operational continuity, we have implemented adaptive measures to enhance service reliability amidst extreme weather events. Our holistic climate action strategy focuses on carbon footprint reduction, renewable energy adoption, and sustainable practices across subsidiaries.

By prioritising these initiatives, we aim to mitigate climate-related risks and create long-term value for our organisation and stakeholders.

During the reporting period, our Group has consistently complied with the relevant local legislations, including but not limited to the Air Pollution Control Ordinance (Cap. 311 of the Laws of Hong Kong), Dangerous Goods (Control) Regulation (Cap. 295G of the Laws of Hong Kong), Hazardous Chemicals Control Ordinance (Cap. 595 of the Laws of Hong Kong), Motor Vehicle Idling (Fixed Penalty) Ordinance (Cap. 611 of the Laws of Hong Kong), Noise Control Ordinance (Cap. 400 of the Laws of Hong Kong), Pesticides Ordinance (Cap. 133 of the Laws of Hong Kong), Product Eco-responsibility Ordinance (Cap. 603 of the Laws of Hong Kong), Road Traffic Ordinance (Cap. 374 of the Laws of Hong Kong), Waste Disposal Ordinance (Cap. 354 of the Laws of Hong Kong), and Water Pollution Control Ordinance (Cap. 358 of the Laws of Hong Kong). This commitment reflects our dedication to maintaining high standards of compliance and sustainability in our operations.



Climate Change

Our Partnership with Green Hope Hong Kong on Coastal Clean-Up



In a continued effort towards a greener future, we recently collaborated with Green Hope Hong Kong for a coastal clean-up event at Shek O Lovers' Bridge during the reporting period. This initiative brought together a dedicated group of 39 FSE volunteers, along with their families and friends, for a day focused on environmental stewardship and community engagement.

The volunteers enjoyed the stunning views of Shek O while actively participating in this meaningful activity along the shore. Their efforts resulted in the collection of an impressive 90.3 kg of rubbish, highlighting the impact of collective action on preserving our coastal ecosystems.

This clean-up event was not just a simple task; it served as a powerful reminder of our commitment to environmental responsibility. Each piece of rubbish collected represented a step towards a healthier environment, reinforcing the importance of preserving our natural landscapes.

Climate Change

CLIMATE-RELATED RISK ASSESSMENT AND MANAGEMENT

Recognising the urgent need to address climate-related risks, we have made significant progress in combating climate change by embedding sustainable practices throughout our operations. We are committed to complying with regulatory requirements and aligning with industry best practices.

During the reporting period, we appointed an external consultant to conduct qualitative climate scenario analysis, evaluating the potential impacts of physical and transition risks on our Hong Kong operations. In line with the Task Force on Climate-related Financial Disclosures (“TCFD”) recommendations, this analysis covered various climate scenarios, including High Emissions and Low Emissions pathways, informed by the Network of Central Banks and Supervisors for Greening the Financial System (“NGFS”) and the Intergovernmental Panel on Climate Change (“IPCC”).

This analysis has improved our ability to assess climate-related risks and opportunities. Based on these insights, we have developed targeted mitigation strategies and established clear metrics to enhance our resilience against climate challenges. By proactively addressing these risks, we align our business with global sustainability objectives while ensuring long-term operational stability and environmental responsibility.

	High Emission (Business-as-usual scenario)	Low Emission (Net Zero scenario)
Scenario references	• IPCC SSP5-8.5 • NGFS Current Policies	• IPCC SSP1-2.6 • NGFS Net Zero 2050
General assumptions	• This scenario assumes emissions will continue to grow until 2080, leading to 3°C or more of warming by 2100 • Assume that only currently implemented policies are retained • Assume new technology development continues at the current pace	• This scenario assumes strong climate policies and innovation to limit global warming to below 1.5°C by 2100 • Assume ambitious climate policies are introduced immediately • Emphasis on decarbonizing electricity supply, improving energy efficiency and developing new technologies
Time Horizons	Baseline year: 2024 Short term: 1-5 years Medium term: 5-10 years Long term: Over 10 years	
Limitations and Caveats	• Scenario analysis is conducted based on the use of publicly available source. • Climate hazard level does not take into account any additional asset-level mitigation measures.	

Climate Change

The following summary table encapsulates the key physical and transition risks associated with climate change, their drivers, affected business units, potential impacts, and proposed mitigation measures. This concise overview serves to provide a quick reference for understanding the complexities involved in managing these risks. For a comprehensive elaboration of each risk and its associated strategies, please refer to the appendix.

Risk Type	Risk Driver	Time-frame	Major Affected Business Units	Potential Impacts	Mitigation Measures
Physical Risk	Acute risk — Extreme weather events	Short	Corporate level and all business units	Challenges to operations, legal disputes, financial burdens, injuries, and reputation damage.	Risk evaluation and emergency preparedness training.
Physical Risk	Chronic risk — Changing climate and weather variability	Medium	Corporate level and all business units	Disruption of supply chains, health risks, operational adjustments, and increased costs.	Strengthen infrastructure and establish contingency plans.
Transition Risk	Evolving stakeholder expectations regarding sustainability and ESG priorities	Short	Corporate level and all business units	Loss of market share, reduced competitiveness, credit risks.	Stakeholder engagement and sustainability training programmes.
Transition Risk	Neglecting climate-related risks in investment decision-making	Short	Corporate level	Negative impact on long-term returns and asset value.	Integrate climate risk assessments and regular review of investments.
Transition Risk	Evolving industry demands for sustainability, innovation, and material availability	Medium	FSE Engineering Group, Urban Group, Kiu Lok Service Management Group, International Property Management Limited	Risks to project timelines, increased costs, and revenue streams affected.	Strategic supplier partnerships and cost-benefit analysis for green technologies.
Transition Risk	Increasing operating costs due to carbon taxation on traditional fuel vehicles	Medium	Waihong Services Group	Increased operational costs and financial challenges.	Cost management strategies, fleet diversification, and stakeholder engagement.
Transition Risk	Failing to adapt to evolving regulatory frameworks and compliance requirements	Medium	Corporate level and all business units	Increased costs from penalties, legal liabilities, and operational inefficiencies.	Regulatory monitoring systems, employee training, and compliance strategy development.

Climate Change

METRICS AND TARGETS

We provide annual disclosures on our energy and fuel consumption performance, which includes Scope 1 and Scope 2 emissions. In accordance with Part D of the ESG Reporting Code, effective in our next ESG report, we will enhance our disclosures regarding climate-related risks. This includes a thorough review of our governance, strategy, and risk management practices related to these risks and opportunities, as well as improving our reporting on metrics and targets, such as developing a methodology for Scope 3 GHG emissions based on the GHG Protocol.

To effectively tackle climate-related risks and seize related opportunities, we have established specific targets for energy use and fuel reduction, and progress is meticulously tracked and detailed in our ESG Reports. Looking ahead, we aim to assess the feasibility of completing the climate transition plan by setting more specific and diversified targets from a more business unit-oriented perspective.

Energy Use and Greenhouse Gas Emission

GREENHOUSE GAS EMISSION

Improving air quality and reducing greenhouse gas (“GHG”) emissions are key to our environmental stewardship. During the reporting period, GHG emissions intensity increased by 19% due to expanded services requiring more transport fleet deployment. We are committed to decarbonising our transport operations.

ENERGY EFFICIENCY PRACTICE

Enhancing energy efficiency benefits both our business and the environment. We achieved energy savings through efficiency programmes and the installation of energy-efficient equipment. Our service offerings provide clients with cost-effective, energy-efficient solutions.

