



中國新城市商業發展有限公司

China New City Commercial Development Limited

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

Stock Code 股份代號: 1321



ENVIRONMENTAL,
SOCIAL AND
GOVERNANCE REPORT

2021

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, owner and operator, specializing in the development of commercial complexes in sub-city centers of second-tier cities in the Yangtze River Delta Region. The Group adheres to the principles of prudent investment and stable operation as always, sells certain properties to immediately recover capital to support our business, operation and expansion plans, while strategically retaining other properties as stable recurring rental income and long-term capital appreciation, allowing us to diversify our income streams and periods of return. On the one hand, we will strive to strengthen its core business of real estate and optimize its diversified businesses. On the other hand, we will integrate its various platform businesses. Looking ahead, driven by the PRC market policies, we will continue to move towards sustainable development by expanding our land development business in different towns and countries, as well as other businesses and services related to urbanization.

In order to align with the development of the Group, we were 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.

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、業主及營運商，專門在長三角地區的二線城市的副城市中心開發商業綜合體。本集團堅持一貫的審慎投資、穩健經營的方針，出售若干物業以即時收回支持業務、營運及擴充計劃的資金，並策略性地保留其他物業作為穩定的經常性租金收入及長期資本增值，讓我們得以分散收入來源及回報時期。我們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。展望未來，我們將隨中國市場政策帶動下，擴展中國不同城鎮及縣市的土地發展業務；以及其他與城鎮化相關的業務及服務，繼續邁向可持續發展。

為配合集團的發展，我們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，同時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。

ABOUT THE GROUP (CONTINUED)

Products and Services

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

開發並出售若干商用物業予買家

Provision of property management services to tenants: including security, property repair and maintenance, cleaning and other ancillary services

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

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

為商業綜合體的營運提供整體管理，包括物色目標客戶、建商場的形象、舉辦營銷活動及監督整體營運

Leasing hotels to tenants (hotel operators) and provision of hotel management services

向租戶（酒店營運商）租出酒店並提供酒店管理服務

Provision of services apartment management services to serviced apartment tenants/buyers (including housekeeping, cleaning and concierge services)

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）

Leasing hotel rooms to tenants (hotel guests) and provision of general hotel services

向租戶（酒店住客）租出酒店房間並提供一般酒店服務

Please refer to the sections headed “Investment Properties” and “Major Properties Held for Development and/or Sale” of the 2021 Annual Report for the information on various types of commercial properties operated or developed by the Group.

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《二零二一年年報》中的《投資物業》及《持作發展及／或銷售的主要物業》章節。

關於本集團（續）

產品及服務

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：

ABOUT THE GROUP (CONTINUED)

Sustainability Governance

Sustainable development has always been the philosophy that the Group insists on promoting in its operations. As a responsible commercial property developer and operator, we must balance the interests of different stakeholders, including investors and shareholders, customers and tenants, employees, partners, suppliers and society while actively promoting business growth, in order to achieve the sustainable development of the Company.

The Board of Directors of the Group is the highest decision-maker on our sustainable development strategy, related objectives and its reporting. It plays an important role in monitoring and decision making, and is responsible for identifying, assessing and monitoring related risks and meeting from time to time to discuss, formulate and revise relevant development policies and review the effectiveness of their implementation.

For details of corporate governance of the Group, please refer to the section of “Corporate Governance Report” in the 2021 Annual Report of the Group.

關於本集團 (續)

可持續發展管治

可持續發展一直都是本集團在營運中堅持推動的理念。作為一家負責任的商用物業發展商及營運商，在積極推動業務增長的同時，我們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、以及社會等不同持份者的利益，以推動集團的永續發展。

本集團的董事會為我們的可持續發展策略、相關目標及其報告的最高決策人，擔負監察及決策的重要角色，負責識別、評估及監察相關風險，並不定期召開會議討論、制定及修訂相關發展政策及審視其執行成效。

如欲了解本集團的企業管治詳情，可參閱本集團二零二一年年報中的《企業管治報告》章節。

ABOUT THIS REPORT

The Group is pleased to present the sixth Environmental, Social and Governance (ESG) Report (the “Report”) to disclose the Group’s approach, strategies, objectives and overall performance in environmental, social and governance areas. The 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 Stock Exchange and its “comply or explain” provisions. All data in the Report is derived from official documents or internal statistical records of the Group.

Reporting Period and Scope

The Report covers the Group’s overall performance, risks, strategies, measures and commitments in sustainable development for the year ended 31 December 2021 (the “Reporting Period”).

Considering the three major businesses in which the Group principally engaged in:

- Commercial property sales;
- Commercial property leasing and commercial property management; and
- Hotel operations,

The scope of the Report covers the 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) which are engaged in the aforesaid businesses.

The Report is prepared in both Chinese and English and is available at the websites of the Stock Exchange and the Group (<http://www.chinanewcity.com.cn/tc/esg/esg.php>). In the event of any inconsistency or discrepancy between the English and Chinese versions, the Chinese version shall prevail.

關於本報告

本集團欣然發表第六份環境、社會及管治 (ESG) 報告 (「本報告」)，以披露本集團在環境、社會及管治範疇上的方針、策略、目標及整體表現。本報告乃應「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。本報告中所有資料來自本集團的正式文件或統計報告。

報告期間及範疇

本報告涵蓋本集團截至二零二一年十二月三十一日年度 (「報告期間」) 在可持續發展方面之整體表現、風險、策略、措施及承諾。

考慮本集團主要從事的三大業務：

- 商用物業銷售；
- 商用物業租賃及商用物業管理；及
- 酒店營運，

本報告闡述的範疇包括從事以上業務的中國總辦事處、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)。

本報告以中、英文編寫，並已上載至聯交所及本集團網站 (<http://www.chinanewcity.com.cn/tc/esg/esg.php>)。如中、英文兩個版本有任何抵觸或不相符之處，應以中文版本為準。

ABOUT THIS REPORT (CONTINUED)

Reporting Principles

According to the ESG Guide of the Stock Exchange, this Report takes the following four principles as the reporting basis:

- **Materiality:** Through Board meetings, the Group has identified and reported material environmental, social and governance issues in the Report by considering its business nature, development direction and communication with stakeholders.
- **Quantitative:** The Group monitors and assesses the progress of the implementation of environmental and social responsibility measures by collecting measurable data on environmental and social key performance indicators, where possible.
- **Balance:** The Group reports the environmental, social and governance performance in a comprehensive and objective manner in the Report.
- **Consistency:** 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. Any changes in the methodologies and reporting scope will be explained in notes for stakeholders' reference.

