



众安集团

ZHONG AN GROUP

(股份代號 Stock Code : 00672.HK)

眾安集團有限公司

ZHONG AN GROUP LIMITED

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立的有限公司)

2020

ENVIRONMENTAL, SOCIAL AND  
GOVERNANCE REPORT

環境、社會及管治報告

# Environmental, Social and Governance Report 2020

## 環境、社會及管治報告2020

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## ABOUT ZHONG AN GROUP

Founded in 1997, Zhong An Group Limited (the “Company”) and its subsidiaries (collectively, the “Group” or “we”) were listed on the Main Board (the “Main Board”) of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) on 13 November 2007. Amongst the real estate developers in Zhejiang Province, the Company was the second one listed on the Main Board, and the largest one in terms of proceeds raised from the IPO at the time of its listing. After development for over 20 years, the Group has become a leading real estate developer in the Yangtze River Delta Region of China. The Group is primarily engaged in domestic residential real estate development, commercial real estate development and operation, property leasing, hotel operation and so on. Since 2007, the Group has been ranked as one of the Top 100 China Real Estate Developers for more than 10 consecutive years, and has been listed and honoured as one of the Top 10 Real Estate Brand Value in China and one of the Top 10 Hong Kong Listed Domestic Property Companies with Financial Stability in consecutive years.

While the business operations of China New City Commercial Development Limited (“China New City”) (stock code: 1321) – of which the Group held 63.9% equity interest as at 31 December 2020 – is covered in this report, China New City is also issuing a stand-alone Environmental, Social and Governance report.

## 關於眾安集團

眾安集團有限公司（「本公司」）及其附屬公司（統稱「本集團」或「我們」）於一九九七年成立，並於二零零七年十一月十三日在香港聯合交易所有限公司（「聯交所」）主板（「主板」）上市，為浙江省第二家在主板上市的房產企業，並創下當時浙江房企在港上市融資之最。經過二十餘年的發展，本集團已發展成為中國長江三角地區具領先地位的房地產發展商。本集團的主要業務包括於中國內地從事住宅房地產開發、商業地產開發及運營、物業租賃及酒店運營等。自二零零七年起，連續十餘年位列於中國房地產百強企業，連年上榜及榮獲中國房地產品牌價值TOP10、中國大陸在港上市房地產公司財務穩健性TOP10。

於二零二零年十二月三十一日，本集團持有另一家上市公司中國新城市商業發展有限公司（「中國新城市」）（股份代號：1321）的63.9%權益，其業務將涵蓋於本報告內，而中國新城市亦會另外刊發一份獨立的環境、社會及管治報告。



## CORPORATE CULTURE

## 企業文化



The Group is committed to developing businesses that are beneficial to society under the principle of corporate sustainable development, and upholds its core corporate culture of “commitment and pragmatism; unity and ambition; creativity and efficiency; honesty and sincerity”. Adhering to the basis of property development and commercial service approach, the Group persists in building urban complexes and diving into residential and commercial services. Meanwhile, the Group embraces the corporate spirit of “never yielding in the face of difficulties and daring to forge ahead against downwind; being humble for sustainable development in prosperity after success”, which has become even more important in the past two years under the impact of the COVID-19 pandemic. The Group will continue to implement such spirit and seek more new opportunities.

In the future, the Group strives to become one of the competitive property developers in the Yangtze River Delta Region and even the whole nation, realising diversification and synergies in terms of business and product mix. Meanwhile, the Group always maintains high environmental standards and social requirements to secure sustainable corporate development, understands the requirements of the stakeholders and maximises the values for the shareholders of the Company.

本集團致力於發展對社會有益的事業，以企業可持續性為原則，秉持「敬業求實、團結進取、創新高效、誠信公開」的核心企業文化，致力以房產開發為基礎，以商業服務為主線，打造城市生活綜合體，推進住宅和商業服務業。同時本集團抱著「困難面前要昂首，逆水敢行舟；成功之後須低頭，順境方持久」的企業精神，此信念在近一兩年受新型冠狀病毒打擊下更顯重要。本集團會繼續貫徹精神，尋找更多新機會。

未來，本集團矢志成為長三角乃至全國具競爭力房地產開發商之一，實現業務及產品組合多元化和協同化；同時，本集團一直堅持高標準的環保及社會要求，確保企業可持續發展，滿足持份者的需求，並為本公司股東創造最大價值。



## AWARDS AND RECOGNITIONS

2020 Top 100 China Real Estate Developers  
 2020 Top 10 Hong Kong Listed Domestic Property Companies with Financial Stability  
 Top 50 Real Estate Enterprises in the Yangtze River Delta Region in 2020  
 Regional Brand Housing Enterprise in 2020  
 2020 China (Hangzhou) Annual Brand Housing Enterprise  
 2020 China's Top 100 Property Management Service Providers  
 2020 East China region property service market position leading enterprise

## 獎項與榮譽

2020中國房地產百強企業  
 2020中國大陸在港上市房地產公司財務穩健性TOP10  
 2020長三角區域房地產50強企業  
 2020年度區域品牌房企  
 2020中國(杭州)年度品牌房企  
 2020中國物業服務百強企業  
 2020華東區域物業服務市場地位領先企業



## ABOUT THE REPORT

The Group is pleased to issue the Environmental, Social and Governance Report (“ESG Report”) to disclose to the stakeholders the policies, strategies, objectives and overall performance of the Group in respect of the ESG reporting.

The Group hopes that this ESG Report would inform the stakeholders of the performances of the Group on aspects besides financial results and business operations. Should you have any comments on the Group’s environmental, social and governance policies and performance after reading this ESG Report, you are welcomed to share your views with us through the followings:

Correspondence address: Room 4009, 40/F,  
China Resources Building,  
26 Harbour Road,  
Wanchai, Hong Kong

Facsimile: (852) 2877 6990

E-mail: ir@zafc.com

## 關於本報告

本集團欣然發佈本環境、社會及管治報告（「本ESG報告」），旨在向各持份者披露有關本集團在環境、社會及管治報告範疇上的方針、策略、目標及整體表現。

本集團希望藉本ESG報告讓持份者認識本集團在財務業績及業務經營以外的表現。如閣下參閱本ESG報告後，對本集團的環境、社會及管治方針與表現有任何意見，本集團歡迎各持份者就下列方式與我們分享寶貴意見：

郵寄地址：香港灣仔港灣道26號  
華潤大廈40樓4009室

傳真：(852) 2877 6990

電郵：ir@zafc.com

## Reporting Period and Scope

The reporting period of this ESG Report (the “Reporting Period”) is the year ended 31 December 2020. The Group is principally engaged in real estate development, property leasing and hotel operations in Mainland China. Unless otherwise stated, this ESG Report covers such businesses’ overall performance, risks, strategies, measures and commitments in five major aspects, namely quality of working environment, employment, environmental protection, operating practices and community engagement during the Reporting Period.

## 報告期間及範圍

本ESG報告的報告期間（「報告期間」）為二零二零年十二月三十一日止年度。本集團主要於中國內地從事房地產開發、物業租賃及酒店運營。除另有說明者外，本ESG報告涵蓋本集團上述業務於報告期間，在工作環境質量、僱傭、環境保護、營運常規及社區參與等五個方面之整體表現、風險、策略、措施及承諾。

## Reporting Principle

This ESG Report is issued in accordance with the “Environmental, Social and Governance Reporting Guide” (the “ESG Guide”) as contained in Appendix 27 to the Rules Governing the Listing of Securities on the Main Board of the Stock Exchange and the “comply or explain” provisions thereof, to disclose the policies, strategies, objectives and overall performance of the Group in respect of the ESG reporting. The ESG Report has been prepared based on four reporting principles, including materiality, quantitativeness, balance and consistency.

## 報告原則

本ESG報告乃應聯交所主板證券上市規則附錄二十七所載的「環境、社會及管治報告指引」（「ESG指引」）及其「不遵守就解釋」條文而發表，披露有關本集團在環境、社會及管治報告範疇上的方針、策略、目標及整體表現。並根據四個匯報原則，包括「重要性」、「量化」、「平衡」及「一致性」作為匯報基礎。



## Report Collection

All data and information in this ESG Report are derived from official documents and statistical reports of the Group. This ESG Report has been reviewed and approved by the Board.

## POLICIES ON CORPORATE SOCIAL RESPONSIBILITIES

Through continuous communication with the stakeholders, such as shareholders, investors, employees, national and local authorities, suppliers and business partners, and the community, we are able to understand their needs and formulate appropriate policies which help fulfill the Group's corporate social responsibilities ("CSR"). Such policies are to balance the respective interests of stakeholders and have been incorporated in our business decision making.

Clear instructions to comply with or exceed minimum legal standards have been set forth, with a view to achieving best practice for the Group's daily operation. The CSR policies are applicable to all directors, senior executives and other employees and are made aware to the suppliers and other related parties to ensure our values are in alignment.

For the Group's corporate governance structure and other relevant information, please refer to the section headed Corporate Governance Report on pages 50 to 73 in the Company's Annual Report 2020.