The ESG Committee has set FY2025 targets to reduce fuel consumption intensity by 1%, electricity consumption intensity by 1.5%, and paper procurement intensity by 8%. We exceeded our fuel and electricity targets, reducing fuel consumption intensity by 3.4% and electricity by 2.6%. However, paper procurement intensity increased by 2.9% due to a revenue drop, though we achieved a 0.6% reduction in actual paper procured through saving measures.

To further reduce electricity usage, we implemented the “4-Offs” initiative, encouraging employees to turn off lights, air conditioning, monitors, and computers when not in use. The ESG Committee also encourages switching off non-essential lights during lunch breaks.



Energy Use and Greenhouse Gas Emission

TRANSITIONING TO RENEWABLE ENERGY SOURCES

To reduce fuel consumption and GHG emissions, we replaced 17 company vehicles with 12 EVs and 5 hybrids, with plans to replace an additional 14 vehicles by 2027.

In 2018, Urban Group partnered with CLP to install 902 solar panels on 12 building rooftops, producing 12,500 kWh monthly and generating HK\$1,000,000, with HK\$220,000 subsidising management expenses. Through the Renewable Energy “Feed-in Tariff” scheme, we reduced tenants’ financial burdens while promoting environmental sustainability.

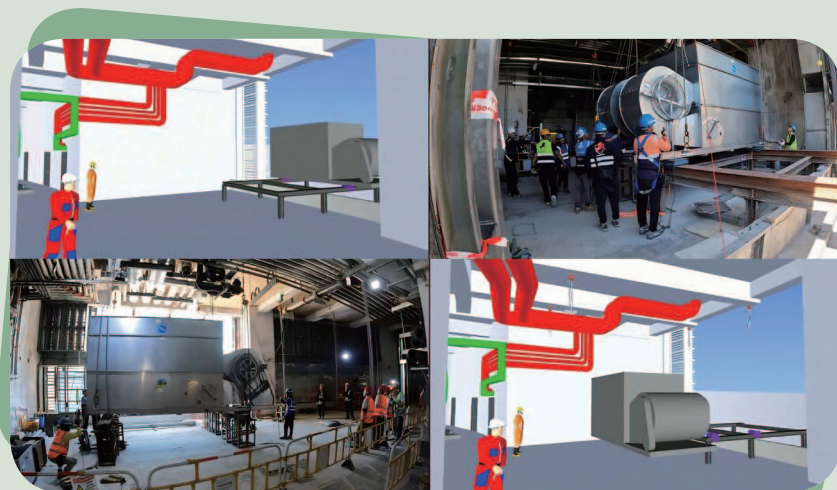
Far East Empowers Clients on Their Journey to Carbon Neutrality



In alignment with the Hong Kong SAR Government’s “Climate Action Blueprint 2050,” the Technical Support Department of Far East is committed to helping clients upgrade their properties.

Key efforts include retrofitting air-cooled and water-cooled chillers and implementing AI-optimised smart building management systems, aiming to enhance air conditioning efficiency by 20-30% and support clients’ sustainability goals. We are also pursuing certification from the Hong Kong Green Building Council for systems commissioning, with initiatives like re-commissioning cooling systems at Cheung Kong Centre to improve operational efficiency by 10-15%.

Additionally, we are upgrading shopping mall lighting to smart LED systems and training over 200 engineers in energy efficiency and low-carbon operations. These initiatives support the “Energy Saving Charter 2024” and the “Building Energy Efficiency Ordinance,” delivering significant economic benefits while driving progress towards a zero-carbon future by 2050.



Resource Management

Water is a vital resource, and its conservation is central to our sustainability agenda. While water consumption is not a material focus, we proactively deploy water-efficient technologies and practices across operations. Initiatives include installing low-flow fixtures, rainwater harvesting systems, and wastewater recycling processes. We remain committed to safeguarding water resources for future generations through ongoing conservation efforts.

Waste Management

Effective waste management is integral to our sustainability practice. We aim to minimise waste generation and maximise recycled and reused materials in operations. Our programmes focus on reducing landfill dependence through recycling initiatives and waste-to-energy projects. The Group actively explores innovative solutions to further mitigate environmental impact. For example, our ESG Taskforce reduced paper consumption via e-forms, e-approvals, and e-payments. Internally, we promoted recycling through a charity bazaar, enabling employees to repurpose unwanted items.

FY2025 Paper Procured	FY2026 Target
Achieved: +2.9%	-3%

Across our operations, we have established waste management procedures that guide the generation, categorisation, reduction, reuse, recycling, and disposal process of waste across our business units. As part of ESG Task Force’s initiatives, we are collaborating with Green@Community to reduce the amount of waste we send to landfill and contribute to the transition of our community towards a circular economy. We are committed to ensuring both non-hazardous waste and hazardous waste are both managed properly.



Waste Management

Waihong Services Group's Dedication on Sustainable Food Waste Practices



Waihong Services Group is dedicated to promoting food waste services, recognizing their important role in environmental protection. During the reporting period, a new project was initiated, that includes a specially branded vehicle and a service team to enhance our food waste management efforts.

Waihong Services Group currently offers waste collection and disposal services to clients, including a theme park in Lantau and the Airport Authority Hong Kong. Our approach prioritises composting and recycling food scraps to enrich soil and minimise reliance on chemical fertilisers. Additionally, we have installed a portable smart weighing scale in our food waste vehicles. This system, supported by a cloud-based data management platform, enables improved data tracking, remote monitoring, and enhanced operational efficiency.

All collected food waste is sent to O•PARK1, Hong Kong's first organic resource recovery centre. There, the waste is processed through anaerobic digestion, converting it into biogas and compost while minimizing harmful gas emissions. This method supports our aim of conserving natural resources and reducing pollution.

Through Waihong Services Group's focus on responsible food waste management practices, we strive to contribute to a more sustainable future for Hong Kong, fostering a cleaner and greener environment for everyone.

Appendix

Climate-related risk assessment — Physical risks and transition risks

PHYSICAL RISKS

Physical risks pertain to the direct impacts of climate change, including immediate dangers from extreme weather events like floods and typhoons. They also encompass long-term risks associated with gradual changes in climate patterns, such as extended heatwaves and rising sea levels.

Risk Driver: Acute risk — Extreme weather events

Timeframe: Short

Major Affected Business Units: Corporate level and all business units

Potential Impacts	Mitigation Measures
Extreme weather events present considerable challenges to the Group's operations, heightening risks associated with injuries, potential loss of life, and the extended suspension of business activities. Instances of product failures during severe weather conditions, which may contravene contractual obligations, can lead to legal disputes and damage our reputation. Furthermore, these events impose significant financial burdens, including increased costs for repairs and replacements, elevated operational expenses due to disruptions and recovery efforts, rising insurance premiums, and enhanced health and safety expenditures. To effectively mitigate these risks, proactive risk management and resilience planning are essential components of our strategic approach.	• Thorough Risk Evaluation: Carry out frequent evaluations to pinpoint vulnerabilities to extreme weather events, allowing the Group to create customised risk management strategies and optimise resource allocation. • Emergency Preparedness Training: Introduce training initiatives for employees that emphasise emergency response and safety procedures during extreme weather, ensuring readiness and reducing health and safety risks.

