

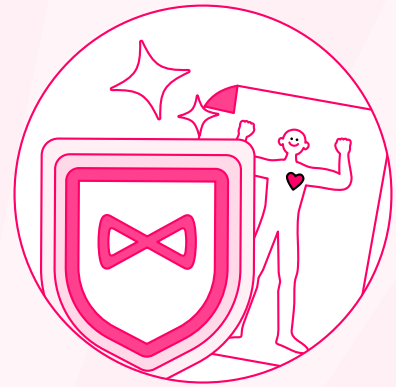


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ESG Survey Report 2024

Towards a Sustainable Future: An Evaluation of Employee Wellness and Training in Hong Kong



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Preface

At Bowtie, we believe in the power of collaboration and collective action to drive positive change. As an insurtech company committed to promoting holistic well-being and sustainability, we are proud to partner with ESG Matters and Dialogue In The Dark (HK) Foundation for this survey.

We extend our gratitude to all participants who contributed to this survey. Your valuable insights and experiences have been instrumental in shaping this report.

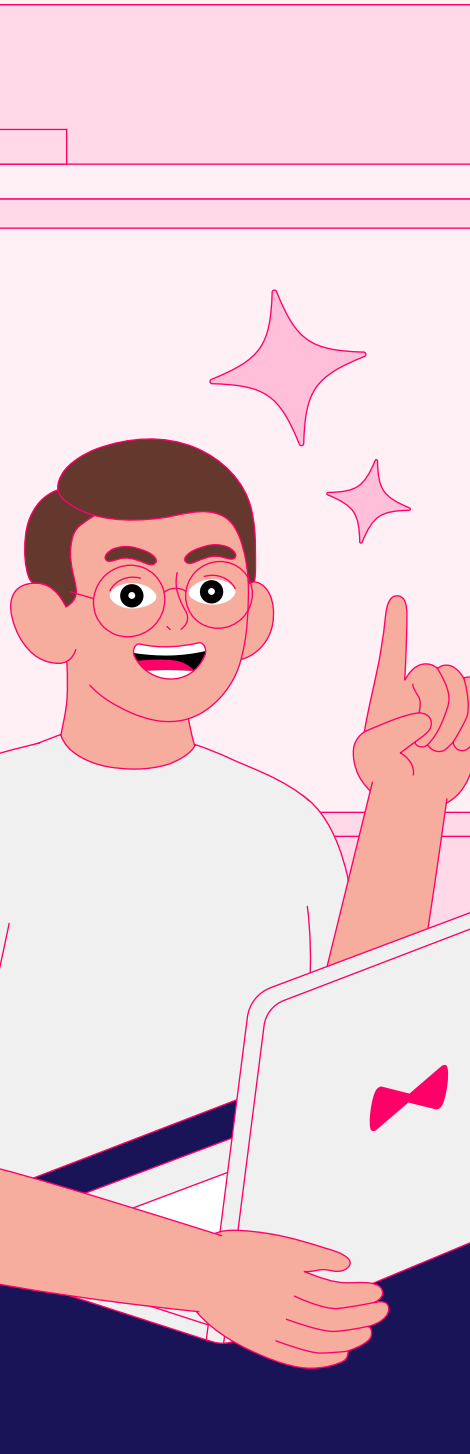
With the expertise and insights from our partners, we have put together this survey report to provide a comprehensive analysis of employee wellness and occupational training in Hong Kong. We explore various aspects of employee well-being and workplace safety with both employers and employees to foster meaningful dialogue around ESG strategies.

Through this collaboration, we aspire to empower businesses, both large and small, in Hong Kong to prioritise employee well-being and invest in comprehensive training programmes. By doing so, we believe they can build sustainable workplaces that foster growth, resilience, and social impact.

Join us on our journey towards a more sustainable future!



Bowtie Life Insurance Company Limited



Preface

Dialogue In The Dark (HK) Foundation has been dedicating its effort to sensitise empathy and overcome prejudice by empowering a pool of People of Differences* (PoDs) to deliver a series of inspiring experiential learning programmes covering over 600,000 participants from corporate, education and public segments since 2010. We commit also to nurturing inclusive workplaces and promoting a paradigm shift among employers to provide more employment opportunities for talented PoDs.

Many forward-thinking companies have recently placed more emphasis on the importance of supporting the health and career well-being of their employees. Business leaders have increased their efforts in establishing sustainable environments and resources that help maintain employee fulfilment and growth. However, to effectively address these multidimensional issues, various practical challenges for organisations are likely to arise. As such, we were eager to leverage our expertise in fostering meaningful dialogue to gain deeper insights into experiences of business in enhancing employee well-being and professional development, promoting Inclusion and Diversity.

As a leading organisation promoting Inclusion and Diversity, the Foundation eagerly joined forces with our partners at Bowtie and collaborated with ESG Matters to launch a large-scale survey focusing specifically on the critical topics of employee health, well-being, and training. Our shared goal was to gather insightful perspectives from various industry partners and stakeholders at both front-line and senior management levels. Most importantly, by upholding our core mission of promoting inclusion and empowerment in our communities, we hope this research collaboration can put forth evidence-based and substantive recommendations. It is our aspiration that the policy and programme suggestions extracted from the survey results could serve as actionable guidance for corporations seeking to bolster their support for employee wellness, development, and overall work-life integration in the business environment.



Dialogue In The Dark (HK) Foundation Limited



Preface

In recent years, the importance of ESG (Environmental, Social, and Governance) has surged, driven not only by climate change but also by a range of global issues. These include the growing awareness of the ethical implications of technological advancements, the increasing demand for corporate transparency and accountability, and the recognition of resource scarcity. As such, enhancing ESG performance has become imperative for businesses of all sizes, from large multinationals to small and medium-sized enterprises (SMEs), who must now integrate these principles into their operations to meet evolving stakeholder expectations and regulatory requirements.

Environmental concerns have been taking centre stage in recent times but the significance of social aspects should not be understated. In fact, the growing spotlight on environmental issues necessitates a parallel emphasis on social performance. A quick glance at HKEX's ESG reporting guidelines reveals the existence of eight key aspects and twenty-three key performance indicators (KPIs) in the social domain alone. Corporates must broaden their perspectives beyond traditional corporate social responsibility (CSR) practices.

We are excited to collaborate with Bowtie and Dialogue In The Dark (DID) to conduct a survey to further explore the social dimension of ESG performance specifically in the context of small and medium-sized enterprises. Together, we embarked on a journey to delve into the realm of ESG practices within Hong Kong's corporate landscape. We are happy to share that the survey results indicate a positive trend in terms of companies' social performance. It is encouraging to witness their commitment to addressing social challenges and meeting evolving needs. As we unveil the findings of this survey, we hope that corporations in Hong Kong will gain valuable insights into the practices of their peers and glean inspiration on how to enhance their own ESG performance.

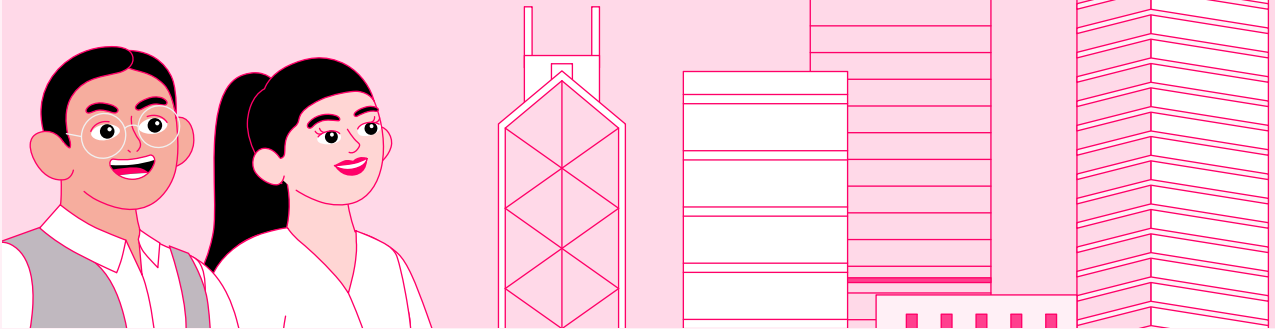
ESG Matters remains dedicated to facilitating knowledge exchange and collaboration among corporates. By learning from successful experiences and collectively striving for excellence, we can foster a sustainable business environment that prioritises the holistic well-being of employees and contributes to a brighter future for all.



ESG Matters Limited



Introduction



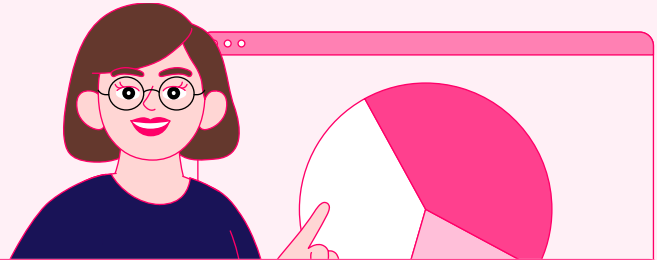
Environment, Social, and Governance (ESG) responsibility is becoming an increasingly important topic for businesses around the world, and expectations for excellent performance are no longer solely limited to multinational companies. In recent years, the focus on ESG has expanded to include **small and medium-sized enterprises (SMEs)**, recognising their significant role in driving sustainable development and social progress.

To delve deeper into the social aspect of ESG performance in SMEs, we conducted a survey, specifically targeting companies in Hong Kong. As a global financial hub and vibrant business centre, Hong Kong has witnessed a growing emphasis on ESG practices and disclosure in recent years. The survey, which received a total of **225 survey responses** over the survey period **from August to October 2023**, aimed to assess how SMEs across various industries in Hong Kong perform in the social dimension of ESG. The survey employed a rating scale to allow companies to self-report their social performance through a range of carefully crafted questions referencing international frameworks. By evaluating factors such as employee well-being, community engagement, diversity and inclusion, and supply chain responsibility, the survey sought to shed light on the efforts made by SMEs in Hong Kong to align with social sustainability principles.

The social aspect of ESG is of paramount importance as it encompasses the impact of businesses on society at large, delving into the relationships and interactions between companies, their employees and other stakeholders. By prioritising the social dimension, businesses can foster a positive workplace culture, contribute to social cohesion, and play an active role in addressing societal challenges. Understanding the social

performance of SMEs in Hong Kong within the ESG framework is crucial for driving positive change and modernising business practices. Using insights from this survey, we hope to support and incentivise companies of all sizes to prioritise social sustainability and contribute to Hong Kong's overall ESG transformation to create a more inclusive and sustainable business environment.

