



# CHINA SCE GROUP HOLDINGS LIMITED

## 中駿集團控股有限公司

(Incorporated in the Cayman Islands with limited liability 於開曼群島註冊成立的有限公司)

Stock Code 股份代號 : 1966

# 2021

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告



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# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

### About the Group

China SCE Group Holdings Limited (“China SCE” or the “Company”), together with its subsidiaries (collectively, the “Group”), has its operational headquarters in Shanghai, is principally engaged in property development, commercial management, property management and long-term rental apartment business, and implement its regional focused in the Yangtze River Delta Economic Zone, the Guangdong-Hong Kong-Macao Greater Bay Area, the Bohai Rim Economic Zone, the West Taiwan Strait Economic Zone and the Central Western Region. With a vision to “Building a Century-long Corporate Legacy and Leading the Creation of a Better Lifestyle”, the Group has been persisted in pursuing the development path of “One Body” for residential development and “Two Wings” for shopping centres and long-term rental apartments, maintaining a growth scale that exceeds the average growth rate of the industry. In 2020, the Group was on track to achieve its goal of “Entering the 100-billion Level of Property Enterprise”.

After surpassing 100-billion in scale, the Group continued to consolidate its “One Body” and expand its “Two Wings”. In July 2021, the Group successfully listed its property management business<sup>1</sup>, which is a refined and intelligent service positioning for its commercial and residential property management business. It marks the beginning of a new journey for the Group’s commercial and residential property management business. As at December 2021, the Group’s business covered 63 cities, with 25 new projects and a land bank of 38.23 million square metres (“sq.m.”). Looking ahead, the Group will continue to consolidate its regional leadership position and become a leading creator of a better lifestyle with a more proactive and stable development strategy.

### 關於本集團

中駿集團控股有限公司(簡稱「中駿」或「本公司」)，連同其附屬公司(統稱「本集團」)運營總部設於上海，主要專注以長三角經濟圈、粵港澳大灣區、環渤海經濟圈、海峽西岸經濟圈及中西部地區為重點，從物業開發、商業管理、物業管理及長租公寓業務。立志於「打造受人尊敬的百年企業，成為卓越的美好生活引領者」，本集團堅持踐行以住宅開發為「一體」，購物中心及長租公寓為「兩翼」的發展道路，保持超越行業平均增速的規模增長。二零二零年，本集團如期實現「邁入千億房企」的目標。

突破千億規模後，本集團繼續夯實「一體」，做大「兩翼」。於二零二一年七月成功將物業管理業務分拆上市<sup>1</sup>，明確商業及住宅物業管理業務的精細化智慧服務定位，標誌着本集團商業及住宅物業管理業務踏上新的征程。截止二零二一年十二月，本集團的業務覆蓋63個城市，新增項目25個，土地儲備面積達3,823萬平方米。展望未來，本集團將持續鞏固區域領先地位，以更積極穩健的發展策略成為卓越的美好生活引領者。



#### Customer-oriented

Strive for customers' satisfaction and trust

#### 客戶至上

矢志追求客戶的滿意和信賴



#### Persistence

Devoted to create values

#### 持續奮鬥

全力以赴，以價值創造者為本



#### Simplicity and Self-discipline

Simplicity brings ultimate wisdom; self-discipline grants the greatest freedom

#### 簡單自律

最簡單最智慧，最自律最自由



#### Embrace Change

Dare to change, self breakthrough, continuous iteration

#### 擁抱變化

勇於謀變，突破自我，持續迭代

<sup>1</sup> SCE Intelligent Commercial Management Holdings Limited (“SCE CM”, Stock code: 606).

<sup>1</sup> 中駿商管智慧服務控股有限公司(「中駿商管」，股份代號：606)。

# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

### Awards 獎項

- Fortune China 500 in 2021  
2021年《財富》中國500強
- 2021 TOP 10 of Operations of China Commercial Real Estate Developers  
2021中國房地產開發企業商業地產運營TOP 10
- 2021 Best 50 of China Real Estate Listed Companies with Comprehensive Strengths — No. 35  
2021中國房地產上市公司綜合實力50強 — 第35位
- 2021 Best 5 of China Real Estate Listed Companies with Best Business Performances — No. 2  
2021中國房地產上市公司經營績效5強 — 第2位
- 2021 TOP 50 of China Real Estate Developers — No. 41  
2021中國房地產開發企業綜合實力TOP 50 — 第41位
- 2021 Best 50 of China Real Estate Developers Brand Value — No. 35  
2021中國房地產開發企業品牌價值50強 — 第35位
- 2021 Pioneer Case of Social Responsibility  
2021年度社會責任先鋒案例
- 2021 Social Responsibility Excellence Award  
2021年社會責任卓越貢獻獎
- 2021 Socially Responsible Enterprise of the Year  
2021年度傑出社會責任企業
- “My People, My Country” 2021 Community Responsibility Brand Award  
「我和我的祖國」2021年度公益責任品牌獎
- 2021 ESG Corporate Star  
2021 ESG綠色公司之星
- Mr. Wong Chiu Yeung was awarded the title of “Nan’an Philanthropist”  
黃朝陽先生被授予「南安慈善家」稱號

### Issuing Organisations 頒發機構

- Fortune China  
《財富》中國
- China Real Estate Association and China Real Estate Appraisal Centre of Shanghai E-house Real Estate Research Institute  
中國房地產業協會、上海易居房地產研究院中國房地產測評中心
- China Real Estate Association and China Real Estate Appraisal Centre of Shanghai E-house Real Estate Research Institute  
中國房地產業協會、上海易居房地產研究院中國房地產測評中心
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- China Real Estate Association and China Real Estate Appraisal Centre of Shanghai E-house Real Estate Research Institute  
中國房地產業協會、上海易居房地產研究院中國房地產測評中心
- People’s Daily “International Financial News”  
人民日報社《國際金融報》
- China Business Journal  
《中國經營報》
- Investor China  
投資者網
- CCTV — “Smart China”  
CCTV — 《智慧中國》
- Biaodian Institute of Finance, “China Investment Network”  
標點財經研究院、《投資時報》
- Nan’an Municipal Committee and Nan’an Municipal Government  
南安市委員會、南安市人民政府

# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

### About this Report

In addition to enhancing its hard power, China SCE also values the consolidation of its soft power and its commitment to social responsibility. Based on this, the Group recognises the importance of operating in a responsible manner towards the environment and the community with a view to achieving sustainable development. In order to share the efforts and performance of the Group's sustainable development from 1 January 2021 to 31 December 2021 (the "Year"), the Company is pleased to present its sixth environmental, social and governance report (the "Report").

This Report has been prepared in compliance with the "Environmental, Social and Governance Reporting Guide" as set out in Appendix 27 of the Listing Rules on the Main Board of The Stock Exchange of Hong Kong Limited (the "Stock Exchange"). Through communication with stakeholders, the Group has assessed the importance of a number of environmental, social and governance ("ESG") issues to the business and stakeholders, and has outlined the ESG policies, initiatives and performance of the Group's core business — the property development business, in accordance with the principles of materiality, quantitative, balance and consistency in reporting. This Report is prepared in both Chinese and English and is published through the website of the Stock Exchange and the Company's website ([www.sce-re.com](http://www.sce-re.com)). The Group has established internal monitoring and review procedures to ensure that all information presented in this Report is accurate and reliable. The board of directors of the Company (the "Board") has confirmed and approved the release of this Report on 27 May 2022. If there are any contradictions or inconsistencies between the Chinese and English versions, the Chinese version shall prevail.

### 關於本報告

中駿在提升硬實力的同時，也看重企業軟實力的鞏固及對社會責任的承擔。建基於此，本集團確認對環境及社區以負責任方式營運的重要性，希冀達至可持續發展。為分享本集團於二零二一年一月一日至二零二一年十二月三十一日（「本年度」）在可持續發展工作上的努力及表現，本公司欣然提呈第六份《環境、社會及管治報告》（「本報告」）。

本報告乃遵照香港聯合交易所有限公司（「聯交所」）主板證券上市規則附錄二十七「環境、社會及管治報告指引」編製。透過與持份者溝通，本集團已評估多項環境、社會及管治事宜對業務及持份者的重要性，並按照重要性、量化、平衡及一致性的報告原則，概述本集團之核心業務 — 物業發展業務在環境、社會及管治方面的政策、措施及表現。本報告以中、英文編寫，透過聯交所網站及本公司網站（[www.sce-re.com](http://www.sce-re.com)）發佈。本集團已成立內部監控及審查程序，竭力確保本報告所有呈現的資料均準確可靠。本報告已於二零二二年五月二十七日由本公司董事會確認及批准發佈。如中、英文版本有任何抵觸或不相符之處，應以中文版本為準。

# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

### Reporting Principles 報告原則

### The Group's Response 本集團回應

#### Materiality 重要性



The Group invited internal and external stakeholders to conduct an online survey to help identify important environmental and social issues. The issues identified were reviewed and confirmed by the Board. These issues reflect the significant economic, environmental and social impacts of the Group's operations and are highlighted in this Report.

本集團邀請內部及外部持份者進行網上問卷調查，協助識別環境及社會的重要議題。所識別的議題經董事會審視及確認。此等議題反映了本集團營運對經濟、環境及社會的重要影響，並於本報告重點披露。

#### Quantitative 量化



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

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

#### Balance 平衡



The Group has prepared this Report in an unbiased manner, describing the opportunities and potential risks to the Group's sustainable development and the related countermeasures to enable stakeholders to objectively assess the Group's overall performance.

本集團以不偏不倚作為編寫本報告的原則，闡述本集團在可持續發展的機遇和所面對的潛在風險以及相關應對措施，讓持份者可客觀地評估本集團的整體績效。

#### Consistency 一致性



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

於本報告中，本集團以一致的數據統計方式，並在可行的情況下提供往年數據作比較，以展示本集團於可持續發展的績效及進程。

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Planning for the Group's sustainability strategy is underway and will progress from the headquarters to the regional operating levels. To act in concert of this purpose, this Report focuses on property development business, the environmental and social performance covers the Group's headquarters in Shanghai, as well as the six regional companies<sup>2</sup>. This scope has included those operations that are important to the Group in maintaining the stability and growth of its business and are under the direct management of the Group. The relevant statistics and disclosures help the Group to sort out the status quo in order to set specific management objectives.

For the sustainable development performance of the Group's property management and commercial management, please refer to the "Environmental, Social and Governance Report" independently prepared by SCE CM.

### Feedbacks

The Group's continuous progress depends on the valuable input from our stakeholders. If you are in doubt or have any recommendations in respect of the contents and presentation of this Report, you are welcome to contact the Group at [ir@sce-re.com](mailto:ir@sce-re.com).

本集團正開展可持續發展策略的規劃工作，計劃將由總部向各區域運營層層遞進。為配合該工作，本報告聚焦物業開發業務，環境和社會績效涵蓋本集團位於上海之總部辦公室，以及六大區域公司<sup>2</sup>。該範圍已包括對本集團保持業務穩定及增長有重要影響，且屬本集團直接管理的運營點。相關數據統計及披露有助於本集團梳理現狀，以設定具體管理目標。

有關本集團物管及商管的可持續發展表現，可參閱中駿商管獨立編制的《環境、社會及管治報告》。

### 意見反饋

本集團的持續進步有賴各持份者的寶貴意見。如閣下對本報告的內容或匯報形式有任何疑問或建議，歡迎透過電郵方式 [ir@sce-re.com](mailto:ir@sce-re.com) 與本集團聯絡。

<sup>2</sup> Includes the West Taiwan Strait Region company, Southeast China Region company, Southwest China Region company, Southern China Region company, Northern China Region company and Central China Region company.

<sup>2</sup> 包括海西區域公司，東南區域公司，西南區域公司，華南區域公司，華北區域公司及華中區域公司。

# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

### Message from the Chairman

In 2021, even though the threat of COVID-19 has not yet been fully lifted, the economy has recovered under the efforts of all parties involved to fight against epidemic. It was also the start of China's "14<sup>th</sup> Five-Year Plan". As the reform of the land supply side continues to deepen and the overall policies in the real estate market become tighter, the traditional business model has encountered more challenges. In the face of the changing environment and industry trends, China SCE continues to analyse its strengths and resources and continue to drive its development and transformation through differentiated strategies to meet the future with both opportunities and challenges.

"Redefine Today by Tomorrows", China SCE has always followed this strategic concept to build customer's feelings, empower employees, create value for society, and integrate the business mission of "Creating Smart Living to Help Seize Happiness" into daily operations. Good corporate governance standards, environmental protection initiatives and sharing of stakeholders' values are keys to our continuous devotion of effort and the fruitful results of keeping abreast of the latest trend amid the powerful stream of time.

### Governance Performance

In order to manage the Group's sustainability-related issues more effectively and to enhance the Board's accountability, we established a Sustainable Development Steering Committee ("Committee") during the Year. The Committee will report regularly to the Board and is comprised of the relevant department heads to assist the Board in managing the ESG issues. The Board will allocate appropriate resources to support the future sustainable development of the Group in accordance with the needs of the Group.

### 主席寄語

二零二一年，即使新冠疫情威脅仍未得到完全解除，在各方竭力抗疫下，經濟復甦勢頭良好。這一年也是中國「十四五」規劃的開局之年。隨著土地供給側改革持續深化，房地產市場政策整體趨緊，傳統經營模式遭遇更多挑戰。面對大環境與行業多變風向，中駿分析自身優勢和資源，繼續通過差異化戰略驅動企業發展與轉型，迎接機遇與挑戰兼具的未來。

「以未來決定現在」，中駿始終遵循着這戰略理念，為客戶築感動，為員工賦能，為社會創造價值，將「創建智慧生活，讓幸福觸手可及」的企業使命融入日常運營。良好的企業管治標準、環境保護舉措及持份者價值共用，是我們能在時代發展的洪流中，不斷貢獻力量，並採擷與時俱進的成果的關鍵所在。

### 管治表現

為了更有效地管理本集團的可持續發展相關事宜，並加強董事會的責任。本年度，我們成立了可持續發展督導委員會（「委員會」）。該委員會會定期向董事會匯報，並由相關部門主管為成員，輔助董事會管理環境、社會及管治事宜。董事會將根據本集團的需要分配適當的資源以支持未來的可持續發展。



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### Environmental Performance

The transition to a low-carbon economy is a major trend in the global response to climate change. Through our continuous exploration of green and intelligent building design and development, we strive to progressively reduce the environmental impact of our operations and implementing the concept of environmental protection. To accelerate the realisation of a low-carbon future, the Group launched a sustainable financing framework in September this year and plans to further expand our contribution to global sustainability in areas such as green buildings and energy efficiency and emission reduction through green and sustainable financial instruments in the future.

### Social Performance

The quality tradition of refinement has allowed China SCE to grow in intense competition. We have never changed the original intention of the product standard, from the pursuit of high-quality products to the lingering scenes and experiences created by high-quality products, we are committed to create the ultimate products and services. In a pioneering spirit of focusing on the needs of our customers, we released the “FUN Heart” customer service system this year to maintain two-way communication between our customers and China SCE under various scenarios, with accurate insight and rapid response to customer opinions and requests. In addition to caring for our customers, the Group also focuses on promoting the well-being and development of our employees, suppliers, contractors and the wider community as an important part of achieving our corporate mission and strategic objectives.

Looking ahead, the Group will continue to review and improve its own sustainability policy and strategy under the leadership of the Board and the support of various stakeholders. With wisdom as the foresight, China SCE will build a happy future for its customers, employees and society.

#### Wong Chiu Yeung

Chairman

27 May 2022

### 環境表現

轉型至低碳經濟為全球應對氣候變化的大趨勢。我們通過不斷探索綠色及智能建築設計及開發，致力逐步減少運營對環境的影響，踐行環保理念。為了加快實現低碳未來，本集團於本年度九月推出可持續融資框架，計劃未來透過綠色和可持續金融工具，進一步擴大我們在綠色建築及節能減排等領域對全球可持續發展的貢獻。

### 社會表現

精益求精的品質傳統，讓中駿在激烈的競爭中發展壯大。我們從未改變產品本位的初衷，從追求優質產品，到優質產品所營造的令人流連的場景與體驗，致力把產品和服務做到極致。秉持着專注客戶需求的匠心精神，我們今年發佈了「FUN心」客戶服務體系，保持客戶與中駿之間在多個場景下的雙向溝通，精準洞察及快速回應客戶意見及訴求。除了關懷客戶，本集團亦注重促進員工、供應商、承辦商及更廣泛社區大眾的福祉與發展，並視之為實現我們企業使命及戰略目標的重要一環。

展望將來，本集團會繼續於董事會的領導及各持份者的支持下，持續檢討及完善自身的可持續發展方針及策略，以智慧為遠見，築就屬於中駿客戶、員工及社會的幸福未來。

#### 黃朝陽

主席

二零二二年五月二十七日

# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

### Environmental, Social and Governance Approach

The Board takes full responsibility for the ESG development of China SCE and is committed to establishing a culture of good governance to safeguard the interests of stakeholders and respond to community expectations. With increasing social and international concern over the corporate ESG performance, the Board leads the Group's departments in developing, approving and implementing policies and measures to manage ESG issues in order to minimise the environmental and social impact of the Group's operations and to identify related risks at an early stage. The Board will also continue to enhance its involvement in ESG work, maintain regular meetings with management and review progress and effectiveness in order to establish a top-down governance model.

