



中泛控股有限公司

CHINA OCEANWIDE HOLDINGS LIMITED

(Incorporated in Bermuda with limited liability)

(於百慕達註冊成立之有限公司)

Stock Code 股份代號 : 715

SOCIAL RESPONSIBILITY REPORT
社 會 責 任 報 告

2019



SOCIAL RESPONSIBILITY REPORT 2019

2019年社會責任報告



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ABOUT THIS REPORT

China Oceanwide Holdings Limited (“China Oceanwide Holdings” or the “Company”, together with its subsidiaries, the “Group”) has developed corporate sustainability strategies with the aims of creating sustainable values to its stakeholders and bringing positive impacts to the environment and society. In order to carry out the sustainability strategies from top to bottom, the Board of Directors (the “Board”) of the Group has the ultimate responsibility for ensuring the effectiveness of the Group’s environmental, social and governance (“ESG”) policies. The Board has established dedicated teams to manage ESG issues within each business division in the Group. Designated staff have been assigned to enforce and supervise the implementation of relevant ESG policies. The Group is also committed to constantly reviewing and adjusting the Group’s sustainability policies in order to satisfy the ever-changing needs of its stakeholders. Details of its management approach in environmental and social aspects can be found in different sections of this Report. The Group believes that sustainability is essential to the long-term development of the Group.

SCOPE AND REPORTING PERIOD

This is the third Social Responsibility (“SR”) Report for the Group with disclosure reference made to the ESG Reporting Guide as described in Appendix 27 of the Listing Rules and Guidance set out by The Stock Exchange of Hong Kong Limited.

This SR report covers the Group’s overall performance in two subject areas, namely Environmental and Social for the operations of four business segments, namely property investment, real estate development, energy and finance investment and others, at offices in Hong Kong and Shanghai of the People’s Republic of China (the “PRC”), Los Angeles and Hawaii of the United States of America (the “United States”), and Jakarta of Indonesia for the reporting period from 1 January 2019 to 31 December 2019 (the “reporting period”), unless otherwise stated.

關於本報告

中泛控股有限公司(「中泛控股」或「本公司」)連同其附屬公司「本集團」已制定其可持續發展策略，旨在為其權益人創造可持續價值，並造福環境及社會。為從上而下貫徹執行可持續發展策略，本集團董事會(「董事會」)肩負最終責任，確保本集團的環境、社會及管治政策行之有效。董事會已成立專責團隊，管理本集團各業務分部的環境、社會及管治問題。董事會亦指派指定員工加強及督導實行相關環境、社會及管治政策。此外，本集團致力持續檢討及調整本集團的可持續發展政策，以滿足其權益人不斷變化的需求。有關環境及社會層面管理方針的詳情，可參閱本報告不同章節。本集團相信，可持續發展為本集團長遠發展的要素。

範圍及報告期

此乃本集團之第三份社會責任報告，其披露內容乃參考香港聯合交易所有限公司制定的上市規則附錄二十七及指引所述的環境、社會及管治報告指引編製。

除另有說明外，本社會責任報告涵蓋本集團在中華人民共和國(「中國」)香港及上海、美利堅合眾國(「美國」)洛杉磯及夏威夷以及印尼雅加達辦事處的四個業務分部(即物業投資、房地產開發、能源電力以及財務投資及其他)於2019年1月1日至2019年12月31日報告期(「報告期」)內在兩個主要範疇(即環境及社會)的整體營運績效。



STAKEHOLDER ENGAGEMENT AND MATERIALITY

In order to identify the most significant SR topics, the Group regularly collects views from and discusses SR issues with stakeholders through a variety of channels, such as regular reports, surveys, dialogues, meetings and written communications.

During the reporting period, the Group conducted a materiality analysis in identifying and understanding the main concerns and material interests to stakeholders. The Group has specifically engaged both internal and external stakeholders, namely senior management, frontline staff, vendors, tenants and media to gain further insights on SR issues.

Results of the materiality analysis and the consolidated list of material aspects are presented in the following matrix and table respectively.

權益人參與及重要性

為辨識在本社會責任報告對本集團至關重要的議題，本集團定期透過不同渠道蒐集權益人的意見並與權益人討論社會責任事項，例如定期報告、問卷調查、定期對話、會面及書面通訊。

於報告期內本集團已進行重要性分析，辨識及了解權益人主要關注事項及重要權益。本集團已特意接觸內部及外部權益人，包括高級管理層、前線員工、服務供應商、租戶及媒體深入瞭解社會責任議題。

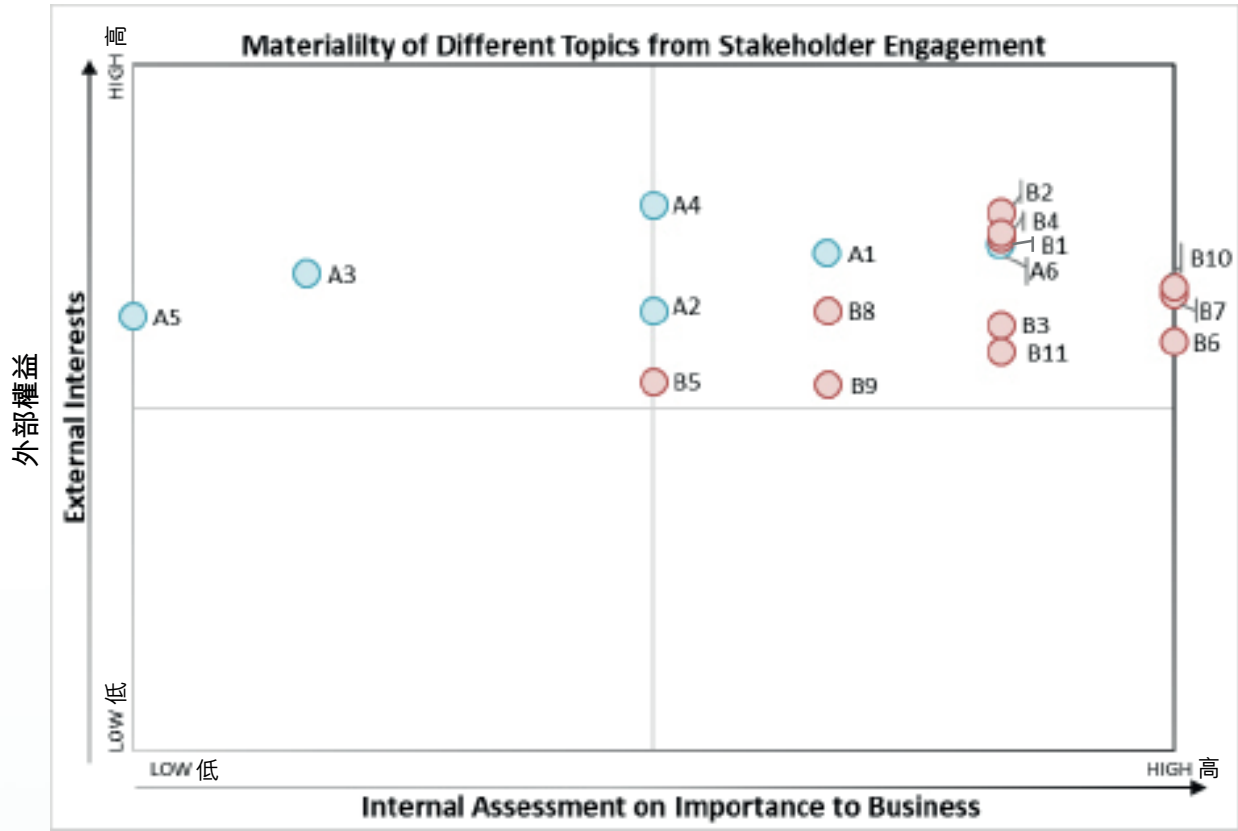
重要性分析的結果及重要層面的綜合列表分別呈列於以下矩陣表及表格內。



Materiality Matrix

重要性矩陣

權益人參與評估不同主題的重要性



內部對業務重要性的評估

A. Environmental Issues

- A1 Energy
- A2 Water
- A3 Emissions
- A4 Effluent and Waste
- A5 Other Raw Materials Consumption
- A6 Environmental Protection Policies

A. 環境事宜

- A1 能源
- A2 水
- A3 廢氣排放
- A4 廢棄物及污水
- A5 其他原材料消耗
- A6 環境保護政策



B. Social Issues

- B1 Employment
- B2 Occupational Health and Safety
- B3 Development and Training
- B4 Labour Standards
- B5 Supply Chain Management
- B6 Intellectual Property Rights
- B7 Customer Data Protection
- B8 Customer Service
- B9 Product/Service Quality
- B10 Anti-corruption
- B11 Community Investment

Among the environmental and social aspects, the following topics are identified as the most material issues to the stakeholders:

- Occupational Health and Safety
- Labour Standards
- Employment
- Environmental Protection Policies
- Anti-corruption

STAKEHOLDERS' FEEDBACK

The Group welcomes stakeholders' feedback on our ESG approach and performance. Please give your suggestions or share your views with us via email at ir@oceanwide.hk.

