



# 華人置業集團

CHINESE ESTATES HOLDINGS LIMITED

(Incorporated in Bermuda with limited liability)

(於百慕達註冊成立之有限公司)

Stock Code 股份代號: 127



## 2019 Environmental, Social and Governance Report 環境、社會及管治報告



# CONTENTS

## 目錄

ABOUT THIS REPORT 關於本報告	2
PHILOSOPHY AND GOVERNANCE IN ENVIRONMENTAL, SOCIAL AND GOVERNANCE 環境、社會及管治的理念及管理	3
A. Stakeholder Engagement 持份者參與	5
B. Materiality Assessment 重要性評估	7
CORPORATE GOVERNANCE 企業管治	10
EMPLOYMENT 僱傭	11
A. People 僱員	11
B. Employee Wellbeing 僱員健康	13
C. Safe Working Environment 安全工作環境	14
D. Career and Personal Development 職業與個人發展	15
COMMUNITY 社區	17
A. Charities — Encourage Our Employees to Participate in Volunteering Activities 慈善 — 鼓勵僱員參加義工活動	18
B. Support the Charitable Activities for Greater Impact 支持慈善活動 · 發揮更大影響力	22
C. Awards and Certification 獎項與證書	24
ENVIRONMENT 環境	27
A. Energy and Carbon Management 能源與碳管理	27
B. Waste Management 廢棄物管理	29
C. Use of Resources 資源使用	32
OPERATIONS 營運	33
A. Product and Service Quality 產品及服務質素	33
B. Supply Chain Management 供應鏈管理	35
C. Customer Privacy and Data Protection 客戶私隱及資料保護	35
D. Intellectual Property Rights 知識產權	35
OUTLOOK 展望	36
HKEX ESG REPORTING GUIDE CONTENT INDEX 香港交易所《環境、社會及管治報告指引》 內容索引	37

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 environmental, social and governance (“ESG”) report (“this Report”) captures the ESG performance of Chinese Estates Holdings Limited (“Chinese Estates”, the “Group”, or “we”) 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 of 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 2019 to 31 December 2019.

### REPORTING SCOPE AND BOUNDARY

Unless otherwise specified, the reporting scope of this Report only covers our operations in Hong Kong and aligns the corresponding description in our Annual Report 2019 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 [www.chineseestates.com](http://www.chineseestates.com) and on HKEXnews website at [www.hkexnews.hk](http://www.hkexnews.hk). Readers may contact us via e-mail at [investor.relations@chineseestates.com](mailto: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 22 June 2020.

此環境、社會及管治(「環境、社會及管治」)報告(「本報告」)反映Chinese Estates Holdings Limited(「華人置業」、「本集團」或「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，本報告涵蓋我們自二零一九年一月一日至二零一九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。

### 報告範圍及界限

除另有指明者外，本報告的報告範圍僅涵蓋我們於香港的業務，並與華人置業二零一九年年報的相應描述相符。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 [www.chineseestates.com](http://www.chineseestates.com) 以及披露易網站 [www.hkexnews.hk](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](mailto:investor.relations@chineseestates.com) 聯繫我們。

### 董事會批准

華人置業董事會(「董事會」)已於二零二零年六月二十二日批准本報告。

# PHILOSOPHY AND GOVERNANCE IN ENVIRONMENTAL, SOCIAL AND GOVERNANCE

## 環境、社會及管治的理念及管理

The consideration of ESG issues is an important determinant to the long-term success of the Group. To achieve a sustainable development, we strive to address the ESG concerns by integrating ESG principles into our operation and management.

A well-structured ESG management approach helps us to identify the ESG-related risks and ensure daily operations are aligned with the Group's ESG practices. To facilitate an effective and efficient ESG management, Chinese Estates has a solid ESG governance structure which comprises of the Board, Sustainability Working Group (the "Working Group"), and Departmental Working Team (the "Working Team").

The Board is the highest decision-making party responsible for the overall ESG management and reporting. The Working Group reports to the Board and oversees the Group's sustainability strategies, daily operations and risk management. Comprised of managers from key business divisions, the Working Group monitors sustainability-related matters in operations, reviews stakeholders' feedbacks and updates respective policies. The Working Team supports the Working Group in executing sustainability measures. It is also responsible for the disclosure of sustainability practices and performances. With the frequent updates on the industry ESG practices and regulations, we are aware of the latest sustainability trend. We listen to our stakeholders and consider their views, comments and recommendations on ESG management. Materiality assessment is carried out to identify, assess and refine ESG related issues and it facilitates the Group in formulating sustainability strategies. Our efforts in understanding and managing the ESG related risks enable us to achieve our objectives of creating greater values for all stakeholders.

To understand stakeholders' expectations and manage ESG related issues that are relevant and important to Chinese Estates, we are committed to maintaining constant communication with our stakeholders and their views are taken into consideration in the materiality assessment. To enhance the ESG awareness of our staff, we continued to educate our staff on the ESG matters that are relevant to our day-to-day operations. This Report captures the highlights of our performance and achievements in 2019 in terms of ethics, employee wellbeing, community contribution, environmental protection, and product and service quality.

考量環境、社會及管治議題乃本集團長遠成功的重要決定因素。為達致可持續發展，我們透過將環境、社會及管治原則融入我們的業務及管理，致力應對環境、社會及管治的關注。

具備良好架構的環境、社會及管治管理方針有助我們識別環境、社會及管治相關風險，確保日常營運符合本集團的環境、社會及管治常規。為有效及有效益地實施環境、社會及管治的管理工作，華人置業擁有穩固的環境、社會及管治的管治架構，包含董事會、可持續發展工作小組（「工作小組」）及部門工作隊（「工作隊」）。

董事會乃負責整體環境、社會及管治之管理及匯報的最高決策方。工作小組向董事會匯報，並監督本集團的可持續發展策略、日常營運及風險管理。工作小組由主要業務部門經理組成，監察營運中可持續發展的相關事宜、審閱持份者意見及更新相關政策。工作隊透過執行可持續發展措施支援工作小組，並負責披露可持續發展常規及表現。隨著行業的環境、社會及管治常規及規例的不斷更新，我們知悉最新的可持續發展趨勢。我們聽取及考慮持份者對環境、社會及管治管理的觀點、意見及建議，並會就識別、評估及改進環境、社會及管治相關議題進行重要性評估，該評估有助本集團制定可持續發展策略。透過着力了解及管理環境、社會及管治相關風險，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管理與華人置業有關且屬重要的環境、社會及管治相關議題，我們致力與持份者保持恆常溝通，並於進行重要性評估時考慮他們的觀點。為提高員工對環境、社會及管治意識，我們持續教育員工了解與日常營運相關的環境、社會及管治事宜。本報告反映我們於二零一九年有關道德、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。

# PHILOSOPHY AND GOVERNANCE IN ENVIRONMENTAL, SOCIAL AND GOVERNANCE

## 環境、社會及管治的理念及管理

The Group's ESG governance structure is as follows:

本集團環境、社會及管治的管治架構如下：



# PHILOSOPHY AND GOVERNANCE IN ENVIRONMENTAL, SOCIAL AND GOVERNANCE 環境、社會及管治的理念及管理

## A. STAKEHOLDER ENGAGEMENT

Chinese Estates engages with stakeholders to understand their expectations and addresses their concerns regarding the ESG related issues of the Group. To ensure their voices are heard, diverse communication channels are established to interact with stakeholders and collect their opinions.

During the year, we constantly engaged with our key stakeholders, including employees, shareholders or investors, customers or tenants, 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:

## A. 持份者參與

華人置業讓持份者參與，以了解他們的期望，並應對他們對本集團環境、社會及管治相關議題的關注。為確保他們的意見獲悉，我們已設立各種溝通渠道與持份者互動並收集他們的意見。

於年內，我們不斷讓主要持份者參與其中，包括僱員、股東或投資者、客戶或租戶、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。下表顯示與主要持份者溝通之各種渠道：

Key Stakeholder Group 主要持份者群體	Communication Channel 溝通渠道
Customers/Tenants 客戶／租戶	• Websites/Social media platforms 網站／社交平台
	• 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	• 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	• Annual and regular meetings 年度及定期會議
	• Events 舉辦活動
Media 媒體	• Media enquiry 媒體查詢
	• Corporate website 公司網站

