



華人置業集團

CHINESE ESTATES HOLDINGS LIMITED

Stock Code 股份代號: 127

2018

Environmental, Social and
Governance Report

環境、社會及管治報告



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Should there be any discrepancy between the English and Chinese versions, the English version shall prevail. 倘中英文版本出現任何歧義，概以英文版本為準。

ABOUT THIS REPORT

關於本報告

This is the third annual standalone environmental, social and governance (“ESG”) report (“this Report”) of Chinese Estates Holdings Limited (“Chinese Estates”, the “Group”, or “we”). This Report captures our ESG performance during the reporting period. The information collected during report preparation process and disclosed in this Report will serve as the basis of the Group’s ESG strategy, management and future improvement.

此乃Chinese Estates Holdings Limited(「華人置業」、「本集團」或「我們」)的第三份年度獨立環境、社會及管治(「環境、社會及管治」)報告(「本報告」)。本報告反映我們於報告期內的環境、社會及管治表現。於報告編製過程中所收集及於本報告內所披露的資料將作為本集團的環境、社會及管治策略、管理及日後完善的基礎。

REPORTING STANDARD

This Report was prepared in accordance with the requirements as set out in Environmental, Social and Governance Reporting Guide (the “Guide”), Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“HKEx”).

報告準則

本報告乃根據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》(「指引」)所載的規定編製。

REPORTING PERIOD

Unless otherwise specified, this Report covers our progress and performance on ESG issues from 1 January 2018 to 31 December 2018.

報告期

除另有指明者外，本報告涵蓋我們自二零一八年一月一日至二零一八年十二月三十一日有關環境、社會及管治議題的進展及表現。

REPORTING SCOPE AND BOUNDARY

Unless otherwise specified, the reporting scope of this Report only covers our operations in Hong Kong and aligns the corresponding description in our Annual Report 2018 of Chinese Estates. The reporting principles of “Materiality”, “Quantitative”, “Balance” and “Consistency” as set out in the Guide underpin the preparation of this Report, the contents of this Report and the presentation of information.

報告範圍及界限

除另有指明者外，本報告的報告範圍僅涵蓋我們於香港的業務，並與華人置業二零一八年年報的相應描述相符。指引所載的「重要性」、「量化」、「平衡」及「一致性」匯報原則為編製本報告的基礎，界定本報告的內容及資料的呈列方式。

ACCESSIBILITY AND FEEDBACK

This Report can be accessed on our corporate website at <http://www.chineseestates.com> and on HKExnews website at <http://www.hkexnews.hk>. Readers may contact us via e-mail at investor.relations@chineseestates.com should there be any enquiry or comment about this Report.

獲取報告途徑及意見

本報告可於我們的公司網站<http://www.chineseestates.com>以及香港交易所的披露易網站<http://www.hkexnews.hk>上查閱。倘讀者對本報告有任何查詢或意見，可通過電子郵件investor.relations@chineseestates.com聯繫我們。

BOARD APPROVAL

The board of directors of Chinese Estates (the “Board”) has approved this Report on 25 June 2019.

董事會批准

華人置業董事會(「董事會」)已於二零一九年六月二十五日批准本報告。

PHILOSOPHY AND GOVERNANCE IN ENVIRONMENTAL, SOCIAL AND GOVERNANCE

環境、社會及管治的理念及管理

ESG management is the core value of the Group for achieving long-term growth. We strive to integrate ESG concepts into various aspects of our operations.

To manage various ESG aspects effectively and efficiently, we have a solid governance structure for ESG management of the Group, which comprises with the Board, a Sustainability Working Group (the "Working Group"), and Departmental Working Team (the "Working Team").

The Board has overall responsibility on decision-making regarding the ESG management and reporting. The Working Group reports to the Board and oversees the Group's sustainability strategies, daily operations and risk management. It monitors sustainability-related matters in operations, reviews stakeholder feedback and updates respective policies. The Working Team supports the Working Group by executing sustainability measures and is responsible for disclosure. From time to time, we obtain regular update of the ESG trends and regulations, as well as industry practices. We always prioritise our stakeholders' views, comments and recommendations in ESG management. Materiality assessment would be carried out for ESG strategy formulation. With the aforementioned efforts, we better understand and manage our ESG risks, achieving our objectives of creating greater values for all stakeholders.

To understand stakeholders' expectations and ESG issues that are relevant and important to Chinese Estates, we strive to maintain constant communication with our stakeholders and to conduct materiality assessment based on their response. Employees are educated about ESG issues that are relevant to our day-to-day operations. This Report captures the highlights of our performance and achievements in 2018 in terms of ethics, employee wellbeing, community contribution, environmental protection, and product and service quality.

環境、社會及管治管理乃本集團追求長遠增長的核心價值。我們致力將環境、社會及管治概念融入我們業務的各個環節。

為有效及有效益地管理有關環境、社會及管治的各個範疇，我們就本集團的環境、社會及管治管理建立穩固的管治架構，包含董事會、可持續發展工作小組（「工作小組」）及部門工作隊（「工作隊」）。

董事會對有關環境、社會及管治管理及匯報之決策承擔整體責任。工作小組向董事會匯報，監督本集團的可持續發展策略、日常營運及風險管理。工作小組監察營運中有關可持續發展的事宜，審閱持份者意見及更新相關政策。工作隊透過執行可持續發展措施支援工作小組，並負責披露事宜。我們不時取得環境、社會及管治趨勢及規例以及行業慣例的定期更新資訊。就環境、社會及管治管理，我們一向優先考慮持份者的觀點、意見及建議，並會就制定環境、社會及管治策略進行重要性評估。憑藉上述種種努力，我們得以更充分地了解及管理我們的環境、社會及管治風險，實現我們為所有持份者創造更高價值的目標。

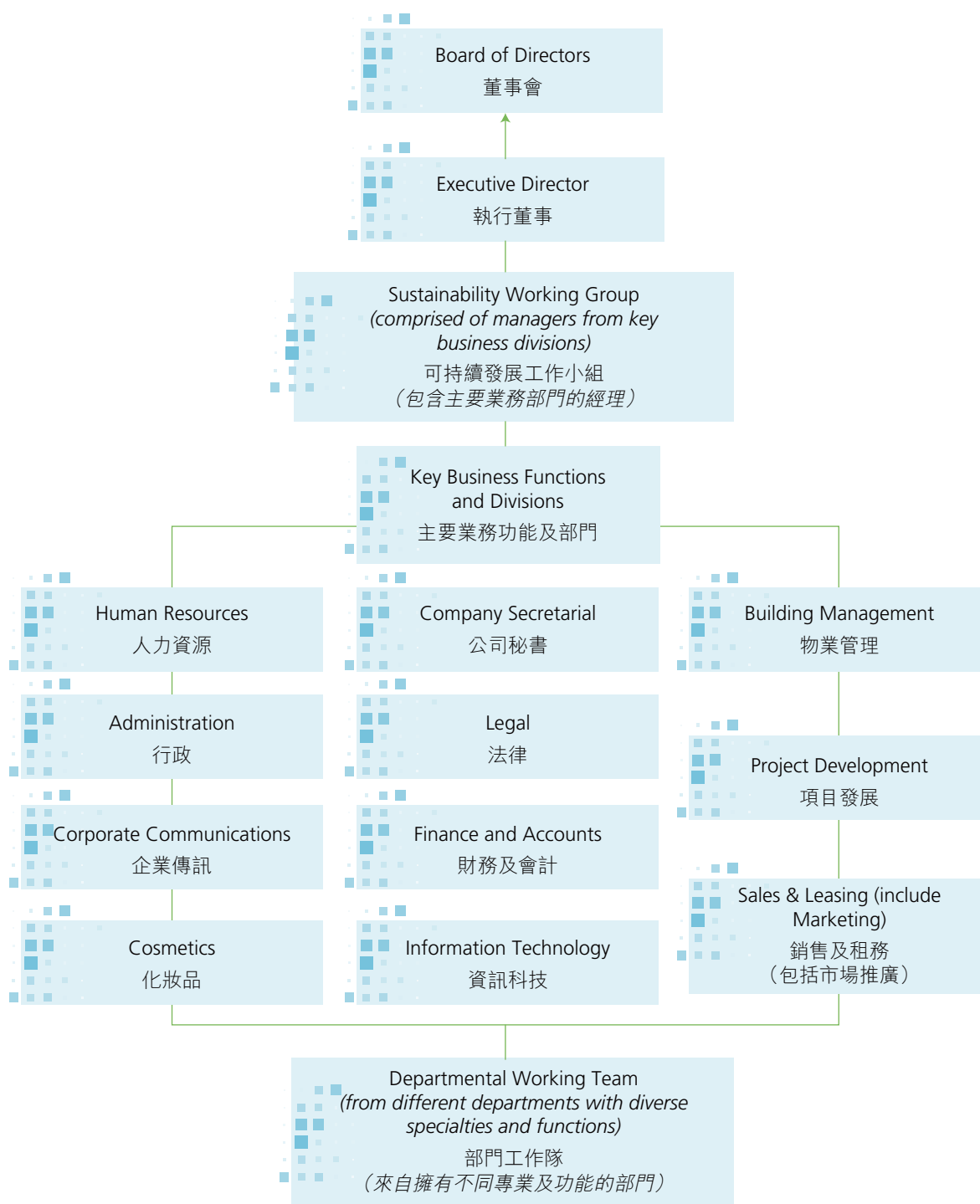
為了解持份者的期望及與華人置業有關且屬重要的環境、社會及管治議題，我們致力與持份者保持恆常溝通並根據他們的回應進行重要性評估。我們亦教育僱員了解與日常營運相關的環境、社會及管治議題。本報告反映我們於二零一八年有關職業道德、僱員福利、社區貢獻、環境保護以及產品及服務質素的表現及成就的亮點。

PHILOSOPHY AND GOVERNANCE IN ENVIRONMENTAL, SOCIAL AND GOVERNANCE

環境、社會及管治的理念及管理

The Group's ESG governance structure are shown as follows:

本集團的環境、社會及管治管理架構如下：



A. STAKEHOLDER COMMUNICATION

Chinese Estates cherishes every opportunity to communicate with our stakeholders and make efforts to address their concerns. We have established a diverse array of effective communication channels to interact with and collect opinions from our stakeholders.

