



中奧到家

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# 中奧到家集團有限公司 Zhong Ao Home Group Limited

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立之有限公司)

Stock Code 股份代號: 1538

# 2020

## Environmental, Social and Governance Report

### 環境、社會及管治報告



## I. ABOUT THIS REPORT

Zhong Ao Home Group Limited (the “**Company**”, together with its subsidiaries, collectively “**the Group**” or “**We**”) is an independent property management company in the People’s Republic of China (the “**PRC**”). The Group’s main business line is property management business. Under the property management business line, the Group is engaged in the provision of property management services, sales assistance services, cleaning and greening services, real estate agency services and other value added services. The Group’s primary business focus is the residential property market, but also provides services to commercial and government buildings.

While promoting sound business growth, the Group is also committed to building an environmentally-friendly corporation that maintain high quality service and operations. The Group considers social and environmental responsibilities as one of the core values in business operations to strive for greater sustainability and transparency, as well as to deliver services that foster a sustainable environment for the future generation.

This report summarises several subjects of the Group’s business practices for the Environmental, Social and Governance (referred to as the “**ESG**”) report (referred to as the “**Report**”) and its relevant implemented policies and strategies in relation to the Group’s operational practices and environmental protection. For information regarding corporate governance, please refer to the “Corporate Governance Report” in the annual report 2020.

The Report covers the period from 1 January 2020 to 31 December 2020 (the “**Reporting Year**” or “**FY2020**”).

## I. 關於本報告

中奧到家集團有限公司(「**本公司**」，連同其附屬公司，統稱「**本集團**」或「**我們**»)是一間位於中華人民共和國(「**中國**»)的獨立物業管理公司。本集團的主要業務線為物業管理業務。根據物業管理業務線，本集團從事提供物業管理服務、協銷服務、清潔及綠化服務、房地產代理服務以及其他增值服務。本集團的主要業務重點為住宅物業市場，但亦為商用及政府樓宇提供服務。

在推動穩健業務增長的同時，本集團亦致力建立環保企業，維持高質量的服務及營運。本集團將社會及環境責任視為業務營運的核心價值之一，致力提高可持續性及透明度，以及提供可為下一代打造可持續環境的服務。

本報告概述本集團業務實踐中有關環境、社會及管治(「**環境、社會及管治**»)報告(「**報告**»)的若干主題及其與本集團業務運作及環境保護相關的實施政策及策略。有關企業管治的資料，請參閱2020年年報中的「企業管治報告」。

報告期間為2020年1月1日至2020年12月31日(「**報告年度**」或「**2020財年**»)。

## Reporting Framework

The Report has been prepared with reference to the ESG reporting guide set out in Appendix 27 to the Main Board Listing Rules of the Stock Exchange of Hong Kong Limited.

In preparation of this Report, due diligence has been taken to adhere to the Reporting Principles of “Materiality”, “Quantitative”, “Balance” and “Consistency”. The materiality assessment (pg. 4) has ensured the Report presents the most material ESG topics pertaining to our businesses. Whenever necessary, the Report details any standards, methodologies, assumptions and/or calculation tools used, or source of conversion factors used, as well as explanations of any inconsistencies to previous reports.

## Reporting Scope

The Report content covers the Group’s ESG policies and measures, and compliance for the entire Group. The disclosure scope of related data includes the Group’s Hong Kong headquarters and main offices in Guangdong and Nanning. As the Group establishes greater capacity in data reporting, the Group shall expand the scope to include greater proportions of our businesses.

## Comments and Feedback

We make every effort to ensure consistency between the Chinese and English versions of this Report. However, the English version shall prevail in the event of any inconsistency.

The progress of the Group depends in part on valuable comments from stakeholders. For any clarifications or advices regarding the content of this ESG Report, please forward your comments and suggestions to [ir@zahomegroup.com](mailto:ir@zahomegroup.com).

## 報告框架

報告參考香港聯合交易所有限公司主板上市規則附錄27所載《環境、社會及管治報告指引》編製。

於編製本報告時已進行盡職調查，以遵守「重要性」、「量化」、「平衡」及「一致性」的報告原則。重要性評估(第4頁)已確保報告呈列我們業務與環境、社會及管治相關最重要的主題。報告於必要時詳細說明所使用的任何標準、方法、假設及／或計算工具，或所使用的轉換系數來源，以及與先前報告任何不一致的解釋。

## 報告範圍

報告內容涵蓋本集團的環境、社會及管治政策及舉措，以及本集團整個合規。相關數據的披露範圍包括本集團的香港總部以及廣東與南寧的主要辦事處。隨著本集團建立更大範圍的數據報告，本集團將範圍擴大至包括我們業務的不同部分。

## 意見及反饋

我們將盡一切努力確保本報告中英文版本的一致性。然而，如有任何歧義，應以英文本為準。

本集團的進展部分取決於利益相關者的寶貴意見。如對本環境、社會及管治報告內容有任何澄清或建議，請將閣下的意見及建議轉發至 [ir@zahomegroup.com](mailto:ir@zahomegroup.com)。



## II. CHAIRMAN'S MESSAGE

Dear valued stakeholders,

It gives me great pleasure, on behalf of the board (the "Board") of directors (the "Directors", each a "Director") of Zhong Ao Home Group Limited (the "Company" together with its subsidiaries the "Group"), to present the Group's Environmental, Social and Governance (ESG) report for 2020.

2020 was an unprecedented and difficult year. The outbreak of Coronavirus ("COVID-19") has dealt a devastating blow to the global economy and caused disruptions to business activities of a great number of companies. Despite the challenges, the Group has shown tremendous resilience and reacted promptly by implementing measures such as increasing the frequency of disinfection on public facilities, providing owners with home disinfection services and conducting online training sessions to replace face to face training sessions.

It is our employees' drive and dedication which contributed to our success and resilience during the pandemic. Since our employees are the most valuable asset for the Group, their well-being is our top priority. The Group strives to create a safe, healthy and fair working environment for its employees. We also realise that employees' work-life balance is not only important for physical and mental health, it can also improve productivity, and performance. Therefore, various activities such as sports competitions, travel trips and music performance were organised throughout the year, encouraging our employees to find balance between work and life.

Environmental degradation will lead to irreversible and severe changes for ecosystems, economies and people. Therefore, ensuring environmental sustainability is of high importance for us. In the fight against environmental degradation, the Group is committed to reducing emissions and minimising negative environmental impacts through implementation of the environmental management system ("EMS") across our properties. The Group has also implemented relevant initiatives, such as implementation of metering systems to monitor the energy and water consumption, installation of LED lighting and energy efficient water pumps.

It is indeed a special privilege for me to present the ESG efforts that we have made in 2020. Going forward, the Group will continue to strengthen the connection between sustainability and our business by implementing sustainability programmes and measures to improve the economic, environmental, and social well-being of the communities.

Yours faithfully,

**Liu Jian**

Chairman and Executive Director

## II. 主席致辭

尊敬的各位利益相關者：

本人欣然代表中奧到家集團有限公司(「本公司」，連同其附屬公司統稱為「本集團」)董事(「董事」，各稱「董事」)會(「董事會」)提呈本集團的2020年環境、社會及管治(環境、社會及管治)報告。

2020年是史無前例且艱難的一年。冠狀病毒(「COVID-19」)的爆發對全球經濟造成毀滅性打擊，並導致眾多公司的業務活動中斷。儘管面臨挑戰，本集團仍表現出極強的應變能力，並迅速採取措施，如增加公共設施消毒頻率、為業主提供家庭消毒服務以及開展線上培訓課程以代替面對面培訓課程。

我們員工的動力及貢獻促成了我們在疫情期間取得的成功及恢復力。由於我們的員工是本集團最寶貴的資產，彼等的福祉是我們的重中之重。本集團致力為員工營造安全、健康及公平的工作環境。我們亦意識到，員工的工作與生活平衡不僅對身心健康很重要，亦可提高生產力及效率。因此，我們於年內組織了體育比賽、旅遊旅行及音樂表演等各種活動，鼓勵員工在工作與生活之間找到平衡。

環境退化將給生態系統、經濟及人類帶來不可逆轉的嚴重變化。因此，確保環境可持續性就我們而言非常重要。在對抗環境退化方面，本集團致力於透過在我們的物業中實施環境管理系統(「環境管理系統」)來減少排放並盡量減少對環境的負面影響。本集團亦已實施相關措施，如實施計量系統以監控能源及水消耗、安裝LED照明及節能水泵。

本人非常榮幸能夠介紹我們於2020年所做的環境、社會及管治工作。展望未來，本集團將透過實施可持續性方案及措施改善社區的經濟、環境及社會福祉，以繼續加強可持續發展與我們業務之間的聯繫。

此 致

主席兼執行董事

**劉建**

謹啟

### III. APPROACH TO SUSTAINABILITY

As a responsible corporation, the Group continues to step up the sustainability measures as well as meeting the requirements of the residents. To properly inform the Group's investors and stakeholders for assessment, the Group has set out its efforts to minimise the negative influence to the environment, promote the Group's well-being of the employees and contribute to the community during the Reporting Period.

#### Materiality Assessment

Sustainable development encompasses a holistic spectrum of environmental and social aspects. In order to harness the related risks and opportunities, it is crucial for the Group to determine the most material aspects. During the Reporting Year, the Group has adopted a three-step process of identification, prioritisation and validation to ensure sustainability topics are being managed and reported in accordance with their materiality.

### III. 達致可持續發展的方針

作為負責任的公司，本集團繼續加強可持續發展措施，並滿足住戶的要求。為使本集團的投資者及利益相關者能合適地獲悉有關資料作評估，本集團載列其於報告期內為減少對環境的負面影響、提升本集團僱員的健康及貢獻社區所作出的努力。

#### 重要性評估

可持續發展涵蓋環境及社會方面的整體情況。為把握相關的風險及機遇，確定最重要的方面對本集團至為重要。於報告年度，本集團採用識別、優先次序及驗證的三步過程，以確保根據重要性對可持續性主題進行管理及報告。

(1) Identification

The Group has identified all fundamental sustainability topics in accordance with the ESG Reporting Guide. In the context of the latest sustainability landscape, the Group has determined the following 18 topics that are deemed to have impact on the environment and society through the operations.

