



中駿商管智慧服務控股有限公司 SCE Intelligent Commercial Management Holdings Limited

(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 : 606

2021

ENVIRONMENTAL, SOCIAL
AND GOVERNANCE REPORT

環境、社會及管治報告



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ABOUT THE GROUP

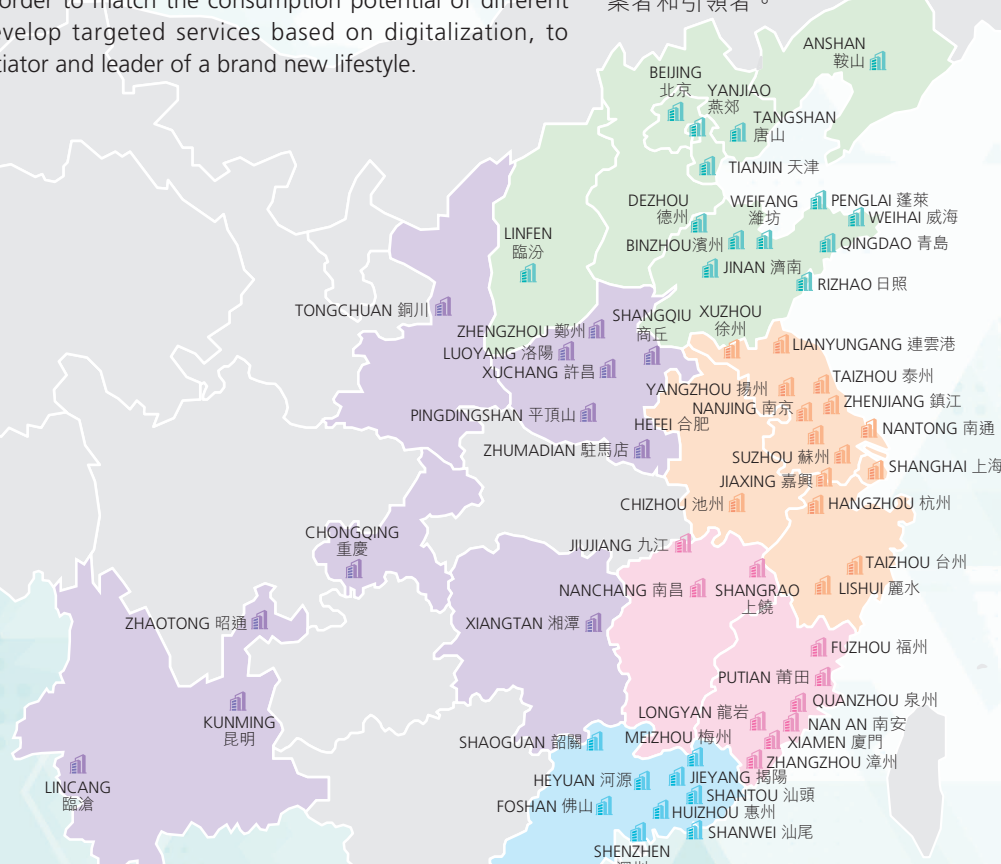
SCE Intelligent Commercial Management Holdings Limited (“SCE CM” or the “Company”, together with its subsidiaries, collectively the “Group”) were listed on the Main Board of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) on 2 July 2021. As a comprehensive property management services provider, the Group is headquartered in Shanghai for its business operations, and has been gradually developing its national chain development in the Yangtze River Delta Economic Zone, the Bohai Rim Economic Zone, the Guangdong-Hong Kong-Macao Greater Bay Area, the West Taiwan Strait Economic Zone and the Central Western Region, and providing commercial property management and operational services and residential property management services to a diversified range of properties, covering 60 cities in China.

As of 31 December 2021, the Group had 255 contracted commercial and residential projects, 144 commercial and residential projects under management, with a total contracted gross floor area of approximately 46.1 million square meters and a total gross floor area under management of approximately 22.4 million square meters. With the outstanding brand competitiveness and comprehensive strength, the Group was awarded the “2021 Leading Commercial Real Estate Enterprise”. The Group will continue to follow the strategies of “Precise Tenants Sourcing” and “Refined Operation” in the future, in order to match the consumption potential of different cities, and develop targeted services based on digitalization, to become an initiator and leader of a brand new lifestyle.

關於本集團

中駿商管智慧服務控股有限公司(簡稱「中駿商管」或「本公司」·連同其附屬公司合稱「本集團」)於二零二一年七月二日在香港聯合交易所有限公司(「聯交所」)主板上市。作為綜合物業管理服務提供商·本集團運營總部設於上海·並分別在長三角經濟圈、環渤海經濟圈、粵港澳大灣區、海峽西岸經濟圈及中西部地區逐步鋪開全國化連鎖發展版圖·為多元化的物業提供商業物業管理及運營服務和住宅物業管理服務·業務覆蓋60個國內城市。

截至二零二一年十二月三十一日·本集團已擁有255個簽約商業及住宅項目·144個在管商業及住宅項目·總簽約建築面積約4,610萬平方米·總在管建築面積約2,240萬平方米。憑藉突出的品牌競爭力和綜合實力·本集團榮獲「2021年度商業地產領軍企業」大獎。未來·本集團將繼續以「精準招商」和「精細運營」為策略·匹配不同城市消費潛力·並依托數字化開展有針對性的服務·成為全新生活方式的提案者和引領者。



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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ABOUT THIS REPORT

The Group strives to enhance its environmental, social and governance (“ESG”) performance, hence promote the stable development of business to provide the best return for shareholders and create long-term value for stakeholders. This Report is the first environmental, social and governance report (the “Report”) published by the Group to set out the Group’s ESG policies, annual initiatives, and performance. This Report has been prepared in both English and Chinese and is available on the Stock Exchange’s website (<http://www.hkexnews.hk>) and the Company’s website (<http://www.sce-icm.com>). If there are any contradictions or inconsistencies between the Chinese and English versions, the Chinese version shall prevail.

Reporting Scope

This Report presents the policies, initiatives, and key performance indicators (KPIs) in respect of ESG of the Group’s headquarters in Shanghai, as well as the nine representative projects in the Yangtze River Delta Economic Zone, the West Taiwan Strait Economic Zone, and the Bohai Rim Economic Zone (each, an “Operating Site”, collectively, “Operating Sites”) for the year from 1 January 2021 to 31 December 2021 (the “Year”). Representative projects are selected from projects of subsidiaries based on revenue weighting and cover all city tiers. As it is the first-time publishing a report, the Group believes that the above scope will demonstrate to stakeholders its significant ESG management approach and work, and provide a foundation for future expansion of disclosure.

關於本報告

本集團致力於提升其環境、社會及管治(「ESG」)表現，從而推進業務穩定發展，以為股東提供最佳回報，為持份者創造長遠價值。本報告為本集團刊發的首份《環境、社會及管治報告》(「本報告」)，旨在闡述本集團的ESG政策、年度措施及績效。本報告以中、英文編寫，並已上載至聯交所網站(<http://www.hkexnews.hk>)及本公司網站(<http://www.sce-icm.com>)。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。

報告範圍

本報告匯報本集團由二零二一年一月一日至二零二一年十二月三十一日止年度(「本年度」)，於上海總部辦公室，以及長三角經濟圈、海峽西岸經濟圈和環渤海經濟圈之具代表性的九個項目(「各運營點」，統稱「運營點」)在ESG方面的政策、措施，以及關鍵績效指標(KPIs)。代表項目乃根據收入佔比於附屬公司的項目中篩選，並覆蓋各城市層級。作為首次發佈報告，本集團認為上述範圍可為持份者展現其重要的ESG管理方法與工作，並為未來披露範圍的擴大夯實基礎。



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The particulars of each Operating Site are as follows:

各運營點情況如下：

Nature of Property 物業性質	Name of the Project 項目名稱	Area of Residence 所屬區域	City Tier 城市層級
Commercial Projects 商業項目	Shanghai SCE Plaza Phase Two 上海中駿廣場二期	Yangtze River Delta Economic Zone 長三角經濟圈	First- and Second-tier 一、二線
	Quanzhou SCE Funworld 泉州中駿世界城	West Taiwan Strait Economic Zone 海峽西岸經濟圈	Third- and Fourth-tier 三、四線
	Shuitou SCE Funworld 水頭中駿世界城	West Taiwan Strait Economic Zone 海峽西岸經濟圈	Third- and Fourth-tier 三、四線
	Beijing CBD SCE Funworld 北京CBD中駿世界城	Bohai Rim Economic Zone 環渤海經濟圈	First- and Second-tier 一、二線
Residential Projects 住宅項目	Shanghai • Parkview Bay 上海 • 柏景灣	Yangtze River Delta Economic Zone 長三角經濟圈	First- and Second-tier 一、二線
	Hangzhou • The Royal Green 杭州 • 錢塘御景	Yangtze River Delta Economic Zone 長三角經濟圈	First- and Second-tier 一、二線
	Quanzhou • The Regent 泉州 • 天峰	West Taiwan Strait Economic Zone 海峽西岸經濟圈	Third- and Fourth-tier 三、四線
	Yanjiao • Sunshine City 燕郊 • 四季花都	Bohai Rim Economic Zone 環渤海經濟圈	Third- and Fourth-tier 三、四線
	Beijing • Polaris Palace 北京 • 天宸	Bohai Rim Economic Zone 環渤海經濟圈	First- and Second-tier 一、二線
	Proportion of Revenue of the Operating Sites to Total Revenue 運營點收入佔總收入比例		

The Group will continue to review the scope of the report on the basis of materiality and plans to gradually improve the collection of environmental and social data in other cities in the future.

本集團將繼續以重要性為原則審視報告範圍，計劃於未來逐步完善其他城市的環境及社會數據收集工作。

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Reporting Standards

This Report is prepared in accordance with the “Environmental, Social and Governance Reporting Guide” (“ESG Reporting Guide”) as set out in Appendix 27 of the Listing Rules of Stock Exchange, with reference to the principles of materiality, quantitative, consistency and balance. A complete index is included in the last chapter of this Report to facilitate readers to read this Report in accordance with the ESG Reporting Guide.

Materiality: The Group identifies key issues based on the nature of the industry, the Group’s operation and stakeholders’ opinions, and such key issues are identified as the basis for disclosure of the Report, to ensure the Report is prepared according to the principle of materiality. Please refer to the section headed “Materiality Analysis” for the process and result of materiality assessment.

Quantitative: In order to better assess and understand the Group’s performance, this Report discloses KPIs, as well as the standard, methodology, assumptions and references used for each quantitative indicator.

Consistency: A systematic approach to data collection and disclosure methodology has been established to enable effective year-on-year performance comparisons.

Balance: To ensure that stakeholders are fully informed and have a proper understanding of the Group’s performance, this Report provides unbiased disclosure and does not conceal performance on important issues.