To better manage the ESG issues of the Group and to enhance the accountability of the Board, the Committee was established by China SCE during the Year. The Committee is chaired by a director and has the relevant department heads as key members to ensure the effective implementation of the Group's sustainability policies and initiatives. The Board will allocate appropriate resources to support the development of ESG work in accordance with the needs of the Group. The Committee's main authorities include:

### 環境、社會及管治方針

董事會為中駿的環境、社會及管治發展承擔全部責任，並致力建立良好的管治文化，以保障持份者的利益及回應社會期望。隨着社會及國際對企業的環境、社會及管治表現關注度上升，董事會領導本集團各部門透過制訂、審批及執行管理環境、社會及管治事宜的政策及措施，以減低本集團營運對環境及社會影響及盡早識別相關風險。董事會亦會持續加強環境、社會及管治工作的參與程度，保持與管理層以定期會議方式溝通並檢討工作進度及成效，以建立自上而下的管治模式。

為更有效地管理本集團環境、社會及管治事宜及加強董事會的問責性，中駿於本年度已成立委員會。該委員會由董事擔任主席，並由相關部門主管作為主要成員，以確保本集團的可持續發展政策及措施能有效地實施。董事會將按本集團需要，給予適當資源，以支持環境、社會及管治工作的發展。該委員會的主要職權包括：

#### Supervision 監督



Identify and manage the matters significantly affecting the Group  
識別並管理對本集團有重大影響的事宜



Manage significant ESG risks  
管理重大環境、社會及管治風險

#### Plan 計劃



Develop ESG policies, initiatives and performance targets  
制定環境、社會及管治政策、措施及績效目標



Integrate corporate social responsibility into the Group's business strategy and management programme  
將企業社會責任納入本集團的業務策略及管理方案

#### Review 檢討



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



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

# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

### Risk Management

Risk management is an ongoing process and is an indispensable part of the daily business operations of China SCE. The Group strictly complies with the laws and regulations such as the “Company Law of the People’s Republic of China (the “PRC”)” and the “Listing Rules” of the Stock Exchange, and has established a risk management and internal control system, of which the Board is fully in charge, with its finalization and execution made by responsible departments and specific positions. The comprehensive and multi-faceted risk management will enhance the future business development of the Company and create long-term value for stakeholders.

The Group identifies, monitors, evaluates and manages risks that have a significant impact on the Group on an annual basis. Environmental and social risks are also included in the daily risk review. For example, the Group continuously identifies “Occupational Health and Safety” as a key risk factor and ensures that the working environment meets the Group’s health and safety standards through regular monitoring and investigation of working hours, temperature of working environment, toxic and hazardous substances, noise and dust at each project.

### Compliance Management

The Group understands that breaches of laws and regulations could have a material impact on the Group’s business operations, results of operations, financial position and reputation. Different laws and regulations have significant impact on the Group’s business, including but not limited to: “Urban Real Estate Administration Law of the PRC”, “Regulation on the Administration of Development and Operation of Urban Real Estate”, “Advertising Law of the PRC”, “Company Law of the PRC”, “Anti-Money Laundering Law of the PRC”, “Anti-Unfair Competition Law of the PRC”, “Environmental Protection Law of the PRC”, “Atmospheric Pollution Prevention and Control Law of the PRC”, “Law of the PRC on the Prevention and Control of Environment Pollution Caused by Solid Wastes”, “Water Pollution Prevention and Control Law of the PRC”, “Energy Conservation Law of the PRC”, “Law of the PRC on the Prevention and Control of Occupational Diseases”, “Patent Law of the PRC”, “Copyright Law of the PRC”, “Trademark Law of the PRC”, “Labour Law of the PRC”, “Social Insurance Law of the PRC”, “Labour Contract Law of the PRC”, “Provisions on the Prohibition of Using Child Labour”, “Special Rules on the Labour Protection of Female Employees”, and other laws and regulations relating to air pollution, water pollution and waste management.

### 風險管理

風險管理是持續的過程，是中駿日常業務運作中不可或缺的一環。本集團嚴格遵守《中華人民共和國公司法》及聯交所《上市規則》等法律及規例，建立由董事會全面負責，責任部門及具體崗位落實執行的風險管理和內部監控系統。全方位及多角度的風險管理加強公司未來業務發展，並為持份者締造長遠價值。

本集團每年均會識別、監察、評核及管理對本集團有重大影響的風險，日常風險盤查中亦包括環境及社會風險。例如，本集團持續識別「職業健康與安全」為重要風險因素，並通過定期對各項目工作時數、工作環境溫度、有毒有害物質、噪音及粉塵等的監管與調查，確保工作環境合乎本集團健康與安全標準。

### 合規管理

本集團明白，違反法律及規例會對本集團業務營運、經營業績、財政狀況及聲譽構成重大影響。不同法律法規對本集團的業務有重要影響，包括但不限於：《中華人民共和國城市房地產管理法》、《城市房地產開發經營管理條例》、《中華人民共和國廣告法》、《中華人民共和國公司法》、《中華人民共和國反洗錢法》、《中華人民共和國反不正當競爭法》、《中華人民共和國環境保護法》、《中華人民共和國大氣污染防治法》、《中華人民共和國固體廢物污染環境防治法》、《中華人民共和國水污染防治法》、《中華人民共和國節約能源法》、《中華人民共和國職業病防治法》、《中華人民共和國專利法》、《中華人民共和國著作權法》、《中華人民共和國商標法》、《中華人民共和國勞動法》、《中華人民共和國社會保險法》、《中華人民共和國勞動合同法》、《禁止使用童工規定》、《女職工勞動保護特別規定》及其他與空氣污染、水污染及廢物管理相關的法律與條例等。

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## 環境、社會及管治報告 2021

In order to ensure the Group's compliance with laws and regulations in its daily operations, in addition to the regular internal control and compliance audits conducted by the Internal Audit and Compliance Department, the Process Department and the Internal Audit and Compliance Department also jointly form an internal audit team to review each of the operational processes of the Group annually. In addition, the Group will also keep abreast of the latest regulatory developments and provide relevant training for relevant staff. During the Year, the Group has not breached relevant laws and regulations which have material impact on the Group.

### Communication with Stakeholders

Constant internal and external stakeholder engagement enhances the transparency of communication, helps the Group understand stakeholders' views and lays the foundation for improved sustainability performance. The Group has identified key stakeholders that are significant to the business and has established multiple communication channels. The following table summarises the Group's key stakeholders and a variety of platforms and means of communications for engaging, listening and responding.

為確保本集團日常運作合法合規，除審計監察部定期執行內控及合規性審計外，流程部與審計監察部亦組成流程內審小組，每年檢視本集團各營運流程。另外，本集團亦會緊貼最新的監管發展情況，為有關員工提供相關培訓。本年度，本集團並沒有違反對本集團有重大影響的相關法律及規例。

### 持份者溝通

恆常的內部和外部持份者參與提高溝通的透明度，有助本集團瞭解持份者意見，並為改善可持續發展績效奠定基礎。本集團已確定對業務而言屬重要的主要持份者，並已建立多重溝通渠道。下表概述本集團的主要持份者及各種接觸、聆聽和回應的平台及溝通方式。

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Stakeholder Group 持份者類別	Stakeholder Expectations 持份者期望	Principal Communication Channel 主要溝通渠道
Employees 員工	<ul style="list-style-type: none"> <li>• Rights protection</li> <li>• Good working environment</li> <li>• Career development opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Satisfaction surveys</li> <li>• Employees complaining channels</li> <li>• Internal emails</li> <li>• “Grass-roots Gunshot Plan”</li> <li>• 滿意度調查</li> <li>• 員工申訴渠道</li> <li>• 內部郵件</li> <li>• 「基層炮聲計劃」</li> </ul>
Investors/shareholders 投資者／股東	<ul style="list-style-type: none"> <li>• Risk management</li> <li>• Investment returns</li> <li>• Information transparency</li> </ul>	<ul style="list-style-type: none"> <li>• General meeting</li> <li>• The Group’s website</li> <li>• The Group’s information released on the Stock Exchange</li> <li>• 股東大會</li> <li>• 本集團網頁</li> <li>• 聯交所發佈本集團消息</li> </ul>
Owners/customers 業主／客戶	<ul style="list-style-type: none"> <li>• Quality products and services</li> <li>• Ethics and integrity</li> <li>• Information transparency</li> <li>• 優質產品及服務</li> <li>• 道德與誠信</li> <li>• 資訊透明度</li> </ul>	<ul style="list-style-type: none"> <li>• “SCE Club” platform</li> <li>• Customers satisfaction surveys</li> <li>• Customers complaint hotline</li> <li>• 「中駿會」平台</li> <li>• 客戶滿意調查</li> <li>• 客戶投訴熱線</li> </ul>
Contractors/suppliers 承包商／供應商	<ul style="list-style-type: none"> <li>• Stable partnership</li> <li>• Fair and open</li> <li>• Resources support</li> <li>• 穩定夥伴關係</li> <li>• 公平公開</li> <li>• 資源支持</li> </ul>	<ul style="list-style-type: none"> <li>• Sharing seminars and training courses for contractors/suppliers</li> <li>• 承包商／供應商分享會及培訓課程</li> </ul>
Community 社區	<ul style="list-style-type: none"> <li>• Environmental and social responsibility</li> <li>• 環境及社會責任</li> </ul>	<ul style="list-style-type: none"> <li>• Volunteer activities</li> <li>• 義工活動</li> </ul>

The Group actively engages stakeholders in meaningful dialog and prioritises key issues to track and respond to their expectations. The communication process also helps the Group to identify and manage sustainability risks and opportunities in order to design sustainability strategies and targets.

本集團積極讓持份者參與有意義的對話，並優先考慮重大議題，以緊貼及回應他們的期望。溝通過程還有助於本集團辨別及管理可持續發展風險和機遇，從而設計可持續發展策略和目標。

# Environmental, Social and Governance Report 2021



## 環境、社會及管治報告 2021

### Materiality Assessment

### 重要性評估

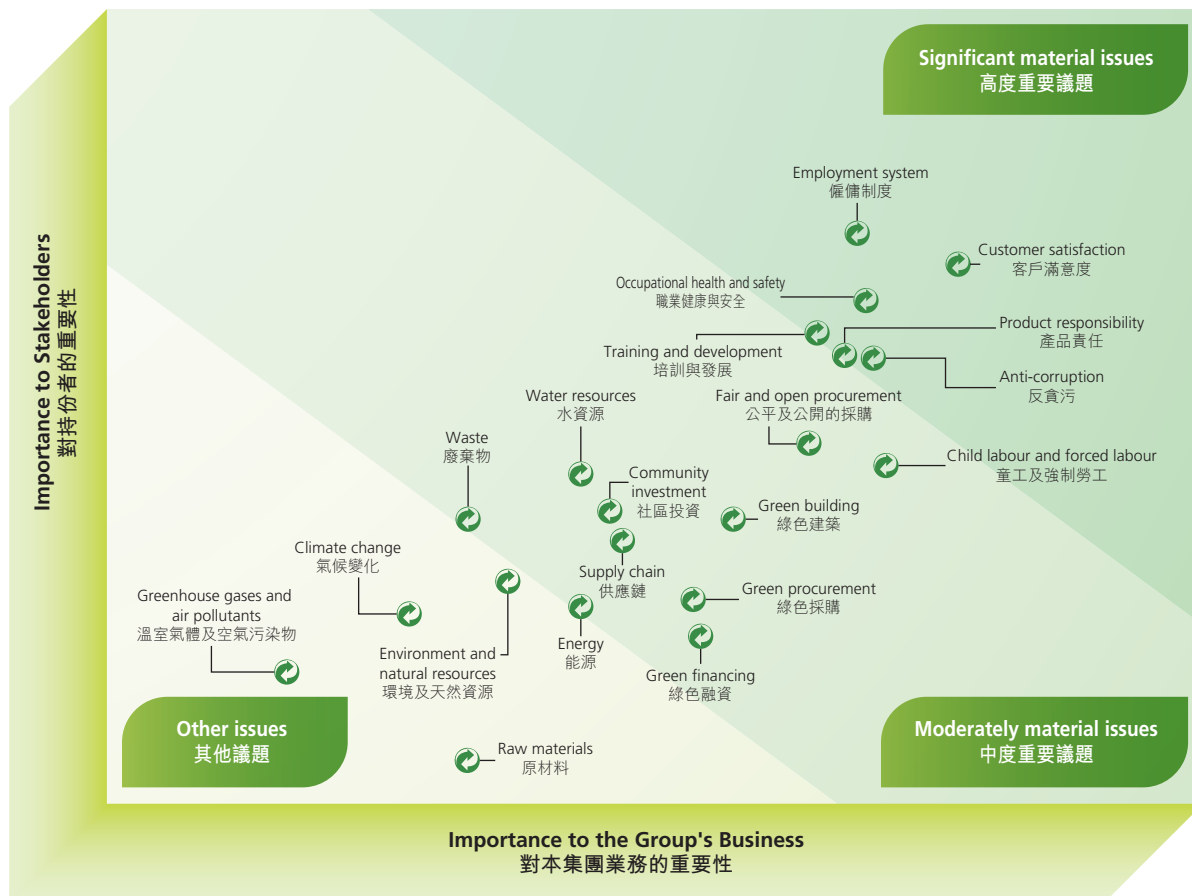
During the Year, the Group invited internal and external stakeholders through an independent consultant to conduct a questionnaire survey to assess the materiality of ESG aspects through the following steps:

本年度，本集團透過獨立顧問邀請內外部持份者進行問卷調查，通過下列步驟評估環境、社會及管治方面的重要性：

Steps 步驟	Action 行動
<p><b>Step 1: Identify — Set out Relevant Issues</b> 步驟 1：識別 — 訂定相關議題</p> 	<p>Adhere to industry sustainability trends and local reporting standards, identify 20 issues most relevant to the Group's operations for materiality assessment.</p> <p>緊貼行業可持續發展趨勢及本地報告標準，識別 20 項與本集團運營最為相關的議題作重要性評估。</p>
<p><b>Step 2: Sequencing — Questionnaire Survey and Analysis</b> 步驟 2：排列次序 — 問卷調查及分析</p> 	<p>By inviting internal and external stakeholders to participate in the questionnaire, the importance of each issue to the stakeholders and the Group's operations and development was assessed, and the materiality sequence of different issues is generated through matrix analysis.</p> <p>透過邀請內部和外部持份者參與問卷調查，評定每項議題對持份者和本集團運營及發展的重要性，並通過矩陣分析產生不同議題重要性序列。</p>
<p><b>Step 3: Validation — Identify Material Issues</b> 步驟 3：驗證 — 釐定重要議題</p> 	<p>The Board and senior management reviewed and confirmed the six significant material issues assessed in the above steps for prioritisation and focused reporting.</p> <p>董事會及高級管理層審視並確認上述步驟所評估出的六項高度重要議題，以作優先處理和重點匯報。</p>

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# Environmental, Social and Governance Report 2021

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### Significant Material Issues

高度重要議題

### The Group's Response

本集團的回應

#### Customer Satisfaction

客戶滿意度



The Group attaches great importance to customer satisfaction and has adopted various measures and collected customer feedback through various channels. During the Year, the Group conducted a residential customer satisfaction survey to better understand the feedbacks and expectations of our customers. In the future, the Group will continue to improve the quality of its projects and services so as to increase customer satisfaction and loyalty.

本集團非常重視客戶滿意度，已採取不同措施及通過多元化渠道收集客戶意見。年內，本集團進行了住宅客戶滿意度調研，更深入瞭解客戶的意見及期望。本集團於未來會持續提升項目與服務質素，增加客戶滿意度及忠誠度。

#### Employment System

僱傭制度



The Group recognises the importance of improving the employment management system to protect the legitimate rights and interests of employees, including the establishment of systems to enable employees to understand employment arrangements (such as recruitment and promotion procedures, remuneration and dismissal systems, working hours and holidays) and ensure equality in the employment environment without discrimination and sexual harassment.

本集團明白完善僱傭管理制度對於保護員工合法權益的重要性，包括建立制度使僱員瞭解僱傭安排（如：招聘和晉升程式、薪酬和解僱制度、工作時間和假期），並保證就業環境中的平等，沒有歧視和性騷擾。

#### Occupational Health and Safety

職業健康與安全



The Group regards occupational health and safety as a key area of work, including the identification of safety and health risks in the workplace and the development of measures to protect workers (including sub-contractors) from hazards in order to safeguard the health and safety of employees and workers.

本集團視職業健康與安全為工作的重點範疇，包括識別工作場所的安全和健康風險，制定保護工人（包括分判商）免受危害的措施，以保障員工及工人健康與安全。



# Environmental, Social and Governance Report 2021

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### Significant Material Issues

高度重要議題

### The Group's Response

本集團的回應

#### Anti-Corruption

反貪污



The Group upholds high ethical standards and has various policies, preventive measures and internal control systems to prevent corruption, bribery, deception and money laundering. The Group adopts a standardised system, establishes whistle-blowing channels and conducts internal audits on a regular basis to reduce the risk of corruption. During the Year, anti-corruption training was also provided to directors and staff to enhance their awareness of integrity and understanding of anti-corruption laws.

本集團秉持高水準的道德標準，設有不同政策、預防措施和內部控制制度防止貪污、賄賂、欺詐及洗黑錢。本集團採用標準化制度、設立舉報渠道，及定期展開內部審計，以減低發生貪污的可能性。年內，亦向董事及員工提供反貪污培訓，以提升他們的誠信意識及對反貪法例的瞭解。

#### Training and Development

培訓與發展



The Group understands that nurturing talents is the cornerstone of maintaining the Group's long-term development. This includes providing training for employees to enhance their knowledge and skills to perform their job duties in accordance with business development needs, as well as providing personal development opportunities based on their abilities to help them realise their self-worth. The Group will also regularly review the performance of employees so as to find out the career orientation of employees to formulate talent development strategies.

