



众安集团

ZHONG AN GROUP

(股份代號 Stock Code : 00672.HK)

眾安集團有限公司

ZHONG AN GROUP LIMITED

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立的有限公司)

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

2021

Environmental, Social and Governance Report 2021

環境、社會及管治報告2021

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ABOUT ZHONG AN GROUP

Zhong An Group Limited (the "Company") and its subsidiaries (collectively, the "Group") were founded in Hangzhou, Zhejiang Province in 1997, and listed on the Main Board of The Stock Exchange of Hong Kong Limited (the "Stock Exchange") in Hong Kong in 2007. Our Group was the second real estate developer in Zhejiang Province to be listed on the Main Board, and the largest one in terms of proceeds raised from the IPO at the time of its listing. After 25 years of development, the Group has become one of the leading real estate developers in the Yangtze River Delta region of China. The Group is primarily engaged in the development of mid-to-high-end residential and urban complexes, and also focuses on diversification into various fields such as commercial operations, hotel management, property leasing and property management. Since 2007, the Group has been ranked as one of the Top 100 China Real Estate Developers for more than 10 consecutive years, and has been listed and honoured as one of the Top 100 Real Estate Brand Value in China and one of the Top 10 Hong Kong Listed Domestic Property Companies with Financial Stability in consecutive years.

In 2014, the Group spun off its subsidiary, China New City Commercial Development Limited ("China New City") (stock code: 1321) and it has been listed on the Main Board of the Stock Exchange. As of 31 December 2021, the Group held 65.92% equity interest in China New City, the business of which will be covered in this report, and a separate environmental, social and governance report will be published by China New City.

關於眾安集團

眾安集團有限公司(「本公司」)及其附屬公司(統稱「本集團」)於一九九七年成立於浙江杭州，二零零七年於香港聯合交易所有限公司(「聯交所」)主板(「主板」)上市，成為浙江省第二家在主板上市的房產企業，並創下當時浙江房企在港上市融資之最。經過二十五年的發展，本集團已成為中國長江三角地區領先的房地產發展商之一。本集團以中高端住宅及城市綜合體開發為主，亦注重多元化發展，並涉足商業經營、酒店管理、物業租賃及物業管理等多個領域。自二零零七年起，本集團連續十餘年位列於中國房地產百強企業，連年上榜及榮獲中國房地產品牌價值TOP100、中國大陸在港上市房地產公司財務穩健性TOP10等多項榮譽稱號。

本集團於二零一四年分拆旗下中國新城市商業發展有限公司(「中國新城市」)(股份代號：1321)於聯交所主板上市。截至二零二一年十二月三十一日，本集團持有中國新城市的65.92%權益，其業務將涵蓋於本報告內，而中國新城市亦會另外刊發一份獨立的環境、社會及管治報告。

AWARDS AND RECOGNITIONS

In 2021, the Group continued to maintain excellent product and service quality, and won the following awards and rankings:

- ★ 2021 Top 100 China Real Estate Developers
- ★ 2021 Top 10 Real Estate Company Listed in Hong Kong by Investment Value
- ★ 2021 Top 10 Real Estate Company Listed in Hong Kong by Finance Stability
- ★ 2021 Top 50 Real Estate Enterprises in the Yangtze River Delta Region
- ★ 2021 Top 10 Brand of Yangtze River Delta Urban Agglomeration China Real Estate Companies
- ★ Trustworthy Consumption in Zhejiang Demonstration Enterprise in Real Estate Industry
- ★ 2021 Top 100 China Real Estate Enterprise Brand Value
- ★ Top 10 Zhejiang Real Estate Representative Brand Index
- ★ 2021 Excellence Zhejiang Brand Golden Lotus Award
- ★ 2021 Top 200 Private Enterprise in Zhejiang Province

獎項與榮譽

於二零二一年度，本集團繼續維持優良的產品及服務質素，並獲得以下獎項及排名：

- ★ 2021中國房地產百強企業
- ★ 2021在港上市房企投資價值TOP10
- ★ 2021在港上市房企財務穩健性TOP10
- ★ 2021長三角區域房地產50強企業
- ★ 2021長三角城市群房地產公司品牌價值TOP10
- ★ 浙江省住宅產業放心消費示範企業
- ★ 2021中國房企品牌價值TOP100
- ★ 浙江省典型房企品牌指數TOP10
- ★ 2021美好浙江品牌金荷獎
- ★ 2021年浙江省民營企業200強



Corporate Culture

企業文化



The Group is dedicated to the mission of “developing businesses that are beneficial to society” and upholds its core corporate culture of “commitment and pragmatism; unity and ambition; creativity and efficiency; honesty and sincerity” under the principle of corporate sustainable development. With the basis of property development and commercial service, the Group persists in building urban complexes and diving into residential and commercial services. Meanwhile, the Group embraces the corporate spirit of “daring to overcome difficulties; staying humble after success”, especially under the impact of the COVID-19 in recent years, we must overcome difficulties together with all sectors of the society. The Group will continue to implement the three core spirits, do our part and seek new opportunities during this difficult time.

In the future, the Group strives to become one of the most competitive property developers in the Yangtze River Delta Region and in China, realising diversification and synergies of business and product. Meanwhile, the Group always maintains high environmental and social standards to secure sustainable corporate development, understands the needs of the stakeholders and maximises the values for shareholders of the Company.

本集團一直秉持著「致力於發展對社會有益的事業」的使命及「敬業求實、團結進取、創新高效、誠信公開」的核心企業文化，以企業可持續性為原則，致力以房產開發為基礎，以商業服務為主線，打造城市生活綜合體，推進住宅和商業服務業。同時本集團抱著「困難面前要昂首，逆水敢行舟；成功之後須低頭，順境方持久」的企業精神，尤其在近年受新型冠狀病毒打擊下，我們更要與社會各界一同克服困難，邁向未來。本集團會繼續貫徹三個核心精神，在經濟不景氣的情況下依然做好本份及尋找更多新機會。

未來，本集團矢志成為長三角乃至全國最具競爭力房地產開發商之一，實現業務及產品組合多元化和協同化；同時，本集團一直堅持高標準的環保及社會要求，確保企業可持續發展，滿足持份者的需求，並為本公司股東創造最大價值。

ABOUT THE REPORT

The Group is pleased to issue the 6th Environmental, Social and Governance (“ESG”) Report (“ESG Report”) to disclose our ESG policies, strategies, objectives and overall performance.

All data and information in this ESG Report are derived from official documents and statistical reports of the Group, and has been reviewed and approved by the Board.

CORPORATE SOCIAL RESPONSIBILITY GOVERNANCE

In order to fulfill our corporate social responsibilities (“CSR”), formulate appropriate policies and balance the respective interests of stakeholders, the Group attaches great importance to continuous communication with stakeholders, such as shareholders, investors, employees, national and local authorities, suppliers and business partners, and the community, to understand their needs and incorporate relevant policies and values into operational decisions.

Clear instructions to comply with or exceed minimum legal standards have been set forth, with a view to achieving best practice for the Group’s daily operation. The CSR policies are applicable to all directors, senior executives and other employees and are made aware to our suppliers and other related parties to ensure our values are in alignment.

The chief decision maker for the Group’s sustainable development strategies, objectives and related reporting matters is the Board of the Group. The Board plays an essential role in monitoring and deciding on sustainable development policies, and will hold meetings from time to time to discuss relevant development measures and review their implementation effectiveness.

For the Group’s corporate governance structure and other relevant information, please refer to the section headed “Corporate Governance Report” in the Company’s Annual Report 2021.

關於本報告

本集團欣然發佈第六份環境、社會及管治（「ESG」）報告（「本ESG報告」），旨在向各持份者披露有關本集團在環境、社會及管治報告範疇上的方針、策略、目標及整體表現。

本ESG報告數據及資料均來自本集團的正式文件及統計報告，並經由董事會審閱及批准。

企業社會責任管治

為履行企業社會責任、訂立合適政策及權衡一眾持份者的利益，本集團十分重視與不同持份者的持續溝通，包括股東、投資者、員工、國家及地方政府、供應商及合作夥伴、以及社區大眾等，以了解持份者需要及將有關政策及理念融入營運決策當中。

本集團已為日常營運訂立清晰的要求，致力遵守及甚至優於最低法律標準，達致最佳實務指引。我們的企業社會責任政策適用於全體董事、高級行政人員及所有其他員工，並讓供應商等所有相關方認識我們的相關政策，確保價值觀貫徹一致。

本集團的可持續發展策略、目標及相關報告事宜的最高決策人為集團董事會。董事會擔當監察及決定可持續發展政策的重要角色，並會不定期召開會議討論相關發展措施及審視其執行成效。

有關本集團企業管治架構及其他相關資料，請參閱《二零二一年報》中的《企業管治報告》章節。

Reporting Period and Scope

Taking into account the main business of the Group, unless otherwise stated, this ESG Report covers the overall performance, risks, strategies, measures and commitments in our real estate development, property leasing and hotel operations in Mainland China, with respect to four ESG aspects, namely, environmental protection, employment, operating practices and community engagement during the year ended 31 December 2021 ("the Reporting Period").

This report is available in Chinese and English versions and has been uploaded to the website of the Stock Exchange and the Group (<http://www.zafc.com/c/index.php>). In case of any discrepancy between the English and Chinese versions, the Chinese version shall prevail.

Reporting Principle

This ESG Report is issued in accordance with the "Environmental, Social and Governance Reporting Guide" (the "ESG Guide") as contained in Appendix 27 to the Rules Governing the Listing of Securities on the Main Board of the Stock Exchange and the "comply or explain" provisions thereof, to disclose the ESG policies, strategies, objectives and overall performance of the Group. This report follows the following four reporting principles as the basis for reporting:

Materiality 重要性

Through Board meetings and continuous communication with stakeholders, the Group identified ESG issues that had a significant impact on the Group's operations during the Reporting Period, and disclosed them in this ESG report.
本集團透過董事會會議以及與持份者的持續溝通，識別在報告期間對本集團經營有重大影響的ESG議題，並在本ESG報告中披露。

Quantitative 量化

Where appropriate, the Group has collected quantitative environmental and social key performance indicators, and disclosed them in this ESG report.
本集團在可行情況下，已收集可計量的環境及社會績效指標，並於本ESG報告中作披露。

Balance 平衡

The Group thoroughly and objectively disclosed relevant ESG performance in this ESG report.
本集團全面及客觀地於本ESG報告中披露相關的ESG表現。

Consistency 一致性

The method of collecting and analysing figures used in preparing this ESG report is consistent with previous years for stakeholders to compare current year and past data. If there is any change in the method used or the scope of reporting, it shall be explained in the footnote for stakeholders' reference.
本集團在準備本ESG報告時所用的收集及統計數字方法與往年一致，以供持份者比較本年度及過往數據。若所用的方式或匯報範圍有變，即在附註中解釋以供持份者參考。

報告期間及範圍

考慮本集團的主要業務，除另有說明者外，本ESG報告涵蓋截至二零二一年十二月三十一日年度（「報告期間」）本集團在中國內地的房地產開發、物業租賃及酒店運營三個業務在環境保護、僱傭、營運常規及社區參與等四個ESG議題上的整體表現、風險、策略、措施及承諾。

本報告以中、英文撰寫，並已上載至聯交所及本集團網頁（<http://www.zafc.com/c/index.php>）。如中、英文版本有任何抵觸之處，應以中文版為準。

報告原則

本ESG報告乃應聯交所主板證券上市規則附錄二十七所載的「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，披露有關本集團在環境、社會及管治報告範疇上的方針、策略、目標及整體表現。本報告跟從以下四個匯報原則作為匯報基礎：

Stakeholder Communication

The Group is committed to creating sustainable growth and long-term value for its stakeholders. We actively communicate with both internal and external stakeholders to understand their views and needs through various channels.

