



寶新金融集團有限公司

GLORY SUN FINANCIAL GROUP LIMITED

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立的有限公司)

(Stock Code 股份代號 : 01282)

2021

ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT

環境、社會及
管治報告



<http://www.hk1282.com>

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INTRODUCTION

As a good corporate citizen, Glory Sun Financial Group Limited together with its subsidiaries (collectively the “Group”, the “Company”, “we” or “us”) actively respond to the national green development concept. The Group carries out measures such as green operation and green service. The concept of sustainable development is integrated into the product research and development, design, construction, and management processes. In addition, the Group strictly controls the emissions of various pollutants, improves energy and resources efficiency, and comprehensively develops the operation philosophy of corporate sustainable development.

We devote ourselves to fulfilling customers’ expectations for a healthy and beautiful life. Through the improvement of product quality for satisfying the customers’ needs, the Group has realized the whole realignment of product and lifestyle. We will continue to enhance product competitiveness, make efficient use of resources, continue to promote energy conservation and emission reduction, and adhere to the practices of recycling. The efficiencies of low-carbon operation and green services are further improved, while the content and depth of customer service are expanded continuously. Meanwhile, we actively adapt to the market, deeply explore user needs, and develop diversified, thematic and featured service items to improve the experience and convenience of consumption.

We always adhere to the responsible concept of putting people first and treating employees well. The Group has firmly implemented the talent strategy and fully considered the diversity of employees and their equal opportunities. While enhancing the building of the Company’s team of talents, the Group constantly improves the welfare system and caring measures for employees to wholeheartedly care for and accompany each employee’s growth.

In future, the Group will continue to focus on living, life, and sustainable development of environment, act actively to fulfill its social responsibility, and disclose and respond to the environmental, social and corporate governance issues concerned by investors on an ongoing basis.

序言

寶新金融集團有限公司及其附屬公司(統稱「本集團」、「本公司」或「我們」)作為一家良好企業公民，我們回應國家綠色發展理念，大力推行綠色運營、綠色服務等舉措，在產品研發、設計、建造、管理環節融入可持續發展理念，並嚴格控制各類污染物排放，提升能源資源使用效率，全面構建企業可持續發展的經營理念。

我們傾注心力滿足客戶對健康美好生活的期望，圍繞客戶需求提高產品品質，實現產品和生活方式的全面重塑。我們將不斷提升產品力，高效利用資源，持續推進節能減排、循環經濟措施，進一步提升低碳運營和綠色服務效率，並持續拓展客戶服務的內容和深度。同時，我們主動順應市場，深度挖掘用戶需求，開發多樣化、主題性、特色類的服務項目，增強消費的體驗感和便利度。

我們始終堅持以人為本、善待員工的責任理念，紮實推進人才戰略，並充分考慮員工多元化和機會平等，在加強企業人才隊伍建設的同時，不斷完善福利體系與員工關懷措施，用心關愛與陪伴每一位員工的成長。

在未來，本集團將持續關注人居、生活與環境的可持續發展，積極踐行社會責任，持續披露與回應投資者關心的環境、社會及企業管治方面的議題。

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MESSAGE FROM THE CHAIRMAN

I am pleased to present the 2021 Environmental, Social and Governance Report (the “**Report**”) of the Group. Regarding the development direction of sustainable development, the Company has always integrated sustainable development into the Group’s strategic level and has also incorporated the concept into the business development plan. We have also carried out a series of effective measures such as green building, green construction, green operation, and green office. In addition, the Company will make efficient use of resources, continue to promote energy conservation and emission reduction, and adhere to the practices of recycling and low-carbon operation.

Looking ahead to the future, the Company will strive to build “a community of interests and causes” by continuously optimizing the staff development programs to implement diversified development paths and provide a platform for employees to develop and enhance their values. The Group will continue its determined commitment to expand vision for ESG. The Group will ensure that all sustainable development measures are implemented in a timely manner in order to create true values for our customers, stakeholders and communities.

Finally, I would like to thank all Directors, employees and stakeholders for their tireless efforts in implementing the Group’s sustainable development initiatives during the relevant reporting period.

主席的話

本人欣然提呈本集團之二零二一年度環境、社會及管治報告(「**本報告**」)。於可持續發展的拓展方向上，本公司一直將可持續發展融匯至本集團的戰略層面，納入經營發展規劃中，堅持推行綠色建築、綠色施工、綠色運營、綠色辦公等多項有效舉措，將高效利用資源，持續推進節能減排、循環經濟措施，踐行低碳經營。

展望未來，本公司將努力著力構建「利益共同體、事業共同體」，通過不斷優化員工培養體系，推行多元發展路徑，提供員工發揮自我價值的工作平台。此外，本集團繼續盡心盡力地拓展環境、社會及管治方面的視野，確保一切可持續發展舉措得以及時實行，為我們的客戶、持份者及社區帶來真正的價值。

最後，本人謹此感謝各位董事、員工及持份者於有關報告期間內為實施本集團可持續發展舉措付出不懈的努力。

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STATEMENT OF THE BOARD

Glory Sun Financial Group Limited (the “**Company**”) and its subsidiaries (collectively the “**Group**”) have raised the priority of sustainable development to the Group’s strategic level and has also incorporated the concept into the business development plan. By carrying out a series of effective measures such as green building, green construction, green operation, and green office, the concept of sustainable development is being integrated into the product research and development, design, production and management processes. In addition, the Group will make efficient use of resources, continue to promote energy conservation and emission reduction, and adhere to the practices of recycling and low-carbon operation. It has been the understanding of the Group that the realization of quality growth should always be led by the origin of the product itself, through the improvement of product quality for satisfying the customers’ needs and the whole realignment of product and lifestyle. All in all, the growth of the community can be attained by focusing the diversified experience of the customers to assure family and neighbors grow altogether in a good community ecology.

The Group has strived to build “a community of interests and causes” by continuously optimizing the staff development programs to implement diversified development paths and provide a platform for employees to develop and enhance their values. As a “warm” enterprise, while focusing on its own economic results and maintaining stable production and operation, the Group has actively carried out its social responsibility through strongly supporting the construction of neighboring communities, and discharging the significant role of an enterprise in the powerful support over the poverty alleviation.

董事會聲明

寶新金融集團有限公司(「**本公司**」)及其附屬公司(合稱「**本集團**」)將可持續發展提升到本集團的戰略層面，納入經營發展規劃中，堅持推行綠色建築、綠色施工、綠色運營、綠色辦公等多項有效舉措，在產品研發、設計、生產、管理環節融入可持續發展理念，將高效利用資源，持續推進節能減排、循環經濟措施，踐行低碳經營。本集團認為，踐行有質量的增長應當以回歸產品本身為主導，圍繞客戶需求提高產品品質，實現產品和生活方式的全面重塑。我們希望從客戶多元化的體驗出發，構築社區的生長性，令家人與友鄰在良好的社區生態中共同成長。

本集團努力著力構建「利益共同體、事業共同體」，通過不斷優化員工培養體系，推行多元發展路徑，提供員工發揮自我價值的工作平台。作為一家「有溫度」的企業，本集團在注重企業自身經濟效益，保持生產經營穩定的同時，積極履行社會責任，大力支持企業周邊社區建設，最大限度地發揮企業在扶貧中的強大力量。

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INFORMATION ABOUT THE REPORT

ABOUT THE REPORT

Glory Sun Financial Group Limited (the “**Company**”) issues the 2021 Environmental, Social and Governance Report (the “**Report**”) of the Company and its subsidiaries (collectively the “**Group**”) to demonstrate the Group’s concepts and practices in environmental and social areas to its stakeholders.

SCOPE OF REPORTING

The Report covers the reporting period from 1 January 2021 to 31 December 2021 with regard to two core business segments, namely financial services and property investment and development.

REPORTING STANDARDS AND PRINCIPLES

In line with the Environmental, Social and Governance Reporting Guide (the “**ESG Reporting Guide**”) in Appendix 27 to the Rules Governing the Listing of Securities (the “**Listing Rules**”) on The Stock Exchange of Hong Kong Limited (the “**Stock Exchange**”), this Report is in compliance with the “Comply or Explain” provisions in the ESG Reporting Guide.

REPORT AVAILABILITY

The Report is published in electronic version which is available on the Company’s official website (<http://www.hk1282.com>) and the HKEXnews website (<http://www.hkexnews.hk>).

有關本報告的資料

關於本報告

寶新金融集團有限公司(「**本公司**」)特此發佈本公司及其附屬公司(統稱「**本集團**」)2021年的環境、社會及管治報告(「**本報告**」)，向所有持份者介紹本集團在環境和社會兩個範疇的理念和實踐。

報告範圍

本報告的報告期為2021年1月1日至2021年12月31日，內容涵蓋了金融服務、物業投資及發展兩個核心業務板塊。

報告準則和原則

本報告是依照香港聯合交易所有限公司(「**聯交所**」)證券上市規則(「**上市規則**」)附錄27《環境、社會及管治報告指引》(「**環境、社會及管治報告指引**」)編寫，符合環境、社會及管治報告指引中的「不遵守就解釋」條文。

報告發佈形式

本報告以電子版形式發佈，可在本公司官網(<http://www.hk1282.com>)和披露易網站(<http://www.hkexnews.hk>)查閱。

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1. RESPONSIBILITY CULTURE

1.1 Responsibility Philosophy

While adhering to the business philosophy of “sustainable development and giving back to the community”, Glory Sun Financial Group Limited (the “**Company**”) and its subsidiaries (collectively the “**Group**”) always believes that it is the key for an enterprise to gain public recognition and long-term success to actively undertake social responsibilities such as environmental protection, energy conservation, safe production, employee rights and interests as well as public welfare. As a listed company on the Hong Kong Stock Exchange, the Company attaches great importance to legal and compliant operation, strives to fulfill corporate social responsibility, and pursues harmonious development with all stakeholders to create sustainable values.

1.2 ESG Management

Recognising the importance of corporate governance to the long-term success and sustainability of the business, the Group continues to maintain effective governance framework. The Board is ultimately responsible for the oversight of ESG-related matters, including the review and decision-making on material ESG-related issues of all operating companies under the Group. Under the “Glory Sun Financial Group Risk Management System”, the Risk Management Taskforce is authorized to assist on identifying ESG-related issues, executing our corporate sustainability strategy and initiatives. The taskforce shall convene meetings to exchange information and best practices, with a view to developing specific policy recommendations, improving efficiency, managing climate-related risk, reducing costs and engaging staff in sustainable development. Information and management on sustainability risks and performance is reported to the Board by the Risk Management Taskforce on an annual basis.

The Group has developed its own corporate governance code (the CG Code) according to the principles as set out in the Corporate Governance Code and Corporate Governance Report contained in Appendix 14 the Listing Rules. The CG code sets out the corporate governance principles applied by the Group and is constantly reviewed to ensure transparency, accountability and independence. Please refer to Corporate Governance Report in our 2021 Annual Report for more information.

1. 責任文化

1.1 責任理念

寶新金融集團有限公司(「**本公司**」)及其附屬公司(合稱「**本集團**」)在秉承「持續發展、回饋社會」經營理念的同時，始終堅信主動積極承擔保護環境、節約能耗、安全生產、僱員權益、公益事業等社會責任，是企業獲得公眾認可和長期成功的關鍵。作為香港聯交所上市公司，本公司高度重视合法合規經營，努力踐行企業社會責任，追求與各持份者的和諧發展，共創可持續價值。

1.2 ESG 管理

本集團深明企業管治是讓業務取得長遠成果和得以可持續發展的重要基石，因此致力維持有效的管治架構。董事會承擔監管所有環境、社會及管治相關事務的最終責任，包括檢討集團旗下所有營運企業的環境、社會及管治相關重要議題及作出決策。在寶新金融集團風險管理系統的框架下，風險管理專責小組獲授權協助識別環境、社會及管治相關議題和執行企業可持續發展策略與措施。專責小組會舉行會議分享資訊及最佳實務，共同作出具體的政策建議、提高效率、管理氣候相關風險、降低成本和鼓勵員工參與可持續發展。風險管理專責小組每年會向董事會匯報可持續發展風險和表現的資訊及管理情況。

本集團已依照上市規則附錄14所載《企業管治守則》及《企業管治報告》制定企業管治守則。我們的企業管治守則列明集團應用的企業管治原則，並會經常檢討以確保透明度、問責性和獨立性。詳情請參閱2021年報所載「企業管治報告」。

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1.3 Listening to Our Stakeholders

The Company believes that understanding the opinions of stakeholders will help it to evaluate and improve the environmental, social and governance performance more objectively and comprehensively. The Board has taken the responsibility to oversee the whole process of stakeholder engagement and review the identified list of stakeholders including their expectations and requirements. It takes employees, suppliers, shareholders (investors), customers, the government and the community as important stakeholders. It also provides stakeholders from different sectors with a variety of channels, such as open mail, telephone communication and irregular interviews, offering the opportunity to express their opinions on its responsibility strategy.

1.3 聆聽持份者的聲音

本公司相信，瞭解持份者的意見有助於我們更加客觀、全面地評估和改進企業在環境、社會及管治方面的表現。董事會負責統籌整個持份者參與流程，以及檢討已識別的持份者清單，包括持份者的期望和要求。我們將員工、供應商、股東（投資者）、客戶、政府及社區確定為重要的持份者。我們也為不同領域的持份者提供公開信箱、電話溝通、不定期訪談等多種渠道，讓彼等有機會就我們的責任策略發表意見。

Stakeholder 持份者	Expectation and Requirement 期望與要求	Communication and Feedback 溝通與反饋
Employee 員工	Compensation and welfare guarantee 工資及福利保障	Provide a competitive compensation and welfare system 提供具有競爭力的薪酬福利體系
	Equal promotion opportunities 平等的晉升機會	Establish an open and transparent performance appraisal mechanism 建立公開透明的績效考核機制
	Safe and healthy working environment 安全健康的工作環境	Provide regular safety training, inspection, drills and free health examination 定期安全培訓、檢查、演練及免費健康體檢
	Democratic management 民主式管理	Set up a mailbox for the chairman of the board of directors to encourage employees to provide suggestions and participate in management 設立董事局主席信箱，鼓勵建言獻策、參與管理
	Caring employees 員工關愛	Staff birthday party, team activities and paying visits to employees in difficulty 員工生日會、團隊活動及慰問困難員工等
Supplier 供應商	Integrity 誠信履約	Carry out bidding and procurement in a compliant and socially responsible manner; open anti-fraud reporting channels 合規招標，責任採購，公開反舞弊舉報途徑
	Mutual benefit for win-win results 互利共贏	High-level reciprocal visits, long-term strategic cooperation and supplier cultivation 高層互訪，長期戰略合作及供應商培養

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Shareholders/ investors 股東／投資者	Standardised corporate governance 規範的公司治理	Manage the Company according to laws and continuously optimise the organisational structure and governance structure of the Company 依法治企，持續優化公司組織架構與治理結構
	Information disclosure 信息披露	Disclose information strictly in accordance with laws, regulations and Listing Rules 嚴格依據法律法規、上市規則披露信息
	Risk control 風險管控	Strengthen the functioning of the “Three Defense Lines” risk control system against major risks 強化風控「三道防線」運作，防範重大風險
	Gain return on investment 獲取投資回報	Make efforts to improve operating efficiency 努力提升經營效益
	Protection of rights and interests of small and medium shareholders 中小股東權益保護	Compliance operation with the establishment of mechanism to communicate with shareholders and investors 合規運作並建立與股東及投資者的溝通機制
Customer 客戶	Integrity 誠信履約	Compliance sales to protect the legal rights and interests and privacy information of customers 合規銷售，保護客戶合法權益及私隱信息
	Quality products and services 優質的產品、服務	Control product quality, consummate customer experience and improve the opinion processing mechanism 產品質量管控，完善客戶體驗及意見處理機制
	Diversified resource sharing 多元化資源共享	Provide diversified support such as investment and financing for eligible customers 為符合條件客戶提供投融資等多元化支持
Government 政府	Compliance with laws and regulations 遵守法律法規	Keep compliance-oriented and law-abiding 奉公守法
	Paying taxes 上繳稅收	Pay taxes in time according to laws 及時主動依法納稅
	Promoting industrial development and employment 帶動產業發展及就業	The management strategy should be in line with the local industrial policy, helping stabilise and promote employment 經營戰略符合當地產業政策，穩定及促進就業

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Stakeholder 持份者	Expectation and Requirement 期望與要求	Communication and Feedback 溝通與反饋
Community 社區	Environmental protection 環境保護	Green officing, energy saving and reduction of carbon emission 綠色辦公，節約能耗，降低碳排放
	Charitable contribution 慈善捐贈	Cash or material donations to vulnerable groups in the communities 現金或物資捐助社區困難弱勢群體
	Community interaction 社區互動	Participate in public welfare publicity activities, volunteer community services, etc. 參與公益宣傳活動，志願者社區服務等

1.4 Internal Control and Risk Management

The Company strictly complies with the Corporate Governance Code and Corporate Governance Report (the “CG Code”) of the Stock Exchange. We have identified and evaluated the main risks from the external environment and within the Company, have monitored the adequacy, rationality and effectiveness of our risk management system to enhance our risk management control and prevention capability.

The Company has established a fairly integrated and effective internal control system from the company level to each business process level, which provides a reasonable warranty for the legal compliance of the business operations, assets security, as well as the integrity and completeness of financial reporting and the related information of the Company.

1.5 Improving the Management of Environmental, Social and Corporate Governance data and information

The Board coordinates ESG management, formulates long-term effective ESG approaches, sets feasible ESG goals, and integrates the sustainable development policies into the daily operations of the Company.

1.4 內部控制與風險管理

本公司嚴格遵循聯交所企業管治守則及企業管治報告(「企業管治守則」)要求，對來自外部環境和本公司內部的主要風險進行識別和評估，持續監控風險管理體系的健全性、合理性和有效性，提升風險控制和防範能力。

目前，本公司的內部控制體系完整且運行有效，從公司層面到各業務流程層面均建立了系統的內部控制及必要的內部監督機制，為本公司經營管理的合法合規、資產安全、財務報告及相關資訊的真實、完整提供了合理保障。

1.5 加強環境、社會及管治數據與資料的管理

董事會統籌環境、社會及管治管理工作，制定長期有效的環境、社會及管治方針，設定可行的環境、社會及管治目標，並將可持續發展政策融入本公司的日常運營之中。

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1.6 Coordination and Management of Departments

The data and information required for ESG reporting covers areas such as procurement, construction, human resources and sales. Cross-departmental flow of certain information within the Company may be difficult where the information may be obtained from different departments with different methodologies. The Company further improves the efficiency of ESG data management by establishing a collaborative framework for ESG data management of each department and appointing a specialized contact person for ESG data to be responsible for departmental data collection and updating.

1.7 Enhancing External Cooperation

Based on the measurement indices and models of professional ESG institutions, and combining its own actual circumstances, the report content is being improved to ensure the professionalism and integrity of the disclosed information. By strengthening communication with professional corporate governance institutions, the Group can keep abreast of the management of industry ESG indicators and improve its own ESG management standards.