本集團明白培養人才乃維持本集團的長遠發展的基石。包括按照業務發展需要，為員工提供培訓，提高他們履行工作職責的知識和技能，以及根據他們的能力提供個人發展的機會，幫助他們實現自我價值。本集團亦會定期檢視員工表現，瞭解員工職業生涯取向，從而制定人才發展策略。

#### Product Responsibility

產品責任



As a property project developer, China SCE attaches great importance to project quality and safety. The Group maintains close communication with the suppliers to ensure the quality of the properties. The Group also responds appropriately to customer complaints, respects intellectual property rights and has the responsibility to protect customer data and privacy.

作為物業項目發展商，中駿高度重視項目質量及安全。本集團與供應商維持緊密溝通，確保物業質量。此外，本集團亦會妥善應對客戶投訴，尊重知識產權，並有責任保護客戶資料和隱私。

# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

### Maintenance of High Quality Operations

### 維持高質運營

The core business of China SCE is property development, and it always takes the construction of high-quality properties as its operating principle, carefully monitors the quality of each project, provides excellent sales and marketing services, and adheres to ethical corporate principles to provide a comfortable living environment for all owners and to protect the interests of our customers.

中駿的核心業務為物業發展，並一貫以建造高品質物業為運營原則，認真監控每個項目的工程質量，且提供卓越營銷服務，以及堅守廉潔道德企業宗旨，務求為各業主提供舒適的生活環境及保障客戶權益。

### Highlights of 2021

#### 二零二一年工作亮點



Promoted "Neighbourhood Association" to regional companies with a total of 36 projects

推廣「友鄰會」至各區域公司共計36個項目



An annual residential customer satisfaction survey was conducted, and the property owners' satisfaction level from the Group's service in the whole process from purchasing to moving in reached 80 points

開展年度住宅客戶滿意度調研，業主對購房至入住全過程服務的集團滿意度達80分



Launched "FUN Heart" customer service system to enhance product and service quality with a customer-oriented approach

發佈「FUN心」客戶服務體系，以客戶為導向提升產品及服務質量

# Environmental, Social and Governance Report 2021

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### Dedication to Customer Needs

#### Develop High Quality Projects

The Group has established a quality monitoring program, which is regularly monitored by an internal team and an independent monitoring company, to ensure that each stage of the project complies with relevant regulations and the Group's standards, so as to provide the public with high-quality and safe buildings.

Before construction, the Group's construction department identifies potential quality deficiencies in the project design in accordance with the guidelines of the "China SCE Handbook of Construction Project Management" and sets relevant project quality objectives to avoid accidents. During the construction period, the engineers supervise the process of the contractors and adopt the parallel inspection method to conduct quality inspection at each stage of the inspection works to rectify the quality problems in a timely manner and quality inspection results are recorded in "Construction Daily Log Book" for future reference. Before the property is delivered to the buyer, the customer service management department will conduct a final inspection together with the quality supervision company to ensure that the quality of the property meets the specified standards.

In addition, as the construction unit is the primary responsible party for the quality of works, the Group has entered into a contract with the construction contractor to obtain a indemnity agreement and the contractor's commitment to quality assurance and compliance with regulatory requirements, to ensure that it clearly and effectively implements its responsibilities and to avoid any defects or non-compliance. The Group also conducts spot checks during each construction stage to evaluate property projects in three ways namely "Actual Measurement", "Entity Quality" and "Safety and Civilised". As for the results of the spot checks, the Group made recommendations on improving the quality of the projects for the contractors to make timely rectification to reduce the quality risks.

### 專注客戶需求

#### 發展優質項目

本集團已制定質量監控程式，透過內部團隊和獨立監察公司進行定期監控，確保項目的每一個階段均符合相關規例和本集團標準，為大眾提供優質安全的建築。

於施工開始前，本集團依照《中駿集團工程項目管理手冊》的指引，由工程部透過檢視項目設計，識別潛在質量通病，並制定相關工程質量目標，以避免意外發生。於施工期間，工程師負責監督承包商整個工序過程，並於各階段檢查工程採用平行檢驗方式進行質量檢查，以便及時糾正質量問題，並將質量巡視結果紀錄於《施工日記》中，以便日後查閱。向買家交付物業前，客戶服務管理部門會連同質量監督公司作最後檢查，以確保物業質量達到指定標準。

此外，因建設單位是工程質量的第一責任人，本集團已與建築承包商訂立合約，以取得彌償協議及承包商對品質保證及遵守監管規定的承諾，確保其明確及落實自身責任，避免工程缺陷或不合規事件。本集團亦於各施工階段進行突擊巡查，從「實測實量」、「實體質量」及「安全文明」三方面對項目進行評估。就突擊巡查結果，本集團提出改善項目質量的建議，以供承包商及時進行整改，降低質量風險。

# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

### Enhance Customer Experience

The Group is committed to ensuring the quality of its projects, and also attaches importance to sound customer service management and continuous attention to customer feedback on its projects. The “Handbook for Marketing Inspection Management Business” sets out the different inspection systems to enhance the owner’s purchasing experience. These inspection systems include mystery customer inspections, special inspections, pre-sales inspections and monthly city self-inspections, etc. These systems serve to maintain quality assurance at different stages of the Group’s marketing. In order to improve customer service during the “Waiting Period” between the signing of contracts and the delivery of properties, the Group has formed the “Neighbourhood Association” since 2020. This initiative proactively brings customer service forward, increasing communication between customer service and owners prior to delivery, ensuring that they receive timely and factual information to facilitate a smooth delivery. During the Year, the “Neighbourhood Association” has been established in 36 projects.

### 提升客戶體驗

本集團用心保障項目質量，亦重視完善的客服管理，持續關注客戶對項目的意見。《營銷巡檢管理業務手冊》制訂了不同巡檢體系，務求提升業主認購體驗。巡檢體系包括神秘客戶巡檢、專項巡檢、開售前巡檢及城市月度自檢等，此等體系致力於維持本集團不同營銷階段的質量保證。而為優化從簽約到交房之間「等待期」的客服工作，本集團二零二零年起組建「友鄰會」。這一舉措將客戶服務主動前置，增加了交房前客服與業主的溝通，保證他們獲取及時且真實的信息，有助順利交付。本年度，「友鄰會」已累計在36個項目中組建。



# Environmental, Social and Governance Report 2021

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Customer feedback enables the Group to understand the experience and needs of our customers. External enquiries or complaints are handled in a systematic manner to ensure timely and effective response to customer requests. During the Year, the Group did not receive any complaints which have material impacts on relevant project quality and sales services within the reporting scope.

At the same time, the Group understands that customer satisfaction can reflect the future development potential and market competitiveness of the enterprises. During the Year, the Group engaged a consulting agency to conduct a residential customer satisfaction survey, to examine the more practical and important areas

客戶反饋使本集團能夠瞭解客戶的體驗和需要。外部查詢或投訴均設有系統的處理程式，務求及時和有效的應對客戶訴求。本年度，本集團報告範圍內未有接到有關項目質量或銷售服務的有重大影響的投訴。

與此同時，本集團明白客戶滿意度能夠反映企業未來的發展潛力及市場競爭力。本年度，本集團聘用顧問機構開展住宅客戶滿意度調研，檢視更實際、更需要管理層重視的地方以及預早識別相關風險問題。該調研以電話會談訪問

### Customer Complaint Handling Procedures 客戶投訴處理程序

#### Complaint Handling and Analysis 投訴受理及分析



After receiving a customer complaint through the Group's feedback channels, including WeChat, phone calls, letters and visits, the handler is required to determine whether the complaint is valid according to the content of the complaint, communicate with the customer, and obtain the customer's understanding.

當從本集團的反饋渠道，包括微信、致電、致函及到訪，接收到客戶投訴後，處理人需按投訴內容判斷投訴是否有效，並向其解釋溝通，取得客戶諒解。

In addition, the handler need to determine the cause of the problem, classify the complaint and assign the responsible department.

此外，處理人需判斷問題原因，並進行投訴分類及指派負責部門。

#### Plan Development 方案制定



Based on the results of complaint analysis, the handler will work with relevant business departments to develop a plan for handling the problem and determine the executive department. In case of major emergencies and negative public opinion caused by customer complaints, we will follow the corresponding procedures.

處理人根據投訴分析結果，協同相關業務部門，制定問題處理方案並確定執行部門。因客戶投訴引發的重大突發事件、負面輿情，按相應程式執行。

We will develop a customer communication plan based on complaint issue, and identify communicator.

根據投訴問題，制定客戶溝通方案，確認溝通人。

## Customer Complaint Handling Procedures 客戶投訴處理程序

### Customer Communication 客戶溝通



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

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

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

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

### Handling Complaint and Confirmation of Settlement 處理投訴及確認和解



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

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

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

此外，處理人需與客戶保持溝通，至少每七天向客戶回饋一次處理進展。

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

當方案執行完畢，處理人需獲客戶認可，方可結束投訴。

for management attention and to identify related risk issues in advance. The survey used telephone conversation to interview owners' opinions and suggestions on property services, sales services, delivery services, housing quality and design, landscape, public facilities and complaint handling, and other aspects, so as to formulate a satisfactory degree improvement policy for each property project, and improve the service quality in accordance with the owners' opinions. The survey results reflected that the overall experience of owners in purchasing, receiving and moving in has improved, exceeding the industry average, with the overall satisfaction rate increasing by 4% in comparison to last year.

業主有關物業服務、銷售服務、交付服務、房屋質量及設計、園林景觀、公共設施及投訴處理等方面的意見與建議，以為每個物業項目制定適合的滿意度提升方針，因應業主的意見改善服務質量。調查結果反映業主在購房、收樓及入住的整體體驗提升，均超越行業平均水平，總體滿意度較去年上升4%。

### “Fun Heart” Service 「FUN心」服務

“We Build to Inspire” is a core belief of our business. With the establishment and improvement of various channels and platforms such as the 400 FUN Heart Hotline, the customer service public number and the “Neighbourhood Association”, the Group released the “FUN Heart” customer service system in July 2021. The “5+X Service” main line covers the five experience scenarios that customers will experience from room selection to check-in, as well as the corresponding needs and priorities, and sets a series of service standards to bring a more professional experience to customers.

To realise our commitment to “Putting our Customers First”, we operate a matrix of customer service public numbers across eight regional companies to provide dedicated and diverse mobile terminal services. In addition, to effectively handle complaints and requests from tenants and customers, China SCE has implemented full process tracking and control to ensure that complaints are responded to in a timely manner and resolved promptly. At the same time, the system will also retain real-time data for subsequent detailed analysis, allowing further optimisation of the various components.

Besides online service system, China SCE has established a dedicated communication channel for owner groups prior to delivery, including the establishment of a “Neighbourhood Association” in each community, where the general manager, chief operating officer and project manager meet directly with the owners’ representatives to answer their questions, and multiple lines of marketing, property, design and engineering work together to follow up on feedback to ensure that complete, accurate and easy-to-understand information is provided to customers during the delivery process.

The Group adheres to the concept of putting customers first, and strives to provide high-quality properties and attentive services that exceed expectations. Through the “FUN Heart” customer service system, we proactively solve problems for customers and prevent problems from happening. Therefore, before each delivery, it will be reviewed layer by layer from the perspective of customers, and

「專築您的感動」是我們業務的核心信念。依託400 FUN心專線、客服公眾號及「友鄰會」等多渠道及平台的建立及完善，本集團於二零二一年七月發佈「FUN心」客戶服務體系。「5+X服務」的主綫覆蓋客戶從選房到入住過程中必將經歷的五個體驗場景，以及相應的需求及痛點，設定一系列服務標準，期望為客戶帶來更專業的體驗感受。

為實現我們「以客為先」的承諾，體系覆蓋八大區域公司的客服公眾號矩陣化運營，提供專屬的多樣化移動終端服務。此外，為有效處理租戶及顧客的投訴及要求，中駿實現全流程跟蹤與管控，以確保投訴得到及時回覆並迅速解決有關個案。同時，系統亦會把即時資料留存，經過後續詳細分析，讓各環節可以進一步優化。

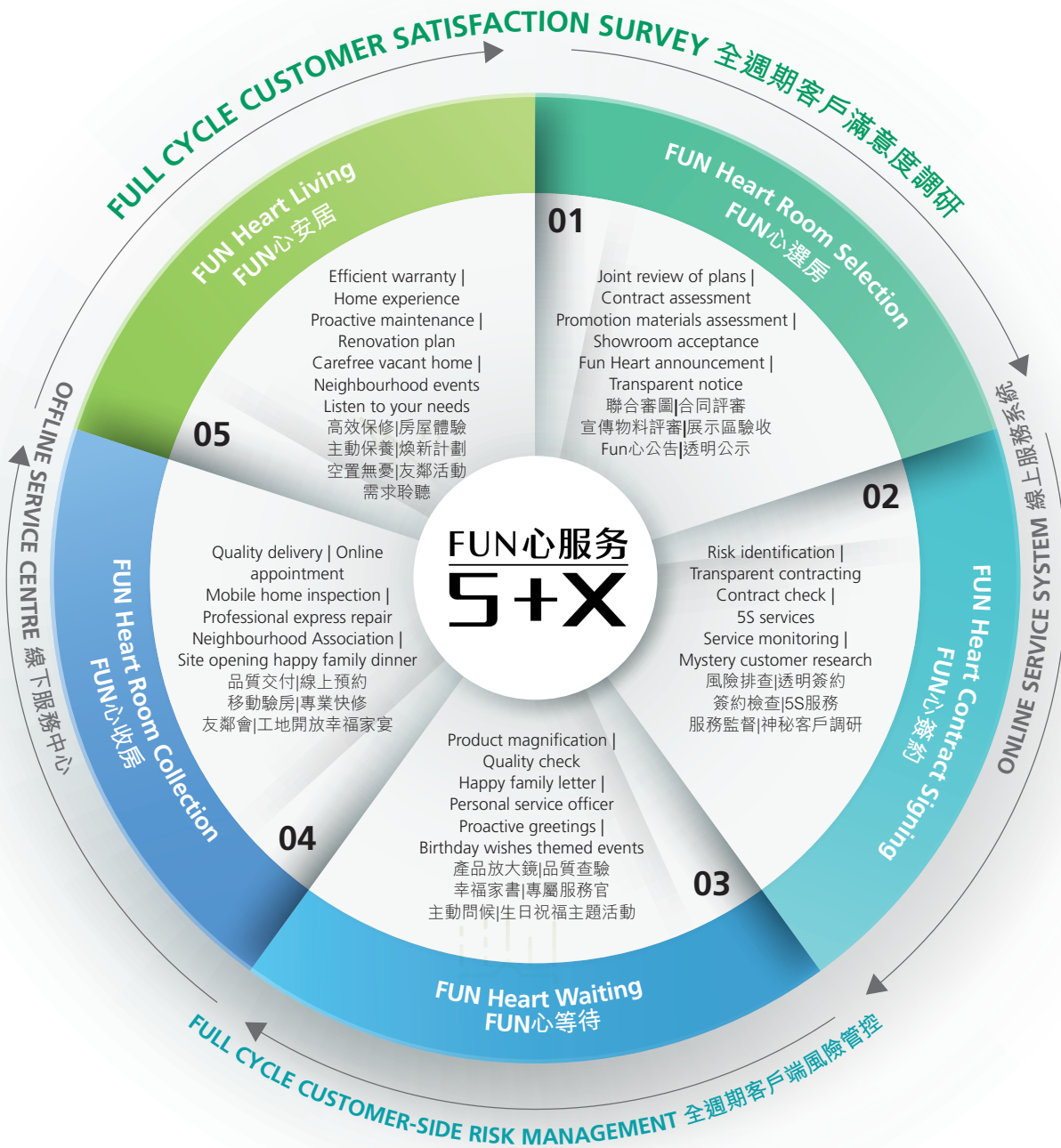
除了綫上服務系統，中駿針對業主群體在交付前打通專屬的溝通渠道，包括在每一個社區設立「友鄰會」，由總經理、運營總、項目總等管理層直面業主代表們解答疑惑，行銷、物業、設計及工程等多條綫協同跟進回饋，確保在交付過程中向顧客提供完整、準確和易於理解的資料。

本集團秉持以客為先的理念，力求提供超越期望的優質物業和貼心服務。透過「FUN心」客戶服務體系，主動為客戶排憂解難及預防問題發生。因此，每一次交付前，必定會站在客戶視角層層審核，多領域專業團隊聯合，進行全週期風險管控，校驗交付品質，希望不負所

“Fun Heart” Service 「FUN心」服務

professional teams from multiple fields will be jointed to carry out full-cycle risk management and control, and verify the quality of delivery, hoping to live up to the trust. In the future, the Group will continue to actively improve our systems to enhance the customer experience.

托。未來，本集團會一直積極完善我們的體系，不斷提升顧客體驗。





# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

### Commitment to Ethics and Integrity

#### Anti-Corruption

The Group is committed to operating with high standards of integrity and accountability and does not tolerate practices such as corruption, bribery, extortion, deception and money laundering. In this regard, the Group has strictly complied with laws and regulations such as “Company Law of the PRC”, “Criminal Law of the PRC”, “Anti-Unfair Competition Law of the PRC”, and has established internal policy system, which comprises of “Staff Handbook” and “Manual of Integrity Monitoring and Supervising”, among others, actively creating a good atmosphere with integrity and honesty.

Corruption and fraud harm the interest of corporate and shareholders. In order to fully reduce the possibility of related incidents, the Group has included corruption and fraud into risk assessment, and has formulated corresponding control measures, including the provision of guideline for conducts of employees. The Internal Audit and Compliance Department is responsible for audit management and compliance risk control, and also has the function of investigating corruption and fraud, which plays an important role in the stable operation and efficiency improvement of the Group. This department is responsible for the implementation of the Code of Conduct for integrity practices and carrying out in-depth anti-corruption and integrity promotion through investigation and publicity, striving to prevent and detect any misconducts involving defraud, bribery, fraud, and continuously enhancing the effectiveness of relevant risk control measures. The Internal Audit and Compliance Department has been tracking and investigating suspicious incidents and employees throughout the year, and if fraud is confirmed, severe penalties will be imposed on those involved.

