



中海物業集團有限公司
CHINA OVERSEAS PROPERTY HOLDINGS LIMITED

Stock Code : 2669



2016

ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT

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About this Report

Purpose of this report

This report is the first “Environmental, Social and Governance Report” (“ESG Report”) released by China Overseas Property Holdings Limited (“COPL” or the “Group”) to disclose the Group’s measures and performance on sustainability issues over the past year in a transparent and open manner also it shows the Group’s strategies and commitment on the road to sustainability, aiming to increase stakeholders confidence and understanding of the Group.

This report is not only a tool for COPL to examine corporate performance, but also an instrument for COPL to promote change. The Group appointed an independent professional consultant, Carbon Care Asia Limited (“CCA”), to prepare the report. In the preparation of this report, CCA assisted the Group in measuring environmental and social performance and identifying important issues that are of most concern to the Group as the basis for continuous performance improvement.

COPL wants this report to be a platform which enhances communication with stakeholders. The report presents stakeholders with the Group’s current and future objectives, disclosing the Group’s nonfinancial performance and overall development strategy. The Group expects that stakeholders will be able to provide feedback on the information contained within and the Group will respond promptly to the views of stakeholders.

Reporting year

All the information in this report reflects the performance of COPL in environmental protection and social responsibility from 1 January 2016 to 31 December 2016. In the future, the Group will release an Environment, Social and Governance Report annually for public consumption and continue to improve the transparency of information disclosure.

Scope of the report

The report covers all property management services in Mainland China, Hong Kong and Macau. The Group also establishes as far as possible key performance indicators in the report, supplemented by corresponding instructions to establish benchmarks and facilitate comparison.

Reporting standards

This report is prepared in accordance with the Environmental, Social and Governance Reporting Guide (the “Guide”) issued by the Stock Exchange of Hong Kong Limited (the “Stock Exchange” or “SEHK”). The last chapter of the report has a complete content index for quick reference. In future, COPL will consider preparing an ESG report with reference to the norms established by Global Reporting Initiative (“GRI”), within the range of feasibility. Through this measure, the Group hopes to cover the substantive issues in a more comprehensive manner and demonstrate determination to follow the best international practice.



Reporting principles

The SEHK has proposed four reporting principles in the Guide, including: Materiality, Quantitative, Balance, and Consistency, which form the basis for the preparation of Environmental, Social and Governance Reports. In the preparation of this report, these reporting principles were applied by COPL. The following table presents the Group's understanding and responses to these reporting principles.

Reporting principles	Meaning	Response from COPL
Materiality	Materiality is the threshold at which ESG issues become sufficiently important to stakeholders that they should be reported.	This report covers issues that are most relevant to core business and stakeholders.
Quantitative	Key Performance Indicators (KPIs) need to be measurable.	As far as circumstances permit, the Group will try to disclose quantitative information and instructions.
Balance	The ESG report should provide an unbiased picture of the issuer's performance.	This report identifies and describes the achievements of the Group and the challenges it faces.
Consistency	The issuer should use consistent methodologies to allow for meaningful comparisons of ESG data over time.	This is the first time the Group has released an ESG report thus there is no previous data to compare. However, the Group will adopt the same disclosure methods in the future so that stakeholders will be able to compare the performance of the Group year by year.

How the data collected

The information in this report is derived from the official documents and statistical data of the Group's various functional departments, and based on the monitoring, management and operational information gathered by the companies under the Group's subsidiaries according to the Group's related systems. The Group has established an internal regulatory mechanism and a formal review process to ensure that the information presented in this report is as accurate and reliable as possible. The contents of this report were also reviewed and approved by senior management of the Group.

How to access this report

The report has been compiled in both the Chinese and English languages and has been uploaded onto the Stock Exchange's website at www.hkexnews.hk and the Group's website at www.copl.com.hk. If there are any contradictions or inconsistencies in the Chinese and English versions, the Chinese version shall prevail.

Feedback

Our continued progress depends on your valuable comments on the content and form of this report. If you have any questions or suggestions, please email copl.ir@cohl.com to help us continue to improve our environmental, social and governance performance.

Message from Management

I am delighted to present the first Environmental, Social and Governance Report (“ESG Report”) of China Overseas Property Holdings Ltd. This marks a new milestone in the area of environmental, social and governance reporting.

COPL focuses on making the environmental, social and governance framework an integral part of the Group’s business; from the formulation of strategies to all stages of our operation. We put great value on the needs and expectations of stakeholders and we are committed to increasing the transparency of the Group’s sustainability performance. In this open manner, we present to stakeholders our actions and performance on a range of sustainable development issues over the past year. In the course of the ESG Report preparation, through a comprehensive review of the Group’s business, we have also strived to achieve new impetus in sustainability which brings continuous value to stakeholders and also demonstrates the Group’s strategies for and commitments to this path.

In the face of global economic and political uncertainties, the Group has adhered to the business strategy of “providing customer-oriented and quality property management services,” and has continued to develop in terms of geographical spread and business volume. At the same time, through the establishment of a vigorous service quality control system, we are seizing the opportunities brought about by the urbanisation drive in China’s 13th Five-Year Plan. We are working towards to an internet-driven operation with a high level of centralisation, automation and vigorous application of smart devices, to bring in new profits for the Group.

With the Paris Agreement entering into force, the global energy landscape is at a turning point. China is actively promoting green business models and green property management. COPL understands that the efficient performance of the Group’s resource management is now closely related to our overall competitiveness in the property management industry. More importantly, stakeholders have higher expectations regarding corporate environmental protection and the Group continues to deepen its environmental protection measures in order to address these concerns. The Group has established procedures to enhance the efficiency of resource use, and is moving towards a low-carbon business model to respond to international trends.

Employees are a most significant asset and we place great importance on the growth and development of our staff. Talent development is the key to the Group’s success in sustainable development. The Group values the work and efforts of each employee, and has adopted a series of human resource strategies to provide employees with substantial room for career growth and advancement. These measures have led to our success in building a professional, dedicated and devoted management team. At the same time, we have always adhered to a “craftsmanship spirit” and strived for excellence and unswerving professionalism. We have also been providing our staff with timely and engaging learning opportunities.



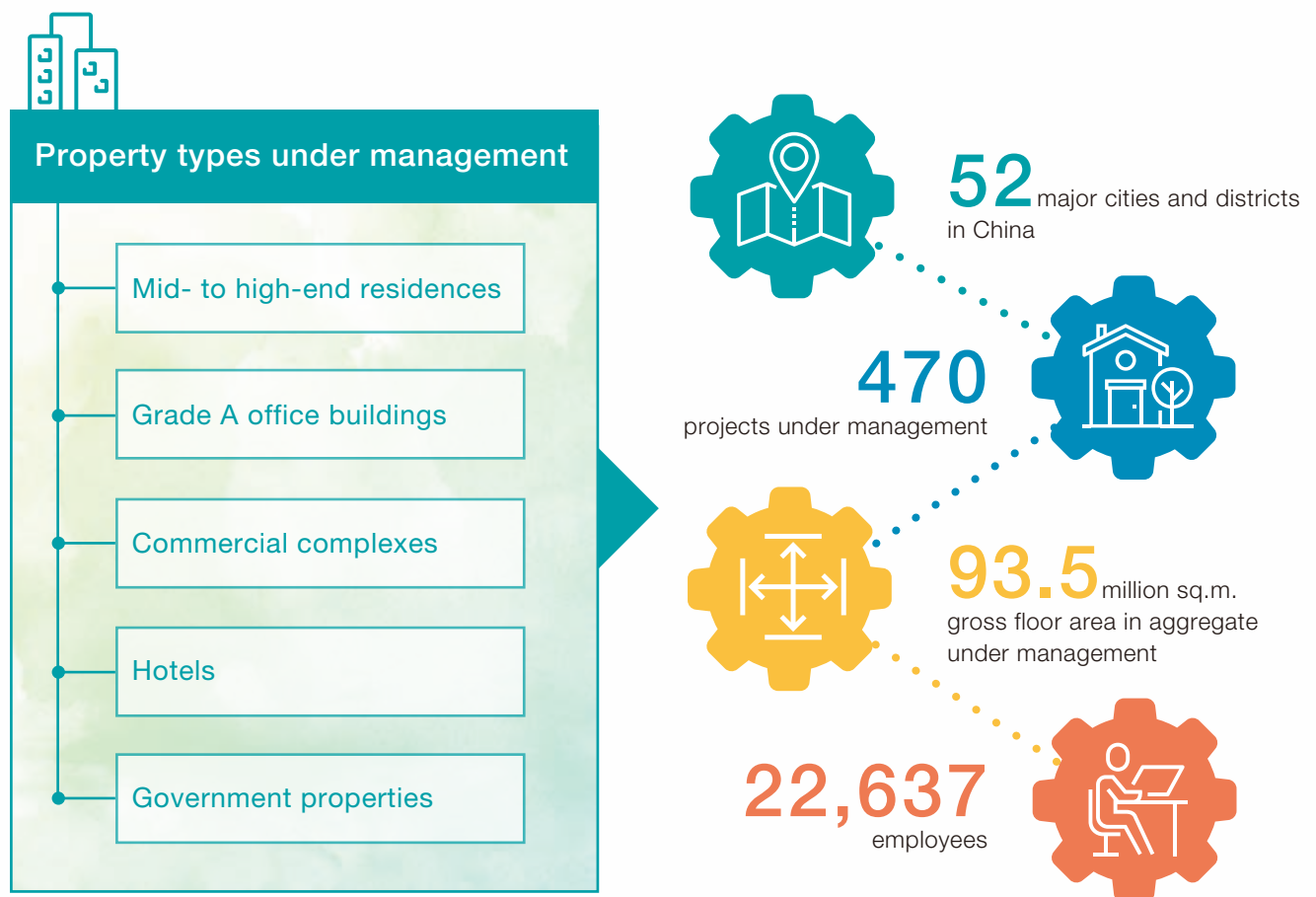
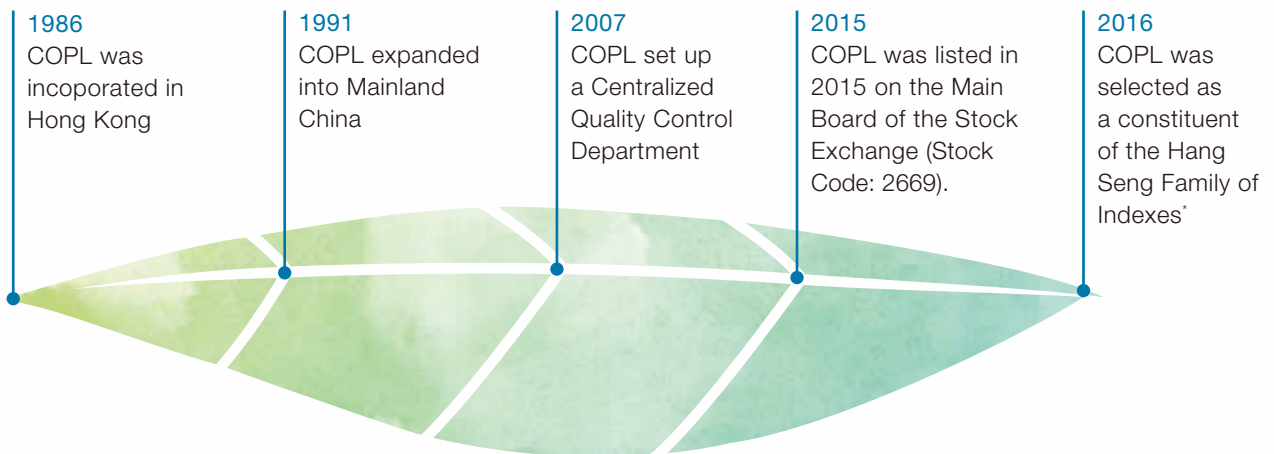
Proper supply chain management is another important part of maintaining a positive brand reputation. As a responsible corporation, we are committed to working with suppliers to build a sustainable supply chain. In assessing business partners supplying products and services, we consider not only quality and price competitiveness, but also take an integrated management approach to ensure tighter requirements on the environmental and health and safety aspects of our purchases, thereby promoting the implementation of social and environmental responsibility among the Group's business partners.

