



**招商局商業房託基金**  
China Merchants Commercial REIT

**China Merchants Commercial Real Estate Investment Trust**

**招商局商業房地產投資信託基金**

(a Hong Kong collective investment scheme authorised under section 104 of the Securities and Futures Ordinance (Chapter 571 of the Laws of Hong Kong))

(根據香港法例第571章證券及期貨條例第104條獲認可之香港集體投資計劃)

Stock Code 股份代號: 01503

**2020**

**環境、社會及管治報告**

Environmental, Social and Governance Report



# CONTENTS

## 目錄

ABOUT CHINA MERCHANTS COMMERCIAL REIT	01
關於招商局商業房託基金	
ABOUT THE REPORT	03
關於本報告	
STAKEHOLDER ENGAGEMENT	05
持份者參與	
ENVIRONMENTAL, SOCIAL AND GOVERNANCE STRUCTURE	09
環境、社會及管治架構	

### 01

## ENVIRONMENTAL PROTECTION

### 環境保護

Energy Efficiency and Greenhouse Gas Management	14
能源效率與溫室氣體排放管理	
Water Resources Management	18
水資源管理	
Waste Management and Natural Resources Conservation	20
廢棄物管理及天然資源保育	
Climate Change and Response	23
氣候變化與應對	

### 02

## NURTURING TALENT

### 培育人才

Employee Recruitment and Talent Retention	27
員工聘用與人才挽留	
Employee Diversity and Equal Opportunities	28
員工多樣性與平等機會	
Remuneration and Benefits	29
薪酬及福利	
Occupational Health and Safety	30
職業健康及安全	
Employee Training and Development	35
員工培訓及發展	
Employee Engagement and Wellbeing	37
員工參與和福祉	

### 03

## BUSINESS ETHICS AND QUALITY SERVICES

### 商業道德和優質服務

Anti-corruption and Anti-money Laundering	41
反貪污及反洗錢	
Service Quality	44
服務質量	
Customer Health and Safety	45
客戶健康與安全	
Customer Relationship	47
客戶關係	
Customer Data Privacy and Security	50
客戶數據私隱和安全	
Supply Chain Management	51
供應鏈管理	

### 04

## BUILDING THE SOCIETY

### 建設社會

ESG REPORTING GUIDE	57
CONTENT INDEX	
環境、社會及管治報告指引索引	



## ABOUT CHINA MERCHANTS COMMERCIAL REIT

### 關於招商局商業房託基金

China Merchants Commercial Real Estate Investment Trust (“China Merchants Commercial REIT” or “We”) is a real estate investment trust constituted by the trust deed (the “Trust Deed”) entered into between China Merchants Land Asset Management Co., Limited, the manager of China Merchants Commercial REIT (the “REIT Manager”), and DB Trustees (Hong Kong) Limited, the trustee of China Merchants Commercial REIT (the “Trustee”), on 15 November 2019. The units of China Merchants Commercial REIT were listed on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) on 10 December 2019.

The REIT Manager is an indirect wholly-owned subsidiary of China Merchants Land Limited (Stock code: 00978) and is licensed by the Securities and Futures Commission (the “SFC”) in Hong Kong to carry on the regulated activity of asset management. With the support and resources of the China Merchants Group behind it, the REIT Manager strives to provide unitholders with stable income and long-term distribution growth, as well as and to increase the market value of the properties owned by China Merchants Commercial REIT.

The REIT Manager has delegated the functions of operation and lease management to China Merchants Shekou Enterprise Management (Shenzhen) Co., Limited (the “Operations Manager”) and delegated the functions of building management to Shenzhen Investment Promotion Real Estate Management Co., Limited (the “Property Manager”). The REIT Manager oversees both the Operations Manager and Property Manager to ensure they execute their duties properly on a daily basis and offer high-quality services to tenants and customers.

The portfolio of China Merchants Commercial REIT consists of five properties in Shekou, Shenzhen, all of which are located at prime locations serviced by convenient public transportation within the Qianhai-Shekou Free Trade Zone. The properties have a combined Gross Floor Area (“GFA”) of 262,379 square metres (“sq.m.”) (Gross Rentable Area: 248,905 sq.m.) of prime commercial space zoned for office and retail use. Please refer to the table below for a description of each property.

招商局商業房地產投資信託基金（「招商局商業房託基金」或「我們」），於2019年11月15日由招商局置地資產管理有限公司（招商局商業房託基金的管理人，「房託管理人」）與德意志信託（香港）有限公司（招商局商業房託基金的受託人，「受託人」）訂立信託契約（「信託契約」）組成的房地產投資信託基金。招商局商業房託基金的基金單位於2019年12月10日在香港聯合交易所有限公司（「聯交所」）上市。

房託管理人為招商局置地有限公司（股份代碼：00978）的間接全資附屬公司並獲得香港證券及期貨事務監察委員會（「證監會」）的許可，從事受監管的資產管理活動。背靠招商局集團的支持及資源，房託管理人能夠盡其所能地為基金單位持有人帶來穩健收入和長期分配的增長，同時為招商局商業房託基金擁有的物業進行資產增值。

房託管理人將營運及租賃管理的職能轉授予招商蛇口企業管理（深圳）有限公司（「營運管理人」），將物業管理的職能轉授予深圳招商物業管理有限公司（「物業管理人」）。房託管理人負責監督營運管理人和物業管理人，以確保他們正確地履行其職責，以及向租戶及客戶提供高品質的服務。

招商局商業房託基金的物業組合由五處位於深圳蛇口的物業組成。其物業皆位於前海蛇口自由貿易區的成熟地段，擁有便捷的公共交通網絡。物業總樓面面積達262,379平方米（可出租總面積：248,905平方米），為辦公和零售用途的優質商業空間。有關各物業的描述，請參閱下表。

#### New Times Plaza 新時代廣場

A Grade-A office building with a GFA of 87,337.0 sq.m. located in the core of Shekou, Shenzhen, adjacent to the Sea World commercial area and Prince Bay.

一棟位於深圳蛇口核心位置，毗鄰海上世界商業地區與太子灣的甲級寫字樓，樓面面積為87,337.0平方米。



The first large-scale integrated commercial complex in Shekou, Shenzhen offering customers shopping, dining, lifestyle and entertainment facilities. The 50,497 sq.m. (GFA) complex is located in a commercial cum residential area that is well-served by transportation. One of the exits of Metro Line 12 will be directly connected to Garden City Shopping Centre.

位於深圳蛇口的首個集購物、餐飲、休閒及娛樂設施於一體的大型綜合商業樓宇。其總樓面面積為50,497平方米，位於交通便利的商業及住宅區。新地鐵12號線的一個出口將直接連接花園城。

#### Garden City Shopping Centre 花園城



Three office complexes with a combined GFA of 124,545.0 sq.m. located in Shekou Net Valley, an area which the Shenzhen Nanshan Government has designated as a business hub for high-tech companies and startups that promotes the development of emerging industries. The area can rely on a developed transport network and is well-served by a comprehensive set of surrounding amenities. This has created a sustainable complimentary community that is greatly appreciated by tenants.

三棟寫字樓綜合體總樓面面積共為124,545.0平方米，均位於獲深圳市南山區政府指定為高科技公司及初創公司之商業中心的蛇口網谷，用於促進和發展新興產業。該區交通便捷，周邊設施完善，形成可持續及協同的社區，為租戶提供極大便利。

#### Cyberport Building 數碼大廈



#### Technology Building 科技大廈



#### Technology Building 2 科技大廈二期



## ABOUT THE REPORT

### 關於本報告

This is the second Environmental, Social and Governance (“ESG”) Report (the “Report”) published by the REIT Manager. The Report summarises the ESG management approaches, initiatives and measures relating to China Merchants Commercial REIT and demonstrates its commitment to promoting sustainable development.

#### Reporting Scope

The Report details the environmental and social performance of the properties owned by China Merchants Commercial REIT, namely New Times Plaza, Cyberport Building, Technology Building, Technology Building 2 and Garden City Shopping Centre for the period from 1 January 2020 to 31 December 2020 (the “Reporting Year” or the “Year”). For details of China Merchants Commercial REIT’s corporate governance, please refer to the “Corporate Governance Report” section in the 2020 Annual Report.

#### Reporting Standard

The Report is prepared with reference to the Global Reporting Initiative (“GRI”) Sustainability Reporting Standards and in accordance with the Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) set out in Appendix 27 to the Rules Governing the Listing of Securities on the Stock Exchange (the “Listing Rules”).

In addition to the “comply or explain” provisions set out in the ESG Reporting Guide, the Report has also adopted the four reporting principles, namely materiality, quantitative, balance and consistency in the ESG Reporting Guide to define the structure and content of the disclosure. According to the level of stakeholders’ attention on different ESG issues, the Report prioritises the disclosure of ESG issues that are relevant to China Merchants Commercial REIT’s business. The Report also illustrates the sustainability performance of China Merchants Commercial REIT during the Reporting Year in a balanced manner. Unless otherwise stated, consistent methodologies are employed to disclose quantitative information in the Report.

The Report has been reviewed and approved by the Board of Directors of the REIT Manager in July 2021.

本報告為房託管理人發佈的第二份環境、社會及管治報告（「本報告」）。報告內容總結了與招商局商業房託基金相關的環境、社會及管治管理方法、舉措和措施，並展示其致力於促進可持續發展的決心。

#### 報告範圍

本報告詳列招商局商業房託基金擁有之物業—新時代廣場、數碼大廈、科技大廈、科技大廈二期及花園城於2020年1月1日至2020年12月31日（「報告年度」或「年內」）的環境和社會表現。有關招商局商業房託基金企業管治的詳細信息，請參閱2020年年度報告中的「企業管治報告」部分。

#### 報告標準

本報告參考全球報告倡議組織標準（「GRI」）的永續性報告準則，並根據聯交所的證券上市規則（「上市規則」）附錄二十七所載的環境、社會及管治報告指引（「環境、社會及管治報告指引」）而編制。

本報告的披露符合「環境、社會及管治報告指引」中「不遵守則解釋」規定外，亦採納了「環境、社會及管治報告指引」中的重要性、量化、平衡和一致性四項報告原則，以決定披露的結構和內容。本報告根據持份者對招商局商業房託基金不同環境、社會及管治議題的關注程度，優先披露與其業務有關的議題。本報告以平衡為原則闡述招商局商業房託基金於報告年度的可持續發展表現。除非另有說明，本報告亦採用一致的計算方法以披露量化的資訊。

本報告已於2021年7月由房託管理人之董事會審核通過。

#### Language of the Report

The Report is available in Traditional Chinese and English. In case of any discrepancy between the two versions, the Chinese version shall prevail.

#### Availability of the Report

The electronic version of the Report is available on the official website at [www.cmcreit.com](http://www.cmcreit.com) and the website of the Stock Exchange.

#### Contact and Feedback

We value your opinions or suggestions on the Report or other issues related to our sustainable development. These will help us to continuously improve our ESG management and initiatives. Therefore, you are welcome to contact us at any time by any of the following means:

Telephone: (852) 3976 5300  
Email address: [ir@cmcreit.com.hk](mailto:ir@cmcreit.com.hk)  
Address: Room 2603–2606, 26/F, China Merchants Tower, Shun Tak Centre, 168–200 Connaught Road, Hong Kong, China

#### 報告語言

本報告提供繁體中文和英文版本。如果兩個版本上有任何差異，概以中文版本為準。

#### 報告可用性

本報告的電子版本可以在官方網站 [www.cmcreit.com](http://www.cmcreit.com) 和聯交所的網站上查閱。

#### 聯絡和反饋

我們重視您對本報告或其他有關我們的可持續發展發表的意見或建議，這協助我們持續改善有關環境、社會及管治管理和計劃。歡迎閣下透過以下方式隨時聯絡我們：

電話：(852) 3976 5300  
電郵地址：[ir@cmcreit.com.hk](mailto:ir@cmcreit.com.hk)  
地址：中國香港  
干諾道168—200號  
信德中心招商局大廈 26樓2603—2606室



# STAKEHOLDER ENGAGEMENT

## 持份者參與

### Stakeholders Communication

#### 持份者溝通

Stakeholders' opinions are critical to China Merchants Commercial REIT's business success. We regularly maintain open communication with our stakeholders to understand their concerns and expectations on different ESG issues. We also take into account the opinions of stakeholders when developing relevant strategies and policies to sustain our improvement in ESG performance.

持份者的意見對招商局商業房託基金的業務成功至關重要。我們定期與持份者保持開放的溝通，以了解他們對我們就不同環境、社會及管治議題的關注重點和期望。我們在制定相關策略和政策時亦會充分考慮持份者的意見，藉此持續改善我們的環境、社會和管治表現。

China Merchants Commercial REIT engages different stakeholders via the following communication channels:

以下為招商局商業房託基金與不同持份者的溝通渠道：



Stakeholders 持份者	Communication Channels	溝通渠道
Unitholders 單位持有人	<ul style="list-style-type: none"> <li>Company website</li> <li>Annual general meetings</li> <li>Corporate announcements</li> <li>Annual and interim reports</li> <li>Survey</li> </ul>	<ul style="list-style-type: none"> <li>公司網站</li> <li>年度股東大會</li> <li>企業公告</li> <li>年報和中期報告</li> <li>問卷</li> </ul>
Investors 投資者	<ul style="list-style-type: none"> <li>Company website</li> <li>Investor meetings</li> <li>Corporate announcements</li> <li>Annual and interim reports</li> <li>Emails</li> <li>Survey</li> </ul>	<ul style="list-style-type: none"> <li>公司網站</li> <li>投資者會議</li> <li>企業公告</li> <li>年報和中期報告</li> <li>電郵</li> <li>問卷</li> </ul>
Government and regulators 政府和監管機構	<ul style="list-style-type: none"> <li>Regular documents submission</li> <li>Regular communication with regulatory authorities</li> <li>Compliance inspections and assessments</li> <li>Forums, seminars and conferences</li> <li>Survey</li> </ul>	<ul style="list-style-type: none"> <li>定期提交文件</li> <li>與監管機構定期溝通</li> <li>合規檢查和評估</li> <li>論壇、研討會和會議</li> <li>問卷</li> </ul>
Employees 僱員	<ul style="list-style-type: none"> <li>Emails and suggestion box</li> <li>Regular meetings</li> <li>Annual staff performance review</li> <li>Employee training</li> <li>Employee activities</li> <li>Survey</li> </ul>	<ul style="list-style-type: none"> <li>電郵和意見箱</li> <li>定期會議</li> <li>年度員工績效評估</li> <li>員工培訓</li> <li>員工活動</li> <li>問卷</li> </ul>

Stakeholders 持份者	Communication Channels	溝通渠道
Suppliers (including service providers and contractors) 供應商 (包括服務提供商和承包商)	<ul style="list-style-type: none"> <li>On-going meetings and on-site inspections</li> <li>Supplier selection and performance assessments</li> <li>Procurement and tendering</li> <li>Survey</li> </ul>	<ul style="list-style-type: none"> <li>持續會議和現場檢查</li> <li>供應商選擇和績效評估</li> <li>採購與招標</li> <li>問卷</li> </ul>
Customers (tenants and visitors) 客戶 (租戶和訪客)	<ul style="list-style-type: none"> <li>Company website</li> <li>Regular tenant meetings</li> <li>Customer satisfaction surveys</li> <li>Customer hotline</li> <li>Social media</li> <li>Survey</li> </ul>	<ul style="list-style-type: none"> <li>公司網站</li> <li>定期的租戶會議</li> <li>客戶滿意度調查</li> <li>客戶服務熱線</li> <li>社交媒體</li> <li>問卷</li> </ul>
Media 媒體	<ul style="list-style-type: none"> <li>Company website</li> <li>Emails and phones</li> <li>Survey</li> </ul>	<ul style="list-style-type: none"> <li>公司網站</li> <li>電郵和電話</li> <li>問卷</li> </ul>
Community 社區	<ul style="list-style-type: none"> <li>Company website</li> <li>Community activities</li> <li>Emails and phones</li> <li>Survey</li> </ul>	<ul style="list-style-type: none"> <li>公司網站</li> <li>社區活動</li> <li>電郵和電話</li> <li>問卷</li> </ul>

