



中國誠通發展集團有限公司

China Chengtong Development Group Limited

(於香港註冊成立之有限公司)

(Incorporated in Hong Kong with limited liability)

股份代號 Stock Code: 217

2021

ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT

環境、社會及
管治報告





CONTENTS

目錄

1	About this Report 關於本報告	2	7	Green Operation 綠色營運	31
1.1	Basis for Preparation 編製基準	2	7.1	Environmental Management 環境管理	31
1.2	Scope of this Report 本報告範圍	4	7.2	Climate Change 氣候變化	36
1.3	Feedback to this Report 對本報告的回應	4	7.3	Environmental Performance Indicators 環境績效指標	37
2	About Us 關於我們	5	7.4	Environmental and Natural Resource Protection Cases 環境及天然資源保護案例	43
3	Sustainable Development Management 可持續發展管理	6	8	Responsible Operation 責任營運	45
3.1	ESG Governance Structure ESG管治架構	6	8.1	Product and Service Responsibility 產品及服務責任	45
3.2	ESG Goals and Approaches ESG目標方針	7	8.2	Customer Rights and Interests 客戶權益	46
3.3	ESG Risk Management ESG風險管理	9	8.3	Advertising and Intellectual Property Protection 廣告宣傳及知識產權保護	48
4	Communication with Stakeholders 權益人溝通	12	8.4	Supply Chain Management 供應鏈管理	48
5	Materiality Assessment 重要性評估	13	8.5	Combatting Corruption and Promoting Integrity 反腐倡廉	49
6	People-oriented 以人為本	16	9	Community Building 社區營造	51
6.1	Employment Management 僱傭管理	16	10	Content Indexes of Environmental, Social and Governance Report 《環境、社會及管治報告》內容索引	53
6.2	Employee Development 員工發展	24			
6.3	Employee Safety 保障員工安全	28			



Environmental, Social and Governance Report

環境、社會及管治報告

1 ABOUT THIS REPORT

This Environmental, Social and Governance Report (“**ESG Report**” or “**Report**”) aims to report on the environmental, social and governance (“**ESG**”) performance of China Chengtong Development Group Limited (“**Company**”) and its major subsidiaries (“**Group**” or “**we**”) during the year ended 31 December 2021 (“**Reporting Period**”), and respond to the sustainability-related issues concerned by the Group’s major stakeholders.

This Report details the Group’s management performance in respect of sustainable development and how to integrate the concept of sustainable development into the business to identify and manage various risks and opportunities.

1.1 Basis for Preparation

This Report is prepared in accordance with the provisions of the Environmental, Social and Governance Reporting Guide (“**ESG Guide**”) in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“**SEHK**”). This Report should be read in conjunction with the section headed “Corporate Governance Report” in the 2021 annual report of the Company for a comprehensive understanding on the corporate governance-related performances of the Group.

1 關於本報告

本《環境、社會及管治報告》(下稱「**ESG 報告**」或「**本報告**」)旨在匯報中國誠通發展集團有限公司(下稱「**本公司**」)及旗下主要附屬公司(下稱「**本集團**」或「**我們**」)於截至2021年12月31日止年度(下稱「**本報告期**」)內的環境、社會及管治(下稱「**ESG**」)表現，並回應本集團主要權益人所關注的可持續發展相關議題。

本報告詳述本集團有關可持續發展方面的管理績效以及如何結合可持續發展理念至業務之中，藉以識別及管理各種風險與機遇。

1.1 編製基準

本報告乃依照香港聯合交易所有限公司(下稱「**香港聯交所**」)證券上市規則》附錄二十七《環境、社會及管治報告指引》(下稱「**ESG 指引**」)的規定編製。本報告應與本公司2021年度報告中的「企業管治報告」章節一併閱覽，以便全面了解本集團與企業管治相關的表現。

Environmental, Social and Governance Report

環境、社會及管治報告

This Report has complied with all the “mandatory disclosure requirements” and “comply or explain” provisions set out in the ESG Guide and has been prepared in accordance with the reporting principles of the ESG Guide. This Report has been prepared in accordance with the following reporting principles:

本報告已遵守ESG指引中所有「強制披露規定」與「不遵守就解釋」條文，並按照ESG指引中的匯報原則編製。本報告的編製應用以下匯報原則：

Materiality	The Group identifies material issues that are relevant to itself through materiality assessment. Materiality assessment includes inviting stakeholders to prioritise sustainability issues and inviting the management to verify material issues. Please refer to the “Materiality Assessment” section of this Report for details of the materiality assessment.
Quantitative	To fully assess its ESG performance during the Reporting Period, the Group discloses the applicable quantitative key performance indicators (“KPIs”) according to the ESG Guide and sets out the standards, methodologies, assumptions and calculation tools used, including source of conversion factors.
Consistency	The methodologies used in this Report are consistent with those used in the previous reporting period to allow readers to make meaningful comparisons of ESG data. Where there are changes to the methods or KPI used, or any other relevant factors affecting a meaningful comparison, such changes and/or factors are disclosed in this Report.
Balance	This Report provides an unbiased picture of the Group’s ESG performance. The application of the relevant principles is reflected in various sections of this Report.

重要性	本集團透過重要性評估識別與本集團相關的重要性議題。重要性評估工作包括邀請權益人對可持續發展議題的重要性進行優次排列、管理層核實重要性議題等。關於重要性評估工作的詳情，請參閱本報告中的「重要性評估」章節。
量化	為全面評估本集團於本報告期內的ESG績效，本集團披露了ESG指引內適用的量化關鍵績效指標，並列明了量化關鍵績效指標所採用的標準、方法、假設及計算的參考依據，包括主要換算因子的來源。
一致性	本報告採用與上個報告期一致的編製方法，以供讀者對本報告內的ESG信息進行有意義的對比。如果有方法或使用的關鍵績效指標改變，或者有任何其它相關因素影響有意義的對比，這些改變和／或因素會被披露在本報告中。
平衡	本報告客觀地呈報本集團的ESG表現，相關原則的應用在本報告各章節中體現。

Environmental, Social and Governance Report

環境、社會及管治報告

1.2 Scope of this Report

Unless otherwise indicated, this Report covers the Group's principal businesses, including leasing, bulk commodity trade, property development and investment, marine recreation services and hotel, which are managed and/or operated by the Company and its major subsidiaries, including:

- Chengtong Development Trading Company Limited (“**Chengtong Development Trading**”);
- Chengtong Financial Leasing Company Limited (“**Chengtong Leasing**”);
- Chengtong World Trade Limited;
- Hainan Huandao Hotel and Travel Investment Company Limited (“**Huandao Hotel Investment**”) and its subsidiaries; and
- Zhucheng Phoenix Landmark Company Limited (“**Zhucheng Phoenix**”).

The Company has completed the disposal process of Chengtong Dafeng Harbour Development Limited (“**Dafeng**”) in July 2020 and therefore Dafeng is no longer included in this Report.

Unless otherwise specified, the time frame of this Report is from 1 January 2021 to 31 December 2021. This Report has been prepared based on the report published in the previous year, covering the time frame from 1 January 2020 to 31 December 2020.

1.3 Feedback to this Report

We welcome your valuable comments on the Group's ESG and other sustainability issues. You may contact us through the following ways.

Postal address: Suite 6406, 64/F, Central Plaza,
18 Harbour Road, Wanchai, Hong Kong

E-mail: public@hk217.com

Telephone: (852) 2160 1600

Fax: (852) 2160 1608

1.2 本報告範圍

除非另有說明，本報告範圍涵蓋本集團的主營業務，包括租賃、大宗商品貿易、物業發展及投資及海上旅遊服務及酒店。該等業務由本公司及其主要附屬公司管理及／或經營，包括：

- 誠通發展貿易有限公司(下稱「誠通發展貿易」)；
- 誠通融資租賃有限公司(下稱「誠通租賃」)；
- 誠通世亞有限公司；
- 海南寰島酒店旅遊投資有限公司(下稱「寰島酒店投資」)及其附屬公司；及
- 諸城鳳凰置地有限公司(下稱「諸城鳳凰」)。

本公司已於2020年7月完成誠通大豐海港開發有限公司(「大豐」)的出售程序，因此大豐將不再納入本報告範圍。

除非另有說明，本報告的時間範圍為2021年1月1日至2021年12月31日。本報告乃承接上年度發表的報告(時間範圍為2020年1月1日至2020年12月31日)而編撰。

1.3 對本報告的回應

我們歡迎閣下對本集團ESG及其他可持續發展事宜提出寶貴意見，閣下可透過以下方式聯繫我們。

郵寄地址：香港灣仔港灣道18號
中環廣場64樓6406室

電郵地址：public@hk217.com

聯絡電話：(852) 2160 1600

傳真：(852) 2160 1608

Environmental, Social and Governance Report

環境、社會及管治報告

2 ABOUT US

The Company is listed on the Main Board of the SEHK (Stock code: 217). The ultimate controlling shareholder, being China Chengtong Holdings Group Limited, is under the direct management of the State-owned Assets Supervision and Administration Commission of the State Council.

The Group is principally engaged in leasing, bulk commodity trade, property development and investment, marine recreation services and hotel businesses. Leasing is our main direction of future business development. Based on strict risk control and characterised by professional development, we continue to focus on expanding the scale of leasing business, so as to establish the brand and market influence of the Group's leasing business. In response to the operation risks brought by the COVID-19 epidemic, the Group has reorganised and formulated new strategic development plans and business strategies. It will continue to develop its leasing business in business sectors that have stable cash flow and are less affected by the COVID-19 epidemic, such as energy saving and environmental protection, new infrastructure, new energy, high-end equipment manufacturing, intelligent logistics, and One Health, with a view to reduce the impact of the epidemic and to foster development based on the business opportunities arising from the national strategies such as new urbanisation, Made-in-China 2025, new infrastructure, and the "Belt and Road" initiative.

The Group is gradually withdrawing from its property development projects. We will further rely on and combine the resource advantages of our controlling shareholder to vigorously develop and to put more emphasis on businesses with state-owned enterprises and overseas leasing, and quickly expand and build up the scale of our leasing business.

2 關於我們

本公司是在香港聯交所主板掛牌交易的上市公司(股票代碼：217)，最終控股股東為中國誠通控股集團有限公司，是國務院國有資產監督管理委員會直接管轄企業。

本集團主要從事租賃、大宗商品貿易、物業發展及投資以及海上旅遊服務和酒店經營。我們以租賃作為未來業務發展的主要方向，以嚴格控制風險為基礎，以專業化發展為特色，持續聚焦擴展租賃業務，樹立起本集團租賃業務的品牌和影響力。鑑於新冠肺炎疫情所帶來的經營風險，本集團重新梳理和制定新的戰略發展規劃和經營策略，將繼續開拓節能環保、新基建、新能源、高端裝備製造、智慧物流、醫療大健康等現金流穩定且受新冠肺炎疫情影響較小的相關租賃業務領域，以減低疫情影響，緊緊圍繞新型城鎮化、中國製造2025、新基建、「一帶一路」倡議等國家戰略領域的業務機會進行業務佈局。

本集團正逐步退出物業發展項目。我們將進一步依託和結合本集團之控股股東的資源優勢，加大力度開拓中央企業和海外租賃等領域的業務，快速做大做強租賃業務規模。

Environmental, Social and Governance Report

環境、社會及管治報告

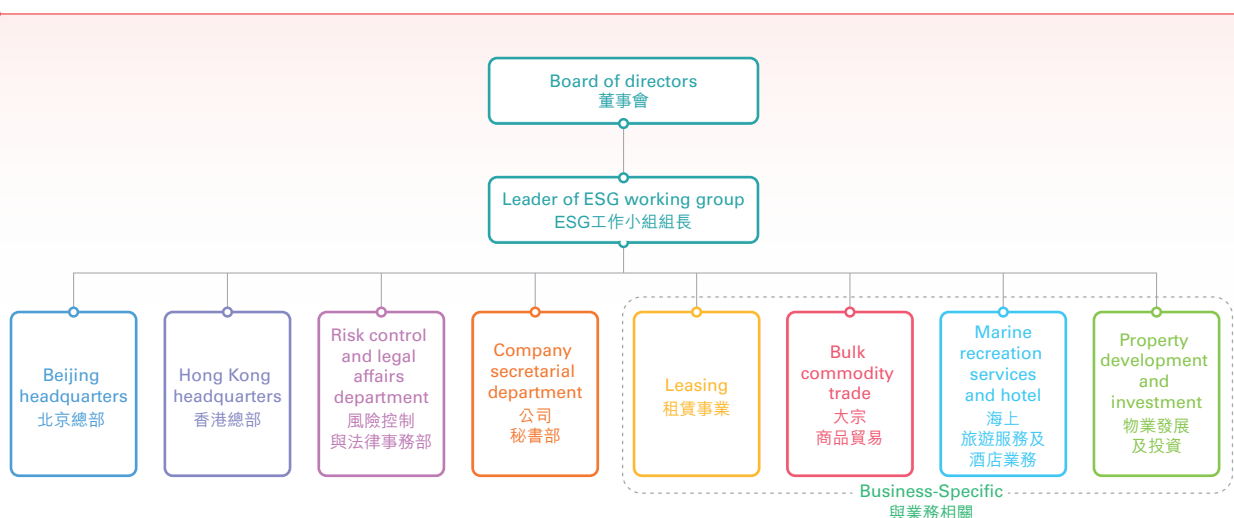
3 SUSTAINABLE DEVELOPMENT MANAGEMENT

The board of directors of the Company (“**Board**”) is responsible for the Company’s ESG strategy and reporting, actively participating in the Group’s ESG matters and performing its governance functions.

3.1 ESG Governance Structure

The Group has established an ESG governance structure under the supervision of the Board to manage sustainable development issues in a unified manner, ensuring that ESG considerations are incorporated into all operational processes and business decisions, and comprehensively advancing the Group’s sustainable development progress.

The Group has established an ESG working group. The working group is composed of representatives from functional departments involved in ESG matters of the Group and ESG-related responsible personnels of its subsidiaries for each segment of the Group’s principal business. Mr. Yang Tianzhou, the Managing Director of the Company, serves as the leader of the working group and reports to the Board on ESG work.



The Board is the highest decision-making body for the Group’s ESG governance and is responsible for overseeing the overall ESG strategy; reviewing and making decisions on risks and opportunities related to the Group’s business; ensuring that appropriate and effective ESG management and internal control systems are in place; formulating ESG management approaches, strategies, priorities and goals; regularly reviewing the performance of ESG goals; and reviewing and approving the disclosures in the ESG Report.

董事會是本集團ESG治理的最高決策機構，負責監管整體ESG策略；審議與決策對本集團業務有關的風險及機遇；確保設有適當和有效的ESG管理及內部監控系統；制訂ESG管理方針、策略、優次及目標；定期檢討ESG目標的表現；及審批ESG報告內的披露資料。

3 可持續發展管理

本公司董事會(「**董事會**」)對本公司ESG策略及匯報負責，積極參與本集團的ESG事務及履行其管治職能。

3.1 ESG管治架構

本集團建立由董事會監管的ESG管治架構，對可持續發展事宜進行統一管理，確保在所有運營環節及業務層面的決策中均納入ESG考量，全面推進本集團的可持續發展進程。

本集團設有ESG工作小組。該小組由本集團中涉及ESG事宜的職能部門代表及本集團主要業務的各附屬公司的ESG相關負責人員所組成，由本公司董事總經理楊田洲先生擔任工作小組組長，就ESG工作事宜向董事會匯報。

Environmental, Social and Governance Report

環境、社會及管治報告

The ESG working group is authorised by the Board to participate in the Group's ESG-related work, and its responsibilities include organising and coordinating the implementation and execution of all ESG-related work by the functional departments of the Group's headquarters and subsidiaries; reporting to the Board on material ESG matters and the progress made against the ESG goals on a regular basis; promoting and communicating the Group's strategies and specific initiatives in ESG management; collecting information and reporting on ESG-related management measures and performance; and gathering information required for the ESG Report from the functional departments of the Group and submitting the report to the Board for approval. Based on the progress made against the ESG goals and actual situation of ESG-related work, the ESG working group will formulate improvement suggestions to the members of the Board, so that the Board can continuously and effectively implement ESG supervision.

The functional departments and subsidiaries are responsible for the management and data collection for specific sustainable development issues, and carrying out relevant work in accordance with the ESG management system and process.

3.2 ESG Goals and Approaches

Over the years, the Group has been advocating and pursuing responsible operations. We are committed to operating our business in an all-round and responsible manner with consideration of environmental, social and economic benefits. Each year, the Board authorises the ESG working group to review the progress made against the ESG goals and approaches. Considering the extent of environmental impact of different business operations, the Group has taken the lead in formulating the following environmental strategies in respect of the Group's marine recreation services and hotel business (Huandao Hotel Investment):

Emission reduction strategy The Group has set a short-term goal in 1-2 years to ensure that employees follow the regulations on the use of the Group's business vehicles: when replacing the Group's business vehicles, we will choose to replace fuel vehicles gradually with more environmental-friendly new energy electric vehicles based on business characteristics and needs.

We have set a medium-term goal in 3-5 years for marine recreation business to strengthen the routine repair and maintenance of vessels: replacement of nozzles; regular maintenance of vessels at the dock to remove parasitic oysters, so as to smoothen the hull and maintain turbine efficiency.

