

ABOUT THIS REPORT

This environmental, social and governance (“ESG”) report (“this Report”) captures the ESG performance of the Company (“Chinese Estates”, together with its subsidiaries, the “Group”) 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 (the “Listing Rules”).

Reporting Period

Unless otherwise specified, this Report covers the Group’s progress and performance on ESG issues from 1 January 2021 to 31 December 2021.

Reporting Scope and Boundary

Unless otherwise specified, the reporting scope of this Report only covers the Group’s 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.

Board Approval

The board of directors of the Company (the “Board”) has approved this Report on 21 March 2022.

關於本報告

此環境、社會及管治(「環境、社會及管治」)報告書(「本報告」)反映本公司(「華人置業」，連同其附屬公司統稱為「本集團」)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(「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，本報告涵蓋本集團自二零二一年一月一日至二零二一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本集團於香港的業務。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。

董事會批准

本公司董事會(「董事會」)已於二零二二年三月二十一日批准本報告。

ABOUT THIS REPORT (Cont'd)

Board Statement

The Group considers sustainability as a strategic approach to create long-term business value. To achieve sustainable development, we strive to address ESG concerns by integrating ESG principles into our operation and management process. 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"). As the highest governing authority in the Group, the Board has ultimate responsibility for all sustainability related matters, focusing on providing vision and strategic direction for our sustainability activities, formulating corresponding business strategies and policies, and overseeing overall ESG management and reporting. The Board also regularly reviews the Group's sustainability risks and opportunities, performance, and progress.

Under the Board, the Working Group plays a vital role in overseeing the Group's sustainability strategies, daily operations, and risk management. The Working Group comprises of managers from key divisions, including Administration, Building Management, Company Secretarial, Human Resources, Marketing, Project Development and Internal Audit. The Working Group has the strategic and operational responsibility to manage sustainability issues, monitor the progress of our sustainability activities and ensure the Group stays on track and in balance with the three sustainability dimensions of economic, environmental and social impacts at all times. Delegated with the authorisation from the Board, the Working Group is responsible for monitoring sustainability matters in operations, reviewing stakeholder feedback and updating respective policies. We listen to our stakeholders and consider their views, comments, and recommendations on ESG management. Our efforts in understanding and managing the ESG related risks enable us to achieve our objectives of creating greater values for all stakeholders. All ESG related matters are reported to the Board every year.

關於本報告 (續)

董事會聲明

本集團將可持續發展視為創造長遠商業價值的策略方針。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。作為本集團最高管治架構，董事會對所有可持續發展相關事宜負有最終責任，專注於為我們的可持續發展活動提供願景及策略方向，制定相應的業務策略和政策，並監督整體環境、社會及管治管理和報告。董事會亦定期審閱本集團的可持續發展風險和機會、表現及進展。

在董事會領導下，工作小組在監督本集團的可持續發展策略、日常營運及風險管理方面發揮重要作用。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。工作小組在策略及營運層面負責管理可持續發展問題，監察我們可持續發展活動的進展，確保本集團在經濟、環境和社會影響這三個可持續發展方面時刻保持正軌和平衡。經董事會授權，工作小組負責監察營運層面之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。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。所有環境、社會及管治相關事項每年均會向董事會報告。

ABOUT THIS REPORT (Cont'd)

Board Statement (Cont'd)

This reporting year, the Group has strengthened the disclosure of social-related key performance indicators (KPIs) as required by the Listing Rules. We have started to set out environmental targets to ensure that our approach to environmental management and initiatives to enhance our environmental performance can be carried out effectively and consistently throughout the Group. In addition, we have also initiated a climate risk assessment to identify physical and transition risks associated with the Group in order to understand the potential climate change effect to our business in this reporting period.

Approach to Sustainability

A. Stakeholder Engagement

To understand stakeholders' expectations and ESG related issues that are relevant and important to the Group, we are committed to maintaining constant communication with our stakeholders. This Report captures the highlights of our sustainability performance and achievements in 2021.