Appendix

Climate-related risk assessment

— Physical risks and transition risks

Risk Driver: Chronic risk — Changing Climate and Weather Variability

Timeframe: Medium

Major Affected Business Units: Corporate level and all business units

Potential Impacts	Mitigation Measures
The shifting precipitation patterns and increasing unpredictability in weather conditions present substantial risks to the Group’s operations. Such extreme weather variations can disrupt supply chains by damaging critical infrastructure, delaying transportation, and affecting the availability of raw materials. Moreover, the changing climate amplifies health risks, such as heat-related illnesses and worsening air quality, which can negatively impact workforce productivity and safety. Industries particularly susceptible to chronic climate challenges, like insurance and construction, may face long-term operational adjustments. These issues carry significant financial consequences, including rising operational costs due to disruptions, recovery initiatives, and increased expenses for sourcing raw materials. Therefore, it is essential to strengthen climate resilience across our operations and supply chains to effectively manage these risks.	• Strengthen Infrastructure Resilience: Allocate resources to upgrade and fortify essential infrastructure, enabling it to endure extreme weather events and ensuring operational continuity while reducing supply chain interruptions. • Establish Contingency Plans: Formulate detailed contingency plans for supply chain management, incorporating alternative sourcing methods and logistics modifications to effectively respond to disruptions caused by climate fluctuations.

Climate-related risk assessment

— Physical risks and transition risks

TRANSITION RISKS

Transition risks emerge from the movement towards a lower-carbon economy, which entails potential alterations in policy, legal frameworks, technological innovations, and market dynamics necessary to achieve climate mitigation and adaptation objectives.

Risk Driver: Evolving stakeholder expectations regarding sustainability and ESG priorities.

Timeframe: Short

Major Affected Business Units: Corporate level and all business units

Potential Impacts	Mitigation Measures
Ignoring the increasing demands of stakeholders for sustainability and ESG priorities could harm the Group's reputation, erode stakeholder trust, and alienate environmentally conscious customers. This neglect may lead to a loss of market share and reduced competitiveness. Additionally, a substantial exposure to transition risks could heighten credit risks by limiting access to financing. If the Group fails to adapt to the changing market demand for sustainable practices, it may also face further revenue challenges.	• Enhance Stakeholder Engagement: Improve communication strategies to actively involve stakeholders, highlighting advancements in ESG initiatives and encouraging input to build collaboration and trust. • Launch Sustainability Training Programmes: Offer focused training for employees on sustainable practices and the significance of ESG priorities, equipping the workforce to effectively support the Group's sustainability objectives.

Appendix

Climate-related risk assessment — Physical risks and transition risks

Risk Driver: Neglecting climate-related risks in investment decision-making

Timeframe: Short

Major Affected Business Unit: Corporate level

Potential Impacts	Mitigation Measures
Neglecting climate-related risks in investment decisions can negatively impact long-term returns. Companies linked to invested assets may face significant challenges from both transition risks — like changes in regulations and market volatility — and physical risks, such as disruptions caused by climate change. Additionally, investments may need to be reassessed as their profitability declines or as they become outdated in the transition to a low-carbon economy. Thus, it's essential to proactively incorporate climate risk assessments into investment strategies to safeguard value and encourage sustainable growth.	• Integrate Climate Risk Assessments: Incorporate comprehensive climate risk assessments into the investment decision-making process to identify potential impacts on asset value and returns. • Regular Review and Revaluation: Establish a routine for reviewing and revaluating investments in light of evolving climate risks, ensuring timely adjustments to maintain profitability and compliance with sustainability goals.

Risk Driver: Evolving industry demands for sustainability, innovation, and material availability

Timeframe: Medium

Major Affected Business Units: FSE Engineering Group, Urban Group, Kiu Lok Service Management Group, International Property Management Limited

Potential Impacts	Mitigation Measures
The restricted availability and limited selection of materials present a considerable risk to the timely advancement of construction projects, potentially affecting delivery schedules, project timelines, and overall operational efficiency, thereby necessitating strategic procurement initiatives. Moreover, compliance with regulatory requirements and supply chain challenges are expected to drive up costs, placing additional pressure on construction budgets. While the integration of greener construction technologies and equipment aligns with our sustainability objectives, it may also lead to increased expenses, requiring meticulous cost management. A shift in market demand towards sustainable practices could adversely affect revenue streams if the Group does not adapt swiftly. Additionally, slow or insufficient progress in construction innovation may undermine competitiveness, highlighting the critical need for ongoing investment in research and development to stay ahead of emerging technologies and industry trends.	• Strategic Supplier Partnerships: Establish long-term relationships with a diverse range of suppliers to secure a reliable supply of materials and reduce risks associated with availability. • Cost-Benefit Analysis for Green Technologies: Conduct thorough cost-benefit analyses before adopting greener technologies to identify potential savings and efficiency gains, thereby managing expenses while aligning with sustainability goals.

Appendix

Climate-related risk assessment — Physical risks and transition risks

Risk Driver: Increasing operating costs due to carbon taxation on traditional fuel vehicles

Timeframe: Medium

Major Affected Segments: Waihong Services Group

Potential Impacts	Mitigation Measures
The implementation of carbon taxes on conventional fuel vehicles poses a significant financial challenge for the Group. These measures are likely to drive up operating costs, necessitating strategic adjustments to safeguard profitability. Furthermore, compliance with these regulations is anticipated to further increase expenses, adding additional financial strain to operations. Failure to adhere to carbon taxation and related mandates could not only harm the Group's reputation but also erode stakeholder confidence and potentially weaken its competitive position in the marketplace.	• Cost Management Strategies: Implement measures to optimise operational efficiency and reduce costs, such as adopting energy-efficient technologies and streamlining processes. • Diversification of Fleet: Gradually transition to low-emission or EVs to reduce reliance on conventional fuel vehicles, thus mitigating the impact of carbon taxes. • Stakeholder Engagement: Enhance communication with stakeholders about sustainability initiatives and compliance efforts to maintain confidence and demonstrate commitment to environmental responsibility.

Risk Driver: Failing to adapt to evolving regulatory frameworks and compliance requirements

Timeframe: Medium

Major Affected Business Units: Corporate level and all business units

Potential Impacts	Mitigation Measures
Inability to adapt to changing regulatory frameworks may lead to increased costs stemming from penalties, inefficient operational practices, and heightened expenses related to compliance. Furthermore, failing to meet these regulatory requirements could expose the Group to significant legal and financial liabilities, underscoring the critical need for proactive adaptation. Non-compliance with carbon taxation and associated regulations could also negatively impact the Group's reputation, erode stakeholder confidence, and potentially weaken its competitive standing in the market.	• Regulatory Monitoring System: Implement monitoring system to track and analyse evolving regulations, ensuring timely adjustments to operational practices. • Employee Training: Provide regular training on compliance and regulatory updates to foster awareness and responsibility among staff. • Compliance Strategy: Develop a strategy outlining procedures for meeting regulatory obligations, including operational assessments and accountability mechanisms.

