



中國新城市商業發展有限公司

China New City Commercial Development Limited

(Incorporated in the Cayman Islands with limited liability | 於開曼群島註冊成立之有限公司)

Stock Code 股份代號: 1321



Environmental, Social
and Governance Report **2016**
環境、社會及管治報告

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

ABOUT THIS REPORT

This is the first year for China New City Commercial Development Limited (the “Company”) and its subsidiaries (referred to as the “Group”) to prepare the Environmental, Social, and Governance Report (“ESG Report”) to highlight its ESG performance. This ESG report is to oblige to the recommendations of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) for the performance reporting on relevant issues.

SCOPE, MATERIALITY, AND REPORTING PERIOD OF THIS REPORT

Unless otherwise stated, this ESG report covers the Group’s overall performance in two subject areas, namely, environmental and social for the business operations in Hong Kong and China during the reporting period for the year ended 31 December 2016 (“Reporting Period”).

Our business comprises three main areas: (i) commercial property sales; (ii) commercial property leasing and commercial property management; and (iii) hotel operations. After conducting materiality testing, the Group has decided to include China head office, Hong Kong office and subsidiaries at different levels (including its commercial property development subsidiaries in Zhejiang Province, Jiangsu Province and Shanghai, as well as the hotel and commercial property management project subsidiaries). For reporting in connection with the aforesaid areas, all data is derived from official documents or internal statistical records of the Group.

Mission and Vision

Since the Company’s listing of shares on the Main Board of the Stock Exchange in 2014, the Group is committed to developing integrated commercial complexes in sub-city centers of second-tier cities in the Yangtze River Delta region of the People’s Republic of China (the “PRC”). The Group’s mission is to provide modern quality commercial property through development and operation management.

As a responsible commercial property developer and operator, the Group understands the rationale of keeping up business operation, environment and society growth together. In order to realize the sustainable development of the Group, while at the same time promoting business growth actively, the Group has to strike a balance among the interests of investors and shareholders, clients and tenants, staff, business partners and suppliers of the Group and other stakeholders in the society.

關於本報告

本年度乃中國新城市商業發展有限公司（「本公司」）及其附屬公司（統稱「本集團」）首次就本集團在環境、社會及管治範疇上的表現編撰之報告（「ESG報告」）。本ESG報告乃應香港聯合交易所有限公司（「聯交所」）就相關事宜的表現申報推薦意見（「ESG指引」）而發表。

本報告的適用範圍、重要性及報告期

除另有說明者外，本ESG報告涵蓋本集團在香港及中國的業務運作於截至二零一六年十二月三十一日止年度的報告期間（「報告期間」），在環境及社會兩個主要範疇的整體表現。

業務包括三大範疇：(i)商用物業銷售；(ii)商用物業租賃及商用物業管理；及(iii)酒店營運。在進行重要性測試後，本集團決定涵蓋中國總辦事處、香港辦事處及各級子公司（包括旗下位於浙江省、江蘇省及上海市的商用物業開發、以及酒店及商用物業管理項目子公司），就上述範疇作匯報，所有資料來自本集團的正式文件或統計報告。

使命及願景

本集團自二零一四年在聯交所主板上市至今，致力於在中華人民共和國（「中國」）長江三角地區的二線城市的副城市中心開發商業綜合體。本集團的使命是透過開發及營運管理，提供現代化的優質商用物業。

作為一家負責任的商用物業發展商及營運商，本集團瞭解企業堅持業務經營、環境與社會共同成長的理念，在積極推動業務增長的同時，亦須平衡包括投資者及股東、客戶及租戶、員工、合作夥伴及供應商、以及社會等不同利益相關者的利益，方能實現企業的可持續發展。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

We are committed to:

我們承諾：

Investors and shareholders:

The Group will continuously improve corporate governance and risk control standards, as well as operating efficiency and results, and promote corporate values to generate long-term and stable returns for investors and shareholders of the Company.

投資者及股東：

本集團將持續改善企業管治及風險控制水平、以及經營效率和業績，提升公司價值，為投資者及本公司股東帶來長遠、穩健的回報。

Customers and tenants:

The Group will comply with all relevant laws, provide quality property and services to customers and tenants of the Group according to the reasonable and legitimate sales & purchase and leasing contracts, enhance the attraction and values of properties of the Group, with an objective to protect the various interests of such customers and tenants.

客戶及租戶：

本集團遵守所有相關法例，根據合理合法的買賣及租賃合約，為本集團的客戶及租戶提供優質的物業及服務，增加本集團物業的吸引力及價值，保護這些客戶及租戶的各種權益。

Staff:

The Group will provide staff at different levels with a safe and respectable working environment, fair promotion opportunities, sound training systems and healthy career development.

員工：

本集團會為所有級別員工提供安全及受尊重的工作環境、公平的晉升機會、良好的培訓制度、健康的職業發展。

Partners and Suppliers:

The Group will abide by compliance procurement policies, offer fair and reasonable conditions and benefits to partners and suppliers of the Group, establish long-term and close cooperation relationships with partners and suppliers of the Group, so as to seek for mutual growth between upstream and downstream sectors of the Group.

合作夥伴及供應商：

本集團會堅持合規的採購政策，給予合作夥伴及供應商公平、合理的條件及待遇，與合作夥伴及供應商締結長遠而緊密的合作關係，力求上下游共同成長。

Society:

The Group will perform corporate social responsibility, uphold the principle of "Benefiting from the society, giving back to the society", making active contributions to the community and environmental protection through donations, employ local staff, green building, and other segments.

