



華人置業集團

CHINESE ESTATES HOLDINGS LIMITED

Stock Code 股份代號: 127

2017

Environmental, Social and
Governance Report

環境、社會及管治報告



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Should there be any discrepancy between the English and Chinese versions, the English version shall prevail.

倘中英文版本出現任何歧義，概以英文版本為準。

ABOUT THIS REPORT

關於本報告

This is the second annual standalone environmental, social and governance (“ESG”) report (“this Report”) of Chinese Estates Holdings Limited (“Chinese Estates”, the “Group” or “we”). This Report captures our ESG performance during the reporting period. The information collected during report preparation process and disclosed in this Report will serve as the basis of the Group’s ESG strategy, management and future improvement.

REPORTING STANDARD

This Report was prepared in accordance with the requirements as set out in Environmental, Social and Governance Reporting Guide (the “Guide”), Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“HKEx”).

REPORTING PERIOD

Unless otherwise specified, this Report covers our progress and performance on ESG issues from 1 January 2017 to 31 December 2017.

REPORTING SCOPE AND PRINCIPLES

Unless otherwise specified, the reporting scope of this Report is the same as Annual Report 2017 of Chinese Estates. The reporting principles of “Materiality”, “Quantitative”, “Balance” and “Consistency” as set out in the Guide underpin the preparation of this Report, the contents of this Report and the presentation of information.

ACCESSIBILITY AND FEEDBACK

This Report can be accessed on our corporate website at <http://www.chineseestates.com> and on HKExnews website at <http://www.hkexnews.hk>. Readers may contact us via e-mail at investor.relations@chineseestates.com should there be any enquiry or comment about this Report.

BOARD APPROVAL

The board of directors of Chinese Estates (the “Board”) has approved this Report on 12 July 2018.

此乃Chinese Estates Holdings Limited (「華人置業」、「本集團」或「我們」)的第二份年度獨立環境、社會及管治(「環境、社會及管治」)報告(「本報告」)。本報告反映我們於報告期內的環境、社會及管治表現。於報告編製過程中所收集及於本報告內所披露的資料將作為本集團的環境、社會及管治策略、管理及日後完善的基礎。

報告準則

本報告乃根據香港聯合交易所有限公司(「香港交易所」)證券上市規則附錄二十七《環境、社會及管治報告指引》(「指引」)所載的規定編製。

報告期

除另有指明者外，本報告涵蓋我們自二零一七年一月一日至二零一七年十二月三十一日有關環境、社會及管治議題的進展及表現。

報告範圍及原則

除另有指明者外，本報告的報告範圍與華人置業的二零一七年年報一致。指引所載的「重要性」、「量化」、「平衡」及「一致性」匯報原則為編製本報告的基礎，界定本報告的內容及資料的呈列方式。

獲取報告途徑及意見

本報告可於我們的公司網站<http://www.chineseestates.com>以及香港交易所的披露易網站<http://www.hkexnews.hk>上查閱。倘讀者對本報告有任何查詢或意見，可通過電子郵箱investor.relations@chineseestates.com聯繫我們。

董事會批准

華人置業董事會(「董事會」)已於二零一八年七月十二日批准本報告。

Chinese Estates Holdings Limited is publicly listed on HKEx with stock code: 127. Our core businesses comprise property investment for rental in Hong Kong, Mainland China and Overseas (the United Kingdom) and property development for sale in Hong Kong. The Group also engages in property management business in Hong Kong as well as securities investment business. The Group focuses primarily in Hong Kong and diversifies its property interests to Mainland China and the United Kingdom.

PROPERTY INVESTMENT

The Group's investment properties include retail and office properties. Property investment remained to be one of the major sources of our income in 2017. The investment properties of the Group are usually highly accessible and strategically located in prime commercial areas in Hong Kong such as Causeway Bay and Wanchai. As at the date of this Report, in Mainland China, we own a five-star international hotel in Beijing and an office building next to it; in the United Kingdom, we own four investment properties in London.

Over the past twenty years, Chinese Estates has built a reputation by property redevelopment, renovation works and repackaging programmes to enhance the value and revenue of its investment properties.

PROPERTY DEVELOPMENT

Chinese Estates strives to develop mid to high-end commercial and residential property projects. In the past, a number of quality and cosmopolitan residential properties have been developed for sale. The Group has interest in projects in Mid-Levels, West Kowloon and Kwun Tong Town Centre.

Chinese Estates Holdings Limited於香港交易所公開上市，股份代號為127。我們的核心業務包括於香港、中國內地及海外（英國）的投資物業的租賃及於香港銷售發展物業。本集團亦於香港從事物業管理以及證券投資業務。本集團主要專注於香港市場，並將其物業權益拓展至中國內地及英國。

物業投資

本集團的投資物業包括零售及寫字樓物業。於二零一七年，物業投資依然為本集團的主要收入來源之一。本集團的投資物業多位於如銅鑼灣及灣仔等香港優越的商業區，地利盡佔。截至本報告日期，在中國內地，我們於北京持有一間五星級國際酒店及毗鄰該酒店的一幢辦公樓；在英國，我們則於倫敦持有四項投資物業。

於過去二十年，華人置業不斷透過物業重建、翻新及改造工程提升旗下投資物業的價值及收益，亦從而贏得卓越的聲譽。

物業發展

華人置業致力發展中高檔商業及住宅物業項目，過往已發展多項優質及大都會住宅物業以供銷售。本集團在半山區、西九龍及觀塘市中心均持有項目權益。

PHILOSOPHY IN CORPORATE SOCIAL RESPONSIBILITY

企業社會責任理念

Corporate Social Responsibility (“CSR”) or Environmental, Social and Governance (“ESG”) management is the core value of the Group for achieving long-term growth. We strive to integrate CSR concepts into every part of our operations.

To manage various ESG aspects effectively and efficiently, we have made significant efforts to establish a solid basis for ESG management throughout the Group. The Board has overall responsibility on decision-making regarding ESG management and reporting, while the Company Secretary monitors the performance of actual implementation and reporting process. We obtain regular update of CSR trends and regulations as well as industry practices. We prioritise our stakeholders’ views, comments and recommendations in ESG management. Materiality assessment was carried out for ESG strategy formulation. With the aforementioned efforts, we better understand and manage our ESG risks, achieve our objectives of creating greater values for all stakeholders.

To understand stakeholders’ expectation and ESG issues that are relevant and important to Chinese Estates, we communicated with stakeholders and conducted materiality assessment. We also educated employees about ESG issues that are relevant to our day-to-day operations. This Report captures the highlights of our performance and achievements in 2017 in terms of ethics, employee wellbeing, community contribution, environmental protection, and product and service quality.

A. STAKEHOLDER COMMUNICATION

Chinese Estates cherishes every opportunity to communicate with our stakeholders and make efforts to address their concerns. We have established a diverse array of effective communication channels to interact with and collect opinions from our stakeholders.

Our key stakeholder groups include employees, shareholders, investors, customers, suppliers, contractors, service providers, professional advisors, non-governmental organisation (“NGO”) partners, industry associations and media. The table below shows various communication channels with our key stakeholders.

企業社會責任（「企業社會責任」）或環境、社會及管治（「環境、社會及管治」）管理乃本集團追求長遠增長時的核心價值。我們致力將企業社會責任概念融入我們業務的每一環節。

為有效及高效地管理有關環境、社會及管治的各個範疇，我們一直不遺餘力就本集團的整體環境、社會及管治管理建立穩固的基礎。董事會對有關環境、社會及管治管理及匯報之決策承擔全部責任，而公司秘書則負責監控具體執行及匯報流程的表現。我們定期取得企業社會責任趨勢及規例以及行業慣例的更新資訊。就環境、社會及管治管理，我們優先考慮持份者的觀點、意見及建議，並已就制定環境、社會及管治策略進行重要性評估。憑藉上述種種努力，我們得以更充分地了解及管理我們的環境、社會及管治風險，實現我們為所有持份者創造更高價值的目標。

為了解持份者的期望及與華人置業有關且屬重要的環境、社會及管治議題，我們與持份者溝通並進行重要性評估。我們亦教育僱員了解與日常營運相關的環境、社會及管治議題。本報告反映我們於二零一七年有關職業道德、僱員福利、社區貢獻、環境保護以及產品及服務質素的表現及成就的亮點。

A. 持份者溝通

華人置業重視每一個與持份者溝通的機會，並努力處理彼等的關注事項。我們已設立各種有效溝通渠道以與持份者互動並收集彼等的意見。

我們的主要持份者群體包括僱員、股東、投資者、客戶、供應商、承包商、服務供應商、專業顧問、非政府組織（「非政府組織」）合作夥伴、業界組織及媒體。下表概述我們與主要持份者之各種溝通渠道。

