



天安中國投資有限公司

TIAN AN CHINA INVESTMENTS COMPANY LIMITED

(Stock Code 股份代號：28)

2021

ENVIRONMENTAL, SOCIAL
AND GOVERNANCE REPORT

環境、社會及管治報告

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環境、社會及管治報告

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

天安中國投資有限公司(「本公司」，連同其附屬公司(「本集團」))欣然提呈其環境、社會及管治(「環境、社會及管治」)報告。本報告乃根據香港聯合交易所有限公司證券上市規則附錄二十七所載《環境、社會及管治報告指引》(「環境、社會及管治報告指引」)的「不遵守就解釋」條款編製，除另有註明外，報告期涵蓋二零二一年一月一日至二零二一年十二月三十一日(「報告期間」)。本報告補充了本公司已刊發的二零二一年年報(「二零二一年年報」)中披露的其他資料。

管治架構

董事會聲明

作為一間負責任的公司，本集團竭盡全力應對全球可持續發展的挑戰，利用自身影響力進一步推動可持續發展議程。我們的可持續發展政策(「可持續發展政策」)涵蓋了我們在環境及社會議題上的原則。為反映瞬息萬變的市場及更妥善應對未來風險，本公司董事會(「董事會」)批准可持續發展政策後頒佈實施，並每年作出檢討。

可持續願景及承諾

我們致力為所有持份者創造持續價值，包括股東與投資者、員工及更廣泛的環境與社會，並將此視為環境、社會及管治方針的重心。此願景反映了我們的信念，即業務發展與貢獻環境、社會及管治價值息息相關。因此，我們努力在展開業務活動的同時，為地球產生正面影響，並為後代塑造一個多元化及公平的社會。

Tian An China Investments Company Limited (the “Company”, together with its subsidiaries (the “Group”)) is pleased to present its Environmental, Social and Governance (“ESG”) report. It is prepared in accordance with the “comply or explain” provision of the Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) set out in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited, and covers the period from 1st January, 2021 to 31st December, 2021 (the “Reporting Period”), unless otherwise specified. This report supplements information disclosed elsewhere in the Company’s published annual report 2021 (the “Annual Report 2021”).

GOVERNANCE STRUCTURE

Board statement

As a responsible company, the Group is highly committed to addressing global sustainability challenges and using our influence to further advance the agenda of sustainable development. Our sustainability policy (the “Sustainability Policy”) covers our principles in environmental and social issues. In order to reflect the changes of the evolving market and better prepare for future risks, Sustainability Policy is enacted upon the approval of the board of directors of the Company (the “Board”) and reviewed annually.

Sustainability vision and commitment

Central to our ESG approach is our commitment to creating sustained value for all our stakeholders, including shareholders and investors, employees and the broader environment and society. This vision reflects our belief that business development is inherently intertwined with delivering ESG value. As such, we strive to carry out business activities while creating a positive impact on the planet, as well as shaping a diverse and fair society for future generations.

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管治架構(續)

董事會聲明(續)

可持續發展管治

在管理環境、社會及管治表現方面，我們極為重視健全的管治架構。為實現願景，我們在整個業務範圍內建立了一套全面的管理系統，以管理可持續發展的風險與機會。

董事會負有管理本集團的環境、社會及管治的整體責任，彼等通過制定環境、社會及管治目標與指標，每年檢討環境、社會及管治表現，並由各業務的管理層實施環境、社會及管治措施。執行委員會(「執委會」)應確保本集團的風險得到明確界定並受到透明及有效的風險管理矩陣監察，以及確保報告日程得以遵守。董事會及執委會定期收到適當資料。管理層每年均向執委會主席報告結果及發現，由執委會主席提呈予審核委員會及董事會審閱。

管理方針及策略

為股東創造並提供長期、可持續之價值，是本公司一直以來的信念。為實現此目標，我們深明作出之選擇將對業務所在的社區帶來影響，及我們應該使有關影響屬正面的。本公司已採納可持續發展政策，該政策涵蓋我們於僱傭及勞工措施、商業誠信、環境及社區等領域之原則。我們會致力將該等原則作為我們實踐及管治的一部份，為社會及環境之可持續性發展作出貢獻。

董事會對本公司有關環境、社會及管治議題方面之策略及報告有全面責任，並已檢討本集團的風險管理及內部監控系統之有效性，以識別、評估及管理各項業務及活動的風險，包括環境、社會及管治的相關風險。根據本公司高級管理層、附屬公司的相關管理層及外聘核數師的評估，董事會認為有關系統屬有效及充份。

GOVERNANCE STRUCTURE (CONTINUED)

Board statement (continued)

Sustainability governance

We attach great importance to a robust governance structure in managing ESG performance. To pursue our vision, we have established a comprehensive management system across our business to govern sustainability risks and opportunities.

The Board retains the overall responsibility of stewarding the Group's ESG management, through setting up ESG goals and targets and reviewing the ESG performance on an annual basis, with the ESG initiatives implemented by management of various businesses. The Executive Committee (the "Exco") shall ensure that the risks of the Group are clearly defined and monitored by a transparent and effective risk management matrix and that reporting schedules are enforced. The Board and the Exco are regularly informed appropriate. The results and findings are reported annually by the management to the Chairman of the Exco who puts forward the same to the Audit Committee and the Board for review.

Management approach and strategy

The Company believes in delivering long term, sustainable value creation to our shareholders. In doing so, we recognise that the choices we make will have an impact on the communities in which we carry on our business and we should make such impact a positive one. The Company has adopted the Sustainability Policy which covers our principles in the area of employment and labour practices, business integrity, the environment and the community. We endeavour to embrace these principles as part of our practice and governance to contribute to the sustainable development of the society and the environment.

The Board has overall responsibility for the Company's strategy and reporting in respect of ESG issues and has reviewed the effectiveness of the Group's risk management and internal control systems, which are put in place to identify, evaluate and manage the risks of different businesses and activities, including the ESG-related risks. Based upon the assessments made by the Company's senior management, subsidiaries' respective management and the external auditors, the Board considered that such systems are effective and adequate.

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匯報原則

本公司根據四項匯報原則編製本報告，分別為重要性、量化、平衡及一致性。

重要性：對相應議題作重要性評估，按評估後的重要性來構劃本報告。重要性評估的結果已由董事會及高級管理層審閱及確定。進一步詳情請參閱「重要性評估」一節。

量化：本報告根據環境、社會及管治報告指引編製，以量化方式披露關鍵績效指標（「關鍵績效指標」）。關於關鍵績效指標所用標準、方法、假設及／或計算參考，以及關鍵轉換因素的來源等資料，會於適當位置說明。

平衡：本報告以中立的角度概述本集團的環境、社會及管治表現，披露其成果及改善空間。

一致性：除另有說明外，本報告的披露與統計方法與上一個財政年度一致，以便進行有意義的比較。如有任何變動可能會影響到與以前報告的比較，本集團會於本報告的相應部分提供說明附註。

本集團已建立內部監控及正式檢討程序，盡可能確保本報告呈報的資料均準確可靠。本報告已經董事會批准。

匯報範圍

本報告涵蓋了中國內地，香港及澳洲的物業發展、物業投資及物業管理等主要業務。除另有註明外，披露的關鍵績效指標與去年的環境、社會及管治報告一致。報告期間為二零二一年一月一日至二零二一年十二月三十一日。

REPORTING PRINCIPLES

The Company prepares this report based on four reporting principles, namely materiality, quantitative, balance and consistency.

Materiality: This report is structured based on the materiality of respective issues, resulting from materiality assessment. The result of the materiality assessment was reviewed and confirmed by the Board and senior management. For further details, please refer to the section headed "Materiality Assessment".

Quantitative: This report is prepared in accordance with the ESG Reporting Guide and discloses key performance indicators ("KPIs") in a quantitative manner. Information regarding the standards, methodologies, assumptions and/or calculation references, and sources of key conversion factors used for KPIs is stated wherever appropriate.

Balance: This report presents an unbiased overview of the Group's ESG performance with both achievements and areas of improvements disclosed.

Consistency: Unless otherwise stated, the disclosure and statistical methods of this report are consistent with the previous financial year for meaningful comparison. If there is any change that may affect comparison with previous reports, the Group will make explanatory notes to the corresponding section hereof.

The Group has established internal controls and a formal review process to ensure that any information presented in this report is as accurate and reliable as possible. This report has been approved by the Board.

REPORTING BOUNDARY

This report covers major businesses in property development, property investment and property management in Mainland China, Hong Kong and Australia. Unless otherwise indicated, the disclosure of KPIs is in line with the ESG report of last year. The Reporting Period is from 1st January, 2021 to 31st December, 2021.

