



众安房产
ZHONG AN REAL ESTATE

(股份代號 Stock Code : 00672.HK)

眾安房產有限公司

ZHONG AN REAL ESTATE LIMITED

(incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立的有限公司)



Growth with Stability

**2HONG
AN16**

Environmental, Social and
Governance Report 2016
2016環境、社會及管治報告

Environmental, Social and Governance Report 2016

2016環境、社會及管治報告

CONTENTS

目錄

	<i>Page</i> 頁碼
ABOUT THIS REPORT 關於本報告	2
Reporting Principles 匯報原則	2
About the Group 關於本集團	3
Mission and Vision 使命及願景	3
Policies on Corporate Social Responsibilities 企業社會責任政策	4
ENVIRONMENTAL ASPECTS 環境層面	4
Environmental-related Policies and Guidelines 環保相關政策及指引	4
SOCIAL ASPECTS 社會層面	6
Employment 僱傭	6
Supply Chain Management 供應鏈管理	9
Product Responsibility 產品責任	10
Anti-corruption 反貪污	11
Community 社區	12

ABOUT THIS REPORT

Reporting Principles

This is Zhong An Real Estate Limited's ("Zhong An" or the "Company"; and collectively with its subsidiaries, the "Group") first annual Environmental, Social and Governance ("ESG") report (the "Report"). The Report covers the financial year ended 31 December 2016 (the "Reporting Period") and discloses information on Zhong An's management approaches, strategies, priorities and objectives on ESG.

Disclosure made in this Report is in accordance with the ESG Reporting Guide in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited. All information contained herein is from the Company's official documents and statistics, and has been reviewed and approved by the Board of Directors. The Report focuses on the Group's efforts in the following aspects:

- Environmental aspects (emissions, use of resources, environment and natural resources)
- Social aspects (employment, health and safety, development and training, labour standards, supply chain management, product responsibility, anti-corruption and community investment)

For details of our corporate governance, please refer to the Corporate Governance Report on pages 34 to 53 in our Annual Report 2016.

The Group is dedicated to providing updated information about its operations to its external stakeholders through various channels, including financial reports, statutory disclosure, shareholder meeting, investor and media events. The Report will allow our stakeholders to better understand our performances on aspects besides financial results and business operations.

關於本報告

匯報原則

本報告為眾安房產有限公司（「眾安房產」或「本公司」，連同附屬公司，為「本集團」）的首份環境、社會及管治年度報告（「本報告」）。本報告涵蓋截至2016年12月31日止財務年度（「報告期間」）有關環境、社會及管治的管理方針、策略、優先次序及目標的資料。

本報告內容已按照香港聯合交易所有限公司證券上市規則附錄27所載《環境、社會及管治報告指引》要求披露，所有資料來自本公司的正式文件或統計數據，並經董事會審閱及批准。本報告重點列出本集團在報告期間於下列各範疇可持續發展的努力：

- 環境層面（排放物、資源使用、環境及天然資源）
- 社會層面（僱傭、健康與安全、發展及培訓、勞工準則、供應鏈管理、產品責任、反貪污及社區投資）

有關我們企業管治的詳情，請參閱《二零一六年年報》第34至53頁《企業管治報告》章節。

本集團積極透過不同渠道，包括正式財務報告、法定披露、股東大會、各類投資者及媒體活動等方式，為外部持份者提供有關本集團最新經營狀況的訊息。而藉著本報告，我們希望能讓持份者認識本集團在財務業績及業務經營以外的表現。

We welcome stakeholders' feedback on the Report to help improve our sustainability policies. Please share your views with us through the followings:

Correspondence address: Room 4006, 40/F,
China Resources Building
26 Harbour Road
Wanchai, Hong Kong
Facsimile: (852) 2877 6990
E-mail: ir@zafc.com

如閣下對本報告有任何反饋，歡迎以下列方式與本集團分享寶貴意見，令我們得以完善我們的可持續發展政策：

郵寄地址：香港灣仔港灣道26號
華潤大廈40樓4006室
傳真：(852) 2877 6990
電郵：ir@zafc.com

About the Group

Founded in 1997, Zhong An was listed on the Main Board on The Stock Exchange of Hong Kong Limited (the "Main Board") on 13 November 2007. Amongst real estate developers in Zhejiang Province, Zhong An was the second one to be listed on the Main Board, and the largest one in terms of proceeds raised from IPO at the time of its listing. Zhong An is a leading real estate developer in Yangtze River Delta Region and primarily engaged in real estate development, leasing and hotel operation. Our Hong Kong office is mainly responsible for compliance matters for listing on the Main Board.