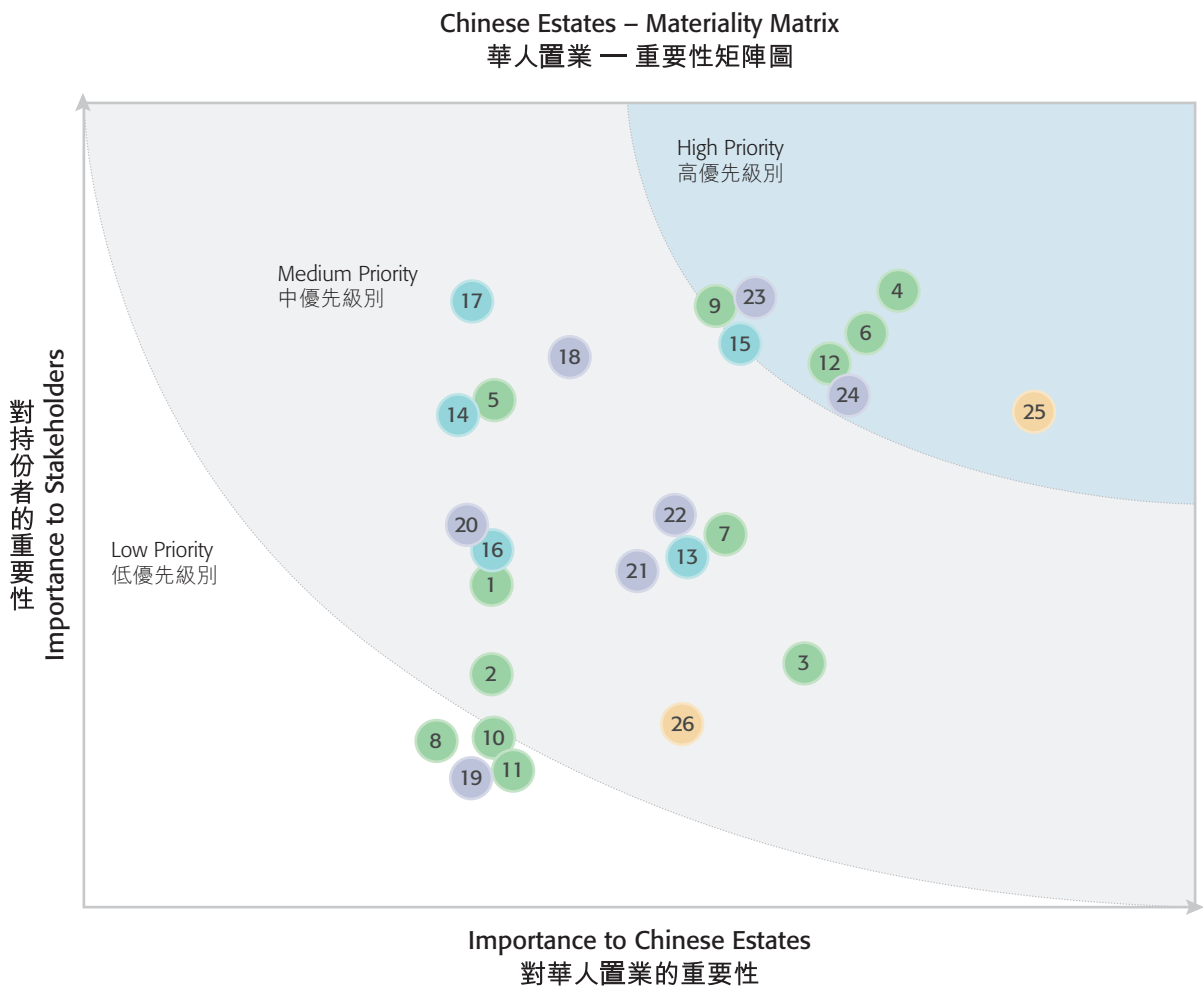
Stakeholder Group 持份者群體	Communication Channel 溝通渠道
Customers 客戶	<ul style="list-style-type: none"> • Corporate websites 公司網站 • Satisfaction surveys 滿意度調查 • Day-to-day communication through frontline staff 通過前線員工的日常溝通 • Customer hotline 客戶服務熱線
Employees 僱員	<ul style="list-style-type: none"> • Intranet 內聯網 • Annual appraisal 年度評核 • Team building activities 團隊合作活動
Industry Associations 業界組織	<ul style="list-style-type: none"> • Annual and regular meetings 年度及定期會議 • Events 舉辦活動
Media 媒體	<ul style="list-style-type: none"> • Media enquiry 媒體查詢
NGO Partners 非政府組織合作夥伴	<ul style="list-style-type: none"> • Volunteer activities 義工活動 • Sponsorships and donations 贊助及捐贈 • Meetings 會議
Shareholders/Investors 股東／投資者	<ul style="list-style-type: none"> • General meetings 股東大會 • Annual and interim reports 年度及中期報告 • Circulars/announcements/notices/publications 通函／公告／通告／公布 • Investor relations enquiry 投資者關係查詢 • Corporate website 公司網站
Suppliers/Contractors/Service Providers/ Professional Advisors 供應商／承包商／服務供應商／專業顧問	<ul style="list-style-type: none"> • Ongoing direct engagements 持續直接參與

B. MATERIALITY ASSESSMENT

A list of sustainability issues that is potentially material to the Group was composed in the context of our business and day-to-day operation. A materiality matrix was compiled from the result of various stakeholder engagement exercises conducted with both internal and external stakeholders. The materiality assessment and prioritisation took into account of two dimensions, i.e. the importance of issues to stakeholders and to the Group. The Group's ESG management and disclosure are based on the assessment result.

B. 重要性評估

我們已根據業務與日常運作編製對本集團具有潛在重要性的可持續發展議題清單，且以與內部及外部持份者進行的各種持份者參與活動所得的結果編製重要性矩陣圖，由對持份者的重要性及對本集團的重要性兩個角度考慮把議題進行優先排序，並以此作為本集團環境、社會及管治管理及披露的依歸。



Number 編號	Aspects 範疇	List of Sustainability Issues in the Materiality Matrix 重要性矩陣圖中的可持續發展議題清單	High Priority Issue 高優先級別 議題
1	Environmental 環境	The types of emissions and respective emissions data 排放物種類及相關排放數據	
2		Greenhouse gas emissions in total and intensity 溫室氣體總排放量及密度	
3		Total hazardous waste produced and intensity 所產生有害廢棄物總量及密度	
4		Total non-hazardous waste produced and intensity 所產生無害廢棄物總量及密度	✓
5		Measures to mitigate emissions and results achieved 減低排放量的措施及所得成果	
6		How hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved 處理有害及無害廢棄物的方法、減低產生量的措施及所得 成果	✓
7		Direct and/or indirect energy consumption by type in total and intensity 按類型劃分的直接及／或間接能源總耗量及密度	
8		Water consumption in total and intensity 總耗水量及密度	
9		Energy use efficiency initiatives and results achieved 能源使用效益計劃及所得成果	✓
10		Whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved 求取適用水源上可有任何問題，以及提升用水效益計劃及 所得成果	
11		Total packaging material used for finished products and with reference to per unit produced 製成品所用包裝材料的總量及每生產單位估量	
12		Significant impacts of activities on the environment and natural resources and the actions taken to manage them 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	✓

Number 編號	Aspects 範疇	List of Sustainability Issues in the Materiality Matrix 重要性矩陣圖中的可持續發展議題清單	High Priority Issue 高優先級別 議題
13	Social – Employment and Labour Practices 社會－僱傭及 勞工常規	Total workforce by gender, employment type, age group and geographical region 按性別、僱傭類型、年齡組別及地區劃分的僱員總數	
14		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	
15		Number and rate of work-related fatalities 因工作關係而死亡的人數及比率	✓
		Lost days due to work injury 因工傷損失工作日數	
		Occupational health and safety measures adopted, how they are implemented and monitored 所採納的職業健康及安全措施，以及相關執行及監察方法	
16		The percentage of employees trained by gender and employee category 按性別及僱員類別劃分的受訓僱員百分比	
		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	
17	Measures to review employment practices to avoid child and forced labour 檢討招聘慣例的措施以避免童工及強制勞工		
	Steps taken to eliminate such practices when discovered 在發現違規情況時消除有關情況所採取的步驟		

Number 編號	Aspects 範疇	List of Sustainability Issues in the Materiality Matrix 重要性矩陣圖中的可持續發展議題清單	High Priority Issue 高優先級別 議題
18	Social – Operating Practices 社會－營運慣例	Number of suppliers by geographical region 按地區劃分的供應商數目	
		Practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored 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	
19		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及健康理由而須回收的百分比	
20		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	
21		Practices relating to observing and protecting intellectual property rights 維護及保障知識產權有關的慣例	
22		Quality assurance process and recall procedures 質量檢定過程及產品回收程序	
23		Consumer data protection and privacy policies, how they are implemented and monitored 消費者資料保障及私隱政策，以及相關執行及監察方法	
24		Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases 於報告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	✓
		Preventive measures and whistle-blowing procedures, how they are implemented and monitored 防範措施及舉報程序，以及相關執行及監察方法	
25	Social – Community 社會－社區	Focus areas of contribution 專注貢獻範疇	✓
		Resources contributed to the focus area 在專注範疇所動用資源	
26		Contribution in lowering cost of housing for people in Hong Kong 降低香港市民住屋成本的貢獻	

In order to safeguard the interests of our investors and other stakeholders, we maintain a robust corporate governance structure and strictly act in compliance with the Prevention of Bribery Ordinance and relevant anti-corruption laws. The Board and management are committed to achieving the highest standard of corporate governance. We uphold the value of corporate integrity and business ethics. Our management and staff must comply with the Code of Practice which clearly states our standards in operating ethics and employee conduct. Employees should ensure that business decisions are made in the best interests of the Group and that no personal interest is involved. Acceptance of any personal advantage from any party currently engaging or seeking to do business with the Group is strictly prohibited. Any breach of the Code of Practice will be subject to strict disciplinary action.