關於本報告 (續)

匯報原則

根據聯交所的ESG指引，本報告以下列四大原則作為匯報基礎：

- **重要性：**本集團通過董事會會議，考慮其業務性質、發展方向，及與持份者溝通，識別和於本報告匯報重要的環境、社會及管治議題。
- **量化：**在可行情況下，本集團通過收集可計量的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。
- **平衡：**本集團在報告中全面及客觀匯報環境、社會及管治表現。
- **一致性：**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。若所用的方式或匯報範圍有變，將在附註中解釋以供持份者參考。

ABOUT THIS REPORT (CONTINUED)

STAKEHOLDER ENGAGEMENT

Stakeholders' opinions are particularly essential to the Group's progress and development. Therefore, we update 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

持份者的意見對本集團的進步與發展尤其重要，因此我們通過不同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。

Types of stakeholders 持份者類別	Major communication channels 主要溝通渠道	Our undertakings 我們的承諾
Investors and Shareholders 投資者及股東	<ul style="list-style-type: none">• General meetings • 股東大會• Annual reports, financial reports and announcements • 年報、財務報告及公告• Website • 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	<ul style="list-style-type: none">• Website, social media • 網站、社交媒體• Public activities • 公開活動• Customer survey, customer service hotline • 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	<ul style="list-style-type: none">• Meetings • 會議• Training and performance appraisal • 培訓、績效考核• Annual meeting and staff activities • 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)

Types of stakeholders 持份者類別	Major communication channels 主要溝通渠道	Our undertakings 我們的承諾
Government and regulatory agencies 政府及監管機構	<ul style="list-style-type: none"> Meetings 會議 Qualification assessment 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	<ul style="list-style-type: none"> Site visits 實地考察 Annual review 年度評審 Meetings 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	<ul style="list-style-type: none"> Press releases 新聞稿 Website 網站 Public activities 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。

Feedback

意見反饋

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:

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

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

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

ABOUT THIS REPORT (CONTINUED)

Materiality Assessment

The board of directors, management and employees of the Group have identified the following 18 more material issues to be highlighted in the Report by considering the Group's business nature, development direction and understanding the concerns on environmental, social, operational practices and governance aspects of different stakeholders groups, and assessing the materiality of these issues.

關於本報告 (續)

重要性評估

本集團的董事會、管理層及僱員通過考慮其業務性質、發展方向，及了解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，識別了以下18個較重要議題，以於本報告中重點披露。

Environment 環境	Social 社會		
	Employment and Labour Practices 僱傭及勞工常規	Operating Practices 營運慣例	Community 社區
Waste Treatment 廢棄物處理	Occupational Safety and Health 職業安全及健康	Anti-corruption 反貪污腐敗	Participation in Volunteer Activities 參與義工活動
Water Resources Management 水資源管理	Employee Compensation and Benefits 員工薪酬福利	Legal Compliance of Operation 營運合法合規	Charitable Donations 慈善捐贈
Risks and Opportunities related to Climate Change (e.g. typhoon intensification and flooding) 氣候變化相關風險及機遇 (如颱風加劇及水災)	Training and Development 培訓及發展	Food & Service Quality and Safety 食品及服務質量與安全	
Energy Use Efficiency 能源使用效益	Equal Opportunity and Anti-Discrimination 平等機會及反歧視	Customer Information and Privacy Protection 客戶信息及私隱保護	
Biodiversity Promotion and Conservation 生物多樣性推廣及保護		Intellectual Property Protection 知識產權保護	
GHG Emission 溫室氣體排放		Supplier Management 供應商管理	

ENVIRONMENT

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:

Aesthetic model
美學典範

Low carbon benchmark
低碳標桿

Green health
綠色健康

Authoritative recognition
權威認定

The Group shall ensure that all projects are subject to the submission of environmental impact reports and the approval from the relevant PRC government authorities to commence construction. A construction enterprise shall, upon completion of a construction project, file an application with the competent department of environmental protection administration for acceptance inspection on completion of the construction of environmental protection facilities that are required for the 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
- Law of the People's Republic of China on Prevention and Control of Pollution From Environmental Noise
- Atmospheric Pollution Prevention and Control Law of the People's Republic of China
- Water Pollution Prevention and Control Law of the People's Republic of China
- Law of the People's Republic of China on Environmental Impact Assessment
- Regulations on the Administration of Construction Project Environmental Protection
- Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes
- Decision of the State Council on Several Issues Concerning Environmental Protection
- 《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》
- 《國務院關於環境保護若干問題的決定》

環境

本集團有多年商用物業開發及管理的豐富經驗，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：

本集團確保所有項目均須提交環境影響報告，及取得中國有關政府部門審批後方可動工。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：

ENVIRONMENT (CONTINUED)

In addition, the Group also strictly complies with the relevant guidelines, such as 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, to formulate internal policies on environmental protection and reduce the greenhouse gas emission.

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.

Air Pollution and Greenhouse Gas Emissions

The Group pays particular attention to the control of air pollution as greenhouse gases, emissions, dust and suspended particulates are generated during the property development process.

環境 (續)

此外，本集團亦嚴格遵從國務院發佈的《國務院關於印發打贏藍天保衛戰三年行動計劃的通知》、國家發展和改革委員會發佈的《溫室氣體自願減排交易管理暫行辦法》等相關的指引，以制訂內部環保政策及減少溫室氣體排放。

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。

空氣污染及溫室氣體排放

由於在物業開發的過程中會產生溫室氣體，廢氣排放、揚塵及懸浮粒子等，因此本集團特別關注空氣污染的管控。

ENVIRONMENT (CONTINUED)

Air Pollution and Greenhouse Gas Emissions (continued)

In order to ensure the projects comply with relevant laws and regulations on environmental protection and safety, the Group engages construction contractors with good environmental protection and safety track records and closely monitors its projects at every stage:

環境 (續)

空氣污染及溫室氣體排放 (續)

為確保工程符合有關環保及安全的法律及法規，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：

Contract execution 合約簽訂

- 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.
- 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 工程期間

- 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.
- 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 驗收階段

- 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.
- 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。

ENVIRONMENT (CONTINUED)

Air Pollution and Greenhouse Gas Emissions (continued)

In addition, the Group has also taken relevant measures to reduce indirect greenhouse gas emissions caused by the consumption of electricity and water 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 nonpeak 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 to continue to reduce air pollutant and greenhouse gas emissions.

環境 (續)

空氣污染及溫室氣體排放 (續)

此外，本集團亦採取相應措施減低酒店、辦公大廈等商用物業內用電及用水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；例如於非繁忙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，以繼續減低空氣污染物及溫室氣體排放。

ENVIRONMENT (CONTINUED)

環境 (續)

Air Pollution and Greenhouse Gas Emissions
(continued)

空氣污染及溫室氣體排放 (續)

During the Reporting Period, the emissions data of the Group are as follows:

本集團於報告期間的排放物數據如下：

Types of emission 排放物種類	Unit 單位	2021	2020
Air pollutants emission			
空氣污染物排放			
Nitrogen oxides 氮氧化物	kilogram 千克	775.34	1,622
Sulphur dioxide 二氧化硫		8.74	260,231
Particulate matters 顆粒物		18.38	6,532
Greenhouse gas emission¹			
溫室氣體排放¹			
Scope 1: Direct emission 範圍一：直接排放	tonne (carbon dioxide equivalent) 噸 (二氧化碳當量)	2,084.26	200.18
Scope 2: Indirect emission 範圍二：間接排放		26,074.09	17,078.23
Total emission 總排放量		28,258.35	17,278.41
Greenhouse gas emission intensity 溫室氣體排放密度	tonne (carbon dioxide equivalent)/ RMB'000 revenue 噸 (二氧化碳當量) / 千元人民幣收入	0.03	0.022

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.

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. The Group has calculated the intensity data for year 2020 for better reference and comparability.

2. 本集團已對2020年度的密度數據進行計算，以提高參考性及可比性。

ENVIRONMENT (CONTINUED)

Hazardous and Non-hazardous Waste Treatment

Commodity packaging materials, kitchen waste, unsalable goods and daily office waste are the non-hazardous wastes generated during the daily operations of the Group. 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. We also establish corresponding measures for non-recyclable waste. Our hazardous waste is mainly ink cartridges for office printers. Below is the data on waste generated by the Group during the Reporting Period:

Types of waste 廢棄物種類	Unit 單位	2021	2020
Total hazardous waste 有害廢棄物總量	tonne 噸	0.02	0.78
Hazardous waste intensity 有害廢棄物密度	kilogram/RMB'000 revenue 千克/千元人民幣收入	0.00	0.02
Total non-hazardous waste 無害廢棄物總量	tonne 噸	41,454	80,823
Non-hazardous waste intensity 無害廢棄物密度	tonne/RMB'000 revenue 噸/千元人民幣收入	0.05	0.12

We have implemented a waste management system to provide adequate guidelines for solid waste disposal in order to maintain the environmental hygiene. We stipulate that a small amount of garbage can be dumped into the trash can, while 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. 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, pollution and odour.

