

L.gem 綠景(中國)地產投資有限公司

LVGEM (CHINA) REAL ESTATE INVESTMENT COMPANY LIMITED

(於開曼群島註冊成立之有限公司)

(Incorporated in the Cayman Islands with limited liability)

香港聯交所股份代號: 95 HKSE Stock Code: 95

山 高 路 遠 行 則 將 至

2022

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環 境 、 社 會 及 管 治 報 告



Environmental, Social & Governance Report

環境、社會及管治報告

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About this Report

This Environmental, Social and Governance Report (this “Report”) is the seventh Environmental, Social and Governance Report released by LVGEM (China) Real Estate Investment Company Limited (“LVGEM (China)” or the “Company”), which aims to report on the strategies, management policies, measures and performance of the Company and its subsidiaries (collectively referred to as the “Group” or “we”) in environmental, social and governance (“ESG”) aspects in 2022, and focuses on responding to stakeholder concerns about the Group’s ESG performance.

Reporting Scope

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

Reporting Period: Unless otherwise specified, this Report covers the period from 1 January 2022 to 31 December 2022 (the “Reporting Period” or “2022”).

Reporting Guide

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

關於本報告

本環境、社會及管治報告(下稱「本報告」)為綠景(中國)地產投資有限公司(下稱「綠景(中國)」或「本公司」)欣然發佈的第七份環境、社會及管治報告，旨在匯報本公司及其附屬公司(統稱「本集團」或「我們」)於二零二二年度的環境、社會及管治(下稱「ESG」)方面的策略、管理方針、措施和表現，並重點回應利益相關方對本集團ESG方面的關注。

報告範圍

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

時間範圍：除非另有說明，本報告的時間範圍為二零二二年一月一日至二零二二年十二月三十一日(下稱「本報告期」或「二零二二年」)。

報告指引

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



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Reporting Principles

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

報告原則

本報告按照《ESG指引》中的匯報原則進行編製，當中包括：

<p>Materiality 重要性</p> <p>Through the materiality assessment, we identified material topics of the Group based on the stakeholder questionnaires and the judgement of the board of directors of the Company (the “Board”) and senior management, and specifically highlighted the material topics in this Report.</p> <p>通過重要性評估，我們基於利益相關方問卷調查和本公司董事會（下稱「董事會」）及高級管理層的判斷，識別出本集團的重要性議題，並在本報告有針對性地進行回應。</p>	<p>Quantitative 量化</p> <p>The Group continuously records and discloses quantitative ESG performance indicators to enable stakeholders to better assess the effectiveness of the Group’s ESG policies and management systems. In addition, the Group disclosed the standards and methodologies used in data calculation, as well as the sources of conversion factors used.</p> <p>本集團持續記錄和披露ESG量化績效指標，讓利益相關方更好地評估本集團ESG政策和管理成果。本集團亦披露了數據計算所採用的標準和方法，以及所使用的轉換因素來源。</p>
<p>Balance 平衡</p> <p>The Group disclosed its performance during the Reporting Period in an unbiased manner and reflected the operating conditions of the Group objectively.</p> <p>本集團不偏不倚地披露於本報告期內的表現，客觀地反映本集團的運營情況。</p>	<p>Consistency 一致性</p> <p>The Group used statistical and calculation methodologies that are consistent with those in the previous reporting period for meaningful comparisons of environmental and social quantitative performance.</p> <p>為更有意義地比較環境及社會量化績效，本集團採用與過往一致的數據統計及計算方法。</p>

Report Statement

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

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

Report Accessibility

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

報告聲明

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

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

報告發佈渠道

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



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Chairman's Message

To all stakeholders,

On behalf of the Board, I am pleased to present the Group's 2022 Environmental, Social and Governance Report.

Looking back at 2022, with a century of changes, the COVID-19 pandemic ("COVID-19") and geopolitical turmoil, the global economic momentum has been slowing down. In light of such difficult macro environment internally and externally, China has made every effort to maintain macroeconomic stability. The trend of high-quality development has continued. To counteract the downward pressure on the real estate industry, the central government reiterated that "real estate is currently the pillar industry of the national economy", and stressed the importance of "stabilising real estate" to "stabilise the economy". It continued to adopt policies favoring from the demand side to the credit side, and greatly enriched the financial toolbox, opened up the three channels of credit financing, debt financing and equity financing for real estate enterprises, actively supported quality real estate enterprises, bolstered the real estate market with financial means and further implemented the long-term development mechanism for real estate, thereby promoting the formation of a virtuous cycle in the industry. The Guangdong-Hong Kong-Macao Greater Bay Area ("Greater Bay Area") has an important strategic position in the overall development of the country. Benefiting from the encouraging policies and support favoring the China's regional economic development, the Group will seize the huge opportunities arising from the market capacity expansion of the Greater Bay Area.

Guided by the strategic vision of "Focusing on Core Cities and Cities' Core Areas", the Group acquired a number of high-value land bank projects in the core cities and core districts of the GBA at an early stage at low cost. With abundant land reserves and long-term development strategies, we ensure stable and sustained growth for the Group. As a leader in the urban renewal industry in the Greater Bay Area, we keep pace with China's urbanisation process and promote sustainable urban development. Through large-scale urban renewal projects, the Group aims to set a benchmark for smart cities, collaborating with Internet technology giants, integrating smart technologies into high-end living space, and improving the standards of urban living.

The Group is committed to sustainable development. At the environmental level, we advocate energy conservation and emission reduction, strengthen pollutant emission and management, and integrate green design into our urban renewal projects. We are also focused on enhancing social responsibility by improving employee benefits, conducting customer satisfaction surveys, strengthening product quality management and after-sales services, and participating in social welfare activities. In terms of governance, we are taking steps to reinforce our anti-corruption efforts and provide training on laws and regulations.

Looking ahead, pursuing its grand vision of "being the most respected city value-creator in the PRC" and the corporate mission of "continuously enhancing the value of cities", the Group will continue to push forward the ongoing urban renewal projects that are transforming cities throughout the Greater Bay Area, including the Baishizhou Project, the Shazui Village Project, the Liguang Project, the Dongqiao Project and the Nanxi Project. By participating in these projects, the Group is well-positioned to share in the benefits of the region's growth. At the same time, the construction and development of the Greater Bay Area are important engines to drive the national economic development, the Group will seize the huge opportunities and strive to develop itself into a smart new city developer and operator that facilitates the construction of the Greater Bay Area. While developing high-quality real estate projects, the Group will continue to strengthen sustainable development and create economic and social value. LVGEM (China) will develop together with the city, we are committed to promoting the implementation of sustainable development strategies, and fulfilling our corporate social responsibility as a responsible corporate citizen.

主席寄語

致各利益相關方：

本人僅代表董事會欣然發佈本集團《二零二二年環境、社會及管治報告》。

回顧二零二二年，百年變局和新冠疫情（下稱「疫情」）交織疊加，地緣政治局勢動盪不安，世界經濟動能趨慢趨緩。面對內外交困的宏觀環境，中國全力維持宏觀經濟大盤穩定，高質量發展態勢延續。面對國內房地產行業下行壓力，中央政府重申「當前房地產是國民經濟的支柱性產業」，強調「穩地產」對「穩經濟」的重要性，從需求端到信貸端不斷釋放政策回暖信號，大幅豐富金融工具箱，從信貸融資、債務融資和股權融資三方面為房企打開通道，積極扶持優質房企，以金融手段托住房地產市場，進一步落實房地產長效發展機制，促進行業形成良性循環。政策迎來邊際寬鬆的同時，粵港澳大灣區（下稱「大灣區」）在國家發展大局中具有重要的戰略地位乘著鼓勵性政策和中國區域經濟發展的東風，本集團將緊抓灣區擴容帶來的巨大機遇。

本集團以「深耕核心城市，聚焦城市核心」的戰略思想為引領，以低成本及早鎖定大灣區核心城市、核心區域的多個高價值土儲項目，我們豐富的土地儲備和長遠的發展策略為集團行穩致遠保駕護航。作為大灣區城市更新產業的領導者，我們緊跟中國城市化進程的步伐，推進城市更新，並致力實現城市的可持續發展。本集團通過大型城市更新項目打造智慧城市標桿，與互聯網科技巨頭精誠合作，將智慧科技融入高端人居生活，助力提升城市居民生活水準。

本集團致力於可持續發展建設。在環境層面，我們提倡節能減排、加強污染物排放和管理，並將綠色設計融入城市更新項目中；在社會層面，我們提高員工福利待遇、深化客戶滿意度調查、加強產品質量管理和售後服務、參與社會公益活動；在企業管治層面，我們加強反腐反貪建設和法律法規培訓。

未來，本集團將以「做中國最受尊敬的城市價值創造者」為宏偉願景，以「持續提升城市價值」為企業使命，繼續投身到中國現代化城市更新建設的偉大事業。隨著白石洲項目、沙嘴項目、黎光項目、東橋項目、南溪項目等具有城市里程碑意義的舊改項目持續推進，本集團有望能夠進一步深度參與灣區城市未來建設，共享大灣區時代下核心城市成長的紅利。同時，作為帶動國家經濟發展的重要引擎，本集團將緊抓大灣區建設及發展帶來的巨大機遇，努力將公司締造為助力大灣區建設的智慧新城開發運營商。本集團將在開發高質量的房地產項目的同時，持續加強可持續發展建設，創造經濟和社會價值。我們將與城市同步發展，攜手推動可持續發展戰略，履行企業公民責任。



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1. About LVGEM (China)

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

1.1. Business Segments



Property development and sales
房地產開發與銷售

Real Estate Development and Sales

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

1. 關於綠景(中國)

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

1.1. 業務板塊



Commercial property investment and operations
商業物業投資與經營



Comprehensive services
綜合服務

房地產開發與銷售

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



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Commercial Property Investment and Operation

While promoting urban renewal projects, the Group continued to adhere to the “two-pronged” business model of “residential + commercial” by holding and operating commercial properties located in the key districts of core cities in the Greater Bay Area, and gradually deepening commercial operation with the two commercial brands, namely “NEO” and “Zoll”. These two major commercial brands mainly include Shenzhen NEO Urban Commercial Complex, Hong Kong LVGEM NEO, LVGEM Zoll Chanson Shopping Mall, LVGEM 1866 Zoll Shopping Mall, LVGEM Zoll Hongwan Shopping Mall, LVGEM Zoll Mangrove Bay No.1 Shopping Mall, LVGEM Zoll International Garden Shopping Mall, LVGEM Zoll Jinhua Shopping Mall, LVGEM Zoll Yuexi Shopping Mall, Dongguan LVGEM Zoll Shopping Mall and other shops and investment properties. During the Reporting Period, the Group held over 30 quality commercial property projects with a total gross floor area of approximately 1,658,308 square metres.

Comprehensive Services

The Group provided comprehensive services to customers and tenants of its residential and commercial properties, including property management services, hotel operations, and others. The Group provided comprehensive property management services for most of its property development projects, including security services, property maintenance and management of ancillary facilities, property brokerage business, online platform, and e-shops for lifestyle services. In terms of hotel operations, the Group operates the LVGEM Hotel, located in the central business area of Futian District, Shenzhen, which generated RMB120 million in revenue in 2022, contributing a steady cash flow to the Group.

商業物業投資與經營

在推進城市更新項目的同時，本集團繼續秉持「住宅+商業」雙輪驅動模式，通過持有和經營位於大灣區核心城市核心區的商業物業，以「NEO」和「佐隄」兩大商業品牌代表，逐步深化商業運營。這兩大商業品牌主要包括：深圳NEO都市商務綜合體、香港綠景NEO大廈、綠景佐隄香頌購物中心、綠景1866佐蒼、綠景佐隄虹灣購物中心、綠景佐隄國際花城購物中心、綠景佐隄紅樹灣壹號購物中心、綠景佐隄越溪購物中心、綠景佐隄錦華購物中心、東莞綠景佐隄購物中心以及其他商鋪及投資性物業。於本報告期內，本集團持有超過30個優質商業物業項目，總建築面積約為1,658,308平方米。

綜合服務

本集團向旗下住宅及商業物業的客戶及租戶提供綜合服務，包括物業管理服務、酒店運營及其他。本集團為旗下大多數房地產開發項目提供全面物業管理服務，包括保安服務、物業維護、管理配套設施、房屋經紀業務及生活服務線上平台等綜合服務。酒店運營方面，本集團運營地處深圳福田區核心地段的綠景酒店，酒店在二零二二年創收人民幣1.2億元，以良好的經營水平為集團貢獻穩健的現金流。



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1.2. 2022 Operational Highlights

Business Highlights 經營業務亮點
<ul style="list-style-type: none"> Better-than-expected project development progress 開發節點勝預期 Better-than-expected sales 銷售逆勢創業績 Stable business income 商業經營收入穩

High-quality and Abundant Land Reserves 土地儲備優質充裕
<ul style="list-style-type: none"> Land reserves of approximately 7,048,000 square metres, of which approximately 79% is located in key cities such as Shenzhen, Hong Kong, Zhuhai and Dongguan in the Greater Bay Area 擁有土地儲備約704.8萬平方米，其中約79%位於大灣區內的深圳、香港、珠海及東莞等重點城市 Meet the development needs of next decade 可滿足未來十年發展所需

1.2. 2022年營運亮點

Major Breakthroughs for the Baishizhou Project 白石洲項目取得巨大進展
<ul style="list-style-type: none"> The construction of Baishizhou Phase I has entered the main construction phase. According to the construction progress, it is expected to achieve pre-sale in 2023 白石洲一期工程建設進入主體施工階段，按照工程進度，預計將於二零二三年實現預售

Business Cooperation 商業合作
<ul style="list-style-type: none"> Long-term strategic cooperation with China Unicom and Huawei, focusing on large-scale urban renewal projects in Shenzhen, and carrying out in-depth cooperation on top-level design, implementation and platform construction of smart urban areas 與中國聯通、華為建立長期戰略合作關係，以深圳大型舊改項目作為重點，就項目智慧城區頂層設計、實施以及平台搭建等開展深度合作

1.3. Core Strengths

Dual-core Layout

“Regional layout: Core cities + Core areas”

- High commercial value of projects
- High-risk resistance capacity and high growth in business and efficiency



雙核佈局

「區域佈局：核心城市+核心地段」

- 項目商業價值高
- 項目抗風險能力強，業務和效益保持高成長性

Focus on Urban Renewal

“Land acquisition: Urban renewal”

- Nearly 30 years of experience in urban renewal, with more than 10 urban renewal projects completed
- Cooperation with parent company: more than 16 million square metres of land reserves involving urban renewal projects
- Providing the Group with adequate land supply with a cost advantage



專注城市更新

「土地獲取：城市更新」

- 擁有近三十年舊改經驗，已開發舊改項目十餘個
- 與母公司聯動：母公司超過1,600萬平方米舊改土地項目儲備
- 為上市公司提供充足具有優勢的土地供應儲備



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Two Wheels Driven

“Business mix: Residential + Commercial properties”

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



雙輪驅動

「業務組合：住宅 + 商業」

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

Financing on Both Domestic and Foreign Markets

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

- Having an international platform for capital operation
- Tapping the capital markets of both China and Hong Kong



兩地融通

「資金運籌：境內多元化融資 + 香港資本運作」

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

1.4. Corporate Culture

Construction of an Honest and Harmonious Corporate Culture

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

1.4. 企業文化

精誠，和諧共建企業文化

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



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Staying Agile and Innovative

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

機敏應變，銳意創新

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

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

1.5. Awards and Honours

The Group has received recognition and awards from the market and the industry for its urban renewal project development and commercial property operation. The Group was again recognised and honoured for its high certainty of growth path and long-term sustainable development prospects. We were awarded four major honours: the “Top 10 Shenzhen Real Estate Development Enterprises in terms of Comprehensive Strength”, “Shenzhen Real Estate Development Enterprise with Integrity (Excellence) Award”, “Shenzhen Real Estate Development Enterprise with Valuable Brand”, and “Shenzhen Real Estate Development Enterprise with Social Responsibility”, by the Shenzhen Real Estate Association. It is worth mentioning that the Group has been ranked as one of the “Top 10 Shenzhen Real Estate Enterprises in terms of Credit” since 2009 and one of the “Top 10 Shenzhen Real Estate Development Enterprises in terms of Comprehensive Strength” since 2011. In terms of the property management, the Group was also recognised and was awarded the “Outstanding Enterprise in the Property Management Industry of Guangdong Province in Celebration of the 40th Anniversary of its Development” during the Reporting Year. The Group has been recognised for its industry-leading green building practices and outstanding performance in major urban renewal projects, winning the “Sustainable Development Award” in the fourth “Golden Grades Award” of the Guruclub — Greater China Excellent Listed Company Selection, which is a testament to its significant achievements in ESG corporate governance. The Group has always adhered to the urban renewal market in the Greater Bay Area, strictly committed to the strategy of regional development, and continued to improve the capabilities in delivering high-quality properties and efficient operation.