1.8 Introduction of Professional Training

The Group endeavours to focusing on “Sustainable Development and Capital Markets”, “Sustainable Development Ratings”, “Environmental Indicator Analysis of Major Rating Indices”, “Corporate Environmental Responsibility Management Practices”, “Climate Risks in the Real Estate Value Chain”, and specific applications in sustainable development and operation, especially core issues such as localization practices under the framework of Sustainable Development Goals. The Group also invites ESG environmental experts to provide theme-based training to the Group’s management and the Sustainable Development Working Group involved in the preparation of the Report.

On 15 October 2021, the Company’s dedicated training on ESG subjects was held in Hong Kong and led by senior expert consultants in the industry. The Board of Director Office of Shenzhen headquarter and the designated personnel of each centre, as well as the heads and related personnel of the Sustainable Development Working Group from branches located in various cities joined the training online.

1.6 部門協同管理

環境、社會及管治報告所要求披露的數據和資料涵蓋採購、建造、人力資源、銷售等領域，有些資料難以越過企業內部各部門之間的邊界，且各部門之間的資料獲取口徑可能不盡一致。本公司通過組建各部門環境、社會及管治資料管理協作架構，設定環境、社會及管治資料專門聯絡人負責部門資料收集、更新等工作，進一步提高環境、社會及管治資料管理效率。

1.7 加強外界合作

基於環境、社會及管治專業機構的測量指數和模型，結合自身實際情況完善報告內容，保障披露資訊的專業性與完整性。通過加強與公司治理專業機構的溝通，及時瞭解行業環境、社會及管治指標管理情況，提升自身環境、社會及管治的管理水準。

1.8 引入專業培訓

本集團致力聚焦「可持續發展與資本市場」、「可持續發展評級」、「主要評級指數的環境指標分析」、「企業環境責任管理實踐」、「房地產價值鏈上的氣候風險」以及可持續發展運營中的具體應用，尤其是在可持續發展目標框架下的本土化實踐等核心問題，邀請環境、社會及管治之環境領域專家對本集團管理層及報告編製涉及的可持續發展工作小組進行分主題培訓。

於二零二一年十月十五日，本公司之環境、社會及管治專項培訓在香港召開，由行業資深的專家顧問主領，深圳總部董事會辦公室、各中心委派人員，以及分散於各城市公司之可持續發展工作小組負責人及相關人員線上參會。

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1.9 Investors Engagement

Materiality Assessment

Issues of stakeholders' concern are constantly updated as the market and environment change. By reference to market trends and daily communication with stakeholders, and after internal discussions with the Board, 27 sustainable development issues were identified during the Reporting Period. Materiality assessments were also conducted to identify the most important and relevant ESG issues involved in the operation of the Group. By in-depth understanding of the expectations of various stakeholders of the Group, more appropriate business strategies were formulated. The Group followed the below three (3) steps to assess the importance of issues to the stakeholders and the business of the Group through a questionnaire survey:

Step 1: Process of Collecting views from Stakeholders

1. Distributed questionnaires to each stakeholder to understand the ESG issues that were frequently exposed to, and stakeholders were asked to rate the materiality of the issues concerned.
 - Questionnaires were dispatched online and offline to government organisations, property owners/customers, suppliers/partners, investors/shareholders, charitable organizations/institutions, sub-district offices of the community and other stakeholders to collect relevant opinions.
 - Collected opinions from employees in the Group online through the internal communication system of the Company.
2. Analyzed the results of the questionnaire survey and relevant opinions, combined the stakeholder feedback obtained from the above channels in daily operations, and finally compiled a matrix according to the materiality of the issues to stakeholders and business.
3. Materiality assessment results were reviewed and confirmed by the management and the Board in response to stakeholders' concerns.

1.9 投資者參與

重要性評估

持份者關注的議題隨著市場及環境的改變而不斷更新。通過參考市場趨勢、與日常持份者溝通、以及經過董事會的內部討論後，在報告期間合共識別有二十七項可持續發展議題，並進行重要性評估，以識別本集團運營時所涉及最為重要和相關的環境、社會及管治議題，深入瞭解各持份者對本集團的期望，以訂立更合適之經營策略。本集團通過問卷調查方式，遵循以下三(3)個步驟評估議題對本集團持份者及對本集團業務的重要性：

第一步：收集持份者意見之流程

1. 向各持份者派發問卷，瞭解其經常接觸的環境、社會及管治議題，讓他們對有關議題的重要性作出評分。
 - 以線上線下形式開始向政府機構、業主/客戶、供應商/合作夥伴、投資者/股東、公益組織/機構、社區街道辦及其他持份者派發問卷，用於收集相關的意見。
 - 同步通過企業內部通訊系統，線上搜集本集團內部員工相關的意見。
2. 對問卷調查結果和相關意見進行分析，結合日常運營中從上述管道取得的持份者回饋，最後按照議題對持份者和業務的重要性編製矩陣。
3. 重要性評估結果由管理層及董事會審核和確認，以回應持份者的關注。

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Step 2: Prioritizing topics for the Board's review

Analyzing the results of the questionnaires, evaluating the materiality priority of the topics and generating the materiality matrix as in accordance with the materiality of the topics to the stakeholders or the impact on the business of the Company.

1. External experts conducted preliminary review and suggestions on the materiality priority and the materiality matrix.
2. Submitted the "Summary Report for Stakeholder's Participation" which had included the materiality matrix and the relating compiled data to the Board for review and changes recommendation.

Step 3: Preparing topics report

The Board reviewed the latest progress of implementation based on the ESG-related objectives and targets in the regular quarterly reports given to the Board, and conducted ESG risk assessment and management to review the implementation progress for the selected ESG objectives. This will be summarized in the Board's statement for the annual ESG activities performance, which is to be disclosed in the relevant annual ESG report. Based on the results of the materiality issue assessment, the process and result of stakeholder participation are used as a yardstick to identify material ESG factors, so as to disclose them in the report in a specific manner.

Identification of Material Topics

For purpose of understanding the impact of the Group's business on different sustainability topics, according to the guidelines of the Stock Exchange, Global Reporting Initiative Sustainability Reporting Standards, the peer analysis and the media reports, we have ultimately identified 27 potential substantive topics to form a topic database with regard to environmental, social and economic aspect.

The Group has taken proactive measures to support its sustainable development vision, and has acted and responded to stakeholders regarding our material topics in ways that enabling achievement of related sustainable development goals. The Group has also strived to ensure that its efforts on sustainable development are aligned with the broader sustainable development background.

第二步：議題排序審議

對問卷調查結果進行分析，根據議題對持份者的重要性，或對本公司業務的影響，評估得出議題的重要性排序、製作重要性矩陣圖。

1. 外部專家對重要性排序及矩陣圖進行初步審議和建議。
2. 向董事會提交包含重要性矩陣及編製資料的《持份者參與簡報》以供董事會審閱，提出調整意見。

第三步：編製議題報告

董事會依據每季上呈給董事會的定期季度報告對環境、社會及管治相關的目標和指標，來檢討執行的最新進度，同時開展環境、社會及管治風險評估和管理，對制定的環境、社會及管治目標進行進度檢討。最終形成年度環境、社會及管治工作情況的董事會聲明，並於有關年度之環境、社會及管治報告中披露。依據重要性議題判定結果，並將持份者參與的過程及結果材料作為識別重要環境、社會及管治因素的準則，從而在報告中進行針對性的披露。

確定重要性議題

為瞭解本集團業務對不同可持續發展議題的影響，根據聯交所的指引、全球報告倡議組織可持續發展報告標準、同業分析及媒體報導，我們最終鑒別出27個潛在實質性議題構成議題庫，涵蓋環境、社會和經濟的層面。

本集團採取積極的措施支援可持續發展的願景，並將我們的重要性議題與對於持份者的回應，以及可持續發展目標相對應，使我們於可持續發展方面所作出的努力與更廣泛的可持續發展背景保持一致。

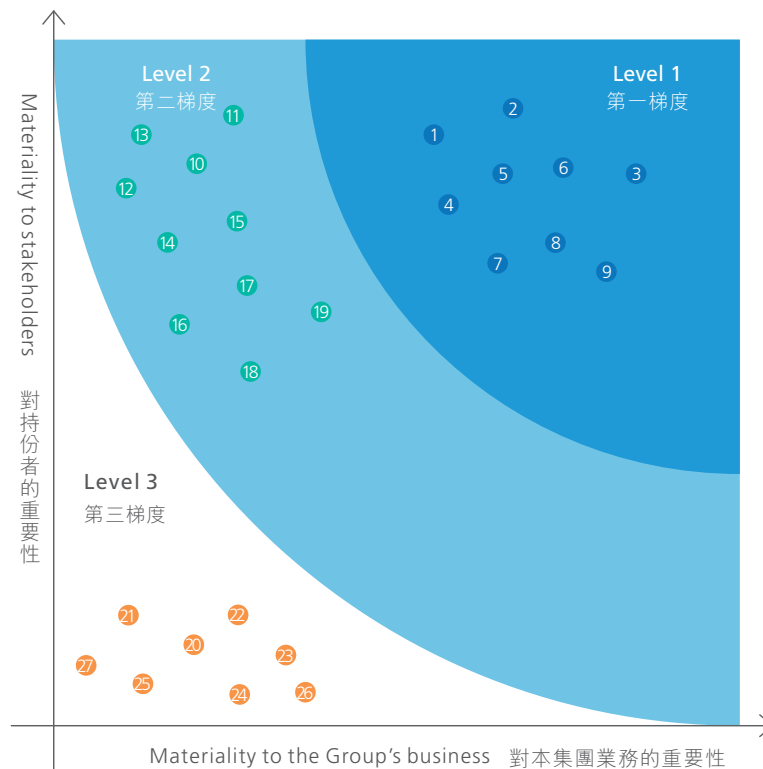
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Material topics

重要性議題

Level 1 第一梯度	Level 2 第二梯度	Level 3 第三梯度
1 Economic performance 經濟表現	10 Climate change and greenhouse gas emissions 氣候變化與溫室氣體排放	20 Air pollutant emissions 空氣污染物排放
2 Sustainable development framework 可持續發展框架	11 Prevention of child or forced labour 防止童工或強制勞工	21 Sewage treatment and discharge 污水處理與排放
3 Anti-corruption, bribery, blackmail, fraud and money-laundering 反貪污、賄賂、勒索、欺詐與清洗黑錢	12 Employee recruitment and team building 員工招聘與團隊建立	22 Waste treatment and recycling 廢物處理與回收
4 Anti-competitive behaviour 反競爭行為	13 Employee remuneration and benefits 員工薪酬與福利	23 Data protection and privacy 資料保障和私隱
5 Urban renewal and co-construction 城市更新與共建	14 Diversity and equal opportunity 多元平等機會	24 Volunteer service and community building 志願者服務與社區建設
6 Energy consumption and efficiency 能源消耗與效益	15 Listen to the needs of employees 聆聽員工需要	25 Community communication 社區溝通
7 Water consumption and efficiency 耗水量與效益	16 Employees' health and safety 員工健康與安全	26 Forest management and conservation 樹木管理與保育
8 Customer service 客戶服務	17 Vocational training and development 職業培訓與發展	27 Biodiversity 生物多樣性
9 Supply chain management 供應鏈管理	18 Intellectual property rights 知識產權	
	19 Disclosure of stakeholders' views and the company's response 披露持份者的意見與本公司的回應	



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Environmental Sustainability

This section mainly discloses the Group's policies, real examples and quantitative data in relation to emissions, use of resources and environmental and natural resources during the Reporting Period.

During the Reporting Period, with the support of all stakeholders, the Group actively achieved all key performance indicators while continuing to improve and work on various segments of sustainable development.

The following table shows the various environmental performance of the Group during the Reporting Period:

1. Emissions

Air emissions 廢氣排放	Unit 單位 Approximately 約	2021 二零二一年	2020 二零二零年
Nitrogen oxides (NOx) emissions 氮氧化物排放量	Grammes 克	87,000	351,000
Sulphur oxides (SOx) emissions 硫氧化物排放量	Grammes 克	960	3,600
Particulate matter (PM) emissions 顆粒排放量	Grammes 克	4,500	25,000

環境可持續發展

本章節主要披露本集團於報告期內有關排放物、資源使用以及環境與天然資源的政策、實例及量化數據。

於報告期，在所有持份者的支持下，本集團在可持續發展的各個板塊不斷完善和努力的同時，積極實現各項關鍵績效指標的達成。

下表展示本集團於報告期內的各項環境表現：

1. 排放物

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Greenhouse gas emissions 溫室氣體排放量	Unit 單位 Approximately 約	2021 二零二一年	2020 二零二零年
Total scope 1 emissions 範圍1溫室氣體排放總量	CO ₂ e (metric ton) 二氧化碳當量(公噸)	290	n/a
Total scope 1 emissions/area [#] 範圍1溫室氣體排放總量/面積 [#]	CO ₂ e (metric ton)/sq.m. 二氧化碳當量(公噸)/平方米	0.005	n/a
Total scope 2 emission 範圍2溫室氣體排放總量	CO ₂ e (metric ton) 二氧化碳當量(公噸)	2,700	n/a
Total scope 2 emission/area [#] 範圍2溫室氣體排放總量/面積 [#]	CO ₂ e (metric ton)/sq.m. 二氧化碳當量(公噸)/平方米	0.053	n/a
Total scope 3 emissions 範圍3溫室氣體排放總量	CO ₂ e (metric ton) 二氧化碳當量(公噸)	70	n/a
Total scope 3 emissions/area [#] 範圍3溫室氣體排放總量/面積 [#]	CO ₂ e (metric ton)/sq.m. 二氧化碳當量(公噸)/平方米	0.002	n/a
Total greenhouse gas emissions 溫室氣體排放總量	CO ₂ e (metric ton) 二氧化碳當量(公噸)	7,000	12,100
Total greenhouse gas emissions/area [#] 溫室氣體總排放量/面積 [#]	CO ₂ e (metric ton)/sq.m. 二氧化碳當量(公噸)/平方米	0.15	n/a

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2. Use of Resources

Use of energy 能源使用	Unit 單位 Approximately 約	2021 二零二一年	2020 二零二零年
Diesel consumption 柴油消耗量	Litres 升	2,200	n/a
Liquefied petroleum gas consumption 液化石油氣消耗量	Litres 升	80,500	n/a
Gasoline consumption (mobile source) 汽油消耗量(移動源)	Litres 升	60,000	n/a
Electricity consumption 電力消耗量	kWh 千瓦時	4,362,000	n/a
Total energy used/area# 用電量/面積#	kWh/sq.m. 千瓦時/平方米	85	n/a

2. 資源使用

Use of Resources 資源使用	Unit 單位 Approximately 約	2021 二零二一年	2020 二零二零年
Water consumption 耗水量	Cubic meter 立方米	69,000	465,000
Water consumption/area# 耗水量/面積#	Cubic meter/sq.m. 立方米/平方米	1.34	n/a
Paper consumption 耗紙量	Metric ton 公噸	6.71	n/a
Toner consumption 碳粉消耗量	Kilogram 公斤	306	n/a
Total energy used/area# 用電量/面積#	kWh/sq.m. 千瓦時/平方米	86	n/a

Recycling of Resources 資源回收	Unit 單位 Approximately 約	2021 二零二一年	2020 二零二零年
Paper recycling# 紙品回收#	Kilogram 公斤	289	n/a
Plastic bottle recycling# 塑膠瓶回收量#	Kilogram 公斤	24	n/a

New data for the Year

本年度新增之數據

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2. RISK COMPLIANCE

2.1 Risk Management

Against the backdrop of perceivable downward pressure on the macro economy during the year, the Company paid more attention to improve the risk management system (including the risk identification, assessment, quantification, early warning and response) into a more comprehensive one with all the employees involved. For the purpose of continuous identification, assessment and monitoring of various major risks in the operations, the Group issued and implemented the Measures for the Implementation of Risk Management System since May 2018 to establish the “Three Defense Lines for Risk Control” composed of all business units, management teams at all levels and the Group’s audit and supervision system, bringing the risk management responsibilities into practice in a bottom-up manner; in addition, the measures define the supervision, assessment and reward&punishment mechanisms, so as to provide reasonable safeguards for legal compliance, asset security, financial reporting and the authenticity and completeness of related materials regarding the Company’s operation and management.

The Company also attaches great importance to the application of risk management tools, one of which is its risk assessment questionnaire prepared upon sufficient research of the industry system risks and analysis of the risk self-examination results from each subordinate company. It lists the potential risks facing the Company in terms of strategy, operation, market, finance, law and honesty, and formulates the risk quantification scoring standard from two dimensions — the possibility of risk occurrence and the degree of impact. Management teams at all levels have formulated risk early warning indicators and response plans within the time limit for ongoing risk follow-up. The Group’s audit unit carried out annual internal audit of various risks, especially the response measures for high-risk issues and their effectiveness, and report to the management.

2. 風險合規

2.1 風險管理

在本年宏觀經濟存在明顯下行壓力的背景下，本公司更加重視完善風險管理體系工作，包括風險識別、風險評估、風險量化、風險預警、風險應對等，建立並運行「全面覆蓋、全員參與」的風險管理體系。自2018年5月起，本集團發布實施《風險管理制度實施辦法》，建立由各業務部門、各級管理團隊、集團審計監察系統共同組成的「風險管理三道防線」，層層落實集團各級風險管理責任，明確監督、考核及獎懲機制，以實現在集團運營中持續識別、評估和監控各類重大風險，為本公司經營管理的合法合規、資產安全、財務報告及相關資料的真實和完整提供了合理保障。

同時，本公司也非常重視風險管理工具的應用，在充分調研瞭解行業系統風險和採集分析各下屬公司風險自查結果的基礎上，編制風險評估調查問卷。從戰略、運營、市場、財務、法律、廉潔列舉公司層面可能面臨的風險，並從風險發生的可能性和影響程度兩個維度制定風險量化評分標準。各級管理團隊在規定期限內制定風險預警指標和應對方案，持續開展風險跟進。集團審計部門在年度內部審計中對各項風險，特別是高風險事項的應對措施及成效予以重點檢查，並向管理層報告。

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2.2 Internal Control and Management

In 2021, the Group looked into the risk-prone operation links in all the business activities for the purpose of constructing a better system, covering safety in production, risk control, internal audit, bidding and purchasing, post-investment management and anti-fraud. As at the end of 2021, the Group had established a comprehensive management system covering aspects of personnel, administration, finance, legal affairs, risks, internal control and safety.

In order to improve the internal control management of the Group's financial services segment and automation segment, the Group engaged external professional consultants in 2021 to review the internal control of its financial services segment focusing on the asset and wealth management and the follow-up review of internal control reporting on the automation segment.

2.3 Anti-fraud

The Group advocates and adheres to honest operation and always takes anti-fraud as an important aspect of compliance management. In order to establish an effective mechanism to prevent and punish fraud, the Group issued and implemented the Anti-Fraud Management System. The system contained provisions governing the definition of fraud, anti-fraud powers and responsibilities, work flow, supervision and accountability; established a widely-used fraud risk self-examination and reporting mechanism; and made public our "anti-fraud reporting hotline" and "anti-fraud reporting e-mail" which were accessible to the personnel designated for the Group's audit and supervision system. The Group strictly keeps confidential the privacy information of internal and external whistleblowers providing effective reporting clues, and gives them certain material rewards, so as to promote the further construction of an honest and self-disciplined work style, restrict and standardise the performance of duties by all employees, and prevent acts damaging the interests of the Company and shareholders.

