



中國新城市商業發展有限公司

China New City Commercial Development Limited

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立之有限公司)

Stock Code 股份代號: 1321



*Environmental,
Social and
Governance Report*

環境、社會
及管治報告

2017

Environmental, Social and Governance Report

環境、社會及管治報告

ABOUT THIS REPORT

This report was prepared for an overview of the performance of China New City Commercial Development Limited (the “Company”) and its subsidiaries (referred to as the “Group”) on environmental, social and governance (“ESG Report”). This ESG Report has been published in accordance with the Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) as set out in Appendix 27 to the Rules Governing the Listing of Securities on the Main Board of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”).

Unless otherwise stated, this ESG Report covers the Group’s overall performance, risks, strategies, measures and undertaking in four areas, namely, work environment quality, environmental protection, operation practices and community participation, for the year ended 31 December 2017 (“Reporting Period”).

During the Reporting Period, the Group principally engaged in three major businesses: (i) commercial property sales; (ii) commercial property leasing and commercial property management; and (iii) hotel operations. Accordingly, the ESG Report mainly describes the aforesaid businesses, including China head office, Hong Kong office and subsidiaries at different levels (including its commercial property development subsidiaries in Zhejiang Province, Jiangsu Province and Shanghai, as well as the hotel and commercial property management project subsidiaries). All data in the ESG Report is derived from official documents or internal statistical records of the Group.

Please refer to the Corporate Governance Report in pages 33 to 62 of the Annual Report of the Company for the year ended 31 December 2017 published on 25 April 2018 (“Annual Report”) regarding the Group’s corporate governance structure and other relevant information.

關於本報告

本報告為概述中國新城市商業發展有限公司（「本公司」）及其附屬公司（統稱「本集團」）在環境、社會及管治範疇上的表現所編撰之報告（「ESG報告」）。本ESG報告乃應香港聯合交易所有限公司（「聯交所」）主板上市規則附錄27所載的「環境、社會及管治報告指引」（「ESG指引」）而發表。

除另有說明者外，本ESG報告涵蓋本集團於截至二零一七年十二月三十一日年度（「報告期間」），在工作環境質量、環境保護、營運常規及社區參與等四個方面之整體表現、風險、策略、措施及承諾。

報告期間，本集團主要從事三大業務：(i) 商用物業銷售；(ii) 商用物業租賃及商用物業管理；及(iii) 酒店營運。因此，本ESG報告主要闡述上述業務，包括中國總辦事處、香港辦事處及各級子公司（包括旗下位於浙江省、江蘇省及上海市的商用物業開發、以及酒店及商用物業管理項目子公司）。本ESG報告中所有資料來自本集團的正式文件或統計報告。

有關本集團企業管治架構及其他相關資料，請參閱於二零一八年四月二十五日刊發截至二零一七年十二月三十一日止年度之本公司年報（「年報」）第33頁至第62頁的企業管治報告。

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ABOUT THIS REPORT (CONTINUED)

Mission and Vision

Since the Company's listing of shares on the Main Board of the Stock Exchange in 2014, the Group is committed to developing integrated commercial complexes in sub-city centres of second-tier cities in the Yangtze River Delta region of the People's Republic of China (the "PRC"). The Group's mission is to provide modern quality commercial property through development and operation management.

As a responsible commercial property developer and operator, the Group understands the rationale of keeping up business operation, environment and society growth together. In order to realize the sustainable development of the Group, while at the same time promoting business growth actively, the Group has to strike a balance among the interests of investors and shareholders, clients and tenants, staff, business partners and suppliers of the Group and other stakeholders in the society.

Stakeholders Engagement and Communication

The Group actively communicates with internal and external stakeholders and proactively presents our updated operation condition to them through various channels. We integrate their opinions with our daily operational decision making, strive to balance the interests of the parties and satisfy the expectations and demands of stakeholders.

關於本報告(續)

使命及願景

本集團自二零一四年在聯交所主板上市至今，致力於在中華人民共和國（「中國」）長江三角地區的二線城市的副城市中心開發商業綜合體。本集團的使命是透過開發及營運管理，提供現代化的優質商用物業。

作為一家負責任的商用物業發展商及營運商，本集團瞭解企業堅持業務經營、環境與社會共同成長的理念，在積極推動業務增長的同時，亦須平衡包括投資者及股東、客戶及租戶、員工、合作夥伴及供應商、以及社會等不同利益相關者的利益，方能實現企業的可持續發展。

持份者參與溝通

本集團積極與各內部及外部持份者溝通，透過不同渠道主動向他們更新我們的經營狀況，並將他們的意見融入日常營運決策當中，盡力平衡各方權益，滿足持份者的期望與訴求。



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ABOUT THIS REPORT (CONTINUED)

關於本報告 (續)

Stakeholders Engagement and Communication (continued)

持份者參與溝通 (續)

Stakeholders 持份者

We are committed to: 我們承諾

Government and
Regulatory Agencies
政府及監管機構

- The Group will comply with all applicable laws and regulations and formulate appropriate development strategies in support of national policies and guidelines in order to contribute to the growth of the industry and our own business.
本集團會遵循所有適用法例法規，配合國家政策方針，制定合適的發展策略，務求為行業及自身業務增長出力。

Investors and shareholders
投資者及股東

- The Group will continuously improve corporate governance and risk control standards, as well as operating efficiency and results, and promote corporate values to generate long term and stable returns for investors and shareholders of the Company.
本集團將持續改善企業管治及風險控制水平，以及經營效率和業績，提升公司價值，為投資者及本公司股東帶來長遠、穩健的回報。

Customers and tenants
客戶及租戶

- The Group will comply with all relevant laws, provide quality property and services to customers and tenants of the Group according to the reasonable and legitimate sales & purchase and leasing contracts, enhance the attraction and values of properties of the Group, with an objective to protect the various interests of such customers and tenants.
本集團遵守所有相關法例，根據合理合法的買賣及租賃合約，為本集團的客戶及租戶提供優質的物業及服務，增加本集團物業的吸引力及價值，保護這些客戶及租戶的各種權益。

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關於本報告 (續)

Stakeholders Engagement and Communication (continued)

持份者參與溝通 (續)

Stakeholders

持份者

We are committed to:

我們承諾

Staff
員工

- The Group will provide staff at different levels with a safe and respectable working environment, fair promotion opportunities, sound training systems and healthy career development.
本集團會為所有級別員工提供安全及受尊重的工作環境、公平的晉升機會、良好的培訓制度、健康的職業發展。

Suppliers and partners
供應商及合作夥伴

- The Group will abide by compliance procurement policies, offer fair and reasonable conditions and benefits to partners and suppliers of the Group, establish long-term and close cooperation relationships with partners and suppliers of the Group, so as to seek for mutual growth between upstream and downstream sectors of the Group.
本集團會堅持合規的採購政策，給予合作夥伴及供應商公平、合理的條件及待遇，與合作夥伴及供應商締結長遠而緊密的合作關係，力求上下游共同成長。

The general public
社會公眾

- The Group will perform corporate social responsibility, uphold the principle of “Benefiting from the society, giving back to the society”, making active contributions to the community and environmental protection through among others, donations, employing local staff and green building.
本集團會履行企業社會責任，秉持「取之社會，用之社會」的原則，透過捐助、聘請當區員工、綠色建築等層面，積極對社區及環保作出貢獻。



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ENVIRONMENT ASPECT

The Group has accumulated extensive experience in commercial property development and management and has an in-depth understanding of the PRC laws and regulations in the real estate industry relating to project construction, commercial operation and other areas, and relevant laws and regulations that have a significant impact on the Group, such as the Environmental Protection Law of the People's Republic of China 《中華人民共和國環境保護法》, Law of the People's Republic of China on Prevention and Control of Pollution From Environmental Noise 《中華人民共和國環境噪聲污染防治法》, Law of the People's Republic of China on Appraising of Environment Impacts 《中華人民共和國環境影響評價法》, Regulations of Environment Protection in Construction Projects 《建設項目環境保護管理條例》, Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes 《中華人民共和國固體廢物污染環境防治法》 and Decision of the State Council on Several Issues Concerning Environmental Protection 《國務院關於環境保護若干問題的決定》.

