



中國誠通發展集團有限公司

China Chengtong Development Group Limited

(於香港註冊成立之有限公司)

(Incorporated in Hong Kong with limited liability)

股份代號 Stock Code: 217



2022

ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT

環境、社會及管治報告

CONTENTS 目錄

1	About this Report 關於本報告	2	8	People-Oriented 以人為本	33
1.1	Reporting Standard and Principles 報告標準及原則	2	8.1	Employment Practices 僱傭管理	33
1.2	Reporting Scope 報告範圍	4	8.2	Development and Training 員工發展與培訓	43
1.3	Contact and Feedback 聯絡和反饋	4	8.3	Health and Safety 健康與安全	50
2	About Us 關於我們	5	9	Responsible Operation 責任營運	55
3	Statement from the Board of Directors 董事會聲明	6	9.1	Product and Service Quality 產品及服務責任	55
4	Sustainable Development Management 可持續發展管理	8	9.2	Customer Rights Protection 保障客戶權益	58
5	Stakeholder Engagement 利益相關方參與	10	9.3	Advertising and Intellectual Property Protection 廣告宣傳及知識產權保護	60
6	Materiality Assessment 重要性評估	12	9.4	Responsible Supply Chain Management 負責任供應鏈管理	60
7	Green Development 綠色發展	15	9.5	Business Integrity 反腐倡廉	62
7.1	Environmental Management 環境管理	15	10	Community Engagement 社區營造	65
7.2	Climate Change 氣候變化	24	10.1	Rural Revitalisation 振興鄉村	65
7.3	Environmental and Natural Resources Protection 保護環境與天然資源	25	10.2	Children Caring 關愛兒童	66
7.4	Environmental Key Performance Data 環境關鍵績效數據	26	10.3	Environmental Protection 環境保護	66
			11	ESG Reporting Guide of SEHK 聯交所環境、社會及管治報告指引索引	67

Environmental, Social and Governance Report

環境、社會及管治報告

1 ABOUT THIS REPORT

This Environmental, Social and Governance Report (“**ESG Report**” or “**Report**”) aims to report on the environmental, social and governance (“**ESG**”) performance of China Chengtong Development Group Limited (“**Company**”) and its subsidiaries (collectively “**Group**” or “**we**”) during the year ended 31 December 2022 (“**Reporting Period**”).

This Report summarises how the Group integrates the concept of sustainability into the business and details the Group’s management, approaches, initiatives and performance in respect of sustainable development in response to the concerned issues of our major stakeholders.

1.1 Reporting Standard and Principles

This Report is prepared in accordance with the provisions of the Environmental, Social and Governance Reporting Guide (“**ESG Guide**”) in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“**SEHK**”). This Report should be read in conjunction with the section headed “Corporate Governance Report” in the 2022 annual report of the Company for a comprehensive understanding on the corporate governance-related performances of the Group.

1 關於本報告

本《環境、社會及管治報告》(下稱「**ESG 報告**」或「**本報告**」)旨在匯報中國誠通發展集團有限公司(下稱「**本公司**」)及旗下主要附屬公司(下稱「**本集團**」或「**我們**」)於截至2022年12月31日止年度(下稱「**本報告期**」)內的環境、社會及管治(下稱「**ESG**」)表現。

本報告總結本集團如何結合可持續發展理念至業務之中，並詳述有關可持續發展方面的管理方法、舉措、績效以及回應本集團主要利益相關方所關注的可持續發展相關議題。

1.1 報告標準及原則

本報告乃依照香港聯合交易所有限公司(下稱「**聯交所**」)證券上市規則附錄二十七《環境、社會及管治報告指引》(下稱「**ESG 指引**」)的規定編製。本報告應與本公司2022年度報告中的「企業管治報告」章節一併閱覽，以便全面了解本集團與企業管治相關的表現。

Environmental, Social and Governance Report

環境、社會及管治報告

This Report has complied with all the “mandatory disclosure requirements” and “comply or explain” provisions set out in the ESG Guide and adhered to the four reporting principles stipulated in the ESG Guide: materiality, quantitative, balance and consistency.

本報告符合ESG指引中所有「強制披露規定」與「不遵守就解釋」條文，並遵守ESG指引規定的四項匯報原則：重要性、量化、平衡和一致性。

Materiality The Group identifies material issues that are relevant to its business and stakeholder groups through materiality assessment. Materiality assessment includes inviting stakeholders to prioritise sustainability issues and inviting the management to verify material issues. Please refer to the “Materiality Assessment” section of this Report for details of the materiality assessment.

重要性 本集團透過重要性評估識別與本集團相關的重要性議題。重要性評估工作包括邀請利益相關方對可持續發展議題的重要性進行優次排列、管理層核實重要性議題等。關於重要性評估工作的詳情，請參閱本報告中的「重要性評估」章節。

Quantitative To fully assess its ESG performance during the Reporting Period, the Group discloses the applicable quantitative key performance indicators (“**KPIs**”) with explanation of relevant standards, methodologies, numerical figures, assumptions and/or calculation tools that are being used, including source of conversion factors.

量化 為全面評估本集團於本報告期內的ESG績效，本集團披露了ESG指引內適用的量化關鍵績效指標，並列明了量化關鍵績效指標所採用的標準、方法、假設和／或計算的參考依據，包括主要換算因子的來源。

Consistency The methodologies used in this Report are consistent with those used in the previous reporting period to allow readers to make meaningful comparisons of ESG data. Where there are changes to the methods or KPI used, or any other relevant factors affecting a meaningful comparison, such changes and/or factors are disclosed in this Report.

一致性 本報告採用與上個報告期一致的編製方法，以供讀者對本報告內的ESG信息進行有意義的對比。如果有方法或使用的關鍵績效指標改變，或者有任何其它相關因素影響有意義的對比，這些改變和／或因素會被披露在本報告中。

Balance This Report provides an unbiased disclosure of the Group’s ESG performance, where selections, omissions or presentation formats that may influence a decision or judgment by the report reader are avoided.

平衡 本報告客觀地呈報本集團的ESG表現，避免了可能會不恰當地影響報告讀者的決策或判斷的選擇、遺漏或呈報格式。

Environmental, Social and Governance Report

環境、社會及管治報告

1.2 Reporting Scope

Unless otherwise indicated, this Report covers the Group's principal businesses, including leasing, bulk commodity trade, property development and investment, marine recreation services and hotel, which are managed and/or operated by the Company and its major subsidiaries, including:

- Chengtong Development Trading Company Limited (“**Chengtong Development Trading**”);
- Chengtong Financial Leasing Company Limited (“**Chengtong Leasing**”);
- Chengtong World Trade Limited (“**World Trade**”);
- Hainan Huandao Travel Investment Group Limited (formerly known as Hainan Huandao Hotel and Travel Investment Company Limited) (“**Huandao Travel Investment**”) and its subsidiaries; and
- Zhucheng Phoenix Landmark Company Limited (“**Zhucheng Phoenix**”).

1.3 Contact and Feedback

We welcome your valuable comments and opinions on the Group's ESG and other sustainability issues as this facilitates our ongoing ESG management. Please feel free to contact us by:

Postal Address: Suite 6406, 64/F, Central Plaza,
18 Harbour Road, Wanchai, Hong Kong

E-mail: public@hk217.com

Telephone: (852) 2160 1600

Fax: (852) 2160 1608

1.2 報告範圍

除非另有說明，本報告範圍涵蓋本集團的主營業務，包括租賃、大宗商品貿易、物業發展及投資及海上旅遊服務及酒店。該等業務由本公司及其主要附屬公司管理及／或經營，包括：

- 誠通發展貿易有限公司(下稱「誠通發展貿易」)；
- 誠通融資租賃有限公司(下稱「誠通租賃」)；
- 誠通世亞有限公司(下稱「誠通世亞」)；
- 海南寰島旅游投資集團有限公司(前稱海南寰島酒店旅游投資有限公司)(下稱「寰島旅游投資」)及其附屬公司；及
- 諸城鳳凰置地有限公司(下稱「諸城鳳凰」)。

1.3 聯絡和反饋

我們歡迎閣下對本集團ESG及其他可持續發展事宜提出寶貴意見，以持續提升我們的ESG管理水平。閣下可透過以下方式聯繫我們。

郵寄地址：香港灣仔港灣道18號
中環廣場64樓6406室

電郵地址：public@hk217.com

聯絡電話：(852) 2160 1600

傳真：(852) 2160 1608

^ The English names of all PRC entities in this Report are for identification only
英文名稱僅供識別

Environmental, Social and Governance Report

環境、社會及管治報告

2 ABOUT US

The Company is listed on the Main Board of the SEHK (Stock code: 217). The ultimate controlling shareholder, being China Chengtong Holdings Group Limited, is under the direct management of the State-owned Assets Supervision and Administration Commission of the State Council of the People's Republic of China (PRC).

The Group is principally engaged in leasing, bulk commodity trade, property development and investment, marine recreation services and hotel business. The Group continues to devote resources to the business of leasing as our main direction of future business development. The Group aims to expand the scale of leasing business and hence we completed a number of new leasing projects in relation to environmental protection, transportation and infrastructure.

Meanwhile, the Group is building a solid foundation for the upcoming rapid development. We have hired more professional staff and improved the organisational structure and business processes, and identified development positioning and business directions. As for bulk commodity trade, the Group focuses on cross-border and international trade business through our offshore trading joint venture. We will further restructure and integrate other business segments to control risks.

Looking ahead, the Group will further strengthen our strategic directions and leverage the resource advantages and put more emphasis on conducting businesses with state-owned enterprises and on overseas leasing. Based on the premise of strict risk management and the feature of professional development, we will strengthen our market position and build up brand influence within the industry.

2 關於我們

本公司是在聯交所主板掛牌交易的上市公司(股票代碼：217)，最終控股股東為中國誠通控股集團有限公司，是中華人民共和國國務院國有資產監督管理委員會直接管轄企業。

本集團主要從事租賃、大宗商品貿易、物業發展及投資以及海上旅遊服務和酒店經營。本集團持續投放資源於租賃業務，以作為未來業務發展的主要方向。我們旨在擴大租賃業務的規模，因此我們完成了多項與環保、交通及基建相關的新租賃項目。

同時，本集團正在為未來的迅速發展奠定穩固的基礎。我們聘請了更多的專業員工，完善了組織架構和業務流程，明確了發展定位和業務方向。在大宗商品貿易方面，本集團透過離岸貿易合資公司專注於跨境及國際貿易業務。本集團亦會進一步重整其他業務板塊以控制風險。

未來，本集團將進一步強化戰略方向及發揮資源優勢，並且加大投入及拓展國企和海外租賃業務。我們以嚴格控制風險及專業化發展的特色為基礎，以樹立起本集團租賃業務的品牌和影響力。

Environmental, Social and Governance Report

環境、社會及管治報告

3 STATEMENT FROM THE BOARD OF DIRECTORS

Responsibilities of the Board of Directors (the “Board”)

The Board is responsible for the ESG strategy and reporting of the Company, and proactively participates in the Group’s ESG affairs and performs the governance functions. To better assist the Board in ESG management, we have established the Environmental, Social and Governance Committee (“**ESG Committee**”) in July 2022. The chairman of the ESG Committee is appointed by the Board. The ESG Committee must be elected by the Board among the directors of the Company, and there should be no less than three members, one of whom must be an independent non-executive director of the Company. The term of office of the members of the ESG Committee shall be the same as that of the Board. The ESG Committee shall meet at least once a year, and any decisions made during the meeting(s) must be reported to the Board.

ESG Policy and Strategy

The Board authorised the ESG Committee to formulate ESG management policies and strategies, including evaluating, prioritising and managing material ESG-related matters (including risks to our businesses). Furthermore, the ESG Committee is responsible for identifying and evaluating ESG risks related to the Group, and ensuring that the Group establishes appropriate and effective ESG risk management and internal control system, and the progress of achievement of relevant ESG targets should be reported to and reviewed by the Board. In addition, timely, tight and transparent communication channels and feedback mechanisms are implemented with various stakeholders in order to identify, assess and follow up on key ESG demands of stakeholders.

3 董事會聲明

董事會責任

董事會(「**董事會**」)負責本公司的ESG策略及匯報，積極參與本集團的ESG事務及履行其管治職能。為了更好地協助董事會開展ESG工作，我們於2022年7月成立環境、社會及管治委員會(「**ESG委員會**」)。ESG委員會的主席由董事會委任。ESG委員會須由董事會從本公司的董事中選出，並不應少於三名，其中一名必須為本公司獨立非執行董事。ESG委員會成員的任職期限應與該成員於董事會的任職期限相同。ESG委員會每年至少召開一次會議，而ESG委員會會議中達成的任何決定必須向董事會報告。

ESG管治方針及策略

董事會授權ESG委員會訂立ESG管理方針及策略，包括評估、優次排列及管理重要的ESG相關事宜(包括對本公司業務的風險)。此外，ESG委員會負責識別及評估與本集團有關的ESG風險，並確保本集團設立合適及有效的ESG風險管理及內部監控系統，並就相關ESG目標達成的進度向董事會彙報及進行檢討。此外，本集團通過與各利益相關方建立及時、緊密、透明的溝通渠道及反饋機制，對利益相關方在ESG方面的重點訴求進行識別、評估及跟進。

Environmental, Social and Governance Report

環境、社會及管治報告

ESG Risk Management

A sound and effective risk management system is essential and integral to corporate governance. The Group further takes sustainability elements into consideration in the process of risk management in response to the changing market needs and in making informed business decision. By identifying, assessing and managing the significant ESG risks (including climate-related risks) that we may be exposed to in the course of operations, the Group reinforces its risk management and control to lay a solid foundation for our sustainable development.

The Board has overall responsibility for evaluating the Group's material ESG risks, and ensuring that the Group establishes and maintains appropriate and effective risk management and internal control systems. The Company has also established a risk management department, the manager-in-charge of which is served by one of our executive directors. The manager-in-charge is responsible for the internal audit function which assists the Board to review the risk management and internal control systems of the Group on an ongoing basis.

ESG風險管理

穩健及有效的風險管理體系是企業管治必要及不可或缺的部份。本集團在風險管理過程中進一步考慮可持續發展的因素，以應對不斷變化的市場需求及作出相應的業務決策。藉著識別、評估及管理在運營過程中的可能面臨的重大ESG風險(包括氣候相關風險)，增強本集團的風險管控，為我們的可持續發展奠定穩固的基石。

董事會全面負責評估及釐定集團的重大ESG風險，確保本集團設立及維持合適有效的風險管理及內部監控系統。本公司亦已設立風險管理部門，由其中一名執行董事擔任部門負責人，負責內部審核功能及協助董事會持續檢討本集團的風險管理及內部監控系統。

Environmental, Social and Governance Report

環境、社會及管治報告

4 SUSTAINABLE DEVELOPMENT MANAGEMENT

The Group acknowledges that a robust and effective ESG governance structure can strengthen the Group's ESG management and factor corresponding ESG principles throughout the entire business chain to foster the sustainable development.

The Group has established an ESG governance structure under the supervision of the Board to manage sustainable development issues in a unified manner, ensuring that ESG considerations are incorporated into all operational processes and business decisions, and comprehensively advancing the Group's sustainable development progress. We have established the ESG Committee since July 2022 and formulated the "Terms of Reference of the ESG Committee", which clearly defines the roles and responsibilities, the composition of members, the frequency of meetings and procedures of the ESG Committee.

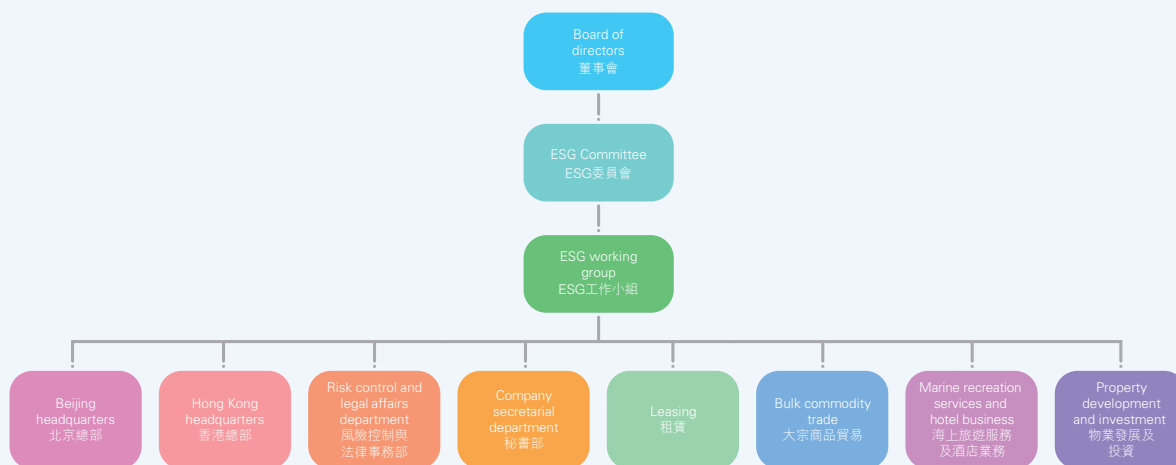
Working in-tandem with the ESG Committee, the ESG working group is composed of representatives from headquarters, functional departments of the Group and ESG related responsible personnel of the Company's subsidiaries for each business segment, in order to facilitate the execution of ESG initiatives and practices across business operations and to monitor ESG performance.

4 可持續發展管理

本集團認為穩健、有效的ESG管治架構可加強ESG管理，並在整個業務鏈中貫徹相應的ESG原則，以促進可持續發展。

本集團建立由董事會監管的ESG管治架構，對可持續發展事宜進行統一管理，確保在所有營運環節及業務層面的決策中納入ESG考量，全面推進本集團的可持續發展進程。2022年7月，我們成立了ESG委員會，並制定了《ESG委員會職權範圍》，明確規定ESG委員會的職責、成員、會議次數及程序、ESG委員會的權力等內容。

本集團設有ESG工作小組，並會與ESG委員會攜手協力。該小組由本集團中涉及ESG事宜的總部、職能部門代表及本集團主要業務的各附屬公司之ESG相關負責人員所組成，以在業務營運和監控表現中促進ESG的措施及實踐。



Environmental, Social and Governance Report

環境、社會及管治報告

The Board

The Board is the highest decision-making body for the Group's ESG governance and is responsible for overseeing the overall ESG strategy; reviewing and making decisions on risks and opportunities related to the Group's business; regularly reviewing the performance of ESG goals; and reviewing and approving the disclosures in the ESG Report.

ESG Committee

The ESG Committee is authorised by the Board to participate in the Group's ESG-related work. It is responsible for coordinating and supervising the ESG-related matters; formulating ESG management policies and strategies, including evaluating, prioritising and managing material ESG-related matters (including risks to our businesses); identifying and evaluating ESG risks related to the Group, and ensuring that the Group has established an appropriate and effective ESG risk management and internal control system; setting ESG-related targets, reviewing and reporting the progress of relevant ESG targets to the Board; coordinating the implementation of all ESG related work with various functional departments of the Group.

ESG Working Group

The **ESG working group** is mainly responsible for promoting and communicating on the strategies and measures in terms of ESG governance; collecting necessary information required for the ESG Report from the functional departments of the Group and seeking their feedback on existing data collection system for continuous improvement; reviewing the ESG-related management measures and performance through benchmarking the peers' performance and submitting to the ESG Committee for review.

The Functional Departments and ESG-related responsible personnel of Subsidiaries

The Functional Departments and ESG related responsible personnel of the subsidiaries of the Company are responsible for the management and data collection for specific sustainable development issues, and carrying out relevant work in accordance with the ESG management system and process.