報告準則

本報告乃根據聯交所上市規則附錄二十七所載之《環境、社會及管治報告指引》，遵循重要性、量化、一致性及平衡的報告原則所編製。本報告最後一章附有完整索引，以便讀者按《環境、社會及管治報告指引》閱讀本報告。

重要性：本集團基於行業特性、本集團運營及持份者意見，識別出關鍵議題，以作為本報告的披露基礎，確保根據重要性原則編寫。重要性評估的過程及結果，請參閱「重要性分析」章節。

量化：為了更有效地評估及理解本集團的表現，本報告披露關鍵績效指標，以及各量化指標所採用的標準、方法、假設及參考數據。

一致性：本報告已建立系統的數據收集及披露方法，以實現逐年表現有意義的比較。

平衡：為確保各持份者能夠掌握全面的資料並正確理解本集團的表現，本報告不偏不倚地披露內容，不會對重要議題的表現有所隱瞞。

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Report Confirmation

The Group has established internal controls and formal review procedures to ensure that all information presented in this Report is accurate and reliable. This Report has been confirmed and approved by the board of directors of the Company (the "Board") on 27 May 2022.

Contact and Feedback

The Group welcomes comments from stakeholders on the management approach and performance disclosed in this Report, so as to help the Group determine and promote future sustainable development strategies. If you have any questions or suggestions on the contents of this Report, please contact the Group through the following means:

SCE Intelligent Commercial Management Holdings Limited
5/F, SCE Tower, No. 2, Lane 1688,
Shenchang Road, Hongqiao Business District, Shanghai, China
Email: ir_cm@sce-icm.com

報告確認

本集團已設立內部監控及正式審查程序，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（「董事會」）確認及批准。

聯絡及反饋

本集團歡迎持份者就本報告披露的管理方針及績效提供意見，以助本集團釐定及推動日後的可持續發展策略。如閣下對本報告的內容有疑問或建議，請透過以下方式聯繫本集團：

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中國上海市虹橋商務區申長路1688弄2號
中駿集團大廈5樓
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MESSAGE FROM THE CHAIRMAN

In 2021, the COVID-19 pandemic continued to ravage the world and, coupled with the risks related to climate change, people's daily lives and the Group's business operations were affected to different extents. In the face of a series of problems brought about by climate change and the pandemic, the Group has attached greater importance to our long-term sustainability risk management. In order to fulfil our corporate citizenship responsibilities while curbing the unpredictable and potential negative impacts brought about by various issues, the Group actively identifies the ESG risks and opportunities related to its business, to assist in the formulating of sustainability strategies, and further enhance and implement related policies, initiatives and targets.

In order to be in line with the country's commitment of achieving carbon neutrality by 2060, the Group is exploring ways to promote the full cooperation of all units and departments to build low-carbon and more climate-resilient management services. With the quantification of environmental impacts for the Year, including carbon emissions, the Group plans to establish relevant carbon reduction strategies and measures, and is also considering the establishment of an ESG working group to promote the relevant work across the Group to minimize the environmental and social impacts in the course of business operations.

In the face of the unknown challenges in the future, the Group will strengthen the communication with internal and external stakeholders, to understand their needs, concerns and expectations and facilitate their participation in the Group's future sustainability plans, strategies and target setting so that the Group can face up to and improve the imperfectness and deficiencies. This will build a stable value chain for stakeholders in the long run and maintain the Group's competitiveness in the market.

Wong Lun
Chairman
27 May 2022

主席寄語

二零二一年新冠肺炎疫情繼續肆虐全球，再加上氣候變化伴隨的風險，人民的日常生活及集團業務營運均受到不同程度的影響。面對一連串的氣候變化及疫症帶來的問題，本集團更加重視我們長遠的可持續發展風險管理。為實踐企業公民的責任同時遏制種種問題帶來的不可預測的潛在負面影響，本集團積極識別與業務相關的ESG風險與機遇，以協助可持續發展策略的訂立，並進一步完善及落實相關政策、措施及目標。

為配合國家於二零六零年前實現碳中和的承諾，本集團正探索如何推動各單位及部門全力配合，建構低碳和更具氣候變化抵禦力的管理服務。憑藉本年度對包括碳排放在内的環境影響的量化，本集團計劃訂立相關減碳排放策略和措施，同時亦考慮成立ESG工作小組以負責相關工作的在全集團的推進，在業務營運的過程中減少對環境及社會的影響。

面對未來各種未知的挑戰，本集團將加強與內外持份者溝通，確切了解他們的需要、關注和期望，促進他們對本集團未來可持續發展計劃、策略及目標設定的參與，令本集團正視未盡完善及不足之處並加以改善，從而長遠為持份者建立穩定的價值鏈及維持本集團在市場上的競爭力。

黃倫
主席
二零二二年五月二十七日

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ENVIRONMENTAL, SOCIAL AND GOVERNANCE APPROACH

The Group believes that a sound ESG management structure and system will enhance investment value and bring long-term returns to stakeholders. Moreover, the Group attaches great importance to the opinions of stakeholders in order to identify areas for improvement and continuously improve the level of sustainability.

Governance Structure

In order to ensure that the Group is able to maintain the high level of corporate governance and is able to integrate sustainability components into business management, the Board assumes the overall responsibility for formulating and monitoring the Group's sustainability direction and strategies and is responsible for leading the management to develop and implement ESG-related policies. The management personnel of each department is responsible for identifying, reporting, discussing and analyzing significant ESG risks and opportunities faced by different departments, to assist in formulating and implement relevant responses. The management is also required to report regularly to the Board on the progress of management of ESG issues to assist the Board in reviewing the effectiveness of management.

In the future, the Group plans to establish an ESG working group to further promote the integration of sustainability work into daily operation of the Group, in order to ensure effective promotion and implementation of sustainability policies and initiatives while developing the business.

環境、社會及管治方針

本集團相信，完善的ESG管理架構及制度將提升投資價值及為持份者帶來長期回報。此外，本集團重視持份者的意見，以辨識可改善領域，不斷提升可持續發展水平。

管治架構

為確保本集團能維持高水平的企業管治及有效地傳遞可持續發展元素於業務管理中，董事會承擔制定及監管集團可持續發展方向和策略的整體責任，並負責領導管理層制定及執行ESG相關的政策。各部門管理人員負責識別、報告、討論及分析不同部門面臨的重大ESG風險及機會，以助制定及執行相關應對措施。管理層亦需要定期向董事會進行匯報ESG事宜的管理進展，以協助董事會審查管理的有效性。

未來，本集團計劃成立ESG工作小組，以進一步推動可持續發展工作納入本集團的日常運營，確保在發展業務的同時有效推動及落實可持續發展政策與措施。

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Materiality Analysis

Communication with Stakeholders

The Group highly values the effective communication with stakeholders, in order to understand their needs, concerns and expectations, and to facilitate their understanding of sustainable development approach, strategies and target setting, which will be beneficial to the Group's future development. Major stakeholders of the Group identified include employees, shareholders and investors, suppliers and contractors, customers and the public.

重要性分析

持份者溝通

本集團高度重視與持份者保持有效的溝通，以便確切了解他們的需要、關注和期望，並促進他們對本集團未來可持續發展方針、策略及目標設定之理解，對本集團日後發展帶來幫助。本集團已識別的主要持份者包括員工、股東和投資者、供應商和承包商、客戶及公眾。

Stakeholder Group 持份者群體	Major Concerns of the Stakeholders 持份者關注之重要事宜	Principal Communication Channel 主要溝通渠道
Employees 員工	<ul style="list-style-type: none"> Right Protection Remuneration and Benefits Career Development 	<ul style="list-style-type: none"> Daily Meetings Notice Board Intranet Training and Workshops 日常會議 通告板 內聯網 培訓及工作坊
Shareholders and Investors 股東和投資者	<ul style="list-style-type: none"> Compliant Operation Economic Development Transparency 	<ul style="list-style-type: none"> General Meetings Announcements and Circulars Annual and Interim Reports On-site Inspection 股東大會 公告及通函 年度及中期報告 現場考察
Suppliers and Contractors 供應商和承包商	<ul style="list-style-type: none"> Integrity and Performance Fair Competition 	<ul style="list-style-type: none"> Project Meetings 項目會議
Customers 客戶	<ul style="list-style-type: none"> Quality Products and Services Integrity and Performance 	<ul style="list-style-type: none"> Customer Service Centres and Hotlines Satisfaction Survey Customer Visits 客戶服務中心及熱線 滿意度調查 客戶拜訪
The Public 公眾	<ul style="list-style-type: none"> Transparency Community Construction 	<ul style="list-style-type: none"> Company Website 公司網站

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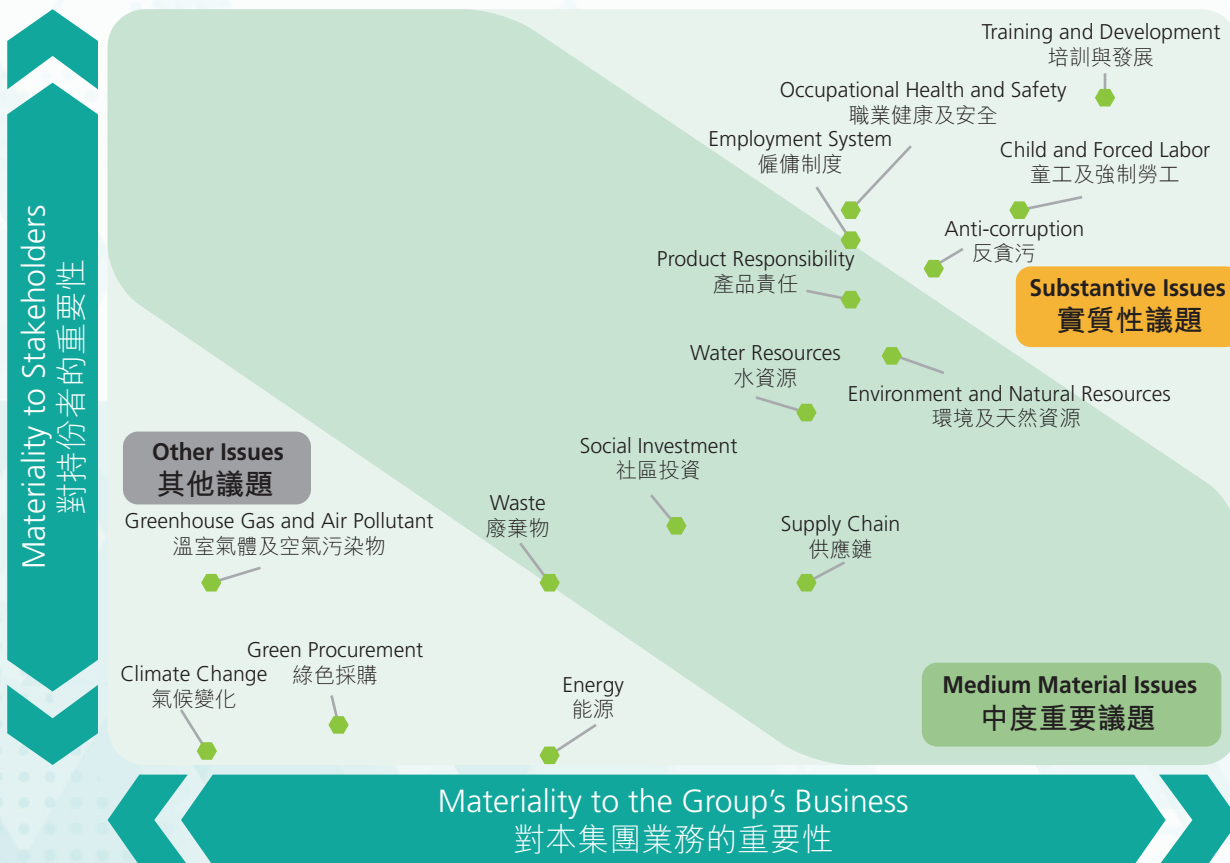
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Key ESG issues

