

Focus on Urban Renewal in the Greater Bay Area  
Develop a Brand New Smart City



Focus on Urban Renewal in the Greater Bay Area

**ENVIRONMENTAL,  
SOCIAL AND  
GOVERNANCE  
REPORT**

環境、社會及  
管治報告

2020

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# Environmental, Social & Governance Report

## 環境、社會及管治報告

### About This Report

This Environmental, Social and Governance Report (this “Report”) is the fifth Environmental, Social and Governance Report released by LVGEM (China) Real Estate Investment Company Limited (“LVGEM (China)” or the “Company”) with the aim of reporting on the environmental, social and governance (“ESG”) strategies, management policies, measures and performance of the Company and its subsidiaries (collectively known as the “Group” or “we”) in 2020 and focusing on responding to stakeholder concerns about the Group’s ESG performance.

### Reporting Scope

**Business Scope:** Unless otherwise specified, this Report covers businesses directly controlled by the Group, including real estate development and sales, commercial property investment and operations, as well as comprehensive services.

**Reporting Period:** Unless otherwise specified, this report covers the period from 1 January 2020 to 31 December 2020 (the “Reporting Period” or “2020”).

### Reporting Guide

The Group prepared this Report in accordance with the Appendix 27 *Environmental, Social and Governance Reporting Guide* (the “ESG Guide”) to the *Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited* published by the Stock Exchange of Hong Kong Limited (the “SEHK”) issued in 2016. This Report complies with the “Comply or Explain” provision set out in the *ESG Guide*.

### Reporting Principles

This Report was prepared in accordance with the reporting principles set out in the *ESG Guide*, including:

#### Materiality 重要性

Through the materiality assessment, we identified material topics for the Group based on stakeholder questionnaires and the judgment of the Company’s Board of Directors (the “Board”) and senior management, and specifically highlighted these material topics in this Report.

通過重要性評估，我們依據利益相關方問卷調查和本公司董事會（下稱「董事會」）及高級管理層的判斷，識別出本集團的重要性議題，並在本報告有針對性地進行回應。

#### Balance 平衡

The Group disclosed its performance during the Reporting Period in an unbiased manner and reflected the operating conditions of the Group in an objective manner.

本集團不偏不倚地披露於本報告期內的表現，客觀地反映本集團的運營情況。

#### Quantitative 量化

The Group continuously records and discloses quantitative ESG performance indicators to enable stakeholders to better assess the effectiveness of the Group’s ESG policy and management systems. In addition, the Group disclosed the standards and methodologies used in data calculations, as well as the sources of conversion factors used.

本集團持續記錄和披露ESG量化績效指標，讓利益相關方更好地評估本集團ESG政策和管理系統的效益。此外，本集團亦披露了數據計算所用的標準和方法的資料，以及所使用的轉換因素來源。

#### Consistency 一致性

The Group used statistical and calculation methodologies that are consistent with those in the previous reporting period for meaningful comparisons of environmental and social quantitative performance.

為更有意義的比較環境及社會量化績效，本集團採用與過往報告一致的數據統計及計算方法。

### 關於本報告

本環境、社會及管治報告（下稱「本報告」）為綠景（中國）地產投資有限公司（下稱「綠景（中國）」或「本公司」）欣然發佈的第五份環境、社會及管治報告，旨在匯報本公司及其附屬公司（統稱「本集團」或「我們」）於二零二零年度的環境、社會及管治（下稱「ESG」）方面的策略、管理方針、措施和表現，並重點回應利益相關方對本集團ESG方面的關注。

### 報告範圍

**業務範圍：**除非另有說明，本報告涵蓋本集團直接控制的業務範圍，包括房地產開發與銷售、商業物業投資與經營及綜合服務。

**時間範圍：**除非另有說明，本報告的時間範圍為二零二零年一月一日至二零二零年十二月三十一日（下稱「本報告期」或「二零二零年」）。

### 報告指引

本集團按照香港聯合交易所有限公司（下稱「香港聯交所」）2016年發佈的《香港聯合交易所有限公司證券上市規則》附錄二十七《環境、社會及管治報告指引》（下稱「ESG指引」）編製本報告。本報告遵守《ESG指引》的「不遵守就解釋」條文。

### 報告原則

本報告按照《ESG指引》中的匯報原則進行編製，當中包括：

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### Report Statement

This Report has been reviewed by the Board, which assumes responsibility for the authenticity and validity of the information disclosed to ensure the content of this Report is free of any false statements or misleading description.

This Report is published in both traditional Chinese and English. In the event of discrepancies between the traditional Chinese version and the English version, the traditional Chinese version shall prevail.

### Report Accessibility

This Report is published on the website of the SEHK ([www.hkexnews.hk](http://www.hkexnews.hk)) and the website of the Company ([www.lvgem-china.com](http://www.lvgem-china.com)).

### 報告聲明

本報告經由董事會審閱並對所載信息的真實性及有效性負責，確保內容不存在任何虛假記載和誤導性描述。

本報告以繁體中文及英文兩種語言進行發佈。若繁體中文及英文兩個版本有任何抵觸或不相符之處，應以繁體中文版本為準。

### 報告發佈渠道

本報告於香港聯交所網站([www.hkexnews.hk](http://www.hkexnews.hk))及本公司網站([www.lvgem-china.com](http://www.lvgem-china.com))發佈。



# Environmental, Social & Governance Report

## 環境、社會及管治報告

### 1 About LVGEM (China)

LVGEM (China) has focused on the development of key districts in core cities of the Guangdong-Hong Kong-Macao Greater Bay Area (“Greater Bay Area”) for more than three decades. Started as a construction company, LVGEM (China) has established as a pioneer in the urban renewal field by upholding the strategic vision of dual-core business layout and leveraging the two-way expansion model for acquiring land reserve resources, accumulating asset advantage of extra high value in the Greater Bay Area for years. Under the technological and industrial development, the Group has introduced the strategy of “focusing on urban renewal in the Greater Bay Area and developing a brand new smart city”, with a view to driving long-term development of the Company on an ongoing basis by developing the smart city benchmark in large-scale urban renewal projects, thereby creating new value for cities and generating fruitful results for investors.

#### 1.1 Business Segments



Real Estate Development and Sales  
房地產開發與銷售

##### Real Estate Development and Sales

Being the core business of the Group, the real estate development and sales projects of the Group are mainly located in the core areas of core cities of the Greater Bay Area. During the Reporting Period, the Group continued to push forward urban renewal projects with high potential, including LVGEM Liguang Project in Shenzhen, Shenzhen Baishizhou Project, Phase II of Shenzhen LVGEM Mangrove Bay No. 1 and Zhuhai Dongqiao Urban Renewal Project. In the future, the Group will continue to focus on the development in the Greater Bay Area and strive for excellence in developing new benchmark smart cities by implementing the “technology + property” strategy in order to empower and add values to cities and develop an upgraded and excellent residential and living community with unique and quality design, thereby driving the continued steady growth of cost-effectiveness and business scale of the Group.

##### Commercial Property Investment and Operations

The “two-pronged” business model of “residential + commercial” is an integral part of the Group’s development pattern. During the Reporting Period, the Group holds over 25 quality commercial property projects comprising a total gross floor area of approximately 799,888 square meters, mainly represented by two commercial brands, namely “NEO” and “Zoll”, including Shenzhen NEO Urban Commercial Complex, Hong Kong LVGEM NEO, LVGEM Zoll Chanson Shopping Mall, LVGEM 1866 Zoll Shopping Mall, LVGEM Zoll Hongwan Shopping Mall, LVGEM Zoll Mangrove Bay No.1 Shopping Mall, LVGEM Zoll International Garden Shopping Mall, LVGEM Zoll Jinhua Shopping Mall, LVGEM Zoll Yuexi Shopping Mall, Dongguan LVGEM Zoll Shopping Mall and other shops and investment properties.

### 1 關於綠景(中國)

綠景(中國)深耕粵港澳大灣區(下稱「大灣區」)核心城市核心區域逾三十餘年，以建築業為起點，以雙核佈局的戰略思想、雙向擴張的土儲資源獲得方式，以城市更新領域先行者之姿，多年來在大灣區積累了極高價值的資產優勢。在行業和科技發展下，本集團提出「聚力灣區大舊改，打造智慧新城區」的戰略，通過在大型城市更新項目內打造智慧城區標桿，以持續推動本集團長期發展，為城市創造全新價值，為投資者提供豐碩回報。

#### 1.1 業務簡介



Commercial Property Investment and Operations  
商業物業投資與經營



Comprehensive Services  
綜合服務

##### 房地產開發與銷售

作為本集團的核心主營業務，本集團的房地產開發與銷售項目主要佈局在大灣區內核心城市的核心區域。於本報告期內，本集團持續推進極具潛力的城市更新項目，包括：深圳綠景黎光項目、深圳白石洲項目、深圳綠景紅樹灣壹號二期及珠海東橋城市更新項目。未來，本集團將繼續聚力大灣區，精益求精，以「科技+地產」打造標杆型的智慧新城，為城市賦能、增值，以匠心質量建構更美好的精品住宅和生活社區。

##### 商業物業投資與經營

「住宅+商業」雙輪驅動是本集團發展模式的重要組成部分。本報告期內，本集團持有超過25個優質的商業物業項目，總建築面積約為799,888平方米。主要以「NEO」和「佐陰」兩大商業品牌代表，包括：深圳NEO都市商務綜合體、香港綠景NEO大廈、綠景佐陰香頌購物中心、綠景1866佐陰薈、綠景佐陰虹灣購物中心、綠景佐陰紅樹灣壹號購物中心、綠景佐陰國際花城購物中心、綠景佐陰錦華購物中心、綠景佐陰越溪購物中心、東莞綠景佐陰購物中心以及其他商舖及投資性物業。

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### Comprehensive Services

The Group provided comprehensive services to customers and tenants of its residential and commercial properties, including property management services, hotel operations and others. The Group provided comprehensive property management services for most of its property development projects, including security services, property maintenance and management of ancillary facilities, property brokerage business, online platform and e-shops for lifestyle services, which comprised a total gross floor area of approximately 2.97 million square meters during the Reporting Period. In respect of hotel operations, the Group operates and manages two high-end hotels in Shenzhen and the United States. These hotels are the LVGEM Hotel which is located in the central business district of Futian District, Shenzhen, and the Vanlee Hotel in Covina, California, the United States which was acquired in 2017.

### 綜合服務

本集團向其住宅及商業物業的客戶及租戶提供綜合服務，包括物業管理服務、酒店運營及其他。本集團為旗下大多數房地產開發項目提供全面物業管理服務，包括保安服務、物業維護、管理配套設施、房屋經紀業務及生活服務線上平台等綜合服務，本報告期內服務的總建築面積約為297萬平方米。酒店運營方面，本集團在深圳和美國營運和管理兩家高端精品酒店，包括位於深圳福田區中心商業區的綠景酒店，以及二零一七年收購的美國加利福尼亞州Covina的Vanlee酒店。

### 1.2 Business Highlights in 2020

#### Business Highlights 經營業務亮點

- Better-than-expected project development progress  
開發節點勝預期
- Better-than-expected sales  
銷售逆勢創業績
- Stable business income  
商業經營收入穩

#### Major Breakthroughs for the Baishizhou Project 白石洲項目取得重大突破

- Injected 80% of equity share of the project  
完成80%項目股權注入
- 100% contract signing rate for phase one of the project  
項目一期簽約率達100%

#### High-quality and Abundant Land Reserves 土地儲備優質充裕

- A total gross floor area of over 14 million square metres  
總建築面積超1,400萬平方米
- Over 90% land reserves located in the key districts in the core cities of the Greater Bay Area  
超90%處大灣區核心城市地段
- Meet the development needs of the next decade  
可滿足未來十年發展所需

#### Significant Improvement in Financial Structure 財務結構顯著改善

- Liabilities to assets ratio after excluding receipt in advance was 61.8%, with a year-on-year decrease of 10.0%  
剔除預收款後的資產負債率61.8%，按年下降10.0個百分點
- Net gearing ratio was 76.2%, with a year-on-year decrease of approximately 59.1%  
淨負債率76.2%，按年下降約59.1個百分點

#### A New Model for Business Collaboration 商業合作開啟新模式

- Strategic cooperation with Dalian Wanda Commercial Properties Co., Ltd., building Wanda Plaza in LVGEM International Garden  
與大連萬達商業管理集團股份有限公司戰略合作，於國際花城規劃建設萬達廣場
- Enhanced business model  
商業模式提升

### 1.2 2020年營運亮點

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## 環境、社會及管治報告

### 1.3 Core Strengths

#### Dual-core Layout

##### “Region layout: Focusing on Major Cities and Their Core Areas”

- Focusing on Major Cities and Their Core Areas
- Projects have higher tolerance of risks and the business was growing rapidly and consistently



#### Bidirectional Expansion

##### “Land acquisition: Urban renewal + land auction”

- More than 20 years of experience in urban renewal, with more than 10 urban renewal projects completed
- Cooperation with parent company: more than 12 million square meters of land bank, involving urban renewal projects
- Providing the Group with adequate land supply with cost advantage



#### Two Wheels Driven

##### “Business mix: real estate development + Operation of commercial properties”

- Real estate development business offers a higher single value project worth with stable profit growth
- Sound operations of commercial properties, coupled with greater appreciation value of projects



#### Financing on both domestic and foreign markets

##### “Capital acquirement: Diversified onshore financing + capital operation in Hong Kong”

- Has an international platform for capital operation after listing
- Tap the capital markets of both China and Hong Kong



### 1.3 核心優勢

#### 雙核佈局

##### 「區域佈局：核心城市+核心地段」

- 核心城市、核心地段
- 項目抗風險能力較高，業務和效益保持高成長性

#### 雙向擴張

##### 「土地獲取：城市更新+市場競購」

- 擁有二十多年舊改經驗，已開發展舊改項目十多個
- 與母公司聯動：母公司超過1200萬平方米舊改土地項目儲備
- 為上市公司提供充足具有優勢的土地供應儲備

#### 雙輪驅動

##### 「業務組合：房地產開發+商業地產經營」

- 房地產開發業務的單項項目價值更高、利潤增長性相對穩定
- 商業經營更加穩健，且持有物業升值空間相對更大

#### 兩地融通

##### 「資金運籌：境內多元化融資+香港資本運作」

- 上市後，具備國際化的資本運作平台
- 可充分利用中港兩地融資平台，實現兩地資金融通

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### 1.4 Corporate Culture

### 1.4 企業文化

<b>Vision</b> 願景	<p>Being the most respected city value-creator in the PRC 做中國最受尊敬的城市價值創造者</p> <p>Provide astonishing products and services that exceed customer expectations, generate social value, economic value and cultural value for the cities 提供超越客戶期望和驚喜的產品和服務，創造城市社會價值、經濟價值和文化價值</p>
<b>Mission</b> 使命	<p>Continuously enhancing the value of cities 持續提升城市價值</p> <p>Form quality with international vision, elevate professionalism of our own, pump never-ending energy to raise city value continuously 以國際視野打造精品，提升自身專業能力，為持續提升城市價值注入源源不斷的活力</p>
<b>Core Values</b> 核心價值觀	<p>Professionalism lays the foundation and mutual harmony leads to sustainable growth 專為本、和致遠</p> <p>Emphasise professionalism, innovation, synergy and foster mutual gains 強調專業、創新、協同、共贏</p>



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### 1.5 Awards and Honours

The Group has gained recognition and awards from the market and the industry in terms of the development of urban renewal projects and operation of commercial properties. During the Reporting Period, the Group was ranked as the “Top 10 Shenzhen Real Estate Development Enterprises in terms of Comprehensive Strength” for the 10th consecutive year and “Top 10 of the 11th Shenzhen Real Estate Enterprises with High Credit (2020)”. For the operation of commercial properties, the Group was awarded the “2020 Excellent Management Team of the PRC Shopping Mall Industry” and the honorary title of “Enterprise with Excellent Contract Performance and Credit Standing” of Guangdong Province for two consecutive years. In addition, the LVGEM Hotel was granted the “Excellence Award” of the Most Influential Hotel at the 40th anniversary of Shenzhen Special Economic Zone.

Some of the awards are shown below:



Shenzhen LVGEM Real Estate Development Co., Ltd. was awarded the Top 10 Shenzhen Real Estate Development Enterprises in terms of Comprehensive Strength  
 深圳市綠景房地產開發有限公司  
 獲得深圳市房地產開發行業綜合實力十強

### 1.5 獎項與榮譽

本集團在城市更新項目開發與商業物業運營方面，均獲得市場和業界的認可和嘉獎。於本報告期內，本集團連續十年蟬聯「深圳市房地產開發行業綜合實力」十強榜單、「第十一屆（2020年度）深圳地產資信10強」。在商業物業運營方面，本集團榮獲「中購聯中國購物中心行業2020年度優秀管理團隊」，連續兩年榮獲廣東省「守合同重信用企業榮譽」。此外，綠景酒店榮獲深圳經濟特區成立40周年最具影響力酒店「卓越獎」。

以下展示了部分獎項：



LVGEM (China) was awarded the Top 10 of the 11th Shenzhen Real Estate Enterprises with High Credit (2020)  
 綠景(中國)  
 獲得第十一屆(2020年度)深圳地產資信十強



LVGEM Hotel was awarded the Excellence Award  
 綠景酒店獲得卓越獎



LVGEM (China) was awarded the Outstanding Growth Award of the Year  
 綠景(中國)獲得年度最具成長獎

### 2 Sustainability Management

The Group is committed to the vision of “being the most respected city value-creator in the PRC”, taking sustainability into account in the daily business operations and creating more value for stakeholders in a responsible manner.

