

L.gem 綠景(中國)地產投資有限公司

LVGEM (CHINA) REAL ESTATE INVESTMENT COMPANY LIMITED

(於開曼群島註冊成立之有限公司)

(Incorporated in the Cayman Islands with limited liability)

香港聯交所股份代號: 95 HKSE Stock Code: 95

# 2021 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

聚力灣區大舊改 打造智慧新城區

Focus on Urban Renewal in the Greater Bay Area

Develop a Brand New Smart City



# Content

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# Environmental, Social & Governance Report

## 環境、社會及管治報告

### About this Report

This Environmental, Social and Governance Report (this “Report”) is the sixth Environmental, Social and Governance Report released by LVGEM (CHINA) Real Estate Investment Company Limited (“LVGEM (China)” or the “Company”), is pleased to report on the environmental, social and governance (“ESG”) strategies, management policies, measures and performance of the Company and its subsidiaries (collectively known as the “Group” or “we”) in 2021 and focuses on responding to stakeholder concerns about the Group’s ESG performance.

### Reporting Scope

**Business Scope:** Unless otherwise specified, this Report covers businesses directly controlled by the Group, including real estate development and sales, commercial property investment and operations, as well as comprehensive services.

**Reporting Period:** Unless otherwise specified, this Report covers the period from 1 January 2021 to 31 December 2021 (the “Reporting Period” or “2021”).

### Reporting Guide

The Group prepared this report in accordance with the 2019 edition of Appendix 27 Environmental, Social and Governance Reporting Guide (the “ESG Guide”) to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited published by the Stock Exchange of Hong Kong Limited (the “SEHK”). This Report complies with the “Mandatory Disclosure Requirements” and “Comply or Explain” provisions set out in the ESG Guide.

### 關於本報告

本環境、社會及管治報告(下稱「本報告」)為綠景(中國)地產投資有限公司(下稱「綠景(中國)」或「本公司」)欣然發佈的第六份環境、社會及管治報告，旨在匯報本公司及其附屬公司(統稱「本集團」或「我們」)於二零二一年度的環境、社會及管治(下稱「ESG」)方面的策略、管理方針、措施和表現，並重點回應利益相關方對本集團ESG方面的關注。

### 報告範圍

**業務範圍：**除非另有說明，本報告涵蓋本集團直接控制的業務範圍，包括房地產開發與銷售、商業物業投資與經營及綜合服務。

**時間範圍：**除非另有說明，本報告的時間範圍為二零二一年一月一日至二零二一年十二月三十一日(下稱「本報告期」、「二零二一年」)。

### 報告指引

本集團按照香港聯合交易所有限公司(下稱「香港聯交所」)2019年更新的《香港聯合交易所有限公司證券上市規則》附錄二十七《環境、社會及管治報告指引》(下稱「《ESG指引》」)編製本報告。本報告遵守《ESG指引》的「強制披露規定」及「不遵守就解釋」條文。



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## 環境、社會及管治報告

### Reporting Principles

This report is prepared in accordance with the reporting principles set out in the ESG Guide, including:

### 報告原則

本報告按照《ESG指引》中的匯報原則進行編製，當中包括：

#### Materiality 重要性

Through the materiality assessment, we identified material topics for the Group based on stakeholder questionnaires and the judgment of the Company's Board of Directors (the "Board") and senior management and specifically highlighted these material topics in this Report.

通過重要性評估，我們基於利益相關方問卷調查和本公司董事會（下稱「董事會」）及高級管理層的判斷，識別出本集團的重要性議題，並在本報告有針對性地進行回應。

#### Quantitative 量化

The Group continuously records and discloses quantitative ESG performance indicators to enable stakeholders to better assess the effectiveness of the Group's ESG policy and management systems. In addition, the Group disclosed the standards and methodologies used in data calculations, as well as the sources of conversion factors used.

本集團持續記錄和披露ESG量化績效指標，讓利益相關方更好地評估本集團ESG政策和管理成果。本集團亦披露了數據計算所採用的標準和方法，以及所使用的轉換因素來源。

#### Balance 平衡

The Group disclosed its performance during the Reporting Period in an unbiased manner and reflected the operating conditions of the Group objectively.

本集團不偏不倚地披露於本報告期內的表现，客觀地反映本集團的運營情況。

#### Consistency 一致性

The Group used statistical and calculation methodologies that are consistent with those in the previous reporting period for meaningful comparisons of environmental and social quantitative performance.

為更有意義地比較環境及社會量化績效，本集團採用與過往一致的數據統計及計算方法。

### Report Statement

This Report has been reviewed by the Board, which assumes responsibility for the authenticity and validity of the information disclosed to ensure the content of this Report is free of any false statements or misleading descriptions.

This Report is published in both traditional Chinese and English. In the event of discrepancies between the traditional Chinese version and the English version, the traditional Chinese version shall prevail.

### Report Accessibility

This Report is published on the website of the SEHK ([www.hkexnews.hk](http://www.hkexnews.hk)) and the website of the Company ([www.lvgem-china.com](http://www.lvgem-china.com)).

### 報告聲明

本報告經由董事會審閱並對所載信息的真實性及有效性負責，確保內容不存在虛假記載和誤導性描述。

本報告以繁體中文及英文兩種語言進行發佈。若繁體中文及英文兩個版本有任何抵觸或不相符之處，應以繁體中文版本為準。

### 報告發佈渠道

本報告於香港聯交所網站([www.hkexnews.hk](http://www.hkexnews.hk))及本公司網站([www.lvgem-china.com](http://www.lvgem-china.com))發佈。

# Environmental, Social & Governance Report

## 環境、社會及管治報告

### Chairman's Message

To all stakeholders,

On behalf of the Board, I am pleased to present the Group's 2021 Environmental, Social, and Governance Report.

2021 was a year full of challenges and opportunities. With the resurgence of COVID-19, the operations of the whole society have been affected, where pandemic prevention and control have been normalized. It is pleasing to note that under the pressure of a complicated international situation and economic downturn, China's economic development still made steady progress. The Chinese government continued to implement fine-tuning and control policies on the real estate market, which achieved remarkable results and the overall real estate industry showed a stable development growth. This is a positive message to the Group and will help accelerate the Group's development in the future.

Under the strategic vision of "Focusing on Core Cities and Cities' Core Areas", the Group's real estate projects are mainly located in core areas of economically developed cities such as Shenzhen, the Pearl River Delta region, and Hong Kong, which have huge development potential and opportunities. As a leader in the urban renewal industry in the Greater Bay Area, we keep pace with the evolving and upgrading of China's urbanisation process, promote urban renewal, and strive to achieve sustainable urban development. The Baishizhou Urban Renewal Project has made significant progress, and the concepts of green design, intelligent technology, and cultural heritage have been applied in the development of the project. In addition, we also actively respond to government policies and people's livelihood needs, provide public services and facilities to the public, improve the social benefits of projects, and maximise the value of urban renewal.

In terms of sustainable development, the Group is also committed to devoting more effort. We have established an Environmental, Social, and Governance (ESG) working group to coordinate and promote sustainable development. In terms of the environment, we actively promote energy conservation and emission reduction in the office, strengthen pollutant emission and management in construction areas, and incorporate green design elements into urban renewal projects; In the social aspect, we continuously improve employee benefits and safeguard the legitimate rights and interests of employees. At the same time, we will deepen customer satisfaction surveys and strengthen product quality management and after-sales work; Actively participate in social welfare activities, and assist disadvantaged groups in society; At the governance level, we continued to strengthen our efforts on anti-corruption within the Group and deepen the training of laws and regulations.

Looking ahead, the Group will continue to strengthen its efforts in sustainable development while developing different types of high-quality real estate projects, to create economic value and social value. LVGEM will develop together with the city, work together with the times, and work together with customers, partners, investors, and other stakeholders to promote the implementation of sustainable development strategies and fulfill its responsibilities as a corporate citizen.

### 主席寄語

致各利益相關方：

本人僅代表董事會欣然發佈本集團《二零二一年環境、社會及管治報告》。

過去的二零二一年是充滿挑戰和機遇的一年。新冠疫情反覆，整個社會的正常運作受到諸多影響，疫情防控工作常態化。值得歡欣的是，在錯綜複雜的國際形勢和經濟下行的壓力下，中國經濟發展依然穩中有進。中國政府繼續實施房地產市場微調政策，成績顯著，房地產行業整體發展趨勢穩健。這對本集團而言是正面的訊息，有利加快本集團日後的發展步伐。

本集團在「深耕核心城市，聚焦城市核心」的戰略思想引領下，旗下房地產項目主要佈局於深圳、珠三角地區和香港等經濟發達的核心城市之核心地區，擁有巨大的發展潛力和機遇。作為大灣區城市更新產業領導者，我們緊跟中國城市化進程不斷演變升級的步伐，推進城市更新並努力實現城市的可持續發展。白石洲城市更新項目取得重要進展，綠色設計、智能科技、人文傳承等理念被運用到項目開發當中。此外，我們亦積極響應政府政策和民生需求，向社會公眾提供公共服務及設施，提升項目社會效益，實現城市更新的價值。

在可持續發展建設方面，本集團亦承諾投放更多精力。我們成立了環境、社會及管治(ESG)工作小組，以統籌及推進可持續發展建設工作。環境層面，我們在辦公場所內積極提倡節能減排，加強施工區域內的污染物排放與管理工作，將綠色設計元素加入到城市更新項目中；社會層面，我們不斷提高員工福利待遇，保障員工合法權益。同時，深化客戶滿意度調查工作，加強產品質量管理與售後工作；積極參與社會公益活動，為社會弱勢群體提供幫助；管治層面，我們在集團內部繼續加強反腐反貪建設，並深化法律法規培訓工作。

展望未來，本集團將在開發不同類別高質素房地產項目的同時，不斷加強可持續發展建設工作，在創造經濟價值的同時，創造社會價值。我們將與城市同發展，與時代共進，與客戶、合作夥伴、投資者及其他利益相關方攜手推動可持續發展戰略落地，履行企業公民責任。

# Environmental, Social & Governance Report

## 環境、社會及管治報告

### 1. About LVGEM (China)

Established in 1995, LVGEM (China) is a renowned comprehensive property developer and commercial property operator in Shenzhen. Over the past 20 years, LVGEM (China) has been deeply involved in the key districts in the core cities of the Guangdong-Hong Kong-Macao Greater Bay Area (“Greater Bay Area”). Based on the construction industry, LVGEM (China) has accumulated high-value assets and resource advantages in the Greater Bay Area through the strategic vision of a dual-core business layout and leveraging the two-way expansion for acquiring land reserve resources acquisition, as a pioneer in the field of urban renewal. Against the backdrop of industry and technology development, the Group put forward the strategy of “Focusing on Urban Renewal in the Greater Bay Area and Developing a Brand New Smart City” to drive the long-term development of the Company on an ongoing basis, creating new value for the city and provide fruitful returns for investors.

#### 1.1. Business Segments



Real Estate Development and Sales  
房地產開發與銷售

#### Real Estate Development and Sales

Real estate development and sales projects are the core business of the Group. The Group's projects are mainly located in the core areas of the core cities in the Greater Bay Area. During the Reporting Period, the Group continued to promote urban renewal projects with high potential, including the Shenzhen Baishizhou Project, LVGEM Liguang Project, Phase II Project of Shenzhen LVGEM Mangrove Bay No. 1, LVGEM International Garden, and Zhuhai Royal Bay (Dongqiao) Urban Renewal Project. In the future, the Group will continue to focus on the Greater Bay Area, strive for excellence, build a benchmark for a new smart city by implementing the strategy of “technology + real estate” to empower and add value to the city, and building a better boutique residential and living community with ingenuity and quality.

### 1. 關於綠景(中國)

綠景(中國)成立於一九九五年，是深圳知名的綜合性房地產開發及商業物業運營商。在過去的二十餘年裏，綠景(中國)深耕粵港澳大灣區(下稱「大灣區」)核心城市的核心區域，立足建築業，以雙核佈局的戰略思想、雙向擴張的土儲資源獲得方式，以城市更新領域先行者之姿，在大灣區積累了具備極高價值的資產與資源優勢。在行業和科技發展的大背景下，本集團提出「聚力灣區大舊改，打造智慧新城區」的戰略，通過在大型城市更新項目內打造智慧城區標桿，以持續推動本集團長期發展，為城市創造全新價值，為投資者提供豐碩回報。

#### 1.1. 業務板塊



Commercial Property Investment and Operations  
商業物業投資與經營



Comprehensive Services  
綜合服務

#### 房地產開發與銷售

房地產開發與銷售是本集團的核心主營業務，本集團項目主要佈局在大灣區內核心城市的核心區域。於本報告期內，本集團持續推進極具潛力的城市更新項目，包括：深圳白石洲項目、深圳綠景黎光項目、深圳綠景紅樹灣壹號二期、化州綠景國際花城及珠海瑩悅灣(東橋)城市更新項目。未來，本集團將繼續聚力大灣區，精益求精，以「科技+地產」打造標杆型的智慧新城，為城市賦能、增值，以匠心質量建構更美好的精品住宅和生活社區。

# Environmental, Social & Governance Report

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### Commercial Property Investment and Operations

While promoting urban renewal projects, the Group continued to adhere to the “two-pronged” business model of “residential + commercial” by holding and operating commercial properties located in the key districts of core cities in the Greater Bay Area, and gradually deepening commercial operation with the two commercial brands, namely “NEO” and “Zoll”. These two major commercial brands mainly include Shenzhen NEO Urban Commercial Complex, Hong Kong LVGEM NEO, LVGEM Zoll Chanson Shopping Mall, LVGEM 1866 Zoll Shopping Mall, LVGEM Zoll Hongwan Shopping Mall, LVGEM Zoll Mangrove Bay No.1 Shopping Mall, LVGEM Zoll International Garden Shopping Mall, LVGEM Zoll Jinhua Shopping Mall, LVGEM Zoll Yuexi Shopping Mall, Dongguan LVGEM Zoll Shopping Mall and other shops and investment properties. During the Reporting Period, the Group held over 25 quality commercial property projects with a total gross floor area of approximately 1,094,130 square metres.

### Comprehensive Services

The Group provided comprehensive services to customers and tenants of its residential and commercial properties, including property management services, hotel operations, and others. The Group provided comprehensive property management services for most of its property development projects, including security services, property maintenance and management of ancillary facilities, property brokerage business, online platform, and e-shops for lifestyle services. During the Reporting Period, the total gross floor area serviced was approximately 3.07 million square metres. In terms of hotel operations, the Group operates and manages two high-end boutique hotels in Shenzhen and the United States, including the LVGEM Hotel in the central business district of Futian District, Shenzhen, and Vanlee Hotel in Covina, California, the United States acquired in 2017.

### 商業物業投資與經營

在推進城市更新項目的同時，本集團繼續秉持「住宅+商業」雙輪驅動模式，通過持有和經營位於大灣區核心城市核心區的商業物業，以「NEO」和「佐陞」兩大商業品牌代表，逐步深化商業運營。這兩大商業品牌主要包括：深圳NEO都市商務綜合體、香港綠景NEO大廈、綠景佐陞香頌購物中心、綠景1866佐陞薈、綠景佐陞虹灣購物中心、綠景佐陞國際花城購物中心、綠景佐陞紅樹灣壹號購物中心、綠景佐陞越溪購物中心、綠景佐陞錦華購物中心、東莞綠景佐陞購物中心以及其他商舖及投資性物業。於報告期內，本集團持有超過25個優質商業物業項目，總建築面積約為1,094,130平方米。

### 綜合服務

本集團向旗下住宅及商業物業的客戶及租戶提供綜合服務，包括物業管理服務、酒店運營及其他。本集團為旗下大多數房地產開發項目提供全面物業管理服務，包括保安服務、物業維護、管理配套設施、房屋經紀業務及生活服務線上平台等綜合服務，本報告期內服務的總建築面積約為307萬平方米。酒店運營方面，本集團在深圳和美國營運和管理兩家高端精品酒店，包括位於深圳福田區中心商業區的綠景酒店和於二零一七年收購的美國加利福尼亞州Covina的Vanlee酒店。

### 1.2. 2021 Operational Highlights

### 1.2. 2021年營運亮點

#### Business Highlights 經營業務亮點

- Better-than-expected project development progress  
開發節點勝預期
- Better-than-expected sales  
銷售逆勢創業績
- Stable business income  
商業經營收入穩

#### Major Breakthroughs for the Baishizhou Project 白石洲項目取得重大突破

- Baishizhou Phase I acquired the construction permit for land and foundation support works  
白石洲一期取得土石方、基坑支護工程施工許可證
- All construction of occlusive piles and water stop piles are completed, and 50% of top beam construction is completed  
咬合樁、止水樁全部施工完成，冠梁施工完成50%

#### High-quality and Abundant Land Reserves 土地儲備優質充裕

- A total gross floor area of over 16 million square metres  
總建築面積超1,600萬平方米
- Over 90% land reserves located in key districts in the core cities of Greater Bay Area  
超過90%位於大灣區核心城市地段
- Meet the development needs of the next decade  
可滿足未來十年發展所需

#### A New Model for Business Collaboration 商業合作開啟新模式

- Strategic cooperation with Dalian Wanda Commercial Properties Co., Ltd., building Wanda Plaza in LVGEM International Garden  
與大連萬達商業管理集團股份有限公司戰略合作，於國際花城規劃建設萬達廣場
- Enhanced business model  
商業模式提升

### 1.3. Core Strengths

### 1.3. 核心優勢

#### Dual-core Layout

#### 雙核佈局

#### “Regional layout: Core cities + core areas”

- Core cities and core areas
- High-risk resistance capacity and high growth in business and efficiency



「區域佈局：核心城市+核心地段」

- 核心城市、核心地段
- 項目抗風險能力較高，業務和效益保持高成長性

#### Focus on Urban Renewal

#### 專注城市更新

#### “Land acquisition: Urban renewal”

- More than 20 years of experience in urban renewal, with more than 10 urban renewal projects completed
- Cooperation with parent company: more than 12 million square metres of land bank, involving urban renewal projects
- Providing the Group with adequate land supply with a cost advantage



「土地獲取：城市更新」

- 擁有二十多年舊改經驗，已開發舊改項目十多個
- 與母公司聯動：母公司超過1,200萬平方米舊改土地項目儲備
- 為上市公司提供充足具有優勢的土地供應儲備



# Environmental, Social & Governance Report

## 環境、社會及管治報告

### Two Wheels Driven

#### “Business mix: real estate development + Operation of commercial properties”

- The real estate development business offers a higher single value project worth with stable profit growth
- Sound operations of commercial properties, coupled with greater appreciation value of projects



### 雙輪驅動

#### 「業務組合：房地產開發+商業地產經營」

- 房地產開發業務的單項項目價值更高、利潤增長性相對穩定
- 商業經營更加穩健，且持有物業升值空間相對更大

### Financing on Both Domestic and Foreign Markets

#### “Capital acquirement: Diversified onshore financing + capital operation in Hong Kong”

- Has an international platform for capital operation
- Tap the capital markets of both China and Hong Kong



### 兩地融通

#### 「資金運籌：境內多元化融資+香港資本運作」

- 具備國際化的資本運作平台
- 可充分利用中港兩地融資平台，實現兩地資金融通

## 1.4. Corporate Culture

### Construction of an Honest and Harmonious Corporate Culture

Employees are the foundation of the Group's business and our most valuable resources. Every step of our development is the result of the efforts and wisdom of our employees. Under the guidance of the corporate belief of “Sincerity Builds Enterprise, Honesty Builds Man”, we always pursue an open, innovative, and mutually supportive employee relationship which attaches great importance to the cultural life and spirits of employees, and regularly hold various forms of employee training, cultural and sports activities, group birthday parties, anniversary celebrations, and New Year's Gala so that employees can fully realise their values and aspirations in a diligent, pragmatic, efficient and progressive corporate environment.

