



# 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



## 2020

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”; or together with its subsidiaries collectively referred to as the “Group”, “we” or “us”) is 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.

The Group was listed on the Main Board (the “Main Board”) of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) on 13 July 2014. 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.

### Sustainable Development Philosophy

As a responsible commercial property developer and operator, the Group has been adhering to and promoting its sustainable development philosophy since its establishment. While it actively promotes business growth, it is also necessary to balance 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.

### 關於本集團

中國新城市商業發展有限公司（「本公司」；或與其附屬公司統稱為「本集團」、「我們」）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台業務，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，一直以「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。

### 可持續發展理念

作為一家負責任的商用物業發展商及營運商，本集團自成立以來一直堅持及推動其可持續發展理念。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。

## ABOUT THIS REPORT

### Reporting Standard

This Environmental, Social and Governance Report (the “Report” or the “ESG Report”) discloses the Group’s approach, strategies, objectives and overall performance in environmental, social and governance areas. This ESG Report is published in accordance with the “Environmental, Social and Governance Reporting Guide” (the “ESG Guide”) as set out in Appendix 27 to the Listing Rules on the Main Board of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) and its “comply or explain” provisions.

### Reporting Period and Scope

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, this 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).

Unless otherwise stated, this Report covers the overall performance, risks, strategies, measures and commitments of the above businesses of the Group in four aspects, namely, working environment quality, environmental protection, operating practices and community involvement for the year ended 31 December 2020 (the “Reporting Period”). All data in this ESG Report is derived from official documents or internal statistical records of the Group.

## 關於本報告

### 報告標準

本環境、社會及管治報告（「本報告」或「ESG報告」）披露本集團在環境、社會及管治範疇上的方針、策略、目標及整體表現。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」）及其「不遵守就解釋」條文而發表。

### 報告期間及範疇

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）。

除另有說明者外，本報告涵蓋本集團上述業務於截至二零二零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。本ESG報告中所有資料來自本集團的正式文件或統計報告。

## ABOUT THIS REPORT (CONTINUED)

### Reporting Principles

According to the Environmental, Social and Governance Reporting Guide, this Report takes the following four principles as the reporting basis:

## 關於本報告 (續)

### 匯報原則

根據《環境、社會及管治報告指引》，本報告以下列四大原則作為匯報基礎：

<b>Principle</b> 原則	<b>Application by the Group</b> 本集團之應用
Materiality 重要性	The Group has identified and reported material environmental, social and governance issues by considering its business nature, development direction and communication with stakeholders. 本集團通過考慮其業務性質、發展方向，及與持份者溝通，已識別和匯報於重要的環境、社會及管治議題。
Quantification 量化	The Group monitors and assesses the progress of the implementation of environmental and social responsibility measures by collecting data on environmental and social key performance indicators. 本集團通過收集環境及社會關鍵績效指標數據，從而監察、評估執行環境及社會責任措施的進度。
Balance 平衡	The Group reports the environmental, social and governance performance in a comprehensive and objective manner in the Report. 本集團在報告中全面及客觀匯報環境、社會及管治表現。
Consistency 一致性	Unless otherwise stated, the measurement and statistical methods used by the Group in the preparation of this Report are consistent with those used in previous years, so as to compare the data of the current year with historical data. 除非另有說明，本集團編製本報告時採用的測量及數據統計方法與往年一致，從而比較本年度及過往數據。



## ABOUT THIS REPORT (CONTINUED)

### STAKEHOLDER ENGAGEMENT

The Group values the communication with stakeholders and updates internal policies of the Group, such as operation status, business and personnel, to internal and external stakeholders and collects their opinions through the following channels. In order to balance the interests of all parties and meet the expectations and demands of stakeholders, the Group also carefully considers the opinions of different stakeholders and integrates them into daily operational decisions.

## 關於本報告 (續)

### 持份者參與

本集團重視與持份者的溝通，通過下列渠道向內部及外部持份者更新本集團的經營狀況、業務及人事等內部政策，及收集他們的意見。為了盡力平衡各方權益及滿足持份者的期望與訴求，本集團亦仔細考慮不同持份者的意見，並將其融入日常營運決策當中。

Stakeholders 持份者	Communication channels 溝通渠道	Our undertakings 我們的承諾
Investors and Shareholders 投資者及股東	General meetings Annual reports, financial reports and announcements Website 股東大會 年報、財務報告及公告 網站	Continuously improve corporate governance and risk control standards, as well as operating efficiency and results, so as to promote corporate values to generate long term and stable returns for investors and shareholders of the Company. 持續改善企業管治及風險控制水平、以及經營效率和業績，從而提升公司價值，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	Website, social media Public activities Customer survey, customer service hotline 網站、社交媒體 公開活動 客戶調查、客戶服務熱線	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. 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。
Staff 員工	Meetings Training and performance appraisal Annual meeting and staff activities 會議 培訓、績效考核 年會、員工活動	Provide a safe and respectful working environment, fair promotion opportunities, sound training system and healthy career development for all employees. 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、健康的職業發展予全體員工。

## ABOUT THIS REPORT (CONTINUED)

## 關於本報告 (續)

### STAKEHOLDER ENGAGEMENT (continued)

### 持份者參與 (續)

Stakeholders 持份者	Communication channels 溝通渠道	Our undertakings 我們的承諾
Government and regulatory agencies 政府及監管機構	Meetings Qualification assessment 會議 資質評核	Comply with all applicable laws and regulations and formulate appropriate development strategies in support of national policies and guidelines. 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。
Suppliers and partners 供應商及合作夥伴	Site visits Annual review Meetings 實地考察 年度評審 會議	Adopt a compliant procurement policy to provide fair and reasonable conditions and benefits, so as to establish a long-term close and win-win cooperation relationship with partners and suppliers. 採用合規的採購政策，給予公平、合理的條件及待遇，與合作夥伴及供應商締結長遠而緊密、雙贏的合作關係。
The general public 社會公眾	Press releases Website Public activities 新聞稿 網站 公開活動	Fulfil corporate social responsibility, uphold the principle of “Benefiting from society, giving back to society”, and contribute to the community and promote environmental conservation through various charitable and environmental protection activities. 履行企業社會責任，秉持「取之社會，用之社會」的原則，透過不同公益及環保活動，回饋社區及宣揚環境保育。

## ABOUT THIS REPORT (CONTINUED)

### Importance Assessment

The Group's management and employees were involved in the preparation of this Report. Relevant disclosures are made by considering the Group's business nature, development direction and identifying the issues of concern on environmental, social, operational practices and governance aspects of different stakeholders groups, and assessing the importance of these issues.