ESG工作小組獲董事會授權參與本集團ESG相關的工作，其職責包括統籌及協調本集團總部及下屬公司各職能部門落實及執行所有ESG相關工作；就重大的ESG事宜及達成ESG目標進展情況向董事會進行定期匯報；推動和溝通本集團在ESG管理方面的戰略和具體舉措；收集與匯報ESG相關事宜的管理措施與績效；並向本集團職能部門收集ESG報告所需資料、呈交報告予董事會審批等。ESG工作小組會因應達成ESG目標進展及ESG相關工作的實際情況，向董事會成員擬定改善建議，使董事會能夠持續及有效地執行ESG監管事宜。

各職能部門、子公司負責各專項可持續發展議題的管理及資料收集，按照ESG管理制度和流程開展相關工作。

3.2 ESG目標方針

本集團過去多年一直倡導並奉行負責任的運營理念。我們矢志兼顧環境、社會及經濟效益，全面以負責任的方式營運業務。董事會每年會通過授權ESG工作小組，對ESG目標完成進度及方針展開進度檢討。考慮到不同業務營運對環境所造成的影響程度，本集團已率先為集團海上旅遊服務及酒店業務(寰島酒店投資)制定以下環境範疇策略：

減排策略 本集團設定短期目標，在1-2年內，我們確保員工依照本集團公務車輛使用規定：公務車輛更換時，將根據業務特點及需求，逐漸選擇由更加環保的新能源電動汽車代替燃油汽車。

我們已設定中期目標，在3-5年內將針對海上旅遊業務，加強對船舶日常維修保養：更換噴油嘴；定期安排船舶到船塢進行上排保養，去除寄生海蠣，使船體光滑以維持輪機效率。

Environmental, Social and Governance Report

環境、社會及管治報告

Carbon reduction strategy	<p>The Group has set a short-term goal in 1-2 years to reduce business trips by encouraging the use of video or online learning platform instead of physical training or conference activities. In terms of travel arrangement, we instruct our employees to use high-speed rail to travel to destinations as long as it is practicable.</p> <p>We have set a medium-term goal in 3-5 years to formulate corresponding internal energy conservation and emission reduction management systems and strengthen management for carbon emissions caused by water, electricity and fuel used in our business operations.</p>	減碳策略	<p>本集團設定短期目標，在1-2年內我們宣導以視頻或網上學習平台代替實體培訓或會議活動，減少出差。在差旅安排上我們指導員工盡量根據實際情況使用高鐵前往目的地。</p> <p>我們設定中期目標，在3-5年內針對經營業務使用的水電和燃油所造成的碳排放，制定相應內部節能減排管理制度，加強管理。</p>
Waste reduction strategy	<p>We have set a short-term goal of 1-2 years to set up waste sorting and recycling facilities in our operational sites and office areas, with a view to encouraging employees and customers to actively participate in waste sorting, thereby increasing the amount of waste recycling.</p> <p>We have set a medium-term goal in 3-5 years for our hotel to proactively provide customers with reusable shopping bags; for our restaurants to adopt computerised management system for taking orders; for our guest rooms to gradually replace disposable slippers with reusable ones and announce promotional messages using electronic screens in tourist spots in order to reduce printing of promotional materials.</p>	減廢策略	<p>我們已設定1-2年期的短期目標，計劃在經營範圍及辦公區域設置垃圾分類回收設施，鼓勵員工和顧客積極參與垃圾分類，以致增加廢棄物回收量。</p> <p>我們設定中期目標，在3-5年內，酒店主動向客人提供可重複使用購物袋；餐廳點餐採用電腦化管理系統點菜；客房逐步採用可重複使用拖鞋替代一次性拖鞋，在景區以電子螢幕的方式宣傳，減少宣傳資料印刷。</p>
Energy conservation strategy	<p>We will formulate annual energy budget management plan and performance management measures in 3-5 years as a medium-term goal to effectively control the use of energy and implement reasonable rewards and punishments.</p>	節能策略	<p>我們將制定年度能源預算管理計劃及绩效管理辦法，以3-5年為中期目標，對能源使用進行有效控制並進行合理獎懲。</p>

Environmental, Social and Governance Report

環境、社會及管治報告

The Group has set a long-term goal to gradually upgrade our hotel lamps, heating, ventilation, and air conditioning (HVAC) and power generation equipment to low-energy-consumption models, formulate replacement arrangements for vessels reaching their useful life, and formulate plans for replacing existing vessels with environmental-friendly oil and electric hybrid vessels, in order to reduce the overall energy consumption of the Group in 5 to 10 years.

本集團已設定長遠目標，我們逐步更新酒店燈具、暖通空調、發電設備為低能耗型號，針對將達到使用年限的船舶制定替補安排，為更換環保型油電混合船隻擬定計劃，務求在5-10年內降低企業整體能耗。

Water conservation strategy

We have set a short-term goal in 1-2 years to increase investment in water-saving equipment, promote the renovation of water-consuming facilities, and carry out water-saving renovation projects for offices, hotels and marine recreation facilities.

節水策略

我們已設定短期目標，在1-2年內加強節水設備的投入，增加對用水設施的改造，分別為辦公室、酒店與海上旅遊設施進行節水改造工程。

In 1-2 years, we will continue to advocate the awareness on water conservation among our customers and employees, and encourage different groups to contribute to the reduction of water consumption, moving together towards a water-saving society.

在1-2年內，我們將持續倡導顧客員工節水意識，鼓勵不同群體為減少用水出一分力，共同邁向節水型社會。

3.3 ESG Risk Management

A sound and effective risk management system is essential and integral to corporate governance. The Group further considers sustainability elements to improve the risk management system. By identifying, assessing and managing the significant ESG risks that we may be exposed to in the course of operations, the Group reinforces its risk management and control culture to lay a solid foundation for our sustainable development.

3.3 ESG風險管理

穩健及有效的風險管理體系是企業管治必要及不可或缺的部份。本集團進一步考慮可持續發展元素，以健全風險管理體系。藉著識別、評估及管理在運營過程中的可能面臨的重大ESG風險，增強本集團風險管控文化，為我們的可持續發展築牢基石。

The Board has overall responsibility for evaluating and determining the Group's material ESG risks, and ensuring that the Group establishes and maintains appropriate and effective risk management and internal control systems. The Company has also established a risk management department, the manager-in-charge of which is served by one of our executive directors. The manager-in-charge is responsible for the internal audit function who assists the Board to review the risk management and internal control systems of the Group on an ongoing basis.

董事會對評估及釐定集團的重大ESG風險負整體責任，確保集團設立及維持合適有效的風險管理及內部監控系統。本公司亦已設立風險管理部門，由其中一名執行董事擔任部門負責人，負責內部審核功能及協助董事會持續檢討本集團的風險管理及內部監控系統。

Environmental, Social and Governance Report

環境、社會及管治報告

During the Reporting Period, the ESG working group conducted the ESG risk assessment process. The identified material ESG risks and the corresponding countermeasures are as follows:

本報告期內ESG工作小組已進行ESG風險評估程序，經識別得出的重大ESG風險與相關應對方法如下：

Material ESG risk 重大ESG風險	Potential impact 潛在影響	Risk responses 風險應對方法
COVID-19 risk 新冠疫情風險	<ul style="list-style-type: none"> Some countries or cities have implemented lockdown measures to control the spread of the COVID-19 epidemic, which have led to suspension of economic activities, directly affecting the business operations in the region on the one hand, and affecting the supply chain on the other hand. 部分國家或城市採取封城的措施控制新冠肺炎疫情擴散，措施導致經濟活動停頓，一方面直接影響該地區業務運營，另一方面對供應鏈構成影響。 	<ul style="list-style-type: none"> We have formulated the “Work Plan for Prevention and Control of COVID-19”, and set up a working group, which is responsible for coordinating the COVID-19 epidemic prevention and control efforts, including comprehensive disinfection of the workplace, strengthening body temperature checking, timely keeping track of the health of employees, and strictly controlling gatherings in the office premises. 制定《新型冠狀病毒感染肺炎疫情防控工作方案》，並且成立了工作小組負責統籌新冠肺炎疫情防控工作，包括對工作場所進行全面消毒、加強體溫檢測、及時掌握員工的健康情況、嚴控辦公場所聚集活動等。 We have changed the mode of professional training to remote learning, internal training and self-learning. 將專業化培訓模式改為以遠端學習、內訓及自學等形式進行。
Human resources risk 人力資源風險	<ul style="list-style-type: none"> The loss of personnel poses significant challenges to the Group in terms of succession arrangements, talent attraction and retention, leadership, organisation structure and operational model, culture, etc. 人員流失對本集團繼任安排、吸納和挽留人才、領導能力、人員架構和營運模式、文化等方面造成重大挑戰。 	<ul style="list-style-type: none"> The Group has formulated the “Remuneration and Welfare System” and established a sound remuneration management system. The Group will adjust the remuneration packages of the employees according to the supply and demand of talents in the market, employee ranks, job responsibilities, commodity prices and other comprehensive factors, so as to ensure the provision of market-competitive remuneration packages. 本集團制定《薪資福利制度》，設有完善的薪酬管理體系，集團會根據市場人才供求、員工職級、崗位職責、物價水準等綜合因素調整僱員的薪酬待遇，確保能提供具市場競爭力的薪酬待遇。

Environmental, Social and Governance Report

環境、社會及管治報告

Material ESG risk 重大ESG風險	Potential impact 潛在影響	Risk responses 風險應對方法
Product and quality risk 產品及品質風險	<ul style="list-style-type: none"> The quality of products or services affects customer satisfaction and confidence in the enterprise. Products or services failing to meet the standards may result in loss of customers and negatively affect revenue. 產品或服務品質影響客戶對企業的滿意度及信心。產品或服務未能符合標準，會導致客戶流失，對營收構成負面影響。 	<ul style="list-style-type: none"> In respect of the marine recreation services and hotel business, the Group conducts regular checks on equipment. We have also formulated the “Management Measures for Handling Complaints from Guests” and the “System of Handling Complaints from Visitors” to actively record and investigate customer complaints. 本集團之海上旅遊服務及酒店業務會定期進行設備檢查，我們同時制定《賓客投訴處理管理辦法》及《遊客投訴處理制度》，積極為客戶投訴做記錄、展開調查。 The Group has formulated the “Procedures for Handling Property Owner’s Complaints” for the property development business to actively solve various problems in the development projects for property owners, such as complaints about project quality, sales management, property management and property owner services. 本集團物業發展業務制定《業主投訴處理流程》，積極為業主解決發展項目中的各項問題，例如工程品質、銷售管理、物業管理及業主服務等方面的投訴。
Corruption and fraud risk 貪污舞弊風險	<ul style="list-style-type: none"> If the Group violates laws and regulations, such as committing corruption and bribery; or performing detrimental acts to the public, the Group shall bear the relevant legal liabilities and the consequences of any litigation. 本集團若觸犯法律法規的行為，如貪污受賄罪行；或損害了公共利益的行為，需承擔有關法律責任和承擔訴訟後果。 	<ul style="list-style-type: none"> Anti-corruption reporting hotline and e-mail address have been set up for employees to report corruption cases. 設有反腐倡廉舉報電話和電子郵箱讓員工對貪污事件進行舉報。 When formulating the “Code of Conduct for Employees”, the Group has included the relevant code provisions on corruption, bribery, private receipt of commissions and gifts, misappropriation of public funds and other malpractices. Once any violation is found, the Group will issue warning, or implement demotion or dismissal according to the severity of the incident. If an employee is found to be involved in corruption or other criminal offences, the Group will report the relevant cases to the compliance department, judicial authorities or other relevant government departments according to the established mechanism. 制定《員工守則》時加入有關貪污受賄、私自收受傭金饋贈、挪用公款等營私舞弊行為的守則，一旦發現有關違規行為，集團將會根據事件嚴重程度，給予警告、降職或解雇。若發現員工涉及貪污或其他刑事罪行，集團會依據既定機制有關案件移送合規部門、司法機關或其他相關政府部門處理。

Environmental, Social and Governance Report

環境、社會及管治報告

4 COMMUNICATION WITH STAKEHOLDERS

The opinions reflected by stakeholders are key to the Group's formulation of ESG strategies. Our internal stakeholders include the Board members and representatives from various business departments, while external stakeholders are customers, suppliers, service providers, shareholders/investors, regulators and government authorities. We maintain constant contact with stakeholders and continue to collect their opinions and understand their concerns on sustainability issues through various communication channels to further push our efforts in sustainable development. The main engagement channels include questionnaires, interviews, on-site visits, intranet, periodic meetings, internal training, telephone and e-mail, annual general meeting and extraordinary general meeting.

4 權益人溝通

權益人所反映的意見乃本集團制訂ESG策略的關鍵，我們的內部權益人包括董事會成員、各業務部門代表，而外部權益人則來自客戶、供應商、服務提供商、股東／投資者、監管機構及政府機關。我們與權益人保持恆常聯繫，持續透過多種溝通渠道收集權益人的意見及了解其關注的可持續發展議題，以進一步推動我們在可持續發展方面的工作。主要參與渠道包括問卷、訪談、現場考察、內聯網、週期性會議、內部培訓、電話與電郵、股東週年大會、特別大會等媒介。

Environmental, Social and Governance Report

環境、社會及管治報告

5 MATERIALITY ASSESSMENT

During the Reporting Period, the Group conducted a materiality assessment and involved internal and external stakeholders, so as to confirm the importance and relevance of sustainability issues to the Group and to highlight them in this Report.

The following shows the four steps used by the Group to conduct the materiality assessment:

5 重要性評估

本集團於本報告期內進行了重要性評估，讓內外部權益人參與其中，從而確認可持續發展議題對本集團的重要性及關聯性，並在本報告中進行重點匯報。

本集團透過以下四大步驟進行重要性評估：

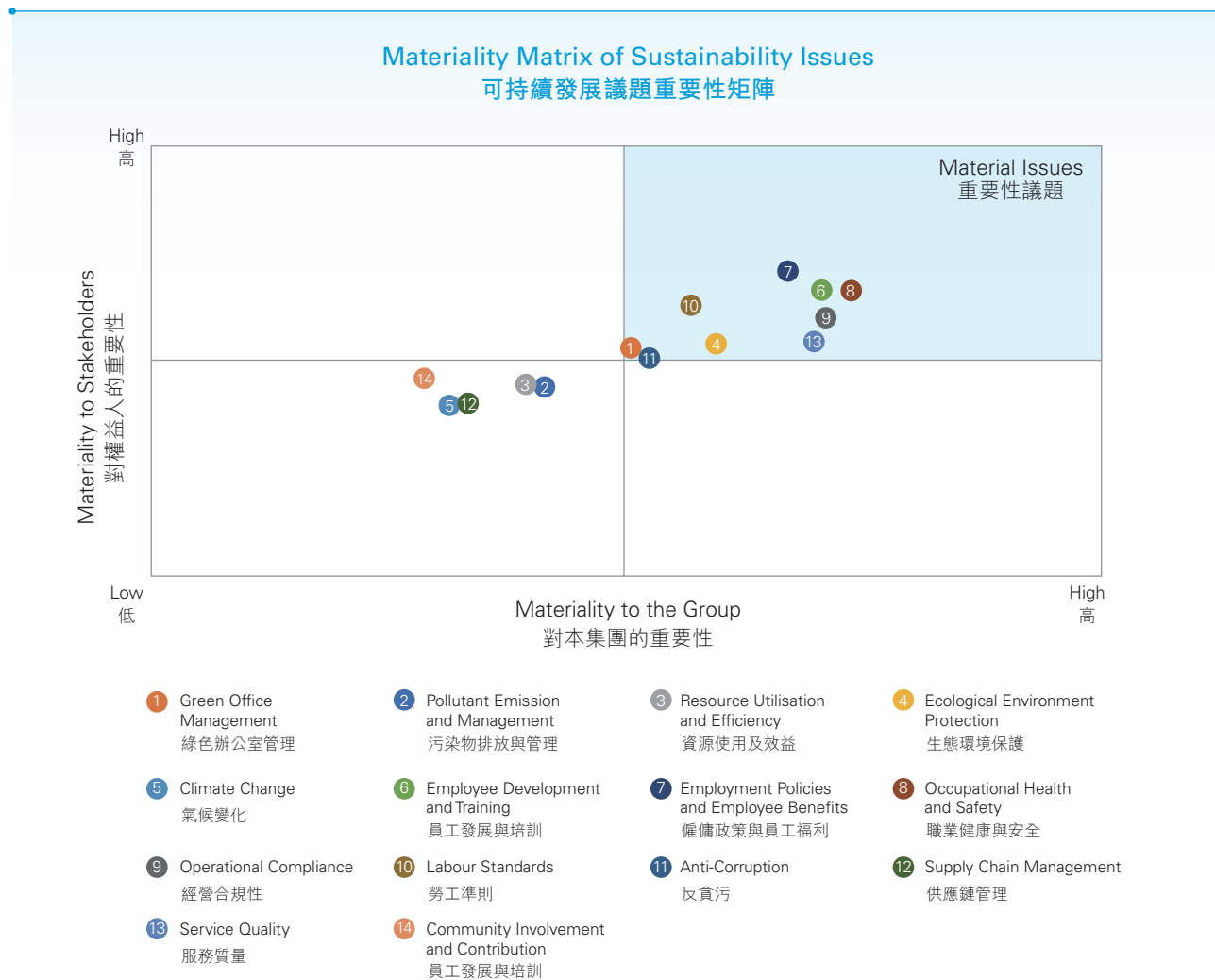


Environmental, Social and Governance Report

環境、社會及管治報告

The following chart shows the materiality matrix of the Group's sustainability issues:

下圖展示了本集團的可持續發展議題重要性矩陣：



The Group identified 9 material issues (in the upper right corner of the chart above) through the materiality assessment. Those issues will be further highlighted and disclosed in the subsequent sections of this Report.

