

# REDCO HEALTHY LIVING



**力高健康生活有限公司**

REDCO HEALTHY LIVING COMPANY 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：2370**

## 2021

ENVIRONMENTAL, SOCIAL  
AND GOVERNANCE REPORT

環境、社會及管治報告



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# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### ABOUT THE REPORT

Redco Healthy Living Company Limited (stock code: 2370) (the “Company” together with its subsidiaries, hereinafter referred to as the “Group”) was listed on the Main Board of The Stock Exchange of Hong Kong Limited (the “HKEX”) on 31 March 2022. The Group is pleased to present its first Environmental, Social and Governance (“ESG”) Report (the “Report”). The Report is published on the website of the HKEX and the Group’s website (www.redcohealthy.com).

The disclosures in this Report are in compliance with the Environmental, Social and Governance Reporting Guide (“ESG Guide”) under Appendix 27 of the Main Board Listing Rules issued by HKEX.

### Report Scoping and boundary

As of 31 December 2021, the Group has a total of 97 projects under management with an aggregate gross floor area (“GFA”) under management of 15.8 million sq.m., and had been contracted to manage 137 projects with an aggregate contracted GFA of 24.5 million sq.m. located in 28 cities across 11 provinces, municipalities, and autonomous regions in China, aggregated in a total area.

The disclosure of this Report focuses on major subsidiaries in China that provide property management services, value-added services to non-property owners and community value-added services. These entities are scoped in as they are considered to have the most impact and operation control over the Group’s activities. The Report covers the reporting period from 1 January 2021 to 31 December 2021 (the “Reporting Period” or the “Year”).

### Report Principles

As a property management service provider with a focus on sustainable development, the Group is constantly fulfilling its social responsibilities, accelerating growth, doing its best to contribute to the environment and society, and striving to achieve long-term goals for development with society.

The Group strives to balance the interests of stakeholders and social responsibilities to maintain the sustainable development of a company, as successful companies should not maximize their profits at any cost.

### 關於本報告

力高健康生活有限公司(股份代號：2370) (「本公司」，連同其附屬公司，統稱「本集團」)於二零二二年三月三十一日在香港聯合交易所有限公司(「香港聯交所」)主板上市，並欣然呈獻其第一份環境、社會和管治(「ESG」)報告(「本報告」)。本報告刊發於香港聯交所網站及本集團網站(www.redcohealthy.com)。

本報告的披露內容符合香港聯交所發布的《主板上市規則》附錄二十七的《環境、社會及管治報告指引》(「ESG指引」)。

### 報告範圍及邊界

截至二零二一年十二月三十一日，本集團共有 97 個在管項目，在管總樓面面積(「樓面面積」)為 15.8 百萬平方米，已簽約管理 137 個項目，總承包樓面面積 24.5 百萬平方米，分佈於中國 11 個省、市、自治區的 28 個城市。

本報告披露的重點為提供物業管理服務、向非業主提供增值服務及社區增值服務的中國主要附屬公司。該等實體被視為對本集團的業務具有較大影響及運營控制權。本報告的報告期為二零二一年一月一日至二零二一年十二月三十一日(「報告期間」或「年度」)。

### 匯報原則

作為一家專注於可持續發展的物業管理服務供應商，本集團堅持履行其社會責任，加速增長，盡其所能為環境及社會做出貢獻，努力實現與社會共同發展的長期目標。

由於成功的公司不應追求利潤最大化而犧牲一切，因此本集團力求平衡持份者的利益及社會責任，以維持本公司的可持續發展。

The Group always keeps corporate social responsibility in mind and will continue to commit to promoting the development of the ESG. In the future, the Group will keep up focusing on the concept of low carbon and green, minimize the environmental impact of the project development cycle, and jointly promote efforts to combat global warming.

### Board Statement

The Board is responsible for the overall sustainability strategy of the Group including setting out the terms of reference for the sustainability taskforce (including member authority, scope of work and resources), taking charge of the development direction, overall strategies and policies of the Group going forward.

Our directors consider that establishing and implementing sound ESG principles and practices will help increase the investment value of the Company and provide long-term returns to our stakeholders. To ensure the effectiveness of our ESG measures, our directors will be responsible for overseeing, adopting and evaluating the formulation and reporting of our ESG strategies and matters, reviewing the progress made against ESG-related goals and targets, and monitoring the ESG-related risks.

Furthermore, our board of directors with the assistance of departments head and management will execute the requirements of the sustainability committee on matters pertaining to ESG within the areas of their responsibility and provide regular reporting. The sustainability taskforce comprises members from the following departments:

- Human Resources Administration
- Cost Management, Tender-based procurement management, Engineering Management
- Operation Management, Sales and customer Relations
- Brand Management
- Financial Management

本集團始終牢記企業社會責任，並將繼續致力促進ESG的發展。未來，本集團將繼續以低碳及綠色發展理念為關鍵，將項目開發週期產生的環境影響降至最低，為共同應對全球暖化作出努力。

### 董事會聲明

董事會負責本集團的整體可持續發展戰略，包括訂立可持續發展工作小組的職權範圍(包括成員權限、工作範圍及資源)，並負責本集團的未來發展方向、整體策略及政策。

董事認為，建立和實施良好的ESG原則和常規將有助於提高本公司的投資價值，並為持份者提供長期回報。為確保我們的ESG措施的有效性，董事將負責監督、採納及評估ESG 戰略及事項的製定及報告，檢討針對ESG相關目標的進展，並監控ESG 相關風險。

此外，我們的董事會在部門負責人和管理層的協助下，將在其職責範圍內執行可持續發展委員會關於ESG事項的要求，並提供定期報告。可持續發展工作小組由下列部門的成員組成：

- 人力資源管理
- 成本管理、招標採購管理、工程管理
- 運營管理、銷售及客戶關係
- 品牌管理
- 財務管理

#### Combating COVID-19

The COVID-19 pandemic continues to impact economies and livelihoods, especially leading to stagnant manufacturing and distribution activities, creating major challenges for property management companies. However, the Group responded swiftly and established a special working group.

To address COVID-19, the Group has dedicated sufficient resources to protect the health and safety of its personnel. In addition to the implementation of comprehensive precautions at Group headquarters to ensure a clean and safe working environment. Safety measures such as complying the government's COVID-19 prevention requirements in various regions and cities by allowing our staff to work from home, promote safety knowledges of epidemic prevention to employees, and provide necessary psychological counseling and consultation. At the same time, we are paying close attention to the progress of the pandemic and doing our best to contribute to society such. The Group's property management offices had provided epidemic measures such as:

- Install temperature scanning system at entrances and exits of each community;
- Provide daily disinfection at the public areas of each community; and
- Cooperate with the government's epidemic prevention regulations by implementing humanized services such as delivering necessities to residents.

#### Source of information

The figures and data contained in this ESG Report were derived from the Group's archived documents, records, and surveys in relation to the core and significant projects of the Group's operation and property management business covering material matters and key performance indicators in relation to environmental management, social responsibility, and governance. The Group's efforts devoted to implementing the measures as disclosed in this report, demonstrate its commitment and determination to become a socially responsible company.

