



SUNeVision Holdings Ltd.

新意網集團有限公司

*(Incorporated in the Cayman Islands with limited liability)*

Stock Code : 1686



2022/23

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT ○

The technology arm of Sun Hung Kai Properties Limited

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## OUR BUSINESS



SUNeVision Holdings Ltd. (“SUNeVision” or the “Company”) and its subsidiaries (collectively referred to the “Group” in this report), the technology arm of Sun Hung Kai Properties Limited, is the largest data centre provider in Hong Kong. We offer carrier and cloud-neutral data centre services with Asia’s number one connectivity. Our data centre ecosystem connects providers of telecommunications, cloud, ISP, CDN, and OTT all over the globe with enterprises across different fields.

Our interconnected data centre ecosystem, MEGA Campus, comprises MEGA-i and high-tier data centres, including MEGA Gateway, MEGA Fanling, MEGA Two and MEGA Plus. MEGA Campus offers direct connections to multi-cloud platforms and exchanges with high connectivity that can cater for customers with different needs.

SUNeVision owns three major member companies, including iAdvantage Limited (“iAdvantage”), SUNeVision Super e-Technology Services Limited (“Super e-Technology”) and SUNeVision Super e-Network Limited (“Super e-Network”). iAdvantage focuses on data centre service, Super e-Technology specialises in satellite distribution networks, and Super e-Network pioneers in intelligent-building networks.

SUNeVision is honoured to be a constituent member of the Hang Seng Corporate Sustainability Benchmark Index.

For more information, please visit [www.sunevision.com](http://www.sunevision.com).

# OUR REPORTING APPROACH

## OBJECTIVES

SUNeVision undertakes our responsibility as a corporate citizen to serve the community and promote sustainability. This Environmental, Social and Governance Report (“ESG Report”) outlines our commitment, approach and achievements in creating value for the environment, our people, our customers, our supply chain and the community. We welcome any feedback and comments from stakeholders on our ESG Report and other sustainability-related matters to advance towards a more sustainable future. Please contact us at [ESG@sunevision.com](mailto:ESG@sunevision.com).

## SCOPE

This ESG Report covers our performance and material issues from 1 July 2022 to 30 June 2023, as well as our ongoing initiatives to enhance our ESG performance. The report details our core technology asset, iAdvantage and its data centre facilities, including MEGA-i, MEGA Gateway, MEGA Plus, MEGA Two, MEGA Fanling, JUMBO and ONE, and our first subsea cable landing station, HKIS-1, as well as the Group’s other subsidiaries, Super e-Technology and Super e-Network. MEGA IDC and HKIS-2 are under construction and thus not covered in this report.

## STANDARDS

This ESG Report has been prepared in accordance with the “comply or explain” provision of the Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited, and with reference to the United Nations Sustainable Development Goals (“UNSDGs”). SUNeVision supports the UNSDGs and has identified specific goals synergistic with our operations and sustainability strategies.

## PRINCIPLES

During the preparation process, the Group adheres to the fundamental reporting principles outlined in the ESG Reporting Guide.



### Materiality

We performed a materiality review based on a peer review and stakeholder engagement process that determined the material ESG aspects to SUNeVision and guided the focus of this report.



### Quantitative

The report discloses environmental and social key performance indicators (KPI) and provides measurable data over time.



### Balance

The Board has reviewed the report and confirmed that the ESG Report has not omitted any information related to material ESG topics. This report has been prepared without bias.



### Consistency

SUNeVision adopted a consistent data treatment approach to allow a fair comparison of our performance over time.

# OUR APPROACH TO SUSTAINABILITY

## ESG GOVERNANCE

SUNeVision believes that sustainability is key to successful business. To fulfill stakeholders' expectations, we have established a sound governance framework to effectively consolidate ESG strategies into our daily operations. Our ESG governance structure comprises two main components: the Board of Directors (the "Board") and an ESG working group, which is composed of the senior management and representatives from different departments, including the Internal Audit Department, Human Resources and Administration Department, Technology Department, Business Development and Sales & Marketing Department, and Facility Management Department.

The Board bears the ultimate responsibility in ESG governance and sets forth the overall ESG managerial approach, strategy and priorities. Furthermore, the Board is obligated to evaluate and determine ESG-related risks and ensure effective ESG risk management and internal control systems are in place. Risk mitigation performance is periodically reviewed. Disclosures in this ESG Report are approved by the Board upon review by the Corporate Governance Committee.

With powers delegated by the Board, the ESG working group implements the Board's ESG strategies and policies across departments of the Group. The ESG working group also supervises the collection of ESG data, carries materiality assessments, and prepares this ESG Report.

## RISK MANAGEMENT

The Board is responsible for maintaining sound and effective systems of risk management and internal control, which include financial, operational and compliance monitoring, to safeguard the Group's assets and Shareholders' interests, as well as for reviewing the effectiveness of such systems. The responsibilities of the Board include but not limited to:

- Ensuring the integrity of the Group's accounting and financial reporting system;
- Reviewing and monitoring the Group's risk management and internal control systems;
- Reviewing the Group's corporate governance and compliance policies and practices;
- Reviewing the Group's strategy and approach to ESG issues to ensure effective ESG risk management.

In addition, the Internal Audit Department of the Group performs annual audits and independent reviews of the Group's operations, risk management and internal control systems. Deficiencies in the design and implementation of such systems are identified, and recommendations are proposed for improvement.

## OUR APPROACH TO SUSTAINABILITY

### Risk Management Policy

The Group's Enterprise Risk Management framework is adopted with reference to the COSO framework, with a "Top-down" approach to oversee risks. Besides the Board, the Audit Committee, the Risk Management Taskforce (the "RMTF"), and senior management also exert significant oversight in reviewing risks. Our Risk Management Policy outlines the procedure to identify, assess, mitigate, report and monitor key business risks across all business units.

The review is conducted at least once a year on a regular basis, the RMTF identifies and evaluates the risks that would adversely affect the achievement of the Group's objectives, and reports its findings to the Advisory Committee. Impact and vulnerability assessments are performed and corresponding mitigation plans will be formulated accordingly.

For more details on the composition and responsibilities of various committees of the Board, our risk management and internal controls, as well as the principal risks and uncertainties identified in relation to our key areas of operations, please refer to the Corporate Governance Report and the Report of the Directors in SUNeVision's Annual Report.

### STAKEHOLDER ENGAGEMENT

Regular communication with stakeholders is crucial for corporate development. We value the feedback and opinions of stakeholders, including customers, employees, suppliers, shareholders, regulators, and the community. Through stakeholder engagement, we can improve our sustainability performance, striving for excellence on one hand while building a strong and trusting relationship with stakeholders on the other. We engage our internal and external stakeholders through a variety of communication channels, including but not limited to Annual General Meetings, Annual and Interim Reports, ESG Reports, company website and social media platforms, shareholders meetings, company activities, customer satisfaction surveys, staff satisfaction surveys, community services and business meetings.

### MATERIALITY ANALYSIS

The Group reviews the materiality of ESG-related topics on an annual basis. This year, the Group continued to review the list of ESG topics based on a peer benchmarking exercise and internal evaluation to identify and prioritise topics that are material and relevant to the development of the industry and the Group. The findings were then reviewed and approved by the Board.

In this reporting year, a total of thirteen material topics were identified. Considering the potential impact that these issues may have on our business operations, we have formulated appropriate measures and policies to address these issues. For details of the policies and the relevance of the topics to our operations, please refer to the corresponding chapters of this report.

# OUR APPROACH TO SUSTAINABILITY

## List of Material Topics

### Governance

- Data privacy and security
- Ethical business conduct and anti-corruption
- Risk management