### Feedback

The Group values the opinions of stakeholders. If you wish to express your opinion on the Group's environmental, social and governance approach and performance, please feel free to contact the Group through the following channels:

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](mailto:cnc_ir@chinanewcity.com.cn)

## 關於本報告 (續)

### 重要性評估

本集團的管理層及僱員參與編製本報告，通過考慮其業務性質、發展方向，及識別不同持份者組別對環境、社會、營運慣例及管治層面所關注的議題，在評估該等議題的重要性後，作出相關披露。

### 意見反饋

本集團十分重視持份者的意見。如閣下對本集團的環境、社會及管治方針與表現發表意見，歡迎透過以下渠道與本集團聯繫：

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](mailto:cnc_ir@chinanewcity.com.cn)

## A. REPORT ON ENVIRONMENT ASPECT

### Emissions

The Group has years of extensive experience in commercial property development and management. In the real estate industry relating to project construction, commercial operation and other business activities, we always follow the following four development concepts to reduce the impact on the environment:

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 has been paying close attention to and strictly abiding by the environmental and energy conservation laws and regulations of the PRC, including but not limited to:

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》

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》

## A. 環境層面報告

### 排放物

本集團在商用物業開發及管理上已有多年的豐富經驗。在房地產行業有關項目施工、商業運營等業務活動上，我們始終遵循下列四大發展理念，減少對環境所產生的影響：

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。

本集團一直以來密切留意並嚴格遵守國家的環境節能法律法規，包括但不限於：



## A. REPORT ON ENVIRONMENT ASPECT (CONTINUED)

### Emissions (continued)

In addition, the Group also develops strict internal policies on environmental protection according to the relevant 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.

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 and have formulate various corresponding measures and objectives in shopping centers, shopping malls and offices to raise employees’ resource conservation awareness, so as to reduce energy waste effectively:

- 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.

Moreover, we have also 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.

## A. 環境層面報告 (續)

### 排放物 (續)

此外，本集團亦嚴格根據國務院發佈的《「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》等相關溫室氣體減排要求，制訂內部環保政策。

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，並在各購物中心、商場及辦公室均制定相應的措施及目標，務求提高每位員工的節約資源的意識，從而有效減少能源浪費：

- 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；及
- 加強可循環資源的利用。

除此之外，我們更成立了專案小組，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。

本集團於報告期間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。

## A. REPORT ON ENVIRONMENT ASPECT (CONTINUED)

### Air pollution, exhaust gas and greenhouse gas emissions, dust

Greenhouse gas, waste gas emissions, dust and suspended particulates are air pollutants generated during the property development process. Therefore, air pollution control has become one of the Group's key concerns in business activities.

The Group engages construction contractors with good environmental protection and safety track records and closely monitors its projects at every stage in order to ensure the compliance with relevant laws and regulations on environmental protection and safety.

Contract execution

Require the project contractor to 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.

合約簽訂

要求工程承包商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。

Construction period

Require the project contractor to use construction machinery that meets the requirements of the government on environmental protection and energy efficiency, using ultralow-sulphur diesel that is environmentally 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.

工程期間

要求工程承包商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。

Acceptance phase

Establish and strictly implement the project acceptance procedures and require the project contractor to take remedial actions timely in case of any negligence or violation.

驗收階段

制定及嚴格執行工程驗收程序，並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。

## A. 環境層面報告 (續)

### 空氣污染、廢氣及溫室氣體排放、揚塵

溫室氣體、廢氣排放、揚塵及懸浮粒子等是在物業開發過程所產生的空氣污染。因此，管控空氣污染成為了本集團在業務活動中重點關注之一。

本集團委聘環保及安全紀錄良好的工程承包商，並密切監控項目的各個階段，確保符合有關環保及安全的法律及法規：

## A. REPORT ON ENVIRONMENT ASPECT (CONTINUED)

### Air pollution, exhaust gas and greenhouse gas emissions, dust (continued)

The Group has also taken relevant measures to reduce indirect greenhouse gas emissions caused by the consumption of fuel and water resources in commercial properties such as hotels and office buildings, including but not limited to:

- the adoption and installation of environmentally-friendly lighting systems;
- selection of electrical appliances and equipment with higher energy efficiency; and
- 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.

The Group will also review the implementation effectiveness of such measures regularly and make relevant adjustments.

### Hazardous and non-hazardous waste treatment

Commodity packaging materials, kitchen waste, unsalable goods and daily office waste are the wastes generated during the daily operations of the Group. In compliance with A1.6 of the ESG Guide, we categorize those wastes as recyclable and non-recyclable, and implement relevant treatment measures based on their categories. Recyclable waste, such as used newspapers, magazines, paper, glass, metal, plastics is stored centrally at the collection point and disposed of by a qualified recycler regularly and irregularly; and reusable and unsalable goods are handed over to civil society for transferring to those in need.

## A. 環境層面報告 (續)

### 空氣污染、廢氣及溫室氣體排放、揚塵 (續)

本集團亦採取相應措施減低酒店、辦公大廈等商用物業內燃料及水等資源消耗所造成的間接溫室氣體排放，包括但不限於：

- 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；及
- 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。

本集團亦會定期檢視有關措施的實行成效，並作出相關調整。

### 有害及無害廢棄物處理

商品包裝物料、廚餘、滯銷商品和辦公室日常廢物為本集團在日常運營中的廢物。我們符合環境、社會及管治指引第A1.6，將其分為可回收和不可回收兩類，並針對其類別，實行相應的處理措施。廢舊報紙、雜誌、紙張、玻璃、金屬、塑料等可回收垃圾集中存放於收集站，由有資質的回收商定期與不定期處理；而可再用的滯銷商品會交由民間團體轉贈有需要的人士。

## A. REPORT ON ENVIRONMENT ASPECT (CONTINUED)

### Hazardous and non-hazardous waste treatment (continued)

Meanwhile, we also implement the waste management system, which provides adequate guidelines for solid waste disposal:

- 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; and 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; and
- The garbage in the garbage room is treated by dryness and wetness, classified and stored separately; and 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.

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 have implemented a series of measures to reduce waste generation. For example, they 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.

During the Reporting Period, the Group did not produce any hazardous waste.

