



金地商置

Gemdale Properties & Investment

Gemdale Properties and Investment Corporation Limited

金地商置集團有限公司*

(Incorporated in Bermuda with limited liability)

(於百慕達註冊成立之有限公司)

(Stock Code 股份代號: 535)

* For identification purpose only 僅供識別

2023

Environmental, Social and Governance Report

環境、社會及管治報告



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ABOUT THE REPORT

Reporting Principle

This Environmental, Social and Governance (“**ESG**”) Report (the “**Report**”) has been prepared in accordance with the ESG Reporting Guide (the “**Reporting Guide**”) set out in Appendix C2 to the Main Board Listing Rules of The Hong Kong Exchanges and Clearing Limited, which covers ESG issues related to property development, property investment and management businesses of Gemdale Properties and Investment Corporation Limited (the “**Company**” or “**Gemdale Properties**”, together with its subsidiaries, the “**Group**”) in Chinese Mainland from 1 January 2023 to 31 December 2023 (the “**Reporting Period**” or “**FY2023**”).

Reporting Scope

The projects covered herein are the same in nature for the year and the prior year, which are relevant to our real estate subsidiaries, and thus the types of ESG risks that Gemdale Properties may be exposed to remain unchanged. Considering that the size of projects and operational scales have direct effects on the Group’s revenue, we decided to identify the reporting scope based on revenue in order to ensure the projects covered in the Report reflect the core business of the Group and major ESG risks of the Group.

Unless otherwise specified, the environmental and social KPIs disclosed in the Report only cover seven major real estate subsidiaries managed by the Group, namely Xuzhou Hongdi Real Estate Development Co., Ltd. (“**Xuzhou Hongdi**”), Jiaxing Jintong Real Estate Development Co., Ltd. (“**Jiaxing Jintong**”), Shanghai Aohui Real Estate Co., Ltd. (“**Shanghai Aohui**”), Taiyuan Yingyuan Property Development Company Limited (“**Taiyuan Yingyuan**”), Nanjing Weipan Real Estate Development Co., Ltd. (“**Nanjing Weipan**”), Nanjing Viseen Real Estate Development Co., Ltd. (“**Nanjing Viseen**”) and Viseen (Shenzhen) Software Technology Co., Ltd. (“**Shenzhen Viseen**”), which together represented more than 75% of the Group’s revenue in FY2023.

As compared to 2022, Xuzhou Weisheng, Shanghai Zhongjun and Beijing Gemdale Xingyuan has been excluded while Nanjing Weipan, Jiaxing Jintong, Shanghai Aohui and Taiyuan Yingyuan has been included in the scope this year, which are the four major projects of this year to reflect the Group’s actual and specific sustainable development.

關於本報告

報告原則

本環境、社會及管治報告（「**本報告**」）根據香港交易及結算所有限公司主版上市規則附錄C2所載之《環境、社會及管治報告指引》（「**報告指引**」）而編製，涵蓋金地商置集團有限公司（「**本公司**」、「**金地商置**」），連同其附屬公司統稱「**集團**」或「**本集團**」於二零二三年一月一日至二零二三年十二月三十一日期間（「**報告期間**」、「**2023年財政年度**」）在中國大陸與物業發展、物業投資及管理業務相關的环境、社會及管治（「**ESG**」）事宜。

報告範圍

本年度所涵蓋的項目的性質與上年度一致，均屬於房地產項目子公司，因此金地商置可能承受的ESG風險類型並沒有改變。而考慮到項目大小及營運規模會直接影響到集團的營業額，為確保本報告所覆蓋的項目能夠代表本集團業務的核心以及包含本集團主要的ESG相關風險，我們選擇以營業額界定報告範圍。

本報告披露的環境與社會績效指標，除非另有說明，只覆蓋由集團管理的七個主要房地產項目子公司，包括徐州鴻迪房地產開發有限公司（「**徐州鴻迪**」）、嘉興金桐房地產開發有限公司（「**嘉興金桐**」）、上海奧匯置業有限公司（「**上海奧匯**」）、太原穎沅房地產開發有限公司（「**太原穎沅**」）、南京威磐房地產開發有限公司（「**南京威磐**」）、南京威新房地產開發有限公司（「**南京威新**」）及深圳威新軟件科技有限公司（「**深圳威新**」），共佔本集團2023年財政年度超過百分之七十五的營業額。

本年度所覆蓋的範圍對比2022年度剔除徐州威盛、上海仲駿、及北京金地興遠，同時加入南京威磐、嘉興金桐、上海奧匯、太原穎沅四個本年度為較主要的項目，以展現集團實際和具體的可持續發展狀況。

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Reporting Principles

The report is prepared on the basis of four major reporting principles outlined in the Reporting Guide, including “quantitative”, “consistency”, “materiality” and “balance”:

報告原則

我們應用報告指引中的四大匯報原則包括「量化」、「一致性」、「重要性」及「平衡」編寫本報告：



Quantitative
量化

To present the ESG performance of the Group in a more objective manner, and to help stakeholders understand and conduct comparisons, we provide information through quantitative methods whenever possible. In accordance with the Reporting Guide, relevant social and environmental data will be collected by our real estate subsidiaries within the reporting scope and will then be reviewed by relevant departments before aggregation. The standards, methods and assumptions (if applicable) used in data calculation are stated in relevant sections.

為更客觀地展示本集團的ESG表現，方便持份者了解和進行比對，我們在可行的情況下會以量化方式提供訊息，並根據報告指引，由報告範圍內的地產項目子公司收集相關社會及環境數據，經有關部門審閱後進行匯總。數據計算標準、方法及假設（如適用）已在相關章節列明。



Consistency
一致性

Unless otherwise specified, the data in this Report are calculated using the same method as prior year, with same statistical and conversion mechanism to ensure comparability across financial years. For the changes in the aforesaid scope of coverage, we use “intensity calculation” as the basis for data comparison to increase the comparability of environmental data.

報告的數據計算，除非另有說明，方法與去年一致，沿用相同的數據統計和換算方法，以確保不同財政年度之間的可比性。針對前述報告覆蓋範圍的改變，我們會以「密度」作為數據比較的基礎，以增加環境數據的可比性。



Materiality
重要性

To identify key issues of the year through analysing business development of the Group, industry and market trends, and communications with the stakeholders. Details can be referred in section “Materiality Assessment”.

透過分析行業市場趨勢、集團營運發展，以及與持份者溝通和交流，識別出本年度的重要性議題，詳情可以參考「重要性評估」章節。



Balance
平衡

To report ESG performance of the Group without bias.

不偏不倚呈報集團在ESG方面的表現。

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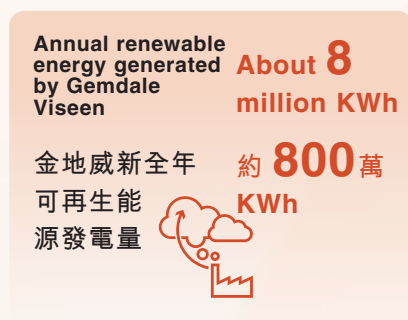
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Summary

As an enterprise principally engaged in provision of real estate and related products and services, Gemdale Properties strives to provide products and services that are scientific-based, high quality and cost-effective. Therefore, the technologies, processes and procedures adopted by the Group are designed to make the production mode of its products and services greener and more environmentally friendly. In addition, given high importance to cultivation of talents and provision of benefits, the Group continues to adopt an effective human resource policy to attract and retain talents, and provide proper trainings for its employees to improve their quality. At the same time, the Group recognises the importance of corporate social responsibilities. It has been actively encouraging its employees to take part in charitable activities in ordinary session.

摘要

金地商置作為一家以提供房地產及相關產品和服務為主的企業，力爭所提供的產品和服務是科學、高質量和高性價比的。因此，集團所採用的技術、工藝和流程等都力圖使其產品和服務的生產方式變得更綠色、更環保。並且，集團非常重視人才的培養和福利，持續透過有效的人力資源政策吸引和保留人才，為員工提供合適培訓，提高僱員質素。同時，集團深知企業社會責任的重要性，在平時積極鼓勵員工參與慈善活動。



Management Approach for Sustainable Development

The Group places high emphasis on sustainable development and is committed to boosting its sustainability performance in various aspects. In order to promote sustainable development and improve its ESG management more effectively, the Group

可持續發展管理方針

集團高度重視可持續發展並致力於各個層面強化有關方面的表現。為更有效推動可持續發展工作、加強ESG範疇管理，集團已制定可持續發展管治架構。作為集團企業管治體系最高層級，董事會肩負

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has established a sustainable development and governance structure. The board of directors of the Company (the “**Board**”), being the highest level in corporate governance structure of the Group, is responsible for the overall ESG strategies of the Group and reporting thereon, determination of ESG development direction and goals and supervision on the progress. In order to facilitate the management of daily ESG issues, the Board as a convener, has established an ESG working group consisting of the representatives of the capital management department, legal department and financial management department. The working group shall coordinate with each subsidiary and department within the Group and implement corresponding policies and measures according to the ESG development direction as determined by the Board. At the same time, it is responsible to collect relevant environmental and social information and data, monitor usage, emissions, targets and other indicators, and evaluate the effectiveness of sustainable development strategies. The ESG working group is committed to effectively addressing various ESG issues through close communication on a daily basis, with key discussions including, but not limited to, reviewing and advising management on emerging ESG development; providing guidance on the environmental and social impacts of the Company’s business; determining the reporting guidelines for the ESG report; defining the scope of the ESG report; and monitoring the completeness and compliance of the content of the ESG report and submitting it to the Board for approval.