Appendix

Performance Data Summary

A. ENVIRONMENTAL DATA PERFORMANCE

Indicators	Unit	Financial Year	
		2025	2024
A1. Emission			
A1.1 The type of emissions and respective emission data ^{#1}			
NOx	Tonnes	18.52 ^{#2}	11.28
SOx		0.02 ^{#2}	0.01
PM		1.38 ^{#2}	0.83
A1.2 Greenhouse gas emissions in total and intensity			
Scope 1 emissions ^{#3}	Tonnes of CO ₂ e	3,101.73 ^{#2}	2,171.21
Scope 2 emissions (location-based method) ^{#4}		576.79	761.73
Scope 2 emissions (market-based method) ^{#4}		576.79	
Total emissions (Scope 1 and 2) — location-based method		3,678.52 ^{#2}	2,932.94
Total emissions (Scope 1 and 2) — market-based method		3,678.52 ^{#2}	
Total emission intensity (Scope 1 and 2) — location-based method	Tonnes of CO ₂ e/FT Employee	0.19	0.16
Total emission intensity (Scope 1 and 2) — market-based method		0.19	

1. Air emissions are generated from the consumption of gasoline and diesel fuel. The emission factors adopted are based on Appendix 2: Reporting Guidance on Environmental KPIs published by the HKEX.
2. The increase in total and direct energy consumption, air pollutant emissions and total GHG and Scope 1 emissions reflects the expansion of our service scope, which has necessitated additional routes and shifts and, in turn, higher fleet utilisation. We are committed to exploring and implementing measures to decarbonise our transport operations while balancing our business expansion.
3. Scope 1 GHG emissions include carbon dioxide, methane, nitrous oxide generated from the combustion of fuels in stationary combustion sources and vehicles and is calculated based on the emission factors in the "Appendix 2: Reporting Guidance on Environmental KPIs" published by the HKEX. The global warming potential is referred to in the Sixth Assessment Report of the Intergovernmental Panel on Climate Change ("IPCC"). The Group has adopted the "operational control" approach for defining its organisational boundary for the purpose of Scope 1, and 2 GHG accounting and reporting.
4. Scope 2 GHG emissions are indirect GHG emissions from the consumption of purchased electricity by the Group. The Group reports Scope 2 using both the market-based and location-based methods, in alignment with the Greenhouse Gas Protocol Scope 2 Guidance ("the Guidance"). Market-based method is defined by the Guidance as a method to quantify the Scope 2 GHG emissions of a reporter based on GHG emissions emitted by the generators from which the reporter contractually purchases electricity bundled with contractual instruments, or contractual instruments on their own, and location-based method is defined by the Guidance as a method to quantify Scope 2 GHG emissions based on average energy generation emission factors for defined geographic locations, including local, subnational, or national boundaries. Emission factors used for both methods are sourced as follows: Hong Kong-based operations — "2024 Sustainability Report" published by CLP Holdings Limited and "Sustainability Report 2024" published by HK Electric Investments Limited; Macau-based operations — "2024 CEM Sustainability Report" published by Companhia de Electricidade de Macau ("CEM"); operations based in Chinese Mainland — the "Announcement on the Release of 2022 Electricity Carbon Dioxide Emission Factors" (《關於發佈2022年電力二氧化碳排放因子的公告》) issued by the Ministry of Ecology and Environment ("MEE") of the People's Republic of China ("PRC").

Appendix

Performance Data Summary

Indicators	Unit	Financial Year	
		2025	2024
A1.3 Total hazardous waste produced and recycled ^{#5}			
Waste in Cartridge	kg	337.20	253.80
Fluorescent tubes and bulbs		45.70	76.79
Rechargeable Battery		5,002.00	27.25
Total hazardous waste		5,384.90	357.85
Total hazardous waste intensity	kg/FT Employee	0.28	0.02
A1.4 Total non-hazardous waste produced ^{#6}			
Recycled office paper	kg	44,968.92 ^{#7}	27,894.40
Newspaper and carton boxes		5,076.20	6,152.70
Container can and metal boxes		65.41	50.80
Glass bottle		82.50	89.24
Plastic bottle		199.53	203.66
Computer & accessories and electrical appliances		793.90 ^{#8}	242.00
Food waste		48.13	–
Total non-hazardous waste		51,234.59	34,632.80
Total non-hazardous waste intensity	kg/FT Employee	2.69	1.84

^{5.} Hazardous waste in general has been collected and handled by professional cleaning service providers and contractors in compliance with local regulations. The increase in hazardous waste produced and recycled was led by business expansion during FY2025.

^{6.} Non-hazardous waste has been collected and handled by professional cleaning service providers and contractors in compliance with local regulations.

^{7.} The uptick in office paper recycling reflects an internal file reorganisation and is expected to be a one-off.

^{8.} The increase in computers, accessories, and electrical equipment was driven by an internal productivity upgrade; a portion of the equipment was donated to non-profit organisations.

Appendix

Performance Data Summary

Indicators	Unit	Financial Year	
		2025	2024
A2. Use of Resources			
A2.1 Energy consumption by type			
Total direct energy consumption ^{#9}	’000 kWh	12,377.41 ^{#2}	8,579.23
Direct energy intensity	’000 kWh/FT Employee	0.65	0.46
Diesel oil	’000 kWh	11,416.86 ^{#2}	7,382.19
Diesel oil intensity	’000 kWh/FT Employee	0.60	0.39
Petrol	’000 kWh	960.55	1,197.04
Petrol intensity	’000 kWh/FT Employee	0.05	0.06
Total indirect energy consumption	’000 kWh	1,273.36	1,507.00
Total indirect energy intensity	’000 kWh/FT Employee	0.07	0.08
Total energy consumption (direct and indirect)	’000 kWh	13,650.77 ^{#2}	10,086.23
Total energy consumption (direct and indirect) intensity	’000 kWh/FT Employee	0.72	0.54

^{9.} Energy consumption from fossil fuels in the use of stationary combustion sources and vehicles is calculated with reference to "Appendix 2: Reporting Guidance on Environmental KPIs" published by the HKEX.

Appendix

Performance Data Summary

B. SOCIAL DATA PERFORMANCE

Indicators	Unit	Financial Year	
		2025	2024
B1. Employment			
Total Workforce			
Total number of employees	Number of people	26,678	25,297
Employees By Gender			
Male	Number of people	11,901	11,429
Full time		8,934	8,976
Part time		2,967	2,453
Female		14,777	13,868
Full time		10,140	9,836
Part time		4,637	4,032
Employees By Age			
Under 30 years	Number of people	1,993	1,705
30–50 years		5,296	4,936
50 years and over		19,389	18,656
Employees By Employment Category and Gender			
Executive	Number of people	67	65
Male		58	–
Female		9	–
Manager		660	633
Male		500	–
Female		160	–
Engineering and office staff		2,508	2,565
Male		1,422	–
Female		1,086	–
Technical and operations staff		23,443	22,034
Male		9,890	–
Female		13,553	–

Appendix

Performance Data Summary

Indicators	Unit	Financial Year	
		2025	2024
Employees By Ethnicity			
Non-minorities	Number of people	26,183	24,861
Ethnic minorities		495	436
Employees By Geographical Region			
Hong Kong	Number of people	26,348	24,958
Macau		56	59
Chinese Mainland		274	280
Turnover of Employees			
Total turnover of employees ^{#10}	Number of people (Turnover rate)	3,168 (16%)	4,208 (22%)
Turnover of Employees By Gender			
Male	Number of people (Turnover rate)	1,504 (16%)	1,997 (22%)
Female		1,664 (16%)	2,211 (22%)
Turnover of Employees By Age			
Under 30 years	Number of people (Turnover rate)	218 (23%)	336 (32%)
30–50 years		683 (17%)	906 (22%)
50 years and over		2,267 (15%)	2,966 (21%)
Turnover of Employees By Geographic Region			
Hong Kong	Number of people (Turnover rate)	3,151 (16%)	4,194 (22%)
Macau		5 (9%)	10 (20%)
Chinese Mainland		12 (4%)	4 (1%)

^{10.} FY 2024 and 2025 turnover rate is calculated based on full-time employee leavers (except Waihong Services Group, which includes both full-time and part-time employees) of the respective FY, excluding those who left during the probation period, divided by the average total number of employees of that FY.