## 報告收集

本ESG報告數據及資料均來自本集團的正式文件及統計報告。本ESG報告經由董事會審閱及批准。

## 企業社會責任政策

藉著與不同持份者的持續溝通，包括股東、投資者、員工、國家及地方政府、供應商及合作夥伴以及社區大眾等，讓我們了解持份者需要，使本集團能為履行企業社會責任訂立合適政策，權衡一眾持份者的利益。我們將有關政策及理念融入營運決策當中。

本集團已為日常營運訂立清晰的要求，致力遵守及甚至優於最低法律標準，達致最佳實務指引。我們的企業社會責任政策適用於全體董事、高級行政人員及所有其他員工，並讓供應商等所有相關方認識我們的相關政策，確保價值觀貫徹一致。

有關本集團企業管治架構及其他相關資料，請參閱本公司的《二零二零年報》第50頁至第73頁《企業管治報告》章節。

## ANTI-CORRUPTION

The Group upholds the operational principles of honesty and trustworthiness, and has built a control system according to the Criminal Law of the People's Republic of China《中華人民共和國刑法》, the Anti-Money Laundering Law of the People's Republic of China《中華人民共和國反洗錢法》, the Prevention of Bribery Ordinance《防止賄賂條例》(Cap. 201 of the Laws of Hong Kong) and other national or regional laws and regulations. In the code of conduct of the Employee Handbook, there are provisions preventing any potential transfer of interest by our staff in operational activities as well as the internal and external engagement. The Group stringently adopts corresponding anti-corruption initiatives in terms of staff recruitment and promotion, procurement and sale, internal audit and business cooperation. These measures include verification of identity of job candidates and their relationship with existing employees to avoid hiring people who have close relationship with current employees or management with excessive terms; thorough investigation of capital sources of customers and business partners to prevent supporting any forms of money laundering; strict control of procurement process to prohibit employees from gaining interest by facilitating customers to dishonestly secure procurement agreement.

We urge our directors, senior executives and all other employees to obey the laws in business operations and capital market. The Board does not tolerate any kinds of corruption, bribery, extortion, money laundering or fraud. To strengthen our corporate governance, not only has the Group set up an internal audit department and an audit committee, and has hired external lawyers and auditors to comply with corporate governance requirements as set on listed companies by the Stock Exchange, we also continuously review the effectiveness of our internal control to prevent any similar incidents. During the Reporting Period, we also began to strengthen anti-corruption training by initiating integrity training for new employees.

## Whistle-blowing Policy

The Group has a well-maintained anonymous reporting mechanism, which encourages our staff, suppliers, business partners and other stakeholders to report any illegal or dishonest conducts through e-mails, telephone, etc., and promises to take adequate measures to preserve anonymity for the whistle-blowers. If we receive any report about corruption, bribery, extortion, money laundering and fraud, we will promptly initiate investigation, make internal verification and report to management or government authorities. With the Group's continued business development, we will further improve our anti-corruption system and reinforce regulation.

## 反貪污

本集團堅守誠實守信的營商原則，按照《中華人民共和國刑法》、《中華人民共和國反洗錢法》、香港法例第201章《防止賄賂條例》等國家及地區法律法規制訂一系列管理制度。員工手冊的行為準則內列明禁止員工在經營活動、內部外部交往中可能發生的利益輸送。本集團嚴格採取反貪污措施，在員工招聘及晉升、日常採購及銷售、內部審核及企業合作等各方面均有相應措施，包括核實應徵者身份及員工關係，避免以不合理條件聘用與公司員工或管理層有密切關係的人士；詳細調查客戶及合作企業的資金來源，防止以任何形式協助洗黑錢行為；嚴格監控採購過程，禁止員工藉促成客戶以不誠實方式取得採購合同而獲取利益等。

我們要求董事、高級行政人員及所有其他員工在實體業務及資本市場經營層面均奉公守法。董事會絕不姑息任何貪污、賄賂、勒索、洗黑錢及其他欺詐活動。為加強企業管治，本集團除了設有內部審計部門及審核委員會，並聘請外部律師及審計師以符合聯交所對上市公司的企業管治要求外，我們亦持續檢討內部監控的成效，以防止類似事件發生。報告期間，我們亦開始加強反貪污培訓，開展了新員工入職廉政培訓。

## 舉報政策

本集團擁有完善的匿名舉報機制，鼓勵員工、供應商、合作夥伴及其他持份者透過電郵、電話等途徑主動舉報任何不法及不誠實行為，並承諾為舉報人提供足夠身份保密措施。如收到任何有關貪污、賄賂、勒索、洗黑錢及其他欺詐活動的舉報，我們會即時進行調查，進行內部核實，並向管理人員匯報及通報政府機關。隨著本集團業務持續發展，我們將進一步完善反貪污的制度體系，不斷強化和加大監管力度。



During the Reporting Period, the Group did not violate any laws and regulations that had a significant impact on the Group relating to corruption, bribery, extortion, fraud and money-laundering. The Group will regularly review the implementation of relevant policies and, where necessary, invest more resources for mechanism improvement.

報告期間，本集團並無違反有關貪污、賄賂、勒索、欺詐及洗黑錢、且對本集團有重大影響的法律法規。本集團會定期檢視有關制度的實行情況，如有需要，投放更多資源以完善機制。

## MATERIALITY ASSESSMENT

The management and a designated team of the Group contributed to the preparation of this ESG Report and assisted the Group in reviewing its environmental, social and operational practices as well as governance issues. We also evaluate the significance of these issues to the Group's business and the stakeholders and report accordingly.

## 重要性評估

本集團的管理層及專責團隊參與編製本ESG報告，並協助本集團檢討其環境、社會、營運慣例及管治層面的議題，並評估該等議題對本集團業務及持份者的重要性，從而作出相關披露。

## STAKEHOLDER ENGAGEMENT

The Group is committed to creating sustainable growth and long-term value for its stakeholders. We actively communicate with both internal and external stakeholders and learn of their views and needs through various channels.

## 持份者參與

本集團致力於為其持份者創造可持續增長及長期價值，我們積極透過不同渠道與內部及外部持份者的交流，了解他們的觀點及需要。



Shareholders and investors 股東及投資者	Media 媒體	Employees 員工	Suppliers and contractors 供應商及承包商
Shareholders' meetings, periodic financial reports, statutory disclosures 股東大會、定期財務報告、法定披露	Press releases, media interviews and events 新聞稿、傳媒訪問及活動	Employee meetings, training programs, intranet and e-mails 員工會議、培訓計劃、內聯網及電郵	Supplier conferences, reviews, site visits 供應商會議、審核、實地考察

## ENVIRONMENTAL PROTECTION

## 環境保護

As climate change is becoming increasingly serious, the Group has unshirkable duties in environmental protection as a responsible enterprise. The business of real estate development and commercial property operations also has a certain degree of impact on the environment, especially from significant exhaust gas emissions during land development. In view of this, we have proactively reviewed our environmental control system in daily operation and formulated relevant measures in various aspects to achieve the vision of sustainable development.

氣候變化日益嚴重，本集團作為一間負責任的企業責無旁貸。經營房地產開發及商業物業營運的業務對環境亦有一定程度的影響，尤其是開發土地時候會排放大量廢氣。有見及此，我們積極檢視日常業務運營過程中的環境管理，並向各方面制定相關措施，致力邁向可持續發展的願景。

The Group closely monitors any changes in and strictly complies with the national and local environmental laws and regulations, including but not limited to:

本集團密切留意國家及地區最新的環境保護法律法規並嚴格遵守以下相關法律法規，包括但不限於：

Environmental Protection Law of the People's Republic of China 《中華人民共和國環境保護法》	Law of the People's Republic of China on Prevention and Control of Pollution From Environmental Noise 《中華人民共和國環境噪聲污染防治法》
Atmospheric Pollution Prevention and Control Law of the People's Republic of China 《中華人民共和國大氣污染防治法》	Water Pollution Prevention and Control Law of the People's Republic of China 《中華人民共和國水污染防治法》
Law of the People's Republic of China on Environment Impact Assessment 《中華人民共和國環境影響評價法》	Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes 《中華人民共和國固體廢物污染環境防治法》
Decision of the State Council on Several Issues Concerning Environmental Protection 《國務院關於環境保護若干問題的決定》	

During the Reporting Period, the Group did not violate any environmental protection laws and regulations that had a significant impact on the Group relating to emissions of exhaust gas and greenhouse gas, discharges into water and land, generation of hazardous and non-hazardous waste. The Group also confirmed that it was not subject to relevant governmental penalties due to any violation of the aforesaid laws and regulations in the course of business during the Reporting Period.

報告期間，本集團並無就任何有關廢氣及溫室氣體排放、水及土地的排污，以及產生有害或無害廢棄物，且對本集團有重大影響的環保法律法規之違規事件。本集團亦確認於報告期間，我們業務過程中未有出現違反上述法律及法規而遭受相關政府機關處罰的情況。



## Emissions

### *Air pollution – emissions of exhaust gas and greenhouse gas*

Greenhouse gases generated during the daily business activities of the Group mainly include direct exhaust gas emitted by various construction machineries and transport vehicles for project construction, and those from the electricity and paper consumption in our offices, warehouses and commercial properties.