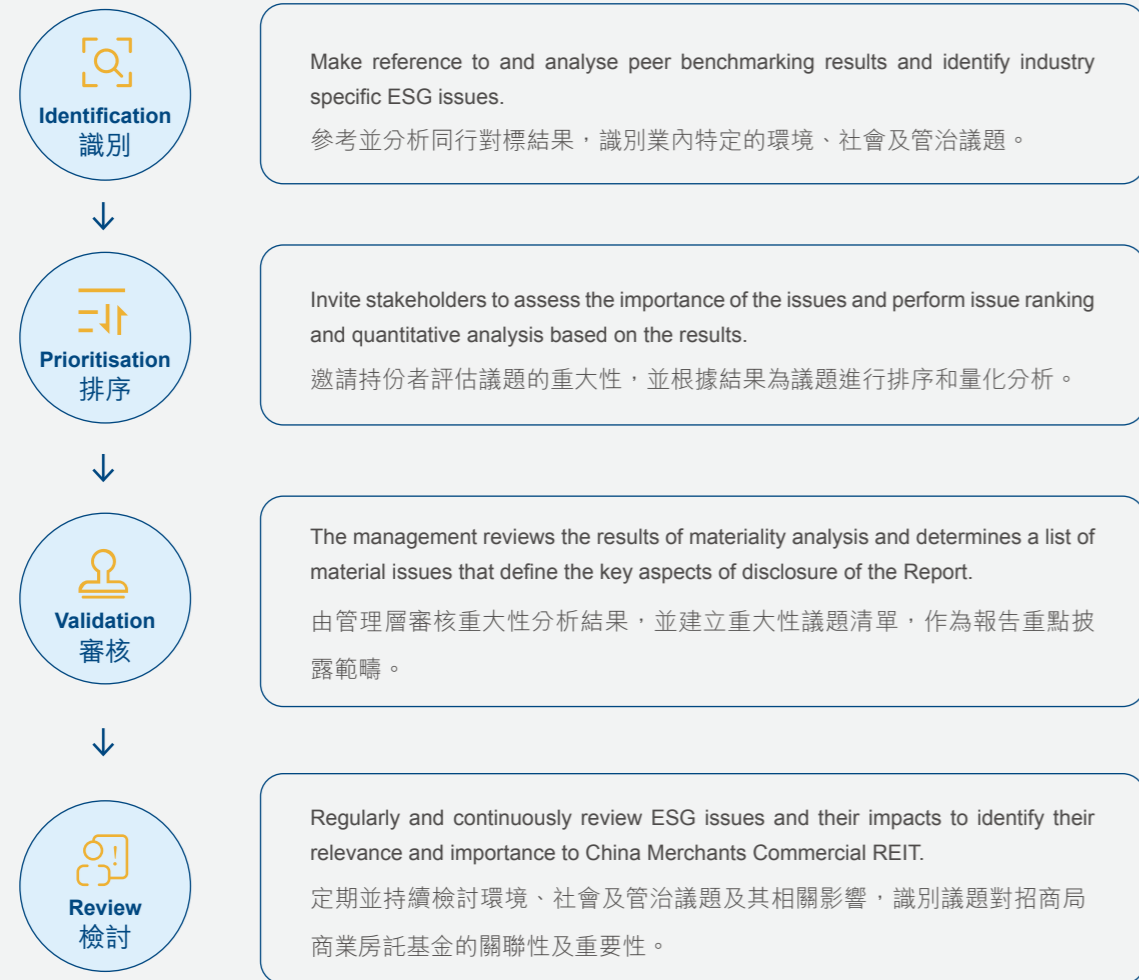
# Materiality Analysis 重大性分析

During the Reporting Year, China Merchants Commercial REIT commissioned an independent consultant to conduct a materiality analysis to effectively identify the material ESG issues for China Merchants Commercial REIT, which serves as the basis for management improvement and strategy refinement. We surveyed stakeholders to assess the importance and risk impact of 24 ESG issues on China Merchants Commercial REIT. We have identified a total of 21 material issues, which are illustrated in the materiality matrix below.

於報告年度，招商局商業房託基金委託獨立顧問協助展開議題重大性分析，有效識別對其重要的環境、社會及管治議題，以作為管理提升及策略調整的依據。我們以問卷形式邀請持份者就24項環境、社會及管治議題評估其重要性及對招商局商業房託基金的風險影響。我們一共識別了21項重大議題，展示於以下重大性分析矩陣中。

The materiality analysis of China Merchants Commercial REIT consists of the following steps:

招商局商業房託基金的重大性分析包含以下步驟：



China Merchants Commercial REIT 2020 Materiality Matrix  
招商局商業房託基金2020年重大性議題矩陣



Aspect 範疇	No. 序號	ESG Issues	環境、社會及管治議題
Environment 環境	1	Greenhouse gas emissions	溫室氣體排放
	2	Waste management	廢棄物處理
	3	Energy efficiency	能源效率
	4	Water use	水資源使用
	5	Green building	綠色建築
	6	Climate change and response	氣候變化及應對
	7	Biodiversity	生物多樣性
Employment and labour practices 僱傭及勞工常規	8	Occupational health and safety	職業健康及安全
	9	Labour relations	僱傭關係
	10	Employee training and development	員工培訓及職業發展
	11	Employee diversity and equal opportunity	員工多樣性與平等機會
	12	Child and forced labour	童工與強制勞工
	13	Employee remuneration and benefits	員工薪酬及福利
	14	Employee recruitment and retention	員工聘用與人才挽留
Operational practices 營運慣例	15	Anti-corruption	反貪污
	16	Socioeconomic compliance	社會經濟合規
	17	Service quality	服務質量
	18	Customer health and safety	客戶健康與安全
	19	Customer satisfaction	客戶滿意度
	20	Customer privacy protection	客戶私隱保護
	21	Customer complaint handling	客戶投訴處理
Community investment 社區投資	22	Supply chain management	供應鏈管理
	23	Intellectual property rights	知識產權
Community investment 社區投資	24	Community investment	社區投資

China Merchants Commercial REIT is committed to integrating ESG into its business operations and management strategies. As such, we have identified 9 goals relevant to our business from 17 United Nations Sustainable Development Goals (“UNSDGs”) and taken proactive actions to enhance our ESG performance.

招商局商業房託基金致力將環境、社會及管治元素融入至業務營運和管治策略。為此，我們從17項聯合國可持續發展目標中識別其中9項與業務相關的目標，並積極採取行動，以提升我們的環境、社會及管治表現。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE STRUCTURE

## 環境、社會及管治架構

During the Year, the Board of Directors of China Merchants Commercial REIT established an Environmental, Social and Governance Working Group ("ESG Working Group") chaired by a board member to improve its ESG governance. With the assistance of the ESG Working Group, the Board identifies, evaluates and manages material ESG issues of China Merchants Commercial REIT. The ESG Working Group strengthens China Merchants Commercial REIT's ESG management and promotes various ESG initiatives according to the established terms of reference. The ESG Working Group meets at least once a year and reports to the Board not less than once a year.

為完善環境、社會及管治框架，招商局商業房託基金董事會於年內成立由董事會成員領導的環境、社會及管治工作組（「ESG工作組」）。董事會在ESG工作組的協助下識別、評估及管理招商局商業房託基金的重大環境、社會及管治事項。而ESG工作組將根據已訂立的職權範圍書，強化招商局商業房託基金的ESG管理及推進各項ESG工作。ESG工作組每年至少舉行一次會議，並不少於每年一次向董事會進行匯報。

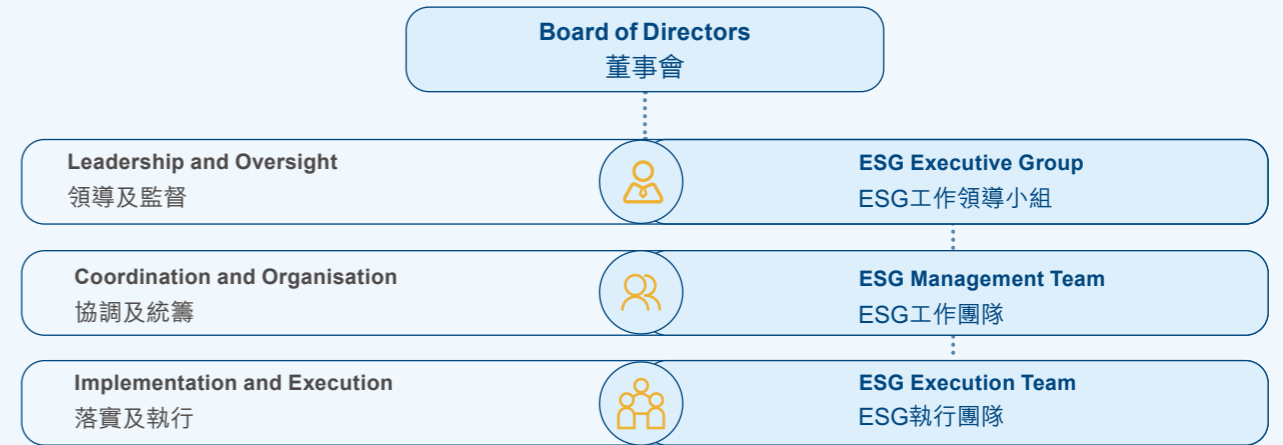
## Structure of the ESG Working Group ESG工作組架構

The ESG Working Group is responsible for monitoring, developing and evaluating the risks and opportunities and strategic direction of China Merchants Commercial REIT related to ESG issues. It also reviews the implementation and effectiveness of the relevant policies, practices and targets and reports directly to the Board.

ESG工作組負責監察、制定及評估招商局商業房託基金有關環境、社會及管治相關議題的風險及機遇和戰略方向，並檢討相關政策、常規和目標的落實與成效，並直接向董事會匯報。

The ESG Working Group consists of three levels, namely the ESG Executive Group, the ESG Management Team and the ESG Execution Team. The ESG Executive Group, drawn from staff of the REIT Manager, is responsible for leading and overseeing overall ESG work. The ESG Management Team, drawn from staff of the Operations Manager, is responsible for coordinating and organising various ESG tasks. The ESG Execution Team, drawn from staff of the Property Manager, is responsible for implementing and executing the ESG policies and relevant affairs.

ESG工作組由三個層級組成，分別為ESG工作領導小組、ESG工作團隊及ESG執行團隊。ESG工作領導小組由房託管理人組成，負責領導及監督整體ESG工作；ESG工作團隊由營運管理人組成，負責協調及統籌各項ESG工作；而ESG執行團隊由物業管理人組成，負責落實及執行ESG政策及相關事宜。



### The major duties of the ESG Working Group include: ESG工作組的主要職責包括：



Assist the Board in overseeing the implementation and effectiveness of China Merchants Commercial REIT's ESG policies and practices, and report and make recommendations to the Board.

協助董事會監督招商局商業房託基金在環境、社會及管治的政策及常規的落實與成效，向董事會匯報及提出建議。



Assist the Board in formulating and reviewing applicable ESG targets and their implementation progress, and improve the effectiveness and appropriateness of relevant initiatives.

協助董事會制定並檢討適用的環境、社會及管治目標及其落實進度，及改進相關措施的效益及合適性。



Assist the Board in identifying, evaluating and managing the ESG risks of China Merchants Commercial REIT, and report and make recommendations to the Board.

協助董事會識別、評估及管理招商局商業房託基金在環境、社會及管治方面的風險，並向董事會匯報與提出建議。



Assist the Board in identifying the material ESG issues relevant to investors and other stakeholders.

協助董事會釐定對投資者及其他利益相關方而言，有關環境、社會及管治事宜的重大性議題。



Assist the Board in reviewing and monitoring China Merchants Commercial REIT's policies and practices to comply with ESG-related legal and regulatory requirements.

協助董事會檢討及監察招商局商業房託基金在遵守環境、社會及管治相關法律及監管規定的政策與常規。



# 01

## ENVIRONMENTAL PROTECTION

### 環境保護

China Merchants Commercial REIT is committed to promoting environmental sustainability. It continuously improves its environmental performance by strictly monitoring the energy use, water use, waste management and natural resources conservation of the owned properties, and adopts environmental-friendly operating models to reduce the negative impact of its operations on the environment. In view of the challenges and impacts arising from climate change, we take proactive measures to enhance the climate resilience of our business.

招商局商業房託基金致力於推動環境的可持續發展，並透過嚴格管控所持物業的能源使用、水資源使用、廢棄物管理及天然資源保育，持續改善各物業的環境表現，採用環境友好的營運模式，減少營運為環境帶來的負面影響。鑒於氣候變化所帶來的挑戰和影響，我們亦採取主動措施以提高業務的氣候韌性。



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE  
產業、創新和基礎設施

11 SUSTAINABLE CITIES AND COMMUNITIES  
可持續城市和社區

12 RESPONSIBLE CONSUMPTION AND PRODUCTION  
負責任消費和生產

13 CLIMATE ACTION  
氣候行動





China Merchants Commercial REIT strictly complies with all applicable environmental laws and regulations, including the Environmental Protection Law of the People's Republic of China, the Law of the People's Republic of China on Prevention and Control of Water Pollution, the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste, the Energy Conservation Law of the People's Republic of China and local government regulations. In addition, we actively support national directives to promote green property management. During the Reporting Year, the REIT Manager was not aware of any non-compliance with relevant national environmental laws and regulations.

The Property Manager has formulated various environmental policies for our five properties and implemented environmental management systems that comply with ISO 14001 to properly manage and monitor environmental performance based on internationally recognised standards and to identify environmental risks and opportunities. During the Reporting Year, New Times Plaza obtained ISO 14001 Environmental Management System Certification. The Property Manager has also introduced a set of standardised environmental management manuals, operational procedures and work guidelines. For example, the Green Civilization Featured Services sets out various work procedures and standards to practise green operations, focusing on energy consumption assessment, water quality management, noise control, dust isolation, hazardous waste management, pollution prevention and the promotion of environmental protection. All these measures promote green and low-carbon operations at China Merchants Commercial REIT.

招商局商業房託基金嚴格遵守所有適用的環境法律和法規，包括《中華人民共和國環境保護法》、《中華人民共和國水污染防治法》、《中華人民共和國固體廢物污染防治法》和《中華人民共和國節約能源法》及地方政府條例。此外，我們亦積極配合國家的發展方向，推動綠色物業管理。於報告年度，房託管理人概無知悉任何違反相關國家環境法律和法規。

物業管理人制定各項環境管理政策，並在五項物業持續落實和推行遵循ISO14001要求的環境管理體系，以國際認可的標準妥善管理和監測環境績效，並識別環境風險和機遇。於報告年度，新時代廣場已取得ISO14001環境管理體系認證。物業管理人也制定了一套標準化的環境管理手冊、操作程序和工作指南，如《綠色文明特色服務》中列出各項工作流程與標準以實踐綠色營運，涵蓋能耗評估、水質管理、噪音控制、粉塵隔離、危險廢物管理、污染防治及環保宣傳多個範疇。這些措施全面推進了招商局商業房託基金的綠色低碳營運。

## Energy Efficiency and Greenhouse Gas Management 能源效率與溫室氣體排放管理

The majority of energy consumption at China Merchants Commercial REIT's properties mainly comes from electricity used for air-conditioning, lighting, lifts and escalators in public areas. The REIT Manager and the Property Manager have taken a multipronged approach to reduce the energy consumption and greenhouse gas ("GHG") emissions of our operations. Various measures such as optimising building machinery and equipment to improve energy efficiency, carrying out upgrading works, strengthening environmental performance, monitoring and raising employee awareness of the importance of environmental protection have been introduced.

During the Reporting Year, the Property Manager has embedded energy conservation and emission reduction measures into the operations of each property. For example, the indoor temperature is maintained at an energy-efficient level of 24-26°C. The brightness of artificial lighting in the office areas is controlled at 300 lux and only electrical appliances with China's Energy Conservation Certificates are purchased. The Property Manager also adjusts the operation of public lighting, landscape lighting and water-cooled central air-conditioning according to seasonal and weather conditions, and relies on natural lighting as much as possible for continuous energy consumption reduction. Furthermore, to avoid unnecessary electricity consumption, the Property Manager analyses the monthly electricity consumption patterns and formulates an equipment operating schedule for the central air-conditioning system, lighting system and lift system that considers operational needs and user utilisation rates at various times during day and night. In cases of abnormal electricity consumption, the Property Manager will immediately check the operational status of the affected system, identify and follow up on issues. Furthermore, signage advising against energy wastage has been placed at various locations within the properties, encouraging employees and tenants alike to switch off equipment such as computers and monitors that are not in use when they leave the office.

