

# 粤 海 置 地 控 股 有 限 公 司 GUANGDONG LAND HOLDINGS LIMITED

(Incorporated in Bermuda with limited liability) Stock Code: 0124

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2019

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# **1. About this Report**

This is the fourth Environmental, Social and Governance Report (the "Report") published by Guangdong Land Holdings Limited (hereinafter referred to as "Guangdong Land", the "Company" or "we") and its subsidiaries (collectively the "Group"). This Report is compiled in accordance with the Environmental, Social and Governance Reporting Guide (the "ESG Reporting Guide") as set out in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited published by The Stock Exchange of Hong Kong Limited published by The Stock Exchange of Hong Kong Limited ("HKEx") and the 《廣東省房地產企業社會責任指引》 (Guangdong Province Real Estate Corporate Social Responsibility Guide\*) published by 廣東省房地產行業協會 (Guangdong Real Estate Association\*).

To meet the four reporting principles as stipulated in the ESG Reporting Guide, namely materiality, quantitative, balance and consistency, we continue to strengthen our information collection activities for reporting by giving trainings to the staff members responsible for data collection and verifying relevant data in an effort to streamline the entire reporting process. We will also continue to communicate with our stakeholders in order to constantly enhance the Group's performance in the area of social responsibility matters.

\* In this Report, the English name of the term or entity marked with an asterisk is a translation of its Chinese name, and is included herein for identification purposes only. In the event of any inconsistency, the Chinese name shall prevail.



### **1.1 Scope of this Report**

This Report summarises the Group's efforts and achievement in respect of environmental, social and corporate governance, covering various aspects including corporate governance, environmental protection, caring for employees, quality management and caring for the community during the period from 1 January 2019 to 31 December 2019. Unless otherwise indicated, the coverage of this Report includes all operating segments that have a significant impact on the Group.

### **1.2 Access to this Report**

This Report is available in both Chinese and English versions for readers. To conserve environmental resources, this Report is uploaded to and published on the websites of HKEx and the Company in electronic format only. Interested readers may download this Report from the website of Guangdong Land (http://www.gdland.com.hk/en). For more information about the Company's corporate governance or other information of the Group, please refer to our announcements, annual reports and website.

# 1.3 Contact Us

If you have any questions or comments on this Report and its content, please contact us at:

Address	:	18th Floor, Guangdong Investment Tower, 148 Connaught Road Central, Hong Kong
Telephone	:	(852) 2165 6262
Facsimile		(852) 2815 2020
Email	:	info@gdland.com.hk
Website address	:	http://www.gdland.com.hk/en



# 2. Chairman's Statement

The year 2019 marked a year in which the Company consolidated its past successes and made further efforts in developing its business. The construction of the first phase of the GDH City Project, the Group's flagship project in Shenzhen, is expected to complete in 2020. With the meticulous work of the Board of Directors of the Company (the "Board") while not overlooking the overall strategy, we worked together to optimise the management of the Company, made highly efficient decisions and unremittingly strived for high quality development of the Company, and finally we achieved very encouraging results.

During the year, the Group drove the business discussions in respect of the GDH City Project, and partnered with Shanghai Diamond Exchange (a national level factor market) to jointly build a new service platform of Shanghai Diamond Exchange in Southern China region for its member companies as well as to explore new development directions of the jewelry industry against the backdrop of the Guangdong-Hong Kong-Macao Greater Bay Area ("Greater Bay Area") development and seek new opportunities through in-depth cooperation. Another pleasing news is that, as a council member of Gems & Jewelry Trade Association of China, we were granted the honor of "Integrity Demonstration Unit in the Trade of Gems and Jewelry of China".

In the same year, the Group commenced the second phase development of the GDH City Project, and with continuous efforts in our pursuit for green architecture, we have established the green building design plans for the Southern Land and Northern Land that meet both the People's Republic of China ("PRC") and international standards. Meanwhile, we focused on the increasingly apparent impact of climate change and continued to support Shenzhen City in building a sponge city from a perspective of architectural design. Along the path of corporate development, we have always adhered to the idea of environmental protection and efficient use of resources. The demand for self-improvements in environmental and social performance permeates not only throughout the Group, but is also extended to other enterprises in the supply chain. When soliciting bids for procurement, the Group also evaluates the environmental and social performance of the suppliers and identifies relevant potential risks. After selection of suppliers, we also adopt measures to monitor or encourage the suppliers to continue to improve their environmental and social performances.

We care about the environment. We also care about our employees and the development of the community. The Group puts a lot of emphasis on construction site safety and health protection measures, as evidenced by its record of zero casualties in 2019. The occupational training and the caring activities provided by the Group demonstrates the attention we pay to our employees, as an essential part of Guangdong Land. In the community, we integrate our projects with the community's ecological values to facilitate the common prosperity of human and nature. Various kinds of public welfare activities, caring for the unprivileged groups, targeted poverty alleviation and education assistance arranged by the Group are testimonies of the Group's unwavering commitment to corporate social responsibility.

We clearly realised that, as a member of the society, an enterprise should grow and prosper together with the society, bringing mutual benefits to each other. With passionate concern for different opinions from the society, we will humbly listen and respond to all ideas and comments, and continue to advance by making progress together with all stakeholders in building a harmonious society with better quality of life and higher level of achievements.



# 3. About Guangdong Land

Guangdong Land, with its headquarter situated in Hong Kong, is a subsidiary of the largest conglomerate of Guangdong Province operating outside Mainland China, namely GDH Limited, and is also a 73.82%-owned subsidiary of Guangdong Investment Limited, which is a company listed on the Main Board of HKEx (stock code: 0270).

Since August 1997, the Company (formerly known as "Guangdong Brewery Holdings Limited 粤海啤酒集團有限公司") has been listed on HKEx (stock code: 0124). In July 2004, the Company changed its name to "Kingway Brewery Holdings Limited 金威啤酒集團有限公司", with subsidiaries principally engaged in the businesses of investment holding and the production, distribution and sale of beer at the time. In order to achieve better development of the Group's business, enhance the efficiency and potential of its assets, and create greater returns for its shareholders, the Company sold its entire beer production, distribution and sale business in 2013 and changed its name to "Guangdong Land Holdings Limited". The Chinese name "粤海置地控股有限公司" has been adopted as the Company's second name as well. The change in name reflected the Company's post-transformation corporate strategy and its business objectives focusing on property development and investment.

