



招商局商業房託基金

China Merchants Commercial REIT

Stock Code 股份代號：01503

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



2023 年度環境、社會及管治報告
Environmental, Social and Governance Report

招商局商業房地產投資信託基金
China Merchants Commercial Real Estate Investment Trust

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ABOUT THIS REPORT

關於本報告

This report is the fifth Environmental, Social and Governance Report (the “**Report**”) issued by China Merchants Land Asset Management Co., Limited, the manager of China Merchants Commercial REIT (the “**REIT Manager**” or “**We**”). The Report summarises the environmental, social and governance (“**ESG**”) management approaches, policies and measures related to China Merchants Commercial Real Estate Investment Trust (“**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, Garden City Shopping Centre and Onward Science & Trade Centre, from 1 January 2023 to 31 December 2023 (the “**Reporting Year**”). For more detailed information on the corporate governance of China Merchants Commercial REIT, please refer to the “Corporate Governance Report” section of the 2023 Annual Report.

REPORTING STANDARDS

The Report follows the Environmental, Social and Governance Reporting Guide (the “**ESG Reporting Guide**”) set out in Appendix C2 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “**Stock Exchange**”); and makes reference to various reporting frameworks, including the Global Reporting Initiative reporting Standards (“**GRI Standards**”), the United Nations Sustainable Development Goals (“**UNSDGs**”) and the Consultation Conclusions on the Management and Disclosure of Climate-related Risks by Fund Managers by the Securities and Futures Commission of Hong Kong (“**the SFC**”).

REPORTING PRINCIPLES

The disclosures of the Report have complied with the “comply or explain” provisions of the ESG Reporting Guide and have adopted the four reporting principles of materiality, quantitative, balance and consistency in the ESG Reporting Guide to determine the structure and content of the reporting disclosures.

Materiality: We identify, assess and prioritise ESG issues by engaging an independent consultant to assist in conducting materiality assessment. The results of the stakeholder engagement process and materiality assessment have been approved by the Board of Directors (the “**Board**”) and are described in the “Stakeholder Engagement and Materiality Assessment” section.

本報告為招商局置地資產有限公司(招商局商業房託基金的管理人,「房託管理人」或「我們」)發佈的第五份環境、社會和管治報告(「本報告」)。報告內容總結了與招商局商業房地產投資信託基金(「招商局商業房託基金」)相關的環境、社會及管治(「ESG」)管理方法、政策和措施,並展示我們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,花園城及招商局航華科貿中心於2023年1月1日至2023年12月31日(「報告年度」)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2023年年度報告中的「企業管治報告」部分。

報告標準

本報告依循香港聯合交易所有限公司(「聯交所」)《香港聯合交易所有限公司證券上市規則》附錄C2《環境、社會及管治報告指引》(「環境、社會及管治報告指引」),並參考多項報告框架,包括《全球報告倡議組織(Global Reporting Initiative, GRI)報告準則》(「GRI準則」)、聯合國《可持續發展目標(Sustainable Development Goals, SDGs)》(「UNSDGs」)和香港證券及期貨事務監察委員會(「證監會」)《有關基金經理管理及披露氣候相關風險的諮詢總結》而編制。

報告原則

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,並遵循「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,以決定報告披露的結構和內容。

重要性: 我們委託獨立顧問展開議題重大性分析,識別及評估ESG事宜,並釐定相關事宜的優先次序。持份者參與過程及重大性評估的結果已得到了董事會的審核,詳情請參閱「持份者參與及重大性分析」部分。

Quantitative: We present key performance indicators in a measurable manner to provide a more objective picture of our performance. Data such as standards, methodologies and assumptions used are also described in the Report.

Balance: The Report demonstrates China Merchants Commercial REIT's ESG achievements and improvement plans in an unbiased manner.

Consistency: Unless otherwise specified, the data statistical disclosure methods used in the Report are consistent with those used in previous years, and the ESG data of different years are compared.

The Report has been reviewed and approved by the Board of the REIT Manager.

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 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:

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量化性：我們採用可以計量的方式呈列關鍵績效指標，以更客觀地說明我們的表現。所用的標準、方法及假設等數據亦於本報告中說明。

平衡：本報告以公正評估的原則不偏不倚地呈現招商局商業房託基金在ESG方面的成果及提升方案。

一致性：除特別說明外，本報告採用了與先前年度一致的數據統計及披露方法，並就不同年度的ESG數據進行了比對。

本報告已由房託管理人之董事會審核通過。

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 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，協助我們持續改善有關環境、社會及管治管理和舉措。歡迎閣下透過以下方式隨時聯絡我們：

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ABOUT CHINA MERCHANTS COMMERCIAL REIT

關於招商局商業房託基金

China Merchants Commercial REIT is a real estate investment trust constituted by the trust deed (the “**Trust Deed**”) entered into between 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 on 10 December 2019.

The REIT Manager is an indirect wholly-owned subsidiary of China Merchants Land Limited (stock code: 00978.HK) and is licenced by the SFC in Hong Kong to conduct regulated asset management activities. With the support and resources of the China Merchants Group, the REIT Manager strives to provide unitholders with stable income and long-term distributions growth, as well as to increase the market value of the properties owned by China Merchants Commercial REIT

The REIT Manager has delegated the functions of operations and lease management to China Merchants Shekou Enterprise Management (Shenzhen) Co., Limited and its Beijing Branch (the “**Operations Manager**”) and delegated the functions of building management to Shenzhen China Merchants Property Holding Management Co., Ltd and China Merchants Property Management (Beijing) Co., Ltd (the “**Property Manager**”). The REIT Manager oversees both the Operations Manager and Property Manager to ensure that they execute their duties properly and offer high quality services to tenants and customers.

China Merchants Commercial REIT’s property portfolio (“**Portfolio**”) comprises five properties in Shekou, Shenzhen and one property in Beijing. All of its properties are located in well-developed areas with convenient public transportation network. The property has a total gross floor area of 310,750 sq.m. (Gross Rentable Area: 290,223 sq.m.) and is a premium commercial space for office and retail uses.

招商局商業房託基金是於2019年11月15日由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.HK)的間接全資附屬公司並獲得證監會的許可,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)有限公司及招商蛇口企業管理(深圳)有限公司北京分公司(「**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及北京招商局物業管理有限公司(「**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質量的服務。

招商局商業房託基金的物業組合由五處位於深圳蛇口及一處位於北京的物業組成。其物業皆位於成熟地段,擁有便捷的公共交通網絡。物業總樓面面積達310,750平方米(可出租總面積: 290,223平方米),為辦公和零售用途的優質商業空間。

A Grade A office building with a GFA of 87,337 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平方米。



NEW TIMES PLAZA
新時代廣場

The first large-scale integrated commercial complex in Shekou, Shenzhen offering customers shopping, dining, leisure and entertainment facilities. It has a total GFA of 50,497 sq.m. and is located in a well-connected commercial and residential area. One exit of the new 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



Onward Science & Trade Centre, an integrated property development consisting of 4 Grade A office towers and 2 apartment buildings, is strategically located within the Central Business District of Beijing. The CBD is one of the most famous international business districts in China, and its occupants are world leading financial, media, IT, consulting and service company. CMC REIT has majority ownership of a company with an 46.41% interest in assets with an aggregate Gross Floor Area of 48,370.3 sq.m. (including 7,546.3 sq.m. for parking) at Onward Science & Trade Centre.

招商局航華科貿中心，是一個綜合樓宇發展項目，包括4座甲級寫字樓及2座住宅大樓，它位於北京中央商業區CBD，坐享策略性地段優勢。國貿中心商業區為中國最負盛名的國際商務街區之一，是世界領先的金融、媒體、資訊科技、顧問及服務行業的所在地。招商局商業房託基金擁有46.41%的資產權益及於招商局航華科貿中心有總樓面面積為48,370.3平方米(其中停車場佔7,546.3平方米)，可租賃總面積40,824.0平方米。



ONWARD SCIENCE & TRADE CENTER
招商局航華科貿中心

CYBERPORT BUILDING
數碼大廈



TECHNOLOGY BUILDING
科技大廈



TECHNOLOGY BUILDING 2
科技大廈二期



Three office complexes with a total GFA of 124,545 sq.m. are located in Shekou Net Valley, a business hub for high-tech companies and start-up companies designated by the Nanshan District Government of Shenzhen, for the promotion and development of emerging industries. The area is easily accessible with comprehensive facilities in the surrounding area, and has formed a sustainable and synergistic community, providing tenants with great convenience.

三棟寫字樓綜合體總樓面面積合共為124,545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，並已形成可持續及協同的社區，為租戶提供極大便利。

01

SUSTAINABILITY

可持續 GOVERNANCE

發展管理





BOARD STATEMENT ON ESG ISSUES

董事會ESG聲明

To facilitate progress in achieving ESG-related targets, the Board of the REIT Manager has established an Environmental, Social and Governance Working Group (the “**ESG Working Group**”) chaired by a member of the Board. The Board, with the assistance of the ESG Working Group, is responsible for overseeing the ESG-related matters of China Merchants Commercial REIT.

The Board is responsible for setting applicable ESG objectives, reviewing the progress of their implementation, developing action plans as well as improving the effectiveness and appropriateness of related measures. The Board is also responsible for reviewing the ESG reports of CMC REIT to ensure compliance with the Rules Governing the Listing of Securities of the Stock Exchange.

Delegated by the Board with the responsibility for implementing risk management activities, the Investment Committee and the Audit Committee have been set up with clear terms of reference to review investment and risk management issues and submit their findings and recommendations to the Board for consideration and endorsement. The Investment Committee will assess and make recommendations on exposure to various risks including climate risk for acquisitions proposed by the REIT Manager. The Audit Committee is tasked to maintain an effective system of internal control and risk management, in respect of both the REIT Manager and CMC REIT. The Audit Committee assists the Board in its monitoring of the overall risk management profile of CMC REIT and setting policies to govern risk assessment and risk management. The Audit Committee meets at least annually to review the climate risks to the assets and operations across the Portfolio and discuss the implementation of risk mitigation measures.

Through internal and external stakeholder engagement, we identify material ESG issues and assess the importance of the issues to China Merchants Commercial REIT and its stakeholders. The Board is responsible for reviewing and determining our material ESG issues. We formulate and implement responses based on the findings of the materiality assessment of each ESG issue, and report them in our ESG Report. For details of the stakeholder engagement process and the materiality assessment results, please refer to the “Stakeholder Engagement and Materiality Assessment” section of the Report.

ESG WORKING GROUP

ESG工作組

To strengthen the ESG management processes for China Merchants Commercial REIT and implement various ESG practices, we have established the clear terms of reference for the ESG working group that can effectively manage ESG-related risks.

為推進ESG相關目標的實現進度，房託管理人董事會已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工作組的協助下負責監督招商局商業房託基金的ESG相關事宜。

董事會負責設定相關的ESG目標，審查相關目標的實施進度，制定行動計劃，並改進相關措施的有效性和適當性。董事會還負責審查招商局商業房託基金的ESG報告，以確保符合香港聯交所證券上市規則。

董事會授權投資委員會和審核委員會負責執行風險管理活動，明確規定其職責，審查投資和風險管理問題，並將其發現和建議提交董事會審議和批准。投資委員會將評估由房託管理人提出的收購提案中的各種風險，包括氣候風險，並提出建議。審核委員會負責維護招商局商業房託基金和房託管理人的內部控制和風險管理系統，協助董事會監督招商局商業房託基金的整體風險管理狀況，並制定相應的風險評估和風險管理政策。審核委員會至少每年召開會議，審查投資組合中資產和運營的氣候風險，並討論風險減緩措施的實施情況。

我們通過內部及外部持份者的參與，識別重大ESG議題並評估相關事宜對招商局商業房託基金及其持份者的重要性。董事會負責審閱及釐定我們的重大ESG議題。我們根據各項ESG議題的重大性評估結果制定及落實應對措施，並於ESG報告中作出相關匯報。有關持份者參與過程及重大性評估結果的詳情，請參閱本報告「持份者參與及重大性分析」一節。

為了加強招商局商業房託基金的ESG管理及開展各項ESG工作，我們已為ESG工作組訂立清晰的職權範圍，以有效管理ESG相關風險。

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, consisting of staff from the REIT Manager, is responsible for leading and overseeing overall ESG work. The ESG Management Team, consisting of staff from the Operations Manager, is responsible for coordinating and organising various ESG tasks. The ESG Execution Team, consisting of staff from 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 main duties of the ESG Working Group include:

ESG工作組的主要職責包括：

- 01

Assist the Board in overseeing the implementation and effectiveness of China Merchants Commercial REIT's ESG policies and practices.
協助董事會監督招商局商業房託基金ESG政策及實踐的落實與成效。
- 02

Assist the Board in overseeing the formulation of ESG strategies and plans, assessing ESG risks (including climate-related risks), and implementing ESG practices in daily operations.
協助董事會監督ESG戰略和計劃，評估ESG風險(包括氣候相關風險)，在日常運營中實施ESG實踐。
- 03

Assist the Board in formulating and reviewing ESG targets and the progress on achieving the targets; enhance the effectiveness and applicability of relevant initiatives.
協助董事會制定並檢查ESG目標及其落實進度，並改進相關措施的有效性及其適用性。
- 04

Assist the Board in determining the material ESG issues for investors and other stakeholders.
協助董事會釐定對投資者及其他持份者而言重大的ESG議題。
- 05

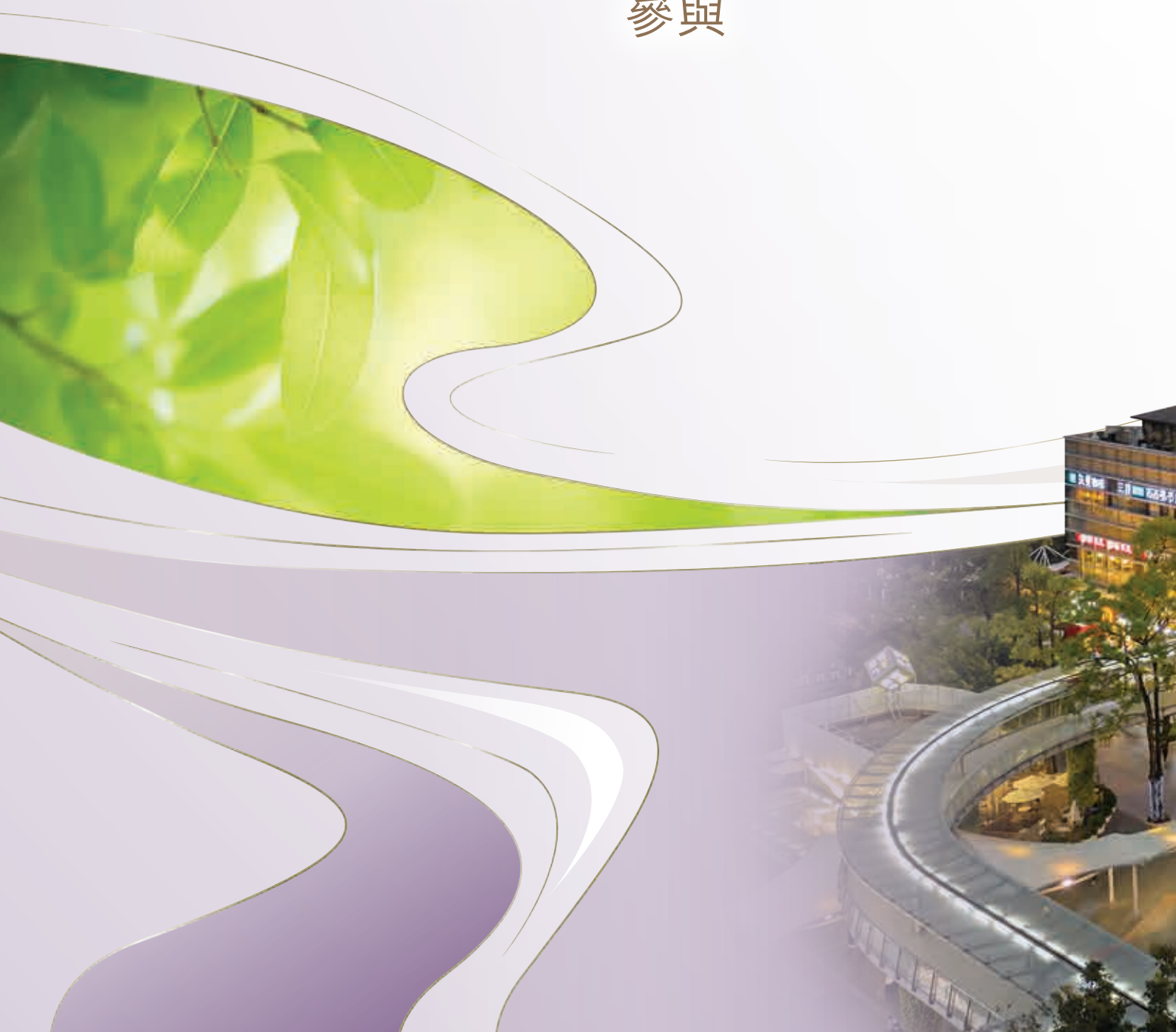
Assist the Board in reviewing and monitoring China Merchants Commercial REIT's policies and practices to comply with ESG-related legal and regulatory requirements.
協助董事會審查及監督招商局商業房託基金的政策和實踐，以確保符合ESG相關法律及監管要求。

02

STAKEHOLDER

持份者 ENGAGEMENT

參與





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STAKEHOLDER ENGAGEMENT AND MATERIALITY ASSESSMENT

持份者參與及重大性分析

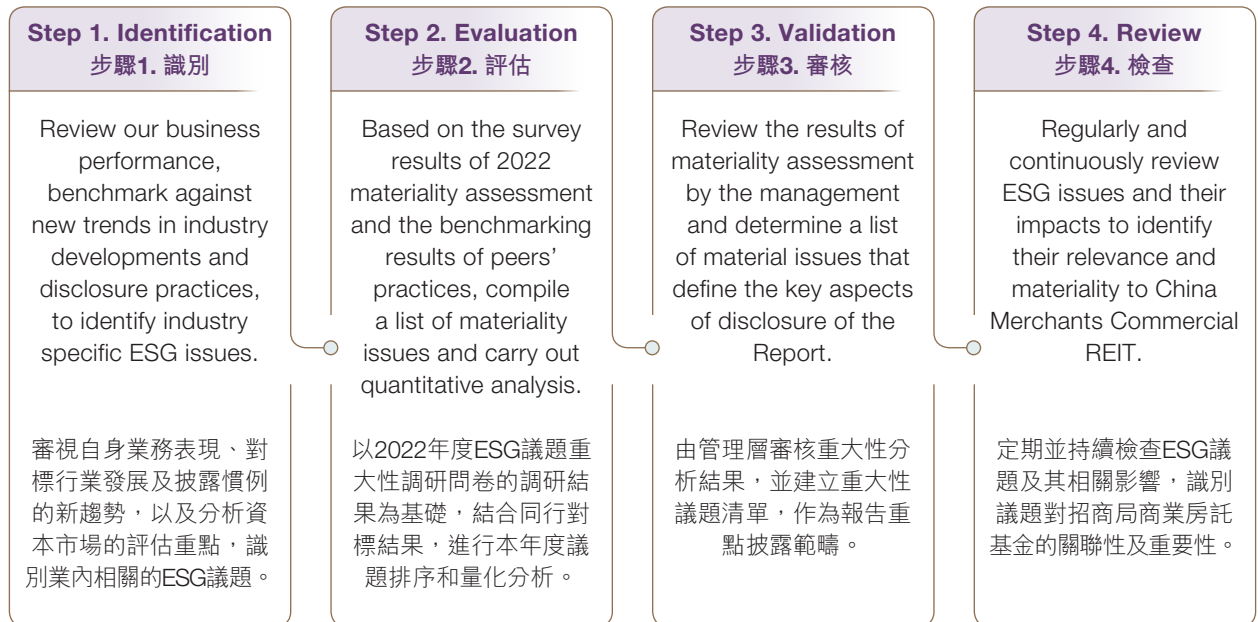
We actively maintain close communication with stakeholders and value the impact of business operations on key stakeholders. Through various communication channels, we gather insights to better understand their concerns and expectations on various ESG issues of China Merchants Commercial REIT. We also take into account the opinions of our stakeholders when formulating relevant policies and strategies to continuously improve our ESG performance.

