



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



2019 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 環境、社會及管治報告

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

ABOUT THE GROUP

China New City Commercial Development Limited (the “Company”) and its subsidiaries (collectively referred to as the “Group”) were listed on the Main Board (the “Main Board”) of the Stock Exchange of Hong Kong Limited (the “Stock Exchange”) on 13 July 2014. As a commercial property developer and operator, the Group is committed to developing commercial complexes in the Yangtse River Delta and other major economic regions. Under the business model of combining sale and lease, the Group adheres to the principles of prudent investment and stable operation as always, hence strategically diversified its revenue sources and return periods. On the one hand, the Group will strive to strengthen its core business of real estate and optimize its diversified businesses. On the other hand, the Group will integrate its various platform businesses and promote synergy through the coordinated development among industries. Driven by the PRC market policies, the Group will continue to serve the needs of humans for a better life and promote the sustainable development of the Group’s businesses.

Through adhering to the corporate mission of “creating new urban life” and the strategic guiding principle of “focusing on the demand of the public”, and based on its existing business and sophisticated development and investment concepts, the Group further developed its hospitality, film & cinema, healthcare and tourism & education segments and extended their presence to the whole Yangtse River Delta area.

THE SCOPE, MATERIALITY, AND REPORTING PERIOD OF THIS REPORT

Reporting Principles and Scope

This report was prepared for an overview of the performance of the Group on environmental, social and governance (“ESG Report”). This ESG Report has been published in accordance with the Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) as set out in Appendix 27 to the Rules Governing the Listing of Securities on the Main Board of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”).

Unless otherwise stated, this ESG Report takes the principles of “materiality”, “quantification”, “balance” and “consistency” as the reporting basis, and highlights the overall performance, risks, strategies, measures and undertaking of the Group in four areas, namely, work environment quality, environmental protection, operation practices and community participation, for the year ended 31 December 2019 (“Reporting Period”).

關於本集團

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」）於二零一四年七月十三日在香港聯合交易所有限公司（「聯交所」）主板（「主板」）上市。本集團為商用物業發展商及運營商，致力於在長三角地區及其它主要經濟區域開發商業綜合體。本集團堅持一貫的審慎投資、穩健經營的方針，沿用出售和出租相結合的業務模式，策略性的分散收入來源及回報時期，一方面追求做強房地產主業，做優多元化產業，另一方面整合各個平臺業務，通過產業間的協調發展，互為動能，隨中國市場政策帶動下，繼續服務於滿足人類對美好生活的需求，促進本集團業務持續發展。

本集團以「創造城市新生活」為企業使命，以「專注大眾需求」為戰略指導思想，依託現有的商業產業，運用自身成熟的開發投資理念帶動酒店經營、影視娛樂、健康醫療、文旅教育等產業的新發展，板塊佈局輻射整個長三角區域。

本報告的適用範圍、重要性及報告期

報告原則及範疇

本報告為概述本集團在環境、社會及管治範疇上的表現所編撰之報告（「ESG報告」）。本ESG報告乃應香港聯合交易所有限公司（「聯交所」）主板上市規則附錄27所載的「環境、社會及管治報告指引」（「ESG指引」）而發表。

除另有說明者外，本ESG報告以「重要性」、「量化」、「平衡」及「一致性」原則作為匯報基礎，重點闡述本集團於截至二零一九年十二月三十一日年度（「報告期間」）在工作環境質量、環境保護、營運常規及社區參與等四個方面之整體表現、風險、策略、措施及承諾。

Environmental, Social and Governance Report

環境、社會及管治報告

THE SCOPE, MATERIALITY, AND REPORTING PERIOD OF THIS REPORT (CONTINUED)

Reporting Principles and Scope (continued)

During the Reporting Period, the Group principally engaged in three major businesses: (i) commercial property sales; (ii) commercial property leasing and commercial property management; and (iii) hotel operations. Accordingly, the ESG Report mainly describes the aforesaid businesses, including 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). All data in the ESG Report is derived from official documents or internal statistical records of the Group.

Importance Assessment

The Group's management and employees were involved in the preparation of this report. Relevant disclosures are made by identifying relevant internal and external stakeholders, as well as their concerns on environmental, social, operational practices and governance aspects, and assessing the importance of these issues to the business and stakeholders of the Group in accordance with the ESG Reporting Guide.

Stakeholders' Feedback

Based on the above materiality assessment, the Group has classified internal and external stakeholders into the following groups. The Group actively communicates with various stakeholder groups through formal and informal meetings, group and large-scale gatherings, workshops, site visits, public events and telephone or online meetings and other channels; maintains close contact with the stakeholders and proactively updates them with internal policies such as operating conditions, business and personnel of the Group. Upon collecting their opinions, the Group integrates them into its daily operational decisions, striving to balance the interests of all parties and meet their expectations and demands.

本報告的適用範圍、重要性及報告期 (續)

報告原則及範疇 (續)

報告期間，本集團主要從事三大業務：(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。因此，本ESG報告主要闡述上述業務，包括中國總辦事處、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）。本ESG報告中所有資料來自本集團的正式文件或統計報告。

重要性評估

本集團的管理層及僱員參與編製本報告，透過識別相關內部及外部持份者，以及他們就環境、社會、營運慣例及管治層面所關注的議題，根據ESG指引，並評估該等議題對本集團業務及持份者的重要性後，從而作出相關披露。

持份者的意見回饋

本集團根據上述之重要性評估，將內部及外部持份者歸納為以下幾個組別。本集團積極與各個持份者組別溝通，透過正式及非正式會議、小組及大型聚會、工作坊、實地考察、公開活動及電話或網上會議、及其他渠道，與持份者保持密切聯繫，並主動向他們更新本集團的經營狀況、業務及人事等內部政策，並於收集他們意見後，將有關意見融入日常營運決策當中，盡力平衡各方權益，滿足持份者的期望與訴求。

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THE SCOPE, MATERIALITY, AND REPORTING PERIOD OF THIS REPORT (CONTINUED)

本報告的適用範圍、重要性及報告期（續）

Stakeholders' Feedback (continued)

持份者的意見回饋（續）

Stakeholders

持份者

We are committed to:

我們承諾：

Government and regulatory agencies
政府及監管機構

The Group will comply with all applicable laws and regulations and formulate appropriate development strategies in support of national policies and guidelines in order to contribute to the growth of the industry and our own business.

本集團會遵循所有適用法例法規，配合國家政策方針，制定合適的發展策略，務求為行業及自身業務增長出力。

Investors and shareholders
投資者及股東

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.

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
客戶及租戶

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.

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。

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環境、社會及管治報告

THE SCOPE, MATERIALITY, AND REPORTING PERIOD OF THIS REPORT (CONTINUED)

本報告的適用範圍、重要性及報告期(續)

Stakeholders' Feedback (continued)

持份者的意見回饋(續)

Stakeholders

持份者

We are committed to:

我們承諾：

Staff

員工

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.

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。

Suppliers and partners

供應商及合作夥伴

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.

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。

The general public

社會公眾

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

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。

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THE SCOPE, MATERIALITY, AND REPORTING PERIOD OF THIS REPORT (CONTINUED)

Stakeholders' Feedback (continued)

We report not only our achievements in this ESG report, but also welcome stakeholders' feedback on the Group's environmental, social and governance approach and performance. Please share your views with the Group via the following means:

Mailing address: Room 4010, 40th Floor, China Resources Building, 26 Harbour Road, Wanchai, Hong Kong

Telephone: (852) 2877 6991

Fax: (852) 2877 6990

Email: cnc_ir@chinanewcity.com.cn

Sustainable Development Philosophy

Since the listing of the Group on the Main Board of the Stock Exchange in 2014, the Group has been committed to developing 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 properties through development and operations management. As a responsible commercial property developer and operator, the Group understands that a company should adhere to the common growth concept of business operations, environment and society, and actively promote business growth while balancing the interests of different stakeholders, including investors and shareholders, customers and tenants, employees, partners, suppliers and society, in order to achieve the sustainable development of the Company.