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持份者參與

對於本集團制定策略以優先處理和管理重要的環境、社會及管治議題而言，了解持份者的需求與期望至關重要。持份者參與為一個推動長期可持續發展的持續過程。本集團透過一系列渠道與其主要持份者接觸，藉此發現重要議題，從而改善本集團決策和提高問責程度。本集團不時檢討及探索不同形式的溝通渠道，與不同持份者互動並收集反饋意見。

本集團的主要持份者及相應溝通渠道概述如下：

STAKEHOLDER ENGAGEMENT

Understanding the needs and expectations of stakeholders is essential for the Group to formulate strategies that prioritise and manage material ESG issues. Stakeholder engagement is a continuous process to drive long term sustainability. The Group engages its key stakeholders through a range of channels to find out the material issues for improving the decision-making and enhancing the accountability of the Group. From time to time, the Group reviews and explores different forms of communication channels to interact with and collect feedbacks from different stakeholders.

The key stakeholders of the Group and the respective communication channels are summarised as follows:

持份者 Stakeholders	溝通渠道 Communication channels
股東及投資者 Shareholders and investors	<ul style="list-style-type: none"> 股東週年大會 Annual general meetings 公佈 Announcements 年報及中期報告 Annual and interim reports 公司網站 Company website
客戶、供應商及租戶 Customers, suppliers and tenants	<ul style="list-style-type: none"> 公司網站 Company website 合約 Contracts 會議 Meetings 社交媒體 Social media
員工 Employees	<ul style="list-style-type: none"> 員工手冊 Employee Handbook 內部備忘 Internal memoranda 定期評核 Regular appraisals 培訓 Trainings
監管機構及政府部門 Regulatory bodies and government authorities	<ul style="list-style-type: none"> 政府巡視 Government inspections 會議 Meetings 定期備案 Regular filings
社區 Communities	<ul style="list-style-type: none"> 慈善捐款 Charitable donations 公司網站 Company website 企業服務責任活動 Corporate service responsibility activities 環境、社會及管治報告 ESG reports 社交媒體 Social media

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重要性評估

根據環境、社會及管治報告指引各項於可持續發展範圍內之環境及社會議題中，下列議題對本集團而言被視為重要及相關。優先次序乃根據管理層意見及持份者參與之結論來釐定。我們定期透過會議、活動以及其他溝通及反饋渠道讓主要持份者參與日常營運。經抽樣調查不同部門員工及項目經理以了解他們對各環境、社會及管治層面之相關性及重要性之具體觀點。根據管理層評估及調查結果，本集團對環境、社會及管治議題的重要性排行如下：

重要及相關議題

供應鏈管理(層面B5)
產品責任(層面B6)
反貪污(層面B7)

其他相關議題

排放物(層面A1)
資源使用(層面A2)
環境及天然資源(層面A3)
氣候變化(層面A4)
僱傭(層面B1)
健康與安全(層面B2)
發展及培訓(層面B3)
勞工準則(層面B4)
社區投資(層面B8)

本集團將以報告期間重要性評估結果為參考，在本報告中對各議題進行詳細披露，不斷提升環境、社會及管治的治理和績效，以回應持份者對本集團的期望。

MATERIALITY ASSESSMENT

Amongst various environmental and social issues based on the ESG Reporting Guide within the scope of sustainability, the issues listed below that are considered to be material and relevant to the Group. The priorities are set based on management's view as well as conclusions from stakeholders' engagement. We regularly engage key stakeholders in daily operations through meetings, events, and other communications and feedback channels. A survey was conducted with a sampling of the employees selected from various departments and project managers to understand their specific views on the relevance and materiality of various ESG aspects. Based on management's assessment as well as the survey results, the materiality ranking of the Group's ESG issues are as follows:

Material and relevant issues

Supply chain management (Aspect B5)
Product responsibility (Aspect B6)
Anti-corruption (Aspect B7)

Other relevant issues

Emissions (Aspect A1)
Use of resources (Aspect A2)
The environment and natural resources (Aspect A3)
Climate change (Aspect A4)
Employment (Aspect B1)
Health and safety (Aspect B2)
Development and training (Aspect B3)
Labour standards (Aspect B4)
Community investment (Aspect B8)

The Group will make detail disclosure of various issues in this report, taking the materiality assessment results for the Reporting Period as reference and continuously enhance its ESG governance and performance in response to the stakeholders' expectations on the Group.

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A. 環境議題

可持續發展政策包括我們針對環境議題之一貫方針。我們致力於：

- 遵守相關法律及法規，並以超越最低要求為目標；
- 阻止／減少廢氣及溫室氣體排放、水及土地之排污，以及有害及無害廢棄物之產生；
- 有效使用資源，包括能源、水及其他原材料；
- 減低本集團之業務對環境及天然資源造成之影響；及
- 讓我們的員工、客戶及合作夥伴參與以推廣環境可持續發展之商業常規，並持續重新評估我們的程序以減低對環境之影響。

本集團之主要業務活動為在中國內地開發住宅、別墅、辦公樓及商用物業、物業投資及物業管理，以及在香港之物業投資及物業管理。我們的物業發展項目之建築相關工程外判予獨立承包商，該等承包商受多種相關環境法律及法規所規限，包括有關廢氣及溫室氣體排放、水及土地之排污、有害及無害廢棄物之產生、有效使用能源、水及其他原材料、噪音污染控制、空氣污染控制、水污染控制、排污系統及廢物處理之法律及法規。我們與承包商緊密合作，實現具創意、優雅及綠色設計，同時兼容並對我們的環境及社會責任保持敏感度。

根據持份者參與之結論及管理層意見，本報告並無包括所有環境的關鍵績效指標之披露，因該等關鍵績效指標被視為非重要或非相關。然而，我們已就一般做法及工作方面作出討論，以減少本集團在不同範疇的環境足跡。

A. ENVIRONMENTAL ISSUES

The Sustainability Policy encompasses our general approach towards environmental issues. We endeavour to:

- observe relevant laws and regulations and aim to go beyond minimum requirements;
- prevent/minimise air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste;
- make efficient use of resources, including energy, water and other raw materials;
- minimise the impact of the Group's activities on the environment and natural resources; and
- engage our employees, customers and partners to promote environmentally sustainable business practices and constantly re-assess our processes to minimise environmental impact.

The Group's principal business activities are the development of apartments, villas, office buildings and commercial properties, property investment and property management in Mainland China, as well as property investment and property management in Hong Kong. The construction-related works for our property development projects are outsourced to independent contractors who are subject to various relevant environmental laws and regulations, including those relating to air and greenhouse gas emissions, discharges into water and land, generation of hazardous and non-hazardous waste, efficient use of energy, water and other raw materials, noise pollution control, air pollution control, water pollution control, sewage drainage system and waste treatment. We work closely with our contractors to achieve creative, elegant and green designs while being compatible and sensitive to our environmental and social responsibilities.

This report does not include the disclosure of all the environmental KPIs as they are not considered material or relevant as a conclusion of our stakeholders' engagement as well as management's view. Instead, we have discussed our general approach and effort to reduce the Group's environmental footprint in various aspects.

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A. 環境議題(續)

排放物(層面A1)

本集團一直致力減少污染物及碳排放以減少對環境的影響。就物業發展業務而言，我們遵守相關國家及地區法律和法規，如《中華人民共和國環境保護法》、《中華人民共和國環境影響評價法》、《環境空氣質量標準》及《聲環境質量標準》等。本集團嚴格監管及監督我們的承包商以超越相關法律及法規之最低要求，避免違法。於報告期間，本集團並無重大違反上述法律或法規之情況。

本集團並無從事任何製造業活動或直接參與建築工程。本集團直接產生的排放物涉及香港及中國內地之82輛(二零二零年：78輛)供高級員工在本地出差使用的行政人員用車，詳情如下：

指標	Indicators	二零二一年 2021 克 gram	二零二零年 2020 克 gram
懸浮粒子	Particulate matters	5,967	5,607
硫氧化物排放	SOx emission	1,910	2,390
氮氧化物排放	NOx emission	81,046	75,833

此等車輛的溫室氣體排放(範圍1)約352.32噸二氧化碳當量(二零二零年：約361.01噸二氧化碳當量)。鑒於本集團的規模和員工人數，其排放量和用量均微不足道。

本集團間接產生與購買電力有關溫室氣體排放(範圍2)約9,728.51噸二氧化碳當量(二零二零年：約11,740.60噸二氧化碳當量)。電力資源的使用情況將於「資源使用(層面A2)，以及環境及天然資源(層面A3)」一節進一步解釋。

A. ENVIRONMENTAL ISSUES (CONTINUED)

Emissions (Aspect A1)

The Group has been committed to reducing pollutant and carbon emissions to mitigate the impact on the environment. For the property development business, we complied with the relevant national and regional laws and regulations, such as the Environmental Protection Law of the People's Republic of China, the Law of the People's Republic of China on Appraising Environmental Impacts, the Ambient Air Quality Standards and the Environmental Quality Standard for Noise, etc. The Group strictly monitors and supervises our contractors to go beyond the minimum requirements of the relevant laws and regulations so as to avoid the violation from law. During the Reporting Period, the Group has no material violation of the above laws or regulations.