本集團於本次重要性評估中識別出9項重要性議題(位於上圖的右上角)，該等議題將在本報告隨後各章節中進行重點披露。

Environmental, Social and Governance Report

環境、社會及管治報告

The table below shows the Group's material issues and the corresponding sections in this Report:

下表展示本集團的重要性議題及於本報告中的回應章節：

Material issues (ranked by materiality, from the highest to the lowest) 重要性議題(重要性按高至低排序)	Corresponding sections 回應章節
Occupational Health and Safety 職業健康與安全	6. People-oriented 6. 以人為本
Employment Policies and Employee Benefits 僱傭政策與員工福利	6. People-oriented 6. 以人為本
Employee Development and Training 員工發展與培訓	6. People-oriented 6. 以人為本
Operational Compliance 經營合規性	8. Responsible Operation 8. 責任營運
Service Quality 服務質量	8. Responsible Operation 8. 責任營運
Labour Standards 勞工準則	6. People-oriented 6. 以人為本
Ecological Environment Protection 生態環境保護	7. Green Operation 7. 綠色營運
Green Office Management 綠色辦公室管理	7. Green Operation 7. 綠色營運
Anti-Corruption 反貪污	8. Responsible Operation 8. 責任營運

Environmental, Social and Governance Report

環境、社會及管治報告

6 PEOPLE-ORIENTED

The Group firmly believes that outstanding talents are an important foundation for its long-term development. Therefore, the Group implements a people-oriented employment management policy and creates an ideal career platform for employees, in order to attract more talents and build an outstanding team.

6.1 Employment Management

Due to the difference in business nature and operating locations, the subsidiaries of the Group have adopted their respective applicable human resources management systems to regulate procedures such as recruitment, promotion and dismissal. We strictly abide by and formulate the human resources management systems in accordance with the Labour Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China, the Social Insurance Law of the People's Republic of China, the Law of the People's Republic of China on the Protection of Rights and Interests of Women and Children, the Law of the People's Republic of China on the Protection of Minors, the Employment Ordinance in Hong Kong and other relevant laws and regulations. The systems cover matters which include, but are not limited to, recruitment and dismissal policies, promotion and position adjustment policies, working hour policy, remuneration and benefit system, holiday system, attendance system, performance management and appraisal systems and code of conduct.

6 以人為本

本集團深信優秀人才乃企業長遠發展的重要根基，因此我們實行以人為本的僱傭管理政策，為員工創造理想的事業平台，以吸引更多人才，建立卓越非凡的團隊。

6.1 僱傭管理

基於業務性質和營運地點的不同，本集團旗下各附屬公司均設有其適用的人力資源管理制度，以規範招聘、晉升及解僱等流程。我們嚴格遵守並依據《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《中華人民共和國社會保險法》、《中華人民共和國婦女兒童權益保護法》、《中華人民共和國未成年人保護法》、《香港僱傭條例》等相關法律法規制定人力資源管理制度。該等制度涵蓋範圍包括但不限於招聘及解僱政策、晉升及崗位調整政策、工時政策、薪酬福利制度、假期制度、考勤制度、績效管理考核制度及行為守則等。

Environmental, Social and Governance Report

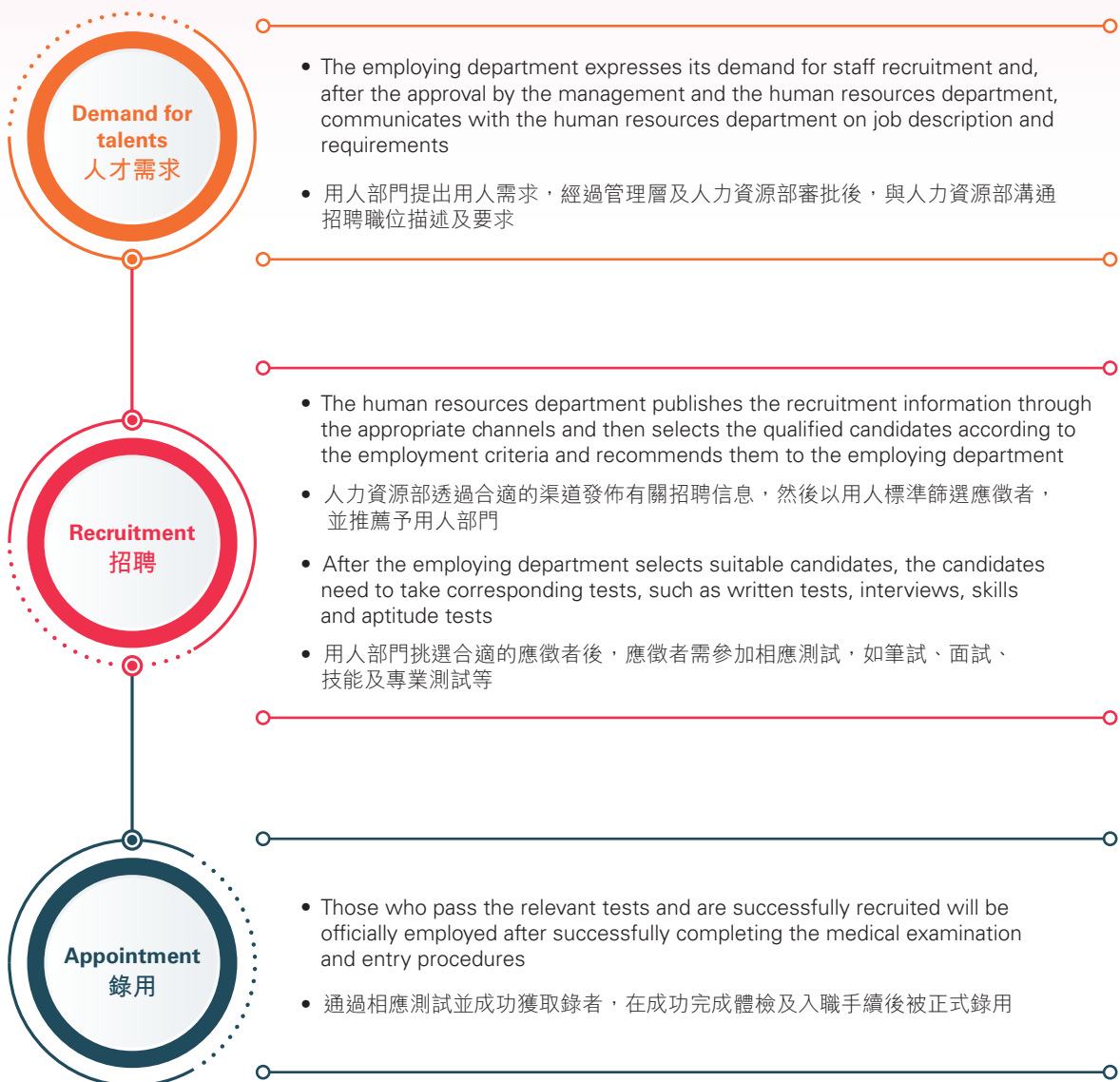
環境、社會及管治報告

Talent Recruitment

In order to ensure that the employees hired by the Group fit the development needs of the Group, we have developed a standardised and stringent recruitment process.

人才招聘

為確保所聘請的員工契合本集團的發展需求，我們制定了規範及嚴謹的招聘流程。



Environmental, Social and Governance Report

環境、社會及管治報告

Promotion, position adjustment and performance appraisal

In order to affirm the contribution of employees to the Group, the Group provides fair and diverse promotion and development opportunities and establishes a broad career development platform for its employees. It carries out the equal pay policy and discloses the detailed requirements of responsibilities and qualifications of each rank. Moreover, we promote outstanding employees or adjust their positions according to their work performance.

For instance, Zhucheng Phoenix has formulated the “Personnel Management System”, which clearly outlines that promotions or position adjustments should be communicated and confirmed by the general manager and the persons-in-charge of the human resources department and the employing department, before notifying the employees and making announcements.

The Group has a systematic employee promotion system in place:



We allow employees to choose a managerial or professional development path as they wish. The Group selects outstanding employees through annual performance appraisal and gives them opportunities for promotion and development. Through a strict and orderly management system, we continue to identify outstanding talents and improve the team building within the Group to ensure the normal operation and long-term development of the Group.

晉升、崗位調整與績效評核

為肯定員工對本集團作出的貢獻，我們提供公平及多元化的晉升及發展機會，為員工建立廣闊的事業發展平台。本集團實施同崗同酬政策，並且公開各職級職責及資歷的詳細要求。此外，我們據員工工作表現，對表現優異者進行職務晉升或崗位調整。

例如，諸城鳳凰制定了《人事管理制度》，明確概述有關職務晉升、或崗位調整應由總經理與人事及用人等部門負責人溝通確認，及後通知員工並進行公示。

本集團設有系統性的員工晉升制度：

我們容許員工按照其意願，選擇管理或專業化的發展路線。本集團透過年度績效評核，甄選工作表現傑出的員工，並予以晉升及發展機會。透過嚴密有序管理制度，我們持續物色優秀人才，完善集團內團隊建設，確保本集團正常運營和長遠發展。

Environmental, Social and Governance Report 環境、社會及管治報告

Equality and Diversity

The Group employs people on their merit and provides equal employment opportunities and opposes any form of discrimination. Neither candidates nor employees of the Group will be subject to unfair treatment or discrimination due to their age, gender, race, ethnicity, religious belief, pregnancy, disability or illness, etc. The Group actively creates a diverse and inclusive working environment, and welcomes people of different backgrounds and abilities to become part of us.

平等、多元化

本集團唯才是用，提供平等就業機會，反對任何形式的歧視。無論是應徵者或本集團員工，皆不會因其年齡、性別、種族、民族、宗教信仰、懷孕、殘障或疾病等因素而受到不公平待遇或歧視。本集團積極打造多元化和具包容性的工作環境，歡迎不同背景和能力的才成為我們的一份子。



Photos: On 26 September 2021, Chengtong Leasing organised a team-building activity in Beijing and Hangzhou under the theme of "Sunshine Walking, Celebrating National Day with Health".

圖：在2021年9月26日，誠通租賃以「陽光健步行，健康迎國慶」為主題，在北京、杭州兩地聯動組織團建活動。

Environmental, Social and Governance Report

環境、社會及管治報告

Remuneration and Benefits

The Group has formulated the “Remuneration and Benefits System” and set up a sound remuneration administrative system. We will adjust remuneration according to comprehensive factors such as talent supply and demand in the market, employee ranks, job responsibilities, price levels and so forth, in a bid to ensure that competitive remuneration packages are offered. In addition, employees enjoy a variety of benefits, such as transportation allowance, lunch allowance, communication allowance, holiday allowance, free annual medical examination, extra medical insurance, etc.

Dismissal

Employee with misconduct, fraud, habitual negligence, etc. during his/her employment period will be subject to termination of his/her employment contract by the Group in accordance with the respective local laws and regulations. The Group has stipulated detailed provisions regarding the establishment and termination of contract as well as compensation in the employment contracts signed with employees in order to protect the interests of both parties and avoid labour disputes arising from the termination of employment contracts. All departing employees are required to complete the handover process and go through relevant formalities before leaving to ensure normal business operations.

Legal Workers

The Group complies with the Law of the People’s Republic of China on the Protection of Minors, the Provisions on the Prohibition of Using Child Labour and other laws, and never employs child labour and forced labour. The Group’s human resources department verifies the personal information of new employees before they officially join the Group to ensure that they are over 16 years old in order to prevent child labour. Furthermore, working hours of employees are determined by the Group according to the work nature. A five-day work system with an average of eight working hours per day is generally implemented. If necessary, employees can apply for temporary change of working hours on a voluntary basis. The application should be approved by the superior and the human resources department. We will not force our staff in any way to work beyond the specified working hours. If child labour and forced labour are found, the Group will immediately terminate their employment and hold the relevant departments and personnel accountable.

The Group regularly reviews its recruitment practices and updates them from time to time in accordance with laws and regulations, and revises the above measures to strengthen the standards on the prohibition of child labour and forced labour.

During the Reporting Period, the Group has not received any reports of violations of laws and regulations related to preventing child and forced labour.

薪酬福利

本集團制定了《薪資福利制度》，設有完善的薪酬管理體系。為確保能提供具市場競爭力的薪酬待遇，我們會根據市場人才供求、員工職級、崗位職責、物價水平等綜合因素調整薪酬。此外，員工享有多種福利待遇，如交通補貼、午餐補貼、通訊補貼、節日補貼、免費年度體檢、額外醫療保險等。

解僱

員工若在受僱期內發生行為不當、欺詐、慣常疏忽職責等情況，本集團將按營運所在地的法律法規終止其僱傭合約。本集團在與員工簽訂的勞動合同中詳細列明合同的訂立、解除及賠償等方面的細則，以保障雙方利益及避免因終止僱傭合約而出現的勞資糾紛。所有離職員工均需在離職前做好工作交接及辦理有關手續，以確保業務運作維持正常。

合法勞工

本集團遵守《中華人民共和國未成年人保護法》、《禁止使用童工規定》等法律，絕不聘用童工及強制勞工。為杜絕聘用童工的情況出現，本集團人力資源部會在新員工入職前，核實其個人資料，確保其年滿16周歲。此外，本集團根據工作性質規定員工的工作時間，一般實行五天工作制，每天平均工作八小時。若員工因工作需要，可自願性提出臨時工作時間調整的申請，而有關申請需獲上級及人事行政部審批。我們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。如發現有關童工及強制勞工的情況，本集團會立即終止其工作和對有關部門及人員追究責任。

本集團會定時檢討招聘慣例並不時根據法律法規更新，修改以上措施以加強對禁止童工及強制勞工的規範。

於本報告期內，本集團無接獲任何關於違反與禁止童工及強制勞工相關法律法規的報告。

Environmental, Social and Governance Report 環境、社會及管治報告

Employees' Rights and Interests

The Group is committed to safeguarding employee's rights and interests. We pay social insurance premiums for employees on time, including basic endowment insurance, medical insurance, unemployment insurance, work-related injury insurance, maternity insurance, and housing provident fund. In addition, our employees are entitled to rest days, holidays, paid annual leave, home leave and other kinds of holidays as stipulated by the national laws and regulations and company rules, and the overtime and vacation wages of the employees are paid strictly in accordance with national policies and company rules.

During the Reporting Period, the Group has not received any reports of violations of laws and regulations that have a significant impact on the Group relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.

