



ZENSUN ENTERPRISES LIMITED

正商實業有限公司

(Incorporated in Hong Kong with limited liability)

(於香港註冊成立之有限公司)

(Stock Code 股份代號：185)

**ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT**
環境、社會及管治報告

2020



TABLE OF CONTENTS

目錄

2	About This Report 關於本報告	20	B2. <i>Health and Safety</i> 健康與安全
3	Introduction 緒言	21	B3. <i>Development and Training</i> 發展及培訓
4	Stakeholders Engagement 持份者參與	23	B4. <i>Labour Standards</i> 勞工準則
12	A. Environmental Aspects 環境層面	23	Operating Practices 營運常規
12	A1. <i>Emissions</i> 排放物	23	B5. <i>Supply Chain Management</i> 供應鏈管理
15	A2. <i>Use of Resources</i> 資源使用	24	B6. <i>Product Responsibility</i> 產品責任
16	A3. <i>The Environment and Natural Resources</i> 環境及天然資源	25	B7. <i>Anti-Corruption</i> 反貪污
17	B. Social Aspects 社會層面	26	Community 社區
17	Employment and Labour Practices 僱傭及勞工常規	26	B8. <i>Community Investment</i> 社區投資
17	B1. <i>Employment</i> 僱傭	28	Appendix: ESG Reporting Guidance Index 附錄：ESG報告指引對照表

ABOUT THIS REPORT

關於本報告

Zensun Enterprises Limited (the “Company”), together with its subsidiaries (the “Group”), is pleased to present this Environmental, Social and Governance Report (the “Report”) to provide an overview of the Group’s management on significant issues affecting the operation and the performance of the Group in terms of environmental, social and governance (“ESG”) aspects for the year ended 31 December 2020.

PREPARATION BASIS AND SCOPE

This Report is prepared in accordance with Appendix 27 to the Rules Governing the Listing of Securities (the “Listing Rules”) on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) – “Environmental, Social and Governance Reporting Guide” and has complied with “comply or explain” provision in the Listing Rules.

This Report summarises the performance of the Group in respect of corporate social responsibility, covering its operating activities which are considered as material by the Group – property development and project management and sale services in the People’s Republic of China (“PRC”). With the aim to optimise and improve the disclosure requirements in the Report, the Group has taken initiative to formulate policies, record relevant data, implement and monitor measures. This Report shall be published both in Chinese and English on the website of Stock Exchange. Should there be any discrepancy between the Chinese and the English versions, the English version shall prevail.

REPORTING PERIOD

This Report demonstrates our sustainability initiatives during the reporting period from 1 January 2020 to 31 December 2020 (the “Reporting Period”).

CONTACT US

The Group welcomes stakeholders to provide their opinions and suggestions. Stakeholders can provide valuable advice in respect of this Report or the Group’s performances in sustainable development by emailing to ir@185hk.com.

正商實業有限公司(「本公司」)連同其附屬公司(「本集團」)欣然提呈本環境、社會及管治報告(「本報告」)，概述於截至2020年12月31日止年度本集團對影響營運及表現的重大事項的管理以及本集團在環境、社會及管治(「ESG」)層面的表現。

編製基準及範圍

本報告乃根據香港聯合交易所有限公司(「聯交所」)證券上市規則(「上市規則」)附錄27—「環境、社會及管治報告指引」(「ESG報告指引」)而編製，並已遵守所規定的「不遵守就解釋」條文。

本報告概述本集團於企業社會責任方面的表現，涵蓋本集團認為重要的業務—中華人民共和國(「中國」)的物業發展、項目管理及銷售服務。為了優化及改善本報告所載披露要求，本集團已主動制定政策、記錄相關數據、落實與監察措施。本報告將以中英文雙語版本於聯交所網站刊發。倘中文版本與英文版本存在任何不一致，概以英文版本為準。

報告期間

本報告載列我們於自2020年1月1日起至2020年12月31日止報告期間(「報告期間」)的可持續發展計劃。

與本集團聯絡

本集團歡迎持份者提供意見及建議。持份者可就本報告或本集團在可持續發展方面的表現提供寶貴意見，並電郵至ir@185hk.com。

INTRODUCTION

緒言

The Group is principally engaged in the business of property development, property investment, project management and sales services, securities trading and investment. We are headquartered in Hong Kong and have offices in the PRC and overseas. We aim to grow exponentially in the next few years, creating new sustainable revenue streams and enhancing shareholder value. Hence, we are actively looking for different investment opportunities which strengthen profitability under the acceptable risk in Hong Kong, the PRC and overseas markets.

The Group has a clear strategy for its business development. Meanwhile, the Group acknowledges the importance of operating its business in a responsible manner to achieve sustainable development. Sustainable development is crucial for gaining affordable capital and enhancing capabilities for long-term competitiveness. The Group is committed to responsible operation by incorporating environmental and social factors into management considerations. The Group has established and implemented a set of policies to manage and monitor the risks related to environment, employment, operating practices and community. Details of the management approaches to sustainable development of different areas are illustrated in this Report.

本集團主要從事物業發展、物業投資、項目管理及銷售服務以及證券買賣及投資業務。我們的總部位於香港，於中國及海外亦設有辦事處。我們的目標是在未來幾年實現大幅增長，開闢可持續之新收入來源，藉以提高股東價值。因此，我們積極於香港、中國及海外市場尋求於可接受風險範圍內增強盈利能力之不同投資機會。

本集團對其業務發展有清晰規劃。同時，本集團知悉以負責任方式經營其業務以實現可持續發展的重要性。可持續發展對獲取可承擔資本及提升能力以實現長期競爭力至關重要。本集團將環境及社會因素融入管理當中，致力踐行負責任營運。本集團已制定及實施多項政策管理及監察與環境、僱傭、營運常規及社區有關的風險。本報告載有不同領域的可持續發展管理方針詳情。

STAKEHOLDERS ENGAGEMENT

持份者參與

The Group understands the success of the Group's business depends on the support from its key stakeholders, who (a) have invested or will invest in the Group; (b) have the ability to influence the outcomes within the Group; and (c) are interested in or affected by or have the potential to be affected by the impact of the Group's activities, products, services and relationships. It allows the Group to understand risks and opportunities. The Group will continue to ensure effective communication and maintain good relationship with each of its key stakeholders.

Stakeholders are prioritised from time to time in view of the Group's roles and duties, strategic plan and business initiatives. 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 marketplace, workplace, community and environment.

The Group acknowledges the importance of intelligence gained from the stakeholders' insights, inquiries and continuous interest in the Group's business activities. The Group has identified key stakeholders that are important to our business and established various channels for communication. The following table provides an overview of the Group's key stakeholders, and various channels and measures adopted to reach, listen and respond to their concerns.

Through general communication with various stakeholders, the Group understands their expectations and concerns. These feedbacks obtained allow the Group to make more informed decisions, and to better assess and manage the resulting impacts.

本集團明白本集團業務的成功取決於其主要持份者的支持，主要包括下列人士(a)已投資或將投資於本集團者；(b)有能力影響本集團事務的結果者；及(c)對本集團的業務、產品、服務及關係佔有利益又或受其影響或潛在影響者。這令本集團明白有關風險及機會。本集團將繼續確保與每個主要持份者有效溝通，並保持良好關係。

在本集團的角色和職責、戰略計劃及經營舉措中，持份者不時受到重視。本集團冀透過持份者的參與發展與持份者互惠互利的關係、諮詢他們對本集團業務建議及工作計劃的意見，以及推動市場、工作環境、社區及環境的可持續發展。

本集團承認持份者對本集團業務活動的見解、查詢及持續關注所帶來的智慧的重要性。本集團已確定對我們的業務至關重要的主要持份者，並建立了各種溝通渠道。下圖概述了本集團的主要持份者，並且所採用之各種渠道及措施以接收、傾聽和回應其關注事項。

透過與不同持份者的一般溝通，本集團得以了解持份者的期望和關切。該等反饋意見獲得後使本集團能夠作出更明智的決策，並更好地評估及管理由此產生的影響。



Stakeholders of the Group
本集團的持份者

Stakeholders 持份者	Issues of concern 關注事項	Engagement channels 參與渠道	Measures 措施
 Government and regulatory authorities 政府及監管機構	<ul style="list-style-type: none"> - To comply with applicable laws, rules and regulations 遵守適用法律、規則及規例 - Proper tax payment 依法納稅 - Promote regional economic development and employment 推動區域經濟發展及就業 	<ul style="list-style-type: none"> - On-site inspections and checks 現場檢驗及檢查 - Research and discussion through work conferences, work reports preparation and submission for approval 透過工作會議、工作報告編製及提交批准開展研究及討論 - Annual report 年度報告 - Company website 官方網站 	<ul style="list-style-type: none"> - Provided job opportunities 提供就業機會 - Operated, managed and paid taxes according to applicable laws, rules and regulations 合法經營、合規管理、依法納稅 - Strengthened safety management 加強安全管理 - Cooperated with government's supervision, inspection and evaluation regarding environment, safety and integrity 配合政府有關環境、安全及誠信的監督、檢查及評估工作 - Undertook social responsibilities actively 積極承擔社會責任
 Shareholders and Investors 股東及投資者	<ul style="list-style-type: none"> - Low risk 低風險 - Continuous stable return on the investments 持續穩定的投資回報 - Timely information disclosure and transparency 資料的及時披露及透明度 - Protection of interests and fair treatment of shareholders 股東利益及公平待遇保障 - Operations in compliance with applicable laws, rules and regulations 根據適用法律、規則及規例營運 	<ul style="list-style-type: none"> - General meetings, such as annual general meeting and extra-ordinary general meetings 股東大會(如股東週年大會及股東特別大會) - Annual reports, interim reports and corporate press release and announcements 年度報告、中期報告及公司新聞稿及公告 - Company website ("Investor relations" section) 公司網站(「投資者關係」部份) - Road-shows, investor relations conferences, such as briefings for interim and annual results 路演、投資者關係會議，例如中期和年度業績簡介會 	<ul style="list-style-type: none"> - Disclosed company's information by publishing timely corporate announcements/circulars, annual report, interim report, corporate governance report and other periodic reports (as required) in accordance with applicable laws, rules and regulations 通過根據適用法律、規則及規例，及時刊載公司公告／通函、年度報告、中期報告、企業管治報告及其他定期報告(如需要)披露本公司資料 - Disclosed company contact details on website and in reports to ensure all communication channels are available and effective 於網站及報告內披露本公司聯絡詳情，確保所有參與渠道可用及有效