集團整體ESG策略及匯報的責任，制定ESG發展方向及目標，並監督相關進度。而為促進集團日常ESG事項的管理，本公司董事會（「**董事會**」）擔任總召集人，成立了一個ESG工作團隊，成員包括資本管理部、法務監察部及財務管理部的代表。團隊將協調集團內部各單位及部門，按照董事會所制定的ESG發展方向落實相應政策措施；同時亦負責收集與環境及社會相關的資料和數據，並監控使用量、排放量、目標、其他指標以及評估可持續發展戰略的有效性。ESG工作團隊致力於通過維持日常的緊密溝通來有效解決各種ESG議題，主要討論事項包括但不限於審視新的環境、社會及管治的發展趨勢，並向管理層提供建議；就公司業務對環境及社會的影響提供指引；決定ESG報告的匯報準則；界定ESG報告的報告範圍；以及監察ESG報告內容的完整性及合規性，並提呈董事會批准。

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Besides, in order to ensure that the Group's operations comply with ESG-related laws and regulations, the working group reviews and evaluates all important risk management and internal control measures on a regular basis, keeping track of deviations, promoting rectifications and improvements to meet relevant regulatory requirements. In daily operation and management, the representatives of the capital management department, the legal department and the financial management department communicate frequently through telephone, WeChat, e-mail, etc., in order to achieve the objectives set by the Board for various ESG indicators.

此外，為確保集團營運符合ESG相關的法律法規，團隊定期進行內部審查及評估所有重要的風險管理及內部監控措施，查找內控差距以推動整改提升，達到相關法規要求。在日常經營管理中，資本管理部、法務監察部及財務管理部的代表經常通過電話、微信、郵件等方式進行溝通，務求達到董事會對ESG各項指針設定的目標。

Board of directors 董事會

Responsible for the overall ESG strategies of the Group and reporting thereon, determination of ESG development direction and goals and supervision on the progress

肩負集團整體ESG 策略及彙報的責任，制定ESG 發展方向及目標，並監督進度

ESG working group ESG工作團隊

Implement ESG-related policies and measures, collect relevant information and data, evaluate the effectiveness of sustainable development strategies and carry out regular internal review

落實ESG 政策措施，收集相關的資料和數據，評估可持續發展戰略的有效性，定期進行內部審查

Other functional departments 其他業務部門

Execute ESG-related policies and measures, control the usage, emission and other important indicators in ordinary business operations

於日常運營層面執行ESG 政策措施，控制使用量、排放量及其他重要指標

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The existing risk assessment and internal control systems also cover ESG-related risks. Taking into account the business position, market conditions, financial and operational performance and internal procedures, the Group regularly assesses, reviews and identifies potential risks, and adjusts or develops relevant policies and implements control measures. The progress of risk assessment and internal monitoring and control as well as updates on regulations are reported to management and the Board on a regular basis, with a view to assisting them in determining short-term and medium-to-long term performance, goals and strategies for the Group. This ESG report will also be submitted to the Board for review to ensure its compliance with the regulations and alliance with the vision and principles of Gemdale Properties.

Currently, we require management to take into account relevant ESG factors in the ordinary course of business and operations as key factors, thus improving the overall performance of the Group as well as catering for the needs of stakeholders. Relevant data are also disclosed in the ESG report published annually to strengthen our external stakeholders' understanding of the Group's ESG performance.

In regard to monitoring of effectiveness of our risk management and internal control systems, please refer to the section headed "Risk Management and Internal Control" in the "Corporate Governance Report" of the Group which was set out in the Annual Report of the Company.

Sustainable Development Strategy

In order to better capitalise on the opportunities arising from sustainable development and meet the challenges brought therefrom, the Group has developed sustainable development strategy, focusing on the following three major scopes:

1. Operating principle: adhere to rigid standards for corporate ethics to develop quality property projects with the aim to creating values for communities and its customers in long run
2. People-oriented: value talents, provide career development opportunities to employees and care for their welfare
3. Care for the environment: advocate green operation and natural resource conservation to minimise its effect on the environment

而既有的風險評估及內部監控系統亦已經覆蓋到 ESG 相關風險。本集團通過對自身業務狀況、市場環境、財務及營運表現、內部流程等進行綜合考慮，定期評估、覆核、識別出潛在的風險並調整或建立相關政策和執行控制措施。風險評估及內部監控工作進度、法規更新情況會定期匯報至管理層及董事會，以協助他們擬定本集團短期及中長期的表現、目標和策略。此 ESG 報告也會交給董事會作審閱，確保其合規性和符合金地商置的理念、原則。

現時，我們要求管理層將 ESG 相關元素納入日常業務營運中，成為重點考慮因素，從而提升本集團整體表現，亦顧及各持份者的需要。我們也會在每年發佈的 ESG 報告中披露有關的數據，讓外部持份者更了解本集團的 ESG 狀況。

關於對風險管理及內部監控系統成效的監測，請參考載於本公司年報內本集團「企業管治報告」中的「風險管理及內部監控」部分。

可持續發展策略

為更好把握可持續發展帶來的機遇及應對相關挑戰，集團已制定初步可持續發展策略，圍繞以下三個主要範疇：

1. 營運之道：秉持嚴格企業道德，發展優質房地產項目，為社區及客戶創造長遠價值
2. 以人為本：重視人才，為員工提供發展機會，關注員工福祉
3. 愛護環境：支持綠色營運，保護天然資源，減低對環境的影響

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STAKEHOLDER ENGAGEMENT

We attach great importance to stakeholders' interests, concerns and opinions, and hope to formulate precise strategies pertinent to sustainable development. In the ordinary course of business, our functional departments have been maintaining two-way close communication and coordination with our stakeholders. On one hand, to be informed of their valued views, feedback and expectations on the Group's operations and; on the other hand, to report to them the current ESG performance of the Group and how we have responded to their needs. Based on the extent and nature of engagement of all stakeholders in the Group's operation and considering the level of impact our business has on them and vice versa, we have identified the following major groups of stakeholders and built long-term and continuous communication channels:

持份者參與

我們很重視持份者的利益、關注和意見，並希望制定具針對性的可持續發展戰略。在日常經營活動中，不同的業務部門一直與持份者保持雙向緊密溝通協調，一方面可以知悉他們對本集團營運的重要意見、回饋及期望；另一方面，我們可以在過程中匯報集團最近在ESG方面的表現和如何回應他們的需求。我們根據各持份者對本集團營運的參與度及性質，並考慮其受我們影響或對我們業務影響的程度，識別出以下較主要的持份者組別及建立長期並持續性的聯繫渠道：

Group of stakeholders 持份者組別	Long-term and continuous communication channels	長期持續性聯繫渠道
Shareholders and investors 股東及投資者	<ul style="list-style-type: none"> • Press releases and announcements • Annual and interim reports • Company website 	<ul style="list-style-type: none"> • 新聞稿及公告 • 年報及中期報告 • 公司網站
Employees 僱員	<ul style="list-style-type: none"> • Staff newsletters • Work performance assessment • Feedback collection • Staff activities • Intranet and email • Team-building activities 	<ul style="list-style-type: none"> • 員工通訊 • 工作表現評核 • 意見收集 • 員工活動 • 內聯網和電子郵件 • 團體合作活動
Service suppliers and partners 服務供應商及合作夥伴	<ul style="list-style-type: none"> • Performance assessment • Annual contract update and renewal • Company website • Investigations and meetings 	<ul style="list-style-type: none"> • 表現評估 • 年度合約更新及續約 • 公司網站 • 調查和會議
Communities 社區	<ul style="list-style-type: none"> • Charitable/volunteer activities • Company website 	<ul style="list-style-type: none"> • 慈善／義工活動 • 公司網站

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Group of stakeholders 持份者組別	Long-term and continuous communication channels	長期持續性聯繫渠道
Customers 客戶	<ul style="list-style-type: none"> • Customer satisfaction surveys • Customer service hotline • Company website • Annual and interim reports 	<ul style="list-style-type: none"> • 客戶滿意度調查 • 客戶服務熱線 • 公司網站 • 年報及中期報告
Media 媒體	<ul style="list-style-type: none"> • Press releases and announcements • Annual and interim reports • Interviews 	<ul style="list-style-type: none"> • 新聞稿及公告 • 年報及中期報告 • 採訪
Government authorities/regulators 政府部門／監管機構	<ul style="list-style-type: none"> • Annual and interim reports • Statutory documents 	<ul style="list-style-type: none"> • 年報及中期報告 • 法定文件

MATERIALITY ASSESSMENT

With the opinions collected through the above communication channels, and taking reference to the key concerns of our peers relating to sustainable development, international reporting standards and operation environment, we have identified 30 ESG issues, covering environment, employment and labour, operation and communities.

