



綠景(中國)地產投資有限公司

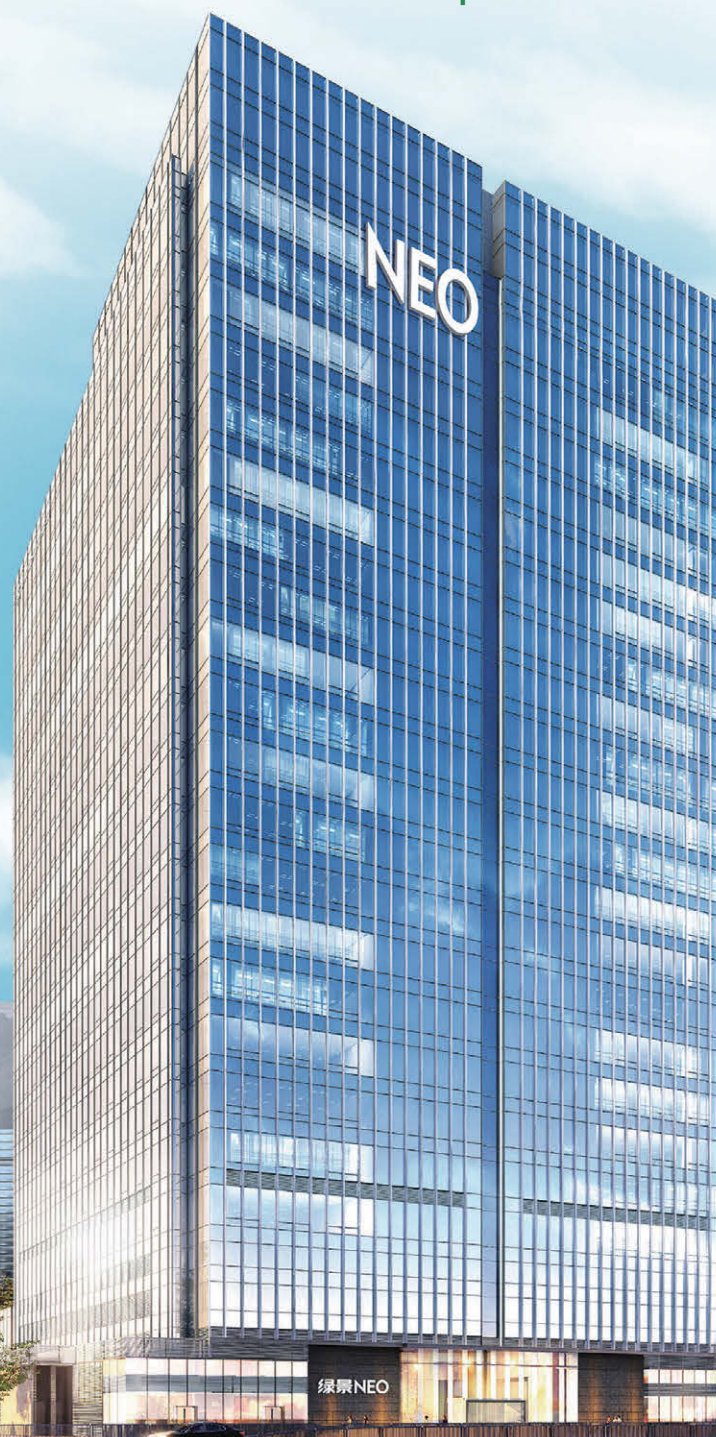
LVGEM (CHINA) REAL ESTATE INVESTMENT COMPANY LIMITED

(於開曼群島註冊成立之有限公司)

(Incorporated in the Cayman Islands with limited liability)

香港聯交所股份代號: 95 HKSE Stock Code: 95

聚力灣區大舊改 打造智慧新城區
Focus on Urban Renewal in the Greater Bay Area,
Develop a Brand New Smart City



2018

Environment, Social
& Governance Report

環境、社會及管治報告

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Environmental, Social and Governance Report

環境、社會及管治報告

About This Report

LVGEM (China) Real Estate Investment Company Limited (hereinafter referred to as “LVGEM (China)” or the “Company”) is delighted to publish its third Environmental, Social and Governance Report. This report is intended to disclose the philosophy and practices of the Company and its subsidiaries (collectively referred to as the “Group” or “we”) in fulfilling the responsibilities in environmental, social and governance (collectively referred to as “ESG”) in 2018 and in responding to the concerns on the materiality issues as raised by key stakeholders.

Reporting Scope

Business Scope: This report covers businesses directly controlled by the Group, including real estate developments and sales, commercial property investments and operations, as well as comprehensive services.

Reporting Period: This report covers the period from January 1, 2018 to December 31, 2018 (hereinafter referred to as “Reporting Period” and “2018”). To enhance the completeness of the report, some of its contents may appropriately be traced forward or backward.

Reporting Guidance

The Group prepares this report in accordance with the principles of materiality, quantitative, balance and consistency as outlined in Appendix 27 *Environmental, Social and Governance Reporting Guide* (hereinafter referred to as “ESG Guide”) of the *Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited* published by the Stock Exchange of Hong Kong Limited (hereinafter referred to as the “SEHK”). This Report complies with the “Comply or Explain” provision in the ESG Guide and disclose the environmental and social impacts from the Group’s business and operational activities.

Confirmation and Approval

The content of this report has been reviewed by the board of directors of the Company (hereinafter referred to as the “Board of Directors”), which assumes full responsibility for the authenticity and effectiveness of the information disclosed and assures the contents of this report are free of any false statements or misleading presentation.

Report Accessibility

This report is available for browsing and downloading at the website of the Hong Kong Exchanges and Clearing Limited (www.hkexnews.hk) and the website of the Company (www.lvgem-china.com).

關於本報告

本報告為綠景(中國)地產投資有限公司(下稱「綠景(中國)」或「本公司」)欣然發佈的第三份環境、社會及管治報告，旨在匯報本公司及其附屬公司(統稱「本集團」或「我們」)於二零一八年度內履行環境、社會及管治(統稱「ESG」)責任所秉持的理念及實踐，並對主要利益相關方所關注的重要議題作出回應。

報告範圍

業務範圍：本報告涵蓋本集團直接控制的業務範圍，包括房地產開發與銷售、商業物業投資與經營及綜合服務。

時間範圍：本報告的時間範圍為二零一八年一月一日至二零一八年十二月三十一日(下稱「報告期」、「二零一八年」)，為增強報告完整性，部分內容適當向前追溯或向後延伸。

編製依據

本集團按照香港聯合交易所有限公司(下稱「香港聯交所」)發佈的《香港聯合交易所有限公司證券上市規則》之附錄二十七《環境、社會及管治報告指引》(下稱《ESG指引》)中的重要性、量化、平衡及一致性原則編製本報告；本報告遵守《ESG指引》所列載的「不遵守就解釋」條文，並相應地闡述本集團業務及運營活動對環境和社會的影響。

批准及確認

本報告經由本公司董事會(下稱「董事會」)審閱並對所載信息的真實性及有效性負責，確保內容不存在任何虛假記載和誤導性描述。

報告發佈渠道

本報告可通過香港交易及結算所有限公司網站(www.hkexnews.hk)及本公司網站(www.lvgem-china.com)瀏覽和下載。

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About LVGEM (China)

As a unique comprehensive real estate developer, LVGEM (China) has positioned itself as a property developer focusing on the Guangdong-Hong Kong-Macao Greater Bay Area and a pioneer in urban redevelopment. Persisting in the “dual-core” strategic planning vision of “Focusing on Core Cities and Cities’ Core Areas” with “Shenzhen-Hong Kong” as the pivotal role, the projects are mainly located in the core areas of core cities in the Guangdong-Hong Kong-Macao Greater Bay Area such as Shenzhen, Hong Kong, Guangzhou, Zhuhai and Dongguan and Pearl River Delta region, achieving good benefits in the social, economic and environmental aspects.

At the same time, the Group makes use of its strengths in strategic layout and resources to propose the strategy of “Focus on urban renewal in the Greater Bay Area, Develop a brand new smart city”, in a bid to develop itself into a benchmark for new smart city developers and operators that are dedicated to the construction of the Guangdong-Hong Kong-Macao Greater Bay Area. LVGEM (China) will tie in with the construction of vibrant world-class city clusters and an international innovation and technology hub as proposed in the Greater Bay Area development strategy. By introducing an innovative development model that integrates technology and real estate through strategic upgrade, the Group will build a smart city benchmark and establishes itself as an industry leader, so as to fuel long-term sustainable growth, create value for cities and reward investors with solid return.

Sustainable Development Strategy

As a corporate citizen, LVGEM (China) has been engaged in business activities conducive to overall social development and dedicated to making cities more vigorous so as to enhance their living environment and quality of life, enable the cities to be better and create higher urban value through urban renewal.

Sustainable Development Management

To further promote and improve the Group's sustainable development and integrate sustainable development strategy into its daily operations, we have established a working mechanism of sustainable development management and the Board of Directors has been assuming the role of highest decision-making body of sustainable development management to provide strategic guidance. The Company and its department heads implement sustainable development related works and report to the Board of Directors, providing them a more comprehensive understanding of sustainable development and ensuring the establishment of an appropriate and effective ESG risk management and internal control system.

Stakeholder Engagement

We attach great importance to demands and suggestions of stakeholders and utilize various channels to communicate effectively with all parties. During the reporting period, the Group actively communicates with stakeholders and identifies important sustainability issues through a materiality assessment, which further helps us to better understand the views and expectations of stakeholders on the Group's environmental and social responsibilities over the past year and assists the Group in developing a sustainable development strategy for the future and responding to the most tangible concerns and expectations from stakeholders.

關於綠景(中國)

作為具有特色的綜合性房地產開發商，綠景(中國)定位為專注於粵港澳大灣區的地產開發商及城市更新先鋒，始終秉持「深耕核心城市，聚焦城市核心」的「雙核」戰略佈局理念，以「深圳—香港」為主軸，項目重點佈局粵港澳大灣區主要規劃城市深圳、香港、廣州、珠海及東莞等珠三角核心城市的核心地區，取得良好的社會效益、經濟效益和環境效益。

同時，本集團憑借自身的佈局優勢和資源優勢，提出「聚力灣區大舊改，打造智慧新城區」的戰略，正努力將自己締造成為銳意助力粵港澳大灣區建設的標桿性智慧新城開發運營商。綠景(中國)將契合大灣區發展戰略，建設充滿活力的世界級城市群、打造國際化創新科技中心的理念，通過戰略升級引入將科技融入地產的創新發展模式，打造智慧城區標桿，成為行業領軍者，以推動企業長期可持續發展，為城市創造全新價值，為投資者提供豐碩回報。

可持續發展策略

綠景(中國)身為企業公民，一直從事有利於整體社會發展的商業活動，通過城市更新致力於使城市更具發展活力，令人居環境和生活品質持續提升，讓城市變得更加美好，創造更高的城市價值。

可持續發展管理

為進一步推動及完善本集團的可持續發展工作，並將可持續發展策略貫穿於日常運營中，我們初步建立了可持續發展管理的工作機制，以董事會為可持續發展管理的最高決策層，為整體管理工作提供戰略指導，由本公司及各中心部門負責人組織本集團可持續發展工作，並向董事會進行匯報，以助董事會對本集團的可持續發展工作有更全面的了解，並確保設立合適及有效的ESG風險管理及內部監控。

利益相關方溝通

我們重視利益相關方的訴求及建議，採取不同渠道與各方進行充分溝通。於報告期內，本集團積極與利益相關方交流，並通過利益相關方調查識別出對利益相關方及本集團最為重要的可持續發展議題，進一步了解各利益相關方對本集團過去一年履行環境及社會責任的評價與期望，從而協助本集團訂立未來可持續發展策略，以及更準確地回應利益相關方最切實的關注及期望。

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環境、社會及管治報告

Step1: Identifying Key Stakeholders and Establishing Communication Channels

The group has established a wide range of effective communication channels with stakeholders to enhance mutual trust and respect and to respond adequately to concerns and expectations of stakeholders.