B. 社會事宜

- B1 僱傭
- B2 職業健康與安全
- B3 發展及培訓
- B4 勞工準則
- B5 供應鏈管理
- B6 知識產權
- B7 客戶資料保護
- B8 客戶服務
- B9 產品／服務質素
- B10 反貪污
- B11 社區投資

在環境及社會方面，下列主題為權益人最重要的問題：

- 職業健康與安全
- 勞工準則
- 就業
- 環境保護政策
- 反貪污

權益人反饋

本集團歡迎權益人對我們的環境及社會責任方針及績效給予意見。請發送電郵至 ir@oceanwide.hk，向我們提供閣下的建議或分享見解。



A. ENVIRONMENTAL

The Group pays great attention to protecting the environment and is committed to the long-term sustainability of the environment and community in which it operates. The Group stringently controls its emissions and consumption of resources and complies with all relevant environmental laws and regulations in all operating regions in its daily operation. All operating regions of the Group have implemented effective energy conservation measures to minimise environmental impacts, such as raising environmental awareness, using resources responsibly and managing the waste effectively.

A1. Emissions

During the reporting period, the Group did not note any cases of material non-compliance relating to air and greenhouse gas (“GHG”) emissions, discharge into water and land, and the generation of hazardous and non-hazardous waste as required by the applicable laws and regulations.

The Group adopts ISO 14001 Environmental Management System and strictly monitors its projects in all segments to comply with national and local laws and regulations related to environmental protection and pollution control, including but not limited to the followings:

Environmental laws and regulations complied in different regions

於不同地區遵守的環境保護法律及法規

Hong Kong 香港

- Environmental Impact Assessment Ordinance
• 環境影響評估條例
- Waste Disposal Ordinance
• 廢物處置條例

The PRC 中國

- Environmental Protection Law of the PRC
• 中國環境保護法
- Water Pollution Prevention and Control Law of the PRC
• 中國水污染防治法

A. 環境

本集團非常重視保護環境，致力於經營所在地環保及社區的長期可持續發展。本集團嚴格監控其排放物及資源耗用情況，並於日常營運中遵守各個經營地區的所有相關環境法律及法規。本集團各經營地區實行有效節能措施，盡量減輕對環境的影響，例如提高環保意識、以負責任態度使用資源及有效管理廢棄物。

A1. 排放物

於報告期內，本集團並不知悉任何與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的適用法律及法規有關的重大不合規情況。

本集團採納ISO 14001環境管理系統，嚴格監察所有分部的項目，務求符合與環境保護及污染管制有關的國家及地方法律及法規，包括但不限於下列各項：



Environmental laws and regulations complied in different regions

於不同地區遵守的環境保護法律及法規

United States

美國

- Storm Water Pollution Control Requirement of Los Angeles Department of Building and Safety (“LADBS”)
- LADBS (「洛杉磯建築及安全部」) 雨水污染控制規定
- The Clean Air Act
- 清新空氣法
- The Toxic Substances Control Act
- 有毒物質管制法
- The National Environmental Policy Act
- 國家環境政策法
- The California Environmental Quality Act
- 加利福尼亞州環境質素法

The PRC

中國

- Law of the PRC on the Prevention and Control of Atmospheric Pollution
- 中國大氣污染防治法
- Law of the PRC on the Prevention and Control of Environmental Pollution by Solid Waste
- 中國固體廢物污染環境防治法
- Law of the PRC on the Appraising of Environment
- 中國環境影響評價法

Indonesia

印尼

- Water Pollution Control from the Ministry of Environmental in Indonesia
- 印尼環境部的水污染管制
- Air Pollution Control from the Ministry of Environmental in Indonesia
- 印尼環境部的大氣污染管制



A1.1 Air Emissions

During the reporting period, petrol was consumed for Group-owned vehicles (e.g., passenger cars and light goods vehicles) during daily business operations, contributing to the emissions of nitrogen oxides (“NO_x”), sulphur oxides (“SO_x”) and respiratory suspended particles (“RSP”).

Mobile fuel source

汽車燃料來源

Air emissions (non-GHG) from the mobile combustion

自汽車燃料燃燒之廢氣排放(非溫室氣體排放)

	NO _x (kg) 氮氧化物 (千克)	RSP (kg) 可吸入懸浮顆粒 (千克)	SO _x (kg) 硫氧化物 (千克)
Petrol 汽油	8.01	0.26	0.16

A1.2 Greenhouse Gas Emissions

There were 254.92 tonnes of carbon dioxide equivalent (“tCO₂eq.”) GHG emitted from the Group’s operations in the reporting period, which were mainly carbon dioxide, methane and nitrous oxide. The overall intensity of the GHG emissions for the Group was 3.00 tCO₂eq per employee.

The reported GHG emissions were attributed to the following activities:

- Direct (scope 1) GHG emissions from the consumption of petrol;
- Energy indirect (scope 2) GHG emissions from purchased electricity; and
- Other indirect (scope 3) GHG emissions from business air travel and paper waste disposal at landfills.

A1.1 廢氣排放

於報告期內，本集團自置汽車(如乘用車及輕型貨車)於日常業務營運中使用汽油，排放氮氧化物、硫氧化物及可吸入懸浮顆粒。

A1.2 溫室氣體排放

於報告期間，本集團進行業務排放的二氧化碳當量為254.92噸(「噸二氧化碳當量」)，主要為二氧化碳，甲烷及一氧化二氮。本集團的溫室氣體排放總體強度為每名僱員3.00噸二氧化碳當量。

所報告之溫室氣體排放乃產生自以下進行之活動：

- 直接排放(範圍1)來自汽油消耗的溫室氣體排放；
- 能源間接排放(範圍2)來自購買電力的溫室氣體排放；及
- 其他間接排放(範圍3)來自乘坐飛機出外公幹產生之溫室氣體排放、及堆填區的廢紙處置。



Scope of Greenhouse Gas Emissions	Emission sources	GHG emission (in tCO ₂ eq.)	Total GHG emissions (in percentage)
溫室氣體排放範圍	排放來源	排放量 (以噸二氧化碳當量計算)	排放總量 (以%計算)
Scope 1 範圍1 Direct Emissions 直接排放	Combustion of fuel for mobile sources 流動源的燃料燃燒 Petrol 汽油	29.10	12%
Scope 2 範圍2 Energy Indirect Emission 能源間接排放	Purchased electricity 購買電力	183.87	72%
Scope 3 範圍3 Other Indirect Emissions 其他間接排放	Paper waste disposal 棄置廢紙 Business air travel 乘坐飛機出外公幹	6.43 35.52	16%
Total 總量		254.92	100

Note:

- Emission factors were made reference to Appendix 27 of the Listing Rules and their referred documentation as set out by The Stock Exchange of Hong Kong Limited, unless stated otherwise.
- Emission factors for purchased electricity in Hawaii and Jakarta were made reference to Emission and Generation Resource Integrated Database of the United States Environmental Protection Agency and Directorate General of Electricity of the Ministry of Energy and Mineral Resources of Indonesia respectively.
- CO₂ emissions from the Group's business air travels were reported with accordance to the International Civil Aviation Organization (ICAO) Carbon Emission Calculator.

附註：

- 除另有說明外，排放係數乃參照香港聯合交易所有限公司制定的上市規則附錄二十七及其提及的文件。
- 夏威夷及雅加達的購買電力排放係數乃分別參照美國國家環境保護局的排放和發電資源綜合數據庫及印尼能源暨礦產資源部轄下的電力管理局數據庫。
- 本集團商務航空旅行的二氧化碳排放量根據國際民用航空組織(ICAO)碳排放計算器報告。



A1.3 Hazardous Waste

The Group generated a total of 0.02 tonnes of hazardous waste during the reporting period, contributing to an intensity of 0.23 kg per employee. Hazardous waste included waste fluorescent lamps, batteries, cleaning products and printer cartridges.