# PHILOSOPHY AND GOVERNANCE IN ENVIRONMENTAL, SOCIAL AND GOVERNANCE

## 環境、社會及管治的理念及管理

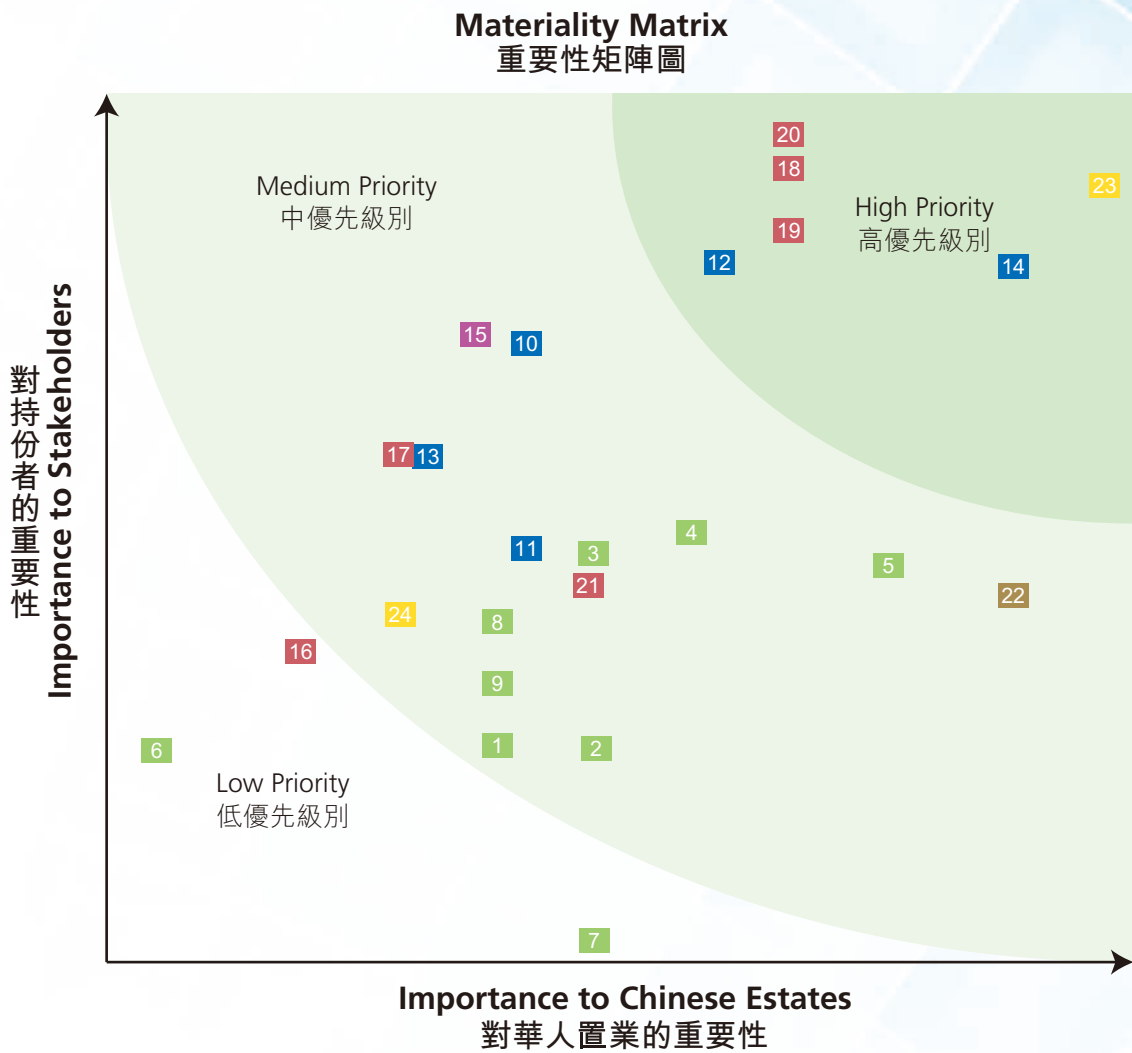
Key Stakeholder Group 主要持份者群體	Communication Channel 溝通渠道
NGO Partners 非政府組織合作夥伴	<ul style="list-style-type: none"> <li>• Volunteer activities and charitable activities 義工活動及慈善活動</li> <li>• Sponsorships and donations 贊助及捐贈</li> <li>• Meetings 會議</li> </ul>
Shareholders/Investors 股東／投資者	<ul style="list-style-type: none"> <li>• General meetings 股東大會</li> <li>• Annual and interim reports 年度及中期報告</li> <li>• Circulars/announcements/notices/publications 通函／公告／通告／出版物</li> <li>• Investor relations enquiry 投資者關係查詢</li> <li>• Corporate website 公司網站</li> </ul>
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"> <li>• Ongoing direct engagements 持續直接參與</li> </ul>

B. MATERIALITY ASSESSMENT

In 2019, we identified a list of ESG related topics that are potentially material to the business operation of the Group in the context of our business and day-to-day operation. For the reporting year, survey and interviews were conducted for both internal and external stakeholders in prioritising the importance of the identified ESG topics to both the company and themselves. A materiality matrix was developed from the survey result while assessment and prioritisation took into account of two dimensions, i.e. the importance to stakeholders and to the Group. It serves as a guide to the Group on the ESG management and disclosure of the Report.

B. 重要性評估

於二零一九年，我們根據業務與日常營運識別對本集團業務運作具有潛在重要性的環境、社會及管治相關議題清單。於報告年內，透過對內部及外部持份者進行問卷調查及訪談，按對本公司及持份者的重要性將已識別的環境、社會及管治議題進行優先排序。根據問卷調查所得的結果已編製重要性矩陣圖，評估及優先排序考慮兩個角度，即對持份者的重要性及對本集團的重要性，並以此作為本集團的環境、社會及管治管理以及本報告披露事項的指引。





## PHILOSOPHY AND GOVERNANCE IN ENVIRONMENTAL, SOCIAL AND GOVERNANCE

### 環境、社會及管治的理念及管理

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 Issues 高優先級別 議題
1	Environmental 環境	Air Emissions 廢氣排放	
2		Greenhouse Gas Emissions 溫室氣體排放	
3		Hazardous Waste 有害廢棄物	
4		Non-hazardous Waste 無害廢棄物	
5		Energy 能源	
6		Water 水	
7		Climate Change 氣候變化	
8		Green Buildings 綠色物業	
9		Impacts on the Environment and Natural Resources 對環境及自然資源的影響	
10	Social – Employment and Labour Practices 社會 – 僱傭及 勞工常規	Employment Relations 僱傭關係	
11		Employee Turnover 僱員流失率	
12		Occupational Health and Safety 職業健康與安全	✓
13		Employee Development 僱員發展	
14		Compliance of Labour Standard 遵守勞工準則	✓
15	Social – Supply Chain 社會 – 供應鏈	Supply Chain Management 供應鏈管理	

**PHILOSOPHY AND GOVERNANCE IN ENVIRONMENTAL,  
SOCIAL AND GOVERNANCE**  
環境、社會及管治的理念及管理

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 Issues 高優先級別 議題
16	Social – Product Responsibility 社會 – 產品責任	Building Safety 物業安全	
17		Customer/Tenant Satisfaction 客戶／租戶滿意度	
18		Intellectual Property Rights 知識產權	✓
19		Product and Service Quality 產品及服務質量	✓
20		Customer/Tenant Privacy 客戶／租戶私隱	✓
21		Encourage Tenants to Support Sustainable Consumption 鼓勵租戶支持可持續消費	
22	Social – Integrity 社會 – 誠信	Anti-corruption 反貪污	
23	Community & Others 社區及其他	Community Investment 社區投資	✓
24		Cost of Housing for People in Hong Kong 香港市民住屋成本	

# CORPORATE GOVERNANCE

## 企業管治

We are committed to achieving and maintaining high standards of corporate governance to safeguard the interests of our investors and other stakeholders. Our corporate governance practices are in strict compliance with the Prevention of Bribery Ordinance and relevant anti-corruption laws. To uphold the highest standard of corporate governance, the Board and management are dedicated to ensuring corporate integrity and business ethics in all our business activities. All management and staff must abide by the standards of operating ethics and employee conduct set forth in the Group's Code of Practice (the "Code of Practices"). Our employees should avoid any conflict of interest and ensure all business decisions are made objectively and in the interests of the Group. No staff should accept any personal advantages, gifts or entertainment from our current and future business partners in contravention of the Code of Practices. Any acts of non-compliance may lead to strict disciplinary or legal action.

To ensure the accountability and openness of our management, our staff are encouraged to report any misconduct and malpractices concerning financial reporting, internal control or other related matters. A whistle-blowing mechanism is established to provide guidelines for our employees to report any suspected cases and to set out the procedures to be carried out by the Audit Committee. During the reporting year, no reported case was received by the Audit Committee.

In 2019, no concluded legal cases relating to corruption were brought against the Group. For more information about our corporate governance policies and practices, please refer to our corporate website and Annual Report 2019.

我們致力於實現及維持高標準的企業管治，以保障我們的投資者及其他持份者的利益。我們的企業管治常規嚴格依照《防止賄賂條例》及有關反貪污法律行事。為秉持最高標準的企業管治，董事會及管理層於所有的業務活動中確保恪守企業誠信及商業道德。全體管理層及員工須遵守本集團的《操守守則》(「操守守則」)所載的業務道德及僱員操守方面的標準。僱員應避免任何利益衝突並確保所有商業決策均為客觀地作出並符合本集團的利益。全體員工不得違反操守守則收受現時或未來業務夥伴的任何個人好處、禮物或款待。任何違規行為均可導致嚴厲的紀律或法律行動。

為確保我們的管理具問責性及公開性，我們鼓勵員工舉報有關財務匯報、內部監控或其他相關方面的任何不當行為及瀆職。我們已設立一個保密舉報機制，為僱員舉報任何可疑個案提供指引，及制定審核委員會的處理程序。於報告年內，審核委員會並無收到舉報個案。

於二零一九年，本集團並無錄得任何有關貪污的已結案法律案件。更多有關企業管治政策及常規方面的資訊，請參閱我們的公司網站及二零一九年年報。

Employees play a critical role in the success of the Group. Chinese Estates endeavours to create an equal, healthy and inclusive workplace for our employees to grow together with the development of the Group. With dignity and respect, we recognise employees from diverse backgrounds and we comply with the applicable laws and regulations including the Employment Ordinance. We adopt a zero tolerance approach against child labour and forced labour, and other illegal form of labour in our operations including the debt bondage, slavery, or human trafficking. In line with the Group's values and international advocacy, no works are performed under threat or intimidation, and no employee is hired under the legal minimum working age.

## A. PEOPLE

### Workforce Diversity

The Group adheres to providing employees with a pleasant and harmonious working environment that can improve productivity and enhance diversity and equality in the workplace. We strive to promote gender equality across the Group. The Group consists of staff from diverse age group. This encourages innovation while maintaining the valuable traditions of the Group. The total workforce and employee turnover data in Chinese Estates as of 31 December 2019 are as follows:

### Employee's Data

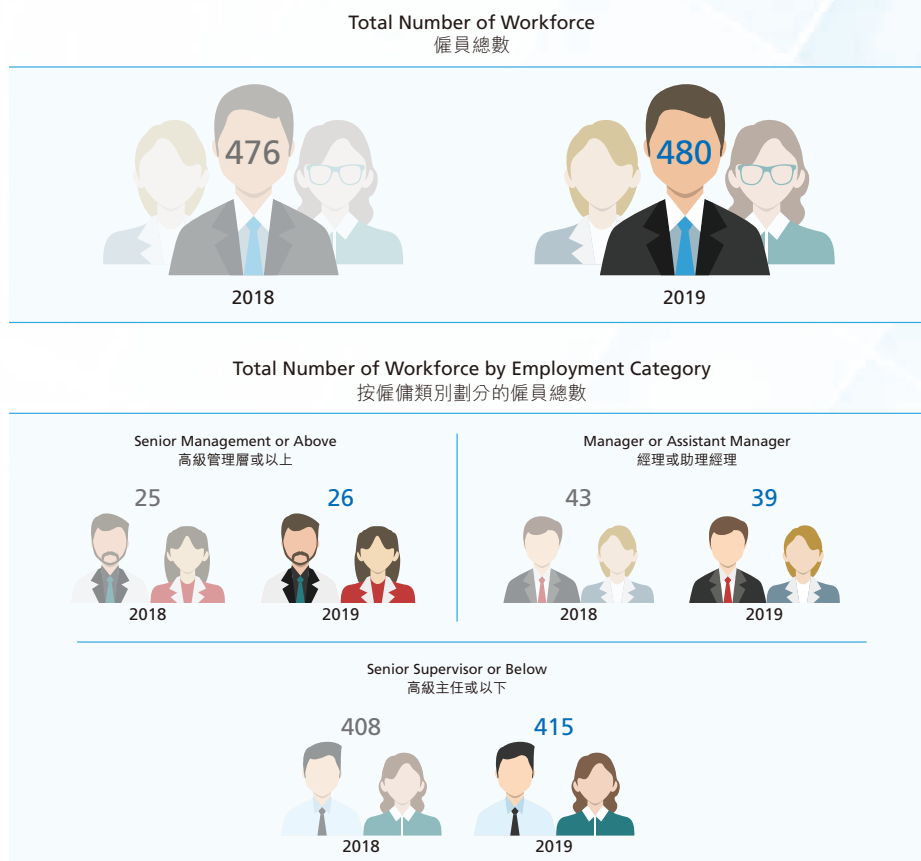
僱員對本集團的成功至關重要。華人置業致力營造平等、健康及包容的工作環境，使僱員與本集團的發展得以共同成長。我們本著有尊嚴及尊重的精神，珍視僱員的背景差異，遵循包括《僱傭條例》在內的適用法律及法規。我們在營運中對聘用童工及強制勞工以及其他非法形式勞工採取零容忍的方針，包括抵債、奴隸或人口販賣等。我們並無工作涉及恐嚇或威脅，亦無聘用不足法定最低工作年齡的僱員，與本集團的價值觀及國際倡議一致。