Highlights of the Survey Results



Key Findings:

- ✓ The overall survey results indicate that companies in Hong Kong have **good ESG performance in the social aspect**. Most of the questions received an **above-median scores** as assessed by the respondents.
- ✓ Companies in Hong Kong demonstrate a strong commitment to **employee well-being** and **creating a safe and supportive work environment**.
- ✓ With increased awareness of workplace bullying and harassment in recent years, **zero-tolerance policies** have become more prevalent. The high scores received for policies and practices against bullying and harassment suggest their significant contribution to **fostering a culture of respect and well-being** within organisations.
- ✓ Companies prioritise employee health and well-being, focusing on **physical well-being, mental well-being, and physical activity**.
- ✓ On the other hand, the survey highlights the need to prioritise **diversity and inclusion** in the workplace, as this aspect received relatively low scores. This prompts companies to enhance their efforts in **disability inclusion and employee engagement**.

Key Figures :

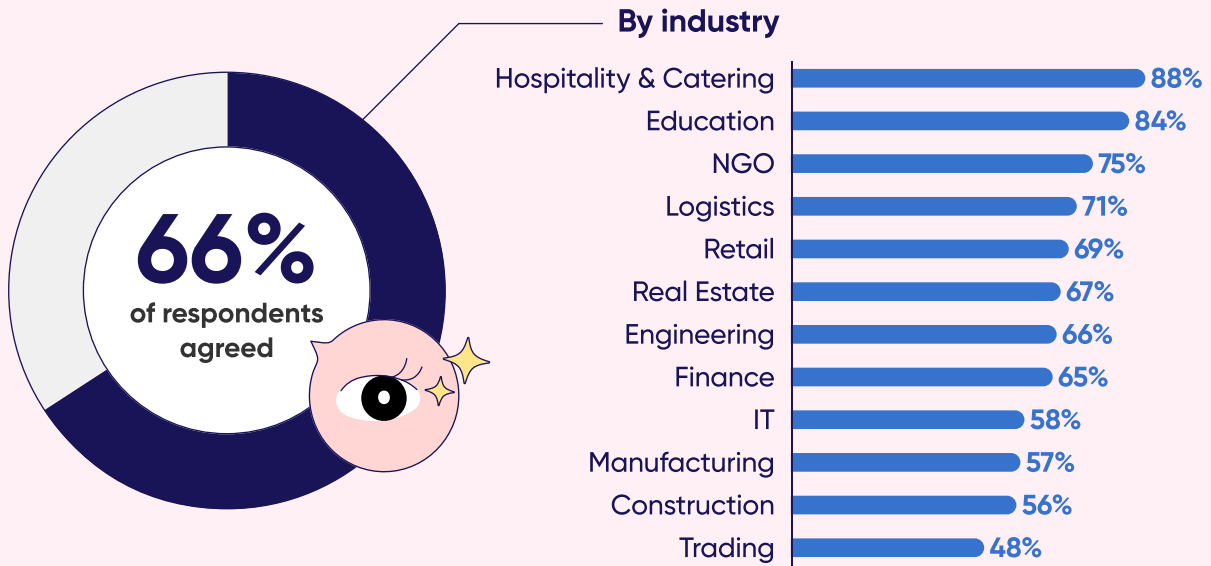
- 1 **86% of respondents agreed** there is a zero-tolerance policy in regard to bullying and harassment.
- 2 **81% of respondents agreed** that flexible working hours are available to employees (when job requirements permit) to deal with work-life conflict.
- 3 **Only 46% of respondents agreed** their company gives priority to disability inclusion at work.

Analysis of the Survey Results

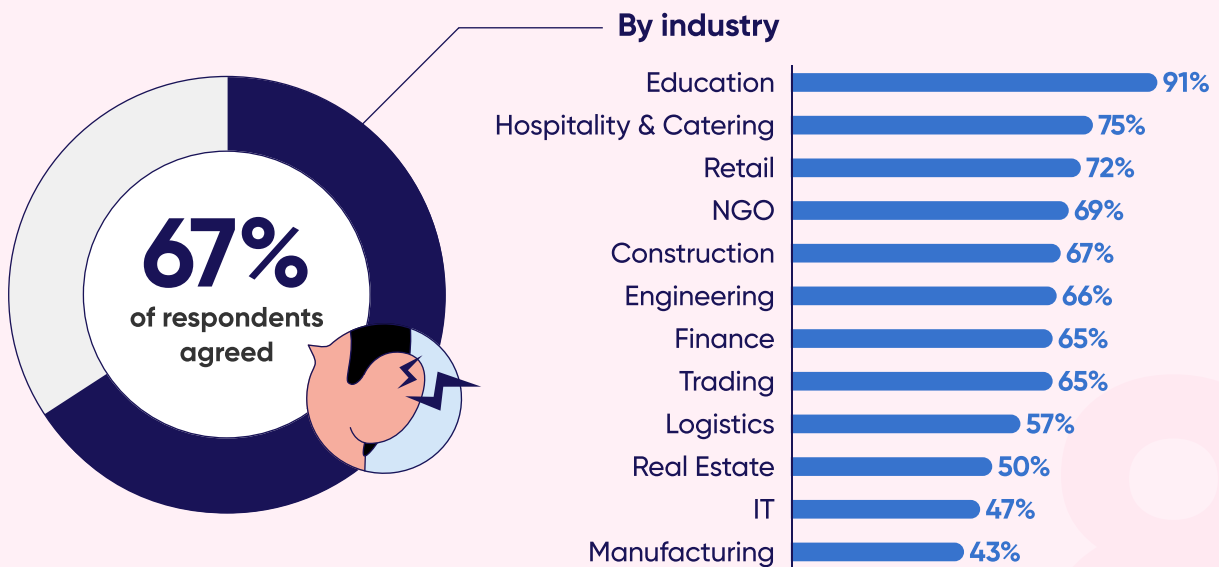
a Physical well-being

In terms of physical well-being, companies recognise the significance of supporting employees' personal lives and physical health.

- The following statistics include participants who rated their agreement with a 4 or 5 on a scale of 1-5:
- **66% of respondents agreed** that there are best practices concerning **eye protection** in the workplace.



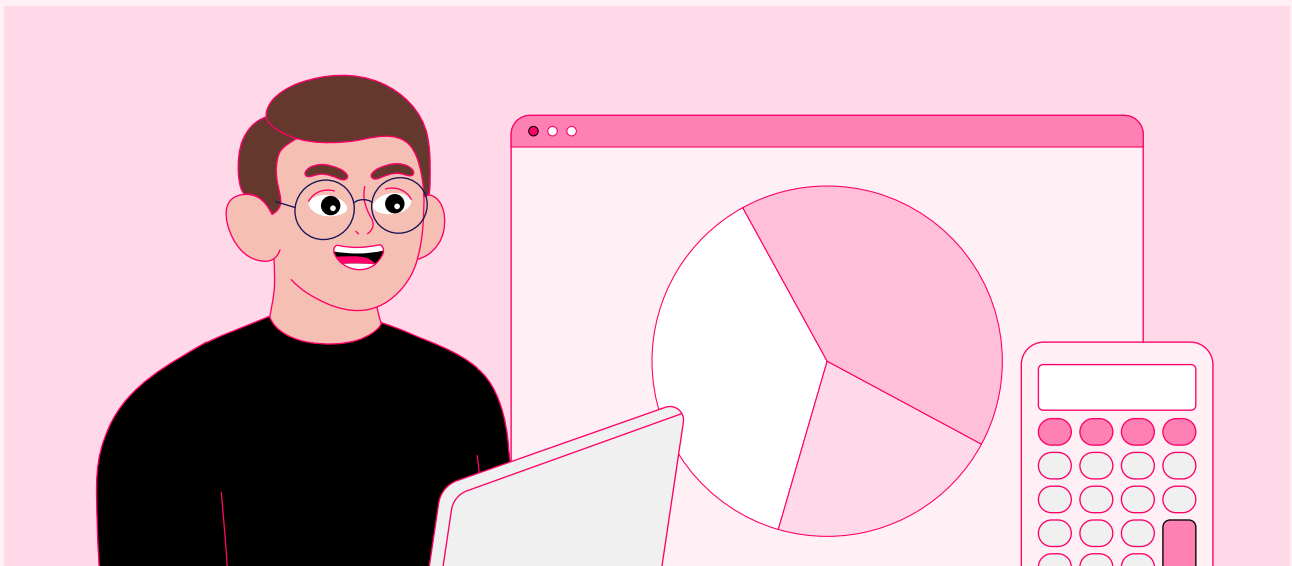
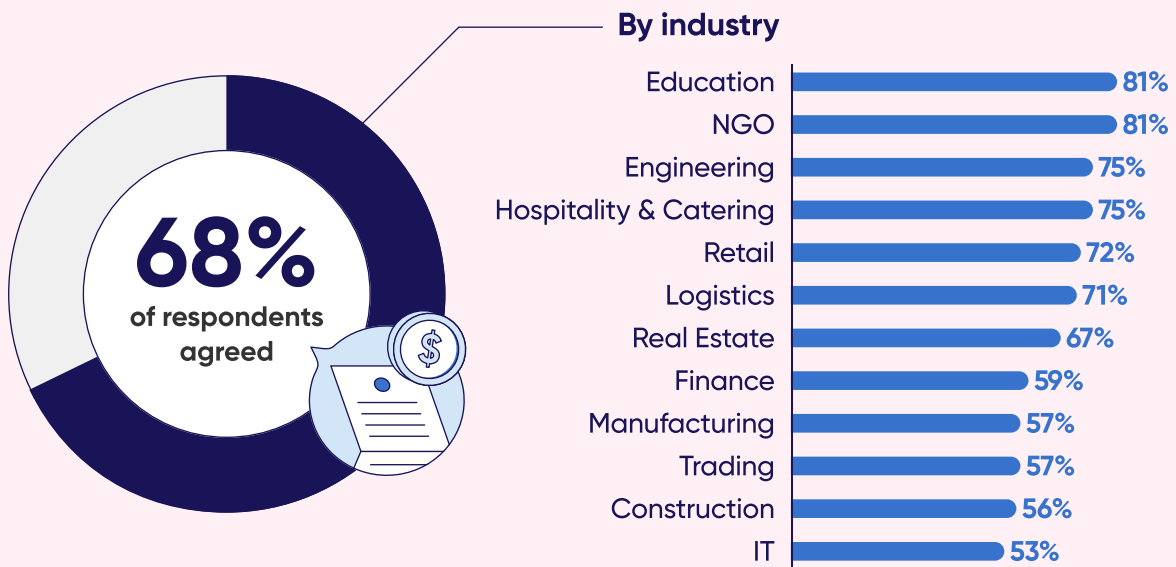
- **67% of respondents agreed** that there are best practices concerning **hearing protection** in the workplace.