2.2 內控管理

2021年，本集團全面梳理各經營活動中易發生風險的操作環節，加強制度體系建設，涉及安全生產、風險管控、內部審計、招標採購、投後管理、反舞弊等層面。截止2021年末，本集團已建立涵蓋人事、行政、財務、法務、風險、內控、安全等各方面、較為完整的管理制度體系。

為進一步提升集團金融服務板塊和自動化板塊的內控管理水平，2021年本集團聘請外部專業顧問對集中於資產及財富管理的金融服務板塊進行內控審閱並對自動化板塊的內部控制報告進行後續審閱。

2.3 反舞弊

本集團倡導並堅持誠信經營，始終將反舞弊作為合規管理的重要方面。為建立有效防範和懲治舞弊的機制，本集團發布實施《反舞弊管理制度》。對舞弊行為的定義、反舞弊權責、工作流程、監督問責等方面進行規定，建立了常態化的舞弊風險自查報告機制，並公開「反舞弊舉報電話」、「反舞弊舉報電子信箱」，由集團審計監察系統專人對接聯絡。本集團對提供有效舉報線索的企業內、外部人員嚴格保密其私隱信息及給予一定的物質獎勵，以推動進一步營造廉潔、自律的工作作風，約束及規範全體員工的履職行為，防範損害公司及股東利益的行為發生。

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In addition, the Group requires bidding for eligible procurement projects, and requires that an Integrity Agreement should be attached when the procurement contract is being entered into. The agreement sets out the Company's procurement discipline and complaint channels to counterparties, ensuring that suppliers have equal opportunities to participate in business without interference from improper external factors.

The Group's anti-fraud mechanism operated effectively in 2021 without risky cases occurred.

2.4 Anti-money Laundering

In order to effectively prevent major risks in the anti-money laundering, Glory Sun Financial Holdings Limited requires all new employees to learn relevant legal and policy documents and sign a document to confirm their understanding thereof. Its compliance unit carried out compliance training and questionnaire tests with reference to the main ideas of the lecture "Combating Money Laundering in the Financial Industry" held by the Securities and Futures Commission in 2021, ensuring that it, as a licensee, has received sufficient anti-money laundering knowledge and skills training to maintain professionally competent and suitable to be a licensee.

The Group's anti-money laundering mechanism operated effectively in 2021 without occurrence of risky cases.

2.5 Climate Risk and Governance Disclosures

The Group has committed to implementing climate risk management and governance structure taking reference from the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD). We consider climate change as the biggest environmental threat the world faces, and one which could pose significant challenges to our business operations and services. Disclosing these climate-related risks is an important step in demonstrating our understanding of these risks as well as the derived opportunities.

此外，本集團規定對於符合條件的採購項目應執行招標方式，並要求在簽訂採購合同時，應附簽一份《廉潔協議》。該協議向交易對手列明公司採購紀律及投訴途徑，保障供應商平等機會參與業務，而不受到不當外部因素的干擾。

本集團2021年內反舞弊機制運作有效，無相關案件風險發生。

2.4 反洗錢

為有效預防反洗錢領域的重大風險，寶新金融控股有限公司強制要求所有新入職員工學習有關法律政策文件，並需簽署確實已明白當中內容。合規部門參考香港證監會2021年內舉辦的「金融行業打擊清洗黑錢」講座要點，開展了合規培訓及問卷測試等工作，確保持牌人接受足夠的反洗錢知識技能培訓，以維持專業勝任能力及其作為持牌人的適當人選。

本集團2021年內反洗錢機制運作有效，無相關案件風險發生。

2.5 氣候風險及管治披露

本集團矢志參照氣候相關財務揭露工作小組(TCFD)的建議設立氣候風險管理和管治架構。我們認為氣候變化是世界面臨的最大環境威脅，足以對本集團的業務營運及服務構成嚴重挑戰。披露與氣候相關的風險是重要的一步，證明我們了解這些風險及從中衍生的機會。

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Governance

The Board, as the ultimate responsible body, gives guidance and final decision on the risk management, overseeing the Group's policies, programs, and performance relating to the environment, including climate change. Climate-related issues are discussed at board meetings based on the regular risk management report prepared by the Risk Management Taskforce.

The Risk Management Taskforce is responsible for the establishment and optimisation of the risk management framework of the Group as well as the supervision and coordination of various business departments to identify, assess and mitigate climate-related risks. The Risk Management Taskforce reports material climate-related issues to the Board as appropriate.

Furthermore, the Audit Committee, formed by one Non-Executive Director and two Independent Non-Executive Directors, not only reviews the Group's financial reporting matters and internal control procedures, but also assists the Board in monitoring the implementation and effectiveness of risk management system.

Strategy

Climate change poses different types of risks and financial impacts to our business. At the same time, climate change presents us with opportunities to develop low carbon and climate resilient assets. The tables below show the major physical and transition risks arising from climate change, the potential impacts and opportunities. The risks are sorted into three timeframes — short-term (0-3 years), medium-term (3-6 years) and long-term (above 6 years).

管治

董事會作為最終負責者，對風險管理提出指引並擁有最終的決策權，並監督集團與環境相關的政策、計劃和表現，當中包括氣候變化。董事會審閱風險管理專責小組定期編製的風險評估報告後會在董事會會議上討論氣候相關議題。

風險管理專責小組負責建立及完善集團的風險管理框架，以及監督和協調各業務部門，以識別、評估及緩解氣候相關風險。風險管理專責小組亦會酌情向董事會匯報重要的氣候相關議題。

此外，由一位非執行董事及兩位獨立非執行董事組成的審核委員會除負責檢討本集團的財務申報事宜和內部監控程序外，亦會協助董事會監察風險管理系統的實施情況及成效。

策略

氣候變化對我們的業務構成不同類型的風險和財務影響，但同時也會帶來機遇，讓我們發展低碳及可適應氣候變化的資產。下表列出氣候變化帶來的重大實體及轉型風險、潛在影響與機會，各項風險按三個時間範圍劃分，即短期(0-3年)、中期(3-6年)及長期(6年以上)。

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Physical Risk 實體風險	Timeframe 時間範圍	Impacts 影響	Opportunities 機會
Increased severity of extreme weather events 日趨嚴重的極端天氣事件	Short-term 短期	<ul style="list-style-type: none"> — Reduced revenue and increased costs from negative impacts on supply chain and work force, e.g. health and safety. — 供應鏈及員工團隊受負面影響，例如健康及安全，導致收益減少和成本上升。 — Damage to the Group's properties and hindrance to development projects. — 集團的物業受損及開發項目延誤。 	<ul style="list-style-type: none"> — Strengthen workforce management and guidelines. — 加強員工團隊管理及指引。 — Increase the ratio of properties with green building design, i.e. Sponge City. — 提高綠色建築設計的物業比例，即海綿城市。

Transition Risks 過渡風險	Timeframe 時間範圍	Impacts 影響	Opportunities 機會
Cost to transition to lower emissions technology 轉型至低排放技術的成本	Medium/ long-term 中／長期	<ul style="list-style-type: none"> — Increase cost to adopt new technology and processes. — 增加採用新技術及流程的成本。 	<ul style="list-style-type: none"> — Green office transformation — 轉型為綠色辦公室。 — Use of more advanced technology in green construction, green building design and automation manufacturing technology. — 採用更多綠色建築、綠色建築設計及自動化生產的先進科技。
Shifts in consumer preferences 消費者喜好轉變	Short/medium/ long-term 短／中／長期	<ul style="list-style-type: none"> — Reduce revenue from decreased demand of non-ESG related investment products. — 非環境、社會及管治相關的投資產品需求下降導致收益減少。 — Increase cost for research and reformulation of investment strategies. — 研究及重新擬定投資策略導致成本增加。 	<ul style="list-style-type: none"> — Development and expansion of ESG-related investment product, i.e. Green bond, and strategies. — 開發及擴展環境、社會及管治相關投資產品，即綠色債券及策略。

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Risk Management

The Company strictly complies with the CG Code contained in Appendix 14 of the Listing Rules. The Group's risk management system is implemented using a top-down approach with three basic lines of defence under the leadership of the Board. The whole risk management structure composes of all business departments and subordinate units directly under the Group, the Risk Management Taskforce, the Audit Committee and internal audit department. In addition to a variety of financial risks, the Group is increasingly incorporating climate-related risks, both physical and transition, into the focus of the risk management system.

The overall risk management process starts from risk identification in all business segments, operations and major business procedures. Then, the risks in the risk inventory are evaluated by business department and are prioritized according to their level of significance. After prioritization, the Risk Management Taskforce is responsible for assigning risk owner from business department to manage a particular risk and formulate risk mitigation plan. Regular review is performed to monitor the implementation of risk mitigation plan. Lastly, the Risk Management Taskforce will prepare risk report and submit to the audit committee and the Board annually.

Metrics and Targets

The Group has been measuring and reporting energy consumption and greenhouse gas emissions, including both actual figures and intensities, since the first ESG report in 2017. With ESG data management tool, our analysis includes monthly breakdown, year-on-year comparison, locational and business line comparison etc.

To minimize the exposure of climate-related risks and increase investor confidence, specific targets setting will be discussed in the future with the aid of the above metrics associated with climate-related risks. On the other hand, with respect to the property investment and development segment, the Group will continue to promote energy conservation and emission reduction in the design, construction and daily operation of company-owned properties.

風險管理

本公司嚴格遵循上市規則附錄14《企業管治守則》。本集團實施由上而下的風險管理系統，在董事會領導下設立三道基本防線。整個風險管理架構由集團各直屬業務部門和下屬單位、風險管理專責小組、審核委員會及內部審計部組成。集團除管控各種財務風險，也加強應對氣候相關的實體和轉型風險，將其納為風險管理系統的核心部份。

整個風險管理流程第一步是識別所有業務分部、經營活動及主要業務流程的風險，繼而由業務部門評估風險清單上的風險，按照重要程度擬定優先次序，再由風險管理專責小組負責指派業務部門的風險負責人管理個別風險和制訂風險緩解計劃，並會定期檢討及監察計劃的實施情況。最後，風險管理專責小組會編製風險報告，每年提交審核委員會及董事會。

指標及目標

本集團自2017年發表首份環境、社會及管治報告以來，一直定期計算和匯報能源使用量及溫室氣體排放量，包括實際數字及密度。我們應用環境、社會及管治數據管理工具，分析每月收集的數據、年度同比數據、所在地及業務線比較數據等。

為盡量減低氣候相關風險及提高投資者信心，我們將來會根據上述氣候相關風險指標研究制訂一套具體目標。另一方面，關於物業投資和發展業務，本集團將繼續推動旗下公司自置物業在設計、建造及日常營運過程中節能和減排。

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3. GREEN OPERATION & SUSTAINABLE DEVELOPMENT

The year 2021 has been the first year for China to begin the “carbon neutral” journey. “Carbon peak” and “carbon neutral” were first included in the government work report of the NPC and CPPCC National Committee annual sessions and the top-level design of “dual carbon” goals was announced. Under the wave of the national “dual carbon” goal, the Group actively responded to the national call and strived to promote green and low-carbon technological innovation. Moreover, the Group strictly abided by the principles of environmental protection, and committed to promoting the level of energy conservation and consumption reduction in the process of building design, construction, daily management and operation, and strived to accomplish green premium building. We are attentive to social welfare and environmental protection, in addition to complying with the basic requirements of all relevant laws and environmental standards, including but not limited to Environmental Protection Law of the People’s Republic of China and Water Pollution Prevention and Control Law of the People’s Republic of China. The relevant environmental protection policies and strategies are also formulated with a series of environmental protection actions and implemented.

3.1 Green Construction

The Group has been making continuous efforts in the research and development of green building and actively fulfilling its environmental responsibility as a corporate citizen. We continue to promote initiatives such as green construction, green building, green operation and environment-friendly workplace, and promote harmonious coexistence between people and cities, and between cities and nature.

Green Construction

The Group strictly abides by laws and regulations such as Environmental Protection Law of the People’s Republic of China, Environmental Impact Assessment Law of the People’s Republic of China, Energy Conservation Law of the People’s Republic of China, Water Pollution Prevention and Control Law of the People’s Republic of China, and standardizes and guides the environmental management of all projects. We follow the space construction concept of environmental protection, energy conservation and sustainable development, and are committed to creating green, healthy, ecological and harmonious architecture with a humanistic atmosphere.

3. 綠色運營與可持續發展

二零二一年是國家開啟「碳中和」征程的元年。「碳達峰」、「碳中和」被首次寫入全國兩會的政府工作報告，「雙碳」目標頂層設計出臺。在國家「雙碳」目標的浪潮下，本集團積極回應國家號召，努力推動綠色低碳的技術創新，嚴格遵守環保原則，致力推進建築設計、施工和日常管理及運營過程中的節能降耗水準，用心打造每一個綠色精品建築；關注社會公益環保，除了遵守所有相關法律和環境標準的基本要求，包括但不限於「中華人民共和國環境保護法」及「中華人民共和國水污染防治法」，還制定了相關的環保政策、策略，實施了系列環保行動。

3.1 綠色建造

本集團一直在綠色建築的研究和開發中持續發力，積極履行作為企業公民的環境責任。我們持續推行綠色施工、綠色建築、綠色運營、建設環境友好型職場等舉措，不斷促進人與城市、城市與自然的和諧共生。

綠色建造

本集團嚴格遵守「中華人民共和國環境保護法」、「中華人民共和國環境影響評價法」、「中華人民共和國節約能源法」、「中華人民共和國水污染防治法」等法律法規，對各項目環境管理加以規範及指導。我們遵循環保、節能、可持續發展的空間建造理念，致力於打造綠色健康、生態和諧、人文氛圍的建築精品。

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During the construction process, the environment and needs of neighbouring communities should be considered comprehensively to reduce the impact on air, water and land during construction and create a clean, tidy, comfortable and safe construction environment.

In terms of waste treatment, according to the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste, the Group actively participates in the publicity and implementation of waste separation in response to the government, adopt the waste separation mode based on local conditions for projects across China, and make due contributions to the construction of resource-saving and environment-friendly society.

From 2022 to 2026, a pilot waste separation programme is to be launched for certain projects to enhance the participation of property owners, tenants and residents, and raise the waste separation rate of the community to over 80%.

During the Reporting Period, there were no incidents of significant negative impact on the environment and natural resources and no violations of any environment-related laws and regulations.

Compliance Management in Construction

During the construction, green construction procedures such as the dust prevention facilities, sewage treatment, garbage transportation, water saving and energy saving were reviewed and examined. Complete dust removal and haze reduction system and sewage treatment system were equipped, to attain the "Six One-Hundred-Percent Requirements"

- Ensure 100% construction site fencing rate
- Ensure 100% road hardening rate on site
- Ensure 100% materials coverage rate on site
- Ensure 100% sprinkle water cleaning rate on site
- Ensure 100% vehicles cleaning rate on site
- Ensure 100% dust removal application rate of spray dust removers throughout the project period

在施工過程中綜合考慮環境和周邊社區需求，降低施工期間給空氣、水、土地的影響，營造乾淨、整潔、舒適、安全的施工環境。

在廢棄物處理方面，依據「中華人民共和國固體廢物污染環境防治法」，積極響應國家號召，參與垃圾分類的宣傳與執行，對全國各項目因地制宜採取垃圾分類模式，為資源節約型、環境友好型社會的建設做出應有的貢獻。

二零二二年至二零二六年，項目將試點垃圾分類，加強業主、租戶及住戶參與，提高社區垃圾分類率至百分之八十以上。

於報告期間，本集團未發生有對環境及天然資源造成重大負面影響的事件，無任何違反與環境相關的法例法規情況。

建造合規管理

建設過程中對防揚塵設施、污水處理、垃圾外運、節水節能等綠色施工環節進行監督檢查，並配備了完善的除塵降霾系統和污水處理系統，做到六個「百分百」。

- 施工現場圍擋率達到 100%
- 進出道路硬化率達到 100%
- 工地物料蓬蓋率達到 100%
- 場地灑水清掃保潔率達到 100%
- 出入車輛清洗率達到 100%
- 項目全工期做到噴霧除塵機除塵應用率達到 100%

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Measures for Prevention and Treatment of Pollution

During construction, the environmental management of each project shall be standardized and under guidance, the environmental factors in operation activities shall be identified and evaluated, and control procedures shall be implemented for environmental risk factors.

During the course of project operation and administration, we actively take measures to improve the efficiency of resources and energy use and reduce emissions of pollutants.

Waste Treatment

The Group controls waste discharge from the source, and takes strict treatment control measures. Waste separation and collection, and proper disposal are proceeded based on different policies of different cities of the different projects.

Construction wastes are stored in fixed location and coverage measures are taken, regular cleaning and legal treatment are also in place.

Hazardous wastes are placed stored in special warehouse. Regular inspections are carried out and professional organisation with hazardous waste treatment qualification are engaged to handle the waste collectively on a periodic basis.

Case

Weinan Project, in order to ensure the protection of cultural relics, a professional organisation was introduced to prepare a cultural relics survey report before construction. Shenzhen Baoxin Building project, dust-proof fencing sprays were in place on the construction site to effectively reduce the impact of construction site dust on the neighbourhood air quality. The use of prefabricated buildings can reduce on-site construction procedures, save scaffolding and template operations to save building materials, reduce on-site labour demand, resources consumption and negative impact on the neighbourhood environment of the construction project. In the backfilling stage of Yunfu Yuelanshan project, air pollution index may rise, so it is proposed to adopt efficient dust control solution so as to increase sprinkler frequency, and cover all bare soil.

防治污染措施

施工中對各項目環境管理加以規範及指導，識別並評價控制運營活動中的環境因素，對環境風險因素執行控制程序。

在項目運營與辦公過程中，積極採取措施提高資源與能源的使用效益、減少污染物排放。

廢棄物處理

從源頭處進行廢棄物排放控制，並採取嚴格的處置控制措施，按不同項目所在地各城市不同政策進行垃圾分類收集並妥善處理。

針對建築垃圾，定點存放並採取覆蓋措施，定期清理並進行合法處理。

針對危險廢棄物，嚴格進行專庫存放，定期檢查，並聘請具有危險廢物處理資格的專業機構定期統一處理。

案例

渭南項目，為了確保對文物的保護，開工前引入專業機構做文物勘查報告。深圳寶新大廈項目，工地現場設置防塵圍擋噴淋，有效降低工地粉塵對周邊空氣的影響。採用装配式建築，能減少現場施工程序，節省腳手架以及範本作業從而節省建築材料，減少現場人力需求、資源耗用以及對施工項目周邊環境的負面影響。雲浮悅瀾山項目回填土階段可能會造成空氣污染指數增高，擬採用高效的揚塵治理方案，增加灑水頻率，裸土全部覆蓋。

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3.2 Green Operation

The Group implements the whole life cycle environmental management from design, construction, operation to management. While ensuring basic requirements such as quality and safety, we adhere to the green operation, maximize resources saving, reduce the negative effect on the environment, and promote the sustainable development of the living, life, environment with innovative ideas and innovative outcomes.