The flagship GDH City Project is located in the city center of Shenzhen City in Buxin Area (布心片區), Luohu District, and is developed by 粤海置地(深圳)有 限公司 (Guangdong Land (Shenzhen) Limited\*), a wholly-owned subsidiary of the Company. The project covers a total site area of approximately 66,526 square metres ("sq. m.") and is situated in Shuibei-Buxin commercial district, the heartland of the most developed and largest gold and jewellery industry of the country, located at the intersection of Buxin Road and Dongchang Road, and is in walking distance of the subway Buxin Station and Taian Station. The GDH City Project is developed in two phases into a jewellery-themed multi-functional commercial complex comprising commercial buildings, offices, business apartments, conference and exhibition centres and other functions. The planning of the GDH City Project includes business operations such as landmark office building, shopping centre and boutique business apartment, as well as marking the first conservation project of an industrial heritage of Shenzhen City. Combining industry, commerce, lifestyle, and nature, the project revamps the cityscape, drives industry upgrade and inherits the spirit and heritage of Shenzhen City, leading a new commerce lifestyle in the core zone of the city.

In order to accelerate business transformation and expand its business operations, apart from the development of the GDH City Project, the Group also underwent the following major developments in the past few years:

- (1) In 2015, the Group acquired an 80% interest in the Ruyingju Project, which is located in Panyu District, Guangzhou City, the PRC. The Ruyingju Project has a gross floor area ("GFA") of approximately 126,182 sq. m. and comprises residential units and car-parking spaces, all of which are for sale. As at the end of 2019, more than 97% of the Ruyingju Project's residential units had been delivered;
- (2) In 2018, the Group acquired a 100% interest in the Laurel House Project and the Baohuaxuan Project. The Laurel House Project is located in Yuexiu District, Guangzhou City, the PRC. The project has a GFA of approximately 119,267 sq. m. and comprises residential units, commercial properties and car-parking spaces, among which all the residential units and some of the car-parking spaces are for sale while the remaining properties are for lease. The Baohuaxuan Project is located in Liwan District, Guangzhou City, the PRC. The project has a GFA of approximately 5,241 sq. m. and comprises residential units and car-parking spaces, all of which are for sale. As at the end of 2019, more than 34% and 91% of the Laurel House Project's and the Baohuaxuan Project's residential units had been delivered respectively;
- (3) In 2018, the Group established a wholly-owned property management company which was tasked with offering property management services in relation to the GDH City Project; and



(4) In 2019, the Group succeeded in the bid for the land use rights of a piece of state-owned construction land located in Pengjiang District, Jiangmen City, the PRC, with a site area of approximately 59,705 sq. m. and a maximum total GFA included in the calculation of plot ratio of approximately 164,216 sq. m., which is expected to be used for residential and commercial purposes. The proposed types of properties comprise residential units, commercial units, and car parking spaces, will all be for sale.

In 2019, the PRC government focused on real estate financial risks and adhered to the principle that housing is for accommodation, making clear that real estate shall not be used as a short-term stimulus to the economy, thus the regulatory control over the funding for the real estate industry continued to be tight throughout the year. Stability of regional real estate market should be maintained through implementing specific policies according to different cities, regions, and conditions. Meanwhile, the basic mechanism for the operation of real estate market in the PRC became more refined, laying a solid foundation for implementing further long-term management mechanism for real estate market. Benefitted from the development plan of the Greater Bay Area and being selected as a demonstration area, the real estate market of Shenzhen City had a noticeable recovery against the backdrop of the government's pledge that homes are built for living but not for speculation (房住不炒).

The Group remains cautiously optimistic about the outlook of the real estate industry in Mainland China. In developing and managing projects such as the GDH City and Laurel House, the Group has established a good relationship with the local government, accumulating experience for city revitalisation and town redevelopment types of project, gathering research basis and information of the relevant industry, creating a professional development team and building a project development and operation model. Going forward, by leveraging on the professional capabilities, industry experience and resource advantages secured by the Group, we will proactively seek opportunities for business development.

At present, the Group is in a good financial position with a strong controlling shareholder and enjoys ample project and financial resources. As the only capital development platform for the property development business of GDH Limited, the largest conglomerate in Guangdong Province operating outside Mainland China, the Group will take the market opportunity and proactively

utilise the resource advantages of the Company's controlling shareholder, bring its functions and advantages of being a listed company into full play, and expand its development projects proactively and cautiously through increasing its land bank. The Group will also capitalise on the development opportunities in the Greater Bay Area and "Core, Coastal Belt and Zone Initiative" ("CBZ", which fosters the optimised development of the Pearl River Delta Core Area, connects Eastern Guangdong, Western Guangdong and cities within the Pearl River Delta as a coastal economic belt like a beaded bracelet, and establishes the mountainous areas of Northern Guangdong as an ecological development zone) through tapping the Greater Bay Area's and CBZ's (especially Hong Kong's) strengths in science and technology innovation and industrial innovation, and continue to explore and build upon the development model of city-industry integration as demonstrated by the GDH City Project, so as to seek out opportunities for real estate development and investment projects in the Greater Bay Area and in CBZ and procure the Company's stable and healthy development in the long run.

Under the leadership of the Board, the Company will proactively boost its property development and investment business, in order to continue to create greater returns for its shareholders as we did in the past.

Please refer to the published annual reports of Guangdong Land which can be downloaded at http://www.gdland.com.hk/en to learn more about the Group's business operations and financial position.





# 4. Social Responsibility Management

# 4.1 Our Philosophy

Guangdong Land focuses on the implementation of and promotion of awareness in social responsibility-related measures internally, and hopes to demonstrate a sense of responsibility and an exemplary role externally. Our core values of "three honests" and "four stricts" ("three honests" are to be honest in thought, word and deed; "four stricts" are to set strict standards for work, organisation, attitude and observance of discipline), and our corporate culture of "integrity, honesty, responsibility, collaboration and efficiency", fulfil the mission of corporate social responsibilities. We are dedicated to integrate corporate social responsibility notions into our daily operations and the daily lives of our employees, so that everyone in the Group is working hard towards our common goal.

# 4.2 Corporate Social Responsibility Management Structure and Functions

In order to effectively implement our philosophy, we created a three-tier corporate social responsibility management structure, under which the Board is responsible for leading, deciding and supervising the related issues. Under the coordination and day-to-day management of the Company's Environmental, Social and Governance Working Committee (which comprises representatives from each department), each functional department is responsible for the implementation and reporting of work.





