



## ESG Highlights 2022



Talent  
Co-Ownership



Transforming  
Business



Technology  
for Good

Lead as an Innovative  
**ESG Enabler**

# OUR ESG STRATEGY

At HKBN, we believe all the Purpose in the world means nothing without action. Mindful of this, we make huge efforts in ensuring that Purpose and doing ESG right are not just hollow goals, but deeply embedded across our entire operation.

## ESG Enabler

Knowing that our progress in ESG is limited by a finite number of Talents and resources, we're fully embracing our role as an ESG enabler – a strategy focussed on empowering the ESG of our enterprise and residential customers, as well as other key groups like NGOs and social enterprises in our communities, our suppliers & value chain partners, and more.

## Lead as an Innovative ESG Enabler



### Talent Co-Ownership

1. Talent interest alignment
2. Talent-obsessed engagement and development
3. Diversity and inclusion



### Technology for Good

4. Market-ready ESG solutions
5. Digital inclusion for our communities



### Transforming Business

6. Climate action
7. Impactful customer experiences
8. Data privacy and security
9. Reliable and responsible services
10. Win-win-win partnership and value chain



## ESG Governance

### ESG Governance

- Established board-level ESG Committee to steer and monitor HKBN's overall ESG strategies, policies and performance
- Chaired by Independent Non-executive Director with three other Directors as members

### Board Diversity

- Committed to increasing Board female representation to over 30% by FY25. Currently, our Board representation consists of 2 female directors out of 9
- Diverse business experience encompassing telecommunications, banking, accounting & finance, legal, and risk management

## Our 10 Priorities



## FY25 Targets

|  |  |
|--|--|
| Talent interest alignment                | Achieve at least 88% cumulative success rate in ESG-related special incentive programmes                       |
| Talent-obsessed engagement & development | Reach an overall engagement score of 70% favourability in our Talent Engagement Survey                         |
| Diversity & inclusion                    | Enhance female representation in technical roles to 18% or above   |
| Market-ready ESG solutions               | Launch new ESG-themed solutions every year   |
| Digital inclusion for our communities    | Conduct social impact assessments for all digital inclusion community initiatives                              |
| Climate action                           | Set science-based emissions reduction targets  |
| Impactful customer experiences           | Futureproof HKBN's customer services by launching new customer experience initiatives every year               |
| Data privacy & security                  | Achieve less than 2% phishing assessment average failure rate among Talents                                    |
| Reliable and responsible services        | Reduce affected customer hours from residential network service disruptions by 14% (relative to FY22 baseline) |
| Win-win-win partnership & value chain    | Improve at least 20 SME suppliers' ESG assessment scores   |

## Talent Co-Ownership

### Talent interest alignment

#### FY22 progress:

We are exploring more ESG-related special incentive programmes that encourage Talents to pursue breakthrough business proposals.

### Talent-obsessed engagement & development

#### FY22 progress:

How we enable LIFE-work priority and Talent health and wellness:

### Diversity & inclusion

#### FY22 progress:



26%

managerial-level Talents are female



12.5%

of female representation in technical roles

- Shortened **7-hour work-day**, **17-day public holiday** entitlements, and **monthly half-day off Friday**
- **ISO 45001-certified** occupational health and safety system
- Provided "**Traditional Chinese Doctor Mobile Clinic**" and stress level wellness at our offices

## Technology for Good

### Market-ready ESG solutions

#### FY22 progress:

- Commenced research on **new ESG-themed solutions**
- Launched Secured Business Broadband Bundle with Cisco **to strengthen customer cybersecurity**
- **IoT & robotic solutions** for retail & F&B customers during the pandemic

- **Talent engagement survey**
- 4 engagement sessions with our **Executive Vice-chairman**
- 14 focus group sessions with our **Management Committee**

How we enhance Talent engagement and communication:

How we develop Talents at different levels:

- **1-HKBN Academy** provides structured training programmes, e-learning and best practices
- **Be a Pioneer** programme cultivates Talents into management roles
- **Be a People's Leader** programme equips supervisory Talents with leadership skills
- Average **17 hours of training** for each Talent

