



CHINA SCE GROUP HOLDINGS LIMITED

中駿集團控股有限公司

(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 : 1966.HK

2020

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告



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About the Group

Business of China SCE

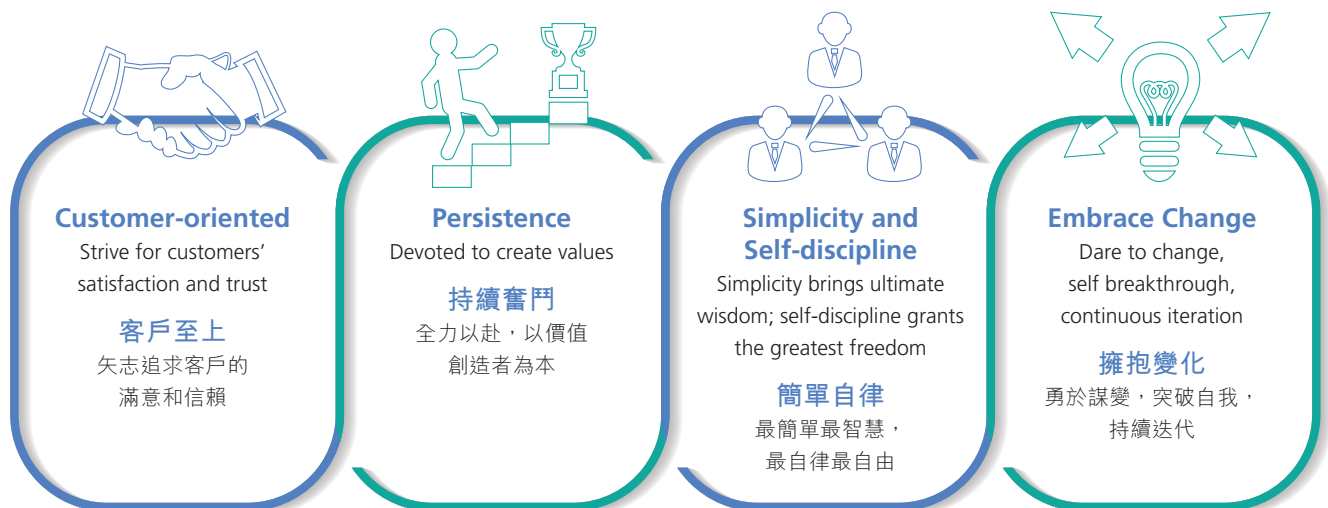
China SCE Group Holdings Limited (“China SCE” or the “Company”), together with its subsidiaries (collectively, the “Group”), was established in 1996 and its operational headquarters are in Shanghai, implementing regional focused development strategy in the Yangtze River Delta Economic Zone, the Bohai Rim Economic Zone, the Guangdong-Hong Kong-Macao Greater Bay Area, the West Taiwan Strait Economic Zone and the Central Western Region. The Group’s core businesses consist of property development, commercial management, property management and long-term rental apartments business, which covered 62 cities in China. The Group has always been aiming at realising the core values of the enterprise, with the spirit of striving, seeking changes and self-discipline, and putting customers first, so to gain customers’ satisfaction and trust. The Group advocates professional construction skills to build up a blissful community and actively launch property projects over places in China. The Group will continue to secure the regional leading position and strive to become a more competitive real estate developer in the country.

關於本集團

中駿業務

中駿集團控股有限公司(「中駿」或「本公司」，連同其附屬公司統稱「本集團」)於一九九六年成立，運營總部設於上海，實施以長三角經濟圈、環渤海經濟圈、粵港澳大灣區、海峽西岸經濟圈及中西部地區為重點的聚焦發展戰略。本集團的核心業務為物業開發、商業管理、物業管理及長租公寓業務，業務覆蓋62個國內城市。本集團向來以實現企業核心價值觀為目標，以奮鬥、求變、自律的精神，以客戶為先，獲取客戶的滿意和信賴。本集團主張以專業建築技術，建立幸福社區，並於全國各地積極發展物業項目。本集團將持續鞏固區域領先地位，力爭成為全國較具競爭力的房地產開發商。

Core Values 核心價值觀



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The Group with its joint ventures and associates acquired 38 new projects distributed in Shanghai, Chongqing, Suzhou, Zhengzhou, Xiamen, Fuzhou, Kunming, Quanzhou, Nantong and Weifang etc., among which 14 cities were new, through bidding and acquisition in 2020, with an above-ground aggregate gross floor area of approximately 10.75 million sq.m., at a land cost of approximately RMB40.55 billion, the attributable land cost was approximately RMB32.281 billion. As at 31 December 2020, the Group together with its joint ventures and associates had a land bank with an aggregate planned GFA of approximately 37.68 million sq.m. (aggregate planned GFA attributable to the Group amounted to approximately 25.66 million sq.m.).

於二零二零年，本集團連同其合營公司及聯營公司通過招拍掛及收購等方式，共新增38個新項目，項目分佈於上海、重慶、蘇州、鄭州、廈門、福州、昆明、泉州、南通及濰坊等城市，其中14個為新進入的城市。總地上建築面積約1,075萬平方米，土地成本約為人民幣405.50億元（應佔土地成本約為人民幣322.81億元）。於二零二零年十二月三十一日，本集團及其合營公司及聯營公司共有土地儲備總規劃建築面積約為3,768萬平方米（本集團應佔總規劃建築面積約為2,566萬平方米）。

New projects:
新增項目：

38



New cities:
新進入城市：

14



Total land costs of new projects:
新增項目總土地成本：

Approximately RMB 約人民幣
40.55 billion 十億元

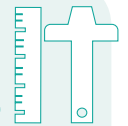


Total land reserve: 總土地儲備：

Total planned gross floor
area of approximately
總規劃建築面積約

37.68

million sq.m. 百萬平方米



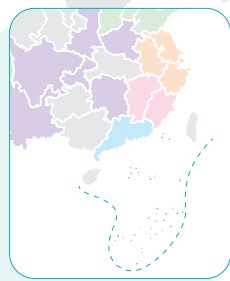
Bohai Rim Economic Zone
環渤海經濟圈

Yangtze River Delta Economic Zone
長三角經濟圈

West Taiwan Strait Economic Zone
海峽西岸經濟圈

Guangdong — Hong Kong — Macao Greater Bay Area
粵港澳大灣區

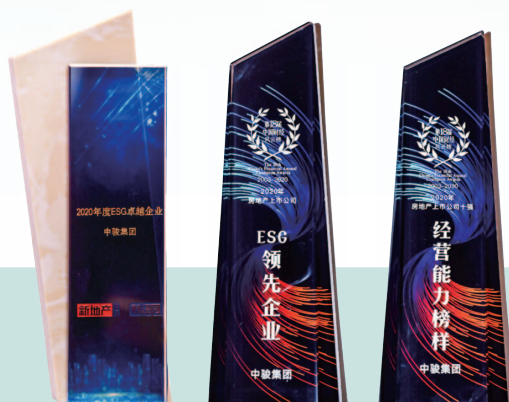
Central Western Region
中西部地區



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Awards and Honours 獎項及榮譽



Awards 獎項

-  ESG Outstanding Enterprise of the Year 2020
2020年度ESG卓越企業
-  ESG Leading Enterprises of the Year 2020
2020年ESG領先企業
-  2020 Top 500 Enterprises of China
2020中國500強企業
-  2020 TOP 10 Brands of China Commercial Real Estate Companies-No.6
2020中國商業地產公司品牌價值TOP10—第6位
-  2020 Best 50 China Real Estate Developers Brand Value-No.37
2020中國房地產開發企業品牌價值50強—第37位
-  2020 Best 50 China Real Estate Listed Companies with Strongest Comprehensive Strengths-No.38
2020中國房地產上市公司綜合實力50強—第38位
-  2020 Best 500 China Real Estate Developers -No.41
2020中國房地產開發企業500強—第41位

Issuing Organisations 頒發機構

-  Organised by New Real Estate Finance, CAIJING.com, China Real Estate Data Academy
新地產財經、財經網、中國房地產數據研究院主辦
-  Organised by Finance Chinese Club of Hexun.com and Hexun Real Estate Division
和訊網財經中國會與和訊房地產事業部主辦
-  Fortune China
《財富》中國
-  China Index Academy
中國指數研究院
-  Organised by China Real Estate Association and China Real Estate Appraisal Centre of Shanghai E-house Real Estate Research Institute
中國房地產協會、上海易居房地產研究院中國房地產測評中心主辦
-  Organised by China Real Estate Association and China Real Estate Appraisal Centre of Shanghai E-house Real Estate Research Institute
中國房地產協會、上海易居房地產研究院中國房地產測評中心主辦
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中國房地產協會、上海易居房地產研究院中國房地產測評中心主辦



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About this Report

This report is the fifth “Environmental, Social and Governance Report” (this “Report”) published by China SCE. This Report covers the Group’s policies, measures and performance in environmental, social and governance, with an aim to enhance stakeholders’ understanding of the Group’s approach and progress in governance. This Report is prepared in both Chinese and English and is published through the website of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) and the Company’s website (www.sce-re.com). The Group has established internal monitoring and review procedures to ensure that all information presented in this Report is accurate and reliable. The board of directors of the Group (the “Board”) has confirmed and approved the release of this Report. If there are any contradictions or inconsistencies between the Chinese and English versions, the Chinese version shall prevail.

Reporting Scope and Boundary

The core business of the Group is property development, and this Report therefore focuses on the performance of its property development business for the period from 1 January 2020 to 31 December 2020 (the “Year”). The environmental and social performance covers the Group’s headquarters office¹ and six projects under construction² and completed project located in first-tier cities including Beijing and Shanghai, and in second-tier city, which is Xiamen. The projects under construction stage are collectively referred to as “Projects Under Construction” and completed project, SCE Building refer to as “Completed Project”.

This Report currently does not cover all of the Group’s operations. During the Year, the Group formulated a plan to refine the scope of report, and plans to gradually improve the collection of environmental and social data in first- and second-tier cities over the next three years.

- 1 The environmental performance data at the headquarters include the data of the entire Shanghai headquarters office building.
- 2 The environmental performance data of the Projects Under Construction are provided by the contractors. The Group is liaising with the contractors and standardising data collection methods to ensure the accuracy of the data reported, so greenhouse gas emissions from Projects Under Construction were not reported during the Year. In addition, this Report only includes some of the social performance data of the Projects Under Construction, including the number of employees, work-related fatalities and work-related injuries.

關於本報告

本報告是中駿發佈之第五份《環境、社會及管治報告》(「本報告」)。報告涵蓋本集團在環境、社會及管治方面的政策、措施和績效，旨在讓各持份者瞭解本集團的管治方針和進程。本報告以中、英文編寫，透過香港聯合交易所有限公司(「聯交所」)網站及本公司網站(www.sce-re.com)發佈。本集團已成立內部監控及審查程序，竭力確保本報告所有呈現的資料均準確可靠。本集團董事會已確認及批准發佈本報告。如中、英文版本有任何抵觸或不相符之處，應以中文版本為準。

報告覆蓋及範圍

本集團之核心業務為物業發展，故本報告聚焦其於二零二零年一月一日至二零二零年十二月三十一日(「本年度」)期間物業發展業務的表現。環境和社會績效則涵蓋本集團的總部辦公室¹、位於一線城市，包括北京及上海，以及位於二線城市——廈門的六個在建²及已建成項目。位於在建階段的項目統稱為「在建項目」，已建成項目——中駿集團大廈又稱「已建成項目」。

本報告目前未覆蓋本集團的所有營運。本集團於本年度制訂了有關完善報告範圍的計劃，計劃於未來三年逐步完善一、二線城市的環境及社會數據收集工作。

- 1 總部環境績效數據包括整幢上海總部辦公室大樓數據。
- 2 在建項目的環境績效數據均由承包商提供，本集團正與承包商溝通及統一資料收集方法，以確保所匯報數據的準確性，故本年度未有匯報有關在建項目的溫室氣體的排放量。此外，本報告只包括在建項目部分社會績效數據，包括員工人數、因工死亡個案及工傷個案。

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List of property projects

物業項目清單

City 城市	Property projects 物業項目	Construction phase 建築階段	Gross floor area (sq.m.) 建築面積(平方米)
Beijing 北京	The Regent 天峰	Under construction 在建	181,631
	Cloudview Terrace 雲景臺	Under construction 在建	381,104
Shanghai 上海	Imperial Manor 璟尚	Under construction 在建	108,322
	The Royal Bay Phase II 雍景灣二期	Under construction 在建	17,894
Xiamen 廈門	The Regent 天盈	Under construction 在建	177,003
	SCE Building 中駿集團大廈	Completed 已建成	46,695
Aggregate gross floor area 總建築面積			912,649

Reporting Standards

This Report is prepared in accordance with the “Environmental, Social and Governance Reporting Guide” (the “Guide”) issued by the Stock Exchange with its four reporting principles, i.e. Materiality, Quantitative, Balance and Consistency, as the basis of preparation.

報告準則

本報告根據聯交所頒佈的《環境、社會及管治報告指引》(「《指引》」)編制，並以其載列的四項匯報原則——重要性、量化、平衡及一致性，作為本報告編寫的基礎。

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Reporting principles
匯報原則

The Group's responses
本集團的回應

Materiality
重要性



The Board of the Group assigns senior management to assist in identifying issues extremely crucial to the Group by means of questionnaires. The issues identified are reviewed and confirmed by the Board. These issues reflect the significant economic, environmental and social impact of the Group's operations and are important to stakeholders.

本集團董事會指派高級管理層，透過問卷調查方式，協助識別對本集團至關重要的議題。所識別的議題由董事會審視及確認。此等議題反映了本集團營運對經濟、環境及社會的重要影響，並對持份者重要的議題。

Quantitative
量化



Each division of the Group is responsible for recording key environmental and social performance data and entrust professional consultants to evaluate carbon emissions and other environmental key performance in accordance with local guidance and international standard. In addition, the Group ensures the key performance data is calculable and clearly explains its calculation standard and method.

本集團各部門負責記錄環境及社會關鍵績效數據，並委託專業顧問公司根據本地指引及國際標準評估碳排放量及其他環境關鍵績效。此外，本集團確保關鍵績效數據可予計算，並會清楚說明計算標準及方式。

Balance
平衡



The Group compiles the Report accurately, objectively and fairly to describe the achievements on sustainable development and challenges of the Group to enable stakeholders to make a reasonable evaluation on the overall performance of the Group.

本集團以準確、客觀及持平為編寫本報告的原則，闡述本集團在可持續發展的成就和所面對的挑戰，讓持份者可合理地評估本集團的整體績效。

Consistency
一致性



The Group uses an unanimous statistical method and provide historical data if possible to demonstrate the performance and progress of the Group on sustainable development.

本集團採用一致的數據統計方式，並在可行的情況下提供歷史數據，以展示本集團於可持續發展的表現和進程。

Feedbacks

The Group relies on your valuable opinions to continuously enhance its performance in environmental protection and social care. If you are in doubt or have any recommendations in respect of the contents and presentation of this Report, you are welcome to contact the Group at ir@sce-re.com.

意見反饋

本集團有賴閣下的寶貴意見，以持續提升其在環境保護和社會關懷的表現。如閣下對本報告的內容或匯報形式有任何疑問或建議，歡迎透過 ir@sce-re.com 與本集團聯絡。

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Message from the Chairman

The year of 2020 is the year when Covid-19 rages across the world, affecting people's lives to varying degrees. In the midst of the epidemic, it is even more important for companies to fulfill their corporate citizenship responsibilities. In order to establish good corporate governance, the Board of the Group is responsible for monitoring the environmental, social and governance ("ESG") issues, approving the formulation of relevant policies and measures, and reviewing related targets and progress, in order to deal with different environmental and social issues. The Group is committed to developing property projects in China and is required to identify and manage various risks and uncertainties of its investment projects in order to equip different businesses to deal with the same risks, avoid missed opportunities and reduce risks.