## A. 環境層面報告 (續)

### 有害及無害廢棄物處理 (續)

我們同時亦實施垃圾管理制度，提供足夠的固體廢棄物處理指引：

- 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；以及
- 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。

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》，制定了一系列措施減少廢棄物的製造。例如，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。

於報告期內，本集團沒有產生任何有害廢物。

## A. REPORT ON ENVIRONMENT ASPECT (CONTINUED)

### Sewage Discharge

Contractors are strictly 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.

A1.1 Emissions data summary:

Types of emission 排放物種類	Unit 單位	2020	2019
A1.1 Exhwaust gas emission 廢氣排放			
– Nitrogen oxide –氮氧化物	kilogram 千克	<b>1,622</b>	1,517
– Sulphur dioxide –二氧化硫	kilogram 千克	<b>260,231</b>	234,177
– Particulates –顆粒物	kilogram 千克	<b>6,532</b>	5,687
A1.2 Greenhouse gas emission 溫室氣體排放			
– Scope 1: –範圍一：			
Direct emission 直接排放	kilogram (carbon dioxide equivalent) 千克 (二氧化碳當量)	<b>200,177</b>	180,201
– Scope 2: –範圍二：			
Indirect emission 間接排放	kilogram (carbon dioxide equivalent) 千克 (二氧化碳當量)	<b>17,078,234</b>	15,009,658
– Total emission of greenhouse gases –溫室氣體總排放量	kilogram 千克	<b>16,233,117</b>	15,189,859

## A. 環境層面報告 (續)

### 污水排放

本集團嚴格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。

A1.1 排放物數據摘要：



## A. REPORT ON ENVIRONMENT ASPECT (CONTINUED)

### Sewage Discharge (continued)

A1.1 Emissions data summary: (continued)

Types of emission 排放物種類		Unit 單位	2020	2019
A1.3	Hazardous waste 有害廢棄物	tonne 噸	<b>0,78</b>	0,62
A1.4	Non-hazardous waste 無害廢棄物 – Total – 總量	tonne 噸	<b>80,823</b>	68,838
A1.5	The Group is committed to reducing the overall emission by strictly complying with the applicable laws and regulations. 本集團透過嚴格遵守適用的法律法規，致力減少整體排放。			

Note: 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.

附註：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。

## A. 環境層面報告 (續)

### 污水排放 (續)

A1.1 排放物數據摘要：(續)

## A. REPORT ON ENVIRONMENT ASPECT (CONTINUED)

### Use of Resources

Summary of Resources Consumption Data

Type of resources consumption 資源消耗種類	Unit 單位	2020	2019
A2.1 Energy 能源			
– Electricity – 電力	kWh 千瓦時	<b>17,124,667</b>	21,026,217
– Fuel (natural gas) – motor vehicle and other transportation vehicle – 燃料(天然氣) – 車輛及其他運輸工具	kWh 千瓦時	<b>123,777</b>	101,826
– Fuel (including petroleum and gasoline) – equipment and machinery – 燃料(包括石油及汽油) – 裝備及機器	kWh 千瓦時	<b>7,150</b>	6,620
A2.2 Water 水			
– Total water consumption – 總耗水量	tonne 噸	<b>190,177</b>	167,222

According to A2.3 of the ESG Guide, the Group understands and fulfills its corporate responsibility and has established corresponding policies for different businesses, aiming to raise employees' awareness of energy conservation and reduction of resource consumption and waste, so as to achieve its goal of energy conservation and emission reduction. The relevant objectives and policies are as follows:

## A. 環境層面報告 (續)

### 資源使用

資源消耗數據摘要

根據環境、社會及管治指引第A2.3條，本集團明白及履行其企業責任，並為不同的業務訂立相應政策，旨在提高員工節約能源的意識，減少資源消耗及浪費，從而達到其節能減排的目標。相關目標及政策如下：

## A. REPORT ON ENVIRONMENT ASPECT (CONTINUED)

### Use of Resources

Goals and Concepts 目標及理念	Offices 辦公室 Green office and green operation 綠色辦公及綠色運營
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措施  
Measures

- adopting green technologies and constant upgrading of equipment to achieve a more efficient use of resources;  
採用環保技術及持續升級設備，實現資源更有效利用；
- using video and telephone conference system to reduce staff business trips;  
利用視像及電話會議系統，減少員工出差次數；
- achieving electronic and paperless office to reduce paper consumption;  
實現電子化、無紙化辦公，減少用紙；
- choosing office supplies and furniture made from recyclable and renewable materials;  
and  
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
- adopting LED lighting and power saving technologies.  
採取LED照明及省電技術。

## A. 環境層面報告 (續)

### 資源使用

Hotels, shopping centres and other investment properties 旗下酒店、購物中心及其他投資物業 “Save our energy in a low-carbon lifestyle” 「節能我行動、低碳新生活」
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- installing and using LED lighting and smart air conditioning systems;  
安裝及使用LED照明及智能空調系統；
- adopting intelligent inverter measures on all elevators to reduce energy consumption;  
所有電梯採用智能變頻措施，降低能耗；
- adopting a low-temperature washing program and using less hazardous paint and cleaning products;  
採取低溫洗滌計劃，以及使用較低害油漆及清潔用品；
- making use of natural light to restrict the usage of air-conditioning and electricity;  
借助天然光，限制開放空調及電力；
- checking and maintaining facilities regularly to ensure highest energy efficiency;  
定期測試及維修設施運作，確保維持最佳效能狀態；
- reducing the use of disposable tableware and daily necessities and the frequency of replacing daily necessities; and  
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
- some hotels rely on environmental advantages, using water source heat pumps for cooling and heating.  
部分酒店依靠環境優勢，採用水源熱泵進行製冷及採暖。

## A. REPORT ON ENVIRONMENT ASPECT (CONTINUED)

### Use of Resources (continued)

Type of resources consumption 資源消耗種類	Unit 單位	2020	2019
A2.5 Packaging materials 包裝材料			
– Plastics – 塑料	tonne 噸	<b>0.51</b>	0.32
– Corrugated – 瓦楞	tonne 噸	<b>1.42</b>	1.25
– Total packaging materials – 總包裝材料	tonne 噸	<b>1.28</b>	1.57

### Water Saving and Water Resources Utilisation

The Group does not have any issue in sourcing water and adopt the following measures to achieve water efficiency in compliance with A2.4 of the ESG Guide:

- Set up water metering device and calculate water consumption
- Adopt water saving cooling technology for the air-conditioning equipment or system
- Design landscape water body in combination with rainwater utilisation facilities
- Use sanitary appliances with a higher water efficiency
- Take effective measures to avoid pipe network leakage, etc.

