



# 中國新城市集團有限公司

China New City Group Limited

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

Stock Code 股份代號: 1321



# 2023

環境、社會及  
管治報告

ENVIRONMENTAL, SOCIAL AND  
GOVERNANCE REPORT

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### ABOUT THE GROUP

China New City Group Limited (the “Company”, or together with its subsidiaries collectively referred to as the “Group”, “we” or “us”) is principally engaged in commercial property development, commercial operations and hotel management. The Group will adhere to its prudent investment strategy, focus on advantageous regions and sectors, and continuously improve its product and cost capabilities to promote the continuous improvement of the Group’s competitiveness. On one hand, we will strive to strengthen our core business of real estate and optimize our diversified businesses. On the other hand, we will integrate our various platform businesses. Looking ahead, driven by the China market policies, we will continue to move towards sustainable development by expanding our land development business in different towns and provinces in China, as well as other businesses and services related to urbanization.

In order to align with the development of the Group, we were listed on the Main Board (the “Main Board”) of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) on 13 July 2014. Our corporate mission is “creating new and better urban life” and our strategic guiding principle is “focusing on the demand of the public”. Having participated in the industry for years, we have developed a path of stable development with huge growth potential and opportunities, constructed a strong business ecosystem, and created a remarkable brand.

### 關於本集團

中國新城市集團有限公司（「本公司」或與其附屬公司統稱為「本集團」、「我們」）的主要業務為商用產業地產開發、商業運營及酒店管理。本集團將堅持穩健的投資策略，聚焦優勢地區和優勢板塊，持續提升產品力和成本力，促進集團競爭力不斷提升。我們一方面追求做強房地產主業、做優多元化產業；另一方面整合各個平台業務。展望未來，我們將隨中國市場政策帶動下，擴展中國不同城鎮及縣市的土地發展業務；以及其他與城鎮化相關的業務及服務，繼續邁向可持續發展。

為配合集團發展，我們於二零一四年七月十三日在香港聯合交易所有限公司（「聯交所」）主板（「主板」）上市。我們的企業使命為「創造城市美好新生活」，並以「專注大眾需求」為戰略指導思想，深耕行業多年，走出一條成長潛力和機遇巨大的行穩發展之路，構建強而有力的商業生態，打造卓越品牌。

## ABOUT THE GROUP (CONTINUED)

### Services

The major customers of the Group are commercial property buyers and tenants. Our services include:

## 關於本集團 (續)

### 服務

本集團的主要客戶為商用物業的買家及租戶，我們的服務包括：



Please refer to 2023 Annual Report for the information on various types of commercial properties operated or developed by the Group.

有關本集團經營或開發的各類型商用物業的資料，請參閱《二零二三年年報》。

## ABOUT THE GROUP (CONTINUED)

### Sustainability Governance

The Group acknowledges sustainable development as the key to long-term corporate development, and therefore have been promoting the concept of sustainable development in our operations. The Group emphasizes on the balance of interests of different stakeholders, including investors and shareholders, customers and tenants, employees, partners, suppliers and the society. As a responsible commercial property developer and operator, the Group aims to actively promote its business growth as well as its sustainable development in order to fulfil the expectations and demands from our stakeholders with regards to sustainability issues.

The board of directors of the Company (the “Board”) is the highest decision-maker on our sustainable development strategy, related objectives and its reporting. It plays the leading role in the oversight and management of environmental, social and governance (“ESG”) matters of the Group in the context of the current business strategy of the Group. The Board recognizes its responsibilities for identifying, evaluating and monitoring ESG-related risks as well as ensuring that appropriate and effective ESG risk management and internal control systems are in place. The Board meets from time to time to discuss ESG matters, formulate and/or revise relevant development policies, review the effectiveness of their implementation, and review the Group’s ESG performance.

For details of corporate governance of the Company, please refer to the section of “Corporate Governance Report” in the 2023 Annual Report of the Company.

## 關於本集團 (續)

### 可持續發展管治

本集團知悉可持續發展為企業長期發展的關鍵，因此我們一直在營運中推動可持續發展理念。本集團重視平衡包括投資者及股東、客戶及租戶、員工、合作夥伴及供應商、以及社會等不同持份者的利益，作為一家負責任的商用物業發展商及營運商，旨在積極推動業務增長及本集團的可持續發展，以滿足持份者對可持續發展議題的期望及需求。

本公司董事會（「董事會」）為我們的可持續發展策略、相關目標及其報告的最高決策人，在本集團現時業務策略之下於本集團環境、社會及管治（「ESG」）事宜的監督及管理方面發揮主導作用。董事會知悉其有責任識別、評估及監控ESG相關風險，並確保設有適當及有效的ESG風險管理及內部控制系統。董事會定期舉行會議，以討論ESG事宜、制定及／或修訂相關發展政策、審視其執行成效，並檢討本集團的ESG表現。

如欲了解本公司的企業管治詳情，可參閱本公司《二零二三年年報》中的《企業管治報告》章節。

## ABOUT THE GROUP (CONTINUED)

### Honorary Awards and Certificates

The Group has been working tirelessly to promote sustainable development in a positive manner with the aim of making significant contributions to our society and the state, and has been successfully recognized by various units and the Central Government. The Group has won a number of awards and certificates, including but not limited to:

“2023 China Top 10 Commercial  
Real Estate Operators”

Awarding organization:

Beijing Zhongzhi Information Technology Research Institute

《2023中國商業地產運營十強企業》

頒發機構：北京中指資訊技術研究院



## 關於本集團 (續)

### 榮譽獎狀及證書

本集團一直努力不懈，堅持正面推動可持續發展，務求對社會乃至國家作出重大貢獻，成功獲得不同單位及中央政府認可。本集團奪得多項獎狀及證書，其中包括但不限於：

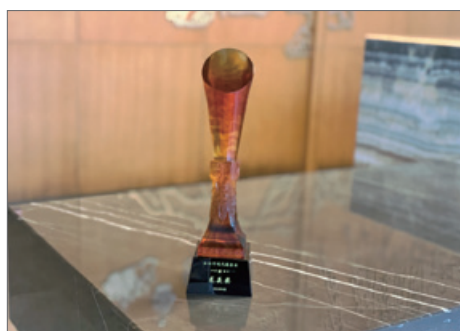
“Yuyao Modern Leading Service Award”

Awarding organization:

Yuyao Municipal People's Government

《餘姚市現代龍頭服務獎》

頒發機構：餘姚市人民政府



“2nd Group Prize of Hotel”

Awarding Organization:

Ningbo Municipal Bureau of Culture, Radio Television and  
Tourism, Municipal Federation of Trade Unions, Municipal  
Human Resources and Social Security Bureau and Municipal  
Committee

《飯店團體二等獎》

頒發機構：寧波市文化廣電旅遊局、市總工會、  
市人力社保局和團市委



## ABOUT THIS REPORT

The Group is pleased to present the eighth Environmental, Social and Governance Report (the “Report”) for the purpose of communicating our approach, strategies, objectives and overall performance in sustainable development to stakeholders. The Report is published in accordance with the “Environmental, Social and Governance Reporting Guide” (the “ESG Guide”) as set out in Appendix C2 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“Main Board Listing Rules”) and its mandatory disclosure requirements and “comply or explain” provisions. All data in the Report is derived from official documents or internal statistical records of the Group.

## Reporting Principles

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

## 關於本報告

本集團欣然發表第八份環境、社會及管治報告（「本報告」），旨在向持份者闡述我們在可持續發展方面的方針、策略、目標及整體表現。本報告乃應《香港聯合交易所有限公司證券上市規則》（「主板上市規則」）附錄C2所載的「環境、社會及管治報告指引」（「ESG指引」）及其強制披露規定和「不遵守就解釋」條文而發表。本報告中所有資料來自本集團的正式文件或統計報告。

## 匯報原則

根據聯交所的ESG指引，本報告以下列四大原則作為匯報基礎：

### Materiality 重要性

Through Board meetings, the Group has identified and reported material environmental, social and governance issues in the Report by considering its business nature, development direction and communication with stakeholders.

本集團通過董事會會議，考慮其業務性質、發展方向，及與持份者溝通，識別和於本報告匯報重要的環境、社會及管治議題。

### Quantitative 量化

The Group monitors and assesses the progress of the implementation of environmental and social responsibility measures by collecting measurable data on environmental and social key performance indicators, where possible.

在可行情況下，本集團通過收集可計量的環境及社會關鍵績效指標數據，從而監察、評估執行環境及社會責任措施的進度。

### Balance 平衡

The Group reports the environmental, social and governance performance in a comprehensive and objective manner in the Report.

本集團在報告中全面及客觀匯報環境、社會及管治表現。

### Consistency 一致性

The measurement and statistical methods used by the Group in the preparation of this Report are consistent with those used in previous years, so as to compare the data of the current year with historical data. Any changes in the methodologies or reporting scope will be explained in notes for stakeholders' reference.

本集團編製本報告時採用的測量及數據統計方法與往年一致，從而比較本年度及過往數據。若所用的方式或匯報範圍有變，將在附註中解釋以供持份者參考。

## ABOUT THIS REPORT (CONTINUED)

### Reporting Period and Scope

The Report covers the Group's overall performance, risks, strategies, measures and commitments in sustainable development for the year ended 31 December 2023 (the "Reporting Period").

Considering the three major businesses which the Group principally engaged in: commercial industry property development, commercial operations and hotel management, the scope of the Report covers the China head office, Hong Kong office and subsidiaries at different levels (including its commercial property development and hotel and commercial property management project subsidiaries in Zhejiang Province, Jiangsu Province and Shanghai), which are engaged in the aforesaid businesses. The scope of the Report for the Reporting Period is the same as the previous reporting period.

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

## STAKEHOLDER ENGAGEMENT

The Group takes great importance in stakeholders' opinions. The Group updates our internal and external stakeholders on our operation status, business, human resources and related internal policies through various channels, as well as collects their opinions in order to achieve sustained improvements. In order to balance the interests of all parties and meet the expectations and demands of stakeholders, the Group also carefully considers the opinions of different stakeholders and integrates them into daily operational decisions.

## 關於本報告 (續)

### 報告期間及範圍

本報告涵蓋本集團截至二零二三年十二月三十一日止年度(「報告期間」)在可持續發展方面的整體表現、風險、策略、措施及承諾。

考慮本集團主要從事的三大業務：商用產業地產開發、商業運營及酒店管理，本報告闡述的範疇包括從事以上業務的中國總辦事處、香港辦事處及各級子公司(包括旗下位於浙江省、江蘇省及上海市的商用物業開發、以及酒店及商用物業管理項目子公司)。本報告期間的報告範圍與上個報告期間相同。

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

## 持份者參與

本集團重視持份者的意見，並通過不同渠道向內部及外部持份者更新本集團的經營狀況、業務、人事及相關內部政策，並收集他們的意見，以達到持續的進步。為了平衡各方權益及滿足持份者的期望與訴求，本集團亦仔細考慮不同持份者的意見，並將其融入日常營運決策當中。