According to such laws and regulations in the PRC, the Group shall submit a report of environmental impacts before receiving approval from the relevant PRC government authorities to commence construction. A construction enterprise shall, upon completion of a construction project, file an application with the competent department of environmental protection administration for acceptance inspection on completion of the construction of environmental protection facilities that are required for the construction project.

During the Reporting Period, the Group had no incident of non-compliance with relevant laws and regulations that have a significant impact on the Group relating to waste gas and greenhouse gas emissions, discharge into water and land, and generation of hazardous and non-hazardous waste. The Group also confirmed that, during the Reporting Period, there was no penalty imposed by relevant government authorities arising from non-compliance with the aforesaid laws and regulations during our business process.

環境層面

本集團在商用物業開發及管理上已累積豐富經驗，深諳房地產行業有關項目施工、商業運營等範疇，且對本集團有重大影響的中國法律及法規規範，包括《中華人民共和國環境保護法》、《中華人民共和國環境噪聲污染防治法》、《中華人民共和國環境影響評價法》、《建設項目環境保護管理條例》、《中華人民共和國固體廢物污染環境防治法》及《國務院關於環境保護若干問題的決定》等。

根據該等中國法律及法規，本集團在取得中國有關政府部門審批前須提交環境影響報告後方可動工。建設項目竣工後，建設單位須向環境保護主管部門遞交該建設項目所需配套環境保護設施的竣工驗收申請。

報告期間，本集團並無就任何有關廢氣及溫室氣體排放、水及土地的排污、以及產生有害或無害廢棄物、且對本集團有重大影響的環保法律法規之違規事件。本集團亦確認於報告期間，我們業務過程中未有出現違反上述法律及法規而遭受相關政府機關處罰的情況。

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ENVIRONMENT ASPECT (CONTINUED)

1. Emissions

The Group strictly controls the air pollution (including greenhouse gas, waste gas emissions, dust and suspended particulates) generated during property development. Accordingly, we are committed to complying with relevant PRC laws and regulations on environmental protection and safety by engaging construction contractors with good environmental protection and safety track records.

When entering into construction contracts with construction contractors, the Group requests that they strictly comply with all current PRC environmental protection and safety laws and regulations including using construction materials and employing construction methods that meet the requirements of such laws and regulations and controlling the pollution caused during the construction. The relevant measures include using construction machinery that meets the requirements of the government on environmental protection and energy efficiency, using ultra-low-sulphur diesel that is environmental friendly on vehicles and construction machinery, regularly maintaining and repairing machinery, equipment and vehicles, cleaning tires when entering and leaving the site and spraying road and vehicles with water, reducing dust, sorting wastes, and arranging professional organizations for recycling.

The Group closely monitors its projects at every stage to ensure the construction process is in compliance with the applicable environmental protection and safety laws and regulations. We have formulated and strictly implemented the project acceptance procedures and required construction contractors to immediately remedy any default or non-compliance.

環境層面 (續)

1. 排放物

本集團嚴格管控物業開發過程中所產生的空氣污染(包括溫室氣體、廢氣排放、揚塵及懸浮粒子等)。因此,我們委聘環保及安全紀錄良好的工程承包商,致力遵守有關環保及安全的中國法律及法規。

我們與工程承包商訂立建設合約時,本集團會要求彼等嚴格遵守所有現行中國環保及安全法律及法規,包括使用建材、採用符合該等法律及法規規定的施工方法及控制施工引致的污染。有關措施包括必須使用符合政府環保及能源效益要求的施工機械、車輛及施工機械使用超低硫柴油較環保的燃料、定期保養及維修機器、設備及車輛、車輛進出工地時清洗輪胎及向道路和車輛灑水,減少泥塵、進行廢物分類,按類別安排專業機構回收處置等。

本集團密切監控項目的各個階段,確保施工過程符合有關環保及安全的法律及法規。我們已制定及嚴格執行工程驗收程序,且要求工程承包商及時就任何過失或違規行為採取補救措施。

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ENVIRONMENT ASPECT (CONTINUED)

1. Emissions (continued)

In addition, pursuant to the Law of the People's Republic of China on Promoting Clean Production 《中華人民共和國清潔生產促進法》，commercial properties and hotels under the Group use technologies and equipment that conserve energy and water, reduce or stop the use of consumer goods such as disposable tableware and daily necessities that waste resources or pollute the environment and implement measures to reduce and deal with food waste, including encouraging customers to pack leftovers, sorting and recycling food waste and advocating the "clear your plate" campaign and rewarding clean-plate efforts, ultimately achieving the goal of reducing the waste production.

Disclosures of the Group's key performance indicators (KPI) in Aspect A1 of the ESG Reporting Guide are summarized as follows:

KPI

A1.1, A1.2, A1.3 and A1.4 The Group typically engages construction contractors to carry out development and maintenance works for its properties under management. The Group will set forth management rules and requirements for environmental protection for construction contractors, but does not demand construction contractors to collect data on gas emission, waste and construction waste, and sewage discharge for the Group. Therefore, the Group does not have detailed information on the types of emissions and data on emissions.

KPI

A1.5 For measures to reduce emission and the results achieved, please refer to the paragraph headed "Emissions" above.

KPI

A1.6 Methods for treating waste and measures to reduce the generation thereof have been set forth in the paragraph headed "Emissions" above.

環境層面 (續)

1. 排放物 (續)

此外，本集團旗下運營的商用物業及酒店，根據《中華人民共和國清潔生產促進法》，使用可節約能源及食水之技術及設備，並減少或停止使用一次性餐具及日用品等浪費資源或污染環境之消費品，以及實施減少及處理廚餘措施，包括提倡客人打包剩食品、分類回收廚餘、提倡光盤行動和實行光盤獎勵等，最終達致減少製造廢棄物的目的。

就本集團有關ESG指引中A1層面的關鍵績效指標之披露，現概述如下：

關鍵績效指標

A1.1、A1.2、A1.3及A1.4 本集團一般會委聘工程承包商進行旗下物業的開發及維修工程。本集團與工程承包商會訂立環保管理規則及要求，但並未強制要求工程承包商為本集團收集氣體排放、廢棄物及建築廢料、排污等數據，因此本集團沒有相關排放物種類的詳細資料及排放物數據。

關鍵績效指標

A1.5 減少排放物的措施及所取得的成效可參考以上「排放物」段落。

關鍵績效指標

A1.6 處理廢棄物的方法、減低產生量的措施已載列於以上「排放物」段落。

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ENVIRONMENT ASPECT (CONTINUED)

2. Use of Resources

The Group is committed to reducing our carbon emissions, promoting green office and green operation, maximizing energy and water conservation in all our operations. Our relevant policies of green office include:

- adopting green technologies and constant upgrading of equipment to achieve a more efficient use of resources;
- using video and telephone conference system to reduce staff business trips;
- achieving electronic and paperless office to reduce paper consumption;
- choosing office supplies and furniture made from recyclable and renewable materials; and
- adopting LED lighting and power saving technologies.