本報告的適用範圍、重要性及報告期 (續)

持份者的意見回饋 (續)

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：香港灣仔港灣道26號華潤大廈40樓4010室

電話：(852) 2877 6991

傳真：(852) 2877 6990

電郵：cnc_ir@chinanewcity.com.cn

可持續發展理念

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

REPORT ON ENVIRONMENT ASPECT

The Group has accumulated extensive experience in commercial property development and management and has an in-depth understanding of the real estate industry relating to project construction, commercial operation and other areas, and always follows the development philosophy of “aesthetic model, low carbon benchmark, green health, and authoritative recognition”. The Group shall submit a report of environmental impacts before receiving approval from the relevant PRC government authorities to commence construction for all project of the Group. 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.

The Group strictly abides by the laws and regulations relating environmental protection and energy conservation, such as 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 the Prevention and Control of Atmospheric Pollution 《中華人民共和國大氣污染防治法》, Law of the People’s Republic of China on Prevention and Control of Water Pollution 《中華人民共和國水污染防治法》, 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》. The Group also develops internal policies on environmental protection according to the greenhouse gas emission reduction requirements, such as the Working Plan on Control of Greenhouse Gas Emissions in the ‘Thirteenth Five-Year Plan’ 《「十三五」控制溫室氣體排放工作方案》 and the Notice of the State Council on Issuing the Three-year Action Plan to Win the Battle for Blue Sky (《國務院關於印發打贏藍天保衛戰三年行動計劃的通知》) issued by the State Council, and the Provisional Measures on Management of Voluntary Emission Reduction Transaction of Greenhouse Gases 《溫室氣體自願減排交易管理暫行辦法》 issued by the National Development and Reform Commission.

環境層面報告

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，始終遵循「美學典範、低碳標桿、綠色健康、權威認定」的發展理念。本集團的所有項目均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。

本集團嚴格遵守《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》、《中華人民共和國大氣污染防治法》、《中華人民共和國水污染防治法》、《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》等環保節能法律法規，以及根據國務院發佈的《「十三五」控制溫室氣體排放工作方案》、《國務院關於印發打贏藍天保衛戰三年行動計劃的通知》、國家發展改革委發佈的《溫室氣體自願減排交易管理暫行辦法》等溫室氣體減排要求，制訂內部環保政策。

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

REPORT ON ENVIRONMENT ASPECT (CONTINUED)

Since the implementation of strict ESG data monitoring and management in 2016, we have been paying close attention to the energy consumption generated in operation and commercial activities to reduce energy waste. At the same time, the Group shoulders our responsibility to protect the environment and continuously monitors, identifies and reduces the environmental impact of business activities. In order to comply with the national laws, regulations and policies relating to energy conservation, we have implemented various measures in shopping centers, shopping malls and offices in an effort to raise employees' resource conservation awareness. We require all departments to make full use of resources, maximize the efficiency of the resources, eliminate waste when using resources and strengthen the use of renewable resources, in an effort to achieve long-term sustainable development goal. In this regard, we have established a project team to optimize resources for energy conservation and emission reduction policies and promote green operation and management in various aspects so as to meet the environmental expectations of stakeholders and continue to promote our environmental performance.

During the Reporting Period, the Group had no incident of non-compliance with 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. The Group also 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.

環境層面報告 (續)

自二零一六年實行嚴格的ESG資料監控與管理以來，我們時刻留意在營運和商業活動中所產生的能源消耗，減少能源浪費。與此同時，肩負起企業對保護環境的責任，並持續留意、辨識及減少業務活動對環境所造成的影響。為了遵守國家關節資源的法律法規與政策，我們於各購物中心、商場及辦公室均設立多項措施，努力提高每位員工的節約資源的意識，要求各部門要做到充分利用資源，發揮其最大效能，杜絕資源使用中出現浪費現象，並加強可循環資源的利用，為長期可持續發展的目標而努力。就此，我們成立了專案小組，對節能減排政策進行資源優化，從多個方面推進綠色經營管理，以達到利益相關方的環保期望，持續推進我們的環保表現。

報告期間，本集團並無就任何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廢棄物、且對本集團有重大影響的環保法律法規之違規事件。本集團亦確認於報告期間，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。

Environmental, Social and Governance Report

環境、社會及管治報告

REPORT ON ENVIRONMENT ASPECT (CONTINUED)

Emissions

Air pollution, exhaust gas and greenhouse gas emissions, dust

Air pollution, exhaust gas and greenhouse gas emissions, dust The Group strictly controls the air pollution (including greenhouse gas, waste gas emissions, dust and suspended particulates) generated during property development. Accordingly, we are 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 construction contractors, 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. The relevant measures include using construction machinery that meets the requirements of the government on environmental protection and energy efficiency, using ultralow-sulphur diesel that is environmental friendly on vehicles and construction machinery, regularly maintaining and repairing machinery, equipment and vehicles, cleaning tires when entering and leaving the site and spraying road and vehicles with water, so as to reduce dust.

The Group closely monitors its projects at every stage to ensure that the construction process complies with the laws and regulations relating to environmental protection and safety. We have established and strictly implemented the project acceptance procedures and required the project contractor to take remedial actions timely in case of any negligence or violation.

In addition, the Group also pays attention to indirect greenhouse gas emissions caused by the consumption of fuel and water resources in commercial properties such as hotels and office buildings. The Group has taken relevant measures, including the adoption and installation of environmentally-friendly lighting systems, selection of electrical appliances and equipment with higher energy efficiency. Without affecting our tenants and residents, we reduce electricity and water consumption, such as turning off some lifts, elevators, washrooms and other facilities during non-peak hours, while maintaining an appropriate central air-conditioning temperature. We also review the implementation effectiveness of such measures from time to time and make timely adjustments.

環境層面報告 (續)

排放物

空氣污染、廢氣及溫室氣體排放、揚塵

本集團嚴格管控物業開發過程中所產生的空氣污染 (包括溫室氣體、廢氣排放、揚塵及懸浮粒子等)，因此，我們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。

我們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。有關措施包括必須使用符合政府環保及能源效益要求的施工機械、車輛及施工機械使用超低硫柴油較環保的燃料、定期保養及維修機器、設備及車輛、車輛進出工地時清洗輪胎及向道路和車輛灑水，減少泥塵等。

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。我們已制定及嚴格執行工程驗收程序，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，本集團亦關注酒店、辦公大廈等商用物業內燃料及水等資源消耗造成的間接溫室氣體排放。本集團已採取相關措施，包括採用及安裝環保照明系統、選用具更高能源效益的電器及設備。在不影響租戶及住戶的情況下，減少用電及用水，例如於非尖峰時段關掉部分升降機、電梯、洗手間等設施，維持適當的中央冷氣溫度。我們亦不時檢視有關措施的實行成效，並作及時調整。

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

REPORT ON ENVIRONMENT ASPECT (CONTINUED)

Emissions (continued)

Hazardous and non-hazardous waste treatment

Our waste is mainly categorized as recyclable and non-recyclable, mainly from commodity packaging materials, kitchen waste, unsalable goods and daily office waste. The recyclable waste is stored centrally at the collection point and disposed of by a qualified recycler, while reusable and unsalable goods are handed over to civil society for transferring to those in need. During the Reporting Period, we did not produce any hazardous waste.

For solid waste management, we implement the waste management system. A small amount of garbage cleaned by employees can be dumped into the trash can. A large amount of garbage is directly transported to the garbage room. The cleaning staff collects the garbage in the garbage bin at regular intervals and transport it to the garbage station in a centralized manner every day. Recyclable waste, such as used newspapers, magazines, paper, glass, metal and plastics, can be disposed of regularly and irregularly. The garbage in the garbage room is treated by dryness and wetness, classified and stored separately. The garbage room is equipped with a cleaning device and the chemical agents are sprayed regularly to prevent pests and pollution and avoid odor emission, in which all garbage is handled uniformly by designated qualified suppliers.

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》, commercial properties and hotels under the Group use technologies and equipment that conserve energy and water, reduce or stop the use of consumer goods such as disposable tableware and daily necessities that waste resources or pollute the environment and implement measures to reduce and deal with food waste, including encouraging customers to pack leftovers, sorting and recycling food waste and advocating the "clear your plate" campaign and rewarding clean-plate efforts, ultimately achieving the goal of reducing the waste production.