### Environment

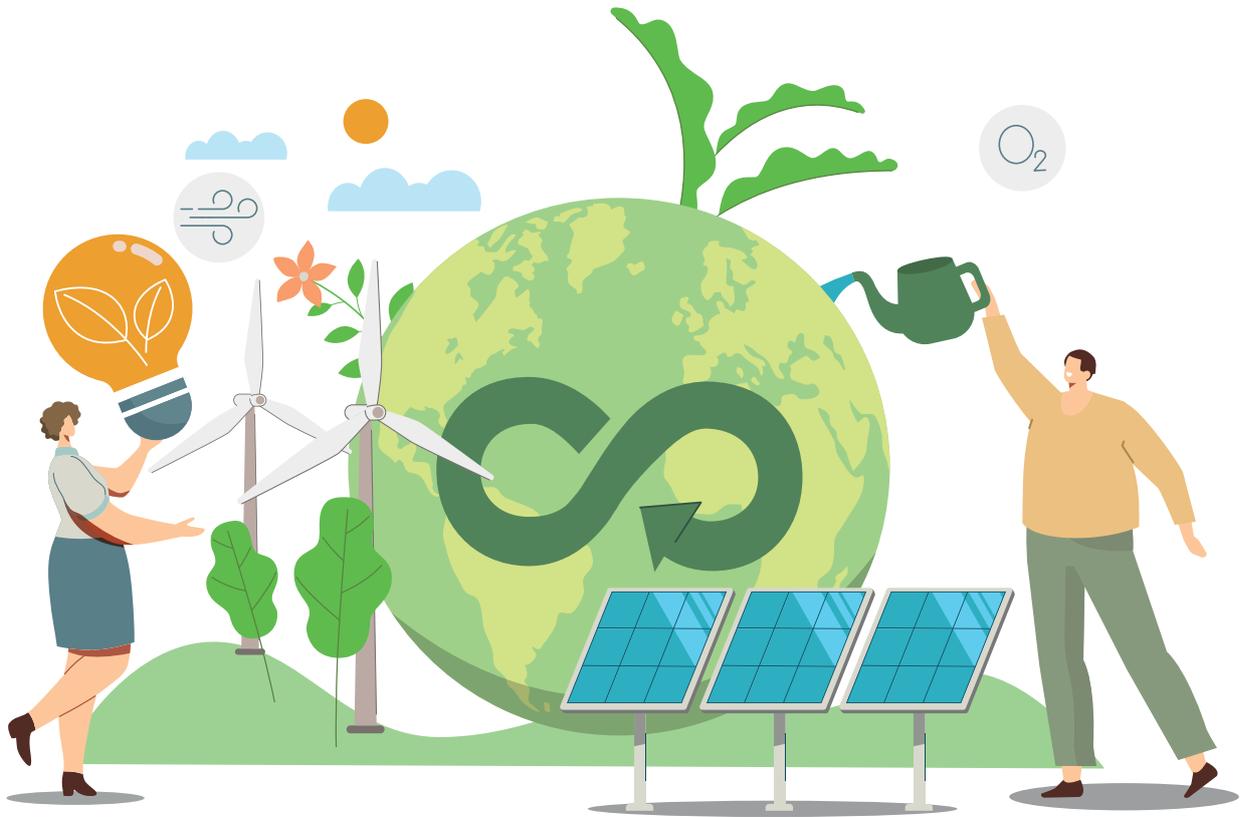
- Energy management and carbon emission
- Climate mitigation and resilience
- Waste management
- Water management

### Social

- Occupational health and safety
- Training and education
- Employee benefits, well-being and retention
- Diversity and equal opportunity
- Customer experience and complaint handling
- Community investment



# ENVIRONMENTAL PROTECTION



## ENVIRONMENTAL POLICY

- Committed to protecting the environment
- To achieve sustainable environmental business for the Group and its customers



## ENERGY MANAGEMENT

- High-efficiency water cooling system
- LED light tubes



## GREEN FINANCE

- First sustainability-linked loan (SLL)



## GREEN BUILDING

- LEED & BEAM Plus certified
- Solar panel installation in MEGA Plus



## WATER MANAGEMENT

- Water Leak Detection System
- Automatic faucets installation
- Rain collector for water cooling
- Water-efficient cooling systems



## WASTE MANAGEMENT

- Hazardous waste collected by licensed vendors for proper treatment
- Paperless working approach



## CARBON EMISSION

- 2050 carbon neutral target
- Purchase of International Renewable Energy Certificates ("IRECs")
- Climate-friendly refrigerant alternatives

## ENVIRONMENTAL PROTECTION

### STRATEGIES AND MANAGEMENT



SUNeVision’s pursuit of long-term business continuity and sustainable development is propelled by responsible business strategies and environmental management. We are committed to improving our environmental performance in our data centres while also implementing sustainable design elements into new developments.

We believe operations that are well-managed and optimised are essential to long-term development. Therefore, we continuously strive to embed good environmental practices and ensure our operations are managed in accordance with existing local environmental laws and regulations, such as the Noise Control Ordinance (Cap. 400), Water Pollution Control Ordinance (Cap. 358), and Waste Disposal Ordinance (Cap. 354).

Our support to the Hong Kong SAR Government’s environmental commitments, such as achieving carbon neutrality by 2050 extends beyond compliance with the laws, as we also place emphasis on specific environmental material issues, and endeavour to reduce our energy use, carbon emissions, waste and water consumption. As part of our sustainability strategy, we have aligned our sustainability disclosure with applicable UNSDGs including SDGs 6, 7, 12, 13, 14 and 15.

As the Group’s operations do not require the use of packaging material, nor do they generate any significant emissions of air pollutants, disclosures on these aspects are not applicable.

### Environmental Commitment

During the reporting year, the Group has set a target to achieve carbon neutrality by 2050, aligning with the carbon neutrality goal of the Hong Kong SAR Government. To manage our environmental issues effectively, we have established a Sustainability Strategy and have an environmental policy in place outlining our commitment to achieve sustainability and minimise the adverse impact of our activities on the environment. We are dedicated to reducing potential environmental impacts, promoting energy efficiency, conserving natural resources, reducing waste, and raising staff environmental consciousness through education programmes. To ensure the effectiveness of our policy, our Chief Executive Officer of the Group oversees the Policy’s implementation and performs periodic reviews.



We have established targets for the Group’s chillers to achieve an overall Coefficient of Performance (“COP”) of 5 or above, resulting in reduction in carbon intensity for cooling. We also target to achieve a COP of over 6 and 3 for all new purchases of water-cooled chillers and air-cooled chillers respectively. Furthermore, we aim to reduce the designed Power Usage Effectiveness (PUE) by 3% by 2025 compared to 2022 levels. These goals and aspirations demonstrate our unwavering commitment to improving our environmental performance.

## ENVIRONMENTAL PROTECTION

To ensure our goals are achieved, we will continue to monitor our performance and review the progress made against our targets with the following procedures:

- i) The Facility Management Department will perform a quarterly review of the overall COP; and
- ii) The Procurement Team will be the gatekeeper to ensure the chillers purchased by the Group meet the prescribed target.

This year, due to the continuous efforts of the Group, all the newly purchased water-cooled and air-cooled chillers in our data centres met our target of COP 6 and 3, respectively. In addition, the average COP of chillers in MEGA Plus and MEGA Gateway already exceeded 5, which reached our target.

## GREEN FINANCE

### Sustainability-Linked Loan

SUNeVision has secured its first sustainability-linked loan (SLL) facility totalling HK\$3 billion in the reporting year. It is a 35-month term SLL that comprises 2 facilities: HK\$2 billion term loan and a HK\$1 billion revolving credit facility. The Group will be eligible to receive interest rate savings upon realising pre-determined performance targets related to our material ESG issues.

The SLL has been developed with reference to the framework of the internationally recognised Sustainability Linked Loan Principles developed by the Loan Market Association, the Asia Pacific Loan Market Association and the Loan Syndications and Trading Association.

The loan proceeds are to be used for general corporate funding purposes, including driving the long-term sustainability performance of the Company. The sustainability performance targets include improvements in power usage effectiveness (PUE) and the overall coefficient of performance (COP), along with the fulfilment of green building certifications. The Group has been making great progress in meeting the targets. For further details, please refer to the sections on Environmental Commitment and Awards and Accreditation.

SUNeVision is the first in the Hong Kong data centre sector to secure an SLL. It solidifies our commitment to sustainable development while pursuing long-term growth and demonstrates how the industry can utilise green finance to enhance energy efficiency and reduce the carbon emissions of its operations.



# ENVIRONMENTAL PROTECTION

## ACHIEVING BETTER ENERGY PERFORMANCE AND REDUCING CARBON EMISSIONS



Given the inherent nature of data centres, SUNeVision recognises its responsibility as an energy-intensive company, and we are thereby committed to identifying solutions to mitigate climate change. We believe that decarbonisation within the building and exploring alternative energy sources are significant strategies for lowering our GHG emissions and reducing reliance on fossil-based energy sources. Therefore, we put extra attention to articulating the enhancement of energy efficiency to offset the growth in demand.

Our data centre designs embody a range of green designs and solutions in different aspects:

Measure(s) implemented	
 <b>Cooling</b>	<ul style="list-style-type: none"> <li>The installation of a high-efficiency water-cooling system in MEGA Gateway and MEGA Plus to reduce energy use for cooling</li> <li>The designated use of non-chlorofluorocarbon (“non-CFC”) based refrigerants at our newly constructed data centre to reduce direct GHG emissions</li> <li>The adoption of the Water Leak Detection System to detect water leakage such that our Computer Room Air Conditioning (“CRAC”) can operate at its optimal energy efficiency</li> <li>Automatic Temperature Control (ATC) system is used at MEGA Gateway to maximise the energy efficiency. i.e. auto-setting in switching off the air con during night time in those area without operation need</li> <li>Different size of air-cooled chiller is used at MEGA Gateway for various loading demand in order to save energy</li> <li>Time schedule and temperature control of FCUs/VRVs are used at MEGA Gateway to save energy</li> </ul>
 <b>Lighting</b>	<ul style="list-style-type: none"> <li>The use of LED lightbulbs in our data centres MEGA Plus, MEGA-i, MEGA Two, MEGA Fanling, MEGA Gateway and our cable landing station HKIS-1 to reduce energy consumption</li> <li>Occupancy sensors are installed in MEGA Gateway and our office to control the use of lights in order to save energy</li> </ul>

## ENVIRONMENTAL PROTECTION



### Energy use and supply

- Lithium-ion batteries are used for the uninterruptible power supply system (“UPS”) in MEGA Gateway, which has a long-life characteristic
- The use of electrical and mechanical systems such as UPS to reduce energy loss
- Purchase of IRECs to further lower our carbon footprint
- Installation of solar panels at MEGA Plus contributes to the generation of renewable energy
- Employees are encouraged to switch off idle electrical appliances to minimise non-essential energy consumption



### Building design and control

- Planting of grass on the walls and roof at MEGA Plus to reduce heat from sunlight
- Installation of Building Management System (BMS) at our data centres to ensure the equipment operates in an efficient manner
- Application of iCool, a cooling paint for the Generator containers at the roof areas at MEGA Two and MEGA Fanling
- All interior paints and coatings, interior adhesives and sealants, flooring, composite wood, ceilings, walls, thermal and acoustic insulation and furniture used comply with relevant VOC emissions and VOC content standards

## CLEAN TECHNOLOGY

The Group recognises the significant role of green technology in achieving carbon neutrality by 2050. Therefore, we will continuously explore opportunities in various clean technology investments, particularly in electric vehicles and renewable energy.

