

## ABOUT THIS REPORT

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.

### Reporting Period

Unless otherwise specified, this Report covers our progress and performance on ESG issues from 1 January 2020 to 31 December 2020.

### Reporting Scope and Boundary

Unless otherwise specified, the reporting scope of this Report only covers our operations in Hong Kong. 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 8 March 2021.

## 關於本報告

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，本報告涵蓋我們自二零二零年一月一日至二零二零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。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，可通過電子郵件箱[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」)已於二零二一年三月八日批准本報告。

## PHILOSOPHY AND GOVERNANCE IN ENVIRONMENTAL, SOCIAL AND GOVERNANCE

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. Chinese Estates has a solid ESG governance structure which comprises of the Board and the Sustainability Working Group (the "Working Group"). The Working Group comprises of managers from key divisions, including Administration, Building Management, Company Secretarial, Human Resources, Marketing, Project Development and Internal Audit.

The Board is the highest decision-making authority 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. The Working Group also monitors sustainability-related matters in operations, reviews stakeholder feedback and updates respective policies. 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 ESG related issues that are relevant and important to Chinese Estates, we are committed to maintaining constant communication with our stakeholders. This Report captures the highlights of our sustainability performance and achievements in 2020.

### A. Stakeholder Engagement

Chinese Estates engages with stakeholders to understand their expectations and addresses their concerns regarding the ESG related issues of the Group. We constantly engaged with our key stakeholders through diverse communication channels to collect their opinions. The table below shows various communication channels with our key stakeholders:

## 環境、社會及管治的理念及管理

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。華人置業擁有穩固的環境、社會及管治的管治架構，由董事會及可持續發展工作小組（「工作小組」）組成。工作小組成員為行政、物業管理、公司秘書、人力資源、市場推廣、項目發展及內部審核等主要部門的經理。

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。工作小組亦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。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。透過著力了解及管理環境、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。本報告反映我們於二零二零年的可持續發展表現及成就的亮點。

### 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。我們透過各種溝通渠道不斷與主要持份者溝通並收集他們的意見。下表顯示與主要持份者溝通之各種渠道：

## PHILOSOPHY AND GOVERNANCE IN ENVIRONMENTAL, SOCIAL AND GOVERNANCE

(Cont'd)

## 環境、社會及管治的理念及管理

(續)

### A. Key Stakeholder Groups (Cont'd)

### A. 持份者參與(續)

Key Stakeholder Groups 主要持份者群體	Communication Channels 溝通渠道
Customers/Tenants 客戶／租戶	<ul style="list-style-type: none"> <li>Tenant Satisfaction Surveys 租戶滿意度調查</li> <li>Day-to-day communication through frontline employees 通過前線員工的日常溝通</li> <li>Customer hotline 客戶服務熱線</li> </ul>
Employees 僱員	<ul style="list-style-type: none"> <li>Intranet 內聯網</li> <li>Annual appraisal 年度評核</li> <li>Team building activities 團隊合作活動</li> </ul>
Industry Associations 業界組織	<ul style="list-style-type: none"> <li>Annual and regular meetings 年度及定期會議</li> <li>Events 舉辦活動</li> </ul>
Media 媒體	<ul style="list-style-type: none"> <li>Media enquiry 媒體查詢</li> <li>Corporate website 公司網站</li> </ul>
Non-Governmental Organisation (“NGO”) Partners 非政府組織(「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／承辦商／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>

## PHILOSOPHY AND GOVERNANCE IN ENVIRONMENTAL, SOCIAL AND GOVERNANCE

(Cont'd)

## 環境、社會及管治的理念及管理

(續)

### B. Materiality Assessment

To identify the ESG related issues that are significant to the group, Chinese Estates engaged with stakeholders in 2019 to understand their expectations and to address their concerns. Based on the results from 2019, we conducted media and peer review to re-evaluate the focuses of the Group's ESG strategies in 2020. The results were discussed in the Working Group meeting and were endorsed by the Board.

In 2020, we have identified a total of 10 material sustainability issues. The results serve as a guide to the Group on the ESG management and disclosure of this Report.

### B. 重要性評估

為識別對本集團而言屬重大的環境、社會及管治相關事宜，華人置業於二零一九年與持份者溝通，以了解他們的期望及回應他們的關注。根據二零一九年的結果，我們進行媒體及同行評審，以重新評估本集團於二零二零年的環境、社會及管治策略重點。有關結果已於工作小組會議上討論並獲董事會認可。

於二零二零年，我們已識別合共10項重要可持續發展議題。有關結果為本集團就本報告的環境、社會及管治管理及披露提供指引。

Aspects 範疇	Material sustainability issues 重要可持續發展議題
Environmental 環境	Greenhouse gas emission and energy conservation 溫室氣體排放及節能
	Waste management 廢棄物管理
Employment and Labour Practices 僱傭及勞工常規	Employment 僱傭
	Occupational health and safety 職業健康與安全
	Career and personal development 職業及個人發展
Operating Practices 營運常規	Tenant communication and satisfaction 租戶溝通及滿意度
	Tenant/Visitor safety 租戶／訪客安全
	Tenant/Visitor privacy and data protection 租戶／訪客私隱及資料保障
	Anti-corruption 反貪污
Community 社區	Community investment 社區投資

## CORPORATE GOVERNANCE

We are committed to achieving and maintaining a high standard 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 (Chapter 201 of the laws of Hong Kong) 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 ("Code of Practice"). Our employees should avoid any conflict of interest and ensure all business decisions are made objectively and in the interests of the Group. No employee should accept advantages, gifts or entertainment from our current and future business partners in contravention of the Code of Practice. Any acts of non-compliance may lead to strict disciplinary or legal action.