# 5. Relationship with Stakeholders and Material Issues

The Group strives to maintain effective communication with various stakeholders. We lay down various communication objectives and communication means that are targeted at each of our stakeholders, follow up and obtain their valuable views and suggestions regarding the Group's business development in a timely manner. Their views and suggestions are then collected and consolidated such that they will be incorporated in our corporate decision-making.

We are committed to present the performance of the Group in the areas of environmental, social and governance ("ESG") in this Report in an objective and comprehensive manner. As a listed company, responding to the expectation of our stakeholders is a corporate responsibility. We look forward to working side-by-side with all parties along the path to sustainable development in achieving a win-win situation.

# 5.1 Communication with Stakeholders

We identified the following key stakeholder groups of Guangdong Land, and specifically developed appropriate communication objectives and communication channels for each stakeholder group. We have been continuously optimising and strengthening the accessibility and efficiency of the channels during the process, in order to improve the bridges of communication between the Company and its stakeholders.

Stakeholders	Communication objectives	Communication channels
	<ul> <li>Comply with local laws and regulations of its operations</li> </ul>	• Understand the latest laws and regulations
	Pay taxes according to laws	Understand the
Government departments and regulatory authorities	<ul> <li>Maintain good relationship with the local government</li> </ul>	compliance requirements of each relevant regulatory
	<ul> <li>Support local government's lawful regulations</li> </ul>	<ul><li>authority</li><li>Proactive communication</li></ul>
	<ul> <li>Fulfill the compliance requirements of the regulatory authorities</li> </ul>	to improve mutual understanding

Stakeholders	Communication objectives	Communication channels
Shareholders and investors	<ul> <li>Explain the goal and latest development of the Company to shareholders and investors</li> <li>Gain shareholders' and investors' trust</li> <li>Gain shareholders' and investors' support for management decisions</li> <li>Maximise investment returns for shareholders</li> </ul>	<ul> <li>Disclose financial and operational information and data regularly</li> <li>Convene shareholders' general meetings</li> <li>Proactive communication and answer queries</li> <li>Invite investors to visit our property projects</li> </ul>
Employees of the enterprise	<ul> <li>Understand the views of employees on the Company's development</li> <li>Collect suggestions for improvement from employees</li> <li>Understand employees' needs</li> <li>Allow the employees to understand the Company's development directions</li> <li>Strengthen team cohesiveness</li> <li>Provide a working environment that is favourable for employees' development</li> </ul>	<ul> <li>Occupational, health, safety training for employees</li> <li>Caring for employees</li> <li>Internal and open recruitment</li> <li>Labour union</li> <li>Staff cultural and sports activities</li> <li>Feedback channels</li> </ul>

Stakeholders	Communication objectives	Communication channels
Customers	<ul> <li>Understand customers' views on the Company's products</li> <li>Provide products that cater for the needs of customers</li> <li>Provide customers with more personalised services</li> <li>Ensure customers' personal information security</li> <li>Develop marketing strategies which are more in line with business ethics</li> </ul>	<ul> <li>Compliant marketing communication</li> <li>Corporate information disclosure</li> <li>Product information disclosure</li> <li>Customers' complaints and feedback channels</li> </ul>
Business partners and suppliers	<ul> <li>Establish a long-term and stable cooperative relationship</li> <li>Create a win-win situation</li> <li>Create a cooperative atmosphere of mutual trust</li> <li>Jointly solve environmental and social problems</li> </ul>	<ul> <li>Continuous communication mechanism</li> <li>Responsible procurement policy</li> <li>Fair and open procurement guidelines</li> <li>Communication and visits between senior management</li> </ul>
Local communities	<ul> <li>Create social values for the communities where its operations exist</li> <li>Promote economic developmen for the communities where its operations exist</li> <li>Protect the interests of local residents</li> <li>Protect the local environment</li> </ul>	<ul> <li>Organise social charitable activities</li> <li>In-depth community communication</li> <li>Integrate environmentally friendly elements into the design process</li> <li>Communicate proactively with local government agencies</li> </ul>

# 5.2 Materiality Analysis on ESG Issues

Through proactive communication with all stakeholders, Guangdong Land has, upon the conduct of stakeholder engagement in various ways (such as interviews, questionnaires and on-site visits) with the assistance of a third-party professional consultant, identified the following ESG issues. Combining with the management's vision of its own business development, we have analysed the importance of the issues based on the two dimensions of "significance to our stakeholders" and "importance to Guangdong Land's business development" in order to establish the material issues of Guangdong Land, with the aid of which the Company's ESG management directions and the disclosure extent and scope of this Report were more accurately defined. Below is the list of material ESG issues we identified:

ESG aspects	ESG issues	Selected as material issues
	Waste	V
A1 Emissions	Wastewater	V
	Greenhouse gases	V
	Water conservation	<b>v</b>
A2 Use of Resources	Energy conservation	V
A2 OSC OF RESOURCES	Environmental impact of raw material consumption	V
A3 The Environment and Natural Resources	Soil degradation, pollution and restoration	
	Investment in environmental protection measures	-
	Biodiversity	

ESG aspects	ESG issues	Selected as material issues
	Diversification of background of employees	V
	Employees' loyalty	<i>v</i>
B1 Employment	Fair remuneration and promotion	V
	Equal opportunities for employees	V
B2 Health and Safety	Occupational health and safety of employees	V
B3 Development and Training	Employees' training and education	V
	Settlement of dismissed or laid-off employees	
B4 Labour Standards	Mediation and handling of employee disputes	
	Prevention of child and forced labour	
B5 Supply Chain Management	Cooperation with suppliers to improve labour performance	V
	Cooperation with suppliers to improve environmental performance	V
	Priority given to suppliers with better environmental and social performance	V

ESG aspects	ESG issues	Selected as material issues
	Consumer privacy and personal data protection	
DC Due du et	Building quality guarantee	V
B6 Product Responsibility	Service quality guarantee	V
Responsionity	Consumer satisfaction	V
	Respect for intellectual property rights	
B7 Anti-corruption	Anti-corruption	V
	Understand the needs of the community	V
	Promote community construction and development	V
B8 Community	Charitable activities	V
Investment	Integrate the concept of supporting community development into daily operations	V
	Support and participate in community activities	V



# 6. Environmental Protection

Environmental protection is an integral aspect in sustainable development of Guangdong Land. As a real estate enterprise that actively performs its environmental responsibility, we are committed to pursuing environmentally-friendly planning approaches such as green building and sponge city, fully utilising our expertise in responding to issues such as global environment and climate change. Meanwhile, through our established environment management system, we internally advocate green office and open to innovation in our daily operation, minimising the adverse effect caused to the environment by our business operation inside out.