To promote the use of electric vehicles and support the Hong Kong Roadmap on Popularisation of Electric Vehicles, we have provided private vehicle parking spaces equipped with EV charging stations in MEGA Gateway. We target to expand the provision of EV-related facilities in our new data centres, including the upcoming MEGA IDC.

We also maximise our use of renewable energy by installing solar panels at MEGA Plus for renewable energy generation and completing our first purchase of international renewable energy certificates (IRECs) this year to offset the carbon emissions from our general buildings’ electricity usage.



THE INTERNATIONAL  
REC STANDARD

International renewable energy  
certificates (IRECs)

## ENVIRONMENTAL PROTECTION

### OUR CERTIFICATION AND AWARDS

Environmental sustainability is ingrained in every aspect of our operation. SUNeVision has set its sights on continually improving the environmental performance from data centre design to environmental management. To support environmentally friendly operations, The Environmental Management System (EMS) established in the office and at MEGA-i, MEGA Plus and MEGA Two are accredited with ISO14001:2015 certification and we plan to expand the attainment of certification to our new data centres, including MEGA Gateway in FY2023/24.



Throughout the year, we have continued to improve our data centres' sustainable management. Besides our BEAM Plus-certified MEGA Campus, and both LEED and BEAM Plus-certified MEGA Plus, we have also extended our efforts to other data centres. This year, we are pleased to have MEGA Gateway awarded with the Gold Precertification for LEED Building Design and Construction: Core and Shell Development.



### UNSDG Achievements Awards Hong Kong 2023 – Recognised Organisation

We are pleased to be entitled as Recognised Organisation in the UNSDG Achievement Awards Hong Kong 2023 organised by the Green Council. The recognition affirms SUNeVision's integration of United Nations Sustainable Development Goals (UNSDGs) as framework on daily business operations and organisational culture to achieve sustainability and benefit the community.

The award underscores our commitment to excelling green business practices in all aspects from data centre infrastructure, development to operations in line with the UNSDGs, with a multi-faceted approach towards green IT.

## ENVIRONMENTAL PROTECTION

### MANAGING WASTE AND CONSERVING RESOURCES



#### Waste Management



Our waste management is underpinned by our Environmental Policy, which incorporates the 4R principle, namely Reduce, Reuse, Recycle and Replace. We also echo the government’s vision as suggested by the Waste Blueprint for Hong Kong 2035, in which one of the main focuses is waste reduction.

#### Waste Reduction and Recycling

To promote recycling and facilitate waste sorting, we have set out three-colour waste separation bins at MEGA-i, MEGA Two, MEGA Plus, MEGA Gateway and ONE. We have also contacted authorised vendors to recycle paper collected in ONE. To reduce waste at the source, we have been encouraging a paperless working approach in all data centres and office areas, such as implementing e-leave systems and purchase request system, which enable us to minimise a significant amount of paper consumption. While paper consumption is inevitable, we procure paper products from sustainably managed forests alongside recycled and controlled sources. Apart from paper, we target to increase the recycling rate of electronic waste and other materials including retired computers and electronic equipment in the office by donating them and extending the life cycle of equipment.

#### Waste Disposal

Where waste generation is unavoidable, we ensure that all hazardous and non-hazardous waste are properly processed in accordance with local laws and regulations. Hazardous waste generated from our operations, including fluorescent light tubes and valve-regulated lead-acid (“VRLA”) batteries from the UPS, are collected and undergo appropriate treatment by licensed vendors. We strive to manage waste not just within our operation, but our care also extends to our contractors. Construction waste generated by our contractors are properly disposed at designated facilities.

In the future, we will continue to monitor our waste generation periodically. We also target to further promote waste recycling and continue identifying possible opportunities to further reduce waste generation.

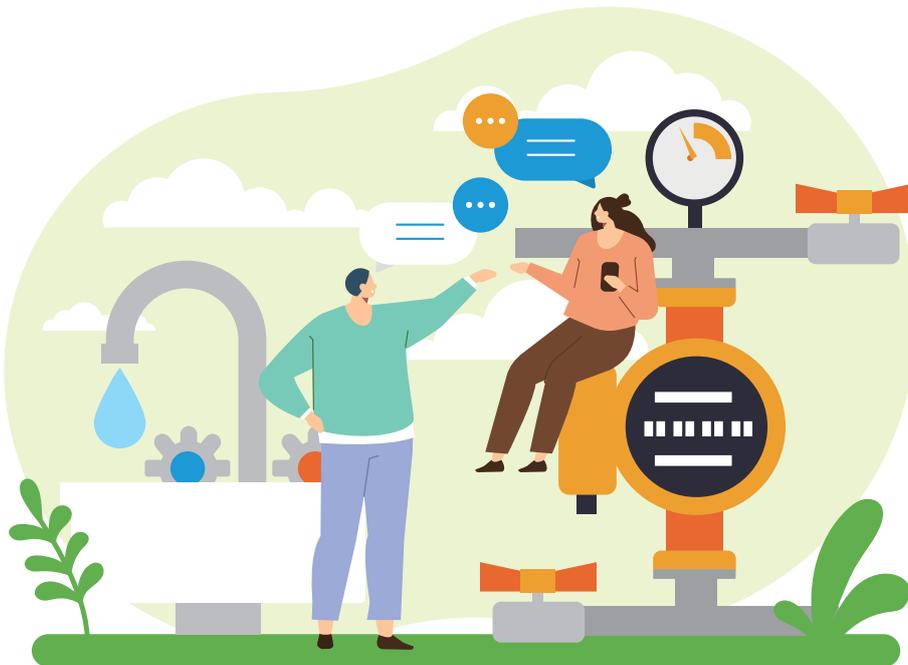
## ENVIRONMENTAL PROTECTION

### Water Management

The use of cooling water is prevalent and indispensable to our operation of data centres, and our water is provided by the Water Supplies Department. Despite the Group does not encounter any problems in sourcing water for our daily operations, we are committed to making every effort to promote better water usage. As stipulated in our Environmental Policy, we strive to conserve water by implementing a range of water-related initiatives. For instance:

- i) The Water Leak Detection System was adopted to identify any water leakages from taps, pipes and valves in time. All detection signals are sent to the BMS for alarm monitoring to identify any water leakages
- ii) Automatic faucets are installed at MEGA Plus
- iii) Chemical dosing treatment is conducted before releasing used water from cooling towers into the drainage
- iv) The rainwater collected by the rainwater harvesting system will be used in water-cooled chillers
- v) Implement water-efficient cooling systems
- vi) A pressured compensation dripping system for irrigation of the green wall at MEGA Gateway has been installed to reduce water use

As the Group plans to expand its business, more water-cooled chillers will be installed in data centres. In face of an increasing trend in its absolute amount of water consumption, the Group will continue to identify possible solutions, for instance, for instance, water recycling programmes, and more frequent inspections of water leakage, to minimise its water consumption intensity.



# ENVIRONMENTAL PROTECTION

## ADOPTING MITIGATION AND RESILIENCE MEASURES TO ALLEVIATE CLIMATE RISKS



### Climate Risk Management

Climate change imposes both physical and transitional risks for our business. Especially for data centres, a stable temperature is essential to maintain equipment operation. Extreme weather, such as hurricanes, flooding and extreme heat, could have a negative impact on our operations. In addition, in light of stricter government restrictions and regulations, more pressure has been placed on energy-intensive business, and a transition to low-carbon facilities will be the new norm for the development of data centres. Despite the challenges ahead, the Group is continuously identifying solutions to adapt and mitigate climate change.