The Group is not involved in any manufacturing activities or direct participated in construction works. Emissions generated directly by the Group related to 82 (2020: 78) executive passenger vehicles in Hong Kong and Mainland China for senior employee's local business travel are as follows:

The greenhouse gas emission (scope 1) generated from these vehicles recorded for approximately 352.32 tCO₂e (2020: approximately 361.01 tCO₂e). The scale and usage are immaterial given the size of the Group and number of employees.

The greenhouse gas emission (scope 2) generated indirectly by the Group which related to the purchased electricity was approximately 9,728.51 tCO₂e (2020: approximately 11,740.60 tCO₂e). The use of electricity resources will be further explained in the section headed "Use of Resources (Aspect A2), and The Environment and Natural Resources (Aspect A3)".

環境、社會及管治報告 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

A. 環境議題(續)

排放物(層面A1)(續)

大部份有害及無害廢棄物均產生自受聘之承包商的活動，由彼等自行作環境統計及管理。我們的辦公室運作絕少產生有害及無害廢棄物。由於該等數據對我們的業務而言並不重大，故未有於本報告中披露。

物業投資及物業管理業務主要於中國內地及香港之項目辦事處營運。為配合我們減少廢氣及溫室氣體排放之政策，大多數城市之辦事處均配備視像會議設施，以減少面對面會晤之需求，並盡可能減少業務差旅。僅有一少部份之員工出差。中華人民共和國提出致力在二零六零年前達成碳中和，而本集團將積極配合該目標。

資源使用(層面A2)、以及 環境及天然資源(層面A3)

有關節能及減少用紙之環境保護指引已在總辦事處及項目辦事處供全體員工傳閱。例如，提醒員工於下班、午膳或外出辦公時及於任何可能之情況隨手關燈及關掉設備。於決定購置設備時，以節能辦公室設備為首選。於報告期間，本集團之總用電量約16.3百萬千瓦時(二零二零年：約18.7百萬千瓦時)，其中物業管理業務佔相當大比重。每平方米服務面積的用電量約5.93千瓦時(二零二零年：每平方米約5.13千瓦時)。

本集團的總耗水量約200,000立方米(二零二零年：約932,000立方米)。總耗水量大幅下降，乃由於已通過翻新解決了去年中國內地的物業因水管老化而引致的漏水事故。管理層高度關注該事件，並要求定期檢查本集團開發或管理的項目公共設施。實際上，耗水量主要涉及員工的個人衛生用水，規模對本集團而言並不重大。

A. ENVIRONMENTAL ISSUES (CONTINUED)

Emissions (Aspect A1) (continued)

Most of the hazardous and non-hazardous wastes were generated from the activities of our engaged contractors and were subject to their own environmental statistics and management. Hazardous and non-hazardous wastes were rarely produced by our office operations. Therefore, no disclosure is made in this report as such figures are not material to our business.

The activities of the property investment and property management businesses are mostly carried out locally in project offices in Mainland China and Hong Kong. In line with our policy to minimise air and greenhouse gas emissions, the offices in most cities are equipped with video conferencing facilities to minimise the need for face to face meetings and keep business travelling to a minimum. Only a small percentage of employees travel for business is noted. The People's Republic of China proposed that it will strive to achieve carbon neutrality by 2060 and the Group will respond positively to this goal.

Use of Resources (Aspect A2), and The Environment and Natural Resources (Aspect A3)

Environmental protection guidelines in relation to energy savings and reduction in paper consumption are circulated to all employees at head office and project offices. For instance, employees are reminded to switch off lights and equipments after work, during lunch break or during the time working outside the office and whenever possible. Energy efficient office equipment is always preferred in making purchase decisions. During the Reporting Period, the Group's total electricity consumption was approximately 16.3 million kWh (2020: approximately 18.7 million kWh) of which the property management business involves a significant proportion. The electricity consumption per service area was approximately 5.93 kWh per sq.m. (2020: approximately 5.13 kWh per sq.m.).

The Group's total water consumption was approximately 200,000 m³ (2020: approximately 932,000 m³). The significant decrease of total water consumption was due to water leakage for the properties in Mainland China last year resulting from the aging water pipes which was solved by refurbishment. The management was highly concerned about this incident and requested to conduct periodic checkings on utilities of projects which were developed or managed by the Group. Actually, the water consumption mainly relates to the personal consumption of our employees for their personal hygiene and the scale is immaterial to our Group.

環境、社會及管治報告 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

A. 環境議題(續)

資源使用(層面A2)、以及 環境及天然資源(層面A3)(續)

我們在求取水源未有遇到問題。此外，本公司的業務概無涉及生產，故並無使用包裝材料。

我們冀將環保意識融入員工的日常工作中，藉此節能減排以進一步規範環保工作。因此，即使部分資源對本集團而言並不重大，我們仍採取了一系列內部監控政策及程序，以提高能源及水等資源的消耗效率。本集團上下共有1,329名員工，消耗電力可觀，我們希望有效利用該等電力，在業務增長的同時盡量減少對環境的影響。

自二零一四年十二月起，本集團內部開始推廣及實施董事會文件電子系統，於節約用紙之同時，容許本公司董事隨時隨地使用便攜式電子裝置從網上獲取會議文件，以提高董事會效率。

本集團內已實施以下業務流程，以提升效率及減少用紙：

- 要求電子銀行結單及其他銀行通知書；
- 要求電子發票，如稅務發票；
- 要求以電子表格(如有)提交電子文件；
- 參與辦公室設備及用品之回收計劃；及
- 使用內部電子行政管理及溝通平台。

A. ENVIRONMENTAL ISSUES (CONTINUED)

Use of Resources (Aspect A2), and The Environment and Natural Resources (Aspect A3) (continued)

We have no issue in sourcing water. In addition, the business of the Company does not involve production and thus no packaging materials has been used.

We hope to integrate environmental consciousness into employees' routine, thereby saving energy and reducing emission for further standardisation of the environmental efforts. Therefore, a series of internal control policies and procedures are adopted to enhance the efficiency in consumption of resources including energy and water, even some of the resources are not material to our Group. With 1,329 employees across the Group, we consume considerable amounts of electricity and with the efficient use of such, we hope to minimise our impact on the environment whilst we grow our businesses.

Since December 2014, electronic board paper systems have been promoted and implemented throughout the Group, allowing our directors of the Company to access meeting papers online anytime, anywhere with the use of portable electronic devices, improving Board efficiency whilst saving papers.

Throughout the Group, the following business processes were implemented to improve efficiency and to reduce paper usage:

- request electronic bank statements and other bank advices;
- request electronic invoices, for example, tax invoices;
- request e-submission by e-form, if available;
- participate recycle schemes of office equipment and supplies; and
- use of internal electronic administration and communication platform.

環境、社會及管治報告 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

A. 環境議題(續)

資源使用(層面A2)、以及 環境及天然資源(層面A3)(續)

就物業發展業務而言，本集團通過規管承包商實施多項環境保護管理措施，以鼓勵及實施綠色設計。承包商須遵守有關法律及法規並須：

- 定期對施工場地灑水，減少灰塵；
- 進出工地時清洗汽車及貨車；
- 安裝臨時噪音屏障及嚴格遵守可營業時間；
- 建造廢水收集管道及水池以收集家居及建築廢水，並確保有害廢水獲得妥善排放；
- 分隔可回收及不可回收建築廢棄物，及確保該等廢棄物得到妥善處理；及
- 要求使用節能系統及設施，如太陽能電池板、LED燈、電子感應器系統、雙層玻璃窗、具備隔熱材料及自然採光概念之外牆等，以符合我們綠色設計的理念。

A. ENVIRONMENTAL ISSUES (CONTINUED)

Use of Resources (Aspect A2), and The Environment and Natural Resources (Aspect A3) (continued)

For the property development business, the Group encourages and implements the green design by regulating the contractors to implement various environmental protection management measures. The contractors are requested to comply with the relevant laws and regulations and are required to:

- sprinkle the construction sites regularly to reduce dust raising;
- wash cars and trucks when entry in and out of the sites;
- install temporary noise barriers and strictly follow operation hours;
- build waste water collection pipes and pools to collect household and construction waste water and ensure that hazardous waste water is properly discharged;
- separate recyclable and non-recyclable construction wastes and ensure they are properly treated; and
- request to use energy saving systems and facilities, such as solar panel, LED light, electrical sensor system, double pane glass window, external wall with thermal insulating material and natural lighting concept, etc, in order to meet our green design idea.