持份者溝通

本集團致力於為其持份者創造可持續增長及長期價值，我們積極透過不同渠道與內部及外部持份者交流，了解他們的觀點及需要。

Stakeholders 持份者



Shareholders and investors
股東及投資者



Media
媒體



Employees
員工



Suppliers and contractors
供應商及承包商

Communication channels 溝通渠道

<ul style="list-style-type: none"> Shareholders' meetings 股東大會 	<ul style="list-style-type: none"> Press releases 新聞稿 	<ul style="list-style-type: none"> Employee meetings 員工會議 	<ul style="list-style-type: none"> Supplier conferences 供應商會議
<ul style="list-style-type: none"> Periodic financial reports 定期財務報告 	<ul style="list-style-type: none"> Media interviews and events 傳媒訪問及活動 	<ul style="list-style-type: none"> Training programs 培訓計劃 	<ul style="list-style-type: none"> Reviews 審核
<ul style="list-style-type: none"> Statutory disclosures and voluntary disclosures 法定披露及自願披露 	<ul style="list-style-type: none"> WeChat official accounts 微信公眾號 	<ul style="list-style-type: none"> Intranet 內聯網 	<ul style="list-style-type: none"> Site visits 實地考察
<ul style="list-style-type: none"> Results announcement, roadshow and reverse roadshow 業績發佈會，路演與反向路演 		<ul style="list-style-type: none"> E-mails 電郵 	

Environmental, Social and Governance Report 2021

環境、社會及管治報告2021

The Group attaches great importance to stakeholders' opinions. Should you have any comments on the Group's environmental, social and governance policies and performance after reading this ESG Report, you are welcome to share your views with us through the followings:

本集團十分重視持份者的意見，如閣下參閱本ESG報告後，對本集團的環境、社會及管治方針與表現有任何意見，本集團歡迎各持份者就下列方式與我們分享寶貴意見：

Correspondence address: Room 4009, 40/F,
China Resources Building,
26 Harbour Road,
Wanchai, Hong Kong

Facsimile: (852) 2877 6990

E-mail: ir@zafc.com

郵寄地址：香港灣仔
港灣道26號
華潤大廈
40樓4009室

傳真：(852) 2877 6990

電郵：ir@zafc.com

MATERIALITY ASSESSMENT

The Board, the management and a designated team of the Group reviewed ESG related issues and evaluated the significance of these issues to the Group's business and stakeholders and disclose accordingly. The following are 18 material issues identified by the Group which will be disclosed in this ESG report:

重要性評估

本集團的董事會、管理層及專責團隊檢討ESG相關議題，並評估該等議題對本集團業務及持份者的重要性，從而作出相關披露。以下是本集團識別的18個重要性議題，並將會於本ESG報告中集中披露：



Environmental Protection
環境保護



Employment and Labour Practices
僱傭及勞工常規



Operational Practices
營運慣例



Community Involvement
社區參與

<p>Climate change related risks and opportunities (e.g. typhoons and floods) 氣候變化相關風險及機遇 (如颱風及水災)</p> <p>Energy efficiency 能源使用效益</p> <p>Emissions 污染物排放</p> <p>Green and sustainable architectural design 綠色及可持續建築設計</p> <p>Promotion and protection of biodiversity 生物多樣性推廣及保護</p> <p>Waste and sewage management 廢棄物及污水管理</p>	<p>Occupational health and safety 職業安全及健康</p> <p>Staff remuneration and welfare 員工薪酬福利</p> <p>Training and development 培訓及發展</p> <p>Equal opportunity and anti-discrimination 平等機會及反歧視</p>	<p>Anti-corruption 反貪污腐敗</p> <p>Compliance with laws and regulations 營運合法合規</p> <p>Product and construction quality and safety 產品及工程質量與安全</p> <p>Customer information and privacy protection 客戶信息及隱私保護</p> <p>Intellectual property protection 保護知識產權</p> <p>Supplier management (e.g. as monitoring system) 供應商管理 (如監察制度)</p>	<p>Participation in volunteer activities 參與義工活動</p> <p>Charitable donation 慈善捐贈</p>
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COMMUNITY INVESTMENT

“Continuous Actions and Borderless Love (行無根、愛無疆)” is the principle that the Group has been adhering to since its establishment. We have been actively fulfilling our corporate social responsibilities and facilitating community building and development. In order to further carry out public welfare activities, Zhejiang Zhongan Charity Foundation (the “Foundation”) was founded in 2017 with the philosophy of “Charity from Zhong An and Love across the World (眾心向善，愛行天下)”. We hope to encourage others to care for the community and benefit more people.

社區投資

「行無根、愛無疆」，是本集團自成立以來一直秉承的原則，我們一直積極履行企業社會責任以及參與促進社區發展及建設。為了能更進一步實行公益活動，我們於二零一七年成立浙江眾安慈善基金會（「基金會」），以「眾心向善，愛行天下」為宗旨，希望能透過自身的能力鼓勵其他人加入慈善行列，讓更多人受惠。

During the Reporting Period, the Foundation organized a total of 24 community charity events, with a total donation of more than RMB7 million, which was used for caring for the needy, education aid and disaster relief. The beneficiaries included children, youth, the elderly and frontline workers, etc.

在報告期間，基金會一共開展24場社區慈善活動，合共捐贈支出逾700萬元人民幣，用作關愛社會群體、教育助學及賑災濟難，受益人包含兒童、青年、老人及前線工作人員等。

Supporting Front-line Anti-pandemic Workers

During the Reporting Period, the impact of COVID-19 pandemic continued. The Foundation paid close attention to the pandemic prevention work across the country, and donated anti-pandemic materials including masks, instant noodles and mineral water to the pandemic-stricken communities in Shaoxing City and Hangzhou City. Moreover, the Foundation also donated "heartwarming packs (暖陽包)" containing thermal supplies, mixed porridge, biscuits and drinks to support the front-line community anti-pandemic workers; a total of more than RMB360,000 was donated to support anti-pandemic work.

致敬一線助力防疫

報告期間，新型冠狀病毒引致的疫情仍然持續，基金會非常關注國內各地的防疫工作，並捐出包括口罩、泡麵及礦泉水等防疫物資予紹興市及杭州市內疫情肆虐的社區。此外，基金會亦捐出包含保暖用品的「暖陽包」、八寶粥、餅乾及冰紅茶等，支持前線的社區防疫工作人員；一共為防疫工作捐贈逾36萬元人民幣。



Education Sponsorship Programme

In 2021, the "Ivy Scheme (青藤計劃)" subsidised RMB5,000 each for 20 freshmen admitted through the National College Entrance Examination. A total of RMB100,000 was donated to support students in poverty to continue their studies.

In 2020, the Foundation formed the Zhong An Class (眾安班) in Taijiang National Middle School at Guizhou Province, enrolled junior high school graduates from needy families with excellent academic performance and good conduct and provided living subsidy of RMB2,500 per student for each academic year. This year, the Foundation continued to provide a total of RMB125,000 in grants.

助學計劃

2021年的「青藤計劃」資助20名高考錄取新生，每人獲資助5,000元人民幣，合共捐出10萬元人民幣，協助貧困學生繼續學業。

在2020年基金會在貴州省台江民族中學開設「眾安班」，招收家庭貧困但成績優異、品行優良的初中畢業生，每學年都會資助每人2,500元人民幣的生活補助費。今年，基金會繼續發放助學金一共12.5萬元人民幣。



Supporting Disaster Areas

In July 2021, Henan Province was affected by the flood. The Foundation immediately joined various organisations and engaged Zhong An's employees to donate a total of RMB2 million for purchasing supplies to support the victims and post-disaster reconstruction.

Hangzhou City was also struck by a typhoon, causing river levels rise and blocked road traffic. The Foundation promptly sent supplies worth RMB120,000 to the fire brigade to assist in the relief work.

支援災區

在2021年7月，河南省受水災影響，基金會立即聯同各個組織及向眾安員工發起籌款，一共捐贈200萬元人民幣購買物資支援災民以及支持災後重建。

杭州市亦受到颱風影響，導致河流水位上升，道路交通受阻。基金會密切留意情況，迅速為消防大隊送去總值12萬元人民幣的物資，協助救災工作。



In addition, the Foundation has been proactive in donating funds and materials, and participating in different types of charitable activities to help those in need and give back to the society. In order to promote the development of psychiatry education and the business of rehabilitation and elderly care in Taizhou, the Foundation donated RMB5 million in 2021, and will donate RMB1 million annually starting from the following year, in eight phases, with a total donation of RMB12 million, which will be used to establish "Taizhou University Zhong An Rehabilitation and Elderly Care Development Fund (台州學院眾安康養發展基金)" to support the development of psychiatry and other related disciplines. We also donated RMB85,000 to the Xiaoshan Fire Brigade to offer condolence payments to the families of the firefighters who sacrificed their lives in rescue and the firefighters with difficult family circumstances.

On World Autism Awareness Day, the Foundation donated RMB100,000, and together with Shenzhen One Foundation, launched the "Painting in the Stars (繪見繁星)" event to collect paintings from children. We collected more than 100 children's works and turned them into an art book to send to autistic children to boost their imaginations.

In the future, the Group will continue to actively cooperate with the Foundation to organise and participate in community activities, hoping to give back to the community through these activities, thereby raising employees' community awareness and promoting the cohesion and inclusion between the Company and the community.