1.5. 獎項與榮譽

本集團在城市更新項目開發與商業物業運營方面，均獲得來自市場和業界的認可和嘉獎。基於高確定性的增長路徑和長遠可持續的發展前景，本集團再獲認可，榮譽滿身。先後摘得由深圳市地產業協會頒發的「深圳市房地產開發企業綜合實力十強」、「深圳市房地產開發企業誠信（優質）企業」、「深圳市房地產開發企業品牌價值企業」、「深圳市房地產開發企業社會責任企業」四大殊榮。值得一提的是，本集團自二零零九年起蟬聯「深圳地產資信十強」，二零一一年起蟬聯「深圳房地產開發企業綜合實力十強」榜單。同時，本集團在物業管理方面亦獲認可，年內獲得「廣東省物業管理行業40年發展優秀企業」。本集團憑藉行業領先的綠色建築理念和在重大城市更新項目上的亮眼表現，在格隆匯第四屆「金格獎」——大中華區卓越上市公司評選中榮獲「可持續發展獎」，在ESG企業管治方面成效顯著。本集團始終堅守大灣區城市更新市場，咬定區域深耕戰略不放鬆，持續提升品質地產高效運營能力。



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The following shows some of the Group's awards:

以下展示了部分獎項：



LVGEM (China) was awarded the "Sustainable Development Award" for listed companies in the industry by the Guruclub
綠景(中國)獲得格隆匯頒布的全行業上市公司「年度可持續發展獎」



Shenzhen LVGEM Real Estate Development Co., Ltd. was awarded the 2022 Top 10 Shenzhen Real Estate Development Enterprises in terms of Comprehensive Strength

深圳市綠景房地產開發有限公司獲得2022年深圳市房地產開發行業綜合實力十強



Shenzhen LVGEM Real Estate Development Co., Ltd. was awarded the 2022 Shenzhen Real Estate Development Enterprise with Social Responsibility

深圳市綠景房地產開發有限公司獲得2022年深圳市房地產開發行業社會責任企業



LVGEM (China) was awarded the Annual Consecutive Certification by the 2022 α i Outstanding Workplace Association

綠景(中國)榮獲2022 α i優質職場組協會頒發的年度蟬聯認證



Zoll Mangrove Shopping Centre was listed on the 2022 Annual Marketing Planning Excellence List of Mall China

佐玲紅樹林榮登中購聯購物中心行業2022年度營銷企劃卓越榜



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Shenzhen LVGEM Property Management Co., Ltd. was awarded the Outstanding Enterprise in the Property Management Industry of Guangdong Province in Celebration of the 40th Anniversary of its Development
深圳市綠景物業管理有限公司榮獲廣東省物業管理行業發展40週年優秀企業獎



Shenzhen LVGEM Real Estate Development Co., Ltd. was awarded the 2022 Shenzhen Real Estate Development Enterprise with Valuable Brand
深圳市綠景房地產開發有限公司榮獲2022年
深圳市房地產開發行業品牌價值企業



Shenzhen Forsafe System Technology Co., Ltd. was awarded the Top 10 Fire Alarm Brand Award of the 2022 (15th) Fire Industry Top 10 Awards Ceremony
深圳市賦安安全系統有限公司榮獲2022年(第十五屆)
消防行業品牌盛會的消防十大報警品牌獎



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2. Sustainable Development Construction

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



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

2. 可持續發展建設

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

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



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2.1. Stakeholder Engagement

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

2.1. 利益相關方溝通

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

Key Stakeholders 主要利益相關方

Communication Channels 溝通渠道

Shareholders and investors
股東及投資者

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

Employees
員工

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

Customers and the public
客戶與公眾

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

Government and regulatory authorities
政府及監管機構

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

Media
媒體

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

Partners and suppliers
合作夥伴及供應商

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



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

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



The topping-out ceremony of Wanda Plaza in Huazhou was held

化州萬達廣場封頂儀式隆重舉行



LVGEM Royal Bay Garden – Series of events for the Life Festival in Nanwan were successfully held

綠景靈悅灣花園——南灣生活節系列活動圓滿舉辦



Handmade osmanthus cake community activity
手工製作桂花糕社區活動



Sports day for property owners'
業主運動會



Homemade rice dumplings at Dragon Boat Festival
端午節包粽子活動



Celebration event for Chinese New Year
春節聯歡活動



Zoll Commercial held the "Welfare Festival for Property Owner" activity with property owners
佐隄商業與業主舉行「業主福利節」活動



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2.2. Materiality Assessment

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

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

Through the materiality assessment, the Group identified a total of 13 material issues in environmental, social and operational aspects. We will disclose the Group’s management approach, measures and performance under these issues in detail in the following sections of this Report.

2.2. 重要性評估

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

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

通過重要性評估，本集團共識別出13項環境、社會及運營層面的重要性議題。我們將在本報告隨後各章節中詳細披露本集團在該等議題下的管理方針、措施和績效。

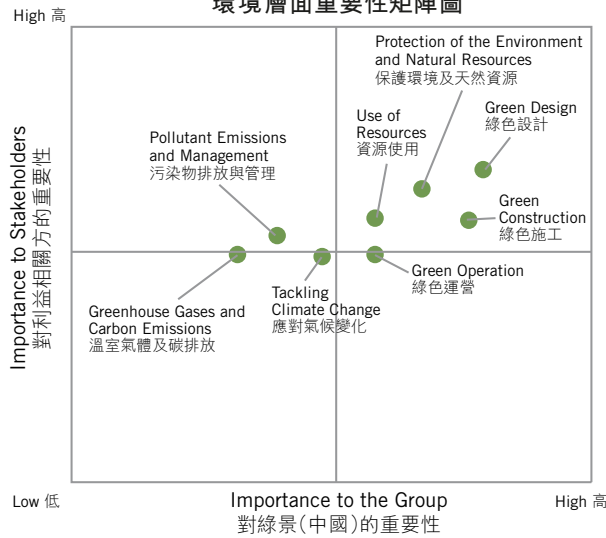
Material Issues 重要性議題		
Environmental 環境	Social 環境社會	Operational 環境運營
<ul style="list-style-type: none"> Green Design 綠色設計 Green Construction 綠色施工 Protection of the Environment and Natural Resources 保護環境及天然資源 Use of Resources 資源使用 	<ul style="list-style-type: none"> Urban Renewal 城市更新 Occupational Health and Safety 職業健康與安全 Community Involvement and Contribution 社區參與及貢獻 Responsible Governance 責任管治 	<ul style="list-style-type: none"> Compliance with Laws and Regulations 遵守法律法規 Quality Management and After-sales Service 質量管理與售後服務 Supply Chain Management 供應鏈管理 Customer Satisfaction 客戶滿意度 Appropriate Marketing and Promotion 合理營銷及宣傳



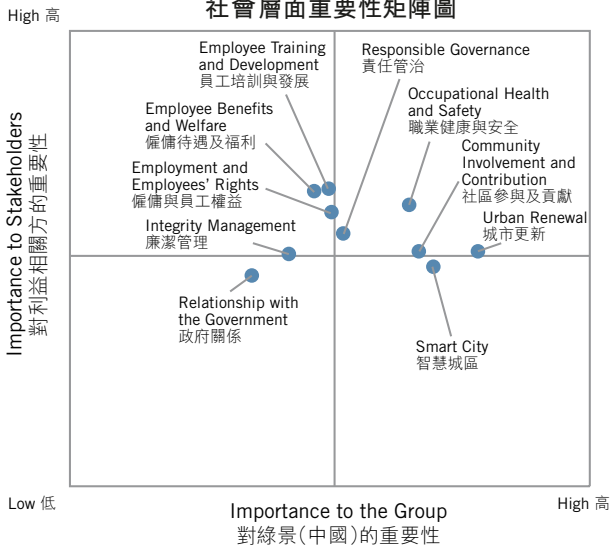
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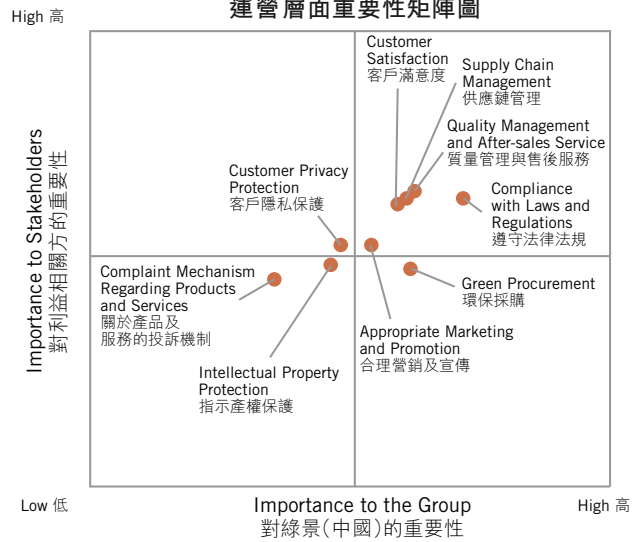
Materiality Matrix for Environmental Issues
環境層面重要性矩陣圖



Materiality Matrix for Social Issues
社會層面重要性矩陣圖



Materiality Matrix for Operational Issues
運營層面重要性矩陣圖



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2.3. Deepening Risk Management

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

The Group's risk management structure is led by the Risk Control and Audit Committee, which is responsible for the overall deployment, guidance, inspection and coordination management of the Group's internal control and risk management work. The Group also strengthens risk management through the risk control working group, the audit and supervision centre, the risk control specialists and the person-in-charge of units at all levels. During the Reporting Period, the Group's ESG Working Group has carried out ESG risk assessment, assisted the Board in evaluating, prioritising and managing the material risks identified, and actively incorporated ESG risks into the Group's risk management system.

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

2.3. 深化風險管理

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

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

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



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Risk Aspect 風險層面	Material ESG Risks 重大ESG風險	Internal Risk Management 風險應對措施
Social risks 社會層面風險	Supply Chain Management 供應鏈管理	<ul style="list-style-type: none"> The Group has formulated policies such as the <i>Procurement Management System</i>, the <i>Supplier Management System</i>, the <i>Supplier Assessment Guidelines</i>, and the <i>Supplier Inspection Work Guidelines</i> to evaluate the capability of suppliers from multiple perspectives. 本集團制定了《採購管理制度》《供應商管理制度》《供應商考察工作指引》和《供應商評估工作指引》等政策，以從多角度評估供應商能力水準。 The Group also requires employees participating in bidding process to adhere to the principle of integrity, and the Group conducts performance evaluation on suppliers to promote continuous improvement of suppliers. 本集團也要求參與招標工作的員工堅守廉潔奉公的原則，並對供應商進行績效考評以促進其持續改進。
	Pandemic 疫情	<ul style="list-style-type: none"> To strengthen the Group's internal management of the COVID-19, the Group has established a pandemic prevention group and carried out a number of pandemic prevention and control measures in our properties. For example, we actively distributed pandemic prevention equipment to tenants and merchants, measured body temperature, set up inspection posts at entrances and exits, and publicised pandemic prevention and control measures such as the prevention and control of COVID-19 to ensure public safety. 為加強本集團內部對新型冠狀病毒疫情的管理，本集團已迅速成立疫情防控領導小組，並在旗下各物業開展多項疫情防控措施。例如：積極向租戶和商戶派發防疫物資，上門測量體溫，設立出入口設立檢查崗位，宣傳新冠病毒防控知識等疫情防控措施，以確保公眾安全。
	Regulations and Compliance 法規及合規	<ul style="list-style-type: none"> The Group has established sound risk management and internal control system. The Audit Committee is responsible for the overall deployment, guidance, inspection, and coordination of our internal control and risk management. The Audit Committee has reviewed the effectiveness of the risk management and internal control systems for 2022 and no significant risks or material internal control issues were identified in 2022. 本集團設有穩健的風險管理和內部監控系統，由審核委員會牽頭對貴公司的團內部控制與風險管理工作進行總體部署、指導、檢查與協調管理。審核委員會已審閱回顧2022年的風險管理及內部監控制度的成效，於2022年無發現重大風險或嚴重內部控制問題。 The Group has formulated policies on risk management, internal control, internal audit, supervision and reporting, employee behaviour and performance of duties to strengthen corporate governance and internal control and prevent bribery, extortion, fraud and money laundering. 本集團制定了風險管理、內部監控、內部審計、監察與舉報、員工行為及履職等方面的政策，以強化公司治理和內部控制，防範賄賂、勒索、欺詐及洗黑錢等情況。 The Group also promotes integrity, self-discipline and law-abiding working style through integrity education lectures, and prohibits unauthorised use of inside information. 本集團也通過廉潔教育講座促進廉潔自律、遵紀守法的工作作風，並禁止未經授權使用內幕消息。



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Risk Aspect 風險層面	Material ESG Risks 重大ESG風險	Internal Risk Management 風險應對措施
	Product and Service Quality 產品與服務質量	<ul style="list-style-type: none"> The Group has formulated policies on urban renewal, construction quality management, intelligent management, customer service, sales management and information security. 本集團制定了城市更新、工程質量管理、智慧化管理、客戶服務、銷售管理、信息安全等方面的政策。 The Group actively promotes urban renewal projects, provides high-quality products and services, and strictly manages project quality and processes. At the same time, the Group strengthens the management of information security and customer privacy protection to safeguard the commercial interests of customers and partners. 本集團積極推進城市更新項目，提供優質產品和服務，並嚴格管理工程質量和流程。同時，集團強化信息安全和客戶隱私保護等方面的管理，維護客戶和合作夥伴的商業利益。
Environmental risks 環境層面風險	Environmental Pollution 環境污染	<ul style="list-style-type: none"> The Group has formulated policies on environmental protection management, construction management, safe and civilised construction, and housing demolition management to manage the negative impact of project construction on the environment. 本集團制定了環境保護管理、工程管理、安全文明施工、房屋拆除管理等方面的政策，以管理項目施工建設階段對環境造成的負面影響。 The Group strengthens green construction and complies with a number of building environmental protection related standards to reduce and control the negative impact of construction on the environment. 本集團加強綠色施工，遵守多項建築環保相關標準，以減少和管控建築施工對環境的負面影響。
	Climate Change and Extreme Weather 氣候變化及極端天氣	Physical risks: 物理風險：
	<ul style="list-style-type: none"> Physical risks 物理風險 Transition risks 轉型風險 	<ul style="list-style-type: none"> The Group has formulated the <i>Procedures for Handling Major Emergencies</i> to standardise the procedures for handling major emergencies and guide relevant positions to standardise operation and response, so as to achieve 100% effective control of emergencies. The emergencies include but are not limited to natural disasters such as extreme heat, severe cold, snowstorms, sandstorms, and earthquakes. 本集團制定了《重大突發事件處理流程》，規範重大突發事件處理流程，指導相關崗位規範操作與應對，使突發事件有效率達到100%控制。突發事件的類型包括但不限於酷熱、嚴寒、暴風雨雪、沙塵、地震等自然災害。



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Risk Aspect
風險層面

Material ESG Risks
重大ESG風險

Internal Risk Management
風險應對措施

Transition risks:

轉型風險：

- Facing the transition risks of climate change, such as the tightening of government policies, laws and regulations related to real estate, the Group has taken the following measures to actively respond to the risks:

面對氣候變化的轉型風險，例如政府收緊建築物業相關的政策和法律法規，本集團已有以下措施積極應對風險：

➤ Policy Tracking

政策追蹤

The Group keeps track of real estate-related policies and makes timely response measures to ensure the compliance operation.

本集團對房地產相關的政策進行追蹤，及時作出應對措施，確保合規運營。

➤ Green Building

綠色建築

The Group integrates green building elements such as energy saving, water saving, use of renewable energy and recyclable materials in the project design stage to help build structures with climate risk resistance, and create a beautiful bay area with ecological security, spectacle landscape and thriving culture. In addition, the Group will also apply for green building certifications for development projects to evaluate the environmental performance of buildings through independent institutions.

本集團在項目設計階段融入節能、節水、使用可再生能源、可循環物料等綠色建築元素，助力建設具有氣候風險抵禦力的建築，打造生態安全、環境優美、文化繁榮的美麗灣區。此外，貴公司亦會為發展項目申請綠色建築認證，透過獨立機構評價建築的環保表現。

➤ Green Construction

綠色施工

The Group reduces the emission of construction pollutants and consumption of natural resources, such as air, noise and water pollution, through various technical and management measures, thereby reducing the negative impact on the ecosystems.

本集團通過各種技術和管理措施減少施工污染物排放和自然資源消耗，例如空氣、噪音、水污染等，從而減少對生態環境造成的負面影響。



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Risk Aspect 風險層面	Material ESG Risks 重大ESG風險	Internal Risk Management 風險應對措施
Technology 科技	<p>Digitalisation 數字化</p> <p>Cyber Security 網絡安全</p>	<ul style="list-style-type: none"> The Group has formulated policies on intelligent transformation, smart city management system (UOP) and digitalised property management. The Group has actively carried out intelligent transformation of project management, developed the UOP system to master the real-time status of each project, and improved project site management and service quality. 本集團制定了智慧化改造、智慧城區管理系統(UOP)和數字化物業管理等方面的政策。集團積極對項目管理進行智慧化改造，研發UOP系統以掌握各項目的實時狀態，提升項目現場管理和服務質量。 The Group has formulated the <i>Implementation Plan for Intelligent Platform of UOP Property Management</i> to promote digitalised property management. The system has been applied to a number of UOP projects. 本集團制定了《UOP物業管理智能化平台實施方案》，推進數字化物業管理，系統已應用於多個UOP項目。 The Group has formulated policies on information system and IT equipment management, information system authority management, customer file information management, etc., to regulate the planning and construction, data security, application training and daily management of internal information system. Information administrators must use security tools or technologies to perform inter-system access control to ensure internet security. 本集團制定了信息系統和IT設備管理、信息系統權限管理、客戶檔案信息管理等方面的政策，規範內部信息系統的規劃建設、數據安全、應用培訓及日常管理。信息管理員必須使用安全工具或技術進行系統間的訪問控制，保證網絡安全。 The Group sets user authority limits based on employees' ranks, limits information access and monitors information risks. 本集團會根據員工的崗位設定用戶權限，限制信息獲取，監控信息風險。 The information security management system of LVGEM Property Management Co., Ltd. ("LVGEM Property") has obtained ISO/IEC 27001: 2013 certification. 其中，綠景物業管理有限公司(下稱「綠景物業」)的信息安全管理體系已獲得ISO/IEC 27001: 2013認證。



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2.4. Compliance Operation

The Group believes that integrity management is the foundation for sustainable development of an enterprise. Therefore, it strictly complies with the laws and regulations of the regions where it operates to ensure legal and compliant operation. In order to strengthen corporate governance and internal control, the Group has formulated the *Internal Auditing System*, the *Management System for Supervision and Reporting*, the *Employee Behaviour and Performance Management System*, the *General Guidelines for Internal Audit*, the *Guidelines for Audit Archives Management*, the *Guidelines for Procurement Business Tracking* and other systems and relevant guidelines to resolutely prevent the occurrence of bribery, extortion, fraud and money laundering. In addition, we require all employees to sign the *Employee Integrity and Self-discipline Commitment* and participate in integrity education lectures to jointly maintain a working style of integrity, self-discipline and compliance, so as to protect the legitimate rights and interests of the Group and shareholders.