The Group abides by relevant laws and codes in designing and planning residential and commercial property projects with sustainable development factored in. Such initiatives enable us to design eco-friendly buildings that cater for buyers or users' needs while meeting environmental standards. Prior to project construction, the Group submits environmental impact report to relevant government departments and only commences works upon obtaining approval. We hire contractors with good environmental and safety records for our construction works. All contractors are required to strictly comply with all prevailing environmental and safety laws and regulations of the PRC, which cover construction materials, methods, environment management at the construction sites and other areas.

## 排放物

### *空氣污染－廢氣及溫室氣體排放*

本集團日常經營活動產生的溫室氣體主要為項目施工時各類施工機械及運輸車輛的直接廢氣排放，以及來自辦公室、貨倉及商用物業的電力、紙張等消耗。

本集團在住宅或商用物業項目設計及規劃時會遵從相關法例和守則，融入可持續發展原素，從而設計既能滿足用家需求、又可符合環保水平的綠色建築。在項目工程開始前，本集團會先呈交環境影響報告予有關政府部門，並確保取得審批後方可動工。我們委聘環保及安全紀錄良好的工程承包商負責我們旗下項目的開發工程，並要求承包商嚴格遵守所有現行中國環保及安全法律及法規，包括項目所用的建築材料、施工方法、工地環境管理等。

**Energy-saving measures**

The Group implements the following guidelines for the greenhouse gas, exhaust gas generated from, or fuel and water resources used in daily business activities and commercial properties, including:

**節能措施**

本集團就日常經營活動中及商用物業內的溫室氣體、廢氣、燃料及水資源發出指引，包括：



- all construction machineries remaining idle shall be turned off, and vehicle engine must be switched off whenever stopped;
- employees shall be reminded to turn off all electrical equipment before leaving the Company;
- machineries, equipment and vehicles which satisfy the national and international environmental standards shall be selected and used;
- inspection and maintenance shall be conducted on a regular basis, in order to avoid excessive exhaust gas emissions caused by damaged components and to help minimise oil consumption;
- the environmental-friendly lighting system is installed;
- the electrical appliances with higher energy efficiency are used;
- certain facilities such as elevators, escalators and washrooms are closed in lower-traffic hours;
- temperature of centralised cooling and heating system is adjusted according to seasons and climate; and
- we constantly examine the energy efficiency of the buildings and study various renovation and procurement solutions where practicable, such as allowing more natural sunlight and utilising heat recovery system.
- 要求關掉所有閒置的施工機械及嚴格執行停車熄匙；
- 提醒員工離開本公司前關掉所有電器；
- 選用符合國家及國際環保標準的機器、設備及車輛；
- 安排定期檢測及維修，預防零件破損導致排放過量廢氣，並有助減少耗油量；
- 安裝環保照明系統；
- 使用能源效益較高的電器；
- 於人流量較少的時段，暫停使用部分升降機、電梯、洗手間等設施；
- 按季節氣溫調整中央冷暖氣溫度；以及
- 根據實際可行的原則，不時檢視建築物的能源效益，探討不同裝修和採購方案，包括增加天然光、使用熱回收系統等。



### Air pollution – dust

As dust may be generated due to wind or power during the project construction, the Group prevents dust generation in accordance with our internal guidelines to reduce air pollutants, and demands guarantee from contractors of construction to comply with national emission standards to reduce exhaust gas and dust generated during construction. The Group mitigated its impact on the environment through the followings:

### 空氣污染－揚塵

開發項目施工時會因風力或動力產生揚塵，因此，本集團根據內部指引，控制工程所產生的揚塵，減少空氣污染物，並要求承建商保證施工排放符合國家標準，以減少施工過程中產生之廢氣和粉塵。以下為本集團減少對環境影響的措施：



- all vehicles carrying sand and stone and other waste materials are covered with canvas to make sure such vehicles would not generate a large quantity of dust during transportation;
- tires of vehicles entering or exiting the construction sites are washed and the road and vehicles are sprayed with water in order to prevent dust from being carried away along with the vehicles;
- maximum speed of the vehicles is restricted; and
- more environmental-friendly construction materials are adopted and equipment is upgraded to effectively control dust and reduce emissions of hazardous gas and dust.
- 透過利用帆布遮蓋所有運載砂石等廢料的車輛，確保這些車輛不會於運載過程中製造大量揚塵；
- 清洗進出施工現場的車輛輪胎，以及向道路及車輛灑水，避免將泥塵跟隨車輛離開工地；
- 控制車輛的最高車速；以及
- 使用更環保的建築材料以及提升設備技術，有效管理控制揚塵、減少有害氣體及粉塵的排放。

### Noise pollution

The Group complies with the Law of the People's Republic of China on Prevention and Control of Pollution From Environmental Noise《中華人民共和國環境噪聲污染防治法》and other applicable laws, and ensures proper control of construction noise produced during construction works. Prior to construction, the Group reports the names of the projects, the construction locations and periods to the environmental protection authorities of the regions where the projects are situated, whilst estimates of noise level, prevention and control measures the Group has taken and the implementation of these measures are detailed. Construction hours will also be restricted as regulated.

### 噪音污染

本集團遵循《中華人民共和國環境噪聲污染防治法》等適用法律，妥善管理工地施工期間所產生的建築噪音。本集團於工程開始前，向項目工程所在地的政府環境保護行政主管部門申報該工程的項目名稱、施工場所和期限，以及可能產生的環境噪聲值和本集團所採取的環境噪聲污染防治措施的情況，並根據規定限制施工作業時段。

### Hazardous and non-hazardous waste treatment

As to general inert wastes and non-inert construction materials generated during the daily operation, the Group generally requires the contractors to conduct classification of such wastes. General inert wastes generated during construction or fitting-out process, including construction scraps, debris, dirt, pitch and concrete, may be recycled as construction materials or used for land formation, if suitable. Therefore, the Group would engage professional contractors for recycling and treatment thereof. Non-inert construction materials which are not suitable for recycling or reuse, including plastic, bamboo, wooden materials, plants, packaging wastes and other organic materials, would be transported to public garbage landfill for treatment by contractors as required by us. In case of any other metal and chemical wastes, we appoint professional contractors for recycling and treatment thereof. All wastes will be properly disposed of before being carried away from the site.

In order to minimise the generation of solid electronic wastes, the Group has set up an "Information Management Centre", which is responsible for unified procurement, installation, maintenance and recycling of computers and other electronic products. The Information Management Centre arranges designated staff to recycle those electronic devices which have been used for long, or damaged and cannot be reused, with relevant records of registration properly done. As for obsolete electronic products or those of recycling need are processed with proper discarding treatment in accordance with relevant formalities.

Office wastes are generally gathered at a designated place as required by the property management office of the building. Moreover, the Group will conduct classification of wastes, and engage contractors for recycling of toner cartridges and spent refrigerants.

### Sewage discharge

Contractors are required to properly dispose of sewage produced during construction process according to the laws. All sewage shall be discharged into the designated environmental treatment facilities in accordance with the instructions. Siltation traps and sedimentation tanks are equipped to reduce water pollution caused by garbage, oil or other materials to meet the designated emission standards. The Group regularly inspects the water quality, the sewage discharge system and water supply facilities. Relevant contingency measures are in place for any accidents such as chemical spills. Sewage discharged during the Group's daily operation is within the limit set out by the law.

### 有害及無害廢棄物處理

就日常營運中產生的一般惰性廢物及非惰性建築物料，一般而言，本集團會要求承辦商進行廢物分類。建築、裝修等作業過程中的一般惰性廢物，包括建築碎料、瓦礫、泥土、瀝青及混凝土等，如適用的話，可循環再作為建材或可被用作平整土地之用。因此，本集團會交由專業承辦商回收及處置；對於非惰性建築物料，如塑膠、竹、木料、植物、包裝廢物及其他有機物料，如不適合回收再用或再造，我們會要求承辦商運往公眾垃圾填埋場棄置。如有其他金屬及化學廢料，我們會委聘專業承辦商回收及棄置。所有的廢棄物於運離工地前，均會妥善放置。

本集團已建立「信息管理中心」，對電腦及其他電子類產品進行統一採購、安裝、維修及回收工作，以減少產生電子固體廢物。採購時間較長、或已損壞及無法再使用的電子儀器，均由信息管理中心派專人回收，並做好相關登記處理工作，已報廢或需回收零件的電子產品則按照相關手續處理，適當棄置。

辦公室廢物方面，除了根據辦公室大廈管理處要求，將一般垃圾棄置於指定地方外，我們亦會進行垃圾分類，並委聘承辦商回收碳粉盒及已使用的製冷劑。

### 污水排放

本集團要求承建商按照法律規定，妥善處理工程中產生的污水。所有污水須根據指示排放到指定之環保處理設施。為減少因垃圾、油或其他物料造成的水污染，我們會配置隔沙井及沉積池，以達至排放標準。本集團亦定期檢驗水質和檢查污水排效及供水設施，並已有相關應變措施應對如有化學品洩漏等意外事故。本集團日常營運過程中產生的污水水平符合法律要求。