Sewage Discharge

Contractors are required to properly dispose sewage produced during construction process and daily business activities according to the law. All sewage shall be discharged into the designated environmental treatment facilities in accordance with the instructions or disposed of through the property's sewage system to ensure that no unnecessary pollution is caused.

環境層面報告 (續)

排放物 (續)

有害及無害廢棄物處理

我們的廢物主要分為可回收和不可回收兩類，主要來自商品包裝物料、廚餘、滯銷商品和辦公室日常廢物。可回收的廢物集中存放於收集站，交由有資質的回收商處理；可再用的滯銷商品會交由民間團體轉贈有需要的人士。於報告期內，我們沒有產生任何有害廢物。

固體廢棄物管理方面，我們實施垃圾管理制度，員工清潔的少量垃圾可倒入垃圾桶內，量大的垃圾直接運送到垃圾房，保潔工作人員每天在規定時間收集垃圾桶內的垃圾並集中轉運至垃圾站。廢舊報紙、雜誌、紙張、玻璃、金屬、塑料等可回收垃圾可定期與不定期處理。垃圾房垃圾實行乾濕分離處理，分類存放，垃圾房設置清洗裝置，每日定時噴灑化學藥劑，防止發生蟲害、污染避免異味排放，並交由指定資質的供應商統一處理。

此外，本集團旗下運營的商用物業及酒店，根據《中華人民共和國清潔生產促進法》，使用可節約能源及食水之技術及設備，並減少或停止使用一次性餐具及日用品等浪費資源或污染環境之消費品，以及實施減少及處理廚餘措施，包括提倡客人打包剩食品、分類回收廚餘、提倡光盤行動和實行光盤獎勵等，最終達致減少製造廢棄物的目的。

污水排放

本集團要求承建商按照法律規定，妥善處理工程及日常商業活動中產生的污水。所有污水須根據指示排放到指定之環保處理設施，或經過物業的排污系統處理，確保不會造成不必要的污染。

Environmental, Social and Governance Report

環境、社會及管治報告

REPORT ON ENVIRONMENT ASPECT (CONTINUED)

環境層面報告 (續)

Emissions (continued)

排放物 (續)

Types of emission 排放物種類	Unit 單位	Quantity 數量	
		2019 二零一九年	2018 二零一八年
Greenhouse gas emission 溫室氣體排放			
- Scope 1 - 範圍一			
- Direct emission - 直接排放			
(i) Fuel consumption 燃料消耗	kilogram (carbon dioxide equivalent) 千克 (二氧化碳當量)	180,201	211,889
- Scope 2 - 範圍二			
- Indirect emission - 間接排放			
(i) Consumption of purchased electricity 外購電力消耗	kilogram (carbon dioxide equivalent) 千克 (二氧化碳當量)	15,009,658	9,946,301
- Scope 3 - 範圍三			
- Other indirect emission - 其他間接排放			
(i) Paper consumption 紙張消耗		550,930	608,582
(ii) Water consumption 水消耗	kilogram (carbon dioxide equivalent) 千克 (二氧化碳當量)	141,887	102,076
Exhaust gas emission 廢氣排放			
- Nitrogen oxide - 氮氧化物	kilogram 千克	1,517	1,302
- Sulphur dioxide - 二氧化硫	kilogram 千克	234,177	204,895
- Particulates - 顆粒物	kilogram 千克	5,687	4,296
Other emissions 其他排放物			
- Non-hazardous waste - 無害廢棄物	tonne 噸	68,838	78,941
- Waste water - 污水	tonne 噸	92,154	102,076

1. The calculation of carbon dioxide equivalent and exhaust gas emissions of greenhouse gas emissions is based on the "Guidelines for Reporting on Environmental Key Performance Indicators" in Appendix II of "How to Prepare an Environmental, Social and Governance Report" issued by the Stock Exchange.

2. The increase in waste such as purchased electricity consumption and sewage discharge was mainly due to the official opening of commercial lease properties such as some new hotels, office buildings and shopping malls during the Reporting Period.

1. 溫室氣體排放的二氧化碳當量及廢氣排放量根據聯交所發佈的《如何準備環境、社會及管治報告》附錄二之《環境關鍵績效指標匯報指引》計算。

2. 外購電力消耗及污水排放等廢棄物增加，主要由於報告期間部份新酒店、以及辦公樓、購物中心等商業租賃物業正式開業。

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

REPORT ON ENVIRONMENT ASPECT (CONTINUED)

Emissions (continued)

Disclosures of the Group's key performance indicators (KPI) in Aspect A1 of the ESG Reporting Guide are summarized as follows:

KPI A1.1 Types of emissions and emission data (if applicable) are set forth in the data summary above.

KPI A1.2 Total emission of greenhouse gases is set forth in the above paragraphs. Greenhouse gases (including sulfur dioxide and carbon monoxide) generated in the course of daily operations do not exceed the highest levels permitted by relevant laws.

KPI A1.3 The Group does not produce any hazardous waste during the course of its daily operations.

KPI A1.4 Total non-hazardous waste is set forth in the data summary above, which includes general office waste such as paper, construction waste and plastic, etc.

KPI A1.5 Measures to reduce emissions and results achieved can be referred to the above paragraphs.

KPI A1.6 Methods of treating waste and measures to reduce emissions are set forth in the paragraph headed Hazardous and Non-hazardous Waste Treatment above.

環境層面報告 (續)

排放物 (續)

本集團有關ESG指引中A1層面的關鍵績效指標之披露，現概述如下：

關鍵績效指標A1.1 排放物種類及排放物數據（如適用）已載列於以上數據摘要。

關鍵績效指標A1.2 溫室氣體總排放量已載列於上述各段。日常營運過程中產生的溫室氣體（包括二氧化硫及一氧化碳）均沒有超出相關法例許可的最高水平。

關鍵績效指標A1.3 本集團日常營運過程中並無產生有害廢棄物。

關鍵績效指標A1.4 無害廢棄物總量已載列於以上數據摘要，當中包括紙張等一般辦公室垃圾、建築廢料、塑膠等。

關鍵績效指標A1.5 減少排放物的措施及所取得的成效可參考上述各段。

關鍵績效指標A1.6 處理廢棄物的方法、減低產生量的措施已載列於以上有害及無害廢棄物處理段落。

Environmental, Social and Governance Report

環境、社會及管治報告

REPORT ON ENVIRONMENT ASPECT (CONTINUED)

Use of Resources

The Group is committed to reducing our carbon emissions, promoting green office and green operation, maximizing energy and water conservation in all our operations. Our relevant policies of green office include:

- adopting green technologies and constant upgrading of equipment to achieve a more efficient use of resources;
- using video and telephone conference system to reduce staff business trips;
- achieving electronic and paperless office to reduce paper consumption;
- choosing office supplies and furniture made from recyclable and renewable materials; and
- adopting LED lighting and power saving technologies.

環境層面報告 (續)

資源使用

本集團致力降低碳排放，推動綠色辦公及綠色運營，在各業務過程中節約能源及用水。我們的相關綠色辦公政策包括：

- 採用環保技術及持續升級設備，實現資源更有效利用；
- 利用視像及電話會議系統，減少員工出差次數；
- 實現電子化、無紙化辦公，減少用紙；
- 選用可循環再用及可再生物料製造的辦公室用品及傢具；及
- 採取LED照明及省電技術。

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

REPORT ON ENVIRONMENT ASPECT (CONTINUED)

Use of Resources (continued)

In addition, in order to achieve the goal of energy conservation and emission reduction and reduce greenhouse gas emissions caused by resource consumption, we actively promote the concept of “Save our energy in a low-carbon lifestyle” in relation to the management of hotels, shopping centres and other investment properties. A number of measures include:

- installing and using LED lighting and smart air conditioning systems;
- adopting intelligent inverter measures on all elevators to reduce energy consumption;
- adopting a low-temperature washing program and using less hazardous paint and cleaning products;
- making use of natural light to restrict the usage of air-conditioning and electricity;
- checking and maintaining facilities regularly to ensure highest energy efficiency;
- reducing the use of disposable tableware and daily necessities and the frequency of replacing daily necessities; and
- some hotels rely on environmental advantages, using water source heat pumps for cooling and heating.