STAKEHOLDERS ENGAGEMENT

持份者參與

Stakeholders 持份者	Issues of concern 關注事項	Engagement channels 參與渠道	Measures 措施
 Employees 僱員	<ul style="list-style-type: none"> Competitive remuneration packages 具競爭力的薪酬待遇 Decent working environment 舒適的工作環境 Good career development and opportunities 良好的職業發展機遇 Sound health and safety protection 完善的健康及安全保障 	<ul style="list-style-type: none"> Training, seminars, briefing sessions 培訓、研討會、簡介會 Cultural and staff welfare activities 文化及員工福利活動 Staff announcements 員工公告 Regular performance appraisals 定期表現評核 	<ul style="list-style-type: none"> Provided a healthy and safe working environment 提供健康、安全的工作環境 Improved internal management systems such as staff recruitment and promotion 改善內部管理系統(例如員工招聘及晉升) Cared for employees by helping those in need and organising employee activities 關愛員工，幫助困難職工，組織員工活動
 Customers 客戶	<ul style="list-style-type: none"> Safe and high-quality products and services 安全並優質的產品及服務 After-sale and follow-up services 售後及跟進服務 Stable relationship 穩定關係 Information transparency 資料透明度 Integrity 誠信 Business ethics 商業道德 	<ul style="list-style-type: none"> Company website, brochures, annual reports 官方網站、宣傳冊、年度報告 Email and customer service hotline 電郵及客戶服務熱線 Feedback forms 意見反饋表 Regular meetings 定期會議 	<ul style="list-style-type: none"> Strengthened quality management to ensure stable production and smooth transportation 加強質量管理，保證生產穩定和運輸通暢 Entered into long-term strategic cooperation agreements 簽訂長期戰略合作協議 Improved customer complaint handling process 改善客戶投訴處理程序

Stakeholders 持份者	Issues of concern 關注事項	Engagement channels 參與渠道	Measures 措施
 Suppliers/Partners 供應商／合作夥伴	<ul style="list-style-type: none"> Long-term partnership 長期合作關係 Honest cooperation 誠實合作 Fair, open 公平、公開 Information resources sharing 分享資料來源 Stable and reliable supplies 穩定及可靠耗材 High-quality materials, construction services 優質可靠的材料、施工服務 Risk reduction 降低風險 	<ul style="list-style-type: none"> Business meetings, supplier conferences, phone calls, interviews 業務會議、供應商會議、電話、面訪 Regular meetings 定期會議 Site visits and assessment 實地拜訪及評估 Tendering/ procurement process 投標／採購流程 	<ul style="list-style-type: none"> Invited tenders to select best suppliers and contractors 公開招標選擇優質的供應商和承包商 Performed contracts according to agreements 按約履行合同 Enhanced daily communication 加強日常交流 Established long-term cooperation with quality suppliers and contractors 與優質供應商和承包商維持長期合作 Ensured transparency in procurement process and received internal and external supervision 確保採購程序的透明度及接收內外部監督
 Peer/Industry associations 同業／行業協會	<ul style="list-style-type: none"> Experience sharing 經驗分享 Fair competition 公平競爭 	<ul style="list-style-type: none"> Industry conference 行業會議 Site visit 實地拜訪 	<ul style="list-style-type: none"> Promoted fair play 推動公平競爭 Cooperated with peers to realise win-win result 與同業合作，實現共贏結果 Experience sharing by attending seminars of the industry so as to promote sustainable development of the industry 參加各種行業研討會分享經驗，推動行業的可持續發展

STAKEHOLDERS ENGAGEMENT

持份者參與

Stakeholders 持份者	Issues of concern 關注事項	Engagement channels 參與渠道	Measures 措施
 Financial Institutions 金融機構	<ul style="list-style-type: none"> Compliance with applicable laws, rules and regulations 遵守適用法律、規則及規例 Information disclosure 資料披露 Good creditworthiness and strong ability to pay debts 良好的信用及償貸能力 Stable business development 穩定的企業發展 	<ul style="list-style-type: none"> Consulting 諮詢 Information disclosure 資料披露 Reports 報告 	<ul style="list-style-type: none"> Complied with regulatory requirements in a strict manner 嚴格遵守監管規定 Disclosed and reported true information in a timely and accurate manner according to laws 根據法律及時、準確地披露及呈報真實資料 Paid debts on time to keep good creditworthiness 按時償貸，保持良好的信用 Strengthened cooperation with domestic and foreign banks 加強與境內外銀行的合作
 Public and Community 公眾及社區	<ul style="list-style-type: none"> Contribution to community development 為社區發展作貢獻 Social responsibilities 社會責任 	<ul style="list-style-type: none"> Charity and social investment 慈善及社會投資 Environmental responsibilities 環境責任 	<ul style="list-style-type: none"> Gave priority to local people seeking jobs from the Company so as to promote community building and development 優先聘用當地求職人士，促進社區建設和發展

REPORTING PRINCIPLES

The Group has adopted the principle of materiality in the ESG reporting and identified the key ESG issues that are important to the business of the Group. All the key ESG areas, aspects and key performance indicators (KPIs) are reported in this Report are according to recommendations of the ESG Reporting Guide (Appendix 27 of the Listing Rules).

The Group has evaluated the materiality and importance in ESG aspects through the following steps:

Step 1: Identification – Industry Benchmarking

- Relevant ESG areas were identified through the review of the relevant ESG reports of other international and domestic industry peers.
- The materiality of each ESG area was determined based on the importance of each ESG area to the Group through internal discussion of the management and the recommendations from the ESG Reporting Guide (Appendix 27 of the Listing Rules).

Step 2: Prioritization – Stakeholders Engagement

- The Group discussed with key stakeholders on ESG areas identified above and prioritised those key aspects to ensure all the key aspects were covered.

Step 3: Validation – Determining Material Issues

- Based on the discussion with key stakeholders and internal discussion among the management, the Group's management ensured all the key and material ESG areas, which were important to the business development, were reported and in compliance with the ESG Reporting Guide.

As a result of this process carried out in 2020, those important ESG areas were discussed in this Report.

報告原則

於編製本報告過程中，本集團採納載於ESG報告指引之重要性原則，以辨識對本集團業務至關重要的關鍵ESG問題。所有於本報告中呈報之關鍵ESG範疇、層面及關鍵績效指標(KPIs)都由ESG報告指引(上市規則附錄27)所發佈之指引確立。

本集團已實行以下程序評估與本集團相關之ESG層面各方面的重要性：

第1步：識別－衡量行業標準

- 透過審閱其他國際及本地同行的ESG報告，以衡量相關ESG層面標準。
- 透過管理層的內部討論及參考ESG報告指引(上市規則附錄27)上的建議，根據每個ESG領域對集團的重要性來確定每ESG領域的重要性。