董事會

董事會是本集團ESG治理的最高決策機構，負責監管整體ESG策略；審議與決策對本集團業務有關的風險及機遇；定期檢討ESG目標的表現；及審批ESG報告內的披露資料。

ESG委員會

ESG委員會獲董事會授權參與本集團ESG相關的工作，負責統籌及監督本集團ESG相關的事宜；訂立ESG管理方針及策略，包括評估、優次排列及管理重要的ESG相關事宜(包括對本集團業務的風險)；識別及評估與本集團有關的ESG風險，並確保本集團設立合適及有效的ESG風險管理及內部監控系統；訂立ESG相關的目標，審視ESG目標進展並就相關ESG目標達成進度向董事會進行匯報及檢討；統籌及協調集團各職能部門落實及執行所有ESG相關工作等。

ESG工作小組

ESG工作小組主要負責推動和溝通本集團在ESG管治方面的戰略和具體舉措；向本集團職能部門收集ESG報告所需的必要信息，並徵求他們對現有數據收集系統的反饋，以持續改進；通過對標同業表現，檢討ESG相關管理措施及表現，並提交ESG委員會審閱。

職能部門、附屬公司的ESG相關負責人

各職能部門、附屬公司的**ESG相關負責人**負責各專項可持續發展議題的管理及資料收集，按照ESG管理制度和流程開展相關工作。

Environmental, Social and Governance Report

環境、社會及管治報告

5 STAKEHOLDER ENGAGEMENT

By engaging with stakeholders through various communication channels, the Group can collect their fruitful insights and perspectives for formulating our ESG strategies, as well as further understanding their expectations on our ESG performance.

The major stakeholders and corresponding communication channels are illustrated below:

Stakeholders 利益相關方	Needs and Expectations 期望和關注	Major Communication Channels 溝通渠道
Employees 員工	<ul style="list-style-type: none"> Employee rights and interests protection Remuneration and benefits Occupational health and safety Professional development 員工權益保護 薪酬福利 職業健康與安全 專業發展 	<ul style="list-style-type: none"> Regular meetings and check-ins Questionnaires and intranet Employee training and activities 定期會議及溝通 問卷調查和內聯網 員工培訓及活動
Shareholders/Investors 股東和投資者	<ul style="list-style-type: none"> Business development Investment returns Transparent and timely information disclosure 業務發展 投資回報 透明及即時的信息披露 	<ul style="list-style-type: none"> Email and calls General meetings Company's official website and public disclosure 電郵和電話 會議 官網及公開披露
Regulators & Government Authorities 政府和監管機構	<ul style="list-style-type: none"> Compliance with national and local laws, rules and regulations Tax obligations 遵守國家和地方的法律和法規 納稅義務 	<ul style="list-style-type: none"> Inspection and supervision Regular report disclosure Communication with regulatory authorities 檢查和監督 定期報告披露 定期與監管機構溝通

5 利益相關方參與

本集團透過不同渠道與利益相關方溝通，以收集他們的見解和觀點以制定ESG策略，並進一步了解他們對我們ESG表現的期望。

下圖為主要利益相關者方和相應的溝通渠道：

Environmental, Social and Governance Report

環境、社會及管治報告

Stakeholders 利益相關方	Needs and Expectations 期望和關注	Major Communication Channels 溝通渠道
Customers 客戶	<ul style="list-style-type: none"> Services of high quality Privacy protection Health and safety <ul style="list-style-type: none"> 優質的服務 隱私保護 健康與安全 	<ul style="list-style-type: none"> Customer communication, complaint channels Customer engagement activities Email, hotline and social media 客戶溝通、投訴渠道 客戶參與活動 電子郵件、熱線和社交媒體
Suppliers and Service Providers 商業合作夥伴(服務提供商和承包商)	<ul style="list-style-type: none"> Business integrity and fair competition Win-win collaboration 商業誠信和公平競爭 合作共贏 	<ul style="list-style-type: none"> Procurement and tendering Supplier selection, monitor and assessment 採購與招標 選擇、監察和評估供應商
Communities 社區	<ul style="list-style-type: none"> Local development 本地發展 	<ul style="list-style-type: none"> Charitable activities Community services 慈善活動 社區服務

Environmental, Social and Governance Report

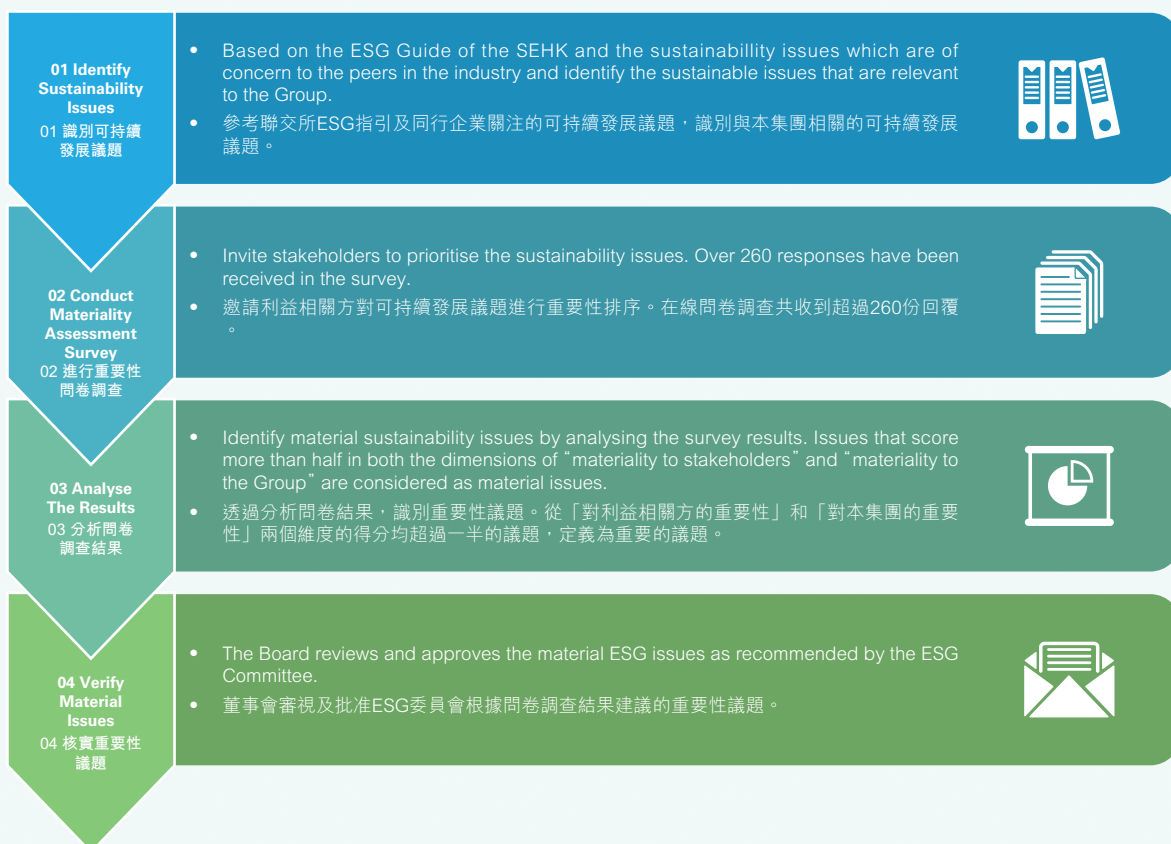
環境、社會及管治報告

6 MATERIALITY ASSESSMENT

During the Reporting Period, the Group conducted a materiality assessment via online questionnaire and involved internal and external stakeholders to rank the materiality of shortlisted sustainability topics, so as to ensure the focus of the ESG reporting disclosure is in accordance with the significance and relevance of sustainability issues.

6 重要性評估

本集團於本報告期內通過在線問卷調查的方式進行重要性評估，邀請內外部利益相關方參與，對可持續發展主題進行重要性優次排序，從而確認可持續發展議題對本集團的重要性及關聯性，並在本報告中進行重點匯報。



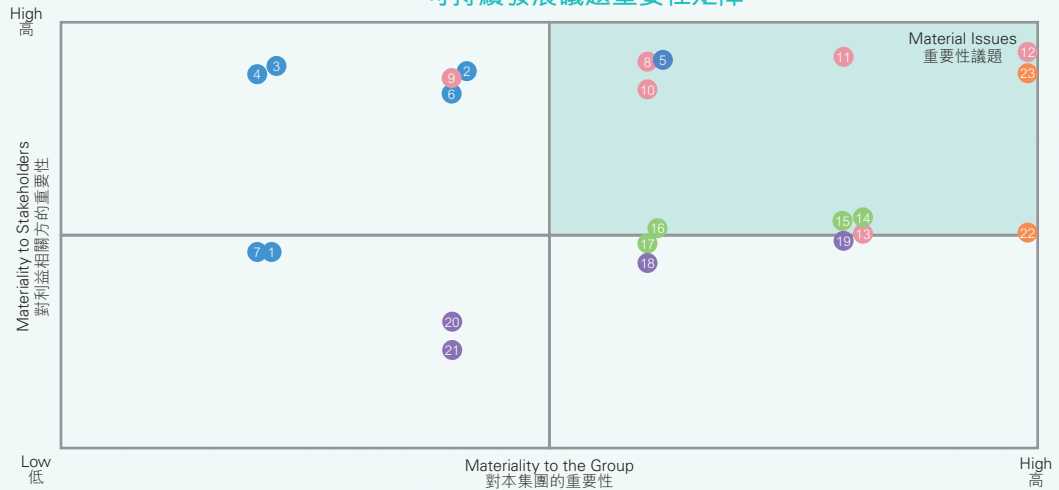
Environmental, Social and Governance Report

環境、社會及管治報告

The following chart shows the materiality matrix of the Group's sustainability issues. The ESG issues fell in the upper right corner of the matrix are categorised as highly material ESG issues. The Group has identified 11 material issues through this exercise. The Group will further disclose its management approaches on these issues in the subsequent sections of this Report.

下圖展示了本集團的可持續發展議題重要性矩陣。本集團於本次重要性評估中識別出11項重要性議題(位於矩陣的右上角)，該等議題將在本報告隨後各章節中進行重點披露。

Materiality Matrix of Sustainability Issues
可持續發展議題重要性矩陣



- 1 Energy Management 能源管理
- 4 Waste Management 廢棄物管理
- 7 Green Office 綠色辦公
- 10 Equity and Diversity 平等與多元化
- 13 Employee Development and Training 員工發展與培訓
- 16 Customer Engagement and Satisfaction 客戶溝通和滿意度
- 19 Green Supply Chain 綠色供應鏈
- 22 Operational Compliance 經營合規性

- 2 Pollutant Emission and Management 污染物排放與管理
- 5 Ecological Environmental Protection 生態環境保護
- 8 Labour Standards 勞工準則
- 11 Employment Practices and Benefits 僱傭慣例和薪酬福利
- 14 Service Quality 服務品質
- 17 Responsible Advertising 廣告宣傳的合規性
- 20 Community Engagement 社區參與
- 23 Anti-Corruption 反貪污

- 3 Water Usage 水資源使用
- 6 Climate Change 應對氣候變化
- 9 Anti Child Labor and Forced Labor 防止童工及強迫勞動
- 12 Occupational Health and Safety 職業健康與安全
- 15 Customer Privacy and Data Security 客戶隱私和資訊安全
- 18 Supplier Management 供應商管理
- 21 Charitable Activities 公益慈善活動

- Environmental 環境
- Social - Employee 社會 - 僱傭
- Social - Product and Services 社會 - 產品與服務
- Social - Supplier Management and Community 社會 - 供應鏈管理與社區
- Governance 管治

Environmental, Social and Governance Report

環境、社會及管治報告

The table below shows the Group's material issues and the corresponding sections in this Report:

下表展示本集團可持續發展重要性議題在本報告中的章節回應：

Material issues (ranked by materiality, from the highest to the lowest) 重要性議題(按重要性從高至低排序)	Corresponding sections 回應章節
12 Occupational Health and Safety 職業健康與安全	8 People-Oriented 以人為本
23 Anti-Corruption 反貪污	9 Responsible Operation 責任營運
11 Employment Practices and Benefits 僱傭慣例和薪酬福利	8 People-Oriented 以人為本
22 Operational Compliance 經營合規性	9 Responsible Operation 責任營運
5 Ecological Environmental Protection 生態環境保護	7 Green Development 綠色發展
14 Service Quality 服務品質	9 Responsible Operation 責任營運
8 Labour Standards 勞工標準	8 People-Oriented 以人為本
15 Customer Privacy and Data Security 客戶隱私和資訊安全	9 Responsible Operation 責任營運
13 Employee Development and Training 員工發展與培訓	8 People-Oriented 以人為本
10 Equity and Diversity 平等與多元化	8 People-Oriented 以人為本
16 Customer Engagement and Satisfaction 客戶溝通和滿意度	9 Responsible Operation 責任營運

Environmental, Social and Governance Report

環境、社會及管治報告

7 GREEN DEVELOPMENT

The Group adheres to the concept of green business and is continually improving its environmental management. By formulating management policies for business departments and implementing continuous supervision and long-term optimisation of resource utilisation measures, we strive to reduce our negative impact on the environment and implement sustainable development strategy.

7.1 Environmental Management

A robust environmental management system is the cornerstone of the Group's green development. We constantly identify and analyse potential environmental risks in our operations and devise mitigation measures accordingly. The main operating premises of the Group are offices, hotels and marine recreation service facilities. As identified, the main environmental impacts involving the Group include the emission of greenhouse gases and air pollutants caused by the use of electricity and fuel in the operation process, the consumption of water resources, the discharge into water and land during the operation of hotels and vessels, as well as generation of solid waste, etc. During the Reporting Period, the Group was not aware of any violations of environmental laws and regulations that have a significant impact on the Group which are related to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.

The following are the targets and strategies formulated by the Group to reduce emission, energy and water consumption as well as waste generation:

Emission reduction

Target of emission reduction: Reduce emission of greenhouse gas and other air pollutants generated in the Group's operational sites, office areas and hotel and tourist spots.

Strategies:

- Optimise the management of the use of business vehicles;
- Increase the proportion of the use of new energy vehicles; and
- Strengthen the regular maintenance of vessels.

減排

減排目標：減少本集團營運場所、辦公區域、酒店及旅遊景點所產生的溫室氣體排放和其他空氣污染排放。

採取策略：

- 優化公務車使用管理；
- 提高新能源車的比例；及
- 加強對船舶日常維修保養。

7 綠色發展

本集團秉承綠色經營理念，我們致力不斷提升環境管理水平。透過為業務部門制定管理政策，實施持續監管與長期優化資源使用措施，減少自身對環境產生的負面影響，實行可持續發展策略。

7.1 環境管理

健全的環境管理體系乃綠色發展的基石。本集團致力識別和分析營運期間的潛在環境風險，並制定相應的緩解措施。本集團的主要營運場所為辦公室、酒店及海上旅遊服務設施，經識別所得，本集團涉及的主要環境因素包括營運過程使用電力和燃料造成的溫室氣體及空氣污染物排放、水資源消耗、酒店和船舶營運期間向水及土地的排放、固體廢棄物的產生等。在本報告期內，本集團未有發現任何違反與空氣和溫室氣體排放、水和土地排放有重大影響的相關環境法律和法規的情況。

本集團制定的減少排放物、能源和水資源消耗和廢棄物產生的目標和策略，主要包括如下：

Environmental, Social and Governance Report

環境、社會及管治報告

Waste reduction

Target of waste reduction: Reduce waste generated in the Group's operational sites, office areas and hotel and tourist spots.

Strategies:

- Implement waste sorting;
- Proactively provide reusable shopping bags to the customers of our hotel;
- Gradually reduce the disposable items in hotel operations (such as reducing disposable slippers); and
- Reduce printing of promotional materials.

減廢

減廢目標：減少本集團營運場所、辦公區域、酒店及旅遊景點所產生的廢棄物。

採取策略：

- 落實垃圾分類；
- 酒店主動向客人提供可重複使用的購物袋；
- 酒店運營環節逐步減少一次性用品的使用(如減少一次性拖鞋的使用)；及
- 減少宣傳資料印刷

Energy saving

Target of energy saving: Optimise the energy efficiency to reduce the energy consumption of the Group.

Strategies:

- Prioritise the use of energy-efficiency equipment when performing equipment upgrade (such as energy-saving lamps); and
- Formulate replacement arrangements for vessels reaching their useful life and prioritise environmentally friendly and energy-saving models for the replacement of existing vessels that reached their lifespan.

節能

節目標標：逐步優化用能結構，提高能源使用效率，以逐步降低企業整體能耗。

節能策略：

- 在進行設備更新時，優先選用節能設施和設備(如節能燈等)；及
- 對於達到使用年限的船舶制定替補安排，注重選擇環保和節能設備。

Environmental, Social and Governance Report

環境、社會及管治報告

Water saving

Target of water saving: Increase the efficiency of utilising water resources while gradually reducing the consumption of water resources.

Strategies:

- Raise the awareness on water conservation among our customers and employees and encourage different groups to contribute to the reduction of water consumption; and
- Prioritise the use of water-saving equipment and carry out water-saving renovation projects when necessary.

節水

節水目標：提高水資源利用效率，逐步降低水資源的消耗。

節水策略：

- 提高客戶和員工的節水意識，鼓勵不同群體為減少用水量做出貢獻；及
- 優先選用節水設施設備，必要時開展節水改造工程。

Reviewing the achievement of ESG goals in 2022, the Group has made positive progress on water and energy saving, emission reduction and waste reduction through employee awareness enhancement, administrative management and the use of high-efficient equipment. Taking into consideration the easing of the COVID-19 pandemic and full resumption of social activities, the Group will examine the extent of the environmental impact brought by its different business operations, set the quantitative targets where possible and maintain performance tracking so as to make improvement on cutting emissions and optimise the resource use efficiency.

回顧2022年ESG目標達成情況，本集團通過員工意識提升、行政管理、使用高效設備等措施，在節水、減排、減廢方面取得了積極進展。考慮到COVID-19大流行的緩解和社會活動的全面恢復，本集團將考慮不同業務運營對環境的影響程度，設定量化目標並保持績效跟蹤，以改進減排和優化資源效率。

Environmental, Social and Governance Report

環境、社會及管治報告

To facilitate the execution of the Group's green development policy, the subsidiaries of the Company have formulated comprehensive management systems based on their business characteristics to manage the environmental issues throughout their operations. For instance, Huandao Travel Investment has established the "Regulations on Pollution Prevention Management of Huandao Travel Investment", the "Plan on Strengthening Hydropower Management Work", and the "Measures for Solid Waste Reduction at Source" to manage the discharge of sewage, flue gas emission, solid waste handling during the operational process. In addition, the Company's subsidiaries carry out environmental training to raise employees' awareness of environmental protection. In 2022, the Group's Sanya Yalong Bay Undersea World was recognised as Sanya Waste-free Tourist Scenic Spot by the Sanya Ecological Environment Bureau and other departments.

為促進執行本集團的綠色發展政策，本公司附屬公司根據自身業務特點制定了完善的管理制度，以管理在經營過程中的環境問題。例如寰島旅遊投資制定了《污染防治管理辦法》《關於加強水電管理工作的方案》《固體廢物源頭減量措施規範》，管理污水、廢氣排放及運營過程中的固體廢棄物。此外，本公司旗下附屬公司開展環保培訓，以提高員工的環保意識。2022年，本集團三亞亞龍灣海底世界被三亞市生態環境局等部門評為「三亞市無廢旅遊景區」。



"Sanya Waste-free Tourist Scenic Spot" certificate
三亞市無廢旅遊景區證書



Training on environmental protection
by Huandao Travel Investment
寰島旅遊投資的環保培訓

Environmental, Social and Governance Report

環境、社會及管治報告

To follow the national strategy of “Carbon Peaking and Carbon Neutrality”, Chengtong Leasing has formulated the “China Chengtong Carbon Emissions Peak Action Plan” and has put a lot of effort in expanding its green industry of new energy vehicles, clean energy power generation, energy storage and energy saving and environmental protection etc. The Company continuously strengthens the implementation of green development, building up its adaptability to climate change and its business resilience.

On 8 September 2022, Chengtong Leasing attained the green assessment certification with the highest level of green enterprise (G-AAA) standard, and became the first entity which obtained this certification within the Group.