Considering stakeholders' willingness to participate in communication in relation to sustainable development, the working group strategically arranged further communication and surveys to targeted internal and external stakeholders, so that they can evaluate the importance or relevance of each issue to the Group. Subsequently, we built materiality matrix by ranking the issues according to their total scores and our quantitative analysis. After consolidating the results of internal consultation and considerations with reference to the materiality disclosure of our peers, we selected 9 out of 30 issues as key issues, 16 as important issues and 5 as secondary issues of the Report, with results to be reviewed by the Board. Higher emphasis will be put on disclosure of matters relating to key issues in the Report.

重要性評估

我們透過上述的溝通渠道得到的意見，加上參考同業的可持續發展關注議題、國際報告標準和營運環境，歸納出30項ESG議題，涵蓋環境、就業和勞工、運營及社區。

根據持份者參與可持續發展溝通的意願，工作小組有策略性地向重點內部及外部持份者包括客戶、員工、供應商、管理層等進行進一步溝通和問卷調查，讓他們為每一項議題對集團的重要性或相關性進行評分，我們按照匯總分數和量化分析進行排序，然後建立重要性矩陣。在結合內部諮詢及考慮、參考同行企業的重要性議題披露，確定從30項議題中選擇9項作為本報告的關鍵議題、16項重要議題和5項次要議題，結果交由董事會審議。關鍵議題將會是本報告的披露重點。

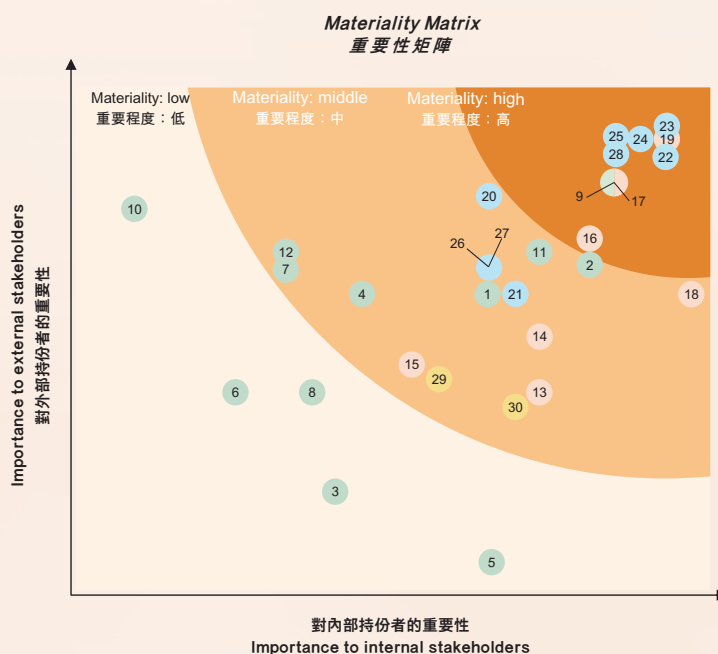
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Compared to that of 2022, the importance to certain issues was changed: 與2022年相比，部分議題的重要程度有所改變：



The result of materiality assessment for 2023 is as follows: 2023年的重要性評估結果如下：



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No. 編號	Material ESG Issues	重大環境、社會及管治事宜
	<i>Care for the environment</i>	愛護環境
1	Air pollution emissions	空氣污染排放
2	Sewage discharge	污水排放
3	Greenhouse gas emissions	溫室氣體排放
4	Production, disposal and/or recycling of hazardous waste	廢物的產生、處理和／或回收
5	Energy utilisation and efficiency	能源使用及效率
6	Renewable energy	可再生能源
7	Water utilisation and efficiency	水源使用及效率
8	Packaging materials utilisation	包裝物料使用
9	Quality and safety of fitting out	裝修質量與安全
10	Noise and dust from construction projects	建築項目的噪音及塵土
11	Indoor air quality	室內空氣品質
12	Climate change adaptation	適應氣候變化
	<i>People-oriented</i>	以人為本
13	Recruitment and dismissal	招聘和解僱
14	Compensation and benefit	薪酬及福利
15	Working hours and rest periods	工作時數與假期
16	Diversity, equal opportunity and anti-discrimination	多元化、平等機會及反歧視
17	Occupational health and safety	職業健康與安全
18	Training and development	培訓和發展
19	Prevention of child labour or forced labour	防止童工或強制勞工
	<i>Operating principle</i>	營運之道
20	Environmental and social risks management of supply chain	供應鏈的環境和社會風險管理
21	Environmentally friendly products and services utilisation	環保產品及服務的使用
22	Quality and safety of construction and fitting out projects	建築及裝修項目的品質與安全
23	Customer safety	顧客安全
24	Customer service quality (including complaints follow-up mechanism)	客戶服務質量(包括投訴跟進機制)
25	Information protection and privacy	資料保障和私隱
26	Intellectual property	知識產權
27	Advertising and labelling	廣告和標籤
28	Anti-corruption, bribery, extortion, fraud and money laundering	反貪污、賄賂、勒索、欺詐和洗黑錢
	<i>Community development</i>	社區發展
29	Community development support	支援社區發展
30	Community activities participation	參與社區活動

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OPERATING PRINCIPLE

The Group regards creating values for the cities where it operates as its mission and is committed to developing quality property projects. To this end, in the course of its operation, the Group adheres to rigid standards of business ethics and integrity, priorities customer interests and safety, and manages supply chain efficiently.

1.1. Product Responsibility

Health and safety quality of property projects

With great emphasis on the health and safety of our customers, the Group has taken all necessary steps to ensure the quality of its property projects. For example, the Group has been conducting inspections on the quality of its property projects as well as its contractors and suppliers and their work, services and materials provided on a regular basis, to ensure the quality meets the requirement of Regulations on the Administration of Quality of Construction Works in China. If there are significant changes or severe quality issues of a contractor or a supplier, the Group may suspend the projects or the deliveries of such contractor or supplier at any time and remove them from the list of qualified suppliers in order to ensure the reliable quality of our projects. When selecting building materials, the Group also takes their effects on human health into consideration and complies with relevant national environmental regulations and requirements (including the requirements of GB-50325-2001D, Code for Indoor Environmental Pollution Control of Civil Building Engineering), ensuring that the materials do not impose negative effect on residents' health. The Group attaches great importance to the repair and maintenance of its property projects. Apart from requiring contractors to sign a maintenance service undertaking to fulfil their responsibilities of repair and maintenance, the Group also provides training and education on maintenance service etiquette to contractors' maintenance staff when necessary to ensure that their quality meet the Group's requirements.

營運之道

本集團肩負為城市精築價值的使命，致力發展高質素的房地產項目。為此，本集團於營運過程中秉持嚴格商業道德，恪守廉潔原則，以客戶利益及安全為最大依歸，並高效管理供應鏈。

1.1. 產品責任

房地產項目健康與安全品質

本集團高度重視客戶的健康與安全，並採取一切必要措施確保房地產項目的質量。例如，本集團對房地產項目進行長期品質監管，定期對承建商和供應商及其工作、服務、提供的物料等進行檢查，確保項目質量能夠符合中國《建設工程質量管理條例》的要求。倘若承建商或供應商出現重大改變或發生嚴重品質問題，本集團可隨時暫停有問題之承建商的工程或供應商之付運，及取消其作為合格供應商的資格，以確保本公司項目品質之可靠。項目於物料選用上亦會考慮到其對健康的影響，均要符合國家綠色環保相關規範要求（包括《民用建築工程室內環境污染控制規範》GB-50325-2001D的規定），確保不會對用戶健康造成負面影響。本集團亦高度重視房地產項目的維修和保養，除了要求承建商簽訂維修服務承諾書履行工程修保責任外，亦於需要時向承建商的維修人員進行維修服務禮儀培訓教育，確保其水準達到本集團的要求。

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The Group has detailed rules in the field of service quality performance. To standardise the management behaviour, stick to the bottom line of quality and ensure construction quality, the Group has established a “red and yellow cards” warning mechanism to clarify red line behaviours and accountability measures. The Group has defined the behaviours that cause significant losses or hidden dangers to quality, safety, construction schedule and other aspects in the project management or not meeting the relevant management requirements of the Group as the project management red line behaviours. Each type of red line behaviours is classified and described in detail, and a set of corresponding points deduction standard has been established. For the red line behaviours in engineering management, the Group stipulates that the engineering customer service department, human resources administration, regional engineering customer service department, urban engineering customer service department, urban human resources administration department, urban operation management department and project centre are responsible for the inspection, criticism, warning and release, accountability and rectification. The Group has developed corresponding accountability measures for entities subject to different warnings (“**red and yellow cards**”). Taking the accountability of construction units as an example, the Group requires the units subject to the yellow card warning to rectify timely and stops its bidding for 3 months, and requires the units subject to the red card warning to stop work and perform rectification and stops its bidding for 6 months. If any entity is subject to yellow or red card warning, its score in the quarterly performance evaluation will be adversely affected. At the same time, the legal department of the Group performs routine audits and legal inspections according to the annual plan. During the routine audit process, spot checks have been carried out on the performance of the project contract and the construction according to the drawings, and rectification and improvement are advocated to ensure that the field construction complies with the contract and design requirements. Moreover, the Group entrusts a third-party research company to rate the service quality of the Group, the results of which are much higher than the industry average.

