



SUNeVision Holdings Ltd.

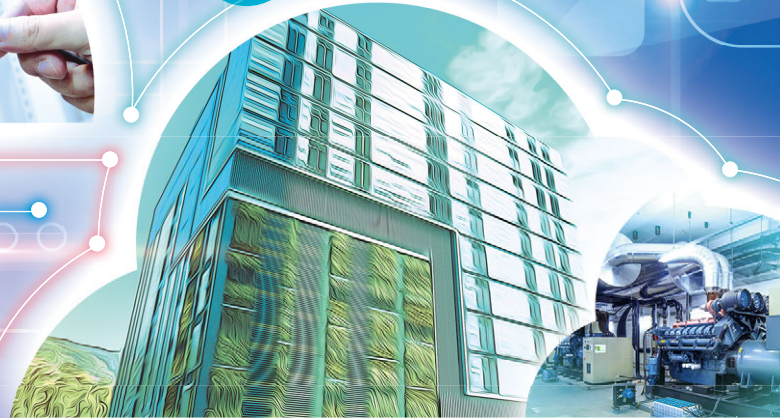
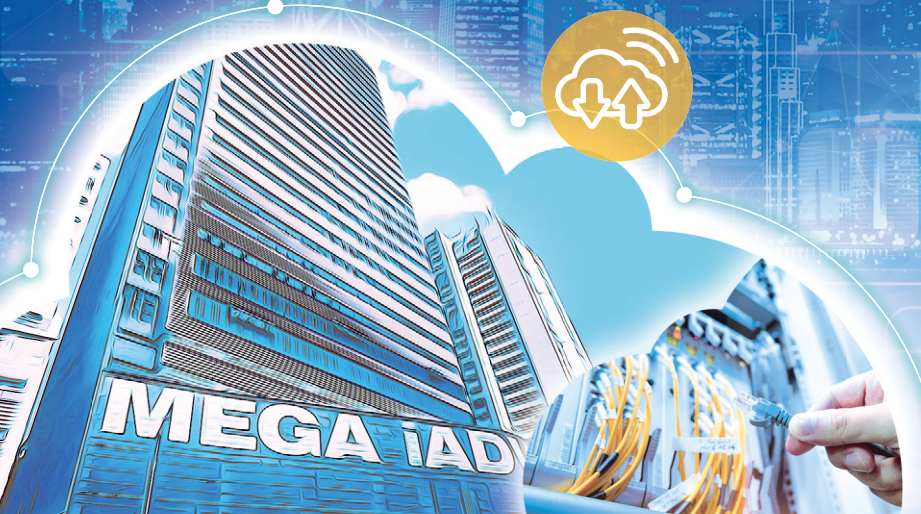
新意網集團有限公司

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

Stock Code : 1686

2020/21

ENVIRONMENTAL, SOCIAL AND  
GOVERNANCE REPORT





# Contents

- 2 Our Business
- 3 Our Reporting Approach
- 4 Our Approach to Sustainability
- 6 Environmental Protection
- 9 Employment and Labour Practices
- 15 Supply Chain Management
- 17 Product Responsibility
- 20 Community Investment
- 22 Appendix I – Awards and Accreditation
- 24 Appendix II – Sustainability Performance Table

# Our Business

SUNeVision Holdings Ltd. (“SUNeVision” or the “Company”) and its subsidiaries (collectively referred to as 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 global top 10 connectivity. Our data centre ecosystem in Asia connects providers of telecommunications, cloud, ISP, CDN, OTT all over the globe with enterprises across different fields.

Our major data centre ecosystem, MEGA Campus, comprises the MEGA-i and high-tier data centres, including 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; while Super e-Network pioneers in intelligent-building networks.

For more information, please visit <http://www.sunevision.com>.



# Our Reporting Approach

## REPORTING OBJECTIVES

SUNeVision strives to undertake our responsibility as a corporate citizen to serve the community and play a part in promoting sustainability. This Environmental, Social and Governance Report (“ESG Report”) serves to outline our commitment, approach and achievements in creating value for the environment, our people, our customers, our supply chain and the community.

## REPORTING SCOPE

This report covers our performance and material issues from 1 July 2020 to 30 June 2021, as well as our ongoing initiatives to enhance our ESG performance. The report covers our core technology asset, iAdvantage, as well as its data centre facilities, including MEGA-i, MEGA Two, MEGA Plus, JUMBO and ONE and the Group’s other subsidiaries, Super e-Technology and Super e-Network.

## REPORTING 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.

## REPORTING PRINCIPLES

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

<b>Materiality</b>	<b>Quantitative</b>
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.	We compared the year-to-year environmental and social data and discussed with the management on its implications.
<b>Balance</b>	<b>Consistency</b>
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.	SUNeVision adopted a consistent environmental data treatment approach to allow a fair comparison of our environmental performance over time.

# Our Approach to Sustainability

## ESG GOVERNANCE

SUNeVision believes that sustainability is a key to a successful business. To fulfil stakeholders' expectations, we have established a sound governance framework to effectively consolidate ESG strategies into our daily operations. Our ESG governance structure is divided into two main components, the Board of Directors (the "Board") and an ESG working group, which is comprised of the senior management and representatives from different departments, including the Internal Audit Department, Human Resource and Administration 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. Further, 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, carrying out materiality assessments, and the preparation of this ESG 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 and strive 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 huge 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 survey, community services and business meetings.

## MATERIALITY ANALYSIS

Materiality analysis is performed annually to identify the key ESG issues that are material to our business operations. The most relevant issues were identified by reviewing peer companies' ESG priorities and using a set of rating criteria formulated by our ESG analysts. The results were then reviewed and approved by the Board.

In this reporting year, a total of ten material topics were identified. In response to the impact that these issues may cause to our business operations, we have formulated suitable 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. We welcome any feedback and comments from stakeholders to advance towards a sustainable future.