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:

關於本報告 (續)

董事會聲明 (續)

本報告年度，本集團按照上市規則要求，加強與社會相關的關鍵績效指標(關鍵績效指標)的披露。我們已開始制定環境目標，確保我們的環境管理方法和提高環境表現之舉措能夠在整個集團得到有效貫徹實施。此外，我們還啟動氣候風險評估，以確定與本集團相關的實際及過渡風險，以瞭解本報告期內氣候變化對我們業務的潛在影響。

實現可持續發展的方法

A. 持份者參與

為了解持份者的期望及與本集團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。本報告反映我們於二零二一年的可持續發展表現及成就的亮點。

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。下表顯示我們與主要持份者溝通之各種渠道：

ABOUT THIS REPORT (Cont'd)

關於本報告(續)

Approach to Sustainability (Cont'd)

實現可持續發展的方法(續)

A. Stakeholder Engagement (Cont'd)

A. 持份者參與(續)

Key Stakeholder Group 主要持份者群體	Communication Channel 溝通渠道
Customers/Tenants 客戶／租戶	<ul style="list-style-type: none"> Tenant satisfaction surveys 租戶滿意度調查 Management service surveys 管理服務調查 Day-to-day communication through frontline employees 通過前線員工的日常溝通 Customer hotline 客戶服務熱線
Employees 僱員	<ul style="list-style-type: none"> Intranet 內聯網 Annual appraisal 年度評核 Team building activities 團隊合作活動
Industry Associations 業界組織	<ul style="list-style-type: none"> Annual and regular meetings 年度及定期會議 Events 舉辦活動
Media 媒體	<ul style="list-style-type: none"> Media enquiry 媒體查詢 Corporate website 公司網站
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"> Volunteer activities and charitable activities 義工活動及慈善活動 Sponsorships and donations 贊助及捐贈 Meetings 會議
Shareholders/Investors 股東／投資者	<ul style="list-style-type: none"> General meetings 股東大會 Annual and interim reports 年度及中期報告 Circulars/announcements/notices/publications 通函／公告／通告／出版物 Investor relations enquiry 投資者關係查詢 Corporate website 公司網站
Suppliers/Contractors/Service Providers/ Professional Advisors 供應商／承辦商／服務供應商／專業顧問	<ul style="list-style-type: none"> Ongoing direct engagements 持續直接參與

ABOUT THIS REPORT (Cont'd)

Approach to Sustainability (Cont'd)

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. Due to the outbreak of COVID-19 pandemic, we sent out questionnaires to some of our managed properties tenants and collected their feedback which helped us to re-evaluate the focuses of the Group's ESG strategies in 2021. The results were discussed in the Working Group meeting and were endorsed by the Board.

In 2021, 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.

關於本報告 (續)

實現可持續發展的方法 (續)

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。因2019冠狀病毒病疫情爆發，我們遂向部分我們所管理之物業的租戶發送調查問卷，並收集他們的反饋，從而幫助我們重新評估本集團二零二一年環境、社會及管治策略的重點。有關結果已在工作小組會議中討論並獲董事會確認。

於二零二一年，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。

Aspect 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 policy is brought into place to provide reporting channels and guidance for our employees to report any suspected cases, and to provide reassurance to whistle-blowers of the protection that the Group will extend to them against unfair dismissal or victimisation for any genuine reports made under this policy. During the reporting year, no reported case was received by the Audit Committee.

To raise internal awareness on anti-corruption, we organised anti-corruption training to our directors and staff. In 2021, we have invited the Independent Commission Against Corruption (ICAC) to conduct a seminar on employee integrity with our staff and a webinar on ethical governance with our directors. We provide case studies and practical tips to ensure our employees can uphold ethical standard under real-life situations.