## A. 僱員

### 僱員多樣化

本集團堅持為僱員提供愉快和諧的工作環境，以提高生產力及確保工作場所的多樣化及平等。我們致力在本集團內部倡導性別平等。本集團由不同年齡組別的員工組成，為本集團帶來創新思維的同時，秉承我們的寶貴傳統。華人置業截至二零一九年十二月三十一日的僱員總數及僱員流失率數據如下：

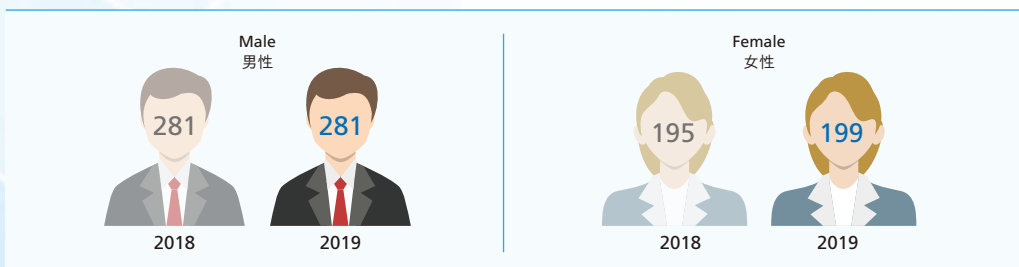
### 僱員數據



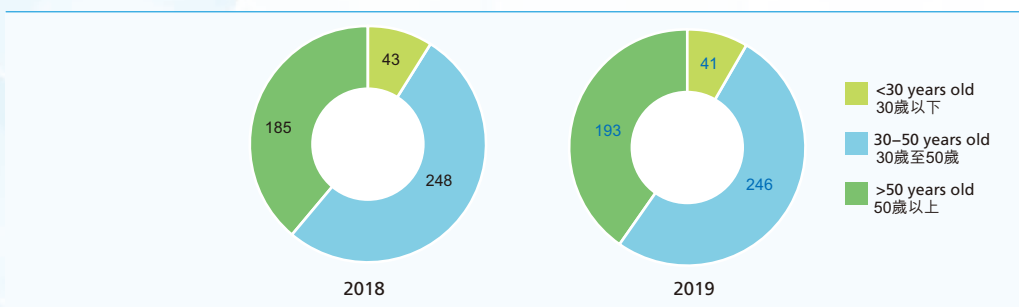
# EMPLOYMENT

## 僱傭

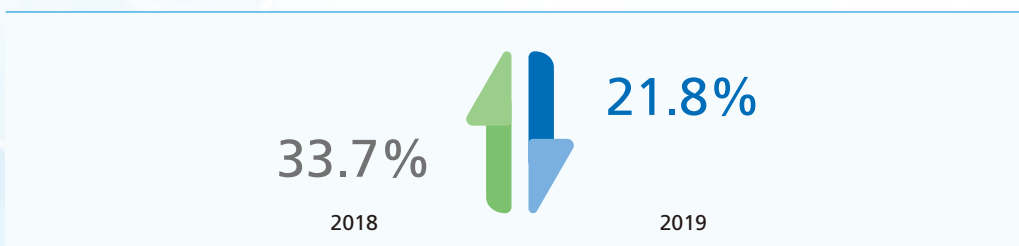
Total Number of Workforce by Gender  
按性別劃分的僱員總數



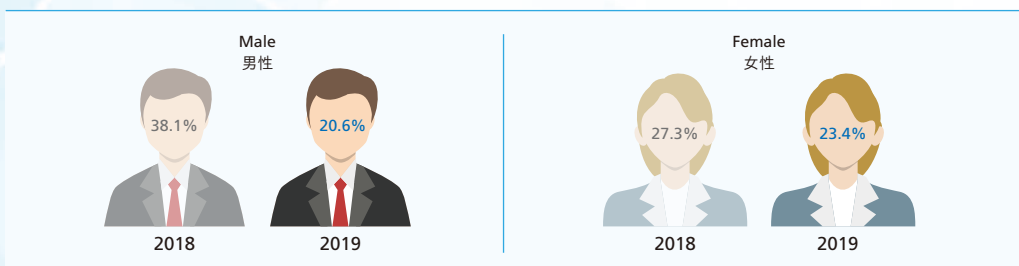
Total Number of Workforce by Age Group  
按年齡組別劃分的僱員總數



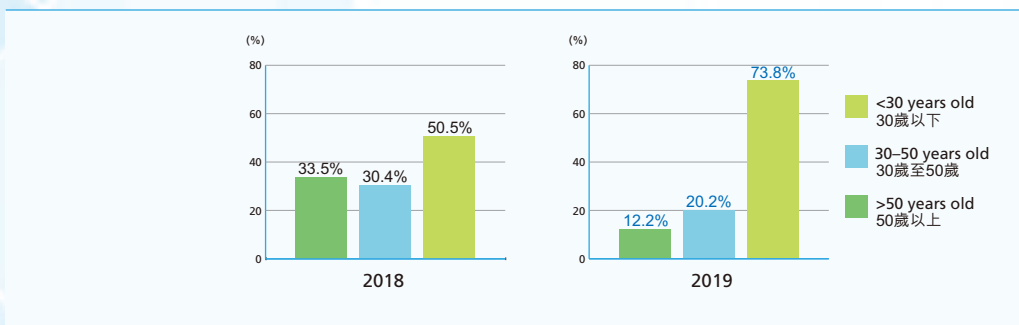
Turnover Rate  
流失率



Employee Turnover Rate by Gender  
按性別劃分的僱員流失率



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



### Equal Opportunities

Chinese Estates emphasises on the uniqueness of our employees and values their differences to create innovation and promote competitiveness through fair employment opportunities. We embrace diversity while prohibiting any form of discrimination in the workplace. Our employees are required to comply with the guideline of equal opportunities specified in the Code of Conduct and to treat everyone with respect and dignity. We adhere to the non-discrimination policy during the recruitment process. Applicants are assessed based on their skill, ability and working experience regardless of gender, age, ethnicity, religion, race, disability, marital or family status, or any other characteristics protected by law. We ensure that our recruitment process remains fair and competitive and we provide equal opportunities to employees in making all employment decisions by us.

### Remuneration

To attract and retain talents, we provide employees with a fair and competitive remuneration package based on the internal parity and prevailing industry practice. Salaries are reviewed based on the performance and experience of the employees. We attach great importance to employee's personal development, training related to job duties, work requirements and encourage positive team interaction. Our promotion policies are performance-based. Employees are assessed not only on their capability but also on their year of experience and work attitude. We continue to share our achievements with employees through the reward system. Employees are rewarded with a year-end discretionary bonus based on market conditions where certain individual performance levels are met. Our remuneration packages and policies are reviewed regularly to assure that employees are assessed and rewarded based on their capabilities, responsibilities and performance.

## B. EMPLOYEE WELLBEING

As our employees' physical and mental health is of utmost importance, a series of programmes are organised to promote work-life balance and quality of life. To promote healthy eating habit, we encourage staff to have a balanced diet by distributing fruits to them on a weekly basis. In addition, refreshments are also provided from time to time, staff can relax from work while enjoying the refreshments. To express our heartfelt thanks for the hard work of our staff, apart from organising annual dinner, during the reporting year, we invited them and their families to visit Ocean Park to enjoy the thrilling ride and learn about marine conservation.

### 平等機會

華人置業重視僱員的獨特性並珍視他們的差異，透過公平僱傭機會激發創意及提高競爭力。我們接納差異並於工作場所中禁止任何形式的歧視。僱員須按照操守守則中訂明的平等機會指引行事，並互相給予尊重及尊嚴。我們在招聘過程中恪守反歧視政策。應徵者乃按其技術、能力及工作經驗獲得評核，而不論其性別、年齡、種族、宗教、人種、殘疾、婚姻或家庭狀況或任何其他受法律保障的特徵。本集團確保招聘過程維持公平及具競爭性，並於作出任何僱傭決策時，向僱員提供平等的機會。

### 薪酬

為吸引及挽留人才，我們根據內部平等待遇及行業通行慣例，為僱員提供公平及具競爭力的薪酬待遇。薪資乃根據僱員的表現及經驗進行檢討。我們重視僱員的個人發展、工作職責相關的培訓及工作要求，且鼓勵積極的團隊互動。我們的晉升政策乃基於表現釐定。僱員不僅根據其工作能力，而且還按年資及工作態度獲得評核。我們持續透過獎勵制度與僱員分享我們的成果。我們因應市況，在僱員達到若干個人表現水平時發放年終特別獎金。我們定期檢討薪酬待遇及政策，確保僱員根據其工作能力、責任及表現獲得評核及獎勵。

## B. 僱員健康

僱員的身心健康為首要考量，因此我們已開展一系列計劃促進工作和生活的平衡及優質生活。為促進健康飲食習慣，我們每周向員工分發水果鼓勵他們均衡飲食。此外，我們亦不時提供茶點，員工可於工作中得到放鬆，享用茶點。為衷心感謝員工的辛勤工作，除舉辦週年晚宴外，於報告年內，我們亦邀請員工及其家屬到訪海洋公園，享受刺激的機動遊戲及認識海洋保育。

## EMPLOYMENT

### 僱傭

Employees are encouraged to leverage their leadership and soft skills in serving the social community. To recognise the employees' efforts in community volunteering, certificates and gifts were awarded to employees who devoted 10 hours or above in volunteering during the year.