## ABOUT THIS REPORT (CONTINUED)

## 關於本報告 (續)

### STAKEHOLDER ENGAGEMENT (continued)

### 持份者參與 (續)

Types of stakeholders 持份者類別	Major communication channels 主要溝通渠道	Our undertakings 我們的承諾
 <p><b>Investors and Shareholders</b> 投資者及股東</p>	<ul style="list-style-type: none"> <li>• General meetings</li> <li>• Annual reports, financial reports and announcements</li> <li>• Website</li> <li>• 股東大會</li> <li>• 年報、財務報告及公告</li> <li>• 網站</li> </ul>	<p>Continuously improve corporate governance and risk control standards, as well as operating efficiency and results, so as to promote corporate values to generate long term and stable returns for investors and shareholders of the Company.</p> <p>持續改善企業管治及風險控制水平，以及經營效率和業績，從而提升公司價值，為投資者及本公司股東帶來長遠、穩健的回報。</p>
 <p><b>Customers and tenants</b> 客戶及租戶</p>	<ul style="list-style-type: none"> <li>• Website and social media</li> <li>• Public activities</li> <li>• Customer survey, customer service hotline</li> <li>• 網站、社交媒體</li> <li>• 公開活動</li> <li>• 客戶調查、客戶服務熱線</li> </ul>	<p>Comply with all relevant laws, provide quality property and services to customers and tenants of the Group according to reasonable and legitimate sales &amp; purchase and leasing contracts.</p> <p>遵守所有相關法例，根據合理合法的買賣及租賃合約，為本集團的客戶及租戶提供優質的物業及服務。</p>
 <p><b>Employees</b> 員工</p>	<ul style="list-style-type: none"> <li>• Meetings</li> <li>• Training and performance appraisal</li> <li>• Annual meeting and staff activities</li> <li>• 會議</li> <li>• 培訓、績效考核</li> <li>• 年會、員工活動</li> </ul>	<p>Provide a safe and respectful working environment, fair promotion opportunities, sound training system and healthy career development for all employees.</p> <p>提供安全及受尊重的工作環境、公平的晉升機會、良好的培訓制度、健康的職業發展予全體員工。</p>



## ABOUT THIS REPORT (CONTINUED)

## 關於本報告 (續)

### STAKEHOLDER ENGAGEMENT (continued)

### 持份者參與 (續)

Types of stakeholders 持份者類別	Major communication channels 主要溝通渠道	Our undertakings 我們的承諾
 <p><b>Government and regulatory agencies</b> 政府及監管機構</p>	<ul style="list-style-type: none"> <li>• Meetings</li> <li>• Qualification assessment</li> <li>• 會議</li> <li>• 資質評核</li> </ul>	<p>Comply with all applicable laws and regulations and formulate appropriate development strategies in support of national policies and guidelines.</p> <p>遵循所有適用法例法規，配合國家政策方針，制定合適的發展策略。</p>
 <p><b>Suppliers and partners</b> 供應商及合作夥伴</p>	<ul style="list-style-type: none"> <li>• Site visits</li> <li>• Annual review</li> <li>• Meetings</li> <li>• 實地考察</li> <li>• 年度評審</li> <li>• 會議</li> </ul>	<p>Adopt a compliant procurement policy to provide fair and reasonable conditions and benefits, so as to establish a long-term close and win-win cooperation relationship with partners and suppliers.</p> <p>採用合規的採購政策，給予公平、合理的條件及待遇，與合作夥伴及供應商締結長遠而緊密、雙贏的合作關係。</p>
 <p><b>The general public</b> 社會公眾</p>	<ul style="list-style-type: none"> <li>• Press releases</li> <li>• Website</li> <li>• Public activities</li> <li>• 新聞稿</li> <li>• 網站</li> <li>• 公開活動</li> </ul>	<p>Fulfil corporate social responsibility, uphold the principle of “benefiting from society, giving back to society”, and contribute to the community and promote environmental conservation through various charitable and environmental protection activities.</p> <p>履行企業社會責任，秉持「取之社會，用之社會」的原則，透過不同公益及環保活動，回饋社區及宣揚環境保育。</p>

## ABOUT THIS REPORT (CONTINUED)

### Materiality Assessment

To identify material issues of the Group in environmental, social and governance aspects, the Board, management and employees of the Group have assessed the materiality of various issues by considering the Group's business nature, development direction and understanding the concerns of different stakeholders' groups. The Group identified the following 18 more material issues to be highlighted in the Report.



## 關於本報告 (續)

### 重要性評估

為識別本集團在環境、社會及管治方面的重要性議題，我們的董事會、管理層及員工通過考慮集團的業務性質、發展方向，及了解不同持份者組別所關注的議題，評估不同議題的重要性。本集團識別了以下18個較重要議題，以於本報告中重點披露。

1. Waste Treatment  
1. 廢棄物處理
2. Water Resources Management  
2. 水資源管理
3. Energy Use Efficiency  
3. 能源使用效益
4. Greenhouse Gas Emission  
4. 溫室氣體排放
5. Risks and Opportunities related to Climate Change (e.g. typhoon intensification and flooding)  
5. 氣候變化相關風險及機遇 (如颱風加劇及水災)
6. Biodiversity Promotion and Conservation  
6. 生物多樣性推廣及保護

## ABOUT THIS REPORT (CONTINUED)

### Materiality Assessment (continued)



#### Employment and Labour Practices 僱傭及勞工常規

7. Occupational Safety and Health
7. 職業安全及健康
8. Employee Compensation and Benefits
8. 員工薪酬福利
9. Training and Development
9. 培訓及發展
10. Equal Opportunity and Anti-Discrimination
10. 平等機會及反歧視



#### Operating Practices 營運慣例

11. Anti-corruption
11. 反貪污腐敗
12. Legal Compliance of Operation
12. 營運合法合規
13. Food & Service Quality and Safety
13. 食品及服務質量與安全
14. Customer Information and Privacy Protection
14. 客戶信息及私隱保護
15. Intellectual Property Protection
15. 知識產權保護
16. Supplier Management
16. 供應商管理



#### Community 社區

17. Participation in Volunteer Activities
17. 參與義工活動
18. Charitable Donations
18. 慈善捐贈

## ABOUT THIS REPORT (CONTINUED)

### Feedback

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

Mailing address: Room 4010, 40th Floor, China Resources Building, 26 Harbour Road, Wanchai, Hong Kong  
Telephone: (852) 2877 6991  
Fax: (852) 2877 6990  
Email: [cnc\\_ir@chinanewcity.com.cn](mailto:cnc_ir@chinanewcity.com.cn)

## 關於本報告 (續)

### 意見反饋

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

郵寄地址：香港灣仔港灣道26號華潤大廈 40樓4010室  
電話：(852) 2877 6991  
傳真：(852) 2877 6990  
電郵：[cnc\\_ir@chinanewcity.com.cn](mailto:cnc_ir@chinanewcity.com.cn)

## ENVIRONMENT

The Group is committed to reducing our negative impact on the environment. With years of extensive experience in commercial property development and management, we always follow the following four development concepts to reduce the impact on the environment when undertaking project construction, commercial operation and other business activities in the real estate industry:



To ensure that the projects of the Group will not have significant impact on the environment, all of our projects are subject to the submission of environmental impact reports and the approval from the relevant Chinese government authorities to commence construction. A construction enterprise shall, upon completion of a construction project, file an application with the competent department of environmental protection administration for acceptance and inspection on completion of the construction of environmental protection facilities that are required for the project. The Group has been paying close attention to and strictly abiding by the environmental and energy conservation laws and regulations of the PRC, including but not limited to:

- Environmental Protection Law of the People's Republic of China;
- Law of the People's Republic of China on Noise Pollution Prevention and Control;
- Atmospheric Pollution Prevention and Control Law of the People's Republic of China;
- Water Pollution Prevention and Control Law of the People's Republic of China;
- Law of the People's Republic of China on Environmental Impact Assessment;
- Regulations on the Administration of Construction Project Environmental Protection;
- Law of the People's Republic of China on the Prevention and Control of Environmental Pollution Caused by Solid Wastes; and
- Decision of the State Council on Several Issues Concerning Environmental Protection.

## 環境

本集團致力於減少我們對環境的負面影響，我們有多年商用物業開發及管理的豐富經驗，在房地產行業有關項目施工、商業運營等業務活動上，我們始終遵循下列四大發展理念，減少對環境所產生的影響：

為保證集團的項目對環境不會造成重大影響，我們的所有項目均須提交環境影響報告，及取得中國有關政府部門審批後方可動工。建設項目竣工後，建設單位須向環境保護主管部門遞交所需配套環境保護設施的竣工驗收申請。本集團一直以來密切留意並嚴格遵守國家的環境節能法律及法規，包括但不限於：

- 《中華人民共和國環境保護法》；
- 《中華人民共和國噪聲污染防治法》；
- 《中華人民共和國大氣污染防治法》；
- 《中華人民共和國水污染防治法》；
- 《中華人民共和國環境影響評價法》；
- 《建設項目環境保護管理條例》；
- 《中華人民共和國固體廢物污染環境防治法》；以及
- 《國務院關於環境保護若干問題的決定》。

## ENVIRONMENT (CONTINUED)

In addition, the Group also strictly complies with the relevant guidelines, such as the “Notice of the State Council on Issuing the Three-year Action Plan to Win the Battle for Blue Sky” (《國務院關於印發打贏藍天保衛戰三年行動計劃的通知》) issued by the State Council, and the “Provisional Measures on Management of Voluntary Emission Reduction Transaction of Greenhouse Gases” (《溫室氣體自願減排交易管理暫行辦法》) issued by the National Development and Reform Commission, to formulate internal policies on environmental protection and reduce the greenhouse gas emission.

During the Reporting Period, the Group was not aware of any material non-compliance with laws and regulations relating to exhaust gas and greenhouse gas emissions, discharge into water and land, and generation of hazardous and non-hazardous waste and matters that have significant impact to the Group.

## 環境 (續)

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

於報告期間，本集團並不知悉任何嚴重違反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法律及法規、且對本集團有重大影響的事宜。

## ENVIRONMENT (CONTINUED)

### Emissions

#### Air Pollution and Greenhouse Gas Emissions

The business of the Group involves property development, in which greenhouse gases, emissions, dust and suspended particulates are inevitably generated. Therefore, the Group pays particular attention to the control of air pollution and developed policies on air pollution to reduce pollution and greenhouse gas emissions.

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

## 環境 (續)

### 排放物

#### 空氣污染及溫室氣體排放

本集團的業務涉及物業開發，因此無可避免會產生溫室氣體、廢氣排放、揚塵及懸浮粒子等，因此本集團特別關注空氣污染的管控，並制定有關空氣污染政策，以減少污染及溫室氣體排放。

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



## ENVIRONMENT (CONTINUED)

### Emissions (continued)

#### Air Pollution and Greenhouse Gas Emissions (continued)

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

installation and adoption of environmental-friendly lighting systems  
安裝及採用環保照明系統

selection of electrical appliances and equipment with higher energy efficiency  
選用具更高能源效益的電器及設備



reduce electricity and water consumption without affecting our tenants and residents, such as turning off some lifts, elevators, washrooms and other facilities during non-peak hours, while maintaining an appropriate central air-conditioning temperature

在不影響租戶及住戶的情況下，減少用電及用水；例如於非繁忙時段關掉部分升降機、電梯、洗手間等設施，維持適當的中央冷氣溫度

The Group will also review the implementation effectiveness of such measures regularly and make relevant adjustments with the goal of continuing to reduce air pollutants and greenhouse gas emissions.

## 環境 (續)

### 排放物 (續)

#### 空氣污染及溫室氣體排放 (續)

此外，本集團亦採取相應措施減低酒店、辦公大廈等商用物業內用電及用水所造成的間接溫室氣體排放，包括但不限於：

安裝及採用環保照明系統

選用具更高能源效益的電器及設備

在不影響租戶及住戶的情況下，減少用電及用水；例如於非繁忙時段關掉部分升降機、電梯、洗手間等設施，維持適當的中央冷氣溫度

在不影響租戶及住戶的情況下，減少用電及用水；例如於非繁忙時段關掉部分升降機、電梯、洗手間等設施，維持適當的中央冷氣溫度

本集團亦會定期檢視有關措施的實行成效，並作出相關調整，以繼續減低空氣污染物及溫室氣體排放為目標。



## ENVIRONMENT (CONTINUED)

### Emissions (continued)

#### Air Pollution and Greenhouse Gas Emissions (continued)

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

Types of emission 排放物種類	Unit 單位	2023
<b>Air pollutants emission</b>		
<b>空氣污染物排放</b>		
Nitrogen oxides 氮氧化物	kilogram 千克	<b>1,330.31</b>
Sulphur oxides 硫氧化物	kilogram 千克	<b>14.93</b>
Particulate matters 顆粒物	kilogram 千克	<b>2.40</b>
<b>Greenhouse gas emission<sup>1</sup></b>		
<b>溫室氣體排放<sup>1</sup></b>		
Scope 1: Direct emission 範圍一：直接排放	tonne (carbon dioxide equivalent) 噸 (二氧化碳當量)	<b>4,083.63</b>
Scope 2: Energy indirect emission 範圍二：能源間接排放	tonne (carbon dioxide equivalent) 噸 (二氧化碳當量)	<b>25,910.21</b>
Total emission 總排放量	tonne (carbon dioxide equivalent) 噸 (二氧化碳當量)	<b>29,993.84</b>
Greenhouse gas emission intensity 溫室氣體排放密度	tonne (carbon dioxide equivalent)/ RMB'000 revenue 噸 (二氧化碳當量) / 千元人民幣收入	<b>0.02</b>

1. The calculation of carbon dioxide equivalent and exhaust gas emissions of greenhouse gas emissions is based on "Appendix 2: Reporting Guidance on Environmental KPIs" of "How to prepare an ESG Report" issued by the Stock Exchange.