List of Material Topics



# Environmental Protection



## STRATEGIES AND MANAGEMENT

Environmental sustainability underlies our quest for long-term business viability and sustainable development through environmentally responsible business strategies. As such, we continue to enhance our environmental performance in existing data centres and explore the possibilities of incorporating sustainable designs in new projects.

In addition to strict compliance with existing environmental laws and regulations, such as the Noise Control Ordinance (Cap. 400), Water Pollution Control Ordinance (Cap. 358) and Waste Disposal Ordinance (Cap. 354), we respect the environmental commitments laid out by the Hong Kong Government such as the realisation of carbon neutrality by 2050. We echo the global call for combating climate change as a pressing issue, and place emphasis on the close monitoring of material environmental aspects, including energy efficiency, carbon emissions, waste generation and resources conservation.

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

### Environmental Commitment

The Environmental Policy affirms our aims of realising environmental sustainability and minimising the adverse impacts on the environment brought by our business activities and services. It showcases our endeavour to carry out corresponding solutions to minimise our potential environmental impacts, increase energy efficiency, conserve our natural resources, reduce waste and enhance environmental awareness among employees through education programs. Our Chief Executive Officer assumes the responsibility of overseeing the implementation of the Policy and conducting review on a regular basis.

Demonstrating our steadfast commitment to improving our environmental performance, we have set targets of achieving the overall Coefficient of Performance (“COP”) of 5 or above for the Group’s chillers by the target year 2030, resulting in a decrease in carbon intensity for cooling. We also target to achieve a COP of above 6 and 3 for all new purchases of water-cooled chillers and air-cooled chillers, respectively.

### ACHIEVING BETTER ENERGY PERFORMANCE AND REDUCING CARBON EMISSIONS

Given the inherent nature of data centres as being energy-intensive and electricity being the major source of energy as well as the major indirect source of greenhouse gas (“GHG”) emissions of our business, we thereby put extra attention to articulate the enhancement of energy efficiency to offset the growth in demand.

Our data centre designs embody a wide array of green features, including:

- The installation of a high-efficiency water-cooling system in the MEGA Plus data centre to reduce energy use for cooling;
- 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;
- The use of electrical and mechanical systems such as LED luminaires and uninterruptible power supply system (“UPS”) for energy saving and emission reduction;
- The designated use of non-chlorofluorocarbon (“non-CFC”) based refrigerants at our newly constructed data centre to reduce direct GHG emissions;
- The use of LED lightbulbs in our data centres at MEGA Plus, MEGA-i and MEGA Two;
- Planting of grass on the walls and roof at MEGA Plus to reduce heat from sunlight; and
- Installation of Building Management System (BMS) at our data centres to ensure the equipment operates in an efficient manner.

Environmental sustainability is embedded in every facet of our business, from environment management, regarding performance improvement, legal compliance and reporting duties to the implementation of environmentally responsible measures to reduce the carbon footprint within our daily operations. For example, the MEGA Plus data centre meets environmental requirements incorporated from the project design and is certified with green building standards of LEED and BEAM Plus. The environmental-friendly and low-impact design of MEGA Plus not only helps improve the quality of the indoor environment but also minimises emissions and promotes energy and resources efficiency.



Our efforts also earned us the ISO 14001: 2015, the certificate for Environmental Management System in MEGA-i.

In our office, employees are encouraged to switch off the idle electrical appliance to minimise non-essential energy consumption. In addition, alternative communication channels, such as videoconferencing and conference calls, are preferred over unnecessary business travel.

### MANAGING WASTE AND CONSERVING RESOURCES

To lessen the environmental impacts brought by our operation, our Environmental Policy factors in the Reduce-Reuse-Recycle-Replace principle to outline the process of managing both hazardous and non-hazardous waste from handling, keeping, safe storage to transportation, collection and disposal. Three-colour waste separation bins are provided at MEGA-i and MEGA Two to facilitate waste sorting and recycling. All construction waste generated by our construction contractors is properly disposed to designated facilities. Hazardous waste generated from our operations, including fluorescent light tubes and VRLA batteries from the UPS, is collected and undergo appropriate treatment by licensed vendors. In the future, we target to increase waste recycling conditions and continue identifying possible opportunities to further reduce waste generation.



## Environmental Protection

As water is a pivotal cooling agent in our data centres, we carefully manage the resources by implementing water conservation and recycling systems. For instance:

- i) the Water Leak Detection System was adopted to identify any water leakages from taps, pipes and valves in time
- ii) Automatic faucets are installed at MEGA Plus
- iii) Chemical dosing treatment is conducted before releasing used water from cooling towers into drainage

Our water source is provided by the Water Supplies Department and the Group does not encounter any problems in sourcing water for our daily operations. Water sourcing is not material to our business operations.

More water-cooled chillers will be installed in its data centres as the Group plans to expand its business in the future. Therefore, the Group expects an increasing trend in its absolute amount of water consumption. Despite the fact that the increase is unavoidable, the Group will continue to identify possible solutions, for instance, water recycling programmes, and more frequent inspections on water leakage, to minimise its water consumption intensity.

### ADOPTING MITIGATION AND RESILIENCE MEASURES TO ALLEVIATE CLIMATE RISKS

#### Climate Risk Management

Climate change brings along both physical and transition risks pertaining to our business. Operational impacts may result from extreme weather events, such as hurricanes, flooding, and extreme heat weather. Coupled with tightening government policies and regulations, the transition to a low-carbon emission data centre may also present a series of challenges.