Governance Performance

During the Year, China SCE further implemented its plan to establish a Sustainable Development Steering Committee, which will report regularly to the Board and comprised of the relevant department heads, to assist the Board in managing the ESG issues. With the establishment of the Sustainable Development Steering Committee, the Group will undertake more work to enhance the ESG performance of China SCE, including the assessment of environmental and social risks that have a significant impact on the Group.

Environmental Performance

China SCE has always been committed to developing green buildings. During the Year, both Shanghai Imperial Manor and Xiamen The Regent were the recipients of China's Two-Stars Green Building Evaluation Label. The Group is committed to continuously reducing the environmental impact of its property development projects through various green building designs and construction techniques. In addition, China SCE has standardised the coverage plan for future reports during the Year. In order to improve the disclosure of the environmental performance data of Completed Project and Projects Under Construction, the Group is actively communicating with contractors to collect the relevant data.

主席寄語

二零二零年為新冠肺炎肆虐全球的一年，人民生活均受到不同程度的影響。在疫情肆虐下，企業實踐企業公民的責任顯得更為重要。為建立良好企業管治，本集團董事會負責監管環境、社會及管治的工作，並審批相關政策、措施的制訂及審視相關目標及進度，以應對不同環境及社會的問題。本集團致力於中國發展物業項目，需設法識別及管理投資項目的各種風險及不確定因素，以裝備不同業務面對同樣風險時的應對方案，避免錯失機遇及減低風險。

管治表現

本年度，中駿進一步落實成立可持續發展督導委員會的計劃，委員會會定期向董事會匯報，並由相關部門主管為成員，輔助董事會管理環境、社會及管治事宜。於可持續發展督導委員會成立後，本集團將開展更多提升中駿環境、社會及管治表現的工作，包括評估對集團有重大影響的環境及社會風險。

環境表現

中駿向來致力發展綠色建築。本年度，上海環尚及廈門天盈均獲得中國綠色建築評價二星認證。本集團以各項綠建設計及施工技術，致力持續減少物業發展項目對環境的負擔。此外，中駿於本年度規範了未來報告的覆蓋範圍計劃，為了能完善披露已建成及在建項目的環境績效數據，本集團正積極與承包商溝通，收集相關數據。

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Social Performance

During the Covid-19 period, the Group implemented a number of measures to protect the health and safety of our employees, owners and business partners. Prevention and control measures included the Emergency Plan for Outbreak of Epidemic developed with contractors, and Completed Project and Projects Under Construction prevention and control measures. At the same time, the Group has also launched the online sales platform "Junxiangjia", which enables customers to enjoy the Group's home buying experience without leaving their homes. China SCE has always spared no effort to contribute to public welfare. During the Year, more than RMB10 million was donated to fight against epidemics.

Looking ahead, the Group expects to make further progress in the three areas of ESG aspects. In order to have a more comprehensive understanding of stakeholders' expectations of the Group, China SCE will continue to strengthen its communication with stakeholders and further explore different channels to collect more stakeholders' views to further enhance its sustainable development performance.

Wong Chiu Yeung

Chairman

8 July 2021

社會表現

於新冠疫情期間，本集團推行了多項措施，致力於保障員工、業主及業務夥伴的健康與安全。防控措施包括與承包商聯合制定的突發疫情應急預案、已建成項目及在建項目防控措施。同時，本集團亦推出了「駿享家」線上售樓平台，使客戶可足不出戶仍能享受本集團的購房體驗。中駿向來不遺餘力貢獻公益，本年度，共捐獻超過人民幣1,000萬元作為抗疫用途。

展望未來，本集團期望於環境、社會及管治三方面均可愈來愈進步。為更全面了解持份者對本集團的期望，中駿將繼續加強與持份者溝通，進一步了解探索以不同渠道收集更多持份者意見，進一步提升可持續發展表現。

黃朝陽

主席

二零二一年七月八日

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Environmental, Social and Governance Approach

The Board assumes full responsibility for the ESG development of China SCE and is committed to establishing a culture of good governance and responding to the expectations of the community. As the community places increasing emphasis on the ESG performance of businesses, the Board leads the various departments of the Group in formulating, approving and implementing policies and measures to manage ESG issues in order to reduce the environmental and social impact of the Group's operations. The Board will also continue to increase its level of involvement in ESG work, maintain communication with management in regular meetings and review progress and effectiveness in order to establish a top-down governance model.

For a more effective management of the Group's ESG issues and strengthen of accountability of the Board, China SCE has been preparing to set up a Sustainable Development Steering Committee hosted by members of the Board during the Year and relevant department heads are invited to participate to ensure effective implementation of sustainable development policies and measures of the Group. The Board will allocate appropriate resources to support sustainable development of ESG work according to the needs of the Group. The Sustainable Development Steering Committee's main authorities include:

環境、社會及管治方針

董事會為於中駿的環境、社會及管治發展承擔全部責任，並致力建立良好的管治文化，回應社會期望。隨著社會各界對企業的環境、社會及管治表現日趨重視，董事會領導本集團各部門制訂、審批及執行管理環境、社會及管治事宜的政策及措施，以減低本集團營運對環境及社會影響。董事會亦會持續加強環境、社會及管治工作的參與程度，保持與管理層以定期會議方式溝通並檢討工作進度及成效，以建立自上而下的管治模式。

為更有效地管理本集團環境、社會及管治事宜及加強董事會的問責性，中駿於本年度正籌備成立可持續發展督導委員會。該委員會由董事會成員主持，並邀請相關部門主管參與，以確保本集團的可持續發展政策及措施能有效地實施。董事會將按本集團需要，給予適當資源，以支持環境、社會及管治工作的發展。可持續發展督導委員會的主要職權包括：

Supervision

監督



- Identify and manage the matters significantly affecting the Group
識別並管理對本集團有重大影響的事宜
- Manage significant ESG risks
管理重大環境、社會及管治風險

Plan

計劃



- Develop ESG policies, initiatives and performance targets
制定環境、社會及管治政策、措施及績效目標
- Integrate corporate social responsibility into the Group's business strategy and management programme
將企業社會責任納入本集團的業務策略及管理方案

Review

檢討



- Review ESG policies, initiatives and performance targets on a regular basis
定期檢視環境、社會及管治政策、措施及績效目標

Reporting

匯報



- Responsible for preparing and approving the annual ESG report
負責籌備審批每年環境、社會及管治報告的工作

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環境、社會及管治報告 2020

Risk Management

The Group has a risk management and internal control system in place. The Board has authorised the Audit Committee to identify, evaluate and review the Group's risk management and internal control systems. The Audit Committee reports to the Board twice a year in order to maintain proper and effective risk management. China SCE's risk management and internal control systems covering aspects of finance, operation, compliance and human resources are the cornerstone of good corporate governance.

The Group identifies, monitors, evaluates and manages risks that have a significant impact on the Group on an annual basis. Environmental and social risks are also included in the daily risk review and the environmental and social risk identified during the Year includes:

風險管理

本集團設有風險管理及內部監控系統，由董事會指派審核委員會負責識別、評估及檢討本集團的風險管理及內部監控系統，審核委員會每年向董事會匯報兩次，以維持妥善而有效的風險管理。中駿的風險管理及內部監控系統嚴格監管本集團於財務、營運、合規及人力資源等範圍，以作為良好企業管治的基石。

本集團每年均會識別、監察、評核及管理對集團有重大影響的風險，日常風險盤查中亦包括環境及社會風險，本年度已識別的環境及社會風險包括：

Potential risk 潛在風險	Description 描述	Corresponding measures 應對措施
<p>Employee health and safety 員工健康與安全</p> 	<p>There are a number of safety hazards on construction sites, which could result in injuries to employees if a safety incident occurs during the construction process, or in severe cases, permanent injury or death.</p> <p>建築地盤存在不少安全隱患，若於施工過程中發生安全事故，可導致員工受傷，嚴重更可導致永久傷害或死亡。</p>	<p>The Group conducts regular due diligence surveys on environmental and social risks, including working hours, working temperature, toxic and hazardous substances, noise and dust to ensure that the working environment of employees meets the Group's health and safety standards.</p> <p>本集團定期為環境及社會風險進行盡職調查，調查項目包括工作時數、工作環境溫度、有毒有害物質、噪音、粉塵等，以確保員工的工作環境合乎本集團健康與安全標準。</p>

Currently, the Group's risk management and internal control system does not fully cover operational-related ESG issues. To look ahead, the Group plans to incorporate more business-related ESG factors to more comprehensively identify material sustainability risks and formulate response plans.

現時本集團的風險管理及內部監控系統並未全面涵蓋與營運相關的環境、社會及管治議題。展望未來，本集團計劃納入更多與業務相關的環境及社會風險因素，以更全面識別重大可持續發展風險和制定應對方案。

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Compliance Management

The Group has a rigorous approval structure. The Internal Audit and Compliance Department performs internal audit and compliance audit regularly. Besides, the Process Department and the Internal Audit and Compliance Department jointly form an internal audit team to review each of the operational processes of the Group annually to ensure that the daily operations of the Group are in compliance with relevant laws and regulations, so as to avoid fines or lawsuits due to non-compliance. There were no violations of relevant laws and regulations that materially affect the Group during the reporting period. The following are laws and regulations that the Internal Audit and Compliance Department has identified as having a significant impact on the Group:

- ⊗ Lead to financial penalties, such as high fines;
- ⊗ Face administrative penalties, resulting in suspension of business and disruption of the progress of projects;
- ⊗ Damage the Group's reputation;
- ⊗ Cause a large amount of brain drain; and
- ⊗ Cause expensive litigation.







合規管理

本集團設有嚴謹的核准架構，除審計監察部定期執行內控及合規性審計外，流程部與審計監察部亦組成流程內審小組，每年檢視本集團各營運流程，確保本集團日常運作合法合規，避免因不合規而引致的罰款或訴訟。匯報期內並沒有違反對本集團有重大影響的相關法律及規例。以下為審計監察部已識別對本集團造成重大影響的法律法規以及其影響：

- ⊗ 導致經濟處罰，如高額罰款；
- ⊗ 面臨行政處罰，導致停業而影響工程進度；
- ⊗ 令本集團聲譽受損；
- ⊗ 導致大量的人才流失；及
- ⊗ 引致高額訴訟。

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Aspect 層面	Laws that have a significant impact on the Group 對本集團造成重大影響的法例	
Emissions 排放物 	Environmental Protection Law of the PRC 中華人民共和國環境保護法	Criminal Law of the PRC 中華人民共和國刑法
	Water Pollution Prevention and Control Law of the PRC 中華人民共和國水污染防治法	
Employment 僱傭 	Labour Law of the PRC 中華人民共和國勞動法	Social Insurance Law of the PRC 中華人民共和國社會保險法
	Labour Contract Law of the PRC 中華人民共和國勞動合同法	
Health and safety 健康與安全 	Law of the PRC on the Prevention and Treatment of Occupational Diseases 中華人民共和國職業病防治法	Production Safety Law of the PRC 中華人民共和國安全生產法
	Social Insurance Law of the PRC 中華人民共和國社會保險法	
Labour standards 勞工準則 	Labour Contract Law of the PRC 中華人民共和國勞動合同法	Provisions on the Prohibition of Using Child Labour 禁止使用童工規定
	Law of the PRC on the Protection of Minors 中華人民共和國未成年人保護法	Regulations Concerning the Labour Protection of Female Staff and Workers 女職工勞動保護規定
Product responsibility 產品責任 	Urban Real Estate Administration Law of the PRC 中華人民共和國城市房地產管理法	Advertising Law of the PRC 中華人民共和國廣告法
	Administrative Ordinance on Development and Management of Urban Real Estate 城市房地產開發經營管理條例	
Anti-corruption 反貪污 	Criminal Law of the PRC 中華人民共和國刑法	

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Communication with Stakeholders

China SCE and stakeholders maintain constant communication through various communication channels, including internal stakeholders-employees and external stakeholders-customers, owners, investors, shareholders, contractors, suppliers and all kinds of community groups. China SCE uses various means, including social media platforms and satisfaction surveys, to collect stakeholders' views and use them as a basis for reviewing the effectiveness of the Group's ESG policies and initiatives. The Group expects to collect stakeholders' views through more diverse means such as questionnaire and focus groups in the future, which will serve as a basis for the Board to identify important ESG issues for the Group.

持份者溝通

中駿以各溝通渠道與持份者維持溝通，主要持份者包括內部持份者 — 員工及外部持份者 — 客戶、業主、投資者、股東、承包商、供應商及各類型社區團體等。中駿以各類方式包括社交媒體平台、滿意度調查等，收集持份者的意見，並以此為檢討本集團環境、社會及管治政策及措施有效性的考量。本集團期望於未來可以更多元的方式，如問卷調查、焦點小組等，收集持份者的意見，以作為董事會識別對本集團重要的環境、社會及管治議題的基礎。

Stakeholder group 持份者類別	Principal communication channel 主要溝通渠道
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Employees

員工



Satisfaction surveys, employees complaining channels, internal emails and Grass-roots Gunshot Plan etc.

滿意度調查、員工申訴渠道，內部郵件及基層炮聲計劃等



Investors/ shareholders

投資者／股東



General meeting, the Group's website, the Group's information released on the Stock Exchange etc.

股東大會、本集團網頁、聯交所發佈本集團消息等

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Stakeholder group
持份者類別

Principal communication channel
主要溝通渠道

Owners/customers
業主／客戶

“SCE Club” platform, satisfaction surveys, customers complaint hotline
「中駿會」平台、客戶滿意調查、客戶投訴熱線



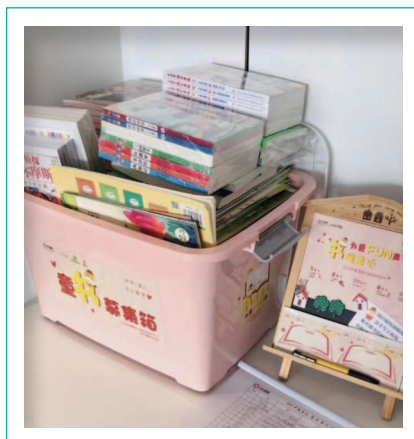
Contractors/suppliers
承包商／供應商

Sharing seminars and training courses for contractors and suppliers
承包商／供應商分享會及培訓課程



Community
社區

Volunteer activities
義工活動



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The Group invited the management to identify the ESG issues with material effects to the Group in the "Guide" by the Stock Exchange based on their importance to stakeholders and business nature of China SCE. Below are four material issues identified by the management personnel during the Year:

本年度，本集團邀請管理層根據中駿業務性質，以及對持份者的重要性，識別聯交所《指引》中對本集團營運有重大影響的環境、社會及管治議題，以下為本年度管理層識別為重要議題的四大議題：

Material issues 重要議題

The Group's responses 本集團的回應

Emissions 排放物



The construction phase of the Group's property development projects can generate a significant amount of emissions that place a burden on the environment, including construction waste, air pollutants and waste water. All of the Group's emissions are in compliance with the emission standards. In addition, in order to better review the effectiveness of emission reduction measures, the Group will start collecting environmental performance data for all reporting areas in the coming year.

本集團的物業發展項目的建築階段可產生大量對環境造成負擔的排放物，包括建築廢棄物、廢氣及廢水等。本集團的所有排放均合乎排放標準。此外，為更有效檢視減排措施的成效，本集團將於下年度開始收集所有報告範圍內的環境績效數據。

Supply chain management 供應鏈管理



The main suppliers in the Group's reporting area are construction contractors and construction material suppliers. Effective supplier management is an integral part of maintaining project quality. To this end, the Group has policies and quality inspection procedures in place to ensure the quality of suppliers' delivery.