## 1.4. 企業文化

### 精誠·和諧共建企業文化

員工是本集團的立業之本、是我們最寶貴的資源。我們的每一步發展，都凝聚著員工們的心血與智慧。在「精以立業，誠以立人」的企業信念指引下，我們始終奉行開放、創新、互助的員工關係，重視員工的文化生活與精神激勵，定期舉行員工培訓、文體活動、集體生日會、週年慶典、新春晚會等形式多樣的企業文化活動，使員工在勤勉務實、高效進取的企業環境裡充分實現個人價值與理想。

# Environmental, Social & Governance Report

## 環境、社會及管治報告

### Stay Agile and Innovative

Adapting to innovation is the key to success for the Group in the market. The quick response capability comes from our long-established business acumen, while the innovative spirit of breaking through is derived from the strong corporate spirit of the Group. Leveraging on its business acumen, the Group continued to expand its business structure and operating model by focusing on real estate development, actively developing property management operations and commercial operations, integrating smart community technologies, in order to achieve a synergistic value growth in both the projects and the cities.

### 機敏應變·銳意創新

以創新應變，是本集團在市場逐鹿過程中的立身之本。快速的應變能力來自我們長期積澱下來的商業本能，而敢破敢立的創新精神則更多源於本集團胸懷厚廣的企業氣魄。本集團依靠敏銳的商業觸覺，持續地進行產業架構和運營模式上的拓新，以房地產開發為核心，積極發展物業管理、商業經營，結合智慧社區技術，提升項目價值、城市價值。

<b>Vision</b> 願景	<b>Being the most respected city value-creator</b> 做最受尊敬的城市價值創造者  Provide astonishing products and services that exceed customer expectations, generate social value, economic value, and cultural value for the cities 提供超越客戶期望和驚喜的產品和服務，創造城市社會價值、經濟價值和文化價值
<b>Mission</b> 使命	<b>Continuously enhancing the value of cities</b> 持續提升城市價值  Form quality with an international vision, elevate the professionalism of our own, pump never-ending energy to raise city value continuously 以國際視野打造精品，提升自身專業能力，為持續提升城市價值注入源源不斷的活力
<b>Core Values</b> 核心價值觀	<b>Professionalism lays the foundation and mutual harmony leads to sustainable growth</b> 專為本、和致遠  Emphasise professionalism, innovation, synergy, and foster mutual gains 強調專業、創新、協同、共贏

### 1.5. Awards and Honours

The Group has received recognition and awards from the market and the industry for its urban renewal project development and commercial property operations. Since 2011, the Group continued to be listed as one of the “Top 10 Shenzhen Real Estate Development Enterprises in terms of Comprehensive Strength” and was rewarded the “12th (2021) Shenzhen Real Estate Development Enterprise with Integrity (Excellence) Award”. In terms of property management, the Group was awarded the “2021 China’s Top 100 Property Management Companies”. In terms of commercial property investment and operations property management, the Group was nominated for the “2021 China Shopping Centre Industry Commercial Management Company Excellence List”, LVGEM Hotel was awarded the third “Most Influential Brand in Central District” and the “Most Popular Business Tourism Hotel in China” of the 16th Platinum Award of Chinese International Hotel. In terms of social responsibility and charity, the Group was awarded the “Shenzhen Real Estate Development Enterprise with Social Responsibility” and was awarded the “Futian Charity Outstanding Contribution Award” by Shenzhen Futian Charity Association.

### 1.5. 獎項與榮譽

本集團在城市更新項目開發與商業物業運營方面，均獲得來自市場和業界的認可和嘉獎。自二零一一年起，本集團蟬聯「深圳市房地產開發行業綜合實力」十強榜單、獲得「第十二屆(2021年度)深圳市房地產開發行業誠信(優質)企業」。在物業管理方面，本集團榮獲「2021中國物業服務百強企業」。在商業物業運營方面，本集團入圍「中購聯中國購物中心行業2021年度商業管理公司卓越榜」、綠景酒店榮獲第三屆「中心區最具影響力品牌」、第十六屆中外酒店白金獎「中國最受歡迎商旅酒店」。在社會責任及慈善方面，本集團榮獲「深圳市房地產開發企業社會責任企業」，並被深圳市福田區慈善會授予「福田慈善傑出貢獻獎」。

# Environmental, Social & Governance Report

## 環境、社會及管治報告

The following shows some of the Group's awards:

以下展示了部分獎項：



Shenzhen LVGEM Real Estate Development Co., Ltd. was awarded the 2021 Top 10 Shenzhen Real Estate Development Enterprises in terms of Comprehensive Strength.  
 深圳市綠景房地產開發有限公司獲得2021年深圳市房地產開發行業綜合實力十強



Shenzhen LVGEM Real Estate Development Co., Ltd. was awarded the 2021 Shenzhen Real Estate Development Enterprise with Integrity (Excellence) Award  
 深圳市綠景房地產開發有限公司獲得2021年深圳市房地產開發行業誠信(優質)企業



Shenzhen LVGEM Property Management Co., Ltd. was awarded 2021 China Property Management Company Limited  
 深圳市綠景物業管理有限公司榮獲2021中國物業服務有限企業



Shenzhen LVGEM Asset Management Co., Ltd. was shortlisted in the 2021 China Shopping Centre Industry Commercial Management Company Excellence List  
 深圳市綠景資產管理有限公司入圍中購聯購物中心行業2021年度商業管理公司卓越榜



LVGEM Hotel won the Most Popular Business Tourism Hotel in China of the 16th Platinum Award of the Chinese International Hotel  
 深圳綠景酒店榮獲中外酒店(第十六屆)白金獎中國最受歡迎商旅酒店



Shenzhen LVGEM Real Estate Development Co., Ltd. was awarded the 2021 Shenzhen Real Estate Development Enterprise with Social Responsibility  
 深圳市綠景房地產開發有限公司榮獲2021年深圳市房地產開發行業社會責任企業



Guangdong LVGEM Charity Foundation was awarded the Futian Charity Outstanding Contribution Award  
 廣東省綠景慈善基金會榮獲福田慈善傑出貢獻獎

# Environmental, Social & Governance Report

## 環境、社會及管治報告

### 2. Constructing Sustainable Development

The Group is committed to the vision of “being the most respected city value-creator”, continuously improving its comprehensive operational capabilities and brand reputation, and leveraging its extensive experience and pioneering position in the urban renewal field to inject new dynamics into urban construction and create convenience and value for property owners and customers. At the same time, sustainability factors are increasingly considered in daily business operations to create more value for our stakeholders responsibly.



To strengthen the sustainable development management of the Group, the Board is responsible for leading and monitoring the sustainable development management of the Group and actively applying sustainable development strategies in daily operation practices. We have established an Environmental, Social, and Governance Working Group (the “ESG Working Group”). The ESG Working Group, which is subordinated to the Board, aims to coordinate and supervise ESG-related matters within the Group, formulate ESG management policies and strategies, identify and evaluate ESG-related risks, formulate and manage ESG-related goals, and communicate ESG-related matters with stakeholders; The team leader is a Director of the Company, and other team members are dedicated persons in charge of each functional department. Based on the actual situation of the Company's ESG related work, the team leader of the ESG Working Group may submit proposals on the revision of the composition of the members to the Board to ensure that the Working Group can continuously and effectively assist the Board to supervise ESG matters; The ESG Working Group shall hold at least one meeting every year. The chairman of the meeting shall be the team leader and at least two team members shall attend the meeting.

### 2. 可持續發展建設

本集團致力朝著「做最受尊敬的城市價值創造者」的願景邁進，持續提升綜合運營能力與品牌美譽度，充分利用舊改領域的豐富經驗和先鋒地位，為城市建設注入新的活力，為業主與客戶創造更多的便利與價值。同時，在日常業務運營中更多地考慮可持續發展因素，以負責任的方式為利益相關方創造更多價值。

為加強本集團的可持續發展管理，董事會負責領導及監控本集團的可持續發展管理，並積極將可持續發展策略應用於日常運營實踐中。我們成立了環境、社會及管治工作小組（下稱「ESG工作小組」）。ESG工作小組隸屬於董事會，旨在統籌及監督集團內ESG相關事宜、訂立ESG管理方針及策略、識別及評估ESG相關風險、制定及管理ESG相關目標、與利益相關方溝通ESG相關事宜等；小組組長由本公司董事擔任，其他小組成員為各職能部門的專門負責人。ESG工作小組組長可因應本公司ESG相關工作的實際情況，向董事會提交成員構成的修改建議，以確保工作小組能持續及有效地協助董事會監管ESG事宜；ESG工作小組每年至少召開一次會議，會議主席為小組組長，至少要有兩名小組成員出席會議。

# Environmental, Social & Governance Report

## 環境、社會及管治報告

### 2.1 Stakeholder Engagement

The Group attaches great importance to the opinions of our stakeholders. We identify important stakeholders based on the two dimensions of “impact by the company” and “impact on the company”. At the same time, we communicate with various stakeholders through different communication channels to understand their concerns and expectations on the sustainable development performance of the company and make timely and effective responses.

### 2.1. 利益相關方溝通

本集團十分重視利益相關方的意見。我們基於「受企業影響程度」和「對企業影響程度」這兩個維度來對重要利益相關方進行識別，同時通過不同的溝通渠道與各利益相關方進行溝通，以了解他們對於企業可持續發展表現的關注點及期望，並做出及時、有效的回應。

#### Key Stakeholders 主要利益相關方

#### Communication Channels 溝通渠道

Shareholders and investors  
股東及投資者

- Investor meetings  
投資者會面
- Public information disclosure and regular reports of the Company  
公開信息披露及公司定期報告
- Annual general meeting and results announcement  
股東週年大會及業績發佈會
- Strategy Meetings  
策略會議

Employees  
員工

- Employee training  
員工培訓
- Employee performance assessment  
員工績效評估
- Daily work meetings  
日常工作會議
- Interview with employees  
員工訪談

Customers and the public  
客戶與公眾

- Complaint channel, customer satisfaction survey  
投訴通道、客戶滿意度調查
- Open day for property owners and community activities  
業主開放日及社區活動
- A customer networking association named “LVGEM Club”  
客戶聯誼組織「綠標會」
- Charitable activities  
公益活動

Government and regulatory authorities  
政府及監管機構

- Public-private partnership  
政企合作
- Tax payment  
稅款繳納
- Government inspections and work reports  
政府視察及工作匯報

Media  
媒體

- Press conferences and presentations  
新聞發佈會及宣講會
- Open day for media  
媒體開放日
- Telephone and email  
電話、郵件往來

Partners and Suppliers  
合作夥伴及供應商

- Selection and review of suppliers  
供應商的篩選和審查
- Suppliers' performance evaluation  
供應商表現評估
- Project Activities  
項目動員會
- The signing of a cooperation agreement  
簽署合作協議

# Environmental, Social & Governance Report

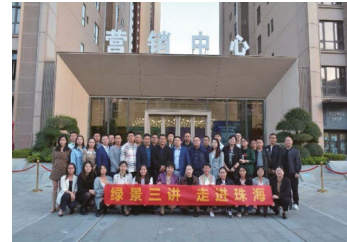
## 環境、社會及管治報告

During the Reporting Period, the Group actively carried out stakeholder engagement activities and maintained good relationships with various stakeholders.

於本報告期內，本集團積極開展利益相關方參與活動，與各利益相關方保持溝通，維持良好關係。



LVGEM's "Cultural, Management and Development" training was successfully held  
綠景「講文化，講管理，講發展」培訓圓滿舉辦



The Tri-party Team Mobilisation Meeting of Nanxi Urban Redevelopment Contract was successfully held  
南溪舊改簽約工作三方團隊動員會成功召開



Nanxi Old Village Urban Renewal Policy Seminar was successfully held  
南溪舊村城市更新政策宣講會成功召開



Nanshan District Mayor Huang Xiangyue led a team to inspect the Baishizhou Urban Renewal Project  
南山區區長黃湘岳率隊視察白石洲舊改項目



Zoll Commercial held the "Exclusive Welfare Festival" activity with property and shop owners  
左岭商業與業主、商戶舉行「專享福利節」活動



# Environmental, Social & Governance Report

## 環境、社會及管治報告

### 2.2. Materiality Assessment

With reference to the guidelines for materiality assessment in the ESG Guide, as well as the ESG issues concerned by peers and our development strategy, we have identified a total of 27 ESG issues related to the Group, which were divided into three major aspects, namely environmental, social and operational.

The Group invited major stakeholders such as the Board, the management, employees, customers, the public, shareholders and investors, government and regulatory authorities, partners, and suppliers to participate in the questionnaire survey, and prioritised the importance of relevant ESG issues to them or the Group. Subsequently, we identified material issues with scores higher than 5 out of 10 in environmental, social, and operational aspects from the dimensions of “Importance to Stakeholders” and “Importance to the Group”, which were then reviewed by the ESG Working Group and submitted to the Board for confirmation.

Through the materiality assessment, the Group identified and confirmed a total of 14 material issues in the environmental, social, and operational dimensions. We will disclose the Group’s management approach, measures, and performance under these issues in detail in the following sections of this Report.

### 2.2. 重要性評估

我們參考《ESG指引》中對重要性評估的指引，同時參考同行關注的ESG議題和自身發展策略，識別出共27項與本集團相關的ESG議題，並將該等議題分為環境、社會及運營三大層面。

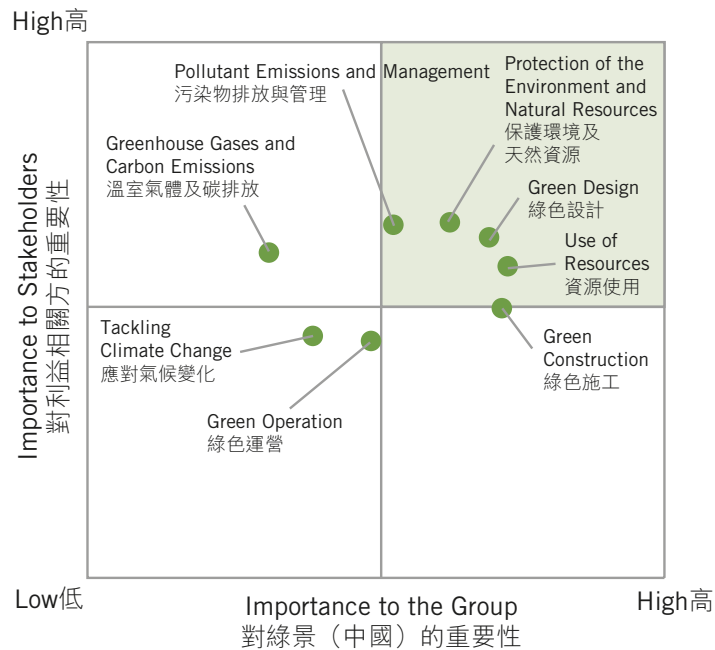
本集團邀請董事、管理層、員工、客戶與公眾、股東及投資者、政府及監管機構、合作夥伴及供應商等主要利益相關方參與問卷調查，按相關ESG議題對其自身或對本集團的重要性進行優先排序。其後，我們從「對利益相關方的重要性」及「對本集團的重要性」兩個維度下重要性得分均超過5分（滿分為10分）識別出環境、社會及運營層面的重要性議題，由ESG工作小組審閱後交由董事會確認。

通過重要性評估，本集團共識別及確認14項環境、社會及運營層面的重要性議題。我們將在本報告隨後各章節中詳細披露本集團在該等議題下的管理方針、措施和績效。

Material Topics 重要性議題		
Environmental 環境	Social 社會	Operational 運營
<ul style="list-style-type: none"> <li>Green Design 綠色設計</li> <li>Use of Resources 資源使用</li> <li>Protection of the Environment and Natural Resources 保護環境及天然資源</li> <li>Pollutant Emissions and Management 污染物排放與管理</li> </ul>	<ul style="list-style-type: none"> <li>Occupational Health and Safety 職業健康與安全</li> <li>Employee Training and Development 員工培訓與發展</li> <li>Employment and Employee Rights 僱傭與員工權益</li> <li>Employee Benefits and Welfare 員工待遇與福利</li> <li>Community Participation and Contribution 社區參與及貢獻</li> <li>Urban Renewal 城市更新</li> </ul>	<ul style="list-style-type: none"> <li>Compliance with Laws and Regulations 遵守法律法規</li> <li>Quality Management and After-sales Service 質量管理與售後服務</li> <li>Customer Satisfaction 客戶滿意度</li> <li>Customer Privacy Protection 客戶隱私保護</li> </ul>

### Materiality Matrix for Environmental Topics

#### 環境層面重要性矩陣圖



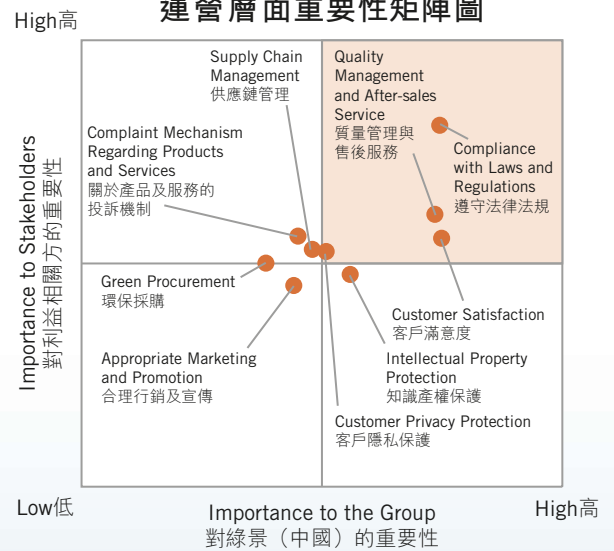
### Materiality Matrix for Social Topics

#### 社會層面重要性矩陣圖



### Materiality Matrix for Operational Topics

#### 運營層面重要性矩陣圖





# Environmental, Social & Governance Report

## 環境、社會及管治報告

### 2.3. Deepening Risk Management

The Group regards risk management as an important part of the sustainable development of the enterprise and continues to deepen the construction of risk management. Outstanding risk management is critical in improving risk prevention capabilities, strengthening core competitiveness, and safeguarding the safety, stability, and sustainable development of the Company. To this end, the Group has actively established sound risk management and internal control system to ensure the effectiveness of the governance system.

The Group's risk management structure is led by the Risk Control and Audit Committee, which is responsible for the overall deployment, guidance, inspection, and coordination management of the Group's internal control and risk management work. The Group also strengthens risk management through the Group-level Risk Management Working Group, the Audit and Supervision Centre, risk management specialists, and managers at all levels to enhance risk management through multi-level gatekeeping. During the Reporting Period, the Group's ESG working group has carried out an ESG risk assessment, assisted the Board in evaluating, prioritising, and managing the material risks identified, and actively incorporated ESG risks into the Group's risk management system.

Based on the results of the ESG risk assessment, the Group has identified material ESG risks that are important to its operations and business and reviewed relevant management measures to ensure that these risks are effectively controlled.