During the Reporting Period, the Group was not involved in any corruption litigation cases.

To prevent, investigate and reduce all kinds of misconduct, violations, or fraud in the course of the Group's operations, we encourage the Board, employees and external related affiliates to report in real-names or anonymously any misconducts to protect the Company's interests from infringement. We provide a variety of convenient reporting channels, including telephone, email, letter, face-to-face interviews, etc. All reported information is strictly managed by the Group's Audit and Supervision Centre to ensure that reported incidents are handled in a timely and effective manner.

2.4. 合規經營

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

於本報告期內，本集團並不涉及任何貪污訴訟案件。

為預防、查處和減少本集團於經營過程中的各種不當、違規或舞弊行為，我們鼓勵董事、員工及與公司經營相關的外部關聯人採取實名或匿名舉報，以保護公司利益不受侵害。我們提供多種便捷的舉報方式，包括電話、電郵、信件、面談等。所有的舉報信息都由本集團審計監察中心嚴格管理，確保舉報事件得到及時有效的處理。

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



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During the Reporting Period, the Group conveyed the corporate spirit to all new employees and directors, conducted training on the Group's system and regulations, clarified the requirements of integrity and self-discipline, standardised professional ethics, strictly opposed corruption and violations of laws and regulations, and implemented strict punishment and accountability measures.

本集團於本報告期向所有新入職員工及董事傳遞企業精神、就集團制度規定進行培訓、明確廉潔自律要求、規範職業道德操守，嚴格反對貪污腐敗、違法違規的行為，並執行嚴厲的處罰追責措施。

3. Community Building

With the deepening of urbanisation and the construction of the Greater Bay Area, cities in the process of rapid development lack land resources available for development. Therefore, urban renewal projects are increasingly becoming an important means to solve this problem. As an industry pioneer, LVGEM (China) adheres to the historical mission of “promoting urban upgrade and redevelopment” and adopts the basic strategy of “Focus on Urban Renewal in the Greater Bay Area, Develop a Brand New Smart City” to develop high-quality urban renewal projects. In addition, the Group also focuses on the operation of residential and commercial property projects, and is committed to creating a safe, comfortable and healthy living and living environment for residents, communities and cities, and continuously creating value.

3.1. Creating New Communities

With nearly 30 years of experience in urban renewal, the Group actively seeks ways to improve urban amenities, releasing the value of high-quality land resources and building ideal cities through unique approach to acquiring land reserve resources and the regional layout of high-value projects. At the same time, the Group complies with national and local regulations and guidance documents, such as the *Outline Development Plan for the Guangdong-Hong Kong-Macao Greater Bay Area*, the *Implementation Rules for Urban Renewal Measures of Shenzhen*, the *Urban Renewal Regulations of Shenzhen Special Economic Zone* and the *Implementation Rules of the Urban Renewal Measures*. Through the development of urban renewal projects, the Group improves the living environment, promotes the conservation and utilisation of land, energy and resources, facilitates the sustainable development of the community.

3. 共建社區

隨著城市化進程的深入和大灣區建設的加深，處於高速發展過程中的城市缺乏可供開發的土地資源。因此，城市更新項目作為解決這一問題的重要方法，其重要性與日俱增。作為城市更新行業的先鋒，綠景(中國)秉承著「促進城市升級改造」的歷史使命，採取「聚力灣區大舊改，打造智慧新城區」的基本戰略，發展高品質的城市更新項目。此外，本集團還專注於經營住宅及商業物業項目，致力於為居民、社區和城市創造安全、舒適和健康的生活及居住環境，持續創造價值。

3.1. 創建全新社區

本集團憑藉二十餘年豐富的城市更新經驗，通過獨特的土儲資源獲取方式和高價值的項目區域布局，積極尋求提升城市舒適度的方式，釋放優質土地資源的價值，塑造理想城市。同時，本集團遵循國家和地方的規範和指導文件，如《粵港澳大灣區發展規劃綱要》《深圳市城市更新辦法實施細則》《深圳市經濟特區城市更新條例》《深圳市城市更新辦法》等，通過發展城市更新項目改善人居環境，推進土地、能源、資源的節約利用，促進社區可持續發展，創造全新社區。



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Case: Shenzhen Baishizhou Urban Renewal Project

案例：深圳白石洲城市更新項目

Background of Urban Renewal

舊改背景

Shenzhen Baishizhou Urban Renewal Project is located at Shennan Avenue, Nanshan District, Shenzhen, adjacent to Science Park and the sub-district of Overseas Chinese Town, with a capacity area of approximately 3,580,000 square metres, which is known as “Grand Urban Renewal Project” by the industry in Shenzhen. During the Reporting Period, the Group successfully paid the land premium for the pre-sale of the land parcel No. 08 of Baishizhou Phase I and obtained the land use right certificate, which met the requirements for bank development loan drawdown. The construction of Baishizhou Phase I has entered the main construction stage and is expected to achieve pre-sale in 2023 according to the construction progress.

深圳白石洲城市更新項目位於深圳市南山區深南大道，毗鄰科技園及華僑城片區，計容面積約358萬平方米，被深圳業界稱為「舊改航母」。本報告期內，本集團順利繳交白石洲一期08預售地塊的地價並取得土地使用權證，已滿足銀行開發貸提取條件；白石洲一期工程建設進入主體施工階段，按照工程進度，預計將於二零二三年實現預售。

The Group actively responds to the *Outline Development Plan for the Guangdong-Hong Kong-Macao Greater Bay Area* and adopts the strategy of resource conservation and environmental protection in project development. The Baishizhou Urban Renewal Project is designed with the design objectives of livable environment, resource conservation and healthy quality, with residential and commercial functions as the leading role, and green and healthy buildings as the positioning, so as to adapt to the future market needs and meet the values of future consumers, and to create a high-end business, residential, entertainment and art complex, with livable environment, resource conservation and healthy quality as the upper-level positioning.

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

Building Design for Better Human Health and Well-being

健康建築設計

All residential communities of the Baishizhou Project will undergo international Fitwel Health Community certification. Fitwel certification is an internationally well-known healthy built environment evaluation system, which includes assessment requirements for venues, entrances and exits, walking systems, air, water quality, sports, and convenience. At present, the project is being constructed in phases, and has started the three-star certification of Fitwel Community for the first phase of the land parcel. In addition, all the residential single buildings of the project are in compliance with the standard of two-star or above under the *Green Building Evaluation Standard* (GB/T 50378-2019). The new *Green Building Evaluation Standard* followed by the project also contains requirements on air quality, water quality, sound, light and heat, and is committed to creating a green building with a livable environment, resource conservation and healthy quality.

白石洲項目所有居住社區都將進行國際Fitwel健康社區認證。Fitwel認證是國際知名的健康建築設計評價體系，包含對於場地、出入口、步行系統、空氣、水質、運動、生活便捷等方面的評估要求。目前項目正在分期建設，已經開展一期地塊的Fitwel社區三星級認證。另外，項目的居住類單體建築全部執行《綠色建築評價標準》GB/T 50378-2019二星級以上標準。本項目遵循的新版《綠色建築評價標準》也包含了關於空氣質量、水質、聲音、光、熱方面的要求，致力打造一個宜居環境、資源節約、健康品質的綠色建築。

Intelligent Construction

智慧建設

As China has entered the era of new smart cities, smart construction and exploration are inevitable. The Group has established a long-term strategic cooperation relationship with China Unicom and Huawei. Focusing on large-scale urban renewal projects in Shenzhen, the Group has carried out in-depth cooperation on top-level design, implementation and platform construction of smart urban areas. Taking the construction of Baishizhou smart city as a benchmark, the Group launched the detailed design of five themes, namely transportation, parking, logistics, sanitation and 5G network. Centering on the concept of “operation + management + service” with intelligence, the detailed design of 14 construction contents of Baishizhou smart city Phase I has been implemented, and a smart full-scenario system will be gradually built. Taking real estate as the core and science and technology as the wings, the Group focuses on the research and development of the UOP, and uses the community digital platform module contained in the system. The application covers all projects of the Group, achieving penetrating operation and management from business to finance, comprehensively covering assets, customer services, properties and offices, providing value-added services, and achieving the goal of integrating business and finance.

隨著中國已進入新型智慧城市時代，智慧建設與探索勢在必行。本集團與中國聯通、華為建立長期戰略合作關係，以深圳大型舊改項目作為重點，就項目智慧城區頂層設計、實施以及平台搭建等開展深度合作。以打造白石洲智慧城區為標桿，集團啟動交通、停車、物流、環衛、5G網絡五個專題的詳細設計，圍繞智慧化的「運營+管理+服務」理念，白石洲一期智慧城區14項建設內容詳細設計已落實，將逐步構建智慧全場景體系。集團以地產為核，以科技為翼，著力研發UOP，啟用系統所包含的社區數字化平台模塊，應用覆蓋公司旗下所有社區，實現從業務到財務，多攝取穿透式運營管理，全面覆蓋資產、客服、物業、辦公，提供增值服務，達到業財一體化的目標。



Case: Shenzhen Baishizhou Urban Renewal Project

案例：深圳白石洲城市更新項目

Through the top-level design, the Baishizhou Smart City has created an efficient city brain, with five types of smart services exclusive to Baishizhou, and a comprehensive set of smart carrier facilities. We will build a smart city operation centre, with the urban brain as the core, to provide the ultimate, personalised and humanised life and work service experience for the customer service and operation management of all types of business in urban areas.

白石洲智慧城區通過頂層設計為白石洲打造一個高效的城區大腦，五類業態專屬的智慧服務，一套全面智慧的載體設施。建設智慧城區運營中心，以城區大腦為核心，為城區全業態客戶服務及經營管理提供極致化、個性化、人性化的生活和工作的服務體驗。



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

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

- Unified dynamic monitoring: integrated display and real-time monitoring of information across various fields such as transportation, safety, energy, environmental protection and construction through large screens
- 統一動態監控：通過大螢幕對跨交通、安全、能源、環保、建築等各個領域的信息進行整合展示和實時監控
- Unified decision-making analysis: tracking, analysing and predicting the operation status of projects through indicator monitoring and data analysis to provide basis for management decision-making
- 統一決策分析：通過指標監測和數據分析，對項目運行狀態進行跟蹤、分析和預測，為管理決策提供依據

At present, the research on the implementation of the plan for Baishizhou smart city has been completed, and more than 70 smart scenarios have been incorporated into the design drawings of Baishizhou Phase I, including smart scenarios such as smart residence, smart business, smart public area and smart sanitation. We cooperated with Tencent, You Nuo and other partners to jointly explore the creation of a visualised operation and management platform for smart urban areas based on the concept of digital twin. We plan to complete the basic development of the platform in 2023 and will display it in the exhibition hall in Baishizhou City.

目前，白石洲智慧城區已完成方案落地研究，並已將70餘個智慧場景融入白石洲一期設計圖紙，包含：在智慧住宅、智慧商業、智慧公區、智慧環衛等智慧場景。我們聯合騰訊、優諾等合作單位，共同探討基於數字孿生理念打造智慧城區可視化運行管理平台，規劃二零二三年完成平台基礎開發，並將在白石洲城展廳展示。



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Urban Renewal

城市更新

Case: Shenzhen LVGEM Liguang Project

案例：深圳綠景黎光項目

The LVGEM Liguang Project in Shenzhen is a residential, commercial, and high-end industrial park complex. The project is located in Liguang Village, Guanlan Town, Longhua District, Shenzhen, with a superior natural ecological environment. The project occupies a site area of 85,333 square metres with a total gross floor area of 382,139 square metres. The project plan will combine the surrounding environment and residential needs of the community, plan a characteristic commercial street on the west side of the community, make full use of the scarce large-area ecological green space, plan the large-area green space on the east side of the community to be the Liguang Ecological Park, strengthen living facilities, introduce community commerce, quality education, art garden, and convenient transportation, and strive to create a residential benchmark for our people. During the Reporting Period, the project planning and pre-construction preparation progressed smoothly, with a signing rate of 100%.

深圳綠景黎光項目為集住宅、商業及工業於一體的綜合性高端產業園項目。項目位於深圳市龍華區觀瀾鎮黎光村，擁有優越的自然生態環境。項目佔地面積85,333平方米，總建築面積382,139平方米。項目規劃將結合社區周邊環境和居住需求，在社區西面規劃一條特色商業街，並充分利用稀缺大面積生態綠地，將社區東面的大片綠地規劃為黎光生態公園，強化生活配套，引進社區商業、優質教育、藝術園林、便利交通，致力於打造新一代觀瀾人居標桿。本報告期內，項目規劃及開工前籌備進度順利，簽約率已達100%。



Illustration of the LVGEM Liguang Project
綠景黎光項目效果圖



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Case: Zhuhai Dongqiao Urban Renewal Project

案例：珠海東橋城市更新項目

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

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



Illustration of the Zhuhai Dongqiao Urban Renewal Project

珠海東橋城市更新項目效果圖

Case: Shenzhen Shazui Phase II Project (Shenzhen Mangrove Bay No. 1 Phase II)

案例：深圳沙嘴二期項目（深圳紅樹灣壹號二期）

LVGEM Mangrove Bay No. 1 Project is a representative urban renewal project of the Group in recent years. The project is located at the southeast of the intersection of Shazui Road and Jindiyi Road in the central business district of Futian District, Shenzhen, with convenient transportation access, including three high-quality residential buildings and a high-quality complex of Grade A offices, hotels and apartments. The project has a site area of approximately 24,000 square metres and a planned total GFA of approximately 3,050,000 square metres, of which the gross floor area of residential portion is approximately 1,190,000 square metres. At present, the construction of Mangrove Bay No. 1 Phase II project has commenced at the beginning of this year and is expected to meet the pre-sale conditions in 2023.

綠景紅樹灣壹號項目是集團近年具代表性的城市更新項目。項目位於深圳福田區中心商業區、沙嘴路和金地一路交匯處東南側，交通便利，包括三座優質住宅樓宇及一座甲級辦公室、酒店和公寓的優質綜合體。項目佔地面積約為24,000平方米，規劃總建築面積約為3,050,000平方米，其中住宅部份建築面積約為1,190,000平方米。目前，紅樹灣壹號二期項目已於今年年初開工，預計二零二三年可達到預售條件。



Illustration of the Shenzhen Mangrove Bay No. 1 Phase II Project

深圳紅樹灣壹號二期項目效果圖



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Quality Management

The Group regards building quality management as the top priority in its daily work, adheres to the construction of high-quality properties with care, and fulfils the mission of “continuously enhancing city value”. To this end, the Group has established a sound project quality management and monitoring system, and strictly manages and controls project quality through the formulation and implementation of the *Guidelines on Construction Quality Management* and the *Guidelines for Professional Construction Quality Standards Control*, so as to ensure that the quality of construction projects is in compliance with relevant national and local standards and technical standards. In addition, the Group uses innovative technologies to improve project quality, and formulates different operation instructions, such as the *Operation Guidelines for Complete Steel Support System* and the *Operation Guidelines for Prefabricated Construction*, to further standardise the operation of projects.

質量管理

本集團將建築質量管理視為日常工作的重中之重，堅持用心建造優質物業，履行「持續提升城市價值」的使命。為此，本集團已建立穩健的工程質量管理和監控系統，並通過制定和落實《建築工程質量管理工作指引》及《土建專業施工質量標準控制指引》，嚴格管理和控制工程質量，以確保建築工程質量符合國家及地方的相關規範和技術標準，履行我們「持續提升城市價值」的使命。另外，本集團使用創新技術以提高工程質量，並制定不同作業指導書，例如《成套鋼支撐體系作業指導書》《裝配式建築作業指導書》等，進一步規範工程的作業。

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



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3.2. Customer-centric Approach

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

Smart Properties

Relying on information technology and intelligent technology, combined with effective risk prevention and control measures, the Group conducts efficient management of operating projects. LVGEM Property has actively carried out intelligent transformation of project management, installed intelligent monitoring system to master the real-time status of each project, improved the on-site management and service quality of projects, and established the management system of intelligent monitoring system of LVGEM Property to improve management efficiency.

During the Reporting Period, the Group promoted the construction of smart urban areas in an orderly manner and promoted the full launch of the UOP management system. The UOP management system had established a total of 13 management modules: basic resource platform, integrated operation platform, customer service platform, property operation platform, report decision analysis, system management platform, preliminary planning and design management centre, financial management platform, information management platform, process management platform, resource operation platform, Software Quality Centre security platform and Human Resources system. Phase I of the UOP platform had been launched on PC terminal, employees and owners' APP, and had been applied to 23 UOP projects, including residential projects in Shenzhen, Huazhou, Zhuhai, Yiyang and Suzhou. The team also continued to follow up on the optimisation and adjustment of functional modules, laying a solid foundation for the construction of smart urban area of LVGEM Baishizhou Project.