#### Feedback

We welcome your feedback and your valuable input will help us continue to improve. If you have any feedback on the content of the Report, please feel free to contact us by email at redcohealthy\_ir@redco.cn.

#### 應對2019冠狀病毒病

2019冠狀病毒病疫情持續影響經濟及民生，尤其引致製造及分銷業務的停滯，致使物業管理公司面臨重大挑戰。不過，本集團迅速作出反應並成立特別工作小組。

為應對2019冠狀病毒病，本集團已投入大量資源保護其人員的健康及安全。我們採取安全措施，例如遵守政府在各個地區及城市的2019冠狀病毒病預防要求，允許員工在家工作，向員工宣傳防疫安全知識，並提供必要的心理諮詢及輔導。除於本集團總部實施全面的預防措施，以確保清潔及安全的工作環境之外，我們同時密切關注疫情進展，盡全力貢獻社會。本集團物業管理處已採取以下防疫措施：

- 在每個小區的出入口安裝溫度掃描系統；
- 對每個小區的公共區域進行日常消毒；及
- 配合政府防疫規定，實施住戶生活必需品配送等人性化服務。

#### 資料來源

本ESG報告的數據及資料源於本集團各項存檔文件、記錄及統計，內容有關本集團營運及物業管理業務的核心重大項目，涵蓋有關環境管理、社會責任及管治的重大事宜及關鍵績效指標。本集團對實行本報告所披露措施投入及付出資源，顯示其對堅守企業公民責任的重視及決心。

#### 反饋意見

我們歡迎閣下的反饋意見，閣下的寶貴意見將幫助我們持續改進。如閣下對本報告內容有任何反饋意見，歡迎發送電郵至redcohealthy\_ir@redco.cn。

## STAKEHOLDER ENGAGEMENT AND MATERIALITY ASSESSMENT

### Stakeholder Engagement Process

To identify the ESG issues relevant to the Group, we established communication channels and engaged our management and staff to review our operations and obtain feedbacks internally and externally from various stakeholders including shareholders, customers, employees, suppliers, creditors, regulators, and the general public. Subsequently, the identified ESG issues were evaluated taking into account their importance for our stakeholders and for the Group.

The ESG issues considered to be material are listed below:

## 持份者參與及重要性評估

### 持份者參與流程

為識別與本集團有關的ESG事宜，我們已建立溝通渠道並安排管理層及員工參與營運檢討，並從不同持份者，包括股東、客戶、僱員、供應商、債權人、監管機構以及公眾中取得內外部意見，其後會根據對該等持份者及本集團的重要性，對識別出來的ESG事宜進行評估。

視為重大的ESG事宜載列如下：

### ESG aspects as set forth in ESG Reporting Guide ESG 報告指引所載的 ESG 層面

### Material ESG issues for the Group 本集團重大的 ESG 事宜

#### A. Environmental

##### A. 環境

A1 Emissions

A1 排放物

Emission and waste management

排放及廢棄物管理

A2 Use of resources

A2 資源使用

Use of electricity, water and packaging materials

電力、水資源和包裝材料的使用

A3 The environment and natural resources

A3 環境及天然資源

Measures to minimise the impact on the environment and natural resources

盡量減低對環境及天然資源造成影響的措施

A4 Climate change

A4 氣候變化

Climate risk and opportunity

氣候風險和機遇

#### B. Social

##### B. 社會

B1 Employment

B1 僱傭

Working conditions and employee care

工作條件及員工關愛

B2 Health and safety

B2 健康與安全

Health and safety workplace

健康及安全的工作環境

B3 Development and training

B3 發展及培訓

Staff development and training

員工發展及培訓

B4 Labour standards

B4 勞工準則

Anti-child and forced labour

防止童工及強迫勞工

B5 Supply chain management

B5 供應鏈管理

Supply chain management

供應鏈管理

B6 Product responsibility

B6 產品責任

Quality assurance and product responsibility

品質保證和產品責任

B7 Anti-corruption

B7 反貪污

Anti-corruption measures

防範貪污措施

B8 Community investment

B8 社區投資

Community services and care

社區服務和關愛

#### ENVIRONMENTAL

The harmonious coexistence of people and capitals and the character has continually been what the Group has been striving to gain during the designing process. The Group has upheld the dedication made to growing inexperienced lands and has continually adhering to the ecological red lines. We regard them as wherein we begin in each of our tasks and our responsibility.

The Group balances corporate development and environmental protection by establishing and improving environmental management systems, reducing the impact of the business on the environment and natural resources. We investigate the potential for energy savings, constantly reducing energy consumption, greenhouse gas emissions, pollutants, and other environmental impacts in our operational processes to maximize energy savings and emissions reductions.

The Group strives to go beyond regulatory compliance and continuously to improve the environmental performance of our assets and businesses. We have adopted the concept of maximizing the use of materials, reducing emission and waste and energy consumption. We are committed to implementing environmental protection measures to minimize our impact on the environment. The countermeasures are as follows:

- Proper collection, recycling and disposal of waste;
- General office and domestic waste will be collected separately from recyclables;
- Recycling batteries and plastic bottles, reusing paper and printing on both sides;
- Employees are constantly reminded to turn off all electrical devices in their working area before leaving work every day and check, from time to time and when not in use.

The Group will continue to analyze the environmental impact of its activities, identify up-to-date green machinery and best practices, record and track resource consumption data, and improve efficiency strategies to increase its contribution to environmental sustainability through good environmental practices.

#### 環境

人與資本的和諧共存以及品質一直是本集團於整個設計過程中努力追求的。本集團於發展新土地時始終不忘奉獻，並在恪守生態紅線方面一直名聲在外。我們視之為我們每項工作及責任的起點。

透過建立及完善環境管理系統，減少業務對環境及自然資源的影響，本集團實現企業發展與環境保護的平衡。我們研究節約能源的潛力，於運營過程中持續地減少能源消耗、溫室氣體排放、污染物及其他環境影響以最大限度的實現節約能源及減少排放。

本集團致力於超越監管合規並持續地改善資產及業務的環境表現。我們已採納最大化使用材料、減少排放物及廢棄物及能源消耗的理念。我們致力於實施環保措施以盡量減少對環境的影響。應對措施如下：

- 妥善處理廢棄物的收集、回收及處置；
- 一般辦公及生活廢棄物及可回收物分開收集；
- 回收電池及塑料瓶，重複使用紙張並雙面打印；
- 經常提醒員工於下班前關掉其工作區域內的所有電子設備，並不時及於不使用時檢查這些電子設備。

本集團將繼續分析其業務活動對環境造成的影響、識別最新的綠色機器及最佳慣例、記錄及跟蹤資源耗用數據並改進效率策略，從而透過良好的環境措施，對環境可持續性作出更多貢獻。

The Group is subject to a number of laws and regulations in China in relation to environmental protection, impact on the environment, noise pollution, and environmental protection for development projects, including the Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》), the Law of the People's Republic of China on the Prevention and Control of Water Pollution (《中華人民共和國水污染防治法》), the Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution (《中華人民共和國大氣污染防治法》), the Law of People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes (《中華人民共和國固體廢物污染環境防治法》) and the Construction law of the People's Republic of China (《中華人民共和國建築法》).