環境、社會及管治報告 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

A. 環境議題(續)

資源使用(層面A2)、以及 環境及天然資源(層面A3)(續)

就物業投資及物業管理業務而言，由於本集團大部分已建成的物業由本集團的物業管理公司管理，我們可以更好地控制資源使用。我們的目標是在可能／適當的情況下，通過在運營及維護工作中實施以下環保方案，降低每個服務區的能源消耗。

該等方案包括：

- 在屋頂使用太陽能電池板，以產生潔淨能源支援運作；
- 安裝感應器，在不使用時自動關掉照明及空調；
- 用LED燈代替耗能燈；
- 使用較佳隔熱效果之雙層玻璃窗，以減少能源消耗；
- 視乎情況使用再生水進行廁所沖洗；
- 在當眼位置放置回收箱，以鼓勵我們的員工及客戶之廢棄物分類意識；及
- 定期檢查照明、空調及水管系統，防止天然資源之流失。

除上文所述者外，本集團之業務對環境及天然資源並無直接影響。

A. ENVIRONMENTAL ISSUES (CONTINUED)

Use of Resources (Aspect A2), and The Environment and Natural Resources (Aspect A3) (continued)

For the property investment and property management businesses, as most of the completed properties of the Group are managed by the Group's property management companies, we can have better control on the resources usage. We aim at to reduce the energy consumption per service area by implementing the following eco-friendly options in operations and maintenance works where possible/appropriate.

These include:

- use of solar panels on the roof top to generate clean energy in supporting operations;
- install sensors to turn off lighting and air-conditioning automatically when not in use;
- replace energy wasting lights with LED lights;
- use of double pane glass window for better thermos-insulating effects to reduce energy consumption;
- use of reclaimed water for toilet flushing where appropriate;
- place the recycling bins in the prominent place to encourage waste separation awareness amongst our employees and customers; and
- perform regular checks on the lighting, air-conditioning and water pipe systems to prevent the loss of natural resources.

Except for the abovementioned, the Group's business has no direct impact on the environment and natural resources.

環境、社會及管治報告 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

A. 環境議題(續)

氣候變化(層面A4)

本集團明白氣候變化的長期風險會對營運及環境造成深遠的影響。因此，我們致力減輕氣候變化及其他環境相關風險的影響。

天氣模式改變及日益嚴重的極端天氣事件為實質風險，這可能會影響員工為客戶及投資者提供服務的能力，破壞日常運作的連續性。為此，我們已制定處理此類事件的應急方案，並載列於員工手冊中，當中包括處理颱風及黑色暴雨的程序。

隨著社會日益重視環保意識，氣候相關法規及政策有潛在變化，包括在能源效益方面施加規定。此轉變風險可能會影響營運成本及增加法律風險。因此，我們定期監察法規及政策的變化，確保我們的營運符合最新法律及法規的要求。

A. ENVIRONMENTAL ISSUES (CONTINUED)

Climate Change (Aspect A4)

The Group recognises that the long-term risks of climate change have far-reaching impacts on our operations and environment. As such, we are committed to mitigating the impacts of climate change and other environmental related risks.

Changes in weather patterns and the increased severity of extreme weather events are physical risks which will likely disrupt the continuity of daily operations in terms of the ability for our employees to serve our customers and investors. For this reason, we have developed emergency protocols to handle such events, as outlined in the Employee Handbook, including procedures to approach typhoons and black rainstorms.

As the awareness of environmental protection become more and more important in society, there is potential change in climate-related regulation and policy, including imposition of energy-efficiency requirements. Such transition risk may impact our operation cost and increase exposure of legal risk. Therefore, we monitor the changes of the regulation and policy regularly and make sure our operations are in line with the requirements of latest laws and regulations.

環境、社會及管治報告 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

B. 社會議題

僱傭(層面B1)、健康與安全(層面B2)及勞工準則(層面B4)

本公司為一間投資控股公司，其附屬公司經營範圍涉及在中國內地開發住宅、別墅、辦公樓及商用物業，物業投資及物業管理，以及在香港之物業投資及物業管理。人才為我們最重要資產，以推動本公司之長期發展及可持續性。本集團之僱傭政策如下：

- 遵守相關法律及法規；
- 作為平等機會僱主，在薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視，以及其他員工待遇及福利方面實施公平措施；
- 為員工提供安全、健康及優質的工作環境，保障彼等免受職業性危害；
- 提倡員工良好工作生活平衡；
- 投資於員工之培訓及專業發展，以提升彼等履行工作職責之知識及技能；
- 保持與員工公開對話，促進具透明度之雙向溝通；及
- 防止童工及強制勞工。

本集團於中國內地之僱傭受《中華人民共和國勞動法》及《中華人民共和國勞動合同法》規限。而於香港之僱傭則受《僱傭條例》、《最低工資條例》及《僱員補償條例》規限。於報告期間，並未發現不符合上述法律或法規之情況。

B. SOCIAL ISSUES

Employment (Aspect B1), Health and Safety (Aspect B2) and Labour Standards (Aspect B4)

The Company is an investment holding company and with subsidiaries involve in the development of apartments, villas, office buildings and commercial properties, property investment and property management in Mainland China, as well as property investment and property management in Hong Kong. Our people are our most important assets that drive the long term development and sustainability of the Company. The Group's policy on employment is as follows:

- observing relevant laws and regulations;
- being an equal-opportunity employer, implementing fair practices relating to compensation and dismissal, recruitment and promotion, working hours, holidays, equal opportunity, diversity, anti-discrimination, and other benefits and welfare for our employees;
- providing a safe, healthy and quality workplace and protecting employees from occupational hazards;
- promoting a good work-life balance for the employees;
- investing in training and professional development of our employees for the purpose of improving their knowledge and skills for discharging duties at work;
- maintaining an open dialogue with our employees, facilitating a transparent two-way communication; and
- preventing child and forced labour.

In Mainland China, employment is subject to the Labour Law of the People's Republic of China and the Labour Contract Law of the People's Republic of China. In Hong Kong, employment is subject to the Employment Ordinance, the Minimum Wage Ordinance, as well as the Employee's Compensation Ordinance. During the Reporting Period, there were no known cases of non-compliance with the above laws or regulations.

環境、社會及管治報告 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

B. 社會議題(續)

僱傭(層面B1)、健康與安全(層面B2)及勞工準則(層面B4)(續)

本集團尊重所有基本人權並禁止任何形式的童工或強迫勞動。在招聘過程中，我們要求所有求職者提供有效的個人身份證明文件以進行驗證，同時在必要時會進行背景調查，以免僱用任何童工及其他非法勞工。萬一發現虛假資訊或虛假身份的不常見之情況，本集團將根據法律和法規，嚴格按照必要的程序處理有關情況。

我們之薪酬及福利(包括工作時數、假期及福利)較業界之其他同業有競爭力，且普遍超過相關法規規定之最低要求。鑒於我們之業務性質，工傷、職業健康問題及發生僱用童工的情況對本集團而言並不重大。

有關本集團人力資源之進一步資料亦於已刊發的二零二一年年報內董事會報告之「僱員及培訓」一節內詳述。

本集團致力為員工提供安全舒適之工作環境。鑒於2019新型冠狀病毒病(「COVID-19」)，本集團已採取一系列預防措施，以保障員工的健康及安全。我們為員工提供搓手液及外科口罩，並要求所有員工於工作時佩戴口罩。此外，我們採取彈性上班時間以及將所有員工分組上班，以盡量減少COVID-19的傳播風險。

再者，我們亦定期向員工提供促進良好工作生活平衡等福利計劃。鑒於心臟驟停是導致死亡的主要原因，有見及此，本集團為員工組織「擊活人心」公眾人士使用除顫器培訓課程。通過讓員工掌握使用放置在建築物及公共區域的自動體外除顫器的知識和技能，我們可以拯救生命及改善工作場所或社區的存活鏈。

B. SOCIAL ISSUES (CONTINUED)

Employment (Aspect B1), Health and Safety (Aspect B2) and Labour Standards (Aspect B4) (continued)

The Group respects all basic human rights and forbids any forms of child or forced labour practice. During the recruitment process, we require all personnel to provide valid personal identification documents for verification purposes, while background checks will also be carried out whenever necessary so as to avoid the recruitment of any child labour and other illegal labour. In the unlikely event that false information or a false identity is discovered, the Group will address the situation by closely following the necessary procedures in accordance with laws and regulations.

Our compensation and benefits (including working hours, holidays and welfare) are competitive with other peers in the similar sectors and in general exceeds the minimum as required by the relevant regulations. Owing to the nature of our businesses, work related injuries, occupational health issues and the incurrence of child labour are not material to the Group.