環境 (續)

有害及無害廢棄物處理

本集團在日常運營中會產生的無害廢棄物包括商品包裝物料、廚餘、滯銷商品和辦公室日常廢物。可回收的廢棄物，如舊報紙、雜誌、紙張、玻璃、金屬、塑料等會被集中存放於收集站，由有資格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。我們亦建立相應的措施處理不可回收的廢物。我們的有害廢棄物主要為辦公室打印機的墨盒。以下是本集團於報告期間內產生的廢棄物數據：

我們實行垃圾管理制度，以提供足夠的固體廢棄物處理指引，以保持環境衛生。我們規定少量的垃圾可倒入垃圾桶內，而大量的垃圾則直接運送到垃圾房；保潔工作人員每天都在規定時間收集垃圾桶內的垃圾並集中轉運至垃圾站；垃圾房內的垃圾實行乾濕分離處理，分類存放並設置清洗裝置，並會每日定時噴灑化學藥劑，防止發生及避免蟲害、污染和異味。

ENVIRONMENT (CONTINUED)

Hazardous and Non-hazardous Waste Treatment (continued)

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:

- Reduce or stop the use of consumer goods such as disposable tableware and daily necessities;
- Encouraging customers to pack leftovers;
- Sorting and recycling food waste; and
- Advocating the “clear your plate” campaign and rewarding clean-plate efforts, etc.

The Group will continue to implement measures to reduce the generation of hazardous and non-hazardous waste.

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.

環境 (續)

有害及無害廢棄物處理 (續)

本集團旗下運營的商用物業及酒店，皆根據《中華人民共和國清潔生產促進法》制定了一系列措施，以減少製造廢棄物，例如：

- 減少或停止使用一次性餐具及日用品等消費品；
- 提倡客人打包剩餘食品；
- 分類回收廚餘；以及
- 提倡光盤行動和實行光盤獎勵等。

本集團將會持續實行各項措施，以減少產生有害及無害廢棄物。

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。

ENVIRONMENT (CONTINUED)

Use of Resources

The Group recognizes the importance of efficient use of resources and has actively established corresponding policies for different businesses with the aim of raising employees' awareness of energy conservation and reducing resource consumption and waste, thereby achieving its goal of energy saving and emission reduction. 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. We require all departments to make full use of resources, maximize the efficiency of the resources, eliminate waste and strengthen the use of renewable resources, in an effort to raise employees' awareness of resource conservation and thus effectively reduce energy waste. We have also established corresponding measures and objectives in our shopping centres, malls and offices:

Offices

辦公室

Green office and operation

綠色辦公及運營

- 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，實現更有效的資源使用；
- 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。

環境 (續)

資源使用

本集團明白有效使用資源的重要性並積極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。自二零一六年嚴格實行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，要求各部門充分利用資源，發揮其最大效能，杜絕浪費及加強利用可循環使用的資源，務求提高員工節約資源的意識，從而有效減少能源浪費。我們亦在各購物中心、商場及辦公室均制定相應的措施及目標：

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」

- 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，降低能源消耗；
- adopting a low-temperature washing program and using less hazardous paint and cleaning products;
- 採取低溫洗滌計劃，以及使用危害性較低的油漆及清潔用品；
- 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；

ENVIRONMENT (CONTINUED)

Use of Resources (continued)

Offices
辦公室
Green office and operation
綠色辦公及運營

環境 (續)

資源使用 (續)

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」

- 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，以及減少日用品的更換次數；及
- some hotels rely on environmental advantages, using water source heat pumps for cooling and heating.
- 部分酒店善用環境優勢，採用水源熱泵進行製冷及採暖。

In addition, 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 continuously strengthen our environmental performance.

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，持續加強我們的環保表現。

ENVIRONMENT (CONTINUED)

Use of Resources (continued)

The Group will review the implementation and effectiveness of existing measures from time to time, and will continue to identify any potential environmental risks and make immediate adjustments to relevant measures for the purpose of continuously reducing our energy consumption levels.

Following is the energy consumption data of the Group for the Reporting Period:

Types of energy consumption 能源消耗種類	Unit 單位	2021	2020
Total energy consumption 能源總耗量	kWh 千瓦時	53,084,729	17,255,594
Energy use intensity 能源使用密度	kWh/RMB'000 revenue 千瓦時／千元人民幣收入	60.94	24.64
Direct energy 直接能源			
Fuel (natural gas) 燃料 (天然氣)	kWh 千瓦時	10,177,256	123,77
Fuel (including diesel and gasoline) 燃料 (包括柴油及汽油)	kWh 千瓦時	170,062	7,150
Indirect energy 間接能源			
Electricity 電力	kWh 千瓦時	42,737,411	17,124,667

環境 (續)

資源使用 (續)

本集團將會不時檢討現有措施的執行及成效，及繼續識別任何潛在環保風險，並即時調整相關措施，以持續降低我們的能源消耗水平。

以下是本集團在報告期間的能源消耗數據：

ENVIRONMENT (CONTINUED)

Water Resources

To better utilize and conserve water resources, the Group has been implementing relevant measures

環境 (續)

水資源

為更有效利用及節省水資源，本集團一直在營運中實行相關措施：



In order to improve water efficiency, we will continue to implement different policies in our operations to make more efficient use of our precious water resources. The following is the Group's water consumption related figures for the Reporting Period:

為提高用水效能，我們會繼續在營運中實行不同政策，以更有效使用珍貴的水資源。以下是本集團於報告期間的用水相關數字：

Types of data 數據種類	Unit 單位	2021	2020
Total water consumption 總耗水量	cubic meter 立方米	839,264	190,177
Water consumption intensity 耗水密度	cubic meter/RMB'000 revenue 立方米／千元人民幣收入	0.96	0.27

During the Reporting Period, the Group does not have any material issues in sourcing water that is fit for purpose.

本集團在報告期間沒有任何與求取適用水源方面相關的重要問題。

ENVIRONMENT (CONTINUED)

Packaging Materials

The Group considers its impact on the environment as far as possible when using packaging materials, and tries to use the least amount of packaging materials within the scope of practicability.

The following is the data on packaging materials consumed by the Group during the Reporting Period:

Types of Packaging materials 包裝材料種類	Unit 單位	2021	2020
Plastics 塑料	tonne 噸	0.48	0.51
Corrugated 瓦楞	tonne 噸	1.37	1.42
Total packaging materials 包裝材料總量	tonne 噸	1.26	1.28
Packaging materials intensity 包裝材料密度	kilogram/RMB'000 revenue 千克/千元人民幣收入	0.00	0.00

The Environment and Natural Resources

In order to fulfil corporate responsibility, we will incorporate the concept of sustainable development into our long-term development strategy, strive 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. Our products are designed, built, refurbished, and operated in an ecological and resource-efficient manner; we also applies 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.

環境 (續)

包裝材料

本集團在使用包裝材料時盡可能考慮其對環境的影響，並盡量使用可行範圍內的最少量包裝物料。

以下是本集團於報告期間消耗的包裝材料數據：

環境及天然資源

為履行企業責任，我們的長遠發展策略納入可持續發展理念，盡力減低業務運營對環境的負面影響，大力支持生態文明建設，打造環境友好型的健康企業。

本集團採取不同措施，以更好地使用天然資源及減少對環境的影響。我們的產品均以生態及節約資源的方向設計、建造、翻新及營運；我們亦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。

ENVIRONMENT (CONTINUED)

The Environment and Natural Resources (continued)

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 instance:

- Having bespoke water management guidance for our different operations which is also applicable to our tenants and customers; and
- Closely managing and improving 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 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.