為響應國家「碳達峰碳中和」的戰略，誠通租賃制定了《中國誠通碳排達峰行動計劃》的要求，並大力拓展其於新能源汽車、清潔能源發電、儲能、節能環保及環境保護等綠色領域業務。公司亦不斷加強綠色發展的實施，加強氣候變化的適應能力和業務韌性。

2022年9月8日，誠通租賃以綠色企業最高等級深綠(G-AAA)標準通過專業機構的評估認證，成為中國誠通發展集團系統內首家獲此認證的公司。



Energy Consumption

The main energy consumed by the Group is electricity. Apart from abiding by the relevant regulations including “Energy Conservation Law of the People’s Republic of China”, we proactively take various measures to reduce energy consumption during our operations to further reduce greenhouse gas emissions. The Group has formulated and implemented internal policies on energy management. By promoting green offices and the concepts of green operation, we strive to collaborate with our subsidiaries’ employees and reinforce the actions on energy conservation in office buildings. For Huandao Travel Investment and other operating subsidiaries, we have developed management procedures, such as the “Plan for Strengthening Water and Power Management” and the “Regulations on the Management of Water and Electricity of Contractors” to continuously improve the energy efficiency in our operations.

能源消耗

本集團的主要能源消耗為電力。我們在遵守《中華人民共和國節約能源法》等相關規定的同時，積極採取多項措施減少營運過程中的能源消耗，以進一步減少溫室氣體排放。本集團已制定並實施內部能源管理政策。我們通過提倡綠色辦公和綠色營運理念，與附屬公司企業的員工合作，加強寫字樓的節能表現。針對寰島旅遊投資等營運企業，我們制定了《關於加強水電管理工作的方案》《承包方水電管理規定》等方法，提升營運中的能源利用效率。

Environmental, Social and Governance Report

環境、社會及管治報告

The Group has formulated an annual energy budget management plan and implemented performance management measures to optimise energy use. The key measures applied in reducing energy consumption are illustrated as follows:

- Use LED lighting system and energy-saving light tubes
- Use office equipment with Grade 1 energy label
- Put up reminder labels for electricity conservation
- Maintain the temperature of air conditioning at not lower than 26°C during summer time
- Only turn on necessary lights at all times
- Remind employees to turn off lights and office appliances that are not in use or after work
- Select and adopt the fuel-efficient power generators with lower energy consumption

Emission Management

The major sources of air pollutants from the Group are the exhaust generated from the fuel combustion by vehicles and vessels. We have adopted corresponding measures to reduce the fuel use and thereby minimising the air emission.

Measures taken for reducing emissions from vehicle use:

- Consider vehicle emission standards and energy conservation when purchasing business vehicles
- Strictly control the frequency of employees' use of the Group's business vehicles
- Encourage the use of video conferences instead of business trips
- Perform detailed inspection and maintenance of vehicles on a regular basis to ensure their proper operation and compliance with emission requirements

本集團已制定年度管理能源預算計劃，並實施績效管理措施以優化使用能源。以下為降低能源消耗的主要措施：

- 採用LED照明系統和節能燈管
- 使用獲得一級能源標籤的辦公設備
- 張貼節約用電的提示標籤
- 夏天空調溫度不低於攝氏26度
- 任何時候只開啟必要的照明燈
- 提醒員工在不使用時或下班後關閉燈光及閒置電器
- 選擇和採用能源消耗較低的發電機

排放管理

本集團空氣污染物排放主要來自車輛的廢氣排放。本集團針對車輛廢氣排放與燃油使用，制定管理公務車的內部政策並採取相應措施。

為減少車輛使用排放而採取的措施：

- 購買公務車輛時考慮車輛排放標準及節能等因素
- 嚴格控制員工使用本集團的公務車輛的頻率
- 鼓勵利用視頻會議代替出差
- 定期對車輛進行詳細檢查和保養，確保車輛運作正常及符合排放要求

Environmental, Social and Governance Report

環境、社會及管治報告

Measures taken for reducing emissions and waste from vessel operation:

- Fully use gasoline and diesel for vessels' fuel and phase out the use of fuel oil
- Use oil-electric hybrid vessels for marine travel and replace vessels reaching their lifespan by models of vessels using new energy
- Shut down the vessel engines when vessels are berthing and waiting
- Strengthen the route planning of vessel tour and shorten the waiting time for berthing

Water Management

Water scarcity becomes one of the global environmental risks due to the worsened situation of climate change and rapid population growth. The Group recognises its shared responsibility in water conservation. The Group endeavours to conserve freshwater resources through the adoption of green office practices and water efficiency measures.

Take our hotel business as an example, Huandao Travel Investment formulates management regulations such as the "Plan on Strengthening Water and Power Management" and the "Regulations on the Management of Water and Electricity of Contractors" to bolster water saving. Water-saving faucets with motion sensor are installed in restrooms and all public areas in our hotel. The installation of aerators on the faucets in the guestrooms allows adjustment of the water pressure and decreases the water flow to reduce the water consumption. Moreover, we collect the reclaimed water after use for the irrigation of landscape to reduce the amount of fresh water use.

為減少船舶運營排放和廢物而採取的措施：

- 已全面使用汽油和柴油作為船舶的燃料，淘汰使用燃料油
- 使用油電混合動力船舶進行遠洋運輸，其中部分船舶達到使用壽命後可替代成新能源型號
- 船舶停泊和等待時須關閉引擎
- 加強船舶遊覽路線規劃和縮短船舶泊岸等候時間

水資源管理

由於氣候變化和人口迅速增長，水資源短缺成為全球環境風險之一。本集團了解節約用水方面的重大責任，並致力推行綠色辦公措施及採用節水措施以節約淡水用量。

以我們的酒店業務為例，寰島旅遊投資制定了《關於加強水電管理工作的方案》《承包方水電管理規定》等規定，以節約用水。洗手間和酒店內所有公共區域均安裝感應式節水龍頭。客房水龍頭則安裝了曝氣裝置，以調節水壓、降低水流，從而減少用水量。此外，我們收集使用後的再造水，並用於園景灌溉，減少淡水用量。

Environmental, Social and Governance Report

環境、社會及管治報告

All of the Group's operating locations do not face any difficulty in sourcing water that is fit for purpose. All water resources are obtained through the municipal water supply network. The domestic sewage generated from our operations is discharged into the municipal sewage pipe network via the connecting pipes of buildings and hotels for centralised treatment under the municipal sewage facilities. We conduct monthly regular check on the water consumption in each area and make a record for comparative analysis. Self-use water meters are installed to monitor water consumption. In addition, quantitative management is conducted monthly by assigned individual according to the water consumption of each department.

在採購水資源方面，本集團的所有營運地點皆沒有遇到任何困難。用水資源均通過市政供水獲取。我們營運產生的污水會通過大廈、酒店等連接管道排入市政污水管網，在市政污水設施集中處理。我們每月定期檢查及記錄各區域的用水情況，以便進行分析。我們亦安裝自用水錶以便監測用水量。此外，我們每月亦會根據各部門的用水量進行專人量化管理。



Water saving signage in restrooms
洗手間的節約用水標籤

Waste Management

The wastes generated by the Group's offices and hotels are mainly waste paper, waste fluorescent tubes and waste cartridges. The subsidiaries of Huandao Travel Investment have formulated the "Regulations on Measures to Reduce Solid Wastes at Source" to promote waste reduction measures at the sources of solid wastes. All the wastes generated in the Group's offices and hotels are collected by the qualified waste collectors for treatment.

廢棄物管理

本集團辦公室及酒店營運所產生的廢棄物主要為廢紙、廢螢光燈管及廢墨盒。其中寰島旅遊投資旗下附屬公司已制定《固體廢棄物源頭減量措施規範》，對固體廢棄物推展源頭減廢措施。本集團辦公室及酒店營運產生的所有廢棄物均由具備資質的廢棄物收集商收集處理。

Environmental, Social and Governance Report

環境、社會及管治報告

Waste reduction measures taken in the office:

- Implement waste reduction at source and reduce the use of disposable items, such as disposable tableware and plastic bottles
- Provide recycling facilities to have clean waste separation and recycling of waste paper and other recyclables
- Promote office automation and reduce use of paper
- Adopt double-sided printing

辦公室的減廢措施：

- 實行源頭減廢，減少使用即棄用品，如即棄餐具及塑料瓶
- 提供回收設施，將廢紙等可回收物進行分類和回收
- 推廣辦公自動化，減少紙張使用
- 採用雙面打印



Chengtong Leasing put up poster on waste classification and set up recycling bins to nurture the culture of clean waste separation and recycling.

誠通租賃張貼垃圾分類的海報，亦設置回收箱，推動垃圾分類回收的習慣。

It is essential to manage the waste generated from the operation and transportation of the vessels during marine tours and recreation services under Huandao Travel Investment to prevent marine pollution. We have implemented various management systems such as the "Management System for the Prevention of Pollution from Vessels", the "Protection Measures against Pollution from Vessels" and "Environmental Protection guidance for Staff" to provide guidance for the crews about the proper storage, handling and disposal of waste during the operation and offshore maintenance of the vessels, so as to ensure compliance with the "Provisions of the People's Republic of China on the Administration of the Prevention and Control of Vessel-Induced Pollution to Inland Water Environment", the "Law of the People's Republic of China on the Prevention and Control of the Vessels Pollution", the "Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution" and the "Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes".

對環島酒店投資旗下海上旅遊休閒服務的船舶運營運輸產生的廢棄物進行管理至關重要，以防止海洋污染。我們制定了《船舶防污染管理規定》《船舶防污染保障措施》及《工作人員環保須知》等多項管理制度，指導船員在船舶營運和海上維修過程中正確儲存、處理和處置廢物，以確保符合《中華人民共和國船舶污染內河環境防治管理規定》《中華人民共和國船舶污染防治法》《中華人民共和國大氣污染防治法》及《中華人民共和國固體廢物污染環境防治法》。

Environmental, Social and Governance Report

環境、社會及管治報告

Key measures taken for preventing pollution to water body and nearshore soil from vessels:

- Strictly prohibit the direct discharge or dumping of hazardous and non-hazardous waste into the sea
- Choose vessels that have passed pollution prevention inspections
- Ensure that vessels are well-equipped with anti-pollution facilities, wastes and oil on board are separately gathered for collection and processing by a government-sanctioned third-party waste disposal company on a regular basis
- Carry out daily publicity through radio, television videos and bulletin boards etc. to raise environmental awareness among passengers and crew members for marine pollution prevention
- Through emergency response training, employees are trained to master the emergencies and take prompt remedial actions in the event of marine accidents to mitigate marine pollution
- Formulate emergency operation procedures and immediately report the case to the maritime department in the event of a marine traffic accident which results in oil spilling or water contamination, and to take possible emergency measures to prevent pollution from expanding

7.2 Climate Change

The Group is mindful of the risks posed by climate change to its operations. We continue to review the relevancy and significance of climate-related issues towards our business in the process of risk management, especially for the physical risks, and report the circumstances and impacts on the businesses to the ESG Committee when appropriate. In the face of extreme weather conditions, such as the increasing frequency of typhoons, our marine recreation services and hotel business and the construction process of our property development projects are more prone to be affected. This may result in physical damage to our premises, facilities and properties and lead to higher maintenance and operational costs, as well as endanger the life and safety of our customers and employees during the typhoon season.

防止船舶污染水體和近岸土壤的主要措施：

- 嚴禁在海上直接排放或傾倒船上的有害及無害廢棄物
- 選用經過防污染檢驗合格的船隻
- 確保船舶海上防污配備齊全，對船上廢棄物、油污進行分類收集，由政府認可第三方廢棄物處置商定期進行收集及處理
- 透過廣播、電視錄像、告示板等形式進行日常宣傳，提高旅客及船員海洋污染防治意識
- 透過員工緊急響應培訓，讓員工掌握在發生海上事故時所採取的應急行動與補救方法，減緩造成海洋污染
- 制定應急作業流程，一旦發生海上交通事故和污染水域事故，立即向海事部門報告，並採取應急措施，防止污染擴散

7.2 氣候變化

本集團重視氣候變化對業務營運所帶來的風險。我們在風險管理過程中繼續審查氣候相關議題對我們業務的相關性和重要性，特別是物理風險，並在適當的時候向ESG委員會報告情況和對業務的影響。面對氣候變化引致的極端天氣，如越趨頻繁的颱風，導致海上旅遊及酒店業務及物業發展項目施工過程受到較大影響。這些極端天氣情況不但會對我們的營運場所、設施及物業帶來物理損害，以導致更高的維護及運營成本。在颱風季節，極端天氣也會危及我們客戶和員工的生命和安全。

Environmental, Social and Governance Report

環境、社會及管治報告

In view of this, we have formulated the “Special Typhoon Emergency Plan” and the “Construction Management System”, which set out the measures to be taken in respect of our marine recreation services and hotel business and our property development projects in the event of extreme weather. For example, Huandao Travel Investment has organised training for our crew about the safety of sailing in wind and waves and the preparatory work before and after typhoon, familiarising them with the mechanical properties of cruise so as to minimise property losses. Zhucheng Phoenix will issue an early warning to the contractor and organise contractor meeting coordinated with all parties to evaluate the potential impact on project delay due to more frequent extreme weather, and to determine contingency plans to catch up with the progress of the project.

7.3 Environmental and Natural Resources Protection

The operating sites of the Group’s marine recreation services and hotel business are located at the Sanya Coral Reefs National Nature Reserve. We carry out diversified tourism projects in areas legally used by the Group, including underwater world tours, scuba diving at Meiren Reef, underwater walks, beach baths, etc.

As the region is a well-known tourist attraction in Sanya, our marine recreation services may pose potential negative repercussions on the marine ecosystem and the reef ecosystem. In order to safeguard marine biodiversity and ecological habitat, Hainan Yalong Bay Underwater World Travel Company Limited, a subsidiary of Huandao Travel Investment, has implemented the “Measures for the Administration of Compensation for Marine Ecology in Sanya City” and strives to build a restoration area in Yalong Bay to achieve the coordinated development of habitat protection and tourism activities. Huandao Travel Investment has developed the “Coral Reef Protection Measures” to support the protection of the coral reefs and shellfish in the Yalong Bay Coral Reef Nature Reserve and provide the relevant guidelines for limiting the impact of our business on marine resources.

有見及此，我們分別制定了《防颱風專項應急預案》及《工程管理制度》，列明極端天氣事件時海上旅遊服務及酒店業務及物業發展項目的應對方法。例如，寰島旅遊投資組織船員進行風浪航行安全和颱風前後準備工作的培訓，讓船員學習防颱風知識、熟悉遊樂船的機械性能及風浪中航行的安全知識，以減少財產損失及傷亡，並及時、有效地展開防風工作。而諸城鳳凰則向工程承包商發出預警並召集各方展開工程協調會，評估極端天氣頻發對工程延期的潛在影響，確定應急預案，以保證工程進度。

7.3 保護環境與天然資源

本集團海上旅遊服務及酒店業務的營運場所坐落在三亞珊瑚礁國家級自然保護區內，我們在合法使用區域內開展多元化的旅遊項目，包括：海底世界遊覽、美人礁島嶼水肺潛水、海底漫步及沙灘浴場等。

由於該地區為三亞市著名的旅遊景點，區域內活動頻繁，對海洋以及珊瑚礁之生態系統造成潛在的負面影響。為維護海洋生物多樣性和生態棲息地，寰島旅遊投資旗下的海南亞龍灣海底世界旅游有限公司落實《三亞市海洋生態補償管理方法》，致力打造亞龍灣修復區，實現大自然保護和旅遊活動的協調發展。寰島旅遊投資制定了《珊瑚礁保護措施》，以支持保護亞龍灣珊瑚礁自然保護區的珊瑚礁和貝類，並為限制我們業務對海洋資源的影響提供相關指引。

Environmental, Social and Governance Report

環境、社會及管治報告

We strictly observe the provincial government regulations and restrictions on marine tourism for protecting marine resources. We have adopted various practical measures and some examples of them are highlighted as follows:

- Remind all tourists not to pick coral reefs or take anything from the ocean
- Educate the tourists about the significance of protecting coral reefs. Snorkelling must take place in water that is deeper than 2 meters to prevent coral reef from being disrupted and damaged
- Protect the coral reefs from being disrupted and damaged by avoiding boat anchoring

我們嚴格遵守省政府有關海洋旅遊的規定和限制，以保護海洋資源。我們採取了各項措施，以下是其中一些例子：

- 提醒所有遊客不要採摘珊瑚礁及海洋中的任何東西
- 在遊客浮潛時，向遊客教育保護珊瑚礁的重要性。浮潛必須在2米深的水域進行，以防止擾亂和損害珊瑚礁
- 避免船隻拋錨，以防止擾亂和損害珊瑚礁

7.4 Environmental Key Performance Data

7.4 環境關鍵績效數據

		Use of resources 資源使用量						
		Consumption 消耗量			Consumption intensity 消耗密度			
Notes 附註	2021	2022	Unit 單位	2021	2022	Unit 單位		
Direct energy 直接能源								
Gasoline (Vehicle) 汽油(汽車)	1	16,508.7	9,110.6	L 升	825.4	479.5	L/Vehicle 升/ 每輛汽車	
Diesel (Vehicle) 柴油(汽車)	1	4,156.6	4,297.1	L 升	4,156.6	4,297.1	L/Vehicle 升/ 每輛汽車	
Gasoline (Vessel) 汽油(船舶)	2	53.3	37.6	Tonne 公噸	6.7	4.7	Tonne/ Vessel 公噸/ 每艘船舶	
Diesel (Vessel) 柴油(船舶)	2	74.2	45.7	Tonne 公噸	12.4	7.6	Tonne/ Vessel 公噸/ 每艘船舶	
Natural gas 天然氣	3	16,954.0	14,192.5	m ³ 立方米	1.4	1.0	m ³ /m ² floor area 立方米/ 平方米 建築面積	

Environmental, Social and Governance Report

環境、社會及管治報告

Use of resources 資源使用量							
	Notes 附註	Consumption 消耗量			Consumption intensity 消耗密度		
		2021	2022	Unit 單位	2021	2022	Unit 單位
Total direct energy consumption 直接能源消耗總量	3, 4	1,953.3	281.5	MWh 兆瓦時	0.16	0.02	MWh/m² floor area 兆瓦時/ 平方米 建築面積
Indirect energy 間接能源							
Purchased steam heat 外購蒸汽熱力	3	29,307.2	22,458.0	GJ 吉焦	2.5	1.6	GJ/m² floor area 吉焦/ 平方米 建築面積
Purchased electricity 外購電力	3, 13	706,710.6	2,029,620.6	kWh 千瓦時	59.2	147.7	kWh/m² floor area 千瓦時/ 平方米 建築面積
Total indirect energy consumption 間接能源消耗總量	3, 5	8,847.6	8,268.0	MWh 兆瓦時	0.74	0.60	MWh/m² floor area 兆瓦時/ 平方米 建築面積
Water resources 水資源							
Total water consumption 水資源總消耗量	3, 6	20,877.1	16,349.9	Tonne 公噸	1.8	1.2	Tonne/m² floor area 公噸/ 平方米 建築面積

Environmental, Social and Governance Report

環境、社會及管治報告

Air pollutants emissions 空氣污染物排放				
	Notes 附註	2021	2022	Unit 單位
Air pollutants emissions by vehicles				
汽車空氣污染物排放				
	7			
CO emissions CO排放量		131.8	74.5	kg 千克
NOx emissions NOx排放量		84.8	5.6	kg 千克
SOx emissions SOx排放量		0.3	0.2	kg 千克
PM2.5 emissions PM2.5排放量		2.4	0.4	kg 千克
PM10 emissions PM10排放量		2.6	0.5	kg 千克
Air pollutants emissions by vessels				
船舶空氣污染物排放				
	8			
CO emissions CO排放量		3,133.0	1,366.3	kg 千克
NOx emissions NOx排放量		5,275.8	5,159.9	kg 千克
SOx emissions SOx排放量		26.8	16.8	kg 千克
PM2.5 emissions PM2.5排放量		463.5	377.6	kg 千克
PM10 emissions PM10排放量		485.2	407.5	kg 千克