In 2021, 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。全體僱員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，我們鼓勵僱員舉報有關財務匯報、內部監控或其他相關方面的任何不當行為及瀆職。我們制定舉報政策，為僱員舉報任何可疑個案提供舉報渠道及指引，並向舉報人保證，本集團將向他們提供保護，使他們不會因為根據此政策作出的任何真實舉報而遭受不公解僱或傷害。於報告年度，審核委員會並未收到任何個案報告。

為提高內部的反貪污意識，我們為董事及員工安排反貪污培訓。於二零二一年，我們邀請了廉政公署(ICAC)為員工舉辦員工誠信為主題之研討會，並為董事舉辦有關誠信管治的網上研討會。我們提供個案研究及實操提示，確保僱員能在現實情境中秉持道德標準。

於二零二一年，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 management businesses. 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 2021, Windsor House (Public Area of Office Building) and The ONE (Common Area of Shopping Mall) 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 (Public Area on G/F, 3/F to 6/F, 10/F to 21/F and 24/F) 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 2021. 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我們的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。於二零二一年，皇室大廈(辦公室公眾地方)及The ONE(商場公眾地方)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(商場公眾地方)及夏慤大廈(地下、3-6樓、10-21樓及24樓公眾地方)則獲得室內空氣質素檢定證書《良好級》。此外，於二零二一年，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 2021, we have conducted tenant satisfaction surveys in eight of our managed properties and achieved an average mark of 76.25/100 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 2021, we received 251 service-related complaints (2020: 386).

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. In 2021, we have organised 5 training programs topics to our staff on various aspects, including property management case study sharing, privacy ordinance knowledge sharing, potential insurance claims cases handling, fire evacuation procedures, and water seepage handling procedures.

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我們的業務增長十分重要。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。於二零二一年，我們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76.25/100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。於二零二一年，我們接獲251宗服務相關投訴(二零二零年：386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應急培訓。於二零二一年，我們為員工安排了5個主題培訓活動，涉及多個方面，包括物業管理個案研究分享、私隱條例知識分享、潛在的保險索賠個案處理、火警疏散程序及滲水處理程序。

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 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 contractor 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. Clarification and explanation are required in case our requirements are not met by any contractor. Depending on the severity of the issue, contractor who failed to take corrective actions may result in termination of the contract. During the reporting period, there were 294 active local contractors.

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方面的規定。

本集團採用公平透明的方法挑選、監控及評核承辦商。我們設有承辦商評估工具，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會進行突擊檢查及例行檢查。無法符合我們要求的承辦商須作出澄清及解釋。如果情況嚴重，未能採取糾正行動的承辦商可被終止合約。於報告期內，共有294間活躍本地承辦商。

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 are 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 emissions, wastewater discharge, 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 operations to fulfil our commitment to the environment.

Chinese Estates strictly complies with all the relevant provisions of environmental laws and regulations. These include but are 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 year, there were no cases of breach 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、水資源及其他原材料，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)。於報告年內，概無違反相關法律及法規的個案。

ENVIRONMENT (Cont'd)

環境(續)

To reaffirm our commitment to environmental protection, we are actively working on environmental target setting through a progressive process involving desktop research, historical data review and peer benchmarking. This reporting year we have formulated qualitative targets on various environmental aspects, including greenhouse gas (GHG) emission, energy, water and waste. The Working Group monitors the environmental performance and reviews the progress of the targets. The details of our targets are as follows:

為重申我們對環境保護的承諾，我們正通過涉及桌面研究、歷史數據審查和同行基準的漸進程序，積極開展環境目標設定工作。於本報告年度，我們已經制定不同環境方面的量化目標，包括溫室氣體排放、能源、水資源及廢棄物。工作小組監察環境表現並審閱目標的進展。我們的目標詳情如下：

GHG Emission 溫室氣體排放	Reduce carbon emissions by 1.2–1.8% annual linear reduction to align with Hong Kong's Climate Action Plan 2030+/Upgrade the lighting and heating, ventilation and air conditioning (HVAC) systems/appliances of all operating sites to energy-saving modes by phase 碳排放每年線性減少1.2–1.8%，以符合《香港氣候行動藍圖2030+》的要求／將所有運營場所的照明和暖通空調系統／設備分階段升級為節能模式
Energy 能源	Reduce the electricity consumption of commercial buildings by 0.8–1.1% annual linear reduction to align with the 2035 target in Hong Kong's Climate Action Plan 2050/Increase the number of properties with green building certificates 商業樓宇耗電量每年線性減少0.8–1.1%，以符合《香港氣候行動藍圖2050》的2035目標／增加獲綠色建築認證的物業數量
Water 水資源	Establish a water management policy/Complete a water audit in 2022 制定水資源管理政策／於二零二二年完成水資源審核
Waste 廢棄物	Improve the current recycling rate of paper consumed in the office 提升當前辦公室所用紙張的回收率

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.