我們積極與持份者保持緊密的溝通，同時重視業務營運對主要持份者產生的影響。我們通過多種溝通渠道了解持份者對招商局商業房托基金ESG事宜的關注重點和未來期望，並將其納入政策、策略制定的考量因素中，藉此持續改善我們的ESG表現。

| Stakeholders 持份者 | Communication Channels | 溝通渠道 |
|--|---|--|
| Unitholders 單位持有人 | <ul style="list-style-type: none"> Company website Annual general meetings of unitholders Corporate announcements Annual and interim reports | <ul style="list-style-type: none"> 公司網站 單位持有人週年大會 企業公告 年報和中期報告 |
| Investors 投資者 | <ul style="list-style-type: none"> Company website Investors' meeting Corporate announcements Annual and interim reports Email | <ul style="list-style-type: none"> 公司網站 投資者會議 企業公告 年報和中期報告 電郵 |
| Government and regulatory authorities 政府和監管機構 | <ul style="list-style-type: none"> Regular submission Regular communication with regulatory authorities Compliance inspections and assessments Forums, seminars, conferences | <ul style="list-style-type: none"> 定期提交文件 與監管機構定期溝通 合規檢查和評估 論壇、研討會和會議 |
| Employee 僱員 | <ul style="list-style-type: none"> Email and suggestion box Regular meetings Annual employee performance review Employee training Employee activities Surveys | <ul style="list-style-type: none"> 電郵和意見箱 定期會議 年度員工績效評估 員工培訓 員工活動 問卷 |
| 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"> Ongoing meetings and on-site inspections Supplier selection and performance evaluation Procurement and tendering Surveys | <ul style="list-style-type: none"> 持續會議和現場檢查 供應商選擇和績效評估 採購與招標 問卷 |
| Customers (Tenants and visitors) 客戶(租戶和訪客) | <ul style="list-style-type: none"> Company website Regular tenant meetings Customer satisfaction surveys Customer hotline Social Media Surveys | <ul style="list-style-type: none"> 公司網站 定期的租戶會議 客戶滿意度調查 客戶服務熱線 社交媒體 問卷 |
| Media 媒體 | <ul style="list-style-type: none"> Company website Email and phone calls | <ul style="list-style-type: none"> 公司網站 電郵和電話 |
| Community 社區 | <ul style="list-style-type: none"> Company website Community activities Email and phone calls | <ul style="list-style-type: none"> 公司網站 社區活動 電郵和電話 |

We regularly review ESG issues that have a significant impact on our business and stakeholders. Each year, we engage with independent consultants to conduct materiality assessment to effectively identify the material ESG issues that are important for China Merchants Commercial REIT. The materiality assessment serves as a crucial basis for us to develop strategies and policies while also improving management effectiveness. The 2023 materiality assessment for China Merchants Commercial REIT includes the following steps:

我們定期審查與對我們業務及持份者具有重大影響的ESG議題。我們每年委託獨立顧問協助進行ESG議題的重大性分析，有效識別與招商局商業房託基金相關且重要的ESG議題，並為我們制訂相應的策略方針及提升管理成效提供重要依據。招商局商業房託基金2023年度議題重大性分析包含以下步驟：



During the Reporting Year, we engaged independent consultants to evaluate our business performance, industry benchmarks, emerging trends in disclosure practices and the key focus areas of capital markets. After the assessment process, the ESG working group and the Board reviewed and decided that the ESG material issues remain unchanged from the previous year. Among the 22 issues we have identified, 16 of them are material issues.

於報告年度，我們委託獨立顧問協助審視自身業務表現、對標行業發展及披露慣例的新趨勢，以及分析資本市場的評估重點。經ESG工作組及董事會決定，本年度的重大ESG議題與去年保持不變，22項ESG議題中16項為高度重大議題。



| Scope 範疇 | No. 序號 | ESG Issues | ESG 議題 |
|--|--------|--|------------|
| Environment 環境 | 1 | Greenhouse gas ("GHG") Emissions | 溫室氣體排放 |
| | 2 | Waste management | 廢棄物管理 |
| | 3 | Energy efficiency | 能源效率 |
| | 4 | Water use | 水資源管理 |
| | 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 | 員工培訓及發展 |
| | 11 | Employee diversity and equal opportunities | 員工多樣性與平等機會 |
| | 12 | Employee remuneration and benefits | 員工薪酬及福利 |
| | 13 | Employee recruitment and talent retention | 員工聘用與人才挽留 |

| Scope 範疇 | No. 序號 | ESG Issues | ESG 議題 |
|-------------------------------|--------|------------------------------|---------|
| Operational Practices 營運慣例 | 14 | Anti-corruption | 反貪污 |
| | 15 | Socio-economic compliance | 社會經濟合規 |
| | 16 | Service quality | 服務質量 |
| | 17 | Customer health and safety | 客戶健康與安全 |
| | 18 | Tenant relationship | 租戶關係 |
| | 19 | Tenant privacy protection | 租戶隱私保護 |
| | 20 | Supply chain management | 供應鏈管理 |
| | 21 | Intellectual property rights | 知識產權 |
| Community Investment 社區投資 | 22 | Community investment | 社區投資 |

BUSINESS ETHICS

商業道德

China Merchants Commercial REIT strictly abides by the 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 Organised and Serious Crimes Ordinance (Cap. 455), the United Nations (Anti-Terrorism Measures) Ordinance (Cap. 575), 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, as well as the Guideline on Anti-Money Laundering and Counter-Terrorist Financing (Applicable to Licenced Corporations) issued by the SFC. The REIT manager has developed a set of policies and guidelines on anti-bribery, anti-money laundering, and conflict of interest in accordance with the aforementioned laws and regulations, as we are committed to maintaining a high level of business ethics. During the Reporting 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《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)、《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》等有關反貪污及反洗錢的法律和法規，及由證監會發出的《打擊洗錢及恐怖分子資金籌集指引(適用於持牌法團)》等商業道德規定；同時，房託管理人依照以上法律法規要求，制定了一套關於防止賄賂、洗錢和利益衝突的政策及準則，致力保持高水平的商業道德操守。於報告年度，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。

ANTI-CORRUPTION

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. During the Reporting Year, the REIT Manager complied with the China Merchants Implementation Rules for Anti-corruption Supervision and Management (2022 version) to further promote the company's discipline inspection and supervision work, so as to comprehensively improve the anti-corruption requirements of the company. Under the advocacy of the management implementation rules, we regularly supervise all units and strictly abide by political discipline and political rules. We insist on integrating the concept and requirements of integrity into corporate operation and management, improve employees' awareness of anti-corruption and integrity, and build the soft power of the company's integrity culture.

ANTI-MONEY LAUNDERING

The REIT Manager has established anti-money laundering and counter-terrorist financing systems that take prompt measures to detect suspicious transactions and minimise the risk of money laundering and terrorist financing. For example, all tenants are screened for AML-CTF flags from a third-party global database before we enter into leasing agreements with them.

PREVENTION OF CONFLICT OF INTEREST

When any possible or actual conflict of interest arises, the management and staff of the REIT Manager are required to seek the approval of the Chief Investment and Asset Management Officer and the Head of Compliance with documentary evidence of fair pricing. If necessary, they must withdraw or decline client mandates or transactions as required to avoid any conflict of interest. Certain types of transactions are exempted from this approval system and are instead subject to an annual monetary limit approved by unitholders. Furthermore, we periodically organise group incident emergency response experience sharing sessions to enable employees to further understand the common causes of group incidents and effective response measures. Through the establishment of an advanced information communication mechanism, a good trust relationship has been established among all parties to reduce the occurrence of conflicts of interest.

反貪污

房託管理人嚴格管理反貪污事宜，要求所有員工在業務過程中必須遵守禮品申報的政策，該政策對業務合作夥伴或客戶授予的任何好處和饋贈做出嚴格的最高價值限制，並需要得到主管的書面批准。於報告年度，物業管理人依照《招商積餘廉政監督管理實施細則》(2022版)，持續推動公司紀檢監察工作，全面提升企業反貪污管理水平。在管理實施細則的要求和監督下，我們嚴守政治紀律和政治規矩，定期對各單位進行督導，並堅持將廉潔理念融入企業經營管理中，提高員工反腐倡廉的意識，打造公司廉潔文化軟實力。

反洗錢

房託管理人已建立反洗錢和反恐融資機制，針對可疑交易採取實時性跟進及處理措施，將洗錢和恐怖融資的風險減至最低。例如，在我們與租戶簽訂租賃協議之前，我們會從第三方全球數據庫中對所有租戶進行篩選，識別出是否有反洗錢—反恐怖組織標誌。

防止利益衝突

當出現潛在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尋求對該事項的批准，並提供證明該事項屬公平價格條款，若有需要，必須按規定拒絕接受或撤回已簽訂的委託或交易，避免任何利益衝突的事件發生。某些類型的交易被豁免於這一審批制度，而是受制於由基金單位持有人批准的年度限額。我們不定期組織群體性事件應急處置經驗分享會，深度剖析群體事件的常見起因及處置對策，幫助員工提升群體事件的處理能力。此外，通過建立良好的信息溝通機制，於各方建立良好的信任的關係，減少利益衝突事件發生。



Emergency response experience sharing session
緊急應變經驗分享會

The REIT Manager has also established a whistle-blowing mechanism (via https://www.cmcreit.com/en/contact_whistle.php) to encourage stakeholders to report any corruption or fraud. Upon receiving of such report, the REIT Manager will conduct a detailed investigation and transfer the case to the local judicial department for handling depending on the severity. At the same time, all sensitive information such as the identity of the whistle-blower and the report details will be kept confidentially to prevent any unfair treatment or retaliation.

We provide anti-corruption training for our employees on a regular basis to ensure they remain highly alert to corruption risks. During the Reporting Year, the property manager vigorously promoted the importance of anti-corruption and integrity through a series of activities such as focused learning sessions, watching educational films, enhancing integrity supervision channels, conducting integrity talks, “integrity education” knowledge competition, and integrity supervision knowledge. We also put up posters for promoting integrity in the office to enable employees to have a better understanding of anti-corruption and integrity standards and supervision methods, so that all units can combine education and publicity with actual work, and improve employees’ awareness of anti-corruption and understanding of relevant laws.

In addition to employees’ professional ethics, China Merchants Commercial REIT is also committed to maintaining a high level of business ethics and integrity throughout its business activities. We respect the protection of intellectual property rights and strictly abide by the laws and regulations on intellectual property rights to avoid any violation or infringement of third parties’ intellectual property rights, patents and related rights.

為方便持份者舉報任何貪污或欺詐行為，房託管理人設立舉報機制，鼓勵持份者通過網址 (https://www.cmcreit.com/tc/contact_whistle.php) 進行舉報。房託管理人對接獲舉報案件進行仔細調查後，根據案件嚴重程度將其移交當地司法部門處理。同時，舉報人士的身份及舉報詳情等一切敏感信息將被保密處理，杜絕任何不公平待遇或報復行為。

我們面向開展員工反貪污培訓，保證員工對貪污風險保持高度警覺。於報告年度，物業管理人通過專題學習、觀看警示教育片、暢通廉潔監督渠道、開展廉潔談心談話、「廉潔教育」知識競賽、廉政監督應知應會等多種活動形式，大力推廣反腐倡廉的重要性。我們於辦公室內亦有張貼了廉潔宣傳海報，讓員工更深入了解反腐倡廉的準則及監督方式等，務求讓各單位把教育宣傳與實際工作結合起來，提高員工反貪污的意識及對相關法例的理解。

除員工職業操守外，招商局商業房託基金亦致力在業務活動中保持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，避免違反或侵犯第三者的知識產權、專利及相關權益等行為發生。

03

PROTECTING
守護 ENVIRONMENT
碧水藍天





產業、創新和
基礎設施



可持續城市
和社區



負責任消費
和生產



氣候行動

China Merchants Commercial REIT is committed to operating in an environmentally friendly manner, reducing our impact on the environment, and promoting sustainable development of the environment. We employ scientific and rigorous approaches for energy consumption, water consumption, waste management and natural resources conservation. In response to the risks arising from climate change and in line with the global trend towards a low-carbon economy, we have also taken initiatives to reduce our carbon footprint and to enhance the climate resilience of our business.

招商局商業房託基金致力於以綠色的營運方式，減少自身業務對環境的影響，促進環境的可持續發展。我們通過科學、嚴格的能源管理、水資源管理和廢棄物管理模式，提升旗下物業的環境效益。為應對氣候變化所引致的風險，以及配合全球向低碳經濟發展的趨勢，我們亦主動採取措施減少碳足印及提高業務的氣候韌性。

ENVIRONMENTAL MANAGEMENT

環境管理

ENVIRONMENTAL MANAGEMENT SYSTEM

We strictly comply with all applicable environmental laws and regulations in our operating locations, including the Environmental Protection Law of the People's Republic of China, the Water Pollution Prevention and Control Law of the People's Republic of China, the Solid Waste Pollution Prevention and Control Law of the People's Republic of China, the Energy Conservation Law of the People's Republic of China and local government regulations. During the Reporting Year, the REIT Manager was not aware of any non-compliance with relevant national environmental laws and regulations.

To promote green property management, the Property Manager implements a series of environmental management policies in the six properties in accordance with environmental laws and regulations and international standards. This can help us to properly manage and monitor the environmental performance of the properties and identify environmental risks and opportunities. All six properties of China Merchants Commercial REIT have obtained ISO 14001 environmental management system certifications. Ecological efficiency of the properties and their operations is continually improved to reduce the impact on the environment. At the same time, the Property Manager has also standardised the environmental management manual, operating procedures and work guidelines. The Green Civilization Featured Service sets out various work procedures and standards, covering energy consumption assessment, water quality management, noise control, dust isolation, hazardous waste management, pollution prevention and environmental protection publicity, which effectively assists China Merchants Commercial REIT in fully implementing green and low-carbon operations.

環境管理體系

我們嚴格遵守所有在營運地點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。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。

為推動綠色物業管理，物業管理人根據環境法律和法規及國際標準，在我們的六項物業落實一系列環境管理政策，以妥善管理和監測物業的環境績效，並識別環境風險和機遇。招商局商業房託基金的六項物業均已取得ISO 14001環境管理體系認證，並持續提升物業及他們運營的生態效率，減少對環境的影響。同時，物業管理人亦將環境管理手冊、操作程序和工作指南標準化，當中《綠色文明特色服務》列出各項工作流程與標準，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，有效協助招商局商業房託基金全面實行綠色低碳營運。

ENVIRONMENTAL TARGETS

We are committed to integrating the concept of environmental protection into the whole process of business operation and management, actively undertaking the environmental and social responsibilities of the enterprise, and minimising the impact on the environment while developing our business. To enhance environmental management and practise environmentally friendly operations, we have established specific environmental protection guidelines for each stage of our operations. By analysing past environmental performance, referencing the environmental policies and objectives of different countries and regions, and benchmarking in key environmental areas and industry practises, we have formulated the following environmental targets:

GHG emissions (Scope 2)

溫室氣體(範圍2)排放

Reduce GHG (Scope 2) emission intensity by 32.5% by 2030 from the base year of 2022
以2021年為基準年，於2030年將溫室氣體(範圍2)排放密度降低32.5%

Energy Consumption

能源消耗

Reduce electricity consumption intensity by 24.5% in 2030 from the base year of 2021
以2021年為基準年，於2030年將電力消耗密度降低24.5%

Water consumption

水用量

Reduce water consumption intensity by 28.5% in 2030 with 2021 as the base year
以2021年為基準年，於2030年將水用量密度降低28.5%

Hazardous Waste Management

有害廢棄物管理

Maintain 100% hazardous waste recycling rate
維持100%有害廢棄物回收率

環境目標

我們致力於將環保理念融入業務營運管理全過程，積極承擔企業應有的環境與社會責任，在發展業務的同時儘可能減少對環境的影響。為完善環境管理，踐行環保營運，我們針對各個營運階段均設立了具體的環保指引。我們通過分析過去的環境績效，再參考物業所在地區的環境政策和目標，並對標重點環境領域和行業實踐，制定以下環境目標：

ENERGY EFFICIENCY AND GREENHOUSE GAS EMISSIONS MANAGEMENT

能源效率與溫室氣體排放管理

We are committed to reducing energy consumption at our properties as we believe that improving energy efficiency is essential to reduce greenhouse gas emissions. China Merchants Commercial REIT's greenhouse gas emissions mainly come from indirect energy consumption, such as electricity used for air conditioning, lighting in public areas, elevators and escalators. In the course of operation, the Property Manager and the REIT Manager adopt different measures to improve energy efficiency. We practise energy conservation and emission reduction and reduce greenhouse gas emissions through administrative control, internal engineering, equipment improvement, employee environmental awareness enhancement and environmental management enhancement.

我們認為，提高能源效率對減少溫室氣體排放至關重要，因而致力於降低我們物業的能源消耗。招商局商業房託基金溫室氣體排放主要來自間接能源消耗，如空調、公共區域照明、電梯和扶手電梯等。營運過程中，物業管理人與房託管理人會為提升能源效益而採取不同措施，我們通過行政管控和內部工程、設備改進、提高員工環保意識和加強環境管理等方式，踐行節能減排，減少溫室氣體排放。

During the Reporting Year, we utilised various measures to optimise the use of energy at each property. The key measures include maintaining the indoor temperature at an energy-saving level of 24-26 degrees Celsius, controlling the brightness of artificial lighting in the office environment at 300 Lux, purchasing high energy efficiency appliances that have obtained China Energy Conservation Certificates, etc. In addition, we also have strict equipment control. The property manager will adjust the equipment according to changes in circumstances, such as adjusting public lighting and landscape lighting according to seasonal factors, and using natural light as much as possible. We also regularly clean the dust screens and fan coil units to remove obstacles from air-conditioning and ventilation equipment or air-conditioning inlets and outlets to improve cooling efficiency of air-conditioning. In addition, the property manager is also responsible for analysing the monthly electricity consumption, formulating the equipment operation time switch table according to the daily and night operation needs and user utilisation rate, and adjusting the use of central air-conditioning, lighting and elevator systems. When abnormal electricity consumption is discovered, the operating conditions of the facilities will be checked immediately, and any problems will be identified and resolved. China Merchants Commercial REIT is committed to raising employees' and tenants' awareness of energy conservation and consumption reduction. Reminders of electricity conservation are posted at various locations of the properties to remind employees and tenants to turn off unused computers and monitors when leaving the office to avoid energy wastage.