Further information on the Group's human resources is also detailed in the section headed "Employee and Training" contained in the Directors' Report in the published Annual Report 2021.

The Group endeavours to provide a safe and pleasant working environment for the employees. In light of the Coronavirus Disease 2019 ("COVID-19"), the Group has carried out a number of preventive measures to safeguard the health and safety of the employees. We have provided instant hand sanitizer and surgical masks for employees and request all of them to wear masks during work. In addition, we adopted flexible working hours and worked by dividing all employees into teams to minimise the risk of spreading COVID-19.

On top of this, well-being programmes such as those promoting a good work-life balance are regularly offered to the employees. Sudden Cardiac Arrest is a leading cause of death. In view of this, the Group organised the "Press to shock – Save a life" Public Access Defibrillation training course to our employees. By equipping our employees with knowledge and skills to use the automatic external defibrillators which are placed in buildings and public areas, we can save lives and improve the chain-of-survival in our workplace or community.

環境、社會及管治報告 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

B. 社會議題(續)

僱傭(層面B1)、健康與安全(層面B2)及勞工準則(層面B4)(續)

於二零二一年十二月三十一日，本集團於中國內地、香港及澳洲共聘用1,329名(二零二零年：1,337名)員工。於報告期間，本集團318名(二零二零年：195名)員工辭職，總員工流失率約24%(二零二零年：約15%)。

員工明細(附註)

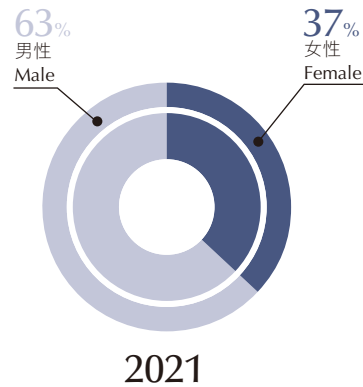
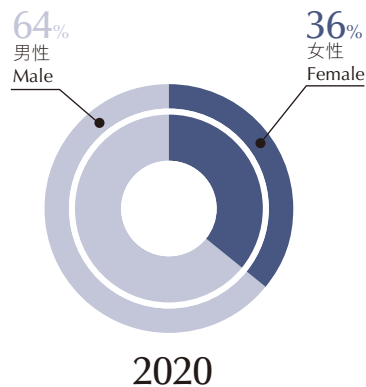
B. SOCIAL ISSUES (CONTINUED)

Employment (Aspect B1), Health and Safety (Aspect B2) and Labour Standards (Aspect B4) (continued)

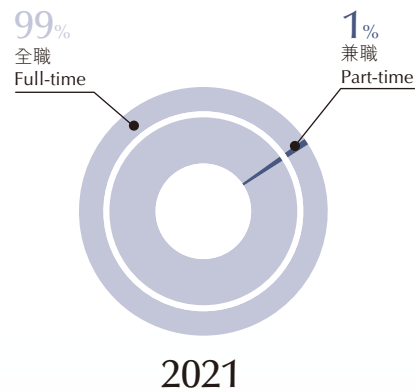
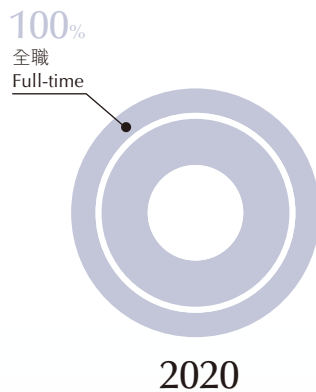
As at 31st December, 2021, the Group employs a total of 1,329 (2020: 1,337) employees in Mainland China, Hong Kong and Australia. During the Reporting Period, 318 (2020: 195) employees resigned from the Group, with a total employee turnover rate of approximately 24% (2020: approximately 15%).

Workforce breakdown (Note)

按性別劃分 By Gender



按僱傭類別劃分 By Employment Type



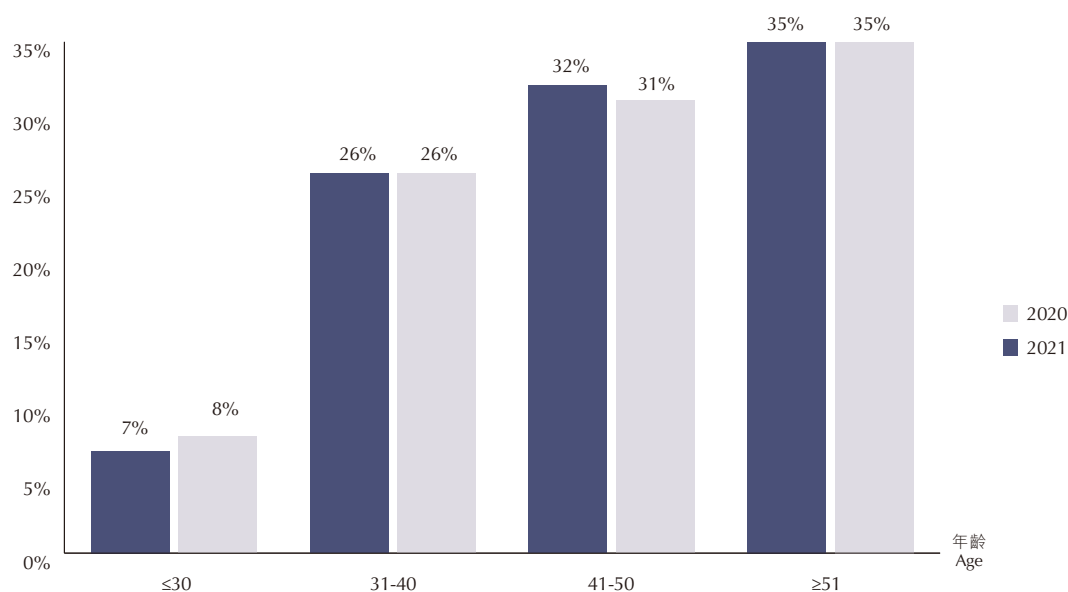
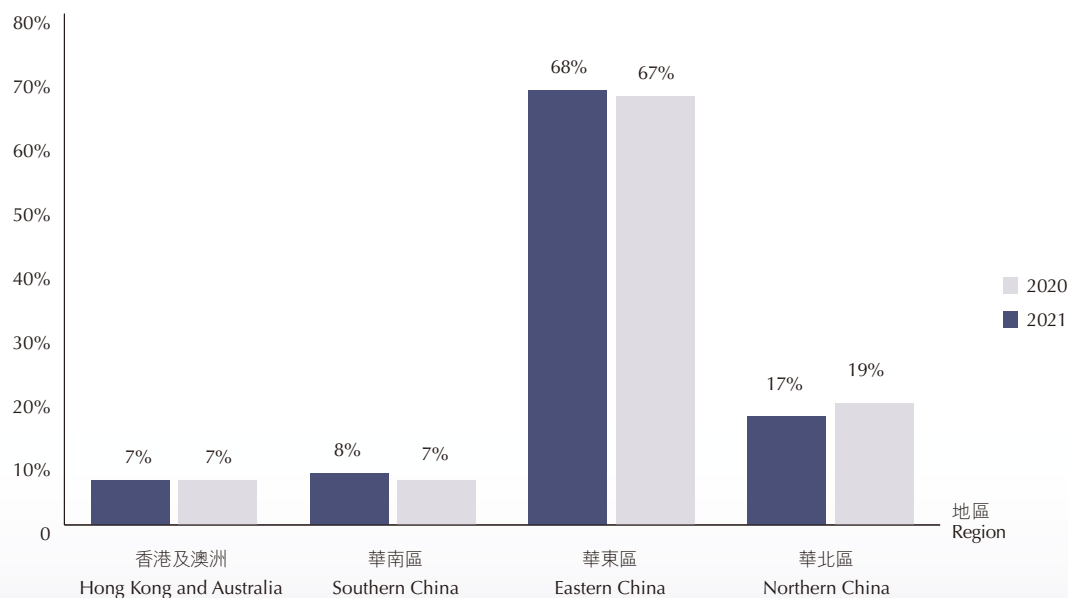
環境、社會及管治報告

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

B. 社會議題(續)

僱傭(層面B1)、健康與安全(層面B2)
及勞工準則(層面B4)(續)

B. SOCIAL ISSUES (CONTINUED)

Employment (Aspect B1), Health and Safety (Aspect B2) and
Labour Standards (Aspect B4) (continued)按年齡組別劃分
By Age Group按地區劃分
By Geographical Region

附註：上圖為本集團聘用員工人數，不包括外判人員及臨時工。

Note: The above are the number of employees of the Group, excluding outsource personnel and temporary workers.