In a bid to actively reduce the local environmental impact caused by the Company's operation, we strictly abide to laws and regulations such as 《中華人 民共和國環境保護法》(Environmental Protection Law of the PRC\*) and《中華人 民共和國水污染防治法》(Water Pollution Prevention and Control Law of the PRC\*), and in pursuant of these laws and regulations, we formulated Guangdong Land's 《企業環境保護管理辦法》(Corporate Environmental Protection Administrative Measures\*) ("Administrative Measures"). The Administrative Measures underscores the Company's constant obligation of pursuing its environmental protection notions and implementing a prevention-driven approach complemented by control measures, methodically plan and manage the environmental impact during the Group's operation.

# 6.1 Achieving Green Buildings

Green building means that during the full life cycle of a building, there is a great effort in resource conservation, environmental protection and reducing pollution. It allows the cohabitation of nature and buildings and creates a green and suitable living space for people.

To achieve this, Guangdong Land has fully considered environmental factors when developing new construction projects. Newly-built buildings must meet the relevant environmental and conservation regulations set by the central and local governments in the PRC, and also abide to the applicable green building standards when designing and constructing. Meanwhile, we take the initiative to work with major contractors to encourage the adoption of green construction process, ensuring green management of full life cycle in aspects such as design, construction, operation and management, pursuing the notion of green building in full force.



The Group is active in securing green building certification during the development of new projects, mainly following the two-star national green buildings criteria\* (國家綠色建築二星級) and the Leadership in Energy & Environmental Design (LEED) gold-level criteria. Its flagship GDH City Project has adopted the bronze-level criteria of Shenzhen's Assessment Standard for Green Buildings\* (深圳市《綠色建築評價規範》銅級標準) to guide the design of the Northwestern Land development in the early stage of building design. As for the Southern Land development and the Northern Land development in the second phase, the two-star national green buildings criteria and the silver-level criteria of Shenzhen's Assessment Standard for Green Buildings\* (深圳市《綠色 建築評價規範》銀級標準) are adopted respectively. Moreover, the landmark building of the Southern Land development and the office building of the Northern Land development have adopted the LEED for Core & Shell (LEED-CS) gold-level criteria in a bid to match international standards. During the year, the GDH City Project was awarded the "2019 Annual Influential Complex of China Commercial Real Estate" by Guandian Index, fully exhibiting our determination in bearing the environmental responsibility.

#### Green Building Development Case: the GDH City Project

Adhering to the development concept of harmonious co-existence of human and nature, Guangdong Land flexibly utilises various green building standards in the land development planning of its flagship GDH City Project and adopts various environmental friendly design requirements to meet the expectations of target customers of a commercial complex which conforms with the characteristics of local environment. In 2019, Guangdong Land launched the second phase of the project, in which green building design planning were adopted at the Southern Land and Northern Land, effectively forging a green and environmentally-friendly environment for commercial and office building.



#### Green Design:

The Southern Land development in second phase of the project adopted the two-star national green buildings criteria as project objective, whereas the Northern Land development utilised silver-level criteria of Shenzhen's Assessment Standard for Green Buildings. In addition, two landmark office buildings had adopted LEED-CS gold-level as design criteria. Some of the major designs are listed below:

#### Green area ratio

Through sunken green space and green rooftop, ensure the green area ratio of not less than 30%, of which the green area will be open to general public

#### Underground space development

• Develop underground space of not less than 50% of the total site area, conserving land use efficiently

#### Heat island intensity

Introduce shading measures such as planting shade tree and constructing awning in outdoor sites to reach a shade area of at least 20%

#### Light pollution control

- Cease the use of highly reflective material such as slick glass facades in glass curtain wall and meet the requirement of GB 18091 "Optical and Thermal Performance of Glass Curtain Wall" national standard, limiting the visible light reflection of glass
- Avoid the use of building light, tree light and outdoor night lighting, and utilises optical chopper to ensure that no light ray enters directly into the atmosphere



#### **Green Construction:**

To reduce the environmental impact in construction process, the GDH City Project abides strictly with the Assessment Standard for Green Buildings of the PRC during construction. Meanwhile, the Group ensures the compliance of the newly implemented internal corporate guidelines of the Administrative Measures, such that environmental protection measures are implemented during construction process. The project focuses particularly on the management of construction and removing waste, setting relevant management plan and report to detail all the sources and amount of major waste produced and its handling and conversion ratio, striving to minimise environmental-related pollution. Here are some other examples of green construction:

- 1. Reduction of dust and atmospheric pollution: Utilise spray device, sprinkle water onto the ground regularly, and vehicles for transporting spoil are not allowed to pass through the central urban area or areas with a high concentration of residents.
- 2. Compliant wastewater treatment: Wastewater is discharged to government's pipe in compliance with the requirement of the Shenzhen municipal government; the oily component within the wastewater resulting from machinery and vehicle cleaning is required to be separated out and then recycled, in order to prevent oil pollution.
- **3. Reduction of noise:** Quiet equipment is used; effective sound-proofing and vibration- absorption measures are employed; and noise guideline of site is continuously monitored.

# 6.2 Contributing to the Construction of a Sponge City

Guangdong Land has been constantly exploring new planning approaches that are beneficial to sustainable social development. As issues such as climate change become increasingly alarming, we utilise our own expertise to upgrade building's climate-resilient, and actively facilitate the building up of a low-carbon society, contributing to green development. We apply the concept of Sponge City through designs such as rain garden, permeable elevated platform, green rooftop, assisting in the drainage and flood resilience in cities which is vital in dealing with the increasingly frequent extreme weather.

The GDH City Project is our best example of promoting green city construction and creating a Sponge City. In compliance with the requirements of 《深圳市推 進海綿城市建設工作實施方案》(Implementation Plan for Sponge City Construction in Shenzhen City\*), the GDH City Project was incorporated measures such as infiltration, retention, storage, purification, reuse, and discharge, which allows rainwater absorption, storage, infiltration and releases within urban areas, thus enhancing the ecosystem in cities.





# 6.3 Green Office

Guangdong Land actively implements the concept and model of green office in our operation. In accordance with the Administrative Measures, we encourage resource conservation in using electricity, water, and paper during the operation, deepen the internal culture of low-carbon operation. In addition, through conducting knowledge sharing activities, speech campaigns on environmental topics, knowledge-based competitions, and energy conservation contests, etc. for our staff, we have fostered the Group's green culture and, together with our staff, made contributions to the sustainable use of resources.

