



中國誠通發展集團有限公司 China Chengtong Development Group Limited

(於香港註冊成立之有限公司)
(Incorporated in Hong Kong with limited liability)
股份代號 Stock Code: 217



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

2020

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Environmental, Social and Governance Report

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1 ABOUT THIS REPORT

1.1 Basis for Preparation

This Environmental, Social and Governance Report (“**Report**”) aims to provide information on the environmental, social and governance (“**ESG**”) performance of China Chengtong Development Group Limited (“**Company**”) and its subsidiaries (collectively the “**Group**”) during the year of 2020. This Report is prepared by the Company in accordance with the Environmental, Social and Governance Reporting Guide (“**ESG Guide**”) in Appendix 27 (2016 edition) to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited issued by The Stock Exchange of Hong Kong Limited (“**SEHK**”). This Report should be read in conjunction with the section headed “Corporate Governance Report” in the 2020 annual report of the Company for a comprehensive understanding on the Group’s ESG performances.

1.2 Scope of this Report

Unless otherwise indicated, this Report covers the Group’s principal businesses, including leasing, bulk commodity trade, property development and property investment, marine recreation services and hotel, which are managed and/or operated by the Group’s Hong Kong headquarters and the Company’s key subsidiaries, including:

- Chengtong Financial Leasing Company Limited;
- Chengtong World Trade Limited;
- Chengtong Development Trading Company Limited (“**Chengtong Development Trading**”);
- Zhucheng Phoenix Landmark Company Limited (“**Zhucheng Phoenix**”);
- Chengtong Dafeng Harbour Development Limited (“**Dafeng Development**”); and
- Hainan Huandao Hotel and Travel Investment Company Limited (“**Huandao Hotel Investment**”) and its subsidiaries.

Chengtong World Trade Limited is included in the scope of this Report as it became a joint venture controlled by the Company for conducting the international bulk commodity trade business since late 2019. On the other hand, Chengtong Energy Guangdong Company Limited is excluded from the scope of this Report as it was no longer a subsidiary of the Company upon completion of its disposal by the Group on 28 February 2020.

Unless otherwise specified, the time frame of this Report is from 1 January 2020 to 31 December 2020 (“**Reporting Period**”).

1 關於本報告

1.1 編制基準

本《環境、社會及管治報告》(下稱「**本報告**」)旨在提供中國誠通發展集團有限公司(下稱「**本公司**」)及旗下主要附屬公司(統稱「**本集團**」)於2020年度內的環境、社會及管治(下稱「**ESG**」)表現。本公司按照香港聯合交易所有限公司(下稱「**香港聯交所**」)發佈的《香港聯合交易所有限公司證券上市規則》2016年版附錄二十七《環境、社會及管治報告指引》(下稱「**ESG指引**」)編製本報告。本報告應與本公司《2020年度報告》中的「企業管治報告」章節一併閱覽，以便全面了解本集團的ESG表現。

1.2 本報告範圍

除非另有說明，本報告範圍涵蓋本集團的主營業務，包括租賃、大宗商品貿易、物業發展及物業投資、海上旅遊服務及酒店。該等業務由本集團香港總部及本公司主要附屬公司管理及／或經營，包括：

- 誠通融資租賃有限公司；
- 誠通世亞有限公司；
- 誠通發展貿易有限公司(下稱「**誠通發展貿易**」)；
- 諸城鳳凰置地有限公司(下稱「**諸城鳳凰**」)；
- 誠通大豐海港開發有限公司(下稱「**大豐開發**」)；及
- 海南寰島酒店旅遊投資有限公司(下稱「**寰島酒店投資**」)及其附屬公司。

本報告範圍包括誠通世亞有限公司，因其自2019年底以來成為一家由本公司控制並從事國際大宗商品貿易業務的合營企業。另一方面，誠通能源廣東有限公司自本集團於2020年2月28日完成其出售後不再為本公司之附屬公司，故不包括在本報告範圍內。

除非另有說明，本報告的時間範圍為2020年1月1日至2020年12月31日(下稱「**本報告期**」)。

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1.3 Declaration on Reporting

The board of directors of the Company (“**Board**”) assumes full responsibility of the Group’s ESG strategies and reporting. The Board is responsible for evaluating and determining the Group’s ESG-related risks within the scope of its operations, and ensuring the establishment of appropriate and effective ESG risk management and internal control systems. The Group’s ESG management approach, strategies and relevant materiality will be disclosed in the various sections of this Report.

This Report has complied with all the “comply or explain” provisions set out in the ESG Guide and has been prepared in accordance with the following reporting principles of the ESG Guide:

Materiality	The Group identifies material issues that are relevant to itself through materiality assessment. Materiality assessment includes inviting stakeholders to prioritise sustainability issues and inviting the management to verify material issues. Please refer to the “Materiality Assessment” section of this Report for details of the materiality assessment.
Quantitative	To fully assess its ESG performance during the Reporting Period, the Group discloses the applicable quantitative key performance indicators (“ KPIs ”) according to the ESG Guide and sets out the standards, methodologies, assumptions and calculation tools used, including source of conversion factors.
Consistency	Save as disclosed otherwise in this Report, the methodologies used in this Report are consistent with those used in the previous reporting period to allow readers to make meaningful comparisons of the Group’s ESG data.
Balance	This Report provides an unbiased picture of the Group’s ESG performance. The application of the relevant principles is reflected in various sections of this Report.

1.4 Feedback to this Report

Should you have any valuable comments concerning the Group’s ESG works, please feel free to contact the Company Secretarial Department or the Company Secretary through the following ways:

Postal address: Suite 6406, 64/F Central Plaza,
18 Harbour Road, Wanchai, Hong Kong
E-mail: public@hk217.com

1.3 報告聲明

本公司董事會(下稱「**董事會**」)對本集團的ESG策略及匯報承擔全部責任。董事會負責評估及釐定本集團營運範圍的ESG風險，並確保設立合適及有效的ESG風險管理及內部監控系統。本集團的ESG管理方針、策略及相關重要性將在本報告的各章節作出披露。

本報告已遵守ESG指引中所有「不遵守就解釋」條文，並按照下列ESG指引中的匯報原則編製：

重要性	本集團透過重要性評估識別與本集團相關的重要性議題。重要性評估工作包括邀請權益人對可持續發展議題的重要性進行優次排列、管理層核實重要性議題等。關於重要性評估工作的詳情，請參閱本報告中的「重要性評估」章節。
量化	為全面評估本集團於本報告期內的ESG績效，本集團披露了ESG指引內適用的量化關鍵績效指標，並列明了量化關鍵績效指標所採用的標準、方法、假設及計算的參考依據，包括主要換算因子的來源。
一致性	除本報告中另有披露外，本報告採用與上個報告期一致的編製方法，以供讀者對本報告內本集團的ESG信息進行有意義的對比。
平衡	本報告客觀地呈報本集團的ESG表現，相關原則的應用在本報告各章節中體現。

1.4 對本報告的回應

如對本集團的ESG工作有任何寶貴意見，歡迎閣下透過以下方式，聯繫本公司秘書部或公司秘書：

郵寄地址：香港灣仔港灣道18號
中環廣場64樓6406室
電郵地址：public@hk217.com

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2 ABOUT US

The Company is listed on the Main Board of the SEHK (Stock code: 217). The ultimate controlling shareholder of the Company, being China Chengtong Holdings Group Limited, is under the direct management of the State-owned Assets Supervision and Administration Commission of the State Council.

The Group is currently principally engaged in leasing, bulk commodity trade, property development and property investment, marine recreation services and hotel businesses. The Group has determined that leasing is the main direction of its future business development. Based on strict risk control and characterised by professional development, the Group will initially focus on expanding the scale of leasing and developing other leasing businesses, so as to establish its leasing brand and market influence. In response to the operation risks brought by the novel coronavirus disease 2019 (“COVID-19”) epidemic, the Group has reorganised and formulated new strategic development plans and business strategies. In the future, it will focus on developing business sectors that have stable cash flow and are less affected by the epidemic, such as energy saving and environmental protection, new infrastructure (with emphasis on Internet data centres), high-end equipment manufacturing, public utilities, and mass medical healthcare, with a view to reduce the impact of the epidemic and to foster development based on the business opportunities arising from the national strategies such as new urbanisation, Made-in-China 2025, new infrastructure, and the “Belt and Road” initiative.

As for bulk commodity trade, the Group withdrew from its domestic coal trading business and formed an offshore trading joint venture to mainly carry out cross-border and international trade business.

The Group is gradually withdrawing from the existing property development and property investment businesses in China, and is actively restructuring the marine recreation services and hotel businesses which are affected by COVID-19 epidemic. Looking ahead, the Group will further strengthen its strategic directions and leverage the resource advantages of its controlling shareholder to quickly optimise and expand the scale of its leasing business, and build up brand influence in the industry under the premise of strict control of risks and based on the feature of professional development.

2 關於我們

本公司是在香港聯交所主板掛牌交易的上市公司(股票代碼:217),最終控股股東為中國誠通控股集團有限公司,是國務院國有資產監督管理委員會直接管轄企業。

本集團目前從事的主營業務為租賃、大宗商品貿易、物業發展及物業投資、海上旅遊服務和酒店。本集團確定了以租賃作為未來業務發展的主要方向,以嚴格控制風險為基礎,以專業化發展為特色,先期業務重點是擴大租賃的規模,並發展其他租賃業務,樹立起本集團租賃的品牌和影響力。鑑於2019冠狀病毒病疫情所帶來的經營風險,本集團重新梳理和制定新的戰略發展規劃和經營策略,未來將重點開拓節能環保、新基建(以互聯網數據中心為重點)、高端裝備製造、公用事業、醫療大健康等現金流穩定且受疫情影響較小的相關領域,以減低疫情影響,緊緊圍繞新型城鎮化、中國製造2025、新基建、「一帶一路」倡議等國家戰略領域的業務機會進行業務佈局。

關於大宗商品貿易,本集團退出了境內的煤炭貿易業務,成立境外合營貿易公司,主要開展跨境和國際貿易業務。

本集團正逐步退出中國境內現有的物業發展及物業投資業務,並積極為受2019冠狀病毒病疫情影響之海上旅遊服務及酒店業務進行重組。展望未來,本集團將進一步加強戰略引領,依托本集團之控股股東的資源優勢,在嚴格控制風險的基礎上,以專業化發展為特色,快速做優做大做強租賃業務規模,樹立行業品牌影響力。



China Railway Engineering Project - Tunnel Boring Machine
中鐵工程項目 - 盾構機



Rizhao City's Photovoltaic Project
日照市光伏項目

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3 COMMUNICATION CHANNELS

The Group maintains close communication with its stakeholders and collects their views and understands sustainability issues via multiple communication channels so as to further advance its work in sustainability.

3 溝通渠道

本集團與其權益人保持密切溝通，持續透過多種溝通渠道收集權益人的意見及了解其關注的可持續發展議題，以進一步推動其在可持續發展方面的工作。

Principal stakeholders 主要權益人

Communication channels 溝通途徑

Investors/Shareholders
投資者／股東

- Annual general meeting, extraordinary general meeting
股東週年大會、股東特別大會
- Annual report, interim report
年度報告、中期報告
- Announcements and circulars
公告及通函
- Corporate website
公司網站

Customers
客戶

- Contracts and agreements
合同協議
- Customer conferences
客戶會議
- Service feedback, such as satisfaction questionnaires
服務反饋，如滿意度調查問卷

Government/Regulatory agencies
政府／監管機構

- Policy documents
政策文件
- Seminars
研討會

Employees
員工

- Meetings, such as departmental meetings and work meetings
會議，如部門會議、工作會議等
- Employee performance evaluation
員工績效評核
- Training and seminars
培訓及研討會
- Intranet
內聯網

Suppliers and other partners
供應商及其他合作夥伴

- Contracts and agreements
合同協議
- Site inspection
現場考察
- Supplier assessment
供應商評核
- Communication meetings
溝通會議