Please refer to the Chapter "Community" for further details on our efforts in increasing employees' satisfaction and our achievements and contributions in aspects outside of work.

### C. SAFE WORKING ENVIRONMENT

Chinese Estates strives to provide a safe and healthy workplace by managing the inherent risks in our operations. We comply with all applicable laws and regulations including the Employees' Compensation Ordinance, the Occupational Safety and Health Ordinance and relevant safety practices stipulated in the Construction Sites (Safety) Regulations.

To ensure the health and safety of our building management front-line staff, we provide annual occupational health and safety training on personal protective equipment, fire control, loading and unloading, manual handling operations and confined space management. In 2019, there were no reported cases regarding workplace fatalities for our employees. There were 6 confirmed injury incidents relating to the provision of a safe working environment and protection of employees from occupational hazards during the reporting year. A total of 110 lost days due to work injury or occupational diseases was recorded.

我們鼓勵僱員發揮領導才能及軟技能以服務社區。為表揚僱員在社區義工服務中所作出的努力，於年內義工服務時數達10小時或以上的僱員獲頒嘉許狀及禮品。

有關我們為提高僱員滿足度所作出的努力及在工作以外獲得的成就及貢獻的進一步詳情，請參閱「社區」一章。

### C. 安全工作環境

華人置業透過管理營運中本身存在的風險，致力提供安全及健康的工作環境。我們遵循《僱員補償條例》、《職業安全及健康條例》等所有適用法律及法規及《建築地盤(安全)規例》訂明的相關安全規範。

為確保物業管理前線員工的健康與安全，我們提供年度職業健康與安全培訓，涵蓋個人防護裝備、消防、裝卸、手動操作及密閉空間管理等專題。於二零一九年，我們並無僱員因工作關係而死亡的報告案例。於報告年內，關於提供安全工作環境及保護僱員免受職業危害的確實工傷事故則有6宗。因工傷或職業病而錄得損失合共110個工作日。



During the annual training, occupational health and safety videos were shown to staff to update their knowledge on a regular basis. 於年度培訓期間，向員工播放職業健康與安全的影片，以定期更新他們的知識。



Safety tips for public health & safety & personal hygiene skills against epidemics were introduced to staff during the training. 於培訓期間，向員工講解應對疫情大流行的公共健康及安全以及個人衛生技巧的安全貼士。



Staff were trained in the proper use of fire extinguisher in the fire safety workshop. 員工於消防安全工作坊接受滅火筒正確使用方法訓練。

## D. CAREER AND PERSONAL DEVELOPMENT

To improve service quality and maintain the competitiveness of our staff, training opportunities are provided to employees in delivering exceptional services to customers and to cope with business needs. In addition, we encourage employees to pursue further education for self-enhancement or career development.

New hires are required to attend a compulsory New Hire Orientation to be familiar with Chinese Estates' corporate culture and to understand their duties and skills required for their roles. To promote sustainable growth for both Chinese Estates and employees, on-the-job training is provided to enhance employees' job-related techniques and consolidate industry knowledge.

Our Educational and Training Sponsorship Scheme supports employees' continuing education and skills training. Employees enrolled in qualified courses with satisfactory performance are eligible to apply for the sponsorship with reimbursement up to 100% of the tuition fee. These include higher education courses relevant to employees' job duties organised by local educational institutions. The external training programmes enable employees to enhance their professionalism and maximise their potential, as well as become well-rounded in their careers within the Group.

In alignment between our business needs and interest of our employees, we regularly offer training that is tailored to individuals and industry-specific. Training topics consist of the integral of various business segments to equip employees with the necessary skills and knowledge to manage the complex business scenario.

Building management is one of the key business segments which highly depends on specialised knowledge and practical skills that goes beyond the professional qualification. Therefore, we regularly offer specialised trainings under various circumstances, including topics ranging from occupational health and safety to customer service. Apart from receiving specific professional training, office employees must abide by the annual training plan while front-line employees would attend regular on-site trainings with tracked records of attendance.

## D. 職業與個人發展

為提高服務質素及維持員工間的競爭性，我們向僱員提供培訓機會，從而向客戶提供優質服務及應付業務需要。此外，我們鼓勵僱員持續進修，以提升自我或發展事業。

新入職員工須參加強制性新入職培訓以熟悉華人置業的企業文化及了解他們職務的職責所在及所需技能。為促進華人置業及僱員的可持續發展，僱員獲提供在職培訓，以增強其工作相關技術並鞏固行業知識。

我們的教育培訓資助計劃支持僱員持續進修及接受技能培訓，參加合資格課程並獲得滿意成績的僱員符合資格申請高達100%學費報銷的資助。計劃涵蓋與僱員職責相關的高等教育課程，該等課程須由本地教育機構開辦。外部培訓課程使僱員能夠提升專業及發揮最大的潛能，讓其於本集團內的事業能全面發展。

為使我們的業務需要及僱員的利益達成一致，我們定期提供因應個別僱員及特定行業度身訂造的培訓。培訓主題融合各個業務分類的工作，使僱員具備管理複雜業務場景所需的技能及知識。

我們其中一個主要業務分類 - 物業管理非常依賴專門知識及實際技能，甚至超出專業資格所需。因此，我們根據不同情況定期提供專門培訓，主題涵蓋職業健康與安全以至客戶服務。除接受特定專業培訓外，辦公室僱員須遵守年度培訓計劃，而前線僱員須出席定期實地培訓，並獲記錄出席率。



# EMPLOYMENT

## 僱傭

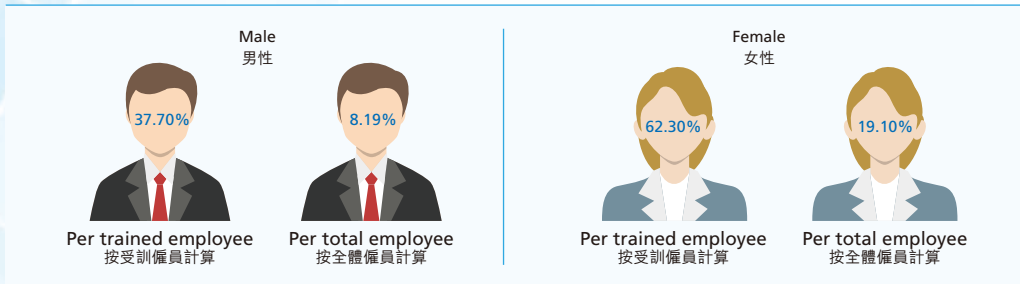
Development and training data of the Group in 2019 are as follows:

以下為本集團於二零一九年的發展及培訓數據：

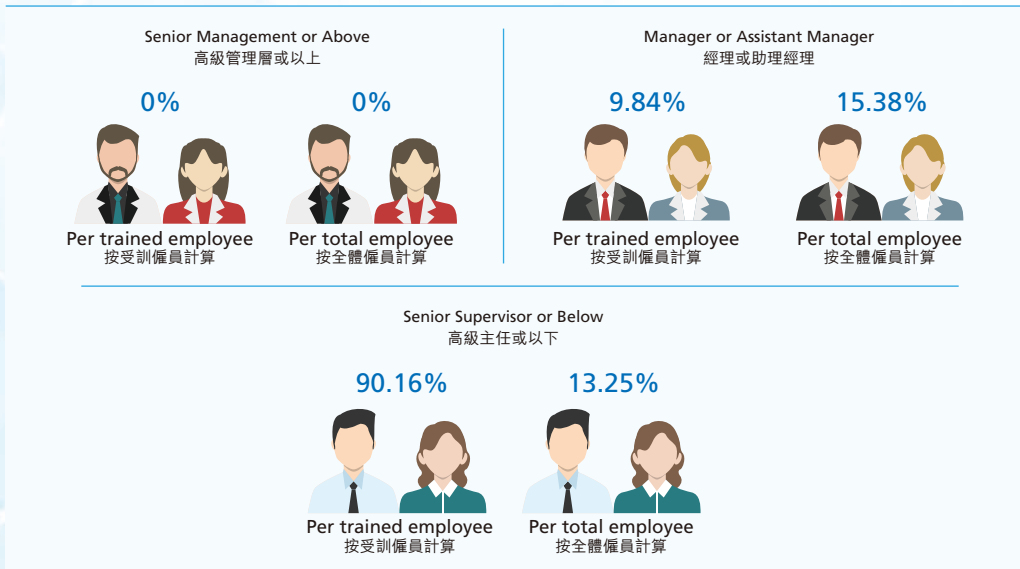
### Development and Training Data

### 發展及培訓數據

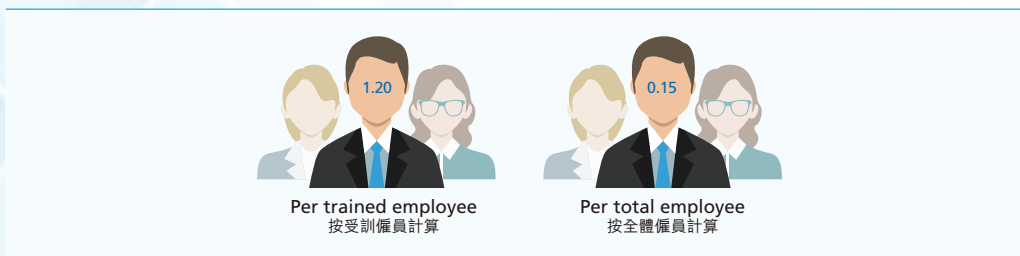
Percentage of Employees Received Training by Gender  
按性別劃分的受訓僱員百分比



Percentage of Employees Received Training by Employment Type  
按僱傭類別劃分的受訓僱員百分比



Average Training Hours Completed Per Employee (Hours)  
每名僱員完成受訓的平均時數 (小時)



Chinese Estates is dedicated to creating values for society while striving for company growth. We are keen to engage in various charitable activities, donation and sponsorship events to show our love and care to the society. We strive to nurture a culture of social responsibility through partnership with NGO in organising community activities to promote a caring culture in the society. Our staff are also welcomed to join the Chinese Estates Volunteer Team to interact with people from different sectors of the community and help the people in need. We believe that the business-community partnership will provide long-term benefits to the society and foster a friendly and caring culture in the company.

