



招商局置地有限公司  
CHINA MERCHANTS LAND LIMITED

STOCK CODE: 00978



2017

ENVIRONMENTAL,  
SOCIAL AND  
GOVERNANCE REPORT

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## 01 ABOUT THIS REPORT

This Report is prepared in accordance with the *Environmental, Social and Governance Reporting Guide* under Appendix 27 of The Stock Exchange of Hong Kong Limited (“HKEX”). This Report is prepared for all stakeholders of China Merchants Land Limited and covers the performance of China Merchants Land Limited (the “Company”) and subsidiaries located in Chongqing, Foshan, Xi’an, Nanjing and Jurong, Guangzhou, and Hong Kong<sup>1</sup>. This Report discloses the opportunities and challenges faced by the Company and its stakeholders in the process of creating value together and formulates the strategies and management measures, as well as efforts made, for achieving sustainable development.

### 1.1 Reporting Period

This Report covers the period from 1 January 2017 to 31 December 2017 (the “Reporting Period”), unless otherwise mentioned. The information presented in this Report includes specific policies and performances in the Company’s environmental, social and corporate governance aspects. Due to the continuity and comparability of the information disclosed, the timeframe of selected contents are adjusted accordingly.

### 1.2 Reporting Boundary

This Report fully discloses information and key performances concerning the environmental, social and governance activities of China Merchants Land Limited and its subsidiaries.

### 1.3 Reporting Guidelines

*Sustainability Reporting Guidelines* (GRI G4) by the Global Reporting Initiatives;  
*Guidance on Social Responsibility* (ISO26000) by International Organisation for Standardisation;  
*The Guidance on Social Responsibility Reporting* (GB/T 36001-2015) by the People’s Republic of China;  
*Environmental, Social and Governance Reporting Guide* by HKEX.

### 1.4 Data Sources

All information quoted in the Report are from the documents and statistical reports of the Company.

### 1.5 Reliability Assurance

We guarantee that there are no false records, misleading statements, or major omissions in this Report.

### 1.6 Appellation

In this Report, “China Merchants Land Limited” is referred to as “China Merchants Land”, the “Company” or “we”. “China Merchants Land Limited and its subsidiaries” are referred to as the “Group”.

### 1.7 Report Availability

The electronic version of this Report is available on [www.cmland.hk](http://www.cmland.hk).

<sup>1</sup>The Hong Kong company became China Merchants Land Limited’s wholly-owned subsidiary in January 2017



02 ABOUT US



2.1 COMPANY PROFILE

Formerly known as Tonic Industries Holdings Limited, China Merchants Land was founded in April 1997, and listed on HKEX in October in the same year. China Merchants Land sets up its headquarter' s office in Hong Kong as a subsidiary of China Merchants Group and China Merchants Shekou Industrial Zone Holdings Co., Ltd (“CMSK”), with equity interests in a large number of real estate projects in Guangzhou, Foshan, Nanjing and Jurong, Chongqing, Xi’an. As of December 31, 2017, China Merchants Land and its subsidiaries occupied a total of 5,732,641 square meters of land.

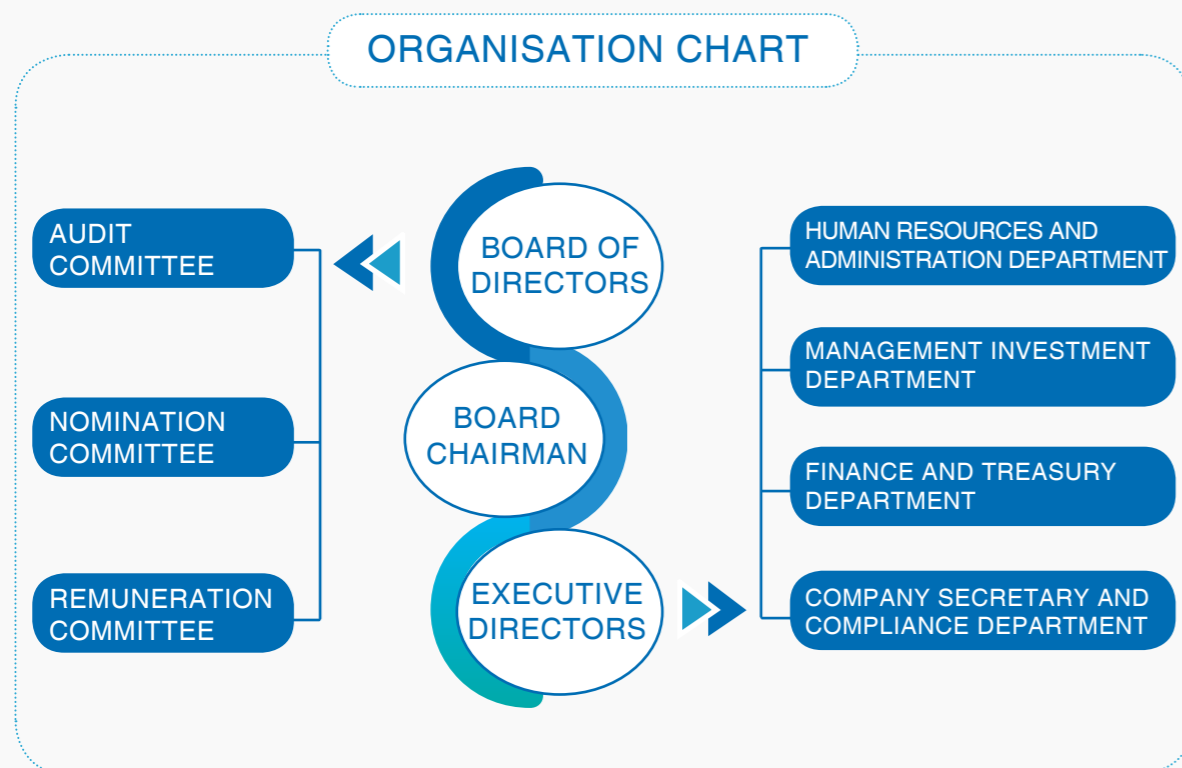


## 2.2 CORPORATE GOVERNANCE

### CORPORATE STRUCTURE

We are committed to practicing a high level of corporate governance. The Company has established a standard corporate governance structure and formulated rules and structures that promote the Company's development, in accordance with existing laws, regulations and relevant rules, as well as its actual production and operating circumstances.

The Board of Directors has established the Audit Committee, Nomination Committee and Remuneration Committee. The primary role of the Board is to supervise and control the Company's operations and affairs and to enhance long-term shareholders' value and the Board held four regular meetings during the Reporting Period. The Audit Committee is responsible for reviewing and discussing the Company's interim and annual financial statements and so on, and it convened three meetings during the Reporting Period. The Nomination Committee held one regular meeting for reviewing and discussing the structure, size and composition (including the skills, knowledge and experience of the Board members) of the Board of Directors. The Remuneration Committee held two regular meetings during the Reporting Period to review and discuss the remuneration policy and structure of the Board of Directors and senior management of the Company.

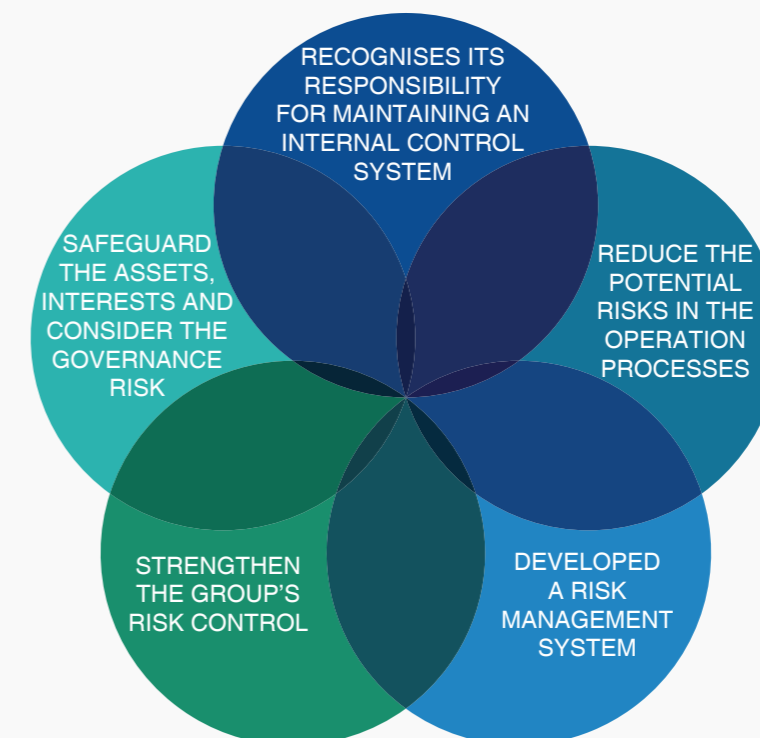


### RISK MANAGEMENT AND INTERNAL CONTROL

The Group recognises its responsibility for maintaining an adequate internal control system to safeguard the assets of the Group and the interests of the shareholders and consider the governance risk. To strengthen the Group's risk control, we have developed a risk management system on forward-looking and systematic and comprehensive benchmarks to manage our related risks at business and operating levels. In addition, we will gradually incorporate the management systems of non-financial risks including environmental protection and anti-corruption into the comprehensive risk management system to further reduce the potential risks in the operation processes of the Company.

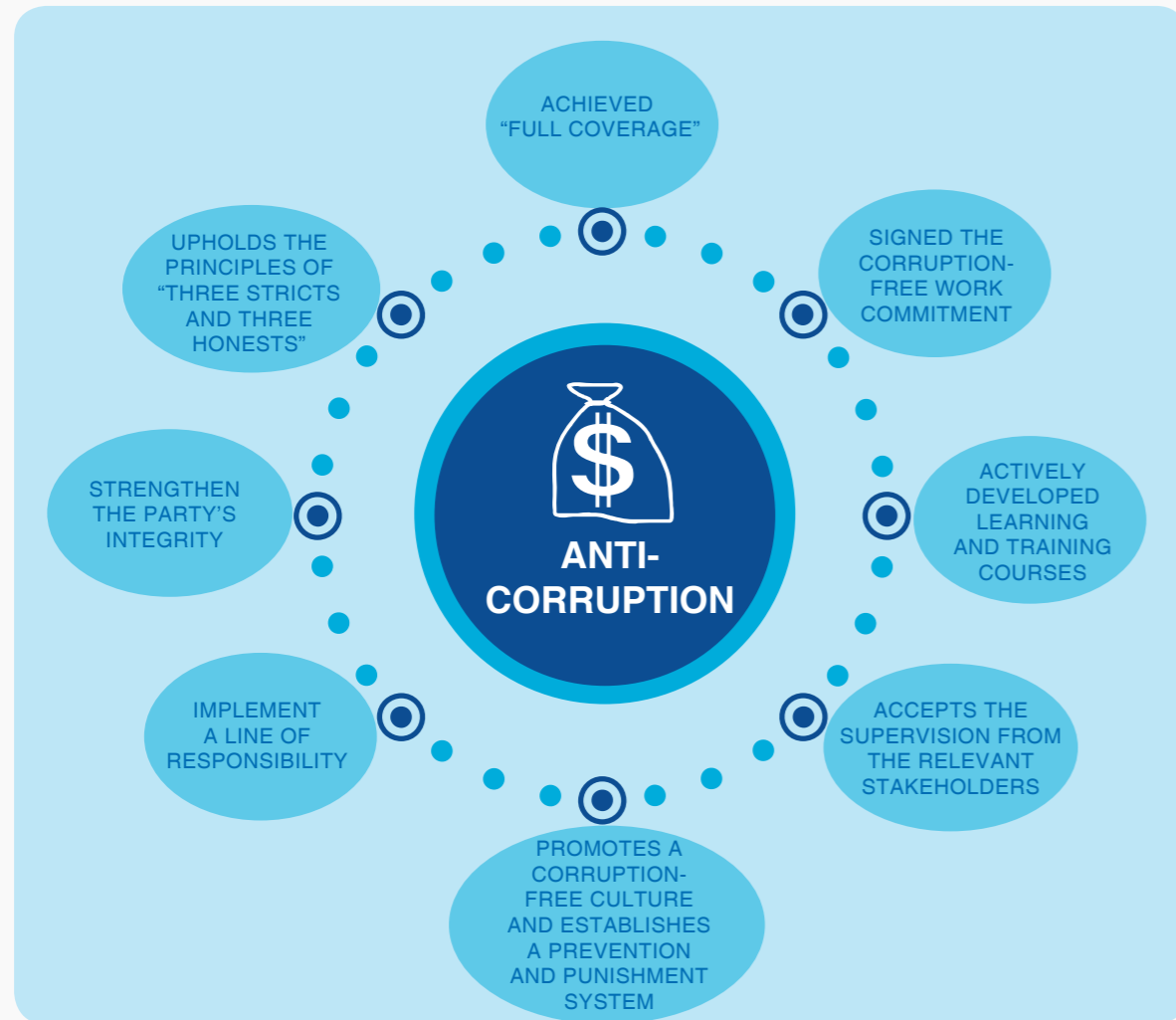
The Group strongly maintains sound and effective internal controls to safeguard shareholders' investment and the Group's assets. The internal control system will cover all material controls, including financial, operational and compliance controls and risk management functions, which enables the Group to enhance the effectiveness and efficiency of the operations, reliability of financial reporting and compliance with applicable laws and regulations. In order to enhance the Group's system of handling inside information and to ensure the truthfulness, accuracy, completeness and timeliness of its public disclosures, the Group has also adopted and implemented an internal information handling procedure.