As a forward-looking company with a mission to lead the development of the industry with outstanding performance, we will continue to strengthen our management standards and enhance our execution, setting our business and the industry on a course towards a sustainable future.

Mr. Yan Jianguo
Chairman and Non-Executive Director

About COPL

COPL (or the "Group") is a subsidiary of China Overseas Holdings Limited under China State Construction Engineering Corporation and a leading participant of the property management industry in China obtaining first-class qualifications. Leveraged with advanced property management knowledge and backed by 30 years of hands-on experience and brand-building efforts, we have grown into a leading brand name in the sector underpinned by a nationwide strategic network and a global management vision.



*Note: Hang Seng Consumer Goods & Services Index; Hang Seng Global Composite Index; Hang Seng Composite Index Series: Hang Seng Composite Index, Hang Seng Composite Industry Index (Consumer Services), Hang Seng MidCap & SmallCap Index and Hang Seng SmallCap Index.

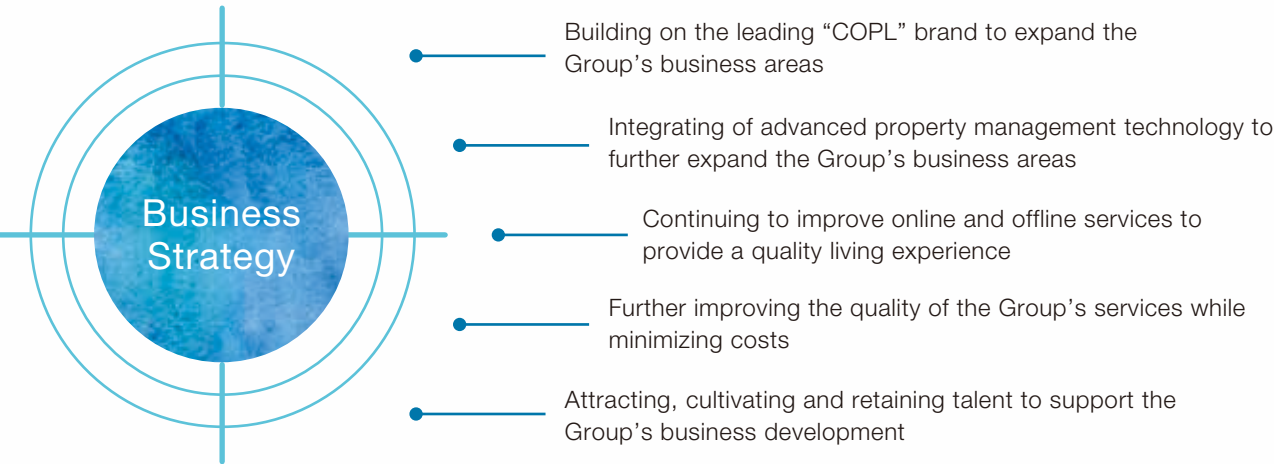
COPL is committed to becoming a benchmark of excellence in China’s property sector. The Group believe that only by sticking to the corporate values represented by attention to detail, professionalism, integrity and harmony, the Group can keep pace with the times and continue to create value for our stakeholders.



In order to honour our undertaking to be a trusted manager of property assets, COPL adopts international standard service procedures and requirements and implements an integrated management system to continuously improve the internal systems and obtain external certifications.

Quality control	Customer satisfaction	Environmental management	Occupational safety and health administration
ISO9001 : 2008	ISO 10002 : 2004	ISO 14001 : 2004	OHSAS 18001 : 2007

In 2016, the Ministry of Housing and Urban-Rural Development issued the “Outline of the 13th Five-Year Plan for Housing and Urban-Rural Development”, emphasizing a strategic plan for “promoting the development of property services”. Combined with the opportunities of new urbanization implemented by China and the sustainable development of the market, COPL will continue to carry out its core business strategy to enhance its overall competitiveness.



Economic performance

	2015	2016	Increment
Annual turnover	HKD 2,544.4 million	HKD 2,563.4 million	▲ 0.7%
Gross floor area under management	82.6 million sq.m.	93.5 million sq.m.	▲ 13.1%
Net profit	HKD 117.1 million	HKD 226.3 million	▲ 93.3%
Average return on shareholders' equity	20.2%	33.3%	▲ Not Applicable
New property management contract sum			▲ HKD 766.0 million

Awards and recognition

COPL's property services quality has been widely recognized. As of the end of 2016, the Group received a total of more than 400 national, provincial, departmental and urban honours, including:

► Top 10

China Top 100 Property Service Enterprises – Service Quality

► Top 10

China Property Management Enterprise Brand Value

► Top 10

China TOP 100 Property Management Companies – Business Size

► Top 10

China TOP100 Property Management Companies – Social Responsibility Property Management Company Worth Focusing by Capital Markets

► Top 10

China Property Service Top 100 Enterprises – Comprehensive Strength

► Leading Brand

China Specialized Operation of Property Service

► China Property Blue-chip List

Excellent Investment Value

► Leading Brand

China Top 100 Property Service Satisfaction

► Customer Satisfaction Service Enterprise Award

China Quality Association

► The Community Chest “President’s Award”



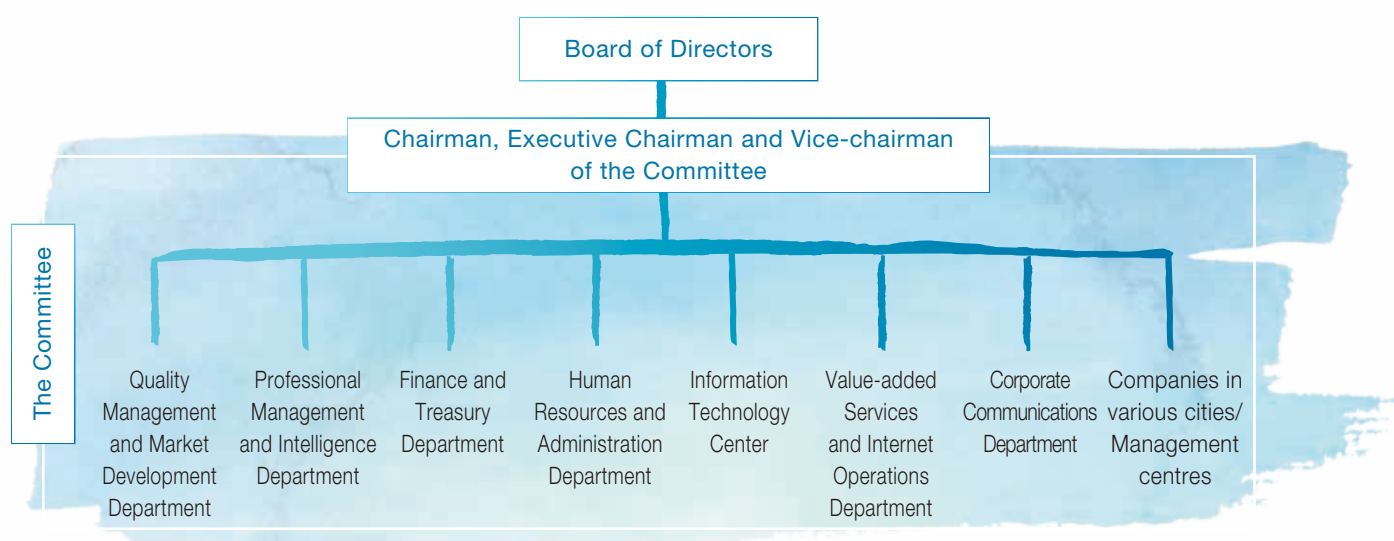


In addition, COPL was awarded the “CarbonCare® ESG Label” by CarbonCare InnoLab to recognize COPL’s efforts to build a sound foundation for environmental policies and KPIs, which is not only an essential step for compliance with the Hong Kong Listing Rules, but also makes it a company that implements credible plans for further reporting improvements.

ESG Report Co-ordination and Governance Structure

Report co-ordination

COPL is committed to combining the concept of sustainable development with the Group's overall strategies, policies and business plans. The Group established the Environmental, Social and Governance Reporting Committee (the "Committee") in 2016. The Committee is composed of representatives from various Departments and heads of the companies in various cities and management centres. It is responsible for the co-ordination and preparation of reports and for maintaining close communication with the Board of Directors. The establishment of this framework provides support for the preparation of the Group's first independent report to ensure that the Group is able to fully examine the Group's overall sustainability performance and improve the quality of reporting.



Terms of reference of the Committee			
Research and process issues in the reporting process	Determine the responsibilities and precautions of relevant departments and units	Determine the work content, division of labor, communication and collaborative operating mechanisms of relevant departments and units	Review the contents of the report

Risk management and internal control

COPL has formulated policies on risk management and internal control. The Group conducts comprehensive risk management, combining top-down and bottom-up approaches, to identify risk management procedures, evaluate, analyze and prioritize risk levels in order to take relevant measures. The Group's integrated management system establishes the control procedures for applicable legal and regulatory requirements, and provides a clear definition of the responsibilities of the functional and business departments of the headquarters and affiliates.