## 環境 (續)

### 排放物 (續)

#### 空氣污染及溫室氣體排放 (續)

本集團於報告期間的排放物數據如下：

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

## ENVIRONMENT (CONTINUED)

### Emissions (continued)

#### Hazardous and Non-hazardous Waste Treatment

Commodity packaging materials, food waste, unsalable goods and daily office waste are the main non-hazardous wastes generated by the Group during the Reporting Period. The Group strictly complies with the relevant waste treatment policies. It stores recyclable wastes, such as used newspapers, magazines, paper, glass, metal, plastics centrally at the collection point, and they are disposed of by a qualified recycler regularly and irregularly; and it hands over reusable and unsalable goods to civil groups for transferring to those in need. We also establish corresponding measures for non-recyclable waste. Our hazardous waste is mainly ink cartridges for office printers. Below is the data on waste generated by the Group during the Reporting Period:

Types of waste 廢棄物種類	Unit 單位	2023
Total hazardous waste 有害廢棄物總量	tonne 噸	0.03
Hazardous waste intensity 有害廢棄物密度	kilogram/RMB'000 revenue 千克／千元人民幣收入	0.00
Total non-hazardous waste 無害廢棄物總量	tonne 噸	149.03
Non-hazardous waste intensity 無害廢棄物密度	tonne/RMB'000 revenue 噸／千元人民幣收入	0.00

We have implemented a waste management system to provide adequate guidelines for solid waste disposal to properly dispose of waste and avoid pollution. We stipulate that a small amount of garbage can be dumped into the trash can, while a large amount of garbage is directly transported to the refuse area. The cleaning staff collects the garbage in the garbage bin at regular intervals and transport it to the garbage station in a centralized manner every day. The garbage in the refuse area is treated by dryness and wetness, classified and stored separately. The refuse area is equipped with a cleaning device and chemical agents are sprayed regularly to prevent pests, pollution and odour.

## 環境 (續)

### 排放物 (續)

#### 有害及無害廢棄物處理

本集團在報告期間所產生的無害廢棄物主要包括商品包裝物料、廚餘、滯銷商品和辦公室日常廢物。本集團嚴格遵守有關廢棄物處理政策，將可回收的廢棄物，如舊報紙、雜誌、紙張、玻璃、金屬、塑料等集中存放於收集站，由有資格的回收商定期與不定期處理；而可再用的滯銷商品會交由民間團體轉贈有需要的人士。我們亦建立相應的措施處理不可回收的廢物。我們的有害廢棄物主要為辦公室打印機的墨盒。以下是本集團於報告期間內產生的廢棄物數據：

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

## ENVIRONMENT (CONTINUED)

### Emissions (continued)

#### Hazardous and Non-hazardous Waste Treatment (continued)

Pursuant to Cleaner Production Promotion Law of the People's Republic of China, commercial properties and hotels under the Group have implemented a series of measures to reduce waste generation, for example:

Reducing or stop using consumer goods such as disposable tableware and daily necessities  
減少或停止使用一次性餐具及日用品等消費品

Encouraging customers to pack leftovers  
提倡客人打包剩餘食品

Sorting and recycling food waste  
分類回收廚餘

Advocating the "clear your plate" campaign and rewarding clean-plate efforts  
提倡光盤行動和實行光盤獎勵



The Group will continue to implement various measures with the goal of reducing the generation of hazardous and non-hazardous waste.

#### Sewage Discharge

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

## 環境 (續)

### 排放物 (續)

#### 有害及無害廢棄物處理 (續)

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

本集團將會持續實行各項措施，以減少產生有害及無害廢棄物為目標。

#### 污水排放

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

## ENVIRONMENT (CONTINUED)

### Use of Resources

As the operation of the Group relies on natural resources, we cherish resources and have established various policies with the aim of raising employees' awareness of energy conservation and reducing resource consumption and waste, thereby achieving its goal of energy saving and emission reduction. Since the implementation of strict ESG data monitoring and management in 2016, we have been paying close attention to the energy consumption generated in operation and commercial activities. We require all departments to make full use of resources, maximize the efficiency of the resources, eliminate waste and advocate strengthening the use of renewable resources, in an effort to raise employees' awareness of resource conservation and thus effectively reduce energy waste. We have also established corresponding measures and objectives in our shopping centres, malls and offices:



**Hotels, shopping centres  
and other investment  
properties – “Save our  
energy in a low-carbon  
lifestyle”  
旗下酒店、  
購物中心及  
其他投資物業—  
「節能我行動、低碳新生活」**

installing and using LED lighting and smart air-conditioning systems  
安裝及使用LED照明及智能空調系統

adopting intelligent inverter measures on all elevators to reduce energy consumption  
所有電梯採用智能變頻措施，降低能源消耗

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

making use of natural light to restrict the usage of air-conditioning and electricity  
借助天然光，限制開放空調及電力

checking and maintaining facilities regularly to ensure highest energy efficiency  
定期測試及維修設施運作，確保維持最佳效能狀態

reducing the use of disposable tableware and daily necessities and the frequency of replacing daily necessities  
減少一次性餐具及日用品的使用，以及減少日用品的更換次數

Using water source heat pumps for cooling and heating in some hotels that could take advantage of the environment  
部分酒店善用環境優勢，採用水源熱泵進行製冷及採暖

## 環境 (續)

### 資源使用

本集團的營運依賴自然資源，因此我們為珍惜資源訂立不同的政策，旨在提高員工節約能源的意識，減少資源消耗及浪費，從而達到其節能減排的目標。自二零一六年嚴格實行ESG資料監控與管理以來，我們時刻留意在營運和商業活動中所產生的能源消耗，要求各部門充分利用資源，發揮其最大效能，杜絕浪費並提倡加強利用可循環使用的資源，務求提高員工節約資源的意識，從而有效減少能源浪費。我們亦在各購物中心、商場及辦公室均制定相應的措施及目標：

## ENVIRONMENT (CONTINUED)

### Use of Resources (continued)



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

adopting green technologies and constant upgrading of equipment to achieve a more efficient use of resources

採用環保技術及持續升級設備，實現更有效的資源使用

---

using video and telephone conference system to reduce staff business trips

利用視像及電話會議系統，減少員工出差次數

---

achieving electronic and paperless office to reduce paper consumption

實現電子化、無紙化辦公，減少用紙

---

choosing office supplies and furniture made from recyclable and renewable materials

選用可循環再用及可再生物料製造的辦公室用品及傢具

---

adopting LED lighting and power saving technologies

採取LED照明及省電技術

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## 環境 (續)

### 資源使用 (續)

## ENVIRONMENT (CONTINUED)

### Use of Resources (continued)

In addition, we have established a project team to optimize resources for energy conservation and emission reduction policies and promote green operation and management in various aspects so as to continuously strengthen our environmental performance.

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

The following is the energy consumption data of the Group for the Reporting Period:

Types of energy consumption 能源消耗種類	Unit 單位	2023
Total energy consumption 能源總耗量	kWh 千瓦時	65,153,706
Energy use intensity 能源使用密度	kWh/RMB'000 revenue 千瓦時／千元人民幣收入	50.23
<b>Direct energy</b> <b>直接能源</b>		
Natural gas 天然氣	kWh 千瓦時	17,424,488
Diesel and gasoline 柴油及汽油	kWh 千瓦時	168,115
LPG 液化石油氣	kWh 千瓦時	2,128,500
<b>Indirect energy</b> <b>間接能源</b>		
Purchased electricity 外購電力	kWh 千瓦時	45,432,603

## 環境 (續)

### 資源使用 (續)

除此之外，我們更成立了專案小組，對節能減排政策進行資源優化，從多個方面推進綠色經營管理，持續加強我們的環保表現。

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

以下是本集團在報告期間的能源消耗數據：

## ENVIRONMENT (CONTINUED)

### Use of Resources (continued)

#### Water Resources

To better utilize and conserve water resources, the Group has established a policy on water efficiency, and has been implementing relevant measures in its operations:

Set up water metering device and calculate water consumption  
設置用水計量裝置，統計用水量

Adopt water saving cooling technology for air-conditioning equipment or system  
空調設備或系統採取節水冷卻技術

Design landscape water body in combination with rainwater utilization facilities  
結合雨水利用設施設計景觀水體

Use sanitary appliances with a higher water efficiency  
使用較高用水效率等級的衛生器具

Take effective measures to avoid pipe network leakage, etc.  
採取有效措施避免管網漏損等



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

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

Types of data 數據種類	Unit 單位	2023
Total water consumption 總耗水量	cubic meter 立方米	722,034
Water consumption intensity 耗水密度	cubic meter/RMB'000 revenue 立方米／千元人民幣收入	0.56

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

本集團在報告期間沒有任何與求取適用水源方面相關的重要問題。

## 環境 (續)

### 資源使用 (續)

#### 水資源

為更有效利用及節省水資源，本集團已設立有關用水效益的政策，一直在營運中實行相關措施：

Set up water metering device and calculate water consumption  
設置用水計量裝置，統計用水量

Adopt water saving cooling technology for air-conditioning equipment or system  
空調設備或系統採取節水冷卻技術

Design landscape water body in combination with rainwater utilization facilities  
結合雨水利用設施設計景觀水體

Use sanitary appliances with a higher water efficiency  
使用較高用水效率等級的衛生器具

Take effective measures to avoid pipe network leakage, etc.  
採取有效措施避免管網漏損等

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

本集團在報告期間沒有任何與求取適用水源方面相關的重要問題。

## ENVIRONMENT (CONTINUED)

### Use of Resources (continued)

#### Packaging Materials

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

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

Types of Packaging materials 包裝材料種類	Unit 單位	2023
Plastics 塑料	tonne 噸	0.55
Corrugated 瓦楞	tonne 噸	1.35
Total packaging materials 包裝材料總量	tonne 噸	1.9
Packaging materials intensity 包裝材料密度	kilogram/RMB'000 revenue 千克／千元人民幣收入	0.00

## 環境 (續)

### 資源使用 (續)

#### 包裝材料

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

以下是本集團於報告期間消耗的包裝材料數據：



## ENVIRONMENT (CONTINUED)

### The Environment and Natural Resources

As environment preservation and natural resources protection is a part of the corporate responsibility of the Group, we have incorporated the concept of sustainable development into our development strategy, strive to minimize the negative environmental impact of our business operations, support the construction of ecological civilization and create an environmental-friendly company.

Due to the business nature of the Group, we inevitably consume natural resources and generate pollutants and greenhouse gas emissions, therefore the Group adopts different initiatives to better utilize natural resources and minimize environmental impacts, including but not limited to air emissions, waste generation, resource consumption and greenhouse gas emissions, etc..