During the Reporting Period, the Group was not aware of any non-compliance with the relevant laws and regulations that have a significant impact on the Group in relation to air and greenhouse gas emissions ("GHG"), discharges into water and land, and generation of hazardous and non-hazardous wastes.

## Emissions

### Greenhouse gas and other air pollutants

The daily operation of buildings and offices rely on energy, and their main energy use comes from the purchase of electricity generated from fossil fuels, which is accompanied by high greenhouse gas emissions. As our business structure does not involve in the use of other fuels, we do not directly emit major greenhouse gas pollutants, but we are still ready to respond to our environmental efforts.

The following table sets out the greenhouse gas and other air pollutants emitted by the Group:

Emission Types# 排放類別#		2021 二零二一年	2020 二零二零年
Total GHG emissions 總溫室氣體排放量	tonnes CO <sub>2</sub> e 噸二氧化碳當量	19,908.56	15,540.46
- Scope 2 energy indirect emissions 一範圍2能源間接排放	tonnes CO <sub>2</sub> e 噸二氧化碳當量	19,908.56	15,540.46
Total GHG intensity 總溫室氣體密度	Tonnes Co <sub>2</sub> e/RMB' 000 Revenue 噸二氧化碳當量/每千人民幣收入	0.06	0.07

# Scope 1 emissions are considered not material to the Group and not disclosed in this table.

本集團受多項有關環境保護、環境影響、噪音污染及發展項目環境保護的中國法律及法規所規限，包括《中華人民共和國環境保護法》、《中華人民共和國水污染防治法》、《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》及《中華人民共和國建築法》。

於報告期間，本集團並不知悉有任何未有遵守有關空氣及溫室氣體排放（「GHG」）、污水排放、陸基排放，以及產生有害及無害廢料的相關法律及法規且對本集團有重大影響之情況。

## 排放物

### 溫室氣體及其他空氣污染物

建築物及辦公室的日常運營依賴於能源，而其主要使用的能源是購買來自化石燃料產生的電力，其伴隨較高的溫室氣體排放。由於我們的業務結構並不涉及使用其他燃料，我們並不直接排放主要溫室氣體污染物，但我們仍準備好應對我們的環保工作。

下表載列本集團所排放的溫室氣體及其他空氣污染物：

# 範圍1排放被視為對本集團不重大及不予本表披露。



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

The Group increased approximately 28% of Greenhouse gas emission after we acquired the property management company which in line with the revenue growth of the Group of approximately 60% in 2021. By implementing the policies set out above, the Group improved the GHG intensity from 0.07 to 0.06 during the year.

#### Waste

Waste mainly includes garbages. In the Reporting Period and year ended 31 December 2020, there were no material hazardous and non-hazardous waste generated from the Group's operation.

With the tightening of waste management regulations in China, standardized waste management practices are gradually being implemented in existing and new facilities in China.

The Group will continue to work closely with residents to carry out various waste reduction and recycling activities such as separating and recycling daily waste such as paper, metal can, and plastic bottles. Also the Group will reasonably plan the land of the community to build the garbage sorting stations to facilitate the collective disposal, treatment and transportation of garbage for residents.

#### Use of Resources

In 2021, the Group has urged to implement measures to reduce energy usage and conserve resources.

本集團收購物業管理公司後，溫室氣體排放量增加約28%，符合本集團於二零二一年約60%的收入增長。通過實施上述政策，本集團年內將溫室氣體密度自0.07改善至0.06。

#### 廢棄物

廢棄物主要包括垃圾。於報告期間及截至二零二零年十二月三十一日止年度，本集團營運並未產生重大有害廢棄物及無害廢棄物。

隨著中國內地廢棄物管理法規的收緊，中國內地現有及新設施的標準化廢棄物管理措施逐步落地。

本集團會繼續與住戶密切合作開展各種各樣的廢棄物減少及回收活動，比如分類及回收日常廢棄物，如紙張、金屬罐及塑料瓶。本集團亦會合理規劃社區用地，建立垃圾分類站，方便垃圾集中投放、處理，為住戶及垃圾清運帶來便利。

#### 資源使用

於二零二一年，本集團已敦促實施減少能源使用及節約資源的措施。

### Energy consumption

The policies set out in the paragraph headed under the section headed “Environmental” also aims to conserve energy and resources within the Group’s headquarters and property management offices. We also pay attention to energy conservation by improving energy efficiency through actively promote energy-saving transformation and updated energy-saving technologies.

The following table sets out the energy consumption of the Group:

Use of Energy# 所耗能源#		2021 二零二一年	2020 二零二零年
Total energy consumption 能源消耗總量	kWh 千瓦時	23,894,075.07	18,379,490.34
Total indirect energy consumption 間接能源消耗總量	kWh 千瓦時		
– Purchased Electricity – 外購電力	kWh 千瓦時	23,894,075.07	18,379,490.34
Indirect energy consumption intensity 間接能源消耗密度	kWh/RMB’ 000 revenue 千瓦時／每千人民幣收入	67.44	82.94

# Total direct energy is considered not material to the Group and not disclosed in this table.

### Water consumption

We recognize that reducing water usage and reusing water can contribute to the efficient use of water resources. Due to the nature of the Group’s business operation, we do not involve in large volume of water consumption. We will reuse waters for planning and alert employees to save water, such as reducing unnecessary waste in pantries and toilets.

In addition to group-wide water management measures, construction sites and individual properties are also implementing their own measures to reduce water consumption. Several properties have set-up rainwater or groundwater recycling systems for cleaning and irrigation to minimize water usage.

In 2021, the Group’s water consumption was 640,200 m<sup>3</sup>, compared with 782,341m<sup>3</sup> in 2020. The decrease is mainly the result of water management policy in the Group and also the Group has upgraded the old pipes and water pumps system which were identified with leakages.

### 能源消耗

載於上文「環境」一段的政策亦旨在於本集團總部及物業管理辦公室中節約能源及資源。我們亦著重節約能源，透過積極推進能源節約轉型及更新能源節約技術提高能源效率。

下表載列本集團的能源消耗：

# 直接能源總量被視為對本集團不重大及不予本表披露。

### 用水

我們認識到減少用水及重複用水可促進水資源的有效利用。由於本集團業務運營的性質，我們並不涉及大量用水。我們會為規劃重複用水並提醒員工節約用水，比如減少茶水間及洗手間的不必要浪費。

除本集團範圍的用水管理措施外，建築工地和個別物業也各自實施減少用水措施。若干物業已經設立雨水或地下水回收系統，用於清潔及灌溉，以盡量減少用水量。

於二零二一年，與二零二零年的782,341立方米相比，本集團的用水量為640,200立方米。該減少乃主要由於本集團實行用水管理政策。本集團對出現滲漏的舊管道及水泵系統進行升級改造。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

We do not encounter any problems in sourcing water for our daily operations, as our domestic water is provided by local water supply companies.