Employees are encouraged to raise their concerns on the possible improprieties about financial reporting, internal control or other related matters. A confidential whistle-blowing mechanism has been established and the Audit Committee will follow up on and respond to raised concerns fairly.

In 2017, no case of corrupt practices was recorded. More on corporate governance and the relevant updates can be accessed on our corporate website and Annual Report 2017.

為保障我們的投資者及其他持份者的利益，我們維持穩健的企業管治架構，並嚴格依照《防止賄賂條例》及有關反貪污法律行事。董事會及管理層均致力於實現最高水平的企業管治。我們秉持企業誠信及商業道德的價值觀。我們的管理層及員工須遵守《操守守則》，當中清楚陳述我們於業務道德及僱員操守方面的標準。僱員應確保所作的商業決策符合本集團的最佳利益，且並無涉及個人利益。本集團嚴禁收受現時正合作或尋求與本集團開展業務往來的任何一方的任何個人利益。任何違反《操守守則》的人士須接受嚴厲的紀律處分。

我們鼓勵僱員就財務匯報、內部監控或其他相關方面可能不當的行為提出彼等的關注。我們已建立一個保密舉報機制，且審核委員會負責跟進及公平地處理有關關注。

於二零一七年，本集團並無錄得任何貪污行為事件。更多有關企業管治方面的資訊及相關更新可於我們的公司網站及二零一七年年報獲取。

Human capital is the cornerstone of the success of Chinese Estates. We strive to maintain a fair and equal working environment and opportunities for employees of different background, age and gender by providing a safe and healthy workplace, benefits and trainings. Chinese Estates prohibits any form of discrimination, harassment, forced labour and child labour, including the debt bondage, slavery or human trafficking, ensures all works are not performed under threat or intimidation, and no employee will be hired under the legal minimum employment age, and strictly complies with the Employment Ordinance and all applicable laws and regulations with respect to employment and labour issues, so as to protect employees' rights and build a mutual trust relationship with employees.

A. PEOPLE

Workforce Diversity

We are committed to maintaining workforce diversity and enhancing the gender balance of our workforce at each employee grading. We have a diverse mix of employees of different age groups that brings innovative ideas to the Group while maintaining our valued traditions. Table below shows the total workforce and employee turnover data in Chinese Estates as of 31 December 2017.

Employees' Data

僱員數據

	2017 二零一七年	2016 二零一六年
Total Number of Workforce 僱員總數	528	552
Total Number of Workforce by Geographical Region 按地區劃分的僱員總數		
• Hong Kong 香港	528	552
Total Number of Workforce by Employee Category 按僱傭類別劃分的僱員總數		
• Senior Management or Above 高級管理層或以上	17	19
• Manager or Assistant Manager 經理或助理經理	55	67
• Senior Supervisor or Below 高級主任或以下	456	466

人力資源乃華人置業成功的基石。我們提供安全和健康的工作環境、福利和培訓，努力為不同背景、年齡和性別的僱員締造公平及平等的工作環境和機會。華人置業禁止任何形式的歧視、騷擾、強制勞工及童工，包括抵債、奴隸或人口販賣等，確保並無工作涉及恐嚇或威脅，亦無僱用不足法定最低僱傭年齡的員工，並嚴格遵循《僱傭條例》以及所有僱傭及勞工事宜適用法律及法規，以維護僱員權益，與所有僱員建立互信關係。

A. 僱員

僱員多樣化

我們致力維持僱員多樣化及平衡各級僱員的性別比例。我們擁有不同年齡組別的多元化僱員組合，為本集團帶來創新思維的同時，秉承我們的寶貴傳統。下表列示華人置業截至二零一七年十二月三十一日的僱員總數及僱員流失率數據。

Employees' Data

僱員數據

	2017 二零一七年	2016 二零一六年
Total Number of Workforce by Gender 按性別劃分的僱員總數		
• Male 男性	312	325
• Female 女性	216	227
Total Number of Workforce by Age Group 按年齡組別劃分的僱員總數		
• <30 years old 30歲以下	64	78
• 30-50 years old 30歲至50歲	279	288
• >50 years old 50歲以上	185	186
Total Employee Turnover Rate 僱員總流失率	32.20%	32.97%
Employee Turnover Rate by Geographical Region 按地區劃分的僱員流失比率		
• Hong Kong 香港	100%	100%
Total Employee Turnover by Gender 按性別劃分的僱員流失總數		
• Male 男性	105	96
• Female 女性	65	86
Total Employee Turnover by Age Group 按年齡組別劃分的僱員流失總數		
• <30 years old 30歲以下	50	60
• 30-50 years old 30歲至50歲	91	85
• >50 years old 50歲以上	29	37

Equal Opportunities

By providing equal employment opportunities, we have a diverse workforce that foster innovation and enhance competitiveness. Committed to promoting non-discrimination, employees are encouraged to act in accordance with the guideline of equal opportunities stipulated in the Code of Practice, as well as to treat one another with respect and dignity. Discrimination is strictly prohibited in employment on the basis of sex, disability, marital or family status, age, race, religion, or any other characteristics protected by law. Equal opportunities are provided to employees in all employment decisions made.

Remuneration

Apart from equal opportunities, we also provide reasonable remuneration and benefits for employees in every position on the basis of their performance, experience and prevailing industry practice. Our remuneration policies offer fair promotion opportunities in accordance with employee's capability, year of experience and attitude at work, etc., which serve as a motivation for employees to continue learning and improving work performance according to their job duties, work requirements and team dynamics. To reward our employees for our shared achievements, year-end discretionary bonus is provided in addition to salary based on market conditions where certain individual performance levels are met. Travelling allowances are also provided where necessary. We will continue to build a fair and equal working environment for employees in the future.

平等機會

我們透過提供平等僱傭機會吸引多元化的僱員隊伍，有助於激發創意和提高競爭力。我們致力於推廣不歧視精神的責任，鼓勵僱員按照《操守守則》中訂明的平等機會指引行事，並互相給予尊重和尊嚴。我們嚴格禁止基於性別、殘疾、婚姻或家庭狀況、年齡、種族、宗教或任何其他受法律保護的特徵方面的僱傭歧視行為。在作出所有僱傭決策時，我們會向僱員提供平等的機會。

薪酬

除給予平等機會外，我們亦根據僱員工作表現、經驗和行業通行慣例，為每個崗位的僱員提供合理的薪酬和福利。我們的薪酬政策亦根據僱員的工作能力、年資及工作態度等條件提供公平的晉升機會，營造了一個積極的環境，使僱員根據彼等的職責、工作要求和團隊動力不斷學習及改善工作表現。為了回饋僱員大家共同的成就，除薪資外，我們更會因應市況，在僱員達到若干個人表現目標時發放年終特別獎金。如有需要，我們亦提供差旅津貼。我們未來將繼續努力，為僱員建立一個公平及平等的工作環境。

B. EMPLOYEE WELLBEING

We advocate our employees to strike a work-life balance and we understand the importance of family. To encourage our employees sharing happiness in family life, we organised a range of recreational activities like annual outings for employees and their family members.

Apart from strengthening the relationship between employees and their families, we also place high importance on the mental wellbeing of employees. To maintain good mental health of employees, stress relief activities are organised for their relaxation. For instance, the “Staff Gardening Programme” was implemented by allocating space for podium agriculture, enabling employees to grow vegetables and enjoy the fruits of their harvest during spare time. Through such programme, employees may also invite their family members to join the planting activities. We also encourage employees to engage in volunteering and physical exercise more often. In recognition of employees’ active participation of community services, those with more than 10 hours volunteering service in the year are honoured in the annual dinner with certificates and gifts.

For our achievements and more details on how we encourage our employees to gain satisfaction at different aspects outside of work, please refer to the Chapter “Community” of this Report.

C. SAFE WORKING ENVIRONMENT

Chinese Estates is committed to providing a safe and comfortable working environment for its employees. We adhere to all applicable laws and regulations including the Employees’ Compensation Ordinance and the Occupational Safety and Health Ordinance, to avoid work-related injuries. Employees are required to strictly follow all safety practices stipulated in the Construction Sites (Safety) Regulations, which protect them from occupational hazards in daily operation. Annual training of occupational health and safety which covers personal protective equipment, fire control, loading and unloading, manual handling operations and confined space management is also provided to building management front-line staff, in order to enhance their safety awareness.

B. 僱員健康

我們鼓勵僱員維持工作和生活的平衡，亦明白家庭的重要性。因此，我們為僱員及其家屬安排年度戶外活動等各樣康樂活動，鼓勵彼等共度家庭時光。

除了加強僱員與家屬之間的關係，我們亦高度重視僱員的心理健康。為了維持僱員良好的心理健康，我們為僱員提供輕鬆的減壓活動，例如舉辦「園圃種植樂計劃」，在平台留置空間，讓僱員於工餘時間種植蔬菜，享受耕耘成果。僱員可透過計劃，邀請家人參與種植活動。此外，我們亦鼓勵僱員多參與義務工作及多做運動。為表揚積極參與社區服務的員工，義工年度服務時數超過10小時的僱員會在週年晚宴上獲頒嘉許狀和禮品。

有關我們如何實踐及鼓勵僱員在工作以外獲得其他方面的滿足感的進一步詳情，請參閱本報告「社區」一章。

C. 安全工作環境

華人置業致力為僱員提供安全舒適的工作環境。我們遵循《僱員補償條例》和《職業安全及健康條例》等所有適用法律及法規，以避免工傷。僱員必須嚴格遵守《建築地盤（安全）規例》訂明的所有安全規範，避免日常運作中的職業危害。我們為樓宇管理前線人員提供的年度培訓計劃亦涵蓋職業健康與安全專題，包括個人防護裝備、消防、裝卸、手動操作和密閉空間管理，提高彼等的安全意識。

In this reporting year, there were in total 140 lost days due to work injury and none of work-related fatalities for our employees. There was no confirmed incident of non-compliance with relevant laws or regulations relating to the provision of a safe working environment and protection of employees from occupational hazards, which have a significant impact on Chinese Estates.