While the business operation of China New City Commercial Development Limited ("China New City") (Stock code: 1321) – in which the Group held a 73.15% interest as at 31 December 2016 – is covered in the Report, China New City is also issuing a separate ESG report.

Mission and Vision

The Group upholds its core corporate culture of "committed and practical; united and aggressive; creative and efficient; honest and sincere". Adhering to the principle of property development at low costs and in a people-oriented approach, we persist in building urban complexes and diversity into residential and commercial service sector. We strive to become one of the most competitive property developers in the Yangtze River Delta Region, realizing diversification and synergies in terms of business and product mix. Meanwhile, we will maintain the best environmental and social standards, ensuring the sustainable development of the Group, hence maximizing values to the stakeholders and generating satisfactory return for the shareholders of the Company.

關於本集團

眾安房產於1997年成立，並於2007年11月13日在香港聯合交易所有限公司主板（「主板」）上市，成為浙江省第二家在香港主板上市的房產企業，並創下當時浙江房企在港上市融資之最，是中國長江三角地區具領先地位的房地產發展商，主要業務於中國內地從事房地產開發、租賃及酒店運營。我們的香港辦公室則主要負責本公司在主板上市的相關合規事宜。

截至2016年12月31日，本集團持有另一家上市公司中國新城市商業發展有限公司（「中國新城市」）（股份代號：1321）的73.15%權益，其業務將涵蓋於本報告內，而中國新城市亦會另外刊發一份獨立的環境、社會及管治報告。

使命及願景

本集團秉持「敬業求實、團結進取、創新高效、誠信公開」的核心企業文化，致力以低成本的房產開發為基礎，以生命服務為主線，打造城市生活綜合體，推進住宅和商業服務業。本集團矢志成為長三角乃至全國最具競爭力房地產開發商之一，實現業務及產品組合多元化和協同化；同時，本集團一直致力維持最高環保及社會標準，確保企業可持續發展，為股東長期創造理想的回報，為持份者帶來最大的價值。

Policies on Corporate Social Responsibilities

Through continuous communication with stakeholders, such as shareholders, investors, employees, state and local authorities, suppliers and business partners, and the community, we are able to understand their needs and formulate policies which help fulfill our corporate social responsibilities ("CSR"). Such policies are to balance the respective interests of stakeholders and have been incorporated in our business decision making.

Clear instructions to comply with or exceed minimum legal standards have been set forth, with a view to achieving best practice for our daily operation. Our CSR policies are applicable to all directors, senior executives and other employees and are made aware to our suppliers and other related parties to ensure our values are in alignment.

ENVIRONMENTAL ASPECTS

Environmental-related Policies and Guidelines

Zhong An recognizes the importance of good environmental stewardship and is committed to protecting the environment. We integrate environmental considerations into our business processes (such as real estate development and commercial property operation) and strive to comply with local regulations and industry-specific guidelines to help improve our environment.

We closely monitor any changes in and strictly comply with the country's or local environmental laws and regulations, including the Environmental Protection Law of the People's Republic of China 《中華人民共和國環境保護法》, Law of the People's Republic of China on Prevention and Control of Pollution From Environmental Noise 《中華人民共和國環境噪聲污染防治法》, Law of the People's Republic of China on Prevention and Control of Atmospheric Pollution 《中華人民共和國大氣污染防治法》, Law of the People's Republic of China on Water Pollution Prevention and Control 《中華人民共和國水污染防治法》, Law of the People's Republic of China on Appraising of Environment Impacts 《中華人民共和國環境影響評價法》, Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes 《中華人民共和國固體廢物污染環境防治法》.