招商局商業房託基金所持有物業的能源消耗主要來自於公共區域的空調、照明、電梯和自動扶梯的電力使用。房託管理人與物業管理人已採取不同措施從多方面減少業務的能源使用和溫室氣體排放，如優化物業設備以提升能源效益、進行改善工程、加強環境績效管理及提高員工的環保意識。

於報告年度，物業管理人將節能減排措施融入到各物業的營運中，例如將室內溫度保持在攝氏24-26度的節能水平、控制辦公室環境的人造照明亮度在300勒克斯、採購具有中國節能證書的電器等。另外，物業管理人亦會因應季節及天氣情況的變化，控制公共照明、景觀照明和水冷式中央空調的開關，盡可能使用自然光，持續降低能源消耗。為避免不必要的電力消耗，物業管理人每月分析當月用電趨勢，並根據日間和夜間的運行需求和用戶使用率制定中央空調系統、照明系統和電梯系統的設備運作時間表。當發現異常電力耗用，物業管理人則立即檢查受影響系統的運行狀況，尋找及跟進問題。此外，物業的多個地點張貼了避免浪費用電的提示標語，鼓勵員工和租戶離開辦公室時關閉不使用的設備，如電腦和顯示器。



### New Times Plaza — Cooling Tower Renovation Project for Energy Conservation

#### 新時代廣場—冷卻塔節能改造項目



The cooling towers of New Times Plaza had been in use for nearly 20 years, and decreasing heat dissipation was beginning to result in unacceptably high energy consumption. As such, the Property Manager decided to upgrade them with new spraying ventilation cooling towers. The retrofitting took place in phases. Phase I and Phase II of the renovation completed in December 2018 and February 2019 respectively. Currently, the new cooling tower system is operating smoothly, and all indicators have met design specifications. Having monitored the operating performance of the new cooling towers closely, the Property Manager estimated that the new cooling towers have saved approximately 250,470 kWh of electricity and reduced GHG emissions by about 210 tonnes since it had been put into use for one year.

新時代廣場的冷卻塔已使用接近20年，散熱效能下降導致能耗高。因此，物業管理人針對冷卻塔進行新型的噴霧推進通風冷卻塔改造。改造分階段進行，一期及二期改造分別於2018年12月及2019年2月完成。現時冷卻塔的系统運行穩定，各項指標均達到設計要求。經過密切監測新冷卻塔的运行表現，物業管理人估計新冷卻塔在投入使用後一年節電約250,470度，並減少溫室氣體排放約210噸。



New Times Plaza Cooling Tower  
新時代廣場冷卻塔

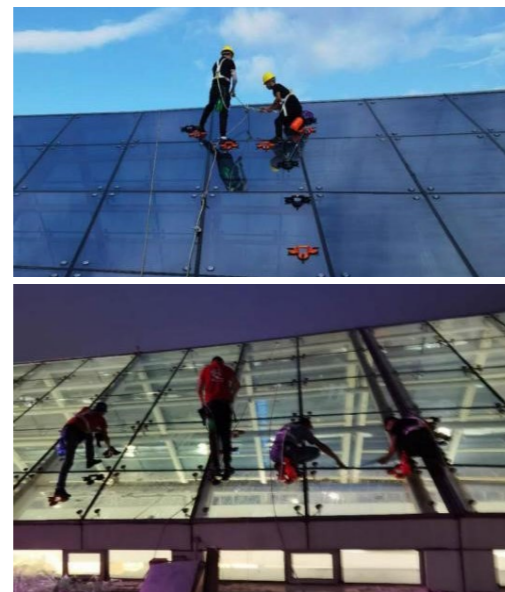
### Garden City Shopping Centre — Insulation Film On the Glasshouse

#### 花園城—玻璃屋張貼隔熱膜



To reduce heat from the glasshouse and lower the indoor temperature without reducing the natural light entering the premise, Garden City Shopping Centre invested RMB 280,000 during the Year to apply insulation film on a section of 1,160 square meter-wide glass roof as a pilot project. The applied insulation film has effectively reduced the surface temperature of the glass, relieving the cooling demand of the shopping mall. The insulation film applied thus far saves approximately 217,152 kWh of electricity in air-conditioning per year, equivalent to approximately 182 tonnes of GHG emissions.

為了在不減少自然光直射室內的同時，降低玻璃屋面的熱量及室內溫度，花園城於年內投資28萬元，先行在玻璃屋某區的1,160平方米玻璃天面上張貼隔熱膜。隔熱膜有效降低玻璃面溫度，從而緩解商場內制冷壓力，每年更可節約空調用電217,152萬度左右，約減少182噸溫室氣體排放。



Insulation film project on the glass roof of Garden City Shopping Centre  
花園城的玻璃屋面張貼隔熱膜工程

### Technology Building — Electric Vehicle Parking Spaces

#### 科技大廈—電動車車位



To encourage the use of more energy-efficient transportation and promote the popularisation of electric vehicles, Technology Building has installed electric vehicle charging stations in its basement carpark to facilitate electric vehicle users.

為鼓勵使用能源效益較高的交通工具，推廣電動車普及化，科技大廈於地庫停車場安裝了電動車充電站供使用，為電動車使用者帶來便利。



Electric vehicle charging stations in the basement carpark of Technology Building  
科技大廈於地庫停車場的電動車充電站

The REIT Manager and the Property Manager actively incorporate green elements in property design and renovation works. For example, the extensive use of vertical and roof greenery in the five properties has been adopted to reduce the internal temperatures, thereby reducing the cooling requirements of the buildings and saving energy. The Property Manager regularly formulates annual and monthly maintenance plans for building greenery and monitors the growth of plants and lawns regularly. It also takes appropriate protective measures according to regional and seasonal climate conditions and vegetation characteristics. By adding more green elements, we aim to provide a pleasant and beautiful environment for our tenants and visitors while reducing our carbon footprint.

房託管理人和物業管理人積極在物業設計及升級改造工程中加入綠化元素，例如在五項物業中廣泛採用垂直綠化及屋頂綠化以減低內部溫度，從而降低建築物的製冷需求，節約能源。物業管理人定期制定年度及月度綠化養護工作計劃，定期監察植物和草坪的生長情況，並根據地區和季節的氣候條件及植物習性採取適當的保護措施。透過增加綠化元素，我們希望在減少碳足跡的同時美化環境，為租戶及訪客提供舒適美好的空間。

### Garden City Shopping Centre

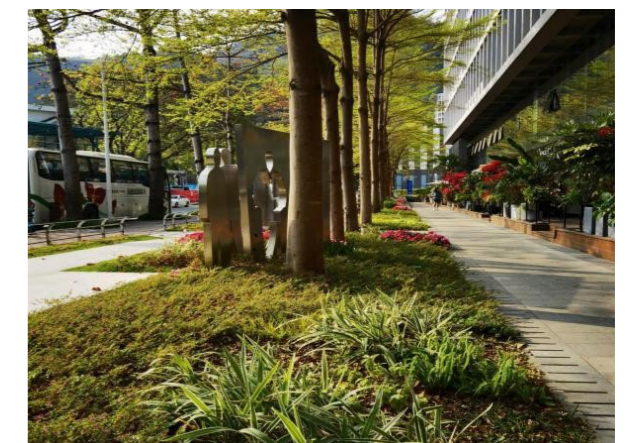
#### 花園城



Green roof  
樓頂綠化

### Technology Building 2

#### 科技大廈二期



9 new green zones  
新增9個綠化區

Energy consumption and GHG emissions of the Hong Kong headquarter and the five properties are as follows:

香港總部及五項物業的能源使用和溫室氣體排放數據如下：

	Unit 單位	2020 2020年	2019 2019年
<b>Energy Consumption<sup>1</sup></b> 能源消耗 <sup>1</sup>			
Electricity 電力	MWh 兆瓦時	30,717.51 <sup>2</sup>	41,001.94
Diesel 柴油	Litre 公升	820 <sup>3</sup>	N/A 不適用
Gasoline 汽油	Litre 公升	101 <sup>3</sup>	N/A 不適用
Total Energy Consumption Intensity 總能源消耗密度	MWh/m <sup>2</sup> 兆瓦時/平方米	0.09 <sup>2</sup>	0.16
<b>GHG Emissions<sup>1</sup></b> 溫室氣體排放 <sup>1</sup>			
Scope 1 - Direct GHG Emissions <sup>4</sup> 範圍一 直接溫室氣體排放 <sup>4</sup>	tonne of carbon dioxide equivalent ("tCO <sub>2</sub> e") 噸二氧化碳當量	2.42 <sup>3</sup>	N/A 不適用
Scope 2 - Energy Indirect GHG Emissions <sup>5</sup> 範圍二 能源間接溫室氣體排放 <sup>5</sup>	tCO <sub>2</sub> e 噸二氧化碳當量	25,697.00 <sup>2</sup>	34,306.32
Total GHG Emissions 總溫室氣體排放	tCO <sub>2</sub> e 噸二氧化碳當量	25,699.42 <sup>2</sup>	34,306.32
Intensity 密度	tCO <sub>2</sub> e/m <sup>2</sup> 噸二氧化碳當量/平方米	0.08 <sup>2</sup>	0.14

Notes:  
注：

- The scope of disclosure of energy consumption and GHG emissions has been expanded to include the Hong Kong headquarter in 2020.  
2020年能源消耗和溫室氣體排放披露範圍擴展至香港總部。
- As impacted by the COVID-19 pandemic, the business hours of shopping malls were shortened, and tenants implemented work-from-home practices. Hence, the electricity consumption and GHG emissions decreased as compared with 2019.  
受新冠病毒疫情影響，商場營業時間縮短及租戶實行居家辦公，因此電力消耗量和溫室氣體排放量較2019有所減少。
- The data is newly collected and disclosed in 2020.  
2020年新增統計及披露的數據。
- Scope 1 - direct GHG emissions include GHG emissions from the combustion of diesel and gasoline and is calculated based on the reporting guidance of the Stock Exchange.  
範圍一 直接溫室氣體排放包括由柴油和汽油燃燒產生的溫室氣體排放，並根據聯交所披露指引進行估算。
- Scope 2 - energy indirect GHG emissions include GHG emissions from the generation of purchased electricity and is calculated based on the emission factors of the China Southern Power Grid in 2018. The GHG emission of the Hong Kong headquarter is calculated based on the emission factor provided by the electricity company.  
範圍二 能源間接溫室氣體排放包括購買的電力所產生的溫室氣體排放，並按照2018年中國內地華南電網的排放因子進行計算，而香港總部溫室氣體排放量則根據電力公司提供的排放因子計算。

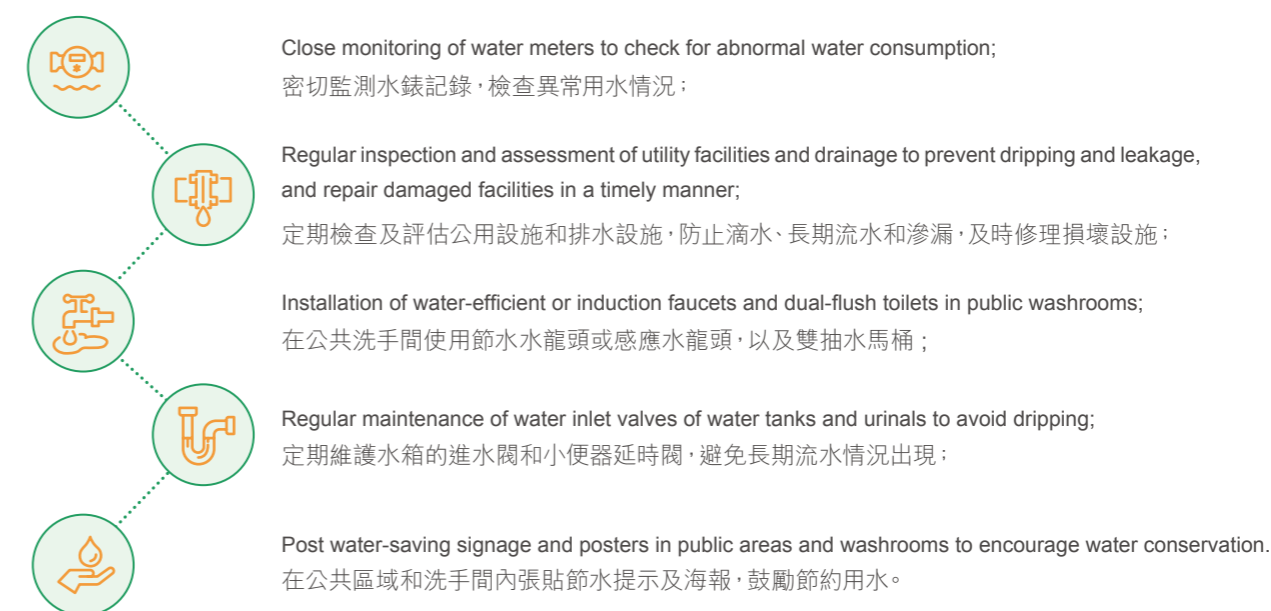
## Water Resources Management 水資源管理

The major sources of water use of China Merchants Commercial REIT's five properties are domestic use, air conditioning cooling and watering for greenery. The REIT Manager has not encountered any issues in sourcing water as the local water supplies department directly supplies all water consumed on the properties. As we consider water management a crucial element of our environmental management, we remain determined to promote the responsible and efficient use of water in our property operations.

招商局商業房託基金的五項物業的主要用水需求來自生活用水、空調用水及綠化用水。而物業所使用的水資源均由當地供水部門直接供應，因此房託管理人並無遇到求取適用水源的問題。由於我們視水資源管理為環境管理的重要環節，我們決心在物業營運中負責任地使用水及提高用水效率。

The Property Manager has adopted the following water-saving measures at each property:

物業管理人在各物業均採取了以下的節約用水措施：



### New Times Plaza — Maintenance Works for Water Conservation

#### 新時代廣場 — 用水維護工程

During the Year, New Times Plaza replaced the aging drainage valves at the end of the air-conditioning chiller units to solve the issue of surface cracking due to the aging of flexible connectors of the central air-conditioning condenser, cooling water pipe and chiller unit of the building. As a result, it eliminated the safety risk caused by cracking flexible connectors and prevented water leakage. New Times Plaza also replaced all flexible connectors in air-conditioners to avoid wasting water.

年內，新時代廣場為空調主機末端老化的排水閥門進行更換，處理大廈中央空調冷凝器、冷卻水管及冷凍主機連接管道的軟接頭因老化而出現表面裂紋的問題，杜絕了軟接頭爆裂漏水安全隱患。新時代廣場又完成了空調所有軟接頭的更換，避免浪費水資源。

Cyberport Building — Centralised Control System and Water Conservation Measures

數碼大廈—集控系統及節約用水措施



The centralised control system of Cyberport Building controls the operating hours and manages the water consumption of the air-conditioning system. Condensate water from the air-conditioning system is recycled for watering purposes to avoid wasting water. In addition, Cyberport Building has centralised control over the operating time of fountains, and the staff turn off all fountains during the night shift to further save water. Meanwhile, the Property Manager conducts a detailed analysis of the monthly water consumption. In the event of abnormal water consumption, the Property Manager will immediately follow up on the operation of the affected water-related facility to avoid unnecessary water wastage. All these measures together with the regular promotion of water conservation by the management office, the annual water consumption of Cyberport Building decreased by 11.8% as compared with 2019.

