



# 禹洲集團控股有限公司

YUZHOU GROUP HOLDINGS COMPANY LIMITED

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立的有限公司)

Stock Code 股份代號：01628.HK

行穩致遠 再創佳績

STEADY STEPS TO  
SUCCESS



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

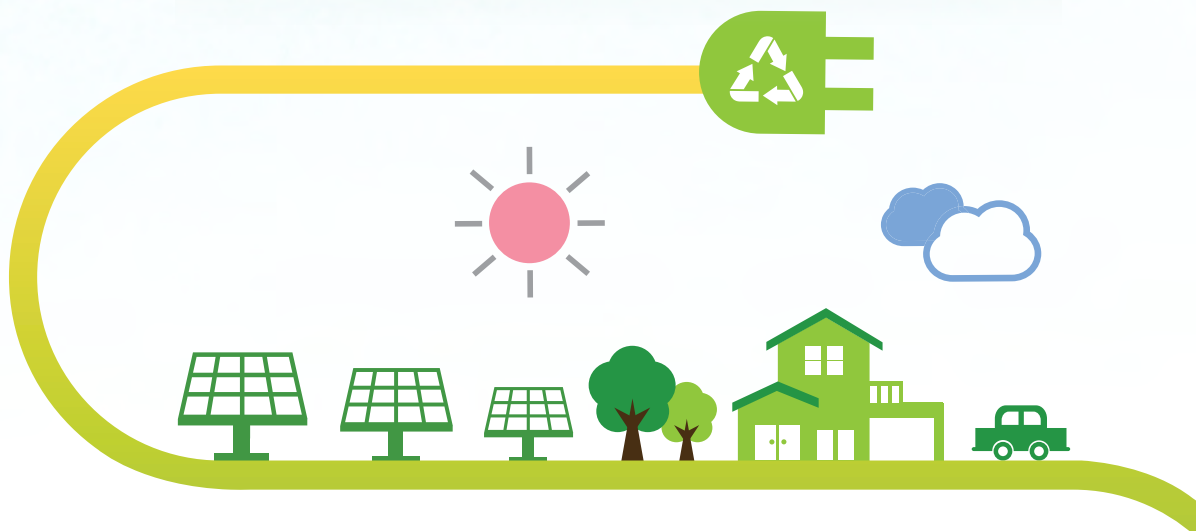
環境、社會及管治報告

2020



## CONTENTS 目錄

1	ABOUT THIS REPORT	關於本報告
3	CHAIRMAN'S STATEMENT	主席寄語
	SUSTAINABLE DEVELOPMENT OF YUZHOU GROUP	禹洲集團的可持續發展
9	About Yuzhou Group	關於禹洲集團
9	Governance of Sustainability	可持續發展管理
14	Communication with Stakeholders	持份者溝通
20	Response to United Nations Sustainable Development Goals	回應聯合國可持續發展目標
25	Sustainable Development Topics	可持續發展專題
25	• Green Finance	• 綠色金融
30	• Actively Supporting HKEX's Exploration in Green Finance and Sustainability	• 積極支持香港交易所於綠色金融及可持續發展的前沿探索
32	• Anti-epidemic	• 抗擊疫情
	BUILDING GREEN HOMES	建設綠色家園
38	Environmental Management Strategy	環境管理策略
38	Green Technology	綠色技術
41	Green Building	綠色建築
43	Resources Conservation	節約資源
48	Emissions Management	排放管理
50	Protection of Biodiversity	保護生態多樣性
52	Tackling Climate Change	應對氣候變化



FOSTERING STAFF TO GROW		促進員工成長
58	Health and Safety	健康與安全
63	Talent Recruitment	人才吸納
68	Employee Development	員工發展
72	Employee Communication	員工溝通
CREATING VALUE FOR CUSTOMERS		創造客戶價值
74	All-round Quality Control	全方位品質管控
78	Customer Health and Safety	客戶健康及安全
79	Responsible Marketing	負責任營銷
80	Customer Communication	客戶溝通
81	Protection of Customers' Privacy	保障客戶私隱
82	Sustainable Supply Chain	可持續供應鏈
DEVELOPING AN ENVIRONMENT OF PROBITY		建設廉潔環境
89	Anti-corruption	反腐倡廉
90	Reporting System and Whistle-blower Protection	舉報制度及舉報人保護
92	Probity Education	廉潔教育
93	CREATING BEAUTIFUL COMMUNITY	構建美好社區
98	LAWS AND REGULATIONS	法律及法規
100	PERFORMANCE DATA SUMMARY	數據表現摘要
115	INDEX	內容索引





# ABOUT THIS REPORT

## 關於本報告

This report is the fifth Environmental, Social and Governance (“ESG”) Report (the “Report”) published by Yuzhou Group Holdings Company Limited (the “Company”), aiming to disclose the administrative measures and relevant performance in environmental, social and governance aspects of the Company and its subsidiaries (“Yuzhou Group” or the “Group” or “we”). The Board of Directors (the “Board”) acknowledges its responsibility to ensure the integrity of the Report. The Board confirms, to the best of its knowledge, the Report has stated the Group’s management approaches and performances on material topics. The Board has reviewed and approved this Report and confirmed that the information contained in the Report is accurate and complete.

本報告為禹洲集團控股有限公司（「本公司」）第五份環境、社會及管治（ESG）報告，旨在披露本公司及其附屬公司（統稱為「禹洲集團」或「集團」或「我們」）於環境、社會及管治方面的管理方法及相關表現。董事會明白其確保報告真確性的責任，在其知悉範圍內，本報告闡述所有集團於實質性議題的管理措施及表現。董事會已審閱及通過本報告，確認報告內容準確、完整。

### REPORTING GUIDELINES AND PRINCIPLES

The preparation of this Report complies with the requirements of the “Environmental, Social and Governance Reporting Guide” (the “Guide”) contained in Appendix 27 to the “Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”)” and refers to the core compliance options in the “Global Reporting Initiative (“GRI”) Standards” and the actual situation of the Group. The Group performs its disclosure responsibility based on the “comply or explain” requirements by following the reporting principles of “materiality”, “quantitative”, “balance” and “consistency” and makes presentation and disclosure on a year-on-year basis with reviewed data.

### 報告指引及原則

本報告乃遵循香港聯合交易所有限公司（「聯交所」）證券上市規則附錄二十七《環境、社會及管治報告指引》、參考《全球報告倡議組織標準》的核心符合方案，並結合集團的實際情況編製而成。集團履行「不披露就解釋」披露責任，遵循「重要性」、「量化」、「平衡」及「一致性」的報告原則。數據經過審視，並以按年比較的方式呈列及披露。



Materiality 重要性	<ul style="list-style-type: none"> <li>The Board of the Group participates in the determination of ESG issues in daily management. The Group also conducted a materiality assessment in 2020 to identify material issues and disclose the Group’s impacts and performance on material issues in this Report.</li> <li>集團董事會於日常管理中參與對ESG事宜的釐定。集團亦於2020年開展實質性議題評估工作，以識別實質性議題，並於本報告披露集團於實質性議題的影響及表現。</li> </ul>
Quantitative 量化	<ul style="list-style-type: none"> <li>The data disclosed in this Report has been reviewed and presented on a year-on-year basis.</li> <li>本報告所披露的數據已經審視，並已按年比較的方式呈列。</li> <li>The calculation standards and methods taken as reference for some key data including greenhouse gas are stated in the Report.</li> <li>於報告中列明包括溫室氣體在內的部分重點數據所參考的計算標準及方法。</li> </ul>
Balance 平衡	<ul style="list-style-type: none"> <li>The Group’s ESG performance has been disclosed in an unbiased manner.</li> <li>不偏不倚地披露集團的ESG表現。</li> </ul>
Consistency 一致性	<ul style="list-style-type: none"> <li>Unless otherwise stated, the Group’s disclosure and statistical methods are consistent with the previous year for meaningful comparison.</li> <li>除非另有說明，本集團的披露統計方法與往年保持一致，以作有意義的比較。</li> </ul>



## REPORTING PERIOD AND SCOPE OF THE REPORT

The reporting period of this Report covers from January 1, 2020 to December 31, 2020 (the “Year”). Unless otherwise stated, the Group’s environmental and occupational health and safety (“OHS”) data cover 2 headquarters (located in Shanghai and Shenzhen respectively) and a total of 8 projects under development with a gross floor area (“GFA”) of above 100,000 sq.m. with 100% attributable interest of the Group<sup>1</sup>. The total GFA of these 8 projects under development accounted for 63.1% of the total GFA of projects under development in which the Group holds 100% interest during the Year. Other data (except environmental and OHS data) and text disclosure cover the whole Group. The Group continuously improves the information and data collection system, and is committed to presenting the Group’s ESG performance in a more comprehensive and transparent manner to stakeholders.

## FEEDBACK

The Group aims to disclose comprehensive and accurate ESG information for the stakeholders. You are welcome to provide advice and suggestions on this Report. Contact us as follows:

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Central, Central, Hong Kong

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ir@yuzhou-group.com

## 報告期及報告範圍

本報告的報告期為2020年1月1日至2020年12月31日（「本年度」）。如非特別說明，集團的環境類及職業健康及安全（「職安健」）數據覆蓋2個總部（分別位於上海及深圳）及擁有100%權益且建築面積均為100,000平方米以上的在建項目，共計8個項目<sup>1</sup>。此8個在建項目的總建築面積佔集團本年度內擁有100%權益的在建項目總面積的63.1%。其他數據（環境類及職安健數據除外）及文字資料披露範圍覆蓋全集團。集團不斷完善資料及數據收集體系，致力為利益相關方更全面、更透明地呈現集團的ESG表現。

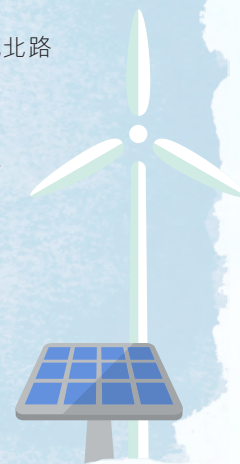
## 意見反饋

集團致力於為利益相關方披露全面且準確的ESG信息，歡迎您對本報告提出意見及建議。聯繫方式如下：

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<sup>1</sup> Projects in which the Group holds 100% interest with a GFA of above 100,000 sq.m. delivered at the end of the Year or substantially completed, or in which only some of the stores are for sale are excluded. These 8 projects are Quanzhou Yuzhou City Plaza, Quanzhou Yuzhou Honor Mansion, Shanghai Yuzhou Luxury Mansion, Hefei Yuzhou Galaxy Park, Tangshan Yuzhou Fengnan New Town, Zhengzhou Yuzhou Honor Promenade, Foshan Yuzhou Langham Bay and Chongqing Yuzhou Luxury Mansion

<sup>1</sup> 剔除集團擁有100%權益且建築面積大於100,000平方米以上，但已於本年度年底完成結轉的項目、或基本處於完工階段、或僅有部分商鋪仍處於待出售狀態的項目。此8個項目為泉州禹洲•城市廣場、泉州禹洲•嘉譽府、上海禹洲•雍錦府、合肥禹洲•銀河Park、唐山禹洲•豐南新城、鄭州禹洲•嘉譽風華、佛山禹洲•朗廷灣和重慶禹洲•雍錦府



## CHAIRMAN'S STATEMENT

### 主席寄語

2020 is set to be a year that no one can forget. The Year began with an unexpected coronavirus disease 2019 ("COVID-19") epidemic challenge for all industries across China. Under the impact of the COVID-19 epidemic, the real estate market in China was suspended at the beginning of the Year. With the active deployment by the state and governments at all levels, the nationwide active anti-epidemic efforts have laid a solid foundation for the orderly resumption of work and production since the second quarter, with the market and the epidemic-hindered demand steadily recovered. At the same time, local governments actively responded to the national unified deployment and introduced preferential policies such as city-specific policies for talents settlement, which further boosted the recovery of market sentiments. Under the unprecedented difficult situation, we keep in mind the original vision of "Building Ideal Homes with Painstaking Efforts" and overcome the difficulties, making 2020 a new starting point for us.

### WORKING TOGETHER TO FIGHT AGAINST THE EPIDEMIC

In the face of the epidemic, the Group worked together with practical actions to contribute to the society by adhering to our philosophy of "From the Community, For the Community". In the early stage of the epidemic, I personally organized and led the anti-epidemic team to fully participate in the Group's comprehensive anti-epidemic work. We deployed resources to collect supplies, such as masks and disinfectants, to provide effective protection for internal staff, and expressed our respect to the frontline epidemic fighters in different places through financial and supplies donations. We also walked through difficult times with our customers. Most of the customers of the Group's commercial properties are retailers directly affected by the epidemic, and we proactively reduced their rents to help them overcome the hardship.

Despite its restrictions on our business operations, the epidemic accelerated the Group's technological innovation and the deployment of online channel construction. In terms of product design, the Group's design management center rapidly improved the property design, and added disinfection and sterilization functions in buildings to exert the best product power. In terms of sales, we streamlined various business lines such as marketing, operations and engineering, and quickly developed a number of online communication platforms in line with the new market trend, such as Virtual Reality ("VR") property site visits and online live-streaming, successfully achieving online-to-offline stream guidance.

2020年，註定是會被載入史冊的一年。新年伊始，全國上下即遭受新冠肺炎疫情的挑戰，讓各行各業都措手不及。中國房地產市場受到新冠肺炎疫情的影響，於年初一度驟停。隨著國家和各級政府的積極部署，全國人民積極抗擊疫情的努力為二季度以來復工復產的有序開展打下了堅實的基礎，市場逐漸恢復，被疫情壓制的需求也得以穩健恢復。與此同時，各地政府積極響應國家統一部署，因城施策出台人才落戶等優惠政策，進一步助推了市場情緒的回暖。在前所未見的艱難情況下，我們牢記「大禹治水，荒漠成洲」的初心，迎難而上，令2020年成為禹洲人刻骨銘心的新起點。

### 和衷共濟，「疫」境同行

面對疫情，集團上下一心，以實際行動為「取之於社會，用之於社會」的理念作出最好的詮釋。在疫情爆發初期，本人即親自組織建立並帶領抗疫小組，全力參與到集團全方位的抗疫防疫工作中。我們調動各種資源全力搜集口罩、消毒液等物資，為內部員工提供有效防護之餘，還通過捐款、捐物等方式，向身處各地抗疫前線的守護者表達敬意。歷經困難時期，我們更與客戶守望相助。本集團商業物業的客戶多為零售商，他們直接受到疫情的重創，我們主動減免其租金，協助客戶度過難關。

疫情為企業經營帶來限制，卻加快集團在技術創新、線上渠道的佈局。在產品設計上，集團設計管理中心迅速針對疫情改善物業設計，在建築物內增加消毒殺菌功能，發揮極致產品力。在銷售環節，我們梳理營銷、運營、工程等各業務條線，迅速開發出順應市場新常態的VR看房、網絡直播等多個線上傳播平臺，成功實現線上至線下的客量導流。



At the epidemic time, we cannot stop reflecting on the human-nature balance and the enterprise-environment balance. It is obvious that persisting in sustainable development is the only answer. Yuzhou Group will continue to promote corporate sustainable development and further consolidate its quality development.

## EMPOWERING A BETTER LIFE WITH ACHIEVEMENT OF THE 100 BILLION SALES GOAL

In the first half of 2020, the Group launched the Shenzhen headquarters and formed the Shanghai-Shenzhen dual-headquarters strategy, realizing two core regions in the Yangtze River Delta and the Guangdong-Hong Kong-Macau Greater Bay Area (the "Greater Bay Area") that lead the six metropolitan areas of national business and deepening the strategic layout of "Leading with Locality Development". In the middle of the Year, the Group officially changed its name to Yuzhou Group Holdings Company Limited, marking the completion of the Group's long-term business layout of diversified development. On December 7, 2020, Yuzhou Group announced that it had achieved the annual sales target of RMB100 billion in advance, officially marking a new starting point. With the encouraging results, on top of our determination, we also have a new vision of steady development.

Yuzhou Group has never been a separate individual, but a member of the society. We always listen to our stakeholders, and we are more and more convinced that our responsibility to care for the environment and climate change has a profounder impact than our business growth. Therefore, in 2020, the Group conducted its first climate risk assessment to identify climate change risks that significantly affect the Group's operations and formulated a plan with multiple stages to gradually improve our ability to respond to extreme weather disasters. During the Year, we newly formulated a number of sustainability policies, including the "Climate Change Policy" and "Biodiversity Policy" and held several public welfare projects focusing on marine environmental protection.

在疫情時代的當下，我們不禁反思人與自然、企業與環境的平衡，顯而易見，堅持可持續發展是唯一的答案。禹洲集團將繼續推進企業可持續發展，並將重點進一步深化到有質量的發展。

## 跨越千億目標，賦能美好生活

2020年上半年，集團啟用深圳總部，形成上海—深圳雙總部戰略，實現扎根長三角及大灣區兩大核心區域，以長三角和大灣區引領全國業務六大都市圈，深化「區域深耕，全國領先」戰略佈局。年中，集團正式更名為禹洲集團控股有限公司，標誌著集團已完成多元化發展的長遠業務佈局。2020年12月7日，禹洲集團公告宣佈已提前完成全年千億的銷售目標，正式站上全新的起點。面對令人鼓舞的成績，禹洲人心中除了行則必達的信念，還有對穩健發展的新感悟。

禹洲集團從來都不是獨立的個體，而是社會大家庭的一份子，我們時刻聆聽持份者的聲音，也越來越確信，比業務增長更影響深遠的，是對環境的愛護和對氣候變化的責任。因此，集團在2020年，首次展開氣候風險評估工作，識別對本集團營運有重大影響的氣候變化風險，並制定階段性計劃，逐步提高我們應對極端天氣災害的能力。我們在年內新制定包括《氣候變化政策》、《生物多樣性政策》等多項可持續發展政策，也舉辦多個側重於海洋環保方面的公益項目。

"Building Cities with Heart, Building Homes with Love" is the commitment of Yuzhou Group to each city and each customer. We apply the green concept in the construction of ecological communities, creating a micro-climate in the site that empowers a healthy and comfortable life. From the design stage, we focus on the sustainability of the project and continuously extend it to the whole process of project development, construction and post-maintenance. In recent years, the Group's projects tend to adopt green technologies such as more low-carbon and environmentally friendly prefabricated buildings and intelligent lighting to improve the environmental performance of buildings. Our target is that the proportion of prefabricated buildings will account for 25% of the Group's total projects by 2021, and will increase to over 30% in the future. The green building label certification rating for newly developed projects is expected to reach 100% in the next four years.

## ENHANCING MANAGEMENT ENGAGEMENT AND STRENGTHENING SUSTAINABILITY MANAGEMENT

The Group's outstanding sustainable development performance is inseparable from the continuous improvement of the internal management system and the gradual improvement of the management's participation. We attach great importance to the establishment and implementation of systems, and implement dynamic management of processes and risk management measures to ensure that they are in line with the current status of the Group. At present, the Board has actively participated in the establishment of various environmental and social process systems of the Group while the personal performance of the management has also been linked to the OHS performance of the Group. As a result, the increasing concern about sustainability of the Group's decision-makers is obvious to all. In November 2020, Yuzhou Group established the Sustainability Committee ("Sustainability Committee" or the "Committee"), in which I was directly involved, and was responsible for reviewing the Group's sustainability strategies, management approaches, approving the ESG Report and reporting to the Board on material matters related to sustainable development. The Committee does not only play a supervisory role but also directly enhances the Board's participation.

「以誠建城，以愛築家」是禹洲集團對每一座城市和每一位客戶的承諾，我們將綠色理念貫穿生態社區建設中，打造場地微氣候，賦能健康舒適的美好生活。從設計階段開始，我們即關注到項目的可持續性，並將它持續延伸至項目開發、建設及後期維護的全過程中。近年來，集團的項目趨向於採用更低碳環保的裝配式建築、智慧化照明等綠色技術，以提高建築物的環保效能。我們目標於2021年，裝配式建築在所有項目中的應用佔比達到25%，並在未來提升到30%以上的比例，而未來四年內，新增開發項目的綠建標識取證率預期將達到100%。

## 提升管理層參與，加強可持續發展管理

集團出色的可持續發展表現離不開內部不斷完善的管理制度，也有賴於管理層逐步提升的參與度。我們重視制度的建立和執行，並對流程和風控措施實施動態管理，確保符合集團的當前狀態。目前，董事會已積極參與到集團各項環境及社會層面流程制度的建立工作中，管理層的個人績效也已與集團的職業健康與安全表現掛鉤。至此，集團決策層在可持續發展方面日益加大的關注有目共睹。2020年11月，禹洲集團成立可持續發展委員會，由本人直接參與運作，負責審核本集團的可持續發展策略、管理方法、批准ESG報告、並向董事會彙報有關可持續發展的重要事項。委員會不僅可發揮監督管理的功能，更可直接提升董事會的參與程度。



## TRANSFORMING INTRINSIC VALUE AND ACHIEVING GREEN FINANCING

I am pleased that the sustainability achievements of the Group's continuing operations have been successfully transformed into economic value during the Year. At the beginning of 2020, the Group issued a green financing framework, indicating that potential environmental impacts will be considered in future investment and financing decisions, and the protection of the ecological environment and the development of the green industry will be integrated into daily operations, cost and risk management to reduce the negative impacts on climate and environment. This framework received an independent opinion assessment from SUSTAINALYTICS, a globally renowned ESG and green finance valuer, and was highly recognized by the market. In August 2020, Yuzhou Group issued its first green financing plan, and issued green senior notes in an aggregate principal amount of US\$300 million due in 2026 with an annual interest rate of 7.85%, which was nearly a 9 times oversubscription from global investors, successfully achieving a negative issuance premium and reducing financing costs. In January 2021, the Group issued green senior notes with an aggregate principal amount of US\$562 million due in 2027 with an annual interest rate of 6.35%, achieving a negative issue premium again and obtaining an oversubscription of over 10 times from global investors. These two financing activities will mainly be used for refinancing existing medium to long-term offshore indebtedness due within one year, providing practical and effective financial support to the Group. Currently, most of the Group's existing projects are well-equipped with practical environmental benefits and are eligible for green financing. The Group's persistence in sustainable development has become a valuable intrinsic value. In the future, we will continue to carefully evaluate the market conditions and select the best financing channels to bring quality economic and social benefits to all stakeholders.

## 轉化內在價值，實現綠色融資

集團持續經營的可持續發展成果，於年內成功轉化為經濟價值，本人對此感到欣喜。於2020年初，集團發佈綠色融資框架，表明將在未來的投融資決策中考慮潛在環境影響，並在日常運營、成本、風控中融入對生態環境的保護和對綠色產業的發展，減少對氣候和環境產生的負面影響。此份框架獲得全球著名ESG及綠色融資評估機構SUSTAINALYTICS的獨立意見評估，並受到市場的高度認可。於2020年8月，禹洲集團發佈歷史上首份綠色融資方案，發行2026年到期總規模3億美元的綠色優先票據，年利率為7.85%，獲得了全球投資者近9倍超額認購，成功實現負發行溢價，降低了融資成本；於2021年1月，集團發行2027年到期總規模5.62億美元的綠色優先票據，年利率為6.35%，再次實現負發行溢價，獲得了全球投資者超過10倍的超額認購。此兩項融資將主要用作為一年內到期的現有中長期境外債務再融資，為集團提供切實有效的經濟支援。目前，集團現有大部分項目均已具備切實的環保效益，符合資格進行綠色融資。集團對可持續發展的堅持累積成為寶貴的內在價值，未來，我們將繼續審慎判斷市場情況，挑選最佳的融資渠道為各持份者帶來有品質的經濟及社會效益。

## CONCLUSION

Perseverance shapes business success. Thanks to the trust and support of our employees, partners, stakeholders and the community, Yuzhou Group has worked hard for 26 years. Even though the macro environment is not as expected, we always adhere to the concept of balancing scale, profits and risks in our development, maintaining stability with a long-term vision, and persisting in high-quality growth. We will also continue to do our part in the planet with the vision of "Creating New Value for the Future of the City" to build sustainable homes and communities for cities and work together with you for a green future.

Lam Lung On, J.P.  
Chairman  
May 28, 2021

## 結語

筆路藍縷，以啟山林，禹洲集團砥礪耕耘二十六載，全賴公司員工、合作夥伴、各位持份者及社會群體的信任與支持。即使大環境不似預期，我們始終秉持在發展中平衡規模、利潤、風險的理念，行穩致遠，堅持高質量的增長。我們也將繼續善待地球，以「創造城市未來新價值」為願景，為城市打造可持續發展的家園和社區，與各位攜手邁向綠色的未來。

林龍安 太平紳士  
主席  
2021年5月28日







## SUSTAINABLE DEVELOPMENT OF YUZHOU GROUP 禹洲集團的可持續發展

Yuzhou Group continuously maintains close communication with stakeholders to understand their concerns and respond in a timely manner. At the same time, the Group actively responds to the call of the United Nations through incorporating the sustainability concept into daily operations to promote the sustainable development of the Group and the society.

禹洲集團持續與持份者保持密切溝通，了解其關注並及時回應。同時積極響應聯合國的號召，將可持續理念融入日常營運中，促進集團與社會的可持續發展。



- |                               |                                   |   |   |                                       |   |
|-------------------------------|-----------------------------------|---|---|---------------------------------------|---|
| 1 No Poverty                  | 2 Zero Hunger                     | 3 Good Health and Well-being              | 4 Quality Education                       | 5 Gender Equality                     | 6 Clean Water and Sanitation              |
| 7 Affordable and Clean Energy | 8 Decent Work and Economic Growth | 9 Industry, Innovation and Infrastructure | 10 Reduced Inequalities                   | 11 Sustainable Cities and Communities | 12 Responsible Consumption and Production |
| 13 Climate Action             | 14 Life below Water               | 15 Life on Land                           | 16 Peace, Justice and Strong Institutions | 17 Partnerships for the Goals         |   |

**This Chapter:**

About Yuzhou Group | Governance of Sustainability | Communication with Stakeholders | Response to United Nations Sustainable Development Goals | Sustainable Development Topics

**本章節：**

關於禹洲集團 | 可持續發展管理 | 持份者溝通 | 回應聯合國可持續發展目標 | 可持續發展專題

## ABOUT YUZHOU GROUP

Founded in Xiamen, Yuzhou Group is a comprehensive group with diversified business including real estate development, commercial investment and operations, hotel operations and property management. The Group's business has covered six metropolitan areas, namely the Yangtze River Delta, the Greater Bay Area, the Bohai Rim Region, the West Strait Economic Zone, the Central China Region and the Southwest Region, with total assets of nearly RMB200 billion. During the Year, Yuzhou Group officially launched its Shenzhen headquarters, forming the Shanghai-Shenzhen dual headquarters strategy and gradually achieved a new leap from the single core of Yangtze River Delta to the dual cores of Yangtze River Delta and Greater Bay Area, leading with the six core metropolitan areas.

## GOVERNANCE OF SUSTAINABILITY

During the Year, the Group adjusted its internal sustainability governance structure and established a Sustainability Committee within the Board to strengthen the management participation and control of the Board on sustainability matters and help the Group achieve its goal of becoming a sustainable enterprise.

## 關於禹洲集團

禹洲集團成立於廈門，是一家集房地產開發、商業投資運營、酒店運營、物業管理等多元業務為一體的綜合性集團。集團業務已覆蓋長三角、大灣區、環渤海區域、海西經濟區、華中區域及西南區域6大城市群，總資產近人民幣2,000億元。本年度，禹洲集團正式啟用深圳總部，形成上海—深圳雙總部戰略，逐步實現長三角單核心到長三角+大灣區雙核心引領六大核心都市圈的新跨越。

## 可持續發展管理

集團於本年度內調整內部的可持續管治架構，於董事會內成立可持續發展委員會，以加強董事會對可持續發展事宜的管理參與度及監控力度，助力集團實現成為可持續發展企業的目標。





## Sustainable Development of Yuzhou Group (Continued)

### 禹洲集團的可持續發展 (續)

#### The Board 董事會

##### Responsibilities 職責：

Setting out the terms of reference of the Sustainability Committee (including its composition, authority, scope of work and resources) and taking charge of the Group's future development direction, overall strategies and policies going forward  
訂立可持續發展委員會的職權範圍（包括成員構成、權限、工作範圍及資源），並負責集團未來的發展方向、整體策略及政策

#### Sustainability Committee 可持續發展委員會

##### Members 成員：

Ms. Lam Yu Fong, executive director ("Executive Director") of the Group, is the chairperson of the Committee  
集團之執行董事林禹芳女士為委員會主席

Mr. Lam Lung On, Ms. Kwok Ying Lan and Mr. Lin Conghui, Executive Directors of the Group, are committee members  
集團之執行董事林龍安先生、郭英蘭女士及林聰輝先生為委員會成員

##### Responsibilities 職責：

- Review and advise on the Group's sustainability strategy  
審核集團之可持續發展策略並提供建議
- Review the sustainability goals and initiatives proposed by the working group to achieve the goals  
審核工作小組提出的可持續發展目標及實現目標的舉措
- Review material risks and opportunities associated with the sustainability strategy, investments associated with the execution of the sustainability strategy  
審核可持續發展策略相關的重大風險及機會、執行可持續發展策略相關的投資
- Review and approve the annual ESG report and any related ancillary public documents  
審核及批准年度環境、社會及管治報告及任何相關的附屬公開文件
- The chairperson of the Committee reports to the Board on material sustainability related matters  
委員會主席向董事會匯報可持續發展相關的重大事項

#### Sustainability Working Group 可持續發展工作小組

##### Responsibilities 職責：

- Make recommendations on sustainability goals  
提出可持續發展目標建議
- Responsible for the daily management of the issues  
承擔負責議題的日常管理工作

Employee Safety and Health Working Group	Anti-corruption Working Group	Environmental Performance Working Group	Social Performance Working Group	Governance Performance Working Group	Sustainable Development Communication and Engagement Committee
員工安全及健康工作小組	反貪污工作小組	環境表現工作小組	社會表現工作小組	管治表現工作小組	可持續發展溝通及參與委員會

## Sustainable Development Policy

The Group is committed to continuously improving its internal sustainability management policies and systems. In view of the international community's high concern on key issues of sustainable development such as climate change, the Group newly formulated the "Climate Change Policy" and the "Biodiversity Policy" during the Year, actively undertaking the responsibility of responding to climate change, protecting natural ecosystems and biodiversity. In addition, during the Year, the Group reviewed and sorted out the management systems and measures for other key issues, such as anti-corruption issues and OHS issues, which are highly relevant to the Group's operations, and then prepared corresponding sustainable development policies. Sustainable development policies provide guidance on the Group's sustainability management, and the Group also encourages its business partners to follow these policies.

