



POLY PROPERTY

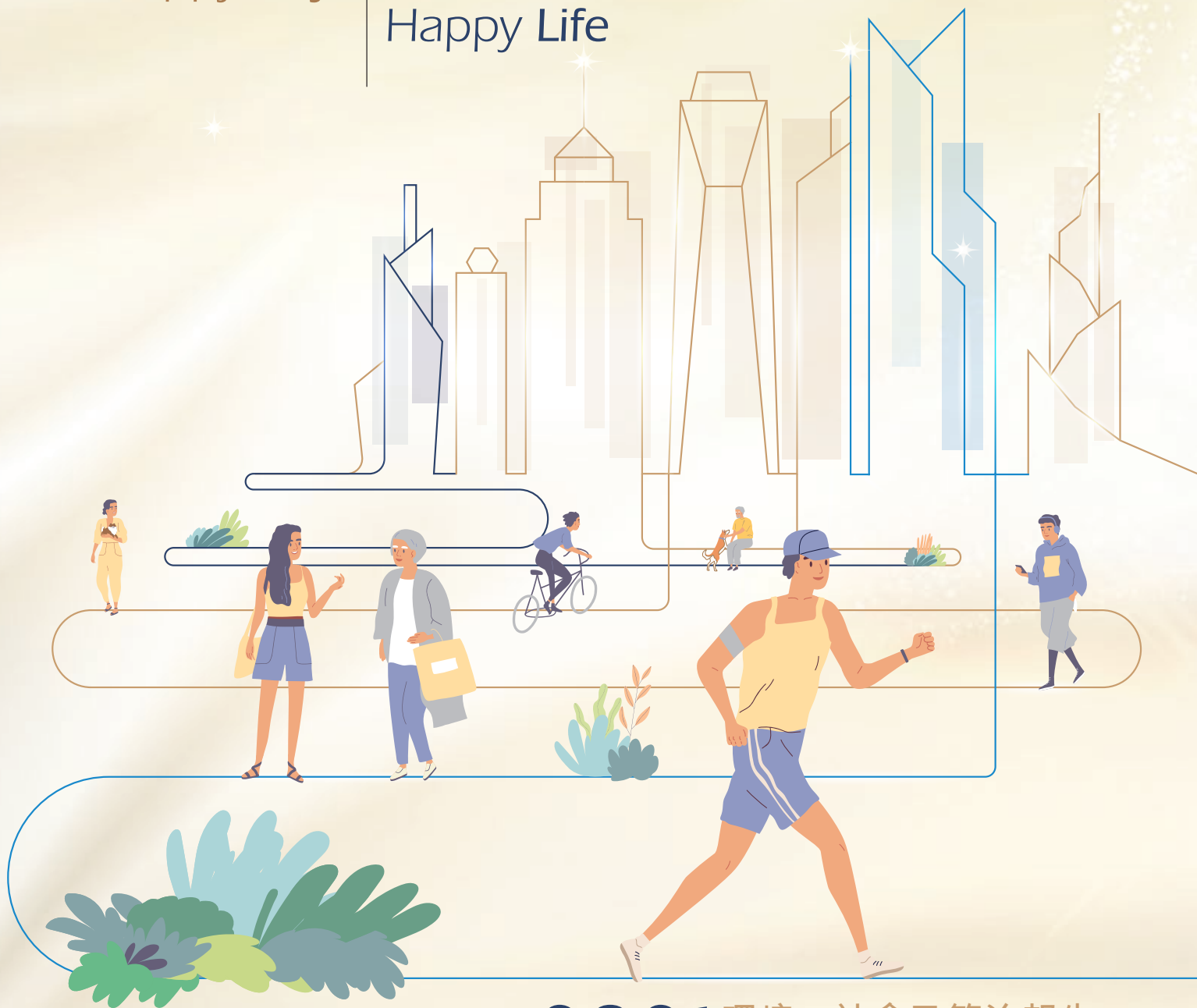
Poly Property Group Co., Limited

保利置業集團有限公司

Stock Code: 00119

幸福城市
Happy City

美好生活
Happy Life



2021 環境、社會及管治報告
ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT

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1 ABOUT THIS REPORT

Poly Property Group Co., Limited (hereafter the “**Company**” or “**Poly Property**”), together with its subsidiaries (collectively the “**Group**” or “**We**”) is the real estate offshore listed flagship of China Poly Group Corporation Limited (a state-owned enterprise). The Group principally engages in three major business segments, namely property development, property investment and property management.

Poly Property adheres to its core operation philosophy of “be a man with heart, do things with integrity” with a focus on the development of the culture, harmony, nature and high end aspects. We has consistently implemented our development strategies of specialization, marketization and internationalization in developing real estate projects, so as to further improve the construction quality and commercial value of our properties and provide customers with best products and services, thereby creating a pleasant living environment and bringing satisfactory returns and growth to all stakeholders. In order to achieve the national objective of “no speculation of residential properties” under the “14th Five-Year Plan”, the Group strives to stabilize low housing prices and expectation and promote a stable and healthy development of the real estate market. Following the strategies of “carbon peaking and carbon neutrality” advocated by the government, the Group strives for the realization of empowerment of the whole industry chain and introduces innovative technologies for emission reduction and carbon neutrality to all key processes, including procurement, construction, acceptance and delivery. The Group also put efforts in developing green construction to create a smart, healthy and green future. In addition, in the face of the severe COVID-19 pandemic (the “**pandemic**”), the Group has strictly implemented a series of preventive and control measures to protect the health of its employees and customers. The Group will make persistent efforts to build a positive corporate image by shouldering corporate social responsibilities and creating social values and keep moving forward.

1 關於本報告

保利置業集團有限公司(下稱「**本公司**」或「**保利置業**」)與其附屬公司(下稱「**本集團**」或「**我們**」)是中國保利集團有限公司(一家國有企業)的境外上市房地產旗艦。本集團的主營業務主要分為三大板塊，包括房地產發展、房地產投資及物業管理。

保利置業秉承「用心做人，誠信做事」的核心經營理念，積極踐行文化、和諧、自然和高端方面的發展。我們堅持貫徹專業化、市場化、國際化的發展策略於房地產項目中，持續提升建築質量和物業的商業價值，為客戶提供最優質的產品及服務，在打造宜居舒適的居住環境的同時，為各持份者帶來理想回報與增長。本集團積極響應國家「十四五」規劃「房住不炒」的目標，堅守穩低價、穩房價、穩預期，促進房地產市場平穩健康發展。在國家倡導的「雙碳」戰略下，本集團積極實現全產業鏈的深度賦能，從採購、施工過程到驗收交付等關鍵環節引入減排和碳中和技術的創新應用，大力發展綠色建築，強調智慧健康及綠色未來。同時，本集團面對刻不容緩的新冠疫情(「**疫情**」)，嚴格落實多項防疫措施，竭力保障員工及客戶的健康。本集團會持續履行其企業社會責任及創造社會價值，打造正面企業形象，繼續揚帆前進。

The Group is pleased to publish its fifth environmental, social and governance (“**ESG**”) report (the “Report”), highlighting its initiatives and efforts in pursuit of sustainability and responding to the expectation of stakeholders on the Group’s sustainable development issues, so as to build up long-term trusted ties with stakeholders.

1.1 Scope of Report

This Report covers major property development projects directly managed and controlled by Poly Property in Mainland China. Unless otherwise indicated, the disclosure of key performance indicators only covers the Hong Kong and Shanghai headquarters which is in line with the report of last year. The reporting period is from 1 January 2021 to 31 December 2021 (the “**Reporting Period**” or “**2021**”).

1.2 Basis of Preparation

This Report has been prepared in accordance with the “Environmental, Social and Governance Reporting Guide” under Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“**HKEx ESG Reporting Guide**”) revised by The Stock Exchange of Hong Kong Limited (the “**Stock Exchange**”) in 2019 and the four reporting principles thereunder. The Group has also disclosed relevant information in this Report in accordance with mandatory disclosure requirements and “comply or explain” provisions under the HKEx ESG Reporting Guide.

本集團欣然刊發第五份環境、社會與管治（「**ESG**」）報告，當中概述了其環境、社會與管治相關的政策、表現及措施，同時重點回應持份者對本集團可持續發展議題的期望，從而建立長期可信賴的關係。

1.1 報告範圍

本報告範圍涵蓋保利置業在中國內地直接管理控制的主要物業發展項目，而關鍵績效指標的披露，除特別註明外，僅涵蓋香港總部和上海總部，與去年的報告範圍一致；本報告期為2021年1月1日至2021年12月31日（「**報告期內**」、「**2021年**」）。

1.2 編製基準

本集團遵循香港聯合交易所有限公司（「**聯交所**」）2019年修訂的《香港聯合交易所有限公司證券上市規則》附錄二十七《環境、社會及管治報告指引》（「**ESG指引**」）編製本報告，並且按照《ESG指引》中的四項匯報原則進行編製。本集團已就《ESG指引》內所有強制披露規定及「不遵守就解釋」條文於本報告中作出相應的信息披露。

Materiality	The Group has disclosed the significant environmental and social impacts of its principal businesses in this Report. The Group assessed the materiality in the preparation of this Report and invited the board of directors (the “ Board ”) to identify materiality issues as the disclosure focus of this Report. For details of relevant process and results, please refer to the section headed “Materiality Assessment” of this Report.
重要性	本集團於本報告中披露其主要業務的重大環境及社會影響。本集團於準備本報告期間進行重要性評估，並邀請董事會（「 董事會 」）釐定重要性議題，以作為本報告的披露重點。有關過程及結果請參閱本報告「重要性評估」一節。
Quantitative	The Group continuously records and discloses business-related quantitative indicators to facilitate the stakeholders to better evaluate the effectiveness of the ESG management system of the Group. In addition, the Group also discloses standards, methodologies and assumptions used in the calculation of environmental data, as well as sources of the conversion factors used.
量化	本集團持續記錄和披露與業務相關的量化指標，以便持份者更好地評估本集團ESG管理系統的效益。另外，本集團披露了環境數據計算所用的標準、方法和假設，以及所使用的單位轉換因素的來源。
Balance	This Report discloses the ESG management performance of the Group during the Reporting Period in an unbiased manner and objectively reflects the operation of the Group.
平衡	本報告不偏不倚地披露本集團於報告期內的ESG管理表現，客觀地反映本集團的運營情況。
Consistency	Unless otherwise stated, data and statistics and calculations used in this Report are consistent with the previous reports, in order to make meaningful comparisons of quantified environmental and social performance.
一致性	如無另行說明，本報告採用與過往報告一致的數據統計及計算方式，對量化環境及社會績效作出有意義的比較。

1.3 Contact & Feedback

Poly Property values your input on our sustainability performances. If you have any comments and suggestions, please send us an email at admin@polyhongkong.com.hk. For more information on the corporate social responsibilities (“**CSR**”) of Poly Property, please visit our official website at <http://www.polyhongkong.com>.

1.3 聯絡及反饋

保利置業重視閣下對我們可持續發展績效的意見及建議，請透過電郵方式表達閣下寶貴意見及建議：admin@polyhongkong.com.hk。閣下亦可透過本公司官網獲取保利置業更多社會責任信息：<http://www.polyhongkong.com>。

2 SUSTAINABLE DEVELOPMENT GOVERNANCE

Poly Property is committed to building an efficient and transparent governance structure. We actively integrate sustainable development elements into corporate strategies and operation, and continuously improve risk management and internal control systems, to create long-term value for the stakeholders and improve business sustainability and competitiveness.

2.1 ESG Governance System

In order to facilitate the Group's ESG management, the Board of the Company actively prepared and formulated a balanced ESG governance structure during the Reporting Period, enabling the Group to manage ESG-related issues and risks more effectively.

While shouldering the responsibility of leading and supervising the ESG strategies and long-term development of the Group, the Board is also responsible for reviewing the progress of achieving ESG goals and targets, and continuously manages stakeholders' ESG concerns. During the Reporting Period, the Group was establishing an ESG working group under the Board to support matters relating to ESG strategies and implementation of the overall business. The ESG working group will assist the Board in performing the following ESG-related responsibilities (including but not limited to):

- Identify, prioritise and assess material ESG-related issues, risks and opportunities, and monitor the effectiveness of ESG-related risk management and internal control
- Coordinate internal and external materiality assessment

2 可持續發展管治

保利置業致力打造高效透明的管治架構，積極將可持續發展元素融入企業戰略與運營當中，持續完善風險管理及內部監控系統，為其持份者創造長遠價值及提高業務的可持續性及競爭力。

2.1 ESG管治體系

為有效地推行本集團的ESG管理，本公司董事會於報告期內積極籌備制定一套均衡的ESG管治架構，使本集團更有效地管理ESG相關事宜及風險。

董事會肩負著領導及監督本集團的ESG策略及長期發展的責任，同時履行ESG目標及指標達成進度的檢討角色，持續管理持份者所關注的ESG事宜。報告期內，本集團正開展董事會轄下ESG工作小組的建立工作，助力整體業務的ESG策略及執行有關的範疇。ESG工作小組將協助董事會履行以下相關ESG職責（包括但不限於）：

- 識別、優次排列及評估重要的ESG相關事宜、風險及機遇，並監管ESG相關風險管理及內部監控的成效
- 協調內部及外部的重要性評估

- Organise and implement ESG-related training for directors
- Review the implementation and results of ESG goals and work
- Report to the Board on ESG work at least annually

During the Reporting period, the Group focused on coordinating relevant functional departments to formulate and achieve ESG goals and key performance indicators. Each functional department shall collect and organise ESG data according to the ESG-related matters involved in the department, and assist in the preparation of ESG reports. Functional departments include the product management Center, human resources department, party-mass work office, brand marketing center, finished product contract center, disciplinary committee office, office of the board of directors, administrative management center, capital market department, operation management department and risk management center.

- 組織並落實董事的ESG相關培訓
- 檢視ESG目標及工作的實施及成果
- 每年向董事會匯報ESG工作至少一次

報告期內，本集團著力協調相關職能部門以制定並實現ESG目標及關鍵績效指標，各職能部門需按照部門涉及的ESG相關事宜收集和整理ESG資料，並協助組織編製ESG報告。職能部門包括產品管理中心、人力資源部、黨群工作辦公室、品牌營銷中心、成品合約中心、紀委辦公室、董事會辦公室、行政管理中心、資本市場部、運營管理部及風險管理中心。

Case: ESG training

案例：ESG培訓

In order to enhance the level of cooperation by improving the Group's ESG awareness, professional knowledge and market sense, during the Reporting Period, the Group focused on developing ESG capabilities and conducted a training on ESG issues for directors organised by a third-party professional organisation. The training aimed to explain the ESG regulatory requirements of the Stock Exchange, share the ESG topics concerned by the industry as well as the ESG trends, risks and opportunities in the industry, and further enhance the ESG governance capabilities of the Board to better perform its ESG responsibilities and respond to its risks.

為提升本集團的ESG意識、專業知識和市場觸覺以提高協作水平，本集團於報告期內已重點開展ESG能力建設，向董事開展了一場由第三方專業機構舉辦的ESG事宜培訓。該培訓旨在解讀聯交所的ESG監管要求，分享行業所注重的ESG議題，行業ESG趨勢，風險及機遇等內容，進一步提升董事會對ESG治理的能力以更好履行其ESG責任和應對其風險。

2.2 ESG Risk Management

Since its inception, the Group has been paying close attention to the effectiveness of risk management and internal control mechanisms. Therefore, the Group has established a robust risk management and internal control system, formulated corresponding management measures and strengthened the disclosure of ESG information.

The risk management system of the Group is led by the risk management committee, responsible for reviewing and discussing the risk management process of the Group, and providing advice to the Board on the effectiveness of the existing risk management system and the direction for improvement. The risk management committee is responsible for providing the management with guidance on risk management, identifying, assessing and managing significant risk factors, and ensuring that the management performs its responsibilities to achieve an effective risk management system. In order to standardise the Group's risk management process, the Group has formulated the Provisional Measures for Risk Management of Poly Property Group Co., Limited to provide guidance for risk management, and enhance the substantiveness and soundness of the risk system.

2.2 ESG風險管理

本集團自成立以來，一直高度關注風險管理及內部監控機制的有效性。為此，本集團積極建立穩健的風險管理和內部監控系統，制定相應管理措施並加強ESG信息的披露。

本集團的風險管理體系由風險管理委員會牽頭，負責檢視及探討本集團風險管理的過程，對現有風險管理系統的有效性與改進提升方向向董事會提出意見。風險管理委員會負責向管理層就風險管理提供指引，識別、評估及管理重大風險因素的程式，及確保管理層履行職責實現有效的風險管理系統。為規範本集團的風險管理工作流程，本集團已制定了《保利置業集團有限公司風險管理暫行辦法》，為風險管理工作提供指導及增強風險體系的實質性和健全性。

The Group is fully aware that ESG risks have significant and long-term impacts on us. Therefore, we have identified the impacts of climate change, such as global warming, frequent floods and extreme weather, which may harm the lives of ourselves and our customers, impose direct impacts on the value of our assets and properties, and increase operating costs. As we understand that using broader approaches to address ESG risks is an integral part of staying competitive, we actively incorporate climate risks into our development strategies. We are committed to building resilient buildings and environmental-friendly and efficient properties to accelerate the transformation into a low-carbon economy.

We deeply understand the importance of improving information management capabilities and accelerating digital transformation, and are committed to supporting the establishment of an integrated system of risk management, compliance management and internal control through technological means in order to further enhance corporate risk management capabilities. In the future, we will continue to incorporate more comprehensive ESG risk factors into the Group's risk management system to identify and prioritise the management of additional major ESG risks.

