



上海實業控股有限公司  
SHANGHAI INDUSTRIAL HOLDINGS LIMITED

(Stock Code : 363)



2016

Environmental, Social  
and Governance Report



# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



## ABOUT THIS REPORT

This environmental, social and governance report focuses on the disclosure of the performance of Shanghai Industrial Holdings Limited (“**SIHL**” or the “**Company**”) and its subsidiaries (the “**Group**”) on such issues for the period commencing 1 January to 31 December 2016.

The scope of reporting covers the Group’s principal businesses, including infrastructure facilities (water-related businesses), real estates and consumer products (tobacco business), which are mainly conducted in mainland China and Hong Kong.

Based on industry background, this report highlights the characteristics of the enterprise and has been prepared in accordance with the Environmental, Social and Governance Reporting Guide set out in Appendix 27 to the Main Board Listing Rules issued by The Stock Exchange of Hong Kong Limited in 2015.

## Environmental, Social and Governance Management Philosophy of SIHL

As a responsible enterprise, the Group has always been committed to strike a balance between business development and corporate social responsibility. In this regard, the concept of sustainable development has been integrated into the Group’s daily business operations and major business decisions. SIHL believes that enterprises are responsible for social development. As a red-chip company listed in Hong Kong, we have not only actively assumed our responsibility for social and economic development, but also strive to promote social green and the prosperity of the community. The Board of Directors of the Group has always attached great importance to sustainable development and is committed to create long-term values for the society by taking into account and balancing the interests of major stakeholders.

## Regulatory Structure for Environmental, Social and Governance Issues

The Board of Directors is responsible for developing strategies and systems, for the Group’s the environmental, social and governance issues as well as managing their performance and reporting. A social, environment and corporate governance steering committee comprising the Group’s senior management and members of the Board has been established to direct its sustainable development. As such, the committee is responsible for formulating strategies and policies for sustainable development and identifying effectively risk management matters that relate to sustainable development in a timely manner. In addition, a social, environment and corporate governance planning and information disclosure working group comprising heads of various business sections has been established to facilitate and monitor the progress of sustainable development issues and report them to the steering committee.

We believe that our regulatory structure has incorporated the expertise and experience of our business units, enabling them to facilitate the consistent development of the Group’s environmental, social and governance issues as well as its business growth strategies.

## Stakeholders, Participation and Importance Assessment

Through this report, we wish to express our determination of listening to opinions from different stakeholders and our adherence to information disclosure. The Group has always emphasized communications with stakeholders, including employees, customers, shareholders, suppliers and the communities. A number of communications channels, including meetings, interviews and surveys, have been established to enable stakeholders to express their ideas, opinions and suggestions.

To meet the principles of relevance, importance and balance for this report, we have conducted in-depth interviews with internal and external stakeholders including employees, customers and suppliers to solicit their opinions and recommendations for SIHL in respect of environmental, social and governance areas. Stakeholders whom we have interviewed have expressed greater concerns in the area of the Group’s performance in environmental protection and energy saving, staff development and training, as well as work safety and health and product and service quality.

Our identification and assessment of important environmental, social and governance issues have been based on the opinions and suggestions of our stakeholders. This report therefore has focused on the concerns and demands of our stakeholders, highlighted issues that are representative of them, and reported on matters that are in line with the development strategies of the Company.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### ENVIRONMENTAL PROTECTION

With a commitment to environmental protection, the Group actively explores opportunities and applies advanced technologies to minimize adverse impacts on the environment and depletion of natural resources.

#### Emissions

##### *Waste gas and greenhouse gas emission*

We support the concept of green development, reduce waste through increased efficiency and strive to reduce emission from pollutants and greenhouse gas.

For example, the waste incineration facilities under the infrastructure facilities business of the Group have adopted multiple processing technologies to cleanse and treat flue gas thoroughly and maintained emissions meeting the required standards established under regular supervision by local environmental protection authorities. For example, additional covers were used for sewage treatment plants for major buildings to collect waste gas, which will undergo biological deodorization treatment on a centralized basis to ensure the emission standards are met. During 2016, the denitrification system of our infrastructure facilities business underwent comprehensive technical upgrades to improve the efficiency of removing nitrogen oxides in flue gas, which can reduce annual emissions of nitrogen oxides to the atmosphere by more than 90 tonnes and ensure the final gas discharged meet stricter national standards.