Data summary of emissions:

排放數據摘要：

Types of emissions 排放物種類	Unit 單位	Quantity 數量	
		2020 二零二零年	2019 二零一九年
Greenhouse gas emissions 溫室氣體排放			
Total greenhouse gas emissions 溫室氣體排放總量	tCO <sub>2</sub> e 噸 (二氧化碳當量)	23,556.4	51,745.6
Scope 1 – direct emission 範圍一—直接排放			
• Fuel consumption • 燃料消耗	tCO <sub>2</sub> e 噸 (二氧化碳當量)	346.5	226.0
Scope 2 – indirect emission 範圍二—間接排放			
• Consumption of purchased electricity • 外購電力消耗	tCO <sub>2</sub> e 噸 (二氧化碳當量)	23,209.9	51,519.6
Greenhouse gas emissions intensity 溫室氣體排放密度	tCO <sub>2</sub> e/1,000 square metres 噸 (二氧化碳當量) ／千平方米	2.5	6.4
Exhaust gas emission 廢氣排放			
Nitrogen oxides 氮氧化物	kg 千克	1,752.4	1,679.2
Sulfur dioxide 二氧化硫	kg 千克	260,232.3	234,180.2
Particulate matter 顆粒物	kg 千克	6,534.2	5,702.0
Waste 廢棄物			
Total non-hazardous waste 無害廢物總量	Tonne 噸	85,212.0	73,907.0
Non-hazardous waste intensity 無害廢物密度	Tonne/1,000 square metres 噸／千平方米	9.1	9.1
Total hazardous waste 有害廢棄物總量	Tonne 噸	0.0	1.3
Hazardous waste intensity 有害廢物密度	Tonne/1,000 square metres 噸／千平方米	0.0	0.0002



## Use of Resources

## 資源使用



The Group aims to reduce the use of resources in two major areas, namely reducing waste at source and recycling and reuse. We encourage our employees to reduce waste at source and reuse it as much as possible to extend its lifecycle. We have adopted and required our employees to strictly execute various environmental measures in our daily operations and property operations, including:

本集團旨在從兩大方面著手減少資源使用，分別是源頭減廢及回收重用。我們鼓勵員工從根本減少製造廢物，並且盡量重用廢棄物，延續它們的使用期。我們在日常營運和物業營運中都採取不同的環保措施，並嚴格要求員工執行，包括：

As regards offices,

在辦公室方面，



- using “recycled paper” for printing of unessential documents and encouraging paper recycling;
- promoting green outing and charge for car parking services to encourage employees to commute by public transportation;
- prescribing the principle of “care for property and promote economy” in the Employee Handbook and other codes of conduct, and developing a sound atmosphere of energy saving by mutual supervision within the departments in daily work;
- promoting minimisation of one-time-use disposables, such as paper cup, paper plate and plastic tableware;
- maintaining an appropriate indoor temperature, which shall be no less than 26°C for the air conditioning system in the offices; and
- turning off all air conditioners and lighting system in the offices before leaving for the day.
- 使用「再生紙」打印非重要文件，鼓勵循環再用紙張；
- 提倡綠色環保出行，收取一定停車費用，鼓勵員工乘坐公共交通工具上班；
- 在員工手冊等行為準則內列明「愛護財物、提倡節約」的原則，並於日常工作中由部門內部相互監督而形成良好的節約氛圍；
- 提倡避免使用一次性用品，如紙杯、紙碟及塑膠餐具等；
- 維持合適室內溫度，在辦公室空調系統設定不低於 26 度；以及
- 要求員工離開公司前，關掉所有冷氣機及辦公室照明系統。

As regards property operations,

在物業運營方面，



- adopting natural sunlight and LED lighting system to reduce power consumption;
  - installing water-saving equipment in washroom and other facilities to reduce water usage;
  - performing regular maintenance for escalators and elevators to ensure efficient operation while limiting usage during low traffic hours to save energy; and
  - implementing suitable greening works within our properties to improve environment and air quality.
- 透過採用自然採光及 LED 照明系統減少電力消耗；
  - 在衛生間等設施使用節水設備以減少用水；
  - 定期維修電梯及升降機等設備，確保高效運作，並於人流較少時段採取限制開放，以減少能源消耗；以及
  - 在物業範圍進行適當綠化，改善環境及空氣質素。

We will review the effectiveness of these measures from time to time and make adjustments in accordance with our business operations, such as utilising variable air volume (VAV) air conditioning system, UV sterilizers and food waste processors, condensate recovery, setting up roof drain and water tank system for rainwater harvesting, as well as installing water saving aerators for faucets, so as to achieve the objective of enhancing the utilisation efficiency of resources.

我們不時檢討此等措施的成效，並因應營運情況而有所調整，例如使用可變風量空調系統、紫外線消毒器、廚餘處理機、回收冷凝水、設置天台排水口及儲水箱收集雨水、於水龍頭安裝節水器等，以達至提升資源使用效率的目的。

Data summary of resource consumption:

資源消耗數據摘要：

Types of resource consumption 資源消耗種類	Unit 單位	Quantity 數量	
		2020 二零二零年	2019 二零一九年
Total water consumption 總耗水量	Tonne 噸	310,977.0	243,695.5
Total water consumption intensity 總耗水量密度	Tonne/1,000 square metres 噸／千平方米	33.3	30.2
Total energy consumption 能源消耗總量	MWh 千個千瓦時	26,759.5	62,189.0
• Electricity • 電力	MWh 千個千瓦時	25,841.0	61,017.5
• Fuel • 燃料	MWh 千個千瓦時	918.9	1,171.5
Total electricity consumption intensity 總能源消耗總密度	MWh/1,000 square metres 千個千瓦時／ 千平方米	2.9	7.7
Total packaging materials 包裝物料總量	Tonne 噸	1.3	1.6
Packaging materials consumption intensity 包裝物料消耗密度	kg/1,000 square metres 公斤／千平方米	0.1	0.2

## The Environment and Natural Resources

The Group organises various training and public welfare activities for our employees, such as tree planting on Arbor Day, battery recycling, environmental trailwalk, and garbage collection activities, on an irregular basis to improve their awareness of environmental protection. We make sure no trash produced and left behind during the activities or trainings. We hope to cultivate our employees' active attitude towards environmental protection through their personal involvement. In addition, the Group also issues internal guidelines for environmental protection and shares green office and other relevant environmental information. We specify "environmental protection and attention to appearance" and other contents in the code of conduct in the Employee Handbook.

## 環境及天然資源

為致力提高員工環保意識，本集團不定期會組織各類培訓及公益活動予我們的員工，如植物節種樹、電池回收、環保毅行活動、撿垃圾運動等。在進行活動或培訓時，我們會確保不製造及遺留垃圾，希望員工們透過親身參與，培養愛護環境的正面態度。此外，本集團亦發出內部環保指引，分享綠色辦公室等相關環保資訊。我們在員工手冊的行為準則內容中寫明「保護環境、注重儀表」等內容。

## SOCIAL ASPECTS

### Community Investment

Since its establishment, the Group has been adhering to the principle of Endless Activities and Borderless Love (行無根、愛無疆), actively fulfilling its corporate social responsibilities and dedicated to facilitating community building and development. In order to further carry out public welfare activities, Zhejiang Zhongan Charity Foundation (the "Foundation") was founded in 2017 with the philosophy of Charity from Zhong An and Love across the World (眾心向善，愛行天下). We hope to encourage others to join the charity through our own ability to benefit more people.

## 社會層面

### 社區投資



本集團自成立以來一直秉承「行無根、愛無疆」的原則，積極履行企業社會責任、參與促進社區發展及建設。為了能跟進一步實行公益活動，我們於二零一七年成立浙江眾安慈善基金會（「基金會」），以「眾心向善，愛行天下」為宗旨。我們希望能透過自身的能力鼓勵其他人加入慈善行列，讓更多人受惠。





During the Reporting Period, we focused on the development of COVID-19 outbreak and contributed our efforts to the pandemic prevention. In January 2020, the Group, together with the Foundation, established a special fund of RMB10 million for the prevention and control of COVID-19 pandemic, with an aim to support the prevention and control of the pandemic in Hubei, Zhejiang and other areas seriously affected by the COVID-19 in China. During the period, the charity activities lasted for more than two months from January 24 to March 30, with more than 4,000 participants in total. We purchased from 12 suppliers, and donated medical isolation gowns, protective clothing, masks, goggles and disinfectants worth more than RMB4 million, thereby offering necessary help to front line medical staff and other relevant workers combating the pandemic.

