

# Corporate Social Responsibility



I've been a member of the MPFA Volunteer Team since its inception in 2006. Volunteering is a great way to gain exposure and develop soft skills while serving the community. I feel happy to be able to help others, and would highly recommend everyone take part in volunteering activities.

**Eiling Kwok**  
(Corporate Services Division)

## CSR Approach

MPFA's Corporate Social Responsibility (CSR) approach integrates MPFA's mission in retirement protection and its belief in contributing to the community, the environment and our colleagues. MPFA's CSR policy statement reflects its CSR goals and focus:

*"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 the community, the environment and our colleagues."*

## CSR Governance

CSR development in MPFA is overseen by the CSR Committee. It is responsible for promoting and enhancing awareness of CSR within the organization and implementing corporate-wide CSR activities. Co-chaired by two heads of division, the Committee is comprised of representatives from all business units, Chairman of the Staff Welfare Committee and the Convener of the Volunteer Team. The Committee meets regularly to discuss various CSR events and activities. To step up effort in achieving the CSR goals, the Chief Corporate Affairs Officer of MPFA will take over the chairmanship of the CSR Committee in 2024–25.

## Caring for the Community

### Grooming the Future Workforce

In line with our commitment to the betterment of the local workforce, we have been rolling out our summer internship programme for undergraduates in an effort to help groom the future workforce and to help them understand more about the MPF System. To promote inclusiveness, we partner with Hong Kong Red Cross Princess Alexandra School and offer a place in the internship programme to a secondary school student with special needs. All interns are offered the opportunity to work closely with MPFA colleagues on projects to gain real-life work experience and knowledge about MPFA's roles and responsibilities in respect of the MPF System.

Starting 2024, we also agreed to take part in the Youth Work Explorer Programme organized by Child Development Initiative Alliance (CDIA). Plans have been made to provide the underprivileged youth referred by CDIA a five-day on-the-job experience during summer holidays to gain insight into the work area that they are interested in.

As a member of the Green and Sustainable Finance Cross-Agency Steering Group, MPFA continues to support the Steering Group's internship programme by providing university students opportunities to gain practical work experience and a general understanding of MPFA's policies in relation to sustainable investing.

## Promoting Inclusiveness

### Community Inclusion

We contribute to enhancing an integrated and cohesive community where all individuals are respected and included.

We provide features on our websites and mobile apps to make them accessible to all, including those with special needs. Our websites and mobile apps received 10 Gold Awards, six of which were triple gold awards, in the Web Accessibility Recognition Scheme 2022–2023. During the year, additional enhancements have been made to our websites and mobile apps to further improve their accessibility for those with special needs.

In November 2023, we set up an MPF enquiry counter at a career expo co-organized by seven NGOs, targeting job seekers with disabilities. In January 2024, a train-the-trainers workshop in collaboration with Hong Kong PHAB<sup>1</sup> Association was conducted for its staff who assist their members with disabilities in finding jobs.

MPFA also acted as one of the supporting organizations of the Hong Kong Sign Language Day 2023 organized by The Hong Kong Society for the Deaf.

In March 2024, we invited social enterprises that employed trainees with special needs and NGOs that supported grassroots women in developing their skills for self-employment as handicraft artisans to participate in an Easter Handicraft Market at the MPFA office. The primary objective of this initiative was to provide support to the underprivileged groups by providing them with a comfortable training opportunity to enhance their selling skills through a handicraft market open to staff members of MPFA.

### Financial Inclusion

By mandating contributions to MPF schemes, the MPF System helps the workforce develop investment discipline and set aside small sums regularly for their retirement reserves. The small amounts of MPF savings contributed by scheme members are pooled together and invested into

quality markets and diversified portfolios through stringently regulated financial products managed by major financial institutions. Fund investment and asset accumulation for retirement is no longer a privilege of high asset individuals.

## Charity and Volunteering

MPFA's CSR Committee and Volunteer Team offer charity and volunteering opportunities to colleagues to encourage them to give back to the community and foster a culture of care for the needy. During the year, around 2 310 service hours, or over 4 hours per staff member on average, were recorded.