環境、社會及管治報告 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

B. 社會議題(續)

僱傭(層面B1)、健康與安全(層面B2) 及勞工準則(層面B4)(續)

員工流失率明細

		員工人數 Number of employees		流失率(附註) Turnover rate (Note)	
		二零二一年 2021	二零二零年 2020	二零二一年 2021	二零二零年 2020
按性別劃分	By Gender				
男	Male	206	130	24.7%	15.3%
女	Female	112	65	22.7%	13.3%
按年齡組別劃分	By Age Group				
30歲或以下	30 years old or under	47	25	43.1%	25.8%
31至40歲	31-40 years old	86	59	24.7%	16.8%
41至50歲	41-50 years old	85	57	20.9%	13.2%
51歲或以上	51 years old or above	100	54	21.5%	11.8%
按地理位置劃分	By Geographical Region				
香港及澳洲	Hong Kong and Australia	10	8	11.5%	9.1%
華南區	Southern China	43	41	45.3%	37.3%
華東區	Eastern China	226	127	25.4%	14.0%
華北區	Northern China	39	19	15.2%	8.2%

附註：員工流失率為於年度按類別劃分的辭職員工人數佔按類別劃分的員工總數的比例。

Note: The turnover rate of employees is equal to the number of resigned employees by category over the total number of employees by category for the year.

發展及培訓(層面B3)

本集團致力在公司內培養持續學習之文化。我們重點投放在員工培訓方面，讓員工掌握與工作相關之所需知識及技能並建立人才庫。管理層與專業導師共同設計培訓課程以滿足工作環境之需求。所設定之培訓內容及主題涵蓋我們業務之核心範疇。管理層發展舉措目前包括第二語言訓練、防止賄賂、破產法、資料私隱、技術技能、債務收取技巧、產品知識、電腦技能、客戶服務技巧、溝通及投訴處理課程。我們向管理及督導級員工提供研討會，藉此促進員工之職業發展。我們亦有專為管理級員工而設的就職業發展、團隊建立及人事管理技巧之研討會。

Development and Training (Aspect B3)

The Group is committed to fostering a culture of continuous learning in our organisation. Heavy emphasis is placed on employees' training which is tailored to equip our workforce with the necessary knowledge and skills relevant for their work, as well as to build our talent pool. Management is involved, together with professional trainers, in designing training programmes to meet the demands of the workplace. Training content and topics are set to cover the key aspects of our business. Management development initiatives currently include courses on the second language training, prevention of bribery, bankruptcy laws, data privacy, technical skills, debt collection skills, product knowledge, computer skills, customer service techniques, communication and complaints handling. Workshops for managerial and supervisory employees are provided and are intended to enhance our employees' career development. There are also workshops specifically for managerial employees on career development, team building and people management skills.

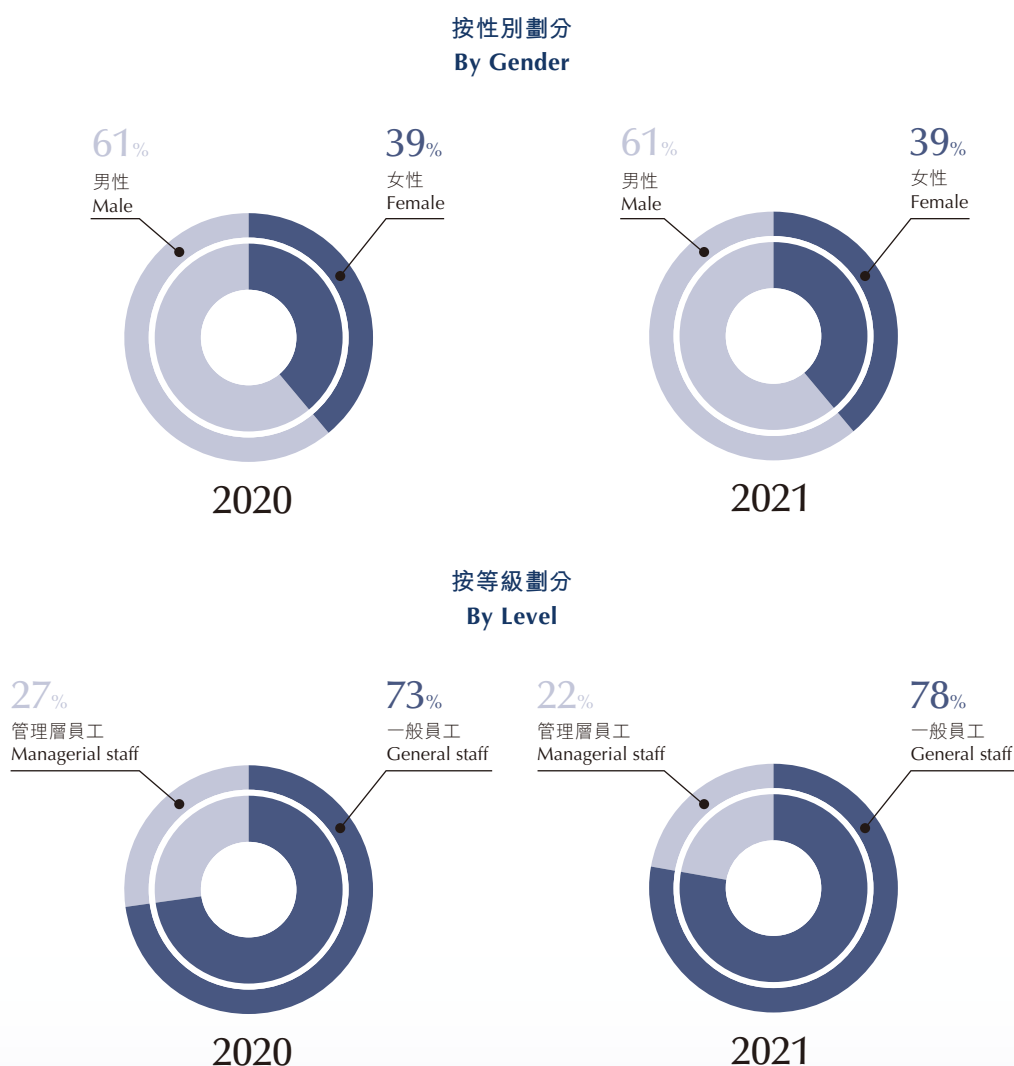
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B. 社會議題(續)

發展及培訓(層面B3)(續)

除內部培訓外，本集團亦為員工提供學習資助，供其於工餘時間增進知識。於報告期間，全體員工中約29%（二零二零年：約25%）已接受合共5,030.5小時（二零二零年：3,984小時）的培訓。每名員工的平均培訓時數為13.2小時（二零二零年：12.1小時）。培訓時數增加顯示本集團認同人才的價值及培養的重要性。

員工接受培訓明細(附註)



附註：按類別劃分的受訓員工人數除以該時段的受訓員工總數。

Note: Number of employees received training by category divided by the total number of employees received training over the same timeframe.

B. SOCIAL ISSUES (CONTINUED)

Development and Training (Aspect B3) (continued)

On top of internal training, the Group also provides a study subsidy for the employees to advance their education during their spare time. During the Reporting Period, approximately 29% (2020: approximately 25%) of the total employees had received training for 5,030.5 hours (2020: 3,984 hours) in total. The average training hours per employee was 13.2 hours (2020: 12.1 hours). The increase of the training hours shows the importance of talents' values and cultivation recognised by the Group.

Employees receiving training breakdown (Note)

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B. 社會議題(續)

發展及培訓(層面B3)(續)

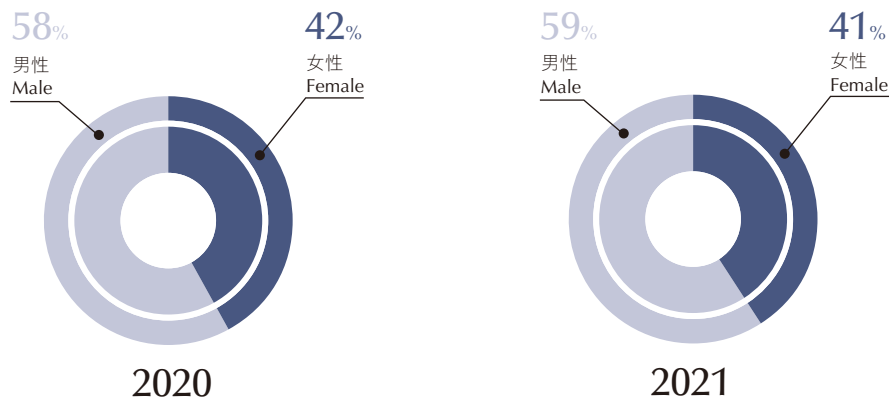
培訓時數明細(附註)