Details of the Board of Directors, management and corporate governance structure are set out in the related sections of the Group's 2017 annual report. It is available at <http://ir.cmland.hk>.







## ANTI-CORRUPTION

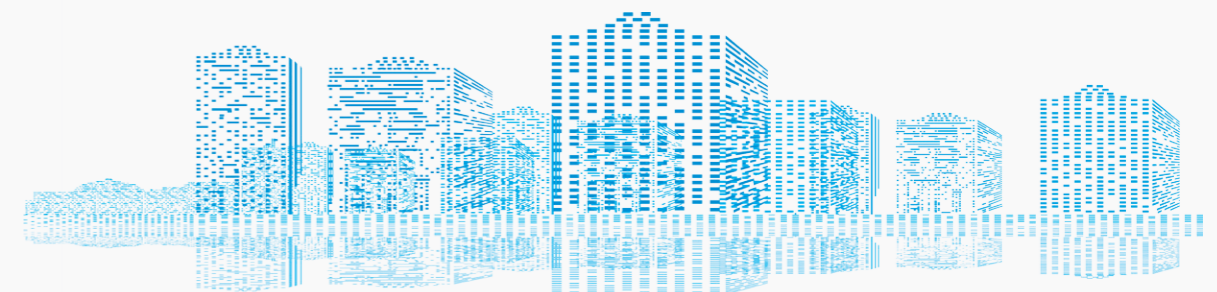
The Group strictly complies with the *Criminal Law of the People's Republic of China* and other related national laws and regulations, international practices and business ethics that relate to bribery, extortion, fraud and money laundering. Moreover, the Group also upholds the principles of "Three Stricts and Three Honests (三嚴三實)" to strengthen the Party's integrity and to implement a line of responsibility, comprehensively promotes a corruption-free culture and establishes a prevention and punishment system and accepts the supervision from the relevant stakeholders. The Group has also actively developed and enhanced the sense of anti-corruption and self-discipline of the employees through a series of learning and training courses. In addition, the Group also signed the *Corruption-free Work Commitment* with all employees to truly achieve "full coverage", fulfilled its commitment to honesty and self-discipline, and implemented a responsibility system and supervision mechanism for clean governance. During the Reporting Period, the Group did not receive any reported cases relating to bribery, extortion, fraud and money laundering.

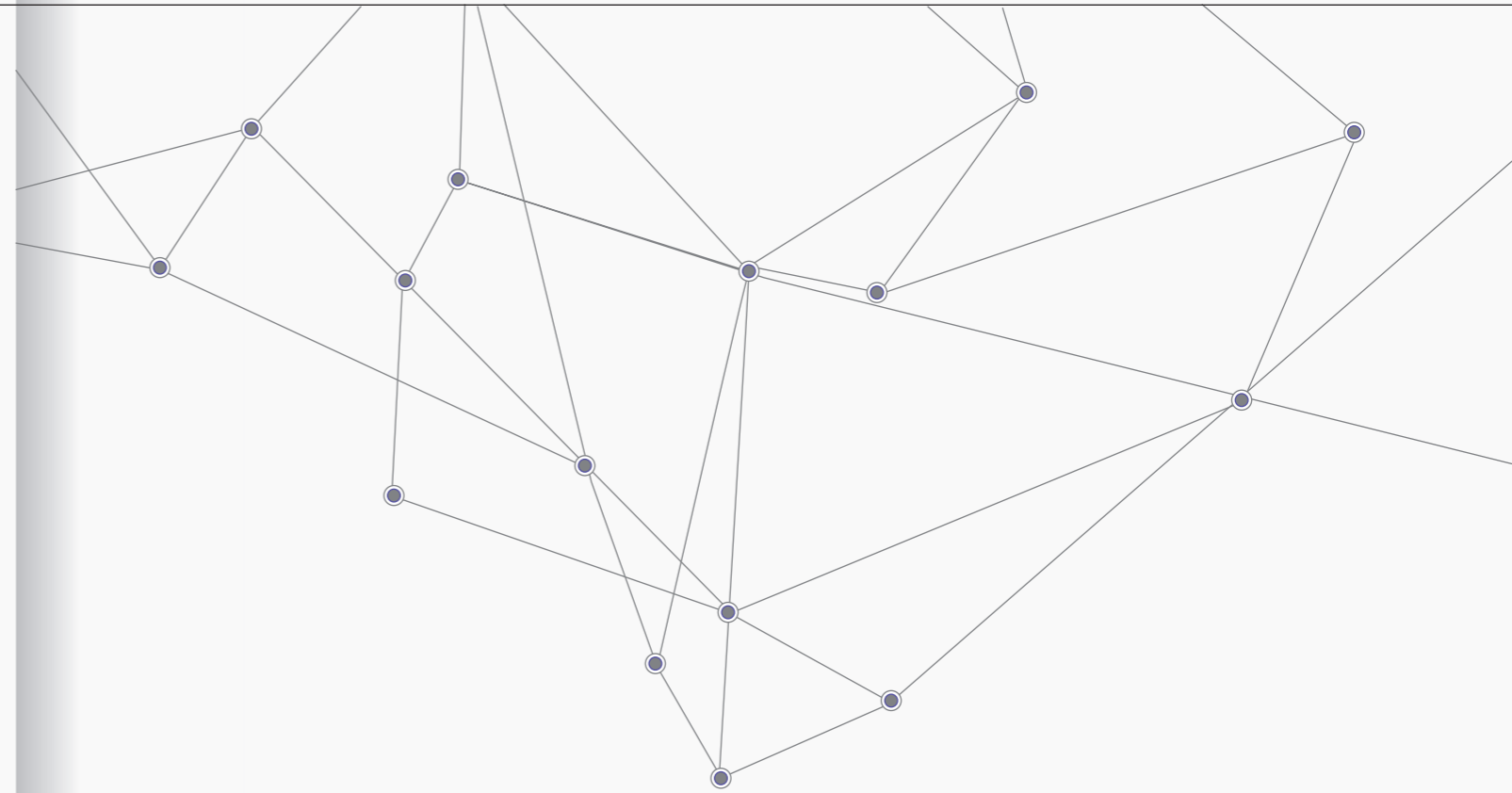


## 2.3 STAKEHOLDER COMMUNICATION

We always value communication with stakeholders. For us, their expectations and suggestions are goals and directions of the Company which lead to the adoption of a series of policies and measures to achieve the objectives.

STAKEHOLDERS	CORPORATE OBJECTIVES	CORPORATE POLICY
 Shareholder and investors	Transparent financial information	Improving corporate governance
	Clean business operations	Organising anti-corruption training
	Creating economic value	Improving operation transparency
 Governments and supervisory authorities	Legal and compliance operations	Abiding by laws and regulations
	Supporting local development	Organising volunteer activities
 Customers	Ensuring production quality	Realising comprehensive quality control
	Optimising customer service	Improving customer service level
	Privacy protection	Protecting customer information
 Partners	Honesty and integrity	Building a responsible supply chain
	Mutually beneficial development	Adhering to the principle of "fair competition and mutually beneficial cooperation"
 Employees	Protecting the basic rights and benefits of employees	Developing a competitive remuneration system
	Providing development platforms for employees	Developing a competitive remuneration system
	Protecting employees' occupational health	Preventing occupational diseases
	Caring for the employees in their daily lives	Organising the Family Day
 Environment	Reducing the negative impacts of business activities to the environment	Carrying out green operations
	Improving energy efficiency and reducing emissions	Promoting public environmental protection
 Society	Promoting local development, and creating harmonious social relationships	Conducting charitable activities
	Promoting social investment	Organising volunteer activities





03

## STRIVING FOR PERFECTION CREATING EXCELLENT QUALITY

We promote “green living system” and are committed to providing customers with comfortable living environment, allowing them to enjoy high-quality lives. Moreover, we strive to meet the customers’ needs by strictly controlling product quality, improving services, and trying to create high-quality lives for our customers.

### 3.1 PRODUCTS REFINEMENT

Based on customer needs, we constantly increase product quality and expand our product portfolios. We also improve our quality management systems to realise comprehensive quality control and take effective safety control and environment protection measures to provide reliable and premium products to customers.

#### ENGINEERING MANAGEMENT

To ensure product quality, we have jointly established a sophisticated project management system and an inspection system which strictly controls the construction quality via a layer-by-layer construction inspection system involving the Company, project execution companies, supervisors and builders.

##### IMPLEMENTATION OF REGULATIONS

- We organised the actual measurement system training courses and tests for supervisors and builders to ensure their competence.
- We organised supervisors and builders to exchange technical information, required supervisors to organise internal training and required builders to offer training to subcontractors involved.

##### PROBLEM ANALYSIS

- Based on daily inspections and flat/story examination documents produced from these inspections, customer problems were identified and rectified in a timely manner.
- Monthly measurements were carried out, and corresponding measurement reports were developed and issued to builders at the beginning of the following month.

##### PROCESS CONTROL

- Strict implementation of a model-first approach, large-scale construction was carried out after trials passed quality-control tests.
- New technologies, processes, materials and equipment were used as appropriate, and measures like construction plan optimisation, layer-by-layer technical exchange and regulation implementation and complete recording were taken to ensure project quality.

##### SOLUTIONS

- Builders were required to report construction problems and corresponding solutions to supervisors and project teams and then, to rectify such problems based on received responses. Videos were kept, and re-inspections were carried out by the inspectors.

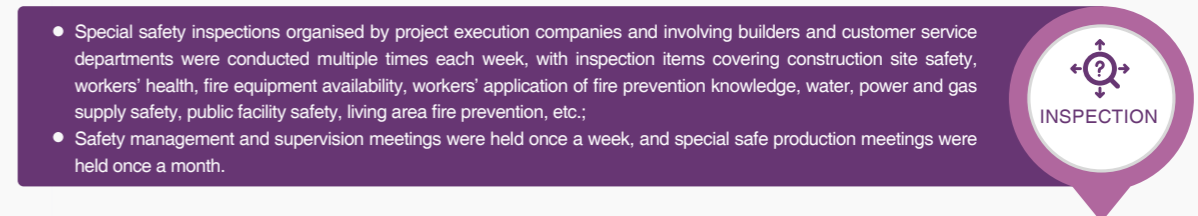
### SAFE CONSTRUCTION

We are committed to providing a safe working environment for our employees and to strictly complying with safety production-related laws and regulations such as the *Work Safety Law of the People's Republic of China* and *Regulations on Safe Production Management for Construction Project*. We formulate and implement the *Provisions on Safe Production Management of China Merchants Group* to practice corporate safe production commitment. We also focus on strengthening occupational disease prevention and surveillance, and strictly implement the *Law of the People's Republic of China on the Prevention and Control of Occupational Diseases* and *Provisions on Occupational Medical Examination Management*; establish a refined safe production management system and provide training for the staff prior to their work commencement; regularly conduct safety education, safety knowledge training and case sharing of safety accidents for staff on various project sites to improve their occupational safety awareness; organize emergency drills to protect employees' safety and maintain normal operations of the production.