## A. 環境層面報告 (續)

### 資源使用 (續)

### 節水與水資源利用

本集團在取水方面沒有任何問題，並採取以下措施以達到環境、社會及管治指引第A2.4的用水效率：

- 設置用水計量裝置，統計用水量
- 空調設備或系統採用節水冷卻技術
- 結合雨水利用設施設計景觀水體
- 使用較高用水效率等級的衛生器具
- 採取有效措施避免管網漏損等

## A. REPORT ON ENVIRONMENT ASPECT (CONTINUED)

### The Environment and Natural Resources

According to A3.1 and A4.1 of the ESG Guide, we will incorporate the concept of sustainable development into our long-term development strategy, fulfil corporate responsibility to minimize the negative environmental impact of our business operations, support the construction of ecological civilization and create an environment-friendly company.

The Group adopts different initiatives to better utilize natural resources and minimize environmental impacts, including:

- Products are designed, built, refurbished, and operated in an ecological and resource-efficient manner;
- Green building and construction technologies, such as using more eco-friendly building materials and more efficient equipment, are applied; and
- Greening zone and facilities are provided and increased in our projects.

Moreover, we learn from past experience to actively promote best green practices at different business environments such as construction sites, hotels, investment properties, and offices. For example, we have bespoke water management guidance for our different operations which is also applicable to our tenants and customers; closely manage and improve indoor air quality by installing ventilation systems and conducting regular maintenance.

In addition to strengthening environmental protection measures, we also concern about the environmental awareness of employees. We organize various employee activities to promote environmental protection messages in order to improve employees' environmental awareness. For example, on the Arbor Day, we organized employees to go to the projects we managed to carry out tree planting activities, such as loosening 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.

## A. 環境層面報告 (續)

### 環境及天然資源

根據環境、社會及管治指引第A3.1及A4.1條，我們將把可持續發展理念納入集團長遠發展策略，履行企業責任，務求減低業務運營對環境的負面影響，支持生態文明建設，打造環境友好型健康企業。

本集團採取不同其他措施，以更好地使用天然資源及減少對環境的影響，包括：

- 產品均以生態及資源節約的方向設計、建造、翻新及營運；
- 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；及
- 在項目中設有及增加綠化區及綠化設施等。

此外，我們汲取過往的經驗，積極在工地、酒店、投資物業以及辦公室等不同業務環境中推行最佳環保實務。例如，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；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。

在加強執行環保措施的同時，我們亦關注員工的環保意識。我們會組織多項員工活動，宣揚環保訊息，藉此提高員工的環保意識。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。



## B. REPORT ON SOCIAL ASPECT

### Employment and Labour Practices

As employees are one of the most important assets of the Group, the Group has formulated a series of employment and labour policies and measures, covering all aspects of employees.

Summary of employment data:

		2020	2019
Total staff	Person		
員工總數	人	<b>1,729</b>	1,763
B1.1 By gender			
按性別			
- Male	Person		
- 男性	人	<b>933</b>	927
- Female	Person		
- 女性	人	<b>796</b>	836
B1.1 By employment nature			
按僱傭性質			
- Full-time permanent staff	Person		
- 全職長期員工	人	<b>286</b>	264
- Full-time contract staff	Person		
- 全職合約員工	人	<b>1,272</b>	1,398
- Temporary/part-time staff	Person		
- 臨時／兼職員工	人	<b>171</b>	101
B1.1 By ranking			
按職級			
- Administrative and managerial personnel	Person		
- 行政管理人員	人	<b>462</b>	448
- Other personnel	Person		
- 其他員工	人	<b>1,267</b>	1,315

## B. 社會層面報告

### 僱傭及勞工慣例

員工為本集團最重要的資產之一，故此，本集團制定了一系列的僱傭及勞工的政策及措施，涵蓋員工的各個範疇。

僱傭數據：

## B. REPORT ON SOCIAL ASPECT (CONTINUED)

### Employment and Labour Practices (continued)

## B. 社會層面報告 (續)

### 僱傭及勞工慣例 (續)

	2020	2019
B1.1 By age 按年齡		
– <30 years old – 30歲以下	<b>38.5%</b>	37.5%
– 30-39 years old – 30-39歲	<b>21.6%</b>	22.7%
– 40-49 years old – 40-49歲	<b>25.1%</b>	24.8%
– 50-59 years old – 50-59歲	<b>12.4%</b>	12.5%
– >60 years old – 60歲或以上	<b>2.4%</b>	2.5%
B1.2 Employee turnover 流失員工		
– Male – 男性	<b>17.7%</b>	13.3%
– Female – 女性	<b>21.2%</b>	23.3%

## B. REPORT ON SOCIAL ASPECT (CONTINUED)

### Employment and Labour Practices (continued)

#### Employment

##### Employment policy

The Group has formulated and implemented a sound and comprehensive 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 system covers the different aspects of employees to ensure compliance with relevant national regulations:

Compensation and dismissal 薪酬及解僱	<ul style="list-style-type: none"><li>• Provide a market-competitive remuneration system. 提供具有市場競爭力的薪酬制度；</li><li>• Based on the nature of the job, market conditions, job performance and employees' career planning, conduct strict performance appraisal, formulates the remuneration system; and 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；及</li><li>• Strictly abide by the laws and regulations relating to the minimum wage and statutory benefits. 嚴格遵守有關最低工資及法定福利的法律、法規。</li></ul>
Recruitment and promotion 招聘及晉升	<ul style="list-style-type: none"><li>• Seek diversified talents through multiple channels; and 通過多種渠道尋找多樣化的人才；及</li><li>• Provide career development platform and opportunities for various professionals and administrative personnel. 提供職業發展平台和機會給不同專業和管理類型的人員。</li></ul>
Working hours, rest periods 工作時數、假期	<ul style="list-style-type: none"><li>• Regarding position creation, standard or flexible working hours are used based on different business models and job requirements to effectively protect employees. 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。</li></ul>

## B. 社會層面報告 (續)

### 僱傭及勞工慣例 (續)

#### 僱傭

##### 僱傭政策

根據《中華人民共和國勞動法》及香港《僱傭條例》，本集團已制定及執行完善、全面的人力資源管理制度。該制度已覆蓋員工的不同範疇，確保符合國家相關規定：

## B. REPORT ON SOCIAL ASPECT (CONTINUED)

### Employment and Labour Practices (continued)

#### Employment (continued)

##### Employment policy (continued)

Equal opportunity, diversity  
平等機會、多元化

- 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.  
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。

other benefits and welfare  
其他待遇及福利

- Pay social insurance and housing fund for employees, and implemented national regulations on vacation as required, and paid out related benefits;  
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；
- Provide front line staff with employers' liability insurance; and  
為一線員工提供僱主責任險；及
- Relevant welfare policies such as providing housing allowances for employees based in other provinces.  
為外地員工提供房屋津貼等相關福利政策。

During the Reporting Period, there was not any incident of non-compliance with employment and labour laws and regulations relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination and other benefits and welfare that had a significant impact on the Group.