To further promote the Group's sustainable development and integrate sustainability strategy into its daily operations, we are establishing a cross-departmental and cross-level sustainability management structure and related working mechanism to promote and implement sustainable development work in an orderly manner. As the highest decision-making level for managing sustainable development issues, the Board provides strategic guidance for the overall management and ensures that appropriate and effective ESG risk management and internal controls are in place. Meanwhile, representatives from functional departments and subsidiaries of the Company are responsible for organising the Group's sustainable development work and reporting to the Board regularly. In such a way, the Board can keep abreast of the sustainable development management and progress of the Group and are supported in its decision-making process. In the future, we will continue to maintain and improve our sustainability management structure to advance the Group's sustainability management.

#### 2.1 Stakeholder Engagement

The Group attaches great importance to the opinion of its stakeholders. We are committed to establishing various channels to ensure sufficient communication with all parties to understand their concerns and expectations of the Group's sustainability performance.

##### Key Stakeholders 主要利益相關方

Shareholders and Investors  
股東及投資者

Employees  
員工

Customers and the Public  
客戶與公眾

##### Communication Channels 溝通渠道

- Public information disclosure  
公開信息披露
- Annual general meeting and results announcement  
股東週年大會、業績發佈會
- Investor meetings  
投資者會面
- Employee training  
員工培訓
- Daily work meetings  
日常工作會議
- Interview with employees  
員工訪談
- Performance assessment  
表現評估
- Complaint channel  
投訴通道
- Customer satisfaction survey  
客戶滿意度調查
- Customer networking association named the “LVGEM Club”  
客戶聯誼組織「綠景會」
- Open day for property owners and community activity  
業主開放日及社區活動
- Charitable activities  
公益活動

### 2 可持續發展管理

本集團致力朝著「做中國最受尊敬的城市價值創造者」的願景邁進，在日常業務運營中考慮可持續發展因素，以負責任的方式為利益相關方創造更多價值。

為推動本集團的可持續發展工作，並將可持續發展策略貫穿於日常運營中，我們正組織成立跨部門、跨層級的可持續發展管理架構和相關工作機制，以推動和實現可持續發展工作的有序開展。董事會作為可持續發展管理的最高決策層，為整體管理工作提供戰略指導，並確保設立合適及有效的ESG風險管理及內部監控。與此同時，由本公司各職能部門負責人及附屬公司負責人組織本集團可持續發展工作，並定時向董事會進行匯報，讓董事會緊貼本集團可持續發展管理情況和進度，為董事會進行決策提供支援。未來，我們將持續維護並完善可持續發展管理架構，推進本集團的可持續發展管理進程。

#### 2.1 利益相關方溝通

本集團非常重視利益相關方的意見。我們致力建立不同管道與各方進行充分溝通，以瞭解他們的關注範疇和對本集團可持續發展表現的期望。

# Environmental, Social & Governance Report

## 環境、社會及管治報告

### Key Stakeholders

#### 主要利益相關方

Government and Regulatory Authorities  
政府及監管機構

### Communication Channels

#### 溝通渠道

- Public-private partnership  
政企合作
- Tax payment  
繳納稅款
- Relevant work reports  
相關工作匯報

Media  
媒體

- Telephone, mail exchange  
電話、郵件往來
- Press conferences  
新聞發佈會
- Open day for media  
媒體開放日

Partners and Suppliers  
合作夥伴及供應商

- Signing cooperation agreement  
簽署合作協議
- Selection and review of suppliers  
供應商的篩選和審查
- Supplier performance assessment  
供應商表現評估

During the Reporting Period, the Group actively organised different activities to engage stakeholders, maintained close communication and good relationships with various stakeholders.

於本報告期內，本集團積極開展利益相關方參與活動，與各利益相關方保持溝通，維持良好關係



The 10th Shenzhen Real Estate Grand Ceremony  
第十屆深圳房地產盛典



Procurement Alliance Meeting for the Real Estate Industry in Shenzhen  
深圳房地產採購聯盟會議

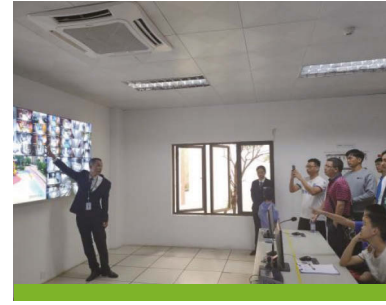


# Environmental, Social & Governance Report

## 環境、社會及管治報告



"LVGEM Cup" Badminton Competition for the Real Estate Industry in Shenzhen  
深圳市房地產行業「綠景杯」羽毛球賽



Open Day for Property Owners  
業主開放日



Writing Spring Couplets  
筆墨書香寫春聯活動



"Sending Love and Warmth to the Elderly" Caring Activity  
「愛滿綠景園、情暖老人心」關懷活動



Outdoor Movie Night  
星空影院活動



Children's Flea Market  
兒童跳蚤市場活動



Health Check-ups for Residents  
居民健康活動



# Environmental, Social & Governance Report

## 環境、社會及管治報告

### 2.2 Materiality Assessment

In order to better address stakeholder concerns about the Group's sustainability performance, the Group engaged external consultants to assist in conducting the materiality assessment during the preparation of this Report. The Group understands the ESG issues that the stakeholders concern about and their evaluation and expectations for the Group's environmental and social responsibility through surveys. We identified the Group's material topics through analysing the survey results.

#### **Step** **步驟 1**

#### **Identification** **識別**

The Group identified a total of 27 ESG issues relevant to the Group with reference to the *ESG Guide*, ESG issues that concern peer companies and its own development strategy. These issues are categorised into three major dimensions, namely environmental, social and operational.

本集團參考《ESG指引》、同行關注的ESG議題和自身發展策略，識別出共27項與本集團相關的ESG議題，並將該等議題分為環境、社會及運營三大層面。

#### **Step** **步驟 2**

#### **Survey** **調研**

The Group invited key stakeholders such as shareholders and investors, customers and the public, partners and suppliers, government and regulatory authorities, the Board, the management and employees to participate in the survey to prioritise the importance of the ESG issues to them or to the Group.

本集團邀請股東及投資者、客戶與公眾、合作夥伴及供應商、政府及監管機構、董事、管理層和員工等主要利益相關方參與問卷調查，按相關ESG議題對其或本集團業務的重要性進行優先排序。

After that, we analysed the survey results from the dimensions of "Importance to Stakeholders" and "Importance to the Group" to identify material topics in the environmental, social and operational dimensions.

其後，我們從「對利益相關方的重要性」及「對本集團的重要性」兩個維度對問卷調查結果進行分析，識別出環境、社會及運營層面的重要性議題。

#### **Step** **步驟 3**

#### **Confirmation** **確認**

The material topics identified from the materiality assessment were reviewed and confirmed by the Board.

本集團的董事會審閱及確認從本次重要性評估中識別出的重要性議題。

# Environmental, Social & Governance Report

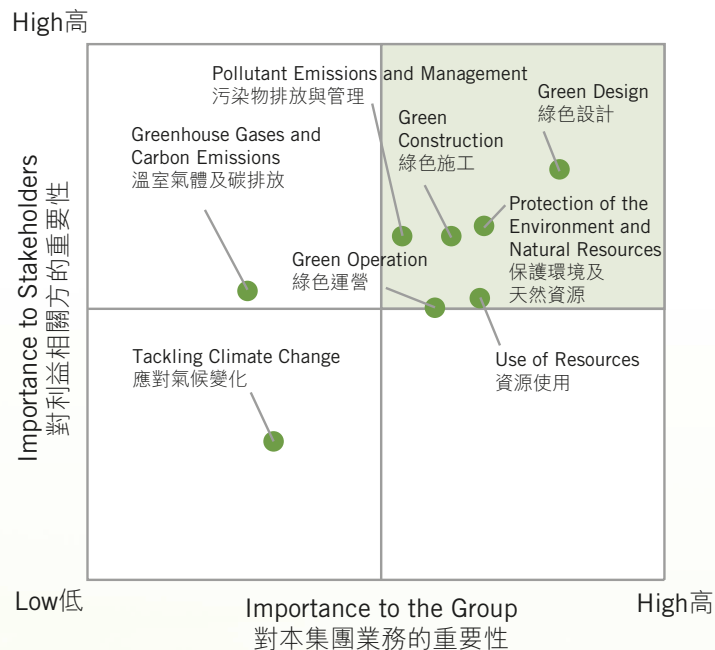
## 環境、社會及管治報告

Through the materiality assessment, the Group identified a total of 15 environmental, social and operational material topics. The Group's management approaches, measures and performance in relation to these issues will be disclosed in detail in subsequent chapters of this Report.

通過重要性評估，本集團共識別出15項環境、社會及運營層面的重要性議題。我們將在本報告隨後各章節中詳細披露本集團在該等議題下的管理方針、措施和績效。

Material Topics 重要性議題		
Environmental 環境	Social 社會	Operational 運營
<ul style="list-style-type: none"> <li>Green Design 綠色設計</li> <li>Protection of the Environment and Natural Resources 保護環境及天然資源</li> <li>Green Construction 綠色施工</li> <li>Use of Resources 資源使用</li> <li>Pollutant Emissions and Management 污染物排放與管理</li> <li>Green Operation 綠色運營</li> </ul>	<ul style="list-style-type: none"> <li>Urban Renewal 城市更新</li> <li>Occupational Health and Safety 職業健康與安全</li> <li>Smart City 智慧城市</li> <li>Employee Benefits and Welfare 員工待遇及福利</li> <li>Employment and Employees' Rights 僱傭與員工權益</li> </ul>	<ul style="list-style-type: none"> <li>Compliance with Laws and Regulations 遵守法律法規</li> <li>Supply Chain Management 供應鏈管理</li> <li>Quality Management and After-sales Service 質量管理與售後服務</li> <li>Customer Satisfaction 客戶滿意度</li> </ul>

### Materiality Matrix for Environmental Topics 環境層面重要性議題

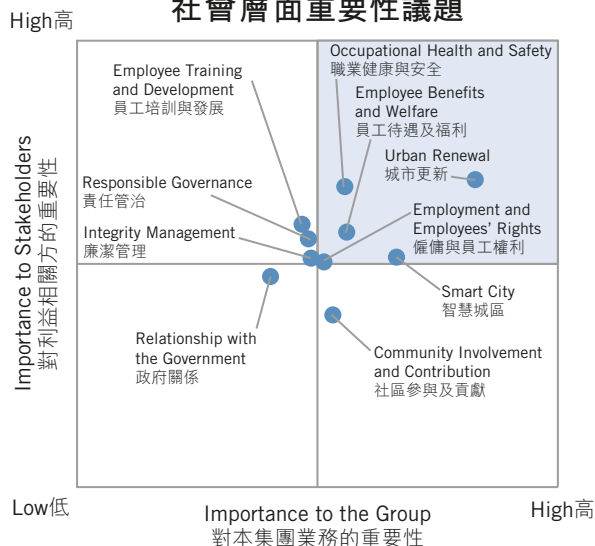


# Environmental, Social & Governance Report

## 環境、社會及管治報告

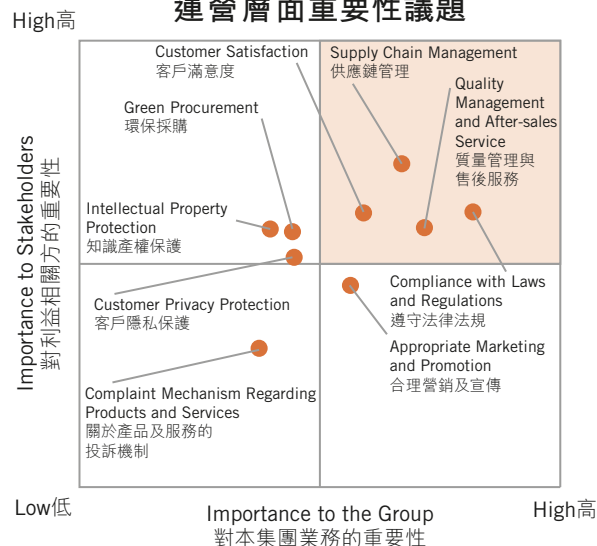
### Materiality Matrix for Social Topics

#### 社會層面重要性議題



### Materiality Matrix for Operational Topics

#### 運營層面重要性議題



### 2.3 Strengthening Risk Management

The Group regards risk management as an important component of corporate sustainability management, and hence the Group has actively established robust risk management and internal control system to ensure the effectiveness of the governance system.

The Group's risk management structure is led by the Risk Management and Audit Committee, which is responsible for the overall planning, guidance, inspection and co-ordination of the Group's internal control and risk management. The Group's risk management structure also includes a Group-level Risk Management Working Group, an Audit and Supervision Centre, risk management specialists and managers at all levels to enhance risk management through multi-level gatekeeping. In order to standardise the Group's risk management process, we have established the *Risk Management System* and provided guidance on risk management through the compilation of the *Risk Management Handbook* to facilitate the standardisation, institutionalisation and professionalisation of risk management.

### 2.3 加強風險管理

本集團視風險管理為企業可持續發展管理中的重要組成部分，為此，本集團積極建立穩健的風險管理和內部監控系統，確保管治系統行之有效。

本集團的風險管理架構由風控及審計委員會牽頭，負責對本集團內部控制與風險管理工作進行總體部署、指導、檢查與協調管理。本集團的風險管理架構還包括集團風控工作小組、審計監察中心、風控專員和各級單位負責人，通過層層把關加強風險管理。為了規範本集團的風險管理工作流程，我們已建立《風險管理制度》，並通過編製《風險管理手冊》為開展風險管理工作提供指導，促進風險管理工作規範化、制度化、專業化。

### 2.4 Adhering to Operational Compliance

The Group strictly complies with the laws and regulations of the regions in which it operates to ensure legal compliance. We believe that integrity is the foundation for corporate sustainable development. We have formulated the *Internal Auditing System*, the *Management System for Supervision and Reporting* and the *Employee Behaviour and Performance Management System*, etc. to strengthen corporate governance and internal control and to eliminate bribery, extortion, fraud and money laundering. In addition, we require all employees to sign the *Employee Integrity and Self-Discipline Commitment* and participate in integrity education lectures, remaining self-disciplined and law-compliance working style, so as to protect the legitimate rights and interests of the Group and its shareholders.



Anti-Corruption Training for Employees through Video Conferencing  
通過視頻會議方式向員工提供反貪污培訓

In order to prevent, investigate and reduce all types of inappropriate, illegal and fraudulent behaviours in the course of the Group's operation, we strongly encourage employees and external affiliates to report misconduct that may negatively impact the Company in real-name or anonymously. We provide a wide variety of reporting channels such as telephone, email, letter, interview, etc. The Group's Audit and Supervision Centre is responsible for managing the reporting information and handling reporting incidents in a rigorous manner.

In addition, we attach great importance to developing the professional ethics of our employees and organise anti-corruption training to enhance their understanding of the Group's professional ethics and anti-corruption requirements.

### 2.4 堅持合規經營

本集團嚴格遵守業務所在地區的法律法規要求，確保經營合法合規。我們始終相信誠信經營是實現企業可持續發展的根基。本集團制定了《內部審計制度》、《監察與舉報管理制度》、《員工行為及履職管理制度》等制度，強化公司治理和內部控制，堅決杜絕有關賄賂、勒索、欺詐及洗黑錢等情況。另外，我們要求所有員工須簽署《員工廉潔自律承諾書》，參與廉潔教育講座等，共同維護廉潔自律、遵紀守法的工作作風，保護企業和股東的合法權益。

為預防、調查和減少本集團於經營過程中的各種不當、違規或舞弊行為，我們鼓勵員工及與公司經營相關的外部關聯人，對損害本公司利益的不當行為採取實名或匿名舉報。我們提供電話、電郵、信件、面談等多種舉報方式，並由本集團審計監察中心嚴格管理舉報信息，處理舉報事件。

此外，我們亦重視培養員工的職業道德素養，組織反貪污培訓，讓員工更瞭解本集團在職業道德操守、反貪污方面的要求。

Complaint Call	400-990-8266
投訴電話	
Reporting Hotline	0755-23625015
舉報熱線	
Email Address	ljsjczx@lvgem-china.com
郵件地址	
Contact Address	The Audit and Supervision Centre, 55/F, NEO Building, 6011 Shennan Avenue, Futian District, Shenzhen
通信地址	深圳市福田區深南中路6011號 NEO大廈55樓審計監察中心



# Environmental, Social & Governance Report

## 環境、社會及管治報告

### 3 Community Building

Rapid urbanisation and construction in the Greater Bay Area have led to a shortage of available land resources in fast-growing cities, thus, urban renewal plays an increasingly important role in urban and modernised construction. Upholding the historical mission of urban renewal to “promote urban upgrade and redevelopment”, the Group, as an industry pioneer, has adopted the business strategy of “focusing on urban renewal in the Greater Bay Area, developing a brand new smart city” to develop high-quality urban renewal projects. Meanwhile, the Group is dedicated to the operation of residential and commercial property projects, actively providing a safe, healthy and comfortable living environment, and continuously creates value for the community and the city.