Climate Change

Climate change is a global issue of concern. The Group also pays close attention to the risks and opportunities that it may bring, so that we can respond to it as soon as possible to safeguard the Group's sustainable development and the interests of its stakeholders.

Climate change has increased the frequency and intensity of extreme weather such as typhoons and rainstorms, and may also cause sea level rise, threatening the safety of the Group's properties, employees and customers, especially those located in coastal areas. In this regard, the Group has formulated an extreme weather management solution to cope with work and customer contingency arrangements under extreme weather conditions, giving priority to protecting the personal safety of employees and customers. In addition, we will incorporate climate change-related risk assessment procedures into new acquisitions to reduce the risk of property damage and develop new opportunities.

Coping with global warming and climate change is a shared global responsibility. We also implement energy management and improve energy efficiency in our operations to reduce waste of resources in order to reduce our direct and indirect greenhouse gas emissions and contribute to slowing down the global temperature rise.

環境 (續)

環境及天然資源 (續)

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；及
- 密切監管；並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，我們組織員工前往旗下項目進行鬆土、植樹和澆水等，希望藉著親身參與植樹節活動，提高員工對植樹造林和保護生態環境的意識。

氣候變化

氣候變化是全球都必須關注的議題，本集團亦密切關注其可能帶來的風險以及機遇，以盡早作出相應對策，維護本集團的可持續發展及其持份者的利益。

氣候變化使極端天氣如颱風及暴雨的頻率及強度增加，亦可能導致海平面上升，威脅本集團旗下物業、員工及客戶的安全，尤其是位於沿海區域的物業。為此，本集團制定極端天氣管理方案以應對極端天氣情況下的工作及客戶應急安排，優先保障員工及客戶的人身安全。此外，我們亦會在新收購的項目中加入氣候變化相關風險的評估程序，減低物業損毀的風險及開發新的機遇。

應對全球暖化及氣候變化是全球的共同責任，我們亦在營運中實行能源管理及提升能源使用效率，減少資源浪費，以減低我們的直接及間接溫室氣體排放，協助減慢全球氣溫的上升。

SOCIAL

Employment

As employees are one of the most important assets for the sustainable operation of the Group, the Group has formulated a series of employment and labour policies and measures to provide employees with various protections and benefits.

The Group strictly complies with employment-related laws and regulations, including but not limited to:

- Labour Law of the People's Republic of China
- Employment Ordinance— Chapter 57 of the Laws of the Hong Kong
- Regulation on Labour Security Supervision of the State Council of the People's Republic of China.

During the Reporting Period, the Group did not have any violations of employment and labour laws and regulations in relation to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare, which have a significant impact on the Group.

Employment Policy

The Group has formulated and implemented a sound and comprehensive human resources management system to cover different aspects:

- **Compensation and dismissal**
 - ✓ Provide a market-competitive remuneration system;
 - ✓ Based on the nature of the job, market conditions, job performance and employees' career planning, conduct strict performance appraisal, formulates the remuneration system;
 - ✓ Strictly abide by the laws and regulations relating to the minimum wage and statutory benefits; and
 - ✓ Adjust salaries and employee benefits from time to time in response to employee and market conditions to maintain competitiveness.

社會

僱傭

員工為本集團可持續經營最重要的資產之一，故此，我們制定了一系列的僱傭及勞工的政策及措施，為員工提供各種保障及福利。

本集團嚴格遵守僱傭相關的法律法規，包括但不限於：

- 《中華人民共和國勞動法》
- 香港法例第57章《僱傭條例》
- 中華人民共和國國務院的《勞動保障監察條例》

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。

僱傭政策

本集團已制定及執行完善、全面的人力資源管理制度，覆蓋不同範疇：

- **薪酬及解僱**
 - ✓ 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；及
 - ✓ 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。

SOCIAL (CONTINUED)**Employment Policy (continued)**

- **Recruitment and promotion**
 - ✓ Seek diversified talents through multiple channels; and
 - ✓ Provide career development platform and opportunities for various professionals and administrative personnel.
- **Working hours, rest periods**
 - ✓ Regarding position creation, standard or flexible working hours are used based on different business models and job requirements to effectively protect employees.
- **Equal opportunity, diversity**
 - ✓ 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.
- **Other benefits and welfare**
 - ✓ Pay social insurance and housing fund for employees, and implemented national regulations on vacation as required, and paid out related benefits;
 - ✓ Provide front line staff with employers' liability insurance; and
 - ✓ Relevant welfare policies such as providing housing allowances for employees based in other provinces.

社會 (續)**僱傭政策 (續)**

- **招聘及晉升**
 - ✓ 通過多種渠道尋找多樣化的人才；及
 - ✓ 提供職業發展平台和機會給不同專業和管理類型的人員。
- **工作時數、假期**
 - ✓ 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。
- **平等機會、多元化**
 - ✓ 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。
- **其他待遇及福利**
 - ✓ 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；
 - ✓ 為一線員工提供僱主責任險；及
 - ✓ 為外地員工提供房屋津貼等相關福利政策。

SOCIAL (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 to bring more diversification possibilities to the development of the Group.

To ensure and maintain the diverse and balanced development of the Company, the Group has adopted a series of measures:

- Strive to maintain the gender balance of employees;
- Apply fair and transparent employment policy; and
- 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.

The Group is committed to enhancing employees' education on the prevention of workplace bullying and harassment through activities and training, and encourages employees who encounter problems to report to the department supervisor or the HR department in a timely manner in accordance with the Company's regulations, so as to jointly create a mutually respectful working environment.

社會 (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，為集團的發展帶來更多元化的可能性。

為保證及維持公司多元化平衡發展，本集團採取了一系列的措施：

- 儘力維持員工性別比例平衡；
- 應用公平、透明的招聘政策；及
- 在招聘過程中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，不受性別、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。

本集團致力通過活動及培訓加強員工對有關預防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，共同營造互相尊重的工作環境。

SOCIAL (CONTINUED)

Employee Communication

The Group always attaches great importance to the opinions of employees. In addition to regular communication channels, we have strengthened 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 also welcome employees to communicate with us on work conditions, personal career goals, and even personal family and living conditions. We are also very pleased to provide supports to the employees in need under reasonable and feasible circumstances.

Dismissal Policy

In order to avoid labour disputes arising from dismissal of employees, we have implemented a number of measures to reduce related risks. We ensure that all employees have entered into employment contracts before assuming offices, and the terms in the contract comply with the relevant provisions of the Labour Contract Law of the People's Republic of China. Employees are also required to participate in training in the Company's relevant rules and regulations to ensure that they are clear about the Group's dismissal provisions. 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 Labour Contract. Where necessary, we will seek legal opinions of the legal department, the management and/or external parties.

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.