華人置業力求公司增長同時，致力為社會創造價值。我們積極參與多項慈善活動、捐款及贊助活動，展示我們對社會的關愛。我們透過與非政府組織的夥伴關係，組織社區活動促進社會關懷文化，努力培養社會責任文化。華人置業的義工團隊亦歡迎員工加入，與社區不同界別人士互動並幫助有需要的人士。我們相信業務－社區夥伴關係將為社會帶來長遠好處，並於公司內形成友好及關愛的文化。

Our community investment programmes focus on four target areas:

我們的社區投資計劃關注以下四個目標領域：



In 2019, Chinese Estates donated a total of HK\$907,181 to support charitable projects organised by governmental organisations and non-governmental organisations and community groups. We also encourage our staff to give back to the society by joining different volunteer and charitable activities. During the reporting year, we participated in 52 charitable activities, contributing to a total of 594.8 volunteering hours.

於二零一九年，華人置業合計捐款907,181港元，支持由各政府機構及非政府組織籌辦的慈善項目及社區群組。我們亦鼓勵員工透過參與不同的義工及慈善活動回饋社會。於報告年內，我們參與52項慈善活動，義工服務時數共594.8小時。

With the consideration beyond financial return, Chinese Estates integrates community investment into business operation. We leverage our resources to support the local community by offering shopping mall spaces that are under our management to different organisations for hosting exhibitions, charity sales and publicity events. During the reporting year, venue sponsorships were offered to Society for the Prevention of Cruelty to Animals (Hong Kong) (SPCA), Leisure and Cultural Services Department (LCSD), Power of Love, iBakery, Hong Kong Organ Transplant Foundation and Hong Kong Hereditary Breast Cancer Family Registry. In 2019, a total of 6 events were held at The ONE and Windsor House.

華人置業將社區投資融入業務運作之中，不單考慮財務回報。我們利用資源支援本地社區，旗下管理的商場向不同機構提供空間舉辦展覽、慈善義賣及公開活動。於報告年內，我們向香港愛護動物協會、康樂及文化事務署、愛心力量、愛烘焙麵包工房、香港器官移植基金會及香港遺傳性乳癌家族資料庫提供場地贊助。於二零一九年，於The ONE及皇室堡共舉辦6項活動。

## COMMUNITY

### 社區

#### A. CHARITIES – ENCOURAGE OUR EMPLOYEES TO PARTICIPATE IN VOLUNTEERING ACTIVITIES

Chinese Estates Volunteer Team was established in 2007 to engage in different community initiatives. Staff and their families, as well as other stakeholders, are invited to join the volunteer team to take part in the charitable events and make differences to the society. The strategic volunteering programme enables us to make a long-term commitment to community contribution.

The highlights of major community activities attended in 2019 are as follows:

#### A. 慈善 – 鼓勵僱員參加義工活動

華人置業的義工團隊於二零零七成立，以參與不同的社區活動。員工及其家屬以及其他持份者獲邀加入義工團隊，參與慈善活動及為社會作出貢獻。策略性義工服務計劃使我們能夠對社區貢獻作出長期承諾。

以下為於二零一九年參與的主要社區活動：

Charity 慈善機構	Event 活動
Commission on Poverty 扶貧委員會	“Life Buddies” Mentoring Scheme 2018/19 「友•導向」師友計劃2018/19
Ocean Park Conservation Foundation, Hong Kong 香港海洋公園保育基金	Hong Kong Island Region Flag Day 港島區賣旗日
	Run For Survival 2019 生態保衛賽2019
Oxfam Hong Kong 香港樂施會	Oxfam Rice Event 2019 樂施米義賣大行動2019
Hong Kong Federation of Handicapped Youth 香港傷殘青年協會	Joy Charity Walk • Inclusion • Sports Fun Day 「健障行」• 共融 • 運動同樂日
World Vision Hong Kong 香港世界宣明會	Skip-A-Meal 2019 饑饉一餐2019
The Samaritan Befrienders Hong Kong 香港撒瑪利亞防止自殺會	Kowloon Flag Day 2019 九龍區賣旗日2019
Quality Mentorship Network 優質師友網絡	Job Tasting Programme 「職場體驗」項目

### Case study 1: “Life Buddies” Mentoring Scheme

Chinese Estates supports the “Life Buddies” Mentoring Scheme organised by Commission on Poverty for three consecutive years. In the reporting year, we partnered with Concordia Lutheran School – North Point to organise the mentoring programme. Various types of activities were organised for students such as community services, job tasting and career development workshop. Exposures to a variety of activities would enable students to search for their interest and plan for their future.

To help students make informed choices about their future, 11 staff from Chinese Estates Volunteer Team participated in the mentoring scheme to give inspirations and advice to senior secondary students. Following the “adopt-a-school” model, our staff would visit the school on a periodic basis and provide students with guidance and support on their future career path. The mentoring scheme not only benefits the personal growth of the youth but also help fostering the future pillar of our society.

#### Event Highlights:

In January 2019, we organised visitation to Sik Sik Yuen’s District Community Centre. 8 volunteer staff and students hosted various interactive activities for the elderly who live in the community and distributed gift packs.



### 個案1：「友•導向」師友計劃

華人置業連續三年支持由扶貧委員會籌辦的「友•導向」師友計劃。於報告年內，我們與北角協同中學合作組織師友計劃，為學生組織各類活動，例如社區服務、「職場體驗」及職業發展工作坊。參加各種活動可讓學生尋找自己的興趣並為未來做好計劃。

為幫助學生對其未來作出明智選擇，華人置業義工團隊的11名員工參加師友計劃，為高中生提供啟發及意見。師友計劃以「商校合作模式」進行，我們的員工會定期訪問學校，為學生提供未來職業路向的指引及支持。師友計劃不僅有益於年輕人的個人成長，亦有助於培育社會的未來棟樑。

#### 活動亮點：

於二零一九年一月，我們籌劃訪問薈色園地區社區中心。8名義工員工及學生為居於社區的長者主持各種互動活動並分發禮物包。



## COMMUNITY

### 社區

To give students a taste of real-world of work, we offered students the opportunity to work as little helpers for Chinese Estates' annual dinner held in January 2019. Students were assigned to different duties in the event. They worked under the guidance of our mentors to ensure the smooth holding of the annual dinner.

為讓學生體會真實的工作環境，我們為學生提供機會擔當華人置業於二零一九年一月舉行的週年晚宴小助手。學生於活動中獲分配不同職責。他們在導師的指導下工作，以確保週年晚宴的順利舉行。



In June 2019, a game workshop was organised to enhance students' communication and problem-solving skills. Students were required to work as a team to complete different tasks prepared by our volunteer staff.

於二零一九年六月，我們組織一場遊戲工作坊，以提高學生溝通及解難技能。學生須以團隊形式完成我們義工員工準備的各種任務。



In October 2019, our staff mentors visited Concordia Lutheran School – North Point to organise a workshop for students. Student was paired with a mentor at the beginning of the workshop. After a series of interactive games, students and mentors could know more about each other.

於二零一九年十月，我們的員工導師訪問北角協同中學，為學生組織工作坊。於工作坊開始時，每名學生與一名導師配對。經過一系列互動遊戲，學生與導師加深彼此認識。



### Case study 2: Run For Survival 2019

In May 2019, 7 members from the Chinese Estates Volunteer Team participated in the annual fundraising obstacle race "Run For Survival" organised by Ocean Park Conservation Foundation, Hong Kong (OPCFHK). The obstacle race aims to raise public awareness on threats to ocean caused by marine debris. 7 of our employees joined the obstacle race and ran along Pak Shek Kok Promenade.

During the race, our employees eliminated the obstacles and visited the checkpoints to complete a series of missions. These challenges simulated the severe living condition of marine life full of marine debris. The obstacle race emphasises on biodiversity and wildlife conservation which in lines with our focuses on environmental protection and conservation.

### 個案2：生態保衛賽2019

於二零一九年五月，華人置業義工團隊的7名成員參加由香港海洋公園保育基金舉辦的年度籌款障礙賽「生態保衛賽」。障礙賽旨在提高公眾對海洋垃圾造成的海洋威脅的認識。我們的7名僱員參加障礙賽，沿著白石角海濱長廊跑步。

在比賽中，我們的僱員跨過障礙並到達各個關卡，完成了一系列任務。該等挑戰模擬海洋生物充滿海洋垃圾的惡劣生活條件。障礙賽著重於生物多樣性及野生生態保育，與我們對環境保護及保育的關注一致。



## COMMUNITY

### 社區

#### B. SUPPORT THE CHARITABLE ACTIVITIES FOR GREATER IMPACT

Apart from participating in the charity events, Chinese Estates also provides monetary and material contributions to different organisations to support initiatives in education, environmental protection, community caring, sports, art, health promotion, etc.

The highlights of major donations and sponsorships in 2019 are as follows:

#### B. 支持慈善活動，發揮更大影響力

除參加慈善活動外，華人置業亦向不同機構提供金錢及實物捐助，以支持教育、環境保護、社區關懷、體育、藝術、健康推廣等活動。

以下為於二零一九年的主要捐贈及贊助活動：

Organiser 籌辦機構	Event 活動
Hong Kong Hereditary Breast Cancer Family Registry 香港遺傳性乳癌家族資料庫	The Hong Kong Hereditary and High-Risk Breast Cancer Programme 香港遺傳性及高危乳癌普查計劃
Heep Hong Society 協康會	Charity raffle and gift sponsor for Great Chefs of Hong Kong 2019 全港廚師精英大匯演2019慈善獎券及禮品贊助
Hong Kong Federation of Handicapped Youth 香港傷殘青年協會	Joy Charity Walk • Inclusion • Sports Fun Day 「健障行」• 共融 • 運動同樂日
Ocean Park Conservation Foundation, Hong Kong 香港海洋公園保育基金	Run For Survival 2019 生態保衛賽2019
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” Charity Programme – Standard Chartered Hong Kong Marathon 2019 「齊撐殘奧精英」籌款活動 – 渣打香港馬拉松2019
The Standard 英文虎報	The 4th Story Writing Competition & The 8th English Writing Competition 第四屆英文故事創作比賽暨第八屆英文寫作比賽
Commission on Poverty 扶貧委員會	2019 Future Stars – Upward Mobility Scholarship 2019明日之星 – 上游獎學金

#### Case study 3: Joy Charity Walk • Inclusion • Sports Fun Day

In October 2019, the Chinese Estates Volunteer Team participated in the Joy Charity Walk • Inclusion • Sports Fun Day organised by Hong Kong Federation of Handicapped Youth. It is the second year for the Group to support the event. The Group obtained the Bronze Award in the Organization/Corporations category of Highest Fundraising Amount in recognise of our contribution.