B. SOCIAL ISSUES (CONTINUED)

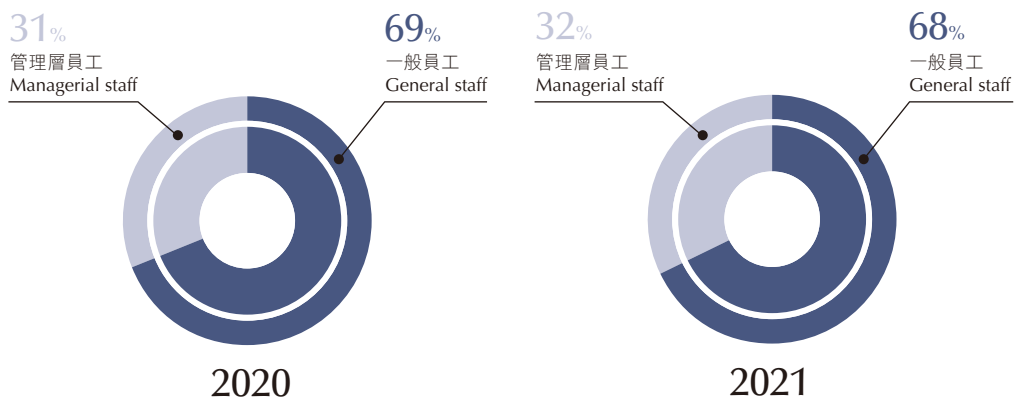
Development and Training (Aspect B3) (continued)

Training hours breakdown (Note)

按性別劃分 By Gender



按等級劃分 By Level



附註：按類別培訓時數除以員工年內接受的總培訓時數。

Note: Training hours by category divided by the total training hours received by the employees during the year.

環境、社會及管治報告 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

B. 社會議題(續)

供應鏈管理(層面B5)

本集團之主要業務供應商包括設計師、承包商、建築商、建築材料供應商、銷售及租賃代理、服務供應商、資訊科技及通訊、法律及其他業務服務供應商以及辦公室用品供應商。

鑒於我們的業務性質，與物業發展相關的供應商相對重要，包括承包商、建築商和建築材料供應商。於報告期間，本集團合作的此類供應商數量為365名(二零二零年：297名)，主要集中在華東區。

供應商之適用性及信譽乃聘請及採購決策之關鍵因素。價格亦是一個主要因素，惟並非最重要。本集團僅聘請在相關範疇及建築工程水準方面具備相關資格之本地承包商。至少三名潛在獨立承包商及供應商會參與或被邀請進行建築工地項目招標，而我們在招標過程中進行評估及篩選。有關招標方法通常適用於物業發展業務中對總承包商及各類分包商的選擇，惟須遵守與總承包商的協議條款。

對於其他供應商，如文具和行政服務，我們從至少三個供應商的報價中選擇，或從具有長期友好合作關係的各種供應商中篩選。

於報告期間，268名(二零二零年：225名)供應商通過招標選擇，169名(二零二零年：144名)供應商通過上述其他方式選擇。該等數據乃收集自本集團的物業發展公司和各個總辦事處。

B. SOCIAL ISSUES (CONTINUED)

Supply Chain Management (Aspect B5)

The Group's main business suppliers include designers, contractors, constructors, construction material suppliers, sales and leasing agents, services providers, providers of information technology and communication, legal and other business services as well as vendors for office supplies.

Owing to the nature of our businesses, the suppliers related to property development is relatively significant, including the contractors, constructors and construction material suppliers. The number of such suppliers which the Group cooperated with during the Reporting Period are 365 (2020: 297) and are mainly concentrated in Eastern China.

The suppliers' suitability and reputation are the vital factors in engagement and procurement decision making. Price is also a main factor but not the most important one. The Group only engages local contractors with possession of relevant qualification in relevant aspects and standard of the construction works. At least three independent potential contractors and suppliers would make or be invited to make the tender for site projects and we conduct assessment and selection during the tendering process. Such tendering method will be usually applied to the property development business on the selection of main contractors and various sub-contractors, subject to the terms of the agreements with the main contractors.

For other suppliers such as stationery and administrative services, we select the suppliers either by obtaining at least three quotations or choosing from various suppliers with long-term friendly and cooperative relationships.

During the Reporting Period, there were 268 suppliers (2020: 225 suppliers) selected through tendering and 169 suppliers (2020: 144 suppliers) through other methods as mentioned above. These data was collected from the Group's property development companies and various head offices.

環境、社會及管治報告 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

B. 社會議題(續)

供應鏈管理(層面B5)(續)

為盡最大努力降低供應鏈各環節的環境和社會風險，本集團基於公平及透明的原則進行招標和價格比較，而其他產品或服務的非招標方式必須經過授權批准，因為本集團禁止任何未經批准的採購，以防止操縱採購。

我們有明確界定選擇合適承包商及供應商之政策，通過檢查其註冊許可證、資格水平及相關經驗，並且參照我們的項目規模。該等承包商及供應商乃基於良好往績記錄、信譽進行謹慎篩選，並須進行基準測試、審核及輪換。

根據施工合約，承包商須堅守綠色建築、節能環保的理念，使用綠色健康的材料，並按照合約規定保質保量按期完成項目。為確保建築工程、產品及服務的質素，我們的施工合同以及產品及服務供應合約一般包含質量及完工時間的保證。承包商在保修責任期內亦須負責監察及監督建築工程。同時，我們進行第三方評估，以定期檢查及監督建築質量。

我們的工程部門負責密切監管及監督施工過程中之成本控制及施工進度，以及定期進行現場檢查及嚴格質量控制程序。於從生產管理一直到現場管理和控制的整個項目發展過程中，我們亦為員工提高環保意識及提升環境管理技能。

我們亦就職業安全、良好的環境工序及社會責任對承包商及供應商設立規定，以確保彼等不違反中國內地之相關法律及法規。

B. SOCIAL ISSUES (CONTINUED)

Supply Chain Management (Aspect B5) (continued)

To make the best effort to reduce environmental and social risks in each process of the supply chain, the Group carries out tendering and price comparison in the principle of fairness and transparency, and non-tendering method for other products or services must be approved under authorisation as the Group prohibits any procurement without approval and to prevent procurement manipulation.

We have well defined policies on selecting of suitable contractors and suppliers by checking their registered licenses, qualification level and relevant experience, as well as by referencing to our project size. Those contractors and suppliers are selected carefully based on track record of good practices, reputation and are subject to benchmarking, audits and rotation.

Pursuant to the construction contracts, the contractors are to adhere to the concept of green building, energy conservation and environmental protection by using green and healthy materials, and complete the project on schedule with quality and quantity guaranteed accordance with the contract. In order to ensure the quality of the construction works, products and services, our construction contracts as well as products and services supply contracts typically contain warranties for quality and completion time. The contractors are also responsible to supervise and monitor the construction works under defect liability period. Meanwhile, third-party evaluation is carried out to conduct regular inspection and monitor the quality of the construction.

Our engineering department is responsible to regulate and monitor the cost control and construction progress closely during construction with periodic on-site inspection and stringent quality control procedures. Throughout the project development process, from production management all the way through to on-site management and control, we also enhance employees' awareness of the importance of environmental protection and sharpen their environment management skills.

We also set out provisions to the contractors and suppliers for occupational safety, good environmental practices and social responsibility and ensure they have no violation of the relevant laws and regulations of Mainland China.

環境、社會及管治報告 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

B. 社會議題(續)

產品責任(層面B6)

鑒於本集團的業務性質，因安全及健康理由而回收的已售產品及已運輸貨品並不適用於本集團。

就中國內地之物業發展業務而言，我們的項目遵循省及中央政府公佈物業質量之相關指引、法律及法規。我們的項目工程師定期檢查建築材料及建築工程以確保建築商嚴格遵守相關國家法律及法規，建設具合理質素及安全之建築，並達致可接受之可靠水平。於報告期間，並未發現不符合上述法律或法規之情況。

就物業租賃及管理服務而言，本集團加強設施及設備，以提高服務質素。我們致力與客戶保持密切關係及使客戶滿意。

由於物業發展業務之性質涉及高價格產品，信譽風險監測及預防措施至為重要。我們已採取多項措施，盡量減低風險。對物業質量之結果及反應作及時的監控。本集團提供全面售後服務，包括處理客戶投訴及監督已發展物業之維修及持續保養。於保修責任期內，我們將缺漏事項轉交予我們的工程部門或承包商，以跟進買方報告之所有不合標準的工程，而獲聘之承包商亦誠如上文所述須受嚴格監督。

B. SOCIAL ISSUES (CONTINUED)

Product Responsibility (Aspect B6)

Owing to the business nature of the Group, the products sold and shipped subject recalled for safety and health reasons are not applicable to the Group.