### 2.3. 深化風險管理

本集團視風險管理為企業可持續發展建設中的重要組成部分，並不斷深化風險管理建設，優秀的風險管理是提高風險防範能力，增強核心競爭力，保證公司安全、穩健、持續發展的重要保障。為此，本集團積極建立穩健的風險管理和內部監控系統，確保管治系統行之有效。

本集團的風險管理架構由風控及審計委員會牽頭，負責對本集團內部控制與風險管理工作進行總體部署、指導、檢查與協調管理，並通過風控工作小組、審計監察中心、風控專員和各級單位負責人層層把關來共同加強風險管理。於報告期內，本集團的ESG工作小組已開展了ESG風險評估工作，協助董事會評估、優次排列及管理其識別出的重大風險，積極將ESG風險納入集團風險管理體系。

根據ESG風險評估結果，本集團已識別出對其運營及業務至關重要的重大ESG風險，並針對相關管理措施進行審視，確保該等風險得到有效控制。

# Environmental, Social & Governance Report

## 環境、社會及管治報告

Aspect 層面	ESG risks ESG風險	Internal Management of LVGEM 綠景（中國）的內部管理情況
Social 社會	Supply Chain Management 供應鏈管理	<ul style="list-style-type: none"> <li>Formulated systems and work guidelines such as the <i>Purchasing Management System</i>, the <i>Supplier Management System</i>, the <i>Supplier Assessment Guidelines</i>, and the <i>Supplier Inspection Work Guidelines</i> to evaluate the supplier's capabilities from multiple perspectives such as quality, cost, compliance, and system certification in the process of supplier selection and management. In the process of selecting suppliers, we will review whether they have obtained professional qualifications such as ISO 9001 quality management system certification and ISO14001 environmental management system certification, safety production license, energy-saving certification, etc. to reduce the environmental and social risks faced by our operations. We also require all employees participating in the bidding process to adhere to the principle of integrity and shall not seek personal gains by taking advantage of their positions and powers. At the same time, we will conduct performance evaluations on suppliers to evaluate their performances and promote continuous improvement of suppliers.</li> </ul> <p>本集團制定了《採購管理制度》、《供應商管理制度》、《供應商考察工作指引》、《供應商評估工作指引》等制度和work指引，在供應商篩選和管理過程中從質量、成本、合規情況、體系認證等多角度評估供應商能力水準。在評選供應商過程會審核其是否取得ISO 9001質量管理體系認證和ISO14001環境管理體系認證等專業資質、安全生產許可證、節能認證等以降低其業務所面對的環境及社會風險。我們也要求所有參與招標工作的員工必須堅守廉潔奉公的原則，不得利用職務、職權之便謀取私利。同時，我們會對供應商進行績效考評，評估供應商的表現，促進供應商持續改進。</p>

# Environmental, Social & Governance Report

## 環境、社會及管治報告

Aspect 層面	ESG risks ESG風險	Internal Management of LVGEM 綠景（中國）的內部管理情況
Product and Service Quality 產品與服務品質		<ul style="list-style-type: none"><li>The Group actively promotes urban renewal projects with great potential, such as the LVGEM Liguang Project in Shenzhen and the Baishizhou Project in Shenzhen, and continues to promote the construction and development of the Greater Bay Area to build a benchmark of a smart new city with “technology + real estate”. In addition, we hold a number of commercial property investment projects, including investment properties such as the Shenzhen NEO Urban Commercial Complex and Hong Kong LVGEM NEO Building. At the same time, the Group provides comprehensive services to customers and tenants of residential and commercial properties, which generate increased revenue for the Group. 本集團積極推進極具潛力的城市更新項目，包括：深圳綠景黎光項目、深圳白石洲項目等城市更新項目，並持續推進大灣區的建設及發展，以「科技+地產」打造標杆型的智慧新城。另外，我們持有多個商業物業投資項目，包括：深圳NEO都市商務綜合體、香港綠景NEO大廈等投資型物業。同時，本集團向住宅及商業物業的客戶及租戶提供全面合服務，為本集團產生持續遞增的收益。</li><li>The Group has formulated and implemented internal policies such as the <i>Guidelines on Construction Quality Management</i>, the <i>Guidelines for Quality Measurement and Operation of Engineering Entities</i>, the <i>Guidelines for Project Inspection</i>, and the <i>Guidelines on Quality Accidents Handling</i>. We strictly manage and control the quality and management process of projects, and are committed to providing customers with high-quality products. 本集團制定了和落實《建築工程質量管理工作指引》、《工程實體質量實測操作工作指引》、《項目工程巡檢工作指引》、《工程質量事故處理工作指引》等內部政策，嚴格管理和控制工程質量和管理流程，致力於為客戶提供優質產品。</li><li>The Group relies on information technology and intelligent technology, combined with effective risk prevention and control measures, as well as conducting efficient and intelligent management of operating projects. 本集團依託信息化、智慧化技術，結合有效的風險防控措施，對運營項目進行高效智慧管理。</li><li>The Group has established close communication channels with customers, such as customer service hotline, customer satisfaction survey, and the customer networking association “LVGEM Club”, to understand customers’ needs and provide them with better services. 本集團與客戶建立緊密的溝通方式，例如：客戶服務熱線、客戶滿意度調查以及聯誼組織「綠憬會」等渠道了解客戶所需，從而提供更優質的服務。</li><li>The Group has formulated policies such as the <i>Project Sales Management System</i> to strictly regulate the use of data and advertising of sales projects and marketing services to avoid misleading information. 本集團制定了《項目銷售管理制度》等政策，嚴格規範有關銷售項目及行銷服務的數據採用及廣告宣傳，避免出現誤導性信息。</li><li>The Group has formulated the <i>Customer File Information Management System</i>, <i>Information Security System Management System</i>, <i>Information Operation and Maintenance System</i>, and other relevant systems to effectively prevent the occurrence of network and information security accidents and protect the privacy and commercial interests of our customers and partners. 本集團制定了《客戶檔案信息管理制度》、《信息安全系統管理制度》、《信息化運維制度》等相關制度，切實有效地預防網絡與信息安全事故的發生，維護客戶、合作夥伴的隱私和商業利益。</li></ul>

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	Pandemic Risk 疫情風險	<ul style="list-style-type: none"> <li>To strengthen the Group's internal management of the COVID-19 pandemic, the Group has established a pandemic prevention group and carried out a number of pandemic prevention and control measures in our properties. For example, we actively distributed pandemic prevention equipment to tenants and merchants, measured body temperature, set up inspection posts at entrances and exits, and publicised pandemic prevention and control measures such as the prevention and control of COVID-19 to ensure public safety. 為加強本集團內部對新型冠狀病毒疫情的管理，本集團已迅速成立疫情防控領導小組，並在旗下各物業開展多項疫情防控措施。例如：積極向租戶和商戶派發防疫物資，上門測量體溫，設立出入口設立檢查崗位，宣傳新冠病毒防控知識等疫情防控措施，以確保公眾安全。</li> </ul>
	Regulations and Compliance 法規及合規	<ul style="list-style-type: none"> <li>The Group has established sound risk management and internal control system. The Audit Committee is responsible for the overall deployment, guidance, inspection, and coordination of our internal control and risk management. The Audit Committee has reviewed the effectiveness of the risk management and internal control systems in 2020 and no significant risks or material internal control issues were identified in 2020. 本集團設有穩健的風險管理和內部監控系統，由審核委員會牽頭對我們內部控制與風險管理工作進行總體部署、指導、檢查與協調管理。審核委員會已審閱回顧2020年的風險管理及內部監控制度的成效，於2020年無發現重大風險或嚴重內部控制問題。</li> <li>The Group has formulated the <i>Risk Management System</i> and provided guidance for carrying out risk management work through the preparation of the <i>Risk Management Handbook</i> to promote the standardisation, institutionalisation and professionalisation of risk management work. 本集團規定了《風險管理制度》，並通過編製《風險管理手冊》為開展風險管理工作提供指導，促進風險管理工作規範化、制度化、專業化。</li> <li>The Group has formulated the <i>Internal Auditing System</i>, the <i>Management System for Supervision and Reporting</i>, the <i>Employee Behaviour and Performance Management System</i> and other systems to strengthen corporate governance and internal control, and eliminate any forms of bribery, extortion, fraud and money laundering. At the same time, the Group held integrity education lectures to uphold a clean, self-disciplined and law-abiding working style and protect the legitimate rights and interests of the Group and shareholders. 本集團制定了《內部審計制度》、《監察與舉報管理制度》、《員工行為及履職管理制度》等制度，強化公司治理和內部控制，堅決杜絕有關賄賂、勒索、欺詐及洗黑錢等情況。同時向全集團舉行廉潔教育講座，共同維護廉潔自律、遵紀守法的工作作風，保護企業和股東的合法權益。</li> <li>The Group strictly prohibits the unauthorised use of inside information and endeavours to identify inside information and any information that may potentially constitute inside information as soon as practicable, and subsequently assesses and submits to the Board for decision on the need for disclosure. 本集團嚴禁在未經授權之情況下使用內幕消息，致力於切實可行情況下把握最快時機識別內幕消息及任何可能構成內幕消息之信息，並於其後評估及提呈董事會決定是否需要披露。</li> </ul>

# Environmental, Social & Governance Report

## 環境、社會及管治報告

### 2.4. Strengthening Compliance Operation

The Group strictly complies with the laws and regulations of the regions where it operates to ensure its operations comply with laws and regulations. We always believe that integrity management is the foundation for enterprises' sustainable development. The Group has formulated the *Internal Auditing System*, the *Management System for Supervision and Reporting*, the *Employee Behaviour and Performance Management System*, the *General Guidelines for Internal Audit*, the *Guidelines for Audit Archives Management*, the *Guidelines for Procurement Business Tracking*, and other related guidelines to strengthen corporate governance and internal control, and is determined to eliminate the occurrence of bribery, extortion, fraud and money laundering. In addition, we require all employees to sign the Employee Integrity and Self-discipline Commitment and participate in integrity education lectures to uphold and maintain a clean and law-abiding working style, to protect the legitimate rights and interests of the Company and shareholders.

During the Reporting Period, the Group did not involve in any corruption litigation cases.

To prevent, investigate and reduce all types of misconduct, violations, or fraud in the course of the Group's operations, we strongly encourage the Board, employees, and external related affiliates to report misconduct that may negatively impact the Company in real-names or anonymously. We provide various reporting channels such as telephone, email, letter, and face-to-face interviews, and the Group's Audit and Supervision Centre will strictly manage the reporting information and handle reported incidents rigorously.

### 2.4. 加強合規經營

本集團嚴格遵守業務所在地區的法律法規要求，確保經營合法合規。我們始終相信誠信經營是實現企業可持續發展的根基。本集團制定了《內部審計管理制度》、《監察與舉報管理制度》、《員工行為及履職管理制度》、《內部審計通用工作指引》、《審計檔案管理工作指引》、《採購業務跟蹤工作指引》等制度與相關指引，強化公司治理和內部控制，堅決杜絕有關賄賂、勒索、欺詐及洗黑錢等情況的發生。另外，我們要求所有員工須簽署《員工廉潔自律承諾書》，參與廉潔教育講座等，共同維護廉潔自律、遵紀守法的工作作風，以保護企業和股東的合法權益。

於本報告期內，本集團並不涉及任何貪污訴訟案件。

為預防、查處和減少本集團於經營過程中的各種不當、違規或舞弊行為，我們鼓勵董事、員工及與公司經營相關的外部關聯人，對損害公司利益的不當行為採取實名或匿名舉報。我們提供電話、電郵、信件、面談等多種舉報方式，並由本集團審計監察中心嚴格管理舉報信息，處理舉報事件。

Complaint Call:	400-990-8266
投訴電話	
Reporting Hotline:	0755-23625015
舉報熱線	
Email Address:	ljsjczx@lvgem-china.com
郵件地址	
Contact Address:	The Audit and Supervision Centre, 55/F, NEO Building, 6011 Shennan Avenue, Futian District, Shenzhen
通信地址	深圳市福田區深南中路6011號 NEO大廈55樓審計監察中心

Through the promotion of corporate culture (“Three Talks” and “LVGEM Stories”), we conveyed the corporate spirit of the Group to all of our employees, introduced the rules and regulations of the Group, standardised professional ethics for employees, defined anti-corruption, illegal and unlawful behaviours, and implemented strict punitive measures, as well as providing all employees with a “spiritual baptism”, improving the long-term mechanism of “no desire to commit corruption, unable to corrupt and do not dare to corrupt”. Among them, the percentage of the Board participating in anti-corruption training is 40%, and the average training hours of the Board on anti-corruption are 2 hours.

我們通過宣導企業文化(「三講」、「綠景故事」)的方式，向本集團全體同仁傳遞我們的企業精神、宣講本集團制度規定、規範員工職業道德操守、明確反對貪污腐敗、違法違規的行為及嚴格的處罰追責措施，給全體員工進行精神洗禮，完善了「不敢腐、不能腐、不想腐」的長效機制。其中，董事參與反貪污培訓的百分比為40%，董事反貪污培訓的平均時數為2小時。



“LVGEM Stories” and “Three lectures” training for the Board and employees  
向董事及員工提供「綠景故事」、「三講」培訓

### 3. Growing with our Community, Building a Beautiful Home

As urbanisation progresses and the construction of the Greater Bay Area deepens, cities in the process of rapid development lack land resources available for development, and urban renewal projects are becoming increasingly important. Adhering to the historical mission of “promote urban upgrade and redevelopment” in the urban renewal industry, LVGEM (China), as an industry pioneer, has adopted the business strategy of “Focus on Urban Renewal in the Greater Bay Area, Develop a Brand New Smart City” to develop high-quality urban renewal projects. In addition, the Group is dedicated to operating residential and commercial property projects, creating a safe, comfortable and healthy living environment, and continuously creating value for residents, communities, and cities.

#### 3.1. Creating New Communities

With over 20 years of experience in urban renewal, the Group has been actively seeking ways to enhance urban wellbeing in the process of developing urban renewal projects, releasing the value of high-quality land resources, and building ideal cities through its unique approach to acquiring land reserve resources and the regional layout of high-value projects. At the same time, the Group actively follows the national and local regulations and guidance documents such as the *Outline Development Plan for the Guangdong-Hong Kong-Macao Greater Bay Area*, the *Implementation Rules for Urban Renewal Measures of Shenzhen*, the *Urban Renewal Regulations of Shenzhen Special Economic Zone* and the *Implementation Rules of the Urban Renewal Measures*, to improve the living environment, promote the economical use of land, energy, and resources and facilitate the sustainable development of the community through the development of urban renewal projects.

### 3. 於社區偕行，構建美好家園

隨著城市化進程的深入、大灣區建設的加深，處於高速發展過程中的城市缺乏可供開發的土地資源，作為解決此問題的的方法之一，城市更新項目的重要性與日俱增。秉承著城市更新行業「促進城市升級改造」的歷史使命，綠景(中國)作為行業先鋒採取「聚力灣區大舊改，打造智慧新城區」的基本戰略，發展高品質的城市更新項目。此外，本集團潛心經營住宅及商業物業項目，致力創建安全、舒適和健康的生活及居住環境，為居民、社區、城市持續創造價值。

#### 3.1. 創建全新社區

憑藉二十餘年豐富的城市更新經驗，本集團以獨特的土儲資源獲得方式以及高價值的項目區域佈局，積極在發展城市更新項目的過程中尋求提升城市舒適度的方式，釋放優質土地資源的價值，塑造理想城市。與此同時，本集團積極按照《粵港澳大灣區發展規劃綱要》、《深圳市城市更新辦法實施細則》、《深圳市經濟特區城市更新條例》、《深圳市城市更新辦法》等國家及地方規範和指導文件，通過發展城市更新項目以改善人居環境，推進土地、能源、資源的節約利用，促進社區可持續發展，創建全新社區。

### Case: Shenzhen Baishizhou Urban Renewal Project

案例：深圳白石洲城市更新項目

#### Background of Urban Renewal

##### 舊改背景

Shenzhen Baishizhou Urban Renewal Project is located at Shennan Avenue, Nanshan District, Shenzhen, adjacent to Science Park and the sub-district of Overseas Chinese Town, with a capacity area of approximately 3.58 million square metres, which is also known as the “Grand Urban Renewal Project” by Shenzhen’s industries. During the Reporting Period, the Group became the main construction entity of Phase I of the project and obtained the construction permit to commence the construction of earthwork and foundation pit support works.

深圳白石洲城市更新項目位於深圳市南山區深南大道，毗鄰科技園及華僑城片區，計容面積約358萬平方米，被深圳業界稱為「舊改航母」。報告期內，本集團獲取項目一期的實施主體並取得施工許可，開始進行土石方、基坑支護工程的施工工作。

The Group strongly supports the Outline Development Plan for the Guangdong-Hong Kong-Macao Greater Bay Area and adopts the strategy of resource conservation and environmental in project development. The Baishizhou Urban Renewal Project is designed with the design objectives of a liveable environment, resource conservation, and healthy quality, with residential and business functioning as the main focus, and green and healthy buildings as the positioning, to adapt to future market needs, meeting the values of future consumers, and creating a high-end business, residential, entertainment, and art complex with the upper positioning of liveable environment, resource conservation, and healthy quality.

本集團大力支持《粵港澳大灣區發展規劃綱要》，在項目發展中採取節約資源和保護環境的策略。白石洲城市更新項目以宜居環境、資源節約、健康品質作為設計目標，以居住、商務功能為主導，以綠色與健康建築為定位，適應未來市場的需求，迎合未來消費者的價值觀，打造以宜居環境，資源節約，健康品質為上層定位的高端商務、居住、娛樂與藝術綜合體。

#### New Smart City

##### 智慧城區

The Shenzhen Baishizhou Urban Renewal Project is not only an urban renewal project but also a future new smart city for exploring new operation models, pursuing a diversified balance of value, and building smart technologies after reflecting, innovating, and creating the traditional real estate development model in the past. The Group has cooperated with strategic partners such as Huawei, China Unicom, and Genmont Biotech to create a new era of urban future lifestyle by constructing benchmark projects with level 3 standards, 30 projects, and more than 100 application scenarios.

深圳白石洲城市更新項目不僅是通過更新再造一座城，更是對過去傳統房地產開發模式的反思、革新、創造，是探索新型的運營模式、追求價值的多元平衡、構建智慧科技的未來新城。本集團已與華為、中國聯通、景悅科技等戰略夥伴合作，通過構建3級、30項工程、100多個應用場景的標杆項目，打造城市未來生活模式的新紀元。

The Baishizhou smart urban scene system is based on the demand, value, experience, and integration combining the results of technical research and taking the real needs of the business sector as the starting point to build a scene system that covers the project’s needs; Guided by the principle of value attribution, the smart value and benefits run through the whole cycle of branding, marketing, operation, management and service of the entire project; Being people-oriented, providing excellent experience and services from the perspectives of property owners, tenants, tourists, property owners (merchants, enterprises) and operation managers; With the urban operation and management affairs as the main focus, the Group connected various business sections to achieve the integrated operation of members, joint business coordination and unified resource allocation.

白石洲智慧城區場景體系以需求、價值、體驗、融合構建出發點，結合技術研究成果，以業務業態等真實需求為出發點，構建覆蓋項目需求的場景體系；以價值歸屬主體為導向，智慧價值與效益貫穿專案全業態品牌、行銷、運營、管理、服務全週期；以人為本，站在業主、租客、遊客、業戶（商家、企業）、運營管理者不同使用者角度，提供卓越體驗、服務；以城區運營管理事務為主線，將各個業務版塊打通，實現會員一體經營、業務聯動協同、資源統一調度。

The project will deliver 5G network coverage, and the smart management of transportation and parking space, logistics, environmental sanitation, commerce, safety, fire protection, energy efficiency, equipment and facilities, community operation, property management, and other aspects will be achieved through the empowerment of the new generation of information technology (AI, LOT, big data, cloud computing, etc.), and incorporate technologies such as 5G robots and 5G smart street lamp poles, bringing better service experience to customers and building an efficient, interconnected and smart new urban area. In addition, the Group will establish an Integrated Operation Control Centre (IOC) to keep track of the overall development of Baishizhou in real-time.