社會：

本集團會履行企業社會責任，秉持「取之社會，用之社會」的原則，透過捐助、聘請當區員工、綠色建築等層面，積極對社區及環保作出貢獻。

ENVIRONMENTAL ASPECT

1. Emissions

The Group has accumulated extensive experience in commercial property development and management and has an in-depth understanding of certain PRC laws and regulations in the real estate industry relating to project construction, commercial operation and other areas, and relevant laws and regulations that have a significant impact on the Group include the Environmental Protection Law of the People's Republic of China 《中華人民共和國環境保護法》, Law of the People's Republic of China on Prevention and Control of Pollution From Environmental Noise 《中華人民共和國環境噪聲污染防治法》, Law of the People's Republic of China on Appraising of Environment Impacts 《中華人民共和國環境影響評價法》, Regulations of Environment Protection in Construction Projects 《建設項目環境保護管理條例》, 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》 and Decision of the State Council on Several Issues Concerning Environmental Protection 《國務院關於環境保護若干問題的決定》.

According to such laws and regulations in the PRC, the Group shall submit a report of environmental impacts before receiving approval from the relevant PRC government authorities to commence construction. A construction enterprise shall, upon completion of a construction project, file an application with the competent department of environmental protection administration for acceptance inspection on completion of the construction of environmental protection facilities that are required for the construction project.

環境層面

1. 排放物

本集團在商用物業開發及管理上已累積豐富經驗，深諳房地產行業有關項目施工、商業運營等範疇，且對本集團有重大影響的若干中國法律及法規規範，包括《中華人民共和國環境保護法》、《中華人民共和國環境噪聲污染防治法》、《中華人民共和國環境影響評價法》、《建設項目環境保護管理條例》、《中華人民共和國固體廢物污染環境防治法》及《國務院關於環境保護若干問題的決定》等。

根據該等中國法律及法規，本集團在取得中國有關政府部門審批前須提交環境影響報告後方可動工。建設項目竣工後，建設單位須向環境保護主管部門遞交該建設項目所需配套環境保護設施的竣工驗收申請。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

ENVIRONMENTAL ASPECT (CONTINUED) 環境層面 (續)

1. Emissions (continued)

The Group is committed to complying with relevant PRC laws and regulations on environmental protection and safety by engaging construction contractors with good environmental protection and safety track records. When entering into construction contracts with them, the Group requests that they strictly comply with all current PRC environmental protection and safety laws and regulations including using construction materials and employing construction methods that meet the requirements of such laws and regulations and controlling the pollution caused during the construction. In addition, the Group closely monitors its projects at every stage to ensure the construction process is in compliance with the applicable environmental protection and safety laws and regulations and requires its construction contractors to immediately remedy any default or non-compliance.

In addition, pursuant to the Law of the People's Republic of China on Promoting Clean Production 《中華人民共和國清潔生產促進法》, service enterprises such as restaurants, entertainment establishments and hotels are required to use technologies and equipment that conserve energy and water, serve other environmental protection purposes, and reduce or stop the use of consumer goods that waste resources or pollute the environment.

The Group confirmed that, during the Reporting Period, there was no penalty imposed by relevant government authorities arising from non-compliance with the aforesaid laws and regulations during our business process, and the Group has complied with all relevant laws and regulations that have a significant impact on the Group relating to waste gas and greenhouse gas, emissions, discharge into water and land, and generation of hazardous and non-hazardous waste.

In addition to strictly complying with the aforesaid laws and regulations, the Group adheres to the concept of green building and shall be responsible for conserving natural environment from project planning design to selection of construction materials, construction plans, and operation management. The Group is committed to improving energy resources utilization efficiency and achieving the goal of energy conservation and emission reduction, pollution reduction and environmental protection.

1. 排放物 (續)

本集團委聘環保及安全紀錄良好的工程承包商，致力遵守有關環保及安全的中國法律及法規。與工程承包商訂立建設合約時，本集團會要求彼等嚴格遵守所有現行中國環保及安全法律及法規，包括使用建材、採用符合該等法律及法規規定的施工方法及控制施工引致的污染。此外，本集團密切監控項目的各個階段，確保施工過程符合有關環保及安全的法律及法規，且要求工程承包商及時就任何過失或違規行為採取補救措施。

此外，根據《中華人民共和國清潔生產促進法》，服務性企業（例如餐廳、娛樂場所及旅館）須使用可節約能源及食水以及可達致其他環保目的之技術及設備，並減少或停止使用浪費資源或污染環境之消費品。

本集團確認於報告期間，我們業務過程中未有出現違反上述法律及法規而遭受相關政府機關處罰的情況，本集團已遵守所有有關廢氣及溫室氣體排放、水及土地的排污、以及產生有害或無害污染物、且對本集團有重大影響的法律法規。

除了嚴格遵守上述法律及法規，本集團秉承綠色建築概念，從項目規劃設計，到選用建築材料、施工方案以至運營管理等，均對自然環境負責。本集團致力提高能源資源利用效率，達到節能減排、減少污染、保護環境。

ENVIRONMENTAL ASPECT (CONTINUED) 環境層面 (續)

1. Emissions (continued)

During the Reporting Period, the Group has the following policies relating to waste gas and greenhouse gas emissions, discharge into water and land, and generation of hazardous and non-hazardous waste:

Green building and construction

Products of the Group are designed, built, refurbished, and operated in an ecological and resource-efficient manner. The Group applies green building and construction technologies, such as using more eco-friendly building materials and more efficient equipment. Greening zone and facilities are provided and increased in our projects. We promote green construction management whilst ensuring proper disposal of waste and sewage treatment to protect biodiversity and ecosystems.

Green operation

Conservation of energy and more efficient use of natural resources are encouraged in all hotels and investment properties we manage. Low-temperature laundry program, limiting of air-conditioning hours and electricity use, regular checking of facilities, and other initiatives are implemented to help us to lower our carbon footprint.