本集團對服務質量績效領域有詳細的規定。為規範管理行為，堅守質量底線，確保施工安全，集團建立了「紅黃牌」警示機制，明確紅線行為和問責辦法。集團將對於工程管理中對質量、安全、進度及其他維度造成重大損失、隱患或不符合集團相關管理要求的行為定義為工程管理紅線行為，同時對每個維度的紅線行為進行要點詳細分類、提供行為描述並制定相應的扣分標準。對於工程管理紅線，集團規定由總部工程客服部、總部人力行政中心、區域工程客服部、城市工程客服部、城市人力行政部、城市運營管理部和項目中心這些部門進行檢查、通報批評、警示下達與解除、問責和整改等。集團亦對收到不同警示（「紅黃牌」）的單位制定了相應的問責辦法。以施工單位問責為例，集團對收到黃牌警示的單位要求限期整改並停標3個月；而收到紅牌警示的單位則要求停工整頓並停標6個月。收到紅、黃牌將影響在季度履約表現評核中的評分。同時，集團法務監察部按年度計劃開展例行審計及法務巡檢。例行審計過程中對工程合同履約及按圖施工情況進行抽查並督促整改，確保現場施工符合合同約定及設計要求。且集團聘請第三方調研對集團服務質量進行評分，評分結果遠高於行業均值。

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In addition, the Group also requires property management companies to provide appropriate trainings for their staff to ensure that they have sufficient knowledge and skills to serve all customers. Property management companies shall provide their employees with external trainings on fire control, elevator management, electricians and other special jobs, so that they comply with the relevant government regulations such as the Regulation on Property Management issued by the Ministry of Commerce of the PRC to safeguard property occupiers.

The Group is committed to providing high quality property projects together with top-level services to meet the living, entertainment and business needs of our customers. The Group is widely recognised for its efforts and contributions to the property industry and its subsidiaries or projects have received various honours and certifications awarded by different institutions in 2023, including China Top 3 Industrial Mall Developers in terms of Comprehensive Strength, Guandian Index • 2023 Influential Housing Rental Brand, Top 10 Excellent Brands of Chinese Housing Rental from 2022 to 2023. Shenzhen Gemdale Property Management Co., Ltd., a subsidiary of the Group, has also obtained SA8000, ISO9001, ISO22301 and ISO27001 certifications for its excellent quality management.

此外，本集團亦要求物業管理公司為僱員提供恰當的各類培訓，確保他們有足夠的知識及技能服務所有客戶。物業管理公司會為僱員提供消防上崗證件、電梯管理上崗證件、電工及其他特種行業上崗證件的外委培訓，使之符合政府相關法規（如中國商務部發出的《物業管理條例》）的要求，保障業戶的安全。

本集團致力於提供高品質的房地產項目，配以高水準的服務為客戶滿足生活、娛樂及商業需求。本集團於房地產行業所負出的努力及貢獻得到廣泛認同，旗下公司或項目於2023年繼續取得多個不同機構頒發的榮譽及認證，如全國產城發展商綜合實力3強、觀點指數•2023年度影響力住房租賃品牌、2022-2023中國住房租賃企業優秀品牌10強等。而集團旗下深圳市金地物業管理有限公司憑藉優異的質量管理亦取得SA8000，ISO9001，ISO22301和ISO27001認證。

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Key awards and certifications 重點獎項及認證



1) Shenzhen Gemdale Viseen Tower – WELL Platinum Certification
1) 深圳金地威新中心 – 鉑金級WELL健康建築認證



2) Gemdale Viseen Industry – Top 3 National Industrial Mall Developers in terms of Comprehensive Strength
2) 金地威新產業 – 全國產城發展商綜合實力3強



3) Gemdale Strawberry Community – Top 10 Excellent Brands of Chinese Housing Rental from 2022 to 2023
3) 金地草莓社區 – 2022-2023中國住房租賃企業優秀品牌10強



4) Gemdale Strawberry Community – 2023 Influential Housing Rental Brands
4) 金地草莓社區 – 2023年度影響力住房租賃品牌

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Key awards and certifications 重點獎項及認證



5) Beijing Gemdale Viseen International Centre
– 2023 Best Commercial Property Intelligent Building Demonstration Project
5) 北京金地威新國際中心 –
2023最佳商業地產智慧樓宇示範案例



6) Beijing Saite Commercial Management Co., Ltd.
– Business Innovation Sample Enterprise of the Year 2022-2023 (Excellent Case of Urban Renewal Innovative Business)
6) 北京賽特商業管理有限公司 – 2022-2023年度商業創新樣本企業 (城市更新創新商業優秀案例)



7) Guangzhou Viseen Ruida Real Estate Development Co., Ltd. – 2023 Resettlement Housing Project Delivery Demonstration Unit in Huadu District
7) 廣州威新睿達房地產開發有限公司 – 花都區2023年度安置房項目交付示範單位



8) Shanghai Sanlinqiao – Shanghai Cultural and Creative Industrial Park
8) 上海三鄰橋 – 上海市文化創意產業園區

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Property project advertising and labelling

The Group firmly believes that only through a renowned brand can win customers' trust and gain their long term support. Therefore, while dedicated to providing high quality projects to satisfy customers' needs, the Group upheld its sincerity to serve its customers and ensures transparency and accuracy of the information relating to its projects and services in the course of engineering, procurements, sales and services, in order to prevent misleading customers or prejudicing their interests. The Group makes certain that all sales and promotional documents and information are prepared in compliance with the requirements of relevant advertising laws and regulations (e.g. The Advertising Law of the People's Republic of China and the Regulatory Measures on the Sale of Commercial Houses). Personnel with relevant knowledge of advertising laws in the marketing department will review the marketing materials in order to make sure that facts are objectively reflected and there are no exaggerated or false marketing practises. The Group put forward specific requirements for sales staff, integrated the dos and don'ts under the Advertising Law, issued the "Specifications for the Marketing and Advertising Management of Gemdale Properties" for the reference of sales staff, held sales business courses for sales staff, and promoted marketing standards through WeChat official account.

In order to regulate the promotional information of the projects and provide guidelines for the relevant staff, the Group has formulated the Operation Guidelines on Risk Control of Marketing Promotion and On-site Publicity. The guidelines expressly state the four advertising and promotion principles, namely truthfulness, legality, fairness, and honesty and credit. In the meantime, the appearance of certain contents (such as promises of appreciation or investment returns, geomancy, divination and other feudal superstitious contents, ranking or comprehensive evaluation of enterprises and their goods and services such as "leading market brand", etc.) are explicitly prohibited, and the terms used in advertisements are regulated. The legal department of the Group also conducts routine marketing audits and legal inspections in accordance with annual plan to check the promotional activities of projects, while the self-inspections are being conducted in marketing regions periodically to ensure compliance with the relevant provisions of the Advertising Law.

房地產項目廣告和標籤

本集團深信只有良好的品牌信譽才能建立顧客信心，爭取客戶長期支持。因此，在強調提供優質項目以滿足客戶要求的同時，本集團懷着真誠服務客戶，在工程、採購、銷售及服務流程中均確保項目及服務信息之透明度及準確性，防止誤導或損害客戶權益。本集團確保所有的銷售、推廣文件及數據符合相關廣告法例法規（如《中華人民共和國廣告法》及《商品房銷售管理辦法》）的要求，市場營銷部門均有具備廣告法相關知識的人員對營銷材料進行審閱，確保其客觀地反映事實，不存在誇張失實之市場營銷手法。集團對銷售人員制定明確要求，整合廣告法下的「雷區」和「對策」，發佈《金地商置營銷廣告管理規範要求》供銷售人員參考，並為銷售人員舉辦銷售業務課程、推出科普營銷規範的微信推送。

為對項目宣傳材料做出規範，並為相關員工提供指引，本集團已制定《營銷宣傳風險管控及現場公示作業指引》。指引中明示了四個廣告宣傳原則，包括真實、合法、公平和誠實信用。同時，明確禁止了部分內容的出現（如升值或者投資回報的承諾，風水、占卜等封建迷信內容，對企業及其商品、服務進行排序或綜合評價如「市場主導品牌」等），並對廣告的用語有所規範。集團法務監察部亦按年度計劃開展例行營銷審計及法務巡檢，對項目宣傳推廣活動進行檢查；而營銷區域也會不定期進行項目營銷自檢，以確保符合廣告法相關規定。

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In addition, the guidelines also have strict provisions on the use of portrait rights, name rights and intellectual property rights in advertising. The use of pictures, calligraphy and music in advertisements may involve the copyright of others, and the written consent of the copyright owner must be obtained; where patents are involved in an advertisement, the patent number and type of patents shall be indicated. Patent applications that have not been granted and patents that have been terminated, revoked or invalidated cannot be used in advertisements. The Group, through the above guidelines, fulfils its responsibility to protect intellectual property rights.