#### 3.1 Constructing an Ideal Community

The Group actively seeks ways to enhance urban amenity in the development of urban renewal projects, unlocking the value of quality land resources and shaping ideal cities. The Group actively follows national and local standards and guidance documents such as the *Outline Development Plan for the Guangdong-Hong Kong-Macao Greater Bay Area*, the *Urban Renewal Measures of Shenzhen Municipality* and the *Implementation Rules of the Urban Renewal Measures of Shenzhen Municipality* to improve the living environment, promote the economical use of land, energy and resources and facilitate the sustainable development of the community through the development of urban renewal projects.

##### Key Urban Renewal Projects

###### Shenzhen Baishizhou Urban Renewal Project

Shenzhen Baishizhou Urban Renewal Project is known as the “Grand Urban Renewal Project” in the industry in Shenzhen. The project is located in Shennan Avenue, Nanshan District, Shenzhen City and in proximity to Science Park and the sub-district of Overseas Chinese Town, with an area of approximately 3.58 million square meters. The project is planned to be developed in four phases and is expected to be completed in the next eight to ten years. The Group has already started and is fully prepared for the commencement of Phase I of the project.

### 3 共建社區

隨著城市化進程、大灣區建設的加快，高速發展的城市可供開發的土地資源短缺，城市更新作為城市建設與現代化建設的途徑之一，其重要性與日俱增。建基於城市更新行業「促進城市升級改造」的歷史使命，本集團作為行業先鋒採取「聚力灣區大舊改，打造智慧新城區」的業務戰略，發展高品質的城市更新項目。同時，本集團用心經營住宅及商業物業項目，積極提供安全、健康和舒適的生活環境，持續為社區和城市創造價值。

#### 3.1 構建理想社區

本集團積極在發展城市更新項目的過程中尋求提高城市舒適度的方式，釋放優質土地資源的價值，塑造理想城市。本集團積極按照《粵港澳大灣區發展規劃綱要》、《深圳市城市更新辦法》、《深圳市城市更新辦法實施細則》等國家及地方規範和指導文件，通過發展城市更新項目以改善人居環境，推進土地、能源、資源的節約利用，促進社區可持續發展。

##### 重點城市更新項目

###### 深圳白石洲城市更新項目

深圳白石洲城市更新項目被深圳業界稱為「舊改航母」。項目位於深圳市南山區深南大道，毗鄰科技園及華僑城片區，計容面積約358萬平方米。項目計劃分四期開發，預計在未來八至十年完成。本集團已啟動並全力做好項目一期的開工準備。



# Environmental, Social & Governance Report

## 環境、社會及管治報告

### Shenzhen LVGEM Mangrove Bay No. 1

Shenzhen LVGEM Mangrove Bay No. 1 is the most iconic urban renewal project of the Group in recent years. The project comprises three quality residential buildings and a high-quality complex of Grade A offices, hotels and apartments. The project is located in the central business district of Futian District, Shenzhen City, in a strategic location. The project occupies a site area of 24,424 square meters and a planned total gross floor area of 445,116 square meters, among which, the residential portion has a gross floor area of approximately 206,361 square meters.



### 深圳綠景紅樹灣壹號

深圳綠景紅樹灣壹號是本集團近年最具代表性的城市更新項目，包括三座優質住宅樓宇及一座甲級辦公室、酒店和公寓的優質綜合體。項目位於深圳市福田區中心商業區，地理位置優越。項目佔地面積為24,424平方米，規劃總建築面積為445,116平方米，其中住宅部份建築面積約為206,361平方米。

### LVGEM Liguang Project in Shenzhen

LVGEM Liguang Project in Shenzhen is a residential, commercial and industrial high-end industrial park complex. The project is located in Liguang Village, Guanlan Town, Longhua District, Shenzhen City and possesses a prestigious scenic view of the natural environment. This project occupies a site area of 85,333 square meters and a total gross floor area of 382,139 square meters. Taking into consideration the surrounding environment and the living needs of the community, the project plan includes the development of a special commercial district at the west side of the region as well as the Liguang Ecological Park at the east side, which is covered with grassland, and strengthens livelihood-related facilities by introducing community business, quality education, garden art and convenient transportation to create a benchmark for the new generation of Guanlan residents.



### 深圳綠景黎光項目

深圳綠景黎光項目為集住宅、商業及工業於一體的綜合性高端產業園項目。項目位於深圳市龍華區觀瀾鎮黎光村，擁有優越的自然生態環境。項目佔地面積85,333平方米，總建築面積382,139平方米。項目規劃將結合社區周邊環境和居住需求，在社區西面規劃一條特色商業街，並充分利用稀缺大面積生態綠地，將社區東面的大片綠地規劃為黎光生態公園，強化生活配套，引進社區商業、優質教育、藝術園林、便利交通，致力於打造新一代觀瀾人居標杆。

# Environmental, Social & Governance Report

## 環境、社會及管治報告

### Zhuhai Dongqiao Urban Renewal Project

Zhuhai Dongqiao Urban Renewal Project is a strategic project of urban renewal in Zhuhai City. Located in the sub-district of Nanwan, Zhuhai City, the project is in a well-established area where traditional luxury residences and street-level commercial regions are located. It is positioned as the No. 1 bay-area cultural and arts community in Zhuhai, comprising high-end residences, featured hotels, street-level cultural regions and other industrial functions. The project occupies a total site area of approximately 207,550 square meters with a planned total gross floor area of approximately 764,920 square meters, which is intended to be developed into Dongqiao Smart City and District adopting an IOC (integrated operation and control centre) to real-time manage and control all the dynamic situations of the entire district. The development involves 27 construction projects of up to level 3 standard, comprising a total of 106 applied scenarios. It will provide overall solutions and services for multi-scenario and multi-dimensional, safe and intelligent urban management under the project.

Having deeply developed in Shenzhen for years, the Group is committed to creating a role model of new smart city construction project and becoming the creator, operator and service provider of the new smart city. Through the upgrade of strategy, we introduced a transformation development model by combining “technology + property” to empower real estate with technology. During the development and operation process, a full life cycle of intelligent management is conducted. The Group believes that the “technology + property” strategy will help achieve green development, enhance construction and operation efficiency, reduce costs while increasing efficiency, and improve the quality of construction projects. During the Reporting Period, the Group implemented the “technology + property” strategy in urban renewal projects with the integration of smart technology, with a view to developing the smart city benchmark, thereby developing itself into an industry leader.

### 珠海東橋城市更新項目

珠海東橋城市更新項目是珠海市城市更新的重點項目。項目位於珠海市南灣片區，處於傳統豪宅和商業街區，地段成熟，定位為珠海首席灣區文化藝術社區，包含高端住宅、特色酒店、文化街區等多重業態。項目總佔地面積約207,550平方米，規劃總建築面積約764,920平方米，擬打造成東橋智慧城區，以IOC（綜合運營管控中心）實時掌控東橋全域動態，構建多達3級、27項工程、共計106個應用場景，為項目提供多場景、多維度、安全、智慧的城區管理整體解決方案與服務。

本集團憑藉多年深耕，致力於打造模範的智慧新城建設項目，成為智慧新城的締造者、運營商及服務商。我們通過戰略升級引入「科技+地產」相融合的轉型發展模式，以科技賦能地產，在開發運營過程中進行全生命週期智慧化管理。本集團相信「科技+地產」戰略有助實現綠色發展，提高建設運營效率，降本增效，並且提升建設項目的品質。於本報告期內，本集團結合智慧科技，將「科技+地產」戰略落實到城市更新項目中，打造智慧城區標桿，成為行業領軍者。





### Case Study: Shenzhen Baishizhou Urban Renewal Project: Led by Smart Technology, Built with Joy

案例：深圳白石洲城市更新項目：智慧引領、構築喜悅

Shenzhen Baishizhou Urban Renewal Project is located on Shennan Avenue, Nanshan District, Shenzhen City and in proximity to Science Park and the sub-district of Overseas Chinese Town, and is regarded as a mega-sized urban renewal project in Shenzhen. This urban renewal project is not only to recreate a city through urban renewal but also to rethink, innovate and create the traditional real estate development model of the past, to explore a new operation mode, to pursue diversified and balanced values and to build a new city of the future with smart technology. In March 2020, the Group established strategic partnerships regarding building smart cities with the Shenzhen Branch of the China United Network Communications Group Company Limited and Shenzhen Jingyue Technology Company Limited on the basis of the Baishizhou Urban Renewal Project.

深圳白石洲城市更新項目位於深圳市南山區深南大道，毗鄰科技園及華僑城片區，被視為深圳市的超大型城市更新項目。此城市更新項目不僅是通過更新再造一座城，更是對過去傳統房地產開發模式的反思、革新、創造，是探索新型的運營模式、追求價值的多元平衡、構建智慧科技的未來新城。二零二零年三月，本集團與中國聯合網絡通信有限公司深圳市分公司及深圳市景悅科技有限公司以深圳白石洲城市更新項目為基礎建立智慧城區領域戰略合作。



The project will achieve 5G network coverage and will be empowered by the new generation of information technology (5G, AI, big data, cloud computing, etc.) to achieve smart management in traffic and parking space, logistics, environmental hygiene, safety, fire protection, energy efficiency, equipment and facilities, community operation, etc. It will also incorporate technologies such as 5G robots and 5G smart street light poles to bring a better experience to our customers and build an efficient, interconnected and new smart city. In addition, the Group will establish an Integrated Operation and Control Centre (IOC) to keep track of the situations of the Baishizhou area in real-time.

該項目將實現5G網絡覆蓋，並將通過新一代資訊技術(5G、AI、大數據、雲計算等)的賦能，在交通與停車空間、物流、環境衛生、安全、消防、能源效益、設備和設施、社區運營等方面實現智慧管理，並加入5G機器人、5G智慧路燈杆等科技，為客戶帶來更好的服務體驗，建設高效、互聯、智慧新城區。此外，本集團將會構建綜合運營管控中心(IOC)，實時掌握白石洲全域動態。

- Unified dynamic monitoring: integrated display and real-time monitoring of information across various fields such as traffic, safety, energy, environmental protection and construction through large screens

統一動態監控：通過大螢幕對跨交通、安全、能源、環保、建築等各個領域的信息進行整合展示和實時監控

- Unified decision analysis: Through indicator monitoring and data analysis, project operation status is tracked, analysed and predicted to provide a basis for management decisions

統一決策分析：通過指標監測和數據分析，對項目運行狀態進行跟蹤、分析和預測，為管理決策提供依據





# Environmental, Social & Governance Report

## 環境、社會及管治報告

### Case Study: LVGEM Joyful Town

#### 案例：綠景喜悅薈

The LVGEM Joyful Town which locates in Xiangzhou District, Zhuhai City occupies a total gross floor area of approximately 445,300 square meters. The project is positioned to comprise an international grade A office building, apartment (hotel-serviced offices), residential and commercial complex. The smart community of the project is the first pilot project of our cooperation with Huawei, which is committed to creating a safe, comfortable, convenient and fast intelligent and information management park to provide security to livelihood.

綠景喜悅薈位於珠海市香洲區，建設總建築面積約為445,300平方米。項目定位為國際甲級寫字樓、公寓(酒店式辦公)、住宅及商業。該項目智慧社區亦是我們與華為合作的首批試點項目，致力於打造安全、舒適、方便、快捷的智慧化與信息化管理園區，為居家生活提供安全保障。



On 18 December 2020, the smart community of the LVGEM Joyful Town was launched as the first Huawei smart community in Zhuhai. The Group mainly developed the following digital systems to provide comprehensive security for property owners and improve property service efficiency:

二零二零年十二月十八日，綠景喜悅薈智慧社區正式推出，這是珠海首個華為智慧社區。該項目主要通過以下數字化系統建設，為業主提供全方位的安全保障，提升物業服務效率。

- Smart property service APP  
智能物業服務APP
- Indoor emergency alarm system  
室內緊急報警系統
- Boundary protection system  
周界防範系統
- Video surveillance system  
視頻監控
- Access control management system  
門禁管理
- Parking lot management system  
停車場管理

Leveraging its strong capabilities, the LVGEM Joyful Town was granted the “2020 Smart Community Modelling Project Award” at the 11th China Internet of Things Industry and Smart City Development Annual Conference after outperforming other branded projects in various comprehensive weighted evaluation.

綠景喜悅薈亦在「第十一屆中國物聯網產業與智慧城市發展年會」上，經過多項綜合權重評比，依託自身強大實力，在眾多品牌項目中脫穎而出，榮獲「2020智慧社區示範項目獎」。

The Group regards construction quality management as a top priority and is dedicated to building high-quality properties, fulfilling its mission of “continuously enhancing the value of cities”. The Group has established a robust project quality management and control system. Through the formulation and implementation of the *Guidelines on Construction Quality Management*, we strictly manage and control the quality of construction works to ensure that the quality of construction works complies with the design drawings, relevant national and local regulations, and technical standards.

本集團視建築質量管理為重中之重，堅持用心建造優質物業，履行「持續提升城市價值」的使命。本集團已建立穩健的工程質量管理和監控系統，並通過制定和落實《建築工程質量管理工作指引》，嚴格管理和控制工程質量，以確保建築工程質量符合設計圖紙、國家及地方的相關規範和技術標準。

<b>Establishing Management Structure</b> <b>建立管理架構</b>	<p>The Group has established a construction project management structure comprising key units such as the Project Department, the Engineering Management Department and the Engineering Management Centre, which are responsible for the management and supervision of projects at the stages of project design, contractor selection, project construction, completion and acceptance, and project delivery.</p> <p>本集團已建立由項目部、工程管理部 and 工程管理中心等主要單位組成的工程管理架構，負責在項目設計、選聘承建商、項目施工、竣工驗收、項目交付等階段進行管理和監督。</p>
<b>Implementing Quality Inspection</b> <b>落實質量檢查</b>	<p>During the construction phase of a project, the Group regularly conducts quality measurements in accordance with the <i>Guidelines for the Quality Measurement Operation of Engineering Entities</i>. The measurement can objectively and truly reflect the project quality at each construction phase and facilitate timely improvements of quality in order to achieve the one-time pass target. To enhance the project quality management, the Group has established the <i>Guidelines for Project Inspection</i> to eliminate potential safety hazards and quality risks through on-site problem rectification and implementation of preventive control measures to enhance the quality of the Group's products and customer satisfaction.</p> <p>在項目建設階段，本集團定期根據《工程實體質量實測操作工作指引》進行質量測量，客觀真實地反映項目於各建設階段的工程質量水準，促進實體質量的及時改進，進而達到一次合格的目標。為提升項目管理質量，本集團設有《項目工程巡檢工作指引》，通過現場問題整改和預防控制措施的落實，消除潛在的安全隱患與質量風險，以提升本集團的產品質量和客戶滿意度。</p>
<b>Handling Quality Accident</b> <b>處理質量事故</b>	<p>In terms of quality issues of construction projects, the Group formulated the <i>Guidelines for Quality Accident Handling</i>, which standardises the procedures for handling different levels of quality incidents to minimise the impacts of quality accidents. In addition, the Group continues to summarise and analyse the experience and lessons learnt in project quality management and will draw on the experience in developing other projects in the future to further enhance the quality of the projects. 針對工程質量問題，本集團設立了《工程質量事故處理工作指引》，規範不同級別的工程質量事故處理方式，最大程度的降低質量事故帶來的影響。此外，本集團持續總結和分析工程質量管理方面的經驗和教訓，並於後續開發其他項目時借鑒經驗，進一步提升工程質量。</p>

### 3.2 Enhancing Customer Experience

The Group is committed to a customer-driven, approach, actively listening and responding to customer concerns, continuously enhancing service quality and optimising its service management mechanism to increase customer satisfaction.