The major green office measures we adopted in 2019 are as follows:

### **Electricity conservation:**

- Use energy-efficient lighting as far as possible
- Set various electrical appliances to standby mode or power-saving mode
- Encourage employees to turn off the power supply of their own office equipment including computers when leaving offices
- Encourage employees to turn off unnecessary lighting during non-office hours at noon
- Arrange employees to check whether the lighting and equipment of the conference rooms are turned off from time to time
- Adjust the air-conditioning temperature in the office to not lower than 26°C

### Water conservation:

- Promote water conservation
- Turn off the taps immediately after use to avoid excessive use of water
- Arrange for timely repairs when water leaks are identified

#### Paper conservation:

- Encourage employees to use both sides of the paper and use the other side of printed papers
- Continue to work towards achieving a paperless office, and reduce our reliance on paper-based documents
- Replace paper copies with electronic copies for meetings documents of the Board and its committees

#### Green travel:

- Include car odometer as an assessment criteria of employees
- Establish a travel policy to encourage employees to reduce traveling
- Encourage employees to use video conference

#### Waste management:

- Centralise collection of hazardous waste such as used batteries and light tubes, which are then recycled by qualified contractors
- Encourage proper separation of recyclables such as metals, glass, plastics and cartons



# 6.4 Environmental Data Performance

#### **Resources consumption:**

	2019	2018
Total electricity consumption (kWh)	2,659,305	2,800,691
Electricity consumption intensity (kWh/HKD'000 operating profit) (Note 1)	3.80	9.37
Total fuel consumption (L)	16,587	16,343
Total water consumption (m <sup>3</sup> )	146,185	140,224
Water consumption intensity (m³/HKD'000 operating profit) <sup>(Note 1)</sup>	0.21	0.47

#### Greenhouse gas and air pollutant emissions:

	2019	2018
Greenhouse gas emissions (Scopes 1, 2) (tons) (Note 2)	1,722	1,822
Greenhouse gas emissions intensity (Scopes 1, 2) (tons/HKD'000 operating profit) <sup>(Notes 1, 2)</sup>	0.002	0.006
Nitrogen oxides (NO <sub>x</sub> ) emissions (kg) <sup>(Note 3)</sup>	263	260
Sulphur oxides (SO <sub>x</sub> ) emissions (kg) $^{(Note 4)}$	0.24	0.24

#### Wastewater and waste generation:

	2019	2018
Total discharge of wastewater (tons)	116,948	114,260
Generation of waste light tubes (pcs) $^{\mbox{\tiny (Note 5)}}$	39	28
Generation of waste computers and electrical appliances (pcs) (Note 5)	8	2
Generation of empty ink and toner cartridges (pcs) <sup>(Note 5)</sup>	11	15

Notes:

- 1. As our Shenzhen Management Headquarters moved into Sinolink Tower in 2019, we achieved improved efficiency in the use of water and electricity. Coupled with satisfactory sales of property during 2019, the operating profit increased significantly, resulting in considerable drop of electricity and water utilisation per HK\$1,000 of operating profit.
- 2. These included greenhouse gas emissions arising from the use of electricity, gas and fuels. Emissions related to electricity use were calculated based on the emission factors supplied by The Hong Kong Electric Company, Limited (0.79 tons/MWh) and China Southern Power Grid Company (0.63035 tons/MWh); emissions related to gas and fuels were calculated based on the emission factors provided by the "Accounting Method and Reporting Guide for Greenhouse Gas Emissions from Industry and Other Sectors" issued by the National Development and Reform Commission of the PRC.
- 3. These included the emissions of nitrogen oxides (NO<sub>x</sub>) arising from the use of gas and fuels. Emission related to the use of mobile source fuel was calculated based on emission factor applicable in the PRC (21.24 kg/ton (fuel)); emission related to the use of gas was calculated in accordance with the emission factors provided by the "Reporting Guidance on Environmental KPIs" issued by HKEx.
- 4. These included the emissions of sulfur oxides (SO<sub>x</sub>) arising from the use of gas and fuels, calculated in accordance with the emission factors provided by the "Reporting Guidance on Environmental KPIs" issued by HKEx.
- 5. These figures included the wastes generated by the Hong Kong Headquarters but not the wastes generated by offices in Mainland China. We will continue to strengthen the collection and disclosure of data in relation to wastes generation.





# 7. Caring for Employees

Employees are a valuable asset of the Group, and are also the basis for the Group's sustainable development. We adhere to the people-oriented development concept and hope to grow together with our employees. We advocate a diverse and fair corporate culture, respecting the legitimate interests of all our employees. At the same time, we promote continuous learning and encourage employees to put their skills into use. We also constantly strengthen the management system of occupational safety, creating a quality and safe workplace environment for our employees to take care of the physical and mental health of employees.

We formed a 《企業文化建設方案》(Corporate Culture Establishment Program\*) to provide detailed guidelines with regards to aspects such as employment, health and safety, development and training and to serve as an important approach for corporate operation and management, safeguarding the interests of employees. We also formulate the Internal Staff Handbook to guide our employees the correct administration procedures in their daily work routines. Through policies and regulations, the Group strictly complies with《中 華人民共和國勞動法》(Labour Law of the People's Republic of China\*),《中華人民共和國勞動合同法》(Labour Contract Law of the People's Republic of China\*), the Employment Ordinance of Hong Kong and other employment related laws and regulations.

# 7.1 Diverse and Fair Employment Policy

Guangdong Land advocates diverse and harmonious corporate culture and management style, facilitating the exchange of professional knowledge and culture between talents. For employment, remuneration, promotion, dismissal and retirement, the Group insists on treating employees in an open, transparent, and fair manner, and treats employees with different ethnicity, sex, religion and cultural background equally and with respect. We also provide positions for disabled workers to realise their aspirations. Our employment policy also prohibits any form of abusive behaviour such as discrimination, hiring of child and forced labour.



We adopt a pay-for-performance policy and reward employees with good performance regardless of their background. The Group formulated the "Measures of Performance Appraisal", and ensured a fair, reasonable and transparent remuneration system. Through constantly optimising its performance appraisal and remuneration system, employees' performance will be more effectively recognised, safeguarding our retention of talents. We motivate our staff via various means and motivate their passion for work to enhance their sense of belonging.

As at 31 December 2019, Guangdong Land has 269 employees in total.