(1) 識別

本集團根據環境、社會及管治報告指引識別所有基本的可持續發展主題。在最新的可持續發展形勢下，本集團確定以下被認為透過營運對環境及社會產生影響的18個主題。

**ESG aspects**

**環境、社會及管治方面**

**ESG issues for the Group**

**本集團環境、社會及管治問題**

<b>A.</b>	<b>Environmental</b> 環境	A1 Emissions 排放物	1. Air Emission 空氣排放
		A2 Use of Resources 資源使用	2. Greenhouse Gas Emission 溫室氣體排放
		A3 The Environment and Natural Resources 環境及天然資源	3. Waste Management 廢棄物管理
<b>B.</b>	<b>Social</b> 社會	B1 Employment 僱傭	4. Water Consumption 耗水
		B2 Health and Safety 健康與安全	5. Energy Consumption 能源消耗
		B3 Development and Training 發展及培訓	6. Paper Consumption 紙張消耗
		B4 Labour Standards 勞工準則	7. Environmental Risk Management 環境風險管理
		B5 Supply Chain Management 供應鏈管理	8. Human Resources Practices 人力資源慣例
		B6 Service Responsibility 服務責任	9. Employment and Remuneration Policies 僱傭及薪酬政策
		B7 Anti-corruption 反貪污	10. Equal Opportunity 平等機會
		B8 Community Investment 社區投資	11. Employees' Health and Workplace Safety 僱員健康與工作場所安全
			12. Employee Development 僱員發展
			13. Anti-child and Forced Labour 反童工與強制勞工
			14. Supplier Practices 供應商慣例
			15. Service Quality and Residents' Satisfaction 服務質量及住戶滿意度
			16. Protection of Residents' Privacy 住戶隱私保護
			17. Anti-corruption 反貪污
			18. Community Support 社區支持

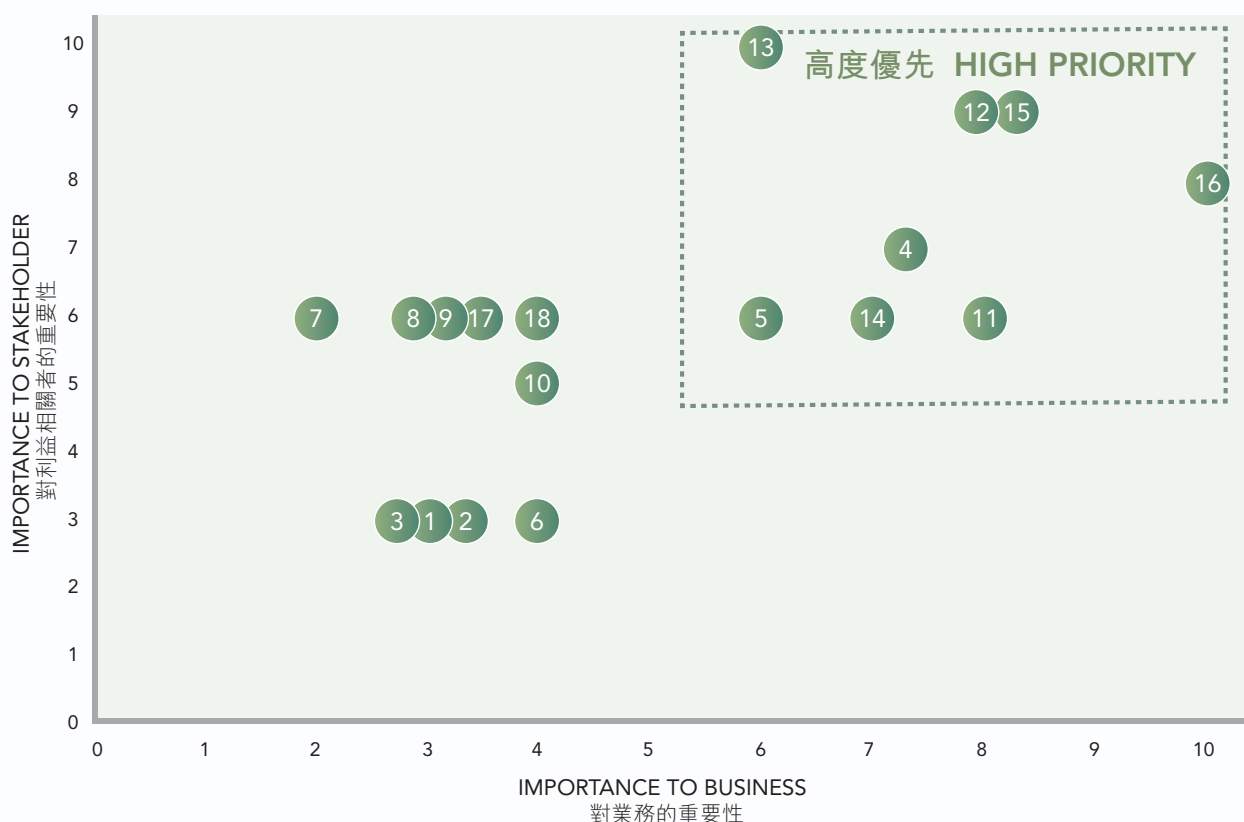
## (2) Prioritisation

The Group has sought the views of the senior management in Hong Kong to determine the materiality of the selected ESG topics, as the senior management possesses a high-level view of all the topics and can access the feedback of the stakeholders. The senior management has been asked to score the significance of each ESG topic to stakeholder groups and the Group in each of their perspective. The following materiality matrix was then derived and the topics in the topmost-right quadrant of the materiality matrix represent the highly material topics.

## (2) 優先次序

為確定所選環境、社會及管治主題的重要性，本集團尋求香港高級管理層的意見，因為高級管理層對所有主題均具有高層次的看法，並有權獲得利益相關者的反饋。高級管理層被要求從利益相關者組別及本集團的各個角度對每個環境、社會及管治主題的重要性進行評分。得出以下重要性矩陣，而重要性矩陣最右上象限的主題代表高度重要性的主題。

ESG materiality matrix  
環境、社會及管治重要性矩陣



## Highly material topics 高度重要性主題

Ranking 排名	No. 編號	Topics 主題
Highest 最高	16	Protection of Residents' Privacy 保護住戶私隱
	15	Service Quality and Residents' Satisfaction 服務質量及住戶滿意度
	12	Employee Development 僱員發展
	13	Anti-child and Forced Labour 反童工與強制勞工
	4	Water Consumption 耗水
	11	Employees' Health and Workplace Safety 僱員健康與工作場所安全
	14	Supplier Practices 供應商慣例
Lowest 最低	5	Energy Consumption 能源消耗

### (3) Validation

The Board has reviewed and validated the materiality process, and hence the Report has disclosed the Group's performance on all high and low materiality topics. To address matters most material to the Group's stakeholders, the high material topics are discussed in more depth throughout the Report.

### (3) 驗證

董事會已審閱並驗證重要性流程，因此報告已披露本集團在所有高重要性及低重要性主題上的表現。為回應對本集團利益相關者最為重要的事項，本報告將更深入地討論具有高度重要性的主題。



## Stakeholder Engagement

The Group believes that identifying and addressing stakeholder views lay a solid foundation to the long-term growth and success of the Group. The Group engages with a wide network of stakeholders, including employees, residents, suppliers, investors, government and community. The Group has developed multiple engagement channels that provide opportunities for stakeholders to express their views on the Group's general business conduct and sustainability management. The engagement channels are summarised in the following table. To reinforce mutual trust and respect, the Group is committed to maintaining effective communication channels with stakeholders in both formal and informal ways. This can enable the Group to better shape its business strategies in order to respond to their needs and expectations, anticipate risks and strengthen key relationships.

## 利益相關者參與

本集團認為，識別及回應利益相關者的意見為本集團的長期發展及成功奠定堅實基礎。本集團與廣泛的利益相關者交流，包括僱員、住戶、供應商、投資者、政府及社區。本集團已開發多種參與渠道，為利益相關者提供可以表達其對本集團總體業務行為及可持續發展管理意見的機會。下表總結參與渠道。為加強互相信任及尊重，本集團致力於以正式及非正式的方式與利益相關者保持有效的溝通渠道。此舉可使本集團更好地制定業務戰略，以回應彼等的需求及期望，預測風險並加強主要關係。

Stakeholders 利益相關者	Engagement channels 參與渠道	Topics of interest/concern 利益／關注主題
<b>Investors</b> 投資者	Financial reports, annual general meetings, corporate website, direct communication 財務報告、年度股東大會、企業網站、直接溝通	Business strategies and financial performance, corporate governance, business sustainability 業務戰略及財務業績、公司治理、業務可持續性
<b>Residents</b> 住戶	Direct communication and emails, complaint hotlines, opinion boxes, resident surveys 直接溝通及電子郵件、投訴熱線、意見箱、住戶調查	Service quality, timely service, resident security, privacy protection 服務質量、服務及時、住戶安全、私隱保護
<b>Employees</b> 僱員	Appraisals, training courses, internal memorandum 評估、培訓課程、內部備忘錄	Rights and benefits, employee compensation, training and development, work hours, occupational health and safety 權利及福利、員工薪酬、培訓及發展、工作時間、職業健康及安全
<b>Suppliers and business partners</b> 供應商及商業夥伴	Business meetings, tendering 商務會議、招標	Fulfillment of promises, payment schedule 兌現承諾、付款時間表
<b>Government and other regulatory authorities</b> 政府及其他監管機構	Tax returns, statutory filings and notifications, regulatory or voluntary disclosures 納稅申報表、法定申報及通知、監管或自願披露	Fulfillment of tax obligation, compliance to the laws and regulations 履行納稅義務、遵守法律法規
<b>Community</b> 社區	Community activities, employee voluntary activities, donations and sponsorships 社區活動、員工志願活動、捐贈及贊助	Business ethics, fair employment opportunities, environmental protection 商業道德、公平就業機會、環境保護

#### IV. ENVIRONMENTAL RESPONSIBILITY

The Group is committed to providing quality services to residents in a clean and sustainable manner. The Group does not engage in any manufacturing, hence the environmental impacts are limited to those in the office operations.

Environmental impacts at the major property management subsidiaries are managed by environmental management systems (EMS) certified to the PRC national GB/T 24001-2016 standard and the international ISO14001:2015 standard. The EMS ensures strict environmental compliance and drives continuous improvement towards cleaner production. In order to identify the environmental risks in the Group's business activities and service processes, the Group has established the "Environmental Risk Management Procedures" which outlines the work responsibilities of each department to mitigate the identified risks. The Group has conducted periodic review of the system to ensure its effectiveness.

##### Garden Landscape of the managed properties:



#### IV. 環境責任

本集團致力於以清潔及可持續的方式為住戶提供優質服務。本集團不從事任何製造業，因此對環境的影響僅限於辦公室運營所造成。

主要物業管理附屬公司的環境影響均以環境管理體系(EMS)進行管理，該體系已通過中國國家GB/T 24001-2016標準及國際ISO14001:2015標準的認證。EMS確保嚴格的环境合規性，並推動朝清潔生產的方向不斷改進。為確定本集團業務活動及服務流程中的環境風險，本集團制定「環境風險管理程序」，當中概述各部門為減輕已識別風險而應承擔的工作職責。本集團已定期對體系進行審查以確保其有效性。

##### 在管物業的園林景觀：



## Aspect A1: Emissions and Waste Generated

During the Reporting Year, the Group has implemented robust procedures to ensure all discharges to air, water and land are compliant with regulatory standards. The Group has not encountered any incidents of non-compliance with the Environment Protection Law of the PRC as well as all applicable laws and regulations related to vehicle exhaust emissions and waste handling at all operating regions during the Reporting Year.

### Air Emissions

During the Reporting Year, the Group's air emissions has mainly released from vehicle exhaust emissions, which include the emission of Sulphur Oxides (SO<sub>x</sub>), Nitrogen Oxide (NO<sub>x</sub>) and Particulate Matter (PM). The Group strives to improve the air quality at the roadside and improve traffic flow problem.

During the Reporting Year, the Group has arranged regular maintenance and proper tuning for the vehicles to maximise the fuel efficiency. The Group has also encouraged the employees to take public transportation or share transport and replace highly polluting vehicles with more environmentally-friendly vehicles.