步驟1：識別主要利益相關方及建立日常溝通機制

本集團與利益相關方建立了廣泛高效的溝通渠道，加強互相之間的信任與尊重，充分回應利益相關方的關注及期望。

Key Stakeholders 主要利益相關方

Communication Channel 溝通渠道

Shareholders and Investors
股東及投資者

- Periodic report, corporate website
公司定期報告、公司官網
- Annual general meeting and results announcement
股東週年大會及業績發佈會
- Investor meeting
投資者會面

Employees
員工

- Employee training
員工培訓
- Daily work meeting
日常工作會議
- Employee interview and evaluation
員工訪談與評價

Customers and the General Public
客戶與公眾

- Complaint channel, customer satisfaction survey
投訴通道、客戶滿意度調查
- Customer networking association named the "LVGEM Club"
客戶聯誼組織「綠憬會」
- Open day for property owners and community activity
業主開放日及社區活動
- Public welfare project execution
公益項目執行

Government and Regulatory Authorities
政府及監管機構

- Public-private partnership
政企合作
- Tax payment, relevant work report
繳納稅款、相關工作匯報

Media
媒體

- Telephone, mail exchange
電話、郵件往來
- Press conference
新聞發佈會
- Open day for media
媒體開放日

Partners and Suppliers
合作夥伴及供應商

- Signing cooperation agreement
簽署合作協議
- Selection, review and management of suppliers
供應商的篩選、審查及管理
- Project execution
項目執行

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Step2: Identifying and Verifying Material Topics

In the light of the “How to Prepare an ESG Report ” issued by SEHK in 2018, the Group has conducted an internal survey that evaluates “the level of impacts on stakeholders” and “the level of impacts on the Company’s business” and has identified 14 environmental and social material topics. Ensuring their alignment with the Group’s sustainability strategy, these material topics will be disclosed in detail in the subsequent sections of this report.

步驟2：識別及驗證重要性議題

本集團參考香港交易所於二零一八年發佈的《如何編備環境、社會及管治報告》，通過展開內部問卷調查，從「對利益相關方的影響程度」及「對公司業務的影響程度」，識別出14項環境及社會層面的重要性議題，並確保符合本集團的可持續發展策略，相關重要性議題將在本報告隨後各章節中進行詳細披露。

- Legal Compliance
- Employee Benefits and Welfare
- Urban Renewal
- Employment and Employees’ Rights
- Employee Training & Development
- Customer Satisfaction
- Intergity Management
- Occupational Health and Safety
- Community Participation and Contribution

- 遵守法律法規
- 員工待遇及福利
- 城市更新
- 僱傭與員工權利
- 員工培訓與發展
- 顧客滿意度
- 廉潔管理
- 職業健康與安全
- 社區參與與貢獻

Social

社會



- Green Design
- Resource Utilization
- Green Operation
- Green Construction
- Protection of Natural Ecological Environment

- 綠色設計
- 資源利用
- 綠色運營
- 綠色施工
- 自然生態環境的保護措施

Environmental

環境



The above environmental and social issues are ranked by order of importance according to the results of the survey

以上環境及社會層面議題按調查結果進行重要性排序

In the future, the Group will further refine its stakeholder survey, continuously assess and evaluate material topics, clarify the focus of disclosure and strengthen sustainable development management.

未來，本集團還將進一步完善利益相關方調查，持續對利益相關方關注之重要性議題進行評估及檢查，並明確信息披露的重點，加強可持續發展管理工作。

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Growing with Partners, Fostering to Success

We understand that the steady development of the Group is inseparable from the trust and support from shareholders, investors, customers, partners, employees and other stakeholders. LVGEM (China) has always maintained a growth momentum, actively making progress in business, accelerating developments, improving industry status and winning recognition from the market, industry and society with its comprehensive strengths.

In May 2018, the Hong Kong LVGEM NEO Project, a landmark building in Kwun Tong, Hong Kong was officially topped out. In 2017, LVGEM (China) acquired the Grade A waterfront office building project located in Kowloon East from Wheelock Properties Limited with transaction value of HKD9.0 billion, representing LVGEM (China) once again entering the Hong Kong market and consolidating the Group's leading position in the commercial property sector as well as its market position and brand influence in the Guangdong-Hong Kong- Macau Greater Bay area.



In July 2018, LVGEM (China) entered into a strategic cooperation agreement in relation to a smart urban region with the world's leading information technology provider, Huawei Technologies Co., Ltd. (hereinafter referred to as "Huawei"), pursuant to which, both parties will unleash their respective strengths for the construction of the real estate and technology smart urban region and the smart ecosystem, so as to continuously boost city vitality and life value and meet the rising demand of urban residents for a humanistic living environment.



In November 2018, LVGEM (China) held the Third Listing Anniversary Celebration Ceremony and Hong Kong LVGEM NEO Leasing Launching Ceremony. The Board of Directors, group management and key strategic partners and investors of LVGEM (China) attend the ceremony.

與夥伴同行，攜手共創佳績

我們深知本集團的穩步發展，離不開股東、投資者、客戶、合作夥伴、員工及其他利益相關方的信任和支持。綠景(中國)始終保持穩步增長勢頭，在業務上積極進取，加速發展，行業地位不斷提高，以綜合實力贏得市場、行業及社會的認可。

二零一八年五月，香港綠景NEO大廈作為香港觀塘區域又一地標性建築迎來了榮耀封頂。綠景(中國)於二零一七年斥資港幣90億元向會德豐地產有限公司收購了九龍東海旁甲級商業大廈專案，標誌著綠景(中國)再次進軍香港市場，同時鞏固本集團於商業物業領域的領先地位及在粵港澳大灣區發展的市場地位和品牌影響力。



二零一八年七月，綠景(中國)與全球著名資訊技術企業龍頭華為技術有限公司(下稱「華為」)簽署智慧城區戰略合作協議，在各自領域充分發揮優勢，打造地產及科技的智慧城區，建立智慧生態，持續提升城市活力和生活價值，滿足城市居民日益提高的人文居住需求。

二零一八年十一月，綠景(中國)召開上市三週年慶典暨香港綠景NEO招租儀式。綠景(中國)董事會、集團管理層及重要戰略合作夥伴、投資人出席了當天盛典。

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Growing with Intelligence, Creating Smart + Green Community

As time progresses and technology advances, the demand for humanistic housing and convenient living experience is on the rise. In line with this, the Group adheres to the strategy of “Develop a brand-new smart city” and adopt the strategic mindset of establishing a technology hub and a humanistic bay area to promote ecological-oriented culture as proposed by the Greater Bay Area strategic development plan. The Group has joined hands with Huawei to bring forward the strategic concept of “Building a Smart City Benchmark”. Leveraging on the technical strengths of our partner, along with our extensive experience in urban renewal projects, the Group will give full play to all parties’ capabilities in the open platform for introducing high-quality technology and building smart urban regions, in a bid to establish a convenient, high-tech and replicable benchmark of new smart urban regions and to continuously create social, environmental and economic benefits.

Building Smart Communities

Smart technologies have been integrated into people’s clothing, food, housing and transport. By integrating these technologies into the traditional real estate business model, LVGEM (China) is committed to creating a replicable and exemplary smart city benchmark. With the signing of a strategic cooperation agreement with Huawei in October 2018, the two parties are working diligently together to utilize the Internet of Things, big data, cloud computing, artificial intelligent and other cutting-edge technologies to integrate virtual and physical space. Focusing on LVGEM (China)’s mega urban renewal projects, we will carry out in-depth cooperation in the multi-dimensional design and system implementation, provide forward-looking, stable and systematic technologies to create a future-oriented “Smart and Connected City” platform, maximizing the full potential of both LVGEM (China) and Huawei in promoting smart communities. In addition, LVGEM (China) will optimize the physical space through virtual space integration in urban operation management, consolidating smart applications on security, transportation, energy efficiency, assets and commercial operation.

與智能同行，打造智慧+綠色城區

隨著時代發展與科技進步，居民對人文居住需求與便利化生活體驗需求日益提高，本集團堅持「打造智慧新城區」的戰略，在大灣區發展戰略規劃提出的打造科技中心，共建人文灣區，推進生態文明戰略思想指引下，聯手華為，提出「打造智慧新城區標桿」的戰略理念。本集團藉助合作方於科技領域之優勢，配合自身於城市更新項目之豐富經驗，各施所長，形成開放平台，引進優質技術，打造智慧城區，建立起便利化、科技化、可複製的智慧新城區標桿，持續創造社會效益、綠色效益、經濟效益。

創造智慧城區

現如今，智能科技已經融入到人們的衣、食、住、行生活中，綠景(中國)將科技融入傳統房地產模式，致力於打造出可複製的「智慧城市」標桿。隨著二零一八年十月與華為簽訂戰略合作協議，雙方將攜手運用物聯網、大數據、雲計算、人工智能等先進智慧手段，將虛體及實體融合，以綠景(中國)超大型舊改項目為重點，在智慧城區頂層設計、系統落地實施等多維度開展深度合作，提供具有前瞻性、穩定性及系統性的技術，打造面向未來的「智慧之城、萬聯之城」智慧城區平台，最大程度發揮雙方在「智慧城區」發展的推動作用。此外，綠景(中國)將在城區運營管理中，通過虛擬空間優化實體空間，在虛擬城區整合安防、交通、能效、資產與商業運營等智慧應用。



“Facial Recognition Surveillance System”



「人臉識別系統監控」

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Urban Renewal Projects

Rapid urbanization has led to the decline in available land resources in highly developed cities and, thus, urban renewal plays an increasingly important role in urban construction and landscape upgrade. Leveraging on more than 20 years of experience in urban renewal, the Group will further upgrade into a creator of new smart cities. With the strategy of “Focus on urban renewal in the Greater Bay Area, Develop a brand new smart city”, the concept of smart urban regions is applied to existing urban renew projects with major renewal projects as the vehicle, introducing the innovative development mode of integrating science and technology into real estate, continuously enhancing the vitality and life value of urban space, and striving to bring joyful lives to the residents.

Urban renewal project – LVGEM Mangrove Bay No. 1

LVGEM Mangrove Bay No. 1 is the most iconic urban renewal project of the Group in recent years. The project is located in the Futian central business district, Shenzhen, with convenient access to transportation and superior geographical location. Through urban renewal, LVGEM (China) aims to maintain a harmonious relationship between “people, architecture and the environment”. The building podium is designed to be surrounded by public space, forming a stylish and modern commercial landscape. At the overhead level, a green space is arranged, which is joined by the surrounding park landscape and the waterscape of Shenzhen Bay to create a comfortable and pleasant living environment. Street networks are integrated to create a development space, ecological and visual corridor and green walking system of the whole area.



Urban renewal project – Zhuhai Dongqiao Village

According to the *Zhuhai Urban Renewal Masterplan 2013-2020*, Dongqiao Village of Xiangzhou District is located in a key area of urban renewal. The project planning strategy is an integrated ecological compound concept, focusing on the construction of social, economic and administrative ecological systems while paying attention to natural ecological construction.