本集團報告範圍內的主要供應商為建築承包商及建築材料供應商等。有效的供應商管理為維持項目質量不可或缺的一環。為此，本集團已設有政策及質量檢驗程序，以確保供應商交付質量。

Product responsibility 產品責任



As a property project developer, China SCE attaches great importance to project quality and safety. The Group maintains close communication with the suppliers to ensure the quality of the properties. In addition, during the Covid-19 period, the Group made use of technology to set up additional online sales offices to protect the safety of our customers. For more details, please refer to the section of "Responsible Operation".

作為物業項目發展商，中駿高度重視項目質量及安全。本集團與供應商維持緊密溝通，確保物業質量。此外，於新冠疫情期間，本集團利用科技，增設在線售樓處，以保障客戶安全。更多內容可參閱「負責任營運」章節。

Anti-corruption 反貪污



A high integrity corporate culture has always been the cornerstone of China SCE's operations. The Group has various policies requiring suppliers, employees and business partners to strictly comply with the relevant integrity regulations to eliminate corruption.

廉潔的企業文化向來為中駿營運的基石。本集團設有不同政策，要求供應商、員工及業務夥伴嚴格遵循相關廉潔規定，以杜絕貪腐行為。

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環境、社會及管治報告 2020

Responsible Operation

Building high quality property is the principle of the property development business of China SCE. China SCE strictly controls construction quality of the projects and provides excellent marketing services. We adhere to corporate purpose of integrity and ethics, with an aim to provide owners with comfortable living environment and protect interests of customers.

負責任營運

中駿的物業發展業務以建造高質量物業為原則，嚴格控制項目工程質量，且提供優質營銷服務，以及堅守廉潔道德企業宗旨，務求為各業主提供舒適的生活環境及保障客戶權益。

Highlights of 2020

二零二零年工作亮點



No material corruption cases confirmed
未有確認重大貪污案件



Work with suppliers to formulate the "Emergency Plan for Outbreak of Epidemic"
與供應商共同制定《突發疫情應急預案》



Launched the online sales platform "Junxiangjia"
推出「駿享家」線上售樓處

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Integrity in Operations

China SCE is committed to building a corporate culture of integrity, with ethical principles of honesty and trust as the cornerstone for maintaining responsible operations. The Group has established policies and measures to manage the areas of anti-corruption, conflict of interest and intellectual property rights protection, including the “Staff Handbook”, the “Manual of Employee Integrity and Self-Discipline Operation” and “Internal Audit and Compliance Handbook”. These policies are regularly reviewed by China SCE and are revised in a timely manner to ensure their effectiveness.

Due to the nature of the property development business of China SCE, the Group is involved in intellectual property rights matters in the design of projects and marketing stage. The Group requires its employee to comply with the “Staff Handbook”, contractors to comply with the relevant terms of the “Construction Contract” and suppliers to comply with relevant terms of the marketing contract.

廉潔營運

中駿矢志建立廉潔的企業文化，以誠信道德原則為維持負責任營運的基石。本集團已制定管理反貪污、利益衝突及保護知識產權等範疇的政策措施，包括《員工手冊》、《員工廉潔自律作業指導書》及《審計監察管理手冊》等。中駿定期檢視此等政策，並會適時修訂內容，以確保其有效性。

基於中駿物業發展的業務性質，本集團於項目設計及營銷階段時會涉及知識產權事宜。本集團要求員工遵守《員工手冊》，承包商遵守《施工合同》相關條款，以及要求供應商遵守營銷合同的相關條款。

China SCE's efforts to protect intellectual property rights

中駿於保護知識產權的工作

Intellectual property rights 知識產權



- ⊗ The Group will inspect the contractors' work at different stages of the construction project to ensure that the construction process is in compliance with contractual requirements and does not infringe on any aspect of architectural design, equipment technology and construction techniques etc.
本集團於建築工程不同階段均會檢查承包商施工情況，確保施工過程合乎合約要求，不會侵犯任何建築設計、設備技術及施工工藝等範疇。
- ⊗ It is stated that both China SCE and its contractors shall be responsible for the protection of intellectual property rights and shall not infringe on the patents of the construction works.
列明中駿及承包商均需負起維護知識產權的責任，不得侵犯建築工程專利。
- ⊗ It is stated in the marketing contract that promotion materials shall not infringe on intellectual property rights, including copyright and portrait rights etc.
於營銷合同訂明宣傳作品不得侵犯知識產權，包括著作權及肖像權等。

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China SCE adopts a zero tolerance attitude towards any corruption, fraud, bribery and deception etc. In order to strengthen the integrity management, the Group has formulated and implemented the “Internal Audit and Compliance Handbook”. The Internal Audit and Compliance Department regularly conducts internal audit and supervision work within the Group to review the effectiveness of the standardised system and conduct risk identification to manage the risks of corruption and fraud in a timely manner. The Internal Audit and Compliance Department reports annually to the management of the Group on the monitoring results of the past years, and prepares reports to the management on the risks identified and analysed, and its management recommendations. In addition, the Group sets out the responsibilities of its employees and suppliers in relation to anti-corruption practices and implements a number of monitoring and management measures.

中駿對任何貪污、舞弊、賄賂、欺詐等行為採取零容忍態度。為加強廉潔管理，本集團制定並執行《審計監察管理手冊》，由審計監察部定期開展本集團內部的審計及監察工作，審視標準化制度的有效性，並進行風險識別，及時管理貪污、舞弊等風險。審計監察部於每年均會向本集團管理層就過去年度的監察成果進行匯報，並就以識別和分析的風險，及其管理建議編制成報告予管理層。此外，本集團對其員工及供應商分別列明其於反貪污慣例上的責任，並實施多項監察及管理措施。

China SCE's anti-corruption efforts

中駿於反貪污的工作

Employees

員工



- shall not seek or accept any form of profit while conducting company business, including that offered by external persons or organisations, in the form of monetary gifts, dinner invitations or in return for hospitality, etc.
在公務交往中不應索取或收授任何形式的利益，所收授利益包括外界人士或單位贈與的利益，包括禮金、宴請及款待等。
- are required to submit the gift which is unable to refuse to the financial department or administration department within seven days.
需將無法拒絕的饋贈於七天內將饋贈上交至財務管理部門或行政管理部門。
- are required to sign a “Memorandum of Staff Probity”, ensuring each employee understands the Group’s obligations to uphold our operating principles.
要求員工簽訂《員工廉潔從業承諾書》，確保各員工明白本集團對堅守營運道德的承擔。
- are required to report any inherent conflicts of interest to the Group, in order to avoid behaviour contrary to corporate interests and workplace responsibilities.
向本集團上報潛在利益衝突狀況，避免與企業利益及工作職責有衝突的行為。
- Arrange online training for employees to strengthen the cognition and awareness of anti-corruption among the employees of the Group.
為員工安排線上培訓，加強本集團員工對反貪污的認識和意識。

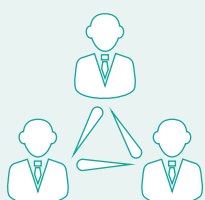
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China SCE's anti-corruption efforts 中駿於反貪污的工作

Suppliers and contractors

供應商及承包商



- ④ Conduct integrity checks during the tender process and while selecting suppliers and contractors.
於招標、選擇供應商及承包商時，進行廉潔行為調查。
- ④ Requires suppliers and contractors to sign an “Integrity Management Agreement” which clearly sets out the Group’s requirements for business partners with regards to protecting corporate integrity.
要求供應商及承包商簽訂《廉政管理協議書》，列明對合作夥伴維護企業道德的要求。
- ④ The Internal Audit and Compliance Department will monitor suppliers, in order to ensure suppliers are not involved in the giving or taking of bribes. Should any illegal activity be discovered, the supplier in question shall be blacklisted.
審計監察部對供應商進行監察，確保供應商不存在行賄受賄情況。若發現任何違法情況，本集團會將行賄的供應商列入黑名單。

The Group has set up reporting channels. Employees and partners are welcome to report any trespassing of the rules to the Group via telephone, mail, e-mail, or other channels. Upon receiving a complaint, the Internal Audit and Compliance Department will open an investigation, issue a report detailing the results of the investigation, and submit it to the appropriate member(s) of management. In order to protect the privacy of the employee who filed the complaint, the Group will keep their personal information strictly confidential.

本集團設有舉報渠道，供員工及合作夥伴以電話、郵件及電子郵箱等途徑舉報違規信息。當審計監察部收到相關投訴後，將隨即展開調查，並將調查結果編寫成報告，提交至相關管理人員。為保護舉報人員私隱，本集團嚴格保密舉報人的個人資料。

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Supplier Management

The cooperation of suppliers and contractors is crucial to maintain the quality of China SCE's property projects. The Group selects suppliers and contractors under unified standards and formulates "Construction System Supply Management Operation Guide" to standardise the cooperation guidelines with suppliers. China SCE selects suppliers in an objective, fair, just and high transparent manner.

供應商管理

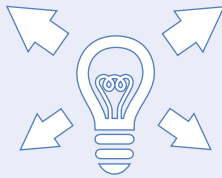
中駿的物業項目能得以維持在優質水平，供應商及承包商的配合極為重要。本集團以統一標準篩選及評估供應商及承包商，並制定《工程系統供應管理作業指導書》，規範供應商合作準則。中駿以客觀、公平、公正及高透明度的原則選取供應商。

Supplier management process

供應商管理程序

Pre-selection

預審



⚙ Pre-select potential suppliers based on factors such as its resources, credibility, performance, ability, operational management model and business covering regions. 按潛在供應商的資源、信譽、業績、能力、經營管理模式、業務覆蓋區域等因素進行預審。

⚙ Arrange relevant responsible department to inspect potential suppliers and focuses on key factors of the suppliers including quality control system, safety and civilisation, technology development and production ability, and only qualified suppliers can be included in the supplier database.

安排相關責任部門對潛在供應商進行考察，並重點審視供應商的質量管控體系、安全文明、技術研發及生產能力等因素，合資格的供應商方能納入供應商庫。



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Supplier management process 供應商管理程序

Management 管理



- Set out the requirements for contractors in environmental management, protection of intellectual property rights, maintenance of ethical conduct and guarantee of project quality and safety in the "Construction Contract" to ensure that the project complies with the concept of social responsibility of China SCE.
於《施工合同》內列明對承建商於環境管理、保護知識產權、維持道德操守及確保工程質量和安全等的要求，確保工程符合中駿的社會責任理念。

Appraisal 評核



- Regularly reviews the supplier database to ensure that the performance of the suppliers meet the Group's standards.
定期檢視供應商庫，確保供應商表現符合本集團標準。
- Suppliers are required to be evaluated upon completion of the collaboration project and make recommendations for improvement to qualified suppliers.
供應商於完成合作項目後需進行評估，並對合格供應商提出改進建議。
- For those suppliers with unqualified performance, the Group will suspend their collaboration qualifications. If the supplier has major cooperation problems, including providing fake materials, concealing the truth, besieging, fraud, etc, the supplier will be blacklisted and will not be allowed to collaborate within three years.
對於表現不合格的供應商，本集團將暫停其合作資格。若供應商出現重大合作問題，包括提供虛假材料、隱瞞真實情況、存在圍標、欺詐等情況，供應商將被列入黑名單，三年內不得合作。

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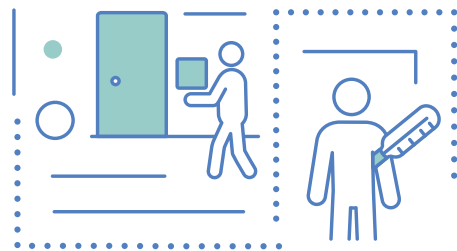
Currently, China SCE has not included the environmental and social performance of its suppliers in the evaluation criteria for suppliers. In order to strengthen the environmental and social responsibility of suppliers to meet the Group's standards, the Group will consider adding relevant requirements, such as giving priority to environmental-friendly products and specifying relevant definitions, to the next revision of the supplier selection criteria. In addition, the Group also plans to conduct environmental and social risk assessments for suppliers in order to more effectively manage the impact of the supply chain on the Group's operations.

目前，中駿未有將供應商的環境及社會表現納入為供應商的評估準則，為加強供應商的環境及社會責任，以達至本集團的標準，本集團考慮於下次修訂供應商篩選準則時，加入相關要求，如優先採用環保產品，並細明相關定義。此外，本集團亦計劃為供應商的環境及社會風險進行評估，以更有效地管理供應鏈對本集團營運的影響。

Beijing Cloudview Terrace Emergency Plan for Outbreak of Epidemic 北京雲景臺突發疫情應急預案

In the face of the Covid-19 epidemic, the Group attaches importance to the health and safety of the contractors' construction workers. In order to protect the health and safety of our workers, Beijing Cloudview Terrace and our contractors have jointly formulated the "Emergency Plan for Outbreak of Epidemic", which regulates the procedures for handling outbreak cases. Beijing Cloudview Terrace has established an epidemic prevention and control command leadership team, consisting of the Group's project manager and the contractor's manager, whose main responsibilities are to liaise with the local government and higher-level emergency command authorities, coordinate emergency relief work, and monitor the strict implementation of epidemic prevention measures at construction sites.

面對新冠疫情，本集團重視承包商建築工人的健康與安全。為此，北京雲景臺與承包商共同制定了《突發疫情應急預案》，規範發生突發疫情案件時的處理程式，以保障工人健康與安全。北京雲景臺成立了疫情防控指揮部領導小組，由本集團項目負責人及承包商負責人組成，主要職責為與地方政府和上級應急指揮機構聯繫，協調應急救援工作，並監察施工地點的防疫措施得以嚴謹實施。



Beijing Cloudview Terrace Emergency Plan for Outbreak of Epidemic 北京雲景臺突發疫情應急預案

Emergency procedures for outbreak of epidemic (classified by four categories of personnel) 突發疫情應急程序(按四類人員分類處理)

Personnel with fever 發熱人員



When personnel with fever are found, they should be immediately sent to the nearest designated medical institution for fever outpatient treatment in a special vehicle, and the temperature monitoring and personal protection of other personnel in the work unit should be strengthened, and contact with other personnel outside the work unit is strictly prohibited.

當發現有發熱人員時，立即用專用車輛送往就近的定點醫療機構發熱門診就診，加強對本工作單位其他人員體溫監測和個人防護，嚴禁與工作單位外其他人員接觸。

Suspected personnel 疑似人員



When suspected personnel are found, they are immediately reported to the construction management unit, the local health and epidemic prevention department and the construction department of the Group, and false reporting, concealment and omission are strictly prohibited. In addition, Beijing Cloudview Terrace will set up a quarantine area for observation and other measures, and will assign someone to escort the suspected personnel to the doctor for medical treatment with a specialised vehicle in case of discomfort.

當發現有疑似人員時，立即向建設管理單位、當地衛生防疫部門及本集團建設部報告，嚴禁謊報、瞞報、漏報。此外，北京雲景臺亦會設立隔離區觀察等措施，如有不適及時安排專人專車送醫就診。

Confirmed personnel 確診人員



When a personnel with a confirmed case is found, the project will be stopped immediately and the site will be sealed, and the construction workers will be isolated and observed in accordance with local health and epidemic prevention requirements.

當發現有確診人員時，工程項目立即停工並封鎖場地，參建人員按照當地衛生防疫要求隔離觀察。

Close contact personnel 密切接觸人員



When close contacts are found, they are immediately reported to the epidemic prevention and control command leadership team and sent to the designated epidemic hospital for nucleic acid testing. We will screen all people in close contact with the personnel with a confirmed case at the construction site and disinfect all rooms and facilities at the construction site.