企業社會責任政策

藉著與不同持份者的持續溝通，包括公司股東、投資者、員工、國家及地方政府、供應商及合作夥伴、以及社區大眾等，讓我們了解持份者需要，使我們能為履行企業社會責任訂立合適政策，權衡一眾持份者的利益。我們將有關政策及理念融入營運決策當中。

本集團已為日常營運訂立清晰的要求，致力遵守及甚至優於最低法律標準，達致最佳實務指引。我們的企業社會責任政策適用於全體董事、高級行政人員及所有其他員工，並讓供應商等所有相關方認識我們的相關政策，確保價值觀貫徹一致。

環境層面

環保相關政策及指引

眾安房產重視良好的環境管理，致力保護環境。我們在業務過程中（例如房地產開發及商業物業營運等）融入環保理念，遵守當地監管機構規定及行業適用指引，以持續協助改善環境。

我們密切留意國家及地區最新的環境保護法律法規，嚴格遵守包括《中華人民共和國環境保護法》、《中華人民共和國環境噪聲污染防治法》、《中華人民共和國大氣污染防治法》、《中華人民共和國水污染防治法》、《中華人民共和國環境影響評價法》、《中華人民共和國固體廢物污染環境防治法》等相關法律法規。

The Group proactively supports the country's environmental policies. Through enhancing operating efficiency and successful implementation of relevant measures, we aspire to reduce emissions of greenhouse gas and wastes, improve efficiency of use of resources, in order to minimize impact on the environment.

Environmental considerations are put into our project planning for both residential and commercial properties as we undertake to comply with applicable laws and rules. Such initiatives enable us to design products that cater for buyers or users' needs while meeting environmental standards. Prior to the project construction, we submit environmental impact report to relevant government departments and only commence works upon obtaining approval. We hire contractors with good environmental and safety records for our construction works. All contractors are required to comply with all prevailing laws and regulations of the PRC, which cover construction materials, methods, environment management and other areas. We encourage continued equipment upgrades to reinforce dust control, lower emissions of hazardous gas and dust, reduce construction wastes and wastewater, and decrease the level of noise pollution and other consumption from construction. We also arrange supervisors to oversee all processes to ensure construction works are carried out in accordance with the Group's environmental requirements. For any mistakes and violations, we urge contractors to take remedial measures. Upon completion, the construction department submits application of acceptance inspection for environmental protection facilities of the projects.

As regards property operation, we adopt natural sunlight and LED lighting system to reduce power consumption, install water-saving equipment in washroom and other facilities to reduce water usage, perform regular maintenance for escalators and elevators to ensure efficient operation while limiting usage during low traffic hours to save energy. We also implement suitable greening works within our properties to improve environment and air quality.

Our executives oversee the implementation of the above-mentioned measures and relevant environmental policies. We aspire to ensure that all businesses are in best practice under the stringent supervision and guidance, and meet with applicable legal requirements. We will continue to review our policies and practices, report the results to management and take improving measures when necessary.

本集團積極響應國家環保政策，透過提升營運效率及有效實施相關措施，多方面減少溫室氣體排放及廢棄物的產生，提高資源使用效率，儘量將環境污染降至最低。

不論是住宅或商用物業，我們在項目規劃時會遵從相關法例和守則，加入環保因素的考慮，從而設計既能滿足用家需求、又可符合環保水平的產品。我們在項目工程開始前，會先呈交環境影響報告予有關部門，並確保取得審批後方可動工。我們委聘環保及安全紀錄良好的工程承包商負責我們旗下項目的開發工程，並要求承包商嚴格遵守所有現行中國環保及安全法律及法規，包括項目所用的建築材料、施工方法、工地環境管理等。就施工現場管理，我們鼓勵透過設備技術提升以加強控制揚塵、減少有害氣體及粉塵的排放、減少建築垃圾和建築污水、降低建築噪音、以及施工能耗。我們亦會安排人員密切監控項目的各個階段，確保工程符合本集團的環保要求。對於過程上的其任何過失或違規行為，我們會要求承包商採取適當的補救措施。工程完成後，建設單位須向公司相關部門呈交建設項目所需配套環境保護設施的竣工驗收申請。