	Total number of employees (Note 1)	Employee turnover	Employee turnover rate (Note 2)
Total	269	45	17%
By gender			
Female	95	12	13%
Male	174	33	19%
By age group			
Under age of 30	61	13	21%
Between age of 30 and 50	177	26	15%
Over age of 50	31	6	19%
By employee category			
Management and senior grade	17	2	12%
Intermediate grade	35	5	14%
Junior grade	216	38	18%
Contract and short-term	1	0	0%

Notes:

1. Total number of employees as at 31 December 2019.

 Employee turnover rate is calculated based on the total number of employees as at 31 December 2019.

## 7.2 Occupational Health and Safety

Employees' health and safety protection has always been the primary duty of Guangdong Land. We are dedicated in creating a comfortable and safe working environment for our employees. The project construction and implementation of the Group comply with relevant laws and regulations including《中華人民共和 國勞動法》(Labour Law of the People's Republic of China\*),《中華人民共和國消 防法》(Fire Protection Law of the People's Republic of China\*) and 《中華人民 共和國職業病防治法》(Law of the People's Republic of China on Prevention and Control of Occupational Diseases\*), and are reviewed and updated regularly. We act in accordance with the requirements to purchase social insurance and employer liability insurance and offer annual body checks for all employees at places we operate, so that employees have a comprehensive health protection. In response to the recent outbreak of the novel coronavirus, the Group has adopted a series of measures for the prevention and control of the epidemic, including work from home arrangement, flexible working hours, daily temperature check for employees, strengthening disinfection and cleaning of offices and distributing surgical masks and other anti-epidemic products to employees.

The Group regularly provides employees with various types of safety trainings to improve their safety awareness. In 2019, the Group organised emergency drill for the contractors of its GDH City Project to prepare themselves for emergency. The drill included first aid training, dealing with electric shock, and firefighting, enhancing self-protection awareness and overall dealing with emergency. In addition, the management of the Company regularly attends external safety training to enhance their command of the latest safety measures and techniques, leading the Group in achieving "zero injury" in workplace.

Since construction site has a higher safety risk, the Group specifically created a safety management structure that focuses on management, strengthens the health and safety management in construction sites, and also lists out the qualifications and work practices requirements of the contractors and construction workers. By implementing the safe production accountability system, the primary and direct responsible persons for safe production will be put in place of each project to implement safe management obligations at all levels. We request all staff of the project department to participate in on-site production safety training to get themselves familiar with the safe production targets of projects and to clearly understand their respective management duties.

Our efforts in safety and health have been paid off by reaching zero work-related injury, loss or fatalities in 2019 in respect of all the staff and staff of contractors.

Occupational health and safety statistics	2019
Number of lost days due to work injury	0
Number of work-related fatalities	0
Number of work-related injuries	0



### 7.3 Career Development and Training

The Group is committed to developing its staff to perform at their full potential, providing a pool of human resources and successors for future business development. We have always promoted a corporate culture of continuous learning to offer reasonable talent promotion channel, such that employees will be motivated in improving themselves, achieving the most out of their talents.

The Group currently has a comprehensive training mechanism. We arrange orientation training for all new staff to assist them in rapidly understanding the Group's corporate culture and adapting to the working environment, as well as reducing their uneasiness. Based on our commercial strategy and business needs, we formulate training programs on an annual basis for existing staff. The types and contents of training courses we offer are very diverse, ranging from talent training system, lecturer curriculum system and continuous career development and learning. Apart from internal trainings, the Group also encourages its staff to attend external further studies by providing corresponding subsidies for supporting their all-rounded personal development.



Meanwhile, subsidiaries under Guangdong Land continuously provide a quality training mechanism, utilising their multi-channel learning project management and procedure design experience, hence, a training system combining internal and external training, job skill training and professional knowledge training is established, enhancing the level of professionalism of the team.

	Number of employees who received training	Percentage of employees who received training	Average training hours (hours)
Overall	220	82%	14.3
By gender			
Female	80	84%	17.5
Male	140	80%	12.5
By employee category			
Management and senior grade	14	82%	26.5
Intermediate grade	29	83%	26.3
Junior grade	177	82%	11.4

Note:

1. Average training hours is calculated as the total number of training hours provided to employees in the category over the total number of employees in that category.



### 7.4 Employee Communication and Care

Having a healthy body and mind not only cultivates the employees' sense of belonging to the Company, but also increases working efficiency. Guangdong Land has established a comprehensive system, providing a competitive remuneration and welfare, as well as a pleasant working environment for our employees. We fully safeguard the interests and benefits of our staff as the "Staff Handbook" has clearly set out staff welfare including overtime pay, holidays and allowances for transportation and meal, prohibiting the exploitation of staff.

At the same time, we also strive to listen to our staff, as their feedbacks are vital in our management's decision making. We established a transparent and effective communication channel to collect their opinions, including email, WeChat and the Chairman's Mailbox, to ensure each and every voice of our staff are heard. In addition, Guangdong Land organises the two-way communication meeting "One Report and Two Consultations" every year. "One Report" represents the reporting by the Group's management to the employees regarding the recruitment and selection of talents for the year, while "Two Consultations" represents the employees also has their rights in expressing their opinions on the overall staffing as well as the promotion of internal management members for the Group for the year. Human Resources Department will integrate the opinions and make improvements accordingly, reflecting the Group's emphasis on the employees' views.

Understanding the staff's needs on work-life balance, Guangdong Land continuously organises all types of group activities for our staff. Other than taking a break from work, we also seek to create an atmosphere that is full of energy and team spirit for our staff. In 2019, we organised youth and cultural activities as well as poverty alleviation programs. These activities have served as a platform for the convenient communication and exchange of ideas among the employees. Through activities such as competitions, interactions and dessert making classes, our employees had opportunities to communicate their feelings and enhance teamwork, demonstrating the benefits of learning with fun and fostering of friendship.



# 2019 Staff Activity

#### **Red Wine Lecture**



Employees' Recreational Activities Organised by Guangdong Land





# 8. Quality Management

Guangdong Land adheres to the objective of "Full-hearted Commitment and Mutual Harmonious Development" by providing the best quality and the safest products and services for our customers, and thoroughly puts quality in the first place for every project. A well supply chain management is indispensable to manufacturing quality products, and to ensure this, we have built a strong and close partnership with suppliers.