Appendix

Performance Data Summary

Indicators	Unit	Financial Year	
		2025	2024
B3. Development and Training			
Employees Trained			
Total Number of Employees Trained	Number of people (% of employee trained)	19,485 (73%)	19,431
Employees Trained By Gender			
Male	Number of people (% of employee trained)	8,745 (73%)	8,856 (77%)
Female		10,740 (73%)	10,575 (76%)
Employees Trained By Employment Category			
Executive	Number of people (% of employee trained)	61 (91%)	55 (85%)
Manager		623 (94%)	515 (81%)
Engineering and office staff		1,771 (71%)	1,930 (75%)
Technical and operations staff		17,030 (73%)	16,931 (77%)
Training Hours			
Average Number of Training Hours			
Total average number of training hours	Number of hours	9.27	
Average Number of Training Hours By Gender			
Male	Number of hours	12.93	8.57
Female		6.33	4.53
Average Number of Training Hours By Employment Category			
Executive	Number of hours	20.34	18.54
Manager		18.20	17.10
Engineering and office staff		14.81	10.83
Technical and operations staff		8.40	5.94

Appendix

Performance Data Summary

Indicators	Unit	Financial Year	
		2025	2024
B5. Supply Chain Management			
Suppliers			
Total Suppliers	Number	4,544	4,294
Suppliers by Geographical Region			
Hong Kong	Number	3,216	3,142
Macau		158	79
Chinese Mainland		1,170	1,073
Subcontractors			
Total Subcontractors	Number	2,386	2,236
Subcontractors by Geographical Region			
Hong Kong	Number	1,957	1,915
Macau		186	93
Chinese Mainland		243	228
B6. Product Responsibility			
Products Sold or Shipped Subject to Recall for Safety and Health Reasons			
Total number of recalls	Number (%)	0 (0%)	0 (0%)
Products and service-related complaints received			
Total complaints received	Number	82	70

Appendix

Performance Data Summary

Indicators	Unit	Financial Year	
		2025	2024
KPI B7. Anti-corruption			
Concluded legal cases regarding corrupt practices brought against the company			
Number of cases	Number	0	0
Employees received anti-corruption training			
Total employees trained	Number of people (% of employee trained)	1,102 (4%)	1,253 (5%)
Total training hours	Number of hours	1,907	1,772
Employees received anti-corruption training by employee category			
Executive	Number of people (% of employee trained)	13 (19%)	33 (51%)
Manager		177 (27%)	146 (23%)
Engineering and office staff		574 (23%)	632 (25%)
Technical and operations staff		338 (1%)	442 (2%)

Appendix

Performance Data Summary

Indicators	Unit	Financial Year	
		2025	2024
B8. Community Investment			
Community Services			
Total community man-hours contributed	Number of hours	28,367	26,530
Community Services by Service Group			
Children & Elderly	Number of hours	20,616	16,786
The Minority Group		220	2,943
The Underprivileged Groups		3,220	2,609
Environmental & Green Life Related		1,457	2,431
Charity Fund-raising & Donation		1,617	1,041
Patients Group		1,161	436
The Mentally Handicap and Rehabilitation Group		76	284
Donation/Contributed			
Money donated/contributed	Hong Kong Dollars	799,450	1,228,791

Indicators	Unit	Financial Year		
		2025	2024	2023
B2. Health and Safety				
Work-related fatalities case and rate				
Number of work-related fatalities	Number of cases	0	0	2
Rate of work-related fatalities	% of total employee	0	0	0.008
Work Injury				
Number of lost days due to work injury	Number of staff days	24,307	22,999	16,797
Work injury cases	Number of cases	413	470	360

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PART B: MANDATORY DISCLOSURE REQUIREMENTS

Paragraph	Description	Reference and Remarks
13 Governance Structure	A statement from the board containing the following elements: (i) a disclosure of the board's oversight of ESG issues; (ii) the board's ESG management approach and strategy, including the process used to evaluate, prioritise and manage material ESG-related issues (including risks to the issuer's businesses); and (iii) how the board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer's businesses.	Principles of Governance; Stakeholder Engagement and Materiality Assessment
14 Reporting Principles	A description of, or an explanation on, the application of the following Reporting Principles in the preparation of the ESG report: Materiality: The ESG report should disclose: (i) the process to identify and the criteria for the selection of material ESG factors; (ii) if a stakeholder engagement is conducted, a description of significant stakeholders identified, and the process and results of the issuer's stakeholder engagement. Quantitative: Information on the standards, methodologies, assumptions and/or calculation tools used, and source of conversion factors used, for the reporting of emissions/energy consumption (where applicable) should be disclosed. Consistency: The issuer should disclose in the ESG report any changes to the methods or KPIs used, or any other relevant factors affecting a meaningful comparison.	About this Report; Stakeholder Engagement and Materiality Assessment; Performance Data Summary
15 Reporting Boundary	A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. If there is a change in the scope, the issuer should explain the difference and reason for the change.	About this Report

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PART C: “COMPLY OR EXPLAIN” PROVISIONS

Subject areas, aspects, general disclosures and KPIs		Corresponding section
A. Environmental		
Aspect A1: Emissions		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Planet — Climate Change, Waste Management, Energy Use and Greenhouse Gas Emission, Resources Management
KPI A1.1	The types of emissions and respective emissions data.	Performance Data Summary
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Performance Data Summary
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Performance Data Summary
KPI A1.5	Description of emission target(s) set and steps taken to achieve them.	Planet — Energy Use and Greenhouse Gas Emission
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Planet — Waste Management

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Subject areas, aspects, general disclosures and KPIs		Corresponding section
A. Environmental		
Aspect A2: Use of resources		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Planet — Resources Management
KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Performance Data Summary
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Water consumption is not considered a material topic by FSE Lifestyle.
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Planet — Energy Use and Greenhouse Gas Emission
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Water consumption is not considered a material topic by FSE Lifestyle.
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Packaging material is not considered a material topic by FSE Lifestyle.
Aspect A3: The environment and natural resources		
General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	Planet — Climate Change
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Planet — Climate Change

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Subject areas, aspects, general disclosures and KPIs		Corresponding section
B. Social — Employment and labour practices		
Aspect B1: Employment		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	People — Employment Practice and Human Rights, Talent Development and Empowerment, Diversity, Equity and Inclusion, Staff Engagement and Well — being
KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Performance Data Summary
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Performance Data Summary
Aspect B2: Health and safety		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	People — Occupational Safety and Health
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Performance Data Summary
KPI B2.2	Lost days due to work injury.	Performance Data Summary
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	People — Occupational Safety and Health

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Subject areas, aspects, general disclosures and KPIs		Corresponding section
B. Social — Employment and labour practices		
Aspect B3: Development and training		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	People — Talent Development and Empowerment
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	People — Talent Development and Empowerment Performance Data Summary
KPI B3.2	The average training hours completed per employee by gender and employee category.	People — Talent Development and Empowerment Performance Data Summary
Aspect B4: Labour standards		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	People — Employment Practice and Human Rights
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	People — Employment Practice and Human Rights
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	People — Employment Practice and Human Rights

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Subject areas, aspects, general disclosures and KPIs		Corresponding section
B. Social — Operating Practices		
Aspect B5: Supply chain management		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Products and Services — Value Chain Management
KPI B5.1	Number of suppliers by geographical region.	Performance Data Summary
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Products and Services — Value Chain Management
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Products and Services — Value Chain Management
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Products and Services — Value Chain Management

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Subject areas, aspects, general disclosures and KPIs		Corresponding section
B. Social — Operating Practices		
Aspect B6: Product responsibility		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Principles of Governance — Data Governance and Information Privacy Products and Services — Products and Services Quality, Stakeholder Well-being
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Performance Data Summary
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Performance Data Summary
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Principles of Governance — Data Governance and Information Privacy
KPI B6.4	Description of quality assurance process and recall procedures.	Products and Services — Products and Services Quality, Stakeholder Well-being
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Principles of Governance — Data Governance and Information Privacy, Cybersecurity

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Subject areas, aspects, general disclosures and KPIs		Corresponding section
B. Social — Operating Practices		
Aspect B7: Anti-corruption		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Principles of Governance — Ethics and Integrity, Anti-bribery and Corruption
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Principles of Governance — Ethics and Integrity, Anti-bribery and Corruption
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Principles of Governance — Ethics and Integrity, Anti-bribery and Corruption
KPI B7.3	Description of anti-corruption training provided to directors and staff.	Principles of Governance — Ethics and Integrity, Anti-bribery and Corruption
B. Social — Community		
Aspect B8: Community investment		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Prosperity — Community Building and Investment
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Prosperity — Community Building and Investment
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Prosperity — Community Building and Investment

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Effective 1 January 2025, the HKEX implemented new regulations under the ESG Code, which repealed Aspect A4 and KPI A4.1 related to climate change, as well as KPI A1.2 related to emissions. However, these aspects and KPIs remain applicable to the Group's reporting requirements for the current reporting year.