In addition, we also implemented various measures in relation to the management of hotel and investment properties we manage, such as:

- installing and using LED lighting and smart air conditioning systems;
- adopting intelligent inverter measures on all elevators to reduce energy consumption;
- adopting a low-temperature washing program and using less hazardous paint and cleaning products;
- making use of natural light to limit the air-conditioning hours and electricity use;
- checking and maintaining facilities regularly to ensure highest energy efficiency;
- reducing the use of disposable tableware and daily necessities and the frequency of replacing daily necessities; and
- some hotels rely on environmental advantages, using water source heat pumps for cooling and heating.

環境層面 (續)

2. 資源使用

本集團致力降低碳排放，推動綠色辦公及綠色運營，在各業務過程中節約能源及用水。我們的相關綠色辦公政策包括：

- 採用環保技術及持續升級設備，實現資源更有效利用；
- 利用視像及電話會議系統，減少員工出差次數；
- 實現電子化、無紙化辦公，減少用紙；
- 選用可循環再用及可再生物料製造的辦公室用品及傢具；及
- 採取LED照明及省電技術

另外，我們在管理旗下酒店及投資物業方面，亦實行多項措施，例如：

- 安裝及使用LED照明及智能空調系統；
- 所有電梯採用智能變頻措施，降低能耗；
- 採取低溫洗滌計劃，以及使用較低害油漆及清潔用品；
- 借助天然光，限制開放空調及電力；
- 定期測試及維修設施運作，確保維持最佳效能狀態；
- 減少使用一次性餐具及日用品，以及減少日用品更換次數；及
- 部分酒店依靠環境優勢，採用水源熱泵進行制冷及採暖。

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ENVIRONMENT ASPECT (CONTINUED)

環境層面 (續)

2. Use of Resources (continued)

2. 資源使用 (續)

We will continue to identify and address any potential environmental risk, and will promptly take measures to improve our level of energy consumption.

我們會繼續識別及針對任何潛在環保風險，即時採取措施改善我們的能源消耗水平。

Summary of Resources Consumption Data:

資源消耗數據摘要：

Type of resources consumption for the Reporting Period 報告期間資源消耗種類	Unit 單位	Number 數量
Electricity 電力	kWh 千瓦時	27,198,547
Natural gas 天然氣	litre 公升	317,028
Gasoline – vehicle 汽油 – 汽車	litre 公升	34,164
Gasoline – machine 汽油 – 機械	litre 公升	14,518
Water 水	tonne 噸	1,176,577
Paper 紙張	kg 千克	7,620
Plastic box 塑膠盒	a box 個	7,850

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ENVIRONMENT ASPECT (CONTINUED)

環境層面 (續)

2. Use of Resources (continued)

2. 資源使用 (續)

Disclosures of the Group's KPIs in Aspect A2 of the ESG Reporting Guide are summarized as follows:

就本集團有關ESG指引中A2層面的關鍵績效指標之披露，現概述如下：

KPI

關鍵績效指標

A2.1 Direct and/or indirect energy consumption by type and intensity has been set forth in the paragraph headed "Summary of Resource Consumption Data" above.

A2.1 按類型及密度劃分的直接及／或間接能源耗量已載列於以上「資源消耗數據摘要」。

KPI

關鍵績效指標

A2.2 Water consumption in total has been set forth in the paragraph headed "Summary of Resource Consumption Data" above.

A2.2 總用水量已載列於以上「資源消耗數據摘要」。

KPI

關鍵績效指標

A2.3 Description of energy use efficiency initiatives has been set forth in the paragraph headed "Use of Resources" above.

A2.3 能源使用效益計劃之相關描述已載列於以上「資源使用」段落。

KPI

關鍵績效指標

A2.4 The Group does not have any issues in sourcing water that is fit for purpose, and believes that the water consumption is at a reasonable level. Water efficiency initiatives have been set forth in the paragraph headed "Use of Resources" above.

A2.4 本集團就求取適用水源上沒有任何問題，並認為用水量處於合理水平。提升用水效益計劃已載列於以上「資源使用」段落。

KPI

關鍵績效指標

A2.5 According to the business scope of the Group, disclosures of packaging material used for finished products are not applicable.

A2.5 根據本集團的業務範疇，有關製成品所用包裝材料的披露並不適用。

ENVIRONMENT ASPECT (CONTINUED)

3. The Environment and Natural Resources

We recognize the responsibility in minimizing the negative environmental impact of our business operations, supporting the construction of ecological civilization and creating an environment-friendly company. We will incorporate the concept of sustainable development into our long-term development strategy.

Products of the Group are designed, built, refurbished, and operated in an ecological and resource-efficient manner. The Group applies green building and construction technologies, such as using more eco-friendly building materials and more efficient equipment. Greening zone and facilities are provided and increased in our projects.

We actively learn from experience to promote best green practices at construction sites, hotels, investment properties, and offices. Our relevant policies include having bespoke water management guidance for our different operations which is also applicable to our tenants and customers. We also closely manage and improve indoor air quality by installing ventilation systems and conducting regular maintenance. Other initiatives are adopted to better utilize natural resources and minimize environmental impacts.

In addition to strengthening environmental protection measures, we have also actively promoted employees' environmental awareness. For example, on the Arbor Day, we organized employees to go to the "Chaoyang No. 8" project we managed to carry out tree-planting activities, such as loosening soil, planting trees, and watering. We hope that by participating in the tree-planting activities in person, employees will enhance their awareness of afforestation and ecological environment protection.



環境層面 (續)

3. 環境及天然資源

我們明白企業有責任在業務運營中將對環境的負面影響降至最低，支持生態文明建設，打造環境友好型健康企業，我們將把可持續發展理念納入集團長遠發展策略。

本集團的產品均以生態及資源節約的方向設計、建造、翻新及營運。本集團採用綠色建築及施工技術，例如選用較環保的建材及更高效的設備。我們亦在項目中設有及增加綠化區及綠化設施。

我們積極汲取經驗，於工地、酒店、投資物業以及辦公室等推行最佳環保實務。我們的相關政策包括就不同業務有明確的用水管理指引，而指引亦適用於我們的租戶及客戶。我們密切監管及透過安裝及定期維修通風系統改善室內空氣質素。我們亦採取不同其他措施，以更好地使用天然資源及減少對環境的影響。

我們除了加強執行環保措施，亦積極提升員工的環保意識。例如於植樹節，我們內部組織員工前往旗下「朝陽8號」項目進行鬆土、植樹、澆水，希望藉著員工親身參與植樹節活動，提高植樹造林和保護生態環境的意識。

Environmental, Social and Governance Report

環境、社會及管治報告

ENVIRONMENT ASPECT (CONTINUED)

3. The Environment and Natural Resources (continued)

Disclosures of the Group's KPIs in Aspect A3 of the ESG Reporting Guide are summarized as follows:

KPI	
A3.1	Description of the significant impacts of business activities on the environment and natural resources and the actions taken to manage them has been set forth in the paragraph headed "Environment and Natural Resources" above.