The Group has conducted materiality assessment to determine major ESG issues that are important to its business and stakeholders. During the process, the Group invited internal and external stakeholders to participate in questionnaire to rate and prioritize ESG issues based on the level of stakeholder concern. Under the guidance of the independent sustainable development advisor, the Group has made reference to ESG Reporting Guide and industry trend and consolidated 15 ESG issues that are most relevant to the Group's operations, covering the four major areas of "Employment and Labor Practices", "Operation Practices", "Environmental Protection" and "Community". The stakeholder questionnaire was conducted online, and 53 valid questionnaires were received. The results of the materiality assessment are as follows:

重要 ESG 議題

本集團進行了重要性評估，以確定對其業務及持份者重要的 ESG 議題。在此過程中，本集團邀請了不同的內、外部持份者參與問卷調查，以便根據持份者的關注程度對 ESG 議題進行評級和優先處理。在獨立可持續發展顧問的指導下，本集團參考《環境、社會及管治報告指引》及行業趨勢，整合了 15 項與本集團營運最為相關的 ESG 議題，內容涵蓋「僱傭及勞工常規」、「營運慣例」、「環境保護」及「社區」四大範疇。是次持份者問卷調查以線上問卷的方式進行，共收到 53 份有效問卷，其重要性評估結果如下：



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As indicated in the materiality matrix above, the Group has identified five substantive issues which are discussed in detail in this Report.

如以上的重要性矩陣顯示，本集團已識別五項實質性議題，並於本報告中詳細討論。

1. **Training and Development** 培訓與發展
2. **Labor Standards** 勞工準則
3. **Occupational Health and Safety** 職業健康與安全
4. **Anti-corruption** 反貪污
5. **Employment System** 僱傭制度

The Group also recognizes the concerns of stakeholders on “Employment and Labor Practices” and “Operation Practices”, and it will strive to enhance related policies and initiatives. The Group also committed to take full account of the needs of stakeholders in its decision making process. In the future, the Group will continue to maintain regular communication with stakeholders, promote the concept of sustainability to them and respond to them through practical actions.

本集團亦了解到持份者對「僱傭及勞工常規」及「營運慣例」的關注，將致力完善相關政策與措施，並承諾在進行決策時，充分考慮到持份者的需要。未來，本集團將繼續與持份者保持定期溝通，持續向他們推廣可持續發展理念，並以實際行動回應持份者。

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EMPLOYMENT AND LABOR PRACTICES

The success of an enterprise depends on the dedication and the effort of our employees, therefore the Group strive to provide a healthy and safety working environment for employees, coupled with a sound employment system and corporate culture, to ensure that our employees are able to carry on their endeavor.

Training and Development

In order to achieve sustainable business growth, it is essential to provide training and development programs to employees. The Group actively invests resources in the development of its employees by providing them with diversified opportunities of learning and training, also encouraging them to make good use of the Company's resources to stimulate their own value and enhance the efficiency of enterprise's operations.

During the Year, the Group has formulated "Training Operations Manual" to clarify the training system, training procedures and instructor management, in order to standardize and improve its training management. At the end of each year, the human resource departments of the headquarter of the Group and each of the regional companies will draw up an "Annual Training Plan" based on the Group's operation development and training needs, to plan and design related training programs and activities for employees at different level, including:

僱傭及勞工常規

企業的成功有賴員工的付出和努力，因此本集團致力為員工提供一個健康安全的工作環境，且配合健全的僱傭制度及企業文化，確保員工能發揮所長。

培訓與發展

為實現可持續業務增長，向員工提供培訓及發展課程不可或缺。本集團積極為員工的發展投放資源，持續為他們提供多元化的學習及培訓機會，並鼓勵員工善用公司資源，激發員工的自身價值及提升企業營運效率。

在本年度，本集團制定了《培訓業務手冊》明確培訓體系、培訓程序、講師管理等事宜，以便規範及改善其培訓管理。每年年末，本集團總部及各區域公司人力資源部會依據本集團的經營發展及培訓需要去擬定《年度培訓計劃表》，為不同職級的員工策劃及設計相關培訓課程與活動，其中包括：



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Type of Training

培訓類別

Training Objectives and Content

培訓目的及內容

New Employees Adaptation Management

新員工適職管理



Objectives: Accelerate the adaptation of new employees

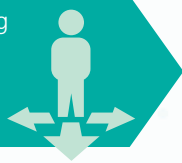
目的：加速新員工融入

Content: New employee adaptation program, new employee training, new employee probation and regularization, etc.

內容：新員工融入計劃、新員工培訓、新員工試用與轉正等

Professional Training

專業類培訓



Objectives: Optimize key aspects of its businesses, improve the professional capabilities of employees

目的：解決業務痛點、提升員工專業能力

Content: Standardized training for each business, "Big Drill", key talent training project, etc.

內容：各業務標準化培訓、「大練兵」、關鍵人才培養項目等

Leadership Training

領導力培訓



Objectives: Enhance the leadership and comprehensive management skills of management personnel

目的：提升管理人員領導力和綜合管理能力

Content: Management and leadership courses taught by external training institutions or experts, action learning, etc.

內容：外部培訓機構或專家授課的管理類、領導力課程、行動學習等

Categories: Manager grade, director grade, high potentials and senior management leadership programs

類別：經理級、總監級、高潛人員和高管領導力項目

Skill Enhancement Training

技能提升類培訓



Objectives: Company qualification or position requires specific certificates

目的：公司資質或崗位需要特殊證書

Content: Certificate/continuing education designated training courses

內容：證書／繼續教育指定培訓課程

The Group conducts evaluation of the effectiveness of training courses after completion and reviews the results to ensure the effectiveness of training course and activities. The Group will also continue to improve the training arrangement based on the feedbacks related to training results and effectiveness from employees. Through continuously providing multiple career development paths by the Group, employees can choose their direction of development that is suitable for them by combining the requirements of the Company and their interests and abilities. The Group is also committed to nurturing more employees who have potential to develop in different areas in order to enhance their career capabilities.

為確保培訓課程與活動行之有效，本集團在培訓課程完成後均為其效果進行評估，並會依據員工們的反饋檢討培訓內容的結果及成效，持續完善培訓安排。透過持續提供多條職業發展通道，員工可結合公司的需求及個人的興趣能力選擇適合自己的發展方向。本集團亦承諾將用心栽培更多有潛質的員工在不同範疇上多方面發展，以提升員工的職業能力。

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Labor Standards and Employment System

The Group's employees are fully protected by laws such as "Labor Law of the People's Republic of China", "Social Insurance Law of the People's Republic of China", "Law of the People's Republic of China on the Protection of Rights and Interests of Women" and "Law of the People's Republic of China on the Protection of Disabled Persons". As a compliant enterprise, the Group strictly prohibits the employment of child labor and any form of forced labor and has formulated and implemented relevant policies and initiatives to prevent such incidents. During the recruitment process, relevant departments are required to monitor and control the recruitment process and conduct background checks on candidates in accordance with the guidelines in the Group's "Recruitment Management Practice Guideline". The background checks on candidates include but are not limited to: identity verification, educational background verification, job history verification, etc., in order to ensure the recruitment of candidates are complied with laws and regulations.

In addition, in order to clarify the right and obligation relationship and the contractual matters between the Group and employees, both parties must enter into the "Labor Contract" within the first month of the employees' employment, and the regulations of the contract shall be executed in accordance with the relevant national labor laws and regulations and the Company's management system to ensure that the employees are employed voluntarily under lawful circumstances. In the event that a violation is discovered, employees can reflect and report it to the management through different communication channels, and the Group will suspend all work of relevant employees and conduct an in-depth investigation regarding the case. The system will be reviewed and improved thereafter to improving defects.

Save as avoidance of child and forced labor, the Group's human resource related system also covers remuneration and dismissal, recruitment and promotion, working hours and rest periods, equal opportunities, diversity, anti-discrimination, other benefits and welfare, etc. A well-developed system ensures that the Group provides a diverse and inclusive working environment where employees are treated fairly and with respect in the workplace.

勞工準則及僱傭制度

本集團僱員受《中華人民共和國勞動法》、《中華人民共和國社會保險法》、《中華人民共和國婦女權益保障法》及《中華人民共和國殘疾人保障法》等法律的充分保障。作為遵規守紀的企業，本集團嚴禁聘用童工及任何形式的強制勞工，並已制定及實施相關政策及措施，以防止相關事件的發生。在招聘過程中，相關部門需根據本集團《招聘管理作業指導書》中的指引管控招聘流程，對候選人進行背景調查，調查內容包括但不限於：身份信息核實、教育背景核實、工作履歷核實等，以確保候選人的選聘符合法律法規。

另外，為明確本集團與員工的權利義務關係及約定事項，雙方必須在員工入職一個月內簽訂《勞動合同》，而合同的條例須依照國家相關勞動法規及公司管理制度的規定執行，以確保員工均在合法的情況下自願受僱。倘若發現違規情況時，員工可從不同溝通渠道向管理層反映及報告，而本集團則將暫停相關員工的所有工作，並對個案進行深入調查。此後亦會檢討及改善相關制度，彌補漏洞。

除避免童工及強制勞工外，本集團的人力資源相關制度亦涵蓋了薪酬及解僱、招聘及晉升、工作時數及假期、平等機會、多元化、反歧視、其他待遇及福利等內容。完善的制度確保本集團能提供多元包容的工作環境，讓員工在職場上受到公平的對待及尊重。

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• Remuneration and Dismissal

In order to effectively regulate the remuneration system and advocate the principle of “Being Paid Based on Duties and Contributions”, the Group formulated “Practice Guideline on Remuneration and Benefit Management” during the Year to provide comprehensive standards and important basis for remuneration and benefit management. The Group will also adjust its salary structure in a timely manner by combining its phased adjustment and operation development needs, to provide a more attractive and competitive remuneration system compared with different enterprises in the same industry, same region, and same scale, so as to attract talents and motivate employees to work hard to achieve business objectives.