The Group has established management systems to regulate the Group's marketing and sales policies, such as the "Specifications for Promotion Policies Management of Gemdale Properties", the "Car Park Full Cycle Management System of Gemdale Properties", the "Marketing Expenses Management Measures of Gemdale Properties", the "Performance Assessment and Remuneration Management System for Marketing Direct Sales Team of Gemdale Properties" and the "Marketing System Post Allocation and Remuneration Management Measures of Gemdale Properties", to ensure compliant operation of marketing management. In respect of marketing management such as marketing expense management, bulk sales and sales policies, a total of six documents including "Gemdale Properties' Marketing Expense Management Standards and Guidelines for Business Segments", "Marketing Rights and Responsibilities Table 2023", "YX-ZD-04 Gemdale Properties' Marketing Expense System Management Regulations", "Gemdale Properties Group's Bulk Sales Incentive Program 2023" and the "Quarterly Sales Rewards and Penalties Program" were issued in the current year with the aim of further improving the management and processes in respect of marketing expense management, bulk sales and sales policies.

此外，指引亦就廣告中的肖像權、姓名權和知識產權使用有嚴格規定。廣告中使用圖片、書法、音樂，均有可能涉及他人著作權，必須取得著作權人的書面同意；廣告中涉及專利的，應當標明專利號和專利種類。不能使用未授予專利權的專利申請和已經終止、撤銷、無效的專利做廣告。透過上述指引，本集團履行保障知識產權的責任。

集團已建立《金地商置促銷政策管理規範要求》、《金地商置車位全周期管理制度》、《金地商置營銷費用管理辦法》、《金地商置營銷自銷團隊績效考核及薪酬管理制度》、《金地商置營銷體系崗位配置及薪酬管理辦法》等管理制度規範集團的營銷及銷售政策，以確保營銷管理的合規經營。針對營銷費用管理、大宗銷售、銷售政策等營銷管理方面，本年度共發佈包括《金地商置營銷費用業務板塊管理標準及指引》、《營銷權責分判表2023》、《YX-ZD-04金地商置營銷費用系統管理制度》、《金地商置集團2023年大宗銷售激勵方案》以及季度銷售獎罰方案等6份文檔，旨在進一步完善營銷費用管理、大宗銷售和銷售政策等方面的管理和流程。

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Customer service

The Group focused on establishing good and long-term relationships with its customers and increasing customer loyalty. Hence, the Group has established comprehensive after-sales service and customer feedback channels to regularly collect all comments and complaints on our services and product quality. Specific personnel are responsible for follow-ups and improvements to ensure that all comments and complaints from our customers are handled satisfactorily. Inspections are conducted on facilities and equipment in public areas of community and hygiene of the environment is checked before delivery of the property.

In addition, strict inspection rules for property projects are established, acceptance procedures, policies and quality standards are formulated, and the inspection work of the projects are organised by the property engineers, which not only allows verification by both parties but also ensures quality to meet customers' needs. In order to safeguard both parties and assure environmental safety, new tenants are not only required to provide their identity information, but also required to sign the Fire Control Responsibility Statement for Leasing Premises. The Handbook of Fire Prevention Knowledge will also be delivered by the Group to ensure that its tenants possess adequate knowledge on fire safety.

客戶服務

本集團着眼於與客戶建立良好及長遠的關係，增加客戶忠誠度，因此本集團設立完善的售後服務及客戶意見反映渠道，定期收集所有關於服務、產品質量等的意見和投訴，並由專責人員負責進行跟進及改善，確保所有客戶意見及投訴都得到滿意處理。在物業交付時，本集團會對社區內公共區域設施設備是否完好、園區是否清潔衛生進行驗收。

另外，項目亦建立嚴格的物業驗收規範，制定驗收流程、政策及質量標準，由物業工程人員組織項目承接查驗工作，除雙方身份得以驗證外，也確保項目質量滿足客戶要求。而為了保障雙方及環境安全，新租戶除要身份驗證外，亦要簽訂《租賃單元消防安全責任書》，而本集團也會發放《消防知識手冊》，確保租戶有足夠的消防安全知識。

Project inspection 項目查驗



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Unit	單位	2023 2023年		2022 2022年	
		Complaints about service quality 接獲關於 服務品質 的投訴	Customer satisfaction ¹ 客戶滿意度 ¹	Complaints about service quality 接獲關於 服務品質 的投訴	Customer satisfaction 客戶滿意度
Xuzhou Longyaoshan	徐州龍腰山	0	95%	0	95%
Jiaying Tongxiang Hotel	嘉興桐鄉酒店	0	100%	N/A ¹ 不適用 ¹	N/A ¹ 不適用 ¹
Shanghai Anting	上海安亭	20	95%	N/A ¹ 不適用 ¹	N/A ¹ 不適用 ¹
Taiyuan Yingyuan	太原穎沅	2	98%	N/A ¹ 不適用 ¹	N/A ¹ 不適用 ¹
Nanjing Nanbuxincheng	南京南部新城	20	85%	N/A ¹ 不適用 ¹	N/A ¹ 不適用 ¹
Nanjing Viseen	南京威新	15	85%	20	85%
Shenzhen Viseen	深圳威新	0	100%	0	100%

¹ Jiaying Tongxiang Hotel, Shanghai Anting, Taiyuan Yingyuan and Nanjing Nanbuxincheng were not included in the scope of the 2022 ESG Report, and are therefore not disclosed.

¹ 嘉興桐鄉酒店，上海安亭，太原穎沅及南京南部新城並不在2022年環境、社會及管治報告範圍內，故沒有披露相關數據。

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In 2023, the number of complaints received by the Group in relation to the quality of service remained basically the same as compared to last year while the decrease in the number of complaints received by Nanjing Viseen regarding service quality in 2023 was mainly attributable to the successful delivery of its property projects.

We consider that customer complaints are invaluable for examining the product and service quality of the Group. The Group has established a professional customer service team for handling and following up with customer complaints of different projects, as well as to collect customer feedback through our customer service hotline. In addition, the Group has set service indicators for customer service and set appropriate standards for indicators such as “the time required to confirm a complaint is received”, “the time required to handle and address complaints”, “complaint response rate” according to the characteristics of each project (e.g. nature of the project, size of the project, customer base, etc.). Customer service personnel also conduct random checks on the handlings to ensure that such customer claims are properly resolved.

Customer privacy

The Group has responsibility to protect privacy of its customers or consumers. In addition to the public documents prescribed by laws and regulations, the Group strictly complies with relevant privacy regulations and regulates its subsidiaries to follow four information protection principles, including:

在2023年，本集團收到的有關服務質量的投訴量與去年相比基本持平。而南京威新在2023年收到的關於服務品質的投訴有所減少，這主要得益於其物業項目的順利交付。

我們認為客戶的投訴是反映本集團產品及服務質量的寶貴渠道。本集團已為各項目建立專業的客戶服務團隊處理及跟進客戶投訴，透過客服熱線接收客戶回饋。本集團為客戶服務訂立服務指針，按各項目的特性（例如項目性質、規模、客戶群等）設定針對「確認收到投訴所需時間」、「投訴處理回覆時間」、「投訴回覆率」等指標訂立適當的標準，後續客服人員不定期抽查處理結果以確保客戶要求得到妥善處理。

客戶私隱

本集團有責任保護客戶或消費者的私隱。除法律法規所訂明的公示文件外，本集團嚴格遵守相關的私隱條例，並規定旗下公司必須遵守集團訂明的四項保障數據原則包括：

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Use of information

To protect customer personal information from unauthorised or unintended access and use, we have implemented various network security protection procedures so as to make sure that the reviewing party's access to the information is restricted, thereby minimising the risk of information leakage.

數據使用

為確保客戶個人資料不會未經授權或意外處理和使用，我們實施多項網絡保安防護工作，以及確保審閱人士的權限受到管制，減低資料外洩的風險。

Disclosure of information

Any disclosure of information is strictly prohibited, unless explicit consent and permission from the owner of the information is obtained. In the event that a written notice is sent to the Group to revoke the authorisation previously granted, we will update our database and respond as soon as possible to ensure maximum protection of customer interests.

資料披露

除非數據得到數據擁有者明確的同意和允許，我們絕不容許任何數據披露。如他們向本集團發出書面通知，撤回先前所給予的授權，我們會盡快做出數據庫更新和響應，確保能夠全面保障客戶權益。

Information storage period

We take feasible and effective measures, and delete personal information that is no longer needed for the purpose of business operation.

數據保留時限

我們採取可行和有效的措施，刪除已不再為營運目的所需要的個人資料。

Information collection and purposes

The Group only collects personal information that is necessary for its operations, which shall be used only for legitimate purposes and events specified when collecting such information. In addition, our customers are informed of their rights, such as reviewing and correcting information, as well as to whom the information may be transferred.

資料收集內容和目的說明

本集團只會收集營運必需的個人資料，所收集的資料亦只會用於合法目的和收集時已訂的特定活動上；此外，我們讓客戶明白自己的權利，例如審閱和改正數據，和該數據可能會轉給哪類人士。

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The Group continues to work on providing quality property projects and increasing customer satisfaction, and is committed to complying with the Construction Law of the People's Republic of China, the Regulation on the Quality Management of Construction Projects, the Product Quality Law of the People's Republic of China, the Urban Real Estate Administration Law of the People's Republic of China, the Law of the People's Republic of China on the Protection of Consumer Rights and Interests, the Civil Code of the People's Republic of China, the Advertising Law of the People's Republic of China, etc.