在物業運營方面，我們透過採用自然採光及LED照明系統減少電力消耗；在衛生間等設施使用節水設備以減少用水；定期維修電梯及升降機等設備，確保高效運作，並於人流較少時段採取限制開放，以減少能源消耗。此外，我們亦會在物業範圍進行適當綠化，改善環境及空氣質素。

我們的行政人員會監督上述措施及相關環保政策的實施情況。我們希望在嚴格的監察及指導下，各業務執行最佳環保實務，確保所有業務過程符合法律要求。我們持續審視我們的政策及實務，並適當匯報予管理層，如有需要會提出建議措施。

SOCIAL ASPECTS

Employment

1. *Employment and Labour Practices*

As at 31 December 2016, the Group had 2,610 employees. We believe that we, as an enterprise, should adhere to the “people-oriented” approach and are responsible for providing an honest and fair workplace where the employees are respected. The Group has made sure that all employment and labour practices and policies are in compliance with the Employment Ordinance of the Laws of the Hong Kong, People’s Republic of China Labour Law 《中華人民共和國勞動法》 of the PRC and other regulations, and with reference to the industry practice. All employee conduct is bound by such practices and policies. The Group’s policies on salary and recruitment are also determined with considerations of market condition and industry benchmark, as well as our operations.

The Group conducts annual employee performance appraisal for salary adjustment and promotion. Employees are offered yearly discretionary bonuses given that their performances reach a certain level. We also provide other basic benefits to employees, such as sales commission and other cash or non-cash incentives, mandatory provident fund, medical insurance, social insurance, housing provident fund, statutory holidays and paid extra leave, sick leave, other subsidies and benefits. To help attract talent and have a stable management team, eligible participants (including the Group’s employees) are allowed to subscribe the Company’s shares under our share option scheme. The Group also provides continuous education and training programs to employees to enrich their skills and knowledge, thus maintaining our competitiveness.

社會層面

僱傭

1. *僱傭及勞工常規*

於2016年12月31日，本集團共僱用員工2,610人。我們相信，企業需要「以人為本」，有責任為員工提供誠信、公平及受尊重的工作環境。本集團確保所有僱傭及勞工實務政策均符合香港《僱傭條例》及《中華人民共和國勞動法》等相關法規以及行業慣例。員工的工作行為亦會受到該等實務政策所制約。本集團的薪酬、招聘政策亦參照當地市場情況及行業基準，以及企業自身的經營狀況而制訂。

本集團每年就僱員表現作出評核，據此決定薪酬調整及晉升。若員工工作表現評核結果符合若干條件，我們亦會派發年度酌情花紅。此外，我們亦為員工提供其他基本福利，包括銷售佣金等金錢及非金錢的激勵機制、強制性公積金、醫療保險、社保、住房公積金、法定及額外年假、病假、各種津貼等員工福利及權益。為有利於引進高端人才和穩定本集團的管理層，合資格參與者（包括本集團員工）可根據本公司採納的購股權計劃獲授購股權以認購本公司股份。本集團亦向員工提供持續教育和培訓計劃，不斷提升員工的技能和知識，保持公司人才競爭力。

For termination of employment contract for any reasons, the Group's human resources department handles according to the procedures under our human resources system and Labour Contract Law of the People's Republic of China《中華人民共和國勞動合同法》 and the Employment Ordinance of the Laws of the Hong Kong. Terms of dismissal are set forth in the employment contract and relevant rules for employees. In any circumstances, supervisors seek advice from human resources department, legal department and/or management to ensure all dismissals are in compliance with applicable laws.

2. **Health and Safety**

We value safety and well-being of our employees as we strive to provide a healthy and safe workplace. The Group has established a comprehensive safety control system which details the guidance of daily occupational safety and contingency measures for accidents based on different work positions. With operation of heavy machines involved in construction works and the higher safety risks derived, the Group and its contractors provide adequate protective equipment. We also assign our staff to keep a close eye on every process and working environment management. Corrective actions will be taken immediately in case of any problems. The Group provides regular health and safety training and information to employees to raise their awareness. We also offer body check, medical insurance, pension and other regular insurance to staff of specific positions.