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4 MATERIALITY ASSESSMENT

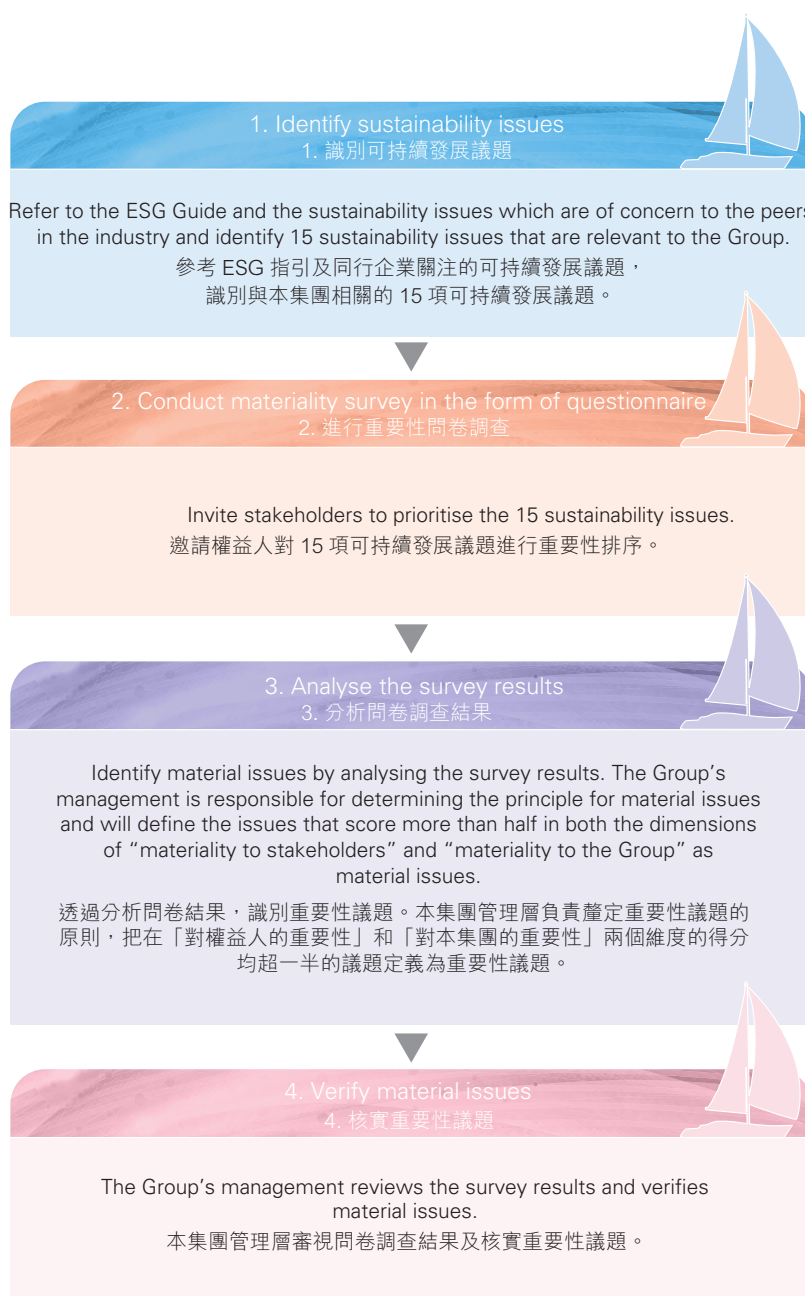
The Group conducted a materiality assessment during the Reporting Period to understand the importance of sustainability issues to it and to highlight them in this Report. Moreover, the Group also hopes to examine and enhance its sustainability work in the future through the materiality assessment.

The following shows the four steps used by the Group to conduct the materiality assessment:

4 重要性評估

本集團於本報告期內進行了重要性評估，以了解各可持續發展議題對其重要性，並在本報告中進行重點匯報。此外，本集團亦希望透過此次重要性評估審視和提升本集團未來的可持續發展工作。

本集團透過以下四大步驟進行重要性評估：

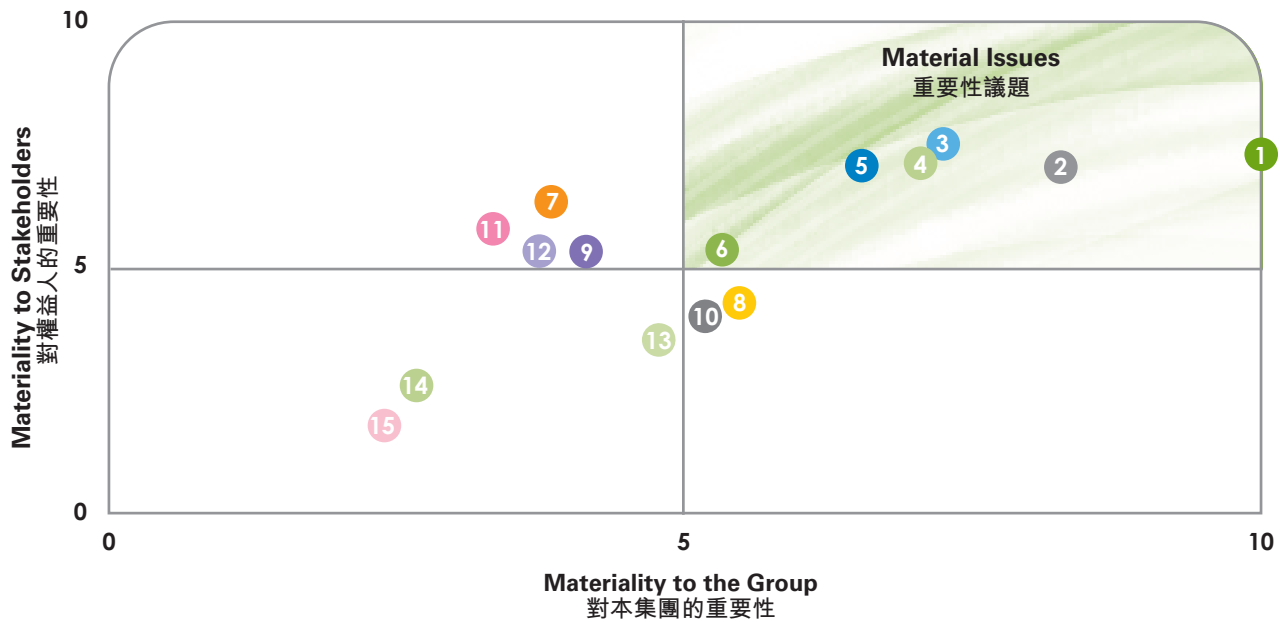


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The following chart shows the materiality matrix of the Group's sustainability issues:
 下圖展示了本集團的可持續發展議題重要性矩陣：

Materiality Matrix of Sustainability Issues
 可持續發展議題重要性矩陣



- | | | | |
|--|---|---|---|
| ● 1. Operational Compliance
經營合規性 | ● 2. Employment and Employees' Rights and Interest
僱傭與員工權益 | ● 3. Employee Development and Training
員工發展與培訓 | ● 4. Employee Benefits
員工福利 |
| ● 5. Occupational Health and Safety
職業健康與安全 | ● 6. Labour Standards
勞工準則 | ● 7. Green Office Management
綠色辦公室管理 | ● 8. Anti-Corruption
反貪污 |
| ● 9. Resource Utilisation
資源利用 | ● 10. Product Liability
產品責任 | ● 11. Ecological Environment Protection
生態環境保護 | ● 12. Pollutant Emission and Management
污染物排放與管理 |
| ● 13. Supply Chain Management
供應鏈管理 | ● 14. Community Involvement and Contribution
社區參與及貢獻 | ● 15. Climate Change
氣候變化 | |

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The Group identified six material issues (in the upper right corner of the chart above) through the materiality assessment. Those issues will be further highlighted and disclosed in the subsequent sections of this Report.

本集團於本次重要性評估中識別出6項重要性議題(位於上圖的右上角)，該等議題將在本報告隨後各章節中進行重點披露。

The table below shows the Group's material issues and the corresponding sections in this Report:

下表展示本集團的重要性議題及於本報告中的回應章節：

Material issues (ranked by materiality, from the highest to the lowest)
重要性議題 (重要性按高至低排序)

Corresponding sections
回應章節

1. Operational Compliance 經營合規性	Attraction of Outstanding Talents, Green Operation, and Responsible Operation 吸引優秀人才、綠色營運、責任營運
2. Employment and Employees' Rights and Interests 僱傭與員工權益	Attraction of Outstanding Talents 吸納優秀人才
3. Employee Development and Training 員工發展與培訓	Attraction of Outstanding Talents 吸納優秀人才
4. Employee Benefits 員工福利	Attraction of Outstanding Talents 吸納優秀人才
5. Occupational Health and Safety 職業健康與安全	Attraction of Outstanding Talents 吸納優秀人才
6. Labour Standards 勞工準則	Attraction of Outstanding Talents 吸納優秀人才

5 ATTRACTION OF OUTSTANDING TALENTS

The Group firmly believes that outstanding talents are an important foundation for its long-term development. Therefore, the Group implements a people-oriented employment management policy and creates an ideal career platform for employees, in order to attract more talents and build an outstanding team.

5.1 Employment Management

Due to the difference in business nature and operating locations, the subsidiaries of the Company have adopted their respective applicable human resources management system to regulate procedures such as recruitment, promotion and dismissal. The relevant human resources management system covers matters which include, but are not limited to, recruitment and dismissal policies, working hour policy, remuneration and benefit system, holiday system, attendance system, performance management and appraisal systems and code of conduct.

Talent Recruitment

In order to ensure that the employees hired by the Group fit the development needs of the Group, the Group has developed a standardised and stringent recruitment process.

5 吸納優秀人才

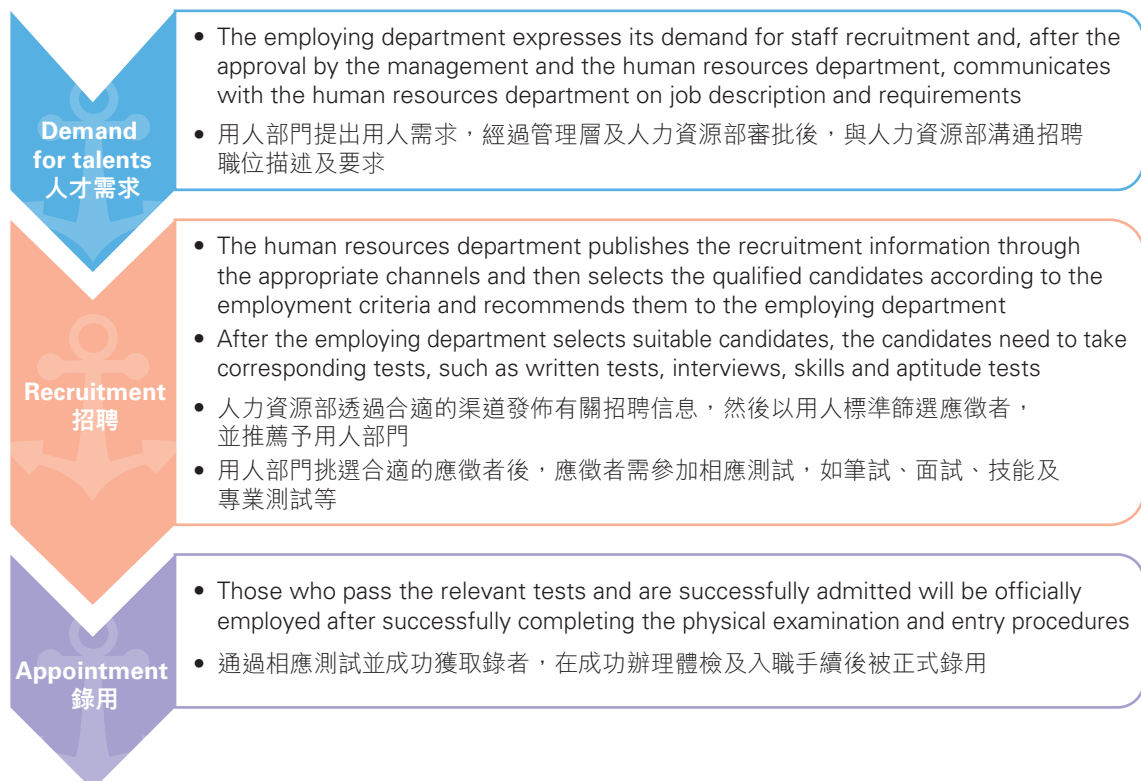
本集團深信優秀人才乃企業長遠發展的重要根基，因此本集團實行以人為本的僱傭管理政策，為員工創造理想的事業平台，以吸引更多人才，建立卓越非凡的團隊。

5.1 僱傭管理

基於業務性質和營運地點的不同，本公司旗下各附屬公司均設有其適用的人力資源管理制度，以規範招聘、晉升及解僱等流程。相關人力資源管理制度包括但不限於招聘及解僱政策、工時政策、薪酬福利制度、假期制度、考勤制度、績效管理考核制度及行為守則等。

人才招聘

為確保所聘請的員工契合本集團的發展需求，本集團制定了規範及嚴謹的招聘流程。



Equality and Diversity

The Group employs people on their merit and provides equal employment opportunities and opposes any form of discrimination. Neither candidates nor employees of the Group will be subject to unfair treatment due to their age, gender, race, ethnicity, religious belief or physical disability, etc. The Group actively creates a diverse and inclusive working environment, and welcomes people of different backgrounds and abilities to become part of it.