Analysis of the Survey Results

Physical well-being

- **68% of respondents agreed** that there **is a policy in place to support, accommodate, and/or financially compensate employees** whose ability to work is affected by a work-related health issue or accident.



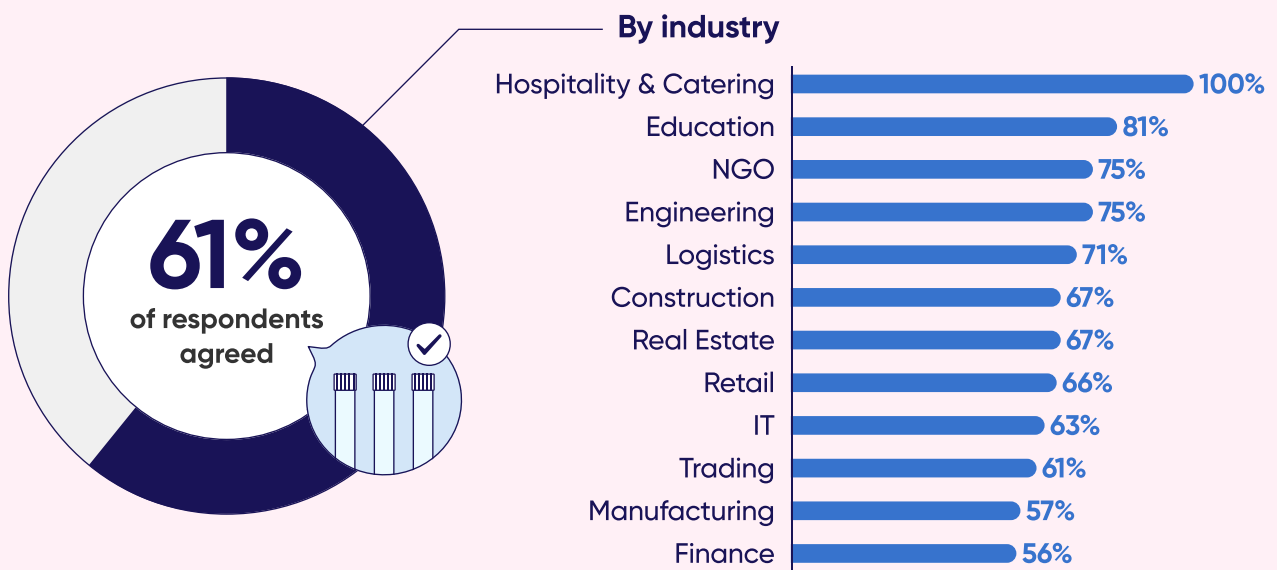
Analysis of the Survey Results

ⓐ Physical well-being

Workplace safety is a significant area of focus for companies across all industries and sectors.

Positive mean scores for safety policies and hazard control indicate a commitment to creating a secure and protected working environment. The results show that companies actively monitor and address safety risks by implementing controls to identify, assess, and mitigate potential hazards.

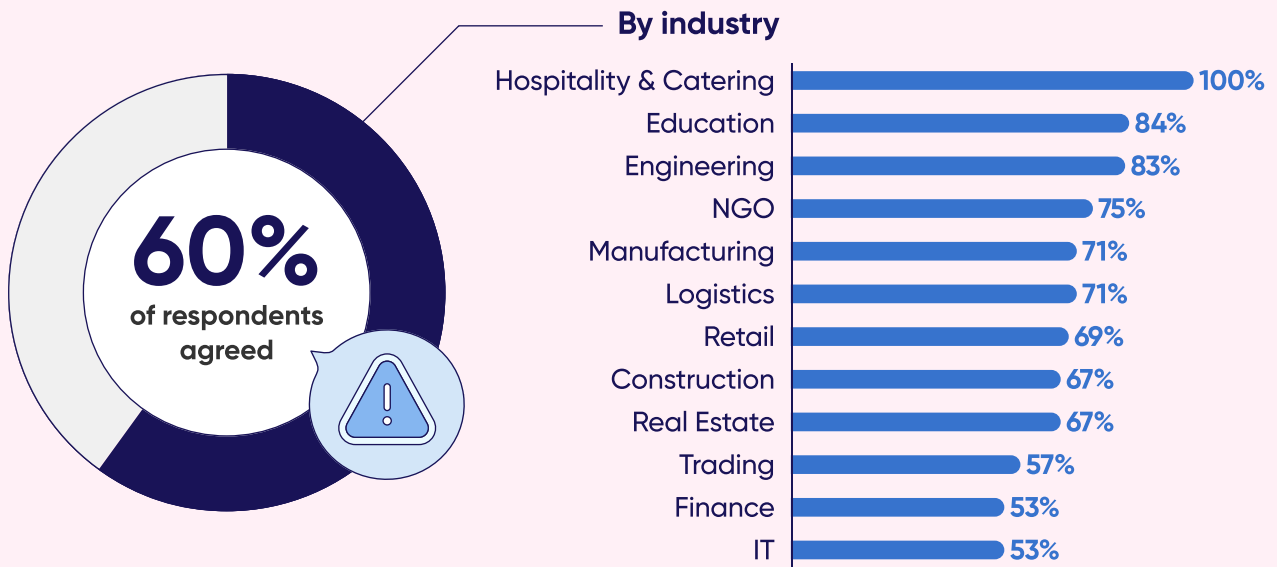
- The following statistics include participants who rated their agreement with a 4 or 5 on the survey:
- **61% of respondents agreed** there are controls in place to identify, assess, and eliminate or control hazards relating to **chemical, biological and physical hazards**.



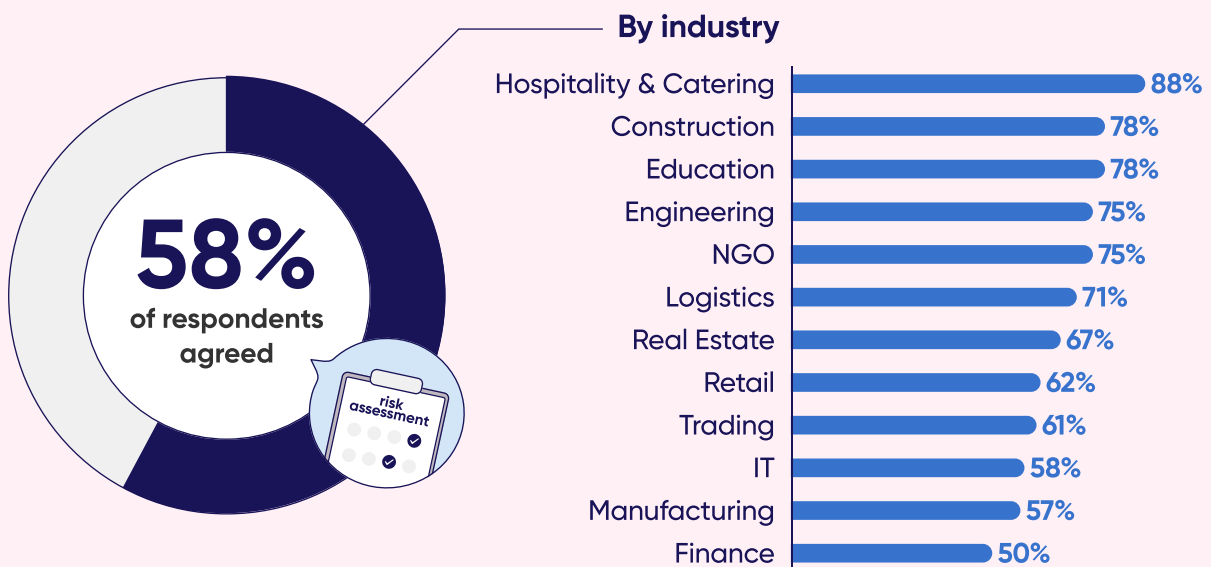
Analysis of the Survey Results

a Physical well-being

- **60% of respondents agreed** there are controls in place to identify, assess, and eliminate or control hazards relating to **ergonomic, mechanical, energy and mobile hazards**.



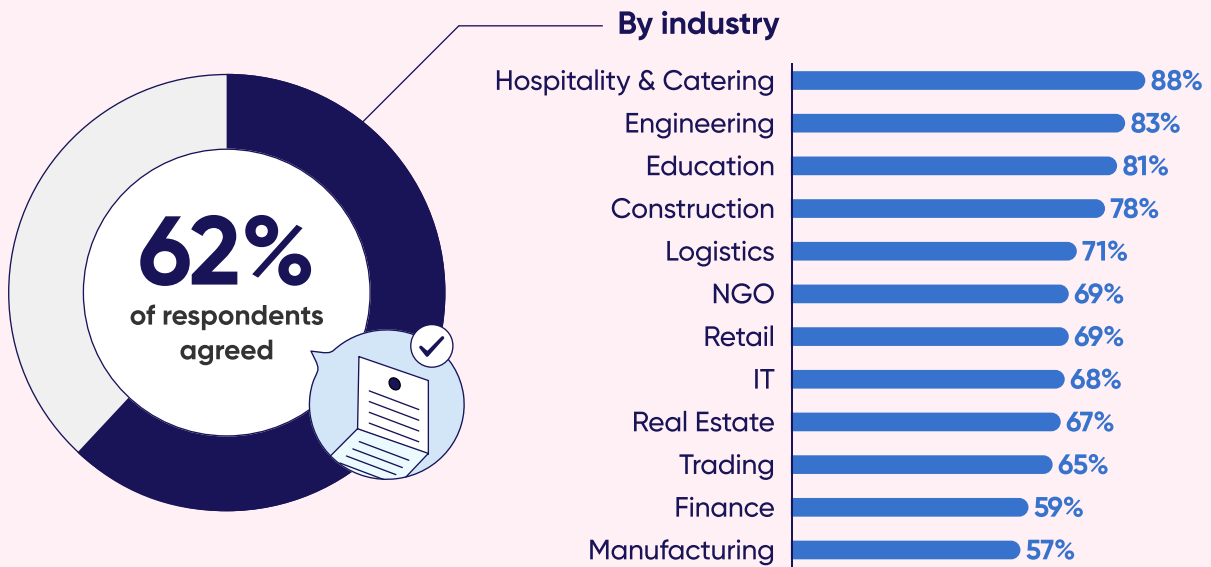
- **58% of respondents agreed** that **a risk assessment and mitigation programme has been implemented**.



