

CORPORATE SOCIAL RESPONSIBILITY

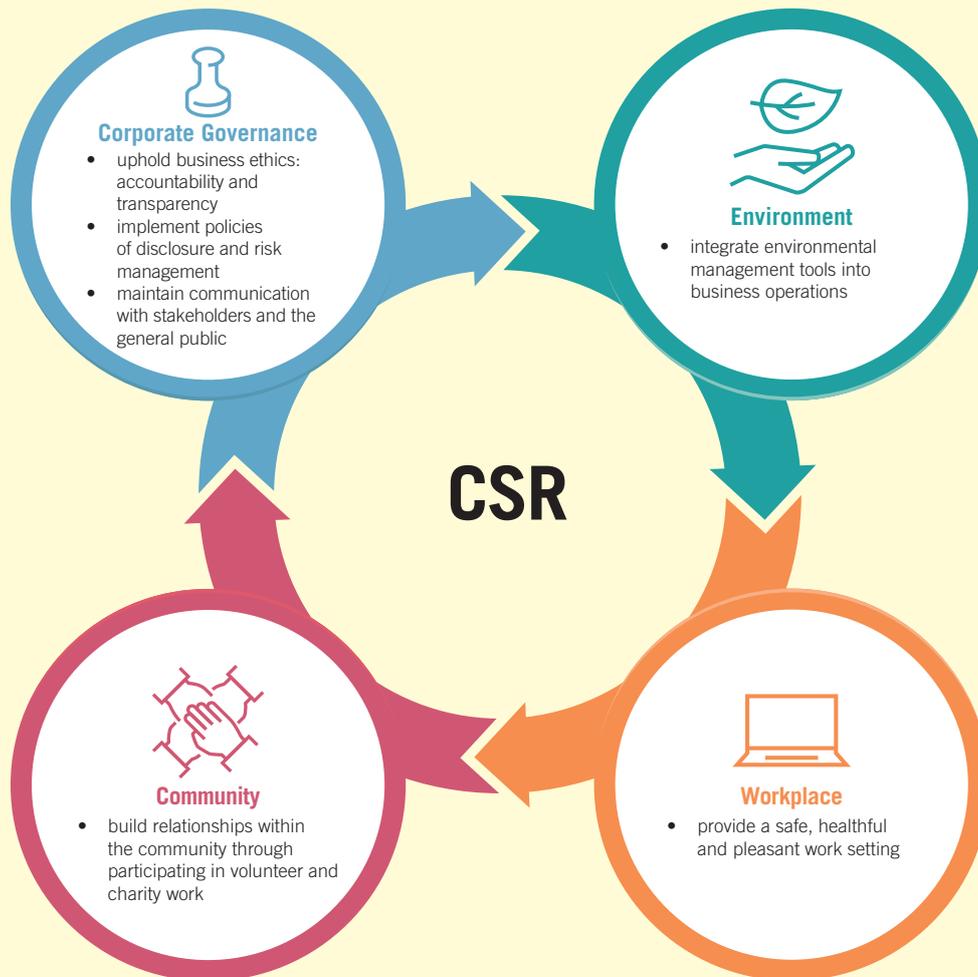
CSR Governance

Our CSR Approach

Corporate governance, environment, community and workplace are the four cornerstones of CSR in MPFA. We are committed to high standards of corporate governance and strive to make responsible and caring efforts towards the environment, the community and our staff, and integrate CSR practices into our daily operations.

Our CSR Management

CSR development and performance in MPFA is overseen by a designated committee comprising staff across 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.



Corporate Governance

MPFA has put in place a corporate governance framework in line with the requirements of the MPFSO and is committed to upholding high standards of corporate governance and practices to promote fairness and ethical conduct and ensure accountability and transparency in our operations. It also encourages the MPF industry to incorporate environmental, social and governance factors elements into the investment decision-making process. Work in these respects is reported in the Corporate Governance section on pages 16 to 44 and Business Operations section on page 61.

Caring for the Environment

During the year we have implemented a number of measures to reduce paper and energy consumption and reduce waste for a greener earth. Our activities are highlighted below.

Reduction of Paper Consumption

New initiatives introduced or being implemented	On-going measures
<ul style="list-style-type: none"> Developing an eMPF Platform: capitalizing on technology advancement, the eMPF Platform not only provides a single electronic platform for handling scheme administration of all 14 trustees, it will also reduce paper-based MPF transactions and therefore eliminate paper waste (eMPF Platform is discussed in detail in the Business Operations section on pages 47 to 49) Developing an eReturn system to receive and store annual statutory returns, including financial data of MPF schemes and APIFs, electronically Relevant requirements were streamlined to encourage trustees to obtain consent from scheme members regarding receiving notices and documents by electronic means 	<ul style="list-style-type: none"> Implementing e-records management: a web-based Document Management System and various IT application systems have been developed as part of our official records keeping system Automating internal administrative procedures, such as leave application, reimbursement of travelling expenses, ordering of stationery items and reservation of meeting rooms Adopting green procurement of general office supplies, giving preference to suppliers who promote the use of papers and other materials that can be reused and recycled Issuing MPFA Annual Report and staff newsletter in electronic format and offering access to e-publications and publicity material through electronic means at the electronic MPF Information Kiosks at our offices Engaging regular waste paper shredding service for recycling <div data-bbox="863 1780 1412 2004" style="background-color: #e6f2ff; padding: 10px; border-radius: 10px; display: flex; align-items: center; justify-content: space-between;"> <div style="text-align: center;"> <p>In 2020-21, 52 930 kg of waste paper was shredded for recycling</p> </div> <div style="text-align: center;">  </div> </div>