In tobacco processing, our three boilers all adopted cleaner ultra-low sulphur diesel as fuel, which has significantly reduced the emission of sulphur dioxide and other air pollutants. In addition, waste gas generated by processing equipment and workshops passes through dust collectors initially, enabling them to remove dust before removing odour through eight deodorizing machines. In addition, closed-circuit televisions were installed in exhaust chimneys to monitor the systems round-the-clock to ensure that gas discharged meets the required standards. Furthermore, piped gas was used as fuel at newly installed processing facilities, helping to clear the odour and dust generated during the production process and reduce environmental pollution.

In property development projects, we have adopted strict dust control measures at construction sites, including bare soil hardening treatment, covering dust or sprinkling according to weather conditions, adding covers to seal soil transport vehicles, controlling dust emissions, establishing transport vehicle cleaning tanks, ensuring that transport vehicles do not leave the sites with soil and sand. We also sealed flyable fine particle building materials for storage.

In addition, we incorporate green building concepts into various stages of property development including planning, design and development, vigorously promoting the application of building information model (BIM) and other technologies in line with the concept of combining Internet+ and traditional industry upgrade, and apply environmentally-friendly designs and materials in order to improve energy efficiency and lower greenhouse gas emissions.

##### *Emissions into water and land*

We advocate recycling of water resources to avoid or minimize sewage discharge. Taking property development projects as an example, we have established rainwater or reusable water collection systems to encourage recycling, utilising the recycled water for irrigation. Water recycling devices for machinery, equipment and vehicle flushing water are installed at construction sites to separate sewage from wastewater, and reusable water collection tanks are used to realize cascade utilization of water and avoid or reduce emissions.



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### *Waste management*

The Group adheres to waste management policies that are based on the 3R (Reduce, Reuse and Recycle) and encourages the reduction of consumption and reusing and recycling of resources.

Many of our property development projects adopt the U.S. Leadership in Energy and Environmental Design (LEED) standards for designs. Architectural design takes into account environmental impacts at various stages of the life cycle of a project including site selection, design, construction, operation, maintenance, renovation and demolition, as well as automation and standardization factors to avoid waste of building materials. Certain recyclable building materials are also adopted to reduce waste generated at the source.

In business operation, we actively implement strict classifications and separate storage of hazardous and non-hazardous waste to ensure that waste is properly recovered and treated by qualified recycling operators. For example, slag generated in the solid waste detox treatment business is fully utilized, and fly ash generated, which is hazardous waste, undergoes stable solidification treatment before delivery to the landfill area.

Waste generated in the office including paper, printer cartridges, etc., are recovered by recyclers. We have also provided waste recycling bins in the office and employees are encouraged to actively participate in recycling.

### **Use of resources**

We have adopted national codes for energy conservation of public buildings and local energy conservation rules where the projects are located in the design of our property projects. Some large complex projects and certain residential projects of the Group are designed in accordance with national star-rated building or U.S. LEED green building standards in order to reduce environmental pollution and the loss of resources in the whole life cycle of the building through a series of design and measures to save land, energy, water and materials.

In addition, energy conservation transformation programs are carried out at our properties and production sites to improve energy efficiency. For example, we have conducted air conditioning energy-saving and green lighting transformation at Golden Bell Plaza in Shanghai since 2015, resulting in annual energy savings of 258 tonnes of standard coal up to the end of 2016. We have used T5 light tubes at our tobacco plants in Hong Kong and gradually replace all lightings to LED lights in the plants. We also procure equipment with higher energy efficiency or frequency control to further improve energy efficiency. Water plants and sewage treatment plants under the infrastructure facilities business of the Group are operated under reduced pumping pressure at low seasons of water supply or drainage. Repair and maintenance of equipment such as pump motors are strengthened to enable electricity saving without affecting their best performance.

With the in-depth development of the information system, the Group continues to raise the level of office automation, improve office efficiency and promote paperless office. We actively encourage employees to conduct video and teleconferencing and reduce unnecessary business trips in order to strengthen their awareness of energy saving and low carbon emissions.