Disclosure Website: <http://ir.yuzhou-group.com/en/SustainabilityDevelopmentPolicy.aspx>

## 可持續發展政策

集團致力持續完善內部的可持續發展管理政策及制度。鑒於國際社會對氣候變化等可持續發展重點議題的高度關注，集團於本年度新訂立《氣候變化政策》及《生物多樣性政策》，積極承擔應對氣候變化、保護自然生態系統及生物多樣性的責任。此外，集團於本年度內審視及梳理其餘重點議題，如反貪腐議題、職安健議題等與集團營運高度相關的重點議題的管理制度及措施，進而編製相應的可持續發展政策。可持續發展政策為集團可持續發展管理提供指引，集團亦鼓勵業務合作伙伴遵循這些政策。

披露網站：<http://ir.yuzhou-group.com/sc/SustainabilityDevelopmentPolicy.aspx>



### Whistleblowing Policy

Open and honest whistle-blowing channels and procedures to highly protect whistle-blowers  
《廉政舉報政策》  
公開廉政舉報途徑及處理程序，高度保護舉報者



### Responsible Marketing

Honest marketing to regulate all marketing related matters, including promotional materials, sales language, etc.  
《負責任的營銷》  
誠實營銷，規範所有營銷相關事宜，包括宣傳資料、銷售語言等



### Engineering and Material Suppliers Management

Specify the principles and procedures for the selection of engineering and material suppliers, and put forward integrity requirements for suppliers  
《工程與材料供應商管理》  
明確工程及材料供應商選用原則及程序，對供應商提出廉潔要求



### Transparent Procurement

Require fair competition in procurement process for relevant personnel to maintain integrity and self-discipline  
《陽光採購》  
要求採購流程保持公平競爭，相關人員保持廉潔自律



### Climate Change Policy

Committed to reducing carbon emissions in daily operations and improving our ability to respond to climate change  
《氣候變化政策》  
致力減緩於日常營運中碳排放，提高應對氣候變化的能力



### Biodiversity Policy

Consider the impact on the ecosystem in the procurement process, property development and management activities to protect biodiversity  
《生物多樣性政策》  
於採購過程、物業發展及管理活動中考量對生態系統的影響，保護生物多樣性



### Standards of Business Conduct

Adhere to business ethics throughout the course of business activities and specify the requirements on business ethics of employees and management  
《商業行為準則》  
於從事商業活動的全過程恪守商業道德，明確對員工及管理層的商業道德要求



### Management Procedures for Safety Culture in Engineering Construction

Focus on safety management and environmental impact of construction activities during project construction  
《工程建設安全文明管理規程》  
於項目施工過程重點關注安全管理情況及施工活動對環境造成的影響



## Sustainable Development of Yuzhou Group (Continued)

### 禹洲集團的可持續發展(續)

## Sustainability Achievements 可持續發展成就

<p><b>Sustainability Index and Rating</b> 可持續發展指數及評級</p>	<ul style="list-style-type: none"> <li>Maintained BBB rating in Morgan Stanley Capital International (“MSCI”) World ESG Leaders Index, ranking among the top in the real estate industry</li> <li>於MSCI明晟公司(原名: 摩根士丹利資本國際)世界環境、社會及管治領導者指數中保持BBB評級, 位居地產行業前茅</li> </ul> <hr/> <ul style="list-style-type: none"> <li>A-level of the ESG rating in Hong Kong Quality Assurance Agency and Hang Seng Corporate Sustainability Index Series</li> <li>香港質量保證局暨恒生可持續發展企業指數系列的ESG評級中, 獲得A評級</li> </ul> <hr/> <ul style="list-style-type: none"> <li>The Group’s first green finance framework was evaluated by SUSTAINALYTICS, an internationally renowned ESG assessment institution</li> <li>集團首個綠色金融框架獲得國際著名ESG評估機構SUSTAINALYTICS的評估</li> </ul> <hr/> <ul style="list-style-type: none"> <li>During the Year, the Company was assessed with regard to the enterprise’s ESG risk coefficient by SUSTAINALYTICS, an internationally renowned ESG assessment institution for the first time, with an assessment score of 21.8, ranking among the top in the real estate industry</li> <li>於年內首次獲得國際著名ESG評估機構SUSTAINALYTICS對於企業ESG風險係數的評估, 評估得分為21.8分, 處於地產行業優異表現前列</li> </ul>	   
<p><b>Sustainability Awards</b> 可持續發展獎項</p>	<ul style="list-style-type: none"> <li>The Group’s 2019 ESG Report received the Best Mid Cap ESG Report Commendation from the Hong Kong ESG Reporting Awards</li> <li>集團2019年《環境、社會及管治報告》榮獲香港ESG報告大獎之最佳ESG報告嘉許獎—中市值</li> </ul> <hr/> <ul style="list-style-type: none"> <li>Awarded “ESG Leading Enterprise of Listed Real Estate Enterprises” at the “11<sup>th</sup> Real Estate Finance Innovation Summit”</li> <li>於「第十一屆地產金融創新峰會」上榮獲「上市房企ESG領先企業」榮譽</li> </ul>	 

<p><b>Sustainability Awards</b> 可持續發展獎項</p>	<ul style="list-style-type: none"> <li>China Index Academy's Real Estate ESG Evaluation Center released the first ESG in-depth research report on the real estate industry in China, and the Group was awarded the "2020 Best ESG Practice Listed Real Estate Enterprise in China"</li> <li>中國指數研究院房地產ESG測評中心發佈國內首個房地產行業ESG深度研究報告，集團榮登「2020中國房地產上市公司ESG最佳實踐企業」</li> </ul> 
<p><b>Green Building Certification</b> 綠色建築認證</p>	<ul style="list-style-type: none"> <li>Awarded "2020 Golden Bridge Award – Outstanding Social Responsibility Real Estate Company of the Year" at the "Annual Investor Party of Thinking Financial Investors and Golden Bridge Award Ceremony"</li> <li>於「思維財經投資者年會暨金橋獎頒獎盛典」上榮獲「2020年金橋獎—年度傑出社會責任地產公司」榮譽</li> </ul> 
	<ul style="list-style-type: none"> <li>At the "2020 People's Corporate Social Responsibility Summit Forum and the 15<sup>th</sup> People's Corporate Social Responsibility Award Ceremony", the Group was awarded the "Green Development Award" of the "People's Corporate Social Responsibility Award"</li> <li>於「2020人民企業社會責任高峰論壇暨第十五屆人民企業社會責任獎頒獎典禮」上，集團榮獲「人民企業社會責任獎」之「綠色發展獎」</li> </ul> 
	<ul style="list-style-type: none"> <li>As of the end of the Year, the Group had a total of 135 projects with a GFA of over 18 million sq.m. that met the green building standards, and over 5 million sq.m. reaching Two-star rating of China Green Building Label</li> <li>截至本年度年底，集團共有135個項目達到綠色建築標準，建築面積逾1,800萬平方米，逾500萬平方米達到中國綠色建築標識二星級</li> </ul> 
	<ul style="list-style-type: none"> <li>The Group's Shanghai Yuzhou Plaza, Xiamen Yuzhou Plaza and Shenzhen Yuzhou Plaza were awarded the US Leadership in Energy and Environmental Design ("LEED") Gold Green Building Certification</li> <li>集團的上海禹洲廣場、廈門禹洲廣場及深圳禹洲廣場均獲美國能源與環境設計 (LEED) 金級綠色建築認證</li> </ul> 
	<ul style="list-style-type: none"> <li>The Group's project at No. 48 Caine Road, Hong Kong was awarded the Hong Kong BEAM Plus Platinum Green Building Certification</li> <li>集團的香港堅道48號項目獲香港BEAM Plus鉑金級綠色建築認證</li> </ul> 



## COMMUNICATION WITH STAKEHOLDERS

The Group understands that stakeholders' views should be considered in the process of achieving the sustainability goals, and their concerns and recommendations will provide a reference for the Group's sustainability management. The following are the major communication channels between the Group and its stakeholders. The Group responds to stakeholders' concerns in a timely manner by passing information to our stakeholders or communicating in a two-way manner.

## 持份者溝通

集團深知於實現可持續發展目標的過程中需考量各持份者的看法，他們的關注及建議將為集團的可持續發展管理提供參考。以下為集團與各持份者的主要溝通渠道。通過向持份者傳達信息或進行雙向溝通，集團及時回應持份者的關注。

 <b>Employees</b> 員工	 <b>Customers</b> 客戶	 <b>Shareholders/ Investors</b> 股東／投資者	 <b>Suppliers</b> 供應商	 <b>Government</b> 政府	 <b>Community</b> 社區
<ul style="list-style-type: none"> <li>Employee opinion survey</li> <li>Employee activities</li> </ul> <ul style="list-style-type: none"> <li>員工意見調查</li> <li>員工活動</li> </ul>	<ul style="list-style-type: none"> <li>On-site or telephone visits</li> <li>Customer satisfaction survey</li> <li>Mechanism for processing complaints</li> </ul> <ul style="list-style-type: none"> <li>上門或電話拜訪</li> <li>客戶滿意度調查</li> <li>投訴處理機制</li> </ul>	<ul style="list-style-type: none"> <li>General meetings</li> <li>Annual reports</li> <li>ESG reports</li> <li>Regular communication</li> <li>Seminars</li> </ul> <ul style="list-style-type: none"> <li>股東大會</li> <li>年報</li> <li>ESG報告</li> <li>定期通訊</li> <li>研討會</li> </ul>	<ul style="list-style-type: none"> <li>Suppliers conferences</li> <li>Symposiums</li> <li>Interviews with the senior management of suppliers</li> </ul> <ul style="list-style-type: none"> <li>供應商大會</li> <li>座談會</li> <li>供應商高管約談會</li> </ul>	<ul style="list-style-type: none"> <li>Regular meetings</li> <li>Government initiatives</li> </ul> <ul style="list-style-type: none"> <li>定期會議</li> <li>政府倡導</li> </ul>	<ul style="list-style-type: none"> <li>Volunteer activities</li> <li>Yuzhou Charity Foundation</li> </ul> <ul style="list-style-type: none"> <li>義工活動</li> <li>禹洲公益基金會</li> </ul>

## Materiality Assessment

During the Year, the Group carried out four steps, namely identification, prioritization, validation and review, identifying the material issues of the Group, which are material to the Group and its stakeholders. As shown in the Matrix of Material Issues, a total of 5 issues at the first level are the material issues of the Group for the Year. The management of the Group has reviewed and approved the results of this materiality assessment.

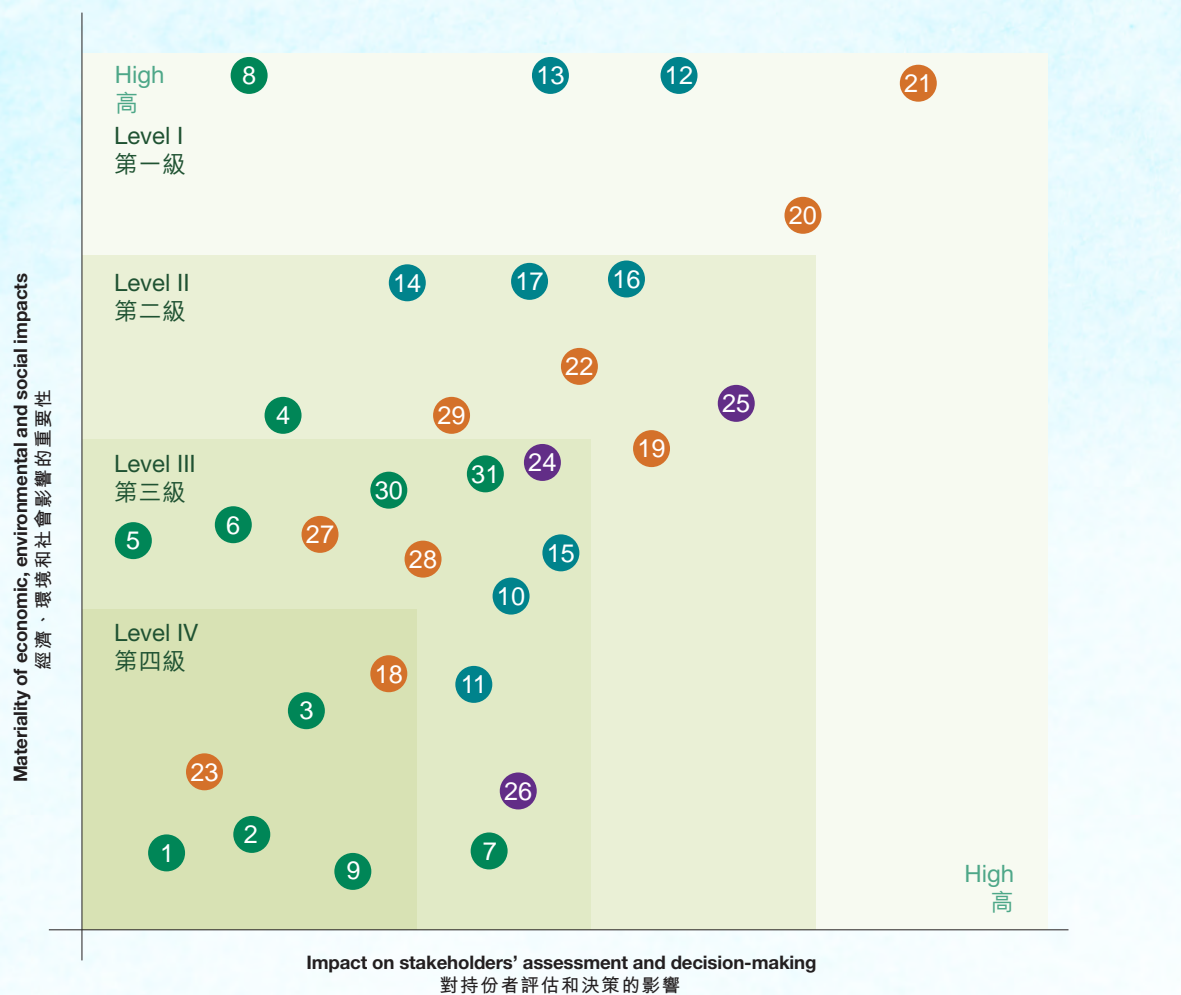
## 實質性議題評估

集團於本年度內通過鑒別、排序、確證及檢視四個步驟，識別出集團的實質性議題，這些議題對集團及持份者均十分重要，或對其中一方極其重要。如實質性議題矩陣所示，位於第一層級的議題乃集團本年度的實質性議題，共5個。集團管理層已審閱並通過此次實質性議題評估結果。





Matrix of Material Issues  
 實質性議題矩陣



- Environmental Issues  
環境議題
- Employee Issues  
員工議題
- Operational Issues  
營運議題
- Economic Issues  
經濟議題

Level I 第一級	Level II 第二級	Level III 第三級	Level IV 第四級
<p>8 Green building 綠色建築</p> <p>12 Occupational safety and health 職業安全與健康</p> <p>13 Employee training and promotion 員工培訓與晉升</p> <p>20 Ensuring product and service quality 確保產品及服務品質</p> <p>21 Customer satisfaction 客戶滿意度</p>	<p>4 Management and mitigation of general waste 一般廢棄物管理及減排</p> <p>14 Measures to prevent child/forced labor 童工／強制勞工預防措施</p> <p>16 Anti-discrimination 反歧視</p> <p>17 Human rights 人權</p> <p>19 Customer/user health and safety 客戶／用戶健康與安全</p> <p>22 Protection of customer privacy 客戶私隱保護</p> <p>25 Business ethics 商業道德</p> <p>29 Green procurement 綠色採購</p>	<p>5 Energy management and conservation 能源管理及節約</p> <p>6 Management and conservation of water resources 水資源管理及節約</p> <p>7 Ecological conservation 生態保護</p> <p>10 Staff retention and benefits 員工挽留及福利</p> <p>11 Communication channels for staff 員工溝通渠道</p> <p>15 Staff diversity and equal opportunity 員工多元化及平等機會</p> <p>24 Financial performance of the Company 公司財務表現</p> <p>26 Green finance 綠色金融</p> <p>27 Social and economic compliance 社會與經濟合規</p> <p>28 Social inclusion 社會共融</p> <p>30 Indoor air quality 室內空氣質素</p> <p>31 Environmental protection compliance 環保合規</p>	<p>1 Management and mitigation of exhaust 廢氣管理及減排</p> <p>2 Sewage discharge and mitigation 污水排放及減排</p> <p>3 Management and mitigation of hazardous waste 危險廢棄物管理及減排</p> <p>9 Tackling climate change 應對氣候變化</p> <p>18 Supply chain management 供應鏈管理</p> <p>23 Social investment 社會投資</p>



## Response to Stakeholders' Concerns

The following table sets out the Group's actions to address the material issues during the Year. With regard to more specific management approaches and measures, please refer to corresponding chapters or relevant information.

## 回應持份者的關注

下表列出集團本年度內於實質性議題採取的行動。有關更具體的管理方法及措施，請參閱相應章節或相關資料。

Material Issue 實質性議題	Actions of Yuzhou Group during the Year 禹洲集團本年度行動	Corresponding Chapter(s)/Information 對應章節／資料
<b>Green Building</b> 綠色建築 	<ul style="list-style-type: none"> <li>Adoption of various green technologies, such as prefabricated construction technology, Building Information Modelling ("BIM"), sponge city design, intelligent integrated system, etc.</li> <li>採用多項綠色技術，如裝配式建築技術、建築信息模型（「BIM」）、海綿城市設計、智能化集成系統等</li> <li>For new projects, the energy-saving rate was greater than 60%, with proportion of solar water heating system greater than 70%, and proportion of rainwater reuse system greater than 90%</li> <li>新建項目建築節能率大於60%、太陽能熱水系統設置比例高於70%、雨水回用系統設置比例大於90%</li> <li>Green building area accounted for approximately 80% of land reserves area</li> <li>綠色建築面積佔土儲面積的約80%</li> <li>Shenzhen Yuzhou Plaza was awarded the "U.S. LEED Gold" Green Certification</li> <li>深圳禹洲廣場獲得「美國LEED金級」綠色認證</li> <li>Issuance of green financing framework to finance green building</li> <li>發行綠色融資框架，為綠色建築提供資金</li> </ul>	Building Green Homes 建設綠色家園



Material Issue 實質性議題	Actions of Yuzhou Group during the Year 禹洲集團本年度行動	Corresponding Chapter(s)/Information 對應章節／資料
<b>Ensuring Product and Service Quality</b> 確保產品及服務品質 	<ul style="list-style-type: none"> <li>Quality inspections at different stages of a project</li> <li>於工程項目的不同階段進行質量檢查</li> <li>Application of innovative technologies in property management services</li> <li>應用創新科技於物業管理服務</li> <li>Internal review on hotel service quality level</li> <li>內部回顧酒店服務品質水平</li> <li>Service training for employees of the Group</li> <li>為集團員工提供服務培訓</li> </ul>	Creating Value for Customers 創造客戶價值
<b>Customer Satisfaction</b> 客戶滿意度 	<ul style="list-style-type: none"> <li>Provided multiple channels for complaints</li> <li>提供多渠道投訴方式</li> <li>Handled and tracked complaints in a timely manner</li> <li>及時處理及跟蹤投訴事件</li> <li>Invited third parties to conduct customer satisfaction survey</li> <li>邀請第三方進行客戶滿意度調查</li> </ul>	Creating Value for Customers 創造客戶價值
<b>Staff Training and Promotion</b> 員工培訓與晉升 	<ul style="list-style-type: none"> <li>Launched a number of comprehensive quality training in line with the Group's RMB100 billion goal</li> <li>配合集團千億目標，開展多項綜合素質培訓</li> <li>Promulgated "Management Procedures for Internal Lecturers"</li> <li>頒布《內部講師管理規程》</li> <li>Streamlined the training system</li> <li>梳理培訓體系</li> </ul>	Fostering Staff to Grow 促進員工成長
<b>Occupational Health and Safety</b> 職業健康及安全 	<ul style="list-style-type: none"> <li>Set up a staff safety and health working group under the direct supervision of the Board</li> <li>成立員工安全及健康工作小組，由董事會直接監督</li> <li>Achieved the goal of zero casualties</li> <li>實現零傷亡目標</li> <li>Carried out 31,629 hours of safety training, covering 15,847 person-times</li> <li>開展安全培訓31,629小時，覆蓋15,847人次</li> </ul>	Fostering Staff to Grow 促進員工成長





## RESPONSE TO THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

The Group supports the United Nations Sustainable Development Goals ("SDGs") and actively responds to the sustainable development goals by taking relevant actions in daily operations and vigorously carrying out community investment activities, striving to contribute to the achievement of the goals. During the Year, the Group analyzed the correlation between its own business value chain and SDGs, and thus identified the following 7 SDGs that were materially connected to its operations and reviewed the positive impacts and potential risks faced by the Group arising from these 7 goals during its operations.

## 回應聯合國可持續發展目標

集團支持聯合國可持續發展目標(SDGs)，通過於日常營運中採取相關行動及大力開展社區投資活動，積極響應可持續發展目標，致力為目標的實現出一份力。本年度，集團對自身業務價值鏈與可持續發展目標的關聯進行分析，進而識別出下列7項與集團營運有重要關聯的可持續發展目標，並審視集團營運過程中於此7項目標產生的積極影響及面臨的潛在風險。

	Section 章節	United Nations Sustainable Development Goals 聯合國可持續發展目標	Risks or opportunities faced by the Group and actions taken in 2020 集團面臨的風險或機遇及2020年行動簡介
	Sustainable Development Topic   Anti-epidemic	3.3 – Anti-infectious diseases	<ul style="list-style-type: none"> <li>The early stage of the outbreak of COVID-19 epidemic had brought challenges to the normal operations of the Group. The health of employees and the operations of various businesses were under different degrees of threats</li> <li>The Group actively adopted various preventive measures to protect the safety of employees and customers</li> <li>Yuzhou Charity Foundation established a special fund of RMB15 million for fighting against the epidemic</li> <li>A donation of RMB1.37 million was raised by employees, which was donated to frontline medical staff</li> </ul>
	可持續發展專題   抗擊疫情	3.3—抗擊傳染病	<ul style="list-style-type: none"> <li>新冠肺炎疫情爆發初期，對集團的正常營運帶來挑戰，員工的身體健康、各業務的運作均受到不同程度的威脅</li> <li>積極採取各項防疫措施保護員工及客戶安全</li> <li>禹洲公益基金會設立人民幣1,500萬元的抗擊疫情專項基金</li> <li>發起員工募捐，共籌得善款人民幣137萬元，捐贈於抗疫一線醫務人員</li> </ul>

	Section 章節	United Nations Sustainable Development Goals 聯合國可持續發展目標	Risks or opportunities faced by the Group and actions taken in 2020 集團面臨的風險或機遇及2020年行動簡介
 	Building Green Homes	9.1 – Develop quality, reliable, sustainable and resilient infrastructure  13.1 – Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters	<ul style="list-style-type: none"> <li>• A series of impacts brought by climate change, such as the sea-level rise and a sharp increase in temperature, have certain impacts on the Group's project site selection and effective working hours of site workers</li> <li>• Adopt sponge city design to improve the building's ability to cope with flooding</li> <li>• Established a Sustainability Committee to manage matters related to climate change</li> <li>• Conduct climate change scenario analysis and formulate corresponding policies to clarify the management direction of climate change</li> </ul>
	建設綠色家園	9.1—發展優質、可靠、可持續和可抵禦災害能力的基礎設施 13.1—加強抵禦和適應氣候相關的災害和自然災害能力	<ul style="list-style-type: none"> <li>• 氣候變化帶來的一系列影響，如海平面上升、氣溫急劇上升等，對集團的項目選址、工地工人有效作業時長等方面造成一定程度的影響</li> <li>• 採用海綿城市設計提高建築物應對洪水的能力</li> <li>• 成立可持續發展委員會負責管理氣候變化相關事宜</li> <li>• 開展氣候變化情景分析，並制定相應的政策，明確應對氣候變化的管理方向</li> </ul>





Sustainable Development of Yuzhou Group (Continued)  
禹洲集團的可持續發展(續)

	Section 章節	United Nations Sustainable Development Goals 聯合國可持續發展目標	Risks or opportunities faced by the Group and actions taken in 2020 集團面臨的風險或機遇及2020年行動簡介
	Fostering Staff to Grow	8.6 – Promote youth employment and training 8.8 – Promote safe and secure working environments for all workers	<ul style="list-style-type: none"> <li>During the construction process of the Group's projects under development, site workers are exposed to potential safety risks</li> <li>Strengthen the quality and skills training of employees to promote the self-development of the Group</li> <li>Provide diversified training for different positions to strengthen the Group's talent reserve</li> <li>Three-level safety inspections and unannounced inspection systems are implemented for each construction project, and safety operations guidelines are formulated to ensure the safety of site workers</li> </ul>
	促進員工成長	8.6—推動青年人就業和培訓 8.8—推動為所有工人創造安全 有保障的工作環境	<ul style="list-style-type: none"> <li>集團在建項目施工過程中，工地工人面臨潛在的安全風險</li> <li>加強員工的素質及技能培訓，可促進集團自身發展</li> <li>針對不同崗位需求，提供多元化的培訓以加強集團人才儲備</li> <li>對各施工項目實行三級安全檢查及飛行檢查制度，並制定安全操作指引保障工地工人安全</li> </ul>

	Section 章節	United Nations Sustainable Development Goals 聯合國可持續發展目標	Risks or opportunities faced by the Group and actions taken in 2020 集團面臨的風險或機遇及2020年行動簡介
	Creating Value for Customers	11.1 – Ensure access for all to adequate, safe and affordable housing and basic services	<ul style="list-style-type: none"> <li>• The Group provided comfortable and safe residence for residents, which is conducive to achieving goal 11.1</li> <li>• Use environmentally-friendly and safe interior fitting materials, control the content of hazardous substances, and apply sound insulation, shock absorption and other measures to ensure residential safety</li> <li>• Focus on community safety management and strengthen safety skills training for property service personnel</li> </ul>
	創造客戶價值	11.1—確保人人獲得適當、安全和負擔得起的住房和基礎服務	<ul style="list-style-type: none"> <li>• 集團為居民提供舒適、安全的住宅，有利於促進目標11.1的達成</li> <li>• 應用環保安全的室內裝修材料，控制有害物質的含量，並應用隔聲、減震等措施保障住宅安全</li> <li>• 重視小區的安全管理，加強物業服務人員的安全技能培訓</li> </ul>





Sustainable Development of Yuzhou Group (Continued)  
禹洲集團的可持續發展(續)

	Section 章節	United Nations Sustainable Development Goals 聯合國可持續發展目標	Risks or opportunities faced by the Group and actions taken in 2020 集團面臨的風險或機遇及2020年行動簡介
	Developing an Environment of Probity	16.5 – Reduce all forms of corruption and bribery	<ul style="list-style-type: none"> <li>Given the characteristics of the Group's business, corruption and bribery incidents were more likely to occur during the operations of the Group's business lines</li> <li>Strengthen the anti-corruption governance structure and conduct full-coverage anti-corruption audits on subsidiaries</li> <li>Enhance integrity training covering all employees</li> </ul>
	建設廉潔環境	16.5—減少一切形式的腐敗和賄賂行為	<ul style="list-style-type: none"> <li>鑒於集團業務的特點，集團的業務線條運作過程中，較可能發生腐敗及賄賂事件</li> <li>加強反貪腐管治架構建設，對附屬公司進行全覆蓋式的反貪腐審計</li> <li>增強廉潔培訓，培訓範圍覆蓋全體員工</li> </ul>
	Creating a Beautiful Community	1.A – Eliminate poverty in all dimensions 1.4 – Ensure that all men and women have equal rights to economic resources, as well as access to basic services etc.	<ul style="list-style-type: none"> <li>The Group can promote the achievement of goals 1.A and 1.4 through a series of community investment efforts</li> <li>Set up "Yuzhou Award and Assistance Fund" of RMB1 million to support students with financial difficulties in their families</li> <li>We carried out the "Ai You Child Welfare" project to care for the lives and learning of left-behind children</li> <li>Yuzhou Charity Foundation will continue to make donations to poverty-stricken areas</li> </ul>
	構建美好社區	1.A—消除一切貧窮 1.4—確保所有男女享有平等獲取經濟資源的權利、享有基本服務等	<ul style="list-style-type: none"> <li>集團可通過一系列社區投資工作，促進目標1.A及1.4的達成</li> <li>設立人民幣100萬元「禹洲獎助金」資助家庭經濟困難學生</li> <li>開展「愛佑安生」項目，關愛留守兒童生活及學習情況</li> <li>禹洲公益基金會持續會向貧困地區捐款</li> </ul>

## SUSTAINABLE DEVELOPMENT TOPICS | GREEN FINANCE

Environmental protection is one of the core business strategies of the Group. In August 2020, the Group issued its first green USD senior notes in the international market with an issue size of US\$300 million. In January 2021, the Group issued another US\$562 million green senior notes. In accordance with the requirements of the National Development and Reform Commission (“NDRC”) on the use of proceeds, the proceeds from the issuance of green bonds of the Group will be used for refinancing medium to long-term offshore indebtedness due within one year. The Group is committed to using the same amount of funds raised to invest and refinance “eligible projects” under the “Green Bond Framework”<sup>2</sup>, including green buildings, energy conservation, emission reduction projects and renewable energy applications. Most of the Group’s projects currently in operations have generated practical environmental benefits. According to the “Green Bond Framework”, these projects can be identified as “eligible projects”, so the issuance of green bonds will vigorously promote the Group’s environmental protection strategy.