The products are designed, built, refurbished, and operated in an ecological and resource-efficient manner  
產品均以生態及節約資源的方向設計、建造、翻新及營運

Apply green building and construction technologies, such as using more eco-friendly building materials and more efficient equipment

採用綠色建築及施工技術，例如選用較環保的建材及更高效的設備

Provide and increase greening zone and facilities in our projects

在項目中設有及增加綠化區及綠化設施

Moreover, we learn from past experience to actively promote best green practices at different business environments such as construction sites, hotels, investment properties and offices. For instance:

Having bespoke water management guidance for different operations which is also applicable to our tenants and customers  
就不同業務有明確的用水管理指引，而指引亦適用於我們的租戶及客戶

Closely managing and improving indoor air quality by installing ventilation systems and conducting regular maintenance  
密切監管；並透過安裝及定期維修通風系統改善室內空氣質素

## 環境 (續)

### 環境及天然資源

環境保育及天然資源保護為本集團的企業責任之一，因此我們將可持續發展融入於發展策略中，盡力減低業務運營對環境的負面影響，大力支持生態文明建設，打造環境友好型的健康企業。

基於本集團的業務性質，我們不可避免地會消耗天然資源並造成污染物及溫室氣體的排放，因此本集團採取不同措施，以更好地使用天然資源及減少對環境的影響，包括但不限於廢氣排放、廢棄物產生、資源消耗及溫室氣體排放等。

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

In addition to strengthening environmental protection measures, we also concern about the environmental awareness of employees. We organize various employee activities to promote environmental protection messages in order to improve employees' environmental awareness. For example, on the Arbor Day, we organized employees to participate the projects we managed to carry out tree planting activities, such as loosening soil, planting trees and watering. We hope that by participating in the tree-planting activities in person, employees will enhance their awareness of afforestation and ecological environment protection.

在加強執行環保措施的同時，我們亦關注員工的環保意識。我們會組織多項員工活動，宣揚環保訊息，藉此提高員工的環保意識。例如於植樹節，我們組織員工前往旗下項目進行鬆土、植樹和澆水等，希望藉著親身參與植樹節活動，提高員工對植樹造林和保護生態環境的意識。

## ENVIRONMENT (CONTINUED)

### Climate Change

As climate change has resulted in impact of varying extent to the world, the Group also pays close attention to the risks and opportunities that it may bring, so that we can respond to it as soon as possible to safeguard the Group's sustainable development and the interests of its stakeholders.

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

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

## 環境 (續)

### 氣候變化

氣候變化對全球都造成不同程度的影響，因此本集團亦密切關注其可能帶來的風險以及機遇，以盡早作出相應對策，維護本集團的可持續發展及其持份者的利益。

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

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

## SOCIAL

### Employment

The development of the Group relies on the efforts of all employees. As we consider employees as one of the most important assets for our sustainable operation, the Group has formulated a series of employment and labour policies and measures to provide employees with various protections and benefits.

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

- Employment Ordinance, Cap. 57 of the Laws of the Hong Kong;
- Labour Law of the People's Republic of China; and
- Regulation on Labour Security Supervision of the State Council of the People's Republic of China.

During the Reporting Period, the Group was not aware of any material non-compliance with laws and regulations in relation to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare, which have a significant impact on the Group.

## 社會

### 僱傭

本集團的發展有賴一眾員工的努力付出，我們視員工為可持續經營最重要的資產之一，故此，我們制定了一系列的僱傭及勞工的政策及措施，為員工提供各種保障及福利。

本集團嚴格遵守僱傭相關的法律及法規，包括但不限於：

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

於報告期間，本集團並不知悉任何嚴重違反有關薪酬及解僱、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及法規、且對本集團有重大影響的事宜。

## SOCIAL (CONTINUED)

### Employment (continued)

#### Employment Policy

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

## 社會 (續)

### 僱傭 (續)

#### 僱傭政策

本集團已制定及執行完善、全面的人力資源管理制度及政策，覆蓋不同範疇：

#### Area 範疇

#### Management System 管理制度



#### Compensation and dismissal 薪酬及解僱

- Provide a market-competitive remuneration system;
- 提供具有市場競爭力的薪酬制度；
- Based on the nature of the job, market conditions, job performance and employees' career planning, conduct strict performance appraisal, formulates the remuneration system;
- 根據崗位性質、市場狀況、工作表現及員工職業生涯規劃等，經過嚴格的績效考評，制定薪酬制度；
- Strictly abide by the laws and regulations relating to the minimum wage and statutory benefits; and
- 嚴格遵守有關最低工資及法定福利的法律、法規；以及
- Adjust salaries and employee benefits from time to time in response to employee and market conditions to maintain competitiveness.
- 不時因應僱員情況及市場情況，調整薪資和員工福利，保持其競爭力。



#### Recruitment and promotion 招聘及晉升

- Seek diversified talents through multiple channels; and
- 通過多種渠道尋找多樣化的人才；以及
- Provide career development platform and opportunities for various professionals and administrative personnel.
- 提供職業發展平台和機會給不同專業和管理類型的人員。

## SOCIAL (CONTINUED)

### Employment (continued)

#### Employment Policy (continued)

## 社會 (續)

### 僱傭 (續)

#### 僱傭政策 (續)

Area 範疇	Management System 管理制度
 <p><b>Working hours and rest periods</b> 工作時數、假期</p>	<ul style="list-style-type: none"> <li>Standard or flexible working hours are used based on different business models and job requirements to effectively protect employees.</li> <li>根據不同業務模式特點及崗位需要，靈活採用標準工時和不定時工作制，有效實施對員工的勞動保護。</li> </ul>
 <p><b>Equal opportunity and diversity</b> 平等機會、多元化</p>	<ul style="list-style-type: none"> <li>Adhere to the principles of mutual respect, fairness and impartiality in recruitment, treat all candidates equally, and avoid any kind of discrimination based on gender, age, race, religion or other aspects.</li> <li>對應聘者一視同仁，秉承相互尊重、公平公正的原則，避免任何性別、年齡、種族、宗教或者其他任何方面的歧視。</li> </ul>
 <p><b>Other benefits and welfare</b> 其他待遇及福利</p>	<ul style="list-style-type: none"> <li>Pay social insurance and housing fund for employees, and implemented national regulations on vacation as required, and offer related benefits;</li> <li>為員工繳納社保、住房公積金，並按規定執行國家休假規定，發放相關福利；</li> <li>Provide front line staff with employers' liability insurance; and</li> <li>為一線員工提供僱主責任保險；以及</li> <li>Relevant welfare policies such as providing housing allowances for employees based in other provinces.</li> <li>為外地員工提供房屋津貼等相關福利政策。</li> </ul>

## SOCIAL (CONTINUED)

### Employment (continued)

#### Employee Communication

The opinions of employees are crucial to the development of the Group. Therefore, in addition to regular communication channels established, we have strengthened employee communication by organizing different employee activities, such as birthday parties for employees, Mid-Autumn Festival activities and annual dinner. We hope to enable employees to celebrate holidays together after work, learn about the Company's development history and corporate culture, create a harmonious and friendly working atmosphere, and strengthen the cohesiveness among employees.

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

## 社會 (續)

### 僱傭 (續)

#### 僱員溝通

員工的意見對本集團的發展十分重要，因此我們除了設立恆常溝通渠道外，更通過舉辦多元化的員工活動，加強員工溝通交流，例如員工生日會、中秋活動及年會。我們希望讓員工在工作之餘，共同慶祝特別節日，了解公司的發展歷程及企業文化，藉此營造和諧友善的工作氣氛，加強員工之間的凝聚力。

除了舉辦各種員工活動外，我們亦歡迎員工就工作情況、個人事業目標、甚至個人家庭和生活狀況與我們溝通。我們亦非常樂意在合理、可行的情況下為有需要的員工提供支援。

## SOCIAL (CONTINUED)

### Employment (continued)

#### Diversity and Equal Opportunity

We are committed to building a diversified working environment to our employees and provide equal opportunities for talents with different skills and knowledge, and thus attracts members of different age, gender, culture, and ethnic groups to the Group and allow each member to display their full capabilities and advantages to bring more diversification possibilities to the development of the Group.

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

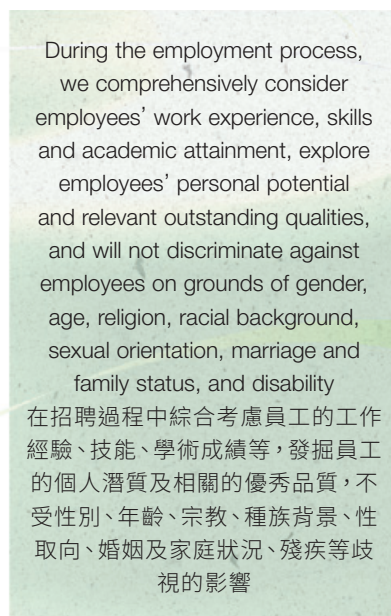
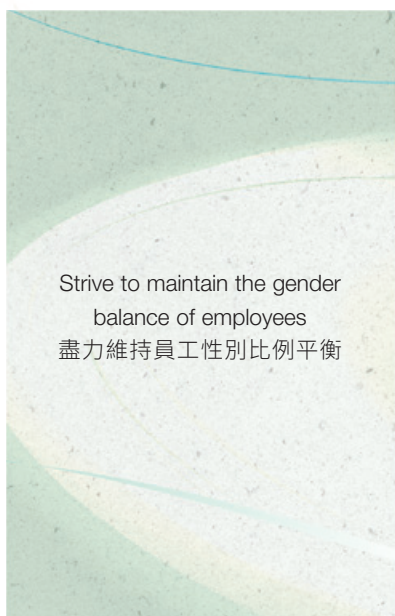
## 社會 (續)

### 僱傭 (續)

#### 多元化及平等機會

我們致力為員工建立一個多元化的工作環境，並向擁有不同技能、知識的人才提供平等機會，從而吸引不同年齡、性別、文化、種族等各類群體成員加入本集團，充分發揮每個成員的能力和優勢，為集團的發展帶來更多元化的可能性。

為保證及維持公司多元化平衡發展，本集團採取了一系列的措施：



## SOCIAL (CONTINUED)

### Employment (continued)

#### Diversity and Equal Opportunity (continued)

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

#### Dismissal Policy

In order to avoid labour disputes arising from dismissal of employees, we have implemented a number of measures to reduce related risks. We ensure that all employees have entered into employment contracts before assuming offices, and the terms in the contract comply with the relevant provisions of the Labour Contract Law of the People's Republic of China. Employees are also required to participate in training in the Company's relevant rules and regulations to ensure that they are clear about the Group's dismissal provisions. Termination of employment relations for whatever reasons must be carried out by performing procedures under relevant provisions, including formal notification and approval, settlement of salary and benefits, and issuance of "Certificate of Termination of Labour Contract". Where necessary, we will seek legal opinions of the legal department, the management and/or external parties.