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

#### Climate risks identified



Operation impact from hurricanes and flooding



Responding to low carbon emission due to government policy and rule



Responding to extreme heat

#### Climate risk mitigation measures



Flood gate installed



Solar panel pilot project in MEGA Plus



Facility equipment withstanding temp >40°C during operation



Emergency response plan



Increase Lithium battery usage



Purchase CLP Renewable Energy Certificate



Back up chillers with N+1 configuration



Green building design

# Employment and Labour Practices

## EMPLOYMENT AND LABOUR PRACTICES HIGHLIGHTS



## STRATEGIES AND MANAGEMENT

At SUNeVision, we believe that our talents form the foundation of the continued success of our business. In this regard, we have mobilised concerted resources to attract, retain, train and support our employees. Our human resources policies cover recruitment, compensation and benefits, performance management and training and development.

We endorse fair and objective principles to conduct the recruitment and performance management processes. Evaluated through a formal appraisal system, employees are rewarded for their performance. We also benchmark against market survey periodically to ensure the remuneration package is market competitive.

Besides, the Group ensures strict compliance with relevant laws and regulations, which include:

- Employee Ordinance (Cap. 57);
- Employees' Compensation Ordinance (Cap. 282);
- Personal Data (Privacy) Ordinance (Cap. 486);
- Inland Revenue Ordinance (Cap. 112);
- Mandatory Provident Fund Schemes Ordinance (Cap. 485);
- Minimum Wage Ordinance (Cap. 608); and
- Prevention of Bribery Ordinance (Cap. 201).

The Group's business is not exposed to the risk of engaging child and forced labour. Disclosures on our policy and compliance with relevant laws and regulations on this topic are therefore not applicable.

### ATTRACTING AND RETAINING TALENT

We strive to attract and retain the right pool of talents to sustain our business development by providing our employees with a caring working environment.

We also offer various non-monetary benefits to our employees, such as “Fruits Monday”, free body check-up, marriage gifts and gifts for new-borns.

SUNeVision continues to promote the company’s values to our employees. We have launched our VMV programme in order to cultivate our teamwork and innovation culture, as well as to strengthen employees’ sense of belonging to the company.



### Benefit allowance

We offer special allowances, such as travel, shift and overtime allowance, for the employees who need to take shifts to serve clients in different time zones.

### WORK LIFE BALANCE AND FAMILY FRIENDLINESS

With our acknowledgement of the importance of our employee’s well-being, we promote work-life balance in our workplace. We have put in place an Employee Assistance Programme (EAP) to provide our employees and their family members with professional counselling and consultation service. Central to the programme is the 24-hour Hearty Hotline we have set up:

**24-hour Hearty Hotline service**

We are always concerned about staff’s well-being and have specially commissioned Four Dimension Consulting Limited to offer Hearty Hotline to our staff and their immediate family members.

Through our 24-hour Hearty Hotline, our staff and their family members can confide their concerns to our professionals, and we can offer them with the most needed information and assistance.

The poster for the 24-hour Hearty Hotline service features a large pink heart in the center with the text '提供全面、盡心及專業的服務 助你解難' and 'Offer you comprehensive, whole-hearted and professional service to free you from concerns'. Below the heart, it says '24小時傾心熱線 24-hour Hearty Hotline' and '8103 0016'. At the bottom, there are logos for Sun Hong Kai Properties and Four Dimension Consulting Limited.

# Employment and Labour Practices

## Well-being Events

During the reporting year, we strive to engage our employees despite the challenges posed by social distancing during the COVID-19 pandemic. To protect the health of all concerned, we switched to online communication as much as possible by making full use of virtual conferencing technology and social media. The virtual well-being events held during the reporting year include:

- Virtual Annual Dinner
- On-line company training
- Virtual Christmas Party
- On-line staff survey
- Creative virtual staff programmes, such as VMV recognition programme and new data centre naming programme


We also organised personal and family caring seminars series such as the Building Harmonious Family seminar to promote and carry out family-friendly initiatives in the reporting year.

## VALUING EQUALITY AND DIVERSITY

We are committed in equal opportunity and diversity. We strictly comply with the four ordinances of anti-discrimination in relation to sex, disability, family status and race.

Our Code of Conduct and internal human resources policies are in place to ensure zero tolerance for harassment and discrimination of any kind. We recruit and assess job applicants solely based on their capabilities, regardless of race, colour, religion, gender, national origin, marital status, age, physical or mental disability or medical condition.

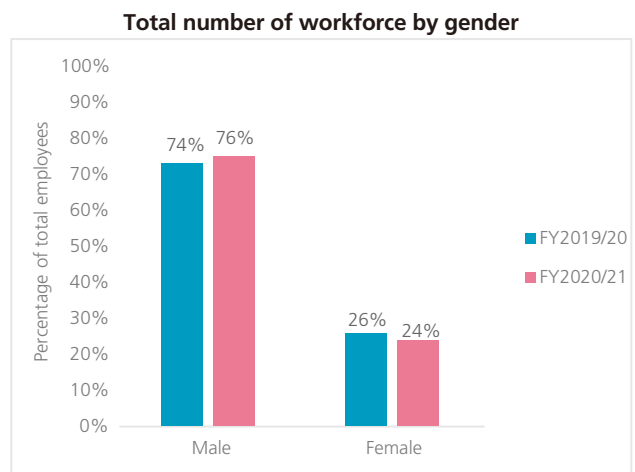
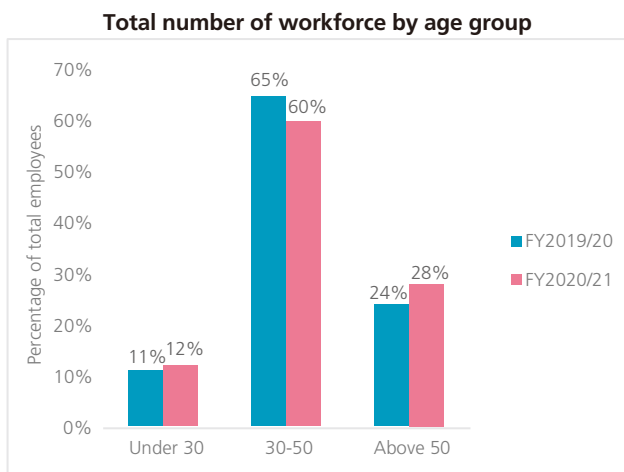
We actively promote gender diversity among management positions.