報告期內，我們重點關注新型冠狀病毒的發展，並於疫情防控工作出一份力。二零二零年一月，本集團聯同基金會設立了人民幣1,000萬元新型肺炎防控專項基金，用於支援湖北、浙江等全國肺炎疫情嚴重地區的疫情防控工作。期間，抗疫慈善活動持續兩個多月，由一月二十四日至三月三十日，總共動用4,000餘人參與，並與12家供應商進行採購，捐贈價值400餘萬人民幣的醫用隔離衣、防護衣、口罩、護目鏡和消毒液等，為奮戰在一線抗擊疫情的醫護人員和其他相關工作者提供必要的幫助。



During the Year, we were exploring a new model of student support in the Ivy Scheme (青藤計劃), which is planned in Tai Jiang Min Zu Zhong Xue. We enrolled 50 junior high school graduates from poor families with excellent academic performance and good conduct to form the Zhong An Class (眾安班). The purpose of forming Zhong An Class is to provide these students with an opportunity to pursue studies and a platform for development. During the period, the Foundation will provide a living subsidy of RMB2,500 per student for each academic year, totaling RMB125,000 per year for three years until those students complete their high school education. This is a new chapter for the Ivy Scheme, and we will continue to explore more possibilities in the future.

本年度，我們在「青藤計劃」探索新的助學模式。計劃在台江民族中學開展，我們招收了50名家庭貧困但成績優異、品行優良的初中畢業生成立「眾安班」。設立「眾安班」的目的是為這些同學提供一個求學成才的機會和發展成長的平臺。期間，基金會每學年都會資助每人2,500元人民幣的生活補助費，每年總共12.5萬元人民幣，持續三年，直到學生完成高中學業。這次開展亦為「青藤計劃」打開新的一頁，我們將在未來持續探索更多可能性。

In addition, we have been participating in various charity activities and donating to the needy. During the Year, the Group donated to charity organizations under the Hangzhou Xiaoshan Civil Affairs Bureau and martyrs of the Xiaoshan Fire Brigade, and at the same time launched a donation to the disabled elderly sympathy activities in Fenghua and funded for the care activities for left-behind children in Datong, Jiande. The Group also donated RMB700,000 during the cultural development charity activities of the Zhe Jiang Provincial Charity Federation. In August, we launched a cloud-based charity event called Zhong An's Love for Children – Heart for Heart (眾愛童行·以心喚心), which was held online and gathered 1,898 participants, with a total value of 569,400. The value received from the booth was converted into donations by the Foundation and donated to Shenzhen One Foundation in the name of donors for the purchase of relief materials such as warm packs for children.

另外，我們一直參與不同類型的慈善活動並捐款予有需要的人士。本年度內，本集團向杭州市蕭山民政局慈善機構及蕭山消防大隊烈士捐款，同時開展了向奉化殘疾老人慰問活動捐款及資助建德大同留守兒童關愛活動。本集團還向浙江省慈善聯合會文化發展慈善活動捐贈人民幣70萬元。八月，我們開展了「眾愛童行·以心喚心」的雲端公益活動，以線上形式舉行並彙集1,898人參與，共計愛心值569,400，攤位所得愛心值由基金會轉換成善款，以捐款人的名義捐贈給深圳壹基金，用於兒童溫暖包等救災物資的採買。



At the same time, we also held the third left-behind children care event themed Growing Up Together in the Blue Sky (同在藍天下·我們共成長), where we gave care packages to children left behind and took them to have their eyesight tested. In September, we donated RMB100,000 to the warm pack program of Shenzhen One Foundation to bring support to children in poor areas. From October to November, we donated RMB138,724 to activities of the experimental class in Guizhou Tai Jiang Min Zu Zhong Xue. In December, being the 23rd anniversary of the Group, we joined hands with the Foundation and Shenzhen One Foundation to launch a series of activities such as fun and sports, love and charity, etc. We drew graffiti to create special warm packs and wrote blessings on postcards to contribute to children in poor mountain areas.

In future, the Group will continue to explore different ways to promote CSR within the Company while recruiting volunteers, organising and participating in community activities. We strive to allow our employees to give back to the community through these activities, with a view to raising their community awareness and promoting the cohesion and inclusion between the Company and community.

## Employment and Labour Practices

### Employment policy

The devoted contribution from our employees empowers the Group to be one of the leading real estate developers in the Yangtze River Delta and in the whole country. The Group reckons that its staff is the key asset and vital for its success. Therefore, we proactively entice talents through fair recruitment process, attractive remuneration system, safe working environment and extensive room for career development.

The Group did not violate any laws and regulations relating to remuneration and dismissal, recruitment and promotion, working hours, rest days, equal opportunities, diversity, anti-discrimination and other treatment and benefits, including but not limited to:

同時，我們亦舉辦了第三屆「同在藍天下·我們共成長」留守兒童關愛行主題活動，為留守兒童送上愛心禮包及帶他們做視力檢測。九月，我們於深圳壹基金溫暖包項目捐款人民幣10萬元，為貧困地區的兒童送上溫暖。十月至十一月，我們為貴州台江民中實驗班活動資助人民幣138,724元。十二月，是本集團成立23周年，我們聯同基金會和深圳壹基金開展樂活運動、愛心公益等系列活動，通過繪製塗鴉製作專屬愛心溫暖包，並在明信片上寫上祝福，捐贈給貧困山區兒童。

未來，本集團會繼續積極研究於本公司內宣揚企業社會責任，包括招募志願者、組織及參與社區活動，希望透過此類活動，讓員工回饋社區，從而提升員工的社區意識，推動企業與社區之間的共融。

## 僱傭及勞工慣例

### 僱傭政策

本集團能夠成為長三角乃至全國最具競爭力房地產開發商之一，實有賴員工的熱誠貢獻。本集團視員工為公司的核心資產及企業成功的關鍵。因此，本集團積極透過公平的招聘程序、具吸引力的薪酬制度、安全合適的工作環境及充裕的發展空間等，吸引優秀人才。

本集團已遵守所有有關薪酬及解僱、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，包括但不限於：

Labour Law of the People's Republic of China 《中華人民共和國勞動法》	Labour Contract Law of the People's Republic of China 《中華人民共和國勞動合同法》
Employment Ordinance of the Law of Hong Kong 香港《僱傭條例》	Minimum Wage Ordinance 《最低工資條例》
Employees' Compensation Ordinance 《僱員補償條例》	



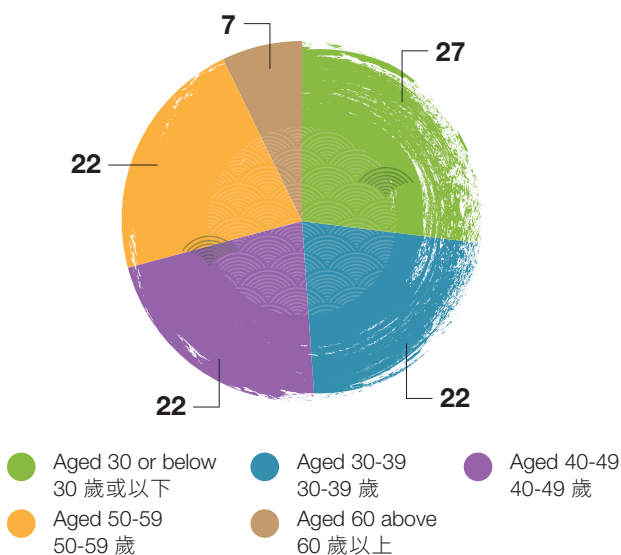
During the Reporting Period, the Group was not aware of any material breach of laws and regulations in relation to the employment by us.

報告期內，本集團並不知悉我們在僱傭方面有任何重大違反法律法規的情況。

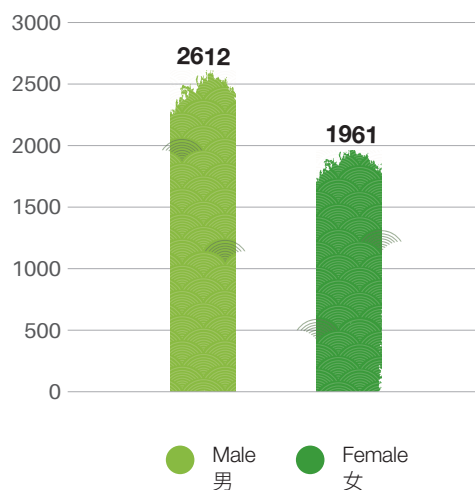
The followings are the number of employees by gender, employee category and ranking, and the percentage of employees by age during the Reporting Period:

以下為報告期間按性別、員工類別及職級分類的員工人數，以及按年齡分類的員工比率：

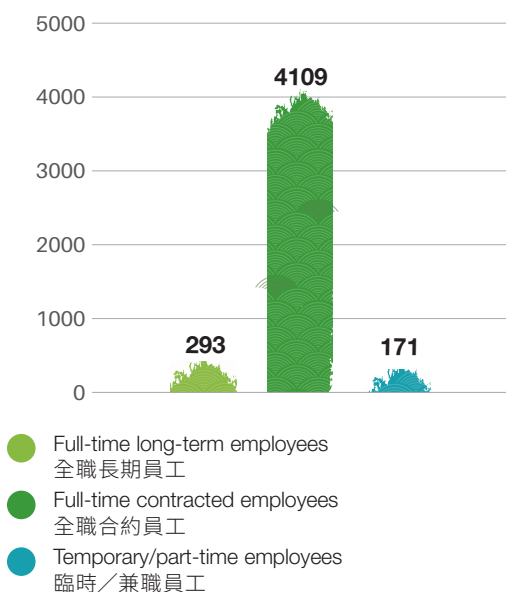
Percentage of employees by age (%)  
按年齡分佈的員工比率(%)