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。在辦公室，我們致力為僱員創造綠色工作環境。

ENVIRONMENT (Cont'd)

A. Energy and Carbon Management

Buildings contribute to 90% of the city's electricity consumption and 60% of the city's carbon footprint¹. 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 2021, 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 2021 and the No Air Con Night by Green Sense in October 2021, 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.

環境(續)

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%¹。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。於二零二一年，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，例如於二零二一年三月由世界自然基金會(WWF)主辦的「地球一小時」及於二零二一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舉措。綠色辦公室小組每年對所有措施進行兩次檢討，確保綠色辦公措施有效落實。

¹ Carbon Neutral@HK, Hong Kong's Climate Action Plan 2050, "Chapter 4 : Decarbonisation Strategies • Targets • Actions", http://www.climate-ready.gov.hk/files/pdf/CAP2050_booklet_en.pdf (2021)

¹ 香港邁向碳中和，香港氣候行動藍圖2050，第四章「減碳策略•目標•行動」，http://www.climate-ready.gov.hk/files/pdf/CAP2050_booklet_tc.pdf (2021)

ENVIRONMENT (Cont'd)

B. Climate Change

Climate change has been posing greater challenges among all industries and our business operations is no exception. As an environmentally conscious and sustainable company, we are committed to contributing to greenhouse gas reduction and aligning our sustainable growth with the national and international climate change agenda. Therefore, we engaged a third party consultant to conduct a climate risk identification exercise in 2021 to identify, analyse and evaluate the potential risks related to climate change. We first reviewed our business model and conducted desktop research on the current government policy and latest market trends to identify relevant climate-related risks.

The assessment was conducted for our business operational locations in Hong Kong. For physical risks, we acknowledge that the extreme weather caused by climate change could affect our business in various ways. Extreme wind/typhoons and flooding are identified as the highest prioritised physical risks. We are conducting a further assessment and the detailed risk level of these physical risks will be disclosed in the next report.

For transition risks, to meet the Hong Kong's Climate Action Plan 2030+, it is expected Hong Kong will implement stricter policies and regulations to control GHG emissions even under a "business-as-usual" scenario. These tightening regulations will impact our business operation and bring uncertainty in terms of allowable GHG emissions.

In order to enhance our resilience in response to the associated risks, we will continuously review the climate-related risks in our operations to enhance our understanding of their impacts. We will also integrate climate-related considerations into our risk management and decision-making processes. Furthermore, we will monitor the market and regulatory changes to respond to the transition risks.

環境(續)

B. 氣候變化

氣候變化已對各行各業提出更大挑戰，我們的業務運作也不例外。作為具備環保意識和可持續發展的公司，我們致力於為減少溫室氣體作出貢獻，並使我們的可持續發展與國內外氣候變化議程保持一致。因此，我們於二零二一年聘請第三方顧問進行氣候風險判定工作，以識別、分析及評估與氣候變化有關的潛在風險。我們首先審查了業務模式，並對當前政府政策和最新市場趨勢進行桌面研究，以確認與氣候相關的風險。

有關評估乃針對我們香港業務營運地點。有關自然風險，我們承認氣候變化導致的極端天氣可能會以各種方式影響我們的業務。極端大風／颱風和洪水被識別為最應予以防範的自然風險。我們正在進行進一步評估，該等自然風險的詳細風險級別將在下一份報告書中披露。

對於過渡性風險，為了達到《香港氣候行動藍圖2030+》，預計香港將實施更嚴格的政策和法規來控制溫室氣體排放，即使在「業務一切照舊」情境下依然如此。此等法規收緊將影響我們的業務運作，並在獲許可的溫室氣體排放方面帶來不確定性。

為提高我們對相關風險的應對能力，我們將不斷審閱業務中的氣候相關風險，以加強對其影響的認知。我們還將把與氣候有關的考慮納入風險管理及決策過程。此外，我們將監察市場和監管變化，以應對過渡性風險。

ENVIRONMENT (Cont'd)

C. 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 2021, The ONE and Windsor participated in Greeners Action's "Beverage Cartons Clean Recycling 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 and our organic farm in Fanling.