Applicable Laws and Regulations					
International Convention	National law	Administrative regulations	Local regulations	Departmental and local rules	Industry standard

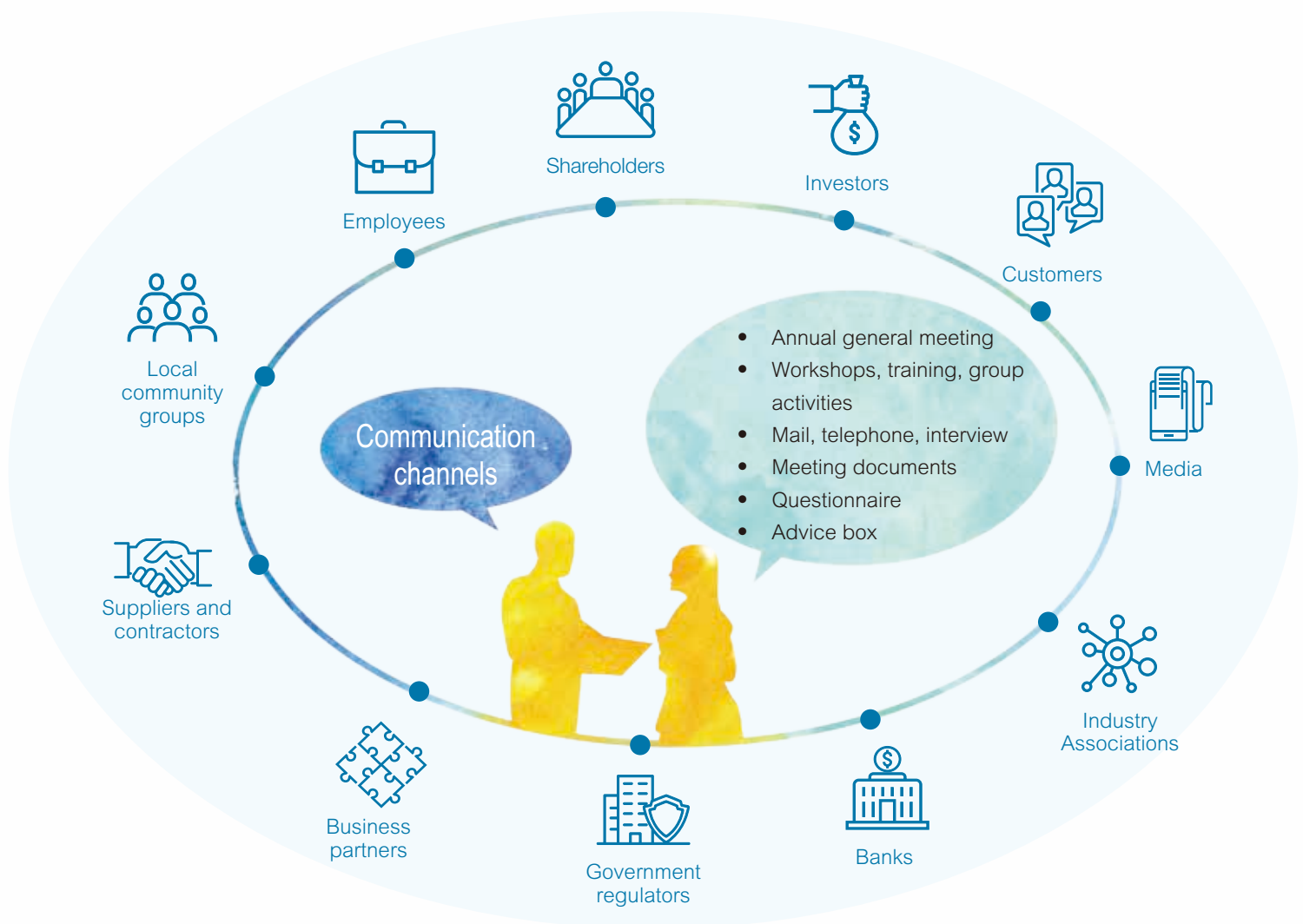
The Internal Audit Department has reviewed the implementation and compliance of these policies and submitted a review report to the Audit Committee. The Board's participation and support are particularly important. As for environmental, social and governance issues, the Board is responsible for: (1) assessing and determining the nature and scope of the Group's willingness to take risks in order to achieve its strategic objectives; (2) ensuring the establishment and maintenance of effective risk and internal control systems; and (3) monitoring and managing risks and designing, implementing and monitoring internal control systems.

COPL is considering setting up a Steering Committee on corporate sustainability in the future, assessing in depth the environmental and social impact of the Group's business, and incorporating it into business decisions. The Steering Committee would regularly report to the Board of Directors on the progress of sustainability initiatives and further promote sustainable business development.

Stakeholder Engagement

COPL attaches great importance to the views of stakeholders, and is committed to establishing long-term relationship with stakeholders. The Group is well aware that maintaining close communication with a broad range of stakeholders will help the Group understand their various expectations. The Group has been collecting and prioritizing issues that are most relevant to stakeholders through various channels. The Group regards this as a basis for establishing sustainability strategies.

Stakeholders here refer to groups or individuals that have significant impact on the Group's business or are affected by the Group's business. The Group's stakeholders include not only internal staff, management and Directors but also external customers, business partners, investors, regulators and various types of community groups. The Group expects that stakeholders will be able to provide feedback on the information disclosed and the Group will respond promptly to the views of stakeholders.



During the preparation of this report, COPL commissioned CCA to act as an independent consultant to assist the Group in identifying substantive issues in a fair and equitable way. Through in-depth interviews with senior management, CCA explored the Group's sustainable development orientation in the industry with the management, as well as future sustainability visions, goals and plans. CCA conducted training workshops and focus group discussions with the Group's internal and external stakeholders to help the Group understand the concerns of stakeholders about the Group's environmental and social impact.


Having consolidated the views of different stakeholders, CCA conducted a substantive assessment for COPL to identify the nine most critical issues for the Group as the main subject areas of the Group's "Environmental, Social and Governance Report in 2016", as well as the key points of improving sustainable development performance. The nine "material issues" are identified as follows:

ESG materiality matrix of COPL in 2016






Operation	
	14 Customer health and safety
	16 Customer information privacy
	12 Fair and reasonable treatment of business partners
Community	
	20 Effective communication mechanisms

Employment	
	10 Employee training and development
	9 Occupational health and safety
	11 Child labour and forced labour
	8 Diversified and equal working environment



Environment	
	3 Energy efficiency

COPL's business affects different stakeholders, and the stakeholders have different expectations for the Group. The Group wants to continue to deepen the breadth and depth of communications with stakeholders in the future. The Group will not only invite more diverse stakeholders, including customers, community groups, etc., to participate in this process; but also apply different forms of communication, such as questionnaires and community interviews, to increase the exchange of ideas, so that substantive analysis can be more comprehensive and in-depth.

UPHOLDING OPERATIONAL RESPONSIBILITY

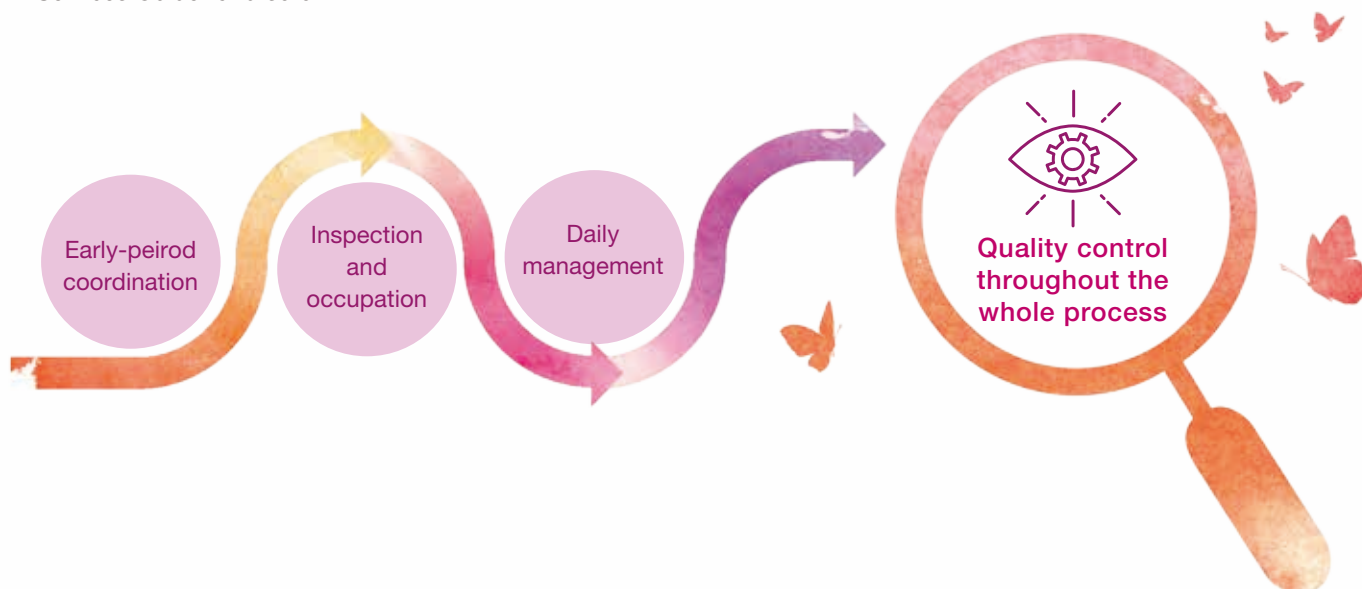


Upholding Operational Responsibility

Creating value for clients

COPL focuses on providing clients with high-quality management services. The Group has been honouring its undertaking to be a trusted manager of property assets, and has implemented detailed, professional process management in aspects such as customer service, safety management, project management, environmental management, community culture and community diversification. Based on these aspects, the Group has improved service quality and explored opportunities for innovation. The Group's clients include mid- to high-end residences, commercial complexes, owners, tenants and commercial enterprises in government properties.

The integrated management system of COPL involves control procedures as well as operating manuals and guides of various business operations. Quality management runs through the whole life cycle of projects. The Group provides professional services for clients at different stages of projects: at the construction stage, proposing optimization recommendations from the view of final-period management; at the acceptance and admission stage, coordinating the preparatory work of real estate companies and owners and conducting on-site management; and in daily management, developing and implementing various regulations and the "COPL Services Guide" and so on.



To provide clients with a safe environment, COPL implements strict quality standards in the operational process of property management projects, and actively uses information technology to promote the construction of intelligent communities and enhance service quality. The Group undertakes the duties of supervision, guidance, step-by-step inspection, implementation of the systems and feedback at all levels, from headquarters' functional departments to local companies and project management offices.

