



CTF Services Limited

周大福創建有限公司

(incorporated in Bermuda with limited liability)

Sustainable Office Guide

Current Version	2.0
Effective Date	2025/03
Approved By	ESG Management Task Force

Introduction

The Sustainable Office Guide (the “Guide”) aims to provide general guiding principles to deliver a thoughtful and intentional space that minimize the potential impact on the environment and resource use, meanwhile enhancing sustainability practices for CTF Services Limited and its subsidiaries (the “CTFS Group”). The Guide outlines best practices for office operations, referencing both international and local codes and standards .

Scope

This Policy applies to CTFS and its subsidiaries, collectively referred to as the “Group”.

Key Principles

We are committed to taking all reasonable and practicable measures to minimize our environmental impact while creating a healthy and efficient workplace for our operations.

Energy and Water

- **Select Energy-Efficient Appliances:** Refer to the Energy Efficiency Label when purchasing electric appliances
- **Implement Smart Lightings System:** Use LED bulbs, apply areas control, and install motion sensors to reduce energy consumption
- **Encourage Natural Light:** Maximize the use of windows for natural lights; consider open office layouts
- **Maintain Steady Office Temperature:** Keep office temperatures steady and cool
- **Install Water Efficient Fixtures:** Use low-flow faucets, toilets, and water-efficient appliances in the office

Waste

- **Consider the waste hierarchy:** Refuse and reduce (prevent waste in the first place), reuse, and recycle.
- **Implement Recycling Station:** Provide clearly labelled recycling bins for paper, plastics, and metals
- **Go Paperless:** Utilize digital documents and communication tools to minimize paper usage
- **Encourage Reusable Supplies:** Ban the use of single-use disposable plastic containers, cups and utensils in office.
- **Manage Hazardous Waste:** Ensure all hazardous waste is disposed in a safe and responsible manner
- **Conduct Waste Audit:** Assess waste generation and identify areas for improvement

Indoor Air Quality

- **Improve Indoor Air Quality (IAQ):** Maintain good IAQ levels to enhance workplace wellness and comfort for staff.
Regular monitor IAQ levels: Aim for “Excellent Class” while maintain “Good Class” at a minimum” of Hong Kong EPD’s Indoor Air Quality standards or equivalent

Employee Well-being and Health & Safety

- **Maintain a healthy work environment:** Create a healthier work environment that supports the well-being and productivity of employees through better air quality, natural lighting, and ergonomic design.
- **Ensure a Safe Work Environment:** Ensure that the workplace complies with all health and safety regulations, providing a safe and secure environment for all employees.
- **Regular Safety Training:** Conduct regular training sessions to educate employees on health and safety protocols, including emergency procedures and the proper use of equipment.
- **Mental Health Support:** Offer mental health resources and support programs to promote overall well-being.
- **Emergency Preparedness:** Develop and communicate clear emergency response plans for various situations, including medical emergencies, natural disasters, and fire safety.
- **Promote Healthy Lifestyles:** Encourage healthy lifestyle choices by providing resources for physical activity, nutrition, and wellness programs, such as gym memberships or wellness challenges.

Sustainable Supply Chain Management

- Integrate ESG principles into Supply Chain Management
- Comply with CTFS’s Supplier Code of Conduct
- Stipulate ESG requirements for suppliers throughout the prequalification, selection, tendering and contract administration process
- Review supplier’s performance regularly, including ESG related performance, to ensure compliance with regulations and the Code, and encourage supplier to explore innovative environmental solutions and/or products.
- Keep all records of supplier selection and evaluation available for monitoring and audit purposes.

Sustainable Procurement

CTFS Group is committed to responsible products selection and ethical sourcing.

- **Promote 3R consumption:** Reduce demands, promote reuse and recycle of used materials
- **Minimise Resources Use:** Reduce single-use disposable items and minimize packaging in corporate gifts/ products
- **Avoid Detrimental Products:** Steer clear of environmentally and socially harmful products
- **Choose Eco-Friendly Office Supplies:** Select items with eco-labels and low carbon options, e.g. FSC, PEFC, Fairtrade, Energy Star, etc.
- **Prioritize biodiversity-friendly products:** Support sustainable forest management, fisheries, and farming practices.
- **Source Locally:** Encourage local sourcing and support social enterprises, aligning with HKSAR Government green procurement guidelines
- **Request Product Performance Information:** Seek certification, product test reports, and third-party verification from suppliers

Meetings and Events

- **Choose sustainable menus:** Using sustainably sourced seafood, avoiding shark fin, and prioritizing Fairtrade products. Focus on local, organic, vegetarian, and seasonal options to minimize environmental impact and support ethical practices, enhancing both community and planetary health.
- **Avoid Excessive Ordering:** Serve smaller portion, donate unconsumed food, and surplus materials to local charities or registered organizations and set up green stations to collect recyclables
- **Avoid giving out goody bags**
- **Reuse or collect name badges after event**
- **Communicate digitally:** Use digital marketing materials or event invitation

Travel

- **Prioritize Virtual Meetings:** Explore video conferencing and virtual alternatives whenever possible to reduce travel needs
- **Choose Green transportation:** Opt for greener transportation options, such as trains and buses, for shorter distances. When air travel is necessary, employees are encouraged to choose direct flights whenever possible to minimize emissions.
- **Choose public transport:** Encourage staff to use buses, trains, subways, coaches, and ferries, and travel together when taxis are required.

- **Travel carbon offsets:** Offset business travel through green programs from airlines and travel agencies.

Stakeholder Engagement

- Create a culture of resource conservation
- Improve environmental awareness through engagement and training, and regularly benchmarking against industry guidelines and best practices
- Monitor and evaluate progress and performance for continuous improvements
- Collaborate with partners, suppliers and visitors continuously to drive positive change across the value chain

Monitoring and Reporting

We are committed to transparency and accountability in our sustainability efforts. We benchmark and report our sustainability performance according to global reporting frameworks and local ESG disclosure requirements. We will request data from business units and relevant departments as needed to support these initiatives.

Governance & Review

This Policy has been approved by the ESG Management Task Force and its review shall be conducted at least every two years, and whenever deemed necessary.

Where there are any discrepancies or differences of interpretation in the Policy between English text and Chinese translation, the English version shall prevail. If there are any questions about the contents or application of this Policy, please email Group ESG Department at esg@ctfs.com.hk.

References

- CTFS Group's Environmental, Social, and Governance Policy ("ESG Policy")
- GovHK's Green Office Management
- World Wide Fund for Nature's Sustainable Office Guide
- CTFS Group's Supplier Code of Conduct

Version Control

Version	Date	Description of Change
1.0	March 2023	Initial release of the document
1.1	April 2024	Minor edits on the content and updated the references
2.0	Feb 2025	Add the sections on employee well-being and health & safety, sustainable supply chain management, sustainable procurement, meetings and events, travel, and stakeholder engagement