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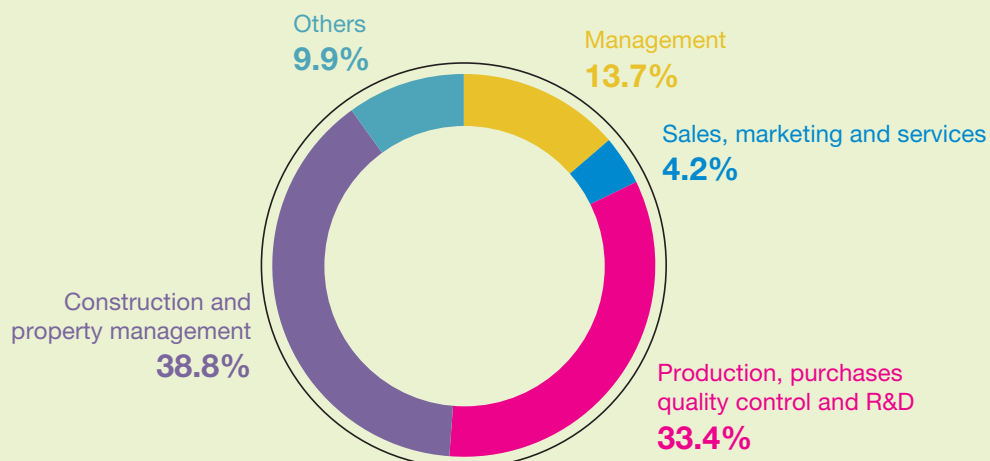
### Environment and natural resources

The Group actively explores technologies and methods to protect the environment and natural resources in its daily operation and projects. In the project planning process, the Group conducts comprehensive environment impact assessments, adopts relevant measures to lower environmental impacts, and strives to protect the habitat and natural resources at project sites.

### EMPLOYMENT AND LABOR PRACTICES

We regard our employees as our most valuable capital/resources who are essential for the sustainable development of the Group. With a total number of employees of about 18,240 as at the end of 2016, the Group continues to improve its talent recruitment, retention and development systems, developing a regulated, open, robust and efficient management style to ensure employees realize that their values are properly recognized. Data used in the charts of this section cover all employees of the Group.

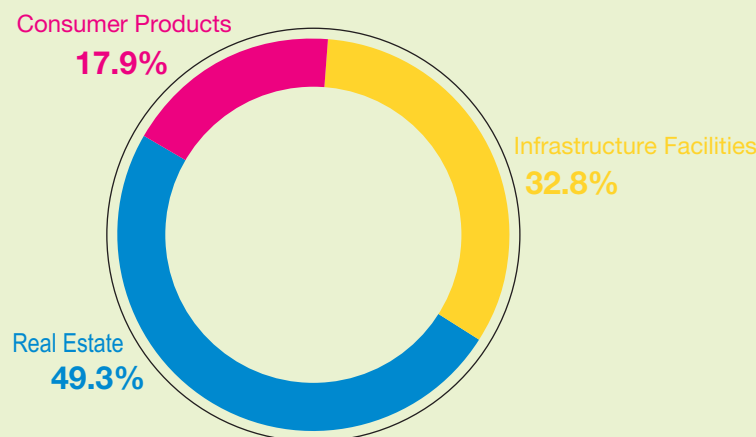
**Total workforce by employment type**





## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### Total workforce by business segment



### Employment

The Group is committed to talent management and adheres to a “people-oriented” spirit. We have adopted an equal opportunity recruitment strategy to attract talented people. By establishing a performance appraisal mechanism to determine remuneration and benefits through assessing individual contributions, corporate results and market trends, we ensure that employees are fairly compensated. Enterprises within the Group have produced staff manuals in accordance with the nature of their business for strict implementation, setting out clear policies for office procedures, reporting duty, attendance, performance appraisals, rewards and penalties, compensations and benefits as well as training and employee rights.

By adopting a principle of “remuneration based on position”, these enterprises provide employees with competitive remunerations in accordance with the economy and corporate results, integrating a remuneration that is based both on a fixed salary and individual contributions. In addition, the enterprises continued to improve their remuneration and benefit package by taking into account standardized performance management as the key to talent selection and remuneration management, ensuring that an objective, fair, regulated and transparent performance system is followed.