第2步：優先排序－持份者參與

- 就以上所識別的ESG層面與主要持份者討論及排序，以確保主要持份者所關注的所有關鍵方面都已經涵蓋。

第3步：驗證－確定重大問題

- 透過與主要持份者的討論及管理層的內部討論，確定所有關鍵及重要ESG範疇(對業務發展重要)均已具充足披露呈報告並已遵守ESG報告指引。

隨2020年所進行這評估過程，本集團之關鍵ESG範疇已於本報告討論。

STAKEHOLDERS ENGAGEMENT

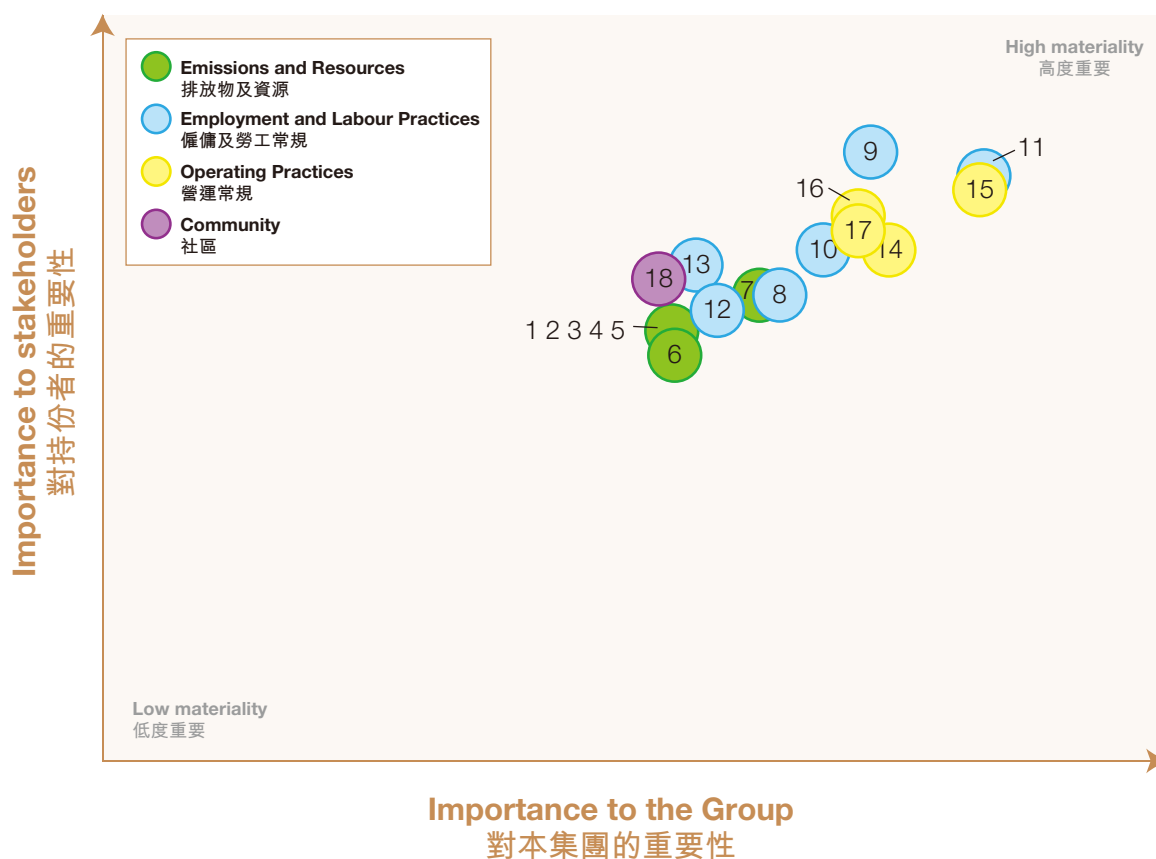
持份者參與

In order to better understand the opinions and expectations of our stakeholders, the Group conducts materiality assessment each year. Through opinion survey, the Group invites stakeholders to score and rank a total of 18 ESG issues. These 18 ESG issues mapped with the most important issues are listed, at the top right quadrant of the matrix, while less important issues are found at the bottom left. Issues shown in the middle of the matrix are those we have identified as emerging in importance, thereby understanding their degree and change of attention to each significant issue, and enabling the Group to more comprehensively plan the sustainable development work more comprehensively in the future.

The materiality matrix during the Reporting Period is summarised as follows:

為了更好地了解持份者的意見和期望，本集團每年進行重要性評估。通過意見調查，本集團邀請持份者對18個ESG議題進行評分和排名，並且將18個ESG議題映射到矩陣上，右上角為最重要議題列表，而發現次要議題在左下角。矩陣中間顯示的議題是我們已經確定的重要議題，因此可了解每個重要議題的程度和關注度的變化，使本集團可以在未來更全面地規劃可持續發展工作。

本報告內的重要性矩陣摘要如下：



The materiality matrix of the Group is based on the list of materiality ESG issues 本集團的重要性矩陣基於以下重要ESG議題清單：
summarised as below:

ESG Issues	環境、社會及管治議題
Emissions and Resources 1. Air Emission 2. Greenhouse Gas Emission 3. Waste Management 4. Energy Consumption 5. Water Consumption 6. Paper Consumption 7. Environmental Risk Management	排放物及資源 空氣排放 溫室氣體排放 廢棄物管理 能源耗量 排水量 紙張耗量 環境風險管理
Employment and Labour Practices 8. Human Resources Practices 9. Employment and Remuneration Policies 10. Equal Opportunity 11. Employees' Health and Workplace Safety 12. Employment Development 13. Anti-child and Forced Labour	僱傭及勞工常規 人力資源常規 僱用及薪酬政策 平等機會 員工健康及工作場所安全 就業發展 反童工和強迫勞動
Operating Practices 14. Supplier Practices 15. Goods/Services Quality and Customer Satisfaction 16. Protection of Customers Privacy 17. Anti-corruption and Anti-money Laundering	營運常規 供應商常規 商品／服務質素和客戶滿意度 保護客戶私隱 反貪污及反洗黑錢
Community 18. Community Investment	社區 社區投資

A. ENVIRONMENTAL ASPECTS

環境層面

A1. EMISSIONS

The Group's business bears low impact on air pollutants emission, greenhouse gas ("GHG") emission and wastes generation as most of our operation is office based. During the Reporting Period, the Group was in strict compliance with all relevant environmental laws and regulations and was not aware of any significant non-compliance.

The Group has established "Environmental Facilities Operation and Management System" to manage the emissions. By adhering to the environmental system, we have implemented a number of measures to reduce the impacts on environment and enhance the environmental protection awareness among employees. We also consider and properly manage the impact of the lifecycle of developing our property projects on the environment and advocate the importance of environmental management.

Air Pollutants Emission

Air emission control is essential to mitigate the environmental impacts and to protect employees' health. For our property development projects, the Group encourages its contractors to adopt responsible construction practices to reduce air pollutants emission. Besides, the Group carries out monitoring procedures to ensure that the construction work complies with the relevant national laws and regulations. For example, the Group encourages the contractors to reduce dust emission by spraying water.

Our air pollutants are mainly generated from the natural gas consumption of the PRC office for heating in winter, while the rest of the air pollutant emission are produced by vehicles. The increase in the total emission of air pollutants in 2020 was mainly attributable to the increase in number of employees in the PRC office as a result of the increasing the number of property projects under development during the Reporting Period.

The air pollutant emission during the Reporting Period is summarised as follows:

Air Pollutants 空氣污染物	Unit 單位	2020	2019
Nitrogen oxides (NO _x) 氮氧化物(NO _x)	kg 千克	37.10	32.51
Sulfur dioxide (SO ₂) 硫氧化物(SO ₂)	kg 千克	0.28	0.32
Particulate matter (PM) 顆粒物(PM)	kg 千克	0.04	0.11

A1. 排放物

本集團業務對空氣污染物排放、溫室氣體(「溫室氣體」)排放及廢棄物產生的影響較小，原因是我們大部分業務在辦公室中進行。本集團已於報告期間嚴格遵守所有相關環境法律及規例，並不知悉任何重大違規事件。

本集團已制定「環保設施運行及管理系統」管理排放物。我們堅持環保制度，實施了多項措施以減少對環境的影響及提升僱員環保意識。我們亦考慮及妥善管理於開發我們物業項目的週期內對環境的影響並提倡環保管理的重要性。

空氣污染物排放

空氣排放控制對減輕對環境的影響及保障僱員健康至關重要。就我們的物業發展項目而言，本集團鼓勵其承包商採用負責任的施工方法減少空氣污染物排放。此外，本集團開展監察程序確保建設工程符合國家相關法律及規例。例如，本集團鼓勵承包商使用灑水措施抑制粉塵。

我們的空氣污染物主要產生自於中國辦公室冬季供暖的天然氣消耗，而餘下空氣污染物則主要產生自使用汽車。於2020年，空氣污染物的總排放量增加主要是由於報告期內在建物業項目數目持續增加，導致於中國辦事處員工人數增加所致。

於報告期間的空氣污染排放概述如下：

GHG Emission

The Group recognises that climate change poses a risk to its business and it is committed to mitigating the effects of climate change. GHG is considered as one of the major contributors of climate change. As the majority of GHG emission of the Group comes from energy consumption, the Group manages the carbon footprint by minimising the energy consumption in the business operation. Policies and procedures adopted on energy saving are mentioned in the section “Use of Resources” in order to reduce GHG emission. With the effective implementation of the energy saving strategies in the PRC offices, the GHG emission remained stable during the Reporting Period.

The GHG emission during the Reporting Period is summarised as follows:

溫室氣體排放

本集團認同氣候變化對其業務構成風險，並致力緩解氣候變化的影響。溫室氣體被認為是氣候變化的主要原因之一。由於本集團的大部分溫室氣體排放來自能源消耗，故本集團盡量減少業務營運中的能源消耗來管理碳足跡。本集團已就能源節約採納「資源使用」一節所述之政策及程序以減少溫室氣體排放。隨著中國辦事處節能策略的有效實施，報告期內溫室氣體排放量保持穩定。

於報告期間的溫室氣體排放概述如下：

GHG Emission ¹ 溫室氣體排放 ¹		Unit 單位	2020	2019
Scope 1 ² 範圍一 ²	tonnes of CO ₂ -e 噸(二氧化碳當量)		11.94	12.50
Scope 2 ³ 範圍二 ³	tonnes of CO ₂ -e 噸(二氧化碳當量)		1,747.62	1,745.05 ⁴
Total GHG emission 溫室氣體總排放量	tonnes of CO ₂ -e 噸(二氧化碳當量)		1,759.56	1,757.55⁴
GHG emission intensity 溫室氣體排放密度	tonnes of CO ₂ -e/RMB million turnover 噸(二氧化碳當量)/百萬人民幣收入		0.22	0.20 ⁴

¹ The calculation of the GHG emission is based on the “Corporate Accounting and Reporting Standard” from GHG Protocol published by World Resources Institute and World Business Council for Sustainable Development.