Our key stakeholder groups include employees, shareholders, investors, customers, tenants, suppliers, contractors, service providers, professional advisors, non-governmental organisation (“NGO”) partners, industry associations and media. The table below shows various communication channels with our key stakeholders:

A. 持份者溝通

華人置業重視每一個與持份者溝通的機會，並努力處理他們關注的事項。我們已設立各種有效溝通渠道以與持份者互動並收集他們的意見。

我們的主要持份者群體包括僱員、股東、投資者、客戶、租戶、供應商、承包商、服務供應商、專業顧問、非政府組織合作夥伴、業界組織及媒體。下表概述我們與主要持份者之各種溝通渠道：

Key Stakeholder Group 主要持份者群體	Communication Channel 溝通渠道
Customers/Tenants 客戶／租戶	• Corporate websites 公司網站
	• Satisfaction surveys 滿意度調查
	• Day-to-day communication through frontline staff 通過前線員工的日常溝通
	• Customer hotline 客戶服務熱線
Employees 僱員	• Intranet 內聯網
	• Annual appraisal 年度評核
	• Team building activities 團隊合作活動
Industry Associations 業界組織	• Annual and regular meetings 年度及定期會議
	• Events 舉辦活動
Media 媒體	• Media enquiry 媒體查詢
NGO Partners 非政府組織合作夥伴	• Volunteer activities 義工活動
	• Sponsorships and donations 贊助及捐贈
	• Meetings 會議

PHILOSOPHY AND GOVERNANCE IN ENVIRONMENTAL, SOCIAL AND GOVERNANCE 環境、社會及管治的理念及管理

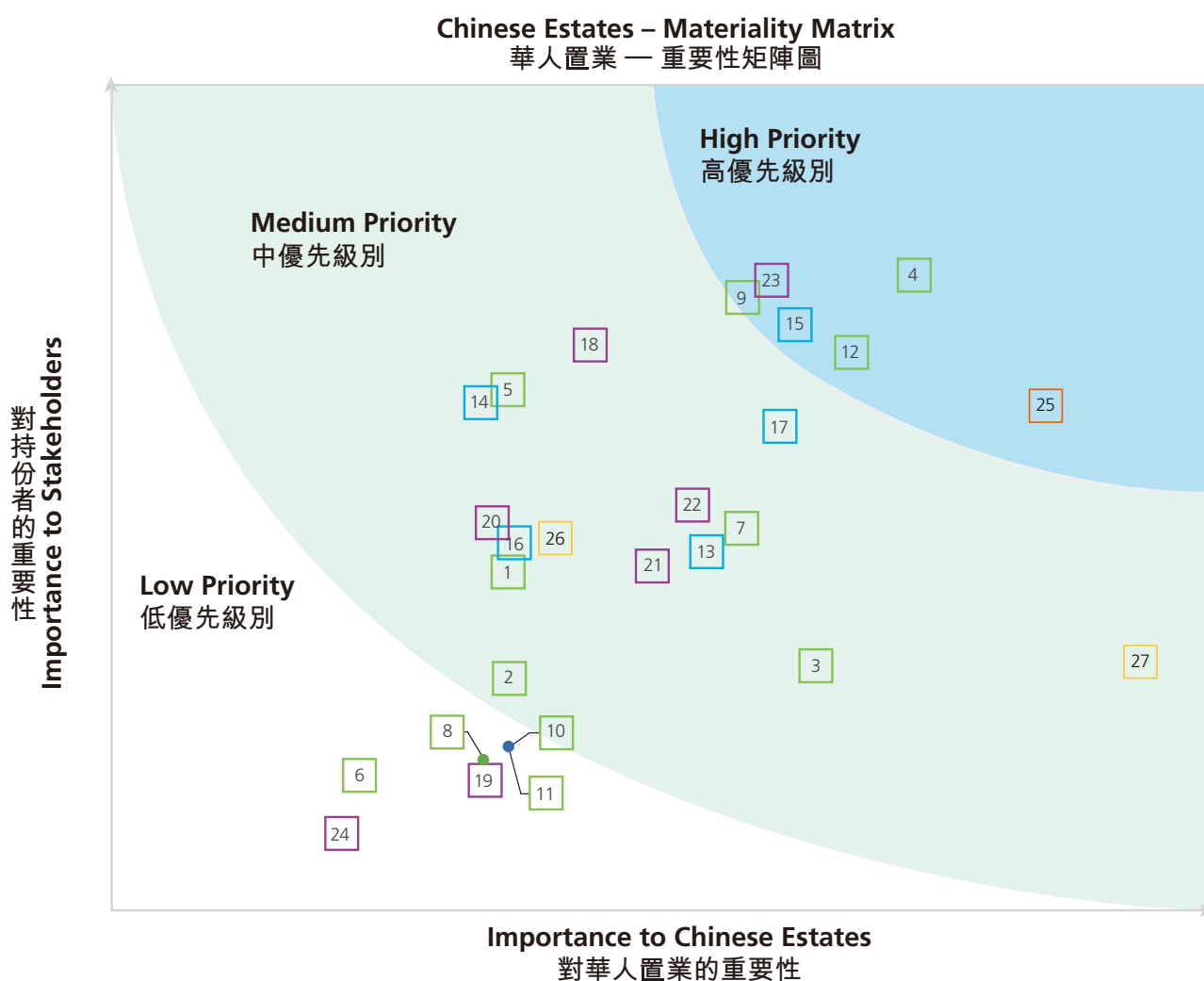
Key Stakeholder Group 主要持份者群體	Communication Channel 溝通渠道
Shareholders/Investors 股東／投資者	<ul style="list-style-type: none"> General meetings 股東大會
	<ul style="list-style-type: none"> Annual and interim reports 年度及中期報告
	<ul style="list-style-type: none"> Circulars/announcements/notices/publications 通函／公告／通告／出版物
	<ul style="list-style-type: none"> Investor relations enquiry 投資者關係查詢
	<ul style="list-style-type: none"> Corporate website 公司網站
Suppliers/Contractors/Service Providers/ Professional Advisors 供應商／承包商／服務供應商／專業顧問	<ul style="list-style-type: none"> Ongoing direct engagements 持續直接參與

B. MATERIALITY ASSESSMENT

For the purpose of this report, a list of sustainability issues that are potentially material to the Group was composed in the context of our business and day-to-day operation. A materiality matrix was developed from the result of stakeholder questionnaires conducted with both internal and external stakeholders. The materiality assessment and prioritisation shown below took into account of two dimensions, i.e. the importance of issues to stakeholders and to the Group. The Group's ESG management and disclosure are based on the assessment result.

B. 重要性評估

就編制本報告而言，我們根據業務與日常運作編製對本集團具有潛在重要性的可持續發展議題清單，且以與內部及外部持份者進行的持份者問卷調查所得的結果編製以下的重要性矩陣圖，由對持份者的重要性及對本集團的重要性兩個角度考慮把議題進行優先排序，並以此作為本集團環境、社會及管治管理及披露的依歸。



PHILOSOPHY AND GOVERNANCE IN ENVIRONMENTAL, SOCIAL AND GOVERNANCE

環境、社會及管治的理念及管理

Number 編號	Aspects 範疇	List of Sustainability Issues in the Materiality Matrix 重要性矩陣圖中的可持續發展議題清單	High Priority Issue 高優先級別 議題
1	Environmental 環境	The types of emissions and respective emissions data 排放物種類及相關排放數據	
2		Greenhouse gas emissions in total and intensity 溫室氣體總排放量及密度	
3		Total hazardous waste produced and intensity 所產生有害廢棄物總量及密度	
4		Total non-hazardous waste produced and intensity 所產生無害廢棄物總量及密度	✓
5		Measures to mitigate emissions and results achieved 減低排放量的措施及所得成果	
6		How hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved 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	
7		Direct and/or indirect energy consumption by type in total and intensity 按類型劃分的直接及／或間接能源總耗量及密度	
8		Water consumption in total and intensity 總耗水量及密度	
9		Energy use efficiency initiatives and results achieved 能源使用效益計劃及所得成果	✓
10		Whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved 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	
11		Total packaging material used for finished products with reference to per unit produced 製成品所用包裝材料的總量(按每生產單位估量)	
12		Significant impacts of activities on the environment and natural resources and the actions taken to manage them 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	✓

PHILOSOPHY AND GOVERNANCE IN ENVIRONMENTAL, SOCIAL AND GOVERNANCE

環境、社會及管治的理念及管理

Number 編號	Aspects 範疇	List of Sustainability Issues in the Materiality Matrix 重要性矩陣圖中的可持續發展議題清單	High Priority Issue 高優先級別議題
13	Social – Employment and Labour Practices 社會 – 僱傭及勞工常規	Total workforce by gender, employment type, age group and geographical region 按性別、僱傭類型、年齡組別及地區劃分的僱員總數	
14		Employee turnover rate by gender, age group and geographical region 按性別、年齡組別及地區劃分的僱員流失比率	
15		Number and rate of work-related fatalities 因工作關係而死亡的人數及比率	✓
		Lost days due to work injury 因工傷損失工作日數	
		Occupational health and safety measures adopted, how they are implemented and monitored 所採納的職業健康及安全措施，以及相關執行及監察方法	
16		The percentage of employees trained by gender and employee category 按性別及僱員類別劃分的受訓僱員百分比	
		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	
17		Measures to review employment practices to avoid child and forced labour 檢討招聘慣例的措施以避免童工及強制勞工	
		Steps taken to eliminate such practices when discovered 在發現違規情況時消除有關情況所採取的步驟	

PHILOSOPHY AND GOVERNANCE IN ENVIRONMENTAL, SOCIAL AND GOVERNANCE

環境、社會及管治的理念及管理

Number 編號	Aspects 範疇	List of Sustainability Issues in the Materiality Matrix 重要性矩陣圖中的可持續發展議題清單	High Priority Issue 高優先級別 議題
18	Social – Operating Practices 社會 – 營運慣例	Number of suppliers by geographical region 按地區劃分的供應商數目	
		Practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored 有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及有關慣例的執行及監察方法	
19		Percentage of total products sold or shipped subject to recalls for safety and health reasons 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	
20		Number of products and service related complaints received and how they are dealt with 接獲關於產品及服務的投訴數目以及應對方法	
21		Practices relating to observing and protecting intellectual property rights 維護及保障知識產權有關的慣例	
22		Quality assurance process and recall procedures 質量檢定過程及產品回收程序	
23		Consumer/tenant data protection and privacy policies, how they are implemented and monitored 消費者／租戶資料保障及私隱政策，以及相關執行及監察方法	✓
24		Number of concluded legal cases regarding corrupt practices brought against the Group or its employees during the reporting period and the outcomes of the cases 於報告期內對本集團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	
		Preventive measures and whistle-blowing procedures, how they are implemented and monitored 防範措施及舉報程序，以及相關執行及監察方法	

PHILOSOPHY AND GOVERNANCE IN ENVIRONMENTAL, SOCIAL AND GOVERNANCE 環境、社會及管治的理念及管理

Number 編號	Aspects 範疇	List of Sustainability Issues in the Materiality Matrix 重要性矩陣圖中的可持續發展議題清單	High Priority Issue 高優先級別 議題
25	Social – Community 社會 – 社區	Focus areas of contribution 專注貢獻範疇	✓
		Resources contributed to the focus area 在專注範疇所動用資源	
26	Others 其他	Contribution in lowering cost of housing for people in Hong Kong 降低香港市民住屋成本的貢獻	
27		Relief of environmental impacts through building design, construction and management practices; recognition received in green building (LEED&BEAM) 透過樓宇設計、建築及管理慣例減輕環境影響；綠色樓宇方面獲得的認可(「領先能源與環境設計」及「綠建環評」認證)	

CORPORATE GOVERNANCE

企業管治

In order to safeguard the interests of our investors and other stakeholders, we maintain a robust corporate governance structure and strictly act in compliance with the Prevention of Bribery Ordinance and relevant anti-corruption laws. The Board and our management are committed to achieving the highest standard of corporate governance. We uphold the value of corporate integrity and business ethics. Our management and staff must comply with the Group's Code of Practice (the "Code of Practices") which clearly states our standards in operating ethics and employee conduct. Employees should ensure that business decisions are made in the best interests of the Group and that no personal interest is involved. Acceptance of any personal advantage from any party currently engaging or seeking to do business with the Group is strictly prohibited. Any breaches of the Code of Practice will be subject to strict disciplinary action.