Green office

We adhere to electronic and paperless office through the application of video or telephone conferencing systems; promoting green operation by using recyclable and renewable materials, LED lighting and energy-saving technology, and so on.

1. 排放物 (續)

期內，本集團就廢氣及或溫室氣體排放、水及土地的排污、以及產生有害或無害污染物，實施以下政策：

綠色建築

本集團的產品均以生態及資源節約的方向設計、建造、翻新及營運。本集團採用綠色建築及施工技術，例如選用較環保的建材及更高效的設備。我們亦在項目中設有及增加綠化區及綠化設施。我們推動綠色施工管理，確保我們妥善處理廢物及排污，以保護生物多樣性及生態系統。

綠色運營

在管理旗下酒店及投資物業方面，我們鼓勵節約用電及有效使用天然資源。我們採取低溫洗滌計劃、限制開放空調及電力、定期測試設施運作等措施，以助我們降低碳足印。

綠色辦公

我們致力透過利用視像及電話會議系統實現電子化、無紙化辦公；推動綠色營運，使用可循環再用及可再生物料、LED照明及省電技術等。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

ENVIRONMENTAL ASPECT (CONTINUED) 環境層面 (續)

2. Use of Resources

We are committed to reducing our carbon emissions and aim at maximizing energy and water conservation in all our operations. Our relevant policies include adopting green technologies and constant upgrading of equipment, striving to achieve a more efficient use of resources. A well-functioned LED lighting and smart air-conditioning systems are in place to help us create a comfortable workplace while saving energy. We also continue to identify and address any potential environmental risk, and will promptly take measures to improve our level of energy consumption.

3. The Environment and Natural Resources

We actively learn from experience to promote best green practices at construction sites, hotels and investment properties, and offices as we recognize the responsibility in minimizing the negative environmental impact of our business operations. Our relevant policies include having bespoke water management guidance for our different operations which is also applicable to our tenants and customers. We also closely manage and improve indoor air quality by installing ventilation systems and conducting regular maintenance. Other initiatives, such as use of less hazardous paints and cleaning products, are adopted to better utilize natural resources and minimize environmental impacts.

2. 資源利用

我們致力降低碳排放，在各業務中力推節約能源及用水。我們的相關政策包括透過採用環保技術及持續升級設備，努力實現資源更有效利用。運作良好的LED照明及智能空調系統有助構建舒適的工作環境之餘，亦為我們節省能源。我們會繼續識別及針對任何潛在環保風險，即時採取措施改善我們的能源消耗水平。

3. 環境及天然資源

我們明白企業有責任在業務運營中將對環境的負面影響降至最低，因此，我們積極汲取經驗，於工地、酒店及投資物業、以及辦公室等推行最佳環保實務。我們的相關政策包括就不同業務有明確的用水管理指引，而指引亦適用於我們的租戶及客戶。我們密切監管及透過安裝及定期維修通風系統改善室內空氣質素。我們亦採取不同其他措施，例如使用較低害油漆及清潔用品，以更好地使用天然資源及減少對環境的影響。

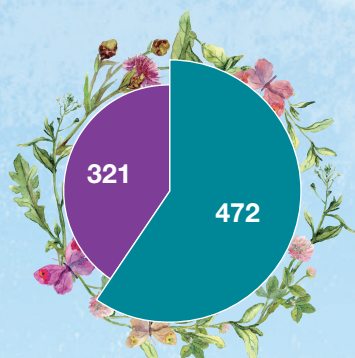
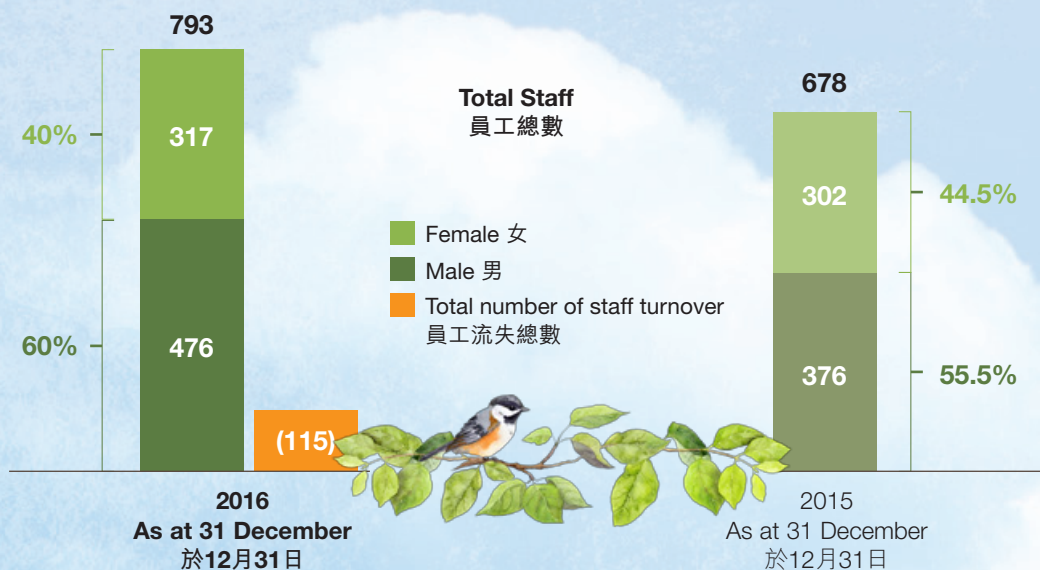


