

# Corporate Social Responsibility

We are committed to making a positive impact on society by giving back to the community and promoting sustainable practices. Caring for the community, supporting sustainability, protecting the environment, and promoting staff wellness are essential components of our corporate social responsibility (CSR) initiatives.

## Driving positive changes

As a regulator in an international financial centre, we are firmly dedicated to acting as a socially responsible organisation and incorporating CSR principles into our daily operational decisions and practices.

The CSR Committee plans and coordinates our CSR efforts. It is chaired by the Chief Financial Officer and Senior Director of Corporate Affairs, and its members include representatives from units across the organisation. It reports directly to the SFC’s Executive Committee.

The committee is responsible for:

- ◆ formulating and developing our CSR vision, principles, framework and policies;

- ◆ organising and promoting CSR activities; and
- ◆ setting objectives, targets, and key performance indicators to measure the effectiveness of our CSR efforts.

Three working groups are established under the CSR Committee — the Commission Volunteers Group, Green Working Group and Wellness Group. Each group is charged with planning and implementing initiatives under specific themes.

We share our CSR goals, principles and activities on our corporate website and intranet, and send out regular event recaps, upcoming events and quarterly e-newsletters to update staff about our CSR activities. Our CSR intranet serves as a one-stop platform for enhanced communications, letting participants share first-hand accounts of our CSR activities and feedback.

Our CSR efforts have been recognised by the Hong Kong Council of Social Service, which has named us a “Caring Organisation” since 2006.

## CSR working groups and themes





### Fostering a greener marketplace

Being a regulator of Hong Kong's financial markets, we adopt measures to enhance industry-wide operational efficiency and promote eco-friendly practices. Our initiatives not only contribute to conserving energy but also aim to improve the overall sustainability of the industry.

The industry can electronically sign and submit licensing applications and other documents and communicate more efficiently with us through our fully digitalised licensing platform WINGS<sup>1</sup> 2.0, together with a companion mobile application WINGS Mobile. During the year, about 186,000 applications and regulatory filings were electronically signed and submitted via WINGS. About \$55 million were paid to the SFC electronically. It is estimated that over 1,140,000 sheets of paper, equivalent to about 114 trees, have been saved since the launch of WINGS 2.0, as we no longer accept licensing applications in paper form.

### Empowering community through volunteering

Through volunteering and engagement opportunities, our staff make a positive change in the community. We offer volunteering leave to encourage staff participation in community service. This year, 212 SFC staff including their friends and family members spent a total of 863 hours volunteering on society inclusion, elderly caring, animal protection and environmental conservation.

Our staff also support community services through donations and participation in fundraising events. We raised a total of \$90,209 this year through various large-scale community events, such as Pedal Power 10 (see sidebar on page 131) and four Community Chest events: Green Low Carbon Day, Dress Casual Day, Love Teeth Day and Skip Lunch Day.

Donating used items to charities helps people in need and minimises waste in landfills. This year, we donated 480 rapid antigen test kits to the Hong Kong Sports Association for Physically Disabled and 25 printers to the needy through the Caritas Computer Workshop. Also, eight cartons of toys, clothing and books were collected for the Salvation Army Recycling Programme. To promote a culture of sharing and resource circulation, we encouraged staff to join events organised by Swire Properties including the Mooncake Sharing Programme and Red Packet Recycling Programme.

### Contributions

	2023/24	2022/23	2021/22
Number of staff participating in volunteering activities	212	99	39
Total volunteering hours	863	409	120
Funds raised for community causes	\$90,209	\$80,156	\$86,922
Corporate sponsorships for community causes <sup>^</sup>	\$5,000	\$24,185	\$2,000

<sup>^</sup> Including donations in lieu of corporate gifts made in the names of guest speakers invited to our in-house training seminars.

<sup>1</sup> Web-based INTeGrated Service.

During the year, we collaborated with the Fu Hong Society and the Hong Kong Society for Rehabilitation to sell groceries and items made by their members at our in-house Christmas Giving Fair. In the same event, we also invited Coffee Bunnies, a social enterprise under The Neighbourhood Advice-Action Council that provides opportunities for youth employment amid the pandemic, to provide brewed beverages to participants. Additional funds were also raised from the sale of items handmade by our staff.

To foster a culture of harmony between people and animals, we collaborated with Time Auction and Rise Wise to organise a therapy dog experiential day for children with special educational needs (SEN). A total of 19 colleagues joined this event, which raised awareness towards these children and leveraged therapy dogs to serve the community.