Subject areas, aspects, general disclosures and KPIs		Corresponding section
A. Environmental		
Aspect A1: Emissions		
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Performance Data Summary
Aspect A4: Climate change		
General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Planet — Climate Change
KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Planet — Climate Change

Memberships and Collaboration

Association	Membership
FSE Lifestyle Services Limited	
The Hong Kong Management Association	Charter Member
Agency for Volunteer Service	Corporate Member
Environmental Pioneers & Solutions Limited	
Business Environment Council	General Member
The Hong Kong Green Building Council	Institutional Member
Extensive Trading Company Limited	
The Hong Kong General Chamber of Commerce	Member
Hong Kong Construction Materials Association	General Member
Hong Kong Electrical Contractors' Association	Life Member
Hong Kong Plumbing and Sanitary Ware Trade Association	Member
The Hong Kong Air Conditioning and Refrigeration Association	Associate Member
The Hong Kong Federation of Electrical & Mechanical Contractors	Ordinary Member
FSE Engineering Group	
Hong Kong Institution of Human Resource Management	Member
The Hong Kong Occupational Safety and Health Association	Member
The Hong Kong Electrical & Mechanical Contractors' Association	Member
The Hong Kong Federation of Electrical & Mechanical Contractors	Ordinary Member
Hong Kong Alliance of Built Asset & Environment Information Management Associations	Member
Agency for Volunteer Service	Member
Far East Engineering (Hong Kong) Services Limited	
Hong Kong Electrical Contractors' Association	Life Member
The Hong Kong General Chamber of Commerce	Member
Commissioning Specialists Association	Associate Member
The Association of Registered Fire Service Installation Contractors of Hong Kong	Corporate Member
The Hong Kong Air Conditioning and Refrigeration Association	Associate Member
The Hong Kong Federation of Electrical & Mechanical Contractors	Ordinary Member

Memberships and Collaboration

Association	Membership
Far East Engineering (PRC) Limited	
Hong Kong Chamber of Commerce in China — Shanghai	Corporate Member
Shanghai Intelligent Building Construction Association	Member
Far East Technical Service (Macao) Limited	
Macao Chamber of Commerce	Life Member
FSE Environmental Laboratory Services Limited	
Hong Kong Association for Testing, Inspection and Certification	Member
General Security Group	
Chamber of Security Industry	Founding and Principal Member (Vice Chairman)
The Hong Kong Security Association	Member
Hong Kong Island Landscape Company Limited	
The Hong Kong General Chamber of Commerce	Member
International Reinsurance Management Ltd	
Hong Kong Confederation of Insurance Brokers	Member
Joneson Environmental Technologies Limited	
Hong Kong Association for Testing, Inspection and Certification	Ordinary Member
Hong Kong Plumbing and Sanitary Ware Trade Association	Member
The Hong Kong Air Conditioning and Refrigeration Association	Associate Member
Kiu Lok Service Management Company Limited	
The Hong Kong Association of Property Management	Member
The Federation of Hong Kong Property Management	Industry Member

Memberships and Collaboration

Association	Membership
Nova Insurance Consultants Limited	
Hong Kong General Chamber of Commerce	Member
Hong Kong Confederation of Insurance Brokers	Member
Hong Kong Academy of Finance	Individual Member
Chartered Insurance Institute of Hong Kong — Personal Finance Society (PFS) Associate Firm	Member
Macao Chamber of Commerce	Member
Chartered Insurance Institute	Individual Member — FCII Individual Member — ACII
Hong Kong Institute of Human Resources Management	Member Individual Member — Associate Individual Member — Professional
The Australian and New Zealand Institute of Insurance and Finance	Individual Member — Senior Associate Individual Member — Fellow
The Association of Accounting Technicians	Individual Member
The Association of Chartered Certified Accountants	Individual Member
The Hong Kong Chartered Governance Institute	Individual Member
Urban Group	
Green Council Sustainable Procurement Charter	Established Member
Hong Kong Quality Assurance Agency	HKQAA Hong Kong Registration (Recycling Services Companion)
HKCSS Caring Company Patron's Club	Coral Member
The Hong Kong Security Association	Member
Hong Kong Institute of Human Resource Management	Corporate Member
Hong Kong Management Association	Chartered Member
Employers' Federation of Hong Kong	Member
The Hong Kong Association of Property Management	Council Member
Hong Kong Institute of Facility Management	Corporate Member

Appendix

Awards and Recognitions

Campaign name	Award Name	Organiser
Corporate Branding and Management		
Good Employer Charter 2024	Signatory (Three Consecutive Terms)	Labour Department
38th ARC Awards International Competition	1. Printing & Production category: Service Provision Company (Bronze) 2. Interior Design category: Service Provision Company (Honor)	MerComm, Inc.
Hong Kong Business National Business Awards 2024	Excellence Award — Conglomerates	Hong Kong Business Magazine
HKET Excellence Awards 2024	Excellence in Quality Integrated Services	Hong Kong Economic Times
HKIRA 10th Investor Relations Awards 2024	1. Best ESG (Social) Award 2. Best Annual Report Award	Hong Kong Investor Relations Association
Hong Kong Green Organization Certificates	1. Energywi\$e Certificate — Excellent Level 2. Wastewi\$e Certificate — Excellent Level	Environmental Campaign Committee
UNSDG Achievement Awards Hong Kong 2024	1. Sustainable Organisation — Merit 2. Project Award	Green Council
Outstanding ESG Enterprises Recognition Scheme 2024	1. Prestigious ESG Accomplishment of the Year 2. Outstanding ESG Environmental Performance Awards 3. Outstanding ESG Social Performance Awards 4. Outstanding ESG Corporate Governance Performance Awards 5. ESG Commendation Certification	Sing Tao News Corporation and The Hong Kong Polytechnic University
Hong Kong Institute of Financial Analysts and Professional Commentators Limited 23rd Anniversary and Outstanding Listed Companies Award 2024	Outstanding Listed Companies Award	Hong Kong Institute of Financial Analysts and Professional Commentators Limited and HOYTV

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Awards and Recognitions

Campaign name	Award Name	Organiser
2024 Cyber Security Staff Awareness Recognition Scheme	Gold Certificate	Hong Kong Internet Registration Corporation Limited and ISACA China Hong Kong Chapter
ListCo Excellence Awards 2024	ListCo Excellence Awards	AM730 and Ifeng
Listed Company Awards of Excellence 2024	Listed Company Awards of Excellence	Hong Kong Economic Journal
KPMG China's second ESG 50 list	2024 Outstanding Social Pioneers Award	KPMG China
Hong Kong Business High Flyers Awards 2025	Hong Kong Business High Flyers Awards 2025	Hong Kong Business Magazine
Sing Tao Service Awards 2024	Innovative Services Conglomerate	Sing Tao Daily
ESG Green Development & Carbon Neutrality Awards 2024	Outstanding Sustainable Enterprise Award	AM730
Hong Kong Green and Sustainability Contribution Awards Ceremony 2025	Mentor Pioneer Award for ESG Connect	Hong Kong Quality Assurance Agency
ESG Award 2025	- ESG Excellence Award - Elite of Sustainability Performance Award	Ming Pao