**50%**  
**female representation**  
in management position

## WORKFORCE DISTRIBUTION

Total number of employees: 407 (as at 30 June 2021)



### PROVIDING DEVELOPMENT AND TRAINING OPPORTUNITIES

Being a leading company in the data centre industry, SUNeVision puts forth dedicated efforts in upskilling our employees through the provision of appropriate learning and development opportunities. These are essential to support the Group's development and maintain our strategic competitiveness. Our Training and Development Policy is established to assist the enhancement or acquisition of necessary job-related skills for the mutual benefit of the Company and our staff. Furthermore, Super e-Technology follows the Quality Procedure Manual to provide the procedures which identify training needs and coordinate training activities.

#### Training and Development

We offer in-house training courses to employees periodically whenever applicable. With the aim to enhance the soft skills and technical knowledge of our employees, we offer both face-to-face and online training opportunities. Onboarding and orientation sessions for the new joiners are also arranged to help them better understand their positions and our Company. We also require our employees to attend Continuing Professional Development courses conducted by professional bodies in order to support the sustainable development of SUNeVision.

With the support from our parent company, our employees have the exclusive opportunities to participate in diverse training programmes, which cover the topics below:

- Job-specific knowledge
- Market trends
- Personal development
- Business ethics
- Communication and negotiation skills
- Client-facing techniques
- IT and data analytics skills
- Health and safety
- Sustainability

#### Training Sponsorship

Furthermore, we provide external training sponsorship for all permanent employees. Employees can apply for full reimbursement of course fees upon approval. We will also nominate potential employees to attend certain professional examination(s) and/or training courses which are related to or required for their job duties. We will also offer educational sponsorship to the employees who plan to pursue a degree programme which is considered helpful in their career development or in enhancing overall job performances.

#### Management Trainee Programme

A well-structured Management Trainee Programme under our Parent Company, Sun Hung Kai Properties, is offered to fresh graduates as an opportunity to develop a career in the fast-paced technology sector. Graduates from different disciplines are all welcome.

### ENSURING HEALTH AND SAFETY

The safety and well-being of employees is of our utmost concerns. In this regard, we meet 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 when compared to other more labour-intensive industries, we demonstrate our commitment to promote a culture of safety at our premises by establishing our Corporate Health and Safety Policy and other relevant policies and plans.

#### Health and Safety Measures

To maintain high occupational safety and health standard across the Group, occupational health and safety measures are adopted and implemented. For example, we strictly ensure that only construction worker registered with the Construction Industry Council (CIC) can carry out project supervision duties. The Group also employed a Health and Safety expert to strengthen our Health and Safety control.

We have also established a Risk Register to identify and mitigate health and safety risks from work and conduct regular safety inspections to identify health and safe risk at workplace.

Meanwhile, safety training is provided to new and existing staff regularly to raise their awareness on safe and healthy workplace behaviour, such as reporting all injuries and unsafe conditions promptly to their immediate supervisors and the management.

The safety trainings include:

- Fire drill exercise
- First-aid courses
- Muscle strain prevention talks
- Mandatory Basic Safety Training
- Construction Industry Safety Training and Safety Supervisor Training

We insure all employees when undertaking business travel on SUNeVision's behalf. Eligible employees are covered by travel insurance against accidental death and/or permanent disablement for both work- and non-work-related accidents.

Owing to the Group's effort in protecting the health and safety of its employees, the number of work-related fatalities remains 0 in each of the past 3 recorded years.

#### COVID-19 Response Plan

To enhance health and safety measures against the COVID-19 outbreak, we have established the Pandemic Disease Response Plan for Data Centre at iAdvantage which acts as the guidelines for our employees to follow. Multiple precautionary measures have been implemented at the premises to take care of the safety and wellbeing of our employees and tenants. Relevant government alerts are posted, and disinfectants are provided for use. Our employees are required to follow in-house Health Monitoring and Quarantine Guidelines. and received relevant self-explanatory training materials.

## Employment and Labour Practices

### Internal Prevention and Control

The Group maintains a firm grasp of all applicable obligations (whether mandated or voluntary) to provide our employees with a safe and healthy working environment during the COVID-19 pandemic. The Group has taken the following precautionary measures at our workplaces to minimise the risk of transmission of COVID-19.

- We establish a designated working team to enhance implementation of hygienic measures in all offices and provide guidance to strengthen employees care for the employees;
- Body temperature checks were also conducted to all people entering our workplaces;
- We provide an adequate number of surgical masks in all offices, while advising all staff members to maintain good personal hygiene and avoid touching their eyes, mouth and nose before cleaning hands;
- We provide alcohol-based sanitiser in all offices for hand sanitisation;
- We advise any person who has symptoms of fever, or other respiratory symptoms to seek medical advice and refrain them from entering our workplaces;
- Commonly touched areas such as lift buttons and handrails of the office's entrance are disinfected regularly during day time;
- We provide special leave arrangement to employees who are required for compulsory quarantine ordered by the government during the COVID-19 pandemic;
- We maintain a register of staff who are on duty and their mandatory travel and health declaration, for possible public health action in case the employee is confirmed to be infected with COVID-19;
- We offer employees four paid days of vaccination leave to recuperate, and allow vaccinated employees to enter the Company's lucky draw in order to encourage them to receive COVID-19 vaccination; and
- We have developed in-house guidelines on quarantine and travel in order to protect the health of all employees.

