



Real Estate Company

China Resources Land Limited

Sustainability Report

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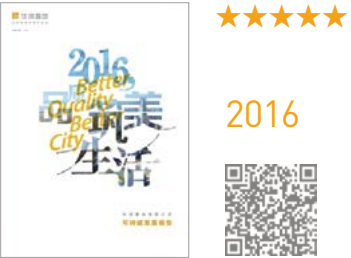


The Report is the 6th Sustainability Report released by China Resources Land . CR Land has actively encouraged its regional and business departments to release sustainability reports. By the time of the release of this report, CR Land and its regional and business divisions have released 41 sustainability reports. Among these reports, CR Land sustainability report has been rated as a five-star report for four consecutive years by the Chinese Academy of Social Sciences.



★★★★★

2017



★★★★★

2016



★★★★★

2015



★★★★☆

2014



2013



For the Next Fine Moment

The road is long and the storm is raging, moisturizing our mind for 80 years
Water scorpion, smashing, we drive a cart in ragged clothes to blaze a new trail for 80 years
80 years of spring and autumn, the sea has changed into a mulberry orchard
80 years, we are down-to-earth and ringing
We follow the times, dedicating youth, throwing blood
We finally ushered in today
Today, the horn is bright, the song is melodious, and the drum is being ringed.
We buried two seeds again in our hearts
One is called dream, the other is called hope.
Nothing can stop, the yearning for the sun, the rain and the dew
Let us work together and move forward to the future!

C O N T E N T S

006	ABOUT THE REPORT
007	EXECUTIVE MESSAGE
008	2018 HIGHLIGHTS
014	2018 KEY PERFORMANCE
016	ABOUT US

082	FOR THE NEXT FINE MOMENT
092	APPENDIX 1: POLICIES, LAWS & REGULATIONS
095	APPENDIX 2: DATA LIST
102	APPENDIX 3: HONORS
103	APPENDIX 4: ESG INDICATORS REFERENCES
105	APPENDIX 5: REPORT RATING
107	APPENDIX 6: REPORT COMPILATION TEAM NAME LIST

CHAPTER I	FINE URBAN SPACE	026
01	CASE STUDY SHENZHEN BAY URBAN COMPLEX	028
	URBAN DEVELOPMENT	031
	INTELLIGENTISATION UPGRADING	032
CHAPTER II	FINE LIVING EXPERIENCE	034
02	CASE STUDY THE REBIRTH OF LIUXIANDONG IN 190 DAYS	036
	PRODUCT QUALITY	039
	CUSTOMER SERVICE	041
CHAPTER III	FINE ECOLOGICAL ENVIRONMENT	044
03	CASE STUDY THE THREE CENTRES OF XI'AN AIM FOR A SMOG-FREE CONSTRUCTION SITE	046
	ENVIRONMENTAL MANAGEMENT	049
	GREEN OPERATION	049
	GREEN CONSTRUCTION	050
	ENVIRONMENTAL INITIATIVES	053
CHAPTER IV	FINE CAREER CHOICES	056
04	EMPLOYMENT OVERVIEW	059
	EMPLOYEE RIGHTS AND INTERESTS	060
	SAFETY AND HEALTH	061
	CAREER DEVELOPMENT	062
	EMPLOYEE CARE	063
CHAPTER V	FINE COOPERATION PARTNERS	066
05	RESPONSIBLE PROCUREMENT	069
	PROMOTE INDUSTRIAL DEVELOPMENT	069
CHAPTER VI	FINE COMMUNITY LIFE	072
06	CASE STUDY A PIONEERING PROJECT IN THE HEALTH INDUSTRY	074
	PUBLIC SERVICE AND CHARITY WORK	077
	COMMUNITY CARE	080

About the Report

Reporting Period	The Report is an annual publication. It was approved by the Board of Directors of China Resources Land on Jun. 25th, 2019.
Commitment	The Board of Directors of China Resources Land has supervised the contents of the Report to ensure that it contains no false records, misrepresentations or material omissions.
Reporting Scope	Unless otherwise specified, the Report covers the period from 1 January 2018 to 31 December 2018 with some extension (e.g. the CSR Committee was established in early 2019) in relation to China Resources Land and its 6 regions and 11 business divisions/professional companies, consistent with the Financial Report of China Resources Land 2018.
Reference	The Report was prepared with reference to Appendix 27: Environmental, Social and Governance Reporting Guide (ESG Guide) of the Mainboard Listing Rules issued by Stock Exchange of Hong Kong Limited, the Guide to the Preparation of Corporate Social Responsibility Reports of China (CASS-CSR4.0) by the Chinese Academy of Social Sciences, the Guide for Business Action on Sustainable Development Goals (SDGs), GRI Standards and China Resources Social Responsibility Management Measures.
Preparation Process	The Report was prepared according to the above-mentioned standards through procedures including industrial benchmarking, questionnaire surveys, stakeholder interviews, social responsibility research, information collection and review, report writing, management approval and report rating.
Reporting Principles	As required by the Materiality, Quantitative, Balance and Consistency principles specified in the Environmental, Social and Governance Reporting Guide (ESG Guide), the Report responds to the Materiality principle by conducting materiality analysis on sustainability topics, and the Quantitative and Consistency principles via quantitative data presentation and to the Balance principle via a review on negative topics and performance.
Addressing and Representation	For ease of expression, China Resources Land, CR Land, the Company and We mentioned in the Report all refer to China Resources Land and its 6 regions and 11 business divisions/professional companies.
Data Statement	The data and information in the Report mainly come from the statistics and related documents of China Resources Land. The Company is committed to the truthfulness, accuracy and completeness of the Report and undertakes that there are no false records or misrepresentations in the Report.
Availability of the Report	The Report is available in Simplified Chinese and English. The electronic version of the Report is available on the Company’ s website.
Feedback	Scan the QR code for feedback



Executive Message



Chairman of China Resources Land Board of Directors

Chairman of CR Land CSR Committee

Tang Yong

2018 marks the 40th anniversary of China’s Reform and Opening-up and the 80th anniversary of the establishment of China Resources. At such a special time, we ask ourselves -- have we been making the world better? What should we do to make the world of tomorrow even better?

To CR Land, sustainability is the key word in our answer to this question.

The Report is the sixth consecutive Sustainability Report independently issued by CR Land. It is a summary of our commitments, actions and achievements in sustainability. We received a five-star rating from the Social Responsibility Committee of the Chinese Academy of Social Science for the fourth consecutive year, and we were listed on the Heng Sang Corporate Sustainability Benchmark Index (HSSUSB), with a GRESB rating that has increased year by year. In 2018, we continued to push forward sustainability management by compiling and issuing reports. Led by the Company’s headquarters, the regions and business divisions have issued 9 Sustainability Reports, of which 3 won five-star ratings, 4 won four-and-a-half-star ratings, and 1 won a four-star rating by the Chinese Academy of Social Sciences. In early 2019, we established the CSR Committee on the level of the Board of Directors to further promote the systematic management of sustainability works.

In terms of business operation, CR Land adhered to the 2+X business model and ensured its product and service quality. Moreover, it has also greatly improved its operation efficiency, achieved record sales. Commercial properties continue to stay at a leading level, while we have achieved new breakthroughs in the property services, long-term rental apartments, industrial property, senior housing, cultural, sports and educational property, industrial fund, construction and operation agency services, etc.

In terms of social responsibility, we have focused on product and service quality, safeguarded our employees' rights and interests, and promoted their growth. We actively promote responsibility fulfilment in the supply chain and advanced community development. In 2018, CR Land achieved improvements in job creation, labour security, safe production, tax payment and charity.

In terms of environment protection, we have incorporated an environmental philosophy into project development and business operation through measures such as enhanced emission management, energy and resource conservation, and utilisation of eco-friendly materials and low-carbon equipment to minimise the adverse impact of business operation on the environment. In 2018, CR Land invested RMB18.8897 million in environmental programs and introduced 23 green building projects with a new green building area of 4.8163 million square meters.

Creating a good living environment calls for collaborative effort. With the mission of "Building a beautiful city and creating a better life", we will continue to pursue the coordination and sustainable development of the economy, society and the environment, and work together with all parties to the next fine moment!



2018 HIGHLIGHTS

- Our sales volume was top 10 in the industry and turnover of invested properties reached a new high.
- We accelerated our transformation towards a comprehensive urban investor, developer and operator, with the completion of the CR Land Shenzhen Bay Project.



2018 HIGHLIGHTS

- We carried out the three centres project in Xi'an with CR speed + Xi'an efficiency.
- We explored a mixed transformation model of state-owned enterprises by purchasing shares of Tianjin City Investment and China Enterprise.

10

- We strengthened our business operation to cater to consumption demand by opening 10 new shopping centres during the year.

699

- We completed financing of RMB69.9 billion under lean financial management.

2018 HIGHLIGHTS

103


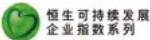



- We continued targeted investment and investment layout optimisation, and acquired 103 new projects throughout the year.
- We practiced social responsibility and were listed on the Heng Sang Corporate Sustainability Index.
- We implemented the Real estate + Internet technologies cooperation model by joining hands with Tencent for an intelligent industrial park.



2018 Key Performance

Business Performance

We have maintained a high level of corporate governance to ensure steady and sound development of CR Land and create sustainable economic benefits.

		Performance in 2018	Progress from 2017
Financial performance	Total assets	655.74 billion RMB	▲ Up 36.48%
	Owners' equity	180.7 billion RMB	▲ Up 25.28%
	Revenue	1,211.9 billion RMB	▲ Up 18.88%
	Total profit	39 billion RMB	▲ Up 27.04%
	Net profit/profit attributable to shareholders	24.2 billion RMB	▲ Up 22.84%
	Return on equity	18.8%	▲ Up 1.1 Ppt
	Return on total assets	7.15%	▼ Down 0.48 Ppt
	Preservation and appreciation ratio of state-owned assets	132.52%	▲ Up 14.88 Ppt
Product and service	Technology R&D investment	36.69 million RMB	▲ Up 838.36%
	Customer satisfaction for residential buildings	83 points	▲ Up 10.67%
	Customer satisfaction for self-owned office buildings	99 points	▲ Up 1.02%
	Customer satisfaction for commercial property tenants	98.4 points	▼ Down 0.2%
	Customer complaint handling rate (residential projects)	93.5%	▼ Down 5Ppt
	Customer complaint handling rate (commercial projects)	99.1%	▼ Down 0.6Ppt
Information disclosure	Reports released by the headquarters and subsidiaries	9 portion	
	Report rating by the Chinese Academy of Social Sciences on reports released by the headquarters and subsidiaries	3 five-star ratings, 4 four-and-a-half-star ratings, and 1 four-star rating	
		5-star rating by the Corporate Social Responsibility Committee of the Chinese Academy of Social Sciences	
		Listed on the Heng Sang Corporate Sustainability Index (HSSUS) as one of the 30 constituent stocks	
		Improved our GRESB score for four consecutive years, scored 84 points in 2018, ranking second among comprehensive real estate developers in the Asian-Pacific Region, reaching a globally leading level	
		B rating by MSCI ESG in 2018	
Credit rating		Silver Social Responsibility award of China Resources Group	
	S&P	BBB+ Stable Outlook	
	Moodys	Baa1 Stable Outlook	
	Fitch	BBB+ Stable Outlook	

Social Performance

As an active social responsibility undertaker, we serve as a corporate citizen by creating value for the community and bringing benefits to society.

		Performance in 2018	Progress from 2017
Protection of employee rights and interests	Labour contract signing rate	100%	Unchanged
	Social insurance coverage rate	100%	Unchanged
Employee safety and health	Employee physical examination rate	100%	Unchanged
	Work-related fatalities	0	Unchanged
Diversity and integration	Total employees	47,414	▲ Up 24.49%
	Percentage of female employees	35%	▲ Up 0.4Ppt
	Percentage of females in management	24% (general director or above)	▲ Up 2Ppt
Employee growth	Employee training rate	91%	▲ Up 5Ppt
	Training investment per employee	1,175.7 RMB	▲ Up 44.12%
	Training hour per employee	15.6 hours	Up 63.35%
Job creation	New employees	27,413	▲ Up 39.37%
	New fresh graduate employees	1,158	▲ Up 202.35%
Tax payment	Total taxes	32 billion RMB	▲ Up 73.91%
Public service and charity	Charity donations	4,531 million RMB	▲ Up 26.28%
Safe production	Safe production investment	303.3652 million RMB	▲ Up 70.41%
	Emergency drills	4,140 times	▲ Up 15%
	General or above work injuries	0	Unchanged

Environmental Performance

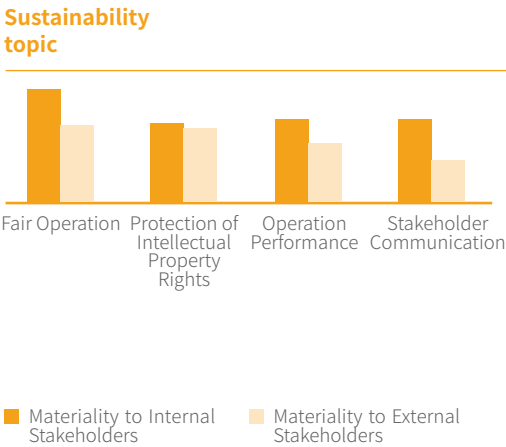
Attaching great importance to the impact of production and operation on the environment, we have continuously increased our environmental investment for green development and building a Beautiful China.

		Performance in 2018	Progress from 2017
Environmental investment	Total environmental investment	18.88966 million RMB	▲ Up 55.36%
	Investment in energy conservation and emission reduction technological upgrades	7.057074 million RMB	▲ Up 33.72%
Green building	Green Building certified area	4.8163 million sq.m.	▲ Up 160%
Energy conservation and emission reduction	Total energy consumption	82.329 thousand tons of standard coal	▲ Up 13.52%
	Energy intensity per RMB10,000 of revenue (10,000tons of standard coal/RMB)	0.0077	▼ Down 1.28%
	Carbon dioxide emissions	589,732.11 tons	▲ Up 18.55%
	Carbon dioxide emission intensity per RMB10,000 of revenue	0.055 tons/ RMB10,000 of revenue	▲ Up 31.26%

A B O U T

C R L A N D

About Us



CASS-CSR4.0 index

P4.1	M1.1	S1.1
P4.2	M1.2	S1.2
P4.3	M1.3	S1.4
P4.4	M1.4	
P4.5	M1.5	
	M1.6	
	M1.7	
	M1.8	
	M3.3	
	M3.5	

HKEX ESG index

Company Profile

China Resources Land Limited (CR Land, HK1109) is a strategic business unit under China Resources Group, a Fortune Global 500 company, responsible for city construction and operation. As one of the most competitive comprehensive urban investors, developers and operators in mainland China, it covers a wide range of businesses: residential property development, commercial property, industrial property, health care property, cultural and sports facilities, education property, property services, industry funds, long-term rental apartments, construction and operation agency services, urban renewal, and other new products and services.

In the background of comprehensive upgrading of cities, industry and consumption, CR Land has established a brand-new positioning as a comprehensive urban investor, developer and operator, aiming to fully leverage its professional abilities and integrated resources in different businesses to better respond to the diverse demands of consumers, the government and cooperation partners. By providing comprehensive solutions in urban investment, development and operation, CR Land strives to create more value and achieve win-win development outcomes for and with its stakeholders, and to build a beautiful city for beautiful life.

Data

By the end of 2018

9

No. 9 in sales scale of development business (CRIC data)

1

No. 1 in the Top100 list of China's commercial real estate (data from the Guandian index research institute)