社會 (續)

僱員溝通

本集團一向重視員工的意見；除了恆常溝通渠道外，我們通過舉辦多元化的員工活動，加強員工溝通交流，例如員工生日會、中秋活動及年會。我們希望讓員工在工作之餘，共同慶祝特別節日，了解公司的發展歷程及企業文化，藉此營造和諧友善的工作氣氛，加強員工之間的凝聚力。

除了舉辦各種員工活動外，我們亦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。我們亦非常樂意在合理、可行的情況下為有需要的員工提供支援。

解僱政策

為避免因解僱員工而出現勞資糾紛事件，我們實施了多項措施，以減低相關風險。我們確保所有員工在入職前已經簽訂僱傭合同，而合同中的條文符合《中華人民共和國勞動合同法》相關規定。員工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。不論因任何理由解除僱傭關係，雙方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。如有需要，我們會尋求法務部、管理層及／或外部法律意見。

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。

SOCIAL (CONTINUED)

Labour Standards

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 laws and regulations regarding labour standards. There was no child labour or forced labour during the Reporting Period.

The Group emphasizes on the protection of human rights and prohibits using forced labour and child labour in our business operations. The human resources department will conduct strict background checks on employees before hiring, require employees to provide relevant documents at the time of entry, and strictly review employee's ID card, diploma and other documents during the registration process to make sure they meet the minimum age requirement. If any violations are found, the forced labour or child labour involved will be dismissed immediately, and the relevant management will be severely punished.

社會 (續)

勞工準則

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，並嚴格遵守有關勞工準則的法律法規，於報告期間內並無任何童工或強制勞工。

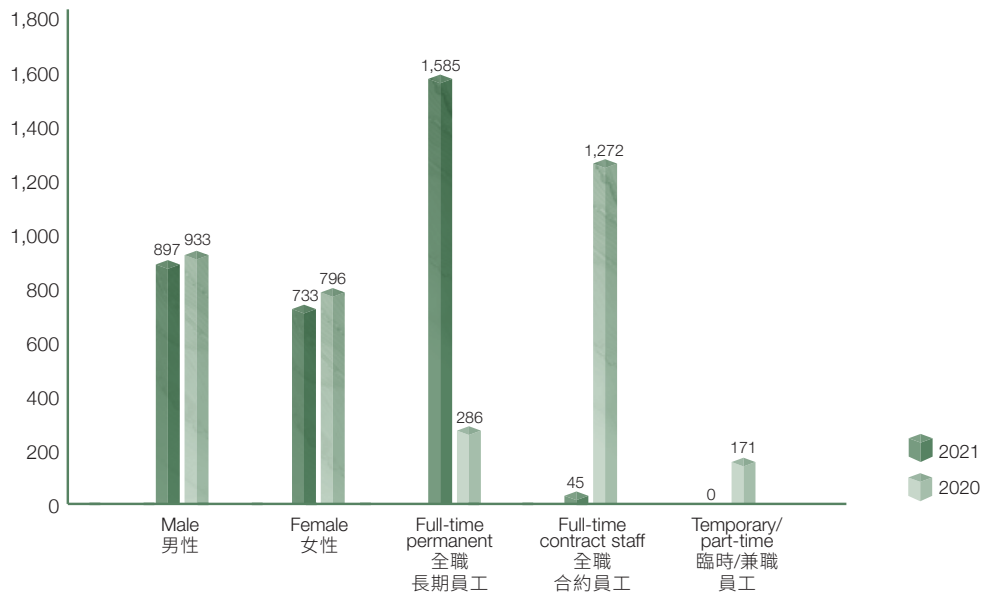
本集團強調人權的保障，實施不同規範嚴厲禁止於業務營運中聘用強制勞工及童工。人力資源部在僱用員工前會進行嚴格的背景調查，要求員工在辦理入職手續時提供相關證明文件，並在登記過程中嚴格審核員工身份證、畢業證等文件，確保其符合最低年齡要求。如發現任何違規情況，涉事的強制勞工或童工會被立即解僱，而相關管理人員將接受嚴厲的紀律懲處。

SOCIAL (CONTINUED)

Employment Data

As of 31 December 2021, the Group had a total of 1,630 employees (2020: 1,729), all of whom were from Mainland China. The following is the breakdown of the Group's employees by gender, employment nature and age:

Number of Employees by Gender and Employment Nature



社會 (續)

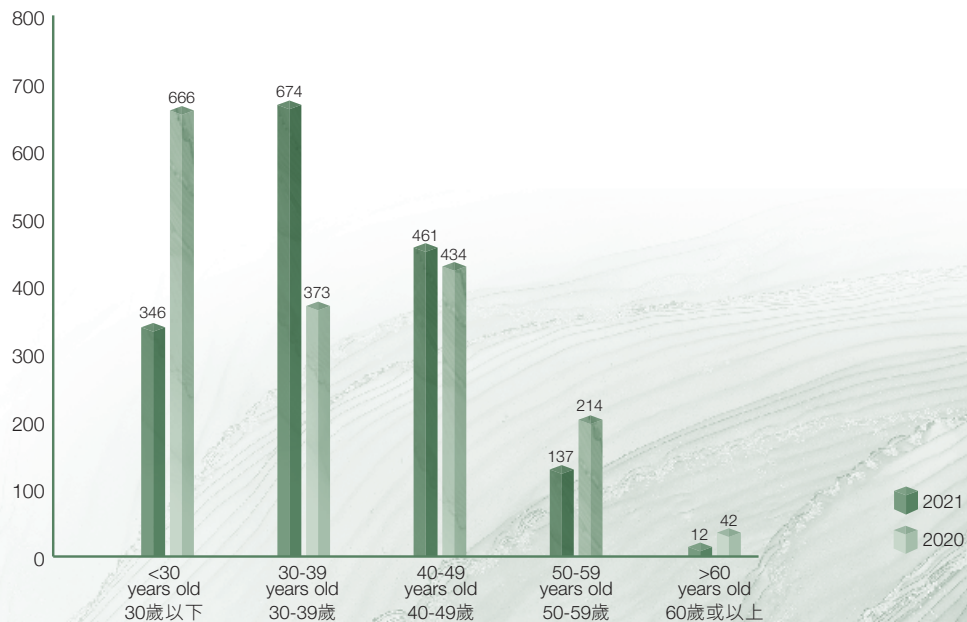
僱傭數據

本集團截至二零二一年十二月三十一日，一共有1,630名員工（二零二零年：1,729名），全部來自中國內地。以下是本集團員工按性別、僱傭性質及年齡分類的數據：

按性別及僱傭性質分類的員工人數

Number of Employees by Age

按年齡分類的員工人數



SOCIAL (CONTINUED)

Employee Turnover Rate

Employee classification 員工分類	Unit 單位	2021	2020
By gender 按性別分類	Percentage 百分比		
Male 男性		66.7	17.7
Female 女性		59.1	21.2
By age 按年齡分類	Percentage 百分比		
<30 years old 30歲以下		143.9	Not applicable ¹ 不適用 ¹
30-39 years old 30-39歲		45.4	
40-49 years old 40-49歲		44.7	
50-59 years old 50-59歲		10.9	
>60 years old 60歲或以上		50.0	

1. The Group began to disclose such data during the Reporting Period.

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.

社會 (續)

員工流失比率

1. 本集團於本報告期開始披露該項數據。

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。

SOCIAL (CONTINUED)

Health and Safety

The Group has always put the health and safety of its employees first and abides by all relevant laws and regulations during its operations, including but not limited to:

- Production Safety Law of the People's Republic of China
- Fire Control Law of the People's Republic of China
- Provisions on the Supervision and Administration of Fire Control at Construction Projects
- Provisions on the Supervision and Inspection over Fire Protection

During the Reporting Period, the Group did not have any significant safety incident or work injuries; or work-related fatalities in the past three years including the current year, and there was no violation of any laws and regulations relating to safe working environment and protection of employees from occupational hazards was found.

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.