- **Security management**

Each project is equipped with a professional security team and 24-hour security inspection. The fire control monitoring centres of management offices also maintain a 24-hour watch system, implement access control and adopt scientific and technological measures and facilities such as infrared alarm systems, camera monitoring systems, burglar alarm systems, warning systems and intelligent parking lot management systems to ensure the security of the properties under management.

Intelligent visitor management system

The visitor management software, developed by the Group itself, simplifies visitor access procedures. The handheld query device for the system has received national patent certificate. Clients can make a reservation through the system. At the appointed time, visitors can use the authorization information, such as QR code, to enter the property without delay. This system will prevent unauthorized persons from entering the premises, reduce the risk of crime and ensure the safety of residents.



Intelligent parking management system

The Group continues to promote the parking lot information management platform and supporting hardware to improve the operational efficiency of parking lots. The Group has also adopted a series of automation measures to optimize the travel experience of occupiers. This system not only facilitates access of users' vehicles, but also monitors and reduces the risk of unauthorized access or parking.



- **Equipment and facility management**

The well-established operation and timely maintenance of the equipment and facilities within the property management areas help ensure the Group to meet the service requirements. The Group implements the management system of the common equipment and facilities, covering the specifications and operating instructions of their utilization process. It includes mark management, utilization management, safety management of special equipment (such as elevators), regular maintenance plans, records, supervisions and inspections. The Group has established a platform for equipment information monitoring, including machine room monitoring as well as equipment and facilities management. The system can remotely control the operation of equipment in a timely manner and improve the efficiency of inspection and maintenance of operations in utility rooms.

Electronic equipment and facilities management system

Important project equipment under the Group's management is labeled by QR code and other "identity cards." Management offices, regional management centers and local companies can complete the equipment inspection by scanning the code with mobile terminals to identify problems and remedy problems to enhance the degree of standardization. The electronic data record also facilitates the statistical analysis in respect of quality management of the functional departments.

The Group has also developed management control procedures to ensure the safe running of various public service systems:

Hygienic water supply

Facility requirements	Water quality management	Water supply suspension management	Emergency water supply	Water consumption management	Inspection
<ul style="list-style-type: none"> • High-quality materials • Sealed and tight • Preventing foreign matter and pollution measures • Stable operation of electrical equipment 	<ul style="list-style-type: none"> • Secondary water supply facilities are regularly cleaned and disinfected • Operators' qualifications and health checked • Capacity building • Safe use of chemical products 	<ul style="list-style-type: none"> • Establish contingency plans • Notify the affected households in a timely manner (planned stoppage shall be announced 24 hours in advance, and emergency maintenance should be carried out immediately after un-planned stoppage occurs) • Forms of notice include written announcement and telephone call 	<ul style="list-style-type: none"> • If water supply stoppage caused by natural disasters or emergency lasts 12 hours, administrative office will make arrangements for temporary water supply 	<ul style="list-style-type: none"> • Water pressure control • Dedicated use, regular inspection and avoid loss • Dealing with problems found by occupants • Adopting emergency measures to deal with sudden water quality deterioration 	<ul style="list-style-type: none"> • Step-by-step inspection • After the water tank is cleaned and disinfected, it shall obtain the qualified water quality inspection report issued by the appropriate health department

Safe heating

Whether the relevant heating project uses municipal central heating, or independent heating, the management office conducts daily inspections of the pipe network and heating equipment and facilities under our management. During the heating equipment and facilities' operation, the management office will adjust the flow and temperature of heat source according to the change of temperature and heat load, and ensure sufficient heating supply. For equipment with burners, the management office will control the quality of the burn by inspecting and adjusting the proportion of fuel and the size of the air intake to ensure that the fuel is fully burned to avoid negative impact on external air quality.

• Environmental management

Designed to provide customers with a clean and comfortable working and living environment, the Group has established detailed operational guidelines on the sanitation and hygiene, landscaping and biological control and disinfection of managed projects which specify the management structure and the corresponding management assessment standards. In addition to the control of sources of hazards and environmental factors (such as noise, chemicals, dangerous goods, etc.), the Group also stipulates the working hours of the different operations to minimize the impact on customers. The Group gives priority to more environmentally friendly products (bio-pesticides), and collaborates with environmental assessment organizations to monitor indoor air quality in response to customers' concerns about health.

- **Emergency preparedness**

The Group has prepared various contingencies and response measures and purchased public liability insurance in response to possible incidents and emergency situations such as typhoons, rainstorms, disruption of public services and equipment failure. The management office holds emergency contingency exercises on a regular basis and local companies and headquarters' functional departments carry out step-by-step inspections. For example, a three-level exercise involving inspection, firefighting and emergency evacuation plans will be conducted every year. Fire safety units will hold such an exercise at least once every six months. Before the arrival of a typhoon or storm, the management office will inspect the managed properties' gardens and trees, and protect those likely to fall to prevent potential harm to pedestrians and vehicles. When emergencies occur, the management office will quickly initiate planned procedures and coordinate all relevant parties in order to minimize the loss. After accidents, the Safety Committee will carry out an investigation to find out the cause of the accident and the management office will also review the experience, formulate preventive measures and assess the effectiveness of contingency plans.



- **Suppliers control and capacity building**

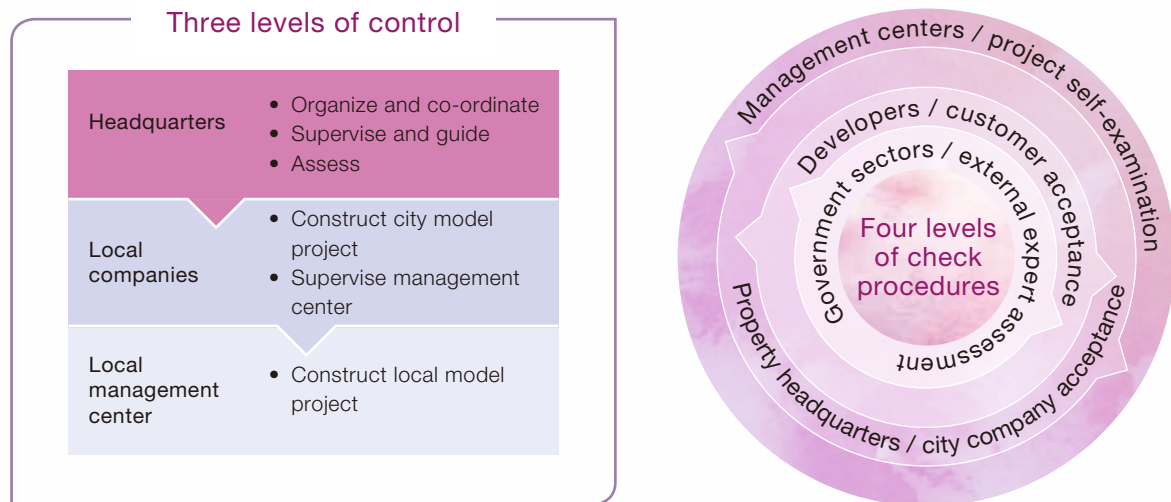
When selecting a supplier or a subcontractor, the Group will strengthen supervision and risk control in the terms of contract, service standards or work processes, requiring all relevant engineering staff to have technician's certification and a health check. For special equipment such as elevators, the management office would, in consultation with the maintenance party, formulate an elevator inspection plan, submit it to the relevant government departments for verification within the prescribed time limit, and send the original certificate to management office. Management office staff and field personnel are required to participate in the training and assessment of safety, hygiene and clearance works. In order to enhance the awareness of environmental protection and health and safety of our clients, the Group is committed to arranging a variety of publicity measures, including information boards and community cultural activities.

- **Sharing experience and encouraging creativity**

In the implementation of the integrated system management process, the Group encourages headquarters' functional departments to actively sum up the outstanding practices and innovative highlights of different projects, and conduct experience summary and sharing.

Model project construction

In order to build a benchmark in the property management industry, the Group has created three levels of control over model projects. The Quality Management and the Market Development Department have revised the “COPL Model Project Management Approach” and have completed four-levels of acceptance check of 29 projects in 2016. The Property Headquarters compiled the management highlights and work results of the model project construction into a book, continuously bringing the demonstration effect of outstanding projects into play.



Property management innovation

Combining the Group's traditional property services and intelligent construction experience, the Group is committed to providing customers with the best user experience. In March 2016 a one-stop community online-to-offline (O2O) platform -"UN" App, which was developed by the Group's subsidiary, was officially launched. In light of the community environment, the program provides proprietors with community e-commerce, financial management, home services and other diversified value-added services, so the Group's property services content and experience were upgraded. The Group believes that innovation is the driving force behind the continuous development and progress of enterprises, thus we urge employees to actively innovate. To promote innovation we have set up a property management innovation award to highlight outstanding examples in the annual assessment of management, technologies and ideas.

• Customer satisfaction

In order to ensure the fairness and authenticity of the customer satisfaction survey, the Group commissioned a third party institution, China Index Academy, to carry out the 2016 annual customer satisfaction survey. This was carried out through face-to-face interviews and an online survey. The overall satisfaction of the Group's property services in 2016 was number one for the industry nationwide, while the satisfaction of services from the companies in new cities where COPL has presence were also higher than the industry norm. After the completion of the customer satisfaction survey, the Group conducted comprehensive data analysis on aspects like city, profession, customer types to identify common problems. The Group carried out the "We Do" theme activities nationwide at the beginning of 2017 to implement special improvement activities according to the results of the survey of customer satisfaction.

- **Customer information privacy**

COPL believes that the protection of customer information is one of the keys to establishing long-term relationship with customers. The Group is committed to providing comprehensive protection to our clients' interests in all respects and complying with the laws concerning information privacy protection. The Group has established the control procedures and formulated measures like the "Client Document Management" for the personal information of customers involved in the service management process, including customer ownership information, visitor registration information and surveillance video. The Group's existing enterprise network platform adopts private cloud, and we will continue to upgrade encryption technology to ensure the safety of customer information. The Group believes that the sound management procedures provide guidance for the operation of Management Office and the supervision of functional departments, and also contribute to the confidentiality of information. During the reporting period, the Group hasn't any cases relating to product responsibility.

- **Keep in touch with customers**

In order to comprehend customers' expectations and service needs, the Group understands the importance of establishing smooth communication channels with our customers. The Group has formulated measures to display the names, photos, contact information and service areas of the main management personnel of projects at prominent position of project sites. At the same time, in order to facilitate proprietors' daily communication and feedback, the supervisory telephone number of regional branches and the 24-hour service hotline of property management office are announced on the official website. In the Group's quality supervision and management, management office's active communication with customers is also an important part. The Group continuously reviews and improves the ways of communication, based on the acceptance of the customer survey method in the 2016 satisfaction survey, in 2017, COPL plans to adopt network survey and telephone survey, and combined with client application, we will assess customer satisfaction monthly, so as to enhance the efficiency and friendliness of customer satisfaction survey.