Employees are encouraged to raise their concern on the possible improprieties about financial reporting, internal control or other related matters. The Group has a confidential whistle-blowing mechanism in place and the Audit Committee is responsible to follow up on and respond to raised concerns fairly.

In 2018, no case of corrupt practices was recorded. More on corporate governance and the relevant updates can be accessed on our official website and Annual Report 2018.

為保障我們的投資者及其他持份者的利益，我們維持穩健的企業管治架構，並嚴格依照《防止賄賂條例》及有關反貪污法律行事。董事會及我們的管理層均致力於實現最高水平的企業管治。我們秉持企業誠信及商業道德的價值觀。我們的管理層及員工須遵守本集團的《操守守則》（「操守守則」），當中清楚陳述我們於業務道德及僱員操守方面的標準。僱員應確保所作的商業決策符合本集團的最佳利益，且並無涉及個人利益。本集團嚴禁收受現時正合作或尋求與本集團開展業務往來的任何一方的任何個人利益。任何違反操守守則的人士須接受嚴厲的紀律處分。

我們鼓勵僱員就財務匯報、內部監控或其他相關方面可能不當的行為提出他們的關注。本集團已設立一個保密舉報機制，且審核委員會負責跟進及公平地處理有關關注。

於二零一八年，本集團並無錄得任何貪污行為。更多有關企業管治方面的資訊及相關更新可於我們的公司網站及二零一八年年報獲取。

Chinese Estates steers towards creating an equal, healthy and inclusive working environment where our business and employees can thrive together. We value the differences in employees by complying with the applicable laws and regulations including the Employment Ordinance. We strictly prohibit employment of child labour, forced labour, and other illegal form of labour in our operations including the debt bondage, slavery, or human trafficking. We ensure that all works are not performed under threat or intimidation, and no employee will be hired under the legal minimum employment age.

A. PEOPLE

Workforce Diversity

The Group is committed to providing a productive and inclusive working environment that embraces employees' diversity and equality. Gender equality is promoted across each staff grade. We have a diverse mix of employees of different age groups to bring innovative ideas to the Group while maintaining our valued traditions. The total workforce and employee turnover data in Chinese Estates as of 31 December 2018 are shown below:

華人置業致力營造平等、健康及包容的工作環境，使業務及僱員得以共同成長。我們珍視僱員的差異，遵循《僱傭條例》在內的所有適用法律及法規。我們嚴禁在營運中聘用童工、強制勞工及其他非法形式勞工，包括抵債、奴隸或人口販賣等。我們確保並無工作涉及恐嚇或威脅，亦無聘用不足法定最低僱傭年齡的員工。

A. 僱員

僱員多樣化

本集團致力提供有成效及包容的工作環境，擁抱僱員多樣化及平等機會，各級僱員均崇尚性別平等。我們擁有不同年齡組別的多元化僱員組合，為本集團帶來創新思維的同時，秉承我們的寶貴傳統。華人置業截至二零一八年十二月三十一日的僱員總數及僱員流失率數據如下：

EMPLOYMENT

僱傭

Employees' Data

僱員數據

Total Number of Workforce

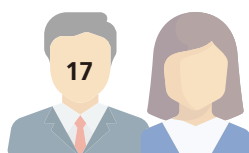
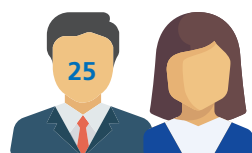
僱員總數



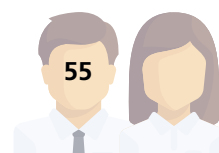
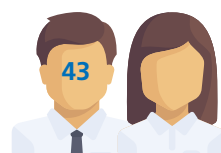
Total Number of Workforce by Employment Category

按僱傭類別劃分的僱員總數

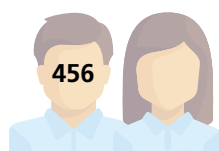
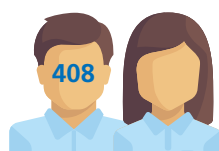
Senior Management or Above 高級管理層或以上



Manager or Assistant Manager 經理或助理經理



Senior Supervisor or Below 高級主任或以下



Total Number of Workforce by Gender

按性別劃分的僱員總數

Male 男性

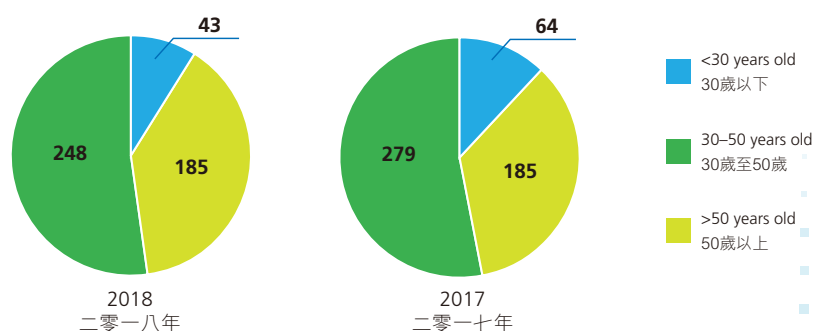


Female 女性



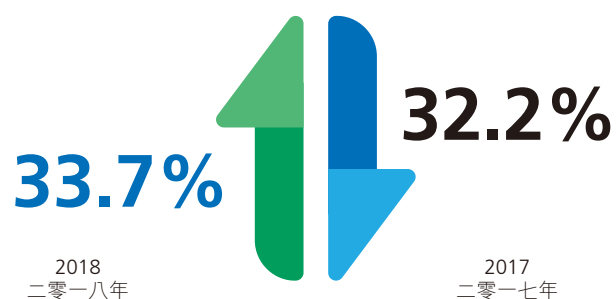
Total Number of Workforce by Age Group

按年齡組別劃分的僱員總數



Total Employee Turnover Rate

僱員總流失率



Total Employee Turnover by Gender

按性別劃分的僱員流失總數

Male
男性



2018
二零一八年



2017
二零一七年

Female
女性



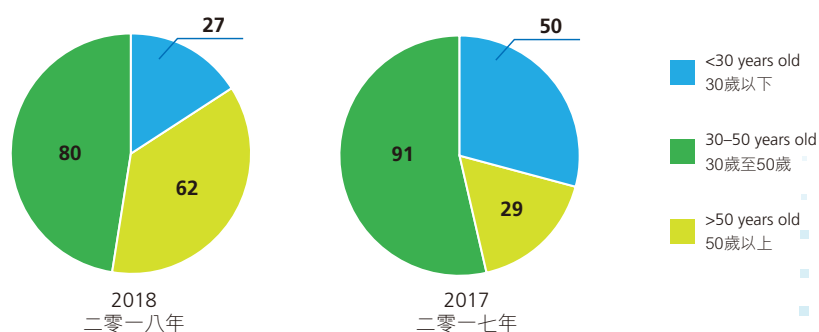
2018
二零一八年



2017
二零一七年

Total Employee Turnover by Age Group

按年齡組別劃分的僱員流失總數



EMPLOYMENT

僱傭

Equal Opportunities

By providing equal employment opportunities, we have a diverse workforce that foster innovation and enhance competitiveness. We are committed to promoting non-discrimination. Employees are encouraged to act in accordance with the guideline of equal opportunities stipulated in the Code of Conduct, as well as to treat one another with respect and dignity. Discrimination is strictly prohibited in employment on the basis of sex, disability, marital or family status, age, race, religion, or any other characteristics protected by law. Equal opportunities are provided to employees in all employment decisions made.

Remuneration

To attract and retain talents, Chinese Estates aims at offering competitive remuneration package to our employees on the basis of their performance, experience and prevailing industry practice. We encourage employees' personal development relevant to their job duties, work requirements and team dynamics. Our promotion opportunities are fairly based on employee's capability, year of experience and work attitude, etc. We have a reward system to share the Group's achievements with our employees. Year-end discretionary bonus is provided in addition to salary based on market conditions where certain individual performance levels are met. We will continue reviewing our remuneration packages and policies periodically to ensure that our employees are assessed and rewarded based on their capabilities, responsibilities and performance.

B. EMPLOYEE WELLBEING

Chinese Estates cares about both physical and mental health of our employees. Comprehensive programmes are organised to encourage work-life balance and living with quality. For instance, in 2018, the "Staff Gardening Programme" was implemented by allocating space for podium agriculture, enabling employees to grow vegetables and to enjoy their harvest during spare time. Activities such as annual outing were also organised so that our employees and their family members could join together and share with each other their happiness in family life.

We support social communities by encouraging our employees to take leadership and use their skills and time to volunteer on a professional and social basis. In recognition of employees' active participation of community services, we honoured our staff who volunteered over 10 hours during the year with certificates and gifts.

For our achievements and more details on how we encourage our employees to gain satisfaction at different aspects outside of work, please refer to the Chapter "Community" of this Report.

平等機會

我們透過提供平等僱傭機會吸引多元化的僱員隊伍，有助於激發創意和提高競爭力。我們致力於推廣不歧視的精神，鼓勵僱員按照操守守則中訂明的平等機會指引行事，並互相給予尊重和尊嚴。我們嚴格禁止基於性別、殘疾、婚姻或家庭狀況、年齡、種族、宗教或任何其他受法律保障的特徵方面的僱傭歧視。作出任何僱傭決策時，我們會向僱員提供平等的機會。

薪酬

為吸引及挽留人才，華人置業根據僱員工作表現、經驗和行業通行慣例，為他們提供具競爭力的薪酬。我們鼓勵僱員根據他們相關的職責、工作要求和團隊動力，作出個人發展。我們提供的晉升機會乃基於僱員的工作能力、年資及工作態度等條件。我們設有獎勵制度，與僱員分享本集團的成果。除薪資外，我們更會因應市況，在僱員達到若干個人表現目標時發放年終特別獎金。我們將持續定期檢討薪酬待遇及政策，確保僱員根據其工作能力、責任及表現獲得評核及獎勵。

B. 僱員健康

華人置業重視僱員的身心健康，開展全面的計劃鼓勵維持工作和生活的平衡，享受優質生活。舉例而言，我們於二零一八年舉辦「園圃種植樂計劃」，在平台留置空間，讓僱員於工餘時間種植蔬菜，享受耕耘成果。我們亦為僱員及其家屬安排年度戶外活動等，讓他們一起參與，共享家庭快樂時光。

我們支持社會社區工作，鼓勵僱員發揮領導才能，以專業及社會為本，利用他們的技能抽空參與義務工作。為表揚積極參與社區服務的僱員，於年內義工服務時數超過10小時的員工獲頒嘉許狀及禮品。

有關我們如何鼓勵僱員在工作以外獲得其他方面的滿足感的進一步詳情以及取得的成績，請參閱本報告「社區」一章。

C. SAFE WORKING ENVIRONMENT

Chinese Estates aims to provide a safe and health work environment and is devoted to managing the inherent risks in our operations. In addition to compliance with all applicable laws and regulations including the Employees' Compensation Ordinance and the Occupational Safety and Health Ordinance, we mandate our employees to follow all safety practices stipulated in the Construction Sites (Safety) Regulations.

