

CORPORATE SOCIAL RESPONSIBILITY (CSR)

CSR Governance

CSR Policy Statement

MPFA strives for a sustainable future through building a retirement savings system that is valued by Hong Kong people, and in the process makes responsible and caring efforts towards our staff, the environment and the community.

Corporate governance, environment, community and workplace are the four cornerstones of CSR in MPFA. With sound decision-making processes and properly controlled operations underpinned by good corporate governance principles and practices as presented

in greater detail on pages 17 to 42, we foster the sustainable development of the MPF System, protect the environment, address community needs and maintain a happy and healthy workforce in the organization.



CSR development and performance in MPFA is overseen by the CSR Committee. It comprises staff from different divisions, together with representatives of the Staff Welfare Committee and the volunteer team.

The committee steers the direction of our CSR strategic developments, promotes and enhances awareness of CSR within the organization, coordinates corporate-wide CSR-related programmes and evaluates their effectiveness.

We take all practical steps to adhere to our Environmental Protection Charter and Occupational Safety and Health Charter to maintain a green workplace as well as a safe and healthy workplace for our staff.

In addition, we promoted CSR among the industry by encouraging trustees and their investment managers to incorporate environmental, social and governance factors into the investment decision-making process. Details are provided in the Business Operations section on page 52.

Environmental Protection

MPFA is in support of environmental protection in many of its policies. It is our vision to set up a paperless work environment where electronic filing and electronic records management are adopted as far as possible. A web-based Document Management System (DMS) and various IT application systems are part of our official records keeping system. We promote electronic filing to streamline the document management process and reduce the need for paper printing.

We have incorporated green elements in the procurement of general office supplies, giving preference to suppliers who promote the use of materials that can be reused and recycled, reduce waste, achieve greater energy efficiency, and create less adverse impact on the environment. As a further step, we are contemplating the adoption of an organization-wide green procurement policy.

In the year, we implemented the following new initiatives to support environmental protection:

- ✔ set up collection points of aluminium coffee capsules for recycling;
- ✔ ceased the provision of PVC bags for filing purpose to reduce consumption of plastic bags; and
- ✔ installed electronic MPF Information Kiosks at our offices, replacing paper brochure racks, for visitors to access e-publications and publicity materials or scan QR codes to download such information on their mobile devices for further reading and sharing.

We adopt ongoing green measures that aim to save energy and paper and reduce waste. They include:

- 🌿 switching off office lighting during lunchtime;
- 🌿 using timers to turn off office lighting and office equipment automatically at the preset time after office hours;
- 🌿 installing LED spotlights;
- 🌿 engaging regular waste paper shredding service provided by a paper recycling company (a total of 21 940 kg in 2019-20);
- 🌿 donating a total of 15 pieces of office equipment to the needy through the building management of our offices;
- 🌿 using recycled and responsibly produced paper for certain office stationery;
- 🌿 issuing publications, including MPFA Annual Report and staff newsletters, in electronic format;
- 🌿 providing corporate e-greeting cards for use by staff at Christmas and Chinese New Year;
- 🌿 providing electronic services to external parties, including e-Enquiry of Personal Account and eService for intermediaries;
- 🌿 automating internal administrative procedures, including leave application, reimbursement of travelling expenses, ordering of stationery items and reservation of meeting rooms; and
- 🌿 placing recycle bins for collection of waste paper, plastic and metal.

To further promote waste reduction, we encourage our staff to participate voluntarily in various donation and recycling programmes organized by the building management of our offices. These include the collection of red packets and mooncake boxes for reuse or recycling, as well as unwanted festive food gifts for donation.

Use of resources:

Electricity

	2019-20	2018-19
Total consumption	1 422 955 kWh	1 494 039 kWh
Consumption per unit office area	125 kWh/m ²	131 kWh/m ²

Office paper

	2019-20	2018-19
Total consumption	20 913kg	21 217kg
Consumption per employee	37.5kg	38.4kg

MPFA was awarded the Excellence Level of Wastewi\$e Certificate in 2019 by the Environmental Campaign Committee under the Environment Bureau for the tenth consecutive year. This is a recognition of MPFA's continuous efforts in promoting environmental protection, waste reduction, waste avoidance and waste recycling.