SOCIAL ASPECT

1. Employment and Labour Practices

1.1 Employment

(a) Employment policy

As at 31 December 2017, the Group had a total of 1,293 employees, of which 1,287 were employed in Mainland China and 6 were employed in Hong Kong; 736 were male employees and 557 were female employees.

The Group has formulated and strictly implemented a sound and lawful human resources management system in accordance with the Labor Law of the People's Republic of China and the Employment Ordinance of Hong Kong. The management system covers the policies on compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination and other benefits and welfare.

環境層面 (續)

3. 環境及天然資源 (續)

就本集團有關ESG指引中A3層面的關鍵績效指標之披露，現概述如下：

關鍵績效指標	
A3.1	描述業務活動對環境及天然資源的重大影響及已採取處理有關影響的行動已載列於以上「環境及天然資源」段落。

社會層面

1 僱傭及勞工慣例

1.1 僱傭

(a) 僱傭政策

於二零一七年十二月三十一日，本集團共有員工1,293名員工，其中1,287名受僱於中國大陸，6名受僱於香港；男性僱員736人，女性僱員557人。

本集團已根據《中華人民共和國勞動法》及香港《僱傭條例》，制定及嚴格執行健全、合法的人力資源管理制度。該制度覆蓋有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利政策。

SOCIAL ASPECT (CONTINUED)

1. Employment and Labour Practices (continued)

1.1 Employment (continued)

(a) Employment policy (continued)

In general, the Group provides a market-competitive remuneration system. Based on the nature of the job, market conditions, job performance and employees' career planning, the Group conducts strict performance appraisal, formulates the remuneration system, and strictly abides by the laws and regulations relating to the minimum wage and statutory benefits.

In addition, the Group complies with the relevant regulations of the state on working hours, rest periods, benefits and welfare of employees. We paid social insurance and housing fund for employees, and implemented national regulations on vacation as required, and paid out related benefits. We also provided front line staff with employers' liability insurance and relevant welfare policies such as housing allowances for employees based in other provinces.

During the Reporting Period, there was no incident of non-compliance with laws and regulations relating to employment that had a significant impact on the Group.

(b) Equal opportunity and diversity policy

The Group advocates diverse development and actively creates a tolerant cultural atmosphere for the organization that provides equal opportunities for talents with different skills and knowledge aiming to attract members of different age, gender, culture, and ethnic groups and allow each member to display their full capabilities and advantages.

To ensure the diverse and balanced development of the Group, we strive to maintain the gender balance of employees. Our employment policy is fair and transparent. During the employment process, we comprehensively consider employees' work experience, skills and academic attainment, explore employees' personal potential and relevant outstanding qualities, and will not discriminate against employees on grounds of gender, age, religion, racial background, sexual orientation, marriage and family status, and disability.

社會層面 (續)

1. 僱傭及勞工慣例 (續)

1.1 僱傭 (續)

(a) 僱傭政策 (續)

一般而言，本集團提供具有市場競爭力的薪酬制度，根據崗位性質、市場狀況、工作表現及員工職業生涯規劃等，經過嚴格的績效考評，制定薪酬制度，嚴格遵守有關最低工資及法定福利的法律、法規。

此外，本集團在僱員的工作時數、假期、待遇、福利等方面，符合國家相關規定。為員工繳納社保、住房公積金，並按規定執行國家休假規定，發放相關福利。我們亦為一線員工提供僱主責任險，以及為外地員工提供房屋津貼等相關福利政策。

報告期間，本集團並無牽涉任何有關僱傭、且對本集團有重大影響的違法違規事件。

(b) 平等機會及多元政策

本集團支持多元發展，積極形成包容的組織文化氛圍，為擁有不同技能、知識的人才提供平等機會，旨在吸引不同年齡、性別、文化、種族等各類群體成員的加入，充分發揮每個成員的能力和優勢。

為保證公司多元化平衡發展，我們儘力維持員工性別比例平衡。我們的招聘政策公平、透明。在招聘過程中，我們綜合考慮員工的工作經驗、技能、學術成績等，發掘員工的個人潛質及相關的優秀品質，不會因性別、年齡、宗教、種族背景、性取向、婚姻及家庭狀況、殘疾等歧視招聘過程。

SOCIAL ASPECT (CONTINUED)

1. Employment and Labour Practices (continued)

1.1 Employment (continued)

(c) Employee communication

We attach great importance to employee communication, and will regularly hold birthday parties for employees, Mid-Autumn Day activities, annual conference, and the twentieth anniversary celebration of the Company to enhance employee communication. We hope that through various employee activities, we can enable employees to celebrate holidays together after work, learn about the Company's development history and corporate culture, create a harmonious and friendly working atmosphere, and strengthen the cohesiveness among employees.

(d) Dismissal policy

All employees have entered into employment contracts before assuming offices and have participated in training in the Company's rules and regulations to learn about the Group's dismissal provisions which comply with the requirements of the Labor Contract Law. Termination of employment relations for whatever reasons must be carried out by performing procedures under relevant provisions, including formal notification and approval, settlement of salary and benefits, and issuance of Certificate of Termination of Labor Contract, in order to avoid labour disputes arising from dismissal of employees. Where necessary, we will seek legal opinions of the legal department, the management and/or external parties.

社會層面 (續)

1. 僱傭及勞工慣例 (續)

1.1 僱傭 (續)

(c) 員工溝通

我們重視員工溝通，定期舉辦員工生日會、中秋活動、年會、以及公司二十週年慶典等活動，加強員工溝通交流。我們希望藉著各類員工活動，讓員工在工作之餘，一起慶祝假日，學習瞭解公司發展歷程及企業文化，製造和諧友善的工作氣氛，加強員工之間的凝聚力。

(d) 解僱政策

所有員工在入職前已經簽訂僱傭合同，同時亦參加公司相關規章制度的培訓，了解本集團的解僱條文，而相關條文符合勞動合同法規定。不論因任何理由解除僱傭關係，均須履行相關條文項下的程序，包括正式通知及審批、工資福利結算、開具《解除勞動合同證明》等，避免因解僱員工而導致勞資糾紛事件發生。如有需要，我們會尋求法務部、管理層及／或外部法律意見。