To further safeguard the health and safety of our building management front-line staff, we provide annual occupational health and safety training on personal protective equipment, fire control, loading and unloading, manual handling operations and confined space management.

In this reporting year, we achieved zero workplace fatalities for our employees. There was no confirmed incident of non-compliance with relevant laws or regulations relating to the provision of a safe working environment and protection of employees from occupational hazards, which have a significant impact on Chinese Estates. There were in total 482 lost days due to work injury or occupational diseases.

C. 安全工作環境

華人置業致力提供安全及健康的工作環境，並努力管理營運中本身存在的風險。除了遵循《僱員補償條例》和《職業安全及健康條例》等所有適用法律及法規之外，我們規定僱員須遵守《建築地盤(安全)規例》訂明的所有安全規範。

為進一步保障物業管理前線人員的健康與安全，我們提供年度職業健康與安全培訓，涵蓋個人防護裝備、消防、裝卸、手動操作及密閉空間管理等專題。

於本報告年度，我們並無僱員因工作關係而死亡，亦無違反關於提供安全工作環境及保護僱員免受職業危害的法律或法規，而對華人置業有重大影響的確實事件。因工傷或職業病而損失合共482個工作日。



Our annual training includes education videos that provide employees basic knowledge of occupational health and safety. 我們的年度培訓包括為僱員提供職業健康及安全基本知識的教學影片。



Employees are required to attend fire control training on the proper use of firefighting hose reels in buildings. 僱員須出席消防訓練，學習大廈消防喉管的正確用法。



Training on the use of fire extinguisher is conducted to ensure the safety of our employees and customers. 進行滅火筒使用方法訓練，保障僱員及客戶安全。

EMPLOYMENT

僱傭

D. CAREER AND PERSONAL DEVELOPMENT

In order to enhance our service quality delivered to clients and to meet our business needs, employees are provided with training opportunities. Employees are also encouraged to pursue continuing education for self-enhancement or career development.

To induct and integrate new hires into Chinese Estates' organisational culture, we arranged New Hire Orientation to ensure that there are necessary training interventions to enhance competencies and professional knowledge. Various trainings on developing on-the-job techniques and industry knowledge are also provided to ensure a sustainable growth for Chinese Estates.

Our Educational and Training Sponsorship Scheme offers reimbursement to employees with up to 100% tuition fee sponsorship for continued education. The scheme covers higher education courses relevant to employees' job duties organised by local educational institutions. By providing employees with either exposure to external training programmes, or by expanding their skills and knowledge, employees will be able to build both breadth and depth of experience and learning, hence maximising their potential and enabling them to be more well-rounded in their careers in Chinese Estates.

To align the business needs and interest of Chinese Estates and its employees, specific training programs need to be supplemented by training tailored to individuals and our specific industry. Furthermore, to enable us to deal with complex business conditions, it is essential for training programs to be integrated with various business segments.

Building management, one of our key business segments, is highly depended on specialised knowledge and practical skills, while professional qualification may not cover. Therefore, we provided specialised trainings in accordance to various circumstances, covering a range of topics from occupational health and safety to customer service. On the other hand, office employees shall adhere to an annual training plan while front-line employees shall attend regular on-site trainings with tracked records of attendance.

D. 職業與個人發展

為提高我們對客戶的服務質素及回應業務需要，僱員獲提供培訓機會。我們亦鼓勵僱員持續進修，以提升自我或發展事業。

為使新入職員工融入華人置業的機構文化，我們提供新入職培訓，確保有所需的培訓機會提升工作能力及專業知識水平。僱員亦獲提供不同在職培訓，以發展其技術和行業知識，以助華人置業持續發展。

我們的教育培訓資助計劃，為僱員提供高達100%的實報實銷持續進修學費資助。計劃涵蓋與僱員職責相關的高等教育課程，該等課程須由本地教育機構開辦。我們藉著為僱員提供在外間接受培訓課程的機會擴闊他們的技能及知識，使僱員能夠增進體驗及學習的闊度及深度，從而發揮最大的潛能，日後在華人置業的事業更能全面發展。

為使華人置業的業務需要及僱員的利益達成一致，專門的培訓課程亦需要因應個別僱員及我們的專門行業度身訂造培訓以作補足。再者，我們需要處理複雜的業務狀況，培訓課程必須揉合不同的業務分類。

我們其中一個主要業務分類－物業管理非常依賴專門知識及實際技能，擁有專業資格亦未必足夠。因此，我們根據不同情況提供專門培訓，主題涵蓋職業健康與安全以至客戶服務。另一方面，辦公室僱員需遵守年度培訓計劃，而前線僱員需出席定期實地培訓，並獲記錄出席率。

Below shows the development and training data of the Group in 2018:

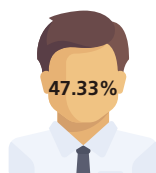
以下為本集團於二零一八年的發展及培訓數據：

Development and Training Data

發展及培訓數據

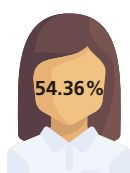
Percentage of Employees Received Training by Gender

按性別劃分的受訓僱員百分比



47.33%

Male
男性

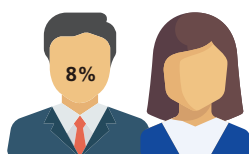


54.36%

Female
女性

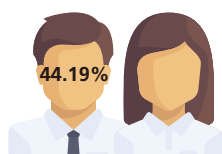
Percentage of Employees Received Training by Employment Type

按僱傭類別劃分的受訓僱員百分比



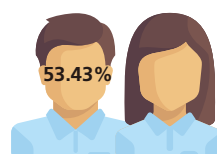
8%

Senior Management or Above
高級管理層或以上



44.19%

Manager or Assistant Manager
經理或助理經理



53.43%

Senior Supervisor or Below
高級主任或以下

Average Training Hours Completed Per Employee

每名僱員完成受訓的平均時數



2

All Employees
全體僱員

COMMUNITY

社區

Leveraging the strengths of our business, Chinese Estates is keen to participate in charitable donations and philanthropic activities to nurture a robust relationship with the communities we operate in. We focus on the partnership with NGOs in creating various social values to our community and a positive corporate culture to our employees and customers. Chinese Estates' volunteer team actively engages our employees, their families and other stakeholders to offer ideas, expertise, manpower and time to serve the community. These collaborative initiatives need to be long-term and consistent to achieve the desired impact, and many of our community and environmental projects are our continuous efforts that span many years.

Our community investment programmes focus on four target areas:

- Environmental protection and conservation
- Charities
- Youth and children development
- Community services

In 2018, we increased our community donation to a total amount of HK\$555,132 to charitable projects organised by government organisations and charitable non-governmental organisations. With active support from our employees and their families, we participated in 58 volunteering activities with a total of 633.2 volunteering hours.

In addition to monetary contribution, we are dedicated to integrating community investment into our business operation by offering venue sponsorship to our community partners. Through providing suitable space in the shopping malls under our management to organisations to host exhibitions and publicity events, we aim to demonstrate our support to the meaningful causes. During the reporting year, Chinese Estates welcomed Smile with us HK, TissueMan, Hong Kong Hereditary Breast Cancer Family Registry and Fresh Wave to organise a total of 6 events at The ONE and Windsor House.

A. CHARITIES – ENCOURAGE OUR EMPLOYEES TO PARTICIPATE IN VOLUNTEERING ACTIVITIES

Chinese Estates corporate responsibility goes far beyond pure charitable monetary donations and has evolved to focus on strategic, long-term programmes as well as significant in-kind support including staff volunteering. We have been developing long-term relationships with charities as our commitment on the community.

憑藉業務優勢，華人置業積極參與慈善捐款及公益活動，與業務所在的社區發展堅實關係。我們重視與非政府組織的夥伴關係，攜手為社區塑造不同的社會價值觀，同時向我們的僱員及客戶傳遞正面的企業文化。華人置業的義工團隊積極邀請僱員、其家屬及其他持份者參與，提供想法及專門技能，付出人力及時間服務社區。這些協作需要長期進行，持之以恆，以收預期之效。我們很多社區及環境項目皆持續開展多年。

我們的社區投資計劃關注以下四個目標領域：

- 環境保護及保育
- 慈善
- 青少年及兒童發展
- 社區服務

於二零一八年，我們對社區的捐款增加至合計555,132港元，支持由各政府機構及非政府慈善組織籌辦的慈善項目。我們的僱員及家屬積極響應，參與58項義工活動，服務時數共633.2小時。

除了金錢捐助，我們亦致力向社區合作夥伴提供場地贊助，以將社區投資融入我們的業務運作之中。我們在旗下管理的商場向機構提供合適的空間舉辦展覽及公開活動，以示對這些有意義項目的支持。於本報告年度，華人置業為一起微笑、紙巾俠、香港遺傳性乳癌家族資料庫及鮮浪潮在The ONE及皇室堡提供場地，共舉辦六項不同活動。

A. 慈善 – 鼓勵僱員參加義工活動

華人置業的企業責任不只限於純粹的善款捐助，更發展至策略性長期計劃以至重大的實質支持包括員工的義工服務。我們與各慈善組織發展長期關係，作為對社區的承諾。

The following activities are the major highlights in 2018:

以下為於二零一八年曾參與的主要活動：

Charity 慈善機構	Event 活動
Lifeline Express Hong Kong Foundation 健康快車香港基金	Hong Kong Flag Day 全港賣旗日
International Church of the Foursquare Gospel Lung Hang Elderly Centre 國際四方福音會隆亨堂耆年中心	Kowloon Flag Day 九龍區賣旗日
The Hong Kong Society for the Blind 香港盲人輔導會	Hong Kong Flag Day 全港賣旗日
The Commission on Poverty 扶貧委員會	"Life Buddies" Mentoring Scheme 「友•導向」師友計劃
The Community Chest of Hong Kong 香港公益金	Skip Lunch Day 公益行善「折」食日
Link of Volunteers 搭上搭義工團	TWGHs Radio-i-Care Mindful Arts cum Classic Cars Carnival 東華三院友心情網上電台－互動站
Oxfam Hong Kong 香港樂施會	Oxfam Rice Event 2018 樂施米義賣大行動2018
Hong Kong Federation of Women's Centres 香港婦女中心協會	Kowloon Flag Day 九龍區賣旗日
Hong Kong Paralympic Committee & Sports Association for the Physically Disabled 香港殘疾人奧委會暨傷殘人士體育協會	"Run for Paralympians" charity programme – Standard Chartered HK Marathon 2018 – 10KM Race 「齊撐殘奧精英」籌款活動－渣打香港馬拉松2018－ 十公里賽
Hong Kong Federation of Handicapped Youth 香港傷殘青年協會	Joy Charity Walk "Inclusion" Tsing Yi 「健障行」•共融•青衣心導遊

Case Study: Joy Charity Walk "Inclusion" Tsing Yi for Hong Kong Federation of Handicapped Youth

In October 2018, Chinese Estates participated in Joy Charity Walk organized by Hong Kong Federation of Handicapped Youth. Apart from donation, 23 of our employees walked the talk by volunteering for this event.