Our project management and safety control mechanism are made in accordance with Safe Production Law of the People's Republic of China《中華人民共和國安全生產法》, Fire Law of the People's Republic of China《中華人民共和國消防法》, Provisions on Fire Supervision and Management of Construction Engineering《建設工程消防監督管理規定》, and Fire Supervision and Inspection Regulations《消防監督檢查規定》 issued by Ministry of Public Security of the People's Republic of China. We urge our employees to strictly follow all guidelines under the mechanism. Employees and supervisors shall report to management and take necessary improving measures when there is any significant work safety risk and accident.

就終止僱傭合約，不論解僱原因，本集團人力資源部會跟循人事管理制度、《中華人民共和國勞動合同法》及香港《僱傭條例》下的程序處理。本集團已將解僱條款清晰載列於所有員工的僱傭合約及相關的政策守則。於任何情況下，人事主管會徵詢人力資源部、法務部及／或管理層，以確保解僱行為符合適用法例要求。

2. **健康及安全**

我們重視員工的健康及福祉，致力提供健康、安全的工作環境。本集團已建立完善的的安全管理制度，當中就不同員工的工作性質提供日常工作安全及意外事故應急處理指引。考慮到工地施工現場涉及大量機器操作，有較高的安全風險，本集團及工程承包商會為員工配備足夠的安全保護裝備。同時，我們會派員密切監督每個工序及現場工作環境管理，如有任何問題會及時糾正。本集團會為員工定期安排健康及安全培訓和提供相關資訊，希望藉此提高員工的安全意識。我們亦會為特殊作業崗位的員工提供體檢、醫療、養老等常規保險等。

我們的工程項目及有關安全管理制度符合《中華人民共和國安全生產法》、《中華人民共和國消防法》、《建設工程消防監督管理規定》及中華人民共和國公安部頒佈的《消防監督檢查規定》。我們要求員工須嚴格跟循該制度下的工作指引。如有任何重大工作安全風險及意外，員工及主管須向管理層報告，並作必要改善措施。

3. **Development and Training**

The Group attaches high importance to staff development. We introduce management and professional talent, and optimise our human resources structure to suit our business needs and direction. Therefore, we arrange for and assist our employees in joining various internal and external training and development programs, such as seminars and training on machine operating, workplace management, as well as industry and market knowledge. Based on the demand from organisations and regulatory authorities, we offer support and subsidy to employees who are required to obtain certain certificates and qualifications.

To retain talent and reward employees with good performance and potential, we provide them with plenty promotion opportunities. We also encourage open communication where employees can discuss with their supervisors and management about the working condition, promotion and career goal. We strive to support our staff to develop their potential and grow with the Company.

4. **Labour Standards**

The Group is in strict compliance with the Employment Ordinance – Chapter 57 of the Laws of the Hong Kong and Regulation on Labour Security Supervision 《勞動保障監察條例》 and Prohibition of Use of Child Labour 《禁止使用童工規定》 of the State Council of the People's Republic of China, and has made reference to the international labour standards to formulate internal guidelines and labour system. All recruitment processes and promotion activities are stringently monitored according to the human resource management system of the Group. During recruitment process, we carefully verify identity of candidates by checking their identity cards. We also prohibit management of all departments from squeezing labour interest by threatening of punishment and the use of forced labour. We ensure the Group has no child or forced labour, or discrimination of race, religion, age, disability or in any other forms, as well as harassment and bullying in workplace.