During the process of project construction, the Group shall continue to promote the preliminary planning and management of energy consumption and energy efficiency of projects, and introduce green building design to the office projects in the early stage, which can reduce the power consumption of the relevant projects by about 10% year-on-year, involving garage lighting, in-building area lighting, equipment room lighting, elevator inverter, etc.

While promoting green operation and construction, the Group participates in all kinds of environmental publicity activities to call on more people to participate in the action of protecting the ecological environment.

3.3 Green Office

Eco-Friendly Work Mode

To enhance an awareness of green office and to install a sense of preservation and to reduce wastage among all staff, a lean structure is to be introduced into the company's administrative logistics. All workplace property services, water and electricity costs are deduced based on the basis of the number of people being covered. Measures include inspection and maintenance, transformers management, and putting air-conditioning switches under master control, with energy-saving signs posted for notice in public area. The application, procurement, and distribution of office items are conducted in strict accordance with the company's office supplies release standards. The Company is set to improve its procurement plans to cut ad hoc requests, reduce inventory, and to shorten requisition frequencies; to recycle used office supplies from employees leaving the company for reuse; to encourage trade-in used items while making applications for office supplies.

3.2 綠色運營

本集團實施從項目的設計、建設、運營、管理的全生命週期的環保管理，在保證品質、安全等基本要求的的前提下，堅持綠色運營，最大限度節約資源、減少對環境的負面影響，以創新理念和創新成果促進人居、生活、環境的可持續發展。

本集團在項目建設過程中，持續推動項目能耗能效前期籌劃管理，前期對辦公項目引入綠色建築設計，使相關項目的電力消耗量同比減少10%左右，涉及車庫照明、樓內工區照明、設備房照明、電梯變頻器等。

本集團在推進綠色營運、建造的的同時，參與各類環保公益宣傳活動，以號召更多人共同參與保護生態環境的行動。

3.3 綠色辦公

環保辦公模式

為樹立全員綠色辦公意識，勤儉節約意識，杜絕浪費，切實推動行政後勤精益化管理。職場物業服務、水電費用以服務人數做到測算，通過檢查維護、管理變壓器、總控空調開關、公共區域張貼節能標識等方式；嚴格按照公司辦公用品配置標準申領、採購、發放；提升採購計劃性，避免臨時需求，降低庫存，降低領用頻次；對離職員工的辦公用品進行回收，內部循環重複利用；辦公用品申領鼓勵以舊換新。

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In addition, the Company promotes the implementation of paperless offices. Data is to be archived in paperless approach through electronic archiving. All filing materials are to be stored and transmitted in electronic formats; all materials are to be printed in black-and-white and in double sides on paper.

The Company also advocates low-carbon business travel, and often requires employees to take high-speed trains, public transportation and other forms of routine travels (short-distance cross-city travel) as much as possible; it advocates the priority use of public transportation for travel, and advocates combined itinerary travel.

Action for Emission Reduction

The Company vows to advocate the concept of green development and make good use of resources and energy to create a low-energy consumption office space, while strengthening energy management and water resources management by multiple approaches. Energy-saving lamps and lanterns are to be utilized in offices as much as possible. All office staff are required to turn off the lights when leaving for the day, and turning off some lighting when there are only a few people around, and localize distribution and management as per the department's office location. All computers are uniformly set to auto standby mode in five minutes, and all staff has to turn off their computer units and displays before leaving for the day. The temperature of all air conditioners is preset to above 26 degrees in summer and below 18 degrees in winter. Air conditioners are to remain off when there is no one indoor, and windows should not be opened when turning on the air conditioner. All air conditioners are to be turned off twenty minutes in advance before leaving the office. Water use in the office area is to be strictly monitored, with regular inspection and maintenance of water pipe networks, thereby reducing the wastage of water resources through dripping and leaking.

推行無紙化辦公，存檔資料無紙化，採用電子存檔方式；檔案文件電子化，採用電子版發送；列印材料黑白化，採用雙面列印。

本公司宣導低碳公務出行，經常要求員工日常公務外出(短途跨城)，儘量使用高鐵、公共交通等形式；提倡優先使用公共交通出行，提倡合併行程出行。

減排行動

積極踐行綠色發展理念，善用資源和能源，努力打造低能耗辦公空間，多維度加強能源管理、水資源管理。辦公場所儘量使用節能燈具，要求辦公人員下班時必須關燈，人少時關閉部分照明燈，按部門辦公位置進行屬地化分配管理；電腦統一設置五分鐘自動進入待機模式，下班前關閉電腦主機、顯示螢幕；空調運行時，夏季設置二十六度以上，冬季十八度以下；室內無人時不開空調，開空調時不開門窗，下班時應提前二十分鐘關閉空調。嚴格監控辦公區域用水情況，定期檢查維修水管網，減少跑、冒、滴、漏等浪費水資源的現象。

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The Group requests project companies to reduce the density of water resource consumption through technical optimization and through usage saving technologies, and adopting less water consuming equipment so as to realize the circular utilization or reuse of water resources and improve usage efficiency. The Group will also implement a water resource utilization efficiency plan and formulate annual targets for water resources consumption.

All project companies of the Group vow to achieve the annual goal of “reducing water consumption density by 3% by 2024 (based on 2021), reducing carbon emissions by 3% by 2025 (based on 2021), and reducing water density by 5% (based on 2021)”, and propose management and technical measures to improve the efficiency of the use of water resources, and to promote the implementation of measures down to the earth.

3.4 Green-friendly Enterprise

Dealing with Major Climate Changes

Climate change is one of the most serious challenges facing the world. Rising temperatures and extreme weather are threatening society and our business operations. The Group regularly reviews the impact of climate change on its daily business operations, and is committed to adopting various environmentally friendly operating measures to reduce greenhouse gas emissions and the pressure caused by global climate change. At the same time, we will actively assess and manage climate-related operational risks and improve our ability to adapt to climate change. During the Reporting Period, the Board of Directors began to identify climate-related risks that could lead to financial and operational disruptions and include them in the monitoring list.

本集團要求項目公司通過優化工藝、降耗技術、採用耗水量小的設備等措施，降低水資源消耗密度，實現水資源循環利用或再利用，提升使用效益；實施水資源使用效益計劃，制訂水資源消耗年度目標。

本集團各城市公司均以實現「二零二四年前耗水密度降低百分之三(以二零二一年為基準)，二零二五年前碳排放降低百分之三(以二零二一年為基準)、水密度降低百分之五(以二零二一年為基準)」為全年度之目標，提出水資源使用效益提升方面的管理和技術措施，並推動措施落地。

3.4 綠色友好型企業

應對重大氣候變化

氣候變化乃世界各地所面臨最嚴峻挑戰之一。氣溫上升及極端天氣在威脅著社會以及我們的業務營運。本集團定期審視氣候變化對其日常業務營運的影響，並致力採取各項追求環保的營運措施，務求減少溫室氣體排放及對全球氣候變化造成的壓力。與此同時，我們會積極評估及管理與氣候相關的營運風險，並提高我們對氣候變化的適應能力。在報告期內，董事會開始識別可能誘發財務及營運中斷的氣候相關風險，並將其納入監測清單。

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Physical Risks 實體風險	Climate Types 氣候類型	Potential Financial Impacts 潛在財務影響	Countering Measures 應對措施
Acute 急性	Typhoon and rainstorm, snowstorm, hail, strong wind, thunder, fog, sandstorm 颱風暴雨、暴雪、冰雹、大風、雷雨天氣、霧霾、沙塵暴	<ol style="list-style-type: none"> 1. Slowing work progress, leading to overtime pay and other compensation losses. 工期進度受影響，造成趕工費或者其它賠償損失。 2. Equipment and personnel suffering injuries and casualties under natural disasters with economic losses. 設備及人員遭受自然災害影響，產生人員傷亡及經濟損失。 3. Repairs required for damaged structures leading to additional cost. 需對被破壞的構築物進行修復，增加成本。 	<ol style="list-style-type: none"> 1. Reinforce duty roster system, and safety maintenance during typhoon and rainstorm and be timely aware of sudden flooding, disasters and dangers occurrence and development. 加強颱風暴雨期間值班制度和 safety 檢查，及時掌握突發性汛情、災害、險情的發生和發展動態。 2. Well prepared for all possible flooding and disasters. Implement hazard preventive measures proactively. 對可能出現的汛情、災害要有充分的準備，積極主動做好災害預防工作。 3. Ensure sufficient manpower of staff on duty and warming equipment during business suspension at winter times. 冬季冬歇現場值班人員，人力充足，防凍採暖設施充足。 4. To ensure on-site safety checks and be aware of weather changes for urgently suspending construction and transferring labour and equipment to safe locations. 做好現場安全管理，及時關注天氣變化，及時停止相應施工，人員、設備轉移到安全地帶。 5. Fastening of materials and equipment stored on-site and on high level at stormy weather. 大風期間固定好現場及高空放置的材料及設備。

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Physical Risks 實體風險	Climate Types 氣候類型	Potential Financial Impacts 潛在財務影響	Countering Measures 應對措施
Chronic 慢性	High temperature, cold wave at low temperature 高溫、寒潮低溫	<ol style="list-style-type: none"> 1. Slowing work progress, leading to overtime pay and other compensation. 工期進度受影響，造成趕工費或者其它賠償。 2. Personnel suffering injuries and casualties leading to damages. 人員造成傷亡，產生賠償費用。 3. Short-circuit leading to fire and other disasters and property losses. 線路自燃造成火災等事故，產生財產損失。 4. Quality issues caused by low temperature leading to rework cost. 低溫造成的品質問題產生返工費用。 	<ol style="list-style-type: none"> 1. Utilizes coagulant to ensure cement quality; issue summer-proof medicines to workers; works to be undertaken by workers under ordinary temperature; Maintenance and inspections to be arranged for machineries. 使用緩凝劑來保證混凝土品質；給施工人員發放防暑藥品，施工人員根據溫度適時施工，做好防暑降溫措施；機械設備做好養護和保養檢查工作。 2. To ensure cement temperature through coagulant; properly monitor cement temperature and undertake works according to weather conditions. 做好混凝土保溫措施，使用速凝劑；適當提高混凝土澆築溫度，按照天氣合理進行排產。

The Sustainable Development Working Group reports to the Board on a quarterly basis on the level of risks in ESG, including climate change, and has preliminarily formulated response strategies and preventive measures for the identified risks and opportunities in order to adapt to trends in climate change and alleviate the impacts of climate change.

可持續發展工作小組按季度向董事會匯報包括氣候變化在內的環境、社會及管治範疇在內的風險水準，並針對識別出的風險與機遇，初步擬定了應對策略和防範措施，以適應氣候變化趨勢和減緩氣候變化影響。

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Energy Structure and Applications:

According to the national plan and the 2060 carbon neutrality target, it is expected that China will table more aggressive goals for green buildings and building energy consumption. The increasing national carbon reduction targets and policy requirements will pose certain technical risks to the Group.

The adoption of energy-saving and consumption-reducing, renewable energy building designs and building materials, energy-saving retrofits of existing building equipment, and self-development of green design technologies and patents will further raise R&D, design, development and other construction costs. At the same time, improvements to be made on the environmental performance of existing buildings will also lead to additional costs and technical constraints.

To deal with the situation as above, the Company has realized real-time monitoring of energy source data of public and leased areas through re-adapting the energy management systems of self-supporting projects in operation. The Company seeks to formulate enterprise long-term goals to promote green buildings in accordance with the guidance of national policies, and gradually phase-in annual goals. The Company looks to establish an incentive mechanism to encourage projects to carry out high-level/high-tech green building practices. The Company also seeks to summarize its practical experience in green buildings over the years, and establish standardized processes for enterprises and roll out standardized products, in order to achieve goals in quality improvement, costs reduction, and efficiency enhancement in its green building tasks.

On Legal Aspect:

The government may introduce a new series of regulations relating to the protection of environment and the alleviation of harsh climate effects. Enterprises may amend their relevant business models or be ready to bear higher operating costs. They need to seek further legal advice and bear additional operating costs.

The Company will pay close attention to whether the relevant government departments have issued any new regulations. The Company will proactively adjust the operating model of enterprises and shift towards low-carbon environmental protection to meet the development direction of future government plans.

能源結構與使用層面：

根據國家規劃文件及二零六零年碳中和目標，預計中國將針對綠色建築及建築能耗提出更進取的目標，國家減碳目標及政策要求而日漸提高將為本集團帶來一定的技術風險。

採用節能降耗、可再生能源的樓宇設計及建築材料、對現存樓宇設備進行節能改造以及自行開發綠色設計技術及專利，均將進一步增加研發、設計、開發等建築成本。同時，改善現有建築的環境表現也將面臨額外成本和技術限制。

為應對上述影響，本公司通過對在營自持項目能源管理系統改造工程，實現公區與租區能源數據實時監督即時監督。根據國家政策導向制定企業推廣綠色建築的長期目標，並逐步設立年度目標。建立激勵機制鼓勵項目展開高等級高技術綠色建築實踐。總結歷年綠色建築實踐經驗，建立企業標準化流程，形成標準化產品，達成綠建工作提質、降本、增效目標。

法律層面：

政府可能出臺新的一系列與保護環境、緩解惡劣氣候相關的法規條例。企業將有可能改變相關業務模式或付出更多的運營成本。企業需要尋求更多的法律意見，並付出更多的企業運營成本。

本公司將密切關注政府相關部門是否有出臺新的相關法規條例。積極調整企業運作模式，朝低碳環保方向轉變，以契合未來政府規劃的發展發向。

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On Technological Aspect:

The construction industry is one of the main sources of carbon emissions in China. How to make construction “go green” and energy-efficient operation shall be a key component of the dual-carbon strategy.

The national strategy of carbon neutrality and carbon peak will raise the Company's financial costs. Therefore, the Company is proactively formulating its near- and long-term plan and actively contacting the local government to understand its dual-carbon policy, while proactively managing its relationship with suppliers, social groups, and the media to achieve win-win among all parties.

On Marketing Aspect:

The market is evolving in a rapid pace. It is imperative to adapt to changes in the market to align the supply and demand relationship between commodities and suppliers. Looking forward, the Company will develop near- and long-term plans and proactively observe and grasp even the most subtle changes in the market, and re-select suppliers that meet the market environment and the Company's requirements. These measures will gear the Company's products towards market requirements, and meet the needs of the market and the public and environmental protection.

Bio-diversity Protection

The Company works alongside government departments, professional institutions and other forces to implement biodiversity conservation and carefully protects the balance of the earth's ecosystem. Strictly abiding by the “Land Management Law” and other land development laws and regulations, the Company is especially sticking to the bottom line in the development of green spaces, brownfield development, biological diversity, cultural protected areas and other related areas. At the same time, the Company is committed to protecting the biological diversity around the development projects, and taking into account their impact on the environment during the whole construction cycles, and considering the adoption of nature-friendly designs in the new development projects while meeting economic benefits.

科技層面：

建築行業是中國碳排放的主要領域之一。如何讓建造「變綠」和節能運行，將會是雙碳戰略中很重要的一部分。

碳中和、碳達峰的國家戰略會增加本公司財務成本。因此，本公司內部做好近遠期規劃，主動對接當地政府，瞭解當地政府的雙碳政策，積極做好、供應商、社會團體，媒體等關係管理。實現多方共贏。

市場層面：

市場變化瞬息萬千。如何適應市場的變化，以契合商品和供應商的供需關係，將非常重要。未來，本公司做好近遠期規劃，積極關注及捕捉市場任何細微的變化，重新選擇符合市場環境及本公司要求的供應商，以將本公司產品做到符合市場要求，契合市場大眾及環境保護需求。

生物多樣性保護

本公司聯合政府部門、專業機構等多方力量，落地落實生物多樣性保護實踐，用心守護地球生態系統的平衡。嚴格遵守「土地管理法」等各項土地開發法律法規，特別是對於綠地開發、棕地開發、生物多樣性、文化保護區等相關內容嚴守底線。同時致力保護開發項目周邊的生物多樣性，在建築全週期考慮其對環境的影響，在符合經濟效益的情況下考慮於新發展項目採用親和自然的設計。

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Case

The practising course of Baoxin Golf is situated alongside the scenic Xixiang Sports Center with a total project area of more than 50,000 sqm. The project looks to protect human health through filtering solar radiation; to consolidate embankments through reducing soil erosion; to purify water sources and improving soil; to regulate the ecological environment of the micro-climate; to reduce noise; and to purify the atmosphere and natural oxygen.

4. CUSTOMER FIRST, COOPERATION FOR WIN-WIN

The Group emphasizes a green business philosophy to adapt to new changes in consumer demand and increase high-quality products and services through multiple channels to respond to people's new expectations for a better life. Under the current situation, the Group's business development should focus on gaining further insight into the underlying market dynamics, and be highly sensitive to the core elements that affect the development of the industry, such as policies, population, and industries. The Group should be forward-looking to explore in-depth user needs and develop diversified, thematic, and characterized service projects to create a more mature, differentiated, and diversified product eco-system, thereby crafting out good branding experience that exceeds customer expectations, and satisfy customers' higher pursuit of quality of life.

4.1 Realize the commitment to a happy life

Impacted by the pandemic and new industry movements during the Year, the Company's projects still adhered to the guiding principle of "Overcoming difficulties to the best of one's abilities". Under the mission to "build each project into a benchmark that represents best quality", we meet the personalized needs of consumers "in every form with unique needs". The Group also vows to closely follow through even the finest of detail in design and manufacturing. It serves to not only fulfill customer's expectations for a better life, but also demonstrates the accountability of the Company's brand.

案例

寶新高爾夫的練習場依傍風景優美的西鄉體育公園，項目總面積5萬多平方米。項目通過減少太陽輻射，保護人類健康；減少水土流失、鞏固堤岸；淨化水源、改良土壤；調節小氣候的生態環境；減緩噪音；淨化大氣，天然氧吧。

4. 客戶至上，合作共贏

本集團踐行綠色經營理念，以順應消費需求新變化、多管道增加優質產品和服務，來回應人民對美好生活新期待。在當前形勢下，本集團業務開展更加洞悉市場發展的底層規律，對影響行業發展的核心要素，如政策、人口、產業等要高度敏感，用前瞻性眼光，深度挖掘用戶需求，開發多樣化、主題性、特色類的服務項目，打造更成熟化、差異化、多元化的產品體系，打造超越客戶期待的品牌體驗，滿足客戶對於品質生活的更高追求。

4.1 兌現幸福生活的承諾

本年度受疫情衝擊和行業變局的影響下，本公司各項目依然堅持「攻堅克難」的引路原則，我們以「每個項目都打造成品質標杆」為使命，滿足消費者「千人千面」的個性化需求，從設計到施工不放過產品上的任何一個細節的創新，不僅兌現了客戶對項目美好生活的期待，更彰顯了寶新品牌的責任擔當。

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We have always paid attention to the experience and feelings of the property owners, and hope to witness the growth of families in partnership, and work together to precisely carve out every moment of a happy life. During the construction process, project open days will be carefully prepared for property owners and potential customers. The on-site project heads will lead property owners, customers, and media representatives to visit the garden landscape, and to examine building designs, monitoring and security setups, power distribution loops, etc., and be briefed on project progress and on-site details, so that all visitors may fully experience the ecological residence to be delivered in due course. While helping the property owners to gain exposure to our quality, these activities also reflect our readiness to accept the test of time and customers' oversight, so that the property owners can feel relieved, at ease and worry-free about the construction process of their residence.