於本報告年度，本集團因工傷而損失合共140個工作日，並無僱員因工作關係而死亡，亦無違反關於提供安全工作環境和保護僱員免受職業危害的法律或法規，而對華人置業有重大影響的確實事件。



- Annual training includes education videos that provide employees basic knowledge of occupational health and safety
年度培訓包括為僱員提供職業健康和
安全基本知識的教學影片
- Employees are required to attend fire control training on the proper use of firefighting hose reels in buildings
僱員須出席消防訓練，學習大廈消防喉管的正確用法
- Training on the use of fire extinguisher is conducted to ensure the safety of employees and customers
進行滅火筒使用方法訓練，保障僱員和客戶安全

D. CAREER AND PERSONAL DEVELOPMENT

Chinese Estates highly values employees' career and personal development, and is committed to improving their knowledge and skills for achieving professionalism. New joiners are provided with the New Hire Orientation, which equips them with basic understanding about the Group and the operation of relevant departments. Continuing education is highly encouraged by the Group. Employees are given access to on-the-job training to develop sufficient techniques and industry knowledge for the long-term growth of the Group.

To encourage employees to continue education, we have implemented the Educational and Training Sponsorship Scheme that provides employees with tuition fee reimbursement opportunities. Under the scheme, employees are entitled to up to 100% sponsorship for attending higher education courses related to their current job duties, which are provided by Hong Kong recognised educational institutions. Not only employees are benefited in various ways including capacity building, education burden relief and career advancement, the Group will also see corresponding enhancement in employee loyalty, work efficiency as well as product and service quality.

D. 職業與個人發展

華人置業非常重視僱員職業與個人發展，矢志提升彼等的知識和技能至專業化。我們為新入職者提供新入職培訓，讓彼等對本集團和相關部門運作有基本認識。此外，本集團高度鼓勵員工持續進修。僱員享有在職培訓機會，以發展充份的技術和行業知識，以助本集團長遠發展。

為了鼓勵僱員持續進修，我們設立了教育培訓資助計劃，為僱員提供實報實銷學費的機會。根據該計劃，僱員參加由香港認可教育機構提供，並與彼等目前工作職責有關的高等教育課程，最高可獲取全額資助。不但僱員能在個人能力建設、紓緩教育開支、職業發展等各方面受惠，本集團亦藉此期望僱員之忠誠度、工作效率、產品質素和服務質素得到相應提升。

We understand the need of providing specialised training based on industry condition. For instance, building management, one of our business segments, highly depends on specialised knowledge and practical skills, while professional qualification may not cover. In order to achieve operational excellence and align the service quality of employees deployed at different property sites, trainings on selected topics depending on the job duty are provided. The specialised training aims to develop employees' adaptability under different circumstances, covering a range of topics from occupational health and safety to customer service. Office employees shall adhere to an annual training plan while front-line employees shall attend regular on-site trainings with tracked records of attendance. The table below shows the training data of Building Management Department in 2017.

我們深明因應行業情況提供專門培訓的必要性。例如在物業管理方面（我們其中一個業務），此行業非常依賴專門知識和實際技能，擁有專業資格亦未必足夠。為求精益求精及統一各駐場物業員工的服務質素，我們會根據工作職責提供專門的專題培訓，旨在發展員工於不同情況及環境下的適應能力，題目涵蓋由職業健康與安全以至客戶服務。辦公室員工必須遵守年度培訓計劃，而前線員工須出席定期實地培訓。物業管理部會記錄員工的出席率。下表列示物業管理部於二零一七年的培訓數據。

Training Data

培訓數據

Percentage of Employees Received Training by Gender 按性別劃分的受訓僱員百分比	
• Male 男性	67.41%
• Female 女性	32.59%

Percentage of Employees Received Training by Employee Category 按僱傭類別劃分的受訓僱員百分比	
Senior Supervisor or Below 高級主任或以下	100%

Average Training Hours Completed Per Employee by Gender 按性別劃分，每名僱員完成受訓的平均時數	Hour(s) 小時
• Male 男性	2
• Female 女性	2

Average Training Hours Completed Per Employee by Employee Category 按僱傭類別劃分，每名僱員完成受訓的平均時數	Hour(s) 小時
Senior Supervisor or Below 高級主任或以下	2

Chinese Estates believes that long-term social and business impact can be achieved through integrating corporate community investment with its business operations. As a corporate citizen, we are committed to improving the economic and social conditions of the communities in which we operate by organising and participating in various philanthropic activities. We have measures which strive to strengthen our long-term partnership with NGOs in maximising the social impacts of community engagements, as well as to share a positive corporate culture to our employees and customers. Through our team of volunteer service, employees are encouraged to reach out to the community and shape a passionate volunteering culture.

Our community investment programmes focus on four target areas:

- Environmental protection and conservation
- Charities
- Youth development
- Community services

In 2017, Chinese Estates donated a total amount of HK\$328,840 to charitable/community projects organised by government organisations, charitable non-governmental organisations and private sector organisations. With active support of our employees and their families, we have participated in 53 volunteering activities, contributing to a total of 570.5 volunteering hours during the reporting year.

華人置業深信，在業務運作中加入企業社區投資，可帶來長遠社會和商業影響。作為企業公民，我們通過組織及參與各類公益活動，着力改善業務所在社區的經濟和社會環境。我們積極加強與非政府組織的長期合作關係，將社區參與活動對社會的影響擴大，同時向僱員和客戶提倡正面的企業文化。我們鼓勵僱員通過義工服務團隊服務社區，提倡熱情的義工文化。

我們的社區投資計劃關注以下四個目標領域：

- 環境保護及保育
- 慈善
- 青少年發展
- 社區服務

於二零一七年，華人置業合計捐款328,840港元支持由各大政府、非政府慈善組織及民間組織籌辦的慈善／社區項目。我們的僱員和家屬積極參與53項義工服務，本報告年度的服務時數合共達570.5小時。

A. CHARITIES – ENCOURAGE EMPLOYEES TO PARTICIPATE IN VOLUNTEERING ACTIVITIES

Meeting the social needs of different groups in the local community, we leverage our resources to focus on volunteering activities for enhancing social inclusion. With continuous contribution of our employees, a sharing culture is well nurtured in Chinese Estates. Great efforts are made in identifying and promoting the activities which fit with our community investment goals. Through active participation, our employees share love and care with people in need and maintain close relationships with various groups in the community.

The following highlights some major activities:

- Commission on Poverty – “Life Buddies” Scheme
- Heep Hong Society – Flag Day
- Hong Kong College of Cardiology – World Heart Day
- Hong Kong Paralympic Committee & Sports Association for the Physically Disabled – “Run for Paralympians” charity programme – Standard Chartered HK Marathon 2017 – 10KM Race
- InspiringHK Sports Foundation – Project Home Works
- Ocean Park Conservation Foundation, Hong Kong – Run for Survival 2017
- Oxfam Hong Kong – Oxfam Rice Event 2017

A. 慈善－鼓勵僱員參加義工活動

為了滿足本地社區不同群體的社會需要，我們致力提升社會和諧的義工活動。在僱員的持續參與下，華人置業培養了樂於奉獻的優良文化，在識別及推廣符合本集團社區投資目標的活動方面，亦付出了不少努力。通過積極參與，我們的僱員與各類有需要的群體分享愛心和關懷，並與社會各界保持密切聯繫。

以下為一些曾參與的主要活動：

- 扶貧委員會－「友·導向」計劃
- 協康會－賣旗日
- 香港心臟專科學院－世界心臟日
- 香港殘疾人奧委會暨傷殘人士體育協會－「齊撐殘奧精英」籌款活動－渣打香港馬拉松2017－十公里賽
- 凝動香港體育基金－關愛家居計劃
- 香港海洋公園保育基金－生態保衛賽2017
- 香港樂施會－樂施米義賣大行動2017

Case Sharing – “Life Buddies” Scheme

The “Life Buddies” Mentoring Scheme aims to promote mentoring culture in the community and helping youth from disadvantaged background move upward in society, and thereby reducing intergenerational poverty. Through the mentorship program, participants are arranged to perform various roles in our functional department, which provides them an exposure in real-life workplace, and to receive aspirations and advice from mentors, so as to develop a vision for their future, and make preparation for achieving education, training and career goals.

Our Mentoring activities were greatly supported by 11 volunteers. Their patient guidance and encouragement help the youngsters planning their future career ahead with thorough consideration. In addition, their professional advice can broaden student’s horizons, assist them to explore their own paths, and thus help the industries to nurture a group of potential talents. It is our ultimate goal that all participants could gain from the scheme and become outstanding leaders who make great contribution to the community in the near future.

