

奧園健康生活集團有限公司

AOYUAN HEALTHY LIFE GROUP COMPANY LIMITED



(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立之有限公司)

Stock Code 股份代號: 3662



2018

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

INFORMATION ABOUT THIS ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

About This Report

This report is the first environmental, social and governance (“ESG”) report (the “Report”) of Aoyuan Healthy Life Group Company Limited (“Aoyuan Healthy” or the “Company”, together with its subsidiaries are collectively referred to as the “Group” or “we”, “our” or “us”). The contents focus on the Group’s commitments, practices and performance in ESG in 2018.

Scope of Reporting

This report will disclose information on ESG of the Group for the year ended 31 December 2018 (“2018”, “the Year” or the “Reporting Period”). The business scope of this report includes commercial operation and property management business of the Group in Mainland China.

Reporting Standards

The Report follows the ESG Reporting Guide set out in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“HKEX”) as the reporting standards, to report on the general disclosure and key performance indicators at different levels in the environmental and social aspects. For the details of corporate governance, please refer to the “Corporate Governance Report” in the latest annual report of the Group. The Group prepares this Report in line with four principles of materiality, quantification, balance and consistency, and determined the presentation method of the contents to ensure that the Report is true, accurate and provides valuable information to the readers. As this Report is the first ESG report prepared by the Group after its listing, and most of the data has been collected and disclosed for the first time, therefore this Report does not contain performance comparisons with last year.

Approval and Review of the Report

This Report was prepared by the employees in the principal operating departments of the Group. Upon review by the senior management, it was approved by the Board in June 2019.

關於本環境、社會及管治報告

報告簡介

本報告為奧園健康生活集團有限公司（「奧園健康」或「本公司」，連同其附屬公司統稱「本集團」或「我們」）的第一份環境、社會及管治（「ESG」）報告（「本報告」）。內容聚焦於本集團於2018年度對ESG的承諾、實踐和績效。

報告範圍

本報告將披露本集團截至二零一八年十二月三十一日止年度（「2018年度」、「本年度」或「報告期間」）的ESG資訊。本報告所涵蓋的業務範圍則包括本集團位於中國大陸的商業運營及物業管理業務。

報告準則

本報告以香港聯合交易所有限公司（「香港交易所」）證券上市規則附錄二十七《環境、社會及管治報告指引》作為報告準則，遵循指引匯報環境及社會範疇內不同層面的一般披露及關鍵績效指標。而企業管治的詳情可查閱本集團最新年報內的《企業管治報告》。本集團依照重要性、量化、平衡及一致性四大原則籌備及撰寫本報告，以此決定內容的呈現方式，確保報告真實、準確、並為讀者提供有價值的信息。由於本報告乃本集團上市後第一份編制的ESG報告，大部份數據均首次被收集及披露，因此本報告並未包含與往年之績效對比。

報告批閱

本報告由本集團各主要營運部門人員參與編撰而成，經高級管理層審閱後，於2019年6月獲得董事會審批。

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Vision and Mission

The Group is committed to becoming a leading healthy life service group in China. Upholding the corporate core values of “efficiency, integrity and responsibility”, the Group aims to achieve the brand concept of “create the joy of life” in a sustainable way. New thinking, new ideas and Internet + Big Data are applied in the services under general health and wellness industry, resulting in continuously improved service quality and bringing benefits to the environment, community and people’s health.

The Group will do its best to work together to create an all-round healthy life platform for the general public, and to work with different sectors to create a harmonious, sustainable and adaptable future.

願景及使命

本集團銳意成為國內領先的健康生活服務集團，秉承「高效、誠信、責任」的企業核心價值觀，以可持續發展方式實現「創享生活之悅」的品牌理念，將新思維、新理念、互聯網+大數據運用於大健康產業服務之中，在不斷提升服務質量的同時，亦為環境、社區及人民的健康帶來裨益。

本集團將全力以赴，上下一心，為廣大人民打造全方位的健康生活平台，並與各界攜手創造共融、可持續及具適應能力的未來。



All Aoyuan Healthy people foster awareness of time and effectiveness, and coupled with scientific management, reasonable planning and coordination and high quality execution, we focus on efficiency, optimize results and pursuit effectiveness.

全體奧園健康人樹立時間和效益觀念，科學的管理、合理的計劃統籌、高質量的執行，講求效率，優化效果，追求效益。



Integrity is the foundation of business, therefore Aoyuan Healthy encourages all employees to be an honest and trustworthy person and focus on their work, take the initiative to undertake and perform due duties and obligations, abide by the credit to fulfil commitment, and earn respect and expand the market with integrity.

誠信是立身立業之本，奧園健康倡導每一位員工做人誠實守信，做事用心專注，主動承擔和履行應有的職責和義務，恪守信用，踐行承諾，靠誠信贏得尊敬，用誠信開拓市場。



Our enterprise bears four major responsibilities, namely being responsible for customers, employees, shareholders and the society, and guides the behaviour of employees through a culture of responsibility.

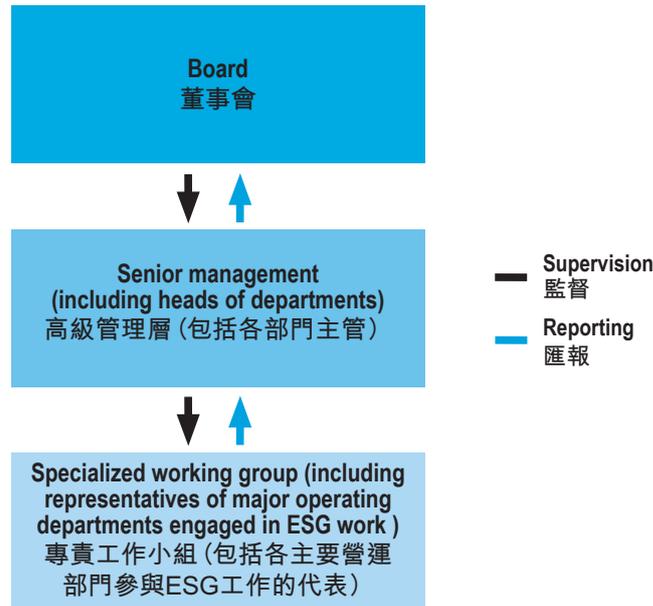
企業肩負四大責任。對客戶負責、對員工負責、對股東負責、對社會負責，以責任文化來指導員工的行為方式。

Governance Structure of Sustainable Development

可持續發展管治架構

The Group's ESG structure is as follows:

本集團的ESG架構如下：



The Group has established a sound governance structure for sustainable development, which consists of a tri-party combination of the Board, departmental management and the ESG working group. The Board, as the chief decision maker, sets the direction for sustainable development and is collectively responsible for the Group's ESG matters. The Board gains knowledge about the ESG-related risks and opportunities faced by the Group through annual risk assessment and internal control assessment. The Board also regularly reviews the effectiveness of the assessment mechanism and reviews the sustainable performance of the Group.

本集團已構建完善的可持續發展管治架構，由董事會、部門管理層及ESG工作組三方組合而成。董事會作為最高決策者，制定可持續發展方向，並為本集團的ESG事宜承擔整體責任。董事會透過每年的風險評估及內部控制評估了解本集團所面對的ESG相關風險及機遇，並會定期審視評估機制的有效性，及檢討本集團的可持續表現。

Playing a management role, the senior management formulates relevant ESG policies and procedures in line with the development direction, objectives and priorities set by the Board, and promotes and implements controlling measures. In addition, the ESG working group, which comprises representatives from various major operational departments that are familiar with the day-to-day actual business operations, is responsible for handling and implementing ESG issues, including preparing ESG reports, monitoring and recording environmental and social data, assessing and responding to our stakeholders' expectations, etc.

高級管理層擔當管理角色，會依照董事會所訂立的發展方針、目標及優次而編制相關ESG規章制度，並推展及執行管控措施。此外，ESG工作組由熟悉日常實際業務營運的各主要營運部門的代表所組成，工作組將專責處理及執行ESG事宜，包括編輯ESG報告、監察並記錄環境及社會數據、評估及回應持份者期望等等。

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Stakeholder Engagement

The Group and its stakeholders from all walks of life share the benefits and effects brought by the healthy life services, feel for each other, and will unite as one. The Group continues to deepen its relationship with stakeholders through various communication channels, from which it understands the expectations and suggestions of stakeholders and identifies potential crisis and opportunities at an early stage, in order to adjust its service focus and improve its business operation, thereby creating quality services that exceed customers' needs. The table below briefs the engagement channels of the six major stakeholders of the Group:

持份者參與

本集團與來自社會各界的持份者共享健康生活服務帶來的效益與影響，將心比心，凝聚團結力量。本集團通過多種溝通渠道，持續深化與持份者的關係，從中理解持份者的期望及建議，及早找出潛在的危與機，以此調整服務重心及改善業務運營方式，創造超乎顧客所須的優質服務。下表簡述了本集團的六大主要持份者參與渠道：

Categories of stakeholders

持份者界別

Customers

客戶

Engagement channels of stakeholders

持份者參與渠道

- Customer service hotline
- 客戶服務熱線
- Customer satisfaction surveys
- 客戶滿意度調查
- The Group's website and social application
- 集團網站及社交應用程式
- Sale and promotion
- 銷售及宣傳