4.2 In responding to consumers' demand for a healthy lifestyle

In the post-pandemic era with the emerge of new consumers' trends as well as the accelerated integration of online and offline consumption scenarios, the consumer market is clearly at a stage of major transition and upgrading. Consumers are now paying more attention to personal health and are more willing to maintain a healthy lifestyle. The Group is able to grasp these shifting consumer trends in a timely manner and thoroughly understand consumers' needs, so as to quickly and accurately capture ever-zigzagging consumers' psyche. Focusing on the theme of "healthy life" in the post-Pandemic era, the Group has mapped out three key purposeful consumption orientated establishments: KTV, children's playroom, and fitness room. These new projects have altogether realized a solid and diversified portfolio of multi-facial health-focused entertainments to meet the upgrading consumer demands.

我們向來注重業主的體驗及感受，希望與業主一同見證家的成長，共同精心雕琢幸福生活的每個點滴。在施工進程中會精心為業主和潛在客戶準備項目開放日活動，現場項目負責人帶領業主、客戶、媒體代表深入社區參觀園林景觀、樓宇設計、監控安防、配電等，並介紹項目概況和現場細節，讓在場人士充分體驗即將交付的生態居所。讓業主們瞭解我們的精工品質的同時，也強調敢於接受時間的考驗與客戶的監督，讓廣大業主對家的建造過程感到放心、安心和省心。

4.2 回應健康消費需求

後疫情時代，新消費新業態崛起，線上線下消費場景加速融合，都昭示著消費市場面臨進一步升級換檔。消費者更重視個人健康，並更願意保持健康規律的生活方式。本集團及時把握不斷變化的消費趨勢，洞察新的消費者需求，在變化中快速準確地抓住消費者心理，圍繞後疫情時代的「健康生活」主題業態提前佈局，先後新增了KTV、兒童遊樂園、健身會三大目的性消費業態的配置，實現強體驗性的健康娛樂多元化經營，滿足消費者不斷增強的高品質消費需求。

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4.3 Ingenuity to create excellent quality

The Group always regards product quality, engineering quality, and safety management as the lifeblood of the Group's development, with strict control of quality and strives for excellence. The Group firmly believes that only through fine-crafting of every single product and ensuring its excellent quality can earn the confidence by more consumers, and only on which the enterprise can achieve further long lasting development. To this end, the Company has established a strong product quality control, engineering quality control and safety production management system, which form the golden combination that ensures ingenuity and quality.

During the Year, the "Guidelines for the Application of Residential Product Standardization Results" was integrated with the Group's residential projects. The Group's office building projects has completed the one-star certification of green buildings by 2022, and the apartment projects will ensure that 100% of its new development projects to be qualified for national one-star certification of green buildings or other higher-level certifications, with the further perfection of the Group's apartment complex regime. It is expected that by 2024, the residential sub-household acceptance standard documents of the Changsha project will be revised in accordance with national norms or industry standards.

As per the relevant national industry technical standards, technical specifications have been issued for various construction industry categories such as door and window designs, office/commercial hardcover grading standards, and residential product standards. Before 2024, all projects involved in the Group will be implemented in accordance with the abovementioned standards, and relevant system documentation will be continuously revised in accordance with national policies or industry standards.

4.3 匠心打造卓越品質

我們始終將產品品質、工程品質、安全管理視為本集團發展的生命線，嚴把質控，精益求精，我們堅信唯有用心做好每一個產品，確保其卓越品質，才能贏得更多消費者的信賴，從而讓企業得到更長足的發展。為此，本公司建立了完善的產品品質管控、工程品質把控和安全生產管理體系，三位一體，鑄就匠心品質。

於本年度，本集團住宅項目已完成「住宅產品標準化成果應用導則」。二零二二年前寫字樓項目已完成綠色建築一星級認證。二零二二年公寓項目將確保100%新開發項目獲得國家綠色建築一星級認證或其他更高等級認證，同時實現本集團公寓體系的搭建。預計於二零二四年，長沙項目將根據國家規範或行業標準，修訂住宅分戶驗收標準文件。

我們已根據國家相關行業技術標準，編製了建築行業各類別，例如門窗設計、辦公／商業精裝分級標準、住宅產品標準化等技術標準制度檔案。二零二四年前，本集團所涉及項目將全部按上述標準執行，並根據國家政策或行業標準，持續修訂相關制度檔案。

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Product Quality Control 產品品質管控	Production Safety Management 安全生產管理
<ul style="list-style-type: none"> The Group is strictly abided by the “Products Quality of the People’s Republic of China”, the “Construction Law of the People’s Republic of China”, the “Regulations on the Quality Control of Construction Projects”, and the “Unified Quality Acceptance Standard of Construction Projects” (GB50300-2013), etc., and conduct business in accordance with relevant laws, regulations and standards. Complete quality control procedures and system are developed to provide customers with safe and high-quality products to create a people-oriented living space. Strict control of product quality from the origin is emphasized, and the quality of materials and parts are controlled through random inspection, special on-site project inspection, inspection of project safety, quality, with internal management operations conducted through the engineering department, etc. Along with well-rounded quality control to eliminate safety hazards, and strict implementation of the Group’s procedures and relevant documentation on safety, quality, plans, skills and process management, ensuring that controllable quality, project quality and safety are in place, so as to ensure delivery of high- quality products to customers. 嚴格依照《中國人民共和國產品品質法》、《中華人民共和國建築法》、《建設工程品質管制條例》、《建設工程施工品質統一驗收標準》(GB50300-2013)等相關法律法規和標準開展業務，並依據業務運營特點制定了自有的完整的品質管控制度和體系，為客戶提供安全安心的高品質、健康的建築產品，打造以人為本的生活空間。 堅持從源頭管控產品品質，以材料部品飛檢、項目現場檢測，對工程安全、品質及工程部內部管理、管理行為等內容進行檢查等方式全面立體把控產品品質，聯動整改消除安全隱患，落地執行本集團安全、品質、計劃、技術、工程管理制度及相關要求文件，確保項目品質、安全、品質可控，向客戶交付匠心產品。 	<ul style="list-style-type: none"> The Group is strictly abided by the “Production Safety Law of the People’s Republic of China”, the “Construction Law of the People’s Republic of China”, and the “Regulations on the Management of Production Safety of Construction Projects”, and continuously improves the production safety management system. The Group values the establishment of a safety management structure. The headquarters of the Company has established a safety management committee, while the subordinate companies have established individual safety management committees or safety management teams in combination with their actual operations, and set up independent safety management and supervision department. Employees in all departments and job positions have signed the “Safety Production Responsibility Letter” to clarify who is responsible for safety and urge that daily safety management measures can be implemented down to the earth. The Office of the Group’s Safety Committee makes full use of monthly safety meetings, morning meetings and WeChat work groups to promote safety production, fire safety laws and regulations knowledge and advanced safety production management concepts, and actively carry out safety education activities covering all employees, to be combined with safety production week, safety production month and other theme activities, effectively improve employee safety awareness and improve risk prevention capabilities. 嚴格遵守《中國人民共和國安全生產法》、《中華人民共和國建築法》、《建築工程安全生產管理條例》，不斷健全安全生產管理體系。 高度重視安全管理架構的設置，總部建立安全管理委員會，下屬公司結合實際經營情況建立安全管理委員會或安全管理小組，建立獨立的安生管理與安全監督機構，各部門各崗位全員100% 簽訂《安全生產責任書》，明確安全責任主體以及督促日常安全管理措施能落實到位。 本集團安委辦充分利用月度安全會議、晨會和微信工作群宣導安全生產、消防安全法律法規知識和先進的安全生產管理理念，積極開展覆蓋全員的安全教育活動，結合安全生產周、安全生產月等主題活動，切實有效地提高員工安全意識，提高風險防範能力。

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To formulate operating guidelines for material and equipment management, and ensure that engineering materials meet the quality requirements of design drawings and specifications through strict and effective management of engineering materials and equipment in a controlled manner before and during the process.

制定材料及設備管理作業指引，通過嚴格、有效的管理使工程材料及設備在事前、事中處在受控狀態，確保工程材料符合設計圖紙及規範的品質要求。



To conducts ad-hoc inspection on incoming material exercises. "Notice for Conducting Acceptance Inspection for Incoming Materials" is to be issued twenty (20) days before the commencement of inspection wherein the inspection objectives, inspection methods and requirements, the inspection scope, the inspection time and the cooperation requirements by the respective project team are clearly stated. Standard forms such as "Score Sheet of Acceptance Inspection for Incoming Materials", "Review Report on Acceptance Inspection for Incoming Materials", and "Rectification Sheet for Findings of Acceptance Inspection for Incoming Materials" are also provided to the units under inspection. If any materials are being found to be unqualified, strict penal actions including punishment on the suppliers and accountability by the responsible employee will be taken whilst for those reported cases with serious quality problems, the project works concerned will be ordered to halt for rectification, and the management warnings and notifications will also be issued.

不定期組織材料進場項目檢查，在開始項目檢查前二十天發出《關於開展材料進場驗收工作項目檢查的通知》，在通知內容中明確檢查目標、檢查方式及要求、檢查物件、檢查時間、各單位配合要求等，並提供《材料進場驗收專項檢查評分表》、《材料進場驗收工作專項檢查報告》、《材料進場驗收專項檢查問題整改銷項表》等表格內容，一旦發現不合格材料，會採取嚴格的懲罰措施，包括對供應商的懲罰及項目部相關責任人的問責，對於嚴重材料品質問題責令停工整改，發出管理警告及管理通報。



As the Group's business did not involve products sold or shipped that must be recovered on safety and health reasons, no such disclosure was made.

During the customer's inspection stage upon completion, we provide a set of inspection standards for customer's professional reference as well as arranging follow-up repair by all construction units to provide the best services for property owners. Specialized construction teams are appointed to follow up the entire delivery process by resolving ordinary problems within half an hour. Commitment involving raw materials customization can be delivered within a reasonable time frame (normally one month), which is highly appreciated by the property owners.

在客戶驗收階段，為查漏補缺，更好的服務業主，我們編制列明客戶驗房標準，為客戶驗房提供專業依據，安排各專業施工單位全程跟蹤維修，一般問題在半小時內解決，涉及原材料定制的承諾在合理的時間範圍內完成（一般一個月），交付高品質的產品，深受收樓業主好評。



Upon the registration of project completion, the project, in principle, should still be subject to a 3+1 inspection formality (Covering initial joint inspection, joint inspection after rectification and property acceptance inspection, inspection for delivery acceptance and final inspection before delivery). The inspection team is composed of Engineering Management Centre, Operational Management Centre, Marketing Management Centre, Property Management Unit and the local project company team of the Group. Delivery shall be subject to the successful acceptance upon inspection carried out by all the concerned parties. The inspection shall be carried out thoroughly with one check for one project and one record for one household while inspecting each property unit; clearly define the parts and details of project quality problems; and strictly control the project quality. In terms of quality problems spotted during the inspection, the local project company/the Shenzhen Project Department will formulate a rectification plan and urge the construction unit to rectify and complete within the prescribed time limit.

項目在竣工備案完成後，原則上還要經三加一次（首次聯合檢查、整改後聯合檢查及物業承接查驗、交付許可檢查、交付前最後排查）的檢查，檢查小組由集團工程管理中心、集團運營管理中心、集團行銷管理中心、集團物業管理單位，城市公司項目部組成，各方檢查驗收合格後方可啟動交付，檢查須100%覆蓋，對分戶進行查驗並做到一戶一驗、一戶一表，且明確工程品質問題的部位與明細，嚴控工程品質，檢查發現的品質問題，由城市公司/深圳項目部制定整改計畫，並督促施工單位在限期內整改完成。

本集團業務不涉及已售或已運送產品總數中因安全與健康理由而須回收的情況，故不作披露。

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Categories 分類	Content 內容	Standard 標準
Incidents Control Index 事故控制指標	Production safety-related casualties' incidents (including casualties during work progress) 生產安全亡人責任事故(含施工過程中亡人事故)	0
	Fire hazards-related injuries and casualties' incidents 火災傷亡責任事故	0
	Production safety incidents with direct economic loss of RMB100,000 or above 直接經濟損失達人民幣100,000元或及以上的安全生產事故	0
	Social order and criminal cases 發生有影響的治安事件、刑事案件	0
Compliance Management Index 合規性管理指標	The betterment of safety management structure with corresponding responsible officers at all levels signing production safety responsibility agreement 健全安全管理組織機構，落實各級安全管理責任人，簽訂安全生產責任書	100%
	Enforcement of Group's safety and fire control systems and standards, with strict enforcement through meetings/learning/training/duty/inspection/drills/ examinations/assessment/ benchmarking 執行集團安全、消防管控制度及標準，會議/學習/培訓/責任/檢查/演練/考試/考核/績效/落實嚴格到位	100%
	Completion of all safety permits and the qualifications of all safety and fire control-related duties staff (including special duties staff, special equipment operators, fire safety equipment operators, etc.) 各類安全證照辦理完成率，各安全、消防相關崗位員工持證上崗率(特種作業人員、特種設備操作人員、消防設施操作人員等)	100%
	Improvement percentage of major production safety hazards and fire hazards under the Group's direct management 集團掛牌督辦的重大生產安全事故隱患和重大火災隱患整改率	100%
	Ensure the company's contribution to safety expenditure and the completion percentage of safety insurance policies 確保公司安全經費投入，安全類保險投保完成率	100%
	Regulations-breaching design, constructions and illegal operations (project oversight, evaluation, preparation and inspection compliance) 違規設計、違章建設、違法經營(工程審、驗、備、檢合法合規)情況	0

During the Reporting Period, the Group's products were able to maintain steady quality and there was no product recovery due to product quality.

本報告期間，本集團產品品質平穩發展，未出現因產品品質而回收的情況。

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4.4 Dedicate to provide high-quality service

Facing increasingly diversified consumer needs, the Group insists on serving customers with honesty and a pragmatic attitude. The Group is continuously upgrading its lines as accordance with the needs of different business forms and customers' groups, so that customers can fully enjoy high-quality services.

4.4.1 Customers' Feedback and Response Mechanism

The Company attaches great importance to customer experience and evaluation at different stages including pre-sales, in-sales, and after-sales. The Company has also established a professional customer services system and complaint feedback system to cope with different business forms such as residential projects and commercial projects utilizing membership centers, service desks, service hotlines, WeChat and other channels to accept feedback in real time, and across the whole customer services flow.

To ensure service quality, all business forms have formulated standard customers' services operating guidelines to address issues such as problem responses, handling, closure, and return visits. Throughout the year, the Group received 11 complaints for various projects, all of which were processed in time and within the deadline, so as to quickly and effectively resolving customer problems.

4.4 用心提供高品質服務

面對日益多元化的消費需求，本集團堅持以誠實、務實的態度服務客戶，針對不同業態和不同客群需求，不斷選代升級，讓客戶充分享受高品質服務。

4.4.1 客戶回饋與回應機制

本公司高度重視售前、售中、售後不同階段的客戶體驗與評價，針對住宅項目、商業項目等不同業態建立專業的客戶服務體系和投訴回饋體系，借助會員中心及服務台、服務熱線、微信等管道即時受理回饋，貫穿客戶服務全過程。

為保證服務品質，各業態均制定有問題回應、處理、關閉、回訪的標準客戶服務操作指引。本集團全年各項目接到投訴量為十一次，均及時受理並於限期處理，快速有效解決了客戶問題。

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4.4.2 Confidentiality of Property Owners' Personal Data

The Company emphasizes the protection of customer information, strictly complies with the "Network Security Law of the People's Republic of China" and other laws and regulations, and protects the basic rights and interests of customers by protecting customer privacy, safe guarding customer information security, and observing bottom lines of marketing. For the property owners' information and data, they shall be managed by dedicated personnel, and be stored in a dedicated filing room with proper locking. Staff which are not responsible for files handling are strictly denied entry by virtue of the Company's strict internal regulations. All files handling staff have signed "confidentiality agreement". If there is a breach of confidentiality, they are supposed to bear relevant legal responsibilities. In addition, the Company has also put in place strict regulations on file retrieval. File retrieval process needs to be strictly administered, and files can only be retrieval after being verified and approved by the Company's management at in a seriously manner.

During the Reporting Period, the Group did not have any complaints of leakage of customer information.

4.4.3 Improving Customers' Satisfaction

We value customer evaluation and feedback on our products and services. To this end, we have established a full-stage and full-contact satisfaction survey system as per the characteristics of different businesses, a standardized service process, and a supervision and inspection mechanism to evaluate the degree of customer satisfaction in a timely manner. Customers awareness throughout the Group is realized by referring to industry values and adopting proper incentives.

Starting from 2022, the Company has arranged to incorporate green environmental protection-related matters in all projects into the research indicators, and conduct customers' satisfaction surveys every six months, ensuring that the total score of office tenants' satisfaction is maintained at not less than 90. All in all, the score of apartment customer satisfaction has been maintained at 80 or more, the score of sales customers' satisfaction is maintained at 90 or more, and the score of residential project owners' satisfaction is maintained at 70 or more.

4.4.2 業主資訊保密

本公司重視客戶資訊保護，嚴格遵守「中華人民共和國網路安全法」等法律法規，通過保護客戶隱私、守護客戶資訊安全、堅持行銷底線等方式，保障客戶的基本權益。對於業主的資訊和資料我們由專人管理，存放於專用檔案室裡並上鎖，非檔案管理人員嚴禁入內，且本公司內部有嚴格規定，檔案管理人員都簽署「保密協議」，如出現洩密情況需承擔相關法律責任，且檔案查閱本公司也有嚴格規定，需嚴走相關之檔案查閱流程，經本公司各級領導層層把關審批後方可查閱。

本報告期間，本集團未出現客戶資料外漏投訴事件。

4.4.3 客戶滿意度提升

我們十分重視客戶對於我們產品和服務的評價回饋，根據不同業務特點建立了全階段、全觸點的滿意度調查體系，打造標準化服務流程，建立督導巡檢機制，及時瞭解客戶滿意度現狀，通過對標行業值，採用激勵的方式促進客戶意識在全集團的落地。

自二零二二年起，本公司計劃陸續將所有項目的綠色環保相關事項納入調研指標，每半年開展一次客戶滿意度調研，並確保寫字樓租戶滿意度總分保持不低於九十分，公寓客戶滿意度評分保持八十分或以上，銷售案場客戶評分保持九十分或以上，住宅項目業主評分保持七十分或以上。

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4.4.4 Protection of Intellectual Property

We are strictly abided by the “Trademark Law of the People’s Republic of China”, the “Copyright Law of the People’s Republic of China”, the “Patent Law of the People’s Republic of China”, the “Anti-unfair Competition Law of the People’s Republic of China” and other laws and regulations, and work to strengthen the management of intellectual property rights such as patents, copyrights, and trademarks, and take legal measures to safeguard intellectual property rights.