SOCIAL ASPECT – EMPLOYMENT AND LABOUR PRACTICES

社會層面－僱傭及勞工常規

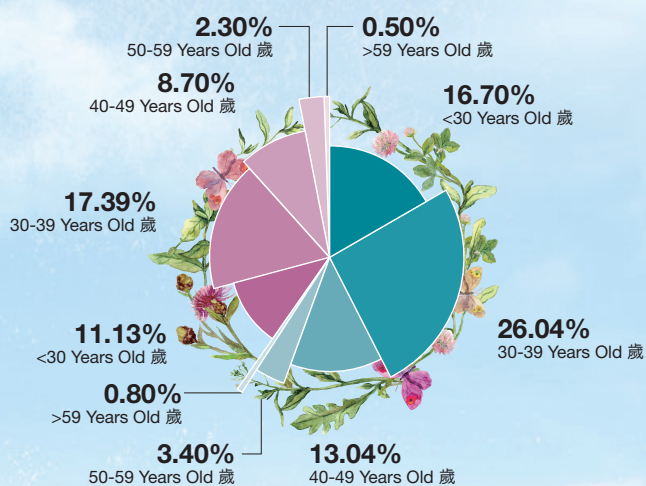
Employee profile

僱員概況



As at 31 December 2016
於2016年12月31日

Executives 行政人員
Other staff 其他員工



As at 31 December 2016
於2016年12月31日

Male 男
Female 女

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

SOCIAL ASPECT – EMPLOYMENT AND LABOUR PRACTICES (CONTINUED)

Employee profile (continued)

The Group has employed about 793 staff as at 31 December 2016. We are committed to providing a sound working environment, enabling them to receive reasonable benefits and learn and grow from work, so that they can gain satisfaction and achievement.

During the Reporting Period, in order to prudently manage human resources, the Group has prepared and stringently implemented a set of comprehensive human resources management system based on the current laws and regulations of the Hong Kong and PRC governments. In terms of such system, the Group has provided employees with relevant documents and information including human resources management manual, logistics management guidelines and administrative manual. The Group has disseminated relevant information to employees at different levels of positions, such as employment policy, organization mission and vision, work professional ethics, occupational safety and health guidelines. Whilst ensuring that our employees are well aware of their rights and benefits, they work legally according to such system, thereby safeguarding the interests of both employees and the Company.

The Group determines the remuneration and benefits of our employees upon performance appraisals which are based on job nature, qualifications, work performance and market conditions. In order to encourage internal promotion, the Group offers our employees adequate on-the-job and professional trainings as well as promotion prospects.

1. Employment

During the Reporting Period, in addition to the remuneration and employment system mentioned above, the Group also ensures that our employees receive equal benefits and are not discriminated against or deprived of any benefits due to gender, ethnic background, religion, age, marital and family status, disability or any other reasons.

社會層面－僱傭及勞工常規 (續)

僱員概況 (續)

於二零一六年十二月三十一日，本集團僱用大約793名員工，我們致力為員工提供一個良好的工作環境，讓員工得到合理待遇，從工作中學習及成長，獲得滿足感及成就感。

於報告期間，為妥善管理人力資源，本集團已按照香港及中國現有法律、法規的基礎上編製並嚴格執行一套全面的人力資源管理制度。本集團已就此制度給予僱員相關的人力資源管理手冊、後勤管理指引、以及行政管理手冊等文件及資料，明確向各階層崗位的僱員傳達有關僱傭政策、組織使命及願景、工作職業道德，以及職安健指引等訊息，確保僱員清晰瞭解其權利及福利的同時，根據此制度合規合法地工作，保障本公司及僱員雙方權益。

本集團按照工作性質、資歷、工作表現及市場情況，並經過績效評估而釐訂僱員薪酬及福利。本集團鼓勵內部晉升，因此為僱員提供足夠在職及專業培訓，提供晉升機會。

1. 僱傭

於報告期間，除上述薪酬及僱傭制度，本集團亦確保僱員獲得平等待遇，不會因性別、種族背景、宗教、年齡、婚姻及家庭狀況、殘疾或任何其他原因而遭受歧視或遭剝奪任何待遇。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

SOCIAL ASPECT – EMPLOYMENT AND LABOUR PRACTICES (CONTINUED)

1. Employment (continued)

Furthermore, in order to attract and retain our staff, the Group has formulated a set of competitive remuneration and benefits package system, including basic salary and employee benefits and interests such as mandatory provident fund, insurance, annual leave, sick leave, various allowances and severance payments etc. The Group also gives additional remuneration and benefits including performance bonus to our staff based on those factors such as employees' working performance, financial results, and market conditions etc. When an employee is dismissed for any reasons, our human resources department will follow the procedures to ensure that applicable legal requirements are observed to terminate his or her employment contract. Compensation/dismissal terms and conditions are outlined in employment contract and relevant policy manuals. We will consult legal department, management and/or external legal advisors when necessary.

In terms of recruitment and promotion, we embrace diversity and inclusion. Fair and adequate promotion opportunities are provided to employees of different background or other status as all our recruitment and development programs are supervised under our human resources management system to ensure no discrimination in any forms within the Group. We also offer our employees statutory and extra rest periods, overtime pay, discretionary bonuses and other benefits and welfare, in accordance with applicable labour laws and terms of employee contracts.

During the Reporting Period, the Group has complied with all relevant laws and regulations that have a significant impact on the Group relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination and other benefits and welfare.

2. Health and Safety

The Group's businesses, including property development and property management operation, involve a certain extent of dangerous working process. In view of this, the Group will give priority to the health and safety of our employees and provide them with a safe working environment. We have detailed working health and safety guidelines in place, at the same time monitoring and implementing them stringently. With reference to the industry practice and regulation requirements and through years of improvements and changes, such guidelines standardize various work process to ensure that the health and safety of all staff is safeguarded.