4

over 40 thousand of total employees

72

entered 72 domestic and foreign cities

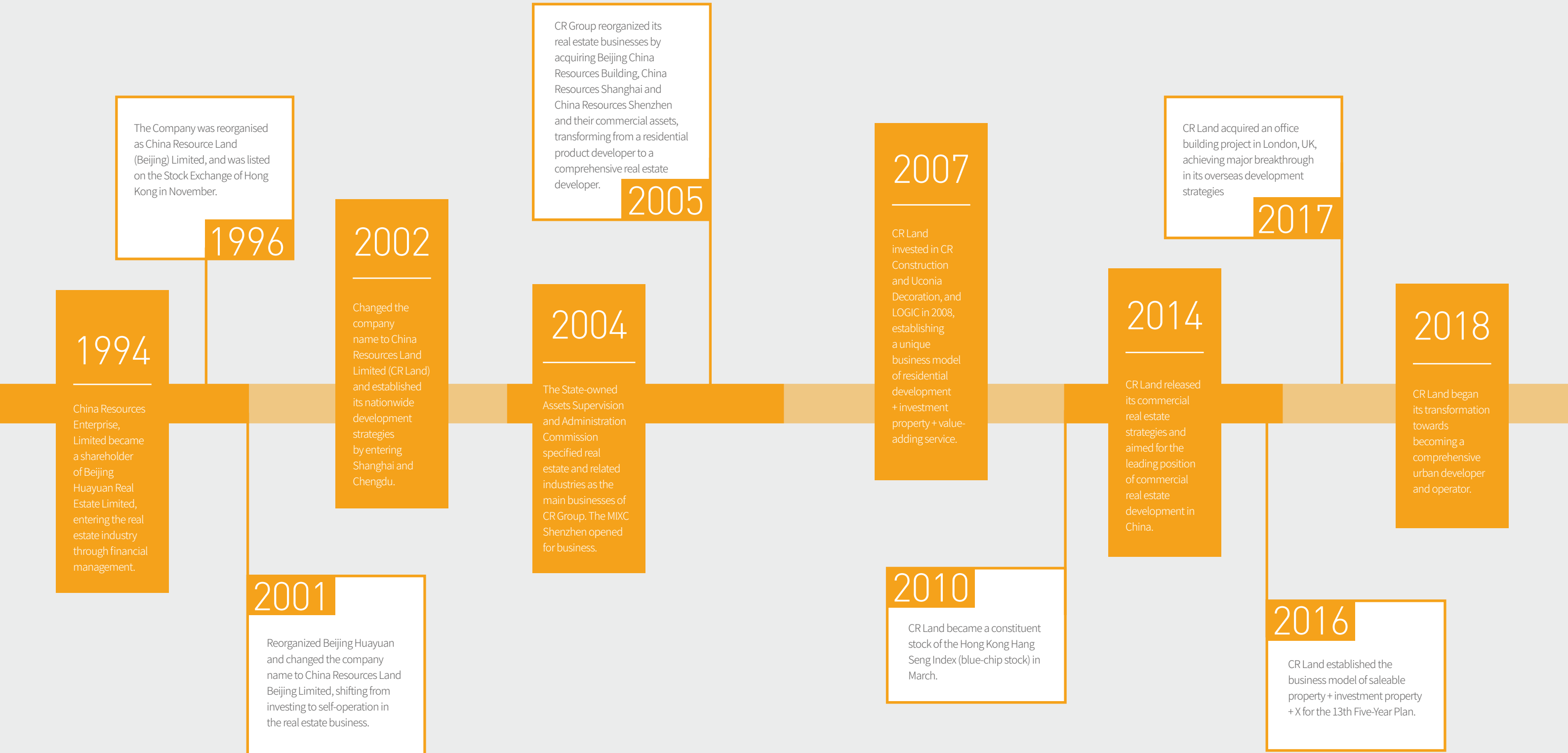
6,557

655.7 billion RMB of total assets

240

over 240 developing projects

Development Process

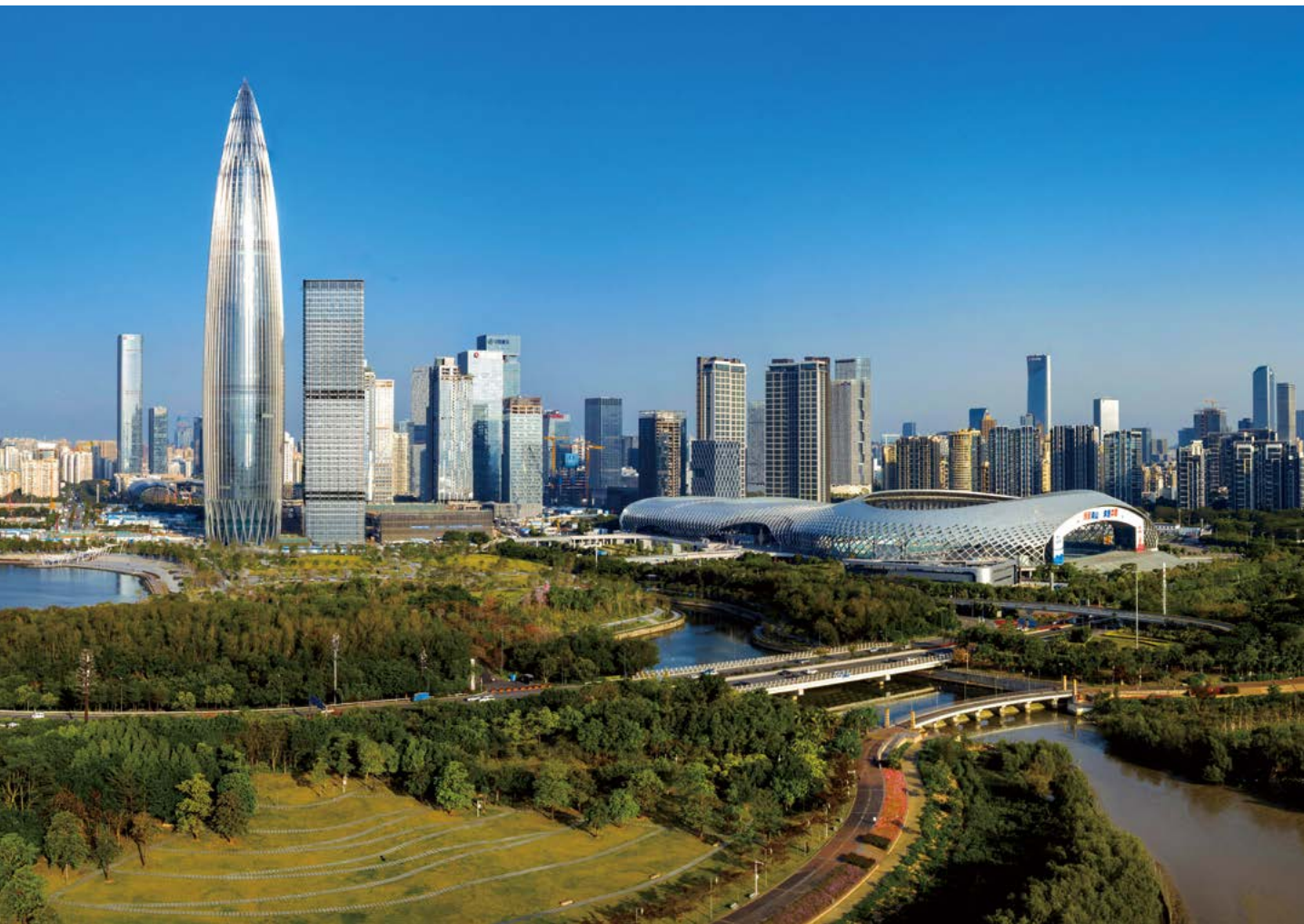


Key Businesses

Saleable property + investment property + X business model

Saleable property

In 2018, CR Land contracted sales totalling RMB210.68 billion, and continued its position among the top 10 in the industry; total revenue reached RMB105.15 billion with a settlement gross profit rate of 42.9%.



CR Land Shenzhen Bay

Investment property

The investment properties of CR Land include shopping malls, office buildings and hotels.

Shopping malls: By 2018, CR Land shopping malls have entered over 50 cities nationwide, with 22 The MIXC/MIXC World, 12 The MIXc One/Hi5 and 44 reserved projects. There are also 25 shopping mall projects for management export with 17 projects in operation and 8 in pipeline. Retail revenue totalled RMB47.3 billion, with over 3,700 global brands and around 6.8 million registered members.

Office buildings: There are 11 office buildings currently in operation.

Hotels: There are 9 hotels in operation.



Shenyang Mixc



Zibo MIXc One



Shenzhen CR Financial Building



Hangzhou Park Hyatt Hotel

New businesses

CR Land is focusing on urban upgrade, consumption upgrade and industrial and technology upgrade, the company further crystalized "2+x" business model by promoting business innovations in urban redevelopment, property services, senior housing, leasing apartments, industrial funds, industrial towns, culture and sports and education, cinema business etc.



Culture and sports: Shenzhen Bay Sports Centre



Leasing apartments in Guangzhou Science City



Industrial property: Guangzhou Chuangzhi Park



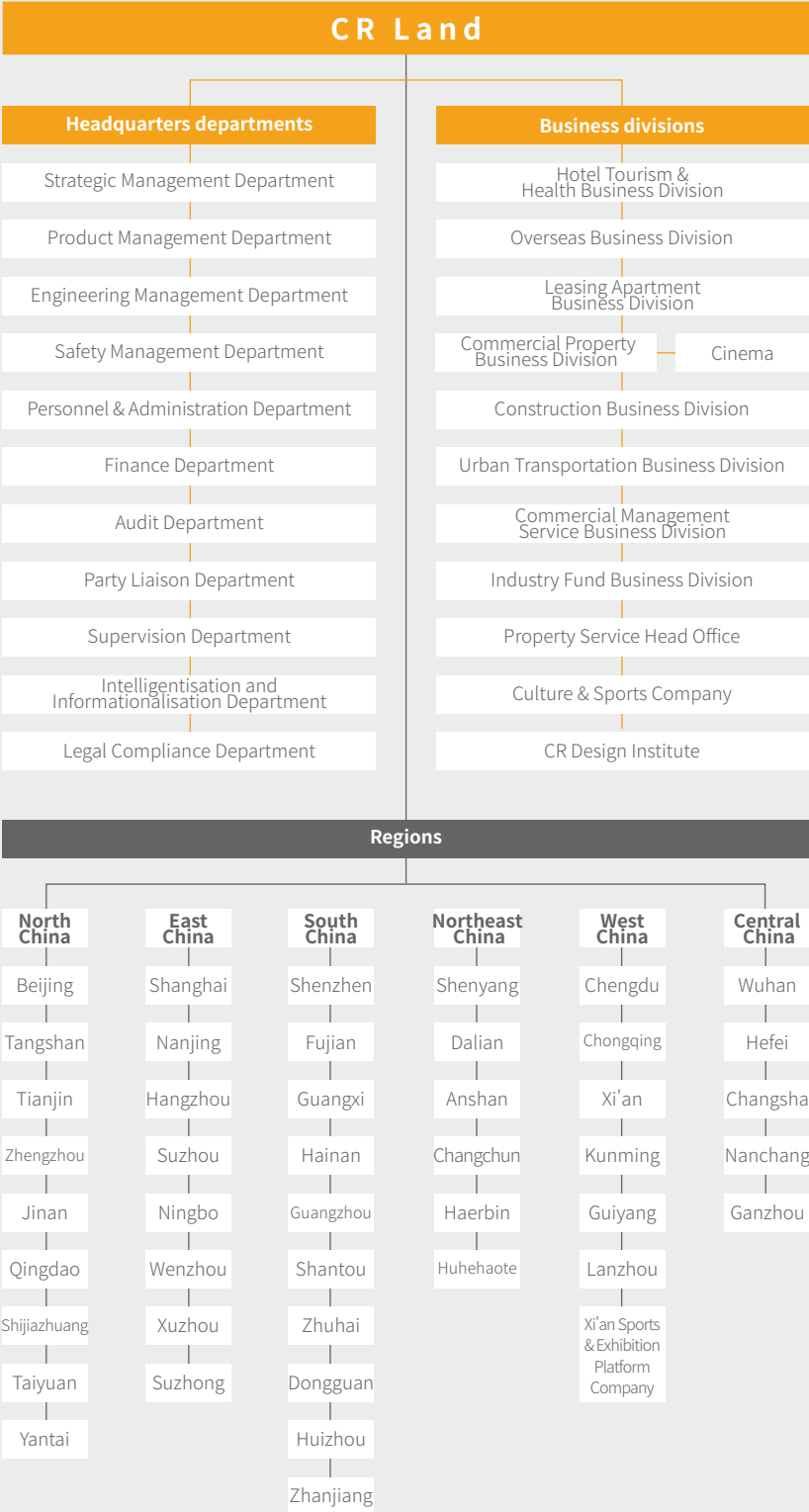
Cinema: Dolby cinema of Shenzhen Bay Store



Industrial property: Hangzhou Health Town

Organisational Structure

In 2018, CR Land conducted micro-adjustment of its organisational structure in accordance with its strategic layout. After the adjustment, there are now 11 functional departments under the headquarters, coordinating 11 business divisions/professional companies, 6 regions and 46 city companies.



Integrity and Compliance

Regulate corporate governance

CR Land has adopted the Corporate Governance Code specified in Annex 14 of the Listing Rules of the Hong Kong Stock Exchange, and continues to review the status of the Board of Directors and the committees to ensure good and stable corporate operation.

In 2018, we continued to implement the requirements of the Management Measures for the Legal Consulting of State-owned Enterprises. Based on our established procedures and systems, we further introduced the CR Land Legal Affairs Management Regulations, and updated the CR Land Detailed Rules on Intellectual Property Rights Management to further improve our corporate compliance management system.

Furthermore, CR Land included legal risks in our management system for managing all types of risk within our 9 business sectors. We further formulated associated risk prevention measures and a risk tracking and improvement mechanism. In 2018, the CR Land Legal Compliance Risk Database was partially updated, and the Commercial Housing Sales Legal Compliance Risk Database 2.0 and the Commercial Rental Legal Compliance Risk Database 2.0 were established and incorporated into onboard training and regular training of employees.

Building a Company with integrity

In addition to the laws and regulations in relation to prevention of corruption, extortion, fraud and money laundering as set forth in the Company Law of the Peoples Republic of China, we have required all employees to strictly comply with internal policies such as the Honest Participation Standards of China Resources Land to prevent corruption. [Due to report length restrictions, please see Appendix 1: Policies, Laws & Regulations for a detailed list of the related internal policies and external laws and regulations, and the main body of the Chapter for the specific measures we have taken for compliance.](#)

We conduct integrity education on all levels of employment on multiple platforms, and incorporated integrity works into performance appraisal. The Company has set up various complaint and reporting channels, such as the reporting hotline, email system and website. In 2018, the Company fully utilised the joint investigation working mechanism and established an integrity supervision expert think tank, enormously improving investigation efficiency and achieved another significant milestone in its anti-corruption works.

Meanwhile, the Company strictly requires business units at all levels to respect and adhere to all contracts, uphold integrity and credibility, oppose corruption and maintain fair competition. Since the official public announcement of the Sunshine Declaration of China Resources Land in 2011, CR Land has signed the Honest Cooperation Agreement of China Resources Land with business partners for 8 consecutive years.

Data

181 2,700

In 2018, CR Land organised 181 legal training sessions with over 2,700 participants.

0

In 2018, CR Land had no lawsuits regarding corruption, bribery, fraud, extortion or money laundering

100%

Completed 100% of specialised inspections on the Clean Party Buildings of subordinate units

314 18,713

Organised 314 anti-corruption educational and awareness training sessions with 18,713 participants

Protection of intellectual property rights

CR Land has strictly followed laws and regulations such as the Trademark Law of the People's Republic of China, and issued the CR Land Detailed Rules on Intellectual Property Rights Management. On one hand, we safeguard our intellectual property rights through trademark registration and patent applications; on the other hand, we fully respect the intellectual property rights of our cooperation partners, strictly follow the scope of licensing and assist our partners in counteracting any infringement.

Data

628

By the end of 2018, CR Land held 628 domestically registered trademarks, including the famous MIXC trademark.

12 51 5

In 2018, CR Land obtained 12 new patents. By the end of 2018, CR Land held 51 patents and 5 software copyrights.

Anti-unfair competition

CR Land strictly abides by the Anti-Unfair Competition Law of the People's Republic of China and promotes a sustainable win-win cooperation model. The Company emphasises fair trade and compliance with laws, regulations and internal policies when dealing with customers, suppliers and competitors. Moreover, we have strengthened our internal inspections on fair trade and organised regular employee training sessions to further enhance their understanding of anti-unfair competition and fair trade.



C H A P T E R I

F I N E

U R B A N

S P A C E

Fine Urban Space

Help urban upgrade
Improve people's
living quality

01

STORY

CASE STUDY

Shenzhen Bay Urban Complex

On 18 December 2018, Shenzhen Bay China Resources Tower, nicknamed the Spring Bamboo was officially put into use, marking the completion of the CR Shenzhen Bay Urban Complex for which CR people have contributed 10 years of work.

Shenzhen Bay, 2008, discarded shallows, a wild land of loess.

Thanks to the Universiade, CR Land was able to participate in the development of Shenzhen Bay. After 22 months, the Spring Cocoon rose above the land with hope.

In 2012, China Resources Tower, Spring Bamboo was held construction commencement ceremony. CR Land hopes to contribute to the city with an urban complex of 1.2 million sq.m. The urban complex is an extremely diverse and colourful space containing the Shenzhen Bay Sports Centre (the Spring Cocoon), China Resources Tower (the Spring Bamboo), The MIXC, the Royal Palace, the Real Mansion, the Andaz Hotel, Hotel Kapok, CR Finance Building, China Resources Tower Art Centre, the Talent Park, etc.

From the Shenzhen Bay Sports Centre (the Spring Cocoon) to the operation of the urban complex of 1.2 million sq.m., to the operation of the Houhai area of 2.26 sq. km, with positioning in the development strategies of the Guangdong-Hong Kong-Macao Greater Bay Area, CR Land has contributed to and witnessed the enormous transformation of this once discarded piece of land into a world-level region of innovation and energy.



China Resources Building (Spring Bamboo)



CR Shenzhen Bay Urban Complex

CHAPTER ONE
Chapter Overview



CR Land has embarked on the path of urban operation with its aspirations for building an ideal city. We hope to provide diverse living spaces to reshape people's daily lives, and give buildings more public missions and social responsibilities. Throughout the years, we have explored the business landscape as a comprehensive urban investor, developer and operator, and have accumulated experience through City Crossing projects, the renewal of Dachong, and as a construction and operation agency for the Houhai area. In 2018, we closely followed national policies and actively undertook several key projects, such as the urban complex of Shenzhen Bay and the three centres in Xi'an. Meanwhile, we have continued to explore new businesses such as urban supporting facility construction, urban redevelopment, indemnificatory housing construction and smart city construction to enhance overall living quality from the aspects of culture, commerce, tourism and sports.

Sustainability topic	SDGs topic	CASS-CSR4.0 index	HKEX ESG index
<div><div><div></div><div></div></div><div>Public service</div></div> <div><div><div>■</div>Materiality to Internal Stakeholders</div><div><div>■</div>Materiality to External Stakeholders</div></div>	<div><div>9</div>INDUSTRY, INNOVATION AND INFRASTRUCTURE</div> <div><div>11</div>SUSTAINABLE CITIES AND COMMUNITIES</div>	<div>S1.4</div> <div>M2.1</div> <div>M2.4</div> <div>M2.6</div>	<div>None</div>

■ Materiality to Internal Stakeholders

■ Materiality to External Stakeholders

Urban Development

Data

30 16

By the end of 2018, CR Land had followed up on over 30 Urban redevelopment projects and implemented 16 of them.

Urban redevelopment

In 2018, CR Land's urban renewal business extended from Shenzhen to Guangzhou, Dongguan, Zhanjiang, Huizhou, Mianyang, Nanning and Taiyuan.

Urban supporting facilities

CR Land has gradually worked towards transforming into an integrated operator in city investment, development and operation, providing urban supporting facilities including leasing apartments, culture and sports centres, and help upgrading the urban dream.



Indemnificatory housing construction

CR Land actively carries out indemnificatory housing projects to provide a pleasant living environment for mid- and low-income people. In 2018, there were 11 on-going/contracted indemnificatory housing projects.

2018 CR Land Indemnificatory Projects

Project	Number of Indemnificatory Apartments
Beijing Metropolis of the Emperor	4,059
Beijing West Yalin Project	735
City Next	486
Qingdao CR City	194
Jingan Prime Land	128
Shanghai Cest La Vie	74
Shenzhen Bay Boning Garden	98
Shenzhen Blue Mountain	454
Shenzhen Sungang Project	276
Nanning Wuxiang Yudong Project	345
Ganzhou Rongjiang New Town Shanty Town Reconstruction Resettlement Project	1,867

Intelligentisation upgrading

In 2018, CR Land and Tencent established a joint venture for intelligent park zone construction and successfully built the Rui Yun intelligent platform, which was put into use in Beijing Changan Centre and Xiongan China Resource University.



Data

20 12

CR Land self-developed over 20 intelligent products and obtained 12 patents and software copyrights.

CHAPTER ONE
Performance Review

In terms of building high-quality urban space, the most significant progress of CR Land was completion of the Shenzhen Bay Urban Complex. Moreover, the number of indemnificatory housing projects increased considerably from that of last year, and the number of urban renewal projects remained unchanged. The Company also achieved positive breakthroughs in terms of intelligentisation upgrading. The Company will continue to coordinate with the government in urban construction and indemnificatory housing construction, and increase its input to intelligent products, so as to contribute to overall city upgrading at a rapid and sustainable pace.

C H A P T E R II

F I N E

L I V I N G

E X P E R I E N C E

Fine Living Experience

Product Quality
Enhancement
Customer Service
Improvement

02

STORY

CASE STUDY

The Rebirth of Liuxiandong in 190 Days

190 days ago, it was still the Liuxiandong factory dormitory with dark and moulded walls and a crowded population, looking like a small town of the 90s, struggling to fit in the new Nanshan District, which is now a science and innovation centre of Shenzhen.