Employees

員工

- Internal communications within the Group
- 集團內部通訊
- Intranet
- 內聯網
- Staff activities and interviews
- 員工活動及面談
- Staff training and evaluation
- 員工培訓及評估

Investors and shareholders

投資者及股東

- Annual and interim reports
- 年報及中期報告
- Annual general meeting
- 股東周年大會
- Press releases, announcements and circulars
- 新聞稿、公告及通函
- The Group's website and social application
- 集團網站及社交應用程式

Categories of stakeholders

持份者界別

Suppliers and business partners
供應商及業務夥伴

Government and media
政府及媒體

Community and general public
社區及大眾

Engagement channels of stakeholders

持份者參與渠道

- Business meetings
• 業務會議
- Industry forum and seminar
• 業界論壇及講座
- Supplier audit and evaluation
• 供應商審計及評估
- Public consulting
• 公眾諮詢
- Site investigation
• 實地考察
- Press releases, announcements and circulars
• 新聞稿、公告及通函
- Community donation, construction and participation
• 社區捐獻、建設及參與
- Charitable foundation activities
• 慈善基金會活動
- The Group's website and social application
• 集團網站及社交應用程式

Materiality Assessment

Due to the wide range of ESG topics, in order to comply with the materiality principle, the Group performed an ESG materiality assessment during the Year to identify and determine the ESG issues that are the most important for the Group and its stakeholders, which were specifically discussed in this Report.

The Group has invited representatives of stakeholders and senior management to conduct an external and internal materiality assessment in the form of questionnaire, so as to understand and prioritize the ESG issues that stakeholders and senior management are concerned with. Then, the Group analysed the questionnaire responses to assess the importance of each ESG issue to the Group's sustainable operation and our stakeholders, and the materiality assessment results were eventually reviewed by the senior management to ensure adherence to Group's business nature and being broadly representative.

重要性評估

由於ESG議題範圍甚廣，為遵守重要性原則，本集團於本年度進行了ESG重要性評估，以識別及釐定對本集團及持份者而言最為關鍵的ESG事宜，並於本報告內集中討論。

本集團已邀請持份者代表及高級管理層，以問卷形式進行外部及內部的重要性評估，由此了解持份者及高級管理層所關注的ESG事宜及其排序優次。其後，本集團對問卷調查回覆進行分析，分別量度各ESG議題對集團持續經營的重要性及對持份者而言的重要性，重要性評估結果最終經高級管理層所審閱，確保符合本集團的業務性質並具廣泛代表性。

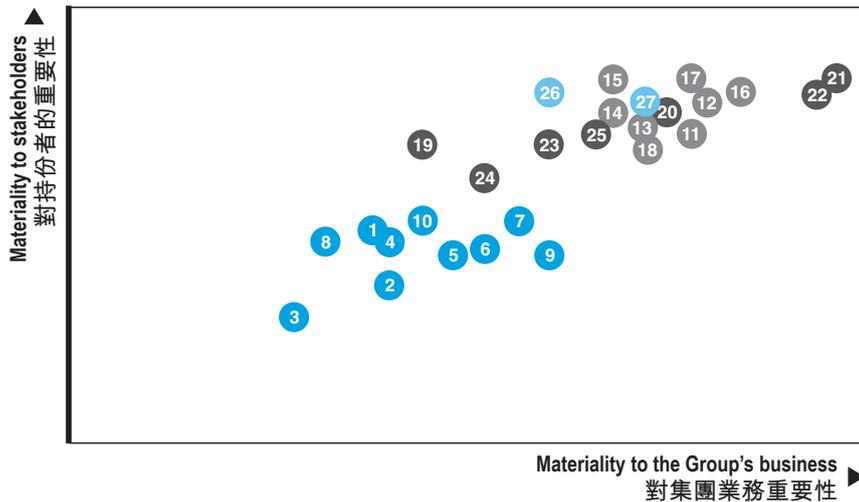
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Materiality Matrix

重要性矩陣

27 ESG issues in the Year are ranked and listed below according to their materiality: 本年度的27項ESG議題·按其重要性排列如下:



1	Air pollutant emission 空氣污染物排放	15	Communication with employees 與員工溝通
2	Sewage discharge 污水排放	16	Occupational health and safety 職業健康與安全
3	Climate change and greenhouse gas emission 氣候變化和溫室氣體排放	17	Staff training and career development 員工培訓和職業發展
4	Production, disposal and recycling of hazardous waste 有害廢物的產生、處理和回收	18	Prevention of child and forced labour 防止童工或強制勞工
5	Production, disposal or recycling of non-hazardous waste 無害廢物的產生、處理或回收	19	Environmental and social risk management of supply chain 供應鏈的環境和社會風險管理
6	Energy consumption and efficiency 能源消耗和效率	20	Customer safety 客戶安全
7	Water consumption and efficiency 用水量 and 效率	21	Customer service quality 客戶服務質量
8	Use of packaging materials 包裝物料的使用	22	Information protection and privacy 資料保障和私隱
9	Management and preservation of trees at construction sites 建築地盤的樹木管理及保育	23	Intellectual property 知識產權
10	Food waste treatment of commercial tenants providing food and beverage 飲食商戶的廚餘處理	24	Advertisement and label 廣告和標籤
11	Recruitment and dismissal 招聘和解僱	25	Anti-corruption, bribery, extortion, fraud and money laundering 反貪污、賄賂、勒索、欺詐和洗黑錢
12	Remuneration and welfare 薪酬及福利	26	Support the development of local community 支援當地社區發展
13	Working hours and holidays for employees 員工工時和假期	27	Participation in local community activities 參與當地社區活動
14	Diversity, equal opportunity and anti-discrimination 多元化、平等機會及反歧視		

● Healthy environment 健康環境 ● Healthy employment 健康就業 ● Healthy life 健康生活 ● Healthy community 健康社區

OPERATION OF HEALTHY LIFE

As a national health service platform, Aoyuan Healthy engages in commercial operation (“Aoyuan Commercial Management”), property management (“Aoyuan Property”) and health industry. With our rich and in-depth industry experience and professional and efficient service capabilities, we have put in place a sound quality management system, which makes Aoyuan Healthy to be an outstanding health service group trusted by customers in the market. We fully comply with regulatory requirements related to service quality and safety, and bear the needs of our customers and consumers in mind by providing the most satisfactory, innovative and healthy management services.

Quality Services

Aoyuan Commercial Management leverages on its core operation philosophy of “Establish Metropolitan Centers and Continuously Enhance Property Values”, which provides comprehensive one-stop commercial operation management services covering the whole process. The business covers pre-planning, commercial design, technical consultation, business tenant sourcing agency, preparation for business grand opening and asset operation, etc. Aoyuan Commercial Management endeavoured to develop two major self-owned brands which meet development needs of market and possess market competitiveness, namely, Aoyuan Plaza and Aoyuan City Plaza. They have become the shopping centers with the most growth potential in China and successfully realized their management output. Meanwhile, Aoyuan Commercial Management is dedicated to become a social platform for better living experience. Through diversified merchant tenant cooperation, unique marketing activities, precise and efficient service scope, it provided consumers with rich and comprehensive experience and brands which meet the desire for consumption.

經營健康生活

奧園健康作為全國健康服務平台，經營商業運營、物業管理及健康產業。我們擁有豐富而深厚的行業經驗及專業高效的服務能力，並設有完善的品質管理系統，使奧園健康成為市場上深受客戶信賴的優秀健康服務集團。我們全面遵守與服務質量及安全相關的監管要求，將客戶及消費者的需要銘記於心，提供最為稱心滿意、創新及健康的 management 服務。

優質服務

奧園商業運營以「打造城市生活中心，持續提升物業價值」為核心經營理念，提供全過程、一站式的商業運營管理服務，業務涵蓋前期策劃、商業設計、技術顧問、招商代理、開業籌備、資產運營等。奧園商管傾力打造符合市場發展需求與具有市場競爭力的兩大自主品牌產品—奧園廣場及奧園城市天地，已成為國內最具成長力的購物中心品牌，並成功實現管理輸出，同時奧園商管亦致力成為更好的生活體驗社交平台，透過多元化的商戶合作、別出心裁的營銷活動、精確高效的服務範疇，為消費者提供豐富而全面的體驗及更符合消費訴求的品牌檔次。

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On the other hand, Aoyuan Property holds the level one qualification in property service in the PRC. As a pioneer of creating better life, Aoyuan Property has always adhered to its service philosophy of "Treat People with All Sincerity" (以心相兌、以誠相待), brand concept of "Create Better Life" (悅生活、享美好) and core values of "Customer First, Pragmatism and Efficiency, Responsibility and Accountability, Openness and Health" (客戶至上、務實高效、責任擔當、陽光健康), and provided a full range of services covering the entire life cycle of real estate. The business covers early intervention service, management service for sales office, services for community life and community asset, and properties under our management include high-end residence communities, commercial complexes, apartments, office buildings, villas, tourist towns, etc. Aoyuan Property has built the "Smart and Love Living" (智愛生活) O2O service platform, and put the "Yue service mode" (悅服務模式) into practice. We were the first to propose the concept of health manager, and through the application of smart healthcare by Aoyuan Traditional Chinese Medicine, as well as the industrial combination of traditional Chinese medicine and the elderly care services, we have promoted the standardized and high-standard development of the industrial combination of Aoyuan Property and Aoyuan Traditional Chinese Medicine. We have always been focusing on the end consumers, taking the true value striver as our positioning, making developers as back-to-back partners, establishing value concept based on healthy life, continuously innovating service mode as well as combining traditional services with modern Internet technologies, so as to create a healthy life for more property owners.