數碼大廈的集控系統控制空調系統的運作時間，管理空調系統的用水情況，而空調的冷凝水亦會回收用作澆花用水，減少浪費。另外，數碼大廈集中控制噴泉的開啟時間，而管理人員在晚班時會按時關閉所有景觀噴泉，節約用水。同時，物業管理人每月進行當月用水情況的仔細分析。一旦發現用水異常的情況，物業管理人會馬上跟進相關用水設施的運行狀況，避免不必要的水資源浪費。以上措施配合管理處定期有關節約用水的宣傳，數碼大廈全年用水量較2019年下降11.8%。

Water consumption of the Hong Kong headquarter and the five properties are as follows:

香港總部及五項物業的用水量數據如下：

	Unit 單位	2020 2020年	2019 2019年
<b>Water Consumption<sup>1</sup></b> 水資源消耗 <sup>1</sup>			
Domestic Water Consumption 生活用水	m <sup>3</sup> 立方米	233,944 <sup>2</sup>	N/A 不適用
Water Consumption for Air-conditioning Cooling 空調冷卻用水	m <sup>3</sup> 立方米	55,852 <sup>2</sup>	N/A 不適用
Water Consumption for Greenery 綠化用水	m <sup>3</sup> 立方米	16,645 <sup>2</sup>	N/A 不適用
Total Water Consumption 總用水量	m <sup>3</sup> 立方米	306,441 <sup>3</sup>	422,138
Intensity 密度	m <sup>3</sup> /m <sup>2</sup> 立方米/平方米	0.90 <sup>3</sup>	1.69

Notes:  
注：

- The scope of disclosure for water consumption has been expanded to include the Hong Kong headquarter in 2020.  
2020年水資源消耗披露範圍擴展至香港總部。
- The data is newly collected and disclosed in 2020.  
2020年新增統計及披露的數據。
- As impacted by the COVID-19 pandemic, the business hours of shopping malls were shortened, and tenants implemented work-from-home practices. Hence, the water consumption decreased as compared with 2019.  
受新冠病毒疫情影響，商場營業時間縮短及租戶實行居家辦公，因此水資源消耗量較2019年減少。

## Waste Management and Natural Resources Conservation 廢棄物管理及天然資源保育

The Property Manager adopts the 4R principles, namely “Reduce”, “Reuse”, “Replace” and “Recycle” to manage the waste disposal of the five properties. The Property Manager recycles and reuses materials as much as possible to avoid direct disposal in the daily operation and reduce waste at source. During the Year, we also implemented various measures to further promote waste separation and recycling.





物業管理人採取「減少」、「再用」、「替代」和「回收」4R原則，管理五項物業的廢棄物處理。為實踐源頭減廢，物業管理人在物業的日常營運中盡可能回收及再用物料，而避免直接棄置。年內，我們亦實施多項措施，進一步推動廢棄物分類及資源回收。

For non-hazardous waste, the Property Manager strengthened waste separation and set up waste recycling bins at all five properties to collect different types of waste, and then handle waste according to government regulations.

針對無害廢棄物，物業管理人加強了廢棄物分類，在五個物業均設置了廢棄物分類投放點，統一收集各類廢棄物後根據政府的規定進行下一步處理。

Type of non-hazardous waste  
無害廢棄物種類

Disposal method  
處理方法

 Domestic waste 生活垃圾	Appoint qualified companies to transport the waste to landfills or waste-to-energy plants. 統一交由符合資格的公司運送至堆填區或垃圾焚燒發電廠。
 Food waste 餐廚垃圾	Sign contract with food waste treatment company designated by the government for centralised food waste treatment and proper handling of gutter oil. 與政府指定的餐廚垃圾處理公司簽訂合同，集中處理餐廚垃圾，確保妥善的瀝水油的處理工作。
 Construction and renovation waste 建築裝修垃圾	Collect construction and renovation waste generated from renovation and building improvement works in tenant premises and public areas, and then appoint qualified companies to transport the waste to the landfills designated by the government for disposal. 收集租戶場所和物業公共區域的翻新和建築改善工程所產生的建築裝修垃圾，再委託合格的公司運送至政府規劃的堆填區處理。
 Others 其他	Appoint companies designated by the government to recycle waste such as glass, large pieces of old furniture, cardboard, etc. 委託政府指定的公司進行回收處理玻璃、大型舊家具、紙皮等廢棄物。

Hazardous wastes generated in properties, including ink cartridges, fluorescent lamps and batteries, are properly segregated and safely stored in designated containers, then collected and disposed of by licensed waste collectors.

而針對物業營運產生的有害廢棄物，包括墨盒、廢熒光燈管、廢電池均會被妥善分類，安全地存放在指定容器，再委托持牌廢物收集商進行收集及處理。

During the Year, the Property Manager posted guidance posters on waste separation near waste recycling bins and other relevant locations and actively promoted waste separation to tenants with the aim of enhancing customers' and cleaning staff's awareness of waste reduction and separation.

年內，物業管理人在廢棄物分類投放點及其他相關地點附近張貼了廢棄物分類的指引，積極向租戶推廣廢棄物分類工作，希望增強客戶及清潔人員對垃圾減量和分類的意識。

To promote waste reduction and reuse, the Operations Manager and the Property Manager have actively taken a series of resource conservation measures, including the gradual implementation of paperless offices through digitising approval processes and posting paper-saving signage. They also encourage employees to print on both sides of each sheet of paper. The Property Manager has also replaced paper towels with hand dryers in all washroom of the five properties to reduce paper consumption. In times of festivities, various recycling activities were also held to encourage tenants to recycle festive items such as flowers, red packets and mooncake boxes to celebrate in a waste-less way.

為了推廣減廢及重用，營運管理人和物業管理人積極採取不同措施以節約資源使用，包括逐步推行無紙化辦公，如審批工作電子化、張貼節約用紙提示，並鼓勵員工使用雙面打印。而物業管理人在五項物業的所有洗手間以乾手機取代抹手紙，在多方面節省用紙量。在節日活動後亦會舉辦各類回收活動，鼓勵租戶回收應節物品如節日鮮花、紅封套和月餅盒等，減少節日浪費。



Promoting waste reduction and separation to customers  
向客戶進行垃圾減量分類宣傳



Guidance on waste separation in location like lobbies and passages  
在大堂、通道等地方擺放廢棄物分類的指引



Set up waste recycling bins with prominent labels and promotion materials to guide customers and cleaners waste separation and reduction  
設置垃圾分類桶，張貼顯眼標籤和宣傳材料，指導客戶及清潔人員進行垃圾減量分類

All sewage from the five properties is collected and discharged in the municipal drainage for further sewage treatment. Wastewater generated by catering tenants is required to pass through grease traps to prevent pipe blockage and nuisance odours.

五項物業的所有污水會在統一收集後排放到市政排污系統中，進行下一步的污水處理。由餐飲承租人產生的廢水一律需要通過隔油池進行處理，防止管道堵塞和產生異味。

Waste collected at the Hong Kong headquarter and the five properties are as follows:

香港總部及五項物業的廢棄物收集數據如下：

	Unit 單位	2020 2020年	2019 2019年
<b>Hazardous Waste<sup>1 2</sup></b> 有害廢棄物 <sup>1 2</sup>			
Total Hazardous Waste Generated 有害廢棄物產生總量	Tonne 噸	1.5 <sup>4</sup>	0.1
Intensity of Total Hazardous Waste Generated 有害廢棄物產生總量密度	Tonne / m <sup>2</sup> 噸/平方米	0.000004 <sup>5</sup>	N/A 不適用
Total Hazardous Waste Recycled 有害廢棄物回收總量	Tonne 噸	1.5 <sup>5</sup>	N/A 不適用
Hazardous Waste Recycling Rate 有害廢棄物回收率	%	100 <sup>5 6</sup>	N/A 不適用
<b>Non-hazardous Waste<sup>1 3</sup></b> 無害廢棄物 <sup>1 3</sup>			
Total Non-hazardous Waste Generated 無害廢棄物產生總量	Tonne 噸	163.46 <sup>5</sup>	N/A 不適用
Intensity of Total Non-hazardous Waste Generated 無害廢棄物產生總量密度	Tonne / m <sup>2</sup> 噸/平方米	0.0005 <sup>5</sup>	N/A 不適用
Total Non-hazardous Waste Recycled 無害廢棄物回收總量	Tonne 噸	162.46 <sup>5</sup>	N/A 不適用
Non-hazardous Waste Recycling Rate 無害廢棄物回收率	%	99 <sup>5 6</sup>	N/A 不適用

Notes:

注：

- The scope of disclosure for waste has been expanded to include the Hong Kong headquarter in 2020.  
2020年廢棄物披露範圍擴展至香港總部。
- Hazardous waste includes batteries, ink cartridges, electronic appliances and light bulbs.  
有害廢棄物包括電池、墨盒、電子電器設備及燈管。
- Non-hazardous waste includes paper, metal, plastic, glass, food waste and construction waste.  
無害廢棄物包括紙品、金屬、塑膠、玻璃、廚餘及建築廢棄物。
- The ink cartridges and electronic appliances data are newly included in 2020. Hence, the total hazardous waste generated increased as compared to 2019.  
2020年新增統計硒鼓墨盒及電子電器的數據，因此有害廢棄物產生總量較2019年上升。
- The data is newly collected and disclosed in 2020.  
2020年新增統計及披露的數據。
- All waste from the five properties is recycled and handled by government-designated parties.  
五項物業廢棄物全部由政府指定單位進行回收處理。



## Climate Change and Response 氣候變化與應對

We recognise that the effect of climate change on our business is increasing, and extreme weather is going to bring greater influence and damage. To minimise the negative impact of climate change, we strive to take mitigation measures that enhance the climate resilience of our properties.

The Operations Manager and the Property Manager have formulated contingency plans and introduced systems for our five properties that respond to various extreme weather conditions such as typhoons and rainstorms, including the General Contingency Plan for Public Emergencies, the Emergency Response and Handling Plan for Flood Prevention, the Management Procedures for Flood Prevention and Rescue Team and the Emergency Response Plan for Typhoons, Rainstorms and Landslides. To effectively put in place various contingency plans, each property has set up an emergency team. The person-in-charge of the property is responsible for coordinating rescue operations in case of emergency while each department is responsible for providing support in their field of expertise. These contingency plans also contain procedures for handling various hazards, stockpiling emergency supplies and post-disaster recovery work. They enhance the ability of each property to handle sudden disasters and accidents, minimise the potential damage that can be caused by the disasters and enhance the safety of customers, employees and our properties.

我們明白氣候變化對業務的影響日益嚴重，極端天氣將帶來更大的影響和破壞。為盡量減少氣候變化的負面影響，我們積極採取應對措施，提高物業抵禦極端天氣的能力。

營運管理人和物業管理人已針對各種極端天氣如颱風、暴雨等，為五項物業分別制定針對不同災害事故的應變制度及應急預案，包括《突發公共事件總體應急預案》、《防汛應急處置方案》、《防汛搶險救援小組管理規程》、《颱風、暴雨、山體滑坡應急處置方案》等。為有效執行各項應急預案，各物業成立應急小組，由物業負責人負責指揮緊急情況下的搶險救援行動，而各部門成員則負責相應範疇的支援工作。應急預案亦包含處理各項災害、應急物資的儲備工作、災後恢復工作的程序，提高各物業處理突發災害事故的能力，最大程度地預防及減少災害事故可能造成的損害，加強客戶、員工及我們物業的安全。



### Garden City Shopping Centre — Typhoon Preparation 花園城—防颱風準備

The property management team of Garden City Shopping Centre had reinforced iron brackets installed for all trees before the onset of the typhoon season. This prevented the trees from collapsing and becoming safety hazards during typhoon conditions and thus enhanced the safety of tenants and pedestrians.

花園城的物業管理人員會在颱風季前為所有外圍樹木安裝加固鐵支架，避免樹木在颱風到來時倒塌所產生的安全隱患，保障租戶及路人的安全。



Typhoon-proof reinforcement works in  
Garden City Shopping Centre  
花園城的防颱風加固工程

In addition, we also hold emergency drills to ensure that our employees are equipped with the knowledge and skills to handle various emergencies. During the Year, New Times Plaza held monthly drills and seminars under Emergency Drill Plan 2020, a programme to enhance the knowledge of employees and customers on emergency rescue procedures and achieve better cooperation in the future.

此外，我們亦會舉辦應急預案演習以確保員工具備充足的知識及能力應對各種應急狀況。年內，新時代廣場根據《2020年應急演練計劃》按月舉辦演習及講座，增強員工及客戶對各種應急救援知識的認識，達致日後更好的配合。



Emergency drills at New Times Plaza  
新時代廣場應急演習

# 02

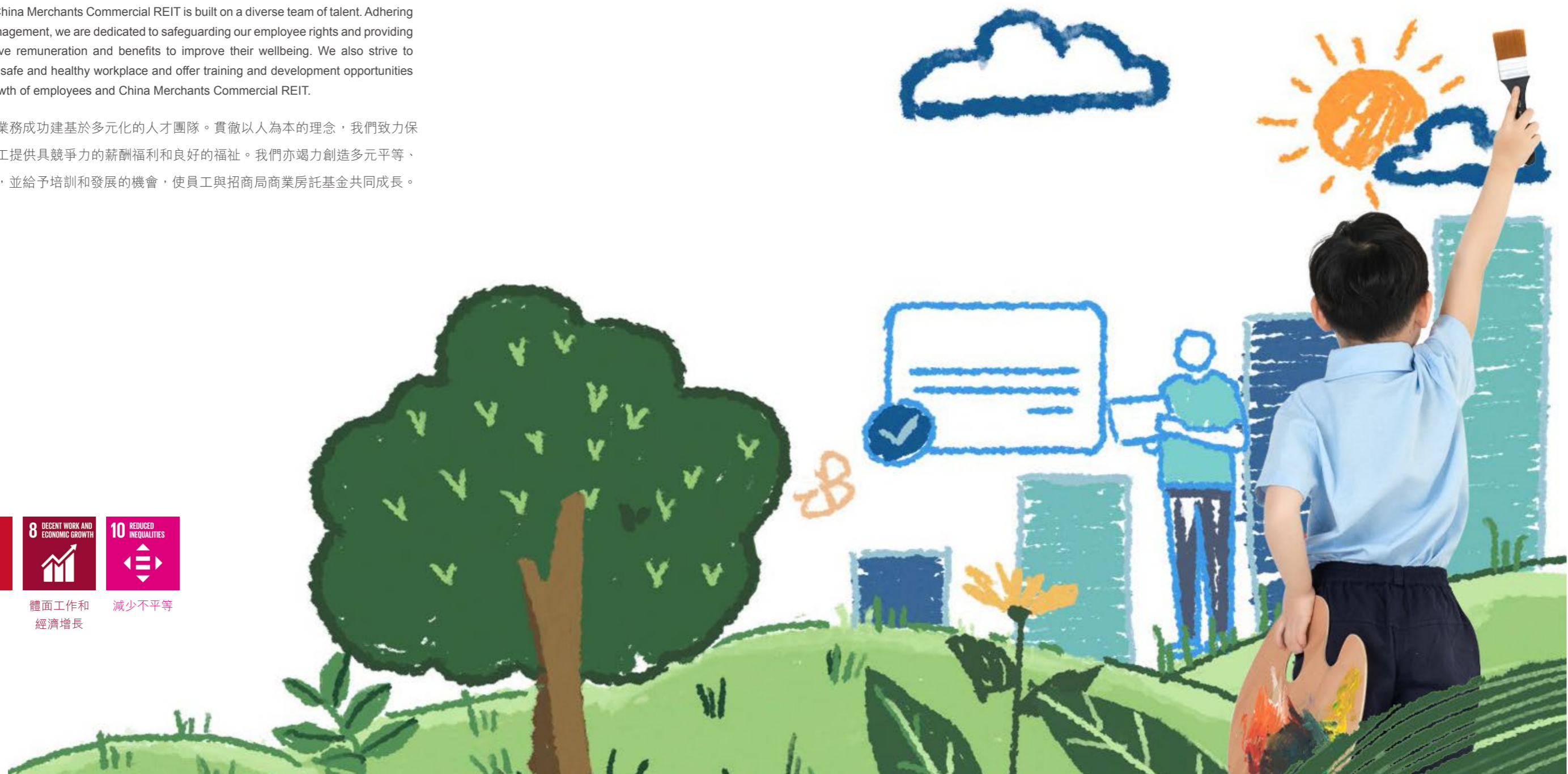
## NURTURING TALENT

### 培育人才

The business success of China Merchants Commercial REIT is built on a diverse team of talent. Adhering to our people-oriented management, we are dedicated to safeguarding our employee rights and providing employees with competitive remuneration and benefits to improve their wellbeing. We also strive to cultivate a diverse, equal, safe and healthy workplace and offer training and development opportunities to facilitate the mutual growth of employees and China Merchants Commercial REIT.