Remuneration and Benefits

The Group has formulated the “Remuneration and Benefits System” and set up a sound remuneration administrative system. The Group will adjust remuneration according to comprehensive factors such as talent supply and demand in the market, employee ranks, job responsibilities, price levels and so forth, in a bid to ensure that competitive remuneration packages are offered. In addition, employees enjoy a variety of benefits, such as transportation allowance, lunch allowance, communication allowance, holiday allowance, free annual physical examination, extra medical insurance, etc.

Dismissal

Employee with misconduct, fraud, habitual negligence, etc. during his/her employment period will be subject to termination of his/her employment contract by the Group in accordance with the respective operating location's laws and regulations. The Group has stipulated detailed provisions regarding the establishment and termination of contract as well as compensation in the employment contracts signed with employees in order to protect the interests of both parties and avoid labour disputes arising from the termination of employment contracts. All departing employees are required to complete the handover process and go through relevant formalities before leaving to ensure normal business operations.

平等、多元化

本集團唯才是用，提供平等就業機會，反對任何形式的歧視。無論是應徵者或本集團員工，皆不會因其年齡、性別、種族、民族、宗教信仰或身體缺陷等因素而受到不公平待遇。本集團積極打造多元化和具包容性的工作環境，歡迎不同背景和能力的人才成為其一份子。

薪酬福利

本集團制定了《薪資福利制度》，設有完善的薪酬管理體系。為確保能提供具市場競爭力的薪酬待遇，本集團會根據市場人才供求、員工職級、崗位職責、物價水平等綜合因素調整薪酬。此外，員工享有多種福利待遇，如交通補貼、午餐補貼、通訊補貼、節日補貼、免費年度體檢、額外醫療保險等。

解僱

員工若在受僱期內發生行為不當、欺詐、慣常疏忽職責等情況，本集團將按營運所在地的法律法規終止其僱傭合約。本集團在與員工簽訂的勞動合同中詳細列明合同的訂立、解除及賠償等方面的細則，以保障雙方利益及避免因終止僱傭合約而出現的勞資糾紛。所有離職員工均需在離職前做好工作交接及辦理有關手續，以確保業務運作維持正常。

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Legal Workers

The Group never employs child labour and forced labour. The Group's human resources department verifies the personal information of new employees before they officially join the Group to ensure that they are over 16 years old in order to prevent child labour. Furthermore, working hours of employees are determined by the Group according to the work nature. A five-day work system with an average of eight working hours per day is generally implemented. If necessary, employees can apply for temporary change of working hours on a voluntary basis. The application should be approved by the superior and the human resources department. The Group will not force its staff in any way to work beyond the specified working hours.

Employees' Rights and Interests

The Group is committed to safeguarding employee's rights and interests, pays social insurance premiums for employees on time, including basic endowment insurance, medical insurance, unemployment insurance, work-related injury insurance, maternity insurance, and housing provident fund. In addition, employees of the Group are entitled to rest days, holidays, paid annual leave, home leave and other kinds of holidays as stipulated by the national laws and regulations and company rules, and the overtime and vacation wages of the employees are paid strictly in accordance with national policies and company rules.

The Group strictly complies with laws and regulations relating to employment which have a significant impact on itself, including but not limited to:

Mainland China

中國內地

- Labor Law of the People's Republic of China
《中華人民共和國勞動法》
- Labor Contract Law of the People's Republic of China
《中華人民共和國勞動合同法》
- Social Insurance Law of the People's Republic of China
《中華人民共和國社會保險法》
- Law of the People's Republic of China on the Protection of Rights and Interests of Women and Children
《中華人民共和國婦女兒童權益保護法》
- Law of the People's Republic of China on the Protection of Minors
《中華人民共和國未成年人保護法》

合法勞工

本集團絕不聘用童工及強制勞工。為杜絕聘用童工的情況出現，本集團人力資源部會在新員工入職前，核實其個人資料，確保其年滿16周歲。此外，本集團根據工作性質規定員工的工作時間，一般實行五天工作制，每天平均工作八小時。若員工因工作需要，可自願性提出臨時工作時間調整的申請，而有關申請需獲上級及人事部審批。本集團並不會以任何形式強迫員工在指定工作時間範圍以外工作。

員工權益

本集團致力維護員工權益，按時為員工繳納各項社會保險，包括基本養老保險、醫療保險、失業保險、工傷保險、生育保險、住房公積金等。除此以外，本集團的員工享有國家法律法規和公司制度規定的休息日、節假日、帶薪年休假、探親假和其他各類假期，並且員工的加班、假期工資均嚴格按照國家政策和公司制度規定執行。

本集團嚴格遵守對其有重大影響並與僱傭相關法律法規，包括但不限於：

Hong Kong

香港

- Employment Ordinance
《僱傭條例》

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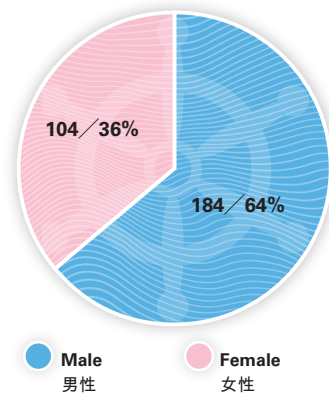
During the Reporting Period, the Group has not been warned or punished by relevant regulatory authorities due to violations of laws and regulations related to employment.

於本報告期內，本集團並無因違反僱傭相關法律法規而受到有關監管部門警告或處罰等。

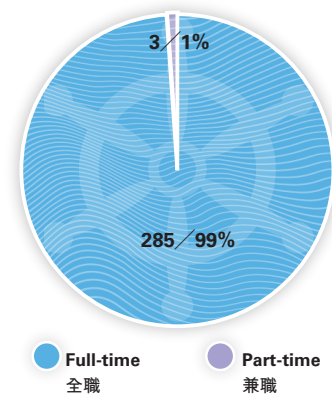
As at the end of the Reporting Period, the Group had a total of 288 employees. The following shows the number and percentage of employees by gender, employment type, age group and geographical region:

截至本報告期末，本集團在職員工共288人。下圖展示按性別、僱傭類型、年齡組別及地區劃分的員工人數及百分比：

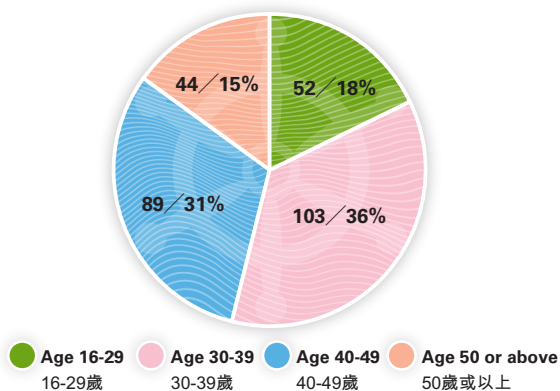
Number and percentage of employees by gender
按性別劃分的員工人數及百分比



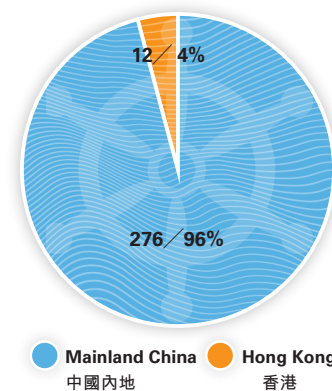
Number and percentage of employees by employment type
按僱傭類型劃分的員工人數及百分比



Number and percentage of employees by age group
按年齡組別劃分的員工人數及百分比



Number and percentage of employees by region
按地區劃分的員工人數及百分比



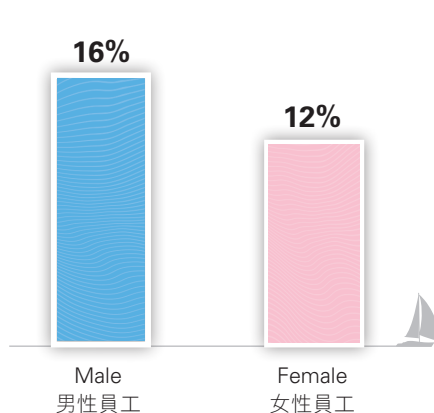
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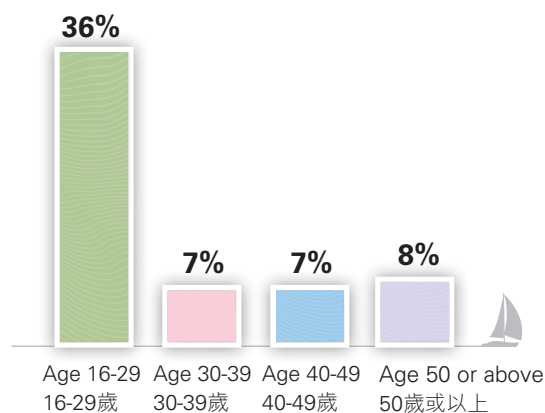
During the Reporting Period, a total of 48 employees left the employment of the Group. The total employee turnover rate¹ is approximately 14%. The following shows the employee turnover rate¹ by gender, age group and geographical region:

於本報告期內，本集團的離職員工共48人，總員工流失比率約為14%。下表展示按性別、年齡組別及地區劃分的員工流失率¹：

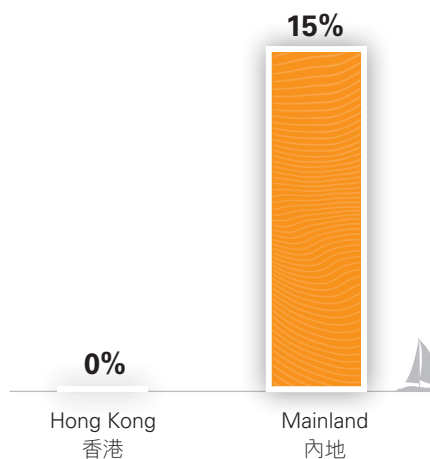
Employee turnover rate in the relevant gender group
在相關性別組別的員工流失比率



Employee turnover rate in the relevant age group
在相關年齡組別的員工流失比率



Employee turnover rate in the relevant region
在相關地區的員工流失比率



¹ The formula for calculating employee turnover rate by category is as follows: the number of employees who left the Group in a category during the Reporting Period/(the number of employees who left the Group in the category during the Reporting Period + the total number of employees in the category as at the end of the Reporting Period) x 100%.

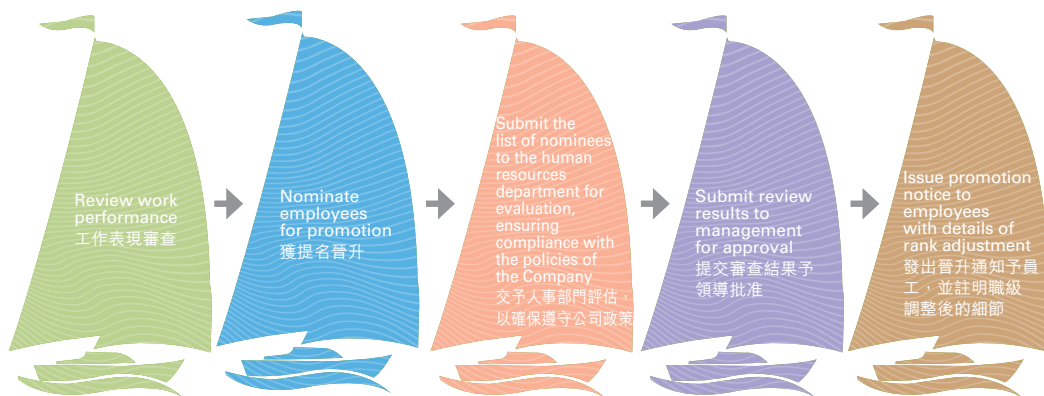
¹ 各類別的員工流失率計算公式為：該類別員工於本報告期內的離職人數/(該類別員工於本報告期內的離職人數+該類別截至報告期末的員工總人數)x 100%。

5.2 Employee Development

Promotion and Development

In order to affirm the contribution of employees to the Group, the Group provides fair and diverse promotion and development opportunities and establishes a broad career development platform for its employees. It carries out the equal pay policy and discloses the detailed requirements of responsibilities and qualifications of each rank. Moreover, the Group allows employees to choose a managerial or professional development path as they wish. The Group selects outstanding employees through annual performance appraisal and gives them opportunities for promotion and development.

The Group has a systematic employee promotion system in place:



Tapping Potential

In order to enhance employees' professional competence and provide diversified personal development opportunities, the Group continuously invests resources to improve employees' quality, enhance the Group's development potential and help employees to realise their self values. The Group has formulated internal policies such as the "Management Personnel Training" policy, establishing learning and training files for employees to improve their professional competence and management skills. The policy explicitly indicates the direction for the improvement of the capabilities of business managers and the minimum requirements for cumulative training days.