社會 (續)

健康及安全

本集團一向以員工的健康及安全為先，在營運過程中遵守一切相關的法律法規，包括但不限於：

- 《中華人民共和國安全生產法》
- 《中華人民共和國消防法》
- 《建設工程消防監督管理規定》
- 《消防監督檢查規定》

本集團於報告期間沒有發生重大安全事故以及工傷；在包括本年度的過去三年中沒有任何因工死亡的事件，且未有發現違反任何有關安全工作環境，及保障僱員避免職業性危害的法律及規例的情況。

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列為最優先考慮的因素，通過一系列措施為員工提供安全的工作環境。

SOCIAL (CONTINUED)

Working Environment (continued)

Establishment and Implementation of the Conditions for Safety Production and the Requirements for Protecting Employees' Occupational Health

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 relevant industry practice and regulation requirements, we have established and put a series of detailed working health and safety guidelines strictly in place, and standardized work process at all levels with continuous improvements to ensure that the health and safety of all staff is safeguarded.

社會 (續)

工作環境 (續)

制定及實施安全生產條件及保障僱員職業健康的規定

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安

- 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，我們參考相關行業慣例及監管規定，制訂及嚴格執行一系列詳盡的工作健康及安全指引，將各級工序規範化，並持續改進，以確保所有員工的健康及安全得到保障。

SOCIAL (CONTINUED)

Working Environment (continued)

We also provide more protection for our employees through different channels and reinforce the employees' awareness about occupational health and safety, such as:

- Providing our employees with relevant trainings and safety meetings;
- Providing the Group's permanent staff with conventional insurances such as annual body check-up, medical insurance, pension insurance, etc
- Identifying that such partners have provided adequate health and safety guarantee for their staff when entering into cooperation with contractors and subcontractors.

Health and Wellness

Beside work safety, employees' mental health is equally important. Therefore, we organize relaxing activities for our employees regularly and strive to 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.

社會 (續)

工作環境 (續)

我們亦通過不同渠道為員工提供更多保障，以及加強他們職業健康及安全的意識，例如：

- 為僱員提供相關培訓及安全會議；
- 為長期員工提供年度體檢、醫療、養老等常規保險；及
- 與承建商及分包商等達成合作時，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，員工的心理健康亦同樣重要。因此，我們定期為僱員安排放鬆身心的活動及極力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，加強員工的歸屬感。

SOCIAL (CONTINUED)

Development and Training

The development and training of employees is the focusing issue of concern to the Group. The progress of employees can maintain our competitive advantage and sustainable development. 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 to ensure the services quality of the Group:



In order to ensure the talent development of the Group, we established a stringent and comprehensive recruitment system, standards and procedures; and introduced competition mechanism, hoping to explore and cultivate professional talents. We actively 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, and we attach great importance to the protection of employees' rights and interests, providing equitable and just platforms that inspire excellent achievements and allow employees to give full play to their talents.

社會 (續)

發展及培訓

員工的發展及培訓是本集團的重點關注議題，員工的進步可以維持我們的競爭優勢及可持續發展。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，確保本集團的服務質素：

為確保本集團的人才發展，我們擁有嚴格和完善的聘任制度、標準和程序，並引入競爭機制，發掘和培養專業人才。我們積極為員工提供晉升途徑，管理專業技術崗位及建設專業團隊；且高度重視員工的權益保障，透過成為平等、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。

SOCIAL (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》

社會 (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，務求最大程度提升員工的工作技能，並促進他們的個人發展，包括：

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》

SOCIAL (CONTINUED)

Development and Training (continued)

Employees from the Legal Department

法務部員工

- Legal Risk Prevention
- 《法律風險防範》

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 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》

社會 (續)

發展及培訓 (續)

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》

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》

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》

SOCIAL (CONTINUED)

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.

The following is the employee training data of the Group during the Reporting Period:

社會 (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畫的目的為提升領導人才個人、團隊和組織領導力，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，使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。

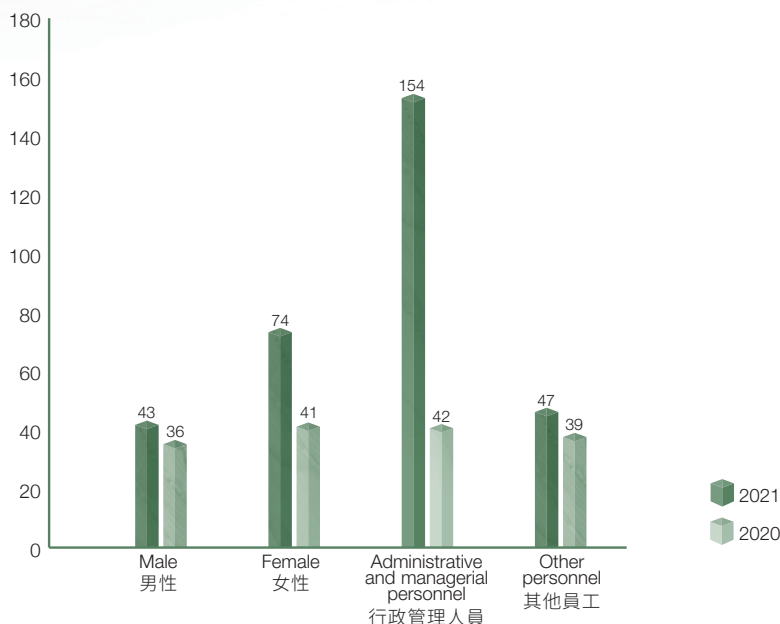
以下是本集團於報告期間的員工培訓數據：

Employee Classification 員工分類	Unit 單位	Training Ratio 培訓比率
By gender 按性別分類	Percentage 百分比	
Male 男性		90.9
Female 女性		100
By ranking 按職級分類	Percentage 百分比	
Administrative and managerial personnel 行政管理人員		100
Other personnel 其他員工		98

SOCIAL (CONTINUED)

Leadership Development Program (continued)

Average Training Hours by Employee



社會 (續)

領導力發展計劃 (續)

按員工分類的平均培訓時數

Supply Chain Management

The Group has extensive experience in the commercial property development and operation in the Yangtze River Delta region, the PRC. We are dedicated to maintaining long-term, stable and strategic cooperative relationships with suppliers who offer good quality products and operate in a sustainable manner, in order to consolidate the good reputation we have built in the industry in the past 20 years. 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, the Group had cooperation with about 8 suppliers, of which 5 suppliers are from the Mainland China and the remaining 3 suppliers are from Hong Kong. The Group's suppliers mainly comprise construction material suppliers, construction contractors, sub-contractors, and suppliers of various types of facilities and equipment.

供應鏈管理

本集團在中國長江三角地區有著商用物業開發及營運的豐富經驗，堅持與產品質素良好及以可持續的方式營運的供應商建立長期、穩定的合作關係，以鞏固我們在過去二十年在業內建立的良好信譽。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，本集團與大約8家供應商合作，其中5家來自中國內地，其餘3家來自香港。這些供應商主要包括建築材料供應商、建築承建商、分包商及各類型設施和設備的供應商。

SOCIAL (CONTINUED)

Procurement and Supplier Assessment

The Group believes that maintaining good cooperation relationships with powerful 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.

社會 (續)

採購及供應商評估

本集團深信與有實力的供應商保持良好合作關係，讓我們的发展更有優勢。作為負責任的企業，我們採用平等的採購政策，務求實現與供應商的共同發展及達到雙贏。



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.

我們同時亦要求所有供應商、外判商及合作夥伴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。

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.

對於供應鏈系統的管理，我們有嚴謹的規範，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。

SOCIAL (CONTINUED)

Considering Environmental and Social Risk

The Group is committed to reducing the impact of business activities on ecological resources and the environment. 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 jointly develop relevant environmental protection measures or standards with them.