During the Reporting Year, another source of air emission generated by the Group was the fumes generated at the catering services, which are treated by fume purification facilities to comply with regulatory requirements. Major applicable laws and regulations related to control of air emissions include, but are not limited to, the Air Pollution Prevention and Control Law of the PRC.

During the Reporting Year, the Group's air emissions of Sulphur Oxides (SO<sub>x</sub>), Nitrogen Oxide (NO<sub>x</sub>), and Particulate Matter (PM) from vehicle operations were recorded. The Group has released 2.28 kg, 0.05 kg and 0.17 kg of nitrogen oxides, sulphur oxides, and particulate matter in FY2020.

#### Air emissions

空氣排放

#### Unit

單位

Nitrogen oxides (NO <sub>x</sub> ) 氮氧化物 (NO <sub>x</sub> )	kg 公斤
Sulphur oxides (SO <sub>x</sub> ) 硫氧化物 (SO <sub>x</sub> )	kg 公斤
Particulate matter (PM) 顆粒物 (PM)	kg 公斤

#### FY2020

2020 財年

2.28

0.05

0.17

## 層面 A1：產生的排放物及廢棄物

於報告年度，本集團已實施健全的程序，確保向空氣、水及土地的排污均符合監管標準。於報告年度，本集團所有經營地區均未發生違反《中華人民共和國環境保護法》及與車輛尾氣排放及廢棄物處理有關的所有適用法律法規的事件。

### 空氣排放

於報告年度，本集團的空氣排放主要來自車隊尾氣排放，其中包括硫氧化物(SO<sub>x</sub>)、氮氧化物(NO<sub>x</sub>)及顆粒物(PM)的排放。本集團致力改善路邊空氣質素及改善交通流量問題。

於報告年度，本集團已安排車輛定期保養及適當調整，以最大程度節省燃油。本集團亦鼓勵僱員乘搭公共交通工具或共用交通工具，並以更環保的車輛代替污染嚴重的車輛。

於報告年度，餐飲服務產生的煙霧乃本集團空氣排放的另一來源，煙霧經過煙霧淨化設施進行處理，以符合法規要求。與控制空氣排放有關的主要適用法律法規包括但不限於《中華人民共和國大氣污染防治法》。

於報告年度內，本集團記錄車輛使用產生的硫氧化物(SO<sub>x</sub>)、氮氧化物(NO<sub>x</sub>)及顆粒物(PM)空氣排放物。本集團於2020財年釋放2.28公斤氮氧化物、0.05公斤硫氧化物及0.17公斤顆粒物。

## Wastewater Discharges

During the Reporting Year, the property management services has generated domestic wastewater and has been treated prior to its discharge into the municipal sewers. Domestic wastewater has been treated by on-site septic tank sewage treatment facilities, while oily wastewater from catering services has been processed by oil separation systems.

Another source of wastewater was the condensate water discharged from air-conditioning systems, which have been discharged on a centralised basis. To prevent sewage overflow, the facilities have sewage interception facilities, such as waterproof barriers or water collection ditches.

Major applicable laws and regulations related to control of effluent discharges include, but are not limited to, the Water Pollution Prevention and Control Law of the PRC. The Group is strictly forbidden to discharge any form of toxic, flammable, explosive substances to municipal sewers.

## Greenhouse Gas Emissions and Climate Change Mitigation

Climate change adaptation and mitigation is no longer the subject of a select few, but highly relevant to all members of society. The corporate sector is increasingly become aware of the potential types of short and long-term impacts climate change risks present to their bottom line. To implement an effective approach to climate change mitigation, it is important to have a comprehensive understanding of the carbon emission sources of the Group.

The Group's carbon footprint, presented in the chart and table below, is primarily due to electricity consumption. During the Reporting Year, the Group has generated a total of 195.34 tonnes of carbon dioxide equivalent (tCO<sub>2</sub>e) of greenhouse gases (Scope I and II), resulting in a carbon intensity of 0.78 tCO<sub>2</sub>e per staff.

## 廢水排放

於報告年度，物業管理服務產生的生活污水，並已處理後再排入市政污水管道。生活污水已通過現場化糞池污水處理設施進行處理，而餐飲服務中的含油廢水已通過油分離系統進行處理。

廢水的另一來源為空調系統排放的冷凝水，均已集中排放。為防止污水溢出，該等設施均有防水柵欄或集水溝等污水攔截設施。

與控制污水排放有關的主要適用法律法規包括但不限於《中華人民共和國水污染防治法》。本集團嚴禁將任何形式的有毒、易燃、易爆物質排放至市政下水道。

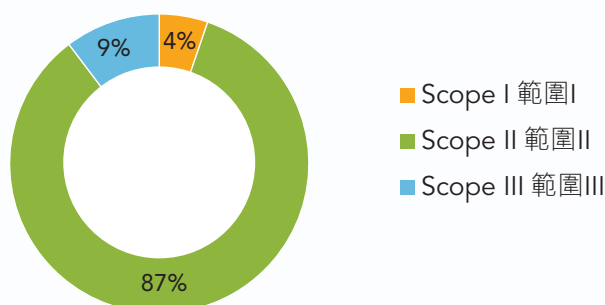
## 溫室氣體排放及減緩氣候變化

氣候變化適應及緩解不再是少數人關注的議題，而與全社會息息相關。企業日益重視氣候變化風險對其底線構成的潛在短期及長期影響類別。為實施有效緩解氣候變化的方式，擁有本集團碳排放來源的全面理解非常重要。

以下圖表呈列本集團的碳足跡主要由於電力消耗所致。於報告年度，本集團共產生195.34噸溫室氣體（範圍I及II）的二氧化碳當量(tCO<sub>2</sub>e)，即每名員工碳密度0.78噸二氧化碳當量。

Greenhouse gas emissions in FY2020:

2020 財年溫室氣體排放：



Greenhouse gas emissions  
溫室氣體排放

Unit  
單位

FY2020  
2020 財年

Scope I (Direct Emissions) 範圍I (直接排放)		tCO <sub>2</sub> e 二氧化碳當量噸數	8.97
Mobile combustion 移動燃燒		tCO <sub>2</sub> e 二氧化碳當量噸數	8.97
Scope II (Indirect Emissions) 範圍II (間接排放)		tCO <sub>2</sub> e 二氧化碳當量噸數	186.37
Electricity purchased 購電		tCO <sub>2</sub> e 二氧化碳當量噸數	186.37
Scope III (Other Indirect Emissions) <sup>(1)</sup> 範圍III (其他間接排放) <sup>(1)</sup>		tCO <sub>2</sub> e 二氧化碳當量噸數	19.89
Business air travels 商務航空旅行		tCO <sub>2</sub> e 二氧化碳當量噸數	19.89
Total 總計	(Scope I and II) (範圍I及II)	tCO <sub>2</sub> e 二氧化碳當量噸數	195.34
	(Scope I, II and III) (範圍I、II及III)		215.23
Carbon intensity 碳密度	(Scope I and II) (範圍I及II)	tCO <sub>2</sub> e per staff 二氧化碳當量噸數/員工	0.78
	(Scope I, II and III) (範圍I、II及III)		0.85

Note (1): Emission from paper consumption and electricity for fresh water and sewage processing are deemed immaterial and are excluded from this year.

附註(1)：紙張消耗及生活用水與污水處理用電的排放被視為無關緊要，因此不包括在本年度內。

The Group is committed to reducing the carbon footprint. Scope I and II emissions are addressed through the energy reduction initiatives (See Section: A2.1 Energy Consumption). Scope III emissions have been incurred throughout the value chain. To minimise such emissions, the Group aims to cut business travels whenever possible through video-conferencing.

本集團致力於減少碳足跡。範圍I及範圍II的排放透過節能舉措解決(請參閱第A2.1節「能源消耗」)。於整個價值鏈中產生範圍III的排放。為將此類排放降至最低，本集團旨在盡可能透過視頻會議減低商務差旅。



## Waste Management

During the Reporting Year, the Group has generated non-hazardous waste at office which limited to paper and general waste. The majority of non-hazardous waste has been disposed and handled by subcontracted waste disposal service providers. The Group has also established mechanisms to segregate waste streams for recycling and communicate the significance of waste segregation procedures to the employees.

In terms of hazardous waste, the Group has generated a small amount of waste engine oil, batteries and solvent paint. The hazardous wastes have been stored securely at designated containers and handled by authorised contractors. The major applicable laws and regulations related to control of waste handling include, but are not limited to, the Solid Wastes Pollution Prevention and Control Law of the PRC.

Seeking to contribute to the closed-loop economy, the Group has employed the following measures and initiatives to reduce the generation of waste, and raise recycling rates during the Reporting Year:

- Provide recycling bins to collect used paper products, such as waste paper, carton box and envelope, including all non-confidential documents;
- Disseminate administrative notices to staff through emails instead of paper documents, and encourage staff to use electronic communications for forms, reports and storage when possible;
- Impose eco-printing modes for employees and encourage them to print doubled-sided copies when possible;
- Replace all disposable cups and wooden stirrers with items, such as ceramic cups and reusable spoons; and
- Hold meeting of owners' representatives to actively promote garbage classification at managed properties through door-to-door publicity and community activities.

## 廢物管理

於報告年度，本集團於辦公室產生無害廢物，限於紙張及一般廢物。大多數無害廢物已由所聘請之合約廢物處置服務提供商處置及處理。本集團亦已設立隔離廢物流以進行回收的機制，並向僱員傳達廢物分類程序的重要性。

有害廢物方面，本集團產生少量的廢機油、電池及溶劑塗料。有害廢物已安全地存儲於指定的容器中，並由授權承包商處理。與廢物處理控制有關的主要適用法律及法規包括但不限於《中華人民共和國固體廢物污染環境防治法》。

本集團尋求為閉環經濟作出貢獻，於報告年度已採取以下措施及舉措以減少廢物的產生並提高回收率：

- 提供回收箱以收集廢紙、硬紙板箱及信封等廢舊紙製品，包括所有非機密文件；
- 通過電子郵件而非紙質文件向員工發放行政通告，並鼓勵員工盡可能使用電子通訊傳輸表格、報告及儲存；
- 對員工實施經濟打印模式，鼓勵他們盡可能使用雙面打印；
- 用陶瓷杯及可重複使用的勺子等物品替換所有一次性紙杯及木製攪拌棒；及
- 舉行業主代表會議，通過上門宣傳及社區活動積極促進在管物業的垃圾分類。

During the Reporting Year, the Group has generated a total of 18,228.69 kg of non-hazardous waste, resulting in a non-hazardous waste intensity of 72.34 kg per staff. Given its business nature, the Group has not generated significant amounts of hazardous waste during the Reporting Year.

於報告年度，本集團共產生18,228.69公斤無害廢物，導致無害廢物強度為每名員工72.34公斤。基於其業務性質，本集團於報告年度並無產生大量有害廢物。

Non-hazardous waste 無害廢物	Unit 單位	FY2020 2020財年
General waste 一般廢物	kg 公斤	18,228.69
Total non-hazardous waste generated 產生的無害廢物總量	kg 公斤	18,228.69
Non-hazardous waste intensity 無害廢物強度	kg per staff 公斤／員工	72.34

## Aspect A2: Use of Resources

The Group is committed to continually monitoring and improving resource efficiency as an integral part of business strategy and operating methods. The main resources that the Group's operations rely on are energy and water resources. Packaging material consumption is not a material aspect for the Group, given the business nature as a property management services provider.