招商局商業房託基金的業務成功建基於多元化的人才團隊。貫徹以人為本的理念，我們致力保障員工的權利，並為員工提供具競爭力的薪酬福利和良好的福祉。我們亦竭力創造多元平等、安全及健康的工作環境，並給予培訓和發展的機會，使員工與招商局商業房託基金共同成長。

 <p>3 GOOD HEALTH AND WELL-BEING</p>	 <p>4 QUALITY EDUCATION</p>	 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>	 <p>10 REDUCED INEQUALITIES</p>
良好健康與福祉	優質教育	體面工作和經濟增長	減少不平等



## Employee Recruitment and Talent Retention 員工聘用與人才挽留



The REIT Manager strictly abides by all relevant labour laws and regulations in Hong Kong and Mainland China, such as the Employment Ordinance (Cap. 57), the Employees' Compensation Ordinance (Cap. 282), the Minimum Wage Ordinance (Cap. 608), the Mandatory Provident Fund Schemes Ordinance (Cap. 485), the Labour Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China and the Law of the People's Republic of China on the Protection of Minors. During the Reporting Year, the REIT Manager was not aware of any non-compliance cases relating to employment, the use of child or forced labour.

China Merchants Commercial REIT attaches great importance to the protection of employee rights. Before signing labour contracts with employees, the REIT Manager ensures that employees fully understand their labour rights and obligations stipulated in the employment contract. The Property Manager also formulated the Employee Recruitment Management Regulations to specify the procedures and management requirements for employee recruitment, hiring, appointment, internal transfer and dismissal to protect employee rights in accordance with local laws and regulations.

房託管理人嚴格遵循香港和中國內地所有相關的勞動法律和法規，如《僱傭條例》（第57章）、《僱員補償條例》（第282章）、《最低工資條例》（第608章）、《強制性公積金計劃條例》（第485章）、《中華人民共和國勞動法》、《中華人民共和國勞動合同法》以及《中華人民共和國未成年人保護法》。於報告年度，房託管理人並沒有發現任何有關僱傭、使用童工和強制勞工的違規案件。

招商局商業房託基金重視對員工權益的保護。房託管理人在與員工簽訂勞動合同前，確保員工了解僱傭合同中明確規定的勞工權益和員工義務。物業管理人亦透過制定《員工聘用管理規定》，明確員工招聘、錄用、聘任、免職、內部調配和解聘的工作流程和管理要求，並根據當地法律和法規保護員工的權利。



The REIT Manager strictly prohibits the employment of child and forced labour. In an effort to protect human rights, prior to contract signing, the REIT Manager carefully examines the identity information of all job candidates and employees and reviews their academic qualifications and job reference records during interviews to ensure they meet the legal working age requirement and are qualified to undertake relevant positions.

房託管理人嚴禁僱用童工和強制勞工。為保障人權，在簽訂合同之前，房託管理人會仔細地審核所有求職者和員工的身份資料，並在面試時查核其學歷和工作聘用記錄，確保他們符合法定工作年齡要求和擔任相關職位的工作資格。

To attract and retain top talent to grow our team, we strive to recruit talent from different channels such as internships under school-enterprise cooperation programmes. The Property Manager also provides employees with comprehensive training and career development opportunities, including internal exchange programmes for management and technical positions. Also, it established employee performance appraisal, regularly reviews and optimises employee remuneration and benefits and organises a range of employee activities from time to time to improve employee's job satisfaction and retention rate. During the Year, the Property Manager and Guangdong Xin'an Vocational and Technical College co-organised an apprenticeship training programme for full-time college students. The programme adopted a combined work-school apprenticeship training model to provide technical training for around 30 apprentices, aiming to identify and cultivate future talent with professional knowledge and skills.



為吸納及挽留優秀人才以壯大我們的工作團隊，我們致力從不同渠道招聘人才，如校企合作實習計劃等。物業管理人亦為員工提供全面培訓及職業發展機會，如管理崗位和專業技術崗位互換發展，並建立員工績效評估機制、定時檢視和優化員工薪酬及福利計劃，更不時舉辦各項員工活動，以提高員工工作滿意度和留任率。年內，物業管理人與廣東新安職業技術學院合辦全日制大專學歷學徒制班級，採用工作和學校雙結合的學徒制培育模式，為約30名學徒提供技術培訓，發掘並培育具有專業知識及技能的下一代專才。

## Employee Diversity and Equal Opportunities 員工多樣性與平等機會

China Merchants Commercial REIT embraces the diversity and uniqueness of its employees. We offer equal opportunities to employees and eliminate any form of discrimination or unfair treatment irrespective of their gender, age, family status, sexual orientation, disability, race, religion and other legally protected grounds. We ensure that all employment practices, including recruitment, transfer, promotion, training, performance appraisal and dismissal, are founded on the principle of equal opportunities and only consider employee performance, qualifications, work experience and attitude. The REIT Manager also eliminates any form of harassment and victimisation in the workplace.

招商局商業房託基金擁護員工多樣性與獨特性，不論員工性別、年齡、家庭狀況、性取向、殘疾、種族和宗教以及其他相關法律保護下的特徵，均給予平等機會並杜絕任何形式的歧視或不公平對待。我們確保在員工招聘、調遷、晉升、培訓、績效評估和解僱等各項僱傭事項均遵循平等機會原則，僅以員工個人績效、資歷、工作經驗和態度為考慮要素。房託管理人更杜絕在工作場所中出現任何形式的騷擾和傷害。



## Remuneration and Benefits 薪酬及福利



To encourage employees to achieve excellent performance, the REIT Manager has established a series of policies and management procedures governing employee recruitment, promotion, performance appraisal, training, remuneration and benefits. According to the Remuneration Management Measures, we provide market-competitive remuneration and benefits on the basis of employees' experience and responsibilities, including basic salary, paid leaves, allowances, bonuses, medical insurance, Five Social Insurances and One Housing Fund or Mandatory Provident Fund. With the Benefits Expense Management Measures and the Employee Benefits Implementation Plan established by the Property Manager, employee benefits are reviewed annually to provide employees with more comprehensive coverage, including free meals, staff quarter, gymnasium, television room and other facilities. The Property Manager also provides benefits such as heatstroke prevention subsidy, birthday gifts and annual health check for employees. During the Reporting Year, we granted special bonuses to frontline employees who fought against the epidemic in recognition of their contributions and efforts.

Besides, the REIT Manager conducts regular annual performance appraisal for each employee. Employees are rewarded with salary adjustment and promotion opportunities according to their achievement and contribution and are provided with timely feedback regarding their performance. The Property Manager introduced the Four Sides Talking Mechanism to incorporate feedback from other team members into the employee performance appraisal process to gain a holistic view of employee strengths and weaknesses.

為鼓勵員工取得卓越工作表現，房託管理人建立多項管理員工招聘、晉升、績效審查和培訓、薪酬和福利的政策和管理程序。根據《薪酬管理辦法》，我們按照員工經驗和職責提供具市場競爭力的薪酬和福利，包括基本工資、有薪假期、津貼、獎金、醫療保險、「五險一金」或「強制性公積金」等。物業管理人亦建立《福利費管理辦法》和《員工福利實施方案》，完善並每年檢討員工福利水平，為員工提供更全面福利，包括免費膳食、宿位、員工健身房和電視房等設備。物業管理人為其員工分發防暑降溫費、生日禮品等福利，並安排每年體檢。於報告年度，我們更發放特別獎金予參與疫情防控的一線員工，以表揚其作出的貢獻和努力。

此外，房託管理人定期為每位員工進行年度績效評估，按照其工作表現和貢獻給予獎勵，包括薪酬調整和晉升機會，並向員工提供及時的表現反饋。為了更全面了解員工的優點與缺點，物業管理人採用「四方會談」機制，在收集團隊的其他成員的反饋後納入員工績效評估過程。

## Occupational Health and Safety 職業健康及安全

China Merchants Commercial REIT prioritises occupational health and safety and strictly complies with all applicable laws and regulations, including the Occupational Safety and Health Ordinance (Cap. 509), the Work Safety Law of the People's Republic of China, the Law of the People's Republic of China on the Prevention and Control of Occupational Diseases and the Fire Protection Law of the People's Republic of China. During the Reporting Year, the REIT Manager had no non-compliance incident in relation to occupational health and safety laws and regulations.

The REIT Manager and the Property Manager have established a comprehensive safety management system and have adopted a series of safety policies, standardised management manuals and operational procedures to strictly govern proper management of equipment, inspection, training and risk identification work. New Times Plaza took the lead in obtaining OHSAS 18001 Occupational Health and Safety Management System certification during the Year.

招商局商業房託基金以員工的職業健康及安全為優先考量，並嚴格遵守所有適用的法律和法規，包括《職業安全及健康條例》（第509章）、《中華人民共和國安全生產法》、《中華人民共和國職業病防治法》及《中華人民共和國消防法》。於報告年度，房託管理人沒有任何違反有關職業健康及安全法律和法規的事件發生。

房託管理人連同物業管理人已建立了完善的安全管理體系，並採取一系列安全政策、標準化管理手冊和操作程序，對設備、勘查、培訓、風險隱患排查等範疇均作出嚴格管理。年內，新時代廣場已率先取得OHSAS 18001職業健康及安全管理體系認證。



The Property Manager has set up a safety management committee to oversee the overall implementation of the safety management system, and review and ensure the effectiveness of safety measures. To discharge its safe work environment responsibility, the Property Manager implemented the Standardised Safety Performance Evaluation Management Regulations and conducts annual safety performance evaluation on the Safety Production Supervision and Management Department against annual safety performance targets. The evaluation result is linked to the annual performance of responsible personnel. Departments who achieve outstanding safety performance will be rewarded, while those who fail the evaluation are subject to penalties such as a downgrade of annual performance. With our stringent safety supervision and management, we achieved all safety production targets during the Reporting Year.

物業管理人已成立的安安全管理委員會負責監督安全管理體系的整體實施情況，並審視和確保安全措施的有效性。為進一步落實安全生產責任，物業管理人實施了《安全標準化績效評定管理規定》，每年根據年度安全生產目標對安全生產監督管理部門進行安全績效考核，評估結果與負責人員的年度業績掛鉤。達到卓越安全績效的部門人員會獲得表彰獎勵，而評定為不合格的有關人員則有機會受到年度績效降級處罰。而經過我們嚴謹的安全監督管理，全部的安全生產目標於報告年度均順利達成：



No safety production liability accidents of level 3 or above specified by the Group  
無發生集團規定的一般三級及以上安全生產責任事故



No major fire accident  
無發生重大火災責任事故



No major equipment and facilities safety liability accident  
無發生重大設備設施安全責任事故



No major personal injuries or fatalities  
無發生重大人身傷亡事故



Zero fatality rate  
工傷事故死亡率為0



Zero traffic liability accident  
交通責任事故為0



No liability and security accident such as theft and robbery  
無發生偷盜、搶劫等責任治安案件



100% of employees in specified job positions hold the appropriate certification  
特殊工種持證上崗率100%



Formulate and implement safety training plans for all employees and achieve a 100% passing rate in their safety training  
制定和落實全員安全培訓計劃，他們的安全培訓合格率为100%

To identify potential safety and health risks in the workplace, the Property Manager formulated the Management Regulations on Risk Investigation and Control, the Management Regulations on Safety Risk Grading Management and Control, the Safety Production Accountability System and other policies in accordance with the national laws and regulations on work safety. Through a Job Hazard Analysis (JHA), we identified different levels of safety risks quantitatively and employed control measures corresponding to each risk level. In addition, the Property Manager conducts a risk investigation once a year. If any risks are identified, the relevant departments must rectify the issues identified within the prescribed period. Employees can also take the initiative to report potential risks to pre-empt foreseeable safety accidents.

為識別工作場所潛在的安全和健康風險，物業管理人根據國家有關安全生產的法律和法規編制《隱患排查治理管理規定》、《安全風險分級管控管理規定》和《安全生產責任制》等制度文件。透過採用工作危害分析法（JHA），我們定量識別不同等級的安全風險，並規範相關人員採取各個相應級別的風險控制措施。此外，物業管理人每年進行一次隱患排查。一旦發現隱患，有關部門需在規定期限內對已識別隱患作出整改。員工亦可主動報告隱患，以預防和控制可預見的安全事故。

In protecting employees and workers from workplace safety hazards, the REIT Manager and the Property Manager only allow qualified persons with the relevant certification to engage in high-risk activities such as lifting operations, high-temperature works, electrical works and operating industrial machinery. All employees and workers from service providers responsible for building maintenance works must wear appropriate personal protective equipment.

為了防止員工和工人受到職業安全危害，房託管理人連同物業管理人要求只有具相關證書的合資格人士和持證員工方可從事如起重作業、高溫工作、電力作業工程和機械設備操作等高風險活動，而負責建築保養工作的服務供應商的所有員工和工人亦都須按照規定穿戴適當的個人防護裝備。

We are also committed to providing a safe working environment for employees of our contractors. To strengthen the safety management responsibility of contractors, the Property Manager formulated the Management Regulations on Safety Management in Renovation Works and the Management Regulations on the Safety of Related Parties to ensure that the safety management of contractors complies with relevant laws and regulations and guide our assessment and control on their safety management.

我們亦致力於為承包商的員工提供安全的工作環境。為加強承包商的安全監管責任，物業管理人設立《裝修安全管理規定》和《相關方安全管理規定》，確保承包商的安安全管理符合相關法律和法規，並對其安全管理做出審核和控制。



To enhance employees' safety awareness, in addition to daily job safety risk reminders, the Property Manager also organises regular safety training and emergency drills for all employees and contractors following the Management Regulations on Safety Training. The training introduced safety policies, laws and regulations and accident reporting procedures. All new employees are also required to attend at least 72 hours of safety training to ensure their ability to maintain workplace safety. We did not have any cases of work-related fatalities in the each of the past three reporting years.

為提升員工的安全意識，物業管理人除每日進行崗位安全風險提醒外，亦根據《安全培訓管理規定》為所有員工和承包商員工舉辦定期的安全培訓課程和應急演習，內容涵蓋安全政策、法律和法規、事故報告程序等。而所有新入職員工亦必須接受最少72小時的安全教育培訓，以確保其具備維護工作場所安全的能力。在包括報告年度的過去三年內，我們沒有發生任何員工因工死亡的個案。



Safety production training for employees and contractors  
員工和承包商接受安全生產培訓



With the global outbreak of the COVID-19 pandemic in 2020, the Property Manager set up a COVID-19 Prevention and Control Emergency Response Team. The task force is responsible for implementing a series of measures and work arrangements in response to the pandemic, such as procurement of supplies, human resources policy arrangement, promotion and safe production, with an aim to secure the health and safety of employees.