### Flexible work arrangement

We have implemented internal procedures such as restriction of business travel, disinfection and cleaning of our facilities and implementing flexible work arrangement to minimize the risk of infection.

# Supply Chain Management

## SUPPLY CHAIN MANAGEMENT HIGHLIGHTS



## STRATEGIES AND MANAGEMENT

To effectively extend our commitment to facilitate a more sustainable supply chain, we have set up the Procurement Policy and Procedure to govern the procurement process and the consolidation of sustainable practices into our procurement practices. It applies to any purchasing decisions in SUNeVision whenever applicable. The Procurement Team is responsible for implementing the policies, making procurement decisions, reviewing qualified suppliers and contractors, and ensuring all staff involved in purchases to comply with the policies.

As a result of the Group's effort to combat corruption, there were no concluded legal cases regarding corrupt practices in our Group during the reporting period.

## PROMOTING A RESPONSIBLE AND SUSTAINABLE SUPPLY CHAIN

We integrate environmental considerations into our procurement process to lower our overall carbon footprint and promote a green environment. During our procurement process, we actively adhere to the 4R environmental principles – Reduce, Reuse, Recycle and Replace. We adhere to the followings during the procurement process.

- Engage environmental consultants to review our construction plans and materials, ensuring specific requirements of certification are met;
- Select systems and building ventilation systems with desirable energy efficiency;
- Promote the use of environmental-friendly materials in our operations;
- Select electrical products which have no hazardous substances in first priority; and
- Avoid single-use disposable products, and give preference to reusable, recyclable or highly durable products.

We also encourage our contractors/suppliers to consider the usage of accredited environmental preferable products and equipment of all types to further minimize environmental impact.



## Supply Chain Management

### UPHOLDING HIGH QUALITY STANDARDS

At SUNeVision, we uphold a high expectation of standard regarding the environmental and social performance of our suppliers and contractors. We require suppliers to not only perform well at delivering high quality goods and services, but also remain sustainable at the same time. To achieve this, the Procurement Team performs a general review on the quality of products and services performance of qualified suppliers on a regular basis. If the performance of suppliers is not up to our standards or requirements, a scoring deduction in tender evaluation and performance review will be considered. Environmental performance is included as one of the factors being considered.

### PROMOTING ETHICAL SUPPLY CHAIN MANAGEMENT

We advocate the highest ethical standards not only in our Group, but also along the supply chain. We expect all employees, suppliers and vendors to act ethically with integrity and comply with relevant laws and regulations, including the Prevention of Bribery Ordinance (Cap. 201).

We regularly conduct internal audits on our daily operation and system control to allow a better oversight on ethical issues including corruption and fraud. Furthermore, we have put in place a Procurement Policy to ensure any misconduct of anti-corruption is strictly forbidden. All staff involved in the procurement process shall observe and comply with the Group's Code of Conduct. The Procurement Team is tasked with monitoring procurement processes and report any non-compliant cases to the Senior Management. Any staff caught compromising or violating the Code of Conduct will be subjected to serious disciplinary action.

#### Anti-corruption training

An anti-corruption training given by the Hong Kong Independent Commission Against Corruption was arranged regularly for staff and executive directors' participation to raise their awareness towards anti-bribery.

#### Self-declaration of conflict of interests

To ensure the mitigation of any corruption conducts, all staff involved in any purchases are required to declare if they have any conflict of interest. If there is a conflict of interest, that may be asked to avoid the relevant purchase as stated in the Code of Conduct. Any suppliers/contractors cooperating with the Group are also required to declare any conflict of interest with members of the Group.

#### Internal whistle blowing policy

Whistle-blowing Policy is in place to encourage our employees to report any malpractice, impropriety and fraud that comes to their attention. Suspected irregularities or concerns can be reported to immediate supervisors, department managers, Internal Audit and Human Resources Department or senior management level if needed. The employees should not suffer any form of intimidation and retaliation because of reporting and we will handle the concerns in a confidential and sensitive manner.

# Product Responsibility

## PRODUCT RESPONSIBILITY HIGHLIGHTS



## STRATEGIES AND MANAGEMENT

At the forefront of the industry of for data centre services, the Group remains committed to delivering reliable and excellent services to customers while protecting their physical and digital assets. We strictly abide by the Personal Data (Privacy) Ordinance (Cap. 486) to ensure that the storage and usage of personal data is only used for the purpose for which they have been collected. Our Data Privacy and Security Policy is in place at the group level to illustrate our commitment to uphold physical security and cyber security, as well as to enhance the awareness of data privacy and protection among our employees and contractors. As an accreditation of our data management, the Information Technology Service Management System implemented at iAdvantage has been certified with ISO/IEC 20000-1:2018. More details of our data privacy protection practices are provided below.

Selling or shipping of physical products do not comprise a significant portion of the Group's business, the requirements on relevant quantitative disclosure are therefore not applicable.

## DELIVERING RELIABLE AND EXCELLENT SERVICES

Our designated facilities, together with the preventive maintenance and systems, strengthen our resilience to withstand emergencies and to meet customers' expectations on providing a reliable, safe and secure power supply.

Our data centres are equipped with the Power Monitoring Module ("PMM") connected to the Building Management System to monitor any cases of power disruption. Multiple-redundancy power supply supported by Uninterruptible Power Supply ("UPS") and backup power generators are incorporated into our data centres to maintain high uptime availability for customers. In cases of any contingencies, our data centres have a strong capacity for recovery from disasters by connecting fuel tanks to generators which will refill the tanks within a predetermined response lead time.

Preventive maintenance and systems aim to lower the risks of any unpredictable disruptions. On-load tests are conducted for the backup power generators on a regular basis to ensure smooth operation under all circumstances. Fire protection and suppression systems, including gas-based FM-200/Novec 1230 fire suppression system and double interlock pre-action sprinkler system, are deployed in our data centres to detect and thus respond to potential fire hazards.