## Digital inclusion for our communities

### FY22 progress:

- **Commenced research** to measure digital inclusion initiative effectiveness
- Empowered 31 social profit organisations on IT management skills and cybersecurity by providing **free IT consultations and workshops**
- Launched **Cyber Wellness In The Dark for youths** with Dialogue in the Dark Foundation
- Workshops to **help seniors stay connected digitally**
- **464 hours volunteered** for community good

# Transforming Business

## Climate action

FY22 progress:

- Started **ISO 14001 certification** process for our Enterprise Solutions and JOS operations
- **“Something from Nothing” project** total accumulated savings at 8,728,522 kWh electricity and HK\$3.4 million\* in electric utility cost since 2016

\* After sharing a fraction of our energy cost savings as payment to our financier.

## Reliable and responsible services

FY22 progress:



**100% Core Network availability** and **>99.99% Access Network availability** for customers



Pre-emptively completed

**582 on-site maintenance visits** to enhance resilience against possible failure

Fibre network reached over

**2.5 million** homes  and

**8,000** commercial buildings and facilities  in Hong Kong

## Impactful customer experiences

### FY22 progress:

- Customer self-service tools reduced monthly maintenance orders by **38%**
- Over **88%** average answer rate across all our customer service channels
- Over **48,950 hours** of products, sales, marketing and quality improvement trainings provided to our Talents
- Received **5,836** complimentary notes in FY22

## Win-win-win partnership & value chain

### FY22 progress:

- Added **ESG scoring criteria** to our Vendor Maintenance Portal
- Performed gap analysis for improvement of **sustainable procurement standards**
- **94% of suppliers sourced locally** within our operating locations

## Data privacy & security

### FY22 progress:

- **2.2% phishing assessment** average failure rate among Talents (vs a benchmark of **5.8%** in organisations with **1,000+** employees)



ISO  
27001

certification for HKBNES and HKBN JOS data centres and Security Operation Centre



0

data breaches in FY22

# About HKBN

With a vision to “Make our Home a Better Place to Live”, HKBN is a leading integrated telecom and technology solutions provider that offers a comprehensive range of premier end-to-end ICT services to both the enterprise and residential markets.

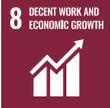
## HKBN Annual Report 2022

The ESG section of our Annual Report 2022 provides further information on our ESG approach, policies, initiatives and performance in the 2022 financial year. Our Annual Report 2022 is available at [www.hkbn.net/en](http://www.hkbn.net/en).

## Awards and Recognition

|   |  |
|---|--|
| <p>MSCI ESG Rating 2021 – AA rating*</p> <p>MSCI ESG RATINGS</p>  <p>CCC B BB BBB A AA AAA</p> | <p>Hang Seng Corporate Sustainability Index Series Member – AA rating for the past THREE consecutive years</p>  <p>Hang Seng Corporate Sustainability Index Series Member 2022-2023</p> |
|---|--|

## HKBN's ESG Mapped to SDGs\*\*

| Talent Co-Ownership   | Technology for Good   | Transforming Business   |
|---|---|---|
| <p>3 GOOD HEALTH AND WELL-BEING</p>  <p>4 QUALITY EDUCATION</p>     | <p>4 QUALITY EDUCATION</p>  <p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>  | <p>11 SUSTAINABLE CITIES AND COMMUNITIES</p>  <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>  |
| <p>5 GENDER EQUALITY</p>  <p>8 DECENT WORK AND ECONOMIC GROWTH</p>  | <p>10 REDUCED INEQUALITIES</p>   | <p>13 CLIMATE ACTION</p>   |
| <p>10 REDUCED INEQUALITIES</p>   |   |   |

\* [https://reg.hkbn.net/WwwCMS/upload/pdf/en/2021\\_mscidisclaimer.pdf](https://reg.hkbn.net/WwwCMS/upload/pdf/en/2021_mscidisclaimer.pdf)

\*\* SDGs refer to the sustainable development goals of the United Nations