We have established a highly transparent and strict mechanism for tendering and procurement, fairly treating every supplier and selecting the one that meets the expectations of the Group. At the same time, we maintain high-standard integrity and business ethics as our operation principles, highly emphasise on an honest operating environment in order to become an enterprise responsible to all stakeholders, forging long-term mutual relationships.

## 8.1 Responsible Supply Chain Management

Guangdong Land is engaged in the property development and investment business and collaborates with various suppliers and contractors in design, construction, marketing and daily services. All of the Group's procurements are undertaken by the tendering and procurement department, which selects suitable suppliers for providing products and services based on the needs of each business division.

The Group has an established supply chain management system to ensure smooth daily operation. The tendering of our major items are conducted in an open, fair and impartial process, and as for services and projects with technical constraints, we send an independent invitation to tenders. We have established Guangdong Land's 《招標採購管理辦法》(Administrative Measures for Tendering and Procurement Management\*), which provides clear guidelines for all tendering and procurement of the Group, clearly defines the division of responsibilities of various departments in tendering and procurement processes, administers strictly the disciplines required in tendering, and states the requirement of constant monitoring of the suppliers. We also consider every sustainable development factor in the tendering process to ensure the suppliers have practised safe and modern construction and implemented environmentally friendly measures.

The Group has a strict standard on the quality and environmental friendliness of the construction materials in the workplace, with a specific department that is responsible for carrying out inspections on these construction materials. For example, the interior latex paint and glue for wood veneer installation used in indoor construction have to be in line with the limit of harmful substances. Suppliers are responsible for the replacement of unqualified materials should there be any.

During the execution of the contracts, we will constantly monitor the bid-winners to ensure their fulfillment of contract obligations and their compliance with relevant local laws and regulations. We will regularly evaluate the performance of suppliers and have set up a return visit mechanism as well as monthly assessments on safe and modern constructions, declining to work with suppliers that are not up to standard.

For the year ended 31 December 2019, we co-operated with suppliers from 494 different regions in various ways, with the majority of them located in Mainland China.



### 8.2 Service Quality Management

"Customer first" is the core value of Guangdong Land, and it is a core value we are proud of, as we are invested in the interests of every one of our customers. Taking service quality as a basis is the key strategy for us to build and maintain our competitive advantages.

We strive to treat others with sincerity to establish a long-lasting goodwill for the Group. The Group is dedicated in promoting a fair and ordered market environment as well as an honest and trust-worthy way of conducting business. In 2019, as a council member of Gems & Jewelry Trade Association of China, Guangdong Land was honored to receive the title of "Integrity Demonstration Unit in the Trade of Gems and Jewelry of the PRC".

The Group keeps abreast of market dynamics and changing demand as well as continuously improves the Group's customer service standard. We regularly train professional salespersons to provide comprehensive product information and answer queries for customers more patiently. Moreover, we are happy to listen to the opinions from clients and make improvements accordingly. If there are any complaints and disputes, we will handle them in accordance to our effective customer complaint handling mechanism. During the year 2019, the Group did not receive any complaint pertaining to service quality.

### 8.3 Project Quality Management

Guangdong Land manages the safety and quality of projects strictly, complies with the laws and regulations such as 《中華人民共和國安全生產法》(Production Safety Laws of the People's Republic of China\*) and 《建設工程安全生產管理條例》(Administrative Regulations on the Work Safety of Construction Projects\*), and continuously optimise internal policies and safety management measures. The subsidiary of the Company that is responsible for the development of the GDH City Project has established the Safe Production and Management Committee headed by its chairman of the board, and established the safety management department responsible for the safety of construction site, safety promotion and education as well as regular working conference on safe production.

We have always been upholding the safety philosophy of "Dual Responsibility and Accountability for Dereliction of Duty" and promoting the notion of "Life and Safety Always Come First". For this, we formulated《工程現場管理制度》 (Construction Site Management System\*) and《安全管理工作指引》(Safety Management Operational Guidelines\*) for our projects and implement a standardised construction process and conduct regular check. We ensure that registered safety officer is present at the construction site for on-site supervision to share the responsibility of work safety. In addition, an intelligent management system is used in projects to further increase safety standards.

The Safe Production and Management Committee has also established a safety emergency task force to be responsible in formulating Guangdong Land's 《安 全應急救援預案》(Safety Emergency and Contingency Plan\*), which specified in detail the contingency measures and aftermath handling procedures for various incidents, including collapses, electric shocks, mechanical injuries and fire.

#### **Contractor Safety Training Case**



### 8.4 Anti-corruption

As a responsible corporate citizen, Guangdong Land strictly complies with the relevant laws including《中華人民共和國反貪污受賄法》(Anti-corruption Laws of the People's Republic of China\*), and is dedicated in building an anti-corruption corporate culture and system. We require our staff and suppliers to maintain business ethics in order to gain the long-term trust of customers and the public.

The Group internally formulated the internal audit plan, which lists the details of all work items, objectives and tasks related to internal audit matters to be carried out in 2019. We have also established an internal control and risk management system in accordance with the latest regulatory requirements. We foster the implementation of integrity works which include establishing the integrity risk control mechanism, spot checking on integrity work progress, and drafting integrity and honesty practices handbook. We also provide our staff with a reporting channel to report any unethical behaviour anonymously, and such reports will be followed up by the Group's Internal Audit Department. In 2019, we organised integrity education and trainings as well as integrity talks to all tiers of our employees in ensuring that concept of integrity corporate culture runs through the Group from top to bottom. Meanwhile, the Group strictly prohibits corruption in relation to the supply chain. We conduct an open, fair, and impartial tendering process with reference to procurement-related administrative measures, and required to be approved by the dedicated leadership task force. To strengthen the supervisory function, we have established a return visit mechanism to suppliers on integrity, actively inquired the suppliers on whether any of the Group's employees have violated integrity and disciplinary practices, taking the initiative in effectively improving anti-corruption awareness of supply chain.

During the period under review, there was no legal litigation in respect of corruption.



# 9. Caring for the Community

Society carries the development of businesses. Contributing to the pursuit of a harmonious and peaceful community, Guangdong Land not only pays close attention to its business development, but is also zealous in giving back to our society and community. Leveraging on our advantages as a member of the real estate industry, the Group actively explores business development model that are beneficial to the society. At the same time, we also support local economic growth, assist vulnerable groups to build a warm and mutually supportive society together.

We embrace a practical attitude by integrating charity work into our business and to implant the spirit of dedication in our corporate culture and utilise our maximum effort in contributing to the local communities. In 2019, we devoted over 10,000 hours and incurred expenses of over RMB40,000 in total in volunteering activities.