A major CSR event, Knitting for Charity, was launched in July 2023. Around 60 colleagues volunteered to knit during their leisure time. With their concerted efforts, 250 scarves were knitted. CSR Committee Members and knitter representatives visited the Ngau Tau Kok Elderly Centre of the Kwun Tong Methodist Social Service in November 2023, bringing the elderly the hand-knitted scarves and fortune bags.



Send hand-knitted scarves and fortune bags to the elderly

1 PHAB stands for physically handicapped and able-bodied

Other charity and volunteering services we participated in during the year include the following:

Event	Activity
Fund raising	<ul style="list-style-type: none"> <li>Funds were raised among colleagues for knitting materials and food items for the fortune bags to be given to the elderly under MPFA's self-initiated Knitting for Charity event.</li> <li>Colleagues and their family members participated in the Walk for Millions to raise funds for family and child welfare services supported by the Community Chest.</li> <li>Colleagues also participated in a flag-selling day to raise money for Ocean Park Conservation Foundation to promote protection of endangered animals.</li> </ul>
Donation	<ul style="list-style-type: none"> <li>Aged IT equipment was donated to the Caritas Computer Workshop for recycling to avoid waste.</li> <li>Obsolete office chairs and tables that were still in good condition were donated to non-profit organizations in need.</li> </ul>
Give blood	<ul style="list-style-type: none"> <li>In response to Hong Kong Red Cross' appeal, colleagues gave blood to save lives during an on-site blood donation event.</li> </ul>
Elderly visit	<ul style="list-style-type: none"> <li>Through the Sheng Kung Hui Chuk Yuen Canon Martin District Elderly Community Centre, Volunteer Team members visited the elderly and the underprivileged families to offer care and send them gift packs during Dragon Boat Festival and Mid-Autumn Festival.</li> <li>Volunteer Team members participated in the Volunteers for Seniors Day organized by HOPE worldwide to bring well wishes and fortune bags to the elderly and needy families living in public housing estates.</li> </ul>
Youth support	<ul style="list-style-type: none"> <li>Colleagues enrolled as mentors under the Strive and Rise Programme coordinated by the Social Welfare Department to help the youth from underprivileged families to broaden their horizon and develop a positive outlook on life.</li> </ul>
Food assistance	<ul style="list-style-type: none"> <li>Our summer interns in partnership with the NGO Food Angel packed lunchboxes for distribution to the elderly and low-income families in Sham Shui Po.</li> </ul>
Volunteering at charity events	<ul style="list-style-type: none"> <li>Volunteer Team members, working in two shifts, provided various support services at the end point of the Sowers Action's Challenging 12 Hours, a charity marathon aiming to improve the living and learning conditions of children from local grassroots families.</li> <li>For eight half-days, trained Volunteer Team members assisted in detecting eye diseases for children under the CUHK Jockey Club Eye Care Programme.</li> </ul>





Walk for Millions



Sell flags to raise funds for Ocean Park Conservation Foundation



Partner with Food Angel packing lunch boxes for the needy



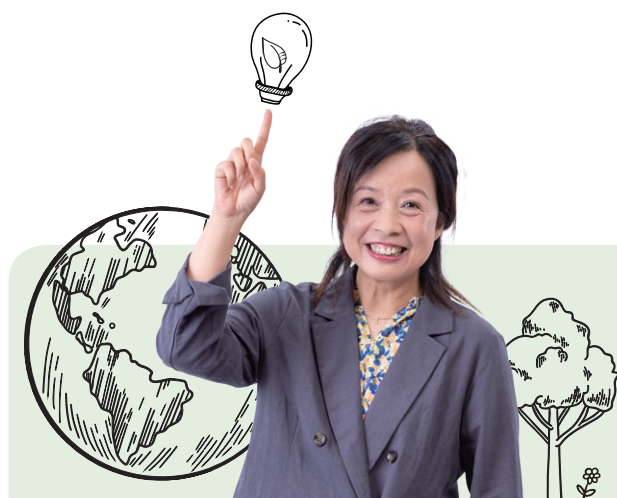
Support HOPE worldwide and Sheng Kung Hui to visit the elderly and underprivileged families



Provide support services at Sowers Action's Challenging 12 Hours



Assist in CUHK Jockey Club Eye Care Programme



**Sirin Tsang**  
(Corporate Services Division)

Our office adopts a wide range of sustainable features and technologies to boost energy efficiency, water conservation and waste reduction. Together with our colleagues, we will continue to foster and strengthen a culture of environmental sustainability in MPFA.

