



**FINELAND REAL ESTATE SERVICES
GROUP LIMITED**

方圓房地產服務集團有限公司

(Incorporated in the Cayman Islands with limited liability)

Stock Code: 9978

THINK
MORE,
FOR YOU

ENVIRONMENTAL, SOCIAL
AND GOVERNANCE REPORT

2020

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ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

ABOUT THIS REPORT

Fineland Real Estate Services Group Limited (the “Company”, together with its subsidiaries, hereinafter referred to as the “Group”) is pleased to present its annual Environmental, Social and Governance Report (the “Report”) for 2020 to provide an overview of the Group’s management of significant issues affecting its operation, including environmental, social and governance (“ESG”) issues.

The Board has overall responsibility for the Group’s ESG strategy and reporting. The Board is responsible for evaluating and determining the Group’s ESG-related risks and ensuring that appropriate and effective ESG risk management and internal control systems are in place. In addition, the Board, in close interaction with the management, also determines material ESG factors and defines the Group’s sustainability strategies and sets objectives relevant to the Group and its operations as a provider of property agency services and property management services and value-added services for residential and commercial properties.

REPORTING PERIOD

The Report illustrates the Group’s policies and performance regarding the environmental and social aspects during the reporting period from 1 January 2020 to 31 December 2020 (the “reporting period”).

REPORTING SCOPE

The Report covers the Group’s core business: provision of real estate agency service, property research and consultancy and integrated services for all subsidiaries in the People’s Republic of China (the “PRC”).

REPORTING BASIS

The Report is prepared in accordance with Appendix 27 of the Main Board Listing Rules of The Stock Exchange of Hong Kong Limited (“Listing Rules”) — “Environmental, Social and Governance Reporting Guide” (the “ESG Reporting Guide”) and summarises the ESG performance of the Group. The Group has complied with the disclosure requirements of the “comply or explain” provisions set out in the ESG Reporting Guide. The information contained herein is sourced from official documents and statistics of the Group, as well as the combined control, management and operations information provided by the subsidiaries in accordance with the Group’s relevant policies. The Report is prepared and published in both English and Chinese. In the event of contradiction or inconsistency, the English version shall prevail.

CONTACT INFORMATION

The Group welcomes your feedback on the Report for our sustainability initiatives. Please contact us by email at ir@fydc.cn.

STAKEHOLDERS ENGAGEMENT

The Group emphasises the participation of its stakeholders, including, among others, staff, customers, third party real estate agencies that cooperate with the Group, shareholders and regulators. All of them have a substantial impact on the success of the Group’s business or activities. The Group engages with its stakeholders to develop mutually beneficial relationships and to seek their views on its business proposals and initiatives as well as to promote sustainability in the workplace and under community to which the Group belongs.

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In compiling the Report, the Group consulted its internal stakeholders to monitor and manage its impact on all aspects of the environment and society. In addition, the Group has established various engagement channels for its stakeholders to express their concerns regarding the Group's operation so the Group may further understand and address their concerns. With this understanding, the Group believes that stakeholders may have a considerable level of influence in developing sustainable development strategies and fulfilling social responsibilities, which is the basis for the Group's strategy formulation and decision-making.

Stakeholders	Issues of concern	Engagement channels
Government	To comply with applicable laws	On-site inspections and checks
	Proper tax payment	Research and discussion through work conferences, work report preparation and submission for approval
	Promote regional economic development and employment	
Shareholders and investors	Risk management	Annual general meeting and other shareholder meetings
	Return on the investment	
	Information disclosure and transparency	Annual and interim reports, announcements and circulars
	Protection of interests and fair treatment of shareholders	Non-deal roadshows, investors conferences
		Websites, both of the Company and The Stock Exchange of Hong Kong Limited
		Company contact information
Employees	Safeguard the rights and interests of employees	Training, seminars, briefing sessions
		Employee activities
	Working environment	Meetings and conferences
	Career development opportunities	
	Occupational health and safety	Entertainment, cultural, sport and other activities
	Staff remuneration, benefits and well-being	

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Stakeholders	Issues of concern	Engagement channels
Customers	Safe and high-quality products and services	Regular meetings
	Stable relationships	Emails, phone calls
	Integrity	Customer feedback forms
	Reputation, brand and market demands	Industry exhibitions
		Site visits
Partners	Long-term partnership	Business meetings, supplier conferences, phone calls, interviews
	Honest cooperation	Regular meetings
	Fair, open	Review and assessment
	Information resources sharing	Tendering process
	Risk reduction	Strategic cooperation
Peer/Industry associations	Experience sharing	Industry conferences
	Fair competition	Site visits and field trips
Market regulators	Compliance with the laws and regulations	Annual and quarterly reports, announcements and circulars and other publications
	Information disclosure	Seminars
Public and communities	Community involvement	Volunteering
	Career opportunities	Charity and social investment
	Social responsibilities	