#### 個案3：「健障行」• 共融 • 運動同樂日

於二零一九年十月，華人置業義工團隊參加由香港傷殘青年協會舉辦的「健障行」• 共融 • 運動同樂日，為本集團第二年支持該活動。為表彰我們的貢獻，本集團獲頒機構／團體組別最高籌款額銅獎。

Joy Charity Walk aims to support the development of the sport for the disabled, such as wheelchair basketball, wheelchair tennis, wheelchair racing, etc. By experiencing the restrictions in the body movement, it aims to raise public awareness towards the participation of the disabled in sports and the importance of maintaining the health of the disabled. By participating in the Joy Charity Walk, our staff could appreciate the ability of the disabled, which contributes to the social integration between the disabled and the able-bodied.

「健障行」旨在支持殘疾人士運動的發展，例如輪椅籃球、輪椅網球、輪椅競速等。透過體會身體活動受限制，該活動提高公眾對殘疾人士參與運動及殘疾人士保持健康的重要性的認識。通過參與「健障行」，我們的員工學懂欣賞殘疾人士的能力，有助殘疾人士與健全人士間的社會融合。



#### Case study 4: “Run for Paralympians” Charity Programme

We continued to show our support to the athletes with disabilities in pursuing sporting excellence by participating in the “Run for Paralympians” charity programme – Standard Chartered Hong Kong Marathon 2019. 9 members from the Chinese Estates Volunteer Team participated in the 10km race. The fund raised in the charity programme will be used to support the regular training for the disabled athletes and promote sports for the disabled. Apart from the embodiment of inclusiveness, the event also encourages our staff to obtain a healthy lifestyle by participating in sports.

#### 個案4：「齊撐殘奧精英」籌款活動

我們繼續透過參加「齊撐殘奧精英」籌款活動 – 渣打香港馬拉松2019以示我們對殘疾運動員追求卓越的支持。有9名華人置業義工團隊的成員參加10公里賽。於活動中籌集的資金將用於支持殘疾運動員的日常訓練及向殘疾人士推廣運動。除體現包容外，該活動亦鼓勵我們的員工透過運動活出健康的生活模式。





## COMMUNITY

### 社區

#### C. AWARDS AND CERTIFICATION

Our contributions and supports to the community are widely recognised by different charitable organisations. We will continue to leverage our advantages and resources, to give back to the society and fulfil our corporate social responsibility.

The major awards and certificates received in 2019 are as follows:

#### C. 獎項與證書

我們對社區的貢獻及支持獲得不同慈善機構的廣泛認可。我們將繼續利用我們的優勢及資源，回饋社會並履行我們的企業社會責任。

以下為於二零一九年所獲得的主要獎項及證書：

Organiser 主辦方	Award/Certificate 獎項／證書
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
Commission on Poverty 扶貧委員會	Certificate of Appreciation for donation towards the 2019 Future Stars – Upward Mobility Scholarship 「2019明日之星 – 上游獎學金」捐助感謝狀
	Life Buddies Mentoring Programme 2018/19 – Certificate of Appreciation 友•導向2018/19學年師友計畫 – 感謝狀
The Hong Kong Council of Social Service 香港社會服務聯會	10 Years Plus Caring Company Logo 連續10年或以上獲頒「商界展關懷」標誌
Hong Kong Federation of Handicapped Youth 香港傷殘青年協會	Joy Charity Walk • Inclusion • Sports Fun Day Organization/Corporations Highest Fundraising Amount – Bronze Award 「健障行」• 共融 • 運動同樂日 機構／團體組別最高籌款額銅獎
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 「齊撐殘奧精英」獎項
Volunteer Movement, Social Welfare Department 社會福利署「義工運動」	Bronze Award for Volunteer Service (Organization) 銅狀義務工作嘉許狀(團體)

Award/Certificate

獎項／證書



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



Certificate of Appreciation for donation towards the 2019 Future Stars – Upward Mobility Scholarship  
「2019明日之星 – 上游獎學金」捐助感謝狀



Life Buddies Mentoring Programme 2018/19 – Certificate of Appreciation  
友·導向2018/19學年師友計畫 – 感謝狀



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



Joy Charity Walk • Inclusion • Sports Fun Day  
Organization/Corporations Highest Fundraising Amount – Bronze Award  
「健障行」• 共融 • 運動同樂日  
機構／團體組別最高籌款額銅獎



“Run for Paralympians” Award  
「齊撐殘奧精英」獎項



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

Recognising the environmental impacts arising from our day-to-day business operations, Chinese Estates makes every effort to mitigate those impacts so as to minimise the harm to our environment. We have been taking various measures to reduce the adverse impacts of air emission, wastewater discharges, waste generation and natural resource consumption. Initiatives for promoting the efficient use of resources, such as energy, water and other raw materials, are in place to ensure our pledge to the environment.

Chinese Estates strictly complies with all the relevant provisions of environmental laws and regulations regarding the air and greenhouse gas emissions, discharges into land and water, and hazardous and non-hazardous waste generations. These include 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. During the reporting period, there was no case of breaching of related laws and regulations.

We concern environmental risks throughout the whole value chain. As such, we deliver clear messages to our suppliers and contractors about our concerns and expectations on environmental issues, especially for project development. We have clearly stated our requirements through written specifications and legal documents.

We take environmental impacts into account in the entire lifecycle of our business projects, including planning, design, development and operation. Various environmental measures are in place in different business units to manage our environmental impacts. At self-owned or managed sites, we adopt green initiatives and promote environmental awareness. In our offices, we strive to create a green workplace for our staff.

## A. ENERGY AND CARBON MANAGEMENT

Chinese Estates relies on energy in our business operations, especially for property development and building management. We realise the importance of reducing energy consumption and carbon footprint to mitigate the related environmental impacts. In this regard, we implement energy-saving initiatives to better manage our use of energy. For instance, we conduct regular energy audit at the properties that we manage, including Windsor House, Harcourt House and Wanchai Computer Centre, to analyse their energy consumption, and identify opportunities to reduce energy usage and carbon footprint. In addition, the lightings of the properties we own or manage are switched to LED lighting for energy efficiency enhancement.

華人置業明白日常業務運作對環境產生的影響，並竭力減少該等影響對環境造成的危害。我們一直採取各種措施以減輕廢氣排放、廢水排污、廢物產生及天然資源消耗的不良影響。為履行我們對環境的承諾，我們已採取措施推動有效使用能源、水及其他原材料等資源。

華人置業就有關廢氣及溫室氣體排放、向土地及水的排污以及有害及無害廢棄物的產生等嚴格遵守所有環境法律和法規的相關規定，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》。於報告期內，我們並無違反任何有關法律及法規。

我們關注整體價值鏈上的環境風險，因此，我們向供應商及承包商表達我們對環境議題的關注及期望，尤其是項目發展方面，並明確地透過書面規範及法律文件列明我們的要求。

我們於旗下業務項目整個週期內考慮環境影響，包括規劃、設計、發展及營運。不同的業務部門已採取各種環保措施以管理我們的環境影響。就我們所擁有或管理的物業，我們採取綠色措施並推廣環保意識。我們亦致力於辦公室為僱員營造綠色工作環境。

## A. 能源與碳管理

華人置業於業務運作中依賴能源，尤其是物業發展及物業管理業務。我們意識到減少能源消耗及碳足跡以減少有關環境影響的重要性。有見及此，我們採取節能措施以更好地管理能源使用。舉例而言，我們對所管理的物業定期進行能源審核，包括皇室大廈、夏慤大廈及灣仔電腦城，以分析其能源消耗及識別機會以減少能源使用及碳足跡。此外，我們所擁有或管理的物業已轉用LED照明，以提高能源效益。

## ENVIRONMENT

### 環境

To demonstrate our commitment to reducing energy usage, we support the Charter on External Lightings launched by the Environment Bureau. We are committed to minimising the light nuisance and energy wastage by switching off unnecessary outdoor lighting at night. In 2019, Excelsior Plaza and Causeway Place were honoured with the Gold Award, while The ONE, Windsor House and Wanchai Computer Centre were honoured with the Platinum Award respectively. Besides, we actively engaged in green events organized by Non-Governmental Organisations (NGO), such as the Earth Hour by WWF in March 2019 and the No Air Con Night by Green Sense in October 2019, to reduce energy consumption.

To create an environmentally-friendly atmosphere and encourage green behaviour at our workplace, the Group appoints the Green Office Team to formulate and implement energy conservation strategies at offices. The Green Office Team adopts various measures to enhance the employees' awareness of energy-saving. For example, stickers are posted next to light switches and electronic appliances to remind employees to turn off idle electronic appliances and lights. Reminder emails are also sent out to communicate these initiatives to our employees. To ensure the green office initiatives are carried out effectively, the Green Office Team will review all initiatives twice a year.

The amount of energy consumption and greenhouse gas emissions during the reporting period are tabulated below:

為顯示我們對減少能源使用的承諾，我們支持環境局推行的《戶外燈光約章》。我們致力透過關閉晚間不必要的戶外燈光以減少光滋擾及能源浪費。於二零一九年，怡東商場及銅鑼灣地帶分別獲頒發「金獎」，而The ONE、皇室大廈及灣仔電腦城則分別獲頒發「鉑金獎」。此外，我們積極參與非政府組織舉辦的綠色活動，例如於二零一九年三月由世界自然基金會主辦的「地球一小時」及於二零一九年十月由環保觸覺主辦的「無冷氣夜」，以減少能源消耗。

為營造環境友善氛圍及於工作場所鼓勵綠色行為，本集團委任綠色辦公室小組制定及執行辦公室節能策略。綠色辦公室小組採取不同措施以增強僱員對節能的意識。舉例而言，我們在燈掣及電器旁貼上標示，提醒僱員關掉備用的電器及燈具。我們亦發送提示電郵以向僱員傳達該等措施。綠色辦公室小組每年對所有措施進行兩次檢討，確保綠色措施有效落實。

於報告期內的能源消耗量及溫室氣體排放量如下：

	Unit 單位	2019 二零一九年	2018 二零一八年
<b>Energy Consumption</b> 能源消耗			
Electricity 電力	Kilowatt Hour (kWh) 千瓦時	41,186,773.0	41,059,872.0
	Gigajoule (GJ) 千兆焦耳	148,272.4	147,815.5
Towngas 煤氣	GJ 千兆焦耳	56.1	59.8
Energy Consumption Intensity 能源消耗密度	GJ/HK\$ Million Revenue 千兆焦耳／百萬港元收入	275.2	175.3

	Unit 單位	2019 二零一九年	2018 二零一八年
<b>Greenhouse Gas Emissions</b> 溫室氣體排放			
Scope 1 – Direct Emission 範圍1 – 直接排放	Tonnes of Carbon Dioxide equivalent (tCO <sub>2</sub> e) 噸二氧化碳當量	3.0	3.2
Scope 2 – Indirect Emission 範圍2 – 間接排放	tCO <sub>2</sub> e 噸二氧化碳當量	28,070.0	27,986.8
Greenhouse Gas Emissions Intensity 溫室氣體排放密度	tCO <sub>2</sub> e/HK\$ Million Revenue 噸二氧化碳當量／百萬港元收入	52.1	33.2

## B. WASTE MANAGEMENT

The Group is committed to minimising the waste disposed to the landfill. As such, we implement different waste management initiatives in the properties and offices we own or manage to minimise waste generation. We actively promote reusing and recycling to maximise the lifetime of useful materials. The Group also engage conscientious recycling contractors to collect and process the recyclables responsibly.