In order to raise the awareness of self-discipline among employees, the Group organises annual anti-corruption training. During the Year, all directors and employees have received anti-corruption training to understand the latest laws and regulations and internal policies requirements, and to learn about typical case studies. The Group also actively promotes the integrity awareness in the daily office environment, such as putting up integrity posters in key locations such as sales area to enhance the integrity awareness of employees.

### 堅守道德與誠信

#### 反貪污

本集團致力以高標準的誠信及問責性營運，絕不容忍如貪污、賄賂、敲詐、欺詐及洗黑錢等行為。為此，本集團嚴格遵守《中華人民共和國公司法》、《中華人民共和國刑法》及《中華人民共和國反不正當競爭法》等法律法規，並已制定《員工手冊》及《廉政監察管理作業指導書》等內部政策制度，並積極營造清正誠信的良好氛圍。

貪污舞弊損害企業及股東利益。為全面降低相關事件發生的可能性，本集團已將其納入風險評估工作，並制定相應控制措施，包括為員工行為規範提供清晰指引。審計監察部在負責管理審計及合規風控的同時，也具有查處貪腐舞弊的職能，對本集團的穩健經營與提效具有重要作用。該部門負責廉潔從業管理規範的執行，通過調查與宣傳深入開展反腐倡廉工作，致力防止及偵測任何可能涉嫌詐騙、賄賂或舞弊等的不當行為，並不斷提升相關風險管控措施的有效性。審計監察部於年內一直對可疑的事件及員工進行追蹤及調查，如若確認舞弊，定必嚴懲相關人士。

為提升員工自律意識，本集團每年組織反貪污培訓。本年度，各董事及員工均已接受反貪污培訓，瞭解最新法例法規及內部政策的要求，並學習典型案例。本集團亦於日常辦公環境積極宣傳廉潔從業意識，如在銷售案場等關鍵場所張貼廉政海報加強員工的廉潔從業意識。

# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

In order to maintain a good business discipline, the Group signs the “Employee Integrity Commitment” with employees to ensure that they are aware of and comply with the Group’s anti-corruption requirements when performing their duties. Prior to cooperation with each supplier and contractor, the Group conducts integrity conduct investigations and requires external parties to sign the “Integrity Management Agreement” with the Group to ensure that both parties are honest and trustworthy in the business exchange process. The Internal Audit and Compliance Department also monitors suppliers and contractors on an ongoing basis and will cease cooperation and blacklist them if any violations are found, including bribery.

In addition, the Group has established various whistle-blowing channels such as official website, official WeChat account, mail, telephone, to enable employee to report any misconduct or wrongdoing. When a report or a complaint is received, the Group will appoint the Internal Audit and Compliance Department to carry out investigation and confirmation on the reported case. If the reported case is found to have occurred, the Group would punish the relevant employee on a case-by-case basis, and may refer to judicial authorities for serious cases. In order to encourage employee to report any misconducts which involves commercial bribery, the Group will provide material rewards to the whistle-blowers to enhance integrity in corporate culture.

為維持良好的商業紀律，本集團與員工簽署《員工廉潔從業承諾書》，確保員工在履行職責時瞭解並遵守本集團的反貪污工作規定。與各供應商及承包商合作之前，本集團會進行廉潔行為調查，並要求外部方與本集團簽署《廉政管理協議書》，確保雙方人員在業務交流過程中能保持誠信。審計監察部也會對供應商及承包商進行持續監察，如發現任何包括行賄受賄在內的違法違規行為，便會停止與他們的合作，並將其納入黑名單。

此外，本集團已設立多種舉報渠道，如官網、微信公眾號、郵箱、電話等，以便員工報告任何有關不當或不法行為。當接獲有關舉報或投訴個案，本集團將委派審計監察部調查及核實所舉報事件。如舉報屬實，本集團會按個別情況對相關員工作出懲處，嚴重者將移送至司法機關處理。為鼓勵員工揭發任何涉及商業賄賂等不當行為，本集團會給予舉報者物質獎勵，加強廉潔的企業文化。

# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

### Protect Customer Privacy

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

### 保護客戶私隱

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

### China SCE's Efforts to Protect Customer Privacy 中駿於保護客戶私隱的工作

We will specify the purpose of collecting and ways of retaining personal information from customers.  
收集客戶個人資料時均會說明收集用途及保存方法。

We require our employees to observe confidentiality and not to obtain customer information that is not relevant to the transaction in the course of their duties.  
要求員工遵守保密規定，不可在履行職務的過程中藉機獲取與交易無關的客戶資料。

We require our employees to sign a declaration that they will not sell or divulge customer information to third parties.  
要求員工簽署聲明不會向協力廠商出售或洩漏客戶資料。

From time to time, the Group also organises training for its employees on the protection of personal privacy to enhance their awareness and professional ethics in protecting the privacy of customers so as to ensure the security of customer information more effectively.

本集團亦不定期組織員工開展有關保護個人隱私的培訓，提高員工保護客戶隱私的意識及職業道德，以更有效地確保客戶資訊的安全。

# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

### Intellectual Property Rights Protection

In the course of its operations, the Group strives to protect and properly manage the intellectual property rights involved in the design and marketing phases of its projects. The Group requires its employees to comply with the “Staff Handbook”, contractors to comply with the relevant terms of the “Construction Contract” and suppliers to comply with relevant terms of the marketing contract.

### 保護知識產權

在運營過程中，本集團致力保護及妥善管理項目設計及營銷階段時會涉及知識產權事宜。本集團要求員工遵守《員工手冊》，承包商遵守《施工合同》相關條款，以及要求供應商遵守營銷合同的相關條款。

### China SCE's Efforts to Protect Intellectual Property Rights 中駿於保護知識產權的工作

Contractors are inspected at different stages of the construction project to ensure that the construction process is in compliance with contractual requirements and does not infringe on any aspect of architectural design, equipment technology and construction techniques etc.

於建築工程不同階段均會檢查承包商施工情況，確保施工過程合乎合約要求，不會侵犯任何建築設計、設備技術及施工工藝等範疇。

It is stated that both China SCE and its contractors shall be responsible for the protection of intellectual property rights and shall not infringe on the patents of the construction works.

列明中駿及承包商均需負起維護知識產權的責任，不得侵犯建築工程專利。

It is stated in the marketing contract that promotion materials shall not infringe on intellectual property rights, including copyright and portrait rights etc.

於營銷合同訂明宣傳作品不得侵犯知識產權，包括著作權及肖像權等。

# Environmental, Social and Governance Report 2021

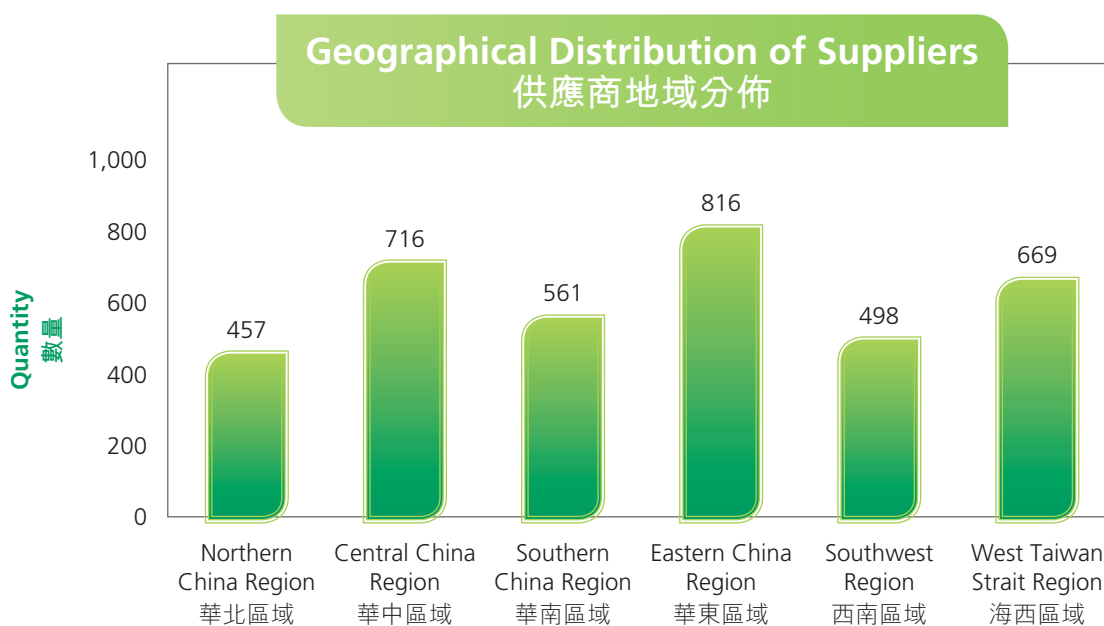
## 環境、社會及管治報告 2021

### Maintenance of High Standards of Cooperation

### 保持高合作標準

In the process of continuous development of China SCE, the supplier base continues to expand and the performance of many suppliers and contractors is also closely related to the operation of the Group. During the Year, the Group had 3,717 suppliers, with a geographical distribution as follows:

中駿在持續發展的過程中，供應商庫不斷擴張，而眾多供應商及承包商的表現也與本集團的經營息息相關。本年度，本集團共有3,717名供應商，地區分佈如下：

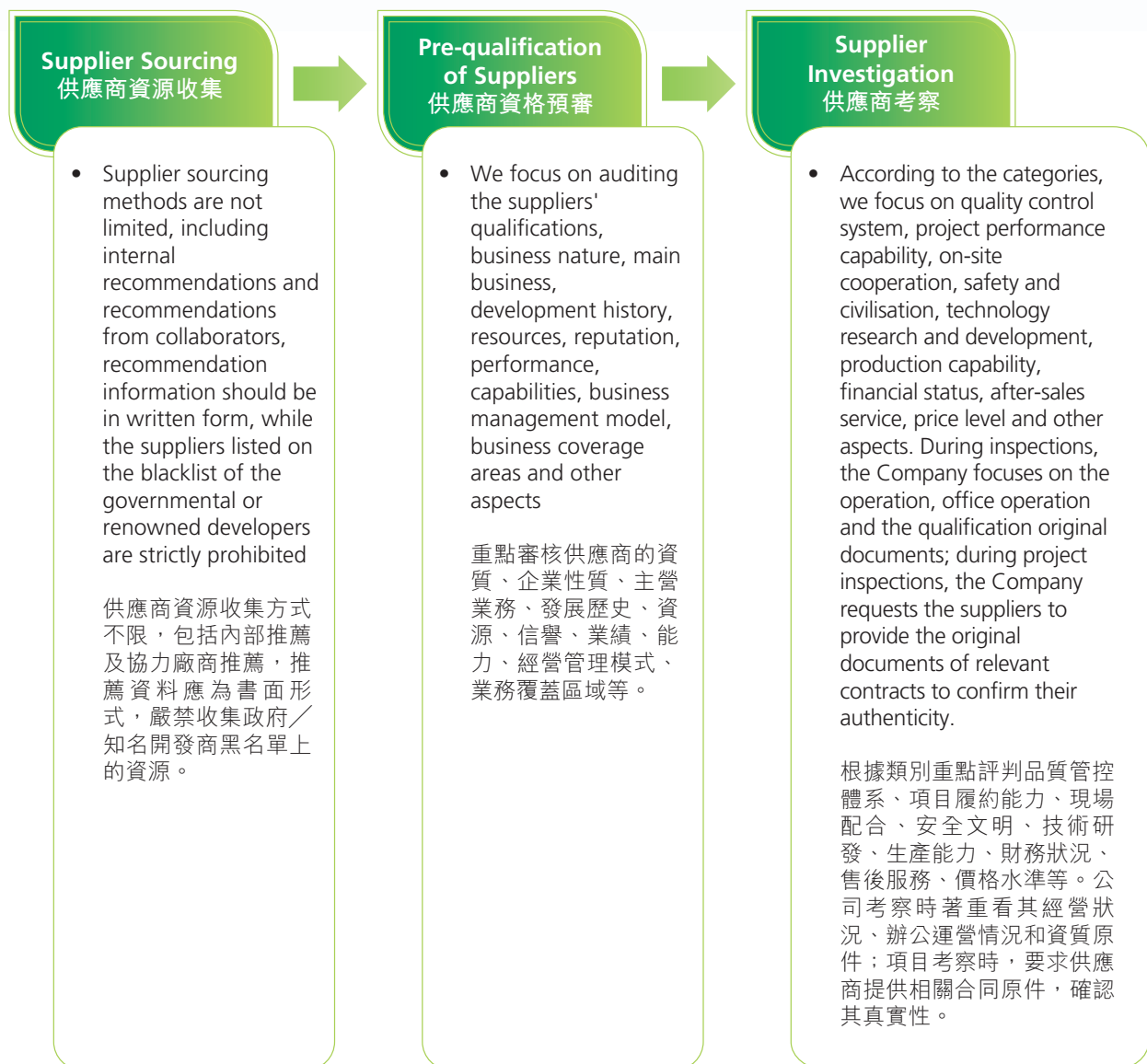


# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

The Group selects all suppliers and contractors under unified standards and formulates “Supplier in Construction Category Management Operation Guide” to standardise the cooperation guidelines with suppliers, aiming to select suppliers in an objective, fair, just and high transparent manner.

本集團以統一標準篩選及評估各供應商及承包商，並制定《工程類供應商管理作業指導書》，規範供應商合作準則，旨在以客觀、公平、公正及高透明度的原則選取供應商。



# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

In order to meet the market needs and the current requirements of corporate development, the Group clearly recognises that the cooperation with suppliers should be transformed from a purely beneficial need to a long-term partnership or even a strategic alliance in order to support the large-scale development of the business in a high quality and efficient manner. A shared vision of development is a prerequisite for the formation of trusting and win-win partnerships and alliances, including the pursuit of sustainable development. Currently, the Group has regarded environmental protection risk and social and governance risk of suppliers as one of the criteria for the review of supplier cooperation, and standardised management is carried out to more effectively reduce the negative impact of the supply chain on the Group's operation. In addition, the Group encourages contractors and subcontractors to use more eco-friendly equipment and facilities, as well as adopt new eco-friendly technologies, hoping to prevent pollution and reduce resource utilisation together with the construction unit during the construction stage, so as to reduce the impact on the environment.

為適應市場形勢的需要及企業當前發展的要求，本集團清晰認識到，與供應商的合作應從單純利益需要向長期的夥伴、甚至戰略聯盟轉型，才能高質高效地支持業務規模化發展。共同的發展理念是形成具備信任與共贏的夥伴及聯盟關係的必備條件，包括對可持續發展的追求。目前，本集團已將供應商環境保護風險及社會及管治風險作為供應商合作評審標準之一，進行標準化管理，以更有效地減少供應鏈對本集團運營的負面影響。此外，本集團鼓勵承包商和分包商使用更環保的設備及設施，以及採用更環保的新技術，希望在施工階段，與施工單位一起防止污染及減少資源使用，減低對環境的影響。

### Achievement in Excellence in Talents

China SCE understands that protecting the rights and development of its employees is not just a business necessity, but a fundamental goal that must be achieved. In order to fulfil its corporate responsibility, the Group is people-oriented and has developed a unique mechanism for staff selection and employment, creating a working environment that respects equal participation and diversity, as well as safeguarding the health and safety of workers.

### 成就卓越人才

中駿深明維護員工的權益及發展不僅是業務需要，而是一個必須實現的基本目標。為了履行企業責任，本集團以人為本，形成了一套獨特的選人用人機制，創造尊重平等參與及多元化的工作環境，並保障工作者的健康與安全。

#### Highlights of 2021 二零二一年工作亮點



**4,498**

employees 名員工



**98%**

of employee trained,  
a 13% increase from 2020

員工接受培訓，較2020年  
增加13%



Average **59.8**  
hours of training  
per employee

每名員工

平均受訓**59.8**小時

### Comprehensive Employment System

### 完善僱傭體系

#### Comprehensive Employment System 完善僱傭體系

In the course of operation, the Group strives to provide a good and comfortable working environment and competitive remuneration packages to its employees. Based on the principles of internal fairness, external competitiveness, incentives and economy, the Group has continuously improved its employment system, and compiled the "Staff Handbook" to provide guidance regarding remuneration and dismissal, recruitment and promotion, working hours, holidays, equal opportunities, diversity, anti-discrimination, labour standards, benefits and other aspects, so that the employees are aware of their rights and obligations.

於運營過程中，本集團致力向員工提供優良舒適的工作環境及具競爭力的薪酬福利。以對內公平性、對外競爭性、激勵性、經濟性為原則，本集團不斷完善僱傭制度，並於《員工手冊》列明有關薪酬及辭退、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視、勞工準則及其他待遇福利等內容，使員工瞭解自身的權益及義務。

#### Recruitment 招聘



Every December, the Administration and Human Resources Department announces staffing demands for the coming year, after considering the Group's development. Upon approval, it becomes a plan for the Group's staffing changes.

每年十二月，行政人力資源部根據本集團發展，提出下一年度的人員需求，經審核後擬訂本集團人員編制。

Recruitment advertisements must adhere to the directions stipulated in the "Recruitment Management Guidebook of the Group", in order to ensure that the contents are in line with the principles of fairness and equality.