本集團深明ESG風險對我們有重大且長期的影響，因此我們已識別出氣候變化的影響，例如全球暖化、洪澇災害頻發以及極端天氣可能對自身及客戶的生命安全產生危害，對我們的資產和物業價值產生直接影響，以及增加運營成本。我們了解使用更為廣泛的方法以應對ESG風險是保持競爭力不可缺少的一環，因此我們積極將氣候風險納入自身發展策略，致力建設韌性建築及環保高效的物業，加快實現向轉向低碳經濟轉型。

我們深刻明白提升信息化管理能力、加快數字化轉型的重要性，並致力通過科技手段，助力建設風險管理、合規管理、內部控制一體化體系，進一步增強企業風險管理能力。未來，我們會持續將更全面的ESG風險因素納入本集團風險管理體系，對更多的重大ESG風險進行識別與優先管理。

Case: Special training for risk management and legal compliance management

案例：風險管理暨法律合規管理專題培訓

During the Reporting Period, the Company held a special training for risk management and legal compliance management in Shanghai, with participants including Liu Chen, the deputy general manager of Poly Property, and relevant responsible officers and employees of departments of legal affairs management, investment, operation and marketing of the headquarters and subsidiaries of Poly Property. The training aimed to improve the risk and legal compliance management of Poly Property and the Company's risk prevention ability, and further enhance the ability and level of corporate governance according to law.

報告期內，本公司在上海召開了風險管理暨法律合規管理專題培訓，保利置業副總經理劉忱，保利置業總部及各子公司法律事務管理部門、投資、運營、營銷部門相關負責人及員工代表參與該培訓。培訓旨在提升保利置業風險與法律合規管理、提高公司風險防範能力，進一步提升依法治企的能力和水平。



2.3 Communication with Stakeholders

The Group attaches great importance to the ESG opinions, evaluation and expectations of various stakeholders. We firmly believe that maintaining efficient and close communication with stakeholders is the cornerstone of sustainable development. Therefore, during the Reporting Period, we identified the stakeholders with impacts on all aspects of our business operation. Through various communication channels such as questionnaires, performance appraisals and regular meetings, we understood the ever-changing needs of stakeholders and maintained long-term and close relationship with them, thus helping us strengthen ESG management. The communication channels between the Group and various stakeholders are as follows:

2.3 與持份者溝通

本集團十分重視各持份者的ESG觀點、評價與期望，我們堅信與持份者保持高效密切的溝通是實現可持續發展的重要基礎。因此，我們在報告期內已識別出對我們運營業務各環節有所影響的持份者，並通過問卷調查、績效考核、定期會議等多種溝通渠道，獲取各持份者日新月異的需求和保持與其長期緊密的聯繫，從而協助我們加強ESG方面的管理。以下為本集團與各持份者的溝通渠道：

Types of stakeholder group 持份者組別	Communication channels 溝通渠道
Investors and shareholders 投資者及股東	<ul style="list-style-type: none"> • Company website • Company's announcements • Annual general meetings • Annual and interim reports • 公司網站 • 公司公告 • 股東週年大會 • 年報及中期報告
Customers 客戶	<ul style="list-style-type: none"> • Company website • Social media • 公司網站 • 社交媒體
Employees 員工	<ul style="list-style-type: none"> • Training and orientation • Intranet • Opinion box • Regular meetings • Employee performance evaluation • Teambuilding activities • Whistle-blowing system • 訓練及培訓 • 內聯網 • 意見箱 • 定期會議 • 年度和季度績效考核 • 團隊建設活動 • 舉報機制
Suppliers and business partners 供應商及業務夥伴	<ul style="list-style-type: none"> • Supplier assessment • Tender and procurement processes • 供應商評審評估 • 招標及採購流程

2.4 Materiality Assessment

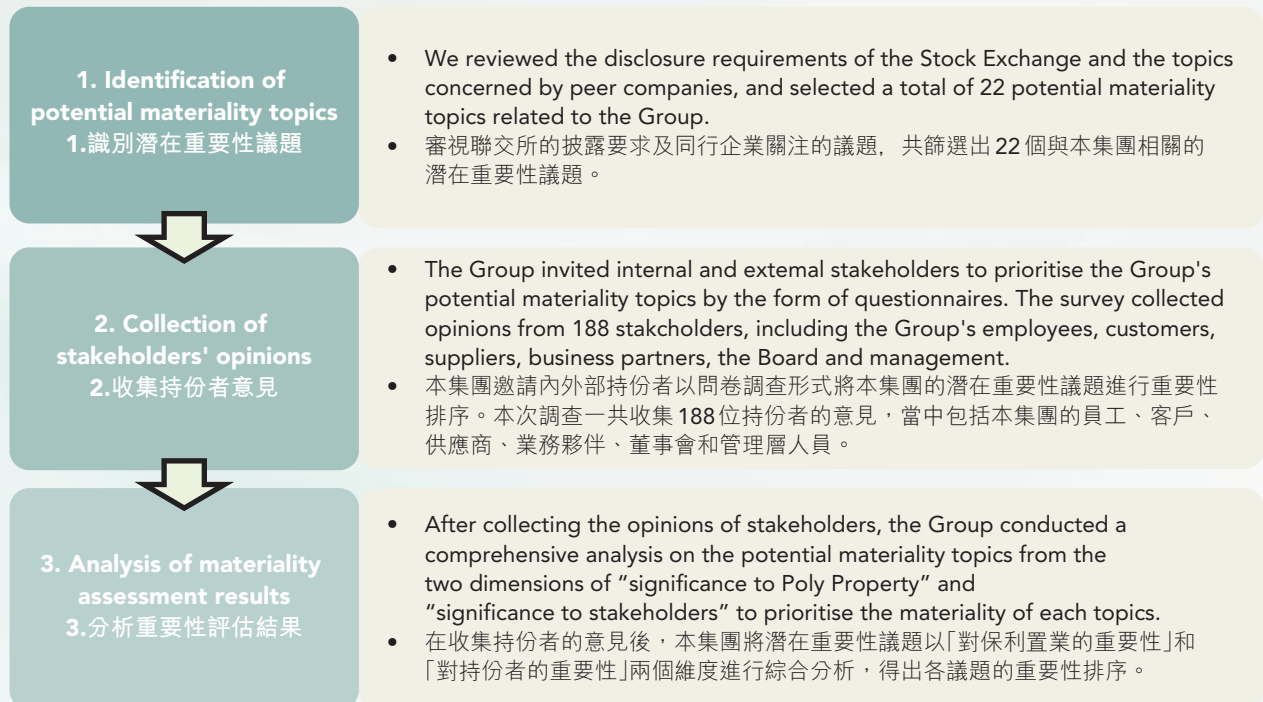
To fully understand and respond to the demands, opinions and expectations of stakeholders on the Group's ESG work, the Group engaged a third-party professional organisation to assist in materiality assessment to determine the disclosure highlights in this Report during the Reporting Period. The Group identified materiality topics in 2021 through stakeholder questionnaires and management review, and focused on disclosing the Group's management policies, measures and performance in respect of such topics in this Report.

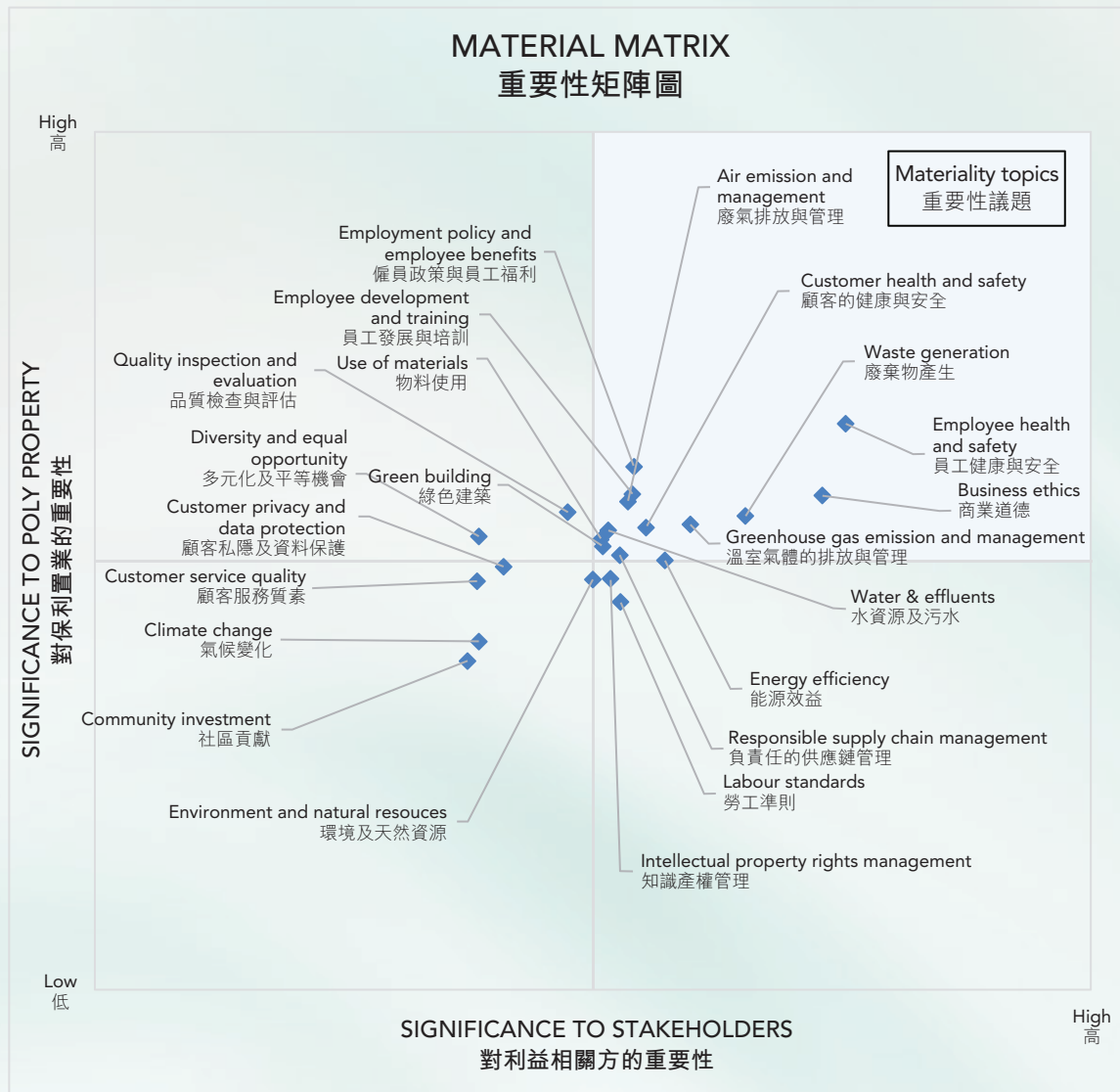
The Group identified materiality topics in 2021 through the following three steps:

2.4 重要性評估

為了充分了解及回應持份者對本集團ESG工作的訴求、意見和期望，本集團於報告期內委託第三方專業機構協助進行重要性評估以判定本報告披露重點。本集團通過持份者問卷調查和管理層審視等步驟識別出2021年的重要性議題，並在本報告中重點披露本集團在該等議題下的管理方針、措施和績效。

本集團通過以下三個步驟識別2021年的重要性議題：





Based on the results of the questionnaires, we invited the Board to review and confirm the analysis results, and determined the Group's materiality topics in 2021 and made key disclosure on such topics according to the actual business development of the Group. The 13 materiality topics identified by the Group through the materiality assessment are as follows (in descending order of importance):

基於問卷調查的結果，我們邀請了董事會審視和確認分析結果，並結合本集團的實際業務發展情況，釐定本集團2021年的重要性議題並對該等議題進行重點披露。以下為本集團經由本次重要性評估所識別出的13項重要性議題（按重要性由高至低進行排序）：

Priority of materiality (in descending order) 重要性排序(由高至低)	Materiality topics 重要性議題	Referencing sections 相關披露章節
1	Employee health and safety 員工健康與安全	Caring For Our People 以人為本
2	Business ethics 商業道德	Sustainable Development Governance 可持續發展管理
3	Waste generation 廢棄物產生	Low-carbon Operation 低碳運營
4	Employment policy and employee benefits 僱員政策與員工福利	Caring For Our People 以人為本
5	Greenhouse gas emission and management 溫室氣體的排放與管理	Low-carbon Operation 低碳運營
6	Employee development and training 員工發展與培訓	Caring For Our People 以人為本
7	Air emission and management 廢氣排放與管理	Low-carbon Operation 低碳運營
8	Customer health and safety 顧客的健康與安全	Caring For Our People 以人為本
9	Energy efficiency 能源效益	Low-carbon Operation 低碳運營
10	Water & effluents 水資源及污水	Low-carbon Operation 低碳運營
11	Use of materials 物料使用	Low-carbon Operation 低碳運營
12	Green building 綠色建築	Low-carbon Operation 低碳運營
13	Responsible supply chain management 負責任的供應鏈管理	Mutual Development 攜手發展

2.5 Business Integrity

The Group is committed to building a brand of integrity and operates with the highest level of ethical standards and sincerity. In strict compliance with the Criminal Law of the People's Republic of China, the Anti-Money Laundering Law of the People's Republic of China, the Prevention of Bribery Ordinance, and other laws and regulations related to bribery, extortion, fraud and money laundering, we have established an anti-corruption mechanism to strictly control bribery, extortion, fraud, money laundering and other related areas. We have taken monitoring, reporting, investigation and response measures to prevent all kinds of corruption. During the Reporting Period, the Group did not violate any laws and regulations related to bribery, extortion, fraud and money laundering, and was not involved in any cases related to corruption litigation.

2.5 堅持廉潔經營

本集團致力打造廉潔誠信品牌，以最高水平的道德標準和抱誠守真的態度開展運營。我們嚴格遵守《中華人民共和國刑法》、《中華人民共和國反洗錢法》、《防止賄賂條例》等與賄賂、勒索、欺詐及洗黑錢相關的法律法規，建立反貪污機制，對賄賂、勒索、欺詐及洗黑錢相關領域進行嚴格把關，監控，舉報，調查及處理措施，杜絕任何形式的貪污行為。於報告期內，本集團未有違反與賄賂、勒索、欺詐及洗黑錢相關的法律法規，亦無涉及任何與貪污訴訟有關的案件。

The Group has formulated a series of probity management policies, such as the Implementation Measures for the Responsibility System for Improving Party Conduct and Probity Governance of Poly Property Group Co., Limited and the Working Rules of the Commission for Discipline Inspection of Poly Property Group Co., Limited, to require enterprises at all levels to assume the responsibility for operational integrity and clarify the management procedures, thus preventing corruption risks. According to the Employee Code of Conduct, the Group specifies the code of conduct to be complied with by employees and strictly requires all employees to abide by the applicable laws, regulations and rules of the places where our businesses are located. No misconduct such as fraud, corruption and other illegal acts is accepted. It is strictly forbidden for employees to be involved in any conflicts of interest or abusing their positions or powers in the Group to seek personal benefits. The Group therefore discourages clients from giving gifts or employees from accepting gifts to avoid unnecessary conflicts of interest. Employees are expected to maintain the highest professional standards when carrying out their duties, and must not seek competitive advantages and promote the business interests of the Company through unethical or illegal business practices. Apart from that, in respect of procurement, we have also implemented a series of anti-corruption measures, such as strictly requiring tenderers to comply with laws and integrity commitment.

本集團已制定一系列的廉潔經營制度，如《保利置業集團有限公司黨風廉政建設責任制實施辦法》及《保利置業集團有限公司紀委工作規則》等制度，落實各級企業廉潔經營的責任和明確管理程序，從而防範貪污風險。根據《員工紀律守則》，本集團列明了員工需遵守的行為規範，嚴格要求所有員工遵守業務所在地的適用法律法規和規則，一切不當行為例如欺詐、貪污等違法行為均不會被允許。員工應主動避免任何利益衝突或濫用其在集團中的職位或權力以謀取個人利益，因此，本集團並不鼓勵客戶送禮或員工收取禮物，以避免不必要的利益衝突。所有員工均須在履行職責時保持最高的專業水準，不得通過不道德或非法的商業行為獲取競爭優勢或促進公司的商業利益。除此之外，在採購方面，我們亦實行了一系列的反貪腐措施，例如，嚴格要求投標單位遵守法律和廉潔承諾等。

During the Reporting Period, in order to fulfil our principle of “anti-corruption and self-discipline”, a total of 932¹ hours of anti-corruption trainings was organised for directors and employees. We also organised anti-corruption lectures and competitions, issued over 3,000 Incorruptible Business Conduct Guidelines and over 1,600 Incorruptible Business Conduct Q&A Bouchers of Poly Property Management, organised anti-corruption education center tours, showing educational factual films to our employees regularly and organised other activities to promote anti-corruption. We strive to enhance our employees’ awareness and capability of identifying corruption conducts and to secure the Group’s principle of fairness in operation.



Work meeting on improving party conduct and probity governance and anti-corruption meeting organized by property management company
物業公司召開黨風廉政建設和反腐敗工作會議

為實現「廉潔自律、乾淨幹事」的信念，我們於報告期內為董事和員工舉行有關反貪污的培訓，累積時數共932¹小時。我們開展了廉潔從業主題談話、廉政建設知識競賽、編印並下發《廉潔從業口袋書》3,000餘冊、《保利物業廉潔從業問答手冊》1,600餘冊、參觀廉政教育基地，定期集中觀看警示教育專題片等不同形式的反貪污教育，致力提高全集團對反貪污行為的認知和加強貪污行為的判斷，牢固公平運營的守則。



Incorruptible Business Conduct Q&A Boucher of Poly Property Management
《保利物業廉潔從業問答手冊》

¹ The scope of the data includes the Hong Kong and Shanghai headquarters and the subsidiaries in other regions of Mainland China.

¹ 此數據包括香港和上海總部以及中國內地其他地區的子公司的反貪污培訓時數。

In respect of the behaviours in violation of the anti-corruption codes and policies, we have formulated a series of supervision and reporting guidelines to regulate the behaviours of our employees and facilitate the report of misconduct affairs. Reports can be made through phone call, e-mail and website, and the whistle-blower's identity will be kept confidential to prevent any retaliation. Upon receiving the report materials, all complaints and reported cases will be directed to the disciplinary committee for further handling. Prompt actions will be taken to investigate the misconduct involved according to the procedure. In order to improve our information transparency, information relating to misconduct affairs will be published on the Company's website and bulletin boards.

3. INGENIOUS CONSTRUCTION

The Group is always committed to the construction of a healthier and more comfortable environment and attaches highest importance to construction quality which is also one of the core endeavours of the Group. We are devoted to promote product design quality and improve construction quality according to the needs and experiences of customers, so as to safeguard their interest.