當發現有密切接觸人員時，立即上報到疫情防控指揮部領導小組，並安排專人專車送到定點疫情醫院進行核酸檢測。篩查施工現場所有與確診人員密切接觸的人員，對施工現場所有房間及設施進行消毒。

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Develop High Quality Projects

The Group's project quality system covers the quality of the entire project cycle, from pre-construction, during construction to the acceptance stage, which is monitored by different policies and measures. Before construction, the Group's Construction Department identifies potential quality deficiencies in the project design in accordance with the guidelines of the "Manual of Construction Quality Control" and sets relevant project quality objectives to remind the contractors' attention. During the construction period, the engineers supervise the process of the contractors and adopt the parallel inspection method to conduct quality inspection at each stage of the inspection works to rectify the quality problems in a timely manner and quality inspection results are recorded in "Construction Daily Log Book" for future reference. In addition, the Group also conducts spot checks during each construction stage to evaluate property projects in three ways namely "Actual Measurement", "Entity Quality" and "Safety and Civilised". China SCE will make recommendations to improve the quality of the projects based on the results of the spot checks.

Enhance Customer Experience

In addition to the quality of our property development projects, the Group also places emphasis on providing quality delivery and post-sales experience to our customers. The Group continuously reviews and improves its marketing services, including formulate the "Handbook for Marketing Inspection Management Business", in an effort to establish a comprehensive marketing system. This manual sets out different inspection systems covering all processes in the marketing phase to enhance the owner's purchasing experience. These inspection systems include mystery customer inspections, special inspections, pre-sales inspections and monthly city self-inspections, etc. These systems serve to maintain quality assurance at different stages of the Group's marketing. For more details of the inspection system and its work, please refer to the Group's "Environmental, Social and Governance Report 2019".

發展優質項目

本集團的項目質量體系涵蓋整個項目周期的質量，由施工前、施工期間，以至驗收階段，均設有不同政策措施監管。施工開始前，本集團按照《工程質量控制作業指導書》的指引，由工程部於項目設計中識別潛在質量通病，並制定相關工程質量目標，提醒承包商注意。在施工期間，由工程師監督承包商的工序過程，並採用平行檢驗方式，於各階段檢查工程均進行質量檢查，及時糾正質量問題，並將質量巡視結果記錄於《施工日記》中，以便日後查閱。此外，本集團亦於各施工階段進行突擊巡查，向物業項目就「實測實量」、「實體質量」及「安全文明」三方面進行評估。中駿會就突擊巡查結果提出改善項目質量的建議。

提升客戶體驗

除了物業發展項目的質量，本集團亦重視為客戶提供優質交房及售後體驗。本集團持續檢視並改善營銷服務，包括制定《營銷巡檢管理業務手冊》，致力建立完善營銷體系。此手冊訂立了不同巡檢體系，涵蓋營銷階段所有工序，致力提升業主認購體驗。巡檢體系包括神秘客戶巡檢、專項巡檢、開售前巡檢及城市月度自檢等，此等體系致力於維持本集團不同營銷階段的質量保證。詳細巡檢體系內容及工作細明可參閱本集團《環境、社會及管治報告2019》。

“Junxiangjia” Online Sales Office 「駿享家」線上售樓處

The Covid-19 epidemic during the Year forced the suspension of many public events including the Group’s property sales and hence the Group’s property sales office needed to be closed. Understanding the needs of our customers, and in order to solve the problem of customers not being able to conduct home purchase consultation on site, the Group responded promptly by working with our information and marketing partners to launch our online sales office, “Junxiangjia”, in just one week’s time, allowing customers to sit at home and talk to our home purchase consultants.

In addition, two days before the launch of the “Junxiangjia” online sales office, the Group organised more than 1,400 property consultants nationwide to participate in live online training to help staff familiarise with the usage of the platform. At present, the “Junxiangjia” platform relies on the feedback from frontline colleagues to continuously optimise the product functions and add the latest marketing policies, making the innovative means of informatisation an advantage of the Group.

本年度新冠疫情逼使許多公眾活動需暫停，包括本集團的物業銷售活動，因此需關閉售樓處。中駿了解客戶的需求，為解決客戶未能現場進行購房諮詢的難題，本集團迅速應對，與資訊和行銷夥伴合作，使本集團的線上售樓處「駿享家」，以短短一週時間推出，使客戶可安坐家中，與中駿的置業顧問對話。

此外，於「駿享家」線上售樓處出台前兩天，本集團組織了全國1,400多位置業顧問參與線上直播培訓，以協助員工熟習平台用法。現時，「駿享家」平台依賴一眾同事的回饋不斷優化產品功能，並加入最新的行銷政策，讓資訊化創新手段成為本集團的優勢。



After one day launch of “Junxiangjia” 「駿享家」上線一天後用量



11,000+

New users
新增用戶



1,300+

Inquiry customers
諮詢客戶



4,000+

Call retention customers
留電客戶

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During the customer marketing and delivery stage, we need to collect personal information from customers to improve the service quality. China SCE is committed to protecting customers' personal privacy and has implemented the following measures to ensure that customer privacy will not be leaked:

於客戶營銷及交房階段，需向客戶收集其個人資料，以提升服務質量。中駿致力保護客戶的個人私隱，並實行以下措施，以確保客戶私隱不會外洩：

China SCE's efforts to protect customer privacy

中駿於保護客戶私隱的工作

Customer privacy

客戶私隱



- ⚙️ We will specify the purpose of collecting and ways of retaining personal information from customers.
收集客戶個人資料時均會說明收集用途及保存方法。
- ⚙️ We require our employees to observe confidentiality and not to obtain customer information that is not relevant to the transaction in the course of their duties.
要求員工遵守保密規定，不可在履行職務的過程中藉機獲取與交易無關的客戶資料。
- ⚙️ We require our employees to sign a declaration that they will not sell or divulge customer information to third parties.
要求員工簽署聲明不會向第三方出售或洩漏客戶資料。

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To continuously improve the quality of the Group's services, the Group gathered suggestions for improvement via teleconference with its home buyers, and established a plan to improve the level of satisfaction for each project, improving our service in line with the landlords' suggestions. In addition, the Group overhauled the "Customer Complaint Handling Guideline" during the Year to improve the procedures in handling customer complaints of staff. The Group did not receive any complaints of material effects this Year regarding project quality or sales services within the scope of this Report.

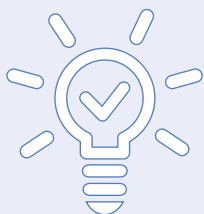
為持續提升本集團服務質量，本集團以電話會談向購房者收集改進意見，並為每個物業項目制定各自的滿意度提升方針，針對業主的意見改善服務。此外，本集團於本年度全面修改了《客戶投訴處理作業指導書》，以完善員工於處理客戶投訴的程序。本年度，本集團報告範圍內未有接到有關項目質量或銷售服務的有重大影響的投訴。

Customer complaint handling procedures

客戶投訴處理程序

Complaint handling and analysis

投訴受理及分析



- After receiving a customer complaint through the Group's feedback channels, including WeChat, phone calls, letters and visits, the handler is required to determine whether the complaint is valid according to the content of the complaint, communicate with the customer, and obtain the customer's understanding.
當從本集團的反饋渠道，包括微信、致電、致函及到訪，接收到客戶投訴後，處理人需按投訴內容判斷投訴是否有效，並向其解釋溝通，取得客戶諒解。
- In addition, the handler need to determine the cause of the problem, classify the complaint and assign the responsible department.
此外，處理人需判斷問題原因，並進行投訴分類及指派負責部門。

Plan development

方案制定



- Based on the results of complaint analysis, the handler will work with relevant business departments to develop a plan for handling the problem and determine the executive department. In case of major emergencies and negative public opinion caused by customer complaints, we will follow the corresponding procedures.
處理人根據投訴分析結果，協同相關業務部門，制定問題處理方案並確定執行部門。因客戶投訴引發的重大突發事件、負面輿情，按相應程序執行。
- We will develop a customer communication plan based on complaint issue, and identify communicator.
根據投訴問題，制定客戶溝通方案，確認溝通人。

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Customer complaint handling procedures 客戶投訴處理程序

Customer communication 客戶溝通



- ⚙️ The handler will negotiate and communicate with the customer according to the decided problem handling plan, and record each customer communication situation for subsequent analysis and response.

處理人根據決策的問題處理方案與客戶進行協商溝通，並記錄每次客戶溝通情況，以便後續分析應對。

- ⚙️ If the customer approves the solution, the relevant implementation department will implement the solution. If the customer does not approve the plan, the complaint analysis should be conducted again and another problem handling plan or customer communication plan should be formulated.

若客戶認可方案，相關執行部門按方案執行落實。若客戶不認可方案，需重新進行投訴分析，重新制定問題處理方案或客戶溝通方案。

Handling complaint and confirmation of settlement 處理投訴及確認和解



- ⚙️ Once the implementation plan is confirmed, the execution department will be responsible for the implementation of the plan and the handler and the executor will be required to follow up the progress on a daily basis.

當確定執行方案後，執行部門負責方案具體執行，處理人執行人需每日跟進處理進展。

- ⚙️ In addition, the handler must maintain communication with the customer and provide feedback to the customer at least once every seven days.

此外，處理人需與客戶保持溝通，至少每七天向客戶回饋一次處理進展。

- ⚙️ Once the plan has been implemented, the handler must receive an approval from the customer before the complaint can be closed.

當方案執行完畢，處理人需獲客戶認可，方可結束投訴。

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Building a Green Community

China SCE's property development business may bring negative impact to the environment. The Group's "Environmental Protection Policy Statement" has stated China SCE's environmental management philosophy in its operations, which is committed to reducing the impact on the surrounding environment, including the development of green and smart buildings and rationalisation of resources. In addition, the Group integrates environmental protection into all stages of property development, from architectural design, procurement and bidding, construction, to delivery and use, in order to increase the efficiency of resource management and operational management.

建設綠色社區

中駿的物業發展業務可能為環境帶來負面影響，本集團的《環境保護政策聲明》已說明中駿於營運的環境管理理念，致力減少對周邊環境的影響，包括發展綠色智慧建築，實現資源合理化等。此外，本集團將環境保護融入於物業發展各階段，由建築設計、採購招標、施工，以至交付使用階段，務求提升資源使用及運營管理效率。

Highlights in 2020 二零二零年工作亮點

Energy intensity:

能源密度：

Headquarters office and Completed Project
總部辦公室及已建成項目

40.39

MWh/'000 sq.m.
兆瓦時／千平方米



Projects Under Construction
在建項目

4.62

MWh/'000 sq.m.
兆瓦時／千平方米



Greenhouse gas intensity:

溫室氣體密度：

Headquarters office and Completed Project
總部辦公室及已建成項目

25.32

tonnes of carbon dioxide
equivalent/'000 sq.m.
公噸二氧化碳當量／千平方米



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Emissions

This Year, the Group employed a consultant to undertake greenhouse gas emissions appraisal³, and quantify emissions produced by Group operations. Appraisal results show that total carbon emissions produced by Group headquarters office and Completed Project during the Year were 1,582.2 tonnes of carbon dioxide equivalent, of which, carbon emissions produced by electricity consumption of headquarters office and Completed Project constituted 80%, and carbon emissions from the burning of fossil fuels constituted 20%. The Group's main polluted air emissions is from fossil fuels used in kitchen facilities and vehicles, of which, producing 52.2kg nitrogen oxides, 1.1kg sulfur oxides and 1.2kg respirable suspended particulates.

排放物

本集團本年度委託顧問公司進行溫室氣體排放評估³，以量化其營運產生的排放。評估結果顯示，本集團總部辦公室及已建成項目於本年度共產生溫室氣體排放總量為1,582.2公噸二氧化碳當量，其中由總部辦公室和已建成項目電力消耗產生的碳排放佔總碳排放的約80%，由化石燃料燃燒產生的碳排放佔比為約20%。本集團廢氣排放主要來源於總部的廚房設備和車輛消耗化石燃料，當中總共產生了52.2千克氮氧化物、1.1千克硫氧化物和1.2千克可吸入懸浮粒子。

Scope ⁴ 範圍 ⁴	2020 二零二零年		2019 二零一九年		Unit 單位
	Headquarters office 總部辦公室	Completed Project 已建成項目	Headquarters office 總部辦公室	Completed Project ⁵ 已建成項目 ⁵	
Scope 1 Direct greenhouse gas emissions 範圍一 直接溫室氣體排放	96.4	226.3	108.3	–	tonnes of carbon dioxide equivalent 公噸二氧化碳當量
Scope 2 Energy indirect greenhouse gas emissions 範圍二 能源間接溫室氣體排放	712.7	546.8	682.6	680.3	tonnes of carbon dioxide equivalent 公噸二氧化碳當量
Total greenhouse gas emissions 溫室氣體總排放	809.1	773.1	790.9	680.3	tonnes of carbon dioxide equivalent 公噸二氧化碳當量

³ The process of quantification refers to "Methods of Accounting and Reporting Greenhouse Gas Emissions for Travel Hotels, Shopping Malls, Real Estate, and Financial Office Buildings in Shanghai (Trial)" and "Guidebook on the Methods of Accounting and Reporting Greenhouse Gas Emissions for Corporations Operating Public Buildings (Trial)" issued by the National Development and Reform Commission, as well as international standards such as ISO14064-1 and the Greenhouse Gas Protocol.

⁴ Scope 1: emissions from the consumption of fossil fuels by fixed and mobile sources of the Group; Scope 2: emissions from the consumption of purchased electricity.

⁵ Completed project in 2019 include the SCE Mall.

³ 量化的過程參考由中國發展改革委員會發佈的《上海市旅遊飯店、商場、房地產業及金融業辦公建築溫室氣體排放核算與報告方法(試行)》和《公共建築運營企業溫室氣體排放核算方法和報告指南(試行)》，以及參考國際標準如ISO14064-1及溫室氣體盤查議定書。

⁴ 範圍一：本集團固定源和移動源消耗化石燃料產生的排放；範圍二：本集團外購電力消耗的排放。

⁵ 二零一九年已建成項目包括中駿商城。

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Scope ⁴ 範圍 ⁴	2020 二零二零年		2019 二零一九年		Unit 單位
	Headquarters office 總部辦公室	Completed Project 已建成項目	Headquarters office 總部辦公室	Completed Project ⁶ 已建成項目 ⁶	
Nitrogen oxides 氮氧化物	52.2	–	59.6	–	kg 千克
Sulfur oxides 硫氧化物	1.1	–	1.2	–	kg 千克
Respirable suspended particulates 可吸入懸浮粒子	1.2	–	1.4	–	kg 千克

The Group generated a total of 2.0 kg of hazardous waste, including waste batteries, during the reporting period, all of which was sourced from Projects Under Construction and disposed of by waste contractors. The Group generated a total of 163.0 tonnes of non-hazardous waste during the reporting period, with 80.0 tonnes of domestic waste from the headquarters office and 52.0 tonnes from Completed Project, while construction waste is not included in this Report as the Group did not collect construction waste data from contractors. For Projects Under Construction, a total of 31.0 tonnes of non-hazardous waste was generated during the Year, including 12.21 tonnes of domestic waste, 1.87 tonnes of paper, 1.39 tonnes of plastic, 0.004 tonnes of metal and 2.25 tonnes of food waste.