A1.4 Non-hazardous Waste

The Group generated a total of 3.81 tonnes of non-hazardous waste during the reporting period. The intensity was 0.04 tonnes per employee. Non-hazardous waste was mainly waste paper and domestic wastes such as metal, glass, plastic, office packing materials and food waste from daily office operations.

A1.5 Measures to Mitigate Emissions

Due to the business nature, business air travel is necessary for the Group's business operation and growth, nevertheless, teleconferencing is encouraged among employees for internal communications across teams in various regions. With continuous efforts, the Group achieved a significant reduction of 65% in the emission due to business air travel during the reporting period. Besides, the Group suggests car-pooling to minimise fossil fuel consumption and emissions.

A1.3 有害廢棄物

於報告期內本集團產生總共0.02噸有害廢棄物，密度為每名僱員0.23千克。有害廢棄物包括螢光燈、電池、清潔產品及碳粉匣。

A1.4 無害廢棄物

於報告期內本集團產生總共3.81噸無害廢棄物，密度為每名僱員0.04噸。無害廢棄物主要為廢紙及家居廢棄物，例如來自日常辦公室運作的金屬、玻璃、塑膠、辦公室包裝材料及廚餘。

A1.5 減低排放量的措施

基於業務性質，乘坐飛機出外公幹對於本集團的業務營運及增長屬必要之舉。然而，本集團鼓勵不同地區各團隊的僱員以電話會議進行內部溝通。經過不斷努力，本集團於報告期內因商務航空旅行而產生的排放量大幅減少65%。此外，本集團建議員工共乘車輛，以最大限度地減少化石燃料的消耗和排放。



A1.6 Wastes Handling and Reduction Initiatives

The Group's hazardous waste generation was minimal, and they were handled by either building management office or qualified third parties. In Hong Kong, 21 units of old computer hardware were donated to 4R recycling centre, a local licensed recycler who works with the government's Computer Recycling Programme during the reporting period.

For non-hazardous waste, the intensity has further dropped to 0.04 tonnes per employee (2018: 0.06 tonnes per employee); and the Hawaii office recycled a total of 0.004 tonnes of waste paper during the reporting period. The Group highly advocates paperless and green offices. For instance, the Group has adopted Office Automation ("OA") for an electronic office operation, where documents and information are transmitted electronically to avoid paper consumption. Most network printers are set duplex printing as the default mode when printouts are necessary. The Group also encourages employees to use both sides of paper and avoid using disposable cups and utensils.

A1.6 廢棄物處理及減低措施

本集團產生極少有害廢棄物，而該等有害廢棄物交由樓宇管理公司或合資格第三方處理。於報告期內，本集團在香港捐贈21台舊電腦硬件予4R電腦回收中心。4R電腦回收中心乃一本地持牌回收商，於報告期內參與政府之電腦回收計劃。

無害廢棄物的密度進一步下跌至每名僱員0.04噸（2018年：每名僱員0.06噸）。於報告期內，夏威夷辦公室共回收0.004噸廢紙。本集團高度提倡無紙及綠色辦公室。例如，本集團已採納辦公室自動化，推廣電子／無紙辦公室運作。文件及資料均以電子方式傳遞，避免耗紙。如有需要列印，大部分網絡打印機的預設模式均已設定為雙面打印。本集團亦鼓勵員工充分使用紙張的兩面及避免使用一次性杯子和餐具。



A2. Use of Resources

To protect the environment, the Group continues to promote eco-friendly behaviours through written guidelines in the Employee Handbook to ensure the rational use of resources across the operations. The Group and its employees have responsibility for energy saving and reduction in GHG emissions. Resources shall be used and operated reasonably and with proper and regular maintenance to achieve optimal energy efficiency.

A2.1 Energy Consumption

The total energy consumed by the Group was 321,667 Kilowatt-hour (“kWh”), with an intensity of 3,784.32 kWh per employee during the reporting period.

A2. 資源使用

為保護環境，本集團一直在員工手冊載列書面指引，推廣環保行為，確保在各項營運上合理使用資源。本集團及其僱員肩負節約能源及減少溫室氣體排放的責任。必須合理善用資源並定期進行正規保養，以達致最佳能源效益。

A2.1 耗能

於報告期間，本集團消耗的能源總量為321,667千瓦時（「千瓦時」），消耗密度為每名僱員3,784.32千瓦時。

Energy consumption sources	Use of fuel	Consumption (in different units) 耗量 (以不同單位計算)	Consumption (in kWh)	Intensity
耗能來源	燃料用途		耗能(千瓦時)	密度
Petrol	For vehicles	9,742 L	98,144	1,154.64 kWh/employee
電油	汽車	9,742公升	98,144	1,154.64千瓦時／僱員
Electricity	For office operations	223,523 kWh	223,523	2,629.68 kWh/employee
電力	辦公室運作	223,523千瓦時	223,523	2,629.68千瓦時／僱員

A2.2 Water Consumption

Water consumption of the Group’s operations were minimal, and water were mostly supplied by the building management office and included in the management fee, thus no consumption record is reported here. No issues on sourcing water were reported during the Reporting Period.

A2.2 耗水

本集團的營運極少耗水，而大部分水供應來自樓宇管理辦公室，並納入管理費內，因此並無報告耗用紀錄。於報告期內，並無有關用水來源問題的報告。



A2.3 Energy Use Efficiency Initiatives

The Group has adopted various initiatives to ensure the rational use of energy resources. For instance, the property investment segment has installed energy efficient LED lighting system. Air conditioners in office are turned off and lights are dimmed outside business hours.

Employees are obligated to follow the energy saving practices at offices, which include:

- switching off office equipment (e.g., printers, chargers) after office hours to reduce power consumption;
- unplugging all equipment chargers and adapters when they are not in use;
- procuring energy-efficient office equipment;
- arranging for the last-man-out to check and turn off all lighting and electric devices, e.g., printers and photocopiers; and
- carrying out regular maintenance on office equipment.

A2.3 能源使用效益計劃

本集團已採取多項措施確保合理使用能源。例如，物業投資分部已安裝節能LED照明系統。於辦公時間外，辦公室空調都會關閉，燈光亦會調暗。

僱員須遵守辦公室的節能措施，包括：

- 辦公時間後關閉辦公設備（如打印機及充電器）以減少耗能；
- 不使用時拔掉所有設備的充電器及適配器的電源；
- 採購節能辦公設備；
- 安排最後離開辦公室的員工檢查並關閉所有照明及電子設備，如打印機及複印機；及
- 定期維護辦公設備。



A2.4 Water Use Efficiency Initiatives

Though the water consumption is minimal, the Group continuously encourages employees to practise water conservation and has implemented various procedures in different business segments, such as:

- carrying out regular leakage tests on water taps and washers;
- enhancing proper maintenance and repairs of water supply system to improve water usage efficiency.

A2.5 Packaging Material

The Group's businesses did not involve any use of packaging materials; hence no data nor information is being presented in this report.

A2.4 用水效益計劃

儘管耗水極少，本集團一直鼓勵僱員習慣節約用水，並因應不同業務分部實施各種程序，例如：

- 對水龍頭及墊圈等缺陷進行定期漏水檢測；
- 加強適當的供水系統保養及維修，提高用水效率。

A2.5 包裝材料

本集團的業務並不涉及任何包裝材料使用，因此本報告並無呈列任何相關數據或資料。



A3. The Environment and Natural Resources

A3.1 Significant Impacts of Activities on the Environment

The Group strictly complied with all local laws and regulations in relation to the environment and the use of natural resources during the year under review. To alleviate its impact on the environment and natural resources, the Group has followed the requirements established by Leadership in Energy and Environmental Design (“LEED”) in the development of real estate in Los Angeles. Besides, the Group has also invested in the indoor greening decoration in the lobbies of the properties and in Hong Kong office. Such investment has not only enhanced the decorative and beautifying effect and created a comfortable and excellent surrounding to the leaseholders, but improved the indoor air quality in the properties as well. The Group will continue to adhere to the safety, harmony and green development concept and make unremitting efforts to create a resource-saving and environmentally-friendly corporation in the future.