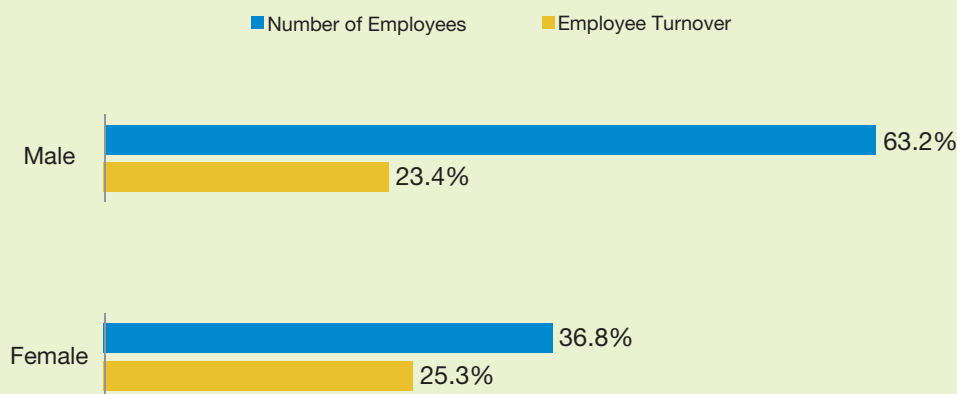
In order to ensure effective recruitment and successful retention of talents, the Group offers, in addition to salaries, allowances and bonuses, a compensation package to its employees that include cash and medical allowances, regular physical examinations, maternity leaves and marriage leaves, personal accident insurance as well as retirement benefits. Furthermore, in compliance with the Mandatory Provident Fund Schemes Ordinance, the Company provides qualified employees with defined contribution pension plans and participates in the mandatory provident fund scheme for all of its employees, which is operated and managed by independent trustees in accordance with the provisions of respective regulations.



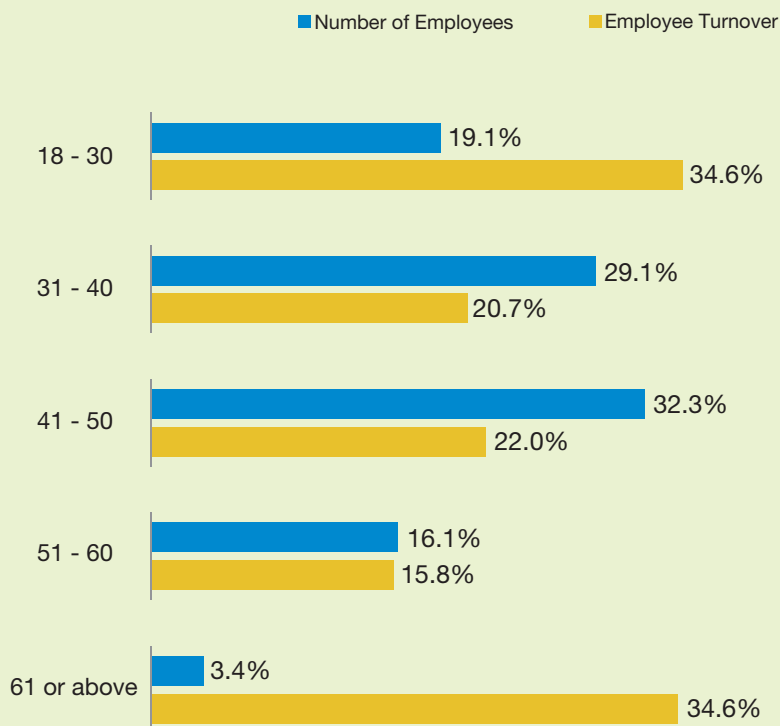
## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

The principal activities of members of the Group are located in China and Hong Kong. In accordance with respective local regulations and corporate cultures, we have formulated relevant codes of conducts for employment to provide employees with equal opportunities and adhere to a policy of diversification and anti-discrimination. The relevant codes of conducts are also included in the staff manuals for implementation.