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.

環境(續)

C. 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。於二零二一年，The ONE及皇室堡參與了綠領行動的「紙包飲品盒乾淨回收計劃」，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，以及提高公眾回收紙包飲品盒的習慣。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的咖啡渣及茶葉渣。堆肥可用於我們管理物業的花園及粉嶺的有機農場。

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，單面使用的紙張及筆。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，幫助有需要人士。

ENVIRONMENT (Cont'd)

D. Use of Resources

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.

The environmental metrics for 2020 and 2021 is tabulated below:

	Unit 單位	2021		2020	
		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*
Energy consumption 能源消耗					
Electricity 電力	Kilowatt Hour (kWh) 千瓦時	32,060,131	5,568,953	31,579,705	5,530,047
	Gigajoule (GJ) 千兆焦耳	115,416	20,048	113,687	19,908
Towngas 煤氣	GJ 千兆焦耳	0.00	4.42	0.00	14.59
Energy consumption Intensity 能源消耗密度	GJ/HK\$ million revenue 千兆焦耳/百萬港元收入	104.22		43.93	
Greenhouse gas emissions 溫室氣體排放					
Scope 1 – Direct emission 範圍1 – 直接排放	Tonnes of carbon dioxide equivalent (tCO ₂ e) 噸二氧化碳當量	0.00	0.23	0.00	1.00
Scope 2 – Indirect emission 範圍2 – 間接排放	tCO ₂ e 噸二氧化碳當量	18,894.69	2,554.68	22,148.29	3,194.12
Greenhouse gas emissions intensity 溫室氣體排放密度	tCO ₂ e/HK\$ million revenue 噸二氧化碳當量/百萬港元收入	16.50		8.33	

環境(續)

D. 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、水資源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毯；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。

二零二零年及二零二一年的環境指標如下：

ENVIRONMENT (Cont'd)

環境(續)

D. Use of Resources (Cont'd)

D. 資源使用(續)

	Unit 單位	2021		2020	
		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*
Non-hazardous waste					
無害廢棄物					
General waste collected	Litres (L)	19,991,958	8,233,800	12,232,284	6,073,680
所收集一般廢棄物	升				
Paper consumption	Kilogramme (kg)	118,968.76	3,155.74	116,140.18	3,089.68
紙張消耗	公斤				
Paper recycled	kg	7,918.00	204.00	40,087.00	164.00
回收紙張	公斤				
Metal/Aluminium recycled	kg	603.00	0.00	372.40	0.00
金屬／鋁回收	公斤				
Plastic recycled	kg	727.80	0.00	455.40	26.00
塑膠回收	公斤				
Food waste recycled	L	2,084.00	N/A 不適用	2,588.00	N/A 不適用
廚餘回收	升				
Water consumption					
耗水量					
Water	Cubic metre (m ³)	145,932.00	47,217.00	144,480.00	50,250.00
水	立方米				
Water consumption intensity	m ³ /HK\$ million revenue	148.60		64.03	
耗水量密度	立方米／百萬港元收入				

* 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)。就電及用水而言，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。

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 talent, 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

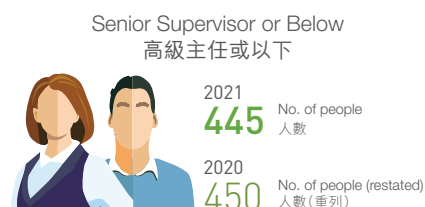
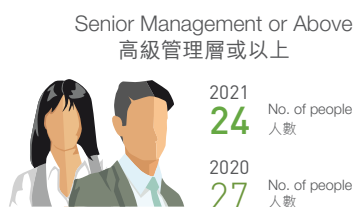
Total Number of Workforce 僱員總數