Employees with excellent performance will be awarded bonuses in accordance with the “Employee Reward and Punishment Management System” to ensure that their efforts are rewarded and to thank them for their contributions to the Group. On the contrary, in the event that the employee is found to be unable to perform the job or has violated the relevant regulations and systems of the Group or the country, the employing department will propose the early termination of the labor contract in accordance with the “Labor Contract Termination Approval Process” and the supervisor will directly inform the employee of the reasons through face-to-face interviews. Employees will be dismissed and paid based on the law to ensure full legal compliance.

• 薪酬及解僱

為有效規範薪酬體系及倡導「按職責取酬、按貢獻取酬」之原則，本集團於本年度內制定《薪酬福利管理作業指導書》，為薪酬福利管理提供全面的準則和重要依據。本集團亦會結合階段性調整及經營發展需要適時地調整薪資架構，提供較同行業、同地區、同規模的不同企業具吸引力及競爭力的薪酬體制，以達致吸納人才及激勵員工為實現業務目標而努力。

工作表現優秀的員工將能按照《員工獎懲管理制度》獲分配獎金，確保他們的付出有所回報，同時感謝他們對本集團的貢獻。相反，若發現員工無法勝任工作或有違反本集團、國家相關法規、制度等行為，用人部門將根據《勞動合同解除審批流程》提出提前解除勞動合同的建議，並由主管直接通過面談告知員工原因。員工將依法給予解僱及結算薪酬，確保全面合法合規。

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• Recruitment and Promotion

The Group's recruitment and promotion procedures are carried out in strict compliance with "Recruitment Management Practice Guideline" and "Talent Development Practice Guideline", people with potential are recruited or promoted to serve the Company based on a fair standard and procedures. In order to maintain a fair competition in the corporate culture, the Group regularly monitors and reviews candidate information and recruitment compliance on a sampling basis, and is committed to select applicants or employees based on their work experience, education, ability or other objective standards. Discrimination against any applicant or employee, such as race, social class, nationality, religious beliefs, gender, etc., is strictly prohibited. Furthermore, the Group conducts internal promotion evaluations at the end of each year to assess the performance of employees through a comprehensive assessment of five dimensions: culture suitability, length of service, performance, potential and ability, and provide each employee with equal opportunity for promotion based on his/her performance.

• 招聘及晉升

本集團之招聘及晉升程序均嚴格按照《招聘管理作業指導書》和《人才發展作業指導書》執行，以公平公正的標準及流程，招聘或晉升有潛質的人為公司服務。為維持公平競爭式企業文化，本集團定期監督及抽查審核候選人資料及招聘合規性，並承諾只憑申請人或員工的工作經驗、學歷及能力等客觀標準去進行評選，嚴禁對任何應徵者或在職員工作出任何有關種族、社會等級、國籍、宗教信仰、性別等歧視行為。另外，本集團於每年度末進行內部晉升評估，透過文化匹配、任職時間、績效、潛力及能力五個維度進行綜合評估去評估員工的表現，然後再根據其表現，為每位員工提供公平的升職機會。



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- **Working Hours and Rest Periods**

The Group sets specific working hours for its employees according to the nature of different positions and implements a differential work system. However, to protect the labor rights of employees, the Group will ensure that employees will take at least one day off per week to ensure that the working hours comply with local laws and regulations. If employees work overtime due to emergencies or actual business needs, they must report according to the "Employee Overtime Approval Procedure" and be approved by the relevant leaders before working overtime. Also, the Group provides different leave arrangements for its employees, including but not limited to annual leave, sick leave, marriage leave, bereavement leave, work-related injury leave, family visit leave, maternity leave, maternity examination leave, paternity leave and nurturing leave, etc., in order to ensure employees are protected in various aspects and to achieve work-life balance.

- **Other Benefits and Welfare**

The Group cares about its employees and values their basic rights and interests, and strictly enforces the national social security and welfare system by providing employees with pension insurance, medical insurance, unemployment insurance, work-related injury insurance, maternity insurance and housing provident fund. In addition to statutory welfare, the Group also provides employees with several additional benefits, including free lunches on working days, assistance funds, training allowances, etc. Activities such as "Cake Lucky Draw", "Women's Day" and outdoor team building activities are regularly organized and team cohesiveness and employees' sense of belonging are also enhanced.

- **工作時數及假期**

本集團根據不同的崗位性質為員工訂立特定的工作時數，實行差別化工作制。但為保障員工之勞工權益，本集團將確保員工每周至少休假一天，保證工作時數符合當地法律法規。倘因突發情況或實際業務需要而導致員工超時工作，他們必須提報《員工加班審批流程》，並經相關領導批准後方可加班。同時，本集團為員工提供不同的休假安排，包括但不限於年假、病假、婚假、喪假、工傷假、探親假、產假、產檢假、陪產假及哺乳假等，以確保僱員能受到多方面的保障，以及達到工作與生活之間的平衡。

- **其他待遇及福利**

本集團關懷員工及重視員工的基本權益，並嚴格執行國家的社會保障及福利制度，為員工提供養老保險、醫療保險、失業保險、工傷保險、生育保險及住房公積金。除法定福利外，本集團還為員工提供了多項額外福利，包括為員工提供免費工作午餐、援助基金、培訓津貼等。定期組織的中秋節「博餅」、「三八婦女節」及戶外團建等活動，也有效增加了團隊凝聚力，提升員工的歸屬感。

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Occupational Health and Safety

Providing a healthy and safe workplace for employees is a fundamental responsibility of a corporate. In light of this, each Operating Site has established a production safety leadership group to ensure the implementation of health and safety related policies and initiatives, such as "Risk Management Operation Guideline". The responsible department shall formulate and implement relevant risk control measures for different risk sources, such as educational training for equipment operation and occupational health and safety knowledge, in order to ensure relevant employees fulfill their occupational health and safety responsibilities as required in their positions. Moreover, the Group also requires its employees to confirm whether the surrounding environment meets the operational requirements before carrying out high-risk activities and to take effective self-protection measures to control and reduce the occurrence of injuries and occupational hazard situation.

In order to prevent risks more effectively, the responsible personnel of each department will from time to time include occupational safety promotion in regular business meetings to emphasize the importance of preventing occupational safety risks to employees. The Group's Safety Inspection Department also conducts regular inspections to carry out safety risk assessments and special inspections for property projects in order to implement project risk prevention work and eliminate potential workplace safety hazards. The Group has made contributions for medical insurance, work-related insurance and employer's liability insurance for all employees in order to ensure that employees are well protected in the event of occupational injury or accident.

OPERATION PRACTICES

The Group has always adhered to high standards of business ethics, insisted on providing high quality products and services, maintained close contact with various suppliers and built mutually beneficial and long-term relationships with its business partners through sustainable business operations.

職業健康與安全

為員工提供健康及安全的工作場所是企業的基本責任。為此，各運營點已建立安全生產領導小組，確保《風險管理作業指導書》等健康與安全相關的政策及措施的執行。負責部門須針對不同的風險源，制定及實施相關風險管控措施，如進行設備操作及職業健康安全知識的教育培訓，確保相關員工認真履行其崗位規定的職業健康安全責任。同時，本集團亦會要求員工在進行高風險活動前，須確認周圍環境是否符合操作要求，並採取有效的自我防護措施，以控制及減少傷亡事故和職業危害情況發生。

為更有效地防範風險，各部門負責人將不定期在商業例會中加入職業安全宣導內容，向員工強調預防職業安全風險的重要性。本集團的安檢部亦會定期巡檢，為物業項目進行安全風險評估及專項檢查，以便實施項目風險防範工作，消除職場安全隱患。所有員工已獲繳納醫療保險、工傷保險及僱主責任險，確保員工在受到職業傷害或事故後可得到應有的保障。

營運慣例

本集團一直恪守高標準的商業道德，堅持提供高質素的产品與服務，並與各供應商保持緊密聯繫，以可持續發展的業務營運方式與合作夥伴建立互惠互利且長遠的關係。

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Anti-corruption

The Group strictly prohibits any form of bribery, extortion, fraud, money laundering and other corruption practices, and strives to establish an integrity-based business atmosphere through various measures. During the Year, the Group formulated “Integrity Monitoring Management Operation Guideline” to clarify and require each unit and department to strictly implement relevant anti-corruption and management systems of the Group, in order to prevent the occurrence of corruption and fraud, so that the reputation of the Group and the long-term development of the business can be protected.

In compliance with the principle of fair competition, the Group will require each unit and department to strictly comply with the systems and measures required in the operation guideline when various categories of suppliers are tendered. The relevant employees shall not disclose information related to tender and evaluation to the participating tenderers, in order to prevent the Group's internal and external personnel from obtaining improper personal benefits and harming the Company's economic interests through deception and other illegal and unlawful means. Moreover, the Group requires employees to fill out the “Employee Conflict of Interest Declaration Form” every year to disclose all potential conflicts of interest; conducts monthly inspections of positions with a higher risk of fraud and records documents, minutes, work notes, receipts, financial accounts and other relevant materials related to the inspection matters; and organizes annual integrity promotion and training by the Internal Audit and Compliance Department to enhance the awareness of integrity risks among employees at each level.

In addition, the Group has also provided clear whistle-blowing guideline and channels for employees, such as official website, official WeChat account, mail, telephone, to report details and supporting evidence of any suspected misconduct. Employees can choose to reflect or report to the management in real name or anonymously. Upon receiving such reports or complaints, the Group will appoint Internal Audit and Compliance Department to carry out in-depth investigation, and to determine whether an investigation is initiated on the basis of the analysis of the complaints and the nature of the situation, and refer those who violate the law to the local judicial authorities for handling.

During the Year, the Group did not have any corruption litigation.