## 可持續發展專題 | 綠色金融

環保乃集團的核心業務策略之一。集團於2020年8月，首次在國際市場上發行綠色美元優先票據，發行規模為3億美元，並於2021年1月，再次發行5.62億美元的綠色優先票據。根據國家發改委對募集資金用途的規定，集團的綠色債券募集資金將用於對未來一年內到期的中長期境外債券再融資。集團承諾使用與募集資金同等金額的資金，對《綠色債券框架》<sup>2</sup>下的「合資格項目」進行投資及再融資，包括綠色建築、節能減排項目、可再生能源應用。集團目前營運中的大部分項目已產生切實的環保效益，依據《綠色債券框架》，這些項目可確定為「合資格項目」，故發行綠色債券將大力促進集團發展環保策略。

<sup>2</sup> For details of the “Green Bond Framework”, please see: [http://ir.yuzhou-group.com/documents/greenfin2\\_tc.pdf](http://ir.yuzhou-group.com/documents/greenfin2_tc.pdf)

<sup>2</sup> 《綠色債券框架》詳細信息請參見：[http://ir.yuzhou-group.com/documents/greenfin2\\_tc.pdf](http://ir.yuzhou-group.com/documents/greenfin2_tc.pdf)





**Sustainable Development of Yuzhou Group (Continued)**  
**禹洲集團的可持續發展 (續)**

Details of Green Bonds 綠色債券詳細信息	First tranche 第一批	Second tranche 第二批
Issue size 發行規模	US\$300 million 3億美元	US\$562 million 5.62億美元
Issue date 發行日期	August 2020 2020年8月	January 2021 2021年1月
Coupon rate 票面利率	7.85%	6.35%
Repayment period 償還期限	6 Years 6年期	6 Years 6年期
Bond credit rating 債券信用評級	Moody's: B1 ranking 穆迪：評級B1	Moody's: B1 ranking 穆迪：評級B1
	Fitch: BB- ranking 惠譽：評級BB-	Fitch: BB- ranking 惠譽：評級BB-
Second opinion reviewing institution 第二意見審查機構	Sustainalytics 	Sustainalytics 
Proposed use of net proceeds 擬所得款項淨額主要用途	Refinancing of existing medium to long-term offshore indebtedness due within one year 將於一年內到期的現有中長期境外債務再融資	

Eligible Projects 合資格項目	Project Description 項目描述
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**Green Building  
綠色建築**



New construction or reconstruction of commercial or residential projects shall obtain any of the following certifications:

新建或改建的商業或住宅項目應獲取以下任一認證：

- China Green Building Label Two-Star or above
- 中國綠色建築標識二星級或以上
- US LEED Gold Green Building Certification or above
- 美國LEED金級綠色建築認證或以上
- Hong Kong BEAM Plus Gold or above
- 香港BEAM Plus金級或以上

Eligible Projects 合資格項目	Project Description 項目描述
<b>Energy Saving</b> 節能 	<p>An increase of 10% in the energy efficiency of equipment or technological transformation projects over the energy efficiency benchmark is required 設備或技術改造項目的能源效率較能源效率基準需提高10%</p> <ul style="list-style-type: none"> <li>• Energy-saving air-conditioners</li> <li>• 節能空調</li> <li>• Variable speed drives for air handling units</li> <li>• 空氣處理機組的變速驅動器</li> <li>• T5 lighting panel</li> <li>• T5照明面板</li> <li>• LED lights</li> <li>• LED燈</li> <li>• Sensor lighting</li> <li>• 感應照明</li> <li>• Variable-voltage variable-frequency elevator power system</li> <li>• 變壓變頻型電梯電源系統</li> </ul>
<b>Emission Reduction</b> 減排 	<ul style="list-style-type: none"> <li>• Installation of recycling equipment in commercial or residential buildings</li> <li>• 於商業或住宅建築內安裝回收設備</li> <li>• Food waste recycling</li> <li>• 廚餘垃圾回收</li> <li>• Construction waste recycling in construction phase</li> <li>• 施工階段進行建築垃圾回收</li> <li>• Rainwater management</li> <li>• 雨水管理</li> </ul>
<b>Renewable Energy</b> 可再生能源 	<ul style="list-style-type: none"> <li>• Rechargeable batteries, toner/cartridges</li> <li>• 充電電池、碳粉／墨粉盒</li> <li>• Developing, deploying and generating electricity using renewable energy (wind and solar) and supporting infrastructure, such as developing solar water heating systems, solar street lights, etc.</li> <li>• 利用可再生能源(風能及太陽能)及輔助基礎設施開發、部署及發電,如開發太陽能熱水系統、太陽能路燈等</li> </ul>





## Sustainable Development of Yuzhou Group (Continued)

### 禹洲集團的可持續發展 (續)

The capital allocation of the first tranche of green bonds is as follows:

第一批綠色債券的資金分配情況如下：

Project name 項目名稱	Attributable capital allocation of US\$300 million (approximately RMB1.95 billion) 3億美元 (約人民幣19.5億元) 的權益資金分配	Interest attributable to Yuzhou Group 禹洲集團 所佔權益	Certification 認證標識	Project description 項目描述
Hangzhou Yuzhou Lakeside Langham 杭州 禹洲 • 泊朗廷	RMB1.14 billion 人民幣11.4億元	71%	Two-star Green Building 綠建二星	<p><b>Design:</b> 設計：</p> <ul style="list-style-type: none"> <li>• Design of roof and exterior wall structure with effective thermal insulation</li> <li>• 採用良好隔熱效能的屋面及外牆構造設計</li> <li>• Industrial design and assembly using prefabricated components</li> <li>• 採用工業化設計，並採用預製構件進行裝配</li> <li>• Internal use of hot water pump system for domestic use in residential areas</li> <li>• 住宅區域內部採用空氣熱泵熱水系統供應生活熱水</li> </ul> <p><b>Recycling:</b> 回收：</p> <ul style="list-style-type: none"> <li>• Sunken greenbelt and basement rainwater recycling space for collecting rainwater</li> <li>• 設置下沉式綠地及地下室雨水回收房以收集雨水</li> </ul>

Sustainable Development of Yuzhou Group (Continued)  
禹洲集團的可持續發展 (續)

Project name 項目名稱	Attributable capital allocation of US\$300 million (approximately RMB1.95 billion) 3億美元 (約人民幣19.5億元) 的權益資金分配	Interest attributable to Yuzhou Group 禹洲集團 所佔權益	Certification 認證標識	Project description 項目描述
Chengdu Yuzhou Peaceful Country  成都 禹洲•晏山河	RMB415 million  人民幣4.15億元	51%	Two-star Green Building 綠建二星	<b>Design:</b> 設計： <ul style="list-style-type: none"> <li>Design of diversion of rain and sewage in the community</li> <li>採用小區內雨污分流的設計</li> </ul> <b>Energy Saving:</b> 節能： <ul style="list-style-type: none"> <li>Enhancing the insulation of doors, windows, walls and roofs to reduce indoor and outdoor heat transmission</li> <li>加強門、窗、牆體、屋面的保溫、隔熱作用，減少室內外熱傳遞</li> </ul>
Suzhou Yuzhou Royale Aqua Mansion  蘇州 禹洲•雍澤府	RMB395 million  人民幣3.95億元	51%	Two-star Green Building 綠建二星	<b>Design:</b> 設計： <ul style="list-style-type: none"> <li>Design of diversion of rain and sewage in the community</li> <li>採用小區內雨污分流的設計</li> </ul> <b>Energy Saving:</b> 節能： <ul style="list-style-type: none"> <li>Application of solar water heating system</li> <li>應用太陽能熱水系統</li> <li>Intelligent lighting or timer control switches are installed in the garage, with lighting circuit separated between the lanes and the parking lots</li> <li>於車庫內設置智能照明或時控開關，車道與車位的照明分迴路控制</li> </ul>



## SUSTAINABLE DEVELOPMENT TOPICS | ACTIVELY SUPPORTING HKEX'S EXPLORATION IN GREEN FINANCE AND SUSTAINABILITY

Hong Kong Exchanges and Clearing Limited (the "HKEX") formally announced the establishment of a sustainable and green exchange – "STAGE" on December 1, 2020. STAGE is Asia's first multi-asset class platform for sustainable financial products that supports the globally growing demand for sustainable financial development.

The platform has an online product information database, at the beginning covering 29 sustainable financial products listed on the Hong Kong Stock Exchange issued by leading Asian enterprises, including sustainable development, green and transformation bonds issued by various industries ranging from public utilities, transportation, real estate development to financial services, as well as ESG-related exchange products. In the future, the product coverage will gradually expand to different industry issuers and multi-asset classes in Hong Kong and other regions.

Pursuant to the requirements, issuers can provide more information on their sustainable investment products to investors on the STAGE platform to facilitate the flow of relevant information and enhance the transparency of information. Issuers joining STAGE are also required to make more voluntary disclosures on the relevant products, such as reports on the use of proceeds and published annual reports, so as to provide investors with more convenient access to reliable information on sustainable investment in the region.

At the same time, such information and data can also be used as a benchmark for issuers to raise funds for sustainable projects, and also help standardize the criteria for sustainable development consideration.

## 可持續發展專題 | 積極支持香港交易所於綠色金融及可持續發展的前沿探索

香港交易及結算所有限公司(「香港交易所」)於2020年12月1日宣布正式成立可持續及綠色交易所「STAGE」。STAGE為亞洲首個多元資產類別可持續金融產品平台，支持全球不斷增長的可持續金融發展需求。

該平台設有網上產品資訊庫，推出之初涵蓋29隻在香港交易所上市、由亞洲領先企業發行的可持續發展金融產品，包括公共事業、交通運輸、房地產發展以至金融服務等多個行業發行的可持續發展、綠色及轉型債券，以及ESG相關的交易所產品。產品涵蓋範圍日後會逐漸擴大至香港及其他地區不同行業發行人、多資產類別。

根據規定，發行人可在STAGE平台向投資者提供更多有關其可持續投資產品的資訊，促進相關資訊流通及提高訊息透明度。加入STAGE的發行人亦須就有關產品作更多的自願披露，例如所得款項用途報告、發行後的年度報告等，方便投資者更便捷掌握區域內有關可持續投資的可靠資訊。

與此同時，這些資訊及數據亦可用作發行人為可持續項目籌集資金的衡量基準，也有助可持續發展考量標準的規範化。



## Sustainable Development of Yuzhou Group (Continued) 禹洲集團的可持續發展 (續)

During the Year, Yuzhou Group paid close attention to the frontier information on domestic and overseas sustainable development and green finance, and continued to pay attention to the information, guidelines, recommendations and platforms for listed companies launched by the Hong Kong Stock Exchange. Once the STAGE platform was launched, the Group organized a team to conduct study and research to further identify its advancement, feasibility and brand effect. At the same time, the Group's Corporate Finance and Investor Relations Department also actively participated in 5-10 sustainable finance seminars in the industry, discussed and communicated with hundreds of industry peers. After the rapid application by the team, Yuzhou Group's first green USD senior notes were successfully listed on the STAGE platform during the Year, being the first batch of products displayed and traded on the STAGE platform in the green USD bonds field by Chinese property developers.

本年度內，禹洲集團密切關注國內外可持續發展及綠色金融等領域的前沿信息，並持續關注港交所對於上市企業推出的信息、指引、建議以及平台。STAGE平台一經推出，本集團便組織團隊進行學習研究，深入研判其先進性、可行性以及品牌效應，同時，集團企業融資及投資者關係部亦積極參與了5-10場行業內的可持續發展金融研討會，與數百名行業同仁探討和溝通。經過團隊迅速的申請，禹洲集團首個綠色美元優先票據於年內成功於STAGE平台上掛牌，成為中資地產商綠色美元債券領域首批於STAGE平台展示及交易的品種。



### Name 名稱

Yuzhou Group Holdings Company Limited 7.85% Green Senior Notes Due 2026

禹洲集團控股有限公司7.85%綠色優先票據2026年

### Issuer 發行人

Yuzhou Group Holdings Company Limited  
禹洲集團控股有限公司

### ISIN 國際證券號碼

XS2215399317

### Code 代號

40343

### Bond Class 債券類別

Green  
綠色

### Bond Currency 交貨貨幣

USD  
美元

### Date of Listing 上市日期

August 13, 2020  
2020年8月13日

### Maturity Date 到期日

August 12, 2026  
2026年8月12日

### Bond Benchmark/Principles 債券標準/原則

Green Bond Principles 2018  
綠色債券原則 2018

### Framework Document 框架文件

Green Finance Framework [\(PDF\)](#)

### Offering Circular 發售通函

Offering Circular\_20200805 [\(PDF\)](#)

### Independent Review/Certification 獨立評審/認證文件

External Review\_Sustainability [\(PDF\)](#)

### Subsequent Announcements 發行後續報告

Committed to provide  
承諾將會提供

### Reference 資料

Link  
鏈接

### Name 名稱

Yuzhou Group Holdings Company Limited 6.35% Green Senior Notes Due 2027

禹洲集團控股有限公司6.35%綠色優先票據2027年

### Issuer 發行人

Yuzhou Group Holdings Company Limited  
禹洲集團控股有限公司

### ISIN 國際證券號碼

XS2277549155

### Code 代號

40517

### Bond Class 債券類別

Green  
綠色

### Bond Currency 交貨貨幣

USD  
美元

### Date of Listing 上市日期

January 14, 2021  
2021年1月14日

### Maturity Date 到期日

January 13, 2027  
2027年1月13日

### Bond Benchmark/Principles 債券標準/原則

Green Bond Principles 2018  
綠色債券原則 2018

### Framework Document 框架文件

Green Finance Framework [\(PDF\)](#)

### Offering Circular 發售通函

Offering Circular\_20210104 [\(PDF\)](#)

### Independent Review/Certification 獨立評審/認證文件

External Review\_Sustainability [\(PDF\)](#)

### Subsequent Announcements 發行後續報告

Committed to provide  
承諾將會提供

### Reference 資料

Link  
鏈接



## Sustainable Development of Yuzhou Group (Continued)

### 禹洲集團的可持續發展(續)

At the beginning of 2021, Yuzhou Group actively seized the excellent issuance window of the fast-changing international market and issued the second green USD senior notes, which was again widely recognized by global investors. At the same time, in view of the successful experience of the first tranche of green bonds on the STAGE platform, the Group continued to optimize the work process and improve the application efficiency. The successful issuance of green bonds was immediately admitted on the STAGE platform, which demonstrated the wide recognition of Yuzhou bonds.

## SUSTAINABLE DEVELOPMENT TOPICS | ANTI-EPIDEMIC

At the beginning of 2020, the COVID-19 epidemic outbreak occurred worldwide. As a socially responsible enterprise, the Group has made every effort to contribute fighting against the epidemic. In response to the state call for resumption of work and production, the Group carried out work resumption plans in an orderly manner and implemented anti-epidemic measures in each operating segment. While maintaining its sound operations and protecting itself, the Group actively organized donations and supplies to help people in need. The Group's anti-epidemic measures and external donations have been recognized by different sectors of the society, and was awarded the "2020 Outstanding Contribution Enterprise in Anti-epidemic" by the 10<sup>th</sup> China Charity Festival.

### Protecting Employees' Safety

The COVID-19 epidemic has brought certain challenges to the Group's operations and management as well as our employees' life. Facing the epidemic, Yuzhou Group fully supported the epidemic prevention and control and took the initiative to postpone the resumption for weeks to avoid the peak of work resumption, so as to protect our employees to minimize the social crowd contact and infection with people when they returned to work. During the resumption period, we carefully collected the rosters of employees and consolidated the health information of employees on a daily basis. After the resumption of work, we actively purchased epidemic prevention supplies, measured body

2021年新年伊始，禹洲集團積極把握住國際市場轉瞬即逝的絕佳發行窗口，第二次發行了綠色美元優先票據，又一次獲得全球投資者廣泛認可。與此同時，鑒於首筆綠色債券掛牌STAGE平台的成功經驗，集團繼續優化工作流程，提升申請速率，本次綠色債券發行成功即被納入STAGE平台，彰顯了禹洲債券廣獲認可的程度。

## 可持續發展專題 | 抗擊疫情

2020年年初，新冠肺炎疫情在全球範圍內爆發，作為一家具有社會責任感的企業，集團不遺餘力為抗擊疫情獻出一份力。為響應國家復工復產號召，集團有序開展復工計劃，並在各運營板塊實施抗疫相關的措施。在維持自身良好運營及做好自身防護的同時，集團積極組織捐款捐物，向社會各界有需要的人士伸出援手。集團的防疫措施及對外捐助得到社會各界的認可，榮獲由第十屆中國公益節頒發的「2020年抗疫傑出貢獻企業」。

### 保障員工安全

新冠肺炎疫情給集團經營管理和員工生活帶來一定的挑戰，面對疫情，禹洲集團全力支持疫情防控工作，主動將復工日期後延數周，避開復工高峰，以保護我們的員工盡量減少其復工途中和人群的接觸及感染。返工期間，我們認真做好員工返崗信息收錄、進行每日員工健康信息匯總等工作。復工後，我們積極採買防疫物資、測量體溫、對公共場所進行常態化消毒、發佈



## Sustainable Development of Yuzhou Group (Continued) 禹洲集團的可持續發展(續)

temperature, regularly sanitized public places, and issued epidemic prevention guidelines to ensure the safety of employees. In case of physical symptoms of employees, we monitored their health status and keep track for 14 days. Facing the possible economic burden of employees during the epidemic, the Group insisted not to cut staff nor reduce their salary, so as to ensure the stability of our employees' work and income. At the same time, the Group provided employees with corresponding mental health lectures to relieve mental stress.

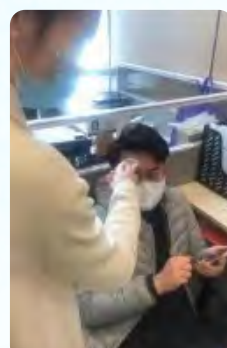
疫情防護指南等措施確保員工安全。若出現員工身體不適的狀況，我們將對其健康情況進行確認並持續追蹤14天。面對疫情期間員工可能出現的經濟負擔，集團堅持不裁員不降薪，保障員工工作及收入的穩定性。同時，集團為員工提供對應的心理健康講座，緩解心理壓力。



Assisted employees to make appointments for hair salons in Shanghai and Xiamen for free haircuts  
協助員工於上海及廈門禹洲廣場樓下預約理髮店，免費理髮服務



Various online training for the epidemic, including protection guidelines, personal psychological care, etc.  
針對疫情開展各項線上培訓，包括防護指南、個人心理防護等



Monitored employees' body temperature daily and regularly disinfecting the workplace  
每日監測員工體溫，對工作場所進行常態化消毒



## Stable Operations 穩健運營

### Employee Management 員工管理



- We adopted a combination of online-offline recruitment to reduce risks of contact.
- 我們採用線下線上招聘相結合，減少接觸風險。
- We flexibly applied online training tools to provide training for all employees through online live streaming, with an internal online forum for employees to raise questions and discuss.
- 靈活應用線上培訓工具，通過禹學園平台線上直播模式對全體員工進行培訓，學習網站內設內部論壇供員工提問並討論。

### Design Work 設計工作



- The Group strived to build a “zero-contact community” to provide property owners with a healthy and comfortable living environment. Through the detailed design of whole circuit for home return, the circuit for home return is divided into 7 spots, with design adjustments made in the area including the entrance of the community, the entrance of units and the garages. For example, the intelligent service, such as temperature screening system, face recognition and the sterilization ultraviolet light, and the design of healthy residence are in place to fully protect the owners and reduce contact.
- 集團全力打造「零接觸社區」，為業主提供健康安心的居住環境。通過對歸家全流程路徑的精細設計，將歸家流程分為7個站點，分別在小區入口、單元入口、車庫等回家必經區塊做出設計調整，例如，體溫篩查系統、人臉識別及殺菌紫外線燈等智能服務系統與健康住宅設計等措施，全方位保護業主，減少接觸。

### Caring for Owners 業主關懷



- The Group immediately responded to the government's requirements and formed comprehensive three-level epidemic prevention and control plan to fully protect the health of property owners. We assigned all manpower and materials to fight against the epidemic, such as temperature check and registration of people entering and leaving, regular sanitization in public areas and distributing masks, etc..
- 集團第一時間響應政府要求，形成完善的疫情三級防控預案，全力守護業主的健康。我們調撥所有人力及物資投入抗疫工作，測量並登記出入小區人員的體溫、對公共區域施行常態化消毒處理、派發口罩等。
- While protecting the health of property owners, we were committed to providing convenient services to property owners during special periods. During the epidemic, we provided property owners with services such as purchase and delivery of daily necessities and provided warm-hearted services such as printing of learning materials and haircut in various communities.
- 保障業主健康的同時，我們致力於特殊期間為業主提供便利的服務，疫情期間為業主提供生活物資採買、配送服務，並於各社區提供作業、教材打印，和愛心理髮等暖心服務。
- At the same time, Yuzhou Group also launched the “Four Major Anti-epidemic” service on the customer service supervision hotline to provide property owners with comprehensive knowledge of epidemic prevention, information shared by patients, real-time information about the epidemic and material use guide. In order to alleviate the pressure on hospital visits and reduce the risk of cross-infection, the Group cooperated with a number of medical brands to carry out online free medical consultation activities, so that property owners can enjoy 24-hour free online medical consultation and psychological consultation services without leaving home.
- 同時，禹洲集團亦於客戶服務監督熱線開通「四大抗疫」服務，為業主提供全面的防疫知識、患者同乘信息、疫情實時播報和物資使用指南等信息。為緩解醫院就診壓力，降低交叉感染風險，集團攜手多名醫療品牌，開展線上義診活動，讓業主足不出戶便能享受24小時免費線上義診和心理諮詢等服務。



**Merchants  
Support  
商戶扶持**



- Continued epidemic prevention and control will inevitably have a certain impact on the food and beverage and entertainment industries. To this end, the Group took the initiative to reduce rent by 50% and worked with tenants to overcome the hardship.
- 持續的疫情防控工作不可避免對餐飲、文娛行業造成一定影響。為此，集團主動將租金減半，攜手商戶，共克時艱。
- On the basis of reduction and exemption, the Group adopted a flexible rental payment method according to the operations of the enterprise, and changed the original fixed rental method to the revenue-based method. In the event that the operations of a store is in extreme difficulty, a “pay two get one free” courtesy may be given at discretion, or free promotion will be provided.
- 在減免的基礎上根據企業經營的情況，採用靈活交租方式，將原來固定租金的方式轉變為營業額提成的方式。針對商舖經營非常困難的情況，可酌情採取交二免一的方式，或為其進行免費宣傳。

**Hotel  
Management  
酒店管理**



- A fresh air system has been set up in the hotel to reduce the transmission risk caused by air circulation. The Group also disinfected and cleaned the guest rooms and public areas regularly, and engaged third-party agencies to carry out testings.
- 於酒店建立新風系統，減少空氣內循環引起的傳播風險，定期對客房及公共區域進行消毒清潔，並聘請第三方機構進行檢測。
- The Group checked guests' body temperature and their health code and travel code with photos for record. The Group conducted nucleic acid testing for employees on a regular basis to further protect the safety of our guests.
- 對辦理入住的客人，集團檢測其體溫，檢查健康碼和行程碼，並拍照留檔。針對員工，集團定期對其進行核酸檢測，進一步保障客人安全。
- During the epidemic, we attached great importance to the safety of cold chain food, with strict control requiring suppliers to provide relevant certificates such as nucleic acid testing reports for relevant batches of goods.
- 疫情期間高度重視冷鏈食品的安全，禹洲集團嚴格把控冷鏈食品安全，要求供應商提供相關批次貨物的核酸檢測報告等相關證書。

**Suppliers  
Support  
供應商支持**



- In order to ensure supply chain stability and reduce supply chain management risks, the Group adopted a dual procurement strategy and developed a sound management plan to respond to any possible change in a timely manner.
- 為確保供應鏈穩定，減少供應鏈管理風險，集團採取雙重採購策略，制定完善管理計劃，及時應對任何可能發生的變化。
- The Group adopted information management measures such as video conference, and required suppliers to take preventive measures to reduce the risk exposure.
- 集團採取信息化管理，如視頻會議等措施，並要求供應商也做好防疫措施，以減少接觸風險。
- At the same time, the Group dealt with the construction parties on a compassionate ground and appropriately adjusted the actual payment method, so as to relieve their performance pressure.
- 同時，集團盡可能最大化照顧施工單位，適當調整實際的付款方式等，緩解其履約壓力。



## Sustainable Development of Yuzhou Group (Continued)

### 禹洲集團的可持續發展 (續)

#### Community Support

The Group makes generous donations to help the society. Yuzhou Charity Foundation utilized all possible resources to purchase surgical masks, protective clothing, goggles and other urgent supplies in the international market and donated them to the Red Cross in various regions. Under the leadership of Lam Lung On, J.P., the chairman of the Board of the Group, Yuzhou Charity Foundation established a special fund of RMB15 million to fight against the epidemic, and donated RMB5 million to the Red Cross of Hubei Province immediately on behalf of the Group. The subsequent funds will continue to support the epidemic prevention and control in various places through various means including funds and supplies.

The COVID-19 epidemic has brought people across the country together, and all employees of the Group have expressed their willingness to give back to the society. During the epidemic, we raised a total of approximately RMB1.37 million through internal fund-raising channels, providing care and subsidies to children of frontline medical staff and children who suffered from the epidemic.

#### 社區援助

集團慷慨解囊對社會提供力所能及的幫助。禹洲公益基金會動用一切可以協調的資源，於國際市場採買醫用口罩、防護服、護目鏡等急需物資捐贈於各地區紅十字會。由集團董事局主席林龍安太平紳士主導，禹洲公益基金會設立人民幣1,500萬元的抗擊疫情專項基金，並代表集團第一時間向湖北省紅十字會捐贈人民幣500萬元，後續善款通過資金、物資等多種方式，持續支援多地的疫情防控工作。

新冠肺炎疫情牽動全國人民的心，集團全體員工義不容辭向社會伸出援手。疫情期間，我們通過內部募捐渠道，共募得捐贈善款約人民幣137萬元，向抗疫一線醫務人員子女、因疫致困青少年兒童提供關愛補助。





## BUILDING GREEN HOMES

### 建設綠色家園

As the market pays more attention to environmental protection concepts such as green and low-carbon, Yuzhou Group increases its investment in environmental protection, actively seeks green technologies, and continuously develops green buildings to build a harmonious ecological community between man and the nature.

隨著市場對綠色及低碳等環保概念的關注度日漸提高，禹洲集團加大對環保領域的資源投入，積極尋求綠色技術，並持續發展綠色建築，打造人與自然和諧的生態社區。



**135 個**

**Green building certification projects**  
綠色建築認證項目



**Over 18 million sq.m.**  
**逾 1,800 萬平方米**

**Green building GFA**  
綠色建築面積



**100%**

**Target of green building certifications**  
**for new projects within four years**  
新建項目綠色建築取證率目標四年內達到



**This Chapter:**

**Environmental Management Strategy | Green Technology  
| Green Building | Resources Conservation | Emissions  
Management | Protection of Biodiversity | Tackling Climate  
Change**

**本章節：**

**環境管理策略 | 綠色技術 | 綠色建築 | 節約資源 | 排放  
管理 | 保護生態多樣性 | 應對氣候變化**

## ENVIRONMENTAL MANAGEMENT STRATEGY

The Group strictly complies with environmental-related laws and regulations, and has formulated environmental-related sustainable development policies to provide environmental management directions for all business departments, and encourages associates and joint ventures to comply with such policies, striving to reduce the impact of business operations on the environment. The Group enhances its environmental management performance by implementing energy-saving and emission reduction measures, promoting green buildings and supporting ecological conservation, and integrating environmental protection concepts into daily operations of various businesses. Each of our business segments has established an environmental management system that meets its own operational characteristics, among which, the Group's property subsidiary, U Life Services Group Co., Ltd., has obtained ISO14001 environmental management system certification. During the Year, we have also started to identify potential risks and opportunities arising from climate change to our business, and have formulated climate change policy to actively respond to such risks.

## GREEN TECHNOLOGY

Yuzhou Group believes that the application of green building technology is conducive to improving construction efficiency, project quality and environmental performance. We actively explore and apply sustainable construction technologies such as prefabricated construction technology and BIM technology. In addition, we apply smart property platforms in some of our properties to monitor data on energy consumption so that we can timely detect abnormal energy consumption and improve energy efficiency.

## 環境管理策略

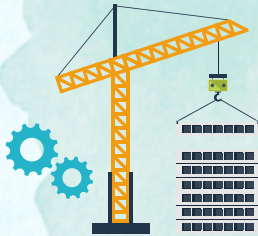
集團嚴格遵守環境相關的法律法規，並制定環境相關的可持續發展政策，為各業務部門提供環境管理方向，並鼓勵聯營公司和合營公司遵循此類相關政策，致力降低業務營運對環境的影響。集團通過實施節能減排措施、推動綠色建築及支持生態保育，並將環保理念融入各個業務的日常營運中，以提升環境管理績效。我們的各業務板塊均已建立符合自身營運特點的環境管理體系，其中，集團物業附屬公司禹佳生活服務集團有限公司已獲得ISO14001環境管理體系認證。本年度，我們亦開始識別氣候變化對業務帶來的潛在風險和機遇，並制定氣候變化政策，積極應對有關風險。

## 綠色技術

禹洲集團深信應用綠色建築技術有利於提高建造效率、項目質量及改善環境績效。我們積極探索及應用装配式建築技術、BIM技術等可持續建築技術。此外，我們於部分物業應用智慧物業平台以監測物業能耗的數據，以便及時發現能耗異常並提高能源效益。



Prefabricated Construction  
Technology  
装配式建築技術



Prefabricated construction technology refers to the pre-processing and fabrication of building components and accessories in factories before being transported to the construction site for assembly. This construction mode can reduce on-site construction procedures, save scaffolding and formwork works, thus saving construction materials, reducing on-site manpower demand, resource consumption and negative impact on the surrounding environment of construction projects. In order to gradually increase the ratio of prefabricated construction in the Group's projects, we set a target to achieve an assembly rate<sup>3</sup> of 25% and 35% in 2021 and 2025, respectively. During the Year, the Group had a total of 14 civil engineering construction designs, of which 11 projects applied prefabricated construction technology, with an assembly rate of 78.6%. 装配式建築技術指將建築構件和配件預先在工廠加工製作，及後運輸至施工現場進行裝配。此建築模式能減少現場施工程序，節省腳手架以及模板作業從而節省建築材料，減少現場人力需求、資源耗用以及對施工項目周邊環境的負面影響。為逐步提高装配式建築於集團項目中的比率，我們設定2021年和2025年分別達到25%及35%裝配率<sup>3</sup>的目標。本年度內，集團共有14個項目進行土建施工圖設計，其中有11個項目應用装配式建築技術，裝配率佔78.6%。

BIM Technology  
BIM技術



By applying BIM technology, the Group integrates various building information and establishes a simulated three-dimensional building model for the project, which has five characteristics, namely visualization, coordination, simulation, optimization and graphability. During the project design stage, we use BIM technology to build an irradiation and wind environment simulation model for the project. During the construction phase, we use BIM to communicate with contractors at construction sites. At the same time, this technology helps us identify potential problems in advance, reduce construction errors, reduce construction waste generation, and improve construction efficiency and safety. 集團通過應用BIM技術，整合各種建築信息，為項目建立模擬的三維立體建築模型，其具備可視化、協調性、模擬性、優化性和可出圖性五大特點。我們於項目設計階段，利用BIM技術為項目建立日照、風環境模擬模型。於施工階段，我們於施工現場利用BIM向承包商進行溝通指導。同時，該技術協助我們預先識別潛在問題，減少施工錯誤，減少建築廢棄物產生，提高施工效率與安全。

<sup>3</sup> Assembly rate: the number of projects constructed with prefabricated building technology as a proportion to the total number civil engineering construction projects during the year

<sup>3</sup> 裝配率：當年年度全部進行土建施工圖設計的項目中，應用装配式建築技術的項目的佔比



Sponge City Design  
海綿城市設計



Climate change may cause frequent extreme weathers and sponge city design can improve the building's ability to cope with flooding and strengthen its ability to cope with climate change. The Group has incorporated flood-proof sponge city design with ecological functions into the design of the construction projects, such as the rainwater reuse design, the rainwater garden, low elevation greenbelt and road surface is laid with permeable materials in Yuzhou Upper East Side Garden Project in Jiangning, Nanjing. 氣候變化可能造成極端天氣頻發，而海綿城市設計可提高建築物應對洪水的能力，加強其應對氣候變化的能力。集團將防洪且具備生態功能的海綿城市設計融入至建築項目設計中，例如於南京江寧禹洲上東逸境項目加入雨水回用設計，設置雨水花園和下凹式綠地，並利用透水材料鋪設路面。

Heat Island Effect  
Mitigation Design  
舒緩熱島效應設計



The heat island effect refers to the phenomenon that the temperature of a city is significantly higher than that of the surrounding suburban areas, and the building density, materials, layout, green space ratio and water-related facilities will affect the heat environment surrounding the building. When designing a project, the Group evaluates the heat environment surrounding the project to assess whether there is any serious heat island effect in the project. In addition, we adopt reasonable architectural design planning to mitigate the heat island effect, including reasonable architectural design and layout, roof greening, wall vertical greening and water landscape setting.