We will continue to identify and address any potential environmental risk, and will promptly take measures to improve our level of energy consumption.

環境層面報告 (續)

資源使用 (續)

此外，為了實現節能減排的目標，減少因資源消耗而造成的溫室氣體排放，我們在管理旗下酒店、購物中心及其他投資物業方面，積極推廣「節能我行動、低碳新生活」的理念。多項措施包括：

- 安裝及使用LED照明及智能空調系統；
- 所有電梯採用智能變頻措施，降低能耗；
- 採取低溫洗滌計劃，以及使用較低害油漆及清潔用品；
- 借助天然光，限制開放空調及電力；
- 定期測試及維修設施運作，確保維持最佳效能狀態；
- 減少使用一次性餐具及日用品，以及減少日用品更換次數；及
- 部分酒店依靠環境優勢，採用水源熱泵進行制冷及採暖。

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。

Environmental, Social and Governance Report

環境、社會及管治報告

REPORT ON ENVIRONMENT ASPECT (CONTINUED)

Use of Resources (continued)

Summary of Resources Consumption Data:

環境層面報告 (續)

資源使用 (續)

資源消耗數據摘要：

Type of resources consumption 資源消耗種類	Unit 單位	Number 數量	
		2019 二零一九年	2018 二零一八年
Water 水	tonne 噸	167,222	102,076
Electricity 電力	kWh 千瓦時	21,026,217	12,432,876
Fuel (natural gas) – motor vehicle and other transportation vehicle 燃料 (天然氣) – 車輛及其他運輸工具	cubic meter 立方米	101,826	86,783
Fuel (including petroleum and gasoline) – equipment and machinery 燃料 (包括石油及汽油) – 裝備及機器	litre 公升	6,620	2,347
Paper 紙張	tonne 噸	13	13

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

REPORT ON ENVIRONMENT ASPECT (CONTINUED)

Use of Resources (continued)

Disclosures of the Group's KPIs in Aspect A2 of the ESG Reporting Guide are summarized as follows:

KPI A2.1 Direct and/or indirect energy consumption by type and intensity has been set forth in the data summary above.

KPI A2.2 Water consumption in total has been set forth in the data summary above.

KPI A2.3 Description of energy use efficiency initiatives has been set forth in the paragraphs above.

KPI A2.4 The Group does not have any issues in sourcing water that is fit for purpose, and believes that the water consumption is at a reasonable level. Water efficiency initiatives have been set forth in the paragraphs above.

KPI A2.5 The amounts of packaging materials (plastics and corrugated) used by the Group were approximately 0.32 tonnes and 1.25 tonnes, respectively, during the Reporting Period.

環境層面報告 (續)

資源使用 (續)

就本集團有關ESG指引中A2層面的關鍵績效指標之披露，現概述如下：

關鍵績效指標A2.1 按類型及密度劃分的直接及／或間接能源耗量已載列於以上數據摘要。

關鍵績效指標A2.2 總用水量已載列於以上數據摘要。

關鍵績效指標A2.3 能源使用效益計劃之相關描述已載列於以上段落。

關鍵績效指標A2.4 本集團就求取適用水源上沒有任何問題，並認為用水量處於合理水平。提升用水效益計劃已載列於以上段落。

關鍵績效指標A2.5 報告期間，本集團所使用之包裝材料（塑料及瓦楞）數量分別約0.32噸及1.25噸。

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

REPORT ON ENVIRONMENT ASPECT (CONTINUED)

The Environment and Natural Resources

We recognize the responsibility in minimizing the negative environmental impact of our business operations, supporting the construction of ecological civilization and creating an environment-friendly company. We will incorporate the concept of sustainable development into our long-term development strategy.

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 actively learn from experience to promote best green practices at construction sites, hotels, investment properties, and offices. 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 are adopted to better utilize natural resources and minimize environmental impacts.

In addition to strengthening environmental protection measures, we have also actively promoted employees' environmental awareness. For example, on the Arbor Day, we organized employees to go to the "Jia Run Mansion" project we managed to carry out tree planting activities, such as loosing soil, planting trees, and watering. We hope that by participating in the tree-planting activities in person, employees will enhance their awareness of afforestation and ecological environment protection.

Disclosures of the Group's KPIs in Aspect A3 of the ESG Reporting Guide are summarized as follows:

Description of the significant impacts of business activities on the environment and natural resources and the actions taken to manage them has been set forth in the paragraphs above.

環境層面報告 (續)

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，支持生態文明建設，打造環境友好型健康企業，我們將把可持續發展理念納入集團長遠發展策略。

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。

我們積極汲取經驗，於工地、酒店、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，以更好地使用天然資源及減少對環境的影響。

我們除了加強執行環保措施，亦積極提升員工的環保意識。例如於植樹節，我們內部組織員工前往旗下「嘉潤公館」項目進行鬆土、植樹、澆水，希望藉著員工親身參與植樹節活動，提高植樹造林和保護生態環境的意識。

就本集團有關ESG指引中A3層面的關鍵績效指標之披露，現概述如下：

描述業務活動對環境及天然資源的重大影響及已採取處理有關影響的行動已載列於以上段落。

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

REPORT ON SOCIAL ASPECT

Employment and Labour Practices

Summary of employment data:

社會層面報告

僱傭及勞工慣例

僱傭數據：

Employee statistics 僱員統計	Unit 單位	Number 數量	
		2019 二零一九年	2018 二零一八年
Total staff 員工總數	Person 人	1,763	1,399
By gender 按性別			
– Male – 男性	Percentage 百分比	52.6	55.0
– Female – 女性		47.4	45.0
By employment nature 按僱傭性質			
– Full-time permanent staff – 全職長期員工	Percentage 百分比	15.0	0.1
– Full-time contract staff – 全職合約員工		79.3	97.8
– Temporary/part-time staff – 臨時／兼職員工		5.7	2.1
By ranking 按職級			
– Administrative and managerial personnel – 行政管理人員	Percentage 百分比	25.4	34.2
– Other personnel – 其他員工		74.6	65.8
By age 按年齡			
– <30 years old – 30歲以下	Percentage 百分比	37.5	42.7
– 30-39 years old – 30-39歲		22.7	27.3
– 40-49 years old – 40-49歲		24.8	25.0
– 50-59 years old – 50-59歲		12.5	3.2
– >60 years old – 60歲或以上		2.5	1.8

Environmental, Social and Governance Report

環境、社會及管治報告

REPORT ON SOCIAL ASPECT (CONTINUED)

社會層面報告 (續)

Employment and Labour Practices (continued)

僱傭及勞工慣例 (續)

Employee statistics 僱員統計	Unit 單位	Number 數量	
		2019 二零一九年	2018 二零一八年
Average years of service 平均服務年期			
– Administrative and managerial personnel – 行政管理人員	Year 年	3.6	3.0
– Other personnel – 其他員工		2.1	2.0
Average years of service 平均服務年期			
– Male – 男性	Year 年	2.9	2.5
– Female – 女性		3.6	3.0
New employees 新聘員工			
– Male – 男性	Person 人	137	115
– Female – 女性		251	135
Employee turnover 流失員工			
– Male – 男性	Person 人	123	68
– Female – 女性		195	70

Environmental, Social and Governance Report

環境、社會及管治報告

REPORT ON SOCIAL ASPECT (CONTINUED)

Employment and Labour Practices (continued)

Employment

Employment policy

The Group has formulated and strictly implemented a sound and lawful human resources management system in accordance with the Labor Law of the People's Republic of China and the Employment Ordinance of Hong Kong. The management system covers the policies on compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination and other benefits and welfare.