反貪污

本集團嚴禁任何形式的賄賂、勒索、欺詐、洗黑錢及其他貪污行為，並通過多項措施努力建立以誠信為本的經營氛圍。於本年度，本集團制定《廉政監察管理作業指導書》，明確本集團相關防貪政策及管理體系，並要求各單位及部門嚴格執行，以避免貪污舞弊事件的發生，從而使本集團的聲譽及業務的長遠發展得到保障。

遵循公平競爭原則，本集團會在挑選各類合作供應商時，要求各單位及部門須嚴格遵守作業指導書中所規定的制度與措施進行招標，相關員工不得向參與招標人員洩露與評標有關的信息，以預防本集團內、外人員採用欺騙等違法、違規手段，謀取個人不正當利益，損害公司經濟利益。同時，本集團要求員工每年填寫《員工利益衝突申報表》，披露所有潛在的利益衝突；對舞弊風險系數較高的崗位進行月度檢查，並記錄與檢查事項有關的文件、會議記錄、工作筆記、單據、財務賬目等相關材料；以及由審計監察部每年組織進行廉政宣導及培訓，加強各級員工的廉政風險意識。

另外，本集團亦已為員工提供清晰的舉報指引及渠道，如官網、微信公眾號、郵箱、電話等，申報任何涉嫌不當行為的詳情及支持證據，並可選擇以實名或匿名方式向管理層反映或舉報。當接獲有關舉報或投訴個案，本集團將委派審計監察部作出深入調查，並根據投訴分析及情節性質確定是否立案調查，將違反法律者移交到當地司法機關處理。

於本年度，本集團並沒有任何貪污訴訟案件發生。

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Product Responsibility

The Group understands that as an enterprise with comprehensive property management services as its core business, providing “Quality Service” is the key to the Group’s success. Therefore, the Group is committed to improving the management system to control and improve the quality of its services as well as the health and safety of its customers, and to meet their needs and expectations.

產品責任

本集團深明作為一家綜合物業管理服務為核心業務的企業，提供「優質服務」是本集團邁向成功的關鍵。因此，本集團致力完善管理制度，以控制及改善其服務質量以及客戶健康與安全，並滿足他們的需要與期望。

Health and Safety

健康安全



The quality of the property has a direct impact on the health and safety of users. In order to supervise the quality management of early-stage property projects, the Group has specially prepared the “Undertaking Inspection Manual”, “Operation Guide for Undertaking Inspection” and “Operation Instruction for Undertaking Inspection” to clarify the standards for inspection, rectification, handover and quality assurance handover for each project, to ensure that the project or service meets the quality and safety requirements. The Group will also provide training for relevant residential property companies before project inspections to enhance the professional knowledge and skills of property engineering practitioners to reduce relevant safety management risks.

物業的質量對用戶的健康安全有直接影響。為監管前期物業項目的質量管理，本集團已特別編製《承接查驗手冊》、《承接查驗操作指南》及《承接查驗作業指導書》，明確各項目在查驗、整改、移交、質保移交的標準，以確保項目或服務符合質量及安全要求。本集團亦會在項目查驗前為相關住宅物業公司提供培訓，加強物業工程從業人員的專業知識及技能，以減低相關安全管理風險。

The Group also promotes good living habits and daily safety knowledge to residents through bulletin boards and WeChat, etc. During the pandemic, in addition to maintaining daily disinfection of public areas, some projects, such as Beijing • Polaris Palace, carried out special services such as pandemic prevention packages and home delivery to reduce health risks to residents.

本集團亦通過公告欄及微信等，向住戶宣傳良好生活習慣及日常安全常識。疫情期間，除保持每日對公共區域的消毒外，部份項目如北京•天宸等開展了防疫禮包贈送、快遞到家等特別服務，減少危害住戶的健康隱患。

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Satisfactory Service

滿意服務



In order to ensure that customers are continuously satisfied with the Group's services, the Group aims to provide professional and high-level property management services, and has formulated the "Order Maintenance Management Operation Instructions", "Order Maintenance Position Operation Manual" and "Property Management Contracts", confirming property management requirements for entrances and exits, patrols, vehicles, etc. Furthermore, the Group collects opinions from landlords and tenants through telephone calls and door-to-door visits, as well as annual satisfaction surveys conducted by a third party, and rectifies and improves services based on their suggestions.

為確保客戶對本集團之服務持續滿意，本集團以提供專業及高水平的物業管理服務為目標，制定《維序管理作業指導書》、《維序崗位操作手冊》及《物業管理合同》，明確各出入口、巡邏、車輛等物業管理要求。另外，本集團通過電話及上門訪問，以及每年邀請第三方進行的滿意度調查，收集業主及租戶意見，根據他們的建議對服務進行整改提升。

The Group's "400" customer service hotline also provides complaints and feedback channels for customers. If a complaint is received, the Group promises to provide a dedicated person to follow up, and conduct a comprehensive assessment of the content of the customer's complaint and provide improvement proposals to resolve the incident and prevent similar incidents from happening again. During the Year, the Operating Sites of the Group received a total of 586 complaints, 98% of which have been resolved.

本集團的「400」客服熱線也為客戶提供了投訴及反饋途徑。如接獲投訴，本集團承諾將提供專人跟進，並就客戶投訴內容進行全面評估及提供改善方案，以解決有關事件及防止類似事件再次發生。於本年度，本集團之運營點共接獲586宗投訴，其中98%已經處理完畢。

Customer Privacy

客戶私隱



The Group is committed to protecting the personal privacy and intellectual property rights of customers, and has formulated the "Customer Service Operation Instructions", which requires that customer information stored in the computer of the service center must be encrypted, kept and processed, and private transmission is not allowed, ensuring that customer privacy will not be leaked and his/her interest will be protected. The Group also requires all employees to receive relevant training and publicity and sign the "Employee Confidentiality Agreement" after they are employed. With the increase of paperless and networked office, the Group attaches great importance to network security, formulates relevant systems, and regularly searches for potential security risks to ensure proper protection of user information.

本集團致力保護客戶的個人私隱及其知識產權，已制定《客戶服務作業指導書》，要求服務中心電腦中存放的客戶資料必須加密保管及處理，不允許私下發送，確保客戶私隱不會外洩及其權益受到保障。本集團同時要求所有員工入職後，即須接受相關培訓及宣導，並簽署《員工保密協議》。隨着無紙化和網絡化辦公的增加，本集團重視網絡安全，制定相關制度，並定期查找可能存在的安全隱患，確保用戶信息保護妥當。

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Compliance Promotion 合規宣傳



In order to ensure the authenticity and accuracy of the information released, the Group has strictly followed the guidelines of the “Group Brand Management Operation Instructions”, “SCE CM Brand Management Operation Instructions” and “Property Company Brand Management Operation Instructions” during the Year, clarified the standard requirements for regulating advertising, and strengthened the control of publicity content. Moreover, when all employees publish information to public media and we-media platform institutional accounts and personal accounts, the published content should comply with national laws and regulations including the “Advertising Law of the People’s Republic of China” and the provisions of relevant social media management platforms, and the Group’s information disclosure requirements should be followed.

為確保所發佈的信息真實及準確，本集團於本年度內嚴格遵循《集團品牌管理作業指導書》、《中駿商管品牌管理作業指導書》、《物業公司品牌管理作業指導書》的指引，明確規範廣告宣傳的準則要求，加強對宣傳內容的管控。此外，所有員工向公眾媒體及自媒體平台機構賬號、個人賬號進行信息發佈時，發佈內容均應符合包括《中華人民共和國廣告法》在內的國家法律法規以及相關社交媒體管理平台的規定，並應遵循本集團信息披露要求。

Supply Chain Management

As the Group’s business develops and gradually expands its scale, it is extremely important to select suitable, high-quality and reliable suppliers. Therefore, the Group has formulated the “Operating Instructions for Planning, Procurement and Supplier Management”, which clarifies the standards and procedures for screening and evaluating all suppliers and contractors, regulates supplier cooperation criteria, and is committed to finding and selecting environmentally and socially responsible suppliers and establishing a solid partnership.

To manage environmental and social risks in the supply chain, the Group conducts dynamic management of suppliers in terms of certification selection, performance evaluation and incentives. The Purchasing Department, together with other departments, is responsible for handling quality management evaluations, and selecting suppliers by way of public tender, invited bidding and request for quotation. Relevant departments conduct on-site inspections on a regular basis when necessary, and conduct a comprehensive assessment of suppliers’ production capacity, delivery date, quality and services, etc according to the “Supplier Access and Evaluation Approval Process”.

供應鏈管理

隨着本集團的業務發展及規模逐漸擴大，選擇合適、優質且可信賴的供應商極為重要。故此，本集團制定《企劃招採及供應商管理作業指導書》，明確有關篩選及評估所有供應商及承包商之標準及流程，規範供應商合作準則，並致力尋找並揀選對環境及社會負責任的供應商，建立穩固的合作關係。

為管理供應鏈之環境及社會風險，本集團在認證選擇、績效評價及激勵等方面對供應商進行動態管理。採購部聯同其他部門負責處理質量管理評估，並透過公開招標、邀請招標及詢比價挑選供貨商。相關部門在有需要時定期進行實地考察，根據《供應商准入及評估審批流程》對供應商之生產能力、交付日期、質量及服務等進行綜合評估。

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After commencement of cooperation, the Group will also require relevant departments to evaluate the performance of suppliers' social and governance responsibilities in daily management, and regularly evaluate and review the supplier's fulfillment of social responsibilities by means of self-inspection or entrusting a third-party agency, to identify the source and type of risks. If problem is found, the Group will communicate with suppliers to assist them in improving their performance within a specified time frame.

As environmental risks such as climate change increase, the Group considers increasing the use of environmentally sustainable products and services in the future, and gives priority to cooperating with suppliers that provide environmental friendly products or services to reduce the environmental impact in the business process.

ENVIRONMENTAL PROTECTION

Environmental issues such as climate change become the common concern of all sectors of society. Although the Group's daily operations do not involve activities that have a significant impact on the environment and natural resources, indirect impacts are unavoidable. The Group is committed to practicing the concept of environmental protection, minimizing the impact of business operations on the environment, and striving to build a green future.

Use of Resources

In order to effectively enhance and improve the performance of the Group's resource use, the Group has formulated and implemented a number of policies and measures related to reducing resource consumption to regulate the use of energy, water and paper in business operations. Moreover, the Group undertakes to regularly review the performance of resource use and formulate relevant energy conservation and emission reduction plans and targets in the coming year.