The Group has established and implemented various controlling and mitigation schemes. In particular, the Group’s real estate development project in Los Angeles will pursue the U.S. Green Building Council’s (“USGBC”) LEED certification as a Campus project consisting of a Master site which encompasses the whole property, two LEED-NC v 2009 projects, (the North Tower and South Towers, respectively) and one LEED-CS v 2009 project (retail building). All three projects are required to demonstrate environmentally responsible building practices and attain LEED Silver level certification or higher levels.

A3. 環境及天然資源

A3.1 活動對環境的重大影響

於回顧年度內，本集團嚴格遵守所有當地有關環境及使用天然資源的法律及法規。為減輕對環境及天然資源的影響，本集團於洛杉磯開發房地產時已遵守領先能源與環境設計(「LEED」)所訂的規定。此外，本集團亦已投資於物業大堂及香港辦事處的室內綠化裝飾。有關投資一方面提升裝飾及美觀效果，為租戶提供舒適美觀的環境，另一方面改善物業內的室內空氣質量。本集團將繼續秉持安全、和諧及綠色發展意念，不遺餘力地於日後打造節約資源的環保企業。

本集團已制定並實施不同監控及緩解計劃。其中，本集團的洛杉磯房地產開發項目將作為一個校園項目申請美國綠色樓宇理事會(「USGBC」)的LEED認證，而主地盤包括整個物業、兩個LEED-NC(新建築)v 2009項目(北大樓及南大樓)及一個LEED-CS(結構體)v 2009項目(零售樓宇)。三個項目全部要求能展示對環境負責的建築實踐並達到LEED銀級認證或以上。



By committing to follow LEED guidelines, the project demonstrates a comprehensive improvement on various environmental criteria including site plan, water efficiency, energy and atmosphere, material and resources, and indoor environmental quality.

藉遵從LEED指引，該項目在多個環境要素均取得全面提升，包括地盤規劃、用水效益、能源及大氣、材料及資源以及室內環境質素。

B. SOCIAL

B. 社會

1. Employment and Labour Practices

1. 僱傭及勞工常規

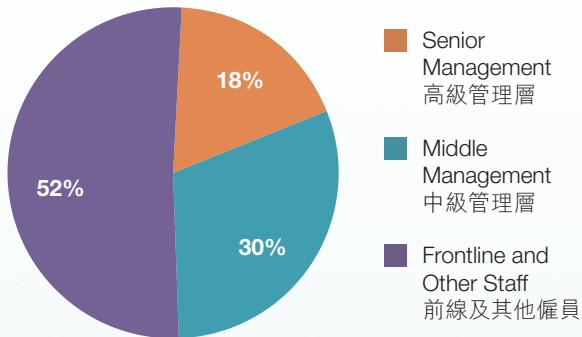
B1. Employment

B1. 僱傭

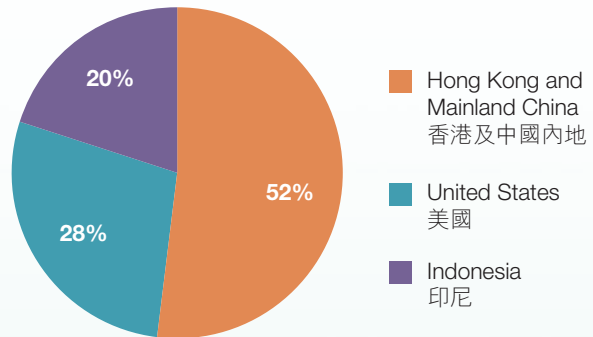
The Group had a total number of 85 employees as of 31 December 2019. 99% employees were full-time employees. The total workforce which is sorted by gender, age group, employee category and geographical region are shown below.

截至2019年12月31日，本集團共有85名僱員。99%僱員為全職僱員。按性別、年齡組別、僱員類別及地區分類的員工總數載列如下。

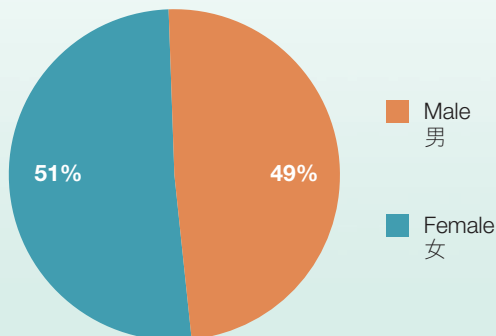
DISTRIBUTION OF EMPLOYEES BY EMPLOYEE CATEGORY
僱員分佈按僱傭類別



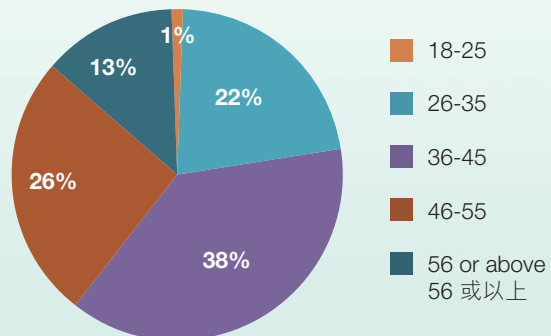
DISTRIBUTION OF EMPLOYEES BY GEOGRAPHICAL REGION
僱員分佈按地區劃分



DISTRIBUTION OF EMPLOYEES BY GENDER
僱員分佈按性別



DISTRIBUTION OF EMPLOYEES BY AGE GROUP
僱員分佈按年齡組別





The Group treasures employee's talents and dedicates to providing a safe and sound working environment for employees as well as cultivating talents experienced in technology and management. The Group strives to provide its employees with a suitable platform for developing careers, professionalism and advancement. By improving the remuneration system and career paths, the Group expects to establish a comprehensive incentive system based on physical, mental, emotional and growth motivations to carry forward the harmonious and stable employment relationship.

本集團重視僱員的才幹，矢志為僱員提供安全良好的工作環境，培育科技及管理人才。本集團致力為僱員提供合適平台，供彼等發展事業、專業及自我提升。本集團不斷完善薪酬制度及事業發展路途，建立一個激勵身心靈的全面獎勵制度，締造和諧穩定的僱傭關係。

The Group did not note any cases of material non-compliance in relation to employment, compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, welfare and other benefits during the reporting period. The Group strictly complies with national and local laws and regulations, including but not limited to the followings:

於報告期內，本集團並不知悉任何與僱傭、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、福利及其他待遇有關的重大不合規情況。本集團嚴格遵守國家及地方法律及法規，包括但不限於下列各項：

Employment laws and regulations complied in different regions

於不同地區遵守的僱傭法律及法規

Hong Kong

香港

- Employment Ordinance
- 僱傭條例

The PRC

中國

- Labour Law of the PRC
- 中國勞動法
- Labour Contract Law of the PRC
- 中國勞動合同法



Employment laws and regulations complied in different regions

於不同地區遵守的僱傭法律及法規

United States

美國

- Age Discrimination in Employment Act
• 年齡歧視就業法
- Americans with Disabilities Act
• 美國殘疾人法
- Fair Labour Standards Act
• 公平勞工標準法
- Family and Medical Leave Act
• 家庭與醫療假法
- National Labor Relations Act
• 全國勞資關係法
- Worker Adjustment and Retraining Notification Act
• 員工整頓及再培訓通知法

Moreover, the Group complies with the laws and regulations in respect to the employees' social security schemes and mandatory provident fund ("MPF") scheme that are enforced by the local governments in relation to employee benefits. Hong Kong's operation has been awarded with Good MPF Employer Award. Housing subsidies have also been provided to the employees in the PRC. The Human Resources Department of the Group reviews and updates relevant company policies regularly in accordance with the latest laws and regulations.

Indonesia

印尼

- Government Regulation in Lieu of Law of the Republic of Indonesia and Presidential Regulation of the Republic of Indonesia
- 印尼共和國代法令政府條例和印尼共和國總統條例

此外，本集團亦遵守地方政府就僱員福利實施的僱員社會保障計劃及強制性公積金（「強積金」）的相關法律及法規。香港辦事處曾獲得積金好僱主之獎項。中國僱員亦獲提供房屋津貼。本集團的人力資源部根據最新法律及法規定期審閱及更新相關公司政策。



Recruitment and Promotion

During the reporting period, the Group has set up an annual recruitment plan to manage the recruitment process. To attract high calibre candidates, the Group offers fair, competitive remuneration and benefits package based on the individuals' past performance, personal attributes, job experiences and career aspiration. The Group also references market benchmarks in determining its remuneration and benefit policies. The Group attracts candidates through various strategies such as posting information on the Internet, attending recruitment seminars and recruiting talents through headhunting agencies.