5.2 員工發展

晉升發展

為肯定員工對本集團作出的貢獻，本集團提供公平及多元化的晉升及發展機會，為員工建立廣闊的事業發展平台。本集團實施同崗同酬政策，並且公開各職級職責及資歷的詳細要求。此外，本集團容許員工按照其意願，選擇管理或專業化的發展路線。本集團透過年度績效評核，甄選工作表現傑出的員工，並予以晉升及發展機會。

本集團設有系統性的員工晉升制度：

發掘潛能

為加強員工專業能力及提供多元化的個人發展空間，本集團持續投放資源提升員工質素，同時提升本集團發展潛力及協助員工實現自我價值。本集團制定了《企業管理人員培養鍛鍊》等內部政策，為員工建立學習培訓檔案，提高其專業能力及管理水平。該政策明確指出企業管理人員能力提升的方向及累計培訓日數的最低要求。

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In addition, the subsidiaries of the Company formulate and implement annual training plans every year in response to business needs. As affected by the COVID-19 epidemic, the Group mainly conducted professional training by way of distance learning, internal training and self-study during the Reporting Period.

此外，本公司各附屬公司每年會因應業務需求，制定及執行年度培訓計劃。於本報告期內，受到2019冠狀病毒病疫情的影響，本集團主要以遠程學習、內訓及自學等形式進行專業化培訓。

The following shows the main training programmes of Chengtong Development Trading and Huandao Hotel Investment during the Reporting Period:

以下展示了誠通發展貿易及寰島酒店投資於本報告期內的主要培訓項目：

Training Participants 培訓對象	Training Programme of Chengtong Development Trading 誠通發展貿易培訓項目	Training Programme of Huandao Hotel Investment 寰島酒店投資培訓項目
Senior management 高級管理層	Training on business management ability 經營管理能力培訓	Quality training for foremen and supervisors 領班、主管級人員素質培訓
Mid-level management 中級管理層	Professional training on financial investment and finance leasing, key personnel rotation training 金融投資及融資租賃專業培訓、骨幹人員輪崗鍛煉	Management quality programme 管理人員素質計劃
Professional positions 專業崗位	Professional training on financial internal control and human resources and administration, etc. 財務內控人事行政等專業培訓	Service skill training 服務技能培訓
General positions 一般崗位	Training on policies, regulations and management systems 政策法規和管理制度培訓	Training on general knowledge in tourism 旅遊業常識培訓

During the Reporting Period, a total of 267 employees participated in the Group's training programmes and attained a total of 10,897 training hours. The charts below show the employee training data by gender and employee category during the Reporting Period:

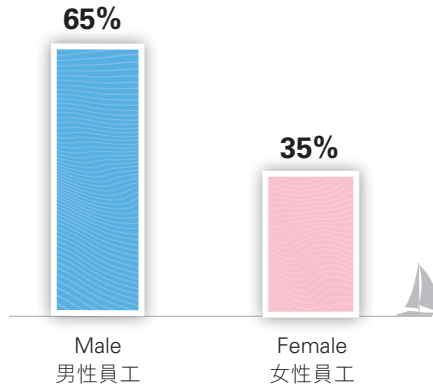
於本報告期，本集團參與培訓的員工共267人，總培訓時數達10,897小時。下列圖表展示本報告期內按性別及僱員類別劃分的員工受訓數據：

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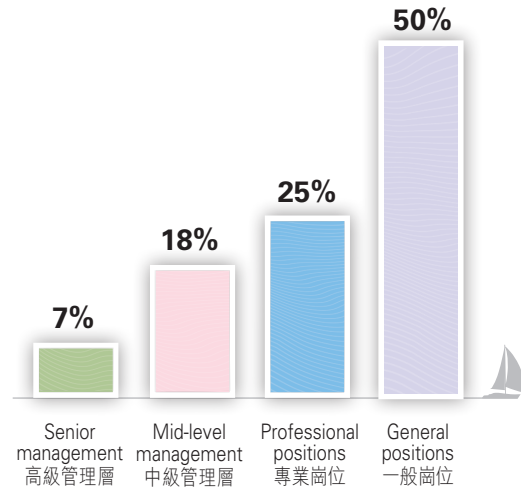
**Employee training rate²
(by gender)**

員工受訓比率² (按性別劃分)



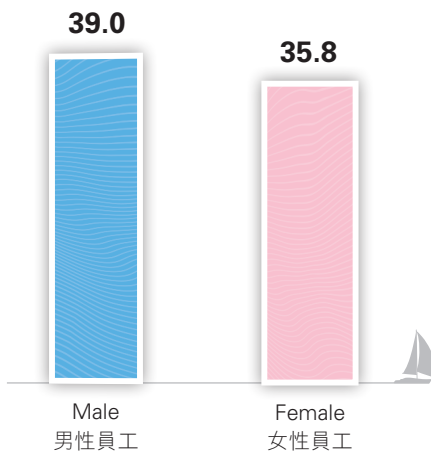
**Employee training rate²
(by employee category)**

員工受訓比率² (按僱員類別劃分)



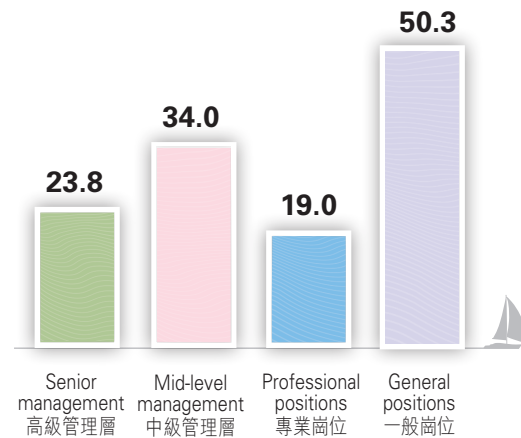
**Average training hours of employee
(by gender)**

員工受訓平均時數(按性別劃分)



**Average training hours of employee
(by employee category)**

員工受訓平均時數(按僱員類別劃分)



(Hour)
(小時)

(Hour)
(小時)

² The formula for calculating employee training rate by category is as follows: the number of employees undergoing training in a category/the total number of employees undergoing training x 100%.

² 各類別的員工受訓比率計算公式為：該類別員工受訓人數/受訓員工總人數 x 100%。

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5.3 Employee Safety

In order to ensure the health and safety of employees, the Group has formulated and implemented the "Production Safety Administrative Measures", so as to account for and to regulate the management of production safety, as well as to prevent accidents due to breach of production safety. The administrative measures have not only specified the Group's production safety management's organisational structure and relevant job responsibilities, but also clearly set out the management system for six major administrative aspects, namely education and training, troubleshooting, work safety cost management, emergency relief, information delivery, and incident investigation and handling.

5.3 保障員工安全

為確保員工的健康與安全，本集團制定了《安全生產管理辦法》，實行安全生產責任制，規範安全生產的管理工作，預防違反生產安全事故。此管理辦法除了明確列出本集團的安全生產管理組織架構、安全管理崗位職責，亦清楚說明教育培訓、隱患排查、安全工作費用管理、應急救援、信息報送、事故調查和處理六大範疇的管理制度。

Safety Management Organisational Structure
安全管理組織架構



The Group has established a production safety committee that is responsible for supervising and guiding the work related to production safety in subsidiaries, while the production safety office of the Group takes charge of the daily management of production safety and the execution of the work assigned by the production safety committee. The primary responsible person for production safety of the Group shall assume full responsibilities for the production safety work and objectives, while the primary responsible persons of subsidiaries shall formulate and implement appropriate rules, regulations and measures for the management of production safety according to the business characteristics of the subsidiaries. For instance, in order to ensure the effective implementation of the "Production Safety Administrative Measures", Huandao Hotel Investment has implemented a production safety assessment system to assess the responsible persons' performance in production safety every year and links their performance bonuses to their production safety management performance.

本集團設有安全生產管理委員會，負責監督及指導各附屬公司與安全生產相關的工作，而本集團安全生產辦公室則負責安全生產的日常管理，並且執行安全生產管理委員交辦的工作。本集團安全生產的第一責任人需對本集團的安全生產工作和目標承擔全部責任。而附屬公司第一責任人則需按附屬公司的業務特性，制定和實施合適的安全生產管理規章制度和措施。以寰島酒店投資為例，其為確保《安全生產管理辦法》得以有效落實，實施安全生產考核制度，每年對安全生產的負責人員進行考核，並將其績效獎金與其安全生產管理工作表現掛鉤。

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In June 2020, Zhucheng Phoenix carried out an activity of "Production Safety Month" to conduct special safety inspections on the construction site, so as to make every effort to prevent all safety accidents from happening. After the completion of safety inspections on the construction site, the safety inspection team held a meeting, in which the hidden dangers discovered during the inspection were put forward and relevant staff were required to implement rectification measures in time.

於2020年6月，諸城鳳凰組織了「安全生產月」，對施工現場進行專項安全檢查，以全力杜絕一切安全事故的發生。施工現場安全巡查結束後，安全巡查組進行總結會議，提出巡查中所發現的隱患，並且要求有關工作人員及時實施整改措施。



The safety inspection team conducted safety inspections on the construction site
安全巡查組對施工現場進行安全檢查

Safety Training

The Group has a sound production safety education and training system to provide employees with education and training on production safety laws and regulations, knowledge and operational skills related to production safety, in a bid to improve their production safety awareness, operational skills and the ability to prevent accidents. All new employees in the engineering department must undergo strict education and training on production safety, be familiar with relevant rules and regulations and operation procedures about production safety, and pass the relevant examination before they can start work. During the Reporting Period, up to 159 employees participated in the Group's occupational health and safety training.

安全培訓

本集團設有健全的安全生產教育和培訓制度，為員工提供有關安全生產法律法規、安全生產知識和操作技能等方面的教育和培訓，提高他們的安全生產意識、操作技能及防範事故的能力。所有工程部門新入職的員工，必須經嚴格的安全生產教育和培訓，熟悉有關安全生產規章制度和安全操作規程，並在相關考試合格後方可上崗作業。於本報告期內，本集團組織的職業健康與安全相關培訓達159人次。

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Emergency Management

The Group has also formulated the "Overall Emergency Plan for Production Safety Accidents" and established a sound production safety emergency management system. The emergency command centre of the Group was established to deal with different types of incidents, such as construction incidents, specialised equipment incidents, maritime travel incidents, fire incidents, public health incidents, traffic incidents and special public emergency incidents. In the event of an emergency, the Group will immediately activate the emergency plan, quickly take effective salvaging measures to prevent elevation of its seriousness and to avoid casualties.

The subsidiaries of the Company organise simulated safety emergency drills every year to test the command system, on-site salvage, evacuation and rescue response capabilities. The subsidiaries shall continuously improve the accident emergency plan according to the actual drill situation and accumulated experience.

應急管理

本集團亦制定了《安全生產事故總體應急預案》，建立完善的安全生產應急管理體系。本集團成立了應急指揮中心，應對不同類型的事故，如建築施工事故、特種設備事故、海上旅遊事故、火災事故、公共衛生事故、交通事故及特發公共事件等。一旦發生突發事件，本集團會立刻啟動應急預案，迅速採取有效措施搶救，防止事故擴大及避免人員傷亡。

本公司各附屬公司每年都會組織模擬突發事故安全應急演練，以檢驗指揮系統、現場搶救、疏散及救援響應能力。附屬公司需根據實際演練情況及經驗累積不斷完善事故應急預案。



Huandao Hotel Investment conducted a rescue drill
寰島酒店投資開展救生演練



Zhucheng Phoenix held a fire drill
諸誠鳳凰舉辦消防演習

Epidemic Prevention and Control

In order to effectively respond to the COVID-19 epidemic, the Group has formulated the “Work Plan for the Prevention and Control of the COVID-19 Epidemic” and established a working group for COVID-19 epidemic prevention and control. This working group is responsible for coordinating the prevention and control of the epidemic, including conducting comprehensive disinfection of the workplace, strengthening of body temperature checks, keeping abreast of employees’ health in a timely manner, and implementing strict control of gathering activities. In addition, the working group has actively cooperated with hospitals and the disease control and prevention department for the prevention and control of the epidemic, and strengthened health checks of personnel returning to work from other places. In order to enhance protection awareness of all employees, the Group has promoted knowledge of epidemic prevention and control through various means, and led employees to take personal protective measures.

The Group strictly complies with laws and regulations relating to health and safety that have a significant impact on itself, including but not limited to:

Mainland China

中國內地

- Production Safety Law of the People’s Republic of China
《中華人民共和國安全生產法》
- Regulation on Work-related Injury Insurance
《工傷保險條例》

During the Reporting Period, the Group has not been warned or punished by relevant regulatory authorities due to violations of laws and regulations relating to health and safety, and there were no major safety-related incidents or any injuries or deaths resulting from major incidents. The Group recorded 15 working days lost due to work-related injuries during the Reporting Period.