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, and encourages suppliers to use raw materials that are more environmentally friendly or have obtained environmental protection-related certifications in the production process.

Product Responsibility

Maintaining the excellent quality of products and services is the key to the sustainable development of the Group. We comply with all relevant laws and regulations during our operations, including but not limited to:

- the Advertisement Law of the People's Republic of China
- the Interim Measures for the Administration of Internet Advertisement

社會 (續)

考慮環境及社會風險

本集團致力減低業務活動對生態資源及環境的影響，不但積極從日常業務過程中做好節能減排，更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，與他們共同制訂相關環保措施或標準。

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，並鼓勵供應商在生產過程中使用更環保或取得環境保護相關認證的原材料。

產品責任

維持產品及服務的優良品質是集團持續發展的關鍵，我們在營運過程中遵守一切相關的法律法規，包括但不限於：

- 《中華人民共和國廣告法》
- 《互聯網廣告管理暫行辦法》

SOCIAL (CONTINUED)

Product Responsibility (continued)

During the Reporting Period, the Group did not have any major violations related to product liability. We ensured high-quality services to customers through the following measures:

Commercial Property and Management Services

商用物業及管理服務

- Our construction contracts generally contain quality warranties and penalty provisions for substandard work in order to ensure construction quality;
- 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；
- Our construction contractors are required to appoint onsite 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;
- 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；
- Construction contractors are not allowed to subcontract or transfer their contractual arrangements with us to any third party without our prior consent; and
- 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；及
- 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.
- 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。

During the Reporting Period, we did not receive any complaints related to the quality of our products or services, nor did we involve any product recalls.

社會 (續)

產品責任 (續)

本集團於報告期間沒有任何與產品責任相關的重大違規事件，我們通過以下措施確保為客戶提供優質的服務：

Hotel Operations and Service Apartment Services

酒店管理及服務式住宅管理服務

- Regularly review staff work of each department and guests' feedbacks to formulate improvement measures; and
- 定期與各部門員工檢討工作情況，就住客的意見反饋進行檢討並定下改善措施；及
- timely upgrade and renovate hotel and serviced apartments facilities and equipment, while advocating environmental protection and emission reduction, upgrade the living experience for guests.
- 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。

於報告期間，我們沒有接獲任何與產品或服務質素相關的投訴，亦不涉及任何產品回收。

SOCIAL (CONTINUED)

Privacy Policy and Intellectual Property

The Group strictly complies with all relevant privacy ordinances. 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 requires 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 to customers.

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.

Advertising and Labelling

The Group's operation process involves determining the advertising strategies, image and positioning for properties, identifies commercial retail tenants suitable for the international famous brands, and attracts large domestic and foreign enterprises to reside, with a purpose of attracting traffic and improving property values.

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 relevant laws and regulations governing by the country, regions or industry associations to enhance the confidence of our customers in our products and services, and ensure they have sufficient information to make informed choices.

社會 (續)

私隱政策及知識產權

本集團嚴格遵守所有相關的私隱條例，由於我們的營運性質需要接觸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，我們要求員工謹慎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向客戶清晰闡述。

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。

宣傳及標籤

本集團在業務過程中涉及為物業確定宣傳策略、形象及定位，鎖定合適國際知名品牌的商業零售租戶等，以及吸引國內外大型企業進駐，從而吸引人流及提升物業價值。

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，均符合國家、地區或行業組織制定的相關法律法規，提升客戶對我們的產品及服務的信心，並確保他們有足夠資料作出知情選擇。

SOCIAL (CONTINUED)

Anti-corruption

The Group has always adhered to the value of “integrity and responsibility” and maintained a sound corporate governance and risk management system to maintain the interests of stakeholders and promotes sustainable development.

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, including but not limited to:

- Criminal Law of the People’s Republic of China
- Prevention of Bribery Ordinance, Chapter 201, Laws of Hong Kong
- Anti-Money Laundering Law of the People’s Republic of China

During the Reporting Period, the Group did not identify any incident of corruption or fraud. The Group and our employees did not involve in any litigation cases of corruptions.

Anti-corruption Policy

The Group has established 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. The Group has established the Audit Committee and the Remuneration Committee in accordance with the Listing Rules and relevant guidelines, appointed external auditors to conduct audit work and disclosed the Company’s information through annual reports, interim reports and announcements. The Group also actively communicates with the investment sector (including shareholders, investors and analysts) and professional parties, interacts and communicates with investors, shareholders and relevant stakeholders through activities such as results meetings to ensure transparency. In addition, the Group provides information and training relating to the Listing Rules and corporate governance to directors, senior management and company secretary so as to continue to improve its corporate governance mechanism.

社會 (續)

反貪污

本集團一直秉持「誠信負責」的價值觀，保持良好的企業管治及風險管理，以維護相關持份者的利益，推動可持續發展。

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，包括但不限於：

- 《中華人民共和國刑法》
- 香港法例第201章《防止賄賂條例》
- 《中華人民共和國反洗錢法》

於報告期間，本集團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。

反貪污政策

本集團已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，並確保一切資本市場行為合規合法。我們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，亦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；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；以及透過業績會等活動與投資者、股東及相關持份者互動交流，以達至訊息透明。此外，我們更為董事、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。

SOCIAL (CONTINUED)

Anti-corruption Policy (continued)

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, in order to resist any act of corruption:

Employees 員工

- Enhance the employees' anti-corruption 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。

社會 (續)

反貪污政策 (續)

本集團已訂立廉政公約及反貪腐機制，並制定了一系列針對整個供應鏈包括從上游供應商至下游最終客戶的政策，堅決杜絕任何貪腐行為：

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》章節，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.
- 鼓勵投訴及舉報不合規事宜，防止任何形式的利益輸送。

SOCIAL (CONTINUED)

社會 (續)

Anti-corruption Policy (continued)

反貪污政策 (續)

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。
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SOCIAL (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 to avoid unfair treatment or disciplinary action for reporting. The Group 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 anticorruption mechanism to plug the loopholes.

Community Investment

The Group values and fulfils its corporate social responsibility, and upholds the principle of “Benefiting from society, giving back to society”, and encourages the employees to join us in caring and contributing to the community.

The Group continues to participate in different social welfare activities and established Zhong An Charity Foundation (“Zhong An Charity”) to help more disadvantaged in communities. 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.

The Group and Zhong An Charity will continue to explore options of coordinating community activities and proactively seek for cooperation with other organizations which share the same values with us. We aspire to, through community 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 to support the needy, thereby contributing to the community and public welfare activities.