此外，基金會一直積極捐贈善款及物資，以及參與不同類型的慈善活動幫助有需要的人士，回饋社會。為推動康復醫學教育與台州康復養老事業的發展，基金會在2021年捐贈人民幣500萬元，並會在次年開始每年捐贈100萬元，一共八期，總共捐贈1,200萬元，用於設立「台州學院眾安康養發展基金」，支持康復醫學等相關學科發展建設。我們亦向蕭山消防大隊捐贈人民幣8.5萬元，為在救援中壯烈犧牲的烈士家屬及家境困難的消防隊員送上慰問金。

在「世界自閉日」，基金會捐贈10萬元人民幣，聯同深圳壹基金開啟「繪見繁星」兒童公益繪畫作品徵集，收集到超過100名兒童的作品，將其編輯成冊，送給自閉症兒童，支持他們發揮想像力。

未來，本集團會繼續積極與基金會合作，組織及參與社區活動，希望透過此類活動回饋社區，從而提升員工的社區意識，推動企業與社區之間的共融。

ANTI-CORRUPTION

The Group upholds the operational principles of honesty and trustworthiness, and strictly abides by all relevant national and regional laws and regulations during the Reporting Period, including but not limited to:

Criminal Law of the People's Republic of China 《中華人民共和國刑法》	Prevention of Bribery Ordinance (Cap. 201 of the Laws of Hong Kong) 香港法例第201章《防止賄賂條例》
Anti-Money Laundering Law of the People's Republic of China 《中華人民共和國反洗錢法》	Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615 of the Laws of Hong Kong) 香港法例第615章《打擊洗錢及恐怖分子資金籌集條例》

During the Reporting Period, the Group did not violate any laws and regulations related to corruption, bribery, extortion, fraud and money laundering that had a significant impact on the Group, nor did it involve any litigations alleging corruption against the Group or employees of the Group.

The Group has formulated a series of management systems in accordance with the above laws and regulations. The code of conduct of the Employee Handbook clearly states that any potential transfer of interest in operational activities as well as internal and external engagement is strictly prohibited. There are corresponding measures in staff recruitment and promotion, procurement and sales, internal audit and business cooperation, including:

- verification of identity of job candidates and their relationship with existing employees to avoid hiring people who have close relationship with current employees or management with excessive terms;
- thorough investigation of capital sources of customers and business partners to prevent supporting any forms of money laundering; and
- strict control of procurement process to prohibit employees from gaining interest by facilitating customers to dishonestly secure procurement agreement.

反貪污

本集團堅守誠實守信的營商原則，在報告期間嚴格遵守一切相關的國家及地區法律法規，包括但不限於：

在報告期間，本集團並無違反有關貪污、賄賂、勒索、欺詐及洗黑錢、且對本集團有重大影響的法律法規，亦無涉及指控本集團或本集團員工貪污的訴訟案件。

本集團根據以上的法律法規制訂一系列的管理制度，並在員工手冊的行為準則內列明禁止員工在經營活動、內外部交往中可能發生的利益輸送。在員工招聘及晉升、日常採購及銷售、內部審核及企業合作等各方面均有相應措施，包括：

- 核實應徵者身份及員工關係，避免以不合理條件聘用與公司員工或管理層有密切關係的人士；
- 詳細調查客戶及合作企業的資金來源，防止以任何形式協助洗黑錢行為；以及
- 嚴格監控採購過程，禁止員工藉促成客戶以不誠實方式取得採購合同而獲取利益等。

We urge our directors, senior executives and all other employees to obey the laws in business operations and capital market. The Board does not tolerate any kinds of corruption, bribery, extortion, money laundering or fraud. To strengthen our corporate governance, not only has the Group set up an internal audit department and an audit committee, but also hired external lawyers and auditors to comply with corporate governance requirements as set on listed companies by the Stock Exchange. We continuously review the effectiveness of our internal control to prevent fraudulent incidents. We provide anti-corruption training to employees and initiate related training for new employees to ensure that employees understand the Group's requirements for honesty and trustworthiness.

Whistle-blowing Policy

The Group has a well-maintained anonymous reporting mechanism, which encourages our staff, suppliers, business partners and other stakeholders to report any illegal or dishonest conducts through e-mails, telephone, etc., and promises to take adequate measures to preserve anonymity of the whistle-blowers. If we receive any report about corruption, bribery, extortion, money laundering and fraud, we will promptly initiate investigation, make internal verification and report to management or government authorities. With the Group's continued business development, we will further improve our anti-corruption system and reinforce regulation. The Group will regularly review the implementation of relevant policies and, where necessary, invest more resources to improve the mechanism.

我們要求董事、高級行政人員及所有其他員工在實體業務及資本市場經營層面均奉公守法。董事會絕不姑息任何貪污、賄賂、勒索、洗黑錢及其他欺詐活動。為加強企業管治，本集團除了設有內部審計部門及審核委員會，亦聘請外部律師及審計師以符合聯交所對上市公司的企業管治要求，我們持續檢討內部監控的成效，以防止欺詐事件發生。我們為員工提供反貪污培訓，並開展新員工的入職廉政培訓，以確保員工了解集團對誠實守信的要求。

舉報政策

本集團擁有完善的匿名舉報機制，鼓勵員工、供應商、合作夥伴及其他持份者透過電郵、電話等途徑主動舉報任何不法及不誠實行為，並承諾為舉報人提供足夠身份保密措施。如收到任何有關貪污、賄賂、勒索、洗黑錢及其他欺詐活動的舉報，我們會即時進行調查，進行內部核實，並向管理人員匯報及通報政府機關。隨著本集團業務持續發展，我們將進一步完善反貪污的制度體系，不斷強化和加大監管力度。本集團會定期檢視有關制度的實行情況，如有需要，將會投放更多資源以完善機制。

ENVIRONMENTAL PROTECTION

As a real estate developer and commercial property operator, the Group's business has a certain impact on the environment. Therefore we have proactively reviewed our environmental management in daily operation and formulated relevant measures in various aspects to contribute to mitigating climate change and striving towards the vision of sustainable development.

The Group closely monitors any changes in and strictly complies with the national and local environmental laws and regulations, including but not limited to:

環境保護

作為房地產開發商以及商業物業營運商，本集團的業務對於環境會造成一定程度的影響，因此我們積極檢視日常業務運營過程中的環境管理，並向各方面制定相關措施，為減緩氣候變化出一分力，致力邁向可持續發展的願景。

本集團密切留意國家及地區最新的環境保護法律法規並嚴格遵守以下相關法律法規，包括但不限於：

Environmental Protection Law of the People's Republic of China 《中華人民共和國環境保護法》	Law of the People's Republic of China on Prevention and Control of Pollution From Environmental Noise 《中華人民共和國環境噪聲污染防治法》
Atmospheric Pollution Prevention and Control Law of the People's Republic of China 《中華人民共和國大氣污染防治法》	Water Pollution Prevention and Control Law of the People's Republic of China 《中華人民共和國水污染防治法》
Law of the People's Republic of China on Environment Impact Assessment 《中華人民共和國環境影響評價法》	Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes 《中華人民共和國固體廢物污染環境防治法》
Decision of the State Council on Several Issues Concerning Environmental Protection 《國務院關於環境保護若干問題的決定》	

During the Reporting Period, the Group did not violate any environmental protection laws and regulations that had a significant impact on the Group relating to emissions of exhaust gas and greenhouse gas, discharges into water and land, generation of hazardous and non-hazardous waste. The Group was also not subject to relevant legal penalties due to any violation of the aforesaid laws and regulations in the course of business during the Reporting Period.

Emissions of Exhaust Gas, Dust and Greenhouse Gas

Greenhouse gases generated during the daily business activities of the Group mainly come from direct exhaust gas emitted by various construction machineries and vehicles for project construction, and those from the electricity and paper consumption in our offices, warehouses and commercial properties.

In addition, as dust may be generated due to wind or motive power during the project construction, therefore, the Group has formulated internal guidelines to control the dust generated by constructions, reduce air pollutants, and requires contractors of construction to comply with national emission standards to reduce exhaust gas and dust generated.

報告期間，本集團並無就任何有關廢氣及溫室氣體排放、水及土地的排污，以及產生有害或無害廢棄物，且對本集團有重大影響的環保法律法規之違規事件。本集團亦確認於報告期間，業務過程中未有出現違反上述法律及法規而遭受相關政府機關處罰的情況。

廢氣、揚塵及溫室氣體排放

本集團日常經營活動產生的溫室氣體主要來自為項目施工時各類施工機械及運輸車輛的直接廢氣排放，以及辦公室、貨倉及商用物業的電力、紙張等消耗。

另外，開發項目施工時會因風力或動力產生揚塵，因此，本集團訂立內部指引，控制工程所產生的揚塵，減少空氣污染物，並要求承建商保證施工排放符合國家標準，以減少施工過程中產生的廢氣和粉塵。



**Greenhouse gas and
exhaust gas reduction measures**

溫室氣體及廢氣減排措施

- all construction machineries remaining idle shall be turned off, and vehicle engine must be switched off whenever stopped;
- 要求關掉所有閒置的施工機械及嚴格執行停車熄匙；
- employees shall be reminded to turn off all electrical equipment before leaving the Company;
- 提醒員工離開本公司前關掉所有電器；
- machineries, equipment and vehicles used shall satisfy the national and international environmental standards;
- 選用符合國家及國際環保標準的機器、設備及車輛；
- inspection and maintenance shall be conducted on a regular basis, in order to avoid excessive exhaust gas emissions caused by damaged components and to help minimize oil consumption; and
- 安排定期檢測及維修，預防零件破損導致排放過量廢氣，並有助減少耗油量；以及
- environmental greening shall be implemented within our properties to improve the environment and air quality.
- 在物業範圍進行適當綠化，改善環境及空氣質素。



Dust reduction measures

減少揚塵措施

- all vehicles carrying sand and gravel and other waste materials shall be covered with canvas to make sure such vehicles would not generate a large quantity of dust during transportation;
- 透過利用帆布遮蓋所有運載砂石等廢料的車輛，確保這些車輛不會於運載過程中製造大量揚塵；
- tires of vehicles entering or exiting the construction sites shall be washed and the road and vehicles shall be sprayed with water in order to prevent dust from being carried away along with the vehicles;
- 清洗進出施工現場的車輛輪胎，以及向道路及車輛灑水，避免將泥塵跟隨車輛離開工地；
- maximum speed of the vehicles shall be restricted;
- and
- 控制車輛的最高車速；以及
- more environmental-friendly construction materials shall be adopted and equipment shall be upgraded to effectively reduce emissions of hazardous gas and dust and minimize the impact on environment.
- 使用更環保的建築材料以及提升設備技術，有效管理控制揚塵、減少有害氣體及粉塵的排放，減低對環境的影響。

The Group will continue to implement the above emission reduction measures to continue to reduce air pollutants and greenhouse gas emissions.