## B. 社會層面報告 (續)

### 僱傭及勞工慣例 (續)

#### 僱傭 (續)

##### 僱傭政策 (續)

本集團於報告期間並無就任何有關薪酬及解僱、招聘及晉升、工作時間、休息期、平等機會、多元化、反歧視、其他待遇及福利、且對本集團有重大影響的僱傭及勞工法律法規之違規事件。

## B. REPORT ON SOCIAL ASPECT (CONTINUED)

### Employment and Labour Practices (continued)

#### Employment (continued)

##### *Diversity and equal opportunity*

We are convinced that diverse development does not only creates a tolerant cultural atmosphere for the Company but also provides equal opportunities for talents with different skills and knowledge, and thus attracts members of different age, gender, culture, and ethnic groups to the Group and allow each member to display their full capabilities and advantages.

The Group has adopted a series of measures to ensure and maintain 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.

##### *Employee communication*

We attach great importance to the opinions of employees, and enhance employee communication by organizing different employee activities, such as birthday parties for employees, Mid-Autumn Day activities and annual dinner. 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.

In addition to employee activities, we welcome employees to communicate with us on work conditions, personal career goals, and even personal family and living conditions. We will also provide supports to the employees in need under reasonable and feasible circumstances.

## B. 社會層面報告 (續)

### 僱傭及勞工慣例 (續)

#### 僱傭 (續)

##### *多元化及平等機會*

我們深信多元發展不但可形成包容的公司文化氛圍，更為擁有不同技能、知識的人才提供平等機會，從而吸引不同年齡、性別、文化、種族等各類群體成員加入本集團，充分發揮每個成員的能力和優勢。

本集團採取了一系列的措施保證及維持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，不會受因性別、年齡、宗教、種族背景、性取向、婚姻及家庭狀況、殘疾等歧視的影響。

##### *僱員溝通*

本集團重視員工意見，通過舉辦不同員工活動，加強員工溝通交流。例如，員工生日會、中秋活動及年會。藉著各類員工活動，我們希望讓員工在工作之餘，一起慶祝假日，學習了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。

除了員工活動外，我們歡迎員工就工作情況、個人事業目標、甚至個人家庭和生活狀況與我們溝通。我們亦會在合理、可行的情況下為有需要的員工提供支援。



## B. REPORT ON SOCIAL ASPECT (CONTINUED)

### Employment and Labour Practices (continued)

#### Employment (continued)

##### *Dismissal policy*

We have implemented a number of measures to reduce and avoid the occurrence of labor disputes caused by dismissal of employees:

- All employees have entered into employment contracts before assuming offices and must participate in training in the Company's rules and regulations to ensure that they are clear 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 documents such as Certificate of Termination of Labor Contract; and
- Where necessary, we will seek legal opinions of the legal department, the management and/or external parties.

As the domestic real estate industry was highly competitive and the demand for talents increase, we believe that the Group's staff turnover was in normal condition during the Reporting Period. The Group will adjust salaries and employee benefits from time to time in response to employee performance and market conditions in order to maintain its competitiveness.

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.

## B. 社會層面報告 (續)

### 僱傭及勞工慣例 (續)

#### 僱傭 (續)

##### 解僱政策

我們實施了多項措施來減低及避免因解僱員工而導致勞資糾紛事件發生：

- 所有員工在入職前已經簽訂僱傭合同，同時亦必須參加公司相關規章制度的培訓，確保其清楚本集團的解僱條文，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》等文件；及
- 如有需要，我們會尋求法務部、管理層及／或外部法律意見。

由於國內房地產行業競爭激烈，人才需求上升，我們認為本集團於報告期內的人員流失屬於正常情況。本集團會不時因應僱員情況及市場情況，調整薪資和員工福利，保持其競爭力。

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。

## B. REPORT ON SOCIAL ASPECT (CONTINUED)

### Employment and Labour Practices (continued)

#### Health and Safety

##### *A safe working environment*

As the Group's businesses, including property development and property management operation, involve a certain extent of dangerous working process, we will give priority to the health and safety of our employees and provide them with a safe working environment through a series of measures.

Under the guidance of OHSAS18000 safety and hygiene management system requirements, we establish and implement the conditions for safety production and the requirements for protecting employees' occupational health, and records are made in relevant documents in order to make every effort to guarantee the health and safety of its employees:

- Strictly monitor and manages health hazards in all working sites;
- Designate specific personnel in specific positions;
- Responsible for monitoring the safety status of employees;
- Popularize health knowledge among the employees through multiple channels; and
- Launch safety and environmental training and emergency drills on a regular basis.

On the other hand, with reference to the industry practice and regulation requirements, we have established and put a series of detailed working health and safety guidelines strictly in place. Through years of improvements and changes, such guidelines standardize various work process to ensure that the health and safety of all staff is safeguarded.

## B. 社會層面報告 (續)

### 僱傭及勞工慣例 (續)

#### 健康及安全

##### *安全的工作環境*

由於本集團的業務，包括物業開發及物業管理營運，涉及一定危險程度的工序，我們將員工的職業健康及安全放在最優先考慮，通過一系列的措施為員工提供安全的工作環境。

根據OHSAS18000安全及衛生管理體系要求，我們制訂及實施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，全力保障員工健康和 safety：

- 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；及
- 定期開展安全、環保培訓和應急演練。

另外，經過參考行業慣例及監管規定，我們制訂及嚴格執行一系列詳細的工作健康及安全指引。我們將各級工序規範化，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。

## B. REPORT ON SOCIAL ASPECT (CONTINUED)

### Employment and Labour Practices (continued)

#### Health and Safety (continued)

##### *A safe working environment (continued)*

In addition to formulating work measures, we also organize different activities to reinforce the employees' awareness and concern about occupational health and safety. For example, we provide our employees with relevant trainings and safety meetings, and the benefits of the Group's permanent staff consist of conventional insurances such as annual body check-up, medical insurance, pension insurance, etc. When the Group enters into cooperation with contractors and subcontractors, it will also identify that such partners have provided adequate health and safety guarantee for their staff.