城市更新項目

隨著城市化進程的加快，城市可供開發土地資源逐漸減少，城市更新作為城市建設與容貌升級的途徑之一，其重要性與日俱增。本集團立足於自身二十多年城市更新經驗，將通過全面戰略升級成為智慧新城的締造者，在「聚力灣區大舊改，打造智慧新城區」的戰略引領下，使智慧城區概念應用於現有的城市更新項目上，以大型舊改項目為載體，引入將科技融入地產的創新發展模式，持續提升城市活力和生活價值，努力為居民構建喜悅生活。

城市更新項目－深圳市紅樹灣壹號

綠景紅樹灣壹號是本集團近年來最具代表性的城市更新項目，其位於深圳市福田區中心商業區，交通便利，地理位置優越。綠景(中國)通過城市更新，目的在於處理好「人、建築、環境」三者的協調關係。裙房周圍佈置了公共綠化空間，形成時尚現代的商業景觀氛圍。在架空層規劃了集中開放的綠地，與周圍的公園景觀、深圳灣水景景觀互相滲透，共同形成舒適宜人的居住環境。結合路網構建整個區域的開發空間、生態與視覺通廊及綠化步行體系。



城市更新項目－珠海市東橋村

根據《珠海市城市更新專項規劃2013-2020》，香洲區東橋村正位於城市更新的重點地區。該項目規劃策略為多方融合的生態復合理念，注重自然生態建設的同時，關注社會、經濟、政務生態體系的構建。



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Through urban renewal, LVGEM (China) is committed to transforming Dongqiao Village into a multi-functional hub with mountains and water landscape and building a desirable living community with vitality. This project not only provides a new pleasant experience in the city of Zhuhai, but also serves as an exploration of urban ecology and a meritorious urban renewal project.

綠景(中國)通過城市更新，致力於改造東橋村為集聚多樣功能，打通山水脈絡，建設集活力軸心、複合生態於一體的宜居樂活社區，踐行珠海時尚宜居新體驗、城市生態新探索、城市更新新典範。

Hong Kong LVGEM NEO Project

The Energizing Kowloon East Office initiative launched by the Hong Kong government aims at creating the second central business district in Hong Kong and using East Kowloon as a pilot area for development of a smart city. It interweaves the concept of smart, innovative and sustainable development to strengthen the surrounding ecological construction, promote integration of business and innovation and lay a solid foundation for the development of a green central business district.

The Hong Kong NEO Building is proudly located in the heart of Kowloon East Financial Street. Its completion marks the successful landing of the "NEO" brand in Hong Kong. The project is positioned as a financial technology center integrating health, green, culture and scenery, creating a scenic office space with human care. With the mainland technology platform, the project will introduce the world's most advanced intelligent management system. With the technological advantages of Shenzhen, LVGEM (China) is expected to attract a great number of financial technology firms, which coincides with the Hong Kong government's plan to develop a technological innovation industry.

香港綠景NEO



香港政府「起動九龍東」計劃，旨在九龍東開創香港第二個核心商業區，並以九龍東作為智慧城市的試點，以智慧、創新和可持續發展為主軸，強化周邊生態建設和科創投入，推動多項以人為本的措施，締造智慧型的綠色核心商業區。

香港綠景NEO大廈傲居九龍東金融街中心位置，其落成標誌著綠景「NEO」品牌在香港的成功落地，該項目定位為集健康、綠色、人文及場景於一體金融科技中心，積極打造具備人文關懷的場景式辦公共用空間。依託內地科技平台，該項目將引入世界先進的智能化管理系統。綠景(中國)借助深圳這座科技之城的優勢，有望引入不少金融科技類企業入駐，此舉與香港政府推出的發展科技創新產業的計劃亦不謀而合。

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The Hong Kong LVGEM NEO Project is designed by Ronald Lu & Partners, a renowned architectural firm in Hong Kong. The design of the project has granted the LEED for Core & Shell Pre-certification (Platinum) by the U.S. Green Building Council, and the Provisional Gold Certification of BEAM Plus New Buildings (Vol. 1.2) by the Hong Kong Green Building Council.



香港綠景NEO大廈的建築設計出自香港知名建築師事務所呂元祥建築師事務所(Ronald Lu & Partners)之手，整體建築設計獲得美國綠建築協會能源與環境先導設計結構體版LEED的預審白金級認證，並獲得香港綠色建築議會綠建環評1.2版(新建築) Beam Plus暫定金級認證。

Compared with the energy consumption of similar commercial buildings in Hong Kong¹:

與香港本地同體量商用建築耗能相比¹：

3,582,091KWh of electricity saved

節省用電量3,582,091千瓦小時

Equivalent to: A reduction of 2.525 tons of CO₂ per year
A saving of HK\$4.5 million in electricity cost per year²

等同於：每年減少二氧化碳排放量約2.525噸
每年節省電費約\$4.5百萬港元²

6.83 million liters of portable water saved

節省食水每年約6.83百萬公升

Equivalent to: 2.7 nos. of Olympic-sized swimming pools of water
31,000 persons' water consumption per day

等同於：2.7個奧運標準游泳池的水容量
3.1萬人口的日耗水量總和

Adhering to the green office concept, the Hong Kong LVGEM NEO is committed to meeting the new standards of green building in terms of architectural planning and design through the following environmental protection measures:

秉承綠色辦公理念，香港綠景NEO在建築規劃設計上，通過以下環保措施致力於達到綠色建築新標準：



¹ The following data were calculated and provided by an independent sustainability consultant commissioned by the LVGEM Hong Kong NEO project.

¹ 以下數據由香港綠景NEO項目委託獨立可持續發展顧問計算及提供

² Estimated as per CLP's electricity tariff in 2018: <https://www.clp.com.hk/zh/customer-service/frequency-asked-questions/2018-electricity-tariff>

² 根據中電二零一八年的電價估算：<https://www.clp.com.hk/zh/customer-service/frequency-asked-questions/2018-electricity-tariff>

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Growing with Environment, Guarding Green Homeland

As an enterprise with corporate social responsibility, the Group has always insisted in achieving a balance between business development and environmental protection, and endeavors to being a supporter of the green environment. We integrate the concept of ecological civilization into architectural design, construction and daily business operation, and constantly explore the synergy among people, architecture and the environment.

Green Design

In all aspects of design, construction and operation, our projects are strictly in compliance with national laws and local regulations such as the *Environmental Protection Law of the People's Republic of China*, the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes*, the *Law of the People's Republic of China on Energy Conservation*, the *People's Republic of China Clean Production Promotion Law*, the *Urban Construction Waste Management Regulations*, the *Guangdong Urban Waste Management Regulations* and the *Shenzhen Special Economic Zone Construction Project Environmental Protection Regulations*. The Group has also formulated internal control policies, plans and measures such as the *Engineering Management System* and the *Safe and Civilized Construction* to effectively reduce hazardous wastes, improve energy efficiency, mitigate environmental negative impact, and protect the nature and natural resources.

We are committed to promoting green development through modern technology, pollution reduction, natural resources conservation and recycling, thereby reducing the overall environmental impact. With the promotion of prefabricated buildings by the state and the publication of the *Guiding Opinions of the General Office of the State Council on the Development of Prefabricated Buildings*, policies have also been introduced at local level to promote the development of prefabricated buildings. Through studies and exchanges with industry peers, the Group has formulated the *Workflow Plan for the Implementation of Prefabricated Parts*, which aims at promoting the innovation of construction methods that are applicable, economic, safe, green and aesthetic, so as to conserve resources and energy, reduce construction pollution and improve labor productivity, product quality and safety.

Green Construction

The Group conducts environmental impact assessment for each project during the construction and operation phase in accordance with the *Environmental Impact Assessment Law of the People's Republic of China*, the *Environmental Protection Management Regulations for Construction Projects* and other relevant documents. For identified impacts, we adopt environmental protection measures to reduce impacts on the environment and natural resources.

與環境同行，守護綠色家園

作為一家具有社會責任感的企業，本集團始終堅持在實現業務發展和環境保護之間取得平衡，爭做綠色環境的擁護者。我們將生態文明的理念融入建築設計、建築施工和日常營運中，不斷探索人、環境、建築的和諧共生。

綠色設計

本集團項目在設計、施工及運營的各個環節，均嚴格遵守《中華人民共和國環境保護法》、《中華人民共和國固體廢物污染環境防治法》、《中華人民共和國節約能源法》、《中華人民共和國清潔生產促進法》、《城市建築垃圾管理規定》、《廣東省城市垃圾管理條例》及《深圳經濟特區建設項目環境保護條例》等國家及地方性法律法規，並制定《工程管理制度》、《安全文明施工》等內部管控政策，計劃和措施來有效減少有害廢棄物的排放，提高能源綜合利用效率，以減少對環境造成的負面影響，力所能及地保護自然生態和天然資源。

我們致力於綠色發展，通過現代化的技術，減少相關污染排放、天然資源損耗，並提升資源的循環利用，從而減少對自然環境造成的重大影響。隨著國家對裝配式建築的大力推廣，《國務院辦公廳關於大力發展裝配式建築的指導意見》的出台及各地陸續出台政策鼓勵裝配式建築的發展，本集團通過考察學習和與同業交流，制定了《裝配式項目實施流程圖》，旨在按照適用、經濟、安全、綠色、美觀的要求，推動建造方式創新，以達到節約資源能源、減少施工污染、提升勞動生產效率和質量安全水平。

綠色施工

本集團根據《中華人民共和國環境影響評價法》、《建設項目環境保護管理條例》及有關文件規定，對各項目在施工期和運營期進行環境影響評價，並針對所識別出的環境影響採取環保措施，以降低其對環境及天然資源所造成的影響。

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Construction Dust Control:

- Set up continuous and closed enclosures, temporary dumping yards to pile up muck and conduct regular sprinkling;

Construction Noise Control:

- Arrange reasonable construction plan, machinery and construction hours to avoid construction activities at noon and night;
- Select low-noise machinery and enhance management;

Construction Waste Gas :

- Use fuel generators with higher efficiency and light diesel;
- The flue gas is discharged through a dedicated flue to the roof after dust removal treatment;

Construction Wastewater and Domestic Sewage:

- Oil and sand are separated from construction wastewater;
- Domestic sewage enters the municipal sewage network and sewage treatment plant for treatment;

Solid Waste:

- Construction spoil, waste, etc. are transported to designated storage locations in a timely manner;
- Set up dedicated containers to collect household waste;
- Daily garbage disposal, dust removal and disinfection at the garbage station;
- Set up an independent ventilation facility, the exhaust gas is discharged after purification and deodorization, and the exhaust vent is led to the green belt.

Green Operation

The Group has always adhered to an environmental and social friendly operating model and is committed to creating a healthy, comfortable, energy-saving, environmental friendly and intelligent working and living environment. In 2018, the Group continued to advocate the concept of energy conservation and environmental protection, actively promote citizens, residents and tenants to have a sustainable lifestyle, especially in reducing waste and energy consumption has achieved gratifying results.

Through establishment of the *Office Environment Management* and the *Household Waste Removal policies*, the Group manages the environmental, health and hygiene issues to create a comfortable and healthy working environment for employees. We actively promote the paperless policy and encourage employees to use digitized office tools. With the launch of OA (Office Automation) system, various businesses have realized online documentation and approval functions, effectively reducing the use of paper. Meanwhile, we posted "Save Paper" signs next to each printer, reminding employees to reduce resources consumption.