## A2方面：資源使用

本集團致力於持續監察及改善資源效率，將其作為業務策略及營運方式不可或缺的一部分。本集團業務所依賴的主要資源為能源及水資源。鑑於作為物業管理服務提供商的業務性質，包裝材料消耗對本集團而言並非重要方面。

### Energy

During the Reporting Year, the Group's energy profile has consisted of the use of petrol and electricity consumption for office operations. Electricity has accounted for approximately 88% of total energy consumption, while petrol has accounted for 12%. During the Reporting Year, the Group has consumed 110.60 GJ and 820.20 GJ of direct and indirect energy respectively, resulting in a total energy intensity of 3.69 GJ per staff.

### 能源

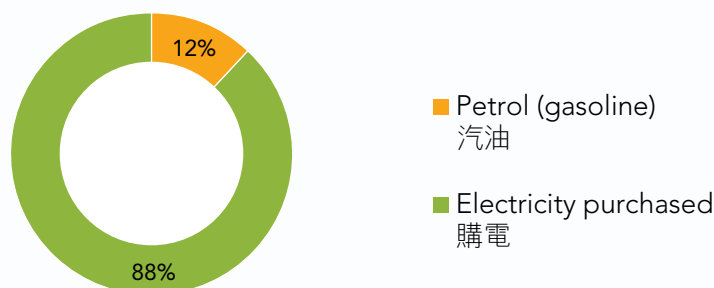
於報告年度，本集團的能源組合包括辦公室營運所用的汽油及電力消耗。電力約佔總能耗的88%，而汽油佔12%。於報告年度，本集團分別消耗110.60吉焦及820.20吉焦的直接及間接能源，導致總能源強度為每名員工3.69吉焦。

At the major property management subsidiaries, the Group has implemented and formulated the energy management systems which are certified to the relevant PRC national and industry energy management standards (GB/T 23331-2009 and RB/T 107-2013 respectively), as well as the ISO50001:2011 standard. The scope of the energy management systems includes the impacts during procurement, logistics and distribution, as well as end-use energy. Comprehensive energy analysis is conducted based on accurate records of fuel consumption and electricity monitoring. By determining energy-intensive operational processes, financial and human resources are channeled to areas in which energy efficiency may be maximised.

在主要的物業管理附屬公司，本集團實施及制定的能源管理系統均通過中國相關國家及行業能源管理標準認證（分別為GB/T 23331-2009及RB/T 107-2013）以及ISO50001：2011標準。能源管理系統的範圍包括採購、物流及分配期間的影響以及終端使用的能源。基於準確的燃油消耗記錄及電力監控進行全面的能源分析。透過確定能源密集型的營運流程，將財務及人力資源用於最大程度提高能源效率的領域。

Energy consumption in FY2020:

2020財年的能源消耗：



Energy consumption 能源消耗	Unit 單位	FY2020 2020財年
Direct 直接	GJ 吉焦	110.60
Petrol (gasoline) 汽油	GJ 吉焦	110.60
Indirect 間接	GJ 吉焦	820.20
Electricity purchased 購電	GJ 吉焦	820.20
Total (Direct and Indirect) 總計(直接及間接)	GJ 吉焦	930.80
Energy intensity 能源強度	GJ per staff 吉焦/員工	3.69

The Group is committed to minimising fuel and electricity consumption. During the Reporting Year, the Group has implemented the following measures and initiatives:

本集團致力於盡量減少燃料及電力消耗。於報告年度，本集團已實施以下措施及舉措：

- Conduct energy analysis based on sub-metering data measured from managed property to help monitor for abnormal power usage;
- Install time-controlled LED lamps around the outdoor public areas of the managed property;
- Turn off electronic facilities and computers or switch to energy saving mode when they are not in use;
- Maintain an average indoor temperature between 24 and 26 degrees at offices; and
- Purchase office equipments and appliances with energy efficient labels.
- 根據從在管物業測得的分表數據進行能量分析，以幫助監控異常用電量；
- 於在管物業的室外公共區域周圍安裝限時LED燈；
- 在不使用時關閉電子設施及電腦或者切換到節能模式；
- 在辦公室將室內平均溫度保持在24至26度之間；及
- 購買帶有節能標籤的辦公設備及用具。

## Water Resources

During the Reporting Year, the Group has used water mainly for cleaning, gardening and toilets in the office buildings. The Group has withdrawn water from municipal water sources, and has not encountered any issues in sourcing water for our business activities. However, water resources should not be taken for granted and conserved to ensure a sustainable future. The Group is committed to minimising water consumption. During the Reporting Year, the Group has implemented the following measures regarding the water conservation:

- Adopt energy efficient water pumps gradually in all our offices;
- Check the pump and pipes regularly, and repair damaged pump and pipes in a timely manner;
- Collect rainwater and use water-saving irrigation systems, such as automatic sprinklers, during landscaping operations;
- Use wet and dry integrated sweeping equipment to reduce water use; and
- Provide training courses to employees regularly on water-saving approach and technological transformation measures.

During the Reporting Year, the Group has consumed a total of 3,026.0 cubic metre of water, resulting in a water intensity of 12.0 cubic metre per staff.

**Water consumption<sup>(1)</sup>**  
耗水量<sup>(1)</sup>

**Unit**  
單位

**FY2020**  
**2020 財年**

Total water consumption  
總耗水量

cubic metre  
立方米

**3,026.0**

Water consumption intensity  
耗水強度

cubic metre per staff  
立方米／員工

**12.0**

Note (1): Water usage of Hong Kong office is not included as the water supply is solely controlled by the property management of the leased premise.

## 水資源

於報告年度，本集團主要將水用於辦公樓內的清潔、園藝及洗手間。本集團的用水來自市政水源，且在為我們的業務活動購水方面並無遇到任何問題。然而，不可隨意用水，應節約用水以確保可持續的未來。本集團致力於減少用水量。於報告年度，本集團已採取以下節水措施：

- 在我們所有的辦公室中逐步採用節能水泵；
- 定期檢查水泵及管道，及時維修損壞的水泵及管道；
- 收集雨水並在綠化作業中使用節水灌溉系統，例如自動灑水器；
- 使用乾濕一體化掃地設備，以減少用水；及
- 定期為僱員提供有關節水方法及技術改造措施的培訓課程。

於報告年度內，本集團共消耗3,026.0立方米水，導致耗水強度為每名員工12.0立方米。

附註(1)：香港辦事處的用水量不包括在內，因為供水完全由租賃物業的物業管理控制。

### Aspect A3: The Environment and Natural Resources

The Group strives to create a harmonious living space for the residents through the integration of greenery in the managed property. The Group is committed to providing a complete picture of the environmental impacts. One of the Group's businesses, landscaping design, manages the impact of various environmental aspects. For example, the Group has prevented the erosion of soil during construction by laying nets on the grass. The standard operating procedures also have ensured that soil moisture and fertility is maintained through regular fertilisation and irrigation. The Group has also employed seasoned arborists to ensure the healthy condition of the trees in the managed property.

### A3方面：環境及天然資源

本集團透過整合在管物業的綠色植物努力為住戶打造和諧的生活空間。本集團致力於提供環境影響的完整描述。本集團其中一項業務景觀美化設計管理各個環境方面的影響。例如，本集團通過在草地上鋪網防止施工期間對土壤的侵蝕。標準操作程序亦確保透過定期施肥及灌溉維持土壤的濕度及肥沃。本集團亦聘請經驗豐富的樹木栽培家確保在管物業樹木的健康狀況。



## V. SOCIAL RESPONSIBILITY

The Group strives to extend the idea of “home” to the workplace by providing the employees a safe and healthy working environment, as well as a fair workplace with a prospective career. We understand that motivation comes from job satisfaction and they are closely linked. Thus, we aspire to maintain a working environment where values can continuously create for the employees, and where the efforts and achievements of employees can be recognised and appreciated.

The following four core principle guidelines govern our human resources strategies and policies:

## V. 社會責任

本集團致力為僱員提供安全健康的工作環境，以及具有前景職業生涯的公平工作場所，將「家」的理念擴展到工作場所。我們理解，工作動力來自工作滿意度，且兩者密切相關。因此，我們希望保持一個為僱員不斷創造價值的工作環境，並且在該環境下僱員的努力及成就能得到認可及讚賞。

管治我們人力資源戰略及政策的四項核心原則指導方針如下：



## Aspect B1: Employment

Employees of the Group are remunerated at a competitive level and are remunerated based on their performance, experience and prevailing industry practices in order to enhance the morale and productivity of employees. The Group conducts performance appraisals on an annual basis and outcomes will not be affected by any discrimination on the grounds of age, sex, physical or mental health status, marital status, family status, race, skin color, nationality, religion, political affiliation and sexual orientation and other factors. The compensation policies and packages of management staff and functional heads are also being reviewed on a yearly basis as well. In addition to basic salary, performance related salary may also be awarded to employees based on internal performance evaluation. In order to retain elite personnel to stay with the Group and to provide incentives for their contribution to the Group, the Group also adopted a share option scheme in April 2015 and adopted a share award scheme in June 2017.

In terms of the welfare, the Group has developed a staff manual (the “**Staff Manual**”) that summarises various types of welfare, benefits, discretionary bonus and paid leave to cater for their needs in life, such as marital leave, maternity leave, paternity leave and funeral leave. Based on the principles of fairness and equality, the Staff Manual also stipulates clear policies relating to relevant labor laws, regulations and industry practices, covering areas such as compensation, dismissal, promotion, working hours, recruitment, rest periods, diversity and other benefits and welfare. The employees are entitled to Medical Insurance Scheme and MPF Scheme. In addition, we grant our employees cash gifts for marriage, pregnancy, maternity and consolation as an expression of our good will. To ensure information transparency, the responsibilities and rights of the employees are also set out in details in the Staff Manual and will be reviewed and updated regularly.