The Group has established periodicity plans and budgets to run performance evaluation. It reviews employees' performance annually which includes working capability, contribution, advantages, targets and areas of improvement. Employees are appraised with respect to their attendance, quality of work, productivity, working attitude, technical and problem-solving abilities, reliability, communication and teamwork skills, etc. The working scope and working targets are set according to the evaluation outcomes. The Group promotes and mobilizes its staff to motivate outstanding employees with positive job performance, boost the input and initiative of employees in work, to enhance the operational efficiency of the Group and meet the needs of business development. All the promotion should be approved by senior managers and based on employees' performance.

招聘及晉升

於報告期內，本集團訂有一套年度招聘計劃，管理其招聘程序。為吸引優秀的應徵者，本集團按照個人的過往表現、個人素質、工作經驗及事業抱負，提供公平而具競爭力的薪酬及福利。此外，本集團於釐定其薪酬及福利政策時，亦會參考市場標準。本集團透過不同措施招攬應徵者，例如在互聯網登載資料、參與招聘座談會及聘用獵頭公司吸納人才。

本集團已制定定期計劃及預算進行表現評核。本集團每年審視僱員的表現，包括工作能力、貢獻、長處、目標及改善空間。僱員亦會因應其出席率、工作質素、生產力、工作態度、技術及解難能力、可靠程度、溝通及團隊技巧等方面接受評核。工作範圍及工作目標會按評核結果訂定。本集團給予其員工動力及鼓勵，以期激發卓越僱員的優秀工作表現，提高僱員的工作投入及士氣，從而提升本集團的營運效率，滿足業務發展需要。所有晉升應由高級經理按照僱員表現審批。



Compensation and Dismissal

As talent retention is vital to the future business development of the Group, the Group continually reviews its compensation packages. It performs probationary and regular evaluations according to the overall market environment, profitability of the Group and employee's performance. The evaluations process ensures that employees are recognised by the Group appropriately concerning their efforts and contributions. The Group also gives discretionary bonuses to employees according to their performance, and adopts share option schemes as a long-term incentive for key management staff.

Employees shall inform the Group in advance of their intentions to resign by written letter to the supervisor of the department and send a copy to Human Resources Department and Administration Department. Meanwhile, any appointment, promotion or termination of employment contract are based on reasonable, lawful grounds and internal policies, such as Employee Handbook. The Group strictly prohibits any kinds of unfair or unreasonable dismissals to protect the employee's rights. In case of any serious negligence, the employee can be subject to disciplinary action, up to and including termination of employment, as well as possible legal consequences.

薪酬及解僱

由於挽留人才乃本集團未來業務發展的關鍵，本集團不斷檢討其薪酬待遇，並根據整體市場環境、本集團的盈利能力及僱員的表現進行試用及常規評核。評核程序可確保僱員的努力及貢獻獲本集團給予適當肯定。本集團亦根據僱員表現向彼等酌情發放花紅，並採納購股權計劃作為主要管理人員之長期獎勵。

有意離職的僱員應預先致函部門主管，並向人力資源部及行政部發送副本通知本集團。同時，任何委任、晉升或終止僱傭合約應按合理合法的依據及內部政策(例如員工手冊)進行。本集團嚴格禁止任何類型的不公平或不合理解僱，以保障僱員權利。如僱員有任何嚴重疏忽，將需接受紀律處分或被解僱，並且承擔可能的法律責任。



Working Hours and Rest Period

The Group has formulated internal policies based on local employment laws for determining working hours and rest period for employees. The Group strictly tracks employees' working hours through Employee Handbook. Employees who work at nonoffice hours are eligible for overtime pay or compensation leave. In addition to basic paid annual leaves and statutory holidays stipulated by the employment laws of the local governments, employees are also entitled to additional leaves such as marriage leave and sick leave.

工作時數及假期

本集團已根據各地的僱傭法律，就釐定僱員的工作時數及假期制定其內部政策。本集團利用員工手冊嚴密追蹤僱員的工作時數。於非辦公時間工作的僱員可獲超時工作薪酬或補償假期。除基本有薪年假及各地政府僱傭法律訂明的法定假日外，僱員亦可享婚假、病假等額外休假權利。



Equal Opportunity and Anti-discrimination

As an equal opportunity employer, the Group is committed to creating a fair, respectful and diverse working environment by promoting anti-discrimination and equality in terms of all human resources and employment decisions. For instance, employees are provided with equal training and promotion opportunities and subject to uniform dismissals and retirement policies irrespective of their gender, age, disability, family status, marital status, sexual orientation, religious beliefs, nationality or any other non-job-related factors in all business units. The equal opportunities policy has zero tolerance for any workplace discrimination, harassment or victimization in accordance to local ordinances and regulations such as Civil Rights Act of 1964 enforced by U.S. Equal Employment Opportunity Commission, Disability Discrimination Ordinance and Sex Discrimination Ordinance in Hong Kong. Additionally, the Group has established a standardised reporting mechanism and equal opportunities policies in the Employee Handbook to promote a diverse work environment. The Human Resources Department is fully responsible for the strict compliance with national and corporate regulations on assessing, dealing with, recording and taking disciplinary actions on such events.

平等機會及反歧視

作為平等機會僱主，本集團承諾創造公平、相互尊重及多元化的工作環境，在所有人力資源及僱傭決策方面促進反歧視及平等機會。舉例而言，所有業務單位向員工提供平等的培訓及晉升機會、劃一執行的解僱及退休政策概不考慮僱員的性別、年齡、殘疾、家庭狀況、婚姻狀況、性取向、宗教信仰、國籍或任何其他非工作因素。根據地方條例及法規(如美國平等僱傭機會委員會一九六四年民權法以及香港殘疾歧視條例及性別歧視條例)，平等機會政策絕不容忍任何工作場所出現歧視、騷擾或傷害。此外，本集團已在員工手冊制定標準報告機制及平等機會政策，推廣多元化的工作環境。人力資源部全面負責嚴格遵守有關評估、處理、記錄的國家及公司規定，並對相關事件採取紀律處分。



Other Benefits and Welfare

The Group has established internal policies in offering additional benefits to employees, including medical insurance, work injury compensation insurance, life insurance, travel insurance and long service payment.

Besides, the Group has also organized a series of activities to enhance the coherence among employees, such as Spring Festival Tea Party, Potluck and Thanksgiving Dinner. The Hong Kong head office has also organized Christmas Party and badminton practice for employees. Welcome lunches are always provided for new employees. Coffee, fresh fruit and biscuit are available to all employees. The Group firmly believes that a harmonious atmosphere in the office is essential to the high morale and productivity of every employee, which enhances staff engagement and enthusiasm.

Turnover

A total of 34 employees left the Group during the reporting period, contributing to an overall turnover rate of 40%. Committed to inspiring and strengthening workforce, the Group will look into opportunities to attract and retain talents regardless of their age, gender and ethnical backgrounds.

其他利益及福利

本集團已制定內部政策，向僱員提供額外福利，包括醫療保險、工傷賠償保險、人壽保險、旅遊保險及長期服務金。

此外，本集團曾舉辦一連串提升僱員關係的活動，例如春節茶會、聚餐及感恩節晚宴。香港總辦事處亦曾為僱員舉辦聖誕聯歡會及羽毛球練習。履新僱員會獲提供迎新午膳，全體僱員會獲供應咖啡、新鮮水果及餅乾。本集團深信和諧的辦公室氣氛有利各僱員維持高昂士氣及生產力，並有助提升員工之敬業態度及工作熱情。

僱員流失

於報告期內，總共有34名僱員離開本集團，整體流失率為40%。本集團致力激勵及增強員工隊伍的實力，務求不論年齡、性別及種族背景尋找機會招攬優秀人才加入。



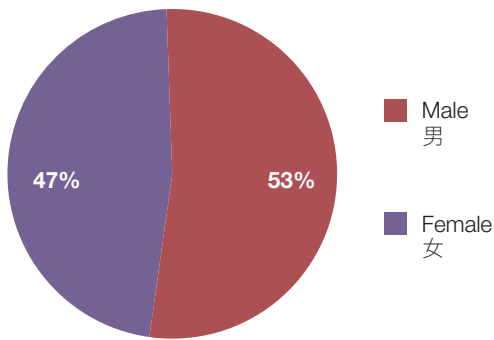
SOCIAL RESPONSIBILITY REPORT 2019 (Continued)
2019年社會責任報告(續)

The turnover rate which is categorized by gender, age group, employee category and geographical region are shown below.