The entry of CR Land Youtha apartments fundamentally transformed the area.

- Structure reinforcement and upgrading
- Expansion of water and electricity systems
- Introduction of new fire protection systems
- Introduction of new household water tank systems
- External facade decoration
- Multi-functional public areas
(gyms, book bars, game areas)

In only 190 days, CR Land had implemented a benchmark project in comprehensive building and dormitory renovation, comprehensive urban outskirts renovation, and improvement of rental living experiences through high-quality construction, lean operation and management, and diverse value-adding services. The building after renovation had a GFA of 60,000 sq.m., a total supporting commercial volume of 5,500 sq.m., 1,725 rental rooms and a multi-functional public area.



Liuxiandong factory dormitory (before renovation)



Youtha apartments (after renovation)

CHAPTER TWO

Chapter Overview



While ensuring housing product functions and quality, CR Land persists in research and innovation, continuously improving the timeliness and the level of intelligence in property services and value-adding services, comprehensively enhancing living experiences.

In 2018, the Company further optimised its product and service quality control system, reinforced inspections, improved customer complaint handling efficiency, pushed forward product innovation and service informationalisation, and improved customer satisfaction both online and offline, covering the daily needs of customers.

Sustainability topic	SDGs topic	CASS-CSR4.0 index	HKEX ESG index
<div><div></div><div>Quality Inspection and Assessment</div></div> <div><div></div><div>Protection of Customer Right and Interests</div></div> <div><div></div><div>Product Quality Control</div></div>	<div><div>9</div>INDUSTRY INNOVATION AND INFRASTRUCTURE</div> <div><div>12</div>RESPONSIBLE CONSUMPTION AND PRODUCTION</div>	M2.2 M2.12 M2.4 M2.13 M2.5 M2.14 M2.7 M2.15 M2.8 M2.16 M2.9 M2.17 M2.10 M2.18 M2.11	B6.2 B6.4 B6.5

Product quality

Product quality control system

To provide customers with safe and healthy products, CR Land has adhered to laws and regulations such as the Law of the People’s Republic of China on Product Quality and the Law of the People’s Republic of China on the Administration of Urban Real Estate, and further introduced about 100 internal product quality management policies including the CR Land Quality Control System Set-up Regulations. [Due to report length restrictions, please see Appendix 1: Policies, Laws & Regulations for a detailed list of the related internal policies and external laws and regulations, and the main body of the Chapter for the specific measures we have taken for compliance.](#)

Quality inspection and assessment

In 2018, CR Land further improved its third-party evaluation and inspection system, increasing the weight of quality risks in evaluation and reinforcing inspection on major quality complaints made by customers, and conducted spot-checks and adopted other measures to perfect the system.

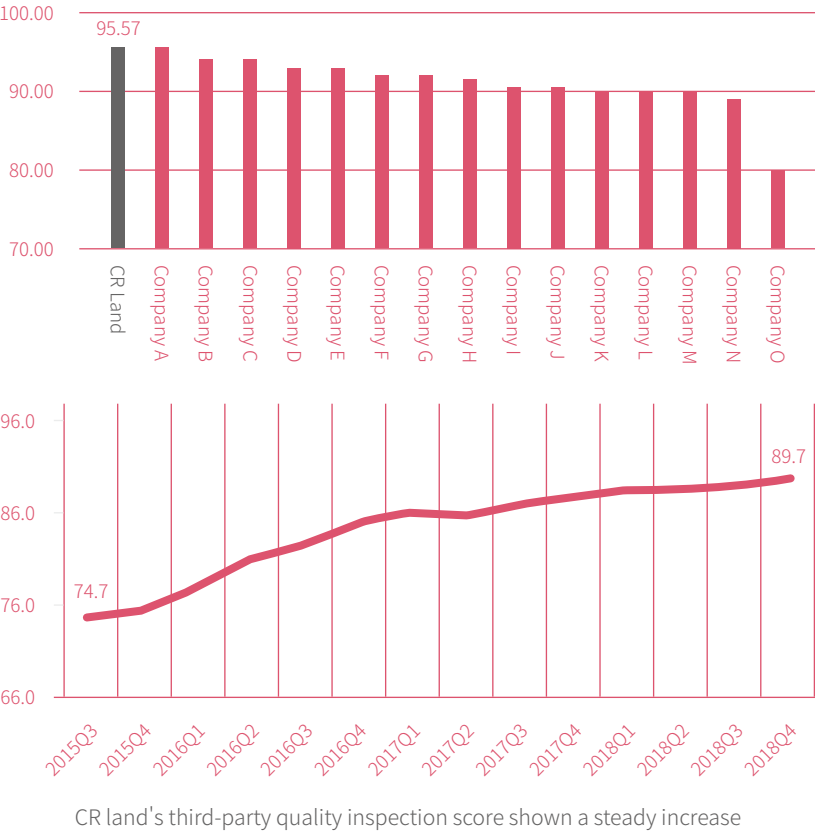
Data

95.57

In 2018, CR Land ranked first with a score of 95.57 points in the on-site third-party assessment.

89.7

CR Land’s third-party quality inspection score steadily improved, and reached 89.7 points in 2018.



Product innovation

In 2018, CR Land conducted R&D on its product lines and yielded innovative results such as courtyard villas, innovative apartment products and innovative office building products.

	Unit	2017	2018
Technological research investment	RMB100 million	0.0391	0.3669
Number of R&D staff	person	24	63

Case

Research and application of whole-specialty design and technology standardisation of small type apartment units

In view of the increasingly strict permit approval and land reservation policies on public buildings, CR Land has researched and developed whole-specialty design and technology standardisation of small type apartment units and released a drawing atlas, promoting the sale of public buildings as well as improving design and management efficiency. By now, the product system has been successfully applied to 11 projects of the Company.



The Overview of Small Type Apartment Units

No.	CR-SOHO-30-01	CR-SOHO-35-01	CR-SOHO-40-01	CR-SOHO-60-01	CR-LOFT-40-4.2M	CR-LOFT-40-4.2M
Construction area	31.52m ²	35.03m ²	38.47m ²	63.39m ²	38.55m ²	40.93m ²
Inner area	20.98m ²	24.45m ²	27.54m ²	45.39m ²	27.54m ²	29.24m ²
Actual inner area	/	/	/	/	51.52m ²	62.58m ²
Height	3m	3m	3m	3m	4.2m	4.5m

Customer service

Service quality control system

CR Land strictly abides by the Law of the People’s Republic of China on the Protection of Consumer Rights and Interests and other laws and regulations, and introduced internal policies such as the CR Land Regulations on Customer Satisfaction Surveys, the CR Land Guidelines for Customer Complaint Handling, and the CR Land Regulations on CRM Customer Information Extraction to standardise service procedures, build a routed inspection mechanism, and incorporate customer satisfaction into performance appraisal to ensure customer service quality. [Due to report length restrictions, please see Appendix 1: Policies, Laws & Regulations for a detailed list of the related internal policies and external laws and regulations, and the main body of the Chapter for the specific measures we have taken for compliance.](#)

Protection of customer rights and interests

CR Land strictly abides by the Law of the People’s Republic of China on the Protection of Consumer Rights and Interests and other laws and regulations, and introduced internal policies such as the CR Land Regulations on CRM Customer Information Extraction, in order to maintain the rights and interests of customers in an all-round way, advocate sustainable consumption, and guide customers to make rational purchasing decisions and responsible consumption.

Project information release

Release the latest policies, corporate and project certificates, commodity housing sales contracts, project construction indices, adverse factors, project progress and delivery time, facade and building delivery criteria, and building energy conservation information, and provide accurate comparison information on housing resources to help customers assess and compare between products.

Price information release

Review, approve and record charging standards and release the information. The information on sales control housing resources should be consistent with that in the governmental information system, ensuring consumers' rights to information.

Customer risk warning

The release of information in relation to sales tools and publicity, such as sales advertisements, promotional materials, sample houses, sand table information, brochures and information on supporting facilities, is standardised to eliminate false publicity, and warning labels and guiding leaflets are handed out to customers to promote rational consumption.

Customer privacy protection

Establish the Ming Yuan system and the ERP/MALL system with specially designated personnel to manage customer information. Prohibit sharing of customer information among projects to ensure customer information security.

Respond to customer demand

Guided by the principle of Customers First, CR Land has implemented complaint and feedback channels for residential projects, operating hotels, cinemas and other different properties to facilitate real-time handling of customer complaints via the membership centre, service counter, service hotline and WeChat platform. As for frequently reported issues, we will conduct special meetings for research and analysis, and timely respond to customer demands by providing discounts or recalling flawed products.

Improvement of customer satisfaction

By conducting customer demand surveys and customer satisfaction surveys, CR Land is able to timely understand customer satisfaction conditions.

Data

9,655

93.5%

83%

67%

in 2018, CR Land handled 9,655 customer complaints about residential projects nationwide, with a closure rate of 93.5%

In 2018, the customer satisfaction rate of CR Land residential projects reached 83%, and the loyalty rate reached 67%, both hitting the highest rate of the past 5 years.

11,866

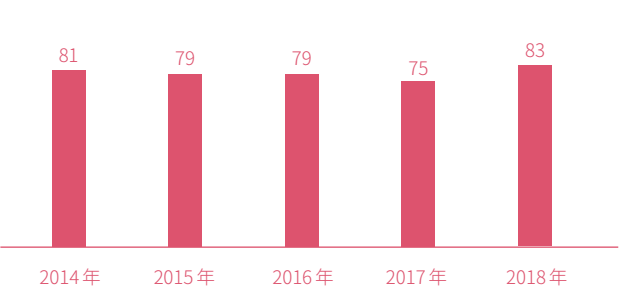
99.14%

9.08

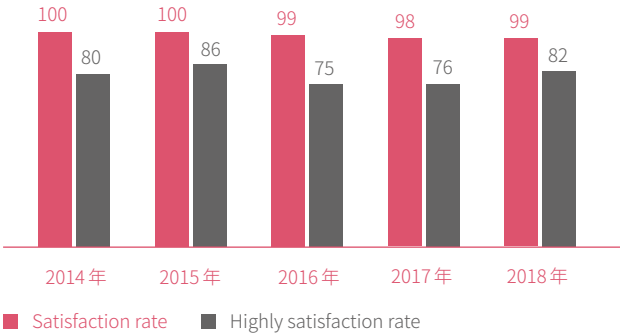
98.08%

CR Land handled 11,866 customer complaints about commercial projects nationwide with a closure rate of 99.14%. The average complaint handling period was 9.08 hours and the satisfaction rate of handling was 98.08%

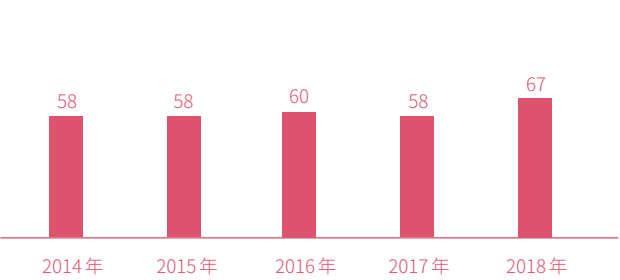
CR Land residential project customer satisfaction rate (%)



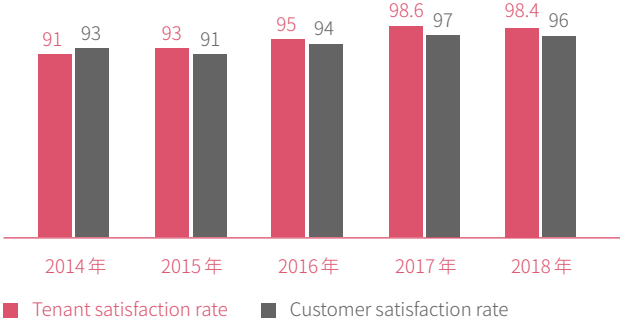
CR Land office customer satisfaction rate (%)



CR Land residential project customer loyalty rate (%)



CR Land commercial project customer satisfaction rate (%)



CHAPTER TWO
Performance Review

CR Land highly concerns about the customer's small feelings. Providing customers with high-quality products and services, demonstrating the company's strength and social responsibility are the most original heart of CR Land. In 2018, the amount of real estate development business and customers increased rapidly. We further unblocked the customer reporting channels, completed the completion of customer reporting and repaired the mobile "Run service" system, and standardized the implementation of customer complaint closing standards. In the same year, the improvement of key performance indicators such as customer loyalty, customer satisfaction, and complaint handling satisfaction was achieved. We will further standardize the management of customer complaint acceptance channels, strengthen the management of key indicators such as timely response rate, closing rate, and satisfaction rate, so that each customer's appeal can be "a hundred responses to a call" in the development rights value chain. On this basis, we will continue to carry out the "Spring Breeze Action" for the improvement of the quality of old projects, focusing on customer satisfaction and effectively promoting the continuous improvement of customer relationship management capabilities.



C H A P T E R III

F I N E

E C O L O G I C A L

E N V I R O N M E N T

深圳人才公园
SHENZHEN TALENT

Fine Ecological Environ- ment

Take environmental
responsibilities
Promote green
buildings

03

STORY

CASE STUDY

The Three Centres of Xi'an Aim for a Smog-free Construction Site

During the construction of the six halls of the three centres of Xi'an, CR Land strictly implemented the site management requirements of the six 100 percents by the national Housing and Construction Department and seven full implementations by the Xi'an municipal government by incorporating sewage and smog control into the whole construction process, and coordinating with all construction parties to build a green, high-quality project that can stand the test of history and the people for a hundred years.

Project Rewards:

- 2018 Advanced Construction Site in Dust Pollution Prevention and Control of Xi'an
- 2018 Civilised Construction Site and Leading Dust Prevention and Construction Organisation of Shaanxi Province
- 2018 Demonstration Project of Strict Smog Control and Green Construction of Xi'an
- 2018 Safe and Civilised Construction Site of Shaanxi Province



Xi'an International Conference Centre



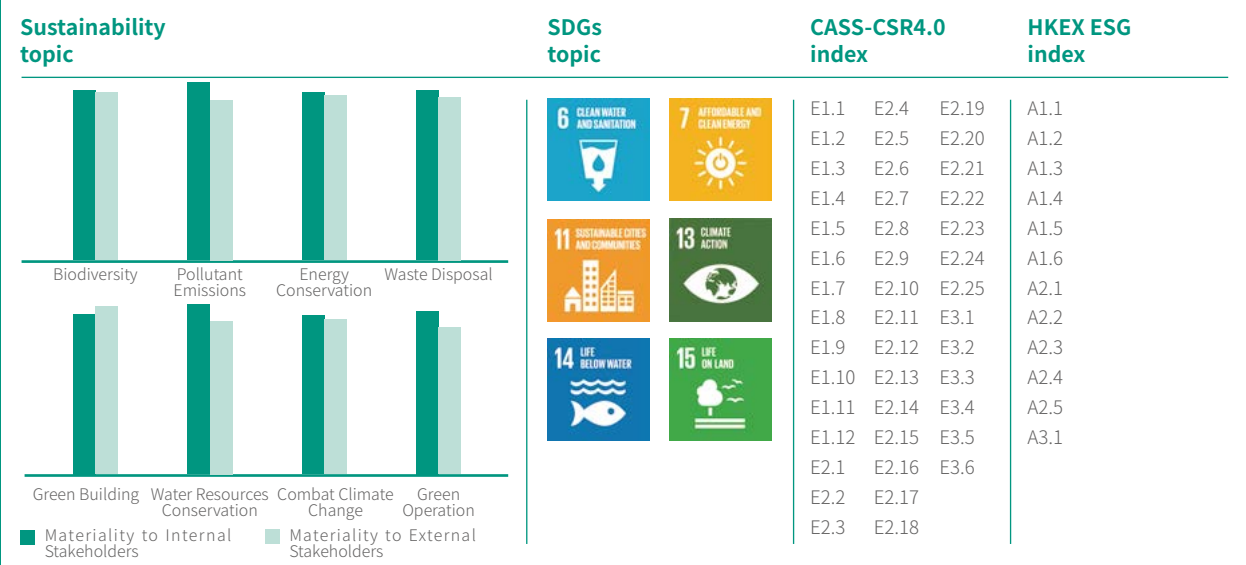
Xi'an Olympic Sports Centre

CHAPTER THREE

Chapter Overview



CR Land is deeply aware of its environmental responsibilities as a corporate citizen, and actively responds to the national call on comprehensively safeguarding blue skies, green water and clean land, and the concept of a beautiful China. It addresses environmental issues such as climate change by continuously improving its environmental management system and fully utilising its professional technologies in green construction and other fields.



Environmental management

CR Land strives to reduce the environmental impact of its business operation. We strictly abide by the Environmental Protection Law of the Peoples Republic of China, and have introduced internal policies such as the Energy Conservation and Emission Reduction Management Norms of CR Land and the Sewage Discharge Management Regulations of CR Land. [Due to report length restrictions, please see Appendix 1: Policies, Laws & Regulations for a detailed list of the related internal policies and external laws and regulations, and the main body of the Chapter for the specific measures we have taken for compliance.](#)

In 2018, the standard-reaching rate of environmental impact assessment of all CR Land construction projects was 100%, and there were no accidents with significant adverse impacts on the environment or natural resources.

Green operation

Energy conservation and waste reduction

In 2018, CR Land continued the promotion of energy consumption and efficiency management platforms for commercial projects, and successfully incorporated such platforms into 25 projects, reducing electricity consumption by around 10%.

CR Land Property Head Office invested RMB11.9929 million in 64 energy conservation and emission reduction upgrade projects, including garage lighting, interior work area lighting, MEP room lighting, elevator frequency changers, etc.

Moreover, we also actively promote the use of clean energies such as natural gas. In 2018, natural gas accounted for 10.27% of our total energy consumption.

Case

Energy conservation upgrade of CR Land Shenzhen Bay Sports Stadium

Automated lawn irrigation system

Energy conservative lighting system

Data

1,888

In 2018, CR Land invested RMB18.88 million in environmental protection during operation

705

CR Land invested RMB7.05 million in energy conservation and emission reduction related technological upgrades during operation

1,471

The number of participants in environmental management training reached 1,471

Green office

We actively practice green office practices during our daily operation:

Promote paperless offices to save paper and contribute to the goal of zero forest logging;

Promote comprehensive application of energy conservative lighting, employ season-based adjustable air-conditioning systems to reduce electricity consumption;

Reduce business trips and promote the use of new energy transportation tools;

Strictly monitor office water consumption, regularly maintain water supply networks to prevent water leakage.

Green construction

Green building

In 2018, CR Land released the new CR Land Green Building Management System, the CR Land Green and Healthy Construction Technology Operation Guidelines, the CR Land Residential Property Green Building Strategic White Paper and other internal regulations.

Data

23 481.63

In 2018, CR Land obtained 23 Green Building certifications for its projects with a total certified area of 481.63 million sq.m.