本集團會持續實行以上的減排措施，以繼續減少空氣污染物及溫室氣體的排放。

Below is the data summary of the Group's emissions during the Reporting Period: 以下是本集團在報告期間的排放數據摘要：

Types of emissions 排放物種類	Unit 單位	2021 ¹ 二零二一
Greenhouse gas emissions 溫室氣體排放		
Total greenhouse gas emissions 溫室氣體排放總量	tCO ₂ e 噸 (二氧化碳當量)	31,928.4
Scope 1 – direct emission 範圍一—直接排放		
• Fuel consumption • 燃料消耗	tCO ₂ e 噸 (二氧化碳當量)	2,259.6
Scope 2 – indirect emission 範圍二—間接排放		
• Consumption of purchased electricity • 外購電力消耗	tCO ₂ e 噸 (二氧化碳當量)	29,668.8
Greenhouse gas emissions intensity 溫室氣體排放密度	tCO ₂ e/ 1,000 square metres of gross floor area 噸 (二氧化碳當量) /千平方米建築面積	3.0
Exhaust gas emission 廢氣排放		
Nitrogen oxides 氮氧化物	kg 千克	927.20
Sulfur dioxide 二氧化硫	kg 千克	9.82
Particulate matter 顆粒物	kg 千克	20.85

¹ During the Reporting Period, we have further improved and optimized the data collection system and process, and will disclose comparative data for investors' reference when feasible in the future.

¹ 我們已於報告期間進一步完善及優化數據收集系統及過程，並會於未來在可行的情況下披露比較數據供投資者參考。

Waste Management

廢棄物處理



The Group aims to reduce waste generation in two major areas, namely reducing waste at source and recycling and reuse. We have adopted and required our employees to strictly execute various environmental measures in our daily operations and property operations

本集團旨在向兩大方面減少製造廢棄物，分別是源頭減廢及回收重用。我們在日常營運和物業營運中都採取不同的環保措施，並嚴格要求員工執行。

The Group's daily operations generate general inert wastes and non-inert construction materials. In order to reduce waste, the Group requires the contractors to conduct classification of such wastes for proper recycling. General inert wastes generated during construction, including construction scraps, debris, dirt, asphalt and concrete, would be handed over to professional contractors for recycling and treatment; suitable materials can be recycled as construction materials or used for land formation.

集團的日常營運會產生一般惰性廢物及非惰性建築物料。為減少廢棄物，本集團要求承辦商進行廢物分類，以妥善進行回收。建築、裝修等作業過程中的一般惰性廢物，包括建築碎料、瓦礫、泥土、瀝青及混凝土等，會交由專業承辦商回收及處置；適用的物料可循環再用作為建材或可被用作平整土地之用。

Non-inert construction materials which are not suitable for recycling or reuse, including plastic, bamboo, wooden materials, plants, packaging wastes and other organic materials, we require contractors to transport them to public garbage landfill. In case of any other metal and chemical wastes, we appoint professional contractors for recycling and treatment thereof. All wastes will be properly stored before being carried away from the site.

非惰性建築物料，如塑膠、竹、木料、植物、包裝廢物及其他有機物料，如不適合回收再用或再造，我們會要求承辦商運往公眾垃圾填埋場棄置。如有其他金屬及化學廢料，我們會委聘專業承辦商回收及棄置。所有的廢棄物於運離工地前，均會妥善放置。

In order to minimize the generation of solid electronic wastes, the Group has set up an "Information Management Centre", which is responsible for unified procurement, installation, maintenance and recycling of computers and other electronic products. The Information Management Centre arranges designated staff to recycle those electronic devices which have been used for a long time, or damaged and cannot be reused, with relevant records of registration. As for obsolete electronic products or those of recycling need are processed with proper discarding treatment procedures.

此外，本集團已建立「信息管理中心」，對電腦及其他電子類產品進行統一採購、安裝、維修及回收工作，以減少產生電子固體廢物。採購時間較長、或已損壞及無法再使用的電子儀器，均由信息管理中心派專人回收，並做好相關登記處理工作，已報廢或需回收零件的電子產品則按照相關手續處理，適當棄置。

Office wastes are generally gathered at a designated place as required by the property management office of the building. Moreover, the Group will conduct classification of wastes, and engage contractors for recycling of toner cartridges and used refrigerants. In the office, we have the following measures to encourage our employees to reduce waste at source:

- using “recycled paper” for printing of unessential documents and encouraging paper recycling;
- prescribing the principle of “cherish and save resources” in the Employee Handbook and other codes of conduct, and promoting energy saving by mutual supervision within the departments in daily work; and
- minimising the use of disposables, such as paper cup, paper plate and plastic tableware;

We will continue to actively recycle to reduce the impact of our waste on the environment.

Below is the data summary of the Group's waste generation during the Reporting Period:

Types of waste 廢棄物種類	Unit 單位	2021 ¹ 二零二一
Total non-hazardous waste 無害廢棄物總量	Tonne 噸	134,039.0
Non-hazardous waste intensity 無害廢棄物密度	Tonne/1,000 square metres of gross floor area 噸/千平方米建築面積	12.73
Total hazardous waste 有害廢棄物總量	Tonne 噸	0.0
Hazardous waste intensity 有害廢棄物密度	Tonne/1,000 square metres of gross floor area 噸/千平方米建築面積	0.0

辦公室廢物方面，除了根據辦公室大廈管理處要求，將一般垃圾棄置於指定地方外，我們亦會進行垃圾分類，並委聘承辦商回收碳粉盒及已使用的製冷劑。在辦公室，我們有以下措施，鼓勵員工從根本減少製造廢物：

- 使用「再生紙」打印非重要文件，鼓勵循環再用紙張；
- 在員工手冊等行為準則內列明「愛護財物、提倡節約」的原則，並於日常工作中由部門內部相互監督而形成良好的節約氛圍；以及
- 提倡避免使用一次性用品，如紙杯、紙碟及塑膠餐具等。

我們將會持續積極進行回收，以減少廢棄物對環境的影響。

以下是本集團在報告期間產生的廢棄物數據摘要：

¹ During the Reporting Period, we have further improved and optimized the data collection system and process, and will disclose comparative data for investors' reference when feasible in the future.

¹ 我們已於報告期間進一步完善及優化數據收集系統及過程，並會於未來在可行的情況下披露比較數據供投資者參考。

Sewage Discharge

Contractors are required to properly dispose of sewage produced during construction process according to the laws. All sewage shall be discharged into the designated treatment facilities in accordance with the instructions. Siltation traps and sedimentation tanks are equipped to reduce water pollution caused by garbage, oil or other materials to meet the designated emission standards. The Group regularly inspects the water quality, the sewage discharge system and water supply facilities. Relevant contingency measures are in place for any accidents such as chemical spills. Sewage discharged during the Group's daily operation complies with the law.

污水排放

本集團要求承建商按照法律規定，妥善處理工程中產生的污水。所有污水須根據指示排放到指定之環保處理設施。為減少因垃圾、油或其他物料造成的水污染，我們配置隔沙井及沉積池，以達至排放標準。本集團亦定期檢驗水質和檢查污水排效及供水設施，並已有相關應變措施應對如有化學品洩漏等意外事故。本集團日常運營過程中產生的污水水平符合法律要求。

Use of Resources

The Group actively adopts effective measures to reduce waste of resources, including electricity consumption and water consumption, so as to reduce the damage to the environment.

資源使用

本集團積極採用有效措施以減少浪費資源，包括耗電及耗水等，以降低對環境造成的傷害。



Property operations 物業運營

- adopting natural sunlight and LED lighting system to reduce electricity consumption;
- 透過採用自然採光及LED照明系統減少電力消耗；
- using electrical appliances with higher energy efficiency;
- 使用能源效益較高的電器；
- performing regular maintenance for escalators and elevators to ensure efficient operation;
- 定期維修電梯及升降機等設備，確保高效運作；
- closing certain facilities such as elevators, escalators and washrooms in off-peak hours;
- 於人流量較少的時段，暫停使用部分升降機、電梯、洗手間等設施；
- adjusting temperature of centralised cooling and heating system according to seasons and temperature;
- 按季節氣溫調整中央冷暖氣溫度；
- installing water-saving equipment in washroom and other facilities to reduce water usage; and
- 在衛生間等設施使用節水設備以減少用水；以及
- examining constantly the energy efficiency of the buildings and considering various renovation and procurement solutions where practicable, such as allowing more natural sunlight and utilising heat recovery system.
- 根據實際可行的原則，不時檢視建築物的能源效益，探討不同裝修和採購方案，包括增加天然光、使用熱回收系統等。



Offices 辦公室

- promoting green outing and charge for car parking services to encourage employees to commute by public transportation;
- 提倡綠色環保出行，收取一定停車費用，鼓勵員工乘坐公共交通工具上班；
- maintaining an appropriate indoor temperature, which shall not be lower than 26°C for the air conditioning system in the offices; and
- 維持合適室內溫度，在辦公室空調系統設定不低於26度；以及
- turning off all air conditioners and lighting system in the offices before leaving for the day.
- 要求員工離開公司前，關掉所有冷氣機及辦公室照明系統。

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We will review the effectiveness of these measures from time to time and make adjustments in accordance with our business operations, such as utilising variable air volume (VAV) air conditioning system, UV sterilizers and food waste processors, condensate recovery, setting up roof drain and water tank system for rainwater harvesting, as well as installing water saving aerators for faucets, so as to achieve the objective of enhancing the utilisation efficiency of resources.

我們會不時檢討此等措施的成效，並因應營運情況而有所調整，例如使用可變風量空調系統、紫外線消毒器、廚餘處理機、回收冷凝水、設置天台排水口及儲水箱收集雨水、於水龍頭安裝節水器等，以達至提升資源使用效率的目的。

During the Reporting Period, the Group did not have any significant issues related to 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。

Below is the data summary of the Group's resource consumption during the Reporting Period:

以下是本集團於報告期間的資源消耗數據摘要：

Types of resource consumption 資源消耗種類	Unit 單位	2021 ¹ 二零二一
Total water consumption 總耗水量	Cubic metres 立方米	996,892.0
Total water consumption intensity 總耗水量密度	Cubic metres/1,000 square metres of gross floor area 立方米／千平方米建築面積	94.71
Total energy consumption 能源消耗總量	MWh 千個千瓦時	59,405.0
• Electricity • 電力	MWh 千個千瓦時	48,629.3
• Fuel • 燃料	MWh 千個千瓦時	10,675.4
Total electricity consumption intensity 總能源消耗總密度	MWh/1,000 square metres of gross floor area 千個千瓦時／千平方米建築面積	5.6
Total packaging materials 包裝物料總量	Tonne 噸	3.85
Packaging materials consumption intensity 包裝物料消耗密度	kg/1,000 square metres of gross floor area 公斤／千平方米建築面積	0.37

¹ During the Reporting Period, we have further improved and optimized the data collection system and process, and will disclose comparative data for investors' reference when feasible in the future.