### Total workforce and employee turnover rate by gender

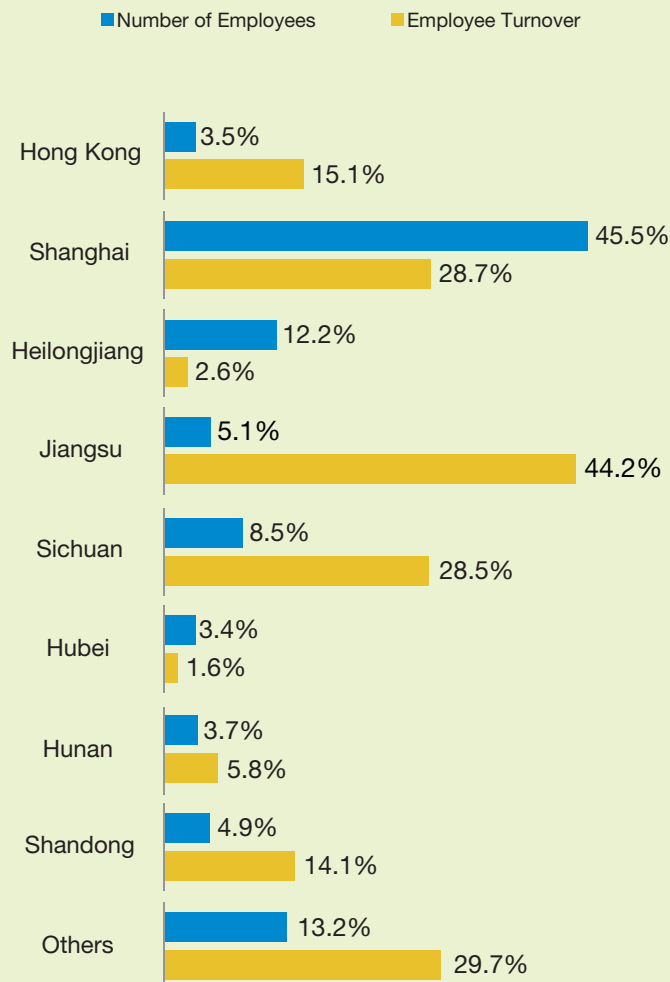


### Total workforce and employee turnover rate by age group



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### Total workforce and employee turnover rate by geographical region



### Health and Safety

Putting top priority on the health and safety of employees, we are committed to providing a safe working environment for our staff. In 2016, the Group further enhanced production safety mechanisms, refined and implemented rules and regulations required for production safety, as well as identifying and controlling workplace hazards. Striving to establish a corporate safety culture and ensuring occupational health and safety of its employees, the Group has made considerable efforts in the following three areas: strengthening the development, supervision and control of its safety systems; providing employees with safety education and training and enhancing their awareness of safety and emergency capability.

In order to improve the operational safety of our tobacco production business in Hong Kong, a safety committee has been formed to meet and report on production safety performance at least every quarter. In 2016, continuous improvements were made to strengthen the monitoring and review of the Group's safety management systems. Furthermore, relevant safety policies which are easily accessible by employees are revised at least once every two years to keep abreast with the latest developments of the market.



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Occupational safety risk management has always been a major concern for the construction industry. During the year, our member companies entered into safety responsibility letters with their functional departments and subsidiaries, with a signing coverage rate of 100%; carried out safety inspections and irregular checks on all units and full coverage inspections on production safety; issued safety rectification notices for safety risks identified and conducted closed-loop rectifications.