本集團於報告期內總共產生了2.0千克有害廢棄物，包括廢棄電池，有害廢棄物全部來源於在建項目並均交由廢棄物承辦商處理。而本集團於報告期內總共產生了163.0公噸無害廢棄物，總部和已建成項目分別產生生活垃圾80.0公噸和52.0公噸，由於本集團未有向承包商收集建築垃圾的數據，因此建築垃圾並沒有包括在報告中。在建項目方面，本年度共產生無害廢棄物31.0公噸，當中產生生活垃圾12.21公噸、紙張1.87公噸、塑料1.39公噸、金屬0.004公噸和廚餘2.25公噸。

⁶ Completed project in 2019 include the SCE Mall.

⁶ 二零一九年已建成項目包括中駿商城。

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The non-hazardous waste generated from headquarters office is sent to the waste incineration plant for incineration, while the non-hazardous waste generated from Completed Project and Projects Under Construction is disposed of by the waste contractor. In headquarters office the Group continues to promote waste reduction, with the goal of increasing employees' environmental conscience, including saving paper in the office, and using fewer disposable eating utensils. In order to reduce waste at the source, the Group encourages employees to practice and participate in a more sustainable work- and life-style, such as promoting a paperless office, encouraging employees to make good use of electronic communications to circulate documents, encouraging the reduction of disposable cups, and reusing resources. For Projects Under Construction, the Group strives to reduce the waste of construction materials and increase the rate of reusable construction materials to reduce the damage to the environment.

總部辦公室所產生的無害廢棄物被送往垃圾焚燒廠焚燒，而已建成項目和在建項目所產生的無害廢棄物均交由廢棄物承辦商處理。於總部辦公室，本集團持續推廣減廢，旨在提高員工環境保護意識，包括於辦公室推廣節約用紙、減少使用即棄餐具等。為從源頭減少廢棄物的產生，本集團鼓勵僱員實踐並參與更為可持續的辦公和生活方式，例如：提倡無紙化辦公，鼓勵員工善用電子通訊傳閱文件；鼓勵減少一次性紙杯的使用，重複利用資源等。對於在建項目，本集團致力減少建材浪費，提升建材可循環再用比率，以降低對環境的損害。

Scope 範圍	2020 二零二零年			2019 二零一九年			Unit 單位
	Headquarters office 總部辦公室	Completed Project 已建成項目	Projects Under Construction 在建項目	Headquarters office 總部辦公室	Completed Project ⁷ 已建成項目 ⁷	Projects Under Construction 在建項目	
Total non-hazardous waste 無害廢棄物總量	80.0	52.0	31.0	134	326	98	tonnes 公噸
Non-hazardous waste intensity 無害廢棄物密度		2.11	0.04		10.75	12.29	tonnes/'000 sq.m. 公噸/千平方米
Total hazardous waste 有害廢棄物總量	-	-	2.0	-	-	-	kg 千克
Hazardous waste intensity 有害廢棄物密度		-	0.002		-	-	kg/'000 sq.m. 千克/千平方米

⁷ Completed project in 2019 include the SCE Mall.

⁷ 二零一九年已建成項目包括中駿商城。

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Design and Construction of the Green Buildings

All of our property development projects will submit an environmental impact assessment prior to construction, and mitigation or avoidance measures will be formulated with respect to the impact of the project on the surrounding environment and residential houses. Projects can only be started after obtaining the approval of the local environmental protection department and obtaining certification documents including “Construction Land Planning Permit” and “Construction Engineering Planning Permit”, and taking into account the protection measures recommended by the environmental protection department and incorporate them into project design considerations. In addition, the Group also actively develops green building projects to complement the green development of local communities. Green building measures commonly used by the Group include:

綠建設計及施工

中駿的所有物業發展項目於施工前均會進行環境影響評估，就項目發展對四周環境及民居的影響，並會制定減緩或避免措施。所有項目均需獲得當地環保監督部門同意及取得《建設用地規劃許可證》和《建設工程規劃許可證》等證明文件後，參考並採取環保監督部門的保護措施建議，加入項目設計考量中，方可開展工程項目。此外，本集團亦積極發展綠色建築項目，以配合當地社區綠色發展。本集團常用綠色建築措施包括：

- Using pre-fabricated parts, thereby reducing the consumption of construction materials
 - Employing a switchable glass curtain wall, thereby maintaining good ventilation
 - Greening on rooftops and public spaces
 - Renewable energy technology can be incorporated in the design, where feasible
 - Installing a water-saving irrigation system and soil moisture sensor, in order to avoid unnecessary water consumption
- 採用預制組件，減少建材消耗
 - 採用可開關的玻璃幕牆保持良好通風
 - 於屋頂及公共區域進行綠化工作
 - 於可行情況下加入可再生能源技術設計
 - 安裝節水灌溉系統及土壤濕度感應器，避免不必要的用水灌溉

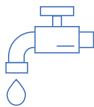
Green Building Case – Shanghai Imperial Manor

綠建案例 – 上海璟尚

Shanghai Imperial Manor is a residential project of China SCE entering into the Shanghai International Automobile City, located in Anting Town, with a total construction area of over 100,000 sq.m. Shanghai Imperial Manor has added different green building designs, and is committed to build a perfect community model. The project has been awarded China's Two-Stars Green Building Evaluation Label. Highlights of the Shanghai Imperial Manor project's green building measures include:

上海璟尚項目為中駿進入上海國際汽車城板塊的住宅項目，項目位於安亭鎮，總建築面積超過10萬平方米。上海璟尚加入了不同綠色建築設計，致力打造完善的社區模式。該項目獲得中國綠色建築評價二星認證。上海璟尚項目綠建措施亮點包括：

Water-saving irrigation 節水灌溉



Combined with rainwater utilisation facilities, rainwater is collected underground and utilised for landscape plant irrigation. The design adopts ecological water treatment technology to ensure water quality, which not only saves irrigation water, but also reduces the risk of pollution caused by mixing rainwater with wastewater, and further reduces the burden on the environment by using plants to purify rainwater.

結合雨水利用設施，於地下收集雨水，並加以利用作景觀植物灌溉，該設計採用生態水處理技術確保水體水質，這不但可節省灌溉用水，亦可減少雨水與廢水混合造成污染的風險，更利用植物自身進行雨水淨化，進一步減少環境的負擔。

Energy-saving designs 節能設計



The roof thermal insulation materials are made of polystyrene insulation panels, and the inverted roof insulation panels can greatly improve the thermal insulation effect, reduce the energy consumption of the top floor, and extend the service life of the waterproof layer.

屋面保溫隔熱保溫材料採用聚苯保溫板，隔熱板倒置式屋面，可大大提高保溫效果，減少頂層的使用能耗，延長防水層使用壽命。

Installation of detection devices and ventilation equipment 設置檢測裝置及排風設備



The Group has installed a carbon monoxide detection device in the underground garage and linked it with the ventilation equipment to ensure that the air quality of the underground garage is not harmful to the health of users.

本集團於項目地下車庫增設一氧化碳濃度檢測裝置並與排風設備聯動，排風設備可將以確保地下車庫空氣質量不損害使用者健康。

Green Building Case – Xiamen The Regent 綠建案例 – 廈門天盈

Xiamen The Regent is a China SCE project located next to Huli district in Xiamen, with a total gross floor area of approximately 170,000 square meters. Xiamen The Regent is divided into a number of garden parks, with different views to match topographical changes to create a comfortable living environment. The project has received the China's Two-Stars Green Building Evaluation Label. Highlights of the Xiamen The Regent project's green building measures include:

廈門天盈項目為中駿位於廈門湖裡區的項目，總建築面積約17萬平方米。廈門天盈分為多個庭園園區，以不同景觀配合地形變化，打造舒適的生活環境。該項目獲得中國綠色建築評價二星認證。廈門天盈項目綠建措施亮點包括：

Natural lighting 天然採光



The interior design of Xiamen The Regent mainly uses white walls and floors to increase the reflectivity of the interior surfaces and to reduce the use of electricity for daytime lighting.

廈門天盈室內裝修設計大量使用白色牆身及地板，以增加內飾面反光比，為減少白天照明用電。

Smart community management 智慧社區管理



Xiamen The Regent has incorporated a number of smart community systems in the design and construction phase, and reserved space for more smart facilities in the future. The smart management system can monitor the environment of the area and create a comfortable community; at the same time, owners can check the video surveillance of the community common areas through the smart terminals to ensure the safety of their families.

廈門天盈於設計建築階段加入多項智慧社區系統，並預留位置予日後增添更多智慧設施之用。智慧管理系統可監察區內環境，營造舒適的社區；同時業主亦可通過智慧終端機查看社區公共區域視頻監控畫面，保障家人安全。

Use of recyclable materials 選用可再循環材料



Xiamen The Regent uses recyclable materials, including steel bars, steel, glass and aluminum alloy, with the proportion of recyclable materials reaching 10%.

廈門天盈使用可再循環材料，包括鋼筋、鋼材、玻璃、鋁合金等，使用比例達10%。

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The construction of property projects will generate pollution such as air pollutants, waste water, waste and noise etc. China SCE understands that such pollution will not only cause nuisance to nearby residents but also irreversible damage to the environment. In addition to adopting green design in the development projects, the Group has also adopted various preventive and control measures during the construction of the projects to minimise the environmental nuisance caused by the construction.

物業項目的施工會產生廢氣、廢水、廢棄物及噪音等污染，中駿明白此等污染不單對附近居民造成滋擾，更可對環境造成不可逆轉的損害。除了於發展項目採用綠色設計，本集團的項目施工過程亦採取了多項防治措施，務求將施工對環境的滋擾減至最低。

Green buildings prevention measures

綠色施工防治措施

Building materials

建材



Prioritising environmental-friendly building materials, and while assessing potential suppliers, their environmental management performance will be appraised, and use it as part of the supplier selection.

優先選用環保建築材料，並於審核潛在供應商時，亦會評估其環境管理表現，作為供應商篩選考慮之一。

Air pollutants

廢氣



Using misting systems in order to reduce kicking up dust into the air.

採用霧化噴淋系統，減少揚塵。

Installing safety instruments which detect the level of air pollution on the construction site in real time.

設有安全儀器實時監測施工現場空氣質素。

Assigning management staff to monitor and manage construction site's air quality.

委派管理人員負責監測管理施工環境空氣質素。

Vehicles must be washed clean upon leaving the construction site, to avoid carrying construction dust off the site.

車輛於離開工地時，需沖洗乾淨，避免將地盤塵土帶離工地。

Waste water

廢水



Recycled waste water will be used to wash vehicles leaving the site.

回收廢水用以沖洗離場車輛。

Encouraging major contractors to recycle waste water and save energy.

鼓勵主要承包商使用回收廢水，節約資源。

Waste

廢棄物



Waste will be sorted, labelled, and stored, and the method of disposal will be declared and recorded, as stipulated.

將廢棄物分類及標籤存放，並按照規定申報及記錄建築廢料的處置方式。

Noise

噪音



Using low-volume construction equipment and methods, and improving the care and upkeep of construction equipment.

採用低噪聲施工機械及工藝，加強施工設備的維護保養。

Installing a sound barrier, to reduce the impact of noise on nearby neighbourhoods.

安裝隔聲屏，以緩解噪音對附近居民的影響。

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Use of Resources⁸

China SCE has formulated energy policies, which set energy-saving as the key area of environmental management of the Group. All employees must practice established measures, including the procurement of energy efficient products and services, and working together to fulfil the overall energy-saving goal of the Group. Also, the Group posted posters within the office area to remind employees to save energy. We formulate and regularly review the goal and index of energy through establishing an energy management system to continuously improve the energy performance of the Group.

During this Year, China SCE headquarters implemented all of its energy-saving measures, including inspections, and requiring that air conditioning and other appliances are shut down after work in areas where there is no overtime work taking place, as well as setting electric heating equipment to turn off and on at fixed times in the winter. These measures will help to reduce energy consumption in the Year. The Group has distributed "Notice Regarding Workplace Energy Saving Measures" to all employees, providing instruction on the conditions of use and temperature of air conditioning, as well as reminding employees to turn off lighting, computers, air conditioning, printers, and other appliances which consume energy before leaving the office after work, and to instill good energy-saving habits in workers.

Headquarters office were only involved in consumption of burning petrol and natural gas from vehicles and kitchen equipment respectively. During the Year, headquarters office used petrol of 101.6MWh and natural gas of 357.7MWh. For purchased electricity, during the Year, headquarters office, Completed Project and Projects Under Construction used 1,168.3MWh, 896.3MWh and 4,000.0MWh respectively, with a total of 6,064.6MWh. Electricity consumption is mainly used for the lighting fixtures of the Group's Projects Under Construction and the air conditioning and lighting fixtures of the headquarters office.

資源使用⁸

中駿已制定能源政策，以節能為本集團環境管理的重點範疇。所有員工必須執行既定措施，包括採購高效能源產品和服務，協力實現本集團的整體節能目標，並於辦公室範圍張貼宣傳海報，提醒員工節能。通過建立能源管理體系，中駿定期檢討各節能措施的制定及定期檢討能源目標和指標，以持續提升本集團的能源績效。

本年度，中駿於總部落實了各項節能措施，包括安排巡檢、規定下班後無人加班區域的空調等電器均需關閉，以及為冬季電加熱設備加設定時開關等，此等措施均有助於本年度電力耗用量的下降。本集團向全體員工發佈《關於辦公環境節能管控通知》，為空調使用的條件與溫度提供指引，並提醒員工下班前關掉照明、電腦、空調、影印機等耗電設備，培養節能的工作習慣。

本年度涉及總部辦公室的車輛燃燒汽油消耗和廚房設備燃燒天然氣，汽油和天然氣的使用分別為101.6兆瓦時和357.7兆瓦時。外購電力方面，本年度總部辦公室、已建成項目及在建項目分別耗用1,168.3兆瓦時、896.3兆瓦時及4,000.0兆瓦時，共耗用6,064.6兆瓦時。電力消耗主要為本集團的在建項目的照明燈具使用和總部辦公室的空調及照明燈具使用。

⁸ The environmental performance data of the headquarters includes that of the entire Shanghai headquarters office building. The electricity consumption and water consumption of Xiamen SCE Building includes all tenants.

⁸ 總部環境績效數據包括整幢上海總部辦公室大樓數據。廈門中駿集團大廈的用電量及用水量包括所有租戶的數據。

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During the reporting Year, the Group consumed a total of 192,736.2 m³ of water resources, of which, 11,824.2 m³ were consumed at headquarters office, 22,531.0 m³ were consumed on Completed Project and 158,381.0 m³ were consumed on Projects Under Construction. The Group encouraged major contractors to recycle waste water and save energy. 10,000.0 m³ of waste water were recycled in Projects Under Construction.

The Group understands that its environmental performance data is not fully disclosed at present. In this regard, the Group has been actively communicating with the relevant project contractors to start disclosing the full Projects Under Construction data in the next year. In addition, the Group will review the effectiveness of current measures and set further emission reduction goals.

Promoting Green Operations

In addition to the various existing government policy measures to monitor and manage all types of emissions and energy consumption, striving to reduce the effect business operations have on the environment, China SCE will explore more green construction techniques to further reduce the impact of air pollution, greenhouse gases, wastes, and other emissions produced by its operations have on its locale, as well as the impact its energy consumption has on the environment and natural resources. In addition, the Group understands the significant impact of climate change on the property development industry, including the threat of extreme weather on building structure and safety, and the transition risk of overall economic transformation to a lower carbon economy. The Group plans to develop a climate change policy to properly address the risks and opportunities that climate change presents to the Group.