2020年新型冠狀病毒疫情在全球爆發，物業管理人成立了新型冠狀病毒疫情防控應急工作小組，各專項小組分別負責執行物資採購、人力資源政策安排、疫情宣傳、安全生產等一系列應對疫情的措施及工作部署，以保護員工的健康與安全。



## Key measures for COVID-19 prevention and control

### 疫情防控主要措施

#### Case reporting during the epidemic

- Established an emergency information mechanism to identify any suspected or confirmed cases of COVID-19 diagnosed by hospitals

#### 疫情通報

- 建立應急工作機制，識別任何經醫院診斷疑似或確診患有新型冠狀病毒感染的個案

#### Education during the epidemic

- Widely shared anti-epidemic knowledge through WeChat, employee groups and Safe Learning app to enhance employees' awareness of safety and epidemic prevention
- Each property held one special training on the use of chemicals such as alcohol and disinfectants

#### 疫情教育

- 透過微信公眾號、各員工群、「學習強安」應用程式等廣泛推廣抗疫知識，提升員工的安全防範意識
- 各物業均舉辦一次關於酒精、消毒劑等化學品專項培訓

#### Protective equipment

- Provided sufficient protective equipment and actively procured anti-epidemic supplies, including surgical masks, disinfectants and protective glasses

#### 防護物資

- 提供足夠防護設備，積極採購防疫物資，包括醫用口罩、消毒液、防護眼鏡等

#### Social distancing and disinfection

- Cancelled large-scale conferences, business events and physical interview to reduce the spread of diseases
- Implemented visitor and vehicle entry management and performed temperature check for all visitors prior to their entry to the properties
- Strengthened disinfection of public areas, such as lobbies, corridors, elevators, public washrooms and office areas

#### 社交距離和消毒

- 盡量取消大型會議及活動、實體面試等，減少病毒傳播
- 嚴格落實人員進出和車輛管理，訪客進入物業前必須進行體溫檢測
- 加強公共區域，如大廳、走廊、電梯、公共衛生間、辦公區域等消毒

#### Quarantine measures

- Set up quarantine points in staff quarters for employees travelling to and from high-risk areas in accordance with the latest epidemic prevention arrangement issued by the local government

#### 隔離措施

- 在員工宿舍設置隔離點，在疫情重點地區往返公司的員工需要根據當地政府發佈的最新防疫措施進行隔離

## Employee Training and Development 員工培訓及發展

China Merchants Commercial REIT supports employee career development and advocates a continuous learning corporate culture to meet the corporate strategic development and strengthen its competitive edge in the industry. According to the Management Measures on Training, the Property Manager analyses employee learning needs based on employee performance appraisal and training needs surveys, and then tailors training plans to bring employees' industry knowledge, skills and professionalism in line with industry standards and future business requirements. The Property Manager also carried out internal mentor recruitment and training and under the Mentor Management Measures to facilitate the exchange and sharing of employees' knowledge and experience.

招商局商業房託基金支持員工的職業發展，並倡導不斷學習深造的企業文化，滿足企業戰略發展並增強行業競爭優勢。根據《培訓管理辦法》，物業管理人參照員工績效評估的結果和進行培訓需求問卷調查，分析員工學習需求以制定培訓計劃，確保他們的行業知識、技能和專業水平滿足行業水平和未來業務的需求。物業管理人在《導師管理辦法》下開展了內部招募和講師培養，讓員工的知識和經驗得以傳播和分享。



### Induction training for new employees 新員工入職培訓

All new employees are required to attend induction training. The training introduces the compliance manual, operation and control policies and procedures to help these new employees understand our corporate culture, business operations and their job responsibilities.

所有新員工均需參與入職培訓，為其介紹合規手冊、營運和控制政策與程序，幫助他們了解企業文化、業務運作和他們的崗位職責。



### Online training 網上培訓

The Property Manager utilises a live-streaming platform to provide employees with flexible learning options. Various online training courses covering areas like engineering, environmental protection, customer service and work safety are offered.

物業管理人利用網上直播平台為員工提供彈性的學習形式。各種線上課程涵蓋主題包括工程、環境保護、客服、安全工作。



### Job-specific training 專項培訓

The REIT Manager provides a series of internal training to its staff and encourages employees to pursue continuous learning and professional development after work by attending professional training courses, seminars and events to enhance their business capabilities and professionalism. In addition to internal training, we provide subsidies for our employees to participate in external job-related training, workshops and seminars organised by the approved professional institutions.

房託管理人向員工提供一系列的內部培訓，亦鼓勵員工在業餘時間進行持續專業進修，參加專業培訓課程、講座、活動等，提升自身業務能力和專業水平。除內部培訓外，我們提供補貼予員工參加由認可的專業機構組織的與工作相關的外部培訓課程、工作坊和研討會。

### Internship programme 實習生計劃

The Property Manager emphasises the cultivation of future talent and actively explores school-enterprise cooperation. During the Reporting Year, the Property Manager cooperated with Guangdong Xin'an Vocational and Technical College to provide internship and training opportunities for students. In 2020, we completed Cooperative Internship Programme 2019. Cooperative Internship Program 2020 was launched in September with the aim of recruiting high-quality property management talent.

物業管理人注重培育未來人才，積極發展校企合作。於報告年度，物業管理人與廣東新安職業技術學院合作，向學生提供實習和培訓機會。我們於2020年完成「2019屆合作班實習生」，並在9月份開展第2020屆實習生計劃，期望能引進高質素的物業管理人才。



### Management trainee programme 管理培訓生計劃

To meet the needs of our business development, the Property Manager introduced a management trainee programme to select outstanding graduates for training. In the programme, our employees act as mentors to help cultivate a future management talent pool.

為了配合業務發展需要，物業管理人進行管理培訓生計劃，選拔優秀的應屆畢業生接受培訓，由多名員工作為導師培養未來管理人才，建立人才儲備。



## Employee Engagement and Wellbeing 員工參與和福祉

We recognise that employee feedback is the foundation for business improvement. Therefore, employees can express their opinions through the email of general managers, WeChat, suggestion mailboxes, the labour relations officer's hotline and face-to-face meetings. The Property Manager also conducts employee surveys and interviews from time to time, focusing on areas like employee benefits, recruitment and training, utilising employee voices to enhance talent retention and development.

The Property Manager's labour relation officers are delegated the task of handling and analysing employee opinions or complaints and setting up investigation teams to conduct investigations. They also inform employees of investigation results and the relevant determinations.

我們深明員工的意見為企業進步的基礎。故此，員工可通過總經理電郵、微信、建議郵箱、員工關係專員電話及面談等渠道表達意見。物業管理人亦不定期進行員工調查問卷和訪談，訪談內容包括福利、招聘和培訓等，聆聽員工的聲音以改善人才管理和發展工作。

員工的意見或投訴會由物業管理人的員工關係專員跟進處理和分析有關意見，成立調查小組作出調查，並通知員工調查結果和有關處理決定。



The REIT Manager and the Property Manager organise a range of employee events and festival celebrations every year to boost morale and enhance employees' sense of belonging. During the Reporting Year, events organised for employees included Ride the Wind and Waves, Thrive in the Future event, Double Ninth Festival hiking, reading sharing sessions, corporate culture knowledge contests and movie sessions in staff quarter. These events helped maintain employees' work-life balance and promote their physical and mental health.

為了提升士氣和增強員工歸屬感，房託管理人和物業管理人每年都會籌辦不同的員工活動和節日慶祝活動。本報告年度活動包括「乘風破浪共贏未來」活動、重陽登山活動、讀書分享會、企業文化知識競賽等企業文化活動，以及宿舍員工觀影活動等，鼓勵員工平衡工作與生活，促進其身心健康。

Furthermore, we support employees in their time of need through offering financial assistance, free supplies and condolences in Sending Warmth event that expresses our sincere care for employees.

此外，我們透過「送溫暖」活動關愛有需要的員工，透過發放補助和免費物資慰問員工表達關心。



Ride the Wind and Waves,  
Thrive in the Future event  
「乘風破浪共贏未來」活動



Double Ninth Festival hiking  
重陽登山活動

# 03

## BUSINESS ETHICS AND QUALITY SERVICES

### 商業道德和優質服務

China Merchants Commercial REIT believes that it has to be customer-centric and strives to deliver a high standard of property-related services. We believe that business integrity is an inherent part of corporate success, and we are therefore committed to an ethical and healthy corporate culture that does not tolerate bribery and corruption in any form.

招商局商業房托基金秉承以客戶為中心的理念，致力於提供高水準的物業相關服務。我們認為商業誠信是企業成功的根本，因此我們銳意構建道德和健康的企業文化，杜絕任何形式的賄賂和貪污行為。



## Anti-corruption and Anti-money Laundering 反貪污及反洗錢

China Merchants Commercial REIT strictly complies with laws and regulations relating to anti-corruption and anti-money laundering, including the Prevention of Bribery Ordinance (Cap. 201), the Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615), the Drug Trafficking (Recovery of Proceeds) Ordinance (Cap. 405), the Organized and Serious Crimes Ordinance (Cap. 455), the United Nations (Anti-Terrorism Measures) Ordinance (Cap. 575), the Guideline on Anti-Money Laundering and Counter-Financing of Terrorism (For Licensed Corporations) issued by the SFC, the Criminal Law of the People's Republic of China, the Anti-Unfair Competition Law of the People's Republic of China and the Anti-Money Laundering Law of the People's Republic of China. During the Year, the REIT Manager was not aware of any violation of relevant laws and regulations of bribery, extortion, fraud and money laundering in the places where we operate.

招商局商業房託基金嚴格遵守有關反貪污及反洗錢的法律和法規，包括《防止賄賂條例》（第201章）、《打擊洗錢及恐怖分子資金籌集條例》（第615章）、《販毒（追討得益）條例》（第405章）、《有組織及嚴重罪行條例》（第455章）、《聯合國（反恐怖主義措施）條例》（第575章）、由證監會發出的《打擊洗錢及恐怖分子資金籌集指引（適用於持牌法團）》、《中華人民共和國刑法》、《中華人民共和國反不正當競爭法》及《中華人民共和國反洗錢法》等。年內，房託管理人無知悉任何違反經營所在地相關的賄賂、勒索、欺詐和洗黑錢的法律法規。



To uphold the highest standard of business ethics, the REIT Manager formulated a set of policies and guidelines on prevention of bribery, money laundering and conflicts of interest:

為秉承最高水平的商業道德操守，房託管理人制定了一套關於防止賄賂、洗錢和利益衝突的政策及準則：



All employees of the REIT Manager must comply with the requirements of the Gifts Declaration Policy in the course of business, which limits any advantages and gifts accepted from business partners or clients below a conservative maximum value, and only with the documented approval of a supervisor.

房託管理人的所有員工在業務過程中必須遵守禮品申報的政策，該政策將接受業務合作夥伴或客戶的任何好處和饋贈嚴格限制在合理和保守的最高價值以下，而且必須得到主管的書面批准。

The REIT Manager has established anti-money laundering and counter-terrorist financing systems investigating suspicious transactions and take appropriate measures to minimise the risk of money laundering and terrorist financing.

房託管理人已建立反洗錢和反恐融資機制，偵察可疑交易並採取合適措施，將洗錢和恐怖融資的風險減至最低。

When any possible or actual conflict of interest arises, the management and staff of the REIT Manager are required to report the case to the Chief Investment and Asset Management Officer and the Head of Compliance and withdraw or decline client mandates or transactions in a timely manner to avoid any conflict of interest.

當出現任何可能或實際的利益衝突時，房託管理人的管理層和員工需要向投資及資產管理總監和合規主管報告有關事宜，並適時撤回或拒絕接受客戶的委托或交易，避免任何利益衝突的事件發生。

The REIT Manager encourages all stakeholders to report any suspected misconduct in violation of the regulations. Once the REIT Manager receives such a report, the REIT Manager will conduct an in-depth investigation and transfer the case to the local judicial authorities for further handling depending on the severity of the case. Meanwhile, the REIT Manager keeps the identity of the whistle-blower and the whistle-blowing information in strict confidence to eliminate any unfair treatment or retaliation.

To keep our employees highly alert to corruption risks, employees receive regular training on anti-corruption. During the Year, the Property Manager enhanced employees' awareness of anti-corruption and their understanding of relevant laws by conducting specific integrity training, which shared typical violations such as unlawful use of public funds. The Property Manager also displayed the Compliance Posters 2020 on electronic screens in front of the office to remind employees of the importance of compliance with laws and regulations.

China Merchants Commercial REIT makes every effort to maintain high standards of business ethics and integrity in its business activities. We respect and protect intellectual property rights by strictly complying with laws and regulations relating to intellectual property rights to avoid infringement.

此外，房託管理人鼓勵所有持份者舉報任何涉嫌違反規定的不當行為。當房託管理人接獲有關舉報後會作出仔細調查，並根據嚴重性考慮將案件移交當地司法部門處理。同時，房託管理人會將舉報人士的身份及舉報信息保密處理，杜絕任何不公平待遇或報復行為。

為確保員工對貪污風險保持高度警覺，員工定期接受有關反貪污的培訓。年內，物業管理人透過開展廉潔教育專題學習、分享違規和違紀的典型案列，如違規使用公款等，提高員工反貪污的意識及對相關法例的理解。物業管理人又在公司前台電子顯示屏全天滾動播放2020年合規宣傳海報，時刻提醒員工守法合規的重要性。

招商局商業房託基金亦致力在業務活動中堅守高水平的商業道德與誠信。我們尊重維護知識產權，並嚴格遵守有關知識產權的法律法規，避免侵權行為發生。



Anti-corruption training for employees  
員工反貪污培訓

## Service Quality 服務質量

Together with the Operations Manager and the Property Manager, the REIT Manager has adopted various measures to assure excellent service quality. In this regard, all five properties purchased adequate property insurance and public insurance in accordance with relevant laws and regulations. All the terms and conditions of tenant occupation are clearly stated in the lease contracts and are well-explained to tenants to protect the interests of all parties. The Operations Manager also conducts regular on-site inspections to ensure the tenants in occupation over the lease term are the original tenants under the lease contracts. Moreover, the Property Manager has formulated internal customer service guidelines and provides regular on-the-job training for the property management team and customer service team focusing on complaint handling, service etiquette and service language to improve their customer service skills. New Times Plaza obtained ISO 9001 Quality Management System to provide the best quality service for our customers during the Year.

The Property Manager has formulated the Management Capability Evaluation Form for Customer Service Department to evaluate the performance of customer service teams in 15 service quality categories, including service image, daily customer information handling, complaint handling, repair reporting and customer opinion survey. At the same time, the Property Manager has conducted internal property audits and weekly on-site inspections during the Year to identify potential enhancement measures to further improve service quality.

房託管理人與營運管理人和物業管理人在營運上採取各種措施確保優良的服務質素。就此，五項持有物業均按有關法律和法規要求購備足夠的財產保險和公共保險，在租約中明確列明所有租戶佔用的條款和條件並向其說明，以保護各方利益。營運管理人亦會定期進行現場檢查，確保租賃期內使用物業者為租賃合同下的租戶。此外，物業管理人已制定內部客戶服務指南，為物業管理團隊和客戶服務團隊提供定期在職培訓，例如投訴處理、禮儀和服務用語標準培訓等，以提高員工的客戶服務技能。年內，新時代廣場更取得ISO 9001質量管理體系的認可，務求能為客戶提供最優質的服務。

物業管理人已制定《客服部管理能力評價表》，從15個服務質量範疇對服務團隊的表現進行考核，包括服務形象、日常客戶信息處理、投訴處理、報修服務和客戶意見調查等。同時，物業管理人年內進行了物業內審工作和每周現場巡查，識別可提升服務質素的改進措施。





## Customer Health and Safety 客戶健康與安全

China Merchants Commercial REIT is committed to safeguarding the health and safety of its customers. The Property Manager implemented a standardised safety management system in all five properties and regularly conducts safety inspections on building services systems and facilities, such as building control system, lifts and fire safety equipment, to ensure that all equipment remains in good condition. Smoking is prohibited in non-designated smoking areas to maintain good indoor air quality and reduce fire risk. The Property Manager also regularly organises fire drills for tenants to raise their familiarity with evacuation procedures and routes.

招商局商業房託基金致力保障客戶健康與安全。物業管理人在五項物業實施了標準化的安全管理體系，定期為建築設備和系統如建築物控制系統、電梯和消防安全設備等進行安全檢查，確保所有設備運作良好。非指定吸煙區的室內範圍實施了全面禁煙，以保持良好的室內空氣質量並減低火災風險。另外，物業管理人定期為租戶舉辦防火演習，提高他們對疏散程序和路線的熟悉程度。



### 119 Fire Drill at Technology Building 科技大廈119火警演習

The property management team of Technology Building conducts fire drills for tenants every year. The drill allows the operational staff and tenants to be familiar with the evacuation routes and emergency response procedures and enhances tenants' ability to react appropriately to emergencies. The fire drill proceeded smoothly with the full cooperation and support of tenants and the volunteer fire service team.

科技大廈的物業管理團隊每年都會舉行租戶火警演習，使營運人員和租戶熟悉逃生路線和應對突發事件的程序，提升租戶處理緊急危害的應對能力。是次火警演習取得租戶及志願消防隊伍全力配合和支持，順利開展。



Fire drill at Technology Building  
科技大廈的火警演習

In view of the noise and odour nuisance caused by renovations and building upgrade projects in both tenant premises and common areas, the Operations Manager and the Property Manager closely supervise or monitor and follow-up on the relevant works. The property management team of each property has also established standing instructions for renovation activities for both tenants and service providers. For example, all renovation and building enhancement works can only be carried out during the designated period, such as at a specific time or during non-office hours, to minimise any noise impact on other tenants. Flammable or dangerous goods cannot be stored in the project premises to remove the risk of safety accidents such as fire. The management team of each property performs regular inspections to ensure strict compliance with the standing instructions.