During the Reporting Period, the Group was not aware of any material violation of applicable laws and regulations on privacy, sales, product and service quality.

1.2. Anti-corruption

Corporate principle of integrity and incorruptibility

The Group strongly adheres to the principles of openness, responsibility, honesty and integrity. All employees are required to strictly obey individual and professional ethics. According to the "Gemdale Properties Supervision and Management System", we require all employees (full-time and part-time) to strictly abide by personal and professional ethics, and regularly participate in integrity education and publicity and training of personal ethics standards carried out by the legal department to ensure that our principles of integrity and honesty are integrated into our daily operations. The legal department of the Group together with the internal audit department of the holding company of the Company ("**Internal Audit Department**") is delegated to assist the Audit Committee and/or the Board in monitoring and identifying the compliance risks across the Group's businesses as well as regularly report on them. The legal department regularly organises integrity training for staffs, warning all staff to abide by laws and uphold integrity in their conducts. The audit department of Gemdale Corporation regularly pushes anti-corruption and compliance publicity on the Company's intranet. All new staff are required to participate in integrity/anti-corruption training as a mandatory training course.

本集團會繼續以優質房地產項目及客戶滿意度為目標，並承諾遵守《中華人民共和國建築法》、《建設工程質量管理條例》、《中華人民共和國產品質量法》、《中華人民共和國城市房地產管理法》、《中華人民共和國消費者權益保護法》、《中華人民共和國民法典》和《中華人民共和國廣告法》等。

本報告期間內，本集團並無發現任何重大違反與私隱、銷售、產品及服務品質相關的適用法例法規的情況。

1.2. 反貪污

誠信與廉潔的企業原則

本集團一直努力不懈堅守開明、負責任及正直誠實的宗旨，所有僱員均需嚴格遵守個人及專業操守。根據《金地商置集團監察管理制度》，我們要求所有僱員（全職及兼職）均需嚴格遵守個人及專業操守，定期參與由法務監察部開展的廉潔教育及個人道德準則的宣講培訓，確保我們誠信與廉潔的企業的原則已融入日常運營。本集團的法務監察部連同本公司控股公司的審計監察部門（「**內部審核部門**」）獲授權協助審核委員會及／或董事會監察及識別本集團各項業務的合規風險，並定期作出報告。法務監察部定期開展員工廉潔教育宣講培訓，警示廣大員工遵紀守法、廉潔從業。金地集團審計監察部定期在公司內網推送反腐及合規宣傳。而所有新入職的僱員均需參與廉潔／反貪腐培訓，作為新人培訓必修課。

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Case 案例

Integrity Training

The legal department organised 6 sessions of integrity training for new staff recruited from society and all staff from the regional (city) subsidiaries and operation projects of the Group. The topics of the training sessions included:

- The significance of continuous proclamation and implementation: Probity and self-discipline is required to abide by the law, to comply with rules and disciplines, and for long-term personal development.
- The sharing of typical internal cases: sharing “5 types of cases”
- The call to integrity and self-discipline: casting the “7 aspects of accountability” well
- Disclosure of complaint and whistleblowing channels

The headcount of staff participating in each training session ranged from 100 to 500 (with a total attendance of nearly 2,500 in 2023), including employees from all levels and team leads. Each training session lasted for approximately 30 minutes. Staff’s awareness to law-abidingness, integrity and self-discipline was raised through delivering the integrity and discipline requirements during training and sharing sessions.

In addition, new employees of the Group can also complete the integrity training by means of online courses. According to statistics, 337 employees have completed the online integrity courses in 2023.

廉潔教育宣講培訓

法務監察部向集團透過社會招聘的新員工以及下屬區域(城市)公司、運營項目全體員工開展了6場廉潔教育宣講培訓。培訓議題為：

- 持續宣貫的意義：廉潔自律是守法的需要、尊規守紀的需要、個人長遠發展的需要
- 典型內部案例分享：分享「五類案例」
- 廉潔自律號召：算好「七筆賬」
- 公示投訴舉報渠道

每次參與培訓人員在100至500人之間(2023年累計培訓人員近2,500人次)，涵蓋公司各層級員工及領導幹部。每次培訓時間30分鐘左右。通過培訓、分享，向員工傳達公司廉潔紀律要求，提升員工遵紀守法及廉潔自律意識。

此外，集團新入職員工也可通過在線課程的方式，完成廉潔教育培訓。經統計，2023年已有337名員工完成在線廉潔教育課程。

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We require employees to report conflicts of interest on a regular basis (When clues that may involve corruption matters are obtained through receiving whistle-blowing reports or internal audits, the legal department will organise special investigations and issue special investigation reports.), to prevent their private interests from interfering with the interests of the Group in any way, and stipulate that they must not assume any position involving conflicts of interest, and cannot participate in any decision involving conflicts of interest. If employees have any questions about such matters as anti-corruption, integrity and business ethics, they can also consult the legal department by phone and email for appropriate guidance.

The Group has clear whistle-blowing mechanisms and channels, including a 24-hour hotline. Upon receiving a case of whistle-blowing, the independent legal department will immediately conduct preliminary verification and evaluation to form a preliminary assessment and further handle the case according to the preliminary assessment. If the case proves to be valid, the supervisory staff will conduct a comprehensive and in-depth investigation by collecting business data and information, site visits, inquiring the persons concerned and insiders, onsite verification, summarisation, comparison and analysis. The findings will be reported to the management of the Group, who will then decide whether to take further legal actions depending on the nature and impact of the case. In order to ensure the legal rights of the whistle-blower, the supervisory staff adheres to confidentiality principles and keeps the contents and progress of investigation strictly confidential. Close attention will be paid to the methods of investigation. The Group strictly guarantees the rights and interests of the whistle-blowers and has established a confidentiality mechanism to prevent the leakage of personal information, and strictly prohibits retaliation against any person who raises concerns or reports or participates in investigations.

We have set up a legal department to perform auditing and supervision functions. The department is responsible for internal control evaluation and auditing in accordance with the “Gemdale Properties Supervision and Management System”, “Gemdale Properties Internal Control Evaluation and Audit System”, “Gemdale Properties Accountability System” and annual audit plan. After each audit, the legal

我們要求僱員定期上報利益衝突情況（通過受理投訴舉報或內部審計獲得可能涉及貪腐事項的線索，法務監察部會組織開展專項調查，並出具專項調查報告。），以防他們的私人利益以任何方式妨礙集團的利益，並規定其不得擔當任何涉及利益衝突的職務，也不能參與任何涉及利益衝突的決策。如果僱員對反貪腐、廉潔及商業道德事宜有任何疑問，他們亦可以透過電話及電郵諮詢公司法務監察部，取得適當的指引。

本集團擁有清晰之舉報機制及渠道，包括24小時運作的熱線。一旦收到舉報，獨立的法務監察部門將第一時間進行初步核實與評估，形成初步評估結果，並根據評估結果進行進一步處理。如舉報屬實，監察人員將通過收集業務資料及信息、走訪調查、詢問當事人及知情人、現場核查、匯總梳理、比對分析等方法進行全面深入調查。並將調查結果向集團管理層匯報，視乎事件性質和影響決定是否採取進一步法律行動。為保證投訴舉報人的合法權益，監察人員堅守保密原則，對調查內容及進展情況嚴格保密，在調查方法方面也十分注意。本集團嚴格保證舉報人自身權益和安全，並已設立保密機制防止個人資訊洩露，嚴禁對任何提出疑慮或舉報或參與調查的任何人員實施報復行為。

我們更設立法務監察部專職負責審計、監察工作，按照集團所制定的《金地商置集團監察管理制度》、《金地商置集團內控評估及審計制度》、《金地商置集團崗位責任追究制度》及年度例行審計工作計劃開展內控評估及審計工作。每次審計結束後，法務監察部都通過會議、郵件、電話等形式與被審計

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department would fully communicate with the audited unit on the deficiencies in internal control systems through meetings, emails, telephones, etc., urge rectification and improvement in respect thereof, organise a publicity and implementation meeting on integrity, and require all staff of the audited unit, including management and senior management, to participate in the meeting and strengthen compliance awareness, so as to ensure the effective operation of the internal control mechanism. The legal department also conducts special investigations irregularly as and when required, in order to prevent and identify potential violations of the law and code of conduct and safeguard the interests of the Company. Violations and disciplinary problems verified by audits and special investigations will be notified in a timely manner and held accountable. Important audit results will be reported to the Group's Audit Committee to ensure that the Audit Committee and/or the Board is aware of the audit findings for impact evaluation.

In addition, the Group attaches great importance to corporate ethics when dealing with suppliers. The Group has zero tolerance for all forms of corruption and bribery. We require all suppliers and contractors to sign the "Integrity Agreement" and strictly comply with the relevant integrity and compliance regulations in the "Gemdale Properties Internal Control Evaluation and Audit System". In addition, we regularly update the content of the clauses to suppliers according to the internal risk requirements. By signing the "Integrity Agreement", which stipulates the code of conduct to be observed by the staff of the Group and suppliers, including the prohibition of any inappropriate transmission or acceptance of benefits which may affect business dealings as well as any form of threat, obstructive behaviour and retaliation, so as to convey to them the principles of compliance, integrity and self-discipline should be followed in the course of business. Moreover, the Group publicizes reporting channels such as telephone and email with the aim of discovering the potential risks of bribery, extortion, fraud and money laundering as soon as possible to reduce the probability of occurrence thereof and safeguard the Company's interests.