該項目將實現5G網絡覆蓋，並將通過新一代資訊技術（AI、LOT、大數據、雲計算等）的賦能，在交通與停車空間、物流、環境衛生、商務、安全、消防、能源效益、設備和設施、社區運營、物業管理等方面實現智慧管理，並加入5G機器人、5G智慧路燈杆等科技，為客戶帶來更好的服務體驗，建設高效、互聯、智慧新城區。此外，本集團將會構建綜合運營管控中心（IOC），實時掌握白石洲全域動態。

### Case: Shenzhen Baishizhou Urban Renewal Project

案例：深圳白石洲城市更新項目

- Unified dynamic monitoring: Integrated display and real-time monitoring of information across various fields such as transportation, safety, energy, environmental protection, and construction through large screens

統一動態監控：通過大螢幕對跨交通、安全、能源、環保、建築等各個領域的信息進行整合展示和實時監控



- Unified decision-making analysis: tracking, analysing, and predicting the operation status of projects through indicator monitoring and data analysis to provide the basis for the management decision-making

統一決策分析：通過指標監測和數據分析，對項目運行狀態進行跟蹤、分析和預測，為管理決策提供依據

At present, the top-level design of Baishizhou Smart City has been completed, and three thematic reports and three design plans have been formulated.

目前，白石洲智慧城區已完成頂層設計工作，形成3大主題報告、3項規劃與設計。

Urban Renewal

城市更新

### Case: LVGEM Meijing Plaza

案例：綠景美景廣場

LVGEM Meijing Plaza is another urban upgrade and redevelopment project of the Group in Shenzhen. Located in the sub-district of Overseas Chinese Town, LVGEM Meijing Plaza benefits from a superior geographical location and abundant landscape resources. It is a new and diversified industrial-city integration demonstration zone focusing on industrial research and development, apartment, and commercial usage. The project is located the north of Qiaoxiang Road, south of Beihuan Road, east of the intersection of Qiaoxiang Road and Beihuan Road, west of Qiaochengfang in Shenzhen, occupying a site area of 10,862.94 square metres, with a total gross floor area of 97,376.39 square metres.

綠景美景廣場為本集團於深圳市的另外一個升級改造項目，位於華僑城片區，具有優越的地理位置和豐富的景觀資源，是一個以產業研發、宿舍和商業為主的多元綜合新型的產城融合示範區。項目位於深圳市僑香路以北，北環大道以南，僑香路與北環大道交口以東，僑城坊以西，佔地10,862.94平方米，總建築面積為97,376.38平方米。



Project rendering of LVGEM Meijing Plaza

綠景美景廣場項目效果圖



# Environmental, Social & Governance Report

## 環境、社會及管治報告

### Case: Shenzhen LVGEM Liguang Project

案例：深圳綠景黎光項目

The LVGEM Liguang Project in Shenzhen is a residential, commercial, and high-end industrial park complex. The project is located in Liguang Village, Guanlan Town, Lunghua District, Shenzhen, with a superior natural ecological environment. The project occupies a site area of 85,333 square metres with a total gross floor area of 382,139 square metres. The project plan will take into consideration the surrounding environment and residential needs of the community, plan a characteristic commercial street on the west side of the community, and make full use of the large ecological green space, as well as planning Liguang Ecological Park in the large grassland on the east side of the community, strengthening living facilities, introducing community business, quality education, art garden, and convenient transportation, while devoted to create a residential benchmark for our people.

深圳綠景黎光項目為集住宅、商業及工業於一體的綜合性高端產業園項目。項目位於深圳市龍華區觀瀾鎮黎光村，擁有優越的自然生態環境。項目佔地面積85,333平方米，總建築面積382,139平方米。項目規劃將結合社區周邊環境和居住需求，在社區西面規劃一條特色商業街，並充分利用稀缺大面積生態綠地，將社區東面的大片綠地規劃為黎光生態公園，強化生活配套，引進社區商業、優質教育、藝術園林、便利交通，致力於打造新一代觀瀾人居標杆。



Project rendering of LVGEM Liguang Project

綠景黎光項目效果圖

### Case: Zhuhai Royal Bay (Dongqiao) Urban Renewal Project

案例：珠海靈悅灣(東橋)城市更新項目

Zhuhai Royal Bay (Dongqiao) Urban Renewal Project was officially renamed LVGEM Royal Bay, which is a key urban renewal project in Zhuhai. The project is located in the South Bay Area of Zhuhai, which is a traditional luxury residential and commercial district with a well-developed location. It is positioned as the leading cultural and art community in the Bay Area of Zhuhai, comprising high-end residential buildings, featured hotels, and cultural blocks. The project occupies a total site area of approximately 207,550 square metres with a planned total gross floor area of approximately 764,920 square metres. It is intended to be developed into Dongqiao Smart City. With IOC to monitor the overall dynamics of Dongqiao in real-time, the project will be constructed with 27 projects of up to level 3 standard and 106 application scenarios in total, providing the project with comprehensive solutions and services for multi-scenario, multi-dimensional, safe, and intelligent urban management.

珠海靈悅灣(東橋)城市更新項目正式改名為綠景靈悅灣，是珠海市城市更新的重點項目。項目位於珠海市南灣片區，處於傳統豪宅和商業街區，地段成熟，定位為珠海首席灣區文化藝術社區，包含高端住宅、特色酒店、文化街區等多重業態。項目總佔地面積約207,550平方米，規劃總建築面積約764,920平方米，擬打造成東橋智慧城區，以IOC(綜合運營管控中心)實時掌控東橋全域動態，構建多達3級、27項工程、共計106個應用場景，為項目提供多場景、多維度、安全、智慧的城區管理整體解決方案與服務。



Project rendering of LVGEM Royal Bay

珠海東橋城市更新項目效果圖

# Environmental, Social & Governance Report

## 環境、社會及管治報告

### Smart Construction

As China has entered the era of smart cities, smart construction and exploration are inevitable. With years of experience, the Group is committed to building smart new city construction projects and becoming the creator, operator, and service provider of a smart new city. Through strategic upgrading, we introduced a transformation and development model of integrating “technology + property” to empower our properties with technology and carry out full life cycle smart management in the process of our operations and development. The Group believes that the “technology + property” strategy will help achieve green development, improve construction and operation efficiency, reduce costs and improve the quality of construction projects. During the Reporting Period, the Group has actively cooperated with Huawei, China Unicom, and Tuya in the field of smart technology, and implemented the strategy of “technology + property” in urban renewal projects to create a new smart city benchmark and become an industry leader.

### 智慧建設

隨著中國已進入新型智慧城市時代，智慧建設與探索勢在必行。本集團憑藉多年深耕經驗，致力於打造模範智慧新城建設項目，成為智慧新城的締造者、運營商及服務商。我們通過戰略升級引入「科技+地產」相融合的轉型發展模式，以科技賦能地產，在開發運營過程中進行全生命週期智慧化管理。本集團相信「科技+地產」戰略有助實現綠色發展，提高建設運營效率，降本增效，並且提升建設項目的品質。於本報告期內，本集團全面推動與華為公司、中國聯通和塗鴉智能在智慧科技領域的合作，並將「科技+地產」戰略落實到城市更新項目中，打造智慧城區標桿，成為行業領軍者。

#### Case: LVGEM Joyful Town Project 案例：綠景珠海喜悅薈

LVGEM Joyful Town Project is located in Xiangzhou District, Zhuhai with a total gross floor area of approximately 445,300 square metres. The project is positioned as an international Grade A office building, an apartment (hotel-serviced offices), residential and commercial complex. The smart community of the project is also the first batch of pilot projects in cooperation with Huawei, which is committed to creating a safe, comfortable, convenient, and fast smart information management park, providing security for home living.

綠景喜悅薈位於珠海市香洲區，建設總建築面積約為445,300平方米。項目定位為國際甲級寫字樓、公寓(酒店式辦公)、住宅及商業。該項目智慧社區亦是我們與華為合作的首批試點項目，致力於打造安全、舒適、方便、快捷的智慧化與信息化管理園區，為居家生活提供安全保障。



In 2021, the Group cooperated with Huawei to build a smart community. Through the construction of relevant systems, the Group will provide property owners with an all-round safety experience, improve the efficiency of property services, make property safety services timelier and more efficient, as well as achieve the standardisation of business services; at the same time, it accumulates data through the system operation to meet the precipitation of digital assets, satisfies the demand for rapid business uptake at the early stage of the project with standardised applications, supports the rapid iteration and update of urban business applications with platforms, meets short-term business needs and long-term development needs of LVGEM Joyful Town, while providing systems and experience for the Baishizhou project.

二零二一年，本集團與華為合作建設智慧社區。通過相關系統建設為業主提供全方位的安全體驗，提高物業服務效率，讓物業安全類服務更及時、高效，實現業務服務標準化，同時通過系統運營積累數據，實現數字資產的沉澱，以標準化應用滿足項目初期快速業務上綫的需求，以平台支撐城區業務應用快速迭代更新，滿足綠景珠海喜悅薈項目短期業務需求和長期發展需求，同時為白石洲項目提供系統及經驗的積累。

# Environmental, Social & Governance Report

## 環境、社會及管治報告

### Heritage

The Group has always attached great importance to cultural heritage. In the process of urban renewal, we continued to carry out panoramic image recording work to record the details of urban development, including urban development records, interviews with professionals, technical seminars, and historical landscape collection. The whole process and all aspects of the panoramic records will provide fruitful resources in terms of the preservation of the city's memory. At present, 6,000 photos, 1,500GB video, 27GB audio, 2 promotional films, and 9 documentary films have been taken.

### 文脈傳承

本集團一直高度重視人文傳承，在城市更新的過程中，我們持續開展全景影像記錄工作，記錄城市發展的點點滴滴，包括城市開發記錄、專業人士訪談、技術專題研討、歷史風貌採集等。實現全過程、全方位的全景記錄，為城市記憶的留存提供豐厚素材。目前，已經拍攝6000張照片、1500GB視頻、27GB音頻、2部宣傳片、9部紀錄片。

#### Case: Shenzhen-Hong Kong Biennale

##### 案例：深港雙年展

Since 2013, we continued to sponsor and participate in the Shenzhen-Hong Kong City Biennale. Record films such as “Dream Town” and “Baishizhou” were widely recognised in the industry and the society; In 2017, we were widely acknowledged for humanistic artistic strategies and spatial strategies with social organisations.

自2013年來，我們持續贊助並參與深港城市雙年展。《夢·鄉》、《白石洲》等記錄片在業內和社會上獲得了廣泛好評；2017年，我們籍雙年展與社會機構在人文藝術策略和空間策略上獲得廣泛認同。



### Quality Management

The Group regards building quality management as the top priority in its daily work, and insists on building quality properties with care and fulfilling the mission of “continuously enhancing city value”. The Group has established a sound project quality management and monitoring system, and strictly manages and controls project quality by formulating and implementing the *Guidelines on Construction Quality Management* to ensure that the quality of construction projects meets relevant national and local standards and technical standards.

### 質量管理

本集團視建築質量管理為日常工作的重中之重，堅持用心建造優質物業，履行「持續提升城市價值」的使命。本集團已建立穩健的工程質量管理和監控系統，並通過制定和落實《建築工程質量管理工作指引》，嚴格管理和控制工程質量，以確保建築工程質量符合國家及地方的相關規範和技術標準。

<b>Management Structure</b> 管理架構	<b>Quality Inspection</b> 質量檢查	<b>Accident handling</b> 事故處理
<p>The Group has established a construction project management structure comprising key units such as the Project Department, the Engineering Management Department, and the Engineering Management Centre, which are responsible for the management and supervision of projects at the stages of project design, contractor selection, project construction, completion and acceptance, and project delivery.</p> <p>本集團已建立由項目部、工程管理部 and 工程管理中心等主要單位組成的工程管理架構，負責在項目設計、選聘承建商、項目施工、竣工驗收、項目交付等階段進行管理和監督。</p>	<p>During the construction phase of a project, the Group regularly conducts quality measurements in accordance with the <i>Guidelines for the Quality Measurement Operation of Engineering Entities</i>. The measurement can objectively and truly reflect the project quality at each construction phase and facilitate timely improvements of quality to achieve the one-time pass target. To enhance the project quality management, the Group has established the <i>Guidelines for Project Inspection</i> to eliminate potential safety hazards and quality risks through on-site problem rectification and implementation of preventive control measures to enhance the quality of the Group's products and customer satisfaction.</p> <p>在項目建設階段，本集團定期根據《工程實體質量實測操作工作指引》進行質量測量，客觀真實地反映項目於各建設階段的工程質量水準，促進實體質量的及時改進，進而達到一次性格的目標。為提升項目管理質量，本集團設有《項目工程巡檢工作指引》，通過現場問題整改和預防控制措施的落實，消除潛在的安全隱患與質量風險，以提升本集團的產品質量和客戶滿意度。</p>	<p>In terms of quality issues of construction projects, the Group formulated the <i>Guidelines for Quality Accident Handling</i>, which standardises the procedures for handling different levels of quality incidents to minimise the impacts of quality accidents. In addition, the Group continues to summarise and analyse the experience and lessons learned in project quality management and will draw on the experience in developing other projects in the future to further enhance the quality of the projects.</p> <p>針對工程質量問題，本集團設立了《工程質量事故處理工作指引》，規範不同級別的工程質量事故處理方式，最大程度的降低質量事故帶來的影響。此外，本集團持續總結和分析工程質量管理方面的經驗和教訓，並於後續開發其他項目時借鑒經驗，進一步提升工程質量。</p>

# Environmental, Social & Governance Report

## 環境、社會及管治報告

The Group attaches great importance to community health and safety, and has formulated rules and regulations such as the *Safety Management System on Construction*, *Car Park Management System*, *Patrol Management System*, *Standardisation of Safety Production Management System*, *Fire Emergency Equipment Configuration Guidelines*, and *Safety Inspection Operation Guidelines for Fitness and Amusement Areas* to ensure the health and safety of employees in the community.

本集團十分注重社區健康與安全，並制定了《施工安全管理制度》、《停車場管理制度》、《巡邏崗管理制度》、《安全生產標準化管理制度》、《消防應急器材配置指引》、《健身游樂區安全巡查作業指引》等規章制度，保障社區內人員的健康與安全。

### Case: Emergency drills and fire drills for people in need of elevators

#### 案例：電梯困人應急演練及消防演習

In 2021, the Group's property companies coordinated emergency drills and fire drills for elevator entrapment in each project. 二零二一年集團物業公司統籌各項目進行電梯困人應急演練及消防演習。



# Environmental, Social & Governance Report

## 環境、社會及管治報告

### 3.2. Enhancing Customer Experience

The Group has always been customer-oriented, actively listens to and responds to customer concerns, continuously improves service standards, and optimises service management mechanisms, striving to improve customer satisfaction.

#### Smart Properties

The Group relies on information technology and intelligent technology, combined with effective risk prevention and control measures, to manage operating projects efficiently. Shenzhen LVGEM Property Management Co., Ltd. (“LVGEM Property”), a subsidiary of the Group, has proactively carried out an intelligent transformation on project management, installed an intelligent monitoring system to keep track of the real-time status of each project, and enhanced the on-site management and service quality of the project. During the Reporting Period, we have fully mobilised the construction of smart urban areas, implemented the switch of property management platform, and the promotion of property owners’ APP to establish the management system of the intelligent monitoring system of LVGEM Property. In the future, the Group will continue to deepen the application of intelligence to improve management efficiency.



Real-time online monitoring  
實時在線監控

### 3.2. 提升客戶體驗

本集團一直以來都以客戶需求為導向，積極聆聽和回應客戶關注，不斷提高服務水平，持續優化服務管理機制，努力提升客戶滿意度。

#### 智慧物業

本集團依託信息化、智慧化技術，結合有效的風險防控措施，對運營項目進行高效管理。本集團的附屬公司深圳市綠景物業管理有限公司(以下簡稱「綠景物業」)積極對項目管理進行智慧化改造，安裝智慧監控系統以掌握各項目的實時狀態，提升項目現場管理和服務質量。於本報告期內，我們全面啓動智慧城區建設，並推行物業管理平台切換及業主APP推廣，建立綠景物業智能化監控系統管理制度。未來本集團將不斷加深智慧化應用，以提升管理效率。



# Environmental, Social & Governance Report

## 環境、社會及管治報告

### Customer Service

The Group attaches great importance to customer service and customer relationship management, and actively listening to customers' concerns and meeting their needs. We have established close relationships with our customers through various communication channels to understand their needs, handle their feedback in a timely manner, and strive to provide customers with the best services.

### 客戶服務

本集團注重客戶服務與客戶關係管理，積極聆聽客戶關注、滿足客戶需求。我們通過各種溝通渠道與客戶建立緊密關係，了解客戶需求，及時處理反饋，致力為客戶提供最優質的服務。

<p><b>Customer Service Hotline</b> 客戶服務熱線</p>	<p>The Group has formulated management documents such as the <i>Service Quality Management System</i> and the <i>Guidelines for Customer Service 400 System Management</i> to standardise the practices for handling various types of customer feedback such as enquiries, complaints, and compliments, as well as the responsibilities of relevant personnel in handling feedback. In response to customer complaints, we have strengthened the tier management system for complaint handling. We use the system to categorise different complaint cases and coordinate full-time responsible personnel for continuous follow-up and weekly checks on handling processing, requiring a 100% monthly on-time response rate per month. During the Reporting Period, the Group received a total of 847 complaints about products and services, with a complaint resolution rate of 99.88%.</p> <p>本集團針對客戶服務管理制定了《服務品質管理制度》、《客服400系統管理工作指引》等管理文件，以列明各類詢問、投訴、表揚等客戶反饋的處理操作規範，以及相關人員在反饋處理方面的職責。針對客戶投訴，我們亦加強投訴處理流程的管理，針對不同投訴情況進行分級處理，協調專職負責人員持續跟進，每週例行檢查任務處理進度，每月回覆及時率需達到100%。於本報告期內，本集團共接到有關產品及服務的投訴847宗，投訴解決率達99.88%。</p>
<p><b>Customer Satisfaction Survey</b> 客戶滿意度調查</p>	<p>The Group attaches great importance to customer feedback and conducts customer satisfaction surveys regularly in accordance with the Customer Satisfaction Survey Plan to assess customer satisfaction with our services and to collect their feedback to improve our service quality. During the Reporting Period, the Group conducted satisfaction surveys on merchants and consumers, office tenants, industrial park tenants, hotel customers, and property residents of the Zoll series through online and offline methods. All types of customer satisfaction reached the target level. Among them, the tenant satisfaction rate of the Zoll series was 93.23%, the customer satisfaction rate of hotel management was 98%, the customer satisfaction rate of the office building was 99.72%, and the customer satisfaction rate of industrial park reached 100%.</p> <p>本集團非常重視客戶反饋，定期根據《客戶滿意度調查方案》開展客戶滿意度調查，藉此評估客戶對我們服務的滿意度並收集其意見，從而持續提升服務水準。於本報告期內，本集團結合線上及線下方式對佐陞系列的商戶和消費者、寫字樓客戶、產業園區租戶、酒店客戶、物業住戶進行滿意度調查。其中，佐陞系列商戶滿意度為93.23%，酒店管理客戶滿意度為98%，寫字樓客戶滿意度為99.72%，產業園區客戶滿意度達100%。</p>
<p><b>“LVGEM Club” Networking Association</b> 聯誼組織「綠憬會」</p>	<p>“LVGEM Club” is a customer networking association initiated by the Group. It adheres to the principle of “Blissful LVGEM, Lifelong Neighbourhood” and is committed to building harmonious neighbourhood relationships and creating a warm community.</p> <p>「綠憬會」是由本集團發起成立的客戶聯誼組織，秉承「幸福綠景，一生友鄰」的宗旨，致力於建設融洽和諧的鄰裡關係，營造溫馨的社區生活。</p>

### Reasonable Marketing

The Group has formulated and implemented policies such as the *Project Sales Management System*, which strictly regulates the use of data and advertisement of related sales projects and marketing services for preventing misleading information under the principles of objectiveness, effectiveness, and accuracy. Meanwhile, we have implemented the *Brand Management System* to enhance the standard of brand management. We strictly regulate the use of Chinese and English names, trademarks, brand logos, and other “Brand Core Visual Symbols” of the Group to protect the image of the Group and avoid infringement or misappropriation of trademarks and other “Brand Core Visual Symbol”.