During the outbreak of the COVID-19 pandemic, the REIT Manager and the Property Manager employed stringent prevention and control measures to protect customer health and safety. They carried out Emergency Response Plan for COVID-19 and organised training on operational guidelines in response to the pandemic. In addition, the property team required all visitors to wear surgical masks when entering and leaving the building and to complete registration with verifiable names or health codes. They also measured the body temperature of visitors and increased the frequency of disinfection in common areas such as toilets and lifts to reduce the risk of infection. In particular, the property team of Technology Building 2 introduced temperature screening thermographic cameras, disinfecting cars and autonomous robot cleaners to better protect the health and safety of tenants and visitors. To facilitate communication during the epidemic, the Property Manager posted and distributed various anti-epidemic posters and released weekly epidemic reports via WeChat to help tenants keep abreast of the latest epidemic-related developments.

考慮到租戶場所和公共區域的翻新和建築升級工程會引致噪音和氣味的滋擾，營運管理人和物業管理人密切監督和跟進物業相關工程。而各物業的物業管理團隊也制定了裝修活動的工作指引供租戶和服務提供商遵循，例如所有翻新和建築升級工程只能在指定的時間進行，如特定期段或非辦公時間，以此減低對其他租戶造成的噪音滋擾。而進行工程的處所內亦不得存放任何易燃和危險物品，防止火災等安全事故風險。各物業的管理團隊會定期檢查，確保嚴格遵守指引。

在新型冠狀病毒疫情爆發期間，房託管理人和物業管理人採取了嚴謹的防控措施以保護客戶的健康與安全，針對疫情開展了《新型冠狀病毒疫情突發事件應急預案》及工作指引的培訓。此外，物業團隊要求進出大廈的人員必須佩戴口罩、進行實名或健康碼登記、為訪客測量體溫，以及增加公共區域如洗手間、電梯的消毒次數，以減低傳染風險。此外，科技大廈二期的物業團隊更引入紅外線熱成像體溫監測系統、消毒車和智能消毒機器人，為租戶及訪客提供更好的健康與安全保障。為了保持疫情信息流通，物業管理人除了張貼和派發各種抗疫海報之外，亦每周推送疫情周報到微信公眾號，協助租戶緊跟最新的疫情有關的發展。



Property team introduced disinfecting cars and autonomous robot cleaners for epidemic prevention and control  
物業團隊引入消毒車和智能消毒機器人進行疫情防

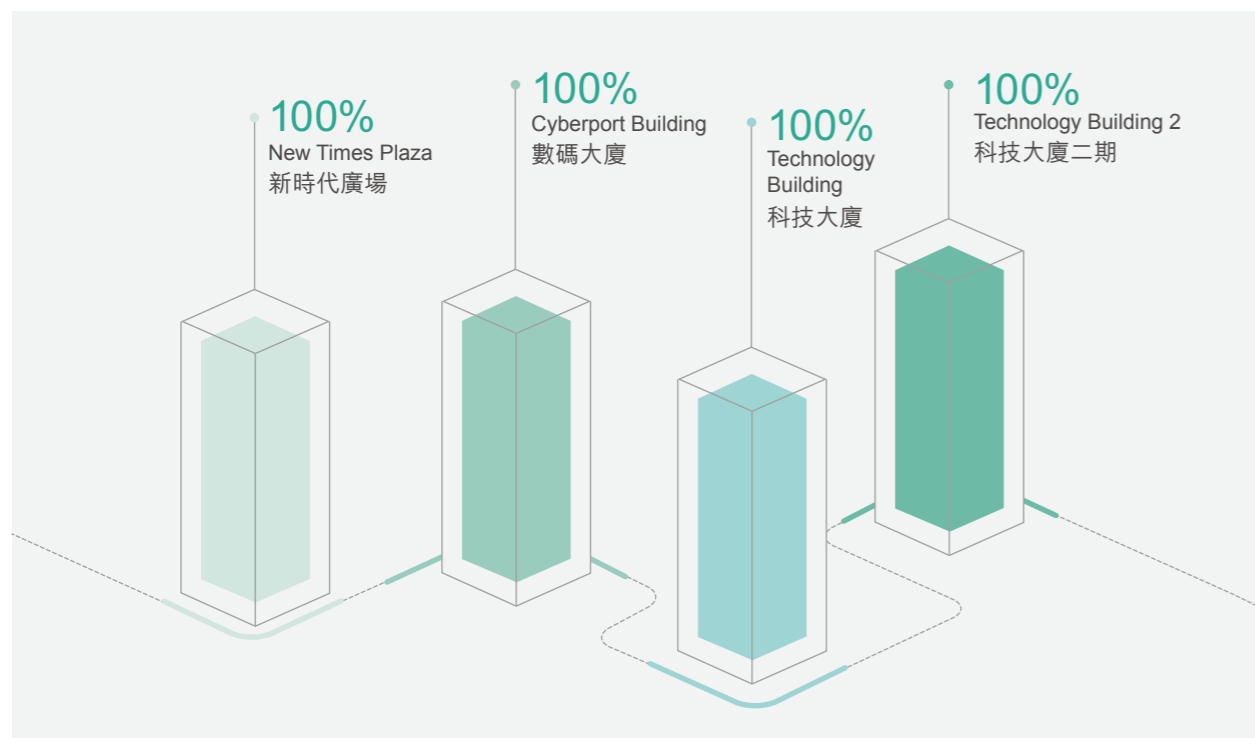
## Customer Relationship 客戶關係

We place paramount emphasis on tenant satisfaction and pay close attention to tenant feedback and suggestions. With this in mind, the REIT Manager and the Property Manager have established different communication channels, including WeChat groups and 24-hour service hotlines, to effectively collect valuable feedback from tenants. The Property Manager regularly conducts tenant visits, workshops, seminars, internal and third-party satisfaction surveys for five properties in accordance with established Customer Satisfaction Management Procedures to source ideas for service quality improvement.

我們非常重視租戶的滿意度，認真聽取租戶的反饋和建議。故此，房託管理人和物業管理人已建立多種溝通渠道，包括微信客戶群和24小時電話服務，有效地獲取租戶的寶貴意見。物業管理人按照制定了的《客戶滿意度管理程序》定期在五項物業中展開租戶拜訪、工作坊、研討會、內部及第三方滿意度調查，收集意見以改善服務質素。

The results of tenant satisfaction surveys in the Reporting Year are as follows:

本報告年度的租戶滿意度調查結果如下：



The Property Manager has established the Customer Complaint Handling Management Procedures to properly and promptly address tenant concerns. On receiving any complaints, the tenant servicing team will take timely corrective measures after investigation, provide reasonable explanations to tenants within a specified time and document the cases to prevent the recurrence of similar incidents. During the Year, the Property Manager did not receive any service-related complaints.

物業管理人已建立《客戶投訴處理管理程序》，使租戶關注的事情得到妥善和及時的處理。在接到投訴後，服務團隊會在探究有關個案後採取及時的修正措施，並在指定時間內向租戶提供合理解釋，最後整理記錄歸檔以避免同類事件再次發生。年內，物業管理人未收到任何有關服務的投訴。



### Technology Building — Improve Parking Lot Planning in Response to Customer Needs

#### 科技大廈—改善停車場規劃以回應客戶需求

Technology Building was openly sharing parking facilities with other buildings formerly, which had the effect of reducing the availability of parking spaces for our tenants. Upon receiving demand regarding this, we reviewed the plans of the car park, and redefined and re-allocated parking spaces according to the leased areas of each building. Coupled with designated parking spaces for tenants, this vastly improved the parking experience for our tenants.

以往科技大廈與其他大廈共用停車場，導致租戶的車位緊張。當得悉相關需求後，我們檢討停車位安排並重新規劃，按照每棟大廈的租賃面積重新分配停車位，劃定租戶專用停車場，以提升租戶的停車體驗。



### Rent Concessions during the Pandemic

#### 疫情期間租金減免

Many companies were forced to suspend their operations due to the impact of the COVID-19 pandemic. We went through the hard times with tenants by offering rent concessions.

不少企業受新冠疫情影响而被逼停產。我們給予租戶租金減免優惠以支持租戶渡過難關。

The customer service team is required to follow the established internal customer service standards to provide services and receive regular training to maintain excellent service quality. During the Reporting Year, we adopted a combination of online and offline training models and held more than 120 training sessions on customer service.

客戶服務團隊需遵循已建立的內部客戶服務標準提供服務，並定期接受相關培訓以維持卓越的服務質素。於報告年度，我們採用線上線下的混合模式，舉辦了超過120個有關客戶服務的培訓。



Employees from customer service department participating in training on customer service quality  
客戶服務部員工參與有關客戶服務品質培訓

During the Year, the Property Manager held a number of community events and festive celebrations to strengthen tenants relationship as highlighted as follows:

年內，物業管理人共舉辦了多項增進租戶關係的社區文化及節日慶祝活動，其亮點如下：

### Sending Cool in Summer 「夏日送清涼」活動

New Times Plaza organised the Sending Cool in Summer event on hot days in July to deliver care to tenants. A cold drinks station was set up in the lobby to provide tenants with free cold drinks. We have mini-warning labels to remind tenants of hot weather was posted on every drink package.

在炎熱的7月，新時代廣場舉辦了「夏日送清涼」活動，在大堂位置設置了清涼飲品領取點，為租戶免費送上清涼飲品。我們在每個飲品包裝盒上貼上暖心小標籤以提醒租戶天氣炎熱，向租戶表達關心。



New Times Plaza distributed cold drinks to tenants  
新時代廣場為租戶派發清涼飲品

### Mid-Autumn Celebration 「中秋游園會」活動

Before Mid-Autumn Festival, New Times Plaza held the Mid-Autumn celebration event to connect tenants in the community. On that day, the operational staff prepared festive decorations and held lantern riddles event and a mooncake-making workshop, attracting many tenants to the event. Apart from strengthening the friendly relationship with tenants, this event also served as a relaxing and pleasant platform for interaction in the community.

中秋節前夕，新時代廣場舉辦了「中秋游園會」活動以聯繫社區的租戶。當天，營運人員進行了節日佈置，舉辦猜燈謎活動及製作月餅活動，吸引大批租戶參與。是次活動不但鞏固與租戶的友好關係，亦為社區提供了一個輕鬆愉快的互動平台。



New Times Plaza arranged lantern riddles and mooncake-making workshop for tenants  
新時代廣場為租戶安排的中秋猜燈謎和月餅製作活動

## Customer Data Privacy and Security 客戶數據私隱和安全

China Merchants Commercial REIT spares no effort to protect the privacy of corporate information and customer information. It strictly complies with the Personal Data (Privacy) Ordinance (Cap. 486), the Law of the People's Republic of China on the Protection of the Rights and Interests of Consumers, the Cybersecurity Law of the People's Republic of China and other relevant laws and regulations. During the Reporting Year, the REIT Manager did not identify any significant non-compliance of law and regulations related to data privacy.

The REIT Manager has established internal control procedures to manage confidential and sensitive information. The REIT Manager has set up access control and data encryption systems to avoid data leakage, accidental access, processing or misuse. While the REIT Manager performs its duties and obligations, confidential information is only circulated on a "need-to-know" basis. Except with the prior consent of the Head of Compliance and the management of the REIT Manager, the disclosure of any communication to unauthorised persons is strictly prohibited. Any employee who violates such rules will be subject to disciplinary action or summary dismissal.

At the asset level, the Property Manager has established a comprehensive customer data management as per the Customer Records Management Procedures to govern the data entry, confidentiality, storage and destruction procedures of customer information. The Property Manager only collects necessary customer information to perform its property management services. All confidential customer information is stored in the electronic system with encryption and backup to prevent information loss and unauthorised access. Relevant personnel handling customer information are also required to receive regular refresher training on data privacy to keep them up to date on the latest procedures and requirements for proper handling of customer information.

招商局商業房託基金竭力維護企業信息和客戶資料的私隱，並嚴格恪守《個人資料（私隱）條例》（第486章）、《中華人民共和國消費者權益保護法》和《中華人民共和國網絡安全法》等法律和法規。於報告年度，房託管理人概無發現有任何與數據私隱有關的法律法規的重大違規案件。

房託管理人已建立內部控制程序以管理機密和敏感信息。房託管理人已經設有資訊的存取限制和數據加密系統，避免數據洩漏、意外存取、處理或濫用。而房託管理人在履行與信託及其事務有關的職責與義務時，僅在「需要了解」的原則下發佈機密信息。除非事先獲得合規主管和房託管理人管理層的同意，否則嚴格禁止向未經授權人士披露和透露有關信息。而違反有關規定的員工將會受到紀律處分，甚至遭受解僱。

在物業資產方面，物業管理人已經按照《客戶檔案管理規程》建立全面的客戶數據管理，監管客戶信息的錄入、保密、保存、銷毀等程序。物業管理人僅收集必要的客戶信息以執行物業管理服務。另外，所有機密的客戶信息都以加密和備份的方式儲存在電子系統中，防止信息遺失和未授權存取。處理客戶信息的相關人員亦需要定期接受有關數據私隱的培訓，確保他們清楚妥善處理客戶資料的最新程序和要求。





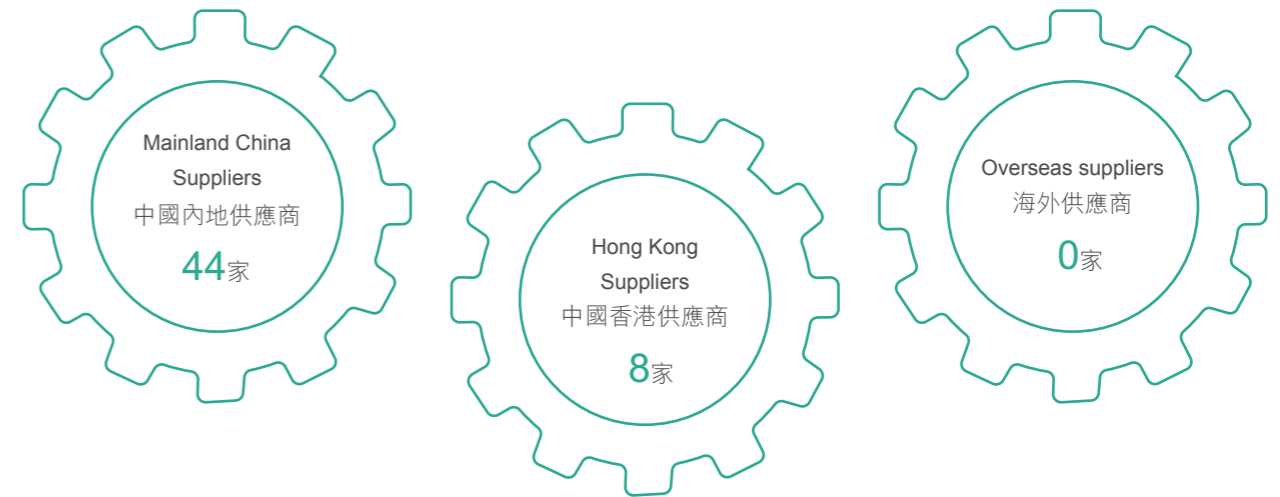
Tenants Records Management Training 2020  
2020年業戶檔案管理規定培訓

## Supply Chain Management 供應鏈管理

China Merchants Commercial REIT extends its ethical business practices to the supply chain. The Compliance Manual sets out detailed management criteria of the REIT Manager in supplier selection, tender evaluation and supplier performance review. The Property Manager has also developed the Supplier Management Regulations and a sound supplier management system to facilitate supplier inclusion, registration and review, performance evaluation and improvement. In selecting suppliers, the REIT Manager considers their qualifications, including experience and expertise, compliance with statutory licensing and qualification requirements and corporate governance record to ensure that suppliers are capable of providing professional and efficient products and services. We also give priority to suppliers who are certified with ISO 14001 Environmental Management System and ISO 9001 Quality Management System to ensure a sustainable supply chain.