MPFA so far has attained a total of 24 Wastewi\$e goals relating to a wide range of environmental initiatives, such as paper saving, materials recycling and green procurement. This year, MPFA is specifically recognized for attaining a higher goal in reducing the number of printed copies of the MPFA Annual Report and achieving 82% of the waste reduction measures prescribed by the scheme organizer.

Caring for the Community

Addressing the needs of special groups

MPFA organizes a wide range of publicity programmes to educate the employed or self-employed about their MPF rights and obligations. Some of these programmes are tailored to those with special needs.

An MPF talk in collaboration with Shine Skill Centre of the Vocational Training Council was arranged for people with special needs who may join the workforce after training.

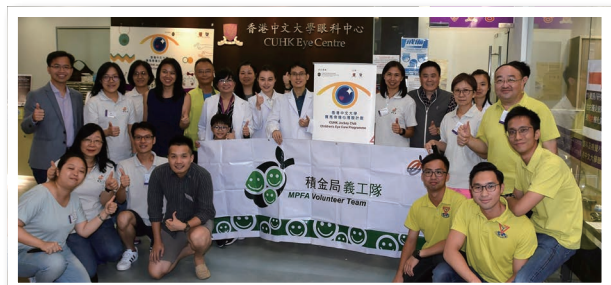
Two sets of MPF leaflets in Nepali and Urdu are made available at our offices for distribution to diverse racial groups.

We continue to adopt web accessibility design elements in our corporate website, e-Enquiry of Personal Account website, and in our mobile applications for e-Enquiry of Personal Account and Intermediaries eService, to facilitate barrier-free and convenient access to MPF information and MPFA's services by members of the public and MPF service providers, including those with special needs.

Volunteer service and charity events

With the coordination of CSR Committee and volunteer team, staff members and their families and friends participated in a variety of charitable activities and community services.

- Our volunteer team members visited elderly residents living in public housing estates to bring them traditional food and “fortune bags” with warm greetings at festive times.
- Over 30 volunteers including staff and their family and friends provided services to the Chinese University of Hong Kong (CUHK) Jockey Club Children Eye Care Programme in more than 10 half-day eye examination sessions at the CUHK Eye Centre to assist in detecting eye diseases for children aged six to eight with a view to providing prompt and appropriate management and reducing the chances of permanent visual impairment.



- We offered summer internship placements for tertiary students, including those with special needs, to provide them with an opportunity to gain real-life work experience and to better understand the MPF System and MPFA.

Volunteer service

	2019-20	2018-19
Service hours contributed by staff and family members	1 750 hours	1 700 hours
Donation for charity	\$104,940	\$121,980

We supported a number of fund-raising events, including The Community Chest’s Dress Casual Day and Walk for Millions. In light of the COVID-19 outbreak in early 2020, funds were raised among staff members for disinfection packs to be offered to cleaning workers. Residual funds were donated to the Integrated Service Team for Street Sleeper of St James’ Settlement.



Participation in the Community Chest's Walk for Millions



Offer of disinfection packs to cleaning workers



Twenty colleagues in five teams participated in the Sowers Action Challenging 12 Hours 2019 charity marathon in support of education for students in remote regions on the Mainland of China, and got two silver awards for corporate participation and team fundraising respectively. 21 volunteer team members provided service support at the finishing point in the same event.

MPFA was presented the 2018-20 Social Capital Builder Logo Award by the Community Investment and Inclusion Fund of the Labour and Welfare Bureau. The Award is a recognition of our ongoing commitment to promoting a caring society and building social capital in Hong Kong, which includes providing volunteer services, establishing mutual trust with social service organizations and sharing professional knowledge with the community.