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Awards and Recognitions

Campaign name	Award Name	Organiser
Property & Facility Management Services		
The 19th Occupational Health Award (2023–24)	1. Joyful @ Healthy Workplace Best Practices Award — Excellence Award (Enterprise/Organisation Category) 2. Joyful @ Healthy Workplace Best Practices Award — Merit Award (Branch/SME Category) 3. Joyful @ Healthy Workplace Best Practices Award — Certificate of Participation (Enterprise/Organisation Category) 4. Joyful @ Healthy Workplace Best Practices Award — Certificate of Participation (Branch/SME Category)	Occupational Safety and Health Council Labour Department Department of Health Pneumoconiosis Compensation Fund Board Occupational Deafness Compensation Board
BOCHK Corporate Low-Carbon Environmental Leadership Awards 2023	1. Eco Challenger 2. 5 Years+ EcoPioneer Logo 3. 3 Years+ EcoPioneer Logo 4. Eco Partner Logo	Federation of Hong Kong Industries Bank of China (Hong Kong)
Green Mid-Autumn Festival 2024	1. Certificate of Sponsorship 2. Partnership Award	Food Grace
New Territories North Region Best Security Services Awards 2023	1. Five-Star Managed Property 2. Best Security Personnel (Silver)	Hong Kong Police Force — Crime Prevention Bureau Hong Kong Police Force — Regional Crime Prevention Office, New Territories North
Industry Cares Recognition Scheme 2024	10+ Year Caring Certificate (Enterprise Group)	Federation of Hong Kong Industries
IAQ Certification Scheme	Certificate of Excellent Class — IAQ Certification Scheme	Environmental Protection Department
K11 Masterpiece — Get Fund Scheme (Long Term)	Certificate of Appreciation	The Conservancy Association

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Awards and Recognitions

Campaign name	Award Name	Organiser
Kowloon West Best Security Services Awards 2023	1. Honorable Managed Property Award (K11 Masterpiece) — Certificate of Appreciation 2. Outstanding Managed Public Carpark Award (K11 Masterpiece) — Certificate of Appreciation	Hong Kong Police Force
Good MPF Employer Award 2023–24	1. Good MPF Employer Award 2. e-Contribution Award 3. MPF Support Award	Mandatory Provident Fund Schemes Authority
Quality Property and Facility Management Award 2024 (QPFMA)	1. Grand Award 2. Excellence Award 3. Merit Award	The Hong Kong Association of Property Management Companies The Hong Kong Institute of Surveyors Property and Facility Management Division
Partner Employer Award 2024	Outstanding Partner Employer Award	Hong Kong General Chamber of Small and Medium Business
HKFYG Heart to Heart Project Appreciation 2005–2025	Heart to Heart Company Appreciation Certificate	The Hong Kong Federation of Youth Groups
23rd Hong Kong Occupational Safety and Health Award	1. Rookie Safety Performance Award Outstanding Award in the All Industries Category 2. Rookie Safety Performance Award Outstanding Award in the Small and Medium Enterprises Category	Occupational Safety & Health Council
Excellence in Facility Management Award (EFMA) 2023/24	1. Grand Award 2. Excellence Award 3. Merit Award	The Hong Kong Institute of Facility Management
Support for Carers Project	Certificate of Participation	Social Welfare Department

Awards and Recognitions

Campaign name	Award Name	Organiser
Scheme of Participation by Property Management Agents in Tackling Dripping Air-conditioners	Certificate of Appreciation	Food and Environmental and Hygiene Department
Summer Saver Rebate Programme	Top Saving in 2024 — Silver	CLP Power
Waste Reduction Programme	Food Wise Charter	Environmental Protection Department
Social Capital Builder Awards 2024–2026	Social Capital Builder Awards 2024–2026	Home and Youth Affairs Bureau The Community Investment and Inclusion Fund
Hong Kong Volunteer Award 2024	- Corporate Award (Volunteer Hours) — Top 10 Highest Volunteer Hour Award (Less than 100 full-time employees) - Corporate Award (Volunteer Hours) — Bronze Award - Corporate Award (Volunteer Hours) — Certificate of Appreciation	Home and Youth Affairs Bureau The Agency for Volunteer Service
Hong Kong Volunteer Award 2024	- Caring Estate - Individual Award (Volunteer Hours) — Bronze Award - Long Service Award — 25 years - Long Service Award — 20 years - JC VOLUNTEER TOGETHER Evergreen Volunteer Award (Volunteer Hours) — Certificate of Appreciation - JC VOLUNTEER TOGETHER Rising Star Volunteer Award (Volunteer Hours) — Certificate of Appreciation	Home and Youth Affairs Bureau The Agency for Volunteer Service

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Awards and Recognitions

Campaign name	Award Name	Organiser
2023 Hong Kong Awards for Environmental Excellence	1. Participation Certificates — Residential Category 2. Commercial & Industrial Category	Environmental Campaign Committee
Hong Kong Island Best Security Services Awards 2023–2024	1. Outstanding Security Services — Residential Property 2. The Best Security Personnel 3. Outstanding Security Personnel	Regional Crime Prevention Office, Hong Kong Island
LST Smoking Cessation Program in Workplace	2024 Sports-friendly Company	The Lok Sin Tong Benevolent Society Kowloon
Happiness-At-Work Promotional Scheme	1. Happy Company Label 10+ 2. Happy Company Label 5+	Promoting Happiness Index Foundation The Chinese Manufacturers' Association of Hong Kong
Source Separation of Commercial and Industrial Waste 2023/24	Certificate of Merit	Environmental Protection Department
Source Separation of Domestic Waste 2023/24	Certificate of Merit	Environmental Protection Department
Universal Design Award Scheme 2024/25	Universal Accessibility Pledge	Equal Opportunities Commission
Industry Cares Recognition Scheme	Caring Certificate	Federation of Hong Kong Industries
Good Employer Charter 2024	Signatory	Labour Department
Hong Kong Volunteer Award 2024	Corporate — Certificate of Appreciation	Agency For Volunteer Service

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Awards and Recognitions

Campaign name	Award Name	Organiser
2023 Security Services Best Training Award	1. Gold Award 2. Silver Award 3. Bronze Award 4. Merit Award	The Security Services Training Board of Vocational Training Council Hong Kong Police Force The Security and Guarding Services Industry Authority
2024–25 Natural Christmas Trees Recycling Programme	Certificate of Appreciation	Environmental Protection Department
Corporate Excellence Awards 2024	Healthy Corporate Award Scheme — Bronze Award	Methodist Centre
Peach Blossom Trees Recycling Programme	1. Certificate of Appreciation (2024) 2. Certificate of Appreciation (2025)	Environmental Protection Department
The Care for The Elderly Charity Ticket Campaign 2024	1. Gold award for sale of charity raffle tickets (Corporates) 2. Certificate of Appreciation	Hong Kong Young Women's Christian Association
ERB Annual Award Presentation Ceremony 2024–2025	Outstanding Employer Award	Employees Retraining Board
Computer & Communication Products Recycling Programme	Certificate of Appreciation	Environmental Protection Department
Good Employee Recognition Campaign 2025	Certificate of Appreciation	Labour Department