### Customer Privacy

The Group attaches great importance to customer privacy protection and requires all employees to keep customer information strictly confidential. We have formulated the *Customer Information Management System*, which sets out the responsibilities of relevant management personnel in customer privacy protection. In addition, the Group has established an information security responsibility system, set up a network and information security emergency response team, standardised the network and information security reporting system and supervisory management system, as well as formulated the *Information Security System Management System* and the *Information Operation and Maintenance System* and other relevant systems to effectively prevent network and information security incidents, and protect the privacy and commercial interests of the Group's customers and partners.

### 合理營銷

本集團制定並施行《項目銷售管理制度》等政策，嚴格規範有關銷售項目及行銷服務的數據採用及廣告宣傳，遵循客觀、有效及準確原則，避免出現誤導性信息。與此同時，我們實施《品牌管理制度》，提升品牌規範化管理水準。針對本集團的中英文名稱、商標、品牌標識語等「品牌核心視覺符號」的操作使用，我們進行嚴格的規範化管理，以保障本集團的形象，避免發生商標或其他「品牌核心視覺符號」被侵權或盜用。

### 客戶隱私

本集團重視客戶私隱保護，規定所有員工必須嚴格保密客戶資料。我們制定有《客戶檔案信息管理制度》，列明相關管理人員在客戶隱私保護方面的職責。此外，本集團已建立信息安全責任制，成立網絡與信息安全應急領導小組，規範網絡與信息安全報告制度及監督管理制度；並制定《信息安全系統管理制度》、《信息化運維制度》等相關制度，切實有效的預防網絡與信息安全事故的發生，維護本集團客戶、合作夥伴的隱私和商業利益。



# Environmental, Social & Governance Report

## 環境、社會及管治報告

### 3.3. Fighting the Pandemic Together

In 2021, the COVID-19 pandemic (“COVID-19”) continued to spread globally. In the face of the recurrence of the Pandemic, the Group insisted on prioritising the health and safety of employees, customers, and other stakeholders.

This year, many projects of the property management companies actively participated in the front line of the pandemic prevention and control, continued to disseminate pandemic prevention knowledge, strictly implemented prevention measures such as temperature measurement at the entrances, and prepared various pandemic prevention utilities. Projects such as LVGEM Garden, Hongshu Huaifu, and Blue Bay Peninsula were awarded the honorary title of “Role Model of Pandemic-Free” by the government. All projects achieved “zero” cases of COVID-19.

#### Case: Pandemic Prevention and Control of LVGEM Property 案例：綠景物業公司疫情防控

Set up inspection posts at all entrances and exits in the managed areas to question and measure the body temperature of everyone entering and leaving the site. Carry out comprehensive disinfection in the main roads and densely populated areas of each district, and equip monitoring stations with thermometers, protective masks, and disinfectant.

在管理的小區內所有出入口設立檢查崗，對所有進出現場人員進行詢問及體溫測量。對各小區主幹道及人口密集區進行全面消毒，監測點配備體溫計、防護口罩和消毒水。



At the same time, the Group’s Asset Division continued to implement pandemic prevention and control measures in its properties, hotels, and shopping malls to ensure public safety:

- Suspend all kinds of large-scale promotional activities when the pandemic is severe;
- Set up checkpoints at the entrances and exits of operations and management projects, and conduct enquiries and temperature measurements for all personnel entering and leaving the site;
- Disinfect major roads and densely populated areas in the community;
- Organise vaccination for merchants and tenants and distribute pandemic prevention supplies.

### 3.3. 攜手齊心抗疫

二零二一年，新型冠狀病毒疫情(以下簡稱「疫情」)在全球範圍內繼續肆虐，面對疫情反復，本集團堅持把員工、客戶等利益相關方的健康與安全放在首位。

本年度，物業公司多個項目積極投身疫情防線一線，持續進行疫情防護知識普及，嚴格落實進場測溫等防疫要求，各類疫情防護物資配備到位。綠景花園、紅樹華府、藍灣半島等多個項目獲得政府「無疫示範小區」榮譽稱號。各項目全年實現疫情「零」發生。

同時，本集團的資產事業部在所轄物業、酒店和購物中心持續落實疫情防控措施，以保證公眾安全：

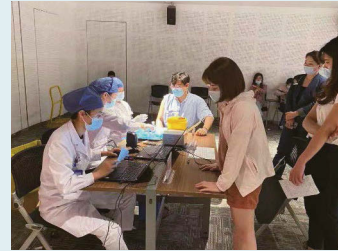
- 在疫情嚴峻時暫停各類大型推廣活動；
- 於運營和管理項目的出入口設立檢查崗位，對所有進出現場人員進行詢問及體溫測量；
- 對社區主要幹道和人口密集區進行殺菌消毒；
- 組織商戶和租戶接種疫苗，並派發防疫物資。

### Case: Actively Fighting the Pandemic with Merchants

#### 案例：攜手商戶積極抗疫

LVGEM Asset Management actively called on merchants to carry out vaccination and booster shots and distributed masks to all merchants regularly to protect the health of merchants and maintain the order of commercial properties.

綠景資產管理公司積極號召各商戶進行疫苗及加強針的接種，並向各商戶定期派發口罩，以保障商戶人員健康和維護商業物業秩序。

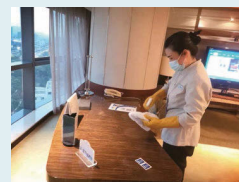


### Case: Pandemic Prevention and Control of LVGEM Hotel

#### 案例：綠景酒店疫情防控

LVGEM Hotel has adopted a series of strict and effective pandemic prevention measures, including putting up pandemic prevention posts at the entrance of the hotel, and conducting enquiries and measurements for guests; Room attendants also disinfect room facilities daily to ensure the hygiene and safety of the room; Hand sanitiser is placed in the elevators to facilitate disinfection; as well as using robots to transport items to prevent cross-infection.

綠景酒店採取了一系列嚴格、有效的防疫措施，包括於酒店大門入口設置防疫崗，對來往客人進行體溫測量；客房服務員每天對房間的物品設施進行消毒，保障房間衛生安全；樓層電梯間擺放酒精凝膠，便於客人接觸後消毒使用；使用送物機器人運送物品，防止交叉感染。



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### 3.4. Sustainable Supply Chain

Building a sustainable supply chain is an important part of promoting the Group's sustainable development. We continuously improve the supplier management model, work with suppliers to consolidate the quality of engineering and operations, and identify, evaluate and manage environmental and social risks in the supply chain. The Group has formulated policies and guidelines such as the *Supplier Management System*, the *Purchasing Management System*, the *Supplier Inspection Work Guideline*, the *Supplier Assessment Guidelines*, etc. In the process of supplier selection and management, the Group evaluates the suppliers' capabilities from multiple aspects such as quality, cost, compliance, and professional certifications, and strives to promote an environmentally friendly procurement process.

#### *Supplier Selection*

The Group recruits suppliers through public tendering or by invitation and conducts inspections and interviews with suppliers to ensure the quality of suppliers. Currently, there are 950 suppliers in the database.

Apart from assessing suppliers' business qualifications and service experiences, we also consider the environmental and social performances of suppliers in the process of supplier selection, and we will review whether they have obtained professional certifications such as ISO 9001 quality management system certification and ISO 14001 environmental management system certification, safety production licenses, energy conservation certification, etc. For example, whether the outsourced contractor has carried out water spraying and dust reduction measures during the demolition process, whether mesh net has been laid on the construction site to prevent sand and soil from spreading, and whether the noise detection equipment is installed on the construction site. The Group also adheres to the principle of integrity and requires all employees participating in the tendering process not to make use of their duties and responsibilities to obtain personal benefits. The Group will blacklist suppliers who bribe the Group, offer any kinds of improper benefits, bid-rigging, or provide false information during the procurement process.

### 3.4 可持續供應鏈

打造可持續供應鏈是促進本集團可持續發展的重要環節。我們不斷完善供應商管理模式，與供應商攜手穩固工程和運營質量，識別、評估、控制供應鏈中的環境和社會風險。本集團通過制定《供應商管理制度》、《採購管理制度》、《供應商評估工作指引》、《供應商考察工作指引》等制度和指引，在供應商篩選和管理過程中從質量、成本、合規情況、體系認證等多角度評估供應商能力水準，並努力推廣環保採購。

#### *供應商遴選*

本集團採用公開招標或邀請招投標方式聘用供應商，並對供應商進行考察和約談以保證供應商質量，目前庫內供應商數量為950個。

除對供應商經營資質和服務經驗進行嚴格審視外，我們在供應商遴選的過程中亦考慮供應商的環境和社會績效，審核其是否取得ISO 9001質量管理體系認證和ISO 14001環境管理體系認證等專業資質、安全生產許可證、節能認證等。例如外包施工方是否在房屋拆除過程中進行噴水降塵環保措施、是否在工地上鋪設方格網防治沙土飛揚、是否在工地現場裝置噪音檢測設備等。本集團亦堅持廉潔奉公原則，要求所有參與招標工作的員工不得利用職務、職權之便謀取私利。如供應商存在向本集團行賄、提供其他不正當利益、在採購過程中圍標、提供虛假資料或業績等情況，本集團會將其直接納入黑名單。

### Supplier Management

The Group avoids potential environmental and social risks in the supply chain, and therefore selects suppliers with good environmental and social performance as our partners. To ensure that suppliers meet our procurement requirements, the Group will conduct supplier evaluations. The Cost Contract Centre is responsible for preparing guidelines for supplier evaluation, formulating evaluation plans, and cooperating with departments related to design, engineering, marketing, and cost to evaluate suppliers' performance in accordance with relevant requirements. The Group strengthens the dynamic management of suppliers primarily through inspection, return visits, and evaluation to promote the continuous improvement of suppliers.

### 供應商管理

本集團避免供應鏈不受潛在環境及社會風險所影響，因此選擇在環境及社會層面表現良好的供應商作為我們的合作夥伴。為確保供應商滿足採購要求，本集團會對供應商進行考評。成本合約中心負責編製供應商評估工作指引、制定評估計劃、以及與設計、工程、營銷、成本相關的部門合作，按照相關要求評估供應商的表現。本集團主要以巡檢、回訪和評估三種方式加強供應商動態管理，促進供應商持續改進。

Carry out return visits from time to time according to the *Guidelines for Supplier Inspection and Return Visits*

根據《供應商巡檢及回訪工作指引》不定期進行回訪



Conduct monthly inspections in accordance with the *Guidelines for Supplier Inspection and Return Visit* 根據《供應商巡檢及回訪工作指引》每月進行巡檢

Conduct performance assessments, post-contract assessments or annual assessments in accordance with the *Supplier Assessment Guidelines* 根據《供應商評估工作指引》進行履約評估、合同完後評估或年度評估

Based on the assessment results, the Group classifies suppliers into four levels, namely excellent, good, satisfactory, and unsatisfactory, and offers rewards to suppliers with outstanding performance. In addition, we also provide training to suppliers and check whether they have engaged in child labour and forced labour. The Group will immediately suspend or not consider any suppliers who have significant quality issues, environmental incidents, or significant negative social impacts that have caused economic losses or reputational impact on the Group.

本集團根據評估結果對供應商進行分級，根據表現評為優秀、良好、合格和不合格四個等級，並對評級為優秀的供應商實施獎勵。此外，我們還會對供應商員工提供培訓，查核供應商是否有聘用童工和強制勞工的行為。對於出現重大質量問題、環境事故和社會重大負面影響事件並對本集團造成經濟損失或聲譽影響的供應商，本集團將即時暫停與其合作或不予以考慮。

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### 4. Growing with our Environment, Embracing a Green Future

The Group has always insisted on balancing business development and environmental protection, striving to become an ecological civilisation advocate. We integrate the concept of ecological civilisation into the architectural design and construction, use of resources, and community operations, actively embracing a prospering green future. The Group is aware of the physical risks posed by climate change to the Company's assets and operations. China's policy development during the transition to a low-carbon economy will also bring transformation risks related to our compliance, market, and brand reputation. Therefore, during the Reporting Period, we have actively reviewed the Group's management policies and strategies on climate change and established environmental targets and related environmental protection measures in terms of air pollutants and greenhouse gas emissions, waste generation, energy use efficiency, and water use efficiency. Our major environmental targets and action plans are as follows:

### 4. 於環境偕行，擁抱綠色未來

本集團始終堅持在實現業務發展和環境保護之間取得平衡，爭取為建設綠色文明添磚加瓦。我們將生態文明理念融入設計施工、資源使用和社區營運中，積極迎接美好的綠色未來。本集團意識到氣候變化對公司資產和營運帶來的實體風險，國家在過渡至低碳經濟期間的政策發展亦會帶給我們合規、市場和品牌商譽相關的轉型風險。因此，於本報告期內，我們積極梳理本集團對氣候變化的管理方針及策略，並訂立了大氣污染物和溫室氣體排放、廢棄物產生、能源使用效益和水資源使用效益方面的環境目標及相關環保措施。我們主要推行的環境目標及行動計劃如下：

Target Areas 目標範疇	Environmental Targets 環境目標	Indicators 指標	Action Plan 行動計劃	Target achievement time 目標實現時間
Air pollutants and greenhouse gas emissions 大氣污染物和溫室氣體排放	Encourage green travel 鼓勵綠色出行	Strengthen official vehicle management 強化公務車管理	Record the fuel consumption of official vehicles, conduct regular maintenance of official vehicles, and gradually convert official vehicles into vehicles with lower emissions or zero emissions 記錄公務車耗油，定期檢修公務車，逐漸將公務車轉換為更低排放或零排放的車輛	Long-term 長期
	Promoting the Development of Green Buildings 推動綠色建築發展	Increase the proportion of green building projects in all projects of the Group 提高綠色建築項目數量佔本集團所有項目的佔比	Increase green building certification 增加綠色建築認證	Long-term 長期

Target Areas 目標範疇	Environmental Targets 環境目標	Indicators 指標	Action Plan 行動計劃	Target achievement time 目標實現時間
Waste generation 廢棄物產生	Increase waste recycling rate 提高廢棄物回收率	Increase recycling rate of office waste paper 提高辦公室廢紙回收率	Improve the office waste recycling system to calculate the amount of office waste paper recycled 完善辦公室廢棄物回收系統，統計辦公室廢紙回收數量	Long-term 長期
		Recycle office electronic equipment 回收辦公室電子設備	Develop a recycling plan and regularly check the status of the plan 制定回收計劃，定期檢查計劃進行狀況	Long-term 長期
		Classify and recycle waste 分類回收廢棄物	Set up non-renewable and renewable waste recycling bins on the property 在物業內設置不可再生和可再生垃圾回收箱	Long-term 長期
	Adoption of Circular Building Principles 採納循環建築原則	Select environmentally friendly construction materials 選用環保建築材料	Purchase recyclable construction materials 採購可回收的建築材料	Long-term 長期
Energy use efficiency 能源使用效益	Improve energy efficiency 提高能源使用效益	Reducing office energy consumption 減低辦公室能耗	Purchase electrical appliances with an energy label 購買具有能源標籤的電器	Long-term 長期
		Office energy audit 辦公室進行能源審計	Formulate an annual energy audit plan and energy-saving measures 制定年度能源審核計劃，制定節能措施	Long-term 長期
Water use efficiency 水資源使用效益	Improve water efficiency 提高用水效益	Reduce average water consumption 減少平均耗水量	Formulate water management regulations; increase water-saving equipment, including water-saving taps 制定水資源管理章程；增加節水設備，包括節水龍頭等	Long-term 長期

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Target Areas 目標範疇	Environmental Targets 環境目標	Indicators 指標	Action Plan 行動計劃	Target achievement time 目標實現時間
All environmental aspects 所有環境範疇	Advocate environmental protection and conservation awareness 提倡環保節約意識	Provide employees with environmental training 提供員工環保培訓	Incorporate environmental protection training into induction training, develop environmental protection training/publicity plans, and organise energy-saving themed activities from time to time 在入職培訓中加入環保培訓，制定環保培訓/宣傳計劃以不定期舉辦節能主題活動	Long-term 長期
		Set up environmental protection bulletin boards in our service area 管理服務區內設置環保宣傳欄	Post environmental protection signs and slogans in public facilities and equipment of commercial properties 於商業物業公共設施設備張貼環保標識和宣傳標語	Long-term 長期

### 4.1. Green Design

As a company with a sense of social responsibility, the Group has always insisted on environmental protection while developing its business and strives to be a leader in the green environment. The Group strongly supports the *Outline Development Plan for the Guangdong-Hong Kong-Macao Greater Bay Area* and adopts the strategy of resource conservation and environmental protection in the project development. The Group integrates green building elements such as energy saving, water saving, use of renewable energy, and recyclable materials in the project design phase to create climate-risk resilient buildings and create a beautiful bay area with ecological safety, a scenic environment, and cultural prosperity. In addition, the Group will also apply for green building certifications for its property development projects, and engage independent organisations to evaluate the environmental performance of buildings.

### 4.1. 綠色設計

作為一家有社會責任感的企業，本集團始終堅持在業務發展的同時注重環境保護，爭取做綠色環境的引領者。本集團大力支持《粵港澳大灣區發展規劃綱要》，在項目發展中採取節約資源和保護環境的策略。本集團在項目設計階段融入節能、節水、使用可再生能源、可循環物料等綠色建築元素，助力建設具有氣候風險抵禦力的建築，打造生態安全、環境優美、文化繁榮的美麗灣區。此外，本集團亦會為發展項目申請綠色建築認證，透過獨立機構評價建築的環保表現。

### Case: Incorporating green elements in the Shenzhen Baishizhou Urban Renewal Project 案例：深圳白石洲城市更新項目在設計中加入綠色設計元素

The Shenzhen Baishizhou Urban Renewal Project, as a large-scale, high-density, and multi-land mixed-use development project is committed to providing customers with safe, healthy, functional, and efficient practical spaces. The project design adopts corrosion-resistant and wear-resistant tubes and pipes, and decoration materials with good durability; Adopts measures such as insulating glass and sound-proof coating to isolate noise reduction; Adopts high-efficiency energy-saving lamps, and the lighting power density of main functional rooms meets the target value of the current national standards to save electricity consumption; At the same time, advanced green and healthy building technologies such as large-scale permeable paving, green roof, smart home applications, high-performance air conditioning equipment, direct drinking water equipment, and indoor air purification equipment are also implemented.

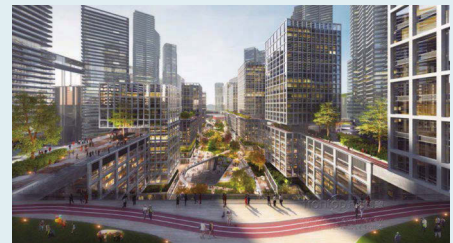
深圳白石洲城市更新項目作為大規模、高密度、多土地用途的綜合開發項目，致力為客戶提供安全、健康、實用和高效的實用空間。項目設計採用耐腐蝕、抗老化的管材管線以及耐久性好的裝修材料；採用中空玻璃、隔音塗料等措施隔離降噪；採用高效節能燈具，主要功能房間照明功率密度達到現行國家標準的目標值，節約電耗；同時加入大面積透水鋪裝、綠化屋面、智能家居、高性能空調設備、直飲水設備、室內空氣淨化設備等多項先進的綠色和健康建築技術。

The project also includes a variety of convenient and user-friendly designs: the central green belt forms a large-scale ecological green chain in the central area of the project, providing a convenient, comfortable and healthy outdoor activity space for surrounding residents, and effectively combining residents' outdoor activities with the community ecological green chain; the 50-metre characteristic corridor forms a skywalk which connects to nearby buildings, and the green roof brings together diversified catering and retail shops to provide residents with a convenient and liveable living environment.