#### Smart Management

The Group relies on information technology and smart technology, combined with effective risk prevention and control measures, to manage its operating projects efficiently. Shenzhen LVGEM Property Management Co., Ltd. ("LVGEM Property"), a subsidiary of the Group, has proactively reformed the project management with smart technology and installed smart monitoring systems to keep track of the status of each project in real-time, so as to enhance project site management and service quality. During the Reporting Period, LVGEM Property completed the construction of remote monitoring systems for a total of 276 locations in 29 projects, including the Group's headquarter, property projects and commercial property projects of Zoll, and installed large screens for real-time online monitoring. The Group will continue to enhance the application of smart technology in order to improve management efficiency.

### 3.2 提升客戶體驗

本集團致力以客戶需求為導向，積極聆聽和回應客戶關注，不斷提高服務質素，持續優化服務管理機制，努力提升客戶滿意度。

#### 智慧管理

本集團依託信息化、智慧化技術，結合有效的風險防控措施，對運營項目進行高效管理。本集團的附屬公司深圳市綠景物業管理有限公司（以下簡稱「綠景物業」）積極對項目管理進行智慧化改造，安裝智慧監控系統以掌握各項目的實時狀態，提升項目現場管理和服務質量。於本報告期內，綠景物業完成本集團總部、物業項目、佐陰商業共29個項目，共計276個點位的遠程監控系統建設，並設置大屏進行實時在線監控。本集團將不斷加深智慧化應用，以提升管理效率。

# Environmental, Social & Governance Report

## 環境、社會及管治報告



Real-time Online Monitoring  
實時在線監控



客戶溝通

### Customer Communication

The Group focuses on customer relationship management and is committed to listening and responding to customer concerns. We have established close communication with our customers to understand their needs and efficiently handle their feedback to provide better service to our customers.

本集團注重客戶關係管理，致力聆聽和回應客戶關注。我們與客戶建立緊密的溝通方式，瞭解客戶所需，高效處理反饋，務求為客戶提供更優質的服務。

Customer Service Hotline 客戶服務熱線	Customer Satisfaction Survey 客戶滿意度調查	"LVGEM Club" Networking Association 聯誼組織「綠憬會」
<p>The Group has formulated management documents such as the <i>Service Quality Management System</i> and the <i>Guidelines for Customer Service 400 System Management</i> to standardise the practices for handling various types of customer feedback such as enquiries, complaints and compliments, as well as the responsibilities of relevant personnel in handling feedback. In response to customer complaints, we have strengthened the tier management system for complaint handling. We use the system to categorise different complaint cases and coordinate full-time responsible personnel for continuous follow-up and weekly check on handling processing, requiring a 100% monthly on-time response rate.</p> <p>本集團針對客戶服務管理制定了《服務品質管理制度》、《客服400系統管理工作指引》等管理文件，以列明各類詢問、投訴、表揚等客戶反饋的處理操作規範，以及相關人員在反饋處理方面的職責。針對客戶投訴，我們亦加強投訴處理流程的管理，針對不同投訴情況進行分級處理，協調專職負責人員持續跟進，每週例行檢查任務處理進度，每月回覆及時率需達到100%。</p>	<p>The Group attaches great importance to customer feedback and conducts customer satisfaction surveys on a regular basis in accordance with the <i>Customer Satisfaction Survey Plan</i> to assess customer satisfaction with our services and to collect their feedback in order to improve our service quality. During the Reporting Period, the Group conducted satisfaction surveys of merchants and consumers, office tenants, industrial park tenants, hotel customers and property residents of the Zoll commercial brand with online and offline methods. All types of customer satisfaction reached the target level.</p> <p>本集團非常重視客戶的反饋，定期根據《客戶滿意度調查方案》開展客戶滿意度調查，藉此評估客戶對我們服務的滿意度和收集其意見，從而提高服務水準。於本報告期內，本集團結合線上及線下方式對佐陞系列的商戶和消費者、寫字樓客戶、產業園區租戶、酒店客戶、物業住戶進行滿意度調查。所有類型的客戶滿意度均達到目標水準。</p>	<p>"LVGEM Club" is a customer networking association initiated by the Group. It adheres to the principle of "Blissful LVGEM, Lifelong Neighbourhood" and is committed to building harmonious neighbourhood relationships and creating a warm community life.</p> <p>「綠憬會」是由本集團發起成立的客戶聯誼組織，秉承「幸福綠景，一生友鄰」的宗旨，致力於建設融洽和諧的鄰里關係，營造溫馨的社區生活。</p>



### Appropriate Marketing

The Group has formulated and implemented policies such as the *Project Sales Management System*, which strictly regulates the use of data and advertisement of related sales projects and marketing services for preventing misleading information under the principles of objectiveness, effectiveness and accuracy. Meanwhile, we have implemented the *Brand Management System* to enhance the standard of brand management. We strictly regulate the use of Chinese and English names, trademarks, brand logos and other “Brand Core Visual Symbols” of the Group to protect the image of the Group and avoid infringement or misappropriation of trademarks and other “Brand Core Visual Symbol”.

### Privacy Protection

The Group understands the importance of customer privacy protection. We have formulated the *Customer Information Management System*, which stipulates the responsibilities of the relevant management personnel concerning the protection of customer information. The Group also requires all the employees to maintain strict confidentiality of customer information. In addition, the Group has formulated policies such as the *Information Security System Management System* and the *Information Operation and Maintenance System* to effectively avoid any incidents related to network and information security from happening and protect the privacy and business interests of the Group's customers and partners.

### 3.3 Overcoming Difficulties Together

In 2020, the COVID-19 pandemic spread across the globe. In face of the pandemic, the Group has insisted on putting on the health and safety of our employees, property owners, tenants and other stakeholders as our top priority. We promptly established a Pandemic Prevent and Control Leading Group and implemented a number of pandemic prevention and control measures in our properties.

LVGEM Property actively purchased various pandemic prevention supplies and delivered daily necessities to the isolated property owners during the pandemic. We also measured their body temperature and collected garbage door-to-door. These caring actions won the praise of the property owners. LVGEM Property also launched a series of publicity in educating the property owners on the knowledge of preventing COVID-19 pandemic comprehensively through multiple channels, guiding them to take proactive prevention measures. During the Reporting Period, the communities managed by LVGEM Property achieved “Zero Reported Case of COVID-19” and won the honour of “Role Model of Pandemic-Free Community”, including Urban Cube, Midtown Tianyi, LVGEM Garden Estate, Blue Bay Peninsula, Hongwan Garden, LVGEM New Court and other projects, which recognised our efforts in pandemic prevention.

### 合理行銷

本集團制定並施行《項目銷售管理制度》等政策，嚴格規範有關銷售項目及行銷服務的數據採用及廣告宣傳，遵循客觀、有效及準確原則，避免出現誤導性信息。與此同時，我們實施《品牌管理制度》，提升品牌規範化管理水準。針對本集團的中英文名稱、商標、品牌標識語等「品牌核心視覺符號」的操作使用，我們進行嚴格的規範化管理，以保障本集團的形象，避免發生商標或其他「品牌核心視覺符號」被侵權或盜用。

### 隱私保護

本集團明白客戶私隱保護的重要性，我們已制定《客戶檔案信息管理制度》，列明相關管理人員在客戶信息保護方面的職責。本集團亦規定所有員工必須嚴格保密客戶資料。此外，本集團已制定《信息安全系統管理制度》、《信息化運維制度》等相關制度，切實有效的預防網絡與信息安全事故的發生，維護本集團客戶、合作夥伴的隱私和商業利益。本集團已建立信息安全責任制，成立網絡與信息安全應急領導小組，規範網絡與信息安全報告制度及監督管理制度。

### 3.3 互助共渡難關

二零二零年，新型冠狀病毒疫情（下稱「疫情」）肆虐全球。面對疫情肆虐，本集團堅持把員工、業主、租戶等利益相關方的健康與安全放在首位。我們迅速成立疫情防控領導小組，並在旗下各物業開展多項疫情防控措施。

綠景物業在疫情防控期間積極籌措各類防疫物資，並對隔離在家的業主運送生活物資上門、上門測量體溫，收集垃圾等，此等暖心的舉動獲得業主的一致好評。綠景物業亦開展了一系列宣導工作，多管道、全方位向業主宣傳新冠病毒的防控知識，積極引導業主主動防控。於本報告期內，由綠景物業管理的社區實現「零感染」，其中，城市立方、中城天邑、綠景山莊、藍灣半島、虹灣花園、綠景新苑等多個項目榮獲「示範無疫小區」稱號，肯定了我們的防疫工作。



# Environmental, Social & Governance Report

## 環境、社會及管治報告



*Distribution of Pandemic Prevention Supplies to Households*  
向住戶派發防疫物資



*Disinfection of Public Facilities*  
消毒公共設施



*Checking of Body Temperature for People Entering and Leaving the Property*  
對進出物業人員進行體溫檢測



*Transparent Protective Film on the Buttons of Public Facilities are Disinfected Regularly*  
為公共設施按鈕貼上透明防護膜，並定時消毒

Meanwhile, the Group's Asset Management Department has fully implemented pandemic prevention measures at its properties, hotels and shopping centres to ensure public safety.

- Suspend all kinds of large-scale promotional activities when the pandemic is severe;
- Actively respond to the government's call to provide rental support to merchants;
- Set up checkpoints at the entrances and exits of operations and management projects, and conduct enquiries and temperature measurements for all personnel entering and leaving the site;
- Disinfect major trunk roads and densely populated areas in the community;
- Distribute pandemic prevention supplies to tenants and merchants.

同時，本集團的資產事業部在所轄物業、酒店和購物中心全面落實疫情防控措施，以保證公眾安全：

- 在疫情嚴峻時暫停各類大型推廣活動；
- 積極響應政府號召，對商戶提供租金支援；
- 於運營和管理項目的出入口設立檢查崗位，對所有進出現場人員進行詢問及體溫測量；
- 對社區主要幹道和人口密集區進行殺菌消毒；
- 向租戶和商戶派發防疫物資。

### Case Study: Fighting the Pandemic and Sending Care

#### 案例：抗擊疫情送關懷

During the Reporting Period, the Group provided free food and beverages to merchants at the LVGEM Zoll Hongwan Shopping Mall to show our support for the merchants.

於本報告期內，本集團為綠景佐哈虹灣購物中心的商戶免費提供食品和飲料，為商戶打氣。





# Environmental, Social & Governance Report

## 環境、社會及管治報告

### Case Study: Pandemic Prevention Measures Implemented by the LVGEM Hotel

案例：綠景酒店落實多項防疫措施

During the pandemic outbreak, the LVGEM Hotel attached great importance to the health and safety of our customers and employees, implementing a number of pandemic prevention measures to minimise the pandemic risk. The major pandemic prevention measures include:

在疫情爆發期間，綠景酒店非常重視客戶及員工的健康安全，落實多項防疫措施，將疫情風險降低。主要防疫措施包括：

- Set up a pandemic prevention checkpoint at the main entrance of the hotel for checking body temperature of customers and verifying the health code;  
酒店大門入口設置防疫崗，對客戶進行體溫測量和健康碼校驗；
- Provide disinfectants for customers at the lift lobbies, lifts, restaurant entrances, guest rooms, etc.;  
於樓層電梯大堂、電梯內、餐廳入口、客房內等地方提供消毒酒精，讓客戶使用；
- Room attendants disinfect the items and facilities of each room on a daily basis;  
客房服務員每天對每間房間的物品設施進行消毒；
- Disinfect the hotel lift based on the customer flow;  
每天根據客流量對酒店電梯進行消毒；
- Use robots to transport items to reduce the risk of cross-infection among people.  
利用機器人運送物品，以減少人群交叉感染。



### 3.4 Promoting Co-Development

Supply chain management is an important part of promoting the Group's sustainable development. We continuously improve the supplier management system and work with the suppliers to stabilise the quality of construction and operating projects and control the environmental and social risk of our supply chain. The Group has formulated policies and guidelines such as the *Purchasing Management System*, the *Supplier Management System*, the *Supplier Inspection Work Guidelines*, the *Supplier Assessment Guidelines*, etc. to comprehensively evaluate suppliers' capability in terms of quality, cost, compliance, system certification during the supplier selection and management process.

### 3.4 攜手共同發展

供應鏈管理是促進本集團可持續發展的重要一環。我們不斷完善供應商管理模式，與供應商攜手穩固工程和運營質量，控制供應鏈中的環境和社會風險。本集團通過制定《採購管理制度》、《供應商管理制度》、《供應商考察工作指引》、《供應商評估工作指引》等制度和工作指引，在供應商篩選和管理過程中從質量、成本、合規情況、體系認證等多角度評估供應商能力水準。

# Environmental, Social & Governance Report

## 環境、社會及管治報告

### Selection

Apart from suppliers' operating qualifications and service experience, we would also assess their environmental and social performance in the process of supplier selection. We would assess whether the suppliers obtain ISO9001 quality management system certification, ISO14001 environmental management system certification and other professional certification, safety production license, energy conservation certification, etc. The Group will exclude suppliers that have major quality, safety and environmental-related incidents resulting in economic loss or reputation damage to the Group. The Group adheres to the principle of integrity and requires all employees involved in the tendering process not to take advantage of their duties and responsibilities for personal gain. If suppliers offer bribes to the Group, provide other inappropriate benefits, are involved in bid-rigging, provide false information and performance results, etc., the Group will blacklist them directly.

### Management

To ensure the suppliers fulfil the requirements of the Group, the Group conducts performance appraisals of suppliers. The Group's Cost Contract Centre is responsible for preparing guidelines for supplier assessment, developing assessment plans and working with design, engineering, marketing and cost-related departments to evaluate suppliers' performance in accordance with relevant requirements. The Group strengthens supplier management through three major approaches, namely inspection, return visit and assessment to promote continuous improvement of suppliers.

### 評選

除對供應商經營資質和服務經驗進行審視外，我們在供應商評選的過程中也會考慮供應商的環境和社會績效，審核其是否取得ISO 9001質量管理體系認證和ISO14001環境管理體系認證等專業資質、安全生產許可證、節能認證等。如出現重大質量、安全及環境事故等會對本集團造成經濟損失或聲譽影響的供應商，本集團將不予以考慮。本集團堅持廉潔奉公原則，要求所有參與招標工作的員工不得利用職務、職權之便謀取私利。如供應商存在向本集團行賄、提供其他不正當利益、在採購過程中圍標、提供虛假資料或業績等情況，本集團會將其直接納入黑名單。

### 管理

為了確保供應商滿足本集團的要求，本集團會對供應商進行績效考評。本集團的成本合約中心負責編製供應商評估工作指引、制定評估計劃、以及與設計、工程、營銷、成本相關的部門合作，按照相關要求評估供應商的表現。本集團主要以巡檢、回訪和評估三種方式加強供應商動態管理，促進供應商持續改進。



The Group implements differentiated supplier management based on the supplier assessment results. We will divide the suppliers into four categories, namely excellent, good, satisfactory and unsatisfactory, and offer rewards to suppliers with outstanding performance. During the Reporting Period, the Group conducted performance assessment of 380 suppliers in the engineering, marketing and design fields.

本集團將供應商評估結果用於供應商分級管理，根據其表現評為優秀、良好、合格和不合格四個等級，並以此為依據對表現優秀的供應商給予獎勵。於本報告期內，本集團對380個工程類、營銷類和設計類供應商進行履約評估。



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### 4 Environmental Protection

The Group has always insisted on balancing business development and environment protection, striving to become an ecological civilisation advocate. We integrate the concept of ecological civilisation into architectural design, construction and daily operation, and constantly working towards striking a good balance between people, environment and architecture.

#### 4.1 Developing Green Buildings

The Group strongly supports the *Outline Development Plan for the Guangdong-Hong Kong-Macao Greater Bay Area* and adopts strategies for resource conservation and environmental protection in the project development. The Group considers green building elements such as energy-saving, water conservation, use of renewable energy and recyclable materials in the project design phase to build a beautiful bay area with ecological safety, scenic environment and cultural prosperity. In addition, the Group will also apply for green building certification for property development projects and engage independent organisations to evaluate the environmental performance of the buildings.

During the Reporting Period, the Group's LVGEM Joyful Town Business Centre (South) and LVGEM Joyful Town Business Centre (North) both received the certificate of two-star green building design label.