個案分享－「友•導向」計劃

「友•導向」師友計劃旨在於社區推動師友文化，促進來自弱勢社群的青年人在社會向上流的能力，從而減低跨代貧窮。透過友師計劃，我們安排參與者到不同部門進行工作體驗，讓青少年了解職場實況，在友師鼓勵和引導下，為將來拓闊視野，並為教育、培訓及事業訂立之目標作好準備。

友師活動獲11位義工的鼎力支持。師友們的耐心引導及鼓勵，助青少年提早規劃未來事業發展方向。他們的專業意見擴闊學生的視野，啟發他們探索適合自己的方向，亦為行業培育有潛質的人才。我們期望青少年透過參與計劃能有所得着，成為明日棟樑，貢獻社會。



- Participants receive a brief introduction on facilities management of an office
參與者聽取有關寫字樓設施管理的簡介
- Introduction to our business operations helps program participants to understand their interest and gained insights in future career planning
透過介紹我們業務運作，有助參與者了解本身的興趣所在，並洞察未來職業發展計劃
- Job tasting at various departments for students to get a taste of day-to-day operation
學生在各部門體驗日常運作

Case Sharing – “Project Home Works”

The “Project Home Works” programme was organised jointly by InspiringHK Sports Foundation and Habitat for Humanity Hong Kong to help low income families, elderlies and the physically disabled by providing house repairing services. The programme aims at ultimately raising the awareness towards poverty housing problems.

Chinese Estates Volunteer Team participated in the programme actively, visited the homes of low income families, elderlies and the physically disabled to provide repairing and cleaning services. Through the services, the needy groups received care and support from our employees, and improved their living conditions. At the same time, our employees experienced the daily life of them and have a deeper understanding on the social needs in the local community while sharing their happiness and positive energy.



- Chinese Estates Volunteer Team participated in the programme actively and formed into different small groups in carrying out services
華人置業義工團隊積極參與計劃，分成不同小組進行服務

個案分享－「關愛家居計劃」

凝動香港體育基金和仁人家園合作舉辦「關愛家居計劃」，替低收入家庭、長者及傷健人士等維修家居，長遠希望提高大眾對貧窮家庭住屋問題的關注。

華人置業義工團隊積極參與計劃，探訪低收入家庭、長者及傷健人士的家，並為他們維修及清潔家居。我們的員工從服務中關懷及援助有需要的人，改善他們的生活環境及家居生活，同時體驗他們的日常生活，了解地區社會需要，並送上關懷和祝福。



- Home Visits builds connection for the elderlies and our employees and raises social awareness for the needy groups
家訪聯繫長者和我們的員工，提高社會對有需要人士的關注

B. VENUE SPONSORSHIP FOR A BETTER COMMUNITY

We are dedicated to integrate community investment into our business operation by offering venue sponsorship to our community partners. Through providing suitable space in the shopping malls we manage to organisations to host exhibitions and publicity events, we aim to demonstrate our support to the meaningful causes.

The following highlights some major activities:

B. 提供場地贊助，共建更美好社區

我們向社區夥伴提供場地贊助，寓社區投資於業務運作之中。我們向不同組織提供由我們管理的商場的合適空間舉辦展覽和宣傳活動，冀能支持有意義活動。

以下為一些曾參與的主要活動：

Activity 活動	Organization 合作機構	Our Support 我們的支持
Lai See Recycle and Reuse Program 2017 利是封回收重用大行動2017	Greeners Action 綠領行動	Collaborated with Greeners Action to collect used red packets 與綠領行動合作，收集舊利是封 Supported by partnered sheltered workshop 活動獲一家庇護工場的社區合作夥伴支持
In Touch with Palace Museum — An Imperial Life Inside Out 故宮全接觸—皇室四面睇 In Touch with Palace Museum — What a Great Era 故宮全接觸—好一個盛世	Leisure and Cultural Services Department 康樂及文化事務署	Provided venues for the exhibitions related to the arts and culture of the Palace Museum to spread the essence of traditional Chinese culture and its modern connotations 提供場地舉行與故宮文化藝術相關的展覽，與公眾分享中國傳統文化的精粹和現代意義
Cancer Fund Pink Revolution Launch Event 癌症基金會粉紅革命啟動禮	Hong Kong Cancer Fund 香港癌症基金會	Provided venue for Cancer Fund Pink Revolution Launch Event with premiere screening of the Pink Revolution video to advocate breast cancer awareness 提供場地舉行香港癌症基金會粉紅革命啟動禮，首播粉紅革命拍攝短片，宣揚關注乳癌的訊息
SPCA Ambassador Appointment cum Aniform Day Kick-off Ceremony 2017 SPCA愛心大使委任禮暨愛「飾」動物日2017啟動禮	The Society for the Prevention of Cruelty to Animals (SPCA)(Hong Kong) 香港愛護動物協會 (SPCA)	Provided venue for "Aniform Day" kick-off ceremony to enhance the public's awareness of acceptance and respect for all animals, and harmonious co-existence with all living creatures in the community 提供場地舉行愛「飾」動物日啟動禮，以提升市民對「人與動物共融」的意識，共創人類與動物共融的社會

C. DONATIONS TO SUPPORT OUR COMMUNITY EVENTS

Chinese Estates committed to contributing to society through different channels. During the reporting year, we had contributed to enhance social inclusion by supporting various community events.

The following highlights some major donations:

- Heep Hong Society – Heep Hong Society Grand Raffle 2017
- Hong Kong Cancer Fund – Pink Revolution
- Hong Kong Paralympic Committee & Sports Association for the Physically Disabled – “Run for Paralympians” charity programme – Standard Chartered HK Marathon 2017 – 10KM Race
- Hong Kong Red Cross – Pass-it-on 2017
- Ocean Park Conservation Foundation, Hong Kong – Run for Survival 2017
- Orbis Hong Kong – Mid-Autumn Charity Sales
- Oxfam Hong Kong – Oxfam Rice Event 2017
- Sing Tao News Corporation Limited – Leader of the Year 2017
- The Community Chest of Hong Kong – The Community Chest Skip Lunch Day, Dress Casual Day, Love Teeth Day
- The Standard – Liberal Studies Writing Competition & Story Writing Competition 2017-2018
- World Vision Hong Kong – “Famine 30”

C. 捐款支持社區活動

華人置業致力透過不同渠道回饋社會。於本報告年度，我們支持各種社區活動，為促進社會共融出一分力。

以下為一些主要捐贈項目：

- 協康會－協康會慈善獎券2017
- 香港癌症基金會－粉紅革命
- 香港殘疾人奧委會暨傷殘人士體育協會－「齊撐殘奧精英」籌款活動－渣打香港馬拉松2017－十公里賽
- 香港紅十字會－愛心相連大行動2017
- 香港海洋公園保育基金－生態保衛賽2017
- 奧比斯香港－「愛心獻光明」中秋慈善義賣
- 香港樂施會－樂施米義賣大行動2017
- 星島新聞集團有限公司－2017年傑出領袖選舉
- 香港公益金－公益行善「折」食日、公益金便服日、公益愛牙日
- 英文虎報－2017-2018年度學通識·學英語及英文故事創作比賽
- 香港世界宣明會－「饑饉30」

D. AWARDS AND CERTIFICATION

Our continuing supports and contributions in various community activities gain us both awards and recognitions from different philanthropic activities organisation.

The following highlights some major awards received:

D. 獎項與證書

我們一直支持及貢獻各種社區活動，得到多個慈善團體的認同和表彰。

以下為一些所獲得的主要獎項：

Organiser 主辦方	Award 獎項
Agency for Volunteer Service 義務工作發展局	Hong Kong Community Volunteers (Corporate Member) – Certificate of Appreciation 香港義工團(團體會員)－嘉許狀
The Hong Kong Council of Social Service 香港社會服務聯會	10 Years Plus Caring Company 連續10年或以上獲頒「商界展關懷」標誌
Commission on Poverty 扶貧委員會	Life Buddies Mentoring Programme 2017/18 – Certificate of Appreciation 友•導向2017/18學年師友計劃－感謝狀
Heep Hong Society 協康會	Outstanding Volunteers Recruitment in the “Hong Kong Island Flag Day” of Heep Hong Society on 16 December 2017 – Certificate of Recognition (Outstanding Volunteers Recruitment Award) 二零一七年十二月十六日協康會港島區賣旗日最積極企業嘉許狀(企業金鑽大獎)
Hong Kong Paralympic Committee & Sports Association for the Physically Disabled 香港殘疾人奧委會暨傷殘人士體育協會	Run for Paralympians Award: Recognition of your support to Hong Kong Paralympic Committee & Sports Association for the Physically Disabled 「齊撐殘奧精英」獎項：香港殘疾人奧委會暨傷殘人士體育協會支持銘謝狀
The Community Chest 公益金	Corporate Volunteer Matching Scheme – Certificate of Appreciation 企業義工配對計劃－銘謝狀
The Hong Kong University of Science and Technology (“HKUST”) 香港科技大學	Donation to HKUST Named Professorships Program – Chinese Estates Professorship in Engineering 贊助香港科技大學冠名教授席－華人置業工程學教授
Social Welfare Department 社會福利署	2016-17 “Hong Kong Citizen Hong Kong Heart” Volunteer Ambassador Program – Certificate of Appreciation 2016-17《香港人•香港心》義工大使行動－嘉許狀 Bronze Award for Volunteer Service (Organization) 義務工作嘉許狀(團體)銅狀
World Vision 世界宣明會	With Gratitude to Chinese Estates Holdings Limited in full support of Famine 30 鳴謝華人置業集團全力支持「饑饉30」