#### Health and wellness

Beside work safety, we also pay attention to employees' mental health. We 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 and according to B2.1, B2.2 and B2.3 of the ESG Guide, 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.

## B. 社會層面報告 (續)

### 僱傭及勞工慣例 (續)

#### 健康及安全 (續)

##### *安全的工作環境 (續)*

除了制定工作措施之外，我們亦通過不同活動加強員工職業健康及安全的意識及重視。例如，我們為僱員提供相關培訓及安全會議，及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達成合作時，亦會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

在工作安全以外，我們亦同時重視員工的心理健康。我們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。

於報告期間及根據環境、社會及管治指引第B2.1、B2.2及B2.3條，沒有發生重大安全事故以及工傷；亦未存在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。

## B. REPORT ON SOCIAL ASPECT (CONTINUED)

### Employment and Labour Practices (continued)

#### Development and Training

Talents are one of the most important assets and competitive advantages for the sustainable development of the Group. In view of this, based on the demand for talents of our strategic development, we have formulated relevant policies in respect of the following directions, with an aim to enhance employees' capabilities, which have played an important role in the sustainable development of the Group:



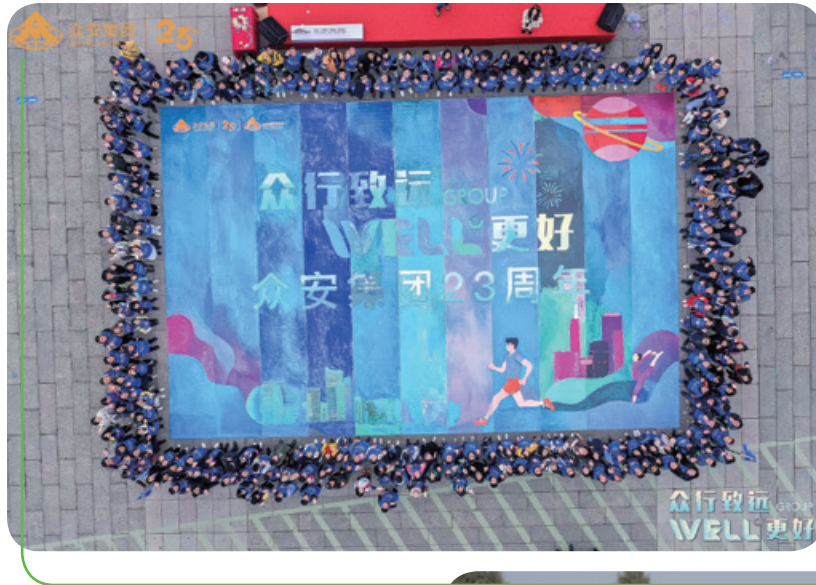
## B. 社會層面報告 (續)

### 僱傭及勞工慣例 (續)

#### 發展及培訓

人才為本集團可持續發展中最重要的資產和競爭優勢之一。有見及此，根據戰略發展對人才的要求，我們就以下方向制定了相關的政策，旨在提升員工能力，為本集團的持續發展起了重要作用：





We established a stringent and comprehensive recruitment system, standards and procedures; and introduced competition mechanism, hoping to explore and cultivate professional talents; and 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. In addition, we attach 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.

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。此外，我們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。



## B. REPORT ON SOCIAL ASPECT (CONTINUED)

### Employment and Labour Practices (continued)

#### Development and Training (continued)

Training statistics:

		2020	2019
Total number of employees receiving training 參與培訓員工總數	Person 人	<b>1,231</b>	1,456
B.3.1 Average training hours 平均培訓時數			
By gender 按性別			
– Male – 男性	Hour 小時	<b>36</b>	38
– Female – 女性	Hour 小時	<b>41</b>	37
B.3.2 By rank 按職級			
– Administrative and managerial personnel – 行政管理人員	Hour 小時	<b>42</b>	45
– Other personnel – 其他員工	Hour 小時	<b>39</b>	38

## B. 社會層面報告 (續)

### 僱傭及勞工慣例 (續)

#### 發展及培訓 (續)

培訓統計：

## B. REPORT ON SOCIAL ASPECT (CONTINUED)

### Employment and Labour Practices (continued)

#### Development and Training (continued)

From time to time, we will conduct internal opinion survey on the effects and employee engagement of training and adjust future training programs based on the results. We also develop targeted training programs for different departments to maximize the personal development of our employees and improve their work skills, including:

Employees from the Finance Department 財務部員工	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》
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Employees from the Audit Department 審計部員工	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》
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Employees from the Legal Department 法務部員工	Legal Risk Prevention 《法律風險防範》
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Employees from Engineering Department 工程部員工	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》
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## B. 社會層面報告 (續)

### 僱傭及勞工慣例 (續)

#### 發展及培訓 (續)

我們會不時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。我們亦為不同部門制定針對性的培訓計劃，務求最大程度的促進員工個人發展及提升工作技能，包括：

## B. REPORT ON SOCIAL ASPECT (CONTINUED)

### Employment and Labour Practices (continued)

#### Development and Training (continued)

Employees from Sales &  
Marketing Department  
營銷部員工

Sales Training in Bargaining for Success in Real Estate  
《房地產殺客致勝銷售培訓》

Employees from Cost  
Department  
成本部員工

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

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》  
2020 Recruitment and Talent Selection Forum  
《2020招聘與選才論壇》

Senior management  
高層管理人員

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》

#### *Leadership Development Program*

We understand that leadership is the core driver propelling the development of the Group, and we must place the right talents at leading positions. We established the leadership development program with an aim to enable leader talents to achieve the improvement of personal, team, and organizational leadership, thereby driving the development of the teams.

Through the sharing of their practical experience by experts from benchmark companies, the employees at the supervisor level and other employees can identify our short-comings or offer solutions to issues by comparing and analyzing through learning, and thereby, can improve their competitiveness.

## B. 社會層面報告 (續)

### 僱傭及勞工慣例 (續)

#### 發展及培訓 (續)

#### *領導力發展計劃*

我們深明領導力是帶動本集團發展的核心動力，必須將合適的人才放在恰當的領導崗位。我們設立領導力發展計劃的目的為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。

我們通過與標桿企業的專家進行實戰經驗分享，旨在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，從而提升競爭力。

## B. REPORT ON SOCIAL ASPECT (CONTINUED)

### Employment and Labour Practices (continued)

#### Labour Standards

According to A4.1 and A4.2 of the ESG Guide, all recruitment procedures and promotion activities of the Group are stringently monitored by the human resource management system and are 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.