### 4 共護環境

本集團始終堅持在實現業務發展和環境保護之間取得平衡，爭做生態文明的擁護者。我們將生態文明理念融入建築設計、施工和日常營運中，不斷探索人、環境及建築的和諧共生。

#### 4.1 發展綠色建築

本集團大力支持《粵港澳大灣區發展規劃綱要》，在項目發展中採取節約資源和保護環境的策略。本集團在項目設計階段考慮節能、節水、使用可再生能源、使用可循環物料等綠色建築元素，助力建設生態安全、環境優美、文化繁榮的美麗灣區。此外，本集團亦會為發展項目申請綠色建築認證，透過獨立機構評價建築的環保表現。

於本報告期內，本集團的綠景喜悅薈商務中心(南區)及綠景喜悅薈商務中心(北區)均獲得二星級綠色建築設計標識證書。

### Case Study: Green and Liveable Elements in the Shenzhen Baishizhou Urban Renewal Project

案例：深圳白石洲城市更新項目在設計中加入綠色、宜居環境元素

As a large-scale, high-density, mixed-use development project, the Group's design objectives for the Shenzhen Baishizhou Urban Renewal Project include creating a liveable environment, conserving resources and maintaining healthy standards during the project design phase. The Group has employed green building consultants to conduct research on renewable energy use, energy and water conservation measures, application of green building technologies, waste management, sponge cities, etc. The project design incorporates a number of advanced green and health-related building technologies such as large areas of permeable paving, green roofing, high-performance air-conditioning, indoor air purification, direct drinking water, smart home, etc. The project also includes a variety of convenient and user-friendly designs: the central green zone is located in the centre of the project to form a large ecological green area, providing a convenient, comfortable and healthy outdoor activity space for the surrounding residents, effectively combining the residents' outdoor activities with the community ecological green area. A 50-meter featured corridor forms a skywalk linking the nearby buildings. A diverse mix of restaurants and retail shops on the green roof provides the residents a convenient and liveable environment.

深圳白石洲城市更新項目作為大規模、高密度、多土地用途的綜合開發項目，本集團在項目設計階段以宜居環境、資源節約、健康品質作為設計目標。本集團聘請綠色建築顧問，對可再生能源利用、節能節水措施、綠色建築技術應用、廢棄物管理、海綿城市等方面進行研究。項目設計中加入大面積透水鋪裝、綠化屋面、高性能空調設備、室內空氣淨化設備、直飲水設備、智能家居等多項先進的綠色和健康建築技術。項目亦包含了多種便捷、便民設計：中央綠地位於項目中央形成大面積的生態綠鏈，為周邊居民提供便捷、舒適、健康的戶外活動空間，將居民的戶外活動和社區生態綠鏈有效結合；50米的特色連廊形成了空中步行道，連接附近的建築物；在綠色屋面上匯聚多元化的餐飲及零售商鋪，為居民提供便捷宜居的環境。

Shenzhen Baishizhou Urban Renewal Project will apply for green and health-related building certification. Certification systems include *Green Building Evaluation Standard of Shenzhen*, LEED Green Building Certification and WELL Building Certification.

深圳白石洲城市更新項目將進行綠色及健康建築認證，包括《深圳市綠色建築評價標準》、LEED綠色建築認證和WELL健康建築認證。



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### 4.2 Green Construction Management

The Group is committed to promoting green development, reducing pollutant emissions and natural resource consumption during construction through various technologies and management measures, thereby minimising significant negative impacts on the natural environment.

#### Prefabricated Construction

Regarding the reinforcing national support to prefabricated construction, the *Guiding Opinions of the General Office of the State Council on Vigorously Developing Prefabricated Buildings* and various regional policies have been issued to encourage the development of prefabricated construction. The Group has applied prefabricated construction technologies in the development projects and formulated the guidelines such as the *Guidelines for Implementation and Control of Prefabricated Projects*, the *Flowchart for the Implementation of Prefabricated Projects*, etc. We aim to promote innovative construction methods in accordance with the requirements of applicability, economic efficiency, safety, green development and aesthetics to achieve resource conservation, reducing construction pollution and enhancing production efficiency and quality and safety standards.

### 4.2 綠色施工管理

本集團致力提倡綠色發展，通過各種技術和管理措施減少施工污染物排放和天然資源消耗，從而減少對自然環境造成的重大負面影響。

#### 裝配式建築

隨著國家對裝配式建築的大力推廣，《國務院辦公廳關於大力發展裝配式建築的指導意見》的出台及各地陸續出台政策鼓勵裝配式建築的發展。本集團在發展項目中應用裝配式建築技術，並制定了《裝配式項目實施管控指引》、《裝配式項目實施流程圖》等指引，旨在按照適用、經濟、安全、綠色、美觀的要求，推動建造方式創新，以達至節約資源、減少施工污染、提升生產效率和質量安全水準。

#### Case Study: Zhuhai Dongqiao Urban Renewal Project

##### 案例：珠海東橋城市更新項目

Zhuhai Dongqiao Urban Renewal Project is a key project of urban renewal in Zhuhai City. The project is positioned as the No. 1 bay-area cultural and arts community in Zhuhai, comprising high-end residences, featured hotels, street-level cultural regions and other industrial functions. The project uses assembled structures and a variety of prefabricated components such as prefabricated laminated floors, prefabricated staircases, prefabricated external walls, prefabricated balconies, etc. The prefabricated building technologies are useful in reducing construction materials, energy consumption, construction wastes, construction dust and noise pollution. During the Reporting Period, the prefabricated building technologies and implementation plan of the Zhuhai Dongqiao Urban Renewal Project was assessed by the Zhuhai Housing and Urban-Rural Development Bureau, which approved that the project design is aligned with the relevant technical requirements of prefabricated building technology in Zhuhai.

珠海東橋城市更新項目是珠海市城市更新的重點項目。該項目定位為珠海首席灣區文化藝術社區，包含高端住宅、特色酒店、文化街區等多重土地用途。項目採用裝配式結構和多種預製組件，如預製疊合樓板、預製樓梯、預製外牆、預製陽台等。裝配式建築技術有助減少建築材料、能源消耗、建築廢料、施工揚塵和噪聲污染。於本報告期內，珠海東橋城市更新項目的裝配式建築技術和實施方案獲得珠海市住房和城鄉建設局評審，確認項目設計符合珠海市裝配式建築相關技術要求。

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### Environmental Protection Measures

According to the *Law of the People's Republic of China on Environmental Impact Assessment*, the *Regulations on the Administration of Construction Project Environmental Protection*, the *Interim Measures on the Environmental Inspection of Completed Construction Projects* and other related regulations, the Group formulated internal management policies, guidelines and work plans such as the *Construction Management System*, the *Guidelines for Safe and Civilised Construction Management*, etc. The Group requires contractors to take corresponding environmental protection measures to control the generation of dust, waste gas, noise, wastewater, solid wastes, soil erosion, etc during the construction process. The major environmental protection measures include:

### 環保措施

本集團根據《中華人民共和國環境影響評價法》、《建設項目環境保護管理條例》、《建設項目竣工環境保護驗收暫行辦法》及有關文件規定，制定了《工程管理制度》、《安全文明施工管理工作指引》等內部管理政策、工作指引和方案計劃，以管理項目施工建設階段對環境造成的負面影響。本集團要求承建商採取相應環保措施，控制施工階段所產生的揚塵和廢氣、噪聲、污水、固體廢物、水土流失等，主要環保措施包括：

<b>Construction Dust and Waste Gas Control</b> 針對施工揚塵和廢氣	<b>Noise Control</b> 針對施工噪聲
<ul style="list-style-type: none"><li>Setting up a chain of closed fences and a temporary yard to store muck, and sprinkling the muck regularly, etc. 設置連續及密閉的圍擋，設置臨時堆放場堆放渣土，並定期灑水等</li><li>Using high-efficiency diesel generator which uses light diesel as fuel 採用高效率燃油發電機，使用輕柴油作為燃料</li><li>Setting up independent ventilation facilities which can discharge gas to greenbelts after purification and deodorisation 設立獨立的通風設施，排出的氣體通過淨化除臭處理後排放，排風口引至綠化帶</li></ul>	<ul style="list-style-type: none"><li>Setting appropriate construction plan, construction machinery and construction schedule to avoid construction activities at noon and night, and staying away from key environmental sensitive points 合理安排施工計劃、施工機械設備以及施工時間，避免在午間和夜間施工，遠離主要環境敏感點</li><li>Using low-noise equipment 選擇低噪音設備</li></ul>
<b>Construction Wastewater and Domestic Sewage Control</b> 針對施工廢水及生活污水	<b>Solid Waste Control</b> 針對固體廢物
<ul style="list-style-type: none"><li>Collecting construction wastewater, which will undergo the process of oil and grease removal and sedimentation and will not be directly discharged to land 收集施工廢水並對其進行隔油、沉砂處理，不會直接排放廢水至土地</li><li>Pre-treating domestic sewage, wastewater, garage flushing wastewater, garbage transfer station flushing wastewater, leachate and unexpected sewage in a septic tank and transporting the wastewater and sewage to wastewater treatment plan through the municipal sewage network for further treatment 生活污水、車庫沖洗廢水、垃圾轉運站沖洗廢水、滲濾液等經化糞池預處理達標後，通過市政污水網管排入污水處理廠進行處理</li></ul>	<ul style="list-style-type: none"><li>Transporting construction spoil, waste, etc. to designated storage site in time 及時運送施工棄土、建築垃圾等廢物至指定存放地點</li><li>Cleaning domestic waste in the garbage transfer station on a daily basis and regularly transporting these wastes to the environmental department for treatment 每天清理垃圾轉運站生活垃圾，定期交由環衛部門清運處理</li><li>Passing hazardous components in renovation waste to qualified agencies for treatment 裝修廢物中的有害成分交由具資質單位處理</li></ul>

During the Reporting Period, there were no significant environmental impacts, environmental disputes or pollution incidents arising from the construction sites of the Group's development projects.

於報告期內，本集團的發展項目施工現場未造成重大環境影響，亦未發生環境糾紛或污染事件。



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### 4.3 Creating a Green Community

The Group strives to become an environmentally friendly enterprise and is committed to providing a healthy, comfortable, energy-saving, environmentally friendly and intelligent working and living environment to its employees, property owners and tenants. Meanwhile, the Group actively promotes the concept of energy-saving and environmental protection in the community, advocating a green lifestyle among property owners, tenants, households and other stakeholders.

#### *Green Management*

The Group always believes that environmental protection is an essential part of achieving sustainable development. We conduct scientific analyses of our energy consumption based on our operation situation and market dynamics, transforming and renovating the energy-intensive equipment and facilities gradually. We enhance our environmental, social and economic efficiency through a series of energy-saving measures.

### 4.3 營造綠色社區

本集團爭做環境友好型企業，致力為員工、業主、租戶提供健康、舒適、節能、環保、智慧的工作和生活環境。同時，本集團積極向社區推廣節能環保理念，倡導業主、租戶、住戶等利益相關方踐行綠色生活。

#### *綠色管理*

本集團始終相信環境保護是實現可持續發展的重要環節。我們根據自身運營情況以及市場動態，科學地分析自身能源消耗情況，逐步更新改造主要耗能設備設施。我們通過一系列節能降耗措施，提升環境、社會及經濟效益。

### Case Study: The LVGEM Hotel Continuously Enhances its Energy and Water Efficiency 案例：綠景酒店持續提升能源和水資源使用效率

The LVGEM Hotel aims to become an energy-saving and environmentally friendly green hotel by developing the *Energy Management System of the Engineering Department* to strengthen resource management and continuously enhance energy and water efficiency.

綠景酒店一直以創建節能環保的綠色酒店為目標，透過制定《工程部能源管理制度》，加強資源使用管理，持續提升能源和水資源使用效率。

The LVGEM Hotel has implemented a number of energy and water-saving measures in its daily operations, including but not limited to:

綠景酒店在日常運營中落實多項節能節水措施，包括但不限於：

- Installing water-saving sanitary ware  
安裝節水潔具
- Placing an environmentally friendly reminder card in guest rooms to encourage customers to save water  
在客房內放置「環保提示卡」，鼓勵客戶節約用水
- Strictly monitoring the operation of the central air-conditioning system and controlling the temperature difference of the cooling water  
嚴格監控中央空調系統的運行情況，控制冷卻水溫差
- Regularly recording the energy and water consumption and analysing whether abnormal consumption exists  
定時記錄能源和水資源使用量，並分析是否存在用量異常情況
- Enhancing maintenance of equipment  
加強設備的維護保養

In addition, the LVGEM Hotel strengthened the implementation of energy-saving measures to reduce unnecessary energy consumption during the pandemic. For instance, reducing the use of lifts, turning off lighting in non-operating areas except for emergency lighting, controlling the room temperature, etc.

此外，綠景酒店在疫情期間加強實施節能措施，以減少不必要的能耗。例如減少升降機使用、除應急照明，關閉不營業區域的照明、控制客房溫度等。

During the Reporting Period, the LVGEM Hotel actively implemented the above energy-saving and water-saving measures. The electricity and water consumption in 2020 were reduced by 23% and 13% respectively compared with the previous reporting period. 於本報告期內，綠景酒店積極落實上述節能節水措施。二零二零年的用電量和用水量與往年同期相比分別減少23%和13%。



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Apart from strengthening the management of resource use, the Group also emphasizes waste management. LVGEM Property has implemented the local requirements for the classification and reduction of domestic waste, established a garbage classification and resource utilisation operational mechanism, which is led by the property management company and encourages the participation of the whole community. Meanwhile, LVGEM Property has formulated a series of internal management systems such as the *Solid Waste Management Procedures*, the *Waste Sorting and Reduction Implementation Plan*, etc. and obtained the ISO 14001 environmental management system certification. The LVGEM Property has clearly classified domestic wastes, general construction wastes, hazardous wastes, etc., formulated standardised treatment procedures and entrusted the disposal of hazardous waste to third parties with hazardous waste disposal qualifications.

The Group actively promotes environmental education activities to the communities under our management, encourages community residents to participate in environmental protection work and raises their environmental awareness.

除了加強資源使用管理外，本集團亦著重廢棄物處理。綠景物業貫徹落實地方關於生活垃圾分類和減量的要求，構建物業主導、全民參與的垃圾分類和資源利用運行機制。與此同時，綠景物業制定了一系列內部管理制度，如《固體廢棄物管理方式》、《垃圾分類和減量實施方案》等，並已取得ISO14001環境管理體系認證。綠景物業針對生活垃圾、一般建築廢料、危險廢物等進行明確劃分，制定標準化處理方式，並委託具有危險廢物處理資質的第三方處置危險廢物。

本集團積極向所管理的社區推廣環保教育活動，鼓勵社區居民親身參與環保工作，提高其環保意識。



Door-to-door Environmental Publicity  
上門進行環保宣傳



Assisting Households in Waste Separation  
協助居民將垃圾分類



*Educating Households about Waste Separation in an Interactive Way*  
以互動方式教導居民垃圾分類知識

### Green Office

The Group is committed to creating a comfortable and healthy working environment for our employees. We have further standardised the management of office environment in our *Administrative Management System* and reasonably control the environmental, health and hygiene issues in our daily office operation. To reduce the energy consumption of vehicles and their corresponding emissions of air pollutants, the Group has established the *Guidelines for the Use and Management of Company Vehicles*, which stipulates the conditions for the vehicle use and the application procedures, in order to regulate the use of company vehicles. During the Reporting Period, the Group reduced the use of vehicles, resulting in a decrease in the emissions of air pollutants. In addition, the Group has promoted a paperless office, posting signs such as “Save Paper” and “Save Water” in the office to raise employees’ awareness of environmental protection.

During the Reporting Period, the architectural design of the Group’s principal operating location in Hong Kong, the Hong Kong LVEGEM NEO Building, was awarded the Platinum Rating of the Leadership in Energy and Environmental Design (LEED) of the U.S. Green Building Council and the Platinum Rating of Final Assessment under the Building Environmental Assessment Method (BEAM Plus) Version 1.2 of the Hong Kong Green Building Council. The Hong Kong LVEGEM NEO Building is designed to meet high standards of sustainability. A photovoltaic system has been installed on the roof of the building. During the Reporting Period, the system generated 22,486 kWh of electricity and reduced greenhouse gas emissions from electricity consumption.

### 綠色辦公室

本集團致力為員工創造舒適、健康的工作環境。我們在《行政管理制度》中進一步規範辦公環境管理，對日常辦公過程中的環境、健康、衛生問題進行合理管控。為了減少車輛能耗及其產生的大氣污染物排放，本集團已訂立《公務車輛使用與管理工作指引》，列明車輛使用條件和申請用車方式，規範公務車輛的使用。於本報告期內，本集團減少了車輛的使用，導致大氣污染物的排放量下降。此外，本集團推行無紙化辦公室，在辦公室張貼「節約用紙」、「節約用水」等標識，提升員工的環保意識。

於本報告期內，本集團於香港的主要營業地點香港綠景NEO大廈整體建築設計獲得美國綠色建築協會能源與環境先鋒(LEED)鉑金級和香港綠色建築議會綠建環評(BEAM Plus) 1.2版最終鉑金級雙認證。香港綠景NEO大廈在建築規劃設計上，致力於達到可持續發展的高標準。大廈屋頂安裝了太陽能光伏系統。於本報告期內，該系統產生22,486千瓦時電量，減少因電力消耗而產生的溫室氣體排放。



# Environmental, Social & Governance Report

## 環境、社會及管治報告

### 5 Growing Together

Employees are the foundation and most valuable resources of the Group. Their hard work and wisdom have been embodied in every single step of our development. Guided by the business philosophy "Sincerity Builds Enterprise, Honesty Builds Man", we embrace an open, innovative and mutually supportive employment relationship, inspiring our employees to grow together with the Group.