The Staff Manual set forth the practices and policies with respect to the following:

- Compensation and dismissal
- Recruitment and promotion
- Working hours and rest periods

## B1 方面：僱傭

本集團僱員獲得具有一定競爭水平的報酬，並根據彼等的表現、經驗及現行行業慣例獲得報酬以提高僱員的士氣及生產力。本集團每年進行績效評估及有關結果不會受到基於年齡、性別、生理或精神健康狀況、婚姻狀況、家庭狀況、種族、膚色、國籍、宗教、政治派別及性取向等因素的歧視。管理人員及部門主管的酬金政策及待遇亦每年檢討。除基本薪金外，亦會根據內部表現評估釐定給予僱員的表現掛鈎薪金。為挽留精英人士留任本集團及對其為本集團所做的貢獻提供獎勵，本集團亦於2015年4月採納購股權計劃並於2017年6月採納股份獎勵計劃。

就福利而言，本集團已制定員工手冊（「**員工手冊**」），概述各類福利、待遇、酌情花紅及帶薪假期，以滿足彼等的生活需要，如婚假、產假、陪产假及喪假。基於公平及平等原則，員工手冊亦制定與相關勞動法律、法規及行業慣例有關的明確政策，涵蓋薪酬、解僱、晉升、工作時間、招聘、休息期、多元化以及其他利益及福利等方面。僱員有權享有醫療保險計劃及強積金計劃。此外，我們亦向僱員提供結婚、懷孕、生育現金禮品及慰問，以表達我們的善意。為確保信息透明，僱員的責任及權利亦詳細載於員工手冊並進行定期審閱更新。

員工手冊制定以下相關慣例及政策：

- 補償及遣散
- 招聘及晉升
- 工作時間及休息期

- Board diversity
- Other benefits and welfare
- Health and safety
- Protection of resident information
- Anti-corruption

- 董事會多元化
- 其他待遇及福利
- 健康與安全
- 保護住戶資料
- 反貪污

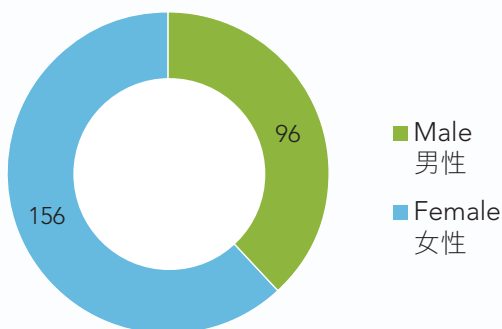
As at the end of the Reporting Year, the Group had a total of 252 full-time employees in the offices of Hong Kong, Nanning and Guangdong, of which 96 and 156 are male and female staff respectively. Among the age groups of the employees, the age group of under 40 accounted for approximately 80% of the total employees. In terms of the workforce by region, approximately 70% of the Group's employees are located in Nanning, with the remaining staff located in Guangdong and Hong Kong.

於報告年度末，本集團於香港、南寧及廣東辦事處共有 252 名全職僱員，其中男性及女性員工分別為 96 人及 156 人。於僱員的年齡組別中，40 歲以下年齡組別佔僱員總數約 80%。就按地區劃分僱員總數而言，本集團約 70% 的僱員位於南寧，而其餘員工位於廣東及香港。

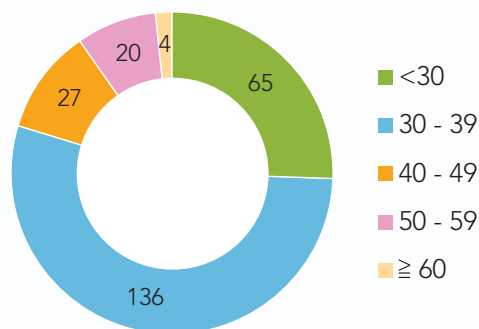
#### Workforce in FY2020:

#### 2020 財年僱員總數：

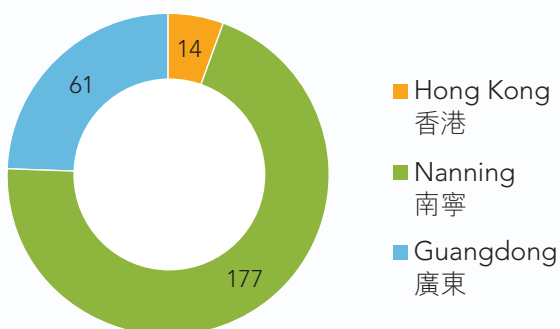
Workforce by gender  
按性別劃分的僱員總數



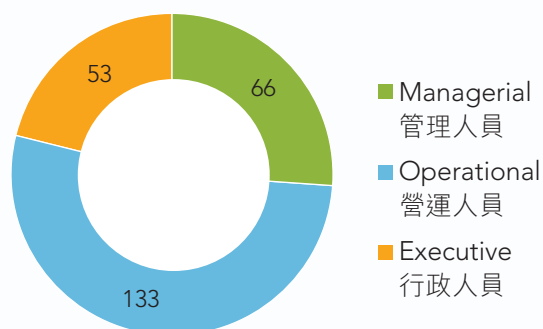
Workforce by age group  
按年齡組別劃分的僱員總數



Workforce by region  
按地區劃分的僱員總數



Workforce by employee category  
按僱員類別劃分的僱員總數



The Group's recruitment and promotion processes are carried out in a fair and open manner for all employees. The human resources department conducts a comprehensive recruitment review process to ensure that the data provided by the candidates is accurate. In the case of dismissal, the Staff Manual is adhered to which ensures the entire procedure is compliant with statutory requirements.

The Group is an equal opportunity employer and does not discriminate on the basis of age, sex, physical or mental health status, marital status, family status, race, skin color, nationality, religion, political affiliation and sexual orientation. We embrace inclusive employment that builds a respectful workplace. The Group strives to ensure a safe and secure workplace with zero tolerance to any form of abuse and/or sexual harassment in the workplace.

During the Reporting Year, the Group has not found any significant violations of laws and regulations relating to employment, as they have complied with Employment Ordinance of Hong Kong and the Labour Law of the PRC, including but not limited to Anti-discrimination Ordinance, Equal Opportunity Ordinance, and Mandatory Provident Fund Schemes Ordinance (Chapter 485 of the Laws of Hong Kong).

During the Reporting Year, the Group's employee turnover rate was 29%. The following charts present the turnover rate by gender, age and geographical region in FY2020.

本集團的招聘及晉升流程以對全體僱員公平公開的方式進行。人力資源部進行全面招聘審查程序，以確保候選人提供的資料準確無誤。在被解僱的情況下，將遵守員工手冊，以確保整個程序符合法定要求。

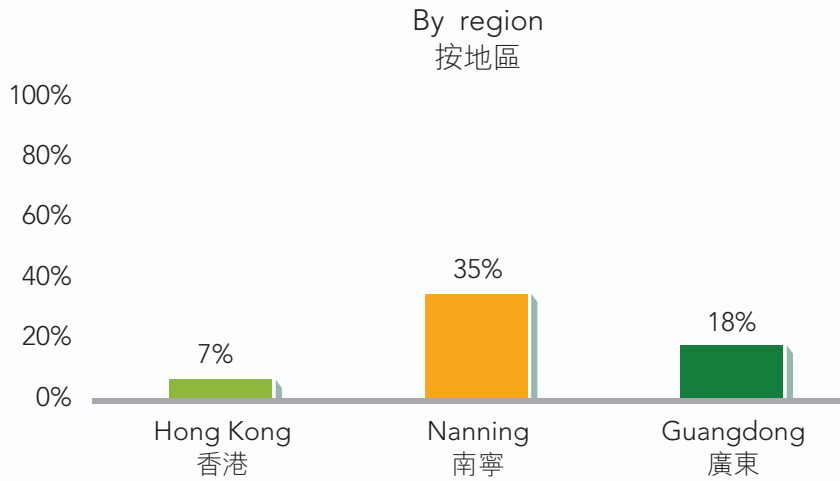
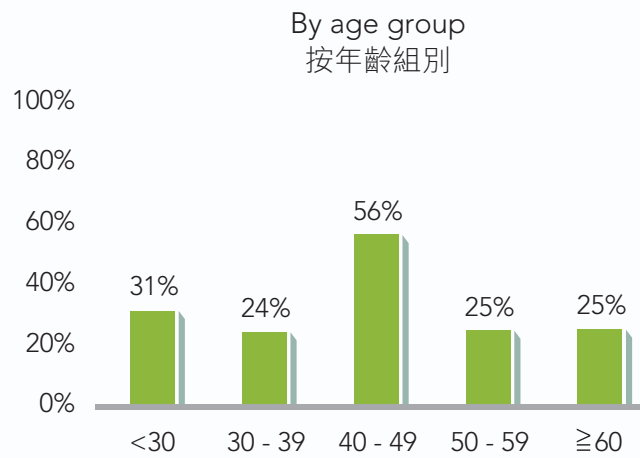
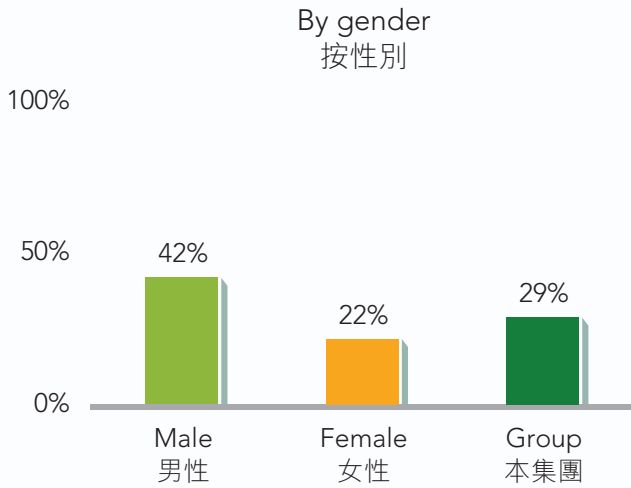
本集團為提供平等機會的僱主，不會因年齡、性別、生理或精神健康狀況、婚姻狀況、家庭狀況、種族、膚色、國籍、宗教、政治派別及性取向而受到歧視。我們擁護就業的包容性，建立互相尊重的工作場所。本集團致力確保工作場所的安全及穩定，對工作場所中任何形式的虐待及／或性騷擾採取零容忍。

於報告年度，本集團並未發現任何有關僱傭嚴重違反法律法規的行為，因為其已遵守香港僱傭條例及中華人民共和國勞動法，包括但不限於反歧視條例、平等機會條例及強制性公積金計劃條例（香港法例第485章）。

於報告年度，本集團僱員的流失率為29%。以下圖表呈列2020財年按性別、年齡及地理區域劃分的流失率。

**Turnover Rates in FY2020:**

**2020 財年流失率：**





## Aspect B2: Workplace Health and Safety

### Health

The Group understands that work-life balance is important to the health and productivity of the employee. In compliance with the Labour Law of Hong Kong and PRC and Provisions of the State Council on Employees' Working Hours, the employees work a maximum of 40 hours per week to ensure they have sufficient rest. The employees are entitled to leave in lieu or take compensation leave in case of work overtime.

To maintain a healthy and balanced working environment for the employees, the Group has organised a variety of cultural and sports activities, knowledge sharing lectures to enrich employees' leisure life throughout the year. The Group also has organised birthday parties and trips for the staff. In the PRC offices, the Group has venues like basketball court, badminton court, table tennis room, staff TV room for their leisure uses.

### Safety

The Group believes it is important to ensure a safe and healthy workplace for the employees. To ensure the safety at the workplace and protect the health and well-being of the employees, the Group has established Occupational Health and Safety ("OHS") management systems and certified under OHSAS18001 during the Reporting Year. In addition, the Group has established internal policies aiming at promoting work safety through measures such as providing safety training courses and setting up safety goals in order to promote a safe work environment and minimise workplace injuries. The Group also provides the employees, who may be exposed to hazards risk and harm, the personal protective equipments such as reflective vests, insulated gloves, protective earmuffs and respirator.

The Group will continue to improve and upgrade the internal policies and manuals in relation to OHSAS18001 on a regular basis to further improve the service processes and raise standards of the service.