Environmental, Social and Governance Report

環境、社會及管治報告

Greenhouse gas (GHG) emissions 溫室氣體排放

	Notes 附註	2021	2022	Unit 單位
Total GHG emissions 總溫室氣體排放		11,621.2	3,970.6	tCO₂e 公噸二氧化碳當量
GHG emissions intensity 溫室氣體總排放密度	3	1.0	0.3	tCO₂e/m² floor area 公噸二氧化碳當量/ 平方米建築面積
Scope 1				
範圍一				
Emission from vehicle fuel 汽車燃料排放	9	48.8	36.3	tCO₂e 公噸二氧化碳當量
Emission from vessel fuel 船舶燃料排放	10	395.5	258.1	tCO₂e 公噸二氧化碳當量
Emission from cooking fuel 煮食燃料排放	11	36.7	30.7	tCO₂ 公噸二氧化碳
GHG offsets by the Group's owned trees 擁有樹木的溫室氣體抵消量	12	3.2	6.1	tCO₂ 公噸二氧化碳
Total GHG emissions (Scope 1) 範圍一總排放量		477.8	319.0	tCO₂e 公噸二氧化碳當量
Total GHG emissions intensity (Scope 1) 範圍一總排放密度	3	0.04	0.02	tCO₂e/m² floor area 公噸二氧化碳當量/ 平方米建築面積
Scope 2				
範圍二				
Emission from electricity consumption 電力使用排放	13	414.7	1,181.3	tCO₂ 公噸二氧化碳
Emission from purchased steam heat 外購蒸汽熱力使用排放	14	10,586.3	2,470.4	tCO₂ 公噸二氧化碳
Total GHG emissions (Scope 2) 範圍二總排放量		11,001.0	3,651.7	tCO₂e 公噸二氧化碳當量
Total GHG emissions intensity (Scope 2) 範圍二總排放密度	3	23.0	0.3	tCO₂e/m² floor area 公噸二氧化碳當量/ 平方米建築面積

Environmental, Social and Governance Report

環境、社會及管治報告

	Waste 廢棄物			
	Notes 附註	2021	2022	Unit 單位
Hazardous waste generation				
有害廢棄物產生量				
Waste fluorescent tube 廢螢光燈管		29	8	Piece 個
Waste fluorescent tube intensity 廢螢光燈管產生密度	3	0.0020	0.0006	Piece/m ² floor area 個/平方米建築面積
Waste battery 廢電池		18.7	3	kg 千克
Waste battery intensity 廢電池產生密度	3	0.0020	0.0002	kg/m ² floor area 千克/平方米建築面積
Waste ink cartridge 廢墨水匣		104	23	Piece 個
Waste ink cartridge intensity 廢墨水匣產生密度	3	0.0090	0.0017	Piece/m ² floor area 個/平方米建築面積
Non-hazardous waste generation				
無害廢棄物產生量				
Waste paper 廢棄紙張產生量		952.6	657.4	kg 千克
Waste paper intensity 廢棄紙張產生密度	3	0.08	0.05	kg/m ² floor area 千克/平方米建築面積
Recycled paper 紙張回收量	15	794	866	kg 千克

Environmental, Social and Governance Report

環境、社會及管治報告

Notes:

1. The vehicle's fuel consumption intensity in the Reporting Period was calculated based on the respective number of gasoline- and diesel-powered vehicles. The Group had 19 gasoline-powered vehicles and 1 diesel-powered vehicle during the Reporting Period. Due to the epidemic situation, personnel changes and other reasons, the actual fuel consumption of vehicles has significantly decreased.
2. The vessel's fuel consumption intensity in the Reporting Period was calculated based on the respective number of gasoline- and diesel-powered vessels. The Group had 8 gasoline-powered vessels and 6 diesel-powered vessels during the Reporting Period. Due to the epidemic situation, the actual fuel consumption of vessels has significantly decreased.
3. Except gasoline and diesel consumption data, the intensities of the Group's other environmental data in 2022 were calculated based on the floor area (as the denominator) of its operating locations within the scope of this Report, being a total gross floor area of 13,738m².
4. The total direct energy consumption was the total energy consumption of gasoline and diesel consumed by vehicles and vessels, and natural gas consumption in unit of MWh. The direct energy consumption was calculated with reference to the "Guide to Greenhouse Gas Accounting and Reporting for Public Building Operators (Trial)".
5. The total indirect energy consumption was the total energy consumption of purchased electricity and purchased steam heat in unit of MWh.
6. During the Reporting Period, the actual water consumption has decreased due to close down of office.
7. The emissions of air pollutants by vehicles were calculated with reference to the "Technical Guide for the Preparation of Air Pollutant Emission Inventory for Road Motor Vehicles (Trial)".
8. Huandao Travel Investment is the Group's only subsidiary which was engaged in vessel operation. The emissions of air pollutants by vessels were calculated with reference to the "Technical Guide for the Preparation of Air Pollutant Emission Inventory for Non-road Mobile Sources (Trial)". The figure of SO_x emission in 2021 has been restated accordingly after the data review.

註釋：

1. 本報告期汽車燃料消耗密度以汽油和柴油汽車各自數量分別計算，本集團在本報告期內擁有汽油汽車共19輛，柴油汽車共1輛，因疫情、人員變動等原因，汽車實際燃料使用量大幅減少。
2. 本報告期船舶燃料消耗密度以汽油和柴油船舶各自數量分別計算，本集團在本報告期內擁有汽油船舶共8艘，柴油船舶共6艘，因疫情等原因，船舶實際使用量大幅減少。
3. 除了汽油和柴油消耗量，本集團於2022年的其他環境數據密度以本報告範圍內的營運場所建築面積作為分母計算，總建築面積為13,738平方米。
4. 直接能源消耗總量為汽車及船舶消耗的汽油及柴油、以及天然氣消耗量以兆瓦時為單位的總能源消耗量。直接能源消耗量的計算方法參考自《公共建築運營企業溫室氣體排放核算方法和報告指南(試行)》。
5. 間接能源消耗總量為外購電力及外購蒸汽熱力消耗量，以兆瓦時為單位的總能源消耗量。
6. 本報告期內，因辦公室關閉，實際用水量有所下降。
7. 汽車空氣污染物排放計算方法參考自《道路機動車大氣污染物排放清單編製技術指南(試行)》。
8. 本集團只有附屬公司寰島旅遊投資涉及船舶營運。船舶空氣污染物排放計算方法參考自《非道路移動源大氣污染物排放清單編製技術指南(試行)》，並據此對2021年SO_x排放量進行修正。

Environmental, Social and Governance Report

環境、社會及管治報告

9. The calculation method of GHG emissions from vehicles is based on the "Guide to Greenhouse Gas Accounting and Reporting for Land Transportation Companies (Trial)".
10. The calculation method of GHG emissions from vessels is based on the "Guide to Greenhouse Gas Accounting and Reporting for Public Building Operators (Trial)".
11. The calculation method of GHG emissions from cooking fuel (natural gas) is based on the "Guide to Greenhouse Gas Accounting and Reporting for Public Building Operators (Trial)".
12. The calculation method of GHG offsets by the Group's owned trees is based on "How to Prepare an ESG Report – Appendix 2: Reporting Guidance on Environmental KPIs" issued by SEHK.
13. The calculation method of GHG emissions from electricity consumption in 2022 is based on the "Corporate Greenhouse Gas Emissions Accounting Methodology and Reporting Guidelines for Electricity Generating Facilities (2022 Revision)" issued by Chinese Ministry of Ecology and Environment and "How to Prepare an ESG Report – Appendix 2: Reporting Guidance on Environmental KPIs" issued by SEHK. Electricity consumption has increased during the Reporting Period due to seasonal reason such as the prolonged period of extreme hot weather in summer and cold wave in winter.
14. The calculation method of GHG emissions from purchased steam heat is based on the "Guide to Greenhouse Gas Accounting and Reporting for Public Building Operators (Trial)".
15. During the Reporting Period, recycled paper includes paper, cartons, cardboard and newspapers.
9. 汽車燃料的溫室氣體排放計算方法參考自《陸上交通運輸企業溫室氣體排放核算方法與報告指南(試行)》。
10. 船舶燃料的溫室氣體排放的計算方法參考自《公共建築運營企業溫室氣體排放核算方法和報告指南(試行)》。
11. 煮食燃料(天然氣)的溫室氣體排放的計算方法是參考《公共建築運營企業溫室氣體排放核算方法和報告指南(試行)》。
12. 本集團所擁有樹木的溫室氣體抵消量的計算方式是參考聯交所《如何準備環境、社會及管治報告 – 附錄二：環境關鍵績效指標匯報指引》。
13. 2022年電力使用的溫室氣體排放計算方法是參考中國生態環境部《企業溫室氣體排放核算方法與報告指南發電設施(2022年修訂版)》及聯交所《如何準備環境、社會及管治報告 – 附錄二：環境關鍵績效指標匯報指引》，本報告期內因夏季高溫、冬季寒潮等原因，用電量有所增加。
14. 外購蒸汽熱力使用的溫室氣體排放計算方式是參考《公共建築運營企業溫室氣體排放核算方法和報告指南(試行)》。
15. 本報告期內，紙張回收量統計範圍包括紙張、紙箱、紙皮及報紙等。

Environmental, Social and Governance Report

環境、社會及管治報告

8 PEOPLE-ORIENTED

The Group firmly believes that outstanding workforce lays the vital foundation for its long-term development. The Group has implemented a people-oriented employment management policy and created an ideal career platform for employees, in order to attract and retain high calibre employees, and has built a diverse, inclusive and dynamic workplace for employees to encourage the collective and individual growth of the employees.

8.1 Employment Practices

Due to the difference in business nature and operating locations, the subsidiaries of the Group have adopted their respective applicable human resources management systems to regulate procedures including, but are not limited to, recruitment and dismissal, promotion and position adjustment, working hour, remuneration and benefit system, holiday, employee attendance, performance management and appraisal and code of conduct.

During the Reporting Period, we have strictly abided by the applicable national and local labour laws and regulations relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare that have a significant impact on the Group. Such laws and regulations include the “Labour Law of the People’s Republic of China”, the “Labour Contract Law of the People’s Republic of China”, the “Social Insurance Law of the People’s Republic of China”, the “Law of the People’s Republic of China on the Protection of Rights and Interests of Women and Children”, the “Law of the People’s Republic of China on the Protection of Minors” and the “Employment Ordinance” in Hong Kong. The Group was not aware of any litigation case against the Group related to employee management.

8 以人為本

本集團深信優秀人才乃企業長遠發展的重要根基，因此我們實行以人為本的僱傭管理政策，為員工創造理想的事業平台，以吸引和留住高素質員工，為員工打造多元、包容、充滿活力的工作場所，鼓勵整體員工和個人的成長。

8.1 僱傭管理

基於不同的業務性質和營運地點，本集團旗下各附屬公司均設有其適用的人力資源管理制度，以規範包括但不限於招聘和解僱、晉升和崗位調整、工作時間、薪酬待遇和福利制度、假期、員工考勤、績效管理與考核、行為準則等流程。

在報告期內，我們嚴格遵守適用的國家和地區有關薪酬與解僱、招聘與晉升、工作時間、休息時間、平等機會、多元化、反歧視以及其他福利而對本集團產生重大影響法律法規。這些法律法規包括《中華人民共和國勞動法》《中華人民共和國勞動合同法》《中華人民共和國社會保險法》《中華人民共和國勞動法》《中國婦女兒童權益保護法》《中華人民共和國未成年人保護法》和香港《僱傭條例》。本集團並不知悉任何與員工管理有關的針對本集團的訴訟案件。

Environmental, Social and Governance Report

環境、社會及管治報告

Talent Recruitment

In order to ensure that the employees hired by the Group fit the development needs of the Group, we have developed a standardised and stringent recruitment process as set out in the table below. The Group adheres to the principles of fairness and openness, integrity, capability and merits for talent selection.

人才招聘

為確保所聘請的員工契合本集團的發展需求，我們制定了規範及嚴謹的招聘程序。本集團堅持公平公開、誠信、德才兼備的人才選拔原則。

Demand for Talents 人才需求

- The employing department makes request for staff recruitment according to the actual operational needs. After the headcount is approved by the management and the human resources department, the employing department communicates with the human resources department regarding the job description and requirements of the position.
- 根據實際營運需要，用人部門提出用人需求，經過管理層及人力資源部審批後，與人力資源部溝通招聘職位描述及要求。

Recruitment 招聘

- The human resources department issues the job advertisement through the appropriate job recruitment channels and then shortlists the potential qualified candidates as stated in the job advertisement for the employing department. After the employing department selects suitable candidates, the candidates undergo interview, written tests and/or aptitude tests.
- 人力資源部透過合適的渠道發佈有關招聘信息，然後以用人標準篩選潛在合格候選人，並推薦予用人部門。用人部門挑選合適的應徵者後，應徵者需參加相應測試，如面試、筆試和/或能力傾向測驗等。

Appointment 錄用

- Candidates who pass the relevant tests and are successfully recruited will be officially employed after successfully completing the medical examination and entry procedures.
- 通過相應測試並成功錄用的候選人，在成功完成體檢及入職手續後被正式錄用。

Dismissal

The Group has formulated detailed provisions in the employment contracts regarding the establishment and termination of employment contract as well as employee compensation to regulate the dismissal of employee, protect the interests of both parties and avoid potential labour disputes. Employees with misbehaviours, fraud and habitual negligence during their employment period will be subject to termination of their employment contracts in accordance with the applicable laws and regulations.

解僱

本集團於勞動合同中詳細列明合同的訂立、解除及賠償等方面作出了詳細規定，以規範勞動合同的解除，保障雙方利益及避免因終止僱傭合約而出現的勞資糾紛。僱員其受僱期間行為不端、欺詐和疏忽職守，將按營運所在地的法律法規終止其僱傭合約。

Equal opportunity, diversity and anti-discrimination

The Group employs people on their merits and provides equal employment opportunities to potential candidates and employees of the Group, regardless of their age, gender, race, ethnicity, religious belief, pregnancy, disability or illness, etc. The Group actively creates a diverse and inclusive working environment and welcomes all kind of feedback and insightful ideas from employees on how to strengthen our management efficacy and productivity.

平等機會、多元化和反歧視

本集團唯才是用，提供平等就業機會。無論是應徵者或本集團員工，皆不會因其年齡、性別、種族、民族、宗教信仰、懷孕、殘障或疾病等因素而受到不公平待遇或歧視。本集團積極打造多元化和包容性的工作環境，歡迎員工就如何加強我們的管理效能和生產力提出各種反饋和有見地的想法。

Environmental, Social and Governance Report

環境、社會及管治報告

Labour Standards

The Group has strictly complied with applicable laws and regulations that have a significant impact on the Group relating to preventing child and forced labour. Such laws and regulations include the “Law of the People’s Republic of China on the Protection of Minors”, and the “Provisions on the Prohibition of Using Child Labour”. As stipulated in the Group’s human resource management policy, our human resource department is responsible for monitoring the staff recruitment processes and preventing the use of child labour and forced labour. All the personal information of new employees is verified by the human resource department of each subsidiary to ensure that they meet the requirement of legal working age and work permit before offering the job position to prevent any employment of child and forced labour.

Working hours and rest days of employees are determined by the Group according to the work nature and are clearly stated in the employment contract. A five-day work system with an average of eight working hours per day is generally implemented. Employees with special needs can apply for temporary change of working hours on a voluntary basis while the application should be approved by the senior and the human resources department. All employees are informed of the employment terms before signing the contract, to ensure that they fully understand their employee rights and interests. The Group regularly reviews and updates its recruitment practices from time to time to strengthen the corporate standards in protecting the legitimate rights of our employees.

During the Reporting Period, the Group has not identified any breaches of relevant employment laws and regulations related to preventing child and forced labour.

Remuneration and Benefits

The Group has formulated the “Remuneration and Benefits System” and set up a sound remuneration management system. We review and benchmark the employee remuneration package against the prevailing market trends, industry peers and annual employee performance to ensure that competitive remuneration packages are offered.

勞工準則

本集團嚴格遵守與防止童工和強迫勞工相關且對本集團產生重大影響的適用法律法規，包括但不限於《中華人民共和國未成年人保護法》《禁止使用童工規定》。根據本集團人力資源管理政策的規定，我們的人力資源部負責監控員工招聘流程並防止使用童工和強迫勞工。新員工的所有個人信息均由各附屬公司的人力資源部門核實，以確保他們在提供工作職位之前符合法定工作年齡和工作許可的要求，以防止聘用童工和強迫勞工。

此外，本集團根據工作性質規定員工的工作時間及休息日，並於僱傭合同清楚列明，一般實行五天工作制，每天平均工作八小時。若員工因工作需要，可自願性提出臨時工作時間調整的申請，而有關申請需獲上級及人事行政部審批。所有員工在簽訂合同前都得悉僱傭條款，以確保他們充分了解自己的員工權益。本集團定期檢討及不時更新其招聘措施，以加強企業標準，保護僱員合法權益。

在本報告期內，本集團沒有接獲任何關於違反與禁止童工及強迫勞工相關法律法規的情況。

薪酬福利

本集團制定了《薪酬福利制度》，設有完善的薪酬管理體系。我們將根據當前市場趨勢、行業和年度員工績效審視和對標員工的薪酬待遇，以確保提供具有競爭力的薪酬待遇。

Environmental, Social and Governance Report

環境、社會及管治報告

In addition, full-time employees are entitled to rest days, holidays, paid annual leave, paid maternity and paternity leave and other kinds of holidays and various allowance, such as transportation allowance, lunch allowance, communication allowance, holiday allowance, free annual medical examination, body check, heating supply allowance and extra medical insurance, etc. We pay social insurance premiums for employees on time, including basic endowment insurance, medical insurance, unemployment insurance, work-related injury insurance, maternity insurance, and housing provident fund. Apart from the basic medical insurance in the city where the employees live, the Group also offers commercial supplementary medical insurance for each employee for the purpose of relieving their medical pressure.

Employees' well-being

The Group strives to support employees' work and life balance for maintaining their physical, emotional and mental health, and thereby strengthening the overall working productivity. Various recreational activities were organised for the employees in different business segments of the Group to enrich their leisure time and strengthen the cohesion among employees.

此外，全職員工享有休息日、節假日、帶薪年假、帶薪產假和陪產假等各種假期和津貼，如交通津貼、午餐津貼、通訊津貼、節假日津貼、免費年度醫療津貼、體檢、供暖補貼、額外醫療保險等。我們按時為員工繳納各項社會保險，包括基本養老保險、醫療保險、失業保險、工傷保險、生育保險、住房公積金等。除員工所在城市的基本醫療保險外，本集團會為每位員工提供商業補充醫療保險，以緩解員工的醫療壓力。

員工福祉

本集團致力支持員工的工作與生活平衡，以維持他們的身心健康，從而提高整體工作效率。集團各業務板塊為員工舉辦豐富的文娛活動，充實員工業餘生活，增強員工凝聚力。



Birthday party for employees organised by Huandao Travel Investment
寰島旅遊投資舉辦的員工生日會

Environmental, Social and Governance Report

環境、社會及管治報告



Employee Sports Day organised by Huandao Travel Investment
寰島旅遊投資組織的員工運動會



Hiking activity organised by Zhucheng Phoenix
諸城鳳凰組織的行山活動



Makeup workshop for female employees organised by Huandao Travel Investment
寰島旅遊投資為女性員工提供化妝培訓

Environmental, Social and Governance Report

環境、社會及管治報告

Employee Communication

We value feedbacks and suggestions from our employees. With the aim of providing the employees with a sense of belonging, respect and recognition, the Group formed various communication channels for facilitating two-way communication with employees. This enables us to realise their needs and concerns, and address the problems that they encountered in their work in a timely manner.