刊登招聘廣告時，必需依從《集團招聘管理作業指導書》所訂明的指示，確保廣告內容符合公平公正原則。

#### Remuneration and Promotion 薪酬及晉升



Scope of employees' remuneration is set according to their grade, taking into consideration employees' responsibilities, skills, experience and market salary level etc. when adjusting remuneration.

按僱員職級設定薪酬範圍，並參考僱員職級的職責、工作技能、工作經驗及市場薪資水準等因素調整僱員薪酬。

Employee remuneration packages are reviewed at least once a year, in order to ensure the packages retain their competitive edge in the market, and that each employee receives fair and equal compensation.

最少每年檢討員工薪酬方案，以確保其保持市場競爭力及讓員工獲得公正及平等的獎勵。

Criteria for promotion include employees' evaluation results, experience, skills, and other personal qualities.

晉升員工的考慮因素則包括員工的評估結果、經驗、技能及其個人特質。



## Comprehensive Employment System 完善僱傭體系

### Equal Opportunities and Anti-discrimination 平等機會及反歧視



Ensure that employees are given equal opportunities for development and that no one is discriminated against on the basis of race, sex, age, disability, marital status, sexual orientation or religious beliefs.

確保員工予以平等的發展機會，任何人都不會因種族、性別、年齡、殘疾、婚姻狀況、性取向或宗教信仰等原因而受到歧視。

Employees can refer any problems of discrimination or unequal treatment to the department head.

如員工遭遇任何歧視或不平等待遇問題，可向部門主管反映。

The Group will continue to improve the relevant management system, and to strengthen the respect and protection of employees diversity from a policy level.

本集團將持續完善相關管理制度，從政策層面加強對員工多元化的尊重與保障。

### Benefits 福利



The "Staff Handbook" has stipulated guidelines for calculation of working hours and holiday structure. Apart from statutory holidays and paid annual leave, employees are also eligible for matrimonial leave, bereavement leave, maternity leave, paternity leave, nursing leave, and other holidays.

於《員工手冊》訂明有關工作時數及假期制度的指引，除法定假期及帶薪年假外，員工亦可享有婚假、喪假、產假、侍產假、哺乳假及其他假期。

Benefits are provided for employees such as training benefit, and relocation benefit in order to express our gratitude towards our employees.

為員工提供福利，包括培訓福利及外派福利等，以表示中駿對員工的關懷。

## Comprehensive Employment System 完善僱傭體系

### Labour Standards 勞工準則



Valid identification documents of employees are inspected during the hiring process and upon commencement of work, in order to avoid any chance of hiring an underage worker by mistake.

於招聘及員工辦理入職時均檢查其有效證件，杜絕誤聘童工情況。

All forms of forced labour are prohibited, making sure that contracts are signed, amended, continued, absolved, and terminated in accordance with the principles of legality, fairness, equality, voluntary, consensus, and honesty.

禁止一切形式的強制勞工，確保按照合法、公平、平等、自願、共識及真誠原則簽署、修訂、繼續、解除及終止勞動合同。

Under the overtime management system, employees can be given time off or overtime allowance according to the nature of overtime work to avoid involuntary overtime work.

在加班管理制度下，員工可按加班性質獲安排調休或發放加班補貼，避免非自願加班的情況。

Once a suspected violation of the employment system or labour standards is found, the employee may make an interview or a written complaint, or call the internal supervision hotline to report anonymously to the Internal Audit and Compliance Department.

一旦發現懷疑違反僱傭制度或勞工準則的違規行為，員工可以面談或書面形式投訴，或致電內部監督熱線向審計監察部作匿名舉報。

The Human Resources Department reviews and revises the employee-related system annually to ensure their suitability for the market and corporate development process. During the Year, under the guidance of the Process Department, the Group completed the revision of the "Staff Handbook", the "Group's Recruitment Management Practice Guideline", the "Compensation and Benefits Management Practice Guideline", the "Group's Employee Reward and Punishment Management System" and the "Talent Development Practice Guideline", in accordance with the standardisation plan 2021 and based on the principles of helping to improve the quality and efficiency of operations, avoiding vicious internal competition and focusing on the market, customers and operations.

人力資源部每年對僱員相關制度進行檢視及修訂，確保其與市場及企業發展進程的適配程度。本年度，根據二零二一年標準化建設計劃，基於助力經營提質增效、避免內部惡性競爭、聚焦面向市場及客戶與經營的原則，在流程部指導下，本集團完成對《員工手冊》、《集團招聘管理作業指導書》、《薪酬福利管理作業指導書》、《集團員工獎懲管理制度》及《人才發展作業指導書》等文件的修訂工作。

# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

### Attracting the Talents

If the organisational structure and management system set up the structure for the operation of China SCE, then talent is the key to infuse the soul. The Group continued to expand its talent recruitment pipeline, and successively formulated and implemented the “Recruiting Plan”, “Revitalising Water Plan” and “Wind Catcher Plan” to accelerate the recruitment of mid-to-high-end talents. After the successful completion of the “Thousand Talents in 3 Years” recruitment target initiated in 2017, the Group formulated the “New 3-year Plan” this year and added the “Brilliant Student” system to the existing “Radiance Leader” and “Enlightened Student” management trainee system, with the plan to reserve cadres for the frontline of the operational business to become the future backbone of the “Two Wings”.

### 吸引優秀人才

如果說組織架構及管理制度為中駿的運營搭起了架構，那麼人才則是注入靈魂的關鍵。本集團持續拓展人才招募渠道，相繼制定和實施了「攬駿計劃」、「活水計劃」及「捕風計劃」，加快中高端人才引進。在順利完成由二零一七年啟動的「三年千人」招募目標後，本集團於本年度制定「新三年計劃」，並在原有「千里馬」和「啟航生」的管培生體系之上，新增「駿耀生」體系，計劃為經營性業務一線儲備幹部，使之成為「兩翼」的未來骨幹。

#### Recruiting Plan

Recruiting talent for succession and business continuity through dedicated job fairs focusing on external recruitment of core executives and professionals

#### 攬駿計劃

通過舉行以外招核心高管及專業人才為主的專場招聘會，吸納人才以繼任及維持業務的持續性

#### Revitalising Water Plan

Support internal talent development through internal promotion of core executives and professionals

#### 活水計劃

通過內推核心高管及專業人才為主，支持內部人才發展

#### Wind Catcher Plan

Through the collection of industry information, core executives and professional talents shall be given priority to enhance the talent density in order to promote diversified staff teams and strengthen the talent base

#### 捕風計劃

通過行業信息收集，核心高管及專業人才為主，提高人才密度，以促進多元的員工團隊及夯實人才基礎

#### Brilliant Student System

Through campus recruitment, induction training, mentorship, job rotation, regular debates and regular training sessions etc, to help China SCE operational business to develop future cadres

#### 駿耀生體系

通過校園招聘、入職集訓、導師帶教、輪崗歷練、定期答辯以及定期集訓等環節，助力中駿經營性業務培養未來幹部

# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

As at 31 December 2021, the breakdown of employees<sup>3</sup> by gender, age group and grade within the scope of this Report is as follows:

於二零二一年十二月三十一日，本報告範圍內按性別、年齡組別及職級劃分的僱員<sup>3</sup>明細如下：

Employee Composition 僱員組成		Number of Employees 人數	Ratio 比例
By gender 按性別劃分	• Male • 男性	2,627	58%
	• Female • 女性	1,871	42%
By age group 按年齡組別劃分	• Under 30 • 30歲以下	1,764	39%
	• 30–50 • 30–50歲	2,710	60%
	• Over 50 • 50歲以上	24	1%
By grade 按職級劃分	• Senior management • 高級管理人員	66	1%
	• Middle management • 中級管理人員	359	8%
	• General staff • 一般員工	4,073	91%

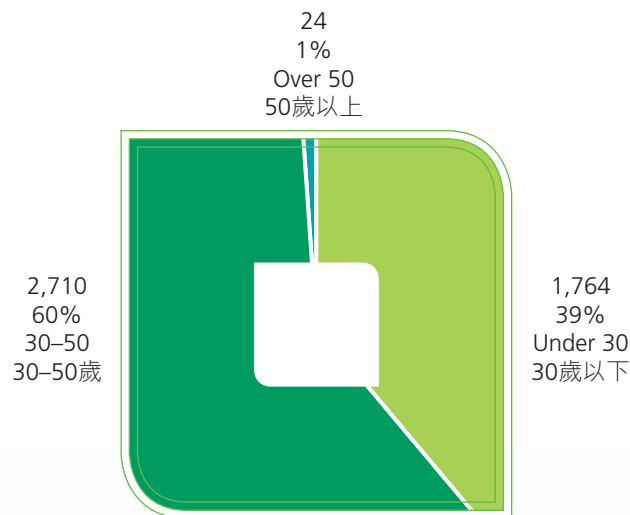
<sup>3</sup> All are full-time employees located in Mainland China.

<sup>3</sup> 均為位於中國內地的全職員工。

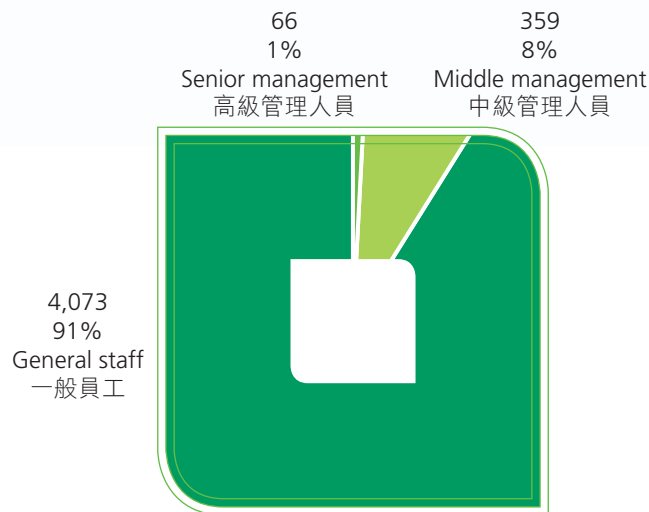
**Total Employees by Gender**  
按性別組別劃分的僱員總數



**Total Employees by Age Group**  
按年齡組別劃分的僱員總數



### Total Employees by Grade 按職級劃分的僱員總數



#### Strengthen Internal Communication

The Group has been using a variety of communication channels to maintain regular communication with staff and to gather more employment feedback. During the Year, “Grass-roots Gunshot Plan” continues and the Group has collected 33 proposals, 17 of which have been adopted, representing an adoption rate of 52%, and 15 of which have been pushed forward. The “City Face-to-Face” program is the main source of employee opinions collected under “Grass-roots Gunshot Plan”, initiated by the Process Department of the Group’s President’s Office. It aims to listen to the voices of frontline employees, help city companies solve core pain points in the process of business development on the one hand, and strengthen the communication and interaction between headquarters and city companies on the other hand, so as to facilitate both sides to reach a consensus on concepts and improve the efficiency of business development.

#### 加強內部溝通

本集團一直以多元化的溝通渠道與員工維持恆常溝通，及收集更多僱傭的意見。本年度，「基層炮聲計劃」繼續推行，共收集提案33條，採納17條，採納率52%，推動成果15項。「城市面對面」為基層炮聲計劃收集員工意見的主要來源，由本集團總裁辦流程部發起，旨在聆聽前線僱員聲音，一方面助力城市公司解決業務開展過程中的核心痛點，另一方面加強總部與城市公司之間的交流互動，促進雙方達成理念共識，提高業務開展效率。

# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

In addition, the Group has initiated the “Strategic Culture Presentation” and “Face-to-Face with Great Minds” campaigns since 2017, hoping to convey the culture of China SCE to each and every employee. The number of people reached by the campaigns continued to grow and the campaigns were fully promoted at the headquarters and regional companies during the Year.

此外，本集團自二零一七年發起「戰略文化宣講」及「大咖面對面」活動，希望將中駿文化傳達至每一名員工。活動所覆蓋的人群持續增加，並於本年度在總部及各區域公司得到全面推廣。

### “Strategic Culture Presentation”

The focus is on all staff in all sectors. Through the sharing of role models and Q&A sessions, the senior leaders of the headquarters, regional companies and subsidiaries gave dynamic interpretations of the company’s strategy and corporate culture, and deepened the understanding of all China SCE people on the group’s strategy and business philosophy.

### 「戰略文化宣講」

重點面向各業態全體員工。通過榜樣人物分享及問答等形式，總部、區域公司及子公司高層領導對公司戰略和企業文化進行動態解讀，深化全體中駿人對集團戰略、經營理念的理解。

### “Face-to-Face with Great Minds”

The focus is on the core team. Through zero-distance communication with each other, the Group’s core strengths have been able to forge consensus and contribute to sustainable quality business development.

### 「大咖面對面」

重點面向核心骨幹團隊。通過彼此的「零」距離交流，推進本集團中堅力量凝聚共識、助力業務持續高質發展。



# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

### Protection of Health and Safety

As stated in the section headed “Risk Management” of this Report, the Group considers occupational health and safety as one of the risks that have a significant impact on its business. In order to ensure a healthy and safe working environment for our staff and other employees, the Group has established policies and systems such as the “Guidance Notes on Safety Management in Workplace” in an effort to minimise the associated risks and impacts.

The “Guidance Notes on Management in Workplace” sets out measures to maintain a safe office environment, including daily inspection of office power and facilities in common areas, regular office air quality checks, and quarterly overall inspection to identify and eliminate safety hazards in a timely manner. The Administration Department manages and supervises the 5S process of organising, tidying, cleaning, sanitising and discipline in the workplace to ensure that staff comply with safety requirements.

For project staff and employees, the Group provides them with safety training to enhance their safety awareness and skills. During the Year, the relevant training included the knowledge and skills of on-site edge cave protection, large machinery inspection and the key points of high-risk construction techniques protection. In addition to analysing the consequences of incorrect or negligent use of machinery, the training also explains in detail the potential safety risks in the use of machinery and the daily management process of machinery.

During the Year, the Group had 12<sup>4</sup> work-related injuries, of which 3 were traffic accidents during commuting and the others were accidental falls. The Group has provided support to the injured staff and ensured that they received timely treatment. In addition, training has been adjusted and enhanced to avoid the recurrence of similar incidents.

### 保障健康與安全

正如本報告「風險管理」一節所述，本集團把職業健康與安全視為對業務有重大影響的風險之一。為保障員工及其他工作者均有健康及安全的工作環境，本集團已制定如《辦公場所安全管理作業指導書》等政策制度，致力降低相關風險及影響。

《辦公場所管理作業指導書》規範了維持安全辦公環境的措施，包括每日檢查辦公室公共區域電源及設施、定期辦公室空氣質量檢測，及季度整體安全檢查，以及時識別和消除安全隱患。行政部門對辦公場所進行包括整理、整頓、清掃、清潔和素養在內的5S管理及監督，確保員工遵守安全要求。

對於項目員工及工人，本集團為他們提供安全培訓，以提高其安全意識及技能。本年度，相關培訓包括現場臨邊洞口防護、大型機械檢測、高風險施工工藝防護要點等知識技能。培訓除分析錯誤或疏忽使用機械的後果，亦詳細解釋使用機械過程的潛在安全風險及機械的日常管理流程。

於本年度，本集團有12<sup>4</sup>例工傷個案，其中3例為通勤過程中的交通意外，其他則為不慎摔傷。本集團已向受傷員工提供支援，並確保他們得到了及時治療。此外，相關培訓也有所調整與加強，以避免同類事件的再次發生。

4 One of these cases took place in 2020 and was identified as injury cases in 2021.

4 其中1例為二零二零年發生，但於二零二一年獲工傷鑑定的個案。



# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

### Training and Development

The formulation of the “Talent Development Outline” sets out the key concepts for China SCE’s talent development concepts and strategies. The Group is committed to providing equitable training and learning opportunities for its employees to support their career and personal development, thereby preparing them for future business challenges and opportunities. During the Year, the Group continued to provide a wide range of training activities, both online and offline, to employees at all levels, including “Reaching for the Top” for senior staff to enhance their leadership skills, “Pioneer Training” for the development of potential talents, and “Spring Training” for different business units. As for new staff, the Group monthly conducts “SCE Camp” training to help new recruits quickly understand the basic systems and acquire the necessary knowledge and skills to adapt to their new positions and integrate into the culture at China SCE.

### 培訓與發展

《人才發展綱要》的制定為中駿人才發展的思路及策略定下了主要方針理念。本集團致力為員工提供公平的培訓及學習的機會，支持其事業及個人發展，從而為未來的業務挑戰和機遇做好準備。本年度，本集團繼續向各職級的員工提供線上及線下的多元培訓活動，包括針對高層人員提升領導力的「凌峰計劃」，針對後備人才培養的「先鋒班培訓」，以及針對不同業務部門的「春季大練兵」。在新員工方面，本集團每月開展「新駿營」培訓，幫助新入職同事快速瞭解各項基本制度，掌握必要的知識與技能，以適應新職位並融入中駿文化。

## China SCE’s Training Management System

### 中駿培訓管理體系

#### Demand Analysis

需求分析



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

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

#### Plan Development

制定計劃



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

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

## China SCE's Training Management System 中駿培訓管理體系

### Implementing Training 實施培訓

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

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

### Annual Training Summary 年度培訓總結

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

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

# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

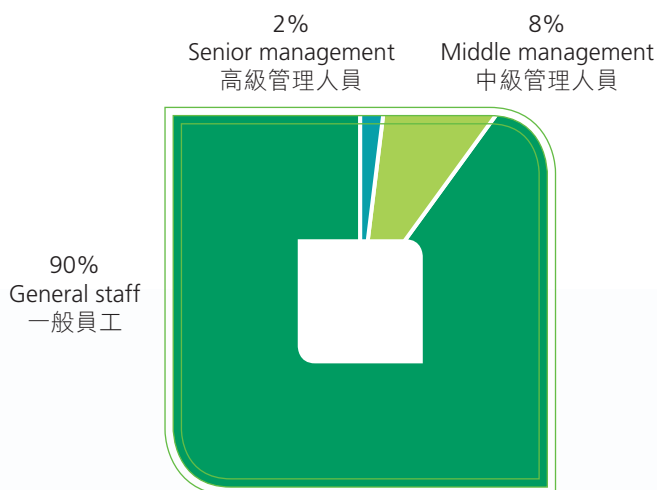
During the Year, the Group trained a total of 4,407 employees. Among them, the development and training statistics by gender and grade are disclosed below:

本年度，本集團共有4,407位僱員接受培訓。在他們中，按性別及職級劃分的發展及培訓統計數字披露如下：

### Percentage of Employees Trained by Gender 按性別劃分的僱員培訓比例



### Percentage of Employees Trained by Grade 按職級類別劃分的僱員培訓比例



# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

### Advocacy for Green Development

Being in the real estate industry, the Group recognises its responsibility to reduce the environmental impact of its buildings and to manage the emissions and resources of its daily operations in order to develop its business with due regard to the environment. The Group's "Environmental Protection Policy Statement" sets out the Group's management philosophy to address environmental challenges, including the development of green and intelligent buildings and optimisation of resource use, with a view to contributing the development of sustainable cities and communities.