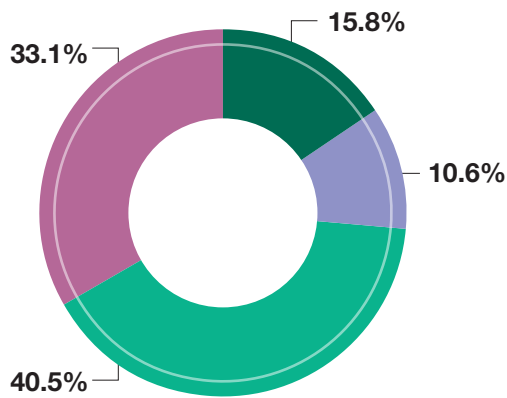
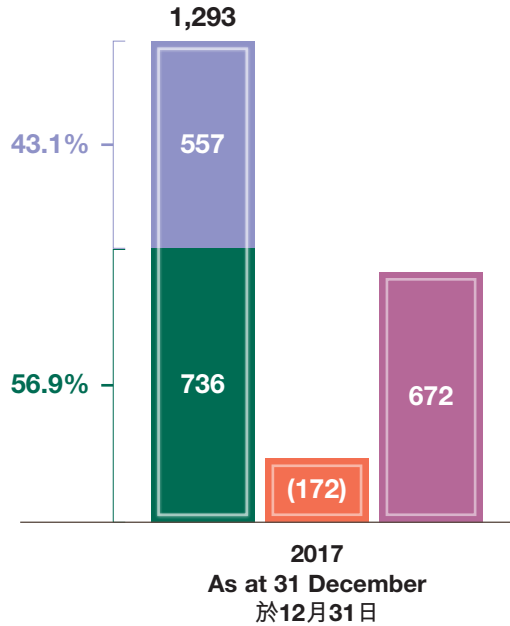
SOCIAL ASPECT (CONTINUED)

1. Employment and Labour Practices (continued)

1.1 Employment (continued)

(d) Dismissal policy (continued)

Summary of employment data:



As at 31 December 2017
於2017年12月31日

- Administrative personnel (male) 行政人員 (男性)
- Administrative personnel (female) 行政人員 (女性)
- Other personnel (male) 其他員工 (男性)
- Other personnel (female) 其他員工 (女性)

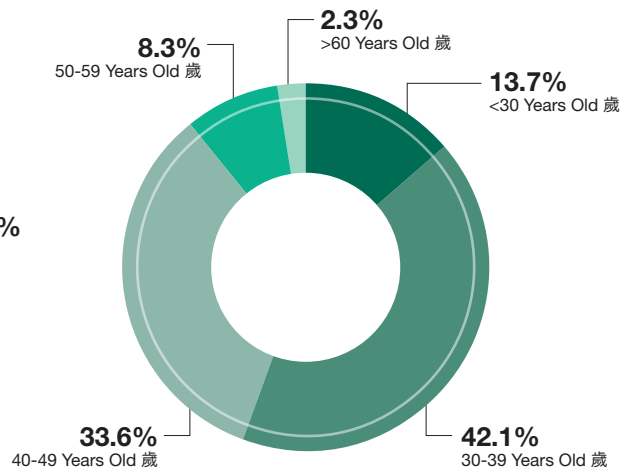
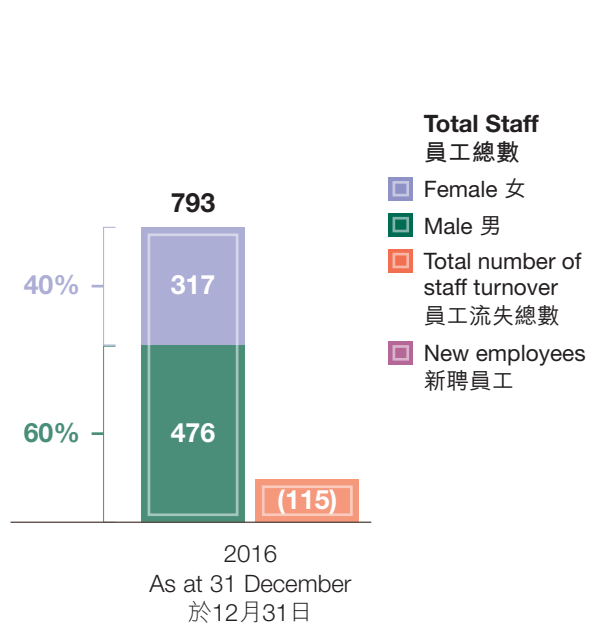
社會層面 (續)

1. 僱傭及勞工慣例 (續)

1.1 僱傭 (續)

(d) 解僱政策 (續)

僱傭數據摘要:



As at 31 December 2017
於2017年12月31日

SOCIAL ASPECT (CONTINUED)

1. Employment and Labour Practices (continued)

1.2 Health and Safety

(a) Work Safety

The Group attaches great importance to employees' occupational health and safety. We strictly specify requirements for safe production conditions and for safeguarding employees' occupational health in our relevant documents.

The Group's businesses, including property development and property management operation, involve a certain extent of dangerous working process. In view of this, the Group will give priority to the health and safety of our employees and provide them with a safe working environment. We have detailed working health and safety guidelines in place, at the same time monitoring and implementing them stringently. With reference to the industry practice and regulation requirements and through years of improvements and changes, such guidelines standardize various work process to ensure that the health and safety of all staff is safeguarded.

The Group provides our employees with relevant trainings and safety meetings to reinforce their concern about occupational health and safety. The benefits of the Group's permanent staff consist of conventional insurances such as annual body check-up, medical insurance, pension insurance, etc. The Group has cooperated with contractors and subcontractors and identified that such partners have provided adequate health and safety guarantee for their staff.

社會層面 (續)

1. 僱傭及勞工慣例 (續)

1.2 健康及安全

(a) 工作安全

本集團重視員工的職業健康及安全。我們在相關文檔中，嚴格標明安全生產條件及保障僱員職業健康的規定。

本集團的業務，包括物業開發及物業管理營運，涉及一定危險程度的工序。有鑑於此，本集團將僱員的健康及安全放在最優先考慮，為員工提供安全的工作環境。我們制訂一系列詳細的工作健康及安全指引，並嚴格監督及執行。該等指引參考行業慣例及監管規定，將各級工序規範化，並經過長年累月的改進及修改，以確保所有員工的健康及安全得到保障。

為加強員工對職業健康及安全的重視，本集團為僱員提供相關培訓及安全會議。本集團在長期員工的福利中包含年度體檢、醫療、養老等常規保險。本集團與承建商及分包商等合作，檢定該等合作方為其員工提供足夠的健康及安全保障。

SOCIAL ASPECT (CONTINUED)

1. Employment and Labour Practices (continued)

1.2 Health and Safety (continued)

(b) Health and Wellness

Outside work, we also organize a variety of activities for our employees regularly and reinforce the interaction and communication among them, such as company trips, volunteer events and team building activities, with an objective to promote their physical and mental development, maintain a balance between work and life and cultivate their sense of belonging to the Group.

During the Reporting Period, there was no significant safety incident or work injuries; or incidents relating to safe working environment and protecting employees from occupational hazards; or non-compliance with health and safety laws and regulations.

1.3 Development and Training

The Group fully understands that talents are the most important asset and competitive advantage for the sustainable development of the Company. Based on the demand for talents of our strategic development, we establish employee career development channels that specify the career development paths for employees and facilitate employees' capability improvement by providing comprehensive and multi-dimensional training programs.