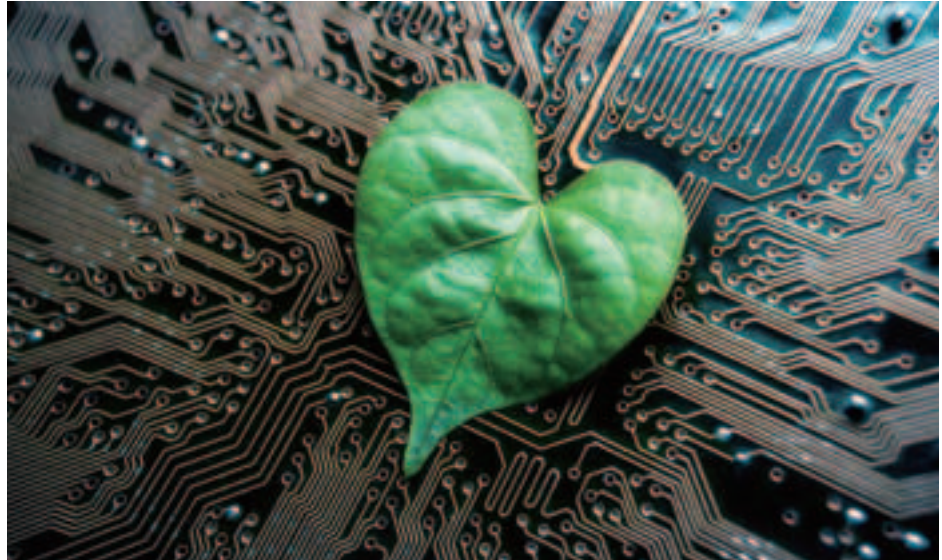
In 2016, more safety education and training activities were organized for the Group's employees. The alertness to emergency response within the Group has been further enhanced with the implementation of fire evacuation drills and other simulation exercises to enhance employees' health and safety awareness and contingency adaptability. Our employees were also provided with labour protection products required for special skills and positions. The safety condition of equipment was checked on a regular basis and our employees were given relevant occupational health checks.

In addition, all enterprises within the Group have strengthened their internal information communication, with special teams responsible for the coordination, planning, organization, development and promotion of safety and health matters. A corporate occupational health and safety culture will continue to be emphasized.

### Development and Training

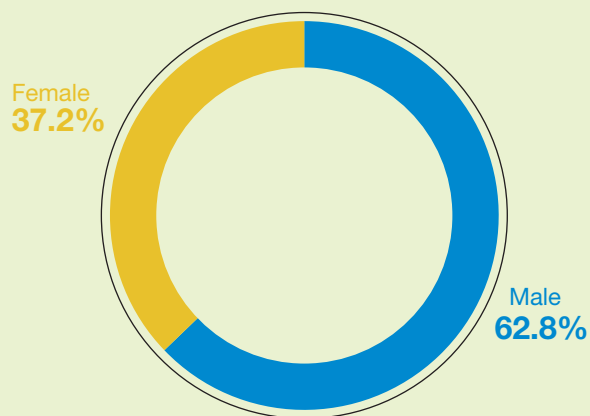
The Group attaches great importance to professional development and training for its employees, broadening their horizon for growth and helping them to recognize their own value and potential.

We provide employees with a wide range of training and development opportunities and have established a good learning mechanism. Each year, a wide range of internal and external training programmes were organized, covering induction training, performance management, quality control, occupational health and safety as well as financial and tax management. For example, a "Talent development plan" for young employees has been implemented bi-annually to build a sufficient talent reserves for the development of our enterprises. Our "Staff podium" activity provided a chance for our employees to act as teachers so that they can improve their skills and quality through mutual training. Experienced industry experts and senior management were invited to share their experience in management, culture and profession. Since 2010 up to the end of 2016, 142 sessions of "Staff podium" activity have been held with over 3,586 employee participants. Furthermore, we also place great emphasis to the talent pool of middle managers and identify, reserve and cultivate talents through management trainee rotations, training programmes and regular assessments.

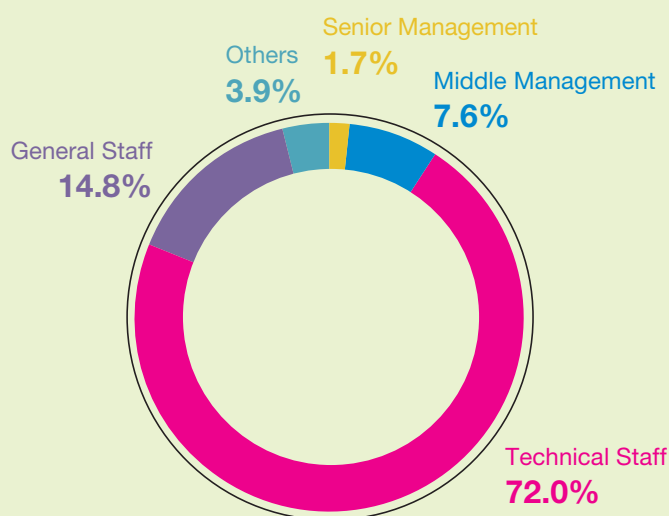


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The percentage of employees trained by gender