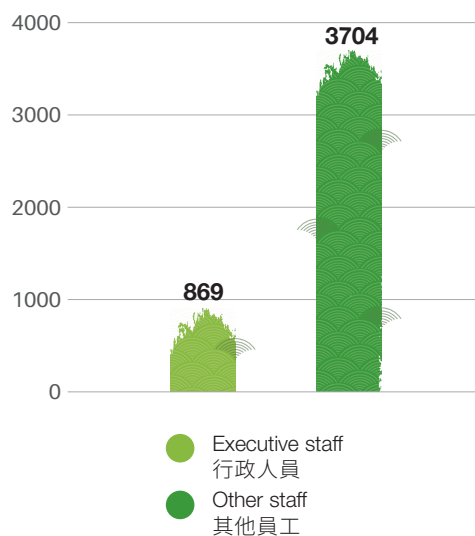
Number of employees by gender  
按性別分類的員工人數



Number of employees by employee category  
按員工類別分類的員工人數



Number of employees by ranking  
按職級分類的員工人數





The following is the employee turnover rates by gender for the Reporting Period:

以下為報告期間按性別分類的僱員流失比率：

Indicators 指標	Employee turnover rates (%) 僱員流失比率(%)
Male 男	18
Female 女	20

The Group formulated the handbook of Human Resource Management System in accordance with relevant laws and regulations to ensure equal promotion opportunities and other packages, minimum wage, maximum work hours, compensation leave, provident fund or retirement protection, and long-term service awards for all employees. As to promotion path, the Group has specified the path, qualifications and requirements for promotion in the recruitment management system. The Company's other welfare, bonus incentives, etc. are clearly stated in the remuneration and welfare system.

本集團按照相關法律法規制定《人事管理制度》手冊，確保所有員工獲得平等晉升機會及其他待遇、最低工資、最高工時、補假、強積金或退休保障、長期服務獎勵等。對於晉升途徑，本集團在招聘管理制度中已闡明晉升的途徑、資質及要求。對本公司其他福利待遇、獎金激勵等在薪酬福利制度中一一清晰列舉。

Most of our employees are those who have entered into fixed-term or permanent labour contracts with the Group, which safeguards interests of our employees under the law and binds them with responsibilities. For some outsourcing or temporary workers at grassroots posts, the Group maintains equal packages for them to firmly protect the interests of all employees. Some workers who are on roster, such as those in the canteen and other front-line places, enjoy overtime pay or rest adjustment benefits; and those who are subject to variable work hours, such as drivers, may receive allowances or overtime pay according to the labour contract law. In view of intense competition in the domestic real estate industry and increasing demand for professional talents, the Group is inevitably faced with staff turnover. However, the Group considers such staff turnover rate was at a normal level during the Reporting Period. To ensure the stability of human resources structure, the Group provides reasonable and competitive remuneration package and benefits for employees in accordance with the specific condition of individual employee and the market condition.

本集團大部分員工均簽署的固定期限或永久性勞動合同，員工的權益受到合法保障，其責任亦受勞動合同約束。對於個別基層崗位外包或臨時人員，本集團在待遇方面一律平衡，堅決維護員工全體利益。部分員工需輪班工作，如食堂等一線崗位，均享有加班費或調休福利；對於司機等工時不定的崗位，本集團亦會按照勞動法給予補貼或加班費。國內房地產行業競爭激烈，人才需求上升，難免導致員工流失，但本集團認為報告期間的人員流失情況正常。為確保人力資源架構穩定，本集團會因應僱員情況及市場情況，提供合理且具競爭力的薪資和員工福利。

#### *Dismissal policy*

For an employee who fails to meet work requirements, or whose employment needs to be terminated due to violation of laws and regulations, the Group will dismiss him/her under the terms of our internal Employee Handbook and labour contracts. Violation of national laws shall be processed according to the national laws, whereby dismissed employees shall be protected by relevant terms and they have rights to seek suitable compensation for any labour disputes. During the Reporting Period, the Group was not involved in any labour disputes due to dismissal. The Group made payment for claims and dismissal payable by us as regulated by the state.

#### *Equal opportunity and diversity policy*

The Group adheres to a fair recruitment principle to strike a reasonable gender balance, and ensure a working environment with gender equality. During the Reporting Period, there was no substantial change in the ratio of male and female employees, which is also in line with general industry conditions. We are dedicated to creating a diverse and inclusive workplace and protecting employees from discrimination and harassment. We have set up a talent recruitment mechanism with working experience, technical skills and work performance as the key indicators for recruitment, and employees are offered equal opportunities in terms of recruitment, regardless of their age, gender, geographical region, nationality, ethnicity, religion and belief, sexual orientation, physical disability, or marital status, etc.. An internal investigation will be conducted if there is any case of discrimination or unfair treatment of employees at workplace, and corresponding improvement measures will be taken.

#### *Communication with employees*

The Group values communication with our employees and listens to the employees' opinions actively. We have also set up a box for collecting employees' opinions, with an aim to encourage employees to put forward their opinions. Meanwhile, we arrange trainings, department meetings, and corporate summarisation meetings on an irregular basis to build reciprocal communication with employees. The Group introduces our corporate structure, corporate culture and system to new employees in the induction training for them, in order to help them better understand the Company and enhance their sense of belonging.

#### *解僱政策*

對於不符合工作要求的員工，或因違法違規需要終止僱傭合同的員工，本集團均按照內部員工手冊及勞動合同內的條款進行解約，對於違法行為則按照國家法律進行處理。被解僱員工的權益受到相關條文充分保障，他們亦有權就勞資糾紛尋求合理補償。於報告期間，本集團未存在因解約而出現的勞資糾紛。對於國家規定的公司需支付的理賠和解約金，本集團均正常支付。

#### *平等機會及多元化政策*

我們堅持公平的用人風格，致力維持合理男女比例，確保工作環境性別平等。報告期間，本集團男女僱員比例沒有顯著改變，亦符合一般行業情況。我們致力為員工創造多元共融的工作環境，保護他們免受歧視及騷擾。我們已建立人才招聘機制，以工作經驗、技術技能、工作表現為關鍵指標招聘，無論任何年齡、性別、地域、國籍、種族、宗教信仰、性取向、身體殘疾、婚姻狀況等人士均享受平等僱傭機會。如員工在工作環境中遭到歧視或不公平待遇，本集團會進行內部調查，並採取相應改善措施。

#### *員工溝通*

本集團重視員工關懷與溝通，我們積極聽取員工的意見，並設立員工留言箱，鼓勵員工提出意見。同時，我們安排不定期培訓、部門例會、公司總結會議等，與員工建立雙向溝通體系。本集團在入職培訓中，對員工進行公司架構、企業文化及制度介紹宣講，幫助員工鞏固對本公司的了解及增加歸屬感。

The Group holds a monthly birthday party for employees whose birthdays are in the current month, and organises team-building and other themed activities, including sports meeting, spring and autumn outings, etc., so as to facilitate communication among the employees, strengthen the relationship between the employees and the Group and enhance group cohesion.

### Labour standards

The Group strictly abides by all laws and regulations relating to the labour standards in Mainland China and Hong Kong, and actively safeguards the basic personal interests of our employees to ensure they work in a fair and respectful environment. We resolutely reject the use of child or forced labour. In order to prevent illegal use of child or forced labour, the human resource department of the Group requires candidates to provide effective identification certification before confirmation of employment to ensure they can be employed according to the law.

In addition, the Group attaches high importance to the conduct of employees and management team. We are dedicated to protecting our employees from and prohibiting any harassment and bullying acts at workplace which target gender, age and any other reasons, such as humiliation, intimidation or threatening of others. The Group will carry out investigation of, dismiss and punish employees who violate the rules, and will improve its labour mechanism as appropriate against any violation.

During the Reporting Period, the Group did not violate any laws and regulations that had a significant impact on the Group relating to child or forced labour.