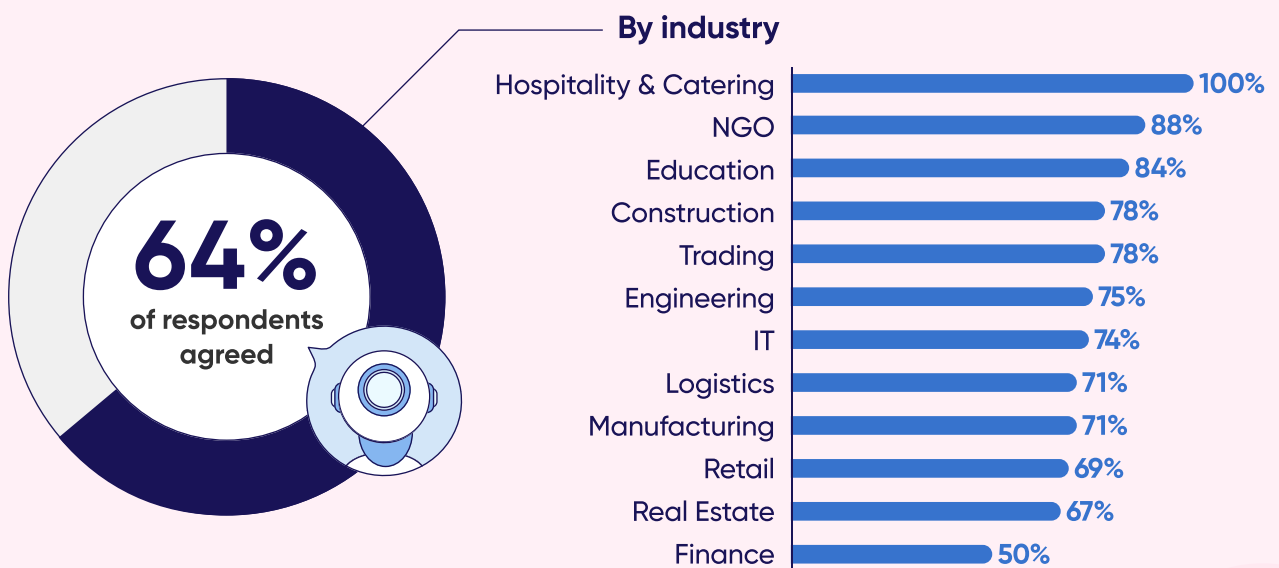
Analysis of the Survey Results

a Physical well-being

- **62%** of respondents agreed that **all staff have access to information, training, tools addressing workplace risks** that affect them where applicable, and documentation on associated internal controls.



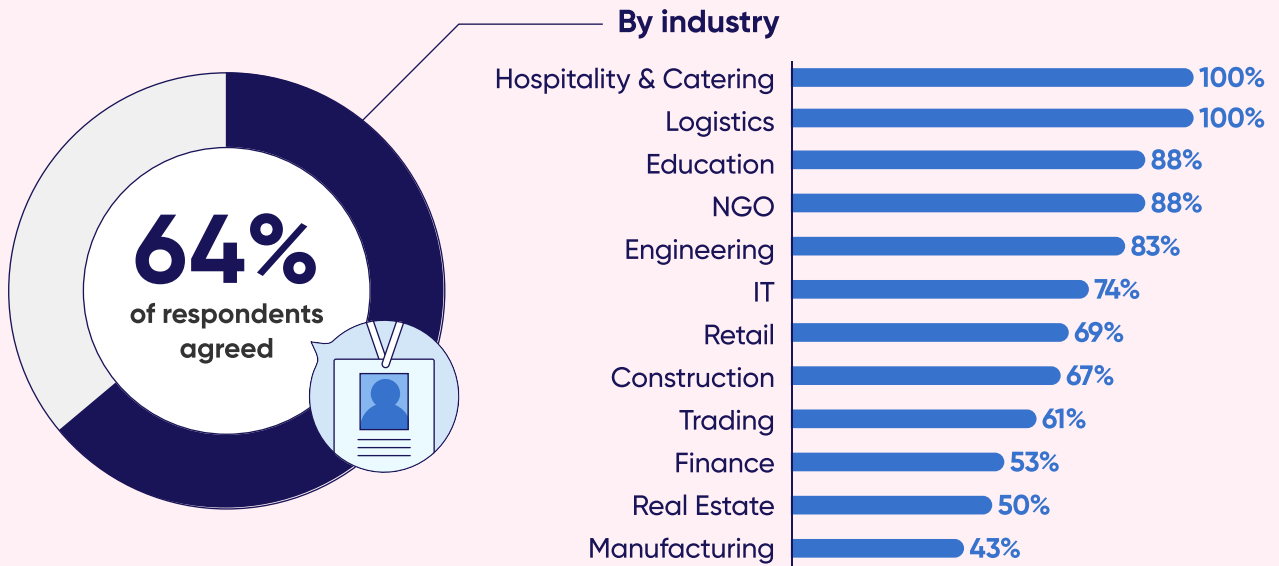
- **64%** of respondents agreed that **workplace safety policies and activities are regularly monitored for new hazards, and improvements are made accordingly.**



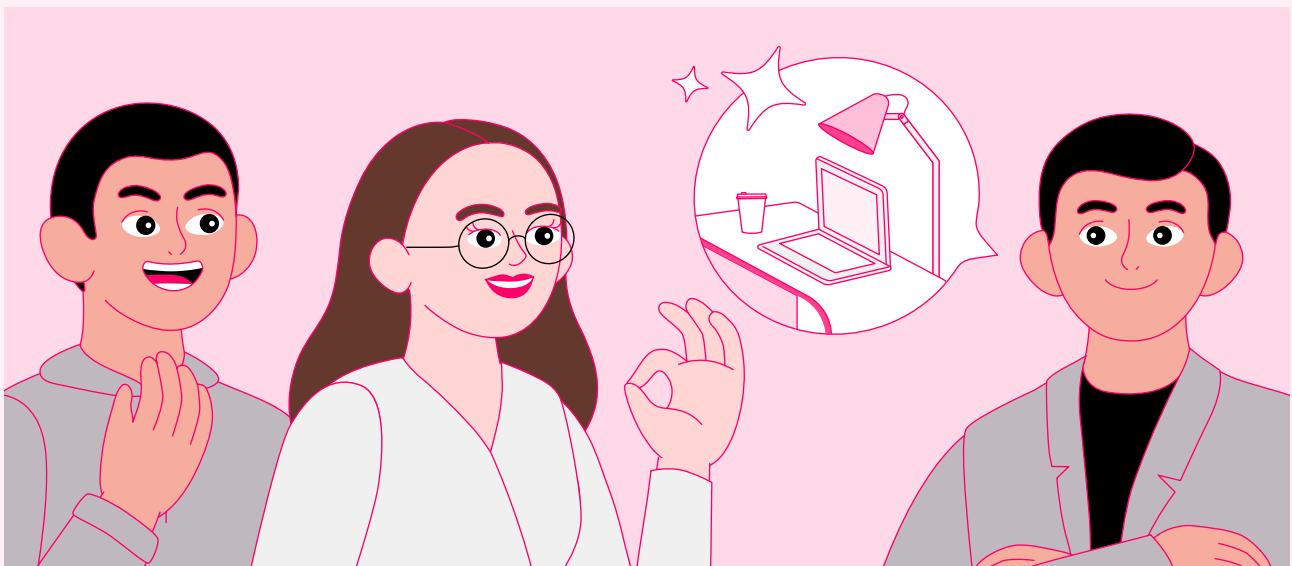
Analysis of the Survey Results

Physical well-being

- 64% of respondents agreed that these workplace safety policies and activities extend to visitors to company-owned or controlled sites and other workplaces.



This dedication to workplace safety demonstrates a commitment to the health and well-being of both employees and visitors.