本集團於報告年度內共消耗水資源192,736.2立方米用作生活用水，其中總部辦公室消耗量為11,824.2立方米，已建成項目和在建項目則分別為22,531.0立方米和158,381.0立方米。本集團鼓勵主要承包商使用回收廢水，節約資源。在建項目共回收廢水約10,000.0立方米。

本集團明白現時其環境績效數據未能完善披露，為此，本集團已與相關項目承包商積極溝通，於下年度開始披露完整在建項目數據。此外，本集團將檢討現行措施成效，進一步制定減排目標。

推廣綠色營運

除了現有的各項政策措施，以監控及管理各種排放物及資源用量，以減低本集團營運對環境的影響，中駿將探索更多綠色施工技術，以進一步減少營運所產生的廢氣、溫室氣體及廢棄物等排放物對營運所在地的影響，以及其資源使用對環境及天然資源的影響。此外，本集團了解氣候變化對物業發展行業的影響重大，包括極端天氣對樓宇結構及安全的威脅、以及整體經濟轉型至更低碳經濟的過渡風險。本集團計劃將制定氣候變化政策，以妥善應對氣候變化為集團帶來的風險及機遇。

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環境、社會及管治報告 2020

Comprehensive Employment System

China SCE is committed to building an inclusive group by protecting the health and safety, rights and interests of its employees and their well-being. The Group has established various employment-related policies and measures to protect the rights and interests of employees in terms of employment system, labour standards, development and training, as well as health and safety. The Group also reviews the effectiveness of the policies and measures from time to time to ensure that they can effectively respond to the needs of our employees.

完善僱傭體系

中駿以保障員工的健康與安全、權益，以及福利為目標，矢志建立共融團隊。本集團以通過制定各僱傭相關政策及措施，以保障員工於僱傭制度、勞工準則、發展與培訓，以及健康與安全的權益。本集團亦適時檢視各項政策及措施成效，以確保能有效地回應員工需要。

Highlights of 2020

二零二零年工作亮點



643

employees 名員工



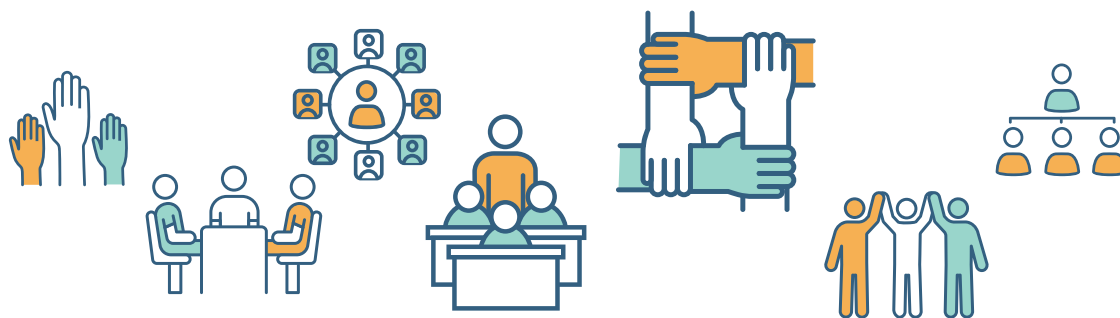
85%

of employees trained
員工接受培訓



Average **23.1**
hours of training

平均受訓**23.1**小時



Environmental, Social and Governance Report 2020

環境、社會及管治報告 2020

Establishing a sound employment environment

The Group compiled the “Staff Handbook” to provide guidance regarding staff remuneration and dismissal, recruitment and promotion, working hours, holidays, equal opportunities, diversity, anti-discrimination, labour standards, benefits, and other aspects. The principles of playing fair internally; competing externally; encouragement and motivation, is the foundation of how the Group formulates its employee remuneration and benefits, in order to attract and retain talent. During the Year, the Group did not receive any reports of employment-related misconduct, including equal opportunities, discrimination, diversity, child labour and forced labour etc.

建立健全僱傭環境

本集團制定的《員工手冊》為員工的薪酬及辭退、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視、勞工準則及其他待遇福利等範疇提供指引。本集團以對內公平性、對外競爭性、激勵性為原則，制定僱傭體系，以吸引並留任人才。本年度，本集團並未接獲任何與僱傭相關不當行為，包括平等機會、歧視、多元化、童工及強制勞工等的舉報。

China SCE's employment system 中駿的僱傭制度

Remuneration and dismissal 薪酬及解僱

- Scope of employees' remuneration is set according to their grade, taking into consideration employees' responsibilities, skills, experience and market salary level etc. when adjusting remuneration.
按員工職級設定薪酬範圍，並參考員工職級的職責、工作技能、工作經驗及市場薪資水平等因素調整員工薪酬。
- Employee remuneration packages are reviewed at least once a year, in order to ensure the packages retain their competitive edge in the market, and that each employee receives fair and equal compensation.
最少每年檢討員工薪酬方案，以確保其保持市場競爭力及讓員工獲得公正及平等的獎勵。
- Criteria for promotion include employees' evaluation results, experience, skills, and other personal qualities.
晉升員工的考慮因素則包括員工的評估結果、經驗、技能及其個人特質。

Recruitment and promotion 招聘及晉升

- Every December, the Administration and Human Resources Department announces staffing demands for the coming year, after considering the Group's development. Upon approval, it becomes a plan for the Group's staffing changes.
每年十二月，行政人力資源部根據本集團發展，提出下一年度的人員需求，經審核後擬訂本集團人員編制。
- Recruitment advertisements must adhere to the directions stipulated in the “Recruitment Channels Management Guidebook”, in order to ensure that the contents are in line with the principles of fairness and equality.
刊登招聘廣告時，必需依從《招聘渠道管理作業指導書》所訂明的指示，確保廣告內容符合公平公正原則。

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環境、社會及管治報告 2020

China SCE's employment system

中駿的僱傭制度

Equal opportunities and anti-discrimination

平等機會及反歧視

- Ensure that employees are given equal opportunities for development and that no one is discriminated against on the basis of race, sex, age, disability, marital status, sexual orientation or religious beliefs.
確保員工予以平等的發展機會，任何人都不會因種族、性別、年齡、殘疾、婚姻狀況、性取向或宗教信仰等原因而受到歧視。
- Employees can refer any problems of discrimination or unequal treatment to the department head.
如員工遭遇任何歧視或不平等待遇問題，可向部門主管反映。
- The Group has not yet drafted a diversity policy, but will draft one after establishing the Sustainable Development Steering Committee.
現時本集團尚未制定多元化政策，本集團將於可持續發展督導委員會成立後，制定相關政策。

Employee benefits

員工福利

- The "Staff Handbook" has stipulated guidelines for calculation of working hours and holiday structure. Apart from statutory holidays and paid annual leave, employees are also eligible for matrimonial leave, bereavement leave, maternity leave, paternity leave, nursing leave, and other holidays.
於《員工手冊》訂明有關工作時數及假期制度的指引，除法定假期及帶薪年假外，員工亦可享受婚假、喪假、產假、侍產假及哺乳假等假期。
- Benefits are provided for employees such as training compensation, and relocation compensation in order to express our gratitude towards our employees.
為員工提供福利，包括培訓福利及外派福利等，以表示中駿對員工的關懷。

Labour standards

勞工準則

- Valid identification documents of employees are inspected during the hiring process and upon commencement of work, in order to avoid any chance of hiring an under-age worker by mistake.
於招聘及員工辦理入職時均檢查其有效證件，杜絕誤聘童工情況。
- All forms of forced labour are prohibited, making sure that contracts are signed, amended, continued, absolved, and terminated in accordance with the principles of legality, fairness, equality, voluntary, consensus, and honesty.
禁止一切形式的強制勞工，確保按照合法、公平、平等、自願、共識及真誠原則簽署、修訂、繼續、解除及終止勞動合同。
- Once a suspected violation of the employment system or labour standards is found, the employee may make an interview or a written complaint, or call the internal supervision hotline to report anonymously to the Internal Audit and Compliance Department.
一旦發現懷疑違反僱傭制度或勞工準則的違規行為，員工可以面談或書面形式投訴，或致電內部監督熱線向審計監察部作匿名舉報。

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環境、社會及管治報告 2020

Building an Inclusive Team

China SCE is committed to building a harmonious team, and running a fair workplace environment. The Group encourages and promotes diversity, using various ways to recruit employees of different genders, ages, cultures, educational backgrounds, professional experience, skills, and knowledge, to create a strong team of diverse employees. Since 2018, the Group has implemented Grass-roots Gunshot Plan to collect the opinions of the employees. As of October 2020, the Group has collected 631 proposals, 246 of which have been adopted, representing an adoption rate of 39%, and 230 of which have been pushed forward. The “City Face-to-Face” program is the main source of employee opinions collected under Grass-roots Gunshot Plan, initiated by the Process Department of the Group’s President’s Office. It aims to listen to the voices of frontline employees, help city companies solve core pain points in the process of business development on the one hand, and strengthen the communication and interaction between headquarters and city companies on the other hand, so as to facilitate both sides to reach a consensus on concepts and improve the efficiency of business development.

Talent Development and Training

The “Talent Development Outline” of the Group sets the main principles and concepts for talent development ideas and strategies of China SCE. According to the needs of business development, through the identification, appointment and cultivation of talents, the Group’s talent structure is continuously improved. At the same time, the Group regularly reviews the performance of employees and finds out the career orientation of employees to formulate talent development strategies. In order to strengthen the talent pool of the Group, China SCE employs a large amount of interns every year to provide social practice opportunities for college students of relevant majors. China SCE provides diversified training activities for employees. The Group established China SCE Academy to provide employees with three types of training programs including business courses, quality skills and cultural identity. Employees can participate in courses suitable for their professional development according to their needs.

建立共融團隊

中駿致力建立和諧的團隊及營造平等工作環境，本集團鼓勵及倡導多元化，通過多渠道招聘不同性別、年齡、文化及教育背景、專業經驗和技能知識的員工，打造多元的員工隊伍。自二零一八年，本集團為收集更多員工的意見，推行了基層炮聲計劃，截至二零二零年十月，集團共收集提案631條，採納246條，採納率39%，推動成果230項。「城市面對面」為基層炮聲計劃收集員工意見的主要來源，由集團總裁辦流程部發起，旨在聆聽前線員工聲音，一方面助力城市公司解決業務開展過程中的核心痛點，另一方面加強總部與城市公司之間的交流互動，促進雙方達成理念共識，提高業務開展效率。

人才發展與培訓

本集團的《人才發展綱要》為中駿人才發展的思路和策略定下了主要方針理念，按照業務發展需要，通過識別、任用及培養人才，持續改善本集團的人才結構。同時，本集團定期檢視員工表現，了解員工職業生涯取向，從而制定人才發展策略。為加強本集團人才儲備，中駿每年聘請多名實習生，為相關專業大學生提供社會實踐機會。中駿為員工提供多元培訓活動，本集團設立中駿學院，為員工提供業務課程、素質技能和文化認同三類培訓項目，員工可按其需要，參與適合自身職業發展的課程。

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環境、社會及管治報告 2020

China SCE's training management system 中駿培訓管理體系

Needs analysis 需求分析

At the end of each year, the Administration and Human Resources Department of the headquarters will initiate the annual training demand analysis and survey to analyse the strategic planning of human resources of the Group.

每年年末，總部行政人力資源部均會啟動年度培訓需求分析及調研，以分析本集團人力資源戰略規劃。

Plan development 制定計劃

Based on the operation and development needs of China SCE, the Administration and Human Resources Department of the headquarters will prepare the "Annual Training Plan" according to the training needs analysis, which will be supplemented by each project company according to their needs.

總部行政人力資源部依據中駿經營發展需要，結合培訓需求分析情況擬定《年度培訓計劃表》，並由各項目公司按其需要補充。

Implementing training 實施培訓

Training implementation consists of ten parts, including (1) plan decomposition, (2) training approval, (3) training contract, (4) training notice, (5) training project creation, (6) training attendance, (7) training discipline, (8) training evaluation, (9) training report and (10) training file. Each training must be strictly implemented in accordance with the training implementation steps.

培訓實施共十部分構成，包含(1)計劃分解、(2)培訓審批、(3)培訓合同、(4)培訓通知、(5)培訓項目創建、(6)培訓考勤、(7)培訓紀律、(8)培訓評估、(9)培訓報告及(10)培訓檔案組成。每次培訓需按照培訓實施步驟嚴格執行。

Annual training summary 年度培訓總結

In December each year, each project company is required to review and submit an annual training summary report, which mainly includes training cost analysis, training effect analysis, internal instructor analysis, external training institution analysis, course setting analysis, and employee personal training analysis etc.

每年十二月，各項目公司需進行複盤並提報年度培訓總結報告，內容主要包括培訓費用分析、培訓效果分析、內部講師分析、外部培訓機構分析、課程設置分析、員工個人培訓情況分析等。

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Highlights of Training 培訓活動亮點

SCE Camp 新駿營

The culture of China SCE, integrity culture, information security management and marketing management business are introduced in the form of workshop, aiming to make new employees integrate into the company quickly.
以研討會形式介紹中駿集團文化、廉潔文化、資訊安全管理、營銷管理業務等，旨在令新員工迅速融入企業。

Management Training Camp 管培生特訓營

This Year, the management training camp held by China SCE lasted for four days, with 246 participants. The camp was launched with the three objectives of “becoming a person of China SCE, becoming a person in the workplace and becoming a person in real estate/marketing”. The online and offline mixed training model is carried out by each property subsidiary company.
本年度，中駿舉辦的管培生特訓營歷時四天，參訓人數246人，圍繞「成為中駿人、成為職場人、成為地產人／營銷人」三個目標展開，採用線上線下混合制培訓模式，由各置業子公司自行開展。

The third Project Master Melting Camp 第三屆項目總熔煉營

Through the sharing of classic marketing cases, training of practical marketing tools, team training and motivation, and expansion of industry perspectives, we reserve excellent marketing management talents for the development of the marketing system.
透過經典營銷案例分享、營銷實操工具培訓、團隊培養與激勵、以及行業視角拓展，為營銷體系發展儲備優秀營銷管理人才。

The Cross-sea Project 越海計劃

This Year, the “First Cross-sea Project Workshop (Phase V)” of China SCE was successfully completed. The training lasted for three days, with 52 trainees, including excellent middle and senior staffs from the group headquarters, city companies and operating subsidiaries. The training was conducted in the form of online and offline simultaneously, and the content included corporate strategic financial analysis and management and decision-making courses.
本年度，中駿集團的「第一屆越海計畫研習班(第五期)」順利完成。本期培訓歷時三天，參訓學員52人，包含集團總部、城市公司、經營性子公司的優秀中高層人員。培訓採取線上線下同步形式進行，內容包含企業戰略財務分析及管理與決策課程學習等。

Reaching for the Top 凌峰計劃

The training “Reaching for the Top” in 2020 invited external lecturers to hold a practical training on business positioning at China SCE’s headquarters to stimulate the employees to rethink and create a new business positioning strategy.
中駿集團二零二零年「凌峰計劃」培訓邀請了外來講師於集團總部舉行商業定位實戰培訓，以刺激各中駿員工回到原點重新思考，開創新商業定位戰略。

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Protect the Health and Safety of Employees and Workers

As a property developer, we value the health and safety of employees, customers, and project contractor site workers, and are committed to providing a safe and healthy environment for all stakeholders. The Group has put in place policies and measures to protect the health and safety of employees and workers at its headquarters office, Completed Project and Projects Under Construction. During the Year, there were no work-related fatalities or serious work-related injuries of employees and workers.

Headquarters office

For office operations, the “Manual of Safety Management of Workplaces” of the Group regulates measures for maintaining a safe working environment, including daily inspection of power supplies and facilities in office public areas, regular office air quality inspections, and quarterly general safety inspections, so as to identify and eliminate hidden dangers in a timely manner.