Furthermore, in order to achieve a standardised management for safe and civilised construction, the Group has set up a Safety Management Committee and each project has established its own safety management team, and we have also established a safe production management system to assign main responsibilities for safe production. The Group strictly implemented the *Guidelines for the Standardised Management of Safe and Civilised Construction of Construction Projects* made by CMSK according to relevant laws and standards to ensure the safety of construction projects is under adequate control and to establish a positive brand image. In addition, the Group also signed the *2017 Safe Production Management Responsibility Document* with employees from various departments to implement safe production responsibility at all levels and published the *2017 Safety Performance Assessment Work Plan* to improve the project safety technology assurance and supervision system and employees' safety responsibility awareness. During the Reporting Period, there were no significant work-related casualties, and no working hours were lost to work-related injuries.



- The safety management system was improved, and strict safe production regulations were formulated and implemented;
- Safe production skill training and education were offered to builders and supervisors prior to construction. Safe production communication was encouraged. Project safety management teams and an emergency response mechanism were also established;
- Regular arrangements were made for all parties to learn response plans that effectively prevent injuries and accidents. The occupational safety management system was further improved systematically according to relevant laws, regulations and industry standards, in a bid to establish a long-term safe production mechanism.



- Special safety inspections organised by project execution companies and involving builders and customer service departments were conducted multiple times each week, with inspection items covering construction site safety, workers' health, fire equipment availability, workers' application of fire prevention knowledge, water, power and gas supply safety, public facility safety, living area fire prevention, etc.;
- Safety management and supervision meetings were held once a week, and special safe production meetings were held once a month.



- A safe production reward and punishment system was established based on the annual evaluation system, and a corresponding special reward fund was established;
- According to the system, in the case of injuries, deaths, or major economic losses, corresponding parties (including the persons in charge and other related personnel) are to be punished depending on the seriousness of the cases.



CASE STUDY 1

CHONGQING SUBSIDIARY CARRIED OUT SAFETY MONTH ACTIVITIES

To enhance the concept of "comprehensive safe production" of China Merchants Group, Chongqing subsidiary carried out safety month activities in June 2017, which covered six aspects including safety summary, safety promotion, safety training, safety knowledge competition, safety emergency drill, safety hazards investigation and rectification.



CASE STUDY 2

HONG KONG SUBSIDIARY'S CM+ HOTEL AND SERVICE APARTMENT PROJECT ADHERE TO SAFE CONSTRUCTION



Use anti-collision material to wrap the shroud bracket

Hong Kong subsidiary's CM+ hotel and service apartment project adhere to safe construction. The project leader regularly conducted safety inspections and supervised the rectification of safety hazards to ensure construction safety. Project contractors also developed and implemented safe construction plans, including safety polices, safety training, safety protective equipment, safety emergency plans, safety hazards analysis, safety promotion and occupational health protection scheme for workers, etc.



## EMERGENCY RESPONSE MECHANISM

We have always upheld the concept of “people-oriented production” and adhered to the principle of “prevention + emergency response”. The Group established an emergency management mechanism featuring “smooth communication, multi-party cooperation, orderly coordination and efficient operation”; prepared a contingency plan in cases of emergency, comprehensive emergency plan for the accidents during production, and special emergency plans for wind and flood control; carried out risk source and risk assessment and organised emergency response drills to prevent potential impacts of emergencies on safe production. Furthermore, the Group strictly abides by the relevant laws and regulations such as the *Emergency Response Law of the People's Republic of China* and *Emergency Plan of National Emergent Environmental Events*. During the Reporting Period, the Group had no significant safe production accidents.

CASE STUDY

### EMPLOYEES OF CHINA MERCHANTS LAND PARTICIPATED IN THE EMERGENCY DRILL FOR OFFICE FIRE ACCIDENT

In order to exercise the mission of safe development and to set safety as our priority, on 10 November, employees of China Merchants Land and all the office staff in Nanhai E-Cool practiced a series of emergency measures such as fire extinguishing and evacuation under the general command of the emergency command center. Through the drill, the emergency response speed and ability, practical operation ability, rescue skills, professional competence, as well as sense of safe production of the employees were effectively improved.



## PRODUCT RESPONSIBILITY

We are committed to providing customers with high quality products. Moreover, we strictly control product quality and execute strict product quality verification procedures and maintenance procedures. We conduct actual measurements every quarter to ensure construction quality; examine the building before opening it up for tenants' occupation; and organise open days to solve customer problems on a case-by-case basis to ensure that the processing rate is 100%.



### Refine the complaint mechanism

Diverse complaint channels and Procedures of Customer Service Management were established to regulate and promote customer complaint handling standardisation, improve customer complaints processing efficiency, ensure timely follow ups with the process and return visits, thus effectively solving customers' problems.

The customer service department of Foshan subsidiary has delivered 11 projects. As of December 2017, the customer call center of Foshan subsidiary received 94 customer complaints and the complaints response rate was 100%.

has delivered **11** projects, **94** customer complaints, complaints response rate was **100%**



### Reinforce privacy protection

We strictly manage customer information and encrypt work data. The customer information is managed by the special personnel. Except for special circumstances, the company's employees are not allowed to request customer information without the company's approval. In addition, we advocate partner with our customers to boycott decoration companies that illegally obtain customer information, and to work with other property management companies to publicly name companies with high customer complaints and to place them on the blacklist for inspections. During the Reporting Period, there was no incidents or complaints that violated customer privacy in the Group.

With regards to protecting intellectual property rights and product services, the Group strictly abides by the *Trademark Law of the People's Republic of China* and *Advertising Law of the People's Republic of China*. During the Reporting Period, the Group did not receive any incidents of the regulation and voluntary code violation (including but not limited to products and services information and labels, marketing communications and property rights) related to the provision and the use of the Group's products and services which have had significant impacts on the Group.

### 3.2 SERVICE CUSTOMISATION

We value each customer's needs according to the real needs and interests of customers. We offer thoughtful and comprehensive services from design, construction and sales to property management, in the hope of bringing our sincere care to customers before, during and after their purchase of our products.



#### DESIGN

- We actively investigate customer needs, and thoroughly communicate with customers over product-related plans, in a bid to satisfy the actual needs of customers
- Based on customer complaints and our experiences accumulated in the course of after-sales repair, we have formulated a *Product Defects Manual* which can help us to improve product competitiveness
- We collate a list of common problems that may arise during the product design stage and formulate corresponding documents that are signed by people-in-charge and file them for subsequent investigation



#### CONSTRUCTION

- In order to improve construction quality, an early intervention team is established after a project is launched to supervise the construction process and inspect the concealed work; all results are recorded and filed. In addition, common problems that arise during construction are collated to form documents that are signed by people-in-charge and filed for later investigation
- Before project acceptance, three simulations are conducted to view project quality from the perspective of the customers. Builders solve the problems that were uncovered to ensure product quality. Prior to delivery, projects are evaluated and scored by third-party agencies in terms of design, function, perceived quality, and other aspects that concern customers. Projects with scores lower than standards are not delivered
- Before delivery, a Customer Open Day is held, where problems raised by the customers concerning product quality are collected and resolved.



#### SALES

- Sales and service activities at sales sites are inspected periodically, and problems found are solved to ensure service quality;
- Common problems that arise during sales are collected to form documents which are signed by people in charge and filed for later investigation;
- Secret investigations at sales sites are also conducted periodically to rate service activities. Behaviors in breach of regulations are exposed and criticised;
- Customer satisfaction surveys of the buyers of projects for sale are held periodically and reported. Customer opinions are received as responses, and actively resolved.



#### PROPERTY MANAGEMENT

- At residential community areas, regular and provisional investigations are held to rate property management service performances. Inspection reports are formulated and identified problems are solved
- Property management companies organise customer service activities such as "CM Club" activities to maintain relations with long-term tenants
- Property management companies have organise the "Rainbow Plan" to improve the living environments of residential community areas

### CASE STUDY 1

#### NANJING SUBSIDIARY HAS SET UP A COMPREHENSIVE PROFESSIONAL CUSTOMER SERVICE SYSTEM

Nanjing company has established a customer service system and customer service workflow, and organised projects with specialised customer service staff to answer customer enquiries, and regularly interview the owners. In addition, the customer service center also carries out pre-acceptance inspection before the delivery of the project; if functional problems exist, it will arrange relevant departments to rectify and follow up with the construction progress. The customer service center also makes rectifications or gives consistent explanations to any differences found between the existing building and the sales contract, in order to avoid customer complaints later. In March 2017, the Merchants Orchid Valley of Nanjing subsidiary held a three-day "Honored experience day" event and invited owners to visit the project site. The staff responded accordingly to the questions raised by the owners and recorded new issues raised in detail.



The event site of "Honored experience day"

CASE STUDY 2

THE PRECISION AND EFFICIENCY OF FOSHAN SUBSIDIARY PRE-SALES AND AFTER-SALES SERVICE

Foshan subsidiary continuously strengthens sales staff training to ensure that customers receive consistent project information and sales information; conducts on-site inspection in the project sites and rectifies potential problems; professional home inspectors accompany the owners to inspect the houses and a rapid maintenance team has been set up to swiftly respond to problems reflected by the owners.



Inspecting the house with owners and the rapid maintenance team

CASE STUDY 3

FOSHAN SUBSIDIARY BUILT CM CLUB SERIES OF BRAND ACTIVITIES

Activity 1

CM Club Boy Scouts series activities enhanced owner interaction and continuously improved community education culture and brand advantages.



Activity 2

In October 2017, adhering to the "Home in love" brand culture, the CM Club successfully held various cultural events, such as the mid-autumn festival arts performances, garden party and other activities. More than 3,000 property owners participated in these events, which improved the interaction between new and long-term tenants and enriched the development of community culture.



Activity 3

In order to enhance property owners' health awareness, CM Club organised "Youth Activity Camp" badminton competitions, table tennis competitions, three-on-three player basketball matches and other sports activities. These received positive responses from the owners and created a healthy atmosphere for the community



### 3.3 COOPERATION SINCERITY

The Group is committed to building a responsible supply chain and looks forward to working with suppliers to create sustainable value. We have established the comprehensive supplier management and evaluation systems and developed the *Guideline on Supplier Management Operations* to monitor and evaluate different aspects of suppliers' performance based on fair and just principles in terms of product and service quality and business ethics. We choose suppliers with good reputations and excellent performance. Moreover, the Group is keen to create long-term partnerships with suppliers through constant communication and achieves greater success together with the suppliers. Furthermore, suppliers are required to follow the Group's environmental and occupational health and safety policies to ensure that they will help build a better future with us.

#### SUPPLIER MANAGEMENT

- Tendering and Procurement** Suppliers are recommended or recommend themselves.
- Comprehensive Investigation** An investigation team is set up to investigate suppliers in strict accordance with relevant corporate regulations.
- Evaluation** The procurement department formulates the *Supplier Certification Form* and selects qualified suppliers.
- Contract Performance Assessment** The contract performance process of suppliers is evaluated, and suppliers are ranked at the end of a year according to their scores.

#### SUPPLIER SELECTION

##### INVESTIGATION TEAM

Employees from the procurement department, operation management department, cost control department, financial department and technical support department are assigned to the team

The team members should be cross-departmental and comprise no fewer than 2 persons

##### INVESTIGATION REQUIREMENTS

On-site investigation: 1) The offices, project sites, previous cases of suppliers are investigated in accordance with each type of *Supplier Certification Form*;  
2) All types of licenses, reports, qualifications and other basic information are reviewed;  
3) Company structure and human resources, production management, certification and awards, distribution and follow-up services, and other professional information are investigated

Off-site investigation: For suppliers that do not require on-site inspections, the team carefully verifies the authenticity of their registration information and the capability of the contractual services through online enquiries, videos, telephone consultation, etc.