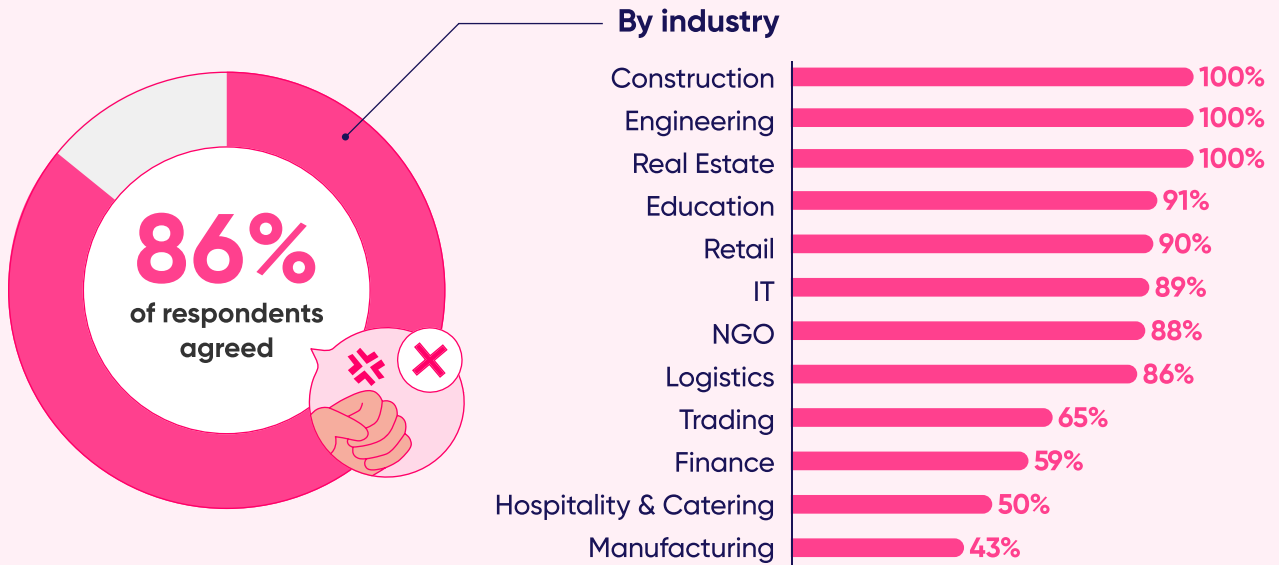


Analysis of the Survey Results

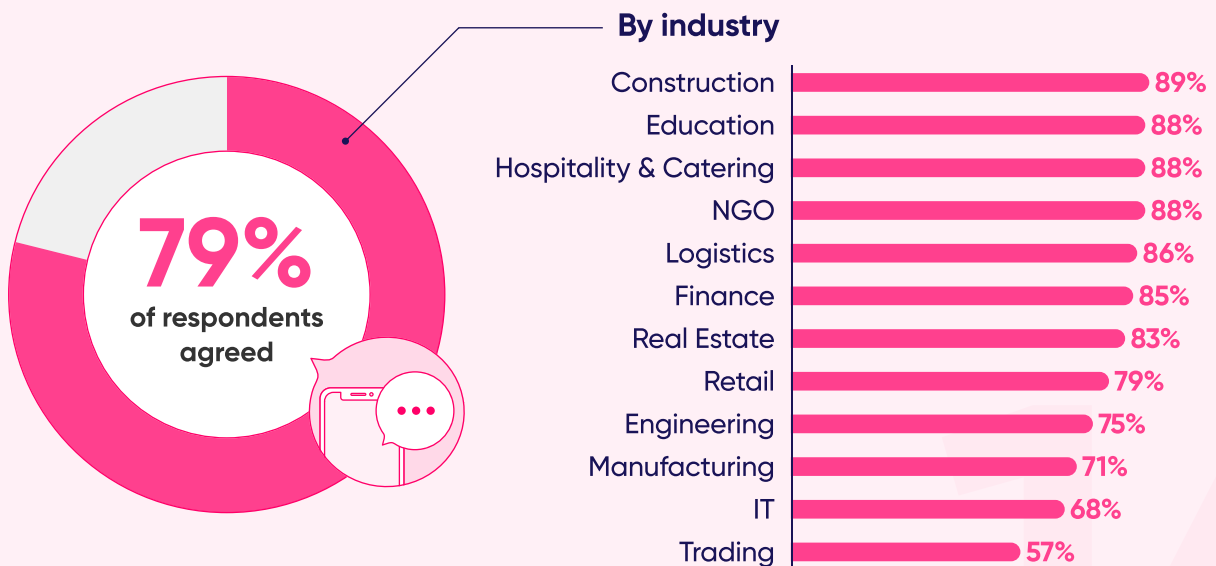
b Mental well-being

Mental well-being is also a focus area for companies, as indicated by the fairly high scores in access to support resources for work-related stress and mental support systems.

- The following statistics include participants who rated their agreement with a 4 or 5 on the survey:
- **86% of respondents agreed** there is a **zero-tolerance policy in regard to bullying and harassment**.



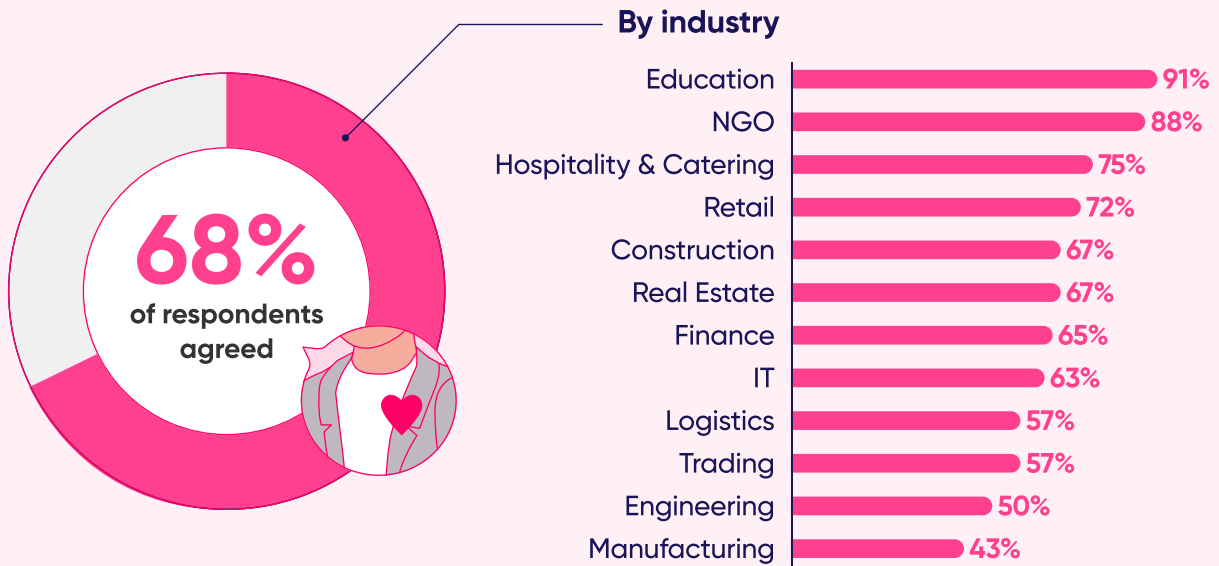
- **79% of respondents agreed** employees have **access to informational guidance or supporting resources to help address primary sources of stress at work**.



Analysis of the Survey Results

b) Mental well-being

- **68% of respondents agreed** the company offers a mental support system.



These measures demonstrate a commitment to addressing mental health concerns and providing employees with the necessary resources to **cope with stress and maintain overall well-being**.

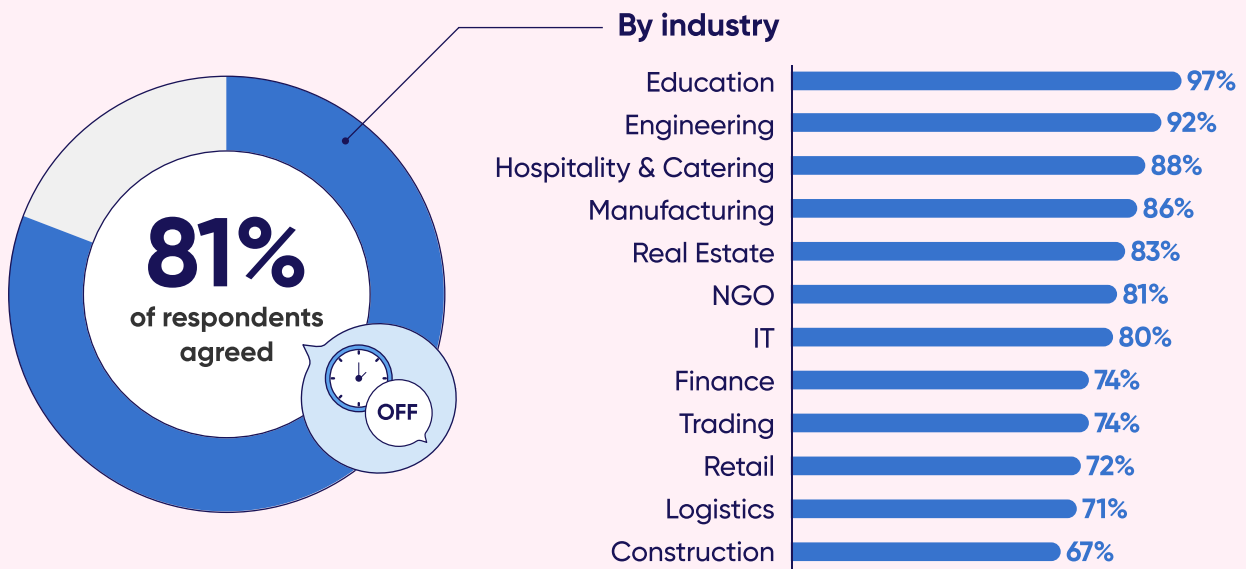
Furthermore, companies **acknowledge the importance of physical activity and its impact on employee health**.

Analysis of the Survey Results

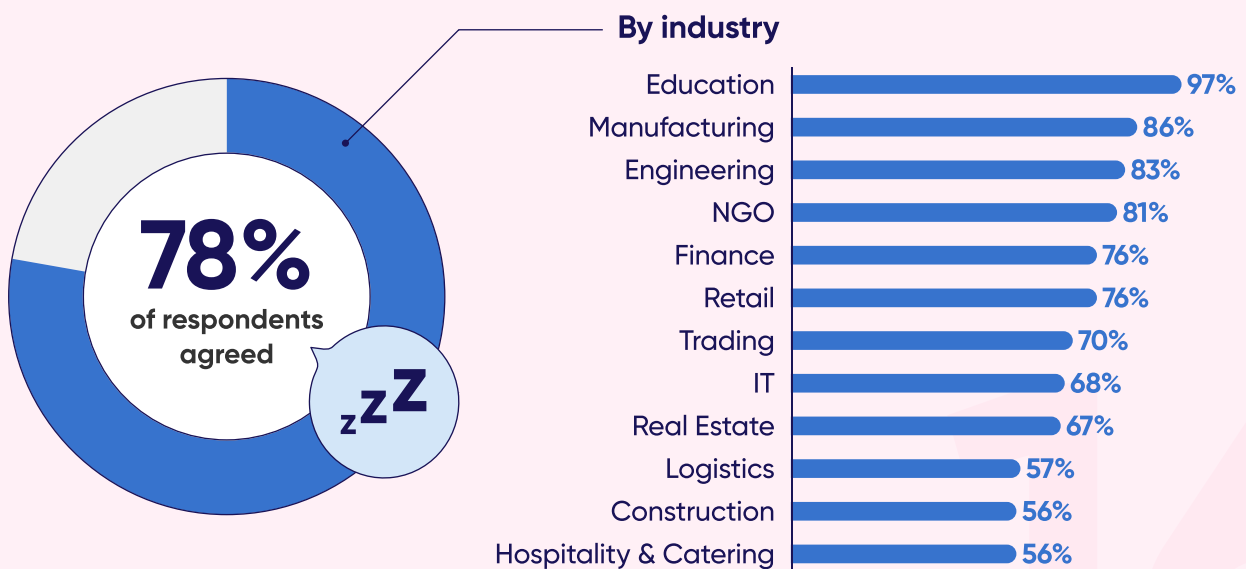
C Working arrangement

According to the results, flexible working hours and breaks during working hours have received fair mean scores, suggesting that **companies tend to offer a certain extent of flexibility.**

- The following statistics include participants who rated their agreement with a 4 or 5 on the survey:
- 81% of respondents agreed** that **flexible working hours are available to employees (when job requirements permit) to deal with work-life conflict.**



- 78% of respondents agreed** employees are permitted to **take breaks during working hours to ensure vigilance and physical fitness.**