Caring for Staff

Workplace quality

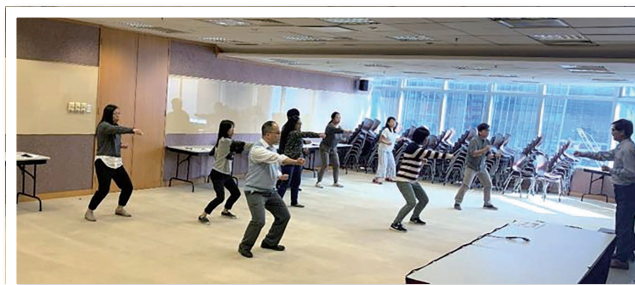
We recognize the importance of providing a quality working environment to staff and endeavour to make it more family-friendly. Ongoing measures adopted in our offices include:

- 👍 provision of lactation facilities to nursing mothers;
- 👍 using lead filter to remove lead from drinking water;
- 👍 provision of Automated External Defibrillator at all offices for emergency use;
- 👍 conversion of part of male toilets to female ones to cater for the higher proportion of female staff;
- 👍 provision of health check corners in the staff rooms;
- 👍 provision of capsule coffee machines so that staff can brew coffee conveniently; and
- 👍 carrying out Display Screen Equipment assessments to assess and re-assess the risks of workstations to ensure the safety and health of colleagues. In 2019-20, a total of 140 assessments were conducted. Suitable accessories such as keyboard drawers, document holders, footrests, etc were provided to staff accordingly.

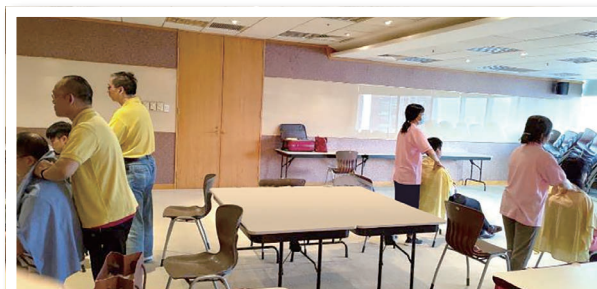
Employee wellness, benefits and welfare

A happy, healthy and engaged workforce is important to MPFA. Various activities and programmes were organized regularly to promote employee wellness and enhance staff and their family members' awareness of healthy living. During the year, we arranged:

- 👍 Two sessions of wellness workshop on “Acupressure for Office Workers” to share with colleagues some skills for applying acupressure for headache relief and prevention of illness;
- 👍 Two sessions of wellness workshop on “Ba Duan Jin Qigong”, a set of traditional Chinese exercises combining calisthenics, stretching and breathing for enhancing physical health, releasing stress and preventing muscle strains;



- 👍 Masseurs from the Hong Kong Society for the Blind to provide professional Chinese acupressure health massage service to staff;



- 👍 Two sessions of Cardiopulmonary resuscitation (CPR) and Automated External Defibrillator (AED) course conducted by representatives from the Fire Services Department for staff to learn the skills in practising CPR and AED; and
- 👍 A free session of comprehensive eye examinations under The CUHK Jockey Club Children Eye Programme for staff's children and relatives at the age of six to eight.

In addition to the above, articles and videos on different physical and mental health tips like hand hygiene, stress management and positive thinking were published in the staff e-newsletter to promote employee wellness and mental health.

An Employee Assistance Programme is also offered to our staff and their family members. It aims to provide professional consultation and counselling service to help them cope with stress and emotional problems as well as to enhance mental well-being in MPFA.

Through our Staff Welfare Committee, sports clubs and interest clubs, a wide variety of activities and interest classes are arranged regularly to promote work-life balance. These include arts and crafts workshops, indoor and outdoor activities (e.g. hiking, photo competitions, DIY interest classes, and external basketball competitions with other regulators).

In response to the COVID-19 pandemic, special work arrangements and a number of protective measures were put in place to safeguard the health and safety of staff. Details are provided in Our Organization section on page 76.



DIY workshop: making festive decorations



Basketball competition with other regulators

Caring Organization

MPFA was awarded the Caring Organization logo by the Hong Kong Council of Social Service (HKCSS) for the 15th consecutive year, in recognition of our ongoing commitment to caring for our staff, the environment and the community.

Three MPFA volunteer team members were nominated by MPFA as MPFA's Caring Ambassadors 2019/20 under the HKCSS Caring Company Scheme to recognize their active participation in community and volunteer activities coordinated by MPFA's volunteer team and CSR Committee.