3. **發展及培訓**

本集團重視員工發展，我們會根據業務發展需要及方向，引進管理人材和專業人材，優化人力資源結構。本集團鼓勵員工自我增值，因此我們安排及協助員工參加不同類型的內部或外部培訓及發展計劃，包括有關器械操作、工作環境管理、行業及市場專業知識的講座及訓練等。我們對個別須持有證書或資質工作的員工，按照機構或法規要求給予協助及資助。

為挽留人才及表揚表現優秀、具有發展潛力的員工，我們會為員工提供足夠的內部晉升機會。我們亦主張開放溝通，鼓勵員工就其工作情況、晉升機會及事業發展目標與管理人員討論，協助員工發展所長，與公司共同成長。

4. **勞工準則**

本集團嚴格遵守香港法例第57章《僱傭條例》以及中華人民共和國國務院的《勞動保障監察條例》及《禁止使用童工規定》，並參考國際勞工標準，制訂內部守則指引及勞工制度。所有招聘程序及晉升活動均根據本集團人力資源管理守則嚴格監督，在招工時必須對應聘人員進行嚴格檢驗身份證證明。我們禁止所有部門的各級管理人員，在懲罰的威脅下榨取勞工的利益和強迫員工工作，確保本集團並無童工或強迫勞役，亦無任何涉及種族、宗教、年齡、殘疾等歧視情況以及何職場上的騷擾及欺凌行為。

Behaviour of all directors, senior executives and other employees is strictly regulated by the staff code of conduct, which has been set out in the employment contract and employee guidelines. We encourage employees to report any inappropriate behaviour to their supervisors. We will promptly investigate the allegation and furnish the results to management for consideration of suitable punishment or dismissals. In more severe cases, we will seek legal advice and take legal action. We will also improve our labour mechanism as a response to such violation.

Supply Chain Management

The Group is committed to maintaining a proper management of supply chain and promoting sound practices in our supply chain. Besides cost, product quality and track record, we stress the importance of integrity of our suppliers and business partners. To our knowledge, our suppliers and business partners had a sound business record in the past and made no serious violation to the law or business ethics. We demand our activities of selecting suppliers and procurement to be in accordance with our Guidance of Tendering and Procurement Practice, in order to ensure all related works are regulated. That prevents any forms of transfer of interest by our suppliers and business partners for winning procurement contracts or partnership deals.

Procurement and Supplier Assessment

We have strict assessment on suppliers in terms of contract fulfilment as we require our suppliers to fulfill responsibilities under the procurement contracts and guarantee their products and/or services meet the Group's demand. We will report suppliers for failing to meet our quality demand or fulfill contract responsibilities. Those suppliers will be blacklisted and banned from taking part in tendering of the Group's projects in certain years.

Environmental Protection

We require our suppliers and contractors to comply with any applicable environmental laws. All property projects shall be in compliance with the country's environmental certification and achieve energy saving and emission reduction to protect the environment during construction.

我們在僱傭合約及員工守則上均已列明對員工個人操守的規範，嚴格監督所有董事、高級行政人員及其他員工的行為。面對任何不當行為，我們鼓勵員工向主管舉報，並會即時作出調查，將有關調查報告呈交予管理層，以適當處分或解僱有關員工。更嚴重者，我們會徵詢法律意見，採取法律行動。本集團亦會針對違規行為進一步完善勞工機制。

供應鏈管理

本集團積極維持妥善的供應鏈管理，推動供應鏈中的良好慣例。除了考慮成本、產品質素及往績紀錄外，我們非常重視供應商及合作夥伴的誠信。據我們所認知，我們的供應商及合作夥伴過去營商紀錄良好，未有出現任何嚴重違規或違反商業道德行為。我們要求所有供應商甄選及採購行為均須符合《招標採購作業指引》，確保有關工作得到規範，防止供應商及合作夥伴以透過任何形式的利益輸送而取得採購合約或合作關係。

採購及供應商評估

我們對供應商進行嚴格的履約評估，要求供應商履行採購合約項下的責任，以及確保其產品及或服務符合本集團之要求。對於不符合要求或未有履行合約責任的供應商，我們會及時將有關訊息匯報，嚴重者會被列入黑名單，在若干年內不得參與集團下屬所有項目的投標工作。

環境保護

我們要求供應商及外判商須遵守任何適用的環境法規。除了物業須符合國家的相關環保認證，施工過程亦要積極做到節能減排、保護環境。

If a supplier or contractor violate any relevant environmental laws, and leads to charges by government authorities against the Group, significant and negative impact to the public and environment, or even the Group's losses of money or reputation, the Group will demand that suppliers and contractors to take remedial measures. We will also replace that supplier and contractor while conduct internal review for improvement.