針對施工揚塵：

- 設置連續及密閉的圍擋，設置臨時堆放場堆放渣土，定期進行灑水等；

針對施工噪聲：

- 合理安排施工計劃、施工機械設備以及施工時間，避免在午間和夜間施工；
- 選擇低噪音設備，加強管理；

針對施工廢氣：

- 採用高效率燃油發電機，使用輕柴油作為燃料；
- 對煙氣經除塵處理後由專用煙道引至樓頂排放；

針對施工廢水及生活污水：

- 施工廢水進行隔油、沉砂；
- 生活污水進入市政污水網管，進入污水處理廠進行處理；

針對固體廢物：

- 施工棄土、建築垃圾等及時運往指定的收納地點；
- 設置專用容器收集生活垃圾；
- 垃圾運轉站生活垃圾每日清理，噴霧除塵，噴灑消毒液消毒；
- 設立獨立的通風設施，排出的氣體通過淨化除臭處理後排放，排風口引至綠化帶。

綠色運營

本集團始終秉持環境與社會友好的運營模式，致力於營造健康、舒適、節能、環保、智能的工作和生活環境。於二零一八年，本集團持續倡導節能環保理念，積極帶動居民、住戶、租客踐行可持續發展的生活方式，尤其在減少廢棄物排放及節約能耗方面取得了可喜的成果。

本集團通過建立《辦公環境管理》、《生活垃圾清運》，對日常辦公過程中的環境、健康、衛生問題進行合理管控，致力於為員工創造舒適、健康的工作環境。我們積極倡導無紙化辦公，鼓勵員工使用信息化辦公工具，隨著OA系統（辦公室自動化）的上線，各類業務紛紛實現線上文件借閱和審批功能，有效減少了紙張的使用。與此同時，我們在各打印機設備旁均張貼「節約用紙」的標識，時刻提醒員工減少資源使用。

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In 2018, the LVGEM Property Management Company established an ecological, recycling and sustainable urban domestic waste treatment system for the purpose of building a waste sorting and resource utilization operation mechanism that is led by the management company but participated by all residents. We have obtained the ISO14001 environmental management system certification, and formulated a series of internal management systems, such as the *Solid Waste Management Procedures*, the *Waste Sorting and Reduction Implementation Plan*, etc., which clearly specify domestic waste, general waste and hazardous waste with standardized treatment procedures. In addition, we actively carry out a waste sorting initiative "Waste sorting for beautiful environment" in various residential projects and implement environmental education in waste sorting for residents.



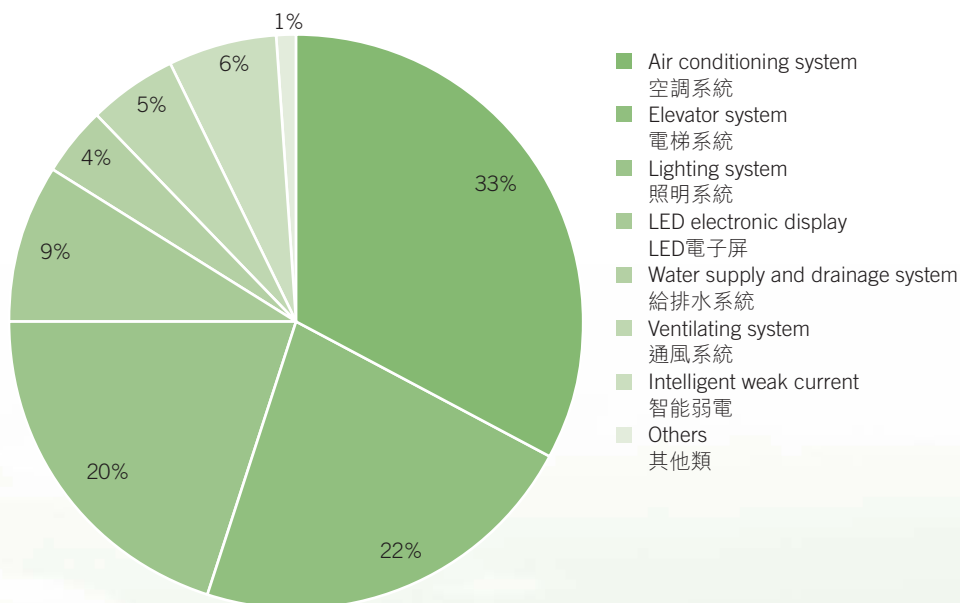
We always believe that environmental protection is an essential part of achieving environmental, social and economic sustainable development. The Group analyzes its energy consumption based on operation and market dynamics, and gradually upgrades and renovates major energy consumption equipment and facilities. Through a series of energy conservation and consumption reduction measures, we focus on creating better environmental, social and economic benefits.

於二零一八年，綠景物業公司以建設生態、循環、可持續的城區生活垃圾處理系統為宗旨，構建物業主導、全民參與的垃圾分類和資源利用運行機制，取得了ISO14001環境管理體系認證，並制定了一系列內部管理制度，如《固體廢棄物管理程序》、《垃圾分類和減量實施方案》等，其中針對生活垃圾、一般生產廢棄物、危險性廢棄物等進行明確劃分，並設立標準化處理程序。此外，我們在各物業小區積極開展「垃圾分一分，環境美十分」的垃圾分類倡導活動，對居民實行垃圾分類的環保教育活動。



我們始終相信環境保護是實現環境、社會、經濟可持續發展的重要環節，本集團根據自身運營情況以及市場動態，科學地分析自身能源消耗情況，逐步更新改造主要能源消耗設備設施，並通過一系列節能降耗措施，著力創造更好的環境效益、社會效益和經濟效益。

NEO-A Building Public Equipment Energy Consumption Ratios Analysis
NEO-A棟公共設備能耗佔比分析圖



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In 2018, the Group has made energy conservation and consumption reduction as one of its key tasks to reduce operating costs. In order to optimize energy-saving, all commercial operation projects have conducted analysis on energy consumption ratios of public equipment (as shown in the following figure) and adopted a series of energy-saving and consumption-reducing measures such as upgrading lighting equipment to LED, enhancing air-conditioning operation management, managing power supply distribution and elevator equipment, which all have achieved remarkable results. Based on statistics, the public areas of four business operation projects of the Group have achieved a total saving of 300,025 kWh of electricity and 10,589 tonnes of water, lowering operation costs by RMB1.02 million.

Responding positively to the national policy of energy conservation and emission reduction, low-carbon and environmental protection, LVGEM Jinjiang Hotel strengthened its environmental management and underwent major retrofits to upgrade its heating system, ice-storage air-conditioning system and lighting system, and also set up a reward system to realize environmental and economic benefits of energy conservation and emission reduction. In 2018, LVGEM Jinjiang Hotel's energy expenditure only occupied 3.9% of its revenue, which is about 5% lower than that of similar hotels, creating considerable economic benefits for the hotel.

於二零一八年，本集團已將節能降耗作為降低運營成本的重點工作之一，為實現節能優化，各商業運營項目均進行公共設備能耗佔用比例分析(如下圖所示)並採取節能降耗措施，通過更換LED燈具等照明設備，加強空調運行管理，供配電及電梯設備管理等一系列舉措，取得了顯著的成果。據統計，二零一八年本集團商業運營的四個項目的公共區域合計節約電量300,025度，節約水量10,589噸，節省經費人民幣102萬元。

為積極響應國家大力提倡節能減排，低碳、綠色環保的方針政策，綠景錦江酒店針對酒店熱水系統改造升級、中央空調冰蓄能改造工程、照明節能改造等重大技術改造工程以及加強節能培訓和管理，設置獎勵制度，以達到節能減排的環境效益、經濟效益。於二零一八年，綠景錦江酒店能源支出費用僅佔酒店營業額的3.9%，相比同規模酒店低5%左右，為酒店創造了可觀的經濟效益。



Hotel Room Water Saving Sign
酒店客房節約水資源標識

In the future, LVGEM Jinjiang Hotel will continue to implement projects by adopting new materials, technologies and process that are green, environmentally friendly, low-carbon and smart, and thereby fulfilling its responsibility and duty of low-carbon, environmental protection and sustainability advocated by the nation.

未來綠景錦江酒店將不斷推行更新改造的工程項目，力求採用新型綠色、環保低碳、智慧等新材料、新技術、新工藝，為國家倡導低碳、環保以及人類可持續發展肩負應有的責任和義務。



Ice-storage Air-conditioning Retrofitting



中央空調冰蓄能改造工程

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Growing with Employees, Fostering Career Development

Employees are the foundation and most precious resources of LVGEM (China). Every step of our development is filled with employees' efforts and wisdom. Under the guidance of "Sincerity builds enterprise, honesty builds man", the Group always pursues development, innovation and mutual assistance of employees, and is committed to building an efficient, equal and diversified workforce.

Talent Acquisition

In the process of employee recruitment and management, the Group strictly abides by the *Labor Law of the People's Republic of China*, the *Labor Contract Law of the People's Republic of China* and other laws and regulations, and formulates the *Human Resources Management System*, the *Recruitment Management System*, the *Remuneration and Welfare Management System* and the *Attendance and Holiday Management System*, which reasonably regulate the human resources management of the Group, including recruitment, dismissal, remuneration and benefits, working hours and holiday management. We uphold the principle of equality, voluntary, diversity and anti-discrimination, and adhere to relevant laws and policies and respect talents, professions and privacy by prohibiting any discriminatory provisions on fair recruitment, such as "nationality, ethnicity, gender, region, language and religious beliefs". The Group also strictly abides by the relevant provisions of the *Law of the People's Republic of China on Protection of Minors* and the *Prohibition of the Use of Child Labor*, and never employs any underage or forced labor. Upon recruitment, new employees are required to submit authentic and valid identification documents and other relevant supporting documents for verification. During the reporting period, there was no reported case of child labor and forced labor in the Group.

The Group provides highly competitive remuneration and benefits package to all employees. In addition to benefits required by national laws such as social insurance, housing provident fund and statutory leaves, we also provide a wide range of company-specific benefits and subsidies, such as commercial insurance, employee medical examination, overtime-pay, employee travel and team building, etc. During holidays, we organize employees to participate in various welfare activities, comprehensively considering their needs and enhancing their sense of belonging.

Foster Talent

Around the Company's core values, we build a comprehensive talent training system and are committed to providing employees with a development platform in which they could achieve self-worth. The Group has established the *Training Management System* to standardize the establishment of the training system, promote the implementation of various business standardization, and encourage employees to comprehensively improve their professional skills, management skills, professional ethics and the power of execution.

The Group provides employees with a wide variety of basic and advanced training, including new employee orientation courses, corporate culture courses, institutional procedure courses, basic modeling courses, basic professional skill courses, and middle- and high-level management skill upgrading courses. We conduct training and learning through various forms such as lecture, group discussion, case study and field training with external or internal instructors, and therefore meeting the needs of business development and employee improvement. In 2018, a total of 1,612 employees of the Group participated in training sessions. The total number of training hours was 2,090 hours, and the number of training hours per person was 1.3 hours.

與員工同行，引領全員發展

員工是綠景(中國)的立業之本，亦是最寶貴的資源財富。我們的每一步發展，都凝聚著員工們的心血與智慧。在「精以立業，誠以立人」的企業信念指引下，綠景(中國)始終奉行開發、創新、互助的員工關係，致力於打造高效、平等、多元化的員工團隊。

吸納良才

本集團在員工招聘及管理過程中，嚴格遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》等法律法規，並制定《人力資源管理制度》、《招聘管理制度》、《薪酬福利管理制度》、《考勤與假期管理制度》等相關政策文件，合理規範本集團的人力資源管理工作，包括招聘及解僱、薪酬及福利、工作時間及假期管理等內容。我們秉持平等自願、多元化、反歧視的招聘原則，一概不設立「國籍、民族、性別、地域、語言及宗教信仰」等有悖公平就業的歧視性規定，堅持遵守法律、遵守制度、尊重人才、尊重專業、尊重隱私的用人原則。同時，本集團嚴格遵守《中華人民共和國未成年工保護法》、《禁止使用童工規定》等國家相關規定，決不聘用未成年人和強制勞工。於入職時，新員工須提交真實、有效的身份證件等其他相關證明文件以供查驗。於報告期內，本集團並未發生招聘童工和強制勞工的違規情況。

本集團為全體員工提供具有市場競爭力的薪酬與福利，除國家法定福利，包括：社會保險、住房公積金、法定休假等外，我們亦提供一系列公司特色福利，如：商業保險、員工體檢、加班薪酬、員工旅遊、團隊建設等一系列福利及補貼，並以節日為節點組織員工參與形式多樣的福利活動，全方位考慮員工的需求，提升員工的歸屬感。

培育人才

我們圍繞公司核心價值觀，構建完善的人才培養機制，致力於為員工提供廣闊的發展平台，引領全員實現自我價值。本集團通過設立《培訓管理制度》規範培訓管理體系的建立，促進各業務標準流程的落地執行，幫助員工全面提升自身的專業能力、管理能力、職業道德修養以及執行力。

本集團為員工提供多種基礎類和提升類的培訓，包括：新員工入職培訓課程、企業文化類課程、制度流程類課程、基礎素質模型培訓課程、基礎專業能力課程、以及中高層管理能力提升課程等。我們通過授課式、小組討論、案例分析、實地培訓等多種形式開展培訓學習，並邀請外部培訓講師或內部講師進行講解，從而滿足業務發展和員工綜合素質的提升需求。於二零一八年，本集團共有1,612名員工參與培訓，總培訓時數達2,090小時，人均受訓時數1.3小時。

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In 2018, the LVGEM Promotion Team conducted 12 tour lectures at 10 subsidiaries, in which more than 390 management and core business personnel participated. The highly esteemed 2018 training series focused on leadership, employee behavior, performance management and efficient team execution.