針對違反有關反貪污守則及政策的行為，我們制定了一套清晰的監督及舉報指引以妥善監督員工的行為，供所有單位或人員對任何不當行為作出舉報。舉報方式包括來電、電郵、網站等舉報方式，舉報人的身份亦會被保密，防止舉報人遭受任何報復行為。收到信訪舉報材料後，所有投訴和舉報會交由紀律委員會作進一步處理，盡快展開調查並根據程序處理舉報案件，通過公司網站及公告版列出有關不當行為的信息，從而提升我們的信息透明度。

3. 匠心築造

本集團始終堅持為人們打造更健康、更舒適的建築，視建築質量管理為重中之重，也是本集團的核心工作之一。從客戶需求和體驗出發，我們致力推動產品設計質量，提升工程質量，為客戶的利益保駕護航。

3.1 Developing Quality Products

The Group strictly complies with the Construction Law of the People's Republic of China, Regulation on the Quality Management of Construction Projects and the laws and regulations related to product quality and safety and other industry standards that have material impact on the Group. We have formulated internal policies including the Leakage Prevention System of Poly Property, Hollow and Cracking Prevention System of Poly Property and the Internal Inspection Handbook for Residential Design Management to establish a sound quality management system and provide outstanding products for customers. During the Reporting Period, the Group did not recall any products or services due to safety and health issues and did not involve in any material breaches of laws and regulations relating to health and safety and advertising of products and services in Hong Kong and Mainland China.

The Group implements various quality management measures in project design, construction and delivery stages and conducts precise inspection and management on each project to provide customers with the best and most comfortable living environment.

3.1 開拓優質產品

本集團嚴格遵守《中華人民共和國建築法》、《建設工程質量管理條例》等對本集團有重大影響產品質量與安全相關的法律法規和其他行業標準。我們制定了《保利置業防滲漏體系》、《保利置業防空鼓開裂體系》、《住宅設計管理內審手冊》等內部政策，建立健全的質量管理制度體系，為客戶提供卓越產品。於報告期內，本集團沒有任何產品或服務因安全與健康為理由而被回收，且並不涉及任何重大違反與香港及中國內地產品及服務的健康及安全、廣告有關的法律及法規情況。

本集團在項目設計、施工及交付階段實施多項質量管理措施，對各項目進行精準化的檢定和管理，保證為客戶提供最優秀和舒適的生活環境。

Design

The Group has formulated the Internal Inspection Handbook for Residential Design Management and other project design regulations to enhance design management and inspection of construction projects. The design assurance process includes the control of design process planning, design assessment, design confirmation and design amendment. According to the Internal Inspection Handbook for Residential Design Management and with reference to the product positioning based on customers' needs, we categorise our designs into construction, structure, waterworks and drainage, electric, heating and ventilation as well as general and exterior construction, prepare quality control documents including respective professional assessment forms, meeting report templates and assessment opinion samples, assess and evaluate project designs, so as to ensure the quality, safety and health aspect of the project are under control.

設計

本集團制定了《住宅設計管理內審手冊》等項目設計規定，持續深化建築項目的設計管理水平和巡檢。設計檢定過程包括設計過程策劃、設計評審、設計確認及設計更改的控制。根據《住宅設計管理內審手冊》及基於客戶需求的產品定位，我們會按建築、結構、給排水、電氣、暖通和總體及室外工程的專業分類，編製各專業審核表，會議匯報模板，評審意見模板等質量控制文件，審核及評估項目設計，從而確保項目質量、安全、健康及品質可控。

Process Inspection

The Group has placed great importance on the inspection of construction projects and formulated product management measures including the Leakage Prevention System of Poly Property and Hollow and Cracking Prevention System of Poly Property. We have defined the material usage standard, key measures, quality standard and the quality management and control procedures for every process to ensure the technical standard of our construction projects are in compliance with the national regulation and general industry standards, such as the Technical Code of Roof Engineering GB50345 and the Technical Code for Waterproofing of Underground Works GB50108, etc.

過程檢驗

本集團十分重視工程項目檢驗工作，並制定了《保利置業防滲漏體系》、《保利置業防空鼓開裂體系》等產品管理辦法。我們整理了各工序的材料使用標準、工藝要點、質量標準和質量管理控制流程，確保工程項目技術標準是以國家規範和行業通用標準為基礎，例如遵循《屋面工程技術規範 GB50345》、《地下工程防水技術規範GB50108》等條例。

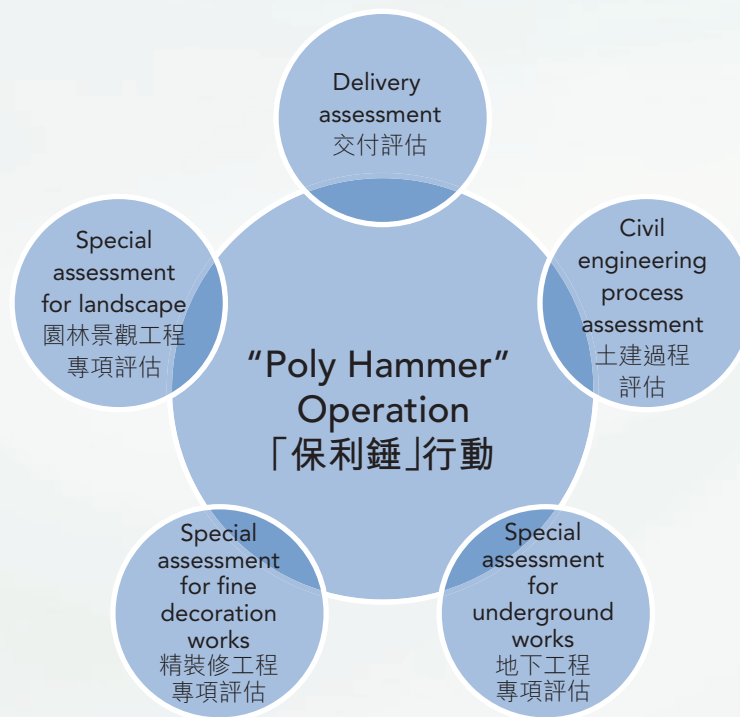
**Acceptance and
Delivery****驗收及交付**

The Group has formulated the Construction Contract Management Measures for the proper management of the process of contract formulation, contract signing and fulfilment such as on-site certification management and project settlement. A series of comprehensive audit, certification and acceptance procedures are conducted upon project completion, to ensure that each project has strictly followed requirements on schedule, quality, safe and civilised construction and other aspects as specified in the contract and related documents. In the event that a project has quality issues or the contractor has breached the contract during the contract fulfilment process, relevant departments are required to explain the situation and rectify the situation.

本集團制定了《工程合同管理辦法》規定，以確保合同的制定、簽訂及履行（包括現場查測管理及項目結算）均被妥善管理。項目竣工後，本集團會進行一系列全面的審核、查測和驗收，以確保每個項目嚴格履行合同及有關文件就進度、質量、安全和文明施工等方面所制定的各項要求。若工程項目存在質量問題或在履約過程中承建商出現違約情況，相關部門需作出解釋及處理相關情況。

During the Reporting Period, the Group made continuous efforts in the identification of quality defects and safety loopholes of projects in order to prevent potential risks. Under the 2021 "Poly Hammer" Operation of Poly Property, the Group clearly provided the key performance indicators and deduction standard for project assessment to ensure all construction projects comply with relevant regulations and technical standards, so as to enhance the management and monitoring of construction projects, raise satisfaction of customers and prevent systematic quality issues.

於報告期內，本集團持續識別項目質量的缺陷和安全漏洞，致力排除隱患並制定了《保利置業2021年度「保利錘」行動》，當中列名評估各項工程的關鍵指標和扣分標準，確保建築工程符合相關規範和技術標準，從而提升建築工程項目的管理和監控和提升客戶滿意度，進一步防範系統性質量問題。



3.2 Creating Exquisite Experience

The Group is dedicated to listening and responding to the needs and concerns of customers with a customer-oriented approach to further enhance service quality as well as customer experience and satisfaction. As such, the Group has formulated the Customer Risk Management Handbook of Poly Property Group and Complaint Management Handbook of Poly Property Group to implement comprehensive risk management covering the whole cycle and the customer service quality management system.

The Group has established the Customer Relations Department which is mainly responsible for formulating relevant standards of product quality risk management, sales risk management and delivery risk management, coordinating relevant departments to participate in every stage of risk monitoring, meetings and discussions, risk rectification and other tasks according to the specific risk management requirements of customers.

3.2 締造美好經驗

本集團致力以客戶需求為導向，積極聆聽和回應客戶需求及關注，不斷提高服務質素以提升客戶體驗和滿意度。為此，本集團制定了《保利置業集團客戶風險管理手冊》和《保利置業集團投訴服務管理手冊》，全面落實全週期風險管理體系及客戶服務品質管理體系。

本集團已設立客戶關係部，主要負責制定產品品質風險管理、銷售風險管理、交付風險管理相關標準，協調相關部門按照客戶風險管理具體要求，參與各階段風險監察、會議研討、風險整改等工作。

**Product quality
risk management****產品品質風險管理**

The Customer Relations Department prepares a “project defect database” with reference to the defects of delivered products and services of similar nature during the project positioning phase and gives feedback to the marketing department, construction department, technical department and property management company via email/correspondence forms/working conference or other ways to optimise the design proposals, maintain strict control on the construction processes and refine the qualified supplier list.

客戶關係部在項目定位階段，根據已交付類似項目產品和服務缺陷情況編製「項目缺陷庫」，並以郵件／工作聯繫單／工作會議等形式向營銷部、工程部、技術部及物業公司進行反饋，優化設計方案、嚴格把控施工工藝、優化合格供方庫。

**Sales risk
management****銷售風險管理**

The Customer Relations Department organises pre-sales risk check one month before the launch of project and prepares “project defect database” with an aim to prevent customer complaints. Upon inspection based on the “project defect database”, the marketing department, construction department, technical department and property management company will review and amend information regarding design defects, public facilities, floor plans, sales and promotional materials, showcases for onsite selling, details of services and other aspects so to refine product information and remind customers of potential risks to ensure the accuracy of sales information and avoid false promotion.

客戶關係部在開盤前一個月組織開盤前風險檢查，從客戶投訴風險預防角度編製「項目缺陷庫」，營銷部、工程部、技術部及物業公司則根據「項目缺陷庫」等檢查結果，對設計類缺陷、公用配套、戶型圖紙、銷售宣傳資料、銷售現場展示、服務內容等內容進行審查及修改，完善項目產品信息，警示客戶潛在風險，確保銷售信息的準成度，杜絕虛假宣傳。

**Delivery risk
management****交付風險管理**

Before the projects are delivered, the construction department will organise briefings regarding inspection standards, inspection plan and rectification requirements with the inspection unit (property management company/third party), supervision unit, the persons-in-charge of the construction unit and onsite management staff under the coordination of the customer service department, prepare the preliminary inspection plans to collect opinions from the inspection unit in a timely manner and assist in handling the requests from the inspection unit.

在項目交付前，由工程部牽頭，客服部配合組織查驗單位（物業／第三方）、監理單位、施工單位負責人及現場管理人員召開，對查驗標準、查驗計劃、整改要求等工作進行宣貫，統籌編排初步查驗計劃，及時聽取查驗單位的意見，協調解決查驗單位提出的需求。

Responding to customer demands

Adhering to the principles of professionalism, standardization and fairness as well as dealings with integrity and standardised services, the Group has formulated the Complaint Management Handbook of Poly Property Group, Supervision of Professional Ethics and other administrative measures for customer service management to regulate the complaint handling procedures and standards in order to ensure that all legitimate demands of customers can be addressed with more effective control and maintain good customer relations.

1. Customer may report through our nationwide customer hotline, mailing to the Customer Relations Department and the official WeChat account of POLY Joyful Club.
2. Customers' opinions and advices shall be understood thoroughly when handling their complaints. The Customer Relations Department shall keep detailed records including the customer's name, residential area, room number, phone number, requests and other relevant information.
3. If the Customer Relations Department can handle the complaint directly, it shall reply the customer with a customised solution. If the complaint involves other departments, the Customer Relations Department is authorised to determine the type of complaint and request the relevant department to provide handling suggestions based on the complaint.
4. The persons-in-charge of complaint handling in the relevant department shall handle the complaint and provide feedback within the specific time limit upon receipt of any complaint information from the Customer Relations Department, so as to ensure the timeliness of complaint handling.

回應客戶訴求

本集團秉持專業、規範、公平的原則、誠信買賣及規範服務的原則，針對客戶服務管理制定了《保利置業集團投訴服務管理手冊》、《職業道德監督》等管理辦法，規範投訴處理流程和標準，確保客戶反映的合法訴求得到解決，落實更有效的監控和維持與客戶之間得良好關係。

1. 客戶可以通過我們的全國客戶熱線、客戶關係部郵箱、「保利悠悅會」服務號進行舉報。
2. 受理客戶投訴時，應充分了解客戶的意見和建議，客戶關係部會做好詳細記錄，包括客戶姓名、所屬小區、房號、電話、訴求等相關信息。
3. 如果投訴問題客戶關係部能夠直接處理投訴，由客戶關係部製訂解決方案並回覆客戶。如果投訴問題涉及到其他相關部門，客戶關係部有權評定投訴類型，並要求相關部門按投訴內容提供處理意見。
4. 相關部門投訴處理負責人在收到客戶關係部傳達的任何投訴信息後，應在規定的處理時限內進行處理操作並提供回覆意見，保證投訴處理的及時性。

During the Reporting Period, the Group received 439 complaints with a solving rate of 92.5%. Going forward, the Group will strive to enhance its efficiency in complaint handling and continue to solve demands from customers.

於報告期內，本集團共接獲439宗投訴，解決率為92.5%。未來，本集團致力加快投訴處理效率，持續解決客戶訴求。



With continuous development and innovation of service vision, Poly Property upholds its “customer-oriented” principle and strives for stronger connection with customers. During the Reporting Period, the Poly Property 400 Calling Centre commenced operation and the after-sales service hotline 400-920-0888 covering all regions was launched to provide hotline service 10 hours per day (8:30-18:30). The scope of service includes incident report and repairment booking, after-sales review, assessment and suggestion and other businesses. Customers are offered with efficient, real-time, convenient, accurate, satisfactory and professional services.

隨著企業的不斷發展和服務理念的革新，保利置業持續踐行「客戶為導向」的理念，致力增強與客戶之間的互動粘性。於報告期內，保利置業正式開通全新的保利置業400呼叫中心，全區域開通售後服務熱線400-920-0888，提供每天10小時（8：30-18：30）熱線服務，涵蓋報事報修、售後回訪及評價建議等業務，高質高效地為客戶提供實時、方便、準確、滿意的專業化服務。

Enhancing customer satisfaction

To deeply understand the living experience and needs of property owners and further improve the quality of our residential properties, we have also conducted the customer satisfaction survey for 2021 to provide leading product and service experience. The Group has engaged a third-party organization to conduct random telephone interview with property owners in different transaction stages to understand their experiences and ratings regarding sales service, contract signing service, delivery service, maintenance service and property service. Their replies and interview information are strictly confidential. Customer satisfaction gives us the impetus to push forward. In the future, we will fully enhance our customer relations management along the whole value chain to further safeguard customer rights.

Reasonable marketing

The Group strictly complies with the Advertising Law of the People's Republic of China and other laws and regulations. Inappropriate leak of information is strictly restrained to ensure the accuracy, legality and truthfulness of publicized materials. We have formulated and implemented the Customer Risk Management Handbook of Poly Property Group, Complaint Management Handbook of Poly Property Group and other internal policies and guidelines to avoid material customer risk and effectively reduce the difficulty of and loss from problem solving. We strictly prohibit any false, misleading and fraudulent conduct of employees against consumers in the selling process. During the Reporting Period, the Group formulated the Brand Management System. This system aims to establish a sound brand building mechanism by standardizing brand image management and brand promotion to enhance standardised management and efficiency of branding.

提升客戶滿意度

為了深入了解業主的居住體驗與需求，以協助我們更好的改進與提升品質匠心的住宅，我們亦開展了2021年度的客戶滿意度調研，打造領先的產品與服務體驗。本集團委託了第三方機構，隨即抽調各階段業主進行電話調研，了解客戶對於銷售服務，簽約服務，交房服務，維修服務，物業服務等方面的感受並邀請客戶打分，並對回答及受訪信息進行嚴格保密。客戶滿意度是我們前進不息的動力，未來，我們將全面提升全價值鏈客戶關係管理能力，進一步提升對客戶權益的維護。

合理營銷

本集團嚴格遵守《中華人民共和國廣告法》等法律法規，嚴格把控不恰當的信息流出，確保所有對外宣傳物料的準確性、合法性和真實性。我們制定並實行《保利置業集團客戶風險管理手冊》、《保利置業集團投訴服務管理手冊》等內部政策及指引，規避重大客戶風險，有效降低問題解決的難度與損失，嚴格要求員工在銷售過程不得有任何虛假、誤導及欺詐消費者的行為。於報告期內，本集團亦制定了《品牌管理制度》，旨在建立健全的品牌建設工作机制，規範品牌形象管理、品牌宣傳等方面的工作，提升品牌規範化管理水準和品牌工作的效率。

Awards and honours

The Group receives recognition and awards from the market and the industry in both commercial property operation and community investment. During the Reporting Period, the Group was honoured as “the Best Convention Hotel with Outstanding Services (最佳服務會議酒店)” and “Best Hotel with Outstanding Contribution for Serving Anti-pandemic Heroes (服務戰疫英雄突出貢獻酒店)” by the 14th China Tourism and Travel Awards in 2020. We also ranked 33rd among the “Top 500 PRC Property Service Enterprises in Comprehensive Strength in 2021 (2021中國物業服務企業綜合實力500強)” and won the special award of “2021 Growth Leading Enterprises of Property Management Services in China (2021中國物業服務成長性領先企業)”. For social responsibility and charity, the Group was honoured as “the Most Popular Public Welfare Enterprise on the Internet (最具網絡人氣公益企業)” in the 2021 Charity Fair of the Activist League of ifeng. We also won the “2021 China Top 10 Real Estate Brand Charity Cases of the Year (2021中國十大地產年度品牌公益案例)” in the 2021 (5th) China Real Estate New Era Grand Ceremony hosted by Leju Financial jointly with Sina Finance, China Entrepreneur, Fangchan.com and China Property Management Research Institution.