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Awards and Recognitions

Campaign name	Award Name	Organiser
The 17th Hong Kong Outstanding OSH Employees Award	Merit Award (Enterprise — Management)	Occupational Safety and Health Council Labour Department Legislative Council members (Functional Constituency — Labour) Employee representatives of the Labour Advisory Board
“Mediate First” Pledge	Star Logo Award	Department of Justice
SafeCity Ambassadors Ceremony 2025	SafeCity Ambassadors	Hong Kong Police Force
Corporate Brand Awards of Excellence 2025	Excellence in Property and Facility Management	Hong Kong Economic Journal
Hong Kong Green Day 2025	Certificate of Appreciation — Media Sponsor	Green Council
Hong Kong Green Organisation Certification (HKGOC)	Wastewiſe Certificate of the Hong Kong Green Organisation Good Level	Environmental Campaign Committee
“Love. Smoke-Free” X World No Tobacco Day 2025	Certificate of Appreciation	The Kowloon Lok Sin Tong Benevolent Society
Energy Saving Charter & 4T Charter	Certificate of Appreciation	Environment and Ecology Bureau Electrical and Mechanical Services Department
Elderly Care Award Scheme 2024–25	3-star certificate	Social Welfare Department

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Awards and Recognitions

Campaign name	Award Name	Organiser
Kowloon West Best Security Services Awards 2024	- Honorable Managed Property - Five-star Managed Property - Four-star Managed Property - Star Managed Property Award - Outstanding Managed Property - Outstanding Managed Public Carpark - Best Security Personnel	Kowloon West Regional Crime Prevention Office The Hong Kong Association of Property Management Companies The Security and Guarding Services Industry Authority
ERB Manpower Developer (MD) Award Scheme	Super MDs	Employees Retraining Board
H-Care Health-Friendly Scheme	Certificate of Appreciation	Chinese YMCA of Hong Kong
Support for Carers Project	Certificate of Participation	Social Welfare Department
Quality Water Supply Scheme for Buildings — Flushing Water	- Quality Water Supply Scheme for Buildings — Flushing Water (Gold) — Convention Plaza — Shopping Arcade - Quality Water Supply Scheme for Buildings — Flushing Water (Gold) — Convention Plaza — Office Tower	Water Supplies Department

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Awards and Recognitions

Campaign name	Award Name	Organiser
City Essential Services		
BOCHK Corporate Environmental Leadership Award 2023	1. Eco Partner 2. 5 Years+ Eco Pioneer	Federation of Hong Kong Industries
Green Mid-Autumn Festival Campaign	Gift Wise Charter Certificate of Appreciation	Food Grace
Energy Saving Charter 2024	Signatory	Electrical and Mechanical Services Department
Good Employer Charter 2024	Signatory	Labour Department
MD Grand Prize Award 2022–24	Certificate of Appreciation	Employees Retraining Board
Supportive Family-friendly Good Employer	Certificate of Appreciation	Labour Department
Partner Employer Award 2024	15 Years+ Outstanding Employer	The Hong Kong General Chamber of Small and Medium Business
The 19th Occupational Health Award (2023–24)	Joyful @ Healthy Workplace Best Practices Award — Certificate of Participation (Enterprise/Organisation Category)	Occupational Safety and Health Council Labour Department Department of Health Pneumoconiosis Compensation Fund Board Occupational Deafness Compensation Board
BOCHK Corporate Low-Carbon Environmental Leadership Awards 2023	1. 3 Years+ EcoPioneer Logo 2. Eco Partner Logo	Federation of Hong Kong Industries Bank of China (Hong Kong)
NT North Best Security Services Awards 2023	Best Security Award	Regional Crime Prevention Office, NT North, Hong Kong Police

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Awards and Recognitions

Campaign name	Award Name	Organiser
Kowloon West Best Security Services Awards 2024	Best Security Award	Regional Crime Prevention Office, Kowloon West, Hong Kong Police
Good Employer Charter 2024	Signatory (Three Consecutive Terms)	Labour Department
Good MPF Employer Award 2023–24	1. Good MPF Employer 10 Years 2. 2023–24 Best All-round MPF Employer 3. e-Contribution Award 4. MPF Support Award	Mandatory Provident Fund Schemes Authority
Hong Kong Awards for Environmental Excellence	Certificate of Appreciation	Hong Kong Awards for Environmental Excellence
YWCA Ming Yue Volunteer Certificate of Appreciation 2024–2025	Certificate of Appreciation	YWCA Ming Yue District Elderly Community Centre
Hong Kong Volunteer Award 2024	1. Corporate — Top 10 Highest Volunteer Hour Award 2. Corporate — Certificate of Appreciation (500–1,999 service hours)	Agency for Volunteer Service
Support for Carers Project	Certificate of Participation	Social Welfare Department
Kowloon West Best Security Services Awards 2023	Best Security Award	Regional Crime Prevention Office, Kowloon West, Hong Kong Police
Best HR Awards 2024	Best Reward & Recognition Strategy Award — Grand Award	Ctgoodjobs (A member of HKET Holdings)
Yuen Long Regional Security Guard Incentive Scheme 2024	1. Outstanding Property Management Personnel 2. Outstanding Security Personnel	District Fight Crime Committee (Yuen Long District)
Partner Employer Award 2024	Outstanding Partner Employer Award	Hong Kong General Chamber of Small and Medium Business
Waste Reduction Programme	Food Wise Charter	Environmental Protection Department

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Awards and Recognitions

Campaign name	Award Name	Organiser
Happiness-At-Work Promotional Scheme	1. Happy Company Label (2024) 2. Happy Company Label 10 Years+ (2025)	Promoting Happiness Index Foundation
The ESG Pledge	The ESG Pledge	The Chinese Manufacturers Association of Hong Kong
HKIHRM HR Excellence Awards 2024/25	Good Practice award in the Employee Happiness category	HKIHRM
Wastewi\$e Certificate of the Hong Kong Green Organisation Certification (Good Level)	Certificate of Appreciation	Hong Kong Productivity Council
ERB Annual Award Presentation Ceremony 2024–2025	Outstanding Employer Award	Employees Retraining Board
2024 Country Awards for Excellence	Best Broker Award for Hong Kong	InsuranceAsia News
LST Smoking Cessation Program in Workplace	Smoke-Free Leading Company Awards	The Kowloon Lok Sin Tong Benevolent Society
H-Care Health Friendly Scheme	Certificate of Appreciation	Chinese YMCA of Hong Kong
“Mediate First” Pledge	Star Logo Award	Department of Justice
2024 Hong Kong Passenger Services “Safety First, Quality Always” Award Scheme	Excellence Staff (Contractor) – Silver Award	MTR
Customer Service Excellence Programme	1. Excellence Awards 2. Corporate Excellence Awards	Hong Kong International Airport
2024–2025 Best Security Guard Award	Best Security Guard Winners	Chamber of Security Industry

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Awards and Recognitions

Campaign name	Award Name	Organiser
E&M Services		
Good Employer Charter 2024	Signatory (Three Consecutive Terms)	Labour Department
Good MPF Employer Award 2023–24	1. Good MPF Employer 10 Years 2. Best All-round MPF Employer	Mandatory Provident Fund Schemes Authority
Hong Kong Volunteer Award 2024	Certificate of Appreciation	Agency for Volunteer Service
Construction Workers Carnival 2024	Certificate of Appreciation	Construction Industry Council
Partner Employer Award 2024	Outstanding Partner Employer Award	The Hong Kong General Chamber of Small and Medium Business
Happiness-At-Work Promotional Scheme	Happy Company Label	Promoting Happiness Index Foundation
Age Friendly Workplace	Elite Award	The Hong Kong Institute of Human Resource Management



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