

HSH's G3 Content Index - GRI Application Level C+					
Application Level C		Assured by Lloyd's Register Quality Assurance			
STANDARD DISCLOSURES PART I: Profile Disclosures					
REPORT FULLY ON THE BELOW SELECTION OF PROFILE DISCLOSURES OR PROVIDE A REASON FOR OMISSION					
1. Strategy and Analysis					
Profile Disclosure	Description	Reported	Cross-reference/Direct answer	Reason for omission	Explanation
1.1	Statement from the most senior decision-maker of the organization.	Fully	SR 2010, Messages from HSH's Chairman and CEO, page 170		
2. Organizational Profile					
Profile Disclosure	Description	Reported	Cross-reference/Direct answer	Reason for omission	Explanation
2.1	Name of the organization.	Fully	SR 2010, Guide for Readers, page 172 and AR 2010, page 2		
2.2	Primary brands, products, and/or services.	Fully	SR 2010, Guide for Readers, page 172 and AR 2010, page 2		
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	SR 2010, Guide for Readers, page 172 and AR 2010, page 2		
2.4	Location of organization's headquarters.	Fully	SR 2010, Guide for Readers, page 172		
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Fully	SR 2010, Guide for Readers, page 172		
2.6	Nature of ownership and legal form.	Fully	AR 2010, pages 2 & 203		
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	SR 2010, Guide for Readers, page 172 and AR 2010, page 2		
2.8	Scale of the reporting organization.	Fully	SR 2010, Guide for Readers, page 172, Employees, Our Employees and Table 2, pages 177-178 and AR 2010, pages 2 – 3		
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	SR 2010, Guide for Readers, page 172		
2.10	Awards received in the reporting period.	Fully	AR 2010, page 43		
3. Report Parameters					
Profile Disclosure	Description	Reported	Cross-reference/Direct answer	Reason for omission	Explanation
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	SR 2010, Guide for Readers, page 172		
3.2	Date of most recent previous report (if any).	Fully	SR 2010, Guide for Readers, page 172		
3.3	Reporting cycle (annual, biennial, etc.)	Fully	SR 2010, Guide for Readers, page 172		
3.4	Contact point for questions regarding the report or its contents.	Fully	SR 2010, Feedback and Contact Information - page 197		
3.5	Process for defining report content.	Fully	SR 2010, Guide for Readers, page 172		

Note: AR = HSH's Annual Report 2010 and SR = HSH's Sustainability Report 2010

Profile Disclosure	Description	Reported	Cross-reference/Direct answer	Reason for omission	Explanation
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	SR 2010, Guide for Readers, page 172		
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	SR 2010, Guide for Readers, page 172		
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Fully	SR 2010, Guide for Readers, page 172		
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Fully	SR 2010, Guide for Readers, page 172 and Economic Performance, page 176		
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Fully	SR 2010, Guide for Readers, page 172		
3.13	Policy and current practice with regard to seeking external assurance for the report.	Fully	SR 2010, Guide for Readers, page 172		
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	This document		
4. Governance, Commitments, and Engagement					
Profile Disclosure	Description	Reported	Cross-reference/Direct answer	Reason for omission	Explanation
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Fully	AR 2010, page 71-81		
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	AR 2010, page 76		
4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	Fully	AR 2010, page 74-77		
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	AR 2010, page 87-88		
4.14	List of stakeholder groups engaged by the organization.	Fully	SR 2010, Stakeholder Engagement, page 196		
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	SR 2010, Guide for Readers, page 173 and Stakeholder Engagement, page 196		

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STANDARD DISCLOSURES PART III: Performance Indicators

REPORT FULLY ON 10 CORE OR ADDITIONAL PERFORMANCE INDICATORS - AT LEAST 1 FROM EACH DIMENSION (ECONOMIC, ENVIRONMENTAL SOCIAL)

Economic			
Performance Indicator	Description	Reported	Cross-reference/Direct answer
Economic performance			
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Fully	SR 2010, Economic Contribution, Table 1 - page 176
Market presence			
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Fully	SR 2010, Supply Chain, page 192
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Fully	SR 2010, Economic Contribution, page 175
Environmental			
Performance Indicator	Description	Reported	Cross-reference/Direct answer
Energy			
EN3	Direct energy consumption by primary energy source.	Fully	SR 2010, Environmental Performance Statistics, page 199
EN4	Indirect energy consumption by primary source.	Fully	SR 2010, Environmental Performance Statistics, page 199
EN5	Energy saved due to conservation and efficiency improvements.	Fully	SR 2010, Environmental Performance Statistics, page 199
Water			
EN8	Total water withdrawal by source.	Fully	SR 2010, Environmental Performance Statistics, page 199. Only seawater extraction and discharges by Hong Kong properties and businesses were not included in the consumption total as meters are not available for measuring seawater.
EN10	Percentage and total volume of water recycled and reused.	Fully	SR 2010, Environmental Performance Statistics, page 199
Biodiversity			
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Fully	SR 2010, Supply Chain, page 191-192
Emissions, effluents and waste			
EN16	Total direct and indirect greenhouse gas emissions by weight.	Fully	SR 2010, Environmental Performance Statistics, page 199
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Fully	SR 2010, Environmental Performance Statistics, page 199
EN19	Emissions of ozone-depleting substances by weight.	Fully	SR 2010, Environmental Performance Statistics, page 199
Compliance			
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Fully	None

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Social: Labor Practices and Decent Work			
Performance Indicator	Description	Reported	Cross-reference/Direct answer
Employment			
LA1	Total workforce by employment type, employment contract, and region.	Partially	SR 2010, Employees, Our Employees and Table 2, pages 177-178 Supervised workers employees through third-party agencies are not included in HSH's employee statistics.
LA2	Total number and rate of employee turnover by age group, gender, and region.	Partially	Turnover by region - SR 2010, Employees, Our Employees, page 178 Turnover by gender: Males – 634/12% in Asia, 120/9% in US and 754/12% for Group. Females – 422/8% in Asia, 115/8% in US and 537/8% for Group. Turnover by age: Under 30 – 561/11% in Asia, 99/7% in US and 660/10% for Group. 30 - 50 – 397/8% in Asia, 97/7% in US and 494/8% for Group. Over 50 - 98/2% in Asia, 39/3% in US and 137/2% for Group.
Labor/management relations			
LA4	Percentage of employees covered by collective bargaining agreements.	Fully	SR 2010, Employees, Our Employees, page 177
Training and education			
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Fully	SR 2010, Employees, Our Employees, Employee Training and Development - page 180-182
LA12	Percentage of employees receiving regular performance and career development reviews.	Partially	SR 2010, Employees, Employee Communication and Engagement - page 179 Only full-time employees were required to have performance reviews in 2010.
Diversity and equal opportunity			
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	Partially	SR 2010, Employees, Our Employees, page 178
Performance Indicator	Description	Reported	Cross-reference/Direct answer
Corruption			
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Fully	SR 2010, Executive Summary, page 172 "Employees" include those employed at HSH properties and businesses, by the Peninsula Clubs and Consultancy Services and at Cathay Pacific Airways' first and business class lounges in the Hong Kong International Airport but not The Hong Kong Club, The Hong Kong Bankers Club and Butterfields' Club.
Compliance			
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Fully	None

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Social: Product Responsibility			
Performance Indicator	Description	Reported	Cross-reference/Direct answer
Customer health and safety			
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Fully	None
Product and service labelling			
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Fully	None
Marketing communications			
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Fully	None
Customer privacy			
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Fully	None
Compliance			
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Fully	None

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