The Group has identified the following climate-related risks and corresponding mitigation measures:

#### Climate risks identified

 <p>Operation impact from hurricanes and flooding</p>	 <p>Responding to low carbon emission due to government policy and regulation</p>	 <p>Responding to extreme heat</p>
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#### Climate risk mitigation measures

 <p>Flood gate installed</p>  <p>Emergency response plan</p>	 <p>Solar panel pilot project in MEGA Plus</p>  <p>Increase Lithium battery usage</p>  <p>Purchase International Renewable Energy Certificates (IRECs)</p>  <p>Green building design</p>	 <p>Facility equipment withstanding temp &gt;40°C during operation</p>  <p>Back up chillers with N+1 configuration</p>  <p>3+1 design of the chillers are implemented in MEGA Fanling</p>
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# GROW WITH OUR PEOPLE

## DIVERSITY, EQUITY AND INCLUSION

We embed diversity, equality and inclusion in our business. We promote equal access to opportunity for all our employees and create a diverse, harmonious environment in our workplace.

### Women in Management

SUNeVision has created an environment where women can play active roles at the Group's senior management level. 50% of our senior management positions are held by women. 2 female leaders are playing key roles in driving our sales and business development.



### Valuing Diversity and Inclusion

We are committed to promoting diversity, equality and inclusion in our daily work. Our strong belief in providing equal opportunities to employees, regardless of race, colour, religion, gender, national origin, marital status, age and disability, has been underpinned in our Recruitment Policy, Employment Policy and Code of Conduct. These policies assure a workplace that is free from sexual harassment, and that employees are treated with mutual respect.

We made significant efforts to diversify our technical operations team by providing more technical operations positions, which are traditionally dominated by male workers e.g. engineers and security positions, to be more available to female workers. We have made good progress, having 15% of female employees employed in technical operation positions and 45% of the general workforce as female.

We have conducted career talks to ethnic minority groups and extended our recruitment search overseas to complement and reinforce our belief in diversity.

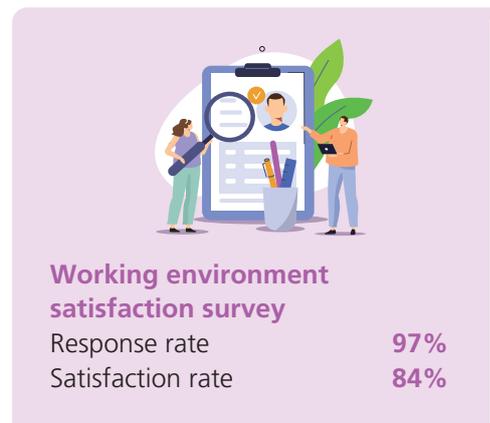
## EMPLOYEE ENGAGEMENT AND WELL-BEING

### Engage Our People

The culture of SUNeVision is inspired and guided by our defined Vision, Mission and Values (VMV). Our values, namely collaboration, ownership, courage and innovation, have drawn us together cohesively to build our success. Specific VMV trainings are provided to new joiners to help them embrace the same values.

We treasure the voice of our employees by providing different forms of two-way communication platforms such as staff intranet which covers 100% of employees, as well as annual staff satisfaction survey. Based on our recent working environment satisfaction survey, we have achieved a response rate of 97%. The satisfaction rate has increased from 78% in 2022 to 84% in 2023.

The clear guidelines laid down by our Grievance Policy and Whistle-blowing Policy ensure that the voices of our employees are being heard without any restrictions. Any cases received will be handled as a high priority by a dedicated team of senior management.



## GROW WITH OUR PEOPLE

### Whistle-blowing Policy

Our Whistle-blowing Policy is in place to encourage our staff and other relevant parties to report any malpractice, impropriety and fraud that comes to their attention. Staff may also choose to raise their concerns anonymously through email or directly report any suspected irregularities or concerns to immediate supervisors, department managers, Internal Audit and Human Resources Department or the senior management level if necessary. The investigation outcomes and recommendations will be reported timely to the Chief Executive Officer, the Vice Chairpersons and the Audit Committee, subject to the nature and complexity of the matter. All reported cases are handled promptly and confidentially to protect the relevant parties from retribution or reprisals.

### Grievance Policy

With our grievance policy, employees may file written grievances to their immediate supervisors. The situation may also be escalated to higher levels of management, such as the department head, the director of human resources and administration, or the CEO, if the immediate supervisor is involved in the case. To guarantee that the case will be handled promptly, responses to the grievances must be made within 14 working days and all grievances will be handled with confidentiality.

### Fun and Caring Environment

SUNeVision strives to create a fun and caring work environment by providing various non-monetary benefits for all our permanent and contract employees. Employees love our “casual wear everyday” policy, which allows flexibility and relaxation at work. To ensure our employees are connecting with each other socially, we mingle with our employees through regular activities, such as sports, festival celebrations, staff parties and dinners. We further introduced our monthly “Michelin” food party which has been very popular among our employees. All these activities help to create a harmonious team and fun working environment.



We care about our employees' health and well-being. In 2022, we enhanced our staff shuttle bus service to assist our shift duty employees commute to work more efficiently and comfortably. To allow our employees to celebrate their most meaningful life moments, we provide leave days and gifts to celebrate their birthdays, marriage and newborn children.



Various health talks and comprehensive health check-ups are arranged to raise employees' awareness of a healthy lifestyle. Other than providing medical and dental plans to our employees, we also extend the medical and dental coverage to employee's spouses and dependents. In 2023, we have further extended the annual health check-up programme by offering a price discount to family members of our employees.

To combat stress which may arise from personal or work circumstances, we have put in place an “Employee Assistance Program” (EAP) for both employees and their family members. The EAP offers professional, confidential, behavioural counselling to employees and their family members in order to address their personal issues, and foster a balance between work and personal life.



## GROW WITH OUR PEOPLE

### TALENT ACQUISITION AND DEVELOPMENT

#### Talent Acquisition

At SUNeVision, our people are our greatest asset. We place priority on hiring exceptional talent. We have employed extensive channels to recruit the best talents. Our participation in various Career Expos, institutional recruitment days, universities campus recruitment and recruitment days arranged by Government bodies enable us to reach the new generation of the highest potential youth, so that we can build our succession pipeline. An internal “Employee Referral Programme” is also implemented to help us recruit talents.

Leveraging the Group Management Trainee programme, the customised on-the-job training programme is offered to fresh graduates to develop a career in the fast-paced technology sector. The summer internship programme is also offered to undergraduates to enable them to have an early understanding of a potential career in our industry.

During the reporting year, we have partnered with the Vocational Training Council to develop a comprehensive apprentice programme, providing potential talents with on-the-job training and valuable practical experience to foster their professional development.

#### Talent Development

We respect individual employees’ need for specific career growth in their preferred areas of expertise and interest as well as their personal growth objectives. We provide clear career path of advancement, training and development opportunities for our talents to excel.

To develop a diverse team of professionals and keep our talents up-to-date with industry trends, we earmark a company-wide and structured training programme focusing on three major disciplines, namely leadership development, job skills development, and personal development. The trainings are delivered in various forms including online courses, seminars, webinars, workshops and others.

With support from our parent company, we provide trainings to all our permanent and contract employees. For instance, trainings on performance management, presentation skills and negotiations are provided to managerial staff, while trainings on data analytics, social media marketing and customer service are provided to office staff, and orientation training programmes are provided for new employees to familiarise themselves with our company. We also provide trainings for all staff on personal development like technology development, language skills and communication skills.

Focus Area	Training Topics
<b>Leadership Training</b>	<ul style="list-style-type: none"> <li>• Presentation skills</li> <li>• Performance management</li> <li>• Negotiation skills</li> </ul>
<b>Job Specific/Industry Related Training</b>	<ul style="list-style-type: none"> <li>• Analytic application</li> <li>• Social media marketing</li> <li>• E-commerce technology</li> <li>• Customer service</li> <li>• Anti-discrimination Ordinance</li> </ul>



## GROW WITH OUR PEOPLE

Apart from internal trainings, we also partner with external institutions to arrange trainings for our employees. For example, we work with the Hong Kong Independent Commission Against Corruption (ICAC) every year to arrange a training on anti-corruption and updated legislation for all permanent and contract staff. During the reporting year, we have also collaborated with the Hong Kong Institute of Engineers to establish a well-structured Scheme "A" engineering training scheme, which develops and nurtures graduates in achieving the goal of becoming an engineer with the full HKIE professional status.

In addition to the designated training programmes, we support employee's continuous learning for personal growth. Therefore, we provide training sponsorship to all employees, including contract employees and nominate potential employees to attend professional examinations and training courses that are related to or required for their job duties. Employees can apply for full reimbursement of course fees upon completion of the course. We offer educational sponsorship to full-time employees, so that they can pursue a degree programme or obtain certain professional qualifications, and fulfill their career aspirations. In order to support the continued education for our employees, examination leave is also offered upon requests.

## PERFORMANCE MANAGEMENT AND REWARDS

### Robust Performance Management Process

We strive for transparency in our performance management process. It is an important process which allows management to share the business objectives, provide ongoing feedback, recognise employees' contributions, and formulate individual development plans. To drive a high-performance culture, in addition to the formal annual performance review conducted for each individual, formal and informal coaching and feedback will be given to employees during the year.