Joy Charity Walk is a large-scale event held for sixth consecutive years and promotes barriers-free and inclusions society. Different from the past, in addition to promoting the integration of inclusion with the disabled, in 2018, the event also incorporated the love between the family, community and environment. This event disseminates the message through guided tours and interactive workshops. On the walking route, the organiser provided a small encyclopedia of Tsing Yi history and a stall for everyone to taste nostalgic food.

個案：香港傷殘青年協會「健障行」• 共融• 青衣心導遊

於二零一八年十月，華人置業參加香港傷殘青年協會舉辦的健障行。除了捐款，我們23名僱員身體力行參與義工服務。

健障行是一項大型活動，已經連續六年舉行，推廣無障礙及共融社會。與過往不同，二零一八年的活動除了推廣殘疾人士共融之外，亦宣揚家庭、社區及環境之間的愛，透過導賞團及互動工作坊傳遞訊息。舉辦方在步行路線上放置一本青衣歷史小百科，又擺設攤檔與參與人士分享懷舊美食。



Bronze Award in Highest Fundraising Amount
最高籌款額銅獎

Case Study: Dragon Boat Festival Rice Dumplings Giving

Prior to Dragon Boat Festival, Chinese Estates gave out rice dumplings to the elderlies at Lady Lau Memorial Study Centre. With the love and effort from 37 of our staff volunteers, more than 600 families were benefited from this event.

During the day, we distributed 2,400 rice dumplings, each of the elderly could receive at least four dumplings including the ones with abalone and dried scallop. In addition to the dumplings, we also donated specially ordered shopping carts that customised for elderlies who struggled to carry daily groceries up the stairs in old buildings in Hong Kong.

個案：糰有你心

在端午節前，華人置業在劉葉淑婉紀念自修中心參加長者派糰活動。我們37名員工充當愛心義工，活動惠及超過600個家庭。

當日，我們派發了2,400隻糰，每位長者獲發最少四隻，餡料更包括鮑魚及瑤柱。除了糰子，我們亦捐贈特別為長者訂製的購物手拉車，方便他們攜帶日用品上落唐樓。



Case Study: "Life Buddies" Mentoring Scheme

The "Life Buddies" Mentoring Scheme is a youth mentoring scheme, to promote mentoring culture in the community and to help the youth from disadvantaged background move upward in society, and thereby reducing intergenerational poverty. This comprehensive programme offers mentorship, job tasting, company visit and career talk. The students are exposed to a real-life working environment, through working in different positions across departments from building management to human resources. This programme aspires students to their future career or post educations.

The one-to-one mentor system offers more precise advice from the professionals and career-focused activities to the students. Supported by nine of our staff volunteers during 2018, substantial students were benefited by this programme. This helps the industries to nurture a group of potential pool of talents in different fields to continuously contribute to the society.

個案：「友•導向」師友計劃

「友•導向」師友計劃對象為青年人，旨在於社區推動師友文化，協助來自弱勢社群的青年人在社會向上流，從而減低跨代貧窮。這全面的計劃提供師友指導、工作學習、公司參觀及職業講座。同學有接觸真實工作環境的機會，到不同部門參與物業管理、人力資源等不同崗位的工作。這計劃啟發同學對將來事業及升學的看法。

透過專業人士及各項職業活動，一對一的師友指導為同學帶來更深入到位的意見。於二零一八年，我們九名員工充當義工支援計劃，眾同學獲益不淺。計劃有助不同行業培育一群有潛質的人才，持續為社會作出貢獻。





Participants received a brief introduction on facilities management of an office building during site visits to the Group's property.

參與同學實地參觀本集團物業，聽取有關寫字樓設施管理的簡介。



Career talk provided participants with a general picture on organization structure and business in the property industry.

透過職業講座，向參與同學介紹我們的組織架構及物業行業的業務。



Job shadowing at various departments for students to get a taste of day-to-day operation.

同學在各部門參與影子工作，體驗日常運作。



B. SUPPORT THE CHARITABLE ACTIVITIES FOR GREATER IMPACTS

Chinese Estates is committed to contributing to society through different channels. During the reporting year, we contributed to enhance social inclusion by supporting various community events through sponsorships and donations.

The following highlights some major donations and sponsorships:

B. 支持慈善活動，發揮更大影響力

華人置業致力透過不同渠道回饋社會。於本報告年度，我們通過贊助及捐贈支持各種社區活動，為促進社會共融出一分力。

以下為一些主要贊助及捐贈項目：

Charity 慈善機構	Event 活動
Free Methodist Church Tuen Mun Children and Youth Integrated Services Centre 循理會屯門青少年綜合服務中心	Project Green Feet 小腳板環保之旅
Heep Hong Society 協康會	Heep Hong Society Charity Raffle 2018 協康會慈善獎券2018
Hong Kong Paralympic Committee & Sports Association for the Physically Disabled 香港殘疾人奧委會暨傷殘人士體育協會	"Run for Paralympians" charity programme – Standard Chartered HK Marathon 2018-10KM Race 「齊撐殘奧精英」籌款活動 – 渣打香港馬拉松2018 – 十公里賽
Hong Kong Red Cross 香港紅十字會	Pass-it-On Campaign 2018 愛心相連大行動2018
Ocean Park Conservation Foundation, Hong Kong 香港海洋公園保育基金	Run for Survival 2018 生態保衛賽2018
Orbis Hong Kong 奧比斯香港	2018 Orbis Mid-Autumn Charity Sales 2018奧比斯「愛心獻光明」中秋義賣
The Community Chest of Hong Kong 香港公益金	The Community Chest Skip Lunch Day, Dress Casual Day, Love Teeth Day 公益行善「折」食日、公益金便服日、公益愛牙日
WiseGiving Charitable Trust-Government 惠施慈善信託基金	Future Stars – Upward Mobility Scholarship 明日之星 – 上游獎學金
World Vision Hong Kong 香港世界宣明會	Famine 30 – Skip a Meal 饑饉30 – 饑饉一餐

Case Study: “Run for Paralympians” charity programme – Standard Chartered HK Marathon 2018-10KM Race

In 2018, Chinese Estates continued to support “Run for Paralympians” charity programme – Standard Chartered HK Marathon 2018-10KM Race. We donated over fifty-five thousand dollars to this event alone and eight of our employees participated in the 10-km race. The aim of the event was to raise funds for athletes’ constant training and promotion of sports for the disabled, which is consistent with the equality spirit across our business.

個案：「齊撐殘奧精英」籌款活動－渣打香港馬拉松2018－十公里賽

於二零一八年，華人置業繼續支持「齊撐殘奧精英」籌款活動－渣打香港馬拉松2018－十公里賽，單就此活動已籌得超過55,000港元善款，共八名僱員參與十公里賽。活動旨在為運動員日常訓練及推廣殘疾人士運動籌募經費，與我們業務的平等精神目標一致。



C. AWARDS AND CERTIFICATION

Our continuing supports and contributions in various community activities gain us both awards and recognitions from different philanthropic activities organisation from time to time.

The following highlights some major awards received during 2018:

C. 獎項與證書

我們一直支持及貢獻各種社區活動，不時得到多個慈善團體的認同和表彰。

以下為一些於二零一八年所獲得的主要獎項：

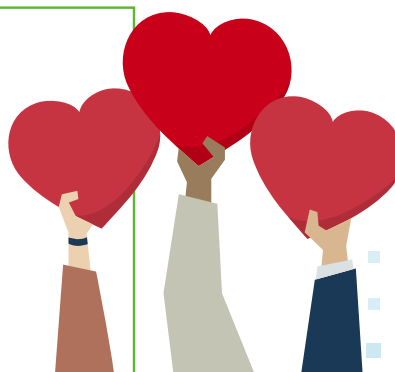
Organiser 主辦方	Award 獎項
Agency for Volunteer Service 義務工作發展局	Hong Kong Community Volunteers (Corporate Member) – Certificate of Appreciation 香港義工團(團體會員)–嘉許狀
The Hong Kong Council of Social Service 香港社會服務聯會	10 Years Plus Caring Company Logo 連續10年或以上獲頒「商界展關懷」標誌
Commission on Poverty 扶貧委員會	Life Buddies Mentoring Programme 2017/18 – Certificate of Appreciation 友•導向2017/18學年師友計劃–感謝狀
	Certification of Appreciation for “2018 Future Stars – Upward Mobility Scholarship” 「2018明日之星–上游獎學金」感謝狀
Hong Kong Federation of Handicapped Youth 香港傷殘青年協會	Joy Charity Walk “Inclusion” Tsing Yi Organization/Corporations Highest Fundraising Amount – Bronze Award 「健障行」•共融•青衣心導遊機構／團體組別最高籌款額銅獎
Hong Kong Paralympic Committee & Sports Association for the Physically Disabled 香港殘疾人奧委會暨傷殘人士體育協會	“Run for Paralympians” Award 「齊撐殘奧精英」獎項
Volunteer Movement, Social Welfare Department 社會福利署「義工運動」	Silver Award for Volunteer Service (Organization) 銀狀義務工作嘉許狀(團體)
World Vision Hong Kong 香港世界宣明會	Certificate of Appreciation in supporting of “Skip-a-Meal 2018” 支持「饑饉一餐2018」感謝狀

Award

獎項



10 Years Plus Caring Company Logo
連續10年或以上獲頒「商界展關懷」
標誌



Silver Award for Volunteer Service
(Organization)
銀狀義務工作嘉許狀(團體)



Life Buddies Mentoring Programme
2017/18 –
Certificate of Appreciation
友•導向2017/18學年師友計劃 –
感謝狀

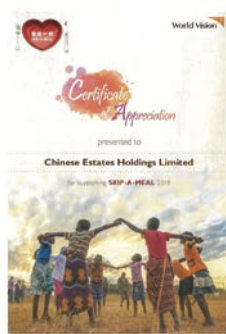


Hong Kong Community Volunteers
(Corporate Member) –
Certificate of Appreciation
香港義工團(團體會員) – 嘉許狀





“Run for Paralympians” Award
「齊撐殘奧精英」獎項



Certificate of Appreciation
in supporting of “Skip-a-Meal 2018”
支持「饑饉一餐2018」感謝狀



Joy Charity Walk “Inclusion” Tsing Yi
Organization/Corporations Highest
Fundraising Amount – Bronze Award
「健障行」• 共融 • 青衣心導遊
機構／團體組別最高籌款額銅獎



Certification of Appreciation for
“2018 Future Stars –
Upward Mobility Scholarship”
「2018年明日之星－上游獎學金」
感謝狀



Chinese Estates recognises the potential environmental impacts arising from our business processes, from property development and management to our headquarters office operations. In order to minimise unnecessary disruption to our natural environment, we have different measures in place to mitigate the adverse impacts of air emissions, wastewater discharges, waste generation and natural resources consumption. We also make effort to preserve our environment by efficient use of resources, including energy, water, and other raw materials.