### 9.1 Projects Supporting Community Development

Upholding the development philosophy and innovative spirit of "Full-hearted Commitment and Mutual Harmonious Development", Guangdong Land is determined in discovering innovative ways of urban development, in an effort to cultivate a more harmonious community as always.

As one of the pioneers in urban redevelopment, the Group is dedicated in crafting a new look in the Greater Bay Area. The GDH City Project marks the first hallmark project of Guangdong Land in Shenzhen City, and is one of the few complex projects in Shenzhen City that features industrial legacy. It incorporated historical memory and carries various types of businesses in the complex, creating a new form of industry and life integration. On 27 March 2019, at the "Smart Future" themed 2019 China (Shenzhen) Smart Property Summit, the GDH City was awarded the "Urban Renewal of the Year" and "Investment-worthy Multiplex of the Year".

In addition, the Group's two other projects, the Laurel House Project and the Baohuaxuan Project, have also preserved the history of the community while revitalise the old city area and the surrounding environment, achieving a coexistence of both modern architecture and historical features, and opening a new chapter in urban renewal.

# GDH City Project Receiving Multiple Awards in the "Smart Future" City Summit



### 9.2 Precise Poverty Alleviation

To give back to the society, the Group earnestly implemented the various work arrangements proposed by the provincial government, such that it can seize the corporate reform opportunities while carrying out the mission of "targeted poverty alleviation and targeted poverty eradication" in the new era. Over the years, the Group has focused its poverty alleviation work in Dongbei Village, Dongbei Town, Lianzhou City, Qingyuan, and have achieved solid results. In 2019, the Group integrated the thematic education of "staying true to its original aspiration and keeping its mission firmly in mind", facilitating alleviation work with a higher standard, stricter requirement, and firmer measure, such that Dongbei Village could take a firmer step in shaking off poverty.

During the year 2019, the Group's charity visits to impoverished families of Dongbei Village involved the assistance of cash and daily necessities of total value of RMB10,620. In addition, the Group also contributed educational assistance and stationery, with a total value of RMB5,040, to 24 students from poor families and 12 children whose parents were unable to perform their parental obligations.

#### **2019 Targeted Poverty Alleviation Activities**







# 10. Appendix — Content Index of HKEx ESG Reporting Guide

The ESG Reporting C	Guide		This Report
Aspects	General Disclosures and Key Performance Indicators		Section/ Statement
A. Environment			
	General Disclosure		Environmental Protection
	A1.1	The types of emissions and respective emissions data	Environmental Protection
	A1.2	Greenhouse gas emissions in total and intensity	Environmental Protection
A1: Emissions	A1.3	Total hazardous waste produced and intensity	Environmental Protection
	A1.4	Total non-hazardous waste produced and intensity	Environmental Protection
	A1.5	Description of measures to mitigate emissions and results achieved	Environmental Protection
	A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved	Environmental Protection

The ESG Reporting O	Guide		This Report
Aspects	General Disclosures and Key Performance Indicators		Section/ Statement
A2: Use of Resources	Genera	al Disclosures	Environmental Protection
	A2.1	Energy consumption in total and intensity	Environmental Protection
	A2.2	Water consumption in total and intensity	Environmental Protection
	A2.3	Description of energy use efficiency initiatives and results achieved	Environmental Protection
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved	Environmental Protection
	A2.5	Total packaging material used for finished products and per unit produced	The Group's main business is property development and investment, which does not involve a large amount of packaging materials



The ESG Reporting G	Guide		This Report
Aspects	General Disclosures and Key Performance Indicators		Section/ Statement
A3: The Environment —	Genera	I Disclosure	Environmental Protection
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	Environmental Protection
B. Social			
	Genera	I Disclosure	Caring for Employees
- B1: Employment	B1.1	Total workforce by gender, employment type, age group and geographical region	Caring for Employees
	B1.2	Employee turnover rate by gender, age group and geographical region	Caring for Employees
B2: Health and Safety	Genera	Il Disclosure	Caring for Employees
	B2.1	Number and rate of work-related fatalities	Caring for Employees
	B2.2	Lost days due to work injury	Caring for Employees
	B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored	Caring for Employees

The ESG Reporting G	This Report		
Aspects	Gener Indica	al Disclosures and Key Performance tors	Section/ Statement
B3: Development and Training	General Disclosure		Caring for Employees
	B3.1	The percentage of employees trained by gender and employee category	Caring for Employees
	B3.2	The average training hours completed per employee by gender and employee category	Caring for Employees
B4: Labour Standards	General Disclosure		The Group's business is exposed to a very
	B4.1	Description of measures to review employment practices to avoid child and forced labour	low risk in child and forced labour. As such, it has not been selected as a material issue
	B4.2	Description of steps taken to eliminate such practices when discovered	
B5: Supply Chain Management	General Disclosure		Quality Management
	B5.1	Number of suppliers by geographical region	Quality Management
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	Quality Management
	B5.3	Description of practices relating to identifying environment and social risk in each aspect of the supply chain, how they are implemented and monitored	Quality Management
	B5.4	Description of practices when selecting suppliers that facilitate environmental friendly products and services usage, how they are implemented and monitored	Quality Management

The ESG Reporting	Guide		This Report
Aspects	Gener Indica	al Disclosures and Key Performance tors	Section/ Statement
	Genera	al Disclosure	Quality Management
	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	The Group's main business is property development and investment, which is unlikely to be involved in product recalls
	B6.2	Number of products and service related complaints received and how they are dealt with	Quality Management
B6: Product Responsibility B6.3 B6.4 B6.5	B6.3	Description of practices relating to observing and protecting intellectual property rights	The Group's business has a low risk in intellectual property rights. As such, it has not been selected as a material issue
	B6.4	Description of quality assurance process and recall procedures	Quality Management
	Description of consumer data protection and privacy policies, how they are implemented and monitored	The Group's business is exposed to a very low risk in this area. As such, it has not been selected as a material issue	

The ESG Reporting Guide			This Report
Aspects	Gener Indica	al Disclosures and Key Performance tors	Section/ Statement
	General Disclosures		Quality Management
B7: Anti- corruption	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	Quality Management
	B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	Quality Management
	B7.3	Description of anti-corruption training provided to the Board and employees	Quality Management
B8: Community Investment	General Disclosures		Caring for the Community
	B8.1	Focus areas of contribution	Caring for the Community
	B8.2	Resources contributed to the focus area	Caring for the Community