The Group attracts qualified candidates through multiple channels and provides a platform and creates career development opportunities for various professionals and administrative personnel. We adhere to the principles of mutual respect, fairness and impartiality in recruitment, treat all candidates equally, and avoid any kind of discrimination based on gender, age, race, religion or other aspects. Regarding position creation, standard or flexible working hours are used based on different business models and job requirements to effectively protect employees.

In general, the Group provides a market-competitive remuneration system. Based on the nature of the job, market conditions, job performance and employees' career planning, the Group conducts strict performance appraisal, formulates the remuneration system, and strictly abides by the laws and regulations relating to the minimum wage and statutory benefits.

In addition, the Group complies with the relevant regulations of the state on working hours, rest periods, benefits and welfare of employees. We paid social insurance and housing fund for employees, and implemented national regulations on vacation as required, and paid out related benefits. We also provided front line staff with employers' liability insurance and relevant welfare policies such as housing allowances for employees based in other provinces.

During the Reporting Period, there was no incident of non-compliance with laws and regulations relating to employment that had a significant impact on the Group.

社會層面報告 (續)

僱傭及勞工慣例 (續)

僱傭

僱傭政策

本集團已根據《中華人民共和國勞動法》及香港《僱傭條例》，制定及嚴格執行健全、合法的人力資源管理制度。該制度覆蓋有關薪酬及解僱、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政策。

本集團通過多種渠道尋找多樣化的人才，為各種專業和管理類型的人員提供平台和創造職業發展機遇。我們對候選人一視同仁，秉承相互尊重、公平公正的原則，避免任何性別、年齡、種族、宗教或者其他任何方面的歧視。對於崗位的設定，本集團根據不同業務模式特點及崗位需要，靈活採用標準工時和不定時工作制，有效實施對員工的勞動保護。

一般而言，本集團提供具有市場競爭力的薪酬制度，根據崗位性質、市場狀況、工作表現及員工職業生涯規劃等，經過嚴格的績效考評，制定薪酬制度，嚴格遵守有關最低工資及法定福利的法律、法規。

此外，本集團在僱員的工作時數、假期、待遇、福利等方面，符合國家相關規定。為員工繳納社保、住房公積金，並按規定執行國家休假規定，發放相關福利。我們亦為一線員工提供僱主責任險，以及為外地員工提供房屋津貼等相關福利政策。

報告期間，本集團並無牽涉任何有關僱傭、且對本集團有重大影響的違法違規事件。

Environmental, Social and Governance Report

環境、社會及管治報告

REPORT ON SOCIAL ASPECT (CONTINUED)

Employment and Labour Practices (continued)

Employment (continued)

Harmony and communion

The Group advocates diverse development and actively creates a tolerant cultural atmosphere for the organization that provides equal opportunities for talents with different skills and knowledge aiming to attract members of different age, gender, culture, and ethnic groups and allow each member to display their full capabilities and advantages.

To ensure the diverse and balanced development of the Company, we strive to maintain the gender balance of employees. Our employment policy is fair and transparent. During the employment process, we comprehensively consider employees' work experience, skills and academic attainment, explore employees' personal potential and relevant outstanding qualities, and will not discriminate against employees on grounds of gender, age, religion, racial background, sexual orientation, marriage and family status, and disability.

Value the voices of employees

We attach great importance to employee communication, and will regularly hold birthday parties for employees, Mid-Autumn Day activities and annual dinner to enhance employee communication. We hope that through various employee activities, we can enable employees to celebrate holidays together after work, learn about the Company's development history and corporate culture, create a harmonious and friendly working atmosphere, and strengthen the cohesiveness among employees. Meanwhile, we hope that employees will actively communicate with us on work conditions, personal career goals, and even personal family and living conditions. The Group will provide supports to the employees in need under reasonable and feasible circumstances.

Dismissal policy

All employees have entered into employment contracts before assuming offices and have participated in training in the Company's rules and regulations to learn about the Group's dismissal provisions which comply with the requirements of the Labor Contract Law. Termination of employment relations for whatever reasons must be carried out by performing procedures under relevant provisions, including formal notification and approval, settlement of salary and benefits, and issuance of Certificate of Termination of Labor Contract, in order to avoid labour disputes arising from dismissal of employees. Where necessary, we will seek legal opinions of the legal department, the management and/or external parties.

社會層面報告 (續)

僱傭及勞工慣例 (續)

僱傭 (續)

和諧共融

本集團支持多元發展，積極形成包容的組織文化氛圍，為擁有不同技能、知識的人才提供平等機會，旨在吸引不同年齡、性別、文化、種族等各類群體成員的加入，充分發揮每個成員的能力和優勢。

為保證公司多元化平衡發展，我們儘力維持員工性別比例平衡。我們的招聘政策公平、透明。在招聘過程中，我們綜合考慮員工的工作經驗、技能、學術成績等，發掘員工的個人潛質及相關的優秀品質，不會因性別、年齡、宗教、種族背景、性取向、婚姻及家庭狀況、殘疾等歧視招聘過程。

重視員工心聲

我們重視員工溝通，定期舉辦員工生日會、中秋活動及年會，加強員工溝通交流。我們希望藉著各類員工活動，讓員工在工作之餘，一起慶祝假日，學習瞭解公司發展歷程及企業文化，製造和諧友善的工作氣氛，加強員工之間的凝聚力。同時，我們希望員工積極就工作情況、個人事業目標、甚至個人家庭和生活狀況與我們溝通，本集團會在合理、可行的情況下為有需要的員工提供支援。

解僱政策

所有員工在入職前已經簽訂僱傭合同，同時亦參加公司相關規章制度的培訓，了解本集團的解僱條文，而相關條文符合勞動合同法規定。不論因任何理由解除僱傭關係，均須履行相關條文項下的程序，包括正式通知及審批、工資福利結算、開具《解除勞動合同證明》等，避免因解僱員工而導致勞資糾紛事件發生。如有需要，我們會尋求法務部、管理層及／或外部法律意見。

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

REPORT ON SOCIAL ASPECT (CONTINUED)

Employment and Labour Practices (continued)

Employment (continued)

Dismissal policy (continued)

During the Reporting Period, the Group did not have any labor disputes arising from the cancellation of the contract. It is a normal practice for the Group to pay for claims and cancellation fees payable by the Company according to the national standards.

During the Reporting Period, the Group's staff turnover was in normal condition. The domestic real estate industry was highly competitive and the demand for talents increased. The Group will provide reasonable and competitive salary and employee benefits in response to employee performance and market conditions.

Health and Safety

Work safety

The Group attaches great importance to employees' occupational health and safety. Under the guidance of OHSAS18000 safety and hygiene management system requirements, the Group establishes the conditions for safety production and the requirements for protecting employees' occupational health, and records are made in relevant documents. The Group strictly monitors and manages health hazards in all working sites, designates specific personnel and positions to monitor the safety status of employees, popularizes health knowledge among the employees through multiple channels, launches safety and environmental training and emergency drills on a regular basis, and spares no efforts to guarantee the health and safety of its employees.

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.

社會層面報告 (續)

僱傭及勞工慣例 (續)

僱傭 (續)

解僱政策 (續)

本集團於報告期間未存在因解約而出現的勞資糾紛。對於國家規定的公司需支付的理賠和解約金，本集團均正常支付。

報告期內，本集團人員流失情況正常，國內房地產行業競爭激烈，人才需求上升，本集團會因應僱員情況及市場情況，提供合理且具競爭力的薪資和員工福利。

健康及安全

工作安全

本集團重視員工的職業健康及安全，以OHSAS18000安全及衛生管理體系要求，制訂安全生產條件及保障僱員職業健康的規定，並紀錄在相關文檔中，對所有工作場所的健康危害因素進行嚴格監控和管理，設置專人專崗，負責監控員工安全狀態，通過不同渠道在員工中普及健康知識，定期開展安全、環保培訓和應急演練，全力保障員工健康和 safety。

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

REPORT ON SOCIAL ASPECT (CONTINUED)

Employment and Labour Practices (continued)

Health and Safety (continued)

Work 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.

Health and wellness

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 safety incident or work injuries; or incidents relating to safe working environment and protecting employees from occupational hazards; or non-compliance with health and safety laws and regulations.