The Group is committed to protecting human rights and prohibits using forced labour and child labour in our business operations. Several measures are in place to prevent child labour and forced labour in business and services:

- 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 to make sure he/she meets the minimum age requirement;
- Require all suppliers, contractors and partners to comply with our zero tolerance approach to the employment of forced labour and child labour, so as to avoid direct or indirect infringement of human rights; and
- If any violations are found, the management will be severely punished.

## B. 社會層面報告 (續)

### 僱傭及勞工慣例 (續)

#### 勞工準則

根據環境、社會及管治指引第A4.1及A4.2條，本集團所有招聘程序及晉升活動受人力資源管理制度的監督，並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》。

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，並設有多項措施預防在業務及服務僱用童工及強制勞工：

- 對員工僱傭前進行嚴格的背景調查；
- 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，確保其符合最低年齡要求；
- 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；及
- 如發現任何違規情況，管理人員將接受嚴厲懲罰。

## B. REPORT ON SOCIAL ASPECT (CONTINUED)

### Employment and Labour Practices (continued)

#### Labour Standards (continued)

The Group is committed to protecting employees. It strengthens the education of employees on workplace bullying and harassment through activities and training, 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 in order to create a respectful workplace for them.

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.

### Operating Practices

#### Supply Chain Management

As a commercial property developer and operator with extensive experience in the Yangtze River Delta region, the PRC, the Group has established a good reputation in the industry in the past 20 years. Therefore, 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 the Group's requirements for costs, project experience and relevant qualifications.

During the Reporting Period and according to B5.1 of the ESG Guide, the Group had cooperation with about 880 suppliers (2019: 850 suppliers) mainly from the PRC.

## B. 社會層面報告 (續)

### 僱傭及勞工慣例 (續)

#### 勞工準則 (續)

本集團致力保障員工，通過活動及培訓加強員工對有關職場欺凌及騷擾行為的教育，並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，為他們營造受尊重的工作環境。

本集團於報告期間內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。

### 營運慣例

#### 供應鏈管理

作為中國長江三角地區有著豐富經驗的商用物業開發商及營運商，本集團在過去二十年已在業內建立良好的信譽。故此，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達到本集團之要求。

於報告期間及根據環境、社會及管治指引第B5.1條，本集團與大約880家主要來自中國的供應商合作。

## B. REPORT ON SOCIAL ASPECT (CONTINUED)

### Operating Practices (continued)

#### Supply Chain Management (continued)

##### *Procurement and Supplier Assessment*

According to B5.2 of the ESG Guide, the Group believes that maintaining good cooperation relationships with suppliers is beneficial for corporate development. As a responsible enterprise, we set an equal procurement policy to achieve common development with suppliers and achieve a win-win situation. Therefore, 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. We understand that only with friendly cooperation between both parties can we achieve a sustainable development operating model.

According to the supplier management guidelines, after the suppliers provide products and/or services to the Group, we 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 unqualified suppliers after performance assessment will be blacklisted and they are not allowed to participate in all project tenders of the Group within five years.

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.

## B. 社會層面報告 (續)

### 營運慣例 (續)

#### 供應鏈管理 (續)

##### *採購及供應商評估*

根據環境、社會及管治指引第B5.2條，本集團深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，我們設定平等的採購政策，務求實現與供應商的共同發展及達到雙贏。故此，與供應商訂立採購合約時，我們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。我們明白雙方在友好合作下，才能達到可持續發展的經營模式。

我們按照供應商管理指引，在供應商為本集團開始提供產品及／或服務後進行履約評估，檢查其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。任何履約評估不合格之供應商會被列入黑名單，五年內不得參與本集團下屬所有項目的投標工作。

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。本集團於報告期內並無收到任何有關的嚴重違規報告。



## B. REPORT ON SOCIAL ASPECT (CONTINUED)

### Operating Practices (continued)

#### Supply Chain Management (continued)

##### *Environmental protection*

According to B5.3 and B5.4 of the ESG Guide, reducing the impact of business activities on nature and the environment is one of the issues of concern to the Group. We do 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.

## B. 社會層面報告 (續)

### 營運慣例 (續)

#### 供應鏈管理 (續)

##### *環境保護*

根據環境、社會及管治指引第B5.3及B5.4條，減低業務活動對大自然及環境的影響是本集團的關注議題之一。我們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。

## B. REPORT ON SOCIAL ASPECT (CONTINUED)

### Operating Practices (continued)

#### Product Responsibility

##### *Product quality and customer communication*

Commercial property buyers and tenants are the major customers of the Group. 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;
- 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.

During the Reporting Period and according to B6.1 and B6.2 of the ESG Guide, the Group did not have any product recalls and unsolved complaints.

## B. 社會層面報告 (續)

### 營運慣例 (續)

#### 產品責任

##### *產品質量及客戶溝通*

商用物業的買家及租戶為本集團的主要客戶。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；
- 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。

於報告期間及根據環境、社會及管治指引第B6.1及B6.2條，本集團並無任何產品回收及未解決投訴。

## B. REPORT ON SOCIAL ASPECT (CONTINUED)

### Operating Practices (continued)

#### Product Responsibility (continued)

*Product quality and customer communication (continued)*

According to B6.3 and B6.4 of the ESG Guide, the Group adopts the following measures to ensure the provision of 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;
- Construction contractors are not allowed 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; and
- 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 will implement the following measures to ensure service quality in order to create comfortable living experience for guests:

- Regularly review staff work of each department and guests feedbacks to formulate improvement measures; and
- timely upgrade and renovate hotel and serviced apartments facilities and equipment, while advocating environmental protection and emission reduction, upgrade the living experience for guests.

## B. 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)*

根據環境、社會及管治指引第B6.3及B6.4條，本集團通過以下措施確保提供優質的商用物業及管理服務給客戶：

- 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；
- 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；及
- 於建築工程完成後，我們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。

在酒店管理及服務式住宅管理服務方面，本集團會實施以下措施確保服務的質素，為住客締造舒適稱心的入住體驗：

- 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；及
- 適時對酒店及服務式住宅的設施設備進行升級改善，宣揚環保及減少排放的同時，昇華住客的入住體驗。

## B. REPORT ON SOCIAL ASPECT (CONTINUED)

### Operating Practices (continued)

#### Product Responsibility (continued)

##### *Privacy policy and intellectual property*

As we often have access to the information on personal or corporate property buyers of hotel or serviced apartment occupiers and commercial property tenants during our operation, the Group strictly complies with all relevant privacy ordinances and require our staff to safeguard personal privacy and commercial sensitive information of our customers according to B6.5 of the ESG Guide. 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 business nature and operation of the Group. Although the Group does not involve significant use of third-party intellectual property technologies in its daily operations, the Group still ensures that intellectual property rights are respected.