To ensure the accountability and openness of our management, our employees 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 2020, 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 the Corporate Governance Report of this annual report.

## 企業管治

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》(香港法例第201章)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。

於二零二零年，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，請參閱本年報的企業管治報告書。

## OPERATIONS

To achieve higher operational efficiency, Chinese Estates actively engages with employees, tenants, visitors and suppliers to understand their needs and expectations. The Group makes every effort to provide quality products and services to our tenants and visitors while ensuring a healthy and safe working environment for our employees and visitors.

### A. Commitment to Product and Service Quality

Chinese Estates strives to offer high quality products and services with excellence and creativity. We strictly abide by all relevant laws and regulations regarding product safety, anti-competition behaviour, advertising and labelling. We have formulated the Product and Services Responsibility Policy to communicate our expectations and requirements on delivering high-quality products and services in our project development as well as building and property management business. The Policy also demonstrates our commitment on safeguarding the environment, as well as the safety and health of our tenants and visitors.

A holistic quality control system and assurance procedures are in place to manage the quality of products and services. When it comes to property planning, design and development, where we control the quality through careful selection and close monitoring our contractors and suppliers, we also communicate our commitment to the environment and such that environmental impact is considered throughout the properties' life cycles.

We are ambitious in safeguarding the health of our tenants and visitors. In 2020, Silvercord, Windsor House (Public Area of Office Building) and The ONE were awarded the Indoor Air Quality Certificate (Excellent Class) by the Environmental Protection Department, while Windsor House (Public Area of Shopping Mall) and 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 2020. These achievements recognise our efforts in providing quality products and services.

## 營運

為達致更高的營運效率，華人置業與僱員、租戶、訪客及供應商保持積極溝通，以了解他們的需要及期望。本集團致力為租戶及訪客提供優質產品及服務，同時確保為僱員及訪客提供健康及安全的工作環境。

### A. 對產品及服務質素的承諾

華人置業致力提供優質卓越及具創意的產品及服務。我們嚴格遵守有關產品安全、反競爭行為、廣告及標籤的所有適用法律及法規。我們已制定產品及服務責任政策，以傳達我們在項目發展以及樓宇及物業管理業務中對提供優質產品及服務的期望及要求。該政策亦表明我們對保護環境以及租戶及訪客的安全及健康的承諾。

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。在物業規劃、設計及發展方面，在我們透過審慎挑選及密切監察承辦商及供應商以控制質量的同時，我們亦傳達我們對環境的承諾，以使在整個物業生命週期中均考慮到對環境的影響。

我們致力保障租戶及訪客的健康。於二零二零年，新港中心、皇室大廈(辦公室公眾地方)及The ONE獲環境保護署頒發室內空氣質素檢定證書《卓越級》，而皇室大廈(商場的公眾地方)及夏慤大廈則獲得室內空氣質素檢定證書《良好級》。此外，於二零二零年，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。該等成績顯示了我們於提供優質產品及服務的努力。

## OPERATIONS (Cont'd)

### B. Tenant Communication and Satisfaction

It is essential to improve our customer satisfaction. While we are building trust with our tenants and visitors, 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 tenants and visitors and take every opinion seriously. We have established multiple communication channels for our tenants and visitors to provide valuable feedback. In 2020, we also conducted tenant satisfaction surveys in eight of our managed properties and achieved an average mark of 83.25/100 in the overall performance of management service.

In addition, our frontline employees are equipped with adequate knowledge and skills in handling complaint from tenants and visitors. We strive to respond to their inquiries and complaints promptly with follow-up actions to ensure that tenants and visitors are satisfied with the solutions. In 2020, we received 386 service-related complaints (2019: 169).

### C. Tenant and Visitor Safety

The safety of tenant and visitor is our top priority. We put ample resources in emergency response training for our frontline employees regarding handling emergencies, such as gas leakage, power outages and escalator malfunctions.

During the COVID-19 pandemic, the Group has adopted various preventive measures in its properties to safeguard the health of owners and users. For instance, we intensify disinfection in common areas, provide hand sanitizers and disinfectants as well as checking body temperature in most of the entrances of our managed properties.

## 營運(續)

### B. 租戶溝通及滿意度

提高我們的客戶滿意度至關重要。於建立與租戶及訪客之間的信任的同時，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租戶及訪客每一個意見。我們已設立多個溝通渠道供租戶及訪客提供寶貴反饋。於二零二零年，我們亦對八項所管理物業進行了租戶滿意度調查，在管理服務的整體表現方面的平均分達到83.25/100分。

此外，我們的前線僱員具備充足知識及技能，以處理租戶及訪客的投訴。我們致力迅速地回應租戶及訪客的查詢及投訴，採取跟進行動，以確保租戶及訪客對解決方案感到滿意。於二零二零年，我們接獲386宗服務相關投訴(二零一九年：169宗)。

### C. 租戶及訪客安全

租戶及訪客的安全是我們的首要任務。我們投入充裕資源為前線員工提供有關處理緊急情況(如燃氣洩漏、停電及扶手電梯故障)的應急培訓。

於2019冠狀病毒病疫情期間，本集團已於其物業採取多項預防措施，以保障業主及用戶的健康。例如，我們加強對公共區域的消毒，提供搓手液及消毒劑，並在所管理物業大部分的入口檢查體溫。

## OPERATIONS (Cont'd)

### D. Supply Chain Management

To support our diversified operational activities, we engage a diverse range of contractors and suppliers. We have high expectation on our suppliers and we require them to have the same level of business ethics and conduct as we do. Among all contractors and suppliers, we consider those who support our building and property management as well as property development to be of higher environmental and social risks. We have now rolled out our Supplier Code of Conduct and are requiring the aforementioned contractors and suppliers to acknowledge it as part of the contract agreement. The Supplier Code of Conduct outlines our minimum requirements for supplier behaviour, covering legal compliance, health and safety, non-discrimination, labour practices, anti-corruption, employee. We have a standard tendering process to manage contracts, consultants and to source building materials for our development projects. We concern environmental and safety risks throughout the whole value chain. As such, we have clearly stated our requirements on the environmental and occupation safety and health compliance on the tender contract.