Development and Training

The Group fully understands that talents are the most important asset and competitive advantage for the sustainable development of the Company. Based on the demand for talents of our strategic development, we establish employee career development channels that specify the career development paths for employees and facilitate employees' capability improvement by providing comprehensive and multi-dimensional training programs. We established a stringent and comprehensive recruitment system, standards and procedures; and introduced competition mechanism, hoping to explore and cultivate professional talents. We provide path for staff to climb up the career ladder, and build a professional team by offering those staff positions requiring specific knowledge, skills or qualifications. This is particularly important to keep our Group's development sustainable.

社會層面報告 (續)

僱傭及勞工慣例 (續)

健康及安全 (續)

工作安全 (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。

身心健康

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。

報告期間，本集團沒有發生重大安全事故以及工傷；亦無任何有關安全工作環境及保障僱員避免職業性危害；且未有發現違反健康及安全法律及規例的情況。

發展及培訓

本集團深明人才為企業可持續發展最重要的資產和競爭優勢。我們根據戰略發展對人才的要求，搭建員工職業發展通道，明確員工的職業發展方向，透過提供全面、多方位的培訓計劃，引領員工能力提升。我們通過嚴格和完善的聘任制度、標準和程序，引入競爭機制，希望發掘和培養專業人才；並為員工提供晉升途徑，管理專業技術崗位及建設專業團隊，為本集團的持續發展，起了重要作用。

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

REPORT ON SOCIAL ASPECT (CONTINUED)

社會層面報告 (續)

Employment and Labour Practices (continued)

僱傭及勞工慣例 (續)

Development and Training (continued)

發展及培訓 (續)

During the Reporting Period, the Group's targeted training programs with core purposes of promoting the personal development and improving work skills of employees, include:

報告期間，本集團的針對性培訓計劃，以促進員工個人發展及提升工作技能為核心目的，包括：

Employees from the Finance Department 財務部員工	<ul style="list-style-type: none">• Zero-Risk Reporting Strategy for Final Tax Settlement under Golden Tax III Automatic Taxation Regulation 《金三自動化稅務監管下的匯算清繳零風險申報攻略》• Financial Elite Program 《英財計畫》• Tax Management 《稅務管理》• Duties and Working Handbook for Financial Employees 《財務崗位職責及工作手冊》• NC Financial Operation Handbook 《NC財務操作手冊》• Real Estate Enterprise Tax Planning and Latest Tax Hotspot Analysis 《房地產企業納稅籌劃與最新稅收熱點解析》
Employees from the Audit Department 審計部員工	<ul style="list-style-type: none">• Internal Control and Enterprise Risk Management 《內部控制與企業風險管理》• Fraud Audit Method and Case Analysis Training 《舞弊審計方法及案例分析培訓》
Employees from the Legal Department 法務部員工	<ul style="list-style-type: none">• Legal Risk Prevention 《法律風險防範》
Employees from Engineering Department 工程部員工	<ul style="list-style-type: none">• Foundation Laying Activities – Team Building and Opening Ceremony 《鑄基行動-團隊建設暨開班儀式》• Real Estate Engineering Management and Cross-Sector Collaboration 《房地產工程管理和跨界協同》• Sand Table Exercise for Real Estate Project Interspersed Construction 《地產工程項目穿插施工沙盤演練》
Employees from Sales & Marketing Department 營銷部員工	<ul style="list-style-type: none">• Sales Training in Bargaining for Success in Real Estate 《房地產殺客致勝銷售培訓》

Environmental, Social and Governance Report

環境、社會及管治報告

REPORT ON SOCIAL ASPECT (CONTINUED)

社會層面報告 (續)

Employment and Labour Practices (continued)

僱傭及勞工慣例 (續)

Development and Training (continued)

發展及培訓 (續)

Employees from Cost Department 成本部員工	<ul style="list-style-type: none">• Youyu Supply Chain Cooperation & Innovation Conference 《優寓供應鏈合作創新大會》
Employees from Human Resources Department 人事部員工	<ul style="list-style-type: none">• New Rules for Employee Relation Management and Practices for Handling Typical Labor Disputes 《員工關係管理新規及典型勞動爭議處理實務》• China Hangzhou International Human Resources Summit 《中國杭州國際人力資源峰會》• 2019 Recruitment and Talent Selection Forum 《2019招聘與選才論壇》
Senior management 高層管理人員	<ul style="list-style-type: none">• How to Manage Cooperation Projects? — Top-Level Design under the Cooperation Model and Key Points of the Whole Process Control 《如何管好合作項目？—合作模式頂層設計與全過程管控要點》

We will conduct internal opinion survey on the effects and employee engagement of training and adjust future training programs based on the results.

我們會就培訓效用及員工參與度進行內部意見調查，因應結果調整未來培訓計劃。

In addition, as leadership is the core driver propelling the development of the Group, we aimed to place the right talents at leading positions. Through the leadership development program, we enable leader talents to achieve the improvement of personal, team, and organizational leadership, thereby driving the development of the teams. To enhance our competitiveness, we source experts from benchmark companies to share their practical experience with the expectation that employees at the supervisor level and other employees can identify our short-comings or offer solutions to issues by comparing and analyzing through learning. The Group attaches great importance to the protection of employees' rights and interests, and carries out human resource management in strict accordance with applicable laws and regulations, providing equitable and just platforms that inspire excellent achievements and allow employees to give full play to their talents.

此外，領導力是帶動本集團發展的核心動力，將合適的人才放在恰當的領導崗位。通過領導力發展計畫，使領導人才達成個人、團隊和組織領導力提升的目標，帶動團隊發展。為提升競爭力，我們會尋找標桿企業的專家進行實戰經驗分享，希望主管級員工及其他同事能通過學習進行對比分析，指出我們自身不足或是提供問題解決方案。本集團高度重視員工權益保障，嚴守國家相關法律法規開展人力資源管理工作，以平等、公正且激勵的卓越工作成就的平台，為員工充分發揮才幹提供有力支持。

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

REPORT ON SOCIAL ASPECT (CONTINUED)

社會層面報告 (續)

Employment and Labour Practices (continued)

僱傭及勞工慣例 (續)

Development and Training (continued)

發展及培訓 (續)

Training statistics:

培訓統計：

	Unit 單位	Number 數量	
		2019 二零一九年	2018 二零一八年
Total number of employees receiving training 參與培訓員工總數	Person 人	1,456	1,203
Proportion of employees receiving training to total number of employees 參與培訓員工佔員工總數比例	Percentage 百分比	82.6	86.0
Total training hours 總培訓時數			
By gender 按性別			
– Male – 男性	Hour 小時	25,178	28,453
– Female – 女性		24,814	21,889
Average training hours 平均培訓時數			
By gender 按性別			
– Male – 男性	Average training hours 平均培訓時數	38	37
– Female – 女性		37	35
Total training hours 總培訓時數			
By rank 按職級			
– Administrative and managerial personnel – 行政管理人員	Total training hours 總培訓時數	24,231	22,654
– Other personnel – 其他員工		31,288	27,688
Average training hours 平均培訓時數			
By rank 按職級			
– Administrative and managerial personnel – 行政管理人員	Average training hours 平均培訓時數	45	47
– Other personnel – 其他員工		38	30

Environmental, Social and Governance Report

環境、社會及管治報告

REPORT ON SOCIAL ASPECT (CONTINUED)

Employment and Labour Practices (continued)

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 accordance with the policies of the Group relating to child and forced labour prevention, the Group is committed to protecting human rights and prohibits using forced labour and child labour in our business operations. We have carried out a series of measures to strictly control the employment risks. We strictly conduct background checks on employees before hiring, require employees to provide relevant documents at the time of entry, and strictly review the employee's diploma, ID card and other documents during the registration process. All suppliers, contractors and partners are required to comply with our zero tolerance approach to the employment of forced labor and child labor, so as to avoid direct or indirect infringement of human rights. If any violations are found, the management will be severely punished.

The Group also strengthens the education of employees on workplace bullying and harassment, and encourages employees who encountered problems to report to department heads or the human resources department in a timely manner in accordance with the Company's system and regulations. The Group is committed to protecting employees and providing them with a respectful workplace.