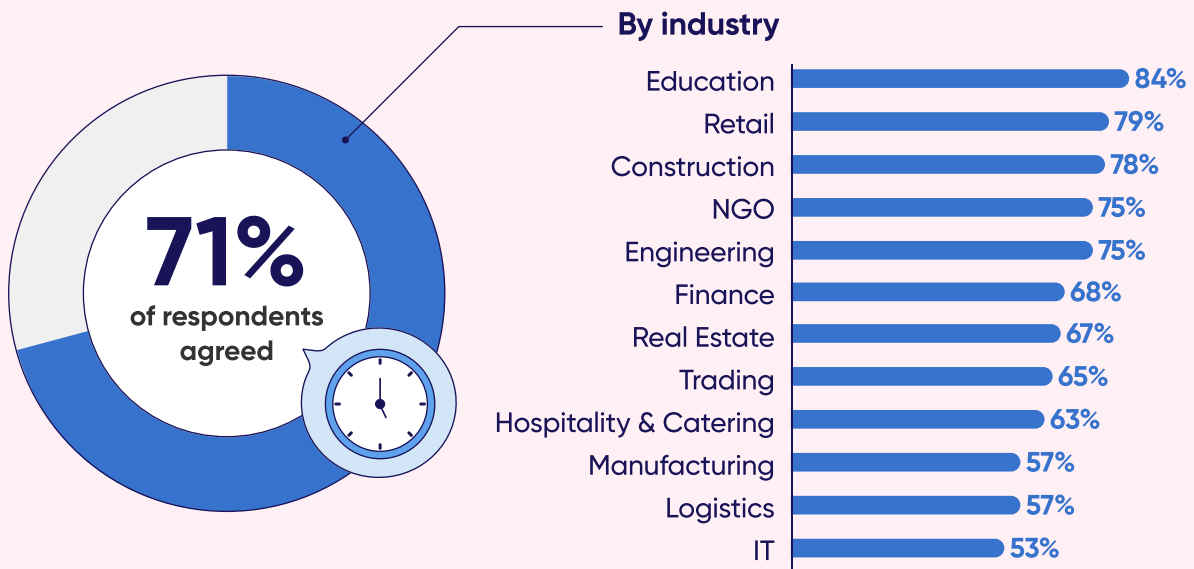
Analysis of the Survey Results

Working arrangement

Companies offering flexibility allow employees to manage work-life conflicts effectively and often have **increased job satisfaction and productivity**.

Breaks during working hours contribute to employee vigilance and overall physical and mental health.

- The following includes participants who answered a 4 or 5 on a scale of 1-5.
- **71% of respondents agreed** that timing and length of work breaks are flexible to facilitate exercise.

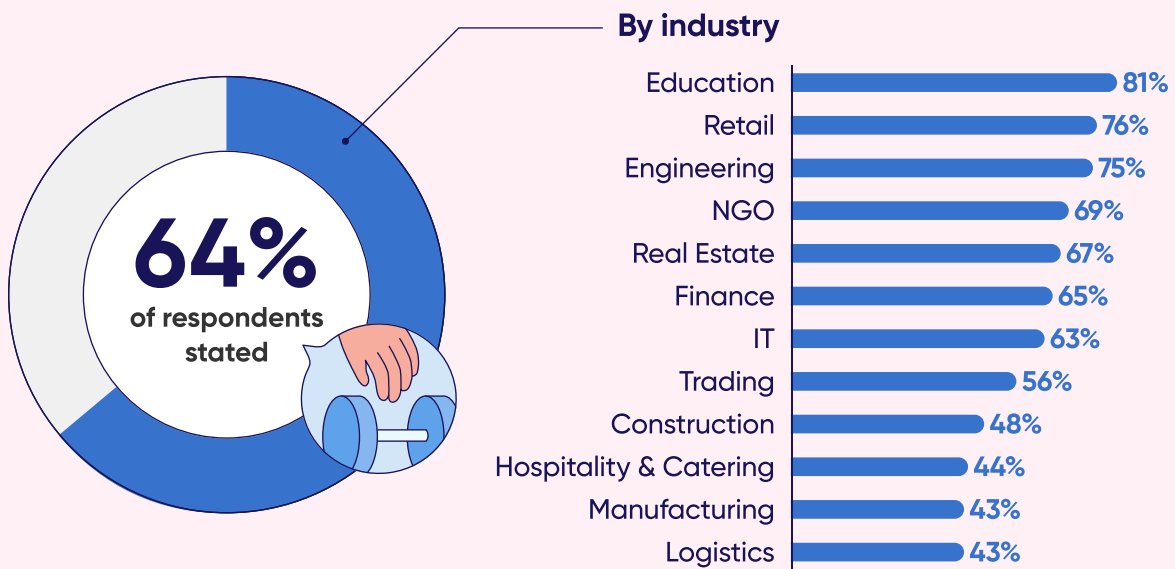


Analysis of the Survey Results

Working arrangement

Although there is **room for improvement in this area**, the provision of dedicated areas for physical fitness activities encourages employees to prioritise their health. Promoting physical activity helps build a healthier workforce with increased energy levels and improved overall well-being.

- The following statistic includes participants who rated their agreement with a 4 or 5 on the survey:
- **64% of respondents stated** there are **dedicated areas for employees to conduct physical fitness activities**.

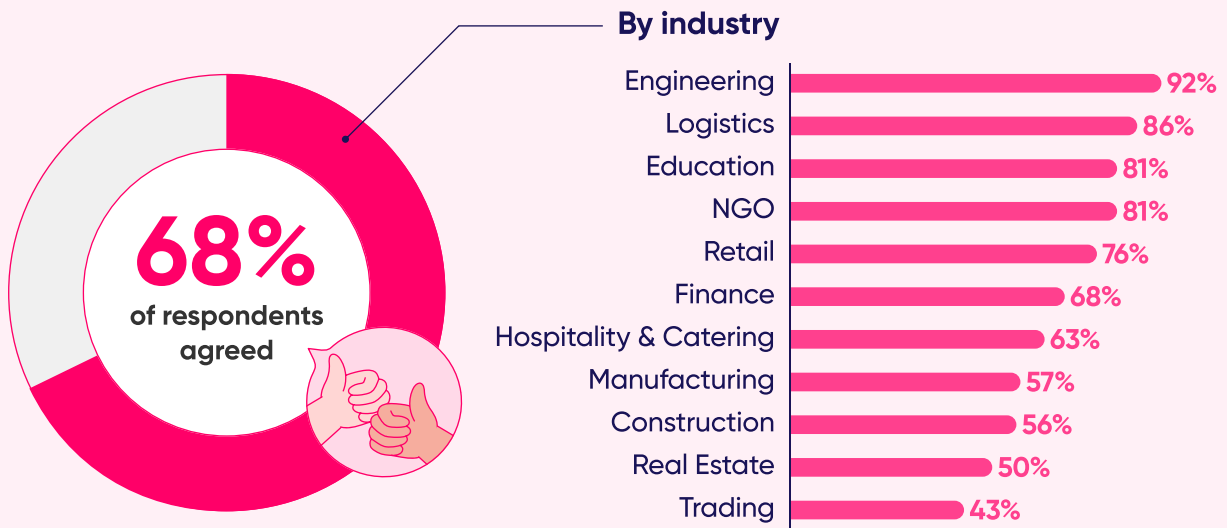


Analysis of the Survey Results

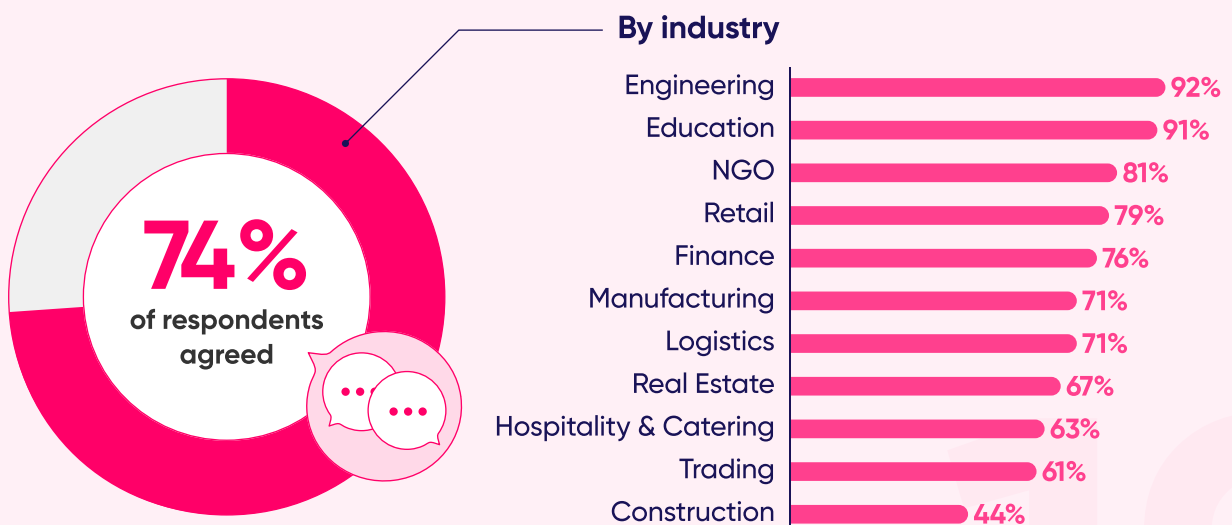
d Diversity & Inclusion (D&I)

While the overall scores are positive, there are **areas for improvement, particularly in diversity and inclusion (D&I) initiatives.**

- The following statistics include participants who rated their agreement with a 4 or 5 on the survey:
- **68% of respondents agreed** their executive team is diverse.



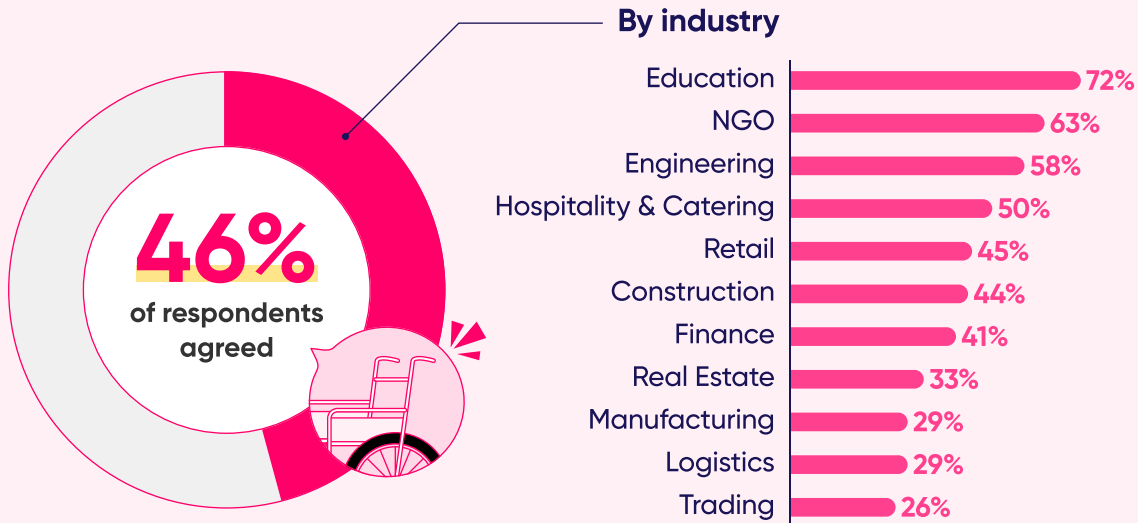
- **74% of respondents agreed** their company celebrates diverse ideas and people.