The Group adopts a fair and transparent approach to select, monitor and evaluate our contractors. A supplier assessment tool is in place to regularly assess the performance of contractors for our building and property management business. Besides, property managers and estate officers conduct surprise inspections and regular inspections on monthly basis. 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 332 active local suppliers.

## 營運(續)

### D. 供應鏈管理

為支持我們多元化的營運活動，我們委聘不同類型的承辦商及供應商。我們對供應商寄予厚望，並要求他們具備與我們同等級別的商業道德及操守。在眾多承辦商及供應商中，我們認為支持我們樓宇及物業管理以及物業發展的承辦商及供應商具有較高的環境及社會風險。我們現已制定《供應商操守守則》，並要求上述承辦商及供應商承認該守則為合約協議的一部分。《供應商操守守則》概述我們對供應商行為的最低要求，涵蓋法律合規、健康及安全、反歧視、勞工常規、反貪污、僱員等範疇。我們設有標準招標程序以管理合約、顧問及為我們的發展項目採購建築材料。我們關注整個價值鏈的環境及安全風險。因此，我們已在招標合約中清楚列明我們對環境和職業安全及健康合規的規定。

本集團採用公平透明的方法挑選、監控及評核供應商。我們設有供應商評估工具，以定期評估承辦商在樓宇及物業管理業務方面的表現。此外，物業經理及物業主任每月進行突擊檢查及例行檢查。無法符合我們要求的供應商須作出澄清及解釋。如果情況嚴重，未能採取糾正行動的供應商可被終止合約。於報告期內，共有332間活躍本地供應商。



## OPERATIONS (Cont'd)

### E. Tenant/Visitor Privacy and Data Protection

Chinese Estates is aware of the emerging concern of data privacy from our tenants and visitors. We will inform our tenants and visitors the purposes for which their personal data are collected and ensure that the data collected are not excessive. The Group has established internal work instruction on personal data privacy to 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 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 (Chapter 486 of the laws of Hong Kong). During the reporting year, there was no complaint or accusation regarding leakage of tenant and visitor data.

### F. Intellectual Property Rights

Chinese Estates respects the intellectual property rights and upholds all applicable law and regulations. These include but not limited to Trade Marks Ordinance (Chapter 559 of the laws of Hong Kong), Registered Designs Ordinance (Chapter 522 of the laws of Hong Kong), Patents Ordinance (Chapter 514 of the laws of Hong Kong) and Trade Descriptions Ordinance (Chapter 362 of the laws of Hong Kong). Our Information Technology Department verifies and confirms all hardware and software purchased or installed are licensed to ensure our daily operation does not violate any intellectual property provisions.

## ENVIRONMENT

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. Furthermore, we promote the efficient use of resources, such as energy, water and other raw materials in our daily operation to fulfil our commitment to the environment.

Chinese Estates strictly complies with all the relevant provisions of environmental laws and regulations. These include but not limited to the Buildings Energy Efficiency Ordinance (Chapter 610 of the laws of Hong Kong), Waste Disposal Ordinance (Chapter 354 of the laws of Hong Kong) and Water Pollution Control Ordinance (Chapter 358 of the laws of Hong Kong). During the reporting period, there was no case of breaching of related laws and regulations.

## 營運(續)

### E. 租戶／訪客私隱及資料保護

華人置業意識到租戶及訪客越來越關注資料私隱。我們會告知租戶及訪客收集其個人資料之目的，並確保所收集之資料不超乎適度。本集團已制定有關個人資料私隱的內部工作指引，為僱員提供就處理敏感資料的清晰指示及指引。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》(香港法例第486章)。於報告年內，並無接獲有關租戶及訪客資料洩漏的投訴或指控。

### F. 知識產權

華人置業尊重知識產權，並遵守所有適用法律及法規。該等條例包括但不限於《商標條例》(香港法例第559章)、《註冊外觀設計條例》(香港法例第522章)、《專利條例》(香港法例第514章)及《商品說明條例》(香港法例第362章)。我們的資訊科技部核實及確認所有購買或安裝的硬件及軟件均為正版，以確保我們的日常營運並無違反任何知識產權條文。

## 環境

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。此外，我們在日常營運中提倡有效使用資源，如能源、水及其他原材料，以履行我們對環境的承諾。

華人置業嚴格遵守所有環境法律和法規的相關規定，包括但不限於《建築物能源效益條例》(香港法例第610章)、《廢物處置條例》(香港法例第354章)及《水污染管制條例》(香港法例第358章)。於報告期內，我們並無違反任何有關法律及法規。

## ENVIRONMENT (Cont'd)

We take environmental impacts into account in the entire lifecycle of our business projects, including planning, design, development and operation. We have formulated the Environmental Policy to guide our employees to act in an environmentally responsible manner during business operation. The Policy has demonstrated our commitment to assessing and monitoring the environmental implications of our operations and to integrate environmental consideration in our property investment, development projects as well as building and property management businesses. We also communicate with our consultants, contractors and other stakeholders about our environmental policy to promote sustainability throughout the value chain. Meanwhile, various 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 employees.