於報告年度，我們在各物業採取各種優化能源利用的措施，重點措施包括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、採購能源效益較高及具有中國節能證書的電器等。另外，我們亦有嚴格的設備控制，物業管理人會因情況的變化調節設備，例如根據季節因素調整公共照明、景觀照明，儘可能使用自然光。我們亦會定期清洗隔塵網及盤管式風機，清除空調及通風設備或冷氣機入氣及排氣口的障礙物，以提升空調製冷效率。除此之外，物業管理人亦負責分析每月用電情況，根據日間和夜間的運行需求和用戶使用率，制定設備運作時間切換表，以調節中央空調系統、照明系統和電梯系統使用，當發現異常耗電情況，則立即對設施的運行狀況進行檢查，尋找及解決問題。此外，招商局商業房託基金致力提高員工和租戶的節能減耗意識，在物業的多個地點張貼節約用電的提示標語，提醒員工和租戶離開辦公室時關閉不使用的計算機和顯示器等設備，避免浪費能源。



Posters for energy conservation and waste reduction at Hong Kong headquarter office
香港總部辦公室節能減廢宣傳海報



Case Study 案例

New Times Plaza Obtained Green Building Certification 新時代廣場榮獲綠色建築認證

The “Leadership in Building Rating System for Energy and Environmental Design” or LEED by the U.S. Green Building Council, is globally recognised as one of the most comprehensive and prestigious green building assessment standards, which represents the highest benchmark for green buildings. Although one of the earliest Class A office buildings in Shekou, New Times Plaza was awarded the LEED Platinum Certification in the 2023. New Times Plaza incorporates ESG elements into its property operations, with an aim to achieve energy efficiency, reduce consumption, and protect the environment. It focuses on energy conservation, water conservation, waste classification, green spaces, pollution prevention, and actively promotes the concept of green and low-carbon development, providing tenants with a safe, healthy and comfortable office environment.

由美國綠色建築委員會管理的「能源與環境設計先鋒建築評級體系」或LEED，是全球公認的最完善、最受認可的綠色建築評估標準之一，代表着綠色建築的最高標杆。新時代廣場作為蛇口最早的甲級寫字樓之一，於2023年度榮獲LEED鉑金級認證。新時代廣場將ESG元素融入物業運營過程中，以節能降耗、保護環境為目標，從節能、節水、垃圾分類、環境綠化、污染防治等方面入手，積極踐行綠色低碳發展理念，為租戶提供安全、健康、舒適的辦公環境。

Following the LEED Platinum Certification of the China Merchants Tower at Onward Science and Trade Centre in 2022, the recent achievement of LEED Platinum Certification by New Times Plaza marked another successful milestone in China Merchants Commercial REIT’s commitment to green and sustainable development. In the future, we will actively fulfil our social responsibility by implementing the China Merchants Group’s policies on carbon reduction. We will continue to align with the concepts of green development and environmental protection, providing our tenants with superior environmentally friendly commercial space and services that support sustainable growth for their businesses.

繼2022年招商局航華科貿中心招商局大廈獲得LEED鉑金認證後，近期，新時代廣場也成功獲得LEED鉑金認證，這是招商局商業房託基金致力於綠色可持續發展的又一成功里程碑。未來，我們將積極履行社會責任，落實招商局集團的減碳政策。我們將繼續秉承綠色發展和環境保護的理念，為租戶提供優質環保的商業空間和服務，支持租戶業務的可持續發展。





Case Study 案例

Energy Efficiency and Greenhouse Gas Emissions Management Measures in 2023 2023年能源效率與溫室氣體排放管理措施

To enhance energy efficiency and reduce greenhouse gas emissions, Onward Science & Trade Centre has replaced aging and severely deteriorated temperature control valves, cooling tower fillers, and hot water pipelines during the Reporting Year, minimising potential energy waste. Additionally, the outdated lighting fixtures in the basement were also replaced by new energy-efficient lighting fixtures to improve overall energy efficiency. Furthermore, Onward Science & Trade Centre conducted regular inspections of office electrical equipment during non-standard working hours to minimise unnecessary energy consumption.

為提升物業能源效率，減少溫室氣體排放，招商局航華科貿中心於報告年度更換老化嚴重的熱高罐溫控閥、冷卻塔填料、熱水管線等，減少能源浪費，同時購買節能燈具，對地庫的老舊燈具進行替換，提高能源效率。除此之外，招商局航華科貿中心定期進行非標時間辦公室關閉用電設備檢查，以減少非必要的能源消耗。



To continuously monitor the growth of green plants and lawns, the Property Manager regularly formulates annual and monthly green conservation work plans in response to climate change and seasonal changes, and adopts appropriate protection measures based on regional climate conditions and plant habits, such as adding pillars to plants in seasons with frequent typhoons and rainstorms. We hope that the green design for beautifying the environment can reduce the carbon footprint while providing tenants and visitors with a comfortable space.

We regularly monitor and track our environmental performance across the Portfolio and continue to actively improve our environmental performance to ensure effective implementation of our environmental targets. During the Reporting Year, the Hong Kong premises of the Manager and the six properties had a 42.9% decrease in total energy consumption intensity and a 12.4% decrease in total GHG emissions intensity compared with that in 2022.

為持續監察綠化植物和草坪的生長情況，物業管理人隨着氣候變化及季節交替，定期制定年度及月度綠化養護工作計劃，並根據地區氣候條件和植物習性採取適當的保護措施，例如在台風及暴雨頻繁的季節，為植物增加支柱。我們希望美化環境的綠化設計，在減少碳足跡的同時，為租戶及訪客提供舒適的空間。

我們為整個物業組合定期監測和跟蹤各個環境領域的表現，繼續積極改善環保表現，以確保環境目標的有效落實。於報告年度，香港總部及六個物業的總能源消耗密度較2022年度下降42.9%；總溫室氣體排放密度較2022年下降12.5%。

The energy use and GHG emissions data of the Hong Kong headquarter and the six properties are as follows:

香港總部及六個物業的能源使用和溫室氣體排放數據如下：

| | Unit 單位 | 2023 | 2022 | 2021 |
|---|--|------------------------|------------------------|-----------|
| Energy Consumption^{1,2} 能源消耗 ^{1,2} | | | | |
| Electricity 電力 | MWh 兆瓦時 | 36,472.99 ³ | 52,940.82 ⁴ | 37,314.80 |
| Diesel 柴油 | Litre 公升 | 946 | 2,436 | 1,170 |
| Petrol 汽油 | Litre 公升 | 1,200 | 401 | 384 |
| Natural Gas 天然氣 | m ³ 立方米 | 0 ⁵ | 2,299 ⁶ | N/A |
| Total energy consumption intensity 總能源消耗密度 | MWh/m ² 兆瓦時/平方米 | 0.12 | 0.21 | 0.11 |
| GHG Emissions^{1,2} 溫室氣體排放 ^{1,2} | | | | |
| Scope 1 Direct GHG emissions ³ 範圍一直接溫室氣體排放 ³ | tCO ₂ e 噸二氧化碳當量 | 5.30 | 12.41 | 4.08 |
| Scope 2 Indirect GHG emissions 範圍二間接溫室氣體排放 | tCO ₂ e 噸二氧化碳當量 | 20,800.55 | 30,912.15 | 22,766.77 |
| Total GHG emissions 總溫室氣體排放 | tCO ₂ e 噸二氧化碳當量 | 20,805.85 | 30,924.56 | 22,770.85 |
| Total GHG emissions intensity 總溫室氣體排放密度 | tCO ₂ e/m ² 噸二氧化碳當量/平方米 | 0.07 | 0.08 | 0.07 |

Note:

- The scope of energy consumption and greenhouse gas emissions disclosed was extended to Onward Science & Trade Centre in 2022, which contributed to an increase of electricity, diesel and natural gas consumption this year compared to 2021.
- Scope 1 direct greenhouse gas emissions include greenhouse gas emissions from the combustion of diesel and gasoline. Scope 2 indirect greenhouse gas emissions include greenhouse gas emissions from purchased electricity. Greenhouse gas emissions data is referenced from sources including but not limited to Greenhouse Gas Protocol: A Corporate Accounting and Reporting issued by the World Resources Institute (WRI), How to prepare an ESG Report – Appendix 2: Reporting Guidance on Environmental KPIs issued by the Stock Exchange and emission factors provided by power companies.
- The Garden City Shopping Centre was undergoing a renovation project during 2023, with much fewer number of tenants occupied in the building; hence lower electricity consumption.
- The electricity consumption data for 2022 is restated due to change of measurement unit.
- Onward Science & Trade Centre used a gas boiler in 2022, but did not use that in 2023; hence no consumption data for natural gas in 2023.
- The disclosure of natural gas consumption is newly added in 2022.

註：

- 2022年起能源消耗和溫室氣體排放披露範圍擴展至北京招商局航華科貿中心，因此年內的電力、柴油及天然氣消耗比2021年上升。
- 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，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。室氣體排放數據參照包括但不限於世界企業永續發展委員會(WBCSD)與世界資源研究所(WRI)刊發的《溫室氣體盤查議定書：企業會計與報告準則》、港交所發佈的《如何準備環境、社會及管治報告一附錄二：環境關鍵績效指標匯報指引》及電力公司提供的排放係數進行估算。
- 2023年期間，花園城由於開展翻新工程，商場內商戶入駐數量大為減少，因此用电量有所降低。
- 由於測量單位改變，2022年的用电量已進行重述。
- 招商局航華科貿中心於2022年使用燃氣鍋爐，但並未於2023年使用，因此，2023年沒有天然氣消耗數據。
- 天然氣為2022年新增數據披露。

WATER RESOURCES MANAGEMENT

水資源管理

We continuously strengthen water resource management, improve efforts to conserve water, and cherish Earth's resources. The main water demand of our six properties come from domestic water use, air-conditioning and greening. All properties and offices use water from local water supply departments. Therefore, the REIT Manager does not encounter any issue in sourcing water that is fit for purpose. However, we are committed to improving the water efficiency of our property operations by implementing various water management measures at our properties to encourage and raise awareness of water conservation among our employees and tenants.

我們持續加強水資源管理，努力節約用水，珍惜地球資源。我們六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，所有物業及辦公室使用的水資源均來自當地供水部門，因此招商局商業房托基金並無遇到求取適用水源的問題。然而，我們致力提升物業營運用水效率，於物業推行各種水資源管理措施，以鼓勵並提高員工及租戶節約用水的意識。

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

物業管理人在各物業均採取的節約用水措施如下：



Carry out regular maintenance of the cooling tower equipment to ensure the equipment is within designed operating specifications. Regular monitoring of the quality of cooling water, controlling the volume of cooling water discharged, regulation of cooling tower fan according to the temperature of the chillers is also implemented to ensure the lowest level of water consumption;

按計劃對冷卻塔設備的維護和保養，保證其冷卻效果達到設計工況。按時對冷卻水質進行監測，控制冷卻水排水量，根據製冷機工況溫度設定冷卻塔風扇開啓，將水耗減小到最低；



Strengthen the management of green water spraying facilities in the centre, restricting the irrigation times of green spaces to morning or nighttime, while avoiding irrigation during noon to reduce the evaporation of water, and make reasonable use of water resources;

加強對中心綠化噴水設施的管理，綠地澆灌時間控制在晚間或早晨，避免在中午時間噴灌，減少水的蒸發量，做到合理使用水資源；



Strengthen the management of water used for sanitation, such as using reclaimed water for cleaning; Instruct cleaning staff to reduce water usage where possible, such as using containers and small amounts of water when cleaning instead of leaving the tap running;

加強對保潔用水的管理，如採用中水進行清洗；保潔人員清洗工具時應用桶接水清洗，禁止在長流水下搓洗；洗刷污漬時，應用少量水浸溼後再衝洗，避免邊沖水邊刷洗等；



Regularly inspect the water supply system to deal with any water leakages in a timely manner. Check the pressure-reducing valves of the domestic water system regularly to prevent any failure of the pressure reducing valves, resulting in excessive pressure on the downstream pipelines and water wastage;

定期巡視給水系統，發現有跑、冒、滴、漏及時處理。定期檢查生活水系統減壓閥，防止減壓閥失效，導致下游管線壓力過高，造成水的浪費的現象；



Gradually replace ageing water metres to ensure accurate measurements and provide scientific basis for water analysis;

逐步更換老化的計量水錶，確保計量準確，為用水分析提供科學依據；



Check the water intake of domestic hot water heat exchangers every day, and analyse and solve any water consumptions anomalies in a timely manner. Regularly inspect water tanks utilizing electronic leak detection diagnostics to identify malfunctioning float valves that are causing water leakage.

每日查抄生活熱水換熱器的進水量，發現用水異常及時分析解決。定期聯合強、弱電檢查水箱控制浮漂，防止控制失靈造成水箱水的溢流；



Strengthen the supervision and management of water treatment subcontractors, analysed the water quality inspection results, dispose sewage in a reasonable manner, and reduced the consumption of cooling water.

加強對水處理分包方的監督管理，對水質檢驗結果進行分析，合理進行排污換水，減少冷卻水消耗量。



Case Study 案例

Measures for Water Resources Management in 2023 2023年水資源管理措施

Onward Science & Trade Centre conducts regular inspections of water facilities. When any running, leaking, dripping, or other issues are found, prompt measures are taken to address the issues while enhancing water use efficiency. Additionally, in accordance with the instructions and requirements of the water conservation centre, Onward Science & Trade Centre establishes a comprehensive water-saving system. Water-saving slogans are also posted near the washbasins to raise awareness among all staff about water conservation.

招商局航華科貿中心定期檢查用水設施，發現有跑、冒、滴、漏的情況時及時處理，提高用水效率；同時，招商局航華科貿中心根據節水中心的指示與要求，健全節約用水體系，於洗手池張貼節約用水標語，提高全員的節水意識。



Through implementing targeted water-saving measures, we continuously improve the utilization of water resource efficiency of our Portfolio. During the Reporting Year, the Hong Kong headquarter and the six properties has 3.3% decrease in total water consumption intensity compared with that in 2022.

The water consumption data of the Hong Kong headquarter and the six properties are as follows:

通過針對性的節水措施，不斷提升物業組合的水資源使用效率。於報告年度，香港總部及六個物業的總用水密度較2022年下降3.3%。

香港總部及六個物業的用水量資料如下：

| | Unit 單位 | 2023 | 2022 | 2021 |
|--|---|---------|---------|---------|
| Water Consumption¹ 水資源消耗 ¹ | | | | |
| Domestic water consumption 生活用水 | m ³ 立方米 | 293,570 | 345,286 | 293,707 |
| Air conditioning water consumption 空調用水 | m ³ 立方米 | 61,433 | 64,993 | 60,431 |
| Greening water consumption 綠化用水 | m ³ 立方米 | 10,806 | 13,359 | 14,682 |
| Total water consumption 總用水量 | m ³ 立方米 | 365,809 | 437,163 | 361,373 |
| Total water consumption intensity 總用水量密度 | m ³ /m ² 立方米/平方米 | 1.16 | 1.20 | 1.09 |

Note:

1. The scope of water consumption disclosed since 2022 has been extended to Onward Science & Trade Centre.

註：

1. 2022年起水資源消耗披露範圍擴展至北京招商局航華科貿中心。

WASTE MANAGEMENT

廢棄物管理

We pay close attention to the waste generated from our real estate business and constantly study and improve our waste management measures. The Property Manager currently adopts the 4R principles of “reduce”, “reuse”, “replace” and “recycle” to manage the waste of the six properties. In the daily operation of the property, the Property Manager recycles materials as much as possible to avoid direct disposal, so as to reduce waste at source. During the Reporting Year, various measures were implemented for China Merchants Commercial REIT to promote waste separation and resource recycling.

我們密切關注業務運營所產生的廢棄物，並不斷研究和改進廢棄物管理措施。物業管理人目前採取「減少」、「再用」、「替代」和「回收」4R原則，對六項物業的廢棄物進行管理。在物業的日常營運中，物業管理人儘可能回收物料循環再用，避免直接棄置，以實踐源頭減廢。招商局商業房託基金於報告年度內實施多項措施，推動廢棄物分類及資源回收。

For non-hazardous wastes, in order to properly handle various wastes, the Property Manager has set up waste classification locations in the public areas of the six properties, where wastes will be collected and handled in accordance with the government's regulations. The following table shows the handling methods for each type of non-hazardous waste:

針對無害廢棄物，為更妥善處理各種廢棄物，物業管理人在六個物業的公共區域均設置了廢棄物分類投放點，統一收集後根據政府的規定進行下一步處理。下表列明各種無害廢棄物的處理方法：

| Type of non-hazardous waste 無害廢棄物種類 | Handling method 處理方法 |
|--|---|
| Domestic waste 生活垃圾 | Transfer to landfills or waste incineration power plants by qualified companies 統一交由持有合資格證明的公司運送至堆填區或垃圾焚燒發電廠 |
| Kitchen waste 廚餘 | Contract with a government-designated kitchen waste treatment company to centralise the treatment of kitchen waste to ensure proper treatment of tarpaulin oil 與政府指定的餐廚垃圾處理公司簽訂合同，集中處理廚餘，確保妥善處理瀝水油 |
| Construction and decoration waste 建築裝修垃圾 | Collect construction waste generated from renovation and building improvement works of tenants' premises and common areas of the properties and entrust qualified companies to transport to government-planned landfills 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，再委託持有合資格證明的公司運送至政府規劃的堆填區處理 |
| Others 其他 | Entrust companies designated by the government to recycle glass, large pieces of old furniture, cardboard and other wastes 委託政府指定的公司進行回收處理玻璃、大件舊傢俱、紙皮等廢棄 |

To reduce the impact of pollution on the surrounding environment, we have established management standards and procedures to properly classify hazardous wastes, such as empty ink cartridges, used fluorescent tubes, depleted batteries, etc., and to store such waste in designated containers in accordance with safety instructions. These are then collected for treatment and disposal by authorised waste collectors licenced by the government.

為減低對周圍環境造成的污染影響，我們已制定管理標準及程序，對有害廢棄物進行妥善分類，包括墨盒、廢熒光燈管、廢電池等，並按照安全指示存放在指定容器，再交由政府授權的持牌廢物收集商進行收集及處理。

In order to enhance the awareness of waste reduction and recycling among customers and cleaning staff, the Property Manager has posted guidelines for waste classification near waste collection points and at prominent locations, and continued to promote relevant works to tenants to maximise our waste diversion.

為增強客戶及清潔人員對減廢及回收分類的認知，物業管理人在廢棄物分類投放點附近及顯眼處張貼了廢棄物分類的指引，並持續向租戶進行相關推廣工作，以最大程度增加我們的廢棄物分流。

To further promote waste reduction and reusing in accordance with the 4R principle, the Operations Manager and the Property Manager actively take measures to save resources. To reduce paper use and gradually achieve a totally paperless office, we make use of electronic approvals, send documents to shared drives for crosschecking, use emails instead of physical copies, and post reminders for employees to use double-sided paper. We use water kettles and water filters instead of bottled water to reduce the generation of plastic waste. To reduce waste, we also encourage our tenants to recycle festive gifts after festive activities. To this end, we organise various recycling activities to recycle festive flowers, red envelopes and mooncake boxes.

為進一步根據4R原則推廣減廢及重用，營運管理人和物業管理人積極採取措施節約資源使用，為減少用紙，並逐步達成全面無紙化辦公，我們將審批工作電子化、將文件存入共享盤相互傳閱或使用電子郵件代替、張貼節約用紙提示，提醒員工使用雙面紙張。我們亦使用水壺和濾水器代替支裝水，以減少產生塑料廢棄物。我們亦鼓勵租戶在節日活動後回收節日禮品，為此我們舉辦各類回收活動，回收節日鮮花、紅封套和月餅盒等。

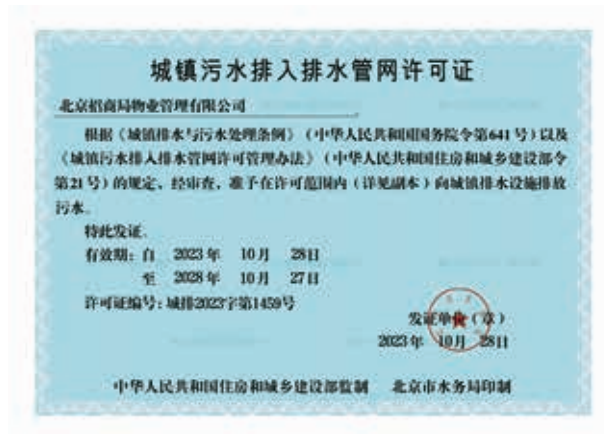


Case Study 案例

Waste Management Measures in 2023 2023年廢棄物管理措施

During the Reporting Year, Onward Science & Trade Centre discharged wastewater in compliance with comprehensive standards for wastewater pollutants, ensuring proper discharge into the sewage network.