由於我們的生活用水由當地供水公司供給，因此我們在日常運營中並未遭遇任何問題。

The following table sets out the water consumption of the Group:

下表載列本集團的用水量：

Water consumption		2021	2020
用水量		二零二一年	二零二零年
Total water consumption	m <sup>3</sup>	640,200.34	782,341.60
用水總量	立方米		
Water consumption intensity	m <sup>3</sup> /RMB' 000 revenue	1.81	3.53
用水密度	立方米／每千人民幣收入		

The use of packaging material for finished products is not material to the Group's business.

製成品使用包裝物料對本集團業務而言並不重大。

### Environment and Natural Resources

The natural environment is inseparable from our livings and is an irreplaceable asset to us as humans rely on the abundant resources of the natural environment to grow and lead healthy lives. We must do our best to protect our homes and create a sustainable future for our descendants. Due to the business nature of the Group, the Group does not have a significant impact on the environment or natural resources. Nevertheless, we are fully aware that everyone has a role to play in protecting the environment, and we will continue to pass on such concept from the individual to the community.

### 環境及天然資源

自然環境與我們的生活密不可分。由於人類依賴於自然環境的豐富資源以成長並過上健康生活，自然環境對於我們來說是不可替代的資產。我們必須儘最大努力保護家園並為子孫後代創造可持續的未來。由於本集團的業務性質，本集團並未對環境或天然資源有重大影響。儘管如此，我們深明每個人都有義務保護環境，並且我們將繼續把這一理念從個人傳遞到社區。

To demonstrate our commitment to combat climate change and reduce the environmental impacts of the Group's business. The Group has developed new environmental goals through:

為證明我們應對氣候變化及減少本集團業務對環境影響的承諾，本集團已通過以下方式制定新的環境目標：

- Minimizing GHG emission
- Enhancing energy efficiency by installing LED lighting systems, thermostat controlled and energy efficient air conditioning
- Expanding the use of electrical vehicles and replacing the fuel vehicles when travel between properties
- Increasing employee's awareness and providing training for energy saving and environmental protection
- To obtain green certificates for the managed properties with above environmental initiatives
- 使溫室氣體排放減至最少
- 通過安裝LED照明系統、恆溫器控制及節能空調來提高能源效益
- 於各個物業之間往來時擴大電動汽車的使用並取代燃油汽車
- 提高僱員的意識並提供有關能源節約及環境保護的培訓
- 藉上述綠色倡議為所管理的物業獲取綠色證書

While all the above mentioned must be carried out in compliance with the relevant laws and regulations in China, the Group attempts to include environmental protection in every process of its service provided to limit its impact on the environment and natural resources. The Group has a variety of “Environmental” and “Use of resources” to minimize water usage, reduce emissions and waste.

### Responding to climate change

Considering the risks and opportunities posed by climate change, the Group will proactively respond to current issues such as global climate change, strictly complying with national laws and regulations such as the Law of the People’s Republic of China on Coping with Climate Change (《中華人民共和國應對氣候變化法》) and the 14th Five-Year Plan on Controlling Greenhouse Gas Emissions (《「十四五」控制溫室氣體排放》).

We have considered the potential adverse impacts of climate change on our assets during the planning and design phase. This includes incorporating new climate-resistant designs, responding to increasingly frequent extreme weather events, and planning to mitigate potential damage to asset values.

Extreme weather events such as typhoons, seasonal storms, and heavy rains can occur more frequently in the future as a result of climate change. In order to manage and mitigate climate risks caused by extreme weather events and protect the Group from potential economic losses, the Group addresses extreme weather events with the aim of reducing disruption and loss due to business interruption. We have formulated an emergency response plan to do so.

The Group will timely evaluate the effect of climate change on its operation. It will formulate measures to react to different risks to reduce the impact to the Group and reap sustainable operations in the future. The Board will continue to monitor all relevant risks and opportunities and enhance its strategy in responding to climate change.

本集團在根據中國相關法例及法規落實上述舉措的同時，亦嘗試將環境保護納入其服務流程的每一個環節中，以限制其對環境及天然資源造成的影響。本集團在「環境」及「資源使用」載列各自措施以盡力減少用水量、減少排放及廢棄物。

### 應對氣候變化

考慮到氣候變化帶來的風險及機遇，本集團將積極應對全球氣候變化等當前問題，嚴格遵守《中華人民共和國應對氣候變化法》、《「十四五」控制溫室氣體排放》等國家法律及法規。

我們於規劃及設計階段已考慮氣候變化對我們資產的潜在不利影響。此包括結合新的耐氣候設計、應對日益頻繁的極端天氣事件及計劃減輕對資產價值的潜在損害。

由於氣候變化，颱風、季節性風暴及大雨等極端天氣事件未來可能更頻繁發生。為管理及減少極端天氣事件導致的氣候風險，並保護本集團免受潜在經濟損失，本集團處理極端天氣事件，旨在減少因業務中斷而造成的中斷及損失。為此，我們已制定應急預案。

本集團將及時評估氣候變化對其經營的影響。其未來將制定應對不同風險的措施，以減少對本集團的影響及實現可持續經營。董事會將繼續監控所有相關風險及機遇，並加強其應對氣候變化的戰略。

#### EMPLOYMENT AND LABOUR PRACTICES

Employees are our most precious asset. As of 31 December 2021, the Group had 2,676 employees. As the Group expands, loyal and industrious employees are provided with many opportunities for career advancement. The Group adopts non-discriminatory employment practices and provides a safe and healthy workplace.

We will continue to grow our diverse and professional workforce and increase our efforts to achieve greater cross-function integration. The Company's local offices ensure full compliance with relevant employment and occupational health and safety laws and regulations in all relevant jurisdictions.

#### Employment

The Group values our employees and strive to be free from prejudice or discrimination in the workplace.

The Group has implemented a fair recruitment policy to prevent discrimination in employment based on age, nationality, race, religion, sexual orientation, gender, marital status, and political stance. The Group promises a non-discriminatory work environment. We have drafted the Staff Handbook and a code of conduct for our employees. It clearly states that any behavior that constitutes discrimination or harassment (sexual or non-sexual) is prohibited. The Group also prohibits child labor and forced labor to ensure a legitimate and fair hiring process and signs labor contracts with all the employees.

Recruitment and selection training courses are provided to recruiting staff to ensure that the recruitment process is in line with the Group standards and comply with the relevant laws and regulations.

In addition to the legal employment contract, the Group also protects employee benefits by adhering to standard working hours. The Group provides paid leave, social insurance, and reserve funds as the main means of protection. In addition, by recognizing women's legitimate rights, we provide safety and protection systems for working women, as well as maternity leave, breastfeeding leave, and annual obstetrics and gynecological examinations.

As of 31 December 2021, the Group has a competent team of 2,676 employees supporting the business operations. With respect to gender diversity, the percentage of male employees represents 55.3% and female employee represents 44.7%.