項目亦包含了多種便捷便民設計：中央綠化帶於項目中央形成大面積的生態綠鏈，為周邊居民提供便捷、舒適、健康的戶外活動空間，將居民的戶外活動和社區生態綠鏈有效結合；50米的特色連廊形成了空中步行道，連接附近的建築物；在綠色屋面上匯聚多元化的餐飲及零售商舖，為居民提供便捷宜居的生活環境。

The Shenzhen Baishizhou Urban Renewal Project will undergo green and healthy building certifications, including the Green Building Evaluation Standard of Shenzhen, LEED Green Building Certification, and WELL Healthy Building Certification.

深圳白石洲城市更新項目將進行綠色及健康建築認證，包括《深圳市綠色建築評價標準》、LEED綠色建築認證和WELL健康建築認證。



#### 4.2. Green Construction

The Group is committed to promoting green development and reducing the emission of construction pollutants and consumption of natural resources through various technical and management measures, thereby reducing the negative impact on the ecological environment.

#### 4.2. 綠色施工

本集團致力提倡綠色發展，通過各種技術和管理措施減少施工污染物排放和自然資源消耗，從而減少對生態環境造成的負面影響。



# Environmental, Social & Governance Report

## 環境、社會及管治報告

### Environmental Protection Measures

Based on the *Law of the People's Republic of China on Environmental Impact Assessment*, the *Regulations on the Administration of Construction Project Environmental Protection*, the *Interim Measures on the Environmental Inspection of Completed Construction Projects*, and other related regulations, the Group formulated internal management policies, guidelines and work plans such as the *Construction Management System*, the *Guidelines for Safe and Civilised Construction Management*, *Guidelines for House Demolition*, etc. The Group requires contractors to take corresponding environmental protection measures to control such as dust, exhaust gas, noise, wastewater, solid wastes, soil erosion, etc. that are generated during the construction process. The major environmental protection measures include:

### 環保措施

本集團根據《中華人民共和國環境影響評價法》、《建設項目環境保護管理條例》、《建設項目竣工環境保護驗收暫行辦法》及有關文件規定，制定了《工程管理制度》、《安全文明施工管理工作指引》、《房屋拆除管理指引》等內部管理政策、工作指引和方案計劃，以管理項目施工建設階段對環境造成的負面影響。本集團要求承建商採取相應的環保措施，控制施工階段所產生的揚塵和廢氣、噪聲、污水、固體廢物、水土流失等，主要環保措施包括：

<p><b>Construction dust and exhaust gas</b> 針對施工揚塵和廢氣</p> <ul style="list-style-type: none"><li>Setting up a chain of closed fences and a temporary yard to store muck, sprinkling the muck regularly, etc. 設置連續及密閉的圍擋，設置臨時堆放場堆放渣土，並定期灑水等</li><li>Setting up independent ventilation facilities which can discharge gas to greenbelts after purification and deodorisation 設立獨立的通風設施，排出的氣體通過淨化除臭處理後排放，排風口引至綠化帶</li><li>Adopting a high-efficiency fuel generator and use light diesel as fuel 採用高效率燃油發電機，使用輕柴油作為燃料</li></ul>	<p><b>Solid waste</b> 針對施工噪聲</p> <ul style="list-style-type: none"><li>Timely delivery of construction waste and other waste designated to storage sites 及時運送施工棄土、建築垃圾等廢物至指定存放地點</li><li>Hazardous substances in decoration waste are handled by qualified units 裝修廢物中的有害成分交由具資質單位處理</li><li>Domestic waste from the garbage operating station is cleaned daily and handed over to the sanitation department for disposal 每天清理垃圾運轉站的生活垃圾，交由環衛部門清運處理</li></ul>
<p><b>Construction noise</b> 針對施工噪聲</p> <ul style="list-style-type: none"><li>Setting appropriate construction plan, construction machinery, and construction schedule to avoid construction activities at noon and night, and staying away from key environmental sensitive points 合理安排施工計劃、施工機械設備以及施工時，避免在午間和夜間施工，遠離主要環境敏感點</li><li>Using low-noise equipment 選擇低噪音設備</li></ul>	<p><b>Construction wastewater and sewage</b> 針對施工廢水及污水</p> <ul style="list-style-type: none"><li>Collecting and treating construction wastewater with oil separation and sand sedimentation to prevent direct discharge of wastewater 收集施工廢水並對其進行隔油、沉砂處理，杜絕廢水直接外排</li><li>Pre-treating domestic sewage, wastewater, garage flushing wastewater, garbage transfer station flushing wastewater, leachate, and unexpected sewage in a septic tank and transporting the wastewater and sewage to wastewater treatment plant through the municipal sewage network for further treatment 生活污水、車庫沖洗廢水、垃圾轉運站沖洗廢水、滲濾液等經化糞池預處理達標後，通過市政污水管網排入污水處理廠進行處理</li></ul>

During the Reporting Period, there were no significant environmental impacts, environmental disputes, or pollution incidents arising from the construction sites of the Group's development projects.

於報告期內，本集團發展項目的施工現場未造成重大環境影響，亦未發生環境糾紛或污染事件。

# Environmental, Social & Governance Report

## 環境、社會及管治報告

### 4.3. Green Community

The Group strives to be an environmentally friendly enterprise and is committed to providing employees, property owners, and tenants with a healthy, comfortable, energy-saving, environmentally friendly, and smart working and living environment. At the same time, the Group actively promotes the concept of energy conservation and environmental protection to the community and advocates for property owners, tenants, residents, and other stakeholders to practice green living.

#### Green Management

The Group always believes that environmental protection is an important part of sustainable development. Based on our own operations and market dynamics, we scientifically analysed our energy consumption, and gradually upgraded our major energy-consuming equipment and facilities, while enhancing environmental, social, and economic benefits through a series of energy-saving and consumption-reducing measures.

#### Case: LVGEM Hotel continues to improve the energy and water use efficiencies 案例：綠景酒店持續提升能源和水資源使用效率

LVGEM Hotel has always been aiming to become an energy-saving and environmentally-friendly green hotel. By formulating the *Energy Management System of the Engineering Department*, we have strengthened the management of resource use and continuously enhance energy and water efficiencies. 綠景酒店一直以創建節能環保的綠色酒店為目標，透過制定《工程部能源管理制度》，加強資源使用管理，持續提升能源和水資源使用效率。

LVGEM Hotel has implemented energy and water conservation measures in its daily operations, including but not limited to:

綠景酒店在日常運營中落實多項節能節水措施，包括但不限於：

- Place “Environmental Tips” in guest rooms to encourage customers to save water  
在客房內放置「環保提示卡」，鼓勵客戶節約用水
- Record energy and water consumption regularly and analyse whether there is any abnormal usage  
定時記錄能源和水資源使用量，並分析是否存在用量異常情況
- Strict monitoring of central air-conditioning operation system and controlling the temperature difference of cooling water  
嚴格監控中央空調系統運行情況，控制冷卻水溫差
- Enhance maintenance of equipment  
加強設備的維護保養

In addition, LVGEM Hotel strengthened the implementation of energy-saving measures during the pandemic to reduce unnecessary energy consumption. For example, we reduce the use of elevators, eliminate emergency lighting, turn off lighting in non-business areas, control room temperature, etc.

此外，綠景酒店在疫情期間加強實施節能措施，以減少不必要的能耗。例如減少升降機使用、除應急照明，關閉不營業區域的照明、控制客房溫度等。

### 4.3. 綠色社區

本集團爭做環境友好型企業，致力為員工、業主、租戶提供健康、舒適、節能、環保、智慧的工作和生活環境。同時，本集團積極向社區推廣節能環保理念，倡導業主、租戶、住戶等利益相關方踐行綠色生活。

#### 綠色管理

本集團始終相信環境保護是實現可持續發展的重要環節。我們根據自身運營情況以及市場動態，科學地分析自身能源消耗情況，逐步更新改造主要耗能設備設施，同時通過一系列節能降耗措施，提升環境、社會及經濟效益。



# Environmental, Social & Governance Report

## 環境、社會及管治報告

In addition to strengthening the management of the use of resources, the Group also focuses on waste disposal. LVGEM Hotel signed a waste disposal contract with a cleaning service company and placed waste separation bins in guest rooms and handle various wastes in a timely and effective manner; LVGEM Property has implemented the local requirements for the classification and reduction of domestic waste, established a garbage classification and resource utilisation operational mechanism, which is led by the property management company and encourages the participation of the whole community. Meanwhile, LVGEM Property has formulated a series of internal management systems such as the *Solid Waste Management Procedures*, the *Waste Sorting and Reduction Implementation Plan*, etc., and obtained the ISO 14001 environmental management system certification. The LVGEM Property has sorted domestic wastes, general construction wastes, hazardous wastes, etc., formulated standardised treatment procedures, and entrusted the disposal of hazardous waste to third parties with hazardous waste disposal qualifications.

除了加強資源使用管理外，本集團亦著重廢棄物處理。綠景酒店與清潔服務公司簽訂垃圾處理合同，並在客房內擺放分類垃圾桶，以及時有效地處理各種廢物；綠景物業貫徹落實地方關於生活垃圾分類和減量的要求，構建物業主導、全民參與的垃圾分類和資源利用運行機制。與此同時，綠景物業制定了一系列內部管理制度，如《固體廢棄物管理方式》、《垃圾分類和減量實施方案》等，並已取得ISO 14001環境管理體系認證。綠景物業針對生活垃圾、一般建築廢料、危險廢物等進行明確劃分，制定標準化處理方式，並委託具有危險廢物處理資質的第三方處置危險廢物。



The Group actively promotes environmental education and publicity activities in the communities under its management, such as “Earth Hour” and “Beautify my Community, Beautify LVGEM” to encourage community residents to participate in environmental protection work in person and enhance their environmental awareness.

本集團積極向所管理的社區推廣環保教育、環保宣傳活動，例如「地球熄燈一小時」、「美我社區，靚我綠景」等活動，鼓勵社區居民親身參與環保工作，提高其環保意識。

# Environmental, Social & Governance Report

## 環境、社會及管治報告



“Love Our Home, Care Together”  
Tree Planting and Environmental Protection Activity  
[愛的家園·一起呵護]植樹環保活動



“Beauty my Community, Beautify LVGEM”  
Clean-up Activity  
[美我社區·靚我綠景]大掃除活動



“Green Environment, Waste Classification” Children's Painting Competition  
[綠色環保·垃圾分類]兒童繪畫比賽作品

### Green Office

The Group is committed to creating a comfortable and healthy working environment for our employees. We have further standardised the management of the office environment in our *Administrative Management System* and reasonably control the environmental, health, and hygiene issues in our daily office operation. To reduce the energy consumption of vehicles and their corresponding emissions of air pollutants, the Group has established the *Guidelines for the Use and Management of Company Vehicles*, which stipulates the conditions for the vehicle use and the application procedures, to regulate the use of company vehicles. During the Reporting Period, the Group reduced the use of vehicles, resulting in a decrease in the emissions of air pollutants. The Group also promotes a paperless office by posting labels such as “Save Paper” and “Save Water” in the office to enhance employees' awareness of environmental protection. In addition, we advocate waste classification in office locations and recycling office waste.

### 綠色辦公

本集團致力為員工創造舒適、健康的工作環境。我們在《行政管理制度》中進一步規範辦公環境管理，對日常辦公過程中的環境、健康、衛生問題進行合理管控。為了減少車輛能耗及其產生的大氣污染物排放，本集團已訂立《公務車輛使用與管理工作指引》，列明車輛使用條件和申請用車方式，規範公務車輛的使用。於本報告期內，本集團減少了車輛的使用，導致大氣污染物的排放量下降。本集團亦推行無紙化辦公室，在辦公室張貼「節約用紙」、「節約用水」等標識，提升員工的環保意識。此外，我們倡導在辦公地點進行垃圾分類，並對辦公垃圾進行回收利用。

# Environmental, Social & Governance Report

## 環境、社會及管治報告



Office waste sorting  
辦公室垃圾分類



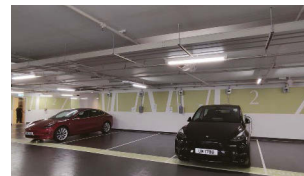
Recycling old lamps by Futian Environmental Protection Bureau  
福田環保局回收舊燈具

Hong Kong LVGEM NEO Building has also improved its energy-saving plan. A solar photovoltaic system has been installed on the roof of the building. This year, nearly 20,000 kWh of non-renewable energy was reduced; Install 10 electric vehicle charging equipment in the parking lot for electric vehicle users; Adjust the operating hours of ventilation and air-conditioning equipment and reduce unnecessary lighting; Install rainwater and recycling systems to use the collected rainwater for irrigation. The annual rainwater recycling volume is 700 tonnes. In addition, the building provides waste sorting facilities and has signed a recycling agreement with a waste collector to recycle nearly 10 tonnes of waste. We also promote the use of environmentally friendly recycling facilities to tenants and owners of the building.

香港NEO大廈亦改善節能計劃，大廈屋頂安裝太陽能光伏系統，本年實現了減少非再生能源用電近20,000千瓦時；停車場加裝10個電動車充電設備，供電動車用戶使用；調整通風及空調設備的運作時間，並減省不必要的照明設備；加裝雨水及回收系統，將收集到的雨水用於綠植灌溉，全年雨水回收量為700噸。此外，大廈內提供垃圾分類設施，並於垃圾回收商簽訂回收協議，回收垃圾總量近10噸。同時向大廈租戶和業主提倡使用環保回收設施。



Waste sorting and recycling bins  
垃圾分類回收箱



Electric vehicle charger  
電動車充電器

# Environmental, Social & Governance Report

## 環境、社會及管治報告

### 5. Growing with our People, Achieving Prosperity

Our employees are the foundation of our business and are one of our most valuable assets. Every step of our development is the result of the efforts and ingenuity of our employees. Under the philosophy of “Sincerity Builds Enterprise, Honesty Builds Man”, we always pursue an open, mutually supportive, and innovative employment relationship to guide employees to grow together with the Group.

#### 5.1. Talent Attraction

The Group strictly abides by the *Labor Law of the People's Republic of China*, the *Labor Contract Law of the People's Republic of China*, the *Law on the Protection of Women's Rights and Interests*, and other employment-related laws and regulations, and has formulated many internal policies to manage recruitment and dismissal, remuneration and benefits, promotion, working hours, holidays and other aspects of work.

To effectively manage human resources risks, the Group has established the *Recruitment Management System* to standardise the process of equality, voluntary, diversity, and anti-discrimination and does not set any discriminatory rules on nationality, ethnicity, gender, region, language, or religious beliefs, etc. In addition, we adhere to the employment principles of strictly abiding by the laws, systems, talents, professionalism, and privacy, and build an efficient, professional, equal, and diversified professional team.

The Group strictly abides by the *Law of the People's Republic of China on the Protection of Minors*, the *Provisions on the Prohibition of Using Child Labour*, and other relevant national laws and regulations, and never employs minors and forced labor. New employees are required to submit true and valid identity documents to prove that they are at least 18 years old or above. During the Reporting Period, the Group did not violate any regulations in relation to the employment of child labour or forced labour.

The human resources department of the Group signs the *Labor Contract*, *Confidentiality Agreement*, and *Employee Integrity and Self-discipline Commitment* with employees who have been confirmed to be recruited in accordance with regulations, and provides them the training on relevant management systems. In respect of resignation and dismissal management, the Group adheres to the principles of legitimacy, compliance, and harmony in handling employee resignations and dismissals to protect the rights and interests of both parties.

As of 31 December 2021, the Group had 2,257 employees.

### 5. 與人才偕行，實現共同成長

員工工作為本集團的立業之本，是我們最寶貴的資產之一。我們向前發展的每一步，都凝聚著全體員工的智慧與心血。在「精以立業，誠以立人」的人才理念的指引下，我們始終奉行開放、互助、創新的僱傭關係，引導員工與本集團實現共同成長。

#### 5.1. 人才吸納

本集團嚴格遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《中華人民共和國婦女權益保障法》等與僱傭相關的法律法規，同時制定多項內部政策文件，以管理招聘及解僱、薪酬福利和晉升、工作時數、假期等方面的工作。

為有效控制人力資源風險，本集團已建立《招聘管理制度》，以規範招聘、入職、試用、變動和離職的流程。我們堅持平等自願、反歧視、多元化的招聘原則，杜絕任何有關國籍、民族、性別、語言、地域及宗教信仰的歧視行為。此外，我們堅持遵守法律、遵守制度、尊重人才、尊重專業、尊重隱私的用人原則，打造高效、專業、平等、多元化的專業團隊。

本集團嚴格遵守《中華人民共和國未成年人保護法》、《禁止使用童工規定》等國家相關法律及規定，決不聘用未成年人和強制勞工。新員工入職時必須提交真實、有效的身份證明文件以證明其年滿18歲或以上。於報告期內，本集團並未發生聘用童工或強制勞工的違法規情況。

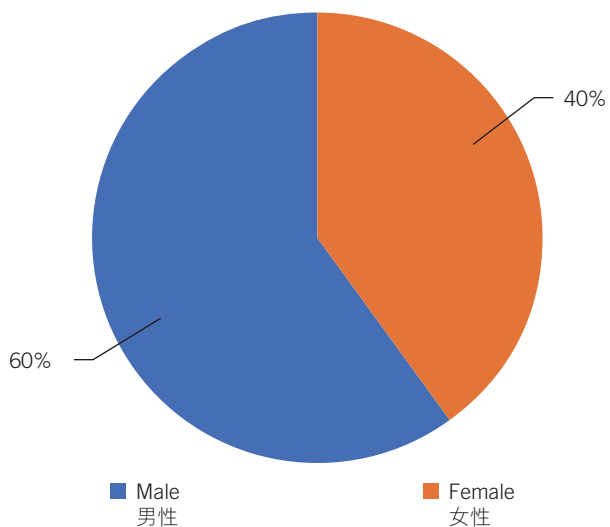
本集團人力資源部按規定與已確認錄取的員工簽訂《勞動合同》、《保密協議》、《員工廉潔自律承諾書》，並對員工進行相關管理制度的培訓。在離職及解僱管理方面，本集團堅持合法、合規、和諧的原則處理員工離職及解僱事宜，以保障雙方權益。

截至二零二一年十二月三十一日，本集團僱有2,257名員工。

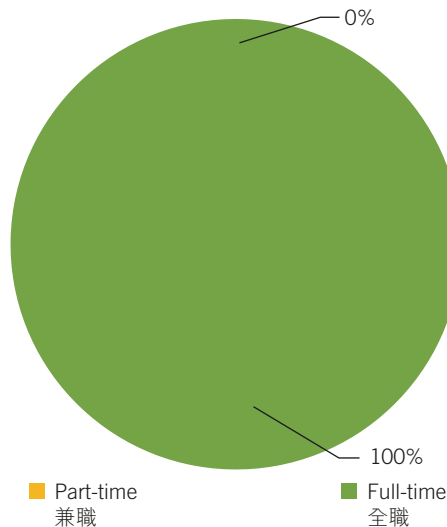
# Environmental, Social & Governance Report

## 環境、社會及管治報告

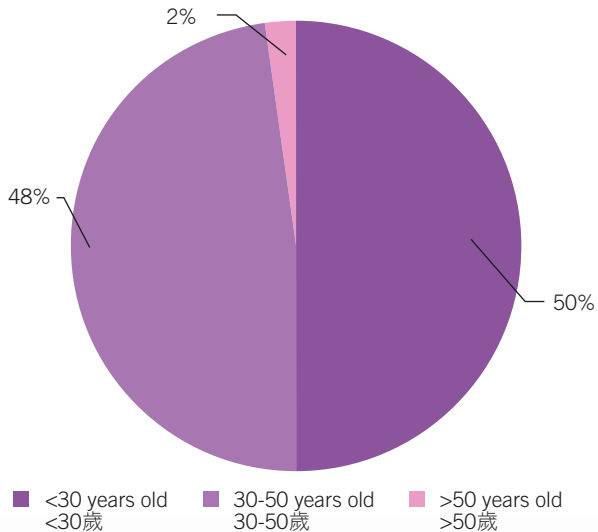
Percentage of Employees by Gender  
按性別劃分的員工百分比



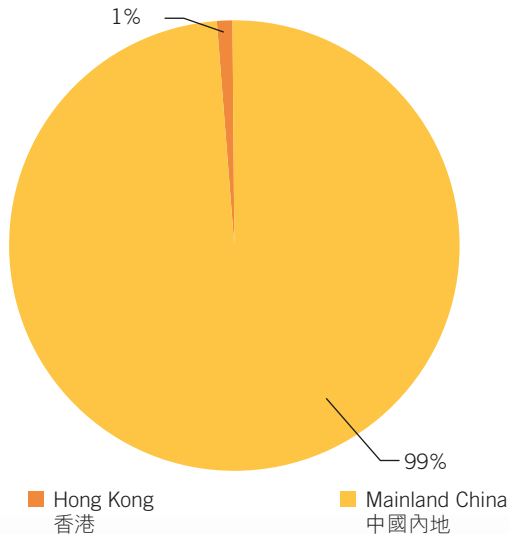
Percentage of Employees by Employment Type  
按僱傭類型劃分的員工百分比



Percentage of Employees by Age Group  
按年齡組別劃分的員工百分比



Percentage of Employees by Region  
按地區劃分的員工百分比



# Environmental, Social & Governance Report

## 環境、社會及管治報告

### 5.2. Talent Retention

The Group strengthens employment management in terms of remuneration, benefits and promotion, working hours and holidays, training and development, providing employees with a good working environment and protecting their legitimate rights and interests.