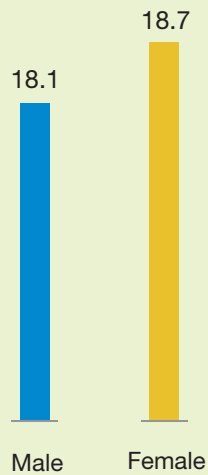


The percentage of employees trained by employee category

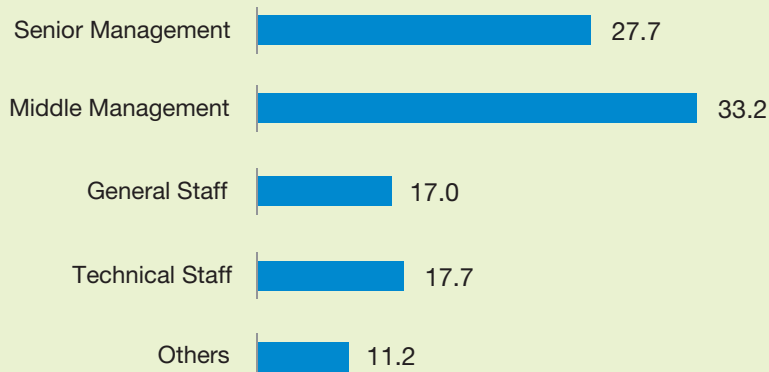


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**The average training hours completed per employee by gender**



**The average training hours completed per employee by employee category**



In order to further enhance our corporate culture of training and development to meet the future expansion of the Group, a series of corporate cultural activities were held to strengthen the spirit of teamwork and provided a platform for cross learning and exchange.

### Labour Standards

The Group complies with the relevant labour laws and regulations, and resolutely avoids any child labour or forced labour in operation.



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### OPERATION PRACTICES

#### Supply Chain Management

In view of the diversity of its business, the Group has to interact with a wide range of suppliers. For this reason, we are committed to establishing a close partnership/a rapport with them to seek mutual interest and to arrive at a common goal for the development of the Group. Enterprises within the Group have established their respective supplier management and self-assessment systems to ensure suppliers and materials procured meet their assessment standards and minimize potential chain risks. In addition, the list of our suppliers is updated at intervals and their performance is evaluated with a scoring system. Field visits are also arranged for the selection of qualified suppliers.

Using a single supplier is generally avoided to prevent supply chain risk. In 2016, the total purchase from our top five suppliers accounted for no more than 30% of our total purchases

Bidding activities are regulated under respective rules to ensure the quality and efficiency of procurement. Fair and transparent evaluation rules are also implemented to create a fair and open bidding process.

#### Product Liability

Delivering outstanding product and service quality is our commitment to customers. Over the years, the Group has made considerable efforts to improve the quality, healthiness and safety of its products and services while striving to innovate and strengthening communications with our customers and to create a more pleasant experience for its customers.

Product quality is the core competitiveness of an enterprise and also the most essential requirement for product responsibility. For many customers, property purchase is among one of the most important investment decisions in life. With this in mind, we strictly control our property projects and strive to ensure product quality and protect customers' interests by improving quality standards through monthly project inspections, joint inspections upon the delivery of the properties and third-party sampling checks.

In response to a call from the State Council on "Made in China 2025" for establishing a green building system, the Group has endeavoured to work out an efficient, clean, low-carbon, recycling green manufacturing system. Our property development business assumes the responsibilities for urban development, promoting green development and improving the quality of life. High-quality products can create long-term values for customers and the society. As such, in addition to product quality, we also focus on energy-saving and environmentally-friendly building designs to improve environmental protection as well as the health and safety aspects of the community. For example, our Apex Tower, an office building in the TODTOWN project under development, has obtained the US LEED green building golden award pre-certification, our Shanghai Xuhui Bingjiang U Center project now at the designing stage, has obtained the LEED and national standard green building certification and our Beijing West Diaoyutai Phase III residential project also obtained the national standard green building certification.

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Our commitment to quality has also been reflected in the reliability of our products and services. For instance, the quality of water supply and sewage treatment business of the Group has passed national safety standard certification. Subsidiaries of the Group possess Class A qualification for environmental pollution control facilities operation and have passed integrated occupational health and safety management, quality, environmental certification which meets international standards. Real-time monitoring system is adopted in the sewage treatment process, and designated persons are responsible for the collection and analysis of water samples to ensure the treatment results meet required standards.