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ENVIRONMENTAL ASPECTS

EMISSIONS

Given the service nature of the operations, the Group poses less negative impact to the environment than most traditional industries and the Group is not aware of any material environmental liability risk or compliance costs. The Group is committed to compliance with relevant laws and regulations and to continuously improve the environmental sustainability of its business. In striving to do the right thing as a company, the Group recognises that it has a responsibility to reduce the impact of the operations and be accountable for the resources and materials it uses each day.

The Group's businesses are mostly carried out locally in offices and outlets. The Group has encompassed the general approach towards controlling environmental impacts of office activities. The Group's most significant environmental impacts are greenhouse gas ("GHG") emissions from energy consumption, such as from the airconditioning system, the lighting system, and computers, printers and other office equipment. There are only small amount of air pollutant emissions from the company's vehicle. Non-hazardous waste, such as office waste, is handled by the property management company, which charges for its services. During the reporting period, the Group did not discharge waste into water and land, and there was no significant generation of non-hazardous wastes and hazardous wastes. In line with the aim to minimise emissions, the Group has implemented energy saving practices to reduce its GHG emissions, which are further described in the section headed "Use of Resources". Moreover, business travel is kept to a minimum. Only a small percentage of employees travel for business. The air pollutants and GHG emission during the reporting period are as follows:

Table 1 Air Pollutant Emission

Type of pollutants	2020 (kg)	2019 (kg)
Nitrogen oxides (NO _x)	0.377	0.506
Sulphur oxides (SO _x)	0.082	0.110
Particulate matter (PM)	0.033	0.044

Table 2 GHG Emission

Scope	2020 Equivalent CO ₂ emission (kg)	2019 Equivalent CO ₂ emission (kg)
Scope 1	2,414.03	3,237.04
Scope 2	96,183.10	168,492.06
Scope 3	1,968.70	684.40
Total	100,565.83	172,413.50
Intensity	146.38 kg/ employee	239.80 kg/ employee

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Note:

The calculation of GHG is based on the "Corporate Accounting and Reporting Standard" from greenhouse gas protocol.

Scope 1: Direct emissions from a vehicle owned by the Group

Scope 2: Indirect emissions from the generation of purchased electricity consumed by the Group

Scope 3 Other indirect emissions include the paper consumption and employee's business travel

The decrease in GHG emissions is mainly due to the decrease in number of outlets to 29 as at 31 December 2020 (as at 31 December 2019: 40)

USE OF RESOURCES

The Group places high priority on the efficient use of resources. The major resources used by the Group are electricity, water, fuel for the company's vehicle and paper. Regarding the Group's business, there were no packaging materials needed nor used. The Group strives to improve the efficiency in use of natural resources, such as minimising waste and emissions and implementing an effective recycling program. Practical measures are implemented as follows:

Electricity

Electrical appliances should be set to energy saving mode where possible. For computers, the idle mode is set at 20 minutes or less. The room temperature should be set in a range from 20°C to 26°C. Also, electrical appliances should be switched off when they are not in use. Preference will be given to office equipment with relatively high energy efficiency. The energy consumption during the reporting period is as follows:

Table 3 Energy Consumption

Energy	2020 Consumption (kWh)	2019 Consumption (kWh)
Electricity	182,476.00	319,658.62
Unleaded petrol	10,101.06	13,544.81
Total	192,577.06	333,203.43
Energy Intensity	280.32 kWh/ employee	463.43 kWh/ employee

The decrease in electricity is mainly due to the decrease in number of outlets to 29 as at 31 December 2020 (as at 31 December 2019: 40)

Water

The impact of freshwater use is relatively insignificant for the Group as its businesses are services-focused. The Group did not encounter any problems in sourcing water that is fit for purpose. Water rate charges do not form a separate item in the rent, yet the Group encourages staff to reduce water wastage, for example, by not continuously running water taps while cleaning their lunch boxes in the pantry. During the reporting period, the water consumption and intensity per employee was 1,747.00 m³ and 2.54 m³/employee (2019: 2,587 m³ and 3.60 m³/employee).

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Paper

Reduction in paper use indirectly reduces the overall GHG emission. The Group has been taking the following steps to reduce paper consumption:

- Reduce the use of paper by printing or photocopying on both sides of paper, where applicable.
- Encourage employees to use suitable font size/shrinkage mode to minimise pages, if possible. In addition, electronic media is recommended for circulation/communication, to minimise using paper.