於報告年度，招商局航華科貿中心根據水污染物綜合排放標準，合規排放污水廢水至排水管網。



China Merchants Commercial REIT treats wastewater generated from its business operations with due care, as the discharge of wastewater without proper treatment will have a significant impact on water quality and biodiversity. All sewage from the six properties is discharged into the municipal sewage system for further sewage treatment. Wastewater generated by catering tenants is required to pass through grease traps to prevent pipe blockage and nuisance odours.

Under the well-rounded management by the Property Manager, our Portfolio's waste management has achieved remarkable progress. During the Reporting Year, the REIT Manger's Hong Kong premises and the six properties had a significantly decrease in intensity of total hazardous and non-hazardous waste compared with that in 2022.

不經妥善處理而排放污水會對水質及生物多樣性帶來嚴重影響，因此招商局商業房託基金謹慎處理業務營運所產生的污水。六項物業的所有污水會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。

在物業管理人的精細化管理下，整個物業組合的廢棄物管理成果顯著。於報告年度，管理人的香港辦公室及六個物業的有害及無害廢棄物產生總量密度較2022年均有顯著下降。

| | Unit 單位 | 2023 | 2022 | 2021 |
|--|--------------------------------|------------|---------------------|----------|
| Hazardous Waste^{1,2} 有害廢棄物 ^{1,2} | | | | |
| Total hazardous waste produced 有害廢棄物產生總量 | Tonnes 噸 | 0.029 | 124.95 ⁵ | 0.54 |
| Intensity of Total Hazardous Waste Generated 有害廢棄物產生總量密度 | Tonnes/m ² 噸/平方米 | 0.00000009 | 0.0003 | 0.000002 |
| Total hazardous waste recycled ⁴ 有害廢棄物回收總量 ⁴ | Tonnes 噸 | 0.029 | 124.95 ⁵ | 0.54 |
| Hazardous waste recycling rate 有害廢棄物回收率 | % | 100 | 100 | 100 |
| Non-hazardous Waste^{1,3} 無害廢棄物 ^{1,3} | | | | |
| Total non-hazardous waste produced 無害廢棄物產生總量 | Tonnes 噸 | 21.396 | 497.28 ⁵ | 301.54 |
| Intensity of Total Non-hazardous Waste Generated 無害廢棄物產生總量密度 | Tonnes/m ² 噸/平方米 | 0.00007 | 0.0014 | 0.0008 |
| Total non-hazardous waste recycled ⁴ 無害廢棄物回收總量 ⁴ | Tonnes 噸 | 21.396 | 497.286 | 301.10 |
| Non-hazardous waste recovery rate 無害廢棄物回收率 | % | 100 | 100 | 100 |

Notes:

1. Since 2022, the scope of waste disclosed was extended to Onward Science & Trade Centre.
2. Hazardous waste includes batteries, toner cartridges, electronic and electrical equipment, fluorescent light tubes and other waste pollutants regulated by national laws and regulations.
3. Non-hazardous waste includes paper, metal, plastic, glass, food waste and construction waste.
4. All six properties' wastes are recycled and disposed of by government-designated units.
5. In 2022, Garden City Shopping Centre underwent construction and enhancement work, which produced a large amount of hazardous waste such as scrap metal, old appliances etc. Hence, the total hazardous waste produced and recycled increased as compared with 2021.
6. In 2022, the frequency of tenants having dealing meals in the premises increased markedly due to the COVID-19 pandemic. Hence, there was an increase in non-hazardous waste generated such as food waste compared to 2021.

註:

1. 2022年起廢棄物披露範圍擴展至北京招商局航華科貿中心。
2. 有害廢棄物包括電池、硒鼓墨盒、電子電器設備、燈管以及其他受國家法律及規例規管的污染物。
3. 無害廢棄物包括紙品、金屬、塑膠、玻璃、廚餘及建築廢棄物。
4. 六項物業廢棄物全部由政府指定單位元進行回收處理。
5. 花園城於2022年開展大面積裝修改造，改造期間產生大量有害廢棄物，例如金屬廢料、舊設備等，因此有害廢棄物產生總量及回收總量較2021有所增加。
6. 2022年，因疫情緣故客戶在樓層用餐明顯增加，令廚餘廢棄物產量較多，因此無害廢棄物產生總量及回收總量較2021有所增加。

CLIMATE CHANGE AND RESPONSE

應對氣候變化

Climate change has intensified the frequency of extreme weather events, posing significant threats to the operations of real estate enterprises. In order to enhance our ability to address climate change, the REIT Manager has identified climate-related risks in accordance with the requirements from the SFC. We will continuously refine our climate risk mitigation strategies and actively support climate actions.

CLIMATE CHANGE GOVERNANCE

Regarded as one of the material issues, climate change has been included in the discussions, reviews, and oversight of the REIT Manager's Board of Directors. During the Reporting Year, we have incorporated climate-related roles and responsibilities into the existing terms of reference for the ESG Working Group while setting relevant requirements for climate-related management. To minimise the impacts of climate change on China Merchants Commercial REIT's business operations, we actively conduct climate risk assessment to identify key climate risks faced by our business and evaluate the likelihood and impact of such key climate risks. Based on the results of the risk assessment, we promptly adjust our climate risk management policies and guidelines, enhance mitigation and response measures for key risks, and strive to improve the climate change resilience of our properties.

The REIT Manager has engaged third-party consultants to conduct climate risk assessments for China Merchants Commercial REIT. Through our risk management and internal control framework, we identify, analyse, and mitigate climate-related risks and opportunities. In our business operations, we have adopted a risk matrix to prioritise climate-related risks based on the likelihood and severity of the relevant risks. Those risks with a high probability of occurrence and potential for significant impact are considered key risks and mitigation measures and/or action plans for such critical risks are determined to reduce such risks to acceptable levels. The REIT Manager will regularly review and where appropriate, update the processes associated with risk management in order to account for environmental and climate-related risks.

氣候變化加劇了極端天氣事件的發生頻率，對房地產企業營運造成嚴重威脅。為了提升應對氣候變化的能力，房托管理人按照證監會要求，開展氣候變化風險識別工作，並不斷完善氣候風險防範策略，積極支持氣候行動。

氣候變化管治

氣候變化作為重要議題，已納入房托管理人董事會討論、審閱及監督範疇。於報告年度，我們在ESG工作小組現有職權範圍的基礎上，加入氣候相關職能，並對他們提出氣候相關管理要求。按照為了降低氣候變化對招商局商業房託基金的業務運營影響，我們積極開展氣候風險評估，識別我們的業務所面臨的重大氣候風險，並評估各類重大氣候風險之可能性及影響。根據風險評估結果，我們及時調整氣候風險管理方針及政策，完善相關重大風險的緩解及應對措施，盡力提升旗下物業的氣候變化適應能力。

房托管理人已委託第三方顧問為招商局商業房託基金開展氣候風險評估，透過風險管理和內部控制框架來識別、分析和緩解氣候相關的風險和機遇。業務運營過程中，我們採用風險矩陣，根據問題發生的可能性和嚴重程度，確定氣候相關風險的優先次序。發生概率高且可能造成嚴重影響的風險被視為關鍵風險。我們為此類關鍵風險擬定風險緩解措施和/或行動計劃，將此類風險降至可接受的水平。房托管理人將定期審查並酌情更新與風險管理相關的流程，以考慮與環境和氣候相關的風險。

CLIMATE INVESTMENT MANAGEMENT

To effectively reduce and manage risks associated with the investment, the REIT Manager has integrated climate change factors into investment considerations while actively exploring sustainable investment strategies. In terms of investment management, the Investment Committee, Audit Committee and the Board delegate responsibilities for reviewing investment and risk management issues. Their duties include review investment and risk analysis, assess and make recommendations on climate-related risk exposure for proposed acquisitions and disposals of assets, regularly review investment proposals presented by the investment team, and determine if any potential climate-related risks associated with the investment. In terms of investment risk mitigation, we carry out screening and due diligence processes (including watching on ESG and climate-related issues) when commencing new acquisition and disposal, as well as processing key business transactions, to ensure property assets comply with all applicable laws and regulations, including but not limited to the Code on Real Estate Investment Trusts and SFC's requirements for fund managers on climate-related risks disclosure.

CLIMATE RISK MANAGEMENT

We have completed a preliminary qualitative climate risk assessment by analysing peer benchmarks, studying the historical climate data and local policies of our main operating areas. The identified physical and transition climate-related risks with potential implications to our business activities and asset operations are illustrated as below:

Physical Risks

| Risk category 風險類別 | Risk 風險 | Financial Implications 財務影響 |
|-----------------------|--|---|
| Acute 短期 | Extreme weather events (e.g. typhoon, flooding, etc.) 極端天氣事件(如颱風、洪水等) | <ul style="list-style-type: none"> Reduced revenue and higher costs from increased health and safety risks to personnel, including loss of workforce and absenteeism 因人員健康和​​安全風險增加(包括勞動力損失和缺勤)而導致收入減少和成本增加 Reduced revenue from business interruptions, such as supply chain interruptions due to traffic difficulties 業務中斷造成的收入減少，如交通困難造成的供應鏈中斷 Increased capital costs from the maintenance and replacement of damaged and/or destroyed assets 因維護和更換受損和/或毀壞的資產而增加的資本成本 |

氣候投資管理

為有效降低投資風險，房托管理人將氣候變化因素納入投資考量要素中，並致力於探索可持續的投資策略。在投資管理方面，投資委員會及審核委員會或董事會委派負責推行風險管理相關事宜，包括檢討投資及風險分析、評估擬收購和處置資產的氣候風險敞口並提出建議，以及定期審查投資團隊提出的投資建議，及其是否存在任何潛在的氣候相關風險等一系列職責。在投資風險規避方面，我們在開展新的收購、出售以及關鍵業務交易時，會進行篩選和盡職調查程序(包括監視ESG和氣候相關問題)，確保物業資產符合所有適用的法律法規，包括但不限於《房地產投資信託基金守則》和證監會對基金經理在氣候相關風險披露方面的詳細要求。

氣候風險管理

我們透過分析同行基準、研究歷史氣候數據和主要運營地區的當地政策，完成了初步的定性氣候風險評估。已確定的對我們的業務活動和資產運營具有潛在影響的自然和過渡氣候相關風險如下：

實體風險

| Risk category 風險類別 | Risk 風險 | Financial Implications 財務影響 |
|-----------------------|--|---|
| Chronic 長期 | Rising temperatures (e.g. heatwaves) 氣溫升高(如熱浪) | <ul style="list-style-type: none"> Reduced revenue from lower productivity due to extreme heat, including restrictions on working outdoors 極端高溫導致生產率降低，包括限制戶外工作，從而減少收入 Higher operating costs for cooling 冷卻運行成本增加 |
| | Rising sea levels 海平面上升 | <ul style="list-style-type: none"> Increased capital costs from adaptation measures, such as additional water proofing of basement areas in buildings 因採取適應措施而增加的資本成本，如增加建築物地下室的防水層 Increased insurance premiums and decreased availability of insurance on assets in “high-risk” locations 保險費增加，「高風險」地區的資產可獲得的保險減 |

Transition Risks

轉型風險

| Risk category 風險類別 | Risk 風險 | Financial Implications 財務影響 |
|---------------------------|--|---|
| Policy and legal 政策和法律 | Carbon pricing 碳價格 | <ul style="list-style-type: none"> Increased taxes 稅收增加 |
| | Enhanced climate-related reporting obligations 加強與氣候有關的報告義務 | <ul style="list-style-type: none"> Higher operating costs from compliance with new standards and disclosure requirements 因遵守新標準和披露要求而增加的運營成本 Write-offs and early retirement of existing equipment and appliance due to policy changes 政策變化導致的現有設備和器具的註銷和提前報廢 |
| Technology 技術 | Technological improvements in assets 資產的技術改進 | <ul style="list-style-type: none"> Increased capital investments and operating costs for deploying new technologies or practices (e.g. the use of renewable energy) 因採用新技術或新方法(如使用可再生能源)而增加的資本投資和運營成本 |

Considering the climate-related risks faced by China Merchants Commercial REIT, we have actively implemented measures to enhance the resilience of our properties against extreme weather events and to minimise the negative impacts of climate-related risks on our business. The REIT Manager ensures that all Operation Manager and Property Managers have implemented a common ISO 14001 certified environmental management system across the Portfolio, and this system serves as a tool to monitor identified environmental and climate risks and its ESG performance on a regular basis. To address various extreme weather events, the Operations Manager and Property Manager have developed contingency plans and response systems for our six properties, including the General Contingency Plan for Public Emergencies, the Contingency Plan for Flood Prevention, the Management Procedures for Flood Prevention and Rescue Team, the Contingency Plan for Typhoon, Rainstorms and Landslides, the Contingency Plan for Flood Prevention. Meanwhile, emergency plans and response system are in place for all properties. Each property has also set up an emergency response team to ensure the effective implementation of various emergency plans. In case of emergencies, the Operations Manager and Property Manager are responsible for the coordination of emergency rescue operations, while each department provides support in their corresponding fields, to enhance the properties' capabilities in handling emergency events. Overall, such method enhances the properties' ability to handle critical disasters and accidents, therefore minimising the potential damage caused by disasters and protecting the safety of customers, employees and our properties.

Moving forward, we will conduct climate-related scenario analysis and risk analysis for China Merchants Commercial REIT in accordance with the latest global trends. This will provide our management with a deeper understanding of our investments, allowing us to reference predictive and historical data to further strengthen the assessment process for identified climate-related risks.

考慮到招商局商業房託基金所面臨的氣候變化風險，我們已積極採取應對措施，提高物業抵禦極端天氣的能力，務求儘量降低氣候變化風險為業務帶來的負面影響。房託管理人確保所有運營經理和物業經理在整個投資組合範圍內積極實施經ISO 14001認證的環境管理系統。該系統作為一種工具，定期監測已識別的環境和氣候風險，並評估的投資組合的ESG表現。為應對各種極端天氣事件，營運管理人和物業管理人員已針對各種極端天氣如颱風、暴雨等，為六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》、《防水浸應急預案》等。同時，所有物業的應急計劃和響應系統均已到位。每個物業均成立應急小組，以確保各種應急計劃的有效實施。在緊急情況下，營運管理人和物業管理人員負責協調應急救援行動，各部門則在相應領域提供支持，增強物業處理重大災害和事故的能力，最大限度地減少災害可能造成的損失，保護客戶、員工和物業的安全。

未來，我們將根據全球最新趨勢，對招商局商業房託基金開展氣候相關情景分析及風險審查，使管理層對我們的投資有更深入的了解，從而可以參考預測和歷史數據，繼續加強對已識別的氣候相關風險的評估過程。

PORTFOLIO CARBON FOOTPRINT

The REIT Manager takes reasonable steps to assess the portfolio carbon footprint of CMC REIT based on the positions as of the financial year end. This assessment encompasses both Scope 1 (direct emissions) and Scope 2 (indirect emissions from purchased electricity) greenhouse gas emissions associated with the Portfolio, to the extent that the relevant data is available or can be reasonably estimated.

The REIT Manager has developed toolkits for each property within the Portfolio to collect ESG-related data. Each year, the REIT Manager collects energy consumption data for each property to calculate Scope 1 and Scope 2 emissions of the Portfolio. Scope 1 emissions include direct greenhouse gas emissions from purchased electricity. The calculation methodology is derived from sources including Greenhouse Gas Protocol: A Corporate Accounting and Reporting issued by the World Resources Institute (WRI), and How to prepare an ESG Report – Appendix 2: Reporting Guidance on Environmental KPIs issued by The Stock Exchange of Hong Kong Limited, and by reference to emission factors provided by power companies.

The portfolio carbon footprint is calculated with reference to the Global GHG Accounting & Reporting Standard of the Partnership for Carbon Accounting Financials (“**PCAF Standard**”). The value of the Portfolio and individual properties is defined by third-party certified valuer and is disclosed in the “Valuation Report” section of CMC REIT’s annual reports. The portfolio carbon footprint is determined by dividing the combined Scope 1 and Scope 2 greenhouse gas emissions by the total value of the Portfolio.

投資組合碳足跡

房託管理人採取適當措施，根據財政年度結束時的投資項目，評估招商局商業房託基金投資組合的碳足跡。該評估包括與投資組合相關的範圍一（直接排放）和範圍二（來自購買電力的間接排放）溫室氣體排放，從而考慮相關數據可用或可以合理估計的情況。

房託管理人為投資組合中的每個物業建立了工具包，以用於收集與ESG相關的數據。每年，房託管理人收集每個物業的能源消耗數據，計算投資組合的範圍一和範圍二排放量。範圍一排放包括購買電力的直接溫室氣體排放。數據計算方法參照包括由世界資源研究所(WRI)刊發的《溫室氣體盤查議定書：企業會計與報告準則》以及香港聯合交易所有限公司發布的《如何準備環境、社會及管治報告—附錄二：環境關鍵績效指標匯報指引》，並參考電力公司提供的排放因子。

投資組合的碳足跡計算方法已參考碳會計金融合作夥伴關係的全球溫室氣體盤查和報告準則（「**PCAF標準**」）。投資組合和個別物業的價值由第三方認證的估值師判定，並在招商局商業房託基金年度報告的「估值報告」部分披露。整體投資組合的碳足跡通過將範圍一和範圍二溫室氣體排放總和除以投資組合的總價值而計算。

| | Unit 單位 | 2023 |
|--|---|-----------|
| Investment portfolio’s GHG emissions (Scope 1 and Scope 2) 投資組合溫室氣體排放量（範圍一及範圍二） | tCO ₂ e 噸二氧化碳當量 | 20,783.89 |
| Investment portfolio’s value 投資組合估值 | Million RMB 百萬人民幣 | 9,251.00 |
| Investment portfolio’s carbon footprint 投資組合碳足跡 | tCO ₂ e/Million RMB 噸二氧化碳當量／ 百萬人民幣 | 2.25 |



Case Study 案例

Response to Climate Change in 2023 2023年氣候變化應對措施

During the Reporting Year, Onward Science & Trade Centre put up posters during the National Energy Conservation Week to promote energy-saving and carbon reduction actions, while raising awareness among staff members about climate change. Additionally, on National Ecology Day, relevant posters were displayed on electronic screens to enhance everyone's awareness of environmental protection.

於報告年度，招商局航華科貿中心於全國節能宣傳周期間張貼海報，宣傳節能減碳行動，提高全員對氣候變化的認識；並於全國生態日，在電子屏幕上展示相關海報，提高全員對生態環境保護的意識。



UNITING 04
用心凝聚人才 TALENTS





良好健康



優質教育



性別平等



體面工作和
經濟增長



減少不平等

Tenant is our foremost productivity in pursuing sustainable development. Adhering to the people-oriented principle, we are committed to safeguarding the rights and well-being of our employees, providing them with competitive remuneration and work-related benefits, and creating a safe and healthy working environment. We also strive to nurture our employees by providing continuous training and promotion opportunities for them to exert their strengths in the job positions of China Merchants Commercial REIT.

人才是我們踐行可持續發展的第一生產力。我們堅持以人為本的宗旨，致力保障員工的權利和福祉，並向員工提供具競爭力的薪酬和工作相關福利，塑造安全及健康的良好工作環境。我們亦悉心培育員工，提供持續的培訓及晉升機會，使員工在招商局商業房託基金的工作崗位上發揮所長。

EMPLOYMENT PRACTICES

員工僱傭

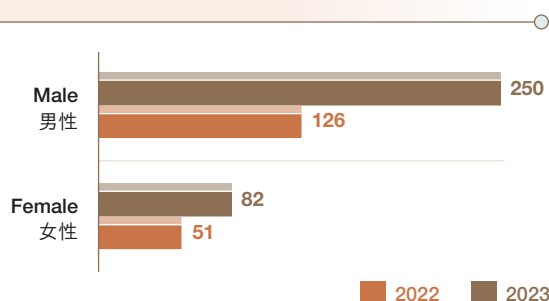
OVERVIEW OF EMPLOYEE

We are committed to creating opportunities for people of all ages, genders, and experiences, so as to create a diverse, equal and inclusive working environment. As of 31 December 2023, the REIT Manager, the Operations Manager and the Property Manager had a total of 332 employees, with a turnover rate of 21.69%¹.