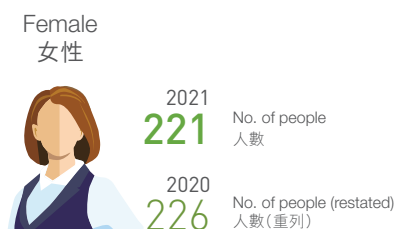
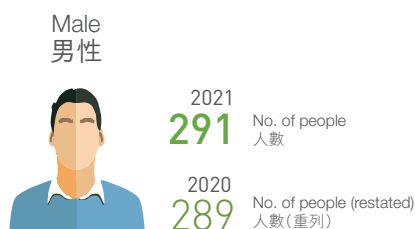
2021
512 No. of people
人數

2020
515 No. of people (restated)
人數(重列)

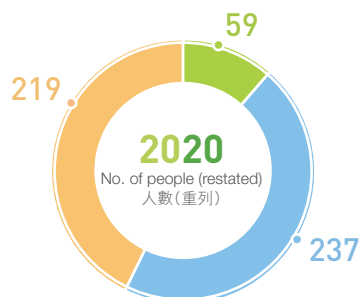
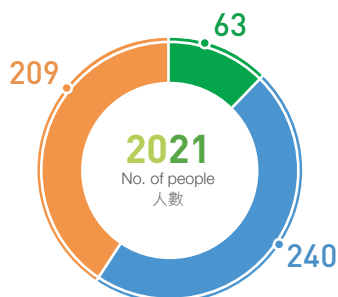
Total Number of Workforce by Employment Category 按僱傭類別劃分的僱員總數



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



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



- <30 years old
30歲以下
- 30-50 years old
30歲至50歲
- >50 years old
50歲以上

EMPLOYMENT (Cont'd)

僱傭 (續)

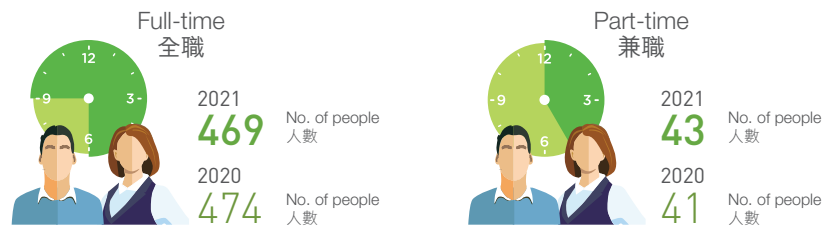
A. People (Cont'd)

A. 僱員 (續)

Workforce Composition (Cont'd)

僱員組成 (續)

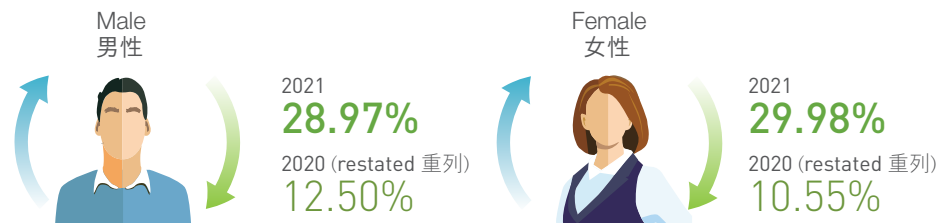
 Total Number of Workforce by Employment Type
按僱傭類型劃分的僱員總數



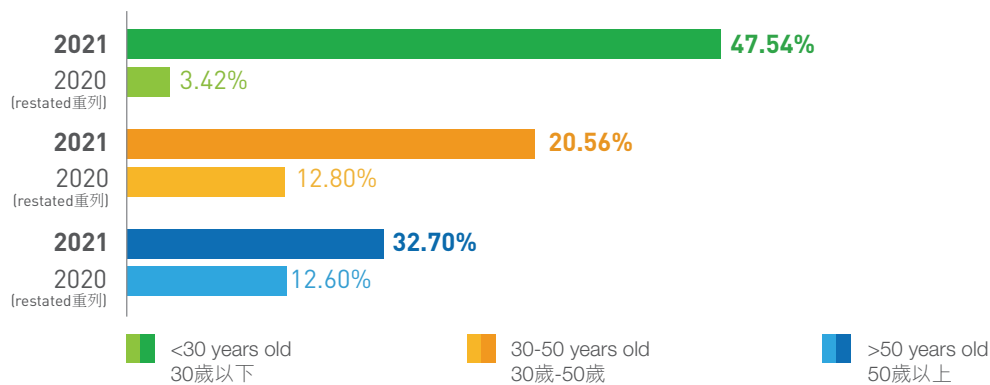
 Total Employee Turnover Rate
總僱員流失率



 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)