3.2. 以客戶為中心

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

智慧物業

本集團依托信息化和智慧化技術，結合有效的風險防控措施，對運營項目進行高效管理。綠景物業積極對項目管理進行智慧化改造，安裝智慧監控系統以掌握各項目的實時狀態，提升項目現場管理和服務質量，並建立綠景物業智慧化監控系統管理制度，以提升管理效率。

於本報告期內，本集團有序推進智慧城區建設，推進UOP管理系統全面上線。UOP管理系統共建立13大項管理模塊：基礎資源平台、綜合運營平台、客戶服務平台、物業運行平台、報表決策分析、系統管理平台、前介管理中心、財務管理平台、消息管理平台、流程管理平台、資源經營平台、SQC安防平台、HR系統。UOP平台一期已分別於PC端、員工及業主APP上線，並已應用在23個UOP項目，包括深圳、化州、珠海、益陽、蘇州住宅項目，團隊亦持續跟進功能模塊優化調整，為綠景白石洲項目智慧城區建設奠定堅實的基礎。



PC interface
PC端界面



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Interface of the APP for property owners (right) and APP for employees (left)
業主端APP(右)及員工端APP(左)界面



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Customer Service

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

客戶服務

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

<p>Customer Service Hotline 客戶服務熱線</p>	<p>For customer service management, the Group has formulated management documents such as the <i>Customer Service and Quality Management System</i> and the <i>Customer Service 400 System Management Guidelines</i> to specify the handling procedures for customer feedback such as various inquiries, complaints and praise, as well as the responsibilities of relevant personnel in feedback handling. In response to customer complaints, we have formulated the <i>Complaint Handling Operation Procedures and the 400 Customer Service Complaint Hotline Supervision and Management System</i> to strengthen the management of complaint handling process, carry out hierarchical handling of different complaints, coordinate with full-time responsible personnel to continuously follow up, and regularly check the progress of task handling on a weekly basis. The timely rate of monthly response needs to reach 100%. During the Reporting Period, the Group received a total of 964 complaints about products and services, with a complaint resolution rate of 99.60%.</p> <p>本集團針對客戶服務管理制定了《客戶服務與品質管理制度》《客服400系統管理工作指引》等管理文件，以列明各類詢問、投訴、表揚等客戶反饋的處理操作規範，以及相關人員在反饋處理方面的職責。針對客戶投訴，我們制定了《投訴處理操作流程》及《400客服投訴熱線監督管理制度》，加強投訴處理流程的管理，針對不同投訴情況進行分級處理，協調專職負責人員持續跟進，每週例行檢查任務處理進度，每月回覆及時率需達到100%。於本報告期內，本集團共接到有關產品及服務的投訴964宗，投訴解決率達99.60%。</p>
<p>Customer Satisfaction Survey 客戶滿意度調查</p>	<p>The Group attaches great importance to customer feedback and regularly conducts customer satisfaction surveys in accordance with the <i>Customer Satisfaction Survey Plan</i> to assess customer satisfaction with our services and collect their opinions, so as to continuously improve our service standards. During the Reporting Period, the Group conducted satisfaction surveys on the merchants and consumers of Zoll series, office building customers, industrial park tenants and property residents through online and offline methods. Among them, the tenant satisfaction rate of Zoll series was 90.82%, the consumer satisfaction rate was 93.86%, the customer satisfaction rate of office buildings was 96.68%, the customer satisfaction rate of industrial parks was 100%, and the satisfaction rate of property residents was 85.99%.</p> <p>本集團非常重視客戶反饋，定期根據《客戶滿意度調查方案》開展客戶滿意度調查，藉此評估客戶對我們服務的滿意度並收集其意見，從而持續提升服務水準。於本報告期內，本集團結合線上及線下方式對佐隄系列的商戶和消費者、寫字樓客戶、產業園區租戶、物業住戶進行滿意度調查。其中，佐隄系列商戶滿意度為90.82%，消費者滿意度為93.86%，寫字樓客戶滿意度為96.68%，產業園區客戶滿意度達100%，物業住戶滿意度為85.99%。</p>
<p>Customer Follow-up 客戶回訪</p>	<p>In order to improve the quality of customer service, the Group has formulated the <i>Customer Service Operation Guide</i> to standardise the operation process of customer service personnel to follow-up on customers. The purpose of follow-up is to understand customers' feedbacks and solve problems, and the re-visit rate is required to reach 100%. There are different re-visit arrangements and time requirements for different situations, such as complaints and maintenance services.</p> <p>為提升客戶服務質數，本集團制定《客服作業指導書》，規範客服人員回訪作業流程。回訪的目的是了解顧客反饋並解決問題，回訪率要求達到100%。針對不同的情況，如投訴事件、維修服務等，有不同的回訪安排和時間要求。</p>
<p>"LVGEM Club" Networking Association 聯誼組織「綠憬會」</p>	<p>The "LVGEM Club" is a customer networking association initiated and established by the Group, which adheres to the principle of "Blissful LVGEM, Lifelong Neighbourhood" and is committed to building a harmonious neighbourhood relationship and creating a warm community life.</p> <p>「綠憬會」是由本集團發起成立的客戶聯誼組織，秉承「幸福綠景，一生友鄰」的宗旨，致力於建設融洽和諧的鄰裡關係，營造溫馨的社區生活。</p>



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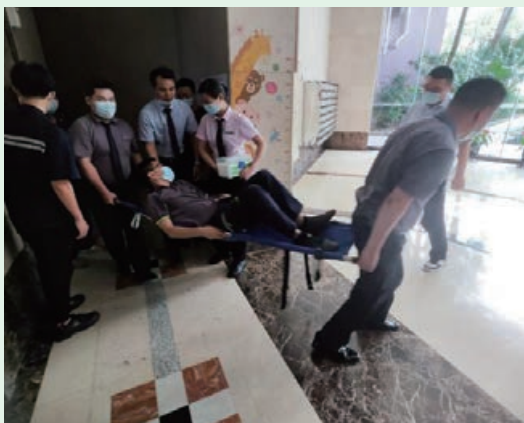
The Group attaches great importance to the health and safety of the community and hotel guests, and has formulated a series of safety-related regulations and systems, including the *Carpark Management System*, the *Patrol Management System*, the *Fire Emergency Equipment Configuration Guidelines*, the *Safety Inspection Operation Guidelines for Fitness and Amusement Areas*, the *Accommodation Industry Hygiene Standards*, and the *Implementation Rules for the Administration of Sanitation in Public Area*, etc., to protect the health and safety of customers.

本集團十分注重社區及酒店住客的健康與安全，並制定了一系列的安全相關的規章制度，其中包括《停車場管理制度》《巡邏崗管理制度》《消防應急器材配置指引》《健身游樂區安全巡查作業指引》《住宿業衛生規範》《公共場所衛生管理條例實施細則》等，保障客戶的健康與安全。

Case: Emergency drill for elevator entrapment

案例：電梯困人應急演模擬演練

LVGEM Property coordinated emergency drills for elevator entrapment in each project.
綠景物業統籌各項目進行電梯困人應急模擬演練。



Case: Fire drill 案例：消防演習

LVGEM Property held fire drills to enhance the property management team's ability to handle fire alarm, fire extinguishing, evacuation and rescue in case of fire, so as to ensure the life and property safety of property owners/residents.
綠景物業舉行消防演習，增強物管團隊在火災發生時，處理報警、滅火、疏散和搶救等方面的應變能力，確保業主/住戶的生命財產安全。



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In addition, in terms of hotel operation business, we held fire emergency response drills and safety riot control drills during the Reporting Period to improve the corresponding crisis response capabilities of employees and ensure the safety of guests.

另外，在酒店運營業務方面，我們於本報告期間舉行消防應急處置演練和安全防暴演練，提高員工相應的危機應變能力，保障住客的安全。



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Reasonable Marketing and Promotion

The Group has formulated and implemented policies such as the *Project Sales Management System* to strictly regulate the data adoption and advertising of sales projects and marketing services, and follow the principles of objectivity, effectiveness and accuracy to avoid misleading information. In addition, we have implemented the *Brand Management System* to enhance the standard of brand management. We strictly regulate the use of “Brand’s Core Visual Symbols” including its Chinese and English names, trademarks, brand logos, so as to protect the Group’s image, avoid infringement or misappropriation of trademarks or other “Brand’s Core Visual Symbols” and protect the Group’s intellectual property rights.

In order to ensure the authenticity of the information on the official website, the Group has formulated the *Guidelines on the Management of the Official Website of LVGEM (China)*. The investor relations department conducts monthly inspection on the content of the website. If it is found that the content is not reported and updated as required, it will report the relevant situation internally. For employees who violate the regulations of the system, the Group will impose corresponding penalties according to the severity of the case and in accordance with the *Employee Behaviour and Performance Management System*.

Customer Privacy

The Group has established an information security responsibility system and set up a network and information security emergency leading group; formulated the *Information Security System Management System*, the *Information Operation and Maintenance System* and other relevant systems to effectively prevent the occurrence of network and information security accidents and protect the privacy and commercial interests of the Group’s customers and partners. In addition, the Group attaches great importance to customer privacy protection, and requires all employees to keep customer information strictly confidential. The Group has formulated the *Customer Information Management System*, which sets out the responsibilities of relevant management personnel in customer privacy protection.

合理營銷及宣傳

本集團制定及施行《項目銷售管理制度》等政策，嚴格規範有關銷售項目及行銷服務的數據採用及廣告宣傳，並遵循客觀、有效及準確的原則，以避免出現誤導性信息。另外，本集團也實施《品牌管理制度》，對其中英文名稱、商標、品牌標識語等「品牌核心視覺符號」的操作使用進行嚴格的規範化管理，以保障本集團的形象，避免發生商標或其他「品牌核心視覺符號」被侵權或盜用的情況，保障本集團的知識產權。

為確保官網信息的真確性，本集團制定《綠景中國官方網站管理作業指引》，投資者關係部每月對網站內容進行巡查，如發現未按照要求提報、更新內容，將對相關情況進行內部通報，對於違反制度規定的員工，本集團將根據其情節輕重，依據《員工行為及履職管理制度》給與相應處罰。

客戶隱私

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



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3.3. Fighting the Pandemic Together

In 2022, the COVID-19 continued to spread. In the face of the recurrence of the COVID-19, the Group insisted on putting the health and safety of employees, customers and other stakeholders in the first place.

3.3. 攜手齊心抗疫

二零二二年，疫情繼續肆虐，面對疫情反復，本集團堅持把員工、客戶等利益相關方的健康與安全放在首位。

Case: LVGEM Property COVID-19 Prevention and Control

案例：綠景物業疫情防控

During the Reporting Period, LVGEM Property earnestly implemented the government's requirements for COVID-19 prevention and control, actively initiated and supported all projects to carry out COVID-19 prevention and control work, formulated a sound COVID-19 prevention and control plan, and guided the implementation of COVID-19 prevention work. A number of projects won the honour of excellent communities for epidemic prevention in the regions and communities where they are located. At the same time, during the pandemic containment period, we actively assisted the government in fighting the COVID-19 in the community, ensured the supply of living materials for residents, strictly carried out environmental disinfection and personnel access management, and received wide praise from property owners.

本報告期內，綠景物業認真落實政府各項疫情防控的要求，積極發動和支援各項目開展疫情防控工作，制定完善的疫情防控預案，指導防疫工作的開展。多個項目獲得所在區和社區的防疫優秀小區榮譽。同時，在疫情封控期間，主動協助政府做好小區抗疫工作，保證居民生活物資供應，嚴格做好環境消毒和人員出入管理，受到業主的廣泛好評。



Emergency rescue in storm
風雨中緊急救護



Assisted the community in
polymerase chain reaction tests
協助小區進行核酸檢測



Sent materials to and collected garbage
from community isolation households
為小區隔離戶送物資收垃圾

The Group's Asset Division continued to implement COVID-19 prevention and control measures in its managed properties, hotels and shopping malls to ensure public safety. We suspended all kinds of large-scale promotion activities when the COVID-19 is severe; set up inspection positions at the entrances and exits of the operation and management projects, and made inquiries and temperature measurement for all personnel entering and leaving the site; sterilised and disinfected major roads and dense population areas in the community; organised vaccination for tenants and tenants and distributing anti-epidemic supplies. At the same time, the Group's Asset Division continued to implement epidemic prevention and control measures in its properties, hotels and shopping malls to ensure public safety.

本集團的資產事業部在所轄物業、酒店和購物中心持續落實疫情防控措施，以保證公眾安全。在疫情嚴峻時暫停各類大型推廣活動；於運營和管理項目的出入口設置檢查崗位，對所有進出現場人員進行詢問及體溫測量；對社區主要幹道和人口密集區進行殺菌消毒；組織商戶和租戶接種疫苗，並派發防疫物資。同時，本集團的資產事業部在所轄物業、酒店和購物中心持續落實疫情防控措施，以保證公眾安全。



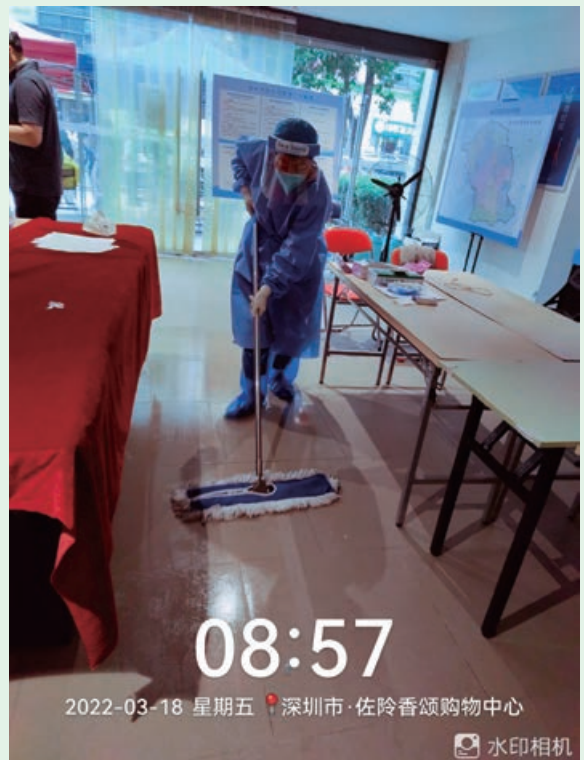
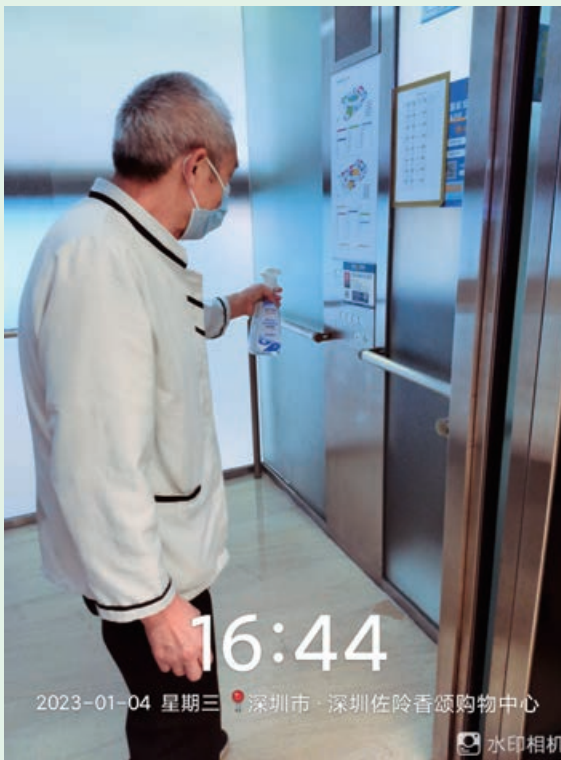
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Case: Actively Fighting the COVID-19 with Merchants 案例：攜手商戶積極抗疫

LVGEM Asset Management Co., Ltd. actively called on merchants to carry out polymerase chain reaction tests and regularly carried out prevention and control measures such as disinfection to ensure the health of merchants and maintain the order of commercial properties.

綠景資產管理公司積極組織各商戶進行核酸檢測，並定期進行消毒等防控措施，以保障商戶人員健康和維護商業物業秩序。



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Case: COVID-19 Prevention and Control of LVGEM Hotel 案例：綠景酒店疫情防

LVGEM Hotel formulated the *Emergency Plan for the Prevention and Control of COVID-19 Pandemic of LVGEM Hotel* and adopted a series of strict and effective COVID-19 prevention measures. The basic principle was to reduce human-to-human contact and cross-infection between people. Hotel employees were required to wear masks, gloves and vaccinate. Customers, suppliers, outsourcing units, etc. were required to check their body temperature, wear masks, and provided health codes/travel codes. The hotel had set up a temperature measurement post and placed prevention and control measures such as washing and disinfection gel. Cleaning and disinfection were also required in guest rooms and public areas.

綠景酒店制定《綠景酒店新冠疫情防控應急預案》，採取了一系列嚴格、有效的防疫措施，基本原則是減少人與人之間的接觸，減少人與人之間的交叉感染。酒店員工需佩戴口罩、手套，並接種疫苗。客人、供應商、外包單位等需檢測體溫，佩戴口罩，並提供健康碼/行程碼。酒店設立體溫測量崗，放置免洗消毒啫喱等防控措施。客房內部和公共區域也需要進行清潔消毒。



Entrance COVID-19 prevention
入口防疫



Placed washing and disinfection gel
放置免洗消毒啫喱



COVID-19 prevention in and out of lobby
大堂出入防疫



Delivery robots
送物機器人



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3.4. Sustainable Supply Chain

Building a sustainable supply chain is essential for the Group's sustainable development. We continuously improve the supplier management model, work with suppliers to consolidate the quality of engineering and operation, and identify, evaluate and control environmental and social risks in the supply chain. The Group has formulated systems and work guidelines such as the *Supplier Management System*, the *Supplier Qualification and Information Form*, the *Procurement Management System*, the *Supplier Assessment Guidelines*, and the *Supplier Inspection Work Guidelines*. In the process of supplier selection and management, the Group evaluates the supplier's ability level from multiple perspectives such as quality, cost, compliance and system certification, and strives to promote environmentally friendly procurement. Currently, the number of suppliers in the database is 371, including engineering, equipment, service, design and marketing, excluding financing suppliers. The Group has implemented the *Supplier Management System* to 138 of the suppliers.