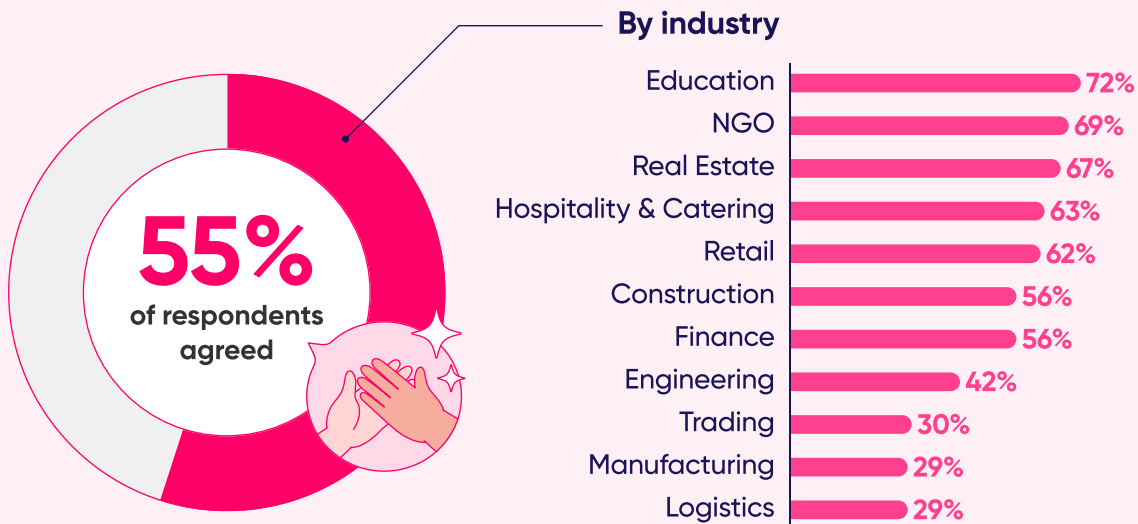
Analysis of the Survey Results

d Diversity & Inclusion (D&I)

- **Only 46%** of respondents agreed their company gives priority to disability inclusion at work.



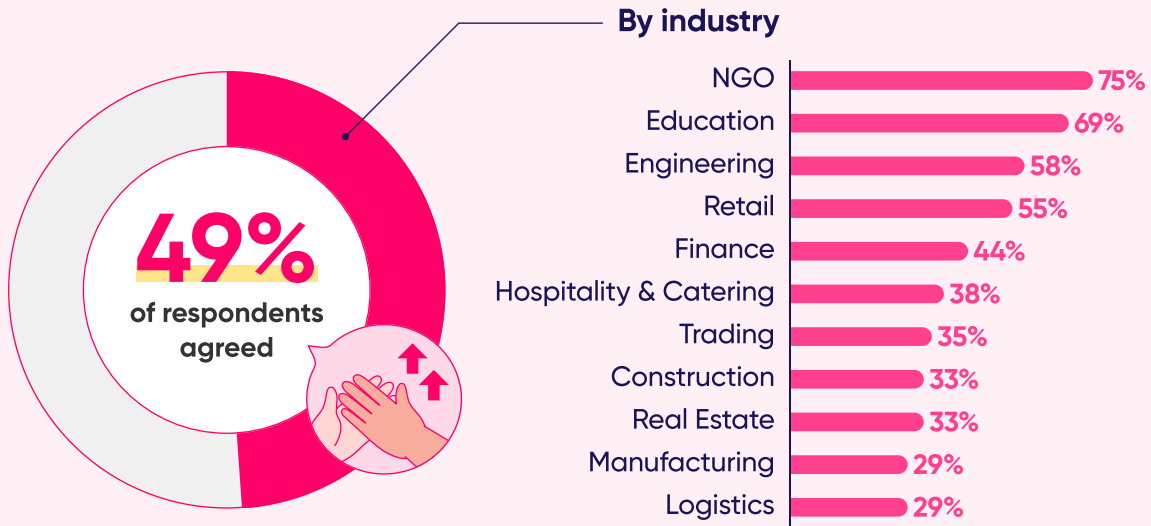
- **55%** of respondents agreed the D&I initiatives have influenced them and work on bringing a change.



Analysis of the Survey Results

d Diversity & Inclusion (D&I)

- **Only 49%** of respondents agreed their organisation has gone far in the D&I journey.

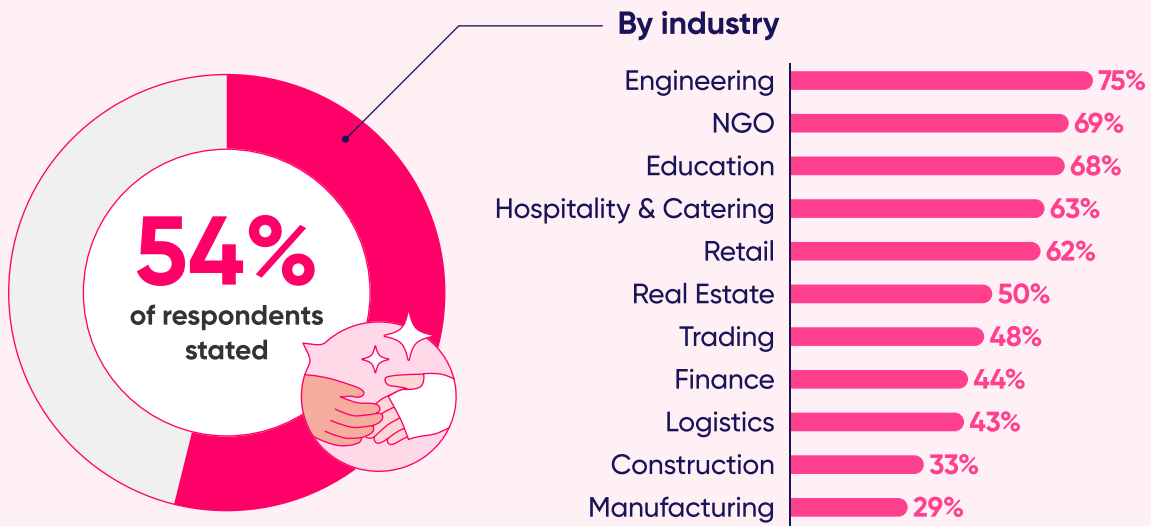


Companies show a commitment to fostering diversity and celebrating diverse ideas and people. However, disability inclusion received comparatively lower scores.

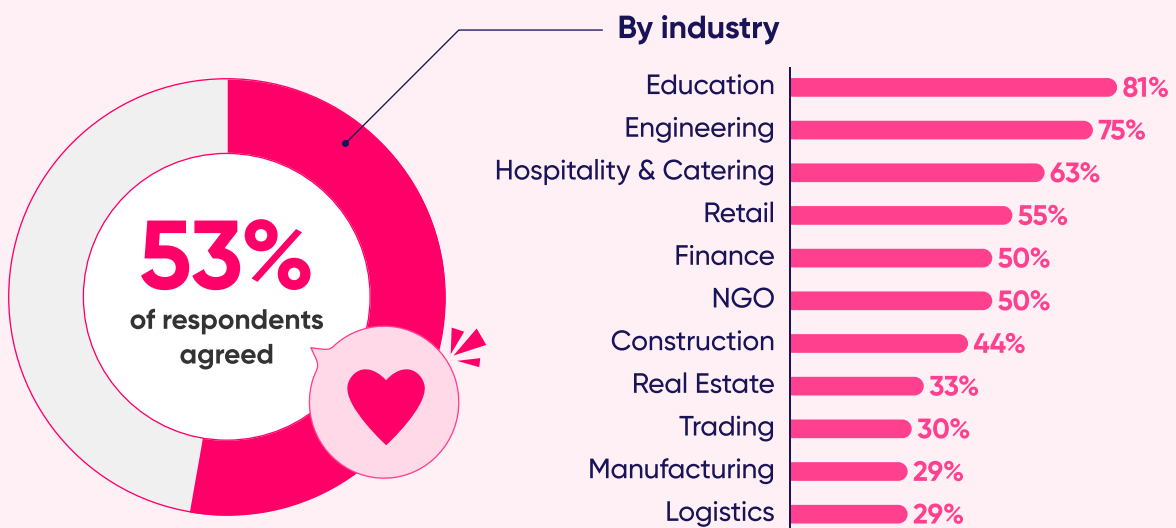
Analysis of the Survey Results

d Diversity & Inclusion (D&I)

- The following statistics include participants who rated their agreement with a 4 or 5 on the survey:
- 54% of respondents agreed that** their HR works towards hiring candidates from groups with disabilities effectively.