Awards

獎項



Hong Kong Community Volunteers (Corporate Member) – Certificate of Appreciation
香港義工團（團體會員）—嘉許狀



Corporate Volunteer Matching Scheme – Certificate of Appreciation
企業義工配對計劃—銘謝狀



10 Years Plus Caring Company
連續10年或以上獲頒「商界展關懷」標誌



Donation to HKUST Named Professorships Program – Chinese Estates Professorship in Engineering
贊助香港科技大學冠名教授席
—華人置業工程學教授



Life Buddies Mentoring Programme 2017/18 – Certificate of Appreciation
友•導向2017/18學年師友計劃—感謝狀



2016-17 “Hong Kong Citizen Hong Kong Heart” Volunteer Ambassador Program – Certificate of Appreciation
2016-17《香港人•香港心》義工大使行動—嘉許狀



Outstanding Volunteers Recruitment in the "Hong Kong Island Flag Day" of Heep Hong Society on 16 December 2017 – Certificate of Recognition (Outstanding Volunteers Recruitment Award)
二零一七年十二月十六日協康會港島區賣旗日最積極義工參與企業—嘉許狀(企業金鑽大獎)



Bronze Award for Volunteer Service (Organization)
義務工作嘉許狀(團體)銅狀



Run for Paralympians Award: Recognition of your support to Hong Kong Paralympic Committee & Sports Association for the Physically Disabled
「齊撐殘奧精英」獎項：香港殘疾人奧委會暨傷殘人士體育協會支持銘謝狀



With Gratitude to Chinese Estates Holdings Limited in full support of "Famine 30"
鳴謝華人置業集團全力支持「饑饉30」

Our business activities at Chinese Estates potentially cause impacts to the environment, from developing projects and managing buildings to conducting daily tasks at offices. In addition to acknowledging the issues, we have different measures in place to mitigate the significant impacts of emissions, discharges and waste generation on the environment and natural resources, and improve the quality of our environment by the efficient use of resources, including energy, water and other raw materials.

We comply with all the environmental laws and local standards relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste, including but not limited to the Air Pollution Control Ordinance, Environmental Impact Assessment Ordinance, Waste Disposal Ordinance, Water Pollution Control Ordinance, Noise Control Ordinance and Hazardous Chemicals Control Ordinance.

Our business units also communicate clearly with the suppliers and contractors about our concerns and requirements through written specifications and legal requirements, especially for project development. During the reporting year, we did not violate any environment-related laws and regulations.

Our corresponding business units have adopted various approaches to manage the environmental impacts of our operations. Environmental considerations are integrated in the planning, design, development and operation of our projects. For the sites we manage or own, we implement green initiatives and spread the practice across other properties whenever possible. In our offices, we advocate for environmental protection and adopt environmentally-friendly measures for housekeeping.

華人置業在業務營運中有可能對環境造成影響，不論是項目發展、物業管理以至辦公室的日常運作。我們認同問題所在，亦已採取各種措施以減輕廢氣、廢水和廢物對環境和天然資源的重大影響，並有效使用能源、水、原材料等資源，以改善環境質素。

我們已就有關廢氣及溫室氣體排放、向水及土地的排污以及有害及無害廢棄物的產生等遵守各項環境法律和地方標準，包括但不限於《空氣污染管制條例》、《環境影響評估條例》、《廢物處置條例》、《水污染管制條例》、《噪音管制條例》及《有毒化學品管制條例》。

我們各業務部門，尤其是項目發展，亦已明確地傳達我們的顧慮，並要求供應商及承包商按照書面規範及法律規定行事。於本報告年度，我們並無違反任何有關環境的法律及法規。

我們各業務部門已採取不同方法管理業務對環境的影響。我們旗下項目的規劃、設計、發展和營運均已考慮環境因素，盡可能在我們所擁有或管理的物業實施綠色措施並將此推廣至其他物業。我們亦於辦公室提倡環保意識並採納綠色內部管理措施。

Energy and Carbon Management

Building development and management are energy-intensive in nature, particularly on electricity consumption. We make use of different energy-saving initiatives to reduce our environmental impact and carbon footprint. For example, in terms of hardware, we have progressively replaced the conventional lightings with LED lights to make our lighting systems more energy-efficient.

On the other hand, we understand that behavioural change is essential to derive longer-term results. Within the Group, we encourage our staff to conserve energy in daily operations through Green Office initiative. Green activities such as Earth Hour by WWF are also promoted at multiple property offices. Furthermore, we have conducted energy audit for properties under our management, including Windsor House, Harcourt House, China Evergrande Centre and Wanchai Computer Centre, to identify energy reduction opportunities.

The properties managed under our building management company, Perfect World Company Limited, are signatories of the Environment Bureau's Charter on External Lightings, which involves the business sector to minimise light nuisance and energy wastage. In recognition of complying with the switch-off requirement, Excelsior Plaza, Wanchai Computer Centre and Causeway Place were presented the Gold Award and The ONE was awarded the Platinum Award by the government body in 2017.

能源與碳管理

物業發展和管理業務需要消耗大量能源，尤其是電力。我們已利用多項節能措施減少對環境的影響和碳足跡。舉例而言，在硬件方面，我們逐步以LED燈取代傳統燈具，令照明系統更具能源效益。

另一方面，我們明白改變習慣對於造就長遠結果至關重要。於本集團內，我們鼓勵員工透過綠色辦公室措施在日常營運中節約能源。多個物業辦事處均推動各種綠色活動，例如參與由世界自然基金會主辦的「地球一小時」等。再者，為了發掘節能機會，我們對所管理的物業進行能源審核，包括皇室大廈、夏慤大廈、中國恆大中心及灣仔電腦城。

由我們的物業管理公司－忠信物業管理有限公司所管理的物業已簽署環境局的《戶外燈光約章》，此約章呼籲商界減少光滋擾及減少能源浪費。作為對於遵從關燈要求的肯定，怡東商場、灣仔電腦城和銅鑼灣地帶於二零一七年獲政府部門頒發「金獎」，而The ONE則獲頒發「鉑金獎」。

The energy consumption and carbon emissions of the Group during the reporting period are tabulated below:

本集團於報告期內的能源消耗量及碳排放表列如下：

Energy Type 能源類別	Unit 單位	Total Consumption in 2017 二零一七年總耗量	Consumption (GJ) per Employee 每名僱員耗量 (千兆焦耳)
Electricity 電力	Kilowatt Hour (kWh) 千瓦時	47,209,397.2	321.9
	Gigajoule (GJ) 千兆焦耳	169,953.8	
Towngas 煤氣	Gigajoule (GJ) 千兆焦耳	9.3	

Scope of Carbon Emission 碳排放範圍	Unit 單位	Total Emissions in 2017 二零一七年總排放量	Emissions (tCO ₂ e) per Employee 每名僱員排放量 (噸二氧化碳當量)
Scope 1 – Direct Emission 範圍1 – 直接排放	Tonnes of Carbon Dioxide equivalent (tCO ₂ e) 噸二氧化碳當量	0.5	61.5
Scope 2 – Indirect Emission 範圍2 – 間接排放	Tonnes of Carbon Dioxide equivalent (tCO ₂ e) 噸二氧化碳當量	32,479.0	

Waste Management¹

We have put in efforts to reduce the amount of our waste disposal by introducing waste management initiatives in the properties and offices we own or manage, striving to avoid waste, reuse and recycle materials wherever practicable and ensure waste is handled responsibly.

For properties under our management such as Harcourt House and China Evergrande Centre, we have installed recycling bins to help our tenants and residents to practice waste separation at source. We have also recycled Christmas trees at some of our properties to promote material reuse.

廢棄物管理¹

我們努力減少廢棄物棄置量，透過於我們擁有或管理的物業及辦公室引入廢棄物管理措施，盡量重用及回收物料，確保廢棄物以負責任的方式處理，致力避免浪費。

在我們管理的物業（如夏慤大廈及中國恆大中心），我們已放置回收箱，鼓勵租戶及住戶從源頭採取廢棄物分類措施。我們亦於部分物業回收聖誕樹，宣揚物料重用。

¹ We are in the process of deploying a data management system for recording waste generation and recycling. Waste data other than the amount of paper consumed and recycled in 2017 are not available.

¹ 我們現正採用數據管理系統記錄廢棄物產生及回收。除二零一七年的紙張消耗及回收量外，其他的廢棄物數據未能提供。

To foster green office operations, we encourage our staff to reduce paper use. We make use of e-communication channels to minimise waste generation and enhance the efficiency during our stakeholder communication process. During the reporting year, our offices consumed 14.8 tonnes of paper of which 54% were recycled afterwards.

In addition, used cartridges are returned to the suppliers for recycling. Retired office electronics such as computers, printers and fax machines are donated to the underprivileged. In 2017, 23 pieces of office equipment were retired.

Our commitment to waste reduction also takes the supply chain into account. Our suppliers are expected to minimise their environmental impact through waste management.

Case Study – Food waste recycling programme at The ONE

As one of the leading property developers, Chinese Estates understands the importance of reducing waste generation and promotes waste recycling and material reuse in the properties we own or manage. While the shopping centres we own or manage have had different initiatives to minimise waste, The ONE is a noteworthy example as it has also developed its own food waste recycling scheme.