Human Resources Performance

The Group's human resources performance for the past two reporting years (including the Reporting Period) is as follow:

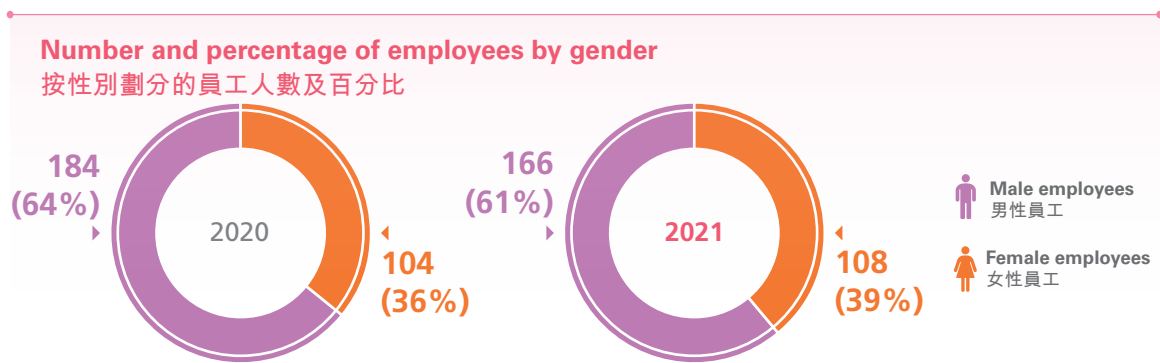
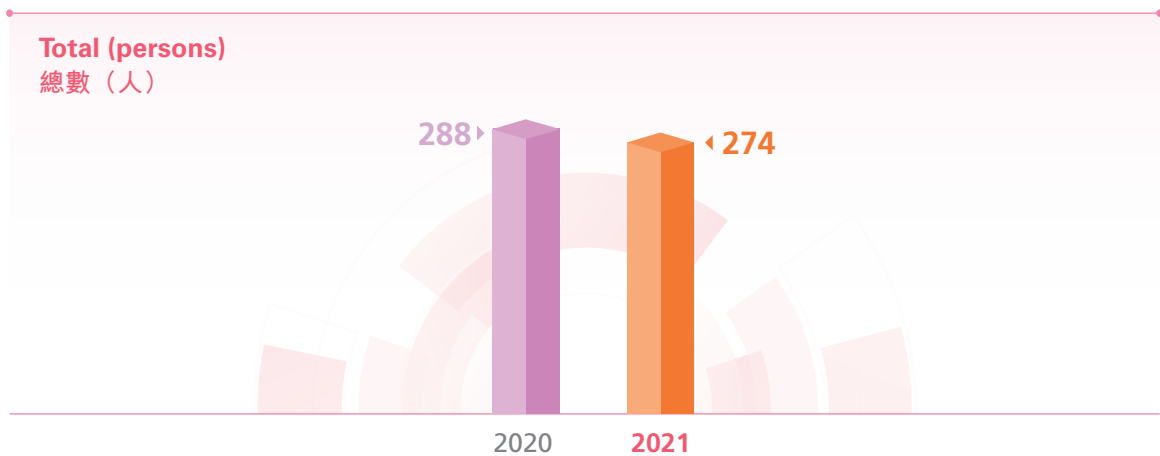
員工權益

本集團致力維護員工權益，我們按時為員工繳納各項社會保險，包括基本養老保險、醫療保險、失業保險、工傷保險、生育保險、住房公積金等。除此以外，我們的員工享有國家法律法規和公司制度規定的休息日、節假日、帶薪年休假、探親假和其他各類假期，並且員工的加班、假期工資均嚴格按照國家政策和公司制度規定執行。

於本報告期內，本集團並未接獲對本集團產生重大影響的違反有關薪酬和解僱、招聘和晉升、工作時間、休息時間、平等機會、多元化、反歧視以及其他福利相關的法律法規事宜報告。

人力資源績效

本集團在過去兩個匯報年度(包括本報告期)的人力資源績效如下：

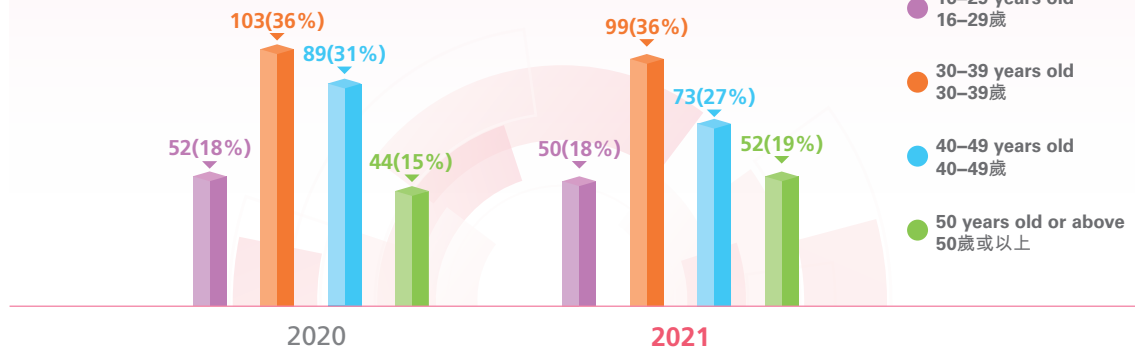


Environmental, Social and Governance Report

環境、社會及管治報告

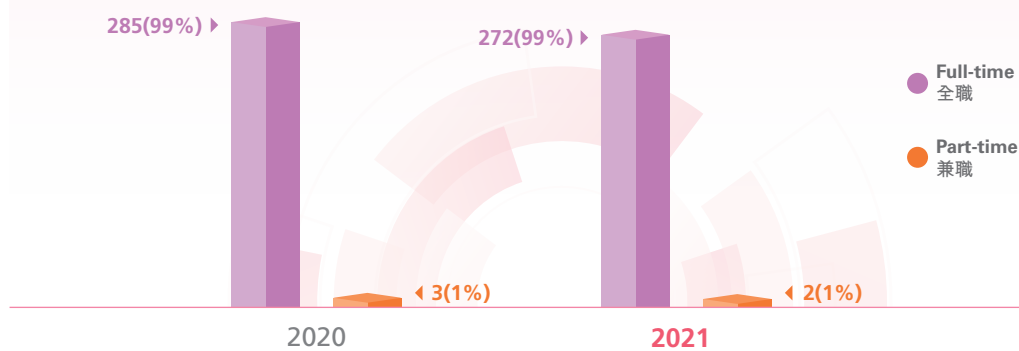
Number and percentage of employees by age group

按年齡組別劃分的員工人數及百分比



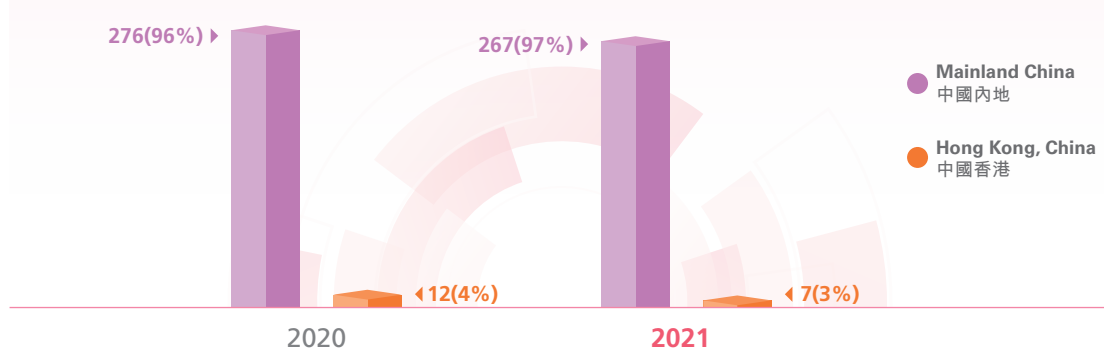
Number and percentage of employees by employment type

按僱傭類型劃分的員工人數及百分比



Number and percentage of employees by employment region

按受聘地區劃分的員工人數及百分比

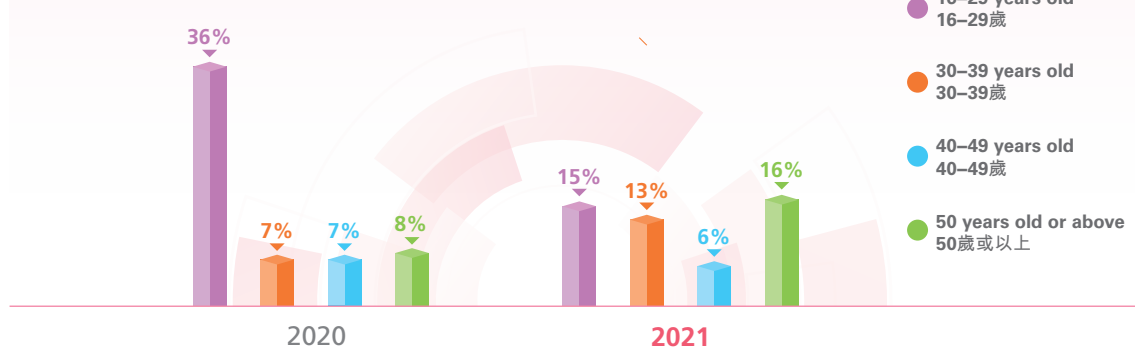


Environmental, Social and Governance Report

環境、社會及管治報告

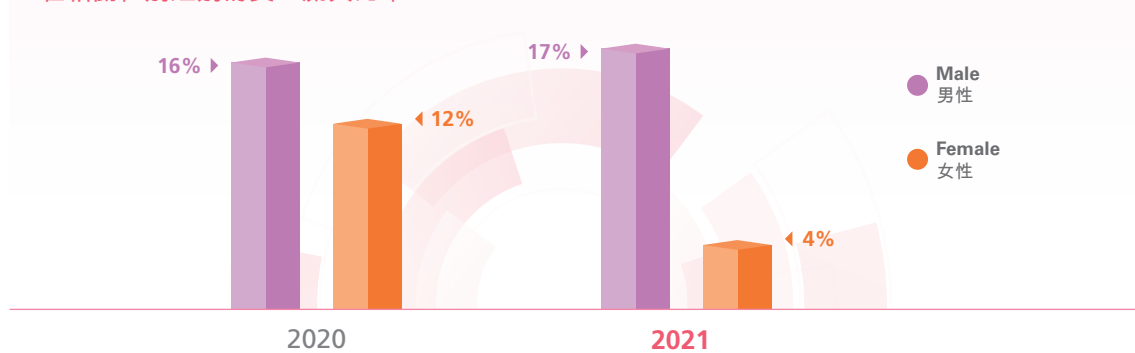
Employee turnover rate in the relevant age group¹

在相關年齡組別的員工流失比率¹



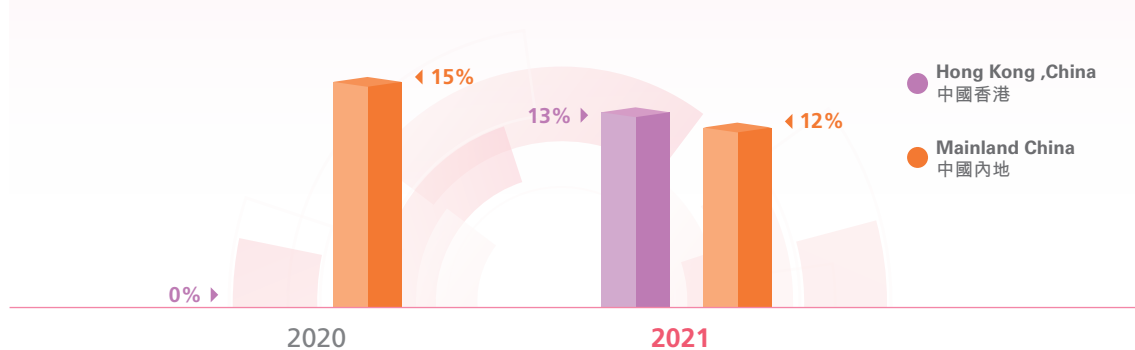
Employee turnover rate in the relevant gender group¹

在相關性別組別的員工流失比率¹



Employee turnover rate in the relevant employment region¹

在相關受聘地區的員工流失比率¹



¹ The formula for calculating employee turnover rate by category is as follows: the number of employees who left the Group in a category during the Reporting Period / (the number of employees who left the Group in the category during the Reporting Period + the total number of employees in the category as at the end of the Reporting Period) x 100%.

¹ 各類別的員工流失率計算公式為：該類別員工於本報告期內的離職人數 / (該類別員工於本報告期內的離職人數 + 該類別截至報告期末的員工總人數) x 100%。

Environmental, Social and Governance Report

環境、社會及管治報告

6.2 Employee Development

Tapping Potential

Talent training is one of the key areas that the Group has invested its resources in. We design training according to business needs and provide comprehensive talent development plans to cultivate talents at all levels for the Group. We have formulated internal policies such as the “Management Personnel Training” policy, establishing learning and training files for employees to improve their professional competence and management skills. The policy explicitly indicates the direction for the improvement of the capabilities of business managers and the minimum requirements for cumulative training days, which is conducive to enhancing the Group’s development potential and helping employees realise their self-values.

In addition, the subsidiaries of the Company formulate and implement annual training plans every year in response to business needs. As affected by the epidemic, we mainly provided professional training to employees by way of distance learning, internal training and self-study during the Reporting Period. In particular, we conducted employee training on seven major topics during the Reporting Period, which involved the provision of operation and management training for employees above middle management level, the provision of professional training on financial investment and financial leasing for business department employees, and the provision of professional training on finance, internal control, personnel and administration for professional staff of various departments.

6.2 員工發展

發掘潛能

人才培訓是本集團的資源投放重點之一。我們因應業務需求設計培訓，並提供全面的人才發展計劃，為本集團培養各級人才。我們制定了《企業管理人員培養鍛鍊》等內部政策，為員工建立學習培訓檔案，提高其專業能力及管理水平。該政策明確指出企業管理人員能力提升的方向及累計培訓日數的最低要求，有助提升本集團發展潛力及協助員工實現自我價值。

此外，本集團各附屬公司每年會因應業務需求，制定及執行年度培訓計劃。有鑒於疫情影響，本報告期內我們主要以遠程學習、內訓及自學等形式向員工提供專業化培訓，其中在本報告期進行了七大主題的員工培訓，當中涉及為中級管理層以上員工提供經營管理能力培訓、為業務部門成員提供金融投資及融資租賃專業培訓、為各部門專業人員提供財務、內控、人事及行政等專業培訓等等。



Photo: Huandao Hotel Investment conducted service skills training in August and September 2021, and various departments including the human resources department provided “banquet table setting skills training” to all employees, focusing on improving employees’ service skills and customer service awareness.

圖：寰島酒店投資在2021年8月及9月進行服務技能培訓，各部門包括人力資源部向全體員工提供「宴會擺檯技能培訓」，著重提高員工服務技能及對客服務意識。

Environmental, Social and Governance Report

環境、社會及管治報告



Photo: Chengtong Development Trading held a “training session on rules and regulations management measures” for employees on 17 September 2021.

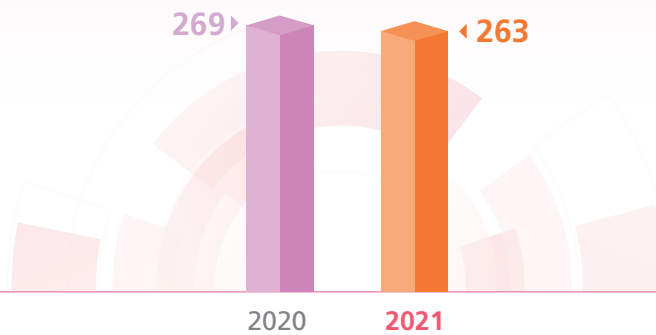
圖：誠通發展貿易在2021年9月17日為員工舉辦「規章制度管理辦法培訓會」

During the COVID-19 epidemic, the Group adjusted its employee training methods and course structure according to the epidemic development. There was a decrease in the total number of staff trained and total training hours recorded during the Reporting Period. The chart below shows the employee training data during the past two years (including the Reporting Period):

在新冠肺炎疫情期間，本集團根據疫情發展情況對員工培訓方式以及課節採取調整，報告期內錄得培訓總人數與培訓總時數有所減少。下表展示過去兩年內(包括本報告期)的員工受訓數據：

Total number of staff trained

總培訓人數

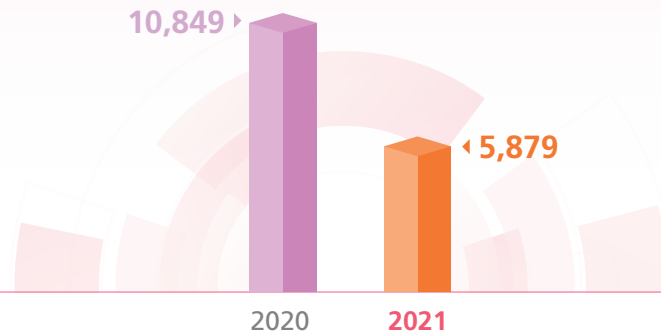


Environmental, Social and Governance Report

環境、社會及管治報告

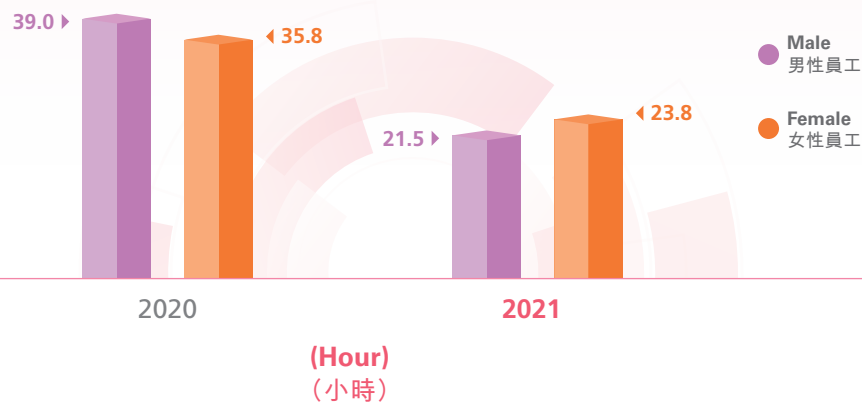
Total training hours

總受訓時數



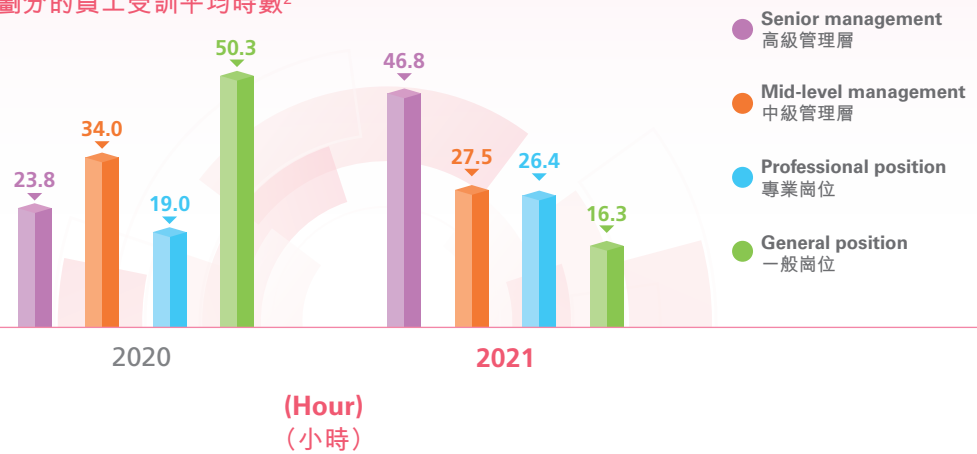
Average training hours of employees by gender²