2,283.82

From 2013 to 2018, CR Land's accumulative Green Building certified area totalled 2,283.82 million sq.m.

CR Land 2018 Green Building Certified Projects

Year	Region	City	Basic Information				Green Building Standards of China		Others	
							Design Stage	Operation Stage	Design Stage	Operation Stage
			Phase	Gross Floor Area	Type	Grade	Grade	Grade	Grade	Grade
2018	North China	Linyi	Linyi MIXC, Shandong	47.38 10,000m²	Commerce	1-star				
		Taiyuan	T1-T6 and Phase II underground car park, Taiyuan Happiness Lane	24.26 10,000m²	Residence	2-star				
2018	East China	Suzhou	T1-T9, Suzhou Wujiang Anlan Mansion	12.95 10,000m²	Residence	2-star				
		Suzhou	T1-T8, Suzhou Wujiang Mansion Phase I	7.90 10,000m²	Residence	2-star				
		Suzhou	T10-T17, Suzhou CR Dushu Lake West Jinyue Garden Phase I (Residence)	7.09 10,000m²	Residence	2-star				
		Suzhou	T17-T21, Suzhou CROak Mansion (Residence)	11.61 10,000m²	Residence	2-star				
		Ningbo	T4-T18, Metro Line 2 Ouchi Station Plot project	13.38 10,000m²	Residence	1-star				
		Ningbo	T1-T19, Ningbo East New Town East of Core Zone Area Plot A1-2-b#	13.05 10,000m²	Residence	1-star				
		Wuxi	Wuxi Jiangrun Mansion Phase I and II	21.99 10,000m²	Residence	2-star				
2018	South China	Shenzhen	Shenzhen Qianhai CR Financial Centre	74.66 10,000m²	Hotel/office building/apartment	3-star			LEED CS Gold Pre-certification	
		Guangzhou	CR Tianhe Olympics Centre (Residential), Guangzhou, Guangdong	18.02 10,000m²	Residence	1-star				
		Guangzhou	T1-T4 Residence, CR Guangzhou Tianhe Olympics Centre (Commerce&Residence) Plot8	5.09 10,000m²	Residence	1-star				
		Shenzhen	Huizhou CR Xiaojing Bay Tinghai Mansion	43.00 10,000m²	Residence	1-star				
2018	West China	Chengdu	CR Twenty-Four City Qi Mansion (Residence)	20.75 10,000m²	Residence	1-star				
		Chengdu	T8&T9&T11&T17-23, Chengdu CR Land Jinyue Bay	22.02 10,000m²	Residence	1-star				
		Guiyang	F1-F10, Guiyang CR Land International Community Phase II (Residence)	25.89 10,000m²	Residence	1-star				
2018	Central China	Wuhan	T3&T5-T10, Wuhan CR Changfeng Village Urban Redevelopment Plot K8	27.85 10,000m²	Residence	1-star				
		Wuhan	Wuhan Guanggu Changdong Phase I	28.78 10,000m²	Residence	1-star				
		Changsha	T15&T16, Changsha CR Land Building Phase II	7.41 10,000m²	Apartment	1-star				
		Ganzhou	T22-T25, Block C2, Ganzhou CR Centre	14.26 10,000m²	Residence	1-star				
		Nanchang	Zhengrong Jiulong Lake Plot JLH503-CO2	18.20 10,000m²	Residence	1-star				
		Nanchang	Palace Glorious Phase II Plot 27#A	11.55 10,000m²	Residence	1-star				
		Nanchang	Palace Glorious Phase II Plot 27#B (Commerce)	4.54 10,000m²	Commerce	1-star				

Data

40 363.55

By 2018, CR Land had deployed 40 prefabricated building projects with a total prefabricated floor area of 3.6355 million sq.m.

Prefabricated building

CR Land holds that prefabricated building is an unavoidable trend of green transformation of the construction industry, and has been actively promoting the industrialisation of buildings.

Green construction

Energy and material conservation



Solar power road lamps in Guangzhou Chuangzhi Park



Aluminium mould construction of the Hainan Shimei Bay Project

Sewage treatment

Build sewage treatment stations for wastewater purification and reclamation, and utilise the reclaimed water for landscape irrigation, dust control and equipment washing to enhance the use of reclaimed water.

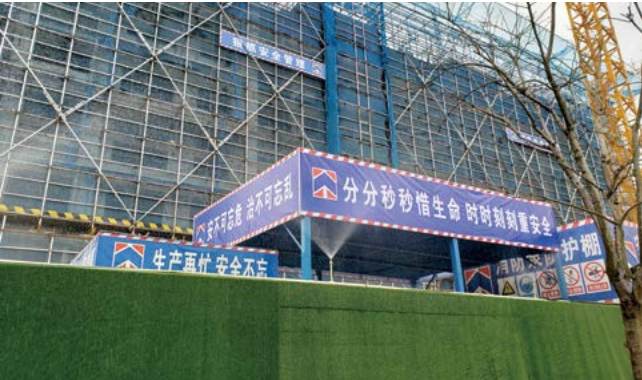


Rainwater collection

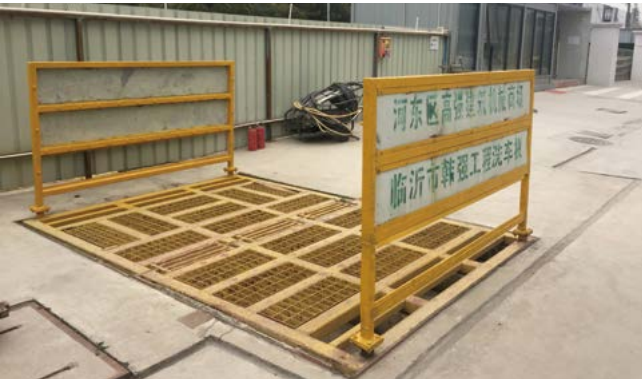
Noise and dust reduction



Sound-proof enclosure boards of Shenzhen Runxi Phase I



Site enclosure wall sprinkler devices in Nanjing Yuzui Plot G



Construction water reclamation

Data

13,100

In 2018, the total volume of reclaimed water is approximately 13,100 cubic meters

Waste disposal

We store and cover construction wastes at designated areas and dispose of them legally on a regular basis;
We strictly classify and store hazardous wastes, conduct regular inspections and employ qualified third-party organisations for unified disposal.

Biodiversity protection

CR Land observes the Chinese Program for Natural Protection and other national laws, regulations and policies on biodiversity protection, and completed the environmental impact assessment on all new projects in 2018.
During construction, we pay close attention to water and soil conservation and ecological management, employ as many local plants and trees as possible for greening, and provide habitats for urban birds and insects by creating rooftop greening and vertical greening.
In 2018, CR Land had no accidents with adverse impacts on biodiversity.

Environmental initiatives

While promoting green operation, CR Land is also active in calling for more people to contribute to environmental protection through environmental initiatives.



Energy Conservation Week promotional activity



Shenzhen China Resources Building before the 2018 Earth Hour



Shenzhen China Resources Building during the 2018 Earth Hour



2019 Earth Hour promotional poster

CHAPTER
THREE
Performance
Review

In 2018, we achieved relatively satisfactory results in promoting Green Building development. We obtained 23 Green Building certificates with a total certified area of 4.8163 million sq.m., up by nearly 160% from 1.8494 million sq.m. in 2017.

In 2018, we invested RMB18.8897 million in environmental protection, up by 56.29% from that in 2017.

Moreover, we strengthened our environmental training. In 2018, we had 1,471 environmental training participants, up by 28.61% from that in 2017.

In the future, we will continue to promote green urban construction and a low-carbon society, and contribute to the green development of China.

The number of Green Building certificates

23

In 2008, CR Land obtained 21 Green Building certificates with a total certified area of 4.8163 million sq.m., up by nearly 160% from 1.8494 million sq.m. in 2017

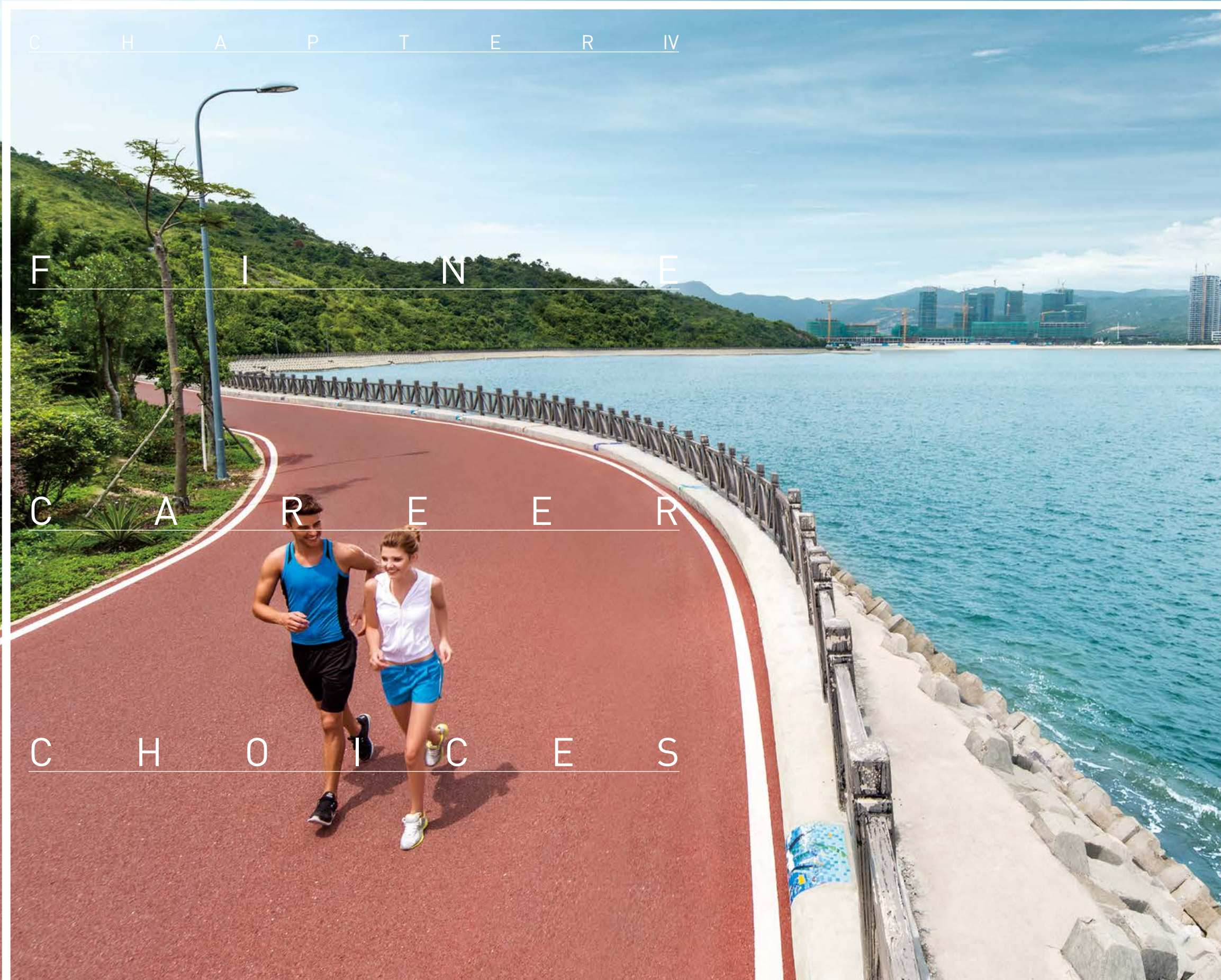
4.8163 160%

In 2018, CR Land invested RMB18.8897 million in environmental protection, up by 56.29% from that in 2017

18.8897 56.29%

In 2018, CR Land had 1,471 environmental training participants, up by 28.61% from that in 2017

1,471 28.61%



C H A P T E R IV

F I N E

C A R E E R

C H O I C E S

Fine Career Choices

Care for career
development
Protect rights of
employee

04

CHAPTER
FOUR
Chapter
Overview



CR Land is dedicated to creating a fair and just employment environment and a safe and healthy working environment for our employees. We fully respect and protect the basic rights and interests of every employee, and care for their personal growth with diverse talent development strategies, creating a career platform for them to showcase their talents and ideas.

In 2018, CR Land focused on its remuneration policy review and the cultivation of mid- and high-level management. We organised the Route of Xuanzang team-building activity, and developed an Excellent Talent talent cultivation plan. We also promoted democratic communication, safeguarded human rights and further improved our EHS management system to ensure the occupational safety and health of our employees.

Sustainability topic	SDGs topic	CASS-CSR4.0 index			HKEX ESG index
<div>■ Materiality to Internal Stakeholders</div> <div>■ Materiality to External Stakeholders</div>		S2.1	S2.10	S2.19	B1.1
		S2.2	S2.11	S2.20	B1.2
		S2.3	S2.12	S3.2	B2.1
		S2.4	S2.13	S3.3	B2.2
		S2.5	S2.14	S3.4	B2.3
		S2.6	S2.15	S3.5	B3.1
		S2.7	S2.16	S3.6	B3.2
		S2.8	S2.17	S3.7	B4.1
		S2.9	S2.18		B4.2

Data

47,414

By the end of 2018, CR Land's total employees reached 47,414

35%

Female employees accounted for 35% of total employees

46,814 600

There were 46,814 full-time and 600 part-time employees

70%

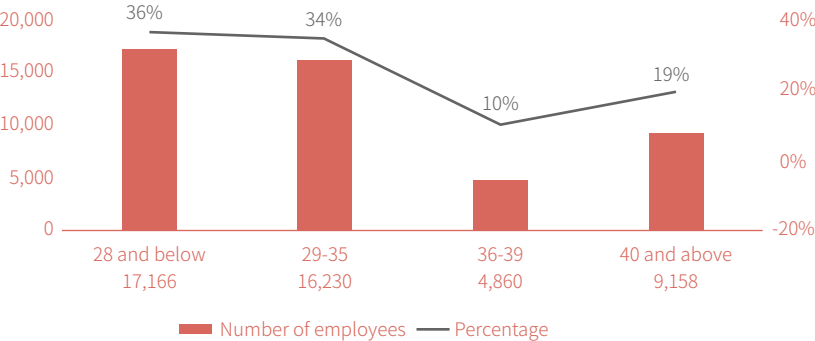
Employees aged 35 or below accounted for 70% of total employees

18% 33%

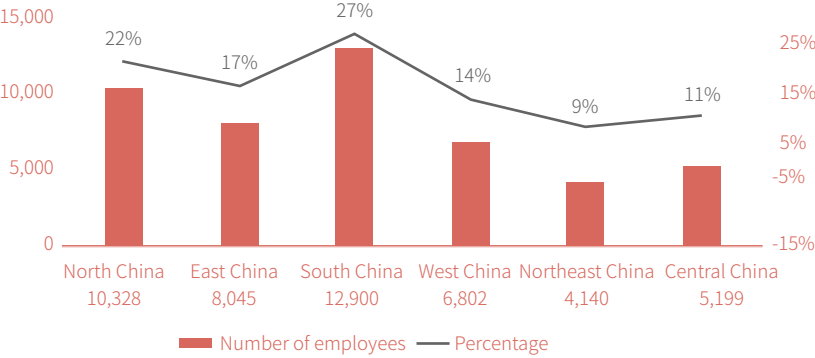
The employee turnover rate of the property development and commercial operation businesses was 18%, and that of the property system was 33%

Employment overview

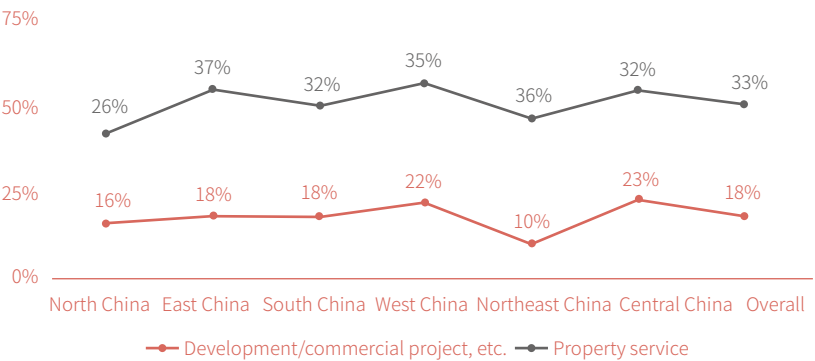
Employee distribution by age



Employee distribution by region



Employee turnover rate distribution



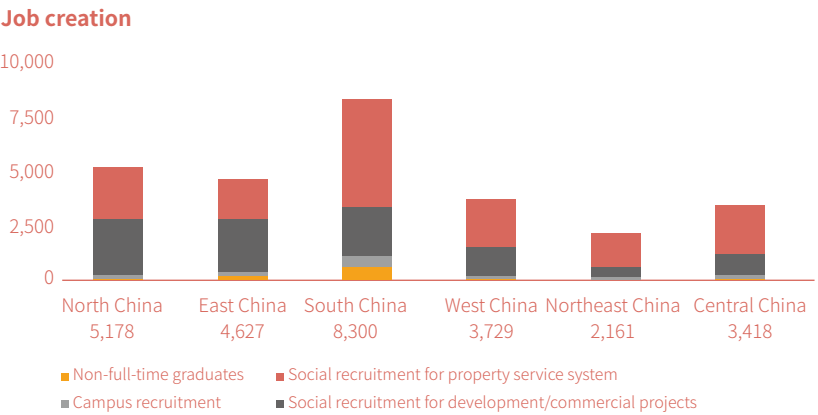
Employee rights and interests

Employment compliance

CR Land continues to improve its human resources system and management mechanisms in accordance with the Labour Law of the Peoples Republic of China and other laws and regulations to comprehensively protect the legal rights of employees in recruitment, promotion, dismissal, working hours, remuneration and welfare.

CR Land observes the Universal Declaration of Human Rights and other international standards, and upholds a corporate culture that respects human rights, safeguards female rights and protects the vulnerable. We timely respond to human rights related issues and provide targeted solutions to prevent risk of infringement. During the recruitment process, we respect all applicants regardless of their gender, age, educational background and nationality, and oppose discrimination in any form.

[Due to report length restrictions, please see Appendix 1: Policies, Laws & Regulations for a detailed list of the related internal policies and external laws and regulations, and the main body of the Chapter for the specific measures we have taken for compliance.](#)



Remuneration and welfare

Under its organisational management principles and performance culture that emphasise high performance and growth, CR Land has developed a complete remuneration and welfare system, and specified salaries, welfare, bonuses and mid- to long-term incentives in the CR Land Remuneration and Welfare Management Regulations to ensure an overall salary level that is above the market average, and provides proper incentives to high value and high potential talents. The welfare package includes basic

welfare such as endowment insurance, medical insurance, work injury insurance, maternity insurance, unemployment insurance, housing funds, legal holidays, and housing welfare, and the internal welfare of the Company, including annual paid leave, festival compensation, Labour Union visits, physical examinations and commercial insurance. In 2018, the Company conducted a remuneration policy review, and further improved the remuneration system to enhance our employees’ sense of belonging.