獎項與榮譽

本集團在商業物業運營和社區投資方面均獲得來自市場和業界的認可和獎項。於報告期內，本集團榮獲由2020年度第十四屆中國文旅總評榜評選的「最佳服務會議酒店」和「服務戰疫英雄突出貢獻酒店」的稱號。同時，我們亦獲得「2021中國物業服務企業綜合實力500強」第33名和「2021中國物業服務成長性領先企業」專項獎項。在社會責任及慈善方面，本集團獲評鳳凰行動者聯盟2021公益盛典「最具網絡人氣公益企業」。同時，由樂居財經主辦，新浪財經、中國企業家、中房網、中物研協聯合主辦的2021（第五屆）中國地產新時代盛典上，榮獲「2021中國十大地產年度品牌公益案例」。

Protecting customer privacy and intellectual property rights

The Group deeply understands the fact that data leakage could cause serious consequences. Thus, we pay extra attention to the protection of confidential information. We strictly comply with privacy-related laws and regulations which have material impacts on the Group, including the Law of the People's Republic of China on the Protection of Consumer Rights and Interests. All personnel who have come into contact with technical and business secrets of the Group and clients are required to undertake confidentiality obligations to prevent any leakage of information and commercial confidentiality and to ensure the confidentiality of client information. Disclosures of any of the Group's business information, important internal information or business secrets to any other unit or individual in any manner are strictly prohibited. Meanwhile, we highly value originality and respect intellectual property rights. No employees are allowed to disclose or exploit any patents and trademarks of the Group or our clients. During the Reporting Period, the Group was not involved in any material violation of the relevant laws and regulations of Hong Kong and Mainland China relating to the intellectual property rights and confidentiality of products and services provided.

保護客戶私隱和知識產權

本集團深悉資料外洩有機會造成嚴重的後果，故此格外重視機密資料的保護。我們嚴格遵守《中華人民共和國消費者權益保護法》等對本集團有重大影響的私隱相關法律法規，並要求所有接觸到本集團及其客戶的技術及商業機密的員工緊守保密義務，防止信息和商業機密的洩漏，確保客戶資料保密。我們杜絕員工以任何形式向其他單位或個人透露本集團的任何商業信息、重要的內部信息或商業機密。我們亦十分注重原創性及尊重知識產權，故員工不得擅自披露或利用本集團及其客戶的任何專利及商標。於報告期內，本集團不涉及任何重大違反與香港及中國內地產品及服務知識產權和私隱事宜的相關法律及規例的情況。

4. CARING FOR OUR PEOPLE

The Group recognizes employees as its most valuable resource. Adhering to the corporate spirit of "contribution, honesty and integrity", we respect and protect the basic rights of every employee and strive for a just and fair employment mechanism. We are committed to providing a fair, diversified, caring and inclusive platform and promoting personal development and career development of employees to create a working environment with sense of belonging and fulfil our social responsibility towards employees.

4.1 Enhancing Employee Management

The Group proactively responds to employees' needs and provide them with good welfare, development opportunities and trainings to encourage employees to jointly develop with the Group. The Group strictly complies with the Labor Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China and other relevant laws and regulations with material impact on the Group. We have also formulated the Labor Contract Administrative Measure of Poly Property Group Co., Limited, the Employee Recruitment Administrative Rules of Poly Property Group Co., Limited, the Administrative Measures on Staff Annual Performance Assessment of the Functional Center of the Headquarters of Poly Property Group Co., Limited and other internal human resources policies, which set out the details of recruitment and dismissal, remuneration and promotion, working hours, holiday, equal opportunity, diversification, anti-discrimination and other benefits and welfare to protect the rights and interests of both employer and employees. During the Reporting Period, the Group did not breach any laws and regulations related to remuneration and dismissal, employment and promotion, working hours, holiday, equal opportunities, diversification, anti-discrimination and other benefits and welfare which have material impact on the Group.

4. 以人為本

本集團視員工為最寶貴的資源，我們秉承「奉獻、誠實與正直」的企業精神，充分尊重和保障每一位員工的基本權益，竭力為員工打造公平公正的僱傭機制。與此同時，我們承諾為員工提供平等、多元化、溫暖及包容的平台，持續促進員工的個人成長和職業發展，營造具有歸屬感的工作環境，履行企業對員工的社會責任。

4.1 加強員工管理

本集團積極回應所有員工的需求，為他們提供良好的福利、發展機會及培訓，激勵員工與本集團共同發展。本集團嚴格遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》等相關並對本集團有重大影響的法律法規，同時制定了《保利置業集團有限公司勞動合同管理辦法》、《保利置業集團有限公司員工招聘錄用管理規定》、《保利置業集團有限公司總部職能中心員工年度績效考評管理辦法》等內部人力資源政策，明確列出本集團在招聘及解僱、薪酬及晉升、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方面的內容，以維護僱傭雙方權益。於報告期內，本集團並未違反與薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視、其他待遇及福利相關並對本集團有重大影響的法律法規。

Recruitment and dismissal

招聘及解僱

The Group follows the principle of “open recruitment and hire on merit”. Child labor or any kind of forcible laboring are strictly prohibited. We conduct identity check before employees’ enrollment to make sure all employees fulfil legal working age and possess identification documents. We also inspect the workplace regularly to ensure no child labor. In order to prevent forcible laboring, employment contracts are formulated based on relevant laws and all employees are required to sign the contracts before they start working. Moreover, the Labor Contract Administrative Measure of Poly Property Group Co., Limited sets out the arrangement on labor contract termination and resignation and recognizes employees’ right of resignation to protect the rights of both parties. In case of child laboring or other incompliances, we will terminate such employment immediately and conduct subsequent investigation to identify loophole and implement rectification plan to prevent reoccurrence.

本集團遵循「公開招聘、擇優錄用」的原則，嚴禁聘請童工或任何形式的強迫性勞動。我們會在員工入職前進行身份檢查，以確保所有員工已達到法定工作年齡並擁有身份證明文件。同時，我們會定期對工作場所進行檢查，以確保沒有僱用童工。為了防止強迫性勞動，我們根據相關法律制定僱傭合同，並確保在開始工作前與所有員工簽署合同。其次，《保利置業集團有限公司勞動合同管理辦法》列明了解除勞動合同和離職的安排，並承認員工享有離職自由，維護雙方權益。若發現童工或違規情況，我們會立即終止僱傭，其後將進行調查以識別漏洞，並實施補救實施，防止事件再次發生。

**Remuneration,
welfare and
promotion****薪酬、福利及晉升**

For remuneration of employees, the Group has formulated the Administrative Measures on Remuneration of Specialized Companies of Poly Property Group Co., Limited, the Rules of Reward and Punishment for Employees of Poly Property Group Co., Limited and other policies to provide competitive remuneration and welfare for our employees, incentivize and retain talents and enhance core competitiveness. Other than basic remuneration, we also achieve effective distribution of remuneration based on employee performance assessment. In addition, we provide employees with various welfare, such as transportation allowance, lunch allowance, communication allowance, year-end bonus and insurance (including medical insurance, mandatory provident fund, pension scheme and personal accident insurance), which are inductive to employees' proactiveness and initiative. The Group has also established an objective, democratic, practical and convenient employee performance management system to assess performance and results of employees regularly. Remuneration, position and promotion are decided based on the assessment results.

在員工薪酬方面，本集團制定了《保利置業集團有限公司專業公司薪酬管理辦法》、《保利置業集團有限公司員工獎懲條例》等政策，致力為員工提供具有市場競爭力的薪酬與福利，激勵和保留優秀人才，增強核心競爭力。除了提供員工基本薪酬之外，我們會根據員工績效考核結果確定績效總額，實現薪酬資源的有效分配。除此之外，我們會為員工提供各種福利，例如交通津貼，工作午餐補貼，通訊津貼，年終獎金和保險（包括醫療保險、強制性公積金、退休計劃及人身意外保險），充分調動員工積極性和工作能動性。本集團亦建立了「客觀公正、民主公平、注重實績、簡便易行」的員工績效管理機制，定期評估員工的工作表現和工作業績，並根據考核結果來調整薪酬及崗位、職務晉升等事宜。

Equal opportunity, diversification, and anti-discrimination

平等機會、
多元化、反歧視

Working hours and holiday

工作時數及假期

The Group is determined to create a diversified working environment to promote equal and diversified employment opportunities and no tolerance is given to any kind of discrimination. All employees and candidates are equally treated irrespective of their race, sex, marital status, pregnancy, disability and other differences unrelated to the job requirement. All decisions of the Group on recruitment, promotion, performance assessment and remuneration adjustment are based on the qualification, experience, ability and performance of the employees.

本集團務求建設多元的工作環境，促進平等和多元化的就業機會，並且對任何形式的歧視採取零容忍的態度。所有員工和求職者即使存在種族、性別、婚姻狀況、懷孕、殘疾狀況或其他與工作要求無關的差異，都會得到平等的待遇。本集團所有有關招聘、職位晉升、業績評估和薪資調整的決定均基於員工的資格、經驗、能力及業績。

The Group regulates the working hours, day off and leaves of its employees during daily operation under the Administrative Measures on Attendance Checking and Leaves of Poly Property Group Co., Limited. The measures set out employees' entitlement to statutory holiday, marital leave, funeral leave, jury service leave and maternity leave to safeguard the right of employee to take adequate rest.

本集團於《保利置業集團有限公司考勤休假管理辦法》規範了日常運營的工作時數、休息日以及假期。當中列明了員工可以享有的法定節假、婚假、喪假、陪審假和產假等假期，確保員工擁有充分休息的權利。

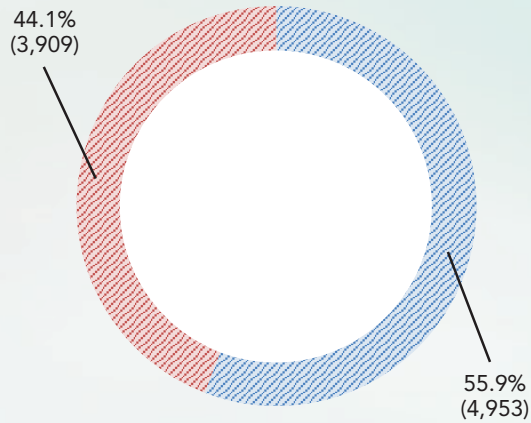
As of 31 December 2021, total number of employees of the Group in Hong Kong and Mainland China was 8,862²。

至2021年12月31日為止，本集團分佈於香港及中國內地的總員工人數為8,862人²。

² The total number of employees includes employees of the Hong Kong headquarter, Shanghai headquarter and other regions in Mainland China as of 31 December, 2021. The workers assigned by the third-party labour services company are not included.

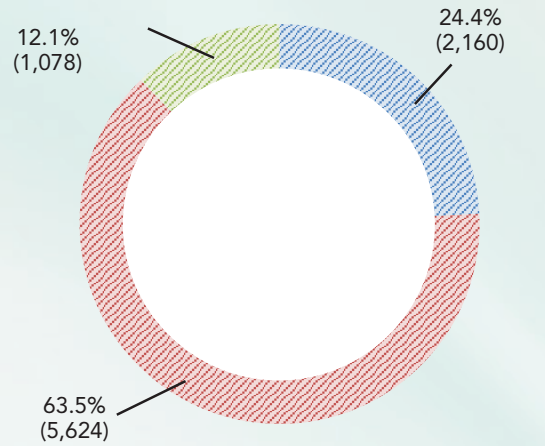
² 總員工人數包含了香港總部、上海總部及以及中國內地其他地區於2021年12月31日的員工人數。當中不包含由第三方勞務公司派遣的勞務人員。

Number and percentage of employees by gender
按性別劃分的員工人數和百分比



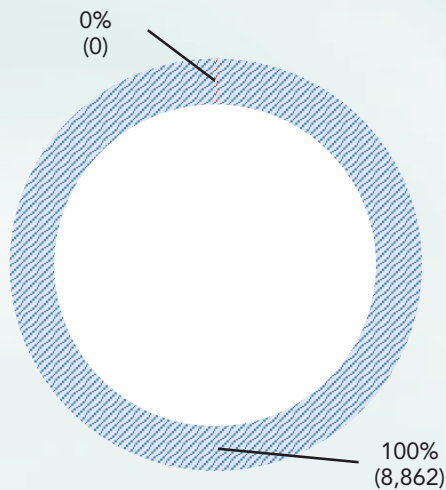
Male 男性
Female 女性

Number and percentage of employees by age
按年齡組別劃分的員工人數和百分比



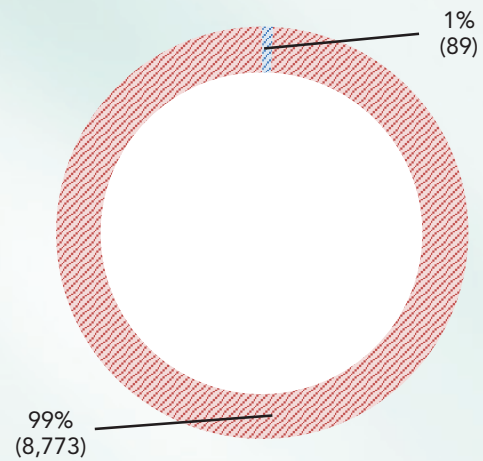
Below 30 30歲以下
30 to 50 30-50歲
Over 50 50歲以上

Number and percentage of employees
by employment type
按僱傭類型劃分的員工人數和百分比



Full time 全職
Part time 兼職

Number and percentage of employees
by region
按地區劃分的員工人數和百分比



Hong Kong 香港
Mainland China 中國內地

As at the end of the Reporting Period, the turnover and turnover rate of employees by gender, age group and region are as follows:

截至本報告期末，本集團按性別、年齡組別及地區劃分的員工流失人數和流失率如下：

	Turnover (people) 員工流失人數(人)	Turnover rate (%) ³ 員工流失率(%) ³
By gender		
按性別劃分		
Male	1,749	35.3
男性		
Female	1,256	32.1
女性		
By age group		
按年齡組別劃分		
Under 30	1,420	65.7
30歲以下		
30-50	1,303	23.2
30-50歲		
Above 50	282	26.2
50歲以上		
By region		
按地區劃分		
Hong Kong	21	23.6
香港		
Mainland China	2,984	34.0
中國內地		

³ Formula for turnover rate in each category: the number of employee turnover during the Reporting Period/total number of employees in each category as at the end of the Reporting Period x 100%.

³ 各類別的員工流失率計算公式為：報告期內該類別的員工流失人數／截至本報告期末該類別的總員工人數 x 100%。

4.2 Occupational Safety and Health

The Group adheres to the concept and guiding principle of “people-oriented and safe development” and treats occupational safety and health as our primary responsibility. We understand that the lack of safety in our workplace leads to a higher occupational safety and health risk. Thus, we continue to improve our safety management system and mechanism to create a safer and healthier working environment for our employees. The Group strictly complies with the Safety Production Law of the People’s Republic of China and other laws and regulations related to safety and health and with material effect on the Group, and has established a comprehensive safety management system. The Group adopts a three dimensional approach (i.e. safety responsibility specifying, corporate safety policy enhancement, and safety performance monitoring) to control and minimise occupational safety and health risks and further improve our internal safety awareness and safe production level.

Safety Responsibility Specifying

明確安全責任

- Publication of the Supervision and Administration of Production Safety
- Signing Production Safety Responsibility Declaration by all subsidiaries and relevant departments
- 制定《安全生產監督管理辦法》
- 與所有附屬公司及相關部門簽訂《安全生產管理協議書》

Reviewing and Updating Safety Management Policies Regularly

定期審視及更新安全管理政策

- Standardising the production safety management system
- Covering risk control, safety supervision, assurance systems and other aspects
- Implementing occupational safety management system
- 統一本集團的安全生產管理體系
- 政策概括風險控制、安全監督品質管理體系等方面
- 實施職業安全管理體系

4.2 健康安全職場

本集團堅持「以人為本、安全發展」的理念，視保障職業安全及健康為主體責任。我們明白缺乏安全的工作環境意味著較高的職業安全及健康風險，因此，我們持續完善安全管理架構和制度，為員工打造安全健康的工作環境。本集團嚴格遵守《中華人民共和國安全生產法》等與健康與安全相關並對本集團有重大影響的法律法規，並建立了一個全面的安全管理體系。本集團明確安全責任、完善企業安全政策和安全表現監督三大安全管理方針，控制和減緩職業健康與安全風險，進一步提高內部的安全意識及安全生產水平。

Safety Performance Monitoring

安全表現監督

- Reporting all safety incidents in a timely manner to the Safe Production Committee
- Safety Monitoring Department of Poly Property Risk Management Center regularly obtains safety data from subsidiaries for review
- Performance of production safety is included in annual appraisal of subsidiaries and employees
- 所有安全事故均要及時上報安全生產委員會
- 保利置業風險管理中心安全監察部定期從附屬公司獲取數據作查核
- 安全生產工作表現被納入附屬公司及員工的年度考核範疇

Safety Management Structure

To monitor production safety, the Group urges all departments to fully perform their safe production responsibility, prevent and minimize incidents related to production safety and protect the life and property safety of employees and the public. The Group adheres to the principles of "centralized leadership, clear accountability, hierarchical management, classified guidance and full participation" and has established the Safety Production Committee ("SPC"). Main duties of the SPC include but not limited to:

- establish a sound accountability system for production safety of the Group;
- oversee and inspect our production safety to timely eliminate potential incidents of production safety;
- formulate and implement contingency plans for production safety incidents.