² Scope 1: Direct emissions from sources that are owned or controlled by the Group.

³ Scope 2: Indirect emissions from the purchased electricity consumed by the Group.

⁴ The data of 2019 has been restated for comparative purpose for adoption of the latest emission models developed by the Hong Kong Electric Company and Central China Power Grid for electricity consumption in Hong Kong and China.

¹ 溫室氣體排放量乃根據由世界資源研究所及世界企業永續發展委員會發佈之溫室氣體盤查議定書中「企業會計與報告標準」計算。

² 範圍一：來自本集團擁有或控制的來源的直接排放。

³ 範圍二：來自本集團消耗購買電力的間接排放。

⁴ 為了比較目的，已重述了2019年的數據，以採用香港電力公司和華中電網為香港和中國的用電量而開發的最新排放模型。

A. ENVIRONMENTAL ASPECTS

環境層面

Waste Management

The Group recognises the importance of waste reduction. Waste management measures have been introduced to minimise the amount of waste generated and the impact on the environment. Under our business operation in respect of its nature, no hazardous waste was generated during the Reporting Period.

For non-hazardous waste, the waste mainly involves paper, bottles and food waste. The Group takes initiative to reduce the waste amount by implementing different measures. For the property development projects, the Group encourages its contractors to reuse and recycle waste generated from construction and demolition. For office area, recycling containers are located in our various offices for the collection of recyclable materials.

The Group has engaged waste recycling company to handle paper waste. Furthermore, the Group welcomes its employees to bring up any waste prevention ideas to reduce the waste generation. Recycling bins are also placed in the offices to recycle newspapers, cardboard boxes, glass bottles, cans and plastic bottles. Each type of wastes is properly and separately handled according to their respective nature.

We target to strengthen our recycling practices and reduce waste generation in future with the aim to promote environmental sustainability. As the number of PRC office employees increased during the Reporting Period as a result of the increasing property projects under development, the amount of non-hazardous waste generated increased accordingly in 2020.

The wastes generated by the Group with different management methods during the Reporting Period are summarised as follows:

廢棄物管理

本集團認同減少廢棄物的重要性，因此引入廢棄物管理措施，盡量減少產生廢棄物的數量及對環境的影響。按我們業務營運的性質，於報告期間並無產生有害廢棄物。

無害廢棄物主要包括廢紙、瓶子及廚餘。本集團實施不同措施主動減少廢棄物數量。就物業發展項目而言，本集團鼓勵其承包商對建造及拆遷過程中產生的廢棄物進行回收利用及循環再用。就辦公室範圍而言，於多個辦公室放置回收容器收集可回收利用材料。

本集團已委聘廢棄物回收公司處理廢紙。此外，本集團歡迎僱員提出任何防止浪費的想法，幫助減少廢棄物的產生。於辦公室放置回收箱回收報章、紙板箱、玻璃瓶、鋁罐及塑料瓶。各類型廢棄物根據其各自的性質妥善及單獨處理。

我們計劃於日後加強回收利用舉措及減少廢棄物的產生，從而促進環境可持續發展。由於在報告期間，於中國辦公室員工人數由於在建物業項目的增加而有所增加，因此到2020年產生的無害廢棄物量也相應增加。

於報告期間本集團產生的廢棄物所予以不同處置方法概述如下：

Wastes 廢棄物	Unit 單位	2020	2019
Non-hazardous waste recycled 已回收無害廢棄物	tonnes 噸	0.24	0.25
Non-hazardous waste disposal 處置無害廢棄物	tonnes 噸	6.00	5.30
Non-hazardous waste generated 產生無害廢棄物	tonnes 噸	6.24	5.55
Non-hazardous waste generated intensity 無害廢棄物產生強度	tonnes/RMB million turnover 噸／百萬人民幣收入	0.001	0.001

A2. USE OF RESOURCES

The Group has implemented policies, including “Energy Saving Management System” to achieve efficient use of energy and water for long-term sustainability. Under our business operation in respect of its nature, no packaging materials and related resources were produced during the Reporting Period.

Energy

The Group has promoted the concept of energy saving and emission reduction during the entire process of its development and operation. For energy conservation, air conditioners are set within a reasonable range of around 25.5 degrees Celsius. Lights are changed to LED and should be turned off before leaving the room. Unnecessary and extra light bulbs are removed in order to save power. We remind our employees to switch off idle electrical appliances to promote energy saving. With these measures, not only can the energy consumption be saved, but also the indirect GHG emission can be reduced. Notwithstanding our increase in manpower in the PRC offices, the amount of energy consumption has been maintained consistently as prior year in light of the implementation on energy saving strategies adopted by the Group during the Reporting Period.

During the Reporting Period, the energy consumption is summarised as follows:

A2. 資源使用

本集團已實施多項提升能源及水資源使用效益的政策(包括「節能管理制度」)，以實現長期可持續發展目標。按我們業務營運的性質，於報告期間並無產生包裝材料及相關資源。

能源

本集團於整個發展及營運的過程中倡導節能減排的理念。為了節約能源，空調設定在約25.5攝氏度的合理範圍內。燈管更換為LED燈管，及離開房間前應關閉照明燈。移除不必要及多餘燈泡，節約用電。提醒員工關閉閒置電器促進節能。該等舉措不僅能節約能耗，亦有助減少間接溫室氣體排放。儘管我們在中國辦事處的人手有所增加，但根據報告期間本集團所採用的節能策略的實施情況，能源消耗量與上年保持一致。

於報告期間消耗的能源概述如下：

Energy Consumption 能源耗量	Unit 單位	2020	2019
Direct energy consumption 直接能源消耗			
Petrol 汽油	MWh 兆瓦時	16.03	22.54
Natural gas 天然氣	MWh 兆瓦時	38.27	33.31
Indirect energy consumption 間接能源消耗			
Purchased electricity 購買電力	MWh 兆瓦時	1,942.62	1,999.98
Total energy consumption 能源總耗量	MWh 兆瓦時	1,996.92	2,055.83
Energy consumption intensity 能源消耗密度	MWh/RMB million turnover 兆瓦時／百萬人民幣收入	0.25	0.23

A. ENVIRONMENTAL ASPECTS

環境層面

Water

Water is another important natural resource. As the water supply for most of our office areas is solely controlled and centrally managed by their respective property management companies of the buildings, it is not feasible for the Hong Kong office to provide water consumption data as there is no separate meter for each individual office unit on the water usage record. However, we still actively seek ways to reduce water consumption in Hong Kong office. The Group strives to promote water saving in daily operation by posting reminders in office to remind our employees to conserve water. During the Reporting Period, the increase in water consumption was mainly attributable to the increase in the number of employees in the PRC offices and intensified cleaning and sanitization work have been carried out since the outbreak of the COVID-19 pandemic in 2020.

The water consumption during the Reporting Period is summarised as follows:

Water Consumption ⁵ 耗水量 ⁵	Unit 單位	2020	2019
Water consumption 耗水量	m ³ 立方米	52,520.00	45,604.44
Water consumption intensity 耗水量密度	m ³ /RMB million turnover 立方米／百萬人民幣收入	6.52	5.14

⁵ The Group's water supply for offices in Hong Kong is centrally managed by their respective property management companies of the buildings. The water consumption and its intensity applied to other geographical regions of the Group's operations only.

水

水是另一種重要的自然資源。由於我們大部分辦公室範圍的供水均由彼等各自樓宇的物業管理公司獨立控制及集中管理，各個別辦公室單位並無獨立水錶記錄用水量，故本集團無法提供辦公室耗水量數據。然而，我們仍積極尋求節約用水的方法。例如，張貼標示提醒僱員節約用水。於報告期間，耗水量增加主要歸因於中國辦事處員工人數的增加，自2020年2019年新冠狀病毒爆發以來加大了清潔和消毒工作的力度。

於報告期間的耗水量概述如下：

⁵ 本集團於香港的辦公室範圍的供水由彼等各自大廈之物業管理公司集中管理。耗水量及其密度僅適用於本集團其他地區的業務。

A3. THE ENVIRONMENT AND NATURAL RESOURCES A3. 環境及天然資源

The Group's property development and project management and sales services businesses do not have significant impact on the environment. The Group reviews its environmental policy from time to time and will consider implementing further eco-friendly measures and practices in order to enhance environmental sustainability.