單位充分溝通審計內控差距，督促整改和提升；同時組織召開廉潔宣貫會，要求被審計單位包括高層及管理幹部在內的所有員工參加，強化合規意識，確保內控機制有效運行。法務監察部亦按需要不定期開展專項調查，防範和識別潛在的違規、違紀行為，維護公司利益。對於審計及專項調查查實的違規、違紀問題及時予以通報、追究責任。重要審計結果將匯報至集團的審核委員會，確保審核委員會及／或董事會知悉，並評估重要審計發現的影響。

此外，本集團同樣重視與供貨商業務往來過程中的企業操守。集團對於任何貪污及受賄行為持絕對零容忍態度，我們要求所有供應商及承包商簽署《廉潔協議》並須嚴格遵循《金地商置集團內控評估及審計制度》中相關廉潔合規條例，並且我們會根據內部風險要求，定期向供貨商更新條款內容。集團通過簽訂《廉潔協議》，明確集團員工及供貨商員工往來時須恪守的行為規範，包括禁止任何不恰當及可能影響業務執行的利益輸送或收受，以及禁止任何形式的威脅、刁難和報復行為等，借此向其傳達業務往來過程中應遵循遵紀守法、廉潔自律等原則。同時，集團亦公示舉報渠道包括電話、郵件等，務求及早發現潛在賄賂、勒索、欺詐及洗黑錢風險，降低其發生的機率，維護公司利益。

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The Group firmly believes that, only by implementing a range of measures such as work integrity education, audit, sound supervision system and enhanced reporting and accountability mechanisms, as well as continuously regulating each decision-making procedure regarding business management, a mechanism of checks and balances along with mutual supervision could be developed to effectively raise the anti-corruption awareness of the employees, so as to safeguard the Group's financial and management effectiveness.

The Group will continue to pay attention to the formulation or revision of relevant laws and regulations, and improve the implementation of risk management and internal control systems in a timely manner. The Group also carefully evaluates business risks every year, and conducts special inspections on key businesses to promote the steady and sustainable development of the Group.

The Group will continue to abide by the relevant national anti-corruption laws, including Criminal Law of the People's Republic of China, Criminal Procedure Law of the People's Republic of China, Anti-Unfair Competition Law of the People's Republic of China, Interim Provisions on the Prohibition of Commercial Bribery and Anti-Money Laundering Law of the People's Republic of China etc., integrating the anti-corruption policy into the development plan and operating system of the Group. The Group strictly prohibits any form of money laundering and strictly requires employees to comply with laws and regulations. For potential violations, the Group has set up multiple reporting channels, such as telephone and email. Under the premise of confidential reporting content and safeguarding the rights and interests of the whistle-blowers, we will conduct strict investigation on the reported incidents. If any illegal behaviour is found, we will strictly deal with it in accordance with the "Gemdale Properties Accountability System". During the Reporting Period, the Group was not aware of any material violation of applicable laws and regulations relating to the prevention of bribery, extortion, fraud and money laundering.

本集團堅信，只有通過廉潔從業教育、審計、監察制度健全、舉報及問責機制強化等各項舉措，並持續規範各項業務管理決策行為，形成互相制約、互相監督的機制，才能有效提升員工的廉潔意識，進而保障集團的經濟及管理效益。

本集團將持續留意有關的法律法規的制定或修訂，及時地完善風險管理及內部監控制度的執行。本集團每年亦會仔細評估業務風險，並針對重點業務開展專項檢查，促進集團穩健地可持續發展。

同時，本集團會繼續致力遵守國家反貪污有關法例，包括《中華人民共和國刑法》、《中華人民共和國刑事訴訟法》、《中華人民共和國反不正當競爭法》、《關於禁止商業賄賂行為的暫行規定》和《中華人民共和國反洗錢法》等，把反腐敗政策納入本集團發展規劃及營運體制中。本集團嚴禁任何形式的洗錢行為，嚴格要求員工遵守法律法規，針對潛在違規行為，集團已設立多條舉報途徑，如電話、郵件等。在保密舉報內容和保證舉報人的自身權益的前提下，我們會對舉報事件進行嚴密調查，如發現有任何違法行為，我們將根據《金地商置集團崗位責任追究制度》嚴格處理。報告期間內，本集團並無發現任何重大違反與防止賄賂、勒索、欺詐及洗黑錢相關的適用法例法規的情況。

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1.3. Supply Chain Management

Quality and environmental management of supply chain

The Group places great emphasis on the quality of its projects, so the Group has a certain process in selecting suppliers. The process is based on the supplier management system, and multiple business departments collaborate to conduct on-site project inspections of suppliers, understand the company's organisational structure model, business distribution, etc., and select units that meet the requirements of the Company's supplier management system to complete the report and process approval. To this end, the Group has launched a group-wide study of the supplier management system, requiring employees to understand the norms and management standards, standardise the Company's supplier management, strengthen the sharing and linkage of supplier resources, and improve the Company's management capabilities for suppliers.

The Group has adopted a stringent assessment process for six major categories of suppliers involving civil engineering, M&E, curtain wall, decoration, landscape and intelligence. These suppliers are required to be assessed through pre-bid meetings at the headquarter level to ensure the effective circulation and coordination of information in the supply chain and to prevent supplier issues caused by information blockages. In order to enhance transparency and collaborative efficiency, the Group also discloses internally the assessment results of civil engineering, M&E and decoration suppliers after the third-party evaluation on a quarterly basis to ensure that all relevant personnel can share and access such critical information.

1.3. 供應鏈管理

供應鏈品質及環境管理

本集團對項目品質有着極高要求，因此集團在選擇供應商方面有一定的流程。該流程為根據供應商管理制度，由多個業務部門協同對供應商進行實地項目考察、了解公司組織架構模式、業務分佈並等，選取符合公司供應商管理制度要求的單位完成匯報及流程審批。為此，集團已開展全集團範圍內學習供應商管理制度，要求員工了解規範及管理標準，規範公司供應商管理，加強供應商資源的共享和聯動，提升公司對供應商的管理能力。

對於涉及土建、機電、幕牆、裝修、景觀和智能化的六大類供應商，本集團採取了嚴格的評審流程。這些供應商需要通過總部級別的標前會議進行評判，以確保信息在供應鏈中的有效流通及聯動，預防信息不暢導致的供應商問題。為了提升透明度和協作效率，本集團還會在每季度的第三方評估之後，將土建、機電、裝修等供應商評估結果在公司內部公開，保證所有相關人員都能共享和獲取這些關鍵信息。

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As the Group's project development and property management are outsourced to contractors and subcontractors, the Group's project quality and ESG performance depend, to a large extent, on the performance of its supply chain. As such, the Group has established a comprehensive supplier selection system, including the establishment of procedure documents covering supplier investigation, selection, bidding, subsequent supervision and evaluation to ensure that each selection phase is conducted with suitable criteria and consistent standards to exclude unqualified suppliers in a fair, impartial and open manner. In the event that the outsourced contractor fails to meet the requirements of the bidding documents, the contract or designated environmental measures, and is unable to guarantee the interests of the employees, the contract will be terminated in advance pursuant to the terms of the contract, and the outsourced contractor will not be engaged by the Group for a certain period.

In order to effectively control the quality of raw materials and services and reduce the ESG risks to which the Group is exposed, we continue to track the updates to laws and regulations related to supply chain quality and environmental management with reference to the risks faced by our peers, and have developed a series of internal control measures to identify, prevent and mitigate related risks. When we choose a supplier, we will consider whether the supplier's ESG measures are in compliance with national regulations, such as formulating effective measures to limit the emission of pollutants and waste during the production process, preventing the employment of child labour, etc. We develop an in-depth understanding of the supplier's construction methods and raw materials usage, and firmly implement green procurement.

In addition, the Group strives to engage local suppliers for its projects in order to reduce carbon emissions resulting from the transportation of products and services. In FY2023, the major subsidiaries included in this Report cooperated with a total of 670 suppliers (2022: 607 suppliers), all of which were based in Chinese Mainland.