疫情防控

為有效應對2019冠狀病毒病疫情，本集團制定了《新型冠狀病毒感染肺炎疫情防控工作方案》，並且成立了新型冠狀病毒肺炎疫情防控工作小組。此工作小組負責統籌疫情防控的工作，包括對工作場所進行全面消毒、加強體溫檢測、及時掌握員工的健康情況、嚴控聚集活動等。除此以外，此工作小組積極配合醫院和疾控部門做好疫情防控工作，加強對外地返崗人員的健康檢測。為提高員工防護意識，本集團通過多種形式宣傳疫情防控知識，帶領員工做好個人防護措施。

本集團嚴格遵守對其有重大影響並與健康與安全相關的法律法規，包括但不限於：

Hong Kong

香港

- Occupational Safety and Health Ordinance
《職業安全及健康條例》

於本報告期內，本集團並無因違反健康與安全相關法律法規而受到有關監管部門警告或處罰等，亦未有發生任何與安全相關的重大事故或因重大事故而導致的工傷或死亡個案。本集團於本報告期內錄得15天因工傷損失工作日數。

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6 GREEN OPERATION

The Group is fully aware of the impact of environmental factors on its long-term development. In addition to formulating development strategies related to energy conservation and environmental protection, the Group also tries to minimise the negative impact on the environment and implement the sustainable development strategy.

6.1 Environmental Management

The main operating premises of the Group are offices, hotels and marine recreation service facilities. The main environmental impacts involved include the emission of greenhouse gases and air pollutants caused by the use of electricity and fuel in the operation process, the consumption of energy and water resources, the discharge into water and land during the operation of hotels and vessels, as well as generation of solid waste, etc. In view of the negative impact of different businesses on the environment, the Group has formulated and adopted the appropriate environmental protection measures.

Reducing Waste Discharge

The wastes generated by the Group's offices and hotels are mainly waste paper, waste fluorescent tubes and waste cartridges. The Group took the following actions to reduce wastes:

- implement waste reduction at source and reduce the use of disposable items, such as disposable tableware and plastic bottles;
- separate and recycle wastes, such as waste cartridges, waste paper and waste computers, and arrange for recyclers to collect and dispose of them;
- promote office automation and reduce use of paper; and
- adopt double-sided printing.

The Group formulated the "Management System for the Prevention of Pollution from Vessels", "Protection Measures against Pollution of Vessels" and "Environmental Protection Instructions for Staff", in order to protect the marine environment and prevent marine pollution from vessels. The Group strictly managed the wastes generated during vessel operation, and required the crew to be familiar with anti-pollution laws and regulations and to strictly comply with various anti-pollution rules and regulations.

6 綠色營運

本集團深明環境因素對企業長遠發展的影響，除了在業務上制定與節能環保相關的發展策略外，本集團亦儘量減少自身對環境產生的負面影響，踐行可持續發展策略。

6.1 環境管理

本集團的主要營運場所為辦公室、酒店及海上旅遊服務設施，涉及的主要環境因素包括營運過程使用電力和燃料造成的溫室氣體及空氣污染物排放、能源及水資源的消耗、酒店和船舶營運時向水及土地的排放、固體廢棄物的產生等。針對不同業務對環境產生的負面影響，本集團均制定並採取相應的環保措施。

減少廢棄物排放

本集團的辦公室及酒店營運所產生的廢棄物主要為廢紙、廢螢光燈管及廢墨盒。為減少產生廢棄物，本集團採取以下措施：

- 實行源頭減廢，減少使用即棄用品，如即棄餐具及膠樽；
- 分類及回收廢棄物分類，如廢墨盒、廢紙、廢棄電腦等，並安排回收商進行收集及處理；
- 辦公電子自動化，減少紙張使用；及
- 採用雙面打印。

為保護海洋環境，防止船舶對海洋造成污染，本集團制定了《船舶防污染管理制度》、《船舶防污染保障措施》及《工作人員環保須知》。本集團嚴格管理船舶營運過程中所產生的廢棄物，並且要求船員熟悉防污法規，嚴格執行各項防污規章制度。

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In order to minimise the impact on the marine ecological environment, the Group took the following measures:

- strictly prohibit the direct discharge or dumping of hazardous and non-hazardous wastes into the sea;
- choose vessels that have passed pollution prevention inspections to reduce pollution from vessels;
- ensure that vessels are well-equipped with anti-pollution facilities, wastes and oil on board are separately collected for further collection and processing by a government-sanctioned third-party waste disposal company on a regular basis;
- carry out daily publicity through radio, television videos and bulletin boards etc. to raise anti-pollution awareness among passengers and crew members;
- enhance the psychological tolerance and resilience of crew members in emergencies through psychological quality education, so as to make timely and appropriate judgments and actions to avoid and reduce marine pollution caused by accidents; and
- in the event of a marine traffic accident or a water contamination accident, the Group will immediately report it to the maritime department and take emergency measures to prevent expansion of the negative impacts on the environment.

With the effective implementation of the Group's waste management policies, the volume of hazardous and non-hazardous wastes generated by the Group during the Reporting Period remained at a relatively low level. Due to the Group's business characteristics, coupled with the corresponding management policies, the wastes generated by the Group did not have a material impact on the environment. In addition, as its businesses do not involve the use of packaging materials, there is no relevant information for disclosure.

為將對海洋生態環境的影響減到最低，本集團採取了以下措施：

- 嚴禁在海上直接排放或傾倒船上的有害及無害廢棄物；
- 選用經過防污染檢驗合格的船隻，減少船舶污染；
- 確保船舶海上防污配備齊全，對船上廢棄物、油污進行分類收集，並由政府認可的第三方廢棄物處置商定期進行收集及處理；
- 透過廣播、電視錄像、告示板等形式進行日常宣傳，提高旅客及船員防污染意識；
- 透過心理質素教育，提升船員在緊急情況下的心理承受和應變能力，以及時作出適當的判斷和行動，避免及減低因事故而造成的海洋污染；及
- 一旦發生海上交通事故和污染水域事故，立即向海事部門報告，並採取應急措施，防止對環境的負面影響擴大。

由於本集團廢棄物管理政策的有效落實，本集團於本報告期內的有害及無害廢棄物產生量依然維持在較低水平。基於本集團的業務特性，配合相應的管理政策，本集團所產生的廢棄物並未對環境造成重大影響。另外，本集團由於業務性質並不涉及包裝材料的使用，故此沒有相關信息可予披露。

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Reducing Emissions of Air Pollutants

Air pollutants from offices and hotels are mainly vehicle exhausts. The following measures have been taken by the Group to address vehicle emissions:

- reduce vehicle usage and encourage employees to take public transportation to go to work;
- consider vehicle emission standards and energy efficiency when purchasing a vehicle;
- strictly control the frequency of employees' use of vehicles; and
- perform detailed inspection and maintenance of vehicles on a regular basis to ensure their proper operation and compliance with emission requirements.

The following measures have been taken by the Group to reduce air pollutants generated during the operation of vessels:

- stipulate that engines should be shut down when vessels are berthing and waiting;
- strengthen the route planning of vessel tour and shorten the waiting time for berthing;
- fully use gasoline and diesel instead of fuel oil; and
- regularly arrange hull cleaning and inspection and maintenance to ensure operational efficiency.

With the implementation of the above measures, the Group reduced and avoided unnecessary fuel consumption, thus reducing the emission of air pollutants from combustion.

減少空氣污染物排放

辦公室及酒店的空氣污染物排放主要來自使用車輛的廢氣排放。針對車輛廢氣排放，本集團採取了以下措施：

- 減少車輛使用，鼓勵員工出勤時乘搭公共交通工具；
- 購買車輛時考慮車輛排放標準及節能等因素；
- 嚴格控制員工使用車輛的頻率；及
- 定期對車輛進行詳細檢查和保養，確保車輛運作正常及符合排放要求。

針對船舶營運過程中所產生的空氣污染物，本集團採取了以下措施：

- 規定船舶泊岸及待用時需要關閉引擎；
- 加強船舶遊覽路線規劃和縮短船舶泊岸等候時間；
- 全面使用汽油和柴油作為船舶的燃料，不再使用燃料油；及
- 定期安排船舶進行船身清理及檢查保養，確保其運作效能。

以上措施的實行使本集團減少及避免不必要的燃料消耗，因此其燃燒時所產生的空氣污染物排放亦有所下降。

Energy Conservation

The main energy consumed by the Group is electricity. It is actively reducing energy consumption during its operations. The main energy saving measures taken by the Group are as follows:

- use LED lighting system and energy-saving light tubes;
- use office equipment with Grade 1 energy label;
- post reminder labels for electricity conservation;
- maintain the temperature of air conditioning to be not lower than 26°C during summer time;
- only turn on necessary lights at all times; and
- remind employees to turn off lights and appliances that are not in use or after work.

Water Conservation and Wastewater Treatment

All of the Group's operating locations did not face any difficulty in sourcing water that is fit for purpose. All water resources were obtained through the municipal water supply network. The domestic sewage generated from the Group's offices and hotel operations was discharged into the municipal sewage pipe network via the connecting pipes of buildings and hotels for centralised treatment under the municipal sewage facilities. In order to reduce the waste of water resources, the Group implemented the following measures:

- post "Please Save Water" reminder labels;
- install water-saving toilets and taps; and
- use residue water resources for cleaning and watering plants.

The sewage generated during vessel operation was collected and disposed of by a government-sanctioned third-party waste disposal company. The sewage will never be directly discharged into the sea.

The Group's total water consumption decreased from 38,067 tonnes in 2019 to 24,752 tonnes for the Reporting Period, representing a water conservation rate of approximately 35%.

節約能源

本集團的主要能源消耗為電力使用，本集團積極減少自身營運過程中的能源消耗。本集團實施的主要節能措施如下：

- 採用LED照明系統和節能燈管；
- 使用獲得一級能源標籤的辦公設備；
- 張貼節約用電的提示標籤；
- 夏天空調溫度不低於攝氏26度；
- 任何時候只開啟必要的照明燈；及
- 提醒員工在不使用時或下班後關閉燈光及閒置電器。

節約用水及污水處理

本集團所有營運場所並不存在求取適用水源的困難，所有水資源均透過市政管網取得。本集團之辦公室及酒店營運時所產生的生活污水，均通過大廈及酒店接駁管道排放至市政污水管道，由市政污水設施統一處理。為減少水資源浪費，本集團實施以下措施：

- 張貼「請節約用水」提示標籤；
- 安裝節水座廁和節水水龍頭；及
- 使用剩餘的水資源進行清潔和澆灌植物。

船舶營運過程中所產生的污水則由政府認可的第三方廢棄物處置商定期進行收集處理，絕不在海上直接排放。

於本報告期內，本集團的總耗水量由2019年度的38,067公噸下降至24,752公噸，節水率約35%。

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The Group strictly complies with laws and regulations relating to environmental management that have a significant impact on itself, including but not limited to:

本集團嚴格遵守對其產生重大影響並與環境管理相關的法律法規，包括但不限於：

Mainland China

中國內地

Overall environmental management

整體環境管理

- Environmental Protection Law of the People's Republic of China
《中華人民共和國環境保護法》
- Marine Environmental Protection Law of the People's Republic of China
《中華人民共和國海洋環境保護法》
- Environmental Impact Assessment Law of the People's Republic of China
《中華人民共和國環境影響評價法》

Energy management

能源管理

- Energy Conservation Law of the People's Republic of China
《中華人民共和國節約能源法》

Water resources and sewage management

水資源及污水管理

- Water Law of the People's Republic of China
《中華人民共和國水法》
- Provisions of the People's Republic of China on the Administration of the Prevention and Control of Vessel- Induced Pollution to Inland Water Environment
《中華人民共和國防治船舶污染內河水域環境管理規定》

Management of emissions of air pollutants

空氣污染物排放管理

- Law of the People's Republic of China on Prevention and Control of Atmospheric Pollution
《中華人民共和國大氣污染防治法》

Waste management

廢棄物管理

- Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes
《中華人民共和國固體廢物污染環境防治法》
- Management Measures on Kitchen Wastes in Sanya
《三亞市廚餘垃圾管理辦法》
- Regulations on the Recycling of Waste Electric and Electronic Equipment
《廢棄電器電子產品回收處理管理條例》

During the Reporting Period, the Group has not been warned or punished by relevant regulatory authorities due to violations of laws and regulations related to environmental management, nor has it been involved in incidents that have a significant impact on the environment and natural resources.