按性別、年齡組別、僱傭類別及地區劃分的流失率如下：

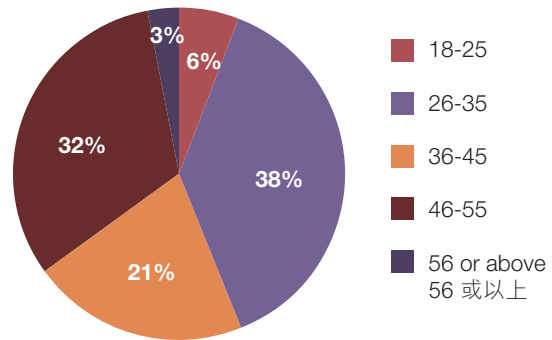
TURNOVER RATE BY GENDER

流失率按性別



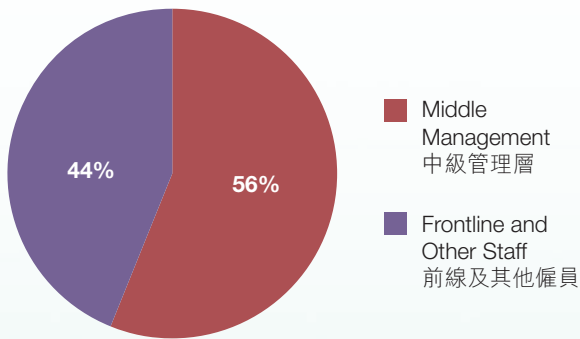
TURNOVER RATE BY AGE GROUP

流失率按年齡組別



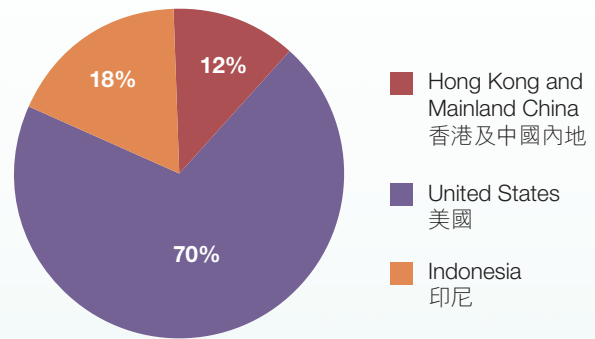
TURNOVER RATE BY EMPLOYMENT CATEGORY

流失率按僱傭類別



TURNOVER RATE BY GEOGRAPHICAL REGION

流失率按地區



$$\begin{aligned}
 \text{*Turnover rate (\%)} &= \frac{\text{(Number of employees resigned during the reporting period)}}{\text{(Number of employees as at the end of the reporting period)}} \times 100\% \\
 \text{流失率} &= \frac{\text{(於報告期內離職的僱員數目)}}{\text{(於報告期末的僱員數目)}} \times 100\%
 \end{aligned}$$



B2. Employee Health and Safety

During the reporting period, the Group did not note any cases of material non-compliance in relation to health and safety laws and regulations, and strictly complied with national and local laws and regulations, including but not limited to the followings:

Occupational health and safety laws and regulations complied in different regions

於不同地區遵守的職業健康與安全法律及法規

Hong Kong

香港

- Occupational Safety and Health Ordinance
- 職業安全及健康條例
- Employees' Compensation Ordinance
- 僱員補償條例

United States

美國

- Occupational Safety and Health Act
- 職業安全及健康法

B2. 僱員健康與安全

於報告期內，本集團並不知悉任何與健康與安全法律及法規有關的重大不合規情況，並嚴格遵守國家及地方法律及法規，包括但不限於下列各項：

The PRC

中國

- Law of the PRC on the Protection of Production Safety
- 中國安全生產法
- Regulation on Work-Related Injury Insurance of the PRC
- 中國工傷保險條例

Indonesia

印尼

- N/A
- 不適用



Protecting Employees from Occupational Hazards

All employees shall be aware of the importance of working safety to avoid unnecessary accidents or injuries. When accidents happen, employees should report to the director of the department and Human Resources Department immediately. The Group has established internal regulations to protect employees from occupational hazards and provided guidance on prevention of occupational risks.

Providing a Safe Working Environment

The Group is committed to maintaining a clean, tidy, smoke-free, harmless, non-hazardous, healthy and safe working environment. As stated in the Employee Handbook, the Group conducts evaluations on the working environment, pinpoints and eliminates potential workplace hazards faced by their employees. The Group prohibits smoking and drinking liquor in workplace (including the escalator and toilets), cleans the air-conditioning system and conducts carpet disinfection regularly. Additionally, the Group has formulated different contingency plans to handle various emergency situations effectively and has provided fire and safety orientation training for all employees. First aid supplies are installed in easily accessible areas in the workplace. Employees shall be familiar with the locations of safe exit, fire alarm and fire equipment.

保護僱員免受職業性災害

所有僱員均應注意工作安全的重要性，免受不必要的意外或傷害。一旦發生意外，僱員應即時向部門總監及人力資源部匯報。本集團亦已制定內部規例，保護僱員免受職業性災害，並向僱員提供如何預防職業性風險的指引。

提供安全的工作環境

本集團承諾保持潔淨、整齊、無煙、無害、無災、健康與安全的工作環境。誠如員工手冊所載，本集團須進行工作環境評核，指出並消除潛在災害及分析僱員正面對的健康與安全風險。本集團禁止在工作場所（包括升降機及洗手間）吸煙及飲酒，並定期清潔空調系統、消毒地氈。此外，本集團已制定不同應變計劃以有效處理各種緊急情況，並為所有僱員提供消防及安全培訓，急救用品則設於工作場所方便取得的地方。僱員應熟知逃生出口、防火警報及防火設備位置。



In the real estate development segment, the general contractor for Los Angeles project has established a comprehensive Site Specific Environmental, Health & Safety (“EHS”) Manual to ensure that contractors provide a safe and healthy working environment that benefit all workers and management personnel on site. A safe environment shall be maintained jointly by contractors, sub-contractors and their employees by complying with all applicable local and national health and safety laws, rules, recognised codes, standards and other external requirements in the real estate development projects such as California Code of Regulations. EHS, site-specific conditions and rules developed with the consideration of all significant hazards and risks, and other items which are essential for the safe and efficient operation of the project must be strictly complied and disclosed. The safety and quality of properties are monitored at all stages of construction by the general contractor to ensure that they meet the highest standards. This entails a dedication to stringent product safety standards and a focus on health and safety issues in real estate development practices. To ensure safety in the power plants of the energy segment, the Group conducts EHS meetings and safety training regularly for the sub-contractors.

During the reporting period, no work-related fatalities and lost days due to work injury was recorded in the Group. During the year under review, the Group was not in violation of any of the relevant laws and regulations in relation to providing a safe working environment and protecting the employees from occupational hazards that have a significant impact on the Group.

於房地產開發分部，洛杉磯項目的總承包商已建立全面的工地環境、健康及安全手冊，以確保承包商提供有利於場所內所有工作及管理人員安全及健康的工作環境。安全的環境需要承包商、分包商以及其僱員共同維護，且房地產開發項目必須遵守適用地方及國家健康及安全法律及規則、獲認可的守則、標準及其他外部規定，例如加州法規。須嚴格遵守及披露環境、健康及安全要求、特定場地狀況及經考慮所有重大危險及其風險後所制定的、對項目安全高效運作至關重要的規則。總承包商於所有施工階段一直監控物業的安全及質素，以確保符合最高標準。這反映出房地產開發業務對嚴謹產品安全標準的承擔和對健康及安全問題的重視。為確保能源電力分部的發電廠安全，本集團為培訓分包商定期安排環境、健康與安全會議及安全培訓。

於報告期內，本集團並無錄得任何與工作有關的死亡數字，亦無因工傷而流失的天數。於回顧年度內，本集團並無違反與提供安全工作環境及保護僱員免受職業性災害，且對本集團有重大影響的任何相關法律及法規。



B3. Development and Training

The Group values training and considers it as an important means to improve the Group's overall operational efficiency. Employees are encouraged to explore training opportunities related to their job skills and positions. The Group offers comprehensive training and development programmes to its employees to strengthen their work-related skills and knowledge. Department heads are responsible for identifying training needs and internal training are provided to employees where there are policy updates and regulatory changes.