社會層面－僱傭及勞工常規 (續)

1. 僱傭 (續)

此外，為吸引及挽留員工，本集團已制訂一套具競爭力的薪酬及福利待遇制度，包括基本薪酬、員工福利及權益，如強制性公積金、保險、年假、病假、各種津貼及遣散費，以及等。本集團亦因應僱員工作表現、財務業績、市場情況等因素，給予員工考核獎金等額外薪酬及福利。當有僱員被解僱，不論任何理由，我們的人力資源部門會根據程序確保終止該名員工僱傭合約的事宜符合適用法律要求。補償／解僱條款已詳細載列於僱傭合約及相關的政策守則。如有需要，我們會尋求法務部、管理層及／或外部法律意見。

就招聘及晉升而言，我們支持多元包容，給予不同背景及狀況的員工公平及足夠的晉升機會。我們所有招聘及發展計劃均受到我們的人力資源管理系統監察，確保本集團內不會出現任何形式的歧視行為。我們亦會按照相關適用勞工法例及僱傭合約條文，給予員工法定及額外的假期、超時補貼、及酌情獎金等其他待遇及福利。

於報告期間，本集團已遵守所有有關薪酬及解僱、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、且對本集團有重大影響的法律法規。

2. 健康及安全

本集團的業務，包括物業開發及物業管理營運，涉及一定危險程度的工序。有鑑於此，本集團將僱員的健康及安全放在最優先考慮，為員工提供安全的工作環境。我們制訂一系列詳細的工作健康及安全指引，並嚴格監督及執行。該等指引參考行業慣例及監管規定，將各級工序規範化，並經過長年累月的改進及修改，以確保所有員工的健康及安全得到保障。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

SOCIAL ASPECT – EMPLOYMENT AND LABOUR PRACTICES (CONTINUED)

2. Health and Safety (continued)

The Group provides our employees with relevant trainings and safety meetings to reinforce their concern about occupational health and safety. The benefits of the Group's permanent staff consist of conventional insurances such as annual body check-up, medical insurance, pension insurance, etc.

The Group has cooperated with contractors and subcontractors and identified that such partners have provided adequate health and safety guarantee for their staff.

Outside work, we also organize a variety of activities for our employees regularly and reinforce the interaction and communication among them, such as company trips, volunteer events and team building activities, with an objective to promote their physical and mental development, maintain a balance between work and life and cultivate their sense of belonging to the Group.

During the Reporting Period, there was no significant incident of safety. During the Reporting Period, the Group has complied with all relevant laws and regulations that have a significant impact on the Group relating to providing a safe working environment and protecting employees from occupational hazards.

3. Development and Training

The Group has a profound understanding that talent resources play a significant role in the Company's success and are our valuable assets. In relation to the policies of the Group on improving employees' knowledge and skills for discharging duties at work, the Group has, through a series of training programs, provided professional trainings to our staff, whereby improving their quality, qualifications and skills and assisting them in growth. The Group also encourages our staff to discuss with the management on their work promotion and career development goals.

社會層面－僱傭及勞工常規 (續)

2. 健康及安全 (續)

為加強員工對職業健康及安全的重視，本集團為僱員提供相關培訓及安全會議。本集團在長期員工的福利中包含年度體檢、醫療、養老等常規保險。

本集團與承建商及分包商等合作，檢定該等合作方為其員工提供足夠的健康及安全保障。

工作以外，我們亦定期為僱員安排各類型活動及加強僱員之間的互動交流，包括舉行公司旅行、組織義工團及興趣聯誼會等，促進僱員身心發展，保持工作及生活平衡，加強員工歸屬感。

於報告期間，本集團未發生重大安全事故。於報告期間，本集團已遵守所有有關安全工作環境及保障僱員避免職業性危害，且對本集團有重大影響的法律法規。

3. 發展及培訓

本集團深明人才資源是公司成功的重要一環，是我們重要的資產。因此，根據本集團就提升員工工作所需知識及技能的政策，本集團透過一系列的培訓計劃，為員工提供專業訓練，提高員工質素、資格及技能，協助員工成長。本集團亦鼓勵員工就其工作晉升及事業發展目標與管理人員討論。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

SOCIAL ASPECT – EMPLOYMENT AND LABOUR PRACTICES (CONTINUED)

社會層面－僱傭及勞工常規 (續)

3. Development and Training (continued)

Training and development programs and activities include but not limited to the followings:

- Property management professional knowledge
- Construction professional knowledge
- Customer service
- Seminars/guidelines on industry-related and environmental laws and regulations
- Knowledge relating to the Rules Governing the Listing of Securities on the Stock Exchange (the “Listing Rules”)

4. Labour Standards

The Group is in strict compliance with the Employment Ordinance – Chapter 57 of the Laws of the Hong Kong and Regulation on Labour Security Supervision 《勞動保障監察條例》 of the State Council of the People’s Republic of China. All recruitment processes and promotion activities are stringently monitored according to the human resource management system of the Group.

In relation to the polices of the Group relating to child and forced labour prevention, the Group is committed to protecting human rights and have a zero tolerance policy towards using forced labour and child labour in our business operations. All suppliers, contractors and partners are required to follow our stance in this regard, so as to avoid direct or indirect infringement of human rights.