At our managed properties, we encourage our tenants and residents to practise waste separation at source. We have placed multiple recycling bins in the properties under our management, such as The ONE, Windsor House and Harcourt House. Besides, we work closely with environmental organisations to carry out recycling programmes to facilitate the recycling of festive consumables. In January 2019, our managed property Harcourt House participated in the Christmas trees recycling programmes organized by Environmental Protection Department.

Food waste in Hong Kong contributes to a significant amount in the composition of municipal solid waste. The Group has been collaborating with our business partners and suppliers to initiate a food waste reduction programme. A food waste recycling machine is placed in The ONE, which allows restaurants to recycle used tea leaves waste. Moreover, coffee ground and used tea leaves collected at Windsor House, The ONE and headquarter of the Group are also brought to the food waste recycling machine for further processing. They are converted into fertiliser and utilised in the garden of our managed properties and our developed organic farms on podium roof of Harcourt House and in Fanling.

## B. 廢棄物管理

本集團致力減少堆填區廢棄物。因此，於我們所擁有或管理的物業及辦公室實施不同的廢棄物管理措施，盡量減少產生廢棄物。我們積極推廣重用及回收利用，以最大限度延長有用材料的可使用年期。本集團亦聘請盡責的回收承包商收集及處理可回收材料。

在我們管理的物業，我們鼓勵租戶及住戶實踐從源頭分類廢棄物。我們於所管理的物業放置多個回收箱，包括The ONE、皇室大廈及夏慤大廈。此外，我們與環保組織緊密合作舉行回收計劃，以促進節日消費品的回收。於二零一九年一月，我們所管理的物業夏慤大廈參加了環境保護署舉辦的聖誕樹回收計劃。

廚餘在香港都市固體廢棄物組成中佔相當大數量。本集團一直與業務夥伴及供應商合作，實施減少廚餘計劃。我們在The ONE裝設有廚餘回收機，讓餐廳回收其茶葉渣。此外，在皇室大廈、The ONE及本集團總部收集的咖啡渣及茶葉渣亦運送予廚餘回收機再作處理。該等廚餘會化為肥料，並用於我們所管理物業的花園以及我們於夏慤大廈平台頂部及粉嶺開發的有機農場。

## ENVIRONMENT

### 環境

Food waste collected in our managed properties is converted into fertiliser which is then used in the sky garden of The ONE or other our managed properties gardens and in our developed organic farms.

於我們所管理的物業收集的廚餘會化為肥料，其後用於The ONE的空中花園或我們所管理的物業花園及已開發的有機農場。



Food Waste Recycling Machine in The ONE  
The ONE廚餘回收機



A view of a Sky Garden planter in The ONE with the recycled fertiliser produced from the Food Waste Recycling Machine in The ONE  
利用The ONE廚餘回收機生產的回收肥料培植的The ONE空中花園植物



A view of our developed organic farm in Fanling where some of the fertiliser generated from the Food Waste Recycling Machine in The ONE was consumed.

我們在粉嶺開發的有機農場，其消耗The ONE廚餘回收機產生的部分肥料。

At our offices, waste reduction initiatives are also in place to create an environmentally-friendly working environment and cultivate green minds. We establish e-communication channels to substitute the use of paper to promote a paperless working environment. Not only can we minimise paper wastage at the source, but also increase the efficiency in our daily communication within and outside the organisation.

To encourage recycling at our offices, not only do we set up collection points for paper recycling, but we also place boxes around the offices to collect reusable stationaries, such as file folders, single-side-used paper and pens, to give them a second life. Used printer cartridges are returned to suppliers. Retired but functional electronic appliances, such as computers, printers and fax machines, are donated to organisations which help people in need. In 2019, we supported the Recycling of Old Electrical Appliances by the Environmental Protection Department.

The amount of waste generated and recycled during the reporting year is tabulated below:

在辦公室內，我們亦採取減少廢棄物措施，以創造環境友善的工作環境並培養綠色思維。我們建立電子通訊渠道替代紙張的使用，以推廣無紙化的工作環境。我們不僅可從源頭上減少紙張浪費，亦可提高組織內外的日常通訊效率。

為鼓勵於辦公室進行回收，我們不僅設置紙張回收的收集點，亦於辦公室周圍放置盒子收集可再用的文具，例如文件夾，單面廢紙及筆，以便循環利用。我們將報廢的打印機墨盒退還予供應商。已淘汰但功能正常的電子設備，例如電腦、打印機及傳真機，則捐贈予幫助有需要人士的組織。於二零一九年，我們支持環境保護署舉辦的廢舊電器回收活動。

於報告年內產生及回收的廢棄物數量如下：

	Unit 單位	2019 二零一九年	2018 二零一八年
<b>Non-hazardous Waste Recycled</b> 回收的無害廢棄物			
Total Non-hazardous Waste 總無害廢棄物	Kg 公斤	44,181	32,567.3
• Paper 紙張	Kg 公斤	39,616	26,025.3
• Plastic 塑膠	Kg 公斤	576.5	449.9
• Metal 金屬	Kg 公斤	469.3	416.1
• Food Waste 廚餘	Kg 公斤	3,519.2	5,676.0

	Unit 單位	2019 二零一九年
<b>Hazardous Waste Generated</b> 產生的有害廢棄物		
Computer 電腦	Pieces 件	102
<b>Hazardous Waste Recycled</b> 回收的有害廢棄物		
Computer 電腦	Pieces 件	39



## ENVIRONMENT

### 環境

#### C. USE OF RESOURCES

Being a responsible corporate citizen, the Group is committed to extracting natural resources without depriving the environment. In this regard, we allocate sufficient resources to implement procurement standards and monitoring programmes to make sure the practices are aligned with our commitment. We adopt different measures to promote the efficient use of energy, water and other raw materials, for examples, we use carpets that are produced from recycled materials in a number of our commercial properties and conserve the use of water by installing dual flush toilets in the properties we own or manage.

The amount of resources consumption during the reporting year is tabulated below:

	Unit 單位	2019 二零一九年	2018 <sup>1</sup> 二零一八年 <sup>1</sup>
<b>Water Consumption<sup>2</sup></b> 耗水量 <sup>2</sup>			
Water 水	Cubic metre (m <sup>3</sup> ) 立方米	213,064.2	212,839.0
Water consumption Intensity 耗水量密度	m <sup>3</sup> /HK\$ Million Revenue 立方米/ 百萬港元收入	395.3	252.3
<b>Consumable Resources Consumption</b> 消耗性資源的消耗			
Hand Soap 洗手液	Litres 升	7,586.6	n/a 未有數據
Paper Towel 抹手紙	Kg 公斤	48,923.4	n/a 未有數據
Toilet Paper 廁紙	Kg 公斤	65,966.5	n/a 未有數據
A3 Paper A3紙	Kg 公斤	705	515
A4 Paper A4紙	Kg 公斤	10,670	11,505
Fluorescent Tube 光管	Pieces 支	4,889	4,308

<sup>1</sup> Data of hand soap, paper towel and toilet paper in 2018 are presented in different unit.

<sup>2</sup> Due to the outbreak of COVID-19 since January 2020 in Hong Kong, the Water Supply Department has stopped their manual water meter reading recording service for certain period of time, and some water bills have not been received as of the date of publication of this Report. A small proportion of the water consumption data in this Report is based on estimation and will be updated in 2020 ESG Report.

#### C. 資源使用

作為負責任的企業公民，本集團致力在不損害環境的前提下提取自然資源。有見及此，我們分配足夠資源以實施採購標準及監察計劃，確保該等慣例符合我們的承諾。我們採取不同方法以促進能源、水及其他原材料的有效使用，舉例而言，我們在部分商用物業採用以循環再造物料製成的地氈，而為節約用水，我們在所擁有或管理的物業安裝雙掣式沖廁水箱。

於報告年內的資源消耗數量如下：

<sup>1</sup> 二零一八年的洗手液、抹手紙及廁紙的數據按不同單位呈列。

<sup>2</sup> 由於香港自二零二零年一月起爆發2019冠狀病毒，水務署已於某一段期間暫停其人手讀取水錶服務，而部分水費單截至本報告刊發日期仍未收悉。本報告的小部分耗水量數據乃基於估算結果及將會於二零二零年環境、社會及管治報告中更新數據。

To achieve higher operational efficiency, Chinese Estates actively engages with employees, customers and suppliers to understand their needs and expectations. Opinion from stakeholders are taken into consideration in our business development. We strictly abide by all relevant laws and regulations regarding health and safety, advertising, labelling and privacy issues associated with our products and services.

### A. PRODUCT AND SERVICE QUALITY

Chinese Estates strives to offer high quality products and services with excellence and creativity. It is essential to improve our customer satisfaction. While we are building trust with our customers, we do not compromise our professionalisms and business ethics.

Collecting feedback is vital to the enhancement of customer experience and our business growth. To improve our products and services, we listen to our customers and take every opinion seriously. We have established multiple communication channels for our customers to provide valuable feedback. A holistic quality control system and assurance procedures are in place to manage the quality of products and services. When it comes to property development, our contractors and suppliers will provide professional advice and site supervision to uphold the building quality from the design to completion stage.

We are ambitious in incorporating green building elements into properties we own or manage to minimise potential environmental impacts and safeguard the health of our customers. In 2019, Windsor House and The ONE were awarded the Indoor Air Quality Certificate (Excellent Class) by the Environmental Protection Department, while Harcourt House obtained the Indoor Air Quality Certificate (Good Class). In addition, Windsor House was certified with the standards of the Quality Water Supply Scheme for Buildings – Fresh Water (Management System) (Blue) by the Water Supplies Department in 2019. These achievements recognize our efforts in providing quality products and services.