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

## 社會 (續)

### 僱傭 (續)

#### 多元化及平等機會 (續)

本集團致力通過活動及培訓加強員工對有關預防職場欺凌及騷擾行為的教育，並鼓勵遇到問題的員工根據公司制度規定及時向部門主管或人事部門反映，共同營造互相尊重的工作環境。

#### 解僱政策

為避免因解僱員工而出現勞資糾紛事件，我們實施了多項措施，以減低相關風險。我們確保所有員工在入職前已經簽訂僱傭合同，而合同中的條文符合《中華人民共和國勞動合同法》相關規定。員工亦必須參加公司相關規章制度的培訓，確保其清楚本集團的解僱條文。不論因任何理由解除僱傭關係，雙方均須履行相關條文項下的程序，包括正式通知及審批、工資福利結算、開具《解除勞動合同證明》等文件。如有需要，我們會尋求法務部、管理層及／或外部法律意見。

於報告期間，本集團並不知悉因解約而出現的勞資糾紛。對於國家規定的公司需支付的理賠和解約金，本集團均正常支付。



## SOCIAL (CONTINUED)

### Employment (continued)

#### Employment Data

As at 31 December 2023, the Group had a total of 1,256 employees, 1,250 of whom were from Mainland China and the remaining 6 employees were from other regions. The following is the breakdown of the Group's employees by gender, employment type and age group:

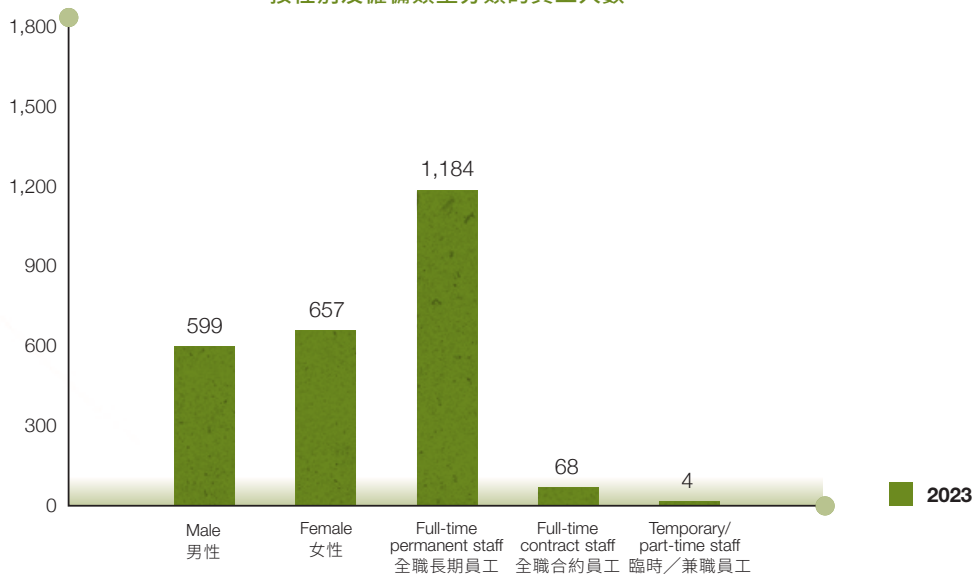
## 社會 (續)

### 僱傭 (續)

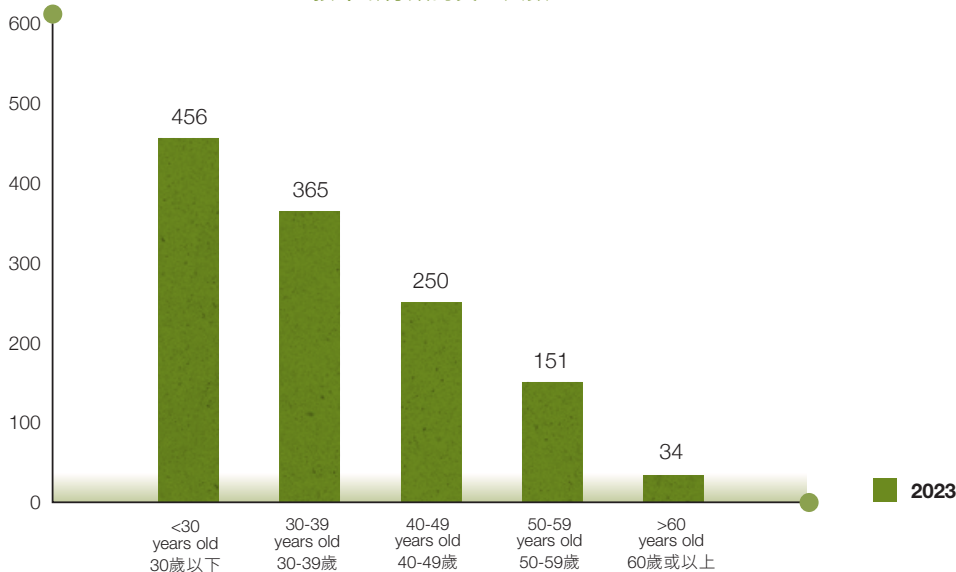
#### 僱傭數據

本集團截至二零二三年十二月三十一日，一共有1,256名員工，1,250名來自中國內地，而其餘6名則來自其他地區。以下是本集團員工按性別、僱傭類型及年齡組別劃分的數據：

**Number of Employees by Gender and Employment Type**  
 按性別及僱傭類型分類的員工人數



**Number of Employees by Age**  
 按年齡分類的員工人數



**SOCIAL (CONTINUED)**

**社會 (續)**

**Employment (continued)**

**僱傭 (續)**

**Employment Data (continued)**

**僱傭數據 (續)**

<b>Employee Turnover Rate</b>		
員工流失比率		
Employee classification	Unit	2023
員工分類	單位	
<b>By gender</b>	Percentage	
<b>按性別劃分</b>	百分比	
Male		
男性		<b>22.7</b>
Female		
女性		<b>34.6</b>
<b>By age group</b>	Percentage	
<b>按年齡組別劃分</b>	百分比	
<30 years old		
30歲以下		<b>38.1</b>
30-39 years old		
30-39歲		<b>31.7</b>
40-49 years old		
40-49歲		<b>18.9</b>
50-59 years old		
50-59歲		<b>15.0</b>
>60 years old		
60歲或以上		<b>11.1</b>
<b>By region</b>	Percentage	
<b>按地區劃分</b>	百分比	
Mainland China		
中國內地		<b>28.9</b>
Others		
其他地區		<b>33.3</b>

## SOCIAL (CONTINUED)

### Health and Safety

The health and safety of its employees is always one of the concerns of the Group. We abide by all relevant laws and regulations during its operations, including but not limited to:

- Work Safety Law of the People's Republic of China;
- Fire Protection Law of the People's Republic of China; and
- Provisions on the Supervision and Inspection over Fire Protection.

By referencing the above laws and regulations, the Group has formulated relevant health and safety policies to ensure the health and life safety of the Company's employees. During the Reporting Period, the Group did not have any significant safety incident or work injuries; or work-related fatalities in the past three years including the current year. During the Reporting Period, the Group was not aware of any material non-compliance with laws and regulations relating to safe working environment and protection of employees from occupational hazards, which have a significant impact on the Group.

### Working Environment

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

## 社會 (續)

### 健康及安全

員工的健康及安全一向是本集團的關注之一，我們在營運過程中遵守一切相關的法律及法規，包括但不限於：

- 《中華人民共和國安全生產法》；
- 《中華人民共和國消防法》；以及
- 《消防監督檢查規定》。

透過參考以上法律及法規，本集團制定有關健康及安全政策，以保障公司員工的健康及生命安全。本集團於報告期間沒有發生重大安全事故以及工傷；在包括本年度的過去三年中沒有任何因工死亡的事件。於報告期間，本集團並不知悉任何嚴重違反有關提供安全工作環境及保障僱員避免職業性危害的法律及規例，且對本集團有重大影響的事宜。

### 工作環境

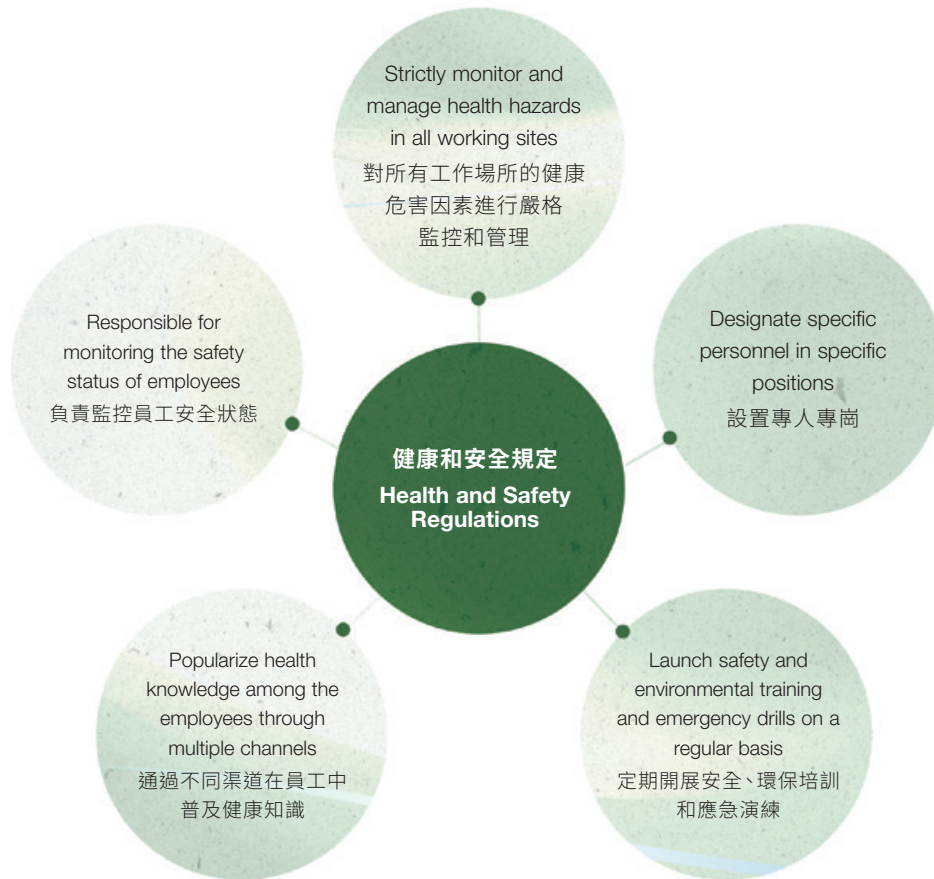
由於本集團的業務，包括物業開發及物業管理營運，涉及一定危險程度的工序，我們將員工的職業健康及安全列為最優先考慮的因素，通過一系列措施為員工提供安全的工作環境。

## SOCIAL (CONTINUED)

### Health and Safety (continued)

#### Working Environment (continued)

Under the requirements of OHSAS18000 Occupational Health and Safety Assessment Series, we establish and implement the conditions for safety production and the requirements for protecting employees' occupational health, and records are made in relevant documents in order to make every effort to guarantee the health and safety of its employees:



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

## 社會 (續)

### 健康及安全 (續)

#### 工作環境 (續)

根據OHSAS18000安全及衛生管理體系要求，我們制訂及實施安全生產條件及保障員工職業健康的規定，並紀錄在相關文檔中，全力保障員工健康和安：

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

## SOCIAL (CONTINUED)

### Health and Safety (continued)

#### Working Environment (continued)

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

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

#### Health and Wellness

Beside work safety, employees' mental health is equally important. Therefore, we organize relaxing activities for our employees regularly and strive to reinforce the interaction and communication among them, such as company trips, volunteer events and team building activities, with an objective to promote their physical and mental development, maintain a balance between work and life and cultivate their sense of belonging to the Group.

## 社會 (續)

### 健康及安全 (續)

#### 工作環境 (續)

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

- 為僱員提供相關培訓及安全會議；
- 為長期員工提供年度體檢、醫療、養老等常規保險；以及
- 與承建商及分包商等達成合作時，檢定該等合作方為其員工提供足夠的健康及安全保障。

#### 身心健康

在工作安全以外，員工的心理健康亦同樣重要。因此，我們定期為員工安排放鬆身心的活動及極力加強員工之間的互動交流，包括舉行公司旅行、組織義工團及興趣聯誼會等，促進員工身心發展，保持工作及生活平衡，加強員工的歸屬感。

## SOCIAL (CONTINUED)

### Health and Safety (continued)

#### Health and Wellness (continued)

China New City Trade Union held a spring outing named “Joyful Sail Amidst Wind and Sun”. The activities include seaside team building, bonfire party and Baishan tour. Employees held exciting competitions at the beach, enjoyed delicious gourmet at bonfire parties, and cooperated in a challenge of three levels in Baishan – Wolong Cave, Qingliang Cave, and Tianxiaotai, where they can appreciate the beautiful scenery and relax.