Hong Kong

香港

Waste management

廢棄物管理

- Waste Disposal Ordinance
《廢物處置條例》
- Product Eco-responsibility Ordinance
《產品環保責任條例》

於本報告期內，本集團並無因違反環境管理相關法律法規而受到有關監管部門警告或處罰等，亦不涉及對環境和天然資源造成重大影響的事件。

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6.2 Environmental Performance Indicators 環境績效指標

Resource usage 資源使用量

	Note 附註	Consumption 消耗量			Consumption intensity 消耗密度		
		2020 2020年	2019 2019年	Unit 單位	2020 2020年	2019 2019年	Unit 單位
Direct energy 直接能源							
Gasoline (vehicle) 汽油(汽車)	1, 2	13,044	28,880	Litre 升	1,003	1,111	Litre/vehicle 升/每輛汽車
Diesel (vehicle) 柴油(汽車)	1, 2	3,300	6,074	Litre 升	1,650	3,037	Litre/vehicle 升/每輛汽車
Gasoline (vessel) 汽油(船舶)	1, 3	47	82	Tonne 公噸	6	10	Tonne/vessel 公噸/每艘船舶
Diesel (vessel) 柴油(船舶)	1, 3	65	156	Tonne 公噸	11	19	Tonne/vessel 公噸/每艘船舶
Natural gas 天然氣	4	16,466	9,230	m ³ 立方米	1	0.7	m ³ /m ² floor area 立方米/平方米 建築面積
Purchased steam 外購蒸汽	4	147,163	31,313	GJ 吉焦	12	2	GJ/m ² floor area 吉焦/平方米 建築面積
Total direct energy consumption 直接能源消耗總量	4, 5	41,210	9,125	MWh 千個千瓦時	3	0.7	MWh/m² floor area 千個千瓦時/平方米 建築面積
Indirect energy (total electricity consumption) 間接能源 (電力消耗總量)	1, 4, 6	250	485	MWh 千個千瓦時	0.02	0.04	MWh/m² floor area 千個千瓦時/平方米 建築面積
Water 水資源	4	24,752	38,067	Tonne 公噸	2	3	Tonne/m² floor area 公噸/平方米 建築面積

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Emissions

排放物

	Note 附註	2020 2020年	2019 2019年	Unit 單位
Emissions of air pollutants by vehicles				
汽車空氣污染物排放				
CO emissions CO 排放量		330	727	kg 千克
NOx emissions NOx 排放量		249	421	kg 千克
SOx emissions SOx 排放量	8	0.3	0.5	kg 千克
PM2.5 emissions PM2.5 排放量		9	15	kg 千克
PM10 emissions PM10 排放量		10	17	kg 千克
Emissions of air pollutants by vessels				
船舶空氣污染物排放				
CO emissions CO 排放量		2,791	5,838	kg 千克
NOx emissions NOx 排放量		4,538	9,870	kg 千克
SOx emissions SOx 排放量		95	178	kg 千克
PM2.5 emissions PM2.5 排放量		410	864	kg 千克
PM10 emissions PM10 排放量		430	905	kg 千克
Greenhouse gas emissions				
溫室氣體排放				
Scope 1				
範圍一				
Vehicle fuel emissions 汽車燃料排放	10	40	86	Tonnes of CO ₂ equivalents 公噸二氧化碳當量
Vessel fuel emissions 船舶燃料排放	11	350	739	Tonnes of CO ₂ 公噸二氧化碳
Cooking emissions 煮食燃料排放	12	36	/	Tonnes of CO ₂ 公噸二氧化碳
Greenhouse gas offsets by the Group's owned trees 擁有樹木的溫室氣體抵消量	13	2	1	Tonnes of CO ₂ 公噸二氧化碳

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	Note 附註	2020 2020年	2019 2019年	Unit 單位
Scope 2				
範圍二				
Emissions from electricity consumption 電力使用排放	14	156	296	Tonnes of CO ₂ equivalents 公噸二氧化碳當量
Emissions from purchased steam consumption 外購蒸汽熱力使用排放	15	16,188	3,444	Tonnes of CO ₂ 公噸二氧化碳
Total emissions				
總排放				
Total greenhouse gas emissions 溫室氣體總排放量		16,768	4,564	Tonnes of CO ₂ equivalents 公噸二氧化碳當量
Intensity of total greenhouse gas emissions 溫室氣體總排放密度	4	1	0.4	Tonnes of CO ₂ equivalents/m ² floor area 公噸二氧化碳當量/平方米 建築面積
Sewage discharge				
污水排放				
Sewage produced 污水產生量		32,110	40,537	Tonne 公噸
Wastes				
廢棄物				
	Note 附註	2020 2020年	2019 2019年	Unit 單位
Hazardous wastes produced				
有害廢棄物產生量				
Waste fluorescent tubes 廢螢光燈管		36	23	Piece(s) 個
Intensity of waste fluorescent tubes 廢螢光燈管產生密度	4	0.003	0.002	Piece(s)/m ² floor area 個/平方米建築面積
Used batteries 廢電池	8	6	1	kg 千克
Intensity of used batteries 廢電池產生密度	4	0.005	0.0001	kg/m ² floor area 千克/平方米建築面積
Waste cartridges 廢墨盒		34	51	Piece(s) 個
Intensity of waste cartridges 廢墨盒產生密度	4	0.003	0.004	Piece(s)/m ² floor area 個/平方米建築面積
Non-hazardous wastes produced				
無害廢棄物產生量				
Paper wastes produced 廢氣紙張產生量		304	392	kg 千克
Intensity of paper wastes produced 廢棄紙張產生密度	4	0.02	0.03	kg/m ² floor area 千克/平方米建築面積
Paper recycled 紙張回收量		255	268	kg 千克

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Notes

- ¹ As affected by the COVID-19 epidemic, the business of Huandao Hotel Investment was temporarily suspended and the number of guests has decreased, resulting in a significant decline in various data. These data include electricity consumption, gasoline and diesel consumption by cars and cruise ships. The decline in these data has led to a decrease in emissions of air pollutants and greenhouse gas.
- ² The vehicle's gasoline and diesel consumption intensity in 2020 was calculated based on the respective number of gasoline- and diesel-powered vehicles, i.e. 23 gasoline-powered vehicles and 2 diesel-powered vehicles.
- ³ The vessel's gasoline and diesel consumption intensity in 2020 was calculated based on the respective number of gasoline- and diesel-powered vessels, i.e. 8 gasoline-powered vessels and 6 diesel-powered vessels.
- ⁴ Except gasoline and diesel consumption data, the intensities of the Group's other environmental data in 2020 were calculated based on the floor area (as the denominator) of its operating locations within the scope of this Report, with a total gross floor area of 12,530 m². The Group adjusted the data of the total electricity consumption of Zhucheng Phoenix and statistical standard of its floor area based on the perspective of operational control rights, thereby only included its offices and leased building operation, but excluded its development projects. Therefore, the relevant environmental data for 2019 in this Report has been adjusted accordingly.
- ⁵ Direct energy consumption is the total energy consumption of gasoline and diesel consumed by cars and vessels, natural gas and purchased steam consumed in unit of MWh. The calculation method of direct energy consumption is based on the "Guide to Greenhouse Gas Accounting and Reporting for Public Building Operators (Trial)". Due to the increase in heating demands from the tenants of Zhucheng Phoenix, the purchased steam consumption and direct energy consumption and related intensity have significantly increased.
- ⁶ Indirect energy consumption represents the energy consumption of electricity in unit of MWh.
- ⁷ The emissions of air pollutants by vehicles were calculated with reference to the "Technical Guide for the Preparation of Air Pollutant Emission Inventory for Road Motor Vehicles (Trial)".
- ⁸ The 2019 comparative figures have been restated to conform with the current year's presentation.

附註

- ¹ 寰島酒店投資的業務受到2019冠狀病毒病疫情影響，短暫停業及客量減少，導致各項數據明顯下降。該等數據包括電力消耗量、汽車及遊船的汽油及柴油消耗量。該等數據下降導致空氣污染排放及溫室氣體排放量下降。
- ² 2020年度的汽車汽油及柴油消耗密度以汽油和柴油汽車各自數量分別計算，其中汽油汽車共23輛，柴油汽車共2輛。
- ³ 2020年度的船舶汽油及柴油消耗密度以汽油和柴油船舶各自數量分別計算，其中汽油船舶共8艘，柴油船舶共6艘。
- ⁴ 除了汽油和柴油消耗量，本集團其他2020年度的環境數據密度以本報告範圍內的營運場所建築面積作為分母計算，總建築面積為12,530平方米。本集團基於營運控制權的角度調整了諸城鳳凰的電力消耗總量及建築面積統計口徑，僅包含諸城鳳凰的辦公室及其對外出租的建築營運，並不包含其開發項目。據此，本報告中之2019年度的相關環境數據已作出相應調整。
- ⁵ 直接能源消耗量為汽車及船舶消耗的汽油及柴油、天然氣和外購蒸汽以千個千瓦時為單位的總能源消耗量。直接能源消耗計算方法參考自《公共建築運營企業溫室氣體排放核算方法和報告指南(試行)》。由於諸城鳳凰的租戶供暖需求增加，導致外購蒸汽熱力消耗量以及直接能源消耗量及有關密度大幅上升。
- ⁶ 間接能源消耗量為電力以千個千瓦時為單位的能源消耗量。
- ⁷ 汽車空氣污染物排放計算方法參考自《道路機動車大氣污染物排放清單編制技術指南(試行)》。
- ⁸ 2019年之比較數字已重列，以符合本年度的呈報方式。

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- ⁹ Among the Group, only Huandao Hotel Investment is engaged in vessel operation. A total of 14 vessels of Huandao Hotel Investment were included in the statistics and calculations for the Reporting Period. The emissions of air pollutants by vessels were calculated with reference to the "Technical Guide for the Preparation of Air Pollutant Emission Inventory for Non-road Mobile Sources (Trial)".
- ¹⁰ The calculation method of greenhouse gas emissions from vehicles is based on the "Guide to Greenhouse Gas Accounting and Reporting for Land Transportation Companies (Trial)".
- ¹¹ The calculation method of greenhouse gas emissions from vessels is based on the "Guide to Greenhouse Gas Accounting and Reporting for Public Building Operators (Trial)".
- ¹² The Group has included for the first time the calculation of greenhouse gas emissions from cooking fuel during the Reporting Period. The calculation method of greenhouse gas emissions from cooking fuel is based on the "Guide to Greenhouse Gas Accounting and Reporting for Public Building Operators (Trial)".
- ¹³ The calculation method of greenhouse gas offsets by the Group's owned trees is based on "How to Prepare an ESG Report – Appendix 2: Reporting Guidance on Environmental KPIs" issued by SEHK.
- ¹⁴ The calculation method of greenhouse gas emissions from electricity consumption is based on the "Chinese Ministry of Ecology and Environment's Notice on the Formulation of Annual Carbon Emission Reporting, Verification and Monitoring Plan for 2018" and "How to Prepare an ESG Report – Appendix 2: Reporting Guidance on Environmental KPIs" issued by SEHK.
- ¹⁵ The calculation method of greenhouse gas emissions from purchased steam consumption is based on the "Guide to Greenhouse Gas Accounting and Reporting for Public Building Operators (Trial)".
- ⁹ 本集團中只有寰島酒店投資涉及船舶營運。寰島酒店投資共有14艘船舶納入本報告期的統計及計算範圍。船舶空氣污染物排放計算方法參考自《非道路移動源大氣污染物排放清單編制技術指南(試行)》。
- ¹⁰ 汽車燃料的溫室氣體排放計算方法參考自《陸上交通運輸企業溫室氣體排放核算方法與報告指南(試行)》。
- ¹¹ 船舶燃料的溫室氣體排放的計算方法參考自《公共建築運營企業溫室氣體排放核算方法和報告指南(試行)》。
- ¹² 本集團於本報告期內首次新增了煮食燃料的溫室氣體排放計算。煮食燃料的溫室氣體排放的計算方法是參考《公共建築運營企業溫室氣體排放核算方法和報告指南(試行)》。
- ¹³ 擁有樹木的溫室氣體抵消量的計算方式是參考香港聯交所《如何準備環境、社會及管治報告 — 附錄二：環境關鍵績效指標匯報指引》。
- ¹⁴ 電力使用的溫室氣體排放計算方法是參考中國生態環境部《關於做好2018年度碳排放報告與核查及排放監測計劃制定工作的通知》及香港聯交所《如何準備環境、社會及管治報告 — 附錄二：環境關鍵績效指標匯報指引》。
- ¹⁵ 外購蒸汽熱力使用的溫室氣體排放計算方式是參考《公共建築運營企業溫室氣體排放核算方法和報告指南(試行)》。

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7 RESPONSIBLE OPERATION

In addition to operational compliance, the Group also attaches great importance to the quality of its products and services. The Group operates its business in a responsible manner to build a good brand image.

7.1 Product and Service Responsibility

The Group is committed to continuously improving the quality of its products and services and is dedicated to providing customers with high-quality products and service experience, so as to enhance customer satisfaction. The Group has developed rigorous and effective product and service quality management policies for different business segments to establish a good reputation.