安全管理架構

為履行本集團的安全生產監管職責，督促各相關部門全面落實安全生產主體責任，防止和減少生產安全事故，保障員工和人民群众的生命財產安全，本集團按照「統一領導、落實責任、分級管理、分類指導、全員參與」的原則，建立了安全生產委員會（「安委會」）。安委會的職責包括（但不限於）：

- 建立健全本集團安全生產責任制；
- 督促、檢查本企業的安全生產工作，及時消除生產安全事故隱患；
- 組織制定並實施本企業的生產安全事故應急救援預案。

Occupational Safety Measures

Aiming to maintain a long-term and prudent model of sustainable operation, we have established the Measures for the Supervision and Administration of Production Safety, the Safety Management System for Daily Operation and other policies to clarify the frequency, scope and standard of safety inspection of each level to facilitate regular safety supervision and inspection. To strengthen the risk identification and assessment for production safety, we have formulated monitoring measures and management plans for material hazards to ensure they are always under control. If any production safety incident occurs in our subsidiaries or such incident leads to emergency, the subsidiaries shall report to the SPC immediately and formulate management measures to safeguard operation safety of employees.

職業安全措施

我們持續建立長遠和健康的可持續運營模式，因此制定了《安全生產監督管理辦法》、《日常經營安全管理制度》等政策，明確各層級安全檢查的頻次、內容和標準，確保安全監督檢查常態化。為加強安全生產風險辨識和評估工作，我們制定了重大危險源的監控措施和管理方案，確保重大危險源始終處於受控狀態。如各附屬公司發生任何生產安全事故或者因生產安全事故引發突發事件後，必須及時向安委會報告和制定管理舉措，切實保障員工作业安全。

The Group has formulated various occupational safety measures based on the characteristics of operating venues to strictly prevent, monitor, control and eliminate the risk of occupational diseases:

本集團根據運營場所的特點制定了各種職業安全措施，嚴格預防、監控、控制及消除職業病風險：

Construction project

建築項目施工

- Production safety inspection is organised for each project at least once per month, and the scope of inspection includes the operation of safety management system of each construction unit, the implementation of various safety and precautionary measures, solution of potential risks and monitoring of major hazards. According to the project progress, monthly inspection shall include specialized inspection on projects with high risks, including deep foundation pit, installation and demolition of large equipment and high-formwork supports
- The safety facilities of new construction projects, renovation projects and expansion projects shall be designed, built and put to operation and use at the same time with the main construction work in strict compliance with the regulations
- 組織每月至少一次對各項目的安全生產檢查，檢查內容包括各參建單位安全管理體系運行情況、各類安全防護措施落實情況、隱患治理情況、重大危險源監控情況等。根據項目的進展，月度檢查應包括針對深基坑、大型設備安裝及拆除、高大模板等危險性較大的部分項目工程的專項檢查
- 嚴格遵守新建、改建、擴建工程項目的安全設施與主體工程同時設計、同時施工、同時投入生產和使用的有關規定

**Property
management**

物業管理

- 24-hour on duty system
- Safety inspection on each floor shall be conducted every day from time to time to ensure the fire escape routes and exits are free from obstruction and the fire facilities and equipment including fire safety signs and emergency lightings are in normal, good and effective conditions
- All visitors must be registered at the door guards
- Daily maintenance of elevators shall be performed by units with competent maintenance qualification
- A fire management unit shall be established with a designated person-in-charge and part-time managers of fire safety. A voluntary fire brigade is set up according to the regulations and regular business trainings are held for self-prevention and rescue
- 實行24小時全天候值班制度
- 對各樓層實行每天不定時的安全巡查制度，保證消防通道、安全出口的暢通，維護消防指示標識、應急照明等消防設施、設備的正常完好有效狀態
- 門崗應做好登記工作
- 電梯日常保養工作必須有相應維保資質的單位實施
- 建立消防管理機構，確定消防安全負責人，配備兼職消防安全管理人，按規定組建義務消防隊，定期進行業務培訓，開展自防自救工作

Placing safety as the priority

Safety education and training is certainly the cornerstone of a successful safe production system. Thus, the Group has established and implemented a sound education and training system for production safety. Persons-in-charge of subsidiaries shall attend at least one safety education and training session a year. Greater efforts have been made to formulate and review contingency plans, organize training and drills and establish emergency rescue teams according to its actual situation. The Group also prepares emergency materials and equipment and strengthens its contingency management capabilities to effectively cope with all kinds of production safety accidents and disasters. In addition, the qualification checking system and training assessment system are in place to eliminate occupational health and safety risks. We have also established a production safety supervision and management and reward and punishment mechanism which includes the production safety performance into the criteria of annual assessment of all subsidiaries, so as to raise the awareness of production safety. In 2021, a total of 743 emergency drills including fire drill, terrorist attack drill and electric shock drill were organized by the Group.

重視安全文化

安全教育和培訓是成功落實安全生產體系的基石，因此本集團已建立和落實健全的安全生產教育和培訓制度，附屬公司的主要負責人每年至少參加1次安全教育培訓。本集團會根據其實際情況加強應急預案的編製、評審、培訓、演練和應急救援隊伍的建設工作，落實應急物資與裝備和提高企業有效應對各類生產安全事故災難的應急管理能力。此外，本集團為了減低其職業健康和安​​全風險也建立了專業審查和培訓評估體系，我們亦訂立了安全生產監督管理與獎懲機制，將安全生產工作內容納入各附屬公司年度考核範圍，增強各級的安全意識。於2021年，本集團共組織了743次緊急演習，當中包括消防演習、恐怖襲擊演習、電擊演習等。

Case Study: Fire Drills**案例：消防演練活動**

During the Reporting Period, the Group and Beifangqiao Fire Station jointly organized fire drills to improve the capabilities of employees to deal with fire emergency, and their performance was evaluated once after the drills were completed.

於報告期內，本集團聯合北方橋消防站開展了消防演練，提高員工對消防應急流程的熟練度，並及時總結演練成效。



During the Reporting Period, the Group did not have lost days due to work-related injury. In the past three years (i.e. from 2019 to 2021), the Group did not have work-related fatalities. In addition, we were not aware of any material non-compliance with laws and regulations relating to providing a safe working environment and protecting employees from occupational hazards.

於報告期內，本集團因工傷損失工作日數為0天，過去三年來（2019年至2021年）並未發生任何員工因工作關係而死亡的案件，亦且不知悉任何重大違反與提供安全工作環境及保障僱員避免職業性危害的相關法律及規例的情況。

Combating the pandemic

In the face of challenges brought by the pandemic, we continue to put the physical and mental health of our employees and customers as our top priority. The Group pays close attention to the development of the pandemic and insists on combating the pandemic with the highest standards. During the Reporting Period, the Company strictly adhered to its concept of "preventing imported cases and controlling the spread of pandemic" and held video conferences on pandemic prevention and control to provide guidance to all subsidiaries in a timely manner and comprehensively enhance pandemic prevention measures in accordance with the local pandemic prevention requirements, so as to ensure the pandemic is under control scientifically in a timely manner according to laws.

堅守防疫一線

面對著疫情的各種挑戰，我們持續把員工以及我們的客戶的身心健康放置首位。本集團密切關注疫情的發展情況，堅持以最高標準抗擊疫情。於報告期內，本公司切實築牢「外防輸入，內防反彈」防線理念，並召開了疫情防控視頻會議，指導各附屬公司迅速行動，結合屬地疫情防控要求，全面升級防疫措施，確保疫情防控依法、科學、及時。

Property development

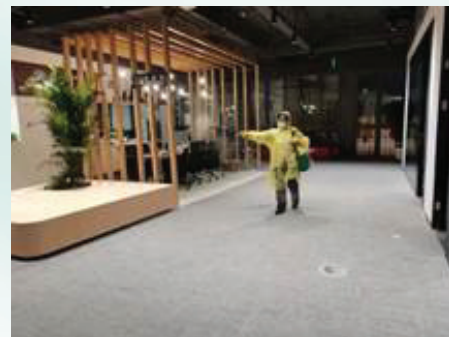
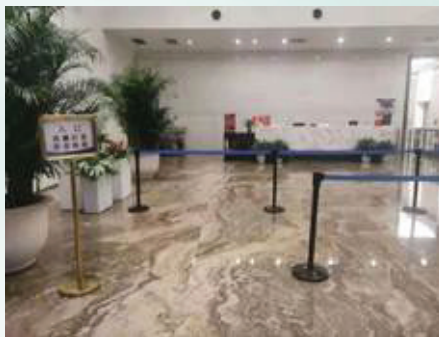
房地產開發

- Improve precautionary warning signs
- Enhance self-protection awareness and protection supports for employees
- Maintain and strengthen the pandemic prevention management of workplace, operational sites, construction areas, living spaces and sales venues
- Maintain good ventilation in places such as project sites, sales offices, and offices, and living spaces such as staff dormitories and canteens
- Perform regular disinfection of elevators, toilets, air conditioners, and other public areas and related items
- 加強預防警示標識
- 增強員工自我防護和後勤保障服務
- 保持並加強工作區、作業區、施工區、生活區、營銷場所的防疫管理
- 做好項目工地、售樓處、辦公室等場所和職工宿舍、單位食堂等生活場所環境通風換氣
- 落實好電梯、衛生間、空調等公共區域和相關物品的定期消毒

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物業管理

- Perform temperature measurement and code scanning for all residents and visitors, and handle and report abnormalities in a timely manner according to relevant requirements
- Maintain good ventilation and perform disinfection in guest rooms
- Strictly replacing and sterilizing all public utensils in each guest room
- Actively cooperate with the community in pandemic prevention work for residents
- 對所有住宿人員和來訪人員進行測溫掃碼，異常情況按相關規定及時處置、上報
- 對客房落實通風消毒等措施
- 對公共用品用具嚴格執行「一客一換一消毒」制度
- 積極配合社區做好居民防疫工作



Strict implementation of pandemic prevention measures
嚴格落實防疫措施

4.3 Cultivating Talents

Our sustainable development relies on the cultivation of talents. In pursuit of standing out among various industry competitors, we provide all-round training to improve management skills, professionalism and comprehensive abilities of managers at all levels, professional technicians and general staff. The Group has formulated the Administrative Measures for Training of Poly Property Group Co., Limited, the Measures for Cultivating Management Trainees of Poly Property Group Co., Limited (Provisional) and other internal training and development policies to help employees grow efficiently.

4.3 培養優秀人才

培養優秀人才是我們可持續發展的源動力，我們提供全方位的培訓，用作提高各級管理層、專業技術人員和一般員工的管理能力、專業技術和綜合能力，以致在眾多行業競爭對手中脫穎而出。本集團制定了《保利置業集團有限公司培訓管理辦法》、《保利置業集團有限公司管培生培養辦法（試行）》等培訓及發展的內部政策，助力員工高效成長。



A dual channels system is in place for the Group's recruitment process that we encourage employees to not only pursue personal development, but also step up for the management and specialized technical positions. We hope to offer multiple development opportunities for employees to expand their career path, so as to cultivate a proactive continuous learning corporate culture. According to the Administrative Measures for Training of Poly Property Group Co., Limited, we have set up targeted training programmes based on employees' career development stages (such as induction, on-the-job and promotion):

在招聘過程中，本集團採用了「雙通道」機制，鼓勵員工不僅要追求個人發展，並需同時提升管理與專業的技術。我們期望為員工提供各種發展機會，開拓他們的職業道路，從而培養積極主動及不斷求知的企業文化。根據《保利置業集團有限公司培訓管理辦法》，我們按照員工職涯生涯發展階段（如入職、在崗、晉升）設置了針對性的培訓項目：

Induction training 入職培訓	On-the-job training 在崗培訓	Echelon training 梯隊培訓
<ul style="list-style-type: none"> Help new employees understand the corporate culture, policies and other aspects of the Company and quickly adapt to the new environment, including induction trainings for new employees from campus recruitment and public recruitment 幫助新入職員工了解公司企業文化、各項制度等，快速融入新環境，包含校園招聘新員工入職培訓、社會招聘新員工入職培訓 	<ul style="list-style-type: none"> Improve the ability and quality of existing personnel of the Company, and the party spirit of party members and cadres, including senior management training programmes, job training for newly promoted management personnel, special training for basic party theories and party spirit education, general training projects and other professional skill training programmes 提升公司在崗人員能力素質，黨員幹部黨性修養，包含高管研修項目、新晉升經營管理人員任職培訓、黨的基本理論和黨性教育專題培訓、通用類培訓項目和其他專業技能類培訓項目 	<ul style="list-style-type: none"> Improve the ability and quality of reserve talents at all levels, and support talent development of the Company, including training programmes for reserve general managers of subsidiaries, training programmes for reserve project leaders and professional leaders, training programmes for reserve department heads and training programmes for management trainees 提升各級後備人才能力素質，支持公司人才發展，包含附屬公司總經理後備培訓項目、項目總及專業總後備培訓項目、部門負責人後備培訓項目、管培生培養項目

Case Study: "Wisdom" Training Program

案例：「智睿計劃」培養計劃

In order to further explore high-potential talents, expand the talent pool and consolidate the reserve talent team, Poly Property launched the second session of "Wisdom" Training Program in 2021. The training program provided trainees with rich training contents, such as value management in the whole process of development, capital management, laws related to joint development projects, risk prevention and control, value management and excellent operation. The training program aimed to provide the trainees with latest movement of the industry, raise their awareness of development and operation of real estate, professional system and risk prevention and control. Through providing a full perspective to trainees, the training program was able to comprehensively enhance their professional capabilities.

為進一步發掘高潛人才，持續打造項目專業人才蓄水池，夯實後備人才隊伍，保利置業於2021年度啟動了「智睿計劃」第二期的培養計劃。培訓主要包括了開發全流程貨值管理、資金管理、合作開發項目法律、風險防控、貨值管理及卓越運營等豐富培訓內容，給學員們提供了緊跟行業熱點，提升房地產開發經營意識、專業系統意識和風險防控意識，建立全局視角，從而全面增強員工自身的專業能力。



Case Study: “Bright Future” Management Trainee Program**案例：「悅未來」管培生計劃**

In order to facilitate new comers to assimilate into the Company, understand the development strategies, corporate objectives and management requirements of Poly Property and evolve into a successful management, Poly Property organized the “Bright Future” Management Trainee Program in 2021. The six-day training program included practical, interactive, professional and interesting training sessions. For instance, through cooperating in the production of a VLOG “Micro Class Newsletter”, the interaction, communication and collaboration between new comers and trainees were strengthened. The sense of belonging and responsibility of employees of Poly were improved.

為使新員工和管培生盡快融入企業，了解保利置業的發展戰略、組織期望、管理要求，完成角色轉變，保利置業開展了2021年度的「悅未來」管培生計劃。為期6天的培訓包括務實，兼具互動性、專業性、趣味性，例如，通過合作製作VLOG《微班刊》以增進新員工、培訓生之間的交流、溝通與協作，同時增加保利人的歸屬感與責任感。



During the Reporting Period, all employees of the Group participated in the training programs and a total of 541,299 hours of training was provided. The following table sets forth the data on training programs organized by the Group by different categories during the Reporting Period:

於報告期內，本集團所有員工均有參與培訓，總培訓時數達541,299小時。以下為本集團於報告期內按不同類別劃分的員工培訓數據：

	Percentage of employees who received training (%) ⁴ 各類別的員工培訓百分比(%) ⁴	Average number of hours of training per employee (hour) ⁵ 各類別的每名員工平均受訓時數(小時) ⁵
By gender 按性別劃分		
Male 男性	55.9	64.0
Female 女性	44.1	57.4
By employment type 按員工組別劃分		
Management 管理層	4.7	69.0
General staff 普通員工	95.3	60.7

⁴ Formula for the percentage of employees who received training in a category: number of employees who received training in a category/ total number of employees who received training X100%

⁵ Formula for average number of hours of training per employee in a category: the number of hours of training received by the employees in a category/the number of employees who received training in a category.

⁴ 各類別的員工受訓百分比計算公式為：該類別的受訓員工數目／受訓員工總數目 x 100%。

⁵ 各類別的每名員工平均受訓時數計算公式為：該類別的員工受訓時數／該類別的受訓員工數目。

4.4 Promoting Work-Life Balanced Lifestyle

In addition to improving training programs and optimizing career development paths for employees, the Group also attaches great importance to the physical and mental health of its employees. We are committed to creating a healthy and happy working environment for our employees and motivating our employees to equip themselves with "Four Characters" and "Four Spirits". We hope to witness the transition of our employees from growth to maturity, and then to success while strengthening the cohesion and sense of belonging of employees.

4.4 提倡平衡生活

除了完善員工的培訓計劃及職業發展道路之外，員工的身心健康亦尤其重要。我們持續為員工打造健康及充滿幸福感的工作環境，激勵員工具備「四個心」與「四種精神」的企業發展理念，期望見證員工們「從成長到成熟，從成熟到成功」的過程，同時加強員工的凝聚力和歸屬感。



The Yunnan subsidiary of the Group organized a hiking activity with a theme of "Moving Forward by Following the Lead of the Party, Overcoming Difficulties and Climbing High"

本集團位於雲南的附屬公司舉辦了「黨旗引領奮前行，乘風破浪勇攀登」為主題的登山活動



All subsidiaries of the Group organized “Queen’s Day” activities to celebrate the “International Women’s Day” on 8 March
本集團各附屬公司組織了「女王節」活動，慶祝「三八」國際勞動婦女節



Teambuilding activity with a theme of “Youth Power of YOU + POLY”
「YOU+POLY青春力量」團建活動



The Hubei subsidiary of the Group organized the first session of “Icebreaking Action” for its employees in 2021
本集團位於湖北的附屬公司開展了2021年度第一期員工「破冰行動」

5. MUTUAL DEVELOPMENT

The Group is committed to creating an inclusive community and achieving mutual growth through win-win cooperation. In addition to strengthening our communication with suppliers, we are also dedicated to contributing to the communities where we operate and actively participating in social welfare in order to solve problems for the public and spread positive energy in the society.