熱島效應指城市的氣溫明顯比外圍的郊區高的現象，建築密度、材料、佈局、綠地比例和水景設施均會影響建築周邊的熱環境。集團在項目設計時，會評估項目周邊的熱環境，以評估項目是否存在嚴重的熱島現象。此外，我們通過合理的建築設計規劃以舒緩熱島效應，包括合理的建築設計和佈局，進行屋頂綠化和牆壁垂直綠化，以及水景設置。

## GREEN BUILDING

The Group continues to increase its investment in green building, and is committed to integrating green building elements into the whole process of project design, construction and use, so as to minimize the impact of projects on the environment. In addition to the architectural design that makes good use of natural light and natural ventilation, the Group uses environmentally-friendly materials as much as possible, adopts energy-saving and water-saving technologies, and sets targets for the application of environmental-friendly energy-saving measures and technologies to improve the efficiency of resource utilization. In order to effectively manage the use of resources in construction, we also integrate the systems of building equipment such as water pumps, air-conditioners and elevators into the same platform by adopting an integrated building management system ("IBMS") for real-time monitoring, so as to timely identify equipment abnormalities.

## 綠色建築

集團持續加大於綠色建築的投入，致力從項目的設計、建設及使用全過程中融入綠色建築元素，盡量減少項目對環境的影響。除善用自然光、自然通風的建築設計外，集團盡量使用環保材料，採用節能及節水技術，並設有環保節能措施及技術的應用目標，以提高資源利用效率。為有效管理建築的資源使用狀況，我們亦通過採用綜合樓宇管理系統 (IBMS)，將水泵、空調、電梯等樓宇設備的系統整合至同一平台，進行實時監控，從而及時識別設備的異常情況。



Energy-saving rate of  
new projects  
新建項目建築節能率

>60%



Proportion of solar  
water heating system in  
new projects  
新建項目太陽能熱水  
系統設置比例

>70%



Proportion of rainwater  
reuse system in  
new projects  
新建項目雨水回用  
系統設置比例

>90%



New project with walls  
using recycled materials,  
such as fly ash and  
autoclaved aerated blocks  
新建項目牆體採用  
再生材料，如粉煤灰、  
蒸壓加氣塊等

Environmental protection and energy conservation measures or technical application objectives  
環保節能措施或技術應用目標



## Building Green Homes (Continued) 建設綠色家園 (續)

In order to vigorously promote green building, the Group has set a goal of achieving 100% of green building certification rate for new projects in the next four years. During the Year, all new residential projects of the Group met the design requirements of one-star green building label or above. As of December 31, 2020, we had a total of 135 projects reaching green building standards with a GFA of approximately 18 million sq.m., of which 5 million sq.m. reaching green building two-star and above standards. In addition, our Shenzhen Yuzhou Plaza obtained the “U.S. LEED Gold” green certification during the Year, becoming the Group’s third U.S. LEED certified project after Shanghai Yuzhou Plaza and Xiamen Yuzhou Plaza. In addition, during the Year, the Group also launched a green financing framework to finance our green building, energy saving and emission reduction and renewable energy projects by issuing green bonds.

為大力推動綠色建築，集團已訂立於未來四年內實現新建項目綠色建築標識取證率達100%的目標。本年度內，集團所有新建住宅項目均符合綠色建築一星標識或以上的設計要求。截至2020年12月31日，我們共有135個項目達綠色建築標準，建築面積約1,800萬平方米，其中500萬平方米達綠色建築二星及以上標準。此外，我們深圳禹洲廣場於本年度內獲得「美國LEED金級」綠色認證，成為集團繼上海禹洲廣場及廈門禹洲廣場後第三個獲美國LEED認證的項目。此外，本年度內，集團亦推出綠色融資框架，通過發行綠色債券為我們的綠色建築、節能減排和可再生能源項目提供資金。



### Shenzhen Yuzhou Plaza–U.S. LEED Gold Green Certification

- Use of external light as much as possible and a smart lighting system to reduce energy consumption in lighting
- Use of low energy consumption and environmentally-friendly materials
- Adoption of IBMS equipment system to monitor the operating condition of the equipment around the clock
- Adoption of variable refrigerant volume (“VRV”) air-conditioning system

### 深圳禹洲廣場—美國LEED金級綠色認證

- 盡量將外部光線引入室內，並使用智能照明系統，減少照明方面的能源消耗
- 使用低能耗環保材料
- 採用IBMS設備系統，全天候監控設備運行狀態
- 採用可變製冷劑流量 (VRV) 空調系統



### Wuxi Yuzhou Park Land

- This project is based on the green and low-carbon concept, and it is designed to use a series of green technologies that conserve resources, energy and protect the environment
- Fully utilizing underground space, optimizing site wind environment, and adopting low-impact development technology
- Optimizing and improving advanced technologies such as thermal performance of the envelope structure, solar water heating system, rainwater collection and utilization, water-saving appliances, adjustable outdoor shading and high-strength material utilization

### 無錫—禹洲公元九裡

- 本項目基於綠色低碳理念開發建設，設計使用了一系列節約資源、能源，保護環境的綠色技術
- 充分開發利用地下空間、優化場地風環境、採用低影響開發技術
- 優化改善圍護結構熱工性能、太陽能熱水系統、雨水收集利用、節水器具、可調節外遮陽、高強度材料利用等先進技術



### RESOURCES CONSERVATION

Yuzhou Group attaches great importance to resource management and strives to save energy, water resources, office supplies and other consumables. The Group has established internal systems to regulate the use of resources in various businesses, including the “Safety Culture Standardization Operational Guidelines”, “Guidelines for the Configuration Standards of Offices”, etc..

### 節約資源

禹洲集團重視資源管理，致力節約能源、水資源、辦公用品等消耗品。集團設有內部制度以規範各個業務的資源使用，包括《安全文明標準化操作指引》、《辦公室配置標準作業指引》等。



## Energy Management

The energy consumed by the Group's operations includes gasoline, diesel, electricity, natural gas and liquefied gas. During the Year, the total energy consumption within the Group in the reporting scope was 8,022.2 MWh and the total energy consumption intensity was 0.002 MWh/sq.m.. Electricity is the most significant energy consumption, accounting for 93.02% of the total energy consumption. The Group's headquarters formulate monthly energy consumption standards and supervise regional branches and city branches to implement energy-saving measures through inspections and meetings. Each business has also set up corresponding energy-saving targets, with timely follow-up on abnormal energy consumption and improvement measures through regular analysis of energy consumption data.

### Energy-saving Targets

#### 節能目標

#### Property Management Business

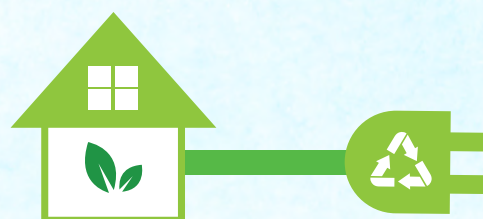
##### 物業管理業務

Energy conservation and consumption reduction requirements reached 17%

節能降耗要求達到17%

## 能源管理

集團營運消耗的能源包括汽油、柴油、電力、天然氣和液化氣。本年度內，集團報告範圍的總能耗量為8,022.2兆瓦時，總能耗密度為0.002兆瓦時／平方米。電力為最主要的能源消耗，佔總能耗的93.02%。集團總部制定月度能耗標準，通過檢查及會議的形式督促區域公司及城市公司執行節能措施。各個業務亦設立相應的節能目標，通過定期分析能耗數據，及時跟進能耗異常情況並採取改善措施。



#### Commercial Operations Business

##### 商業營運業務

Energy consumption for the Year decreased by 5% year-on-year

年度能耗比去年同比下降5%

		2019	2020
Total energy consumption (MWh)	總能源耗用量 (兆瓦時)	5,943.6	8,022.2
Electricity (MWh)	電力 (兆瓦時)	4,932.7	7,462.5
Natural gas (MWh)	天然氣 (兆瓦時)	136.8	32.4
Gasoline (MWh)	汽油 (兆瓦時)	870.1	510.6
Diesel (MWh)	柴油 (兆瓦時)	—	8.0
Liquefied gas (MWh)	液化氣 (兆瓦時)	3.9	8.7
Total energy consumption intensity (MWh/sq.m.)	總能耗密度 (兆瓦時／平方米)	0.001	0.002

Various businesses of the Group have implemented a number of energy-saving measures to reduce power consumption and improve energy efficiency by upgrading old equipment and strengthening energy management. Below is a summary of the Group's key energy-saving initiatives across its businesses.

集團各個業務均實行多項節能措施，通過改造老舊設備及強化能源管理，減少電力使用及提高能效。以下總結集團各業務的重點節能措施。

Construction Business  
建築業務

Formulating energy-saving plan on construction site:

制定工地節能方案：

- Monitor energy consumption for projects under development
- 於在建項目進行能耗監測
- Use LED lighting and adjust lighting time as appropriate
- 使用LED照明，並適時調整照明時間
- Reasonable air-conditioning temperature adjustment
- 合理調節空調溫度
- Post environmental notices at construction sites to raise workers' awareness of environmental protection
- 於工地張貼環保告示，提高工人環保意識

Commercial Management Business  
商業管理業務

Carrying out energy-saving renovation projects for equipment:

開展設備節能改造項目：

- Reconstructed cooling tower of Yuzhou World Trade Center Project
- 禹洲·世貿商城項目進行冷卻塔改造
- Replaced energy-saving lights in car parks in most projects
- 於大部分項目的停車場替換節能燈具

Property Management Business  
物業管理業務

Formulating electricity-saving management regulations:

制定節約用電管理規定：

- Reasonable control of air-conditioning temperature
- 合理控制空調溫度
- Make full use of daylight lighting and reduce the use of lights
- 充分利用日光照明，減少使用電燈
- Use LED energy-saving lighting, implement intelligent control, set up frequency conversion light source and automatic brightness adjustment sensor
- 使用LED節能照明，實行智能化控制，設置變頻光源、自動感應調節亮度
- Turn off idle electrical appliances
- 關閉閒置電器
- Set up the elevator base station
- 設立電梯基站
- Shanghai project cooperated with third parties to carry out equipment transformation for energy saving and consumption reduction
- 上海項目與第三方合作，進行節能降耗的設備改造



Hotel Business  
酒店業務

Carrying out energy-saving renovation projects for equipment:

開展設備節能改造項目：

- Transformation of cooling fans in cold storage room: transformation of 6 sets of cooling fans in cold storage room from 24-hour operations to temperature-controlled operations
- 冷库散熱風機改造：改造6套冷库散熱風機，由24小時運行改為由溫度控制運行時間
- Set up an automatic irrigation system for green plants
- 設置綠植自動澆灌系統

Strengthening energy conservation management:

加強節能管理：

- The temperature of air-conditioners of the hotel is adjusted according to the actual operating conditions, and the fresh air volume of the room is managed according to the occupancy rate to timely control the energy consumption in the public area
- 根據實際營運情況，調整酒店空調溫度，並根據入住率管理房間的新風量，及時控制公共區域的能耗

Office Operations  
辦公室營運

Green office measures:

綠色辦公措施：

- During the Year, the Group strengthened its online office to reduce potential COVID-19 infection possibility among employees and reduced electricity and water consumption in the office
- 本年度強化線上辦公，既降低了潛在的員工感染新冠肺炎的可能性，又節省了辦公用電、用水
- Quarterly inspections of office paper and electricity consumption to control the consumption
- 每季度進行辦公用紙以及用電量檢查，控制用量
- Reasonable regulation of air-conditioning temperature in office buildings
- 合理調節辦公大樓的空調溫度
- Enhance employees' awareness of environmental protection and remind them to save energy through slogans
- 提高員工的環保意識，通過標語提醒員工節約能源
- Printing quota is implemented across all working premises
- 所有辦公場所採用刷卡打印

Procurement of energy-saving equipment:

採購節能設備：

- Choose low-energy equipment when procuring computers and air-conditioners
- 採購電腦和空調時盡量選擇低能耗設備



## Water Resources Management

During the Year, the total water consumption of the Group in the reporting scope was 1,071,132 cubic meters, and the water consumption intensity was 0.31 cubic meters/sq.m.. In order to reduce water consumption, the Group's commercial operations business implements rainwater and cold water reuse projects, and our projects under development also collect rainwater for vehicle cleaning, dust suppression and site greening. In addition, the Group encourages the contractors of projects under development to set up recycling devices for washing equipment such as car wash tanks at the construction site, reuse water for washing, and use water-saving appliances in offices, construction sites and dormitories. For wastewater discharge, the construction business ensures that its wastewater discharge complies with regulations by implementing rainwater and sewage diversion at the sites of projects under development to avoid wastewater discharge into municipal rainwater pipelines.

## 水資源管理

本年度內，集團報告範圍的總耗水量為1,071,132立方米，耗水密度為0.31立方米／平方米。為減少水資源耗用，集團商業營運業務實行雨水和冷凍水回用項目，我們的在建項目亦收集雨水用作清洗車輛、抑制揚塵以及工地綠化。此外，集團鼓勵在建項目承包商於工地的洗車槽等沖洗設備設置循環裝置，回用沖洗用水，並於辦公室、工地和宿舍採用節水器具。針對廢水排放，建築業務通過於在建項目工地實行雨污分流以確保其廢水排放合規，避免污水排放至市政雨水管道。

		2019	2020
Total water consumption (cubic meters)	總用水量 (立方米)	556,722	1,071,132
Water consumption intensity (cubic meters/sq.m.)	耗水密度 (立方米／平方米)	0.10	0.31

## Material Management

The Group's projects under development reduce material waste by applying prefabricated construction technology and maximize the use of reusable materials when feasible. During the Year, a total of 1,814,818 tonnes of construction materials were used in 8 projects under development covered by the Report.

## 物料管理

集團的在建項目通過應用裝配式建築技術減少材料浪費，並按照實際情況盡量使用可重複使用物料。於本年度內，報告範圍覆蓋的8個在建項目共使用1,814,818公噸建築材料。

For the consumption of office resources, the Group has implemented the "Guidelines for the Configuration Standards of Offices" to ensure the reasonable procurement of office supplies by project companies. The hotel operations business is also committed to reducing the consumption of disposable items in its operations to avoid waste of resources.

針對辦公室資源耗用，集團推行《辦公室配置標準作業指引》，確保項目公司合理採購辦公室用品。酒店營運業務亦致力於其營運中減少一次性用品的消耗，避免資源浪費。



## Building Green Homes (Continued)

### 建設綠色家園 (續)

#### Office supplies 辦公用品



- Replacing bottled water with direct drinking water and encouraging employees to bring their own cups
- 以直飲水代替瓶裝水，鼓勵員工攜帶水杯
- Promoting paperless office
- 推行無紙化辦公
- Double-sided printing is used for internal documents
- 內部文件一律使用雙面打印
- Encouraging reuse of paper
- 鼓勵重複利用紙張

#### Hospitality supplies 酒店用品



- Replacing paper coasters with reusable rubber coasters
- 以可重用的橡膠杯墊取代紙杯墊
- Providing toiletries according to customers' usage
- 按照客戶的使用狀況提供洗漱用品

#### Construction materials 建築材料



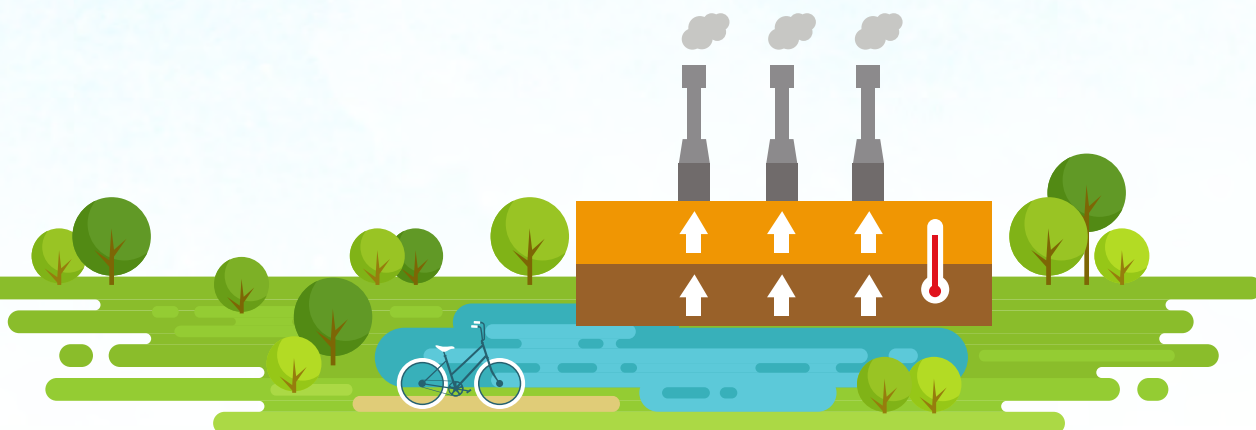
- Using reusable materials according to project situation
- 按照項目情況使用可重複使用物料
- Using prefabricated construction technology to reduce human error and material consumption
- 使用裝配式建築技術，減少人為錯誤及材料損耗

## EMISSIONS MANAGEMENT

Each business of the Group strictly implements emissions management measures to ensure emissions compliance. We standardize the management of construction processes and formulate management procedures for safety culture in engineering construction and standardize operations guidelines for construction projects for contractors to follow.

## 排放管理

本集團各個業務均嚴格實行排放管理措施，確保排放合規。我們對施工流程進行標準化的管理，制定工程建設安全文明管理規程及標準化操作指引，並要求承包商遵守。



## Air Emissions Management

The Group's air pollutant emissions are mainly generated from the use of vehicles. During the Year, the Group emitted 8.86 kg, 0.85 kg and 1.56 kg of nitrogen oxides, sulphur oxides and respiratory suspended particulates respectively. To ensure the vehicle emissions meet the standards, we conduct regular inspections and maintenance on the vehicles. We set up dust reduction equipment such as spraying equipment and sprinklers and conduct regular on-site water spraying on the construction sites to mitigate the dust generated in construction projects which affects the air quality. In addition, we have installed vehicle washing devices and closed dust-proof measures for materials that are prone to dust. For construction sites located in the vicinity of residential and office buildings, we have installed noise and dust monitoring systems to monitor the dust concentration and carry out timely rectification and remedial measures.

## 廢氣排放管理

集團的空氣污染物排放主要源自車輛使用。本年度內，集團分別排放8.86千克、0.85千克和1.56千克的氮氧化物、硫氧化物和可吸入懸浮粒子。為確保車輛排放量符合標準，我們定期對車輛進行檢查和保養。建築項目的施工過程亦會產生揚塵，影響空氣質素。因此，我們於工地設置噴淋裝置和灑水車等降塵設備，定期向施工現場灑水。此外，我們設置車輛沖洗裝置，並對容易產生揚塵的物料進行封閉防塵措施。若工地位於住宅、辦公建築等周邊，我們安裝噪音揚塵在線監測系統，監控粉塵濃度，以及時進行整改及補救措施。

		2019	2020
Nitrogen oxides (kg)	氮氧化物 (千克)	14.49	8.86
Sulphur oxides (kg)	硫氧化物 (千克)	1.44	0.85
Respiratory suspended particulates (kg)	可吸入懸浮粒子 (千克)	2.56	1.56

## Waste Management

The waste generated from the Group's operations include hazardous waste such as used light tubes, as well as non-hazardous waste such as food waste and green waste. In accordance with relevant policies, the Group fully advocates the implementation of waste classification and delivers waste to companies with professional qualifications for disposal. During the Year, the Group generated a total of 0.06 tonnes of hazardous waste and 60.4 tonnes of non-hazardous waste, with the intensity of hazardous waste and non-hazardous waste of 0.00002 tonnes/1,000 sq.m. and 0.018 tonnes/1,000 sq.m., respectively.

## 廢棄物管理

集團營運所產生的廢棄物包括舊燈管等有害廢棄物，以及廚餘和綠化垃圾等無害廢棄物。集團按照相關政策，於所在城市全面倡導落實垃圾分類並且將廢棄物交由具備專業資質的公司進行處理。本年度內，集團產生共0.06公噸有害廢棄物及60.4公噸無害廢棄物，有害廢棄物和無害廢棄物的產生密度分別為0.00002公噸／千平方米和0.018公噸／千平方米。





## Building Green Homes (Continued)

### 建設綠色家園 (續)

In order to reduce waste generation, the property management business conducts waste sorting in communities, sets up collection points for recyclables, hazardous waste, kitchen waste and dry waste, and encourages residents to sort waste. We classify waste and transport them to qualified enterprises for recycling and treatment. The commercial operations business has also set up recycling points to promote paper recycling in the office and encourage employees to recycle paper boxes, cans and plastic bottles for commercial activities. Apart from waste sorting, the hotel operations business also implements digitalization at the office to reduce the use of paper.

In addition, the Group's projects under development generated non-hazardous construction waste including muck and waste concrete during the construction process. During the Year, 8 projects under development within the reporting scope generated a total of 1,302,440 tonnes of construction waste, and the volume of earth backfilling was 302,848 tonnes. At the construction sites, the Group requires contractors to set up garbage tanks and movable bins to collect garbage and sort waste for recycling. For toxic and hazardous waste, separate enclosed recycling is required to avoid causing pollution.

## PROTECTION OF ECOLOGICAL DIVERSITY

As a property developer, the Group understands that its operations may have an impact on the environment and biodiversity. To this end, we have formulated biodiversity policy, which reflects the overall management direction of the Group in the protection of biodiversity. The Group is committed to protecting the biodiversity around the projects, taking into account their impact on the environment throughout the construction cycle, and considering the adoption of natural designs in new development projects when it is economically feasible. We try to avoid the use of non-renewable resources from the natural environment and use alternative and zero-toxic materials as much as possible during our procurement process. To avoid destructions of mountains, we apply imitation tiles to reduce the use of natural stone.

為減少廢棄物產生，物業管理業務於小區開展廢棄物分類工作，設置可回收物、有害垃圾、廚餘垃圾和乾垃圾的收集點，鼓勵居民進行垃圾分類。我們將廢棄物分類處理，運送至具經營資質的企業進行回收和處理。商業營運業務亦設置回收點，於辦公室宣傳紙張回收，並鼓勵員工回收商業活動的紙盒、易拉罐和塑料瓶。酒店營運業務除進行垃圾分類外，亦實行電子化辦公，以減少紙張使用。

此外，集團的在建項目於施工過程產生無害的建築廢物包括渣土和廢舊混凝土。本年度內，報告範圍內的8個在建項目共產生1,302,440公噸建築廢棄物，土方回填量為302,848公噸。於施工現場，集團要求承包商設置垃圾池和活動式垃圾斗收集垃圾並分類回收廢棄物。針對有毒有害的廢棄物，需單獨進行封閉回收以避免污染。

## 保護生態多樣性

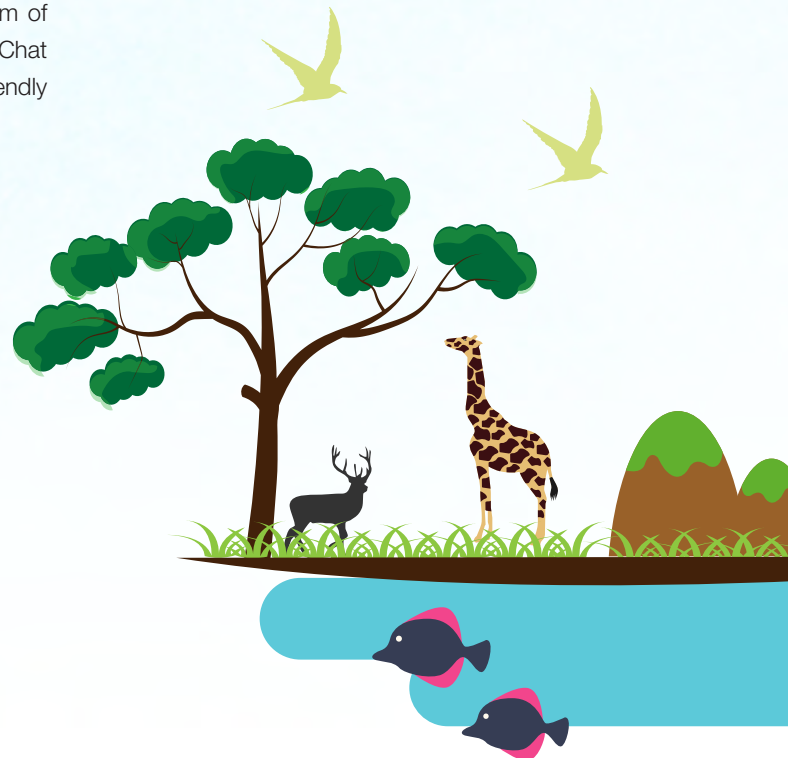
作為房地產開發商，集團深明其營運可能對環境和生物多樣性帶來影響。為此，我們制定生物多樣性政策，其中反映集團於生物多樣性保護方面的整體管理方向。集團致力保護項目周邊的生物多樣性，在建築全週期考慮其對環境的影響，在符合經濟效益的情況下考慮於新項目發展項目採用親和自然的設計。我們於採購過程盡量避免使用來自自然環境的有限資源及盡量使用替代及無毒物料。為避免破壞山體，我們應用仿石瓷磚，以減少使用天然石材。

During the project planning stage, we avoid developing projects in ecologically sensitive areas and conduct environmental impact assessments in strict accordance with laws and regulations to identify potential environmental impacts and formulate mitigation measures. We plan our projects based on the principles of reducing ecological impact and avoiding transplantation and destruction of trees, keeping native plants around the projects as much as possible, reducing soil excavation, avoiding impact on the ecological environment and integrating native trees into buildings through landscape planning. In terms of project greening, we give priority to the use of native species based on the pH of soil to avoid the influence of alien species on ecological equilibrium.

In addition, the Group also actively raises the awareness of ecological conservation among stakeholders such as employees, customers and suppliers. In response to the local community and government departments, we organize clean-up days, lectures on waste sorting and science popularization activities every year. During the Year, the Shanghai Gingko Lane Project under the property management business cooperated with the grassroots branch and the residential committee of the residential area to carry out the "Home Clean-up Activity" to remove white garbage and gravel from pool. In response to festivals such as Tree Planting Day, World Environment Day and Earth Day, the commercial property business carried out internal and external exchange in the form of column through social media such as the official account, WeChat and webinars to promote low-carbon and environmental-friendly consumption patterns.

於項目規劃階段，我們避免在生態敏感區域進行開發項目，並嚴格按照法律法規進行環境影響評價，以識別潛在環境影響，制定緩解措施。我們規劃項目時以減少生態影響，避免移植和破壞樹木為原則，盡量保留項目周邊的原生植物，減少土壤開挖，避免影響生態環境，並且通過景觀規劃把原生樹木融入到建築之中。項目綠化方面，我們根據土壤酸鹼度，優先考慮採用原生品種，避免外來品種影響生態平衡。

此外，集團亦積極提高員工、客戶以及供應商等持份者對生態保育的意識。我們響應當地社區和政府機構，每年組織清潔日、有關垃圾分類的演講和科普宣傳活動。物業管理業務旗下的上海銀杏里項目於本年度內聯合居民區基層支部及居委會開展「美麗家園淨園活動」，共同清除白色垃圾和水池碎石。商業物業業務則響應植樹節、世界環境日、世界地球日等節日，通過公眾號、微信和會議號等社交媒體，以專欄形式進行內外部的分享與交流，宣揚低碳環保的消費模式。





## TACKLING CLIMATE CHANGE

The Group is well aware of the impact of climate change on the world and its business operations, so we are committed to understanding climate-related risks and opportunities, and have developed early response measures to gradually enhance our ability to resist climate change. During the Year, the Group, for the first time, disclosed the management work related to climate change in four aspects, namely governance, strategy, risk management and indicators and targets, in accordance with the recommendations of the Task Force on Climate-related Financial Disclosures ("TCFD").

## 應對氣候變化

集團深明氣候變化對全球以及其業務營運帶來的影響，因此我們致力了解氣候相關的風險及機遇，及早制定應對措施以逐步提升我們抵禦氣候變化的能力。本年度，集團首次按照氣候相關財務信息披露工作組（TCFD）的建議，於管治、策略、風險管理及指標與目標四方面披露氣候變化相關的管理工作。

### Scope 範疇

### The Group's Actions 集團行動

#### Governance 管治



The Group's Board of Directors and the Sustainability Committee are responsible for managing climate change related matters with the following responsibilities:

集團董事會與可持續發展委員會負責管理氣候變化相關事宜，職責如下：

**Board of Directors:** Responsible for overseeing the Group's future sustainability direction, strategies and policies, including climate change issues.