Supplier Selection

In accordance with the principle of "fairness, justice and openness", the Group provides long-term, stable and high-quality supplier resources to the Group through supplier selection, selection, evaluation and management of supplier database. This can ensure that the standards and quality of the purchased products meet the requirements, save resources, and ensure the quality, safety, progress and cost objectives of the project.

The Group recruits suppliers through public tendering or by invitation and conducts inspections and interviews with suppliers to ensure the quality of suppliers. In addition to the business qualifications and service experience of suppliers, we also consider the environmental and social performance of suppliers in the supplier selection process, and review whether they have obtained professional qualifications such as ISO 9001 quality management system certification and ISO 14001 environmental management system certification, safety production licence, energy saving certification, etc. In addition, we also adhere to the principle of integrity and require all employees participating in the tendering process not to use their positions and powers for personal gain. The Group will directly blacklist any supplier who provides bribes to the Group, provides other improper benefits, bid-rigging during the procurement process, and provides false information or performance results.

3.4. 可持續供應鏈

打造可持續供應鏈是促進本集團可持續發展的重要環節。我們不斷完善供應商管理模式，與供應商攜手穩固工程和運營質量，識別、評估、控制供應鏈中的環境和社會風險。本集團通過制定《供應商管理制度》《供應商資審及信息表》《採購管理制度》《供應商評估工作指引》《供應商考察工作指引》等制度和Work指引，在供應商篩選和管理過程中從質量、成本、合規情況、體系認證等多角度評估供應商能力水準，並努力推廣環保採購。目前庫內供應商數量為371個，包括工程類、設備類、服務類、設計類、營銷類，不包括融資類供應商。本集團向其中138個供應商執行《供應商管理制度》。

供應商遴選

本集團按照「公平、公正、公開」原則，通過供應商入圍、選擇、評價及對供應商庫的管理等活動，為集團提供長期、穩定及優質的供應商資源。此舉可以確保採購產品的標準和品質符合要求，節約資源，同時保證工程的質量、安全、進度及成本目標的實現。

本集團採用公開招標或邀請招投標方式聘用供應商，並對供應商進行考察和約談以確保供應商的質量。除了供應商的經營資質和服務經驗外，我們還在供應商遴選的過程中考慮供應商的環境和社會績效，審核其是否取得ISO 9001質量管理體系認證和ISO 14001環境管理體系認證等專業資質、安全生產許可證、節能認證等。此外，我們還堅持廉潔奉公原則，要求所有參與招標工作的員工不得利用職務、職權之便謀取私利。如果供應商存在向本集團行賄、提供其他不正當利益、在採購過程中圍標、提供虛假資料或業績等情況，本集團會將其直接納入黑名單。



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Supplier Management

In order to avoid potential environmental and social risks in the supply chain, the Group selects suppliers with good environmental and social performance as our partners. To ensure that the suppliers can meet the procurement requirements, we will inspect the suppliers. The Cost Contract Centre is responsible for preparing guidelines for supplier evaluation work, formulating evaluation plans, and cooperating with departments related to design, engineering, marketing and cost to evaluate the performance of suppliers in accordance with relevant requirements. In addition, the Group strengthens the dynamic management of suppliers through inspection, return visit and evaluation to promote continuous improvement of suppliers.

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

根據《供應商巡檢及回訪工作指引》不定期進行回訪

Based on the evaluation results, the Group classifies suppliers into four levels, namely excellent, good, qualified and unqualified, and offers rewards to suppliers with excellent ratings. In addition, we provide training to our suppliers and check whether they have engaged child labour and forced labour. For suppliers with significant quality issues, environmental incidents and significant negative social impacts that cause economic losses or reputational impact to the Group, the Group will immediately suspend or consider not cooperating with them.

供應商管理

為避免供應鏈受到潛在的環境和社會風險的影響，本集團選擇在環境及社會層面表現良好的供應商作為我們的合作夥伴。為確保供應商能夠滿足採購要求，我們會對供應商進行考察。成本合約中心負責編製供應商評估工作指引、制定評估計劃，並與設計、工程、營銷、成本相關的部門合作，按照相關要求評估供應商的表現。此外，本集團以巡檢、回訪和評估等三種方式加強供應商動態管理，以促進供應商持續改進。

Conduct monthly inspections in accordance with the *Guidelines for Supplier Inspection and Return Visit*

根據《供應商巡檢及回訪工作指引》每月進行巡檢



Conduct performance assessments, post-contract assessments or annual assessments in accordance with the *Supplier Assessment Guidelines*

根據《供應商評估工作指引》進行履約評估、合同完後評估或年度評估

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



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3.5. Community Investment

The Group insists on working with the society, pays close attention to social issues, and integrates social development needs into corporate practices. Leveraging our own resources and advantages, we actively carry out various community activities and make various community investments to help the community develop in a friendly manner.

While we are committed to developing our own business, we also pay attention to the contribution to social development. During the Reporting Period, the Group paid full attention to the vulnerable groups in the communities under its management and actively helped them solve difficulties in daily life. In addition, the Group actively participated in various public welfare activities and donated more than RMB700,000 to schools, charity associations and other organisations.

3.5. 社區投資

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

我們在致力發展自身業務的同時，亦注重對社會發展的貢獻。於本報告期內，本集團充分關注所管理社區中的弱勢群體，積極幫助其解決日常生活中的困難。此外，本集團積極參與各類公益活動，向學校、慈善會等組織進行捐贈，總數超過70萬元人民幣。

Case: Care Activities for the Underprivileged in the Community

案例：社區內弱勢群體關愛活動

In LVGEM Hongwan Garden, we held the “Caring Empty Nesters” activity, holding birthday parties for the elderly and regularly contacted the social health to conduct physical examinations for the elderly in the community.

我們於綠景紅灣花園舉行了「關愛空巢老人」活動、舉辦老人生日會和定期聯繫社康上門為社區長者進行體檢。



“Caring Empty Nesters”
「關愛空巢老人」



On-site physical examination
上門體檢



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4. Environmental Protection

The Group unswervingly achieves a balance between business development and environmental protection, and strives to contribute to the construction of green civilization. We integrate the concept of ecological civilization into design and construction, use of resources and community operations to actively embrace a better green future. The Group is aware of the physical risks posed by climate change to the Group's assets and operations. The policy development during the transition to a low-carbon economy will also bring transition risks related to our compliance, market and brand reputation. Therefore, the Group has strengthened its internal response to climate risks and formulated relevant management measures for physical and transition risks. For details, please refer to the section —2.3 Deepening Risk Management. In addition, the Group has established environmental targets and related environmental protection measures in terms of air pollutants and greenhouse gas emissions, waste generation, energy use efficiency and water use efficiency. During the Reporting Period, we actively implemented relevant action plans with the target progress as follows:

4. 共護環境

本集團堅定不移地在實現業務發展與環境保護間取得平衡，爭取為建設綠色文明添磚加瓦。我們將生態文明理念融入設計施工、資源使用和社區營運，以積極迎接美好的綠色未來。本集團意識到氣候變化對公司資產和營運帶來的實體風險，國家在過渡至低碳經濟期間的政策發展亦會帶給我們合規、市場和品牌商譽相關的轉型風險。故此，本集團加強內部氣候風險應對，並針對實體和轉型風險制定相關管理措施，詳情請參考章節——2.3 深化風險管理。另外，本集團已訂立了大氣污染物和溫室氣體排放、廢棄物產生、能源使用效益和水資源使用效益方面的環境目標及相關環保措施。於本報告期內，我們積極實行相關行動計劃，目標進度如下：

Environmental Targets 環境目標	Indicators 指標	Action Plan 行動計劃	Target Progress 目標進度	Actions during the Reporting Period 本報告期內的行動
Air pollutants and greenhouse gas emissions 大氣污染物和溫室氣體排放				
Encourage green travel 鼓勵綠色出行	Strengthening official vehicle management 強化公務車管理	Record the fuel consumption of official vehicles, conduct regular maintenance of official vehicles, and gradually convert official vehicles into vehicles with lower emissions or zero emissions 記錄公務車耗油，定期檢修公務車，逐漸將公務車轉換為更低排放或零排放的車輛	Completed 已完成	<ul style="list-style-type: none"> Registration of the <i>Vehicle Driving Ledger</i> 登記《車輛行駛台賬》 The application process of official vehicles has been launched in the OA system, which was automatically collected and combined at the same destination OA系統已開通「公務用車」申請流程，自動歸集，同一目的地自動聯合
Promoting the development of green buildings 推動綠色建築發展	Increase the proportion of green building projects in all projects of the Group 提高綠色建築項目數量占本集團所有項目的占比	Increase green building certification 增加綠色建築認證	In progress 進行中	<ul style="list-style-type: none"> All buildings developed by the Group were designed in accordance with green building and energy-saving related indicators 集團開發的所有建築，均遵循綠色建築及節能相關指標設計



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Environmental Targets 環境目標	Indicators 指標	Action Plan 行動計劃	Target Progress 目標進度	Actions during the Reporting Period 本報告期內的行動
Waste generation 廢棄物產生				
Increase waste recycling rate 提高廢棄物回收率	Increase recycling rate of office waste paper 提高辦公室廢紙回收率	Improve the office waste recycling system to calculate the amount of office waste paper recycled 完善辦公室廢棄物回收系統，統計辦公室廢紙回收數量	In progress 進行中	<ul style="list-style-type: none"> • Advocation of a paperless office 倡議無紙化辦公 • Printing of necessary documents and information in black and white and double-sided if possible 必要的文件資料儘量雙標及黑白打印 • Recycling of single-sided printed documents as draught paper for reasonable use 單面打印的文件收回作為草稿紙合理利用
	Recycle office electronic equipment 回收辦公室電子設備	Develop recycling plan and regularly check the status of the plan 制定回收計劃，定期檢查計劃進行狀況	Completed 已完成	<ul style="list-style-type: none"> • With the <i>Office Electronic Equipment Recycling Agreement</i> signed, office electronic equipment was handed over to a professional qualified renewable resource company for disposal 已簽署《辦公室電子設備回收協議》，辦公室電子設備交由具有專業資質的「再生資源公司」處理
	Classify and recycle waste 分類回收廢棄物	Set up non-renewable and renewable waste recycling bins on the property 在物業內設置不可再生和可再生垃圾回收箱	Completed 已完成	<ul style="list-style-type: none"> • Non-renewable and renewable waste recycling bins had been set up at each property 已在各個物業設置不可再生和可再生垃圾回收桶／箱
Adoption of circular building principles 採納循環建築原則	Select environmentally friendly construction materials 選用環保建築材料	Purchase recyclable construction materials 採購可回收的建築材料	In progress 進行中	<ul style="list-style-type: none"> • Following green building and energy-saving standards, building materials were procured as environmentally friendly and recyclable materials as much as possible 遵循綠色建築及節能標準，建築材料儘量採購環保及可循環利用材料
Energy use efficiency 能源使用效益				
Improve energy efficiency 提高能源使用效益	Reducing office energy consumption 減低辦公室能耗	Purchase electrical appliances with an energy label 購買具有能源標籤的電器	Completed 已完成	<ul style="list-style-type: none"> • All electrical appliances purchased this year were with energy labels 今年購買電器全部具有能源標籤
	Office energy audit 辦公室進行能源審計	Formulate an annual energy audit plan and energy-saving measures 制定年度能源審核計劃，制定節能措施	To be commenced 未開展	<ul style="list-style-type: none"> • /



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Environmental Targets 環境目標	Indicators 指標	Action Plan 行動計劃	Target Progress 目標進度	Actions during the Reporting Period 本報告期內的行動
Water use efficiency 水資源使用效益				
Improve water efficiency 提高用水效益	Reduce average water consumption 減少平均耗水量	Formulate water management regulations; increase water-saving equipment, including water-saving taps 制定水資源管理章程；增加節水設備，包括節水龍頭等	Completed 已完成	<ul style="list-style-type: none"> Employees were reminded to save water 公司發出倡議，提醒員工節約用水 At present, all water taps of the Company are water-saving taps 目前公司水龍頭全部為節水龍頭
All environmental aspects 所有環境範疇				
Advocate environmental protection and conservation awareness 提倡環保節約意識	Provide employees with environmental training 提供員工環保培訓	Incorporate environmental protection training into induction training, develop environmental protection training/publicity plans, and organise energy-saving themed activities from time to time 在入職培訓中加入環保培訓，制定環保培訓／宣傳計劃以不定期舉辦節能主題活動	In progress 進行中	<ul style="list-style-type: none"> Environmental protection-related training had been included in the induction training 已在入職培訓中加入環保相關知識培訓
	Set up environmental protection bulletin boards in our service areas 管理服務區內設置環保宣傳欄	Post environmental protection signs and slogans in public facilities and equipment of commercial properties 於商業物業公共設施設備張貼環保標識和宣傳標語	Completed 已完成	<ul style="list-style-type: none"> Environmental protection signs and slogans had been posted on facilities and equipment in property, commercial and office areas 物業、商業、辦公區域設施設備均有張貼環保標識和宣傳標語

4.1. Green Design

As an enterprise with a sense of social responsibility, the Group always insists on paying attention to environmental protection while business development. The Group strongly supports the *Outline Development Plan for the Guangdong-Hong Kong-Macao Greater Bay Area* and adopts the strategy of resource conservation and environmental protection in project development. All construction projects developed by the Group are designed in accordance with the relevant standards of green building and energy conservation, including but not limited to the *General code for energy efficiency and renewable energy application in buildings*, the *Guangdong Province Building Energy Conservation and Green Building Project Construction Quality Acceptance Standards*, the *Shenzhen Construction Drainage Facilities Acceptance Regulations (Trial)* and other laws and regulations. We integrate green building elements such as energy conservation, water conservation, use of renewable energy and recyclable materials in the project design stage to help build buildings with climate risk resistance, and create a beautiful Greater Bay Area with ecological security, beautiful environment and cultural prosperity. In addition, the Group will also apply for green building certification for its development projects, and evaluate the environmental performance of buildings through independent institutions.

4.1. 綠色設計

作為一家有社會責任感的企業，本集團始終堅持在業務發展的同時注重環境保護。本集團大力支持《粵港澳大灣區發展規劃綱要》，在項目發展中採取節約資源和保護環境的策略。本集團開發的所有建築項目均遵循綠色建築及節能相關標準設計，包括但不限於《建築節能與可再生能源利用通用規範》《廣東省建築節能與綠色建築工程施工質量驗收規範》《深圳市建築工程排水設施驗收規定（試行）》等法律法規。我們在項目設計階段融入節能、節水、使用可再生能源、可循環物料等綠色建築元素，助力建設具有氣候風險抵禦力的建築，打造生態安全、環境優美、文化繁榮的美麗灣區。此外，本集團亦會為發展項目申請綠色建築認證，透過獨立機構評價建築的環保表現。



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Case: Incorporating green elements in the Shenzhen Baishizhou Urban Renewal Project

案例：深圳白石洲城市更新項目採用綠色設計元素

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

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

The project also included a variety of convenient and accessible designs: the central green belt forms a large-scale ecological green chain in the central area of the project, providing a convenient, comfortable and healthy outdoor activity space for surrounding residents, and effectively combining the outdoor activities of residents with the ecological green chain of the community; the 50-metres characteristic corridor forms a skywalk connecting the nearby buildings, and the green roof brings together diversified catering and retail stores to provide residents with a convenient and livable living environment. In the later stage of project implementation, the Group would gradually implement the objectives of green, ecological, healthy and livable top-level design formulated at the stage of the plan into the process of design, construction and operation.

項目亦包含了多種便捷便民設計：中央綠化帶於項目中央形成大面積的生態綠鏈，為周邊居民提供便捷、舒適、健康的戶外活動空間，將居民的戶外活動和社區生態綠鏈有效結合；50米的特色連廊形成了空中步行道，連接附近的建築物；在綠色屋面上匯聚多元化的餐飲及零售商舖，為居民提供便捷宜居的生活環境。在項目後期執行過程中，本集團將按照方案階段制定的綠色、生態、健康、宜居的頂層設計目標，逐步落實到設計、施工和營運過程中。

Currently, Baishizhou Phase I has completed the pre-assessment of the *Evaluation Standard for Green Building*, and the green building star rating is the second-star rating of the national standard. In addition to the *Green Building Evaluation Standard*, the Shenzhen Baishizhou Urban Renewal Project will then undergo green and healthy building certifications, including LEED Green Building Certification and WELL Building Standard Certification.