In our business operations, we strictly comply with all applicable environmental laws and regulations that are related to air and greenhouse gas emissions, discharges into land and water, and generation of hazardous and non-hazardous waste. These laws and regulations include, but not limited to, the Air Pollution Control Ordinance, Environmental Impact Assessment Ordinance, Waste Disposal Ordinance, Water Pollution Control Ordinance, Noise Control Ordinance and Hazardous Chemicals Control Ordinance. During the reporting year, there was no case of infringement of any environment-related laws and regulations.

Considered our exposure to environmental risks along the value chain, we communicate with our suppliers and contractors about our concerns and expectations, and convey clearly our requirement through written specifications and legal requirements, especially for project development.

Our business units have various measures in place to reduce and manage the environmental impacts of our operations. We incorporate environmental considerations in our business projects throughout the course of planning, design, development and operation. For the self-owned or managed sites, we continually implement green initiatives as well as promote and cultivate green habits and awareness whenever possible. In our offices, we put forth efforts to create an environmentally-friendly workplace and advocate the significance of environmental conservation.

A. ENERGY AND CARBON MANAGEMENT

Energy is essential for our businesses in property development and building management, and it is our top priority to alleviate our environmental impact and reduce our carbon footprint by implementing different energy-saving initiatives. For example, after our progressive replacement of conventional lighting among our portfolio in recent years, all of the properties we owned and managed now adopted LED lightings which largely enhances the energy efficiency of all such properties. In addition, we conduct energy audit regularly at the properties we managed, including Windsor House, Harcourt House and Wanchai Computer Centre, to monitor the level of energy consumption and seize energy reduction opportunity.

華人置業在業務營運中對環境產生潛在影響，不論是物業發展及管理抑或總部寫字樓的運作。為盡量減少對自然環境造成不必要之破壞，我們已採取各種措施以減輕廢氣、廢水、廢物及消耗天然資源的不良影響。我們亦盡力有效使用能源、水、原材料等資源，以保育環境。

在業務運作中，我們已就有關廢氣及溫室氣體排放、向水及土地的排污以及有害及無害廢棄物的產生等遵守所有適用環境法律和法規。此等法律和法規包括但不限於《空氣污染管制條例》、《環境影響評估條例》、《廢物處置條例》、《水污染管制條例》、《噪音管制條例》及《有毒化學品管制條例》。於本報告年度，我們並無違反任何有關環境的法律及法規。

考慮到價值鏈上的環境風險，我們就關注及期望與供應商及承包商溝通，並明確地傳達我們的要求，按照書面規範及法律規定行事，尤其是項目發展。

我們各業務部門已採取不同措施減低及管理業務對環境的影響。我們將環境考慮融入至旗下業務項目整個規劃、設計、發展和營運過程。就我們所擁有或管理的物業，我們持續實施綠色措施並盡可能推廣及養成綠色習慣及意識。我們亦於辦公室營造環境友善的工作環境，提倡環保的重要性。

A. 能源與碳管理

物業發展和物業管理業務需要消耗能源，我們將減少對環境影響和碳足跡的任務放在首位，採取不同節能措施。舉例而言，我們的物業近年逐步取締傳統燈具，所擁有及管理的物業全部已採用LED燈，大大提高此等物業的能源效益。此外，我們對所管理的物業定期進行能源審核，包括皇室堡、夏慤大廈及灣仔電腦城，以監察能源消耗水平，把握節能機會。

ENVIRONMENT

環境

Besides, the properties under our management are signatories of the Environment Bureau's Charter on External Lightings. The purpose of the said Charter is to minimise light nuisance and energy wastage induced by the unnecessary outdoor lighting at night. Recognising our concerted efforts, Excelsior Plaza and Causeway Place received Gold Award, and The ONE, Windsor House and Wanchai Computer Centre received the Platinum Award respectively in 2018.



另外，我們所管理的物業已簽署環境局的《戶外燈光約章》。約章旨在盡量減少晚間戶外燈光所產生的光滋擾及能源浪費。我們的齊心努力獲得肯定，於二零一八年，怡東商場及銅鑼灣地帶分別獲頒發「金獎」，而The ONE、皇室堡及灣仔電腦城則分別獲頒發「鉑金獎」。



On the other hand, in 2018 we also participated actively in the green activities organised by Governmental Organisations (GO) or Non-Governmental Organisations (NGO). These include Earth Hour by WWF on 24 March 2018, the New Year Gift Packs & Food Collection by Food Community & St James Settlement on 9 March 2018, the Reuse of Environmental Bags by Environmental Campaign Committee on 8 January 2018, and the Recycling of Old Electrical Appliances by Environmental Protection Department on 8 January 2018 in support of the green movement in the community.

與此同時，我們於二零一八亦積極參與政府組織或非政府組織舉辦的綠色活動，包括世界自然基金會於二零一八年三月二十四日主辦的「地球一小時」、聖雅各福群會於二零一八年三月九日舉行的「賀年食品及乾糧收集行動」、環境運動委員會於二零一八年一月八日舉行的重用環保袋活動，以及環境保護署於二零一八年一月八日舉行的廢舊電器回收活動，以支持社區的綠色運動。

As a forward-looking corporation, we recognise the importance of fundamental behavioural change in achieving environmental sustainability. In this regard, the Group has Green Office Team to take Green Office initiatives to encourage energy conservation when employees perform their daily duties. For example, we posted stickers next to light switches and electronic appliances and sent emails to remind employees to turn off idle appliances, such as their individual computer screens, and the lights in meeting rooms when they are not in use. All green office initiatives are reviewed by the Green Office Team every half year to ensure that they are effectively implemented.

作為前瞻的企業，我們認同達致可持續環境的過程中，作出根本性的行為改變十分重要。有見及此，本集團已成立綠色辦公室小組制定綠色辦公室措施，以鼓勵僱員執行日常職務時節約能源。舉例而言，我們在燈掣及電器旁貼上標示，並發電子郵件提醒僱員關掉備用的電器，例如個人電腦的屏幕及閒置會議室的燈具。所有綠色辦公室措施由綠色辦公室小組每半年進行檢討，確保措施有效落實。

The energy consumption and carbon emissions of the Group during the reporting period are tabulated below:

本集團於報告期內的能源消耗量及碳排放表列如下：

Energy Type 能源類別	Unit 單位	Total Consumption in 2018 二零一八年 總耗量	Consumption per HK\$ Million Revenue in 2018 二零一八年 每百萬港元 收入耗能	Total Consumption in 2017 二零一七年 總耗量	Consumption per HK\$ Million Revenue in 2017 二零一七年 每百萬港元 收入耗能
Electricity 電力	Kilowatt Hour (kWh) 千瓦時	41,059,872.0	175.3	47,209,397.2	112.1
	Gigajoule (GJ) 千兆焦耳	147,815.5		169,953.8	
Towngas 煤氣	GJ 千兆焦耳	59.8		9.3	

Scope of Carbon Emission 碳排放範圍	Unit 單位	Total Emissions in 2018 二零一八年 總排放量	Emission per HK\$ Million Revenue in 2018 二零一八年 每百萬港元 收入排放量	Total Emissions in 2017 二零一七年 總排放量	Emission per HK\$ Million Revenue in 2017 二零一七年 每百萬港元 收入排放量
Scope 1 – Direct Emission 範圍1 – 直接排放	Tonnes of Carbon Dioxide equivalent (tCO ₂ e) 噸二氧化碳當量	3.2	33.2	0.5	21.4
Scope 2 – Indirect Emission 範圍2 – 間接排放	tCO ₂ e 噸二氧化碳當量	27,986.8		32,479.0	

B. WASTE MANAGEMENT

The Group endeavours to reduce waste disposal by implementing waste management initiatives and plans in the properties and offices we own or manage. These initiatives are aspired to avoid waste generation, and to promote reuse and recycling of materials. It is the Group's policy to engage conscientious recycling contractors for responsible waste handling.

For properties under our management, such as The ONE, Windsor House and Harcourt House, recycling bins are placed in common and prominent area, to encourage and assist the tenants and residents to practice waste separation at source. To facilitate material reuse, in 2018 we continued to partner with environmental organisations to hold recycling programs of festive materials during the festival seasons, such as red packets, Christmas trees, and Cherry Blossom trees.

B. 廢棄物管理

本集團努力減少廢棄物棄置量，於我們所擁有或管理的物業及辦公室引入廢棄物管理措施及計劃。有關措施是希望盡量避免產生廢棄物，並提倡重用及回收物料。本集團的政策是聘請盡責的回收商有責任地處理廢棄物。

在我們管理的物業，如The ONE、皇室堡及夏慤大廈，主要的公共範圍已放置回收箱，以鼓勵及協助租戶及住戶從源頭分類廢棄物。為方便重用物料，我們於二零一八年繼續與環保組織合作舉行回收計劃，回收利是封、聖誕樹及桃花等節慶物料。



Christmas trees recycling program organised by Environmental Protection Department on 5 January 2018 that our managed properties One WanChai and Manhattan Avenue had joined in this program.

我們所管理的物業壹環及Manhattan Avenue參與環境保護署於二零一八年一月五日舉辦的聖誕樹回收計劃。



Chinese New Year Cherry Blossom trees recycling organised by Environmental Protection Department on 2 March 2018 that our managed properties York Place, Harcourt House, Wanchai Computer Centre had joined in this program.

我們所管理的物業York Place、夏慤大廈及灣仔電腦城參與環境保護署於二零一八年三月二日舉辦的農曆新年桃花回收計劃。

As food waste is one of the major compositions of municipal solid waste in Hong Kong, we have been working with our business partners and suppliers on food waste reduction programme. We have a food waste recycling machine in The ONE which enables restaurants to recycle food waste generated in their daily operation. All collected food waste are transformed into fertiliser and utilised in the sky garden on 16/F of the mall. In this reporting year, we further utilised the facility by transferring the coffee ground and used tea leaves collected at Windsor House to The ONE for further processing. During the reporting year, we collected 5,676.0 litres of food waste which was increased by 112% from last reporting year.