另一方面，奧園物業具備國家物業服務一級資質。作為悅生活的創領者，奧園物業始終堅持「以心相兌、以誠相待」的服務理念，秉持「悅生活、享美好」的品牌理念和「客戶至上、務實高效、責任擔當、陽光健康」的核心價值觀，提供房產全生命週期服務，業務涵蓋前介服務、案場服務、社區生活服務、社區資產服務等，管理物業涉及精品住宅小區、商業綜合體、公寓、寫字樓、別墅、旅游小鎮等。奧園物業自主打造「智愛生活」O2O服務平台，實踐「悅服務模式」，率先提出健康管家概念，通過奧園中醫與智慧醫療的緊密結合和中醫帶動康復養老的產業結合，推動奧園物業與奧園中醫產業結合的規範化和高標準發展，始終以終端消費用戶為中心、以真實價值奮鬥者為本、以開發商為背靠背夥伴、以健康生活為價值理念，持續創新服務模式，將傳統服務與現代互聯網技術互相結合，使讓更多業戶悅享健康生活。



Service quality

Guangzhou Aoyuan Property Services Company Limited, a wholly-owned subsidiary of the Group, has obtained the ISO 9001 quality management system certification, and we have established a mature quality management system to enhance our service value in all aspects to fulfil the personalised needs of our customers and to create a high-end brand experience. We have formulated nearly 300 service quality standards, which cover the customer service staff's image and etiquette, front office and shopping mall management, environmental management, check up and inspection, notice and label management, health and hygiene management, security and fire prevention, complaint handling, etc., and have clearly defined the work procedures to ensure employees' full understanding and execution in order to establish a standardized professional image.

To further improve its caring service standards, the Group conducts customer interviews and customer satisfaction questionnaire surveys on a regular basis to understand the real needs of customers and take customers as the first priority. We have also designated customer service staff to receive and reflect customers' opinions. If there is any complaint, the Group will designate the person in charge and advise the solution according to complaint handling mechanism based on the contents of complaint, the level of complaint, and the complaint channels. The designated person in charge shall give the customers satisfactory response within a prescribed period of time. The management also analyzes cases at regular weekly meetings, summarizes the key points for improvement, and requires related departments to follow up.

服務質量

本集團旗下全資擁有子公司廣州奧園物業服務有限公司已取得ISO 9001質量管理體系認證，我們建立了一套成熟的品質管理系統，務求全方位提升服務價值，滿足客戶的個人化需求，打造高端品牌體驗。我們編制了近300條的服務質量標準，涵蓋了客服人員的形象禮儀、前台及商場管理、環境管理、巡視與檢查、通告及標籤管理、健康及衛生管理、保安及消防、投訴處理等等，並清晰列出工作步驟，確保員工能充份理解及執行，建立規範化的專業形象。

為進一步提升貼心服務水平，本集團定期向客戶進行面談及滿意度問卷調研，切實了解客戶真正所須，以客為尊。我們亦設有專門的客戶服務人員，接收並反映客戶意見，如有任何投訴，本集團依照投訴處理機制，按投訴內容、投訴級別、投訴渠道劃分負責人及應對方式，負責專員須於指定時間內給予客戶滿意的回覆。管理層亦於每周例會上分析案例，總結改善要點，並要求相關部門跟進。

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Information protection and privacy

The Group's business shall access to the personal information and privacy of customers and therefore the Group has adopted a number of measures to regulate the confidentiality work of customer information. The Group can collect personal information of the customers only with their consent, the use of information is restricted to designated business purpose and only accessed by authorized personnel. The Group has archived the information of the property owners in a repository. The archives are clearly classified and stored in an orderly manner. The repository is locked and monitored by a designated person. Only authorized persons are allowed to enter the repository and archives inspection must be recorded. Fire resistant and moisture-proof work of the repository shall be performed and sundries shall be removed to ensure the security and confidentiality of the information of the property owners. The Group also has an encrypted data system in place and the access rights of the staff are classified according to the business needs to ensure that there is no inappropriate contact or use of customer information.

We also strictly regulate the management of key, mail and package receipts, access card dealing procedures and registration, therefore employees must follow the guidelines and disciplinary punishment may be taken against those in violation of regulations. In addition, we provide the information protection training to our employees in order to ensure that they understand the importance of protecting personal information and privacy and our employees are required to sign a confidentiality agreement to undertake the responsibility of not to disclose clients' personal information.

資料保障及私隱

本集團的業務須接觸到客戶的個人資料及私隱，因此本集團採取多項措施規管客戶資料的保密工作。本集團經客戶同意後，方收集其個人資料，資料的使用只限於指定業務用途，並只有獲授權人士方可查閱。本集團設有檔案庫存放業戶資料，檔案的分類歸檔明確，存放整齊有序，檔案庫亦須上鎖，並由專人看管，禁止無關人士出入，檔案查閱須進行記錄。而檔案室做好防火防潮工作，不得有雜物，確保業戶資料的安全及保密。本集團亦設有加密數據系統，並因應業務需要劃分員工的查閱權限，確保並無不當接觸或使用客戶資料的情況發生。

我們亦對鑰匙管理、信件包裹接收、門禁卡辦理手續及登記等有嚴格規管，員工必須跟從指引辦公，違規者會受到紀律處分。此外，我們為員工進行資料保護培訓，確保其明白保護個人資料及私隱的重要性，員工亦須簽署保密協議，承諾絕不洩露客戶的個人資料。

Customers' health and safety

We place our customers' health and safety as our first priority, and we make our best effort to create a comfortable and safe office and living space. We conduct safety management systematically, including the establishment of the safety management leading group of Aoyuan Healthy to coordinate safety work, establish the safety standards and operation system, and set up the emergency mechanism to improve work efficiency of safety management of the Group and prevent accidents.

The safety management leading team of Aoyuan Healthy is coordinated by the executive vice president. The members include vice president, general manager and heads of departments/regions/projects of various business segments. The safety management leading team is responsible for improving safety management system, preparing annual security work plan, solving security flaws and difficulties, implementing safety management measures, supervising execution and holding relevant persons accountable.

The Group regularly invites qualified technicians to check and ensure the safety of the facilities in the building such as decoration, external wall, glass, elevators, etc. In addition, we have set out the safety measures in details in our service quality standards, assigning staff to inspect the surrounding area of the property and be on duty in the control room. We ensure that the fire service installation are in good conditions and escape instructions are clear. We have also established an emergency handling mechanism in which any safety accidents are required to be immediately reported and handled by relevant departments to ensure the safety of the Group's assets as well as the property owners, staff and customers' assets and lives.

客戶健康與安全

我們將客戶的健康及安全放於首位，並竭盡所能營造舒適而安全的辦公及居住場所。我們有系統地進行安全管理，包括成立奧園健康的安全管理領導小組統籌安全工作，建立安全標準及運作制度，並設置應急機制，提升集團安全管理工作效率，杜絕和預防安全事故的發生。

奧園健康的安全管理領導小組由常務副總裁統籌，成員包括各個業務板塊的副總裁、總經理及部門／區域／項目負責人。安全管理領導小組的職責包括完善安全管理制度、編制年度安全工作方案、解決安全漏洞及難點、落實推行安全管理措施、督導執行情況並進行問責。

本集團會定期邀請合資格技工檢查大樓內設施如裝修、外牆、玻璃、電梯等，確保設施安全。此外，我們亦於服務質量標準中詳細列載安全措施標準，委派員工巡視物業範圍，並於監控室值崗，以及確保消防裝置運作良好，逃生指示清晰。我們亦已建立緊急應變機制，任何安全事故均須即時上報，並調動相關部門處理，確保集團財產和業主、員工、顧客的生命財產安全。

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Intellectual property

Aoyuan Healthy values and protects intellectual property. As a high-end boutique enterprise, the Group possesses its own brand and trademark, and has registered domain name and brand logo to maintain its authoritative image and consistency, and help us to gain the recognition of the Group from the public effectively. In addition, we clearly define the Group's and private assets, and state in our staff handbook that employees are required to properly protect the Group's confidential information and respect the achievements of the research and development of the creators, and prohibited from any forms of unauthorized use, misappropriation or other infringement of intellectual property.

Advertisement and label

Aoyuan Healthy holds sincerity, truth and accuracy as the operating principles of marketing and sales. To be responsible for the customers, the Group strictly refuses to mislead its customers or consumers with false or exaggerated propaganda. The marketing and branding department of the Group strictly monitors the promotion information and materials. The information and materials will be issued to the public upon approval, which is to ensure that the correct information is effectively conveyed. Apart from this, the Group's sales department has also established stringent sales guidelines on providing customers with compliance and lawful service descriptions and information, so as to safeguard customers' legitimate interests.

The Group strictly abides by the Property Law of the People's Republic of China, the General Provisions of the Civil Law of the People's Republic of China and the laws and regulations relating to other property and commercial management services, which require the protection of the personal rights, personal safety, property rights, privacy and intellectual property of consumers, customers and the public. The Group provides high-quality services in accordance with the law to enable customers to enjoy the most secure and reliable healthy lifestyle platform through the above measures. During the Year, the Group did not have any material non-compliance with applicable laws and regulations relating to service quality.