### Equitable Merit-based Compensation

We maintain a compensation pay structure that is competitive with the market. We regularly benchmark our pay structure with market data, so as to ensure that our compensation is equitable and market competitive. Our employees are fairly rewarded based on their performance. The merit-based compensation includes salary, bonus and long-term incentives of stock options. Besides compensation, we provide various staff benefits such as enhanced pension scheme, medical plan, travel and shift allowance, overtime pay, full-paid sick leaves, marriage leaves, birthday leaves, maternity and paternity leaves on top of annual leaves to compensate employees as the total reward.

We also ensure strict compliance with relevant labour laws and regulations, such as the Employment Ordinance, Employee Compensation Ordinance, Personal Data (Privacy) Ordinance, Inland Revenue Ordinance, Mandatory Provident Fund Schemes Ordinance, Minimum Wage Ordinance and Prevention of Bribery Ordinance. Meanwhile, the Group's business is not exposed to the risk of engaging in child and forced labour. Disclosures on our policy and compliance with relevant laws and regulations on this topic are therefore not applicable.

## GROW WITH OUR PEOPLE

### HEALTH AND SAFETY

#### Occupational Health

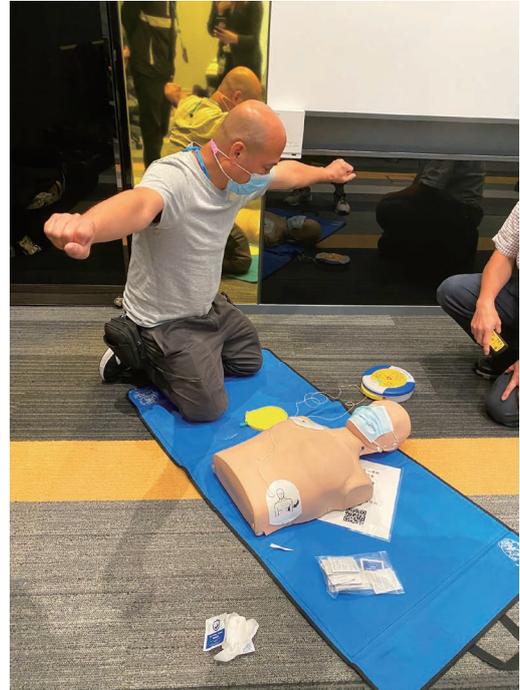
The health and safety of employees is of our utmost concern. In this regard, we always ensure full compliance with all regulatory requirements, including the Occupational Safety and Health Ordinance (Cap. 509) and the Guidance of Safety Management System (SMS) under the Labour Department of the HKSAR. Although our business operation is not typically associated with high health and safety risks, we established Corporate Health and Safety Policy last year and continue to demonstrate our commitment to promoting a safety culture by reviewing and updating the Corporate Health and Safety Policy during the reporting year.

To maintain the highest occupational safety and health standards across the Group, occupational health and safety measures are adopted and implemented. We strictly require all construction workers in our sites to be registered with the Construction Industry Council and receive the Construction Industry Safety training. We also require job-related staff to go through the Industrial Health and Safety Training and first aid courses. Specific health and safety training are provided to relevant staff to enhance safety awareness and knowledge such as safe working at height, first aid, AED, fire prevention, Mandatory Basic Safety Training and Permit to Work Training.

The Group's Site Health and Safety Committee regularly reviews our sites' health, safety performance and provides feedback from sites. Additionally, a Health and Safety Manager is designated to review and strengthen our Health and Safety controls to ensure the Company provides a safe working environment. We have also established a risk register log to identify and mitigate health and safety risks at work, and conduct regular safety inspections to identify potential risks and hazards in the workplace. General safety rules and the Safety Observation Form are created to be implemented on sites and to share EHS observations respectively. A permission-to-work system is developed for high-risk work areas such as confined spaces and hot work in data centres.

Attributed to our efforts to protect our employees' health and safety, the number of work-related fatalities remains zero in the past 3 recorded years, and lost workdays remain at a minimum level of 0.25% this year.

Since the outbreak of the COVID-19 pandemic, we have implemented a range of preventive measures including implementing Internal Prevention and Control for COVID-19 in all sites to provide a safe and hygienic working environment. Towards the end of the reporting year, the measures have been relaxed under the prevailing recovery environment, yet we will continue to closely observe the situation and adopt necessary responses.



**0%**  
work-related fatalities  
remains zero

# SUPPLY CHAIN MANAGEMENT



## STRATEGIES AND MANAGEMENT

To ensure a sustainable and ethical supply chain, our procurement process is guided by Procurement Policy and Procedure. The Procurement Team is in charge of the execution of the policies, decision-making related to procurement, vetting of qualified suppliers and contractors, and assuring all employees involved in purchases comply with the policies.

There were no concluded legal cases regarding corrupt practices in our Group during the reporting period while the Group has strict control and efforts in place to combat corruption.

## PROMOTING A RESPONSIBLE AND SUSTAINABLE SUPPLY CHAIN

Our dedication to good governance practices extends to our suppliers. We understand that engaging with our suppliers and contractors is essential as we work to reduce our social and environmental impact throughout our value chain. The 4R Principles, Reduce, Reuse, Recycle and Replace are incorporated into the contractor/supplier selection, procurement processes, and activities. We adhere to the followings during the procurement process:

- Engage environmental consultants to evaluate our construction plans and materials, ensuring specific certification and statutory requirements are met;
- Select electrical and mechanical system, facilities operation and management system such as building ventilation systems with desirable energy efficiency;
- Encourage the use of environmental-friendly materials in our operations;
- Procure electrical products containing minimal or no hazardous substances; and
- Avoid single-use disposable products, and prioritise the use of reusable, recyclable or highly durable products.

In order to minimise the environmental impact of our supply chain, we also promote the use of accredited environmentally preferable products and equipment of all types among our suppliers and contractors.

## SUPPLY CHAIN MANAGEMENT

Additionally, we are aware of environmental and social factors when making procurement decisions. To support local economic growth and to reduce carbon emissions from transportation along the supply chain, we prioritise our purchases from local suppliers. During the reporting year, over 88% of our suppliers were locally based.



## UPHOLDING HIGH QUALITY STANDARDS

Addressing the rising expectations of stakeholders regarding suppliers' ESG practices, we demand that all suppliers adhere to a consistent standard that goes beyond the requirements set forth by law. In addition to evaluating the calibre of services provided, we also consider the suppliers' commitment to social responsibility and its environmental performance. We have established protocols for soliciting tenders and performing reviews in order to better track the performance of our suppliers. In view of this, the Procurement Team and Project Managers will conduct a general review on the quality of products and services performance, including the environmental performance of all qualified suppliers on a regular basis. A scoring deduction in the tender evaluation and performance review will be considered if suppliers fail to meet our standards or requirements.

## PROMOTING ETHICAL SUPPLY CHAIN MANAGEMENT

Our Code of Conduct and procurement policy outlines the expectation that all employees, suppliers and vendors act ethically with integrity and comply with relevant laws and regulations, including the Prevention of Bribery Ordinance (Cap. 201).

To uphold ethical practice and prevent corruption and fraud, internal operations and system control audit reviews are conducted annually on our daily operations. These audits are designed to ensure our compliance with the Procurement Policy, transparency in our declaration of any Conflict of Interests, and fulfilment of the open tender practices. The Procurement Team is responsible for monitoring procurement processes and reporting any non-compliant cases to the senior management to ensure the integrity and compliance along our supply chain. Any staff caught compromising or violating the Code of Conduct will be subjected to serious disciplinary action. Besides encouraging our staff to use the whistle-blowing mechanism when necessary, as mentioned in the chapter "Grow with Our People", we also encourage external stakeholders such as suppliers to report any malpractice, impropriety and fraud along our supply chain under our Whistle-blowing Policy.

## SUPPLY CHAIN MANAGEMENT

### Ethical Standards and Anti-corruption Training

To ensure that the Company operates at the highest level of integrity, we regularly provide ethical standards training such as anti-corruption training for our employees and business partners.

Our Code of Conduct clearly states that no staff shall receive compensation and accept gifts throughout the supply chain. To raise staff's awareness towards anti-bribery, on an annual basis, we arrange for all full-time and part-time staff and executive directors to participate in Hong Kong Independent Commission Against Corruption (ICAC)'s training, which focuses on anti-corruption and updated legislation. This year, we also provide anti-corruption training to our top 10 suppliers and contractors in terms of purchasing amount.

### Self-declaration of Conflict of Interests

According to the Code of Conduct, all staff members involved in the procurement process are required to declare any conflict of interests. Our Procurement Policy also requires our suppliers to declare any potential or apparent conflict of interests with members of the Group.