In 2018, the Group held the first “Manager Transition course” with the theme of “Working and Striving Together”, which aims to improve and consolidate the construction of talent teams, and provide management talents for the future development of the Group.

Employee Caring

We attach great importance to the occupational health and safety of our employees and strengthen their safety awareness as well as relevant preventive measures. In 2018, the Group carried out 36 occupational safety trainings in which 720 employees participated.



In order to enhance employees’ fire safety awareness and provide employees with fire safety prevention capabilities, in 2018, the Group organized on-site fire drills and demonstrated the use of various fire-fighting equipment, further improving employees’ awareness of fire evacuation and fire-fighting equipment.

於二零一八年，綠景宣講團先後赴10家子公司巡迴宣講12場，共計390餘名管理層及業務骨幹參加此培訓。二零一八年培訓主題圍繞領導力、員工行為及履職管理、打造團隊高效執行力等豐富內容，獲得了參訓人員的一致好評。



於二零一八年，本集團首次舉辦「幹部轉型班」，旨在通過「齊心協力·共同奮進」主題的培訓課程，完善和鞏固人才梯隊的建設，為本集團未來發展培養後備管理人才。

關愛員工

我們高度重視員工的職業健康與安全問題，加強培養員工的安全意識、防範措施。於二零一八年，本集團共開展36次職業安全培訓，參與培訓人次達720次。



為增強員工的消防安全意識，提供員工的消防安全防範能力，於二零一八年，本集團組織員工開展了現場消防演習活動，通過演示各類消防器材的使用，教導員工們親自操作，進一步提高了員工對消防逃生和消防器材使用的認識。

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In addition, the Group has formulated operational manuals such as *the Guidelines for Civilized Construction Management*, *the Guidelines for Project Engineering Inspection*, *the Emergency and Emergency Response Plan* and *the Safety Organization Management System* for improving the quality of construction project management and standardizing corrective and preventive measures to eliminate potential safety hazards and quality risks. The engineering inspection of safety and civilization include safety protection, safe use of electricity, mechanical equipment, on-site fire protection, material stacking, etc. to ensure the safety environment of construction site. In 2018, the Group did not have any work-related injuries and fatalities cases occurred.

To promote physical and mental health of employees, strengthen their physical fitness, and foster communication, the Group strongly promotes sports activities, organizes various sports competitions, and cultivates employees' Olympic sports spirit. From June to September 2018, the Group held the "LVGEM Cup" badminton and table tennis competitions, showcasing the athletic skills and friendship of employees on the field.



Growing with Quality, Promoting Stable Operation

For more than 20 years, the Group has been focusing on the Greater Bay Area. Centering on "Shenzhen-Hong Kong", it has put emphasis on core districts in core cities of the Pearl River Delta, such as Shenzhen, Hong Kong, Guangzhou, Zhuhai and Dongguan, and launched various top-notch projects that are widely acclaimed by industry peers and consumers. In the meantime, the Group attaches great importance to customer needs, strictly control product quality, improve service standard and continuously create social and economic benefits to ensure the stable operation of the Group.

Quality Assurance

Quality is the fundamental guarantee for the development of an enterprise. Having developed real estate projects for years, the Group insists in strict quality control system from construction to delivery and conscientiously implements product quality supervision and management. To ensure product quality, the Group has established a sophisticated project management and inspection system and strictly controlled the quality of construction projects during construction to deliver quality projects.

另外，本集團針對施工項目制定了《文明施工管理工作指引》、《項目工程巡檢工作指引》、《應急和應急響應方案》、《安全組織管理制度》等操作手冊，提升項目工程管理質量，規範整改和預防控制措施，消除潛在的安全隱患與質量風險。工程巡檢安全文明檢查內容包括：安全防護、安全用電、機械設備、現場消防、材料堆放等，保障施工現場的安全環境。於二零一八年，本集團並未發生任何工傷以及因工作關係而死亡的案例。

為促進員工的身心健康，加強身體素質，增進交流互動，本集團大力推動員工體育活動，組織各類體育競賽，激發員工的奧林匹克運動精神。於二零一八年六月至九月，本集團分別舉辦了「綠景杯」羽毛球賽和乒乓球賽，展現了員工們精彩的球技，見證了賽場上的友誼。



與品質同行，促進穩健經營

本集團一直重點佈局大灣區，二十多年來，以「深圳—香港」為主軸，重點佈局在深圳、香港、廣州、珠海及東莞等珠三角核心城市的核心區域，打造了一系列備受業界與消費者認可的優質項目。同時本集團以客戶需求為出發點，嚴格控制產品質量，提升服務水準，持續創造社會效益及經濟效益，保障本集團的穩健經營。

保障質量

質量是企業發展的根本保障。本集團深耕地產開發項目多年，堅持做好質量體系嚴格把關，從施工到交付，認真落實產品質量監督與管理工作。為保障產品質量，本集團建立了完善的工程管理體系和檢查制度，嚴格把控工程建設質量，共同打造精品工程。

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To effectively manage and control project quality, the Group strictly complies with national and local laws such as the *Compulsory Provisions for Engineering Constructions of the People's Republic of China (Building Construction)*, the *Unified Standard for Construction Quality Acceptance of Construction Engineering* and the *Engineering Measurement Specifications* to formulate the *Guidelines for Quality Management of Construction Engineering*, ensuring that the quality of construction projects meets the relevant national and local specifications and technical standards of design drawings. During the construction phase, the Group implemented the product measurement according to the *Guidelines for the Quality Measurement Operation of Engineering Entities*, objectively and faithfully reflecting quality level at each stage and promoting timely improvement of quality to achieve quality goal. To improve project quality management, the Group has formulated the *Guidelines for Project Inspection* to eliminate potential safety hazards and quality risks through on-site rectification and preventive and control measures, ultimately improving both project quality and customer satisfaction. Meanwhile, we have also introduced the *Guidelines for Quality Accident Handling* to classify the quality problems that have occurred and regulate the quality issue handling procedures at different levels in order to eliminate the impact of quality accidents.

Quality Services

Customer satisfaction has always been our service goal. We constantly optimize our service level based on customers' demand, bridge the gap and improve service quality through customer satisfaction surveys to ensure the Group's market competitiveness and brand reputation. Through formulation of the *Brand Management System*, the Group improves the standardization management level of its brand and realizes the effectiveness and efficiency of brand management. We strictly standardize and manage the use of "brand's core visual symbols", including both Chinese and English names, trademarks, brand logos, etc. to protect the image of the Group and avoid trademark or other "brand's core visual symbols" being infringed. Meanwhile, in accordance with the *Advertising Law of the People's Republic of China*, the Group strictly regulates advertising and labeling of products and services to avoid misleading the public.

To provide customers with a convenient communication channel, and thus comprehensively improve the product quality and service quality of the Group, we have formulated the *Guidelines for Customer Service 400 System Management* for customer service management, which clarifies handling procedures for customer feedback such as inquiries, complaints and compliments. In response to customer complaints, we have developed a tier management system for complaint handling, in which complaint cases are categorized, ranked and handled by specialized personnel. We also weekly review the progress of handling process with a monthly response rate of nearly 100%.

In 2018, the Group conducted a customer satisfaction survey for customers of LVGEM Jinjiang Hotel to understand the gap among service standard, service delivery, equipment facilities and customer expectations, and to improve service quality. The customer satisfaction of LVGEM Jinjiang Hotel in 2018 reached 92.33% with high brand loyalty. In the future, we will strive to improve service quality based on customer feedback.

Defending interest of customers and safeguarding their information has always been the focus of the Group. During the reporting period, the Group strictly abides by the *People's Republic of China Cyber Security Law*, the *Internet Information Services Management Measures* and other laws and regulations. We have also formulated the *Information Security System Management System*, the *Information Operation and Maintenance System*, the *Security Incident Prevention, Response and Handling Mechanism Work Guidelines* to effectively prevent any accidents of network and information security from occurring and maintain the privacy and commercial interest of the Group's customers and partners. The Group has established an information security responsibility system, formed a network and information security emergency leadership team and standardized network and information security reporting system as well as supervision system.

為有效管理和控制工程質量，本集團根據《中華人民共和國工程建設標準強制性條文》（房屋建築部分）、《建築工程施工質量驗收統一標準》、《工程測量規範》等國家及地方法律法規，制定《建築工程質量管理工作指引》，以確保建築工程質量符合設計圖紙、國家及地方的有關規範和技術標準。在建設階段，本集團根據《工程實體質量實測操作工作指引》，實行產品實體質量測量，客觀真實地反映項目於各階段的工程質量水平，促進實體質量的及時改進，進而達到一次性合格的目標。為提升項目管理質量，本集團設有《項目工程巡檢工作指引》，通過現場問題整改和預防控制措施的跟蹤落實，消除潛在的安全隱患與質量風險，促進本集團開發的產品質量和客戶滿意度的持續提升。與此同時，我們亦設立《質量事故處理工作指引》，針對已發生的工程質量問題進行分級處理，規範不同級別的質量問題處理程序，以求消除質量事故帶來的影響。

優質服務

客戶滿意始終是我們追求的服務目標，我們以客戶需求為導向，不斷優化自身服務水平，通過客戶滿意度調查進行差距彌補和提高服務質量，以保障本集團的市場競爭力和品牌美譽度。本集團通過制定《品牌管理制度》，提升品牌規範化管理水平，實現品牌管理的效用性和效率性。我們針對本集團的中英文名稱、商標、品牌標識語等「品牌核心視覺符號」的操作使用進行了嚴格規範化管理，以保障本集團的形象，避免發生商標或其他「品牌核心視覺符號」被侵權或盜用。與此同時，本集團按照《中華人民共和國廣告法》，嚴格規範有關本集團產品及服務的廣告宣傳及標識使用，避免令大眾消費者產生誤導性判斷。

為提供客戶便捷的溝通渠道，從而全面提升本集團的產品質量及服務質量，我們針對客戶服務管理制定了《客服400系統管理工作指引》，其明確了各類詢問、投訴、表揚等客戶反饋的處理操作規範。針對客戶投訴，我們制定了投訴處理流程升級管理，針對不同投訴情況進行分級處理，協調對口專業負責人持續跟進，每週例行檢查任務處理進度，每月回復及時率需達到100%。

於二零一八年，本集團針對綠景錦江酒店客戶進行客戶滿意度調查，從而了解在服務標準流程、服務傳遞、設備設施等與客戶期望之間的差距，進而提升服務質量。二零一八年綠景錦江酒店的客戶滿意度達92.33%，客戶總體滿意度及品牌忠誠度較高。未來我們將根據具體調查情況，努力完善及提高服務水平，令客戶滿意。

維護客戶利益，保障客戶信息安全始終是本集團的重點工作。於本報告期，本集團嚴格遵守《中華人民共和國網絡安全法》、《互聯網信息服務管理辦法》等法律法規，制定《信息安全系統管理制度》、《信息化運維制度》、《安全事件預防、響應與處理機制工作指引》，切實有效的預防網絡與信息安全事故的發生，維護本集團客戶、合作夥伴的隱私和商業利益。本集團已建立信息安全責任制，成立網絡與信息安全應急領導小組，規範網絡與信息安全報告制度及監督管理制度。

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Win-win Cooperation

The Group attaches great importance to the continuous and friendly cooperation with its suppliers and ensures the leading strengths and high level of corporate social responsibility of suppliers, in order to achieve compliance and mutual benefits in the cooperation process to fulfill environmental and social responsibilities. In accordance with the *Bidding and Tendering Law of the People's Republic of China*, the Group has formulated the *Engineering Purchasing Management System*, the *Supplier Inspection Work Guidelines*, the *Engineering Purchasing Management System* to regulate supplier management, examine supplier behavior and stipulate inspection procedures.