During the Reporting Period, the Group had no child labour or forced labour, nor any case of discrimination relating to ethnic group, religion, age and disability.

社會層面報告 (續)

僱傭及勞工慣例 (續)

勞工準則

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。我們開展了一系列措施嚴控僱傭風險，我們嚴格對員工進行僱傭前的背景調查，要求員工在辦理入職手續時提供相關證件，並在登記過程中嚴格審核員工畢業證、身份證等證件。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。如發現任何違規情況，管理人員將接受嚴厲懲罰。

本集團亦加強教育員工有關職場欺凌及騷擾行為，鼓勵遇到問題的員工根據公司制度規定及時向部門主管或人事部門反映。本集團致力保障員工，並為他們提供受尊重的工作環境。

報告期間，本集團並無童工或強制勞工，亦無任何涉及種族、宗教、年齡、殘疾等歧視案件。

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

REPORT ON SOCIAL ASPECT (CONTINUED)

Operating Practices

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 had cooperation with about 850 suppliers mainly from the PRC. The Group's suppliers mainly comprise construction material suppliers, construction contractors, sub-contractors, and suppliers of various types of facilities and equipment. We are dedicated to maintaining long-term, stable and strategic cooperative relationships with leading suppliers. These suppliers have years of cooperation with the Group by offering products and services according to the stringent procurement tendering procedures of the Company, and meeting our project requirements for costs, project experience and relevant qualifications.

Procurement and Supplier Assessment

The Group's procurement policy is based on equality and win-win, with an aim to achieve common development with suppliers. For supply chain system management, we have strict specifications and multiple channels for employees, suppliers, customers and those related to our business to report any violations of laws and regulations. During the Reporting Period, the Group did not receive any relevant serious violation reports.

After the suppliers provide 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, and replace the suppliers with other suppliers (if necessary). 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.

社會層面報告 (續)

營運慣例

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850家供應商合作，這些供應商主要來自中國。本集團的供應商主要包括建築材料供應商、建築承建商、分包商以及提供各類型設施和設備的供應商等。當中，我們堅持與有實力的供應商建立長期、穩定的戰略合作關係；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

本集團的採購政策建基於平等、雙贏，務求實現與供應商共同發展。對於供應鏈系統管理，我們設有嚴謹的規範，設有多個管道，讓員工、供應商、客戶和與我們業務有關的人士舉報任何利用職務違法、違規的行為。於報告期內，本集團並無收到任何有關的嚴重違規報告。

在供應商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，如有需要，以其他供應商取代。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。

Environmental, Social and Governance Report

環境、社會及管治報告

REPORT ON SOCIAL ASPECT (CONTINUED)

Operating Practices (continued)

Supply Chain Management (continued)

Environmental protection

The Group cares about nature and not only actively carries out energy conservation and emission reduction during daily operation, but also strives to strengthen environmental management with partners. We reduce our carbon footprint through various policies, measures and actions, and communicate environmental messages to our business partners so as to develop relevant environmental protection measures or standards with them. In addition, the Group clearly sets out the environmental protection requirements for project construction, raw materials and equipment in relevant provisions such as contracts and supplier guidelines.

Product Responsibility

Product quality and customer communication

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

- Development and sales of certain commercial properties to buyers;
- 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;
- Leasing hotels to tenants (hotel operators) and provision of hotel management services;

社會層面報告 (續)

營運慣例 (續)

供應鏈管理 (續)

環境保護

本集團關愛大自然，不但積極從日常業務過程中做好節能減排，更致力與合作夥伴共同加強環保管理。我們透過各種政策、措施和行動，減少我們的碳足跡，並將環保訊息傳達予業務夥伴，與他們制訂相關環保措施或標準。此外，本集團在合約及供應商指引等相關條文中清晰列出對項目施工、原材料、設備的環保要求。

產品責任

產品質量及客戶溝通

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：

- 開發並出售若干商用物業予買家；
- 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、建立商場的形象、舉辦營銷活動及監督整體營運；
- 向租戶（酒店營運商）租出酒店並提供酒店管理服務；

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

REPORT ON SOCIAL ASPECT (CONTINUED)

Operating Practices (continued)

Product Responsibility (continued)

Product quality and customer communication (continued)

- Provision of serviced apartment management services to serviced apartment tenants/buyers (including housekeeping, cleaning and concierge services); and
- Leasing hotel rooms to tenants (hotel guests) and provision of general hotel services.

Please refer to the sections headed “Investment Properties” on page 14 and “Major Properties Held for Development and/or Sale” on page 15 of the 2019 Annual Report published on 27 April 2020 for the information on various types of commercial properties operated or developed by the Group.

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 the quality control measures of the Company.

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 while advocating environmental protection and emission reduction in order to create comfortable living experience for guests.

社會層面報告 (續)

營運慣例 (續)

產品責任 (續)

產品質量及客戶溝通 (續)

- 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
- 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，請參閱於二零二零年四月二十七日刊發之《二零一九年年報》第14頁的《投資物業》及第15頁的《持作發展及／或銷售的主要物業》章節。

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。

Environmental, Social and Governance Report

環境、社會及管治報告

REPORT ON SOCIAL ASPECT (CONTINUED)

Operating Practices (continued)

Product Responsibility (continued)

Privacy policy and intellectual property

During our operation, we have access to the information on personal or corporate property buyers 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. The principles and objectives of the collection, retention, processing and use of relevant personal or corporate information are clearly stated.

In general, intellectual property rights are not material to the Group's operations. The Group does not involve significant use of third-party intellectual property technologies in its daily operations, but the Group still ensures that intellectual property rights are respected.

Publicity and labelling

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 labelling 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.

During the Reporting Period, the Group has complied with all laws and regulations that have a significant impact on the Group relating to health and safety, advertising, labelling and privacy matters relating to products and services provided. The Group has not been complained or compensated for such matters.

社會層面報告 (續)

營運慣例 (續)

產品責任 (續)

私隱政策及知識產權

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物業買家的資料。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。相關個人或企業資料的收集、保存、處理及使用原則及目的均會清晰闡述。

一般情況下，知識產權對本集團的營運而言並非重要範疇。本集團在日常營運過程中並無涉及大量使用第三方知識產權技術等情況，但本集團仍會確保知識產權獲得尊重。

宣傳及標籤

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，從以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。

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，亦未有就此等事宜被投訴或出現賠償情況。

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

REPORT ON SOCIAL ASPECT (CONTINUED)

Operating Practices (continued)

Anti-corruption

Anti-corruption policy

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 and promotes sustainable development.

The Group has formulated the integrity convention and 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 anticorruption awareness, ensure all employees to comply with regulations of mainland China and Hong Kong and possess good professional conducts.

For supply chain, as mentioned in the paragraph headed “Supply Chain Management” above, the Group strictly implements the supplier selection system which mainly considers factors such as capability and track record. 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.

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. At the same time, due to the large amounts of funds involved in real estate sales, the Group will also conduct due diligence as appropriate. If there is any doubt as to the source of funds of a customer, the Group will terminate the negotiation of all sales activities for such customer and will never assist and participate in any form of money laundering.

社會層面報告 (續)

營運慣例 (續)

反貪污

反貪污政策

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及反貪腐機制，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中國大陸及香港法規，並擁有良好的專業操守。

供應鏈方面，誠如上述《供應鏈管理》段落，本集團嚴格執行供應商甄選制度，以能力、往績經驗等因素為主要考慮。我們委派監督人員檢查各項目執行過程，亦鼓勵員工投訴及舉報不合規事宜，防止任何形式的利益輸送。

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。同時，由於房地產銷售涉及大額資金往來，本集團亦會適當地進行盡職審查，如對客戶資金來源有所懷疑，本集團會終止洽談等一切針對該客戶的銷售活動，絕不協助及參與任何方式的洗黑錢行為。

Environmental, Social and Governance Report

環境、社會及管治報告

REPORT ON SOCIAL ASPECT (CONTINUED)

Operating Practices (continued)

Anti-corruption (continued)

Anti-corruption policy (continued)

As a listed company, in addition to business operation, the Group will also establish a sound risk management and internal control system for the capital market and strictly comply with the Listing Rules to ensure that all capital market activities are in compliance with laws and regulations. In addition to establishing the Audit Committee and the Remuneration Committee in accordance with the Listing Rules and relevant guidelines, appointing external auditors to conduct audit work and disclosing the Company's information through annual reports, interim reports and announcements to ensure transparency.