# PRODUCT RESPONSIBILITY

## PRODUCT RESPONSIBILITY HIGHLIGHTS



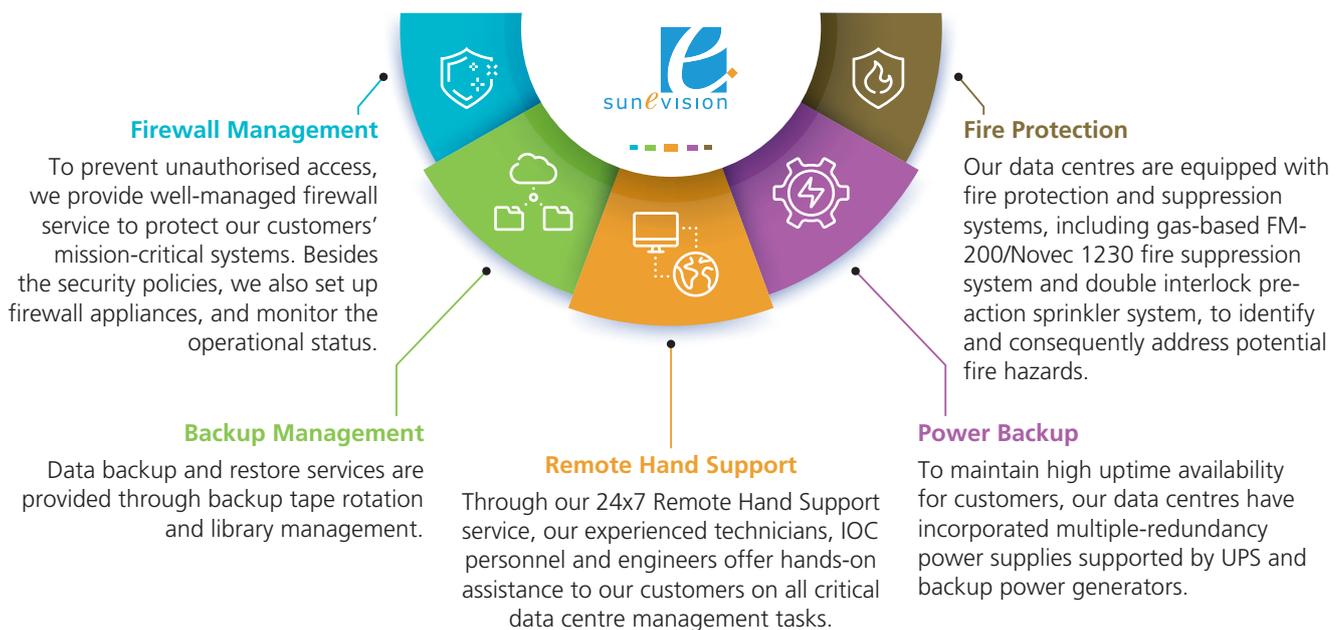
## STRATEGIES AND MANAGEMENT

As one of Hong Kong's leading data centres, we strive to provide quality service and improve customer experience. This entails delivering a reliable and excellent service, protecting data privacy, and continuously reviewing our service based on customer feedback.

In addition to the Personal Data (Privacy) Ordinance (Cap. 486), we are also guided by the Data Privacy and Security Policy, to assure our commitment to upholding physical security and cybersecurity. Moreover, the Information Technology Service Management System implemented at iAdvantage has been certified with ISO/IEC 20000-1:2018 as a recognition of our data management.

Since the Group's operation does not primarily include selling or shipping of physical products, and intellectual property rights are not material to our operations, the requirements on relevant quantitative disclosure therefore do not apply.

We provide our customers with a wide range of cost-effective, reliable managed services. Supported by sophisticated tools, our professional team handles the day-to-day operations and provides support services to our customers around the clock.



## PRODUCT RESPONSIBILITY

### DELIVERING RELIABLE AND EXCELLENT SERVICES

To strengthen our resilience to withstand emergencies and meet customers' expectations of delivering reliable, safe and secure services, we equip our designated facilities with various preventive maintenance and systems.

In recognition of our continuous effort, we are honoured to receive awards from different organization.



#### 2022 Best IDC Provider and 2022 Trusted Partner of Chinese Companies Going Overseas

In the reporting year, SUNeVision received the Best IDC Provider and Trusted Partner of Chinese Companies Going Overseas awards from the 17th China IDC Industry Annual Ceremony, recognising our efforts in offering dependable and top-notch services to our customers.



#### W. Media Asia Pacific Cloud & Data Centre Awards 2022

We are honoured to receive the W. Media Asia Pacific Cloud & Data Centre Awards 2022 for Outstanding Data Centre Project – Connectivity and Innovation. The award acknowledges our cable landing station HKIS-1 at data centre standard (TIA-942 certified). It also exemplifies our innovation excellence and one-stop connectivity with the strategic addition of cable landing stations to our data centre portfolio.



#### 2023 Gold Stevie® Award

We are pleased to be the winner of Gold Stevie® Award for Innovation in Technology Development – Computer Industries in the 10th annual Asia-Pacific Stevie Awards. The award recognises the cutting-edge technology of SUNeVision's cable landing station HKIS-1.

Case Study



SUNeVision Cloud eXchange for AEON Credit Service

During the reporting year, SUNeVision assisted AEON Credit Service (Asia) Company Limited (“AEON”) to set a solid foundation for its cloud journey by leveraging the SUNeVision Cloud eXchange (SCX) to access multiple cloud service providers (CSPs) for cloud-native application testing. SCX allows AEON to directly and securely connect to the world’s leading CSPs such as Amazon Web Services and Microsoft Azure through multiple virtual cross-connects over a single physical connection on MEGA Campus.

With the use of SCX, AEON is able to securely connect to multiple clouds with flexibility, speed and reduced costs, reduce the complexity of regulatory compliance, and ensure a high level of operational reliability.



One-stop Solution for Global OTT Providers

SUNeVision offers a one-stop solution for global OTT providers as well as those from Asia and mainland China to grab a slice of the pie in this competitive market through a wide range of connectivity solutions and a highly connected data centre ecosystem. MEGA Campus has two HKIX satellite sites, directly connected to ISPs in Hong Kong.

Leveraging SUNeVision’s one-stop connectivity solutions, OTT players and content providers are able to enjoy lower costs with enhanced performance, have a more flexible and extended reach in Asia, take advantage of the strategic locations to reach China, and experience full agility and greater resilience.

One-stop OTT Solution on MEGA Campus



## PRODUCT RESPONSIBILITY

### PROTECTING DATA PRIVACY

Data privacy and security is often ranked as one of the most prominent topics in the industry. To address stakeholder concerns and to fulfill legal requirements, we uphold the highest standards in protecting data privacy and security. Therefore, we carry out effective measures to assure both physical and cybersecurity as well as the stringent protection of data privacy.

#### Physical Security

Besides MEGA Gateway is applying the ISO 27001 certificates, all other our data centres are ISO 27001 Information Security Management System accredited. To ensure a high level of security, the following robust security and monitoring measures have been implemented:

- Use of Access Control System (ACS) to restrict visitors' access to the data centres. Access cards are issued to authorised visitors for entry to restricted floors under escort by security personnel.
- Security guard house in MEGA Plus, MEGA Two, and MEGA-i data centres are set up to ensure only authorised individuals and technicians can access to the data centre.
- 24 hours surveillance Closed Circuit Television Surveillance system is installed in all common areas, plant rooms and equipment rooms with digital recording.
- Visit logs are properly maintained.
- An electric fence system is implemented.
- Worker receptions are set up at MEGA-i & MEGA Gateway to properly segregate the authorised vendors' access with the visitors' access to the data centres.
- Triple-line-of-defence is set up at MEGA Two main entrance. All vehicle access must go through the gate bar with the license plate recognition system, then the main entrance swing gate, and lastly the SkiData gate bar to ensure only authorised and registered vehicles can access the data centre.
- Circle lock mantraps are installed at MEGA-i, MEGA Plus and MEGA Gateway to prevent tailgating and unauthorised entry to the data centres.



## PRODUCT RESPONSIBILITY

### Cybersecurity

We employ cybersecurity solutions such as the Layered Defence approach to assure the protection baseline of our IT infrastructure. To safeguard digital assets from potential dangers, we also form strategic partnerships with independent cybersecurity vendors to put security controls in place. The following initiatives were put into practice:

- Layered Defense approach – Implemented the Layered Defense approach to ensure the protection baseline of our IT infrastructure.
- Metallic (Cloud Backup) implementation – Implemented Metallic (Cloud Backup) to safeguard the Microsoft O365 mailbox and OneDrive to selected employees.
- Endpoint Security – Every workstation is equipped with updated anti-virus, anti-spyware and Advanced Persistent Threat Prevention software. Our cybersecurity team constantly monitors and provides instant incident managements in handling daily cyber threats.
- Data Loss Prevention – On our application and data layer, we implement mobile application management and encryption on workstations and mobile devices to secure corporate emails, documents and team collaboration tools.
- Backup infrastructure Enhancement – In order to further protect the data files in our Company server from the attack of ransomware and hacker, SUNeVision has encrypted the second backup files.
- Threat Intelligence Information Platform – A cutting-edge service involving monitoring and alerting on potential confidential data leak in the Internet’s black market such as passwords of websites and staff’s company accounts.
- Vulnerability Management – Going through the whole process of discovery, verification, remediation and testing on regularly discovered vulnerabilities using the latest technology.
- Red Team Exercise – Completed Red Team Exercise by external consultant and achieved improvements over multiple domains.
- Cybersecurity Awareness training – Conducted four sessions of Cybersecurity Awareness training for all employees during the reporting year.