## B2方面：工作場所的健康及安全

### 健康

本集團理解工作生活平衡對僱員的健康及生產力至關重要。根據香港及中國勞動法以及國務院關於職工工作時間的規定，僱員每週最多工作40小時，以確保彼等有足夠的休息時間。在加班的情況下，僱員有權享受休假或補償假。

為保持僱員健康平衡的工作環境，本集團組織各種文化體育活動及知識分享講座，以充實僱員全年的休閒生活。本集團亦為僱員組織生日派對及旅行。於中國辦事處，本集團設有作休閒用途的籃球場、羽毛球場、乒乓球室、員工電視室等場所。

### 安全

本集團相信確保僱員的工作場所健康安全尤其重要。於報告年度，為確保工作場所安全及保護僱員健康福祉，本集團已經建立職業健康安全（「職業健康安全」）管理體系且該體系通過OHSAS18001認證。此外，本集團已制定內部政策，旨在透過如提供安全培訓課程等措施促進工作安全，並設定安全目標，以促進安全工作環境及盡量減低工傷。本集團亦為可能面臨有害風險及傷害的僱員提供個人防護設備，如反光背心、絕緣手套、防護耳罩及呼吸器。

本集團將繼續定期完善及升級有關OHSAS18001的內部政策及手冊，以進一步改善服務流程及提升服務標準。

The Group spares no effort to safeguard the safety of the employees and workplace. During the Reporting Year, the Group has adopted the following safety procedures in the management system regarding the health and safety assessment at the workplace:

- Review records of accidents, injuries and illness on a regular basis;
- Look for trends and identify potential risks that will occur in the working environment;
- Implement corresponding control measures that prevent accidents from happening;
- Conduct safety checks that ensure safety measures are properly implemented; and
- Detect additional risks or hazards for rectification and continuous improvement.

本集團不遺餘力保障僱員及工作場所的安全。於報告年度，本集團已於管理體系中採納以下有關工作場所健康及安全評估的安全程序：

- 定期檢討事故、傷病情況；
- 尋找趨勢並識別工作環境中可能存在的潛在風險；
- 實施防止事故發生的相應控制措施；
- 進行安全檢查，確保安全措施得到妥善實施；及
- 檢測其他風險或危害，以便進行整改及持續改進。

### General measures and initiatives

#### 一般措施及倡議

- Examine and maintain the condition of equipment according to supplier's recommendations
- Provide comprehensive training courses to personnel that engage in manual handling, based on risk assessment evaluations
- Supply adequate protective equipment according to the latest regulations
- Provide adequate first-aid facilities and training courses for first-aid certification
- Establish emergency plans and carry out fire and evacuation drills periodically
- Ensure adequate training courses are provided to all employees handling hazardous substances
- 根據供應商的建議檢查並維護設備的狀況
- 根據風險評估衡量，為從事體力的人員提供全面培訓課程
- 根據最新法規提供足夠的防護設備
- 提供足夠的急救設施，並進行急救認證培訓課程
- 制定應急計劃並定期進行消防及疏散演習
- 確保為所有處理有害物質的員工提供足夠培訓課程

Training and equipment inspections:



培訓及設備檢測：



During the Reporting Year, the Group has encountered no incidents of non-compliance with all applicable laws and regulations related to occupational health and safety at all operating regions, which include, but are not limited to, the Work Safety Law of the PRC and Occupation Safety Health Ordinance and Regulations in Hong Kong.

於報告年度，本集團於所有營運地區並無遭遇違反有關職業健康及安全的所有適用法律及法規，包括但不限於中華人民共和國安全生產法及香港職業安全健康條例及規例。

### Aspect B3: Development and Training

The Group regards employees as the most important assets and resources as they help to sustain the core values and culture of the Group. The Group is committed to providing comprehensive job training programs, which serve as a platform to encourage employees to develop potential and self-improvement.

During the year, the Group has invested in continuing education and training programmes for management staff and other employees with a view to upgrading their skills and knowledge. These training courses comprise internal courses run by the management of the Group and external courses provided by professional trainers and range from technical training courses for butlers to financial and administrative training courses for management staff.

The Group highly encourages all employees to attend internal training courses to develop personal skills and knowledge, and to improve their competence. External seminars and training courses are also highly recommended to enrich their knowledge in discharging their duties. The Group also provides all professional employees with allowance and permission of seminars and training courses and encourages them to take examinations relevant to their professional qualification.

The Group has set up a standardised procedure to develop, implement and improve our employee training plan. The training centre is responsible for organising training courses to all employees based on departmental needs. The types of employee training courses provided by the Hong Kong and PRC Offices include new employee training, pre-job training, on job training, platinum butler training, project manager training, and general manager external training. The Group also encourages all levels of employees to attend external training for professional skills development.

### B3方面：發展及培訓

本集團將僱員視為最重要的資產及資源，因為其有助於維持本集團的核心價值觀及文化。本集團致力提供全面在職培訓計劃，有關計劃提供了鼓勵僱員發展潛能及自我改善的平台。

年內，本集團已為管理層員工及其他僱員投資持續教育及培訓課程，務求提升其技能及知識。該等培訓課程包括本集團管理層運作的內部課程以及專業培訓師提供的外部課程，範圍從管家技術培訓課程至管理層員工的財務及行政培訓課程。

本集團非常鼓勵所有僱員參加內部培訓課程，以發展個人技能及知識，並提高彼等的的能力。我們亦強烈建議彼等參加外部研討會及培訓課程，以豐富彼等履行職責的知識。本集團亦為所有專業僱員提供研討會及培訓課程津貼及許可，並鼓勵其參加與其專業資格相關的考試。

本集團已制定標準化程序，以制定、實施及改善僱員培訓計劃。培訓中心負責根據部門需求為所有僱員組織培訓課程。香港及中國辦事處提供的僱員培訓課程類型包括新僱員培訓、崗前培訓、在職培訓、鉑金管家培訓、項目經理培訓及總經理外部培訓。本集團亦鼓勵各級僱員參加專業技能發展的外部培訓。



**Employee training:**



The Group regards the staff as the most valuable assets. The Group dedicates significant resources to attract and retain talented employees, and to ensure that staff grow in competence and skill sets alongside the business.

**Employee training:**



During the Reporting Year, a total number of 185 employees have attended training courses of which 87 and 98 were male and female respectively. In terms of employee category, 24, 133 and 28 of employees trained were the grade of managerial, operational and executives respectively.

**僱員培訓：**



本集團視員工為最寶貴的資產。本集團投入大量資源以吸引及挽留有才能的僱員，並確保員工隨著業務發展而提高能力及技能。

**僱員培訓：**

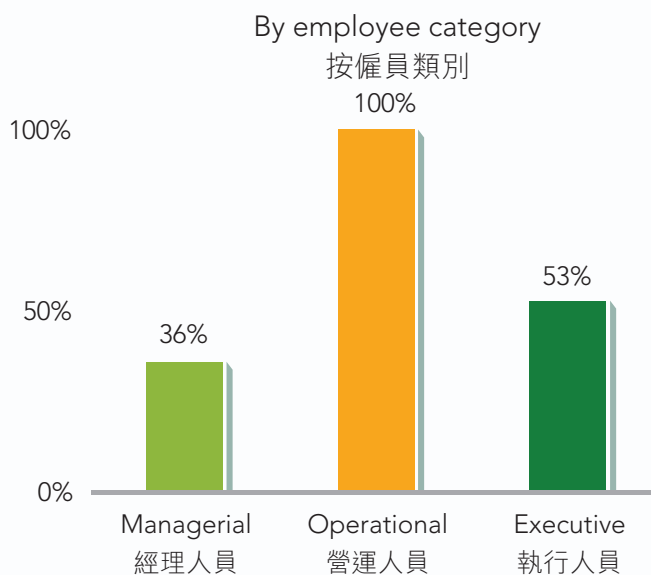
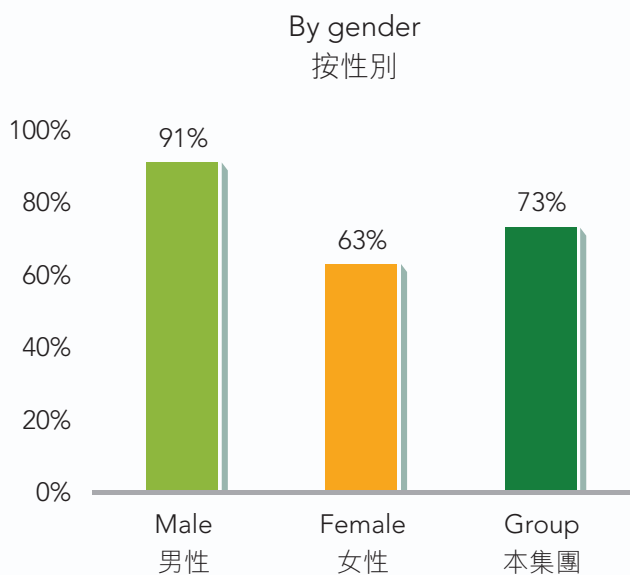


於報告年度，共有185名僱員參與培訓課程，其中男性及女性僱員分別為87人及98人。就僱員類別而言，參與培訓的24名、133名及28名僱員級別分別為管理層、營運人員及執行人員。



**Percentage of employees trained in FY2020:**

**2020 財年培訓僱員的百分比：**

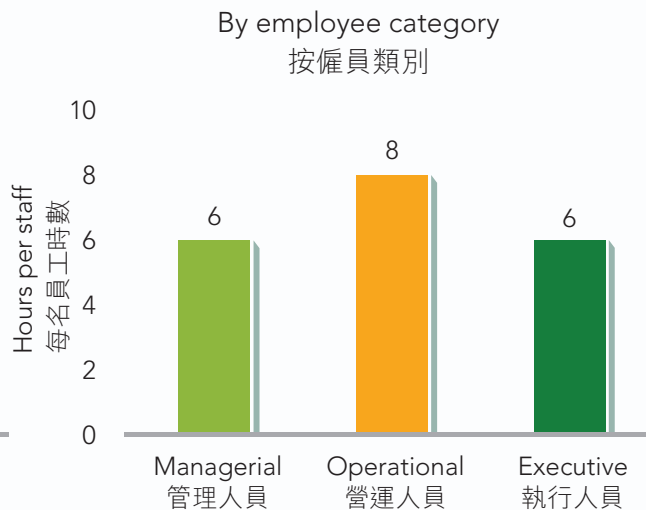
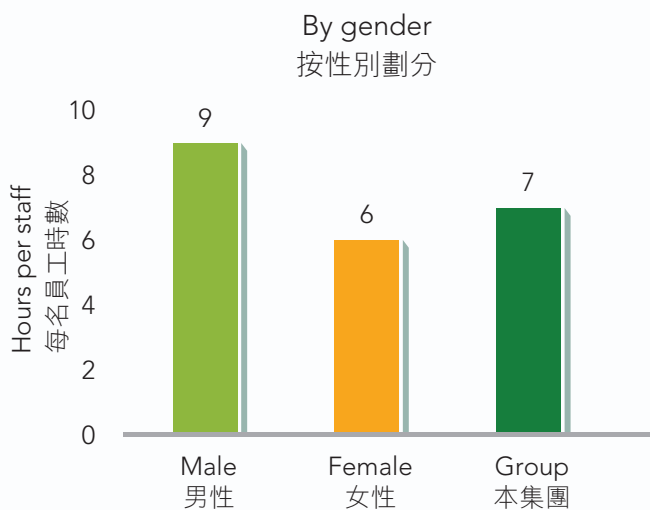


During the Reporting Year, the Group has provided a total of 1,766 training hours for staff, which averages to 9 and 6 hours per male and female staff. In terms of employee category, an average of 6, 8 and 6 training hours per staff were received by the managerial, operational and executive grades respectively.