**董事會：**負責監督集團未來的可持續發展方向、策略和政策，包括氣候變化議題。

**Sustainability Committee:** Responsible for establishing and monitoring policies and measures relating to climate change issues, reviewing sustainability strategies and reporting the progress and effectiveness of work to the Board on a regular basis.

**可持續發展委員會：**負責建立和監督氣候變化議題相關的政策和措施，檢討可持續發展策略以及定期向董事會匯報工作進展和成效。

For more details, please refer to the section headed "Governance of Sustainable Development".

有關更多詳情，請參閱可持續發展管理部分。



**Strategy**  
策略



During the Year, the Group formulated climate change policy to specify the management direction of dealing with climate change. Executive management needs to identify and manage the risks and opportunities of climate change, and is committed to reducing the impact of climate change on the Group's business. At the same time, during the Year, the Group identified and assessed the risks that may arise from climate change based on climate change scenarios and the likelihood and impact of such risks. For description of the risks, please refer to the section headed "Identifying Risks of Climate Change".

集團於本年度制定氣候變化政策，明確應對氣候變化的管理方向。行政管理人員需識別和管理氣候變化的風險及機遇，致力減低氣候變化對集團業務的影響。同時，集團於年內基於氣候變化情景，根據風險發生的可能性和影響程度，識別和評估氣候變化可能帶來的風險。有關風險的描述，請參閱「識別氣候變化風險」部分。

**Risk Management**  
風險管理



The Group is committed to incorporating climate-related risks into the Group's risk management and internal control systems. We regularly communicate with stakeholders and understand their concerns through materiality assessment. During the Year, the Group also assessed various potential climate risks and identified entities and transition risks with significant impact and possibilities.

集團致力於在集團風險管理及內部控制系統納入氣候相關風險。我們定期與持份者溝通，並通過實質性議題評估，了解持份者關注的議題。本年度，集團亦對各項潛在氣候風險進行評估，識別有較大影響和可能性的實體和轉型風險。

**Indicators and Targets**  
指標與目標



To review the Group's climate change management performance, we report annually on climate change related indicators, including:

為檢討集團的氣候變化管理表現，我們每年報告與氣候變化有關的指標，包括：

- Greenhouse gas emissions and intensity (Scope 1, 2 and 3)
- 溫室氣體排放量及強度（範圍一、二及三）
- Energy consumption and intensity
- 能源耗用量及強度



## Greenhouse Gas Emissions<sup>4</sup>

The Group's greenhouse gas ("GHG") emissions are derived from direct emissions from fuel use (Scope 1), indirect emissions from purchased electricity (Scope 2), and indirect emissions from paper waste disposed at landfills and business travel by employees (Scope 3). During the Year, the Group's total greenhouse gas emissions were 6,647.2 tonnes of carbon dioxide equivalent ("tCO<sub>2</sub>e"), with an emission intensity of 0.002 tCO<sub>2</sub>e/sq.m.. The main source of GHG emissions is Scope 2 emissions from electricity consumption, accounting for 94% of the overall emissions. The Group carries out energy conservation and emission reduction in each business. For details, please refer to the section headed "Energy Management".

## 溫室氣體排放<sup>4</sup>

集團的溫室氣體排放源於燃料使用所產生的直接排放（範圍一）、外購電力所產生的間接排放（範圍二），以及棄置到堆填區的廢紙、員工商務旅行所產生的間接排放（範圍三）。本年度內，集團總溫室氣體排放量為6,647.2噸二氧化碳當量，排放密度為每平方米0.002噸二氧化碳當量。溫室氣體主要排放源頭為電力耗用產生的範圍二排放，佔整體排放的94%。集團在各業務開展節能減排工作，詳情請參閱「能源管理」部分。

		2019	2020
Total GHG emissions (tonnes of carbon dioxide equivalent)	溫室氣體排放總量 (噸二氧化碳當量)	5,111.9	6,647.2
Scope 1	範圍一	288.8	163.9
Scope 2	範圍二	4,150.8	6,248.2
Scope 3	範圍三	672.3	235.2
GHG emissions intensity (tonnes of carbon dioxide equivalent/sq.m.)	溫室氣體排放密度 (噸二氧化碳當量／平方米)	0.001	0.002

<sup>4</sup> Calculation of GHG emissions:  
GHG emissions factors have been adjusted comparing to 2019. 2019 data in the table has been recalculated and adjusted. The calculation of GHG emissions and emissions factors takes reference from the "How to prepare an ESG Report – Appendix 2: Reporting Guidance on Environmental KPIs" published by the HKEX and the "Baseline Emission Factors of China Regional Power Grid in 2019". Global warming potential takes reference from the Intergovernmental Panel on Climate Change ("IPCC") "Fifth Assessment Report".

<sup>4</sup> 溫室氣體排放計算說明：  
溫室氣體排放因數較2019年有所調整，上表2019年數據已重新計算並調整。溫室氣體排放量計算方法和排放因數參考自港交所《如何準備環境、社會及管治報告—附錄二：環境關鍵績效指標匯報指引》及《2019年度減排項目中國區域電網基準線排放因數》。全球變暖潛能值則參考自政府間氣候變化專門委員會(IPCC)的《第五次評估報告》。



## Identifying Risks of Climate Change

During the Year, the Group conducted its first climate change risk assessment to assess the impact and likelihood of potential climate change risks. The following table summarizes the physical and transition risks identified by the Group. In the future, the Group will continue to pay attention to the risk of climate change and formulate appropriate responsive measures to ensure the sustainable development of the Group.

## 識別氣候變化風險

本年度內，集團首次開展氣候變化風險評估，從各個氣候變化潛在風險的影響程度和發生的可能性作出評估。下列表格總結集團識別出的實體以及轉型風險。未來，集團將繼續關注氣候變化的風險，制定合適的應對措施以確保集團的可持續發展。

Physical Risks 實體風險	Risk Description 風險描述	Possible Financial Effects 潛在財務影響
Acute Risks  急性風險	<ul style="list-style-type: none"> <li>Impact on the normal supply of construction materials and increase in price of construction materials</li> <li>Difficulties in transportation of construction materials affect the speed of project construction by construction contractors</li> <li>Extreme weather (e.g. typhoon or rainstorm) disrupting projects under development or completed projects resulting in depreciation of assets and increase in expenditure</li> <li>Impact on some businesses, such as the normal operations of hotel business</li> <li>影響建材的正常供應，建材價格上漲</li> <li>建材運輸困難，影響工程承建商的項目建設速度</li> <li>極端天氣（例如颶風或暴雨）破壞在建或已建成項目，導致資產貶值及支出增加</li> <li>影響部分業務，如酒店業務的正常營運</li> </ul>	<ul style="list-style-type: none"> <li>Increase in costs: construction delays, increase in project construction costs</li> <li>Decrease in revenue: affecting business operations</li> <li>Decrease in assets: impairment of assets</li> <li>Increase in expenditure: maintenance of damaged properties and increase in insurance expenses</li> <li>Decrease in share price of the Company and increase in finance costs</li> <li>成本增加：建築工程延誤、項目建設成本增加</li> <li>收入減少：業務營運受影響</li> <li>資產減少：資產受損貶值</li> <li>支出增加：維護毀損房產、保險費增加</li> <li>公司股價下降，增加融資成本</li> </ul>
Chronic Risks  慢性風險	<ul style="list-style-type: none"> <li>Rising sea level causes damage to coastal real estate from water soaking; reserved land may be eroded</li> <li>海平面上升導致沿海房產易受水浸泡而損壞；儲備土地或受侵蝕</li> </ul>	<ul style="list-style-type: none"> <li>Increase in costs: increase in repair and maintenance costs and insurance costs</li> <li>Decrease in assets: decrease in value of reserved land</li> <li>成本增加：修護毀損房產、保險費增加</li> <li>資產減少：儲備土地價值下降</li> </ul>



## Building Green Homes (Continued)

### 建設綠色家園 (續)

Transition Risks 轉型風險	Risk Description 風險描述	Possible Financial Effects 潛在財務影響
<b>Policy and Legal Risks</b>  <b>政策與法律風險</b>	<ul style="list-style-type: none"> <li>The government implements more policies to mitigate climate change and strengthen the requirements and supervision of existing products and services. Renovation or transformation will be required for properties failing to meet environmental standards and thus businesses will face higher requirements in site selection</li> <li>Stricter environmental regulations may expose enterprises to higher risks of claims and lawsuits</li> <li>政府推行更多政策以減緩氣候變化，現有產品和服務的要求與監管加強，不符合環保標準的地產需翻新或改造，企業項目選址面臨更高的要求</li> <li>更嚴格的環保法規可能導致企業面臨更高的被索賠和訴訟風險</li> </ul>	<ul style="list-style-type: none"> <li>Increase in costs: increase in renovation and transformation costs and site selection costs</li> <li>Increase in costs: legal cases of claims arising from non-compliance</li> <li>成本增加：增加翻新改造費用、投地選址成本增加</li> <li>成本增加：違規引發索賠訴訟案件</li> </ul>
<b>Market Risks</b>  <b>市場風險</b>	<ul style="list-style-type: none"> <li>Higher prices of raw materials (such as energy, steel bars, mortar, etc.) lead to increased procurement costs</li> <li>Change in investors' preference towards focusing on green building property developers</li> <li>原料價格（如能源、鋼筋、砂漿等）價格升高導致採購成本增加</li> <li>投資者偏好改變，偏向集中綠色建築房地產開發商</li> </ul>	<ul style="list-style-type: none"> <li>Increase in costs: increase in price of raw materials</li> <li>Increase in costs: increase in finance costs for traditional construction projects</li> <li>成本增加：原料價格上升</li> <li>成本增加：傳統建設項目的融資成本增加</li> </ul>
<b>Reputation Risks</b>  <b>聲譽風險</b>	<ul style="list-style-type: none"> <li>Corporate reputation declines due to failure to meet the compliance requirements for climate change</li> <li>因無法滿足應對氣候變化的合規要求，企業聲譽下降</li> </ul>	<ul style="list-style-type: none"> <li>Increase in finance costs</li> <li>融資成本增加</li> </ul>





## FOSTERING STAFF TO GROW<sup>5</sup>

### 促進員工成長<sup>5</sup>

Yuzhou Group regards employees as the most valuable assets of the Group, and is committed to building a harmonious and inclusive working environment to promote the mutual growth of employees and the Group.

禹洲集團視員工為集團最寶貴的財富核心資產，致力建立和諧共融的工作環境，促進員工與集團共同成長。



**99.19%**

**Percentage of employees trained**

員工受訓百分比



**61.5 hours 小時**

**Average training hours per person**

人均培訓時數

<sup>5</sup> Unless otherwise specified, relevant data of employees disclosed in this chapter covers the data of the whole Group. For data of employees of the Shanghai Headquarters, Shenzhen Headquarters and 8 projects under development, please refer to the section headed “Performance Data Summary”

<sup>5</sup> 除非另有說明，本章節披露的員工相關數據覆蓋全集團，上海總部、深圳總部及8個在建項目的員工數據請參見「數據表現摘要」章節



**This Chapter:**

**Health and Safety | Talent Recruitment | Employee Development | Employee Communication**

**本章節：**

**健康與安全 | 人才吸納 | 員工發展 | 員工溝通**

**HEALTH AND SAFETY<sup>6</sup>**

Yuzhou Group has formulated a series of over 20 safety management system documents including the “Management Procedures for Safety Culture in Engineering Construction” to regulate the safety management of the Group. Meanwhile, the Group’s property subsidiary, U Life Services Group Co., Ltd. has passed the OHSAS18001 Occupational Health and Safety Management System Certification.

In order to actively promote the Group’s OHS management and enhance the sense of responsibility of relevant management personnel, we link the remuneration and return of senior management with the Group’s occupational health and safety performance. During the Year, we have set up an employee safety and health working group to discuss and implement the objectives and management methods of occupational safety and health, under the direct supervision of the Sustainability Committee, which is comprised of directors. At the same time, our operations management center supervises, inspects and evaluates the safety culture management behavior of subsidiaries in various regions and cities and projects under development.

**健康與安全<sup>6</sup>**

禹洲集團已制定一系列包括《工程建設安全文明管理規程》在內的安管理制度文件超20份，規範集團的安全管理工作。同時，集團物業附屬公司禹佳生活服務集團有限公司已通過OHSAS18001職業健康與安全管理體系認證。

為積極推動集團職安健管理並提高相關管理人員的責任感，我們將高管的薪酬回報與集團的職業健康與安全表現掛鉤。我們於本年度設立員工安全及健康工作小組，負責探討及落實職業安全健康方面之目標及管理方法，並接受由董事構成的可持續發展委員會的直接監督。同時，我們的運營管理中心對區域、城市公司及在建項目的安全文明管理行為進行監督檢查及評估考核。



<sup>6</sup> The relevant data of employees disclosed in the “Health and Safety” chapter cover Shanghai and Shenzhen Headquarters and 8 projects under development

<sup>6</sup> 「健康與安全」章節披露的員工相關數據覆蓋上海、深圳總部及8個在建項目

With the goal of zero casualties, the Group tracks its health and safety performance based on internal quantitative indicators, and strives to promote the achievement of goals through safety management measures such as Occupational Health and Safety (“OHS”) risk assessment.

本集團以零傷亡為目標，根據內部的量化指標統計集團的健康與安全績效進行追蹤，並致力通過職業健康及安全（「職安健」）風險評估等安全管理措施促進目標的實現。

		2018	2019	2020
Number of work-related fatalities (person)	因工亡故的人數 (人)	0	0	0
Rate of work-related fatalities (%)	因工亡故的人數比率 (%)	0	0	0
Number of days lost due to work-related injuries (days)	因工傷損失工作日數 (天)	0	0	0

## Construction Safety

Each project under development has a safety culture management team consisting of the project department, the construction unit and the supervisory unit, which is required to inspect the safety construction of the project on a weekly basis, and check the rectification of hidden dangers according to the inspection results. The inspection results are also reported to operations management departments of subsidiaries in various cities and regions and Yuzhou Group Operations Management Center.

In order to manage construction safety in a scientific and effective manner and prevent safety risks, we formulated the “Management Procedures for Construction Switch-out”<sup>7</sup> during the Year to continuously improve the safety management level of on-site projects. Through the implementation of the three-level safety inspections and unannounced inspection system, quarterly, monthly, weekly and daily supervision and inspections are conducted on subsidiaries in various cities, the project department and construction units respectively. “Switch-out” will take place when the safety facilities of the project are incomplete, and safety accidents and serious safety hazards occur. During the Year, the Group carried out full-coverage production inspections on nearly 83 sections in 30 cities, and a total of four “switch-out” were all rectified according to the rectification plan.

## 施工安全

各在建項目設有安全文明管理小組，由項目部、施工單位、監理單位組成，每週需對項目內的安全施工情況進行檢查，並根據檢查結果，核查隱患部位的整改情況。檢查結果亦需向區域、城市公司運營管理部及禹洲集團運營管理中心匯報。

為科學有效地管理施工安全並預防安全風險，我們於本年度制定《工程「拉閘」管理規程》，不斷提升現場項目的安全管理水平。通過施行三級安全檢查及飛行檢查制度，對城市公司、項目部、施工單位分別進行季度、月度、周度及每日監督檢查。當項目出現安全設施不完善、發生安全事故、存在嚴重安全隱患等情況時，予以「拉閘」處理。本年度內，集團對30個城市近83個標段進行全覆蓋生產檢查，全年共有4次拉閘並均按整改方案進行整改。

<sup>7</sup> “Switch-out” refers to the rectification of the sites or suspension of work for rectification in the case of material systematic risks, uncontrollable situations, substantial potential safety hazards or the occurrence of safety incidents

<sup>7</sup> 拉閘指出現可能造成質量系統性缺陷的風險、現場管理失控、存在重大安全隱患或發生安全事故時，對項目實施現場整改或停工整頓



## Fostering Staff to Grow (Continued)

### 促進員工成長 (續)

	Internal inspection of subsidiaries in various cities 城市公司內部檢查	Internal inspection by the project department 項目部內部檢查	Internal inspection by construction units 施工單位內部巡查
<b>Three-level Safety Inspection</b>  <b>三級安全檢查</b>	<ul style="list-style-type: none"> <li>The project management department organizes and conducts monthly thorough inspections on the safety of each project under development</li> <li>項目管理部門每月組織一次檢查，對在建各項目的安全情況進行摸底檢查</li> </ul>	<ul style="list-style-type: none"> <li>The project department organizes the safety management team to inspect the safety construction of the project on a weekly basis</li> <li>項目部每週組織安全管理小組對項目內安全施工情況進行檢查</li> </ul>	<ul style="list-style-type: none"> <li>Full-time safety personnel of each unit carries out daily inspections</li> <li>各單位專職安全人員進行每日巡查</li> </ul>
<b>Unannounced Inspection (Centralized Monitoring Strategy)</b> <b>飛行檢查 (中心化監察策略)</b>	<ul style="list-style-type: none"> <li>Yuzhou Group Headquarters Operations Management Center entrusts third-party units to conduct unannounced inspections on safety culture of each project on a quarterly basis, and conducts assessment based on the inspection results</li> <li>禹洲集團總部運營管理中心每季度委託協力廠商單位進行各項目安全文明飛行檢查，並依據檢查結果進行考核</li> <li>Monthly random inspections of subsidiaries in various regions and cities with regard to safety culture management of projects under development</li> <li>每月對各區域及城市公司在建項目進行安全文明管理情況抽查巡檢</li> </ul>		
<b>Handling Measures</b> <b>處理辦法</b>	<ul style="list-style-type: none"> <li>Relevant departments are required to conduct rectification and verification within a prescribed time according to the inspection results and rectification notices</li> <li>相關部門需根據檢查結果及整改通知單於規定時間內進行整改核對</li> <li>If the project is not completed on time and up to standard, the project under development can be partially or completely suspended for rectification upon the consent of the project department</li> <li>若未能按時達標完成，經項目部同意後，在建項目可進行局部或全項目停工整改</li> </ul>		





The requirements for health and safety of Yuzhou Group also extend to the construction units to effectively protect the occupational health and safety of the employees of the contractors through various management measures.

禹洲集團對健康與安全的要求亦延伸至施工單位，通過各項管理措施切實保護承包商之員工的職業健康與安全情況。



#### Safety standardization construction organization plan 安全標準化施工組織設計

- The construction units are required to formulate the safety standardization construction organization plan in accordance with the "Safety Culture Standardization Operational Guidelines" of the Group when a tender offer is given, in order to standardize the safety facilities and safety management  
要求施工單位於投標報價時依據集團的《安全文明標準化操作指引》編製安全標準化施工組織設計，其中對安全設施設備及安全管理動作做出規定



#### Signing of agreements 協議簽署

- The project department supervises and executes the implementation and management standards of safety culture and binding measures stated on the construction contracts, as well as supervises the signing of the "Safety Management Agreement" and "Fire Safety Agreement" by the main contractor  
項目部監督執行工程合同中有關安全文明的實施與管理標準以及制約措施，監督總分包單位《安全管理協定》及《治安消防協定》的簽署



#### Management system 管理體系

- The project department is responsible for setting up comprehensive monitoring and safety culture management system for main contractors, in order to ensure management of on-site safety culture  
項目部負責建立健全監理、總分包單位安全文明管理體系，以保障現場安全文明管理



#### Safety trials 安全演練

- Fire evacuation drills are organized at least once every 6 months by the person in charge of the construction project, with participants including all employees of the construction project, supervisors and all contractors on the construction site  
項目工程負責人至少半年組織一次現場消防演練，參與單位包括甲方項目全體員工、監理人員及項目場內所有總分包單位



#### Work with certificates 持證上崗

- Special operations workers must bring their certificates to work and wear and use labor safety protective articles  
特種作業人員需持證上崗，佩戴及使用安全勞工防護用品
- The Group has set up a roster and billboard of special operations workers and small and medium machine operators to display relevant operations qualification certificates of some workers for publicity  
監理特種作業人員和中小型機械操作工花名冊及公示牌，統一公示相關人員作業資格的相關證件



#### Inspection of facilities 設備檢查

- Timely maintenance for equipment and facilities and checks before work must be carried out  
對作業工具和設備進行及時的維護保養及崗前檢查



#### Special safety plans 安全專項方案

- Construction units in charge of projects with higher risk are required to prepare special safety plans under the supervision of the project department and shall organize an expert discussion meeting when necessary to discuss the feasibility of the plan  
負責危險性較大的施工單位需在項目部的監督下編製安全專項方案，必要時組織專家論證會討論方案的可行性
- Such projects can only be implemented upon internal review of construction units, and approval by supervising units and other relevant responsible departments  
通過施工單位內部審核、監理單位及其他相關負責部門同意後方可實施

Some of the Contractor Management Measures  
部分承包商管理措施



## Enhancing Safety Awareness

In order to effectively prevent occupational diseases, the Group regularly organizes physical examinations for all employees and arranges yoga classes, outdoor team building and fitness training to relieve employees' work pressure. In addition, safety education is one of the important ways to enhance employees' safety awareness and emergency response capabilities. The Group regularly carries out relevant training and seminars to promote the concept of safety. During the Year, the headquarters in Shanghai and Shenzhen and 8 projects under development conducted 6,866 hours of safety training, covering a total of 4,328 person-times.

## 提高安全意識

為有效預防職業病，集團定期組織全體員工進行體檢，並安排瑜伽課、戶外拓展及健身培訓舒緩員工工作壓力。此外，安全教育是提升員工安全意識及應急處理能力的重要途徑之一。集團定期開展相關培訓及講座，宣導安全理念。本年度內，上海、深圳總部及8個在建項目開展安全培訓6,866小時，共覆蓋4,328人次。



Yuzhou Hefei Branch invited experts from Anhui Safety and Health Center to conduct safety training for employees, including knowledge of COVID-19 protection, emergency treatment of public health and safety accidents, mental health guidance, prevention of occupational diseases and chronic diseases, etc.

禹洲合肥公司特邀請安徽省安全健康中心專家老師為員工開展安全培訓，內容包括新冠肺炎防護知識、公共衛生安全事故應急處理、心理健康疏導、職業性疾病及慢性病預防等

Meanwhile, in order to effectively improve the safety awareness of construction workers and management personnel, we have established a safety education system to provide scientific guidance on the safety education management of construction sites.

同時，為有效地提高施工人員及管理人員的安全意識，我們已建立安全教育制度，為施工現場的安全教育管理提供科學的指引。

01

Establish safety education and training files to clarify the education position, personnel and content  
建立安全教育培訓檔案，明確教育崗位、人員及內容

02

The main contractor shall be responsible for organizing the training and assessment for full-time safety personnel and only qualified personnel may be employed  
總包單位負責組織專職安全人員的培訓考核，合格者方可上崗

03

Safety education and training are required when construction workers change their duties, resume work after the holidays or experience other changes  
當施工人員變換工種、節後復工或經歷其他變動時，需進行安全教育培訓

04

Promotion of safety knowledge through television, banners and posters on wall of construction sites  
採用電視、橫幅、工地圍牆宣傳畫等形式宣導安全知識

05

Public information on existing sources of dangers is promptly publicized  
及時宣傳當日的危險源公示信息

*Specific measures for safety education system*  
安全教育制度具體措施

## TALENT RECRUITMENT<sup>8</sup>

We regard talent acquisition as one of the top priorities of Yuzhou Group. During the Year, we streamlined and improved the employee benefits system and employee care system to ensure the effective implementation of human resources work, such as recruitment and remuneration, and strive to provide employees with a diverse and inclusive working environment.

## 人才吸納<sup>8</sup>

我們視吸納人才為禹洲集團的首要任務之一。於本年度內，我們對員工福利制度及員工關懷體系進行梳理完善，確保招聘、薪酬等人力資源工作的有效開展，致力為員工提供多元共融的工作環境。

<sup>8</sup> Relevant data of employees disclosed in "Talent Recruitment" chapter covers the data of the whole Group

<sup>8</sup> 「人才吸納」章節披露的員工相關數據覆蓋全集團



## Recruitment Management

In order to meet the demand for talents for the sustainable development of the Group, the Group has formulated the “Recruitment Management Regulations” to regulate the recruitment work of the headquarters and companies in various cities. During the recruitment process, we adhere to the principle of “Openness, Justice and Fairness” and gather talents through various recruitment channels including online recruitment, headhunting, campus recruitment and internal recommendation. Every year, all units shall formulate the “Annual Recruitment Plan” in accordance with the regulations, and make adjustments to the recruitment plan on a monthly basis according to the actual situation, so as to provide effective guidance for the recruitment work.

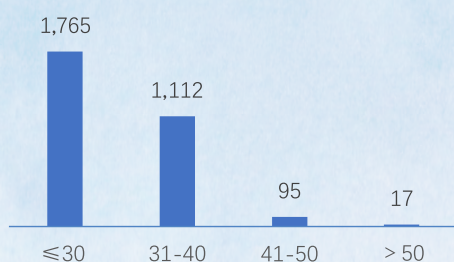
In addition to actively attracting various outstanding talents through social recruitment, we also continued to carry out campus recruitment activities during the Year, namely the “Yu Yue Training Program” and the “Yu Yi Training Program”, to attract outstanding young talents from various universities and strengthen the Group’s talent reserve. During the Year, the Group had a total of 2,989 new employees.

## 招聘管理

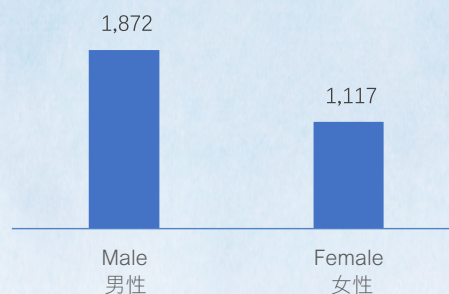
為滿足集團可持續發展對人才的需求，本集團已制定《招聘管理規程》，以規範總部及各城市公司的招聘工作。招聘過程中，我們堅持以「公開、公正、公平」的原則，通過包括網絡招聘、獵頭招聘、校園招聘、內部推薦在內的多種招聘渠道匯聚人才。每年，各單位需依規程製訂《年度招聘計劃》，並於每月結合實際情況對招聘計劃做出調整，為招聘工作提供有效的指引。

除了通過社會招聘積極吸納各類優秀人才，我們亦於本年度內持續開展校園招聘活動「禹躍計劃」、「禹翼計劃」從多所高校吸納優秀青年人才，加強集團人才儲備。本年度內，集團共吸納員工2,989人。

Age of new staff  
新入職人數年齡分佈



Gender of new staff  
新入職人數性別分佈



## Remuneration and Benefits

We continued to streamline and optimize the employee benefits system, provide employees with market-competitive and diversified remuneration and benefits, and motivate employees. The Group fully understands that the prosperity of the Group is attributable to the hard work of employees. Therefore, the Group officially launched the “Yuzhou Share Award Scheme”, an employee share incentive scheme for middle and senior management personnel, outstanding employees and business backbones during the Year, which will not exceed 10% of the issued share capital of the Company, to recognize the contribution of each outstanding employee to the development of the Group and strengthen the cohesion of employees.

## 薪酬福利

我們持續梳理優化員工的福利制度，為員工提供具有市場競爭力及多元的薪酬福利，調動員工工作積極性。集團深明集團的蓬勃發展得益於員工的辛勤付出，因此於本年度內正式推出面向中高層人員、優秀員工及業務骨幹的員工股份獎勵計劃「禹股共享計劃」，將不超過已發行股本的10%用於該員工持股計劃，以肯定每位優秀員工為集團的發展所做出的貢獻，加強員工凝聚力。



Composition of employees' remuneration and benefits  
員工薪酬福利構成



### Prevention of Child and Forced Labor

The Group strictly abides by relevant laws and regulations, and strongly supports “International Labor Convention and Recommendations”, and has formulated the “Management Measures for Legal Risk Management of Labor” to control the possible legal risks in the process of labor employment. During the recruitment process, the Human Resources Department strictly checks the identity card and other relevant information of the candidates to ensure employment compliance. If an employee fails to reach the legal working age, we will immediately inform the employee’s guardian to arrange body check for him/her and follow up. In addition, Yuzhou Group respects employees’ merit, work and personal freedom, and resolutely prohibits any unfair treatment of employment relationship between employees and the Group.