## Protecting the Environment

### Reduce, Reuse, Recycle

We advocate environmental protection by practising the 3Rs of Reduce, Reuse and Recycle and driving colleagues for behavioural change for better resources and waste management. Below are examples of the measures that we have taken to achieve the purpose:

#### Reducing Paper Consumption

- Digital publicity leaflets are offered for downloading by the public to replace distribution of physical copies;
- To encourage less printing, desktop printers are no longer available; the setting of the printers in machine rooms is defaulted to printing on both sides; and users are prompted by the printer control panel to confirm print jobs before printing; and
- Paper-based operation is modernized through digital technologies, for example, building the eMPF Platform (details of the eMPF Platform project are set out on pages 27 to 31), developing various in-house IT application systems (e.g. e-Performance Management System and e-Recruitment Platform), and implementing an e-filing system to store documents.

#### Reducing Energy Consumption

- Arrangement has been made to switch to the use of an electric corporate vehicle in 2024 to minimize carbon emission;

- Printers are set to “sleep” mode when idling;
- A green data centre design is adopted, which includes the use of:
  - energy-efficient servers;
  - private cloud technologies to virtualize and consolidate multiple servers into a smaller number of physical servers;
  - intelligent cooling and efficient airflow management systems to reduce the energy required for maintaining an optimal data centre environment; and
  - LED lighting and occupancy sensors throughout the data centre.

#### Reusing and Recycling Old Items

- Recycling bins are provided to collect recyclables, including waste paper, metal and plastic bottles;
- Obsolete computer equipment is sent to recyclers for processing;
- Used aluminum coffee capsules are collected for recycling;
- Coffee grounds are collected for upcycling;



- A paper recycling company is engaged for regular waste paper shredding service; and
- Stationery is reused.



Coffee grounds collection bin

## Green Procurement

When conducting procurement activities, we make reference to the green specifications of the Environmental Protection Department, encourage suppliers to provide environmentally-friendly options in their proposals, give preference to suppliers who promote reuse and recycling, and include green elements as assessment criteria where applicable.

We purchase green stationery such as recycled paper, refillable ball pens, and recyclable laser printer toner cartridges. We also purchase office equipment and electrical appliance, such as printers and fridges, with Energy Efficiency label.

## A Greener Office

In April 2023, we moved into a new office premises in Kwun Tong, The Millennity, which has received various accolades for its green efforts, including Leadership in Energy and Environmental Design Platinum Certification and WELL Platinum Certification, Platinum Certification of Building Environmental Assessment Method Plus as well as Excellent Class of the Indoor Air Quality Certification Scheme. Echoing our commitment to operating in an environmentally responsible manner, our new office has embraced green and sustainable features and technologies to further boost energy efficiency, water conservation and waste management. Examples are highlighted below:

Office Construction	<ul style="list-style-type: none"> <li>• Reuse equipment and office furniture to reduce wastage.</li> <li>• Use low volatile organic compounds building materials to minimize potential environmental damages.</li> </ul>
Office Setting	<ul style="list-style-type: none"> <li>• Replace plastic access cards with virtual access cards.</li> <li>• Use central litter bins to cultivate a new culture of minimizing waste production.</li> <li>• Install Interactive Display Systems in meeting rooms to facilitate paperless discussion.</li> </ul>
Air-conditioning	<ul style="list-style-type: none"> <li>• Provide an even distribution of airflow across the office and set room temperature at 25°C to save energy.</li> </ul>
Lighting	<ul style="list-style-type: none"> <li>• Use LED lighting instead of fluorescent tubes for better energy efficiency and durability.</li> <li>• Adopt an open plan design to maximize natural light and conserve energy.</li> <li>• Install timers and motion/daylight sensors to turn off unnecessary lighting and reduce energy waste.</li> </ul>
Water	<ul style="list-style-type: none"> <li>• Switch to direct flow water dispensers from bottled water dispensers to reduce wastage.</li> </ul>