## 社會 (續)

### 健康及安全 (續)

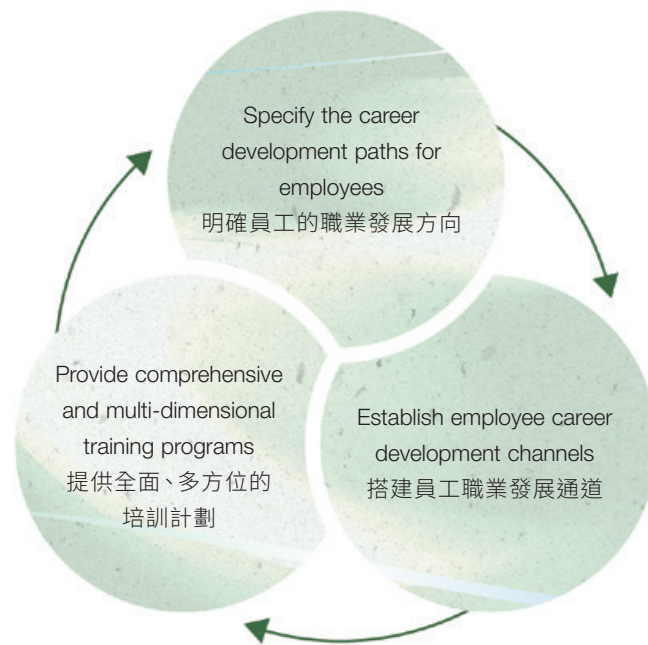
#### 身心健康 (續)

中國新城市工會小組舉行春遊活動「風吹日曬 快樂起航」，包括海邊團建、篝火晚會及白山行活動。員工在海邊進行趣味比賽，在篝火晚會共進美食，並在白山互相幫助挑戰三關——臥龍洞、清涼洞、天縫台，盡覽美景並放鬆心情。

## SOCIAL (CONTINUED)

### Development and Training

The Group believes that professional skills of employees are closely related to the quality of the services and products provided by the Group, therefore the development and training of employees is the focusing issue of concern to the Group. The progress of employees can maintain our competitive advantage and sustainable development. In view of this, based on the demand for talents of our strategic development, we have formulated relevant policies in respect of the following directions, with an aim to enhance employees' capabilities to ensure the services quality of the Group:



In order to ensure the talent development of the Group, we established a stringent and comprehensive recruitment system, standards and procedures; and introduced competition mechanism, hoping to explore and cultivate professional talents. We actively provide path for staff to climb up the career ladder, and build a professional team by offering those staff positions requiring specific knowledge, skills or qualifications. We attach great importance to the protection of employees' rights and interests, providing equitable and just platforms that inspire excellent achievements and allow employees to give full play to their talents and achieve excellence.

## 社會 (續)

### 發展及培訓

本集團相信員工的職業技能與集團提供服務和產品質素息息相關，因此員工的發展及培訓是本集團的重點關注議題，員工的進步可以維持我們的競爭優勢及可持續發展。有見及此，根據戰略發展對人才的要求，我們就以下方向制定了相關的政策，旨在提升員工能力，確保本集團的服務質素：

為確保本集團的人才發展，我們擁有嚴格和完善的招聘制度、標準和程序，並引入競爭機制，發掘和培養專業人才。我們積極為員工提供晉升途徑，管理專業技術崗位及建設專業團隊；我們高度重視員工的權益保障，透過成為平等、公正且具鼓勵性質的工作平台，為員工提供有力支持，讓員工發揮才幹，取得卓越成就。

## SOCIAL (CONTINUED)

### Development and Training (continued)

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

#### Employees from the Finance Department 財務部員工

- Zero-Risk Reporting Strategy for Final Tax Settlement under Golden Tax III Automatic Taxation Regulation;
- 《金三自動化稅務監管下的匯算清繳零風險申報攻略》;
- Financial Elite Program;
- 《英財計劃》;
- Tax Management;
- 《稅務管理》;
- Duties and Working Handbook for Financial Employees;
- 《財務崗位職責及工作手冊》;
- NC Financial Operation Handbook; and
- 《NC財務操作手冊》; 以及
- Real Estate Enterprise Tax Planning and Latest Tax Hotspot Analysis.
- 《房地產企業納稅籌劃與最新稅收熱點解析》。

## 社會 (續)

### 發展及培訓 (續)

我們會不時就培訓效用及員工參與度進行內部意見調查，因應結果調整未來培訓計劃。我們亦為不同部門制定針對性的培訓計劃，務求最大程度提升員工的工作技能，並促進他們的個人發展，包括：

#### Employees from the Audit Department 審計部員工

- Internal Control and Enterprise Risk Management; and
- 《內部控制與企業風險管理》; 以及
- Fraud Audit Method and Case Analysis Training.
- 《舞弊審計方法及案例分析培訓》。



## SOCIAL (CONTINUED)

### Development and Training (continued)

#### Employees from the Legal Department

##### 法務部員工

- Legal Risk Prevention.
- 《法律風險防範》。

#### Employees from the Sales & Marketing Department

##### 營銷部員工

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

#### Employees from the Human Resources Department

##### 人事部員工

- New Rules for Employee Relation Management and Practices for Handling Typical Labor Disputes; and
- 《員工關係管理新規及典型勞動爭議處理實務》；以及
- China Hangzhou International Human Resources Summit.
- 《中國杭州國際人力資源峰會》。

## 社會 (續)

### 發展及培訓 (續)

#### Employees from the Engineering Department

##### 工程部員工

- Foundation Laying Activities – Team Building and Opening Ceremony;
- 《鑄基行動-團隊建設暨開班儀式》；
- Real Estate Engineering Management and Cross-Sector Collaboration; and
- 《房地產工程管理和跨界協同》；以及
- Sand Table Exercise for Real Estate Project Interspersed Construction.
- 《地產工程項目穿插施工沙盤演練》。

#### Employees from the Cost Department

##### 成本部員工

- Youyu Supply Chain Cooperation & Innovation Conference.
- 《優寓供應鏈合作創新大會》。

#### Senior Management

##### 高層管理人員

- How to Manage Cooperation Projects? – Top-Level Design under the Cooperation Model and Key Points of the Whole Process Control.
- 《如何管好合作項目？—合作模式頂層設計與全過程管控要點》。

## SOCIAL (CONTINUED)

### Development and Training (continued)

We also focus on cultivating employees' professional skills and improving their professional quality. By organizing skills competitions and others, we improve employees' professional skills and service quality. For example, Bright Hotels Group held a professional skills competition with the theme of "Ingenuity for the Asian Games · Exhibition of Skills" during the year. Five of its hotel members have participated in this event. Employees in each position showed their strength in the skills competition process to help promoting the standardization of service skills and optimization of service, and improve the "craftsmanship quality" of Bright Hotels and the "craftsmanship spirit" of Brights' employees, striving to provide customers with premium services.

## 社會 (續)

### 發展及培訓 (續)

我們亦注重對員工職業技能的培養，注重其職業素養的提升，通過舉辦技能競賽等形式，提升員工職業技能水準及服務品質。如伯瑞特酒店管理集團年舉辦「匠心迎亞運·技能展風采」為主題的職業技能大賽，其旗下五家酒店成員參加本次盛會，各崗位員工在技能項目角逐的過程中發揮實力，助力推動伯瑞特服務技能標準化、服務工作優化，提升伯瑞特酒店「匠心品質」和伯瑞特人的「匠心精神」，致力於為客戶提供更優質的服務。



## SOCIAL (CONTINUED)

### Development and Training (continued)

#### Leadership Development Program

We understand that leadership is the core driver propelling the development of the Group, and we must place the right talents at leading positions. We established the leadership development program with an aim to enable leader talents to achieve the improvement of personal, team, and organizational leadership, thereby driving the development of the teams. Through the sharing of practical experience by experts from benchmark companies, the employees at the supervisor level and other employees can identify our short-comings or offer solutions to issues by comparing and analyzing through learning, and thereby, can improve their competitiveness.

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

#### Training Ratio

Employee Classification 員工分類	Unit 單位	2023年
<b>By gender</b> 按性別劃分	Percentage 百分比	
Male 男性		100
Female 女性		100
<b>By employee category</b> 按僱員類別劃分	Percentage 百分比	
Administrative and managerial personnel 行政管理人員		100
Other personnel 其他員工		100

## 社會 (續)

### 發展及培訓 (續)

#### 領導力發展計劃

我們深明領導力是帶動本集團發展的核心動力，必須將合適的人才放在恰當的領導崗位。我們設立領導力發展計畫的目的為提升領導人才個人、團隊和組織領導力，帶動團隊發展。我們通過與標桿企業的專家進行實戰經驗分享，使主管級員工及其他同事能通過學習進行對比分析，指出我們自身不足或是提供問題解決方案，從而提升競爭力。

以下是本集團於報告期間的員工培訓數據：

#### 培訓比率

## SOCIAL (CONTINUED)

### Development and Training (continued)

#### Leadership Development Program (continued)

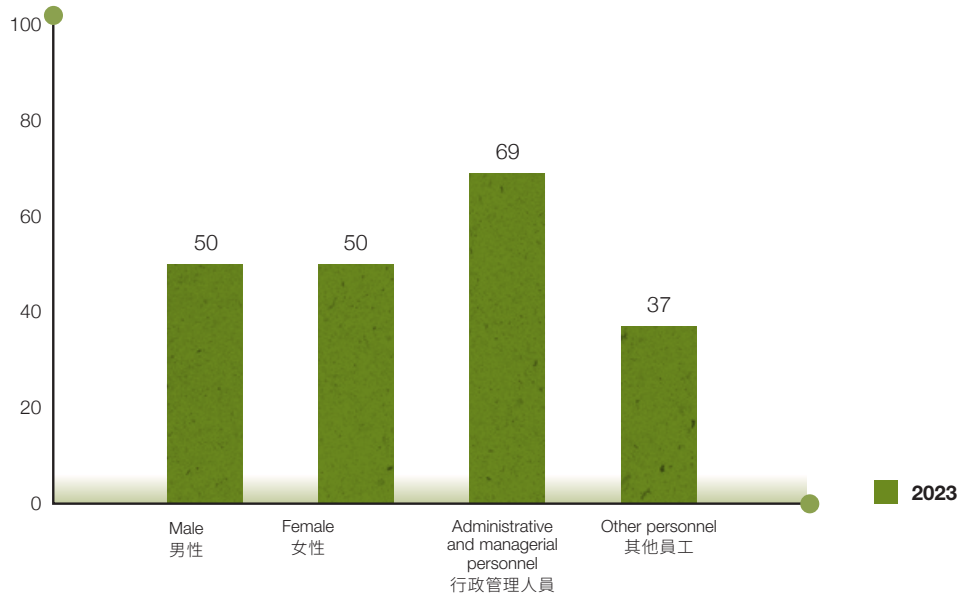
##### Average Training Hours by Each Employee

## 社會 (續)

### 發展及培訓 (續)

#### 領導力發展計劃 (續)

##### 每名僱員完成受訓的平均時數



## SOCIAL (CONTINUED)

### Labour Standards

All recruitment procedures and promotion activities of the Group are stringently monitored by the human resource management system and policy and are in strict compliance with the laws and regulations regarding labour standards, including the laws and regulations set out in the section “Employment”. During the Reporting Period, the Group was not aware of any material non-compliance with laws and regulations relating to child labour or forced labour, which have a significant impact on the Group.

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

### Supply Chain Management

A stable supply chain is crucial to the operation of the Group. We have extensive experience in the commercial property development and operation in the Yangtze River Delta region, China. We are dedicated to maintaining long-term and stable cooperative relationships with quality suppliers and operate in a sustainable manner, in order to consolidate the good reputation we have built in the industry in the past 20 years. These suppliers have years of cooperation with the Group by offering services according to the stringent procurement tendering procedures of the Company, and meeting the Group's requirements for costs, project experience and relevant qualifications.

During the Reporting Period, the Group had cooperation with about 10 suppliers, of which 7 suppliers are from the Mainland China and the remaining 3 suppliers are from Hong Kong. The Group's suppliers mainly comprise construction material suppliers, construction contractors, subcontractors, and suppliers of various types of facilities and equipment. We have assessed all of our suppliers.