5.1 Responsible Supply Chain

The Group has rolled out centralised procurement since 2010 to assure product quality and project progress and enhance the cooperation and competition awareness of suppliers. We continue to optimise the supply chain management system and strive to establish a transparent and reliable management system and a supervision mechanism in order to improve work efficiency and control costs effectively, protect the interests of various stakeholders and enhance our corporate brand image. We strictly abide by the laws and regulations related to the supply chain, and have formulated various management systems including the Supplier Management System for Centralised Procurement of Poly Property Group, Supplier Management System of Poly Property Group, Tender Management System of Poly Property Group, Administrative Rules of the General Contracting Supplier List of Poly Property Group and Management Measures for Evaluation of Qualified Construction Suppliers of Poly Property Group in order to reduce the environmental and social risks along the supply chain.

5. 攜手發展

本集團致力於營造共融的社區氛圍，在合作共贏的基礎上實現共同進步。除了不斷加強與供應商溝通交流，我們在運營的所在社區持續貢獻力量，積極投身社會公益，為群眾排憂解難，持續為社會創造正面影響。

5.1 負責任供應鏈

本集團自2010年起積極推進集中採購，以確保產品的質素及配合情況，加強各合作供方的合作意識及競爭意識。我們不斷完善供應鏈管理體系，竭力建立一套透明化的可靠的管理體系和可監督機制，致力改善工作效率及妥善控制成本，保障多方持份者的利益，提升企業品牌形象。我們嚴格遵守與供應鏈相關的法律法規，並制定了《保利置業集團集中採購供方管理辦法》、《保利置業集團供方管理制度》、《保利置業集團招標管理制度》、《保利置業集團施工總承包供方庫管理細則》、《保利置業集團工程合格供方評估管理辦法》等多項管理制度，致力於降低供應鏈每個環節的環境及社會風險。

Selection of Suppliers

The Group has formulated the guidelines for the assessment of suppliers and selected suppliers with good environmental and social performance as our partners. A thorough qualification assessment is conducted by our Supplier Management Department and other relevant departments before starting partnership with new suppliers. The Supplier Management Department is in charge to collect information of potential suppliers including business licenses, qualification certificates, credit rating certificates, ISO9000 corporate management system certificates and other relevant data and indicators for the assessment. Upon approval of the assessment, the suppliers will be classified into different levels and enlisted as potential suppliers, and they have to pass our on-site audit before establishing formal business contract with the Group. All of the qualified suppliers will be registered into the Qualified Construction Supplier List and qualified for participating in the procurement and tendering process.

As at the end of the Reporting Period, the supplier list under centralised management of the headquarters of the Group had a total of 3,642 suppliers, all of whom were selected according to the assessment procedures abovementioned.

供應商准入

本集團制定了供應商入庫工作指引，挑選在環境及社會層面表現良好的供應商為我們的合作夥伴。在供應商入庫階段，我們的供應商管理部門與其他相關部門會與新供應商於合作前進行全面的資質評估。供應商管理部門負責收集供應商的資料，對潛在供應商的營業執照、資格證書、信用評級證書、ISO9000企業管理體系證書及其他相關資料及指標進行評估。如供應商通過評估，我們會對供應商進行分類分級管理，將其列為潛在供應商。同時，與我們簽定正式的商業合同之前，潛在供應商必須通過本集團的現場審核。所有合格供應商都會被登記於合格供方庫中，並獲取資格參與本集團的採購和招標程序。

截至本報告期末，由本集團總部統一管理的供應商庫中共有3,642家供應商，全部供應商的選聘均以根據上述政策所評選聘任。

The number of suppliers by regions during the year is as follows:

以下為本年度按地區劃分的供應商數目：

Region 地區	Number of Suppliers (unit) 供應商數目(個)
Hong Kong 香港	51
Mainland China 中國內地	3,590
Overseas 海外地區	1

Tender and Procurement Management

Open and invited tendering approaches are adopted for the procurement process based on the principles of openness, fairness, impartiality and honesty. The tendering approaches for procurement includes:

- 1) open tenders and invited tenders
- 2) other procurement methods (direct engagement and request for quotations)

For an open tender, a tender notice shall be issued according to the relevant laws at the place where the project locates. Tender documents containing major terms including the comprehensive description of the tendering project, the scope of tender, quality and progress requirements, technical specifications and the preparation basis for quotation prepared by the Group will be sent to potential suppliers who have accepted the invitation upon approval by the headquarters of the Group and the Group will collect their tendering proposals. For special business that shall not be conducted by tendering, the Group will adopt other approaches such as request for quotation to select the partners.

招標採購管理

我們於招標採購過程中採用公開、公平、公正及可信的原則，以公開及邀請的招標方式進行招標採購。招標採購方式分為：

- 1) 公開招標、邀請招標
- 2) 其他採購方式(直接委託、詢比價)

採用公開招標方式應當按照項目所在地相關法律規定發布招標公告。在準備招標文件時，本集團會列明招標項目綜合說明、招標範圍、質量和進度要求、技術要求、報價編製的依據等主要條款，在經本集團總部審批後向接受招標邀請的潛在供應商發放招標文件，並收集其投標方案。至於不適用採用招標方式的特殊業務，本集團則採用詢比價等其他方式選擇合作單位。

In addition, to promote the use of environmental friendly products and services, in terms of tender for construction projects, the Group prioritises the suppliers proposed with environmental protection measures, such as measures for noise reduction and environmental pollution reduction, compliance with relevant laws, regulations and standards on environmental protection, soil and water conservation and pollution prevention enforced in the locality where the project is located, and fulfillment of environmental and ecological protection responsibilities.

Contract Fulfillment by Suppliers

The primary purpose of our efficient supply chain management is to ensure suppliers can provide products and services that meet our requirement. Hence, the Group has implemented an online contract management system to improve and refine business information and standardised management procedures in a transparent manner. To better manage the qualified suppliers, a database has been generated to record information obtained from the stages of supplier selection and acceptance as well as the results of the supplier evaluation so to enhance the evaluation and supervision of contract fulfillment by suppliers. Therefore, the qualifications and performance of our partners can be tracked to facilitate their continuous improvements while minimising the management risks of the Group and enhancing our product quality at the same time. For suppliers which fail to fulfil the Group's requirements and values, the Group will terminate the contracts with them immediately.

此外，為促使使用環保產品及服務，本集團於建設項目的招標過程會優先考慮採用環境保護措施及積極履行環境和生態保護責任的供應商。其中環境保護措施包括降低噪音和減少環境污染等措施、遵守項目所在地的環境保護、水土保護和預防污染方面的相關法律法規和標準。

供應商履約

確保供應商能夠提供合規產品及服務是高效供應鏈管理的首要目的，因此本集團採用了在線合約管理系統以改善和完善業務信息，並以透明的方式規範管理程序。為了更好地管理合格的供應商，我們建立了數據庫記錄從供應商篩選、批准階段及供應商評估結果中獲得信息，旨在更好地評估和監察供應商的履約情況。我們可以透過追蹤合作夥伴的資格和績效，促進他們持續改進，並同時降低本集團的管理風險及提高我們的產品質量。對於未能符合本集團要求及價值觀的供應商，本集團將立即終止與其簽定的合約。

Adhering to the honesty and trustworthy principles, all personnel participating in tender and procurement are required to strictly comply with the applicable laws and regulations, corporate rules and regulations (i.e. the Professional Codes of Conduct), and requirements of their job duties. They are required to handle their tasks in an objective, impartial, and independent manner. All procurement decision should be made based on suppliers/contractors' qualification, competitiveness, price, reliability and reputation. Apart from that, all departments are expected to actively work with each other to promote full communication and information sharing. They are also required to make full use of respective professional knowledge and abilities to promote and optimize the professional management and standardized systems of the supply chain. At the same time, all suppliers are required to enter into transparency declaration and business integrity agreements to ensure the integrity and compliance during the whole process of cooperation.

本集團遵守誠實守信的原則，所有參與招標和採購的員工均須嚴格遵守適用的法律法規、企業規則（我們的專業行為準則）和職責要求。員工必須以客觀、公正和獨立的方式處理其工作。所有有關採購的決策應根據供應商或承包商的資格、競爭力、價格、可靠性和聲譽而做出。除此之外，所有部門亦積極保持內部溝通的流暢和互相分享信息，充分利用各自的專業知識和能力推動和優化供應鏈的專業管理和標準化體系。同時，為確保合作過程中的廉潔合規，我們要求所有供應商簽訂陽光宣言和廉潔合作協定。



Jiangsu subsidiary of the Group organized the "Certification and Settlement Training for Hu Shuguan and Huangqiao Projects" for suppliers.

本集團位於江蘇的附屬公司為供應商提供了「滄墅關、黃橋項目簽證結算培訓」

5.2 Community Investment

The Group shoulders its corporate social responsibilities, proactively communicates with the locals to address their needs and contributes to community investment through practical moves. Our contribution to community mainly focuses on poverty alleviation, education, medical care, health and elder care, arts and cultural aspects, with an aim to promote the constructive interaction between the Company and the society.



"Poly Volunteer Walk • Preserving Dianchi Lake", a volunteer activity for the preservation of Dianchi Lake
「保利志願行滇池明珠清」保護滇池志願服務活動



Guangxi subsidiary of the Group organized young employees to take part in the tree planting and greening activity of
"Beautiful China • Youth Action"
本集團位於廣西附屬公司組織青年職工開展「美麗中國青春行動」植樹增綠活動

5.2 助力社區投資

本集團踴躍承擔企業社會責任，主動關心有需要的人士，通過溝通了解他們的需求，作出實質性的社會投資活動。我們的社區專注貢獻範疇涵蓋扶貧、教育、醫療、健康及護老、藝術及文化等方面，致力提升企業與社會的良性互動。

“Poly Youth Ambition”

To further consolidate and expand our efforts in poverty alleviation, we have initiated new campaign for rural revitalization and a large-scale national charity activity, the “Poly Youth Ambition”, was kicked off in Ceheng County of Qianxinan Buyi and Miao Autonomous Prefecture of Guizhou Province. We have visited many primary schools in the mountainous areas and financed the establishment of “Poly Dream Library” and “Poly Art Classroom” to help children in the mountainous areas to study and pursue dreams. 12 major regional subsidiaries of Poly Property have subsequently launched the “Poly Youth Ambition” campaign in various regions across China and over 40 activities such as the dream seed pencils, marathon reading, education exhibitions of patriotism and toy fairs were held, helping hundreds of children in the mountainous areas spreading their dreams. Property owners and employees from all over the country donated approximately 10,000 copies of extracurricular books, nearly 3,000 toys and more than 10,000 sets of school supplies, with a total value of approximately RMB300,000, to children in the mountainous areas. All supplies and donations were contributed to rural schools such as the Nafu Experimental Primary School of Guizhou, Zhegao Primary School and Luofan Primary School.

「保利少年志」

我們積極鞏固拓展脫貧攻堅成果，開啟鄉村振興新征程，發起「保利少年志」全國大型公益活動，來到貴州省黔西南布依族苗族自治州冊亨縣，走訪多所山區小學，捐建「保利夢想圖書室」和「保利藝術教室」，助力山區兒童和理想的啟蒙。同時，保利置業12大區域公司全面接力「保利少年志」公益活動，陸續在全國各地開展夢想種子鉛筆、閱讀馬拉松、愛國主義教育展、玩具旅行公益集市等活動共40餘場，幫助百名山區兒童散播夢想；各地業主和員工為山區孩子捐贈兒童課外讀物共計近10,000冊、玩具近3,000件、學習用品萬餘套，價值30餘萬元。所得物品和收入均捐助貴州納福實驗小學、者告小學和洛凡小學等鄉村學校。



Opening ceremony of "Poly Dream Library"
「保利夢想圖書室」揭牌儀式



Opening ceremony of "Poly Art Classroom"
「保利藝術教室」揭牌儀式

During the Reporting Period, the Group released four public welfare micro-films telling the pure and simple dream chasing story of five teenagers from Dashan in order to reflect the social reality that 6.436 million left-behind children were lack of aesthetic education and reluctant to pursue dreams. The public welfare videos of "Poly Youth Ambition" series were broadcasted for 6 million times and had approximately 3.2 million views and more than 70,000 interactions in China, and were forwarded by WeChat official account of State-owned Assets Xiaoxin. In recognition of our efforts, we won the awards of the "Most Popular Public Welfare Enterprise on the Internet" and "2021 China Top 10 Real Estate Brand Charity Cases of the Year". The public welfare videos were also released on the overseas platforms of Poly Group and the number of views exceeded 345,000, gaining widespread attention and supports from netizens at home and abroad.

於報告期內，本集團發佈四支公益微電影，講述五位大山少年純真質樸的追夢故事，折射出643.6萬留守兒童缺乏美學教育和理想啟蒙的社會現實。「保利少年志」系列公益視頻在國內獲得600萬次播放量，近320萬次觀看量，逾7萬次互動量，並獲得「國資小新」視頻號轉發。先後獲得「最具網路人氣公益企業」、2021中國十大地產年度品牌公益案例等榮譽。此外，系列公益視頻先後在保利集團的海外平台發佈，曝光量突破34.5萬次，榮獲海內外網友的廣泛關注和支持。



Posters of "Poly Youth Ambition" public welfare videos
「保利少年志」公益視頻海報

Rural Revitalization

The Group is dedicated to promote and implement targeted poverty alleviation and assist in solving practical difficulties in villages by organizing various onsite visits and providing guidance on poverty alleviation works. Ceheng County is at the top of the Group's list of targeted poverty alleviation works. During the Reporting Period, the Group donated RMB30 million to support the construction of Shouxu Park in order to further promote the Buyi culture in Ceheng and strengthen the inheritance and development of the handicraft industry of Buyi so to broaden the source of income for women and elderly, giving strong impetus to the poverty alleviation, economic development, social progress and improvement of people's livelihood in the region.

鄉村振興

本集團積極推動和落實對口幫扶、多次實地調研指導幫扶助困工作，幫助解決鄉村實際困難。冊亨縣是本集團對口幫扶工作的重中之重，於報告期內，本集團捐資了3,000萬元援建了手繡園項目，助推冊亨布依民族文化與外界實現更深度的融合，布依手工產業得到更好的傳承發展，廣大婦女和老人的增收途徑得到進一步拓寬，為當地脫貧攻堅、經濟發展、社會進步、民生改善注入了強勁動力。

In addition, we have provided standard property services for approximately 80,000 people relocated from the impoverished areas in Cehang County, and implemented different measures including renovating the offices in the resettlement areas, handling reports on issues and repair request from property owners, improving the cleanliness of environment and accelerating the renovation progress. As a follow-up for rural revitalization, we focus on providing employment assistance through developing employment platform and organizing professional trainings so that the relocated people can maintain stable living with jobs and accumulate wealth. Up to now, over 130 relocated residents have got employed.

此外，我們為近8萬冊亨縣易地扶貧搬遷點群眾提供標準化物業服務，以裝修安置區辦公場所、解決業戶報事報修、加大環境整潔力度、積極推進工程整改等系列落地落實的工作舉措。同時，以就業幫扶作為助力鄉村振興後續工作的重點，積極搭建就業平台，開展專業培訓，落實搬遷群眾「搬得出、穩得住、有就業、能致富」工作舉措，截至目前已吸納130餘位搬遷群眾入職。



Site map of the new residential area project for people relocated from impoverished areas in Ceheng County
冊亨縣易地扶貧搬遷新市民居住區項目實地局部圖

6. LOW-CARBON OPERATION

As an enterprise mainly engaging in the real estate development, the Group proactively assumes its corporate responsibilities to environment by continuously implementing green design, green construction, green operation and other measures and strives to minimise its impact on the environment. We have put great efforts in promoting the development of low-carbon, green and healthy construction and implemented strict administrative measures on environmental protection at all major operating sites. During the Reporting Period, we have set environmental goals and formulated environmental protection measures regarding air pollutants, greenhouse gas emissions, waste generation, energy efficiency and water resources efficiency to protect our environment. We strictly abide by the Environmental Protection Law of the People's Republic of China, the Energy Conservation Law of the People's Republic of China, Air Pollution Prevention and Control Law of the People's Republic of China, Water Law of the People's Republic of China, Integrated Wastewater Discharge Standards, Standards for Pollution Control on Hazardous Waste Storage and other laws, regulations and standards relating to exhaust gas and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous wastes that have a significant impact on the Group. During the Reporting Period, the Group did not violate any of the above-mentioned laws and regulations that have a significant impact on the Group.

6. 低碳運營

本集團作為以房地產開發項目為主業的企業，積極擔當企業公民的環境責任，持續推行綠色設計，綠色施工和綠色運營等舉措，努力將自身對環境的影響減至最低。我們積極推動低碳、綠色及健康建築的開發，並在所有主要運營場地實施嚴格的環境保護管理。我們於報告期內訂立了大氣污染物和溫室氣體排放、廢棄物產生、能源使用效益和水資源使用效益方面的環境目標及相關環保措施，致力守護我們共同的綠色家園。我們嚴格遵守《中華人民共和國環境保護法》、《中華人民共和國節能法》、《中華人民共和國大氣污染防治法》、《中華人民共和國水法》、《污水綜合排放標準》、《危險廢物貯存污染控制標準》等與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相關並對本集團有重大影響的法律法規及標準。於報告期內，本集團並未違反上述對本集團有重大影響的法律法規。

6.1 Developing Green Construction

In order to build an environmental-friendly and energy-conserving society, the Group adheres to the construction concepts of environmental protection, energy conservation and sustainable development and promotes the use of new materials and techniques for energy conservation and environmental protection to achieve the goal of carbon neutrality. Based on the climate, environment, natural resources, economic condition and cultural characteristics of the places where our new projects are located, we commence green design and construction with focuses on the safety and durability, health and comfort, convenience, resource conservation and livability, so as to provide our customers with healthy, practical and efficient use of space. In addition, we are dedicated to creating high-standard green construction through strictly conservating land, materials, energy and water, using environmental-friendly materials and strictly controlling the quality of indoor environment. Being committed to becoming the pioneer in green construction, we design our green construction projects in strict compliance with national and local regulations. Our precast rates and assembly rates meet and exceed the requirements of local governments.