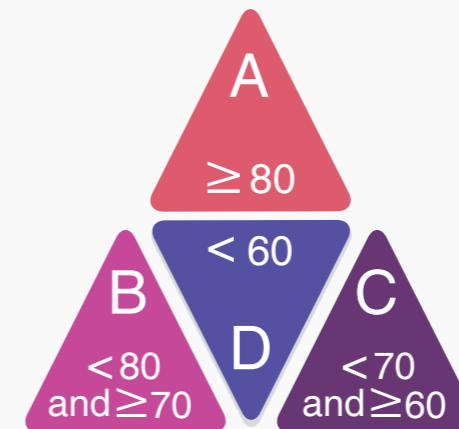
##### SUPPLIER EVALUATION

The procurement department completes the *Supplier Certification Form* and investigation report

Suppliers with scores equal to or above 60 are considered to be qualified, while suppliers with scores less than 60 are considered to be unqualified

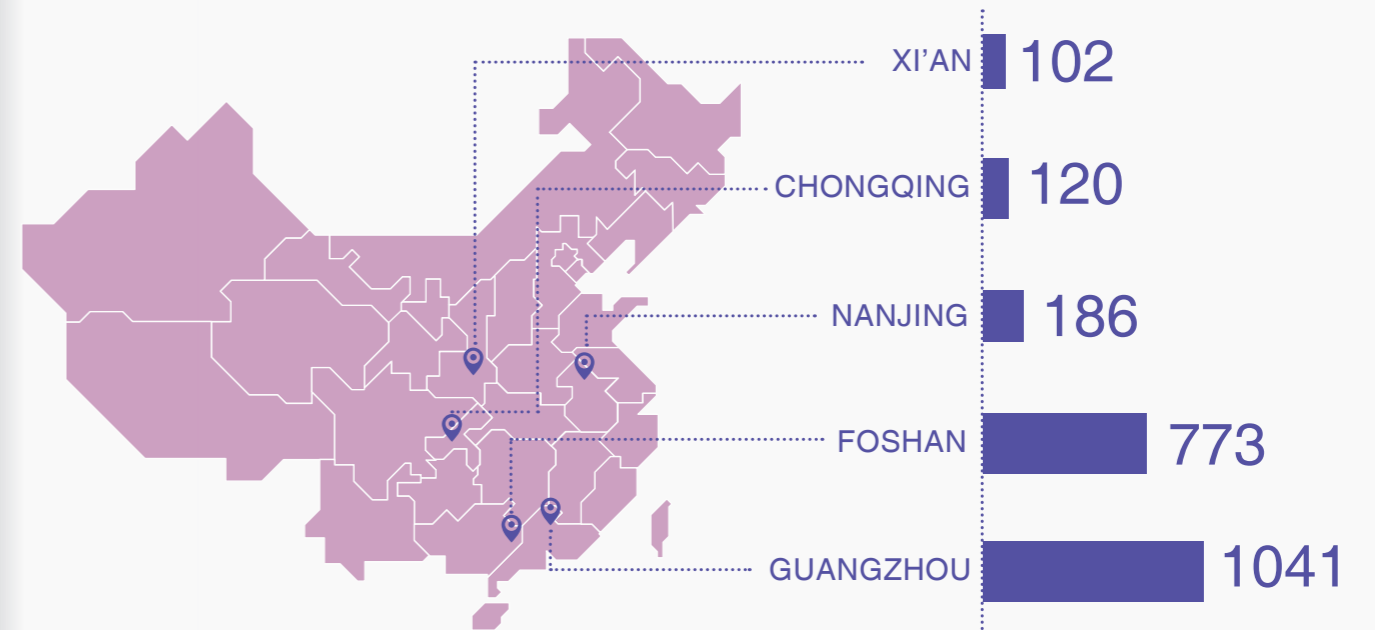
#### SUPPLIER RATING

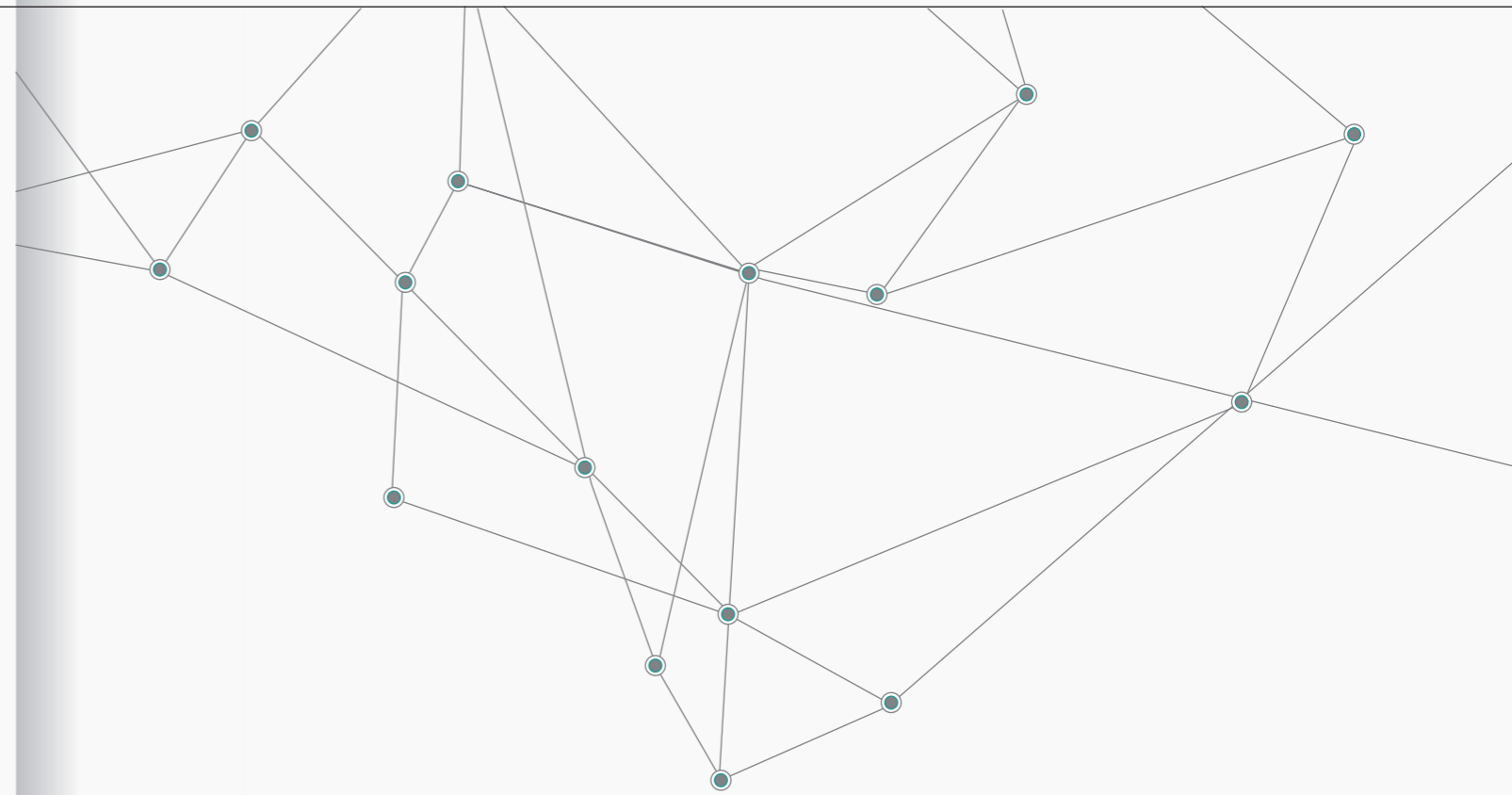
According to the suppliers' annual assessment score results, the Group implements grade management to the suppliers. If no new total assessment rating is introduced, the assessment results of the total assessment level are valid for two years.



Grade A constitutes the most preferred suppliers and can be used as priority recommendation units for national/regional strategic cooperation. Suppliers with confirmed fraudulent behavior are demoted to E and eliminated permanently.

Number of qualified suppliers by region in 2017





**04** **ECOLOGICAL BALANCE**  
**BUILDING GREEN RESIDENCES**

Adhering to the principle of green development, we conduct business activities in a responsible manner by giving full consideration to ecological and environmental capacity and the carrying capacity of the resources, in order to minimise resource consumption and reduce pollution for environmental protection. Advocating a green lifestyle through the use of green homes, we endeavor to provide products that coexist harmoniously with nature.

We incorporate concepts and principles of ecological civilisation into our building design and construction process as well as our adoption of green offices. We endeavor to reduce energy consumption and actively promote a low-carbon lifestyle amongst the public, with an effort to reduce the negative impacts of human activities on the environment and constantly strive to find the best way to achieve a harmonious co-existence of people, buildings, cities and nature.

## 4.1 BEAUTIFYING THE ENVIRONMENT

We advocate “Green living environments”, and strictly abide by the *Environmental Protection Law of the People’s Republic of China*, *Energy Conservation Law of the People’s Republic of China* and other related national and local laws and regulations. According to the *Green Ranking Guide* and *Energy Efficiency Management Guide* formulated by the Group, we constantly increase green investment in technical research and development, with the aim of providing more environmental friendly products to the public through the innovation of green technologies. During the Reporting Period, the Group did not receive any violations of relevant environmental laws and regulations.



### Energy and resource efficiency

- A solar water heating system was installed to make full use of renewable energy
- A water recycling system was installed to collect rainwater for landscape irrigation and to recycle water resources



### Indoor air purification

- A central ventilation system was installed in the bathroom to purify indoor air through fresh air ventilation
- A breathing window system which can achieve intelligent ventilation without opening the window for 24 hours was applied to enhance air quality



### Environmental and ecological protection

- A dual-layer landscaping design was adopted to improve land use efficiency and the landscaping area.
- Pest-repelling plants such as bay trees, camphor trees and polar trees were grown to improve the ecological health of the gardens.
- Green farms and rooftop gardens were designed to create a healthy and natural work environment.
- Artificial wetlands were constructed to improve the adaptability of cities to environmental changes and resistance to natural disasters like storms and flood.

### NUMBER OF PROJECTS WITH THE GREEN BUILDING CERTIFICATION IN 2017:

Award/Certificate	Project	Validity Period	Award/Certificate Unit
Certificate of Green Building-province standard one star(Design)	Website of Chancheng, Foshan(Published) 2013-006 Land Block 2	2017.8.1-2019.8.1	Bureau of Housing and Urban-Rural Development of Foshan
Certificate of Green Building Design Label- One star, B level	Evian International Fortune Centre Block 1-6	2016.5.9-2018.5.9	Department of Housing and Urban-Rural Construction of Guangdong
Certificate of Healthy Building Design Label- Two star	Shenzhen “NH E-cool” Building No.3	2017.3.27-2018.3.20	Chinese Society for Urban Studies

## 4.2 GREEN CONSTRUCTION

We have combined communal and environmental requirements into the construction process and conducted in depth investigations with our cooperative partners to improve construction management and to innovate the construction technology. We consider using materials available in as close proximity as possible and to reduce the consumption of materials, energy and water in the course of construction for creating a clear, clean, comfortable and safe construction environment. In addition, we also launched a “Harmonious Neighborhood Scheme” to extensively collect the opinions from the residents nearby with the aim of doing our best to reduce the effects of construction works on the surrounding natural, cultural and social environments.

The Group strictly adheres to the *Atmospheric Pollution Prevention and Control 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* and *Cleaner Production Promotion Law of the People’s Republic of China* and developed *Objectives and Guidelines of Green Construction* based on the Group’s actual situation to regulate project contractors to ensure that they adhere to green construction from start to finish. In accordance with these regulations, and with the Group’s assurance of meeting basic requirements such as quality and safety, the Group has maximised resources conservation and construction activities that have negative impacts on the environment through scientific management and technological progress to realise “Four Savings and One Environmental Protection Measure” (energy saving, land saving, water saving, material saving and environmental protection). Using ISO14001 and OHSAS18001 management system to decompose the related contents of green construction into the targets of management system to standardise the green construction. At the same time, all the subsidiaries are encouraged to carry out research on green construction policies and technologies, develop new technologies, new equipment, new materials and new processes for green construction, explore resource utilisation and environmental protection technologies that are suitable for green construction, and we also encourage the application of green construction technologies.





## ENVIRONMENTAL PROTECTION

The Group adheres to green construction, formulates environmental management plans and emergency rescue plans, and takes effective measures to reduce environmental impacts and protect the environment.