知識產權

奧園健康重視及保護知識產權，本集團作為高端精品企業，擁有自身獨有品牌及商標，我們已經註冊網域名稱及品牌標誌，確保其權威性、統一性及有效獲取社會公眾的一致認同。此外，我們已清楚界定集團及私人資產，並於員工手冊中要求員工必須妥善保障集團的機密資料，並尊重創作者的研發成果，禁止任何形式的擅自使用、非法盜用及其他侵犯知識產權的行為。

廣告與標籤

奧園健康以真誠、真實、真確作為市場推廣及銷售的運作原則，本集團對客戶負責，堅決拒絕以虛假或誇張失實的宣傳手法誤導客戶或消費者。本集團的市場品牌部會對宣傳資訊及物料進行嚴格把關，經審批後方向公眾發布，確保其有效傳達正確資訊。除此之外，本集團的銷售部亦已成立嚴謹的銷售指引，向客戶提供合規合法的服務說明及資料，切實保障客戶的合法權益。

本集團嚴格遵守《中華人民共和國物權法》、《中華人民共和國民法總則》及其他物業及商業管理服務相關的法律法規，法規要求保障消費者、客戶及公眾的個人權利、人身安全、物權、私隱權及知識產權，本集團通過上述措施，依法提供高品質服務，使客戶享有最安心及可靠的健康生活平台。於本年度內，本集團並無任何重大違反與服務品質相關的適用法律法規。

Anti-corruption and Compliant Operation

Anti-corruption and money laundering

Integrity is one of the core philosophies of the Group which sets up a well-established foundation for the integrity compliance of the Group. The Group advocates each employee's honesty and integrity which reflects high standards of business ethics and integrity. The integrity policy of the Group includes the establishment of a comprehensive accountability system and an independent whistle-blowing channel. It standardizes the behavior of employees and operating partners in the activities which are allowed to engaging in and which are prohibited from engaging in. Aoyuan Healthy has also joined the China Enterprise Anti-Fraud Alliance and the Trust and Integrity Enterprise Alliance, and resolutely object to corruption, bribery, extortion, fraud and money laundering and other wrongful acts.

The Group enhances the staff's awareness of integrity through training and education. The Group has also established the Anti-corruption Payment Management Measures, pursuant to which, staff are required to submit the unknown receipts and gifts received by them to the Group for unified handling. In addition, the Group also requires the suppliers to sign the corruption prevention undertakings in order to actively prevent corruption incidents.

The Group's "Eight Major Regulations" (《八大軍規》) clearly sets out the rules for prohibition of violation of laws and regulations, infringement of duties, approval beyond the authority and misappropriation of public funds. Employees must strictly abide by the guidelines. In case of any violation, the Group will, in accordance with the Administrative Measures on Reward and Punishment of Employees (《員工獎懲管理辦法》) and the Administrative Measures on Punishment for Violation of Regulations and Accountability (《違規問責處罰管理辦法》), terminate the labor contracts with employees, who violate "Eight Major Regulations", solicit and accept bribes and use their position to encroach rights of customers, without paying them any economic compensation. Any losses suffered by the Group due to misconduct shall be reimbursed at its discretion. The suspected criminal offence shall be transferred to judicial authorities in accordance with the law.

反貪污及合規經營

反貪污及洗黑錢

誠信作為本集團的核心理念之一，為本集團的廉潔合規建立良好基礎。本集團倡導每一位員工誠實守信，以高水平的商業道德標準及廉潔公正體現誠信原則。本集團的廉潔建設包括制定全面的廉潔問責制及成立獨立舉報渠道，對員工及營運夥伴可以從事和禁止從事的行為進行了規範化管理，同時奧園集團加入了中國企業反舞弊聯盟及陽光誠信聯盟，堅決反對貪污、賄賂、勒索、欺詐及洗黑錢等不當行為。

本集團通過培訓與教育，強化員工的廉潔意識。本集團亦已成立《廉潔款物管理辦法》，員工收到不明款項及禮品須上交給集團統一處理。另外，本集團亦要求供應商簽署廉潔承諾書，以積極預防貪腐事件發生。

本集團的《八大軍規》清晰列明禁止違法違規、職務侵佔、越權審批及公款私用。員工必須嚴格遵守指引，如有違反，本集團將依照《員工獎懲管理辦法》及《違規問責處罰管理辦法》對違反八大軍規、索賄、受賄，利用職權之便侵佔客戶權利的員工解除勞動合同且不支付任何經濟補償。因不良行為造成集團損失，須酌情進行賠償。涉嫌違法犯罪者則依法移交司法機關處理。

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Compliant operation

Aoyuan Healthy places great emphasis on compliance with laws and regulations, and has established an independent legal center to check the legal and compliance work of the Group, to ensure that the daily operation and business decisions of the Group conform to laws and regulations. The legal center's responsibilities include ensuring the soundness of the legal management system; dealing with legal work such as business negotiations and drafting of contracts of the Group; being responsible for the preparation, revision and audit of standard contracts; coordinating legal affairs reported by the Group's headquarters and each business segment; organizing research, training and sharing of legal risks and issues; inspecting the legal work of each business segment and participating in the appraisal of legal personnel; and handling of operation disputes and proposing solutions, etc.

Aoyuan Healthy strictly adheres to the requirements on proper and honest business practice, prohibition on conducting wrongful acts, such as corruption, bribery, money laundering and generating benefits from confusing consumers, collusion and infringement of commercial secrets, under the Anti-Unfair Competition Law of the People's Republic of China, the Criminal Law of the People's Republic of China, the Anti-Money Laundering Law of the People's Republic of China and other anti-corruption related laws and regulations. The Group has operated in accordance with the law through the above measures. During the Year, the Group did not have any material non-compliance with applicable laws and regulations relating to anti-corruption.

合規經營

奧園健康重視依法合規，並已成立獨立的法務中心為本集團的法律及合規工作把關，確保本集團的日常經營運作及商業決定符合法律法規的要求。法務中心的職責包括確保法律事務管理體系的健全；處理本集團的業務談判、合同草擬等法務工作；負責標準合同的編制、修訂及審核；協調集團總部及下屬各業務板塊上報的法律事務；組織法律風險及問題的研究、培訓及分享；檢查下屬各業務板塊的法務工作開展情況並參與法務人員的考核；處理經營糾紛並建議解決方案等等。

奧園健康嚴格遵守《中華人民共和國反不正當競爭法》、《中華人民共和國刑法》、《中華人民共和國反洗錢法》及其他反貪腐相關法律法規中所要求的正當及誠實的經營方式，禁止進行任何不法行為，包括貪污賄賂，洗黑錢，以及混淆消費者、串謀及侵犯商業秘密以獲得利益。本集團通過上述措施，依法治企，於本年度內，本集團並無任何重大違反與反貪腐相關的適用法律法規。

Environmental and Social Risk Management of Supply Chain

As the major operating partners of the Group, the suppliers have a direct impact on the service level of the Group. Therefore, we have adopted a systematic supply chain for storage, evaluation and the standards and principles on cooperation. The Group has formulated tender management measures and supplier management measures to monitor every part of the supply chain which is to ensure that the screening and assessment process is prudent and that a high standard of business ethics can be maintained and the Group is able to select the good operating partners who are committed to be responsible for the environment and society.

With the principles of fairness and impartiality, the Group selects suppliers based on factors such as suppliers' quality of the goods and services, efficiency, qualifications and experience. The Group will also consider the environmental performance of suppliers and give priority to suppliers who are accredited with the environmental management system or have advanced performance in environmental protection. Furthermore, we review the background information of suppliers every six months and grade our suppliers' quality of goods and services. The Group has established a complete supplier database and regularly updates suppliers' information and reviews the results. We enter into the strategic contracts with high-score suppliers for two consecutive years to ensure long-term cooperation. To ensure the service quality of the Group, disqualified suppliers will be removed from the list of qualified suppliers.

OFFERING HEALTHY EMPLOYMENT

The success of Aoyuan Healthy relied on the efforts, dedication and contribution of each employee, whether front-line operation employee or manager of the middle and back office, is regarded as the most important human resources treasure of the Group. The Group has established a comprehensive human resources policy. The Group is committed to providing a united, harmonious, respectful, happy and valuable working environment, enabling employees to achieve self-improvement and healthy development, and strive for excellence together with the Group.