在開始合作後，本集團亦會要求相關部門在日常管理中，評估供應商社會及管治方面的履責情況，並採用企業自檢或委託第三方機構的方式定期對供應商履行社會責任的情況進行評估與審查，以識別風險的來源及種類。如發現問題，本集團會與供應商進行溝通，協助他們於規定時限內改善表現。

隨着氣候變化等環境風險增強，本集團考慮未來增加環境可持續性的產品和服務的使用，並優先考慮與提供環境友好型的產品或服務的供應商合作，以減低業務過程中的環境影響。

環境保護

氣候變化等環境議題已經成為社會各界的共同關注。儘管本集團的日常營運不涉及對環境及天然資源造成重大影響的活動，但其中的間接影響不可避免。本集團致力踐行環保理念，把業務運營對環境的影響降至最低，力求建設綠色未來。

資源使用

為有效提升及改善集團資源使用的績效，本集團制定及落實多項與減少資源消耗相關的政策與措施，以規範業務營運中所使用的能源、水及紙張。此外，本集團承諾將定期檢討資源使用之表現，並於來年訂立相關節能減排之計劃及目標。

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Energy

Improving energy efficiency and gradually transitioning to a low-carbon operation model is the focus of the Group to respond to international trends. As the major energy consumption in the operation process is electricity, the Group has adopted various measures to maximize energy efficiency and prevent waste. Details are as follows:

- Regularly check electrical appliances and other equipment, and replace aging electrical circuits in time;
- Encourage staff to turn off all electrical and electronic products after work or when not in use;
- Except for the lights that are required to be always on by security, all employees must "Turn Off the Lights when Leaving" when after work, so as to prevent the lights from always on;
- Use energy-saving equipment and office appliances as much as possible to improve energy efficiency;
- Post posters within the office area to remind employees to save energy; and
- Strengthen the publicity and implementation of energy-saving training, and implement the principle of "Everyone Hold Responsibility".

Total amount and intensity of energy consumption of the Operating Sites of the Group within the reporting scope during the Year are as follows:

能源

提升能源使用效率，並逐步向低碳營運模式轉型，是本集團應對國際趨勢變化的重點。因營運過程中主要的能源消耗為電力，本集團已採取多項措施，以最大程度地提高能源效益及防止浪費。詳情如下：

- 定期檢查電器等設備，及時更換老化線路；
- 鼓勵員工下班後或不使用時關閉所有電子及電器產品；
- 除安防要求常開的電燈外，所有員工須在下班時做到「人走燈關」，杜絕長明燈；
- 盡量採用節能設備和辦公電器，提升能源效益；
- 於辦公室範圍張貼宣傳海報，提醒員工節能；及
- 加強宣貫節能培訓，貫徹「人人負責」原則。

本集團報告範圍內的運營點於本年度內能源消耗的總量及密度如下：

		Shanghai Headquarters Office 上海總部 辦公室	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果
Natural gas (MWh)	天然氣(兆瓦時)	34.99	56.52	–	91.51
Diesel (MWh)	柴油(兆瓦時)	–	42.45	–	42.45
Petrol (MWh)	汽油(兆瓦時)	20.81	30.33	–	51.14
Purchased heat power (MWh)	外購熱力(兆瓦時)	–	137.39	–	137.39
Purchased electricity (MWh)	外購電力(兆瓦時)	798.24	503.68	97.80	1,399.72
Total energy consumption (MWh)	能源總耗量(兆瓦時)	854.04	770.37	97.80	1,722.21
Energy Intensity (in terms of sq.m.) (MWh/sq.m.)	能源密度(以平方米計算) (兆瓦時/平方米)	0.30	0.09	0.08	0.13

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In the coming year, the Group will continue to monitor the energy usage and promise to formulate more energy-saving measures, such as monthly electricity consumption statistics, to facilitate comparison, analysis and control of electricity consumption. The Group also plans to establish an energy management system to review the performance of various energy-saving measures, so as to implement relevant energy-saving targets and indicators and continuously improve energy performance.

來年，本集團將持續監控能源使用狀況，並承諾制定更多節能措施，如每月統計用電量，以方便比較、分析及管控用電。本集團亦計劃建立能源管理體系，以檢討各節能措施之表現，從而落實相關節能目標和指標，持續提升能源績效。

Water

水

In order to save water more effectively and improve the utilization rate of water resources, the Group has formulated relevant water control solutions and plans, including requiring employees to make monthly reports on water consumption to analyze the use of water resources and check whether there is any abnormality in water use. If equipment failure or any leakage is found, the Group will arrange relevant personnel to repair it to reduce water waste. In the projects, the Group also posted water-saving advertisements in the toilets to encourage residents and tenants to reduce water consumption in public areas.

為更有效地節約用水及提升水資源使用率，本集團已制定相關用水控制方案及計劃，包括要求員工每月制定水能耗報表，以分析水資源之使用情況，檢查用水是否存在異常。如有發現設備故障或任何滲漏的情況，本集團將安排相關人員進行修繕，減少水資源浪費。在項目中，本集團也於洗手間內張貼節水宣傳，鼓勵住戶及租戶減少公共區域的用水。

During the Year, the Group has no issue in sourcing water that is fit for purpose, and the total amount and density of water resources used by the Operating Sites within the reporting scope are as follows:

於本年度內，本集團並無求取適用水源的問題，及報告範圍內的運營點所使用的水資源總量及密度如下：

		Shanghai Headquarters Office 上海總部 辦公室	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果
Total water consumption (m ³)	總耗水量(立方米)	3,525.84	4,862.90	1,499.88	9,888.62
Water consumption intensity (in terms of sq.m.) (m ³ /sq.m.)	耗水密度(以平方米計算) (立方米/平方米)	1.24	0.54	1.15	0.75

In the future, the Group will plan to formulate water conservation goals and targets to further reduce the Group's water consumption and cultivate the awareness and ability of employees and other stakeholders to protect water resources.

未來，本集團計劃制定節約用水目標及指標，以進一步減少集團之耗水量，並培養員工及其他持份者保護水資源的意識與能力。

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Paper

The Group is implementing paperless office in all business processes, and encourages employees to make good use of the electronic document management system to store and distribute documents to reduce paper usage. Each Operating Site is required to control the amount of office paper every month, and the project administration will purchase paper according to regulations to ensure that the purchase amount does not exceed the total paper consumption of the previous year, so as to achieve the goal of reducing the consumption of paper resources year by year.

Emissions

Hazardous and Non-hazardous Waste

In order to manage the waste generated in the operation, the Group strictly abides by the relevant environmental protection laws and regulations, and has formulated relevant waste management measures in accordance with the regulations, and actively sorts and recycles the waste to reduce the negative impact on the environment.

The Group's non-hazardous wastes are mainly paper, household waste and construction waste. Each Operating Site implements policies and measures related to saving, recycling and reuse, and encourages employees to reduce waste of resources in various ways, such as promoting paperless offices, setting up recycling bins, and increasing the recyclable ratio of building materials. The Group will also strictly monitor the classification and recycling of domestic waste and construction waste to facilitate the waste contractors to collect and process. The Group's hazardous wastes mainly consist of batteries and waste toner cartridges. Such wastes are collected and further processed by the respective service providers.

紙張

本集團正將無紙化辦公推行至各業務流程，鼓勵員工善用電子化文件管理系統儲存及分發文件，以減少紙張使用。各運營點均需每月按量控制辦公室用紙，並按規定由項目行政進行紙張採購，確保購買數量不得超過上年度的總用紙量，以達到逐年減少紙質資源消耗的目標。

排放物

有害及無害廢棄物

為管理營運中所產生的廢棄物，本集團嚴格遵守相關環境保護法律法規，並已按照規定訂立相關廢物管理措施，積極對廢棄物進行分類回收，以減少對環境造成負面的影響。

本集團的無害廢棄物主要為紙類、生活廢物及建築廢料。各運營點均推行有關節約、回收及再用之政策及措施，鼓勵員工從多方面減少資源浪費，如提倡無紙辦公室，設置回收箱，提升建材可循環再用比率等。本集團亦會嚴格監控生活廢物和建築廢料之分類及回收，以便廢棄物承辦商進行收集及處理。本集團的有害廢棄物主要為電池及廢墨盒。該等廢物均由相應的服務供應商收集及作進一步處理。

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Total hazardous and non-hazardous waste and intensity generated by the Operating Sites of the Group within the reporting scope during the Year are as follows. As the project offices did not record the weight of the non-hazardous waste produced, disclosure of the relevant data was not available. The Group will optimize the data collection system and enhance the completeness of data in the future:

本集團報告範圍內的運營點於本年度內所產生的有害及無害廢棄物的總量及密度如下。項目辦公室沒有記錄所產生無害廢棄物的重量，故未能披露相關數據。本集團將於未來完善數據收集系統，提升數據完整性：

		Shanghai	Commercial	Residential	Consolidated
		Headquarters	Project	Project	Result
		Office			
		上海總部	商業項目	住宅項目	綜合結果
		辦公室	商業項目	住宅項目	綜合結果
Total non-hazardous waste (tonnes)	無害廢棄物總量(公噸)	50.15	No data collected 沒有收集資料	No data collected 沒有收集資料	50.15
Non-hazardous waste intensity (in terms of '000 sq.m.) (tonnes/'000 sq.m.)	無害廢棄物密度 (以千平方米計算) (公噸/千平方米)	17.67	No data collected 沒有收集資料	No data collected 沒有收集資料	17.67
Total hazardous waste (kg)	有害廢棄物總量(千克)	27.50	-	6.64	34.14
Hazardous waste intensity (in terms of '000 sq.m.) (kg/'000 sq.m.)	有害廢棄物密度 (以千平方米計算) (千克/千平方米)	9.69	-	5.11	2.60

In the future, the Group will continue to monitor the waste production and review the effectiveness of the current waste policies and measures based on its recycle performance, so as to set waste reduction targets and implement more effective waste reduction plans.

未來，本集團將持續監控廢棄物生產量，並依據其資源回收的表現檢視現時廢棄物政策及措施的成效，以訂立減廢目標及推行更有效的減廢計劃。

Greenhouse Gas Emissions

Reducing greenhouse gas emissions is the most important mitigation tool for tackling climate change, while quantifying greenhouse gas provides a basis for reducing emissions. During the Year, the Group has engaged an independent sustainable development advisor to quantify the greenhouse gas emissions generated by the Group's operations. The relevant quantification has been processed with reference to "The Methods for Accounting and Reporting Greenhouse Gas Emissions of Shanghai Tourism Hotels, Shopping Malls, Real Estates and Financial Offices (Trial)" and "Greenhouse Gas Emissions Auditing and Reporting Guidance for Public Construction Operation Corporation (Trial)" issued by the National Development and Reform Commission of the People's Republic of China, as well as international standards such as ISO14064-1 and the Greenhouse Gas Protocol to set specific carbon reduction goals of the Group in the future.