Property Development Business

Zhucheng Phoenix has formulated the “Project Completion Acceptance Record” and arranged various tests and inspections and made timely rectification before delivery of projects to ensure the safety and quality of the buildings. During the construction process, Zhucheng Phoenix abides by the national laws and regulations on the quality of construction projects, including but not limited to the Construction Law of the People’s Republic of China, and requests those who are in specialised positions and those who operate specialised equipment to have relevant qualifications and equipment operation licenses.

Marine Recreation Services and Hotel Business

Huandao Hotel Investment has formulated strict safety management policies on marine recreation facilities, fire fighting equipment, hotel food safety, etc., in order to ensure that tourists can safely enjoy the Group’s maritime recreation and hotel services with peace of mind. A thorough check-up is made on all the marine recreation facilities every day before vessels set sail in a bid to ensure safety of the facilities. In addition, all vessels are equipped with fire-fighting equipment and well-trained crew. Crew members are required to participate in emergency drills on a regular basis and be familiar with the escape routes and the locations of safety devices in order to ensure that a quick response can be made in case of incidents.

7 責任營運

除營運過程中的合規性，本集團亦高度重視其所提供的產品及服務質量。本集團以負責任的態度經營業務，建立良好的品牌形象。

7.1 產品及服務責任

本集團一直不斷提升其產品及服務質素，竭誠為客戶提供優質的產品及服務體驗，提升客戶滿意度。本集團針對不同的業務板塊，制定嚴謹及有效的產品及服務質量管理政策，以建立良好商譽。

物業發展業務

為確保建築的安全性及質量，諸城鳳凰制定了《竣工驗收備案》，在工程交付前安排多項驗收及巡檢，並及時修正任何質量及安全問題。在施工過程中，諸城鳳凰亦嚴格遵守國家有關建設工程質量的法律法規，包括但不限於《中華人民共和國建築法》，並要求特殊崗位和特種設備操作人員具備相關資格和設備操作證。

海上旅遊服務及酒店業務

為確保遊客能安心安全地享用本集團的海上旅遊及酒店服務，寰島酒店投資針對海上遊樂設施、消防設備、酒店食品安全等不同方面制定嚴謹的安全管理政策。為確保海上遊樂設施安全，寰島酒店投資每日起航前均對所有遊樂設施進行全面檢查。此外，所有船舶均配有消防安全設備及訓練有素的船員。船員需定期參與各項緊急演習，清楚了解逃生路線及安全裝置的位置，以確保在發生事故時能迅速作出應變。

The Underwater World Hotel of the Group has security staff in charge of hotel inspections and safety checks on kitchen and fire-fighting equipment. To ensure food safety in the hotel, the Group set up a food safety supervision department to arrange regular inspections on all food processing plants and kitchens and strictly manage and control food purchase channels to avoid the inflow of expired, spoiled, contaminated food and strictly prevent the occurrence of food poisoning. The hotel's operation team of the Group worked closely with the local police and fire-fighting department to continuously review and optimise its safety management practices and obtain the latest safety management information.

7.2 Customer Rights and Interests

Comments and Complaints

The Group actively listened to the views of its customers in order to continuously improve the quality of its products and services. It established various communication channels, including a telephone hotline, a website and social media platforms, to strengthen its communication with customers and collect their opinions. The Company's subsidiaries laid down management measures on the handling of customer complaints according to the nature of their businesses.

For instance, Zhucheng Phoenix has formulated the "Procedures for Handling Owners' Complaints" for the property owners of the development projects of the Group to actively solve problems in the development projects based on the three principles of "timeliness, honesty and openness, speciality and humanity", thus enhancing the owners' satisfaction and the Group's brand reputation. Through a complaint hotline, owners can file complaints regarding the project quality, sales management, property management, services to owners, etc. During the Reporting Period, the Group received 102 complaints in respect of the relevant products and services of its property development business. All complaints have been handled in a timely and effective manner.

本集團的海底世界酒店設有安全人員編制，負責酒店的巡查和對廚房及消防設備進行安全檢查。為確保酒店食品的安全性，本集團設立食品安全監管部門，定期巡查各食品製造工場和廚房，並且嚴格管控採購食品的進貨渠道，杜絕過期、變質、受污染等食物流入，嚴防食物中毒事件發生。本集團的酒店營運團隊與當地警方及消防部門保持密切溝通，不斷檢視和優化其安全管理措施，及獲取最新的安全管理資訊。

7.2 客戶權益

意見及投訴

本集團積極聆聽客戶的意見，以持續提升其產品及服務質素。為加強與客戶的溝通，本集團設立電話熱線、網站和社交媒體平台等不同的溝通途徑，收集客戶的意見。本公司各附屬公司亦有針對其業務性質，制定有關客戶投訴處理的管理辦法。

以諸城鳳凰為例，其針對本集團發展項目的業主制定了《業主投訴處理流程》，秉持「及時性、誠信公開、專業人性」三個原則，積極為業主解決發展項目中的各項問題，提升業主滿意度和本集團的品牌聲譽。業主可透過投訴熱線，提出有關工程質量、銷售管理、物業管理及業主服務等方面的投訴。於本報告期內，本集團就物業發展業務共接獲102宗有關產品及服務的投訴，所有投訴均獲及時有效的處理。

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Moreover, in order to improve hotel service quality and customer satisfaction, Huandao Hotel Investment established the “Management Measures on Handling Complaints from Guests” and the “System of Handling Complaints from Visitors” to standardise the process of handling customer complaints and the handling of various common complaints, so as to enable front-line staff to address customers’ needs in a more effective manner. When a customer’s complaint is received, the Group will record the details of the complaint, conduct the relevant investigation, and promptly report the handling result to the customer. During the Reporting Period, the Group received no complaint in respect of the relevant products and services of its marine recreation services and hotel business.

Privacy Protection

The Group always safeguards the privacy of its customers, and its subsidiaries all have a system in place to protect the privacy of their customers. For example, the headquarters in Hong Kong and Huandao Hotel Investment have formulated the “Code of Conduct for Employees” and “File Management System” respectively, requiring its staff to safeguard the confidentiality of the customers’ information. The Group also incorporated confidentiality provisions in the employment contracts it signed with employees to prohibit them from leaking customers’ information in any form. In addition, the Group strictly abided by the administrative requirements which are applicable to the industry in its business location and enhanced the security management of the personal information of its customers. If the employees require access to customers’ personal information, they must obtain approval from their supervisors or managers so as to avoid unauthorised or improper use of customers’ confidential information.

The Group strictly complies with laws and regulations relating to privacy which have a significant impact on itself, including but not limited to Resident Identity Card Law of the People’s Republic of China and Tort Liability Law of the People’s Republic of China. During the Reporting Period, the Group has not been warned or punished by relevant regulatory authorities due to violations of laws and regulations related to privacy, nor has it received any material complaints about violations of customer privacy.

除此以外，寰島酒店投資為提升酒店服務質量及客戶滿意度，亦制定了《賓客投訴處理管理辦法》及《遊客投訴處理制度》，規範客戶投訴處理的流程及各類常見投訴的處理辦法，使前線員工能更有效地解決客戶的需求。當本集團收到客戶的投訴時，會記錄其投訴內容，並且就有關投訴開展調查，及時反饋投訴處理結果給客戶。於本報告期內，本集團的海上旅遊服務及酒店業務並沒有接獲任何有關產品及服務的投訴。

私隱保障

本集團時刻維護客戶私隱，其各附屬公司均有制定保護客戶私隱的制度。以香港總部和寰島酒店投資為例，分別制定了《員工守則》和《檔案管理制度》，要求員工對客戶的資料嚴格保密。本集團與員工簽訂的僱傭合約中亦設有保密條款，禁止員工以任何形式洩露客戶資料。此外，本集團嚴格按照營運所在地的行業適用管理要求，加強客戶個人資料的安全管理。員工若需查閱客戶的個人資料，必須經由主管或經理批准，避免未經授權或不恰當地使用客戶機密資料的情況發生。

本集團嚴格遵守對其產生重大影響並與私隱相關的法律法規，包括但不限於《中華人民共和國居民身份證法》及《中華人民共和國侵權責任法》。於本報告期內，本集團並無因違反私隱相關法律法規而受到有關監管部門警告或處罰等，亦未收到任何有關違反客戶私隱的重大投訴。

7.3 Advertising and Intellectual Property Protection

The Group strictly complies with laws and regulations relating to advertising which have significant impact on itself, including but not limited to the Advertising Law of the People's Republic of China, the Tourism Law of the People's Republic of China, the Interim Regulations on Issue of Real Estate Advertising and the Circular of the State Administration for Industry and Commerce and Ministry of Construction on Further Strengthening the Administration of Real Estate Advertising, in a bid to ensure that the advertisements it released meet the requirements of the government and the industry and are not concealed, misleading or deceptive in nature.

In addition, the Group protects intellectual property and strictly abides by the relevant laws and regulations and insists on purchasing and using legal computer software. The Group's businesses did not involve matters relating to labelling of products and services.

During the Reporting Period, the Group has not been warned or punished by relevant regulatory authorities due to violations of laws and regulations related to advertising and intellectual property.

7.4 Responsible Procurement

The Group has established a strict supplier management and evaluation system to reduce procurement risks and control procurement costs. The Group's "Assets and Supplies Management System" regulates procurement management to ensure that the process of selecting suppliers is fair and transparent. The purchasing personnel shall conduct market researches according to the approved procurement procedure, provide information of at least 3 suppliers, make comprehensive comparison in terms of technical quality, price, after-sales service, payment method, delivery method and so on, and put forward suggestions on cost-effective procurement. Generally, a project supplier shall be selected jointly by two purchasing personnels or more and be confirmed by the general manager of the General Administration Department.

7.3 廣告宣傳及知識產權保護

本集團嚴格遵守對其有重大影響並與廣告宣傳相關的法律法規，包括但不限於《中華人民共和國廣告法》、《中華人民共和國旅遊法》、《房地產廣告發佈暫行規定》和《國家工商行政管理總局、建設部關於進一步加強房地產廣告管理的通知》，確保本集團所刊登的廣告能符合政府和行業的要求，不存在隱瞞、誤導或欺騙的性質。

另外，本集團保護知識產權，嚴格遵守有關法例，並且堅持購買及使用正版的電腦軟件。本集團的業務並不涉及產品及服務標籤的事宜。

於本報告期內，本集團並無因違反廣告宣傳及知識產權相關法律法規而受到有關監管部門警告或處罰等。

7.4 責任採購

本集團建立了嚴格的供應商管理和評估制度，以減低採購風險及控制採購成本。本集團的《資產用品管理制度》規範了採購管理，確保甄選供應商的過程公正透明。採購人員需根據經批准的採購程序進行市場考察工作，並且提供至少3家供應商的信息，在技術質量、價格、售後服務、付款方式、送貨方式等方面進行綜合比較，提出性價比高的採購意見。一般項目供應商須由兩名採購員工或以上共同選擇，並由綜合管理部總經理確認供應商。

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The Company's subsidiaries have set up appropriate bidding management and supplier evaluation system according to their respective business characteristics. Dafeng Development established the "Bidding and Procurement Management System" to standardise the bidding, evaluation and selection, etc. in real estate projects. Personnel from the Real Estate Business Department, Risk Management Department and Financial Management Department will participate in the inspection, qualification preview, and questions and answers session of bidders. Through collective decision making and approval, Dafeng Development prevents serious loss caused by wrong decision making.

Chengtong Development Trading has formulated the "Management Measures on Credit Evaluation of Upstream Suppliers/Downstream Customers", which adopts qualitative indicators to evaluate suppliers from the perspective of social, economic and governance risks such as corporate qualification, industry goodwill, financial condition, actual performance of contracts, administrative penalty, litigation, etc. The above policies aim to enhance the operation quality and overall efficiency of the Group, as well as to strengthen and improve risk management, so as to ensure fund security.

The Group has incorporated clauses relating to environmental protection into contracts, requesting the contractors and suppliers to strictly comply with the requirements of environmental protection when performing their contractual obligations so as to promote the sharing of responsibility for sustainable development in the supply chain. In addition, when appropriate and subject to compliance with national safety regulations, the Group will give priority to the procurement of eco-friendly materials for its development projects.

7.5 Combatting Corruption and Building a Clean Government

The Group attaches great importance to operational compliance and will never tolerate any form of embezzlement, bribery, extortion, money laundering and fraud. These actions not only violate laws and regulations, but also seriously damage the integrity and reputation of the Group. In the "Code of Conduct for Employees", the Group clearly specifies that staff must abide by strict code of ethics and must not engage in malpractices such as corruption or bribery, receiving secret profits and gifts from customers, or embezzlement of funds. Anyone who violates the code of conduct shall be given a warning, demotion or dismissal depending on the severity of the matter.