供應鏈的環境和社會風險管理

供應商作為本集團主要的營運夥伴，對本集團的服務水平有直接的影響，因此我們採用一系統的供應鏈入庫、評審及合作標準及原則。本集團已編制招標管理辦法及供應商管理辦法以監管供應鏈的每一環，確保篩選及評估過程謹慎及維持高水平商業道德標準，並能為本集團挑選出優良及願意承擔環保與社會責任的營運夥伴。

本集團貫徹公平公正原則，只按照供應商的貨品及服務質素、效率、資歷及經驗等因素選擇供應商。本集團亦會考慮供應商的環保表現，優先選用獲得環境管理體系認證或於環保方面有先進表現的供應商。此外，本集團每六個月會對供應商的背景資料進行覆核，及對供應商的貨品及服務質素進行評分。本集團已建立完整的供應商資料庫，定期更新供應商資料及評審結果。我們會與連續兩年獲取高分的供應商簽訂戰略合同，確保長期合作關係。為保障本集團的服務質素，表現不合格的供應商會從合資格供應商名單中刪除。

創造健康就業

奧園健康的成功有賴於每一位員工努力不懈、緊守崗位、全誠投入的付出與貢獻，無論是前線營運員工還是中後台的管理人員，本集團均視其為本集團最重要的人力資源寶藏。本集團已建立全面的人力資源政策，致力於提供團結和諧、平等尊重、愉快及有價值的工作環境，使員工能實現自我增值及健康發展，並與本集團攜手追求卓越。

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Staff health and Safety

As a human resources-oriented large property and commercial services group, staff's health and safety are important to us. The Group has established the occupational safety management policy and formulated the division of duties and responsibilities of the safety management personnel to ensure proper implementation of safety work which is to prevent and guard against accidents.

The annual safety duties plan of the Group covers daily fire safety and health work. We hold fire drills every year to make sure our employees are familiar with proper emergency response, emergency exits and fire passages. The Group also requires employees to keep the workplace, storage, parking lots and other areas clean and ensure that the objects are properly in place to avoid blocking the fire passages. Devices, pipes and machinery with potential hazards are subject to regular inspection and maintenance. In addition, due to the Group's concerns on the physical and mental well-being of our employees, we organize physical examinations for our employees, and advocate the correct working postures and the stretching exercise to avoid occupational disease issues caused by repeated processes.

We have also maintained labour insurance, work-related injury insurance and commercial insurance for our employees, including but not limited to group accident insurance, employer liability insurance. In case of work-related accidents, the insurance department will provide assistance to employees to support employees' recovery and treatment and other living expenses as soon as possible.

Aoyuan Healthy strictly complies with the Labour Law of the People's Republic of China and other laws and regulations relating to occupational health and safety, which require the enterprises to establish and improve its workplace safety and hygiene system, to strictly follow the national safety rules and standards, and provide employees with education on workplace safety and health. The Group safeguards the health and safety of its employees through the above measures. During the Year, the Group did not have any material non-compliance with applicable laws and regulations relating to occupational health and safety.

員工健康與安全

作為一間人力資源導向的大型物業及商業服務集團，員工健康與安全的重要性不容置疑。本集團已成立職業安全管理政策，並規劃安管人員的職責及分工，確保妥善執行安全工作，杜絕及預防安全事故發生。

本集團的年度安全工作方案涵蓋日常的消防及健康工作，我們會每年舉辦消防演練，確保員工熟習危急應變方法、逃生出口及消防通道。本集團亦要求員工保持辦公場所、存倉、停車場等地方整潔，物件妥善放好避免堵塞走火通道。有潛在危險的裝置、管道及機械須定期進行檢查保養。此外，本集團關注員工的身心健康，我們會舉辦員工體檢活動，並宣揚正確的工作姿勢及肌肉伸展活動，避免重複工序所引起的職業病問題。

本集團亦已為員工購買勞工保險、工傷保險及商業保險（包含但不限於如團體意外險、僱主責任險）。假設有工傷事故發生，保險部門會盡快為員工提供援助，以支持員工的復康治療及其他生活開支。

奧園健康嚴格遵守《中華人民共和國勞動法》及其他職業健康及安全相關法律法規，法規要求企業建立及完善工作場所的安全及衛生系統，嚴格跟隨國家的安全規則及標準，並對僱員進行工作場所安全衛生教育等。本集團通過上述措施，保障員工的健康及安全，於本年度內，本集團並無任何重大違反與職業健康及安全相關的適用法律法規。

Occupational Training and Development

We are keen on talent training and development. We are committed to inspiring our staff and innovating their potential skills in order to enhance the overall competitiveness of our staff as well as the enterprise. The talent cultivation system of the Group is tailored to the capabilities and skills of the trainees, which is mainly divided into three general groups:

- The AO-STAR training program is applicable to operational staff to focus on the functions and business skills of the staff;
- The “Fly High Plan” (騰飛計劃) is applicable to the middle management personnel of the Company, to establish its management and leadership; and
- Leadership program (領航計劃) is applicable to the senior management, to broaden management’s insight and enhance strategic capability and leadership.

A variety of auxiliary training programs have also been developed by the Group to meet the needs of different training, including providing staff training for new employees, so that they can quickly adapt to the Company and the team, know their own role, understand the enterprise culture and get familiar with the work; arranging mentors to conduct the pre and pro job trainings and share the professional skills of inherit internal experience; encouraging the employees who are familiar with the Group’s business and departments to act as internal lecturers to spread knowledge and skills to others; dispatching employees to participate in external trainings and assist them to obtain professional qualifications and certifications; carrying out internal rotation plan to allow staff to experience the work characteristics and develop all-round skill from different positions in a short time to enhance themselves quickly.

職業培訓與發展

我們熱衷於人才培訓及發展，致力啟發員工思維並拓展潛力，從而提升員工個人及企業整體競爭力。本集團的人才培養體系因應受訓人士所需的能力及技巧而度身訂造，主要分為三大方向：

- 適用於營運員工的AO-STAR培訓計劃，重點培訓員工的職能及業務技術；
- 適用於中級管理人員的騰飛計劃，塑造其管理與領導力；及
- 適用於高級管理層的領航計劃，以擴闊管理人員的視野，強化策略力與領導力。

本集團亦另設多種輔助形式的培訓方案，以顧及不同的培訓需求，當中包括為新上崗員工提供培訓，使新員工迅速融入公司及團隊、清晰自身角色、了解企業文化及適應工作；設立崗位輔導員進行崗前、在崗及專業技能訓練，傳承內部經驗；鼓勵熟悉集團和部門業務的員工擔任內部講師，將知識及技能傳播給其他人；派遣員工參與外部培訓，並協助其取得專業資格及認證；舉辦內部輪崗計劃，使員工能於短時間內體會不同崗位的工作特色及發展全方位技能，快速提升自己。

Environmental, Social and Governance Report

環境、社會及管治報告

Team Spirit

Recruitment, promotion and dismissal

Aoyuan Healthy hopes to attract professionals with the same philosophy as that of our Group, and to build an outstanding team with high quality and efficiency. The Group has established its recruitment management system to identify competent talent through recruitment channels such as internet, talent exchange market, agency firms and graduates recruiting, and developed a detailed background survey and assessment standards guidelines to ensure the matching of job positions and effectively recruit professionals to achieve the strategic goal of the Group's operation. Every staff has at least two career development paths, i.e. management channels and professional technical channels, to provide the staff with horizontal and vertical development. Outstanding staff can be promoted and give full play to their strengths subject to performance appraisal. In addition, the Group has established resignation management measures to regulate the procedures of resignation and safeguard the legitimate rights and interests of the Group and its staff. All the human resources policies of the Group are built on the principle of fairness and justice, and in compliance with ethical and legal regulatory standards, so as to achieve standardized management of our people.

Remuneration and welfare

The employees of the Group are entitled to better salaries and benefits than that offered in the market. The Group determines the fixed salary with reference to industry remuneration benchmarks, the Company's operating conditions and the standard of position and grade. The bonuses on a quarterly and annual basis are granted to employees based on the individual and company performance to ensure the remuneration system is attractive and effective in rewarding employees and motivating them to lead the Group to continuous improvement. In addition to salary, employees are also entitled to statutory benefits such as provident fund, social insurance, physical examination, etc., and additional company benefits, such as meal allowance, transportation allowance, communication allowance, accommodation and other welfare subsidies.

團隊精神

招聘、晉升及解僱

奧園健康希望能吸引與本集團擁有相同理念的專業人才，共同組成一支高質量及高效率的出色團隊。本集團已成立招聘管理制度，通過網絡、人才交流市場、獵頭公司、畢業生招攬等招聘渠道尋找有志之士，並制定詳細的背景調查及考評標準指引，確保人崗匹配，有效地引進專業人才，實現集團經營戰略目標。每位員工至少擁有兩條職業發展通道，分別為管理通道和專業技術通道，使員工得到橫向與縱向的發展。表現優秀的員工經績效考核後，能獲得晉升機會，發揮所長。此外，本集團亦已建立離職管理辦法，以規範離職程序，維護集團及員工的合法權益。本集團的所有人力資源政策均建基於公平公正、合符道德及法例監管標準的原則上，使人才隊伍獲得規範化管理。

薪酬及福利

本集團的員工享有優於市場的薪酬及福利待遇。本集團結合行業薪酬水平、公司經營狀況及職級標準制定固定薪資，並會以季度及年度模式，基於員工個人及公司的績效表現發放獎金，確保薪酬制度具吸引力，有效地回報員工，並能達到激勵作用，推動員工帶領集團持續進步。除了薪資以外，員工亦享有法定福利，如公積金、社會保險、員工體檢等等，並加上額外的公司福利包括餐費補貼、交通補貼、通訊補貼、員工食宿及其他福利補貼等。

Working hours and holidays

The Group places great emphasis on the interests of its employees that we aim to achieve work-life balance for employees and relieving their work pressure properly. Employees working hours are set according to the statutory requirements. Employees are provided overtime leave or cash compensation if they are required to work overtime. In addition, the Group arranges employees' leave in strict accordance with relevant national regulations, which includes public holidays, annual leave, sick leave, marriage leave, family planning leave, compassionate leave, work injury leave, etc. Attendance, holidays, wages and benefits of the employees are also stated clearly in the staff handbook to let each employee fully understand the benefits.