DATA

0

In 2018, there were zero cases of discrimination, child labour or forced labour in any employment sector of CR Land

100%

CR Land's labour contract signing rate was 100%

10%

CR Land's labour dispatch met the national requirements on the temporary, auxiliary and substitutive natures of such labour, and the labour dispatch rate did not exceed 10% of the total employment scale

27,413

In 2018, the Company recruited 27,413 new employees, meeting its own development demand while creating jobs for society.

Democratic communication

CR Land attaches great importance to democratic communication, and established the CR Group Opinions on Reinforcing Work Implementation of Letters and Visits and other internal regulations to guide the reception works of visits, letters and phone calls, to protect the legal rights and interests of the petitioner. We also established a top down and bottom up two-way communication mechanism, and offered multiply communication channels between company management and employees such as the Labour Union and the employee communication meetings. The Company further established internal reporting and complaint mechanisms to strengthen employee supervision, motivate employees to participate in democratic communication, and find timely solutions for problems.

Safety and health

Safe production

CR Land attaches great importance to employee safety and health in workplaces, and actively improves its EHS works to ensure sustainable development. Based on related laws and regulations, CR Land introduced the Regulations on Safety Management of CR Land, the CR Land EHS Management System Construction Guidelines and other internal policies. [Due to report length restrictions, please see Appendix 1: Policies, Laws & Regulations for a detailed list of the related internal policies and external laws and regulations, and the main body of the Chapter for the specific measures we have taken for compliance.](#)

CR Land has established a systematic and standardised EHS management system, covering goals and responsibilities, occupational health, energy conservation and emission reduction, risk identification and control, etc, stipulating control at key business flow nodes to ensure valid risk control in all businesses. Meanwhile, the Company reinforced its safety management and pushed forward its works in EHS organisation construction, EHS system construction, risk identification and control, key risk control, EHS education and training, etc., to improve the overall production safety of the Company. In 2018, there were zero lost days or fatalities due to work injuries for CR Land.



The three centres of Xi'an EHS conference

Investment in production safety	303.3652 million RMB
Number of safety drills	6,899 times
Number of significant injury or fatality incidents	0
Total length of safe production training for employees	267,130 hours
Total length of safe production training for partners	316,790.7 hours
Safe production training coverage rate	100%
Safety spot checks on projects under construction	34
Safety spot checks on projects under operation	23
Safety spot checks on projects under management	65
EHSEHS accountability system post coverage	85% of key EHS management posts
Headquarters	18 post types
Development	26 posts
Property service	13 post types
Commercial projects	13 post types

Career development

Training system

CR Land always treasures talents, and has established internal policies such as the CR Land Training Management Regulations to cultivate talents. [Due to report length restrictions, please see Appendix 1: Policies, Laws & Regulations for a detailed list of the related internal policies and external laws and regulations, and the main body of the Chapter for the specific measures we have taken for compliance.](#)

We are dedicated to building three supporting systems, comprising the IT-based training management system, the e-learning system and the internal trainer & course development system, and offer training programs in three categories: leadership, professional skills and general skills. In 2018, we focused on the Excellent Talent cultivation plan.

Data

33%24%

The Company provides female employees with equal career development opportunities. Women (senior manager and above) accounted for 33% of management, and female senior executives (general director and above) accounted for 24% of the executive board.

50%

The professional level survey for 2018 covered around 50% of employees

89%90%

The survey results showed an overall employee professional rate of 89% and a satisfaction rate of 90%, both hitting new highs

8%15%

The professional level rating of the Company was 8% higher than that of the Best Employer in China, and 15% higher than the industrial average, serving as an industrial benchmark for several consecutive years

57103.9

In 2018, the Caring Fund for Basic Level Employees helped 57 employees with RMB1.039 million

Case

The Route of Xuanzang hiking in the Gobi Desert

In September 2018, CR Land organised The Route of Xuanzang hiking in Dunhuang, Gansu Province as part of its general manager and backup talent cultivation plan. By completing the 112km route in 4 days, the participants gained a deeper understanding of the Xuanzang spirit of dream, action and persistence.



Promotional channel

CR Land seeks mutual growth with its employees and provides employees with complete promotion channels and promotional equality. We established the CR land Detailed Rules on Employee Promotion at Headquarters, evaluated employee performance through a two-way development path with a supervisory sequence and a professional sequence, and helped employees fully realise their potential and values through policies and initiatives such as the mentoring system, rotation system, internal talent movement and leadership building.

Satisfaction and professional level

For a long time, CR Land has employed third-party organisations for annual professional level surveys and utilises the survey results to improve its human resources works.

Employee care

Supporting employees in difficulties

CR Land established a Caring Fund for Basic Level Employees. The Company follows up on employees undergoing difficulties and provides them with timely assistance. The CR Land Labour Union also implements works to help these employees.

Work-life balance

CR Land promotes the philosophy of happy work and healthy life, and cares for the physical and psychological health of employees from material, spiritual and cultural aspects. We organise sports meetings, film viewings, family carnivals, hiking trips and other forms of activities to encourage employees to improve their work-life balance, passing on positive energy in both work and life.



The first Huacai Cup employee sports competition



Run Ma Club Pingshan Branch establishment



Outdoor team building activities

CHAPTER FOUR
Performance Review

In 2018, CR Land's total number of employees increased by 24.49% from the prior year, and new employees increased by 39.37% from the prior year. The percentage of women in management improved from 22% to 24%. We also increased our input to employee training, both in total and per employee, with the professional level rate increasing from 85% to 89% and the employee satisfaction rate increasing from 88% to 90%. In 2018, we maintained a 100% labour contract signing rate and employee social insurance coverage rate. In terms of safe production management, zero days were lost due to work injury and the LTIR was zero, a significant decrease from last year. It is worth noting that the employee turnover rate in the property system was 33%, which was higher than that of 2017. In 2019, we will pay more attention to employee career development and maintain a lower employee turnover rate, and incorporate such works into the long-term plan for the human resources management system for continuous optimisation.

Cr land's total number of employees increased by 24.49% From the prior year

24.49%

New employees increased by 39.37%

39.37%

The percentage of women in management improved from 22% to 24%

24%

The professional level rate increasing from 85% to 89%

89%

The employee satisfaction rate increasing from 88% to 90%.

90%

In 2018, cr land maintained a 100% labour contract signing rate and employee social insurance coverage rate

100%

In terms of safe production management, zero days were lost due to work injury and the ltir was zero, a significant decrease from last year

0

C H A P T E R V

F I N E

C O O P E R A T I O N

P A R T N E R S

Fine Cooperation Partners

Strive for integrity
management
Promote industry
cooperation

05

CHAPTER FIVE

Chapter Overview



The growth of CR Land depends on support from our partners. Therefore, we strive for healthy and transparent supplier relations. We observe business ethics and contribute our business wisdom, and continuously improve our relations with suppliers, the government, industrial organisations and research institutes, hoping to promote healthy industrial development and progress through joint efforts. In 2018, besides procurement regulation and green supply chain construction, CR Land also actively participated in industry-university-research cooperation, and worked with companies from other industries such as transportation, medical, finance and film to joint promote healthy industrial development and progress and create value for the whole business ecosystem.

Sustainability topic	SDGs topic	CASS-CSR4.0 index	HKEX ESG index
<div><div><div></div><div></div></div><div>responsible procurement</div></div> <div><div><div></div><div></div></div><div>industrial development</div></div>	<div><div>17</div><div>PARTNERSHIPS FOR THE GOALS</div></div>	<div><div>M3.1</div><div>E1.6</div></div> <div><div>M3.2</div><div>E1.7</div></div> <div><div>M3.3</div><div>E2.2</div></div> <div><div>M3.4</div><div></div></div> <div><div>M3.14</div><div></div></div> <div><div>M3.15</div><div></div></div> <div><div>M3.16</div><div></div></div>	<div><div>B5.1</div><div></div></div> <div><div>B5.2</div><div></div></div>

Materiality to Internal Stakeholders

Materiality to External Stakeholders

Responsible procurement

Compliant procurement

CR Land adheres to integrity in operation and is dedicated to building a regulated, fair and transparent procurement management system. In 2018, we revised the CR Land Sourcing and Tendering Management Policy according to our procurement regulations, and further detailed 5 new policies such as the CR Land Detailed Rules on Construction Supplier Introduction (2018 trial version) based on the CR Land Supplier Management Regulations, realising a closed-loop management system for supplier selection and cultivation. By the end of 2018, the procurement, tendering and supplier management systems, procedures and work standards had been significantly improved. [Due to report length restrictions, please see Appendix 1: Policies, Laws & Regulations for a detailed list of the related internal policies and external laws and regulations, and the main body of the Chapter for the specific measures we have taken for compliance.](#)

CR Land has established a standardised supplier introduction mechanism. The Company selects suppliers under the principle of record before shortlisting, and conducts graded management of suppliers: suppliers are graded as A, B, C and D each year according to evaluation based on their contract performance, project quality and EHS management. Suppliers graded as D will be reviewed and removed from the supplier bank.

Green supply chain

In order to raise suppliers'environmental awareness, CR Land requires manufacturers to obtain ISO9000 and ISO14000 certifications. As for procurement suppliers, we have set up strict energy and eco-friendly technical requirements to support low-carbon industrial development. We appraise the EHS management behaviour and status of supervisors and general contractors and incorporate the results into supplier grading. Runcai E-commerce Platform performed its procurement contracts in an integrated manner, supervised and promoted the green production of suppliers through site stationing, and enhanced its efficiency in goods supply and technical services by establishing regional service centres.

Promote industrial development

Industry-university-research cooperation

Data

99.97%

In 2018, CR Land's commercial contract performance rate was 99.97%.

100%

CR Land's passing rate of certifications concerning quality, environment, and occupational health and safety management systems was 100%.

7,521 86

In 2018, there were 7,521 suppliers and 86 of them were graded as D.

2018	Number of suppliers	Number ofsuppliers graded as D
North China	1,783	17
East China	1,706	14
South China	1,061	16
West China	1,277	14
Northeast China	837	5
Central China	857	5
Headquarters	-	15
Total	7,521	86

CR Land continued its research in building industrialisation technologies, and achieved primary results on its research topics, including research on design of superimposed sheets without reinforcing bars for prefabricated panel support and research on laminated heat-insulated external walls in collaboration with Tsinghua University and China Academy of Building Research, and research on addressing splice grouting defects and defect-free reinforcement sleeve filling in collaboration with Tongji University and Xiangtan University.

Presence in industrial organisations

The Urban Transportation Business Division of CR Land became one of the 7 executive members of Shenzhen Parking Industry Alliance;

CR Design Institute joined the Shanghai Exploration & Design Trade Association, and was invited to its summit conference marking the 40th anniversary of the Reform and Opening-up of China and the second session of the 8th representative congress.

Establish industrial standards

CR Land participated in the development of standards such as the Applied Technical Standards for Precast Concrete Facade Panels and the Applied Technical Procedures for Reinforced Bar Truss Composite Floor Slabs, leading to research in new fields and promoting industrial development.

Cross-industry cooperation

CR Land actively communicates and cooperates with companies outside the real estate industry and strives to build shared strategic platforms and in-depth cross-industry cooperation relationships with them.

Case

Cross-industry cooperation

CR Land + Changhua Christian Hospital:Strategic cooperation in health business

CR Land + China Development Bank:Top level cooperation in health business

CR Land + National Development and Reform Committee:Cooperation in demonstration projects of city-enterprise inclusive elderly-care business

CR Land + PICC capital:Strategic cooperation

CR Land + rail transport companies in Shanghai, Ningbo, Hangzhou, Qingdao, and Nanchang:Develop properties on metro stations, promote the business models of rail + property and rail + community, improve city functions, realise intensive use of land resources. CR Land was awarded the Demonstration Brand in Operation of Rail Transport Resources by China Rail Transit Association

CR Land + China Construction Bank, Bank of China, China Development Bank and Pingan Real Estate Signed a strategic partnership agreement for business in the long-term rental apartment market

CR Land + Nationwide Art Film Projection Alliance

Organised the Feng Mang series of activities. The two interviews of pioneering film directors attracted attention and support from film industry media; collaborated on the Jin Peng Exhibition (international new media short clip festival), promoting the diversity and aesthetic values of indie films

Case

CR Land in industrial forums



Participated in the international rehabilitation medicine high-end BBS and named the China rehabilitation marathon

Participated in the first "sino-japanese pension service cooperation BBS" and signed a strategic cooperation agreement with Hitachi (China)

CHAPTER FIVE

Performance Review

In 2018, CR Land adhered to high supplier standards and required manufacturers to obtain ISO9000 and ISO14000 certifications. The Company released 5 detailed management regulations such as the CR Land Classification Standards on Engineering Procurement and Tendering and the CR Land Detailed Rules on Construction Supplier Introduction. In 2018, there were 7,521 suppliers and 86 of them were graded as D, 37 more than in 2017. Meanwhile, CR Land achieved breakthroughs in cross-industry cooperation by collaborating with the film industry for film exhibitions, promoting mutual prosperity of the business ecosystem.

In 2019, CR Land will continue the construction of a green supply chain, industry-university-research cooperation, cross-industry cooperation, and explore new business cooperation models, as well as join the establishment of industry standards.

CR Land required manufacturers to obtain ISO9000 certifications

ISO9000

In 2018, there were 7,521 suppliers

7,521

CR Land required suppliers to obtain ISO14000 certifications

ISO14000

86 of the suppliers were graded as D, 37 more than in 2017.

86 37

C H A P T E R VI

F I N E

C O M M U N I T Y

L I F E

Fine Commu- nity Life

Support the
establishment of the
community
Volunteer to feed back
to the community

06

STORY

CASE STUDY

A Pioneering Project in the Health Industry

In 2018, the first flagship project of CR Land in the health industry was successfully implemented in Beijing. The project was characterised by top resource integration, and was the first high-end health residential system deeply incorporating health services. The project's supporting health centre provides body checks, health consultations, online consultations and rehabilitation services, facilitating professional medical cares for residents without them stepping out of the building.

Meanwhile, CR Land also implemented other high-end elderly-care demonstration projects such as Shenyang Runxing Hui, Wuhan Enjoy Ages and the PPP elderly-care organisation in Yuexiu District, Guangzhou, forming a multi-level community elderly-care service ecosystem incorporating elderly-care property, services, technologies and finance, and a full-age whole-industrial chain elderly-care service platform. As at the end of 2018, there were over 15 health properties with a total service capacity of 5,000 beds in construction.



Shenzhen Enjoy Ages



Nanning Wuxiang Enjoy Ages



Shenyang Runxing Hui



A Pioneering Project in the Health Industry

CHAPTER
SIX

Chapter
Overview



CR Land sees social responsibility as an important part of its corporate development strategies, and is dedicated to supporting community construction. The Company actively responds to the national call on poverty alleviation by initiating charity donations, volunteer services and community care activities, rewarding society with love and warmth.

Sustainability topic	SDGs topic	CASS-CSR4.0 index	HKEX ESG index
<div><div><div>Community Care</div><div>Public Service and Charity</div></div><div><div>Materiality to Internal Stakeholders</div><div>Materiality to External Stakeholders</div></div></div>	<div><div><div>1 NO POVERTY</div><div>2 ZERO HUNGER</div><div>4 QUALITY EDUCATION</div><div>10 REDUCED INEQUALITIES</div></div></div>	<div><div>S4.1 S4.8</div><div>S4.2 S4.9</div><div>S4.3 S4.10</div><div>S4.4 S4.11</div><div>S4.5 S4.12</div><div>S4.6 S4.13</div><div>S4.7 S4.14</div></div>	<div><div>B8.1</div><div>B8.2</div></div>

Public Service and Charity Work

With the principle of serving the community and in accordance with the Measures for Social Responsibility Work of China Resources Group, the CR Land Corporate Citizenship Establishment Guidelines, the CR Land Rules for Volunteer Management and other relevant mechanisms adopted by CR Land's charitable foundation, CR Land actively carries out targeted poverty alleviation, charity donations, volunteer services and community care activities, practices the philosophy of charity with the heart, and promotes the integration and mutual development of the Company and the community.

The town of hope

Case

Sponsorship of the Miao Embroidery Museum in Jianhe CR Hope Town

Jianhe CR Hope Town is a beautiful mountain village full of historic traditions. It is the birthplace of intangible cultural heritages including Miao embroidery and Miao jewellery. In 2018, CR Land sponsored the construction of the Miao Embroidery Museum to showcase the craftsmanship of the peasant women here, help the economic development of the town and preserve precious techniques and cultures.



Charity Donation

Case

CR Shenzhen Nanshan Half Marathon

In November 2018, CR Shenzhen Nanshan Half Marathon kicked off at the Spring Bamboo, and lasted 3 hours. The charity event collected RMB295,000.



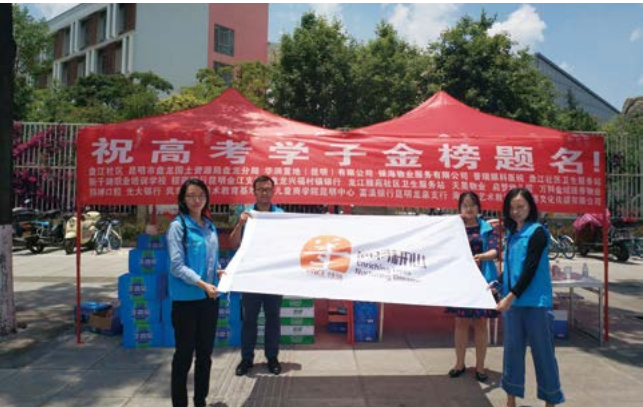
Volunteer service



CR Land North China region cares for children with autism



CR Land East China region visited CR Jinzhai Town



CR Land West China region organises volunteer services for students taking the national college entrance exam



CR Land Central China region provides elderly-care services in Wuhan Zhuodaoquan Community



CR Land Property Head Office supports rescue works in Jintang County, Chengdu



CR Land Commercial Property Business Division volunteers for seniors living alone and leftover children

Community care

CR Land sustains long-term coordination with communities and neighbourhood committees to promote community construction. In 2018, we organised a series of elderly-care and poverty alleviation activities in communities.



CR Land North China region volunteers in community nursing homes



CR Land Central China region sends greetings to sanitary workers in the winter



CR Land Property Head Office organises a reunion banquet during the Mid-Autumn Festival



CR Land Shanghai Company provides blood pressure checks for seniors in the community

CHAPTER
SIX
Performance
Review

In 2018, CR Land actively initiated community public services and donated RMB4.531 million in total to charity, up by around 26% from 2017. In the future, we will strengthen our partnership with the government, our customers and NGOs to organise more public services in various forms, and promote the common development of communities, the economy and society.