### Dust control

- Do not detain the roads outside the workplaces during transportation of earthworks, garbage, equipment and building materials
- Set car wash tanks at the construction site's entrance and exit
- Use sprinklers, covering and other measures to ensure that the dust does not spread to the field outside the construction areas.
- Take effective measures on the site, such as sprinkler, ground hardening, enclosures, dense filter coverage, closures, etc., to prevent dust generation

### Noise control

- The noise emission on site shall not exceed national standard *Environmental Noise Emission for Construction Site* (GB 12523-2011), and should use low noise, low vibration equipment and adopt sound insulation and vibration isolation measures to avoid or reduce construction noise and vibration

### Water pollution control

- Construction site sewage discharge should meet the requirements of the *National Integrated Sewage Discharge Standard* (GB8978-1996)

- In the construction site, appropriate treatment facilities such as sedimentation tanks, grease traps, septic tanks etc. should be set up for different types of wastewater
- For the storage of chemicals and other toxic materials and oil, there should be a strict water-repellent layer design to prepare for collecting and processing the leaking fluid
- Protect the groundwater environment and avoid groundwater contamination by using slope support technology with good water-retaining performance

### Soil protection

- Protect the surface environment to prevent soil erosion and loss. Bare soil caused by construction, timely covering by gravel or planting fast-growing grass to reduce soil erosion
- The surface runoff caused by construction, should take measures such as setting up surface drainage system, stabilising slope and vegetation coverage to reduce soil loss.

### Waste Management

- Living areas in the construction site has been set up with closed garbage containers and the domestic garbage should be bagged and removed in a timely manner. The construction waste should be classified and collected at the site sealed garbage station for centralised transportation
- Strengthen the recycling and reuse of construction waste. Strive for reuse and recycling rate of construction waste reach 30%, and reuse and recycling rate of waste generated from building demolition is greater than 40%. For the gravel and soil-rock waste types, we recycle the waste for foundation building or road paving to enhance the recycling efficiency by more than 50%.
- Clearly mark the containers or storage places where hazardous waste is placed to prevent the leakage, evaporation, etc. For batteries, ink cartridges, paints, coatings and other hazardous waste, they should be handled by qualified units after collection to avoid soil and groundwater pollution.



## ENERGY SAVING

The Group attaches great importance to energy conservation and implements various energy-saving measures in terms of water saving, energy saving, land saving and material saving. In 2017, the Group's green building projects saved a total of 24.09 tons of water and 13,959,200 kWh of electricity.



### WATER SAVING

All the company's water sources come from the municipal pipe network and the water supply is stable. However, we are still implementing water-saving measures and improving water use efficiency.

- **WATER SAVING EQUIPMENT:** water-saving systems and water-saving appliances are used for domestic water in the office and living areas on the construction site; circulating water devices must be set up for on-site machines, equipment and vehicle flushing water; temporary water use for the projects should use water-saving products, install metering devices, and adopt water-saving measures
- **RECYCLING:** water resources collection and treatment systems are established at the construction sites to enable recycling of the construction wastewater and domestic civilised after treatment
- **RAINWATER COLLECTION AND UTILISATION SYSTEM:** rainwater collection systems are established, particularly in large-scale construction sites in areas with abundant rainfall; and this involves rainwater infiltration, sedimentation and other treatment, centralised storage for dust reduction, greening and car washing at the construction sites.



### LAND SAVING

- Reasonably determine temporary facilities according to construction scale and site conditions and other factors and reduce waste sites as much as possible to meet environmental, occupational health and safety and civilised construction requirements.
- The general layout of the construction design should be scientific and reasonable, make full use of the original buildings, structures, roads and pipelines for the construction service.
- Optimise the construction plan, minimise the damage to the land, and protect the surrounding natural ecological environment.
- Use and protect the original vegetation within the construction sites.



### ENERGY SAVING

- Formulate reasonable construction energy consumption indicators to increase construction energy efficiency
- Give priority to the use of energy-saving, high-efficiency, and environmentally-friendly construction equipment and machinery recommended by countries and industries.
- Establish a construction machinery and equipment management system, carry out electricity and oil metering, improve equipment files, and swiftly perform maintenance and maintenance work so that machinery and equipment can maintain a low energy consumption and high efficiency.
- Properly allocate the heating machine, air conditioners, and fans to the temporary facilities such as production and living areas. Regulate the duration of use and implement the interval-based usage in order to save electricity.
- Make full use of renewable energy such as solar energy and geothermal energy according to the local climate and natural resources.



### MATERIAL SAVING

- Develop material saving measures to ensure project safety and quality such as optimising the use of materials for construction projects, building waste reduction, making full use of recyclable materials, etc.

CASE STUDY

## NH E-COOL WHERE SHENZHEN OFFICE OF CHINA MERCHANTS LAND IS LOCATED PERFECTLY DEMONSTRATED THE CONCEPT OF "ENERGY SAVING"

To implement the national strategy of low-carbon energy conservation and sustainable development, NH E-cool maximises existing building functions in building design and completes the upgrade of the existing building. The artificial wetland established in Building 3 of NH E-cool is the first project in Shenzhen to treat miscellaneous water and reuse it in toilets. This project has designed two artificial wetlands which collect and dispose domestic sewage. All the sewage in the building is treated in artificial wetlands and returned to the building for flushing, watering and water landscape use. This project has reduced the pressure on the municipal pipe network, achieved zero discharge of domestic sewage and achieved the purpose of full reuse of reclaimed water.

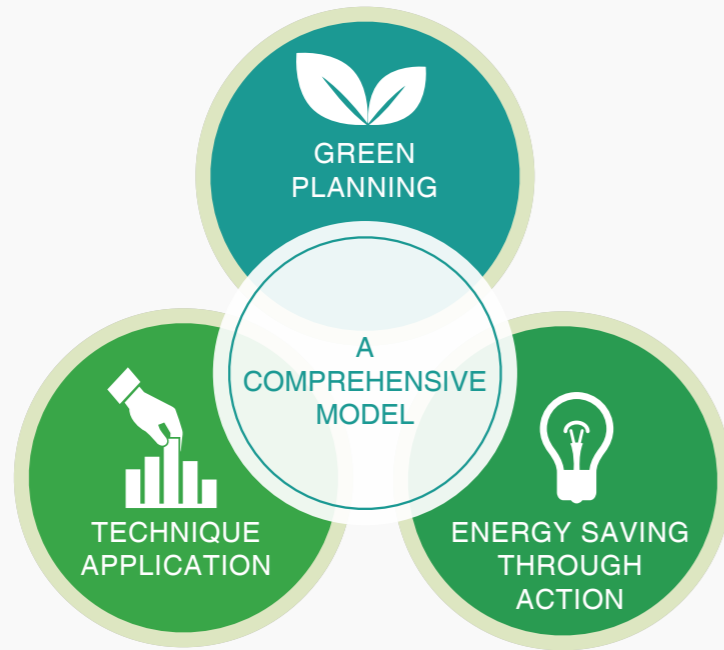


Artificial wetland



## GREEN TECHNOLOGY

Through our many years of experience, we have gradually forged an ecological and high efficient green technology system. The development model for green construction was also upgraded into a comprehensive model with a combination of “Green Planning”, “Technique Application” and “Energy Saving through Action”. The Company built up a green research and development and application system named “Green Life+” and issued the *Green Ranking Guide* and *Energy Efficiency Management Guide* in order to continuously promote the innovation and breakthrough of the green technology. At present, we have applied a series of green building technologies in building construction, such as solar power generation, solar extraction chimney, rainwater collection system, artificial wetland wastewater treatment system, energy conservation structure of building external protection, energy-saving elevators without machine room, efficient water-saving equipment, energy-saving light control system, temperature and humidity independent control air conditioning, etc.



Temperature and humidity independent control air conditioning

## GREEN CONSTRUCTION CASE

### CASE STUDY 1

### FOSHAN SUBSIDIARY POPULARISED NEW GREEN TECHNOLOGY

In order to improve the quality of products and improve the efficiency of energy utilisation, Foshan subsidiary popularised new technology in new projects. Through the application of aluminum molds used in exterior walls and climbing frames, large amounts of waste materials and rubbish were reduced on the construction site. At the same time, to strengthen the control of dust on the site, Foshan subsidiary set up a construction enclosure at the construction site, strengthened the dust spray, established an online dust monitoring system, and equipped an anti-dust gun machine and dust filter to ensure that the construction site meets environmental protection requirements.



## GREEN CONSTRUCTION CASE

### CASE STUDY 2 CHONGQING SUBSIDIARY MAINTAINS ENERGY CONSERVATION AND ENVIRONMENTAL PROTECTION DURING CONSTRUCTION

Chongqing company adopts energy-saving and environmental-friendly new materials and new technologies in construction, eliminates outdated construction techniques, improves management models, reduces construction waste, strengthens the management of water conservation at the site, improves the reuse rate, reduces the water consumption and reduces the sewage discharge. For example, constructing a wall to seal the construction area before beginning work; swiftly restoring the vegetative state of bare grounds after construction is completed; adopting a pipe network that meets the requirements of environmental protection at the construction site and setting appropriate construction layouts to receive water inputs from as close a distance as possible.



### CASE STUDY 3 HONG KONG SUBSIDIARY CM+ SERVICED APARTMENT PROJECT ADHERED TO GREEN CONSTRUCTION

CM+ Serviced Apartment has engaged a professional organisation as the environmental consultant for project construction. Based on professional advice, the Hong Kong subsidiary integrated environmental protection into the construction and operation of the project, including aspects such as construction waste management, use of wood for temporary construction, water quality monitoring, water saving, energy consumption reduction and ventilation improvement.

## 4.3 GREEN LIVING

We have formulated the *Green action guide for employees* to strengthen the daily management of energy saving and emission reduction and carried out education in every corner and to every employee, deeply rooting the concept of green development into their minds and developed habits of saving energy, water, papers, oil and gas.

### CASE STUDY 1 GUANGZHOU SUBSIDIARY PROMOTED THE LOW-CARBON CONCEPT

Through the platform of CM Club and high-quality community property services, the Guangzhou subsidiary created a "Home in love" cultural atmosphere and cultivated a green, sustainable community culture. This includes initiatives such as the regular promotion of garbage sorting, setting up sorting bins, and setting up old clothing recycling bins, etc., to guide community residents to participate in environmental protection and to practice a low carbon lifestyle.



Environmental protection promotion



Garbage sorting bin

CASE STUDY 2

FOSHAN SUBSIDIARY POSITIVELY PROMOTED PAPERLESS OFFICE

Foshan subsidiary promoted a paperless office and to try to use electronic offices as much as possible. In addition, all files were printed on both sides; papers with photocopied images on a single side were kept for photocopying on the unused side or as note or draft paper; some documents used multi-paged printing to save paper. The company also recycled and reused paper file bags.



CASE STUDY 3

NANJING SUBSIDIARY DEVELOPED REASONABLE RESOURCE CONSUMPTION QUOTAS

Nanjing subsidiary adopted suitable technology and made reasonable resource consumption quotas to achieve waste reduction from the source and to improve the efficiency of comprehensive utilisation of resources.

CASE STUDY 4

CHONGQING SUBSIDIARY REDUCED THE USE OF DISPOSABLE BATTERIES AND SAVED PAPER

Chongqing subsidiary reduced the use of disposable batteries and promoted the use of rechargeable batteries to reduce the production of waste batteries; saved paper, promoted double-sided printing to reduce paper consumption and save ink cartridge/carbon powder usage; public office equipment was labelled with energy-saving slogans to improve employees' energy-saving awareness.

CASE STUDY 5

XI'AN SUBSIDIARY REDUCED THE PURCHASE OF DISPOSABLE PRODUCTS

Xi'an subsidiary reduced the purchase of disposable items from the source, such as replacing plastic bags with environmental bags, using rechargeable batteries instead of alkaline batteries, etc. In addition, the subsidiary strengthened the company's relevant management system to increase employees' awareness of resource conservation.