#### 僱傭及勞工常規

僱員是我們最珍貴的資產。截至二零二一年十二月三十一日，本集團擁有2,676名僱員。由於本集團擴張，忠誠勤奮的員工能獲得大量事業發展機會。本集團採納非歧視性的僱傭守則，並提供安全與健康的工作環境。

我們將繼續壯大我們的多元化及專業團隊，付出更多努力實現更大的跨職能整合。本公司各地辦事處確保在所有相關司法權區內完全遵守與僱傭及職業健康安全有關的法律法規。

#### 僱傭

本集團重視我們的員工，並力爭消除工作場所的偏見或歧視。

本集團已實施公平的招聘政策，以避免年齡、國籍、種族、信仰、性取向、性別、婚姻狀況及政治立場等就業歧視。本集團承諾提供非歧視性的工作環境。我們制定員工手冊和行為準則，其中明確規定，禁止任何構成歧視或騷擾（無論是否為性騷擾）的行為。本集團亦禁止童工及強迫勞動，以確保合法及公平的僱傭程序，並與所有員工簽訂勞動合同。

我們亦向招聘人員提供招聘及挑選人才培訓，確保招聘程序符合本集團的標準及有關法律法規。

本集團依法與員工簽訂勞動合同，保障勞工權益，包括遵守標準工時制度。本集團提供有薪假期、社會保險及公積金作為主要保障手段。此外，通過重視女性員工的合法權益，我們為職業女性提供安全及保護制度、產假、哺乳假及年度婦產科檢查。

截至二零二一年十二月三十一日，本集團擁有一支由2,676名僱員組成的稱職團隊，為業務運營提供支持。就性別多元化而言，男性僱員佔55.3%，女性僱員佔44.7%。

During the Reporting Period, the Group was not aware of any non-compliance with the relevant laws and regulations that have a significant impact on the Company relating to compensation and dismissal, recruitment, and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.

### Health and Safety

The Group recognizes that health and well-being are central to an organization's performance. The Group is committed to promoting overall well-being, including providing a safe workplace and promoting a good work-life balance.

The Group's administration and management center will perform compliance assessment quarterly and black spot monitoring daily. Meanwhile, the Group will also engage external advisors to provide professional advice regarding the environment, health and safety ("EHS") policies.

To ensure compliance with relevant occupational health and safety policies, the Group's administration and management center will submit regular feedback reports to its subsidiaries to analyze and evaluate the health and safety performance within the Group's Occupational Safety and Health Assessment Mechanism. In the meantime, the Group will continue to conduct inspections to monitor the implementation of the regulations among its subsidiaries.

Aside from mental health wellbeing, the Group encourages employees to maintain a work-life balance in parallel with their efforts to foster a warm and collaborative workplace culture. In doing so, the Group organizes various family activities and arranges health checks for all employees each year. Staff meetings are held regularly to facilitate problem-solving and communication for employees at all levels.

The Group has established a production safety committee and special internal safety working groups to conduct regular safety inspections target to improve the Company's safe working conditions.

於報告期間，本集團並不知悉任何未有遵守對有關薪酬及解僱、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對本公司有重大影響的相關法律及法規的情況。

### 健康與安全

本集團認識到健康和福祉對組織的表現極為重要。本集團致力於促進整體福祉，包括提供安全的工作場所及促進良好的工作與生活平衡。

本集團的行政及管理中心將進行季度合規評估及每日危險點監控。同時，本集團亦將委聘外部顧問就環境、健康及安全（「EHS」）政策提供專業的建議。

為確保遵守相關職業健康與安全政策，本集團行政管理中心將向其附屬公司定期提交反饋報告，在職業安全及健康評核機制內分析及評估本集團的健康與安全表現。同時，本集團將繼續進行檢查，以監督各附屬公司執行規例的情況。

除心理健康外，本集團鼓勵僱員於努力營造溫暖及合作的工作場所文化的同時，保持工作與生活的平衡。為此，本集團每年組織各種家庭活動並為所有僱員安排健康檢查。我們定期召開員工會議，以促進各級僱員解決問題及溝通。

本集團已成立安全生產委員會及專門的內部安全工作小組，以定期開展安全檢查，改善本公司的安全工作條件。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

The Group has worked diligently and implemented precautionary measures such as the installation of dust removers and noise reduction devices to protect the well-being of its employees. In terms of safety education, the Group holds safety management training every six months to raise safety awareness in the workplace.

The Group has been implementing different measures to improve the occupational health and safety policy. Some of the measures includes:

- Provide physical examination for employees in every 2 years;
- Provide labour protection supplies, such as safety helmets;
- Arrange regular fire drills and trainings to enhance staff's awareness of fire safety; and
- Provide sufficient compensation and work injury leaves to staff suffered from work related injuries in accordance with the requirements of laws.

During the COVID-19 pandemic, the Group strictly aligns with government's disease prevention and control policies and regulations, and performed precautionary measures to protect the health and safety of the employees. At the same time, we have introduced a series of employee health protection measures such as providing anti-pandemic items, arrange flexible working hours, and frequently performed disinfection procedures in our working environment.

The number and rate of work-related fatalities occurred in each of the past three years including the reporting year is zero, and there is no lost working days due to work-related injuries.

During the Reporting Period, the Group was not aware of any non-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.

### Development and Training

Talent grooming is one of our focus areas that enable the Group to accelerate its business growth and sustainable development. We design training based on the business needs and offer a comprehensive talent development program to develop talent at all levels. The Group has established a Redco College, which organizes a systematic training program for all employees to become familiar with our culture and industry practice, and also provides regular training to update our staffs' knowledge from time to time.

本集團勤勤懇懇，並已實施安裝除塵器及降噪裝置等預防措施，以保護其僱員的福祉。於安全教育方面，本集團每六個月舉行一次安全管理培訓，以提高工作場所的安全意識。

本集團一直採取不同措施以改善職業健康及安全政策。其中包括：

- 每2年為員工安排一次體檢；
- 提供勞保用品，如安全帽；
- 定期安排消防演習及培訓，提高員工的消防安全意識；及
- 依法為因工受傷的員工提供充分補償及工傷假。

2019冠狀病毒病疫情期間，本集團嚴格根據政府疾病防控政策及法規，做好預防措施，以保障僱員的健康與安全。同時，我們已推出一系列僱員健康保護措施，例如提供防疫物品、安排彈性工作時間及在工作環境中經常執行消毒程序。

過去三年(包括報告年度)中每年發生因公死亡的人數及比率為零，且並無因工傷缺勤的天數。

於報告期間，本集團並不知悉任何未有遵守對有關提供安全工作環境及保障僱員避免職業化危害對發行人有重大影響的相關法律及法規的情況。

### 發展及培訓

人才培養為使本集團加速業務增長及可持續性發展的重點領域之一。我們基於業務需求設計培訓，並提供全面的人才發展計劃，以培養各級人才。本集團已成立力高學院，為所有僱員組織系統的培訓計劃，以熟悉我們的文化及行業慣例，並不時提供定期培訓以更新員工的知識。

Every new employee will receive introductory training from day one of job onboarding to internalize the corporate culture, including leadership, management, and personnel management practices.

Furthermore, regular management meetings are held by the management of the Company so that new employees can express their opinions on the work. The Group has launched a variety of monthly programs for on-duty employees to improve their management skills and expertise through internal interactions, open lectures, and external meetings. By achieving so, the Group provides sales teams with psychology and team management training throughout the Year to help them improve their performance.