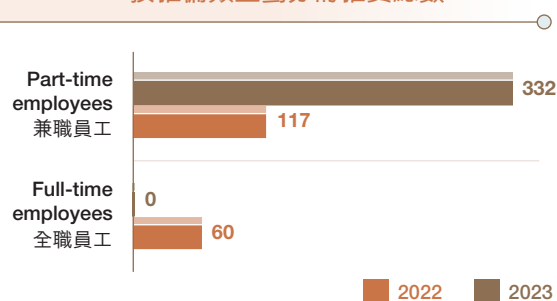
員工團隊概況

我們致力創造機會予不同年齡、性別及經驗的人士，務求營造一個多元、平等、共融的工作環境。於2023年12月31日，房託管理人、營運管理人及物業管理人共有332名僱員，流失比率為21.69%¹。

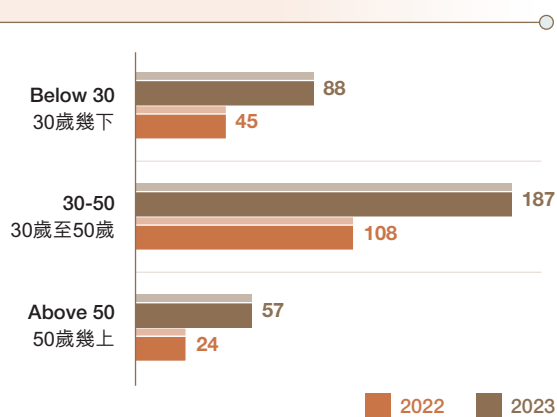
Total number of employees by Gender
按性別劃分的僱員總數



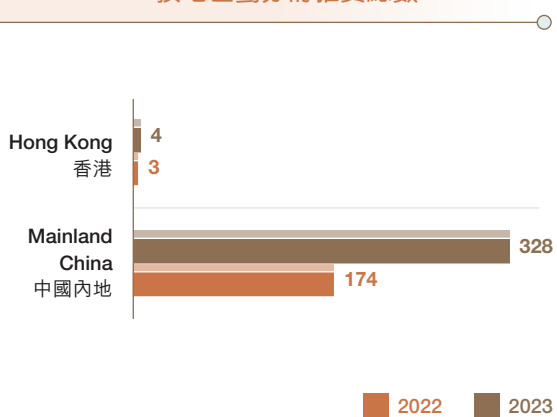
Total number of employees by Employment Type
按僱傭類型劃分的僱員總數



Total number of employees by Age Group
年齡組別劃分的僱員總數



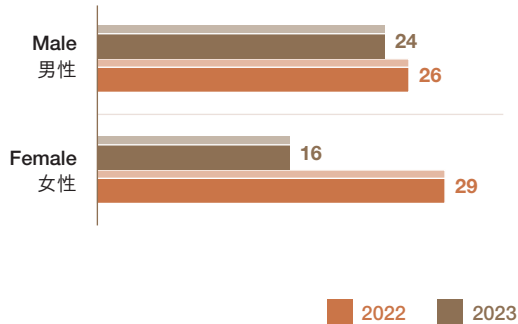
Total number of employees by Geographic Region
按地區劃分的僱員總數



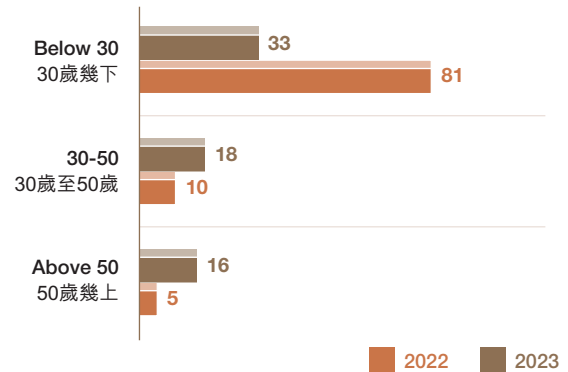
¹ The employee turnover rate is calculated by dividing the total number of departures in the category in the Reporting Year by the total number of permanent employees as of 31 December 2023, then multiplied by 100%.

¹ 僱員流失比率按於報告年度該類別的總離職人數除以截至2023年12月31日長期員工總數，再乘以100%而計算。

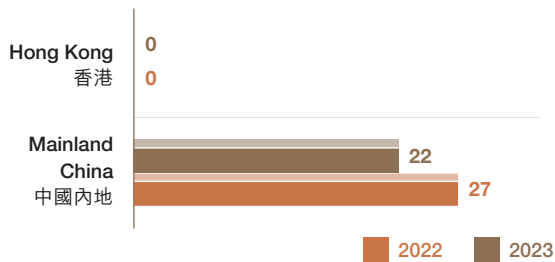
Total Employee Turnover Rate by Gender
按性別劃分的僱員流失比率



Total Employee Turnover Rate by Age Group
按年齡組別劃分的僱員流失比率



Total Employee Turnover Rate by Geographical Region
按地區劃分的僱員流失比率



EMPLOYEE RECRUITMENT AND RETENTION

The REIT Manager strictly complies with all relevant labour laws and regulations in Hong Kong, such as the Employment Ordinance (Cap. 57), the Employees' Compensation Ordinance (Cap. 282), the Minimum Wage Ordinance (Cap. 608) and the Mandatory Provident Fund Schemes Ordinance (Cap. 485). The Operations Manager and the Property Manager strictly comply with all relevant labour laws and regulations in Mainland China, such as 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. We have formulated the Employee Recruitment Management Regulations to define the procedures and management guidelines for employee recruitment, employment, appointment, dismissal, internal deployment and dismissal. We have strictly followed the Employee Recruitment Management Regulations and local laws and regulations to protect the rights of employees. During the Reporting Year, we observed no non-compliance cases relating to employment, use of child and forced labour within China Merchants Commercial REIT.

員工聘用與人才挽留

房託管理人嚴格遵守香港所有相關的勞動法律法規，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)和《強制性公積金計劃條例》(第485章)。營運管理人及物業管理人嚴格遵守中國內地所有相關的勞動法律法規，如中國內地的《中華人民共和國勞動法》、《中華人民共和國勞動合同法》和《中華人民共和國未成年人保護法》。根據自身實際情況，我們制定了《員工聘用管理規定》，清楚說明員工招聘、錄用、聘任、免職、內部調配和解聘的程式和管理準則，並按照《員工聘用管理規定》及當地法律法規嚴格執行，以保障員工的權利。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。

The REIT Manager is strongly committed to safeguarding employee rights strictly and prohibits the employment of child and forced labour. The REIT Manager ensures that employees fully understand the labour rights and obligations stipulated in the employment contract before signing the employment contract with employees, and then proceeds to sign the contract on a voluntary basis. In addition, the REIT Manager also carefully reviews the background information of all job applicants and employees, including their age, education background and previous employment records during interviews and before signing employment contracts to ensure that they meet the legal working age requirements, and academic qualifications and experience for the position. If the violation is confirmed, we will notify the relevant local regulatory authorities.

To enhance our competitiveness in the talent market, we have been dedicating to recruiting outstanding talents through various channels over the years. For example, we collaborate with universities and colleges and organise internship programs to effectively attracting and recruiting talents. The Property Manager maintains an ongoing internship training program in partnership with Guangdong Xin'an Vocational and Technical College to implement a phased training and evaluation mechanism through on-job learning and internships. This initiative lays a solid foundation for attracting the next generation of property management professionals with high quality and skills.

The Property Manager provides comprehensive training and career development opportunities for employees to realise their potential. We have set up internal exchange programmes for management and technical positions, and regularly review, adjust and optimise employee compensation and benefit plans through employee performance evaluation mechanism to improve employee satisfaction and retention rate. We also regularly organise employee activities, allowing employee to maintain work-life balance while cultivating a team spirit among them. When an employee resigns, the project and recruitment colleagues will conduct an exit interview after he/she submits the resignation letter to offer alternate job opportunities in an effort to retain talented staff. On a quarterly basis, the Property Manager holds a special meeting on employees' resignation to analyse the resignation report and discuss the reasons for employees' resignation, and actively make suggestions according to the analysis results to implement normalised management, thereby reducing the turnover rate of excellent employees. In addition, we also provide career training opportunities for employees to allow them to understand different positions and career development directions. This enhances employees' sense of belonging to the enterprise, thereby maintaining a low turnover rate for China Merchants Commercial REIT.

房託管理人致力於在員工聘用過程中保障員工權益，嚴禁僱用童工和強迫勞動。房託管理人在與僱員簽訂僱傭合約前，需先確保僱員完全明白僱傭合約中訂立的勞工權益與義務後，方自在自願的情況下簽署合約。除外，房託管理人亦會仔細審核所有求職者和僱員的背景資料，並在面試期間和簽訂僱傭合約前查核其年齡、學歷和過往的工作聘用記錄，以確保他們符合法定工作年齡和具備擔任相關職位的學歷及經驗要求。如果確認存在違法行為，我們會通知當地相關監管機構。

為了加強我們在人才市場上的競爭力，多年來，我們致力通過各種渠道招聘優秀的人才，例如與校企合作舉辦實習計劃等方式，有效地吸納人才。物業管理人持續與廣東新安職業技術學院合辦的實習培養，實行跟崗學習和頂崗實習的分階段培養評估機制，同時為引進有着高素質、高技能的下一代物業管理人才奠定良好基礎。

物業管理人為員工提供全面培訓及職業發展機會，讓員工發揮潛能。我們設有專業技術崗位和管理崗位互換發展，並通過員工績效評估機制，定期檢視、調整及優化員工的薪酬及福利計劃，以提升員工的工作滿意度和留任率。我們亦不時舉辦員工活動，讓員工在保持工作生活平衡的同時，培養他們之間的團隊協作精神。員工離職時，項目和招聘同事會在其提交離職書後對其進行離職面談，提供不同的工作機會挽留人才。每個季度，物業管理人會召開員工入離職專題分析會，分析離職報告並探討員工離職的原因，並按照分析結果積極出謀劃策，實施常態化管理，從而降低績優員工流失率。此外我們亦為在職員工提供職業訓練機會，讓員工全面地了解不同的工作崗位及職業發展方向，提升員工對企業的歸屬感，有助招商局商業房託基金維持較低的員工流失率。

EMPLOYEE DIVERSITY AND EQUAL OPPORTUNITIES

The REIT Manager is committed to creating a diverse, fair, and inclusive work environment where employees from different backgrounds can grow together as a team. The REIT Manager prohibits any form of discrimination or unfair treatment based on gender, age, family status, sexual orientation, disability, race, religion, and other characteristics protected by relevant laws.

In the process of employee recruitment, transferral, promotion, training, performance evaluation and dismissal, we strictly follow the principle of equal opportunity to ensure that every employee is treated fairly. On the one hand, the Property Manager has established fair and transparent recruitment and promotion requirements in accordance with the Labour Law of the People's Republic of China and the Employee Recruitment Management Regulations. On the other hand, the Group has also formulated the Performance Appraisal Management Regulations and established a performance appraisal system for employees, which only consider factors related to work such as employees' personal performance, qualifications, experience and attitude.

The Operations Manager and the Property Manager attach great importance to the rights and interests of women within the enterprise. In accordance with the Law on the Protection of Women's Rights and Interests, men and women within the enterprise shall receive equal pay for equal work. In addition, we adhere to the principle of equality between men and women in terms of ranking, promotion and assessment of professional and technical positions, and prohibit the discrimination against women. We also require the business units to respect women's rights and interests, and shall not dismiss female employees or unilaterally terminate the labour contract on the grounds of marriage, pregnancy, maternity leave, breastfeeding, etc. During the Reporting Year, there were no incidents of discrimination against women during recruitment, nor were there any dismissal of female employees due to marriage, pregnancy, maternity leave, breastfeeding and other reasons.

Furthermore, we do not tolerate any form of physical harassment and harm in the workplace. Employees can report any inappropriate behaviours related to discrimination, harassment, harm or insult through the complaint and reporting mechanism, and raise any concerns about employment issues and working environment, hence the management can identify and resolve the issues promptly.

員工多樣性與平等機會

房託管理人致力於創造一個多元、公平和包容的工作環境，讓不同背景的員工在團隊內共同成長。房託管理人禁止任何人對性別、年齡、家庭狀況、性取向、殘疾、種族和宗教以及其他受相關法律保護的特徵作出任何形式的歧視或不公平對待。

在進行員工招聘、調遷、晉升、培訓、績效評估和解僱等各項僱傭事項的過程中，我們嚴格遵循平等機會原則，確保每位員工得到公平的待遇。物業管理人一方面按《中華人民共和國勞動法》及《員工聘用管理規定》，確立了公平且透明的招聘及晉升要求；另一方面也建立了《績效考核管理規定》，建立了員工績效評估體系，僅以員工個人績效、資歷、經驗和態度等與工作相關的客觀因素作考量。

營運管理人及物業管理人非常重視企業內的婦女權益，根據《婦女權益保障法》的要求，企業內部男女需同工同酬，此外，在晉職、晉級、評定專業技術職務等方面，我們堅持男女平等的原則，不得歧視婦女。我們亦要求單位尊重女性權益，不得以結婚、懷孕、產假、哺乳等為由，辭退女性員工或者單方解除勞動合同。於報告年度，房託管理人、營運管理人及物業管理人均未發生過招工時歧視婦女的事件，亦未因女性結婚、懷孕、產假、哺乳等理由解僱女性員工。

我們亦不容許在工作場所中出現任何形式的身體騷擾和傷害。員工可以通過投訴和申報機制舉報任何有關歧視、騷擾、危害或侮辱等的不恰當行為，亦可提出任何對僱傭事宜和工作環境的關注，以便管理層及時識別並迅速解決有關問題。

REMUNERATION AND WELLBEING

Remuneration and Benefits

We provide competitive remuneration and diversified benefits for our employees to continually enhance their sense of happiness at work. All levels of employees benefit from structured development programmes, including policies and management procedures for employee recruitment, promotion, performance review and training, employee compensation and benefits. According to the Remuneration Management Measures, we provide competitive remuneration and benefits in line with the market and based on employees' experience and duties, including basic salary, paid holidays, rest hours, allowances, bonuses, medical insurance, Five Social Insurances and One Housing Fund or Mandatory Provident Fund. In order to further improve the well-being of employees, we have also established the Benefits Expense Management Measures and the Employee Benefits Implementation Plan to provide diversified additional resources, including free meals, residential places, staff gymnasium and television rooms. The employee benefits will be checked and enhanced on an annual basis. During the Reporting Year, we carried out a variety of corporate culture activities, which were well received and welcomed by employees. In addition, we also organise physical examinations for employees every year, and provide them with heatstroke protection gear, birthday gifts, and participate in other major events of their life to increase employees' sense of belonging.

In order to clearly regulate the process of performance management, under the framework of the Performance Appraisal Management Regulations and taking into account the actual situation, three levels of rankings are assigned to each employee after the annual appraisal. We will link the key performance factors of the Company and positions with the personal performance of employees in the evaluation to facilitate the implementation of the strategic objectives and the personal development of employees, and achieve the continuous improvement of both individuals and organisations. Through a fair, reasonable and transparent evaluation process, we can systematically adjust on employee arrangement, staffing, training development, bonus distribution and employment compensation. While establishing a standardised performance evaluation, we have also established an effective communication and feedback mechanism to strengthen the communication between the immediate superior and the employees, help them better understand their performance, and promote their capabilities and career development. Employees with annual performance ratings of A+ and A are eligible to participate in the advanced performance recognition, and may also be recommended to participate in relevant honorary awards from superior units.

薪酬與福祉

薪酬及福利

我們為員工提供具競爭力的薪酬及多元化的福利，持續提升員工的幸福感。所有級別的員工均會受益於結構化發展計劃，包括員工招聘、晉升、績效審查和培訓、員工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所擔任的職責提供與市場接軌及具競爭力的薪酬和福利，包括基本工資、有薪假期、休息時數、津貼、獎金、醫療保險、「五險一金」或「強制性公積金」等。為進一步改善員工福祉，我們亦建立《福利費管理辦法》和《員工福利實施方案》，提供多元化的額外資源，包括免費膳食、宿位、員工健身房和電視房等設備，並會按年就員工福利水準作檢查及改善。於報告年度，各物業開展多種豐富企業文化活動，大受員工的歡迎與喜愛。除此之外，我們更會每年統一組織員工體檢，發放防暑物資、生日禮品、及參與他們生活的重要活動，增加員工的歸屬感。

為明確規範績效管理工作流程，在《績效考核管理規定》的框架下，並結合實際情況，我們將員工按職級分為三個級別進行年度考核。我們會在評估時將公司及崗位的關鍵績效因素與員工個人績效掛鉤，以促進公司戰略目標落地與員工個人發展，實現個人與組織雙向持續提升。通過公平、合理及透明的評估流程，我們有系統地為員工發展、人員調配、培訓開發、獎金分配及僱傭薪酬作準備調整。在建立規範的績效評估的同時，我們亦建立了有效的溝通與反饋機制，加強直屬上級與員工的有效溝通，幫助更全面了解員工的表現，促進員工能力和職業發展。而個人年度績效等級為“A+”和“A”的員工有資格參評公司先進評優，也可推薦參評上級單位的相關榮譽獎項。

Employee Engagement and Well-Being

We advocate a culture of active communications with fairness and respect, and listen to the voices of each employees. We are committed to collecting employees' opinions through different channels, including whistleblower mailbox, WeChat, suggestion mailbox, telephone and face-to-face interviews with human resources officers, irregular employee questionnaire and interview, etc., to collect employees' opinion on different issues such as benefits, recruitment, training and development, and improve the company's talent management.

In order to enhance employees' sense of belonging and wellbeing, we organise a variety of cultural and sports activities and festival celebrations every year. During the Reporting Year, the Group held various festive activities and team building activities. We also continued the "Spread the Warmth" campaign, which aims to enhance employees' wellbeing through spreading care and support and offering subsidies to them.

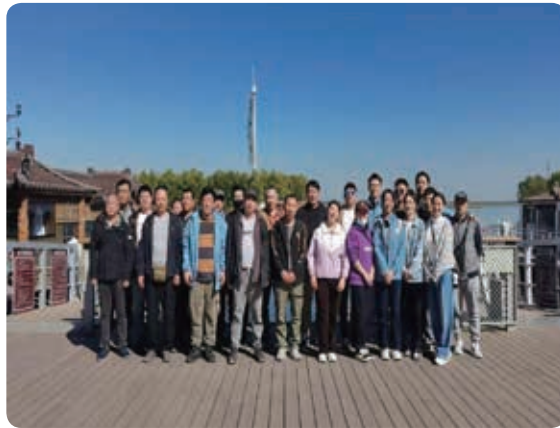
員工參與和福祉

我們亦重視民主溝通，暢通員工溝通渠道，傾聽每一個員工的聲音。我們致力通過不同渠道收集員工的意見，包括舉報信箱、微信、建議郵箱、人力資源專員電話、面談、不定期進行員工調查問卷和訪談等，聆聽僱員的聲音，從而就福利、招聘、培訓與發展等不同議題提出建議，改善公司人才管理工作。員工的意見或投訴會由物業管理人的人力資源專員跟進處理和分析有關意見，成立調查小組作出調查，並通知員工有關調查結果和處理決定。

為了提升員工歸屬感和幸福指數，我們每年都會籌辦豐富的文體活動和節日慶祝活動，鼓勵員工平衡工作與生活，促進其身心健康。於報告年度，我們定期舉辦節日慶祝、員工團建等活動，並持續開展「送溫暖」活動，希望通過發放補助、物資和慰問關愛有需要的員工。



Workshop for employees from the Onward Science & Trade Centre
招商局航華科貿中心員工手工活動



Team building event for employees from the Onward Science & Trade Centre
招商局航華科貿中心員工團建活動

OCCUPATIONAL HEALTH AND SAFETY

Health and safety are the cornerstones of China Merchants Commercial REIT's development and employees' happiness. We have formulated an Occupational Health and Safety Compliance Assessment Form in accordance with the Occupational Safety and Health Ordinance (Cap. 509) of the Hong Kong Special Administrative Region, the Law of the People's Republic of China on Work Safety, the Law of the People's Republic of China on the Prevention and Control of Occupational Diseases, the Fire Protection Law of the People's Republic of China and other relevant regulations, and conduct self-assessment on a regular basis. During the Reporting Year, we strictly complied with all applicable provisions and had no non-compliance incident with relevant laws and regulations relating to occupational safety and health.