### 倡導綠色發展

身處房地產行業，本集團確認其有責任降低建築對環境的影響，並對日常辦公的排放及資源強化管理，實現在發展業務的同時亦充分加入對環境的考慮。本集團的《環境保護政策聲明》闡述中駿應對環境挑戰的管理理念，涵蓋綠色智慧建築發展，優化資源使用等，務求為建設可持續城市和社區作出貢獻。

### Highlights of 2021

#### 二零二一年工作亮點



**Energy intensity:**  
Headquarters and regional companies

**0.15 MWh/sq.m.**

能源密度：

總部辦公室及區域公司

**0.15 兆瓦時/平方米**



**Greenhouse gas intensity:**  
Headquarters and regional companies

**0.07 tonnes of carbon dioxide equivalent/sq.m.**

溫室氣體密度：

總部辦公室及區域公司

**0.07 公噸二氧化碳當量/平方米**



**Announcement of the launch of a sustainable financial framework.**  
Through green bonds or green loans, more green building designs and operational improvements will be financed in the future.

宣佈推出可持續金融框架。透過綠色債券或綠色貸款，日後向更多綠色建築設計及營運改善措施提供資金。

# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

### Creating a Green Community Together

#### Design and Construction of the Green Buildings

Design and construction is the foundation of the Group's commitment to maintaining an environmentally friendly approach throughout the lifecycle of property development. In order to understand the potential environmental impact of a project, all of the Group's property development projects are subject to detailed environmental impact assessments prior to construction, and mitigation or avoidance measures are put in place during the planning and construction process to minimise the inconvenience caused by the development's impact on the neighbouring community and the environment. The projects can only commence after obtaining the consent of the local environmental protection authority and obtaining "Construction Land Planning Permit" and "Construction Engineering Planning Permit".

Meanwhile, the Group has been actively developing green building projects and has incorporated green concepts in the design of a number of projects to complement the green development of local communities. Green building measures commonly used by the Group include:

- Using prefabricated parts, thereby reducing environmental pollution on site
- Employing a switchable glass curtain wall, thereby maintaining natural ventilation and lighting
- Greening on rooftops and public spaces
- Renewable energy technology can be incorporated in the design, where feasible, such as solar panels
- Installing water-saving irrigation system, soil moisture sensor and automatic shut-off device on rainy days to reduce irrigation water demand
- Installing rainwater harvesting system

### 共創綠色社區

#### 綠建築設計及施工

設計及施工是本集團將環境友好理念貫穿於物業發展生命週期的基礎。為了解項目對環境的潛在影響，本集團所有物業發展項目於施工前均會進行詳細的環境影響評估，並在規劃和施工過程中，按項目發展對鄰近社區及環境的影響，制定減緩或避免措施以盡量減少造成的不便。項目需獲得當地環保監督部門同意及取得《建設用地規劃許可證》和《建設工程規劃許可證》等證明文件後方可開展工程項目。

同時，本集團積極發展綠色建築項目，在多個項目設計中充分融合綠色理念，以配合當地社區綠色發展。本集團常用綠色建築措施包括：

- 使用預制組件，減少工地現場的環境污染
- 使用可開關的玻璃幕牆，實現自然通風和採光
- 於屋頂及公共區域進行綠化工作
- 於可行情況下加入可再生能源技術設計，如：太陽能板
- 設置節水灌溉系統、土壤濕度感測器和雨天自動關閉裝置，減少灌溉用水需求
- 安裝雨水收集系統

### Green Building Case — Nantong Rudong SCE Funworld

#### 綠建案例 — 南通如東中駿世界城

Nantong Rudong SCE Funworld is a project of China SCE located in Xincheng District, Rudong County, Nantong City, with a total gross floor area of approximately 360,000 sq.m. Nantong Rudong SCE Funworld combines the geographical advantages of Rudong, leveraging on the riverfront of the site, to demonstrate the regional concept of modern waterfront residence, aiming to create a Rudong Jiangnan landscape where tradition meets modernity, providing a vibrant scenic experience for the city. The project has been awarded the China's Two-stars Green Building Evaluation Label.

Highlights of the design:

- ④ Installation of renewable energy systems, such as photovoltaic panels, to maximise energy efficiency
- ④ Adoption of high shading coefficient glass to reduce solar radiation
- ④ Application of BIM technology at the design stage, using visual virtual environments to reduce waste of natural resources
- ④ The Group has installed a carbon monoxide concentration detection system in the underground garage of the project, which is connected to the exhaust system to ensure that the air quality of the underground garage is not harmful to the health of the users

南通如東中駿世界城項目為中駿位於南通市如東縣新城區板塊，總建築面積約36萬平方米。南通如東中駿世界城結合如東的地域優勢，充分利用場地的濱河優勢，演繹現代水鄉民居的地域理念，力求打造傳統與現代碰撞下的如東江南景觀，為城市提供多彩的場景體驗。該項目獲得中國綠色建築評價二星認證。

設計亮點：

- ④ 安裝可再生能源系統，如太陽能光伏板，充分發揮能源效益
- ④ 採用高遮陽系數的玻璃窗，有效減少太陽輻射
- ④ 在設計階段應用BIM技術，採用視覺化虛擬環境，以減少浪費自然資源
- ④ 本集團於項目地下車庫增設一氧化碳濃度檢測系統並與排風設備聯動，排風設備可將以確保地下車庫空氣質量不損害使用者健康



### Green Building Case — Chizhou SCE Funworld 綠建案例 — 池州中駿世界城

The Chizhou SCE Funworld project is China SCE's first project in Anhui Province and is located in Guizhi District of Chizhou, with a total gross floor area of over 360,000 sq.m., among which approximately 270,000 sq.m. is prestige residences and approximately 90,000 sq.m. of shopping mall. The project fulfilled the absence of high-end commercial complexes in Chizhou, combining all industries including lifestyle luxury products, fashion retail, thematic dining, leisure and entertainment and lakeside living, to fully promote the core competitiveness of urban development and open up a new world of Chizhou's commercial excellence, becoming a new landmark in Chizhou. The project has been awarded the China's Two-stars Green Building Evaluation Label.

Highlights of the design:

- ④ To improve water efficiency and reduce usage, we collect rainwater for irrigation purposes. The design incorporates rainwater harvesting facilities to collect rainwater underground and use it for landscape plant irrigation. The design uses ecological water treatment technology to ensure water quality, which not only saves irrigation water, but also reduces the risk of pollution caused by mixing rainwater with waste water, and further reduces the burden on the environment by using the plants themselves to purify rainwater
- ④ Accessible design of venues and building units to actively promote integration of those who are physically healthy and those who are physically disabled
- ④ Energy-efficient lighting, energy-efficient equipment and efficient water-efficient appliances to enhance energy efficiency and water conservation in buildings

池州中駿世界城項目為中駿進入安徽的首個項目，項目位於池州市貴池區，總建築面積超過36萬平方米，其中精品住宅約27萬平方米，購物中心約9萬平方米。項目填補了池州市高端商業綜合體的空白，組合生活精品、時尚零售、主題餐飲、休閒娛樂、湖濱居住等全業態，全面助推城市發展核心競爭力，開創池州商業新世界的精彩，成為池州新地標。該項目獲得中國綠色建築評價二星認證。

設計亮點：

- ④ 為提高用水效益並降低使用量，我們收集雨水作灌溉之用。結合雨水利用設施，於地下收集雨水，並加以利用作景觀植物灌溉，該設計採用生態水處理技術確保水體水質，這不但可節省灌溉用水，亦可減少雨水與廢水混合造成污染的風險，更利用植物自身進行雨水淨化，進一步減少環境的負擔
- ④ 場地、建築單體均採用無障礙設計，積極推廣傷健共融
- ④ 採用節能燈具、節能設備及高效節水器具，以提升樓宇的能源效益及節水成效



# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

### Sustainable Financing

To raise additional funding support for sustainable building design and operations, the Group actively utilised sustainable financing tools and announced a sustainable financing framework in September this year. The framework is based on the Green Bond Principles 2021, the Green Loan Principles 2021, Social Loan Principles 2021 and the Social Bond Principles 2021 and is audited by S&P Global Ratings as an independent rating agency.

Under this framework, the Group aims to use the financing proceeds for the development of green building projects as well as housing and other types of projects that will continue to create environmental and social benefits and contribute to the achievement of the United Nations' sustainable development goals. The Group's Committee is responsible for reviewing and selecting eligible projects.

### 可持續金融

為向可持續的建築設計及運營募集到更多資金支持，本集團積極利用可持續融資工具，於本年度九月公佈可持續融資框架。該框架根據綠色債券原則2021、綠色貸款原則2021、社會貸款原則2021及社會債券原則2021設立，並由標普全球評級作為獨立評級機構進行審核。

在此框架指導下，本集團希冀將融資所得款項將用於發展綠色建築項目以及保障房等項目類別，持續創造環境和社會效益，貢獻聯合國可持續發展目標的實現。本集團的委員會負責審查及選擇合資格的項目。

### Green Buildings

綠色建築



### Sustainable Water Management

可持續水管理



### Pollution Prevention and Control

污染防治及控制



### Renewable Energy

可再生能源



### Affordable Housing

可負擔的住房



### Access to Essential Services: Quality Education

獲得基本服務：優質教育





### Green Operations

### 踐行綠色運營

#### Resource Usage

#### 資源使用

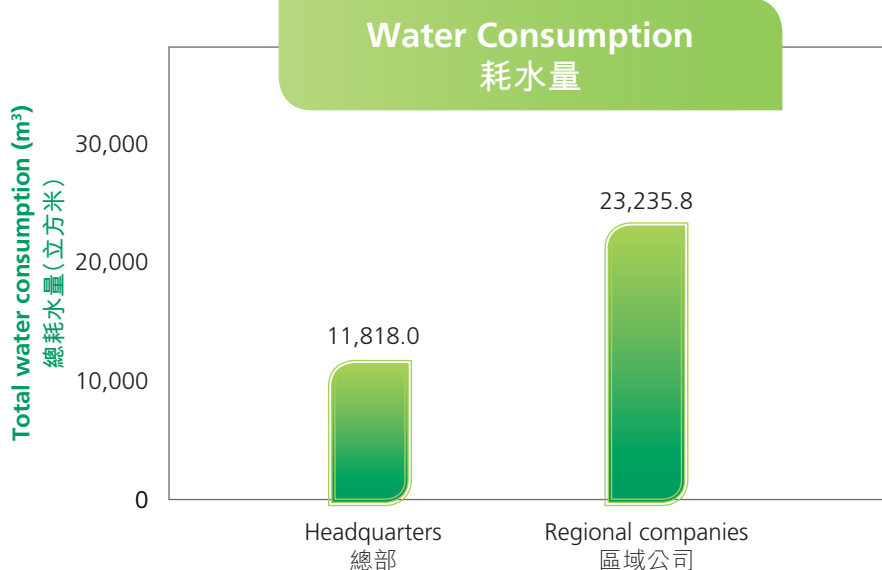
### Water Resources 水資源

Recognising that water is a valuable resource on earth, the Group has made every effort to enhance water conservation and water efficiency. In terms of water consumption in the office, the Group encourages employees to conserve water through mailings and posters. At the same time, the Group encourages its main contractors to recycle and reuse wastewater in the construction of their projects. In the future, to reduce water consumption and wastage, the Group will consider installing sensor water taps to monitor real time water consumption data and detect water leakage.

本集團深明水是地球珍貴的資源，因此竭力加強節水工作，提高用水效益。就辦公室之用水而言，本集團透過郵件宣傳及張貼海報，以鼓勵僱員節約用水。同時，本集團鼓勵主要承包商在項目施工中回收並重用廢水。未來，為減少水資源消耗及浪費，本集團會考慮安裝傳感器接頭，以監控實時水消耗數據並檢測漏水情況。

During the Year, the Group consumed a total of 35,053.8 m<sup>3</sup><sup>5</sup> of water resources, with a water consumption intensity of 1.25 m<sup>3</sup>/sq.m., of which, 11,818.0 m<sup>3</sup> were consumed at the headquarters office, with an intensity of 0.90 m<sup>3</sup>/sq.m., which was basically the same as the previous year.

本年度，本集團共消耗水資源35,053.8立方米<sup>5</sup>，耗水密度為1.25立方米/平方米。其中，總部辦公室消耗量為11,818.0立方米，密度為0.90立方米/平方米，與上一年度基本持平。



5 As the water consumption of the Southeast China Region, Southern China Region and Tianjin company in Northern China Region are managed by the office properties, the relevant data is not available. The Group will continue to improve its data collection methods in order to enhance data integrity in the future.

5 因東南區域、華南區域以及華北區域之天津公司用水由寫字樓物業統一管理，未能獲取相關數據。本集團將不斷完善數據收集方法，以於未來加強數據完整性。

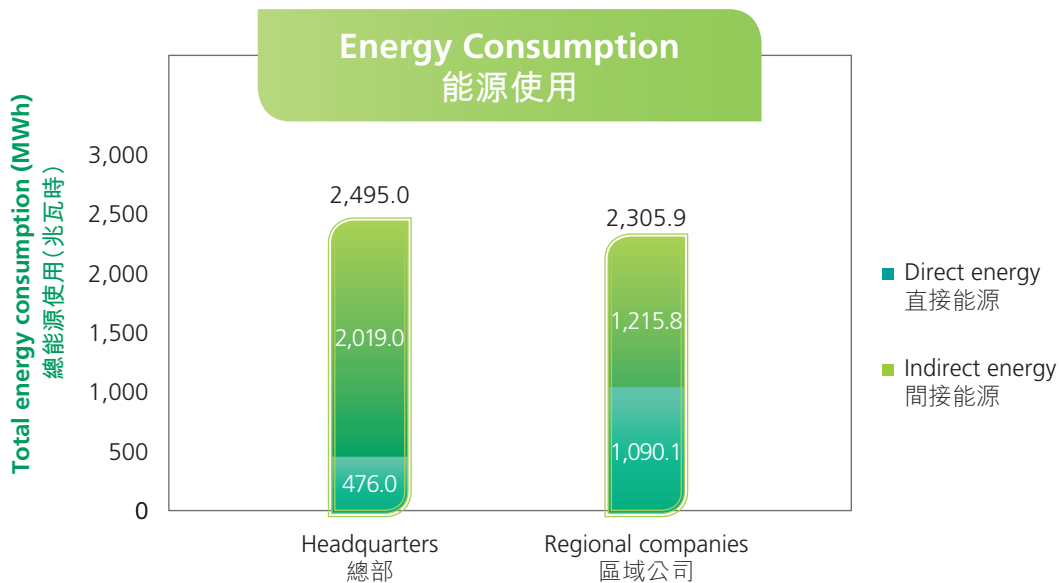
Energy  
能源

In order to reduce the carbon footprint and promote energy conservation, we have further strengthened the management of energy and resources in the office environment through five aspects: air conditioning management, lighting management, equipment and energy consumption management, water consumption management and management of office supplies and consumables, under the guidance of the "Notice Regarding Workplace Energy Saving Measures". Energy saving measures include providing guidelines on the conditions on using and temperature of air-conditioning, and reminding employees to switch off power-consuming equipment such as lighting, computers, air-conditioning and photocopiers before getting off work to minimise resource consumption. In addition, to keep up with market trends, the Group regularly reviews the energy consumption of electrical appliances, eliminates outdated products and purchases energy-efficient equipment to contribute to the development of a low-carbon economy.

為減低碳足跡並推動節約能源，在《關於辦公環境節能管控通知》的指引下，透過空調管理、照明管理、設備用電管理、用水管理及辦公用品、辦公耗材管理五方面進一步加強辦公環境能源、資源的使用管理。節能措施包括為空調使用的條件與溫度提供指引，並提醒僱員下班前關掉照明、電腦、空調、影印機等耗電設備，以盡量減少資源消耗。除此之外，為緊跟市場趨勢，本集團也會定期檢視電器耗能情況，淘汰落後產品，採購高效能源設備，協力低碳經濟發展。

During the Year, the Group consumed a total of 4,800.9 MWh<sup>6</sup> of energy, with an energy intensity of 0.15 MWh/sq.m. Direct energy is mainly used for vehicle and kitchen equipment, with gasoline and natural gas usage of 1,182.1 MWh and 384.0 MWh, respectively. Indirect energy includes consumption of electricity and heating.