按性別劃分的員工受訓平均時數²



Average training hours of employees by employment category²

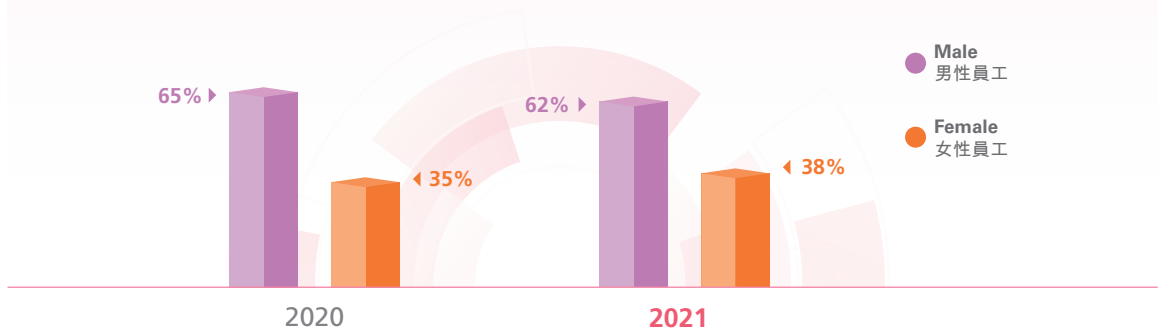
按僱員類別劃分的員工受訓平均時數²



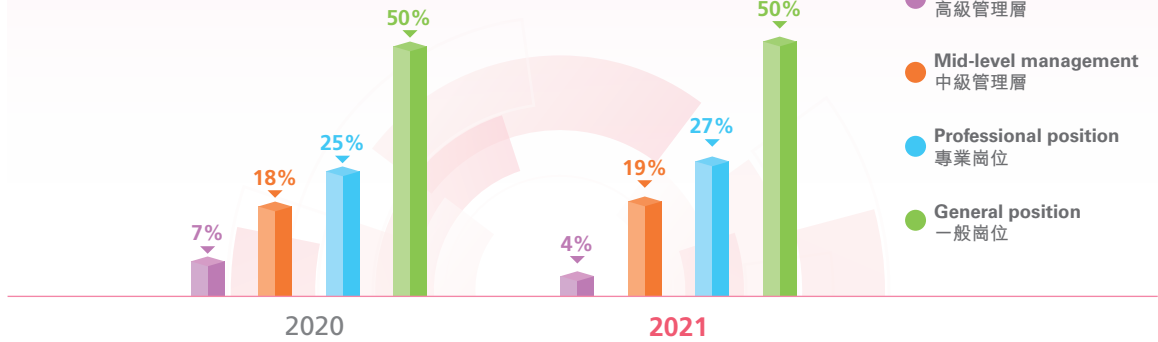
Environmental, Social and Governance Report

環境、社會及管治報告

Employee training rate by gender³
按性別劃分的員工受訓比率³



Employee training rate by employment category³
按僱員類別劃分的員工受訓比率³



² The formula for calculating employee's average training hours by category is as follows: the training hours of employees in a category/ the number of employees undergoing training in the category x 100%.

³ The formula for calculating employee training rate by category is as follows: the number of employees undergoing training in a category/ the total number of employees undergoing training x 100%.

² 各類別的員工平均受訓時數計算公式為：該類別員工受訓時數／該類別員工受訓人數乘以100%。

³ 各類別的員工受訓比率計算公式為：該類別員工受訓人數／受訓員工總人數乘以100%。

Environmental, Social and Governance Report

環境、社會及管治報告

6.3 Employee Safety

The Group is committed to providing employees with a safe working environment and protecting them from various occupational hazards. In order to ensure the health and safety of employees, the Group strictly abides by the Production Safety Law of the People's Republic of China, the Regulation on Work-Related Injury Insurances, the Occupational Safety and Health Ordinance and other laws and has accordingly formulated the "Production Safety Administrative Measures", so as to account for and to regulate the management of production safety, as well as to prevent accidents due to breach of production safety. The administrative measures have not only specified the Group's organisational structure of safety management and relevant job responsibilities, but also clearly set out the management system for six major administrative aspects, namely education and training, troubleshooting, work safety cost management, emergency relief, information delivery, and incident investigation and handling.

6.3 保障員工安全

本集團竭力為員工提供安全的工作環境，保護員工免於各種職業性危害。為確保員工的健康與安全，本集團嚴格遵守並根據《中華人民共和國安全生產法》、《工傷保險條例》、《職業安全及健康條例》等法律制定《安全生產管理辦法》，實行安全生產責任制，規範安全生產的管理工作，預防生產安全事故。此管理辦法除了明確列出本集團的安全管理組織架構、安全管理崗位職責，亦清楚說明教育培訓、隱患排查、安全工作費用管理、應急救援、信息報送、事故調查和處理六大範疇的管理制度。



Environmental, Social and Governance Report

環境、社會及管治報告

We have established a Production Safety Management Committee that is responsible for supervising and guiding the work related to production safety in subsidiaries, while the Production Safety Office takes charge of the daily management of production safety and the execution of the work assigned by the Production Safety Management Committee. The primary responsible person for production safety of the Group shall assume full responsibilities for the production safety work and objectives, while the primary responsible persons of subsidiaries shall formulate and implement appropriate rules, regulations and measures for the management of production safety according to the business characteristics of the subsidiaries. The Group has effectively implemented the safety management system. For instance, Huandao Hotel Investment has implemented a production safety assessment system to assess the responsible persons' performance in production safety every year and links their performance bonuses to their safety management work performance.

Safety Training

The Group has a sound production safety education and training system to provide employees with education and training on production safety laws and regulations, knowledge and operational skills related to production safety, in a bid to improve their production safety awareness, operational skills and the ability to prevent accidents. All new employees in the engineering department must undergo strict education and training on production safety, be familiar with relevant rules and regulations and operation procedures about production safety, and pass the examination before they can start work.

Emergency Management

The Group has also formulated the "Overall Emergency Plan for Production Safety Accidents" and established a sound production safety emergency management system. Our emergency command centre was established to deal with different types of incidents, such as construction incidents, specialised equipment incidents, maritime travel incidents, fire incidents, public health incidents, traffic incidents and special public emergency incidents. In the event of an emergency, we will immediately activate the emergency plan, and quickly take effective salvaging measures to prevent elevation of its seriousness and try our best to avoid casualties.

我們設有安全生產管理委員會，負責監督及指導各附屬公司與安全生產相關的工作。而安全生產辦公室則負責安全生產的日常管理，並且執行安全生產管理委員交辦的工作。本集團安全生產的第一責任人需對本集團的安全生產工作和目標承擔全部責任。而附屬公司第一責任人則需按附屬公司的業務特性，制定和實施合適的安全生產管理規章制度和措施。本集團已有效落實安全管理制度，以寰島酒店投資為例，寰島酒店投資已實施安全生產考核制度，每年對安全生產的負責人員進行考核，並將其績效獎金與其安全管理工作表現掛鉤。

安全培訓

本集團設有健全的安全生產教育和培訓制度，為員工提供有關安全生產法律法規、安全生產知識和操作技能等方面的教育和培訓，提高他們的安全生產意識、操作技能及防範事故的能力。所有工程部門新入職的員工，必須經嚴格的安全生產教育和培訓，熟悉有關安全生產規章制度和安全操作規程，並在考試合格後方可上崗作業。

應急管理

本集團亦制定了《安全生產事故總體應急預案》，建立完善的安全生產應急管理體系。我們成立了應急指揮中心，應對不同類型的事故，如建築施工事故、特種設備事故、海上旅遊事故、火災事故、公共衛生事故、交通事故及特發公共事件等。一旦發生突發事件，我們會立刻啟動應急預案，迅速採取有效措施搶救，防止事故擴大，盡力避免人員傷亡。

Environmental, Social and Governance Report

環境、社會及管治報告

The subsidiaries of the Group organise simulated safety emergency drills every year to test the command system, onsite salvage, evacuation and rescue response capabilities. The subsidiaries shall continuously improve the accident emergency plan according to the actual drill situation and accumulated experience.

本集團各附屬公司每年都會組織模擬突發事故安全應急演練，以檢驗指揮系統、現場搶救、疏散及救援響應能力。附屬公司需根據實際演練情況及經驗累積不斷完善事故應急預案。



Photos: Huandao Hotel Investment conducted a rescue drill and fire drill in June 2021.
圖：寰島酒店投資在2021年6月開展救生演練及舉辦消防演習

During the Reporting Period, the Group has not received any reports of violation of laws and regulations that have a significant impact on the Group relating to providing a safe working environment and protecting employees from occupational hazards, and there were no major safety-related incidents or any injuries or deaths resulting from major incidents. The following shows the Group's occupational safety performance for the last three reporting years (including the Reporting Period).

於本報告期內，本集團並無接獲任何違反提供安全工作環境和保護員工免受職業危害相關的對本集團有重大影響的法律法規的報告。亦未有發生任何與安全相關的重大事故或因重大事故而導致的工傷或死亡個案。以下展示本集團在最近三個匯報年度(包括本報告期)的職業安全績效。

Year 年度	2019	2020	2021
Number of work-related fatalities (persons) 因工亡故人數(人)	0	0	0
Rate of work-related fatalities (%) 因工亡故比率(%)	0	0	0
Lost days due to work injury (days) 因工傷損失工作日數(天)	0	15	0
Occupational health and safety training provided (attendance) 提供職業健康與安全培訓(人次)	238	148	127

Environmental, Social and Governance Report

環境、社會及管治報告

7 GREEN OPERATION

With the aim of sustainable development, we are committed to reducing the adverse impact on the environment, using operational resources efficiently, and mitigating and responding to the impact of climate change. We formulate development strategies related to energy conservation and environmental protection in our business. By formulating management policies for business departments and implementing continuous supervision and long-term optimisation of resource utilisation measures, we reduce our negative impact on the environment and implement sustainable development strategy.

7.1 Environmental Management

The main operating premises of the Group are offices, hotels and marine recreation service facilities. As identified, the main environmental impacts involving the Group include the emission of greenhouse gases and air pollutants caused by the use of electricity and fuel in the operation process, the consumption of water resources, the discharge into water and land during the operation of hotels and vessels, as well as generation of solid waste, etc.

In respect of the property development business, in order to reduce the impact of property development projects during the construction phase on the surrounding environment, the Group has formulated comprehensive policies to oversee and manage the flue gas and sewage generated during the construction process. The subsidiary of the Group, Zhucheng Phoenix, has established an accountability system on the prevention and control of dust pollution, and has adopted dust prevention measures such as covering, hoarding, enclosing, spraying, washing and greening during the construction period pursuant to the local environmental protection regulations of the construction sites to reduce the impact of dust generated from the construction process on the surrounding air quality. The sewage treatment facilities at the construction sites were designed, constructed and put into use at the same time as the main constructions of the projects, and are connected to municipal pipeline to ensure proper treatment of sewage.

7 綠色營運

本著可持續發展的宗旨，我們致力減少對環境造成不利影響、有效運用營運資源，並緩減及應對氣候變化所帶來的影響。我們在業務上制定與節能環保相關的發展策略，透過為業務部門制定管理政策，實施持續監管與長期優化資源使用措施，減少自身對環境產生的負面影響，踐行可持續發展策略。

7.1 環境管理

本集團的主要營運場所為辦公室、酒店及海上旅遊服務設施，經識別所得，本集團涉及的主要環境因素包括營運過程使用電力和燃料造成的溫室氣體及空氣污染物排放、水資源消耗、酒店和船舶營運期間向水及土地的排放、固體廢棄物的產生等。

在物業發展業務方面，為了減少處於施工階段的物業發展項目對週圍環境造成影響，本集團已制定完善的政策對施工過程中所產生的廢氣及廢水進行監管及處理。本集團子公司諸城鳳凰建立了揚塵污染防治責任制，並根據施工所在地的環保規例於施工期間採取遮蓋、圍擋、密閉、噴灑、沖洗、綠化等防塵措施，減低施工過程產生的揚塵對週邊空氣質素的影響。工地污水處理設施與項目主體工程同時設計、施工及投入使用，並接入市政管道，確保妥善處理污水。

Environmental, Social and Governance Report

環境、社會及管治報告

The Group strictly complies with laws and regulations that have a significant impact on us and are related to environmental management with reference to the identified business-related environmental impacts. These laws and regulations include but are not limited to:

本集團根據已識別的業務相關環境影響，嚴格遵守對我們產生重大影響並與環境管理相關的法律法規，包括但不限於：

Mainland China 中國內地

Hong Kong 香港

- | | |
|---|---|
| <ul style="list-style-type: none">➤ Environmental Protection Law of the People's Republic of China
《中華人民共和國環境保護法》➤ Marine Environmental Protection Law of the People's Republic of China
《中華人民共和國海洋環境保護法》➤ Environmental Impact Assessment Law of the People's Republic of China
《中華人民共和國環境影響評價法》➤ Energy Conservation Law of the People's Republic of China
《中華人民共和國節約能源法》➤ Water Law of the People's Republic of China
《中華人民共和國水法》➤ Provisions of the People's Republic of China on the Administration of the Prevention and Control of Vessel-Induced Pollution to Inland Water Environment
《中華人民共和國防治船舶污染內河水域環境管理規定》➤ Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution
《中華人民共和國大氣污染防治法》➤ Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes
《中華人民共和國固體廢物污染環境防治法》➤ Management Measures on Kitchen Wastes in Sanya
《三亞市廚餘垃圾管理辦法》➤ Regulations on the Recycling of Waste Electric and Electronic Equipment
《廢棄電器電子產品回收處理管理條例》 | <ul style="list-style-type: none">➤ Waste Disposal Ordinance
《廢物處置條例》➤ Product Eco-responsibility Ordinance
《產品環保責任條例》 |
|---|---|

During the Reporting Period, the Group has not received any reports of violation of laws and regulations related to environmental management, nor has it been involved in incidents that have a significant impact on the environment and natural resources.

於本報告期內，本集團並無接獲違反環境管理相關法律法規的報告，亦不涉及對環境和天然資源造成重大影響的事件。

According to the impact of different businesses on the environment, we have formulated and adopted the appropriate environmental protection measures.

針對不同業務對環境產生的影響，我們均制定並採取相應的環保措施。

Environmental, Social and Governance Report

環境、社會及管治報告

Policy 政策

Measures 措施

Reducing Waste Discharge 減少廢棄物排放

The wastes generated by the Group's offices and hotels are mainly waste paper, waste fluorescent tubes and waste cartridges. The subsidiaries of Huandao Hotel Investment have formulated the "Regulations on Measures to Reduce Solid Wastes at Source" to promote waste reduction measures at the sources of solid wastes.