During the reporting period, the paper consumption was 1,999.48 kg (2019: 2,148.89 kg).

Packaging Material

As the Company's business is service focused, there were no significant amounts of packaging material used for finished products during the reporting period.

THE ENVIRONMENT AND NATURAL RESOURCES

The Group raises staff awareness on environmental issues through education and training and enlists employees' support in improving the Group's performance, promoting environmental awareness amongst the customers, business partners and shareholders and supporting community activities in relation to environmental protection and sustainability. The Group also regularly evaluates and monitors past and present business activities impacting health, safety and environmental matters. With the implementation of policies mentioned in sections "Emissions" and "Use of Resources", the Group has no significant impact from its activities on the environment and natural resources and continues to minimise any such impact.

Apart from the measures mentioned on energy conservation, waste management and efficient resource consumption, the Group does not have other significant climate change issues that have direct or indirect impacts on the business.

SOCIAL ASPECTS

EMPLOYMENT AND LABOUR PRACTICES

EMPLOYMENT

The Group's human resource policy sets out the Group's standards for compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. The Group has complied with local employment laws and regulations, such as Labour Law of the PRC. During the reporting period, there were no material non-compliance incidents regarding employment brought against the Group or its employees.

The Group recruits employees based on its business needs. The human resources department recruits employees based on needs according to the annual business development plan or specific requests from other departments. The Group seeks candidates through various channels, including online recruitment platforms and participating in recruitment fairs. The Group also encourages internal transfer of employees where appropriate.

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The table below sets out number of employees within our different business segments as at 31 December 2020 and 31 December 2019, respectively.

Business Segments	2020 Number of Employee	2019 Number of Employee
Management and administration	5	5
Property research and consultancy services	52	53
Real estate agency services	622	625
Integrated services	8	36
Total	687	719

The remuneration package of the employees includes salary and overtime allowances. The Group also provides employees with benefits such as medical care, health check, birthday and festival cash allowance, as well as social insurance and housing provident fund.

HEALTH AND SAFETY

The Group aims to enhance wellness of the employee by providing a harmonious and comfortable environment, in addition to providing a safe and effective working environment. The Group has adhered with related laws and regulations, such as Law of the PRC on the Prevention and Control of Occupational Diseases. The Group has established occupational safety and sanitation systems, implemented the national occupational safety and sanitation rules and standards, and provided employees with workplace safety trainings on a regular basis to increase their awareness of work safety issues. During the reporting period, the Group has complied with the PRC laws in relation to workplace safety in all material respects and has not incurred any incidents which have materially and adversely affected our operations.

In light of the outbreak of COVID-19 epidemic (the "Epidemic") starting from January 2020, the Group has paid close attention to its progress and taken initiatives to help with prevention and control of the Epidemic.

The Company places the health and safety of its staff as its highest priority. To safeguard the health of employees and the public, the following hygiene measures were adopted:

- (a) enhancing the hygienic level of the Group's office and outlets by cleaning and sanitising indoor facilities, elevators and nearby public areas regularly;
- (b) performing daily temperature checks of all employees before they enter into office premises;
- (c) limiting the use of elevators;
- (d) monitoring travel history of the employees;
- (e) minimising in-person meetings to the extent possible; and
- (f) requesting employees to wear masks at all times during work and report to the Group promptly whenever they feel unwell.

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The Board will continue to monitor the Epidemic situation closely and continue to place the health and safety of staff as its highest priority while ensuring compliance with all applicable laws, rules and regulations.

DEVELOPMENT AND TRAINING

The Group regards employees as invaluable assets. The Group has established “Employee Training Management Regulations” to provide guidelines for the planning of trainings to improve the quality of the employees and fulfil the needs for the corporate development. The Group emphasises on the development of employees and has implemented a training programme for employees tailored to their skillsets for them to leverage on their expertise. The Group provides in-house training to employees and from time to time engage external service providers, with the aim of providing training appropriate for employees based on our annual employee development plan.

LABOUR STANDARDS

The principle of the Group’s labour standards is to comply with the local labour laws. During the reporting period, the Group has complied with local employment laws and regulations, such as Labour Law of the PRC. In order to uphold children’s rights of safety and health, no child labour was employed during the reporting period. In order to help the employees to achieve work life balance and reduce their working pressure, the Group regularly provides benefits to employees and organises activities such as leisure trips, festival banquets, and sport games. It has provided employees with opportunities to socialise, have better understanding, and exchanges between departments, foster the spirit of teamwork and create a pleasant working atmosphere.