本年度，本集團共消耗能源4,800.9兆瓦時<sup>6</sup>，能源密度為0.15兆瓦時/平方米。直接能源主要用於車輛和廚房設備，汽油和天然氣的使用分別為1,182.1兆瓦時和384.0兆瓦時。間接能源則包括電力及供暖的消耗。



6 The heating in the Central China Region is priced on an area basis, so the actual usage data is not available. The Group will continue to improve its data collection methods in order to enhance data integrity in the future.

6 華中區域之供暖因按面積定價收費，未能獲取實際用量數據。本集團將不斷完善數據收集方法，以於未來加強數據完整性。

# Environmental, Social and Governance Report 2021

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In the future, we will continue to improve our controls, review the existing data collection and statistical processes, explore and gradually set feasible targets based on actual consumption, with a view to establishing a solid foundation for further long-term action measures in the future.

未來，我們將繼續完善管控，檢視現有的數據收集及統計的過程，探討並根據實際消耗情況逐步設定可行的目標，為將來我們進一步制定更長遠的行動措施奠定穩健基礎。

### Emissions Management

### 排放管理

#### Waste 廢棄物

The Group understands the environmental and social impacts of waste. Therefore, we are committed to reducing waste production at source and raising awareness of environmental protection among our employees. The Group encourages its employees to adopt a paperless office approach, including the use of online platforms to circulate documents, reduce excessive printing and avoid the use of disposable products, as part of a sustainable office and lifestyle.

本集團明白廢棄物對環境及社會影響。因此，我們一直致力從源頭減少廢物產量以及提高僱員的環境保護意識。本集團鼓勵員工使用無紙化辦公，包括利用網路平台傳閱文件、減少過度打印及避免使用即棄產品等，積極實踐可持續的辦公和生活方式。

The Group generated a total of 0.8 kg of hazardous waste during the reporting period, mainly waste batteries. The total amount of non-hazardous waste was 134.0 tonnes<sup>7</sup>. All types of waste were handed over to the relevant qualified contractors for disposal.

本集團於報告期內總共產生了0.8千克有害廢棄物，主要為廢電池。無害廢棄物共計134.0公噸<sup>7</sup>。各類型廢棄物均交由相關合資格承辦商處理。



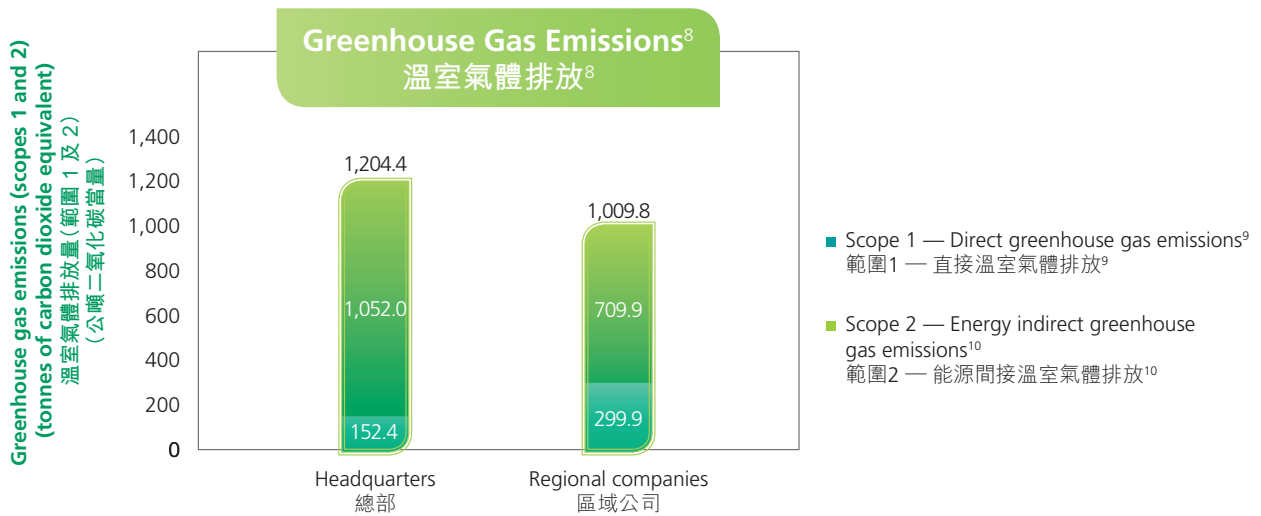
7 Apart from the West Taiwan Strait Region, other regional companies do not handle office waste separately, so the relevant data is not available. The Group will continue to improve its data collection methods in order to enhance data integrity in the future.

7 除海西區域外，其他區域公司未單獨處理辦公室廢棄物，故未能獲取相關數據。本集團將不斷完善數據收集方法，以於未來加強數據完整性。

Emissions  
排放物

The Group has made the reduction of emissions an important part of its corporate responsibility for environmental protection, and employed a professional consultant to undertake carbon emissions appraisal, and quantify emissions produced by Group operations. During the Year, the Group generated a total of 2,214.2 tonnes of carbon dioxide equivalent from greenhouse gas emissions. With a greenhouse gas intensity of 0.07 tonnes of carbon dioxide equivalent/sq.m.

本集團把減少排放物作為企業履行環境保護責任的重要工作之一，並聘請專業顧問公司進行碳評估，以量化其營運產生的排放。本年度，本集團共產生溫室氣體排放2,214.2公噸二氧化碳當量，溫室氣體密度為0.07公噸二氧化碳當量/平方米。



8 Refer to the “How to prepare an ESG Report — Appendix 2: Reporting Guidance on Environmental KPIs” by Stock Exchange.

9 Including greenhouse gas emissions from the use of gasoline fuel and natural gas combustion in vehicles within the Group’s control.

10 Including emissions from the Group’s purchased electricity and heating systems. Electricity emissions are based on the National Average Emission Factor for Electricity published by the Ministry of Ecology and Environment of the PRC in 2021; Heat power emission factor adopts 0.11 tonnes of carbon dioxide/GJ.

8 參考聯交所《如何準備環境、社會及管治報告 — 附錄二：環境關鍵績效指標匯報指引》計算。

9 包括本集團控制範圍內的車輛使用汽油燃料及天然氣燃燒所產生的溫室氣體排放。

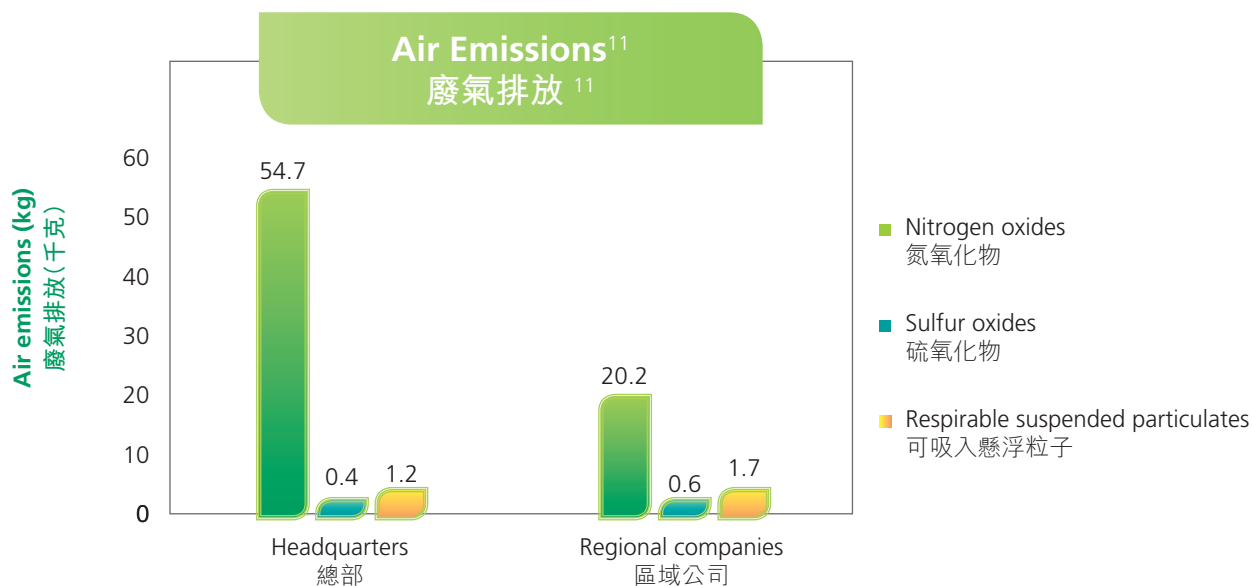
10 包括本集團外購電力及供暖系統的排放。電力排放採用中華人民共和國生態環境部二零二一年發佈的國家電力平均排放因子；熱力排放係數採用0.11噸二氧化碳/吉焦。

# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

The use of fossil fuels also contributes to the emission of air pollutants. During the Year, the Group's daily operations generated 74.9 kg of nitrogen oxides, 1.0 kg of sulfur oxides and 2.9 kg of respirable suspended particulates.

化石燃料的使用亦帶來空氣污染物的排放。本年度，本集團的日常運營產生 74.9 千克的氮氧化物、1.0 千克的硫氧化物和 2.9 千克的可吸入懸浮粒子。



### Climate Change

As there are increasing global calls for action to address climate change, the Group is aware of its responsibility as a responsible business and has made progress in reducing its overall greenhouse gas footprint and enhancing its resource conservation efforts. At the same time, the Group understands that climate change will bring about changes in society and daily operations and is developing policies to enhance the management of climate risks and opportunities accordingly.

### 氣候變化

由於全球要求採取行動解決氣候變化問題的呼聲越來越高，本集團深諳自己作為負責任企業所肩負的責任，已在減少整體溫室氣體足跡及加強資源節約工作方面取得進展。與此同時，本集團了解氣候變化會為社會及日常營運帶來轉變，正制定相應政策以加強氣候風險及機遇管理。

11 Emission factors are based on "How to prepare an ESG Report — Appendix 2: Reporting Guidance on Environmental KPIs" by the Stock Exchange, "Road Vehicles Air Pollutant Emission Inventory Preparation Technical Guide" and "Technical Guide for Compilation of Primary Emission Source Inventory of Atmospheric Respirable Particulates (Trial)" published by the Ministry of Ecology and Environment of the PRC, and the "AP-42: Compilation of Air Pollutants Emissions Factors" promulgated by the United States Environmental Protection Agency.

11 排放因子參考聯交所《如何準備環境、社會及管治報告 — 附錄二：環境關鍵績效指標匯報指引》、中華人民共和國生態環境部《道路機動車大氣污染物排放清單編製技術指南》及《大氣可吸入顆粒物一次源排放清單編製技術指南(試行)》，以及美國國家環境保護局《AP-42：空氣污染物排放因子彙編》。

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In terms of risks, the emergence of extreme weather can have a significant impact on the property development industry, including threats to the structure and safety of buildings from super typhoons, flooding or other extreme weather, as well as the transition risk of the overall economic transformation to a lower carbon economy, which may result in asset impairment and increased maintenance costs. The Group will consider assessing the risk level of each property in the future to enhance resilience and ability to cope with climate change. In terms of opportunities, led by increasing market demand, the Group also hopes to further enhance its sustainability performance by investing in green buildings and green financing, incorporating more climate-resilient elements in future projects and exploring more innovative green construction techniques to seize business opportunities while saving costs and promoting technological innovation.

風險方面，極端天氣的出現對物業發展行業的影響重大，包括超級颱風、水災或其他極端天氣對建築物結構及安全的威脅、以及整體經濟轉型至更低碳經濟的過渡風險，有可能會導致資產減值及增加維修成本。本集團未來考慮評估各物業風險等級，以提升適應力及抵禦氣候變化的能力。而在機遇方面，在不斷增加的市場需求引領下，本集團亦希望透過投資綠色建築和綠色金融，於未來的項目加入更多具氣候抗禦力的元素以及探索更多創新的綠色施工技術，在節省成本及促進科技創新的同時把握商機，進一步提高集團的可持續發展表現。

### Contribution to Building Communities

The real estate business is closely related to building communities. While building sustainable communities through our own operations, such as providing quality green spaces, the Group is committed to its corporate social responsibility, concern for the underprivileged and promotion of social equity, with a view to realising our vision of “Sharing a Better Future”.

### 貢獻社區建設

房地產業務與社區建設息息相關。在以如提供優質綠色空間等自身運營建設可持續社區的同時，本集團堅守企業公民的社會責任，關注弱勢群體，促進社會公平，希冀實現「共用美好未來」的公益主張。

### Highlights of 2021

#### 二零二一年工作亮點



Invested over  
**RMB 40 million** in charity  
campaigns  
於公益事業投入逾  
人民幣**4,000**萬元



The “Nature and the Little  
World” charity education  
campaign covered over  
**2,500** rural primary  
school students in **41** cities  
and **17** provinces  
「大自然小世界」公益助學  
活動覆蓋**17**省、**41**市、  
**2,500**餘名鄉村小學生



“4.22 Earth Day Sustainable  
Office Life” environmental  
protection advocacy  
campaign attracted over  
**140,000** online  
participants  
「4.22世界地球日辦公生活  
可持續」環保倡導活動  
吸引逾**14**萬人次線上參與

# Environmental, Social and Governance Report 2021

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The Group is committed to understanding the needs of the communities in which it operates and has a “Community Investment Policy Statement” that incorporates community investment into its daily management planning, contributing to community building and giving back to local residents. During the Year, China SCE focused on education, environmental protection and culture, and set up various charitable funds for education, poverty alleviation and medical aid, with a cumulative investment of over RMB40 million for various charitable causes.

### Concentration on Education

#### Charity Education Campaign

The Group has always believed that education is a key driver of change and development, and through our investment in education, we hope to nurture future talents who will build a better life. On 6 June 2021, China SCE and China Siyuan — Sina Yangfan Charity Foundation organised the “Nature and the Little World” charity education campaign. With the theme of “Knowledge is the Best Charity”, the campaign aims to enrich the children’s “Little World” by introducing them to a variety of nature-related readings and activities that will help them explore their interest in “Nature”.

本集團一直致力瞭解營運所在社區的需要，並制定有《社區投資政策聲明》，把社區投資納入日常管理工作規劃，致力貢獻社區建設及回饋當地居民。本年度，中駿聚力教育、環保及文化領域，並設立了助學、扶貧、醫療救助等多類慈善基金，累計為各項公益事業投入超過人民幣4,000萬元。

### 聚力教育工作

#### 公益助學

本集團始終認為教育是改變與發展的重要推動力，期望透過對教育的投入，培養建設美好生活的未來人才。於二零二一年六月六日，中駿聯合中華思源·新浪揚帆公益基金發起的「大自然小世界」公益助學活動正式上綫。該活動定位為「授人以漁」，旨在透過引入各類與自然知識有關的閱讀及實踐，令孩子們發掘對「大自然」的興趣，讓他們的「小世界」更加豐盈充實。



# Environmental, Social and Governance Report 2021

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The campaign is held in four seasons. The first season was the “Nature Learning Camp”, with eight online seminars conducted by experts, reaching over 20,000 rural teachers and students across Mainland China. More than 8,000 members of the public were invited to donate books during the simultaneous “Light Up Curiosity” online campaign. The second season was the “Natural Handicraft Competition”. Students from over 30 rural schools in 17 provinces showcased their talents to the public by creating their own natural handicrafts. The third and fourth seasons focused on rural school visits and charity sales, in the hope of bringing the children closer to their lives and helping them to reach out to a wider world.

活動共分四季展開。第一季為「自然學習營」，由專家開展八場線上講座，輻射全國各地20,000餘人次鄉村師生。同步開展的「點亮好奇星」線上活動邀請到8,000餘名公眾參與書籍捐贈。第二季則為「自然手作徵集賽」。來自17省30餘所鄉村學校的學生們發揮創意，親自製作自然手作，向公眾展示他們的才華。而第三及第四季主要進行鄉村學校走訪及愛心義賣，希望能更加貼近孩子們的生活，協助他們走向更廣闊的世界。



Apart from the activities above, China SCE also continued to participate in the Xiamen City Educational Foundation’s “Secondary Student Sponsorship for Underprivileged Candidates” project this year, sponsoring 25 underprivileged students to fulfill their dreams of having tertiary education.

除上述活動外，中駿本年度亦持續參與廈門市教育基金會「貧困高考生助學」專項項目，資助25名貧困學生圓夢大學。



# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

### Building Schools

Primary education — China SCE West Taiwan Strait Region company donated RMB2.4 million and RMB2.0 million to Jiangxi Red Cross and Quanzhou Jinjiang City Cizao Town Education Foundation, respectively, for the construction of local primary schools in Jinxian County, Nanchang City and Jinjiang City, Quanzhou to create better teaching conditions and learning environment for teachers and students.

Secondary education — The Group entered into agreement with Huaqiao Secondary School in Nan'an City, Fujian Province, committing to set up a RMB20 million "Wong Chiu Yeung Education Fund" for the school, which will be used to motivate outstanding teachers and in teacher training, and help more students to obtain better resources and development.

### 學校建設

小學 — 中駿海西區域公司向江西省紅十字基金會和泉州晉江市磁灶教育基金會分別捐贈人民幣240萬元和人民幣200萬元，用於南昌市進賢縣及泉州晉江市當地小學校園建設，為師生創造更好的教學條件和學習環境。

中學 — 本集團與福建南安市華僑中學簽訂協議，承諾為僑中設立人民幣2,000萬元「黃朝陽教育基金」，用於激勵校方優秀教師及師資培養，幫助更多學子獲得更好的資源和發展。



# Environmental, Social and Governance Report 2021 環境、社會及管治報告 2021

## Reduction of Environmental Footprint

### 4.22 Earth Day

The Group organised a week-long “4.22 Earth Day Sustainable Office Life” environmental protection advocacy campaign on 22 April 2021. Through an interactive online and offline approach, the Group actively promotes the concept of sustainable office and living to all staff, owners and the community. The event attracted over 140,000 online participants.