Specifically, the Group provides integrated induction training for newly recruited staff on corporate culture, business processes, work health and safety, management system and group development. For existing employees, the Group conducts on-the-job training and development programmes to facilitate continuing education and lifelong learning, thereby meeting the requirements of different industries. With regard to employees' roles and positions, the Group offers individually tailored training to its employees, such as taxation updates, implementation on operating systems, risk control management and business compliance updates, which aims to foster a learning culture that could strengthen employees' professional knowledge and improve working efficiency.

The Group also encourages employees to attend external training for enhancing their competitiveness and expanding their capacity through continuous learning. The Group has established internal policies on employees' external training, including sponsoring training fee for external training.

B3. 發展及培訓

本集團重視培訓，視之為提升本集團整體營運效率的重要方法，並鼓勵僱員探討與其工作技能及知識有關的培訓機會。本集團向員工提供全面的培訓及發展課程，增強僱員與工作相關的技能及知識。部門主管負責識別培訓需要，並在有政策更新及監管有變化的情況下向僱員提供內部培訓。

具體而言，本集團為新聘員工提供綜合入職培訓，了解本集團的企業文化、業務流程、工作安全與健康、管理系統及集團發展。至於其他僱員，本集團已舉辦各式各樣的在職培訓及發展課程，鼓勵終身學習，從而符合不同行業要求。僱員的角色及職位方面，本集團為個別僱員提供度身培訓，例如稅務最新資料、營運系統的運作、風險監控管理及商業合規最新資料，以培養學習文化，增強僱員的專業知識及提升工作效率。

此外，本集團鼓勵僱員參與外界培訓，提升其競爭力，透過持續進修裝備自己。本集團已制定有關僱員外界培訓的內部政策，包括向僱員提供外界培訓的培訓費用補助。



B4. Labour Standards

In pursuance of the Group's human resources management system, national and local laws related to labour standards and rights, there was no child labour nor forced labour working in the Group. No material non-compliance with laws and regulations regarding prevention of child and forced labour was recorded during the reporting period.

To combat against illegal employment on child labour, underage workers and forced labour, job applicants are required to provide valid identity documents before confirmation of employment to ensure that they are lawfully employable. For instance, new employees in the United States need to go through Form I-9 process and provide information regarding the age and work authorization status. If there is any unreal information, the Group will terminate the employment according to relevant laws. The case will be reported to the management of the Group, Human Resources and Legal Department and saved for further investigation. Besides, the Group has established child labour and compulsory labour policies in the Employee Handbook to eliminate labour risks. The Human Resources Department of the Group is responsible for monitoring and ensuring compliance with the latest relevant laws and regulations that prohibit child labour and forced labour.

B4. 勞工準則

為落實本集團的人力資源管理系統以及有關勞工準則及權利的國家及地方法律，本集團並無童工及強制勞工。於報告期內並無錄得與關於防止童工及強制勞工的法律及法規有關的重大不合規情況。

為打擊非法僱用童工、未成年工人及強制勞工，於確認聘用前，會要求求職者提供有效身份證明文件，以確保求職者為合法就業。例如，美國的新僱員須通過表格 I-9 程序，並提供有關年齡及工作授權狀況的資料。如有任何失實資料，本集團將根據相關法律終止僱用。有關個案將向本集團管理層、人力資源部和法律部匯報，並留待作進一步調查。本集團已將童工及強制勞工政策納入員工手冊，以消除勞工風險。本集團的人力資源部負責監察及確保遵守禁止童工及強制勞工的最新相關法律及法規。



2. Operating Practices

B5. Supply Chain Management

As a socially responsible enterprise, it is critical and vital for the Group to maintain and manage a sustainable and reliable supply chain that poses minimal negative impacts on the environment and society. Each of the operating subsidiaries within the Group monitors the quality of its suppliers and their supply chain practices on a strict and continuous basis. During the reporting period, the Group has engaged a total of 203 suppliers. More than 80% of them were primarily providing goods and services to the office operations in the United States and the real estate development project of Oceanwide Plaza LLC in Downtown Los Angeles.

The Group has a stringent tendering policy to select and manage its supply chain. When selecting suppliers, it evaluates supplier capabilities through on-site inspections conducted by its tender team. Potential suppliers are evaluated in terms of product and service quality, production capacity, reputation, qualification, track records and social and environmental responsibilities. Suppliers are divided into different groups according to the contract term and production capability for more effective management.

2. 營運慣例

B5. 供應鏈管理

作為對社會負責任的企業，維持可持續及可靠的供應鏈，將對環境和社會的影響降至最低，對本集團至關重要。本集團旗下各營運附屬公司定期嚴密監察供應商的質素及供應鏈慣例。於報告期內，本集團合共委聘203名供應商。其中逾80%主要是為美國辦事處及位於洛杉磯市中心的泛海廣場有限公司的房地產開發項目提供產品及服務。

本集團為挑選及管理供應鏈訂有嚴格的招標政策。在挑選供應商時，本集團的招標小組會進行實地調查，再由本集團評估供應商的能力。潛在供應商會因應產品及服務質素、產能、聲譽、資格、往績紀錄以及社會及環境責任方面接受評估。為更有效管理，供應商會根據合約條款及產能被劃分為不同組別。



The Group strives to reduce adverse impact on the environment in its procurement activities. The product quality standards provided by the Group and the commercial agreement with suppliers have clearly stated the environmental requirements. The Group conducts interviews with suppliers on environmental behaviour to scrutinise whether suppliers have any significant adverse environmental impact on the products provided, the number of pollution accidents in the past, and awareness of environmental protection, active control, reduction and prevention of pollution. Potential suppliers are required to provide a series of qualifications including ISO 9001 Quality Management System, ISO 14001 Environmental Management System and ISO 45001 Occupational Health and Safety Management System and other business documents (e.g., business license, tax registration certificate and financial information) for internal evaluation.

本集團致力減輕其採購活動對環境的不利影響。本集團所提供的產品質量標準及與供應商訂立的商業協議清楚列明環境要求。本集團就環境行為查詢供應商，審視供應商所提供的產品有否對環境構成重大負面影響、過去污染意外數目以及環保、主動監控以及減低及防止污染的意識。潛在供應商須提供ISO 9001質量管理系統、ISO 14001環境管理系統及ISO 45001職業健康安全系統等一系列資格證書及其他業務文件(例如營業執照、稅務登記證及財務資料等)，以作內部評估。



SOCIAL RESPONSIBILITY REPORT 2019 (Continued)

2019年社會責任報告(續)

To lower the supply chain risk, the Group has established a qualified contractor list and evaluated performances of contractors regularly. Qualified suppliers are required to follow all the environmental and social practices laid down in the contracts and in compliant with Los Angeles City Building Code. In the real estate business segment, the Group has authorized the general contractor to manage its supply chain and engaged an external consultant to monitor and test the quality of construction materials such as steel and concrete regularly. It also manages health and safety performances of the contractors through procedures and standards such as Site-Specific EHS Manual, the Construction Indoor Air Quality Management and Construction Waste Management Plan. In the energy segment, the Group has organised regular meetings with respect to the EHS aspects, aiming to educate the subcontractors' leaders on the knowledge in business operation, as well as close monitoring on environmental index and site cleanliness. In property investment segment, the Group actively promotes waste reduction per Domestic Garbage Classification and Reduction Policy. A 24-hour hotline has been established to facilitate timely and effective communication between the Group's management office with the property owners and tenants.