於報告年度，本集團已為員工提供總共1,766小時的培訓時間，每名男性及女性員工的平均培訓時間為9小時及6小時。就僱員類別而言，管理、營運及執行級別的員工接受培訓的時間平均分別為6小時、8小時及6小時。

**Average training hours in FY2020:**

**2020 財年平均培訓時數：**



## Aspect B4: Labor Standard

The Group strictly complies with the Labour Law of Hong Kong and PRC, as well as the Provision of the Prohibition against the use of Child Labour. The Group has established the Staff Manual which contains policies relating to relevant labour laws, regulations and industry practices, covering areas such as compensation and dismissal, protection resident information, and anti-corruption.

The child labour and forced labour are prohibited in the Group. The Group prohibits the recruitment of those who are under the age of 18. In case the Group found any violation of child labour law, employee and responsible staff will be terminated and disciplined.

During the Reporting Period, no violation regarding the age of employment and labour dispute has been recorded by the Group.

## Aspect B5: Supply Chain Management

The Group is committed to developing and maintaining effective and mutually beneficial working relationships with our business partners. To integrate the environmental vision into the procurement of office supplies, the Group has avoided disposable products and chosen suppliers who provide durable products with less packaging materials during the year. To further raise its awareness of sustainable development, the Group also has given priority to environmentally friendly products, such as refillable ballpoint pens, mechanical pencils, and environmental paper.

During the Reporting Year, the Group was not aware of any suppliers who have had significant actual and potential negative impact on the business ethics, environmental protection, human rights and labor practices, nor any of them had any non-compliance incident in respect of human rights issues.

## B4方面：勞工準則

本集團嚴格遵守香港及中國勞動法以及禁止僱用童工的規定。本集團已制定員工手冊，其中包含有關勞動法律法規及行業慣例的政策，涵蓋補償及遣散、保護住戶資料及反貪污等領域。

本集團禁止童工及強迫勞動。本集團禁止招聘未滿18歲的人。如果發現本集團違反童工法律，僱員及負責員工將被終止僱傭並受到紀律處分。

於報告期間，本集團未錄得有關就業年齡及勞動爭議的違規行為。

## B5方面：供應鏈管理

本集團致力於與業務合作夥伴建立並維持有效互利的工作關係。為將環境願景整合至辦公室用品採購，本集團已於年內避免一次性產品，並挑選提供較少包裝材料的耐用產品的供應商。為進一步提升其可持續發展意識，本集團亦已優先選擇環保產品，例如可填充原子筆、鉛芯筆及環保紙。

於報告年度，本集團並無得悉任何供應商對商業道德、環保、人權及勞工慣例有重大實際及潛在負面影響，或任何供應商就人權事宜有任何不合規事件。

## Aspect B6: Service Responsibility

The Group strives to uphold excellence in the service quality in each and every part of the homes as the Group cares about home experience of the residents and recognises the responsibility of offering reliable and outstanding services to the residents.

During the Reporting Year, the Group has formulated and implemented a quality management system in the managed properties and was certified with the international ISO9001 standard. To maintain the service standard of each managed property, the quality control is integrated into inspections, such as safety management, greening, equipment operation and maintenance.

Home symbolises security and privacy, the Group builds trust with the residents through protecting their lives and properties, and strive to provide them with a feel at home experience.

### Security Management

The Group strives to provide the residents a safe home. To enhance the security of the managed properties, the Group implements a system of automation devices and the network operations center at the headquarters. The Group centralises certain standardised services to the headquarters by instructing and supervising on-site service teams through remote security cameras and receiving requests and feedbacks from residents through the service hotline. To ensure the safety of the residents, the Group provides various types of daily security services include patrolling, access control, visitor registration and emergency handling. The Group also disallows any explosive or toxic objects to enter the properties as well.

## B6方面：服務責任

本集團致力於在家園的每一處維持卓越服務質量，因為本集團關心住戶的家庭體驗，並認識到向住戶提供可靠出色服務的責任。

於報告年度，本集團已對在管物業制定並實施質量管理體系，並已獲國際ISO9001標準認證。為維持各在管物業的服務標準，質量控制融入檢查中，例如安全管理、綠化、設備運作及維護。

家園象徵著安全及私隱，本集團通過保護住戶的生命及財產，與其建立信任，並致力為其提供賓至如歸的體驗。

### 安全管理

本集團致力為居民提供安全的住所。為增強在管物業的安全性，本集團實施自動化裝置系統，並於總部設立網絡操作中心。透過遙距監控攝錄機指揮及監督駐場服務團隊，並透過服務熱線收集住戶的要求及反饋，本集團的總部將若干標準化服務集約化。為確保住戶的安全，本集團提供各種日常保安服務，包括巡邏、進出控制、訪客登記及緊急情況處理。本集團亦不允許任何爆炸性或有毒物體進入物業。

Furthermore, the Group provides the security facilities in the managed properties, such as entrance gate control and surveillance cameras. By using surveillance cameras and intrusion detection systems, which are remotely controlled and monitored at our centralised network operations center at the headquarters, the Group can further enhance the security of the managed properties. During the Reporting Year, the Group has provided the training courses to the security guards on a regular basis, so as to ensure they have the awareness, skills and knowledge to deal with dangerous and emergency situations.

The on-site property officers are assigned to perform on-site inspection on a regular basis as a control measure to ensure that the property management services are performed according to the standard checklist. The on-site inspection covers (i) the performance of the security staff; (ii) the condition of public areas; (iii) the status of collection of the monthly property management fees; and (iv) the progress and safety of the repair work as applicable. In addition, the responsible district managers double-check the condition of the properties and follow-up important issues.

During the Reporting Year, the Group also has implemented the following measures to prevent occurrence of personal injuries and fatal accidents in the future:

- i. Enhance the entrance guard management in the communities that we managed to further control unpermitted entry of non-residents;
- ii. Conduct more frequent patrols of higher floors and other high-risk common areas and duly making the respective record of the patrols;
- iii. Reinforce the surveillance system of rooftops and platforms of high-rise buildings; and
- iv. Enhance regular safety and hazard identification training courses to our staffs and emergency drills.

此外，本集團亦於在管物業提供安全設施，如大閘入口控制及監控攝錄機。透過使用監控攝錄機及入侵偵測系統，該等儀器設備則由我們總部的中央網絡營運中心遙距控制及監察，本集團可進一步增強在管物業的安全性。於報告年度，本集團定期向保安人員提供培訓課程，以確保彼等具備處理危險及緊急情況的意識、技能及知識。

派遣駐場物業管理員定期進行實地視察，作為確保按照標準清單提供物業管理服務的控制措施。實地視察涵蓋(i)保安員工的表現；(ii)公共地區的情況；(iii)收集每月物業管理費的狀況；及(iv)維修工程的進度及安全(如適用)。此外，主管區域經理複核物業情況及跟進重要問題。

於報告年度，本集團亦已實施下列措施防止未來發生人身傷害及致命意外：

- i. 改善在管社區門衛管理，以進一步控制非住戶人士的未經許可進入情況；
- ii. 在較高樓層及其他高風險公共空間進行更頻密的巡邏，以及妥善記錄個別巡邏情況；
- iii. 加強天台及高層建築的平台的監控系統；及
- iv. 改進向員工提供的定期安全及災難識別培訓課程及緊急事故演習。

## Emergency Management

The Group sets up a team to arrange the fire safety training and install adequate fire safety equipments in the offices and managed properties. During the Reporting Year, the Group has arranged the regular check for the fire safety equipments to ensure they are functioning and complying with standards including the Code for Fire Protection Design of Buildings and Property Management Regulations. Property facilities such as lift and air-conditioning system were also checked on a regular basis to prevent the relevant accidents from occurrence. Furthermore, the Group has developed emergency plans to ensure the safety of all the residents and employees.

## Resident Privacy

The Group strictly abides by the requirements of the “Law of the PRC on the Protection of Consumer Rights and Interests” regarding the collection and use of personal information of consumers. The Group is committed to protecting privacy and confidentiality of the collected personal data and protecting the privacy of the residents. The Group enters employment contracts with the employees which include a confidentiality agreement stating that it is the responsibility of the employees to protect the information of the residents. Furthermore, employees are not allowed to disclose any information of the Group, residents and the property owners to external parties or the media.

## Enhancement of Resident Experience

The Group understands that renovations or constructions at the properties may affect the residents and the Group sets up guidelines for dust generation control and construction waste transportation. The Group also arranges regular inspection and restricted renovating hours to mitigate noise.

## 應急管理

本集團成立一個團隊，安排消防安全培訓，並在辦公室及在管物業安裝足夠的消防安全設備。於報告年度，本集團已安排定期檢查消防安全設備以確保設備正常運行並符合標準，包括建築設計防火規範及物業管理條例。我們亦定期檢查電梯及空調系統等物業設施，以防止發生相關事故。此外，本集團已制定應急計劃以確保所有居民及僱員的安全。

## 住戶私隱

本集團嚴格遵守《中華人民共和國消費者權益保護法》關於收集及使用消費者個人信息的規定。本集團致力於保護已收集個人數據的隱私及機密性，並保護住戶的隱私。本集團與僱員訂立僱傭合同，當中包括保密協議，規定僱員保護住戶資料的責任。此外，僱員不得向外部各方或媒體披露本集團、住戶及業主的任何資料。

## 增強居民體驗

本集團了解到，物業的裝修或建築可能會影響到居民，本集團已制定粉塵生成控制及興建垃圾運輸的指導方針。本集團亦安排定期檢查及限制裝修時間，以減低噪音。

### Listening to Our Residents

The satisfaction of residents is the key for the Group to success. The Group makes every effort to understand the residents. During the Reporting Year, the Group has implemented a comprehensive communication system to ensure that information is effectively received, transferred and processed. The Group has also provided and established several types of communication channels, including service hotline, email, WeChat and opinion boxes throughout the property areas. The Group values and proactively seeks residents' feedback and evaluations for the service. The on-site staff members actively solicit feedback from the residents and routinely inspect building structures and hardware at the residential properties to identify potential issues.

During the Reporting Year, the employees have also conducted regular surveys, telephone interviews and visits to the residents regarding the level of satisfaction for the services and products provided by the Group. To understand the residents' demands, the Group also frequently hold meetings with them. Furthermore, the Group has set up standardised procedures for identifying any gaps and seek opportunities for any service improvement, as well as mechanisms for dealing with opinions and complaints from residents. A detailed complaint management system established by the Group that handle all complaints in a timely manner. Upon receiving complaints, the employees are required to approach the complainant to understand the situation and solve the problem. The relevant employee will visit the concerned site to resolve the issue when necessary.