¹ 我們已於報告期間進一步完善及優化數據收集系統及過程，並會於未來在可行的情況下披露比較數據供投資者參考。

The Environment and Natural Resources

As the Group's real estate development business generates noise during construction, the Group complies with the Law of the People's Republic of China on Prevention and Control of Pollution From Environmental Noise 《中華人民共和國環境噪聲污染防治法》 and other applicable laws, and ensures proper control of construction noise. Prior to construction, the Group reports the names of the projects, the construction locations and periods to the environmental protection authorities of the regions where the projects are situated, whilst estimates of noise level, prevention and control measures the Group will take and the implementation of these measures are detailed. Construction hours will also be restricted as regulated.

Furthermore, the Group incorporates sustainable development elements into the design and planning of residential and commercial property projects, and designs green buildings that cater for users' needs while meeting environmental standards. Prior to project construction, the Group submits environmental impact reports to relevant government departments and only commences works upon obtaining approval. We hire contractors with good environmental and safety records for our construction works. All contractors are required to strictly comply with all prevailing national environmental and safety laws and regulations, which cover construction materials, methods, environment management at the construction sites and other areas.

The Group organises various training and public welfare activities for our employees, such as tree planting on Arbor Day, battery recycling, environmental trailwalk, and garbage clean-up activities, on an irregular basis to improve their awareness of environmental protection. We make sure no trash is produced and left behind during the activities or trainings. We hope to cultivate our employees' active attitude towards environmental protection through their involvement. In addition, the Group also issues internal guidelines for environmental protection and shares green office and other relevant environmental information. We also specify "environmental protection and attention to appearance" and other contents in the code of conduct in the Employee Handbook.

環境及天然資源

由於本集團的房地產發展業務在施工期間會產生噪音，本集團遵循《中華人民共和國環境噪聲污染防治法》等適用法律，妥善管理建築噪音。本集團於工程開始前，向項目工程所在地的政府環境保護行政主管部門申報該工程的項目名稱、施工場所和期限，以及可能產生的環境噪聲值和本集團所採取的環境噪聲污染防治措施的情況，並根據規定限制施工作業時段。

另外，本集團在住宅或商用物業項目設計及規劃時會融入可持續發展元素，設計既能滿足用户需求、又可符合環保水平的綠色建築。在項目工程開始前，本集團會先呈交環境影響報告予有關政府部門，並確保取得審批後方可動工。我們亦委聘環保及安全紀錄良好的工程承包商負責我們旗下項目的開發工程，並要求承包商嚴格遵守所有現行中國環保及安全法律及法規，包括項目所用的建築材料、施工方法、工地環境管理等。

為致力提高員工環保意識，本集團不定期會組織各類培訓及公益活動予我們的員工，如植樹節種樹、電池回收、環保毅行活動、清理垃圾運動等。在進行活動或培訓時，我們會確保不製造及遺留垃圾，希望員工們透過親身參與，培養愛護環境的正面態度。此外，本集團亦發出內部環保指引，分享綠色辦公室等相關環保資訊，亦在員工手冊的行為準則內容中寫明「保護環境、注重儀表」等內容。

Climate Change

The Group is principally engaged in real estate development, commercial operations, hotel management, residential and commercial property leasing and property management, etc. Considering the business natures, climate change will bring us certain risks and opportunities. In view of this, the Group will pay more attention to these related risks and opportunities, and take corresponding countermeasures as soon as possible to safeguard the sustainable development of the Group and the interests of our stakeholders.

As a real estate developer, concerns about climate change from all sectors have made green building design more and more important. To this end, the Group has also actively considered various environmentally friendly architectural proposals, and implemented emission reduction measures during the construction process. Looking ahead, we will continue to closely monitor related development opportunities.

In addition, in 2021, there were many extreme weather events in China, causing floods, casualties and property damage. Climate change makes extreme weather such as typhoons and floods more frequent, and may also lead to a rise in sea level, threatening the safety of the Group's properties, employees and customers, especially in coastal areas. Therefore, the Group has formulated plans outlining contingency arrangements under extreme weather conditions to ensure that the personal safety of employees and customers is prioritized and damage is minimized. Moreover, we will also incorporate climate change related risk assessment procedures into newly acquired projects in order to reduce the risk of property damage.

In the operation of the Group, we also implement a series of measures to reduce emissions, improve energy efficiency and reduce waste of resources, so as to reduce our direct and indirect greenhouse gas emissions and contribute to slowing down global warming and climate change, while also reducing the risks it brings to the Group.

氣候變化

本集團業務主要包括房地產發展、商業運營、酒店管理、住宅和商業的物業租賃以及物業管理等，考慮到業務特性，氣候變化會為我們帶來一定程度上的風險及機遇。有見及此，本集團將會對這些相關的風險及機遇提高關注度，盡早作出相應對策，維護集團的可持續發展及其持份者的利益。

作為房地產發展商，各界對氣候變化的關注使綠色建築設計越來越受到重視，為此，本集團亦積極考慮各項環保建築方案，並在施工過程中實施減排措施。展望未來，我們會繼續密切留意相關的發展機遇。

此外，在2021年，國內亦有多宗極端氣候事件，造成水災、傷亡及財產損失。氣候變化使極端天氣如颱風及水災更頻繁，亦可能導致海平面上升，令本集團旗下，尤其是位於沿海區域的物業、員工及客戶的安全受到威脅。因此，本集團已制定方案列明極端天氣情況下的應急安排，確保優先保障員工及客戶的人身安全以及將損害減至最低。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。

在集團的營運中，我們亦實行一系列的措施，減少排放、提升能源使用效率及減少資源浪費，以減低我們的直接及間接溫室氣體排放，為減慢全球暖化及氣候變化出一分力，同時亦為集團降低其帶來的風險。

EMPLOYMENT AND LABOUR PRACTICES

The devoted contribution from our employees empowers the Group to be one of the leading real estate developers in the Yangtze River Delta and in China. The Group reckons that its staff is the key asset and is vital for its success, hence we strive to provide a fair, safe and pleasant working environment so that employees can grow together with the Group.

The Group did not violate any laws and regulations relating to remuneration and dismissal, recruitment and promotion, working hours, rest days, equal opportunities, diversity, anti-discrimination and other treatment and welfare, including but not limited to:

Labour Law of the People's Republic of China 《中華人民共和國勞動法》	Labour Contract Law of the People's Republic of China 《中華人民共和國勞動合同法》
Employment Ordinance (Cap. 57 of the Laws of Hong Kong) 香港法例第57章《僱傭條例》	Minimum Wage Ordinance (Cap. 608 of the Laws of Hong Kong) 香港法例第608章《最低工資條例》
Employees' Compensation Ordinance (Cap. 282 of the Laws of Hong Kong) 香港法例第282章《僱員補償條例》	

During the Reporting Period, the Group was not aware of any material breach of laws and regulations in relation to employment.

僱傭及勞工慣例

本集團能夠成為長三角乃至全國最具競爭力房地產開發商之一，實有賴員工的熱誠貢獻。本集團視員工為公司的核心資產及企業成功的關鍵，因此著力提供公平、安全及舒適的工作環境，讓員工能與本集團一同成長。

本集團已遵守所有有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的法律法規，包括但不限於：

於報告期間，本集團並不知悉我們在僱傭方面有任何重大違反法律法規的情況。

Employment Policy

We proactively recruit talents through fair recruitment process, attractive remuneration system, safe working environment and extensive room for career development. To ensure the stability of human resources structure, the Group provides reasonable and competitive remuneration package and welfare for employees in accordance with the specific condition of individual employee and the market condition.

We formulated the handbook of Human Resource Management System in accordance with relevant laws and regulations to ensure equal promotion opportunities and other packages, minimum wage, maximum work hours, compensation leave, provident fund or retirement protection, and long-term service awards for all employees. As to promotion path, the Group has specified the path, qualifications and requirements for promotion in the recruitment management system. The Company's other welfare, bonus incentives, etc. are clearly stated in the remuneration and welfare system.

The Group's employees are mainly from mainland China (including Hong Kong Special Administrative Region), and most of our employees have entered into fixed-term or permanent labour contracts, which safeguard interests of our employees under the law and binds them with responsibilities. For some outsourcing or temporary workers at junior posts, the Group provides fair packages for them to firmly protect the interests of all employees. Some workers who are on shift, such as those in the canteen and other front-line posts, enjoy overtime pay or rest adjustment; and those who are subject to variable work hours, such as drivers, may receive allowances or overtime pay according to the labour contract law. In view of intense competition in the domestic real estate industry and increasing demand for professional talents, the Group inevitably faced staff turnover. However, the Group considers such staff turnover rate was at a normal level during the Reporting Period.