Information exchange

- Issue the "Property Service Handbook" when settling in
- Communicate public management matters
- Announce the "Management Service Work Report" quarterly
- Announce property service fee income and expenditure quarterly
- Semi-annual property maintenance funds
- Announce service project charging standards



Interaction mechanism

- Satisfaction survey
- Develop monthly communication plan
- Proprietors meeting
- Equipment room open day
- Financial information supervision
- Notify customers beforehand of the impact that may caused by operating projects
- Claims records and periodic analysis
- Revisit to collect feedback
- Public response to customers' questions



Customers can give comments or make suggestions to the Group through complain and supervisory telephone, email, mailing address and network platform that were announced by various projects. The Group has formulated the "COPL Service Guide" to set up corresponding management standards for the handling processing, return visit, feedback of customer complaints. General complaints shall be handled within 24 hours and results should be informed to customers. Local companies and headquarters departments are responsible for customer complaints handling and inspection. According to the complaint statistics, management office analyzes the main factors that affect the service monthly. The common or influential factors will be corrected promptly and preventive measures will be taken to ensure the quality of service can satisfy customers.

Creating value for partners

Proper management of the supply chain is the key to maintaining brand reputation, ensuring business sustainability and managing operational costs. The Group has developed an integrated management system that includes bidding procurement procedures, product and service standards, work guides, evaluation and compliance management, effectively managing the supply chain and strengthening the cooperation between suppliers and subcontractors.

The Group adopts informatization cost control platform, the bidding and procurement process adheres to the principles of transparency and equity, overall bidding, full competition, integrity, maintenance of credibility and confidentiality. If the amount of a single tender project exceeds RMB30,000, the bidding process requires to invite at least three bidders. The bidding process shall be presided over by the applicant department. Legal representatives, financial officers and management office representatives will also be invited to participate in the bid opening and evaluation, and supervise the bidding process.



The main contents of the supervision of bidding process include:

- Responsibilities and organization of various departments
- Supervision at all stages of the tendering process
- Supervisory and audit department carries out random checks on the bidding process and as part of the internal management control system and the construction of the clean administration

At the same time, the Group organizes the internal materials tender training from time to time, requiring both parties of the contract must to sign the “Integrity Agreement” in order to ensure that the procurement process is fair and reasonable in various aspects.

The Group has developed a detailed management system for partners. At present, the Group has 1,430 qualified suppliers in the Mainland, of which 47% are in environmental industry (including clean and green), 40% are in engineering industry and 13% are in security business; the business units in Hong Kong and Macau are also established qualified contractors list by industry to facilitate management.

Management system for partners



The Group attaches great importance to communicating with suppliers in various forms, including assessment, not less than two times of subcontractors trainings per month, and employee exchange and follow-up.

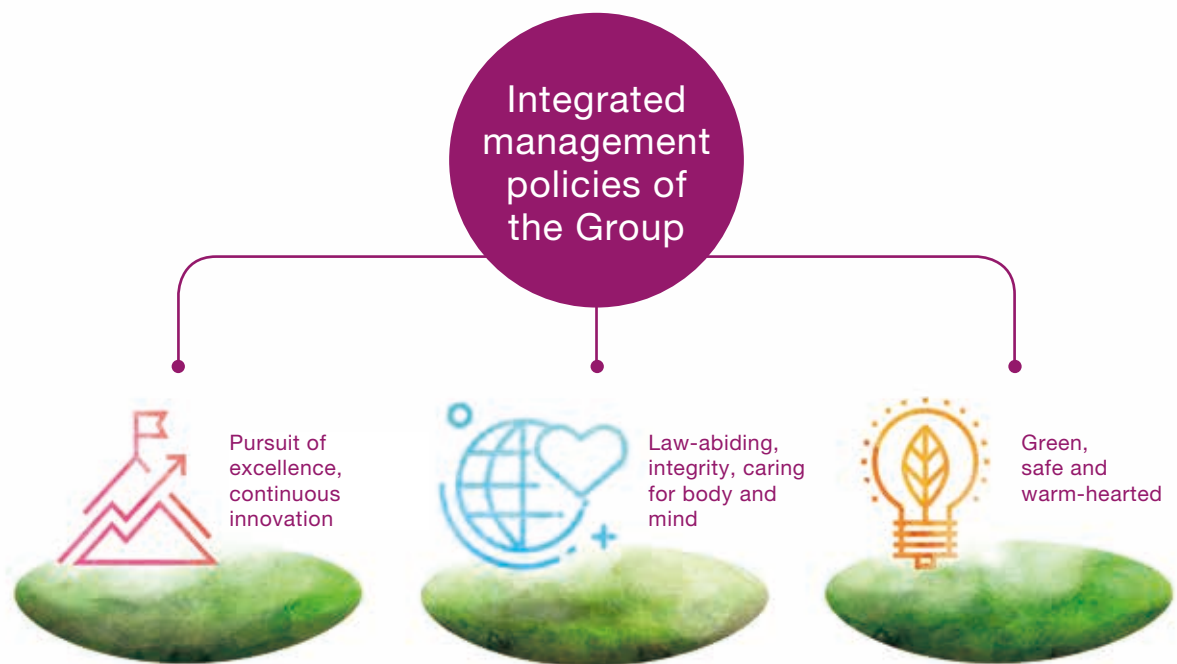
Assessment of the subcontract work in cleaning industry

Responsible department	Assessment content	Frequency	Focus
Headquarters/regional/local	Satisfaction	Year-end assessment	Annual third-party customer satisfaction survey results
Local functional departments	Effectiveness	Quarterly	Cleaning standards inspection
Management Office	Clean Service Quality	On-site, monthly	Quality monthly evaluation
	Daily inspection	On-site, monthly	Quality problems rectification

 <p>The Group evaluates suppliers in different aspects, based on suppliers' products and services' impact on quality, including:</p>	Institutional qualification Possess business license, qualification certificate, business certificate and so on	Customer satisfaction Customers and the community's evaluation on its ability and follow-up service	Price factor and delivery Timeliness
	On-site management On-site investigation and inspection record	Internal management Quality/environmental/occupational health and safety management system certification (preferred ISO certified suppliers)	Other requirements If necessary, take into account product and service trial structure; special, such as government-designated enterprises

The main contents of the annual review include the review of the actual situation of factors such as the quality, brand, delivery, price, follow-up service, environmental impact, safety and health impact of suppliers' products and services in the year.

The Group recognizes supplier's occupational health and safety risks and environmental impacts during the purchase or use of goods, equipment and services, and informs suppliers of the integrated management policies of the Group's environment, occupational health and safety, and exerts our influence on them. For example, when signing subcontracts, service standards, or work processes with subcontractors (external wall cleaning, elevators, building equipment maintenance, cleaning services, pest control), we add requirements on important environmental factors, hazards, etc., to strengthen the control of subcontractors, and urge them to implement such requirements.



To enhance the environmental and health and safety control of the supply chain, the Group extends the integrated management system and requires suppliers and subcontractors to comply with the provisions in the "Notification of COPL Environment and Occupational Health and Safety Requirements".

The Group continuously improves the quality standards of the supply chain and develops environmental protection and occupational health and safety requirements in order to enhance the image of the Group's environmental protection and protect of occupational health and safety, and improve the market competitiveness with cooperated suppliers.

Creating value for the community

COPL is actively involved in various forms of public welfare activities, including the seven-year old “COPL Green Alliance”, the “Rural Campus Public Welfare” for two consecutive years, and the annual caring donation.

As a service provider for property management, the Group has a deep understanding of the importance of meeting the expectations of the communities in which we operate. The Group encourages skills-based volunteer services, addresses the community-level issues by using the different skills available to the Group’s employees, such as visiting the empty nest elderly, and the “Learning from Lei Feng Service Month”.

The Group has carried out various forms of community cultural exchange activities, set up communication platform between properties and customers, and customers to customers. The Group has established the “Community Culture Management Control Procedures” and “Annual Community Culture Planning and Implementation Plan” to provide the system for management of the activities.



COPL Fashion Show



COPL • The Second Neighborhood Party
Earth Station Public Service Project
Beijing COPL won the “Best Contribution Award”



Sports activities



Production Safety Knowledge



Public welfare Activities



Staff Entertainment Activities



Major festivals

In December 2016, COPL's Shenzhen Sunshine Palm Garden project was awarded the title of "Top 10 Happiness Community Governance Practice Case" of "China Happiness Community Public Trust List". The list focuses on property and community value, and also recognizes the Group's efforts to deepen the cultural connotation of the community beyond the basic services such as day-to-day project management, safety management, environmental management and customer service. The Group carefully planned community cultural activities for the project's proprietors to create a harmonious, warm and humane living environment.

CONSTRUCTING A CARING WORK ENVIRONMENT



Constructing a Caring Work Environment



COPL believes that employees are the greatest wealth of enterprises and the most critical element to achieve sustainable development. In the pursuit of the spirit of craftsmanship: “keeping on improving, professional dedication,” the quality and professional standards of staff determine the competitiveness of enterprises, and the Group has always put our staff first. Human resources management is an important part of the Group’s integrated management system. The headquarters of the Group has developed human resources management control procedures and work guide, and local companies develop work rules combining their own situation with the headquarters’ rules and regulations.