Anti-discrimination, diversity and equal opportunity

The Group, as a responsible employer offering equal opportunity, advocates equal, diversified and non-discriminatory principle, advocates the principles of respect and mutual understanding, and integrates different cultural backgrounds. We establish a harmonious and inclusive working environment by integrating different cultural backgrounds according to the principles of respect and mutual understanding. The Group has established comprehensive and transparent standardised appraisal indicators to select staff based on objective factors, such as their job skills, qualifications, experience, track record and interview performance, so that staff can enjoy the identical opportunities of employment, promotion, performance appraisal and other working opportunities, irrespective of their gender, race, religion, disability, marital or family status. We also strictly oppose all discrimination, harassment, vilification or other conducts which pose a physical or mental threat or injury to our staff. Should any of these misconducts be noticed, we will take disciplinary actions and transfer this case to the law enforcement authorities when necessary.

工時及假期

本集團注重員工權益，力求使員工獲得工作及生活平衡，適當休息舒緩工作壓力。員工的工作時間根據法定要求，如須超時工作則可獲得加班調休或現金補償。此外，本集團嚴格按照國家有關規定安排員工休假，假期包括公眾假期、年休假、病假、婚假、計劃生育假、喪假、工傷假等等。員工的考勤、假期、薪資及福利亦已記錄於員工手冊當中，使每位員工均充分了解福利待遇。

反歧視、多元化及平等機會

本集團作為平等機會僱主，提倡平等、多元化及反歧視，以尊重及互相體諒原則，揉合不同文化背景人士，建立和諧共融的工作環境。本集團已建立全面並具高透明度的標準化評審指標，根據員工的工作技能、資歷、經驗、往績及面試表現等客觀因素進行甄選，使員工不論性別、種族、宗教、殘疾、婚姻或家庭狀況均能享有相同的受聘、晉升、表現評估及其他工作機會。我們亦嚴格反對一切歧視、騷擾、欺凌或其他對員工構成身心威脅或傷害的行為，如有發現，本集團將實行紀律處分，並會在有需要時將案件移交執法機關處理。

Environmental, Social and Governance Report

環境、社會及管治報告

Employee communication

The Group hopes to have two-way communication with its employees, so as to listen to their voices and needs, strengthen their confidence and sense of belonging to the Group through in-depth communication, enhance their morale and create an inclusive and caring working environment. Through work reporting and evaluation, employee interviews and satisfaction surveys, the Group understands employees' opinions on different areas such as business development, employment relationships, job benefits, responsibilities and obligations.

In addition, the Group also organizes a number of staff activities to share happiness with employees during working hours. We regularly hold birthday parties for employees to celebrate their birthday and give birthday gifts. On festivals such as Women's Day, Mid-autumn Festival and Spring Festival, we send greetings to employees and convey the wishes of the whole group. The Party Committee of the Group has also set up an art troupe to welcome employees with performing skills to join. Furthermore, the Group also holds annual meetings and occasionally launches recreational and sports activities to invite employees to participate.

The human resources of Aoyuan Healthy are regulated by the Labor Law of the People's Republic of China and other employment-related laws and regulations, which require the operating units to provide an equal and safe working environment, and the workers with reasonable working hours and rest holidays, as well as the right to obtain remuneration and welfare. Based on the above measures, the Group has clearly implemented the legal requirements.

During the Year, the Group has found that it has not paid the social security and housing provident funds for some employees. The Group has immediately paid the outstanding amounts for the related employees. To strengthen compliance management, the Group also immediately formulated the Labor Law Implementation and Supervision and Control Procedures (《勞動法執行與監督控制程序》), strengthened multi-party monitoring, ensured strict compliance with laws and regulations in the process of employment, purchased Five Insurances and One Fund for employees according to law, provided a good working environment, paid salaries on time, and provided legal training and growth space for all employees.

員工溝通

本集團冀望與員工雙向交流，藉此聆聽員工的心聲及需要，通過深度溝通鞏固員工對本集團的信心及歸屬感，提升員工士氣及造就包容有愛的工作環境。本集團通過工作匯報及評估、員工訪談及滿意度調查形式了解員工對企業發展、僱傭關係、工作待遇、職責及義務等不同範疇的意見。

此外，本集團亦組織多項員工活動，與員工共同分享快樂的工作時光。我們會定期舉辦員工生日會，以慶祝當期生日的員工，並贈送生日禮物；於婦女節、中秋節、春節等節日，我們會對員工進行慰問，傳遞集團上下的心意；本集團黨委亦已成立藝術團，歡迎具表演才藝的員工報名加入；本集團亦會舉辦年會及不時發起文娛體育活動，共邀員工參與。

奧園健康的人力資源受到《中華人民共和國勞動法》及其他僱傭相關的法律法規所規管，法規要求經營單位提供平等及安全的工作環境，勞工享有合理工時及休息假期，以及獲取勞動薪酬及福利的權利。本集團基於以上措施，已明確執行法律要求。

本集團於本年度曾發現尚未為部分員工繳付社保及房屋公積金的個別情況，本集團已即時為有關員工補交金額。為加強合規管理，本集團亦隨即制定《勞動法執行與監督控制程序》，增強多方監控，確保集團在僱傭過程嚴格遵守法律法規，依法為員工購買五險一金，提供良好的工作環境，按時發放薪水，並對全體員工提供法律培訓及成長空間。

Prevention of Child Labor or Forced Labor

The Group respects and protects human rights. We strictly prohibit the use of child labor, illegal labor and forced labor under the Labor Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China and other relevant laws and regulations. During the recruitment process, the Group has conducted detailed background checks and qualifications checks on applicants, and will also check their identity documents to ensure that they meet the legal working age and are eligible for employment. In addition, all employees are required to sign labor contracts with the Group voluntarily and legally. The Group's labour standards are also applied to our suppliers and contractors. We have prohibited the use of illegal labour in commercial contracts to prevent any violation of human rights. Through the above measures, the Group did not have any material violations of applicable laws and regulations related to the prohibition of the use of illegal labors during the year.

CONTRIBUTION TO THE HEALTHY COMMUNITY

Social Donations and Activities

The Group is deeply aware of corporate social responsibility and is committed to giving back to the community through charitable donations and public welfare activities, hoping to improve the quality of life of citizens, bring people closer and build a harmonious neighborhood. The Group has set up public welfare associations, business party branches, Aoyuan Stage of Splendor and other programs to reach out to the masses, organized different activities to help poor families, promoted youth education and provided financial assistance to the community. The Group aims to build an integrated healthy life platform. Therefore, we set up Chinese medicine stores in communities and business districts to promote social mutual support and build a healthy society.

防止童工或強制勞工

本集團尊重並保護人權，我們依照《中華人民共和國勞動法》、《中華人民共和國勞動合同法》及其他相關法律法規規定，嚴格禁止使用童工、非法勞工及強制勞工。本集團於招聘過程已對申請人進行詳盡的背景調查及資歷審查，亦會核對其身份證明文件，確保其符合法定工作年齡，並具就業資格。此外，所有員工均須自願和依法與集團簽訂勞動合同。本集團的勞工準則亦應用於我們的供應商及外判商，我們已於商業合約中列明禁止使用非法勞工，以防止任何違背人權行為。通過上述措施，於本年度內，本集團並無任何重大違反與禁止使用非法勞工相關的適用法律法規。

貢獻健康社區

社會捐贈及活動

本集團深明企業公民責任，並致力通過慈善捐贈及公益活動回饋社會，冀望能改善市民生活質素，拉近人與人之間的距離，共創美滿和洽的鄰社關係。本集團設立公益社團、商圈黨支部、奧園麗舞台等計劃，深入群眾，舉辦不同的活動扶助貧困家庭、推廣青少年教育和向社區提供金錢補助。本集團的目標為全方位構築健康生活平台，因此我們於社區、商圈開辦中醫門店，促進社會互助風氣，營造健康社會。

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In addition to the development of the younger generation and the improvement of rural poverty, the public welfare activities organized by the Group also include the construction of community culture. Over the years, the Panyu Community Party Committee of the Group devotes itself to build a harmonious community by holding five major activities, namely the Aged Day, the Neighborhood's Day, the Children's Day, the Volunteers' Day and the Cultural and Art Festival, to promote the construction of harmonious community, improve the sense of belonging of citizens among community, and strengthen their neighbor relationships. The Panyu Community was awarded by the Ministry of Civil Affairs as a model for the construction of a harmonious community in China, and has been selected as the China intelligence community leader, the "Six Good" safe and harmonious community in Guangdong, the Livable Community in Guangdong Province, the Charity Community in Guangzhou City, the Happy Community in Guangzhou City, Ten Charming District of Guangzhou City, the Civilized District in Guangzhou, the Fusion Demonstration area in Guangzhou, and the first batch of Five-star Security Standards for security precaution of Community in Guangzhou Panyu District and other honorary titles.