廚餘乃香港都市固體廢棄物的主要組成部分之一。我們一直與業務夥伴及供應商合作，實施減少廚餘計劃。我們在旗下其中一個管理的商場The ONE裝設有廚餘回收機，讓餐廳回收日常營運中產生的廚餘。所有收集到的廚餘會化為肥料，用於商場16樓的空中花園。於本報告年度，我們進一步利用該設施，將在皇室堡收集的咖啡渣及茶葉渣運往The ONE再作處理。於本報告年度，我們共收集了5,676.0升廚餘，較上一報告年度增加112%。



The food waste recycling machine in The ONE.
設置在The ONE內的廚餘回收機。

At office level, we designate collection facilities for paper recycling while boxes are placed all around the office to collect other reusable consumables, such as file folders, single-side-used paper, etc. Used cartridges are recycled by returning them to the supplier. For retired office electronics such as computers, printers and fax machines, which are still in usable conditions, we will donate to organisations for the underprivileged.

On the other hand, we encourage our employees to reduce paper usage by encouraging the wise use of e-communication channels to minimise paper wastage at source. This at the same time can enhance the efficiency and timeliness of the communication process with our stakeholders. During the reporting year, our offices consumed 9.2 tonnes and recycled 10 tonnes of paper.

在辦公室層面，我們設置廢紙回收設施，並在辦公室周圍放置回收箱收集其他可重用的消耗品，例如文件夾、單面廢紙等。用完的墨盒及碳粉會交還予供應商，以作回收。電腦、打印機及傳真機等報廢辦公室電子設備若仍能運作，會透過組織捐贈予弱勢社群。

另一方面，我們鼓勵僱員節約用紙，善用電子通訊渠道，盡量源頭減廢的同時，提升與持份者通訊過程的效率及適時性。於本報告年度，我們的辦公室消耗9.2噸紙張，並回收10噸紙張。

ENVIRONMENT

環境

The Group's waste generation during the reporting year is tabulated below:

本集團於本報告年度產生的廢棄物表列如下：

Type of Waste 廢棄物類別	Unit 單位	Total Amount Recycled in 2018 二零一八年 總回收量	Total Amount Recycled per HK\$ Million Revenue in 2018 二零一八年 每百萬港元 收入回收量
Non-hazardous Waste 無害廢棄物			
Total Non-hazardous Waste 總無害廢棄物	Kg 公斤	32,567.3	38.6
Paper 紙張	Kg 公斤	26,025.3	
Plastic 塑膠	Kg 公斤	449.9	
Metal 金屬	Kg 公斤	416.1	
Food Waste 廚餘	Kg 公斤	5,676.0	
Type of Waste 廢棄物類別	Unit 單位	Total Amount Recycled in 2018 二零一八年 總回收量	Total Amount Generated in 2018 二零一八年 總產生量
Hazardous Waste 有害廢棄物			
Computer 電腦	Pieces 件	171	395

C. USE OF RESOURCES

Our operations rely on a variety of resources and materials extracted from our precious natural environment. Thus, it is our responsibility to utilise resources with a sustainable manner. Through effective procurement practices and monitoring programmes, we ensure efficient use of energy, water, and other raw materials while not compromising the delivery of high quality products and services to our customers. For example, we use environmentally-friendly carpet produced from recycled material in selected commercial properties. Dual flush toilets are also installed in the properties we own or manage for water conservation.

The Group's water consumption during the reporting year is tabulated below:

C. 資源使用

我們在營運中依賴不同資源以及從珍貴自然環境所提取的物料。因此，我們有責任以可持續的方式利用資源。透過有效的採購慣例及監察計劃，我們確保有效益地耗用能源、水及其他原材料，同時兼顧提供予客戶的產品及服務的高質素。例如，我們在部分商用物業採用以循環再造物料製成的環保地氈。而為節約用水，我們在所擁有或管理的物業安裝雙掣式沖廁水箱。

本集團於本報告年度的耗水量表列如下：

Resource Type	Unit	Total Consumption in 2018	Consumption per HK\$ Million Revenue in 2018	Total Consumption in 2017	Consumption per HK\$ Million Revenue in 2017
資源類別	單位	二零一八年總耗量	二零一八年每百萬港元收入耗量	二零一七年總耗量	二零一七年每百萬港元收入耗量
Water 水	Cubic metre (m ³) 立方米	212,839.0	252.3	236,593.7	156.0

Consumable Resource Type	Unit	Total Consumption in 2018
消耗品資源類別	單位	二零一八年總耗量
Hand Soap 洗手液	Bottles 支	2,267
Paper Towel 抹手紙	Packs 包	113,504
Toilet Paper 廁紙	Rolls 卷	601,411
A3 Paper A3紙	Kg 公斤	515
A4 Paper A4紙	Kg 公斤	11,505
Fluorescent Tube 光管	Pieces 支	4,308

OPERATIONS

營運

Delivering product and service excellence for customers is our goal. We maintain active communication with our employees, customers and supply chain to better understand their needs and our responsibilities. In endeavour to enhance overall capability, we provide vigorous supports to each other. We strictly comply with the laws and regulations applicable to health and safety, advertising, labelling and privacy issues associated with our products and services including the Residential Properties (First-hand Sales) Ordinance and the Consent Scheme of the Hong Kong Lands Department.

A. PRODUCT AND SERVICE QUALITY

Chinese Estates upholds a high standard in product quality, with the aim to provide premium services to our customers. We are committed to providing products and services with excellence and creativity, with the greatest efforts and professionalisms in upholding ethics in the dynamic marketplace.

In order to safeguard customers' safety and health and mitigate the risk arising from building management, the Group is keen to collect customer feedbacks on our product and service quality by setting up various communication channels with our customers. This enables continuous improvement of our services and product towards the customers' expectations. A comprehensive quality control system and assurance procedures are also in place to ensure excellent product and service quality. Professional advisory services and site supervision are delivered by our contractors and suppliers to assure and maintain a consistent and high building quality from the design to completion stage for the properties we own or manage.

We continually strive for improvement and excellence. A range of green building design elements are firmly incorporated into buildings owned or managed by us to enhance living standard of our customers and minimise the potential impact on the environment. For examples, Windsor House and The ONE obtained the Indoor Air Quality Certificate (Excellent Class) respectively in 2018/19 and 2017/18. Meanwhile, Harcourt House obtained the Indoor Air Quality Certificate (Good Class) 2017/18, which certified that we fully complied with the Indoor Air Quality Objectives of the Environmental Protection Department.

我們致力向客戶提供優質的產品及服務。我們與僱員、客戶及供應鏈保持積極溝通，以更好地了解他們的需要以及我們的責任。我們與以上持份者互相協力支持，不遺餘力提升整體能力。我們恪守有關所提供產品及服務的健康與安全、廣告、標籤及私隱事宜的適用法律及法規，包括《一手住宅物業銷售條例》及地政總署預售樓花同意方案。

A. 產品及服務質素

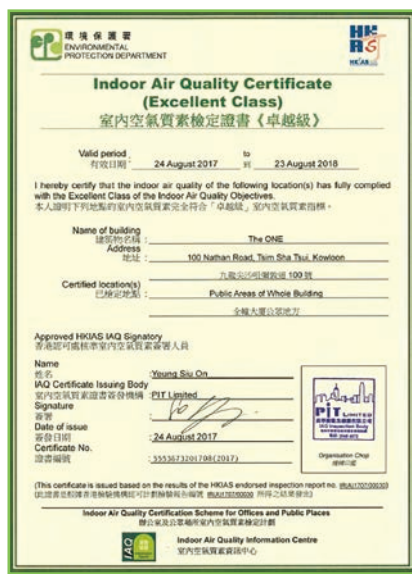
華人置業秉持高標準的產品質素，旨在為客戶提供優質服務。我們承諾所提供產品及服務優質且富創意，盡最大努力及專業精神在瞬息萬變的市場中堅守商業道德。

為保障客戶的安全與健康並降低物業管理方面造成的風險，本集團積極收集客戶反饋產品及服務質素方面的意見，設立不同客戶溝通渠道，讓產品及服務質素不斷提升，符合客戶預期。我們亦已建立全面的質量控制系統及保證程序，以確保產品及服務質素卓越。我們的承包商及供應商則提供專業意見服務及現場監督，以確保我們所擁有或管理的物業從設計到竣工階段的樓宇質素皆保持高水平。

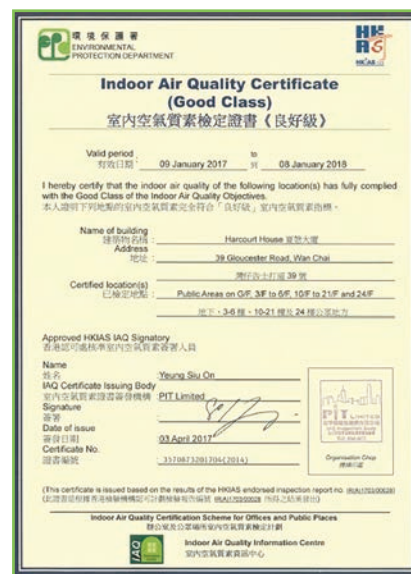
我們努力不懈，精益求精，將綠色設計元素融入我們所擁有或管理的樓宇，以提高客戶的生活品質及盡量減少可能對環境造成的影響。例如，皇室堡及The ONE分別於二零一八／一九年度及二零一七／一八年度取得室內空氣質素檢定證書《卓越級》。與此同時，夏慤大廈則於二零一七／一八年度獲得室內空氣質素檢定證書《良好級》，足證我們已完全符合環境保護署的室內空氣質素指標。



Indoor Air Quality Certificate
(Excellent Class) 2018/19 of
Windsor House
皇室堡獲二零一八／一九年度
室內空氣質素檢定證書
《卓越級》



Indoor Air Quality Certificate
(Excellent Class) 2017/18 of
The ONE
The ONE獲二零一七／一八年度
室內空氣質素檢定證書
《卓越級》



Indoor Air Quality Certificate
(Good Class) 2017/18 of
Harcourt House
夏慤大廈獲二零一七／一八年度
室內空氣質素檢定證書
《良好級》

For enhancing service quality, we regularly offer specialised training to frontline employees on the knowledge and skills in handling complaints from our tenants and in handling emergencies, such as gas leakages, power outages and escalator malfunctions. We proactively seek feedbacks from our customers and take corresponding follow-up actions promptly. This helps to create greater values and satisfaction for our customers, which solidify and extend the mutual relationships.

In 2018, a total of 261 complaints were received but none of them was product-related.

B. SUPPLY CHAIN MANAGEMENT

Stability of supply chain is one of the essential elements contributes to our business success. We expect and require our suppliers to uphold business ethics as we do. Sustainability performance of potential suppliers are considered as one of the selection criteria for their tendering application.