員工溝通

我們重視員工的反饋和建議。為給予員工歸屬感、尊重和認同，本集團建立多種溝通渠道，促進與員工的雙向溝通。此舉促使我們能夠了解員工的需求和顧慮，並及時解決問題。



Employee forum with general manager held by Huandao Travel Investment
寰島旅遊投資舉辦的總經理座談會

Environmental, Social and Governance Report

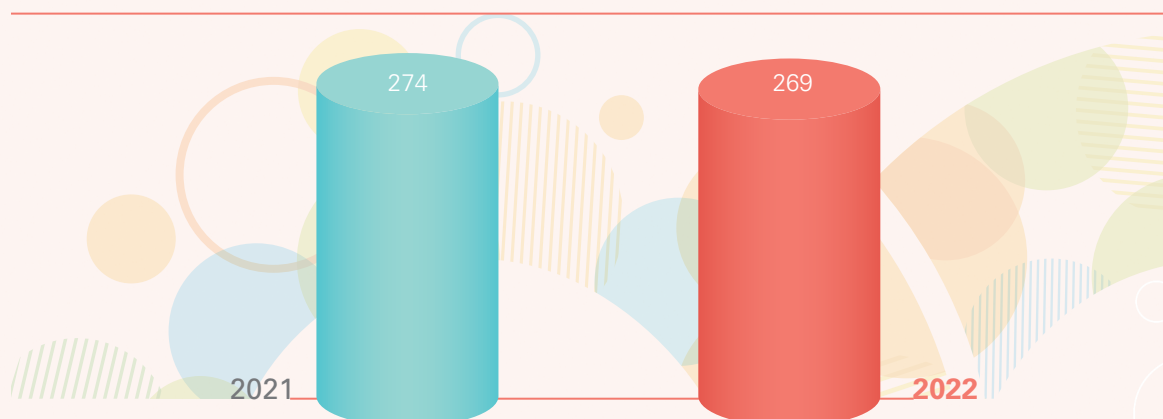
環境、社會及管治報告

Employee Data

員工數據

Employment 僱傭	As at 31 December 2021 於2021年12月31日		As at 31 December 2022 於2022年12月31日	
	Number of people 人數	Ratio 比例	Number of people 人數	Ratio 比例
Total Number of Employees 員工總數	274	/	269	/
By Gender 按性別				
Male 男	166	61%	155	58%
Female 女	108	39%	114	42%
By Age Group 按年齡				
Aged 16 to 29 16-29歲	50	18%	37	14%
Aged 30 to 39 30-39歲	99	36%	100	37%
Aged 40 to 49 40-49歲	73	27%	76	28%
Aged 50 or above 50歲或以上	52	19%	56	21%
By Employment Type 按僱傭類型				
Full-time 全職	272	99%	254	94%
Part-time 兼職	2	1%	15	6%
By Geographical Region 按受聘地區				
Mainland China 中國內地	267	97%	258	96%
Hong Kong, China 中國香港	7	3%	11	4%

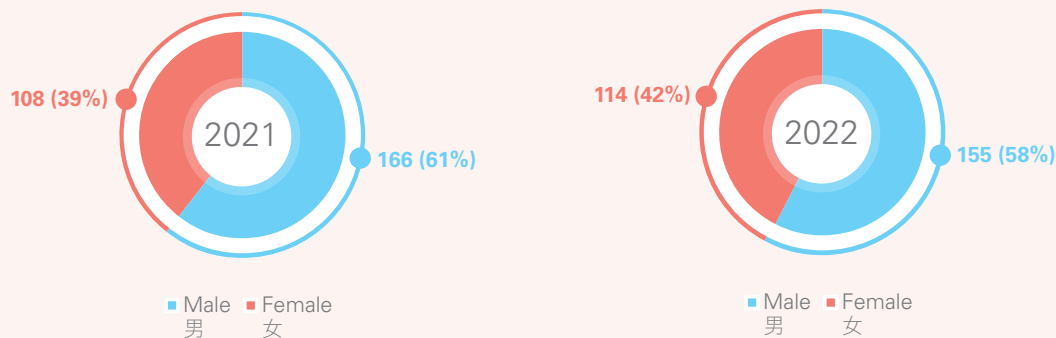
Total number of employees
員工總數



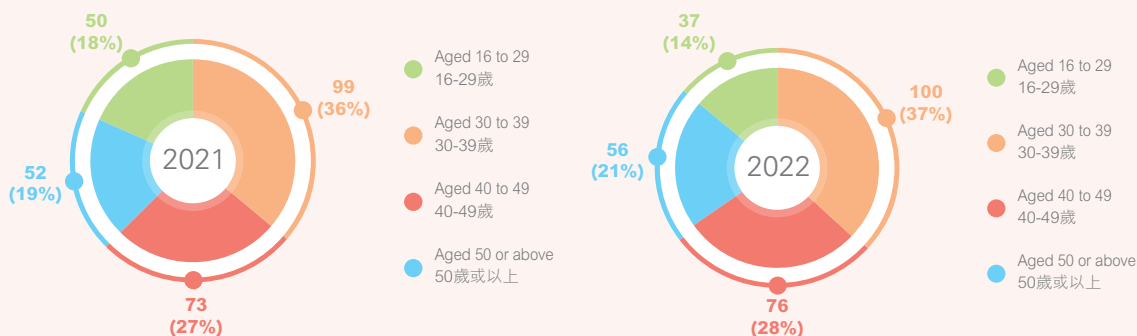
Environmental, Social and Governance Report

環境、社會及管治報告

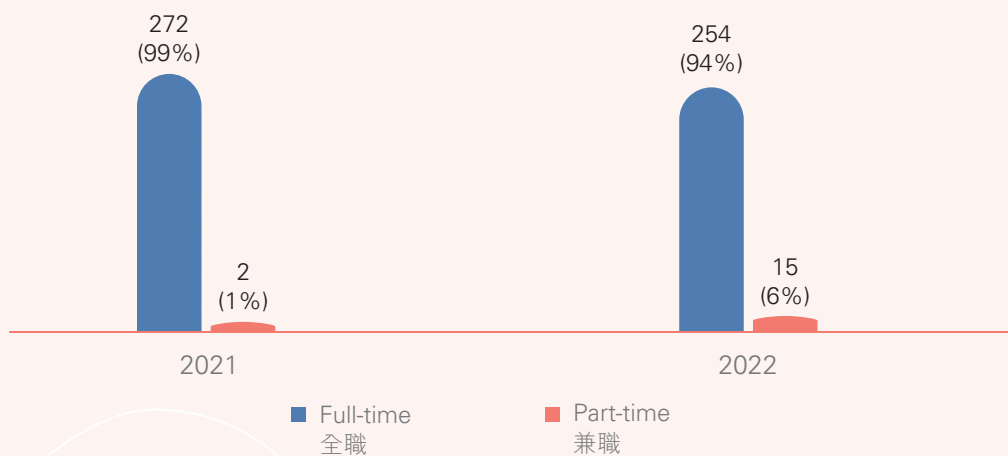
The number and percentage of employees by gender
按性別劃分的員工人數及百分比



The number and percentage of employees by age group
按年齡組別劃分的員工人數及百分比



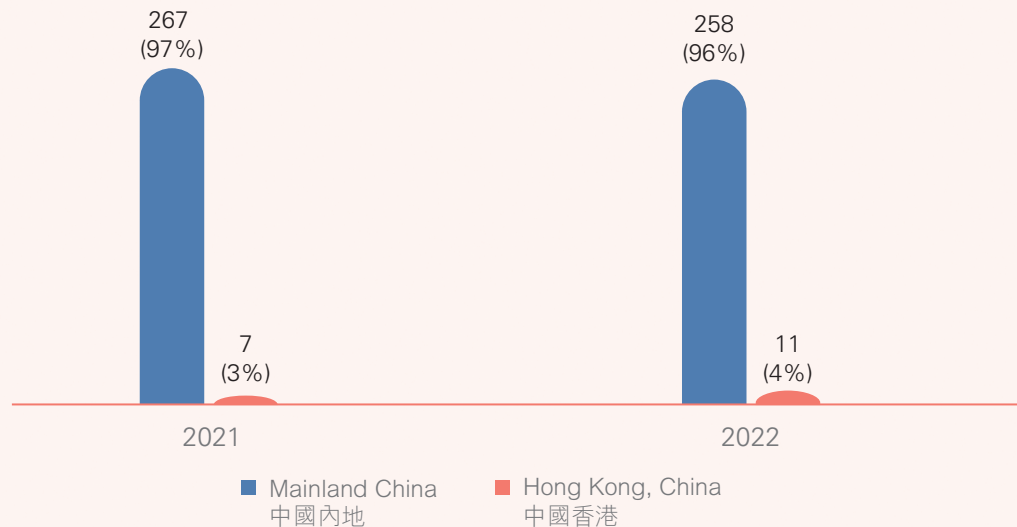
The number and percentage of employees by employment type
按僱傭類型劃分的員工人數及百分比



Environmental, Social and Governance Report

環境、社會及管治報告

The number and percentage of employees by geographical region
按地區劃分的員工人數及百分比



Employee turnover rate¹ 員工流失比率¹

		2021 Ratio 比例	2022 Ratio 比例
By Age Group 按年齡	Aged 16 to 29 16-29歲	15%	38%
	Aged 30 to 39 30-39歲	13%	6%
	Aged 40 to 49 40-49歲	6%	3%
	Aged 50 or above 50歲或以上	16%	5%
	By Gender 按性別	Male 男	17%
Female 女		4%	11%
By Geographical Region 按受聘地區	Mainland China 中國內地	13%	11%
	Hong Kong, China 中國香港	12%	8%

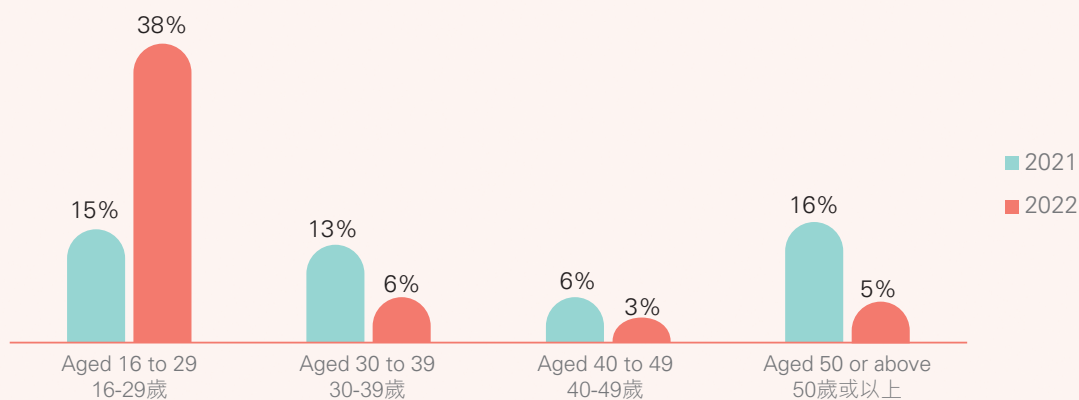
¹ The formula for calculating the employee turnover rate in the relevant category: the total number of employees who left the employment in relevant category during the Reporting Period/(the total number of employees who left the employment in relevant category during the Reporting Period + the total number of employees in that category as at the end of the Reporting Period) x 100%

¹ 各類別的員工流失率計算公式為：該類別員工於本報告期內的離職人數/(該類別員工於本報告期內的離職人數+該類別截至報告期末的員工總數)x 100%

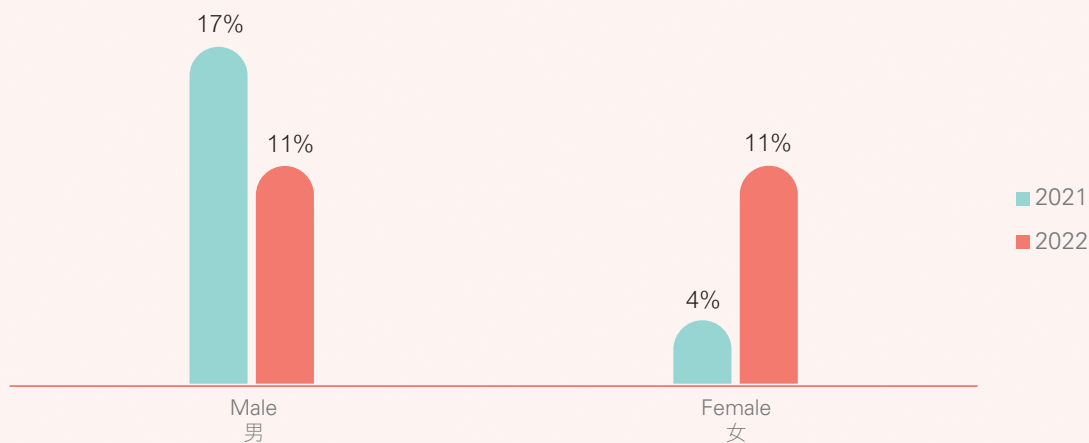
Environmental, Social and Governance Report

環境、社會及管治報告

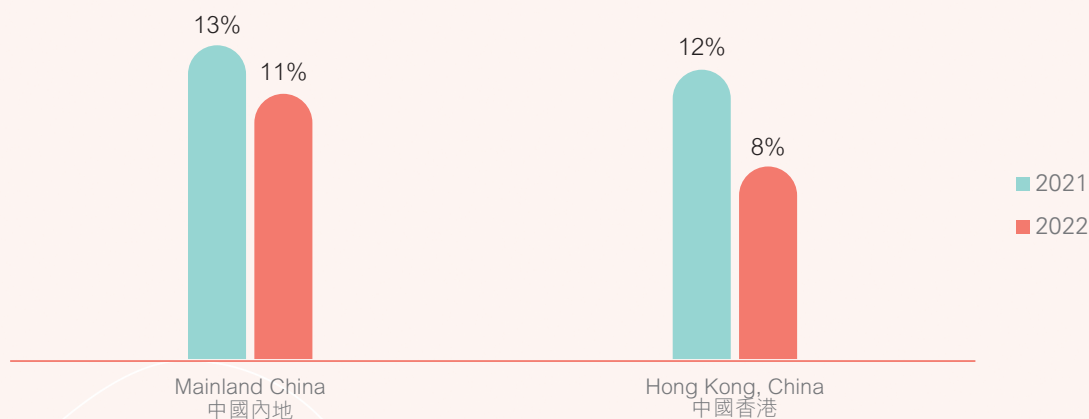
The employee turnover rate in the relevant age group
在相關年齡組別的員工流失比率



The employee turnover rate in the relevant gender group
在相關性別組別的員工流失比率



The employee turnover in the relevant geographical region
在相關受聘地區的員工流失比率



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

8.2 Development and Training

Promotion and Performance Appraisal

The Group has established employee performance review system in order to affirm the contribution of employees. Through the annual review of employee performance, promotion will be granted to employees who have excellent work performance and outstanding achievement in recognition of their hard work and further maintain the talent pipeline for career growth.

We also continue to optimise salary hierarchy according to business natures and position responsibilities. World Trade has formulated the "Measures for Performance Review of Business Departments" to standardise business management and enhance the employees' enthusiasm in their work.

The Group has a systematic employee promotion system in place:



Through the implementation of the strict management system, we assist our employees to achieve their career growth and nurture the outstanding talents to meet the Group's long-term development.

Training

Talent training is one of the key areas that the Group has invested its resources in. We design training and talent development plans in response to the everchanging market needs and provide comprehensive training to the employees to nurture the full potentials and professionalism of talents at all levels.

We have formulated internal policies such as the "Management Measures for Employees' Training" and established learning and training files for employees to improve their professional competence and management skills. The policies clearly set the direction for the improvement of corporate management and the minimum requirements for cumulative training days, which is conducive to enhancing the Group's development and helping employees realise their self-values.

8.2 員工發展與培訓

晉升與績效評核

本集團已建立員工績效考核制度，以肯定員工的貢獻。通過對員工績效的年度回顧，對工作表現優異、業績突出的員工給予晉升機會，以表彰他們的辛勤付出，進一步維護人才職業發展通道。

我們也持續根據業務屬性和崗位職責優化薪酬體系。誠通世亞制定了《業務部門考核分配辦法》，規範業務管理，充分加強業務人員積極性。

本集團設有系統性的員工晉升制度：

透過實施嚴密有序管理制度，我們助力員工實現職業成長，也為本集團長遠發展培養優秀人才。

培訓

人才培訓是本集團投放資源的重點範疇之一。根據不斷變化的市場需求，本集團設計培訓和人才發展計劃，為員工提供全方位的培訓，以充分發揮各階級人才的潛能和專業。

我們制定了《員工培訓管理辦法》等內部制度，為各員工設立學習培訓檔案，提升員工專業和管理技能。政策明確訂立企業管理層的提升方向和累計培訓天數的最低要求，有利於提升本集團的發展，幫助員工實現自我價值。

Environmental, Social and Governance Report

環境、社會及管治報告

In addition, the subsidiaries of the Company formulated and implemented annual training plans according to the positions of the employees and business lines. Due to the impact of the epidemic, we provided professional training to employees by way of distance learning, internal training and self-study during the Reporting Period. The topics of employee professional training covered the operation and management training (for employees above middle management level), financial investment and financial leasing, risk management and internal control, financial analysis and administration etc. Trainings are offered to the staff of various departments to improve their capabilities and skillsets for mastering the evolving needs from business development. We also encourage our employees to participate in external examinations to make self-improvement.

During the Reporting Period, the Group organised various trainings to help our employees to attain professional knowledge, expand their industry horizons as well as to raise their comprehensive ability. Take World Trade as an example, we offered LNG International Trading and Risk Management Training to our employees. The training introduced the business operation and other relevant information in details through five courses.

此外，各附屬公司會根據員工崗位和業務線制定和實施年度培訓計劃。在本報告期內，由於受疫情影響，公司利用遠程學習、內訓、自學等方式對員工進行專業培訓。員工專業培訓的主題涵蓋經營管理培訓(中層以上員工)、金融投資與融資租賃、風險管理與內部控制、財務分析、行政管理等。培訓提供給各部門員工，提高他們的能力和技能，以滿足業務發展不斷變化的需求。我們也鼓勵員工通過參加外部考試等方式積極提升自我。

在本報告期內，本集團內組織了豐富多樣的培訓活動，助力員工瞭解專業知識、拓展行業視野並提升綜合能力。以誠通世亞為例，我們為員工提供了LNG國際貿易實物操作及風險管控培訓，該培訓通過5次課程，詳細地介紹了業務流程和相關知識。

Environmental, Social and Governance Report

環境、社會及管治報告

Case Study: Chengtong Leasing organised training for new employees

案例：誠通租賃為新入職員工舉辦的培訓

Chengtong Leasing offered orientation training for new recruits and invited our General Manager to give a briefing session to introduce the business strategy of financial leasing, the nature of industry, types of services and future industry development with case analysis, enabling them to better understand the corporate culture and background, company standards and code of conduct and the expectations of the job responsibilities. Certain knowledge sharing sessions were launched and presented by the seniors from various departments to foster the culture of exchange of ideas and collaboration.

以誠通租賃為例，我們為新入職人員提供入職培訓，並邀請總經理進行簡報會，以案例分析的形式介紹了融資租賃的經營策略、行業性質、服務類型和行業未來發展，讓他們更瞭解企業文化和背景、公司標準和行為準則以及對工作職責的期望。各部門的前輩亦舉辦知識共享會議，以培養思想交流和互相協作的文化。



Reading sharing session for new employees in Chengtong Leasing
誠通租賃新員工的讀書分享會



Knowledge sharing session with General Manager in Chengtong Leasing to share the industry insights, perception and experience through case study of the leasing industry.
在誠通租賃與總經理的知識分享會，通過租賃行業案例分享行業見解、感悟和經驗。

Environmental, Social and Governance Report

環境、社會及管治報告

Case Study: Compliance training for financial leasing

案例：融資租賃的合規培訓

Chengtong Leasing invited the head of the Legal and Compliance Department to organise an internal training session on the topic of leasing compliance for all employees, with an objective to provide updates on the latest regulatory requirements, the legal analysis of assignment guarantee system and property qualifications with case study sharing. This enables our employees to understand the potential impact caused by the relevant updates on the finance leasing business.