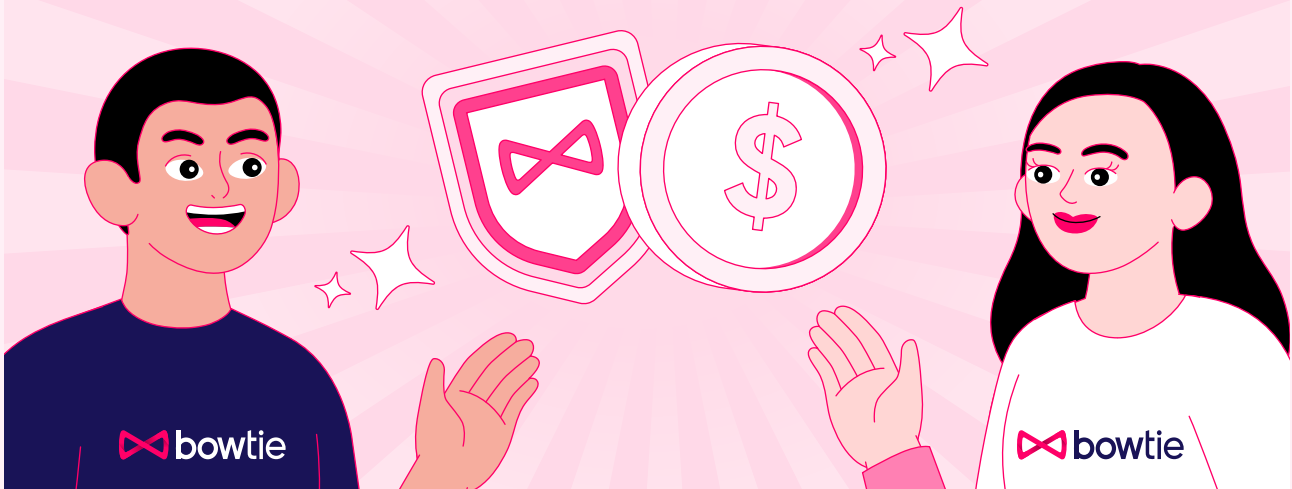


- 53% of respondents agreed** the top management cater for and support colleagues with disabilities.



These findings highlight the need for companies to enhance their efforts in hiring candidates from groups with disabilities, providing support and accommodations for colleagues with disabilities, and prioritising disability inclusion in the workplace. By doing so, companies can create a more inclusive and accessible environment for all employees.

Recommendations



Environmental, Social and Governance (ESG) issues have gained significant importance around the world in recent years. To help corporations design, build and operate a truly sustainable business sector, a systemic, future-fit way of thinking needs to be adopted to improve our collective business decisions.

The **Future-Fit Business Benchmark (FFBB)** is a unique, open-source, systems-science-based strategic management tool which can equip any business to set better ambitions, improve day-to-day operational decisions, and enrich ESG impact and risk data management. The Benchmark sets out a series of 23 Break-Even Goals that help companies identify the break-even point that they must reach to ensure they do not contribute to system condition breaches. The following are goals relating to employee well-being.

Recommendations



Break-Even Goal: Employee health is safeguarded

Survey result

- With 78% of companies allowing breaks and 71% offering flexible work schedules, there's a strong commitment to **mental and emotional well-being**.
- **Physical health** is also prioritised, with 66% of companies implementing eye protection best practices and 67% having hearing protection practices.
- Additionally, 68% of companies have policies to support employees affected by **work-related health issues**.
- Overall, while a significant percentage of companies are aligned with this goal, **there's room for more comprehensive health and safety measures**.

Recommendations

- To improve performance in this area, we can look towards expanding **health and safety measures**. While a significant percentage of companies in the survey already prioritising employee health, SMEs can further enhance their efforts by **implementing more comprehensive health and safety practices**. This may include **regular health check-ups, wellness programmes, ergonomic assessments, and promotion of a healthy work environment**. It is important to regularly monitor workplace safety policies and activities for new hazards and make improvements accordingly.
- Other measures include providing support for work-related health issues, implementing and establishing a **zero-tolerance policy** regarding bullying and harassment, offering **flexible working conditions** when feasible, and providing **access to information and supporting resources** for work-related stress (such as counselling services).
- Finally, it is important to ensure policies are in place to support employees who experience work-related health issues. This can involve providing access to healthcare resources, offering reasonable accommodations, and creating a supportive environment for those affected.

Recommendations



Break-Even Goal: Employees are subject to fair employment terms

Survey result

- Employee well-being is considered with 78% of companies allowing **breaks during work hours**.
- The flexibility in work schedules, as indicated by 71% of responses to Q7, showcases an alignment with providing fair working hours.

Recommendations

- While the survey indicates a moderate alignment, ensuring universal adoption of these practices can further solidify alignment with this goal. Implementing **fair working hour policies**, such as **ensuring that breaks during work hours are provided consistently to all employees, can contribute to improvement**. Additionally, employers are also encouraged to continue to **offer flexible work schedules to accommodate employees' personal needs and promote work-life balance**.
- Another measure to improve performance in this goal is to **review employment contracts, policies, and practices regularly** to ensure they align with fair employment standards. This includes fair compensation, benefits, and opportunities for growth and development.



Break-Even Goal: Employees are not subject to discrimination

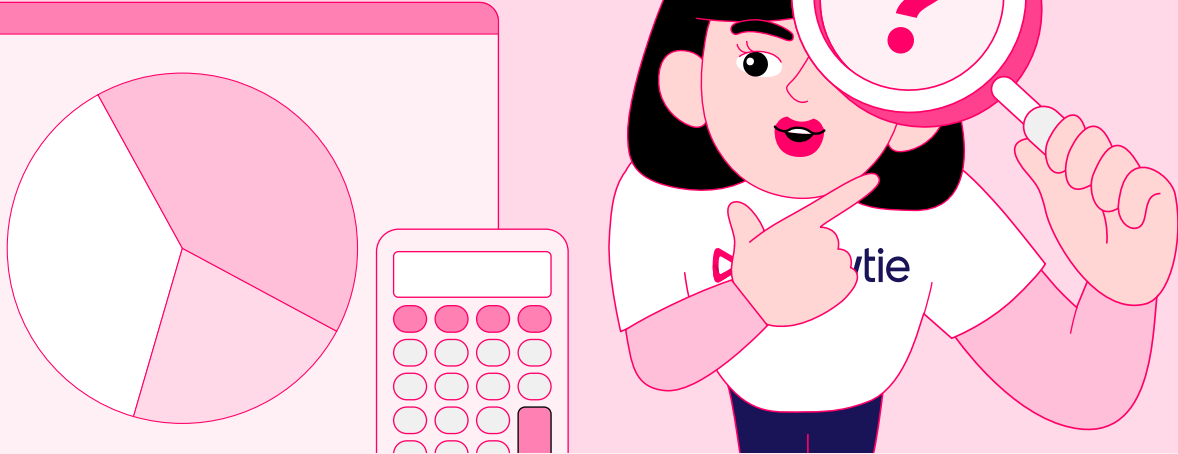
Survey result

- The survey did not directly address discrimination practices. However, fostering a safe and supportive environment can promote an **inclusive atmosphere** in the workplace.

Recommendations

- **Establish diversity and inclusion policies clearly stating the company's commitment to non-discrimination and inclusivity**. The policy should outline expectations for behaviour, consequences for discrimination, and the support available to employees who experience discrimination.
- Providing **diversity and inclusion training** can also help with mitigating discrimination risks. Conducting regular training sessions can **raise awareness about discrimination, unconscious bias, and inclusive practices**, fostering a safe and respectful work environment where **employees feel valued and supported**.

Conclusion



These survey results emphasise the **importance of social performance in creating a positive work environment**. Prioritising employee well-being, work-life balance, and workplace safety contributes to **increased employee satisfaction, engagement, and productivity**.

By fostering a culture that values diversity and inclusion, companies can harness the benefits of a diverse workforce and promote a sense of belonging among employees. The positive trends observed in ESG social performance indicate that companies are recognising the significance of social responsibility of their workforce and human capital, and how social performance can impact organisational success.

Investing in employee well-being, safety, and diversity not only benefits individuals but also **contributes to the overall growth and sustainability of businesses**. **Continued efforts to strengthen ESG social performance will lead to improved employee experiences, enhanced reputation, and increased stakeholder trust**.

Take care of your employees' well-being with Bowtie's corporate health solutions

Bowtie Group Medical Insurance

We offer 6 package plans tailored to the needs of startups, SMEs, and multinational corporations. Starting from HK\$98* / month per member, our group medical plans cover inpatient, outpatient (including Chinese medicine), dental benefits, and annual health checkups for your employees.

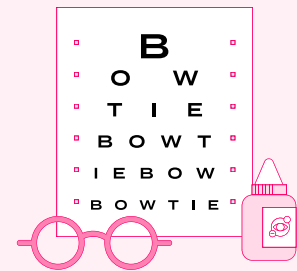


[Learn more →](#)

*Applicable to Basic Silver only, the price listed above is per member per month. Customers should purchase a plan according to their company's needs or actual conditions. The above is for reference only, please refer to the policy provisions for the detailed terms and conditions. Bowtie Corp Medical Insurance Plan is underwritten by Bowtie and is intended only for sale in Hong Kong.

BowtieVision Eyecare Plan

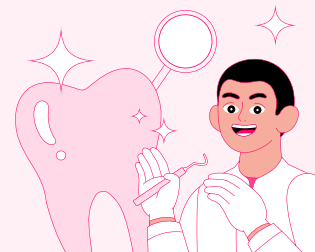
Traditional group medical insurance often overlooks the need for eyecare. As a non-insurance product, BowtieVision advocates preventive eyecare by providing regular comprehensive eye examinations at our partner OPTICAL 88.



[Learn more →](#)

BowtieDental Programme

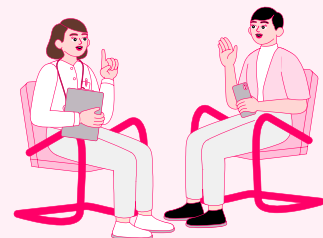
We have launched BowtieDental in partnership with C-MER Dental Centre to bring you comprehensive dental health services. Members are entitled to comprehensive dental checkups, along with exclusive discounts on dental and cosmetic dentistry procedures.



[Learn more →](#)

Bespoke employee wellness programmes

Our experts at Bowtie can tailor wellness programmes and onsite health services based on your team's needs. Contact us to discuss your options.



[Chat with us →](#)

Contact our group medical experts today for a free quote!

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Bowtie Life Insurance Company Limited

Bowtie Life Insurance Company Limited is Hong Kong's first virtual insurer. Through the use of modern technology and medical expertise, Bowtie offers an agent-free, commission-free and more convenient online platform for customers to quote, apply and claim for insurance.

[Contact us](#) to learn more about our employee benefits and corporate health solutions.

 <https://www.bowtie.com.hk/en/insurance/group-medical>

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Dialogue In The Dark (HK) Foundation Limited

Dialogue In The Dark (HK) Foundation has been dedicating its effort to sensitise empathy and overcome prejudice by empowering a pool of People of Differences (such as the visually impaired, the deaf, etc.) to deliver a series of inspiring experiential learning programmes covering over 600,000 participants from corporate, education and public segments.

 <https://dialogue-experience.hk/>

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ESG Matters Limited

ESG Matters stands as a sustainable business transformation consultancy, uniquely positioned not just to advise but also to deliver effective solutions in sustainable business practices, such as One-stop ESG data management platform. We actively engage in the implementation of strategies and solutions that align economic success with environmental stewardship.

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