#### 5.1 Attracting Talents

The Group strictly complies with the relevant employment laws and regulations and has formulated a number of policies to manage recruitment and dismissal, compensation and promotion, working hours, holidays, etc.

To effectively control human resources risks, the Group has established the *Recruitment Management System* to standardise the process of recruitment, on-boarding, probation, change of position and dismissal. We employ candidates by upholding the principle of equality, voluntary, diversity and anti-discrimination and do not set any discriminatory rules on nationality, ethnicity, gender, region, language or religious beliefs, etc. In addition, we adhere to the employment principles of strictly abiding by the laws, complying with the systems and respecting talents, professionalism and privacy to build an efficient, equal and diverse professional team.

The Group strictly abides by the relevant national provisions such as the *Labour Law of the People's Republic of China*, the *Law of the People's Republic of China on the Protection of Minors* and the *Provisions on the Prohibition of Using Child Labour*, and never employ any minors or forced labour. New employees are required to submit authentic and valid identity documents to ensure their age is 18 or above. In addition, the Group implements the working hour policy that the average working hours of employees do not exceed forty-four hours per week. Employees may voluntarily apply for temporary adjustment of working hours if needed. The Group does not force the employees to work outside the specified working hours. The Human Resources Department of the Group requires the newly accepted employees to sign the *Labour Contract*, the *Confidentiality Agreement*, the *Employee Integrity and Self-discipline Commitment* and provides them the training on the relevant management systems. In respect of resignation and dismissal management, the Group adheres to the principles of legitimacy, compliance and harmony in handling employee resignations and dismissals in order to protect the rights and interests of both parties.

### 5 共同成長

員工是本集團的立業之本，亦是最寶貴的資源。我們的每一步發展，都凝聚著員工們的心血與智慧。在「精以立業，誠以立人」的企業信念指引下，我們始終奉行開放、創新、互助的僱傭關係，激勵員工與本集團共同發展。

#### 5.1 吸納合適人才

本集團嚴格遵守僱傭相關法律法規，並制定多項政策文件，以管理招聘及解僱、薪酬及晉升、工作時數、假期等方面的工作。

為有效控制人力資源風險，本集團已建立《招聘管理制度》，以規範招聘、入職、試用、變動和離職的流程。我們秉持平等自願、多元化、反歧視的招聘原則，絕不設立有關國籍、民族、性別、地域、語言及宗教信仰等歧視性規定。此外，我們堅持遵守法律、遵守制度、尊重人才、尊重專業、尊重隱私的用人原則，致力於打造高效、平等、多元化的專業團隊。

本集團嚴格遵守《中華人民共和國勞動法》、《中華人民共和國未成年人保護法》、《禁止使用童工規定》等國家相關規定，決不聘用未成年人和強制勞工。新員工入職時須提交真實、有效的身份證明文件以確保其年滿18歲或以上。此外，本集團實行員工平均每週工作時間不超過四十四小時的工時制度。若員工因工作需要，可自願提出臨時工作時間調整的申請。本集團並不會以任何形式強迫員工在指定工作時間範圍以外工作。本集團的人力資源部門會與確認取錄的員工簽訂《勞動合同》、《保密協議》、《員工廉潔自律承諾書》，並對員工進行相關管理制度的培訓。在離職及解僱管理方面，本集團堅持合法、合規、和諧的原則處理員工離職及解僱事宜，以保障雙方權益。

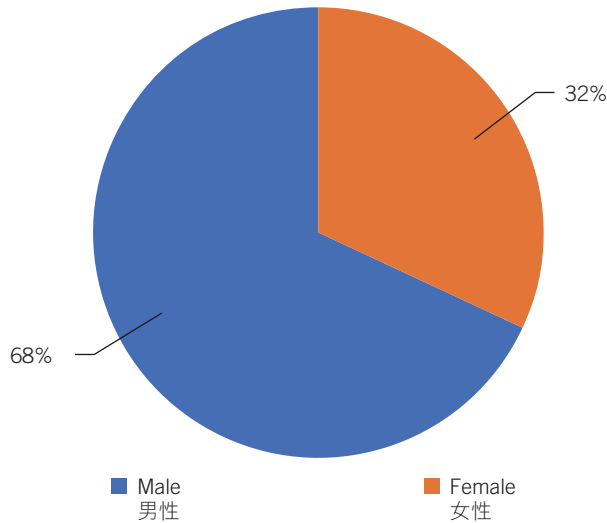
# Environmental, Social & Governance Report

## 環境、社會及管治報告

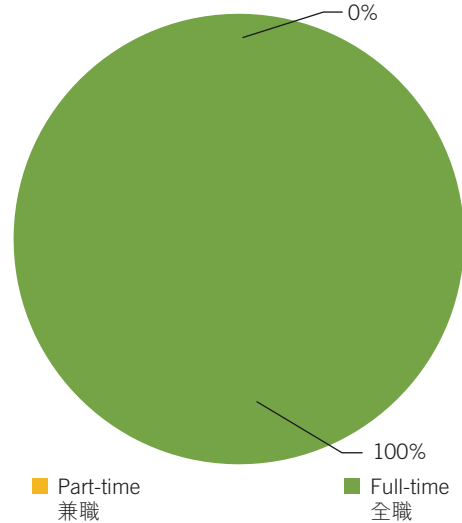
As of 31 December 2020, the Group employed 2,097 employees.

截至二零二零年十二月三十一日，本集團僱有2,097名員工。

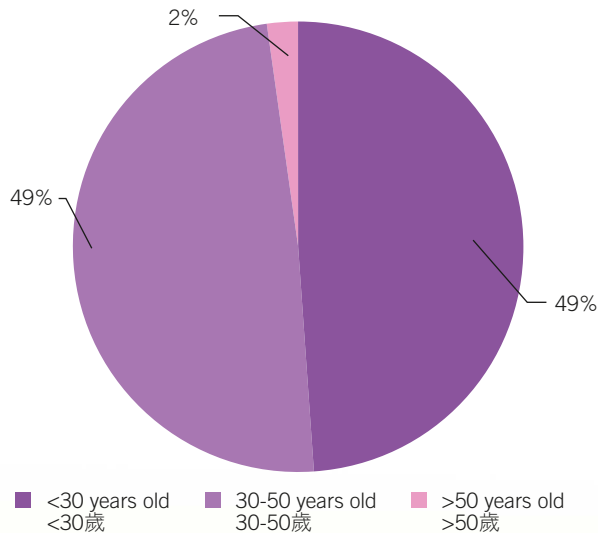
**Percentage of Employees by Gender**  
按性別劃分的員工百分比



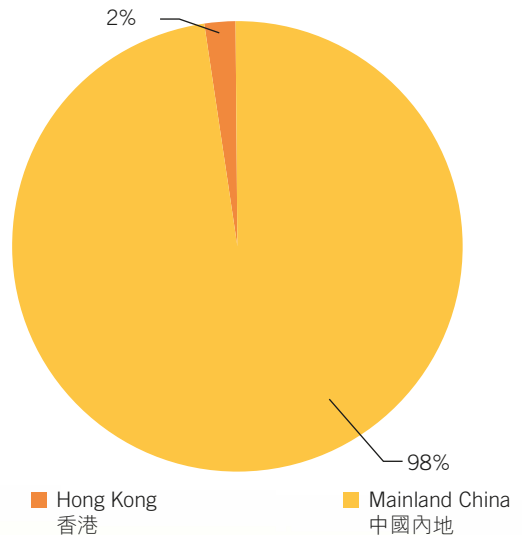
**Percentage of Employees by Employment Type**  
按僱傭類型劃分的員工百分比



**Percentage of Employees by Age Group**  
按年齡組別劃分的員工百分比



**Percentage of Employees by Geographical Region**  
按地區劃分的員工百分比



### 5.2 Retaining Talents

The Group strengthens the employment management in the areas of remuneration and promotion, working hours and holidays, communication with employees, training and development to provide a good working environment for the employees.

### 5.2 保留優秀人才

本集團從薪酬福利和晉升、工作時數與假期、員工溝通、培訓與發展等方面著手加強僱傭管理，為員工提供良好工作環境。

# Environmental, Social & Governance Report

## 環境、社會及管治報告

### Remuneration and Promotion

The Group offers market competitive remuneration and benefits to our employees. We determine the remuneration of our employees based on the industry and market standards, work experience, competence, performance, etc. The Group has established the employee performance management mechanism and set out the appraisal process and basis in the *Individual Appraisal Management System* to ensure that relevant issues are conducted in an objective, fair and impartial manner. The Group also conducts appraisals with employees, fully communicates the results of appraisals and works with them to set future work targets. The Group links the appraisal results of employees to salary adjustment and promotion opportunities to encourage continuous performance improvement. In addition to national statutory benefits, we also provide a wide variety of company welfares and subsidies such as commercial insurance, medical check-ups, overtime pay, employee travel, team building activities, etc. Besides, we organised different kinds of welfare activities to meet the needs of our employees and enhance their sense of belonging.

### 薪酬福利和晉升

本集團為員工提供具市場競爭力的薪酬與福利。我們基於行業和市場標準、工作經驗、工作能力、表現等因素決定員工薪酬。本集團已建立員工績效管理機制，並在《個人績效管理制度》中列明考核流程和依據，以確保相關事宜在客觀、公平及公正的原則下進行。本集團亦會與員工進行績效反饋，充分溝通考核結果，並與其一同設定未來工作目標。本集團將員工的考核結果與薪酬和晉升機會掛鉤，以鼓勵員工持續提升其表現。除國家法定福利外，我們亦向員工提供一系列公司特色福利，如商業保險、員工體檢、加班薪酬、員工旅遊、團隊建設等福利及補貼。此外，我們組織各式各樣的福利活動，全方位滿足員工的需求，提升員工的歸屬感。

#### Case Study: "United as One and Be the Best" Employee Sports Competition

案例：「團結一心、奮勇爭先」員工拓展運動會

To fully demonstrate the Group's corporate culture, unleash employees' potential and enhance team cohesion, the Group held the "United as One and Best the Best" Employee Sports Competition in November 2020, with over 150 employees participated in the sports competition. Each team of employees worked together and competed fiercely in the field. Meanwhile, there were also cheerleading teams to cheer for the teams outside the field and the atmosphere was intense.

為充分體現本集團的企業文化建設，激發員工潛能、增強團隊凝聚力，本集團於二零二零年十一月舉行了「團結一心、奮勇爭先」員工拓展運動會，逾150名員工參與運動會競賽。競賽場上，各支員工隊伍團結合作，展開激烈的角逐。同時，競賽場外亦有啦啦隊為競賽隊伍吶喊助威，現場氣氛激烈。



### Case Study: The Third Table Tennis Competition of LVEGEM Cup

案例：綠景杯第三屆乒乓球賽

In August 2020, the Group organised the Third Table Tennis Competition of LVEGEM Cup with the theme of “Wonderful Table Tennis”. The competition aims to enrich the cultural life of employees, enhance team spirit and cohesion and work efficiency. There was a total of 95 employees participated in the event.

二零二零年八月，本集團組織以「乒才精彩」為主題的綠景杯第三屆乒乓球賽。比賽旨在豐富員工文化生活，增強團隊合作精神和凝聚力，從而提高工作效率。本次活動共有95名員工參加。



### Working Hours and Holidays

The Group has formulated the *Attendance and Holiday Management System* to set out the working hour system and the number of working hours for employees. If employees are required to work on public holidays or statutory holidays due to the work required, the Group will offer compensation leave or overtime pay for employees. The Group ensures that the employees are entitled to statutory holidays, annual leave, marriage leave, bereavement leave, maternity leave, breastfeeding leave, paternity leave, etc. in accordance with the laws. In addition, the Group provides study leave for the employees to encourage them to pursue further studies and enhance their work skills and professional qualifications.

### Communication with Employees

The Group attaches great importance to communicating with our employees, establishing diverse communication channels to listen to their views and hence better understand their needs.

### 工作時數與假期

本集團已制定《考勤與假期管理制度》，以列明工作時間制度和員工工作時數。若員工因工作需要而在公休假日或法定假日工作，本集團會為員工安排調休或提供加班薪酬。本集團確保員工依法享有法定節日假、年休假、婚假、喪假、產假、哺乳假、陪产假等。此外，本集團更為員工提供學習假，鼓勵員工持續進修，提升工作技能或職業資格。

### 員工溝通

本集團著重與員工溝通，通過建立多元化員工反饋管道，廣泛聆聽員工的意見，從而更好地瞭解員工需求。

### Case Study: 2020 “Interviews with Thousands of People”

案例：二零二零年「千人訪談」

The “Interviews with Thousands of People”, which is an employee communication event, aims to convey the annual management philosophy of the Group and strengthen the team spirit. The Group conducted the “Interviews with Thousands of People” in various ways, including induction and exit interviews, post-probation interviews, democratic talks, transfer interviews, appraisals, interviews with key employees, etc. A total of 2,561 times of interviews were conducted in the 2020 “Interviews with Thousands of People”, covering the Group's head office, business units and subsidiaries.

「千人訪談」旨在傳達本集團年度管理理念，凝聚團隊力量的員工溝通活動。本集團以多樣形式開展「千人訪談」，其中包括入職訪談、轉正訪談、民主座談、調動訪談、績效面談、骨幹訪談、測評訪談等。二零二零年「千人訪談」共開展了2,561人次，員工訪談範圍覆蓋本集團總部、事業部及附屬公司。



# Environmental, Social & Governance Report

## 環境、社會及管治報告

### Case Study: LVGEM Hotel Service Skills Competition

案例：綠景酒店服務技能大赛

In November 2020, the LVGEM Hotel held the Ninth Service Skills Competition. The competition, with the theme of “Showing Employees’ Professionalism, Strengthening Standards and Procedures”, featured 13 competitions such as check-in at front desks, scenario handling, Chinese dining setting, making the beds in the Chinese way, turndown service, etc. The competition is divided into three stages, namely the preliminary, advanced and final competitions. This competition can effectively enhance the service skills of the hotel employees and the service quality, providing a platform to facilitate mutual learning and growth among employees.

二零二零年十一月，綠景酒店舉行第九屆服務技能大赛。技能大赛以「Show員工風采，強化標準流程」為主題，共設前台入住辦理及情景處理、中餐擺台、中式鋪床及開夜床等13個比賽項目。比賽分為初賽、優先賽和決賽三個階段進行。本次技能大赛有效提高酒店全體員工的服務技能、提升酒店整體服務水準，同時為員工提供交流學習、共同成長的平台。



### Training and Development

The Group is committed to providing the employees with a broad platform for development and the essential resources to continuously enhance their knowledge and skills. The Group has established the *Training Management System* to regulate the establishment of training management system and promote the implementation of various standards and procedures to assist employees in enhancing their professionalism, management ability, professional ethics and execution ability. To optimise the resource allocation, the Group formulates an annual training plan and reviews its implementation every year. The Group actively provides different types of training to the employees and conducts training in various forms such as lectures, group discussions, case analysis, field training, etc.

### 培訓與發展

本集團致力於為員工提供廣闊的發展平台，並提供所需資源，持續提升員工的知識和技能。本集團通過設立《培訓管理制度》規範培訓管理體系的建立，促進各業務標準流程的落地執行，幫助員工全面提升自身的專業能力、管理能力、職業道德修養及執行力。為優化資源分配，本集團每年均會制定年度培訓計劃，並檢視實行情況。本集團積極為員工提供不同類型的培訓，並通過授課、小組討論、案例分析、實地培訓等多種形式開展培訓。

Provide specialised training for the relevant personnel in various professional areas such as cost management, engineering project management, engineering project application, engineering design, investment and acquisition, tendering and procurement, capital operation, human resources and administration, legal and risk control, etc. 有針對性地為相關人員提供培訓，培訓涉及成本管理、工程管理、工程項目申請、工程設計、投資並購、招標採購、資本運營、人力行政、法務風控等多個專業範疇

Foundation Training  
基礎培訓

Professional Training  
專業培訓

Management Training  
管理培訓

Provide induction training, training of industry basic knowledge and training of system operation for new employees and system trainings for all employees

為新員工提供入職培訓、行業基礎知識、系統操作培訓，並為所有員工提供制度培訓

Conduct trainings in the form of “LVGEM Publicity Team” and “LVGEM Forum”, covering team building, operation management, effective communication, appraisal system, etc.

以「綠景宣講團」、「綠景論壇」等形式開展培訓，培訓內容包括團隊建設、運營管理、有效溝通、績效體系等

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## 環境、社會及管治報告

During the Reporting Period, the Group organised over 300 training events with 5,607 participants.