### A. Energy and Carbon Management

Buildings contribute to 90% of the city's electricity consumption and 60% of the city's carbon footprint<sup>1</sup>. As a property developer and manager, Chinese Estates is obliged to play our part to reduce electricity and energy consumption across our portfolio. 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.

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 2020, The ONE, Windsor House and Wanchai Computer Centre were honoured with the Platinum Award, while Excelsior Plaza and Causeway Place were honoured with the Gold Award. Besides, we actively engaged in green events organised by NGOs, such as the Earth Hour by World Wide Fund (WWF) in March 2020 and the No Air Con Night by Green Sense in October 2020, to reduce energy consumption.

<sup>1</sup> Council for Sustainable Development, "Chapter 3 Time To Step Up Action Now, How Do We Move Forward?", *Public Engagement Document*, [www.susdev.org.hk/en/paper-ch3.php](http://www.susdev.org.hk/en/paper-ch3.php) (2021)

## 環境(續)

我們於旗下業務項目整個週期內均會考慮到環境影響，包括由規劃、設計、發展到營運階段。我們制定了環境政策，指導僱員在業務營運過程中以對環境負責的方式行事。該政策表明我們致力評估及監控我們營運的環境影響，並將環境考慮因素融入我們的物業投資、項目發展以及樓宇及物業管理業務。我們亦與顧問、承辦商及其他持份者就我們的環境政策進行溝通，以促進整個價值鏈的可持續發展。同時，不同業務單位已採取多項措施管理我們對環境的影響。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。在我們的辦公室，我們致力為僱員創造一個綠色的工作環境。

### A. 能源及碳管理

樓宇佔城市耗電量的90%及城市碳足跡的60%<sup>1</sup>。作為物業發展商及管理人，華人置業有責任為我們的物業組合減少用電及耗能。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。

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。於二零二零年，The ONE、皇室大廈及灣仔電腦城分別獲頒發「鉑金獎」，而怡東商場及銅鑼灣地帶則獲頒發「金獎」。此外，我們積極參與非政府組織舉辦的綠色活動，例如於二零二零年三月由世界自然基金會(WWF)主辦的「地球一小時」及於二零二零年十月由環保觸覺主辦的「無冷氣夜」，以減少能源消耗。

<sup>1</sup> 可持續發展委員會，「第三章-要及時加強行動，該如何前行？」，公眾參與文件，[www.susdev.org.hk/tc/paper-ch3.php](http://www.susdev.org.hk/tc/paper-ch3.php) (2021)

## ENVIRONMENT (Cont'd)

### A. Energy and Carbon Management (Cont'd)

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.

### B. Waste Management

The Group is committed to divert waste from landfill sites. 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. In 2020, The ONE and Windsor participated in Greeners Action's "Tetrapak Clean Recycling Pilot Scheme", aiming at raising public awareness on Tetrapak recycling, promoting clean recycling method of Tetrapak, and enhancing the public on Tetrapak recycling habit. Besides, we worked closely with environmental organisations to carry out recycling programmes to facilitate the recycling of festive consumables, such as red packets, Christmas trees and cherry blossom trees.

To reduce food waste, the Group has been collaborating with our business partners and suppliers to initiate a food waste reduction programme. Our composter at The ONE composts coffee grounds and used tea leaves collected from catering tenants of The ONE and Windsor. The compost is used in the gardens of our managed properties, the podium roof organic farm at Harcourt House and our organic farm in Fanling.

## 環境(續)

### A. 能源及碳管理(續)

為營造環境友善氣氛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。

### B. 廢棄物管理

本集團致力將堆填區廢棄物分流。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辦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。於二零二零年，The ONE及皇室堡參與了綠領行動的「紙包飲品盒乾淨回收先導計劃」，旨在提高公眾對紙包飲品盒回收的意識、推廣紙包飲品盒乾淨回收方法，以及提高公眾對紙包飲品盒回收的習慣。此外，我們與環保組織緊密合作，推行回收計劃，以促進利是封、聖誕樹及桃花樹等節日消耗品的回收。

為減少廚餘，本集團一直與業務夥伴及供應商合作推行減少廚餘計劃。我們於The ONE設有堆肥機，使用從The ONE及皇室堡的餐廳租戶收集咖啡渣及茶葉。堆肥可用於我們管理物業的花園、夏慤大廈的平台有機農場及粉嶺的有機農場。

## ENVIRONMENT (Cont'd)

### B. Waste Management (Cont'd)

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. Used printer cartridges are returned to suppliers. Retired but functional electronic appliances, such as computers, printers and fax machines, are donated to NGOs to support those in need.

### C. Use of Resource

Being a responsible corporate citizen, the Group is committed to using resources efficiently and promoting recycling in our community. 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 some of the properties we own or manage.