Additionally, we partnered with ImpactHK to organise a Kindness Walk where staff volunteers and their family members served food and necessities to the homeless in Tung Chau Street Park. This activity gave us an opportunity to understand the issue of homelessness and the importance of taking action to serve the community. In a food sorting activity jointly organised with Feeding Hong Kong, our staff volunteers and their family members helped sort food at the Yau Tong warehouse, raising their awareness towards food waste and its connection to hunger.

## Protecting our environment

### Going green in workplace

We are dedicated to minimising our impact on the environment and promoting sustainability<sup>2</sup>. An internal protocol, *A Guide to Working "Green" at the SFC*, sets out guidance for staff to protect the environment at the workplace.

Energy-conserving features in our office include motion and daylight sensor lighting, and LED light fittings. The office layout was designed to allow more natural light. Recycling bins collecting a range of materials are conveniently located across the office and the number of individual waste bins in office has been reduced to encourage less waste.

To reduce our paper consumption, we make our internal procedures electronic and share meeting materials on tablets and paperless diaries. We explain to staff the environmental impact of colour printing and remind them to consider the environment before printing. Printers are set by default to print greyscale and double-sided to encourage eco-friendly printing. Our annual reports are only published online as a digital version.



Engaging with SEN children and therapy dogs



Sorting food for charity deliveries

<sup>2</sup> See Sustainability on pages 115-124.

## Full resumption and beyond under One SFC family

With normalcy fully resumed after the pandemic, we stepped up to organise meaningful events for staff and the community throughout the year, with a total of 48 events held and staff participation surpassing 2,000. Volunteering work participation has increased significantly to 212 staff who volunteered and about 863 hours, up 86% from the pre-pandemic period, and over \$90,000 in staff donations were made to community.

At the same time, we have further built rapport across the organisation under our core value of "One SFC" through a variety of engaging recreational activities. While resuming popular major events and interest classes, we organised a series of new thematic activities to elevate staff's experience. For the first time, we launched the Summer Chill series including the first-ever SFC TGIF happy hours in-house event, which featured our staff's engrossing music performance. More

than 120 participants enjoyed mingling in a fun and relaxing atmosphere with food and drinks after work. In addition to the popular movie night, we offered a brand new wine tasting experience and the Ping Pong Jam sessions in the series.

Furthermore, the highly anticipated Christmas Dinner in our Winter Fest Series returned with an impressive turnout of 800 colleagues or 82% of all staff. A new "SFC Festive CNY" series featuring engaging activities was organised during the Chinese New Year.

To provide a positive workplace that embraces the power of leisure, we resumed our sports activities during the year which promote staff morale and team bonding. These included the Stanley International Dragon Boat Championships, Basketball Supervisory Cup, Corporate Challenge in The Standard Chartered Marathon and football tournament. Our excellent teamwork powered us to the best results in sporting events over the years.



Our football team wins the first BNP Paribas Football Bowl



Christmas dinner



Dragon boat race

## Our volunteering events

Month	Activity	Purpose	Outcome
August 2022– August 2023	Phone call support to the elderly with Neighbourhood Advice-Action Council	To provide emotional support to the elderly	14 staff volunteers were paired with elderly individuals and checked in on them over the phone at least twice a month
April 2023	Rapid antigen test kit donation to Hong Kong Sports Association for the Physically Disabled	To help ensure the safety and health of athletes and staff in sports events	Donated 480 sets of rapid antigen test kits
April 2023	Trail and beach clean-up at Lap Sap Wan	To raise awareness towards the marine refuse problem	24 staff volunteers and their family members participated in the activity
June 2023	Soap art recycling workshop with Soap Cycling	To improve the personal hygiene and promote a greener lifestyle	50 staff volunteers made colourful soap bars for underprivileged groups
July 2023	Printer donation to Caritas Computer Workshop	To give away items to those in need and reduce electronic waste in landfills	Donated 25 printers
August 2023	Kindness Walk with ImpactHK	To understand the issue of homelessness by interacting with the homeless and understand the challenges they face	16 staff volunteers and their family members distributed necessities to the homeless in Tung Chau Street Park
October 2023	Food sorting with Feeding Hong Kong	To raise awareness towards food waste and its connection to hunger	30 staff volunteers and their family members sorted food in the warehouse of Feeding Hong Kong for charity deliveries
November 2023	Mental health and wellness therapy dog experiential day with SEN children	To know more about SEN children and leveraging therapy dogs	19 staff volunteers engaged with SEN children and therapy dogs through games
December 2023	Christmas giving fair	To raise funds and spread Christmas joy to the underprivileged	Four staff volunteers prepared muffins, mocktails and handicrafts for the charity sale
February 2024	Embracing and caring for abandoned dogs in animal shelter	To better understand the issue of abandoned animals' welfare	21 staff volunteers visited an animal shelter, the House of Joy and Mercy, and donated food and necessities to the charity
March 2024	Hike and clean-up activity	To help rid trails of waste and promote the practice of leaving no trace	24 staff volunteers participated in the trail clean-up