Product Responsibility

The Group strictly controls the quality of its property projects as we see "delivering quality products and promote a pleasant lifestyle" as our responsibilities.

Product Safety

The Group rigorously complies with various laws of the country, including Contract Law of the People's Republic of China《中華人民共和國合同法》and Construction Law of the People's Republic of China《中華人民共和國建築法》. Prior to launch for sales or lease, all property projects shall meet relevant construction and acceptance requirements such as Regulations on Quality Management of Construction Projects《建設工程質量管理條例》to avoid mistakes or flaws. The Group also coordinates regular check and maintenance for its commercial properties based on regulations, such as Safety Specification for Manufacture and Installation of Elevators《電梯制造與安裝安全規範》(GB7588-2003), Safety Specifications for Manufacture and Installation of Escalators and Automatic Moving Walkways《自動扶梯和自動人行道的制造與安裝安全規範》(GB16899-1997), and Specifications for Elevator Technical Conditions《電梯技術條件》(GB/T10058-2009). We offer after-sales service to buyers and tenants which covers suitable maintenance and/or management service under the sales and lease contract. We believe that these initiatives effectively safeguard buyers and tenants with safety use. We proactively communicate with our customers in various channels to understand their needs. We will review our service processes against customer's opinions and promptly handle any complaints, with a view to improving our service and product quality.

如供應商及外判商違反環保條例或其他法規，因而導致本集團被政府機關起訴，對公眾及環境造成嚴重負面影響，甚至導致本集團承受任何金錢或聲譽上的損失，本集團會要求該供應商及外判商立即作出修正措施，而我們亦會於事後更換該供應商及外判商，並進行內部檢討以作改善。

產品責任

本集團嚴格管控旗下物業質素，以「創建百年質量的民眾精品樓盤，宣導舒心和諧的家居生活文化」為己任。

產品安全

本集團嚴格遵守《中華人民共和國合同法》及《中華人民共和國建築法》等國家法律，所有物業於出售或出租前均遵從《建設工程質量管理條例》等相關施工及驗收規定，以避免出錯及紕漏的機會。本集團亦會為旗下商用物業進行定期檢查及維修，包括按照《電梯制造與安裝安全規範》GB7588-2003；《自動扶梯和自動人行道的制造與安裝安全規範》GB16899-1997；《電梯技術條件》GB/T10058-2009等規範進行工程及驗收。我們為提供買家及租戶提供售後服務，根據銷售合同及租賃合同提供適當的維修及或管理服務。我們相信，這些措施有效保障買家及租戶的使用安全。我們積極透過各種渠道與客戶溝通，以了解客戶所需。我們會根據客戶意見審視服務過程，及時處理與調查客戶投訴，從而完善客戶服務及產品質素。

Product Sales and Advertising

The Group has bespoke guidelines of how product sales and advertising solutions shall be conducted in strict compliance with Advertising Law of the People's Republic of China《中華人民共和國廣告法》, Interim Measures for Administration of Internet Advertising《互聯網廣告管理暫行辦法》 and other relevant laws and regulations. We prepare advertising solutions that cater to the characteristics of the industry and projects. All product advertising activities are only done upon confirmation of meeting the requirements under the brand usage and product and service advertising solutions. We will also seek legal advice when necessary.

Privacy Policy

During the Reporting Period, we had no access to intellectual property or other sensitive information regarding the patent technology and other information about production/construction. However, we do not rule out any possibilities of accessing trade secrets or personal data of our customers, suppliers or business partners in the future. Hence, we restrict our staff to carefully handle customer information, protect their privacy and intellectual property to avoid any unnecessary loss.

Anti-corruption

The Group upholds the corporate values of "integrity" and "clean", and has built a control system according to Criminal Law of the People's Republic of China《中華人民共和國刑法》, Anti-Money Laundering Law of the People's Republic of China《中華人民共和國反洗錢法》 and other regulations. We urge our directors, senior executives and other employees to obey the law in business operation and capital market. The Board of Directors does not tolerate any kinds of corruption, bribery, extortion, money laundering and fraud. To strengthen our corporate governance, not only have we set up an internal audit department and an audit committee, and have hired external lawyer and auditor to comply with listing requirements, we also continuously review the effectiveness of our internal control to prevent any similar incidents.