社會層面 (續)

1. 僱傭及勞工慣例 (續)

1.2 健康及安全 (續)

(b) 身心健康

工作以外，我們亦定期為僱員安排各類型活動及加強僱員之間的互動交流，包括舉行公司旅行、組織義工團及興趣聯誼會等，促進僱員身心發展，保持工作及生活平衡，加強員工歸屬感。

報告期間，本集團沒有發生重大安全事故以及工傷；亦無任何有關安全工作環境及保障僱員避免職業性危害；且未有發現違反健康及安全法律及規例的情況。

1.3 發展及培訓

本集團深明人才為企業可持續發展最重要的資產和競爭優勢。我們根據戰略發展對人才的要求，搭建員工職業發展通道，明確員工的職業發展方向，透過提供全面、多方面的培訓計劃，引領員工能力提升。



Environmental, Social and Governance Report

環境、社會及管治報告

SOCIAL ASPECT (CONTINUED)

1. Employment and Labour Practices (continued)

1.3 Development and Training (continued)

During the Reporting Period, the Group's targeted training programs include:

Employees from the Financial Department
財務部員工

- Zero-Risk Reporting Strategy for Final Tax Settlement under Golden Tax III Automatic Taxation Regulation
《金三自動化稅務監管下的匯算清繳零風險申報攻略》
- Financial Elite Program
《英財計劃》
- Training in Zhong An Financial System
《眾安財務制度》培訓
- Tax Management
《稅務管理》
- Duties and Working Handbook for Financial Employees
《財務崗位職責及工作手冊》
- NC Financial Operation Handbook
《NC財務操作手冊》

Employees from Engineering Department
工程部員工

- Real Estate Engineering Management and Cross-Sector Collaboration
《房地產工程管理和跨界協同》
- Node Control Technology in Interspersed Construction for Benchmark Real Estate Company – Practical Exercise of Using the Project Software to Develop Sandbox for Interspersed Construction Plan
《標桿地產企業穿插施工節點控制技術－運用Project軟件編制穿插施工計劃沙盘實戰演練》
- Foundation Laying Activities
《鑄基行動》

Employees from Marketing Department
營銷部員工

- Sales Training in Bargaining for Success in Real Estate
《房地產殺客致勝銷售培訓》
- Hungry Wolf Program
《餓狼計劃》

Employees from Cost Department
成本部員工

- Youyu Supply Chain Cooperation and Innovation Conference
《優寓供應鏈合作創新大會》

Employees from Personnel Department
人事部員工

- New Rules for Employee Relation Management and Practices for Handling Typical Labor Disputes
《員工關係管理新規及典型勞動爭議處理實務》

All employees
全體員工

- Training in Legal Risk Prevention and Operation Management
《法律風險防範及運營管理培訓》

社會層面 (續)

1. 僱傭及勞工慣例 (續)

1.3 發展及培訓 (續)

報告期間，本集團的針對性培訓計劃包括：

SOCIAL ASPECT (CONTINUED)

1. Employment and Labour Practices (continued)

1.3 Development and Training (continued)

We will conduct internal opinion survey on the effects and employee engagement of training and adjust future training programs based on the results. During the Reporting Period, we discovered through surveys that employees were most satisfied with our training in organizational service works, with 16.5% very satisfied, 63% satisfied, and 20.5% neutral, indicating that our training program had achieved the desired effects.

In addition, as leadership is the core driver propelling the development of the Group, we aimed to place the right talents at leading positions. Through the leadership development program, we enable leader talents to achieve the improvement of personal, team, and organizational leadership, thereby driving the development of the teams. To enhance our competitiveness, we source experts from benchmark companies to share their practical experience with the expectation that employees at the supervisor level and other employees can identify our short-comings or offer solutions to issues by comparing and analyzing through learning.



社會層面 (續)

1. 僱傭及勞工慣例 (續)

1.3 發展及培訓 (續)

我們會就培訓效用及員工參與度進行內部意見調查，因應結果調整未來培訓計劃。報告期間，經調查發現，員工對我們培訓的組織服務工作的滿意度最高，非常滿意為16.5%，滿意為63%，一般為20.5%，反映我們的培訓計劃具有理想成效。

此外，領導力是帶動本集團發展的核心動力，將合適的人才放在恰當的領導崗位。通過領導力發展計畫，使領導人才達成個人、團隊和組織領導力提升的目標，帶動團隊發展。為提升競爭力，我們會尋找標桿企業的專家進行實戰經驗分享，希望主管級員工及其他同事能通過學習進行對比分析，指出我們自身不足或是提供問題解決方案。



SOCIAL ASPECT (CONTINUED)

1. Employment and Labour Practices (continued)

1.3 Development and Training (continued)

Summary of training data for the Reporting Period:

社會層面 (續)

1. 僱傭及勞工慣例 (續)

1.3 發展及培訓 (續)

報告期間培訓數據摘要：

	Number of hours 小時
Total training hours 總培訓時數	41,952
Gender ratio 性別比例	
– Male 男性	22,700
– Female 女性	19,252
Employment category breakdown 職級比例	
– Administrative personnel 行政人員	19,008
– Other personnel 其他員工	22,944
Average training hours 平均培訓時數	
– Administrative personnel (male) 行政人員 (男性)	47
– Administrative personnel (female) 行政人員 (女性)	68
– Other personnel (male) 其他員工 (男性)	25
– Other personnel (female) 其他員工 (女性)	23

SOCIAL ASPECT (CONTINUED)

1. Employment and Labour Practices (continued)

1.4 Labour Standards

The Group is in strict compliance with the Employment Ordinance—Chapter 57 of the Laws of the Hong Kong and Regulation on Labour Security Supervision 《勞動保障監察條例》 of the State Council of the People's Republic of China. All recruitment processes and promotion activities are stringently monitored according to the human resource management system of the Group.

In relation to the polices of the Group relating to child and forced labour prevention, the Group is committed to protecting human rights and have a zero tolerance policy towards using forced labour and child labour in our business operations. All suppliers, contractors and partners are required to follow our stance in this regard, so as to avoid direct or indirect infringement of human rights.

During the Reporting Period, the Group had no child labour or forced labour, nor any case of discrimination relating to ethnic group, religion, age and disability.

社會層面 (續)

1. 僱傭及勞工慣例 (續)

1.4 勞工準則

本集團嚴格遵守香港法例第57章《僱傭條例》以及中華人民共和國國務院的《勞動保障監察條例》。所有招聘程序及晉升活動均根據本集團人力資源管理制度嚴格監督。

根據本集團就防止童工及強制勞工的政策，本集團致力保障人權，禁止於業務營運中聘用強制勞工及童工。我們要求所有供應商、外判商及合作夥伴均遵守我們對聘用強制勞工及童工的零容忍方針，避免直接或間接參與侵犯人權的行為。

報告期間，本集團並無童工或強制勞工，亦無任何涉及種族、宗教、年齡、殘疾等歧視案件。



SOCIAL ASPECT (CONTINUED)

2. Operating Practices

2.1 Supply Chain Management

The Group has over 20 years of experience in the commercial property market in the Yangtze River Delta region, the PRC. As a commercial property developer and operator, the Group has established a good reputation in the industry. During the Reporting Period, the Group had cooperation with about 700 suppliers. The Group's suppliers mainly comprise construction material suppliers, construction contractors, sub-contractors, and suppliers of various types of facilities and equipment. These suppliers have years of cooperation with the Group by offering products and services according to the stringent procurement tendering procedures of the Company, and meeting our project requirements for costs, project experience and relevant qualifications.

(a) Procurement and Supplier Assessment

After the suppliers provide products and/or services to the Group, the Group will conduct performance assessment and checks on whether such suppliers have performed their responsibilities under procurement contracts, and report the relevant information on a timely basis to make sure that their products and/or services meet the requirements of the Group, and replace the suppliers with other suppliers (if necessary). The Group will blacklist unqualified suppliers after performance assessment and they are not allowed to participate in all project tenders of the Group within five years.