於本報告期內，本集團舉辦超過300場培訓活動，參與人次達5,607人次。



*Skills Training*  
技能培訓



*Management Training*  
管理培訓



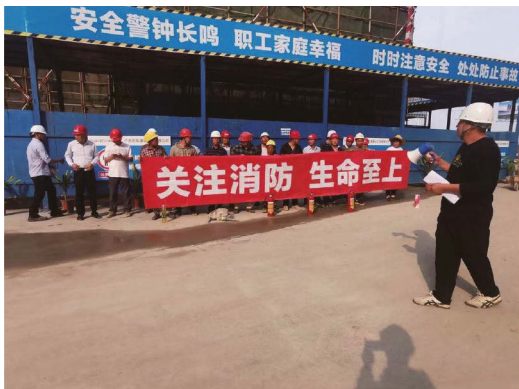
# Environmental, Social & Governance Report

## 環境、社會及管治報告

### 5.3 Protecting Employees' Safety

The Group attaches great importance to the occupational safety and health of its employees. In addition to complying with relevant laws and regulations, we require our employees, contractors and other relevant personnel to comply with the Group's safety requirements during the construction process. Meanwhile, the Group continues to improve its safety management system and focuses on cultivating safety awareness among employees and establishing relevant precautionary measures in its daily operations. The Group has been protecting the health and safety of its employees through the implementation of systems, training and management, assessment and correction, etc.

The Group has formulated operation manuals such as the *Guidelines for Safe and Civilised Construction Management*, the *Guidelines for Project Inspection*, the *Emergency and Response Plan* and the *Safety Organisation Management System*, etc. to enhance the quality of engineering project management, regulate rectification and preventive and control measures, and eliminate or reduce potential safety hazards and quality risks. During the construction, the Group conducts safety inspections, including safety protection, electricity safety, machinery and equipment, on-site fire-fighting equipment and material storage, etc., to ensure a safe environment at the construction sites. In addition, the Group organises fire drills on a regular basis to help employees to familiarise themselves with the use of fire-fighting equipment and the procedures for handling fire emergencies, to enhance their understanding of the fire prevention system and fire escape routes, and to enhance their awareness of fire safety.



Fire Drills  
消防演習

In early 2020, the pandemic spread rapidly. With protecting the health of our employees as our primary concern, the Group strengthened its protection in four areas, namely establishing a prevention and control mechanism, providing anti-pandemic supplies, enhancing prevention and control publicity, and implementing prevention and control measures to overcome the challenges brought about by the pandemic.

### 5.3 保障員工安全

本集團高度重視員工的職業安全與健康。除了遵守相關法律和法規，我們要求員工、承建商和其他相關人員在工程建設過程中須遵從本集團的安全要求。同時，本集團不斷完善安全管理體系，亦在日常運營中注重培養員工的安全意識、建立相關的防範措施。本集團從制度落實、培訓管理、考核糾正等多方面著手，保護員工的健康安全。

本集團針對施工項目專門制定了《文明施工管理工作指引》、《項目工程巡檢工作指引》、《應急和應急響應方案》、《安全組織管理制度》等操作手冊，提升項目工程管理質量，規範整改和預防控制措施，消除或降低潛在的安全隱患與質量風險。本集團於項目施工期間進行工程巡檢安全文明檢查，檢查內容包括安全防護、安全用電、機械設備、現場消防、材料堆放等，保障施工現場的安全環境。此外，本集團定期組織消防演習活動，協助員工熟悉掌握消防設備的操作方法及發生火災緊急情況後的處理流程，加深員工對防火制度及消防逃生路線的瞭解，增強員工的消防安全意識。



Demonstration of the Proper Use of Fire Extinguishers  
示範正確使用滅火筒

二零二零年初，疫情急速擴散，本集團以保障員工健康為首要考慮，從建立防控機制、提供防疫物資、加強防控宣傳、落實防疫措施四方面加強防護，面對疫情帶來的挑戰。



<b>Establishing a Prevention and Control Mechanism</b> 建立防控機制	<p>The Group has set up the pandemic prevention and control leading group, improved the prevention and control mechanism and issued the <i>Notice on the Establishment of Coronavirus Pneumonia Prevention and Control Mechanism</i>, the <i>Employee Health Protection Guidance</i>, and the <i>Technical Plan for Controlling Coronavirus Pneumonia of Project Construction Site</i> in time.</p> <p>本集團成立疫情防控領導小組，健全防控工作機制，並及時下發《關於建立新型冠狀病毒肺炎防控機制的通知》、《員工健康防護指引》、《在建項目新冠肺炎防控技術方案》。</p>
<b>Providing Anti-pandemic Supplies</b> 提供防疫物資	<p>The Group endeavoured to source protective materials from various sources, including masks, disinfectants and alcohol, disposable gloves and thermometers, to ensure the health and safety of employees during the resumption of work. The Group provided over 40,000 masks to its employees in face of material shortage.</p> <p>本集團努力從多管道搜購防護物資，包括口罩，消毒液、消毒酒精，一次性手套、體溫計等，確保復工期間員工的健康與安全。在物資短缺期間，本集團向員工提供超過40,000個口罩。</p>
<b>Enhancing Prevention and Control Publicity</b> 加強防控宣傳	<p>The Group has widely spread the knowledge of pandemic prevention and control through OA notifications and electronic screens, and has actively educated employees on protective measures and advised them to avoid crowded places. The Group also temporarily cancelled all group activities, such as Chinese New Year gatherings, meetings and team-building activities, to reduce the risk of infection transmission.</p> <p>本集團通過OA通知、電子屏循環播放等方式廣泛宣傳疫情防控知識，積極教導員工防護措施，並建議員工減少出入人員密集場所。本集團亦暫時取消所有群體性活動，如新春團拜、會議、團建等，降低傳染風險。</p>
<b>Implementing Prevention and Control Measures</b> 落實防疫措施	<p>The Group has implemented several prevention and control measures, including:</p> <p>本集團落實多項防疫措施，包括：</p> <ul style="list-style-type: none"> <li>Understand the health conditions of employees and compile statistics about employees and their families visiting regions with severe outbreaks of the pandemic; 瞭解員工身體狀況，以及統計員工及其家屬到訪疫情較嚴重地區或與相關人士接觸的情況；</li> <li>Spray and disinfect all public areas such as office areas, corridors, lift lobbies and toilets, and assign employees to inspect and disinfect electric switch buttons and door handles every two hours; 對辦公區域、走廊、電梯大堂、廁所等公共區域進行全方位噴霧消毒，並安排人員每兩小時對電掣開關、門把手等進行檢查和消毒；</li> <li>Strengthen the entry rules by requiring visitors to wear masks, have their body temperature measured and make registration; 加強門禁制度，要求來訪者佩戴口罩，測量體溫，並進行登記；</li> <li>Prevent employees from gathering and arrange meals for employees in strict accordance with the principle of “Prescribed time, Prescribed place and Prescribed area”. 防止人員聚集，嚴格按照「規定時間、規定地點、規定區域」原則安排員工就餐。</li> </ul> <div data-bbox="667 1591 1449 1832">  <div> <div> <p>为了您的健康 必须佩戴口罩 勿摘除</p> <p>人人为大家 大家为人人</p> </div> <div> <p>为了您的健康 请配合体温检测</p> <p>人人为大家 大家为人人</p> </div> <div> <p>茶水间已消毒 请您放心使用</p> <p>一起行动，胜过千言万语</p> </div> <div> <p>大堂已消毒 请您放心使用</p> <p>一起行动，胜过千言万语</p> </div> </div> </div>

# Environmental, Social & Governance Report

## 環境、社會及管治報告

### 6 Creating Value

The Group is committed to fulfilling its corporate social responsibility by working together with the society and paying close attention of social issues. We make use of our resources and strengths to actively organise different types of community activities and contribute to social development. While we are committed to expanding our own business, we also focus on our contribution to society by actively organising and participating in various charity activities. During the Reporting Period, the Group made donations to schools, charities and other organisations with a total of over RMB8.5 million.

During the Reporting Period, the Group actively responded to the government's call. While doing our best to prevent and control the pandemic, we would take up our corporate responsibility to contribute to the fight against the pandemic and demonstrate our corporate social responsibility through practical actions.

### 6 共創價值

本集團堅持與社會同行，高度關注社會問題，將社會發展需求融入企業實踐中。我們利用自身資源與優勢，積極開展各類社區活動、助力社區友好發展。我們在致力發展自身業務的同時，亦注重自身對社會的貢獻，積極組織參加各類公益活動。於本報告期內，本集團向學校、慈善會等組織捐贈，總數超過850萬元人民幣。

於本報告期內，本集團積極響應政府號召，在全力做好自身防控工作的同時，踐行企業擔當，全力以赴為戰勝疫情奉獻力量，用實際行動詮釋企業的社會責任。

#### Case Study: Contribute to the Society with Love and Take up Corporate Social Responsibility

##### 案例：愛心回饋社會，踐行企業擔當

The Group is highly concerned about the grassroots with regard to their pandemic prevention situation. To alleviate the shortage of supplies for the cleansing workers during the pandemic, we sourced supplies from various sources and donated 10,000 masks and 10 buckets of disinfectant to the Beautiful Shenzhen Foundation for the cleansing workers. In addition, during the critical period of pandemic prevention and control, the Group's Chairman actively sourced anti-pandemic supplies and donated 20,000 masks and 20 buckets of disinfectant to the Maoming City Command Centre for Pandemic Prevention and Control to support its pandemic prevention and control work, and to assist the frontline workers in the fight against the pandemic.

本集團高度關注社會基層的防疫情況。疫情期間物資短缺，為緩解環衛工人防疫物資緊缺狀態，我們從多方管道搜購物資，購買並向美麗深圳公益基金會捐贈10,000個口罩和10桶消毒液，讓環衛工人使用。此外，在疫情防控的關鍵時期，本集團的董事長積極搜購防控物資，向茂名市的疫情防控指揮部捐獻20,000個口罩和20桶消毒液，以支持其疫情防控工作，為疫情抗擊及奮戰在一線的工作人員提供幫助。



### 7 Sustainability Performance Indicators

#### 7.1 Environmental Performance Indicators

We collected environmental data on emissions and resource consumption in the Shenzhen office area of the Group (located in Shenzhen LVGEM NEO Building, with 6 floors of self-occupied office).

Indicator 名稱	Unit 單位	2020 二零二零年	2019 二零一九年
<b>Air Pollutant Emissions<sup>1</sup></b>			
<b>大氣污染物排放量<sup>1</sup></b>			
NO <sub>x</sub>	kg	213.12	208.15
氮氧化物(NO <sub>x</sub> )	千克		
SO <sub>x</sub>	kg	1.27	1.43
硫氧化物(SO <sub>x</sub> )	千克		
CO	kg	163.64	201.95
一氧化碳(CO)	千克		
PM <sub>2.5</sub>	kg	0.73	0.91
細顆粒物(PM <sub>2.5</sub> )	千克		
PM <sub>10</sub>	kg	0.73	0.91
可吸入顆粒物(PM <sub>10</sub> )	千克		
<b>Resource Consumption and Intensity<sup>2</sup></b>			
<b>資源消耗量及密度<sup>2</sup></b>			
Direct Energy Consumption	MWh	498.92	613.90
直接能源消耗量	兆瓦時		
Direct Energy Consumption Intensity	MWh/person	1.44	1.46
直接能源消耗密度	兆瓦時／人		
– Natural Gas Consumption <sup>3</sup>	M <sup>3</sup>	20,481.00	19,843.00
– 天然氣消耗總量 <sup>3</sup>	立方米		
– Gasoline Consumption (Vehicle)	L	29,825.02	42,927.17
– 汽油消耗總量(汽車)	升		
Indirect Energy Consumption	MWh	1,012.37	928.11
間接能源消耗量	兆瓦時		
Indirect Energy Consumption Intensity	MWh/person	2.92	2.21
間接能源消耗密度	兆瓦時／人		
– Electricity Consumption	kWh	1,012,374.00	928,112.00
– 電力消耗總量	千瓦時		
Water Consumption <sup>4</sup>	Tonnes	4,522.00	4,518.00
總耗水量 <sup>4</sup>	噸		
Water Consumption Intensity	Tonnes/person	13.03	10.76
總耗水密度	噸／人		

<sup>1</sup> The air pollutant emissions from cooking natural gas were newly added to the Group's air pollutant emissions for 2019 and 2020, and hence the air pollutant emissions for 2019 of this Report shall prevail. Air pollutant emissions from office vehicles are derived from the official vehicles owned and used in the Shenzhen office area during the Reporting Period, with 13 official vehicles in 2020 and 15 official vehicles in 2019. The calculation of the air pollutant emission data is based on the *Technical Guide for Air Pollutant Emission Inventory for On-road Vehicles (Trial Implementation)* issued by the Ministry of Ecology and Environment of the People's Republic of China and the *Handbook on Emission Coefficients of Industrial Pollution Sources of the First National Census of Pollution Sources*.

<sup>2</sup> The intensities of environmental data are calculated using the number of employees in the Shenzhen office area. It was 347 in 2020 and 420 in 2019.

<sup>3</sup> Natural gas consumption came from liquefied natural gas used in staff canteens in Shenzhen office areas.

<sup>4</sup> The daily water consumption is mainly supplied from the municipal water network, and there is no difficulty in sourcing water.

### 7 可持續發展績效指標

#### 7.1 環境績效指標

我們統計了本集團總部深圳辦公區域(位於深圳綠景NEO大廈，共有6層屬於自用辦公)在排放物和資源使用方面的環境數據。

<sup>1</sup> 本集團的2019年及2020年的大氣污染排放量新增了煮食天然氣的大氣污染排放量，因此2019年的大氣污染排放量以本報告的數據為準。汽車的大氣污染排放量來源於總部深圳辦公區域擁有和本報告期內有使用的公務車輛，二零二零年有13輛公務車輛，二零一九年有15輛公務車輛。大氣污染排放數據的計算方法參考自中華人民共和國生態環境部發佈的《道路機動車大氣污染排放清單編製技術指南(試行)》及《第一次全國污染源普查工業污染源產排污係數手冊》。

<sup>2</sup> 環境數據密度採用總部深圳辦公區域人數計算，二零二零年為347人，二零一九年為420人。

<sup>3</sup> 天然氣消耗量來源於總部深圳辦公區域員工食堂所使用的天然氣。

<sup>4</sup> 日常用水主要來自市政管網供水，並無求取水源上的困難。



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## 環境、社會及管治報告

Indicator 名稱	Unit 單位	2020 二零二零年	2019 二零一九年
<b>Greenhouse Gas Emissions and Intensity<sup>5</sup></b>			
<b>溫室氣體排放量及密度<sup>5</sup></b>			
Emissions from Vehicle (Scope 1) 車輛溫室氣體排放(範圍一)	Tonnes CO <sub>2</sub> e 噸二氧化碳當量	68.58	98.64
Emissions from Natural Gas (Scope 1) 天然氣使用溫室氣體排放(範圍一)	Tonnes CO <sub>2</sub> 噸二氧化碳	44.28	42.90
Emissions from electricity Consumption (Scope 2) 電力使用溫室氣體排放(範圍二)	Tonnes CO <sub>2</sub> e 噸二氧化碳	617.65	489.21
Total Emissions of Greenhouse Gas 總溫室氣體排放量	Tonnes CO <sub>2</sub> e 噸二氧化碳當量	730.51	630.75
Total Emission Intensity of Greenhouse Gas 總溫室氣體排放密度	Tonnes CO <sub>2</sub> e/person 噸二氧化碳當量／人	2.11	1.50
<b>Hazardous Wastes Production and Intensity<sup>6</sup></b>			
<b>有害廢棄物產生量及密度<sup>6</sup></b>			
Generation of Waste Batteries 廢電池產生量	kg 千克	0.73	0.88
Generation Intensity of Waste Batteries 廢電池產生密度	kg/person 千克／人	0.002	0.002
Generation of Waste Toner Cartridges 廢硒鼓產生量	kg 千克	8.50	9.10
Generation Intensity of Waste Toner Cartridges 廢硒鼓產生密度	kg/person 千克／人	0.02	0.02
Generation of Waste Cartridges 廢墨水匣產生量	kg 千克	0	1.20
Generation Intensity of Waste Cartridges 廢墨水匣產生密度	kg/person 千克／人	0	0.003
Generation of Waste Fluorescent Tubes 廢熒光燈管產生量	kg 千克	31.10	24.40
Generation Intensity of Waste Fluorescent Tubes 廢熒光燈管產生密度	kg/person 千克／人	0.09	0.06

<sup>5</sup> The calculation method of greenhouse gas emission (scope 1) data refers to the *Accounting Methods and Reporting Guidelines for Greenhouse Gas Emissions of Road Transport Enterprises (Trial)* and the *Accounting and Reporting of Greenhouse Gas Emission From Public Building Operators (Trial)* issued by the Ministry of Ecology and Environment of the People's Republic of China. The calculation method of greenhouse gas emission (scope 2) data refers to the 2015 national grid average emission factor of the *Notice on the Preparation of 2018 Carbon Emissions Reports and Verification and Emissions Monitoring Plan* issued by the Ministry of Ecology and Environment of the People's Republic of China.