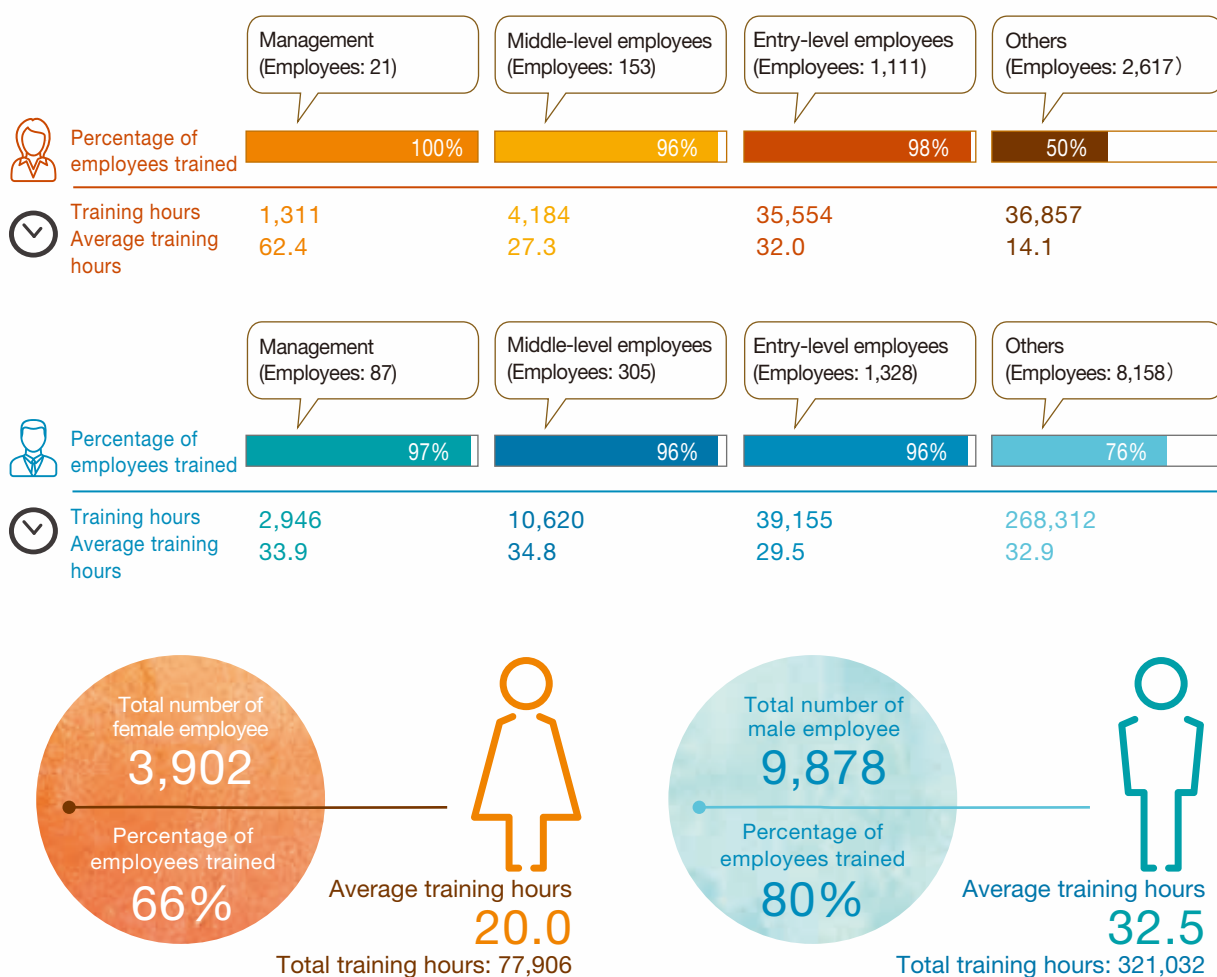
Employees’ continued progress and development

The Group attaches great importance to the development and growth of employees, we also provide various types of training for employees according to different departments, functions and employees’ career development stage. The training content includes professional knowledge, professional skills, management ability and other aspects conducive to improving the overall quality of staff. Training types can be divided into internal training, external training, network training and so on. The Group wants to support employees’ career development by means of a systematic staff training, supervision and assessment mechanism, so as to improve their personal value and perfect the construction of talent echelon.



In 2016, the Group carried out technical expert certification, job qualification authentication, skills contest, and a number of skills competitions, actively built a craftsmanship system in aspects like project management, safety management and environmental management, and did a good job in staff team building and talent selection, encouraged innovation, established craftsmen's example, and enhanced our talent competitiveness in the property management industry. The expenses for staff education and training within the year was over HKD1.3 million.

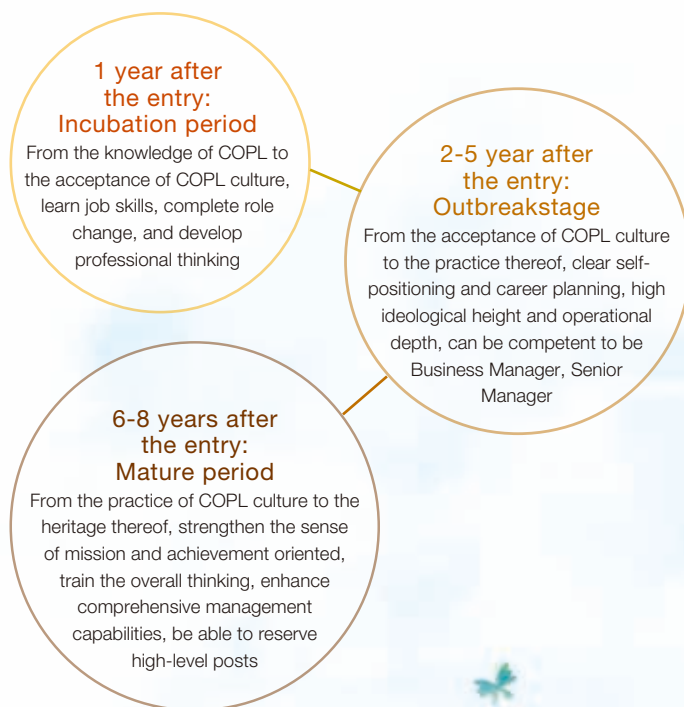
Employees training data by gender and employee category*



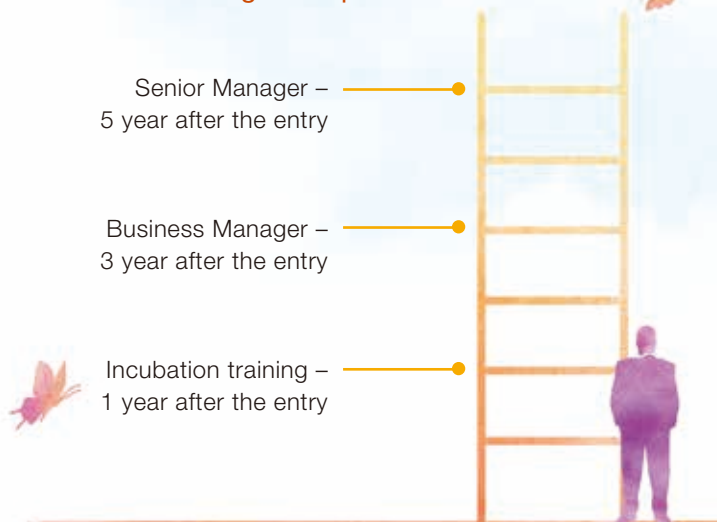
*Note: Unless otherwise specified, the scope of statistics concerning staff in this report includes staff in overall rationing system and headquarters (excluding labour dispatch).

The Group attracts the campus elite and gathers the advantageous resources to lay a good foundation for the sustainable development of the Group's human resources. At the end of 2016, the Group launched the 2017 COPL Campus "Management Trainee" recruitment program.

Comprehensive cultivating plan



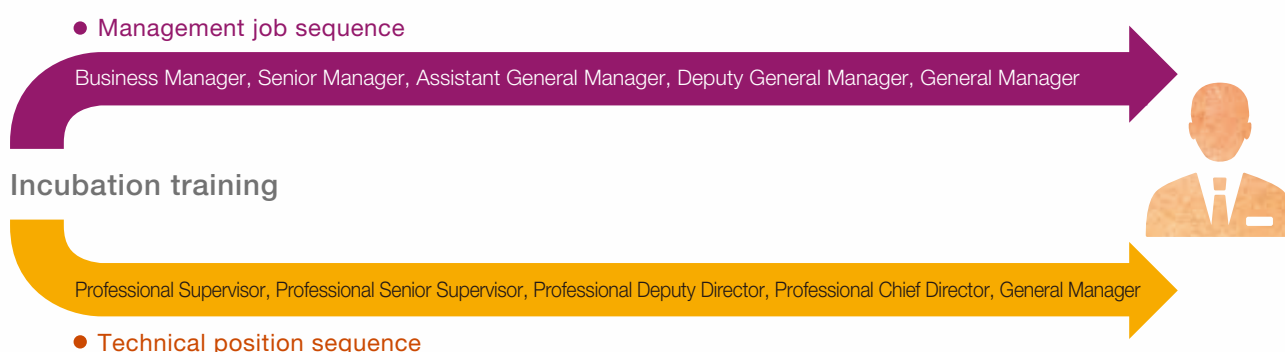
“1358” exclusive growth path



Full career life cycle training system



Double sequence promotion channel



Employees' health and safety

COPL regards occupational health and safety as an important part of the Group's risk management, the requirements concerning health and safety of staff in the Group's integrated management system include:



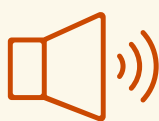
- Responsible for the health and safety of employees;
- Control risk and take the most reasonable and possible precautions to prevent accidents and occupational diseases;
- Develop and implement safety management system, identify security risks and rectify them in a timely manner;
- Formulate contingency plan for safety and technical measures and disclose relevant information to employees in accordance with the requirements of safety contingency plan;
- Provide training and ensure that employees are educated on health and safety issues;
- For special posts, employees must obtain relevant certification before work, all staff are required to obtain certification;
- Operators are required to wear protective equipment properly. Personnel who engage in high-altitude operations must wear protective clothing such as helmet and safety belt. Protector should be arranged during such operation.

Employees' work-related injury by gender

	Female employee	Male employee	Total
Work injury*	47	35	82
Lost working days due to work injury	1,327	691	2,018

*Note: During the year, the Group hasn't occurred any fatal accident; the definition of work injury is in accordance with the requirements of the relevant laws and regulations in which we operate.

For hazardous sources and control measures in business operations, the main targets of occupational health and safety monitoring are hazardous sources that have significant impact on occupational health and safety:



Noise in workplace



Secondary water supply
and swimming pool water
quality testing



Use and storage of
chemical dangerous
goods



Allocation and use of
operation protection and
labour supplies



Regular staff
health check

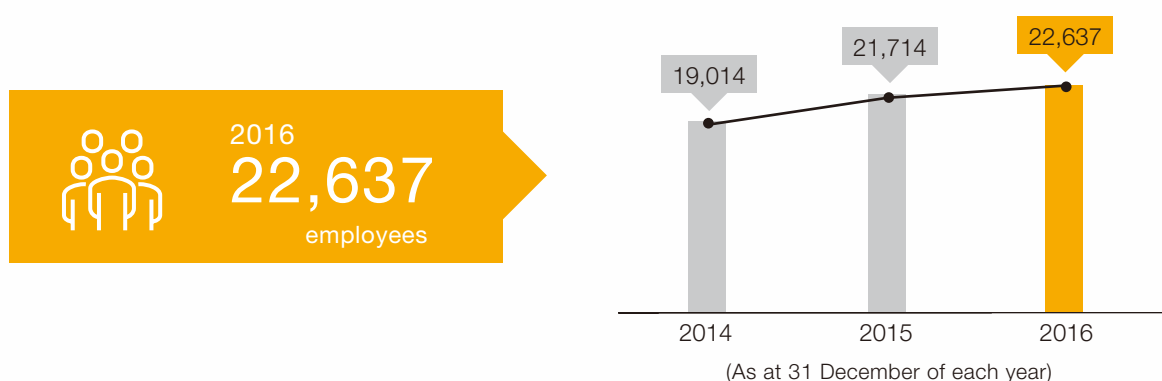


Special equipment
(elevator) annual safety
inspection certificate

The Group believes that the operating efficiency of enterprises is closely related to the healthy and safe working environment of all employees. Therefore, the Group has not only strictly implemented the relevant laws and regulations, but also formulated the relevant policies and regulations for specific business sectors, that is, the COPL Safe Management Work Manual. The Group requires local companies to organize pre-work health inspections of employees in accordance with the relevant regulations and provide health checks for all employees at least every two years, and provide health guidance and support to employees who have abnormal medical results. During the reporting period, the Group hasn't found any violations regarding occupational health and safety.