Complaints or suggestions from citizens are collected by the relevant enterprises through their websites or hotlines and are responded to and dealt with immediately to solve their service needs. We have also set up a 24-hour tap water supply service hotline and assigned designated persons to be responsible for handling and managing users' comments, suggestions and complaints and urging the handling of the relevant complaints.

In order to further enhance customer experience and live up to an internet era living concept, our property service business launched "Chengbao" APP2.0 service in 2016 to facilitate electronic and intelligent development, an online-to-offline (O2O) value-added service model which completely upgrades urban intelligent life from multiple perspectives including product, service and experience. It seeks to meet the needs of property owners by establishing an internet platform connected to existing third-party platforms, consolidating resources and comprehensive information to form an integrated big data management platform and share extensive information with users. An "Opinions and Advice" function has been included in "Chengbao" APP2.0, which conveys owners' opinions and suggestions directly to the relevant departments of our enterprises in order to facilitate effective response to and proper solving of consultations and questions about products and services.



Providing factual and accurate information is an important prerequisite for corporate responsibility communication. In our communication with customers, we pay attention to quality apart from the volume of information. Our enterprises strictly comply with the requirements of local laws and regulations, including requirements for advertising and labelling, in marketing products and services. For example, health warnings are printed on tobacco packaging to provide transparency to consumers and the general public.

The Group attaches great importance to the protection of customer information and privacy, and strictly prevents unauthorized disclosure of customer privacy. Enterprises within the Group observe strictly relevant regulations and rules to maintain the confidentiality of customer information, which is accessed only by authorised personnel to protect information security. We communicate the requirements for protecting customers' privacy through internal communication and training. Unauthorized disclosure of user information will be handled in accordance with the respective rules of the Company and the persons identified shall be held responsible.

### Anti-corruption

Business ethics and integrity are key elements for the survival of an enterprise. With a strong emphasis on corporate integrity and honesty, we comply strictly with the requirements of the relevant laws and regulations and Hong Kong's Listing Rules. Our enterprises have established internal rules to provide guidance and a basis for employee behaviours. We have also provided channels for reporting misbehaviours through setting up reporting hotlines and confidential emails. Furthermore, in adherence to good corporate governance principles, the Group has tightened internal control management and enhanced warning education and discipline inspection work. The headquarters of the Group conducts special audits of its project companies on a regular basis, covering finance, procurement, management and production.

We convey clearly to our employees the Group's requirements for professional ethics and declaration of interests through staff manuals and internal training. In addition, we also require our suppliers to be sincere and honest.



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### SOCIAL RESPONSIBILITY

An established red-chip window company with a strong presence in the society, SIHL has made considerable efforts to build a rapport with the local communities. To achieve this, employees are encouraged to participate in community services and to make good use of corporate resources to help people who are in need. In 2016, we promoted our social responsibility work mainly through supporting education, helping the poor and participating in community development. Major social responsibility activities carried out during the year are as follows:

Over the past two decades, the Group has been supporting and providing subsidies to the Liu'an Chengkai Hope Primary School in Anhui Province since it was built in 1996. Each year, employees were organized to provide voluntary education at Liu'an Chengkai Hope Primary School and to help individual students with financial difficulty. Liu'an Chengkai Hope Primary School has become a local school with relatively advanced school facilities, teachers and teaching philosophy.

Donations have also been made to Jiang Shang Qing Hope Primary School in Wuyuan County, Jiangxi Province for six consecutive years. Up to 2016, we have made money and donations in kind to the school and its students. In addition, we also participated in charitable activities organized by the "Charity at Hand-Shanghai" organization and donated clothing to people in poverty areas.

In addition, employees are encouraged to go into the community and participate in public volunteer activities. Our volunteer team has participated in regional volunteer clinic activities, and assisted over a hundred Chinese and western medical staff from a number of professional bodies to participate in such services. In 2016, we provided volunteer clinic services for over 2,000 residents in three administrative districts, including Sham Shui Po, Wong Tai Sin and Kwun Tong, providing them with health counselling and medical services. As a result, the community has become more conscientious about the importance of medical and health services.