<sup>6</sup> The hazardous wastes generated shall be recycled and processed by the third party licensed organisation.

<sup>5</sup> 溫室氣體(範圍一)排放數據的計算方法參考中華人民共和國生態環境部發佈的《陸上交通運輸企業溫室氣體排放核算方法與報告指南(試行)》及《公共建築運營單位(企業)溫室氣體排放核算方法和報告指南(試行)》。溫室氣體(範圍二)排放數據的計算方法參考中國生態環境部發佈的《關於做好2018年度碳排放報告與核查及排放監測計劃制定工作的通知》中的2015年全國電網平均排放因數。

<sup>6</sup> 所產生的有害廢棄物全部交由第三方具資質機構回收處置。

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## 環境、社會及管治報告

Indicator 名稱	Unit 單位	2020 二零二零年	2019 二零一九年
<b>Non-hazardous Waste Production and Intensity<sup>7</sup></b>			
<b>無害廢棄物產生量及密度<sup>7</sup></b>			
Generation of Waste Plastic Bottles 廢塑膠瓶產生量	kg 千克	56.00	250.00
Generation Intensity of Waste Plastic Bottles 廢塑膠瓶產生密度	kg/person 千克／人	0.16	0.60
Generation of Wastepaper 廢紙產生量	kg 千克	62.00	59.00
Generation Intensity of Wastepaper 廢紙產生密度	kg/person 千克／人	0.18	0.14
Generation of Domestic Waste 生活垃圾產生量	kg 千克	545.00	591.20
Generation Intensity of Domestic Waste 生活垃圾產生密度	kg/person 千克／人	1.57	1.41

<sup>7</sup> The non-hazardous wastes generated are sorted and stored in a special recycling place while domestic wastes are regularly cleaned and transported by a third party organization. In order to ensure meaningful comparison, the Group adjusted the amount of domestic waste generated in 2019. The amount of domestic waste generated for 2019 of this Report shall prevail.

<sup>7</sup> 所產生的無害廢棄物，分類存放至專門回收處，生活垃圾則委託由協力廠商機構定期清運。為了確保有意義的比較，本集團對二零一九年的生活垃圾產生量進行調整，二零一九年的生活垃圾產生量以本報告為準。

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## 環境、社會及管治報告

### 7.2 Social Performance Indicators

### 7.2 社會績效指標

Indicators 名稱		Unit 單位	2020 二零二零年
<b>Number of Employees (As of 31 December 2020)</b> 員工數目(截至二零二零年十二月三十一日)			
Number of Employees by Gender 按性別劃分	Male 男性	Person 人	1,418
	Female 女性	Person 人	679
Number of Employees by Employment Type 按僱傭類型劃分	Full-time 全職	Person 人	2,097
	Part-time 兼職	Person 人	0
Number of Employees by Age Group 按年齡組別劃分	<30	Person 人	1,037
	<30歲	Person 人	
	30-50	Person 人	1,018
	30-50歲	Person 人	
	>50	Person 人	42
Number of Employees by Geographical Region 按地區劃分	>50歲	Person 人	
	Mainland China 中國內地	Person 人	2,065
	Hong Kong 香港	Person 人	32
<b>Employee Turnover Rate<sup>8</sup></b> 員工流失率 <sup>8</sup>			
Employee Turnover Rate by Gender 按性別劃分	Male 男性	%	22.64%
	Female 女性	%	13.99%
Employee Turnover Rate by Age Group 按年齡組別劃分	<30	%	18.80%
	<30歲	%	
	30-50	%	20.83%
	30-50歲	%	
	>50	%	21.43%
Employee Turnover Rate by Geographical Region 按地區劃分	>50歲	%	
	Mainland China 中國內地	%	20.10%
	Hong Kong 香港	%	3.13%
<b>Safety</b> 安全			
Number of Work-Related Fatalities 因工作關係而死亡的人數		Person 人	0
Rate of Work-Related Fatalities 因工作關係而死亡的比率		%	0
Lost Days due to Work Injury 因工傷損失工作日數		Day 天	0

<sup>8</sup> The formula for calculating employee turnover rate by category: the number of employees who left the Group in a category during the Reporting Period/ the total number of employees in the category as at the end of the Reporting Period x 100%.

<sup>8</sup> 各類別的員工流失率計算公式為：本報告期內該類別的員工流失人數／截至本報告期末該類別的總員工人數x100%。



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## 環境、社會及管治報告

Indicators 名稱		Unit 單位	2020 二零二零年
<b>Percentage of Employees Trained<sup>9</sup></b>			
<b>受訓員工百分比<sup>9</sup></b>			
By Gender	Male	%	99.08%
按性別劃分	男性		
	Female	%	97.64%
	女性		
By Employee Category	Senior Management	%	90.91%
按僱員類別劃分	高層		
	Middle Management	%	98.36%
	中層		
	General Staff	%	98.72%
	基層		
<b>Average Training Hours Completed per Employee</b>			
<b>每名員工完成受訓的平均時數</b>			
By Gender	Male	Hour	4.00
按性別劃分	男性	小時	
	Female	Hour	3.00
	女性	小時	
By Employee Category	Senior Management	Hour	3.48
按僱員類別劃分	高層	小時	
	Middle Management	Hour	6.78
	中層	小時	
	General Staff	Hour	8.32
	基層	小時	
<b>Number of Suppliers by Geographical Region<sup>10</sup></b>			
<b>按地區劃分的供應商數目<sup>10</sup></b>			
Beijing	Number of Suppliers		16
北京	個		
Guangdong	Number of Suppliers		398
廣東	個		
Hubei	Number of Suppliers		1
湖北	個		
Hunan	Number of Suppliers		1
湖南	個		
Jiangsu	Number of Suppliers		57
江蘇	個		
Fujian	Number of Suppliers		1
福建	個		
Shanghai	Number of Suppliers		10
上海	個		
Zhejiang	Number of Suppliers		1
浙江	個		
Sichuan	Number of Suppliers		1
四川	個		
Tibet	Number of Suppliers		1
西藏	個		
Hong Kong	Number of Suppliers		2
香港	個		
Cambodia	Number of Suppliers		7
柬埔寨	個		

<sup>9</sup> The formula for calculating employee training rate by category: the number of employees undergoing training in a category / the total number of employees in the category as at the end of the Reporting Period x 100%.

<sup>10</sup> The number includes engineering, design, marketing and other types of suppliers.

<sup>9</sup> 各類別的員工受訓百分比計算公式為：該類別的受訓員工人數／截至本報告期末該類別的總員工人數x100%。

<sup>10</sup> 數目包括工程、設計、營銷等類型的供應商。

# Environmental, Social & Governance Report

## 環境、社會及管治報告

Indicators 名稱	Unit 單位	2020 二零二零年
<b>Quality</b> <b>質量</b>		
Percentage of Total Products Sold or Shipped Subject to Recalls for Safety and Health Reasons 因安全與健康理由而須重建或退回的發展項目的百分比	%	0
<b>Complaint</b> <b>投訴</b>		
Number of Products and Service Related Complaints Received 接獲有關產品及服務的投訴數目	Case 宗	711
Percentage of Resolved Complaints 投訴解決率	%	100%
<b>Number of corruption cases</b> <b>貪污訴訟案件數目</b>		
Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees 對本集團或其員工提出並已審結的貪污訴訟案件的數目	Case 宗	0

### Appendix 1 Laws and Regulations

During the Reporting Period, the Group did not violate any laws and regulations relating to emissions, employment, health and safety, labour standards, product responsibility and anti-corruption that have a significant impact on the Group. Please refer to the table below for details.

#### Laws and regulations relating to the disclosure aspects of the ESG Guide of the SEHK that have a significant impact on the Group

##### Emissions

*Environmental Protection Law of the People's Republic of China*  
*Law of the People's Republic of China on the Prevention and Control of Environmental Pollution Caused by Solid Wastes*  
*Energy Conservation Law of the People's Republic of China*  
*Cleaner Production Promotion Law of the People's Republic of China*  
*Law of the People's Republic of China on Environmental Impact Assessment*  
*Provisions on the Administration of Urban Construction Garbage*  
*Urban and Rural Living Garbage Treatment Ordinance of Guangdong*  
*Regulations of the Shenzhen Special Economic Zone on the Environmental Protection of Construction Projects*

##### Employment

*Labour Law of the People's Republic of China*  
*Labour Contract Law of the People's Republic of China*  
*Employment Promotion Law of the People's Republic of China*  
*Social Insurance Law of the People's Republic of China*  
*Labour Dispute Mediation and Arbitration Law of the People's Republic of China*

##### Health and Safety

*Production Safety Law of the People's Republic of China*  
*Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases*  
*Fire Control Law of the People's Republic of China*

##### Labour Standard

*Law of the People's Republic of China on the Protection of Minors*  
*Provisions on the Prohibition of Using Child Labour*

##### Product Responsibilities

*Standardisation Law of the People's Republic of China*  
*Product Quality Law of the People's Republic of China*  
*Advertising Law of the People's Republic of China*

##### Anti-corruption

*Criminal Law of the People's Republic of China*  
*Anti-Money Laundering Law of the People's Republic of China*  
*Anti-Unfair Competition Law of the People's Republic of China*  
*Prevention of Bribery Ordinance*

### 附錄一法律法規

於本報告期內，本集團未有違反與排放物、僱傭、健康與安全、勞工準則、產品責任和反貪污範圍相關並對本集團產生重大影響的法律法規，詳情請參閱下表。

#### 與香港聯交所《ESG指引》的披露層面相關並對本集團有重大影響的法律法規

##### 排放物

《中華人民共和國環境保護法》  
《中華人民共和國固體廢物污染環境防治法》  
  
《中華人民共和國節約能源法》  
《中華人民共和國清潔生產促進法》  
《中華人民共和國環境影響評價法》  
《城市建築垃圾管理規定》  
《廣東省城鄉生活垃圾處理條例》  
《深圳經濟特區建設項目環境保護條例》

##### 僱傭

《中華人民共和國勞動法》  
《中華人民共和國勞動合同法》  
《中華人民共和國就業促進法》  
《中華人民共和國社會保險法》  
《中華人民共和國勞動爭議調解仲裁法》

##### 健康與安全

《中華人民共和國安全生產法》  
《中華人民共和國職業病防治法》  
  
《中華人民共和國消防法》

##### 勞工準則

《中華人民共和國未成年人保護法》  
《禁止使用童工規定》

##### 產品責任

《中華人民共和國標準化法》  
《中華人民共和國產品質量法》  
《中華人民共和國廣告法》

##### 反貪污

《中華人民共和國刑法》  
《中華人民共和國反洗錢法》  
《中華人民共和國反不正當競爭法》  
《防止賄賂條例》



# Environmental, Social & Governance Report

## 環境、社會及管治報告

### Appendix 2 Content Index of Environmental, Social and Governance Reporting Guide

### 附錄二《環境、社會及管治報告指引》內容索引

Content 內容	Reference Chapters/Remarks 披露章節／解釋
<b>A. Environmental A.環境</b>	
Aspect 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 generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料
A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放資料
A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 溫室氣體總排放量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)
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
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
	4.2 Green Construction Management 綠色施工管理 4.3 Creating a Green Community 營造綠色社區 7.1 Environmental Performance Indicators 環境績效指標 7.1 Environmental Performance Indicators 環境績效指標 7.1 Environmental Performance Indicators 環境績效指標 7.1 Environmental Performance Indicators 環境績效指標 4.2 Green Construction Management 綠色施工管理 4.3 Creating a Green Community 營造綠色社區 7.1 Environmental Performance Indicators 環境績效指標 4.2 Green Construction Management 綠色施工管理 4.3 Creating a Green Community 營造綠色社區 7.1 Environmental Performance Indicators 環境績效指標

# Environmental, Social & Governance Report

## 環境、社會及管治報告

Content 內容			Reference Chapters/Remarks 披露章節／解釋
Aspect 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	4.2 Green Construction Management 綠色施工管理 4.3 Creating a Green Community 營造綠色社區 7.1 Environmental Performance Indicators 環境績效指標
	A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility). 按類型劃分的直接及／或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)	7.1 Environmental Performance Indicators 環境績效指標
	A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 總耗水量及密度(如以每產量單位、每項設施計算)	7.1 Environmental Performance Indicators 環境績效指標
	A2.3	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 描述能源使用效益計劃及所得成果	4.2 Green Construction Management 綠色施工管理 4.3 Creating a Green Community 營造綠色社區
	A2.4	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 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	4.3 Creating a Green Community 營造綠色社區 7.1 Environmental Performance Indicators 環境績效指標
	A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位佔量	* The use of packaging materials for finished products is not related to the Group's business 製成品的包裝材料使用與本集團業務不相關
A3: The 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	4.1 Developing Green Buildings 發展綠色建築 4.2 Green Construction Management 綠色施工管理 4.3 Creating a Green Community 營造綠色社區
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動	4.1 Developing Green Buildings 發展綠色建築 4.2 Green Construction Management 綠色施工管理 4.3 Creating a Green Community 營造綠色社區

# Environmental, Social & Governance Report

## 環境、社會及管治報告

Content 內容			Reference Chapters/Remarks 披露章節／解釋
<b>B. Social</b>			
<b>B. 社會</b>			
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： (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	5.1 Attracting Talents 吸納合適人才 5.2 Retaining Talents 保留優秀人才
	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	7.2 Social Performance Indicators 社會績效指標
	B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率	7.2 Social Performance Indicators 社會績效指標
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員工避免職業性危害的： (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	5.3 Protecting Employees' Safety 保障員工安全
	B2.1	Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率	7.2 Social Performance Indicators 社會績效指標
	B2.2	Lost days due to work injury. 因工傷損失工作日數	7.2 Social Performance Indicators 社會績效指標
	B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法	5.3 Protecting Employees' Safety 保障員工安全

# Environmental, Social & Governance Report

## 環境、社會及管治報告

Content 內容			Reference Chapters/Remarks 披露章節／解釋
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. 有關提升員工履行工作職責的知識及技能的政策。描述培訓活動	5.2 Retaining Talents 保留優秀人才
	B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比	7.2 Social Performance Indicators 社會績效指標
B4: Labour Standards B4：勞工準則	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	7.2 Social Performance Indicators 社會績效指標
	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 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	5.1 Attracting Talents 吸納合適人才 5.2 Retaining Talents 保留優秀人才
	B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工	5.1 Attracting Talents 吸納合適人才 5.2 Retaining Talents 保留優秀人才
	B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟	During the Reporting Period, there was no reported case of child labour and forced labour in the Group. 於本報告期內，本集團並未發生聘用童工和強制勞工的違規情況。
	B5: Supply Chain Management B5：供應鏈管理	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	3.4 Promoting Co-Development 攜手共同發展
	B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目	7.2 Social Performance Indicators 社會績效指標
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法	3.4 Promoting Co-Development 攜手共同發展



# Environmental, Social & Governance Report

## 環境、社會及管治報告

### Content

#### 內容

### Reference Chapters/Remarks

#### 披露章節／解釋

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： (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	3.1 Constructing an Ideal Community 構建理想社區 3.2 Enhancing Customer Experience 提升客戶體驗 3.3 Overcoming Difficulties Together 互助共渡難關 * Labelling of products and services is not relevant to the Group's business 產品和服務的標籤與本集團業務不相關
	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比	7.2 Social Performance Indicators 社會績效指標
	B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法	3.2 Enhancing Customer Experience 提升客戶體驗 7.2 Social Performance Indicators 社會績效指標
	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	3.2 Enhancing Customer Experience 提升客戶體驗
	B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收方式	3.1 Constructing an Ideal Community 構建理想社區 3.2 Enhancing Customer Experience 提升客戶體驗 * Product recall procedures are not relevant to the Group's business 產品回收方式與本集團業務不相關
	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	3.2 Enhancing Customer Experience 提升客戶體驗
B7: Anticorruption 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	2.4 Adhering to Operational Compliance 堅持合規經營
	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	7.2 Social Performance Indicators 社會績效指標
	B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報方式，以及相關執行及監察方法	2.4 Adhering to Operational Compliance 堅持合規經營

# Environmental, Social & Governance Report

## 環境、社會及管治報告

Content 內容			Reference Chapters/Remarks 披露章節／解釋
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. 有關以社區參與來瞭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	3.3 Overcoming Difficulties Together 互助共渡難關
	B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)	6 Creating Value 共創價值
	B8.2	Resources contributed (e.g. money or time) to the focus area. 在專注範疇所動用資源(如金錢或時間)	3.3 Overcoming Difficulties Together 互助共渡難關 6 Creating Value 共創價值

**L.gem 綠景(中國)地產投資有限公司**  
**LVGEM (CHINA) REAL ESTATE INVESTMENT COMPANY LIMITED**

(於開曼群島註冊成立之有限公司)

(Incorporated in the Cayman Islands with limited liability)

香港聯交所股份代號: 95 HKSE Stock Code: 95

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