3. 發展及培訓 (續)

培訓及發展計劃包括但不限於：

- 物業管理專業知識
- 建築專業知識
- 客戶服務
- 行業及環保相關法規講座／指引
- 聯交所證券上市規則（「上市條例」）及企業管治相關知識

4. 勞工標準

本集團嚴格遵守香港法例第57章《僱傭條例》以及中華人民共和國國務院的《勞動保障監察條例》。所有招聘程序及晉升活動均根據本集團人力資源管理制度嚴格監督。

根據本集團就防止童工及強制勞工的政策，本集團致力保障人權，禁止於業務營運中聘用強制勞工及童工。我們要求所有供應商、外判商及合作夥伴均遵守我們對聘用強制勞工及童工的零容忍方針，避免直接或間接參與侵犯人權的行為。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

SOCIAL ASPECT – EMPLOYMENT AND LABOUR PRACTICES (CONTINUED)

社會層面 – 僱傭及勞工常規 (續)

4. Labour Standards (continued)

During the Reporting Period, the Group provided the following job security and insurance and other employee benefits to the employees of the Group:

4. 勞工標準 (續)

於報告期間，本集團為員工提供以下工作保障及保險等員工福利：

Hong Kong 香港

China 中國

Severance payment/long service payment
遣散費／長期服務金

Health and safety endowment insurance
健康和安養保險

Medical insurance
醫療保險

Medical insurance
醫療保險

Mandatory provident fund
強制性公積金

Accidental insurance
意外保險

Employment compensation insurance
就業補償保險

Unemployment insurance
失業保險

Maternity/paternity leave pay
有薪產假／侍產假

Work-related injury insurance
工傷保險

Childbirth insurance
生育保險

Housing provident fund
住房公積金

During the Reporting Period, the Group has complied with all relevant laws and regulations that have a significant impact on the Group relating to child and forced labour prevention.

於報告期間，本集團已遵守所有有關防止童工或強制勞工、且對本集團有重大影響的法律法規。

SOCIAL ASPECT - OPERATING PRACTICES

5. Supply Chain Management

The Group has over 20 years of experience in the commercial property market in the Yangtze River Delta region, the PRC. As a commercial property developer and operator, the Group has established a good reputation in the industry. During the Reporting Period, the Group has cooperation with about 700 suppliers. The Group's suppliers mainly comprise construction material suppliers, construction contractors and sub-contractors, as well as suppliers for providing various types of facilities and equipment. Among which, those suppliers have years of cooperation with the Group by offering products and services according to the stringent procurement tendering procedures of the Company, and meet our project requirements such as costs, project experience and relevant qualifications.

Procurement and Supplier Assessment

Regardless of old or new suppliers, after providing products and/or services to the Group, the Group will conduct performance assessment and checks on whether such suppliers have performed their responsibilities under procurement contracts, and report the relevant information on a timely basis to make sure that their products and/or services meet the requirements of the Group, or replaced by other suppliers. The Group will blacklist unqualified suppliers after performance assessment and they are not allowed to participate in all project tenders of the Group within five years.

The Group believes that maintaining good cooperation relationships with suppliers is beneficial for corporate development. As a responsible enterprise, when entering into procurement contracts with suppliers, the Group offers them fair and reasonable conditions and resolutely refuses to deprive suppliers in any form for profitability, and achieves a sustainable development operating model while having friendly cooperation relationship between both parties.

Environmental Protection

We require that our suppliers and contractors shall comply with any applicable environmental laws, regulations or rules, for example, products shall be in line with the government's relevant environmental certifications. The outsourced construction team shall reduce waste during construction and properly dispose of waste according to the relevant requirements of laws.

社會層面－營運慣例

5. 供應鏈管理

本集團在中國長江三角地區商用物業市場擁有逾二十年經驗，作為一家商用物業開發商及營運商，在業內已建立良好的信譽。於報告期間，本集團與大約七百家供應商合作。本集團的供應商主要包括建築材料供應商、建築承建商及分包商、以及提供各類型設施及設備的供應商等。當中，該等供應商與本集團合作多年，所提供之產品及服務按照公司嚴格的採購招標程序，在成本、項目經驗、相關資質等各方面均符合本集團之要求。

採購及供應商評估

不論新舊供應商，在彼等為本集團開始提供產品及／或服務後，本集團按照供應商管理指引進行履約評估，檢查供應商有否履行採購合約項下的責任，及時將有關訊息匯報，確保其產品及／或服務符合本集團之要求，或更換供應商。本集團會把履約評估不合格之供應商列入黑名單，五年內不得參與集團下屬所有項目的投標工作。

本集團相信與供應商保持良好合作關係，對企業發展有莫大幫助。作為負責任的企業，本集團與供應商訂立採購合約時，會給予供應商公平合理的條件，堅拒為了提升盈利而以任何方式剝削供應商，在雙方友好合作的同時，做到可持續發展的經營模式。

環境保護

我們要求供應商及外判商須遵守任何適用的環境法規、規例或細則，例如產品須符合國家的相關環保認證、外判施工隊伍於工程中減少產生廢物，並按照法例相關規定妥善棄置廢物等。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

SOCIAL ASPECT - OPERATING PRACTICES (CONTINUED)

5. Supply Chain Management

Environmental Protection (continued)

In case that our suppliers and contractors are in violation of environmental laws or other regulations, or even causing the Group to be sued by government authorities, organizations or the public or causing the Group to suffer any losses, the Group will require such suppliers and contractors to immediately take remedies, replace suppliers and contractors or pursue and subdue money and goodwill losses arising from such incident, and will conduct internal review for improvements.

6. Product Responsibility

Major customers of the Group are commercial property buyers and tenants. Our products and services include:

1. Development and sales of certain commercial properties to buyers;
2. Provision of property management services to tenants:
 - Including security, property repair and maintenance, cleaning and other ancillary services
 - Provision of overall management for operation of commercial complex, including identifying target customers and branding and marketing activities for shopping malls and monitoring overall operation;
3. Leasing hotels to tenants (hotel operators) and provision of hotel management services;
4. Provision of serviced apartment management services to serviced apartment tenants/buyers (including housekeeping, cleaning and concierge services); and
5. Leasing hotel rooms to tenants (hotel guests) and provision of general hotel services

Please refer to pages 8 to 13 of the annual report of the Company for the year ended 31 December 2016 published on 27 April 2017 (the "Annual Report") regarding the information relating to various types of commercial properties under the Group's operation or development.