### 預防童工及強制勞工

本集團嚴格遵守相關法律法規，並大力支持國際勞工公約和建議書，制定《勞動人事法律風險控制管理辦法》，以管控集團在勞動用工過程中可能出現的法律風險。人力資源部於招聘過程中嚴格核查擬錄用人的身份證等相關資料以保障僱傭合規性。若發現誤僱用未達到合法用工年齡的人員，我們將第一時間通知員工監護人，為其安排身體檢查並進行後續追蹤。此外，禹洲集團尊重員工的擇業、工作及人身自由，堅決杜絕以任何不公平地形式處理員工與集團之間的僱傭關係。

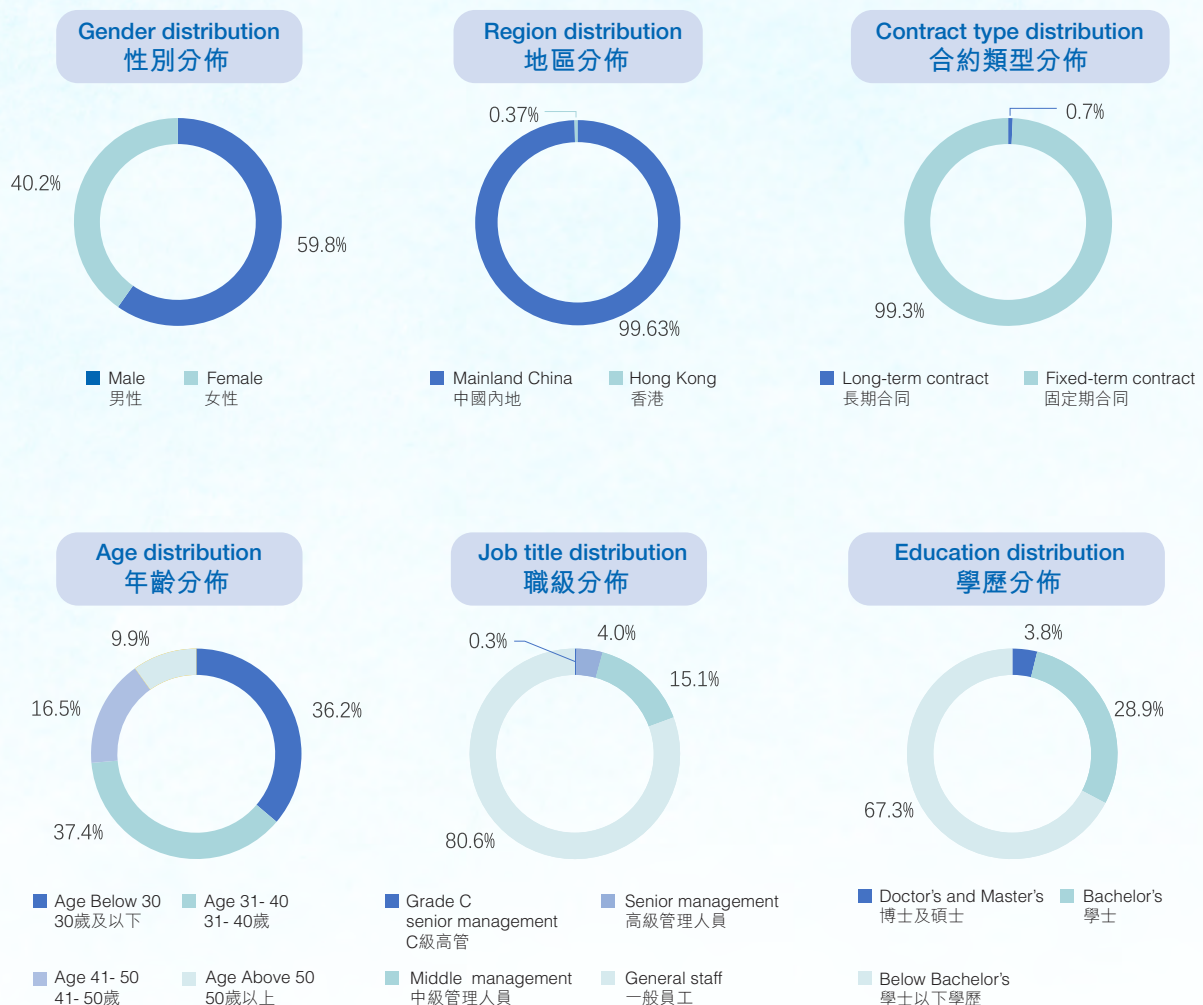


## Employee Diversity

As of December 31, 2020, the Group had a total of 7,537 full-time employees. The Group actively promotes a diversified working environment. During the Year, the Group held a discussion meeting with the theme of “building an excellent organization”, focusing on the construction of the Group’s internal awareness of diversity and prosperity. At the same time, we have formulated the “Board Diversity Policy”<sup>9</sup> to promote the diversity of employees across the Group from top to bottom, taking into account their age, gender, professional experience, cultural and educational background when appointing members of the Board.

## 員工多元化

截至2020年12月31日，集團共有7,537名全職員工。集團積極提倡多元化的工作環境，本年度開展以「建立一個優秀的組織」為題的討論會，聚焦集團內部多元共榮意識的建設。同時，我們已制定《董事會成員多元化政策》<sup>9</sup>，在委任董事會成員時，綜合考慮其年齡、性別、專業經驗、文化及教育背景等，由上而下推動全集團的員工多元化實現。



<sup>9</sup> For the “Board Diversity Policy”, please see: <http://ir.yuzhou-group.com/en/BoardDiversityPolicy.aspx>

<sup>9</sup> 有關《董事會成員多元化政策》，請參見：<http://ir.yuzhou-group.com/sc/BoardDiversityPolicy.aspx>



## EMPLOYEE DEVELOPMENT<sup>10</sup>

The Group provides employees with diversified vocational skills training, establishes systematic promotion channels, and strives to grow together with employees.

### Talent Training

Yuzhou Group has formulated the “Regulations Governing Training” to regulate management training-related documents, including training responsibilities covering the Business Academy, and is committed to continuously promoting the construction of a learning organization based on the Group’s strategic objectives. We provide internal training, which is coordinated by the Business Academy and taught by internal lecturers. During the Year, we issued the “Management Procedures for Internal Lecturers”, which aims to strengthen the construction of the lecturer team and promote the sharing of knowledge of the Group. At the same time, we have an internal online learning system covering system courses, self-developed courses and external courses. In addition, we provide outstanding employees with opportunities to receive training sponsored by the Group, such as academic degree certification, professional qualification certification, MBA and public courses provided by external education institutions.

## 員工發展<sup>10</sup>

集團為員工提供多元化的職業技能培訓，搭建系統性的晉升渠道，致力與員工攜手共同成長。

### 人才培訓

禹洲集團已制定《培訓管理規程》管理培訓相關制度文件，其中規範包括商學院在內的培訓職責，致力圍繞集團戰略目標，不斷推進學習型組織建設。我們提供內部培訓，由商學院統籌，內部講師授課，於本年度，我們頒布《內部講師管理規程》，旨在加強講師隊伍建設，促進集團知識資源共享。同時，我們設有內部線上學習系統涵蓋制度課程、自主課程及外部課程。另外我們為優秀員工提供接受外部教育機構提供的學歷學位認證、專業資質認證、MBA、公開課等公費培訓的機會。



<sup>10</sup> Relevant data of employees disclosed in the “Employee Development” chapter covers the data of the whole Group. Shanghai and Shenzhen headquarters and 8 projects under development can be seen in the section headed “Performance Data Summary”

<sup>10</sup> 「員工發展」章節披露的員工相關數據覆蓋全集團。上海、深圳總部及8個在建項目的數據請參見「數據表現摘要」章節

We conduct research according to training needs every year, to understand and analyze the business pain points and the gap between employees' business skills and job requirements, and formulate corresponding annual training plans which will be submitted to relevant departments for approval before implementation. The Business Academy is responsible for inspecting the implementation of subsidiaries in various regions and cities and project companies on a quarterly basis, reviewing the implementation of training every half year, and adjusting the training plan according to the current needs. During the Year, we focused on the Group's RMB100 billion contracted sales goal and provided targeted training for employees of different functions or levels with a focus on comprehensive quality training.

我們每年依據培訓需求調研，了解分析業務痛點、員工業務水平與崗位要求之間的差距，並制定相應的年度培訓計劃交由相關部門進行審批後執行。商學院每季度負責檢查各區域、城市及項目公司的執行情況，並每半年復盤培訓落實情況，結合當下需求對培訓計劃進行調整。本年度內，我們圍繞集團的千億銷售目標，以綜合素質培訓為重點，為不同職能或級別的員工提供針對性培訓。



Management trainees of  
“Yu Yue Training Program” and  
“Yu Yi Training Program”  
管培生「禹躍計劃」「禹翼計劃」



“Yu Shuai Program” of General and Reserve  
Talent Cultivation Project in Cities  
城市總及後備人才培養項目「禹帥計劃」



Professional line training  
專業條線培訓

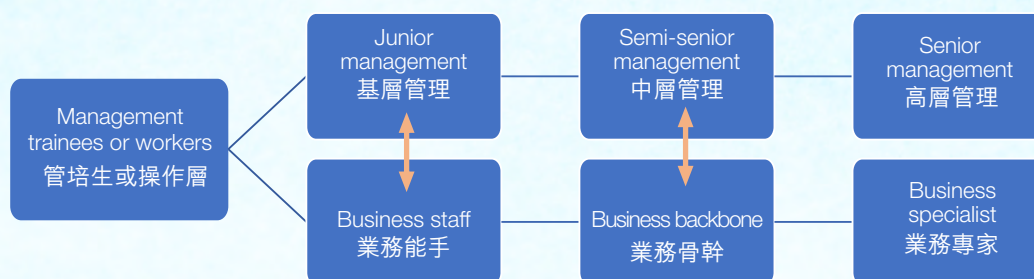


New employee orientation training  
新員工入職培訓



## Career Development

In order to make the best use of talents and enhance the core competitiveness, we have formulated a comprehensive promotion channel to provide a clear direction for employees' career development in Yuzhou Group. We have implemented two channels for talent development to facilitate the win-win situation for the growth of both management talents and professional technical talents and the sustainable development of the Group. Employees can also switch to specific directions and functions during their career journey and we would provide them with corresponding job transfer training.



At the same time, Yuzhou Group established a Reform Committee during the Year, which consists of several members of management to carry out reform covering the performance of all employees. The assessment indicators focus more on value creation and provide long-term incentives for outstanding employees. We have also added a performance interview session to increase communication opportunities between employees and various departments of the Company to understand their work and listen to their opinions.

## 職業發展

為達到人盡其才、各盡其能的目的，並提升核心競爭力，我們制定完善的晉升渠道，為員工於禹洲集團的職業發展提供清晰的方向。我們施行人才發展雙通道，促進管理型人才及專業技術型人才的成長與集團可持續發展的雙贏。員工亦可在職業旅途中轉換具體的方向和職能，我們會為其提供相應的轉崗培訓。

同時，禹洲集團於本年度成立改革委員會，由多名管理層參與，進行覆蓋全體員工績效的改革，考核指標更聚焦於價值創造，為優秀員工提供長期激勵。我們亦新增績效面談環節，以增加員工及各公司部門的溝通機會，了解其工作情況並聽取意見。

## Management Trainee Management System 管培生管理體系

The Group has established a sound management system for management trainees in order to continuously provide outstanding reserve talents for each business:

本集團設有完善的管培生管理體系，持續為各業務輸送優秀後備人才：



### Intensified Training System 集訓制

Provide entry trainings for fresh graduates, provide a full-process introduction to the Group and management trainee programs, and provide general basic courses and development activities to help fresh graduates integrate into the workplace  
為應屆生提供入職培訓，對集團及管培生項目進行全流程介紹，並提供通用基礎課程以及拓展活動協助應屆生融入職場



### Rotation System 輪崗製

The Group adopts a rotation approach to comprehensively improve the business knowledge and capabilities of management trainees. At the same time, it helps fresh graduates to determine their future development direction in the form of mandatory and optional positions

採用輪崗方式，全面提升管培生業務知識和能力。同時通過必選與自選崗位形式幫助應屆生明確未來發展發展方向



### Instructor System 導師制

We implemented a dual-mentor system to provide guidance to management trainees on their work, professionalism and psychology, and maintained continuous attention and tracking over them within three years

實施雙導師制，對管培生的工作、專業及心理進行輔導，並於三年內對其保持持續關注與追蹤



## EMPLOYEE COMMUNICATION

Yuzhou Group maintains close communication with its employees, actively listens to their voices through various communication channels, understands their expectations and strives to create a harmonious and friendly working atmosphere. Every year, we conduct employee satisfaction and engagement surveys to provide effective guidance for our next year's work.

During the Year, we systematically streamlined employee care and employee activities, and formulated the "Employee Care Plan" covering all employees, which included meetings, forums, public welfare activities, festival celebrations, sports games, basketball games, birthday parties, etc., which did not only promoted the rapid integration of new employees, but also enhanced the loyalty of old employees and effectively spread the corporate culture of the Group.

At the same time, in order to better help employees and their families in need, Yuzhou Group issued the "Operations Guidelines for the Management of Employees and Family Difficulties" during the Year, which is managed by the Group's president office, human resources center, brand management department and subsidiaries in various regions and cities. It provides funding for employees who suffer from major diseases or need other relief, and promotes internal fund-raising according to the actual situation.

## 員工溝通

禹洲集團與員工保持密切溝通，積極通過多種溝通渠道聆聽員工的聲音，了解其期許，致力營造融洽友善的工作氛圍。每年，我們開展員工滿意度及敬業度調查，為我們下一年度的工作提供有效的指引。

本年度內，我們對員工關懷及員工活動進行系統性的梳理，制定覆蓋全體員工的《員工關懷方案》，內容多彩豐富包括會議、座談、公益活動、節日慶典、運動會、籃球賽、生日會等，不但促進新員工的快速融入，亦提升老員工的忠誠度，有效傳播集團的企業文化。

同時，禹洲集團為更好地幫助困難員工及其家屬，特於本年度頒布《員工及家屬困難救助管理作業指引》，由集團總裁辦、人力資源中心、品牌管理部及各區域、城市公司負責管理，為患有重大疾病或者其他需要救助的員工機遇資金資助，並根據實際情況發起內部募捐。



Fluorescent run 螢光跑活動



Excellent seminar activities  
績優座談活動



Annual dinner and social activities  
司慶暨聯誼活動





## CREATING VALUE FOR CUSTOMERS 創造客戶價值

Customer satisfaction is our goal. The Group adheres to the customer-oriented principle, listens to the voice of customers, and actively responds to customers' demands, striving to provide customers with high-quality products and services.

讓客戶滿意乃我們追求的目標。集團堅持以客戶為中心，用心聆聽客戶聲音，並積極回應客戶訴求，致力為客戶提供高品質的產品及服務。



**91.5%**

**Highest score of customer satisfaction indicators in residential projects**

住宅項目客戶滿意度指標最高分



**93.5%**

**Highest score of customer satisfaction indicators in hotel operations**

酒店營運客戶滿意度指標最高分



**About 900**

**約 900 家**

**Partnership suppliers**

合作供應商



**96%**

**Suppliers' satisfaction**

供應商滿意度



**This Chapter:**

All-round Quality Control | Customer Health and Safety | Responsible Marketing | Customer Communication | Protection of Customers' Privacy | Sustainable Supply Chain

**本章節：**

全方位品質管控 | 客戶健康與安全 | 負責任營銷 | 客戶溝通 | 保障客戶私隱 | 可持續供應鏈

## ALL-ROUND QUALITY CONTROL

Adhering to the business philosophy of “Building Cities with Heart, Building Homes with Love”, we focus on real estate development and management business to create high-quality life for customers. We have established a sound quality management system to ensure the provision of healthy, safe and high-quality products and services to our customers.

### Residential Development Projects

In order to standardize the inspection process of project quality and safety, strengthen the risk management and control in the project process, improve the quality and on-site safety management level of project construction, and continuously improve customer satisfaction, the Group has formulated the “Management Procedure for Project Inspection”, which sets out the quality and safety inspection procedures for each stage of project audit, construction and delivery, so as to ensure the project quality of the Group's projects and provide customers with high-quality products.

## 全方位品質管控

我們秉持「以誠建城，以愛築家」的經營理念，專注於房地產開發及管理業務，為客戶打造高品質生活。我們建立健全質量管理體系，確保為客戶提供健康、安全、高質量的產品及服務。

### 住宅開發項目

為規範項目工程質量與安全的檢查流程，強化項目過程中的風險管控，提升項目工程的質量及現場安全管理水平，持續提升客戶滿意度，集團制定《工程檢查管理規程》，其中列明項目審計、施工、交付各個階段的質量及安全檢查流程，確保集團項目的工程質量，為客戶提供高品質的產品。





Project Development Management Flow  
開發項目管理流程



## Property Management

The property management segment adheres to the quality policy of “Sincere Service, Pursuit of Excellence, Standardized Management and Scientific Innovation”, continuously improving the management system and service quality. U Life Services Group Co., Ltd., the property subsidiary of the Group, has obtained ISO9001 quality management system certification.

From the perspective of customer needs, we explore innovative operations and management models and integrate diversified resources into the property sector to create a better and new life for customers. We launched our online property intelligent platform “Yu House-Manager Model” application, which has now achieved the function of public area and home warranty. In the future, we will continue to improve the functions of the platform, improve customer experience and optimize customer service processes through the combination of online and offline services.

In addition, we regularly carry out special training for junior employees, and carried out themed training such as “Yu House-Manager Model”, “Golden Yu House-Manager Model”, “Yu Army” and “Yu Craftsman” during the Year to improve the professional service level of property service personnel.

## Commercial Operations

The commercial management segment adheres to the business philosophy of “Sound System, Standardized Management, Streamlined Operations and Caring Service”, and strives to provide quality services to customers. In addition to a more comprehensive shopping environment that provides customers with a comfortable and value-for-money shopping experience, we continuously provide original and special activities to drive the shopping atmosphere of the entire shopping mall.

## 物業管理

物業管理板塊堅持「真誠服務·追求卓越·管理規範·科學創新」的質量方針，不斷完善管理體系，提升服務品質。集團物業附屬公司禹佳生活服務集團有限公司已取得ISO9001質量管理體系認證。

我們從客戶需求角度出發，探究創新經營管理模式，將多元化的資源融入物業領域，為客戶締造美好新生活。我們推出線上物業智慧平台—「禹管家」應用程序，該平台目前已實現公共區域及居家保修的功能。未來我們將繼續完善該平台的功能，通過線上服務與線下服務相結合的方式，提升客戶體驗，優化客戶服務流程。

此外，我們定期開展針對基層員工的專項培訓，於本年度內開展「禹管家」、「金牌禹管家」、「禹林軍」及「禹工匠」主題培訓等，以提升物業服務人員的專業服務水平。

## 商業運營

商業管理板塊秉持「制度健全化、管理規範化、營運流程化、服務親善化」的經營理念，竭誠為客戶提供優質的服務。除以更加完善的購物環境和更為合理齊備的購物業態為顧客提供舒適超值的消費體驗外，我們不斷提供原創的、豐富的企劃活動來帶動整個商城的購物氛圍。

## Hotel Operations

We are committed to providing our customers with best-in-class hotel services. Each department of the hotel has a standard service manual to ensure that the services provided meet the expectations of the customers. We conduct daily training and service quality assessment on our employees in accordance with the standards set out in the manual on a weekly basis. We also actively listen to and respond to customers' needs and opinions. Each hotel conducts monthly service quality evaluation meetings to discuss customers' feedback and service needs in the previous month and formulate rectification plans. The hotel conducts semi-annual inspections of its quality performance, and the Group conducts annual audits covering customer service and hardware facilities, such as road leveling, hotel greening and room cleanliness, etc.. At the same time, the Group also organizes unannounced inspections and unannounced visits.

## 酒店運營

我們致力為客戶提供一流的酒店服務。酒店各部門均設有標準服務手冊，以確保提供符合客戶期望的服務。我們每週均會按照手冊中標準對員工進行日常培訓及服務品質考核。我們亦積極聆聽及回應客戶的需求和意見，各酒店每月開展服務品質提升會，就上一月度客戶反饋的意見和服務方面的需求共同討論，並制定整改方案。酒店每半年對自身的品質表現進行一次檢查，集團每年進行一次審計，審計內容涵蓋客戶服務及硬件設施，如道路平整度、酒店綠化、房間整潔度等。同時，集團亦組織不定時的突擊檢查及暗訪。





## CUSTOMER HEALTH AND SAFETY

We have adopted a series of measures in residential development, commercial operations, property management and hotel operations to protect the health and safety of our customers.

## 客戶健康與安全

我們於住宅開發、商業運營、物業管理及酒店運營等方面，均採取一系列措施，以保障客戶的健康與安全。

### Residential Development Projects

#### 住房開發項目

- Adopt decorative materials including painting and wood floor in compliance with relevant national and industrial standards, and strictly control the contents of hazardous substance such as formaldehyde, benzene and volatile organic compounds  
使用符合國家及行業相關標準的塗料、木地板等裝修材料，嚴格控制甲醛、苯、揮發性有機化合物等有害物質的含量
- Ensure natural ventilation and good indoor air quality in the rooms  
房間可自然通風，維持良好的室內空氣質素
- Divide the area in various rooms according to different requirements on the acoustic environment, keep the noise source such as equipment rooms away from functional rooms with higher requirements on the acoustic environment, and adopt proper and effective sound insulation and shock absorption measures  
根據聲環境的不同要求各類房間進行區域劃分，將設備機房等噪聲源遠離對聲環境要求較高的功能房間，並採取適當有效的隔聲及減震措施

### Property Management

#### 物業管理

- Organize relevant staff to participate in safety training activities held by professional companies or government departments, with content covering job qualification, contingency plans and professional drills, etc.. Contingency plan activities include fire drills, anti-terrorist attack drills and first-aid training (such as wound dressing and CPR), etc  
組織相關員工參加專業公司或政府職能部門組織的安全訓練營活動，安全活動內容包括崗位技能、應急預案、專業演練等，其中預案類活動包括消防演習、防恐防暴、傷病救援（如創口包紮及心肺復甦）等
- Community property service centers are equipped with first-aid kits and staff who have received rescue trainings according to actual situation  
物業服務社區服務中心均設有醫藥箱，並結合實際情況組織一系列傷員模擬救援培訓
- 20 contingency plans are in place to cover natural hazards, security, personnel and facilities control and energy issues  
設有20個應急預案，涵蓋自然災害、刑事治安、人員控制及設備、能源問題等

### Commercial Operation

#### 商業運營

- 2 safety trainings per month, covering the use of fire hydrant and trapping of lift  
每月開展2次安全培訓，內容包括消防栓使用、電梯困員解決等
- Semi-annual fire drills with full participation  
每半年舉辦一次消防演習，全員參與

### Hotel Operation

#### 酒店運營

- All food ingredients are invoiced and a ledger is set up from the source upon delivery in accordance with regulatory requirements of the government  
從源頭出發，所有食品在收貨的時候，都按照政府要求索證索票，建立台帳
- Ensure ingredient quality upon receipt through daily checks  
每天對食材收貨檢查，確保食材品質
- Arrange food safety and hygiene specialist specialized for routine food safety and hygiene inspection  
設置食品安全衛生專員，專門負責日常食品安全衛生的檢查
- Provide training to staff of food and beverage department every month, and raise opinion and report on the food and beverage department on a weekly basis  
每月對餐飲部的員工進行培訓，每週對餐飲部的表現提出意見及報告
- Engage third parties to carry out annual ISO audit on the hotel  
每年聘請協力廠商檢測對酒店進行ISO標準審計



## RESPONSIBLE MARKETING

Yuzhou Group is well aware of the importance of responsible marketing and has always adopted strict and responsible marketing practices, the code of conduct and a practical attitude. We formulated the “Responsible Marketing Standards” during the Year.

## 負責任營銷

禹洲集團深知實踐負責任營銷的重要性，始終採取嚴格、負責任的營銷實踐、行為標準以及實事求是的態度。我們於本年度制定《負責任營銷準則》。



All marketing activities must comply with the relevant national laws and regulations and industry standards, and strictly implement the management and control rules issued by the Group's marketing management center and the Group's brand management department

所有營銷動作必須符合和遵守國家相關法律法規及行業發展規範，嚴格執行集團營銷管理中心及集團品牌管理部門發佈的管控細則



Stringent training and operating standards for marketing personnel, to ensure that all marketing lines are aware of the Group's regulatory requirements before they commence work, so as to ensure that customers are provided with quality products with sincerity and integrity

嚴格的營銷人員培訓作業標準，以確保全體營銷條線上崗前知悉集團的規範要求，以確保用誠心和誠信給予客戶奉獻精緻誠品



The Company will continue to carry out quality control of the sales venue to ensure the authenticity of the marketing campaign and fulfill the commitments, including but not limited to the Group's publicity reports, materials displayed in the sales venues and sales language, etc.

持續開展案場品質管控，以確保營銷動作真實，實現承諾，包括但不限於集團的宣傳報導、案場展示物料、銷售語言等

At the same time, Yuzhou Business Academy of the Group has set up a marketing branch to conduct special training on marketing requirements and standards. The sales managers carry out individual case sharing and pertinent theme training for salespersons to acquaint them with the sales and advertising policies of the Group and ensure their implementation of responsible marketing and promote rational consumption by consumers.

同時，集團的禹洲商學院設立營銷分院，對營銷方面的要求和標準進行專項培訓。銷售經理每月亦對銷售人員進行個案分享及針對性主題培訓，確保他們了解集團的銷售及廣告政策，實踐負責任營銷，促進消費者做出理智消費。



## CUSTOMER COMMUNICATION

Customer satisfaction is our pursuit. The Group has formulated the “Management Procedures for Customer Satisfaction Assessment of Yuzhou Group”, the “Management Procedures for Third-party Customer Satisfaction Survey and Secret Visitor Survey” in order to provide guidance for our customer satisfaction survey. In order to understand the true opinion of customers and further improve the product and service quality, we conduct customer satisfaction surveys through return visits and third-party secret customer surveys. Through the survey, we may clarify the focus of our future work and continue to provide customers with services that meet their needs so as to continuously improve customer satisfaction.

## 客戶溝通

客戶滿意是我們的追求。集團制定《禹洲集團客戶滿意度考核管理規程》、《第三方客戶滿意度調研、神秘訪客調研管理規程》等制度，為我們客戶滿意度調研工作提供指引。為了解客戶真實想法，進一步提升產品及服務品質，我們通過回訪、第三方神秘客調查等形式，開展客戶滿意度調查。通過調研，我們明確未來工作的重點，不斷為客戶提供契合其訴求的服務，持續提升客戶滿意度。

### Property Management

- The property company invites third-party companies to conduct customer satisfaction survey every year;
- At the beginning of this Year, we set a target of 85 points in customer satisfaction in 2020;
- According to the survey results, all core cities met the standards, such as Shanghai, Suzhou and Hefei in the Yangtze River Delta Region with customer satisfaction of 88.10, 87.01 and 86.57, respectively, and the numbers of customers involved in the survey were 563, 77 and 1,340, respectively

### 物業管理

- 物業公司每年邀請第三方公司進行客戶滿意度調研工作；
- 於本年度年初設立2020年客戶滿意度達85分的目標；
- 根據調研結果，核心城市均達標，如長三角區域的上海、蘇州、合肥的客戶滿意度分別為88.10、87.01、86.57，涉及調研客戶數分別為563人、77人、1,340人

### Hotel Business

- Medallia NPS: scored 80.39 out of 100;
- The overall satisfaction: scored 9.35 out of 10;
- Social networks<sup>11</sup>: scored 4.81 out of 5;
- TripAdvisor: scored 4.99 out of 5

### 酒店業務

- Medallia NPS滿分100分，得分80.39分；
- 總體滿意度滿分10分，得分9.35分；
- 社交網站<sup>11</sup>評分滿分5分，得分4.81分；
- 貓途鷹評分滿分5分，得分4.99分

In addition, we have formulated systems including the “Operations Guidelines for Customer Service Supervision Hotline”, the “Operations Guidelines for Customer Complaint Handling”, and set up a comprehensive management process from customer complaint channel to follow-up and handling mechanism in order to improve the efficiency of customer complaint handling and ensure that all complaints are properly handled within a reasonable time limit.

此外，我們制定《客戶服務監督熱線作業指引》、《客戶群訴處理作業指引》等制度，設立從客戶投訴渠道到跟進處理機制完善的管理流程，提高客戶投訴處理效率，確保所有投訴均於合理時限內妥善處理。

<sup>11</sup> Mainly including applications such as Meituan and Qunar

<sup>11</sup> 主要為美團、去哪兒等應用程序



We have set up a customer service supervision hotline (400-060-1628) to handle customer complaints in a unified manner, conduct closed-loop tracking of customer complaint handling, and ensure normal operations of the hotline on working days, weekends and holidays. In addition, customers can also give feedback and suggestions through various channels such as visits, emails, WeChat, the real estate marketing center of Yuzhou Project, the property service center and hotlines. We have corresponding requirements on the response time, processing time, management mechanism, follow-up and return visits, improvement and accountability of customer complaints.

我們設立客戶服務監督熱線(400-060-1628)，統一受理客戶投訴，進行客戶投訴處理的閉環跟蹤，監督熱線工作日、週末及節假日正常開通。此外，客戶亦可通過來訪、電子郵件、微信、禹洲項目地產營銷中心現場、物業服務中心現場及熱線等各類渠道，反饋意見及建議。對於客戶投訴的回應時間、處理時限、管理機制、跟蹤回訪、改進問責等我們均有相應要求。



## PROTECTION OF CUSTOMERS' PRIVACY

The Group has established systems such as the "Information Confidentiality System of Yuzhou Group", the "Guidance for Management of Sales Sites" and the "Customer Information Management Operations Guidelines" to regulate the collection, maintenance and management of customer-related information and fully protect customer privacy. We require our employees not to disclose any customer information to third parties when collecting, using and accessing customer information.

## 保障客戶私隱

集團設有《禹洲集團信息保密制度》、《銷售案場管理指引》以及《客戶信息管理作業指引》等制度，規範客戶相關信息的收集、維護和管理工作，充分保護客戶隱私。我們要求員工在收集、使用及存取客戶信息時，不得向第三方洩露任何客戶信息。



### Hotel Operation 酒店運營

- The Guidelines for Service Standards states the confidentiality requirements on guests' personal information  
標準服務手冊中有針對入住客人信息保密的要求
- Confidential message and phone call forward measures are in place  
採取住客信息保密及電話轉接的保密措施
- Only the room card is required for breakfast, without having to provide room number and name  
客戶用早餐時只需出示房卡，無需房號和姓名
- Different departments of the hotel provide privacy training to the staff  
酒店的各個部門都會對員工進行客戶隱私的培訓
- Staff must sign confidentiality agreement at entry  
員工在入職的時候需要簽署保密協定

### Property Management 物業管理

- Confidentiality plans are in place for digital and paper messages  
針對電子版客戶信息及紙質版客戶信息均設有保密方案
- Without the consent of the person, staff must not disclose personal information of the customers when during communication or enquiries with customers (unless required by legal obligations)  
所有職員與客戶溝通或遇到諮詢時，未經客戶本人允許（法定配合義務除外）不得透露客戶個人信息

## SUSTAINABLE SUPPLY CHAIN

Suppliers are important partners of Yuzhou Group, and the safety, health and high quality of materials and equipment are the guarantees of product quality. We select the best suppliers and establish a unified standard for procurement procedures such as bidding and supplier review to create high-quality products for customers. The Group's suppliers mainly include suppliers of engineering construction and materials and equipment. During the Year, the Group had a total of 898 suppliers, all from Mainland China.