The Company has formulated the “Measures for the Management of Intellectual Property Rights” in 2017 in order to implement an intellectual property management system, and clearly define management responsibilities and content. The Company has also established a regular mechanism to provide intellectual property training for employees at least once a year.

During the Reporting Period, the Group did not receive any complaint regarding intellectual property infringement.

4.4.4 知識產權保護

我們嚴格遵守「中華人民共和國商標法」、「中華人民共和國著作權法」、「中華人民共和國專利法」、「中華人民共和國反不正當競爭法」等法律法規要求，加強對專利、著作權、商標等知識產權的管理，採取法律手段保護知識產權。

本公司已於二零一七年制定「知識產權管理辦法」，明確知識產權管理制度、管理職責及內容。並建立恆常機制，為員工提供知識產權培訓，至少每年為員工提供培訓一次。

本報告期間，本集團未出現知識產權侵權投訴案件。

4.5 Cooperate to achieve win-win results

Suppliers are our partners to deliver customer services. Implementing standardized supplier management can enhance supplier management capability, and promote the provision of quality products and services to our customers.

4.5.1 Supply Chain Management

The Company has always pursued responsible procurement by, taking a supplier’s commercial credit and social responsibility as the key premises for cooperation. The Company has formulated the “Rules Governing Procurement”, clarifying the implementation of centralized management for procurement, to strive improving the level of procurement management.

During the Reporting Period, the Company well protected the rights and interests of its suppliers and partners, as well as achieved mutual benefit and win-win results for all parties concerned.

4.5 齊心共建合作共贏

供應商是我們實現客戶服務的合作夥伴，進行規範的供應商管理一方面能提升供應商的管理能力，另一方面也將促進我們對客戶提供優質產品和服務。

4.5.1 供應鏈管理

本公司一貫追求責任採購，將商業信用和社會責任表現作為供應商合作的重要前提。本公司制訂了「採購管理辦法」，明確採購實行歸口管理，努力提升採購管理水準。

本報告期間，本公司充分保障供應商、合作夥伴的權益，實現了合作各方的互利共贏。

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Hierarchical Supplier Management

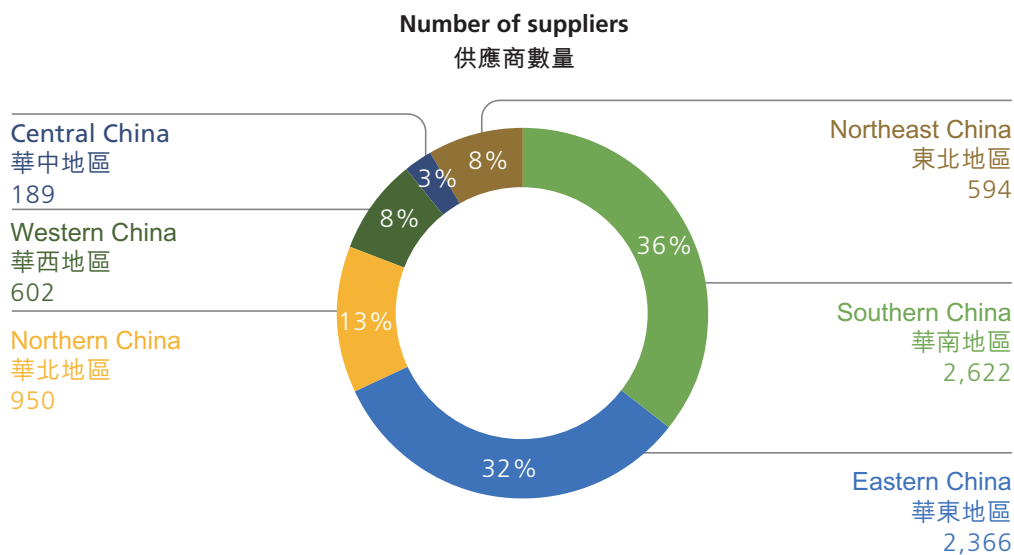
Under the “Rules Governing Supplier Assessment and Grading”, suppliers are being evaluated on a semi-annual and annual basis. A hierarchical supplier management system has been put in place by which suppliers’ fulfillment performance in seven aspects, namely quality control, delivery cycle, level of cooperation, information, reasonableness of payment terms, costing work cooperation, responsiveness to quotations and contract requirements, will be dynamically monitored. Based on the scores of such fulfillment performance, suppliers are ranked into four grades of A, B, C and D. Unqualified suppliers which are ranked Grade D will be removed from the list and denied the qualification for bidding for two years. During the Year, a total of 1,434 suppliers were introduced, among which 45 suppliers were ranked Grade D.

Total number of suppliers of the Group (breakdown by place of incorporation of suppliers): 7,323.

供應商分級管理

根據「供應商評估定級管理辦法」，按半年度、年度組織供應商評估，對供應商實施分級管理，從品質控制、供貨週期、過程配合、資料、付款要求合理性、成本工作配合、報價與合同要求的回應程度等七個維度對供應商履約進行動態監督，每年依據動態履約得分將供應商評定為ABCD四個等級，對D級不合格供應商兩年內取消其入圍、中標資格。本年度共引進供應商1,434家，當中列入D級供應商有45家。

本集團供應商總數量（按供應商註冊地區分）：7,323家。



The Group has raised suppliers’ environmental awareness by demanding the manufacturing suppliers to attain ISO9000 management system certification and ISO14000 environmental system certification. Moreover, we set high standards for energy conservation and environmental protection. Our efforts have enhanced the development of a green and low-carbon economy.

為提高供應商的環境責任意識，本集團要求製造企業管理標準達到ISO9000管理體系認證，環保標準達到ISO14000環境體系認證，並設置了嚴格的節能、環保技術要求，支援綠色低碳產業發展。

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4.5.2 Closed-loop Management of Procurement Chain

The Company has established a regular supplier introduction mechanism for suppliers. Under our tendering rules, only suppliers in our prospective supplier database are allowed to bid for our projects. Such mechanism and rules help regulate the bidding and purchasing practices of the Group's construction project contracting and bidding management departments and to build an efficient, honest and fair procurement management system.

When making decisions on procurement, the Company encourages persons in charge of each subsidiary to consider a range of factors including the qualities, costs and environmental impacts of the materials. On the premise of fulfilling the Company's procurement policy, preference is given to the products, equipment and services of the local suppliers, and priorities are given to the suppliers in closer proximities who adopt eco-friendly means of transport. Procurement from local suppliers can reduce the emission of greenhouse gas, and the occupation of social resources. While reducing risks in our supply chain, the Group also closely works with the suppliers to attain resources saving with effective solutions.

The Group also inspects and grades the EHS (environment, health and safety) management practices and status of supervisors and main sub-contractors, and applies outcome of such inspection and grading in performance assessment for the suppliers. We have centralized procurement processes and dispatched on-site staff to monitor the production process and promote eco-friendly manufacturing in the suppliers. Moreover, regional service centres have been established to enhance the efficiency in supply and technical services.

4.5.2 採購鏈閉環管理

為規範本公司建設項目工程發包及招標管理業務部門的招標採購行為，構建高效、廉潔、公正的採購管理體系，本集團建立了供應商常態化引進機制，對供應商使用遵循「先入庫後入圍」原則。

本公司宣導各子公司負責人員在採購時平衡考慮原材料的質素、成本、環境保護等因素，在符合本公司採購政策的前提下，優先選購本地供應商的產品、設備與服務，並優先選擇距離較近及採用較環保的交通運輸工具的供應商，避免溫室氣體的排放及社會資源的佔用，在降低與供應鏈相關的風險同時，本集團與供應商共同通過有效的解決方案，來進一步實現資源節約。

同時，本集團對監理和總包類供方的EHS(健康、安全與環境一體化)管理行為和管理狀態進行檢查評分，並作為定級指標進行考核。整合集採物料履約過程，通過駐場監造監督和促進供應商綠色生產、設立區域服務中心提高供貨和技術服務效率。

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With reference to national standards, the Company will focus its own product inventory and initially complete the setting up of green procurement category standards by the end of 2022, as well as initially complete the formulation of green supply chain quantitative goals by the end of 2025.

對照國家標準，本公司將結合自身產品庫，於二零二二年底初步完成綠色採購品類標準的制定工作，並於二零二五年底初步完成綠色供應鏈量化目標的制定。

Close-looped Management and Supervision

閉環管理及監督



5. EMPLOYEE RIGHTS AND INTERESTS

As core members of an enterprise, employees not only play decisive roles in daily operations, but also are creators and sharers of corporate culture, corporate value and corporate interests. The core competitiveness of an enterprise depends on the employees' satisfaction. The Company adheres to the concept of people-oriented and the responsibility of treating employees well, firmly promotes the talent strategy, and fully considers diversification of employees and equal opportunities. While strengthening the formation of talent teams, the Company constantly improves its welfare system and caring measures for employees, so as to care for and accompany the growth of every staff member.

5.1 Employees' Rights

In terms of talent strategy and employee's caring, the Company has always adhered to equal and transparent talent recruitment, respected cultural differences among employees of different background, and strived to create a safe working environment as well as equal and diversified career development paths for employees at the same time.

5. 員工權益

員工作為企業的核心成員，不僅在日常運營環節扮演著舉足輕重的角色，更是企業文化、企業價值與企業利益的創造者和分享者。員工滿意度決定了企業的核心競爭力。本公司始終堅持以人為本、善待員工的責任理念，紮實推進人才戰略，並充分考慮員工多元化和機會平等，在加強企業人才隊伍建設的同時，不斷完善福利體系與員工關懷措施，用心關愛陪伴每一位員工的成長。

5.1 員工權利

在人才戰略及員工關懷上，本公司一直堅持平等、透明的人才招聘，尊重不同背景員工之間的文化差異，同時致力為員工營造安全的工作環境和平等多元的職業發展路徑。

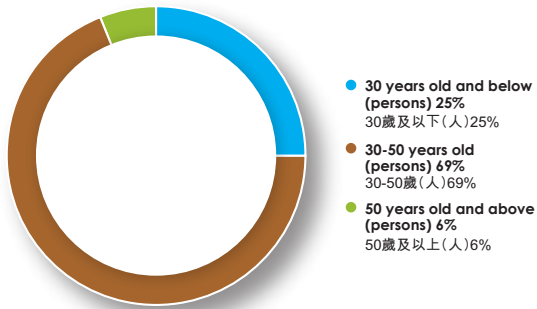
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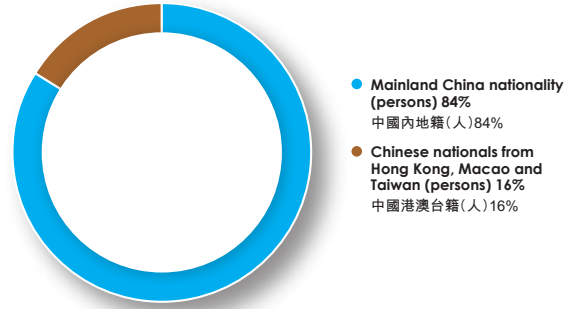
Number of employees in 2021 by categories

二零二一年按僱員類型劃分的員工人數

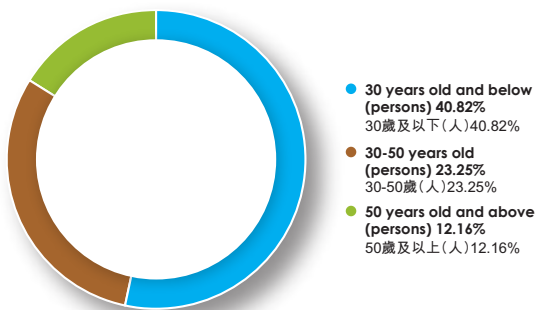
Employee Employment (by Age)
員工僱傭情況(按年齡劃分)



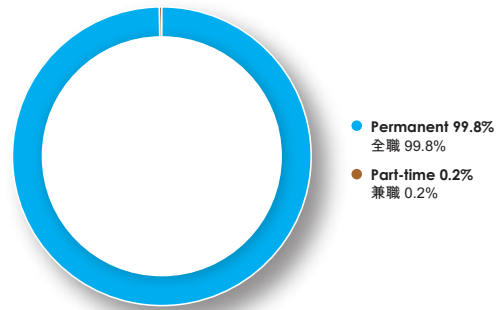
Employee Employment (by Geographical Location)
員工僱傭情況(按地理劃分)



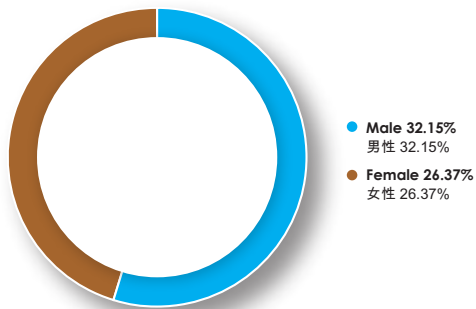
Turnover Rate (by Age)
流動率(按年齡劃分)



Employment Category
員工類別



Turnover Rate (by Gender)
流動率(按性別劃分)



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5.1.1 Equal Employment and Fair Competition

The Company strictly complies with the “Labor Law of the People’s Republic of China”, the “Labor Contract Law of the People’s Republic of China”, and other relevant laws and regulations. It fully follows statutory requirements in the processes of signing, renewing, terminating and cancelling labour contracts with employees. All relevant processes are fair, transparent and impartial, regardless of any other factors such as gender and race. The Company has formulated the “Management Rules for Hiring”, the “Operational Manual for Hiring” and the “Job Description Handbook”. All these have standardized the recruitment process for ensuring that our hiring activities shall comply with laws and regulations, and also prohibited child labour or forced labour from the origin.

In terms of promotion of employees, the Company explicitly sets up functional requirements and promotion conditions for each rank and position, as well as implements the “Employee Performance Management Measures” and “Reward and Punishment Management System”, so as to conduct performance appraisals on employees in areas such as job performance, abilities and attitudes on a periodic basis, and the assessment results formed important basis for bonus payout, salary adjustment and promotion. The Company has also formulated the “Employee Resignation Management Measures”, where we strictly prohibit any unfair or unreasonable dismissal in order to safeguard employees’ rights. The Company upholds equal employment during the recruitment process, and ensures that every candidate will be entitled to applicable rights during recruitment, and will not be declined for employment due to factors such as gender, age, race and religion.

During the Reporting Period, no child labour or forced labour was employed within the Group.

5.1.1 平等僱傭與公平競爭

本公司嚴格遵守「中華人民共和國勞動法」、「中華人民共和國勞動合同法」等相關法律法規，在員工合同簽訂、續訂、終止、解除勞動關係等過程中，嚴格遵守法定程序，所有相關流程都保證公平公開公正，不受性別、種族或其他相關因素的影響。本公司制定了「招聘管理制度」、「招聘操作手冊」和「職位說明書」，規範員工招聘流程，保證員工僱傭符合法律法規要求，從源頭上杜絕童工和強制勞工。

在員工晉升方面，本公司明確制定各職級及崗位的職能要求及晉升條件，並實施「員工績效管理辦法」、「獎罰管理制度」定期對員工進行涵蓋工作表現、能力和態度等方面的績效考核，評估結果則作為獎金發放、薪金調整及晉升的重要依據。本公司亦制定了「員工離職管理辦法」，我們嚴格禁止任何不公平或不合理的解僱，以保障員工權益。本公司在招聘工作中堅持平等規範僱傭，招聘時確保每一位應聘者都能享受應有的權利，不會因為性別、年齡、種族及信仰等因素而被拒絕聘用。

本報告期間，本集團沒有發生僱用童工與任何強制勞工的情況。

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5.1.2 Salary and Benefits

The Company strives to motivate employees through the continuous optimization of remuneration and benefits system. Under the national and local requirements, the Company's headquarters and its branch establishments in the PRC are obliged to make regular and adequate contribution payment to social insurance and housing provident fund schemes for the employees, provide commercial comprehensive insurance plans covering both outpatient and hospitalization benefits for employees who are suffering from accidental injuries and major diseases, and let the employees enjoy the share of goals accomplishment by setting up the corporate annuity plans.

In addition to salary pay, the Company abides by the arrangement of statutory holidays and paid annual leaves, for boosting employees' sense of gains. The Company also provides holiday allowances for employees on major holidays. The Company has provided other benefits like the meal allowances for overtime and business travel, and the incentive paid leaves, etc. Moreover, in order to ensure reasonable working hours and duration of employees, overtime work of employees will be provided with overtime pay or off-shift arrangement according to the overtime circumstances recognized in the relevant management system. In addition to statutory holidays, employees will also be entitled to paid leaves including marriage leave, bereavement leave, maternity leave, nursing leave, family visit leave and annual leave, where adjustment will be made on annual leaves according to employees' length of services.

Through caring programs such as launching internal passionate donations, establishing various employee communication channels, and organizing employees' recreational activities, employees are able to receive sufficient care and possess the sense of participation, thereby safeguarding the welfare of employees. During the Year, the Group's headquarters in Shenzhen expanded its staff activity room, and combining with the Pandemic prevention and control measures, it has focused and improved the dining patterns of employees. The Company satisfies the residential demand for employees in need through provision of talent-affordable housing for qualified employees. Moreover, various festival activities are organized by the Company to create a warm festival atmosphere.

5.1.2 薪酬與福利

本公司持續優化薪酬福利體系，努力提升薪酬福利激勵效用。本公司總部及各地分支機構按照國家及地方要求，為員工足額繳納社會保險與住房公積金；為員工提供商業綜合保險，對意外傷害、重大疾病及門診住院醫療提供保障；設立企業年金計劃，幫助員工分享發展成果。

除薪酬外，本公司嚴格遵守法定假日和帶薪年假的安排，提升員工的獲得感，在重大假日為員工發放節日費用，提供包括加班餐補、出差餐補、獎勵年假等福利。為保障員工合理的工作時間和時長，員工的超時工作均按照相關管理制度中認可的加班情形提供加班費或安排調休。除了法定假期外，員工還享有婚假、喪假、產假、護理假、探親假及年休假等帶薪假期，並會根據員工年資對其年假進行調整。

發動內部愛心捐贈、建立多種員工溝通通道、組織各種員工活動等關懷計劃，使員工得到足夠的關懷及參與感，切實保障員工的福祉。本年度，本集團位於深圳的公司總部擴建了員工活動室，結合疫情防控，改進員工用餐模式。本公司為達到評估條件的員工提供人才保障性住房，切實解決困難員工的居住需求。本公司還組織形式多樣的節日活動，營造溫馨的節日氛圍。

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5.1.3 Occupational Safety

The Company is very concerned about the workplace environment and safety of employees, and therefore has formulated sound management policies and regulatory requirements. The Company on both regular and ad-hoc basis, undertakes specific safety checks on office premises, places of operation and construction sites. All project companies are required to put in place a safety management office according to the regulatory standards. The Company has assigned designated staff to take charge of safety management, and regularly conduct trainings and conferences on safety. On-site safety inspections are being conducted to ensure zero accident in the workplace. Further measures to mitigate safety risks, with an ultimate goal of building a zero-accident working environment are also implemented.