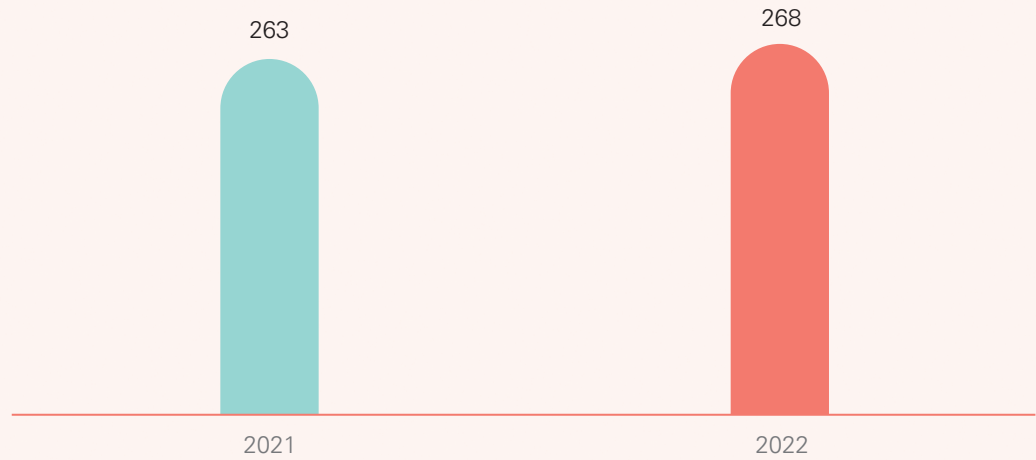
誠通租賃邀請法律與合規部負責人為全員舉辦以租賃合規為主題的內部培訓，旨在更新最新的監管要求、轉讓擔保制度和財產資格的法律分析以及案例分析進行分享。這使我們的員工了解相關更新對融資租賃業務的潛在影響。



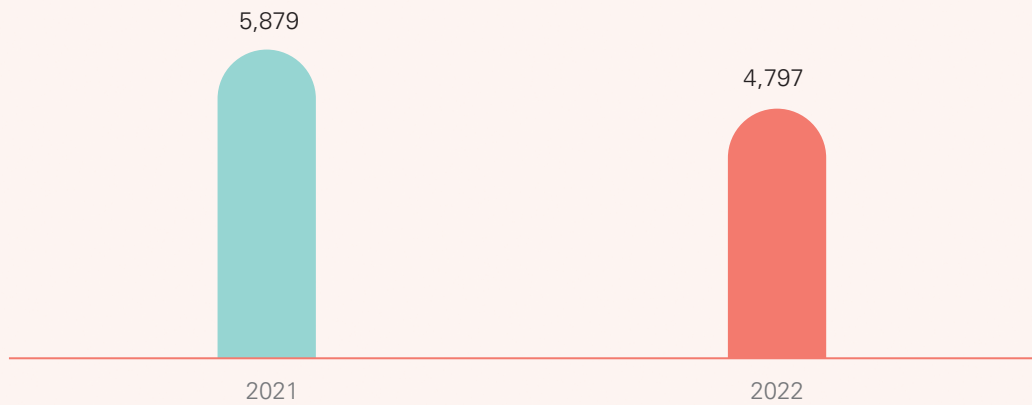
Environmental, Social and Governance Report

環境、社會及管治報告

Total number of employees trained
培訓總員工人數



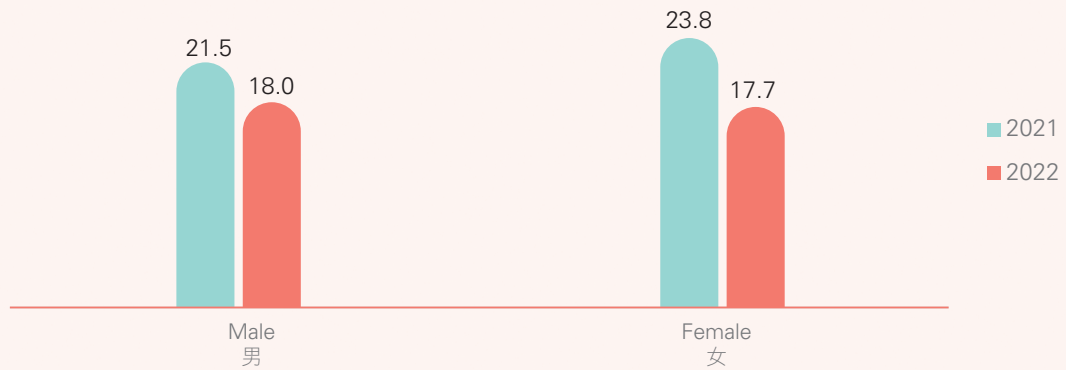
Total number of training hours
受訓總時數(小時)



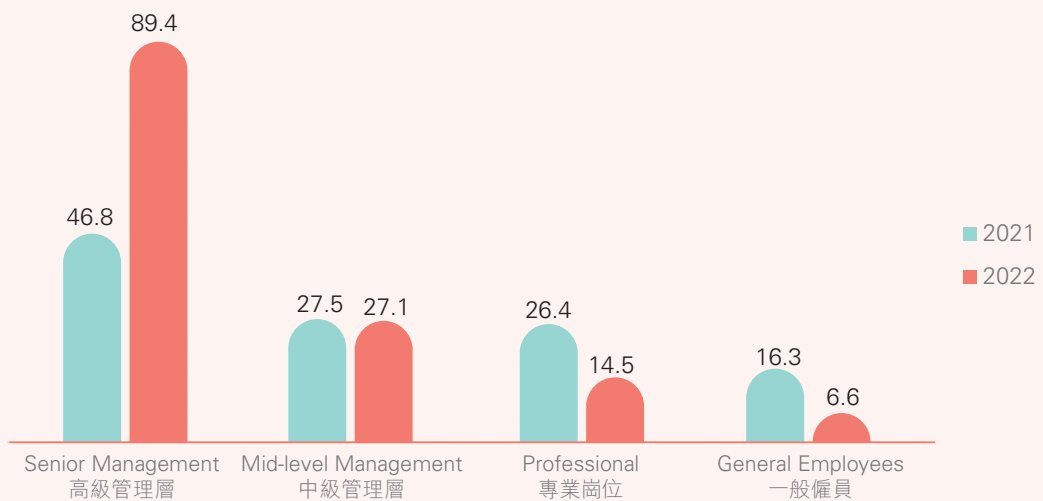
Environmental, Social and Governance Report

環境、社會及管治報告

Average training hours of employees by gender²
按性別劃分的員工受訓平均時數(小時)²



Average training hours of employees by employment category²
按僱員類別劃分的員工受訓平均時數(小時)²



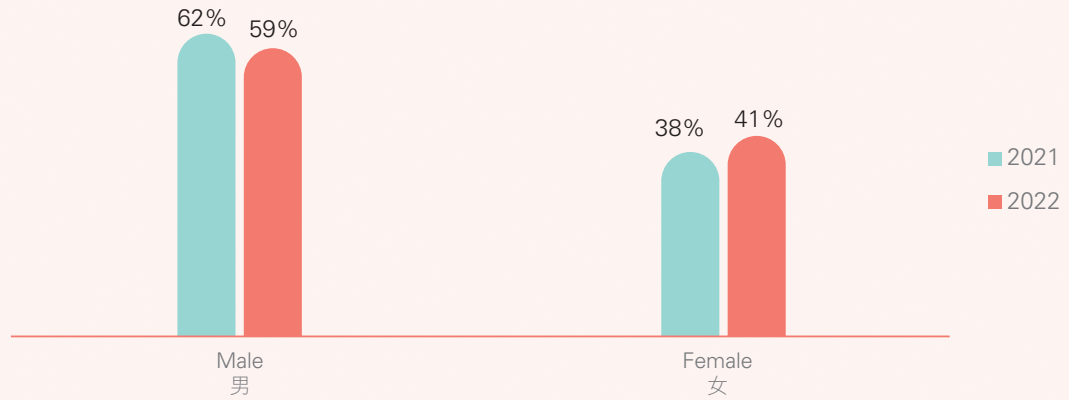
² The formula for calculating the average training hours of employees in relevant category: total number of training hours of employees in the corresponding category / total number of employees undergoing training in the corresponding category

² 各類別的員工平均受訓時數計算公式為：該類別員工受訓時數／該類別的受訓員工總人數

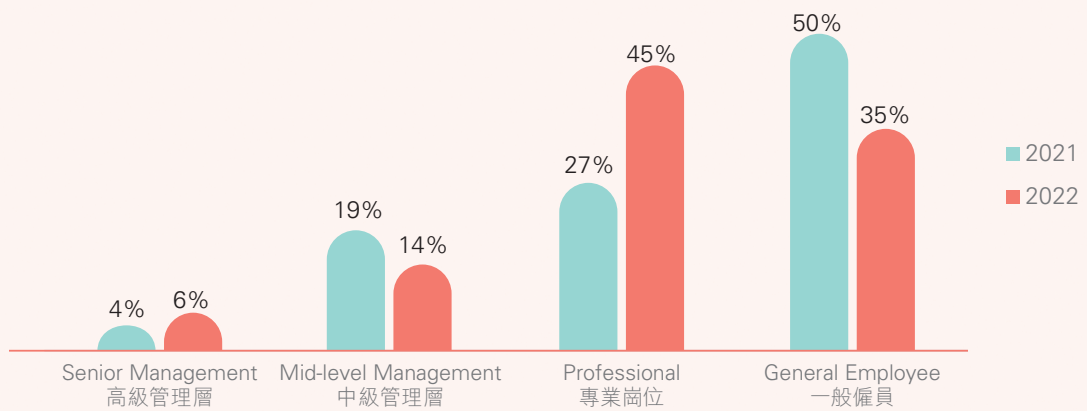
Environmental, Social and Governance Report

環境、社會及管治報告

Employee training rate by gender³
按性別劃分的員工受訓比率³



Employee training rate by employment category³
按僱傭類別劃分的員工受訓比率³



³ The formula for calculating the employee training rate in the relevant category: total number of trained employees in the corresponding category/total number of trained employees x 100%

³ 各類別的員工平均受訓時數計算公式為：該類別員工受訓時數/受訓員工總人數 x 100%

Environmental, Social and Governance Report

環境、社會及管治報告

8.3 Health and Safety

Safety Management

The Group is dedicated to providing a safe and comfortable working environment for our employees. Through the implementation of safety management policy and management systems with best practices and initiatives, we protect our employees from various occupational hazards.

Policy

The Group complies with the relevant laws and regulations that have a significant impact on the Group which are relating to providing a safe working environment and protecting employees from occupational hazards. Such laws and regulations include the “Production Safety Law of the People’s Republic of China”, the “Regulation on Work-Related Injury Insurances”, and the “Occupational Safety and Health Ordinance”. With the launch of the “Production Safety Administrative Measures”, we regulate the management of production safety, as well as to prevent accidents due to breach of production safety. The administrative measures have specified the Group’s organisational structure of safety management and relevant job responsibilities. It also clearly sets out the management system for six major administrative aspects, namely education and training, troubleshooting, work safety cost management, emergency relief, information delivery, and incident investigation and handling. Subsidiaries of the Company have further established corresponding safety management systems according to the actual needs of their business activities.

8.3 健康與安全

安全管理

本集團竭力為員工提供安全舒適的工作環境。透過實施安全管理政策和管理系統以及最佳實踐和舉措，我們保護員工免受各種職業危害。

政策

本集團遵守對本集團有重大影響的安全工作環境及保護員工免受職業危害的相關法律法規。此類法律法規包括《中華人民共和國安全生產法》《工傷保險條例》《職業安全及健康條例》。實施所制定《安全生產管理辦法》，規範安全生產的管理工作，預防因違反安全生產規定而發生事故。此管理辦法除了明確列出本集團的安全管理組織架構、安全管理崗位職責，亦清楚說明教育培訓、隱患排查、安全工作費用管理、應急救援、信息報送、事故調查和處理六大範疇的管理制度。本公司各附屬公司根據經營活動的實際需要，進一步建立相應的安全管理制度。

Environmental, Social and Governance Report

環境、社會及管治報告

Safety Management Organisational Structure

We have established the Production Safety Management Committee that is responsible for supervising and guiding the work related to production safety in subsidiaries, while the Production Safety Office takes charge of the daily management of production safety and the execution of the work assigned by the Production Safety Management Committee. The primary responsible person for production safety at the Group level is responsible for the full supervision of the production safety work and objectives, while the primary responsible persons at the subsidiaries level is responsible for formulating and implementing appropriate in-house rules, regulations and measures for the management of production safety according to the business characteristics of the subsidiaries. The Group has effectively implemented the safety management system. For instance, Huandao Travel Investment has implemented a production safety assessment system to evaluate the responsible persons' performance in production safety every year and links their performance bonuses to their safety management work performance.

安全管理組織架構

我們設有安全生產管理委員會，負責監督及指導各附屬公司與安全生產相關的工作。安全生產辦公室則負責安全生產的日常管理，並且執行安全生產管理委員會交辦的工作。本集團安全生產的第一責任人需對本集團的安全生產工作和目標承擔全部責任。而附屬公司第一責任人則需按附屬公司的業務特性，制定和實施適當的內部規章制度和措施，以管理安全生產。本集團已有效落實安全管理制度，以寰島旅遊投資為例，寰島旅遊投資已實施安全生產考核制度，每年對安全生產的負責人員進行考核，並將績效獎金與其安全管理工作表現掛鉤。

Leadership Level 領導層

- Production Safety Management Committee
- 安全生產管理委員會

Management and Execution Level 管理及執行層級

- Production Safety Office
- 安全生產辦公室

Primary Responsible Person at the Group Level 本集團第一責任人

- General Manager of the Company
- 本公司的總經理

Primary Responsible Persons at the Subsidiaries Level 附屬公司第一責任人

- General Managers of the subsidiaries
- 附屬公司的總經理

Environmental, Social and Governance Report

環境、社會及管治報告

Safety Training

The Group has a sound production safety education and training system to provide employees with education and training on production safety laws and regulations, knowledge and operational skills related to production safety, in a bid to improve their production safety awareness, operational skills and the ability to prevent accidents. All new employees in the engineering department must undergo mandatory training on construction safety, be familiar with relevant rules and regulations and operation procedures about construction safety, and must pass the examination before they can start work.

We also proactively organised different training sessions for frontline employees to raise their awareness of safety protection. For instance, in August 2022, we organised professional training on occupational diseases and mental health to provide proper knowledge in occupational health and safety protection. Besides, Zhucheng Phoenix provided safety training for specific personnel who engaged in toxic and harmful operations, and make sure they fully understand the safety operating procedures, the use of personal protective equipment, the methods of handling emergencies and to help them get familiarised with the rescue routes. Posters of safety production are put up in offices and the production sites to remind all employees to share the responsibility in maintaining a safe workplace to achieve zero accident.

安全培訓

本集團設有健全的安全生產教育和培訓制度，為員工提供有關安全生產法律法規、安全生產知識和操作技能等方面的教育和培訓，提高他們對安全生產的意識、操作技能及防範事故的能力。工程部門所有新入職的員工，必須進行施工安全強制性培訓，熟悉有關安全建造規章制度和操作規程，並在考試合格後方可上崗作業。

我們亦積極為前線員工舉辦不同的培訓課程，以提高他們的安全防護意識。如在2022年8月，我們組織職業病與心理健康專業培訓，並提供正確的職業健康安全防護知識。此外，諸城鳳凰對從事有毒有害作業的特定人員進行了安全培訓，使他們充分了解安全操作規程、個人防護用品的使用、突發事件處理方法，並幫助他們熟悉救援路線。在辦公室和生產現場張貼安全生產海報，提醒所有員工共同承擔維護安全工作場所的責任，實現零事故。



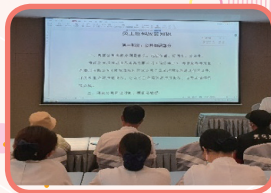
Rescue drill for marine activity by Huandao Travel Investment
寰島旅遊投資的海上救援演習



Posters of Chengtong Leasing for promoting safety production
誠通租賃的安全生產宣傳海報



Fire safety training held at Hong Kong Headquarter
在香港總部舉辦的消防安全培訓



Safety knowledge training for employees held by Huandao Travel Investment
寰島旅遊投資舉辦的員工安全知識培訓



Fire drills held by Huandao Travel Investment
寰島旅遊投資舉辦的消防培訓



Environmental, Social and Governance Report

環境、社會及管治報告

Emergency Management

The Group has formulated the “Emergency Plan for Production Safety Accidents” and implemented a sound production safety emergency management system. Our central emergency direction centre is established to deal with different types of incidents, such as construction accidents, specialised equipment accidents, maritime travel accidents, fire incidents, public health incidents, traffic accidents and special public emergency incidents. In the event of an emergency, we will immediately activate the emergency plan, and quickly take effective salvaging measures to prevent elevation of its seriousness and try our best to avoid casualties.

During the Reporting Period, the Group had not received any reports of violation of laws and regulations that have a significant impact on the Group relating to work environment and occupational hazards. There were no major safety-related incidents, injuries or fatalities.

The following table shows the Group’s occupational safety performance.

Year 年度	2020	2021	2022
Number of work-related fatalities (persons) 因工亡故人數(人)	0	0	0
Rate of work-related fatalities (%) 因工亡故比率(%)	0	0	0
Lost days due to work injury (days) 因工傷損失工作日數(天)	15	0	0
Occupational health and safety training provided (attendance) 提供職業健康與安全培訓(人次)	148	127	425

Response to COVID-19

Though the situation of COVID-19 epidemic has subsided, the Group continues to maintain various epidemic prevention and control measures to safeguard the health and safety of employees. Subsidiaries of the Company also carry out different initiatives based on the policies of local provinces and regions where they operate for minimising the risk of contracting and spreading of COVID-19.

應急管理

本集團制定了《生產安全事故應急預案》，建立完善的安全生產應急管理體系。我們成立了應急指揮中心，應對不同類型的事故，如建築施工意外、特種設備事故、海上旅遊意外、火災、公共衛生、交通及特殊公共突發事件等。一旦發生突發事件，我們會立刻啟動應急預案，迅速採取有效措施，防止事故蔓延，以盡量避免人員傷亡。

在本報告期內，本集團未收到對本集團有重大影響的工作環境及職業病危害等違法違規行為的舉報。本集團並沒有發生與安全相關的重大事故、傷害或死亡。

下表顯示本集團的職業安全表現。

應對新型冠狀病毒 (COVID-19) 疫情

儘管 COVID-19 的情況已經緩和，本集團仍繼續維持各種流行病預防和控制措施，以保障員工的健康和安全。本公司附屬公司亦根據其營運所在省份及地區的政策採取不同措施，以盡量減少感染及傳播 COVID-19 的風險。

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

We organised an online training related to COVID-19 epidemic prevention for all the management team of the subsidiaries to ensure the preventive measures are effectively implemented across the day-to-day operation and to strengthen our responsiveness to the epidemic in safeguarding the health and safety of all frontline staff and visitors. All subsidiaries in the Group are required to develop corresponding epidemic prevention and control manual and management procedures, maintain adequate anti-epidemic materials and personal protective equipment to reduce the risk of infection. We also encourage our employees to get vaccinated for reducing the risk of severe illness from COVID-19 infection.

With the relaxing of social distancing measures in Hong Kong and Mainland China in late 2022, the Group will announce the COVID-19 Epidemic Prevention Measures Notice and arrange relevant training sessions to convey the latest epidemic prevention measures, changes of policies on home isolation and rapid antigen test, with a view to providing update and taking appropriate actions in response to such changes.