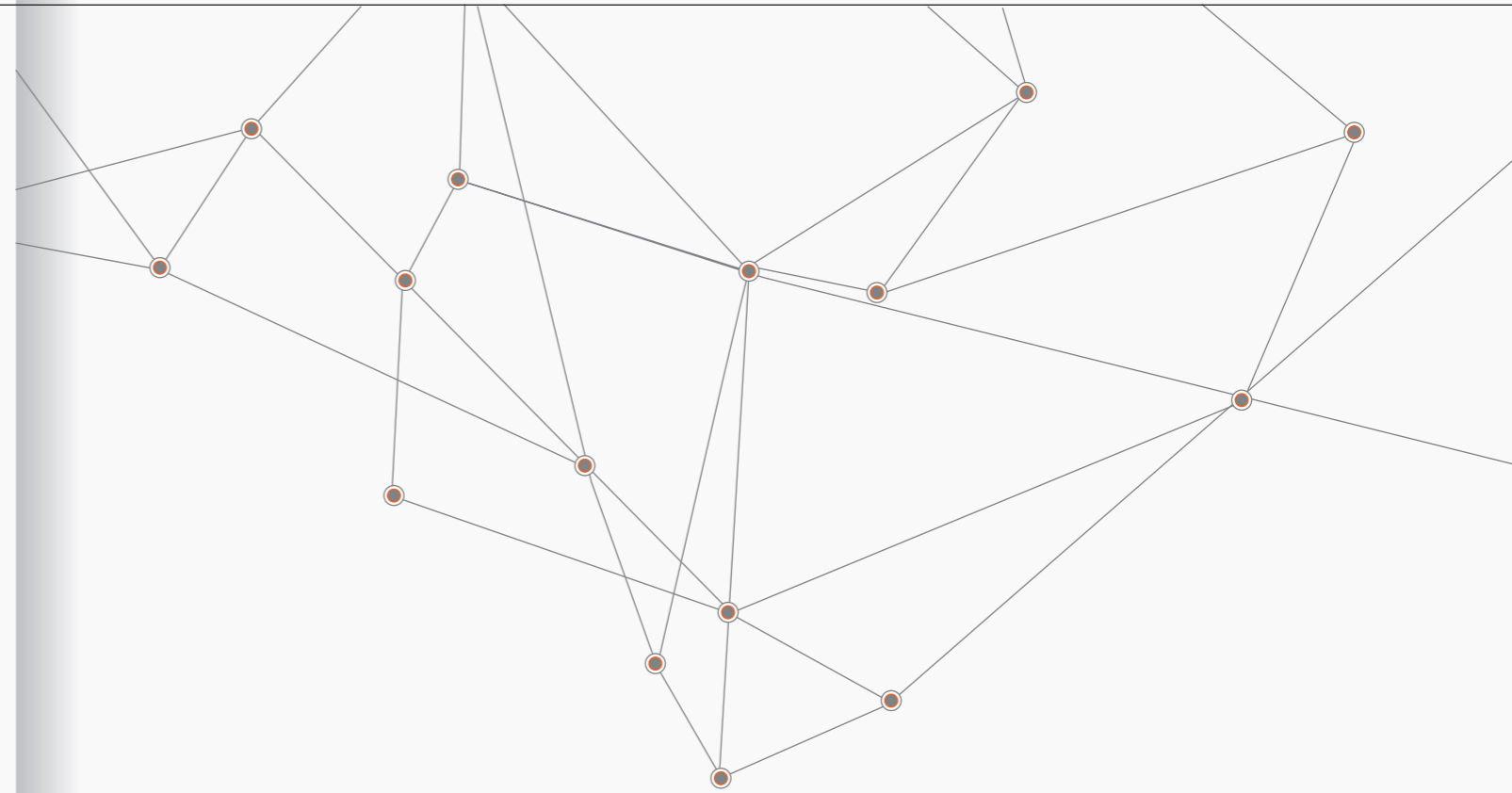
Label of energy saving

CASE STUDY 6

SHENZHEN OFFICE OF CHINA MERCHANTS LAND REUSED DISCARDED OFFICE SUPPLIES



The company recycled the printer toner cartridge for recycling; affixed a white paper to cover the name of used briefcase bags before reuse; reused single-sided A4 paper as a reimbursement sticking slip; distributed A4 paper boxes to colleagues requesting such boxes to place documents.



05

## **STAND TOGETHER** CARING FOR EMPLOYEE DEVELOPMENT

We uphold the concept of “People-oriented”, respect and care for our employees, protect their rights and interests, foster their development, and help them lead happy lives for the purpose of growing together with them.

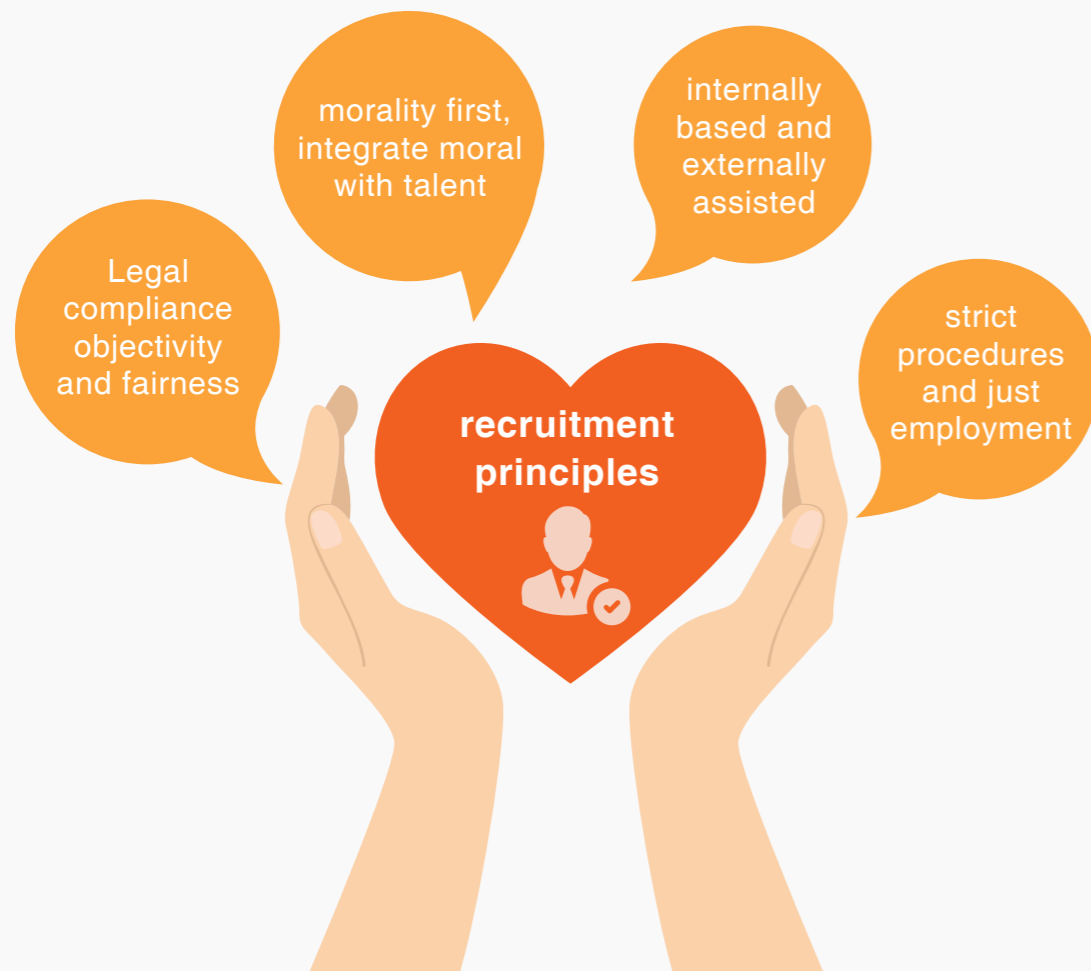
## 5.1 PROTECT EMPLOYEE RIGHTS AND INTERESTS

We pay attention to safeguarding the rights and interests of employees and strictly abide by and implement the *Labor Law of the People's Republic of China* and *Labor Contract Law of the People's Republic of China* and other relevant laws and regulations.

### EQUALITY AND DIVERSITY

Our recruitment principles are based on fairness, justice and transparency. We provide every employee with an equal employment opportunity, and no employee will receive differential treatment due to their gender, age, ethnicity or cultural background. We make our best efforts to provide an ideal career environment for their development.

We formulate the *Recruitment Management Regulations* according to our own situation and based on the recruitment principle of "Legal compliance, objectivity and fairness; morality first, integrate moral with talent; internally based and externally assisted; strict procedures and just employment", to further standardise recruitment and employment procedures. The Group implements a five-day per week working system in principle and specify hours of work in accordance with local employment regulations. During the Reporting Period, no cases of employment-related discrimination and any complaints against employees' rights and interests were received by the Group.



### CASE STUDY

#### PROTECTING CONSTRUCTION WORKERS' RIGHTS

The Company is highly concerned about protecting front line construction workers' rights. We have incorporated a system to evaluate the performance of potential suppliers in safeguarding construction workers' rights. In addition, we actively urge contractors to protect the legitimate rights and interests of construction workers and carry out safety construction education to enhance workers' safety awareness.

#### Wages Guarantee

- Require the general contractor to open a specialised account for depositing workers' wages and deposit the wages in advance
- Implement real-name system management for workers, establish an alert mechanism for workers' wages and regularly inspect the payment status of worker's wage by the construction contractor units
- Require the general contractor to prioritise the wage payment of their own workers and consider this a compulsory check item in the annual review of qualified suppliers

#### Safety Guarantee

- Deploy facilities for safety production and industrial diseases protection pursuant to the requirements and provide compliant protective equipment for workers
- Construction unit must execute their works according to construction practice guidelines on-site and simple medical facilities must be equipped on site
- Strictly implement the Company's three-tier safety education system and prevent workers from attending for work without first receiving the three-tier safety training

## PEOPLE ORIENTED

We set up a scientific and standardised salary management system, formulated the *Employees' Salary Management Regulation* and pay salaries based on the employee-level ranks. At the same time, we adjust salaries based on industrial salary levels and individual performance assessments to ensure that salaries have a certain market competitiveness. The Group evaluates the competency and performance of the employees and decides whether to give them a promotion. Furthermore, the Group implements employment and dismissal related procedures according to the *Labor Relations Management Regulation*. Furthermore, the Group resolutely prohibits the use of child labor and prevents forced labor. During the Reporting Period, there were no cases of child labor and forced labor.