本集團物業發展及項目管理及銷售服務並無對環境產生重大影響。本集團不時審閱其環境政策，並將考慮實施進一步的環保措施及實踐，從而提升環境可持續性。

B. SOCIAL ASPECTS

社會層面

EMPLOYMENT AND LABOUR PRACTICES

B1. EMPLOYMENT

The Group believes that our business success is based on the capability to attract, retain and develop our people. We aspire to be an employer of choice and recognise the importance of providing a decent working environment where our employees can thrive. A comprehensive framework incorporating detailed human resources management policies of recruitment, promotion, working hours, equal opportunities, compensation and benefits is embedded in "Staff Handbook" and "Personnel Policies & Procedural Manual". We are fully committed to complying with the laws and regulations related to employment. During the Reporting Period, the Group did not receive any notice of non-compliance in relation to employment.

To ensure diversity and equality, the selection in our hiring process is non-discriminatory and is solely based on the candidates' performance, experience, and skills. All employees have equal opportunities for promotion to promote a fair competition among employees. Consistent criteria are applied for assessing candidates regardless of their gender, age, marital status, religion, nationality and disabilities to ensure fair judgment and avoid any risk of favouritism or discrimination.

The Group endeavours to offer its employees competitive remuneration packages in line with the market trends. Salaries and wages are normally reviewed on an annual basis with performance appraisals and other relevant factors. Apart from salary payment, there are other staff benefits including mandatory provident fund, medical insurance and performance-related bonuses. The Group has continued to receive "Good MPF Employer Award" for 2019-20 obtained since 2015-16 in recognition of its compliance with employer's statutory obligations and provision of better retirement protection for employees. Moreover, another two awards, namely "e-Contribution Award" and "Support for MPF Management Award", for 2019-20 since these awards set up in 2016-2017 for adoption of electronic means on MPF Administration and striving to encourage employees to actively manage their MPF both from Mandatory Provident Fund Authority. Apart from it, the Group is being a Signatory of the Good Employer Charter pledges to adopt employee-oriented good human resource management practices issued by the Labour Department.

僱傭及勞工常規

B1. 僱傭

本集團認為我們的業務成功建基於吸引、挽留及培養員工的能力。我們銳意成為卓越僱主，並且認同為僱員提供一個舒適的工作環境使其盡展所長的重要性。「員工手冊」及「人事政策及程序手冊」內載有綜合框架，納入招聘、晉升、工作時間、平等機會、補償及福利等詳細人力資源管理政策。我們致力於全面遵守與僱傭有關的法律及規例。於報告期間，本集團並無接獲任何有關僱傭的不合規通知。

為保證多元化及平等，我們在招聘過程中反對歧視，僅基於其表現、經驗及技能甄選候選人。為倡導僱員之間公平競爭，所有僱員均有平等晉升機會。本集團採納一致標準評估候選人，而無論其性別、年齡、婚姻狀況、宗教信仰、國籍、殘疾與否，以確保公平公正及杜絕一切形式的偏袒或歧視。

本集團致力於為其僱員提供符合市場趨勢的具競爭力的薪酬待遇。薪金及工資一般會每年根據表現評估及其他相關因素檢討。除薪金外，本集團另有其他員工福利，包括強積金、醫療保險及表現掛鈎花紅。本集團繼續獲得2019至2020年度「積金好僱主」獎（自2015-2016年度開始獲得），以嘉許其履行僱主之法律責任及為僱員提供更佳退休保障。而且，本集團獲得另外兩項獎項，包括2019-2020年度「積金供款電子化獎」及「推動積金管理獎」（自該等獎項於2016至2017年開始已獲得），以表揚其採用電子方式處理強積金行政事宜及致力鼓勵僱員積極管理其強積金均由強制性公積金計劃管理局頒發。此外，本集團亦成為由勞工處簽發「好僱主約章」的簽署機構以嘉許本集團關愛僱員的良好人力資源管理常規。



Gifts for Women's Day 婦女節禮品



B. SOCIAL ASPECTS

社會層面

With the belief that a harmonious workplace and the sense of belonging among employees are essential for the development of the Group, we actively promote team-building development by organising different social activities. During the Reporting Period, the Group organised employee activities such as annual dinner, annual travel, monthly birthday party, sports competition, etc, to enhance team spirit and strengthen relationship between employees and the Group. These activities can also help advocate work-life balance in workplace, promoting well-being and improving the mental health of employees. At the end of the Reporting Period, the Group had 416 (2019: 297) employees located in Hong Kong and the PRC. Below is the employee breakdown by gender, employment category, age group and geographical region.

本集團堅信和諧的工作環境及僱員的歸屬感對發展至關重要，我們透過組織不同社交活動積極促進團隊建設發展。於報告期間，本集團組織了諸如年度聚餐、年度旅遊、每月生日派對、體育競賽等僱員活動，以提升團隊士氣及鞏固僱員與本集團之間的關係。該等活動亦有助於在工作場所提倡工作生活平衡，提升僱員幸福感及改善僱員心理健康水平。於報告期末，本集團在香港及中國擁有416名（2019年：297名）僱員。以下是按性別、就業類別、年齡段和地理區域劃分員工細分。



Below is the detailed breakdown of our employee turnover rate⁶ by gender, age group and geographical region during and at the end of the Reporting Period.

於報告期間及報告期末，按性別、年齡層及地理區域劃分的僱員流失率⁶詳細明細如下。

Employment turnover 僱員流失	2020 Rate (%) 流失率(%)	2019 Rate (%) 流失率(%)
By gender 按性別劃分		
• Male • 男性	8%	5%
• Female • 女性	19%	—
By age group 按年齡層劃分		
• 30 years old or below • 30歲或以下	9%	8%
• 31-40 years old • 31至40歲	10%	—
• 41-50 years old • 41至50歲	19%	3%
• Over 50 years old • 50歲以上	—	6%
By geographical region 按地理區域劃分		
• Hong Kong • 香港	17%	—
• PRC • 中國	10%	11%
• USA • 美國	—	4%
Overall 總計	10%	4%

⁶ Employee turnover applies to permanent employees only.

⁶ 僱員流失僅適用於長期員工。



Anti-epidemic Commendation Conference 抗疫表彰大會



B. SOCIAL ASPECTS

社會層面



Staff Badminton Tournament 員工羽毛球比賽



B2. HEALTH AND SAFETY

The Group values the health and safety of our employees. Being an enterprise focusing on property development and project management and sale services, the risk of occupational health and safety associated with our business and workplace operations is relatively low. However, we strive to provide a safe and healthy working environmental for all employees to protect them from occupational injuries or accidents. We have implemented "Safety Management System" in order to strengthen the safety controls in certain important aspects including fire prevention, emergency handling and access control. For example, we minimise the risk of fire incident by organising regular fire drill of the office building. All employees are required to participate in this activity to increase their fire prevention awareness.

For property development operation, all the construction works of the property development projects are subcontracted to construction contractors. To ensure construction site safety and promptly rectify any findings in unsafe condition, the monitoring team carries out regular site visits and inspections.

We require our contractors to carry out the construction work in accordance with the regulations related to health and safety and to formulate safety measures. The Group has continued to optimise the work practices and daily management for the sake of its stakeholders' health and safety. During the Reporting Period, the Group has not been aware of any non-compliance in relation to health and safety laws and regulations.

Response to COVID-19

The health and safety of our employees, and indeed all of our stakeholders, came under the threat during the Reporting Period because of the outbreak of COVID-19 pandemic, we recognized the seriousness of the threat shortly after it emerged in early 2020 and took immediate steps to reduce the risk of infection among our staff and contractors. We initialized a variety of precautionary measures across our office/facilities in Hong Kong and the PRC, including a comprehensive programme of sanitization, temperature checks, the distribution of protective equipment and work-from-home arrangement. As a result of these and other precautionary measures, we were able to minimize the infection rate among our staff.

B2. 健康與安全

本集團尤為重視僱員的健康及安全。作為一間專注於物業發展以及項目管理及銷售的企業，與我們的業務及工作場所經營有關的職業健康及安全風險相對較低。儘管如此，我們致力於為所有僱員提供安全及健康的工作環境，以保護彼等免受職業傷害或意外。我們已落實「安全管理系統」，以加強防火、應急處理及出入控制等若干重要方面的安全措施。例如，我們定期舉行辦公大樓的消防演習，將火災風險降至最低。所有僱員均須參與該活動，以提高彼等的防火意識。

就物業發展營運而言，所有物業發展項目的建設工程分包予建築承包商。監控團隊定期進行實地訪問及視察，以確保施工場所安全並及時修正已識別的任何不安全狀況。

我們要求承包商按照健康及安全相關法規進行建設工程，並要求彼等制訂安全措施。本集團持續優化工作常規及日常管理，以保障其持份者的健康及安全。於報告期間，本集團概無知悉任何違反健康與安全相關法律及規例的情況。

應對2019年新冠狀病毒疫情

在報告期間，由於2019年新冠狀病毒疫情的爆發，員工以及我們所有持份者的健康和受到威脅，我們意識到該威脅的嚴重性，於2020年初出現後不久並立即採取了行動，減少我們的員工和承包商中感染風險的步驟。我們在香港和中國的辦事處／設施中啟動了各種預防措施，包括全面的消毒計劃、體溫檢查、防護設備的分配和在家工作安排。由於採取了這些措施和其他預防措施，我們能夠使員工的感染率降至最低。



Staff Photo Exhibition 員工攝影展



B3. DEVELOPMENT AND TRAINING

We believe that fostering the knowledge and skills of our employees is a key to continuous business development and success. A comprehensive "Employee Training Management System" is in place to provide different trainings to employees in order to improve their professional skills for enhancing the Group's competitiveness. The trainings offered by the Group are mainly divided into two categories – corporate level training and internal departmental training. Corporate level training is organised based on the Group's strategic development needs. The training includes corporate culture, management and technical training. The Group may invite external experts to provide lectures and training on specific topics such as engineering, construction and project management. Internal departmental training is organised by individual department based on their individual operational needs.