The Safety Management Committee established by the Property Manager is responsible for overseeing the overall implementation of the safety management system, reviewing and ensuring the effectiveness of occupational health and safety measures. In order to further implement the safety production responsibility, the Property Manager has formulated the Standardised Safety Performance Evaluation Management Regulations. These regulations mandate an annual assessment of staff with safety supervision responsibilities and tasks. The assessment results will be linked to the annual performance of the responsible person. Department personnel who have achieved excellent safety performance are rewarded, and those who have been rated as unqualified will have their annual performance review downgraded. During the Reporting Year, by following our stringent safety supervision and management, all of the following safety production targets for 2023 were successfully achieved:




No production safety accident at level 3 or above reported
無發生
三級或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 accident
無發生
重大設備設施安全責任事故



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



100% of safety assessment rate achieved
安全生產標準化評標達成率
100%



100% of fire safety standardisation of key units
消防重點單位消防標準化實施率達
100%

職業健康及安全

健康與安全是招商局商業房託基金發展的基石，員工幸福的保障。我們根據香港特別行政區《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》等相關法規制定了職業健康安全合規性評價表，定期進行自我評估。於報告年度，我們嚴格遵守一切適用條款，沒有任何違反有關職業安全衛生法律法規的事件發生。

物業管理人成立的安全管理委員會負責監督安全管理體系的整體實施情況，檢視並確保職業健康與安全措施的有效性。為進一步落實安全生產責任，物業管理人制定了《安全標準化績效評定管理定》，每年根據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，而評估結果會與負責人的年度業績掛鉤。達到卓越安全績效的部門人員會獲得表彰獎勵，而被評定為不合格的有關人員則有機會受到年度業績降級的處罰。於報告年度，經過我們嚴謹的安全監督管理，以下2023年安全生產目標全部順利達成：



We have established a sound safety management system and adopted a series of safety policies, standardised management manuals and operational procedures. We have strict management requirements for equipment, inspection, training and risk identification to eliminate potential safety risks and take appropriate mitigation measures in a timely manner to avoid occupational safety hazards. All six properties of China Merchants Commercial REIT have obtained the OHSAS 18001 Occupational Health and Safety Management System Certification.

To identify the potential safety and health risks in the working environment, the Property Manager has 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. By using the Job Hazard Analysis (JHA) to identify different levels of safety risks, relevant personnel are required to take corresponding level of risk control measures as soon as practicable. The Company's potential safety hazard inspections are built into various safety production inspection activities. The safety supervision agencies at all levels are responsible for preparing the annual safety production inspection and potential safety hazard investigation work plan of the unit, and notifying the employees at all levels to conduct safety production inspection and hidden danger investigation on a monthly basis. Once a potential hazard is identified, the relevant departments are required to rectify it within a prescribed period and report on the results to the organisation. We also encourage employees to actively report hidden dangers through the safety information platform to help prevent and control foreseeable safety accidents, and improve the Company's operational efficiency and its safety coefficient.

我們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式，對設備、勘查、培訓、風險隱患排查等範疇均作出嚴格的管理要求，以排除潛在的安全風險，並及時採取適當的緩解措施來避免員工和工人受到職業安全危害。招商局商業房託基金的六項物業均已取得OHSAS 18001職業健康及安全管理體系認證。

為識別工作環境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法規編製了《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。通過使用工作危害分析法(JHA)定量識別不同等級的安全風險，並要求相關人員在切實可行的情況下儘早採取相應級別的風險控制措施。公司隱患排查應同各類安全生產檢查活動相結合，由各級安監機構負責編製單位年度安全生產檢查與隱患排查工作計劃，並按月下達通知予各崗位到單位級別的員工進行安全生產檢查與隱患排查工作。一旦發現隱患，有關部門需在規定期限內作出治理並反饋效果予組織驗收。我們亦鼓勵員工通過集團安全生產資訊平台主動報告隱患，幫助預防和控制可預見的安全事故，提高企業的營運效率及其安全係數。

In protecting employees and workers from workplace safety hazards, the Property Manager only allows qualified persons with relevant certificates and certified employees to engage in high-risk activities, such as lifting operations, high-temperature work, electrical work and operation of mechanical equipment. All employees from service provider responsible for building maintenance work are required to wear suitable personal protective equipment. During the Reporting Year, Garden City Shopping Centre has developed an Employee Handbook for Occupational Safety to enhance employee awareness and response capabilities in areas such as fire safety knowledge, electrical safety management, and kitchen safety systems, creating a safe and healthy working environment for employees.

We are also committed to providing a safe working environment for employees of our contractors. The Property Manager has formulated the Management Regulations on Safety Management in Renovation Works and the Management Regulations on the Safety of Related Parties, and regularly reviews and supervises the safety management of contractors. We believe this not only strengthens the safety supervision responsibility of our contractors, but also ensures that the contractors' safety management procedures comply with the requirements of relevant laws and regulations.

To enhance the safety awareness of employees, the Property Manager not only post daily safety risk reminders, but also regularly organises diversified safety training courses and emergency drills for all employees and contractors in accordance with the Management Regulations on Safety Training, covering laws and regulations, safety policies, accident reporting procedures, etc. We also require all new employees to receive at least 72 hours of safety education and training, and current employees must receive no less than 20 hours of refresher training per year to enhance their safety awareness and ensure that they have sufficient ability to maintain workplace safety. In the past three years including the reporting year, we did not have any work-related fatalities. During the Reporting Year, zero lost days due to work injury were recorded.

為了避免員工和工人受到任何程度的職業安全危害，物業管理人只會容許持有相關證書的合資格人士和持證員工從事高風險的活動，如起重作業、高溫工作、電力作業工程和機械設備操作等，亦要求負責建築保養工作的服務供應商的員工須按照規定穿戴合適的個人防護裝備。於報告年度，花園城制定了《員工安全知識手冊》，提升員工在消防基礎知識、安全用電管控及廚房安全制度等方面的認知水平和應對能力，營造安全、健康的工作環境。

我們亦致力於為承辦商的員工提供安全的工作環境。物業管理人已制定《裝修安全管理規定》和《相關方安全管理規定》，並定期地對承辦商的安全管理作出審核和監管。我們相信此舉不但能加強承辦商的安全監管責任，亦能確保承包商的安全管理程式符合相關法律和法規的要求。

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》的指引，定期為所有員工和承包商員工舉辦多元化的安全培訓課程和應急演習，內容涵蓋法律和法規、安全政策、事故報告程式等。而我們亦規定所有新加入本公司的員工亦必須接受最少72小時的安全教育培訓，而在職員工必須接受每年不少於20小時的再培訓，以增強他們的安全意識和確保其具備足夠能力維護工作場所安全。在包括本報告年度的過去三個報告年度，我們沒有任何員工因工死亡的事件發生。於報告年度，員工因工傷損失工作日數為0日。

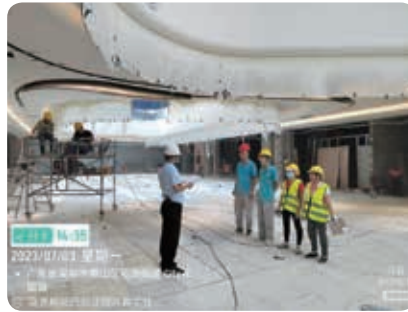


Case Study 案例

Employees and Contractors Received Safety Production Training 員工和承包商接受安全生產培訓

To ensure a safe operating environment, each property has formulated its annual employee safety training plan, which covers topics such as general safety knowledge, accident case study, company's safety standards, laws and regulations. Through the monthly employee training, we hope to improve employees' awareness of the importance of safe operations and improve their ability to identify and rectify potential hazard. Prior to holidays such as the Mid-Autumn Festival, the Operations Manager and Property Manager provide comprehensive safety trainings to their employees, covering areas such as safe production, hazardous operations, fire safety, electrical safety, and traffic safety. Overall, this ensures the occupational health and safety of our employees at the highest degree.

為保障項目安全生產，各物業均制定了年度員工安全培訓計劃，內容包括安全基礎知識、事故案列、公司安全標準化文件、法律法規等。我們希望通過每月組織的員工培訓，提高員工對安全生產的意識，同時提升隱患排查及整改的能力。於中秋等節假日前，營運管理人及物業管理人對旗下員工進行安全生產、危險作業、消防安全、用電安全、交通安全等多方面的安全培訓，以確保員工職業的健康安全。



Training on construction safety at Garden City Shopping Centre
花園城施工安全培訓



Case Study 案例

Fire Safety Training and Emergency Drills for Various Properties 多個物業開展消防安全培訓及演習

In addition to the monthly safety hazard investigation to eliminate potential safety hazards, each property regularly provides fire safety training for its tenants and employees through case studies and emergency drills. During the Reporting Year, Garden City Shopping Centre and Onward Science & Trade Centre carried out trainings on construction and fire safety.

除了在每月開展安全隱患排查和治理及時消除安全生產事故隱患，各物業通過案例分享及應急演練，定期為商戶及員工提供消防知識培訓。於報告年度，花園城及招商局航華科貿中心分別開展了施工及消防安全培訓。



Fire safety training at Garden City Shopping Centre
花園城消防安全培訓



Fire safety training at Onward Science & Trade Centre
航華科貿消防安全培訓



EMPLOYEE TRAINING AND DEVELOPMENT

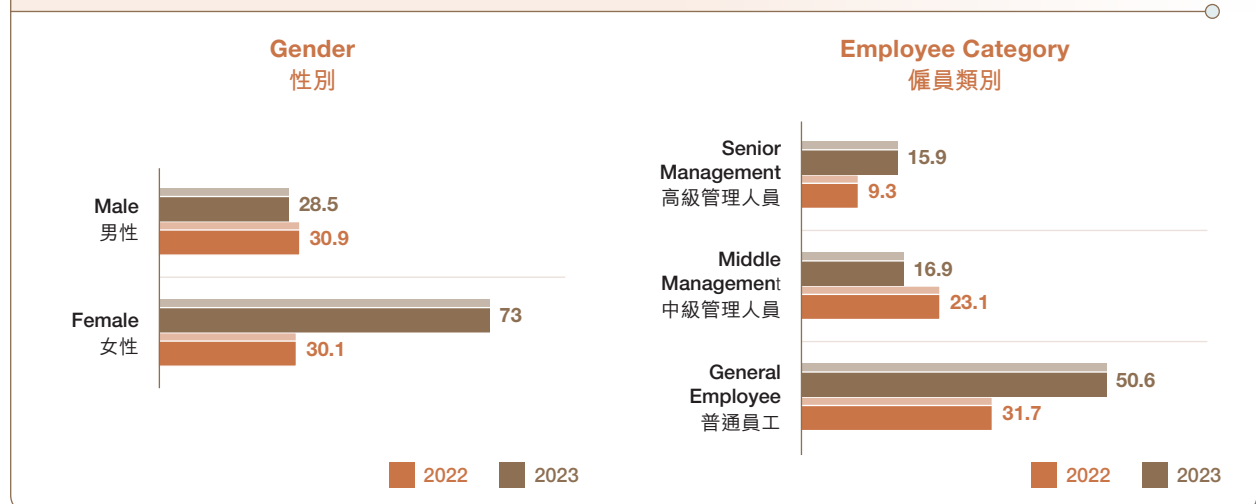
We attach great importance on career development and planning of our employees, optimize our talent development system, and ensure adequate investment in human resources, therefore providing our employees with opportunities for growth. According to the Shenzhen China Merchants Internal Mentor Management Measures, the Property Manager analyses employee learning needs based on employee performance appraisal and surveys on training needs. Tailor training plans are made to ensure employees acquire industry knowledge, skills and professionalism in line with industry standards and future business requirements. Also, the Property Manager carries out internal mentor recruitment and training based on the Shenzhen China Merchants Internal Mentor Management Measures to provide a platform for experienced employees to share their knowledge and experience. During the Reporting Year, we provided a total of 13,115 hours of training to 332 employees, representing 100% of training.

員工培訓及發展

我們注重員工職業發展與規劃，優化人才培養體系，保障人才資源投入，為員工提供廣闊的成長空間。根據《深圳招商公司員工培訓管理規範》相關內容，物業管理人參照僱員的工作績效評估結果及培訓需求問卷調查，分析僱員需求以度身定製相應的培訓計劃，確保他們的知識、技能和專業水準與行業及企業業務發展需求保持一致性。同時，物業管理人還會根據《深圳招商公司內部講師管理規範》相關內容開展內部招募和講師培養，提供平台予有經驗的員工分享知識和經驗。於報告年度，我們為332名受聘員工提供共13,115個小時培訓，培訓百分比達100%。

Average training hours completed per employee (by gender and employee category)

平均每位僱員完成的培訓時數(按性別及僱員類別劃分)



Induction Training for New Employees

We require all new employees to participate in induction training, where they are introduced to compliance manuals, operation and control policies and procedures, and safety knowledge to help them understand corporate culture, business etiquette, their job responsibilities and general operations.

新員工入職培訓

為鼓勵人才的快速成長，我們要求所有新員工參與入職培訓，為他們介紹合規手冊、營運和控制政策與程式，安全生產知識等幫助他們了解企業文化、商務禮儀、崗位職責及業務運作。

Online Training

The Property Manager utilises online live streaming platform to provide employees with flexible learning options, covering topics such as engineering, environment, customer service, and safe production. We also arrange online learning courses for employees on professional knowledge and working methods, so as to achieve comprehensive coverage of property management knowledge.

Job-specific Training

The REIT Manager provides employees with internal training sessions, and encourages employees to pursue continuous learning and professional development outside of office hours through professional training courses, seminars and events. The Operations Manager and the Property Manager regularly arrange job-specific training for operational employees to enhance core skills required for their duties. According to the Management Measures on Job Specific Certification, the Property Manager applies for job certificates for employees in specific positions. This ensures employees' capabilities meet external professional certifications and enhance their professional capabilities, such as security guard certification and fire facility operator certification. The Property Manager encourages employees of the Engineering Department to participate in online and offline training courses on professional, general and leadership to improve their professional capabilities and comprehensive ability. In addition to internal training, we provide subsidies to employees to attend job-related external training courses, workshops and seminars organised by recognised professional institutions to enhance the professional competence and overall quality of supervisors, project and project leaders and staff.

網上培訓

物業管理人利用網上直播平台開設不同課程培訓，涵蓋主題包括工程、環境、客服、安全生產，為員工提供彈性的學習形式。我們亦為員工安排網絡學習課程，為員工提供專業知識及工作方法等各類課程，實現物業管理知識全面覆蓋。

專項培訓

房託管理人向員工提供一系列內部培訓，亦鼓勵員工在業餘時間通過參加專業培訓課程、講座、活動等持續進修，提升自身業務能力和專業水準。營運管理人和物業管理人定期為營運人員安排專項培訓課程，增強員工在履行其職責時所需的相關核心技能。根據《崗位持證管理辦法》，物業管理人為擔任專業崗位的員工報考崗位證書，確保員工的能力符合外部專業認證，增強其專業能力，如保安員證及消防設施操作員證等。物業管理人鼓勵工程部員工參與專業類、通用類及領導力類的線上線下培訓課程，提升其專業能力及綜合素質。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與工作相關的外部培訓課程、工作坊和研討會，提高主管、項目及專業負責人以及各項員工的專業能力和綜合素質。



Case Study 案例

Customer Service Training in 2023 2023年客服崗位禮儀培訓

During the Reporting Year, each property standardised the attire and behavioural etiquette for customer service positions through the implementation of a customer service etiquette document. Detailed behavioural guidelines were established based on the standard, which aim to standardise etiquette services and enhance service quality.

於報告年度，各物業通過客服崗位禮儀文件標準化客服崗位的著裝與行為禮儀，對各崗位提出精細的行為要求，標準化禮儀服務，提高服務質量。



Customer service standards
客服禮儀要求

Internship Programme

The Property Manager emphasises the nurturing 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.

Management Trainee Programme

The Property Manager strives to enhance our efficiency and identify employees' potential, through management trainee programme, explores outstanding fresh graduates to receive training at the company, and formulates follow-up training plans at all stages. The existing employees serve as mentors to train future management talents and enhance the talent pool of the company to support the business development.

Promotion Training for Middle Management

The Property Manager is committed to selecting and developing talents internally, integrating the needs of business and talent development. This strengthens the sense of belonging and work tacit understanding of the backbone of the enterprise. The Group enhances the professional and management capabilities of outstanding supervisors by arranging leadership training from internal and external special mentors. This accelerates the construction of corporate ladder and future planning of the talent pool.

實習生計劃

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。

管理培訓生計劃

物業管理人持續增加員工效率及識別其潛力，積極推行管理培訓生計劃，挖掘優秀的應屆畢業生到公司接受培訓，以及制定各階段的跟蹤培養計劃，由現職僱員作為導師培養未來管理人才，增強企業人才儲備，以配合未來業務發展需要。

中層管理人員的晉升培訓

物業管理人致力於在內部甄選及培養人才，將業務與人才發展的需求結合，強化企業骨幹的歸屬感及工作默契。通過邀請內外部的專項導師，安排表現優秀的主管參與領袖培訓，加強其專業能力和管理能力，加快人才梯隊的建設，並為下一步的人才儲備做好規劃。



良好健康
的福祉



負責任消費
和生產



和平、正義與
強大機構

We prioritise customer service and have established a comprehensive customer service system to continuously optimise and improve service quality, thereby creating value for our customers. We conduct regular safety inspections and provide fire safety training to enhance our emergency management capabilities. We are committed to delivering standardised and professional property management services, aiming to build long-term relationships with our customers. We also recognise the importance of customer data privacy protection. To safeguard the security of confidential and sensitive information, we have established an internal control system. The internal control system has access restrictions and data encryption to avoid data leakage, accidental access, processing or abuse.