為減輕供應鏈風險，本集團已建立合資格承包商名單，定期評估承包商的表現。合資格供應商須遵守合約中訂明的所有環保及社會慣例，並符合洛杉磯城市建築規範。至於房地產業務分部，本集團已授權總承包商管理供應鏈，並委聘外部顧問定期監察及測試建築材料（如鋼筋及混凝土）的質量。此外，本集團亦通過工地的環境、健康及安全手冊、工程室內空氣質素管理及工程廢棄物管理計劃等程序及準則，管理承包商的健康與安全表現。能源電力分部方面，本集團定期召開環境、健康及安全會議，以向分包商負責人傳授業務營運方面的知識，並密切監察環境指數及地盤清潔。物業投資分部方面，本集團就家居垃圾分類及減廢政策積極推廣減廢。本集團亦提供24小時熱線加強與物業業主及租戶妥善溝通適時有效通訊。



B6. Product Responsibility

During the reporting period, the Group did not note any cases of material non-compliance regarding health and safety, advertising, labelling and privacy matters relating to products and services provided as required by related laws and regulations. There were no recalls nor complaints received related to products and service provided.

Customer Service

In the property investment segment, the Group negotiates on the lease conditions to provide a satisfactory leasing arrangement for both tenants and property owners. The Group also engages with the tenants to listen to their concerns, learn about the latest product information of the tenants so as to identify their needs. In order to ensure protection of customers in the lease contract, required information contained in the lease contracts and in any form of communication must be factual, accurate and precise statements.

The Group has set up service enquiry lines to collect feedback and complaints from customers. Once there is a complaint, the Group will keep customers in line with the progress and remediation according to the situation. The Group received no complaint during the year under review.

B6. 產品責任

於報告期內，本集團並不知悉任何與關於所提供產品及服務的健康與安全、廣告、標籤及私隱事宜的法律及法規有關的重大不合規情況。本集團未曾召回所提供產品及服務，亦未有接獲關於所提供產品及服務的投訴。

客戶服務

就物業投資分部而言，本集團磋商租賃條件，以為租戶與業主提供滿意的租賃安排。本集團亦接洽租戶，聆聽他們的顧慮，了解他們的最新產品資料，以確定他們的真正需要。為確保客戶在租約中得到保障，租約或各種通訊中載列的所需資料必須真實、準確及精確。

本集團已設立服務查詢熱線，聆聽客戶回饋和投訴。一旦接獲投訴，本集團將按照情況及時告知客戶進展及補救方法。於回顧年度內，本集團此一分部並無接獲投訴。



Information Security

The Group complies with the relevant PRC laws and regulations to ensure that the rights and interests of customers are strictly protected. The Group has built a secure data storage system where customers' information and data are limited to authorised personnel. The Group prohibits the provision of customer information to a third party without authorisation of the customer. Employees are educated to enhance the awareness of the data release risks. By signing the confidentiality agreement, employees are responsible for keeping business secrets and other intellectual property rights confidentiality. In addition, the Information Technology Department sets restricted connections between office and commercial networks to prevent unauthorized data use, export and copy.

Intellectual Property Rights

The Group complies with laws and regulations that have great impact on the Group such as Patent Law of the PRC, the Trademark Law of the PRC and the Regulation for the Implementation of the Trademark Law of the PRC. The Group has engaged legal advisers to provide legal advice on the protection of intellectual property rights and arranged internal legal personnel to inspect and prevent the infringement of intellectual property rights.

信息安全

本集團遵守相關中國法律及法規，確保客戶權利和權益受到嚴密保障。本集團已建立安全數據儲存系統，客戶資料及數據僅限於授權人士使用。本集團禁止未經客戶同意擅自向第三方提供客戶信息，並教導僱員注意洩露信息的風險。僱員簽訂保密協議，即有責任保守商業秘密及其他知識產權機密。此外，信息技術部在辦公室與商業網絡之間有限制聯繫，防止擅自使用、輸出及複製信息。

知識產權

本集團遵守對本集團有重大影響的法律及法規，例如中華人民共和國專利法、中華人民共和國商標法及中華人民共和國商標法實施條例。本集團已委託法律顧問就保護知識產權提供法律意見，安排內部法務人員監察並防止侵犯知識產權。



B7. Anti-corruption

To maintain a fair, ethical and efficient business and working environment, the Group strictly adheres to the following local laws and regulations relating to anti-corruption and bribery, irrespective of the area or country where its business operates.

Anti-corruption laws and regulations complied in different regions

於不同地區遵守的反貪污法律及法規

Hong Kong

香港

- Prevention of Bribery Ordinance
- 防止賄賂條例

United States

美國

- Foreign Corrupt Practice Act
- 國外反貪污法
- Money Laundering Control Act
- 洗錢防制法

B7. 反貪污

為保持業務及工作環境公平、合乎道德及高效，不論業務經營所在地區或國家，本集團均嚴格遵守以下有關反貪污及賄賂的地方法律及法規。

The PRC

中國

- Law of the PRC on Anti-money Laundering
- 中華人民共和國反洗錢法

Indonesia

印尼

- Eradication of Criminal Acts of Corruption on Law of the Republic of Indonesia
- 印尼共和國根除貪污犯罪行為法



The Group has no tolerance with any kinds of corruption act. Anti-corruption and Anti-bribery Policy and Code of Conduct have been developed as effective tools for the Group to define and manage the potential corruptive behaviour. The management of the Group has investigated on any suspicious operation relating to corruption to protect the Group's interest. All employees are expected to discharge duties with integrity and self-discipline and are required to abstain from involving in any bribery, extortion, fraud and money laundering activities or activities which might exploit their positions against the Group's interests, affect business decision or jeopardise independent judgment during business operations. Provision for Anti-corruption is stated in the contractor's contract, which plays an important role in further regulating the contractors' behaviour in the business transactions.

The Group has set up internal whistleblowing policy to encourage employees to report any suspicious activities including requesting, receiving or accepting any forms of benefits from any persons, companies or organisations that might be harmful to the interests of the Group. Employees who report any suspected misconduct or malpractice should provide full details and supporting evidence verbally or in writing to the Risk Management Department, who will discreetly conduct investigations against the reported suspicious or illegal behaviour to protect the Group's interests. The Group advocates a confidentiality mechanism to protect the whistle-blowers against unfair dismissal or victimisation. The Audit Committee shall supervise the enforcement of these procedures.

本集團絕不容忍任何形式的貪污行為。本集團所制訂的反貪污及反賄賂政策及操守守則有效地界定並管束潛在貪污行為。本集團管理層調查所有涉及貪污的可疑行為以保障本集團的利益。所有僱員需於履行其職責時恪守誠信及自律原則，並不得參與賄賂、勒索、欺詐及洗錢活動，或於業務營運過程中利用其職務之便進行任何損害本集團利益及影響其作出業務決策或獨立判斷的活動。承包商合約列有反貪污條款，以進一步監管承包商於業務交易中的行為。

本集團已制定內部舉報政策，以鼓勵僱員檢舉任何可疑活動，包括向任何個人、公司或組織索取、收受或接受任何形式的利益，繼而損害本集團的權益。僱員向風險管理部門舉報懷疑不當行為或舞弊時，應以口頭或書面形式提供詳盡細節及支持證據，而風險管理部門將對所報告的可疑或非法行為進行慎重調查，以保障本集團的利益。本集團奉行保密機制，以保護檢舉人免受不公平解僱或傷害。審核委員會監察有關程序的執行情況。



The Group strictly abides by all laws and regulations related to anti-corruption. There was no concluded legal case regarding corrupt practices brought against the Group or its employees and the Group did not note any cases of non-compliance with laws and regulations on money laundering, bribery, extortion, fraud or corruption during the reporting period.

本集團嚴格遵守所有與反貪污有關的法律及法規。於報告期內，概無針對本集團或其僱員提起有關舞弊行為的已審結法律案件，而本集團並不知悉任何涉及洗錢、賄賂、勒索、欺詐或貪污法律及法規的不合規情況。

B8. Community Investment

The Group has always been committed to fulfilling corporate social responsibility in the operating regions, especially bringing numerous benefits to those who genuinely need help. It attaches great importance to educational and local development. Policy related to media, community engagement and donation has been established to provide guidance and procedures on any activities related to social groups, non-governmental organizations and governmental parties. Approval from various departments and senior management must be obtained prior to engagement.

B8. 社區投資

本集團不斷致力於業務所在地履行企業社會責任，尤其是幫助真正有需要的人士。本集團肩負教育及地區發展的重任。本集團已制訂有關媒體、社區參與及捐款的政策，為任何涉及社區團體、非政府組織及政府各方的活動提供指引及程序。凡參與任何有關活動，必須事先獲得不同部門及高級管理層批准方可進行。



中泛控股有限公司

CHINA OCEANWIDE HOLDINGS LIMITED