僱傭政策

本集團積極透過公平的招聘程序、具吸引力的薪酬制度、安全合適的工作環境及充裕的發展空間等，吸引優秀人才。為確保人力資源架構穩定，本集團亦會因應僱員情況及市場情況，提供合理且具競爭力的薪資和員工福利。

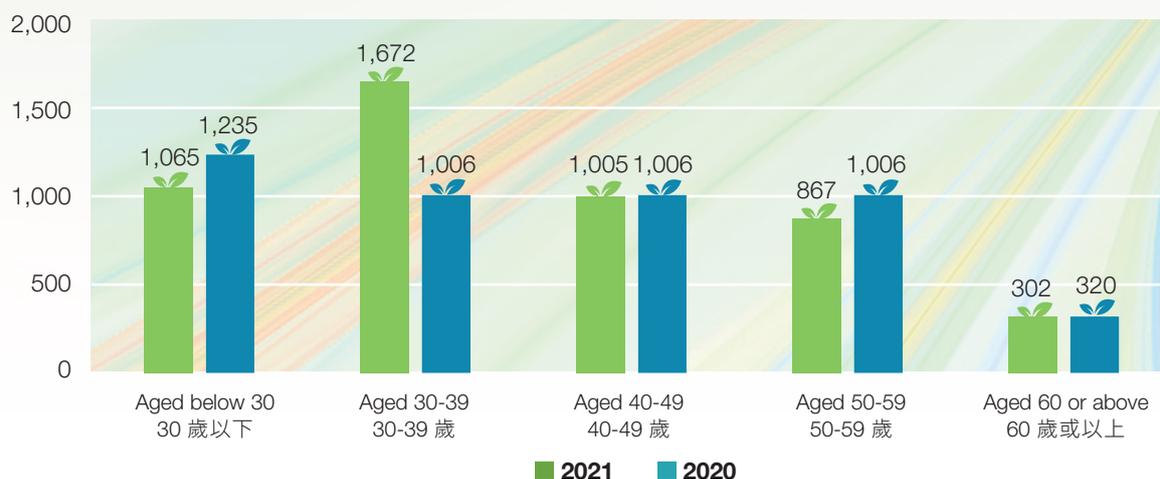
我們按照相關法律法規制定《人事管理制度》手冊，確保所有員工獲得平等晉升機會及其他待遇、最低工資、最高工時、補假、強積金或退休保障、長期服務獎勵等。對於晉升途徑，本集團在招聘管理制度中已闡明晉升的途徑、資質及要求。對本公司其他福利待遇、獎金激勵等在薪酬福利制度中一一清晰列舉。

本集團的員工主要來自中國大陸（包括香港特別行政區），大部分員工簽署固定期限或永久性勞動合同，員工的權益受到合法保障，其責任亦受勞動合同約束。對於個別基層崗位外包或臨時人員，本集團在待遇方面一律平衡，堅決維護員工全體利益。部分員工需輪班工作，如食堂等一線崗位，均享有加班費或調休福利；對於司機等工時不定的崗位，本集團亦會按照勞動法給予補貼或加班費。國內房地產行業競爭激烈，人才需求上升，難免導致員工流失，但本集團認為報告期間的人員流失情況正常。

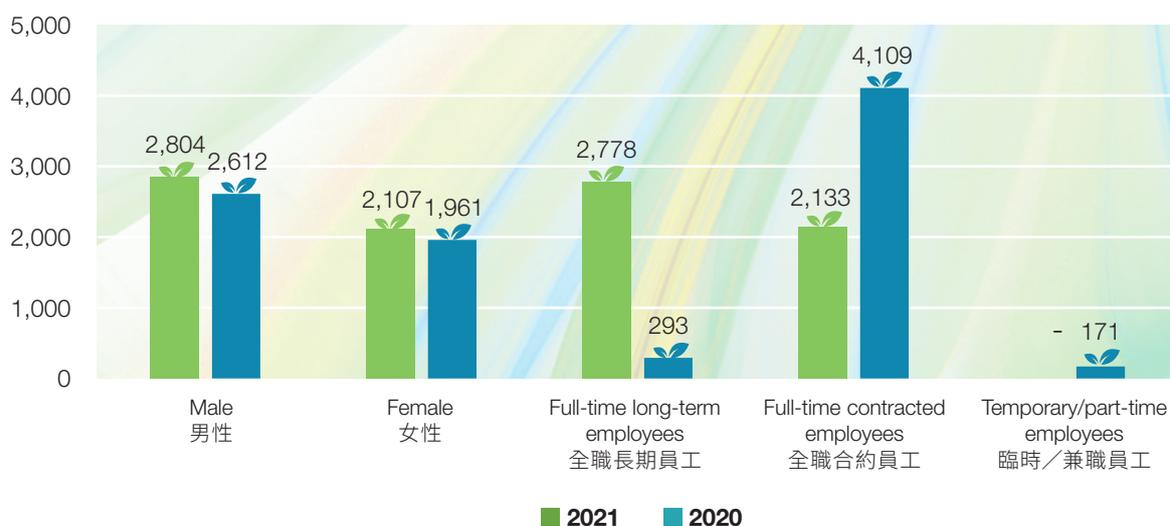
As at 31 December 2021, the Group had a total of 4,911 employees. The followings are the number of employees by age group, gender and employment type during the Reporting Period:

截至二零二一年十二月三十一日，本集團一共有4,911名員工，以下為報告期間按年齡組別、性別及僱傭類型分類的員工人數：

Number of Employees by Age
按年齡劃分的員工人數



Number of Employees by Gender and Employment Type
按性別及僱傭類型劃分的員工人數



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The following is the employee turnover rates by gender and age group of the Group during the Reporting Period:

以下為本集團報告期間按性別及年齡組別分類的僱員流失比率：

Employee category 僱員分類	Unit 單位	2021 二零二一
By gender 按性別分類		
Male 男性	% 百分比	39
Female 女性		37
By age group 按年齡組別分類		
Aged below 30 30歲以下		50
Aged 30-39 30-39歲	% 百分比	31
Aged 40-49 40-49歲		33
Aged 50-59 50-59歲		36
Aged 60 or above 60歲或以上		37
By geographical region 按地區分類		
Mainland China 中國大陸	% 百分比	38

Note: The turnover rate is calculated as (number of employees who left/the sum of number of employees who left and total number of employees as at 31 December) x 100%.

附註：流失率的計算方法為(離職僱員人數/離職人數及截至十二月三十一日的總僱員人數的總和) x 100%。

Dismissal Policy

For employee who fails to meet work requirements, or whose employment needs to be terminated due to violation of laws and regulations, the Group will dismiss him/her under the terms of our internal Employee Handbook and labour contracts. Violation of national laws shall be processed according to the relevant laws, whereby dismissed employees shall be protected by relevant terms and they have the rights to seek suitable compensation for any labour disputes. During the Reporting Period, the Group was not involved in any labour disputes due to dismissal. The Group made payment for claims and dismissal payable as regulated by the national laws.

解僱政策

對於不符合工作要求的員工，或因違法違規需要終止僱傭合同的員工，本集團均按照內部員工手冊及勞動合同內的條款進行解約，對於違法行為則按照國家法律進行處理。被解僱員工的權益受到相關條文充分保障，他們亦有權就勞資糾紛尋求合理補償。於報告期間，本集團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。

Equal Opportunity and Diversity Policy

We are dedicated to creating a diverse and inclusive workplace and protecting employees from discrimination and harassment. We adhere to a fair recruitment principle to maintain a reasonable gender balance, and ensure a working environment with gender equality. During the Reporting Period, there was no substantial change in the ratio of male and female employees, which is also in line with general industry conditions.

We have set up a talent recruitment mechanism with work experience, technical skills and work performance as the key indicators for recruitment, and employees are offered equal opportunities in terms of recruitment, regardless of their age, gender, geographical region, nationality, ethnicity, religion, sexual orientation, physical disability, or marital status, etc. In addition, the Group attaches high importance to the conduct of employees and management team. We are dedicated to protecting our employees from and prohibiting any harassment and bullying acts at workplace which target gender, age and any other reasons, such as humiliation, intimidation or threatening of others. An internal investigation will be conducted if there is any case of discrimination or unfair treatment of employees at workplace, and corresponding improvement measures will be taken.

平等機會及多元化政策

我們致力為員工創造多元共融的工作環境，保護他們免受歧視及騷擾。我們堅持公平的用人風格，致力維持合理男女比例，確保工作環境性別平等。報告期間，本集團男女僱員比例沒有顯著改變，亦符合一般行業情況。

我們已建立人才招聘機制，以工作經驗、技術技能、工作表現為關鍵指標招聘，無論任何年齡、性別、地域、國籍、種族、宗教信仰、性取向、身體殘疾、婚姻狀況等人士均享受平等僱傭機會。此外，本集團注重員工乃至管理人員的操守，致力保護員工及杜絕工作場所內針對性別、年齡及任何原因所作出的羞辱、恐嚇、威脅他人等騷擾及欺凌行為。如員工在工作環境中遭到歧視或不公平待遇，本集團會進行內部調查，並採取相應改善措施。

Communication with Employees

The Group values communication with our employees and listens to the employees' opinions actively. We have also set up a box for collecting employees' opinions, with an aim to encourage employees to put forward their opinions. Meanwhile, we arrange trainings, department meetings, and corporate summarisation meetings on an irregular basis to build reciprocal communication with employees. We introduce our corporate structure, corporate culture and system to new employees in the induction training, in order to help them better understand the Company and enhance their sense of belonging.

The Group holds a monthly birthday party, and organises team-building and other themed activities, including sports meeting, spring and autumn outings, etc., so as to facilitate communication among employees and enhance group cohesion.

員工溝通

本集團重視員工關懷與溝通，積極聽取員工的意見，並設立員工留言箱，鼓勵員工提出意見。同時，我們安排不定期培訓、部門例會、公司總結會議等，與員工建立雙向溝通體系。我們在入職培訓中，向員工介紹公司架構、企業文化及制度等，幫助員工鞏固對本公司的了解及增加歸屬感。

本集團更會每月舉行員工生日會，以及開展團隊及其他主題活動，如運動會、春秋遊等，促進員工交流，提升凝聚力。



Labour Standards

The Group abides by all laws and regulations relating to the labour standards in Mainland China and Hong Kong, and actively safeguards the basic personal interests of our employees to ensure they work in a fair and respectful environment. We resolutely reject the use of child or forced labour. During the recruitment process, the human resource department requires candidates to provide effective identification certification to ensure they can be employed according to the law. If any cases of child labor or forced labor are found, the Group will immediately investigate, dismiss and take punitive action against the employees involved in the violation, and improve the employment mechanism in a targeted manner.

During the Reporting Period, the Group did not violate any laws and regulations that had a significant impact on the Group relating to child or forced labour.

HEALTH AND SAFETY

The Group put the safety and well-being of employees in the first priority, as we strive to provide a healthy and safe workplace. The Group has established a comprehensive safety management system which details the guidance of daily occupational safety and contingency measures for accidents based on different work positions. We strictly follow the laws and regulations relating to health and safety, including but not limited to:

Work Safety Law of the People's Republic of China 《中華人民共和國安全生產法》	Fire Protection Law of the People's Republic of China 《中華人民共和國消防法》
Provisions on the Supervision and Administration of Fire Protection of Construction Projects 《建設工程消防監督管理規定》	Provisions on the Supervision and Inspection over Fire Control 《消防監督檢查規定》

During the Reporting Period, the Group was not aware of any material breach of laws and regulations in relation to the provision of safe workplace and the protection of employees from occupational hazards.