6.1 發展綠色建築

為實現環境友好型、建設節約型社會，本集團積極遵守環保、節能、可持續發展的建造理念，積極推進節能環保的新材料和新工藝應用以踐行碳中和的目標。我們在各新建建築項目中結合建築所在地域的氣候、環境、天然資源、經濟及文化等特點，從安全耐久、健康舒適、生活便利、資源節約、環境宜居幾大類進行綠色設計及施工，從而為客戶提供健康、實用和高效的使用空間。此外，我們通過節地、節材、節能、節水、環保材料利用、室內環境質量的嚴格把控，致力打造高標準的綠色建築。我們堅持做綠色建築的推動者，並且所有項目的設計均按照國家和當地規範要求進行綠建設計，預製率和裝配率亦滿足或高於當地政府要求。

Case Study: Yunnan Poly City**案例：雲南保利城項目**

The Yunnan Poly City project applies new energy-saving technologies and products in an effort to enhance the level of energy conservation and promote low-carbon and green construction. The design of Yunnan Poly City makes good use of the local characteristics such as abundant sunshine and stable ventilation to conserve energy and reduce emissions. Walls of the project are made of 200mm aerated concrete blocks, which can maintain comfortable room temperature without using air conditioning, geothermal and other equipment. In order to achieve the goals of saving water, improving comprehensive utilization rate of water resources and reducing water pollution, reclaimed water utilization system and MBR, an advanced water treatment process, are adopted in the community. This process may reduce the volume and area of the reclaimed water station. The treated reclaimed water flows to landscape nodes in the community through pipe network for reclaimed water reuse and is used for landscape gardening and road cleaning in the community.

雲南保利城項目積極推廣新節能技術和產品，著力提高建築節能水平，倡導低碳和綠色建築。雲南保利城項目的設計充分利用該地區的陽光充足，通風穩定等特點，積極響應節能減排號召。項目所有砌牆均採用了200厚加氣混凝土砌塊，在不需要使用空調、地熱等設備的情況下，仍能保證居室的舒適溫度。為達到節約用水，提高水資源綜合利用率，減輕水體污染的目標，小區採用了中水利用系統，並採用先進的水處理(MBR)工藝。這種工藝可以縮小中水站的體積和占地範圍，而經過處理的中水通過中水回用管網則流向小區各個景觀節點，使用於小區景觀的綠化和道路清洗工作。

Case Study: Poly The Place of A Lake Project

案例：保利溪湖項目

To deal with the prolonged seepage on the ground surface of the second basement floor of the B5 area of the Poly The Place of A Lake project, two pumps were used to pump and drain water every day for 24 hours. Additional pumps were needed during rainy season. The cost incurred amounted to approximately RMB60,000 annually. Being inspired by lean management thinking, the subsidiary of the Group in Guiyang decided to build a reservoir in the basement and a landscape fish pond in the atrium of the park and renovated pipelines to introduce groundwater into the community B for landscape gardening, cleaning and water supply for toilets. With the renovation, the annual water bill may decrease by approximately RMB30,000 and the goal of saving cost and fully utilizing water resources can be achieved.

保利溪湖項目B5區地下負二層長期地表自然滲水，導致每天需要使用2台抽水泵24小時無間斷抽水、排水，雨季還需增加水泵，每年投入約人民幣6萬元成本。在精益管理思維啟發下，本集團位於貴陽的附屬公司決定在地庫修建蓄水池，在園區中庭建造魚池景觀，並對管道進行改造，將地下水引入社區，為B區的園林綠化、保潔、衛生間用水提供了水源。此項改造每年可節約近人民幣3萬元水費，實現節約成本和對水資源的充分利用。



In addition, we continue to adopt China Green Building Star Rating and other green construction certificate systems by making reference to the best practice of certification systems in our new and existing properties. During the Reporting Period, we obtained eight green construction certificates with additional certified green construction area of 1,636,700 sq.m.

同時，我們持續在新建及現有物業中推進綠色建築認證，如中國綠色建築星級認證或參考認證體系的最佳實踐。於報告期內，我們新增了8個綠建項目的綠色認證，新增認證綠建面積為163.67萬平方米。

6.2 Green Construction Management

The Group understands that the environmental pollution problems brought by the construction process may affect the communities nearby if they are not controlled properly. We assume the responsibilities of supervising the environmental protection efforts of contractors and reducing the adverse impact on the environment such as air, water and land during construction through various technical and management measures. The Group requires its contractors to strictly abide by the national and local laws and regulations related to environmental protection during the construction of the project and strictly supervise and inspect the green construction processes such as dust control facilities, noise, sewage treatment, waste treatment, water saving and energy conservation, so as to create a safe, healthy and clean construction environment.

6.2 綠色施工管理

本集團明白施工過程可能會帶來各種環境污染問題，若不妥善控制，會對項目附近社區造成影響。我們肩負起監管承建商環境保護工作的責任，通過各種技術和管理措施減少施工期間對空氣、水、土地等自然環境所造成的負面影響。本集團要求承建商在建設項目施工期間嚴格遵守國家和項目當地與環境相關的各項法律法規，並對防揚塵設施、噪音、污水處理、廢棄物處理、節水節能等綠色施工環節進行嚴格監督檢查，營造安全、健康、乾淨的施工環境。

Dust and Noise Control 揚塵及噪音控制	Hazardous and Non-hazardous Waste Disposal 有害及無害廢棄物處置
<ul style="list-style-type: none"> ✓ Establishing a comprehensive dust monitoring system ✓ All discharges shall be carried out under valid permits and licenses ✓ Water sprinkling & spraying for dust suppression ✓ Installing soundproofing equipment ✓ Providing earplugs, earmuffs and other personal protective equipment ✓ 建立全面的揚塵監控系統 ✓ 所有的排放必須在獲得有效的許可證和牌照的情況下進行 ✓ 設置灑水、噴淋(霧)降塵措施 ✓ 安裝隔音設備 ✓ 提供耳塞及耳罩等個人防護設備 	<ul style="list-style-type: none"> ✓ Sorting wastes by types such as construction material waste and household waste ✓ Adopting centralised discharges and treatment of construction material waste, hazardous waste and sewage ✓ 分類不同廢棄物類型如建築垃圾及生活垃圾 ✓ 建築垃圾、有害廢棄物、污水集中排放與處理

Water Resource Management	Other Environmental Protection Measures
水資源管理	其他環保措施
<ul style="list-style-type: none"> ✓ Establishing reclaimed water reuse facilities to collect and treat rainwater for greening and road cleaning ✓ Using water-saving equipment 	<ul style="list-style-type: none"> ✓ Encouraging employees to pursue technological transformation, process optimization, energy conservation, consumption reduction, management innovation and waste reuse ✓ Implementing policies on vehicle washing facilities and vehicle washing ✓ Laying concrete for main roads of construction projects ✓ Covering exposed earth surface and stockpiles
<ul style="list-style-type: none"> ✓ 建立中水回用設施，收集雨水並經過處理後用於工地綠化和道路沖洗等 ✓ 採用節水設備 	<ul style="list-style-type: none"> ✓ 鼓勵員工開展技術改造、工藝優化、節能降耗、管理創新、廢棄物利用等活動 ✓ 落實車輛沖洗設施及沖洗制度 ✓ 施工主要運輸道路鋪設混凝土 ✓ 遮蓋裸露場地，物料堆

6.3 Promoting Green Operation

In addition to adopting environmental protection practices in project design and construction, the Group also comprehensively implements various measures in property management, office operation, hotel operation and other operations, including energy conservation and emission reduction, resources saving and publicity, in order to encourage owners, tenants, residents and other stakeholders to strive for green living. The Group has put great efforts in strengthening its daily green management and formulated environmental goals of improving energy efficiency, water resource efficiency and waste recycling efficiency, in an effort to build a green and low-carbon community.

6.3 推進綠色運營

本集團不僅在建築設計和施工建造過程貫徹綠色環保理念，同時在物業管理、辦公室運營、酒店運營等運營全面落實節能減排改造、節約資源、宣傳活動、等多方位舉措，倡導業主、租戶、住戶等利益相關方踐行綠色生活。本集團注重加強日常綠色管理工作，因此制定了提高能源使用效率，水資源效益及廢棄物回收效率的環境目標，致力構建綠色低碳社區。

Environmental Goal 環境目標	Plans and Measures 行動計劃及措施
Improving energy efficiency	<ul style="list-style-type: none"> ✓ Minimizing the use of air conditioner. When it is necessary to turn on the air conditioner, the air-conditioning temperature in office shall be not lower than 26 degrees Celsius in summer and not higher than 20 degrees Celsius in winter ✓ Making full use of natural light during daytime, minimizing the use of lighting equipment and turning off the lights when leaving office ✓ Minimizing standby power consumption by turning off printers and other office electrical equipment which are not in use for a long period of time ✓ Turning off all equipment when leaving office
提高能源使用效益	<ul style="list-style-type: none"> ✓ 盡可能少開空調，確實需要開啟空調時，辦公區域的空調溫度夏季不低於26攝氏度，冬季不高於20攝氏度 ✓ 白天充分利用自然光照，盡量減少照明設備使用時間，下班時做到隨手關燈 ✓ 盡量減少待機能耗，打印機等辦公用電設備長時間不用及時關閉電源 ✓ 下班時關閉所有設備電源
Improving water resource efficiency	<ul style="list-style-type: none"> ✓ Turning off water facilities promptly after washing hands and bathing ✓ Carrying out regular inspection of air conditioners and pipes to prevent water leakage timely
提高用水效益	<ul style="list-style-type: none"> ✓ 洗手、洗浴後及時關閉水龍頭 ✓ 及時做好空調及管道的日常檢查，杜絕「跑冒滴漏」現象

Environmental Goal 環境目標	Plans and Measures 行動計劃及措施
Increasing waste recycling rate	<ul style="list-style-type: none"> ✓ Promoting the use of recycled paper and double-sided paper ✓ Minimizing the use of paper with electronic office ✓ Encouraging staff to bring their own cups to minimise the use of disposable paper cups ✓ Improving the procurement and distribution policies of office supplies and choosing supplies with features of energy conservation and environmental protection
提高廢棄物回收率	<ul style="list-style-type: none"> ✓ 大力推廣使用再生紙，提倡雙面用紙 ✓ 充分發揮電子辦公優勢，盡量減少用紙量 ✓ 提倡自帶喝水杯，少用或不用一次性紙杯 ✓ 完善辦公用品的採購、發放制度，採購物品以節能環保為先
Promoting low-carbon transportation	<ul style="list-style-type: none"> ✓ Selecting low-price vehicles with functions of energy conservation, environmental protection, good safety performance and high-cost performance ✓ Controlling the use of vehicles and avoiding unnecessary use ✓ Formulating fuel use labels and fuel consumption standards of vehicles according to different models, standardizing vehicle maintenance cost, reducing vehicle mileage costs by reducing vehicle fuel and maintenance costs and strengthening business vehicle management ✓ Reducing fuel consumption through restricting the use of air conditioners of vehicles and turning off engine
推動低碳出行	<ul style="list-style-type: none"> ✓ 選擇節能環保、價格低、安全性能好、性價比高的車型 ✓ 控制車輛使用，減少不必要的外出用車 ✓ 根據不同車型，制定車輛燃油使用標號和油耗標準，核定車輛維修費用，通過減少車輛燃油和維修費用，降低車輛單位行駛里程費用，強化公務車管理 ✓ 採用停止使用車用空調和發動機熄火等方法，降低油耗
Raising awareness of environmental protection and conservation	<ul style="list-style-type: none"> ✓ Carrying out internal environmental protection management and assessment ✓ Collecting data of subsidiaries regularly for analysis ✓ Organizing activities with the theme of energy conservation and environmental protection
提高環保節約意識	<ul style="list-style-type: none"> ✓ 持續內部環保管理和考核 ✓ 定期收集附屬公司數據進行分析 ✓ 舉行節能環保主題活動

6.4 Coping with Climate Change

According to the Sixth Assessment Report issued by the United Nations Intergovernmental Panel on Climate Change, the Group understands that the worsening climate change brings potential risks to our business. Physical risks related to climate change, such as typhoons, floods and other extreme weather conditions, may affect our upstream material production and transportation, resulting in delays of construction projects. In addition, extreme weather conditions may also increase the costs of our maintenance and the expenses of properties under construction and increase the risk of asset depreciation. Furthermore, transition risks related to climate change, such as energy conservation and emission reduction policies, will result in higher material prices and higher costs due to the carbon tax effect on the supply chain. Therefore, we put great efforts in reducing carbon emission and seeking efficient ways to achieve low-carbon emission and continuously assess, review and manage climate risk-related goals. In addition to improving the climate adaptability and resilience of existing and new properties to cope with extreme weather conditions and other physical risks related to climate, we also pay close attention to various transition risks. We keep abreast of technological transformation and market trends and adopt innovative technologies to reduce our impact on the environment. We also encourage our customers, tenants and suppliers to take action to cope with climate change.

In order to minimise the adverse effects of climate change, the subsidiaries of the Group in Shanghai, Zhejiang and other regions have implemented contingency plans to deal with typhoon. Those subsidiaries have paid close attention to the movement of typhoon and implemented preventive measures in advance. Through maintaining emergency patrol and carefully controlling potential risks, the safety management of key regions and areas has been strengthened.

6.4 應對氣候變化

根據聯合國政府間氣候變化專門委員會發佈的《第六次評估報告》，本集團明白氣候變化日益惡化同時給我們的業務帶來潛在風險。氣候變化相關的物理風險，例如，颱風、洪水等極端天氣有機會影響我們的上游材料生產以及運輸過程，導致建築項目進度受延遲。同時，極端天氣事件亦會對增加我們維修和建造資產的費用以及增加資產貶值風險。另外，氣候變化相關的過渡風險，例如節能減排相關政策會令供應鏈受到碳稅的影響而導致材料價格上漲，成本增加的風險。因此，我們積極號召減少碳排放，探索高效的方法實現低碳排放，並持續地評估、審視及管理氣候風險相關目標。除了提高現有新建物業的氣候適應力和韌性以應對極端天氣事件等實體氣候風險之外，我們亦密切關注不同的過渡風險，例如緊貼科技變革及市場趨勢，推動創新技術以減少對環境的影響，同時鼓勵我們的客戶、租戶和供應商共同採取行動應對氣候變化。

為了將低氣候變化帶來的不良影響降到最低，本集團位於上海、浙江等區域的附屬公司開啟了防颱風應急預案，密切關注颱風動向，提前落實應對防範措施，加強應急巡查值守，認真排查風險隱患，強化重點區域重要部位的安全管理。

Case Study: Defense against Super Typhoon Chanthu

案例：防禦超強颱風「燦都」

As Shanghai was the most affected region by super typhoon Chanthu, our Shanghai subsidiary formulated and implemented defensive measures in advance. The subsidiary strictly implemented policies on emergency duty and information reporting and carefully inspected all potential dangers:

- ✓ Reinforcing temporary facilities, scaffolding and temporary facilities in living areas and cleaning up construction materials and waste temporarily placed at height to prevent falling and causing harm to people;
- ✓ Ensuring the drainage facilities around power facilities were reliable to prevent electric leakage and causing harm to people;
- ✓ Ensuring the lightning protection devices of tower cranes, passenger and freight elevators, lifting cage and other construction equipment were in good condition and effective, cutting off power supply and prohibiting staff working at heights;
- ✓ Ensuring all doors and windows of the completed projects at delivery stage were tightly closed.

Our Zhejiang subsidiary also attached great importance to the defense of Chanthu. It set up a duty reporting group and published the Notice on Flood Control and Defending against Typhoon in a timely manner. In addition to the reinforcement of temporary facilities and equipment, our Zhejiang subsidiary also arranged 24-hour on-duty patrol. Puddles were pumped in a timely manner. Safety inspections on temporary facilities in living areas and warehouses at construction sites were also conducted effectively.

作為強颱風「燦都」影響最大的地區，位於上海的附屬公司提前謀劃佈置防禦工作，嚴格落實應急值守和信息報告制度，認真排查風險隱患，例如：

- ✓ 加固臨時設施、腳手架、生活區臨時設施等，清理高空臨時堆放的施工材料及施工垃圾等，防止墜落傷人；
- ✓ 確保電力設施四周排水措施可靠，防止漏電傷人；
- ✓ 確保塔吊、人貨梯、吊籃等施工設備防雷裝置完好有效，並切斷電源，停止高空作業；
- ✓ 竣工交付階段項目確保門窗緊閉。

位於浙江的附屬公司亦高度重視防禦「燦都」工作，建立值班情況匯報群，第一時間發布《關於做好防汛抗台工作的通知》。除了落實臨時設施設備加固之外，浙江的附屬公司亦開展了24小時值班巡查，一旦發現積水及時進行抽水；做好對施工現場生活、倉庫等臨時設施的安全排查。



Sealing doors with sandbags

用沙袋封堵門縫



Distributing flood control materials at worker settlement site

在工人安置點發放防汛物資



The Group organized training on knowledge of defending against disasters, such as floods, earthquakes and lightning, so as to improve employees' capabilities in emergency rescue and disaster relief
本集團為員工開展洪水、地震、雷電等災害防護知識普及教育培訓，提高員工應急救援減災能力

6.5 Overview of Environmental Protection Performance

We have collected our environmental data on emissions and resource usage of the Hong Kong & Shanghai headquarters of the Group.

6.5 環境績效總覽

我們統計了本集團香港和上海總部在排放物和資源使用方面的環境數據。

	Unit 單位	2021 2021年	2020 2020年
Air pollutant emission⁶ 大氣污染物排放量 ⁶			
Nitrogen Oxides (NO _x) 氮氧化物(NO _x)	kg 千克	29.34	11.63
Sulphur Dioxide (SO _x) 硫氧化物(SO _x)	kg 千克	0.40	0.41
Carbon Monoxide (CO) 一氧化碳(CO)	kg 千克	17.76	—
Particulate Matter (PM) 顆粒物(PM)	kg 千克	1.37	1.75
Resource consumption and intensity⁷ 資源消耗量及密度 ⁷			
Direct energy 直接能源			
Total unleaded gasoline consumption 無鉛汽油總量	MWh 兆瓦時	59.52	71.79
Total unleaded gasoline consumption intensity 無鉛汽油總量密度	MWh/employee 兆瓦時／員工	0.31	0.64
Total gasoline consumption 汽油消耗總量	MWh 兆瓦時	192.44	190.71
Total gasoline consumption intensity 汽油消耗總量密度	MWh/employee 兆瓦時／員工	0.99	1.69

⁶ The data of air pollutant emission of the Group was sourced from the vehicle emission data of the Hong Kong & Shanghai headquarters. The calculation method of air pollutant emission data for 2021 is based on the Technical Guidelines for the Preparation of Air Pollutant Emission from Road Motor Vehicles (Trial) published by the Ministry of Ecology and Environment of the People's Republic of China and EMEP/EEA Air Pollutant Emission Inventory Guidebook – 2016 published by the European Environmental Agency.