In 2021, the Company provided more than 6 training hours on average per employee. In addition to developing the Group and responding to the training needs of its employees, the Group continuously provide, evaluates and improve training courses to keep the team's performance in step with the Group's business development.

The Group has also recruited registered training organizations externally to provide expertise knowledge to our employees. Types of trainings included:

#### *Senior and Middle Management*

- Trainings on management on team performance, improvements on management skills and enhancements on leadership capabilities.

#### *General Staff*

- Trainings on fire management skills to improve the ability to handle fire and other emergencies;
- Trainings to enhance customer service etiquette and service skills; and
- Trainings on buildings maintenance and electronic engineering skills such as marble maintenance and elevator maintenance.

#### **Labour Standards**

The Group strictly prohibits child and forced labor within the Group's operations and supply chains in strict compliance with relevant legal requirements in Hong Kong and China.

每位新僱員將從第一天上班起接受入門培訓，以內化企業文化，包括領導才能、管理、及人事管理實踐。

此外，本公司管理層定期召開管理會議，以便新僱員對工作發表意見。本集團已為在職僱員推出各種月度計劃，通過內部互動、公開講座及外部會議，提高其管理技能及專業知識。為此，本集團全年度為銷售團隊提供心理及團隊管理培訓，以幫助其提高業務水平。

於二零二一年，本公司每名僱員平均受訓時數逾6小時。除發展本集團及響應其僱員的培訓需求外，本集團不斷提供、評估及改進培訓課程，使團隊的表現與本集團的業務發展步調一致。

本集團亦於外部聘請註冊培訓機構，為員工提供專業知識。培訓類型包括：

#### *中高級管理人員*

- 團隊績效管理培訓、管理技能提升及領導能力提升。

#### *普通員工*

- 火災管理技能培訓，以提高其火災及其他緊急情況的處置能力；
- 旨在提高客戶服務禮儀及服務技能的培訓；及
- 建築物維護及電子工程技能培訓，如大理石維護及電梯維護。

#### **勞工準則**

本集團嚴格遵守香港及中國相關法律規定，嚴禁在本集團營運及供應鏈中僱用童工及強制勞工。



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

The Group considers it utmost importance to strictly abide by the requirements of National Labour Law (國家勞動法) and Employment Ordinance, prohibiting the recruitment of child labour and forced labour. These restrictions are included in the recruitment guidelines, for example, the requirement to reach the age of majority and conclude an employment contract before starting employment. Applicant is required to present the identity document to ensure that all potential employment is legal and to prevent child or forced labor.

In the unlikely event that false information or a false identity is discovered, the Group will address the situation by closely following the necessary procedures in accordance with laws and regulations.

During the Reporting Period, the Group was not aware of any non-compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.

### OPERATING PRACTICES

The Group regards product quality as one of its most important business principles. The majority of suppliers engaged by the Group are security, cleaning, fire fighting, elevator maintenance and greening maintenance which are located in the PRC.

A total of 405 suppliers have cooperated with us in many fields, including security, cleaning, firefighting, elevator maintenance and greening maintenance. The suppliers are mainly located in the PRC.

Our suppliers primarily included (i) subcontractors providing engineering, cleaning, security, greening and gardening, and repair and maintenance services and (ii) vendors of materials needed for our daily operations.

#### *Supply Chain Management*

Since the Group conducts business relationships with a wide range of stakeholders, throughout the value chain, we extend sustainability considerations to our suppliers and business partners to promote environmentally and socially responsible practices. We aim to build close relationships with our suppliers and provide high quality services and products with environmental and social responsibility to achieve our sustainable development goals.

Suppliers must act according to the principles of integrity to avoid any transfer of benefits. Under the agreement with our suppliers, both parties will fulfill their corporate social responsibility and comply with business-related laws and regulations.

本集團認為嚴格遵守國家勞動法及僱傭條例的規定，禁止招聘童工及強制勞工至關重要。該等限制納入招聘指引，並包括例如達到法定年齡的規定及於開始僱用前簽訂僱傭合同。申請人須提交身份證明文件以確保所有潛在僱屬合法，及防止童工及強制勞工。

萬一發現虛假資料或虛假身份證明，本集團將根據法律及法規嚴格按照必要程序解決問題。

於報告期間，本集團並不知悉任何未有遵守有關防止僱用童工及強制勞工對發行人有重大影響的相關法律及法規的情況。

### 營運常規

本集團將產品質素視為其最重要的業務原則之一。本集團委聘的多數供應商主要是位於中國境內的安防、保潔、消防、電梯維護及綠化保養。

與我們合作的供應商共計405家，涉及安防、保潔、消防、電梯維修及綠化維護等多個領域。該等供應商主要位於中國。

我們的供應商主要包括(i)提供工程、保潔、安防、綠化、園藝及維修以及保養服務的分包商，以及(ii)我們日常營運所需材料的供應商。

#### *供應鏈管理*

由於本集團與各類持份者建立業務關係，於整個價值鏈中，我們將可持續性理念貫徹至我們的供應商及業務合作夥伴，以促進對環境及社會負責的實踐。我們旨在與供應商建立密切關係，提供優質的服務及產品，對環境及社會負責，以實現可持續發展目標。

供應商必須按照廉潔的原則行事，以避免任何利益輸送。根據雙方協議，雙方將履行其企業社會責任並遵守業務相關的法律及法規。

The Group's supply chain structure is simple and clear. The Group performs a supplier visit and procurement process to select a supplier when we enter to a new supplier. Eligible suppliers are registered in the Group's database and can be divided into two groups: "Approved suppliers" or "High-performance suppliers".

Through the Group's internal nomination mechanism, the "Approved suppliers" that display excellent performance will be promoted to become the "High-performance suppliers" that can enjoy more collaboration opportunities with the Group. Businesses with unqualified suppliers will be terminated to ensure supplier quality in the database.

- Selection: For projects of over RMB200,000, tenders will be conducted in accordance with the principle of comparison to select the most suitable proposed suppliers. Qualified suppliers are recorded in the supplier information database. Supplier must meet all criteria such as license, years of business since establishment, level of service, etc. before being considered eligible.
- Evaluation: Evaluations are conducted quarterly and yearly, and evaluation criteria include product quality, timeliness and accuracy of delivery, after-sales service, and price levels.
- Rectification: For suppliers who fails to meet the criteria in the assessment, we will suspend cooperation with them and request for rectification.

The Company has a self-supervisory function that holds regular meetings with suppliers to collect comments and complaints from suppliers to ensure positive interactions and to respond in a timely manner to potential violations.

#### Product Responsibilities

The quality and safety of our services determine our customer relationships and our business development. We have placed focus on not only developing innovative services, but also to maintain a high quality and emphasize both quality and quantity.

We check and evaluate services such as cleaning, security and greening through daily, weekly, monthly and random spot checks. Defective services will be penalized, and the responsible contractor will be required to fix them within a certain period of time. Service charges are associated with a monthly quality of service assessment. If a contractor fails our evaluation process, we reserve the right to terminate the contract with that contractor.