勞工準則

本集團遵守中國及香港所有有關勞工準則的法例及法規，積極保障員工的基本個人權益，確保他們在公平及受尊重的環境下工作。我們嚴格杜絕使用童工和強制勞動等行為，在招聘的過程中，人力資源部要求求職者提供有效的身份證明，以確保申請人可以依法就業。如發現任何聘用童工或強制勞工的情況，本集團將即時作出調查、解僱及處罰違規的涉事員工，並針對性地完善勞工機制。

於報告期間，本集團並無任何有關童工和強迫勞動，且對本集團有重大影響的法律法規之違規事件。

健康及安全

本集團把員工的健康及福祉放在首位，致力提供健康、安全的工作環境。本集團已建立完善的的安全管理制度，當中就不同員工的工作性質提供日常工作安全及意外事故應急處理指引。我們嚴格遵循與健康及安全相關的法律法規，包括但不限於：

在報告期間，本集團並不知悉本集團在提供安全工作環境及保障僱員避免職業性危害方面有任何重大違反法律法規的情況。

Workplace Safety

The Group has established safety guidelines and requires employees to strictly follow in order to reduce the risk of injury during work. In addition, considering the operation of heavy machines involved in construction works and the higher safety risks involved, we also have the following measures to ensure safety:

- Provide adequate protective equipment for employees;
- Assign staff to supervise every construction process and manage the working environment. Corrective actions will be taken immediately in case of any problems;
- Provide regular health and safety training and information to employees, such as arranging firefighters to conduct fire drills and talks;
- Incorporate safety education into its daily routine, and emphasise the safety of site construction and water and electricity usage in offices at morning and evening meetings. Such contents are clearly set out in the Employee Handbook and site operation manual; and
- Establish an emergency response mechanism.

Employees and supervisors shall report to management and take necessary improving measures when there is any significant work safety risk or accident. If an employee sustains any injury as a result of an accident arising out of and in the course of employment, or suffers from occupational diseases specified in the Employees' Compensation Ordinance of Hong Kong and other applicable laws, or suffers from permanent incapacity, the Group will, pursuant to relevant guidelines of the ordinances and terms set out in the employment agreement, offer proper compensations as appropriate. The Group also arranges body check for employees on a regular basis and purchases relevant insurances such as medical insurance and pension for employees.

During the Reporting Period, three work-related accidents occurred; there were no work-related fatalities in the Reporting Period, and there were one and two work-related fatalities in 2020 and 2019, respectively, and the relevant work-related injuries have been identified and compensated in accordance with local work-related injury regulations. The Group believes that suitable protective measures and fitting safety guidelines are provided based on working environment and job nature of different employees, to safeguard employees from substantial risks of occupational safety and health under normal circumstances.

工作安全

本集團已建立工作安全指引，並要求員工須嚴格跟循，以減低在工作期間受傷的風險。此外，考慮到工地施工現場涉及大量機器操作，有較高的安全風險，我們亦有以下的措施確保安全：

- 為員工配備足夠的安全保護裝備；
- 派員密切監督每個工序及現場工作環境管理，如有任何問題會及時糾正；
- 為員工定期安排健康及安全培訓和提供相關資訊，例如組織相關消防人員進行消防演習及講座；
- 把安全教育日常化，在晨會及晚會強調日常現場施工、辦公室用水用電安全等，並在員工手冊與現場作業手冊明確列明相關內容；以及
- 設有應急預案處理機制。

如有任何重大工作安全風險及意外，員工及主管須向管理層報告，並作必要的改善措施。假如員工因工作及在僱用期間遭遇意外而致受傷，或患上香港《僱員補償條例》或其他適用法律所指定的職業病，甚至永久喪失工作能力，本集團會依據相關條例指引及僱傭合約作出適當補償。本集團亦會定期為員工安排體檢及為員工購買醫療保險、養老金等常規保險。

在報告期間，本集團有3宗工傷意外；在本年度沒有任何因工死亡事故，在2020及2019年分別有1宗及2宗因工死亡事故，並已按當地工傷規定進行相關工傷認定與賠償。本集團相信，我們已根據不同員工的工作環境及性質，採取適當保護措施及提供合適安全指引，確保員工在一般情況下不會面對重大職業安全及健康風險。

Physical and Mental Health

The Group concerns about the physical and mental health of employees and promotes the concept of work-life balance, valuing the mental health of employees. Without compromising work efficiency, we organise various types of activities for employees based upon business nature, job positions and operation locations and facilitate communication. We also set up reasonable working hours and rest day arrangement. The Group organises and encourages our employees to participate in a wide range of recreational and cultural activities which are beneficial to their mental and physical health, including sport activities such as badminton, yoga, table tennis, Tai Chi, running and trail walk after daily work, and even arranges physical and mental health seminars for female employees on the International Women's Day on 8 March. We hope to remind our employees to pay attention to their health, in order to promote their mental and physical health and enrich their leisure life.

Where possible, non-local employees or those who work abroad may be provided with accommodation or subsidies to promote their health. In addition, we also provide canteens, offering well-balanced and nutritious diet to employees and a clean and healthy dining environment.

身心健康

本集團關注員工的身心健康狀況，並推崇「工作與生活平衡」的概念，希望員工的精神健康受到重視。我們在不影響整體工作效率的前提下因應業務性質、工作崗位及經營所在地舉辦不同類型的活動與員工溝通聯繫，以及訂立合理的合約工時和假期安排。當中，本集團舉辦並鼓勵員工參與有益身心的多元化康體文娛活動，例如舉辦業餘體育活動，如羽毛球、瑜伽、乒乓球、太極、跑步、毅行等，甚至於三八國際婦女節為女職工安排身心健康講座。我們希望藉此提醒員工注意健康，促進僱員身心發展，豐富員工業餘生活。

本集團為保證員工能更好的關注身體，在條件許可下，我們會為外地員工或駐外人員提供宿舍，或提供住房補貼。此外，我們也提供員工飯堂，為員工提供葷素適宜、營養均衡的餐點以及清潔健康的用餐環境。



DEVELOPMENT AND TRAINING

The Group attaches importance to development and training of employees and has formulated detailed training programs, and invested over RMB4.88 million of annual training budget for supporting various training programs during the Reporting Period, covering engineering, finance, costs, research and development and other lines. Training programs involved employees of the Company at all levels.

Below is the data summary of the Group's training during the Reporting Period:

發展及培訓

本集團重視員工的發展及培訓並制定了詳細的培訓發展計劃，報告期間投入的年度培訓金額達人民幣488萬元以上，用於支持各培訓開展。培訓對象涉及本公司各層級員工，涉及的專業有工程、財務、成本、研發等，大力支持員工的培訓學習。

以下是報告期間本集團員工培訓的數據摘要：

The percentage of employee trained

受訓僱員百分比

Employee category 僱員分類	Unit 單位	2021 二零二一
By gender 按性別分類		
Male 男性	% 百分比	85
Female 女性		99
By employee category 按僱員類別分類		
Executive staff 行政人員	% 百分比	84
Other staff 其他員工		87

The average training hours completed per employee

每位僱員完成受訓的平均時數

Employee category 僱員類別	Unit 單位	2021 二零二一	2020 二零二零
By gender 按性別分類			
Male 男性	hour 小時	10	22
Female 女性		10	26
By employee category 按僱員類別分類			
Executive staff 行政人員	hour 小時	7	30
Other staff 其他員工		10	27

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Training contents mainly focused on real estate industry and various professional business skills as supplemented by management skills. The Group collected feedbacks from the trained employees, and encouraged them to share and summarise what they have learned internally. During the Reporting Period, the training programs received positive comments from the employees.

Other external trainings were also organised, such as site visits and summits, were also well received by employees. We believe that such activities can broaden their horizons. As a listed company, the Group pays special attention to the training of our senior management. Besides one to two management training(s) for all senior management, the Group conducts large-scaled training for business executives each year, and arranges public relationship or speech trainings during the half-year or year-end review meeting of the Group, and organises internal discussion as well as experience sharing. In addition, the Group also provides subsidies to encourage senior management to engage in outbound study tour and visits.



培訓內容主要以房產行業崗位為主，涉及各專業業務能力，輔之以管理能力技能訓練。本集團在員工參與培訓後，會加強跟進培訓後員工意見反饋，鼓勵員工對所學內容進行內部分享總結。在報告期間，員工對培訓反饋良好。

其他個別組織的主體性培訓，如外出考察、專題性峰會講座等，也受到員工歡迎。我們相信，該類型活動可以拓寬員工的高度與視野。作為上市公司，本集團對於高級管理人員培訓尤其重視，本集團每年需進行一次業務高管大型主題培訓，針對所有高級管理層舉行一至兩次管理類培訓；以及在本集團半年度或年度工作總結會期間安排公關或演講培訓，進行內部討論及分享經驗。另外，本集團亦會提供津貼鼓勵高級管理人員外出學習考察。

The Group actively promotes internal promotion of employees. Our promotion opportunities are mainly grouped into two major occupational systems, namely the management and professional technicians. The latter includes finance, investment, engineering, research and development, marketing and management. We conduct a performance assessment on our employees each year, and promotes those with outstanding work performance based on business needs, and provides additional trainings to those promoted. We maintain an impartial promotion policy and continue to build future management teams.

本集團積極推動員工內部晉升，晉升機會主要分為兩大職業體系，即管理體系和專業技術體系。當中，後者涉及財務、投資、工程、研發、營銷及管理。我們每年對員工進行績效考核，根據業務需要給予工作表現出色的員工晉升機會，並為獲晉升員工提供額外培訓，維持公平的發展政策，持續建立未來的管理梯隊。

SUPPLIER MANAGEMENT

The Group understands the importance of comprehensive supply chain management to the sustainability of our business. Besides cost, product quality and track record, we stress the importance of integrity of our suppliers and business partners. To our knowledge, our suppliers and business partners had a sound business record in the past and made no serious violation of the law or business ethics.

The Group has developed the Guidance of Tendering and Procurement Practice and demands our activities of selecting suppliers and procurement to be in accordance with the guidance, in order to ensure all related works are regulated, which prevents any forms of transfer of interest by our suppliers and business partners for acquiring procurement contracts or partnership deals.

As at 31 December 2021, the Group had a total of 2,316 suppliers (2020: 1,812), of which 2,313 were located in Mainland China and the remaining 3 were located in Hong Kong.

Procurement and Supplier Assessment

The Group has strict assessment on suppliers in terms of contract fulfilment and requires them to fulfill responsibilities under the procurement contracts, so as to ensure their products and/or services quality conforms to the Group's requirements. We will report suppliers for failing to meet our quality demand or fulfill contract responsibilities. Those suppliers in serious cases will be blacklisted and banned from taking part in tendering of the Group's projects for certain years.