During the Reporting Period, we have launched a series of training programmes to our employees as follows:

- Orientation training for new employees to understand the corporate culture.
- Sales and brand marketing training workshops for marketing department.
- Real estate management training for employees.
- Training related to applicable laws and regulations for board of directors and relative management staff.

The Group's human resources department is responsible for formulating annual training plan in accordance with the Group's development objectives and employees' needs. The plan is reviewed regularly with reference to the employees' feedback and assessment to ensure continuous improvement. All employees have equal access to staff trainings and development opportunities.

B3. 發展及培訓

我們相信，增強僱員的知識及技能對持續業務發展及成功至關重要。本集團已設立全面的「僱員培訓管理系統」，為僱員提供不同培訓，以提升彼等的專業技能，進而提高本集團競爭力。本集團提供的培訓主要分為兩類－公司層面培訓及部門內部培訓。組織公司層面培訓乃基於本集團策略發展需求而定。培訓包括企業文化、管理及技術培訓。本集團或會邀請外部專家針對特定主題（如工程、建築及項目管理）提供講座及培訓。部門內部培訓由各部門基於其各自的營運所需進行。

於報告期間，我們已為僱員展開一系列培訓計劃，詳情如下：

- 為新僱員提供入職培訓，令其了解企業文化。
- 為市場營銷部提供銷售及品牌營銷培訓研討會。
- 為僱員提供房地產管理培訓。
- 為董事會和相關管理人員提供相關法律及條例的培訓。

本集團人力資源部負責根據本集團發展目標及僱員需求制訂年度培訓計劃，並參考僱員反饋及評估定期檢討該計劃，以確保持續改善。所有僱員均享有平等的員工培訓及發展機會。

B. SOCIAL ASPECTS

社會層面

The detailed breakdown of the percentage of employees trained by gender and employee category is as follows:

按性別和僱傭類別劃分的僱員百分比的詳細細分如下：

Percentage of employee trained 受訓員工比例	2020 Rate率	2019 Rate率
By gender 按性別劃分		
• Male	88%	84%
• 男性		
• Female	12%	16%
• 女性		
By employment category 按僱傭類別劃分		
• Senior management	8%	9%
• 高級管理層		
• Middle management	38%	30%
• 中級管理層		
• General	54%	61%
• 一般員工		

The average training hours completed per employee by gender and employee category is as follows:

按性別和僱傭類別劃分的每位員工的平均培訓時間如下：

Average training hours (hours/employee) 平均培訓時間(小時／員工)	2020	2019
By gender 按性別劃分		
• Male	52.3	42.8
• 男性		
• Female	49.8	31.2
• 女性		
By employment category 按僱傭類別劃分		
• Senior management	30.0	22.2
• 高級管理層		
• Middle management	48.6	31.2
• 中級管理層		
• General	57.5	48.3
• 一般員工		

B4. LABOUR STANDARDS

The Group respects and upholds human rights of employees. According to the Group's "Corporate Social Responsibility Policy", the Group strictly prohibits the use of child labour and forced labour. Recruitment guideline clearly states that only person aged 18 or above is allowed to work in the Group. Our suppliers and contractors are expected to follow the same standard of labour practices when working with us. The Group strictly complies with the relevant laws and regulations regarding labour standards. During the Reporting Period, the Group was not aware of any cases related to child labour and forced labour.

OPERATING PRACTICES

B5. SUPPLY CHAIN MANAGEMENT

As a property developer, the Group collaborates with contractors for construction work services on our property development projects. We recognise both suppliers and contractors as valuable stakeholders in our business supply chain as their responsible business practices are crucial in contributing to our success on quality excellence and sound reputation. We are also fully aware of the potential environmental and social risks associated with our supply chain and are committed to mitigating such risks in collaboration with our suppliers and contractors. For example, the Group prefers choosing local suppliers and contractors whenever possible with environmental consideration in the supply chain management. This can strengthen the control of environmental risks related to supply chain.

The Group's "Tendering, Procurement Management Handbook" has been established to set up principles for selecting suppliers and monitoring suppliers' performance. We only invite suppliers who are committed to high quality, environmental, health and safety standards to join the tendering process. They are selected based on criteria including compliance, price, quality, stability of supply, etc. We aim to maintain a long-term and stable relationship with suppliers based on their performance in the annual assessment.

B4. 勞工準則

本集團尊重及維護僱員人權。根據本集團的「企業社會責任政策」，本集團嚴禁使用童工及強制勞工。招聘指明確規定，僅年滿18周歲或以上的人士可於本集團任職。我們的供應商及承包商與我們合作時須遵守相同的勞工準則。本集團嚴格遵守有關勞工準則的相關法律及法規。於報告期間，本集團概無知悉任何有關童工及強制勞工的情況。

營運常規

B5. 供應鏈管理

作為物業發展商，本集團就我們的物業發展項目與承包商合作獲取建設工程服務。由於供應商及承包商負責任的業務常規對我們取得卓越質素及良好聲譽有重大貢獻，我們視彼等為業務供應鏈中的重要持份者。我們亦全面意識到與我們供應鏈相關的潛在環境及社會風險，並與供應商及承包商合作，致力於降低該等風險。例如，考慮到供應鏈管理中的環保因素，本集團盡可能優先選擇當地供應商及承包商。此舉可加強與供應鏈相關的环境風險控制。

本集團已制訂「招標、採購管理手冊」，以設立供應商甄選原則及監督供應商表現。我們僅邀請嚴守優質、環保、健康及安全標準的供應商參加招標程序。彼等均按合規、價格、質素、供應穩定性等標準進行甄選。我們旨在根據供應商於年度評估中的表現，與其維持長期、穩定的關係。



Staff Speech Contest 員工演講比賽



B. SOCIAL ASPECTS

社會層面

B6. PRODUCT RESPONSIBILITY

As a property developer, we place importance on quality standard of our property development projects for achieving sustainable growth of the Group. Our commitment to excellence is manifested by our detailed monitoring systems at each stage of property development projects, complemented by comprehensive customers feedback mechanism and data security system. The Group fully complies with the laws and regulations related to product responsibility. During the Reporting Period, no non-compliance was noted regarding product responsibility.

(i) Quality Control

To ensure product quality throughout the development process, the Group has established "Construction Quality Control Operation Guideline" to monitor the quality of construction work at each development stage of our property development projects from advance preparation work, construction stage to construction completion and acceptance.

We cooperate with experienced contractors with commitment to high quality, environmental, health and safety standards for the construction works. Only materials with strict quality assessment are selected.

Monthly monitoring report is conducted to ensure the construction work quality from our contractors, and to identify and address any potential defects. Upon the completion of our property projects, construction work and the property condition are checked and reviewed to ensure that properties are defect-free by relevant department and further approved by relevant government authorities before handover to our customers before acceptance.

(ii) Customer Satisfaction Management and Complaint Handling

The Group believes that customers are the foundation and motivation of the Group's sustainable development and the stimulus of improvement. We value customers' feedback and has established "Customer Satisfaction Investigation Management Procedure" to carry out customer satisfaction surveys in order to understand the customers' opinions on our service quality, sales and after sale services. Comments from customers are inspected and a standardised complaint handling procedure has been implemented to address our customers' concerns effectively and efficiently.

(iii) Customer Information Protection and Privacy

The Group places emphasis on the security of customers' personal data. We have established "Customer Information File Management System" on collection, use and processing of customer data. Collected customer data is only accessible to authorised personnel and handled with care. Relevant training on law compliance and managing customer data is provided to employees to strengthen their awareness of customer information protection. During the Reporting Period, no severe laws violation in this aspect was found to have posed significant impact on the Group.