### Safe Handling of Data

While we make use of information collected in the process of making enquires and submitting applications, we strictly comply with the Personal Data (Privacy) Ordinance (Cap. 486), to ensure our data is collected and stored for the purpose for which they have been collected. We are obligated to safely protect, store and handle personal data collected from visitors and employees of our facilities.

Guided by the code of conduct, all employees should protect the personal information of customers and tenants in compliance with the Personal Data (Privacy) Ordinance. To further enhance employees’ awareness, trainings on data protection are offered to all employees to equip them with the awareness of data privacy and protection of customers’ data.

## PRODUCT RESPONSIBILITY

As stipulated in our Data Privacy and Security Policy, the Company will obtain consent from registered users of our company website, business partners and customers prior to the collection of information, and the Company does not collect personal data from third parties. Through the Personal Information Statements, the data owner will be informed of the purposes and usage, including the scope of transfer and disclosure and the right to access and correct the collected data. Without the owners' permission, any external parties not included in the Statement will not receive access to such data, and only authorised employees can access, change or delete such data. The Company does not rent, sell, or provide personal data to third parties for purposes other than completing transactions or services. The Company will delete owners' personal data when they are no longer registered users of our company website, business partners and customers.

## RESPONDING TO CUSTOMERS' FEEDBACK

SUNeVision understands that customers' engagement and feedback are important for our continuous improvement in service delivery. To better address customers' needs and identify room for improvement, we have set up communication channels such as performance review, which is conducted on a quarterly basis to collect customers' feedback and respond to their needs.

At SUNeVision, we value both positive and negative customer feedbacks equally. To enforce effective communication, a Complaint Handling Policy and procedures is formulated to stipulate our duties and overarching approach to handling customer complaints. In addition, the Complaints Handling Management System at iAdvantage is accredited with ISO10002:2018, whereas the procedures of handling complaints at Super e-Technology follows the ISO 9001 Quality Procedure Manual. All concerns that are received will be addressed promptly by our well-trained staff. During the reporting year, a small number of complaints were received relating to data centre services, the complaints were handled in accordance with the existing procedures, which include 24/7 support to the customers. As such, all complaints were handled and resolved in a timely manner.



# COMMUNITY INVESTMENT

## STRATEGIES AND MANAGEMENT

The Group is dedicated to creating a positive impact and contributing to our society and community. We actively address the needs and add value to the community through volunteering, donations, participation in various industrial programmes and forming partnerships with reputable organisations with respect to the Group's Community Investment Policy.

During the first half of the reporting year, the COVID-19 situation in Hong Kong remained challenging and most of our scheduled community activities have been postponed. Going forward, we will continue to invest in the following areas.

### Our Focus



### OUR APPROACH

- Supporting projects, programmes or initiatives that address the needs of the community
- Building a close partnership with the community and non-governmental organisations
- Encouraging employees to participate in community programmes



## INVESTING IN THE ENVIRONMENT

SUNeVision respects the environment and aims to minimise the impact associated with our operations. To showcase our dedication, we actively promote efficient and smart use of energy and resources in daily operations, business planning and youth education.

### International Renewable Energy Certificates (IRECs)

The Group is committed to enhancing environmental sustainability and energy efficiency through various green initiatives, such as encouraging the use of renewable energy to reduce carbon footprint. The Group purchased international renewable energy certificates (IRECs) this year to offset the carbon emissions from our general buildings' electricity usage.

## COMMUNITY INVESTMENT

### PROMOTING DIGITAL AWARENESS

The Group is dedicated to fostering digital awareness and inclusion in society. By stimulating the flow of talent into the industry, we aspire to enrich the digital infrastructure industry and advance our long-term growth.

During the reporting year, SUNeVision actively participated as sponsor and panel speaker in various regional and international telecommunications industry events e.g. Gold Sponsor of SGNOG 9, Platinum Sponsor of Peering Asia 4.0, Gold Sponsor of the 17th China IDC Industry Annual Ceremony (IDCC).

#### Gold Sponsor of SGNOG 9

SUNeVision supported the SGNOG 9 organised by the Singapore Network Operators' Group (SGNOG) as a Gold Sponsor. SGNOG 9 is a conference with industry speakers sharing the latest trends in network technologies, internet security, and best practices. As Asia's leading connectivity hub, SUNeVision provided unsurpassed connectivity solutions to address the evolving business demands and shared how infrastructure can empower digital businesses.



#### Platinum Sponsor of Peering Asia 4.0

As a Platinum Sponsor, SUNeVision participated in Peering Asia 4.0, a renowned peering forum encouraging peering and interconnection in the Asia Pacific region. The 2-day forum offered professional exchange opportunities for network service providers, data centres and internet exchange providers through peering meetings, exhibitions and conference talks.

#### Gold Sponsor of the 17th China IDC Industry Annual Ceremony (IDCC)

SUNeVision showed support to the 17th China IDC Industry Annual Ceremony (IDCC) by being a Gold Sponsor. The ceremony is the largest-scale event for the country's computing and data centre industries, serving as a platform for valuable technology and business exchanges. In the keynote presentation, we were honoured to spark thoughts on accelerating global connectivity with next-generation infrastructure. We discussed the latest industry trends and showcased our new digital infrastructure projects.



## COMMUNITY INVESTMENT

### GIVING BACK TO THE COMMUNITY

We also contribute by supporting programmes and volunteer work which promote healthy, resilient and sustainable community development. To encourage our employees to actively participate in community activities, we have set up a Staff Club organised by employees of different departments to co-ordinate volunteer social events and activities contributing to the community.

#### “Home and Away 2022” Charity Football Tournament

To promote social inclusion and raise public awareness towards refugees, asylum seekers and survivors of human trafficking, SUNeVision was pleased to sponsor Branches of Hope Ltd. – “Home and Away 2022” Charity Football Tournament for the second consecutive year. This event provides a place for the marginalised to enjoy football with different corporations in Hong Kong and make valuable connections.



#### Strive and Rise Programme

We participated in the HKSAR Government led “Strive and Rise Programme” through our parent company – SHKP. The programme aims to help young people from low-income families broaden their horizons, reinforce their self-confidence, develop a positive outlook on life, set goals for their future and strive for upward mobility. Our staff became mentors in the programme to provide personal development advice and financial management concept to young people.



# APPENDIX I – AWARDS AND ACCREDITATION

We have received the following awards and certifications in the reporting year that mark our achievement in driving sustainability.

Awards		
Organiser	Award	Awarded Unit
Stevie ® Award	<p><b>2023 Asia-Pacific Stevie ® Awards for Innovation in Technology Development – Computer Industries</b> Gold Stevie ® Winner</p> 	<ul style="list-style-type: none"> <li>HKIS-1 Cable Landing Station</li> </ul>
17th China IDC Industry Annual Ceremony	<p><b>2022 Best IDC Provider</b></p>  <p><b>2022 Trusted Partner of Chinese Companies Going Overseas</b></p> 	<ul style="list-style-type: none"> <li>SUNeVision</li> </ul>
Environment Bureau of the Hong Kong SAR Government	<p><b>Charter on External Lighting</b> Platinum Award</p>  <p>Charter on External Lighting Platinum Award</p>	<ul style="list-style-type: none"> <li>JUMBO Data Centre</li> <li>MEGA-i Data Centre</li> </ul>
HKBN Enterprise Solutions	<p><b>Data Centre Partner of the Year 2022</b></p> 	<ul style="list-style-type: none"> <li>SUNeVision</li> </ul>

## APPENDIX I – AWARDS AND ACCREDITATION

Awards		
Organiser	Award	Awarded Unit
Green Council	<b>UNSDG Achievements Award Hong Kong 2023</b> – Recognised Organisation 	<ul style="list-style-type: none"> <li>SUNeVision</li> </ul>
W.Media	<b>W.Media Asia Pacific Cloud &amp; Data Centre Awards 2022</b> Outstanding Data Centre Project – Connectivity and Innovation 	<ul style="list-style-type: none"> <li>HKIS-1 Cable Landing Station</li> </ul>

Accreditation		
Accrediting organization	Accreditation	Accredited Unit
U. S. Green Building Council	<b>LEED 2009 Core and Shell Development</b> Gold Certification 	<ul style="list-style-type: none"> <li>MEGA Plus data centre</li> </ul>
Hong Kong Green Building Council Limited	<b>BEAM Plus Existing Buildings V2.0 Selective Scheme</b> Excellent Grade (Management) 	<ul style="list-style-type: none"> <li>MEGA-i data centre</li> <li>MEGA Plus data centre</li> <li>MEGA Two data centre</li> </ul>
U. S. Green Building Council	<b>LEED v4 Building Design and Construction: Core and Shell Development</b> Gold Certification 	<ul style="list-style-type: none"> <li>MEGA Gateway data centre</li> </ul>