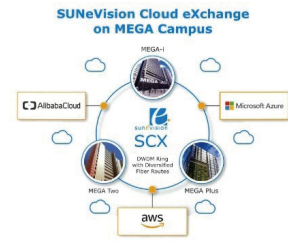
**Best IDC Provider  
(Overseas) Award**

During the year, SUNeVision earned the Best IDC Provider (Overseas) Award from the 15th China IDC Industry Annual Ceremony for two consecutive years in recognition of our efforts in providing reliable and excellent services to our customers.

## Product Responsibility

### Flexible, Virtual Connections to multiple Cloud Service Providers

Available on MEGA Campus in Hong Kong, SUNeVision Cloud eXchange (SCX) directly connects customers to multiple cloud service providers (CSPs), including AlibabaCloud, Microsoft Azure and Amazon Web Services, through virtual cross-connect (VxC) to meet the increasing demand for multi-cloud connectivity. With SCX, a layer-2 platform that allows multiple virtual connections hosted within one single physical connection, customers can now dynamically scale bandwidth and establish direct connectivity to their desired CSPs for enhanced performance. Moreover, the VxC is established on a pay-as-you-go basis, which gives its customers a more flexible and cost-effective way to cloud gateways.



### PROTECTING CUSTOMERS' DATA PRIVACY

Customers place their trust in us for safeguarding data privacy and security of their assets. As such, we implement effective measures to ensure both physical and cyber security, as well as to carry out stringent protection of customers' personal data.

#### Physical Security

Robust security and monitoring measures are adopted at our data centres are accredited with ISO 27001 Information Security Management System to ensure a high level of security.

- A sophisticated Building Management System with biometrics readers is implemented to ensure only authorised individuals and technicians can access our data centres;
- Closed Circuit Television Surveillance system is installed at all common areas, plant rooms and equipment rooms with digital recording;
- Trained security guards are on site 24-hours to support and maintain a high level of security; and
- Visit logs are properly maintained.

#### Cyber Security

To protect our customers' digital assets, we implement cybersecurity strategies, including the Layered Defence approach, to ensure the protection baseline of our IT infrastructure. We also establish strategic partnerships with third-party cybersecurity vendors to put security controls in place to protect digital assets from potential threats. Our strategies of defence are as follows:

##### Cyber Security Strategies

**Web Gateway Security** – We adopt the Next-Generation Firewall as our network layer defence which includes intrusion detection/prevention and network filtering functions to defend from the network later of our infrastructure.

**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 cyberthreats.

**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.

**Layered Defense approach** – Implemented the Layered Defense approach to ensure the protection baseline of our IT infrastructure.

**PrintNightmare Handling** – All managed hosts are properly patched and protected against the identified critical vulnerability found in Windows system's Print Spooler service.

**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.

**Training on data protection to employees** – Regular training provided to employees.

## Product Responsibility

To ensure the cyber risk control that we implemented can effectively safeguard customers' data privacy, we have appointed a global consultancy firm to conduct a Red Team Exercise to assess our overall cybersecurity maturity as well as incident detection and responses.

### Safe Handling of Data

Personal data collected from visitors and employees of our facilities are safely protected, stored and handled. As stipulated in the Group's Code of Conduct, all employees should protect the personal information of customers and tenants in compliance with the Personal Data (Privacy) Ordinance. Individuals whose personal data collected when making enquiries or submitting applications for services of the Group's operation will be informed of the purposes and usage, including the extent of transfer and disclosure and the right to access, correct and delete the collected data, through the Personal Information Collection Statements. Such data can only be assessed, changed or deleted by authorised employees and will not be disclosed to any external parties not set out in the Statement without the owner's consent.

Trainings on data protection are offered to all employees to equip them with the awareness of data privacy and protection of customers' data.

### RESPONDING TO CUSTOMERS' FEEDBACK

Customers' opinions and feedback are important drivers for our continuous improvement in service delivery and thereby further elevating the customer experience. We conduct customer satisfaction surveys on a yearly basis to collect customers feedback, identify rooms for improvement and respond to their needs.

In close correspondence with relevant laws and regulations, our Complaint Handling Policy at iAdvantage stipulates the responsibilities and overarching approach of handling customer complaints while our Complaint Handling Procedure delineates the procedure taken by our employees to settle complaints. 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.

During the reporting year, the small number of complaints received relating to data centre services were addressed swiftly and delegated to trained personnel to record and investigate the service-related enquiries. The complaints were handled in accordance with the existing procedures, which includes 24/7 support to the customers. As such, all complaints were handled and resolved in a timely manner.