本公司各附屬公司亦因應其業務特性，制定適合的招標管理和供應商評估制度。大豐開發制訂了《招標採購管理制度》，規範房地產工程項目中的招標、評標、定標等工作。房地產事業部、風險管理部及財務管理部的人員均會參與投標單位考察、資格預審、答疑等工作。大豐開發透過集體決策和審批，防治決策失誤而造成的嚴重損失。

誠通發展貿易制訂了《上游供應商/下游客戶信用評估管理辦法》，對供應商採取定性指標評估，主要從企業資質證書、行業商譽、財務情況、實際履約情況、行政處罰、涉訴情況等社會、經濟及管治風險方面進行評估。以上政策旨在提高本集團經營質量和整體工作效率，同時加強和完善風險管理，以確保資金安全。

為推動供應鏈共同承擔可持續發展責任，本集團於合同內附設環保條款，要求承建商及供應商在履行合同責任的同時，亦需嚴格遵守相關的環保要求。此外，在合適的情況下，本集團的發展項目會在符合國家安全規定的基礎上優先採購環保材料。

7.5 反腐倡廉

本集團高度重視經營合規性，絕不容忍任何形式的貪污、賄賂、勒索、洗黑錢和欺詐行為。這些行為不僅違反法律法規，更會嚴重損害本集團的誠信和聲譽。本集團在《員工守則》中清楚列明員工必須遵守嚴謹操守，不得發生貪污受賄、私自收受佣金及客戶饋贈、挪用公款等營私舞弊行為。如有員工違犯守則，本集團會根據事件嚴重程度，給予警告、降職或解僱。

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The Group has set up a hotline number and an email address to allow its staff to report corruption incidents. It will never tolerate any form of corruption. If an employee is found to be involved in corruption or other criminal offences, the Group will transfer the case to the compliance departments, judicial authorities or other related government departments for handling.

The Group strictly complies with laws and regulations relating to anti-corruption which have a significant impact on itself, including but not limited to the Criminal Law of the People's Republic of China, the Anti-Unfair Competition Law of the People's Republic of China, the Anti-Money Laundering Law of the People's Republic of China, the Regulations on Integrity of Leaders of the State-owned Enterprises and the Prevention of Bribery Ordinance. During the Reporting Period, the Group has not been warned or punished by relevant regulatory authorities due to violations of laws and regulations related to corruption, nor has it been involved in any proceedings relating to corruption.

7.6 Contribution to Society

The Group focuses on poverty alleviation charities. In addition to its commitment to business operation, the Group also hopes to give back to the society and help people in need through its influence. The Group communicated with non-profit organizations and paid attention to current events to understand the needs of the communities in which it operates. During the Reporting Period, the Group made donations to the Office of Poverty Alleviation and Development of Yiyang County, Wangjiadianzi Economic Cooperation Union of Tanjiazhuang Community, Longdu Street, Zhucheng City, etc. to provide assistance to the underprivileged in Mainland China and contribute to help those in need.

本集團設有反腐倡廉舉報電話和電子郵箱讓員工對貪污事件進行舉報。本集團絕不姑息任何形式的貪污行為，若發現員工涉及貪污或其他刑事罪行，本集團將有關案件移送合規部門、司法機關或其他相關政府部門處理。

本集團嚴格遵守對其產生重大影響並與反貪污相關的法律法規，包括但不限於《中華人民共和國刑法》、《中華人民共和國反不正當競爭法》、《中華人民共和國反洗錢法》、《國有企業領導人員廉潔從業若干規定》及《防止賄賂條例》。於本報告期內，本集團並無因違反貪污相關法律法規而受到有關監管部門警告或處罰等，亦未有涉及任何貪污訴訟案件。

7.6 貢獻社會

本集團專注扶貧的公益慈善工作，在致力於業務經營的同時，亦希望透過企業的影響力回饋社會，幫助有需要人士。本集團透過與非牟利機構的溝通及時事關注，了解社區需要。於本報告期內，本集團透過捐款予宜陽縣扶貧開發辦公室、諸城市龍都街道潭家庄社區王家店子經濟聯合社等，幫助中國內地貧困人士，向有需要人士獻出一分綿薄之力。

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環境、社會及管治報告

8 CONTENT INDEXES OF ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

8 《環境、社會及管治報告》內容索引

A. Environmental

A. 環境

General Disclosures/KPIs 一般披露／關鍵績效指標	Description 描述	Corresponding Sections 參考章節
Aspect A1: Emissions 層面A1：排放物		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	6.1 Environmental Management 6.1 環境管理
KPIs 關鍵績效指標	A1.1 The types of emissions and respective emissions data 排放物種類及相關排放數據	6.2 Environmental Performance Indicators 6.2 環境績效指標
	A1.2 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions in total and, where appropriate, intensity 直接(範圍1)及間接能源(範圍2)溫室氣體總排放量及(如適用)密度	6.2 Environmental Performance Indicators 6.2 環境績效指標
	A1.3 Total hazardous waste produced and, where appropriate, intensity 所產生有害廢棄物總量及(如適用)密度	6.2 Environmental Performance Indicators 6.2 環境績效指標
	A1.4 Total non-hazardous waste produced and, where appropriate, intensity 所產生無害廢棄物總量及(如適用)密度	6.2 Environmental Performance Indicators 6.2 環境績效指標
	A1.5 Description of measures to mitigate emissions and results achieved 描述減低排放量的措施及所得成果	6.1 Environmental Management 6.1 環境管理
	A1.6 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果	6.1 Environmental Management 6.1 環境管理

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General Disclosures/KPIs 一般披露／關鍵績效指標		Description 描述	Corresponding Sections 參考章節
Aspect A2: Use of Resources 層面 A2：資源使用			
General Disclosure 一般披露		Policies on the efficient use of resources, including energy, water and other raw materials 有效使用資源(包括能源、水及其他原材料)的政策	6.1 Environmental Management 6.1 環境管理 *The Group's businesses do not involve the use of raw materials due to their nature *本集團業務性質不涉及原材料使用
KPIs 關鍵績效指標	A2.1	Direct and/or indirect energy consumption by type in total and intensity 按類型劃分的直接及／或間接能源總耗量及密度	6.2 Environmental Performance Indicators 6.2 環境績效指標
	A2.2	Water consumption in total and intensity 總耗水量及密度	6.2 Environmental Performance Indicators 6.2 環境績效指標
	A2.3	Description of energy use efficiency initiatives and results achieved 描述能源使用效益計劃及所得成果	6.1 Environmental Management 6.1 環境管理
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved 描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果	6.1 Environmental Management 6.1 環境管理
	A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced 製成品所用包裝材料的總量及(如適用)每生產單位估量	The Group's businesses do not involve the consumption of packaging materials due to their nature 本集團業務性質不涉及包裝材料的消耗
Aspect A3: The Environment and Natural Resources 層面 A3：環境及天然資源			
General Disclosure 一般披露		Policies on minimising the issuer's significant impacts on the environment and natural resources 減低發行人對環境及天然資源造成重大影響的政策	6.1 Environmental Management 6.1 環境管理
KPIs 關鍵績效指標	A3.1	Description of the significant impacts of business activities on the environment and natural resources and the actions taken to manage these impacts 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動	6.1 Environmental Management 6.1 環境管理

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B. Social

B. 社會

General Disclosures/KPIs 一般披露／關鍵績效指標		Description 描述	Corresponding Sections 參考章節
Aspect B1: Employment 層面 B1：僱傭			
General Disclosure 一般披露		Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	5.1 Employment Management 5.1 僱傭管理
Recommended Disclosure 建議披露	B1.1	Total workforce by gender, employment type, age group and geographical region 按性別、僱傭類型、年齡組別及地區劃分的僱員總數	5.1 Employment Management 5.1 僱傭管理
	B1.2	Employee turnover rate by gender, age group and geographical region 按性別、年齡組別及地區劃分的僱員流失比率	5.1 Employment Management 5.1 僱傭管理
Aspect B2: Health and Safety 層面 B2：健康與安全			
General Disclosure 一般披露		Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	5.3 Employee Safety 5.3 保障員工安全
Recommended Disclosure 建議披露	B2.1	Number and rate of work-related fatalities 因工作關係而死亡的人數及比率	5.3 Employee Safety 5.3 保障員工安全
	B2.2	Lost days due to work injury 因工傷損失工作日數	5.3 Employee Safety 5.3 保障員工安全
	B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored 描述所採納的職業健康與安全措施，以及相關執行及監察方法	5.3 Employee Safety 5.3 保障員工安全

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General Disclosures/KPIs 一般披露／關鍵績效指標		Description 描述	Corresponding Sections 參考章節
Aspect B3: Development and Training 層面 B3：發展及培訓			
General Disclosure 一般披露		Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動	5.2 Employee Development 5.2 員工發展
Recommended Disclosure 建議披露	B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, mid-level management) 按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比	5.2 Employee Development 5.2 員工發展
	B3.2	The average training hours completed per employee by gender and employee category 按性別及僱員類別劃分，每名僱員完成受訓的平均時數	5.2 Employee Development 5.2 員工發展
Aspect B4: Labour Standards 層面 B4：勞工準則			
General Disclosure 一般披露		Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	5.1 Employment Management 5.1 僱傭管理
Recommended Disclosure 建議披露	B4.1	Description of measures to review employment practices to avoid child and forced labour 描述檢討招聘慣例的措施以避免童工及強制勞工	5.1 Employment Management 5.1 僱傭管理
	B4.2	Description of steps taken to eliminate such practices when discovered 描述在發現違規情況時消除有關情況所採取的步驟	/
Aspect B5: Supply Chain Management 層面 B5：供應鏈管理			
General Disclosure 一般披露		Policies on managing environmental and social risks of the supply chain 管理供應鏈的環境及社會風險政策	7.4 Responsible Procurement 7.4 責任採購
Recommended Disclosure 建議披露	B5.1	Number of suppliers by geographical region 按地區劃分的供應商數目	/
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法	7.4 Responsible Procurement 7.4 責任採購 *The number of suppliers to which the practices are being implemented has not yet been disclosed * 暫未披露向其執行有關慣例的供應商數目

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General Disclosures/KPIs 一般披露／關鍵績效指標	Description 描述	Corresponding Sections 參考章節	
Aspect B6: Product Responsibility 層面 B6：產品責任			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	7.1 Product and Service Responsibility 7.1 產品及服務責任 *The Group's businesses do not involve the labelling of products and services due to their nature *本集團業務性質不涉及產品及服務的標籤	
Recommended Disclosure 建議披露	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons 已售或已運送產品總數中因安全與健康理由而須回收的百分比	*The Group's businesses do not involve the recall of products sold or shipped due to their nature *本集團業務性質不涉及回收已售或已運送產品
	B6.2	Number of products and service related complaints received and how they are dealt with 接獲關於產品及服務的投訴數目以及應對方法	7.2 Customer Rights and Interests 7.2 客戶權益
	B6.3	Description of practices relating to observing and protecting intellectual property rights 描述與維護及保障知識產權有關的慣例	7.3 Advertising and Intellectual Property Protection 7.3 廣告宣傳及知識產權保護
	B6.4	Description of quality assurance process and product recall procedures 描述質量檢定過程及產品回收程序	7.1 Product and Service Responsibility 7.1 產品及服務責任 *The Group's businesses do not involve the recall of products due to their nature *本集團業務性質不涉及回收產品
	B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored 描述消費者資料保障及私隱政策，以及相關執行及監察方法	7.2 Customer Rights and Interests 7.2 客戶權益

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General Disclosures/KPIs 一般披露／關鍵績效指標		Description 描述	Corresponding Sections 參考章節
Aspect B7: Anti-corruption 層面 B7：反貪污			
General Disclosure 一般披露		Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	7.5 Combatting Corruption and Building a Clean Government 7.5 反腐倡廉
Recommended Disclosure 建議披露	B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果	7.5 Combatting Corruption and Building a Clean Government 7.5 反腐倡廉
	B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored 描述防範措施及舉報程序，以及相關執行及監察方法	7.5 Combatting Corruption and Building a Clean Government 7.5 反腐倡廉
Aspect B8: Community Investment 層面 B8：社區投資			
General Disclosure 一般披露		Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its business activities take into consideration the communities' interests 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策	7.6 Contribution to Society 7.6 貢獻社會
Recommended Disclosure 建議披露	B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport) 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)	7.6 Contribution to Society 7.6 貢獻社會
	B8.2	Resources contributed (e.g. money or time) to the focus area 在專注範疇所動用資源(如金錢或時間)	7.6 Contribution to Society 7.6 貢獻社會



中國誠通發展集團有限公司
China Chengtong Development Group Limited

Millions
40000
35000
30000
25000
20000
15000
10000