In the process of supplier inspection, in addition to examining their business qualifications and service experiences, we also pay great attention to their professional qualifications, safety production license, energy conservation certification, organizational structure and other capacities. Suppliers who have been in bribery cases or have significant economic, safety and environmental incidents that may cause economic or reputation losses to the Group will not be considered.

In 2018, the Group had a total number of 307 suppliers, and the number of suppliers by region is shown in the following graph:

合作共贏

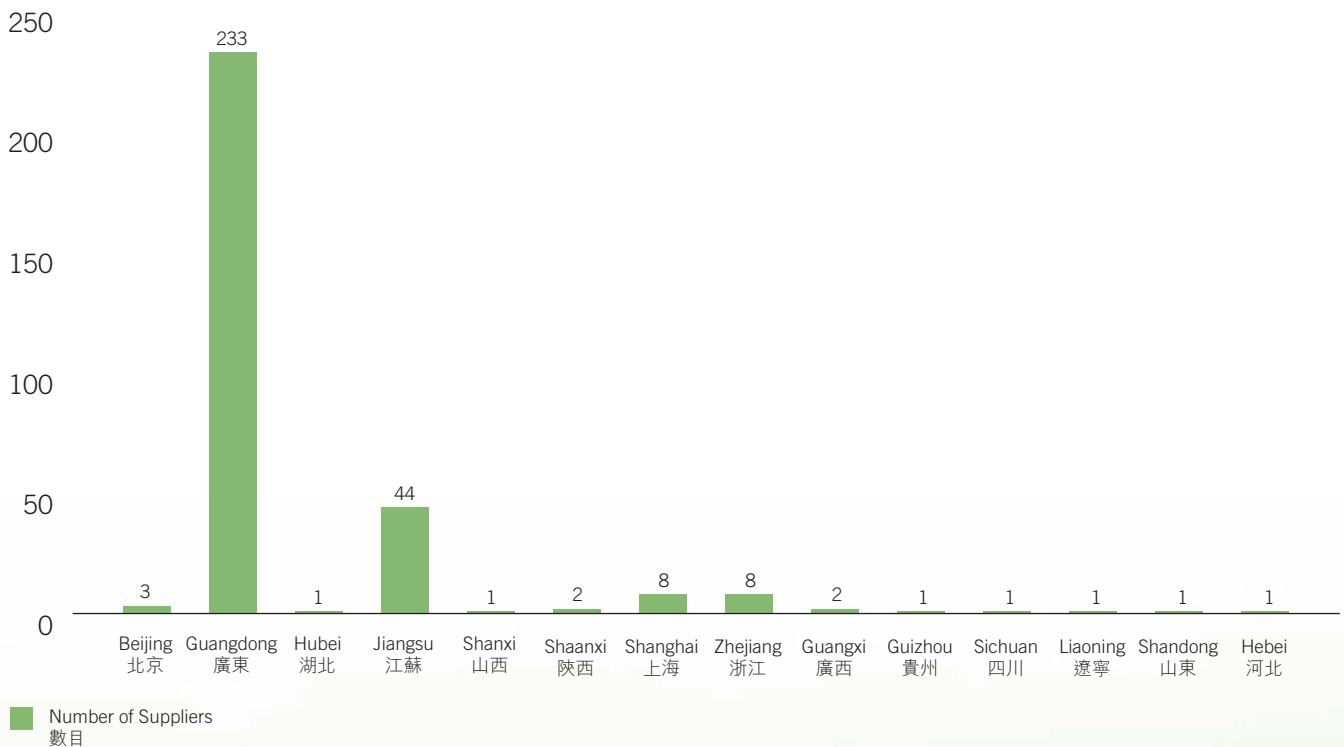
本集團重視與供應商夥伴的持續、友好合作，確保供應商的行業領先實力和高度的企業社會責任感，以實現雙方在合作過程中的守法合規、互利互惠，攜手履行對環境和社會的責任。本集團按照《中華人民共和國招標投標法》制定了《工程採購管理制度》、《供應商考察工作指引》、《工程採購管理制度》等制度流程，以規範供應商管理，考察供應商行為、明確考察程序。

我們在考察供應商的過程中，除考察其經營資質和服務經驗外，亦十分重視其專業資質證書、安全生產許可證、節能認證、組織架構等綜合能力。如遇行賄或出現重大質量、安全及環境事故等會對本集團造成經濟損失或聲譽影響的供應商，將不予以考慮。

於二零一八年，本集團的供應商數量總計為307個，按供應商屬地劃分的數目如下表所示：

Number of Suppliers by Region

按地區劃分的供應商數目



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Integrity Management

We always believe that integrity management is the eternal driving force to achieve sustainable development of enterprises. The Group strictly abides by the *Criminal Law of the People's Republic of China*, the *Anti-Money Laundering Law of the People's Republic of China*, the *Anti-Unfair Competition Law of the People's Republic of China*, the *Regulations on Prevention of Bribery* and other laws and regulations. The Group has formulated the *Internal Auditing System*, the *Management System for Supervision and Reporting* and the *Employee Behavior and Performance Management System* to strengthen corporate governance and internal control, standardize business operation and create a pleasant working environment with integrity, self-discipline and compliance. In addition, we strongly promote a law-abiding work style to safeguard the legitimate rights and interests of enterprises and shareholders.

In order to prevent, investigate and reduce all inappropriate, illegal and fraudulent behaviors within the Group, we strongly encourage employees and external affiliates to report misconducts that may negatively impact the Company, either in real-name or anonymous basis. Meanwhile, we provide complaints and whistleblowers with a wide variety of reporting channels such as telephone, email, letter, interview, etc. The audit and monitoring department of the Group strictly manages reported information and handles reported incidents. In 2018, the Group did not receive any lawsuits with regard to corruption or bribery.

Hotline: 0755-23625015
Email: ljsjczx@lvgem-china.com
Address: Audit and Monitoring Department,
55th Floor, NEO Building,
6011 Shennan Avenue,
Futian District, Shenzhen

While continuing to improve the corresponding management systems, we also attach great importance to strengthening employees' professional ethics. With the introduction of the *Employee Behavior and Performance Management System*, the Group organized a number of training and symposiums on professional ethics and implemented training and counselling on integrity culture and related management system by the Group's senior management, human resources department and legal affairs department.

Growing with Society, Caring for Community

Giving back to the community with gratitude, the Group is committed to fulfilling its corporate social responsibility by working in parallel with society, paying close attention to social issues and integrating social development requirements into its corporate practices. The Group utilizes its own resources and competitive advantages to actively carry out various community activities and enhance friendly community relations, and in doing so, continuously promotes social progress.

While committing to the development of its own business, the Group also pays attention to its dedication to the society and actively organizes and participates in various public welfare activities. According to the statistics, the Group's public welfare donations in 2018 amounted to RMB4.742 million. In 2018, we launched a variety of community care activities in various communities, covering a wide range of topics including environmental protection, safety, tourism, parent-child relation, sports, festival celebration, concerts, and reading clubs, so as to draw neighbors together and build a friendly community.

廉潔管理

我們始終相信誠信經營是實現企業可持續發展的永恒動力。本集團嚴格遵守《中華人民共和國刑法》、《中華人民共和國反洗錢法》、《中華人民共和國反不正當競爭法》、《防止賄賂條例》等法律法規，並制定了《內部審計制度》、《監察與舉報管理制度》、《員工行為及履職管理制度》等內部制度，加強公司治理和內部控制，規範業務運營，以營造良好的內部環境，廉潔自律、遵紀守法的工作作風，維護企業和股東的合法權益。

為預防、查處和減少本集團於經營過程中的各種不當、違規或舞弊行為，我們鼓勵員工及與公司經營相關的外部關聯人，對損害公司利益的不當行為採取實名制或匿名舉報。與此同時，我們為投訴、舉報人員提供電話、電郵、信件、面談等多種舉報方式，並由本集團審計監察中心嚴格管理舉報信息，處理舉報事件。於二零一八年，本集團並未收到任何有關貪污賄賂的訴訟案件。

熱線電話：0755-23625015
郵件地址：ljsjczx@lvgem-china.com
通信地址：深圳市福田区
深南中路6011號
NEO大廈55樓
審計監察中心

在持續完善相應管理制度的同時，我們亦重視加強員工的職業道德素養。隨著《員工行為及履職管理制度》的出台，本集團組織了多場有關職業道德操守的培訓、座談會等，並由集團高級管理層、人力資源中心、法律事務中心及相關部門就廉潔文化及相關管理制度展開培訓和輔導。

與社會同行，心繫社區關懷

飲水思源、回報社區。本集團堅持履行企業的社會責任，與社會同行，高度關注社會問題，將社會發展需求融入企業實踐中，利用自身資源與優勢，積極開展各類社區活動、助力社區友好發展，持續推動社會進步。

本集團在致力於自身業務發展的同時，注重自身對社會的奉獻，積極組織參加各類公益活動。經統計，本集團於二零一八年內的公益捐贈累計人民幣474.2萬元。於二零一八年，我們在多個社區開展了豐富多彩的社區關愛活動，主題涵蓋廣泛，包括環保、安全、旅遊、親子、運動、節日慶典、音樂會、讀書會等，以此拉進鄰裡之間的關係，攜手共建友好社區。

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“Beautify my Community, Beautify my LVGEM”

In 2018, in order to strengthen the environmental construction of communities and enhance the service awareness of all staff of the property service department on improving community environment, several service centers of the Group have organized the environmental protection activity named “Beautify my Community, Beautify my LVGEM” to clean trash in green areas, making efforts to improve the community environment together.



Care for the Elderly Living Alone Activity

In February 2018, in order to enhance the sense of responsibility and promote the traditional virtues of respecting the elderly, the management office of LVGEM Lanwan Peninsula organized volunteers to participate in the activity of comforting the elderly living alone. During the event, the volunteers visited the elderly living alone, chatted with them, told stories, read books and newspapers, carried out psychological comfort, and delivered care and blessings for them.

“Zoll Cup Child Star Dream Show” – Children’s Talent Contest

In April 2018, LVGEM Zoll International Garden Shopping Center and Shenzhen International Cinema held the finals of “Zoll Cup Child Star Dream Show” Children’s Talent Contest. The successful hosting of the “Zoll Cup Child Star Dream Show” Children’s Talent Contest inspired the sense of participation of our property owners’ families, enriched the lives of citizens, built a beautiful stage for the display, study and exchange of children’s art, and promoted the comprehensive quality of teenagers in Huazhou.



「美我社區 • 靚我綠景」

於二零一八年，為加強社區的環境建設，提升物業服務中心所有員工對社區環境提升的服務意識。本集團多個服務中心組織開展了「美我社區 • 靚我綠景」，綠化帶垃圾、雜物大掃除的環保活動，攜手為提升社區環境做出努力。



關愛空巢老人活動

於二零一八年二月，為增強責任意識，弘揚尊老敬老的傳統美德，綠景藍灣半島管理處組織志願者參加慰問孤寡老人活動。活動中，志願者們親臨獨居老人家中，陪老人聊天，講故事、讀書讀報，實行心理撫慰並送上慰問品，為獨居老人送上關心與祝福。

「佐鈴杯童星夢想秀」— 少兒才藝大賽

於二零一八年四月，綠景佐鈴國際花城購物中心攜手深影國際影城在佐鈴商業街舉辦「佐鈴杯童星夢想秀」少兒才藝大賽總決賽。本次「佐鈴杯童星夢想秀」少兒才藝大賽的成功舉辦，激發了我們的業主家庭的參與感，豐富了化州市民的生活，為化州市少兒藝術展示、學習、交流搭建了絢麗的舞台，為推動化州市青少年綜合素質的提升做出了貢獻。



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“Care for Welfare Institute with Love”

In August 2018, Shenzhen NEO organized staff representatives to carry out the “Care for Welfare Institute with Love” activity in Shenzhen Children’s Social Welfare Center, providing children with care and warmth. Children are the future and hope of the country. Shenzhen NEO always adheres to the fulfillment of corporate social responsibility and accountability, actively participates in various social welfare activities, and establishes extensive contacts with social welfare organizations, promoting the development of social welfare and children’s welfare.