⁷ The environmental data intensity is calculated based on the number of employees of the Hong Kong & Shanghai headquarters. In 2021 and 2020, the number of employees was 195 and 113, respectively. In order to ensure a meaningful comparison, we have adjusted the resources consumption for 2020 and data disclosed in this Report shall prevail.

⁶ 本集團大氣污染物排放量來源於香港和上海總部的車輛排放數據。2021年度的大氣污染物排放數據的計算方法參考自中華人民共和國生態環境部發佈的《道路機動車大氣污染物排放清單編製技術指南(試行)》以及歐洲環境署發佈的《EMEP/EEA Air Pollutant Emission Inventory Guidebook — 2016》。

⁷ 環境數據密度採用香港和上海總部員工人數計算，2021年為195人，2020年為113人。為了確保有意義的對比，本集團對2020年度的資源消耗量進行調整，2020年度的資源消耗量以本報告為準。

	Unit 單位	2021 2021年	2020 2020年
Indirect energy 間接能源			
Total electricity consumption 電力消耗總量	MWh 兆瓦時	411.79	337.16
Total electricity consumption intensity 電力消耗總量密度	MWh/employee 兆瓦時／員工	2.11	2.98
Total water consumption ⁸ 總耗水量 ⁸	litres 公升	44,749.90	—
Total water consumption intensity 總耗水密度	litres/employee 公升／員工	229.49	—
Other resources 其他資源			
Total consumption of office paper 辦公用紙總量	tonne 噸	1.56	2.16
Total consumption of office paper intensity 辦公用紙總量密度	Tonne/employee 噸／員工	0.008	0.019

⁸ The daily water of the Group mainly comes from the municipal water supply network and there is no difficulty in obtaining water. As the water supply and usage is managed by the property management company, the Group is unable to obtain relevant data. Data is estimated based on the average daily consumption of drinking water.

⁸ 本集團日常用水主要來自市政管網供水，並無求取水源上的困難。由於大廈物業管理統一管理供用水，本集團無法獲取相關數據，因此此部分僅按照日均飲用水量進行估算。

	Unit 單位	2021 2021年	2020 2020年
Greenhouse gases emission and intensity 溫室氣體產生排放量及密度			
Scope 1 ⁹ 範圍一 ⁹	tonne CO ₂ equivalent 噸二氧化碳當量	63.44	68.67
Scope 2 ¹⁰ 範圍二 ¹⁰	tonne CO ₂ 噸二氧化碳	256.67	270.77
Scope 3 ¹¹ 範圍三 ¹¹	tonne CO ₂ 噸二氧化碳	199.78	350.38
Total greenhouse gases emission 總溫室氣體排放量	tonne CO ₂ equivalent 噸二氧化碳當量	519.89	689.82
Total greenhouse gases emission intensity 總溫室氣體排放密度	tonne CO ₂ equivalent/ employee 噸二氧化碳當量／員工	2.67	6.10

⁹ Scope 1 emission represents greenhouse gases emitted from the fuel combustion by vehicles owned by the Hong Kong & Shanghai headquarters. The calculation of Scope 1 greenhouse gases emission data for 2021 is based on the Greenhouse Gas Emissions Accounting Methodology and Reporting Guidelines for Land Transport Enterprises (Trial) published by the Ministry of Ecology and Environment of the People's Republic of China and Greenhouse Gas Inventory Guidance - Direct Emissions from Mobile Combustion Sources.

¹⁰ Scope 2 emission represents greenhouse gases emitted via consumption of purchased electricity by the Hong Kong & Shanghai headquarters. The calculation of Scope 2 greenhouse gases emission data for 2021 is based on the average emission factors of national grid as specified in the amendments to the Guidelines on Enterprise Greenhouse Gas Emissions Accounting and Reporting - Power Generation Facilities (2021 Revision) (Draft for Comments) published by the Ministry of Ecology and Environment of the People's Republic of China, the carbon calculator from HK Electric Investments Limited and the greenhouse gas emission factors of outsourced power for 2020 disclosed in the 2020 Sustainability Report published by the CLP Power Hong Kong Limited.

¹¹ Scope 3 emission represents greenhouse gases emitted via business trips by the Hong Kong & Shanghai headquarters. The calculation of Scope 3 greenhouse gases emission data is based on the carbon calculator from International Civil Aviation Organization.

⁹ 本集團範圍一溫室氣體來自香港和上海總部的車輛燃料所引致的溫室氣體。2021年度的範圍一溫室氣體排放數據的計算方法參考中華人民共和國生態環境部發佈的《陸上交通運輸企業溫室氣體排放核算方法與報告指南(試行)》及《Greenhouse Gas Inventory Guidance - Direct Emissions from Mobile Combustion Sources》。

¹⁰ 本集團範圍二溫室氣體來自香港和上海總部的外購電力在生產過程中所引致的溫室氣體。2021年度的範圍二溫室氣體的計算方法參考中國生態環境部發佈的《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)》(徵求意見稿)修訂說明中的全國電網平均排放因子、港燈電力投資有限公司「碳排放計算器」及中華電力有限公司《2020可持續發展報告》的2020年外購電力溫室氣體排放因子。

¹¹ 本集團範圍三溫室氣體來自香港和上海總部員工於公幹時所乘搭的航班所引致的溫室氣體。溫室氣體(範圍三)排放數據的計算方法參考國際民航組織碳排放計算器。

	Unit 單位	2021 2021年	2020 2020年
Volume and intensity of hazardous wastes generated ¹² 有害廢棄物產生量及密度 ¹²			
Volume of waste battery generated 廢電池產生量	kg 千克	0.016	—
Intensity of waste battery generated 廢電池產生密度	kg/employee 千克／員工	8x10 ⁻⁵	—
Volume of waste ink cartridges generated 廢墨水匣產生量			
Volume of waste ink cartridges generated 廢墨水匣產生量	kg 千克	0.029	—
Intensity of waste ink cartridges generated 廢墨水匣產生密度	kg/employee 千克／員工	15x10 ⁻⁵	—
Volume and intensity of non-hazardous wastes generated ¹³ 無害廢棄物產生量及密度 ¹³			
Volume of domestic waste generated 生活垃圾產生量	kg 千克	15.12	11.60
Intensity of domestic waste generated 生活垃圾產生密度	Kg/employee 千克／員工	0.078	0.13

¹² All hazardous waste generated by the Group is collected and handled by qualified organization.

¹³ Non-hazardous waste generated by the Group is classified and stored in specific recycling place, whereas the domestic waste is regularly cleared by qualified organization.

¹² 本集團所產生的有害廢棄物全部交由具資質機構回收處置。

¹³ 本集團所產生的無害廢棄物，分類存放至專門回收處，生活垃圾則由具資質機構處置。

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《環境、社會及管治報告指引》內容索引

Mandatory Disclosure Requirements	Description	Referencing Section or Explanation
強制披露要求	描述	披露章節或解釋
Governance Structure	A statement from the Board containing the following elements: (i) a disclosure of the Board's oversight of ESG issues; (ii) the Board's ESG management approach and strategy, including the process used to evaluate, prioritize and manage material ESG-related issues (including risks to the issuer's businesses); and (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.	2. Sustainable Development Governance
管治架構	由董事會發出的聲明，當中載有下列內容： (i) 披露董事會對環境、社會及管治事宜的監管； (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 (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。	2. 可持續發展管治
Reporting Principles	A description of, or an explanation on, the application of the following reporting principles in the preparation of the ESG report	1. About this Report
匯報原則	描述或解釋在編備環境、社會及管治報告時如何應用下列匯報原則	1. 關於本報告
Reporting Boundary	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.	1. About this Report
匯報範圍	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	1. 關於本報告

General Disclosures/ KPIs	Description	Referencing Section or Explanation
一般披露／關鍵績效 指標	描述	披露章節或解釋
A. Environment		
A. 環境		
Aspect A1: Emissions		
層面A1：排放物		
General Disclosure	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.	6 Low-carbon Operation
一般披露	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	6 低碳運營
KPI	A1.1 The types of emissions and respective emissions data	6.5 Overview of Environmental Protection Performance
關鍵績效指標	A1.1 排放物種類及相關排放數據	6.5 環境績效總覽
	A1.2 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	6.5 Overview of Environmental Protection Performance
	A1.2 直接(範圍1)及能源間接(範圍2)溫室氣體排放量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)	6.5 環境績效總覽
	A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	6.5 Overview of Environmental Protection Performance
	A1.3 所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)	6.5 環境績效總覽

General Disclosures/ KPIs 一般披露／關鍵績效 指標	Description 描述	Referencing Section or Explanation 披露章節或解釋
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	6.5 Overview of Environmental Protection Performance
A1.4	所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)	6.5 環境績效總覽
A1.5	Description of emission target(s) set and steps taken to achieve them	6.2 Green Construction Management 6.3 Promoting Green Operation 6.4 Coping with Climate Change
A1.5	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	6.2 綠色施工管理 6.3 推進綠色運營 6.4 應對氣候變化
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	6.2 Green Construction Management 6.3 Promoting Green Operation 6.4 Coping with Climate Change
A1.6	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	6.2 綠色施工管理 6.3 推進綠色運營 6.4 應對氣候變化

General Disclosures/ KPIs	Description	Referencing Section or Explanation
一般披露／關鍵績效 指標	描述	披露章節或解釋
Aspect A2: Use of Resources		
層面A2：資源使用		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	6 Low-carbon Operation
一般披露	有效使用資源(包括能源、水及其他原材料)的政策	6 低碳運營
KPI	A2.1 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility)	6.5 Overview of Environmental Protection Performance
關鍵績效指標	A2.1 按類型劃分的直接及／或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)	6.5 環境績效總覽
	A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility)	6.5 Overview of Environmental Protection Performance
	A2.2 總耗水量及密度(如以每產量單位、每項設施計算)	6.5 環境績效總覽
	A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them	6.2 Green Construction Management 6.3 Promoting Green Operation 6.4 Coping with Climate Change
	A2.3 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	6.2 綠色施工管理 6.3 推進綠色運營 6.4 應對氣候變化

General Disclosures/ KPIs 一般披露／關鍵績效 指標	Description 描述	Referencing Section or Explanation 披露章節或解釋
	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	6.2 Green Construction Management 6.3 Promoting Green Operation 6.4 Coping with Climate Change
	A2.4 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	6.2 綠色施工管理 6.3 推進綠色運營 6.4 應對氣候變化
	A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced	* Consumption of packaging material is not applicable to the Group due to its business nature
	A2.5 製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位佔量	* 本集團的業務性質並不涉及包裝材料的消耗

Aspect A3: The Environment and Natural Resources

層面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	6 Low-carbon Operation 6 低碳運營
KPI	A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	6.2 Green Construction Management 6.3 Promoting Green Operation 6.4 Coping with Climate Change
關鍵績效指標	A3.1 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	6.2 綠色施工管理 6.3 推進綠色運營 6.4 應對氣候變化

General Disclosures/ KPIs	Description	Referencing Section or Explanation
一般披露／關鍵績效 指標	描述	披露章節或解釋
Aspect A4: Climate Change		
層面A4：氣候變化		
General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer	6 Low-carbon Operation 6.4 Coping with Climate Change
一般披露	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	6 低碳運營 6.4 應對氣候變化
KPI	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	6.2 Green Construction Management 6.3 Promoting Green Operation 6.4 Coping with Climate Change
關鍵績效指標	A4.1 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	6.2 綠色施工管理 6.3 推進綠色運營 6.4 應對氣候變化

B. Social**B. 社會****Aspect B1: Employment****層面B1：僱傭**

General Disclosure	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	4.1 Enhancing Employee Management
一般披露	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	4.1 加強員工管理

General Disclosures/ KPIs		Description	Referencing Section or Explanation
一般披露／關鍵績效 指標		描述	披露章節或解釋
Mandatory Disclosure	B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region	4.1 Enhancing Employee Management
強制披露	B1.1	按性別、僱傭類型(如全日或兼職)、年齡組別及地區劃分的僱員總數	4.1 加強員工管理
	B1.2	Employee turnover rate by gender, age group and geographical region	4.1 Enhancing Employee Management
	B1.2	按性別、年齡組別及地區劃分的僱員流失比率	4.1 加強員工管理
Aspect B2: Health and Safety			
層面B2：健康與安全			
General Disclosure		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	4.2 Occupational Safety and Health
一般披露		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	4.2 健康安全職場
Mandatory Disclosure	B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year	4.2 Occupational Safety and Health
強制披露	B2.1	過去三年(包括匯報年度)每年因工亡故的人數及比率	4.2 健康安全職場
	B2.2	Lost days due to work injury	4.2 Occupational Safety and Health
	B2.2	因工傷損失工作日數	4.2 健康安全職場
	B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored	4.2 Occupational Safety and Health
	B2.3	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	4.2 健康安全職場

General Disclosures/ KPIs		Description	Referencing Section or Explanation
一般披露／關鍵績效 指標		描述	披露章節或解釋
Aspect B3: Development and Training			
層面B3：發展及培訓			
General Disclosure		Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities	4.3 Cultivating Talents 4.4 Promoting Work-Life Balanced Lifestyle
一般披露		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	4.3 培養優秀人才 4.4 提倡平衡生活
Mandatory Disclosure	B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management)	4.3 Cultivating Talents
強制披露	B3.1	按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比	4.3 培養優秀人才
	B3.2	The average training hours completed per employee by gender and employee category	4.3 Cultivating Talents
	B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數	4.3 培養優秀人才
Aspect B4: Labour Standards			
層面B4：勞工準則			
General Disclosure		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	4.1 Enhancing Employee Management
一般披露		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	4.1 加強員工管理
Mandatory Disclosure	B4.1	Description of measures to review employment practices to avoid child and forced labour	4.1 Enhancing Employee Management
強制披露	B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工	4.1 加強員工管理

General Disclosures/ KPIs 一般披露／關鍵績效 指標	Description 描述	Referencing Section or Explanation 披露章節或解釋
	B4.2 Description of steps taken to eliminate such practices when discovered	* During the Reporting Period, the Group did not find any non-compliance incident
	B4.2 描述在發現違規情況時消除有關情況所採取的步驟	* 於報告期內，本集團並沒有發現違規情況

Aspect B5: Supply Chain Management

層面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	5.1 Responsible Supply Chain 5.1 負責任供應鏈
Mandatory Disclosure 強制披露	B5.1	Number of suppliers by geographical region 按地區劃分的供應商數目	5.1 Responsible Supply Chain 5.1 負責任供應鏈
	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	5.1 Responsible Supply Chain 5.1 負責任供應鏈
	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	5.1 Responsible Supply Chain 5.1 負責任供應鏈
	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	5.1 Responsible Supply Chain 5.1 負責任供應鏈

General Disclosures/ KPIs		Description	Referencing Section or Explanation
一般披露／關鍵績效 指標		描述	披露章節或解釋
Aspect B6: Product Responsibility			
層面B6：產品責任			
General Disclosure		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	3 Ingenious Construction * Labelling of products and services is not applicable to the Group due to its business nature
一般披露		有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	3 匠心築造 * 本集團的業務性質並不涉及產品及服務的標籤
Mandatory Disclosure	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	3.1 Developing Quality Products
強制披露	B6.1	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	3.1 開拓優質產品
	B6.2	Number of products and service related complaints received and how they are dealt with	3.2 Creating Exquisite Experience
	B6.2	接獲關於產品及服務的投訴數目以及應對方法	3.2 締造美好經驗
	B6.3	Description of practices relating to observing and protecting intellectual property rights	3.2 Creating Exquisite Experience
	B6.3	描述與維護及保障知識產權有關的慣例	3.2 締造美好經驗

General Disclosures/ KPIs 一般披露／關鍵績效 指標	Description 描述	Referencing Section or Explanation 披露章節或解釋
	B6.4 Description of quality assurance process and recall procedures	3.1 Developing Quality Products 3.2 Creating Exquisite Experience * Product recall procedures are not applicable to the Group due to its business nature
	B6.4 描述質量檢定過程及產品回收程序	3.1 開拓優質產品 3.2 締造美好經驗 * 本集團的業務性質並不涉及產品回收程序
	B6.5 Description of consumer data protection and privacy policies, and how they are implemented and monitored	3.2 Creating Exquisite Experience
	B6.5 描述消費者資料保障及私隱政策，以及相關執行及監察方法	3.2 締造美好經驗
Aspect B7: Anti-corruption		
層面B7：反貪污		
General Disclosure	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.	2.5 Business Integrity
一般披露	有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	2.5 堅持廉潔經營
Mandatory Disclosure	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	2.5 Business Integrity
強制披露	B7.1 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果	2.5 堅持廉潔經營

General Disclosures/ KPIs 一般披露／關鍵績效 指標	Description 描述	Referencing Section or Explanation 披露章節或解釋
	B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored	2.5 Business Integrity
	B7.2 描述防範措施及舉報程序，以及相關執行及監察方法	2.5 堅持廉潔經營
	B7.3 Description of anti-corruption training provided to directors and staff	2.5 Business Integrity
	B7.3 描述向董事及員工提供的反貪污培訓	2.5 堅持廉潔經營
Aspect B8: Community Investment		
層面B8：社區投資		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	5.2 Community Investment
一般披露	有關以社區參與來了解運營所在社區需要和確保其業務活動會考慮社區利益的政策	5.2 助力社區投資
Mandatory Disclosure	B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport)	5.2 Community Investment
強制披露	B8.1 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)	5.2 助力社區投資
	B8.2 Resources contributed (e.g. money or time) to the focus area	5.2 Community Investment
	B8.2 在專注範疇所動用資源(如金錢或時間)	5.2 助力社區投資



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