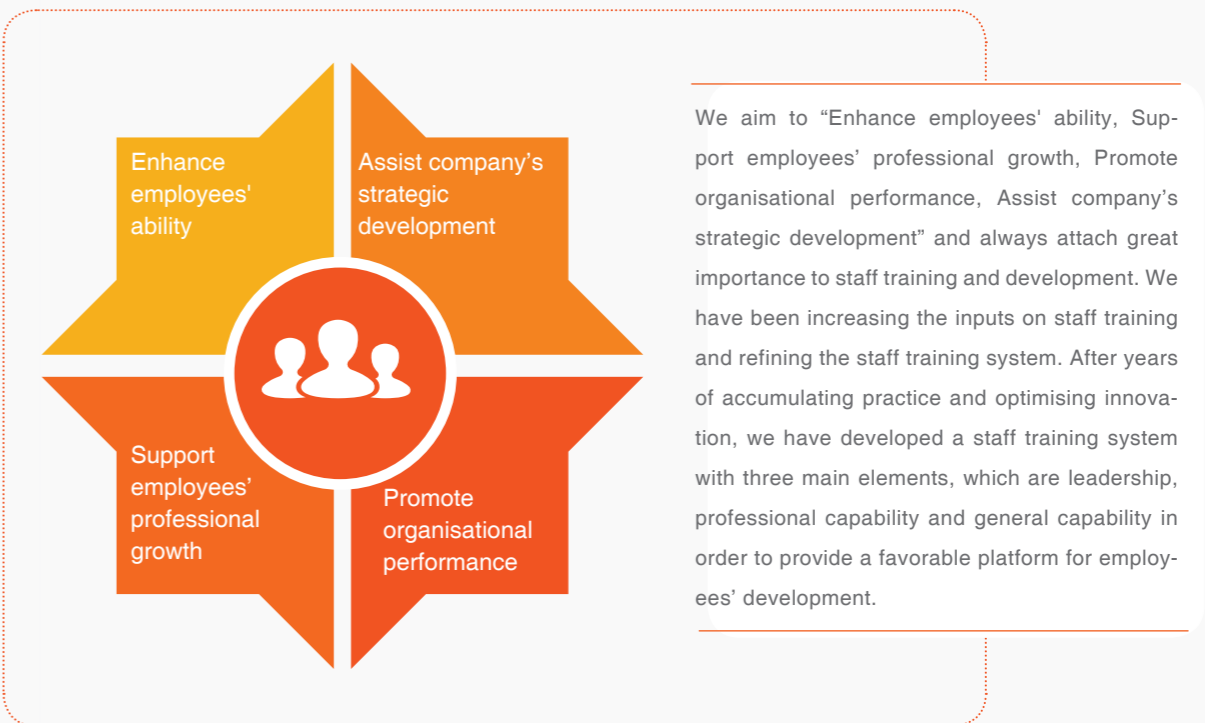
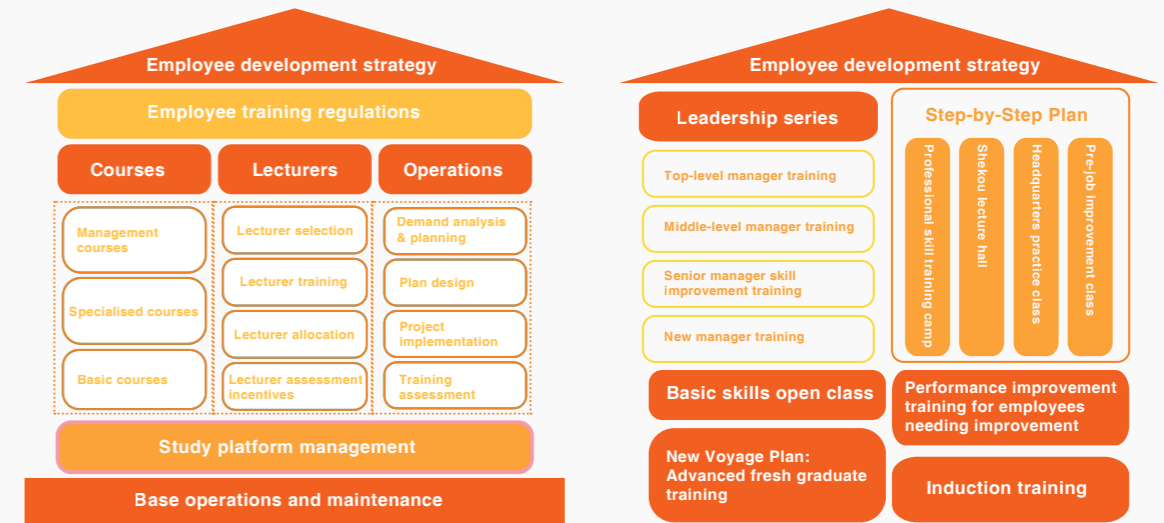
## EMPLOYEES' HAPPINESS

We formulate and implement the *Staff Attendance and Leave Management Regulation* in accordance with relevant national laws and regulations. According to this regulation, in addition to enjoy the national statutory holidays and paid annual leave, the employees can also enjoy family visit leave, marriage and funeral leave, sick leave, maternity leave, paternity leave, breastfeeding leave, etc. We also formulate the *Employee Benefits Management Regulation*, purchase social insurance and the housing funds for employees, offer supplementary medical and endowment insurances and set up a compassionate mutual benefit association for the purpose of helping our employees to overcome difficulties in the case of significant personal or family misfortunes.



## 5.2 EMPLOYEE DEVELOPMENT

We embrace the core values of the Company to build an appropriate talent development strategy, comprehensively promote a multi-level employee training system, strive to provide a broad platform for employees' development, realise the goal of enterprise development on the basis of employees' development and achieve a win-win situation for employees and the Company.



### LEADERSHIP TRAINING PROGRAM

The leadership training program is based on the company's strategy and focuses on the Company's leadership model to systematically train the Company's managers at all levels and to create a leadership talent team that supports the Company's strategic needs.



### PROFESSIONAL CAPABILITY TRAINING PROGRAM

In order to support the Company's business development, enhance the professional capabilities of various businesses and functional departments and promote business development, the Company has established a professional learning project system to enhance employees' all-round professional capabilities.

### GENERAL CAPABILITY TRAINING PROGRAM

In order to continuously improve the overall ability of the employees and meet the needs of the employees to upgrade their general capabilities, the Company conducts targeted training for new recruits and systematic training for the corresponding students.

## CASE STUDY

### CASE 1

August 14 to 17, 2017, Guangzhou subsidiary held induction training for the management trainees. This training was divided into two parts: ice-breaking training and learning and sharing forum. The course covered the history of the company's development, corporate culture, company rules and regulations, official writing and more.



### CASE 2

June 22, 2017, Guangzhou subsidiary held marketing training activities. Well-known real estate corporate managers were invited to give lectures. Through classroom lectures, case studies and interactive discussions, trainees can quickly understand the entire marketing process.





CASE 3

On September 27, 2017, Guangzhou subsidiary held a wine basic knowledge and etiquette training which tailored an elegant wine experience tour for front-line sales staff, administrative staff and development staff.



CASE 4

On November 8 2017, Foshan subsidiary held special training for IPARK opening. Relevant personnel of the company explained pre-opening shopping center preparations and related matters in detail to prepare for the opening.



CASE 5

On August 25 and November 29, 2017, Foshan subsidiary held top management lectures which invited managers to share experiences with employees and improved employees' understanding of work.



CASE 6

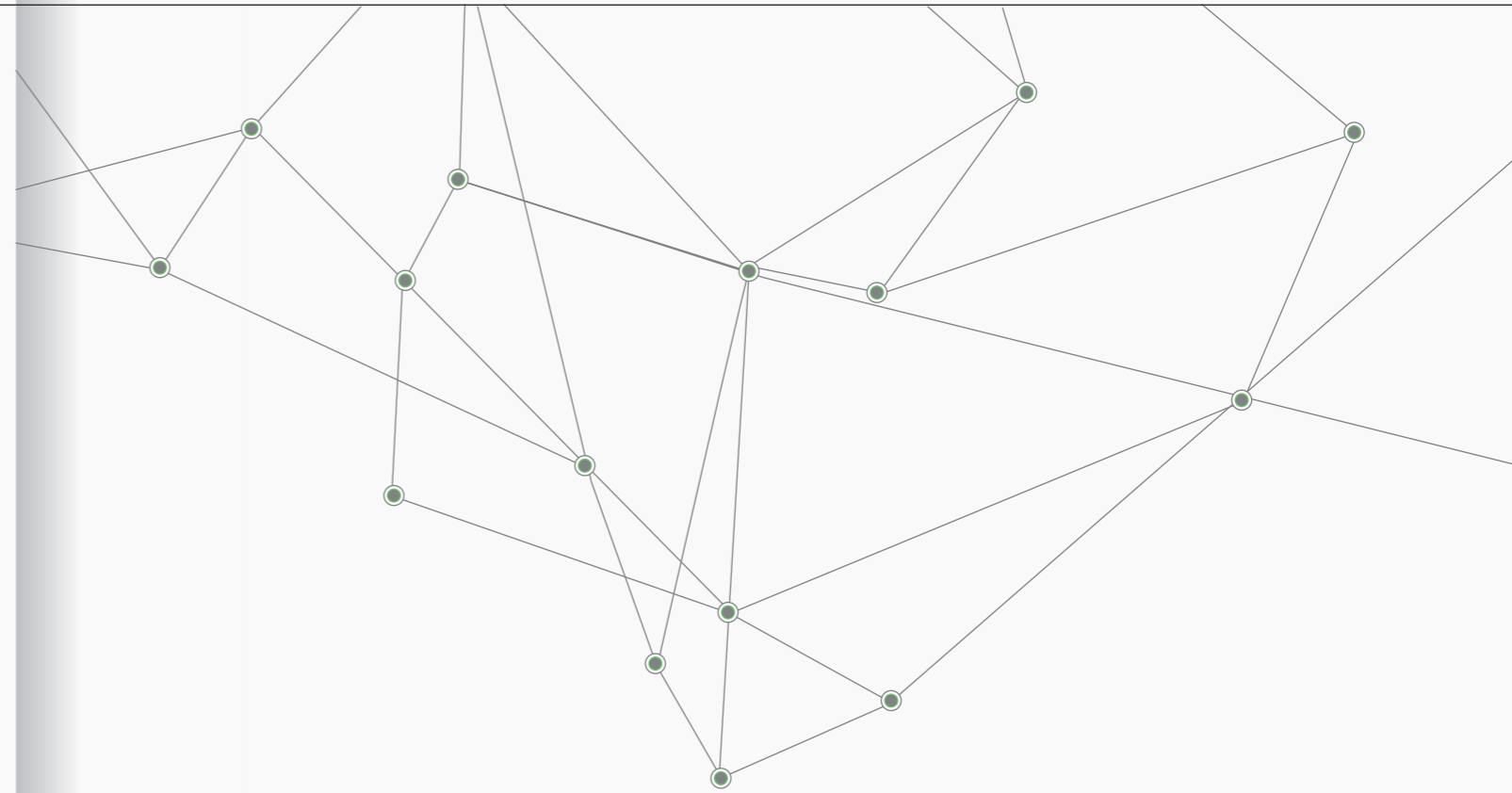
In June 2017, Nanjing subsidiary organised elite training courses, mainly for the Company's professional and technical personnel and aimed at training professional elites.



CASE 7

In November 2017, the Group organised middle management staff training. This training was mainly aimed at forming the reserve force of the company's middle management personnel. The training aimed to nurture employees' management ideas and provided a backbone for the Company's reserves.





06

## HARMONIOUS COMMUNITIES PROMOTE PUBLIC WELFARE

We proactively care for vulnerable groups and utilise our corporate resources and strengths to continuously explore social investments which fosters social development, helping to create harmony and warmth in society.

## “GREEN RIBBON” PROGRAM

We advocate charity to all, combine concepts of social welfare and our corporate strengths into charitable acts. We launched the “Green Ribbon” program as a featured charitable brand in order to spread continuous love to society.

### CASE STUDY 1

#### FOSHAN SUBSIDIARY CARRIED OUT POVERTY ALLEVIATION ACTIVITIES

On April 17, 2017, Foshan subsidiary carried out poverty alleviation activities in the Guicheng Xiabei community. Technical staff volunteered to re-configure power lines and donate electrical appliances for the elderly in need to eliminate electrical hazards, ensuring the safe use of electricity.



### CASE STUDY 2

#### NANJING SUBSIDIARY 2017 DONATION ACTIVITIES

On December 24, 2017, the employees of Nanjing subsidiary accompanied Santa Claus to send Christmas gifts to sanitation workers on the street on behalf of all the staff of our Nanjing subsidiary, offering a Christmas surprise to sanitation workers.

Nanjing subsidiary hoped that through these practical actions, more citizens could be respected and appreciated for their unconditional devotion to the city. In addition, the Company also hoped to improve the public awareness of social welfare, elevate self-awareness of caring for the environment and to reduce the workload of sanitation workers through concrete actions.



### CASE STUDY 3

#### FOSHAN SUBSIDIARY “WE ARE FAMILY” DONATION AND ASSISTANCE

On December 29, 2017, the volunteer representatives of Foshan subsidiary carried out “Green ribbon” donation to Liannan Niulandong Primary School, Qingyuan. Foshan subsidiary donated kitchen appliances, disinfection cupboards and refrigerators for the impoverished primary school and provided lunch services for the students to support the school. Furthermore, the Company also prepared each student with a three-in-a-set thermal accessories (hat, scarf, gloves) and stationary set so that children can learn and grow up happily in the cold winter.