Effective supply chain management is crucial to our product and service quality. Therefore, we communicate, select and supervise suppliers on a fair and transparent basis. Regular monitoring is conducted to assess the performance of existing suppliers. Suppliers who fail to fulfil our requirements may be asked for clarification or suspended or delisted depending on the severity of the issue. In this reporting year, we awarded contracts to 528 suppliers of which 482 are local suppliers, 4 are located in Mainland China, and the remaining 42 are overseas suppliers.

提升服務質素方面，我們定期向前線僱員提供專門培訓授以知識及技能，以處理租戶投訴及燃氣洩漏、電力中斷及扶手電梯故障等緊急情況。我們積極尋求客戶反饋意見，採取即時的相應跟進行動。這有助創造更大的客戶價值及提高滿意程度，鞏固及延展雙方關係。

於二零一八年，我們合共接獲261宗投訴，全部與產品無關。

B. 供應鏈管理

穩定的供應鏈是我們業務取得成功的主要元素之一。我們期望並要求供應商具備與我們同等的商業道德標準。潛在供應商的持續表現被視為其投標申請的挑選標準之一。

有效的供應鏈管理對我們的產品及服務質素至關重要。因此我們在公平及具透明度的基礎上挑選及監督供應商，以及與其溝通。我們進行定期監控以評估現有供應商的表現。無法符合我們要求的供應商可能視乎問題的嚴重程度而被要求作出澄清或暫停供應或退出合作名單。於本報告年度，我們向528間供應商授出合約，其中482間為本地供應商，4間位於中國內地，其餘42間為海外供應商。

C. CUSTOMER PRIVACY AND DATA PROTECTION

Chinese Estates respects customer data privacy and strives to ensure that our customer data management is in compliance with all relevant laws and regulations, including but not limited to the Personal Data (Privacy) Ordinance. During the reporting year, there was no record of substantiated complaint regarding leakage of customer privacy or loss of customer data. The Group has formulated data privacy policies with clear instructions and guidance for employees in handling personal data which they have access to. Data privacy training is delivered to all employees in orientation and refresher programmes whenever necessary.

D. INTELLECTUAL PROPERTY RIGHTS

Chinese Estates protects and respects intellectual property rights. Our business complies strictly with all applicable laws and regulations, including but not limited to the Registered Designs Ordinance, the Patents Ordinance and the Trade Descriptions Ordinance. In our procurement process, suppliers are required to specify the quantity of hardware and software needed to fulfil the service in a list. The list shall be subject to verification by our Information Technology Department during product delivery and service acceptance process to ensure that all hardware and software purchased or installed are licensed.

C. 客戶私隱及資料保護

華人置業尊重客戶資料私隱，致力確保客戶資料管理恪守所有相關的法律及法規，包括但不限於《個人資料(私隱)條例》。於本報告年度，並無接獲有關客戶因私隱洩漏或客戶資料遺失的證實投訴。本集團已制定資料私隱政策，並就僱員如何處理有權取得的個人資料向他們提供清晰的提示及指引。所有僱員在入職培訓及其後有需要時獲提供資料私隱培訓。

D. 知識產權

華人置業保護及尊重知識產權。我們的業務恪守所有適用法律及法規，包括但不限於《註冊外觀設計條例》、《專利條例》及《商品說明條例》。在我們採購過程中，供應商須詳述提供服務所需硬件及軟件的數量清單。我們的資訊科技部於產品交付及服務驗收時須驗證清單，以確保所購買或安裝的所有硬件及軟件均為正版。

This is the third ESG Report published by Chinese Estates. The process of ESG data collection and disclosure is a precious opportunity for us to review our sustainability performance. In the coming years, Chinese Estates will continue to implement ESG management following our strategic resource allocation and goals.

此乃華人置業刊發的第三份環境、社會及管治報告。環境、社會及管治數據收集及披露過程是我們檢討可持續表現的寶貴機會。未來數年，華人置業將遵循我們的策略性資源分配及目標，繼續實施環境、社會及管治方面的管理。

Date of this Report: 18 July 2019

本報告日期：二零一九年七月十八日

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Subject Areas, Aspects, General Disclosures and Key Performance Indicators ("KPI") 主要範疇、層面、一般披露及關鍵績效指標(「關鍵績效指標」)		Section Reference 相關章節	Remarks 備註
A. Environmental A. 環境			
Aspect A1: Emissions 層面 A1：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。	Environment 環境	/
KPI A1.1 關鍵績效指標 A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	/	During the reporting period, there was no significant emission of NOx, SOx and other pollutants in our operations. 於報告期內，我們在營運時並無大量排放氮氧化物、硫氧化物及其他污染物。
KPI A1.2 關鍵績效指標 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)。	Environment – Energy and Carbon Management 環境 – 能源與碳管理	/
KPI A1.3 關鍵績效指標 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)。	Environment – Waste Management 環境 – 廢棄物管理	/

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KPI A1.4 關鍵績效指標 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)。	Environment – Waste Management 環境 – 廢棄物管理	/
KPI A1.5 關鍵績效指標 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。	Environment – Energy and Carbon Management 環境 – 能源與碳管理	/
KPI A1.6 關鍵績效指標 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。	Environment – Waste Management 環境 – 廢棄物管理	/
Aspect A2: Use of Resources 層面 A2：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。	Environment – Use of Resources 環境 – 資源使用	/
KPI A2.1 關鍵績效指標 A2.1	Direct 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)。	Environment – Energy and Carbon Management 環境 – 能源與碳管理	/
KPI A2.2 關鍵績效指標 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)。	Environment – Use of Resources 環境 – 資源使用	/
KPI A2.3 關鍵績效指標 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。	Environment – Energy and Carbon Management 環境 – 能源與碳管理	/
KPI A2.4 關鍵績效指標 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。	Environment – Use of Resources 環境 – 資源使用	During the reporting period, there was no issue in sourcing water for our operations. 於報告期內，並無為我們的營運求取水源方面的問題。

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KPI A2.5 關鍵績效指標 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。	/	Packaging materials are considered not significant in our operations. 包裝材料對我們的營運而言並無重大影響。
Aspect A3: The Environment and Natural Resources			
層面 A3：環境及天然資源			
General Disclosure 一般披露	Policies on minimizing 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。	Environment 環境	/
KPI A3.1 關鍵績效指標 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。	/	During the reporting period, there was no significant impacts of activities on the environment and natural resources. 於報告期內，並無業務活動對環境及天然資源造成重大影響。
B. Social			
B. 社會			
Employment and Labour Practices			
僱傭及勞工常規			
Aspect B1: Employment			
層面 B1：僱傭			
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 compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 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： (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。	Employment 僱傭	/

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KPI B1.1* 關鍵績效指標 B1.1*	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	Employment – People 僱傭 – 僱員	/
KPI B1.2* 關鍵績效指標 B1.2*	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	Employment – People 僱傭 – 僱員	/
Aspect B2: Health and Safety 層面 B2：健康與安全			
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 providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (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。	Employment – Safe Working Environment 僱傭 – 安全工作環境	/
KPI B2.1* 關鍵績效指標 B2.1*	Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率。	Employment – Safe Working Environment 僱傭 – 安全工作環境	/
KPI B2.2* 關鍵績效指標 B2.2*	Lost days due to work injury. 因工傷損失工作日數。	Employment – Safe Working Environment 僱傭 – 安全工作環境	/
KPI B2.3* 關鍵績效指標 B2.3*	Description of occupational health and safety measures adopted, how they are implemented and monitored. 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。	Employment – Safe Working Environment 僱傭 – 安全工作環境	/

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Aspect B3: Development and Training			
層面 B3：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. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	Employment – Career and Personal Development 僱傭 – 職業與個人發展	/
KPI B3.1* 關鍵績效指標 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。	Employment – Career and Personal Development 僱傭 – 職業與個人發展	/
KPI B3.2* 關鍵績效指標 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。	Employment – Career and Personal Development 僱傭 – 職業與個人發展	/
Aspect B4: Labor Standards			
層面 B4：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 labour. 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。	Employment 僱傭	/

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KPI B4.1* 關鍵績效指標 B4.1*	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	Employment – People 僱傭 – 僱員	/
KPI B4.2* 關鍵績效指標 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。	/	Our operation has a low risk of employing child and forced labour. Therefore, we do not consider child labour and forced labour as a material issue. 我們的業務在聘用童工及強制勞工方面的風險甚低。因為，我們不視童工及強制勞工為重大議題。
Operating Practices 營運慣例			
Aspect B5: Supply Chain Management 層面 B5：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。	Operations – Supply Chain Management 營運 – 供應鏈管理	/
KPI B5.1* 關鍵績效指標 B5.1*	Number of suppliers by geographical region. 按地區劃分的供應商數目。	Operations – Supply Chain Management 營運 – 供應鏈管理	/
KPI B5.2* 關鍵績效指標 B5.2*	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及有關慣例的執行及監察方法。	Operations – Supply Chain Management 營運 – 供應鏈管理	/

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Aspect B6: Product Responsibility			
層面 B6：產品責任			
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 health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 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： (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。	Operations 營運	/
KPI B6.1* 關鍵績效指標 B6.1*	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 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。	/	During the reporting year, no products sold or shipped subject to recalls for safety and health reasons. 於報告期內，並無已售或已運送產品因安全與健康理由而須回收。
KPI B6.2* 關鍵績效指標 B6.2*	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	Operations – Product and Service Quality 營運 – 產品及服務質素	/
KPI B6.3* 關鍵績效指標 B6.3*	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	Operations – Intellectual Property Rights 營運 – 知識產權	/

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KPI B6.4* 關鍵績效指標 B6.4*	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	Operations – Product and Service Quality 營運 – 產品及服務質素	Recall procedures are not applicable to our operations. 產品回收程序對我們的營運並不適用。
KPI B6.5* 關鍵績效指標 B6.5*	Description of consumer data protection and privacy policies, how they are implemented and monitored. 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。	Operations – Customer Privacy and Data Protection 營運 – 客戶私隱及資料保護	/
Aspect B7: Anti-corruption			
層面 B7：反貪污			
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 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。	Corporate Governance 企業管治	/
KPI B7.1* 關鍵績效指標 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. 於報告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。	Corporate Governance 企業管治	During the reporting period, there were no concluded legal cases regarding corrupt practices brought against the Group. 於報告期內，並無對本集團提出並已審結的貪污訴訟案件。
KPI B7.2* 關鍵績效指標 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。	Corporate Governance 企業管治	/

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Community 社區			
Aspect B8: Community Investment 層面 B8：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。	Community 社區	/
KPI B8.1* 關鍵績效指標 B8.1*	Focus areas of contribution (e.g. education, environmental concerns, labour 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)。	Community 社區	/
KPI B8.2* 關鍵績效指標 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)。	Community 社區	/

* Recommended Disclosure

* 建議披露



華人置業集團

CHINESE ESTATES HOLDINGS LIMITED