“Let the World be Full of Love” – Charity Gala

In November 2018, the charity gala organized by LVGEM Yijia Science and Technology Park raised over RMB100,000 from caring enterprises and individuals, which will be used to subsidize local poor students in Qiannan, Guizhou to help them complete their education.



“Cycling Around Meilin” Activity

In December 2018, on the occasion of the second anniversary of the establishment of LVGEM Zoll Hongwan Shopping Center, the “Cycling Around Meilin” activity was held, which advocated community residents to choose low-carbon and environmentally friendly ways to travel, effectively demonstrating LVGEM Hongwan spirit of basing on the community, serving the community and deepening the community.

「情系福利院，與愛同行」

於二零一八年八月，深圳NEO組織員工代表前往深圳市社會福利中心兒童福利院開展「情系福利院，與愛同行」愛心活動，為福利院兒童送去關懷與溫暖。兒童是國家的未來和希望，深圳NEO始終堅持踐行企業的社會責任與擔當，積極參與各類社會公益活動，與社會公益組織建立廣泛聯繫，為推進社會公益事業及兒童福利進步發展助力。

「讓世界充滿愛」—公益晚會

於二零一八年十一月，綠景溢佳科技園慈善公益晚會共募集到愛心企業、愛心人士捐贈的善款約人民幣10萬餘元，善款將用於資助貴州黔南當地貧困學子，幫助其完成學業。



「環梅林騎行」活動

於二零一八年十二月，綠景虹灣購物中心成立兩周年之際舉行了「環梅林騎行」活動，該活動倡導社區居民選用低碳環保的出行方式，有效展現了綠景虹灣立足社區，服務社區，深入社區的精神風貌。

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2018 Sustainable Development Performance

Environmental Performance

During the reporting period, we collected environmental data on emissions and resource consumption in the Shenzhen office area (located in Shenzhen LVGEM NEO building, with 6 floors of self-occupied office).

二零一八年可持續發展表現

環境績效

於本報告期，我們統計了總部深圳辦公區域(位於深圳綠景NEO大廈，共有6層屬於自用辦公)在排放物和資源使用方面的環境數據。

Indicator	名稱	Unit	單位	Data in 2018 二零一八年數量	Data in 2017 二零一七年數量
Air Pollutant Emissions^{3,4}	大氣污染物排放量^{3,4}				
NO _x Emissions	氮氧化物(NO _x)	kg	千克	10.44	12.93
SO _x Emissions	硫氧化物(SO _x)	kg	千克	0.68	0.69
CO Emissions	一氧化碳(CO)	kg	千克	213.71	250.98
PM _{2.5} Emissions	細顆粒物(PM _{2.5})	kg	千克	0.93	1.08
PM ₁₀ Emissions	可吸入顆粒物(PM ₁₀)	kg	千克	0.94	1.09
Resource Consumption and Intensity⁵	資源消耗量及密度⁵				
Electricity Consumption	電力消耗總量	kWh	度	964,687	901,660
Electricity Consumption Intensity	電力消耗密度	kWh/person ⁶	度/人 ⁶	1,848.06	1,095.58
Water Consumption ⁷	總耗水量 ⁷	Tonnes	噸	4,574	4,400
Water Consumption Intensity	總耗水密度	Tonnes/person	噸/人	8.76	5.35
Natural Gas Consumption ⁸	天然氣消耗總量 ⁸	Cubic meter	立方米	19,961	/
Natural Gas Consumption Intensity	天然氣消耗密度	Cubic meter/person	立方米/人	38.24	/
Gasoline Consumption (Vehicle)	汽油消耗總量(汽車)	Liters	升	45,437	/
Gasoline Consumption Intensity (Vehicle)	汽油消耗密度(汽車)	Liters/vehicle	升/車輛	3,029.15	/
Greenhouse Gas Emissions and Intensity⁹	溫室氣體排放量及密度⁹				
Emissions from Vehicle (Scope 1)	車輛溫室氣體排放(範圍一)	Tonnes	噸	104.44	105.57
Emissions from electricity Consumption (Scope 2)	電力使用溫室氣體排放(範圍二)	Tonnes	噸	508.49	475.26
Total Emissions of Greenhouse Gas ¹⁰	總溫室氣體排放量 ¹⁰	Tonnes	噸	612.93	580.83
Total Emission Intensity of Greenhouse Gas ¹¹	總溫室氣體排放密度 ¹¹	Tonnes /person	噸/人	1.17	0.71
Hazardous Wastes Production and Intensity¹²	有害廢棄物產生量及密度¹²				
Production of Waste Batteries ¹³	廢電池產生量 ¹³	kg	千克	1.20	9.32
Production Intensity of Waste Batteries	廢電池產生密度	kg/person	千克/人	0.002	0.01
Production of Waste Toner	廢硒鼓產生量	kg	千克	6.00	17.00
Production Intensity of Waste Toner	廢硒鼓產生密度	kg/person	千克/人	0.01	0.02
Production of Waste Cartridges	廢墨盒產生量	kg	千克	6.00	9.25
Production Intensity of Waste Cartridges	廢墨盒產生密度	kg/person	千克/人	0.01	0.01
Production of Waste Fluorescent Tubes	廢熒光燈管產生量	kg	千克	18.80	/
Production Intensity of Waste Fluorescent Tubes	廢熒光燈管產生密度	kg/person	千克/人	0.04	/
Non-hazardous Wastes Production and Intensity¹⁴	無害廢棄物產生量及密度¹⁴				
Production of Waste Plastic Bottles	廢塑料瓶產生量	kg	千克	255.00	266.50
Production Intensity of Waste Plastic Bottles	廢塑料瓶產生密度	kg/person	千克/人	0.49	0.32
Production of Wastepaper	廢紙產生量	kg	千克	62.00	/
Production Intensity of Wastepaper	廢紙產生密度	kg/person	千克/人	0.12	/
Production of Domestic Waste	生活垃圾產生量	Tonnes	噸	24.66	79.17
Production Intensity of Domestic Waste	生活垃圾產生密度	Tonnes/person	噸/人	0.05	0.10

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³ The calculation method of air pollutant emission data refers to the *Technical Guide for Air Pollutant Emission Inventory for On-road Vehicles (Trial Implementation)* issued by the Ministry of Ecology and Environment of the People's Republic of China.

⁴ Air pollutant emissions came from 15 office vehicles in Shenzhen office area.

⁵ In 2018, the office area was expanded one floor with a presentation hall and reception for large-scale events. As a result, the electricity and water consumption increased in 2018.

⁶ The number of employees in the Shenzhen office was 522 in 2018 and 823 in 2017.

⁷ The daily water consumption is mainly supplied from the municipal water network, and there is no difficulty in sourcing water.

⁸ Natural gas consumption came from liquefied natural gas used in staff canteens in Shenzhen office areas.

⁹ The calculation method of greenhouse gas emission (scope 2) data refers to the *Average Carbon Dioxide Emission Factors of China's Regional Power Grids in 2011 and 2012* issued by National Development and Reform Commission of the People's Republic of China.

¹⁰ After recalculation, the total greenhouse gas emissions in 2017 were updated as 580.83 tonnes.

¹¹ After recalculation, the total greenhouse gas emission intensity was updated as 0.71 tonnes/person in 2017.

¹² The hazardous wastes generated shall be recycled and processed by a third party.

¹³ Compared with 2017, the production of waste batteries is significantly reduced, because we fully adopted rechargeable batteries to improve the reuse rate and avoid using disposable batteries as much as possible during the reporting period.

¹⁴ The non-hazardous wastes generated shall be classified and stored in a special recycling place, while the domestic waste shall be regularly cleaned and transported by a third-party organization.

³ 大氣污染物排放數據的計算方法參考自中華人民共和國生態環境部發佈的《道路機動車排放清單編制技術指南(試行)》。

⁴ 大氣污染物排放量來源於深圳辦公區域擁有15輛公務車輛。

⁵ 二零一八年辦公區域擴充一樓層設有匯報廳及大型活動接待，因此二零一八年用電、用水量均有所增長。

⁶ 二零一八年總部深圳辦公區域人數為522人，二零一七年為823人。

⁷ 日常用水主要來自市政網管供水，並無求取水源上的困難。

⁸ 天然氣消耗量來源於深圳辦公區域員工食堂所使用的液化天然氣。

⁹ 溫室氣體(範圍二)排放數據的計算方法參考中華人民共和國國家發展和改革委員會發佈的《2011年和2012年中國區域電網平均二氧化碳排放因子》。

¹⁰ 經重新核算，二零一七年總溫室氣體排放量更新為580.83噸。

¹¹ 經重新核算，二零一七年總溫室氣體排放密度更新為0.71噸/人。

¹² 所產生的有害廢棄物全部交由第三方機構合理回收處理。

¹³ 廢電池產生量相較二零一七年大幅減少，其原因是由於報告期內我們全面採用充電電池，提高重複利用率，盡量避免使用一次性電池。

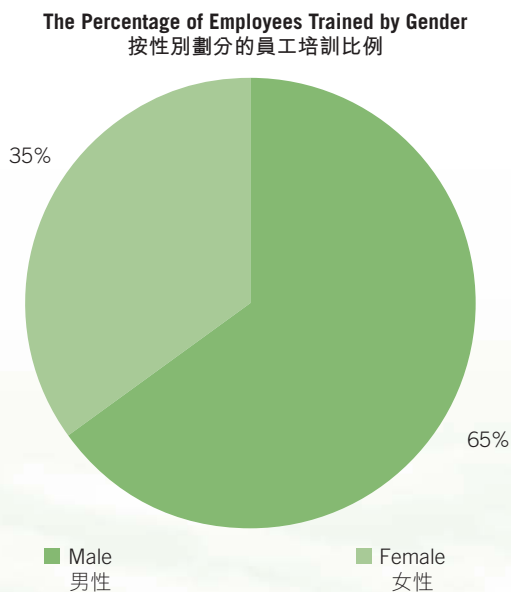
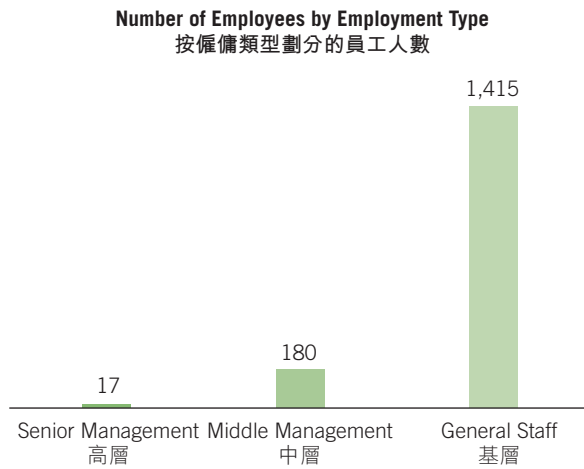
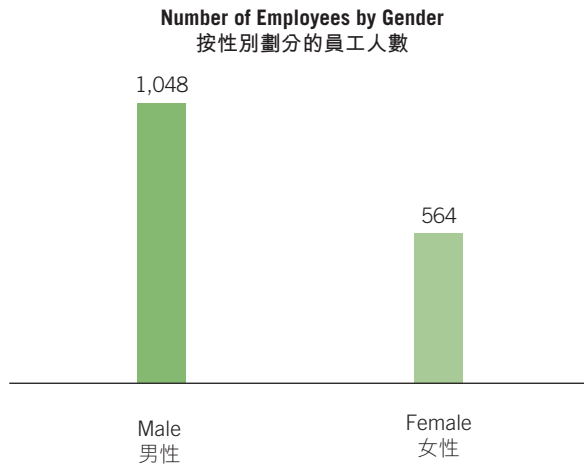
¹⁴ 所產生的無害廢棄物，分類存放至專門回收處，生活垃圾則委託由第三方機構定期清運。