This year, the Group launched "With Your Childhood-Enterprise Public Welfare Activities (伴你童行—企業公益活動)" to donate scholarships for Huangge Community, Nansha District, and carry out interesting classroom teaching, as a way of giving back to the community. The Group also regularly organizes staff to teach in poor schools in Leizhou, Lianjiang and Huazhou of Guangdong which brings new educational concepts to those teachers and students in poor areas. In addition, we also actively help the people and employees of the Group who have difficulties and are in need, and donate money to help them. During the year, the Group raised donations to internal employees in need, with a total of 330 people participating and the amount of donations reached HKD\$107,000.

本集團所舉辦的公益活動除了發展年青一代及改善鄉村貧窮問題外，亦包括社區文化建設。多年來集團的番奧社區黨委用心打造和諧社區，通過舉辦長者節、鄰里節、兒童節、義工節、文化藝術節等五大活動，提升居民與身處社區的歸屬感，並強化鄰舍關係，番奧社區曾多次被國家民政部評選為全國和諧小區建設示範，並先後被評選為中國智慧小區領軍、廣東省「六好」平安和諧小區、廣東省宜居小區、廣州市慈善小區、廣州市幸福小區、廣州市十大魅力社區、廣州市文明小區、廣州市融合示範小區、廣州番禺區首批五星級治安防患達標小區等榮譽稱號。

本年度，本集團開展了「伴你童行—企業公益活動」，為南沙區黃閣小區進行獎學金捐贈，開展有趣有益的課堂教學，將獲益回饋社會。本集團亦定期組織員工前往廣東雷州、廉江、化州等貧困學校進行愛心義教，為貧困地區師生帶來新的教育理念。此外，我們亦對集團內有困難、有需要的群眾和員工積極幫助，捐款援助。本年度本集團對有需要的內部員工進行募捐，共有330人參與，捐款額達10.7萬。

PROTECT THE HEALTHY ENVIRONMENT

As the core of sustainable development, environmental protection is implemented in the operational concept of the Aoyuan Healthy. The Group always keeps in mind the protection of natural resources, strives to create a comfortable and pleasant living environment for the community, and leaves the blue sea and sky for the next generation. The Group understands that residential and commercial land are the most important part of human activities, which have significant impacts on the natural environment and ecological resources. Therefore, the Group implements a series of efficient environmental protection measures, shoulders the responsibility for greening, strictly complies with laws and regulations regarding environmental protection, and achieves a win-win situation between humanity and nature by reducing pollution, making good use of resources and cherishing the environment.

Make Good Use of Resources

Energy management

The Group focuses on energy consumption and uses a variety of control measures to reduce energy consumption. We formulate next year's resource saving targets and implementation plans according to the electricity consumption and water consumption in the previous year which effectively reduce energy consumption and control operating costs. The administrative department shall record the data of the water and electricity meter daily and compare the monthly and annual consumption over the corresponding period for energy consumption analysis.

守護健康環境

環保作為可持續發展的核心，貫徹於奧園健康的營運理念當中。本集團時刻謹記保護自然資源，努力為社區締造舒適宜人的生活及居住環境，並為下一代留下碧海藍天。本集團深明住宅及商業用地作為人文活動中最重要的一環，對自然環境及生態資源的影響舉足輕重，因此本集團實施多項高效環保措施，肩負綠化責任，嚴格遵守環保相關的法例法規，通過減少污染、善用資源及愛惜環境，使人文與自然達致雙贏。

善用資源

能源管理

本集團關注能源用量，並以多種控制措施減少耗能。我們會跟據上一年的用電用水等能源消耗情況制定下年度的資源節約目標及實施計劃表，有效減少耗用能源並控制營運成本。行政部門須每日量度水電總表數據，並對比月度及年度的同期用量作能源使用分析。

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We adopt energy-saving devices that conform to the national regulations and standards, avoid using halogen lamps, mercury lamps, iodine tungsten lamps and other high-power lamps as far as possible, and consider the light sources, control circuit and lighting circuit in decoration and maintenance in order to achieve energy-saving. We have also set switching time for electrical machinery and equipment to ensure proper shutdown during holidays without affecting business. The engineers will maintain the equipment according to its operation status, so as to avoid affecting power efficiency due to aging. We keep the indoor temperature at 26 degrees to reduce the energy consumption of air conditioning. In addition, we publicize the energy-saving plan monthly, and encourage owners, tenants and employees to do their best in environmental protection and energy-saving measures and develop good habits.

Water resources management

The Group treasures water and records water consumption properly to formulate water saving plans. All employees are required to work in accordance with the Group's water saving guidelines. Water-saving faucets and sanitary wares are well-equipped. We regularly check water tanks and water pipes to avoid waste caused by leakage. The water supply system will be closed at night and during holidays. We have also installed automated sprinklers, which can cover wider at just the right time than traditional irrigation, and greatly save water. During the Reporting Period, the Group did not find any problem in sourcing water as we use water resources provided by regional governments legally.

我們採用符合國家規定及標準的節能裝置，儘量避免使用鹵素燈、汞燈、碘鎢燈等大功率燈管，並於裝潢及維修時考慮光源、控制線路、亮燈線路等，務求達到節能效果。我們亦已設定用電機械及設備的開關時間，確保在不影響營業的前提下如節慶日假期中適當停用。工程人員會按照設備的運行情況，對設備進行養護，避免因老化而影響用電效能。我們將室內溫度維持在26度，減少空調耗能。此外，我們按月宣傳節能計劃，呼籲業主、租戶、員工做好環保節能措施，養成良好習慣。

水資源管理

本集團珍惜用水，並妥善記錄用水量以制定節省水源計劃，所有員工均須依照本集團的節約用水指引工作。我們配備了節水型龍頭及潔具，定期檢查水箱及水管，避免滲漏所導致的浪費。供水系統在夜間及假期會關閉。我們亦安裝了自動化灑水裝置，比傳統的灌溉覆蓋範圍更廣更定時，並大大節省用水。本集團合法使用地區政府所提供的水源，於報告期間，本集團並無求取適用水源的問題。

Packaging material management

包裝物料管理

Packaging materials are used in our property management services for the purposes of protection and transportation to prevent material damage. As for the environment protection, the Group has adopted the principle of simple packaging and used recyclable packaging materials. The Group's resource consumption data¹ during the Reporting Period was as follows:

我們的物業管理服務中會使用到包裝物料以保護快遞及作運輸用途，防止物料損壞。本集團已採用簡約包裝原則，並使用可回收的包裝物料，對環境負責。本集團於本報告期間內的資源使用量¹如下：

Resource types	Unit	Consumption	Intensity ² (calculated for each management project) 密度 ² (以每一個管理項目計算)
資源種類	單位	耗用量	
Energy			
能源			
Electricity	KWH	45,191,139	645,588
電力	千瓦時		
Natural gas	Cubic metre	120,175	1,717
天然氣	立方米		
Diesel oil	Litre	9,475	135
柴油	公升		
Unleaded gasoline	Litre	15,149	216
無鉛汽油	公升		
Water resources			
水資源			
Water	Cubic metre	1,420,160	20,288
水	立方米		
Packaging materials			
包裝物料			
Wrapping paper	Kilogram	759	10.8
包裝紙	公斤		
Carton	Kilogram	457	6.5
紙箱	公斤		
Blister	Kilogram	10	0.1
吸塑	公斤		

¹ The resource consumption data disclosed in this report include only the energy, water and packaging materials directly used by the property management segment and commercial operation segment of the Group, and do not include the resource data used by third parties such as contractors, tenants and customers.

¹ 本報告所披露的資源消耗數據只包括由本集團經營物業管理及商業運營時所直接使用的能源、水源及包裝物料，並不包括本集團的第三方如外判商、租戶及顧客所使用的資源數據。

² The data sources disclosed in this report are the main property management projects (61) and commercial management projects (9) of the Group at the Report preparation stage, totaling 70.

² 本報告所披露的數據來源為本集團載於報告編制階段的主要的物業管理項目(61個)及商業管理項目(9個)，數量共為70個。

Environmental, Social and Governance Report

環境、社會及管治報告

Cherish the Environment

Tree management and conservation

We value the greening of the park and cherish every plant. We plant green plants in gardens, pedestrian areas and recreational areas to create a natural and harmonious living space. The Group has taken a number of soil and water conservation measures (including regular fertilization and irrigation) to maintain soil moisture and fertility, so that green vegetation and trees can thrive. If there is construction need, we will lay a net on the grass to avoid the erosion of soil caused by dust and human trampling. We also employ experienced horticulturists and tree maintainers for plants cultivation. They will check the growth of the trees and take appropriate protective and maintenance measures to make the plants grow healthily.

Kitchen waste treatment

Household living and business operations produce a lot of kitchen waste every day, so we pay attention to reducing kitchen waste. We post slogans in the staff canteen to encourage employees to cherish food and take appropriate amount of food to avoid waste. We will also remind residents and tenants to reduce kitchen waste. By classifying the sources of kitchen waste, organic resources can be properly utilized for composting decomposition or converting into other useful materials for agricultural and horticultural purposes, so as to achieve the aim of making the best use of things.

Reduce Pollution

Exhaust gas and sewage discharge

The main business of Aoyuan Healthy is property management and commercial operation, which includes security and fire safety management, environmental cleanliness and hygiene, repair and maintenance of facilities and equipment, landscaping of the garden, club management and back office operation, etc. Therefore, it will not produce significant air pollutant emissions.