目前，白石洲一期已完成《綠色建築評價標準》的預評估，綠色建築星級為國標二星級。除了《綠色建築評價標準》，深圳白石洲城市更新項目其後將進行綠色及健康建築認證，包括LEED綠色建築認證和WELL健康建築認證。



Central green belt
中央綠化帶



50-metre skywalk
50米空中連廊



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4.2. Green Construction

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

Environmental Protection Measures

In accordance with the *Law of the People's Republic of China on Appraising Environmental Impacts*, the *Regulations on the Administration of Construction Project Environmental Protection*, the *Provisions on Code of Conduct for Environmental Impact Assessment and Honest and Clean Administration concerning Construction Projects* and relevant documents, the Group has formulated internal management policies, work guidelines and plans such as the *Construction Management System*, the *Guidelines for Safe and Civilised Construction Management*, and the *Guidelines for House Demolition*, etc. to manage the negative impact of project construction on the environment. In addition, the Group's construction projects comply with the construction standards related to construction environmental protection, including but not limited to the *Notice of the General Office of the Ministry of Housing and Urban-Rural Development on Further Strengthening the Construction Site and Road Dust Control Work Construction Quality*, the *Environmental and Hygiene Standards of the Construction Site of Construction Projects*, the *Measures of Shenzhen Municipality for the Administration of Construction Waste*, and the *Provisions on Strengthening the Standardisation Management of Construction Safety and Civilised Construction*, etc., to control the impact of construction on the environment. The Group requires contractors to take corresponding environmental protection measures to control dust and exhaust gas, noise, sewage, solid waste, water and soil erosion generated during the construction phase. The main environmental protection measures include:

4.2. 綠色施工

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

環保措施

根據《中華人民共和國環境影響評價法》《建設項目環境保護管理條例》《建設項目竣工環境保護驗收暫行辦法》及有關文件規定，本集團制定了《工程管理制度》《安全文明施工作業指導書》《房屋拆除管理工作指引》等內部管理政策、工作指引和方案計劃，以管理項目施工建設階段對環境造成的負面影響。此外，本集團的建築項目均遵循建築環保相關的施工標準，包括但不限於《住房和城鄉建設部辦公廳關於進一步加強施工工地和道路揚塵管控工作的通知》《建設工程施工現場環境與衛生標準》《深圳市建築廢棄物運輸和處置管理辦法》《關於加強建設工程安全文明施工標準化管理的若干規定》等，以管控施工對環境的影響。本集團要求承建商採取相應的環保措施，控制施工階段所產生的揚塵和廢氣、噪音、污水、固體廢物、水土流失等，主要環保措施包括：



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Construction dust and waste gas 針對施工揚塵和廢氣

- Setting up a chain of closed fences and a temporary yard to store muck, sprinkling the muck regularly, etc.
設置連續及密閉的圍擋，設置臨時堆放場堆放渣土，並定期灑水等
- Setting up independent ventilation facilities which can discharge gas to greenbelts after purification and deodorisation
設立獨立的通風設施，排出的氣體通過淨化除臭處理後排放，排風口引至綠化帶
- Adopting a high-efficiency fuel generator and use light diesel as fuel
採用高效率燃油發電機，使用輕柴油作為燃料
- Using prefabricated concrete blocks to pave temporary road to reduce dust caused by vehicles driving in the construction site
以預製砼塊做臨時路面，減少車輛行駛工地造成的揚塵

Solid waste 針對固體廢物

- Timely delivery of construction waste and other waste designated to storage sites
及時運送施工棄土、建築垃圾等廢物至指定存放地點
- Hazardous substances in decoration waste are handled by qualified units
裝修廢物中的有害成分交由具資質單位處理
- Domestic waste from the garbage operating station is cleaned daily and handed over to the sanitation department for disposal
每天清理垃圾運轉站的生活垃圾，交由環衛部門清運處理

Construction noise 針對施工噪聲

- Setting appropriate construction plan, construction machinery, and construction schedule to avoid construction activities at noon and night, and staying away from key environmental sensitive points
合理安排施工計劃、施工機械設備以及施工時，避免在午間和夜間施工，遠離主要環境敏感點
- Using low-noise equipment
選擇低噪音設備

Construction wastewater and sewage 針對施工廢水及污水

- Collecting and treating construction wastewater with oil separation and sand sedimentation to prevent direct discharge of wastewater
收集施工廢水並對其進行隔油、沉砂處理，杜絕廢水直接外排
- Pre-treating domestic sewage, wastewater, garage flushing wastewater, garbage transfer station flushing wastewater, leachate, and unexpected sewage in a septic tank and transporting the wastewater and sewage to wastewater treatment plant through the municipal sewage network for further treatment
生活污水、車庫沖洗廢水、垃圾轉運站沖洗廢水、滲濾液等經化糞池預處理達標後，通過市政污水管網排入污水處理廠進行處理

Overall environmental impact 針對整體環境影響

- In some projects, Design for Manufacture and Assembly is adopted to facilitate off-site prefabrication, so as to shorten the construction time and reduce the noise, pollutants and waste generated during on-site construction.
於部分項目採用裝配式施工技術，使用已經製造好的組件來構建建築物，從而縮短施工時間，並減少現場施工製造的噪音、污染物和廢棄物等。

During the Reporting Period, the construction sites of the Group's development projects did not cause any significant environmental impact or environmental disputes or pollution incidents.

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



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4.3. Green Community

As an environment-friendly enterprise, the Group is committed to providing employees, property owners and tenants with a healthy, comfortable, energy-saving, environmentally friendly and smart working and living environment. At the same time, the Group actively promotes the concept of energy conservation and environmental protection to the community, advocates property owners, tenants, residents and other stakeholders to practise green life, promotes green development, promotes green economy, and builds green homes.

Green Management

The Group always believes that environmental protection is an important part of achieving sustainable development. Based on our own operations and market dynamics, we scientifically analyse our own energy consumption, and gradually upgrade major energy-consuming equipment and facilities. At the same time, through a series of energy-saving and consumption-reducing measures, we have improved our environmental, social and economic benefits.

LVGEM Property implements the local requirements on the classification and reduction of domestic waste, and has established a waste classification and resource utilisation operation mechanism led by the property management company and participated by all people. At the same time, LVGEM Property has formulated a series of internal management systems, such as the *Solid Waste Management Procedures and the Implementation Plan for Waste Classification and Reduction*, and has obtained ISO 14001 environmental management system certification. LVGEM Property clearly divides domestic waste, general construction waste and hazardous waste, formulates standardised treatment methods, and entrusts third parties with hazardous waste treatment qualifications to dispose of hazardous waste.

4.3. 綠色社區

作為環境友好型企業，本集團致力於為員工、業主、租戶提供健康、舒適、節能、環保、智慧的工作和生活環境。同時，本集團積極向社區推廣節能環保理念，倡導業主、租戶、住戶等利益相關方踐行綠色生活，促進綠色發展、推動綠色經濟、建設綠色家園。

綠色管理

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

綠景物業貫徹落實地方關於生活垃圾分類和減量的要求，構建物業主導、全民參與的垃圾分類和資源利用運行機制。與此同時，綠景物業制定了一系列內部管理制度，如《固體廢棄物管理程序》《垃圾分類和減量實施方案》等，並已取得ISO 14001環境管理體系認證。綠景物業針對生活垃圾、一般建築廢料、危險廢物等進行明確劃分，制定標準化處理方式，並委託具有危險廢物處理資質的第三方處置危險廢物。



Case: LVGEM Hotel continues to improve the efficiency of energy and water use

案例：綠景酒店持續提升能源和水資源使用效率

LVGEM Hotel has always been aiming to becoming an energy-saving and environmentally-friendly green hotel, and has formulated and strictly implemented the *LVGEM Hotel Energy Management System* to strengthen the management of resource use and continuously improve the efficiency of energy, resources and water use.

綠景酒店一直以創建節能環保的綠色酒店為目標，制定並嚴格落實《綠景酒店能源管理制度》，加強資源使用管理，持續提升能源、資源和水的使用效率。

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

綠景酒店在日常運營中落實多項節能節水措施，包括但不限於：

- Place “Environmental Tips” in each guest room to encourage guests to choose not to change their bedding and bath products to save energy
在每間客房內放置「環保提示卡」，鼓勵連住客人可選擇不更換床品及洗浴用品，節約能源
- Record energy and water consumption regularly and analyse whether there is any abnormal usage
定時記錄能源和水資源使用量，並分析是否存在用量異常情況
- Strictly monitor the operation of central air-conditioning system and control the temperature difference of cooling water
嚴格監控中央空調系統運行情況，控制冷卻水溫差
- Enhance the maintenance of equipment
加強設備的維護保養

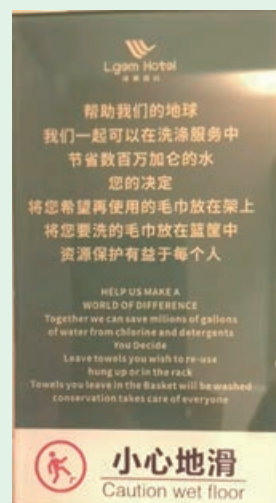
In addition, LVGEM Hotel strengthened the implementation of energy-saving measures during the pandemic to reduce unnecessary energy consumption. For example, we reduced the use of elevators, eliminate emergency lighting, turn off lighting in non-business areas, control room temperature, etc.

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

In addition to strengthening resource use management, LVGEM Hotel also focuses on waste disposal. Waste reduction and proper waste disposal measures include:

除了加強資源使用管理外，綠景酒店亦著重廢棄物處理。減廢及妥善的廢物處理措施包括：

- Sign a waste disposal contract with a cleaning service company and place waste separation bins in guest rooms to handle various wastes in a timely and effective manner
與清潔服務公司簽訂垃圾處理合同，並在客房內擺放分類垃圾桶，以及時有效地處理各種廢物
- Implement local requirements on domestic waste classification and reduction, and build a waste classification and resource utilisation operation mechanism led by property management with national participation
貫徹落實地方關於生活垃圾分類和減量的要求，構建物業主導、全民參與的垃圾分類和資源利用運行機制
- Reduce the number of bedding products to be replaced, configure large-sized toiletries, and reduce the use of disposable products
與長住房的住客溝通商量減少更換床品次數、配置大支洗滌用品，減少一次性用品的使用



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Case: Environmental protection publicity activities organised by LVGEM Property for community residents

案例：綠景物業為社區住戶組織舉辦的環保宣傳活動

LVGEM Property actively promotes environmental protection education and publicity activities, encourages community residents to participate in environmental protection work in person, enhances their awareness of environmental protection, implements the green concept, and promotes green development.

綠景物業積極推廣環保教育和宣傳活動，鼓勵社區住戶親自參與環保工作，提升其環保意識，落實綠色理念，促進綠色發展。



“Caring with Heart, Greening with Every Bit” Tree Planting Day
「用心呵護，點滴綠色」植樹節活動



“Transforming Waste Bottles into Flower Pots,
Adding Greenery to Your Home” Event
「廢瓶子秒變花盆，給家添點綠」活動

Green Office

The Group is committed to creating a comfortable and healthy working environment for employees, and further standardises the management of office environment in the *Administrative Management System* to reasonably control the environmental, health and hygiene issues in daily office work. For environmental protection, the Group promotes paperless office and posts signs such as “Save Paper” and “Save Water” in the office to enhance employees’ awareness of environmental protection. In terms of waste disposal, we advocate waste classification in office locations and recycle office waste to promote the sustainable use of resources. In addition, the Group has formulated the *Guidelines for the Use and Management of Official Vehicles* to regulate the use of vehicles, so as to reduce energy consumption and air pollutants emitted by vehicles. During the Reporting Period, the Group reduced the use of vehicles, resulting in a decrease in the emission of air pollutants, so as to implement the green concept and promote green development.

綠色辦公

本集團致力於為員工創造舒適、健康的工作環境，並在《行政管理制度》中進一步規範辦公環境管理，對日常辦公過程中的環境、健康、衛生問題進行合理管控。對於環境保護，本集團推行無紙化辦公室，並在辦公室張貼「節約用紙」、「節約用水」等標識，提升員工的環保意識。在廢棄物處理上，我們倡導在辦公地點進行垃圾分類，對辦公垃圾進行回收利用，以促進資源的可持續利用。另外，本集團已訂立《公務車輛使用與管理工作指引》，規範公務車輛的使用，以減少車輛能耗及其排放的大氣污染物。本集團於本報告期內減少車輛使用，導致大氣污染物的排放量下降，以落實綠色理念，促進綠色發展。



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Hong Kong LVEGM NEO Building has actively implemented energy-saving plans and installed solar photovoltaic systems on the roof of the building to reduce the use of non-renewable energy. During the Reporting Period, a total of 24,325 kWh of electricity was generated. In addition to the 10 electric vehicle charging equipment, 13 electric vehicle chargers were installed in the parking lot for electric vehicle users. The operating hours of ventilation and air-conditioning equipment were adjusted and unnecessary lighting was reduced. Rainwater and recycling systems were installed and the collected rainwater was used for irrigation. In addition, the building is equipped with waste sorting facilities and we promoted the use of environmental recycling facilities to tenants and owners of the building.

香港NEO大廈積極推行節能計劃，於大廈屋頂安裝太陽能光伏系統，以減少非再生能源的用電，報告期間共產生24,325千瓦時電力；除了本來的10個電動車充電設備，停車場加裝13個電動車充電器，供電動車用戶使用；調整通風及空調設備的運作時間，並減少不必要的照明設備；加裝雨水及回收系統，將收集到的雨水用於綠植灌溉。此外，大廈內設有垃圾分類設施，並與垃圾回收商簽訂回收協議，並向大廈租戶及業主宣揚環保回收設施的使用。



Waste sorting and recycling bins
垃圾分類回收箱



Electric vehicle charger
電動車充電器



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5. Mutual Growth

Employees, as the foundation of the Group's business, are one of our most valuable assets. Under the guidance of the talent concept of "Sincerity Builds Enterprise, Honesty Builds Man", we always pursue an open, mutual assistance and innovative employment relationship to guide employees to achieve common growth with the Group. Every step forward has gathered the wisdom and energy of all employees.

5.1. Talent Attraction

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

In order to effectively control human resources risks, the Group has established the *Recruitment Management System* to standardise the process of recruitment, induction, probation, change and resignation. We adhere to the recruitment principles of equality, voluntariness, anti-discrimination and diversity, and eliminate any discrimination on nationality, ethnicity, gender, language, region and religious belief. We also adhere to the employment principles of compliance with laws, regulations, respect for talents, respect for professionalism and respect for privacy, so as to build an efficient, professional, equal and diversified professional team.

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

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

As of 31 December 2022, the Group had 2,379 employees.

5. 共同成長

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

5.1. 人才吸納

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

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

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

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

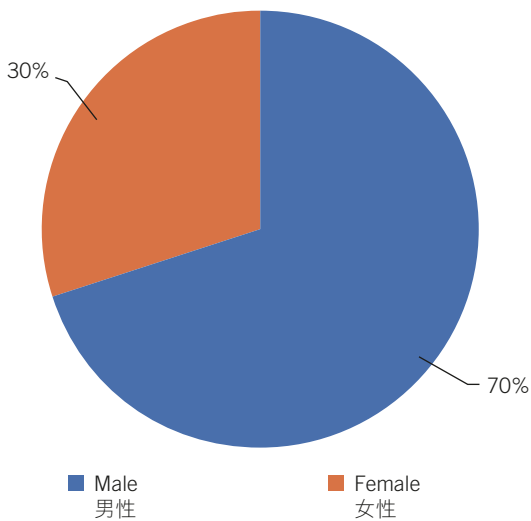
截至二零二二年十二月三十一日，本集團僱有2,379名員工。



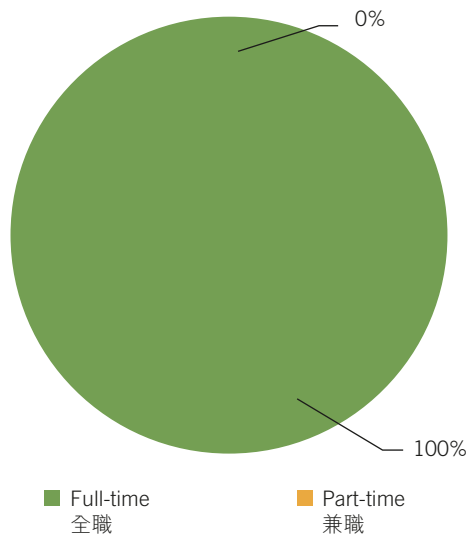
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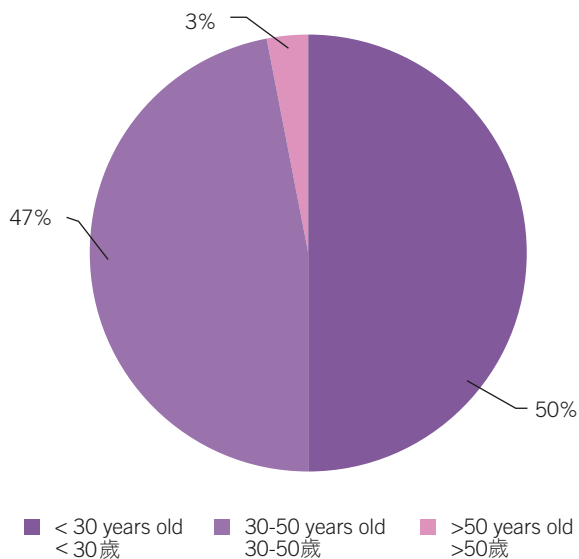
Percentage of Employees by Gender
按性別劃分的員工百分比



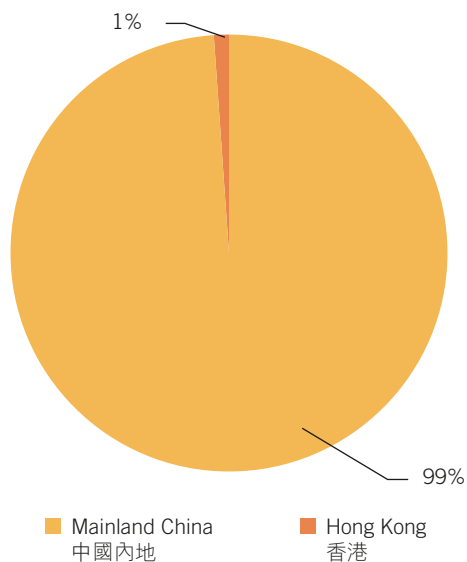
Percentage of Employees by Employment Type
按僱傭類型劃分的員工百分比



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



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



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5.2. Talent Retention

The Group strengthens employment management in terms of remuneration, benefits and promotion, working hours and holidays, training and development, provides employees with a good working environment, and ensures that the legitimate rights and interests of employees are protected.