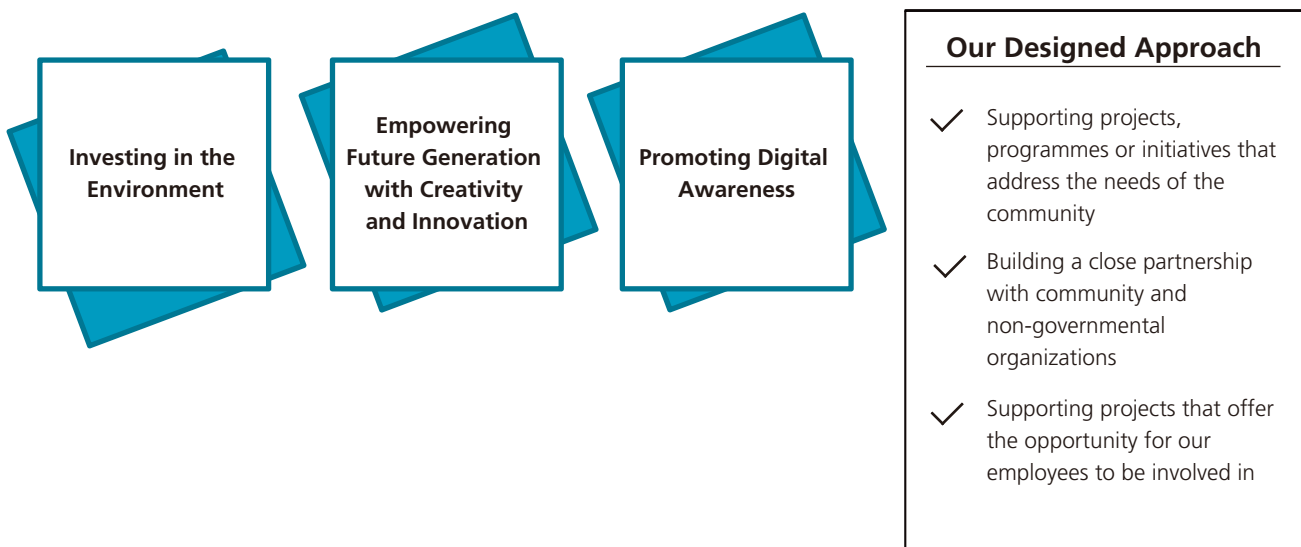
# Community Investment

## STRATEGIES AND MANAGEMENT

SUNeVision is committed to creating positive social impact and contributing to the communities in which we operate. We adhere to the Group's Community Investment Policy, and actively address the needs and adding value to the community through volunteering, involvements in different industrial programmes and forming partnerships with renowned organisations. We have derived three main areas to focus our efforts on.

During the reporting year, the COVID-19 situation in Hong Kong remains challenging and has suspended most of our planned community activities. We will continue to invest in the community in the future.

### Our Focus



## INVESTING IN THE ENVIRONMENT

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

## Community Investment

### Participating in CLP Retro-Commissioning Charter Programme

During the reporting year, SUNeVision makes its best endeavours to support the CLP Retro-Commissioning Charter programme. We contribute towards long-term decarbonization through implementing the Retro-Commissioning solutions in our properties.



### Renewable Energy Contribution Award



We strive to improve environmental sustainability and energy efficiency through different green initiatives such as promoting the use of renewable energy to reduce carbon footprint. Our efforts in investing in renewable energy has earned the Group the Renewable Energy Contribution Award presented by the CLP Group.

## EMPOWERING FUTURE GENERATION WITH CREATIVITY AND INNOVATION

We believe that the youth are the future pillar of our community. We strive to invest in youth education and development to inspire them with creativity, knowledge and skills beneficial for their future career development.

### CFA Institute Research Challenge 2020/21

SUNeVision supported the CFA Institute Research Challenge 2020/21 to introduce the data centre industry to the future generation. The event attracted more than 10 teams from different local universities.

## PROMOTING DIGITAL AWARENESS





SUNeVision is committed to fostering digital awareness and inclusion in the community. We aspire to enrich the digital infrastructure industry and promote its sustainable development by encouraging the flow of talent into the industry.

### Becoming Foundation Partner of Infrastructure Masons (iMasons) Hong Kong Chapter

SUNeVision has joined the Infrastructure Masons (iMasons) Hong Kong Chapter as a foundation partner to promote a better and more sustainable digital future for Hong Kong. The launch of the iMasons platform allows members in the digital infrastructure industry in Hong Kong to share local insights and exchange industry best practices with other global peers, and thereby foster effective collaboration and influence the digital infrastructure industry.







# Appendix I – Awards and Accreditation

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

Awards		
Organizer	Award	Awarded Unit
China Light & Power Company Syndicate	<b>Smart Energy Award 2020</b> Renewable Energy Contribution Award    Renewable Energy Contribution Award	<ul style="list-style-type: none"> <li>SUNeVision</li> </ul>
Communications Associations of Hong Kong	<b>CAHK STAR Awards 2020</b> Bronze Award in the category of “Innovative Data Centre Service”    Innovative Data Centre Service	<ul style="list-style-type: none"> <li>SUNeVision</li> </ul>
The 15th China IDC Industry Annual Ceremony	<b>2020 Best IDC Provider (Overseas)</b>    Best IDC Provider (Overseas) Award	<ul style="list-style-type: none"> <li>SUNeVision</li> </ul>
Environment Bureau of the Hong Kong SAR Government	<b>Charter on External Lighting</b> Platinum Award    Charter on External Lighting Platinum Award	<ul style="list-style-type: none"> <li>JUMBO Data Centre</li> <li>MEGA-i Data Centre</li> </ul>

Accreditation		
Accrediting organization	Accreditation	Accredited Unit
U.S. Green Building Council	<b>LEED 2009 Core and Shell Development rating system</b> Gold Certification    LEED Gold Certification	<ul style="list-style-type: none"> <li>MEGA Plus data centre</li> </ul>

## Appendix I – Awards and Accreditation

Accreditation		
Accrediting organization	Accreditation	Accredited Unit
Hong Kong Quality Assurance Agency	ISO/IEC 27001:2013  ISO/IEC 27001 : 2013 Certification No.: CC 5653	<ul style="list-style-type: none"> <li>Information Security Management System</li> </ul>
	ISO/IEC 20000-1:2018  ISO/IEC 20000-1 : 2018 Certification No.: CC 5801	<ul style="list-style-type: none"> <li>Information Technology Service Management System</li> </ul>
	ISO 14001:2015  ISO 14001 : 2015 Certification No.: CC 5637	<ul style="list-style-type: none"> <li>Environmental Management System</li> </ul>
	ISO 10002:2018  ISO 10002 : 2018 Certification No.: CC 6423	<ul style="list-style-type: none"> <li>Complaints Handling Management System</li> </ul>
The American Institute of Certified Public Accountants (AICPA)	<b>SOC 2 Type II compliance</b>  SOC 2 (Type II)	<ul style="list-style-type: none"> <li>MEGA Campus</li> </ul>
Payment Card Industry Security Standards Council	<b>The Payment Card Industry Data Security Standard</b>  PCI DSS	<ul style="list-style-type: none"> <li>MEGA Campus</li> </ul>

### EXTERNAL RECOGNITION

SUNeVision is a constituent member of the Hang Seng Corporate Sustainability Index Series.