## 社會 (續)

### 勞工準則

本集團所有招聘程序及晉升活動受人力資源管理制度及政策的監督，並嚴格遵守有關勞工準則的法律及法規，包括但不限於《僱傭》章節列明的法律法規。於報告期間，本集團並不知悉任何嚴重違反有關防止童工或強制勞工的法律及法規，且對本集團有重大影響的事宜。

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

### 供應鏈管理

穩健的供應鏈對本集團的營運尤其重要，我們在中國長江三角地區有著商用物業開發及營運的豐富經驗，堅持與質素良好及以可持續的方式營運的供應商建立長期、穩定的合作關係，以鞏固我們在過去二十年在業內建立的良好信譽。該等供應商與本集團合作多年，所提供的服務按照公司嚴格的採購招標程序，在成本、項目經驗、相關資歷等各方面均達到本集團的要求。

於報告期間，本集團與大約10家供應商合作，其中7家來自中國內地，其餘3家來自香港。該等供應商主要包括建築材料供應商、建築承建商、分包商及各類型設施和設備的供應商。我們已對所有供應商進行評估。

## SOCIAL (CONTINUED)

### Supply Chain Management (continued)

#### Procurement and Supplier Assessment

The Group believes that maintaining good cooperation relationships with capable suppliers is beneficial for corporate development. As a responsible enterprise, we set an equal procurement policy to achieve common development with suppliers and achieve a win-win situation.

When entering into procurement contracts with suppliers, the Group offers them fair and reasonable conditions and resolutely refuses to deprive suppliers in any form for profitability.

與供應商訂立採購合約時給予供應商公平合理的條件，堅拒為了提升盈利而以任何方式剝削供應商。

According to the supplier management guidelines, after the suppliers provide products and/or services to the Group, we will conduct performance assessment and checks on whether such suppliers have performed their responsibilities under procurement contracts, and report the relevant information on a timely basis to make sure that their products and/or services meet the requirements of the Group, and replace the suppliers with other suppliers if necessary.

按照供應商管理指引，在供應商開始提供產品及／或服務後進行履約評估，檢查其有否履行採購合約項下的責任，及時將有關訊息匯報，確保符合本集團的要求，如有需要，以其他供應商取代。

The unqualified suppliers after performance assessment will be blacklisted and they are not allowed to participate in all project tenders of the Group within five years.

任何履約評估不合格的供應商會被列入黑名單，五年內不得參與本集團屬下所有項目的投標工作。

All suppliers, contractors and partners are required to comply with our zero tolerance approach to the employment of forced labour and child labour, so as to avoid direct or indirect infringement of human rights.

For supply chain system management, we have strict specifications and multiple channels for employees, suppliers, customers and those related to our business to report any violations of laws and regulations. During the Reporting Period, the Group did not receive any relevant serious violation reports.

## 社會 (續)

### 供應鏈管理 (續)

#### 採購及供應商評估

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

我們同時亦要求所有供應商、外判商及合作夥伴遵守我們對聘用強制勞工及童工的零容忍方針，避免直接或間接參與侵犯人權的行為。

對於供應鏈系統的管理，我們有嚴謹的規範，設有多個管道，讓員工、供應商、客戶和與我們業務有關的人士舉報任何利用職務違法、違規的行為。本集團於報告期內並無收到任何有關的嚴重違規報告。

## SOCIAL (CONTINUED)

### Supply Chain Management (continued)

#### Considering Environmental and Social Risk

The Group is committed to reducing the impact of business activities on ecological resources and the environment. Not only do we actively carries out energy conservation and emission reduction during daily operation, but also strives to strengthen environmental management with partners. We reduce our carbon footprint through various policies, measures and actions, and communicate environmental messages to our business partners, so as to jointly develop relevant environmental protection measures or standards with them.

The Group clearly sets out the environmental protection requirements for project construction, raw materials and equipment in relevant provisions such as contracts and supplier guidelines, and encourages suppliers to use raw materials that are more environmental-friendly or have obtained environmental protection-related certifications in the production process.

### Service Responsibility

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

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

## 社會 (續)

### 供應鏈管理 (續)

#### 考慮環境及社會風險

本集團致力減低業務活動對生態資源及環境的影響，不但積極從日常業務過程中做好節能減排，更與合作夥伴共同加強環保管理。我們透過各種政策、措施和行動，減少我們的碳足跡，並將環保訊息傳達予業務夥伴，與他們共同制訂相關環保措施或標準。

本集團在合約及供應商指引等相關條文中清晰列出對項目施工、原材料、設備的環保要求，並鼓勵供應商在生產過程中使用更環保或取得環境保護相關認證的原材料。

### 服務責任

維持服務的優良品質是本集團持續發展的關鍵，我們在營運過程中遵守一切相關的法律及法規，包括但不限於：

- 《中華人民共和國廣告法》；以及
- 《互聯網廣告管理暫行辦法》。

## SOCIAL (CONTINUED)

### Service Responsibility (continued)

During the Reporting Period, the Group was not aware of any material non-compliance with laws and regulations relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress, which have a significant impact on the Group. We ensured high-quality services to customers through the following measures:

## 社會 (續)

### 服務責任 (續)

於報告期間，本集團並不知悉任何嚴重違反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法律及法規，且對本集團有重大影響的事宜。我們通過以下措施確保為客戶提供優質的服務：

Commercial Property and Management Services 商用物業及管理服務	Hotel Operations and Service Apartment Services 酒店管理及服務式住宅管理服務
<ul style="list-style-type: none"> <li>Our construction contracts generally contain quality warranties and penalty provisions for substandard work in order to ensure construction quality;</li> <li>建築工程合約一般涵蓋質量保證及不符規格工程的罰款條文，以確保建築工程的質素；</li> <li>Our construction contractors are required to appoint onsite project representatives to oversee the progress, quality and safety of the construction work, pre-examination of construction materials before they are used in the project, and on-site inspections, in addition to complying with the quality control measures of the Company;</li> <li>建築承包商除須遵守本公司的質量控制措施外，亦須委聘駐用地項目代表以監督建築工程的進度、質量和安全性，項目中使用的建築材料於使用前的預審，及實地監察；</li> <li>Construction contractors are not allowed to subcontract or transfer their contractual arrangements with us to any third party without our prior consent; and</li> <li>禁止建築承包商在未經我們同意下，將其與我們訂立的合約安排分包或轉讓予任何第三方；以及</li> <li>As quality assurance, we typically withhold part of the construction fees after construction completion to setoff against any expenses incurred as a result of any construction defects.</li> <li>於建築工程完成後，我們會保留部份建築工程費用以抵銷任何建築工程失誤所產生的任何費用，作為質量擔保。</li> </ul>	<ul style="list-style-type: none"> <li>Regularly review staff work of each department and guests' feedbacks to formulate improvement measures; and</li> <li>定期與各部門員工檢討工作情況，就住客的意見反饋進行檢討並定下改善措施；以及</li> <li>Timely upgrade and renovate hotel and service apartment facilities and equipment, while advocating environmental protection and emission.</li> <li>適時對酒店及服務式住宅的設施設備進行升級改善，宣揚環保及減少排放的同時，提升住客的入住體驗。</li> </ul>



## SOCIAL (CONTINUED)

### Service Responsibility (continued)

During the Reporting Period, we did not receive any complaints related to the quality of our services. Due to the nature of operation, we were not involved in any product recalls. If we receive any complaints regarding the quality of our services, the Group will promptly follow up by conducting an investigation through a specialized team, as well as understanding the incident through the involved employees and customers. When necessary, we will review and improve our employee training effectiveness to reduce any impact on our customers.

### Advertising and Labelling

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

The Group undertakes to provide professional property management service to our customers so we have developed and strictly adhered to our policies relating to projects advertising, marketing or labelling, ensuring our advertising campaign developed for sales launch of our real estate projects comply with relevant laws and regulations governing by the country, regions or industry associations to enhance the confidence of our customers in our services, and ensure they have sufficient information to make informed choices.

## 社會 (續)

### 服務責任 (續)

於報告期間，我們沒有接獲任何與服務質素相關的投訴，基於營運性質，我們亦不涉及任何產品回收。假如接獲有關服務質素的投訴，本集團會即時跟進，透過專案小組進行調查，透過涉事員工及顧客了解事件。並在有需要時，檢討並改善員工培訓成效，以減少對顧客的影響。

### 宣傳及標籤

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

本集團承諾為客戶提供專業的物業管理服務，故我們制定並嚴格遵守有關項目宣傳、營銷或標籤的政策，確保我們為旗下地產項目開售推出的宣傳活動，均符合國家、地區或行業組織制定的相關法律及法規，提升客戶對我們服務的信心，並確保他們有足夠資料作出知情選擇。

## SOCIAL (CONTINUED)

### Service Responsibility (continued)

#### Privacy Policy and Intellectual Property

The Group strictly complies with all relevant privacy ordinances. As we often have access to the information on personal or corporate property buyers of hotel or service apartment and commercial property tenants during our operation, the Group strictly requires our staff to abide by the privacy policy and safeguard personal privacy and commercial sensitive information of our customers. The principles and objectives of the collection, retention, processing and use of relevant personal or corporate information are clearly stated to customers.

In general, intellectual property rights are not material to the business nature and operation of the Group. Although the Group does not involve significant use of third-party intellectual property technologies in its daily operations, the Group still ensures that intellectual property rights are respected.

#### Anti-corruption

Our value for operation is “integrity and responsibility,” and maintained a sound corporate governance and risk management system to maintain the interests of stakeholders and promotes sustainable development.

During the Reporting Period, the Group strictly complied with relevant laws and regulations relating to bribery, extortion, fraud and money laundering, including but not limited to:

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

During the Reporting Period, the Group was not aware of any material non-compliance with laws and regulations relating to bribery, extortion, fraud and money laundering, which have a significant impact on the Group. There were no concluded legal cases regarding corrupt practices brought against the Group or its employees.

## 社會 (續)

### 服務責任 (續)

#### 私隱政策及知識產權

本集團嚴格遵守所有相關的私隱條例，由於我們的營運性質需要接觸酒店或服務式住宅住戶、商用物業租戶的個人或企業物業買家的資料，我們嚴格要求員工遵守私隱政策，謹慎保護客戶的個人私隱及商業敏感資訊。相關個人或企業資料的收集、保存、處理及使用原則及目的均會向客戶清晰闡述。

就集團的業務性質及營運而言，知識產權在一般情況下並非是我們的重要範疇。雖然在日常營運過程中並無涉及大量使用第三方知識產權技術等情況，本集團仍會確保知識產權獲得尊重。

#### 反貪污

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

本集團於報告期間嚴格遵守有關防止賄賂、勒索、欺詐及洗黑錢的法律及法規，包括但不限於：

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

於報告期間，本集團並不知悉任何嚴重違反有關防止賄賂、勒索、欺詐及洗黑錢的法律及法規，且對本集團有重大影響的事宜，亦無對本集團或其僱員提出並已審結的貪污訴訟案件。

## SOCIAL (CONTINUED)

### Anti-corruption(continued)

#### Anti-corruption Policy

The Group has established a sound risk management and internal control system for the capital market and strictly comply with the Listing Rules to ensure that all capital market activities are in compliance with laws and regulations. The Group has established the Audit Committee and the Remuneration Committee in accordance with the Listing Rules and relevant guidelines, appointed external auditors to conduct audit work and disclosed the Company's information through annual reports, interim reports and announcements. The Group also actively communicates with the investment sector (including shareholders, investors and analysts) and professional parties, interacts and communicates with investors, shareholders and relevant stakeholders through activities such as results meetings to ensure transparency. In addition, the Group provides information and training relating to the Listing Rules and corporate governance to directors, senior management and company secretary so as to continue to improve its corporate governance mechanism.