During the Reporting Period, the number and ratio of deaths due to work-related accidents and the number of lost working days due to work-related injuries were all zero.

5.1.3 職業安全

本公司十分重視員工的工作環境與安全，因此制定了健全的管理制度與規範要求，定期與不定期對辦公場所、經營場所、在建工程等開展各類安全專項檢查，要求各公司按照相應規範設置安全管理機構，制定安全管理人員，定期開展安全培訓，召開安全生產會議，組織現場安全檢查，全力確保工作場所的安全零事故。積極採取減少安全隱患的措施，營造一個零意外的工作環境。

本報告期內，因工作關係而死亡的人數與比率及因工傷損失工作日數均為零。

Labour Rights 勞工權益		Unit 單位	2021 二零二一年	2020 二零二零年	2019 二零一九年	2018 二零一八年
Index 指標						
Occupational health and safety	職業健康和安全					
Work-related injury cases	因工受傷個案	Cases 宗	0	0	0	0
Serious work-related injury cases	嚴重工傷個案	Cases 宗	0	0	0	0
No. of lost working days due to work-related injuries	工傷引致損失工作天數	Days 天	0	0	0	0
Death cases due to work-related accidents	因工傷死亡個案	Cases 宗	0	0	0	0
Employee Complaints	員工申訴					
Employee reporting cases of discrimination	有關歧視的員工舉報個案	Cases 宗	0	0	0	0
Employee complaints regarding basic human rights, employment and labour rights	有關基本人權、僱傭與勞工權益的員工申訴個案	Cases 宗	0	0	0	0

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In the course of real estate development business, the Company has assigned production safety personnel with relevant production knowledge and management capability as well as relevant certificates and licences to be on duty in strict compliance with Article 20 of the "Production Safety Law of the People's Republic of China".

Our specific measures to ensure employees' safety include:



Clear Signs 標識明確

Safety slogans are displayed in the office premises and work areas, such as "Be Careful! High Temperature" at the location on which the drinking water equipment is installed, and "Do Not Move" at the storage place for fire-fighting equipment.

在辦公場所及工作區域張貼安全溫馨提示標語，包括開水供應區「高溫小心」、消防器材處張貼「消防器材請勿挪移」等標識。



Strengthen Protection 加強防護

For positions with relatively high risks, in addition to posting the relevant safety procedures and operating instructions in prominent places, we also provide the employees with appropriate personal protective devices for the prevention of occupational diseases and work injuries

針對一些風險較高的工作崗位，除了在顯眼處懸掛安全操作規程及作業指導書以外，還積極為員工提供並更新安全勞保用品以防治職業病及工傷的發生。



Periodic Inspection 定期檢查

To ensure the normalization of workplace safety, the Company has set up a specific inspection team to inspect periodically, safety-related matters and bring to the employees' attention of risks such as fire protection, electric circuits, chemicals, etc.

為確保工作場所安全常態化，公司設置了專項檢查小組，羅列檢查明細，定期開展檢查，以提示消防、電路、化學品等方面的風險。

在有關房地產開發業務中，本公司嚴格遵從「中華人民共和國安全生產法」第二十條，安排具有生產知識、管理能力和持有有關證照的安全生產管理人員值班巡檢。

本公司注重在各個細節關注員工安全：

5.1.4 Safety Trainings and Emergency Drills

The Company is used to preparing the safety training plan for employees at the beginning of every year, which sets out details of the occupational health and safety trainings for employees, including the identification of safety warning signs, the operation of safety facilities, the safe operating procedures for corresponding job positions, and the lessons such learned from actual cases of safety accidents, etc. All these trainings have been aimed to raise the employees' safety awareness so that they can recognize safety risks and stay vigilant.

5.1.4 安全培訓與應急演練

本公司每年年初會編製員工安全培訓計劃，為員工提供適當的職業健康及安全培訓，培訓內容主要包括安全標識的識別、安全設施設備的操作、相關操作崗位的安全操作規程、安全事故案例反思等，以此提升相關員工的安全意識，使其能有效辨別安全隱患並時常保持警惕。

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The Company has also arranged employees to go through fire and emergency drills periodically in which they will familiarise themselves with basic self-rescue and emergency escape skills. Knowledge and skills on emergency measures concerning firefighting facility deployment, firefighting safety, safe electricity use in offices, as well as safe use of high-rise elevators are shared in depth. Classic firefighting cases have been shared with the employees to raise their safety awareness and sense of responsibility.

In addition to safeguarding effectively the safety of the Company's employees, the Company discharges the safety supervision role for those contractors within its business scope. The contractors are requested to establish sound safety management procedures for carrying out all kinds of safety instruction tasks and improving the management systems for occupational health and safety.

Case

On 8 November 2021, Shantou Company's property management center simultaneously launched the firefighting emergency drill activity with theme "Fire is merciless; Fire prevention at First Priority" for all employees in three projects — Financial Centre, Chaoyang Project and Eastern Coast, thus further raising the fire safety awareness and response capabilities on fire emergencies among employees.

5.1.5 Welfare and Caring

The Company has made contribution to the five mandatory insurance schemes (pension fund, medical insurance, industrial injury insurance, unemployment insurance and maternity insurance) for the PRC employees, and has organised employees to join the "critical illness insurance" scheme as recommendable by the government. For employees who work for the real estate development segment where certain operation risks do exist, the Company has additionally purchased the commercial casualty insurance.

本公司還定期組織員工開展消防及安全應急演練，指導員工學習基本自救和緊急逃生本領。從消防佈防、消防安全知識與技能、辦公用電安全、高層電梯安全使用規範等應急措施方面進行了深入分享，結合消防經典案例分享，幫助員工強化安全防範意識，增加工作責任防範意識，增強工作責任心。

除了有效保障集團員工安全以外，本公司也有效履行了對業務範圍內承包商的安全管理監督職能，要求其建立健全安全管理制度，充分做好各類安全指導工作，完善職業健康與安全管理體系。

案例

於二零二一年十一月八日，汕頭公司物業管理中心同步在金融中心、潮陽項目以及東海岸三個項目開展主題為「火災無情，防火先行」的全員消防應急演練活動，進一步提高了員工的消防安全意識及火災突發情況應急能力。

5.1.5 福利與關愛

本公司為國內的員工按期繳納「五險」（即養老保險、醫療保險、工傷保險、失業保險和生育保險），還積極組織員工參加政府提倡的「重大疾病保險」，並針對房地產開發、經營事項中有一定風險的業務，額外為有關員工購買了意外傷害商業保險。

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The Company continues to promote the establishment of the employee health care system to help employees identify and reduce health risks. The Company conducts multiple tasks such as employees' health assessment, health promotion activities, promotion of health concept, provides annual health inspection and body check for all employees, arranges casual health promotion activities such as medical consultation and health physical therapy, and launches health lectures, so as to provide a comprehensive cover of health management for employees.

The Company has operated psychological counseling room for employees. Besides organizing periodic counselling sessions held by professional psychological practitioners from professional institutions for providing specific services in the areas of psychological adjustments in the workplace and stress relief, the Company has also cared the healthy growth of the employees through the provision of mental health training, consultation and guidance.

5.2 Employees' Development

The continuous improvement of an employee's lifelong employability is a responsibility that both the employee and the Company should assume. In order to meet the work requirements under the normalization of Pandemic, while at the same time assisting the continuous business development of the Company, keeping up with market demand, as well as meeting the needs of talent development, the creation of an efficient, pragmatic and flexible multi-dimensional training model has become the main objective of the Company's talent development system for the Year.

In the future, the Company will combine the business needs of every segment, periodically organize one or two professional knowledge training course(s) and one general quality training course each month, as well as organize a high-quality public course once every two months. Duration of each course is expected to be one to two hours, adequate publicity and announcement will be made prior to such courses so as to encourage the active participation by employees.

本公司持續推動建立員工健康關懷體系，幫助員工識別和降低健康風險。本公司從員工健康狀況評估、健康促進活動開展、健康理念宣導等多方面開展工作，堅持每年為全體員工提供健康檢查、體質檢測，不定期安排名醫問診、健康理療等健康促進活動，舉辦健康講座，為員工提供全面的健康管理保障。

本公司開設的員工心理諮詢室，除了定期安排專業機構心理諮詢師提供職場心理調適、壓力疏解等方面的專項服務外，還通過心理健康培訓、諮詢與輔導，持續關注員工的健康成長。

5.2 員工發展

員工終生就業能力的持續提升是員工和本公司應當共同承擔的責任。為符合疫情常態化工作要求，同時助力本公司業務持續發展，緊跟市場需求，滿足人才發展需要，打造高效務實且靈活的多維度培訓陣地，成為本年度本公司人才發展體系落地的主要目標。

未來本公司將結合各板塊業務需要，每月定期組織一至二次專業知識類培訓、一次通用素質類培訓，兩個月組織一次高品質的公開課。課程時長規劃一至二小時，課前做好宣傳工作，鼓勵員工積極參與。

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5.2.1 Live Broadcast Teaching and Online Training

As the pandemic has been fluctuating, ordinary trainings and offline centralized teaching has been restricted. In order to meet the needs of the Company's business development and the personal growth of the employees in a timely manner, the Group's talent management team has continued to launch an online learning platform and developed a new platform for live training, participated by the Company's senior management in opening ceremonies, with a total live broadcast of 25.5 hours and training satisfaction score of 9.7, which was highly praised by the employees of the Group.

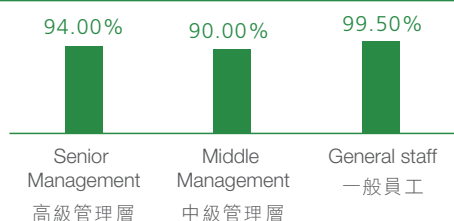
5.2.1 直播授課與線上培訓

由於疫情反復，培訓常規工作，線下集中授課受限。為及時滿足本公司業務發展及員工個人成長需要，本集團人才管理團隊持續推行線上學習平台，開發直播培訓新平台，本公司高級管理者紛紛亮相開啟直播模式，累計直播25.5小時，培訓滿意度評分9.7分，獲得本集團員工一致好評。

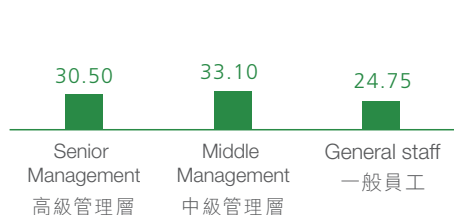
2021 二零二一年	As of the end of 2021 截至二零二一年底		
Per-capita training hours 人均培訓學時	Accumulated training sessions launched 累計開展培訓場次	Cumulative number of trainees 累計參訓人次	Cumulative total of training hours 累計培訓總學時
29.45	670	19,427	39,337.7

By employee category 按僱員類別劃分

The percentage of employees trained
受訓僱員百分比
94.50%

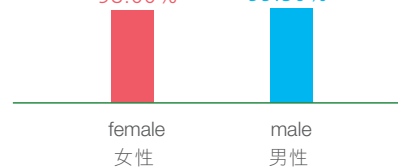


The average training hours completed per employee (hours)
每名僱員完成培訓的平均時數(小時)
29.45



By gender 按性別劃分

98.00% 99.50%



32.35 37.30



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5.2.2 Strengthening the Construction of Talent Team

With the guidance and teaching of internal hotshots as the core and the training of external experts as the supplementary, we continue to build a high-performance management team to effectively foster the Group's business development:

In order to cope closely with the Company's need to develop talents, the Company stimulates the work enthusiasm and the motivation to learn and grow within employees, reduces the cost of introducing talents from the outside, creates competitive environment of "promotion for the capableness; reward for the excellence; elimination of the inferiority" for internal talents, thereby forming a mechanism for continuous creation of new talents from within, which effectively prevents talent gaps and actively adapts to changes in both internal and external environment. In the third quarter, the Company conducted a 360-degree talent quality assessment on talent teams, distributed 664 assessment questionnaires and recovered 651, with recovery rate of approximately 98%.

5.2.3 Improving the Quality of Internal Training Team

Talent Team Cultivation 人才梯隊培養

The Company comprehensively launched the talent team cultivation project during the Year, a total of 179 individuals enrolled, who were outstanding employees from mid-and-general levels of the Group's headquarters and local project companies as well as certain secondary companies.

公司本年度全面啟動了人才梯隊培養項目，報名共計179人，涵蓋了集團總部及城市公司、部分二級公司的中基層優秀員工。

External Professional Training 外部專業培訓

In 2021, the Group sent 8 employees with outstanding performance to participate in external professional training to enhance their professional knowledge and skills and broaden their professional vision.

二零二一年，本集團累計派送八位績優員工參加外部專業培訓，提升專業知識技能，開拓專業視野。



5.2.2 強化人才梯隊建設

內部大咖帶教為主、外部專家培訓為輔，持續打造高績效的管理團隊，有效助力本集團業務發展：

為緊跟本公司發展對人才的需求，激發員工的工作積極性與學習成長動力，降低外部人才引進成本，營造「能者上、優者獎、劣者汰」的內部人才競爭環境，形成持續性的內部造血機制，有效避免人才斷層，積極適應內外部環境變化，第三季度對人才梯隊進行了360度人才素質測評，發放測評問卷664份，回收651份，回收率約98%。

5.2.3 提升內訓團隊品質

Guidance and Teaching Team of Senior Management 高管帶教團隊

A mentoring team of senior managers who are leaders and responsible heads in respective business units of the Group has been set up, helping a total of 6 newly recruited senior managers to quickly switch their roles, enhance fast integration into the team and adapt to the new job positions, and thereby accelerating the performance results.

組建以業務分管領導及各中心負責人為導師的高級管理者帶教團隊，累計助力六位新入職高級管理者的迅速轉換崗位角色，快速融入團隊並勝任崗位工作，加速了業績的產出。

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Through continuing to explore the resources of internal trainers and effectively carrying out internal training activities at all levels of the corporate organization, the business development of the Company can be fostered: During the Year, there were 641 training sessions conducted by all levels of the corporate organization, with training satisfaction score of 9.51. Evaluation for internal trainers has been undertaken by the Company through reviewing the performance of such internal trainers in the training classes which is based upon those dimension factors such as course satisfaction, and quality of course content, and a total of four outstanding trainers have been elected.

5.3 Work and Life Balance

The Company is committed to maintaining the physical and mental health of its employees, and is much concerned about their work-life balance. Therefore the Company has fully leveraged its advantages in human resources management, and has effectively analyzed the workload of each job position and assessed the work intensity of employees for ensuring reasonable deployment of labour. The Company shall never force its employees to work overtime.

To help employees relax and relieve their work pressure, the Company has enhanced internal communication and allocated funding to each department by every quarter to subsidize recreational activities for the release of the employees' stress. These include sports and fitness activities, reading, and team building activities (such as camping), which have enriched employees' life beyond the daily work.

5.4 Anti-corruption and Probity Cooperation

The Company has viewed that integrity has been the essential foundation of employees' business ethics. Without integrity, it would be impossible for the Company to provide quality products and services to the customers. The Company has always upheld the belief of "Seeking progress with actual performance; Establishing prestige with conduct; Winning support with actions", where it must withstand all challenges regarding on matters of principles. The Company has been improving its monitoring, auditing and disciplinary penalty policies. Moreover, anti-corruption education and training has been organized to establish and reinforce the integrity culture across the Company.

持續挖掘內部培訓講師資源，有效推動各級組織內訓落地，助力本公司發展。本年度各級組織累計開展培訓六百四十一場，培訓滿意度評分9.51分。通過課程滿意度、課程內容品質等維度盤點內部講師授課情況，本公司組織實施內訓師評優活動，共計評選四位優秀講師。

5.3 工作與生活的平衡

本公司致力維持員工的身心健康，非常關注保持員工在工作與生活之間的平衡。為此本公司充分運用人力資源管理優勢，詳細調查各崗位的工作量，並進行工作強度評估，合理用人，絕不強迫員工超時工作。

為協助員工放鬆及平衡工作壓力，加強內部交流，本公司會每季度按部門劃撥活動經費，定期舉辦娛樂活動幫助員工減壓，包括運動健身、閱讀，及野外露營等各類型團隊建設活動，以豐富員工在日常工作以外的生活。

5.4 反貪污與廉潔合作

本公司始終貫切認為廉潔清正是每一位員工的素養之本，也是為客戶提供優質產品和服務的基本保障，時時刻刻秉持「以實績求進步、以品行樹威信、以作為得擁護」的信念，在原則問題上，必須要經得起考驗。本公司一方面完善監督、審計與懲處制度，另一方面加強全體員工的反貪污教育培訓，通過多種辦法樹立和強化公司上下的廉潔文化。

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5.4.1 Establishing a System of Integrity

The Company has introduced “Key business Monitoring Measures”, “Anti-Corruption Monitoring System” and “Complaints Reporting Management Measures”, which are complemented with internal audits and process controls. Moreover, the Company has effectively executed its anti-corruption policy to ensure that the corruption is to be prohibited in its origin. The Company engages both internal and external auditors to audit the financial accounts of the Group, to ensure the accuracy of the account ledgers and strengthen the internal financial control and monitoring system. To enhance the stakeholders’ awareness of integrity, subsidiaries of the Group always attach the “Probity Cooperative Agreement” as an appendix to agreements. The purpose of such agreement is to clarify the integrity requirements of both parties in business so as to prevent any unlawful acts.

The Company has established a whistle-blowing mechanism that enables making complaints via hotline, mailbox, webpage and other reporting channels. The Company has designated responsible officers to receive and handle whistleblower reports. All whistleblower reports will be filed and handled in strict confidence. The audit department and the legal department will pursue accountability for any violation of anti-corruption rules.

5.4.2 Strengthening Integrity Education

Since the Company joined the China Enterprise Anti-fraud Alliance in January 2019, it has actively participated in various activities of the Alliance and has shared information and conducted business communication with the Alliance and other member units. All levels of management (including Directors) and employees of the Company will receive special-topic training on anti-corruption upon job commencement. The Company requires all employees to uphold a transparent power system, under which they shall not accept bribes, nor bribe government officials and representatives from commercial organizations.

5.4.1 建立廉政機制

本公司特別發佈了「重點業務監控辦法」、制定了相應的「反貪污監察制度」、「投訴舉報管理辦法」，輔以審計檢查、流程監控。在防範廉潔風險上，堅持長管長嚴，切實增強制度的執行力，從制度上切斷貪腐的源頭。本公司採用內部審計與外部審計相結合的方式核算集團財務帳目，以確保帳目正確，加強財務內控制度與監控。為加強廉潔從業意識，本集團旗下公司在所有合約簽訂過程中均會將「廉潔合作協議」作為附件，旨在通過該協定明確雙方在業務關係中的廉潔從業要求，起到防微杜漸、警鐘長鳴的效果。

本公司設有舉報機制，設置了舉報熱線、郵箱、網頁等多種投訴舉報通道，由專人負責接收及處理。所有舉報個案都會存檔並以保密處理，繼而由審計部門、法務部門對違反、破壞制度的行為進行問責，維護制度的權威性。

5.4.2 強化廉政教育

本公司自二零一九年一月加入中國企業反舞弊聯盟以來，積極參與聯盟組織的各項活動，與聯盟及其他會員單位之間正常進行資訊共享與業務交流。包括董事在內的公司所有級別管理層、各層級員工在入職時都將進行反貪污的專項培訓。本公司要求所有員工必須做到「讓權力在陽光下運行」，不得受賄的同時，也絕不允許向政府官員及商業機構的代表人員行賄。

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The Company has also conducted various anti-corruption warning education activities, as well as provided occasional special-topic trainings and anti-corruption-theme advocacy for the Company's senior management and employees of sensitive positions.