供應商管理

本集團深明健全的供應鏈管理對業務可持續性的重要性，我們選用供應商時除了考慮成本、產品質素及往績紀錄外，亦非常重視供應商及合作夥伴的誠信。據我們所認知，我們的供應商及合作夥伴過去營商紀錄良好，並未出現任何嚴重違規或違反商業道德行為。

本集團已設立《招標採購作業指引》，並要求所有供應商甄選及採購行為均須符合指引，確保有關工作得到規範，防止供應商及合作夥伴以透過任何形式的利益輸送而取得採購合約或合作關係。

於二零二一年十二月三十一日，本集團共有2,316個供應商（二零二零年：1,812個），其中2,313個位於中國內地，其餘3個位於香港。

採購及供應商評估

本集團對供應商進行嚴格的履約評估，要求他們履行採購合約項下的責任，以確保其產品及或服務符合本集團之要求。對於不符合要求或未有履行合約責任的供應商，我們會及時將有關訊息匯報，嚴重者會被列入黑名單，在若干年內不得參與本集團下屬所有項目的投標工作。

Environmental Protection

In order to construct green buildings, the Group requires its suppliers and contractors, to not only construct property in compliance with the relevant national environmental certification, but also actively achieve energy saving, emission reduction and environmental protection during construction. If a supplier or contractor violates any relevant environmental laws and other regulations, which leads to fines charged by government authorities against the Group, significant and negative impact to the public and environment, or even the Group's financial or reputational losses, the Group will demand that supplier and contractor to take remedial measures promptly. We will also replace that supplier and contractor and conduct internal review for improvement.

Furthermore, the Group also encourages its suppliers to actively use raw materials that have less impact on the environment or with environmental protection related certifications, where feasible, so as to reduce the pollution and carbon emissions caused by the Group's supply chain.

環境保護

為建造綠色建築，本集團要求供應商及外判商除了物業須符合國家的相關環保認證外，施工過程亦要積極做到節能減排、保護環境。如供應商及外判商違反環保條例或其他法規，因而導致本集團被政府機關起訴或對公眾及環境造成嚴重負面影響，甚至導致本集團承受任何金錢或聲譽上的損失，本集團會要求該供應商及外判商立即作出修正措施，而我們亦會於事後更換該供應商及外判商，並進行內部檢討以作改善。

此外，本集團亦鼓勵供應商在可行情況下積極採用對環境影響較少、或有環境保護相關認證的原材料，以減輕本集團在供應鏈中造成的污染及碳排放。

PRODUCT RESPONSIBILITY

The Group upholds strict standards of integrity and accountability, and is committed to building projects of high quality to ensure that the quality of our product and service is sustained and that every process of business operation is monitored on a long-term basis. We rigorously comply with relevant laws and regulations in relation to health and safety, advertising and privacy of products and services, including but not limited to:

產品責任

本集團秉持良好的誠信操守和問責標準，堅持建構一流的優質項目，確保產品及服務質量保持一定標準，並長期監測業務營運的每個流程。我們嚴格遵守有關產品和服務的健康與安全、廣告及私隱的法律法規，包括但不限於：

Contract Law of the People's Republic of China 《中華人民共和國合同法》	Construction Law of the People's Republic of China 《中華人民共和國建築法》
Regulations on Quality Management of Construction Projects 《建設工程質量管理條例》	Urban Real Estate Administration Law of the People's Republic of China 《中華人民共和國城市房地產管理法》
Regulations on the Administration of Development and Operation of Urban Real Estate 《城市房地產開發經營管理條例》	Advertising Law of the People's Republic of China 《中華人民共和國廣告法》
Anti-Unfair Competition Law of the People's Republic of China 《中華人民共和國反不正當競爭法》	Safety Rules for the Construction and Installation of Electric Lifts 《電梯製造與安裝安全規範》(GB7588-2003)
Trademark Law of the People's Republic of China 《中華人民共和國商標法》	Regulation on the Implementation of the Trademark Law of the People's Republic of China 《中華人民共和國商標法實施條例》
Patent Law of the People's Republic of China 《中華人民共和國專利法》	Interim Measures for the Administration of Internet Advertising 《互聯網廣告管理暫行辦法》
Safety Rules for the Construction and Installation of Escalators and Moving Walk 《自動扶梯和自動人行道的製造與安裝安全規範》 (GB16899-2011)	Specification for Electric Lifts 《電梯技術條件》(GB/T10058-2009)

During the Reporting Period, the Group was not aware of any material breach of laws and regulations in relation to product responsibility and quality, and there was no leakage of customer privacy or other service problems leading to customers' loss, and we did not receive any compensation claims from customers due to poor service quality.

After-sales Service

The Group offers after-sales service to buyers and tenants which cover suitable maintenance or management service under the sales and lease contract. We believe that these initiatives effectively safeguard the safety of buyers and tenants. Meanwhile, we proactively communicate with our customers in various channels to understand their needs. We will review our service processes against customer's opinions and promptly handle any complaints, with a view to improving our service and product quality.

During the Reporting Period, we received a total of eight complaints related to the quality of products and services, and have properly handled and reviewed the improvement strategies for related services in accordance with established procedures.

Privacy Policy and Intellectual Property

The Group attaches great importance to protecting data and privacy of staff and customers. During the Reporting Period, our business did not involve intellectual property or other sensitive information regarding patent technology and other information about production or construction. However, we do not rule out any possibilities of accessing confidentials or personal data of our customers, suppliers or business partners in the future. Hence, we require our staff to carefully handle customer information, protect their privacy and intellectual property to avoid any unnecessary loss.

Advertising and Labelling

The Group has bespoke guidelines of how product sales and advertising shall be conducted, while all advertising and promotion of property projects are required to strictly abide by relevant laws and regulations. We prepare advertising solutions that cater to the characteristics of the industry and projects.

於報告期間，本集團並不知悉我們在產品責任及質素方面有任何重大違反法律法規的情況，且沒有出現因客戶私隱外漏或其他服務問題而造成的客戶損失，亦未有接獲客戶因服務質素欠佳而提出賠償要求。

售後服務

本集團為買家及租戶提供售後服務，根據銷售合同及租賃合同提供適當的維修或管理服務。我們相信，這些措施有效保障買家及租戶的使用安全。同時，我們積極透過各種渠道與客戶溝通，以了解客戶所需。我們會根據客戶意見審視服務過程，及時處理與調查客戶投訴，從而完善客戶服務及產品質素。

在報告期間，我們一共接獲8宗與產品及服務質素相關的投訴，並已按既定程序妥善處理及檢討相關服務的改善策略。

私隱政策及知識產權

本集團注重保障員工及客戶的資料及隱私。報告期間，我們在業務過程中未涉及行業生產或施工專利技術等有關知識產權的敏感資料。然而，我們不排除日後或會接觸到客戶、供應商或合作夥伴的商業秘密甚至個人資料，因此，我們規定員工謹慎處理客戶的資料，保障客戶私隱及知識產權，免受不必要損失。

宣傳及標籤

本集團對於產品銷售及宣傳方案均有清晰指引，所有有關物業項目的廣告宣傳事宜均嚴格遵守相關法律法規。我們會根據行業及項目特性，制訂合適的宣傳廣告方案。

INDEX OF ESG REPORTING GUIDE

環境、社會及管治報告指引
索引

Subject Areas 主要範疇	Content 內容	Section 章節
A. Environmental 環境		
A1 Emissions 排放物		
General Disclosure 一般披露	Information on: 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 a) the policies; and (a) 政策；及 b) compliance with relevant laws and regulations that have a significant impact on the issuer (b) 遵守對發行人有重大影響的相關法律及規例的資料。 relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Emissions of Exhaust Gas, Dust and Greenhouse Gas 廢氣、揚塵及溫室氣體排放
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。	Waste Management 廢棄物處理
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。	Emissions of Exhaust Gas, Dust and Greenhouse Gas 廢氣、揚塵及溫室氣體排放
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。	Waste Management 廢棄物處理

Subject Areas 主要範疇	Content 內容	Section 章節
A2 Use of Resources 資源使用		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源 (包括能源、水及其他原材料) 的政策。	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。	
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。	
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。	
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。	
A3 Environment and Natural Resources 環境及天然資源		
General Disclosure 一般披露	Policies on minimising 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。	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。	

Subject Areas 主要範疇	Content 內容	Section 章節
A4 Climate Change 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。	
B Social 社會		
Employment and Labour Practices 僱傭及勞工常規		
B1 Employment 僱傭		
General Disclosure 一般披露	Information on: 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 (a) the policies; and (a) 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer (b) 遵守對發行人有重大影響的相關法律及規例的資料。 relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, antidiscrimination, and other benefits and welfare.	Employment Policy, Dismissal Policy, Equal Opportunity and Diversity Policy 僱傭政策、解僱政策、 平等機會及多元化 政策
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。	

Subject Areas 主要範疇	Content 內容	Section 章節
B2 Health and Safety 健康與安全		
General Disclosure 一般披露	Information on: 有關提供安全工作環境及保障僱員避免職業性危害的 (a) the policies; and (a) 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer (b) 遵守對發行人有重大影響的相關法律及規例的資料。 relating to providing a safe working environment and protecting employees from occupational hazards.	Workplace Safety 工作安全
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 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。	

Subject Areas 主要範疇	Content 內容	Section 章節
B4 Labour Standards 勞工準則		
General Disclosure 一般披露	Information on: 有關防止童工或強制勞工的 (a) the policies; and (a) 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer (b) 遵守對發行人有重大影響的相關法律及規例的資料。 relating to preventing child and forced labour.	Labour Standards 勞工準則
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。	

Operating Practices**營運慣例**

B5 Supply Chain Management 供應鏈管理		
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	
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。	Procurement and Supplier Assessment 採購及供應商評估
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。	

Subject Areas 主要範疇	Content 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。	Environmental Protection 環境保護
B6 Product Responsibility 產品責任		
General Disclosure 一般披露	Information on: 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 (a) the policies; and (a) 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer (b) 遵守對發行人有重大影響的相關法律及規例的資料。 relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	After-sales Service, Advertising and Labelling 售後服務、宣傳及標籤
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。	After-sales Service 售後服務
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。	Privacy Policy and Intellectual Property 私隱政策及知識產權
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。	After-sales Service 售後服務
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。	Privacy Policy and Intellectual Property 私隱政策及知識產權

Subject Areas 主要範疇	Content 內容	Section 章節
B7 Anticorruption 反貪污		
General Disclosure 一般披露	Information on: 有關防止賄賂、勒索、欺詐及洗黑錢的 (a) the policies; and (a) 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer (b) 遵守對發行人有重大影響的相關法律及規例的資料。 relating to bribery, extortion, fraud and money laundering.	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。	Whistle-blowing Policy 舉報政策
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。	Anti-corruption 反貪污
Community 社區		
B8 Community Investment 社區投資		
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	
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)。	Community Investment 社區投資
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)。	



众安集团

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