## 環境(續)

### B. 廢棄物管理(續)

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。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，則捐贈到非政府組織，幫助有需要的人士。

### C. 資源使用

作為負責任的企業公民，本集團致力有效使用資源及促進社區回收。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部分物業安裝雙掣式沖廁水箱。

## ENVIRONMENT (Cont'd)

## 環境(續)

## C. Use of Resource (Cont'd)

## C. 資源使用(續)

The environmental metrics for 2019 and 2020 is tabulated below:

二零一九年及二零二零年的環境指標如下：

	Unit 單位	2020		2019	
		Group 1 portfolio* 第一類 物業組合*	Group 2 portfolio* 第二類 物業組合*	Group 1 portfolio* 第一類 物業組合*	Group 2 portfolio* 第二類 物業組合*
<b>Energy consumption</b> 能源消耗					
Electricity 電力	Kilowatt Hour (kWh) 千瓦時	<b>31,579,705</b>	<b>5,530,047</b>	35,153,902	6,032,871
	Gigajoule (GJ) 千兆焦耳	<b>113,687</b>	<b>19,908</b>	126,554	21,718
Towngas 煤氣	GJ 千兆焦耳	<b>0.00</b>	<b>14.59</b>	0.00	56.11
Energy consumption intensity 能源消耗密度	GJ/HK\$ million revenue 千兆焦耳/百萬港元收入	<b>43.93</b>		113.23 (restated) (重列)	
<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	<b>0.00</b>	<b>1.00</b>	0.00	3.00
Scope 2 – Indirect emission 範圍2 – 間接排放	tCO <sub>2</sub> e 噸二氧化碳當量	<b>22,148.29</b>	<b>3,194.12</b>	24,579.10	3,490.90
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	<b>8.33</b>		21.43 (restated) (重列)	
<b>Non-hazardous waste</b> 無害廢棄物					
General waste collected 所收集一般廢棄物	Litres (L) 升	<b>12,232,284</b>	<b>6,073,680</b>	N/A 不適用	
Paper consumption 紙張消耗	Kilogramme (kg) 公斤	<b>116,140.18</b>	<b>3,089.68</b>	126,264.85	
Paper recycled 回收紙張	kg 公斤	<b>40,087.00</b>	<b>164.00</b>	39,616.00	
Metal/Aluminium recycled 金屬/鋁回收	kg 公斤	<b>372.40</b>	<b>0.00</b>	469.30	
Plastic recycled 塑膠回收	kg 公斤	<b>455.40</b>	<b>26.00</b>	576.50	
Food waste recycled 廚餘回收	L 升	<b>2,588.00</b>	<b>N/A 不適用</b>	3,519.20	

## ENVIRONMENT (Cont'd)

## 環境(續)

## C. Use of Resource (Cont'd)

## C. 資源使用(續)

	Unit 單位	2020		2019	
		Group 1 portfolio* 第一類 物業組合*	Group 2 portfolio* 第二類 物業組合*	Group 1 portfolio* 第一類 物業組合*	Group 2 portfolio* 第二類 物業組合*
<b>Water consumption</b>					
耗水量					
Water	Cubic metre (m <sup>3</sup> )	<b>144,480.00</b>	<b>50,250.00</b>	213,064.20 <sup>2</sup>	
水	立方米				
Water consumption intensity	m <sup>3</sup> /HK\$ million revenue	<b>64.03</b>		162.65	
耗水量密度	立方米/百萬港元收入			(restated)	
				(重列)	

\* Notes to reporting boundary for environmental metrics

Group 1 portfolio refers to properties that are owned by Chinese Estates, and properties owned by Chinese Estates' substantial shareholder which Chinese Estates is managing as an agent. We consider Group 1 to be remained in our portfolio for a long period of time. Group 1 portfolio includes: Chinese Estates' headquarters, The ONE, Silvercord, Windsor House, Causeway Place, Excelsior Plaza (include Laforet), Wanchai Computer Centre and Harcourt House.

Group 2 portfolio refers to properties that are currently not owned by Chinese Estates, but the owners have appointed a subsidiary of Chinese Estates to be the property manager (other than those covered in Group 1 portfolio). For electricity and water consumption, we only cover areas that we have control. General waste collected refer to those collected from the entire property. Group 2 portfolio includes: Chic Castle, Evergreen Garden, i-home, Indihome, Manhattan Avenue, Miami Crescent, MOD 595, One South Lane, One WanChai, Sunrise Villa, The Bellevue Place and York Place.

\* 環境指標的報告範圍之說明

第一類物業組合指由華人置業擁有的物業，以及由華人置業主要股東(華人置業作為代理人管理)擁有的物業。我們認為第一類物業會長期在我們的投資組合中。第一類物業組合包括：華人置業總部、The ONE、新港中心、皇室大廈、銅鑼灣地帶、怡東商場(包括東角Laforet)、灣仔電腦城及夏慤大廈。

第二類物業組合指現時並非由華人置業擁有的物業，但業主已委任華人置業一間附屬公司擔任物業管理人(第一類物業組合所涵蓋的除外)。就用水而言，我們僅涵蓋我們所控制的區域。所收集一般廢棄物指從整個物業收集的廢棄物。第二類物業組合包括：Chic之堡、松柏花園、i-home、樂悠居、Manhattan Avenue、邁爾豪園、MOD 595、南里壹號、壹環、旭日豪庭、御林豪庭及York Place。

<sup>2</sup> Due to the outbreak of COVID-19 since January 2020 in Hong Kong, the Water Supply Department had stopped their manual water meter reading recording service for certain period of time, and some water bills had not been received as of the date of publication of 2019 ESG Report. A small proportion of the water consumption data in 2019 ESG Report was based on estimation and has updated in this Report.

<sup>2</sup> 由於香港自二零二零年一月起爆發2019冠狀病毒病，水務署曾於某一段期間暫停其人手讀取水錶服務，而部分水費單截至二零一九年環境、社會及管治報告刊發日期仍未收悉。二零一九年環境、社會及管治報告的小部分耗水量數據乃基於估算作出並已於本報告中更新。

## EMPLOYMENT

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 Group. Our Workplace Employment Policy outlines the guidance to prohibit any discrimination and harassment, offering healthy and safe workplaces, as well as provide comprehensive trainings and professional development to employees. The Policy will be reviewed regularly by the management to ensure the rights of employees within the company are protected. With dignity and respect, we recognise employees from diverse backgrounds, and we comply with the applicable laws and regulations including the Employment Ordinance (Chapter 57 of the laws of Hong Kong).