溫室氣體排放

減少溫室氣體排放是應對氣候變化最重要的方法，而量化溫室氣體則為減少排放提供基礎。本集團於本年度委託獨立可持續發展顧問為本集團量化營運所產生的溫室氣體排放。相關量化過程已參考中華人民共和國國家發展和改革委員會發佈的《上海市旅遊飯店、商場、房地產業及金融業辦公建築溫室氣體排放核算與報告方法(試行)》和《公共建築運營企業溫室氣體排放核算方法和報告指南(試行)》，以及參考國際標準如ISO14064-1及溫室氣體盤查議定書，有助於本集團未來訂立具體的減碳目標。

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During the Year, the Operating Sites of the Group within the reporting scope generated a total of 1,629.00 tonnes of carbon dioxide equivalent greenhouse gas emissions with a density of 0.12 tonnes of carbon dioxide equivalent per square meter. Greenhouse gas emissions are mainly from the use of electricity, fuel and purchased heat power. The details are as follows:

於本年度內，本集團於報告範圍內的運營點共產生了1,629.00公噸二氧化碳當量溫室氣體排放，密度為每平方米0.12公噸二氧化碳當量。溫室氣體排放主要來自電力，燃料及外購熱力的使用，詳情如下：

		Shanghai Headquarters Office 上海總部 辦公室	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果
Scope 1 — Direct greenhouse gas emissions (tonnes of carbon dioxide equivalent)	範圍1 — 直接溫室氣體排放 (公噸二氧化碳當量)	5.72	751.58	—	757.30
Scope 2 — Energy indirect greenhouse gas emissions (tonnes of carbon dioxide equivalent)	範圍2 — 能源類間接 溫室氣體排放 (公噸二氧化碳當量)	466.09	348.50	57.11	871.70
Total emissions (tonnes of carbon dioxide equivalent)	總排放量 (公噸二氧化碳當量)	471.81	1,100.08	57.11	1,629.00
Greenhouse gas intensity (in terms of sq.m.) (tonnes of carbon dioxide equivalent/sq.m.)	溫室氣體排放密度 (以平方米計算)(公噸 二氧化碳當量/平方米)	0.17	0.12	0.04	0.12

In order to effectively reduce greenhouse gas emissions in daily operations and comply with the “Energy Conservation Law of the People’s Republic of China”, the Group has continuously adopted various energy conservation and emission reduction measures to promote energy conservation and improve energy efficiency. For example, the Group has required each Operating Site to conduct energy statistics on the usage of electricity, fuel and purchased heat power on a monthly basis, and report the relevant information to the headquarters of the Group. Each Operating Site is required to regularly analyze the difference between the data of the electricity meter and the bill, and estimate the energy consumption information of the combined cooling, heating and power supply of each project to ensure the accuracy of the information. In addition, each Operating Site is required to implement relevant lighting and air conditioning systems in accordance with budget requirements to control the usage of lights and air conditioning at night and prevent waste.

為有效減少日常營運中的溫室氣體排放及遵守《中華人民共和國節約能源法》，本集團持續採取了不同節能減排措施，推動節約能源，提高能源使用效率。例如，本集團已要求各運營點按月為其電力、燃料及外購熱力的使用狀況進行能源統計，並向本集團總部匯報相關資訊。各運營點須定期為電表和帳單的數據進行差異分析，推估各項目的冷熱電三聯供能耗資訊，以確保資訊的準確性。此外，各運營點需按照預算要求執行相關燈光及空調制度，以管控夜間燈光及空調的使用量，防止浪費。

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In the future, the Group will commit to investing more resources in reducing greenhouse gas emissions, and enhancing the use of high-tech energy-saving products such as the paste of green glass coating in the Quanzhou SCE Funworld. It is estimated that the annual electricity fee will be saved by RMB0.2 million for the relevant project. Moreover, the Group will also regularly record and analyze the greenhouse gas emissions and related environmental data for each project, so as to review the performance of the current measures and improve the management level of the Group's greenhouse gas emissions.

Air Pollutant

The Group mainly focuses on property management services as its core business and does not involve any production activities. Therefore, the air pollutants generated by business operations mainly come from the fuel consumption of company vehicles and staff canteens. During the Year, the Operating Sites of the Group within the reporting scope emitted 45.91 kg of nitrogen oxides, 2.50 kg of sulfur oxides and 0.63 kg of respirable suspended particles, respectively.

In the future, the Group will continue to implement more policies and measures related to the control of air pollutant emissions, improve equipment efficiency and change the type of energy use in a timely manner, such as increased use of electric vehicles, so as to reduce air pollutant emissions.

Climate Change

The Group understands that climate change has far-reaching impacts globally on society, economy and humanities, and is one of the greatest challenges faced by the world today. Therefore, as an enterprise fulfilling environmental and social responsibilities, the Group actively participates in energy conservation and carbon reduction, and is committed to achieving carbon neutrality by 2060 in line with the national climate policy. The Group also plans to identify business risks and compliance risks arising from climate change and related regulatory action, and conduct subsequent risk assessments on different Operating Sites in a timely manner to plan long-term climate response strategies in line with the actual situation of business operations.

未來，本集團將承諾投放更多資源於減少溫室氣體之排放，並加強採用高科技節能產品，如在泉州中駿世界城中所黏貼的綠光玻璃鍍膜，預計能為相關項目全年節約電費人民幣20萬。此外，本集團亦會定期為各項目的溫室氣體排放及相關環境數據進行紀錄及分析，以檢視現行措施的表現，提升集團溫室氣體排放的管理水平。

空氣污染物

本集團主要以物業管理服務為核心業務，並不涉及任何生產活動，因此業務營運所產生的空氣污染物主要來自公司車輛及員工食堂的燃料消耗。於本年度內，本集團報告範圍內的運營點分別排放了45.91千克氮氧化物、2.50千克硫氧化物及0.63千克可吸入懸浮粒子。

未來，本集團將持續推行更多有關控制空氣污染物排放之政策與措施，並適時提升設備效率及改變能源使用類型，如增加電動車使用，從而減少空氣污染物排放。

氣候變化

本集團明白氣候變化對世界各地社會、經濟、人文影響深遠，是全球當前面臨的最大威脅之一。因此，作為一家履行環境及社會責任之企業，本集團積極參與節能減碳，致力配合國家氣候政策於二零六零年前實現碳中和。本集團亦計劃辨識因氣候變化及與之相關的規管行動所帶來的業務風險及合規風險，並適時對不同運營點進行其後風險評估，以配合業務經營實際情況規劃長遠氣候應對策略。

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COMMUNITY

2021 is a very busy and challenging year, on 2 July, SCE CM was still successfully listed on the Main Board of The Stock Exchange in spite of the raging COVID-19 pandemic, opening the new chapter of the development of the Group. As a result, the Group had no spare time to commence community investment activities like donation to voluntary work during the Year. Looking forward, the Group undertakes to invest more resources on various social investment activities in commercial and residential business operations to perform the corporate social responsibility and implement philosophy of “Giving Back to the Society for Good” to contribute to the society.

COMPLIANCE MANAGEMENT

Compliance with all applicable laws and regulations is a fundamental requirement of the Group's operations. The Group understands that violation of laws and regulations will have different impacts on the Group, such as business operation, reputation, penalties and litigation. Following the continuous refined implementation of various national laws and regulations, the Group continues to deem compliance as important target and has formulated and implemented a series of internal policies and systems to enhance compliance management. Legal Department is responsible for monitoring the Group's policies and practices in relating to compliance with laws and regulatory requirements, while the Board reviews the Group's compliance situation on an annual basis.

社區

二零二一年是非常忙碌及充滿挑戰的一年，雖然新冠疫情繼續肆虐，中駿商管依然成功在七月二日於聯交所主板掛牌上市，為集團的發展翻開了新篇章。因此，本集團暫時無暇於本年度內開展有關捐款給義工活動等社會投資活動。展望未來，本集團承諾將投放更多資源於商業及住宅業務營運中進行不同的社會投資活動，履行集團之企業社會責任，並實踐「取之社會、用之社會」的理念，回饋社會。

合規管理

遵守所有適用的法律及法規是本集團於運營中的基本要求。本集團明白違反法律及規例將為本集團帶來不同層面的影響，如業務經營、信譽、刑罰及訴訟等。隨着各類國家法律法規政策不斷細化實施，本集團繼續視確保合規為重要目標，並已制定及實施一系列內部政策及制度，強化合規管理。法務部負責監督本集團有關遵守法律及監管要求的政策及常規，董事會則每年審閱本集團合規情況。

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During the Year, the Group has no violations of laws and regulations that have a significant impact on the Group related to various ESG areas.

本年度，本集團概無與ESG各範疇相關之對本集團有重大影響的違法違規個案。

Aspects 層面	Laws and Regulations that have a Significant Impact 有重大影響的法律及規例
Emissions 排放物	"Atmospheric Pollution Prevention and Control Law of the People's Republic of China" 《中華人民共和國大氣污染防治法》
Employment 僱傭	"Labor Law of the People's Republic of China" "Company Law of the People's Republic of China" 《中華人民共和國勞動法》 《中華人民共和國公司法》
Health and Safety 健康與安全	"Labor Law of the People's Republic of China" 《中華人民共和國勞動法》
Labor Standards 勞工準則	"Labor Law of the People's Republic of China" "Law of the People's Republic of China on the Protection of Minors" 《中華人民共和國勞動法》 《中華人民共和國未成年人保護法》
Product Responsibility 產品責任	"Regulation on Realty Management" 《物業管理條例》
Anti-corruption 反貪污	"Criminal Law of the People's Republic of China" 《中華人民共和國刑法》

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

OVERVIEW OF KEY PERFORMANCE INDICATORS 關鍵績效指標概覽

Environmental KPIs¹

環境關鍵績效指標¹

		Shanghai Headquarters Office 上海總部 辦公室	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果
Greenhouse Gas Emissions²	溫室氣體排放量²				
Scope 1 — Direct greenhouse gas emissions (tonnes of carbon dioxide equivalent)	範圍1 — 直接溫室氣體排放 (公噸二氧化碳當量)	5.72	751.58	—	757.30
Scope 2 — Energy indirect greenhouse gas emissions (tonnes of carbon dioxide equivalent)	範圍2 — 能源類間接溫室氣體排放 (公噸二氧化碳當量)	466.09	348.50	57.11	871.70
Total emissions (tonnes of carbon dioxide equivalent)	總排放量 (公噸二氧化碳當量)	471.81	1,100.08	57.11	1,629.00
Greenhouse gas intensity (in terms of sq.m.) (tonnes of carbon dioxide equivalent/sq.m.)	溫室氣體排放密度 (以平方米計算)(公噸二氧化碳當量/平方米)	0.17	0.12	0.04	0.12
Total Air Emissions³	廢氣排放量³				
Nitrogen oxides (kg)	氮氧化物(千克)	7.05	38.86	—	45.91
Sulfur oxides (kg)	硫氧化物(千克)	0.07	2.43	—	2.50
Particulates (kg)	顆粒物(千克)	0.19	0.44	—	0.63

¹ Unless otherwise stated, the environmental data for the Year includes the office area, non-outsourced canteen and staff dormitory of each Operating Site.

² 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 National Average Emission Factor For Electricity published by Ministry of Ecology and Environment of the People’s Republic of China in 2021; Heat power emission factor adopts 0.11 tonnes of carbon dioxide/GJ.

³ 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 Guideline for Compilation of Primary Emission Source Inventory of Atmospheric Respirable Particulates (Trial)” published by the Ministry of Ecology and Environment of the People’s Republic of China, and the “AP-42: Compilation of Air Pollutants Emissions Factors” promulgated by the United States Environmental Protection Agency.