### Environmental Partnerships, Speak Up for the Earth

“Environmental Protection” is a traditional part of China SCE’s “Walk for Good” event. This year, together with China SCE’s 4<sup>th</sup> “Walk for Good”, China SCE’s public welfare initiated the “Environmental Partnerships, Speak Up for the Earth”. Over 800 team members and staff used their own water bottles throughout the 11 stops across the country, refusing to use bottled water or canned sports drinks. At the same time, the team members worked together to simulate various environmental protection symbols and spread them to their friends on social media to let more people understand environmental protection knowledge. They also used biodegradable garbage bags to collect recyclable garbage for a demonstration of recycling at the end point. The measures above make the concepts of “Low-carbon Green” and “Traceless Travel” have a real impact on everyone.

## Support for Post-Disaster Reconstruction

### Disaster Relief for Henan Floods

In July 2021, Henan Province was hit by heavy rainfall and multiple areas were flooded. China SCE Central China Region company donated RMB1 million for the procurement of disaster relief supplies to contribute to the flood prevention and rescue and post-disaster reconstruction work.



## 減少環境足跡

### 4.22 世界地球日

本集團於二零二一年四月二十二日發起為期一週的「4.22世界地球日辦公生活可持續」環保倡導活動，以線上及線下互動的模式，積極向所有員工、業主、乃至社會公眾宣揚可持續辦公及生活理念。活動吸引逾14萬人次線上參與。

### 環保合夥人，為地球發聲

「環保」是中駿「駿行」徒步活動的傳統環節。本年度，結合中駿集團第四屆駿行徒步，中駿公益發起「環保合夥人，為地球發聲」倡導。在徒步全國11個站點的過程中，全體逾800名隊員及工作人員全程使用自帶水壺，拒用瓶裝水及罐裝運動飲料。同時，各隊隊員合力合力模擬各類環保標誌造型並廣發社交媒體，讓更多人瞭解環保知識；亦全程使用可降解垃圾袋帶回可回收垃圾，在終點進行循環再生科普演示。以上舉措令「低碳綠色」和「無痕出行」的環保理念更加深入人心。

## 支援災後重建

### 河南洪澇賑災

於二零二一年七月，河南省遭遇強暴雨，多地受洪水侵襲。中駿華中區域公司捐贈人民幣100萬元人民幣，用於賑災物資採購，為防汛搶險及災後重建工作貢獻力量。



# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

### Overview of Key Performance Indicators

### 關鍵績效指標總覽

#### Environmental Performance

#### 環境表現

	2021		2020	Unit 單位
	二零二一年		二零二零年	
	Headquarters 總部	Regional companies 區域公司	Headquarters 總部	
<b>Air pollutants<sup>12</sup></b>				
<b>空氣污染物<sup>12</sup></b>				
Nitrogen oxides 氮氧化物	54.7	20.2	52.2	kg 千克
Sulfur oxides 硫氧化物	0.4	0.6	1.1	kg 千克
Respirable suspended particulates 可吸入懸浮粒子	1.2	1.7	1.2	kg 千克
<b>Total greenhouse gas emission<sup>13</sup></b>				
<b>溫室氣體總排放<sup>13</sup></b>				
Scope 1 — Direct greenhouse gas emissions 範圍一 — 直接溫室氣體排放	152.4	299.9	96.4	tonnes of carbon dioxide equivalent 公噸二氧化碳當量
Scope 2 — Energy indirect greenhouse gas emissions 範圍二 — 能源間接溫室氣體排放	1,052.0	709.9	712.7	tonnes of carbon dioxide equivalent 公噸二氧化碳當量
Total greenhouse gas emission 溫室氣體總排放量	1,204.4	1,009.8	809.1	tonnes of carbon dioxide equivalent 公噸二氧化碳當量
Greenhouse gas intensity (in terms of surface area) 溫室氣體密度(以面積計算)		0.07	—	tonnes of carbon dioxide equivalent/ sq.m. 公噸二氧化碳當量/ 平方米

12 Emission factors are based on "How to prepare an ESG Report — Appendix 2: Reporting Guidance on Environmental KPIs" by the Stock Exchange, "Road Vehicles Air Pollutant Emission Inventory Preparation Technical Guide" and "Technical Guide for Compilation of Primary Emission Source Inventory of Atmospheric Respirable Particulates (Trial)" published by the Ministry of Ecology and Environment of the PRC, and the "AP-42: Compilation of Air Pollutants Emissions Factors" promulgated by the United States Environmental Protection Agency.

13 Refer to "How to prepare an ESG Report — Appendix 2: Reporting Guidance on Environmental KPIs" by the Stock Exchange for calculation. In addition, electricity emissions adopt the National Average Emission Factor For Electricity published by Ministry of Ecology and Environment of the PRC in 2021; Heat power emission factor adopts 0.11 tonnes of carbon dioxide/GJ.

12 排放因子參考聯交所《如何準備環境、社會及管治報告 — 附錄二：環境關鍵績效指標匯報指引》、中華人民共和國生態環境部《道路機動車大氣污染物排放清單編製技術指南》及《大氣可吸入顆粒物一次源排放清單編製技術指南(試行)》，以及美國國家環境保護局《AP-42：空氣污染物排放因子彙編》。

13 參考聯交所《如何準備環境、社會及管治報告 — 附錄二：環境關鍵績效指標匯報指引》計算。此外，電力排放採用中華人民共和國生態環境部二零二一年發佈的國家電力平均排放因子；熱力排放係數採用0.11噸二氧化碳/GJ。

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## 環境、社會及管治報告 2021

	2021		2020	Unit
	二零二一年		二零二零年	
	Regional			
	Headquarters	companies	Headquarters	
	總部	區域公司	總部	
<b>Hazardous waste</b>				
<b>有害廢棄物</b>				
Total hazardous waste	–	0.8 <sup>14</sup>	–	kg
有害廢棄物總量				千克
Total hazardous waste intensity (in terms of surface area)		0.001	–	kg/sq.m.
有害廢棄物密度(以面積計算)				千克/平方米
<b>Non-hazardous waste<sup>15</sup></b>				
<b>無害廢棄物<sup>15</sup></b>				
Total non-hazardous waste	78.0	56.0	80.0	tonnes
無害廢棄物總量				公噸
Total non-hazardous waste intensity (in terms of surface area)		0.007	–	tonnes/sq.m.
無害廢棄物密度(以面積計算)				公噸/平方米
<b>Energy</b>				
<b>能源</b>				
Direct energy	476.0	1,090.1	459.3	MWh
直接能源				兆瓦時
Indirect energy <sup>16</sup>	2,019.0	1,215.8	1,168.3	MWh
間接能源 <sup>16</sup>				兆瓦時
Total energy consumption	2,495.0	2,305.9	1,627.6	MWh
能源總耗量				兆瓦時
Energy intensity (in terms of surface area)		0.15	–	MWh/sq.m.
能源密度(以面積計算)				兆瓦時/平方米

14 Representing the relevant statistical data of the Northern China Region only.

15 Apart from the West Taiwan Strait Region, other regional companies do not handle office waste separately, so the relevant data is not available.

16 The heating in the Central China Region is priced on an area basis, so the actual usage data is not available.

14 僅華北區域統計相關數據。

15 除海西區域外，其他區域公司未單獨處理辦公室廢棄物，故未能獲取相關數據。

16 華中區域之供暖因按面積定價收費，未能獲取實際用量數據。

# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

	2021		2020	Unit 單位
	二零二一年		二零二零年	
	Headquarters 總部	Regional companies 區域公司	Headquarters 總部	
<b>Water consumption<sup>17</sup></b>				
<b>耗水<sup>17</sup></b>				
Total water consumption 總耗水量	11,818.0	23,235.8	11,824.2	m <sup>3</sup> 立方米
Water consumption intensity (in terms of surface area) 耗水密度(以面積計算)	1.25		-	m <sup>3</sup> /sq.m. 立方米/平方米

17 As the water consumption of the Southeast China Region, Southern China Region and Tianjin company in Northern China Region are managed by the office properties, the relevant data is not available.

17 因東南區域、華南區域，以及華北區域之天津公司用水由寫字樓物業統一管理，未能獲取相關數據。

# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

### Social Performance

### 社會表現

		2021 二零二一年	2020 二零二零年	
		Headquarters 總部	Regional companies 區域公司	Headquarters 總部
<b>Number of employees<sup>18</sup></b> 員工人數 <sup>18</sup>				
<b>Gender</b> 性別	Male 男性	221	2,406	278
	Female 女性	150	1,721	174
<b>Age</b> 年齡	Under 30 30歲以下	94	1,670	125
	30-50 30-50歲	264	2,446	316
	Over 50 50歲以上	13	11	11
<b>Grade</b> 職級	General staff 一般員工	259	3,814	334
	Middle management 中級管理人員	79	280	85
	Senior management 高級管理人員	33	33	33
<b>Total</b> 總數		371	4,127	452

18 All employees in the scope of the report are located in Mainland China and all are full-time employees.

18 報告範圍內的所有員工均位於中國內地，且為全職員工。

# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

		2021 二零二一年	2020 二零二零年	
		Headquarters 總部	Regional companies 區域公司	Headquarters 總部
<b>Employee turnover rate<sup>19</sup></b> 流失員工比率 <sup>19</sup>				
<b>Gender</b> 性別	Male 男性	43%	72%	34%
	Female 女性	39%	75%	34%
<b>Age</b> 年齡	Under 30 30歲以下	50%	83%	49%
	30–50 30–50歲	39%	67%	29%
	Over 50 50歲以上	15%	118%	–
	<b>Total</b> 總數	41%	73%	34%
<b>Health and Safety of Employees</b> 僱員健康與安全				
<b>Number of work-related injuries</b> 工傷人數		–	12	2
<b>Lost days due to work-related injuries</b> 因工傷損失工作日數		–	752	54
<b>Number of work-related fatalities<sup>20</sup></b> 因工亡故人數 <sup>20</sup>		–	–	–

19 All of the employees in the scope of the report are located in Mainland China, excluding employees who are transferred to operations outside the Group's reporting area for business purposes. The employee turnover rate = the number of employees in the relevant category who left during the Year / number of employees in the relevant category.

19 報告範圍內的所有員工均位於中國內地，不包括因業務需要調動至本集團報告範圍外之營運點的員工。流失員工比率 = 相關類別全年流失的員工 / 相關類別員工人數。

20 In the past three years, the Group had no work-related fatalities.

20 過去三年，本集團均無因工死亡個案。

# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

		2021 二零二一年		2020 二零二零年
		Headquarters 總部	Regional companies 區域公司	Headquarters 總部
<b>Ratio of employee trained</b> <sup>21</sup>				
受訓員工比率 <sup>21</sup>				
<b>Gender</b> 性別	Male 男性	113%	95%	86%
	Female 女性	95%	100%	80%
<b>Grade</b> 職級	General staff 一般員工	105%	97%	84%
	Middle management 中級管理人員	111%	100%	75%
	Senior management 高級管理人員	97%	115%	100%
<b>Total</b> 總數		106%	97%	83%

21 The ratio of employee trained = the number of employees in the relevant category who participated in the training during the Year / number of employees in the relevant category. Since the number of employees in the relevant category who participated in the training during the Year included redeployed or resigned employees, the ratio of employee trained would be larger than 100%.

21 受訓員工比率=相關類別全年參加培訓的員工/相關類別員工人數。由於全年參加培訓的員工人數包含部份調職或離職員工，故受訓員工比率可能大於100%。



# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

		2021 二零二一年		2020 二零二零年
		Headquarters 總部	Regional companies 區域公司	Headquarters 總部
<b>Average training hours for employees (hours) <sup>22</sup></b>				
<b>員工平均培訓時數(小時) <sup>22</sup></b>				
<b>Gender</b> 性別	Male 男性	67.9	57.2	23.0
	Female 女性	57.7	62.5	24.7
<b>Grade</b> 職級	General staff 一般員工	69.3	60.5	16.7
	Middle management 中級管理人員	54.6	46.8	52.7
	Senior management 高級管理人員	42.7	44.5	19.0
<b>Total</b> 總數		63.8	59.4	23.6

22 Average training hours for employees = total number of training hours for the relevant category of employees / number of employees in the relevant category

22 員工平均培訓時數 = 相關類別受訓員工培訓時間總數 / 相關類別員工人數。

# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

2021  
二零二一年

### **Number of suppliers**

供應商數量

#### **Region**

地區

Northern China Region 華北地區	457
Central China Region 華中地區	716
Southern China Region 華南地區	561
Eastern China Region 華東地區	816
Southwest Region 西南地區	498
West Taiwan Strait Region 海西地區	669

#### **Total**

總數

3,717

# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

### ESG Reporting Guide Content Index

### 環境、社會及管治報告內容索引

Aspect 層面	Content 內容	Page Index/Remarks 頁碼索引／備註
<b>A1. Emissions</b>		
<b>A1. 排放物</b>		
General Disclosures	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.	10–11, 43–44, 50
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。	
A1.1	The types of emissions and respective emissions data.	52, 58
	排放物種類及相關排放數據。	
A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and intensity.	51, 58
	直接（範圍1）及能源間接（範圍2）溫室氣體排放量及密度。	
A1.3	Total hazardous waste produced and, where appropriate, intensity.	50, 59
	所產生有害廢棄物總量及密度。	
A1.4	Total non-hazardous waste produced and intensity.	50, 59
	所產生無害廢棄物總量及密度。	
A1.5	Description of emission target(s) set and steps taken to achieve them.	49–50
	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。	
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.	50
	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。	

# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

Aspect 層面	Content 內容	Page Index/Remarks 頁碼索引／備註
<b>A2. Use of Resources</b>		
<b>A2. 資源使用</b>		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。	43, 48–50
A2.1	Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及／或間接能源總耗量及密度。	49, 59
A2.2	Water consumption in total and intensity. 總耗水量及密度。	48, 60
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	49–50
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. 描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	48, 50; The Group had no problem in sourcing water that is fit for purpose. 48, 50; 本集團在求取適用水源上無任何問題。
A2.5	Total packaging material used for finished products and with reference to per unit produced. 製成品所用包裝材料的總量及每生產單位估量。	The business nature of the Group did not involve the use of packaging materials. 本集團的業務性質並不涉及包裝材料的使用。

# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

Aspect 層面	Content 內容	Page Index/Remarks 頁碼索引／備註
<b>A3. The Environment and Natural Resources</b>		
<b>A3. 環境及天然資源</b>		
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。	43–44, 47
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	44–47
<b>A4. Climate Change</b>		
<b>A4. 氣候變化</b>		
General Disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	52
A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	53

# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

Aspect 層面	Content 內容	Page Index/Remarks 頁碼索引／備註
<b>B1. Employment</b>		
<b>B1. 僱傭</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	10–11, 31–33
B1.1	Total workforce by gender, employment, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	35–37, 61
B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	62

# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

Aspect 層面	Content 內容	Page Index/Remarks 頁碼索引／備註
<b>B2. Health and Safety</b>		
<b>B2. 健康與安全</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	10–11, 39
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year. 過去三年（包括匯報年度）每年因工亡故的人數及比率。	62
B2.2	Lost days due to work injury. 因工傷損失工作日數。	62
B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	39

# Environmental, Social and Governance Report 2021

## 環境、社會及管治報告 2021

Aspect 層面	Content 內容	Page Index/Remarks 頁碼索引／備註
<b>B3. Development and Training</b>		
<b>B3. 發展及培訓</b>		
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	40–41
B3.1	The percentage of employees trained by gender and employee category. 按性別及僱員類別劃分的受訓僱員百分比。	42, 63
B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	64
<b>B4. Labour Standards</b>		
<b>B4. 勞工準則</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	10–11, 33
B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	33
B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	33



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## 環境、社會及管治報告 2021

Aspect 層面	Content 內容	Page Index/Remarks 頁碼索引／備註
<b>B5. Supply Chain Management</b>		
<b>B5. 供應鏈管理</b>		
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。	29–30
B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	28, 65
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，以及相關執行及監察方法。	29–30
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。	29–30
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。	30

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## 環境、社會及管治報告 2021

Aspect 層面	Content 內容	Page Index/Remarks 頁碼索引／備註
<b>B6. Product Responsibility</b>		
<b>B6. 產品責任</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	10–11, 18–19, 23, 26
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	The business nature of the Group did not involve the recall of products. 本集團的業務性質並不涉及產品回收。
B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	20–22
B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	27
B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程式。	18; The business nature of the Group did not involve the recall of products. 18：本集團的業務性質並不涉及產品回收。
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	26

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## 環境、社會及管治報告 2021

Aspect 層面	Content 內容	Page Index/Remarks 頁碼索引／備註
<b>B7. Anti-corruption</b> <b>B7. 反貪污</b>		10–11, 24–25
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	The Group and staff did not involve in concluded legal cases regarding corrupt practices this year. 本年度，本集團及員工並沒有涉及已審結貪污訴訟案件。
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored. 描述防範措施及舉報程式，以及相關執行及監察方法。	24–25
B7.3	Description of anti-corruption training provided to directors and staff. 描述向董事及員工提供的反貪污培訓。	24
<b>B8. Community Investment</b> <b>B8. 社會投資</b>		
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來瞭解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	53–54
B8.1	Focus areas of contribution. 專注貢獻範疇。	54–57
B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。	53–57



**CHINA SCE GROUP HOLDINGS LIMITED**  
**中骏集团控股有限公司**