保障員工及工人健康與安全

作為物業發展商，我們重視員工、客戶，以及項目承包商地盤工人的健康與安全，致力為各持份者提供安全與健康的環境。本集團於總部辦公室、已建成項目及在建項目均已制定相應政策，以保障員工及工人健康與安全。本集團的本年度，本集團並無發生員工及工人因工死亡或重大受傷事件。

總部辦公室

對於辦公室營運，本集團的《辦公場所安全管理作業指導書》規範了維持安全辦公環境的措施，包括每日檢查辦公室公共區域電源及設施、定期辦公室空氣質量檢測，及季度整體安全檢查，以及時識別和消除安全隱患。

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Completed Project

China SCE has added the Group's commitment to maintaining a safe living environment in the "Owner's Manual", and has added knowledge on fire prevention, natural disasters, and evacuation precautions etc. to educate owners on how to respond to emergencies. In addition, the Group regularly holds emergency drills to enhance the safety awareness of property management staff and the industry.

已建成項目

中駿於《業主手冊》內已加入有關本集團對維持安全的生活環境的承諾，並加入防火、自然災害知識及撤離注意事項等，以教育業主面對緊急事故時的應對措施。此外，本集團亦定期舉行緊急演習，以提升物業管理員工及業界安全意識。

Prevention and Control Measures in Xiamen SCE Building Phase I and Phase II

廈門中駿大廈一期和二期防控措施

During the Covid-19 epidemic period, Xiamen SCE Building Phase I and Phase II established an epidemic prevention and control team with the project manager as the team leader, the administration and human resources manager as the deputy team leader, and the administration, property and operation staffs of other areas as team members. In this difficult period, we are determined to respond to the epidemic requirements and resource deployment as quickly as possible, to understand the health and travel conditions of project personnel immediately, to ensure the smooth flow of information, and not to cover up or miss reports. Various preventive and control measures were implemented in Xiamen SCE Building Phase I and Phase II to protect the safety of staff and building occupants, including:

於新冠疫情期間，廈門中駿大廈一期和二期項目成立以項目負責人為組長，行政人力經理為副組長，各地行政、物業、營運為組員的疫情防控小組。矢志於這困難時期，以最大限度、最快速度響應抗疫要求和資源調配，即時瞭解項目人員身體及行程情況，保障資訊暢通，做到不瞞報、不漏報。廈門中駿大廈一期和二期實施了各項防控措施，以保障員工及樓宇使用者安全，包括：



- ⊗ To stock up on masks, electronic thermometers, and alcohol swabs etc. in advance, and employees are required to wear masks throughout the day when entering office premises.
- ⊗ Internal promotion is strengthened, produce the "China SCE Post-holiday Return to Work Safety Guidelines" and post them in key office areas to remind employees to wear masks, wash their hands, and precautions when entering and leaving office premises as well as having meals and maintain good personal hygiene habits.

- ⊗ 提前儲備口罩、電子體溫計，酒精棉球等。要求員工進入辦公場所必須全員、全天、全程佩戴口罩。
- ⊗ 加強內部宣導，製作《中駿商業節後返崗安全指引》，並在重點辦公區域進行張貼，提示口罩佩戴、洗手、進出辦公場所、用餐防護等操作，保持良好的個人衛生習慣。

Prevention and Control Measures in Xiamen SCE Building Phase I and Phase II 廈門中駿大廈一期和二期防控措施

- Body temperature checks are required for anyone entering the office building and offices, and only those with normal body temperature can enter the office area.
進入辦公大樓及辦公室人員需檢測體溫，體溫正常方可進入辦公區域。

- Office premises are completely disinfected, property staff supervise daily on the foyer, hallways, elevators, stairs, bathrooms and other public areas for comprehensive disinfection, and the special inspections are carried out by dedicated staff, so that there are no blind spots and the inspection covers all areas.

完成辦公場所的全面消毒，督促物業人員每日對門廳、樓道、電梯、樓梯、衛生間等公共區域進行全面消毒，並由組員安排專人專項檢查，做到無死角、全覆蓋。

- Central air-conditioning is used in office areas, air-conditioning is stopped when disinfection is arranged to avoid cross-infection of air entering and exiting through air-conditioning; and employees are informed and advised to keep themselves warm.

使用中央空調的辦公區域，停止使用空調並安排消毒，避免通過空調進出空氣交叉感染；通知員工注意保暖。



Projects Under Construction

Furthermore, the Group invites external evaluation organisations for quality checking under different construction phrases. Review each procedure quality by actual measurement and make specific improvement suggestions so that contractors can do adjustments in a timely manner to reduce quality risks. Evaluation also covers safety production and civilised construction to ensure safety on site.

在建項目

此外，本集團於不同施工階段均會邀請外部評估機構進行質量檢查，以實測實量方式，檢視各工序質量，並細明工程改善事項，以供承包商及時進行整改，降低質量風險。評估亦就安全生產及文明施工進行評估，確保施工現場安全。

Construction Precautions at Beijing Cloudview Terrace 北京雲景臺施工防控措施

The health and safety of employees and contractors' construction workers working on site is of paramount importance to the Group. The Group has established various preventive and control measures in conjunction with the contractors, including:

於地盤工作的員工及承包商建築工人的健康與安全為本集團所重視。本集團聯同承包商制定了各項防控措施，包括：

④ A duty leader is on duty at the project 24 hours a day to oversee the implementation of on-site disinfection, personnel health monitoring and emergency response to emergencies and other tasks.

④ 有值班領導24小時在項目值班值守，監督落實現場消毒、人員健康監測、突發事件的應急處理等工作。



④ An integrated office is set up as the designated contact person, specifically responsible for epidemic prevention and control reporting work.



④ 設綜合辦公室為指定聯絡員，專門負責疫情防報送工作。

④ Publicity and guidance education is strengthened.

④ 加強宣傳、引導教育工作。

④ Anyone not relevant to the project are strictly prohibited to visit friends in the projects or stay in the project to prevent imported infections.

④ 嚴禁非本項目人員到項目內訪友、住宿，嚴防輸入型感染。

④ Hygiene of living and office areas is improved by strengthening ventilation, cleaning and sweeping, arranging designated person to perform daily disinfection of construction sites and living areas, and equipping necessary disinfection and protective equipment.

④ 做好生活區、辦公區衛生整治，加強通風換氣、清理掃除等工作，每日安排專人對施工現場和生活區進行消毒，配備必要的消毒、防護用具。



④ Employees with different duties must be separated when having meals in the canteen.



④ 不同職務人員就餐食堂必須要分區域進行就餐。

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The Group provides safety training for employees and workers under construction projects to enhance the safety awareness of employees and workers. This Year, safety training includes precautions for using gondola, tower crane and working in pits. In addition to analysing the consequences of wrong or negligent use of machinery, the training also explained in details the potential safety risks of using machinery and the daily management process of machinery.

本集團為員工及所有在建項目工人提供安全培訓，以提高員工及工人安全意識。本年度，安全培訓包括使用吊籃、塔式起重機及於基坑工作的注意事項。培訓除分析錯誤或疏忽使用機械的後果，亦詳細解釋使用機械過程的潛在安全風險及機械的日常管理流程。

Devoting in Community Development

To fulfill the corporate mission of “Creating Smart Living to Help Seize Happiness”, the Group strives to maintain communication with the community and provide services. Under the guidance of the “Community Investment Policy Statement”, which specifies China SCE’s commitment to social investment responsibility, the Group rewards local residents with all kinds of community investments according to the needs of different communities.

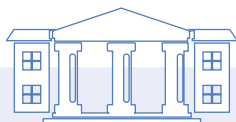
投入社區發展

為實踐中駿企業使命「創建智慧生活、讓幸福觸手可及」，本集團致力與社區維持溝通及服務社區。本集團的《社區投資政策聲明》列明中駿對承擔社區投資責任的承諾，並因應各社區不同需要，以各類型社區投資方式，回饋當地人民。

Highlights of 2020 二零二零年工作亮點



Contributed more than RMB15.60 million in public welfare projects throughout the Year
全年於公益事業投入逾人民幣 1,560 萬元



Sponsored more than 110 schools
資助學校逾 110 所



Accumulated more than 3.5 million public visits and 3,000 employees/owners/customers in China SCE’s public welfare activities
累計逾 350 萬(人次)公眾注意、3,000 名(人次)員工/業主/客戶參與中駿公益互動

Fight Against Covid-19

同心抗疫

In January of this Year, at the beginning of the Covid-19 epidemic, China SCE announced a donation of RMB10 million to support the fight against the Covid-19 epidemic. The donation was coordinated by Shanghai Charity Foundation and was firstly used to purchase medical supplies urgently needed for the prevention and control of the epidemic, as well as to help and motivate frontline medical staff. All regions of the Group have been scrambling to determine the direction of China SCE's anti-epidemic campaign in the shortest possible time. The Group contacted and communicated with the charity organisations in various cities in several areas including Fujian, Shanghai and Hubei, screened the donation needs and reported to the Group leadership in the first instance, and finally confirmed the donation through Shanghai Charity Foundation within 48 hours, in order to deliver the donation to the frontline of the epidemic as soon as possible.

During the Year, 68,825 pieces of protective clothing were purchased from the special fund and donated to the Shanghai-to-Hubei Medical Assistance Team to provide timely protection for over 1,600 team members. In addition, different regional companies of the Group also carried out various anti-epidemic assistance work, including:

於本年度一月，新冠疫情初期，中駿宣佈捐贈人民幣1,000萬元，支援抗擊新型冠狀病毒感染的肺炎疫情。該筆款項由上海慈善基金會統籌，優先用於購買當前疫情防控急需的醫療物資，以及對一線醫護人員的幫助和激勵。本集團各地區爭分奪秒，為於最短時間確定中駿抗疫公益行動的方向。本集團與多個地區，包括福建、上海、湖北多個城市的公益組織聯絡、溝通，篩選捐贈需求，並第一時間向集團領導彙報，最終於48小時內快速確定通過上海慈善基金會進行中駿抗疫專項公益捐贈事宜，為將捐款盡快送到抗疫前線。

於本年度，中駿從專項基金中撥款採購68,825件防護服贈予上海援鄂醫療隊，及時地為1,600多名援隊成員提供保障。此外，本集團不同區域公司亦開展各項抗疫援助工作，包括：



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Fight Against Covid-19 同心抗疫

- China SCE Commercial Management offered a total of 36 days rent reduction of 50%.
- Cippon Tai Wo Property has launched a “One-stop” lifestyle services and “All-inclusive” value-added services during the epidemic period, providing solid protection for more than 300,000 owners’ families nationwide through the sale of daily necessities, courier/delivery and even psychological counseling.
- The Haixi regional company donated a total of 1,500 medical masks to Honggu Tan Police Station, Shajing Street Office and the Committee of Chinese Communist Youth League.
- The Jiangsu-Anhui regional company donated hand sanitiser to Huangtang Primary School and sent care and concern bookmarks written by employees.
- The North China regional company, in cooperation with Cippon Tai Wo Property, gave free vegetable gift packs to 446 households of Tianjin Parkview Bay and Tianjin Cloudview Terrace.
- The Zhongyuan and Shandong regional companies joined hands with Chunyuisheng to launch “Online Free Medical Consultation” service for the epidemic.
- 中駿商管給予商戶共36天租金減半的扶持。
- 世邦泰和物業推出「一站式」生活服務和「一攬子」疫期增值服務，通過生活物品代賣、快遞／外賣代送、乃至心理輔導，為全國30多萬業主家庭提供堅實的保障。
- 海西區域公司為紅穀灘派出所、沙井街道辦、團市委捐贈醫用防護口罩合計1,500個。
- 蘇皖區域公司向黃塘小學捐贈免洗洗手液，並送上員工書寫的防疫關愛寄語書籤。
- 華北區域公司聯合世邦泰和物業，為天津柏景灣及天津雲景臺446戶業主，上門贈送免費鮮蔬禮包。
- 中原、山東等區域公司攜手春雨醫生，啟動針對疫情的「線上免費義診」服務。



Concern for Rural Education 關注鄉村教育

China SCE has been concerned about rural education for many years and encouraged rural students to explore different fields through different competitions. This Year, China SCE has organised a number of activities, including a musical poetry contest, a painting contest, visits to rural schools and donations to schools.

中駿多年來一直關注鄉村教育，並通過不同比賽，鼓勵鄉村學童探索不同領域。本年度，中駿舉辦了多項活動，包括音樂詩徵集賽、繪畫徵集賽、鄉村學校回訪及助學捐獻等。



Musical Poetry Contest 音樂詩徵集賽

In March this year, China SCE called on the public to recommend and read poems for rural children through online and offline platforms. The voices of outstanding poetry readers were put into the xiaojunjun poetry reader, which was given to children in 100 remote rural schools together with the teaching all-in-one computers, a Bluetooth poetry readers, and over 40,000 books. The event attracted 50 cities across the country, and also attracted the Touching China's 2019 Person of the Year, CCTV hosts, Beijing Opera House opera singers, and RNG e-sports club. The event attracted over 400 poetry reading videos on TikTok, more than 2,600 WeChat poetry participants, and more than 3.3 million views in Weibo super group.

於本年度三月，中駿通過線上、線下平台，號召社會公眾為鄉村孩子薦詩、讀詩，並將優秀的讀詩者的聲音製成小駿駿讀詩機，會同教學一體機、藍牙讀詩音箱、以及40,000餘冊圖書，贈送給100所偏遠鄉村學校的孩子。是次活動，中駿號召了全國50城的聯動，活動更吸引了感動中國二零一九年度人物、央視主持人、北京京劇院戲曲家、RNG電子競技俱樂部等。中駿共收聚了抖音讀詩視頻超過400個、微信薦詩參與者超過2,600人、微博超話閱讀人次超過330萬。

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Rural School Visits

鄉村學校回訪

From July to August this Year, China SCE's volunteer team visited aided remote rural schools in Qingdao and Yunnan to interact with teachers and students. On behalf of China SCE and the participating volunteers, Ms. Tang Xiaojuan, Vice President of China SCE, donated poetry reading machines and other materials to the schools, encouraging the children to set high aspirations and create their own future through learning.



本年度七至八月，中駿的義工團隊分批赴青島、雲南等地，走進受助的偏遠鄉村學校，與學校師生們進行互動。中駿副總裁湯筱娟代表全體中駿人及參與活動的各界愛心人士，向學校捐贈為孩子們錄製彙編的讀詩機等物資，鼓勵孩子們志存高遠，通過學習創造自己的未來。

Promoting Low Carbon Living

倡導低碳生活

The Group attaches great importance to promoting low carbon living and actively promotes the concept of environmental protection and low carbon living to its employees, owners and other stakeholders through various platforms. The following are the highlights of the low carbon promotion activities held by China SCE this Year:

3.28 Earth Day

On 3.28 Earth Day, China SCE planned a one-hour lights-out campaign to promote an environmental-friendly lifestyle by mobilising all employees, owners and partners who are concerned about public welfare to participate through a public service video.

Good Life, Low Carbon

In October this Year, China SCE took part in the "Good Life, Low Carbon" environmental protection action in the "Walk for Good". More than 1,000 employees in 13 cities took action to eliminate the use of disposable items and carry out garbage recycling competition, while promoting the public to cherish resources and care for the environment.