¹ 除另有說明外，本年度環境數據範圍包括各運營點的辦公區域、非外包食堂及員工宿舍。

² 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/吉焦。

³ 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制技術指南》及《大氣可吸入顆粒物一次源排放清單編制技術指南(試行)》，以及美國國家環境保護局《AP-42：空氣污染物排放因子匯編》。

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環境、社會及管治報告

		Shanghai	Commercial	Residential	Consolidated
		Headquarters	Project	Project	Result
		Office			
		上海總部	商業項目	住宅項目	綜合結果
		辦公室			
Energy Consumption	能源消耗量				
Natural gas (MWh)	天然氣(兆瓦時)	34.99	56.52	–	91.51
Diesel (MWh)	柴油(兆瓦時)	–	42.45	–	42.45
Petrol (MWh)	汽油(兆瓦時)	20.81	30.33	–	51.14
Purchased heat power (MWh)	外購熱力(兆瓦時)	–	137.39	–	137.39
Purchased electricity (MWh)	外購電力(兆瓦時)	798.24	503.68	97.80 ⁴	1,399.72
Total energy consumption (MWh)	能源總耗量(兆瓦時)	854.04	770.37	97.80	1,722.21
Energy Intensity (in terms of sq.m.) (WWh/sq.m.)	能源密度(以平方米計算)(兆瓦時/平方米)	0.30	0.09	0.08	0.13
Total Water Consumption	水消耗量				
Total water consumption (m ³)	總耗水量(立方米)	3,525.84	4,862.90	1,499.88 ⁴	9,888.62
Water consumption intensity (in terms of sq.m.) (m ³ /sq.m.)	耗水密度(以平方米計算)(立方米/平方米)	1.24	0.54	1.15	0.75
Waste Generation	廢棄物產生量				
Total non-hazardous waste (tonnes)	無害廢棄物總量(公噸)	50.15	No data collected ⁵	No data collected ⁵	50.15
			沒有收集資料	沒有收集資料	
Non-hazardous waste intensity (in terms of '000 sq.m.) (tonnes/'000 sq.m.)	無害廢棄物密度(以千平方米計算)(公噸/千平方米)	17.67	No data collected ⁵	No data collected ⁵	17.67
			沒有收集資料	沒有收集資料	
Total hazardous waste (kg)	有害廢棄物總量(千克)	27.50	–	6.64	34.14
Hazardous waste intensity (in terms of '000 sq.m.) (kg/'000 sq.m.)	有害廢棄物密度(以千平方米計算)(千克/千平方米)	9.69	–	5.11	2.60

⁴ As the separation of electricity meter and water meter of the Hangzhou • The Royal Green project, the Yanjiao • Sunshine City project and the Shanghai • Parkview Bay project have not been completed, the electricity and water consumption data of public area are included in the original bill. The data disclosed in this Report is estimated according to the proportion of office area.

⁵ As the project offices did not record the weight of the non-hazardous waste produced, disclosure of the relevant data was not available. The Group will optimize the data collection system and enhance the completeness of data in the future.

⁴ 杭州•錢塘御景項目、燕郊•四季花都項目及上海•柏景灣項目因未拆分電錶及水錶，故原始單據包含公共區域電力及水量使用數據。本報告披露數據乃根據辦公區域面積比例估算。

⁵ 項目辦公室沒有記錄所產生無害廢棄物的重量，故未能披露相關數據。本集團將於未來完善數據收集系統，提升數據完整性。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Social KPIs

社會關鍵績效指標

Number of Employees⁶		Shanghai Headquarters Office 上海總部辦公室	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果
僱員人數⁶					
Gender 性別	Male 男性	165	232	95	492
	Female 女性	101	114	44	259
Age 年齡	Below 30 30歲以下	83	149	48	280
	30-50 30-50歲	177	192	90	459
	Over 50 50歲以上	6	5	1	12
	Total 總數	266	346	139	751

Number of Other Workers⁷		Shanghai Headquarters Office 上海總部辦公室	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果
其他工作者人數⁷					
Gender 性別	Male 男性	–	–	37	37
	Female 女性	1	7	62	70
Age 年齡	Below 30 30歲以下	–	–	9	9
	30-50 30-50歲	1	4	41	46
	Over 50 50歲以上	–	3	49	52
	Total 總數	1	7	99	107

⁶ As at 31 December 2021, all employees within the Group's reporting scope were full-time employees located in Mainland China.

⁷ As at 31 December 2021, all other workers within the Group's reporting scope (mainly including outsourced cleaning staff) were full-time employees located in Mainland China.

⁶ 於二零二一年十二月三十一日，本集團報告範圍的所有員工均為位於中國內地的全職員工。

⁷ 於二零二一年十二月三十一日，本集團報告範圍的所有其他工作者（主要包括外包保潔人員）均為位於中國內地的全職員工。

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Turnover Rate of Employees⁸		Shanghai Headquarters Office 上海總部辦公室	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果
僱員流失率⁸					
Gender 性別	Male 男性	37%	94%	43%	65%
	Female 女性	46%	54%	32%	47%
Age 年齡	Below 30 30歲以下	41%	97%	58%	74%
	30-50	41%	67%	24%	49%
	30-50歲				
	Over 50 50歲以上	–	140%	500%	100%
Total 總數		40%	81%	40%	59%

Health and Safety⁹		Shanghai Headquarters Office 上海總部辦公室	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果
健康與安全⁹					
Number of work-related injuries 因工受傷人數		–	2	–	2
Loss days due to work injuries 因工傷損失工作日數		–	–	–	–

⁸ All of the resigned employees within the Group's reporting scope were full-time employees located in Mainland China. The turnover rate for each category = the number of resigned employees during the Year of that category/the total number of employees of that category.

⁹ There were no work-related fatalities cases in the Group in the past 3 years.

⁸ 本集團報告範圍的所有流失員工均為位於中國內地的全職員工；各類別的流失比率 = 該類別員工全年的流失人數 / 該類別員工人數。

⁹ 過去三年，本集團並未發生因工死亡事件。

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Percentage of Trained Employees¹⁰		Shanghai Headquarters Office 上海總部辦公室	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果
受訓僱員百分比¹⁰					
Gender 性別	Male 男性	92%	100%	100%	97%
	Female 女性	85%	98%	98%	93%
Grade 職級	Senior management 高級管理人員	119%	100%	100%	112%
	Middle management 中級管理人員	141%	92%	107%	123%
	General staff 一般員工	72%	100%	98%	91%
Total 總數		89%	99%	99%	96%

Average Training Hours per Employee (hour)		Shanghai Headquarters Office 上海總部辦公室	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果
僱員平均培訓時間(小時)					
Gender 性別	Male 男性	27.1	25.6	48.1	30.5
	Female 女性	23.4	22.8	47.0	27.2
Grade 職級	Senior management 高級管理人員	27.9	3.8	48.8	28.2
	Middle management 中級管理人員	38.6	12.0	51.7	34.0
	General staff 一般員工	21.8	25.9	47.2	28.7
Total 總數		25.7	24.7	47.7	29.3

Number of Suppliers		Shanghai Headquarters Office 上海總部辦公室	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果
供應商數量					
Bohai Rim Economic Zone 環渤海經濟圈		–	39	25	64
Guangdong-Hong Kong-Macao Greater Bay Area 粵港澳大灣區		2	–	2	4
West Taiwan Strait Economic Zone 海峽西岸經濟圈		–	174	16	190
Yangtze River Delta Economic Zone 長三角經濟圈		4	50	29	83
Total 總數		6	263	72	341

¹⁰ Percentage of trained employees = the number of employees in the relevant category who participated in the training during the Year/the number of employee in the relevant category. Since the number of employees in the relevant category who participated in the training included redeployed or resigned employees, the percentage of trained employees would be larger than 100%.

¹⁰ 受訓員工百分比=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%。

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“ESG REPORTING GUIDE” CONTENT INDEX

《環境、社會及管治報告指引》 內容索引

General Disclosures and KPIs 一般披露及 關鍵績效指標	Description 內容	Page Index/Note 頁碼索引／備註
A1 Emissions		
A1 排放物		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	26–31; The business nature of the Group does not involve direct discharges into water and land. 本集團的業務性質並不涉及向水及土地的直接排污。
A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	26–29, 32–33
A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and intensity. 直接(範圍1)及能源間接(範圍2)溫室氣體排放量及密度。	28, 32
A1.3	Total hazardous waste produced and intensity. 所產生有害廢棄物總量及密度。	26–27, 33
A1.4	Total non-hazardous waste produced and intensity. 所產生無害廢棄物總量及密度。	26–27, 33
A1.5	Description of emissions target(s) set and steps taken to achieve them. 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	28–29
A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	27

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A2 Use of Resources

A2 資源使用

General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。	23–26
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。	24, 33
A2.2	Water consumption in total and intensity. 總耗水量及密度。	25, 33
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。	24–25
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。	25
A2.5	Total packaging material used for finished products and per unit produced. 製成品所用包裝材料的總量及每生產單位佔量。	The business nature of the Group does not involve the use of packaging material. 本集團的業務性質並不涉及包裝材料的使用。

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A3 Environment and Natural Resources

A3 環境及天然資源

General Disclosure 一般披露	Policies on minimising the issuer's significant impacts on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	22-23
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。	22-23

A4 Climate Change

A4 氣候變化

General Disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	29
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。	29

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B1 Employment		
B1 僱傭		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equity 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：	14–17, 30–31
B1.1	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	34
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。	35
B2 Health and Safety		
B2 健康與安全		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的：	18, 30–31
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。	35
B2.2	Lost days due to work injury. 因工傷損失工作日數。	35
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。	18

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B3 Development and Training

B3 發展及培訓

General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	12-13
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。	36
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。	36

B4 Labor Standards

B4 勞工準則

General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor. 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。	14, 30-31
B4.1	Description of measures to review employment practices to avoid child and forced labor. 描述檢討招聘慣例的措施以避免童工及強制勞工。	14
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。	14

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B5 Supply Chain Management

B5 供應鏈管理

General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	22–23
B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	36
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。	22–23, 36
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。	22–23
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。	22–23

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B6 Product Responsibility

B6 產品責任

General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	20–22, 30–31
一般披露	有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	
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 does 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。	21
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。	21
B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	The business nature of the Group does not involve the recall of products. 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。	21

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B7 Anti-corruption		
B7 反貪污		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的：	19, 30–31
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。	19
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	19
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。	19
B8 Community Investment		
B8 社區投資		
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	30
B8.1	Focus areas of contribution. 專注貢獻範疇。	30
B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。	30



中駿商管智慧服務控股有限公司
SCE Intelligent Commercial
Management Holdings Limited