The Group also continues to improve its corporate governance mechanism by actively communicating with the investment sector (including shareholders, investors and analysts) and professional parties, interacting and communicating with investors, shareholders and relevant stakeholders through activities such as results meetings, and providing information and training relating to the Listing Rules and corporate governance to directors, senior management and company secretary.

Whistle-blowing policy

The Group has established relevant whistle-blowing policies for anti-corruption within the Group to encourage employees, partners and other stakeholders to report violations. The Group undertakes to keep the identity of the whistle-blower confidential and has set up a team led by the relevant department heads or senior management to conduct internal investigation. In addition to submitting relevant information and evidence to the law enforcement authorities for assistance in the investigation, the Group will also take appropriate penalties and hold losses according to the investigation results, and improve the internal anti-corruption mechanism where necessary to plug the loopholes.

During the Reporting Period, the Group has complied with relevant laws and regulations that have a significant impact on the Group relating to bribery, extortion, fraud and money laundering and did not identify any incident of corruption or fraud. The Group and our employees did not involve in any litigation cases of corruptions. The Group will regularly review the implementation of relevant systems and, where necessary, invest more resource to improve the systems.

社會層面報告 (續)

營運慣例 (續)

反貪污 (續)

反貪污政策 (續)

本集團作為上市公司，在業務經營層面之餘，亦會針對資本市場建立完善的風險管理及內部監控系統，嚴格遵守上市條例，確保一切資本市場行為合規合法。本集團除了根據上市規則及相關指引成立審核委員會及薪酬委員會等委員會、委任外聘核數師進行審計工作，透過年報、中期報告及公告等形式披露公司資訊，做到訊息透明。

本集團亦積極與投資界（包括股東、投資者及分析員等）及專業人士溝通，透過業績會等活動與投資者、股東及相關持份者互動交流，以及為董事、高級管理層及公司秘書提供有關上市條例及企業管治的資訊及培訓，藉以持續完善企業管治機制。

舉報政策

本集團內部已就反貪污制訂相關的舉報政策，鼓勵員工、合作夥伴及其他持份者舉報違規事項。本集團承諾將舉報人身份保密，並成立由相關部門主管或高級管理層領導的小組進行內部調查，除了將有關資料及證據提交執法機關以協助調查，亦會根據調查結果採取適當處分及追究損失，以及在需要情況下完善內部反貪污機制，以堵塞漏洞。

報告期間，本集團已遵守有關賄賂、勒索、欺詐及洗黑錢、且對本集團有重大影響的法律及法規；亦未發現任何貪污或詐騙事件，以及並無涉及指控本集團或本集團員工貪污的訴訟案件。本集團會定期檢視有關制度的實行情況，如有需要，投放更多資源以完善機制。

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

REPORT ON SOCIAL ASPECT (CONTINUED)

Community

Community Investment

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

The Group actively participates in social welfare activities and established Zhong An Charity Foundation (“Zhong An Charity”) to carry out charity activities. During the Reporting Period, the Group and Zhong An Charity jointly launched a charity auction. All the proceeds from the auction were donated to Zhong An Charity, which was used as the project fund of “Hua Rui Program – Support for Left-behind Children” to show caring and warmth to those children from multiple aspects such as economy, living and mind.



社會層面報告 (續)

社區

社區投資

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。

本集團積極參與社會公益活動，並成立眾安慈善基金會（「眾安慈善」），開展公益慈善事業。報告期間，本集團聯同眾安慈善共同發起慈善拍賣活動，拍賣所得的善款全數捐贈眾安慈善，用作「花蕊計劃—留守兒童幫扶」項目基金，以從經濟、生活、心靈等多重層面為留守兒童送去關懷和溫暖。



In response to the COVID-19 pandemic, the Group established the COVID-19 Prevention and Control Special Fund of RMB10,000,000 with Zhong An Charity on 28 January 2020 to support the prevention and control of the COVID-19 pandemic in Hubei, Zhejiang and other regions across the country. The fund purchases and provides medical supplies such as masks and protective clothing according to the actual needs of the pandemic-stricken areas, and provides necessary assistance to medical personnel and other related workers who are working in frontline to fight against the pandemic.

面對COVID-19疫情，本集團於二零二零年一月二十八日，與眾安慈善設立人民幣1,000萬元的COVID-19防控專項基金，用於支援湖北、浙江等全國COVID-19疫情嚴重地區的疫情防控工作。基金根據疫情嚴重地區的實際需要，購買和提供口罩、防護衣等醫療物資，為奮戰在一線抗擊疫情的醫護人員和其他相關工作者提供必要的幫助。

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

REPORT ON SOCIAL ASPECT (CONTINUED)

Community (continued)

Community Investment (continued)

社會層面報告 (續)

社區 (續)

社區投資 (續)



The Group and Zhong An Charity will continue to proactively explore 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.

本集團與眾安慈善會繼續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

THE STOCK EXCHANGE OF HONG KONG LIMITED'S ESG REPORTING GUIDE INDEX

香港聯合交易所有限公司《環境、社會及管治報告指引》索引

Subject area	Contents	Section in this ESG Report
主要範疇	內容	本ESG報告章節
A. Environmental		
環境		
A1 Emissions		
排放物		
General Disclosure 一般披露	Information on the policies and 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政策及遵守對發行人有重大影響的相關法律及規例的資料。	Environmental – Emissions 環保－排放物
A2 Use of Resources		
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。	Environmental – Use of Resources 環保－資源使用
A3 The Environment and Natural Resources		
環境及天然資源		
General Disclosure 一般披露	Policies on minimizing the issuer's significant impact 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。	Environmental – The Environment and Natural Resources 環保－環境及天然資源

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Subject area	Contents	Section in this ESG Report
主要範疇	內容	本ESG報告章節
B. Social Aspects		
社會範疇		
<i>Employment and Labour Practices</i>		
僱傭及勞工常規		
B1 Employment		
僱傭		
General Disclosure 一般披露	Information on the policies and 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政策；及遵守對發行人有重大影響的相關法律及規例的資料。	Employment and Labour Practices – Employment 僱傭及勞工常規 – 僱傭
B2 Health and Safety		
健康與安全		
General Disclosure 一般披露	Information on the policies and 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政策；及遵守對發行人有重大影響的相關法律及規例的資料。	Employment and Labour Practices – Health and Safety 僱傭及勞工常規 – 健康與安全
B3 Development and Training		
發展及培訓		
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work and 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及描述培訓活動。	Employment and Labour Practices – Development and Training 僱傭及勞工常規 – 發展及培訓
B4 Labour Standards		
勞工準則		
General Disclosure 一般披露	Information on the policies and 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政策；及遵守對發行人有重大影響的相關法律及規例的資料。	Employment and Labour Practices – Labour Standards 僱傭及勞工常規 – 勞工準則

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Subject area	Contents	Section in this ESG Report
主要範疇	內容	本ESG報告章節
<i>Operating Practices</i> 營運慣例		
B5 Supply Chain Management 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。	Operating Practices – Supply Chain Management 營運慣例－供應鏈管理
B6 Product Responsibility 產品責任		
General Disclosure 一般披露	Information on the policies and 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政策；及遵守對發行人有重大影響的相關法律及規例的資料。	Operating Practices – Product Responsibility 營運慣例－產品責任
B7 Anti-corruption 反貪污		
General Disclosure 一般披露	Information on the policies and 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、欺詐及洗黑錢的政策；及遵守對發行人有重大影響的相關法律及規例的資料。	Operating Practices – Anti-corruption 營運慣例－反貪污
<i>Community</i> 社區		
B8 Community Investment 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 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。	Community – Community Investment 社區－社區投資