N E X T

M O M E N T

For the next Fine moment

CASS-CSR4.0

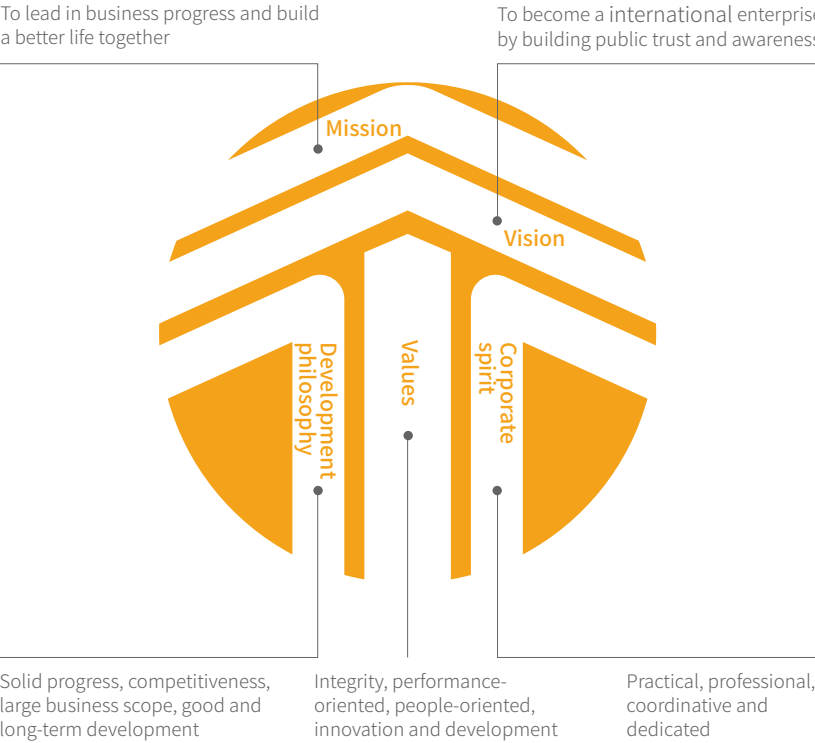
ESG

G1.1	G4.1	A1	None
G1.2	G4.2		
G2.2	G4.3		
G2.3	G5.1		
G2.4	G5.2		
G3.1	G6.1		
G3.2	G6.2		
G3.3	G6.3		

CR Land carries out its social responsibility works under the principles of strategy-oriented, culture-based and brand promotion, and the five elements of mission, vision, value, development philosophy and corporate spirit.

Responsibility culture system

- Integrity is the foundation of CR culture and the bottom line to safeguard the development of the Company.
- Compliance with industrial codes, integrity in contract performance and business conduct, rejection of bribery and promotion of fair competition are all key principles.
- Business performance is the basic criteria for talent selection, appointment, appraisal and recognition.
- Always strive to provide more quality, eco-friendly and people-oriented products and services to surpass customer expectations, cooperate with business partners with integrity, create value for customers and promote mutual growth.
- Appreciate and reward society.
- Respect human value, realise human potential, fulfil human spirit, protect employee rights and interests, and maximise the value of the Company and its employees.
- Join hands with partners for mutual benefits, development and growth.
- Reject sacrificing the environment for corporate development, reject sacrificing long-term benefits for short-term interests, reject sacrificing mass health for immoral profits, reject sacrificing brand reputation for short-term prosperity.



Sustainability goals

CR Land incorporates social responsibilities into its corporate development strategies and daily operation, and has set the following sustainability goals under the framework of its 13th Five-Year strategic development plan.

- Mission**

To lead in business progress and build a beautiful life together
- Vision**

To become a international enterprise by building public trust and awareness
- Purpose**

Better quality, better city



Value
take responsibility for shareholders

Ensure compliance with laws and regulations, steady operation and honesty and fairness, further boost business transformation, explore such innovative models as integration of lease and purchase, develop new value growth points continuously, and share the value of corporate growth with shareholders

Quality
take responsibility for customers

Uphold high-quality strategies and customer-oriented value, extend such innovative business as long-term rental apartment and elderly-care property based on the reinforcement of main businesses, provide customers with richer products and services, and further improve customer satisfaction

People
take responsibility for employees

Take employees as the base, pursue win-win results of the Company's collective value and employees' individual value, attach importance to employees' basic rights and interests, support employees' growth and development, guarantee employees' safety and health, and implement ISO 14000 and OHSAS18000 certification systems to ensure zero injuries and fatalities

Win-win cooperation
take responsibility for partners

Take mutual benefits, common development and win-win cooperation as the principle, keep optimising the supply chain management system, comply with industrial standards strictly, advocate fair competition, implement open, fair and responsible procurement, and promote sustainable development of the industry and the sector

Green
take responsibility for the environment

Implement green and healthy strategies firmly, strive for green building and communities, and ensure achievement of the 13th Five-Year Plan goals of 100% Green Building Design labels and 60% Green Building Operation labels

Harmony
take responsibility for the community

Adhere to the principle of serving the community and communicating civilisation, work with the public and the community to enlarge the investment in charity work and volunteer service, continue the construction and operation of Hope Towns, and boost public welfare and social harmony

Sustainability management structure

To further enhance the systematic and standardised management of sustainability works, in March 2019, CR Land's Board of Directors established the Corporate Social Responsibility Committee (hereafter referred to as The Committee). The Committee is responsible for guiding and supervising the Company's development and the implementation of social responsibility works along with the Board of Directors. Such works include the sustainability of the Company, environmental protection, public services, charity, etc. The Committee is composed of no less than 5 members of the Board of Directors, and holds at least one meeting per year.

CR Land sustainability management structure

Decision-making Level	The Board of Directors	<ul style="list-style-type: none">Promote sustainability philosophies and culture in the CompanyDetermine and lead the sustainability strategies of the CompanyReview the sustainability work plans, reports and other significant regulations of the CompanyDeploy significant works in sustainability within the CompanyAllocate responsibilities of each functional department, region and business division in sustainability works
Supervision level	Corporate Social Responsibility Steering Committee	<ul style="list-style-type: none">Promote sustainability philosophies and culture in the CompanyDetermine and lead the sustainability strategies of the CompanyReview the sustainability work plans, reports and other significant regulations of the CompanyDeploy significant works in sustainability within the CompanyAllocate the responsibilities of each functional department, region and business division in sustainability works
Communication Level	Daily office <small>Established at the HQ Personnel & Administration Department</small>	<ul style="list-style-type: none">Implement decisions made by the Committee and report the workEstablish and improve the sustainability network composed of full-time and part-time staff from each HQ functional department, region and business divisionFormulate management guidelines and work processes regarding sustainability works, and promote the implementation of relevant systemsEstablish and improve sustainability performance indicators and assessment systemsEstablish and improve sustainability information disclosure systemsOrganise the preparation of the CR Land sustainability reports, complete ESG information disclosure, and provide each region and business division with work guidance and evaluation regarding their preparation of sustainability reportsImprove sustainability management and relevant capacityRegulate other matters relating to CSR in a unified manner
Execution Level	Each business division	<ul style="list-style-type: none">Set up the Corporate Culture and CSR Committee within each region and business division based on the HQ mechanismUnderstand and implement its own sustainability worksComply with various sustainability management systems and receive relevant appraisalsCoordinate with the headquarters in ESG information disclosure, sustainability report preparation and CSR capacity building worksExecute other sustainability relevant matters

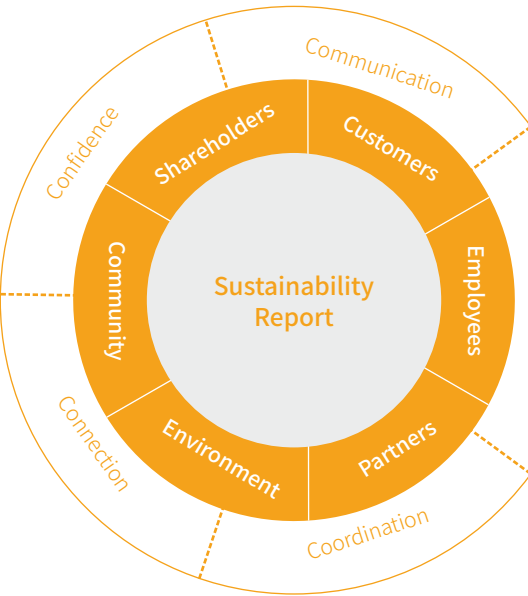
Stakeholder engagement and information disclosure

Stakeholders	Expectations and Demands	Communication and Feedback
Government/ regulators	<ul style="list-style-type: none">Compliant operationSupport regional developmentImplement national policies	<ul style="list-style-type: none">Reinforce compliance managementParticipate in governmental meetings and cooperationRespond to national policies
Investors/ shareholders	<ul style="list-style-type: none">Create market valuesReinforce information disclosure	<ul style="list-style-type: none">Maintain positive business performanceImprove corporate governance and risk management levelRegularly release reports and timely disclose informationHold shareholders meetings and strengthen investor relations managementInvestor survey
Owners and customers	<ul style="list-style-type: none">Produce and service qualityProtection of legal rights and interests	<ul style="list-style-type: none">Customer satisfaction surveyEstablish and improve customer service systemImprove customer complaint mechanism
Employees	<ul style="list-style-type: none">Protection of employee rights and interestsPromote employee growthCare for employeesParticipation in company management	<ul style="list-style-type: none">Establish competitive remuneration and welfare systemOrganise employee training, improve promotion channels, build development platformImprove working conditions, care for employees in difficultiesOrganise employee activities and strengthen employee communication
Suppliers and partners	<ul style="list-style-type: none">Promote industrial developmentMutual prosperity	<ul style="list-style-type: none">Implement integrity procurement and build responsible supply chainRegularly organise bidding conference and supplier meetingsParticipate in industrial organisation and promote industrial development
Scientific research institutes, industrial organisations, media and social groups	<ul style="list-style-type: none">Comply with industrial standardsPromote industrial innovationInformation transparency	<ul style="list-style-type: none">Strengthen external communication and cooperation, participate in innovative researchParticipate in industrial appraisal and provide suggestion on industrial codesImprove disclosure mechanism and optimise public opinion feedback mechanism
Community	<ul style="list-style-type: none">Support community public servicesJob creation	<ul style="list-style-type: none">Actively participate in charity donation and public servicesCampus and social recruitment
Environment	<ul style="list-style-type: none">Reasonable use of resourcesEnvironmental protection	<ul style="list-style-type: none">Green construction, green building, green communityImprove the efficiency of energy and resources, implement energy conservation and emission reductionReinforce environmental information disclosure, manage environmental risks

“4C” means
Communication
Confidence
Connection
Coordination

Information disclosure model

CR Land CSR information disclosure model



A better information disclosure mechanism as a significant challenge to modern enterprises, and is also a key and difficult issue for CR Land. To improve the operation transparency of the Company, CR Land focused on the disclosure of information regarding its social responsibilities with a unique 4C information disclosure model.

Information disclosure approach



Company website: <http://www.crland.com.hk/>



WeChat account

Materiality analysis

The steps to determine topic materiality are as below:

1

Step One

Topic identification

- Identify industry-wide material topics through industrial benchmarking
- Form a topic bank

2

Step Two

Topic ranking

- Assess the materiality of topics to the Company and the stakeholders with 4,493 questionnaires
- Analyse survey results and give the rankings

3

Step Three

Topic review

- The management of the Company reviews the topics and rankings
- External experts review the topics and rankings and give suggestions

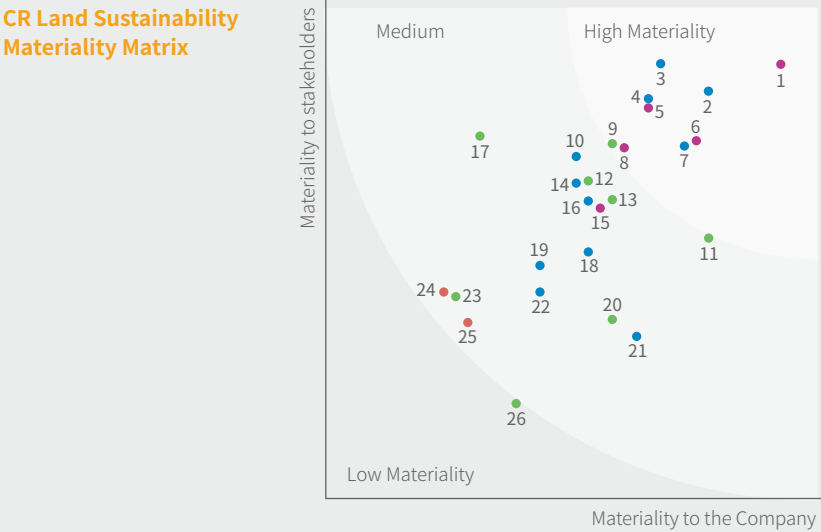
4

Step Four

Topic report

- Conduct weighted disclosure of material topics in the Report according to the materiality analysis results.

After analysis of 4,493 survey results, we have obtained the following sustainability materiality matrix and topic list:



Materiality	Ranking	Topic	Scope	Position in the Report
High	1	Safety & health	Social	Chapter IV Fine Career Choices
	2	Quality inspection & assessment	Governance	Chapter II Fine Living Experience
	3	Protection of customer rights and interests	Governance	Chapter II Fine Living Experience
	4	Customer satisfaction	Governance	Chapter II Fine Living Experience
	5	Employment compliance	Social	Chapter IV Fine Career Choices
	6	Remuneration & welfare	Social	Chapter IV Fine Career Choices
	7	Integrity and Compliance	Governance	About Us Integrity and Compliance
	8	Career development	Social	Chapter IV Fine Career Choices
	9	Biodiversity	Environmental	Chapter III Fine Ecological Environment
Medium	10	Protection of intellectual property rights	Governance	About Us Protection of intellectual property rights
	11	Pollutant emissions	Environmental	Chapter III Fine Ecological Environment
	12	Energy conservation	Environmental	Chapter III Fine Ecological Environment
	13	Waste disposal	Environmental	Chapter III Fine Ecological Environment
	14	Product quality control	Governance	Chapter II Fine Living Experience
	15	Job creation	Social	Chapter IV Fine Career Choices
	16	Operation performance	Governance	2018 Key Performance
	17	Green building	Environmental	Chapter III Fine Ecological Environment
	18	Stakeholder engagement	Governance	Stakeholder engagement and information disclosure
	19	Public service	Governance	Chapter I Fine Urban Space
	20	Water resources conservation	Environmental	Chapter III Fine Ecological Environment
	21	Responsible procurement	Governance	Chapter V Fine Cooperation Partners
	22	Industrial development	Governance	Chapter V Fine Cooperation Partners
	23	Combat climate change	Environmental	Chapter III Fine Ecological Environment
	24	Community care	Social	Chapter VI Fine Community Life
	25	Public service & charity	Social	Chapter VI Fine Community Life
	26	Green operation	Environmental	Chapter III Fine Ecological Environment

Improvement of responsibility performance

CR Land has established a CSR indicator system covering operation performance, social performance and environmental performance based on the existing systems and the requirements in the Measures for Social Responsibility Work of China Resources Group. Meanwhile, the Company also attends CSR related meetings, and organises training and appraisals to improve the capability of employees in CSR works and for the sustainability of the Company.

Sustainability promotion, training and exchange



(GRESB) EY GRESB Seminar



GRI 2018 annual conference of the Greater China Region



Internal Sustainability Report release conference of the South China region



6th Shared Responsibility Annual Conference

Sustainability work appraisal

Develop sustainability appraisal measures, conduct appraisal of the sustainability works of subordinate units, and establish awards such as the EHS Award and rankings as incentives to encourage better performance.

Looking into 2019



Responsibilities for Employees

Improve the human resources management system and build a competitive and market-oriented remuneration system. Respect the values of employees and help them to realise their potential and enrich their spirit, so as to provide intellectual support for the implementation of the Company's development strategies.

Responsibilities for Customers

Continue to take a customer-oriented view in the sustainability and improvement of product quality, in order to provide customers with comfortable, eco-friendly and safe products. Expand the commercial property business and actively explore new businesses. Strive to improve consumer experience and service quality, and maintain our leading position in the industry.

Social Responsibilities

Stick to the principles of Run Zhi Hui of serve society and promote civilisation and strengthen our devotion to charity and volunteer activities.

Responsibilities for Partners

Improve the supply chain management system, strengthen procurement supervision, enhance procurement transparency, promote sunshine and green procurement, build a responsible supply chain, and promote the low-carbon and sustainable development of the industry.

Environmental Responsibilities

Reinforce the integration of corporate governance and ESG governance, conserve energy, protect the environment and reduce pollution with maximal efforts throughout the building life cycle. Implement green construction and build green buildings and green communities.

Economic Responsibilities

Stick to the business model of saleable property + investment property + X and the direction of targeted investment, conduct innovation research to improve return on investment, strengthen the market position and further promote the business transformation of the Company.