### A. People

#### *Equal Opportunities*

The Group adheres to providing employees with a pleasant and harmonious working environment that can improve productivity and staff morale. 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 assure 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. Appraisal is conducted annually by department heads. Salaries are reviewed based on the performance and experience of the employees. Our promotion policies are performance-based. 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.

## 僱傭

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。我們的工作場所僱傭政策概述禁止任何歧視及騷擾的指引，提供健康及安全工作場所，並為僱員提供全面培訓及專業發展。管理層將定期檢討該政策，以確保公司內僱員的權利得到保障。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》(香港法例第57章)在內的適用法律及法規。

### A. 僱員

#### *平等機會*

本集團堅持為僱員提供愉快和諧的工作環境，以提高生產力及員工士氣。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。本集團保證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，我們為僱員提供公平及具競爭力的薪酬待遇。部門主管每年進行評核。薪金乃根據僱員的表現及經驗進行檢討。我們的晉升政策乃基於表現釐定。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。

EMPLOYMENT (Cont'd)

僱傭(續)

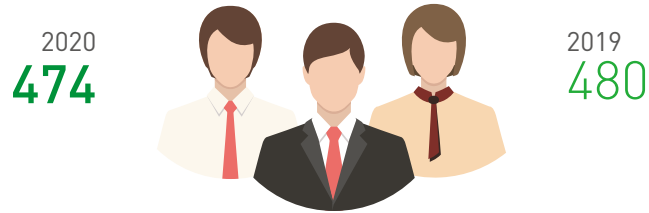
A. People (Cont'd)

A. 僱員(續)

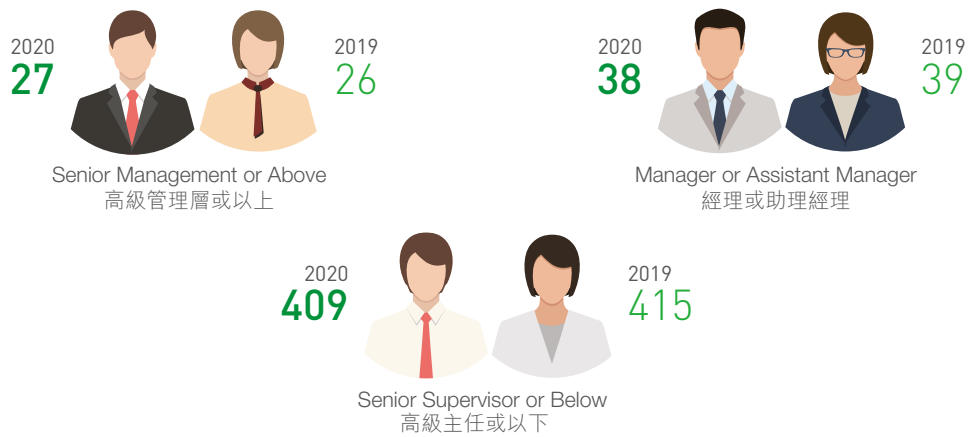
Workforce Composition

僱員組成

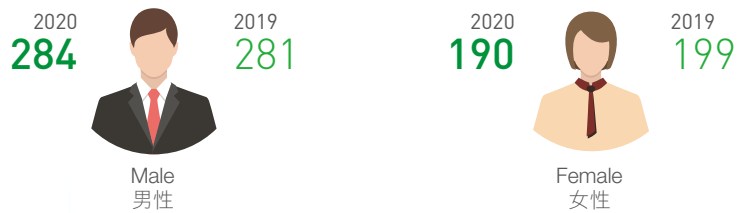
 Total Number of Workforce  
僱員總數



 Total Number of Workforce by Employment Category  
按僱傭類別劃分的僱員總數



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





EMPLOYMENT (Cont'd)

僱傭(續)

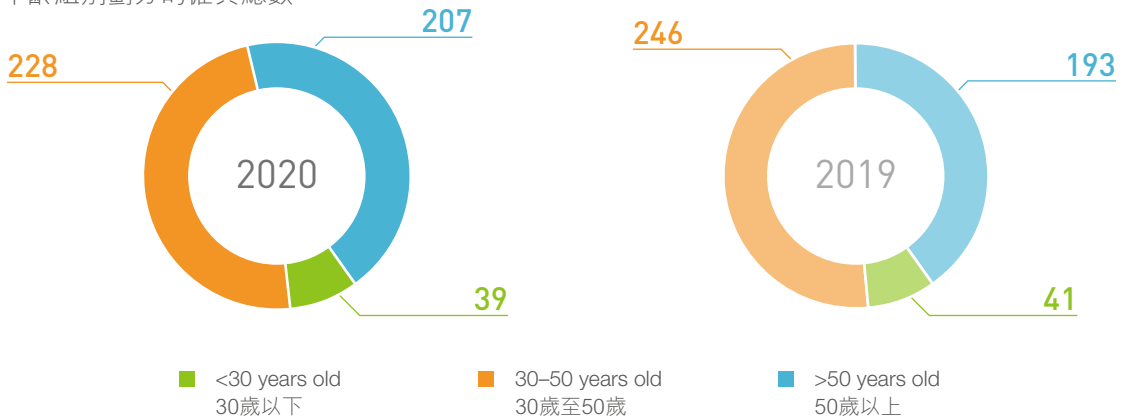
A. People (Cont'd)