The shopping centre features a number of restaurants and eateries for our customers to choose from. Seeing that their operations can burden the environment with the amount of food waste generated every day, The ONE installed a food waste recycling machine on the premise and invited the shops to participate in the food waste recycling pilot programme in July 2017.

The property office arranges personnel to collect food waste, including coffee ground and used tea leaves, from the participating shops daily. The materials are then sent to the machine for treatment. At the end of the process, they are turned into fertiliser which is applied to the sky garden – The Air – on 16/F.

Twenty restaurants have since joined the voluntary scheme, and the amount recycled has been remarkable. Until 31 December 2017, over 2,681.8 litres of food waste were recycled which would otherwise be disposed of to the landfill.

為打造綠色辦公室，我們鼓勵僱員工節約用紙。我們利用電子通訊渠道，盡量減少產生廢棄物，並提升持份者通訊過程的效率。於本報告年度，我們的辦公室消耗14.8噸紙張，其中54%已於其後回收。

此外，舊墨盒會交還予供應商以作回收。電腦、打印機及傳真機等報廢辦公室電子設備會捐贈予弱勢社群。於二零一七年，共23部辦公室設備報廢。

我們在減少廢棄物方面的承諾亦適用於供應鏈。我們希望供應商能透過廢棄物管理盡量減少對環境造成的影響。

個案研究 – 於The ONE推行廚餘回收計劃

作為領頭物業發展商之一，華人置業深明源頭減廢的重要性，並於我們擁有或管理的物業推廣廢棄物回收及物料重用。我們擁有或管理的購物中心推行不同措施盡量減少廢棄物，當中尤以The ONE為然，除減廢措施外，更自設廚餘回收計劃。

該購物中心網羅無數餐廳食肆，以供顧客選擇。鑑於該等餐廳食肆營運時每日產生的廚餘可能構成環境壓力，The ONE於二零一七年七月在物業內裝設廚餘回收機，邀請商戶參與廚餘回收試行計劃。

物業辦事處安排人員每日從參與商戶收集廚餘（包括咖啡渣及茶葉渣），再將該等物料送往廚餘機處理。處理完畢後，該等物料會化為肥料，用於16樓的空中花園 – The Air。

至今已已有二十間餐廳參與此自願計劃，回收量一直可觀。截至二零一七年十二月三十一日，已回收廚餘超過2,681.8公升，免於棄置在堆填區。

Use of Resources

Our operations offer goods and services made with a variety of materials. To promote sustainable and responsible consumption, we have put in place effective procurement practices and monitored resources efficiency. For instance, we promote efficient use of resources, including energy, water and other raw materials. For some of our commercial properties, we have adopted environmentally-friendly carpet which is produced with recycled material. To conserve water resources, we have installed dual flush toilets in our properties. Our water consumption during the reporting period is tabulated below:

資源使用

我們在營運中廣泛使用不同材料生產商品及提供服務。為推廣以可持續及負責任的方式消耗，我們實行有效的採購慣例，並監察資源效益。例如，我們提倡以具效益的方式使用資源，包括能源、水及其他原材料。在我們部分商業物業，我們已採用以循環再用物料製成的環保地氈。為節約用水，我們在旗下物業安裝雙掣式沖廁水箱。我們於報告期內的耗水量表列如下：

Resource Type 資源類別	Unit 單位	Total Consumption in 2017 二零一七年總耗量	Consumption (m ³) per Employee 每名僱員耗量 (立方米)
Water 水	Cubic metre (m ³) 立方米	236,593.7	448.1

Chinese Estates places a high priority on product and service excellence for our customers. To fulfil product responsibility, we clearly communicate with, build capacity in and receive vigorous support from our employees, customers and supply chain. The Group strictly complies with the laws and regulations relating to health and safety, advertising, labelling and privacy matters of products and services provided and methods of redress including the Residential Properties (First-hand Sales) Ordinance and the Consent Scheme of the Lands Department.

A. PRODUCT AND SERVICE QUALITY

Chinese Estates upholds a high standard in product quality and aims to provide premium services to our customers. In order to safeguard the safety and health of our customer and mitigate the risk arising from building management, appropriate channels and mechanisms for customer feedbacks have been set up to enable continuous improvement of our products and services. A comprehensive quality control system and assurance procedures have also been established to ensure excellent product and service quality. In addition, our contractors and suppliers deliver professional services and site supervision to assure the building quality from the design to the completion stage for our properties.

To improve building quality, we incorporate green building design elements into the buildings under our management to enhance living standard of our customers and minimise the potential impact on the environment. For examples, The ONE has obtained the Indoor Air Quality Certificate (Excellent Class), meanwhile Harcourt House and China Evergrande Centre have obtained the Indoor Air Quality Certificate (Good Class), which recognised that we have fully complied with the Indoor Air Quality Objectives of the Environmental Protection Department. In 2017, a total of 466 complaints were received of which none was product-related.

For service quality, specialised training is provided to frontline employees on handling complaints from our tenants and for emergencies such as gas leakages, power outages and escalator malfunctions. By proactively seeking feedbacks from our customers, we achieve greater customer values from the good relationships built. A customer feedback mechanism has been set up to assess our performance and listen to the needs of our customers. Feedback from our customers is followed up on and a standardised complaint handling procedure has been established to address the concerns of our customers. In 2017, the total number of service related complaints received was 171.

華人置業極為重視向客戶提供優質的產品及服務。為履行產品責任，我們與僱員、客戶及供應鏈清晰地溝通、建立彼等的能力並得到彼等的大力支持。本集團恪守有關所提供產品及服務的健康與安全、廣告、標籤及私隱以及補償方法之法律及法規，包括《一手住宅物業銷售條例》及地政總署預售樓花同意方案。

A. 產品及服務質素

華人置業秉持高標準的產品質素，旨在為客戶提供優質服務。為保障客戶的安全及健康並降低樓宇管理方面造成的風險，我們已為客戶反饋意見建立合適渠道及機制，以確保產品及服務質素可不斷提升。我們亦已建立全面的質量控制系統及保證程序，以確保產品及服務質素卓越。此外，我們的承包商及供應商提供專業服務及現場監督，以確保我們的物業從設計到竣工階段的房屋質素。

為改善樓宇質素，我們將綠色樓宇設計元素融入我們管理的樓宇，以提高客戶的生活品質及盡量減少可能對環境造成的影響。例如，The ONE已取得室內空氣質素檢定證書《卓越級》，而夏慤大廈及中國恆大中心已獲得室內空氣質素檢定證書《良好級》，此確定我們已完全符合環境保護署的室內空氣質素指標。於二零一七年，我們合共接獲466宗投訴，全部與產品無關。

在服務質素方面，我們向前線員工提供專門培訓，以處理租戶投訴及燃氣洩漏、電力中斷及電梯故障等緊急情況。我們不僅與客戶建立良好關係，更積極尋求客戶反饋意見，取得更大客戶價值。我們已設立客戶反饋機制，以評估我們的表現及聆聽客戶的需求。我們跟進客戶的意見並制定既定投訴處理程序以解決客戶的關注事項。於二零一七年，我們接獲與服務相關的投訴總數為171宗。

B. SUPPLY CHAIN MANAGEMENT

Supply chain is essential to enhance our sustainability performance and suppliers are expected to equip with same business ethics. Sustainability performance of potential suppliers will be considered as a selection criteria for their application, where suppliers shall fulfil the requirements such as legal and regulatory compliance, occupational health and safety, non-discrimination, anti-corruption, labour and environmental policies etc.

Supply chain management is critical to our product and service quality, therefore we put emphasis on transparency during the communication, selection and supervision process with suppliers. Regular monitoring will be conducted to assess the performance of existing suppliers. Suppliers who are unable to fulfil our requirements may be asked for clarification or suspended or delisted depending on the severity of the issue. In this reporting year, Chinese Estates awarded contracts to 1,516 suppliers of which 1,459 are local suppliers, 4 are located in Mainland China, and the remaining 53 are overseas suppliers.

C. CUSTOMER PRIVACY AND DATA PROTECTION

Chinese Estates protects customer data privacy and we comply with all relevant laws and regulations to safeguard the data security of our customers. We pay extra attention to customer data management and no substantiated complaints regarding leakage of customer privacy or loss of customer data were reported in reporting year. A set of clear customer data privacy policies has been formulated to instruct our employees on managing the data which they have access to. Data privacy training is available for employees in the orientation and refresher programme.

D. INTELLECTUAL PROPERTY RIGHTS

Chinese Estates respects intellectual property rights and complies with applicable laws and regulations. In our procurement process, suppliers are required to specify a quantity list of needed hardware and software to fulfil the service. Our Information Technology Department will verify the list during product delivery and service acceptance process to ensure all hardware and software purchased or installed is licensed.