Appendix 1

Policies, Laws & Regulations

ESG Indicator	2018 Internal Policies	2018 Laws & Regulations
A1 Emissions	Sewage Discharge Management Regulations of CR Land	<i>Environmental Protection Law of the Peoples Republic of China</i>
	CR Land Replacement of Office Equipment Regulations	<i>Law of the Peoples Republic of China on Prevention and Control of Pollution from Environmental Noise</i>
	CR Land EHS Management Practical Case Examples	<i>Law of the Peoples Republic of China on Prevention and Control of Air Pollution</i>
A2 Use of resources	Energy Conservation and Emission Reduction Management Norms of CR Land	<i>Law of the Peoples Republic of China on Prevention and Control of Water Pollution</i>
	CR Land Energy Efficient Building Management Regulations	<i>Law of the Peoples Republic of China on Maritime Environmental Protection</i>
	CR Land Commercial Complex Consolidated Energy Consumption, Energy Efficiency Management Platform Design and Implementation Guidelines	<i>Regulations of the People's Republic of China on the Prevention and Control of Marine Environmental Damage Caused by Land-based Pollutants</i>
	CR Land Existing Commercial Complex Consolidated Energy Consumption, Energy Efficiency Management Platform Set-up Guidelines	<i>Law of the People's Republic of China on Prevention and Control of Solid Waste Pollution</i>
	CR Land Property Management on Energy Conservation Handbook	<i>National Hazardous Waste Inventory</i>
	CR Land Device Set-up Guidelines for Hotels Energy Consumption Calculation	<i>Management Measures on Hazardous Waste Transfer Checklists</i>
A3 Environment and Natural Resources	CR Land Development Project EHS Management Conduct and Status Regulations	<i>Greenhouse Gas Emission Control Plan of the 13th Five-Year Plan</i>
	CR Land Green Building Management Plan and Layout (2018 version)	
	CR Land Green Building Technical Standards	
B1 Employment	CR Land Green Building and Public Construction Sales Strategies	
	CR Land Guidelines for Implementation of Green Residential Building Strategies & Technologies	
B1 Employment	CR Land Employee Handbook	<i>Labour Law of the Peoples Republic of China</i>
	CR Land Recruitment Management Policies	<i>Labour Contract Law of the Peoples Republic of China</i>
	CR Land Promotion and Position Management Policies	<i>Law of the People's Republic of China on Promoting Employment</i>
	CR Land Leave and Holiday Management Policies	<i>Law of the People's Republic of China on Social Insurance</i>
	CR Land Implementation Guidelines of HQs Employee Performance Appraisal Management System	<i>Minimum Wage Provisions</i>
	CR Land Implementation Guidelines of Care Fund for General Employees	
B2 Health and Safety	CR Land Remuneration and Welfare Management Regulations	
B2 Health and Safety	CR Land Occupational Health Management Guidelines (V1.0)	<i>Labour Law of the Peoples Republic of China</i>
	CR Land Safe Production Supervision Staffing Detailed Guidelines (2018 version)	<i>Law of the People's Republic of China on Prevention and Control of Occupational Diseases</i>
	CR Land Implementation Guidelines of Annual Performance Evaluation in EHS Management (2018 version)	<i>Safe Production Law of the People's Republic of China</i>
	CR Land Development Project EHS Management Regulations (V1.0)	<i>Fire Protection Law of the People's Republic of China</i>
	CR Land Development Project Dust and Noise Pollution Control Guidelines (trial version)	<i>Emergency Response Law of the People's Republic of China</i>
	CR Land EHS Culture Construction Guidelines (2018 version)	<i>Regulations on Safety Management of Hazardous Chemicals</i>
	CR Land Post EHS Responsibilities System (2018 version)	<i>Regulations on the Reporting and Investigation of Production Safety Accidents</i>
	CR Land EHS Accident Accountability Investigation Provisions (2018 version)	<i>Interim Provisions on the Investigation and Treatment of Production Safety Risks</i>
	CR Land Implementation Guidelines of Checks and Control of Accident Risks (2018 version)	<i>Regulations of the People's Republic of China on Work Injury Insurance</i>
	CR Land EHS Danger Source Management Guidelines (2018 version)	<i>Regulations on Supervision and Management of Occupational Health in Workplace</i>
	Regulations on Safety Management of CR Land	<i>Classification and Catalogue of Occupational Diseases</i>
	CR Land EHS Management System Construction Guidelines	
	CR Land Implementation Guidelines of Annual Performance Evaluation in EHS Management	
	CR Land Education and Training Guidelines of Safe Production	
	CR Land Safe Production Objectives and Responsibilities Conduct	
	CR Land Labour Protective Equipment Use Guidelines	
	CR Land Working Guidelines of EHS Management in Opened Hotels	
	CR Land Objectives and Responsibility Management Conduct of Safe Production	
	CR Land EHS Information Reporting and Transfer Management Guidelines	
	CR Land Working Guidelines on Gas Safety Management in Commercial Projects	
	CR Land EHS Legal Compliance Management Guidelines	

ESG Indicator	2018 Internal Policies	2018 Laws & Regulations
B3 Development and Training	CR Land EHS Document Management Guidelines	
	CR Land Practice Guidelines of Safety Management in Project Development	
	CR Land Working Guidelines of Natural Disaster Emergency Management	
	CR Land Management Guidelines on Regional Safety Checks and Evaluations	
	CR Land Implementation Guidelines of Checks and Control of Accident Risks	
	CR Land EHS Specialised Governance Plan for Related Parties	
	CR Land EHS Integrity Commitment Letter	
	CR Land EHS Injuries and Accidents Management Regulations	
	CR Land Survey on Health Management and Report on Benchmarking Analysis	
	CR Land EHS Occupational Health Management Guidelines	
B4 Labour Standards	CR Land EHS Health Management Risk Database	
B4 Labour Standards	CR Land Employee Handbook	<i>Labour Law of the Peoples Republic of China</i>
	CR Land Training Management Regulations	<i>Provisions on Prohibiting the Use of Child Labour</i>
	CR Land Internal Trainer Management Regulations	<i>Law of the People's Republic of China on the Protection of the Minors</i>
B5 Supply Chain Management		
B5 Supply Chain Management	CR Land Sourcing and Tendering Management Policies	<i>Construction Law of the People's Republic of China</i>
	CR Land Implementation Guidelines of Regional Procurement Management	<i>Law of the People's Republic of China on Tendering and Bidding</i>
	CR Land Implementation Guidelines of Procurement Management in HQs Departments	<i>Regulations on the Implementation of the Law of the People's Republic of China on Tendering and Bidding</i>
	Implementation Guidelines of Strategic Procurement Management	<i>Law of the People's Republic of China on Government Procurement</i>
	CR Land Supplier Management Regulations	<i>Provisions on Construction Projects Where a Bidding is Legally Required</i>
	CR Land Detailed Rules on Construction Supplier Introduction	
	CR Land Detailed Rules on Construction Supplier Name List Management	
	CR Land Detailed Rules on Construction Supplier Evaluation	
	CR Land Detailed Rules on Construction Supplier Grading	
	CR Land Classification Standards on Engineering Procurement and Tendering	
	CR Land Detailed Rules on Residential Project Contractor Evaluation and Graded Management	
B6 Product Responsibility		
B6 Product Responsibility	CR Land Quality Control System Set-up Regulations	<i>Law of the People's Republic of China on Product Quality</i>
	CR Land Engineering Quality Standards	<i>Law of the People's Republic of China on the Protection of Consumer Rights and Interests</i>
	Engineering Works Completion Management Policies	<i>Advertisement Law of the People's Republic of China</i>
	Engineering Works Quality Management Practice Guidelines	<i>Trademark Law of the People's Republic of China</i>
	Implementation Guidelines of Key Process Checkpoints in Residential Constructions	<i>Law of the People's Republic of China on the Administration of Urban Real Estate</i>
	Quality Checks and Evaluation Standards of Residential Constructions	<i>Regulations on Quality Management of Construction Projects</i>
	Process and Handover Evaluation Standards of Residential Constructions	<i>Regulations on the Development, Operation and Management of Urban Real Estate</i>
	Inspection Standards of Electricity and Mechanical Quality in Owned Commercial Buildings	<i>Code for Fire Protection Design of Buildings (GB50016-2014)</i>
	Annual Performance Appraisals Management Guidelines of Quality Accidents	<i>Code for Residential Buildings (GB5368-2005)</i>
	CR Land Design Quality Control Plan	<i>Guiding Opinions of the General Office of the State Council on Vigorously Developing Assembled Buildings</i>
	CR Land Key Groove Mould Support and Reinforcement Process Guidelines and another 26 process standards	<i>Standards for Assessment of Prefabricated Buildings (GB/T1129-2017)</i>
	CR Land Case Management Policies	<i>Property Management Regulations</i>
	CR Land Guidelines for Customer Complaint Handling	<i>Code for Construction Quality Acceptance of Steel Structure Engineering (GB50205-2001)</i>
	CR Land Regulations on CRM Customer Information Extraction	<i>Code for Design of Store Buildings (JGJ48-2014)</i>
	CR Land Regulations on Customer Satisfaction Surveys	<i>Code for Planning and Design of Urban Residential Areas (GB50180-93(2016 version))</i>
	CR Land Property Complaints and Escalation Process Guidelines	<i>Notice of the State Council on Further Deepening the Reform of Urban Housing System and Accelerating Housing Construction</i>
	CR Land Intellectual Property Rights Management Policies	
	CR Land Implementation Guidelines of Confidential Work	

ESG Indicator	2018 Internal Policies	2018 Laws & Regulations
		<i>Circular of the State Council on Promoting the Sustainable and Healthy Development of the Real Estate Market</i> <i>Several Opinions on Further Strengthening the Management of Urban Planning and Construction by the State Council</i> <i>Opinions of the General Office of the State Council on Promoting the Sustainable and Healthy Development of the Construction Industry</i>
B7 Anti-corruption	Sunshine Declaration of China Resources Land Honest Cooperation Agreement of China Resources Land Ten Rules of China Resources Honest Participation Standards of China Resources Land CR Land Petition Handling Work Instructions CR Land Integrity Governance Work Instructions CR Land Implementation Guidelines of Three Focus One Major Decision-making policies CR Land Discipline Investigation and Monitoring, and Case Handling Work Instructions CR Land Implementation Guidelines of Responsibility Evaluation in Party Integrity Governance CR Land Regulations on Report on Performance and Integrity Opinions on Implementation of Setting-up Party Committees Responsibility and the Supervision Responsibility on Discipline Monitoring CR Land Employee Potential Interest Conflict Reporting and Management Guidelines CR Land Discipline Monitoring Expert Think Tank Management Guidelines	<i>Criminal Law of the People's Republic of China</i> <i>Company Law of the People's Republic of China</i> <i>Anti-money Laundering Law of the People's Republic of China</i> <i>Anti-unfair Competition Law of the People's Republic of China</i> <i>Interim Provisions on the Prohibition of Commercial Bribery</i> <i>Anti-monopoly Law of the People's Republic of China</i> <i>Law of the People's Republic of China on Tendering and Bidding</i> <i>Supervision Law of the People's Republic of China</i>
B8 Community Investment	CR Group Social Responsibility Work Management Measures CR Group Corporate Citizenship Construction Guidelines Notice on the Establishment of CR Land Corporate Culture and Social Responsibility Committee CR Land Volunteer Management Guidelines	<i>Charity Law of the People's Republic of China</i>

Appendix 2

Data List ^[Note 1]

ESG Indicator Data List

ESG Indicator		Unit	Data of 2016	Data of 2017	Data of 2018
A.Environment					
A1.Emissions					
A1.2	Total greenhouse gas emissions and intensity ^[Note 2]				
	Carbon dioxide emission	Ton	546,467.18	497,472.14	589,732.11
	Carbon dioxide emission per 10,000 HKD revenue	Ton/10,000 (HKD)	0.0500	0.0419	0.055 (per RMB 10,000)
A1.3	Total hazardous wastes produced and density				
	Waste fluorescent tubes ^[Note 3]	Piece	-	116,862	90,541
A1.4	Total non-hazardous wastes produced and density				
	Earthwork wastes ^[Note 4]	Cubic meter	-	10,198,587	12,849,217
	Rebar wastes ^[Note 5]	Ton	-	34,279	44,690
A1.6	How hazardous and hazardless wastes are reduced and results achieved				
	Recycled and re-used waste paper/cover ^[Note 6]	Kg	-	65,000	125.63
A2.Use of Resources					
	Concrete consumption ^[Note 7]	Cubic meter	-	6,108,779	13,188,491
	Rebar consumption ^[Note 8]	Ton	-	815,511	1,939,423
A2.1	Total energy consumption and intensity				
	Total energy consumption	10,000 tons of standard coal	7.4254	7.2524	8.2331
	Electricity	10,000 kWh	51,909.6055	52,327.0958	59,397.5329
	Gasoline	Ton	488.7984	302.9394	336.9357
	Diesel oil	Ton	319.1610	211.8901	89.4257
	Natural gas	10,000 standard cubic meters	661.0159	543.1331	635.4772
	Other energy	Ton of standard coal	482.1779	236.9878	178.4204
	Total energy consumption/10,000 (RMB) revenue	Ton of standard coal/10,000 (RMB)	0.0078	0.0078	0.0077
A2.2	Total water consumption and intensity ^[Note 9]				
	Total water consumption	Ton	832,817.84	10,583,135.49	10,583,008.57
	Total water consumption/10,000 (RMB) revenue	Ton/10,000 (HKD)	0.08	0.89	0.87 (per RMB 10,000)
A2.5	Total packaging material used for finished products and per unit produced ^[Note 10]				
	Total packaging box consumption	Kg	758,940.00	822,800.00	864,822.00
	Packaging box consumption/10,000 (RMB) revenue	Kg/10,000 (RMB)	17.67	17.45	18.32
B.Society					
B1.Employment					
B1.1	Total workforce by gender, employment type, age group and geographical region				
Total employees		Person	33,939	38,087	47,414
Gender	Male	Person	22,286	24,910	30,819
	Female	Person	11,653	13,177	16,595

ESG Indicator		Unit	Data of 2016	Data of 2017	Data of 2018
Employment type	Full-time	Person	33,524	37,681	46,814
	Part-time	Person	415	406	600
Post level	Senior management	Person	270	302	345
	Middle management	Person	502	689	11,208
	General staff	Person	33,167	37,096	35,861
Education background	Postgraduate and above	Person	2,711	3,106	4,003
	Undergraduate	Person	9,625	11,077	14,503
	Junior college graduate	Person	7,687	8,662	14,300
	High school graduate or below	Person	13,916	15,242	14,608
Age	Under 30	Person	16,112	17,119	20,564
	30-50	Person	16,364	19,359	24,915
	Above 50	Person	1,463	1,609	1,935
Region	Headquarters	Person	524	443	610
	North China	Person	6,734	3,891	2,777
	East China	Person	5,378	3,510	2,247
	South China	Person	6,378	2,792	2,695
	West China	Person	4,870	2,370	1,557
	Northeast China	Person	3,516	1,652	1,027
	Central China	Person	3,673	1,666	1,167
	Business division	Person	2,866	21,763	35,334
B1.2	Employee turnover rate by gender, age group and geographical region				
	Consolidated turnover rate	%	27.13	26.53	Main business 18%, property system 33%
B2.1	Number and rate of work-related fatalities				
	Fatalities	Person	0	0	0
	Fatality rate per 1,000 employees	‰	0	0	0
B2.2	Lost days due to work injury ^[Note 11]				
	Lost days due to general work injury	Day or hour	23 days	26,720.8 hours	0
	LTIR (Lost Time Injury Rate of 1 million work hours)		1.43	360	0
B3.1	The percentage of employees trained by gender				
	Total employees trained	Person	20,990	38,000	43,147
	Male	%	85	60	65
	Female	%	15	40	35
B3.2	The average training hours completed per employee by gender				
	Male	Hour	6.42	10.51	15.6
	Female	Hour	6.42	8.09	15.6

ESG Indicator		Unit	Data of 2016	Data of 2017	Data of 2018
B5.1	Total suppliers by regions				
	Total suppliers	Supplier	6,340	2,980	7,521
	North China	Supplier	1,537	861	1,783
	East China	Supplier	1,467	694	1,706
	South China	Supplier	1,127	528	1,061
	West China	Supplier	742	348	1,277
	Northeast China	Supplier	723	286	837
	Central China	Supplier	744	263	857
B6.2	Number of products and service related complaints received				
	Total complaints ^[Note 12]	Case	-	5,194	9,655
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees				
	Number of legal cases regarding corruption, bribery, extortion, fraud and money laundering	Case	0	0	0
B8.2	Resources contributed to the focus area				
	Charity donation	10,000 (RMB)	77	358.8	453.1
	Number of volunteers	Person	>1,000	>1,000	>1,000

CASS-CSR4.0 Indicator Data List

CASS-CSR4.0	Unit	2014	2015	2016	2017	2018
Responsibilities for shareholders						
Total assets	100 million (RMB)	2,916.7	3,332.7	3,821.6	4,804.5	6,557.4
Net assets	100 million (RMB)	929.3	1,109.9	1,245.2	1,442.4	1,807.0
Owners’ equity	100 million (RMB)	929.3	1109.9	1245.2	1,442.4	1,807.0
Operating revenue	100 million (RMB)	715.2	836.4	937.2	1,019.4	1,211.9
Total profit	100 million (RMB)	189	217	272	307	390
Net profit/ profit attributable to shareholders	100 million (RMB)	124	143	167	197	242
Net profit attributable to the owners of the parent company	100 million (RMB)	124	143	167	197	242
Return on equity	%	-	16.0	16.8	17.7	18.8
Return on total assets	%	-	-	8.11	7.63	7.15
Preservation and appreciation ratio of state-owned assets	%	-	-	113.5	117.64	132.52
Industry ranking	Place	-	8	11	10	9
Market share	%	-	-	-	2.88	3.40
Property sales area	10,000 sq.m.	660.09	675.9	733	954.3	1,198.9
Contracted sales	100 million (RMB)	692.1	851.5	1,080	1521	2,106.8
Investment property sales	100 million (RMB)	44.2	54.5	62.0	76.5	95.2
Total land reserve at the end of period	10,000 sq.m.	4,004.41	4,126	4,485	4,897.8	5,957.3
Incidence of corruption	%	-	-	0	0	0
Responsibilities for customers						
Overall customer satisfaction ^[Note 13]	Point	-	92	94.3	N/A	N/A
Residential customer satisfaction	Point	81	79	79	75	83
Residential customer loyalty	Point	58	58	60	58	67
Office customer satisfaction	Point	100	100	99	98	99
Office customer excellent satisfaction	Point	80	86	80	76	82
Shopping mall tenant satisfaction	Point	91	93	95	98.6	98.4
Customer complaint handling rate commercial projects	%	-	-	-	99.86	99.14
Customer complaint handling rate residential projects	%	-	98.4	98.2	98.5	93.5
Total R&D investment	100 million (RMB)	-	0.0310	0.0030	0.0391	0.3669
Number of R&D staff	Person	-	19	22	24	63
Responsibilities for employees						
Total full-time employees	Person	28,452	31,481	33,524	38,087	47,414
Labour contract signing rate	%	100	100	100	100	100
Employee social insurance coverage rate	%	100	100	100	100	100
Collective contract signing rate	%	-	100	100	100	100

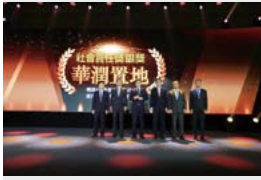
CASS-CSR4.0	Unit	2014	2015	2016	2017	2018
Employee physical examination rate	%	-	100	100	100	100
Employee engagement	%	82	85	86	85	89
Employee satisfaction	%	84	87	88	88	90
Employee turnover rate	%	-	39.68	27.13	26.53	18 (development and commerce) 33(property system)
Average age of employees	Year	31.6	31.8	32.2	32.7	32.9
Percentage of female employees	%	34.5	34.05	34.34	34.60	35
Percentage of women in management	%	-	0	28	22	24
Average days of paid leave per year per employee	Day	>6	>6	>6	>6	>6
Employee training rate	%	-	-	-	86	91
Total employee training investment	10,000 (RMB)	-	-	-	3,100	5,574
Training investment per employee	RMB/person	-	-	-	815.8	1,175.7
Training hour per employee	Hour	-	3.76	6.42	9.55	15.6
Responsibilities for partners						
Percentage of quality, environment and EHS system certified suppliers	%	-	-	100	100	100
New indicator in CASS-CSR4.0: economic contract performance rate	%	-	-	-	-	99.97
New indicator in CASS-CSR4.0: potential suppliers rejected for social responsibility compliance reasons	Supplier	-	-	-	-	0
New indicator in CASS-CSR4.0: suppliers reviewed in the reporting period	Supplier	-	-	-	-	7,521
New indicator in CASS-CSR4.0: suppliers with whom the cooperation suspended for social responsibility compliance reasons	Supplier	-	-	-	-	0
Responsibilities for the government						
New employees	Person	10,458	10,716	14,822	19,669	27,413
New fresh graduate employees	Person	840	287	338	383	1,158
Total taxes	100 million (RMB)	122	167	158	184	320
Responsibilities for the community						
Charity donation	10,000 (RMB)	724.7	194.89	77	358.8	453.1
Total volunteers	Hour/person time	-	-	>1,000	>1,000	>1,000
General and more serious work injuries	Case	3	0	0	0	0
Fatalities due to work injury	Person	0	0	0	0	0
Fatality rate per 1,000 employees	‰	0	0	0	0	0
Severe injury rate per 1,000 employees	‰	0	0	0	0	0
Injury rate per 1,000 employees (accident frequency)	‰	0.12	0	0.18	0	0