A. 僱員(續)

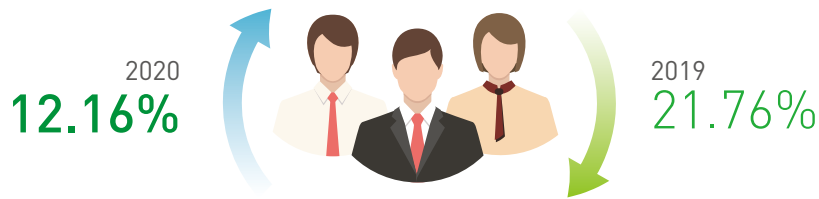
Workforce Composition (Cont'd)

僱員組成(續)

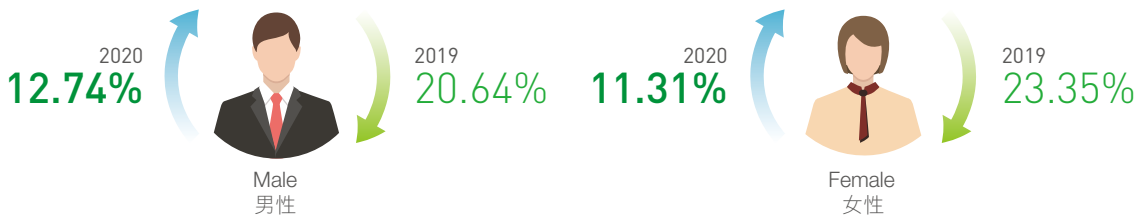
Total Number of Workforce by Age Group  
按年齡組別劃分的僱員總數



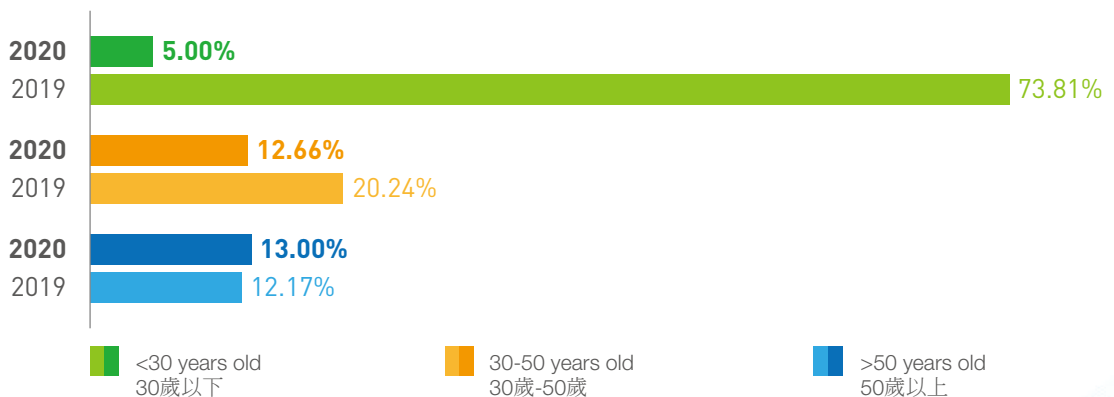
Turnover  
流失率



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



## EMPLOYMENT (Cont'd)

## B. Occupational Health and Safety

Chinese Estates strives to provide a safe and health workplace by managing the inherent risks in our operations. We comply with all applicable laws and regulations including Employees' Compensation Ordinance (Chapter 282 of the laws of Hong Kong), Occupational Safety and Health Ordinance (Chapter 509 of the laws of Hong Kong) and relevant safety practices stipulated in Construction Sites (Safety) Regulations (Chapter 591 of the laws of Hong Kong).

To ensure the health and safety of our building management front-line employees, regular and surprise safety inspections are conducted. Property managers and estate officers are required to report any injuries at work, including our employees and contractors and to submit an incident report to the Human Resources for record. We also provide annual occupational health and safety training on personal protective equipment, fire control, loading and unloading, manual handling operations and confined space management. Besides, our employees are required to review occupational health and safety-related video clips on a regular basis.

Under the pandemic situation in 2020, government-required preventive measures are adopted. Apart from introducing Employee Guidelines on prevention of COVID-19, we also distributed surgical masks and hand sanitizers to our employees to protect them.

In 2020, there were 6 confirmed injury incidents. 159 lost days due to work injury or occupational diseases was recorded. No workplace fatalities for our employees was recorded.

## 僱傭(續)

## B. 職業健康與安全

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》(香港法例第282章)、《職業安全及健康條例》(香港法例第509章)等所有適用法律及法規及《建築地盤(安全)規例》(香港法例第591章)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，我們定期及突擊進行安全檢查。物業經理及物業主任須報告所有工傷，包括我們的僱員及承辦商，並向人力資源提交事故報告以作記錄。我們亦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。此外，我們的僱員須定期收看職業健康與安全相關的影片。

在二零二零年的疫情情況下，我們已採取政府要求的預防措施。除推行有關預防2019冠狀病毒病的僱員指引外，我們亦向僱員派發外科口罩及搓手液以保障他們。

於二零二零年，共有6宗確實工傷事故。因工傷或職業病而錄得損失159個工作日。並無發生僱員於工作場所死亡的故事。

## EMPLOYMENT (Cont'd)

## C. Career and Personal Development

To improve service quality and maintain the competitiveness of our employees, we provide trainings to employees in delivering exceptional services to tenants and visitors 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 so as to get familiar with our corporate culture and to understand their duties and skills required for their roles. 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 consists of the integral of various business segments to equip employees with the necessary skills and knowledge to manage the complex business scenario.

Building and property 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.