## Appendix II – Sustainability Performance Table

Environmental Performance			
	Unit	FY2020/21 <sup>1</sup>	FY2019/20 <sup>2</sup>
<b>Greenhouse Gas (GHG) Emissions</b>			
Direct GHG emissions (scope 1)	tonnes CO <sub>2</sub> e	1,544 <sup>3</sup>	2,711
Indirect GHG emissions (scope 2)	tonnes CO <sub>2</sub> e	151,679 <sup>4</sup>	177,589
Total GHG emissions	tonnes CO <sub>2</sub> e	153,233	180,301
Total GHG emissions intensity per carrying value of property, plant and equipment	tonnes CO <sub>2</sub> e/ HK\$ thousand	0.017	0.022
<b>Energy Consumption</b>			
Total electricity consumption	kWh	317,531,6685	255,736,185
Total electricity consumption intensity per carrying value of property, plant and equipment	kWh/ HK\$ thousand	34.20	31.13
Total diesel consumption	kWh	754,648	799,991
Total energy consumption	kWh	318,286,315	256,536,176
Total energy consumption intensity per carrying value of property, plant and equipment	kWh/ HK\$ thousand	34.29	31.22
<b>Waste Generated and Recycled</b>			
Total non-hazardous waste generated <sup>5</sup>	kg	1,145,000	904,000
Total hazardous waste generated	kg	65,040 <sup>6</sup>	6,985
Total hazardous waste recycled	kg	65,027 <sup>7</sup>	6,985
<b>Water Consumption</b>			
Total water consumption	m <sup>3</sup>	116,689	99,6448
Total water consumption intensity per carrying value of property, plant and equipment	m <sup>3</sup> / HK\$ thousand	0.013	0.012

<sup>1</sup> Reporting scope of data in FY2020/21 covered iAdvantage, Super e-Technology, Super e-Network

<sup>2</sup> Reporting scope of data in FY2019/20 covered iAdvantage, Super e-Technology and Super e-Network.

<sup>3</sup> Scope 1 emission decreases as less refrigerant was used in FY2020/21.

<sup>4</sup> Emission data in Scope 2 is calculated by multiplying electricity consumption and the emission factor from the CLP Group or the Hongkong Electric Company Limited. The decrease in Scope 2 emission is attributable to the effect of the decreases in CO<sub>2</sub> emissions factors from CLP Group and Hongkong Electric Corporation Limited outweighs the effect of the increase in electricity consumption.

<sup>5</sup> Total non-hazardous waste generation covered MEGA-i, MEGA Two, MEGA Plus only.

<sup>6</sup> The VRLA batteries installed in our data centres have a five-year design life specification. The disposal of hazardous waste in FY2020/21 surges because the VRLA batteries in MEGA-i and JUMBO entered the replacement period in the Reporting Year.

<sup>7</sup> 389 lightbulbs, which accounts for an estimate of 13 kg, is generated but not yet recycled in FY2020/21. The lightbulbs will be recycled by licensed vendors in the next reporting year.

## Appendix II – Sustainability Performance Table

Social Performance		
	Unit	FY2020/21
<b>Employee Profile<sup>8</sup></b>		
Total workforce	no. of people	407
<i>Total workforce by rank</i>		
Senior management	no. of people	10
Middle management	no. of people	63
General staff	no. of people	334
<i>Total workforce by gender</i>		
Female	no. of people	98
Male	no. of people	309
<i>Total workforce by age group</i>		
Under 30	no. of people	52
30–50	no. of people	243
Above 50	no. of people	112
<i>Total workforce by employment type</i>		
Full-time	no. of people	406
Part-time	no. of people	1
<b>Employee Turnover</b>		
Employee turnover rate	%	18.8
<i>Employee turnover rate by gender</i>		
Female	%	17.9
Male	%	19.1
<i>Employee turnover rate by age group</i>		
Under 30	%	24.2
30–50	%	20.1
Above 50	%	13.1
<b>Occupational Health and Safety</b>		
Work-related fatalities	no.	0
Lost days due to work injury	days	683
Lost days rate	%	0.6

<sup>8</sup> Employee profile includes seconded employees during the reporting period.

## Appendix II – Sustainability Performance Table

Social Performance		
	Unit	FY2020/21
<b>Development and Training</b>		
Total workforce trained	no. of people	423
<i>Employees trained by employee category</i>		
Senior management	no. of people	2
Middle management	no. of people	66
General staff	no. of people	355
<i>Employees trained by gender</i>		
Female	no. of people	96
Male	no. of people	327
<i>Average training hours per employees by employee category</i>		
Senior management	hours/employees	0.8
Middle management	hours/employees	3.1
General staff	hours/employees	2.8
<i>Average training hours per employees by gender</i>		
Female	hours/employees	2.5
Male	hours/employees	2.8
<b>Supply Chain Management</b>		
<i>Number of suppliers by geographic location</i>		
Hong Kong	no.	291
Other regions	no.	22

SUNeVision Holdings Ltd.  
新意網集團有限公司

Unit 3110, 31/F, Standard Chartered Tower  
Millennium City 1, 388 Kwun Tong Road  
Kwun Tong, Kowloon, Hong Kong

[www.sunevision.com](http://www.sunevision.com)