#### Remuneration, Benefits and Promotion

The Group offers market competitive remuneration and benefits to our employees. We determine the remuneration of our employees based on the industry and market standards, work experience, competence, performance, etc. The Group has established the employee performance management mechanism and set out the appraisal process and basis in the *Individual Appraisal Management System* to ensure that relevant issues are conducted in an objective, fair and impartial manner. The appraisal results of employees will be associated with remuneration and promotion opportunities. The Group will also provide performance feedback to employees, fully communicate with them about the appraisal results, and set future work goals with employees to help them improve their work performance. In addition to national statutory benefits such as social insurance, housing provident fund, and statutory holidays, we also provide employees with a series of company-specific benefits, such as corporate insurance, overtime compensation, employee physical checkups, employee travel trips, team building, and other benefits and subsidies. In addition, we organise a variety of welfare activities to meet the needs of employees and enhance their sense of wellbeing and belonging.

### 5.2. 人才保留

本集團在薪酬福利和晉升、工作時數與假期、培訓與發展等方面加強僱傭管理，為員工提供良好的工作環境，保障員工合法權益。

#### 薪酬福利和晉升

本集團為員工提供具市場競爭力的薪酬與福利。我們基於行業和市場標準、工作能力、工作經驗、工作表現等因素確定員工薪酬。本集團已建立員工績效管理機制，並在《個人績效管理制度》中列明考核流程和依據，以確保員工績效管理活動在客觀、公平及公正的原則下進行。員工的考核結果將與薪酬和晉升機會掛鉤，本集團亦會與員工進行績效反饋，充分溝通考核結果，並與員工一同設定未來工作目標，幫助員工提升工作表現。除社會保險、住房公積金、法定休假等國家法定福利外，我們亦向員工提供一系列公司特色福利，如商業保險、加班薪酬、員工體檢、員工旅遊、團隊建設等福利及補貼。此外，我們組織各式各樣的福利活動，以滿足員工需求，提升員工的幸福感和歸屬感。

#### Case: Mid-Autumn Festival Gift and Welfare 案例：中秋佳節禮品福利

In September 2021, to celebrate the Mid-Autumn Festival, the Group distributed festive gifts such as Mid-Autumn Mooncake gift boxes, shopping carts, and healthy agricultural products to all employees.

二零二一年九月，為慶祝中秋佳節，本集團為全體員工發放了中秋月餅禮盒、購物卡、健康農產品等節日禮品。





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### Case: “Working Together, Winning Together” Floor Curling Challenge

案例：「協力同心、合作共贏」旱地冰壺球挑戰賽

In November 2021, the Group organized a floor curling challenge with the theme of “Winning Together, Winning Together”. 13 teams comprising of 57 departments and units and 114 athletes participated in the event. This activity aims to strengthen the corporate culture, meet the spiritual and cultural needs of employees, enhance corporate cohesiveness and improve the team's synergy.

二零二一年十一月，本集團組織了以「協力同心、合作共贏」為主題的旱地冰壺球挑戰賽。本次活動共有57個部門和單位、114名運動員組成的13只隊伍參加比賽。本活動旨在加強企業文化建設，滿足員工精神文化需求，增強企業向心力，提升團隊合力。



### Case: “Pioneering forward and forging ahead” Employee Sports Day

案例：「勇往直前，開拓進取」員工拓展運動會

In December 2021, the Group held the “Pioneering forward and forging ahead” Employee Sports Day. The purpose of this activity is to strengthen the construction of corporate culture, enhance employees' awareness of healthy living and strengthen the construction of the corporate team.

二零二一年十二月，本集團召開「勇往直前，開拓進取」員工拓展運動會。本活動旨在加強企業文化建設，提升員工健康生活意識，增強企業團隊建設。



# Environmental, Social & Governance Report

## 環境、社會及管治報告

### Working Hours and Holidays

The Group has formulated the *Attendance and Holiday Management System*, which sets out the working hours and working hours of employees. If employees are required to work on public holidays or statutory holidays, the Group will arrange to offer compensatory leave or provide overtime compensation to employees. The Group ensures that employees are entitled to statutory holidays, annual leave, marriage leave, funeral leave, maternity leave, bereavement leave, paternity leave, etc. In addition, the Group provides employees with study leave to encourage employees to pursue their education and improve their work skills or professional qualifications. In addition, the Group implements a working hour system that employees work no more than 40 hours per week. Employees may voluntarily apply for temporary adjustment of working hours if they are required to work or due to unforeseen circumstances. The Group will not force employees to work outside the designated working hours in any way.

### Training and Development

The Group is committed to providing the employees with a broad platform for development and essential resources to enhance their knowledge and skills continuously. The Group has established the *Training Management System* to regulate the establishment of the training management system and promote the implementation of various standards and procedures to assist employees in enhancing their professionalism, management ability, professional ethics, and execution ability. To optimise the resource allocation, the Group formulates an annual training plan and reviews its implementation every year. The Group actively provides different types of training to the employees and conducts training in various forms such as lectures, group discussions, case analysis, field training, etc.

Orientation training, new employee training, institutional training, and training on knowledge and skills for new employees  
針對新員工開展的入職培訓、新員工培訓、制度培訓、應知應會培訓

Provide orientation targeted training for relevant personnel in various professional fields such as cost management, engineering management, engineering project application, engineering design, bidding and procurement, and capital operation  
針對性地為相關人員提供培訓，涉及成本管理、工程管理、工程項目申請、工程設計、招標採購、資本運營等多個專業範疇

During the Reporting Period, the Group conducted 117 training sessions, including 54 management training sessions, 30 special training sessions, 23 basic training sessions and 10 professional training sessions.

### 工作時數與假期

本集團已制定《考勤與假期管理制度》，列明工作時間和員工工作時數。若員工因工作需要，在公休假日或法定假日工作，本集團會為員工安排調休或提供加班薪酬。本集團確保員工依法享有法定節日假、年休假、婚假、喪假、產假、哺乳假、陪产假等。此外，本集團更為員工提供學習假，鼓勵員工持續進修，提升工作技能或職業資格。此外，本集團實行員工每週工作時間不超過四十個小時的工時制度。若員工因工作需要或意外情況，可自願提出臨時工作時間調整的申請。本集團不會以任何形式強迫員工在指定工作時間範圍外進行工作。

### 培訓與發展

本集團致力為員工建立廣闊的職業發展平台，並提供所需資源，持續提升員工的知識和技能。本集團通過設立《培訓管理制度》規範培訓管理體系，促進各業務標準流程的落地執行，幫助員工全面提升自身的專業能力、管理能力、職業道德修養及執行力。為優化資源分配，本集團每年均會制定年度培訓計劃，並檢視實行情況。本集團積極為員工提供不同類型的培訓，並通過授課、案例分析、小組討論、實地培訓等多種形式開展培訓。

Carry out training in the form of "LVGEM's Vision Presentation" and "LVGEM Forum", and the training content includes team building, operation management, effective communication, performance system, etc.  
以「綠景宣講團」、「綠景論壇」等形式開展培訓，培訓內容包括團隊建設、運營管理、有效溝通、績效體系等

Carry out special training, including team building, three-transformation construction, talent construction, lecturer training, etc.  
開展特定專題培訓，包括團隊建設專題、三化建設專題、人才建設專題、講師培養專題等

於本報告期內，本集團實際開展培訓117場，包括管理培訓54場、專題培訓30場、基礎培訓23場、專業培訓10場。



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Professional training of technical training (elevator knowledge training)  
專業培訓之技術培訓(電梯知識培訓)



Management Training "LVGEM Forum"  
管理培訓之「綠景論壇」



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## 環境、社會及管治報告

### 5.3. Employees' Health and Safety

The Group has always attached great importance to the occupational safety and health of employees. In addition to complying with relevant laws and regulations, we require our employees, contractors and other relevant personnel to comply with the Group's safety requirements during the construction process. At the same time, the Group continuously improves the safety management system and also focuses on cultivating employees' safety awareness in daily operations and establishing relevant preventive measures. The Group protects the health and safety of employees from various aspects such as system implementation, training management, assessment, and rectification.

The Group has specifically formulated operation manuals such as the *Guidelines for Civilised Construction Management*, the *Emergency Response Plan*, the *Guidelines for Project Inspection*, and the *Safety Organization Management System* for construction projects to improve the quality of project management, standardise rectification and preventive control measures, and eliminate or reduce potential safety hazards and quality risks. During project construction, the Group conducts safety and civilisation inspection on projects inspection, including safety protection, mechanical equipment, safe electricity, material stacking, on-site fire protection, etc., to ensure the safety and environment of the construction site. In the past three years (including the Reporting Period), the number and rate of work-related fatalities in the Group were zero.

The Group regularly organises fire drills to help employees familiarise themselves with the operation methods of fire-fighting equipment and the handling process after the occurrence of fire emergencies, deepen their understanding of the fire prevention system and fire escape routes and enhance their awareness of fire safety.



Fire drill  
消防演習

### 5.3. 員工安全與健康

本集團一直以來高度重視員工的職業安全與健康。除了遵守相關法律法規，我們要求員工、承建商和其他相關人員在工程建設過程中須遵從本集團的安全要求。同時，本集團不斷完善安全管理體系，亦在日常運營中注重培養員工的安全意識，建立相關的防範措施。本集團從制度落實、培訓管理、考核糾正等多方面著手，保護員工的健康安全。

本集團針對施工項目專門制定了《文明施工管理工作指引》、《應急和應急響應方案》、《項目工程巡檢工作指引》、《安全組織管理制度》等操作手冊，提升工程項目管理質量，規範整改和預防控制措施，消除或降低潛在的安全隱患和質量風險。本集團於項目施工期間進行工程巡檢安全文明檢查，檢查內容包括安全防護、機械設備、安全用電、材料堆放、現場消防等，保障施工現場的安全及環境。於過去三年(包括本報告期)，本集團因工亡故的人數及比率為零。

本集團定期組織消防演習活動，協助員工熟悉掌握消防設備的操作方法及發生火災緊急情況後的處理流程，加深員工對防火制度及消防逃生路線的了解，增強員工的消防安全意識。



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During the Reporting Period, with the joint efforts of the whole society, COVID-19 was effectively controlled, but there were still sporadic confirmed cases across the country. With the protection of employees' health as our main concern, the Group strengthened its protection from four aspects, namely improving the prevention and control mechanism, stockpiling pandemic prevention materials, strengthening pandemic prevention publicity, and implementing pandemic prevention measures, to face the challenges brought by the recurrence of the pandemic boldly. In addition, we also encourage employees to receive booster vaccinations, which has also received positive responses from employees.

### 6. Growing with our Society, Creating Cultural Values

The Group insists on growing with the society, pays close attention to social issues, and integrates social development needs into corporate practices. Leveraging our resources and advantages, we actively carry out various community activities and make various community investments to contribute to community-friendly development.

While we are committed to developing our own business, we also pay attention to the contribution to social development. During the Reporting Period, the Group actively participated in various public welfare activities and donated more than RMB2.8 million to schools, charity associations, and, other organisations; In addition, the Group pays full attention to the vulnerable groups in the communities it manages and actively helps them solve difficulties in their daily life.

於本報告期內，在全社會的共同努力下，新冠疫情得到了有效控制，但全國各地仍有零星確診病例出現，本集團以保障員工健康為首要考慮，從完善防控機制、儲備防疫物資、加強防疫宣傳、落實防疫措施四方面加強防護，勇敢面對疫情反復帶來的挑戰。此外，我們亦鼓勵員工接種加強針疫苗，此舉也得到了員工的積極響應。

### 6. 與社會偕行，創造文明價值

本集團堅持與社會同行，高度關注社會問題，將社會發展需求融入企業實踐中。我們利用自身資源與優勢，積極開展各類社區活動、進行各類社區投資，助力社區友好發展。

我們在致力發展自身業務的同時，亦注重對社會發展的貢獻。於本報告期內，本集團積極參與各類公益活動，向學校、慈善會等組織進行捐贈，總數超過280萬元人民幣；此外，本集團充分關注所管理社區中的弱勢群體，積極幫助其解決日常生活中的困難。

### Case: Donation to Huazhou LVGEM Primary School

案例：化州市綠景花城小學捐款

On 6 January 2021, the donation ceremony of LVGEM Charity Foundation for Huazhou LVGEM Primary School was held in a classroom. At the conference, general manager Chen Jian of Huazhou LVGEM Real Estate Company was appointed by LVGEM Charity Foundation to donate children's publications of RMB300,000 and RMB40,000 to LVGEM Huacheng Primary School to promote educational needs.

二零二一年一月六日，綠景慈善基金會對綠景花城小學的捐贈儀式在化州市綠景花城小學階梯教室舉行。大會上，化州綠景地產公司陳建總經理受綠景慈善基金會委託，向綠景花城小學捐贈30萬元及價值4萬元的少兒刊物，助力教育提升。



### Case: Care Activities for the Underprivileged in the Community

案例：社區內弱勢群體關愛活動

We held the "Caring Empty Nesters" activity in LVGEM Hongwan Garden, and held birthday parties and tea parties for the elderly; In addition, we organised caring activities for children and helped young people grow up healthily.

我們於綠景虹灣花園舉行了「關愛空巢老人」活動，舉辦老人生日會和茶話會等；此外，舉辦關愛兒童活動，幫助青少年健康成長。



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## 環境、社會及管治報告

### 7. Sustainability Performance Indicators

### 7. 可持續發展績效指標

#### 7.1. Environmental Performance Indicators

We have calculated the environmental data of emissions and use of resources in the office area of the Group's headquarters in Shenzhen (a total of 6 floors are for self-use offices in Shenzhen LVGEM NEO).

#### 7.1. 環境績效指標

我們統計了本集團總部深圳辦公區域(位於深圳綠景NEO大廈，共有6層屬於自用辦公)在排放物和資源使用方面的環境數據。

Indicator 名稱	Unit 單位	2021 二零二一年	2010 二零二零年
<b>Air Pollutant Emissions<sup>1</sup></b>			
<b>大氣污染物排放量<sup>1</sup></b>			
NO <sub>x</sub> 氮氧化物(NO <sub>x</sub> )	kg 千克	181.68	213.12
SO <sub>x</sub> 硫氧化物(SO <sub>x</sub> )	kg 千克	1.32	1.27
CO 一氧化碳(CO)	kg 千克	233.66	163.64
PM <sub>2.5</sub> 細顆粒物 (PM <sub>2.5</sub> )	kg 千克	1.03	0.73
PM <sub>10</sub> 可吸入顆粒物 (PM <sub>10</sub> )	kg 千克	1.04	0.73
<b>Resource Consumption and Intensity<sup>2</sup></b>			
<b>資源消耗量及密度<sup>2</sup></b>			
Direct Energy Consumption 直接能源消耗量	MWh 兆瓦時	583.99	498.92
Direct Energy Consumption Intensity 直接能源消耗密度	MWh/person 兆瓦時/人	1.64	1.44
- Natural Gas Consumption <sup>3</sup> - 天然氣消耗總量 <sup>3</sup>	M <sup>3</sup> 立方米	17,006.00	20,481.00
- Gasoline Consumption (Vehicle) - 汽油消耗總量 (汽車)	L 升	43,010.50	29,825.02
Indirect Energy Consumption 間接能源消耗量	MWh 兆瓦時	961.37	1,012.37
Indirect Energy Consumption Intensity 間接能源消耗密度	MWh/person 兆瓦時/人	2.69	2.92
- Electricity Consumption - 電力消耗總量	kWh 千瓦時	961,374.00	1,012,374.00
Water Consumption <sup>4</sup> 總耗水量 <sup>4</sup>	Tonnes 噸	4,186.00	4,522.00
Water Consumption Intensity 總耗水密度	Tonnes/person 噸/人	11.73	13.03

<sup>1</sup> The Group's air pollutant emissions are derived from the Shenzhen office area, and includes the data of cooking natural gas and vehicle emissions. There were 15 official vehicles in 2021 and 13 official vehicles in 2020. The calculation method of air pollutant emission data refers to the *Technical Guide for Air Pollutant Emission Inventory for On-Road Vehicles (Trial Implementation)* and the *Handbook on Emission Coefficients of Industrial Pollution Sources of the First National Census of Pollution Sources* issued by the Ministry of Ecology and Environment of the People's Republic of China.

<sup>2</sup> The environmental data density is calculated based on the number of employees in the office area of the headquarters in Shenzhen, which was 357 in 2021 and 347 in 2020.

<sup>3</sup> Natural gas consumption came from liquefied natural gas used in staff canteens in Shenzhen office areas.

<sup>4</sup> The daily water consumption is mainly supplied from the municipal water network, and there is no difficulty in sourcing water.