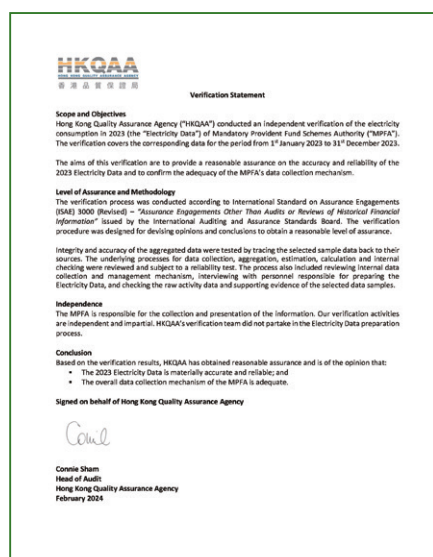
In addition, starting 2024, colleagues from different business units are invited to become Green Ambassadors who are tasked to promote new green office initiatives and practices at the departmental level.

## Consumption<sup>1</sup> and Recycling

Figures on paper consumption and recycling as well as the use of electricity are as follows:

	2023–24	2022–23	2021–22
<b>Paper</b>			
Total consumption (kg)	15 778	16 880	17 596
Consumption per head (kg)	26	29	31
Recycling (kg)	8 546 <sup>2</sup>	57 425	22 661
<b>Electricity<sup>3</sup></b>			
Total consumption (kWh)	997 876 <sup>4</sup>	1 519 054	1 438 416
Consumption per unit office area (kWh/m <sup>2</sup> )	101	125	120

- 1 The consumption of paper and electricity is affected by factors such as changes in corporate activities, number of staff working in the office, and the use of IT systems and electronic solutions.
- 2 The paper recycling amount in 2022–23 was driven up significantly due to office relocation, and afterwards a drop in the recycling amount in 2023–24 was recorded.
- 3 MPFA has appointed Hong Kong Quality Assurance Agency to verify its electricity consumption data (verified data covered the period from 1 January to 31 December 2023). The scope and basis of the verification are set out in the Verification Statement below.
- 4 Lower electricity consumption was recorded in 2023–24 following office relocation in April 2023 with reduction in office space.



In addition, we support the World Wide Fund for Nature (WWF)'s efforts in promoting sustainability:

- MPFA has stopped serving shark fin dishes at its banquets since 2010. We have gone further than that and made a No Shark Fin pledge with WWF to reiterate our commitment; and
- To promote wise use of energy, colleagues were called upon to switch off unnecessary lights to mark Earth Hour 2024 organized by WWF.

## Other Green Efforts

Apart from the above, we adopt green initiatives in every aspect of our daily operation in fulfilling our corporate social responsibility. For example, potted plants are placed in the office to create a green workplace. Colleagues are encouraged to participate in various donation and recycling programmes organized by the premises management office, e.g. collection of mooncakes and red packets.



## Caring for Our People

We take care of the physical and mental wellbeing of our people. Details are set out on pages 78 to 80.

## Awards and Recognitions by the Community

For 19 consecutive years, MPFA for its ongoing commitment to caring for the community, the environment and its people has been recognized as a Caring Organisation by the Hong Kong Council of Social Service. Three colleagues were named MPFA's Caring Ambassadors in recognition of their highest service hours during 2023–24.



In addition, MPFA has been named a Social Capital Builder for 2022–24 in recognition of our ongoing commitment to promoting a caring society by the Community Investment and Inclusion Fund of the Home and Youth Affairs Bureau.



MPFA for the second time obtained the Happy Organisation logo under the Happiness at Work Promotional Scheme organized by the Promoting Happiness Index Foundation. This affirmed MPFA's efforts in creating a happy workforce for its staff.



MPFA has gained recognition from the Environment and Ecology Bureau, and awarded the Wastewi\$e Certificate since 2010.