The Group believes that maintaining good cooperation relationships with suppliers is beneficial for corporate development. As a responsible enterprise, when entering into procurement contracts with suppliers, the Group offers them fair and reasonable conditions and resolutely refuses to deprive suppliers in any form for profitability, and achieves a sustainable development operating model while having friendly cooperation relationship between both parties.

社會層面 (續)

2. 營運慣例

2.1 供應鏈管理

本集團在中國長江三角地區商用物業市場擁有逾二十年經驗，作為一家商用物業開發商及營運商，在業內已建立良好的信譽。於報告期間，本集團與大約700家供應商合作。本集團的供應商主要包括建築材料供應商、建築承建商、分包商以及提供各類型設施和設備的供應商等。當中，該等供應商與本集團合作多年，所提供之產品及服務按照公司嚴格的採購招標程序，在成本、項目經驗、相關資質等各方面均符合本集團之要求。

(a) 採購及供應商評估

在供應商為本集團開始提供產品及／或服務後，本集團按照供應商管理指引進行履約評估，檢查供應商有否履行採購合約項下的責任，及時將有關訊息匯報，確保其產品及／或服務符合本集團之要求，如有需要，以其他供應商取代。本集團會把履約評估不合格之供應商列入黑名單，五年內不得參與集團下屬所有項目的投標工作。

本集團相信與供應商保持良好合作關係，對企業發展有莫大幫助。作為負責任的企業，本集團與供應商訂立採購合約時，會給予供應商公平合理的條件，堅拒為了提升盈利而以任何方式剝削供應商，在雙方友好合作的同時，做到可持續發展的經營模式。

SOCIAL ASPECT (CONTINUED)

2. Operating Practices (continued)

2.2 Product Responsibility

Major customers of the Group are commercial property buyers and tenants. Our products and services include:

- Development and sales of certain commercial properties to buyers;
- Provision of property management services to tenants;
- Including security, property repair and maintenance, cleaning and other ancillary services;
- Provision of overall management for operation of commercial complex, including identifying target customers and branding and marketing activities for shopping malls and monitoring overall operation;
- Leasing hotels to tenants (hotel operators) and provision of hotel management services;
- Provision of serviced apartment management services to serviced apartment tenants/buyers (including housekeeping, cleaning and concierge services); and
- Leasing hotel rooms to tenants (hotel guests) and provision of general hotel services.

Please refer to the paragraphs headed “Investment Properties” and “Major Properties for Development and/or Sale” in pages 10 to 11 of the Annual Report for information on various types of commercial properties operated or developed by the Group.

社會層面 (續)

2. 營運慣例 (續)

2.2 產品責任

本集團的主要客戶為商用物業的買家及租戶。我們的產品及服務包括：

- 開發並出售若干商用物業予買家；
- 為租戶提供物業管理服務；
- 包括保安、物業維修、清潔及其他配套服務；
- 為商業綜合體的營運提供整體管理，包括物色目標客戶、建立商場的形象、舉辦營銷活動及監督整體營運；
- 向租戶（酒店營運商）租出酒店並提供酒店管理服務；
- 向服務式住宅租戶／買家提供服務式住宅管理服務（包括管家、清潔及禮賓服務）；及
- 向租戶（酒店住客）租出酒店房間並提供一般酒店服務。

有關本集團經營或開發之各類型商用物業的資料，請參閱年報第10頁至第11頁《投資物業》及《持作發展及／或銷售的主要物業》段落。

SOCIAL ASPECT (CONTINUED)

2. Operating Practices (continued)

2.2 Product Responsibility (continued)

(a) *Product quality and customer communication*

The Group focuses on providing quality commercial property and management services to our customers. Our construction contracts generally contain health and safety quality warranties and penalty provisions for substandard work in order to ensure construction quality. At the same time, we do not allow our construction contractors to subcontract or transfer their contractual arrangements with us to any third party without our prior consent. Our construction contractors are required to appoint on-site project representatives to oversee the progress, quality and safety of the construction work, pre-examination of construction materials before they are used in the project, and on-site inspections, in addition to complying with other quality control measures.

Moreover, as quality assurance, we typically withhold part of the construction fees after construction completion to set-off against any expenses incurred as a result of any construction defects.

For hotel operations and serviced apartment management service, the Group regularly reviews staff work of each department and guests feedbacks to formulate improvement measures. Furthermore, the Group also timely upgrades and renovates hotel and serviced apartments facilities and equipment while advocating environmental protection and emission reduction in order to create comfortable living experience for guests.

社會層面 (續)

2. 營運慣例 (續)

2.2 產品責任 (續)

(a) *產品質量及客戶溝通*

本集團堅持對客戶提供優質的商用物業及管理服務。我們的建築工程合約一般涵蓋質量保證及不符規格工程的罰款條文，以確保建築工程的質素。同時，我們禁止建築承包商在未經我們同意下，將其與我們訂立的合約安排分包或轉讓予任何第三方。建築承包商除須遵守本公司的質量控制措施外，亦須委聘駐用地項目代表以監督建築工程的進度、質量和安全性，項目中使用的建築材料於使用前的預審，及實地監察。

此外，我們於建築工程完成後，會保留部份建築工程費用以抵銷任何建築工程失誤所產生的任何費用，作為質量擔保。

酒店管理及服務式住宅管理服務方面，本集團定期與各部門員工檢討工作情況，就住客的意見反饋檢討並定下改善措施。此外，本集團亦適時對酒店及服務式住宅的設施設備進行升級改善，倡導環保及減少排放之餘，務求為住客締造舒適稱心的入住體驗。

SOCIAL ASPECT (CONTINUED)

2. Operating Practices (continued)

2.2 Product Responsibility (continued)

(b) *Privacy policy*

During our operation, we have access to personal or corporate information of hotel or serviced apartment occupiers and commercial property tenants. Accordingly, our policies include compliance with all relevant privacy ordinances and require our staff to safeguard personal privacy and commercial sensitive information of our customers.

(c) *Publicity and labelling*

The Group undertakes to provide professional property management service to our customers, determines the advertising strategies, image and positioning for properties, identifies commercial retail tenants suitable for the properties, such as different international famous brands, and attracts large domestic and foreign enterprises to reside, with a purpose of attracting traffic and improving property values. Our policies relating to projects advertising, marketing or labelling include ensuring our advertising campaign developed for sales launch of our real estate projects comply with the Advertisement Law of the PRC 《中華人民共和國廣告法》, the Interim Measures for the Administration of Internet Advertisement 《互聯網廣告管理暫行辦法》 and other applicable laws and regulations governing advertising and labelling enacted by the country, regions or industry associations. Our aim is for our customers to have confidence in our products, and have sufficient information to make informed choices.

During the Reporting Period, the Group has complied with all relevant laws and regulations that have a significant impact on the Group relating to health and safety, advertising, labelling and privacy matters relating to our products and services provided and methods of redress.