### Residents Health and Safety

The outbreak of COVID-19 pandemic has infiltrated every aspect of life. Facing this unprecedented crisis, the Group responded rapidly and implemented protection measures to support shareholders and investors, employees, residents, suppliers, government and regulatory authorities and local communities.

### 傾聽住戶的意見

住戶滿意度是本集團成功的關鍵。本集團盡一切努力了解住戶。於報告年度，本集團已實施綜合通信系統，以確保有效地接收、傳輸及處理信息。本集團亦已提供並建立幾種類型的溝通渠道，包括服務熱線、電子郵件、微信及在整個物業區域設立意見箱。本集團重視並積極尋求住戶對服務的反饋及評價。現場工作人員積極徵求住戶的反饋意見，並定期檢查住宅物業的建築架構及硬件，以發現潛在問題。

於報告年度，僱員亦就本集團所提供服務及產品之滿意程度定期進行調查、電話訪問及拜訪住戶。為了解住戶的需求，本集團亦經常與彼等舉行會議。此外，本集團已設立標準化程序，以識別任何差距，尋求改善服務的機會，以及處理住戶意見及投訴的機制。本集團建立了詳細的投訴管理系統，及時處理所有投訴。僱員接到投訴後，須聯繫投訴人了解情況並解決問題。如有需要，相關僱員將訪問相關現場，以解決問題。

### 住戶健康與安全

COVID-19疫情爆發已經滲透到生活的方方面面。面對這次前所未有的危機，本集團迅速作出反應，並實施保護措施，以支持股東及投資者、僱員、住戶、供應商、政府及監管機構以及當地社區。



To ease the concerns of shareholders and investors, the Group integrated pandemic risks into its enterprise risk management mechanism. COVID-19 has reminded us that pandemic risk should not be underestimated and is capable of transforming a business risk profile completely. By integrating pandemic risks into our enterprise risk management mechanism, we ensure that the Group has a plan to manage and monitor pandemic risks and be prepared when those risks escalate in the future.

Aiming to protect the health and safety of our employees, the Group implemented measures such as providing protective and disinfection products such as face masks, alcohol-based hand sanitisers, disinfectant wipes, bleach, cleansers and gloves at the workplace, requiring employees to check body temperature before reporting for duty and wear a mask at the workplace, conducting more frequent cleansing and disinfection measures, as well as thorough maintenance of air ventilation systems at the workplace, updating our policies to combat with the pandemic of COVID-19 and inform employees with the latest policies and instructions.

To reduce the impact of the pandemic on residents and customers, the Group communicated effectively with key customers to ensure short-term demand-supply synchronisation, published and post COVID-19 prevention information in a timely manner, and provided free prevention supplies to residents, increased the frequency of disinfection and cleaning on all common areas and other high-touch areas such as lobbies, elevators, security desks, mailrooms, and in key areas of the park every day, and provided friendly reminders to residents for daily home disinfection and provided owners with home disinfection services. We also increased sanitizing stations throughout the property in high-touch areas such as elevators, mailboxes and security desks. Any visitors and delivery persons will be screened for coronavirus symptoms, and their body temperature will be measured before entering the buildings.

In recognition of the difficult circumstances, the Group liaised with key supply chain partners to ensure effective control of imports and exports in compliance to movement control regulations, while supported and fully facilitated government-backed coronavirus job retention schemes for furloughed staff.

為減輕股東及投資者的擔憂，本集團將疫情風險納入企業風險管理機制。COVID-19提醒我們，不應低估疫情風險，其能夠完全改變商業風險狀況。通過將疫情風險納入我們的企業風險管理機制，我們確保本集團已制定管理及監控疫情風險的計劃，並為日後該等風險升級做好準備。

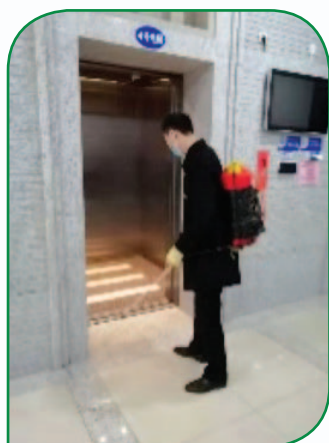
為保障僱員的健康與安全，本集團已實施多項措施，如在工作場所提供口罩、酒精洗手液、消毒濕紙巾、漂白劑、清潔劑、手套等防護及消毒產品，要求僱員在上班前測量體溫及在工作場所佩戴口罩，採取更頻繁的清潔及消毒措施，以及全面維護工作場所的通風系統，更新我們的政策以應對COVID-19疫情，並向僱員通報最新政策及指示。

為減少疫情對住戶及客戶的影響，本集團與重點客戶進行有效溝通，確保短期供需同步，及時刊發及發佈COVID-19預防資料，向住戶免費提供防疫用品，每天增加對大堂、電梯、值勤室、郵件收發室及園區重點區域等所有公共區域及其他高接觸區域的消毒及清潔頻率，以及為住戶提供有關日常家居消毒的溫馨提示及家居消毒服務。我們亦在整幢物業的高接觸區域（如電梯、郵件收發室及值勤室）增設消毒站。所有訪客及快遞員會接受新冠肺炎疫情症狀檢查，且進入大樓前會接受體溫測量。

鑒於艱難的情況，本集團與主要供應鏈合作夥伴聯絡，以確保按照流動管制條例有效控制進出口，並支持及全面促進政府支持的針對休假員工的新冠病毒工作保留計劃。

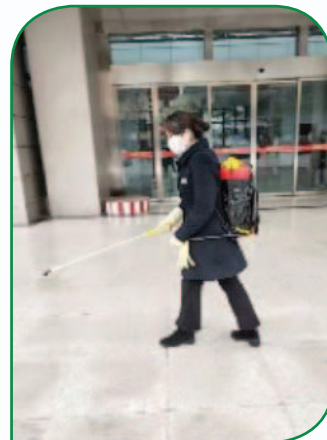
As a significant commitment to our communities, the Group utilised social media, such as company website, WeChat, to spread information, guidance and suggestions related to COVID-19.

**COVID-19 Prevention Measures:**



作為對我們社區的重要承諾，本集團利用公司網站、微信等社交媒體，傳播與 COVID-19 相關的信息、指引及建議。

**COVID-19 預防措施：**



## Promotion and Marketing

The Group strictly abides by the Advertising Law of the People's Republic of China and other laws, regulations and industry standards, and ensures that the public information is legal, compliant, true and accurate. Notice will be made against false information or information that may mislead property owners, in order to protect the legitimate rights and interests of the property owners and the Group. The marketing department establishes standardised media message publication standards in respect of the dissemination of advertising information for various operating regions. The marketing department also conducts stringent assessment on all published marketing information, including product manuals, brochures, posts on social media, marketing materials, etc.

## Protecting Intellectual Property Rights

We respect and strive to protect the privacy and intellectual property ("IP") rights such as technologies, copyrights, patents and trademarks of our customers and the Group. The Group complies with relevant laws and regulations in relation to protection of IP rights that includes the Advertising Law of the People's Republic of China, the Trademark Law of the PRC, the Patent Law of the PRC, the Regulations on the Customs Protection of Intellectual Property Rights of the PRC and other relevant requirements. Aiming to protect IP rights, the Group adopts legal methods, respects property rights of partners and works closely with partners to avoid infringement.

## 推廣及營銷

本集團嚴格遵守《中華人民共和國廣告法》及其他法律、法規及行業標準，確保公開信息合法、合規、真實及準確。對虛假信息或可能誤導業主的信息將予以通告，以保護業主及本集團的合法權益。營銷部針對各運營區域的廣告信息傳播制定標準化的媒體信息發佈標準。營銷部亦對產品手冊、宣傳冊、社交媒體帖子、營銷材料等所有發佈的營銷信息進行嚴格評估。

## 保護知識產權

我們尊重並努力保護客戶及本集團的隱私及知識產權（「知識產權」）權利，如技術、版權、專利及商標。本集團遵守有關保護知識產權的相關法律及法規，包括《中華人民共和國廣告法》、《中華人民共和國商標法》、《中華人民共和國專利法》、《中國人民共和國知識產權海關保護條例》及其他相關規定。為保護知識產權，本集團採取法律手段，尊重合作夥伴的產權，並與合作夥伴密切合作以避免侵權。

## Aspect B7: Anti-corruption

The Group is committed to achieving and maintaining the highest standards of openness, integrity and accountability. Employees at all levels are expected to conduct themselves with integrity, impartiality and honesty. Any inappropriate behavior or organisational malpractice that compromises the interest of the shareholders, investors, residents and the public are not allowed to commit by the employees.

The Group requires all the employees to act honestly and comply with the law. As outlined in the Staff Manual, the Group establishes a code of conduct on the prohibition of bribery and corruption, acceptance/offering of gifts/advantages and abuse of office, as well as the declaration of the conflict of interests. Furthermore, no gift should be received from business partners, property owners or residents to avoid bribery.

During the Reporting Year, the Group is not aware of any non-compliance with the relevant laws and regulations that have a significant impact on the Group relating to corruption.

## Aspect B8: Community Investment

The Group believes that 'home' should be extended to the community where we engage in, thus, we continuously strive to contribute to the communities that we manage, in hopes of giving the residents a sense of belonging.

The Group works to build a "residential community" where our residents can be closely connected with each other, creating a harmony living environment and enhancing the neighborhood belongingness. During the Reporting Year, the Group has created a caring culture through organising a wide range of events, including kite painting activities and travel trips.

## B7方面：反貪污

本集團致力於實現並保持開放、誠信及問責制的最高標準。我們期望各級僱員以誠信、公正及誠實的態度行事。僱員不得採取任何不當行為或組織違規行為，損害股東、投資者、住戶及公眾的利益。

本集團要求所有僱員誠實行事並遵守法律。如員工手冊所列，本集團已制定有關嚴禁賄賂與貪污、接受／提供餽贈／利益及濫用職權，以及宣稱利益衝突的行為守則。此外，不得向業務合作夥伴、業主或住戶收取任何禮物，以避免賄賂。

於報告年度，本集團並不知悉有對本集團造成重大影響的違反任何有關腐敗法律法規的事項。

## B8方面：社區投資

本集團相信「家園」應延伸至我們所在的社區，因此，我們致力為我們所管理的社區作出持續貢獻，期望為住戶帶來歸屬感。

本集團致力於建立「住宅社區」，我們的住戶可在其中與彼此緊密聯繫，營造和諧的生活環境，增強鄰里歸屬感。於報告年度，本集團通過組織各種活動創造關懷文化，包括繪製風箏活動及旅行。



Community Activities:

社區活動：



During the Reporting Year, the Group has organised several events featuring with dance and music performance, and games in order to celebrate the traditional Chinese festivals with the residents. These activities have facilitated the Group to build social bonds with the residents and community, advocated a positive attitude in life, and stimulated the spirit of dedication from generation to generation. The Group will continue to spread the caring culture across the employees, residents, property owners and other parties in the coming future.

於報告年度，為與住戶慶祝傳統中國節日，本集團已舉辦多項活動，主打舞蹈及音樂表演以及遊戲。該等活動幫助本集團與住戶及社區建立社會紐帶，倡導積極的人生態度，並激發世代相傳的奉獻精神。本集團日後將繼續在僱員、住戶、業主及其他各方弘揚關懷文化。