本集團辦公室及酒店營運所產生的廢棄物主要為廢紙、廢螢光燈管及廢墨盒。其中寰島酒店投資旗下子公司已制定《固體廢棄物源頭減量措施規範》，對固體廢棄物推廣源頭減廢措施。

The Group has formulated the "Management System for the Prevention of Pollution from Vessels", "Protection Measures against Pollution from Vessels" and "Environmental Protection Instructions for Staff", in order to protect the marine environment and prevent marine pollution from vessels. We strictly manage the wastes generated during vessel operation, and require the crew to be familiar with anti-pollution laws and regulations and to strictly comply with various anti-pollution rules and regulations, thereby reducing pollution to water body and nearshore soil

為保護海洋環境，防止船舶對海洋造成污染，本集團制定了《船舶防污染管理制度》、《船舶防污染保障措施》及《工作人員環保須知》。我們嚴格管理船舶營運過程中所產生的廢棄物，並且要求船員熟悉防污法規，嚴格執行各項防污規章制度，以此減少對水及近岸土壤所造成的污染

Implement waste reduction at source and reduce the use of disposable items, such as disposable tableware and plastic bottles

實行源頭減廢，減少使用即棄用品，如即棄餐具及膠樽

Separate and recycle non-hazardous wastes such as waste paper; hazardous wastes such as waste cartridges and computers will be arranged for collection and disposal by recyclers

分類及回收廢紙等無害廢棄物分類，有害廢棄物如廢墨盒和廢棄電腦會安排回收商進行收集及處理

Promote office automation and reduce use of paper

辦公電子自動化，減少紙張使用

Adopt double-sided printing

採用雙面打印

Strictly prohibit the direct discharge or dumping of hazardous and non-hazardous wastes into the sea

嚴禁在海上直接排放或傾倒船上的有害及無害廢棄物

Choose vessels that have passed pollution prevention inspections

選用經過防污染檢驗合格的船隻

Ensure that vessels are well-equipped with anti-pollution facilities, wastes and oil on board are separately collected for further collection and processing by a government-sanctioned third-party waste disposal company on a regular basis

確保船舶海上防污配備齊全，對船上廢棄物、油污進行分類收集，由政府認可第三方廢棄物處置商定期進行收集及處理

Carry out daily publicity through radio, television videos and bulletin boards etc. to raise anti-pollution awareness among passengers and crew members

透過廣播、電視錄像、告示板等形式進行日常宣傳，提高旅客及船員防污染意識

Through emergency response training, employees are trained to master the emergency actions and remedial measures to be taken in the event of marine accidents to mitigate marine pollution

透過員工緊急應變培訓，讓員工掌握在發生海上事故時所採取的應急行動與補救方法，減緩造成海洋污染

Formulate emergency operation procedures, so that in the event of a marine traffic accident or a water contamination accident, the Group will immediately report it to the maritime department and take emergency measures to prevent pollution from expanding

制定應急作業流程，一旦發生海上交通事故和污染水域事故，立即向海事部門報告，並採取應急措施，防止污染擴大

Environmental, Social and Governance Report

環境、社會及管治報告

Policy 政策

Measures 措施

Reducing Emissions of Air Pollutants and Greenhouse Gas

減少大氣污染物排放和溫室氣體

Air pollutants from offices and hotels are mainly vehicle exhausts. We have formulated internal policies on business vehicle management and adopted corresponding measures to address vehicle emissions and fuel use

辦公室及酒店的空氣污染物排放主要來自使用車輛的廢氣排放。針對車輛廢氣排放與燃油使用，我們已制定有關公務車管理的內部政策並採取了相應措施

To reduce air pollutants and greenhouse gas generated during the operation of vessels and ensure efficient use of fuel, we have formulated internal policies on fleet management and adopted corresponding measures

針對船舶營運過程中所產生的大氣污染物和溫室氣體，有效使用燃料，我們已制定有關船隊管理的內部政策並採取了相應措施

Reduce vehicle usage and encourage employees to take public transportation to go to work

減少車輛使用，鼓勵員工出勤時乘搭公共交通工具

Consider vehicle emission standards and energy conservation when purchasing business vehicles

購買公務車輛時考慮車輛排放標準及節能等因素

Strictly control the frequency of employees' use of the Group's business vehicles

嚴格控制員工使用本集團的公務車輛的頻率

Encourage the use of video conferences instead of business trips

鼓勵利用視頻會議代替出差

Perform detailed inspection and maintenance of vehicles on a regular basis to ensure their proper operation and compliance with emission requirements

定期對車輛進行詳細檢查和保養，確保車輛運作正常及符合排放要求

Stipulate that engines should be shut down when vessels are berthing and waiting

規定船舶泊岸及待用時需要關閉引擎

Strengthen the route planning of vessel tour and shorten the waiting time for berthing

加強船舶遊覽路線規劃和縮短船舶泊岸等候時間

Fully use gasoline and diesel instead of fuel oil for vessels' fuel

已全面使用汽油和柴油作為船舶的燃料，淘汰使用燃料油

Regularly arrange hull cleaning and inspection and maintenance to ensure operational efficiency

定期安排船舶進行船身清理及檢查保養，確保其運作效能

Environmental, Social and Governance Report

環境、社會及管治報告

Policy 政策

Measures 措施

Energy Conservation 節約能源

The main energy consumed by the Group is electricity. The Group is actively reducing energy consumption during its operations to further reduce greenhouse gas emissions. The Group has formulated internal policies on energy management for further implementation. 本集團的主要能源消耗為電力使用，本集團積極減少自身營運過程中的能源消耗，以進一步減少溫室氣體排放。本集團已制定內部能源管理政策並進一步實施。

Use LED lighting system and energy-saving light tubes
採用LED照明系統和節能燈管

Use office equipment with Grade 1 energy label
使用獲得一級能源標籤的辦公設備

Post reminder labels for electricity conservation
張貼節約用電的提示標籤

Maintain the temperature of air conditioning to be not lower than 26°C during summer time
夏天空調溫度不低於攝氏26度

Only turn on necessary lights at all times
任何時候只開啟必要的照明燈

Remind employees to turn off lights and appliances that are not in use or after work
提醒員工在不使用時或下班後關閉燈光及閒置電器

Water Conservation and Wastewater Treatment 節約用水及污水處理

All of the Group's operating locations do not face any difficulty in sourcing water that is fit for purpose. All water resources are obtained through the municipal water supply network. The domestic sewage generated from our operations is discharged into the municipal sewage pipe network via the connecting pipes of buildings and hotels for centralised treatment under the municipal sewage facilities. 本集團所有營運場所並不存在求取適用水源的困難，所有水資源均透過市政管網取得。我們營運時所產生的生活污水，均通過大廈及酒店接駁管道排放至市政污水管網，由市政污水設施統一處理。

Post "Please Save Water" reminder labels
張貼「請節約用水」提示標籤

Install water-saving toilets and taps
安裝節水座廁和節水水龍頭

Use residue water resources for cleaning and watering plants
使用剩餘的水資源進行清潔和澆灌植物

The sewage generated during vessel operation is collected and disposed of by a government-sanctioned third-party waste disposal company. The sewage will never be directly discharged into the sea. 船舶營運過程中所產生的污水則由府認可的第三方廢棄物處置商定期進行收集處理，絕不在海上直接排放。

Environmental, Social and Governance Report

環境、社會及管治報告

7.2 Climate change

The Group is mindful of the risks posed by climate change to its operations. In the face of extreme weather conditions, such as the increasing frequency of typhoons, our marine recreation services and hotel business and the construction process of our property development projects are more likely to be affected. These extreme weather conditions may not only cause physical damage to our premises, facilities and properties, but may also endanger the lives and safety of our customers and employees during the typhoon season.

In view of this, we have formulated the Special Typhoon Emergency Plan and Construction Management System, which set out the measures to be taken in respect of our marine recreation services and hotel business and our property development projects in the event of extreme weather. For example, Huandao Hotel Investment has organised training for our crew on typhoon prevention, familiarising them with the mechanical properties of pleasure boats and the safety of sailing in wind and waves, so as to minimise property losses, and carry out typhoon prevention work in a timely and effective manner. Zhucheng Phoenix will issue an early warning to the contractor and organise coordination meeting with all parties to analyse the reasons which impact on the progress of the project, such as extreme weather, and to take remedial measures as well as the next steps to catch up with the progress of the project.

7.2 氣候變化

本集團重視氣候變化對業務營運所帶來的風險。面對氣候變化有可能引致的極端天氣情況，例如越趨頻繁的颱風，我們的海上旅遊及酒店業務及物業發展項目施工過程受到的影響較大，這些極端天氣情況不但可能會對我們的營運場所、設施及物業帶來物理損害，更有可能危害顧客及員工在颱風季節中人身生命安全。

有見及此，我們分別制定了《防颱風專項應急預案》及《工程管理制度》，列明極端天氣事件時海上旅遊服務及酒店業務及物業發展項目的應對方法。例如，寰島酒店投資組織船員學習防颱風知識、熟知遊樂船的機械性能及風浪中航行的安全知識，最大限度減少財產損失，及時、有效地開展防颱風工作。而諸城鳳凰則向工程承包商發出預警並組織各方召開工程協調會，分析例如極端天氣等導致影響工程進度的原因，採取補救措施及下一步相應的趕工方案和措施。

Environmental, Social and Governance Report

環境、社會及管治報告

7.3 Environmental Performance Indicators

The environmental performance of the Group for the past two reporting years (including the Reporting Period) is detailed as follows:⁴

Resource usage

Year 年度	Notes 附註	Consumption 消耗量			Consumption intensity 消耗密度		
		2020	2021	Unit 單位	2020	2021	Unit 單位
Direct energy 直接能源							
Gasoline (vehicle) 汽油(汽車)	5	13,044.4	16,508.7	Litre 升	1,003.4	825.4	Litre/vehicle 升/每輛汽車
Diesel (vehicle) 柴油(汽車)	5	3,299.5	4,156.6	Litre 升	1,649.8	4,156.6	Litre/vehicle 升/每輛汽車
Gasoline (vessel) 汽油(船舶)	6	47.4	53.3	Tonne 公噸	5.9	6.7	Tonne/vessel 公噸/每艘船舶
Diesel (vessel) 柴油(船舶)	6	65.5	74.2	Tonne 公噸	10.9	12.4	Tonne/vessel 公噸/每艘船舶
Natural gas 天然氣	7	16,466.0	16,954.0	m ³ 立方米	1.3	1.4	m ³ /m ² floor area 立方米/平方米 建築面積
Total direct energy consumption 直接能源消耗總量	7, 8, 9	1,680.5	1,953.3	MWh 兆瓦時	0.13	0.16	MWh/m ² floor area 兆瓦時/ 平方米 建築面積

7.3 環境績效指標

本集團在過去兩個匯報年度(包括本報告期)的環境績效詳列如下：⁴

資源使用量

Environmental, Social and Governance Report

環境、社會及管治報告

Year 年度	Notes 附註	Consumption 消耗量			Consumption intensity 消耗密度		
		2020	2021	Unit 單位	2020	2021	Unit 單位
Indirect energy 間接能源							
Total purchased steam consumption 外購蒸汽熱力消耗總量	7, 9	147,163.1	29,307.2	GJ 吉焦	11.6	2.5	GJ/m² floor area 吉焦/平方米 建築面積
Total consumption of purchased electricity 外購電力消耗總量	7	250,184.4	706,710.6	kWh 千瓦時	20.0	59.2	kWh/m² floor area 千瓦時/平方米 建築面積
Total indirect energy consumption 間接能源消耗總量	7, 9, 10	41,128.9	8,847.6	MWh 兆瓦時	3.3	0.74	MWh/m² floor area 兆瓦時/平方米 建築面積
Water resource 水資源							
Total water consumption 水資源消耗總量	7	24,751.5	20,877.1	Tonne 公噸	2.0	1.8	Tonne/m² floor area 公噸/平方米 建築面積

Environmental, Social and Governance Report

環境、社會及管治報告

Emissions		排放物		
	Notes 附註	2020 2020年度	2021 2021年度	Unit 單位
Emissions of air pollutants by vehicles 汽車空氣污染物排放	11			
CO emissions CO排放量		329.9	131.8	kg 千克
NOx emissions NOx排放量		249.0	84.8	kg 千克
SOx emissions SOx排放量		0.3	0.3	kg 千克
PM2.5 emissions PM2.5排放量		9.0	2.4	kg 千克
PM10 emissions PM10排放量		10.0	2.6	kg 千克
Emissions of air pollutants by vessels 船舶空氣污染物排放	12			
CO emissions CO排放量		2,790.8	3,133.0	kg 千克
NOx emissions NOx排放量		4,538.4	5,275.8	kg 千克
SOx emissions SOx排放量		95.3	96.4	kg 千克
PM2.5 emissions PM2.5排放量		410.1	463.5	kg 千克
PM10 emissions PM10排放量		429.6	485.2	kg 千克

Environmental, Social and Governance Report

環境、社會及管治報告

	Notes 附註	2020 2020年度	2021 2021年度	Unit 單位
Greenhouse gas emissions 溫室氣體排放				
Total greenhouse gas emissions 總溫室氣體排放量		16,768.9	11,621.2	Tonnes of CO₂ equivalents 公噸二氧化碳當量
Total greenhouse gas emission intensity 溫室氣體總排放密度	7	1.3	1.0	Tonnes of CO₂ equivalents/ m² floor area 公噸二氧化碳當量/ 平方米建築面積
Scope 1 範圍一				
Vehicle fuel emissions 汽車燃料排放	13	40.1	48.8	Tonnes of CO₂ equivalents 公噸二氧化碳當量
Vessel fuel emissions 船舶燃料排放	14	350.2	395.5	Tonnes of CO₂ equivalents 公噸二氧化碳當量
Cooking emissions 煮食燃料排放	15	35.6	36.7	Tonnes of CO₂ 公噸二氧化碳
Greenhouse gas offsets by the Group's owned trees 擁有樹木的溫室氣體抵消量	16	1.8	3.2	Tonnes of CO₂ 公噸二氧化碳
Total scope 1 emissions 範圍一總排放量		424.0	477.8	Tonnes of CO₂ equivalents 公噸二氧化碳當量
Total scope 1 emission intensity 範圍一總排放密度	7	0.03	0.04	Tonnes of CO₂ equivalents/ m² floor area 公噸二氧化碳當量/ 平方米建築面積
Scope 2 範圍二				
Emission from electricity consumption 電力使用排放	17	155.9	414.7	Tonnes of CO₂ 公噸二氧化碳
Emissions from purchased steam consumption 外購蒸汽熱力使用排放	18	16,188.0	10,586.3	Tonnes of CO₂ 公噸二氧化碳
Total scope 2 emissions 範圍二總排放量		16,343.9	11,001.0	Tonnes of CO₂ equivalents 公噸二氧化碳當量
Total scope 2 emission intensity 範圍二總排放密度	7	38.5	23.0	Tonnes of CO₂ equivalents/ m² floor area 公噸二氧化碳當量/ 平方米建築面積

Environmental, Social and Governance Report

環境、社會及管治報告

Wastes	廢棄物			
	Notes 附註	2020 2020年度	2021 2021年度	Unit 單位
Hazardous wastes generated 有害廢棄物產生量				
Waste fluorescent tubes 廢螢光燈管		36	29	Piece 個
Waste fluorescent tubes generation intensity 廢螢光燈管產生密度	7	0.003	0.002	Piece/m ² floor area 個/平方米建築面積
Waste batteries 廢電池		6	18.7	kg 千克
Waste batteries generation intensity 廢電池產生密度	7	0.005	0.002	kg/m ² floor area 千克/平方米建築面積
Waste cartridges 廢墨盒		34	104	Piece 個
Waste cartridges generation intensity 廢墨盒產生密度	7	0.003	0.009	Piece/m ² floor area 個/平方米建築面積
Non-hazardous wastes generated 無害廢棄物產生量				
Waste paper generated 廢氣紙張產生量		304	952.6	kg 千克
Waste paper generation intensity 廢棄紙張產生密度	7	0.02	0.08	kg/m ² floor area 千克/平方米建築面積
Waste paper recycled 紙張回收量		255	794	kg 千克

As the Group is not engaged in any manufacturing business, our operation does not involve the use of any packaging materials.