B6. 產品責任

作為物業發展商，我們極為重視物業發展項目的質量標準，以實現本集團的可持續增長。我們於物業發展項目各階段細緻的監控體系，連同全面的客戶反饋機制及數據安全系統，均表明了我們追求卓越的承諾。本集團完全遵守有關產品責任的法律及法規。於報告期間，概無知悉任何有關產品責任的不合規情況。

(i) 質量控制

為保證整個發展過程的產品質量，本集團已制訂「施工質量控制操作指引」，以監控我們物業發展項目的各發展階段（自前期籌備工作、施工階段至完工及驗收）的建設工程質量。

我們與在建設工程方面有豐富經驗、嚴守優質、環保、健康及安全標準的承包商合作，僅選用經嚴格質量評估的材料。

我們進行每月監控報告，以保證承包商的建設工程質量，並識別及解決任何潛在缺陷。於物業項目完成後，相關部門於移交予客戶前進行驗收，對建設工程及物業狀況進行檢查及檢討，且由相關政府部門進行進一步審批，以確保物業零缺陷。

(ii) 客戶滿意度管理及投訴處理

本集團認為，客戶乃本集團可持續發展的根基及動力，亦為我們不斷提升的促進因素。我們尤為重視客戶反饋，並已制訂「客戶滿意度調查管理程序」，以進行客戶滿意度調查，旨在了解客戶就我們的服務質素、銷售及售後服務的意見。我們審視客戶意見，並已執行標準化的投訴處理程序，以迅速有效地解決客戶關注的問題。

(iii) 客戶資料保護及隱私

本集團對客戶的個人資料安全給予重視。我們已就收集、使用及處理客戶資料設立「客戶資料文件管理系統」。收集的客戶資料僅供獲授權人員閱取並由其小心處理。僱員獲提供有關守法及管理客戶資料的相關培訓，以增強彼等保護客戶資料的意識。於報告期間，該方面概無發現任何重大法律違反情況而對本集團造成重大影響。

B7. ANTI-CORRUPTION

The Group operates with a high standard of integrity and ethics. Our commitment to preventing any forms of corruption is stipulated in the "Prohibition on Commercial Bribery Management Procedures". Employees who closely work with the Group's business partners are required to sign a commitment to strictly follow the anti-bribery guidelines in the commitment. In addition, we have adopted a fair and open tendering procedure with all tender documents kept in confidential. Tendering companies are required to declare any conflicts of interests.

The Group has established whistleblowing policy to provide employees with a confidential platform to raise concerns about any suspected cases of misconduct and malpractice through email and phone. All reported cases are promptly and thoroughly investigated by a department under audit committee.

Our customers, suppliers and contractors are expected to follow the same policy when cooperating with us. If any legal case regarding corrupt practices was brought against our business partners, we will terminate our cooperation with them immediately.

The Group strictly complies with relevant laws and regulations relating to anti-corruption. During the Reporting Period, no significant non-compliance and concluded cases in this aspect were noted.

We have conducted training courses on anti-corruption based on the company's audit management system regularly to increase employees' awareness. During the Reporting Period, 98% (2019: 91%) of the employees received the anti-corruption training. The number of employees received anti-corruption training by employment category were as follows:

Anti-corruption training 反貪污培訓		2020	2019
Number of employees received training 接受培訓的員工人數			
• Senior management (including members of the Board of Directors) • 高級管理層(包括董事會成員)		32	24
• Middle management • 中級管理層		155	79
• General • 一般員工		222	165
Total 總數		409	268

B7. 反貪污

本集團在經營過程中保持高度的誠信及道德標準。如「禁止商業賄賂管理程序」所訂明，我們致力於防止任何形式的貪污行為。與本集團業務夥伴合作緊密的僱員均須簽署承諾書，嚴格遵守承諾書中的反賄賂指引。此外，我們已採納一套公平及公開的招標程序，且所有招標文件均會機密保存。招標公司須聲明任何權益衝突。我們已就反貪污開展培訓課程，以提高僱員意識。

本集團已制訂舉報政策，為僱員提供隱秘平台，可透過電郵或電話暗中提出對任何疑似不當及不法行為之關注。所有已呈報案件會由審核委員會轄下部門立即及深入調查。

與我們合作時，我們的客戶、供應商及承包商須遵從相同政策。倘出現任何對我們業務夥伴起訴貪污行為的法律案件，我們將即時終止與彼等的合作。

本集團嚴格遵守有關反貪污的相關法律及規例。於報告期間，該方面概無知悉任何重大不合規情況及已完結案件。

我們定期根據公司的審計管理系統舉辦了反貪污培訓課程，以提高員工的意識。於報告期內，98%(2019: 91%)的僱員接受了反貪污培訓。接受過反貪污培訓的員工人數(按僱傭類別)如下：

B. SOCIAL ASPECTS

社會層面

COMMUNITY

B8. COMMUNITY INVESTMENT

The Group is committed to supporting the community by incorporating social participation and contribution in our business development. We believe through community investment, socially responsible corporate culture and practices can be nurtured in the Group.

The Group has established "Corporate Social Responsibility Policy" based on SA8000 Standard. This policy can help us to encourage and strengthen social performance in the workplace by initiating various social activities. We focus on contributions to enhance the community development. The Group's commitment to social responsibility extends to its supply chain. Our suppliers, contractors and other business partners are expected to follow the same social standards when working with us.

In February 2020, the Group made donation to Red Cross for supporting the prevention and control of COVID-19 pandemic. The detail information is as below:

社區

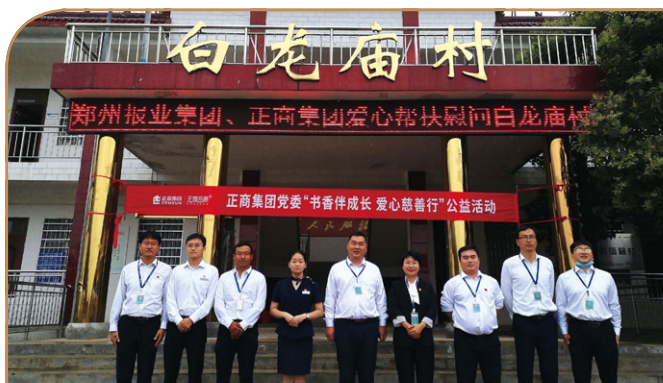
B8. 社區投資

本集團將社會參與及貢獻納入我們的業務發展，盡力支援社區。我們相信透過社區投資，本集團可於社會上形成有責任的企業文化及實踐。

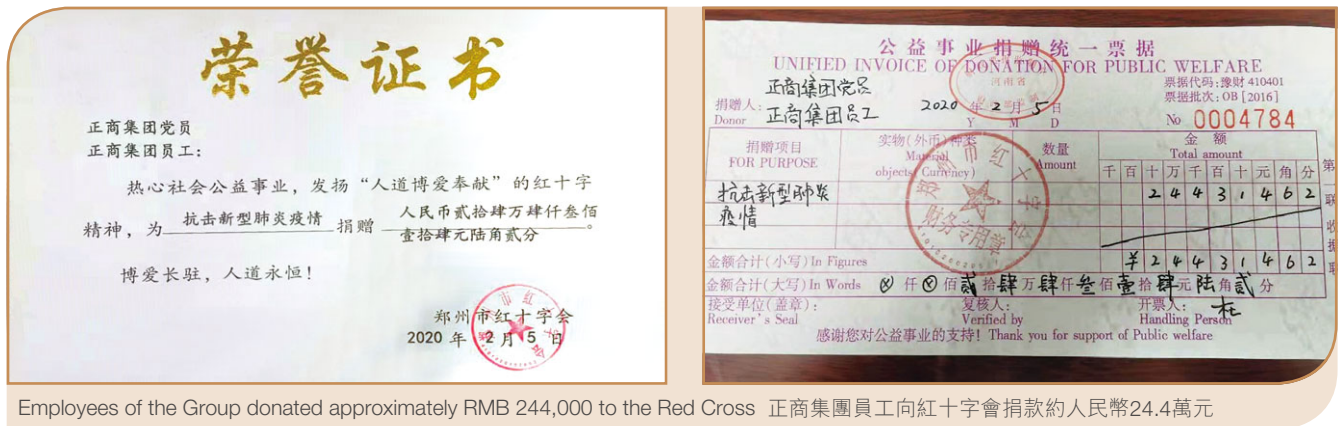
本集團已根據SA8000標準制訂「企業社會責任政策」。此政策有助我們透過舉辦各種社會活動於工作環境鼓勵及加強社會表現。我們專注貢獻，以提升社區發展。例如，於報告期間，我們每月向一日本社區組織捐款，以維持該社區的安全性及可靠度。我們的捐款已用於舉辦節日活動及消防演習，以促進社區和諧及安全。本集團的社會責任使命已延伸至其供應鏈。預期我們的供應商、承包商及其他業務夥伴將在與我們合作時遵循相同的社會標準。

2020年2月本集團向紅十字會捐款，以支持預防和控制2019年新冠病毒疫情。詳細信息如下：

Community Investment 社區投資	Amount 金額 RMB 人民幣
Organization 機構 <ul style="list-style-type: none"> Zhengzhou Red Cross (鄭州市紅十字會) Xinxiang County Red Cross (新鄉縣紅十字會) 	3,000 244,315
Total 總數	247,315



Poverty Alleviation for Bailongmiao Village – Book Donation Activity 扶貧白龍廟村－捐贈圖書活動



Employees of the Group donated approximately RMB 244,000 to the Red Cross 正商集團員工向紅十字會捐款約人民幣24.4萬元

In addition, the Group donated various types of materials and resources to the community to the people in need. In August 2020, the Group donated books to the Bailongmiao Village (白龍廟村) to support the poverty alleviation of the village. Also, the Group made a donation of protective materials and daily necessities to the Government of Hongmen Town (洪門鎮) in Xinxiang County.