本集團為附屬公司的所有管理團隊舉辦與COVID-19防疫相關的在線培訓，以確保預防措施在日常運營中得到有效實施，並加強我們的流行病應對能力，保障所有前線工作人員和訪客的健康和安全。本集團各附屬公司要求制定相應的疫情防控手冊和管理程序，配備充足的防疫物資和個人防護用品，降低感染風險。我們還鼓勵員工接種疫苗，以降低因COVID-19感染而患上重症的風險。

隨著香港及內地在2022年底放寬社交距離措施，本集團會公佈COVID-19防疫措施通知及安排相關培訓，傳遞最新防疫措施、居家隔離政策變動並提供快速抗原測試，以提供更新並採取適當的行動來應對此類變化。



Employees in Hong Kong participated in online training on COVID-19 prevention and control organised by the Group
香港員工參加本集團舉辦的COVID-19 防控線上培訓



Frequent disinfection work carried out by the frontline staff of Huandao Travel Investment
寰島旅遊投資前線員工的消毒工作

Environmental, Social and Governance Report

環境、社會及管治報告

9 RESPONSIBLE OPERATION

The Group attaches great importance to the quality of its products and services. We have set out stringent management policies and procedures to monitor the provision of high quality products and services as well as to collaborate with our business partners. We continue to provide quality services in a responsible manner to meet customers' needs and build a good brand image.

During the Reporting Period, the Group has complied with the relevant laws and regulations that have a significant impact on the Group which are relating to health and safety, advertising, labelling and privacy matters relating to products and services provided. The Group was not aware of any litigation case against the Group related to the aforesaid laws and regulations.

9.1 Product and Service Quality

The Group always attaches great importance to the well-being of its customers and continuously strives to improve its service standards through various measures. We have developed rigorous and effective product and service quality management policies for different business segments to uphold the tailored and customer-oriented services standard and maintain good brand image and reputation. Due to the nature of the Group's business, the number and percentage of total products sold or shipped subject to recalls for safety and health reasons and respective recall procedures are not applicable to the Group.

Marine Recreation Services and Hotel Business

With the aim of providing a pleasant experience for our valued customers and visitors with a safe and relaxing environment, the Group has formulated a set of rigorous management policies, such as the "Office Management and Service Quality Inspection Management Regulations", covering the customer service guidelines for greetings, etiquette and customer care, to ensure the quality of services. Meanwhile, the Group also sets rules to regulate the management of emergencies in safety management and marine tour activities, the operation and maintenance of marine recreation facilities, the fire safety, security safety and food safety in our hotel.

For our marine recreation services, a thorough daily equipment check is conducted to ensure that all the marine recreation facilities are in good working condition. Besides, safety equipment checks are performed to ensure that the safety equipment assigned to marine recreation facilities is available in the event of an emergency. Meanwhile, all crew members are required to participate in emergency drills on a regular basis and be familiar with the escape routes and the locations of safety devices in order to ensure that a quick response can be made in case of emergency.

9 責任營運

本集團非常重視產品及服務的質量。我們制定了嚴格的管理政策和程序，以監控並提供高質量產品和服務，並與我們的業務夥伴合作。我們繼續以負責任的態度提供優質服務，照顧客戶所需，建立良好的品牌形象。

在報告期內，本集團已遵守對本集團具有重大影響且涉及與所提供產品及服務有關的健康與安全、廣告、標籤及隱私事宜的相關法律法規。本集團並不知悉有與上述法律法規相關的訴訟案件。

9.1 產品及服務責任

本集團一直非常重視客戶的福祉，並持續透過多項措施致力改善服務標準。我們針對不同的業務板塊，制定嚴謹及有效的產品及服務質量管理政策，秉持量身定制和以客戶為本的服務標準，以維護良好的品牌形象和聲譽。應本集團業務的性質，關於安全與健康理由而回收的數字及相關補救程序並不適用於本集團。

海上旅遊服務及酒店業務

為提供愉快的客戶體驗和安全輕鬆的環境，本集團制定了《辦公秩序及服務質量檢查管理規定》等一系列嚴格、規範的管理政策，涵蓋問候、禮儀、關懷客戶的客戶服務指南，以保證服務質量。同時，本集團亦制定規章制度，規範安全管理及海上旅遊活動、海上遊樂設施的營運及維護、消防安全、保安安全及酒店食品安全等方面的突發事件管理。

在海上遊樂服務方面，我們會定期檢查日常設備，以確保所有海上遊樂設施皆處於良好的運作狀態。此外，我們還進行安全設備檢查，以確保在緊急情況下可以將相應的安全設備用得其所。與此同時，要求全體船員定期參加應急演練，熟悉逃生路線和安全裝置位置，確保在突發事件應急處理時能夠快速應對。

Environmental, Social and Governance Report

環境、社會及管治報告

To ensure all visitors recognise the potential dangers stemming from the marine recreational activities and obey the safety rules, all participants of the marine tour must read the instructions on the safety notice board before the tour and put on the personal protection equipment where appropriate.

為確保所有遊客認識海上娛樂活動的潛在危險以及遵守安全規則，所有海上娛樂活動的參與者必須在旅行開始前閱讀安全佈告牌上的說明，並在適當的情況下佩戴個人防護設備。



Health and safety information to all visitors participating in marine recreational activities
遊客參與海上娛樂活動的健康和安全須知

For hotel business, the Group has implemented various measures to ensure safety and service quality. Security guards are responsible for patrolling the hotel and conduct safety checks on kitchen and fire-fighting equipment on a regular basis. The operation team also works closely with the local police and fire services department to continuously review and optimise its safety management practices and obtain the latest safety management information. In addition, food and beverage service plays the integral part of our hotel services. The operation team has set up a service quality supervision and inspection working group, combining food safety assurance, service quality improvement, and service quality supervision and inspection systems. Strict food processing procedures were formulated and regular inspections and safety checks of the kitchen were conducted to ensure the quality and safety of hotel food. We also strictly managed and controlled the source of food to avoid the inflow of expired, spoiled, contaminated food and strictly prevent the occurrence of food poisoning.

Leasing Business

To better avoid potential risks in the business of leasing, Chengtong Leasing has developed the "Operating Procedures for Due Diligence of Leasing Projects" to specify the standardised process in conducting the due diligence assessment before entering into lease contracts and in verifying the financial abilities and stabilities. Adhering to the principles of impartiality, prudence and practicality, Chengtong Leasing will conduct systematic analysis, covering the issues of economic, environmental and credit risks, before engaging in new leasing projects.

在酒店業務方面，本集團採取多項措施以確保安全及服務質素。保安人員負責巡邏酒店，定期對廚房和消防設備進行安全檢查。營運團隊會與當地警察和消防部門合作，不斷審查和優化其安全管理措施，並獲取最新的安全管理信息。此外，餐飲服務是我們酒店服務不可或缺的組成部分。營運團隊成立服務品質監督檢查工作組，將食品安全保障、服務品質提升及服務品質監督檢查制度相結合，制定嚴格的食物加工程序，定期對廚房進行巡查和安全檢查，確保酒店食物質量和安全。我們亦嚴格管控食物來源，避免過期、變質、污染食品流入，防止食物中毒事件發生。

租賃業務

為更好規避租賃業務中的風險，誠通租賃制定了《租賃項目盡職調查操作規程》，以規範租賃合同簽訂前的盡職調查評估和核實財務能力和穩定性。秉承公正、審慎、實質性的原則，誠通租賃在涉足新的租賃項目前會進行系統分析，其涵蓋經濟、環境和信用風險等方面議題。

Environmental, Social and Governance Report

環境、社會及管治報告

Property Development and Investment Business

During the construction stage, Zhucheng Phoenix strictly abides by the relevant national laws and regulations on the quality of construction projects, including but not limited to the “Construction Law of the People’s Republic of China”. Zhucheng Phoenix has formulated the “Project Management Manual” and “Project Completion Acceptance Record” to regulate and monitor the overall progress and quality of the project, and conducted various debugging tests and inspections according to the project milestones. If any defect is found, the project team will supervise the building contractors to make rectification in a timely manner in response to the identified issues, and deliver the projects only after inspection and approval, to ensure the building quality and safety.

In addition, Zhucheng Phoenix requires all the building contractors to develop a sound project safety management plan, carry out safety risk management and devise operational procedures for high risk constructions, to manage high-risk activities at construction site and ensure the onsite safety. Meanwhile, designated workers who operate special equipment are required to possess relevant qualifications and operation certificates for performing skilled works onsite. Also, it requires those who are in specialised positions and those who operate special equipment to possess relevant qualifications and operation certificates.

In order to standardise the management at the marketing planning stage, Zhucheng Phoenix has formulated the “Marketing Management System” to delineate the functions of different positions and departments and to set out the standard business logistics so as to ensure that property sale services are carried out in an orderly manner and to provide customers with high-quality purchasing experience. In respect of property management, Zhucheng Phoenix has developed the “Property Management Manual”, which provided detailed regulations on the daily property management, including car parking, vehicle entry and exit, equipment operation, heating, cleaning services and greenery, etc., to ensure the quality of property services and to provide property owners with excellent services. The supervisor of the property management team conducts daily on-site inspections and records the findings in the logbook for record. If any service problem is found, the relevant teams will be notified to follow up and/or make rectification within a specified period to ensure the provision of normal service.

物業發展及投資業務

在施工階段中，諸城鳳凰嚴格遵守國家有關建設工程質量的法律法規，包括但不限於《中華人民共和國建築法》。諸城鳳凰制定了《工程管理制度》《竣工驗收備案》，對工程進度和工程品質等進行規範監督，並根據工程里程碑進行了各項調試試驗及巡檢。如發現項目工程缺陷，項目組將督促建築承包商及時整改發現的問題，審核通過後，方可交付工程，確保建築質量和安全。

此外，諸城鳳凰要求所有建築承包商制定完善的工程安全管理計劃，開展安全風險管理，制定工程高風險操作規程，對施工現場的高風險活動進行管理，確保現場安全。同時，指定操作專用設備的人員需具備相關資質和操作證件，可在現場進行熟練作業。同時，要求特殊崗位和特種設備操作人員具備相關資格和設備操作證。

為規範營銷策劃階段管理，諸城鳳凰制定了《營銷管理制度》，對不同崗位、部門職能做出劃分，並為業務流程提供規範，以保障房屋銷售服務有序性，並為客戶提供高質量、負責任的購房體驗。在物業管理階段中，諸城鳳凰制定了《物業管理制度》，對車位及車輛進出、設備運營、供暖、保潔、綠化等問題的日常管理做出詳盡規定，確保前期物業服務品質，為業主提供更加高質量的服務。物業主管應每天進行現場巡檢，並記錄在《物業管理日誌》，針對發現的服務問題，將通知相關單位限期整改，確保服務正常進行。

Environmental, Social and Governance Report

環境、社會及管治報告

9.2 Customer Rights Protection

Customer Communication and Complaints

The Group makes all effort to improve customer satisfaction with an aim to retain our competitive position in the industry.

Each of our business departments regularly collects customer feedback through various communication channels, including telephone hotline, website and social media platform accounts, in order to solicit their opinions on the quality of product and services provided and understand the areas for improvement, thereby continuously pursuing excellence of our products and services. Meanwhile, each of the Group's subsidiaries also devises a set of management policy for customer complaints handling according to the nature of its businesses.

For instance, Zhucheng Phoenix has formulated the "Procedures for Handling Property Owners' Complaints" for the property owners of the development projects of the Group to actively solve problems in the development projects based on the three principles of "timeliness, honesty and openness, professionalism and humanity", thus enhancing the property owners' satisfaction and the Group's brand reputation. Through a complaint hotline, property owners can lodge complaints regarding the project quality, sales management, property management, services to property owners, etc. Relevant staff will handle the complaints received and provide the handling results in a timely manner to the property owners.

Moreover, in order to improve hotel service quality and customer satisfaction, Huandao Travel Investment has established the "Management Measures for Handling Complaints from Guests" and the "System of Handling Complaints from Visitors" to standardise the handling procedures of customer complaints and the means of handling various common complaints, so as to enable front-line staff to address customers' needs in a more effective manner. When a customer's complaint is received, we will record the details of the complaint, conduct the relevant investigation, and promptly report the handling results of the complaints to the customer. During the Reporting Period, Huandao Travel Investment obtained the guests' opinions and feedback about the service quality through active communication with in-house guests and online booking channels. This satisfaction survey covered 425 people and the customer satisfaction rate reaches 100%.

During the Reporting Period, the Group did not receive any customer complaints related to the products and services provided by the Group.

9.2 保障客戶權益

意見及投訴

本集團竭盡全力提高客戶滿意度，以保持我們在行業中的競爭地位。

我們各業務部門會定期通過電話熱線、網站、社交媒體平台賬號等多種溝通渠道收集客戶反饋，以持續提升我們的產品及服務質素。本集團各附屬公司亦有針對其業務性質，制定有關客戶投訴處理的管理辦法。

以諸城鳳凰為例，針對本集團發展項目的業主制定了《業主投訴處理流程》，秉持「及時性、誠信公開、專業人性化」三個原則，積極為業主解決發展項目中的各項問題，提升業主滿意度和本集團的品牌聲譽。業主可透過投訴熱線，提出就有關工程質量、銷售管理、物業管理及業主服務等方面的投訴，相關工作人員將及時處理投訴事件，並將處理結果及時反饋給業主。

除此以外，寰島旅遊投資為提升酒店服務質量及客戶滿意度，制定了《賓客投訴處理管理辦法》及《遊客投訴處理制度》，規範客戶投訴處理的流程及各類常見投訴的處理辦法，使前線員工能更有效地解決客戶的需求。我們收到客戶的投訴時，會記錄其投訴內容，並且就有關投訴開展調查，及時反饋投訴處理結果給客戶。於本報告期內，寰島旅遊投資通過與住店客人主動溝通、網絡預定渠道等方式，就服務質量收集客戶意見及反饋，滿意度調查覆蓋人數為425人，客戶滿意比例100%。

本報告期內，本集團未有收到與本集團提供的產品和服務相關的客戶投訴事件。

Environmental, Social and Governance Report

環境、社會及管治報告

Privacy Protection

The Group strictly abides by the laws and regulations on privacy protection such as the “Resident Identity Card Law of the People’s Republic of China”, the “Tort Liability Law of the People’s Republic of China”, “Personal Information Protection Law of the People’s Republic of China” and “Network Security Law of the People’s Republic of China” to safeguard customer privacy at all times. With the implementation of various privacy security policies and procedures, customers’ personal data can only be accessed by authorised personnel on a “need-to-know” and “need-to-use” basis. Our code of conduct and regular employee memos also emphasise the importance of data protection to our employees.

For instance, the headquarter in Hong Kong and Huandao Travel Investment have formulated the “Code of Conduct for Employees” and the “File Management System” respectively, requiring its staff to safeguard the confidentiality of the customers’ information. The employment contracts signed between the Group and our employees also contain confidentiality provisions and all employees are obliged to strictly follow the requirements of data protection and confidentiality of corporate information including business policies, accounting documents or customers’ data and information during or after the employment.

In addition, the Group strictly abides by the supervisory and management requirements in its business location and enhances the security management of the personal information of its customers. If employees require access to customers’ personal information, they must obtain approval from their supervisors or managers and take all necessary actions to avoid unauthorised disclosure or improper use of customers’ confidential information. Various trainings on data privacy and protection are regularly arranged to increase the employees’ awareness and sense of responsibility towards data privacy protection. If any information is proved to be intentionally leaked, we will take disciplinary actions against the relevant employees by written warnings, demotion or other forms of punishment.

私隱保障

本集團嚴格遵守《中華人民共和國居民身份證法》《中華人民共和國侵權責任法》《中華人民共和國個人信息保護法》和《中華人民共和國網絡安全法》等有關私隱保障的法律規例，時刻維護客戶私隱。在各種私隱安全政策及程序的支持下，只有獲授權的人員在必要和「需要使用」的情況下，方可讀取客戶的個人資料。我們的行為守則和常規員工備忘錄亦向員工強調保護資料的重要性。

以香港總部和寰島旅遊投資為例，分別制定了《員工守則》和《檔案管理制度》，要求員工對客戶的資料嚴格保密。本集團與員工簽訂的僱傭合約中亦設有保密條款，所有員工有義務在僱傭期間或之後嚴格遵守公司信息(包括業務政策、會計文件或客戶數據和信息)的數據保護和保密要求。

此外，本集團嚴格按照營運所在地的監察管理要求，加強客戶個人資料的安全管理。員工若需查閱客戶的個人資料，必須經由主管或經理批准，以避免未經授權或不恰當使用客戶機密資料的情況發生。定期安排各類數據隱私保護培訓，提高員工數據隱私保護和責任意識。如經證實蓄意洩露資料，我們會以書面警告、降職或其他形式對員工作出處分。

Environmental, Social and Governance Report

環境、社會及管治報告

9.3 Advertising and Intellectual Property Protection

The Group strictly complies with laws and regulations relating to advertising which have significant impact on us, including but not limited to the “Advertising Law of the People’s Republic of China”, the “Tourism Law of the People’s Republic of China”, the “Regulations on Issue of Real Estate Advertising” and the “Circular of the State Administration for Industry and Commerce and Ministry of Construction on Further Strengthening the Administration of Real Estate Advertising”, to ensure that all its advertisements met with the requirements of the government and the industry practice, without any concealed, misleading or deceptive information.

To protect intellectual property rights, the Group strictly complies with the “Trademark Law of the People’s Republic of China”, the “Patent Law of the People’s Republic of China”, the “Copyright Law of the People’s Republic of China” and other laws and regulations, and insists on buying and using original computer softwares. The Group’s businesses do not involve matters relating to labelling of products and services.

9.4 Responsible Supply Chain Management

The Group closely works with a wide range of suppliers and service providers. The performance of suppliers and service providers is directly interconnected with our quality of products and services provided. As such, the Group has established a strict supplier management and performance evaluation system to reduce environmental and social risks across our supply chain and control procurement costs.

During the Reporting Period, the number of our suppliers is listed as below:

Region of suppliers (by location of headquarters) 供應商地區(按總部所在地計算)

Mainland China
中國內地
Hong Kong, China
中國香港
Overseas
海外地區

Number of suppliers 數目(家)

97
10
14

9.3 廣告宣傳及知識產權保護

本集團嚴格遵守對我們有重大影響並與廣告宣傳相關的法律法規，包括但不限於《中華人民共和國廣告法》《中華人民共和國旅遊法》《房地產廣告發佈規定》和《國家工商行政管理總局、建設部關於進一步加強房地產廣告管理的通知》，確保本集團所刊登的廣告能符合政府和行業的要求，不存在任何隱瞞、誤導或欺騙的性質。

針對知識產權保護，本集團嚴格遵守《中華人民共和國商標法》《中華人民共和國專利法》《中華人民共和國著作權法》等法律條例，並且堅持購買並使用正版的電腦軟件。本集團的業務並不涉及產品及服務標籤的事宜。

9.4 負責任供應鏈管理

本集團與廣泛的供應商和服務提供商密切合作。供應商和服務提供商的績效與我們提供的產品和服務的質量息息相關。因此，本集團建立了嚴格的供應商管理和績效評估體系，以降低整個供應鏈的環境和社會風險並控制採購成本。

本集團在本報告期內的供應商數目如下：

Environmental, Social and Governance Report

環境、社會及管治報告

The Group has established engagement practices that are fully applicable to the above suppliers. Under the “Assets Management System”, it regulates the process of procurement management to ensure the supplier selection procedures are fair and transparent. The procurement team under the General Administration Department shall conduct market researches according to the approved procurement plan, seek for fee quotation of at least 3 suppliers, make comprehensive comparison in terms of technical quality, price, after-sales service, payment method, delivery method etc., and put forward cost-effective analysis and recommendations on final procurement decision for approval by the general manager of the General Administration Department.