社會層面－營運慣例（續）

5. 供應鏈管理

環境保護（續）

如供應商及外判商違反環保條例或其他法規，甚至因而導致本集團被政府機關、團體或公眾起訴或導致本集團承受任何損失，本集團會要求該供應商及外判商立即作出修正、更換供應商及外判商、或追討事件所造成的金錢及商譽損失，並進行內部檢討以作改善措施。

6. 產品責任

本集團的主要客戶為商用物業的買家及租戶。我們的產品及服務包括：

1. 開發並出售若干商用物業予買家；
2. 為租戶提供物業管理服務：
 - 包括保安、物業維修、清潔及其他配套服務
 - 為商業綜合體的營運提供整體管理，包括物色目標客戶及建立商場的形象、舉辦營銷活動及監督整體營運；
3. 向租戶（酒店營運商）租出酒店並提供酒店管理服務；
4. 向服務式住宅租戶／買家提供服務式住宅管理服務（包括管家、清潔及禮賓服務）；及
5. 向租戶（酒店住客）租出酒店房間並提供一般酒店服務

有關本集團經營或開發之各類型商用物業的資料，請參閱於二零一七年四月二十七日刊發截至二零一六年十二月三十一日止年度之本公司年報（「本年報」）第8頁至第13頁。

SOCIAL ASPECT - OPERATING PRACTICES (CONTINUED)

6. Product Responsibility (continued)

The Group focuses on providing quality commercial property and management services to our customers. Our construction contracts generally contain health and safety quality warranties and penalty provisions for substandard work in order to ensure construction quality. At the same time, we do not allow our construction contractors to subcontract or transfer their contractual arrangements with us to any third party without our prior consent. Our construction contractors are required to appoint on-site project representatives to oversee the progress, quality and safety of the construction work, pre-examination of construction materials before they are used in the project, and on-site inspections, in addition to complying with other quality control measures.

Moreover, as quality assurance, we typically withhold part of the construction fees after construction completion to set-off against any expenses incurred as a result of any construction defects.

For hotel operations and serviced apartment management service, the Group regularly reviews staff work of each department and guests feedbacks to formulate improvement measures. Furthermore, the Group also timely upgrades and renovates hotel and serviced apartments facilities and equipment and advocates environmental protection and emission reduction in order to create comfortable living experience for guests.

The Group undertakes to provide professional property management service to our customers, determines the advertising strategies, image and positioning for properties, identifies commercial retail tenants suitable for the properties, such as different international famous brands, and attracts large domestic and foreign enterprises to reside, with a purpose of attracting traffic and improving property values. Our policies relating to projects advertising, marketing or labelling include ensuring our advertising campaign developed for sales launch of our real estate projects comply with the Advertisement Law of the PRC《中華人民共和國廣告法》, the Interim Measures for the Administration of Internet Advertisement《互聯網廣告管理暫行辦法》and other applicable laws and regulations governing advertising and labeling enacted by the country, regions or industry associations. Our aim is for our customers to have confidence in our products, and have sufficient information to make informed choices.

社會層面－營運慣例（續）

6. 產品責任（續）

本集團堅持對客戶提供優質的商用物業及管理服務。我們的建築工程合約一般涵蓋質量保證及不符規格工程的罰款條文，以確保建築工程的質素。同時，我們禁止建築承包商在未經我們同意下，將其與我們訂立的合約安排分包或轉讓予任何第三方。建築承包商除須遵守本公司的質量控制措施外，亦須委聘駐用地項目代表以監督建築工程的進度、質量和安全性，項目中使用的建築材料於使用前的預審，及實地監察。

此外，我們於建築工程完成後，會保留部份建築工程費用以抵銷任何建築工程失誤所產生的任何費用，作為質量擔保。

酒店管理及服務式住宅管理服務方面，本集團定期與各部門員工檢討工作情況，就住客的意見反饋檢討並定下改善措施。此外，本集團亦適時對酒店及服務式住宅的設施設備進行升級改善，倡導環保及減少排放之餘，務求為住客締造舒適稱心的入住體驗。

本集團為客戶承諾提供專業的物業管理服務，為物業確定宣傳策略、形象及定位，鎖定合適物業的商業零售租戶，諸如不同國際知名品牌，以及吸引國內外大型企業進駐，從而吸引人流及提升物業價值。為我們有關項目宣傳、營銷或標籤的政策包括確保，我們為旗下地產項目開售推出的宣傳活動，均符合《中華人民共和國廣告法》、《互聯網廣告管理暫行辦法》及其他國家、地區或行業組織制定、有關宣傳及標籤的適用法律法規後。我們希望客戶對我們的產品及服務有信心，並有足夠資料作出知情選擇。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

SOCIAL ASPECT - OPERATING PRACTICES (CONTINUED)

6. Product Responsibility (continued)

During our operation, we have access to personal or corporate information of hotel or serviced apartment occupiers and commercial property tenants. Accordingly, our policies include compliance with all relevant privacy ordinances and require our staff to safeguard personal privacy and commercial sensitive information of our customers. During the Reporting Period, the Group did not discover any incident in violation of relevant laws and regulations that had a significant impact on the Group. During the Reporting Period, the Group has complied with all relevant laws and regulations that have a significant impact on the Group relating to health and safety, advertising, labelling and privacy matters relating to our products and services provided and methods of redress.

7. Anti-corruption

In the entity business and capital market operation aspect, the Group adheres to the value of “integrity and responsibility” and resists any act of corruption. The Group maintains a sound corporate governance and risk management system to maintain the interests of stakeholders of the Company and promotes sustainable development.