我們以客戶服務為中心，建立完善的客戶服務體系，不斷優化及改進服務質量，持續為客戶創造價值。我們定期開展安全檢查活動及消防安全培訓，提高安全應急管理能力，致力通過優化服務質量，提供標準化、專業化的物業管理服務，與客戶建立長遠關係。我們亦重視客戶數據隱私安全，設立內部控制系統及管理規程，避免出現數據洩露及濫用的情況。

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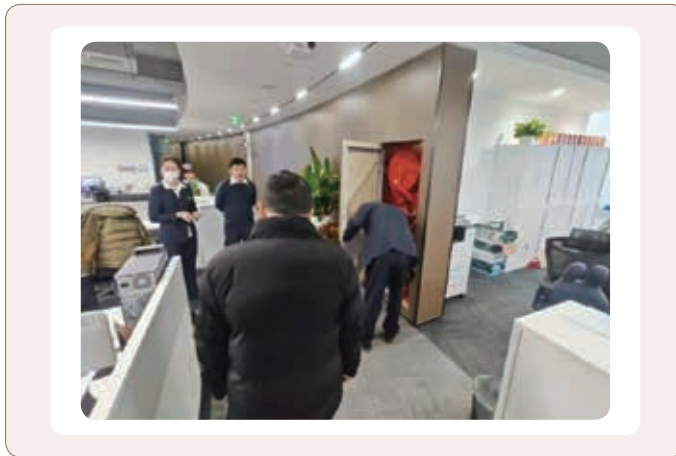
PROVIDING
提供優質服務 QUALITY SERVICES



CUSTOMER SERVICES

Customer Health and Safety

We focus on continuously improving our safety and health management practices and standards for tenants and visitors, while closely monitoring the health and safety risks of our customers. In order to improve the efficiency of our health and safety management, we have established a standardised safety management system in six of our owned properties. We also conduct regular inspections on construction equipment and systems, including the building control system to ensure the safe operation of equipment. We also have special fire safety inspections, including unimpeded fire exits, emergency lighting integrity, validity period of fire-safety equipment and operation status of fire-safety equipment in buildings. Any issues identified will be recorded and improved in a timely manner. In addition, in order to improve indoor air quality and reduce the risk of fire, the Manager has imposed a complete ban on smoking in the indoor areas of the non-designated smoking areas of the six properties.



Regular safety inspection at the Onward Science & Trade Centre
航華科貿定期開展物業安全檢查活動

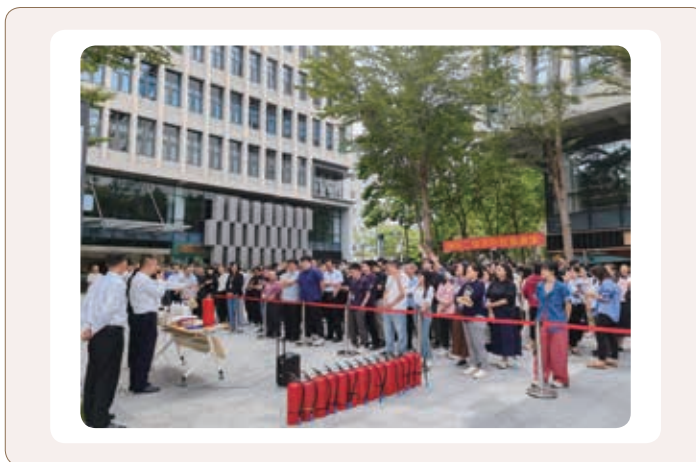
We believe that safety awareness training and emergency drills are crucial for enhancing the emergency management capabilities of tenants. Therefore, the property manager regularly conducts fire prevention publicity and training for tenants to further improve their fire and safety awareness, including fire prevention and self-rescue awareness and skills in case of emergency. The Property Manager will also arrange special fire safety training courses for new tenants and hold regular emergency response drills for tenants to ensure that they are familiar with fire safety equipment during their stay. On the one hand, it enhanced the property management centre's ability to quickly activate emergency plans and implement them in an orderly manner in the event of fire. On the other hand, tenants are familiar with the escape skills and routes in the event of fire, which can improve their self-rescue ability and safety awareness.

客戶服務

客戶健康與安全

我們關注租戶及訪客的健康與安全，持續提升安全健康管理水平。為了提高健康與安全管理的效率，我們已於六項持有物業中設立標準化的安全管理體系，亦會對建築設備和系統定期進行檢查，當中包括確保建築物控制系統，以保障設備安全運作。我們亦設有消防安全專項檢查，包括檢測：消防通道暢通無阻、應急照明完好程度、消防器材有效期、大廈消防設施設備的運行狀況等。如發現任何問題我們會及時記錄和作出改善。另外，為了提升室內空氣的質素並減低火災的風險，管理人在總部及六項物業的非指定吸煙區的室內範圍實施了全面禁煙。

我們認為安全宣傳培訓及安全經濟演練對提升租戶安全應急管理能力至關重要。因此物業管理人定時對租戶進行消防宣傳與培訓，以進一步提高租戶及員工的消防及安全意識，包括預防火災及事發時的逃生自救認知及技巧。物業管理人還將為新租戶特別安排消防安全培訓課程及定期為租戶舉行應急處置演練，以確保他們在入住時熟悉消防安全設備。一方面增強了物管中心在火災發生時迅速啟動應急預案並有序實施的能力，另一方面租戶熟悉發生火災時的逃生技巧和路線，可提高自救能力和安全意識。



Fire emergency drill at Technology Building 2
科技大廈二期消防應急演練活動

In order to reduce the impact on tenants during renovation and upgrading works, the Operations Manager and the Property Manager will monitor and follow up on the renovation activities and related works of the Properties. Meanwhile, we have formulated the Renovation Management Work Plan which provide detailed guidelines for the renovation process, work scope, and quality requirements, to establish strict measures with high standards. In addition, we have formulated the China Merchants Shekou Commercial Tenant Centralised Renovation Management Manual for tenants and service providers as reference to minimise noise and odour nuisance caused by the project. The guidelines stipulate that all renovation and upgrading works can only be carried out within a specified period of time, such as setting the type of activities that are only allowed to be carried out during office hours and the type of activities that are only allowed to be carried out during non-office hours to reduce noise nuisance to tenants. Also, no flammable or hazardous materials shall be stored in the premises where the operation works are carried out to reduce the risk of fire and other safety accidents. The management team of each property conducts regular inspections to ensure that all units strictly comply with the guidelines.

SERVICE QUALITY AND CUSTOMER RELATIONSHIP

Service Quality

We strictly comply with laws and regulations relating to product responsibility, including the Urban Real Estate Administration Law of the People's Republic of China and the Advertising Law of the People's Republic of China. During the Reporting Year, the REIT Manager was not aware of any non-compliance with laws and regulations relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress in the jurisdictions in which it operates.

為了減少進行翻新和升級改造工程時對租戶的影響，營運管理人和物業管理人會全力監察和跟進物業的裝修活動及相關工程。我們已制定《裝修管理工作規程》，對裝修作業流程、工作內容及質量要求做了詳細的規定，並明確檢查驗收方法與處理標準，確保裝修活動符合同時，我們制定了《招商蛇口集中商業商戶裝修管理手冊》供租戶和服務提供商作為參考，以儘量減低工程引致的噪音和氣味滋擾。指引中規定所有翻新和升級改造工程只能在指定的時間進行，例如設定只允許在辦公時間內進行的活動類型，及只允許在非辦公時間進行的活動類型，以減低對租戶造成的噪音滋擾。而在進行工程的處所內亦不得存放任何易燃和危險物品，降低火災等安全事故風險。各物業的管理團隊會定期巡查，確保各單位嚴格遵守指引。

服務質量與客戶關係

服務質量

我們嚴格遵守有關產品責任的法律和法規，包括《中華人民共和國城市房地產管理法》和《中華人民共和國廣告法》等。於報告年度，房託管理人無知悉任何違反經營所在地有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的法律法規。

In order to provide customers with high-quality services, China Merchants Commercial REIT improves and optimises service quality from the perspectives as the REIT Manager, the Operations Manager and the Property Manager. In order to protect the interests of the Property Manager and the tenants, we have purchased sufficient property liability insurance and public insurance for all the six properties we currently hold, and clearly listed the terms and conditions of occupancy on each lease to ensure that tenants understand the details of their lease before signing it, thereby reducing misunderstanding. The Operations Manager will conduct regular inspections at the properties to determine the identity of the residents stated in the lease contracts is consistent with the users of the properties during the lease period. Moreover, in order to improve customer service skills and ensure consistency in service quality, the Property Manager will follow the Customer Move-in Service Guideline to regulate the scope of customer move-in services, fee standards, and quality requirements. In addition, the Property Manager formulates internal customer service guidelines and regularly provides on-the-job training for the property management team and customer service team. For example, customer service department etiquette training, customer service terminology standard training, customer complaint handling training, etc. The Property Manager has been accredited with the ISO 9001 Quality Management System, striving to provide high-quality services to customers.

The Property Manager has formulated the Customer Service Department Management Capability Evaluation Form to evaluate the performance of the service team from 15 service quality aspects, including service image, daily customer information processing, complaint handling, repair service, customer opinion survey, etc. Furthermore, the Property Manager conducts regular equipment maintenance services to avoid inconveniences caused by equipment failures for customers. During the Reporting Year, the Property Manager at the Onward Science & Trade Centre has implemented upgrades to relevant equipment and systems to provide customers with higher quality services.

為確保客戶享有優質的服務，招商局商業房託基金從房託、營運與物業管理人三個層面提升優化服務質量。為了保障物業管理人及租戶的權益，我們名下現持有的六項物業已全部購入充足的財產保險和公共保險，同時於租約上清楚列出佔用條款和條件，確保租戶在簽署文件前了解各項細節以減少誤解。營運管理人會在物業內進行定期檢查，以確定租賃合同列明的住戶身份與租賃期內物業使用者一致。此外，為了完善客服技能和確保服務質素一致，物業管理人會制定《客戶入住服務流程》，規範客戶入住服務範圍、收費標準及質量要求，提升客戶服務質量。同時，物業管理人定期為物業管理團隊和客戶服務團隊提供在職培訓，如客服部禮儀培訓、客戶服務用語標準培訓和客戶投訴處理培訓等，提升服務的標準化、規範化。目前，物業管理人已取得ISO 9001質量管理體系的認可，力求能為客戶提供高質素的服務。

物業管理人制定了《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、客戶意見調查等。物業管理人會定期開展物業設備保養服務，避免因設備故障給客戶帶來不便。於報告年度，招商局大廈航華科貿中心物業管理人已對相關機組設備進行了更新改造，以便為客戶提供更具品質的服務。



Case Study 案例

Cleaning Campaign in Multiple Properties 多個物業開展綠化清潔行動

During the Reporting Year, multiple properties of China Merchants Commercial REIT's have launched the cleaning campaign, which entailed greening and cleaning activities across the properties.

於報告年度，招商局商業房託基金旗下多個物業開展了綠化清潔行動。

- The Cyberport Building carried out cleaning activities, focusing on cleaning water resources, roads, signages, facilities, and lobbies, to enhance overall cleanliness of the public areas.
數碼大廈就「路本色」、「水清澈」、「招牌亮」、「設施淨」、「大堂新」這五方面開展五「新」花園活動，加強對公共區域的清潔。

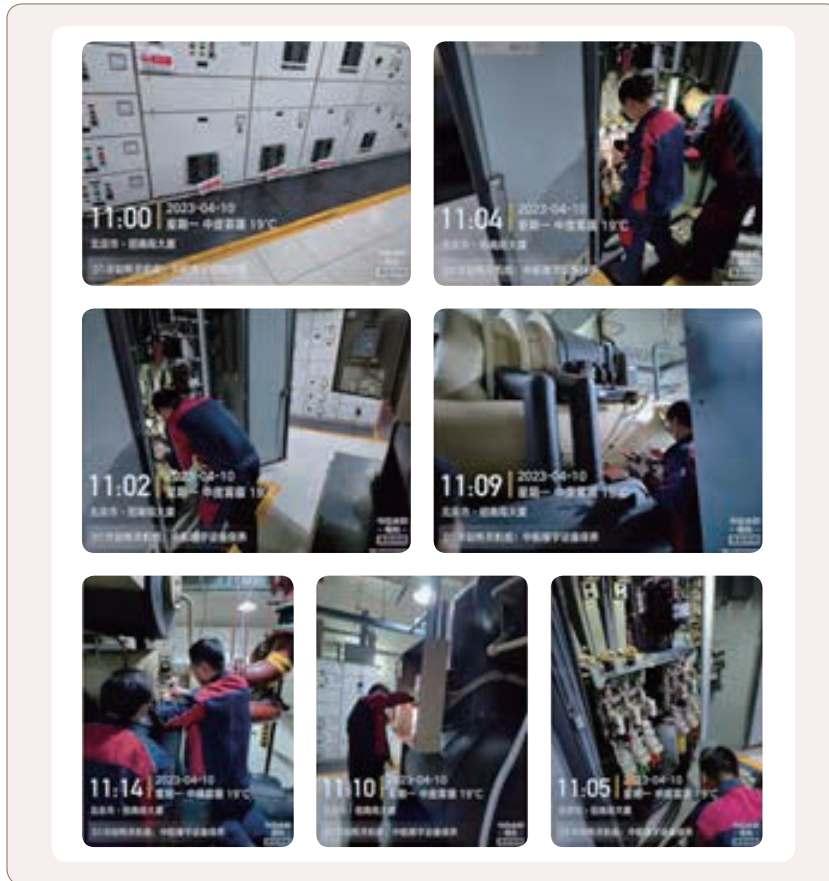


- The Technology Building provided training to employees on proper use of common cleaning tools and cleaning agents, based on the Guidelines for Common Cleaning Tools and Agents.
科技大廈根據《常用工具及清潔劑使用辦法》對員工開展物業常用清潔工具、清潔工具使用方法、常用日常清潔劑的培訓。



- The Technology Building 2 provided training and guidance to employees on different aspects of green space maintenance, including management regulations, landscape standards, technical scope, based on the Guidelines for Greening Supervision.
科技大廈二期根據《綠化監管工作指引》對員工從管理規範、景觀標準、技術規範等方面指導各分項綠化管養工作。





Machinery maintenance in the China Merchants Tower
招商局大廈特靈機組維修



Air-cooling unit 1 repairing in the Onward Science & Trade Centre, and the renovation of the cooling tower in the HP Building
招商局航華科貿中心進行1號風冷機組更換與惠普大廈冷卻塔更新改造

Customer Relationship

We strive to maintain long-term and friendly relationships with our tenants by establishing various communication channels, including WeChat customer groups and 24-hour service hotlines, to ensure timely and accurate feedback from customers and to respond quickly and effectively to their needs.

The Property Manager deepens the overall understanding of customers' expectations through customer satisfaction surveys and customer complaint management, developing targeted areas to improve customer service quality and to build a strong brand reputation. Following the Customer Satisfaction Work Standards, the Property Manager regularly conducts tenant visits, workshops, seminars, internal and third-party customer satisfaction surveys in the six properties. The feedbacks are collected and reviewed for further enhancement of services provided. In addition, the Property Manager has formulated the Customer Complaint Handling Management Regulations to manage customer complaints in a procedural manner in accordance with the Company's standards. This enables the service team to handle customers' concerns and opinions in a more effective and timely manner. After receiving a complaint, the customer service team will record and classify the customer complaint. After confirming the responsible department, it will take real-time actions to rectify the existing loopholes, provide reasonable explanations to the customer within a specified time, and finally sort and file the record to avoid the recurrence of similar incidents. During the Reporting Year, the Property Manager did not receive any complaints about the environment of shopping malls and services of commercial tenants.

The customer service team is required to provide services in accordance with the established internal customer service standards and regularly receive relevant training to maintain excellent service quality. During the Reporting Year, we formulated an annual training plan for the customer service team. Through the online and offline hybrid model, we held training on customer service, covering topics such as complaint handling, job etiquette, and front desk reception service.

The Property Manager has developed the Community and Cultural Service Work Plan, from which office-type Property Manager are required to organise community cultural and holiday celebration events at least three times a year to maintain friendly customer relationships.

客戶關係

我們希望與租戶保持長期友好關係，通過建立多種溝通渠道，包括微信客戶群和24小時電話服務等，確保及時、準確地獲取客戶意見並快速、有效地應答客戶訴求。

物業管理人通過客戶滿意度調查及客戶投訴管理深入了解客戶的期望，並據此針對性提升客戶服務質量，形成良好的品牌口碑。物業管理人按照《客戶滿意度工作規範》定期在六項物業中展開租戶拜訪、工作坊、研討會、內部及第三方客戶滿意度調查，收集意見以使服務質素更趨完善。此外，物業管理人已制定《深圳招商公司客戶投訴管理規範》，以標準化、程序化模式管理客戶日常投訴。使服務團隊能更有效地妥善和及時處理客戶的關注和意見。接收到投訴個案後，客服團隊會記錄並分類客戶投訴，待確認責任部門後將實時採取行動以修正現存的漏洞，並在指定時間內向客戶提供合理解釋，最後把記錄整理歸檔以避免相類似的事件再次發生。於報告年度，物業管理人沒有接獲有關商場環境、商戶服務等相關的投訴。

客戶服務團隊需依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量。於報告年度，我們為客戶服務團隊制定年度培訓計劃，通過線上線下的混合模式，舉辦了有關客戶服務的培訓，主題涵蓋投訴處理、崗位禮儀，及前台接待服務等。

物業管理人亦制定了《社區文化服務工作規程》，寫字類物業管理人每年開展不少於3次的社區文化及節日慶祝活動，維護與客戶間的友好關係。



Case Study 案例

Community caring and festive event 節日關懷活動

During the Mid-Autumn Festival, the New Times Plaza Management team distributed various holiday gifts to customers, sending holiday greetings and blessings to the public. Not only does this event celebrates Chinese traditional culture, but it also strengthens customer relationships.

於節日期間，新時代廣場向客戶派發了各式各樣的應節禮物，向廣大客戶送去節日問候和祝福，在頌揚中國傳統文化的同時也增進了客戶關係。



Mid-Autumn Festival Mooncake Giveaway at New Times Plaza
新時代廣場中秋送月餅活動



Case Study 案例

Present Giveaways 禮物派發

In order to enhance customer relations, Cyberport Building and Technology Building 2 distributed gifts to customers, so as to foster better relationships with customers.

為了增進客戶關係，數碼大廈及科技大廈二期於報告年度向客戶派發禮物，拉近與客戶的距離。



Present giveaway at the Cyberport Building
數碼大廈派送禮物現場



Present giveaway at the Technology Building 2
科技大廈二期派送禮物現場



Case Study 案例

Organizing Recreational Activities 舉辦趣味活動

During the Reporting Year, Garden City Shopping Centre provided customers with a variety of entertaining community activities, including parent-child activities, cake making workshops, thereby to create a harmonious and lively community for tenants.

於報告年度，花園城為客戶提供豐富有趣的社區活動，包括親子遊戲、蛋糕DIY活動等，為租戶營造和諧熱鬧的社區氛圍。



Parent-child activity at the Garden City Shopping Centre
花園城親子活動現場



Cake making workshop at the Garden City Shopping Centre
花園城蛋糕DIY活動

Customer Data Privacy and Security

We strictly comply with the laws and regulations such as the Personal Data (Privacy) Ordinance (Cap. 486) of Hong Kong, the Law of the People's Republic of China on the Protection of Consumer Rights and Interests and the Cybersecurity Law of the People's Republic of China. To safeguard the security of confidential and sensitive information, we have established an internal control system. The internal control system has access restrictions and data encryption to avoid data leakage, accidental access, processing or abuse. During the Reporting Year, the REIT Manager was not aware of any material non-compliance cases relating to data privacy.

In discharging its obligations in relation to the Trust and its affairs, the REIT Manager is required to ensure that confidential information is disseminated only on a "need-to-know" basis. Employees must also obtain the consent of the Head of Compliance and the Head of Investment and Asset Management before disclosing the information; otherwise, disclosure of the information to unauthorised persons are prohibited. Personnel involved in handling customer information are also required to participate in regular training on data privacy updates to ensure that a strictly proper handling of customer data while also enhancing their awareness of data protection. Employees who violate such requirements will be subject to disciplinary actions.