愛惜環境

樹木管理及保育

我們重視園區綠化，並愛惜一草一木。我們於庭園、行人區域及休憩場所種植綠色植物，創造自然和諧的生活空間。本集團已採取多項水土措施，保持土壤的水份及肥沃，使綠色植被及樹木能茁壯生長，包括定期進行施肥及灌溉。如有施工需要，我們會於草地上鋪上隔離網，避免塵埃及人為踐踏對土壤所造成的侵蝕。我們亦聘請有經驗的園藝師及樹木保養師保育植物，他們會檢查樹木生長狀況及採取適合的防護及保養措施，使植物能健康生長。

廚餘處理

家居生活及商業運營每天製造大量廚餘，我們因此注重減少廚餘垃圾，我們於員工食堂張貼標語，鼓勵員工愛惜食物，適量取用食物，避免浪費。我們亦會提醒住戶及租戶減少廚餘垃圾，通過將廚餘源頭分類，能妥善利用有機資源以進行堆肥分解或轉化為其他有用物料以作農業及園藝用途，達到物盡其用。

減少污染

廢氣及污水排放

奧園健康的業務以物業及商業運營為主，業務營運包括保安及消防安全管理、環境清潔及衛生、設施設備的維修及保養、庭園美化、會所管理及後台的辦公室營運等等，因此並不會產生重大的空氣污染物排放。

The Group places significant emphasis on the potential impact of its operations on air quality. Therefore, the Group has established internal guidelines, including requiring all internal transport or patrol vehicles to comply with EU-6 standards to ensure the compliance with the latest emission standards; using eco-friendly unleaded gasoline to reduce the lead content of vehicle exhaust and avoid the damage of lead to the ecological environment; limiting the use and speed of vehicles, shut down the engine after parking, reduce the production of unnecessary vehicle exhaust; regularly maintaining vehicles, generators and other fuel equipment for energy efficiency improvement and effectively emissions control.

On the other hand, the Group produces sewage when carrying out cleaning and maintaining work, so the amount of sewage discharged³ by the Group during the reporting period is as follows:

Emission type 排放種類	Unit 單位	Emissions 排放量
Sewage 污水	Ton 噸	1,278,143

The Group also strives to reduce waste water discharge and avoid pollution of pure natural water sources. The Group controls the water usage of cleaning and use sewage interception facilities, such as waterproof barriers or catchment ditches, to prevent sewage spillover. The Group also conducts regular inspection and maintenance of drainage pipes and ditches to eliminate leakage of sewage. In the future, the Group will continue to monitor pollutant emissions and closely review the data.

本集團重視業務對空氣質素所造成的潛在影響，因此本集團已成立內部指引，包括要求所有內部運輸或巡邏車輛須符合歐盟六型標準，以確保跟隨最新的廢氣排放標準；使用較為環保的無鉛汽油，以降低車輛廢氣的含鉛量，避免鉛份對生態環境損害；限制車輛用途及車速，並於停車後關掉引擎，減少制造不必要的車輛廢氣；定期對車輛、發電機及其他燃油設備進行保養，提升能源效益，並有效控制排放。

另一方面，本集團於進行清潔及保養工作時會產生污水，因此本集團於本報告期間內的污水排放量³如下：

本集團亦盡力減少廢水排放，避免污染純淨的自然水源。本集團會控制清潔所須的用水量，並使用污水堵截設施，如防水擋或集水溝，以防污水外溢。本集團亦會定期進行排水管及排水溝的檢查及維護，杜絕污水的滲漏問題。未來，本集團會繼續監察污染物的排放情況，並緊密檢察數據。

³ The waste and sewage data disclosed in this report only cover emissions directly caused by the Group's property management and commercial operation, and do not include waste and sewage emissions from third parties such as contractors, tenants and customers of the Group. Among them, the amount of waste is estimated by the amount purchased during the reporting period.

³ 本報告所披露的廢棄物及污水數據只包括由本集團經營物業管理及商業運營時所直接導致的排放，並不包括本集團的第三方如外判商、租戶及顧客的廢物及廢水排放。當中，廢棄物數量以報告期間購買量作推算得出。

Environmental, Social and Governance Report

環境、社會及管治報告

The Group strictly complies with the Environmental Protection Law of the People's Republic of China and other laws and regulations related to pollution discharge, which require enterprises to take measures to prevent and reduce emissions, avoid damage to the ecological environment, and bear legal responsibility for the damage caused. Through the above measures, the Group strives to reduce exhaust gas and sewage to maintain environmental health. During the Year, the Group did not have any material violations of applicable laws and regulations related to environmental emissions.

Greenhouse gas emissions

The Group needs to use electricity, fuel, water resources and paper when providing services, thus directly and indirectly causing greenhouse gas emissions. The Group's greenhouse gas emissions during the Reporting Period are as follows⁴:

本集團嚴格遵守《中國人民共和國環境保護法》及其他污染排放相關的法律法規，法規要求企業採取措施防止及減少排放污染，避免破壞生態環境，並對所造成的損害依法承擔責任。本集團通過上述措施，盡力減少廢氣及污水，使環境健康得以維護。於本年度內，本集團並無任何重大違反與環境排放相關的適用法律法規。

溫室氣體排放

本集團於提供服務時須使用電力、燃料、水資源及紙張等，因此直接及間接地導致溫室氣體排放。本集團於本報告期間內的溫室氣體排放量如下⁴：

Types of greenhouse gas emissions	Unit	Emissions	Intensity ² (calculated for each management project) 密度 ² (以每一個管理項目計算)
溫室氣體排放種類	單位	排放量	
Direct emissions from fuel use (scope 1) 燃料使用直接排放(範圍1)	Tons of carbon dioxide equivalent 噸二氧化碳當量	319	4.56
Indirect emissions from power use (scope 2) 電力使用間接排放(範圍2)	Tons of carbon dioxide equivalent 噸二氧化碳當量	27,201	388.59
Other indirect emissions (including water and paper waste) (scope 3) 其他間接排放(包括用水和紙張廢棄)(範圍3)	Tons of carbon dioxide equivalent 噸二氧化碳當量	958	13.69

⁴ The calculation method of greenhouse gas emissions is determined with reference to Reporting Guidance on Environmental KPIs released by HKEX, China Regional Power Grid Baseline Emission Factors by Ministry of Ecology and Environment of China and Guidelines to Account for and Reports on Greenhouse Gas Emissions for Public Building Enterprises (Trial) by National Development and Reform Commission for the climate changes.

⁴ 溫室氣體排放的計算辦法參照香港交易所《環境關鍵績效指標匯報指引》、中國生態環境部出版之中國區域電網基準線排放因子、中國國家發展和改革委員會應對氣候變化司公布之公共建築運營企業溫室氣體排放核算方法和報告指南(試行)。

The Group treasures all kinds of resources, including energy, water and packaging materials. By minimizing the use, recycling and fully utilizing of resources to avoid depletion of resources, we strive to reduce carbon dioxide footprint to address climate change. For the practical measures of resource management, please see the section of “Make Good Use of Resources”.

Waste disposal

The Group’s waste is mainly harmless waste generated by office administration activities, including paper, ink cartridges and selenium drums. We do not produce significant hazardous wastes, so the data disclosure of hazardous wastes is not applicable. The amount of waste generated by the Group during the Reporting Period² is as follows:

Types of waste 廢棄物種類	Unit 單位	Production quantity 產生量
Ink cartridge 墨水匣	Kilogram 公斤	731
Selenium drums 硒鼓	Kilogram 公斤	276
Paper 紙	Kilogram 公斤	27,418
Plastic water bottles 塑膠水樽	Kilogram 公斤	0.3
Other wastes 其他廢物	Kilogram 公斤	100

The Group tries to use eco-friendly and recyclable office supplies, including recycled paper and refillable ink cartridges. We will process the paperwork electronically in order to reduce the reliance on paper. We encourage employees to print in two-sided form when needed. We also require our employees to classify the waste for subsequent recycling. During the Year, we recycled nearly 11,520 kilograms of paper. We also continue to promote waste reduction and encourage employees, owners and tenants to work with us to support environmental protection and reduce the generation of daily waste. In the future, the Group will continue to seek more feasible emission reduction measures to avoid negative environmental impacts.

本集團珍惜各種資源包括能源、水源及包裝物料，通過減少使用、循環再用及物盡其用以避免耗用資源，減少我們的二氧化碳足印以應對氣候變化。資源管理的實際措施可見「善用資源」部分。

廢棄物處置

本集團的廢棄物主要為辦公室行政活動所產生的無害廢棄物，包括紙張、墨水匣及硒鼓等。我們並不會產生重大的有害廢棄物，因此有害廢棄物的數據披露並不適用。本集團於本報告期間內的廢棄物產生量²如下：

本集團盡量使用環保及可循環使用的辦公室耗材，包括再造紙及可填充式墨水匣。我們將文書工序以電子化方式進行，減少對紙張的依賴，如有需要用紙時，員工須盡量以雙面形式打印。我們亦要求員工將廢棄物分類，以便本集團進行後續的回收處理，於本年度內，我們回收了近11520公斤紙張。我們亦持續進行減廢宣傳，鼓勵員工、業主及租戶與我們一起支持環保，減少製造日常廢棄物。未來，本集團會繼續尋求可行的減排減廢措施，避免對環境的負面影響。