The Audit and Monitoring Centre periodically organizes training on building integrity culture every year for middle-to-senior level employees of the headquarters, local project companies and each secondary companies; conducts integrity education and publicity during the orientation training for new staff; posts anti-corruption slogans in the Company's offices; periodically publishes anti-corruption educational promotional articles or pictures at the Company's WeChat "Sunny Glory Sun (陽光寶新)" column; reminding all employees of the Company from time to time the principle of "Guarding the bottom line; Keeping away from risky areas", build a strong border of integrity and self-discipline.

During the Reporting Period, no corruption litigations was filed against the Company.

本公司還開展了多樣化的廉政警示教育活動，對於本公司高級管理人員、敏感崗位員工進行不定期的主題培訓和反腐倡廉專題宣導。

審計監察中心每年定期組織總部、城市公司及各二級公司中高層員工進行廉政文化建設培訓；在新員工入職培訓時進行廉潔教育宣講；在公司辦公區域張貼廉政宣傳標語；在企業微信「陽光寶新」專欄定期發佈廉政教育宣傳文章或圖片；時刻提醒公司全體員工「守住底線，不碰高壓線」，築牢廉潔自律防線。

於本報告期內，未發生針對本公司內部提起的貪污訴訟案件。

6. CONTRIBUTING TO CHARITY

As an enterprise with a high sense of social responsibility, the Group has always integrated the concept of social responsibility with the development strategies of the enterprise. For a long period of time, the Group has taken care of the public's well-being and benefits, had in-depth understanding of the actual needs all stakeholders. We are committed to participating into all those community activities which will help establish a positive image of the industry as well as the Company, and also respond to the needs of the communities.

During the Reporting Period, the Group made charitable and other donations amounting to approximately HK\$542,000.

6. 公益大愛助力慈善

作為一家具有高度社會責任感的企業，本集團始終將社會責任理念與企業的發展戰略緊密結合。長期以來，本集團關注社會公眾的福祉和利益，深入瞭解各持份者的實際需要，並致力參與有助建立行業及本公司正面形象的社區活動，響應社會上的各種需求。

本報告期內，本集團作出慈善及其他捐贈為數約542,000港元。

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6.1 Assume Responsibilities on Pandemic Prevention and Control

With the normalization of Pandemic prevention and control in China, the Company has fully participated in the pandemic fight and protection within its operating scope, strictly complied with requirements at all government levels, implemented strict prevention and control measures, arranged resumption of work in an orderly manner, promoted the recovery of social and economic operations, lowered the impact of pandemic, and thereby the Company has observed its obligations to safeguard public health and practiced corporate social responsibilities.

6.2 Focus on Education, Donations to Schools

In recent years, the Company has paid close attention to the development of education in China, taking education poverty alleviation as an important way to give back to society. While hoping to assist the country in fighting against poverty, the Company has also wished to bring hopes to children who are eager to learn, and has proactively called upon more caring enterprises and individuals in society to participate in caring and supporting China's educational development.

Case

Shantou Company donated a batch of electronic and teaching materials (a total of 51 computers, 26 sets of desks and chairs as well as 1 set of projector) to Chaoyang District Huaqiao Junior High School to improve the school's teaching facilities.

6.3 Charitable Acts of Glory Sun's Employees

The Company profoundly realizes that charitable acts of employees are reflection of the values of an enterprise. Through encouraging employees to participate in charitable activities, and actively exploring the combined effects of public welfare acts by employees and the company, a new path will be built for the Company to practice social responsibilities.

Before 2023, coupling on the Arbor Day on 12 March, the World Environment Day on 5 June, and the International Volunteer Day on 5 December, Shantou Regional Project will launch no less than three themed community public welfare and promotion events.

6.1 疫情防控彰顯擔當

隨著國內疫情防控常態化，本公司在營運範圍內全力參與疫情抗擊及防護，嚴格按照各級政府要求，嚴防嚴控，有序推進復工，推動社會經濟運行恢復常態，降低疫情影響，恪盡職責保障公眾健康，踐行企業社會責任。

6.2 關注教育捐資助學

近年來，本公司一直在密切關注著中國教育事業的發展，把教育扶貧作為回報社會的重要抓手，希望為國家脫貧攻堅事業助力的同時，也想要為渴望學習的孩子們帶去希望，並積極呼籲社會更多的愛心企業、愛心人士參與到關心和支持教育事業的發展中來。

案例

汕頭公司向潮陽區華僑初級中學捐贈一批電教物資用於改善教學設施，共有五十一台電腦、二十六套課桌椅、及一套投影儀。

6.3 全員公益大愛寶新

本公司深刻認識到，員工公益行為是企業價值觀的映射，通過鼓勵員工參與慈善公益活動、積極探索員工公益、企業公益以及行為公益相結合，為企業構建了一種踐行社會責任的全新路徑。

二零二三年以前，汕頭區域項目將根據三月十二日植樹節、六月五日世界環境日、十二月五日國際志願者節為基礎開展不少於三場的主題社區公益及推廣活動。

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7. ESG REPORTING GUIDE INDEX

7. 《環境、社會及管治報告指引》索引

Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		Corresponding chapter 對應章節
A. Environmental 環境		
Aspect A1: Emissions 層面 A1：排放物	<p>General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.</p> <p>Note: Air emissions include NOx, SOx, and other pollutants regulated under national laws and regulations. Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride. Hazardous wastes are those defined by national regulations.</p> <p>一般披露 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。</p> <p>註：廢氣排放包括氮氧化物、硫氧化物及其他受國家法律及規例規管的污染物。 溫室氣體包括二氧化碳、甲烷、氧化亞氮、氫氟碳化物、全氟化碳及六氟化硫。 有害廢棄物指國家規例所界定者。</p>	<p>3. Green Operation & Sustainable Development 3. 綠色運營與可持續發展</p>
KPI A1.1 關鍵績效指標 A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	Environmental Sustainability – 1. Emissions 環境可持續發展 – 1. 排放物
KPI A1.2 關鍵績效指標 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)。	Environmental Sustainability – 1. Emissions 環境可持續發展 – 1. 排放物
KPI A1.3 關鍵績效指標 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)。	As relevant disclosure has no significance in relation to the Group's business operation, we did not produce specific report on this matter 由於有關披露與本集團業務運作沒有重大關係，故此我們並無就此事宜作出報告
KPI A1.4 關鍵績效指標 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)。	As relevant disclosure has no significance in relation to the Group's business operation, we did not produce specific report on this matter 由於有關披露與本集團業務運作沒有重大關係，故此我們並無就此事宜作出報告
KPI A1.5 關鍵績效指標 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。	3. Green Operation & Sustainable Development 3.3 ECO-friendly Workplace – Action form Emission Reduction 3. 綠色運營與可持續發展 3.3 環境友好型職場 – 減排行動
KPI A1.6 關鍵績效指標 A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	As relevant disclosure has no significance in relation to the Group's business operation, we did not report specifically on this matter 由於有關披露與本集團業務運作沒有重大關係，故此我們並無就此事宜作出報告

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Aspect A2: Use of Resources 層面 A2： 資源使用	<p>General Disclosure</p> <p>Policies on the efficient use of resources, including energy, water and other raw materials.</p> <p>Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.</p> <p>一般披露</p> <p>有效使用資源(包括能源、水及其他原材料)的政策。</p> <p>註：資源可用於生產、儲存、運輸、樓宇、電子設備等。</p>	<p>3. Green Operation & Sustainable Development</p> <p>3. 綠色運營與可持續發展</p>
	<p>KPI A2.1 關鍵績效指標 A2.1</p> <p>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).</p> <p>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)。</p>	<p>Environmental Sustainability – 2. Use of Resources</p> <p>環境可持續發展 – 2. 資源使用</p>
	<p>KPI A2.2 關鍵績效指標 A2.2</p> <p>Water consumption in total and intensity (e.g. per unit of production volume, per facility).</p> <p>總耗水量及密度(如以每產量單位、每項設施計算)。</p>	<p>Environmental Sustainability – 2. Use of Resources</p> <p>環境可持續發展 – 2. 資源使用</p>
	<p>KPI A2.3 關鍵績效指標 A2.3</p> <p>Description of energy use efficiency target(s) set and steps taken to achieve them.</p> <p>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。</p>	<p>3. Green Operation & Sustainable Development</p> <p>3. 綠色運營與可持續發展</p>
	<p>KPI A2.4 關鍵績效指標 A2.4</p> <p>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.</p> <p>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。</p>	<p>3. Green Operation & Sustainable Development</p> <p>3.3 Eco-friendly Workplace – Action for Emission Reduction</p> <p>3. 綠色運營 可持續發展</p> <p>3.3 環境友好型職場 – 減排行動</p>
	<p>KPI A2.5 關鍵績效指標 A2.5</p> <p>Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.</p> <p>製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位佔量。</p>	<p>As relevant disclosure has no significance in relation to the Group's business operation, we did not report specifically on this matter</p> <p>由於有關披露與本集團業務運作沒有重大關係，故此我們並無就此事宜作出報告</p>

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Aspect A3: The Environment and Natural Resources 層面 A3：環境及天然資源	General Disclosure Policies on minimising the issuer's significant impacts on the environment and natural resources. 一般披露 減低發行人對環境及天然資源造成重大影響的政策。	1. Responsibility Culture 1. 責任文化
	KPI A3.1 關鍵績效指標 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。
Aspect A4: Climate Change 層面 A4：氣候變化	General Disclosure Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 一般披露 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	3. Green Operation & Sustainable Development 3. 綠色運營與可持續發展
	KPI A4.1 關鍵績效指標 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。

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B. Social 社會			
Employment and Labour Practices 僱傭及勞工常規			
Aspect B1: Employment 層面 B1 : 僱傭	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 一般披露 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	5. Employee Rights and Interests 5. 員工權益	
	KPI B1.1 關鍵績效指標 B1.1	Total workforce by gender, employment type (for example, full-or part- time), age group and geographical region. 按性別、僱傭類型(如全職或兼職)、年齡組別及地區劃分的僱員總數。	5. Employee Rights and Interests 5.1 Employees' Rights 5. 員工權益 5.1 員工權利
	KPI B1.2 關鍵績效指標 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。	5. Employee Rights and Interests 5. 員工權益
Aspect B2: Health and Safety 層面 B2 : 健康與安全	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 一般披露 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	5. Employee Rights and Interests 5.1 Employees' Rights 5.1.3 Occupational Safety 5.1.4 Safety Trainings and Emergency Drills 5. 員工權益 5.1 員工權利 5.1.3 職業安全 5.1.4 安全培訓與應急演練	
	KPI B2.1 關鍵績效指標 B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year. 過去三年(包括匯報年度)每年因工亡故的人數及比率。	5. Employee Rights and Interests 5.1 Employees' Rights 5.1.3 Occupational Safety 5. 員工權益 5.1 員工權利 5.1.3 職業安全
	KPI B2.2 關鍵績效指標 B2.2	Lost days due to work injury. 因工傷損失工作日數。	5. Employee Rights and Interests 5.1 Employees' Rights 5.1.3 Occupational Safety 5. 員工權益 5.1 員工權利 5.1.3 職業安全
	KPI B2.3 關鍵績效指標 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. Employee Rights and Interests 5.1 Employees' Rights 5.1.3 Occupational Safety 5.1.4 Safety Trainings and Emergency Drills 5. 員工權益 5.1 員工權利 5.1.3 職業安全 5.1.4 安全培訓與應急演練

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Aspect B3: Development and Training 層面 B3 : 發展及培訓	<p>General Disclosure</p> <p>Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.</p> <p>Note: Training refers to vocational training. It may include internal and external courses paid by the employer.</p> <p>一般披露</p> <p>有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。</p> <p>註：培訓指職業培訓，可包括由僱主付費的內外部課程。</p>	<p>1. Responsibility Culture</p> <p>1.8 Introduction of Professional Training</p> <p>5. Employee Rights and Interests</p> <p>5.1 Employees' Rights</p> <p>5.1.4 Safety Trainings and Emergency Drills</p> <p>5.2 Employees' Development</p> <p>5.2.2 Strengthening the Construction of Talent Team</p> <p>5.2.3 Improving the Quality of Internal Training Team</p> <p>1. 責任文化</p> <p>1.8 引入專業培訓</p> <p>5. 員工權益</p> <p>5.1 員工權利</p> <p>5.1.4 安全培訓與應急演練</p> <p>5.2 員工發展</p> <p>5.2.2 強化人才梯隊建設</p> <p>5.2.3 提升內訓團隊品質</p>
	<p>KPI B3.1 關鍵績效指標 B3.1</p> <p>The percentage of employees trained by gender and employee category (e.g. senior management, middle management).</p> <p>按性別及僱員類別(如高級管理層、中級管理層)劃分的受訓僱員百分比。</p>	<p>5. Employee Rights and Interests</p> <p>5.2 Employees' Development</p> <p>5. 員工權益</p> <p>5.2 員工發展</p>
	<p>KPI B3.2 關鍵績效指標 B3.2</p> <p>The average training hours completed per employee by gender and employee category.</p> <p>按性別及僱員類別劃分，每名僱員完成受訓的平均時數。</p>	<p>5. Employee Rights and Interests</p> <p>5.2 Employees' Development</p> <p>5. 員工權益</p> <p>5.2 員工發展</p>
Aspect B4: Labour Standards 層面 B4 : 勞工準則	<p>General Disclosure</p> <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 preventing child and forced labour.</p> <p>一般披露</p> <p>有關防止童工或強制勞工的：</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>5. Employee Rights and Interests</p> <p>5.1 Employees' Rights</p> <p>5.1.1 Equal Employment and Fair Competition</p> <p>5. 員工權益</p> <p>5.1 員工權利</p> <p>5.1.1 平等僱傭與公平競爭</p>
	<p>KPI B4.1 關鍵績效指標 B4.1</p> <p>Description of measures to review employment practices to avoid child and forced labour.</p> <p>描述檢討招聘慣例的措施以避免童工及強制勞工。</p>	<p>5. Employee Rights and Interests</p> <p>5.1 Employees' Rights</p> <p>5.1.1 Equal Employment and Fair Competition</p> <p>5. 員工權益</p> <p>5.1 員工權利</p> <p>5.1.1 平等僱傭與公平競爭</p>
	<p>KPI B4.2 關鍵績效指標 B4.2</p> <p>Description of steps taken to eliminate such practices when discovered.</p> <p>描述在發現違規情況時消除有關情況所採取的步驟。</p>	<p>5. Employee Rights and Interests</p> <p>5.1 Employees' Rights</p> <p>5.1.1 Equal Employment and Fair Competition</p> <p>5. 員工權益</p> <p>5.1 員工權利</p> <p>5.1.1 平等僱傭與公平競爭</p>

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Operating Practices 營運慣例		
Aspect B5: Supply Chain Management 層面 B5： 供應鏈管理	General Disclosure Policies on managing environmental and social risks of the supply chain. 一般披露 管理供應鏈的環境及社會風險政策。	4. Customer First, Cooperation for Win-win 4.5 Cooperate to achieve win-win results 4. 客戶至上，合作共贏 4.5 齊心共建合作共贏
KPI B5.1 關鍵績效指標 B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	4. Customer First, Cooperation for Win-win 4.5 Cooperate to achieve win-win results 4.5.1 Supply Chain Management 4. 客戶至上，合作共贏 4.5 齊心共建合作共贏 4.5.1 供應鏈管理
KPI B5.2 關鍵績效指標 B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。	4. Customer First, Cooperation for Win-win 4.5 Cooperate to achieve win-win results 4.5.1 Supply Chain Management 4.5.2 Closed-loop management of procurement chain 4. 客戶至上，合作共贏 4.5 齊心共建合作共贏 4.5.1 供應鏈管理 4.5.2 採購鏈閉環管理
KPI B5.3 關鍵績效指標 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。	4. Customer First, Cooperation for Win-win 4.5 Cooperate to achieve win-win results 4.5.1 Supply Chain Management 4.5.2 Closed-loop management of procurement chain 4. 客戶至上，合作共贏 4.5 齊心共建合作共贏 4.5.1 供應鏈管理 4.5.2 採購鏈閉環管理
KPI B5.4 關鍵績效指標 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。	4. Customer First, Cooperation for Win-win 4.5 Cooperate to achieve win-win results 4.5.1 Supply Chain Management 4.5.2 Closed-loop management of procurement chain 4. 客戶至上，合作共贏 4.5 齊心共建合作共贏 4.5.1 供應鏈管理 4.5.2 採購鏈閉環管理

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Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		Corresponding chapter 對應章節
Aspect B6: Product Responsibility 層面 B6： 產品責任	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 一般披露 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	4. Customer First, Cooperation for Win-win 4.4 Dedicate to provide high-quality service 4. 客戶至上，合作共贏 4.4 用心提供高品質服務
KPI B6.1 關鍵績效指標 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。	4. Customer First, Cooperation for Win-win 4.3 Ingenuity to create excellent quality 4. 客戶至上，合作共贏 4.3 匠心打造卓越品質
KPI B6.2 關鍵績效指標 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。	4. Customer First, Cooperation for Win-win 4.4 Dedicate to provide high-quality service 4. 客戶至上，合作共贏 4.4 用心提供高品質服務
KPI B6.3 關鍵績效指標 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。	4. Customer First, Cooperation for Win-win 4.4 Dedicate to provide high-quality service 4.4.4 Protection of Intellectual Property 4. 客戶至上，合作共贏 4.4 用心提供高品質服務 4.4.4 知識產權保護
KPI B6.4 關鍵績效指標 B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	4. Customer First, Cooperation for Win-win 4.3 Ingenuity to create excellent quality 4. 客戶至上，合作共贏 4.3 匠心打造卓越品質
KPI B6.5 關鍵績效指標 B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	4. Customer First, Cooperation for Win-win 4.4 Dedicate to provide high-quality service 4.4.2 Confidentiality of Property Owners' Personal Data 4. 客戶至上，合作共贏 4.4 用心提供高品質服務 4.4.2 業主資訊保密

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Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		Corresponding chapter 對應章節
Aspect B7: Anti-corruption 層面 B7：反貪污	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 一般披露 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	5. Employee Rights and Interests 5.4 Anti-corruption and Probity Cooperation 5. 員工權益 5.4 反貪污與廉潔合作
	KPI B7.1 關鍵績效指標 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。
	KPI B7.2 關鍵績效指標 B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。
	KPI B7.3 關鍵績效指標 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。
Community 社區		
Aspect B8: Community Investment 層面 B8：社區投資	General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 一般披露 有關以社區參與來瞭解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	6. Contributing to Charity 6. 公益大愛 助力慈善
	KPI B8.1 關鍵績效指標 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)。
	KPI B8.2 關鍵績效指標 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)。



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