## APPENDIX I – AWARDS AND ACCREDITATION

Accreditation		
Accrediting organization	Accreditation	Accredited Unit
Hong Kong Quality Assurance Agency	<b>ISO/IEC 27001:2013</b>  ISO/IEC 27001 : 2013 證書編號: CC 5653 Information Security Management System	<ul style="list-style-type: none"> <li>• JUMBO data centre</li> <li>• MEGA-i data centre</li> <li>• MEGA Plus data centre</li> <li>• MEGA Two data centre</li> <li>• ONE data centre</li> </ul>
	<b>ISO/IEC 20000-1:2018</b>  ISO/IEC 20000-1 : 2018 證書編號: CC 5801 Information Technology Service Management System	<ul style="list-style-type: none"> <li>• JUMBO data centre</li> <li>• MEGA-i data centre</li> <li>• MEGA Plus data centre</li> <li>• MEGA Two data centre</li> <li>• ONE data centre</li> </ul>
	<b>ISO 14001:2015</b>  ISO 14001 : 2015 證書編號: CC 5637 Environmental Management System	<ul style="list-style-type: none"> <li>• General Office</li> <li>• MEGA-i data centre</li> <li>• MEGA Plus data centre</li> <li>• MEGA Two data Centre</li> </ul>
	<b>ISO 10002:2018</b>  ISO 10002 : 2018 證書編號: CC 6423 Complaints Handling Management System	<ul style="list-style-type: none"> <li>• JUMBO data centre</li> <li>• MEGA-i data centre</li> <li>• MEGA Plus data centre</li> <li>• MEGA Two data centre</li> <li>• ONE Data Centre</li> </ul>
The American Institute of Certified Public Accountants (AICPA)	<b>SOC 2 Type II compliance</b>  AICPA SOC aicpa.org/soc4sp SOC for Service Organizations	<ul style="list-style-type: none"> <li>• MEGA Campus</li> </ul>

## APPENDIX I – AWARDS AND ACCREDITATION

Accreditation		
Accrediting organization	Accreditation	Accredited Unit
Payment Card Industry Security Standards Council	<b>The Payment Card Industry Data Security Standard</b> 	<ul style="list-style-type: none"> <li>MEGA Campus</li> </ul>
Telecommunications Industry Association (TIA)	<b>ANSI/TIA-942 (Rated-4) Certification</b> 	<ul style="list-style-type: none"> <li>HKIS-1 Cable Landing Station</li> </ul>

Sponsorship for Telecommunication Industry Events		
Organiser	Event	Sponsorship
Peering Asia	Peering Asia 4.0	Platinum Sponsor
Singapore Network Operators' Group (SNGOG)	SGNOG 9	Gold Sponsor
International Data Corporation China (China IDC)	17th China IDC Industry Annual Ceremony	Gold Sponsor
Pacific Telecommunications Council (PTC)	PTC'23	Silver Sponsor
Communication Association of Hong Kong (CAHK)	CAHK 39th Anniversary Gala Dinner cum STAR Award Presentation	Lucky Draw Sponsor
SubOptic	SubOptic 2023	Participant
Terrapinn	Submarine Networks World 2022	Participant
Terrapinn	Submarine Networks EMEA 2023	Participant
APRICOT	APRICOT 2023 & APNIC 55	Participant
W. Media	W. Media – Hong Kong Cloud & Datacentre Convention 2023	Panel Speaker Lucky Draw Sponsor

## APPENDIX II – SUSTAINABILITY PERFORMANCE TABLE

Environmental Performance			
	Unit	FY2022/23 <sup>1</sup>	FY2021/22
<b>Greenhouse Gas (GHG) Emissions</b>			
Direct GHG emissions (scope 1)	tonnes CO <sub>2</sub> e	1,101 <sup>2</sup>	880
Indirect GHG emissions (scope 2) without applying international renewable energy certificates (IRECs)	tonnes CO <sub>2</sub> e	192,523 <sup>3</sup>	170,058
Indirect GHG emissions (scope 2) reduction through IRECs	tonnes CO <sub>2</sub> e	7,888	739
Total GHG emissions	tonnes CO <sub>2</sub> e	185,736	170,199
Total GHG emissions intensity per revenue	tonnes CO <sub>2</sub> e/ HK\$ thousand	0.079	0.082
<b>Energy Consumption</b>			
Total electricity consumption	kWh	421,510,350 <sup>4</sup>	368,050,607
Total electricity consumption intensity per revenue	kWh/HK\$ thousand	179.68	176.45
Total diesel consumption	kWh	605,229 <sup>5</sup>	1,082,292
Total energy consumption	kWh	422,115,579	369,132,899
Total energy consumption intensity per revenue	kWh/HK\$ thousand	179.94	176.97
<b>Waste Generated and Recycled</b>			
Total non-hazardous waste generated	kg	182,500 <sup>6</sup>	261,000
Total non-hazardous waste per revenue	kg/HK\$ thousand	0.078	0.13
Total hazardous waste generated	kg	135,963 <sup>7</sup>	26,129
Total hazardous waste per revenue	kg/HK\$ thousand	0.058	0.01
Total hazardous waste recycled	kg	135,963	26,129
<b>Water Consumption</b>			
Total water consumption	m <sup>3</sup>	255,991	249,785
Total water consumption intensity per revenue	m <sup>3</sup> /HK\$ thousand	0.11	0.12

<sup>1</sup> Reporting scope of data in FY2022/23 covered iAdvantage, Super e-Technology, Super e-Network.

<sup>2</sup> Scope 1 emission increased in FY2022/23 as a result of the increased demand of refrigerant replenishment.

<sup>3</sup> Emission data in Scope 2 is calculated by multiplying electricity consumption and the emission factor from the CLP Group or the Hong Kong Electric Company Limited.

<sup>4</sup> The increase in electricity consumption is a result of increased customer usage at MEGA Plus and MEGA Two data centres.

<sup>5</sup> The decrease in diesel consumption is a result of the reduction of genset loading test duration at MEGA Plus data centre.

<sup>6</sup> The decrease in non-hazardous waste generation is a result of completion of renovation work at MEGA Two data centre.

<sup>7</sup> The significant increase in hazardous waste generation is a result of UPS battery life cycle replacement in MEGA-i, MEGA Two and JUMBO. All hazardous waste generated were recycled by authorised vendors.

## APPENDIX II – SUSTAINABILITY PERFORMANCE TABLE

Social Performance		
	Unit	FY22/23
<b>Employee Profile</b>		
Total workforce	no. of people	466
<b>Total workforce by gender</b>		
<i>Technical Operation Employees</i>		
Female	no. of people	50
% of female employee	%	15.38%
Male	no. of people	275
% of male employee	%	84.62%
<b>Non-Technical Employees</b>		
Female	no. of people	64
% of female employee	%	45.39%
Male	no. of people	77
% of male employee	%	54.61%
<b>Total workforce by age group</b>		
Under 30	no. of people	41
30 – 50	no. of people	288
Above 50	no. of people	137
<b>Total workforce by employment type</b>		
Full-time	no. of people	464
Part-time	no. of people	2
<b>Total workforce by geographic region</b>		
Hong Kong	no. of people	465
PRC	no. of people	1
<b>Employee Turnover</b>		
Employee turnover rate	%	30%
<i>Employee turnover rate by gender<sup>8</sup></i>		
Female	%	23.7%
Male	%	32.1%

<sup>8</sup> There is a change in calculation methodology for the employee turnover rate by gender in FY2022/23. The turnover rate is calculated by dividing the number of female/ male employees who left employment by the total number of female/ male employees.

## APPENDIX II – SUSTAINABILITY PERFORMANCE TABLE

<b>Social Performance</b>		
	<b>Unit</b>	<b>FY22/23</b>
<i>Employee turnover rate by age group<sup>9</sup></i>		
Under 30	%	68.3%
30 – 50	%	25.3%
Above 50	%	28.5%
<b>Occupational Health and Safety</b>		
Work-related fatalities	no.	0
No. of case of work injury	no.	10
Lost workdays due to work injury	days	302
% of Lost workdays	%	0.25%
<b>Development and Training</b>		
Total workforce trained	no. of people	518
<i>Employees trained by employee category</i>		
Executive	no. of people	16
Manager	no. of people	88
General Employee	no. of people	414
<i>Employees trained by gender</i>		
Female	no. of people	98
% of female employees trained	%	18.9%
Male	no. of people	420
% of male employees trained	%	81.1%
<i>Average training hours per employee by employee category</i>		
Executive	hours/employees	2.1
Manager	hours/employees	5.2
General Employees	hours/employees	4.7
<i>Average training hours per employee by gender</i>		
Female	hours/employees	4.7
Male	hours/employees	4.7

<sup>9</sup> There is a change in calculation methodology for the employee turnover rate by age group in FY2022/23. The turnover rate is calculated by dividing the number of employees under 30/ 30-50/ above 50 who left employment by the total number of employees under 30/ 30-50/ above 50.

## APPENDIX II – SUSTAINABILITY PERFORMANCE TABLE

Social Performance		
	Unit	FY22/23
<b>Supply Chain Management</b>		
<b>Number of Suppliers by geographic location</b>		
Hong Kong	no.	338
Other Regions	no.	45

*Employee profile includes seconded employees during the reporting period.*



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