本集團的供應鏈架構簡單而明確。本集團在與新供應商簽約時透過前期考察及採購流程挑選供應商，合資格供應商錄入本集團數據庫，將供應商分為「認可供應商」及「優秀供應商」兩種。

透過本集團內部提名機制，業績突出的「認可供應商」將晉升成為「優秀供應商」，並得到更多與本集團合作的機會。本集團將不再與不合格供應商合作，以確保數據庫內的供應商質素。

- 遴選：對人民幣20萬元以上的項目，按比對原則進行招標，選擇最合適的擬議供應商。合資格供應商記錄在供應商信息數據庫中。供應商須滿足所有標準，例如許可證、業務開展年限(自成立開始)、服務水平等，才被視為合資格。
- 評估：每季度及每年進行一次評估，評估標準包括產品質量、交付及時性和準確性、售後服務和價格水平。
- 整改：對考核不達標的供應商，我們將暫停與之合作並要求整改。

本公司具有自我監督功能，定期與供應商召開會議，以收集供應商的意見和投訴，確保積極互動，並及時應對潛在的違規情況。

#### 產品責任

我們的客戶關係及業務發展取決於我們服務的質素及安全。我們不僅重視發展創新型服務，而且還要保持高質素並注重兼顧質素及數量。

我們透過每日、每週、每月及隨機的抽查核查及評估服務(比如清潔、保安及綠化)。若服務不合格，將受到處罰，而負責的承包商須在規定時間內妥善處理。服務收費與每個月的服務質素評估掛鉤。倘承包商未能通過我們的評估流程，我們保留終止該承包商合約的權利。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

During the Reporting Period, the Group was not aware of any non-compliance with the 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.

“Knowing our client” is the Group’s starting point to build a graceful community. The Group has comprehensive complaint handling procedures, a “customer relationship management” (“CRM”) system, and the Group’s complaint and risk reporting systems to facilitate customer feedback.

When a complaint is received, customer service officers and on-site property agents will process the complaint through a CRM system that visualizes the sales process. Through interdepartmental collaboration and proactive communication, the Group resolves complaints effectively to bring satisfactory services to the Group’s customers. To collect more feedback from residents and improve the quality of service accordingly, the group has created two channels to make it easier to communicate these reviews to the Company’s management:

1. District customer service center – immediate complaint directly handled by property managers; and
2. Online reporting form – soliciting customers’ feedback around the clock and directly reporting to the back-end system of the Company.

The Group will continue to improve its service management system and the privacy protection policy to safeguard the interests of its customers.

During the Reporting Period, the Group was not aware of any material unresolved complaints that have a significant impact on the Group relating to service responsibilities.

We respect intellectual property rights and require our employees to comply with applicable legal requirements relating to the collection, holding, processing, disclosure and use of personal data, and to respect the privacy of others and the confidentiality of information received in the course of business. Intellectual property rights are not material to our operations.

於報告期間，本集團並不知悉任何未有遵守有關所提供產品及服務的健康與安全、廣告、標籤及私隱事宜以及補救方法對發行人有重大影響的相關法律及法規的情況。

本集團從「了解客戶所需」的角度出發，致力建設優質社區。本集團已制訂全面的投訴處理流程，並建立「客戶關係管理」（「CRM」）系統及本集團投訴、風險信息上報機制，以方便客戶反饋。

於接到客戶投訴時，客戶服務人員與現場物業代理將跨部門合作，隨時通過CRM系統進行可視化追蹤處理，透過積極溝通制定最終解決方案，確保投訴能得到有效解決，為客戶帶來稱心服務。為收集住戶的更多意見、建議或投訴，並針對此改善服務質素，集團設有兩個渠道，讓住戶可更輕易向本公司管理層傳達意見：

1. 小區物業客服中心—讓物業管理人員直接向該區住戶提供即時跟進；及
2. 線上投訴表單—讓客戶可隨時填寫意見，並直接讓該意見進入本公司的後勤系統。

本集團將繼續完善其服務管理體系及私隱保障政策，以保障客戶的利益。

於報告期間，本集團概不知悉有關服務責任對本集團造成重大影響的任何重大未解決投訴。

我們尊重知識產權，要求員工遵守與收集、管有、處理、披露及使用個人資料有關的適用法律規定，並尊重他人私隱以及保密營運業務過程中獲取的資料。知識產權對我們的業務並無重大影響。

With increasing concern in data privacy and cybersecurity and, and an increasing level of digitalization of communication, the Group has established several guidelines to protect the Group's business and customer data in accordance with local laws and legislations. Example of our policies includes restricted access of information according to employee's hierarchy and positions and strictly confidential files are encrypted with password. These policies are communicated to all employees through a different channel including distributing memos, staff meetings and internal trainings to maintain high awareness of data privacy and protection.

#### *Anti-Corruption*

We adhere to the highest ethical standards and responsibilities in all of our operations and do not tolerate bribery or negligence in any form.

All employees are required to follow our Code of Business Conduct which details our expectations for responsible business conduct. In support of our Ethical Conduct Policy, the Group has a whistle-blowing policy and a grievance mechanism in place through which employees at all levels can report unlawful conduct.

To ensure whistle-blowers have the freedom to report grievances without fear of reprisal, all cases are treated with strict confidence and submitted to designated personnel for further investigation.

Honesty is a key element for sustainable growth. To combat corruption, the Group establishes clear rules and procedures for corporate governance and oversight while ensuring that employees understand their job responsibilities. In order to practice ethical management for each project and department, an inspection department has been established and a project inspector has been appointed.

The Group fully complies with national laws and regulations and prohibits staff from bribing any person, namely civil servants, government officials, or connected persons. Staff members are also forbidden from embezzlement, theft, concealment, or misapplication of the Company's assets. When becoming aware of suspected corrupt conduct, the Group carries out an internal investigation and takes disciplinary actions against the staff concerned, including duty suspension and contract termination. If the case involves a violation of national laws, the offender will be taken to the concerned departments.

隨著對於數據私隱及網絡安全的關注日益增加，以及通訊數字化水平的不斷提高，本集團已制定若干指引以按照當地法律及立法保護本集團業務及客戶數據。舉例來說，我們的政策包括根據員工的層級及職位嚴格限制訪問資料的權限，而嚴格保密的文件以密碼加密。該等政策透過不同渠道，包括分發備忘錄、員工會議及內部培訓傳達給全體員工，以保持對於數據私隱及保護的高度認識。

#### *防範貪污*

我們在運營的各個方面秉持最高的道德標準及責任，因此絕不容許任何形式的賄賂或瀆職。

所有僱員均須遵守我們列明於《業務行為守則》上有關業務行為合規的要求。為配合道德行為政策，本集團已制定舉報政策及申訴機制，供各級僱員舉報任何不合法行為。

為確保舉報者可以自由申訴不平、無須擔憂後果，所有個案皆會保密處理，並提交指定專員展開進一步調查。

誠信對可持續發展意義非凡。為防範貪污案件，本集團已制訂明確的企業管理守則及監察流程，並確保所有員工均了解當中的內容。同時，本集團亦設立監察部門並委任專項人員，對各個項目及部門進行道德管理。

在合規方面，本集團嚴格遵守國家法律法規，明文規定員工不得以任何形式賄賂任何人士，包括公職人士、政府官員，及任何政府機構關聯人士。同時，所有員工亦不得挪用、盜竊、匿藏或濫用本公司財產。若發現有員工違反公司防貪的守則，本集團會進行內部調查，懲處涉事員工，包括停職及解除勞動合約等方式。如他們涉及觸犯國家法例，本公司將立即向相關部門報案，並將涉事職員移交司法機構辦理。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

The Group's suppliers have signed binding integrity agreements to ensure that suppliers are not corrupt and to prevent bribery and collusion. The Group has established a system to report and reward suppliers, employees, and other stakeholders who report abuse. Reports are processed by the risk management department and then scrutinized by the internal audit department. The Group will strengthen oversight to improve its anti-corruption system and support its sustainability initiatives. There were no incidents of corruption initiated against any member of the Group during 2021.