A. People (Cont'd)

Workforce Composition (Cont'd)

 Employee Turnover Rate by Geographical Region
按地理位置劃分的僱員流失率



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 the Employees' Compensation Ordinance (Chapter 282 of the laws of Hong Kong), the 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, we changed some of our training workshops into online self-paced learning to safeguard our employees under the COVID-19 outbreak. Employees are required to review occupational health and safety-related video clips on a regular basis.

Under the pandemic situation in 2021, 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 2021, there were 10 confirmed injury incidents. 323 lost days due to work injury or occupational diseases was recorded. No workplace fatalities for our employees was recorded in the past three years.

僱傭(續)

A. 僱員(續)

僱員組成(續)

Hong Kong
香港

2021	2020
29.41%	11.64%

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，我們將部分培訓場所改為線上自主學習，確保員工在2019冠狀病毒病爆發情況下的安全。僱員須按時收看職業健康與安全相關的影片。

在二零二一年的疫情情況下，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。

於二零二一年，共有10宗確實工傷事故。因工傷或職業病而錄得323個工作日損失。於過往三年，並無錄得僱員於工作場所死亡的事務。

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. In 2021, we organised trainings and seminars on property management and data privacy.

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 should 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。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。二零二一年，我們已組織物業管理及資料私隱相關主題的培訓及研討會。

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，辦公室僱員應遵守年度培訓計劃，而前線僱員應出席定期實地培訓，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 2021 are as follows:

以下為本集團物業管理部於二零二一年的發展及培訓數據：

Percentage of Employees Received Training by Gender	
按性別劃分的受訓僱員百分比	
Male 男性	2.75%
Female 女性	4.07%
Percentage of Employees Received Training by Employment Category	
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	0.00%
Manager or Assistant Manager 經理或助理經理	2.33%
Senior Supervisor or Below 高級主任或以下	3.60%
Average Training Hours Per Trained Employee by Gender	
按性別劃分的每名受訓僱員平均受訓時數	
Male 男性	2.00 Hours 小時
Female 女性	1.88 Hours 小時
Average Training Hours Per Trained Employee by Employment Category	
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	0.00 Hour 小時
Manager or Assistant Manager 經理或助理經理	2.00 Hours 小時
Senior Supervisor or Below 高級主任或以下	1.88 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 201 volunteering hours. For instance, we have been participating in the “Life Buddies” Mentoring Scheme for the fifth consecutive year to provide mentorship support to the youth. This year, 17 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:

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201小時。例如，我們連續第五年參與「友•導向」師友計劃，為青少年提供師友支援。本年度，17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：

Organisation 組織	Charitable Activities 慈善活動
Ocean Park Conservation Foundation, Hong Kong 香港海洋公園保育基金	Run for Survival 2021 「生態保衛賽2021」
World Vision 世界宣明會	Skip-A-Meal 2021 「饑饉一餐2021」
Commission On Poverty 扶貧委員會	“Life Buddies” Mentoring Scheme 2020/21 「友•導向」師友計劃2020/21
Heep Hong Society 協康會	Heep Hong Society Flag Day 2021 「協康會賣旗日2021」

COMMUNITY (Cont'd)

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(續)

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 FOR NOT REPORTING 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	Reasons	
「不遵守就解釋」條文	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 _x , SO _x and other pollutants in our operations. 於報告期內，我們在營運時並無大量排放氮氧化物、硫氧化物及其他污染物。
KPI A1.3 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)每生產單位佔量。	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。

REASONS FOR NOT REPORTING CERTAIN “COMPLY OR EXPLAIN” PROVISIONS OF THE GUIDE (Cont'd)

未就指引中若干「不遵守就解釋」 條文作匯報之原因(續)

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。
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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。
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