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Use of office paper

Total consumption



Consumption per employee



Reduction of Energy Consumption

On-going measures

- Using energy-efficient computer equipment and reducing the number of servers using virtualization technology
- Installing LED spotlights
- Switching off office lighting during lunchtime
- Using timers to automatically turn off office lighting and office equipment at the pre-set time after office hours

Use of electricity

Total consumption



Consumption per unit office area



Reduction of Waste

On-going measures

- Collecting old but in good condition office equipment for reuse and recycling

During the year, **27** pieces of office equipment were delivered to GREEN@COMMUNITY of the Environmental Protection Department for reuse and recycling



- Collecting used printer cartridges for recycling and donating old computer equipment to charitable organizations

503 printer cartridges were collected for recycling and **187** pieces of old computer equipment were donated to charities in the year



- Collecting used aluminum coffee capsules for recycling
- Encouraging staff to participate in various donation and recycling programmes organized by the premises management of our office buildings. These include the collection of red packets and mooncake boxes for reuse or recycling and unwanted festive food gifts for donation

For 11 consecutive years, MPFA has been awarded the Excellence Level of Wastewi\$e Certificate by the Environmental Campaign Committee under the Environment Bureau. The certificate is a proof of MPFA's continuous efforts in promoting environmental protection, waste reduction, waste avoidance and waste recycling.

Caring for the Community

Showing Care amid the COVID-19 Pandemic

Amid the pandemic, supporting our community is more important than ever.

Responding actively to the appeal by the Government, MPFA rendered support to the Government's Employment Support Scheme. Arrangements were made for employers in the construction sector to receive subsidy from the Scheme. MPFA also gave support to the Government's initiative of supporting employment by offering a total of 49 temporary job opportunities in 2020-21.

We organized a campaign raising funds among staff for disinfection packs for cleaning workers in March and April 2020.



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Riding on the momentum, another fund-raising event among staff aiming to ease local non-government organizations/charitable bodies of financial pressure was held in September 2020. Donations by staff were distributed evenly to Charles K. Kao Foundation for Alzheimer's Disease, Sowers Action and Hong Kong Unison.



Addressing the Needs of Special Groups

Two sets of MPF leaflets on MPF rights and obligations were published in Nepali and Urdu for the information need of diverse racial groups.

We adopt web accessibility design elements in our websites and mobile applications to allow barrier free access to MPF information by everyone.

Taking Part in Volunteer Service and Charity Events

Affected by the COVID-19 pandemic and for health concerns, the volunteer team co-ordinated limited community services for participation by staff members and their families and friends. A total of 360 service hours were recorded during the year.

- 16 volunteers including staff and their family and friends provided services to the Chinese University of Hong Kong Jockey Club Children Eye Care Programme in four half-day eye examination sessions to assist in detecting eye diseases for young children.



- 43 volunteers visited elderly residents living in public housing estates to bring them “fortune bags” with warm greetings before the Chinese New Year.

Caring for Our Staff

Special Work Arrangements under the Pandemic

We care for our staff. Special work arrangements have been made to ensure staff's health and safety during the pandemic. Details are described in the Our Organization section on page 81.

Workplace Quality

We are committed to providing a quality working environment and endeavouring to make it family-friendly. Ongoing measures taken include:

- Providing lactation facilities to nursing mothers
- Using lead filter to remove lead from drinking water
- Providing Automated External Defibrillator at all offices for emergency use

- Carrying out Display Screen Equipment assessment. In 2020-21, a total of 168 assessments were conducted. Keyboard drawers, document holders, footrests and other accessories were subsequently provided to staff to minimize the risks of workstations to the safety and health of colleagues
- Providing health check equipment for staff to conduct self-check
- Provision of capsule coffee machines so that staff can brew coffee conveniently

MPFA was accredited as a signatory of the Good Employer Charter for 2020. This is the second consecutive time that we have been accredited as a signatory organization of the Charter since it was first launched by the Labour Department in 2018. MPFA is authorized to use the brand new “Family-friendly Good Employer” logo for two years in recognizing its efforts in promoting family-friendly employment culture within the organization.

Employee Wellness, Benefits and Welfare

A wide range of wellness, benefits and welfare activities were organized under an Employee Wellness Programme by Staff Welfare Committee to remind colleagues of the importance of maintaining healthy habits, physically and mentally, during the COVID-19 pandemic. The activities met with good response. The highlights are as follows:

- Lunchtime online seminars:
 - Turn “Epidemic” to Peace, to share skills for releasing pressure in facing the epidemic and adversity
 - Work-Life Balance, to help colleagues understand stress, learn ways to relieve pressure and get tips for balancing work-life
 - Brain Exercise Workshop, to share with colleagues ways to strengthen their body and brain through simple physical exercises
- Distribution of fruits to employees to enhance awareness of a healthy diet

- A Wellness Challenge Programme comprising a series of free wellness workshops on Office Stretching Exercise, Mindfulness and Nutrition was organized



- Online art and craft workshops on making lip balm and decoupage lanterns



- Distribution of gift packs of hand sanitizer, alcohol wipe and other disinfection items to staff



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- Publication of articles and videos in our staff e-newsletter, the Orchard, on health tips, for example, at-home workout exercise, healthy recipes and positive thinking

In addition, making use of the festive occasion of the Chinese New Year, we offered festive gift sets to colleagues to appreciate their efforts during the year and boost their morale.



A Caring Organization

MPFA was awarded the Caring Organization logo by the Hong Kong Council of Social Service (HKCSS) for the 16th consecutive year, in recognition of our ongoing commitment to caring for the environment, the community and our staff. Three colleagues were selected as MPFA's Caring Ambassadors 2020-21 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.

In addition, MPFA was presented the 2020-22 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.