## 可持續供應鏈

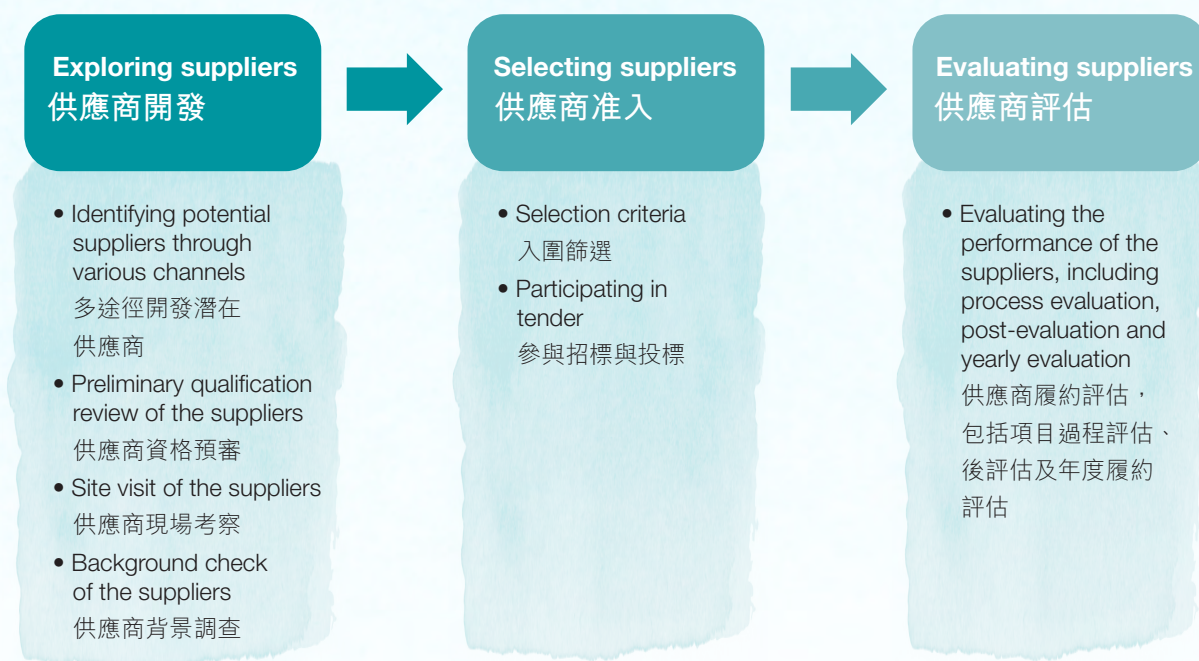
供應商是禹洲集團重要的合作夥伴，材料和設備的安全、健康、高質素是產品質量的保證。我們優選供應商，並對招標投標、供應商評審等採購程序建立統一規範，為客戶打造高質量產品。集團的供應商主要包括工程施工類、材料設備供應商等。本年度，集團共有898供應商，均來自中國內地。

## Supplier Management

The Group adheres to the tendering and procurement principles of “Transparency and Fairness, Full Competition, Pre-Control, Integrity and Due Diligence, Maintenance of Reputation and Mutual Supervision”, and has formulated documents including the “Management Regulations on Tendering and Procurement”, the “Management Regulations on Engineering and Materials Suppliers” to provide guidance for supplier management. At the same time, by organizing and carrying out effective supplier inspections, evaluation and field entry work, we realize the whole process control of suppliers before, during and after the process, so as to select qualified suppliers and ensure that the project quality, progress and safety culture meet the requirements of the Group, and provide a solid support for the improvement of our product quality and long-term development.

## 供應商管理

集團秉持「透明公正、充分競爭、事前控制、廉潔奉公、維護信譽、互相監督」的招標採購原則，並制定《招標採購管理規定》、《工程與材料供應商管理規程》等制度文件為供應商管理提供指引。同時，我們通過組織開展有效的供應商考察、評估及進場等工作，實現對供應商事前、事中、事後的全過程控制，以達到優選合格供應商並確保工程質量、進度、安全文明等方面滿足集團的要求，為我們的產品品質提升和長遠發展提供穩固的支持。



Supplier Management Flow  
供應商管理流程



We conduct performance evaluation on suppliers on an irregular basis. The frequency of evaluation depends on the progress of the project. The scope of evaluation covers five dimensions, namely project management, project progress, quality and safety, costs and coordination, with the highest weight in quality and safety. We classify our suppliers into “strategic”, “excellent”, “qualified”, “unqualified” and “blacklisted” suppliers based on the results of the annual evaluation. Strategic suppliers and excellent suppliers are entitled to corresponding incentives, such as pre-emptive bidding rights, priority order rights and honorary incentives, etc.. Suppliers who violate laws and regulations or seriously violate the Group’s regulations during the tendering, procurement and performance process will be blacklisted.

我們定期對供應商進行不定期履約評估，評估的頻次視乎項目進度而定，評估範圍涵蓋項目管理、項目進度、質量與安全、成本及配合度五個維度，其中質量與安全所佔權重最高。我們根據年度評估的結果將供應商分為「戰略」、「優秀」、「合格」、「不合格」及「黑名單」供應商，戰略供應商及優秀供應商可獲得相應獎勵措施，如優先投標權、優先大單權及榮譽激勵等。如在招標、採購及履約過程中，發生違法違紀行為或嚴重違反集團規定的供應商將被劃入黑名單。

### Process evaluation 過程評估

- Main contractors receive process evaluation on a quarterly basis, combined with third party unannounced inspections  
總承包商每季度進行一次過程評估，評估時需結合第三方飛檢結果
- Other suppliers receive process evaluation when the progress payment is over 70% of the contracts sum. The performance-based projects may be required to be combined with third party unannounced inspections  
其餘供應商與進度款支付超過合同金額的70%時進行過程評估，效果類工程需結合第三方飛檢結果

### Post-evaluation 後評估

- Usually start after the delivery and complete within 6 months  
一般自集中交付完成之日起，六個月後完成評估

### Yearly evaluation on suppliers 年度供應商評估

- Consolidated performance evaluation on suppliers for the previous year is prepared by January 1, with scores combining the weighted average scores of process evaluation and post-evaluation  
每年1月1日之前完成上年度供應商綜合履約評估，評估得分為供應商在過程評估和後評估的加權得分

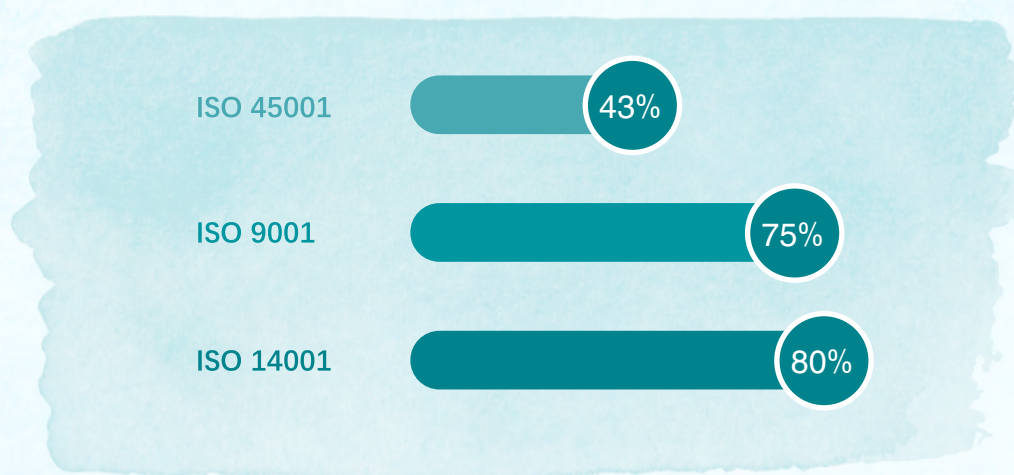
*Process evaluation, post-evaluation and yearly performance evaluation<sup>12</sup>*  
過程評估、後評估及年度履約評估<sup>12</sup>

<sup>12</sup> Process evaluation: evaluation of the performance of the supplier’s cooperation process in stages prior to the completion of the performance but after the signing of the contract; post-evaluation: evaluation of the suppliers after the completion of the settlement or after 6 months of centralized delivery; both process evaluation and post-evaluation combine and form the evaluation on suppliers’ performance

<sup>12</sup> 過程評估：在合同簽署之後履約完成之前，分階段對供應商合作過程中的表現進行評估；後評估：在辦理竣工結算後或在集中交付6個月後，對供應商進行的評估；過程評估和後評估共同組成了供應商履約評估

At the same time, the Group integrates the concept of sustainable development into the management of the supply chain to ensure that suppliers provide products and services while assuming responsibility for the environment, employees and society. We set guidelines on safety culture for suppliers, who are responsible for the environment and fire safety of the living quarters of the projects. Under the same circumstances, we prefer selecting suppliers with ISO14001, ISO9001 and ISO45001 certifications.

同時，集團將可持續發展理念融入對供應鏈的管理中，確保供應商在提供產品及服務的同時，承擔對環境、員工及社會的責任。我們對供應商負責項目生活區的環境、消防安全等因素，均設有安全文明標準指引。在同等情況下，我們更傾向於優選通過ISO14001、ISO9001、及ISO45001認證的供應商。



Certification of material suppliers in cooperation with the Group<sup>13</sup>  
集團合作的材料供應商認證情況<sup>13</sup>



<sup>13</sup> Among the material suppliers in cooperation with the Group during the Year, 26, 45 and 48 suppliers have obtained ISO45001 OHS management system, ISO9001 quality management system and ISO14001 environmental management system, respectively

<sup>13</sup> 本年度內與集團合作的材料類供應商中有26、45家以及48家供應商分別取得ISO45001職業安全健康管理體系、ISO9001質量管理體系及ISO14001環境管理體系認證



## Supplier Communication

In order to improve supplier management and maintain close cooperation with suppliers, we have established a long-term communication mechanism. The procurement management center holds irregular meetings with professional suppliers, and organizes at least one meeting between the Group's leaders and the senior management of suppliers every year. We also hold supplier conferences and supplier forums to understand the needs of suppliers, coordinate relevant issues, and strive to maintain two-way communication and close cooperation.

The procurement management center of Yuzhou Group organizes supplier satisfaction survey through online survey, telephone, email and face-to-face interview on the procurement platform, which is conducted at least once a year. During the Year, we conducted a survey on 898 suppliers and the satisfaction rate of suppliers was 96%<sup>14</sup>. We analyze the results of supplier satisfaction survey and take corresponding measures to maintain the relationship with suppliers.

## Transparent Procurement

In order to ensure transparent procurement, promote fair competition, timely discover and stop illegal acts and protect the legitimate rights and interests of the Group and suppliers, we have formulated the "Transparent Procurement Policy" and entered into "Integrity Cooperation Agreement" with suppliers and set up corresponding complaint communication channels on the bidding and procurement platform. Both parties are required to abide by professional ethics and discipline, and those who violate will be handled seriously according to the relevant system of the Group.

## 供應商溝通

為完善供應商管理，保持與供應商的密切合作關係，我們建立長效溝通機制。採購管理中心不定期約談各專業供應商，每年至少組織一次集團領導與供應商高層之間的約談會。我們亦通過舉辦供應商大會、供應商座談會等，了解供應商的需求，協調相關問題，致力保持雙向溝通與親密合作。

禹洲集團採購管理中心通過招採平台網絡調查、電話、郵件及面談等形式組織供應商滿意度調查，每年至少進行一次。本年度，我們針對898家供應商進行調查，供應商的滿意度為96%<sup>14</sup>。我們根據供應商滿意度調查結果進行分析總計，並採取相應措施以維護與供應商的關係。

## 陽光採購

為保障陽光採購，促進公平競爭，及時發現並制止違規違法行為，維護集團與供應商的合法權益，我們制定《陽光採購政策》，同時與供應商簽訂《廉潔合作協議》，並於招採平台上設有相應的投訴溝通渠道。雙方均需遵守職業道德與職業紀律，違反者將按照集團相關制度嚴肅處理。

<sup>14</sup> Supplier satisfaction survey covers engineering and material suppliers, including main contractor/supplier, professional contractor/supplier and material and equipment supplier

<sup>14</sup> 供應商滿意度調查範圍為工程及材料類供應商，包括總承包供應商、專業承包供應商、材料及設備供應商

## Supply Chain Stability

We strictly control the quality and safety of products and services provided by suppliers to ensure the quality of the Group's products. At the same time, we have formulated detailed procurement plans to reduce procurement risks and ensure the stability, smooth and integration of the supply chain. For materials and equipment with a large procurement volume, we have a dual procurement policy and identify two suppliers to ensure the stability of the supply chain.

## 供應鏈穩定性

我們嚴格把控供應商所提供的產品及服務的質量與安全，以保證集團產品的質量。同時我們亦制定詳盡的採購計劃，降低採購風險，保障供應鏈的穩定、順暢和貫通。針對採購量較大的材料和設備，我們設有雙重採購政策，同時確定2家供應商，以此確保供應鏈的穩定性。

### Engineering Construction Supplier 工程施工類供應商

- On-site supervision and regular inspections by Party A's engineers  
現場監理監察、甲方工程師監察等常規檢查
- Unannounced inspections by the Group  
集團的飛行檢查
- Quarterly safety culture unannounced inspections by third parties  
每季度第三方安全文明飛行巡檢
- "Switch-out" management of the construction  
工程「拉閘」管理



### Material Supplier 材料類供應商

- We will seal samples, and suppliers have to provide testing reports by qualified testing institutions  
我們會對其樣品進行封樣，並且供應商需提供具資質檢測機構出具的檢測報告
- Suppliers may be required to send materials for testing during construction, so as to ensure the quality of the materials  
在合作過程中，會在相應階段要求供應商將材料送檢，以保障材料的質量



Supplier quality assurance measures  
供應商質量保證措施





## DEVELOPING AN ENVIRONMENT OF PROBITY 建設廉潔環境

Adhering to the principles of integrity and fairness, Yuzhou Group strictly abides by various high ethical standards, prohibits any form of corruption and fraud, and constantly strengthens the building of internal integrity culture to create an honest working environment.

禹洲集團秉持誠信和公平的原則，恪守各項崇高的道德標準，嚴禁任何形式的貪污舞弊，不斷加強內部廉潔文化建設，營造風清氣正的工作環境。



Approximately 約 **8,000**

Person-times participated in the probity education

人次參與廉潔教育活動



**100%**

Coverage in the probity education

廉潔教育員工覆蓋率

## ANTI-CORRUPTION

We abide by professional ethics and adhere to the principles of fair competition and honest operations. The Board is committed to maintaining and establishing a sound anti-corruption management structure, risk management and internal control system to ensure the integrity and efficient operations of the Group. During the Year, we have established sustainability policies, such as “Standards of Business Conduct” and “Whistleblowing Policy”, and published them on the Group’s official website.

The Board of the Group attaches great importance to the internal control system and work related to anti-corruption. The auditing and supervision center, as the executive department, is responsible for managing the Group’s anti-corruption matters, and directly reports various audit reports and the findings of complaints to the Board. The scope of the Group’s anti-corruption audit covers various business processes including engineering, costs, marketing, finance, customer service and comprehensive management, and identifies integrity risks in a timely manner for risk prevention. During the Year, the auditing and supervision center conducted anti-corruption audits on all subsidiaries of the Group, with an audit frequency of 2 to 3 subsidiaries per month.

## 反腐倡廉

我們恪守職業道德操守，堅持營造公平競爭、誠信經營的原則。董事會致力維持及建立完善的反貪腐管理架構、風險管理及內部管控體系，以確保集團廉潔、高效營運。本年度我們制定包括《商業行為準則》及《廉政舉報政策》在內的可持續發展政策並公佈於本集團官網。

集團董事會高度重視內部管控體系及反貪腐的相關工作，審計監察中心作為執行部門，負責管理集團反貪腐方面的事宜，並將各類型審計報告以及投訴舉報的調查結果直接匯報於董事會。集團反貪腐審計範圍覆蓋工程、成本、營銷、財務、客戶服務、綜合管理等各業務流程，以及時識別廉潔風險，進行風險預防。本年度內，審計監察中心對集團所有附屬公司進行反貪腐審計，審計頻次為每月2至3家附屬公司。

### Preliminary stage

#### 事前階段

- Develop and improve an internal control and supervision rating system to reduce the possibility of corruption from the angles of system and flow; provide anti-corruption training to raise the probity awareness of the staff
- 參與建立和完善內部控制和監督評價體系，從體制建設、流程制度方面入手，減少貪污發生的概率；負責廉潔培訓，提高員工風險、廉潔意識

### Mid-stage

#### 事中階段

- Monitor the course of major business and report immediately when issues arise
- 監控重要業務流程的進展，發現問題及時預警

### Post-audit and monitoring

#### 事後審計與監察

- Investigate and handle non-compliance through regular audit, special audit, engagement audit and handling of complaints. Evaluate the shortfalls in the system from experience and raise ideas for improvement on the construction of the Group’s management system to enhance the management capability of the Group and form closed loop with mutual promotion
- 通過例行審計、專項審計、任期責任審計、受理舉報投訴等工作，查實及處理違規事件。並且通過案例，反思制度流程體系的問題，提出集團管理體系建設的改進意見，促進集團管理能力提升，形成閉環，互相促進

Three stages of audit work  
審計工作的三個階段



## REPORTING SYSTEM AND WHISTLE-BLOWER PROTECTION

### Standards of Business Conduct

The “Standards of Business Conduct” applies to every employee, senior management and director of the Group, which sets out the code of conduct that we expect to achieve by all employees, and the compliance procedures for preventing bribery.

### Whistleblowing Policy

The “Whistleblowing Policy” sets out the suspicious or actual misconduct of the Group, and encourages internal employees or third parties to report any misconduct in relation to the Group, such as violation of the corporate code of conduct, leakage of business secrets, fraud or corruption, which may bring economic or reputational losses to the Group. We have a variety of reporting channels, through which employees or stakeholders can report anti-corruption and fraud through the anti-corruption mailbox, reporting hotline or face-to-face interview.

We have formulated and improved the anti-corruption reporting procedures, and continuously improved the whistle-blower protection mechanism, strictly implemented the confidentiality requirements, and adopted strict confidentiality measures in all aspects of whistle-blowing work to ensure that whistle-blowers will not be retaliated or treated unfavourably as a result of making a report to protect their personal safety. All information obtained by Yuzhou Group through the communication shall be kept confidential except for disclosure in accordance with laws and regulations, for legal or audit purposes, or Yuzhou Group's submission of the case to the relevant regulatory authorities or law enforcement authorities for handling. Those who violate the rules and disclose the information of the whistle-blower or retaliate against the whistle-blower or the investigator will be dismissed and the labor contract will be terminated. Where a criminal offence is involved, it will be transferred to the judicial authority for handling according to law.

## 舉報制度及舉報人保護

### 《商業行為準則》

《商業行為準則》適用於集團的每一位員工、高管人員及董事，其列明我們期望全體員工達到的行為準則，以及防止賄賂的合規程序。

### 《廉政舉報政策》

《廉政舉報政策》中列明與本集團的可疑或實際不當行為，並鼓勵內部員工或第三方舉報與本集團有關的違反企業行為準則、洩漏商業機密、舞弊或貪腐等給本集團帶來經濟或聲譽等方面損失的不當行為。我們設有多種舉報途徑，員工或利益相關方可通過廉政郵箱、舉報電話或者面談等途徑舉報反貪腐及舞弊行為。

我們制定完善廉政舉報程序，並不斷完善舉報人保護機制，嚴格執行保密規定，在舉報工作的各個環節採取嚴格的保密措施，確保舉報人不會因作出舉報而遭到報復或者不利對待，保護其人身安全。除按照法律法規進行披露、出於法律或審計目的，或禹洲集團將個案交由有關監管機構或執法部門處理的情況外，禹洲集團對接獲得的一切資料均會保密。對違規洩露檢舉資訊或對舉報人、調查人採取打擊報復的人員，將予以撤職、解除勞動合同。涉及刑事犯罪的，將同時移交司法機關依法處理。



### Reporting 舉報受理

- The auditing and supervision staff specialized in reporting issues will handle the report and make relevant record for effective reporting  
由專職負責舉報的審計監察人員受理舉報，對有效舉報做好登記記錄
- Report to the person in charge of the auditing and supervision center immediately  
第一時間向審計監察中心負責人報告

### Preliminary audit 初步審查

- Depending on the nature of the matter, the auditing and supervision center will perform a preliminary audit with the information provided by the whistle-blower to understand the situation  
根據舉報的性質，審計監察中心將根據舉報人提供的資料進行初步審查，以瞭解指控的情況
- All potential cases will be reported to the executives of the Group before the start of investigation  
在開展任何調查工作之前，所有潛在個案都會上報集團決策層

### Formation of plan 制定方案

- After the preliminary audit, the person in charge in the auditing and supervision center will call for an audit meeting for discussion and analysis by audit staff  
初步審查後，審計監察中心負責人召開審計會議，組織參加審計人員對舉報情況進行討論分析
- For issues that require additional investigation, the person in charge of the auditing and supervision center will formulate an audit plan for staff to investigate and prepare an audit report  
針對需要進一步調查的問題，審計監察中心負責人將制定審計方案安排審計人員查明事實，提交審計報告

### Handling report 舉報處理

- Depending on the audit, measures may be imposed on relevant persons and rectification measure will be reported to the management of the Group  
根據審計監察中心核實的情況，對舉報的相關責任人進行處理，並將涉及單位落實的整改措施上報集團決策層
- Those who violate the rules of Yuzhou Group will receive disciplinary actions, or be transferred to the judicial authority for handling if appropriate according to law for bribery or criminal offences.  
違反禹洲集團行為守則的有關人員將面對紀律處分，如涉及貪污或刑事罪行，集團會在適當情況下，移交司法機關依法處理

Anti-corruption Reporting Procedures  
廉政舉報程序





## PROBITY EDUCATION

We are committed to strengthening the construction of anti-corruption culture and creating a clean working atmosphere. The auditing and supervision center is responsible for integrity education and training covering all employees, and strengthens the training for business modules with higher corruption risks. At the same time, we provide integrity education for every new employee through online and offline training, which covers the corresponding penalties for the code of conduct, fraud or bribery. The Group organizes at least 30 to 40 integrity training every quarter, and subsidiaries in various regions organize at least one integrity training covering the whole company every quarter to improve the risk and integrity awareness of all employees.

During the Year, we have carried out various forms of anti-corruption activities, such as integrity training, speeches, seminars and lectures, including the senior management of the Group and the management of subsidiaries in various cities, to provide integrity education for all employees of Yuzhou Group. During the Year, approximately 8,000 person-times participated in integrity education activities.

## 廉潔教育

我們致力加強廉政文化建設，營造廉潔作業氛圍。審計監察中心負責廉潔教育培訓，培訓範圍覆蓋全體員工，並針對貪腐風險較大的業務模塊加大培訓力度。同時，我們結合線上及線下培訓，為每位新入職員工提供廉潔教育，培訓內容覆蓋行為守則、欺詐或賄賂等行為相應的處罰。集團每季度至少組織30至40次廉潔培訓，區域公司至少每季度組織一次覆蓋全公司的廉潔培訓，以提高全體員工的風險及廉潔意識。

本年度我們已開展多種形式的反貪腐活動，如廉潔培訓、巡講、座談會及宣講會等，包括集團高管及各城市公司的管理層，為禹洲集團全體員工提供廉潔教育。本年度約有8,000人次參與廉潔教育活動。





## CREATING BEAUTIFUL COMMUNITY

### 構建美好社區

Adhering to the concept of “From the Community, For the Community”, Yuzhou Group actively participates in social welfare undertakings and strives to promote the traditional virtues of respecting the elderly and caring for the young through the power of the Group and strongly supports the development of national education, poverty alleviation and environmental protection.

禹洲集團秉承「取之於社會，獻之於社會」的理念，積極投身於社會公益事業，力爭通過集團力量弘揚尊老愛幼的傳統美德、大力支持國家教育、扶貧及環保事業的發展。



**Nearly RMB7,801,000**  
**近人民幣 7,801,000 元**

**Donating to Social Welfare**  
向社會公益事業捐款



## Creating Beautiful Community (Continued)

### 構建美好社區(續)

As a responsible corporate citizen, the Group undertakes the responsibility of community investment. The Group established the Yuzhou Charity Foundation and the Volunteer Service Team in 2014. Up to now, a number of subsidiaries in various cities have established their own volunteer service teams. In addition, through a series of comprehensive public welfare affairs management systems, we ensure the proper use of funds and promote the development of public welfare affairs in an orderly manner.

Adhering to the public welfare value concept of “From the Community, For the Community”, in addition to social investment in fighting against the epidemic, the Group also focuses on public welfare in areas such as education, culture and environmental protection. As a guiding unit, the Group’s headquarters continuously promote the concept of public welfare to all subsidiaries in various cities. While actively participating in the public welfare projects organized by the headquarters, each subsidiary in cities plans its own public welfare activities with local characteristics based on its own situation. During the Year, the Group’s charitable donations amounted to RMB7,801,000 (the donation from Mr. Lam Lung On was not included), and Lam Lung On, *J.P.*, the Chairman of the Board, was also awarded the “2020 Charitable Character Award” for four consecutive years. The following are some of the charity activities carried out by Yuzhou Group during the Year.

作為負責任的企業公民，集團義不容辭承擔社區投入的責任。集團於2014年成立禹洲公益基金會與志願服務隊，截至目前，多家城市公司均已建立內部的志願服務隊。此外，通過一系列完善的公益事務管理制度，我們確保善款善用，有序推進公益事務發展。

秉持著「取之於社會，獻之於社會」的公益價值理念，除抗擊疫情方面的社會投入，集團亦聚焦於教育、文化、環保等範疇的公益事業。作為指導單位，集團總部不斷向各城市公司貫宣公益理念。各城市公司在積極參與總部組織的公益項目的同時，結合自身情況，自行策劃具有當地特色的公益活動。本年度，集團的公益捐款折合人民幣7,801,000元（不包含林龍安先生個人捐款），董事局主席林龍安<sup>太平紳士</sup>亦連續四年獲得「2020年度公益人物獎」。以下為禹洲集團本年度內開展的部分公益活動。

#### Education Culture

#### 教育文化

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>• Set up RMB1 million “Yuzhou Award and Assistance Fund” to provide student enrolment funds for students with financial difficulties in their families to enroll in the new school year and to fund undergraduate students with family difficulties</li></ul>  | <ul style="list-style-type: none"><li>• 設立人民幣100萬元「禹洲獎助金」，為新學年入學的家庭經濟困難學生發放入學慰問金，以及用於資助家庭困難的本科生</li></ul> |
| <ul style="list-style-type: none"><li>• Donation of RMB10 million to support the construction and development of Jimei University (Donated by Mr. Lam personally)</li></ul>  | <ul style="list-style-type: none"><li>• 捐助人民幣1,000萬元支持集美大學建設發展（林先生個人捐款）</li></ul>                         |
| <ul style="list-style-type: none"><li>• Donation of RMB5 million to support Huaqiao University and supported school’s reward to teachers and students (Donated by Mr. Lam personally)</li></ul>  | <ul style="list-style-type: none"><li>• 捐助人民幣500萬元支持華僑大學，支持學校對教師及學生的獎勵（林先生個人捐款）</li></ul>                 |
| <ul style="list-style-type: none"><li>• Donation of RMB1.3 million to the local education bureau in Wuhan to support the upgrade of software and hardware for epidemic prevention in kindergartens after the epidemic, procurement of educational supplies and rewarded the outstanding graduates of high school and college entrance examinations</li></ul> | <ul style="list-style-type: none"><li>• 向武漢當地教育局捐贈人民幣130萬元，支持疫情後的幼兒園防疫軟硬件升級、教育用品採購及獎勵中高考優秀畢業學子</li></ul>  |
| <ul style="list-style-type: none"><li>• Donation of RMB1.5 million to Shanghai Nine Trees Art Education Foundation</li></ul>   | <ul style="list-style-type: none"><li>• 捐贈人民幣150萬元至上海九棵樹藝術教育基金會</li></ul>                                 |



### Caring for the Elderly

### 敬愛老人

- In Hong Kong, the Group organized three consecutive Annual dinner of Year of the Rat with the theme of caring for the Hong Kong solitary elderly, with approximately 1,500 elderly people
- During the Double Ninth Festival, a number of subsidiaries of Yuzhou Group visited the elderly and cared for their physical conditions and living needs with daily necessities, and also held activities such as free medical consultation and free haircuts
- 連續於香港舉辦3場「關懷全港獨居長者鼠歲喜臨門團年宴」，邀請約1,500名老人歡聚一堂
- 時逢重陽節，禹洲集團多家附屬公司攜生活物資慰問老人身體狀況及生活需求，亦舉辦愛心義診、貼心義剪等活動

### Caring for Children

### 關愛兒童

- We cooperated with Ai You Foundation to jointly develop the “Ai You Child Welfare” project, focusing on left-behind children in the mountainous area of Guizhou, establishing more than 30 children’s homes with the local civil affairs bureau, providing help to left-behind children in terms of life and learning, and carrying out diversified activities with children while implementing anti-epidemic measures
- The Group called on Yuzhou property owners and employees to donate idle plush stuffed toys to children in poor mountainous areas
- Collected children’s picture books from the society, and sent them to Guizhou Yuzhou · Ai You Children’s Home and set up a love book corner
- Launched the “Charity Mobile Library” for Children with mental illness at Ningbo Kangning Hospital
- Cooperated with Xi’an Ant Technology Charity Foundation, the Company donated to Nangqian County, Yushu Prefecture, Qinghai Province and Meigu County, Liangshan Autonomous Prefecture, Sichuan Province
- 攜手愛佑基金會合作，共同發展「愛佑安生」項目，關注貴州山區留守兒童，與當地民政局一同建立30餘個兒童之家，給予留守兒童生活、學習方面上的幫助，在做好抗疫措施的同時與兒童開展多樣化主題活動
- 號召禹洲業主及員工捐贈閒置毛絨玩具，為貧困山區兒童送愛心
- 面向全社會爱心人士募集少兒繪本，統一送往貴州禹洲·愛佑兒童之家，設立愛心圖書角
- 於寧波康寧醫院少兒科落成「愛心流動書屋」助力患有心理和精神疾病的孩子康復治療
- 攜手西安螞蟻公益慈善基金會，定點捐贈青海省玉樹州囊謙縣，四川省涼山自治州美姑縣開學禮



## Environmental Protection

- Yuzhou Charity Foundation donated materials to Shenzhen Blue Ocean Environmental Protection Association on behalf of the Group and obtained the certificate of “Pioneer Enterprise in Marine Protection”
- As one of the 27 members of the Shenzhen Marine Pioneer Team, Yuzhou volunteers also participated in the International Coastal Cleaning Day. Every volunteer undertook a beach clean-up activity on a 1-nautical mile shoreline to collect nearly 50 kilograms of marine garbage
- We continued to support the “Earth Hour” environmental protection campaign initiated by the World Wildlife Fund, calling on our real estates, properties, businesses and hotels to actively turned off lights for one hour