招商局商業房託基金將商業道德實踐拓展至供應鏈。《合規手冊》詳細列明了房託管理人在選擇供應商、招標評估和審查供應商績效的管理準則。而物業管理人亦制定了《供應商管理規範》，建立完善的供應商管理系統以促進供應商入庫、註冊與審核、績效評估與改進等工作。房託管理人挑選供應商亦會考慮供應商的資歷，包括經驗及專業知識，法定許可和資格要求的合規、企業管治記錄等，確保供應商具備提供專業高效的產品和服務的能力。為確保可持續的供應鏈，我們會優先考慮獲得ISO 14001環境管理體系及ISO 9001質量管理體系認證的供應商。

The number of suppliers by geographical region in 2020 is as follows:  
本報告年度按地區劃分的供應商數目如下：



Furthermore, we regularly evaluate all partners in the supply chain to ensure their full compliance with the stated requirements. The Property Manager has formulated assessment criteria corresponding to the types of products and services provided by suppliers. A cross-department inspection team then conducts on-site or off-site inspections based on these criteria. The Property Manager has also established a supplier reward and penalty mechanism, under which we will favour suppliers with outstanding performance in annual performance evaluation for reselection. Correspondingly, we will not consider unqualified suppliers during a specific period.

To eliminate any bribery or other misconduct in the procurement and tendering process, the Property Manager requires all suppliers to sign and submit the Compliance and Integrity Transactions Commitment Statement, which holds suppliers to a high level of business ethics and integrity, including preventing conflicts of interest and practising fair competition. Their contracts will be revoked should there be a violation of the regulations. If a supplier is found to have engaged in a major violation such as bid rigging, bribery or provision of false information, it will be put on the Supplier Integrity Blacklist and will be permanently disqualified for cooperation. The inspection team will also work with a third-party professional credit platform to search through the suppliers' associated relationships and their compliance track record to ensure suppliers' compliant business practices.

此外，我們定期評估供應鏈中的所有合作夥伴，確保他們完全遵守列明的要求。物業管理人根據供應商提供的產品和服務類別而制定相應的評估標準，並由跨部門考察小組按標準進行實地或非實地考察。物業管理人更設立供應商獎罰機制，在年度業績評估表現優秀的供應商在一定期限內可獲得優先推薦資格；相應地，被評為不合格的供應商在一定期限內不再獲得考慮。

為杜絕採購及招標過程中出現任何賄賂或其他不當行為，物業管理人的所有供應商必須簽署及提交《合規及廉潔交易承諾函》，對維護高水平的商業道德和誠信，如防止利益衝突和公平競爭等行為準則作出承諾。供應商如違反規定將會被終止合約。如供應商出現重大違規行為，如圍標或行賄行為、提供虛假材料等，更會被評為「誠信黑名單供應商」，並永久被取消合作資格。考察小組亦會借助第三方專業信用平台查詢供應商關連關係及合規記錄，確保供應商的合規運營實踐。





# 04

## BUILDING THE SOCIETY 建設社會

China Merchants Commercial REIT is always committed to making a positive impact on the community. Through various community events organised by the Property Manager, it contributes to improving community welfare. We actively cooperate with stakeholders and contribute to different groups and organisations to play our part in community development.

招商局商業房託基金致力為社區帶來正面影響，並通過物業管理人組織的各種社區活動，為社區公益作出貢獻。我們積極與不同持份者合作，為不同的團體和組織作出貢獻，在社區中發揮作用。



良好健康與  
福祉



可持續城市  
和社區

“Sending Warmth and Thanksgiving” Charitable Event

「傳遞溫暖，感謝有您」公益活動



During the Year, Garden City Shopping Centre collaborated with Zhaoshang Subdistrict Community Committee to hold the “Sending Warmth and Thanksgiving” charitable event in March. Garden City Shopping Centre gathered six catering tenants and invited residents from the surrounding community to join the event. They expressed gratitude to frontline service workers in the community, including medical workers, police and sanitation workers, by giving out free food for six consecutive days, benefitting more than 4,680 people.

年內，花園城於3月聯合招商街道社區黨委舉辦「傳遞溫暖，感謝有您」公益活動。花園城集合項目內六個餐飲商戶，並邀請鄰近社區內的居民一同參加，連續六天派發免費愛心食品給社區內的前線服務人員向他們表達謝意，包括醫護人員、警察和清潔工人等，受惠人數多達4,680人。



Distributing free food to frontline service workers  
向前線服務人員免費派發食品

“CPC Takes the Lead to Boost Economy, Gather Together to Promote Employment” Event

「黨建引領促經濟、凝心聚力促就業」活動



Garden City Shopping Centre and the Zhaoshang Subdistrict Sihai Community Committee co-organised the “CPC takes the lead to boost economy, gather together to promote employment” charitable event in July. On that day, apart from distributing 2,000 surgical masks to nearby residents, they also provided charity haircuts for more than 50 elderly people and children. In addition, the event facilitated a talent recruitment programme for over 20 companies, promoting local economic development.

花園城於7月聯合招商街道四海社區黨委合辦「黨建引領促經濟、凝心聚力促就業」公益活動。當天，除了派發2,000份醫用口罩予周邊居民外，更為超過50位長者和兒童提供公益剪髮服務。此外，活動亦協助20多間企業舉辦人才招聘會，促進社區經濟發展。



Free distribution of surgical masks  
免費派發醫用口罩



Charity Haircuts  
公益剪髮活動

Book Donation Event

書籍捐贈活動



Before Christmas, China Merchants Commercial REIT collaborated with Zhaoshang Subdistrict Sihai Community Committee and various community foundations to launch the “Spreading Love at Christmas” book donation event. During the three-day event, we collected more than 800 books from nearby residents. The books were then donated to the Guangdong Qingyuan Yao Minority School to convey our love to students.

聖誕前夕，招商局商業房託基金聯同招商街道四海社區黨委和各個社區基金會推出「繽紛心動，攜愛輝聖誕」書籍捐贈活動。我們在三天的活動共向周邊居民籌集了超過800本書，及後捐贈到廣東清遠市瑤族學校，期望透過活動向學生表達關心。



Collected books from nearby residents  
向附近居民籌集書籍



Students from Guangdong Qingyuan Yao  
Minority School enjoying the donated books  
廣東清遠市瑤族學校學生享受捐贈書籍

During the Reporting Year, the Property Manager actively created job positions and provided job opportunities for people, and thereby was awarded the honorary title of “Shenzhen Employment and Poverty Alleviation Base” given by the Human Resources and Social Security Bureau of Shenzhen Municipality.

於報告年度，物業管理人積極開發就業崗位，為市民提供工作機會，榮獲由深圳市人力資源和社會保障局頒發的「深圳市就業扶貧基地」榮譽稱號。



Awarded the title of “Shenzhen Employment  
and Poverty Alleviation Base”  
榮獲「深圳市就業扶貧基地」稱號



# ESG REPORTING GUIDE CONTENT INDEX

## 環境、社會及管治報告指引索引

Environmental, Social and Governance Reporting Guide 環境、社會及管治報告指引		Chapter/Description 章節/說明	Page 頁碼
<b>A. ENVIRONMENTAL 環境</b>			
A1: Emissions A1: 排放物	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste 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) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	Environmental Protection – Energy Efficiency and Greenhouse Gas Management 環境保護－能源效率與溫室氣體排放管理 P.14-17 Environmental Protection – Waste Management and Natural Resources Conservation 環境保護－廢棄物管理及天然資源保育 P.20-22
	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	Our business does not generate significant emissions and thus air emission is not a material issue 我們的業務並無產生大量排放物，故廢氣排放並非重大議題
	KPI A1.2 關鍵績效指標A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility) 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（如以每產量單位、每項設施計算）	Environmental Protection – Energy Efficiency and Greenhouse Gas Management 環境保護－能源效率與溫室氣體排放管理 P.14-17
	KPI A1.3 關鍵績效指標A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility) 所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）	Environmental Protection – Waste Management and Natural Resources Conservation 環境保護－廢棄物管理及天然資源保育 P.20-22
	KPI A1.4 關鍵績效指標A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility) 所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）	Environmental Protection – Waste Management and Natural Resources Conservation 環境保護－廢棄物管理及天然資源保育 P.20-22
	KPI A1.5 關鍵績效指標A1.5	Description of emission 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	Environmental Protection – Energy Efficiency and Greenhouse Gas Management 環境保護－能源效率與溫室氣體排放管理 P.14-17
	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	Environmental Protection – Waste Management and Natural Resources Conservation 環境保護－廢棄物管理及天然資源保育 P.20-22
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	Environmental Protection – Energy Efficiency and Greenhouse Gas Management 環境保護－能源效率與溫室氣體排放管理 P.14-17 Environmental Protection – Water Resources Management 環境保護－水資源管理 P.18-19 Environmental Protection – Waste Management and Natural Resources Conservation 環境保護－廢棄物管理及天然資源保育 P.20-22

Environmental, Social and Governance Reporting Guide 環境、社會及管治報告指引		Chapter/Description 章節/說明	Page 頁碼
A3: The Environment and Natural Resources A3: 環境及天然資源	KPI A2.1 關鍵績效指標A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility) 按類型劃分的直接及/或間接能源（如電、氣或油）總耗量（以千個千瓦時計算）及密度（如以每產量單位、每項設施計算）	Environmental Protection – Energy Efficiency and Greenhouse Gas Management 環境保護－能源效率與溫室氣體排放管理 P.14-17
	KPI A2.2 關鍵績效指標A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility) 總耗水量及密度（如以每產量單位、每項設施計算）	Environmental Protection – Water Resources Management 環境保護－水資源管理 P.18-19
	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	Environmental Protection – Energy Efficiency and Greenhouse Gas Management 環境保護－能源效率與溫室氣體排放管理 P.14-17
	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 the 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	Environmental Protection – Water Resources Management 環境保護－水資源管理 P.18-19 We have not encountered any issue in sourcing water 我們無遇到任何求取適用水源的問題
	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	Our business does not use packaging materials 我們的業務並無消耗包裝材料 /
A4: Climate Change 氣候變化	General Disclosure 一般披露	Policies on minimising the issuer's significant impacts 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	Environmental Protection – Energy Efficiency and Greenhouse Gas Management 環境保護－能源效率與溫室氣體排放管理 P.14-17 Environmental Protection – Water Resources Management 環境保護－水資源管理 P.18-19 Environmental Protection – Waste Management and Natural Resources Conservation 環境保護－廢棄物管理及天然資源保育 P.20-22
	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	Environmental Protection – Energy Efficiency and Greenhouse Gas Management 環境保護－能源效率與溫室氣體排放管理 P.14-17 Environmental Protection – Water Resources Management 環境保護－水資源管理 P.18-19 Environmental Protection – Waste Management and Natural Resources Conservation 環境保護－廢棄物管理及天然資源保育 P.20-22
B1: Employment B1: 僱傭	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	Environmental Protection – Climate Change and Response 環境保護－氣候變化與應對 P.23-24
	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	Environmental Protection – Climate Change and Response 環境保護－氣候變化與應對 P.23-24
<b>B. Social 社會</b>			
B1: Employment B1: 僱傭	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	Nurturing Talent – Employee Recruitment and Talent Retention 培育人才－員工聘用與人才挽留 P.27-28 Nurturing Talent – Employee Diversity and Equal Opportunities 培育人才－員工多樣性與平等機會 P.28-29 Nurturing Talent – Remuneration and Benefits 培育人才－薪酬及福利 P.29

Environmental, Social and Governance Reporting Guide 環境、社會及管治報告指引			Chapter/Description 章節/說明	Page 頁碼
KPI B1.1 關鍵績效 指標B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region	We are currently collecting the data and will make relevant disclosure	/	
	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	我們目前正在收集相關數據，並將作出相關披露		
KPI B1.2 關鍵績效 指標B1.2	Employee turnover rate by gender, age group and geographical region	We are currently collecting the data and will make relevant disclosure	/	
按性別、年齡組別及地區劃分的僱員流失比率	我們目前正在收集相關數據，並將作出相關披露			
B2 : Health and Safety B2 : 健康與安全	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	Nurturing Talent – Occupational Health and Safety 培育人才－職業健康及安全	P.30-34
	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）每年因工亡的人數及比率	Nurturing Talent – Occupational Health and Safety 培育人才－職業健康及安全	P.30-34
	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	Nurturing Talent – Occupational Health and Safety 培育人才－職業健康及安全	P.30-34
	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	Nurturing Talent – Occupational Health and Safety 培育人才－職業健康及安全	P.30-34
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	Nurturing Talent – Employee Training and Development 培育人才－員工培訓及發展	P.35-36
	KPI B3.1 關鍵績效 指標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	We are currently collecting the data and will make relevant disclosure 我們目前正在收集相關數據，並將作出相關披露	/
	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	We are currently collecting the data and will make relevant disclosure 我們目前正在收集相關數據，並將作出相關披露	/
B4: Labour Standards B4 : 勞工準則	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child or forced labour 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	Nurturing Talent – Employee Recruitment and Talent Retention 培育人才－員工聘用與人才挽留	P.27-28
	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	Nurturing Talent – Employee Recruitment and Talent Retention 培育人才－員工聘用與人才挽留	P.27-28
	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	Nurturing Talent – Employee Recruitment and Talent Retention 培育人才－員工聘用與人才挽留	P.27-28

Environmental, Social and Governance Reporting Guide 環境、社會及管治報告指引			Chapter/Description 章節/說明	Page 頁碼
B5: Supply Chain Management B6 : 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	Business Ethics and Quality Services – Supply Chain Management 商業道德和優質服務－供應鏈管理	P.51-52
	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	Business Ethics and Quality Services – Supply Chain Management 商業道德和優質服務－供應鏈管理	P.51-52
	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	Business Ethics and Quality Services – Supply Chain Management 商業道德和優質服務－供應鏈管理	P.51-52
	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	Business Ethics and Quality Services – Supply Chain Management 商業道德和優質服務－供應鏈管理	P.51-52
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	Business Ethics and Quality Services – Supply Chain Management 商業道德和優質服務－供應鏈管理	P.51-52	
	B6: Product Responsibility B6 : 產品責任	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labeling and privacy matters relating to products and services provided and methods of redress 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	Business Ethics and Quality Services – Service Quality 商業道德和優質服務－服務質量 Business Ethics and Quality Services – Customer Health and Safety 商業道德和優質服務－客戶健康與安全 Business Ethics and Quality Services – Customer Data Privacy and Security 商業道德和優質服務－客戶數據私隱和安全
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	Product recall is not applicable to our business 產品回收不適用於我們的業務	/
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	Business Ethics and Quality Services – Customer Relationship 商業道德和優質服務－客戶關係	P.47-49
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	Business Ethics and Quality Services – Service Quality 商業道德和優質服務－服務質量	P.44	
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	Recall procedure is not applicable to our business 回收程序不適用於我們的業務	/	
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	Business Ethics and Quality Services – Customer Data Privacy and Security 商業道德和優質服務－客戶數據私隱和安全	p.50-51	
B7 : Anti-corruption B7 : 反貪污	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	Business Ethics and Quality Services – Anti-corruption and Anti-money Laundering 商業道德和優質服務－反貪污及反洗錢	P.41-43



Environmental, Social and Governance Reporting Guide 環境、社會及管治報告指引		Chapter/Description 章節/說明	Page 頁碼
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	Business Ethics and Quality Services – Anti-corruption and Anti-money Laundering 商業道德和優質服務－反貪污及反洗錢  We have no concluded legal cases regarding corrupt practices 我們沒有任何與貪污有關並已審結的法律訴訟	P.41-43
	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	Business Ethics and Quality Services – Anti-corruption and Anti-money Laundering 商業道德和優質服務－反貪污及反洗錢
	KPI B7.3 關鍵績效 指標B7.3	Description Anti-corruption training provided to directors and staff 描述向董事及員工提供的反貪污培訓	Business Ethics and Quality Services – Anti-corruption and Anti-money Laundering 商業道德和優質服務－反貪污及反洗錢
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	Building the Society 建設社會
	KPI B8.1 關鍵績效 指標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）	Building the Society 建設社會
	KPI B8.2 關鍵績效 指標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）	Building the Society 建設社會



Stock Code 股份代號:01503