The Group has formulated the integrity convention and complemented with a set of anti-corruption mechanism targeting at the entire supply chain from upstream suppliers to downstream end-customers and also cater for the capital market operation of investors, shareholders and institutions. Through providing regular relevant anti-corruption trainings and information to employees of the Group, the Group can enhance their anti-corruption awareness, ensure all employees to observe domestic regulations and possess good professional conducts.

For supply chain, the Group strictly implements the supplier selection system which focuses on factors such as capability. We assign monitoring staff to check the implementation process of each project, also encourage our staff to complain about and whistle-blow non-compliance matters to prevent any forms of bribery.

社會層面－營運慣例（續）

6. 產品責任（續）

營運過程中，我們會接觸到酒店或服務式住宅住戶、商用物業租戶的個人或企業資料。因此，我們遵守所有相關的私隱條例，要求員工保護客戶的個人私隱及商業敏感資訊。於報告期間，本集團並無發現任何嚴重違反對集團構成重大影響的相關法律及規例之事宜。於報告期間，本集團已遵守所有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，且對本集團有重大影響的法律法規。

7. 反貪污

在實體業務及資本市場經營層面，本集團秉持「誠信負責」的價值觀，堅決杜絕任何貪腐行為。本集團透過保持良好的企業管治及風險管理，以維護利益相關者的利益，推動可持續發展。

本集團已訂立廉政公約，配合建設一套反貪腐機制，針對從上游供應商至下游最終客戶的整條供應鏈，以及面對投資者、股東及機構的資本市場運作。本集團定期向員工提供有關反貪腐的培訓及資訊，增加員工的反貪意識，確保所有員工均遵守國內法規，並擁有良好的專業操守。

供應鏈方面，本集團嚴格執行供應商甄選制度，以能力等因素為先。我們委派監督人員檢查各項目執行過程，亦鼓勵員工投訴舉報不合規事宜，防止任何形式的利益輸送。

SOCIAL ASPECT - OPERATING PRACTICES (CONTINUED)

7. Anti-corruption (continued)

In facing customers (including buyers and tenants), pursuant to domestic relevant regulations, we standardize various subsidiaries to stringently monitor and manage all external contracts, which shall provide customers with fair and reasonable transaction terms and avoid any class of customer representatives to accept personal benefits in any methods under the premise of protecting the interests of the Group.

Targeting at capital market, the Group has always maintained active communications with the investment sector (including shareholders, investors and analysts). In strict compliance with the Listing Rules, the Group periodically discloses corporate information through annual reports, interim reports and statutory announcements, and conducts interaction and communication with investors through such activities like meetings, whereby improving its transparency. In addition, the Group also regularly reviews its corporate governance mechanism and provides the information and trainings relating to the Listing Rules and corporate governance to directors. Please refer to pages 34 to 63 of the Annual Report regarding the Group's corporate governance structure and other relevant information. During the Reporting Period, the Group has complied with all relevant laws and regulations that have a significant impact on the Group relating to bribery, extortion, fraud and money laundering.

8. Community Investment

The Group puts strong emphasis on corporate social responsibility, upholds the principle of "Benefiting from the society, giving back to the society", and advocates the awareness on community care and helps one other.

During the Reporting Period, the Group arranged 10 interns in working in the administration department, finance department, legal department and sales management department. Our policies on community engagement include proactively exploring options of coordinating community activities and cooperation with other organizations, which share the same values with us. We aspire to, through these kinds of activities, better understand our communities and integrate their considerations into our business processes. We strive to mobilize our staff in the support to the needy and underprivileged, thereby inspiring more people to take part in serving the community.

社會層面－營運慣例（續）

7. 反貪污（續）

面對客戶（包括買家及租戶），我們根據國內相關法規，規範各業務子公司嚴謹監督管理所有對外合同，在符合本集團利益的大前提下，向客戶提供公平合理的交易條款，避免任何階級的客戶代表以任何方式收受個人利益。

針對資本市場，本集團自二零一四年上市以來，一直積極與投資界（包括股東、投資者及分析員等）溝通。本集團根據嚴格遵守上市條例，定期透過年報、中期報告及法定公告等形式披露公司資訊，以及借助會議等活動與投資者互動交流，提升透明度。此外，本集團亦定期檢討企業管治機制，以及為董事提供有關上市條例及企業管治的資訊及培訓。有關本集團企業管治架構及其他相關資料，請參閱本年報第34頁至第63頁。於報告期間，本集團已遵守所有有關防止賄賂、勒索、欺詐及洗黑錢，且對本集團有重大影響的法律法規。

8. 社會投資

本集團重視企業社會責任，秉持「取之社會，用之社會」的原則，倡導員工對社區關懷、人人互助的意識。

於報告期間，本集團曾安排10位學習生於本公司的行政部、財務部、法務部及銷售管理部任職。我們的社區參與政策包括積極研究各種籌辦社區活動及與其他跟我們理念一致之機構合作的可能性。我們希望藉著此類活動更了解社區需要，並將之融入我們業務過程的考慮當中。我們努力推動員工支援有需要及社會低下階層人士，從而感染更多人參與服務社區。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Stakeholders' Feedback

In addition to reporting our achievements in this ESG Report, we welcome stakeholders' feedback regarding our environmental, social and governance approach and performance. Please share your views with us through the followings:

Correspondence address: Hong Kong Office
Room 4003-4, 40th Floor
China Resources Building
26 Harbour Road
Wanchai, Hong Kong

Telephone: (852) 2877 6991
Facsimile: (852) 2877 6990
E-mail: cnc_ir@chinanewcity.com.cn

利益相關者的意見回饋

在本ESG報告匯報成果之餘，本集團亦歡迎各利益相關者就本集團的環境、社會及管治方針與表現發表意見。請透過下列方式與本集團分享寶貴意見：

郵寄地址：香港辦公室
香港灣仔
港灣道26號
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China New City Commercial Development Limited