Remuneration, Benefits and Promotion

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

5.2. 人才保留

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

薪酬福利和晉升

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



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Case: "1st May Labour Day" Frontline Appreciation Activity

案例：「五一勞動節」一線慰問活動

The Chairman and consultants visited the site of the Royal Bay Project of Zhuhai Company, visited the front-line employees, and sent sincere holiday greetings to them, thanking them for their efforts and contributions to the development of the Group, and making them feel warmly appreciated.

董事長和顧問親臨珠海公司皇悅灣項目現場，慰問一線加班員工，並為大家送上誠摯的節日問候，感謝他們為企業發展作出的努力與貢獻，令員工們倍感溫暖。



We sent holiday greetings to employees of Baishizhou Project and Shazui Project, and went to the project site to communicate with front-line cadres and employees.

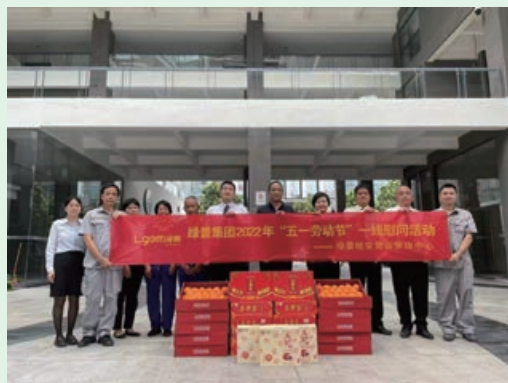
我們向白石洲項目、沙嘴項目同事送上節日問候，並深入項目現場，與一線幹部職工交流。



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We sent festive greetings and care to Shenzhen NEO Building, Zoll Shopping Centre and Forsafe Project.
我們為深圳區域NEO、佐鄰購物中心、賦安項目送上節日慰問及關懷。



Case: LVGEM Hotel Carried Out Employee Caring Activities

案例：綠景酒店進行員工慰問活動

In March 2022, LVGEM Hotel held a staff visit at the hotel's staff canteen during the COVID-19 lockdown period. The hotel's leaders visited the staff and sent a total of 180 generous gifts.

二零二二年三月，綠景酒店於酒店員工餐廳舉行因疫情封閉期間員工慰問活動，酒店領導對員工進行慰問，共派出180份豐富的慰問物資。



In June 2022, LVGEM Hotel held the Dragon Boat Festival Celebration with a total of 190 employees participating in the event, including the "Rice Dumplings DIY" and provision of sumptuous meals at the staff canteen.

二零二二年六月，綠景酒店舉辦端午活動，活動項目有「粽子DIY」與員工食堂加餐活動，共有190名員工參加。



In September 2022, LVGEM Hotel prepared festival gifts for 198 employees to celebrate the Mid-Autumn Festival, so that employees could also feel the warmth of the festival during the pandemic.

二零二二年九月，綠景酒店為198名員工準備了中秋佳禮歡慶中秋，讓員工在疫情期間也能感受到中秋溫情。



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Working Hours and Holidays

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

Training and Development

The Group is committed to building a broad career development platform for employees, providing necessary resources and continuously improving employees' knowledge and skills. To achieve this goal, the Group has established a training management system through the establishment of the *Training Management System* to promote the implementation of standard procedures for each business and help employees comprehensively improve their professional capabilities, management capabilities, professional ethics and execution capabilities. In order to optimise resource allocation, the Group formulates an annual training plan every year to review the implementation. The Group actively provides different types of training and adopts various forms such as teaching, case analysis, group discussion and on-site training to meet the learning needs of employees.

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

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

During the Reporting Period, the Group conducted 3,614 training sessions, including 991 management training sessions, 402 special training sessions, 1,235 basic training sessions and 986 professional training sessions.
於本報告期內，本集團舉辦3,614場培訓活動，包括管理培訓991場、專題培訓402場、基礎培訓1,235場、專業培訓986場。



工作時數與假期

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

培訓與發展

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

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

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



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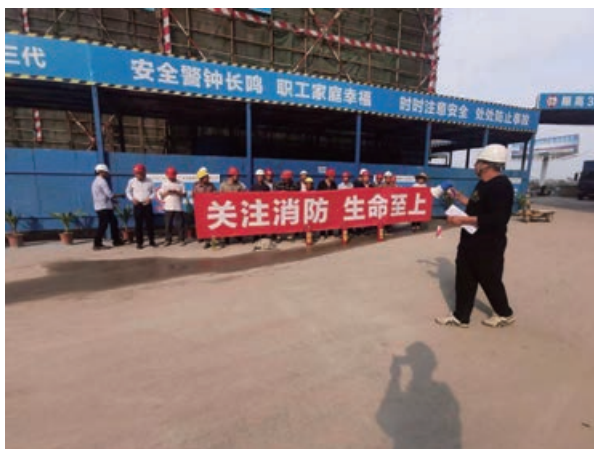
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5.3. Employees' Safety and Health

The Group has always attached great importance to the occupational safety and health of employees. In addition to complying with relevant laws and regulations, we require our employees, contractors and other relevant personnel to comply with the Group's safety requirements during the construction process. At the same time, the Group continuously improves the safety management system, and also focuses on cultivating employees' safety awareness in daily operations and establishing relevant preventive measures. The Group protects the health and safety of employees from various aspects such as system implementation, training management, assessment and correction. During the Reporting Period, we held 42 occupational health and safety training sessions with a record of 1,589 participants.

In order to ensure the health and safety of construction employees, the Group has compiled the *Guidelines for Safe and Civilised Construction Operations* to guide employees to carry out construction operations safely. In addition, we have specially formulated operation manuals such as the *Guidelines for Civilised Construction Management*, the *Emergency Response Plan*, the *Guidelines for Project Inspection*, and the *Safety Organisation Management System* for construction projects to improve the quality of project management, standardise rectification and preventive control measures, and eliminate or reduce potential safety hazards and quality risks. During project construction, the Group conducts safety and civilization inspection on project inspection, including safety protection, mechanical equipment, safe electricity, material stacking, on-site fire protection, etc., to ensure the safety and environment of the construction site. For different professional projects, the Group conducts safety training for relevant construction teams, such as safety training for construction workers and safety training for hydropower teams, to enhance employees' safety awareness. In the past three years (including the Reporting Period), the number and rate of work-related fatalities of the Group were zero.

The Group regularly organises fire drills, covering material pipes, hotels, construction and other business areas, so as to help employees familiarise themselves with the operation methods of fire-fighting equipment and the handling process after the occurrence of fire emergencies, deepen employees' understanding of the fire prevention system and fire escape routes, and enhance employees' awareness of fire safety.



Fire drill of the Huazhou Project
化州項目消防演練

5.3. 員工安全與健康

本集團一直以來高度重視員工的職業安全與健康。除了遵守相關法律法規，我們要求員工、承建商和其他相關人員在工程建設過程中須遵從本集團的安全要求。同時，本集團不斷完善安全管理體系，亦在日常運營中注重培養員工的安全意識，建立相關的防範措施。本集團從制度落實、培訓管理、考核糾正等多方面著手，保護員工的健康安全。本報告期內，我們已舉辦42場職業健康安全培訓，參加人次達1,589人次。

為保障施工建築員工的健康安全，本集團已編製《安全文明施工作業指導書》，指導員工安全地進行施工作業。我們另有針對施工項目專門制定了《文明施工管理工作指引》《應急和應急響應方案》《項目工程巡檢工作指引》《安全組織管理制度》等操作手冊，提升工程項目管理質量，規範整改和預防控制措施，消除或降低潛在的安全隱患和質量風險。本集團於項目施工期間進行工程巡檢安全文明檢查，檢查內容包括安全防護、機械設備、安全用電、材料堆放、現場消防等，保障施工現場的安全及環境。針對不同專業工程，本集團對相關的施工班組進行安全培訓，例如架子工安全培訓和水電班組安全培訓，提升員工的安全意識。於過去三年（包括本報告期），本集團因工亡故的人數及比率為零。

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



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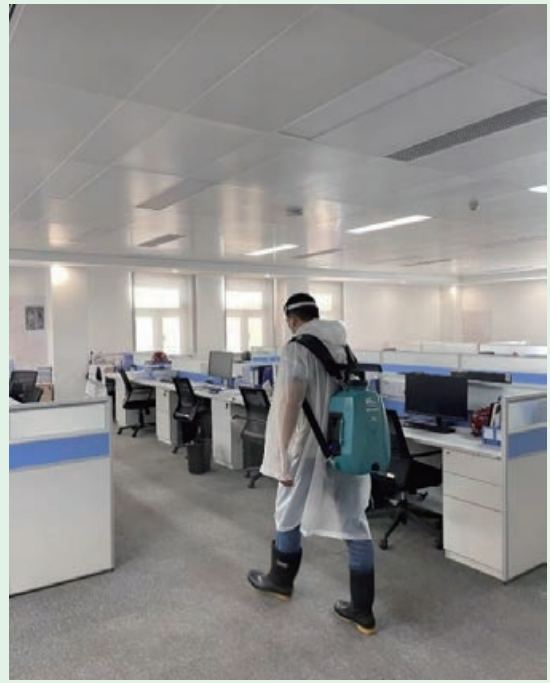
In the first half of the Reporting Period, the COVID-19 was spreading in multiple places in China. The Group took the protection of employees' health as the top priority. We had set up a special team to supervise the pandemic prevention and control, and strengthened protection from four aspects, namely improving the prevention and control mechanism, reserving pandemic prevention materials, strengthening pandemic prevention publicity, and implementing pandemic prevention measures, to bravely face the challenges brought by the recurrence of the pandemic. In addition, the Group encouraged its employees to receive booster vaccination, which had received positive responses from its employees.

國內新冠疫情在本報告期上半年多點散發，本集團以保障員工健康為首要考慮，我們已設立專項小組監督疫情防護事項，並從完善防控機制、儲備防疫物資、加強防疫宣傳、落實防疫措施四方面加強防護，勇敢面對疫情反復帶來的挑戰。此外，本集團鼓勵員工接種加強針疫苗，並得到員工的積極響應。

Case: LVGEM Baishizhou Project Fighting Against the COVID-19 案例：綠景白石洲項目全面抗擊疫情

During the peak of the COVID-19, LVGEM Baishizhou Project conducted centralised disinfection and sterilisation on a daily basis, carried out high-intensity and high-frequency disinfection of key control areas, increased the frequency of disinfection and disinfection, avoided cross-infection, and comprehensively disinfected and protected safety.

於疫情高峰期，綠景白石洲項目每日進行統一集中消毒殺菌，對重點管控區域展開高強度、高頻次的消毒，加大消毒消殺頻次，避免引發交叉感染，全面消殺保護安全。



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6. Sustainability Performance Indicators

6.1. Environmental Performance Indicators

In order to further improve the disclosure of environmental data, in addition to the office area of the headquarters in Shenzhen disclosed in previous years, we have added environmental data of the Group's office area in Hong Kong, LVGEM Property and LVGEM Hotel in terms of emissions and use of resources, so the year-on-year data has increased.

Indicator 名稱	Unit 單位	2022 二零二二年	2021 二零二一年
Air pollutant emissions¹ 大氣污染物排放量¹			
Nitrogen oxides (NO _x) 氮氧化物(NO _x)	kg 千克	101.02	181.68
Sulphur oxides (SO _x) 硫氧化物(SO _x)	kg 千克	0.70	1.32
Carbon monoxide (CO) 一氧化碳(CO)	kg 千克	173.63	233.66
Fine particulate matter (PM _{2.5}) 細顆粒物(PM _{2.5})	kg 千克	9.63	1.03
Particulate matter (PM ₁₀) 可吸入顆粒物(PM ₁₀)	kg 千克	1.07	1.04
Resources Consumption and Intensity² 資源消耗量及密度²			
Direct Energy Consumption 直接能源消耗量	MWh 兆瓦時	1,255.06	583.99
Direct Energy Consumption Intensity 直接能源密度	MWh/person 兆瓦時／人	0.53	1.64
– Total Natural Gas Consumption – 天然氣消耗總量 ³	m ³ 立方米	77,980.00	17,006.00
– Gasoline Consumption (Vehicles) – 汽油消耗總量(汽車)	Litre 升	44,268.28	43,010.50
Indirect Energy Consumption 間接能源消耗量	MWh 兆瓦時	43,237.14	961.37
Indirect Energy Consumption Intensity 間接能源密度	MWh/person 兆瓦時／人	18.17	2.69
– Electricity Consumption – 電力消耗總量	kWh 千瓦時	43,237,142.05	961,374.00
Water Consumption ⁴ 總耗水量 ⁴	Tonnes 噸	372,804.00	4,186.00
Water Consumption Intensity 總耗水密度	Tonnes/person 噸／人	156.71	11.73

¹ The Group's air pollutant emissions come from the Shenzhen office area of the headquarters and LVGEM Hotel, and include data of natural gas on cooking and vehicle emissions. The Group used 15 official vehicles in both 2021 and 2022. The calculation method of air pollutant emission data refers to the *Technical Guidelines for Air Pollutant Emission Inventory for Road Vehicles (Trial)* and the *Handbook of Emission Factors for Domestic Pollution Sources* issued by the Ministry of Ecology and Environment of the People's Republic of China. The calculation method of air pollutant emission data in 2021 is based on the *Handbook of Emission Coefficients of Industrial Pollutants from the First National Census on Pollution Sources*. As the Emission Factor of Air Pollutants has been updated in the *Handbook of Pollution Discharge Coefficients of Domestic Pollution Sources*, the NO_x and SO_x emissions in 2022 have decreased year-on-year, and the PM2.5 emissions have increased year-on-year.

² In 2022, the environmental data intensity was calculated based on the number of employees in the office area of the Shenzhen headquarters, Hong Kong, LVGEM Property and LVGEM Hotel, with a total of 2,379 employees. In 2021, the environmental data intensity was calculated based on the number of employees in the office area of the Shenzhen headquarters, with a total of 357 employees.

³ Natural gas consumption comes from natural gas used for cooking in the office area of the headquarters in Shenzhen and LVGEM Hotel.

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

6. 可持續發展績效指標

6.1. 環境績效指標

為進一步完善環境數據披露，除了往年披露的總部深圳辦公區域，我們新增統計本集團香港辦公區域、綠景物業及綠景酒店在排放物和資源使用方面的環境數據，故此同比數據有所上升。

¹ 本集團的大氣污染物排放量來源於總部深圳辦公區及綠景酒店，並包括煮食天然氣和汽車排放的數據。本集團於二零二一年和二零二二年均使用15輛公務車輛。大氣污染物排放數據的計算方法參考自中華人民共和國生態環境部發佈的《道路機動車大氣污染物排放清單編製技術指南(試行)》及《生活污染源產排係數手冊》。二零二一年大氣污染物排放數據的計算方法參考自《第一次全國污染源普查工業污染源產排係數手冊》。由於《生活污染源產排係數手冊》已更新大氣污染物的排放係數，所以二零二二年的NO_x及SO_x排放量同比減少，PM2.5排放量同比上升。

² 二零二二年環境數據密度採用總部深圳辦公區域、香港辦公區域、綠景物業及綠景酒店人數計算，共2,379人，二零二一年環境數據密度採用總部深圳辦公區域人數計算，共357人。

³ 天然氣消耗量來源於總部深圳辦公區域及綠景酒店煮食所使用的天然氣。

⁴ 日常用水主要來自市政管網供水，並無求取水源上的困難。



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Indicator 名稱	Unit 單位	2022 二零二二年	2021 二零二一年
Greenhouse Gas Emissions and Intensity⁵			
溫室氣體產生排放量及密度⁵			
Emissions From Vehicles (Scope 1) 車輛溫室氣體排放(範圍一)	Tonnes CO ₂ e 噸二氧化碳當量	101.78	98.87
Emissions From Natural Gas Consumption (Scope 1) 天然氣使用溫室氣體排放(範圍一)	Tonnes CO ₂ e 噸二氧化碳當量	168.60	36.77
Emission From The Use Of Refrigerants (Scope 1) 製冷劑/混合劑使用排放(範圍一)	Tonnes CO ₂ e 噸二氧化碳當量	103.90	/
Tree Planting Emission Reduction (Scope 1) 樹木減排(範圍一)	Tonnes CO ₂ e 噸二氧化碳當量	16.01	/
Emissions From Electricity Consumption (Scope 2) 電力使用溫室氣體排放(範圍二)	Tonnes CO ₂ 噸二氧化碳	23,797.71	561.35
Total Emissions of Greenhouse Gases 總溫室氣體排放量	Tonnes CO ₂ e 噸二氧化碳當量	24,155.98	696.99
Total Emission Intensity of Greenhouse Gases 總溫室氣體排放密度	Tonnes CO ₂ e/person 噸二氧化碳當量/人	10.15	1.95
Hazardous waste produced and intensity⁶			
有害廢棄物產生量及密度⁶			
Generation of Waste Battery 廢電池產生量	Tonnes 噸	0.19	5.5 x 10 ⁻⁴
Generation Intensity of Waste Battery 廢電池產生密度	Tonnes/person 噸/人	8.02 x 10 ⁻⁵	2.00 x 10 ⁻⁶
Generation of Waste Toner Cartridges 廢硒鼓產生量	Tonnes 噸	0.11	0.01
Generation Intensity of Waste Toner Cartridge 廢硒鼓產生密度	Tonnes/person 噸/人	4.73 x 10 ⁻⁵	2.00 x 10 ⁻⁵
Generation of Waste Ink Cartridges 廢墨水匣產生量	Tonnes 噸	0	0
Generation Intensity of Waste Ink Cartridge 廢墨水匣產生密度	Tonnes/person 噸/人	0	0
Generation of Waste Fluorescent Tubes 廢螢光燈管產生量	Tonnes 噸	0.20	0.03
Generation Intensity of Waste Fluorescent Tubes 廢螢光燈管產生密度	Tonnes/person 噸/人	8.60 x 10 ⁻⁵	8.00 x 10 ⁻⁵
Non-Hazardous Waste Produced and Intensity⁷			
無害廢棄物產生量及密度⁷			
Generation of Waste Plastic Bottles 廢塑膠瓶產生量	Tonnes 噸	4.57	0.05
Generation Intensity of Waste Plastic Bottles 廢塑膠瓶產生密度	Tonnes/person 噸/人	1.92 x 10 ⁻³	1.40 x 10 ⁻⁴
Generation of Wastepaper 廢紙產生量	Tonnes 噸	1.03	0.05
Generation Intensity of Wastepaper 廢紙產生密度	Tonnes/person 噸/人	4.32 x 10 ⁻⁴	1.50 x 10 ⁻⁴
Generation of Domestic Waste 生活垃圾產生量	Tonnes 噸	17,365.28	0.52
Generation Intensity of Domestic Waste 生活垃圾產生密度	Tonnes/person 噸/人	7.30	1.45 x 10 ⁻³

⁵ The calculation method of greenhouse gas (Scope 1) emissions data refers to the *Accounting Methods and Reporting Guidelines for Greenhouse Gas Emissions from Land Transport Enterprises (Trial)* and the *Accounting Methods and Reporting Guidelines for Greenhouse Gas Emissions from Public Building Operators (Enterprises) (Trial)* issued by the Ministry of Ecology and Environment of the People's Republic of China. The calculation of emissions of refrigerants refers to the global warming potential value of the IPCC *Fifth Assessment Report on Climate Change*. The calculation of tree emission reduction refers to the emission reduction coefficient of the Environmental Protection Department's *Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes)* in Hong Kong. The calculation method of greenhouse gas (Scope 2) emission data refers to the national grid average emission factor in the *Notice on the Work Related to the Management of Greenhouse Gas Emissions Reporting of Power Generation Enterprises in 2023-2025* issued by the Ministry of Ecology and Environment of the People's Republic of China and the latest annual emission factor of purchased electricity published by CLP Power Hong Kong in the 2022 Sustainability Report.