B. 供應鏈管理

供應鏈對我們的可持續表現極為重要，我們亦期望供應商具備同等商業道德標準。潛在供應商的可持續表現將被視為其申請的挑選標準，供應商須履行法律及監管合規、職業健康與安全、反歧視、反貪污、勞工及環境政策等要求。

供應鏈管理對我們的產品及服務質素至關重要，因此我們重視與供應商溝通、挑選及監督過程中的透明度。我們將進行定期監控以評估現有供應商的表現。無法符合我們要求的供應商可能視乎問題的嚴重程度而被要求作出澄清或暫停供應或退出合作名單。於本報告年度，華人置業向1,516名供應商授出合約，其中1,459名為本地供應商，4名位於中國大陸，其餘53名為海外供應商。

C. 客戶私隱及資料保護

華人置業保護客戶資料私隱，且我們遵守所有相關法律及法規以保障我們客戶的資料安全。我們處理客戶資料時格外小心，於本報告年度並無接獲有關客戶因私隱洩露或客戶資料遺失的證實投訴。我們已制定明確的客戶資料私隱政策，就員工如何處理有權取得的資料向彼等提供指引，同時在新員工入職培訓中向僱員提供資料私隱培訓。

D. 知識產權

華人置業尊重知識產權並遵守適用法律及法規。在我們採購過程中，供應商須詳述提供服務所需硬件及軟件的數量清單。我們的資訊科技部於產品交付及服務驗收時會驗證清單，以確保所購買及安裝的所有硬件及軟件均為正版。

This is the second Environmental, Social and Governance Report published by Chinese Estates. The process of ESG data collection and disclosure is a precious opportunity for us to review our sustainability performance. In the coming years, Chinese Estates will continue to implement ESG management following our strategic resource allocation and goals.

此乃華人置業刊發的第二份環境、社會及管治報告。環境、社會及管治數據收集及披露過程是我們檢討可持續表現的寶貴機會。未來數年，華人置業將遵循我們的策略性資源分配及目標，繼續實施環境、社會及管治方面的管理。

Date of this Report: 17 July 2018

本報告日期：二零一八年七月十七日

Subject Areas, Aspects, General Disclosures and Key Performance Indicators (“KPI”) 主要範疇、層面、一般披露及關鍵績效指標（「關鍵績效指標」）		Section Reference 相關章節	Remarks 備註
A. Environmental			
A. 環境			
Aspect A1: Emissions 層面A1：排放物			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Environment 環境	
KPI A1.1 關鍵績效指標A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。		During the reporting period, there was no significant emission of NO _x , SO _x and other pollutants in our operations. 於報告期內，我們在營運時並無大量排放氮氧化物、硫氧化物及其他污染物。
KPI A1.2 關鍵績效指標A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 溫室氣體總排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	Environment – Energy and Carbon Management 環境－能源與碳管理	

Subject Areas, Aspects, General Disclosures and Key Performance Indicators (“KPI”) 主要範疇、層面、一般披露及關鍵績效指標（「關鍵績效指標」）		Section Reference 相關章節	Remarks 備註
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）。	Environment – Waste Management 環境－廢棄物管理	
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）。	Environment – Waste Management 環境－廢棄物管理	
KPI A1.5 關鍵績效 指標A1.5	Description of measures to mitigate emissions and results achieved. 描述減低排放量的措施及所得成果。	Environment – Energy and Carbon Management 環境－ 能源與碳管理	
KPI A1.6 關鍵績效 指標A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved. 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果。	Environment – Waste Management 環境－廢棄物管理	

Aspect A2: Use of Resources

層面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。	Environment – Use of Resources 環境－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）。	Environment – Energy and Carbon Management 環境－ 能源與碳管理	
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）。	Environment – Use of Resources 環境－資源使用	

Subject Areas, Aspects, General Disclosures and Key Performance Indicators (“KPI”) 主要範疇、層面、一般披露及關鍵績效指標（「關鍵績效指標」）		Section Reference 相關章節	Remarks 備註
KPI A2.3 關鍵績效 指標A2.3	Description of energy use efficiency initiatives and results achieved. 描述能源使用效益計劃及所得成果。	Environment – Energy and Carbon Management 環境－能源與碳管理	
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 initiatives and results achieved. 描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。	Environment – Use of Resources 環境－資源使用	During the reporting period, there was no issue in sourcing water for our operations. 於報告期內，並無為我們的營運求取水源方面的問題。
KPI A2.5 關鍵績效 指標A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位估量。		Packaging materials are considered not significant in our operations. 包裝材料對我們的營運而言並無重大影響。

Aspect A3: The Environment and Natural Resources

層面A3：環境及天然資源

General Disclosure 一般披露	Policies on minimising the issuer’s significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	Environment 環境	
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。		During the reporting period, there was no significant impacts of activities on the environment and natural resources. 於報告期內，並無業務營運對環境及天然資源造成重大影響。

Subject Areas, Aspects, General Disclosures and Key Performance Indicators (“KPI”)		Section Reference	Remarks
主要範疇、層面、一般披露及關鍵績效指標（「關鍵績效指標」）		相關章節	備註
B. Social			
B. 社會			
Employment and Labour Practices			
僱傭及勞工常規			
Aspect B1: Employment			
層面B1：僱傭			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的資料。	Employment 僱傭	
KPI B1.1* 關鍵績效指標B1.1*	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	Employment – People 僱傭－僱員	
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。	Employment – People 僱傭－僱員	

Subject Areas, Aspects, General Disclosures and Key Performance Indicators (“KPI”)		Section Reference	Remarks
主要範疇、層面、一般披露及關鍵績效指標（「關鍵績效指標」）		相關章節	備註
Aspect B2: Health and Safety			
層面B2：健康與安全			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Employment – Safe Working Environment 僱傭 – 安全工作環境	
KPI B2.1* 關鍵績效指標B2.1*	Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率。	Employment – Safe Working Environment 僱傭 – 安全工作環境	
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。	Employment – Safe Working Environment 僱傭 – 安全工作環境	
KPI B2.3* 關鍵績效指標B2.3*	Description of occupational health and safety measures adopted, 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。	Employment – Safe Working Environment 僱傭 – 安全工作環境	

Subject Areas, Aspects, General Disclosures and Key Performance Indicators (“KPI”) 主要範疇、層面、一般披露及關鍵績效指標（「關鍵績效指標」）	Section Reference 相關章節	Remarks 備註
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Aspect B3: Development and Training

層面B3：發展及培訓

General Disclosure 一般披露	Policies on improving employees’ knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	Employment – Career and Personal Development 僱傭 – 職業與個人發展	
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。	Employment – Career and Personal Development 僱傭 – 職業與個人發展	
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。	Employment – Career and Personal Development 僱傭 – 職業與個人發展	

Aspect B4: Labour Standards

層面B4：勞工準則

General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child 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。	Employment 僱傭	
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Subject Areas, Aspects, General Disclosures and Key Performance Indicators ("KPI") 主要範疇、層面、一般披露及關鍵績效指標（「關鍵績效指標」）		Section Reference 相關章節	Remarks 備註
KPI B4.1* 關鍵績效 指標B4.1*	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	Employment – People 僱傭 – 僱員	
KPI B4.2* 關鍵績效 指標B4.2*	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。		Most of our positions require specialised or professional knowledge and skillsets, where child labour and forced labour are less likely to acquire, our employment practices strictly comply with Employment Ordinance. 我們大部分職位需要專門或專業知識及技能，在此情況下不大可能需要童工及強制勞工。我們的僱傭活動嚴格遵守《僱傭條例》。

Operating Practices

營運慣例

Aspect B5: Supply Chain Management

層面B5：供應鏈管理

General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Operations – Supply Chain Management 營運 – 供應鏈管理	
KPI B5.1* 關鍵績效 指標B5.1*	Number of suppliers by geographical region. 按地區劃分的供應商數目。	Operations – Supply Chain Management 營運 – 供應鏈管理	
KPI B5.2* 關鍵績效 指標B5.2*	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, 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。	Operations – Supply Chain Management 營運 – 供應鏈管理	

Subject Areas, Aspects, General Disclosures and Key Performance Indicators (“KPI”) 主要範疇、層面、一般披露及關鍵績效指標（「關鍵績效指標」）		Section Reference 相關章節	Remarks 備註
Aspect B6: Product Responsibility 層面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。	Operations 營運	
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。		During the reporting period, no products sold or shipped subject to recalls for safety and health reasons. 於報告期內，並無已售或已運送產品因安全與健康理由而須回收。
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。	Operations – Product and Service Quality 營運 – 產品及服務質素	
KPI B6.3* 關鍵績效指標B6.3*	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	Operations – Intellectual Property Rights 營運 – 知識產權	

Subject Areas, Aspects, General Disclosures and Key Performance Indicators (“KPI”) 主要範疇、層面、一般披露及關鍵績效指標（「關鍵績效指標」）		Section Reference 相關章節	Remarks 備註
KPI B6.4* 關鍵績效 指標B6.4*	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	Operations – Product and Service Quality 營運 – 產品及服務質素	
KPI B6.5* 關鍵績效 指標B6.5*	Description of consumer data protection and privacy policies, 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。	Operations – Customer Privacy and Data Protection 營運 – 客戶私隱及 資料保護	

Aspect B7: Anti-corruption

層面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。	Corporate Governance 企業管治	
KPI B7.1* 關鍵績效 指標B7.1*	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	Corporate Governance 企業管治	During the reporting period, there were no concluded legal cases regarding corrupt practices brought against the Group. 於報告期內，並無對本集團提出並已審結的貪污訴訟案件。
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序，以及相關執行及監察方法。	Corporate Governance 企業管治	

Subject Areas, Aspects, General Disclosures and Key Performance Indicators (“KPI”) 主要範疇、層面、一般披露及關鍵績效指標（「關鍵績效指標」）	Section Reference 相關章節	Remarks 備註
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Aspect B8: Community Investment

層面B8：社區投資

General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities’ interests. 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	Community 社區	
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）。	Community 社區	
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）。	Community 社區	

* Recommended Disclosure
建議披露



華人置業集團

CHINESE ESTATES HOLDINGS LIMITED