客戶數據私隱和安全

我們嚴格遵守香港《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，通過多種措施強化客戶信息安全與隱私保護工作。為了保障機密和敏感信息的安全，我們已設立了內部控制系統。當中內部控制系統設有信息的存取限制和數據加密，以避免數據洩漏、意外存取、處理或濫用。於報告年度，房託管理人沒有發現任何與數據私隱有關的重大違規案件。

房託管理人層面，需在履行與信託及其事務有關的義務時，需確保機密信息僅在「需要了解」的原則下發布。員工亦必須在披露信息前先獲得合規主管和投資及資產管理總監的同意，否則禁止向未經授權人士透露和披露有關信息。處理客戶信息的相關人員亦需要定期參與有關數據私隱的更新培訓，確保他們妥善處理客戶數據的程序和要求，提高他們的數據保護意識。而未有恪守有關規定的員工及相關人員將會面臨紀律處分。

The Property Manager has also established a safe and secure customer data management procedure in accordance with the Regulations on Customer File Management to supervise the procedures of customer information entry, confidentiality, storage, and sales. When performing services related to property management, the property manager only collects necessary customer information. When the commissioner of each level needs to access the data, such as customer service and door guards, the main person in charge will allocate the customer information to understand according to the post. In addition, confidential information of all customers is stored in the electronic system through encryption and backup to prevent information loss or access by unauthorised persons or channels.

SUPPLY CHAIN MANAGEMENT

Upholding the concept of sustainable development, we impose requirements for suppliers regarding compliance, environmental responsibility, and quality management, thereby working together to create a sustainable supply chain. In order to ensure the safety and quality of suppliers' products or services, we have formulated the Supplier Management Regulations when selecting suppliers, which sets out clear procurement management guidelines for bidding evaluation and supplier performance review. In addition, we have also established a comprehensive supplier management system to facilitate supplier warehousing, registration and audit, performance evaluation and improvement. At the same time, the qualifications of suppliers, including experience and professional knowledge, compliance with statutory licensing and qualification requirements, corporate governance, etc., will also be used as the criteria for selecting suppliers.

- In 2023, we engaged with a total of 110 suppliers, among which 98 were from Mainland China, and 12 were from Hong Kong China.

We have zero tolerance for any bribery or other misconduct in the procurement and tendering process. Therefore, we require all suppliers of the Property Manager to sign and submit the Compliance and Integrity Transactions Commitment Statement to make a commitment to uphold business ethics and integrity, such as fair competition and preventing conflicts of interest. If a supplier is found to be in breach of the terms of the commitment, we will terminate the contract with the supplier in breach. In case of major violations, such as bribery or bid-rigging, provision of false materials, the supplier will be rated as a "blacklisted supplier" and will be permanently disqualified for cooperation. In order to maintain the independence of the review process and results, the inspection team will also make inquiries and record the connected relationship and compliance operation of suppliers with the help of a third-party professional credit platform to ensure the compliance operation of suppliers.

物業管理人層面，需按照《客戶檔案管理規程》建立了安全穩妥的客戶數據管理程序，監管客戶信息的錄入、保密、保存、銷燬等程序。在執行與物業管理相關的服務時，物業管理人僅收集必要的客戶信息，各層級的專員需要取閱數據時，如客服及門崗等，將由主要負責人根據崗位分配需了解的客戶資料。另外，所有客戶的機密信息均通過加密和備份的方式儲存在電子系統中，防止信息遺失或經由未授權的人士或途徑被存取。

供應鏈管理

我們秉持可持續發展理念，對供應商的合規性、環保性及必要的質量管理等方面提出要求，共同打造可持續供應鏈。我們將商業道德實踐拓展於整個供應鏈。為了保障供應商產品或服務的安全性及質量，在選擇供應商時我們制定了《供應商管理規範》，為招標評估和審查供應商績效等方面定立了明確的採購管理準則。此外，我們亦建立了全面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。同時，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、企業管治等亦會作為挑選供應商的準則。

- 於2023年，與我們合作的供應商共有110家，當中98家為中國內地供應商，12家為中國香港供應商。

我們對在採購及招標過程中出現的任何賄賂或其他不當行為零容忍，故此我們要求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》，對維護商業道德和誠信，如公平競爭和防止利益衝突等行為準則作出承諾。如發現供應商有違承諾條款，我們將會終止與違反規定供應商的合約。如供應商出現重大違規行為，如行賄或圍標行為、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。為保持評審過程與結果獨立，考察小組亦會藉助第三方專業信用平台詢並記錄供應商關聯關係及合規經營情況，確保供應商實踐合規運營。

We fully support and promote a green and sustainable supply chain. In order to fully review and properly handle the environmental and social risks in the supply chain, we give priority to suppliers that pay great attentions on sustainable development, including suppliers that have obtained ISO14001 environmental management system and ISO9001 quality management system certifications, and require suppliers to sign a compliance and integrity transaction commitment letter to ensure that the commercial interaction between the two parties is based on the principles of compliance, integrity and honesty that are recognised and observed. In addition, we also give priority to the procurement of environmentally friendly construction materials produced in the surrounding areas to reduce the carbon emissions involved in the transportation of construction materials.

In terms of quality management, the Property Manager formulates corresponding assessment criteria based on the types of products and services provided by the suppliers, and the cross-departmental inspection team conducts on-site or non-site visits according to the criteria. The Property Manager has also set up a supplier reward and punishment mechanism, under which suppliers with excellent performance in the annual performance evaluation are selected and recommended. Suppliers with poor performance are no longer considered within the specified period. We have conducted a comprehensive and customer-related assessment on the Company's suppliers in terms of environmental and social risks. In case of supplier violations against the relevant regulations, we have immediately assessed suppliers as integrity blacklisted suppliers and permanently disqualified from the pool of qualified suppliers.

我們全力支持及推動綠色可持續的供應鏈。為了充分檢視及妥善處理供應鏈內的環境及社會風險，我們會優先考慮重視可持續發展的供應商，包括獲得ISO14001環境管理體系及ISO9001質量管理體系認證的供應商，並要求供應商簽署合規及廉潔交易承諾函，確保雙方在商業上的互動是建立在認可及遵守的合規、廉潔與誠信原則的基礎之上。此外，我們會優先採購鄰近地區生產的環保建材，減少運輸建材所涉及的碳排放。

在質量管理方面，物業管理人根據供應商所提供的產品和服務類別而制定相應的評估準則，並由跨部門考察小組按準則進行實地或非實地考察。物業管理人更設立供應商賞罰機制，在年度業績評估表現優秀的供應商可獲優選推薦；而表現差的供應商則在指定期限內不再獲得考慮。我們已就環境及社會風險兩個層面對旗下的供應商作出全面及客觀的評估，對於違反了相關規定的供應商，我們已立即將其評為誠信黑名單供應商，永久取消其在公司範圍內中標資格。

06

BUILDING

建設和諧社會

HARMONIOUS
SOCIETY





良好健康
的福祉



可持續城市
和社區

As a responsible and mission-driven enterprise, China Merchants Commercial REIT strives to meet people's aspirations and integrate social responsibility with business development as a goal to achieve sustainability with both social and corporate value. Through strengthening ties and gaining a deeper understanding of the needs and interests of communities, we are committed to bring positivity and harmony to communities. By organising various activities, we aim to contribute to social welfare and friendly neighbourly atmosphere, and create a community with warmth, trust, engagement and sense of belonging. We continue to cooperate with various community stakeholders and jointly promote lively community activities with different parties, allowing more people to take part in contributing towards the sustainable community development.

作為一家具有責任感與使命感的企業，招商局商業房託基金以滿足人民美好需求為目標，堅持將社會責任與企業發展相結合，實現社會價值與企業價值的統一。通過加強與社區的關係及深入了解社區的需求和利益，我們竭力為社區帶來溫暖及正能量。通過組織各種活動，我們務求為社會公益事業及友好鄰里氛圍出一份力，創建一個有溫度、有信任的社區生物，提升社區治理的參與感與歸屬感。我們持續與社區各持份者合作，聯合多方積極開展豐富的社區活動，讓更多的人參與到社區可持續發展事業。

COMMUNITY ENGAGEMENT

社區活動

Case Study
案例Mid-Autumn Warmth and Care Event
中秋送溫暖活動

China Merchants Commercial REIT, in collaboration with Hong Kong Art, Halo Fund, New Age Learning Society and others, jointly organised the “Mid-Autumn Warmth and Care” event. On September 22, 2023, we distributed gift bags in Yuen Long District, Hong Kong, to bring warmth and blessings to the community, celebrating the Mid-Autumn Festival. Executive Director Jin Guo and Deputy General Manager of Art Hong Kong, Huiya Ye, led a team of volunteers to participate in the event. During the event, they visited the residents of 30 subdivided units, elderly living alone, and also the Eden Elderly Home, bringing early Mid-Autumn Festival celebrations to the residents of Yuen Long District. The gift supplies included 2,000 items such as mooncakes, vegetables, fruits, fresh chicken, Shanghai noodles, tea leaves, and disinfectant sprays. Through the “Mid-Autumn Warmth and Care” event, they hope to promote family reunion and harmony, and share sincere blessings to grassroots communities, the elderly, and people with disabilities in the neighbourhood.

招商局商業房托基金與藝術香港、明基金會、新時代學習會等團體聯合舉辦「中秋送暖展關懷」活動，於2023年9月22日在香港元朗區免費派發福袋造福街坊，共賀中秋。執行董事郭瑾及藝術香港副總監葉蕙雅帶隊與一眾義工們參與活動。活動中家訪30戶劏房戶、獨居長者及前往愛德安老院探訪老友記，與元朗區居民提前歡度中秋佳節。派送物資多達2000份，包括：月餅、蔬菜、水果、新鮮雞、上海面、茶葉、消毒噴霧等。我們希望通過「中秋送暖展關懷」活動能促進人事的團圓和諧，向社區內的基層、長者、殘疾人士送上誠摯的祝福。



“Mid-Autumn Warmth and Care” event
中秋送溫暖活動現場



Case Study 案例

Mid-Autumn Cultural Exhibition 中秋文化展活動

On September 15, 2023, China Merchants Commercial REIT, in collaboration with Hong Kong Art, jointly organised the “Mid-Autumn Cultural Exhibition” to provide a platform for Chinese calligraphers, painters, and art enthusiasts to showcase and exchange their works, promoting and foster the excellence in traditional Chinese culture through calligraphy, paintings, and art. The exhibition gathered various forms of Mid-Autumn cultural artworks, including paintings, calligraphy, exhibition boards, and more, demonstrating the profound cultural heritage of the Chinese nation. Many professionals in the calligraphy and painting industry, art enthusiasts, and journalists attended the Mid-Autumn Cultural Exhibition to visit and support the event.

2023年9月15日，招商局商業房託基金與藝術香港聯合舉辦「中秋文化展」，為書畫家和書畫愛好者提供一個展示及交流的平台，運用書法繪畫創作繼承和發揚優秀傳統文化。展覽彙集了各種形式的中秋文化藝術作品，包括繪畫、書法、展板等等，展現了中華民族博大精深的文化底蘊。眾多書畫界人士、藝術愛好者、新聞工作者到場中秋文化展活動現場參觀及支持活動。



Mid-Autumn Cultural Exhibition
中秋文化展活動現場

ESG REPORTING GUIDE INDEX

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| | 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資料 | Protecting Environment – Waste Management 守護碧水藍天－廢棄物管理 | P.28-31 |
| | 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) | 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 | P.25 |
| | 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) | Protecting Environment – Energy Efficiency and Greenhouse Gas Emissions Management 守護碧水藍天－能源效率與溫室氣體排放管理 | P.21-25 |
| | 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) | Protecting Environment – Waste Management 守護碧水藍天－廢棄物管理 | P.28 |
| | 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 | Protecting Environment – Waste Management 守護碧水藍天－廢棄物管理 | P.28-31 |
| | 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 | Protecting Environment – Environmental Targets 守護碧水藍天－環境目標 | P.21 |
| 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 Protecting Environment – Water Resources Management 守護碧水藍天－水資源管理 Protecting Environment – Waste Management 守護碧水藍天－廢棄物管理 | P.21-28 |

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| A: Environmental 環境 | | | | |
| A2: Use of Resources A2 : 資源使用 | 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) | Protecting Environment – Energy Efficiency and Greenhouse Gas Emissions Management 守護碧水藍天 – 能源效率與溫室氣體排放管理 | P.21-25 |
| | 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) | Protecting Environment – Water Resources Management 守護碧水藍天 – 水資源管理 | P.26-28 |
| | 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 | Protecting Environment – Environmental Targets 守護碧水藍天 – 環境目標 Protecting Environment – Energy Efficiency and Greenhouse Gas Emissions Management 守護碧水藍天 – 能源效率與溫室氣體排放管理 | P.21-25 |
| | 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 | Protecting Environment – Environmental Targets 守護碧水藍天 – 環境目標 Protecting Environment – Water Resources Management 守護碧水藍天 – 水資源管理 | P.21, 26-28 |
| | 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 | / |
| A3: The Environment and Natural Resources A3 : 環境及天然 資源 | 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 | Protecting Environment – Energy Efficiency and Greenhouse Gas Emissions Management 守護碧水藍天 – 能源效率與溫室氣體排放管理 Protecting Environment – Water Resources Management 守護碧水藍天 – 水資源管理 Protecting Environment – Waste Management 守護碧水藍天 – 廢棄物管理 | P.21-28 |
| | 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 | Protecting Environment – Energy Efficiency and Greenhouse Gas Emissions Management 守護碧水藍天 – 能源效率與溫室氣體排放管理 Protecting Environment – Water Resources Management 守護碧水藍天 – 水資源管理 Protecting Environment – Waste Management 守護碧水藍天 – 廢棄物管理 | P.21-28 |
| A4: Climate Change A4 : 氣候變化 | General Disclosure 一般披露 | Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact the issuer 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策 | Protecting Environment – Climate Change and Response 守護碧水藍天 – 應對氣候變化 | P.32 |
| | 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 | Protecting Environment – Climate Change and Response 守護碧水藍天 – 應對氣候變化 | P.32-37 |

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| 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, antidiscrimination, 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 | Uniting Talents – Employment Practices 用心凝聚人才－員工僱傭 Uniting Talents – Employee Diversity and Equal Opportunities 用心凝聚人才－員工多樣性與平等機會 Uniting Talents – Remuneration and Wellbeing 用心凝聚人才－薪酬與福利 | P.40-45 |
| | 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 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 | Uniting Talents – Overview of Employee 用心凝聚人才－員工團隊概況 | P.40-41 |
| | KPI B1.2 關鍵績效指標B1.2 | Employee turnover rate by gender, age group and geographical region 按性別、年齡組別及地區劃分的僱員流失比率 | Uniting Talents – Overview of Employee 用心凝聚人才－員工團隊概況 | P.40-41 |
| 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 一般披露 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 | Uniting Talents – Occupational Health and Safety 用心凝聚人才－職業健康及安全 | P.46-50 |
| | KPI B2.1 關鍵績效指標B2.1 | Number and rate of work-related fatalities occurred in each of the past three years including the reporting year 過去三年(包括匯報年度)每年因工亡故的人數及比率 | Uniting Talents – Occupational Health and Safety 用心凝聚人才－職業健康及安全 | P.46-50 |
| | 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 | Uniting Talents – Occupational Health and Safety 用心凝聚人才－職業健康及安全 | P.46-50 |
| | 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 | Uniting Talents – Occupational Health and Safety 用心凝聚人才－職業健康及安全 | P.46-50 |
| 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 Note: Training refers to vocational training. It may include internal and external courses paid by the employer. 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 註：培訓指職業培訓，可包括由僱主付費的內外部課程 | Uniting Talents – Employee Training and Development 用心凝聚人才－員工培訓及發展 | P.51 |
| | 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、中級管理層等)劃分的受訓僱員百分比 | Uniting Talents – Employee Training and Development 用心凝聚人才－員工培訓及發展 | P.51-53 |
| | 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 | Uniting Talents – Employee Training and Development 用心凝聚人才－員工培訓及發展 | P.51-53 |

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| B4: Labour Standards B4 : 勞工準則 | General Disclosure 一般披露 | Relating to preventing child and forced labour: (a) the Policy; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour 有關防止童工或強制勞工的： (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 | Uniting Talents – Employment Practices 用心凝聚人才－員工僱傭 P.40 |
| | KPI B4.1 關鍵績效 指標B4.1 | Description of measures to review employment practises 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 | Uniting Talents – Employment Practices 用心凝聚人才－員工僱傭 P.40-45 |
| | KPI B4.2 關鍵績效 指標B4.2 | Description of steps taken to eliminate such practises when discovered 描述在發現違規情況時消除有關情況所採取的步驟 | Uniting Talents – Employment Practices 用心凝聚人才－員工僱傭 P.40-45 |
| B5: Supply Chain Management B5 : 供應鏈管理 | General Disclosure 一般披露 | Policies on managing environmental and social risks of the supply chain 一般披露 管理供應鏈的環境及社會風險政策 | Quality Services – Supply Chain Management 提供優質服務－供應鏈管理 P.64-65 |
| | 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 | Quality Services – Supply Chain Management 提供優質服務－供應鏈管理 P.64-65 |
| | KPI B5.2 關鍵績效 指標B5.2 | Description of practises relating to engaging suppliers, number of suppliers where the practises 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，以及有關慣例的執行及監察方法 | Quality Services – Supply Chain Management 提供優質服務－供應鏈管理 P.64-65 |
| | KPI B5.3 關鍵績效 指標B5.3 | Description of practises 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 | Quality Services – Supply Chain Management 提供優質服務－供應鏈管理 P.64-65 |
| | KPI B5.4 關鍵績效 指標B5.4 | Description of practises 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 | Quality Services – Supply Chain Management 提供優質服務－供應鏈管理 P.64-65 |
| 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, labelling and privacy matters relating to products and services provided and methods of redress 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (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 | Quality Services – Customer Health and Safety 提供優質服務－客戶健康與安全 Quality Services – Service Quality and Customer Relationship 提供優質服務－服務質量與客戶關係 Quality Services – Customer Data Privacy and Security 提供優質服務－客戶數據隱私和安全 P.57-64 |
| | 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 | Quality Services – Service Quality and Customer Relationship 提供優質服務－服務質量與客戶關係 P.57-64 |

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|--|-------------------------------|---|---|---------|
| B: Society 社會 | | | | |
| B6: Product Responsibility B6 : 產品責任 | KPI B6.3 關鍵績效 指標B6.3 | Description of practises relating to observing and protecting intellectual property rights 描述與維護及保障智慧財產權有關的慣例 | Quality Services – Service Quality and Customer Relationship 提供優質服務 – 服務質量與客戶關係 | P.57-63 |
| | KPI B6.4 關鍵績效 指標B6.4 | Description of quality assurance process and recall procedures 描述品質檢定過程及產品回收程序 | Recall procedures are 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 | Quality Services – Customer Data Privacy and Security 提供優質服務 – 客戶數據隱私和安全 | P.63-64 |
| 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 | Sustainability Governance – Business Ethics 可持續發展管理 – 商業道德 | P.15-17 |
| | KPI B7.1 關鍵績效 指標B7.1 | Number of concluded legal cases regarding corrupt practises 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 | We did not have any concluded legal cases regarding corrupt practises 我們沒有任何與貪污有關並已審結的法律訴訟 | / |
| | KPI B7.2 關鍵績效 指標B7.2 | Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored 描述防範措施及舉報程式，以及相關執行及監察方法 | Sustainability Governance – Business Ethics 可持續發展管理 – 商業道德 | P.15-17 |
| | KPI B7.3 關鍵績效 指標B7.3 | Description of anti-corruption training provided to directors and employees 描述向董事及員工提供的反貪污培訓 | Sustainability Governance – Business Ethics 可持續發展管理 – 商業道德 | P.15-17 |
| B8: Community Investment B8 : 社區投資 | General Disclosure 一般披露 | Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策 | Fostering Harmony in the Community – Community Engagement 建設和諧社會 – 社區活動 | P.68-69 |
| | 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) | Fostering Harmony in the Community – Community Engagement 建設和諧社會 – 社區活動 | P.68-69 |
| | 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) | Fostering Harmony in the Community – Community Engagement 建設和諧社會 – 社區活動 | P.68-69 |



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