The Group's course of business involves determining 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.

## B. 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*

由於我們在營運過程中經常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，根據環境、社會及管治指引第B6.5條，本集團嚴格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。

就集團的業務性質及營運而言，知識產權在一般情況下並非是我們的重要範疇。雖然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，本集團仍會確保知識產權獲得尊重。

本集團在業務過程中涉及到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。

## B. REPORT ON SOCIAL ASPECT (CONTINUED)

### Operating Practices (continued)

#### Product Responsibility (continued)

##### *Privacy policy and intellectual property (continued)*

The Group undertakes to provide professional property management service to our customers so we have developed and strictly adhered to our policies relating to projects advertising, marketing or labelling, 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 with the aim to build the confidence of our customers 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.

## B. 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 (續)*

本集團承諾為客戶提供專業的物業管理服務，故我們制定並嚴格遵守有關項目宣傳、營銷或標籤的政策，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，從而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。

本集團在報告期間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。

## B. REPORT ON SOCIAL ASPECT (CONTINUED)

### Operating Practices (continued)

#### Anti-corruption

##### *Anti-corruption policy*

Adhering to the value of “integrity and responsibility”, 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 and developed a series of policies 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 in order to resist any act of corruption.

Employees

員工

- Enhance the employees' anticorruption awareness and make them acquire good professional conducts through providing regular relevant anti-corruption trainings and information to the employees; and
- 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，並擁有良好的專業操守；及
- Ensure all employees to comply with regulations of mainland China and Hong Kong.
- 確保所有員工均遵守中國大陸及香港法規。

Supply Chain

供應鏈

- 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;
- 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；
- Assign monitoring staff to check the implementation process of each project; and
- 委派監督人員檢查各項目執行過程；及
- Encourage our staff to complain about and report non-compliance matters to prevent any forms of bribery.
- 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。

## B. 社會層面報告 (續)

### 營運慣例 (續)

#### 反貪污

##### *反貪污政策*

秉持「誠信負責」的價值觀，本集團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，並制定了一系列的政策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，堅決杜絕任何貪腐行為。



## B. REPORT ON SOCIAL ASPECT (CONTINUED)

### Operating Practices (continued)

#### Anti-corruption (continued)

##### Anti-corruption policy (continued)

Customers (including buyers and tenants)  
客戶 (包括買家及租戶)

- Standardize various subsidiaries to stringently monitor and manage all external contracts pursuant to domestic relevant regulations;
- 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；
- 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;
- 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；
- Due to the large amounts of funds involved in real estate sales, the Group will also conduct due diligence as appropriate; and
- 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；及
- 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.
- 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。

Listed company level

上市公司層面

- 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;
- 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；
- Establish the Audit Committee and the Remuneration Committee in accordance with the Listing Rules and relevant guidelines, appoint external auditors to conduct audit work and disclosing the Company's information through annual reports, interim reports and announcements to ensure transparency; and
- 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；及
- Continue to improve its corporate governance mechanism by providing information and training relating to the Listing Rules and corporate governance to directors, senior management and company secretary.
- 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。

Shareholders, investors and analysts  
股東、投資者及分析員

- Actively communicate with the investment sector (including shareholders, investors and analysts) and professional parties; and
- 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；及
- Interact and communicate with investors, shareholders and relevant stakeholders through activities such as results meetings.
- 透過業績會等活動與投資者、股東及相關持份者互動交流。

## B. 社會層面報告 (續)

### 營運慣例 (續)

#### 反貪污 (續)

##### 反貪污政策 (續)

## B. REPORT ON SOCIAL ASPECT (CONTINUED)

### Operating Practices (continued)

#### Anti-corruption (continued)

##### *Whistle-blowing policy*

To put an end to any corruption behaviours, the Group has established relevant whistle-blowing policies within the Group to encourage employees, partners and other stakeholders to report fraud, malpractice and violations.

The Group undertakes to keep the identity of the whistle-blower confidential and has set up a task force led by the relevant department heads or senior management after receiving the report to conduct internal investigation. In addition to submitting relevant information and evidence to the law enforcement authorities for assistance in the investigation, we 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. The Group will regularly and from time to time review the implementation of relevant systems. If necessary, the Group will allocate more resources to improve the internal anti-corruption mechanism 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.

## Community

#### Community Investment

Upholding the principle of “Benefiting from society, giving back to society”, the Group values and fulfills its corporate social responsibility, and advocates the employees’ awareness on community care and helping one other, and contributes to the society.

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.

## B. 社會層面報告 (續)

### 營運慣例 (續)

#### 反貪污 (續)

##### 舉報政策

為杜絕任何貪污行為，本集團內部已制定相關的舉報政策，以鼓勵員工、合作夥伴及其他持份者舉報欺詐和舞弊定違規事項。

本集團承諾將舉報人身份保密，在收到舉報後成立由相關部門主管或高級管理層領導的專案小組進行內部調查。除了將有關資料及證據提交執法機關以協助調查，我們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。本集團會定期及不定期檢視有關制度的實行情況。如有需要，本集團將會投放更多資源以完善內部反貪污機制，以堵塞漏洞。

本集團於報告期間已遵守有關賄賂、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。

## 社區

#### 社區投資

秉持「取之社會，用之社會」的原則，本集團重視及履行其企業社會責任，倡導員工對社區關懷、人人互助的意識，並對社區作出貢獻。

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。

## B. REPORT ON SOCIAL ASPECT (CONTINUED)

### Community (continued)

#### Community Investment (continued)

## B. 社會層面報告 (續)

### 社區 (續)

#### 社區投資 (續)



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。



## B. REPORT ON SOCIAL ASPECT (CONTINUED)

### Community (continued)

#### Community Investment (continued)

## B. 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 the Group will also actively seek 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.

At the same time, we also actively encourage employees to participate in community service in the support to the needy and underprivileged, thereby inspiring more people to take part in serving the community.

本集團將會與眾安慈善繼續積極研究各種籌辦社區活動之外，亦積極尋求其他與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。

與此同時，我們亦積極鼓勵員工參與社區服務，幫助有需要及社會低下階層人士，從而感染更多人為社區及公益活動出一份力。