本集團重視推廣低碳生活，通過各平台積極推廣環保、低碳生活理念至其員工、業主等持份者。以下為本年度中駿所舉行的低碳推廣活動亮點：

3.28 地球日

中駿於3.28地球日特別策劃一小時熄燈行動，通過公益視頻發動所有的員工、業主及所有關注公益的夥伴共同參加，宣導環保生活方式。

美好生活低碳有我

本年度十月，中駿於「駿行徒步賽」中踐行「美好生活低碳有我」環保公益行動，總計13個城市的1,000多名員工身體力行杜絕一次性物品使用、開展回收垃圾比賽等，同時宣導公眾珍惜資源、愛護環境。

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Overview of Key Performance Indicators

關鍵績效指標總覽

Environmental Performance⁹

環境表現⁹

	Headquarters office ¹⁰ 總部辦公室 ¹⁰	Completed Project ¹¹ 已建成項目 ¹¹	Projects Under Construction ¹² 在建項目 ¹²	Unit 單位
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Air pollutant emissions¹³

空氣污染物排放量¹³

Nitrogen oxides 氮氧化物	52.2	–	–	kg 千克
Sulfur oxides 硫氧化物	1.1	–	–	kg 千克
Respirable suspended particulates 可吸入懸浮粒子	1.2	–	–	kg 千克

⁹ The environmental performance data of the Projects Under Construction are provided by the contractors. The Group is in the process of communicating with the contractors and standardising the data collection methods to ensure the accuracy of the reported data, therefore, no greenhouse gas emissions from the Projects Under Construction have been reported in the Year.

¹⁰ The environmental performance data of the headquarters includes that of the entire Shanghai headquarters office building.

¹¹ The Completed Project include Xiamen SCE Building Phase I and Phase II.

¹² The Projects Under Construction include Shanghai Imperial Manor, Shanghai The Royal Bay Phase II, Beijing Imperial Manor, Beijing Cloudview Terrace and Xiamen The Regent. Air pollutant and greenhouse gas emissions from the Projects Under Construction are not disclosed in this Report.

¹³ Air pollutant emissions are measured in accordance with the “Technical Guide for Compilation of Primary Emission Source Inventory of Atmospheric Respirable Particulates (Trial)” promulgated by the Ministry of Environmental Protection of the People’s Republic of China and the “AP-42, Compilation of Air Pollutant Emissions Factors” promulgated by the United States Environmental Protection Agency.

⁹ 在建項目的環境績效數據均由承包商提供，本集團正與承包商溝通及統一資料收集方法，以確保所匯報數據的準確性，故本年度未有匯報有關在建項目的溫室氣體的排放量。

¹⁰ 總部環境績效數據包括整幢上海總部辦公室大樓數據。

¹¹ 已建成項目包括廈門中駿集團大廈一期及二期。

¹² 在建項目包括上海璟尚、上海雍景灣二期、北京天峰、北京雲景臺及廈門天盈。在建項目並沒有在本報告中披露空氣污染物和溫室氣體的排放量。

¹³ 空氣污染物排放量計算參考由中國環境保護部發佈的《大氣可吸入顆粒物一次源排放清單編製技術指南(試行)》以及美國國家環境保護局發佈的《AP-42：排放因子彙編》。

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	Headquarters office ¹⁰ 總部辦公室 ¹⁰	Completed Project ¹¹ 已建成項目 ¹¹	Projects Under Construction ¹² 在建項目 ¹²	Unit 單位
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Total greenhouse gas emissions¹⁴

溫室氣體總排放量¹⁴

Scope 1 Direct greenhouse gas emissions 範圍一 直接溫室氣體排放	96.4	226.3	– tonnes of carbon dioxide equivalent 公噸二氧化碳當量
Scope 2 Energy indirect greenhouse gas emissions 範圍二 能源間接溫室氣體排放	712.7	546.8	– tonnes of carbon dioxide equivalent 公噸二氧化碳當量
Total greenhouse gas emissions	809.1	773.1	– tonnes of carbon dioxide equivalent 公噸二氧化碳當量
溫室氣體總排放量 Greenhouse gas intensity (in terms of area) 溫室氣體密度 (以面積計算)		25.32	– tonnes of carbon dioxide equivalent/’000 sq.m. 公噸二氧化碳當量/ 千平方米

Total hazardous waste

有害廢棄物總量

Total hazardous waste 有害廢棄物總量	–	–	2.0 kg 千克
Hazardous waste intensity (in terms of area) 有害廢棄物密度 (以面積計算)		–	0.002 kg/’000 sq.m. 千克/千平方米

Total non-hazardous waste

無害廢棄物總量

Total non-hazardous waste ¹⁵ 無害廢棄物總量 ¹⁵	80.0	52.0	31.0 tonnes 公噸
Non-hazardous waste intensity (in terms of area) 無害廢棄物密度 (以面積計算)		2.11	0.04 tonnes/’000 sq.m. 公噸/千平方米

¹⁴ Scope 1: emissions from the consumption of fossil fuels by stationary and mobile sources in the Group; scope 2: emissions from electricity consumption purchased by the Group.

¹⁵ Only include domestic waste production.

¹⁴ 範圍一：本集團固定源和移動源消耗化石燃料產生的排放；範圍二：本集團外購電力消耗的排放。

¹⁵ 只包含生活垃圾產生量。

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	Headquarters office ¹⁰ 總部辦公室 ¹⁰	Completed Project ¹¹ 已建成項目 ¹¹	Projects Under Construction ¹² 在建項目 ¹²	Unit 單位
Total energy consumption				
能源總耗量				
Direct energy 直接能源	459.3	–	–	MWh 兆瓦時
Indirect energy 間接能源	1,168.3	896.3	4,000.0	MWh 兆瓦時
Total energy consumption 能源總耗量	1,627.6	896.3	4,000.0	MWh 兆瓦時
Energy intensity (in terms of area) 能源密度 (以面積計算)		40.39	4.62	MWh/’000 sq.m. 兆瓦時／千平方米
Total water consumption				
總耗水量				
Total water consumption ¹⁶ 總耗水量 ¹⁶	11,824.2	22,531.0	158,381.0	m ³ 立方米
Water consumption intensity (in terms of area) 耗水密度(以面積計算)		549.83	182.90	m ³ /’000 sq.m. 立方米／千平方米

¹⁶ Only include domestic water usage.

¹⁶ 只包含生活用水耗水量。

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環境、社會及管治報告 2020

Social Performance¹⁷

社會表現¹⁷

Number of employees¹⁸

員工人數¹⁸

		Headquarters office 總部辦公室	Completed Project 已建成項目	Projects Under Construction 在建項目	Total by category 分類總和	Total number of employees 總員工人數	
By gender 按性別劃分	Male 男性	278	18	93	389	643	
	Female 女性	174	19	61	254		
By grade 按職級劃分	Senior management 高級管理人員	33	–	14	47		
	Middle managerial staff 中級管理人員	85	5	67	157		
	General staff 一般員工	334	32	73	439		
By age group 按年齡組別劃分	Under 30 30歲以下	125	20	76	221		
	30–50 30–50歲	316	17	78	411		
	Over 50 50歲以上	11	–	–	11		
Total at operating points 營運點總和		452	37	154			

¹⁷ This report only includes part of the social performance data of the Projects Under Construction, including the number of employees, work-related fatalities and work-related injuries.

¹⁸ All employees within the scope of this Year's Report are full-time employees.

¹⁷ 本報告只包括在建項目部分社會績效數據，包括員工人數、因工死亡個案及工傷個案。

¹⁸ 本年度報告範圍內所有員工均為全職員工。

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環境、社會及管治報告 2020

Number and percentage of new employees¹⁹

新入職員工人數及比率¹⁹

		Headquarters office 總部辦公室		Completed Project 已建成項目		Total by category 分類總和		Total number and turnover rate of employee 總人數及比率	
By gender 按性別劃分	Male 男性	87	31%	21	117%	108	36%		
	Female 女性	42	24%	6	32%	48	25%		
By age group 按年齡組別劃分	Under 30 30歲以下	52	42%	15	75%	67	46%	156	32%
	30-50 30-50歲	77	24%	12	71%	89	27%		
	Over 50 50歲以上	-	-	-	-	-	-		
Total at operating points 營運點總和		129	29%	27	73%				

¹⁹ Does not include employees who joined the headquarters and Project Companies from the operating points outside the scope of the Group's report due to business needs.

¹⁹ 不包括因業務需要由本集團報告範圍外之營運點調動至總部及項目公司的員工。

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Number and turnover rate of employees²⁰

流失員工人數及比率²⁰

		Headquarters office 總部辦公室		Completed Project 已建成項目		Total by category 分類總和		Total number and turnover rate of employee 總人數及比率	
By gender 按性別劃分	Male 男性	95	34%	22	122%	117	40%		
	Female 女性	59	34%	3	16%	62	32%		
By age group 按年齡組別劃分	Under 30 30歲以下	61	49%	15	75%	76	52%	179	37%
	30-50 30-50歲	93	29%	10	59%	103	31%		
	Over 50 50歲以上	-	-	-	-	-	-		
Total at operating points 營運點總和		154	34%	25	68%				

²⁰ Does not include employees who were deployed from the headquarters and Project Companies to the operating points outside the scope of the Group's report due to business needs.

²⁰ 不包括因業務需要由總部及項目公司調動至本集團報告範圍外之營運點的員工。

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Total number of injuries reported and number of lost days due to work injuries²¹ 匯報之工傷總數及因工傷損失工作日數²¹

		Headquarters office 總部辦公室	Completed Project 已建成項目	Projects Under Construction ²² 在建項目 ²²	Total by category 分類總和	Total 總和
Number of injuries reported due to work injuries 匯報之工傷個案	Male 男性	-	-	-	-	
	Female 女性	2	-	-	2	2
Total at operating points 營運點總和		2	-	-		
Lost days due to work injuries 因工傷損失工作日數	Male 男性	-	-	-	-	
	Female 女性	54	-	-	54	54
Total at operating points 營運點總和		54	-	-		

²¹ During the Year, there was no case of work-related fatality.

²² The employees of the Group are mainly responsible for administrative work in the Projects Under Construction and therefore the risk of work-related injuries is relatively low. The Group is communicating with the contractors to collect records of work-related injuries of the labour force (including construction workers) of the Projects Under Construction.

²¹ 本年度，本集團未有接獲因工死亡個案。

²² 本集團員工於在建項目主要負責行政工作，故工傷風險較低。本集團正與承包商溝通，收集有關在建項目勞動人員（包括建築工人）的工傷紀錄。

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Number and ratio of trained employees^{23 24 25}

受訓員工人數及比率^{23 24 25}

		Headquarters office 總部辦公室		Completed Project 已建成項目		Total by category 分類總和		Total number and ratio of trained employees 總人數及比率	
Gender 性別	Male 男性	238	86%	18	100%	256	86%		
	Female 女性	139	80%	19	100%	158	82%		
Grade 職級	Senior management 高級管理人員	33	100%	–	–	33	100%		
	Middle managerial staff 中級管理人員	64	75%	5	100%	69	77%	414	85%
	General staff 一般員工	280	84%	32	100%	312	85%		
Total at operating points 營運點總和		377	83%	37	100%				

²³ Ratio of staff trained = Employees receiving training in related category/ Number of employees in related category.

²⁴ Includes employees who transferred to other project companies.

²⁵ Trained employees by gender: female (38%) and male (62%); trained employees by employment category: senior management (8%), middle managerial staff (17%) and general staff (75%).

²³ 受訓員工比率=相關類別參加培訓的員工/相關類別員工人數。

²⁴ 包括已調職至其他項目公司的員工。

²⁵ 按性別劃分的受培訓員工分項：女性(38%)和男性(62%)；按僱傭類別劃分的受訓員工分項：高級管理層(8%)、中級管理層(17%)和一般員工(75%)。

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Average training hours of employees (hour)²⁶

受訓員工平均受訓時數(小時)²⁶

		Headquarters office 總部辦公室	Completed Project 已建成項目	Average training hours by category 分類平均時數	Total average training hours 總平均時數
Gender 性別	Male 男性	23.0	22.5	23.0	
	Female 女性	24.7	11.0	23.3	
Grade 職級	Senior management 高級管理人員	19.0	–	19.0	
	Middle managerial staff 中級管理人員	52.7	10.0	50.3	23.1
	General staff 一般員工	16.7	17.6	16.8	
Average training hours at operating points 營運點平均受訓時數		23.6	16.6		

²⁶ Average training hours of employees trained = Total training hours/Total number of employees.

²⁶ 受訓員工平均受訓時數 = 培訓時間總數 / 員工總數。

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Index to the “Environmental, Social and Governance Reporting Guide”

《環境、社會及管治報告指引》 內容索引

Aspects 主要範疇	Description 內容	Page Index 頁碼索引
A1 Emissions		
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 air and greenhouse gas emissions, discharges into water and land, and 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。	12–13, 30
A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	31–32, 55
A1.2	Greenhouse gas emissions in total and intensity. 溫室氣體總排放量及密度。	30–31, 56
A1.3	Total hazardous waste produced and intensity. 所產生有害廢棄物總量及密度。	32–33, 56
A1.4	Total non-hazardous waste produced and intensity. 所產生無害廢棄物總量及密度。	32–33, 56
A1.5	Description of measures to mitigate emissions and results achieved. 描述減低排放量的措施及所得成果。	34–37, 56
A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved. 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果。	37, 56

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Aspects 主要範疇	Description 內容	Page Index 頁碼索引
A2 Use of Resources		
A2 資源使用		
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。	38
A2.1	Total direct and/or indirect energy consumption and intensity by type. 按類型劃分的直接及／或間接能源總耗量及密度。	30, 38, 57
A2.2	Total water consumption and intensity. 總耗水量及密度。	39, 57
A2.3	Description of energy use efficiency initiatives and results achieved. 描述能源使用效益計劃及所得成果。	38, 57
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. 描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。	39, 57; There were no issues in sourcing water fit for purpose. 39, 57; 本集團在求取適用水源上無任何問題。
A2.5	Total packaging material used for finished products and per unit produced. 製成品所用包裝材料的總量及每生產單位佔量。	The use of packaging materials is irrelevant to the Group's operating businesses. 本集團的營運業務性質並不涉及使用包裝材料的使用。
A3 Environment and Natural Resources		
A3 環境及天然資源		
General Disclosure 一般披露	Policies on minimising 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。	39
A3.1	Description of significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	39

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Aspects 主要範疇	Description 內容	Page Index 頁碼索引
B1 Employment		
B1 僱傭		
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, rest periods, 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：	12-13, 41-43
B1.1	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	40, 58
B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	60

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Aspects 主要範疇	Description 內容	Page Index 頁碼索引
B2 Health and Safety B2 健康與安全		
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。	12–13, 46–47
B2.1	Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率。	46
B2.2	Lost days due to work injuries. 因工傷損失工作日數。	61
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	47–50
B3 Development and Training B3 發展及培訓		
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。	43–45
B3.1	The percentage of trained employees by gender and employee category. 按性別及僱員類別劃分的受訓僱員百分比。	62
B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	63

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Aspects 主要範疇	Description 內容	Page Index 頁碼索引
B4 Labour Standards		
B4 勞工準則		
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 labour and forced labour. 有關防止童工或強制勞工的： (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。	12-13, 42
B4.1	Description of measures to review employment practices to avoid child labour and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	42
B5 Supply Chain Management		
B5 供應鏈管理		
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。	21-24

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B6 Product Responsibility		
B6 產品責任		
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 matters relating to products and services provided and methods of redress. 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：	12–13, 25–28
B6.2	Number of complaints relating to products and services and the handling approaches. 接獲關於產品及服務的投訴數目以及應對方法。	28-29
B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	18
B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	25; the Group was not involved in any recall procedures. 25；本集團不涉及產品回收。
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	27

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Aspects 主要範疇	Description 內容	Page Index 頁碼索引
B7 Anti-corruption		
B7 反貪污		
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 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。	12-13, 18-20
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. 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。	12, 17
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	20
B8 Community Investment		
B8 社區投資		
General Disclosure 一般披露	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. 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。	50
B8.1	Focus areas of contribution. 專注貢獻範疇。	50-54
B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。	50-54



中骏集团

CHINA SCE GROUP HOLDINGS LIMITED

中骏集团控股有限公司