## Corporate Social Responsibility



Planting trees at habitat restoration programme



Beach cleanup

Other green practices adopted in our workplace include:

- ◆ switching to LED light stripes in all the floor corridors;
- ◆ installing water flow restrictor to reduce water usage;
- ◆ switching to bamboo paper towels in all pantries;
- ◆ sharing sustainable habits both in the workplace and daily lives;
- ◆ sharing recycling tips and information with staff;
- ◆ recycling coffee grounds;
- ◆ reusing stationery by providing stationery refills; and
- ◆ automatically turning off desktop computers every weekend.

The SFC was the first cohort of companies to participate in the Green Performance Pledge<sup>3</sup> conducted by Swire Properties. Our improvements in energy savings, water efficiency and waste diversion rate led us to achieve the highest Platinum rating during the year.

### Eco-friendly activities

During the year, we held a number of outdoor activities for staff and their family members to raise environmental awareness and promote a low-carbon, sustainable lifestyle. A total of 24 staff members, along with their friends and families, joined the beach clean-up at Lap Sap Wan, which helped promote environmental protection, particularly reduction of marine refuse. We partnered with the Kadoorie Farm and Botanic Garden to organise a habitat restoration programme where 14 staff volunteers planted native tree species on the hillside of Tai Mo Shan. Participants not only contributed to environmental sustainability but also gained a better understanding of nature

preservation. To promote organic and green living, we organised an eco tour at Go Green Organic Farm for 33 participants, including staff members and their families, to experience a farm visit and take part in hands-on activities such as planting seeds, touring the organic farm, and creating DIY sand paintings.

We also launched the “20-Day Go Green Team Challenge” to encourage staff to embrace green living and improve their health and well-being. 14 staff members successfully completed the challenge by adopting various green habits for 14 and 20 days, such as having a no-meat day, shopping from sustainable shops and joining the vegan day.

Various green workshops, including those on soap art recycling and T-shirt bag upcycling, were available for staff to utilise recyclable and eco-friendly materials, giving new life to unwanted items. Additionally, we encouraged staff to support the events organised by Swire Properties on recycling electrical equipment and clothing. To raise awareness of global warming and wise use of air conditioning, we supported Green Sense’s No Air Con Night, which called on households to switch off their air conditioning for 12 hours.

On an ongoing basis, we support the global warming prevention and environmental conservation causes of the World Wide Fund for Nature.

- ◆ No Shark Fins Policy: We have in place an organisation-wide policy pledging not to serve shark fins at any SFC event.
- ◆ Earth Hour 2024: Taking part in this annual energy conservation event for over 20 years, we encouraged staff to switch off lights for one hour and made a pledge as a corporate supporter.

<sup>3</sup> An action-oriented programme that provides tools and support for office tenants to reduce consumption of energy, water and waste.

### Pedalling for charity

In April 2023, 23 participants including staff and their family members participated in Pedal Power 10, a charity cycling event to raise money for less advantaged youth, schools, and communities to join Outward Bound training courses. These trainings help teenagers gain confidence, build resilience and acquire leadership skills.

All participants successfully completed the ride from Tai Mei Tuk to Science Park either along a 16.6 km regular route or a 31.6 km elite route on a Saturday

morning with perfect weather. Two colleagues took prizes home, with one coming second on the elite route and another coming third on the regular route.

Held since 2011, Pedal Power was not only a fun and rewarding activity for all involved but also a meaningful way to give back to the community. By raising money for Outward Bound training courses, we help empower the development of youth and promote a more inclusive and resilient society.