CASS-CSR4.0	Unit	2014	2015	2016	2017	2018
Fatality rate per 1,000 employees due to fire hazard	‰	0	0	-	0	0
Economic loss rate per 1,000 employees	‰	0	0.71	0.01	0.17	0.01
Economic loss rate per RMB1 million revenue	%	0	0	0	0	0
Fatality rate per RMB1 million revenue	%	0	0	0	0	0
Fatality rate per 1 million floor area	‰	0	0	0	0	0
Severe injuries due to stampede in commercial buildings	Case	0	0	0	0	0
Large scale power outage due to system failure in office buildings, hotels and shopping malls	Case	0	0	0	0	0
Production safety accidents severely damaged the market and social image of the Company	Case	0	0	0	0	0
Investment in safe production	10,000 (RMB)	8,561.22	7,061.044	11,063.86	17,802.12	30,081.53
Safety drills	Time	636	1,392	2,977	3,600	6,899
Number of safety training sessions for employees	Personhour	-	-	-	173,045	267,130
Number of safety training sessions for partners	Personhour	-	-	-	178,083.5	316,790.7
Percentage of employees received safety training	%	-	-	-	100	100
Number of full-time safety officers	Person	-	-	-	288	802
Number of registered safety engineers	Person	-	-	-	127	259
Green management						
Total investment in environmental protection ^(Note 14)	10,000 (RMB)	-	-	-	1,208.0858	1,888.97
Investment in energy conservation and emission reduction related technological upgrade ^(Note 15)	10,000 (RMB)	-	-	-	527.7439	705.71
Green production						
Total energy consumption	10,000 tons of standard coal	4.73	6.0983	7.4254	7.2524	8.2329
Electricity	10,000 kWh	33,633.96	42,091.8424	51,909.605	52,327.0958	59,396.4329
Gasoline	Ton	1,192.92	863.7235	488.7984	302.9394	336.9357
Diesel oil	Ton	1,192.92	418.5135	319.1610	211.8901	89.4257
Natural gas	10,000 standard cubic meters	219.63	509.9322	661.0159	543.1331	635.4772
Other energy	Ton of standard coal	482.71	589.4841	482.1779	236.9878	178.4204
New indicator in CASS-CSR4.0: consumption of fresh water per industrial unit added						N/A
Carbon dioxide emission	Ton	346,666.24	436,197.8	546,467.18	497, 472.14	598,732.11
Sulphur dioxide emission	Ton	-	-	-	-	-
Sulphur dioxide emission	Ton	-	-	-	-	-
COD emission	Ton	-	-	-	-	-
Nitrogen oxide emission	Ton	-	-	-	-	-
Coal consumption of power supply	Gram of standard coal/kWh	-	-	-	-	N/A
Comprehensive energy consumption/RMB10,000 operating income	Ton of standard coal/10,000 (RMB)	0.0096	0.0078	0.0078	0.0078	0.0077

CASS-CSR4.0	Unit	2014	2015	2016	2017	2018
Comprehensive energy consumption/RMB10,000 added value	Ton of standard coal/10,000 (RMB)	0.0346	0.0259	0.0229	0.0222	0.0217
Amount of energy conserved of products	10,000 tons of standard coal	-	-	-	0	0
Green Building certified area	10,000 sq.m.	477.74	438	629.67	194.51	481.63

- Note:
1. Unless otherwise specified, the data coverage of the Report is consistent with the CR Land Financial Report 2018.
 2. Greenhouse gas emissions and intensity refer to the carbon emissions produced from power, diesel, gasoline, natural gas and other energy in (1) office and public areas of shopping malls in operation nationwide (2) office and public areas of residential buildings in operation nationwide (3) some hotels and some public areas of office buildings (4) construction projects undertaken by the Construction Business Division of CR Land.
 3. The waste fluorescent tubes refer to the ones used in office, commercial projects, hotels and residential projects only.
 4. Earthwork wastes refer to waste produced from projects under construction only.
 5. Rebar wastes refer to waste produced from projects under construction only.
 6. Amount of waste paper/cover for recycling refers to that recycled by LOGIC only.
 7. Concrete consumption refers to that produced from projects under construction only.
 8. Rebar consumption refers to that produced from projects under construction only.
 9. The data of water consumption increased dramatically due to the enlarged statistical range: the water consumption referred to that used by office only in 2016, but the statistical range has extended to office, hotel and commercial projects from 2017 on.
 10. A2.5 Total packaging materials used for finished products and with reference per unit produced refer to that of LOGIC, a company affiliated to the Construction Business Division of CR Land.
 11. The change of the statistical range of B2.2 Lost days due to work injury: the figure of 2016 is the accumulative number of work injury cases verified by the social insurance authority, and the figure of 2018 is the accumulative number of leaves due to work injury.
 12. Data of overall satisfaction is unavailable due to changes in standards for the satisfaction survey.
 13. Ratio of customer complaints refers to complaints about residential projects only.
 14. Total environmental investment refers to money spent on environmental protection during operation.
 15. Investment in energy conservation and emission reduction technological upgrade refers to money spent in upgrading of energy conservation and emission reduction technologies during operation.

Appendix 3
Honors

2018 Award	Award-winning Unit/Project
Engineering Quality	
8th Guangsha Award (2017-2018)	Shenyang Central Park
Golden Award of the China Zhan Tianyou Civil Engineering Awards 2018	Beijing Huaxiang Siji (indemnificatory housing)
Outstanding Project of the China Zhan Tianyou Civil Engineering Awards 2018	Linyi City Crossing
2018 International Excellence Award	Park Lan Harbour China Resources University (south campus)
Environmental Protection and Safety	
2017 Excellent Civil Environment Residential Project Award	Shenyang Twenty-four City
Green Shopping Mall awarded by National Green Shopping Mall Building Office	The MIXC Nanning
Hong Kong 2017 Green Corporate AwardExcellent EHS Bronze Award awarded by Green Council Hong Kong	The MIXC Nanning
Environmental Management System certification	China Resources Land (Shenyang) Co., Ltd
Civilised Construction Site and Leading Dust Prevention and Construction Organisation awarded by Shaanxi Housing and Construction Department	Xi'an Olympic Sports centre stadium, gymnasium, natatorium, etc
Construction Industry Green Construction Demonstration Project awarded by Shanxi Construction Industry Association	Taiyuan Royal Palace
Construction Industry Green Construction Demonstration Project awarded by Shanxi Construction Industry Association	Taiyuan City Crossing north zone
Dust Control Green Construction Site awarded by Tangshan Municipal Government	Tangshan Oak Bay Courtyard No.2
Advanced Construction Site in Dust Pollution Prevention and Control of Xi'an	Xi'an Olympic Sports centre natatorium
2018 Demonstration Project of Strict Smog Control and Green Construction of Xi'an	Xi'an Olympic Sports centre gymnasium
2018 Guangxi Zhuang Autonomous Region Construction Industry Green Construction Demonstration Project awarded by Guangxi Construction Industry Association	Hong Kong Street Phase I
2018 Sichuan Province Construction Industry Green Construction Demonstration Project awarded by Sichuan Construction Industry Association	The MIXC Chengu Phase II
Guangdong Province Clean Production Enterprise	Zhuhai LOGIC
Environmental Management System certification	China Resources Land (Chengdu) Co., Ltd
Social Responsibility	
China CSR Report Leadership Award	China Resources Land Limited
Silver CSR Award of CR Group for two consecutive years	China Resources Land Limited
	
2018 Shenzhen Sports Achievement Award Most Popular Sports Venue of the Year	CR Shenzhen Bay Sports centre
2018 Top100 Property Management Companies of China	CR Property Technology
97th ADC Annual Design Award Silver Award	Mixc World with Art Shenzhen Mixc World with Art Plan

Appendix 4
ESG Indicators References

Environmental, Social and Governance (ESG) Scope, General Disclosure and KPIs		Corresponding Chapter
Environment		
A1.Emissions	General Disclosure	Chapter III Fine Ecological Environment
	A1.1 The types of emissions and respective emissions data	N/A ^[Note 1]
	A1.2 Greenhouse gas emissions in total and intensity	Chapter III Fine Ecological Environment Appendix 2: Data List
	A1.3 Total hazardous wastes produced and density	Appendix 2: Data List
	A1.4 Total non-hazardous wastes produced and density	Appendix 2: Data List
	A1.5 Description of measures to mitigate emissions and results achieved	Chapter III Fine Ecological Environment
	A1.6 Description of how hazardous and hazardless wastes are handled, reduction initiatives and results achieved	Chapter III Fine Ecological Environment Appendix 2: Data List
A2. Use of Resources	General Disclosure	Chapter III Fine Ecological Environment
	A2.1 Total energy consumption and intensity	Chapter III Fine Ecological Environment Appendix 2: Data List
	A2.2 Total water consumption and intensity	Chapter III Fine Ecological Environment Appendix 2: Data List
	A2.3 Description of energy use efficiency initiatives and results achieved	Chapter III Fine Ecological Environment
	A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved	Chapter III Fine Ecological Environment
	A2.5 Total packaging material used for finished products and per unit produced	Appendix 2: Data List
A3.Environment and Natural Resources	General Disclosure	Chapter III Fine Ecological Environment
	A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	Chapter III Fine Ecological Environment
Society		
B1.Employment	General Disclosure	Chapter IV Fine Career Choices Appendix 1: Policies, Laws & Regulations
	B1.1 Total workforce by gender, employment type, age group and geographical region	Chapter IV Fine Career Choices Appendix 2: Data List
	B1.2 Employee turnover rate by gender, age group and geographical region	Chapter IV Fine Career Choices
B2.Health and Safety	General Disclosure	Chapter IV Fine Career Choices Appendix 1: Policies, Laws & Regulations
	B2.1 Number and rate of work-related fatalities	Chapter IV Fine Career Choices Appendix 2: Data List
	B2.2 Lost days due to work injury	Appendix 2: Data List
	B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored	Chapter IV Fine Career Choices
B3.Development and Training	General Disclosure	Chapter IV Fine Career Choices Appendix 1: Policies, Laws & Regulations
	B3.1 The percentage of employees trained by gender and employee category	Chapter IV Fine Career Choices Appendix 2: Data List
	B3.2 The average training hours completed per employee by gender and employee category	Chapter IV Fine Career Choices Appendix 2: Data List

Environmental, Social and Governance (ESG) Scope, General Disclosure and KPIs			Corresponding Chapter
B4.Labour Standards	General Disclosure		Chapter IV Fine Career Choices
	B4.1	Description of measures to review employment practices to avoid child and forced labour	Chapter IV Fine Career Choices
	B4.2	Description of steps taken to eliminate such practices when discovered	Chapter IV Fine Career Choices
B5.Supply Chain Management	General Disclosure		Chapter V Fine Cooperation Partners
	B5.1	Total suppliers by regions	Chapter V Fine Cooperation Partners Appendix 2: Data List
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	Chapter V Fine Cooperation Partners
B6.Product Responsibility	General Disclosure		Chapter II Fine Living Experience
	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	/
	B6.2	Number of products and service related complaints received and how they are dealt with	Chapter II Fine Living Experience Appendix 2: Data List
	B6.3	Description of practices relating to observing and protecting intellectual property rights	About Us
	B6.4	Description of quality assurance process and recall procedures	Chapter II Fine Living Experience
	B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored	Chapter II Fine Living Experience
B7.Anticorruption	General Disclosure		About Us
	B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases	About Us Appendix 2: Data List
	B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	About Us
B8.Community Investment	General Disclosure		Chapter VI Fine Community Life
	B8.1	Focus areas of contribution	Chapter VI Fine Community Life
	B8.2	Resources contributed to the focus area	Chapter VI Fine Community Life Appendix 2: Data List

Note:

1. In accordance with Appendix II: Environmental Key Performance Indicator Reporting Guide of How to Prepare the Environmental, Social and Governance Report? A1.1 The types of emissions and respective emissions data is a key performance indicator relating to air pollution of the place where the issuer operates, including nitrogen oxide, Sulphur oxide and other pollutants regulated under national laws and regulations. Since the business operation of CR Land has little impact on the air, this indicator is defined as an inapplicable indicator during the materiality analysis.

Rating Report of "Sustainability Report 2018 of China Resources Land Limited"

Upon the request of China Resources Land Limited (CR Land), the Chinese Expert Committee on CSR Report Rating invited experts to form rating team to rate the "Sustainability Report 2018 of China Resources Land Limited" (hereinafter referred to as"the Report").

I. Rating Criteria

"Guidelines on Corporate Social Responsibility Reporting for Chinese Enterprises (CASS-CSR 4.0)" of the Chinese Academy of Social Sciences & the "Rating Standards for Corporate Social Responsibility Report of Chinese Enterprises (2019)" of “Chinese Expert Committee on Corporate Social Responsibility Report Rating”.

II. Rating Process

1. The rating team reviews and confirms the "Process Data Confirmation of Corporate Social Responsibility Report" submitted by the "Report" writing group and relevant supporting materials;
2. The rating team conducts evaluation on the preparation process and the content disclosed by the "Report", and then drafts the rating report;
3. The Vice Chairman of the Rating Expert Committee, the leader of the rating team, and the experts of the rating team jointly sign the rating report.

III. Rating Results

Process ★★★★★

The Human Resources and Administration Department of the company takes the lead in setting up the report writing group. The chairman of the board of directors controls the key nodes and is responsible for overall control and final validation of the report; the company positions the report as an important tool for reviewing the performance, disseminating the responsibility performance information, improving social responsibility management and enhancing the communication between stakeholders, with a clear function and value positioning; it identifies the substantive issues based on the company’s major issues, national policies, industrial benchmarking analysis and stakeholder investigation; promotes the subordinate units to issue the social responsibility report; builds multi-level and multi-form reporting system; plans to publish reports on the official website, and presents reports in electronic, print, video and other formats in both Chinese and English with excellent procedural performance.

Materiality ★★★★★☆

The Report systematically discloses key industrial issues in the implementation of macro policies, ensuring the quality of housing, compliance with demolition and old-town protection, avoiding idle land, noise and pollution control, newly-built project environmental assessment, recycling of waste materials and green construction etc. with excellent substantive performance.

Integrity ★★★★★☆

The main contents of the "Report" systematically disclose 88.45% of the core indicators of the industry it operates within from the perspectives of "Beautiful Urban Space", "Wonderful Living Experience", "Beautiful Ecological Environment", "Fine Career Choice", "Good Partner" and "Wonderful Community Life", with excellent performance of its integrity.

Balance ★★★★★

The "Report" discloses "number of customer complaints", "number of corruption cases", "number of deaths", "loss ratio of employees", "number of work accidents attributable to general and above", "rate of economic loss of one thousand people", "economic loss rate of millions of turnover", "a million turnover mortality rate" and other negative data information, and through the "performance review" module, elaborates on the causes of the negative performance index data, with excellent balance performance.

Comparability ★★★★★

The "Report" discloses data of 123 key indicators for more than 3 consecutive years, including "operation revenue", "appreciation rate of state-owned assets", "total R&D investment", "total investment in environmental protection", "comprehensive energy consumption", "carbon dioxide emission", "employee satisfaction", "investment in production safety" and "total tax payment", and compares horizontally with the same industry with respect to such data as the "first company among Top100 Commercial Real Estate Companies in China" and "ninth unit in development business sales volume ranking" and other data, with excellent comparability performance.

Appendix 5
Report Rating



Readability ★★★★★

The "Report" takes "Building a New Age of Dreams" as the theme and uses "Dream" as the main line to run through the text, with a clear framework structure. While echoing the theme of "Building a New Age of Dreams", it responds to the enterprise mission of "Leading Business Progress and Creating A Better Life"; it sets the "2018 Event Highlights of CR Land" topic, focusing on the company's annual events of key performance responsibilities, highlighting the practice of corporate responsibilities; while embedded with "responsibility stories", the chapter contents are also interspersed with the "Narrative Introduction" sections, enhancing the readability of the report; the cover page and chapter page of the Report use a large-scale real-life picture highlighting he characteristic business scene, enhancing the recognition of the Report, with excellent readability performance.

Innovation ★★★★★

The "Report" actively responds to UN's sustainable development goals, highlights the leading state and sense of times of the company's responsibility concept and presents the up-to-date contents of the report; some chapters have set up a "case study" section, focusing on the highlight practice of the key issues and demonstrating the responsibility of the enterprise; builds "4C" social responsibility information disclosure model of CR Land, strengthens the transparency of information disclosure and develops a smooth responsibility communication channel; formulates incentives for work evaluation related to sustainable development and improves social responsibility assessment and incentive mechanism, with leading innovative performance.

Overall Rating ★★★★★

According to the rating team's assessment, "Sustainable Development Report 2018 of China Resources Land Limited" is of five-star rating, and it is an excellent corporate social responsibility (CRS) report.



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Chinese Expert Committee on CSR Report Rating



"Sustainable Development Report of China Resources Land Limited" has received the five-star rating for the fourth consecutive year.

IV. Improvement Suggestion

- 1. Enhance the detailed disclosure of key topics and enhance the content of the report;
- 2. Add the disclosure of core indicators of the industry and further improve the integrity of report.

Vice President of Chinese
Expert Committee on CSR
Report Rating:

魏紫川

Process Evaluator: Ren Jiaojiao

Leader of the Rating
Teamg:

张喜

Expert of the
Rating Teamg:

沈洪涛

Issuance date:

May 31, 2019



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Enterprise Rating Files

Appendix 6
Report Compilation Team Name List

The writing group of CR Land Sustainability Report:

Director of the writing group: Tang Yong
Vice director of the writing group: Li Xin, Zhang Liqiang
Group members: Xing Tuo, Liu Xinwei, Zheng Fangyu, Zhang Weiqiang, Yu Guoqin, Wu Xihan, Niu Yong, Cheng Xianglei, Zhang Weijia, Sun Yunrui, Chen Sisi, Li Wenting, Hui Xiaoli, Su Qing, Fu Meng, Luo Wen, Yang Weiming, Wang Guanchu

The writing group of the subordinate units of CR Land:

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