社會層面 (續)

2. 營運慣例 (續)

2.2 產品責任 (續)

(b) *私隱政策*

營運過程中，我們會接觸到酒店或服務式住宅住戶、商用物業租戶的個人或企業資料。因此，我們遵守所有相關的私隱條例，要求員工保護客戶的個人私隱及商業敏感資訊。

(c) *宣傳及標籤*

本集團為客戶承諾提供專業的物業管理服務，為物業確定宣傳策略、形象及定位，鎖定合適物業的商業零售租戶，諸如不同國際知名品牌，以及吸引國內外大型企業進駐，從以吸引人流及提升物業價值。為我們有關項目宣傳、營銷或標籤的政策包括確保，我們為旗下地產項目開售推出的宣傳活動，均符合《中華人民共和國廣告法》、《互聯網廣告管理暫行辦法》及其他國家、地區或行業組織制定、有關宣傳及標籤的適用法律法規後。我們希望客戶對我們的產品及服務有信心，並有足夠資料作出知情選擇。

報告期間，本集團已遵守所有有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜、且對本集團有重大影響的法律法規。

SOCIAL ASPECT (CONTINUED)

2. Operating Practices (continued)

2.3 Anti-corruption

The Group adheres to the value of “integrity and responsibility” and resists any act of corruption. The Group maintains a sound corporate governance and risk management system to maintain the interests of stakeholders of the Company and promotes sustainable development.

The Group has formulated the integrity convention and anti-corruption mechanism targeting at the entire supply chain from upstream suppliers to downstream end-customers and also cater for the capital market operation of investors, shareholders and institutions. Through providing regular relevant anti-corruption trainings and information to employees of the Group, the Group can enhance their anti-corruption awareness, ensure all employees to observe domestic regulations and possess good professional conducts.

For supply chain, the Group strictly implements the supplier selection system which focuses on factors such as capability. We assign monitoring staff to check the implementation process of each project, also encourage our staff to complain about and whistle-blow non-compliance matters to prevent any forms of bribery.

In facing customers (including buyers and tenants), pursuant to domestic relevant regulations, we standardize various subsidiaries to stringently monitor and manage all external contracts, which shall provide customers with fair and reasonable transaction terms and avoid any class of customer representatives to accept personal benefits in any methods under the premise of protecting the interests of the Group.

社會層面 (續)

2. 營運慣例 (續)

2.3 反貪污

本集團秉持「誠信負責」的價值觀，堅決杜絕任何貪腐行為。本集團透過保持良好的企業管治及風險管理，以維護利益相關者的利益，推動可持續發展。

本集團已訂立廉政公約及反貪腐機制，針對從上游供應商至下游最終客戶的整條供應鏈，以及面對投資者、股東及機構的資本市場運作。本集團定期向員工提供有關反貪腐的培訓及資訊，增加員工的反貪意識，確保所有員工均遵守國內法規，並擁有良好的專業操守。

供應鏈方面，本集團嚴格執行供應商甄選制度，以能力等因素為先。我們委派監督人員檢查各項目執行過程，亦鼓勵員工投訴舉報不合規事宜，防止任何形式的利益輸送。

面對客戶（包括買家及租戶），我們根據國內相關法規，規範各業務子公司嚴謹監督管理所有對外合同，在符合本集團利益的大前提下，向客戶提供公平合理的交易條款，避免任何階級的客戶代表以任何方式收受個人利益。

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SOCIAL ASPECT (CONTINUED)

2. Operating Practices (continued)

2.3 Anti-corruption (continued)

Targeting at capital market, the Group has always maintained active communications with the investment sector (including shareholders, investors and analysts). In strict compliance with the Listing Rules, the Group periodically discloses corporate information through annual reports, interim reports and announcements, and conducts interaction and communication with investors through such activities like meetings, whereby improving its transparency. In addition, the Group also regularly reviews its corporate governance mechanism and provides the information and trainings relating to the Listing Rules and corporate governance to directors.

(a) Whistle-Blowing policy

The Group has formulated its internal “Whistle-Blowing Policy”. Should any employees discover any violations, they may report to heads of relevant departments or the senior management. We will protect the identity of the whistleblower. The Company will conduct detailed investigation on the reported incident and carry out appropriate actions based on the investigation result.

During the Reporting Period, the Group has complied with relevant laws and regulations that have a significant impact on the Group relating to bribery, extortion, fraud and money laundering and did not identify any incident of corruption or fraud. The Group will regularly review the implementation of relevant policies and, where necessary, invest more resource to improve the systems.

社會層面 (續)

2. 營運慣例 (續)

2.3 反貪污 (續)

針對資本市場，本集團自二零一四年上市以來，一直積極與投資界（包括股東、投資者及分析員等）溝通。本集團根據嚴格遵守上市條例，定期透過年報、中期報告及公告等形式披露公司資訊，以及借助會議等活動與投資者互動交流，提升透明度。此外，本集團亦定期檢討企業管治機制，以及為董事提供有關上市條例及企業管治的資訊及培訓。

(a) 舉報政策

本集團內部已制訂「舉報政策」，若任何員工發現違規事項，可向相關部門主管或高級管理層舉報，我們會保護舉報人身份。本公司會就舉報事件作詳細調查，並根據調查結果採取適當行動。

報告期間，本集團已遵守有關賄賂、勒索、欺詐及洗黑錢、且對本集團有重大影響的法律及法規；亦未發現任何貪污或詐騙事件。本集團會定期檢視有關制度的實行情況，如有需要，投放更多資源以完善機制。

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SOCIAL ASPECT (CONTINUED)

3. Community

3.1 Community Investment

The Group puts strong emphasis on corporate social responsibility, upholds the principle of “Benefiting from the society, giving back to the society”, and advocates the awareness on community care and helps one other.

During the Reporting Period, the Group arranged interns in working in the administration department, finance department, legal department and sales management department. Our policies on community engagement include proactively exploring options of coordinating community activities and cooperation with other organizations, which share the same values with us. We aspire to, through these kinds of activities, better understand our communities and integrate their considerations into our business processes. We strive to mobilize our staff in the support to the needy and underprivileged, thereby inspiring more people to take part in serving the community.

社會層面 (續)

3. 社區

3.1 社區投資

本集團重視企業社會責任，秉持「取之社會，用之社會」的原則，倡導員工對社區關懷、人人互助的意識。

於報告期間，本集團曾安排學習生於本公司的行政部、財務部、法務部及銷售管理部任職。我們的社區參與政策包括積極研究各種籌辦社區活動及與其他跟我們理念一致之機構合作的可能性。我們希望藉著此類活動更了解社區需要，並將之融入我們業務過程的考慮當中。我們努力推動員工支援有需要及社會低下階層人士，從而感染更多人參與服務社區。



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Stakeholders' Feedback

In addition to reporting our achievements in this ESG Report, we welcome stakeholders' feedback regarding our environmental, social and governance approach and performance. Please share your views with us through the following:

Correspondence address: Hong Kong Office,
Room 4003-4, 40th Floor,
China Resources Building,
26 Harbour Road,
Wanchai, Hong Kong

Telephone: (852) 2877 6991
Facsimile: (852) 2877 6990
E-mail: cnc_ir@chinanewcity.com.cn

利益相關者的意見回饋

在本ESG報告匯報成果之餘，本集團亦歡迎各利益相關者就本集團的環境、社會及管治方針與表現發表意見。請透過下列方式與本集團分享寶貴意見：

郵寄地址：香港辦公室
香港灣仔
港灣道26號
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