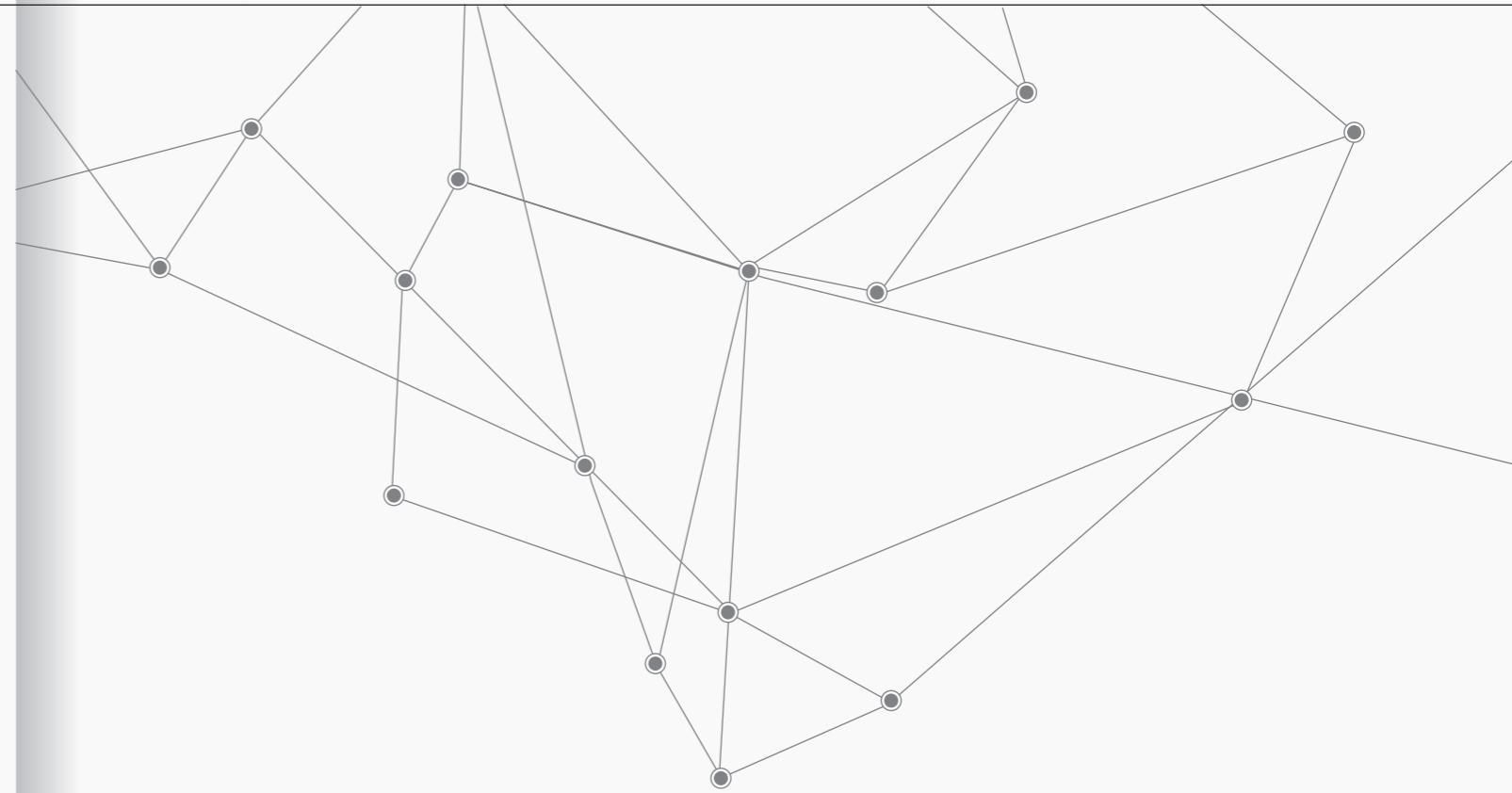


### CASE STUDY 4

#### XI’AN SUBSIDIARY “CARING FOR THE ELDERLY” ACTIVITIES

To actively fulfill the company’s mission of “Green Ribbon” program, on December 1, 2017, Xi’an subsidiary held a charity activity. The organising staff visited the elderly people in Xi’an Baqiao District social welfare institution with love and gifts. The visit promoted the virtues of the Chinese Nation’s filial piety.





**07** **CORPORATE RESPONSIBILITY**  
**TRANSPARENT OPERATION**

According to the group's operation and management ownership, this section includes the Shenzhen office of China Merchants Land and six subsidiaries, including Guangzhou, Foshan, Nanjing, Chongqing, Xi'an and Hong Kong subsidiaries' related environmental and social performance statistics.

## ENVIRONMENTAL PERFORMANCE

Environmental performance	Unit	Amount
<b>Greenhouse Gas Emissions</b>		
Scope <sup>2</sup> (direct greenhouse gas emissions)	Tonnes of carbon dioxide equivalent	566.1
Scope 1 emissions per employee	Tonnes of carbon dioxide equivalent/employee	0.8
Scope 2 (indirect greenhouse gas emissions)	Tonnes of carbon dioxide equivalent	788.1
Scope <sup>3</sup> emissions per employee	Tonnes of carbon dioxide equivalent/employee	1.1
<b>Tonnes of carbon dioxide equivalent/employee</b>		
Nitrogen oxides ( NOX )	Tonnes	1.7
Sulphur oxides ( SOX )	Tonnes	0.05
<b>Resource Consumption</b>		
Water consumption <sup>4</sup>	Cubic metres	32,638
Total water consumption per floor area <sup>5</sup>	Cubic metres/sqm	2.5
Electricity consumption	kWh	1,397,806.3
Total electricity consumption per floor <sup>6</sup> area	kWh/sqm	106.8
Natural gas consumption	Cubic meters	120,000
Total natural gas consumption per floor area <sup>7</sup>	Cubic meters/sqm	4.5
Automobiles fuel consumption	Litres	191,896.3
Total automobiles fuel consumption per employee	Litres/employee	264.3
Paper consumption	Kilograms	14,345
Paper consumption per employee	Kilograms/employee	19.8
<b>Non-hazardous Waste Production</b>		
Domestic waste	Kilograms	12,128
Total domestic waste production per employee	Kilograms/employee	16.7
<b>Hazardous Waste Production</b>		
Waste battery	Pieces	271
Total waste battery production per employee	Pieces/employee	0.4
Ink cartridge/toner	Pieces/employee	280
Total Ink cartridge/toner production per employee	Pieces/employee	0.4
<b>Recycled Waste</b>		
Recycled paper	Kilograms	1,112
Plastic bottle	Kilograms	700
Trees up to 5 meters <sup>8</sup>	Number	5,703

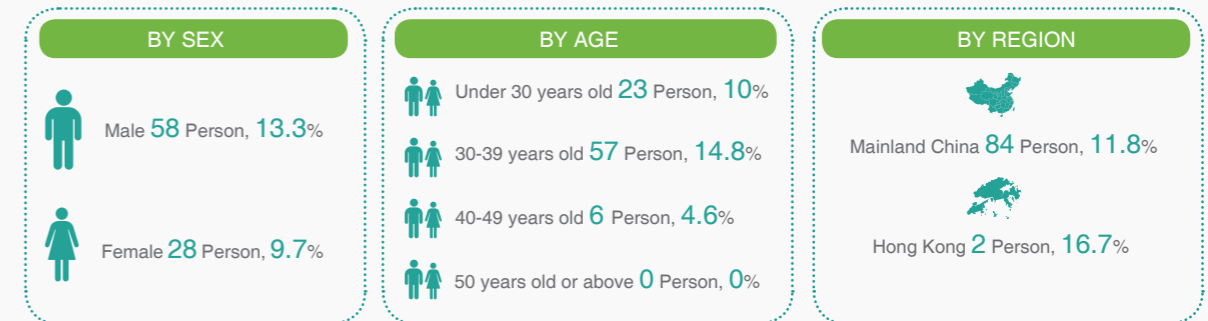
<sup>2</sup> Scope 1 includes carbon dioxide emissions from the Group's use of automobiles and natural gas, as well as reduced carbon dioxide emissions from trees.  
<sup>3</sup> Scope 2 includes carbon dioxide emissions from purchased electricity  
<sup>4</sup> Water consumption only includes Guangzhou, Foshan, Nanjing, Chongqing and Xi'an subsidiaries and Shenzhen office of the Company there is no relevant data due to the use of building centralised water supply.  
<sup>5</sup> Floor area only includes the office areas of Guangzhou, Foshan, Nanjing, Chongqing and Xi'an subsidiaries.  
<sup>6</sup> Floor area includes the total areas of Shenzhen office of the Company and Guangzhou, Foshan, Nanjing, Chongqing and Xi'an subsidiaries (only covers the office areas).  
<sup>7</sup> Floor area only includes the office areas of Nanjing subsidiary, as this was the only location that had natural gas consumption.  
<sup>8</sup> Trees need to be newly planted after construction and reach up to 5 meters or more in size.

## SOCIAL PERFORMANCE

### TOTAL NUMBER OF EMPLOYEES



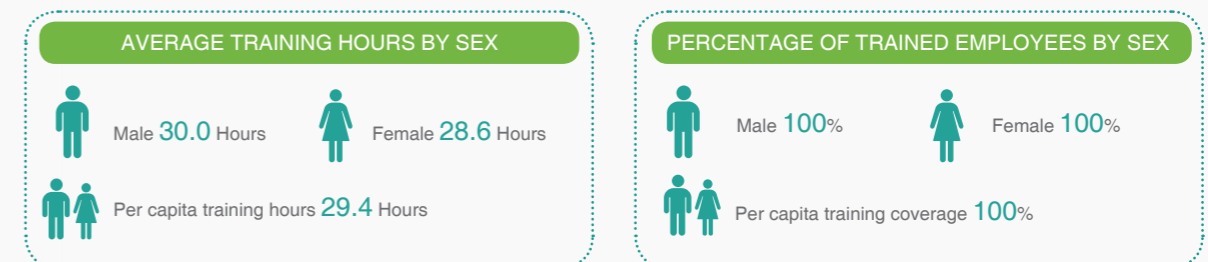
### NUMBER AND RATIO OF EMPLOYEE TURNOVER



### OCCUPATIONAL HEALTH AND SAFETY



### DEVELOPMENT AND TRAINING





	Description	Disclosure Location	Remark(s)
<b>Environmental</b>			
<b>Aspect A1 : Emissions</b>			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	P29	
KPI A1.1	The types of emissions and respective emissions data.	P56	
KPI A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P56	
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P56	
KPI A1.4	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P56	
KPI A1.5	Description of measures to mitigate emissions and results achieved.	P30-39	
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	P29-33	
<b>Aspect A2 : Use of Resources</b>			
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	P28	
KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	P56	
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	P56	
KPI A2.3	Description of energy use efficiency initiatives and results achieved.	P28,32-39	
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	P32	
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not Applicable	
<b>Aspect A3 : Environment and Natural Resources</b>			
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	P29	
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	P30-31	

	Description	Disclosure Location	Remark(s)
<b>Social</b>			
<b>Employment and Labour Practices</b>			
<b>Aspect B1 : Employment</b>			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, antidiscrimination, and other benefits and welfare.	P41-44	
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	P57	
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	P57	
<b>Aspect B2 : Health and Safety</b>			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	P15,18	
KPI B2.1	Number and rate of work-related fatalities.	P15	
KPI B2.2	Lost days due to work injury.	P15	
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	P15-18	
<b>Aspect B3 : Development and Training</b>			
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	P45-49	
KPI B4.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	P57	
KPI B3.2	The average training hours completed per employee by gender and employee category.	P57	
<b>Aspect B4 : Labour Standards</b>			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	P42,44	
KPI B2.1	Description of measures to review employment practices to avoid child and forced labour.	P44	
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	P42,44	

<b>Operating Practices</b>			
<b>Aspect B5 : Supply Chain Management</b>			
General Disclosure	Policies on managing environmental and social risks of the supply chain.	P24	
KPI B5.1	Number of suppliers by geographical region.	P25	
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	P24-25	
<b>Aspect B6 : Product Responsibility</b>			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	P13-14	
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not Applicable	
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	P19	
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	P19	
KPI B6.4	Description of quality assurance process and recall procedures.	P20-23	
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	P19	
<b>Aspect B7 : Anti-corruption</b>			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	P10	
KPI 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.	P10	
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	P10	
<b>Community</b>			
<b>Aspect B8 : Community Investment</b>			
General Disclosure	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.	P51-53	
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	P51-53	
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	P51-53	



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