The Group’s subsidiaries have set up appropriate bidding management and supplier evaluation system according to their respective business characteristics. For example, Chengtong Development Trading has formulated the “Management Measures on Credit Evaluation of Upstream Suppliers/Downstream Customers”, which conducts index evaluations on suppliers from the perspective of enterprise qualification certificates, industry goodwill, financial condition, actual performance of contracts, administrative penalty, litigation, etc. At the same time, the General Administration Department is responsible for establishing a budget implementation ledger for assets, to monitor budget, and to improve management by regular supervision. World Trade has formulated the “Supplier Management Policy”, which evaluates the suppliers from the perspectives of economic and ESG risks and specifies the suppliers classification management system and categorised suppliers into different levels in terms of key suppliers, major suppliers and general suppliers. The performance of suppliers is regularly assessed in terms of service quality, environmental and safety performance, punctuality of delivery of product and services, effectiveness and professionalism etc. For relevant suppliers who fail to fulfil our standards and/or unqualified in the evaluation, their business relationship with us will be terminated and/or their qualification in taking part in future procurement will be suspended.

The Group expects all suppliers to follow our ESG requirements related to environmental protection, labour standard and business code of conduct when performing their contractual obligations. Relevant clauses and provisions are incorporated into the suppliers’ contracts so as to promote the sharing of responsibility for sustainable development in the supply chain. When appropriate and subject to compliance with national safety regulations, the Group will give priority to the procurement of green and low embodied carbon materials for its development projects. In particular, Huandao Travel Investment has purchased eco-friendly tableware and degradable garbage bags through such practice.

本集團制定了聘用慣例並全面適用於以上供應商。《資產管理辦法》規範了採購管理，確保甄選供應商的過程公正透明。綜合管理部採購人員需根據獲批准的採購計劃進行市場考察工作，並且徵求至少3家的供應商訊息，在技術質量、價格、售後服務、付款方式、送貨方式等方面進行綜合比較，提出最終採購決策的成本效益分析和建議，供綜合管理部總經理批准。

本集團各附屬公司亦因應其業務特性，制定適合的招標管理和供應商評估制度。例如，誠通發展貿易制訂了《上游供應商／下游客戶信用評估管理辦法》，對供應商進行指標評估，主要從企業資質證書、行業商譽、財務情況、實際履約情況、行政處罰、涉訴情況等。與此同時，綜合管理部負責建立資產預算執行台賬，監控預算的情況，並定期監察以完善管理。誠通世亞制定了《供應商管理制度》，從經濟和ESG風險的角度對供應商進行評估，明確了供應商分類管理制度，將供應商分為關鍵供應商、主要供應商和一般供應商等不同級別。定期評估供應商的績效，包括服務質量、環境和安全績效、產品和服務交付的準時性、有效性和專業性等。相關未能達到我們的標準和／或評估不合格的供應商將被終止業務關係和／或暫停他們參與未來採購的資格。

本集團期望所有供應商在履行合約義務時遵守我們與環境保護、勞工準則和商業行為準則相關的ESG要求。本集團將相關條款和規定納入合同，促進供應鏈可持續發展的共同責任分擔。在合適的情況和在符合國家安全法規的前提下，本集團將優先採購綠色和低隱含碳材料用於其開發項目。其中，通過有關慣例，寰島旅遊投資已採購了環保餐具和可降解垃圾袋。

Environmental, Social and Governance Report

環境、社會及管治報告

9.5 Business Integrity

The Group attaches great importance to business integrity and will never tolerate any form of embezzlement, bribery, extortion, money laundering and fraud. Our “Code of Conduct for Employees” aims to ensure that there is no corruption throughout the Group and to uphold our integrity. These policies are also included in the employees’ induction materials and employees’ handbook. Furthermore, it is mandatory for our employees to sign a Compliance Agreement Letter and abide by the rigorous code of ethics and compliance management measures. The above code of conduct clearly specifies that one must not engage in malpractices such as corruption or bribery, receiving secret profits and gifts from customers, or embezzlement of funds.

We have set up a whistle-blowing mechanism for employees and related parties to report any misconducts and violations of code of conduct to the Group through hotline and e-mail. Every reported case is handled in a confidential manner and followed up with investigation according to the relevant policies and procedures. Anyone who violates the code of conduct shall be given a warning, demotion or dismissal depending on the severity of the matter. The Group will never tolerate any form of corruption. If an employee is found to be involved in corruption or other criminal offences, we will transfer the case to the judicial authorities or other related government departments for handling. The Group has also formulated policies to regulate the use of business vehicles and reimbursement for employees of different levels. Business partners are also obliged to sign integrity undertaking to prevent any behaviours that undermine business integrity.

The Group strictly complies with laws and regulations relating to anti-corruption, bribery, extortion, fraud and money laundering which have a significant impact on us, including but not limited to the “Criminal Law of the People’s Republic of China”, the “Anti-Unfair Competition Law of the People’s Republic of China”, the “Anti-Money Laundering Law of the People’s Republic of China”, the “Certain Regulations on Integrity of Leaders of the State-owned Enterprises in Practicing” and the “Prevention of Bribery Ordinance”. During the Reporting Period, the Group has not received any reports of violation of the relevant laws and regulations, and to the best of the Directors’ knowledge, neither the Group nor any of its employees has been involved in any legal proceedings relating to corrupt practices.

9.5 反腐倡廉

本集團高度重視業務誠信，杜絕任何形式的貪污、賄賂、勒索、洗黑錢和欺詐行為。《員工守則》旨在確保本集團杜絕貪污及秉持誠信。這些政策亦包含於員工新入職員工簡介材料及員工手冊中。此外，我們的員工必須簽署合規協議書並遵守嚴格的道德規範和合規管理措施。上述行為準則明確規定及列明，不得有貪污受賄、收受客戶秘密利益、饋贈、挪用資金等營私舞弊行為。

我們設立舉報機制，讓員工及相關人士透過反腐倡廉舉報電話和電子郵箱向本集團舉報任何不當行為和違反行為準則個案。每個舉報個案都會在保密的情況下處理，並按相關政策及程序跟進。如有員工違反守則，我們會根據事件嚴重程度，給予警告、降職或解僱。本集團絕不姑息任何形式的貪污行為，若發現員工涉及貪污或其他刑事罪行，我們將有關案件移送紀檢監察機構、司法機關或其他相關政府部門處理。本集團亦制定政策規範公務用車使用及各級員工報銷。商業夥伴也有義務簽署誠信承諾，以防止各種破壞商業誠信的行為。

本集團嚴格遵守與本集團有重大影響的反貪污、防止賄賂、勒索、欺詐及洗黑錢相關的法律法規，包括但不限於《中華人民共和國刑法》《中華人民共和國反不正當競爭法》《中華人民共和國反洗錢法》《國有企業領導人員廉潔從業若干規定》及《防止賄賂條例》。於本報告期內，本集團並無接獲任何違反相關法律法規的舉報，據董事所知，本集團及其任何僱員均未涉及任何與貪污行為有關的法律訴訟。

Environmental, Social and Governance Report

環境、社會及管治報告

Chengtong Leasing has also organised learning activities about anti-corruption to raise the employees' awareness on business integrity during the Reporting Period. The topics covered in the training session include the integrity standards, zero-tolerance approach to corruption, methods to corruption prevention, and recorded a total of 79 attendance in this training.

本報告期內誠通租賃舉辦反腐倡廉學習活動，以提高員工廉潔從業意識。培訓內容涵蓋廉潔標準、對腐敗零容忍、預防腐敗的方法，共計覆蓋79人次參與培訓。



Anti-corruption training of Chengtong Leasing
誠通租賃反腐倡廉培訓

Huandao Travel Investment has conducted a series of anti-corruption dialogue sessions for all employees to convey the importance of the anti-corruption works of state-owned enterprises.

寰島旅遊投資為全體員工開展一系列的反腐倡廉對話會，傳達國有企業反腐倡廉工作的重要性。



Anti-corruption dialogue session
反腐倡廉對話會



Business integrity training
of Huandao Travel Investment
寰島旅遊投資的商業誠信培訓

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

Additionally, Zhucheng Phoenix organised “Anti-corruption and Integrity Publicity and Education Month”, during which Zhucheng Phoenix provided anti-corruption trainings to its employees, including the “Integrity Practice” dialogue session.

此外，諸城鳳凰舉辦「反腐倡廉宣傳教育月」的活動。活動中，諸城鳳凰為員工提供反腐倡廉培訓，包括「廉潔從業」的對話環節。



Zhucheng Phoenix's Anti-corruption and Integrity Publicity and Education Month
諸城鳳凰舉辦「反腐倡廉宣傳教育月」的活動

Environmental, Social and Governance Report

環境、社會及管治報告

10 COMMUNITY ENGAGEMENT

The Group focuses on poverty alleviation, cares for the underprivileged groups in need, and is dedicated to leveraging its resources and expertise to bring positive impacts to the local community.

10.1 Rural Revitalisation

The Group strives to recognise the need of local residents and provide assistance accordingly through our active communication and voluntary activities. As such, the Group has established rural revitalisation programs to facilitate the development of rural areas.

For example, Huandao Travel Investment has designated staff to be frontline workers and served as the first secretary in Gubai Village of Hainan Province. Since 2016, the Group has been helping Gubai Village and supporting the local bread industry through local investment, with a cumulative amount of more than RMB600,000.

During the Reporting Period, the Group has carried out several field study and voluntary activities in Gubai Village, with aggregated time of more than 2,100 hours. The employees learnt more about the livelihood of the local residents, such as their financial burden or children education. Meanwhile, in response to fostering local breeding experts, we have scaled up our efforts in promoting the ongoing rural revitalisation program. The program also contributes to market analysis and helps to seek opportunities to revitalise the rural area.



Field study in Gubai Village
古柏村實地考察

10 社區營造

本集團以扶貧為重點，關愛有需要的弱勢社群，並致力發揮自身資源和專長，為當地社區帶來積極影響。

10.1 振興鄉村

本集團致力透過積極溝通及義工活動，了解當地居民的需要，提供相應的援助。因此，本集團制定了鄉村振興計劃，以促進農村地區的發展。

例如，寰島旅遊投資指定員工擔任前線工作人員，並在海南省古柏村擔任第一書記。2016年以來，本集團通過當地投資，幫助古柏村並扶持當地麵包產業，累計金額超過60萬元人民幣。

在本報告期內，本集團在古柏村開展了多項實地考察和義工活動，累計時長超2,100小時。員工可以更了解當地居民的生活，例如經濟負擔或子女教育。同時，為響應培養本地育種專家，我們持續推動鄉村振興計劃。該計劃有助於市場分析，尋求振興農村地區的機會。



Rural revitalisation activity
鄉村振興的活動

Environmental, Social and Governance Report

環境、社會及管治報告

10.2 Children Caring

The Group also frequently engages in charitable foundation and public welfare programs. During the Reporting Period, the Group has initiated clothing donation activity and has donated boxes of clothes to China Charities Aid Foundation for Children. It has been the seventh year for the Group to participate in this program, which provides necessities to the children in rural areas as well as encourages more employees to contribute to the society by sharing and giving.

10.2 關愛兒童

本集團亦經常參與慈善基金會及公益項目。在本報告期內，本集團發起衣物捐贈活動，成功向中華慈善總會兒童基金會捐贈多箱衣物。今年是本集團第七年參與該項目，贈送必需品給農村兒童，同時鼓勵更多員工通過捐贈回饋社會。



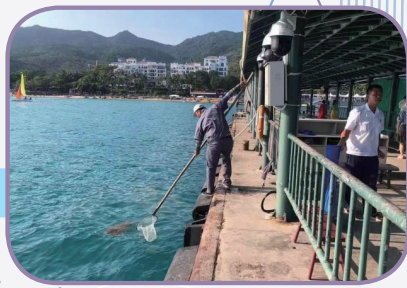
Donation Certificate issued by China Charities Aid Foundation for Children
中華慈善總會兒童救助基金會頒發的捐贈證書

10.3 Environmental Protection

Huandao Travel Investment is located at the national tourist scenic area with beautiful natural scenery. During the Reporting Period, our employees in Huandao Travel Investment cleaned up the shoal reefs in the tourist area to prevent people from getting hurt. In addition, our employees actively went to the nearby waters to salvage marine waste and get rid of the litter at the bottom of the sea to maintain the clean environment for visitors to relax.

10.3 環境保護

寰島旅遊投資位於風景秀麗的國家級旅遊風景區。在本報告期間，寰島旅遊投資的員工清理旅遊區淺灘礁石，防止遊客及工作人員受傷。此外，員工還積極前往附近海域打撈海洋垃圾，清理海底垃圾，為遊客放鬆休閒提供乾淨的環境。



Huandao Travel Investment participated in local marine cleaning activities
寰島旅遊投資參與當地海洋清潔活動

Environmental, Social and Governance Report

環境、社會及管治報告

11 ESG REPORTING GUIDE OF SEHK

11 聯交所環境、社會及管治報告指引索引

Mandatory Disclosure Requirements 強制披露規定	Description 描述	Relevant Section or Remarks 章節／說明
Governance Structure 管治架構	<p>A statement from the board containing the following elements:</p> <ul style="list-style-type: none"> (i) a disclosure of the board's oversight of ESG issues; (ii) the board's ESG management approach and strategy, including the process used to evaluate, prioritise and manage material ESG-related issues (including risks to the issuer's businesses); and (iii) how the board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer's businesses. <p>由董事會發出的聲明，當中載有下列內容：</p> <ul style="list-style-type: none"> (i) 披露董事會對環境、社會及管治事宜的監管； (ii) 董事會的環境、社會及管治管理方針及策略，包括估、優次排列及管理重要的環境、社會及管治相關事宜(包括對發行人業務的風險)的過程；及 (iii) 董事會如何按環境、社會及管治相關目標檢討進度，並解釋它們如何與發行人業務有關連。 	<p>3 Statement from the Board of Directors 3 董事會聲明</p> <p>4 Sustainable Development Management 4 可持續發展管理</p>
Reporting Principles 匯報原則	<p>A description of, or an explanation on, the application of the following Reporting Principles in the preparation of the ESG report:</p> <p>Materiality: The ESG report should disclose:</p> <ul style="list-style-type: none"> (i) the process to identify and the criteria for the selection of material ESG factors; (ii) if a stakeholder engagement is conducted, a description of significant stakeholders identified, and the process and results of the issuer's stakeholder engagement. <p>Quantitative: Information on the standards, methodologies, assumptions and/or calculation tools used, and source of conversion factors used, for the reporting of emissions/energy consumption (where applicable) should be disclosed.</p> <p>Consistency: The issuer should disclose in the ESG report any changes to the methods or KPIs used, or any other relevant factors affecting a meaningful comparison.</p> <p>描述或解釋在編備環境、社會及管治報告時如何應用下列匯報原則：</p> <p>重要性：環境、社會及管治報告應披露：</p> <ul style="list-style-type: none"> (i) 識別重要環境、社會及管治因素的過程及選擇這些因素的準則； (ii) 如發行人已進行持份者參與，已識別的重要持份者的描述及發行人持份者參與的過程及結果。 <p>量化：有關匯報排放量／能源耗用(如適用)所用的標準、方法、假設及／或計算工具的資料，以及所使用的轉換因素的來源應予披露。</p> <p>一致性：發行人應在環境、社會及管治報告中披露統計方法或關鍵績效指標的變更(如有)或任何其他影響有意義比較的相關因素。</p>	<p>1 About this Report 1 關於本報告</p>

Environmental, Social and Governance Report

環境、社會及管治報告

Mandatory Disclosure Requirements 強制披露規定	Description 描述	Relevant Section or Remarks 章節／說明
Reporting Boundary 匯報範圍	A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. If there is a change in the scope, the issuer should explain the difference and reason for the change. 解釋環境、社會及管治報告的匯報範圍，及描述挑選哪些實體或業務納入環境、社會及管治報告的過程。若匯報範圍有所改變，發行人應解釋不同之處及變動原因。	1 About this Report 1 關於本報告
A. Environment A. 環境		
A1 Emissions A1 排放物		
A1 Emissions A1 排放物	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. 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。	7 Green Development 7 綠色發展
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。	
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)。	
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)。	
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)。	
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。	7 Green Development 7 綠色發展
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。	

Environmental, Social and Governance Report

環境、社會及管治報告

Mandatory Disclosure Requirements 強制披露規定	Description 描述	Relevant Section or Remarks 章節／說明
A2 Use of Resources A2 資源使用		
A2 Use of Resources A2 資源使用	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials. 一般披露 有效使用資源(包括能源、水及其他原材料)的政策。	7 Green Development 7 綠色發展
KPI A2.1 關鍵績效指標A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility). 按類型劃分的直接及／或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)。	
KPI A2.2 關鍵績效指標A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 總耗水量及密度(如以每產量單位、每項設施計算)。	
KPI A2.3 關鍵績效指標A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	7 Green Development 7 綠色發展
KPI A2.4 關鍵績效指標A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. 描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	
KPI A2.5 關鍵績效指標A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位佔量。	Not applicable to the Group's business 不適用於本集團業務
A3 The Environment and Natural Resources A3 環境及天然資源		
A3 The Environment and Natural Resources A3 環境及天然資源	General Disclosure Policies on minimising the issuer's significant impact 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。	7 Green Development 7 綠色發展
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。	

Environmental, Social and Governance Report

環境、社會及管治報告

Mandatory Disclosure Requirements 強制披露規定	Description 描述	Relevant Section or Remarks 章節／說明
A4 Climate Change A4 氣候變化		
A4 Climate Change 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。	7 Green Development 7 綠色發展
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。	
B. Social B. 社會		
B1 Employment 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。	8 People-Oriented 8 以人為本
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。	
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。	

Environmental, Social and Governance Report

環境、社會及管治報告

Mandatory Disclosure Requirements 強制披露規定	Description 描述	Relevant Section or Remarks 章節／說明
B2 Health and Safety B2 健康及安全		
B2 Health and Safety B2 健康及安全	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。	8 People-Oriented 8 以人為本
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。	
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。	
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。	
B3 Development and Training B3 發展及培訓		
B3 Development and Training B3 發展及培訓	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 一般披露 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。	8 People-Oriented 8 以人為本
KPI B3.1 關鍵績效指標B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別(如高級管理層、中級管理層)劃分的受訓僱員百分比。	
KPI B3.2 關鍵績效指標B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	

Environmental, Social and Governance Report

環境、社會及管治報告

Mandatory Disclosure Requirements 強制披露規定	Description 描述	Relevant Section or Remarks 章節／說明
B4 Labour Standards B4 勞工準則		
B4 Labour Standards B4 勞工準則	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 preventing child and forced labour.. 一般披露 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	8 People-Oriented 8 以人為本
KPI B4.1 關鍵績效指標B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	
KPI B4.2 關鍵績效指標B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	
B5 Supply Chain Management B5 供應鏈管理		
B5 Supply Chain Management 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。	9 Responsible Operation 9 責任營運
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。	
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, 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。	
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。	
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。	

Environmental, Social and Governance Report

環境、社會及管治報告

Mandatory Disclosure Requirements 強制披露規定	Description 描述	Relevant Section or Remarks 章節／說明
B6 Product Responsibility B6 產品責任		
B6 Product Responsibility B6 產品責任	<p>General Disclosure 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 health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.</p> <p>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：</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>	9 Responsible Operation 9 責任營運
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。	Not applicable to the Group's business 不適用於本集團業務
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。	9 Responsible Operation 9 責任營運
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。	
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。	Product recall procedures not applicable to the Group's business 產品回收程序不適用於本集團業務
KPI B6.5 關鍵績效指標B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	9 Responsible Operation 9 責任營運

Environmental, Social and Governance Report

環境、社會及管治報告

Mandatory Disclosure Requirements 強制披露規定	Description 描述	Relevant Section or Remarks 章節／說明
B7 Anti-corruption B7 反貪污		
B7 Anti-corruption 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。	9 Responsible Operation 9 責任營運
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, 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。	
B8 Community B8 社區		
B8 Community Investment 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 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	10 Community Engagement 10 社區營造
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)。	



中國誠通發展集團有限公司
China Chengtong Development Group Limited

(於香港註冊成立之有限公司)
(Incorporated in Hong Kong with limited liability)
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