The detail information as below:

此外，本集團向社會各界捐贈了各種形式的物資和資源給有需要的人們。於2021年8月，本集團向白龍廟村捐贈書籍，以支持該村的扶貧工作。同時，本集團亦向新鄉縣洪門鎮政府捐贈了保護材料和生活必需品。

詳細資料如下：

Resources contributed 所捐贈資源	Unit 單位	Quantity 數量
<ul style="list-style-type: none"> Surgical masks 手術口罩 	piece 片	2,000
<ul style="list-style-type: none"> Non-reusable masks 一次性使用口罩 	piece 片	1,000
<ul style="list-style-type: none"> Hand sanitizer 消毒洗手液 	batch 批	20
<ul style="list-style-type: none"> Alcohol 消毒酒精 	batch 批	8
<ul style="list-style-type: none"> Instant noodles 即食面 	box 箱	10
<ul style="list-style-type: none"> Milk 牛奶 	box 箱	10

The Group will continue to participate in different social charity activities to support the community and charity development in future.

本集團未來將繼續參加各種社會公益活動，以支持社區和慈善事業的發展。

APPENDIX: ESG REPORTING GUIDANCE INDEX

附錄：ESG報告指引對照表

Subject areas, aspects, general disclosures and Key Performance Indicators (KPIs) 主要範疇、層面、一般披露及關鍵績效指標(KPIs)		Section 章節
A. Environmental 環境層面		
A1: Emissions 排放物		
General Disclosure 一般披露		"Emissions" 「排放物」
KPI A1.1 關鍵績效指標A1.1	The types of emissions and respective emissions data 排放物種類及相關排放資料	"Emissions – Air Pollutants Emission" 「排放物－空氣污染物排放」
KPI A1.2 關鍵績效指標A1.2	Greenhouse gas emissions in total and, where appropriate, intensity 溫室氣體總排放量(以噸計算)及(如適用)密度(如以每產量為單位、每項設施計算)	"Emissions – GHG Emission" 「排放物－溫室氣體排放」
KPI A1.3 關鍵績效指標A1.3	Total hazardous waste produced and, where appropriate, intensity 所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量為單位、每項設施計算)	No hazardous waste was produced during the Reporting Period. 於報告期間沒有產生有害廢棄物
KPI A1.4 關鍵績效指標A1.4	Total non-hazardous waste produced and, where appropriate, intensity 所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量為單位、每項設施計算)	"Emissions – Waste Management" 「排放物－廢棄物管理」
KPI A1.5 關鍵績效指標A1.5	Description of measures to mitigate emissions and results achieved 描述減低排放量措施及所得成果	"Emissions – Air Pollutants Emission" "Emissions – GHG Emission" 「排放物－空氣污染物排放」 「排放物－溫室氣體排放」
KPI A1.6 關鍵績效指標A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果	"Emissions – Waste Management" 「排放物－廢棄物管理」
A2: Use of Resources 資源使用		
General Disclosure 一般披露		"Use of Resources" 「資源使用」
KPI A2.1 關鍵績效指標A2.1	Direct and/or indirect energy consumption by type in total and intensity 按類型劃分的直接及／或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)	"Use of Resources – Energy" 「資源使用－能源」
KPI A2.2 關鍵績效指標A2.2	Water consumption in total and intensity 總耗水量及密度(如以每產量單位、每項設施計算)	"Use of Resources – Water" 「資源使用－水」
KPI A2.3 關鍵績效指標A2.3	Description of energy use efficiency initiatives and results achieved 描述能源使用效益計劃及所得成果	"Use of Resources – Energy" 「資源使用－能源」
KPI A2.4 關鍵績效指標A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved 描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果	"Use of Resources – Water" 「資源使用－水」
KPI A2.5 關鍵績效指標A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced 製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位佔量	Not applicable to the Group's business 對集團業務不適用

Subject areas, aspects, general disclosures and Key Performance Indicators (KPIs)
主要範疇、層面、一般披露及關鍵績效指標(KPIs)

Section
章節

A3: The Environment and Natural Resources 環境及天然資源

General Disclosure
 一般披露

"The Environment and Natural Resources"
 「環境及天然資源」

KPI A3.1
 關鍵績效指標A3.1

Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them
 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動

"The Environment and Natural Resources"
 「環境及天然資源」

B. Social 社會層面

Employment and Labour Practices 僱傭及勞工常規

B1: Employment 僱傭

General Disclosure
 一般披露

"Employment"
 「僱傭」

KPI B1.1
 關鍵績效指標B1.1

Total workforce by gender, employment type, age group and geographical region
 按性別、僱傭類型、年齡組別及地區劃分的僱員總數

"Employment"
 「僱傭」

KPI B1.2
 關鍵績效指標B1.2

Employee turnover rate by gender, age group and geographical region
 按性別、年齡組別及地區劃分的僱員流失比率

"Employment"
 「僱傭」

B2: Health and safety 健康與安全

General Disclosure
 一般披露

"Health and Safety"
 「健康與安全」

KPI B2.1
 關鍵績效指標B2.1

Number and rate of work-related fatalities
 因工作關係而死亡的人數及比率

Not applicable to the Group's business
 對本集團業務不適用

KPI B2.2
 關鍵績效指標B2.2

Lost days due to work injury
 因工傷損失工作日數

Not applicable to the Group's business
 對本集團業務不適用

KPI B2.3
 關鍵績效指標B2.3

Description of occupational health and safety measures adopted, how they are implemented and monitored
 描述所採納的職業健康與安全措施，以及相關執行及監察方法

"Health and Safety"
 「健康與安全」

B3: Development and Training 發展及培訓

General Disclosure
 一般披露

"Development and Training"
 「發展及培訓」

KPI B3.1
 關鍵績效指標B3.1

The percentage of employee trained and employee category
 按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比

"Development and Training"
 「發展及培訓」

KPI B3.2
 關鍵績效指標B3.2

The average training hours completed per employee by gender and employee category
 按性別及僱員類別劃分，每名僱員完成受訓的平均時數

"Development and Training"
 「發展及培訓」

APPENDIX: ESG REPORTING GUIDANCE INDEX

附錄：ESG報告指引對照表

Subject areas, aspects, general disclosures and Key Performance Indicators (KPIs) 主要範疇、層面、一般披露及關鍵績效指標(KPIs)		Section 章節
B4: Labour Standards 勞工準則		
General Disclosure 一般披露		"Labour Standards" 「勞工準則」
KPI B4.1 關鍵績效指標B4.1	Description of measures to review employment practices to avoid child and forced labour 描述檢討招聘慣例的措施以避免童工及強制勞工	–
KPI B4.2 關鍵績效指標B4.2	Description of steps taken to eliminate such practices when discovered 描述在發現違規情況時消除有關情況所採取的步驟	–
Operating Practices 營運常規		–
B5: Supply Chain Management 供應鏈管理		–
General Disclosure 一般披露		"Supply Chain Management" 「供應鏈管理」
KPI B5.1 關鍵績效指標B5.1	Number of suppliers by geographical region 按地區劃分的供應商數目	–
KPI B5.2 關鍵績效指標B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法	"Supply Chain Management" 「供應鏈管理」
B6: Product Responsibility 產品責任		–
General Disclosure 一般披露		"Product Responsibility" 「產品責任」
KPI B6.1 關鍵績效指標B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons 已售或已運送產品總數中因安全與健康理由而須回收的百分比	–
KPI B6.2 關鍵績效指標B6.2	Number of products and service-related complaints received and how they are dealt with 接獲關於產品及服務的投訴數目以及應對方法	"Product Responsibility – Customer Satisfaction Management and Complaint Handling" 「產品責任 – (ii)客戶滿意度管理及投訴處理」
KPI B6.3 關鍵績效指標B6.3	Description and practices relating to observing and protecting intellectual property rights 描述與維護及保障智慧財產權有關的慣例	–
KPI B6.4 關鍵績效指標B6.4	Description of quality assurance process and recall procedures 描述品質檢定過程及產品回收程序	"Product Responsibility – Quality Control" 「產品責任 – (i)質量控制」
KPI B6.5 關鍵績效指標B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored 描述消費者資料保障及私隱政策，以及相關執行及監察方法	"Product Responsibility – Customer Information Protection and Privacy" 「產品責任 – (iii)客戶資料保護及隱私」

Subject areas, aspects, general disclosures and Key Performance Indicators (KPIs)

主要範疇、層面、一般披露及關鍵績效指標(KPIs)

Section

章節

B7: Anti-corruption 反貪污
General Disclosure

一般披露

“Anti-corruption”

「反貪污」

KPI B7.1

關鍵績效指標B7.1

 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the case
匯報期內發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果

 No concluded legal case regarding corrupt practices was noted
沒有發現有關貪污行為的已審結的法律案件

KPI B7.2

關鍵績效指標B7.2

 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored
描述防範措施及舉報程序，以及相關執行及監察方法

“Anti-corruption”

「反貪污」

KPI B7.3

關鍵績效指標B7.3

 Description of anti-corruption training provided to directors and staff
描述向董事及員工提供的反貪污培訓

“Anti-corruption”

「反貪污」

Community 社區
B8: Community Investment 社區投資
General Disclosure

一般披露

“Community Investment”

「社區投資」

KPI B8.1

關鍵績效指標B8.1

 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport)
專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)

“Community Investment”

「社區投資」

KPI B8.2

關鍵績效指標B8.2

 Resources contributed (e.g. money or time) to the focus area
在專注範疇所動用資源(如金錢或時間)

“Community Investment”

「社區投資」

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