### Consumption and recycling

	2023/24	2022/23	2021/22
<b>Consumption</b>			
Paper (pieces/head)	4,419	5,429	5,421
Electricity (kWh)	3,231,983	2,924,902	3,322,576
<b>Recycling</b>			
Paper (kg)	20,679	25,095	19,669
Toner and printer ink cartridges	563	637	715

# Corporate Social Responsibility

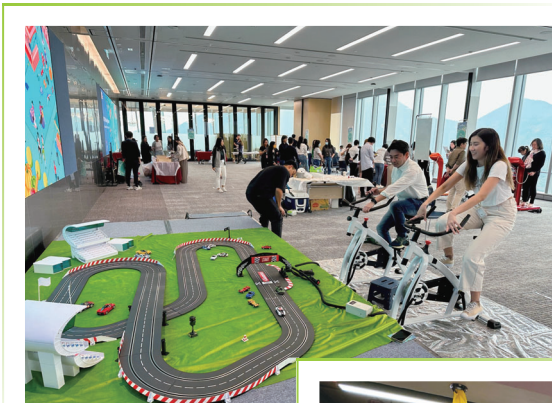
## Enhancing wellness

We strive to provide a healthy and safe working environment which emphasises employee wellbeing. Our holistic wellbeing framework covering physical, mental, social and family wellbeing sets the foundation for the activities we provided to staff throughout the year:

- ◆ Workshops on recognising and maintaining mental wellbeing for individuals and people managers to support mental health at work
- ◆ Workshops on managing emotions in the workplace facilitated collaboration and overall wellbeing
- ◆ Webinars on emotional care for parents and the elderly helped enhance healthy family relationships
- ◆ A month-long Step Challenge initiative promoted the benefits of physical exercise
- ◆ The SFC Wellbeing Bazaar showcased how the use of artificial intelligence and innovative technology can help us with our mental and physical wellness

- ◆ Various fitness classes helped enhance staff's cardiovascular strength, physical flexibility and coordination as well as stretching
- ◆ Workshops on sound therapy, tea appreciation and chocolate tasting and a massage week helped improve staff wellbeing

As a founding member of the City Mental Health Alliance Hong Kong (CMHA HK), we actively take part in its initiatives. During the year, in addition to participating in the Thriving at Work assessment to take stock of our progress in the journey to promote workplace mental health, we joined its mental health in the workplace surveys to help better address and support mental health and wellbeing in the business community. We promoted free webinars and articles offered by CMHA HK and Mind Hong Kong to provide staff with more resources for maintaining physical and mental health. We also organised a talk with Family Development Foundation on achieving a balance between work and family life. To support both the World Mental Health Day and World Suicide Prevention Day, we promoted a self-care challenge to all staff and shared useful links and information on the importance of looking after yourself, family and friends.



The SFC Wellbeing Bazaar



Fitness class



Tufting workshop



## CSR Activity Calendar

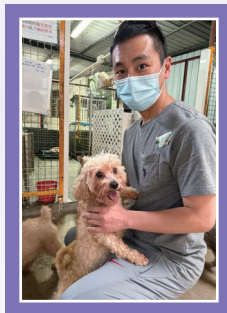


### July – September 2023

- ◆ Kindness walk with ImpactHK
- ◆ Printer donation to Caritas Computer Workshop
- ◆ Lunch and learn: Recycle of household and office waste
- ◆ Lunch and learn: Relationship between climate change and meat consumption
- ◆ "20-Day Go Green" team challenge
- ◆ DIY eco-friendly lantern workshop
- ◆ World Suicide Prevention Day – "WE CARE" Challenge
- ◆ BarreKore classes
- ◆ Stretching classes for upper and lower back

### January – March 2024

- ◆ Embracing and caring abandoned dogs in animal shelter
- ◆ Community Chest Skip Lunch Day
- ◆ Hike and trail clean-up
- ◆ Lunch and learn: Green living
- ◆ Red packet recycling
- ◆ Earth Hour 2024
- ◆ Massage week
- ◆ Sound therapy workshop
- ◆ Detox diet week challenge and healthy fruit day



### April – June 2023

- ◆ Pedal Power 10
- ◆ Phone call support to elderly^
- ◆ Blood donation day
- ◆ Surgical masks and rapid antigen test kit donation
- ◆ Community Chest Green Low Carbon Day
- ◆ Trail and beach clean-up at Lap Sap Wan
- ◆ Soap art recycling workshop
- ◆ **DIY T-shirt bag upcycling workshop**
- ◆ Share your green tips challenge
- ◆ Healthy diet week
- ◆ Fitness classes
- ◆ Chocolate tasting workshop



### October – December 2023

- ◆ Food sorting and repacking with Feeding Hong Kong
- ◆ Therapy dog experiential day with SEN children
- ◆ Community Chest Dress Casual Day
- ◆ Community Chest Love Teeth Day
- ◆ Christmas giving fair
- ◆ Tree planting in Kadoorie Farm and Botanic Garden's habitat restoration programme
- ◆ **Organic farm tour**
- ◆ No Air Con Night
- ◆ World Mental Health Day – Pamper yourself challenge
- ◆ Mental health weekly articles sharing



^ August 2023–August 2024.