本集團每月舉行員工生日會，以及開展團隊及其他主題活動，如運動會、春秋遊等，促進員工交流，加強員工與本集團之間的關係，提升凝聚力。

### 勞工準則

本集團嚴格遵守中國及香港所有有關勞工準則的法例及法規，積極保障員工的基本個人權益，確保他們在公平及受尊重的環境下工作。我們杜絕使用童工和強制勞動等行為。為打擊非法僱用童工及強制勞工，本集團人力資源部要求求職者在確認就業前提供有效的身份證明，以確保申請人可以依法就業。

此外，本集團注重員工乃至管理人員的操守，致力保護員工及杜絕工作場所內針對性別、年齡及任何原因所作出的羞辱、恐嚇、威脅他人等騷擾及欺凌行為。如發現違規行為，本集團將即時作出調查、解僱及處罰違規的涉事員工，並針對性地完善勞工機制。

報告期間，本集團並無就任何有關兒童和強迫勞動，且對本集團有重大影響的法律法規之違規事件。

## Health and Safety

The Group put the safety and well-being of employees in the first priority, as we strive to provide a healthy and safe workplace. The Group has established a comprehensive safety control system which details the guidance of daily occupational safety and contingency measures for accidents based on different work positions. We strictly follow the laws and regulations relating to health and safety, including but not limited to:

Work Safety Law of the People's Republic of China 《中華人民共和國安全生產法》	Fire Protection Law of the People's Republic of China 《中華人民共和國消防法》
Provisions on the Supervision and Administration of Fire Protection of Construction Projects 《建設工程消防監督管理規定》	Provisions on the Supervision and Inspection over Fire Protection 《消防監督檢查規定》

During the Reporting Period, the Group was not aware of any material breach of laws and regulations in relation to the provision of safe workplace and the protection of employees from occupational hazards by the Group. We urge our employees to strictly follow all guidelines under the mechanism. Employees and supervisors shall report to management and take necessary improving measures when there is significant work safety risk or accident. One work-related accident occurred during the Reporting Period, with 60 days of lost work days, and the relevant work-related injuries have been recognized and compensated in accordance with local work-related injury regulations.

## 健康及安全

本集團把員工的健康及福祉放在首位，致力提供健康、安全的工作環境。本集團已建立完善的安管理制度，當中就不同員工的工作性質提供日常工作安全及意外事故應急處理發出指引。我們嚴格遵循與健康及安全相關的法律法規，包括但不限於：

報告期內，本集團並不知悉本集團在提供安全工作環境及保障僱員避免職業性危害方面有任何重大違反法律法規的情況。我們要求員工須嚴格跟循該制度下的工作指引。如有任何重大工作安全風險及意外，員工及主管須向管理層報告，並作必要改善措施。報告期間發生了1宗工傷意外，損失工作天數為60天，並已按當地工傷規定進行相關工傷認定與賠償。



## Work safety measures

## 工作安全措施



With operation of heavy machines involved in construction works and the higher safety risks derived, the Group and its contractors provide adequate protective equipment. We also assign our staff to keep a close eye on every process and working environment management. Corrective actions will be taken immediately in case of any problems. As to occupational disease hazards, the Group arranges body check for employees on a regular basis and purchases medical insurance, pension and other regular insurances to staff. In expectation of taking safety education as daily routine, we repeatedly emphasise the safety of site construction and the safety of water and electricity usage in offices at the morning and evening meetings. Such contents are also clearly set out in the Employee Handbook and site operation manual, and the Group has established the emergency response mechanism as well as public relation management and complaint handling mechanism. We also proactively enhance the safety awareness of our employees with an aim to reduce the possibility of work-related injuries. The Group provides regular health and safety training and information to employees. For example, we arrange relevant firefighters to conduct fire-fighting drills and lectures each year. Lectures on physical and psychological health of female employees are also conducted on International Working Women's Day on 8 March.

考慮到工地施工現場涉及大量機器操作，有較高的安全風險，本集團及工程承包商會為員工配備足夠的安全保護裝備。同時，我們會派員密切監督每個工序及現場工作環境管理，如有任何問題會及時糾正。對於職業病危害，本集團會定期為員工安排體檢，亦會為員工購買醫療保險、養老金等常規保險。對於日常現場施工，我們期望把安全教育日常化，故此會在晨會和晚會強調與重複日常辦公室用水用電安全，而員工手冊與現場作業手冊也明確列文告知相關內容，並設有應急預案處理及公關投訴處理機制。我們亦積極提升員工安全意識，以減低發生工傷機會。本集團會為員工定期安排健康及安全培訓和提供相關資訊。例如每年我們也會組織相關消防人員進行消防演習及講座，甚至於三八國際婦女勞動節為女職工安排身心健康講座。

If an employee sustains any injury as a result of an accident arising out of and in the course of employment, or suffers from occupational diseases specified in the Employees' Compensation Ordinance of Hong Kong and other applicable laws, or suffers from permanent incapacity, the Group will, pursuant to relevant guidelines of the ordinances and terms set out in the employment agreement, offer proper compensations as appropriate. The Group believes that suitable protective measures are made and fitting safety guidelines are provided based on working environment and job nature of different employees, to safeguard employees from substantial risks of occupational safety and health under normal circumstances.

#### *Physical and mental health*

The Group concerns about the physical health of employees and promotes the concept of work-life balance, hoping that the mental health of employees will be valued. The Group, without compromising work efficiency, organises various types of activities and facilitates communication with employees based upon business nature, job positions and operation locations, while setting up reasonable working hours and rest day arrangement. The Group organises and encourages our employees to participate in a wide range of recreational and cultural activities which are beneficial to their mind and body, including arranging various sport activities such as badminton, yoga, ping pong, Tai Chi, running and trail walk during their spare time after daily work, and reminds them to pay attention to their health, in order to promote their physical and psychological development and enrich the leisure life of employees. Where permissible, non-local employees or those who work abroad may be provided by the Group with accommodation or subsidies to make sure they better value their health. In addition, we also provide employee canteens, offering well-balanced and nutritious diet to employees in a clean and healthy dining environment.

假如員工因工作及在僱用期間遭遇意外而致受傷，或患上香港《僱員補償條例》或其他適用法律所指定的職業病，甚至永久地喪失工作能力，本集團會依據相關條例指引及僱傭合約作出適當補償。本集團相信，我們已根據不同員工的工作環境及性質，採取適當保護措施及提供合適安全指引，確保員工在一般情況下不會面對重大職業安全及健康風險。

#### *身心健康*

本集團關注員工的身體健康狀況，並推崇「工作與生活平衡」的概念，希望員工的精神健康受到重視。本集團亦在不影響整體工作效率的前提下因應業務性質、工作崗位及經營所在地舉辦不同類型的活動與員工溝通聯繫，以及訂立合理的合約工時和假期安排。當中，本集團舉辦並鼓勵員工參與有益身心的多元化康體文娛活動，例如舉辦業餘體育活動，如羽毛球、瑜伽、乒乓球、太極、跑步、毅行等。我們希望藉此提醒員工注意健康，促進僱員身心發展，豐富員工業餘生活。本集團為保證員工能更好的關注身體，在條件許可下，我們會為外地員工或駐外人員提供宿舍，或提供住房補貼。此外，我們也提供員工飯堂，為員工提供葷素適宜、營養均衡的餐點以及清潔健康的用餐環境。

## Development and Training

The Group attaches importance to internal development and training and has formulated detailed training programs, and invested over RMB4.88 million of annual training budget for supporting various training programs during the year 2020, covering engineering, finance, costs, research and development and other lines. Trainees included employees of the Company at all levels, and were greatly supported to go out for training and learning.

The following is the average training hours of employees by gender and position during the Reporting Period:

## 發展及培訓

本集團重視內部發展及培訓並制定了詳細的培訓發展計劃，二零二零年投入年度培訓預算人民幣488萬元以上，用於支持各培訓開展。培訓對象涉及本公司各層級員工，涉及專業條線有工程、財務、成本、研發等多條線，大力支持員工外出培訓學習。

以下為報告期間按性別及職位分類的員工受訓平均時數：

Indicators 指標	Average training hours of employees 員工受訓平均時數
<b>By gender</b> <b>按性別分類</b>	
Male 男	22
Female 女	26
<b>By position</b> <b>按職位分類</b>	
Executive staff 行政人員	30
Other staff 其他員工	27

Training contents mainly focused on real estate industry posts and all subsector business capabilities as supplemented by managerial capacity and skills. The Group increased effort in collecting feedbacks from the trained employees after participating in training programs, and encouraged employees to share and summarise what they have learned among their colleagues. During the Reporting Period, the training programs were well received by the employees.

培訓內容主要以房產行業崗位為主，涉及各專業條線業務能力，輔之以管理能力技能訓練。本集團在員工參與培訓後，加強跟進培訓後員工意見反饋，鼓勵員工對所學內容進行內部分享總結。報告期間，員工對培訓反饋良好。

Some other subjective trainings organised, such as site visits and special summit lectures, were also well received by employees. We believe that such activities can broaden the horizons of our employees. As a listed company, the Company pays special attention to the training of our senior management. Besides one or two management training(s) for all senior management, the Group conducts a large themed training for business executives each year, and arranges public relationship or speech trainings during the half-year or year-end review meeting of the Group, and organises internal discussion to share experience. In addition, the Group also provides subsidies to encourage senior management to engage in outbound study tour and visits.

The Group promotes internal promotion of employees. Our promotion system is mainly grouped into two major occupational systems, namely the management system and professional technical system. The latter includes finance, investment, engineering, research and development, marketing and management. The Group is committed to maintaining an impartial staff development policy and building future management teams. In general, the Group conducts a performance assessment on our employees each year, and promotes those with outstanding work performance based on business needs, and provides additional trainings to those promoted.