OPERATING PRACTICES

SUPPLY CHAIN MANAGEMENT

Due to the nature of the principal business activities, the Group has no major suppliers. The Group has entered into agreements with various suppliers mainly in relation to the provision of marketing and advertising services. Also, the Group may split commission received from property developers under online property referral and agency service business with real estate agents that bring in buyers.

In selecting general materials or service providers, the Group will screen through bidding process and give priority to suppliers who attained certain types of certification for the management system. The Group will conduct on-site inspection when necessary. The Group will monitor the performance of supplies through different channels and regularly assess whether the supplier’s performance meets the standards.

PRODUCT RESPONSIBILITY

The Group’s key customers are property developers, property owners, property buyers and tenants. The Group considers customers as a major stakeholder and requires all the frontline staff to provide customers with accurate market information in a professional manner. The Group aims to improve user experience through customer review and diversified social and digital platforms. Mystery shoppers also conduct irregular inspections to improve customer service. The Group also established a customer relationship team.

The Group promotes its services through a wide range of marketing initiatives including advertising through traditional and new media, introducing incentive schemes for employees, and reward schemes for referrals of new customers by existing customers. For primary property projects, the Group collaborates with property developers in organising promotional events in order to raise the profile of the project and to attract more customers. The Group has complied with relevant laws and regulations in this area, such as Advertisement law of the PRC.

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As a provider of real estate agency and related services, the Group does not manufacture products which have material health and safety impacts and implications. In view of the Group's business nature, there were no products that required any labelling.

The Group also works on maintaining good relationships with property developers through participating in tender bidding of new projects, establishing cooperative partnerships and contacting potential customers. The Group also places an emphasis on leveraging its capabilities in a broad range of services by acting as a "one-stop shop" for different types of customers to enhance their loyalty.

Customers can provide their feedback via hotline, email, mail or visiting outlets or offices in person. The customer relationship team will work and follow up with the relevant parties to arrive at reasonable solutions. The results and follow-up process will also be documented.

During its operations, data, including personal data, from key stakeholders, such as property developers, property owners, property buyers and tenants, is collected from time to time for different purposes. The Group recognises its responsibilities and complies with relevant laws and regulations in relation to the collection, usage, processing, transfer and disposal of such data. The Group also strives to protect personal data from unauthorised access and abuse. During the reporting period, the Group did not receive any complaints concerning breaches of customer privacy and information.

The Group upholds a belief that information security and privacy is the key principle for operation. According to the Group's "Health and Safety Management System", employees are required protect all the information. Information only can be used in authorised business activities.

ANTI-CORRUPTION

To ensure operation efficiency and employees' development in a fair and honest working environment, the Group has formulated policies, established procedures for declaration and reporting of conflict of interest and provided channels for employees to report internal misconduct. The Group organises trainings for employees to raise their awareness towards anti-corruption policies and issues. The Group also conducts investigations regarding the integrity of the employees at all levels regularly. The risk of fraud is also one of the criteria in the monthly and yearly performance appraisal. The Group has set up a whistleblowing hotline. If there are any suspected case related to fraud, employees are encouraged to report the related cases and give suggestions to the senior management.

The Group has been in strict compliance with Anti-Unfair Competition Law of the PRC and Anti-Money Laundering Law of the PRC. During the reporting period, there was no legal case regarding corrupt practices brought against the Group or its employees.

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COMMUNITY

COMMUNITY INVESTMENT

The Group has recognised the importance of community investment to the sustainable development. The Group advocates the importance of equal opportunities and has hired disabled people in past years (as at 31 December 2020: 3 disabled staff; as at 31 December 2019: 3 disabled staff). In addition, the Group also actively cooperated with various education institutions and organised various activities during the reporting period:

Time	Event
2020	
January	Annual meeting 2019 Awarded with 7 prizes in the 17th (Guangzhou, China) real estate agency industry promotion award 2020 new year greeting to employee that are on duty
February	Top KOL competition
March	Gifts to female employees to celebrate Goddess Day Awarded as China's top 9 real estate planning agency enterprises in 2020
September	Awarded as China's top 7 real estate agency service enterprises in 2020 Gifts to employees to celebrate 2020 Mid-autumn festival
October	Ceremony with Guangdong Economic and Trade Vocational and Technical School (廣東省經濟貿易職業技術學校) for tailor-made class and 2020 interim review for tailor-made class
November	Awarded as 2020 influenced real estate with leading professional service brand of China
December	Donation of learning materials to Guangdong Economic and Trade Vocational and Technical School (廣東省經濟貿易職業技術學校) for simulation classrooms