For the property development business in Mainland China, our projects follow the relevant guidelines, laws and regulations on property quality announced by the provincial and Central governments. Our project engineers regularly inspect the building materials and construction works so as to ensure the constructors strictly abide by the relevant national laws and regulations to construct reasonable quality and safety building and meet the acceptable reliability level. During the Reporting Period, there were no known cases of non-compliance with the above laws or regulations.

For the property rental and management services, the Group enhances the facilities and equipment to improve service quality. We endeavour to maintain a close relationship with our customers and pursue customers' satisfaction.

Owing to the nature of the property development business where a high price product is involved, reputational risk monitoring and preventions are of utmost importance. We have various measures in place to minimise risks. Results and response to property quality are monitored on a timely basis. The Group provides comprehensive after-sale services including handling customer complaints and supervising the repair and ongoing maintenance of the properties developed. During the defect liability period, we forward the defect to our engineering department or contractors to follow up all the substandard works reported by the purchasers. Contractors engaged for construction are tightly monitored as discussed above.

環境、社會及管治報告 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

B. 社會議題(續)

產品責任(層面B6)(續)

就物業租賃及管理服務業務而言，我們每個項目之物業管理處均設有接待處。我們密切關注客戶之不滿，並將投訴轉交相關部門跟進。於報告期間，投訴率低，而且已妥善解決。大部份投訴人接受或對我們的答覆表示滿意。於報告期間，並無錄得與客戶投訴有關的重大訴訟。本集團竭力及時回應租戶提出之問題及投訴。

我們尊重知識產權，包括但不限於商標、專利和版權。員工不得私自使用或允許外部人員擁有和利用知識產權，除非得到版權所有者的許可。員工在為任何產品、專案或服務使用任何名稱、口號或標誌之前，必須通知部門主管。我們已經為本公司的品牌申請註冊商標。本集團尊重任何第三方的知識產權或其他合法權利，並購買正版辦公軟件，以避免侵犯他人的知識產權。

就於中國內地及香港為物業買家及租戶提供服務而言，我們高度重視保護客戶資料私隱。我們已制定了措施和明確指引，以確保客戶的相關資料得到保障，防止他人未經授權或意外獲取、處理或刪除，並透過適當實體、電子及管理措施實施適當級別的安全保障以保護及保障客戶個人資料。此外，我們的員工手冊要求員工將客戶資料保密及闡明處理客戶資料之適當程序。

B. SOCIAL ISSUES (CONTINUED)

Product Responsibility (Aspect B6) (continued)

For the business of property rental and management services, we have a reception desk in property management office for each project. We pay close attention to the customer dissatisfaction and forward the complaint to relevant departments for follow-up. During the Reporting Period, the complaint rate is low and properly being solved. Most of the complainants accepted or were satisfied with our replies. During the Reporting Period, no material litigation is recorded related to the customers' complaint. The Group put the best effort to response instantly to the problem and complaint submitted by the tenant.

We respect intellectual property rights, including but not limited to trademarks, patents and copyrights. Employees shall not privately use or allow outside parties to possess and exploit intellectual property, unless permission has been obtained by copyright owners. Employees are required to notify the department head before the use of any name, slogan or mark for any product, program or service. We have applied for the registered trademark for the brands of the Company. The Group respects the intellectual property rights or other legal rights of any third party and purchases genuine office software so as to avoid infringement of the intellectual property rights of others.

Servicing the property purchaser and tenant in Mainland China and Hong Kong, we place a very high priority to uphold the customer data privacy. Measures and clear guidelines are in place to ensure customer's relevant data are protected against unauthorised or accidental access, processing or erasure. Appropriate levels of security protection were implemented by appropriate physical, electronic and managerial measures to safeguard and secure customer's personal data. In addition, our Employee Handbook requires employees to keep confidential of the information which includes customer information and states the proper procedures of handling customer data.

環境、社會及管治報告

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

B. 社會議題(續)

反貪污(層面B7)

本集團已設立舉報者政策(「政策」)，以便員工直接向高級管理層報告任何不法行為、任何貪污事件、逃避內部監控、不正確或不妥當之財務或其他報告事宜。如若發現涉嫌違規或不當行為，應通過指定途徑向相關委員會或部門報告。所有疑似案件均會採取廣泛的調查措施進行評估，包括獲取相關文件進行審查，編製調查報告，並與認為有必要的相關部門討論報告的調查事項。倘案件被確認為不正當的，將採取相應的紀律處分。為了保持對我們業務和監管的相容性，該政策將不時在必要時進行審查。

內部審計功能在對內部監控系統進行持續審查的過程中，亦將審查該政策和程序在相關業務中的執行情況。

本集團定期向員工傳達政策及載於員工手冊內，方便員工輕鬆查閱及提醒員工舉報意識。於報告期間，為加強商業道德及知悉最新的監管規定，我們為董事籌備了由香港董事學會舉辦的反貪污管理制度之培訓；亦邀請了香港廉政公署的代表，為高級管理層、新入職員工及現有員工舉辦培訓課程；至於中國內地員工，我們亦根據本集團的規定進行反貪污培訓，包括邀請律師為全體員工舉行講座，以提升在此方面的意識。

於報告期間，並未發現有關貪污的違規行為。

B. SOCIAL ISSUES (CONTINUED)

Anti-corruption (Aspect B7)

A Whistle Blower Policy (the "Policy") has been established to facilitate employees' direct reporting of any unlawful conduct, any incident of corruption, avoidance of internal controls, incorrect or improper financial or other reporting to senior management. Where a suspected non-compliance or misconduct is discovered, it shall be reported to the relevant committee or department through designated channels. All suspected cases are assessed with extensive investigative measures, including obtaining relevant documents for examination, preparing an investigative report, and discussing with relevant departments deemed necessary to the investigative matter reported. Shall the case be confirmed as improper, appropriate disciplinary actions would be taken accordingly. To maintain appropriateness to our business and regulatory compatibility, the Policy will be subject to review from time to time whenever necessary.

The internal audit function will also review the enforcement of the Policy and procedures on relevant operations in the course of performing ongoing review of the internal control systems.

The Policy is either circulated to employees periodically or included in the Employee Handbook to facilitate employees' easy access and refresh employees' awareness of reporting. During the Reporting Period, to strengthen business ethics and to keep updated in relation to regulatory requirements, we arranged training of anti-corruption management system for the Directors which was organised by The Hong Kong Institute of Directors; and invited representatives from the Independent Commission Against Corruption (ICAC) in Hong Kong to provide training sessions for the senior management, new hires and existing employees; for employees in Mainland China, anti-corruption training is carried out according to the Group's requirement, including to invite lawyers to give lectures to all employees to enhance the awareness in such aspect.

During the Reporting Period, there were no known cases of non-compliance regarding corruptions.

環境、社會及管治報告 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

B. 社會議題(續)

社區投資(層面B8)

我們致力為客戶精益求精，並透過鼓勵員工參與慈善及社會服務，承擔良好企業公民為社區作出貢獻之責任。

我們參加了各種志願活動，包括於二零二一年一月參與了公益金「線上百萬行」，為二十四間提供家庭及兒童福利服務的社會福利會員機構籌款；於二零二一年六月參與了「饑饉一餐」，以支持及捐贈予宣明會為津巴布韋、南蘇丹和索馬里的貧困家庭和孩子提供緊急糧食、健康營養及農業生計等範疇的援助；以及於二零二一年八月參與了「公益月餅」活動，本公司透過一間指定的機構購買月餅，而該機構會捐贈一定比例的金額予公益金。該等志願活動錄得積極主動的參與。我們期望透過義工活動幫助社區內的弱勢社群，如低收入長者、獨居長者、弱勢兒童教育、環境保育等，向彼等獻出我們的關懷及關注。

於報告期間，我們合共捐出2,532,000港元(二零二零年：66,000港元)予慈善機構。

B. SOCIAL ISSUES (CONTINUED)

Community Investment (Aspect B8)

We strive to excel for our customers and undertake the responsibility of a good corporate citizen contributing to the community by encouraging our employees to enroll in charity and social services.

We participated in various volunteering activities, including The Community Chest “Virtual Walk for Millions” in January 2021, to raise funds for supporting 24 social welfare member agencies in providing family and child welfare services; “Skip-A-Meal” in June 2021, to support and donate to World Vision in providing emergency food, nutrition and livelihoods assistance to starving families and children in Zimbabwe, South Sudan and Somalia; and “Mooncakes for Charity” in August 2021, to donate certain percentage of amount to The Community Chest by purchasing mooncakes through a specific organisation. The volunteering activities were recorded proactive participation. We hope that through the volunteer activities, we can help the underprivileged in the community, like low-income senior citizens, senior citizens living alone, education for children living in poverty, environmental conservation, etc, by offering our care and concern.

During the Reporting Period, total donations of HK\$2,532,000 (2020: HK\$66,000) were made to charitable institutions.