為達致更高的營運效率，華人置業與僱員、客戶及供應商保持積極溝通，以了解他們的需要及期望。我們於業務發展中考慮持份者的意見。我們嚴格遵守所有有關產品及服務的健康與安全、廣告、標籤及私隱事宜的適用法律及法規。

### A. 產品及服務質素

華人置業致力提供優質及具創意的產品及服務。提高我們的客戶滿意度至關重要。於建立與客戶之間的信任的同時，我們亦堅守專業精神及商業道德。

收集客戶反饋對提升客戶體驗及業務增長十分重要。為改善產品及服務，我們聽取並認真對待客戶每一個意見。我們已設立多個溝通渠道供客戶提供寶貴反饋。我們亦已建立全面的質量控制系統及保證程序，以管理產品及服務質素。就物業發展而言，我們的承包商及供應商將提供專業意見及現場監督，以確保從設計到竣工階段的樓宇質素皆保持高水平。

我們的抱負是將綠色物業元素融入我們所擁有或管理的物業，以盡量減少可能對環境造成的影響及保障客戶的健康。於二零一九年，皇室大廈及The ONE獲環境保護署頒發室內空氣質素檢定證書《卓越級》，而夏慤大廈則獲得室內空氣質素檢定證書《良好級》。此外，於二零一九年，皇室大廈獲水務署大廈優質供水認可計劃－食水(管理系統)(藍)標準認可。該等成就足證我們於提供優質產品及服務的努力。



Indoor Air Quality Certificate (Excellent Class) 2019/2020 of The ONE  
The ONE獲二零一九／二零二零年度室內空氣質素檢定證書《卓越級》



Indoor Air Quality Certificate (Excellent Class) 2019/2020 of Windsor House  
皇室大廈獲二零一九／二零二零年度室內空氣質素檢定證書《卓越級》



Quality Water Supply Scheme for Buildings – Fresh Water (Management System) (Blue) of Windsor House  
皇室大廈獲大廈優質供水認可計劃 – 食水(管理系統)(藍)

Customer safety is of top priority in our business operation. We put ample resources in training our frontline employees. Specialised training regarding handling emergencies, such as gas leakage, power outages and escalator malfunctions are offered to enhance the emergency response. In response to the social unrest in Hong Kong in 2019, contingency measures were implemented to protect the safety of our customers. During the protests, additional security personnel were deployed to maintain the safety and order at Windsor House and The ONE. Clear instructions were also provided to security personnel to help customers to leave the incident site quickly in case of any emergency. With the effort of enhancing the crisis management, our prompt but prudent response to the emergencies were highly appreciated by our customers and tenants.

In addition, our frontline employees are equipped with adequate knowledge and skills in handling complaint from tenants and customers. We strive to respond to customer inquiries and complaints promptly with follow-up actions to ensure that customers are satisfied with the solutions. In 2019, we received 169 service-related complaints (2018: 261).

客戶安全為我們於業務運作中的首要考量。我們投入充裕資源培訓前線僱員，提供有關處理緊急事件的專門培訓，例如氣體洩漏、停電及扶手電梯故障，以增強應對緊急事件的能力。為應對香港於二零一九年發生的社會動蕩，我們實施應急措施以保護客戶的安全。於示威期間，我們於皇室大廈及The ONE安排額外的保安人員以維持安全及秩序，亦向保安人員提供清晰指示，以幫助客戶於緊急情況下迅速離開事發現場。透過提升危機管理的努力，我們對緊急事件迅速而審慎的反應獲得客戶及租戶的高度讚賞。

此外，我們的前線僱員具備充足知識及技能，以處理租戶及客戶的投訴。我們致力迅速地回應客戶的查詢及投訴，採取跟進行動，以確保客戶對解決方案感到滿意。於二零一九年，我們接獲169宗服務相關投訴(二零一八年：261宗)。

## B. SUPPLY CHAIN MANAGEMENT

Being one of the major stakeholders, suppliers are critical to our business continuity and value chain. We have high expectation on our suppliers and we require them to have the same level of business ethics and conduct as we do. During the tendering process, sustainability is one of the selection criteria to measure the suppliers' performances.

The Group adopts a fair and transparent approach to select, monitor and evaluate our suppliers. We assess the performance of our existing suppliers regularly. Clarification and explanation are required in case our requirements are not met by any supplier. Depending on the severity of the issue, supplier who failed to take corrective actions may result in termination of the contract. During the reporting period, there were 556 active suppliers, of which 511 were local suppliers, 5 and 40 were in Mainland China and overseas respectively.

## C. CUSTOMER PRIVACY AND DATA PROTECTION

Chinese Estates is aware of the emerging concern of data privacy from our customers. To safeguard the information security, the Group has formulated data privacy policies which provide clear instructions and guidelines to our employees on handling sensitive data. We also offer data protection training to all employees in orientation and refresher programmes so as to make sure that our policies are effectively communicated to employees in different positions. The Group strictly complies with all relevant laws and regulations, including but not limited to the Personal Data (Privacy) Ordinance. During the reporting year, there was no complaint or accusation regarding leakage of customer data.

## D. INTELLECTUAL PROPERTY RIGHTS

Building respect for intellectual property is crucial to stimulate innovation and creation. Chinese Estates respects the intellectual property rights and upholds all applicable law and regulations. These include but not limited to the Registered Designs Ordinance, the Patents Ordinance and the Trade Descriptions Ordinance. To ensure our daily operation does not violate any intellectual property provisions, our Information Technology Department will verify and confirm all hardware and software purchased or installed are licensed.

## B. 供應鏈管理

供應商作為其中一名主要持份者，對我們的業務持續性及價值鏈至關重要。我們對供應商寄予厚望並要求他們具備與我們同等的商業道德及操守。於招標過程中，可持續發展為衡量供應商表現的挑選標準之一。

本集團採用公平透明的方法挑選、監控及評核供應商。我們定期評估現有供應商的表現。無法符合我們要求的供應商須作出澄清及解釋。視乎情況是否嚴重，未能採取糾正行動的供應商可被終止合約。於報告期內，有556間活躍供應商，其中511間為本地供應商，5間位於中國內地，40間位於海外。

## C. 客戶私隱及資料保護

華人置業意識到客戶對資料私隱越來越關注。為保障資料安全，本集團已制定資料私隱政策，為僱員處理敏感資料提供清晰的指示及指引。我們亦於入職培訓及進修計劃中為所有僱員提供資料保護培訓，以確保政策有效傳達至各個職位的僱員。本集團嚴格遵守所有相關法律及法規，包括但不限於《個人資料(私隱)條例》。於報告年內，並無接獲有關客戶資料洩漏的投訴或指控。

## D. 知識產權

建立對知識產權的尊重對激發創新及創造至關重要。華人置業尊重知識產權並恪守所有適用法律及法規，包括但不限於《註冊外觀設計條例》、《專利條例》及《商品說明條例》。為確保日常運作不會違反任何知識產權規定，我們的資訊科技部將核實及確認所購買及安裝的所有硬件及軟件均為正版。

## OUTLOOK 展望

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.

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。

# HKEX ESG REPORTING GUIDE CONTENT INDEX

## 香港交易所《環境、社會及管治報告指引》內容索引

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
<b>A. Environmental</b>			
<b>A. 環境</b>			
<b>Aspect A1: Emissions</b>			
<b>層面A1：排放物</b>			
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 NOx, SOx 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	/
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	The Group is preparing to disclose the related data in the future. 本集團準備於日後披露有關數據。

# HKEX ESG REPORTING GUIDE CONTENT INDEX

## 香港交易所《環境、社會及管治報告指引》內容索引

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
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	/
<b>Aspect A2: Use of Resources</b>			
<b>層面A2：資源使用</b>			
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	/
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)每生產單位佔量。	Environment – Use of Resources 環境 – 資源使用	Packaging materials are considered not significant in our operations. 包裝材料對我們的營運而言並不重大。

## HKEX ESG REPORTING GUIDE CONTENT INDEX

### 香港交易所《環境、社會及管治報告指引》內容索引

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<b>Aspect A3: The Environment and Natural Resources</b>			
<b>層面A3：環境及天然資源</b>			
General Disclosure 一般披露	Policies on minimizing the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	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，並無業務活動對環境及天然資源造成重大影響。
<b>B. Social</b>			
<b>B. 社會</b>			
<b>Aspect B1: Employment and Labour Practices</b>			
<b>層面B1：僱傭及勞工常規</b>			
General Disclosure 一般披露	Information on:  (a) the policies; and  (b) compliance with relevant laws and regulations that have a significant impact on the issuer  relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的：  (a) 政策；及  (b) 遵守對發行人有重大影響的相關法律及規例的資料。	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	/



# HKEX ESG REPORTING GUIDE CONTENT INDEX

## 香港交易所《環境、社會及管治報告指引》內容索引

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
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	/
<b>Aspect B2: Health and Safety</b>			
<b>層面B2：健康與安全</b>			
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	/

## HKEX ESG REPORTING GUIDE CONTENT INDEX

### 香港交易所《環境、社會及管治報告指引》內容索引

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<b>Aspect B3: Development and Training</b>			
<b>層面B3：發展及培訓</b>			
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	/
<b>Aspect B4: Labour Standards</b>			
<b>層面B4：勞工準則</b>			
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. 有關防止童工及強制勞工的：  (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	/
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。	Employment – People 僱傭 – 僱員	/

# HKEX ESG REPORTING GUIDE CONTENT INDEX

## 香港交易所《環境、社會及管治報告指引》內容索引

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>Aspect B5: Supply Chain Management</b>			
<b>層面B5：供應鏈管理</b>			
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	/
<b>Aspect B6: Product Responsibility</b>			
<b>層面B6：產品責任</b>			
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 year, no products sold or shipped subject to recalls for safety and health reasons. 於報告年內，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	/

## HKEX ESG REPORTING GUIDE CONTENT INDEX

### 香港交易所《環境、社會及管治報告指引》內容索引

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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
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	/
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	/
<b>Aspect B7: Anti-corruption</b>			
<b>層面B7：反貪污</b>			
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 whistleblowing 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	/

# HKEX ESG REPORTING GUIDE CONTENT INDEX

## 香港交易所《環境、社會及管治報告指引》內容索引

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<b>Aspect B8: Community Investment</b>			
<b>層面B8：社區投資</b>			
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