社會 (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。

我們承諾將舉報人身份保密，以免因舉報遭受不公平對待或紀律處分。在收到舉報後，本集團會立即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外，我們亦會根據調查結果採取適當處分及追究損失；以及在需要時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。

社區投資

本集團重視及履行其企業社會責任，秉持「取諸社會，用諸社會」的原則，鼓勵員工與我們一起關懷及貢獻社區。

本集團持續參與不同的社會公益活動，並成立眾安慈善基金會（「眾安慈善」），以幫助更多社區中的弱勢社群。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，從經濟、生活、心靈等多重層面為留守兒童送去關懷和溫暖。

本集團將會與眾安慈善繼續發展各種社區活動，並積極尋求其他與我們理念一致之機構合作的可能性。我們希望透過社區活動進一步了解社區的需要，並將之融入我們業務的發展當中。與此同時，我們亦積極倡導員工一同參與社區服務，幫助有需要人士，為社區及公益活動出一份力。

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 主要範疇	Contents 內容	Section 章節
A Environmental A環境		
A1 Emissions A1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。	Air Pollution and Greenhouse Gas Emissions 空氣污染及溫室氣體排放
A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	
A1.2	Greenhouse gas emissions in total and intensity. 溫室氣體總排放量及密度。	
A1.3	Total hazardous waste produced and intensity. 所產生有害廢棄物總量及密度。	Hazardous and Non-hazardous Wastes 有害及無害廢棄物
A1.4	Total non-hazardous waste produced and intensity. 所產生無害廢棄物總量及密度。	
A1.5	Description of emissions target(s) set and steps taken to achieve them. 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	Air Pollution and Greenhouse Gas Emissions 空氣污染及溫室氣體排放
A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	Hazardous and Non-hazardous Wastes 有害及無害廢棄物

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香港聯合交易所有限公司《環境、社會及管治報告指引》索引 (續)

Subject area 主要範疇	Contents 內容	Section 章節
A2 Use of Resources A2資源使用		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源 (包括能源、水及其他原材料) 的政策。	Use of Resources 資源使用
A2.1	Direct and/or indirect energy consumption by type in total and intensity 按類型劃分的直接及／或間接能源總耗量及密度。	
A2.2	Water consumption in total and intensity. 總耗水量及密度。	Water Resources 水資源
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	Use of Resources 資源使用
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. 描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	Water Resources 水資源
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量 (以噸計算) 及 (如適用) 每生產單位佔量。	Packaging Material 包裝材料

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Subject area 主要範疇	Contents 內容	Section 章節
A3 The Environment and Natural Resources A3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。	The Environment and Natural Resources 環境及天然資源
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	
A4 Climate Change A4氣候變化		
General Disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	Climate Change 氣候變化
A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	

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Subject area	Contents	Section
主要範疇	內容	章節
B Social		
B社會		
<i>Employment and Labour Practices</i>		
僱傭及勞工常規		
B1 Employment		
B1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 僱傭
B1.1	Total workforce by gender, employment type (for example, full- or parttime), age group and geographical region. 按性別、僱傭類型(如全職或兼職)、年齡組別及地區劃分的僱員總數。	
B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	

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Subject area 主要範疇	Contents 內容	Section 章節
B2 Health and Safety B2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。	Health and Safety 健康及安全
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year. 過去三年(包括匯報年度)每年因工亡故的人數及比率。	
B2.2	Lost days due to work injury. 因工傷損失工作日數。	
B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored. 描述所採納的職業健康與安全措施,以及相關執行及監察方法。	
B3 Development and Training B3發展及培訓		
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	Development and Training 發展及培訓
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別(如高級管理層、中級管理層)劃分的受訓僱員百分比。	
B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分,每名僱員完成受訓的平均時數。	

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Subject area 主要範疇	Contents 內容	Section 章節
B4 Labour Standards B4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 僱傭
B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	
B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	
<i>Operating Practices</i> 營運慣例		
B5 Supply Chain Management B5供應鏈管理		
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Supply Chain Management 供應鏈管理
B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。	
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	

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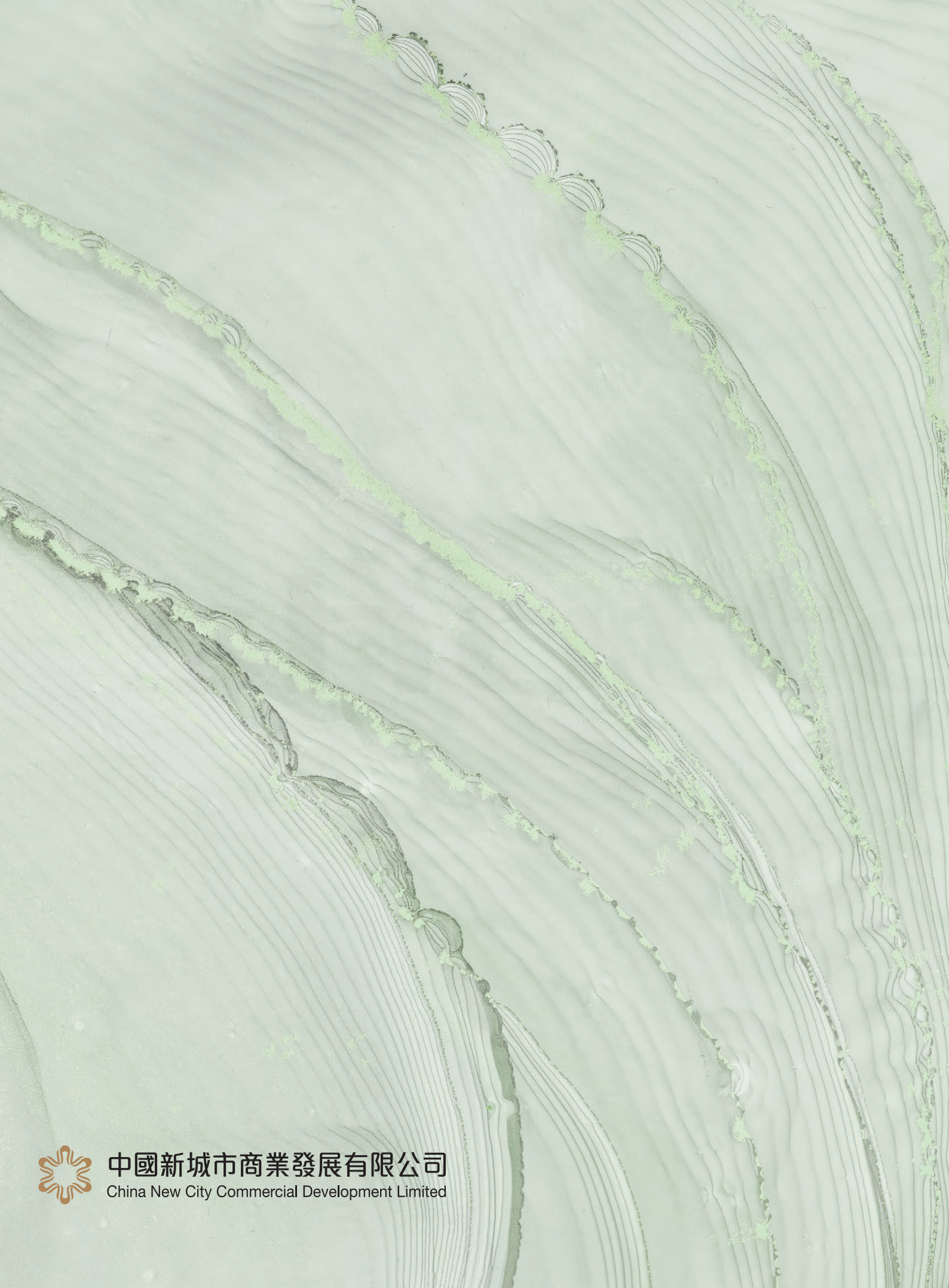
香港聯合交易所有限公司《環境、社會及管治報告指引》索引(續)

Subject area 主要範疇	Contents 內容	Section 章節
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	
B6 Product Responsibility B6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。	Product Responsibility 產品責任
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	
B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	
B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	
B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	

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Subject area 主要範疇	Contents 內容	Section 章節
B7 Anti-corruption B7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。	Anti-corruption 反貪污
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	
B7.3	Description of anti-corruption training provided to directors and staff. 描述向董事及員工提供的反貪污培訓。	
<i>Community</i> 社區		
B8 Community Investment B8社區投資		
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its 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 Investment 社區投資
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	
B8.2	Resources contributed (e.g. money or time) to the focus area. 在專注範疇所動用資源(如金錢或時間)。	



中國新城市商業發展有限公司
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