產品銷售及宣傳

本集團對於產品銷售及宣傳方案均有清晰指引，嚴格遵循《中華人民共和國廣告法》、《互聯網廣告管理暫行辦法》等相關法律法規。我們會根據行業及項目特性，制訂合適的宣傳廣告方案。所有產品宣傳活動均於確認符合有關品牌使用及產品與服務宣傳方案的要求下進行。於需要時，我們亦會諮詢法律意見。

私隱政策

報告期間，我們在業務過程中未涉及到行業生產／施工專利技術等有關知識產權的敏感資料。然而，我們不排除日後或會接觸到客戶、供應商或合作夥伴的商業秘密甚至個人資料，因此，我們會規定員工謹慎處理客戶的資料，保障客戶私隱及知識產權，免受不必要損失。

反貪污

本集團秉持「誠信」、「廉潔」的企業價值，按照《中華人民共和國刑法》、《中華人民共和國反洗錢法》等國家法律法規制訂一系列管理制度。我們要求董事、高級行政人員及所有其他員工在實體業務及資本市場經營層面均奉公守法。董事會絕不姑息任何貪污、賄賂、勒索、洗黑錢及其他欺詐活動。為加強企業管治，我們除了設有內部審計部門及審核委員會，並聘請外部律師及審計師以符合聯交所對上市公司的企業管治要求外，我們亦持續檢討內部監控的成效，以防止類似事件發生。

The Group has established an anonymous reporting mechanism, which encourages our staff, suppliers, business partners and other stakeholders to report any misconduct. We take adequate measures to preserve anonymity for the whistle-blowers. If we receive any report about corruption, bribery, extortion, money laundering and fraud, we will promptly initiate investigation, make internal verification and report to management or government authorities. With the Group's continued business development, we will further improve our anti-corruption system and reinforce regulation.

Community

The Group endeavours to fulfill our CSR. During the Reporting Period, we actively give back to the society through the following community service and donations:

Beneficiaries/Projects

受惠機構項目

Hong Kong PHAB Association
香港傷健協會
Hangzhou Victoria Kindergarten
杭州維多利亞幼兒園
Agricultural and Rural Office of People's Government of Xiaoshan,
Zhejiang Province (Poverty Alleviation Project)
蕭山農辦扶貧
Zhejiang University Education Foundation
浙江大學教育基金會

The Group will continue to explore different ways to promote CSR within the company while organising and participating in community activities which are suitable to our profile. We strive to allow our employees to give back to the community through these activities, with a view to raising their awareness of caring and helping the needy.

本集團已建立匿名舉報機制，鼓勵員工、供應商、合作夥伴及其他持份者主動舉報不當行為。我們會為舉報人提供足夠身份保密措施。如收到任何有關貪污、賄賂、勒索、洗黑錢及其他欺詐活動的舉報，我們會即時進行調查，進行內部核實，並向管理人員匯報及通報政府機關。隨著本集團業務持續發展，我們將進一步完善反貪污的制度體系，不斷強化和加大監管力度。

社區

本集團一直致力履行企業社會責任。報告期間，我們透過提供以下社區服務及贊助慈善活動，積極回饋及貢獻社會。

Initiatives

幫助形式

- Money donation (HK\$17,000)
- 現金捐贈 (17,000港元)
- Money donation (RMB2,000,000)
- 現金捐贈 (人民幣2,000,000元)
- Money donation (RMB50,000)
- 現金捐贈 (人民幣50,000元)
- Money donation (RMB1,943,000)
- 現金捐贈 (人民幣1,943,000元)

本集團會繼續積極研究於企業內宣揚企業社會責任，組織或參與合適的社區活動。我們希望透過此類活動，讓員工親身為回饋社區，從而提升員工的社區意識，推動員工關懷、幫助有需要人士。



众安房产

ZHONG AN REAL ESTATE

(股份代號 Stock Code : 00672.HK)