由於本集團不參與任何製造業務，我們的營運不涉及任何包裝材料的使用。

Environmental, Social and Governance Report

環境、社會及管治報告

- 4 As a result of the completion of the disposal of Dafeng in mid-2020, the data in respect of the use of resources during the Reporting Period, including its consumption intensity and total consumption, does not include data from Dafeng.
- 4 因應在2020年中完成出售大豐，本報告期內的資源使用量數據(包括其消耗密度與消耗總量)不包括來自大豐的數據。
- 5 The vehicle's fuel consumption intensity in the Reporting Period was calculated based on the respective number of gasoline- and diesel-powered vehicles. The Group had 20 gasoline-powered vehicles and 1 diesel-powered vehicle during the Reporting Period.
- 5 本報告期汽車燃料消耗密度以汽油和柴油汽車各自數量分別計算，本集團在本報告期內擁有汽油汽車共20輛，柴油汽車共1輛。
- 6 The vessel's fuel consumption intensity in the Reporting Period was calculated based on the respective number of gasoline- and diesel-powered vessels. The Group had 8 gasoline-powered vessels and 6 diesel-powered vessels during the Reporting Period.
- 6 本報告期船舶燃料消耗密度以汽油和柴油船舶各自數量分別計算，本集團在本報告期內擁有汽油船舶共8艘，柴油船舶共6艘。
- 7 Except gasoline and diesel consumption data, the intensities of the Group's other environmental data in 2021 were calculated based on the floor area (as the denominator) of its operating locations within the scope of this Report, being a total gross floor area of 11,940 m².
- 7 除了汽油和柴油消耗量，本集團於2021年的其他環境數據密度以本報告範圍內的營運場所建築面積作為分母計算，總建築面積為11,940平方米。
- 8 The total direct energy consumption was the total energy consumption of gasoline and diesel consumed by vehicles and vessels, and natural gas consumption in MWh. The direct energy consumption was calculated with reference to the "Guide to Greenhouse Gas Accounting and Reporting for Public Building Operators (Trial)".
- 8 直接能源消耗總量為汽車及船舶消耗的汽油及柴油、以及天然氣消耗量以千個千瓦時為單位的總能源消耗量。直接能源消耗量的計算方法參考自《公共建築運營企業溫室氣體排放核算方法和報告指南(試行)》。
- 9 The data of purchased steam was included in direct energy consumption for the year 2020 but was re-classified and included in indirect energy consumption for the Reporting Period. Therefore, the figures for the total direct energy consumption and the total indirect energy consumption for the year 2020 were restated accordingly.
- 9 2020年外購蒸汽熱力數據計入直接能源消耗總量，本報告期內將外購蒸汽熱力數據重新分類並計入間接能源消耗總量。因此，2020年的直接能源消耗總量和間接能源消耗總量進行了相應的重述。
- 10 The total indirect energy consumption was the total energy consumption of purchased electricity and purchased steam in unit of MWh.
- 10 間接能源消耗總量為外購電力及外購蒸汽熱力消耗量以兆瓦時為單位的總能源消耗量。
- 11 The emissions of air pollutants by vehicles were calculated with reference to the "Technical Guide for the Preparation of Air Pollutant Emission Inventory for Road Motor Vehicles (Trial)".
- 11 汽車空氣污染物排放計算方法參考自《道路機動車大氣污染物排放清單編制技術指南(試行)》。
- 12 Huandao Hotel Investment is the Group's only subsidiary which was engaged in vessel operation. The emissions of air pollutants by vessels were calculated with reference to the "Technical Guide for the Preparation of Air Pollutant Emission Inventory for Non-road Mobile Sources (Trial)".
- 12 本集團只有附屬公司寰島酒店投資涉及船舶營運。船舶空氣污染物排放計算方法參考自《非道路移動源大氣污染物排放清單編制技術指南(試行)》。
- 13 The calculation method of greenhouse gas emissions from vehicles is based on the "Guide to Greenhouse Gas Accounting and Reporting for Land Transportation Companies (Trial)".
- 13 汽車燃料的溫室氣體排放計算方法參考自《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)》。
- 14 The calculation method of greenhouse gas emissions from vessels is based on the "Guide to Greenhouse Gas Accounting and Reporting for Public Building Operators (Trial)".
- 14 船舶燃料的溫室氣體排放的計算方法參考自《公共建築運營企業溫室氣體排放核算方法和報告指南(試行)》。
- 15 The calculation method of greenhouse gas emissions from cooking fuel (natural gas) is based on the "Guide to Greenhouse Gas Accounting and Reporting for Public Building Operators (Trial)".
- 15 煮食燃料(天然氣)的溫室氣體排放的計算方法是參考《公共建築運營企業溫室氣體排放核算方法和報告指南(試行)》。
- 16 The calculation method of greenhouse gas offsets by the Group's owned trees is based on "How to Prepare an ESG Report – Appendix 2: Reporting Guidance on Environmental KPIs" issued by SEHK.
- 16 本集團所擁有樹木的溫室氣體抵消量的計算方式是參考香港聯交所《如何準備環境、社會及管治報告 — 附錄二：環境關鍵績效指標匯報指引》。
- 17 The calculation method of greenhouse gas emissions from electricity consumption in 2021 is based on the "Corporate Greenhouse Gas Emissions Accounting Methodology and Reporting Guidelines for Electricity Generating Facilities (2021 Revision)" issued by Chinese Ministry of Ecology and Environment and "How to Prepare an ESG Report – Appendix 2: Reporting Guidance on Environmental KPIs" issued by SEHK.
- 17 2021年電力使用的溫室氣體排放計算方法是參考中國生態環境部《企業溫室氣體排放核算方法與報告指南 發電設施(2021年修訂版)》及香港聯交所《如何準備環境、社會及管治報告 — 附錄二：環境關鍵績效指標匯報指引》。
- 18 The calculation method of greenhouse gas emissions from purchased steam consumption is based on the "Guide to Greenhouse Gas Accounting and Reporting for Public Building Operators (Trial)".
- 18 外購蒸汽熱力使用的溫室氣體排放計算方式是參考《公共建築運營企業溫室氣體排放核算方法和報告指南(試行)》。

Environmental, Social and Governance Report

環境、社會及管治報告

7.4 Environmental and Natural Resource Protection Cases

The operating sites of the Group's marine recreation services and hotel business are located at the Sanya Coral Reefs National Nature Reserve. We carry out diversified tourism projects in areas legally used by the Group, including underwater world tours, scuba diving at Meiren Reef, underwater walks, beach baths, etc.

As the region is a well-known tourist attraction in Sanya, people in the region are frequently engaged in activities, which have varying degrees of impact on the marine ecosystem and the reef ecosystem. In order to alleviate the pressure on marine ecological resources and environmental capacity, Hainan Yalong Bay Underwater World Travel Company Limited, a subsidiary of Huandao Hotel Investment, has actively implemented the "Measures for the Administration of Compensation for Marine Ecology in Sanya City", and strove to build a demonstration area for the large-scale compensation and restoration in Yalong Bay to achieve the coordinated development of protection of nature and tourism activities. We have commissioned Sanya Coral Reefs Ecological Research Institute to formulate a compensation project for Yalong Bay Dongpai and Xipai coral reefs ecosystem. On the basis of mastering the current situation of coral reef resources, we plan to increase the average coverage of coral reefs by scientifically carrying out the coral reefs ecological compensation and restoration project, with a view to increasing the biodiversity of the coral reefs and supplementing and improving the basic ecosystem of the coral reefs.

7.4 環境及天然資源保護案例

本集團海上旅遊服務及酒店業務的運營場所坐落在三亞珊瑚礁國家級自然保護區內，我們在合法使用區域內開展多元化的旅遊項目，包括：海底世界遊覽、美人礁島嶼水肺潛水、海底漫步、沙灘浴場等。

由於該地區為三亞市著名的旅遊景點，區域內人為活動頻繁，對海洋生態系統的以及珊瑚礁生態系統造成不同程度影響。為減緩海洋生態資源與環境容量壓力，寰島酒店投資旗下海南亞龍灣海底世界旅游有限公司積極落實《三亞市海洋生態補償管理辦法》，致力打造亞龍灣重量級補償修復示範區，實現自然保護和旅遊活動協調發展。我們委託三亞珊瑚礁生態研究所編製亞龍灣東、西排海珊瑚礁生態系統補償專案。在掌握珊瑚礁資源現狀基礎上，通過科學開展珊瑚礁生態補償修復工程，我們計劃提升活造礁石珊瑚平均覆蓋率，從而增加珊瑚礁生物多樣性，補充和完善珊瑚礁基礎生態系統。

Environmental, Social and Governance Report

環境、社會及管治報告



Photos: We carried out coral reef surveys and recorded a total of 53 coral species from 27 genera of 12 families.
圖：我們進行造礁石珊瑚調查，共得到12科27屬53種數量的造礁石珊瑚。

Through the establishment of a demonstration site for ecological protection, compensation and restoration of coral reefs in Sanya, we have further strengthened the publicity and education of marine ecological protection, and contributed to the protection of ecological landscape and resources as well as the public environmental education of coral reefs in Yalong Bay.

透過建立三亞珊瑚礁生態保護與補償修復示範點，我們進一步加強海洋生態保護的宣傳教育，為亞龍灣珊瑚礁生態景觀資源保護及公眾環境教育工作作出貢獻。

Environmental, Social and Governance Report

環境、社會及管治報告

8 RESPONSIBLE OPERATION

The Group has always been committed to maintaining a high level of operation. Maintaining the quality of products and services is crucial to the sustainable development of our business. Therefore, we have strict procedures to provide guidelines for the quality of products and services. We continue to provide quality services in a responsible manner to meet customers' needs and build a good brand image.

During the Reporting Period, the Group has not received any reports of violations of relevant laws and regulations that have a significant impact on the Group relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.

8.1 Product and Service Responsibility

The Group has always attached great importance to the well-being of its customers and continuously strives to improve its service standards through various measures. We have developed rigorous and effective product and service quality management policies for different business segments to establish a good reputation. Due to the nature of the Group's business, the number of recalls for safety and health reasons and the relevant remedial procedures are not applicable to the Group.

Marine Recreation Services and Hotel Business

We have formulated strict safety management policies on marine recreation facilities, fire-fighting equipment, hotel food safety, etc., in order to ensure that tourists can safely enjoy the Group's marine recreation and hotel services with peace of mind.

Marine recreation services 海上遊樂服務

- A thorough check-up is made on all the marine recreation facilities every day before vessels set sail
- 員工在每日起航前均對所有遊樂設施進行全面檢查。
- All vessels are equipped with fire-fighting equipment. Crew members are required to participate in emergency drills on a regular basis and be familiar with the escape routes and the locations of safety devices in order to ensure that a quick response can be made in case of incidents.
- 所有船舶均配有消防安全設備。船上作業員工需定期參與各項緊急演習，清楚了解逃生路線及安全裝置的位置，以確保在發生事故時能迅速作出應變。

Hotel business 酒店業務

- Hotel venues have security staff in charge of hotel inspections and safety checks on kitchens and fire-fighting equipment.
- 酒店場所設有安全人員編製，負責酒店的巡查和對廚房及消防設備進行安全檢查。
- To ensure food safety in the hotel, the Group set up a food safety supervision department to arrange regular inspections on all food processing plants and kitchens and strictly manage and control food purchase channels to avoid the inflow of expired, spoiled, contaminated food and strictly prevent the occurrence of food poisoning.
- 為確保酒店食品的安全性，設立食品安全監管部門，定期巡查各食品製造工場和廚房，並且嚴格管控採購食品的進貨渠道，杜絕過期、變質、受污染等食物流入，嚴防食物中毒事件發生。
- Our operation team works closely with the local police and fire-fighting department to continuously review and optimise our safety management practices and obtain the latest safety management information.
- 營運團隊與當地警方及消防部門保持密切溝通，不斷檢視和優化我們的安全管理措施，及獲取最新的安全管理資訊。

8 責任營運

本集團一貫致力維持高水平營運，維持產品與服務質素對業務持續發展十分重要。故此我們設有嚴格的規程，為產品及服務質素提供指引，並繼續以負責任的態度提供優質服務，照顧客戶所需，建立良好的品牌形象。

在本報告期內，本集團並無接獲任何違反有關所提供產品及服務的健康與安全、廣告、標籤及私隱事宜以及補救方法且對本集團有重大影響的相關法律及規例的報告。

8.1 產品及服務責任

本集團一直非常重視顧客福祉，並持續透過多項措施致力改善服務標準。我們針對不同的業務板塊，制定嚴謹及有效的產品及服務質量管理政策，以建立良好商譽。應本集團業務性質，關於安全與健康理由而回收的數字與相關補救程序並不適用於本集團。

海上旅遊服務及酒店業務

我們針對海上遊樂設施、消防設備、酒店食品安全等不同方面制定嚴謹的安全管理政策，確保遊客能安心安全地享用本集團的海上旅遊及酒店服務。

Environmental, Social and Governance Report

環境、社會及管治報告

Property Development Business

Zhucheng Phoenix has formulated the “Project Completion Check and Acceptance Record” and arranged various tests and inspections and made timely rectification before delivery of projects to ensure the safety and quality of the buildings. During the construction process, Zhucheng Phoenix abides by the national laws and regulations on the quality of construction projects, including but not limited to the Construction Law of the People’s Republic of China, and requests those who are in specialised positions and those who operate specialised equipment to have relevant qualifications and equipment operation licenses.

物業發展業務

為確保建築的安全性及質量，諸城鳳凰制定了《竣工驗收備案》，在工程交付前安排多項驗收及巡檢，並及時修正任何質量及安全問題。在施工過程中，諸城鳳凰亦嚴格遵守國家有關建設工程質量的法律法規，包括但不限於《中華人民共和國建築法》，並要求特殊崗位和特種設備操作人員具備相關資格和設備操作證。



Photos: In October 2021, the Safety Inspection Team of Zhucheng Phoenix conducted a safety inspection for the property development projects under construction

圖：在2021年10月，諸城鳳凰安全巡查組為施工中的物業發展項目進行安全大檢查

8.2 Customer Rights and Interests

Comments and Complaints

The quality of our products and services demonstrates the Group’s commitment to customer experience and relationship management. Each of our business departments regularly collects customer feedback in order to continuously improve the quality of our products and services. The Group has established various communication channels, including a telephone hotline, a website and social media platform accounts to strengthen its communication with customers and collect their opinions. At the same time, the Group’s subsidiaries also laid down management measures on the handling of customer complaints according to the nature of their businesses.

8.2 客戶權益

意見及投訴

我們的產品及服務質素展示本集團對客戶體驗及關係管理的承諾。我們各業務部門會定期收集客戶意見，以持續提升我們的產品及服務質素。為加強與客戶的溝通，本集團設立電話熱線、網站和社交媒體平台等不同的溝通途徑，收集客戶的意見。本集團各附屬公司亦有針對其業務性質，制定有關客戶投訴處理的管理辦法。

Environmental, Social and Governance Report

環境、社會及管治報告

For instance, Zhucheng Phoenix has formulated the “Procedures for Handling Property Owners’ Complaints” for the property owners of the development projects of the Group to actively solve problems in the development projects based on the three principles of “timeliness, honesty and openness, speciality and humanity”, thus enhancing the owners’ satisfaction and the Group’s brand reputation. Through a complaint hotline, owners can lodge complaints regarding the project quality, sales management, property management, services to owners, etc.

Moreover, in order to improve hotel service quality and customer satisfaction, Huandao Hotel Investment established the “Management Measures for Handling Complaints from Guests” and the “System of Handling Complaints from Visitors” to standardise the handling procedures of customer complaints and the means of handling various common complaints, so as to enable front-line staff to address customers’ needs in a more effective manner. When a customer’s complaint is received, we will record the details of the complaint, conduct the relevant investigation, and promptly report the handling results of the complaints to the customer. During the Reporting Period, the Group did not receive any customer complaints.

Privacy Protection

The Group strictly abides by the laws and regulations on privacy protection such as the Resident Identity Card Law of the People’s Republic of China and the Tort Liability Law of the People’s Republic of China to safeguard customer privacy at all times. Supported by various privacy security policies and procedures, customers’ personal data can only be accessed by authorised personnel on a need-to-know and need-to-use basis. Our code of conduct and regular employee memos also emphasise the importance of data protection to our employees.

For example, the headquarters in Hong Kong and Huandao Hotel Investment have formulated the “Code of Conduct for Employees” and “File Management System” respectively, requiring its staff to safeguard the confidentiality of the customers’ information. The Group has also incorporated confidentiality provisions in the employment contracts it signs with employees to prohibit them from leaking business policies, accounting documents or customers’ data and information in any form. In addition, the Group strictly abides by the supervisory and administrative requirements which are applicable to the industry in its business location and enhances the security management of the personal information of its customers. If employees require access to customers’ personal information, they must obtain approval from their supervisors or managers so as to avoid unauthorised or improper use of customers’ confidential information. If any information is proved to be intentionally leaked, we will take disciplinary actions against the employees such as written warnings, demotion or other forms etc..

以諸城鳳凰為例，其針對本集團發展項目的業主制定了《業主投訴處理流程》，秉持「及時性、誠信公開、專業人性」三個原則，積極為業主解決發展項目中的各項問題，提升業主滿意度和本集團的品牌聲譽。業主可透過投訴熱線，提出有關工程質量、銷售管理、物業管理及業主服務等方面的投訴。

除此以外，寰島酒店投資為提升酒店服務質量及客戶滿意度，亦制定《賓客投訴處理管理辦法》及《遊客投訴處理制度》，規範客戶投訴處理的流程及各類常見投訴的處理辦法，使前線員工能更有效地解決客戶的需求。我們收到客戶的投訴時，會記錄其投訴內容，並且就有關投訴開展調查，及時反饋投訴處理結果給客戶。於本報告期，本集團未有收到客戶投訴事件。

私隱保障

本集團嚴格遵守《中華人民共和國居民身份證法》、《中華人民共和國侵權責任法》等有關私隱保障的法律規例，時刻維護客戶私隱。在各種私隱安全政策及程序的支持下，只有獲授權的人員在必須知道和必須使用的情況下，方可讀取客戶的個人資料。我們的行為守則和定期的員工備忘錄，亦向員工強調資料保護的重要性。

以香港總部和寰島酒店投資為例，分別制定了《員工守則》和《檔案管理制度》，要求員工對客戶的資料嚴格保密。本集團與員工簽訂的僱傭合約中亦設有保密條款，禁止員工以任何形式洩露業務方針、賬冊文件或客戶數據資料。此外，本集團嚴格按照營運所在地的行業適用監察管理要求，加強客戶個人資料的安全管理，員工若需查閱客戶的個人資料，必須經由主管或經理批准，避免未經授權或不恰當地使用客戶機密資料的情況發生。如經證實蓄意洩露資料，我們會以書面警告、降職或其他形式對員工作出處分。

Environmental, Social and Governance Report

環境、社會及管治報告

8.3 Advertising and Intellectual Property Protection

The Group strictly complies with laws and regulations relating to advertising which have significant impact on us, including but not limited to the Advertising Law of the People's Republic of China, the Tourism Law of the People's Republic of China, the Interim Regulations on Issue of Real Estate Advertising and the Circular of the State Administration for Industry and Commerce and Ministry of Construction on Further Strengthening the Administration of Real Estate Advertising, in a bid to ensure that the advertisements the Group releases meet the requirements of the government and the industry and are not concealed, misleading or deceptive in nature.

For the protection of intellectual property rights, the Group strictly complies with the Trademark Law of the People's Republic of China, the Patent Law of the People's Republic of China, the Copyright Law of the People's Republic of China and other laws and regulations, and insists on purchasing and using licensed computer software. The Group's businesses do not involve matters relating to labelling of products and services.

8.4 Supply Chain Management

The Group has established a strict supplier management and evaluation system to reduce procurement risks and control procurement costs.

The number of our suppliers during the Reporting Period is as follows:

Region of suppliers (by location of headquarters)

供應商地區(按總部所在地計算)

Mainland China

中國內地

Hong Kong, China

中國香港

Overseas

海外地區

The Group has established engagement practices that are fully applicable to the above suppliers. Its "Assets and Supplies Management System" regulates procurement management to ensure that the process of selecting suppliers is fair and transparent. The procurement personnel shall conduct market researches according to the approved procurement plan, provide information of at least 3 suppliers, make comprehensive comparison in terms of technical quality, price, after-sales service, payment method, delivery method and so on, and put forward suggestions on cost-effective procurement. Generally, supplier shall be selected jointly by two or more employees and be confirmed by the general manager of the General Administration Department.