其他個別組織的主體性培訓也得到員工的歡迎，如外出考察、專題性峰會講座等。我們相信，該類型活動可以拓寬員工的高度與視野。作為上市公司，本公司對於高級管理人員培訓尤其重視，每年本集團需進行一次業務高管大型主題培訓，針對所有高級管理層舉行一至兩次管理類培訓，以及在本集團半年度或年度工作總結會期間安排公關或演講培訓，並進行內部討論，分享經驗。另外，本集團亦會提供津貼鼓勵高級管理人員外出學習考察。

本集團推動員工內部晉升。本集團的晉升機會主要分為兩大職業體系，即管理體系和專業技術體系。當中，後者涉及財務、投資、工程、研發、營銷及管理。本集團積極維持公平的發展政策，持續建立未來管理梯隊。一般而言，本集團每年對員工進行績效考核，根據業務需要給予工作表現出色的員工晉升機會，並為獲晉升員工提供額外培訓。





## Supplier Management

The Group places much emphasis on supply chain management, which we believe is pivotal to the sustainability of our business. Besides cost, product quality and track record, we stress the importance of integrity of our suppliers and business partners in selecting suppliers. To our knowledge, our suppliers and business partners had a sound business record in the past and made no serious violation of the law or business ethics. The Group has developed the Guidance of Tendering and Procurement Practice and demands our activities of selecting suppliers and procurement to be in accordance with the guidance, in order to ensure all related works are regulated, which prevents any forms of transfer of interest by our suppliers and business partners for winning procurement contracts or partnership deals.

As at 31 December 2020, the Group had a total of 1,812 suppliers located mainly in Zhejiang Province, Jiangsu Province, Anhui Province, Shandong Province and Yunnan Province in the PRC.

### Procurement and supplier assessment

The Group requires the suppliers to fulfill responsibilities under the procurement contracts and has strict assessment on suppliers in terms of contract fulfilment, so as to ensure their products and/or services quality conforms to the Group's requirements. We will report suppliers for failing to meet our quality demand or fulfill contract responsibilities. Those suppliers in serious cases will be blacklisted and banned from taking part in tendering of the Group's projects for certain years.

### Environmental protection

In order to construct green buildings, the Group requires its suppliers and contractors to comply with any applicable environmental laws. All property projects shall be in compliance with the country's environmental certification and achieve energy saving and emission reduction to protect the environment during construction. If a supplier or contractor violates any relevant environmental laws and other regulations, which leads to charges by government authorities against the Group, significant and negative impact to the public and environment, or even the Group's losses of money or reputation, the Group will demand that supplier and contractor to take remedial measures. We will also replace that supplier and contractor and conduct internal review for improvement.

## 供應商管理

本集團注重供應鏈管理，深明健全的供應鏈管理對業務可持續性的重要。我們選用供應商時除了考慮成本、產品質素及往績紀錄外，亦非常重視供應商及合作夥伴的誠信。據我們所認知，我們的供應商及合作夥伴過去營商紀錄良好，並未出現任何嚴重違規或違反商業道德行為。本集團已設立《招標採購作業指引》，並要求所有供應商甄選及採購行為均須符合指引，確保有關工作得到規範，防止供應商及合作夥伴以透過任何形式的利益輸送而取得採購合約或合作關係。

於二零二零年十二月三十一日，本集團共有1,812個供應商，他們主要位於中國的浙江省、江蘇省、安徽、山東和雲南。

### 採購及供應商評估

本集團要求供應商履行採購合約項下的責任，並對供應商進行嚴格的履約評估，以確保其產品及／或服務符合本集團之要求。對於不符合要求或未有履行合約責任的供應商，我們會及時將有關訊息匯報，嚴重者會被列入黑名單，在若干年內不得參與本集團下屬所有項目的投標工作。

### 環境保護

為建造綠色建築，本集團要求供應商及外判商須遵守任何適用的環境法規。除了物業須符合國家的相關環保認證，施工過程亦要積極做到節能減排、保護環境。如供應商及外判商違反環保條例或其他法規，因而導致本集團被政府機關起訴、對公眾及環境造成嚴重負面影響，甚至導致本集團承受任何金錢或聲譽上的損失，本集團會要求該供應商及外判商立即作出修正措施，而我們亦會於事後更換該供應商及外判商，並進行內部檢討以作改善。

## Product Responsibility

### Product and service quality

The Group upholds good standards of integrity and accountability to ensure that the product and service quality is maintained to a certain standard and that every process of business operation is monitored on a long-term basis. The Group is committed to building top-notch projects to ensure that the quality of our products meet the related requirements. We rigorously comply with relevant laws and regulations in relation to the health and safety, advertising and privacy of products and services, including but not limited to:

## 產品責任

### 產品及服務質量

本集團秉持良好的誠信操守和問責標準，確保產品及服務質量保持一定標準，並長期監測著業務營運的每個流程。本集團堅持建構一流優質項目，確保產品質量符合要求。我們嚴格遵守有關產品和服務的健康與安全、廣告及私隱的法律法規，包括但不限於：

Contract Law of the People's Republic of China 《中華人民共和國合同法》	Construction Law of the People's Republic of China 《中華人民共和國建築法》
Regulations on Quality Management of Construction Projects 《建設工程質量管理條例》	Urban Real Estate Administration Law of the People's Republic of China 《中華人民共和國城市房地產管理法》
Regulations on the Administration of Development and Operation of Urban Real Estate 《城市房地產開發經營管理條例》	Advertising Law of the People's Republic of China 《中華人民共和國廣告法》
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》	Safety Specification for Manufacture and Installation of Elevators 《電梯製造與安裝安全規範》(GB7588-2003)
Trademark Law of the People's Republic of China 《中華人民共和國商標法》	Regulation on the Implementation of the Trademark Law of the People's Republic of China 《中華人民共和國商標法實施條例》
Patent Law of the People's Republic of China 《中華人民共和國專利法》	Interim Measures for Administration of Internet Advertising 《互聯網廣告管理暫行辦法》
Safety Specifications for Manufacture and Installation of Escalators and Automatic Moving Walkways 《自動扶梯和自動人行道的製造與安裝安全規範》(GB16899-1997)	Specifications for Elevator Technical Conditions 《電梯技術條件》(GB/T10058-2009)

### After-sales service

The Group offers after-sales service to buyers and tenants which cover suitable maintenance or management service under the sales and lease contract. We believe that these initiatives effectively safeguard buyers and tenants with safety use. Meanwhile, we proactively communicate with our customers in various channels to understand their needs. We will review our service processes against customer's opinions and promptly handle any complaints, with a view to improving our service and product quality.

### Privacy policy

The Group attaches great importance to protecting data and privacy of staff and customers. During the Reporting Period, we had no access to intellectual property or other sensitive information regarding the patent technology and other information about production or construction. However, we do not rule out any possibilities of accessing trade secrets or personal data of our customers, suppliers or business partners in the future. Hence, we restrict our staff to carefully handle customer information, protect their privacy and intellectual property to avoid any unnecessary loss.

### Advertising and labelling

The Group has bespoke guidelines of how product sales and advertising solutions shall be conducted, while all advertising and promotion of property projects are required to strictly abide by relevant laws and regulations. We prepare advertising solutions that cater to the characteristics of the industry and projects.

During the Reporting Period, the Group has complied with all 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; whereby there was no customer loss made due to leak of customer privacy information or other service issues, nor any complaints or damage claims for poor service quality.

### 售後服務

本集團為買家及租戶提供售後服務，根據銷售合同及租賃合同提供適當的維修或管理服務。我們相信，這些措施有效保障買家及租戶的使用安全。同時，我們積極透過各種渠道與客戶溝通，以了解客戶所需。我們會根據客戶意見審視服務過程，及時處理與調查客戶投訴，從而完善客戶服務及產品質素。

### 私隱政策

本集團注重保障員工及客戶的資料及隱私。報告期間，我們在業務過程中未涉及到行業生產或施工專利技術等有關知識產權的敏感資料。然而，我們不排除日後或會接觸到客戶、供應商或合作夥伴的商業秘密甚至個人資料，因此，我們會規定員工謹慎處理客戶的資料，保障客戶私隱及知識產權，免受不必要損失。

### 宣傳及標籤

本集團對於產品銷售及宣傳方案均有清晰指引，所有有關物業項目的廣告宣傳事宜均嚴格遵守相關法律法規。我們會根據行業及項目特性，制訂合適的宣傳廣告方案。

報告期間，本集團已遵守所有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、且對本集團有重大影響的法律、法規；且沒有出現因客戶私隱外漏或其他服務問題而造成的客戶損失，亦未有接獲客戶因服務質素欠佳而提出的投訴及賠償要求。

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*Operating Practices*

營運慣例

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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。	8
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	7
B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。	7

Community

社區

<b>B8 Community Investment</b> <b>B8 社區投資</b>		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	18-21
一般披露	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。	18-21
B8.1	Focus areas of contribution.	18-21
B8.1	專注貢獻範疇。	18-21
B8.2	Resources contributed to the focus area.	18-21
B8.2	在專注範疇所動用資源。	18-21



众安集团

ZHONG AN GROUP

(股份代號 Stock Code : 00672.HK)