Work environment and atmosphere

The total number of employee







As at 31 December 2016, COPL had about 22,637 employees (as at 31 December 2015: 21,714). The total number of employees also includes all staff under remuneration system. The Group has set up guideline prohibiting the employment of child labour or forced labour. The Group has implemented competitive remuneration and assessment systems, which encourage employees to work harder, improve their enthusiasm, and enhance the efficiency of labour through regular pay review, special post allowance, key work reward, piece-rate contracting, intensive operation and maintenance. In order to honour diversified values, the Group will further perfect remedy policy to prevent discrimination.

During the reporting period, the Group hasn't found any non-compliance case related to employment and labour standards.

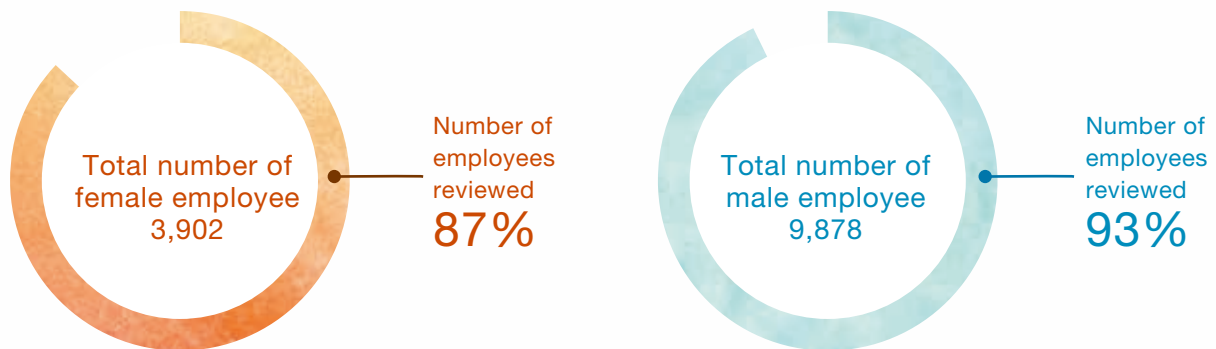
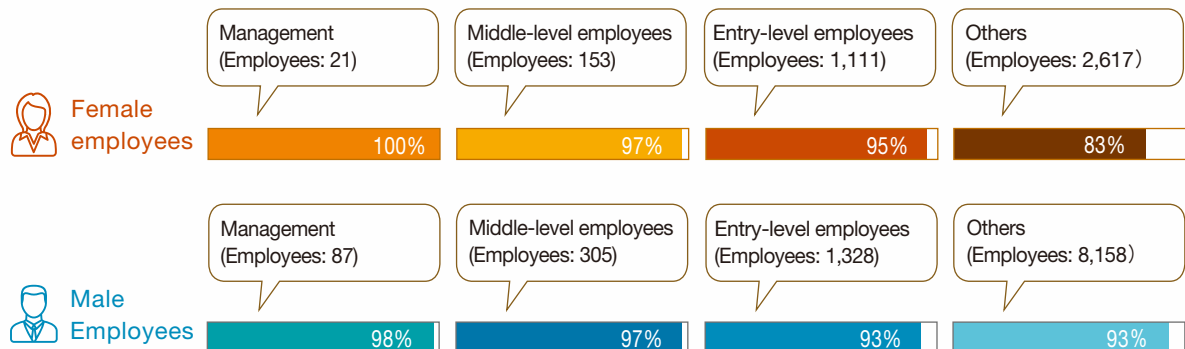
The Group has adopted multiple measures to build a good interpersonal relationship and working atmosphere among our employees. It aims to strike a balance between work and life. Through the organization of rich and varied staff fellowship activities, the Group has effectively alleviated the work pressure and improved staff's satisfaction and sense of belonging.

Number of employees by gender and age

		Under 30	30 – 50	Over 50	Total	Male to female ratio
 Number of employees	Female	1,538	1,475	889	3,902	1:2.5
	Male	3,215	4,782	1,881	9,878	
 Number of new employees	Female	708	482	468	1,658	1:2.5
	Male	1,941	1,506	707	4,154	
 Number of lost employees	Female	684	477	481	1,642	1:2.8
	Male	2,353	1,661	624	4,638	
 Employee turnover rate	Female	44%	32%	54%	42%	–
	Male	73%	35%	33%	47%	

In order to maintain effective communication with staff, the Group has established channels to collect and response staff's opinions, and regularly held forums or exchange meetings with occupational health and safety affairs representatives, listen to the views of employees. In order to understand the performance of staff, the Group conducts performance evaluations every year to systematically evaluate the performance of employees and motivate employees to develop their potential. The Group's management also from time to time communicate with staff representatives on labour disputes, wage setting, safe production, labour protection issues to protect the rights and interests of employees.

Employee performance review by gender and employee category



In order to prevent bribery, blackmail, fraud and money laundering, the Group has formulated multiple policies. The relevant provisions include the Implementation Rules of Employees' Integrity and Self-discipline, the Code of Conduct for Employees in COPL, the Commitment of Integrity and the COPL Employees' Complaint and Reporting Requirements ". During the reporting period, the Group hasn't found any lawsuit regarding corruption among our employees.

EXPANDING GREEN PROPERTY MANAGEMENT



Expanding Green Property Management



Use of resources

The "thirteenth Five-Year Plan of Housing and Urban-rural Development Department," which introduced in 2016, proposed the concept of "promoting green business model in construction operation process, and expanding green property." COPL is well aware of resource management, environmental protection and corporate sustainable development are closely related. In order to strengthen the management of resources and save resources, the Group has formulated the "COPL Energy Assessment Method" and the control procedures featured by "Energy Conservation and Emission Reduction" and "Electricity Saving", which stipulate the resource management responsibilities of the functional departments and units at all levels, covering electricity saving, water saving, paper saving, heat saving, fuel saving, auxiliary materials saving, emission reduction, publicity and other aspects. The headquarters has also set up the "Energy Assessment" Review Committee, which is responsible for organizing the assessment and supervision of energy management and assessment compliance.

The energy-saving measures implemented by the Group include energy-saving lighting, air conditioning, appliances and elevators and so on. The Group has an internal system to monitor energy consumption indicators and encourage different subsidiaries to gradually optimize the switch control system according to the actual situation, remould LED lights and air conditioning frequency conversion system, as well as implement peak-valley time-sharing control. As early as 2012 the Group has begun to implement LED lighting energy-saving reconstruction work, from public lighting areas in which require larger electricity consumption, such as garage, we began to gradually promote the reconstruction work. The Group continues to carry out the promotion of technology and energy use, in 2016, 10 new LED lights, one negative pressure pump and one air-conditioning were converted into energy-saving equipment. The annual savings of the above equipment has passed more than RMB1.3 million. According to energy consumption statistics and energy efficiency indicators in 2015 and 2016, the annual savings of electricity exceeded more than 9 million kwh.

Saving water and increasing water use efficiency is the focus of the Group's work in resource management. The Group implements an automatic spraying system for irrigation water. Although the water reuse technology is confined by the municipal facilities and building design, now, Beijing Henderson Centre has adopted this technology. As for leakage or seepage occurs in aging pipe network, the Group monitors the situation and plans for non-negative pressure transformation of the water supply system.

Lake Lantern 1, Foshan

In view of the increasing contradiction between water supply and demand, the project uses automation technology to control the green sprinkler irrigation system, implements precise irrigation, based on plants' actual water demand, utilize information technology (such as sensing technology) and other methods to improve the green irrigation precision, and adopts rational irrigation system to improve water use. Intelligent automatic control of irrigation can improve the level of green irrigation management, improve the random manual operation, it is also one of the necessary measures to effectively resolve waster saving in green irrigation.

At present, COPL's green sprinkler irrigation system combines lawn underground irrigation and swing arm spray irrigation. Sprinkler irrigation, through automatic transformation of spray direction, angle, range, effectively avoids water waste and reduces the damage rate, and promote the park's landscape greening construction.

The main fuel consumption in the operation of the Group includes natural gas used in the heating and canteen. Although natural gas is cleaner than traditional coal, natural gas is a fossil fuel, and the Group consumed 61,582 MWh of fossil fuels during the year. The entry into force of the Paris Agreement means that the global energy landscape is entering into a profound transition, and fossil fuel, as an energy, is expected to be phased out in the second half of this century.



Improving the efficiency of resource consumption and gradually transforming into low-carbon business model are the Group's key methods to deal with changes in international trends.

The Group has implemented paperless office, but paper notification within our property management areas is still the main medium for delivering information to customers. In the process of informatization and building intelligent community, the Group will try to reduce the consumption of paper resources.

The Group advocates green procurement and purchase of low energy consumption and less emissions products with environmental certification, which is encouraged by national policies. Management office carries out energy conservation publicity and environmental welfare activities in an appropriate way every year, popularizing energy conservation and environmental protection knowledge and methods, promoting green consumption, moderate consumption concept, so as to stimulate the consumption patterns of resources saving and environmental protection.

Resource Category	Consumption in 2016	Unit
Fossil fuel combustion – natural gas	5,528,630	Cubic meters
Fossil fuel combustion – diesel	78	Metric tons
Fossil fuel combustion – liquefied petroleum gas	58	Metric tons
Fossil fuel combustion – gasoline	7	Metric tons
Purchased electricity *	366,618	MWh
Purchased heating	93,211,800	MJ
Purchased cooling	142,362	Cubic meters
The amount of paper used	93	Metric tons

* Note: The item is not separately measured in Hong Kong and Macau.