8.3 廣告宣傳及知識產權保護

本集團嚴格遵守對我們有重大影響並與廣告宣傳相關的法律法規，包括但不限於《中華人民共和國廣告法》、《中華人民共和國旅遊法》、《房地產廣告發佈暫行規定》和《國家工商行政管理總局、建設部關於進一步加強房地產廣告管理的通知》，確保本集團所刊登的廣告能符合政府和行業的要求，不存在隱瞞、誤導或欺騙的性質。

針對知識產權保護，本集團嚴格遵守《中華人民共和國商標法》、《中華人民共和國專利法》、《中華人民共和國著作權法》等法律條例，並且堅持購買並使用正版的電腦軟件。本集團的業務並不涉及產品及服務標籤的事宜。

8.4 供應鏈管理

本集團建立了嚴格的供應商管理和評估制度，以減低採購風險及控制採購成本。

在本報告期內我們供應商數目如下：

Number of suppliers

數目(家)

62

14

29

本集團制定了聘用慣例並全面適用於以上供應商。《資產用品管理制度》規範了採購管理，確保甄選供應商的過程公正透明，採購人員需根據經批准的採購計劃進行市場考察工作，並且提供至少3家的供應商訊息，在技術質量、價格、售後服務、付款方式、送貨方式等方面進行綜合比較，提出性價比高的採購意見。一般而言，供應商須由兩名員工或以上共同選擇，並由綜合管理部總經理確認供應商。

Environmental, Social and Governance Report

環境、社會及管治報告

The Group's subsidiaries have set up appropriate bidding management and supplier evaluation system according to their respective business characteristics. Chengtong Development Trading has formulated the "Management Measures on Credit Evaluation of Upstream Suppliers/Downstream Customers", which adopts qualitative indicators to evaluate suppliers from the perspective of environmental, social, economic and governance risks such as corporate qualification, industry goodwill, financial condition, actual performance of contracts, administrative penalty, litigation, etc. At the same time, the General Administration Department is responsible for establishing a budget implementation ledger for assets and supplies, to monitor budget implementation, and to improve management by regular supervision.

The Group will incorporate clauses relating to environmental protection into contracts, requesting the contractors and suppliers to strictly comply with the requirements of environmental protection when performing their contractual obligations so as to promote the sharing of responsibility for sustainable development in the supply chain. When appropriate and subject to compliance with national safety regulations, the Group will give priority to the procurement of eco-friendly materials for its development projects. In particular, Huandao Hotel Investment has purchased eco-friendly tableware and degradable garbage bags through such practice.

8.5 Combatting Corruption and Promoting Integrity

The Group attaches great importance to business integrity and will never tolerate any form of embezzlement, bribery, extortion, money laundering and fraud. Our "Code of Conduct for Employees" aims to ensure that there is no corruption throughout the Group and to uphold our integrity. These policies are also included in the employee induction material and employee handbook. The above code of conduct clearly specifies that staff must abide by strict code of ethics and must not engage in malpractices such as corruption or bribery, receiving secret profits and gifts from customers, or embezzlement of funds.

We have set up a whistle-blowing mechanism for employees and related parties to report violations of code of conduct to the Group through anti-corruption reporting hotline and e-mail. Every reported case is handled in a confidential manner and followed up according to the relevant policies and procedures. Anyone who violates the code of conduct shall be given a warning, demotion or dismissal depending on the severity of the matter. The Group will never tolerate any form of corruption. If an employee is found to be involved in corruption or other criminal offences, we will transfer the case to the disciplinary inspection and supervisory bodies, judicial authorities or other related government departments for handling.

本集團各附屬公司亦因應其業務特性，制定適合的招標管理和供應商評估制度。誠通發展貿易制訂了《上游供應商／下游客戶信用評估管理辦法》，對供應商採取定性指標評估，主要從企業資質證書、行業商譽、財務情況、實際履約情況、行政處罰、涉訴情況等，從環境社會、經濟及管治風險進行評估。同時綜合管理部負責建立資產用品預算執行台賬，監控預算執行情況，並定期監察以完善管理。

為推動供應鏈共同承擔可持續發展責任，本集團會於合同內附設環保條款，要求承建商及供應商在履行合同責任的同時，亦需嚴格遵守相關的環保要求。在合適的情況下，本集團的發展項目會在符合國家安全規定的基礎上優先採購環保材料。其中寰島酒店投資已透過有關慣例採購環保餐具與可降解垃圾袋。

8.5 反腐倡廉

本集團高度重視業務誠信，絕不容忍任何形式的貪污、賄賂、勒索、洗黑錢和欺詐行為。《員工守則》旨在確保本集團上下沒有貪污及秉持我們誠信。這些政策亦包括於員工入職簡介材料及員工手冊中，以上守則清楚列明員工必須遵守嚴謹操守，不得發生貪污受賄、私自收受佣金及客戶饋贈、挪用公款等營私舞弊行為。

我們設立舉報機制，讓員工及相關人士透過反腐倡廉舉報電話和電子郵箱向本集團舉報違反操守守則個案。每個舉報個案都會在保密的情況下處理，並按相關政策及程序跟進。如有員工違犯守則，我們會根據事件嚴重程度，給予警告、降職或解僱。本集團絕不姑息任何形式的貪污行為，若發現員工涉及貪污或其他刑事罪行，我們將有關案件移送紀檢監察機構、司法機關或其他相關政府部門處理。

Environmental, Social and Governance Report

環境、社會及管治報告

The Group strictly complies with laws and regulations relating to anti-corruption, bribery, extortion, fraud and money laundering which have a significant impact on us, including but not limited to the Criminal Law of the People's Republic of China, the Anti-Unfair Competition Law of the People's Republic of China, the Anti-Money Laundering Law of the People's Republic of China, the Regulations on Integrity of Leaders of the State-owned Enterprises and the Prevention of Bribery Ordinance. During the Reporting Period, the Group has not received any reports of violation of the relevant laws and regulations, and to the best of the Directors knowledge, neither the Group nor any of its employees has been involved in any legal proceedings relating to corrupt practices.

The Group regularly provides anti-corruption and integrity training to its directors and employees. In March 2021, Zhucheng Phoenix held the 9th "Anti-corruption and Integrity Publicity and Education Month", during which Zhucheng Phoenix provided anti-corruption training to its employees, including the "Integrity Practice" dialogue session. In addition, employees were organised to visit the "Online Exhibition Hall" on the website of the Central Committee for Discipline Inspection and the National Supervisory Commission to carry out self-study, focusing on learning and understanding some cases of corporate integrity practice, to communicate the importance of the anti-corruption works of state-owned enterprises, the difficulties involved and their experience and practices of integrity education. The Company regularly provides the directors with the "Listed Issuer Regulation Newsletter" of the SEHK for circulation, which covers information about regulatory rules and corporate culture and can help our directors keep abreast of the latest information related to anti-corruption and whistle-blowing.

本集團嚴格遵守對我們產生重大影響並與反貪污、防止賄賂、勒索、欺詐及洗黑錢相關的法律法規，包括但不限於《中華人民共和國刑法》、《中華人民共和國反不正當競爭法》、《中華人民共和國反洗錢法》、《國有企業領導人員廉潔從業若干規定》及《防止賄賂條例》。於本報告期內，本集團並無接獲違反相關法律法規的報告，據董事會所知，本集團及集團內的所有員工均未有涉及任何與貪污行為有關的法律訴訟案件。

本集團定期向董事及員工提供反貪污廉潔培訓。在2021年3月，諸城鳳凰舉辦第九屆「反腐倡廉宣傳教育月」，活動期間諸城鳳凰向員工提供反貪污培訓，培訓內容包括「廉潔從業」對談環節，另外組織員工瀏覽中央紀委國家監委網站的「網上展館」開展個人自學，重點學習瞭解了部分企業廉潔從業案例、交流國有企業反腐倡廉工作的重點、當中難處以及廉潔教育的經驗做法。本公司定期向董事提供香港聯交所《上市發行人監管通訊》供傳閱，該資訊涵蓋監管法規、企業文化等，有助本公司董事緊貼與反貪污與舉報相關的動態資訊。

Environmental, Social and Governance Report

環境、社會及管治報告

9 COMMUNITY BUILDING

The Group focuses on poverty alleviation charities. In addition to its commitment to business operation, the Group also hopes to contribute to the society and help people in need through its influence.

From August to September 2021, the union committee of Chengtong Development Trading organised employees to participate in the charity donation activity of “One Yuan Donation, Ten Yuan Donation” by the China Worker Development Foundation. All the proceeds raised were used for a number of public welfare projects that were closely related to the vital interests of workers, such as worker quality improvement, medical health, assistance and aids, and cultural and sports services.

9 社區營造

本集團專注扶貧的公益慈善工作，在致力於業務經營的同時，亦希望透過企業的影響力回饋社會，幫助有需要人士。

在2021年8月至9月，誠通發展貿易工會委員會組織員工參加中國職工發展基金會「一元捐、十元捐」公益募捐活動，募捐所得善款全部用於職工素質提升、醫療健康、幫扶救助、文體服務等多個與職工切身利益息息相關的公益項目。



Photo: the official poster of the “One Yuan Donation, Ten Yuan Donation” charity donation activity, launched by the China Worker Development Foundation for the first time

圖：中國職工發展基金會首次發起「一元捐、十元捐」公益募捐活動官方海報

Environmental, Social and Governance Report 環境、社會及管治報告

During the Reporting Period, Zhucheng Phoenix donated 130 m³ of concrete to Wangjiadianzi Village, Longdu Subdistrict, Zhucheng City, Shandong Province to reconstruct the roads and plazas surrounding the Party service station and build into a service plaza for villagers, facilitating the poverty alleviation work in the area.

諸城鳳凰在本報告期內向山東省諸城市龍都街道王家店子村捐助130立方混凝土，對黨群服務站週邊道路及廣場進行重鋪，建成村民服務廣場，以方便該地區幫扶工作。



Photo: Wangjiadianzi Villager Service Plaza after the reconstruction
圖：經重鋪後的王家店子村民服務廣場

Huandao Hotel Investment is located at a national tourist scenic area with beautiful natural scenery. During the Reporting Period, we sent employees to help clean up the shallow beach reefs in the tourist area to prevent people from getting hurt. In addition, our employees actively went to the nearby waters to salvage marine waste and get rid of the litter at the bottom of the sea in a bid to protect the local environment.

寰島酒店投資坐落國家級在旅遊景區，擁有優美大自然景色，在本報告期我們派出員工協助清理遊客區域的淺灘礁石，防止遊人受傷。此外，我們員工積極前往附近水域打撈海洋垃圾與清潔海底垃圾，保護當地環境。



Photos: Huandao Hotel Investment carried out voluntary cleaning work for tourist scenic area
圖：寰島酒店投資為旅遊景區進行義務清理工作

Environmental, Social and Governance Report

環境、社會及管治報告

10 CONTENT INDEXES OF ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

10 《環境、社會及管治報告》內容索引

Mandatory Disclosure Requirements 強制披露規定	Content 內容	Relevant Section or Remarks 相關章節或備註
Governance Structure 管治架構	<p>A statement from the board containing the following elements:</p> <p>(i) a disclosure of the board’s oversight of ESG issues;</p> <p>(ii) the board’s ESG management approach and strategy, including the process used to evaluate, prioritise and manage material ESG-related issues (including risks to the issuer’s businesses); and</p> <p>(iii) how the board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer’s businesses.</p> <p>由董事會發出的聲明，當中載有下列內容：</p> <p>(i) 披露董事會對環境、社會及管治事宜的監管；</p> <p>(ii) 董事會的環境、社會及管治管理方針及策略，包括評估、優次排列及管理重要的環境、社會及管治相關事宜（包括對發行人業務的風險）的過程；及</p> <p>(iii) 董事會如何按環境、社會及管治相關目標檢討進度，並解釋它們如何與發行人業務有關連。</p>	<p>3. Sustainable Development Management</p> <p>3.可持續發展管理</p>
Reporting Principles 匯報原則	<p>A description of, or an explanation on, the application of the Reporting Principles of materiality, quantitative and consistency in the preparation of the ESG report.</p> <p>描述或解釋在編備環境、社會及管治報告時如何應用重要性、量化和一致性匯報原則。</p>	<p>1. About this Report</p> <p>1.關於本報告</p>
Reporting Boundary 匯報範圍	<p>A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. If there is a change in the scope, the issuer should explain the difference and reason for the change.</p> <p>解釋環境、社會及管治報告的匯報範圍，及描述挑選哪些實體或業務納入環境、社會及管治報告的過程。若匯報範圍有所改變，發行人應解釋不同之處及變動原因。</p>	

Environmental, Social and Governance Report

環境、社會及管治報告

Aspects 層面	Key Performance Indicators 關鍵績效指標	Content 內容	Relevant Section or Remarks 相關章節或備註
A. Environmental A.環境範疇			
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。	7. Green Operation 7.綠色營運
	A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	
	A1.2	Direct and energy indirect greenhouse gas emissions and intensity. 直接及能源間接溫室氣體排放量及密度。	
	A1.3	Total hazardous waste produced and intensity. 所產生有害廢棄物總量及密度。	
	A1.4	Total non-hazardous waste produced and intensity. 所產生無害廢棄物總量及密度。	
	A1.5	Description of emission target(s) set and steps taken to achieve them. 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	3. Sustainable Development Management 3.可持續發展管理
	A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	7. Green Operation 7.綠色營運

Environmental, Social and Governance Report

環境、社會及管治報告

Aspects 層面	Key Performance Indicators 關鍵績效指標	Content 內容	Relevant Section or Remarks 相關章節或備註
A2 Use of Resources A2 資源使用	General Disclosure 一般披露	Policies on the efficient use of resources. 有效使用資源的政策。	7. Green Operation 7.綠色營運
	A2.1	Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及／或間接能源總耗量及密度。	
	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)。	
	A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟	3. Sustainable Development Management 3.可持續發展管理
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. 描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	7. Green Operation 7.綠色營運
	A2.5	Total packaging material used for finished products and with reference to per unit produced. 製成品所用包裝材料的總量及每生產單位佔量。	Not applicable to the Group's business 不適用於本集團業務
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 impacts 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。	7. Green Operation 7.綠色營運
	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。	
A4 Climate Change A4 氣候變化	General Disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	
	A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	

Environmental, Social and Governance Report

環境、社會及管治報告

Aspects 層面	Key Performance Indicators 關鍵績效指標	Content 內容	Relevant Section or Remarks 相關章節或備註
B. Social			
B. 社會範疇			
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。	6. People-oriented 6. 以人為本
	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。	
	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。	
B2 Health and Safety B2 健康與安全	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a)政策；及 (b)遵守對發行人有重大影響的相關法律及規例的資料。	
	B2.1	Number and rate of work-related fatalities occurred in each of the past three years. 過去三年每年因工亡故的人數及比率。	
	B2.2	Lost days due to work injury. 因工傷損失工作日數。	
	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。	

Environmental, Social and Governance Report

環境、社會及管治報告

Aspects 層面	Key Performance Indicators 關鍵績效指標	Content 內容	Relevant Section or Remarks 相關章節或備註
B3 Development and Training B3 發展及培訓	General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	
	B3.1	The percentage of employees trained by gender and employee category. 按性別及僱員類別劃分的受訓僱員百分比。	
	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。	
B4 Labour Standards B4 勞工準則	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child 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。	
	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。	
	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。	
B5 Supply Chain Management B5 供應鏈管理	General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	8. Responsible Operation 8. 責任運營
	B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and 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。	
	B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	
	B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	

Environmental, Social and Governance Report

環境、社會及管治報告

Aspects 層面	Key Performance Indicators 關鍵績效指標	Content 內容	Relevant Section or Remarks 相關章節或備註
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。	
	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。	Not applicable to the Group's business 不適用於本集團業務
	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。	8. Responsible Operation 8. 責任運營
	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。	
	B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	Product recall procedures not applicable to the Group's business 產品回收程序不適用於本集團業務
	B6.5	Description of consumer data protection and privacy policies, and 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。	8. Responsible Operation 8. 責任運營

Environmental, Social and Governance Report

環境、社會及管治報告

Aspects 層面	Key Performance Indicators 關鍵績效指標	Content 內容	Relevant Section or Remarks 相關章節或備註
B7 Anti-corruption B7 反貪污	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a)政策；及 (b)遵守對發行人有重大影響的相關法律及規例的資料。	8. Responsible Operation 8. 責任運營
	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。	
	B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	
	B7.3	Description of anti-corruption training provided to directors and staff. 描述向董事及員工提供的反貪污培訓。	
B8 Community Investment B8 社區投資	General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	9. Community Building 9. 社區營造
	B8.1	Focus areas of contribution. 專注貢獻範疇。	
	B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。	



中國誠通發展集團有限公司
China Chengtong Development Group Limited

(於香港註冊成立之有限公司)
(Incorporated in Hong Kong with limited liability)
股份代號 Stock Code: 217