During the Reporting Period, the Group was not aware of any non-compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud, and money laundering.

### COMMUNITY INVESTMENT

Supporting education and building a more productive community are the main focus of the Group's community investment strategy. In the Reporting Period, the Group donated RMB22,100 to various charitable organisations.

### REGULATORY COMPLIANCE

The Group is committed to ensuring that its business operations are in compliance with relevant laws, rules and regulations. Regulatory frameworks within which the Group operates are reviewed and monitored while internal policies are prepared and updated accordingly. Where necessary and appropriate, workshops and/or trainings are conducted to strengthen staff's awareness and understanding of the Group's internal controls and compliance procedures.

During the Reporting Period, we did not observe any form of non-compliance or violation with laws and regulations that might have a significant impact on the Group's operating areas, such as environmental protection, employment, labour practices, operational and organisational activities.

在供應商方面，本集團已與合作供應商簽署《廉潔協議書》，旨在透過簽署具約束力協議，確保供應商一貫廉潔，以防受賄同謀的現象發生。此外，本集團亦設有匿名舉報制度及獎勵系統，鼓勵供應商、僱員及其他持份者主動向本公司舉報濫用情況。風險管理部將負責接收舉報資料，並由內部審計部進行核實。本集團將持續完善防範貪污的制度體系，強化監管力度，為本集團可持續發展提供有力保障。於二零二一年，本集團任何成員公司概無發生任何貪污個案。

於報告期間內，本集團並不知悉任何對有關賄賂、勒索、欺詐及洗黑錢事宜產生重大影響之任何相關法律法規的違反情況。

### 社區投資

支援教育及建設更具生產力社區乃本集團社區投資戰略的主要導向。於報告期間，本集團向各慈善機構捐贈人民幣22,100元。

### 監管合規

本集團致力於確保其業務運作符合相關法律、規則及法規。對本集團運營方面的監管框架進行審查及監控，同時製備及更新相應的內部政策。在必要及適當情況下，舉辦研討會及／或培訓，以加強員工對本集團內部控制及合規程序的認識及理解。

於報告期間內，本集團並不知悉可能對本集團包括環境保護、就業、勞工準則、營運及組織活動的經營範圍產生重大影響之任何相關法律法規的不合規或違反情況。

SOCIAL PERFORMANCE DATA TABLE

社會表現數據表

	Unit 單位	2021 二零二一年	2020 二零二零年
<b>Employee Profile</b> <b>僱員人數分佈</b>			
Total workforce 僱員總數	No. of people 人	2,676	2,607
<b>Total workforce by employment type</b> <b>按僱傭類型劃分之僱員總數</b>			
Full-time 全職	No. of people 人	2,676	2,607
Part-time 兼職	No. of people 人	—	—
<b>Total workforce by gender</b> <b>按性別劃分的僱員總數</b>			
Male 男性	No. of people 人	1,480	1,441
Female 女性	No. of people 人	1,196	1,166
<b>Total workforce by rank</b> <b>按等級劃分的僱員總數</b>			
General staff 一般員工	No. of people 人	2,566	2,507
Middle management 中級管理層	No. of people 人	100	90
Senior management 高級管理層	No. of people 人	10	10

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

	Unit 單位	2021 二零二一年	2020 二零二零年
<b>Total workforce by age group</b> <b>按年齡組別劃分的僱員總數</b>			
Below 30 30歲以下	No. of people 人	590	574
30 – 50 30歲至50歲	No. of people 人	1,046	1,019
Above 50 50歲以上	No. of people 人	1,040	1,014
<b>Total workforce by geographic location</b> <b>按地區劃分的僱員總數</b>			
China 中國	No. of people 人	2,673	2,605
Hong Kong 香港	No. of people 人	3	2
<b>Employee Turnover</b> <b>僱員流失</b>			
Employee turnover rate 僱員流失率	%	51.8%	51.8%
<b>Employee turnover rate by gender</b> <b>按性別劃分的僱員流失率</b>			
Male 男性	%	53.9%	53.9%
Female 女性	%	49.3%	49.2%
<b>Full-time employee's turnover rate by age group</b> <b>按年齡組別劃分的全職僱員流失率</b>			
Below 30 30歲以下	%	56.8%	55.9%
30 – 50 30歲至50歲	%	49.2%	49.2%
Above 50 50歲以上	%	51.6%	52.2%
<b>Employee turnover rate by geographic location</b> <b>按地區劃分的僱員流失率</b>			
China 中國	%	51.9%	51.9%
Hong Kong 香港	%	—	—

Social Performance

社會表現

	Unit 單位	2021 二零二一年	2020 二零二零年
<b>Development and Training</b> <b>發展與培訓</b>			
Total workforce trained 受訓僱員總數	No. of people 人	2,676	2,607
<b>Employees trained by gender</b> <b>按性別劃分的受訓僱員</b>			
Male 男性	No. of people 人	1,480	1,441
Female 女性	No. of people 人	1,196	1,166
<b>Employees trained by employee category</b> <b>按僱員類別劃分的受訓僱員</b>			
General staff 一般員工	No. of people 人	2,566	2,507
Middle management 中級管理層	No. of people 人	100	90
Senior management 高級管理層	No. of people 人	10	10
<b>Employees trained by gender</b> <b>按性別劃分的受訓僱員</b>			
Male 男性	%	100%	100%
Female 女性	%	100%	100%
<b>Employees trained by employee category</b> <b>按僱員類別劃分的受訓僱員</b>			
General staff 一般員工	%	100%	100%
Middle management 中級管理層	%	100%	100%
Senior management 高級管理層	%	100%	100%



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

	Unit 單位	2021 二零二一年	2020 二零二零年
<b>Average training hours per employees by gender</b> <b>按性別劃分的每名僱員的平均受訓小時</b>			
Male 男性	Hours/employees 小時／僱員	6.7	6.1
Female 女性	Hours/employees 小時／僱員	6.7	6.1
<b>Average training hours per employees by employee category</b> <b>按僱員類別劃分的每名僱員的平均受訓小時</b>			
General staff 一般員工	Hours/employees 小時／僱員	6.6	6.0
Middle management 中級管理層	Hours/employees 小時／僱員	10.0	9.0
Senior management 高級管理層	Hours/employees 小時／僱員	10.0	9.0