Emissions

The Group's integrated management system has developed management procedures for various types of emissions that may be generated during the operation, including the Waste Water and Gas Emission Control Procedures, the Solid Waste Control Procedures, the Environmental Factors Identification and Evaluation Control Procedures, the Source Identification and Risk Assessment Table "and the "Environmental Factors Identification and Evaluation Table "and so on.

- **Wastewater discharge**

Wastewater management

- Rain, waste water separation, discharge them into the municipal pipe network;
- Kitchen waste water should be treated with oil separation method;
- To ensure that the property drainage pipeline according to the planning and design;
- Wastewater should meet the three-level standard of national sewage emission



Maintenance of septic tanks and drainage nets

- Daily inspection and timely remedy;
- Regular maintenance;
- In case of emergency, such as rainstorm, check the drainage equipment to ensure smooth pipelines



- **Exhaust emissions**

The Group's waste gas control work is mainly the management and control of the relevant equipment, including: sufficient combustion of the combustion machine fuel; cleansing facilities for filtering canteen/kitchen fumes; special flue and garage exhaust outlet and the rooftop exhaust port to prevent the impact on community residents.

- **Solid waste**

The Group's "Solid Waste Control Procedures" and "Clean Management Control Procedures" regulate the classification of solid waste and disposal management within property areas. The solid waste generated in the operation of the Group can be divided into general household waste, recyclable waste, construction waste and hazardous waste.

In order to encourage users to cultivate green living habits, the Group sets up classification collection trash can and waste battery recycling bin within the managed areas, and assign special people to regularly collect donated clothing from proprietors. The Group also conducts environmental publicity on a regular basis to enhance the environmental awareness of employees and customers, classify solid wastes in accordance with the above methods, and put them in recycling containers/trash cans marked with the corresponding marks or colours.

The Group's current monitoring of recyclers is mainly qualification review. In the future, the Group will further develop measures to monitor the handling of recycled items and explore the feasibility of tracking the flow of waste disposal to avoid environmental pollution caused by illegal dumping.

- Greenhouse gases



In November 2016, the Paris Agreement came into effect with the aim of limiting the rise of global temperatures within 2 Celsius at the end of the century and committed to further control it within 1.5 Celsius.

Climate change has brought unprecedented challenges to global economic development. The extreme weather brought about by climate change directly or indirectly affects the ability of different institutions to access resources and maintain operation. Reducing greenhouse gas emissions is the most important mitigation tool for tackling climate change, while quantifying greenhouse gas (“GHG”) is providing a basis for further reducing emissions. Consistent with global commitment to tackle with climate change, the Chinese government is actively promoting climate change mitigation efforts and has announced carbon reduction commitment to reduce carbon intensity from 2005 level by 60% to 65% by 2030. The Hong Kong Government has also set carbon reduction target – in the Policy Address 2017, it proposed to reduce Hong Kong’s carbon intensity from 2005 level by 65% to 70% by 2030.



COPL is very concerned about the Group’s greenhouse gas emissions, and has been committed to reducing the impact of our operation on the environment. This year, the Group for the first time commissioned a professional consultant, CCA, to assess the Group’s carbon emissions. The carbon assessment is based on the guideline¹ published by the National Development and Reform Commission and the guideline² prepared by the Hong Kong Environmental Protection Agency and the Electrical and Mechanical Services Department, as well as with reference to international standards such as ISO 14064-1. The accounting process enables the Group to better understand the use of resources and help the Group set up specific carbon reduction targets. The Group’s greenhouse gas emissions in 2016 is 280,412 metric tons of carbon dioxide equivalent.

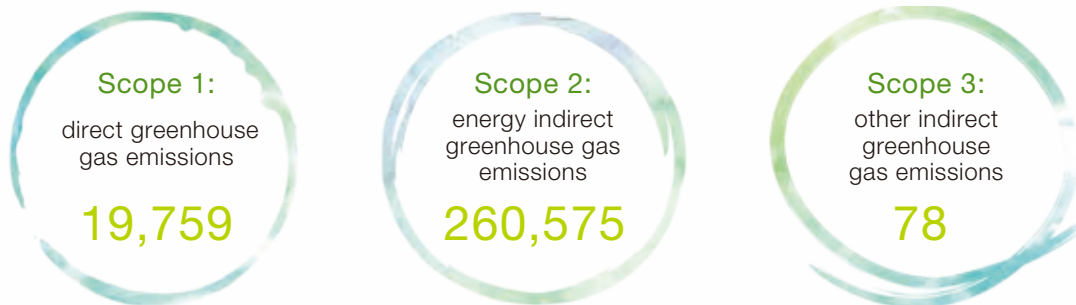
Carbon intensity index of the Group in 2016		
Carbon intensity(calculated on the basis of turnover per million HKD)	109.4	metric tons of carbon dioxide equivalent
Carbon intensity (calculated on serviced area per million square meters)	2,999.1	metric tons of carbon dioxide equivalent

¹ Public building operation enterprises Greenhouse gas emissions accounting methods and reporting guidelines (Trial)

² Guidelines for Accounting and Reporting of Greenhouse Gas Emissions and Subtraction in Hong Kong Buildings (Commercial, Residential or Public Use)

Detailed carbon emissions are as follows:

GHG emissions discharge amount(metric tons of carbon dioxide equivalent)



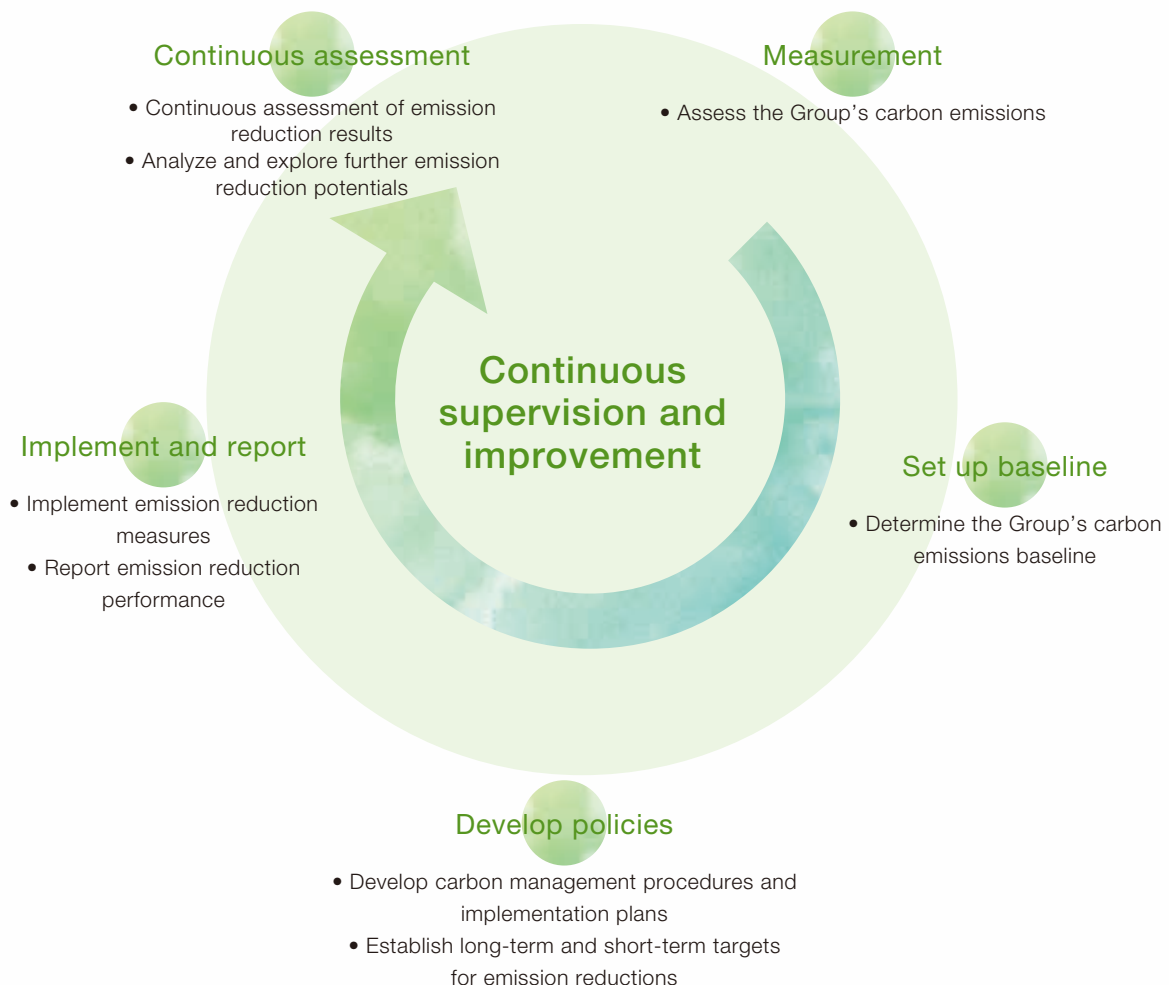
Note:

Scope 1 – fossil fuel combustion and fugitive emissions consumed by equipment and vehicles owned or controlled by the Group.

Scope 2 – purchased energy (including electricity and heat, etc.).

Scope 3 – the business travel of staff by plane.

Carbon management



In the future, COPL will use more advanced carbon reduction technology and the incentive business model of low-carbon development to reduce the Group's carbon emissions. The Group plans to study business risks, liability risks and compliance risks arising from climate change and regulatory actions resulting from climate change and to develop a systematic "Climate Vulnerability Risk Assessment" at the right time, so as to enhance management level and develop a climate change adaptation strategy in line with the actual business operations.

During the reporting period, the Group hasn't found any non-compliance cases related to emissions.

The environment and natural resources

The Group has developed the "Environmental Management Guidelines" to guide the conservation of biological diversity, reducing soil erosion and protecting natural resources in addition to the implementation of landscaping to fit in local characteristics.

The Group also organizes training workshops on a regular basis to continuously raise awareness of employees' environmental protection, especially on important issues such as the conservation of biodiversity and the prevention of soil erosion. The Group also encourages employees to participate in a wide range of environmental activities and implement the concept of environmental protection throughout the organization.

In the event of "2016 Best Garden Award – Private Property", organized by the Hong Kong Leisure and Cultural Services Department, Fung Tak Estate, the property under management by COPL, was awarded the Gold Medal for the Large Residential Property in which over 21 years old. The Group continues to optimize the quality of Fung Tak Estate's landscaping and living environment, the focus includes:

- Natural Japanese garden style perfectly meets the needs of geographical environment, highlights the characteristics
- Regularly inspection of trees in the property to ensure plants' health and public safety
- Organizing horticultural classes and groups to visit the property to promote greening
- Collecting dead leaves for composting, cultivating plants, gathering natural water to irrigate, recycle conservation and so on.



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