<sup>1</sup> 本集團的大氣污染物排放量來源於總部深圳辦公區，並包括煮食天然氣和汽車排放的數據。二零二一年有15輛公務車輛，二零二零年有13輛公務車輛。大氣污染物排放數據的計算方法參考自中華人民共和國生態環境部發佈的《道路機動車大氣污染物排放清單編製技術指南(試行)》及《第一次全國污染源普查工業污染源產排污係數手冊》。

<sup>2</sup> 環境數據密度採用總部深圳辦公區域人數計算，二零二一年年為357人，二零二零年為347人。

<sup>3</sup> 天然氣消耗量來源於總部深圳辦公區域員工食堂所使用的天然氣。

<sup>4</sup> 日常用水主要來自市政管網供水，並無求取水源上的困難。

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Indicator 名稱	Unit 單位	2021 二零二一年	2010 二零二零年
<b>Greenhouse Gas Emissions and Intensity<sup>5</sup></b>			
<b>溫室氣體排放量及密度<sup>5</sup></b>			
Emissions from Vehicle (Scope 1) 車輛溫室氣體排放 (範圍一)	Tonnes CO2e 噸二氧化碳當量	98.87	68.58
Emissions from Natural Gas (Scope 1) 天然氣使用溫室氣體排放 (範圍一)	Tonnes CO2 噸二氧化碳	36.77	44.28
Emissions from electricity Consumption (Scope 2) 電力使用溫室氣體排放 (範圍二)	Tonnes CO2e 噸二氧化碳	561.35	617.65
Total Emissions of Greenhouse Gas 總溫室氣體排放量	Tonnes CO2e 噸二氧化碳當量	696.99	730.51
Total Emission Intensity of Greenhouse Gas 總溫室氣體排放密度	Tonnes CO2e/person 噸二氧化碳當量/人	1.95	2.11
<b>Hazardous Wastes Production and Intensity<sup>6</sup></b>			
<b>有害廢棄物產生量及密度<sup>6</sup></b>			
Generation of Waste Batteries 廢電池產生量	kg 千克	0.55	0.73
Generation Intensity of Waste Batteries 廢電池產生密度	kg/person 千克/人	0.002	0.002
Generation of Waste Toner Cartridges 廢硒鼓產生量	kg 千克	7.90	8.50
Generation Intensity of Waste Toner Cartridges 廢硒鼓產生密度	kg/person 千克/人	0.02	0.02
Generation of Waste Cartridges 廢墨水匣產生量	kg 千克	0	0
Generation Intensity of Waste Cartridges 廢墨水匣產生密度	kg/person 千克/人	0	0
Generation of Waste Fluorescent Tubes 廢熒光燈管產生量	kg 千克	26.90	31.10
Generation Intensity of Waste Fluorescent Tubes 廢熒光燈管產生密度	kg/person 千克/人	7.90	0.09
<b>Non-hazardous Waste Production and Intensity<sup>7</sup></b>			
<b>無害廢棄物產生量及密度<sup>7</sup></b>			
Generation of Waste Plastic Bottles 廢塑膠瓶產生量	kg 千克	50.00	56.00
Generation Intensity of Waste Plastic Bottles 廢塑膠瓶產生密度	kg/person 千克/人	0.14	0.16
Generation of Wastepaper 廢紙產生量	kg 千克	54.00	62.00
Generation Intensity of Wastepaper 廢紙產生密度	kg/person 千克/人	0.15	0.18
Generation of Domestic Waste 生活垃圾產生量	kg 千克	519.00	545.00
Generation Intensity of Domestic Waste 生活垃圾產生密度	kg/person 千克/人	1.45	1.57

<sup>5</sup> The calculation method of greenhouse gas emission (scope 1) data refers to the *Accounting Methods and Reporting Guidelines for Greenhouse Gas Emissions of Road Transport Enterprises (Trial)* and the *Accounting and Reporting of Greenhouse Gas Emission from Public Building Operators (Trial)* issued by the Ministry of Ecology and Environment of the People's Republic of China. The calculation method of greenhouse gas emission (scope 2) data refers to the 2021 national grid average emission factor of the *Guidelines for Accounting and Reporting Greenhouse Gas Emissions for Power Generation Facilities (2021 Revision)* issued by the Ministry of Ecology and Environment of the People's Republic of China.

<sup>6</sup> The hazardous wastes generated shall be recycled and processed by the third-party licensed organisation.

<sup>7</sup> The non-hazardous waste produced is sorted and stored in a designated recycling location, and the domestic waste is regularly cleaned and transported by a third-party agency.

<sup>5</sup> 溫室氣體(範圍一)排放數據的計算方法參考中華人民共和國生態環境部發佈的《陸上交通運輸企業溫室氣體排放核算方法與報告指南(試行)》及《公共建築運營單位(企業)溫室氣體排放核算方法和報告指南(試行)》。溫室氣體(範圍二)排放數據的計算方法參考中國生態環境部發佈的《企業溫室氣體排放核算方法與報告指南發電設施(2021年修訂版)》(徵求意見稿)修訂說明中的全國電網平均排放因子。

<sup>6</sup> 所產生的有害廢棄物全部交由第三方具資質機構回收處置。

<sup>7</sup> 所產生的無害廢棄物，分類存放至專門回收處，生活垃圾則委託由協力廠商機構定期清運。



# Environmental, Social & Governance Report

## 環境、社會及管治報告

### 7.2. Social Performance Indicators

### 7.2. 社會績效指標

Indicators 名稱		Unit 單位	2021 二零二一年	
<b>Number of Employees (As of 31 December 2021)</b> 員工數目 (截至二零二一年十二月三十一日)				
Number of Employees by Gender 按性別劃分	Male 男性	Person 人	1,354	
	Female 女性	Person 人	903	
Number of Employees by Employment Type 按僱傭類型劃分	Full-time 全職	Person 人	2257	
	Part-time 兼職	Person 人	0	
	<30 <30歲	Person 人	1,123	
Number of Employees by Age Group 按年齡組別劃分	30-50 30-50歲	Person 人	1,082	
	>50 >50歲	Person 人	52	
	Number of Employees by Geographical Region 按地區劃分	Mainland China 中國內地	Person 人	2,242
		Hong Kong 香港	Person 人	15
<b>Employee Turnover Rate<sup>8</sup></b> 員工流失率 <sup>8</sup>				
Employee Turnover Rate by Gender 按性別劃分	Male 男性	%	23.49%	
	Female 女性	%	14.95%	
Employee Turnover Rate by Age Group 按年齡組別劃分	<30 <30歲	%	16.21%	
	30-50 30-50歲	%	23.84%	
	>50 >50歲	%	25.00%	
	Employee Turnover Rate by Geographical Region 按地區劃分	Mainland China 中國內地	%	19.63%
Hong Kong 香港		%	86.67%	

<sup>8</sup> The formula for calculating employee training rate by category is as follows: the number of employees undergoing training in a category/ the total number of employees in the category as at the end of the Reporting Period x 100%.

<sup>8</sup> 各類別的員工受訓百分比計算公式為：該類別的受訓員工人數/截至本報告期末該類別的總員工人數 x 100%。

# Environmental, Social & Governance Report

## 環境、社會及管治報告

Indicators 名稱		Unit 單位	2021 二零二一年
<b>Safety</b> 安全			
Number of Work-Related Fatalities 因工作關係而死亡的人數		Person 人	0
Rate of Work-Related Fatalities 因工作關係而死亡的比率		%	0
Lost Days due to Work Injury 因工傷損失工作日數		Day 天	0
<b>Percentage of Employees Trained<sup>9</sup></b> 受訓員工百分比 <sup>9</sup>			
By Gender 按性別劃分	Male 男性	%	67
	Female 女性	%	33
By Employee Category 按僱員類別劃分	Senior Management 高層	%	1
	Middle Management 中層	%	7
	General Staff 基層	%	92
<b>Average Training Hours Completed per Employee</b> 每名員工完成受訓的平均時數			
By Gender 按性別劃分	Male 男性	Hour 小時	4.56
	Female 女性	Hour 小時	3.88
By Employee Category 按僱員類別劃分	Senior Management 高層	Hour 小時	3.15
	Middle Management 中層	Hour 小時	6.12
	General Staff 基層	Hour 小時	9.63
<b>Number of Suppliers by Geographical Region</b> 按地區劃分的供應商數目			
因二零二一年度數據系統處於完善過程中，未來會對供應商數目進行統計並在ESG報告中進行披露。			
As the 2021 data system is in the process of enhancement, the number of suppliers will be counted and disclosed in the ESG report in the future.			
<b>Quality</b> 質量			
Percentage of Total Products Sold or Shipped Subject to Recalls for Safety and Health Reasons 因安全與健康理由而須重建或退回的發展項目的百分比		%	0
Complaint 投訴			
Number of Products and Service-Related Complaints Received 接獲有關產品及服務的投訴數目		Case 宗	847
Percentage of Resolved Complaints 投訴解決率		%	99.88%
<b>Number of corruption cases</b> 貪污訴訟案件數目			
Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees 對本集團或其員工提出並已審結的貪污訴訟案件的數目		Case 宗	0

<sup>9</sup> The formula for calculating employee training rate by category is as follows: the number of employees undergoing training in a category/ the total number of employees in the category as at the end of the Reporting Period x 100%.

<sup>9</sup> 各類別的員工受訓百分比計算公式為：該類別的受訓員工人數/截至本報告期末該類別的總員工人數 x 100%。

# Environmental, Social & Governance Report

## 環境、社會及管治報告

### Appendix 1 Laws and Regulations

During the Reporting Period, the Group did not violate any laws and regulations that have a significant impact on the Group relating to emissions, employment, health and safety, labour standards, product responsibility, and anti-corruption. For details, please refer to the table below.

#### Laws and regulations relating to the disclosure aspects of the ESG Guide of the SEHK that have a significant impact on the Group

##### Emissions

*Environmental Protection Law of the People's Republic of China*  
*Law of the People's Republic of China on the Prevention and Control of Environmental Pollution Caused by Solid Wastes*  
*Energy Conservation Law of the People's Republic of China*  
*Cleaner Production Promotion Law of the People's Republic of China*  
*Law of the People's Republic of China on Environmental Impact Assessment*  
*Provisions on the Administration of Urban Construction Garbage*  
*Urban and Rural Living Garbage Treatment Ordinance of Guangdong*  
*Regulations of the Shenzhen Special Economic Zone on the Environmental Protection of Construction Projects*

##### Employment

*Labour Law of the People's Republic of China*  
*Labour Contract Law of the People's Republic of China*  
*Employment Promotion Law of the People's Republic of China*  
*Social Insurance Law of the People's Republic of China*  
*Labour Dispute Mediation and Arbitration Law of the People's Republic of China*

##### Health and Safety

*Production Safety Law of the People's Republic of China*  
*Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases*  
*Fire Control Law of the People's Republic of China*

##### Labour Standard

*Law of the People's Republic of China on the Protection of Minors*  
*Provisions on the Prohibition of Using Child Labour*

##### Product Responsibilities

*Standardisation Law of the People's Republic of China*  
*Product Quality Law of the People's Republic of China*  
*Advertising Law of the People's Republic of China*

##### Anti-corruption

*Criminal Law of the People's Republic of China*  
*Anti-Money Laundering Law of the People's Republic of China*  
*Anti-Unfair Competition Law of the People's Republic of China*  
*Prevention of Bribery Ordinance*

### 附錄一 法律法規

於本報告期內，本集團未有違反與排放物、僱傭、健康與安全、勞工準則、產品責任和反貪污範圍相關並對本集團產生重大影響的法律法規，詳情請參閱下表。

#### 與香港聯交所《ESG指引》的披露層面相關並對本集團有重大影響的法律法規

##### 排放物

《中華人民共和國環境保護法》  
《中華人民共和國固體廢物污染環境防治法》  
  
《中華人民共和國節約能源法》  
《中華人民共和國清潔生產促進法》  
《中華人民共和國環境影響評價法》  
《城市建築垃圾管理規定》  
《廣東省城鄉生活垃圾處理條例》  
《深圳經濟特區建設項目環境保護條例》

##### 僱傭

《中華人民共和國勞動法》  
《中華人民共和國勞動合同法》  
《中華人民共和國就業促進法》  
《中華人民共和國社會保險法》  
《中華人民共和國勞動爭議調解仲裁法》

##### 健康與安全

《中華人民共和國安全生產法》  
《中華人民共和國職業病防治法》  
  
《中華人民共和國消防法》

##### 勞工準則

《中華人民共和國未成年人保護法》  
《禁止使用童工規定》

##### 產品責任

《中華人民共和國標準化法》  
《中華人民共和國產品質量法》  
《中華人民共和國廣告法》

##### 反貪污

《中華人民共和國刑法》  
《中華人民共和國反洗錢法》  
《中華人民共和國反不正當競爭法》  
《防止賄賂條例》

### Appendix 2 Content Index of Environmental, Social and Governance Reporting Guide

### 附錄二《環境、社會及管治報告指引》內容索引

Content 內容	Reference Chapters/Remarks 披露章節/解釋
<b>A. Environmental</b>	
<b>A. 環境</b>	
Aspect A1: Emissions A1: 排放物	General Disclosure 一般披露
	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料
A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放資料
A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g., per unit of production volume, per facility). 直接(範圍1)及能源間接(範圍2)溫室氣體排放量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g., per unit of production volume, per facility). 所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g., per unit of production volume, per facility). 所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)
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。
A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps are 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。
	4.2. Green Construction 4.3. Green Community 4.2. 綠色施工 4.3. 綠色社區
	7.1. Environmental Performance Indicators 7.1. 環境績效指標
	7.1. Environmental Performance Indicators 7.1. 環境績效指標
	7.1. Environmental Performance Indicators 7.1. 環境績效指標
	7.1. Environmental Performance Indicators 7.1. 環境績效指標
	4.2. Green Construction 4.3. Green Community 7.1. Environmental Performance Indicators 4.2. 綠色施工 4.3. 綠色社區 7.1. 環境績效指標
	4.2. Green Construction 4.3. Green Community 7.1. Environmental Performance Indicators 4.2. 綠色施工 4.3. 綠色社區 7.1. 環境績效指標

# Environmental, Social & Governance Report

## 環境、社會及管治報告

### Content

#### 內容

Aspect 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
A2.1		Direct and/or indirect energy consumption by type (e.g. electricity, gas, or oil) in total (kWh in '000s) and intensity (e.g., per unit of production volume, per facility). 按類型劃分的直接及/或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)
A2.2		Water consumption in total and intensity (e.g., per unit of production volume, per facility). 總耗水量及密度(如以每產量單位、每項設施計算)
A2.3		Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。
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。
A2.5		Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位估量
A3: The Environment and Natural Resources A3: 環境及天然資源	General Disclosure 一般披露	Policies on minimising the issuer's significant impact 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
A3.1		Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動
A4: Climate Change A4: 氣候變化	General Disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策
A4.1		Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動

### Reference Chapters/Remarks

#### 披露章節/解釋

4.2. Green Construction
4.3. Green Community
4.2. 綠色施工
4.3. 綠色社區
7.1. Environmental Performance Indicators
7.1. 環境績效指標
7.1. Environmental Performance Indicators
7.1. 環境績效指標
4.2. Green Construction
4.3. Green Community
4.2. 綠色施工
4.3. 綠色社區
4.3. Green Community
7.1. Environmental Performance Indicators
4.3. 綠色社區
7.1. 環境績效指標
* The use of packaging materials for finished products is not related to the Group's business
* 製成品的包裝材料使用與本集團業務不相關
4.1. Green Design
4.2. Green Construction
4.3. Green Community
4.1. 綠色設計
4.2. 綠色施工
4.3. 綠色社區
4.1. Green Design
4.2. Green Construction
4.3. Green Community
4.1. 綠色設計
4.2. 綠色施工
4.3. 綠色社區
4. Growing with our Environment, Embracing a Green Future
4. 與環境偕行，擁抱綠色未來
4. Growing with our Environment, Embracing a Green Future
4. 與環境偕行，擁抱綠色未來

# Environmental, Social & Governance Report

## 環境、社會及管治報告

Content 內容			Reference Chapters/Remarks 披露章節/解釋
<b>B. Social</b>			
<b>B. 社會</b>			
B1: Employment B1: 僱傭	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	5.1. Talent Attraction 5.2. Talent Retention 5.1. 人才吸納 5.2. 人才保留
	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	7.2. Social Performance Indicators 7.2. 社會績效指標
	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	7.2. Social Performance Indicators 7.2. 社會績效指標
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員工避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	5.3. Employees' Health and Safety 5.3. 員工安全與健康
	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）因工作關係而死亡的人數及比率	7.2. Social Performance Indicators 7.2. 社會績效指標
	B2.2	Lost days due to work injury. 因工傷損失工作日數	7.2. Social Performance Indicators 7.2. 社會績效指標
	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	5.3. Employees' Health and Safety 5.3. 員工安全與健康
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. 有關提升員工履行工作職責的知識及技能的政策。描述培訓活動	5.2. Talent Retention 5.2. 人才保留
	B3.1	The percentage of employees trained by gender and employee category (e.g., senior management, middle management). 按性別及僱員類別（如高級管理層、中級管理層等）劃分的受訓僱員百分比	7.2. Social Performance Indicators 7.2. 社會績效指標
	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	7.2. Social Performance Indicators 7.2. 社會績效指標

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#### 內容

B4: Labour Standards B4：勞工準則	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料
B4.1		Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工
B4.2		Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟
B5: Supply Chain Management B5：供應鏈管理	General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策
B5.1		Number of suppliers by geographical region. 按地區劃分的供應商數目
B5.2		Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法
B5.3		Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法
B5.4		Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。

### Reference Chapters/Remarks

#### 披露章節/解釋

5.1. Talent Attraction
5.2. Talent Retention
5.1. 人才吸納
5.2. 人才保留
5.1. Talent Attraction
5.2. Talent Retention
5.1. 人才吸納
5.2. 人才保留
During the Reporting Period, there was no reported case of child labour and forced labour in the Group. 於本報告期內，本集團並未發生聘用童工和強制勞工的違規情況。
3.4. Sustainable Supply Chain
3.4. 打造可持續供應鏈
7.2. Social Performance Indicators
7.2. 社會績效指標
3.4. Sustainable Supply Chain
3.4. 打造可持續供應鏈
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3.4. 打造可持續供應鏈

# Environmental, Social & Governance Report

## 環境、社會及管治報告

Content 內容		Reference Chapters/Remarks 披露章節/解釋
B6: Product Responsibility B6：產品責任	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料
		3.1. Creating New Communities 3.2. Enhancing Customer Experience 3.3. Fighting the Pandemic Together  * Labelling of products and services is not relevant to the Group's business  3.1. 創建新社區 3.2. 提升客戶體驗 3.3. 攜手齊心抗疫情  * 產品和服務的標籤與本集團業務不相關
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	7.2. Social Performance Indicators 7.2. 社會績效指標
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	3.2. Enhancing Customer Experience 7.2. Social Performance Indicators 3.2. 提升客戶體驗 7.2. 社會績效指標
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	3.2. Enhancing Customer Experience 3.2. 提升客戶體驗
B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收方式	3.1. Creating New Communities 3.2. Enhancing Customer Experience  * Product recall procedures are not relevant to the Group's business 3.1. 創建新社區 3.2. 提升客戶體驗 * 產品回收方式與本集團業務不相關
B6.5	Description of consumer data protection and privacy policies, 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	3.2. Enhancing Customer Experience 3.2. 提升客戶體驗



# Environmental, Social & Governance Report

## 環境、社會及管治報告

### Content

#### 內容

B7: Anticorruption B7: 反貪污	General Disclosure 一般披露	<p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.</p> <p>有關防止賄賂、勒索、欺詐及洗黑錢的：</p> <p>(a) 政策；及</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例的資料</p> <p>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</p> <p>B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報方式，以及相關執行及監察方法</p> <p>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</p>
B8: Community Investment B8: 社區投資	General Disclosure 一般披露	<p>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</p> <p>B8.1 Focus areas of contribution (e.g., education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇（如教育、環境事宜、勞工需求、健康、文化、體育）</p> <p>B8.2 Resources contributed (e.g. money or time) to the focus area. 在專注範疇所動用資源（如金錢或時間）</p>

### Reference Chapters/Remarks

#### 披露章節/解釋

2.4. Strengthening Compliant Operation 2.4. 加強合規經營
7.2. Social Performance Indicators 7.2. 社會績效指標
2.4. Strengthening Compliant Operation 2.4. 加強合規經營
2.4. Strengthening Compliant Operation 2.4. 加強合規經營
3.3. Fighting the Pandemic Together 6. Growing with our People, Achieving Prosperity 3.3. 攜手齊心抗疫情 6. 與社會偕行，創造文明價值
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**L.gem** 綠景(中國)地產投資有限公司  
LVGEM (CHINA) REAL ESTATE INVESTMENT COMPANY LIMITED

(於開曼群島註冊成立之有限公司)

(Incorporated in the Cayman Islands with limited liability)

香港聯交所股份代號: 95 HKSE Stock Code: 95

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