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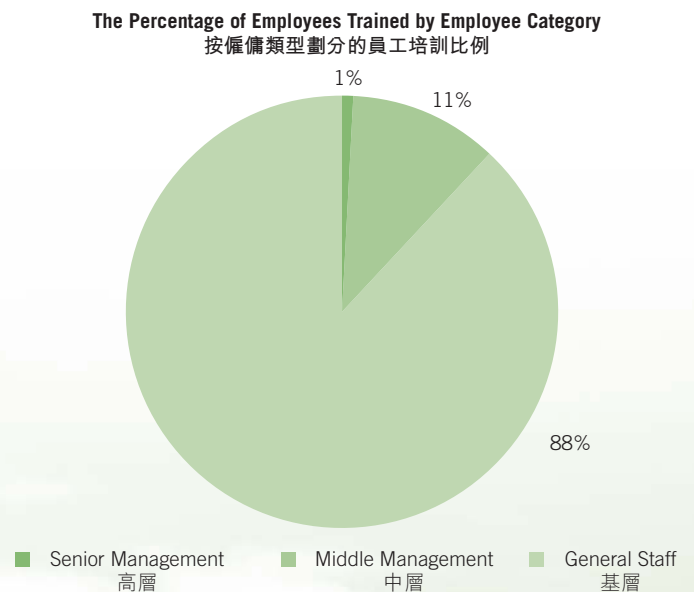
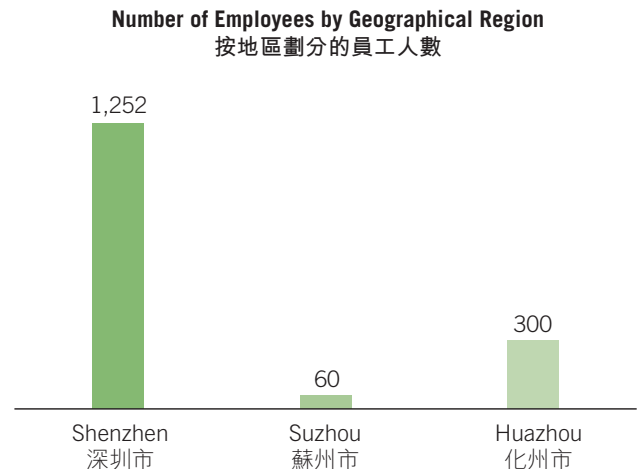
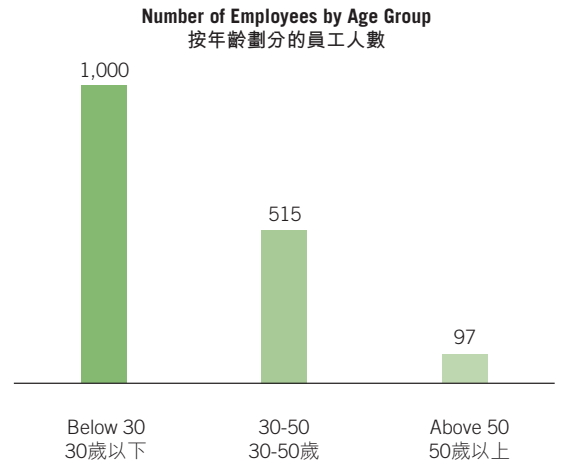
Social Performance

As of December 31, 2018, the Group had a total of 1,612 employees:



社會績效

截至二零一八年十二月三十一日，本集團員工共1,612名：



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Content Index of “Environmental, Social and Governance Reporting Guide” 《環境、社會及管治報告指引》內容索引

Content 內容	Reference Chapters/ Remarks 相關章節／備註
A. Environmental 環境	
A1: Emissions 排放物	General Disclosure 一般披露
	Information on:
	(a) the policies; and
	(b) compliance with relevant laws and regulations that have a significant impact on the issuer
	relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.
	有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的：
	(a) 政策；及
	(b) 遵守對發行人有重大影響的相關法律及規例的資料
A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放資料。
A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 溫室氣體總排放量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。
A1.5	Description of measures to mitigate emissions and results achieved. 描述減低排放量的措施及所得成果。
A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved. 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果。
	Green Design, Green Construction, Green Operation 綠色設計、 綠色施工、 綠色運營
	Environmental Performance 環境績效
	Environmental Performance 環境績效
	Environmental Performance 環境績效
	Environmental Performance 環境績效
	Green Operation 綠色運營
	Green Construction, Green Operation, Environmental Performance 綠色施工、 綠色運營、 環境績效

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Content 內容			Reference Chapters/ Remarks 相關章節／備註
A2: Use of Resources 資源使用	General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。	Hong Kong LVGEM NEO, Green Design, Green Operation 香港綠景NEO、綠色設計、綠色運營
	A2.1	Directed and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility). 按類型劃分的直接及／或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)。	Environmental Performance 環境績效
	A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 總耗水量及密度(如以每產量單位、每項設施計算)。	Environmental Performance 環境績效
	A2.3	Description of energy use efficiency initiatives and results achieved. 描述能源使用效益計劃及所得成果。	Hong Kong LVGEM NEO, Green Operation 香港綠景NEO、綠色運營
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. 描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。	Hong Kong LVGEM NEO, Green Design, Green Operation 香港綠景NEO、綠色設計、環境績效
	A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位佔量。	Not Applicable 業務不適用
A3: Environmental and Natural Resources 環境及天然資源	General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	Green Design, Green Construction, Green Operation 綠色設計、綠色施工、綠色運營
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	Green Design, Green Construction 綠色設計、綠色施工

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環境、社會及管治報告

Content 內容	Reference Chapters/ Remarks 相關章節／備註		
B. Social 社會			
B1: Employment 僱傭	General Disclosure 一般披露	<p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.</p> <p>有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的：</p> <p>(a) 政策；及</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例的資料。</p>	Social Performance 社會績效
	B1.1	<p>Total workforce by gender, employment type, age group and geographical region.</p> <p>按性別、僱傭類型、年齡組別及地區劃分的僱員總數。</p>	Social Performance 社會績效
	B1.2	<p>Employee turnover rate by gender, age group, and geographical region.</p> <p>按性別、年齡組別及地區劃分的僱員流失比率。</p>	Disclosure Will be Considered in the Future 未來考慮披露
B2: Health and Safety 健康與安全	General Disclosure 一般披露	<p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to providing a safe working environment and protecting employees from occupational hazards.</p> <p>有關提供安全工作環境及保障員工避免職業性危害的：</p> <p>(a) 政策；及</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例的資料。</p>	Employee Caring 關愛員工
	B2.1	<p>Number and rate of work-related fatalities.</p> <p>因工作關係而死亡的人數及比率。</p>	Employee Caring 關愛員工
	B2.2	<p>Lost days due to work injury.</p> <p>因工傷損失工作日數。</p>	Employee Caring 關愛員工
	B2.3	<p>Description of occupational health and safety measures adopted, how they are implemented and monitored.</p> <p>描述所採納的職業健康與安全措施，以及相關執行及監察方法。</p>	Employee Caring 關愛員工

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Content 內容			Reference Chapters/ Remarks 相關章節／備註
B3: Development and Training 發展及培訓	General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升員工履行工作職責的知識及技能的政策。描述培訓活動。	Foster Talent 培育人才
	B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比。	Social Performance 社會績效
	B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	Social Performance 社會績效
B4: Labor Standards 勞工準則	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Talent Acquisition 吸納良才
	B4.1	Description of measures to review employment practices to avoid the child and forced labor. 描述檢討招聘慣例的措施以避免童工及強制勞工。	Talent Acquisition 吸納良才
	B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	Talent Acquisition 吸納良才
	B5.1	Number of Suppliers by geographical region. 按地區劃分的供應商數目。	Win-win Cooperation 合作共贏
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供貨商的慣例，向其執行有關慣例的供貨商數目、以及有關慣例的執行及監察方法。	Win-win Cooperation 合作共贏
B5: Supply Chain Management 供應鏈管理	General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Win-win Cooperation 合作共贏
	B5.1	Number of Suppliers by geographical region. 按地區劃分的供應商數目。	Win-win Cooperation 合作共贏
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供貨商的慣例，向其執行有關慣例的供貨商數目、以及有關慣例的執行及監察方法。	Win-win Cooperation 合作共贏

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Content 內容	Reference Chapters/ Remarks 相關章節／備註
B6: Product Responsibility 產品責任	<p>General Disclosure 一般披露</p> <p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to health and safety, advertising, labeling and privacy matters relating to products and services provided and methods of redress.</p> <p>有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的：</p> <p>(a) 政策；及</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例的資料。</p> <p>Quality Assurance, Quality Services 保障質量、 優質服務</p>
B6.1	<p>Percentage of total products sold or shipped subject to recalls for safety and health reasons.</p> <p>已售或已運送產品總數中因安全與健康理由而須回收的百分比。</p> <p>Business Not Applicable 業務不適用</p>
B6.2	<p>Number of products and service related complaints received and how they are dealt with.</p> <p>接獲關於產品及服務的投訴數目以及應對方法。</p> <p>Quality Services 優質服務</p>
B6.3	<p>Description of practices relating to observing and protecting intellectual property rights.</p> <p>描述與維護及保障知識產權有關的慣例。</p> <p>Quality Services 優質服務</p>
B6.4	<p>Description of quality assurance process and recall procedures.</p> <p>描述質量檢定過程及產品回收程序。</p> <p>Quality Services 保障質量</p>
B6.5	<p>Description of consumer data protection and privacy policies, how they are implemented and monitored.</p> <p>描述消費者資料保障及私隱政策，以及相關執行及監察方法。</p> <p>Quality Services 優質服務</p>

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Content 內容			Reference Chapters/ Remarks 相關章節／備註
B7: Anti-corruption 反貪污	General Disclosure 一般披露	Information on:	Integrity Management 廉潔管理
		(a) the policies; and	
		(b) compliance with relevant laws and regulations that have a significant impact on the issuer	
		relating to bribery, extortion, fraud and money laundering.	
	有關防止賄賂、勒索、欺詐及洗黑錢的：		
	(a) 政策；及		
		(b) 遵守對發行人有重大影響的相關法律及規例的資料。	
	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. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	Integrity Management 廉潔管理
	B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	Integrity Management 廉潔管理
B8: Community Investment 社區投資	General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	Growing with Society, Caring for Community 與社會同行，心繫社區關懷
	B8.1	Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport). 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	Growing with Society, Caring for Community 與社會同行，心繫社區關懷
	B8.2	Resources contributed (e.g. money or time) to the focus area. 在專注範疇所動用資源(如金錢或時間)。	Growing with Society, Caring for Community 與社會同行，心繫社區關懷



綠景(中國)地產投資有限公司

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(於開曼群島註冊成立之有限公司)

(Incorporated in the Cayman Islands with limited liability)

香港聯交所股份代號: 95 HKSE Stock Code: 95

香港灣仔告士打道108號光大中心17樓1701-1703室
Suites 1701-1703, 17/F., Everbright Centre,
108 Gloucester Road, Wanchai, Hong Kong

電話 Tel: (852) 2123 9530

傳真 Fax: (852) 2123 9510

網址 Website: www.lvgem-china.com