## 僱傭(續)

## C. 職業與個人發展

為提高服務質素及維持員工的競爭力，我們向僱員提供有關向租戶及訪客提供優質服務的培訓，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，以熟悉我們的企業文化及了解他們職務的職責所在及所需技能。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，該等課程包括與員工的職責相關，並由本地教育機構開辦的高等教育課程。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 – 樓宇及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 (Cont'd)

## 僱傭(續)

## C. Career and Personal Development (Cont'd)

## C. 職業與個人發展(續)

Development and training data of Building Management Department of the Group in 2020 are as follows:

以下為本集團物業管理部於二零二零年的發展及培訓數據：

<b>Percentage of Employees Received Training by Gender</b> 按性別劃分的受訓僱員百分比	
Male 男性	6.69%
Female 女性	16.32%
<b>Percentage of Employees Received Training by Employment Type</b> 按僱傭類別劃分的受訓僱員百分比	
Senior Management or Above 高級管理層或以上	0%
Manager or Assistant Manager 經理或助理經理	10.53%
Senior Supervisor or Below 高級主任或以下	11.25%
<b>Average Training Hours Per Trained Employee by Gender</b> 按性別劃分的每名受訓僱員平均受訓時數	
Male 男性	1.29 Hours 小時
Female 女性	1.44 Hours 小時
<b>Average Training Hours Per Trained Employee by Employment Type</b> 按僱傭類別劃分的每名受訓僱員平均受訓時數	
Senior Management or Above 高級管理層或以上	0 Hour 小時
Manager or Assistant Manager 經理或助理經理	1.38 Hours 小時
Senior Supervisor or Below 高級主任或以下	1.38 Hours 小時

## COMMUNITY

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. Our Community Investment Policy demonstrates our commitment to making a positive social impact through integrating the community development plan with business operations. Besides, the Policy summaries the focus areas for our community programmes, namely environmental protection and conservation and youth and children development. We strive to nurture a culture of social responsibility through partnership with NGOs in organizing community activities to promote a caring culture in the society. Our employees are 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.

We also encourage our employees to give back to the society by joining different volunteer and charitable activities. During the reporting year, we participated in 6 charitable activities, contributing to a total of 166 volunteering hours. For instance, we have been participating in the “Life Buddies” Mentoring Scheme for the fourth consecutive year to provide mentorship support to the youth. This year, 10 staff joined to be the mentors and accompanied the youth to gain different life exposures and to explore potential career paths by participating in academic and career development workshops.

List of charitable activities we have participated as follows:

Organisation 組織	Charitable Activities 慈善活動
Commission On Poverty 扶貧委員會	“Life Buddies” Mentoring Scheme 2019/20 「友•導向」師友計劃2019/20
Hong Kong Federation of Handicapped Youth 香港傷殘青年協會	Joy Charity Walk • Inclusion • 50th Anniversary 「健障行」• 同心共融 • 五十載
Agency for Volunteer Service 義務工作發展局	Caring Start-at-Home Campaign 「在家行義同心抗疫」關懷行動

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 organizations for hosting exhibitions, charity sales and publicity events.

## 社區

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。我們的社區投資政策展現我們致力透過將社區發展計劃與業務營運相結合，為社會帶來正面影響的決心。此外，該政策概述我們社區計劃的重點範疇，即環境保護及保育以及青少年及兒童發展。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僱員加入，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。

我們亦鼓勵僱員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6項慈善活動，義工服務時數共166小時。例如，我們連續第四年參與「友•導向」師友計劃，為青少年提供師友支援。本年度，10名員工加入成為導師，並陪同青少年接觸不同的生活，並透過參與學術及職業發展工作坊探索潛在的職業道路。

以下為我們參與的慈善活動：

華人置業不只考慮財務回報，亦將社會投資融入業務運作。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。

## REASONS OF NOT REPORT CERTAIN “COMPLY OR EXPLAIN” PROVISIONS OF THE GUIDE

## 未就指引中若干「不遵守就解釋」條文作匯報之原因

### “Comply or explain” Provisions

「不遵守就解釋」條文

### Reasons

原因

#### A. Environmental

##### A. 環境

#### Aspect A1: Emissions

##### 層面A1：排放物

Key Performance Indicator (“KPI”) A1.1

關鍵績效指標  
（「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<sub>x</sub>, SO<sub>x</sub> 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 A1.3  
關鍵績效指標A1.3

Total hazardous waste produced (in tonnes) and, where appropriate, intensity. 所產生有害廢棄物總量(以噸計算)及(如適用)密度。

During the reporting period, there was no significant production of hazardous waste in our operations. 於報告期內，我們在營運時並無產生大量有害廢棄物。

#### Aspect A2: Use of Resources

##### 層面A2：資源使用

KPI A2.4  
關鍵績效指標A2.4

Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. 描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。

During the reporting period, there was no issue in sourcing water for our operations.

於報告期內，我們在營運時並無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。

The issue of packaging materials is considered not significant in our operations.

包裝材料對我們的營運而言並不重大。

#### Aspect A3: The Environment and Natural Resources

##### 層面A3：環境及天然資源

KPI A3.1  
關鍵績效指標A3.1

Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。

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. Social

##### B. 社會

#### Aspect B4: Labour Standards

##### 層面B4：勞工準則

KPI B4.1  
關鍵績效指標B4.1

Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。

The issue of child and forced labour is considered not significant in our operations.

童工及強制勞工問題對我們的營運而言並不重大。

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。

During the reporting period, there was no non-compliance case regarding child and forced labour.

於報告期內，並無有關童工及強制勞工的不遵守個案。

#### Aspect B6: Product Responsibility

##### 層面B6：產品責任

KPI B6.1  
關鍵績效指標B6.1

Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。

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及健康理由而須回收。