## 社會 (續)

### 反貪污 (續)

#### 反貪污政策

本集團已針對資本市場建立完善的風險管理及內部監控系統，嚴格遵守上市條例，並確保一切資本市場行為合規合法。我們根據上市規則及相關指引成立審核委員會及薪酬委員會等委員會，亦委任外聘核數師進行審計工作；透過年報、中期報告及公告等形式披露公司資訊；積極與投資界（包括股東、投資者及分析員等）及專業人士溝通；以及透過業績會等活動與投資者、股東及相關持份者互動交流，以達至訊息透明。此外，我們更為董事、高級管理層及公司秘書提供有關上市條例及企業管治的資訊及培訓，藉以持續完善企業管治機制。

## SOCIAL (CONTINUED)

### Anti-corruption(continued)

#### Anti-corruption Policy (continued)

The Group has formulated the integrity convention and anti-corruption mechanism and developed a series of policies targeting at the entire supply chain from upstream suppliers to downstream end-customers, in order to resist any act of corruption:



**Employees**  
員工

- Enhance the employees' anti-corruption awareness and make them acquire good professional conducts through providing regular relevant anti-corruption trainings and information to the employees;
- 定期向員工提供有關反貪腐的培訓及資訊，增加員工的反貪意識，並擁有良好的專業操守；
- Provide anti-corruption training to our directors and employees and initiate onboarding and integrity training for new employees; and
- 為董事及員工提供反貪污培訓，並開展新員工的入職廉政培訓；及
- Ensure all employees to comply with regulations of Mainland China and Hong Kong.
- 確保所有員工均遵守中國內地及香港法規。



**Supply Chain**  
供應鏈

- As mentioned in the section headed "Supply Chain Management" above, the Group strictly implements the supplier selection system which mainly considers factors such as capability and track record;
- 誠如上述《供應鏈管理》章節，本集團嚴格執行供應商甄選制度，以能力、往績經驗等因素為主要考慮；
- Assign monitoring staff to check the implementation process of each project; and
- 委派監督人員檢查各項目執行過程；及
- Encourage our staff to complain about and report non-compliance matters to prevent any forms of bribery.
- 鼓勵投訴及舉報不合規事宜，防止任何形式的利益輸送。



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

- Provide customers with fair and reasonable transaction terms and avoid any class of customer representatives to accept personal benefits in any methods under the premise of protecting the interests of the Group;
- 在符合本集團利益的大前提下，向客戶提供公平合理的交易條款，避免任何階級的客戶代表以任何方式收受個人利益；
- Due to the large amounts of funds involved in real estate sales, the Group will also conduct due diligence as appropriate; and
- 由於房地產銷售涉及大額資金往來，本集團亦會適當地進行盡職審查；及
- If there is any doubt as to the source of funds of a customer, the Group will terminate the negotiation of all sales activities for such customer and will never assist and participate in any form of money laundering.
- 如對客戶資金來源有所懷疑，本集團會終止洽談等一切針對該客戶的銷售活動，絕不協助及參與任何方式的洗黑錢行為。

## 社會 (續)

### 反貪污 (續)

#### 反貪污政策 (續)

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

## SOCIAL (CONTINUED)

### Anti-corruption(continued)

#### Whistle-blowing Policy

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

The Group undertakes to keep the identity of the whistle-blower confidential to avoid unfair treatment or disciplinary action for reporting. The Group has set up a task force led by the relevant department heads or senior management immediately after receiving the report to conduct internal investigation. In addition to submitting relevant information and evidence to the law enforcement authorities for assistance in the investigation, we will also take appropriate penalties and hold losses according to the investigation results and improve the internal anti-corruption mechanism where necessary to plug the loopholes. The Group will regularly and from time to time review the implementation of relevant systems. If necessary, the Group will allocate more resources to improve the internal anti-corruption mechanism to plug the loopholes.

### Community Investment

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

The Group continues to participate in different social welfare activities and established Zhong An Charity Foundation (“Zhong An Charity”) to focus on helping more disadvantaged in communities. During the Reporting Period, the Foundation organized a total of 23 community charity events, with a total donation of approximately RMB2.50 million, which was used for caring for the needy, rural revitalization and education aid. The beneficiaries included children, students, the elderly, etc. The Group and Zhong An Charity will continue to explore options of coordinating community activities and proactively seek for cooperation with other organizations which share the same values with us. We aspire to, through community activities, better understand our communities and integrate their considerations into our business processes. At the same time, we also actively encourage employees to participate in community service to support the needy, thereby contributing to the community and public welfare activities.

## 社會 (續)

### 反貪污 (續)

#### 舉報政策

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

我們承諾將舉報人身份保密，以免因舉報遭受不公平對待或紀律處分。在收到舉報後，本集團會立即成立由相關部門主管或高級管理層領導的專案小組進行內部調查。除了將有關資料及證據提交執法機關以協助調查外，我們亦會根據調查結果採取適當處分及追究損失；以及在需要時完善內部反貪污機制，以堵塞漏洞。本集團會定期及不定期檢視有關制度的實行情況。如有需要，本集團將會投放更多資源以完善內部反貪污機制，以堵塞漏洞。

### 社區投資

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

本集團持續參與不同的社會公益活動，並成立眾安慈善基金會（「眾安慈善」），並專注於幫助更多社區中的弱勢社群。報告期間，基金會一共開展23個社區慈善活動，合共捐贈支出近250萬元人民幣，用作關愛社群、鄉村振興及教育助學，受益人包含兒童、學生、長者等。本集團將會與眾安慈善繼續發展各種社區活動，並積極尋求其他與我們理念一致的機構合作的可能性。我們希望透過社區活動進一步了解社區的需要，並將之融入我們業務的發展當中。與此同時，我們亦積極倡導員工一同參與社區服務，幫助有需要人士，為社區及公益活動出一份力。

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

香港聯合交易所有限公司《環  
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引

Subject area 主要範疇	Contents 內容	Section 章節
<b>Mandatory Disclosure Requirements</b> 強制披露規定		
Governance Structure 管治架構	A statement from the board containing the following elements: 由董事會發出的聲明，當中載有下列內容： (i) a disclosure of the board's oversight of ESG issues; (i) 披露董事會對環境、社會及管治事宜的監管； (ii) the board's ESG management approach and strategy, including the process used to evaluate, prioritize and manage material ESG-related issues (including risks to the issuer's businesses); and (ii) 董事會的環境、社會及管治管理方針及策略，包括評估、優次排列及管理重要的環境、社會及管治相關事宜（包括對發行人業務的風險）的過程；及 (iii) how the board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer's businesses. (iii) 董事會如何按環境、社會及管治相關目標檢討進度，並解釋它們如何與發行人業務有關連。	ABOUT THE GROUP 關於本集團
Reporting Principles 匯報原則	A description of, or an explanation on, the application of the Reporting Principles in the preparation of the ESG report (materiality, quantitative, and consistency). 描述或解釋在編備環境、社會及管治報告時如何應用匯報原則（重要性、量化和一致性）。	ABOUT THIS REPORT 關於本報告
Reporting Boundary 匯報範圍	A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. 解釋環境、社會及管治報告的匯報範圍，及描述挑選哪些實體或業務納入環境、社會及管治報告的過程。	ABOUT THIS REPORT 關於本報告

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## 香港聯合交易所有限公司《環境、社會及管治報告指引》索引(續)

Subject area 主要範疇	Contents 內容	Section 章節
<b>"Comply or Explain" Provisions</b> 「不遵守就解釋」條文		
<b>A Environmental</b> <b>A 環境</b>		
A1 Emissions A1 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.	Air Pollution and Greenhouse Gas Emissions 空氣污染及溫室氣體排放
KPI A1.1 關鍵績效指標 A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	
KPI A1.2 關鍵績效指標 A1.2	Direct (scope 1) and energy indirect (scope 2) greenhouse gas emissions in total (in tonnes) and, if applicable, intensity. 直接(範圍1)及能源間接(範圍2)溫室氣體排放量(以噸計算)及(如適用)密度。	
KPI A1.3 關鍵績效指標 A1.3	Total hazardous waste produced (in tonnes) and, if applicable, intensity. 所產生有害廢棄物總量(以噸計算)及(如適用)密度。	Hazardous and Nonhazardous Wastes 有害及無害廢棄物
KPI A1.4 關鍵績效指標 A1.4	Total non-hazardous waste produced (in tonnes) and, if applicable, intensity. 所產生無害廢棄物總量(以噸計算)及(如適用)密度。	Wastes 廢棄物
KPI A1.5 關鍵績效指標 A1.5	Description of emissions target(s) set and steps taken to achieve them. 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	Air Pollution and Greenhouse Gas Emissions 空氣污染及溫室氣體排放
KPI A1.6 關鍵績效指標 A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	Hazardous and Nonhazardous Wastes 有害及無害廢棄物

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A2 Use of Resources A2 資源使用		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。	Use of Resources 資源使用
KPI A2.1 關鍵績效指標 A2.1	Direct and/or indirect energy consumption by type in total (in '000 kWh) and intensity. 按類型劃分的直接及/或間接能源總耗量(以千個千瓦時計算)及密度。	
KPI A2.2 關鍵績效指標 A2.2	Water consumption in total and intensity. 總耗水量及密度。	Water Resources 水資源
KPI A2.3 關鍵績效指標 A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	Use of Resources 資源使用
KPI A2.4 關鍵績效指標 A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. 描述求取適用水源上可有任何問題,以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	Water Resources 水資源
KPI A2.5 關鍵績效指標 A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位佔量。	Packaging Materials 包裝材料



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

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<b>B Social</b> <b>B 社會</b>		
<i>Employment and Labour Practices</i> 僱傭及勞工常規		
B1 Employment B1 僱傭		
General Disclosure 一般披露	Information on: 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, anti-discrimination, and other benefits and welfare.	Employment 僱傭
KPI B1.1 關鍵績效指標 B1.1	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	
KPI B1.2 關鍵績效指標 B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	

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B2 Health and Safety B2 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.	Health and Safety 健康及安全
KPI B2.1 關鍵績效指標 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。	
KPI B2.2 關鍵績效指標 B2.2	Lost days due to work injury. 因工傷損失工作日數。	
KPI B2.3 關鍵績效指標 B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	
B3 Development and Training B3 發展及培訓		
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	Development and Training 發展及培訓
KPI B3.1 關鍵績效指標 B3.1	The percentage of employees trained by gender and employee category. 按性別及僱員類別劃分的受訓僱員百分比。	
KPI B3.2 關鍵績效指標 B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	

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Subject area 主要範疇	Contents 內容	Section 章節
B4 Labour Standards B4 勞工準則		
General Disclosure 一般披露	Information on: 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
KPI B4.1 關鍵績效指標 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。	
KPI B4.2 關鍵績效指標 B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	
<i>Operating Practices</i> 營運慣例		
B5 Supply Chain Management B5 供應鏈管理		
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Supply Chain Management 供應鏈管理
KPI B5.1 關鍵績效指標 B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	
KPI B5.2 關鍵績效指標 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。	
KPI B5.3 關鍵績效指標 B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	

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Subject area 主要範疇	Contents 內容	Section 章節
KPI B5.4 關鍵績效指標 B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	
B6 Product Responsibility B6 產品責任		
General Disclosure 一般披露	Information on: 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.	Service Responsibility 服務責任
KPI B6.1 關鍵績效指標 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。	
KPI B6.2 關鍵績效指標 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。	
KPI B6.3 關鍵績效指標 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。	
KPI B6.4 關鍵績效指標 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。	
KPI B6.5 關鍵績效指標 B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	

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Subject area 主要範疇	Contents 內容	Section 章節
B7 Anti-corruption B7 反貪污		
General Disclosure 一般披露	Information on: 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
KPI B7.1 關鍵績效指標 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。	
KPI B7.2 關鍵績效指標 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。	
KPI B7.3 關鍵績效指標 B7.3	Description of anti-corruption training provided to directors and staff. 描述向董事及員工提供的反貪污培訓。	
<i>Community</i> 社區		
B8 Community Investment B8 社區投資		
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	Community Investment 社區投資
KPI B8.1 關鍵績效指標 B8.1	Focus areas of contribution. 專注貢獻範疇。	
KPI B8.2 關鍵績效指標 B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。	



中國新城市集團有限公司  
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