⁶ All hazardous wastes generated are recycled and disposed of by qualified third-party agencies.

⁷ The non-hazardous waste produced is classified and stored in a special recycling place, and the domestic waste is regularly cleaned and transported by a third-party agency.

⁵ 溫室氣體(範圍一)排放數據的計算方法參考中華人民共和國生態環境部發佈的《陸上交通運輸企業溫室氣體排放核算方法與報告指南(試行)》及《公共建築運營單位(企業)溫室氣體排放核算方法和報告指南(試行)》,製冷劑/混合劑使用排放計算參考IPCC《氣候變遷第五次評估報告》的全球變暖潛能值,樹木減排計算參考環境保護署《香港建築物(商業、住宅或公共用途)的溫室氣體排放及減除的核算和報告指引》的減排系數。溫室氣體(範圍二)排放數據的計算方法參考中國生態環境部發佈的《關於做好2023-2025年發電行業企業溫室氣體排放報告管理有關工作的通知》中的全國電網平均排放因子及中華電力在2022年度可持續發展報告發布最新的年度外購電力排放因子。

⁶ 所產生的有害廢棄物全部交由協力廠商具資質機構回收處置。

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



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6.2. Social Performance Indicators

6.2. 社會績效指標

		單位 Unit	二零二二年 2022
Number of employees (as of 31 December 2022)			
員工數目 (截至二零二二年十二月三十一日)			
Number of Employees by Gender 按性別劃分	Male 男性	Person 人	1,665
	Female 女性	Person 人	714
Number of Employees by Employment Type 按僱傭類型劃分	Full-time 全職	Person 人	2,379
	Part-time 兼職	Person 人	0
	< 30 years old <30歲	Person 人	1,189
Number of Employees by Age Group 按年齡組別劃分	30-50 years old 30-50歲	Person 人	1,120
	> 50 years old >50歲	Person 人	70
	Mainland China 中國內地	Person 人	2,354
Number of Employees by Geographical Region 按地區劃分	Hong Kong 香港	Person 人	25
	Employee turnover rate⁸		
員工流失率⁸			
Employee Turnover Rate by Gender 按性別劃分	Male 男性	%	48.77
	Female 女性	%	12.32
Employee Turnover Rate by Age Group 按年齡組別劃分	< 30 years old <30歲	%	18.92
	30-50 years old 30-50歲	%	59.11
	> 50 years old >50歲	%	18.57
Employee Turnover Rate by Geographical Region 按地區劃分	Mainland China 中國內地	%	38.06
	Hong Kong 香港	%	16.00
Safety			
安全			
Number of Work-Related Fatalities 因工作關係而死亡的人數		Person 人	0
Rate of Work-Related Fatalities 因工作關係而死亡的比率		%	0
Lost Days due to Work Injury 因工傷損失工作日數		Days 天	0
Percentage of employees trained⁹			
受訓員工百分比⁹			
By Gender 按性別劃分	Male 男性	%	69.98
	Female 女性	%	30.02
By Employee Category 按僱員類別劃分	Senior Management 高層	%	0.63
	Middle Management 中層	%	2.87
	General Staff 基層	%	96.50

⁸ The calculation formula of employee turnover rate of each category is: the number of employee turnover of the category during the Reporting Period/total number of employees of the category as of the end of the Reporting Period x 100%.

⁸ 各類別的員工流失率計算公式為：本報告期內該類別的員工流失人數/截至本報告期末該類別的總員工人數x 100%。

⁹ The calculation formula of the percentage of employees trained in each category is: the number of employees trained in the category/ the total number of employees trained as at the end of the Reporting Period x 100%.

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



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		單位 Unit	二零二二年 2022
Average training hours completed per employee¹⁰			
每名員工完成受訓的平均時數 ¹⁰			
By Gender	Male	Hours	6.00
按性別劃分	男性	小時	
	Female	Hours	3.80
	女性	小時	
By Employee Category	Senior Management	Hours	3.00
按僱員類別劃分	高層	小時	
	Middle Management	Hours	5.00
	中層	小時	
	General Staff	Hours	5.37
	基層	小時	
Number of suppliers by geographical region			
按地區劃分的供應商數目			
Beijing		Units	5
北京		個	
Guangdong		Units	336
廣東		個	
Hubei		Units	2
湖北		個	
Hunan		Units	3
湖南		個	
Jiangsu		Units	3
江蘇		個	
Fujian		Units	2
福建		個	
Shaanxi		Units	2
陝西		個	
Shanghai		Units	6
上海		個	
Chongqing		Units	1
重慶		個	
Sichuan		Units	1
四川		個	
Henan		Units	1
河南		個	
Hong Kong		Units	2
香港		個	
Tibet		Units	1
西藏		個	
Other regions (Heilongjiang and Tianjin)		Units	6
其他地區(黑龍江和天津)		個	
Quality			
質量			
Percentage of Total Products Sold or Shipped Subject to Recalls for Safety and Health Reasons		%	0
因安全與健康理由而須重建或退回的發展項目的百分比			
Complaint			
投訴			
Number of Products and Service-Related Complaints Received		Case	964
接獲有關產品及服務的投訴數目		宗	
Percentage of Resolved Complaints		%	99.60%
投訴解決率			
Number of Corruption Cases			
貪污訴訟案件數目			
Number of concluded legal cases regarding corrupt practices brought against the Group or its employees		Case	0
對本集團或其員工提出並已審結的貪污訴訟案件的數目		宗	

¹⁰ The calculation formula of average training hours per employee for each category is: the total training hours of employees of the category/the total number of employees of the category.

¹⁰ 各類型的每名員工平均受訓時數計算公式為：該類型的員工受訓總時數/該類別總員工人數。



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Appendix I Laws And Regulations

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

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

Emissions

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

Employment

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

Health and Safety

Production Safety Law of the People's Republic of China
Law of the People's Republic of China on the Prevention and Control of Occupational Diseases
Fire Control Law of the People's Republic of China
Emergency Response Law of the People's Republic of China
Measures for the Determination of Work-related Injuries
Regulation on Work-Related Injury Insurance
The Administrative Regulations on the Work Safety of Construction Projects
Provisions on the Administration of Occupational Health at Workplaces
Administrative Measures for Emergency Plans for Production Safety Accidents
Regulations on the Reporting, Investigation and Disposition of Work Safety Accidents

Labour Standards

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

Product Responsibilities

Standardisation Law of the People's Republic of China
Product Quality Law of the People's Republic of China
Advertising Law of the People's Republic of China
Administrative Measures for Internet-based Information Services
Law of the People's Republic of China on the Protection of Consumer Rights and Interests
Construction Law of the People's Republic of China
Uniform Standards for Construction Quality Acceptance of Building Engineering
Mandatory Provisions for Construction Standards of the People's Republic of China
Engineering Measurement Specification
Regulation on the Quality Management of Construction Projects

Anti-corruption

Criminal Law of the People's Republic of China
Anti-Money Laundering Law of the People's Republic of China
Anti-Unfair Competition Law of the People's Republic of China
Prevention of Bribery Ordinance
Company Law of the People's Republic of China
Anti-Monopoly Law of the People's Republic of China
Law of the People's Republic of China on Bid Invitation and Bidding
Regulation on the Implementation of the Bidding Law of the People's Republic of China
Supervision Law of the People's Republic of China

附錄一 法律法規

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

與香港聯交所《ESG指引》的披露層面相關並對本集團有重大影響的法律法規

排放物

《中華人民共和國環境保護法》
《中華人民共和國固體廢物污染環境防治法》

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

僱傭

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

健康與安全

《中華人民共和國安全生產法》
《中華人民共和國職業病防治法》

《中華人民共和國消防法》
《中華人民共和國突發事件應對法》
《工傷認定辦法》
《工傷保險條例》
《建設工程安全生產管理條例》
《工作場所職業衛生管理規定》
《生產安全事故應急預案管理辦法》
《生產安全事故報告和調查處理條例》

勞工準則

《中華人民共和國未成年人保護法》
《禁止使用童工規定》

產品責任

《中華人民共和國標準化法》
《中華人民共和國產品質量法》
《中華人民共和國廣告法》
《互聯網信息服務管理辦法》
《中華人民共和國消費者權益保護法》
《中華人民共和國建築法》
《建築工程施工質量驗收統一標準》
《中華人民共和國工程建設標準強制性條文》
《工程測量規範》
《建設工程質量管理條例》

反貪污

《中華人民共和國刑法》
《中華人民共和國反洗錢法》
《中華人民共和國反不正當競爭法》
《防止賄賂條例》
《中華人民共和國公司法》
《中華人民共和國反壟斷法》
《中華人民共和國招標投標法》
《中華人民共和國招標投標法實施條例》
《中華人民共和國監察法》



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環境、社會及管治報告

Appendix II Content Index of ESG Guide

附錄二《環境、社會及管治報告指引》內容索引

Content 內容		Reference Chapter/Remarks 披露章節／解釋
A. Environmental A. 環境		
A1: Emissions A1: 排放物	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料
A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放資料	4.2 Green Construction, 4.3 Green Community 4.2 綠色施工、 4.3 綠色社區
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)。	6.1. Environmental Performance Indicators 6.1. 環境績效指標
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)	6.1. Environmental Performance Indicators 6.1. 環境績效指標
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)	6.1. Environmental Performance Indicators 6.1. 環境績效指標
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。	4.2 Green Construction, 4.3 Green Community, 6.1. Environmental Performance Indicators 4.2 綠色施工、 4.3 綠色社區、 6.1. 環境績效指標
A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps are taken to achieve them. 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	4.2 Green Construction, 4.3 Green Community, 6.1. Environmental Performance Indicators 4.2 綠色施工、 4.3 綠色社區、 6.1. 環境績效指標



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Content 內容			Reference Chapter/Remarks 披露章節／解釋
A2: Use of Resources A2：資源使用	General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water, and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策	4.2 Green Construction, 4.3 Green Community 4.2 綠色施工、 4.3 綠色社區
	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)	6.1. Environmental Performance Indicators 6.1. 環境績效指標
	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)	6.1. Environmental Performance Indicators 6.1. 環境績效指標
	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。	4.2 Green Construction, 4.3 Green Community 4.2 綠色施工、 4.3 綠色社區
	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。	4.3 Green Community 6.1. Environmental Performance Indicators 4.3 綠色社區 6.1. 環境績效指標
	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)每生產單位估量	* The use of packaging materials for finished products is not relevant to the Group's business * 製成品的包裝材料使用與本集團業務不相關
A3: The Environment and Natural Resources A3：環境及天然資源	General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策	4.1 Green Design, 4.2 Green Construction, 4.3 Green Community 4.1 綠色設計、 4.2 綠色施工、 4.3 綠色社區
	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	4.1 Green Design, 4.2 Green Construction, 4.3 Green Community 4.1 綠色設計、 4.2 綠色施工、 4.3 綠色社區
A4: Climate Change A4：氣候變化	General Disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策	4. Environmental Protection 4. 共護環境
	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	4. Environmental Protection 4. 共護環境



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內容

B. Social

B. 社會

Content	Reference Chapter/Remarks
內容	披露章節／解釋
B1: Employment B1: 僱傭	5.1 Talent Attraction, 5.2 Talent Retention 5.1 人才吸納、 5.2 人才保留
General Disclosure 一般披露	
Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	
B1.1	6.2.Social Performance Indicators 6.2.社會績效指標
Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數	
B1.2	6.2.Social Performance Indicators 6.2.社會績效指標
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	
B2: Health and Safety B2: 健康與安全	5.3 Employees' Safety and Health 5.3 員工安全與健康
General Disclosure 一般披露	
Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障員工避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	
B2.1	6.2.Social Performance Indicators 6.2.社會績效指標
Number and rate of work-related fatalities occurred in each of the past three years including the reporting year. 過去三年(包括匯報年度)因工作關係而死亡的人數及比率	
B2.2	6.2.Social Performance Indicators 6.2.社會績效指標
Lost days due to work injury. 因工傷損失工作日數	
B2.3	6.2.社會績效指標 5.3 Employees' Safety and Health 5.3 員工安全與健康
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	5.2 Talent Retention 5.2 人才保留
General Disclosure 一般披露	
Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升員工履行工作職責的知識及技能的政策。描述培訓活動	
B3.1	6.2.Social Performance Indicators 6.2.社會績效指標
The percentage of employees trained by gender and employee category (e.g., senior management, middle management). 按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比	
B3.2	6.2.Social Performance Indicators 6.2.社會績效指標
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	



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Content 內容			Reference Chapter/Remarks 披露章節／解釋
B4: Labour Standards B4：勞工準則	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	5.1 Talent Attraction, 5.2 Talent Retention 5.1 人才吸納、 5.2 人才保留
		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	5.1 Talent Attraction, 5.2 Talent Retention 5.1 人才吸納、 5.2 人才保留
		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	During the Reporting Period, there was no reported case of child labour and forced labour in the Group. 於本報告期內，本集團並未發生聘用童工和強制勞工的違規情況。
		B5: Supply Chain Management B5：供應鏈管理	General Disclosure 一般披露
B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目	6.2.Social Performance Indicators 6.2.社會績效指標	
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、以及有關慣例的執行及監察方法	3.4 Sustainable Supply Chain 3.4 可持續供應鏈	
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	3.4 Sustainable Supply Chain 3.4 可持續供應鏈	
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。	3.4 Sustainable Supply Chain 3.4 可持續供應鏈	



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內容

B6: Product Responsibility
B6 : 產品責任

General Disclosure
一般披露

Information on:
(a) the policies; and
(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.

有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的：

- (a) 政策；及
- (b) 遵守對發行人有重大影響的相關法律及規例的資料

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

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

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

B6.4 Description of quality assurance process and recall procedures.

描述質量檢定過程及產品回收方式

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

Reference Chapter/Remarks

披露章節／解釋

3.1. Creating New Communities,
3.2. Customer-centric Approach,
3.3. Fighting the Pandemic Together

* The labelling of products and services is not relevant to the Group's business

3.1. 創建全新社區、
3.2. 提升客戶體驗、
3.3. 攜手齊心抗疫情

* 產品和服務的標籤與本集團業務不相關

6.2. Social Performance Indicators

6.2. 社會績效指標

3.2. Customer-centric Approach,

6.2. Social Performance Indicators

3.2. 提升客戶體驗、
6.2. 社會績效指標

3.2. Customer-centric Approach

3.2. 提升客戶體驗

3.1. Creating New Communities,

3.2. Customer-centric Approach

* Product recall methods are not relevant to the Group's business

3.1. 創建全新社區、
3.2. 提升客戶體驗

* 產品回收方式與本集團業務不相關

3.2. Customer-centric Approach

3.2. 提升客戶體驗



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Content 內容			Reference Chapter/Remarks 披露章節／解釋
B7: Anti-Corruption B7: 反貪污	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (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	2.4 Compliance Operation 2.4 合規經營
	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	6.2. Social Performance Indicators 6.2. 社會績效指標
	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方式，以及相關執行及監察方法	2.4 Compliance Operation 2.4 合規經營
	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	2.4 Compliance Operation 2.4 合規經營
B8: Community Investment B8: 社區投資	General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策	3.3. Fighting the Pandemic Together, 3.5 Community Investment 3.3. 攜手齊心抗疫情、 3.5 社區投資
	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)	3.3. Fighting the Pandemic Together, 3.5 Community Investment 3.3. 攜手齊心抗疫情、 3.5 社區投資
	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)	3.3. Fighting the Pandemic Together, 3.5 Community Investment 3.3. 攜手齊心抗疫情、 3.5 社區投資



L.gem 綠景(中國)地產投資有限公司
LVGEM (CHINA) REAL ESTATE INVESTMENT COMPANY LIMITED

(於開曼群島註冊成立之有限公司)

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