## 環境保護

- 禹洲公益基金會代表集團向深圳市藍色海洋環境保護協會捐贈物資，並獲得「海洋保護先鋒企業」證書
- 作為深圳27支海洋先鋒隊成員之一，禹洲志願者們也組織參與國際海灘清潔日活動。每位志願者每人承擔1海里海岸線的淨灘活動，收集海洋垃圾近50公斤
- 持續支持由世界自然基金會發起的「地球一小時」環保活動，號召旗下地產、物業、商業、酒店積極響應關燈一小時

## Economic Promotion

- Used the Shenzhen headquarters building to provide free space for young people from Hong Kong and Macau to start their career and entrepreneurship in the Mainland, providing conditions and opportunities for young people from Hong Kong and Macau who are aspired to develop in the Mainland
- Donation of RMB200,000 in Jinhui Town, Fengxian District, Shanghai to help the difficult people
- Donation of RMB80,000 to Social Organization Development Foundation in Jinjiang District, Chengdu to support poverty alleviation in Luoqiu Village, Huo County

## 促進經濟

- 利用深圳總部大樓為港澳青年來內地就業創業免費提供空間，為有志於內地發展的港澳青年提供條件、創造機會
- 捐贈人民幣20萬元於上海奉賢區金匯鎮，幫扶困難群眾
- 捐助人民幣8萬元至成都市錦江區社會組織發展基金會，支持霍縣洛秋鄉扶貧救困工作





Creating Beautiful Community (Continued)  
構建美好社區 (續)



Annual dinner of Year of the Rat with the theme of caring for the Hong Kong solitary elderly  
「關懷全港獨居長者鼠歲喜臨門團年宴」



"Ai You Child Welfare" project  
「愛佑安生」項目



Distribution of school entrance allowance to new students with financial difficulties  
向經濟困難新生發放入學慰問金



Organizing free clinic for the elderly  
為老人精心組織安心義診



Collecting children picture books for love book corner  
為愛心圖書角募集少兒繪本



Coastal cleaning activities  
海洋淨灘活動



A number of subsidiaries participated in blood donation  
多家附屬公司參與愛心獻血



# LAWS AND REGULATIONS

## 法律及法規

Topics 議題	Applicable Laws and Regulations 適用的法律法規	Compliance 合規情況
<b>Environment</b> 環境	<ul style="list-style-type: none"> <li>Environmental Protection Law of the People's Republic of China</li> <li>《中華人民共和國環境保護法》</li> <li>Atmospheric Pollution Prevention and Control Law of the People's Republic of China</li> <li>《中華人民共和國大氣污染防治法》</li> <li>Water Pollution Prevention and Control Law of the People's Republic of China</li> <li>《中華人民共和國水污染防治法》</li> <li>Law of the People's Republic of China on the Prevention and Control of Environment Pollution Caused by Solid Wastes</li> <li>《中華人民共和國固體廢物污染環境防治法》</li> <li>Energy Conservation Law of the People's Republic of China</li> <li>《中華人民共和國節約能源法》</li> <li>Law of the People's Republic of China on Environmental Impact Assessment</li> <li>《中華人民共和國環境影響評價法》</li> <li>Regulations on the Administration of Construction Project Environmental Protection</li> <li>《建設項目環境保護管理條例》</li> <li>Soil Pollution Prevention and Control Law of the People's Republic of China</li> <li>《中華人民共和國土壤污染防治法》</li> </ul>	<p>During the Year, Yuzhou Group did not have any non-compliance with relevant laws and regulations that have a significant impact on the Group relating to air emissions and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. In addition, the Group did not have any issue in sourcing water that is fit for purpose.</p> <p>於本年度內，禹洲集團並無任何違反有關廢氣及溫室氣體排放、向水向土地排污及有害或無害廢棄物產生且對集團造成重大影響的法律法規事宜。此外，本集團於求取適用水源上未存在任何問題。</p>
<b>Employment</b> 僱傭	<ul style="list-style-type: none"> <li>Labor Law of the People's Republic of China</li> <li>《中華人民共和國勞動法》</li> <li>Labor Contract Law of the People's Republic of China</li> <li>《中華人民共和國勞動合同法》</li> <li>Provisions on the Prohibition of Using Child Labor</li> <li>《禁止使用童工規定》</li> <li>Law of the People's Republic of China on the Protection of Minors</li> <li>《中華人民共和國未成年人保護法》</li> </ul>	<p>During the Year, the Group was not aware of any laws and regulations matters relating to compensation and dismissal, recruitment and promotion, working hours, holidays, equal opportunity, anti-discrimination, and other benefits and welfare and preventing child and forced labor that have a significant impact on the Group.</p> <p>於本年度內，集團並不知悉任何有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、反歧視以及其他待遇及福利、有關防止童工及強制勞工且對集團造成重大影響的法律法規事宜。</p>



**Safety**  
安全

- Work Safety Law of the People's Republic of China
- 《中華人民共和國安全生產法》
- Law of the People's Republic of China on Prevention and Control of Occupational Diseases
- 《中華人民共和國職業病防治法》

During the Year, the Group was not aware of any non-compliance with laws and regulations that have a significant impact on the Group relating to providing a safe working environment and protecting employees from occupational hazards.

於本年度內，集團並不知悉任何違反有關提供安全工作環境及保障僱員免受職業危害且對集團造成重大影響的法律法規事宜。

**Product Responsibility**  
產品責任

- Construction Law of the People's Republic of China
- 《中華人民共和國建築法》
- Urban Real Estate Administrative Law of the People's Republic of China
- 《中華人民共和國城市房地產管理法》
- City Planning Law of the People's Republic of China
- 《中華人民共和國城市規劃法》
- Advertising Law of the People's Republic of China
- 《中華人民共和國廣告法》

During the Year, the Group was not aware of any incidents of non-compliance with laws and regulations that have a significant impact on the Group relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.

於本年度內，就集團的產品及服務所涉及的健康與安全、廣告、標籤及私隱事宜以及補救辦方法，集團均未有發現任何對集團造成重大影響的違法事故。

**Anti-corruption**  
反貪污

- Criminal Law of the People's Republic of China
- 《中華人民共和國刑法》
- Anti-Unfair Competition Law of the People's Republic of China
- 《中華人民共和國反不正當競爭法》
- Prevention of Bribery Ordinance of Hong Kong
- 香港《防止賄賂條例》

During the Year, the Group was not aware of any non-compliance with relevant laws and regulations that have a significant impact on the Group relating to bribery, extortion, fraud and money laundering.

於本年度內，集團未發現任何有關賄賂、勒索、欺詐及洗黑錢並對集團造成重大影響的法律法規行為。



# PERFORMANCE DATA SUMMARY

## 數據表現摘要

		2019	2020
Environment 環境	<b>Air emissions</b> <b>廢氣</b>		
	Nitrogen oxides (kg) 氮氧化物 (千克)	14.49	8.86
	Sulphur oxides (kg) 硫氧化物 (千克)	1.44	0.85
	Respiratory suspended particulates (kg) 可吸入懸浮粒子 (千克)	2.56	1.56
	<b>Greenhouse gas<sup>15</sup></b> <b>溫室氣體<sup>15</sup></b>		
	Scope 1: Direct greenhouse gas emissions (tonnes of carbon dioxide equivalent) 範圍一：直接溫室氣體排放 (噸二氧化碳當量)	288.8	163.9
	Scope 2: Energy Indirect greenhouse gas emissions (tonnes of carbon dioxide equivalent) 範圍二：能源間接溫室氣體排放 (噸二氧化碳當量)	4,150.8	6,248.2
	Scope 3: Other indirect greenhouse gas emissions (tonnes of carbon dioxide equivalent) 範圍三：其他間接溫室氣體排放 (噸二氧化碳當量)	572.3	235.2
	Total greenhouse gas emissions (tonnes of carbon dioxide equivalent) 溫室氣體排放總量 (噸二氧化碳當量)	5,111.9	6,647.2
	Intensity of greenhouse gas emissions (tonnes of carbon dioxide equivalent/sq.m.) 溫室氣體排放密度 (噸二氧化碳當量/平方米)	0.001	0.002
	<b>Hazardous waste</b> <b>有害廢棄物</b>		
	Total hazardous waste (produced) (tonnes) 有害廢棄物總量 (產生量) (公噸)	0.08	0.06
	Total hazardous waste (recycled) (tonnes) 有害廢棄物總量 (回收量) (公噸)	0.08	0.06
	Intensity of hazardous waste (tonnes/thousand sq.m.) 有害廢棄物產生密度 (公噸/千平方米)	0.0000100	0.0000175

<sup>15</sup> Calculation of GHG emissions:  
GHG emissions factors have been adjusted comparing to 2019. 2019 data in the table has been recalculated and adjusted. The calculation of GHG emissions and emissions factors takes reference from the "How to prepare an ESG Report – Appendix 2: Reporting Guidance on Environmental KPIs" published by the HKEX and the "Baseline Emission Factors of China Regional Power Grid in 2019". Global warming potential takes reference from the Intergovernmental Panel on Climate Change ("IPCC") "Fifth Assessment Report"

<sup>15</sup> 溫室氣體排放計算說明：  
溫室氣體排放因子較2019年有所調整，上表2019年數據已重新計算並調整。溫室氣體排放量計算方法和排放因子參考自港交所《如何準備環境、社會及管治報告—附錄二：環境關鍵績效指標匯報指引》及《2019年度減排項目中國區域電網基準線排放因子》。全球變暖潛能值則參考自政府間氣候變化專門委員會(IPCC)的《第五次評估報告》

	2019	2020
Environment 環境	<b>Non-hazardous waste</b>	
	<b>無害廢棄物</b>	
	Food waste (production) (tonnes) 廚餘垃圾 (產生量) (公噸)	652.7 46.4
	Food waste (recycled) (tonnes) 廚餘垃圾 (回收量) (公噸)	18.3 17.3
	Greening waste (production) (tonnes) 綠化垃圾 (產生量) (公噸)	3.0 14.0
	Greening waste (recycled) (tonnes) 綠化垃圾 (回收量) (公噸)	3.0 4.0
	Total production of non-hazardous waste (tonnes) 無害廢棄物產生總量 (公噸)	655.7 60.4
	Total non-hazardous waste recycled (tonnes) 無害廢棄物回收總量 (公噸)	21.3 21.3
	Intensity of non-hazardous waste (tonnes/thousand sq.m.) 無害廢棄物產生密度 (公噸/千平方米)	0.12 0.02
	<b>Construction waste</b>	
	<b>建築廢棄物</b>	
	Construction waste (production) (tonnes) 建築廢物 (產生量) (公噸)	1,431,900 1,302,440
	Construction waste (recycled) (tonnes) 建築廢物 (回收量) (公噸)	3,840 1,650
	Earth backfilling (tonnes) 土方回填量 (公噸)	— 302,848



Performance Data Summary (Continued)  
數據表現摘要 (續)

		2019	2020
Environment 環境	<b>Resource consumption</b>		
	<b>資源消耗</b>		
	Electricity (MWh) 電力 (兆瓦時)	4,932.7	7,462.5
	Natural gas (cubic meters) 天然氣 (立方米)	12,650.0	3,000.0
	Liquefied gas (kg) 液化氣 (公斤)	522.0	624.0
	Gasoline (liters) 汽油 (公升)	98,277.8	57,677.82
	Diesel (liters) 柴油 (公升)	–	800.0
	Total water consumption (cubic meters) 總耗水量 (立方米)	556,722	1,071,132
	Water consumption intensity (cubic meters/sq.m.) 耗水密度 (立方米／平方米)	0.10	0.31
	Total energy consumption (MWh) 能源消耗總量 (兆瓦時)	5,943.6	8,022.2
	Energy consumption intensity (MWh/sq.m.) 能源消耗密度 (兆瓦時／平方米)	0.001	0.002
	<b>Use of major construction materials</b>		
	<b>主要建築材料使用</b>		
	Concrete (tonnes) 混凝土 (公噸)	1,205,439	1,113,362
	Mortar (tonnes) 砂漿 (公噸)	34,301	416,815
	Steel reinforcement bars (tonnes) 鋼筋 (公噸)	62,978	83,368
	Cement (tonnes) 水泥 (公噸)	2,327	18,602
	River sand (tonnes) 河沙 (公噸)	8,475	55,458
	Stones (tonnes) 石料 (公噸)	5,356	16,947
	Bricks (tonnes) 磚塊 (公噸)	153,389	80,883
	Woods (tonnes) 木材 (公噸)	–	29,332
	PC (tonnes) PC (公噸)	15,033	50

Performance Data Summary (Continued)  
數據表現摘要 (續)

		2019		2020	
		Shanghai headquarters and 11 projects under development		Shenzhen and Shanghai headquarters and 8 projects under development	
		Group		Group	
		集團	上海總部及 11個在建項目	集團	深圳、 上海總部及 8個在建項目
Staff 員工	Number of employees at end of year				
	年末人數				
	Total employees	7,572	753	7,537	597
	員工總數				
	By employment type				
	按僱傭類型				
	Full-time	7,572	753	7,516	595
	全職				
	Part-time	0	0	21	2
	兼職				
	By region				
	按地區				
	Hong Kong	26	—	28	—
	香港				
	Mainland China	7,546	—	7,509	—
中國內地					
By contract type					
按合約					
Long-term contract	311	12	53	83	
長期合同					
Fixed-term contract	7,261	741	7,484	514	
固定期合同					
By gender					
按性別					
Male	4,564	431	4,504	381	
男性					
Female	3,008	322	3,033	216	
女性					



Performance Data Summary (Continued)  
數據表現摘要 (續)

		2019		2020	
		Shanghai headquarters and 11 projects under development		Shenzhen and Shanghai headquarters and 8 projects under development	
		Group	Group	Group	Group
		集團	集團	集團	集團
		上海總部及 11個在建項目	上海總部及 11個在建項目	深圳、 上海總部及 8個在建項目	深圳、 上海總部及 8個在建項目
Staff 員工	<b>By age</b>				
	<b>按年齡</b>				
	30 and below	2,783	338	2,727	248
	30歲及以下				
	31-40	2,786	358	2,822	301
	31-40歲				
	41-50	1,344	51	1,242	39
	41-50歲				
	Above 50	659	6	746	9
	50歲以上				
	<b>By education</b>				
	<b>按學歷</b>				
	Doctor's	3	2	3	1
	博士				
	Master's	284	127	285	112
	碩士				
	Bachelor's	2,147	408	2,179	332
	學士				
	Below Bachelor's	5,138	216	5,070	152
	學士以下學歷				
	<b>By ranking</b>				
	<b>按職級</b>				
	Grade C senior management	16	11	21	7
	C級高管				
	Senior management	394	81	300	72
	高級管理人員				
	Middle management	1,175	183	1,139	177
	中級管理人員				
	General staff	5,987	478	6,077	341
	一般員工				

Performance Data Summary (Continued)  
數據表現摘要 (續)

		2019		2020	
		Shanghai headquarters and 11 projects under development		Shenzhen and Shanghai headquarters and 8 projects under development	
		Group		Group	
		集團	上海總部及 11個在建項目	集團	深圳、 上海總部及 8個在建項目
Staff 員工	New recruits 新進員工				
	Total new recruits 新進員工總數	6,270	504	2,989	314
	By gender 按性別				
	Male 男性	4,456	311	1,872	204
	Female 女性	1,814	193	1,117	110
	By age 按年齡				
	30 and below 30歲及以下	3,621	252	1,765	161
	31-40 31-40歲	1,904	232	1,112	142
	41-50 41-50歲	541	19	95	9
	Above 50 50歲以上	204	1	17	2



Performance Data Summary (Continued)  
數據表現摘要 (續)

		2019		2020	
		Shanghai headquarters and 11 projects under development Group		Shenzhen and Shanghai headquarters and 8 projects under development Group	
		上海總部及 集團 11個在建項目		深圳、 上海總部及 集團 8個在建項目	
Staff 員工	Employee turnover 流失員工				
	Total employee turnover 流失員工總數	3,512	295	3,024	264
	By gender 按性別				
	Male 男性	2,174	191	1,873	159
	Female 女性	1,338	104	1,151	105
	By age 按年齡				
	30 and below 30歲及以下	1,378	131	1,599	117
	31-40 31-40歲	1,078	142	1,225	131
	41-50 41-50歲	674	21	153	16
	Above 50 50歲以上	382	1	47	0

Performance Data Summary (Continued)  
數據表現摘要 (續)

		2019		2020	
		Shanghai headquarters and 11 projects under development		Shenzhen and Shanghai headquarters and 8 projects under development 深圳、 上海總部及 8個在建項目	
		Group		Group	
		集團	上海總部及 11個在建項目	集團	上海總部及 8個在建項目
Health and Safety 健康與安全	Work injury accidents 工傷事故	41	0	11	0
	Number of work-related injuries 因工受傷人數	41	0	11	0
	Number of days lost due to work-related injuries 因工傷損失日數	1,818	0	504	0
	Number of work-related fatalities 因工死亡人數	2	0	0	0
	Rate of work-related fatalities 因工死亡比率	0.03%	0.00%	0.00%	0.00%
	Work-related injury rate per 1,000 workers 千人工傷率	5.41 ‰	0.00 ‰	1.46 ‰	0.00 ‰
	Total person-times in safety training 安全培訓總人次	14,970	2,854	15,847	4,328
	Total hours of safety training 安全培訓總時數	29,940	4,607	31,629	6,866



Performance Data Summary (Continued)  
數據表現摘要 (續)

		2019		2020	
		Shanghai headquarters and 11 projects under development		Shenzhen and Shanghai headquarters and 8 projects under development	
		Group		Group	
		集團	上海總部及 11個在建項目	集團	深圳、 上海總部及 8個在建項目
Training and Development 培訓與發展	<b>Number of employees trained</b>				
	<b>受訓人數</b>				
	Total employees trained	7,485	5,995	7,476	526
	受訓總人數				
	<b>By gender</b>				
	<b>按性別</b>				
	Male	4,515	357	4,487	336
	男性				
	Female	2,970	238	2,989	190
	女性				
	<b>By ranking</b>				
	<b>按職級</b>				
	Grade C senior management	16	11	21	7
	C級高管				
	Senior management	365	64	293	70
	高級管理人員				
	Middle management	1,145	164	1,109	175
	中級管理人員				
	General staff	5,959	356	6,053	274
	一般員工				

Performance Data Summary (Continued)  
數據表現摘要 (續)

		2019		2020	
		Group		Group	
		Shanghai headquarters and 11 projects under development		Shenzhen and Shanghai headquarters and 8 projects under development	
		集團		集團	
		上海總部及11個在建項目		深圳、上海總部及8個在建項目	
Training and Development 培訓與發展	Percentage of employees trained 受訓員工百分比				
	By gender 按性別				
	Male 男性	98.93%	82.83%	99.62%	88.19%
	Female 女性	98.74%	73.91%	98.55%	87.96%
	By ranking 按職級				
	Grade C senior management C級高管	100.00%	100.00%	100.00%	100.00%
	Senior management 高級管理人員	92.64%	79.01%	97.67%	97.22%
	Middle management 中級管理人員	97.45%	89.62%	97.37%	98.87%
	General staff 一般員工	99.53%	74.48%	99.61%	80.35%



Performance Data Summary (Continued)  
數據表現摘要 (續)

		2019		2020	
		Shanghai headquarters and 11 projects under development		Shenzhen and Shanghai headquarters and 8 projects under development	
		Group		Group	
		集團	上海總部及 11個在建項目	集團	深圳、 上海總部及 8個在建項目
Training and Development 培訓與發展	Training hours (hours) 受訓時數 (小時)				
	Total hours 總時數	441,615	9,480	459,757	24,268
	By gender 按性別				
	Male 男性	266,385	5,576	274,744	16,188
	Female 女性	175,230	3,904	185,013	8,080
	By ranking 按職級				
	Grade C senior management C級高管	944	232	1,381	332
	Senior management 高級管理人員	21,535	811	17,889	4,201
	Middle management 中級管理人員	67,555	3,280	64,923	8,465
	General staff 一般員工	351,581	5,157	375,564	11,270

Performance Data Summary (Continued)  
數據表現摘要 (續)

		2019		2020	
		Shanghai headquarters and 11 projects under development		Shenzhen and Shanghai headquarters and 8 projects under development	
		Group		Group	
		集團	上海總部及 11個在建項目	集團	深圳、 上海總部及 8個在建項目
Training and Development 培訓與發展	Average training hours (hours) 平均受訓時數（小時）				
	By gender				
	按性別				
	Male	58.37	12.94	61.00	42.49
	男性				
	Female	58.25	12.12	61.00	37.41
	女性				
	By ranking				
	按職級				
	Grade C senior management	59.00	21.09	65.76	47.43
	C級高管				
Senior management	54.66	10.01	59.63	58.35	
高級管理人員					
Middle management	57.49	17.92	57.00	47.82	
中級管理人員					
General staff	58.72	10.79	61.80	33.05	
一般員工					



Performance Data Summary (Continued)  
數據表現摘要 (續)

		2019		2020	
		Shanghai headquarters and 11 projects under development		Shenzhen and Shanghai headquarters and 8 projects under development	
		Group		Group	
		集團	上海總部及 11個在建項目	集團	深圳、 上海總部及 8個在建項目
Training and Development 培訓與發展	Employee career development review 員工職業發展檢視				
	Total number 總人數	6,264	604	6,601	527
	By gender 按性別				
	Male 男性	3,663	340	4,002	336
	Female 女性	2,601	264	2,599	191
	By ranking 按職級				
	Grade C senior management C級高管	14	9	17	7
	Senior management 高級管理人員	285	63	279	72
	Middle management 中級管理人員	915	157	989	177
	General staff 一般員工	5,050	375	5,316	271

2019				2020	
Shanghai headquarters and 11 projects under development Group				Shenzhen and Shanghai headquarters and 8 projects under development Group	
集團 11個在建項目				集團 8個在建項目	
Training and Development 培訓與發展	Rate of employee career development review				
	員工職業發展檢視比率				
	By gender				
	按性別				
	Male	80.26%	78.89%	88.85%	88.19%
	男性				
	Female	86.47%	81.99%	85.69%	88.43%
	女性				
	By ranking				
	按職級				
Grade C senior management	87.50%	81.82%	80.95%	100.00%	
C級高管					
Senior management	72.34%	77.78%	93.00%	100.00%	
高級管理人員					
Middle management	77.87%	85.79%	86.83%	100.00%	
中級管理人員					
General staff	84.35%	78.45%	87.48%	79.47%	
一般員工					



Performance Data Summary (Continued)  
數據表現摘要 (續)

		2019		2020	
		Shanghai headquarters and 11 projects under development		Shenzhen and Shanghai headquarters and 8 projects under development	
		Group		Group	
		集團	上海總部及 11個在建項目	集團	深圳、 上海總部及 8個在建項目
Operations 營運	<b>Distribution of suppliers</b>				
	<b>供應商分佈</b>				
	Total suppliers	821	—	898	—
	供應商總數				
	Mainland China	821	—	898	—
	中國內地				
	Hong Kong	0	—	0	—
	香港				
	Overseas	0	—	0	—
	海外				
	<b>Number of service-related complaints received</b>	—	1	—	0
	接獲關於服務的投訴數目				
	<b>Charitable investment (RMB in ten thousand)</b>	1,363.31	103	780.10	138.21
	公益投入 (人民幣萬元)				

Indicator 指標	Requirements of HKEX's ESG Reporting Guide 香港聯交所ESG報告指引要求	Section/Remarks 章節／備注
A. Environment		
A.環境		
Aspect A1: Emissions		
層面A1：排放物		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer  relating to exhaust gas and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Building Green Homes      建設綠色家園
KPI 關鍵績效指標	A1.1 The types of emissions and respective emissions data. A1.1 排放物種類及相關排放數據。	Performance Data Summary 數據表現摘要
	A1.2 Greenhouse gas emissions in total (in tonnes) and intensity (if applicable, e.g. in per production unit or per facility). A1.2 溫室氣體總排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	Performance Data Summary 數據表現摘要
	A1.3 Total hazardous waste produced (in tonnes) and intensity (if applicable, e.g. in per production unit or per facility). A1.3 所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	Performance Data Summary 數據表現摘要
	A1.4 Total non-hazardous waste produced (in tonnes) and intensity (if applicable, e.g. in per production unit or per facility). A1.4 所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	Performance Data Summary 數據表現摘要
	A1.5 Description of measures to mitigate emissions and results achieved. A1.5 描述減低排放量的措施及所得成果。	Building Green Homes 建設綠色家園
	A1.6 Description of how hazardous and non-hazardous waste are handled, reduction initiatives and results achieved. A1.6 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。	Building Green Homes 建設綠色家園



Indicator 指標	Requirements of HKEX's ESG Reporting Guide 香港聯交所ESG報告指引要求	Section/Remarks 章節／備注
<b>Aspect A2: Use of Resources</b>		
<b>層面A2：資源使用</b>		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源（包括能源、水及其他原材料）的政策。	Building Green Homes 建設綠色家園
KPI 關鍵績效指標	A2.1 Total consumption (in thousands of KWH) and intensity (e.g. in per production unit or per facility) of direct and/or indirect energy by type (e.g. electricity, gas or oil). A2.1 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）。	Performance Data Summary 數據表現摘要
	A2.2 Total water consumption and intensity (e.g. in per production unit or per facility). A2.2 總耗水量及密度（如以每產量單位、每項設施計算）。	Performance Data Summary 數據表現摘要
	A2.3 Description of energy use efficiency initiatives and results achieved. A2.3 描述能源使用效益計劃及所得成果。	Building Green Homes 建設綠色家園
	A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. A2.4 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。	Building Green Homes 建設綠色家園
	A2.5 Total packaging material used for finished products (in tonnes) and (if applicable) with reference to per unit produced. A2.5 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。	No packaging material is used in the Group's daily operations 集團日常營運不涉及包裝材料的消耗
<b>Aspect A3: Environment and Natural Resources</b>		
<b>層面A3：環境及天然資源</b>		
General Disclosure 一般披露	Policies on minimizing the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	Building Green Homes 建設綠色家園
KPI 關鍵績效指標	A3.1 Description of the significant impact of business activities on the environment and natural resources and the actions taken to manage the impact. A3.1 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。	Building Green Homes 建設綠色家園

Indicator 指標	Requirements of HKEX's ESG Reporting Guide 香港聯交所ESG報告指引要求	Section/Remarks 章節／備注
<b>B. SOCIAL</b>		
<b>B. 社會</b>		
<b>Aspect B1: Employment</b>		
<b>層面B1：僱傭</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, holidays, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Fostering Staff to Grow          促進員工成長
KPI 關鍵績效指標	B1.1 Total number of employees by gender, employment type, age group and geographical region. B1.1 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	Performance Data Summary 數據表現摘要
<b>Aspect B2: Health and Safety</b>		
<b>層面B2：健康與安全</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Fostering Staff to Grow          促進員工成長
KPI 關鍵績效指標	B2.1 Number and rate of deaths due to work. B2.1 因工作關係而死亡的人數及比率。  B2.2 Number of days lost due to work-related injuries. B2.2 因工傷損失工作日數。  B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored. B2.3 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。	Performance Data Summary 數據表現摘要   Performance Data Summary 數據表現摘要  Fostering Staff to Grow 促進員工成長



Indicator 指標	Requirements of HKEX's ESG Reporting Guide 香港聯交所ESG報告指引要求	Section/Remarks 章節／備注
<b>Aspect B3: Development and Training</b>		
<b>層面B3：發展及培訓</b>		
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	Fostering Staff to Grow 促進員工成長
KPI 關鍵績效指標	B3.1 Percentage of employees trained by gender and employee type (e.g. senior management, middle management).	Fostering Staff to Grow
	B3.1 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。	促進員工成長
	B3.2 Average number of training hours completed per employee by gender and employee type.	Fostering Staff to Grow
	B3.2 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	促進員工成長
<b>Aspect B4: Labor Standards</b>		
<b>層面B4：勞工準則</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child or forced labor. 有關防止童工或強制勞工的：	Fostering Staff to Grow
	(a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	促進員工成長
KPI 關鍵績效指標	B4.1 Description of measures to review employment practices to prevent child and forced labor.	Fostering Staff to Grow
	B4.1 描述檢討招聘慣例的措施以避免童工及強制勞工。	促進員工成長

Indicator 指標	Requirements of HKEX's ESG Reporting Guide 香港聯交所ESG報告指引要求	Section/Remarks 章節／備注
<b>Aspect B5: Supply Chain Management</b>		
<b>層面B5：供應鏈管理</b>		
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Creating Value for Customers 創造客戶價值
KPI 關鍵績效指標	B5.1 Number of suppliers by geographical region. B5.1 按地區劃分的供應商數目。	Performance Data Summary 數據表現摘要
	B5.2 Description of practices to engage suppliers, the number of suppliers being engaged by following such practices and how they are implemented and monitored. B5.2 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。	Creating Value for Customers 創造客戶價值
<b>Aspect B6: Product Liability</b>		
<b>層面B6：產品責任</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy issues of products and services provided, and to remedial methods. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Creating Value for Customers 創造客戶價值
KPI 關鍵績效指標	B6.2 Number of products and service related complaints received and how they are dealt with. B6.2 接獲關於產品及服務的投訴數目以及應對方法。	Performance Data Summary 數據表現摘要
	B6.4 Description of quality assurance and product recovery procedures. B6.4 描述質量檢定過程及產品回收程序。	Creating Value for Customers 創造客戶價值
	B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored. B6.5 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。	Creating Value for Customers 創造客戶價值



Indicator 指標	Requirements of HKEX's ESG Reporting Guide 香港聯交所ESG報告指引要求	Section/Remarks 章節／備注
<b>Aspect B7: Anti-corruption</b> <b>層面B7：反貪污</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to the prevention of bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Developing an Environment of Probity  建設廉潔環境
KPI 關鍵績效指標	B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. B7.1 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	Developing an Environment of Probity 建設廉潔環境
	B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. B7.2 描述防範措施及舉報程序，以及相關執行及監察方法。	Developing an Environment of Probity 建設廉潔環境
<b>Aspect B8: Community Investment</b> <b>層面B8：社區投資</b>		
General Disclosure 一般披露	Policies on understanding the needs of the communities, where the issuer operates, by means of community engagement and on making sure that its business activities take into account the interests of communities. 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	Creating Beautiful Community  構建美好社區
KPI 關鍵績效指標	B8.1 Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport). B8.1 專注貢獻範疇（如教育、環境事宜、勞工需求、健康、文化、體育）。	Creating Beautiful Community 構建美好社區
	B8.2 Resources contributed to the focus areas (e.g. money or time). B8.2 在專注範疇所動用資源(如金錢或時間)。	Creating Beautiful Community 構建美好社區



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