由於本集團項目開發工程及物業管理均外判予承建商和分包商負責，本集團的項目質量及ESG表現很大程度取決於供應鏈的表現。因此，本集團已建立完善的供應商挑選機制，例如制定入圍考察、選擇、招投標、後期監督考評等一系列制度文件，確保每一個挑選過程都以合適的條件、統一的標準，公平、公正、公開地過濾不達標的供應商。對於中標後提供服務的外判商在履約過程中達不到招標文件、合同、指定環保措施的要求，以及出現不能保證僱員利益等情況的，將按合同條款規定提前解約並在一定時間內不再予以聘用。

而為有效地控制原材料、服務等的質素和降低本集團所承受的ESG風險，我們持續追蹤供應鏈品質和環境管理相關法律法規的更新和參考同業所面對的風險，制定一系列內部控制措施識別、防範及緩減相關風險。我們選擇供應商時會考慮供應商的ESG措施是否符合國家規定，例如制定有效措施限制生產過程的污染物和廢料排放、防止僱用童工等，深入了解供應商的建築方法及原材料使用情況，堅定推行綠色採購。

此外，本集團所有項目都會盡量選用本地供應商，以減少產品及服務運輸過程中產生的碳排放。在2023年財政年度，本報告中包含的主要項目子公司共與670供應商合作（2022年：607間供應商），全部來自中國大陸。

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1.4. Community Investment

Community involvement

As a responsible enterprise, the Group actively uses its own resources, as well as encouraging our employees to care for the communities in need and contribute to all sectors of society. Over the years, the Group has not only facilitated real estate development and development of relevant industries to create better living environment for society, but also fulfilled social responsibilities by actively participating in community and charitable activities and supporting national sports development matters, including community-based health and safety knowledge promotion and community-friendly activities, which have contributed to the society in various aspects. The Group will continue to fulfil its social responsibilities actively through its business network, and spare no effort to contribute to communities, support poor communities and the sectors in need in order to contribute to the sustainable development of society.

In 2023, Gemdale Properties' shopping malls and properties carried out various public welfare activities to care for the communities.

1.4. 社區投資

社區參與

作為負責任的企業，本集團積極利用其自身資源，並鼓勵員工一起關懷有需要社群，為社會各界做出貢獻。多年來，本集團除了推進房地產開發及相關產業發展為社會帶來更高質素的生活環境外，亦積極參與社區及公益慈善活動，支持國家體育發展事項，履行社會責任，當中包括為社區提供與生活健康、安全相關的知識，以及推行關愛活動為社區帶來溫暖，從多個範疇回饋社會。本集團將會繼續結合業務網路，積極履行社會責任，回饋社區不遺餘力，支持貧困社區及有需要幫助界別，為社會的可持續發展做出貢獻。

於2023年，金地商置旗下商場物業繼續舉辦各項公益活動，關心社區。

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Wuhan Gemdale Plaza – Heping Street “China Charity Day” and “Hubei Charity Week” Themed Public Welfare Activities 武漢金地廣場 – 和平街道「中華慈善日」暨「湖北慈善周」主題公益活動

In September 2023, Wuhan Gemdale Plaza held a themed public welfare activity that cleverly integrated the elements of charitable donation, public welfare fairs, interactions, exhibitions, convenience services and caring for children, aiming to advocate the concept of healthy lifestyle and charitable and public welfare culture. The activity was carried out in a way that resonated with the residents and effectively mobilised their enthusiasm to participate in public welfare. By organising the event, it created a warm atmosphere of “charity for everyone, everywhere”, and initiated a new situation of public participation in public welfare.

2023年9月武漢金地廣場舉行主題公益活動巧妙地將愛心捐贈、公益集市、公益互動、公益展示、公益便民及公益愛幼等元素融合，旨在倡導健康生活理念並弘揚慈善公益文化。活動以居民喜聞樂見的方式進行，有效地調動了居民參與公益的積極性。通過這樣的舉辦形式，營造了「人人可慈善、處處可慈善」的慈善溫暖氛圍，打開了公眾參與公益的新局面。



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Shanghai Jiuting Gemdale Plaza – “Children Embracing the Stars” Public Welfare Activity 上海九亭金地廣場—「擁抱星星的孩子」公益活動

In April 2023, Shanghai Jiuting Gemdale Plaza, in collaboration with Autism Volunteer Association of Shanghai Minhang District, organised a themed event aimed at caring for autistic children. A total of 60 groups of families and dozens of autistic individuals participated in the charity sale and public welfare performances, with over a thousand products involved in the charity exchange. Through these activities, a total of RMB4,600 was raised and donated to the Autism Volunteer Association of Shanghai Minhang District to support the social services for autistic children and families, raising awareness, acceptance, and care for this special group.

2023年4月，上海九亭金地廣場與上海市閔行區自閉症志願者協會合作，舉辦了一場旨在關愛自閉症兒童的主題活動。此次活動共有60組家庭及數十位自閉症人士參與義賣活動和公益演出，共有超過一千款產品參與愛心交換。通過這些活動，共籌集善款4,600元人民幣定向捐贈上海市閔行區自閉症志願者協會，用於支持孤獨症兒童及家庭的社會服務，讓更多人關注、接納和愛護這一特殊群體。



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Shanghai Sanlinqiao Sports and Culture Park – “The Autistic Children in the Starlight – Orienteering Race for Loving You in Your World 2023” 上海三鄰橋體育文化園—「星光裡的孤勇者—2023在你的世界愛着你公益定向賽」

In March 2023, the Shanghai Sports Development Foundation, the Communist Youth League Committee at the Shanghai Municipal Sports Bureau and the Sanlinqiao Sports and Culture Park co-hosted a public welfare orienteering race. The event aimed to call for more tolerance and care from society towards for the autistic community. At this event, autistic children, known as “children embracing stars”, successfully completed their own track challenges with the accompaniment and encouragement of their families and caring individuals. The purpose of this event is to make these vulnerable groups feel the love and warmth of society, hoping to enhance social awareness and support for this special group through such initiatives.

2023年3月，上海市體育發展基金會、共青團上海市體育局委員會和三鄰橋體育文化園共同主辦了一場公益定向賽。該活動旨在呼籲社會對自閉症群體提供更多包容和關愛。在此次活動中，被稱為「星星的孩子」的自閉症兒童，在家人和愛心人士的陪伴與鼓勵下，成功完成了他們專屬的賽道挑戰。此次活動的目的是為了讓這些弱勢群體感受到社會的關愛與溫暖，希望通過這樣的舉措增強社會對這一特殊群體的認識和支持。



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Hangzhou Gemdale Plaza – The 36th Hangzhou Adoption Day & Pet Charity Meal Plan 杭州金地廣場 – 第36屆杭州領養日暨寵物公益加餐計劃

In March 2023, Hangzhou Gemdale Plaza actively participated in pet charity, and jointly held the 36th Hangzhou Adoption Day with Hangzhou Adoption Day and Hangzhou Animal Protection Association. The main purpose of the event was to find caring people who are willing to adopt stray animals. At the event, the organisers not only held a pet charity meal plan, but also conducted science education on stray animals, aiming to subtly encourage the public to actively participate in the rescue of small animals.

2023年3月，杭州金地廣場積極參與寵物公益事業，聯合杭州領養日和杭州動物保護協會共同舉辦了第36屆杭州領養日活動。此次活動的主要目的是為流浪動物找到願意領養他們的愛心人士。在活動現場，主辦方不僅舉行了寵物公益加餐計劃，還進行了關於流浪動物的科普教育，旨在潛移默化地鼓勵公眾積極參與救助小動物的行動中。



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Beijing Gemdale Viseen International Centre – The 2nd Table Tennis Tournament 北京金地威新國際中心 – 第二屆乒乓球比賽

In May 2023, Beijing Gemdale Viseen International Centre successfully held its 2nd table tennis tournament. The tournament specifically invited community management personnel, park office workers and neighbouring residents to participate in the event, aiming to widely promote Gemdale Properties' concept of healthy sports. In order to expand its influence, the event was widely publicised and exposed through various media channels such as Wechat official account and video account. In this way, the event further advocated a green, healthy and positive attitude towards life, and gained unanimous recognition and support from customers for its positive social impact.

2023年5月，北京金地威新國際中心成功舉辦了第二屆乒乓球比賽。此次比賽特別邀請了社區管理人員、園區辦公人員以及周邊居民共同參與，旨在廣泛推廣金地商置的健康運動理念。為了擴大影響力，該活動通過公眾號、視頻號等多種媒體渠道進行了廣泛宣傳和曝光。通過這種方式，活動進一步倡導了綠色、健康、積極的生活態度，並因其積極的社會效應獲得了客戶的一致認可與支持。



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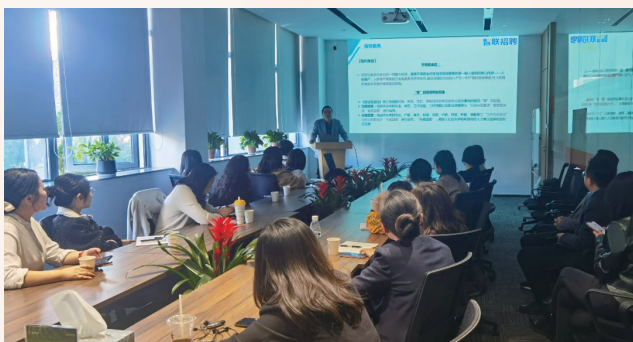
Gemdale Wutongli – Training and Public Welfare Activities in 2023 金地•梧桐里 – 2023年培訓與公益活動

In 2023, the Gemdale Wutongli project organised a number of training and charity events, which were not only dedicated to supporting the growth of the park's businesses and employees, but also raising their social awareness and providing entrepreneurial opportunities for college students.

The event included free labour relations training courses in cooperation with professional institutions, as well as professional lectures on income tax settlement and all-electronic invoice. In addition, there was the "Harmonious Labour Relations Lecture", which benefited enterprises by systematically explaining the preferential policies that they can enjoy and strategies for managing labour relations in practical operations. In order to raise the awareness of fraud prevention among enterprises and employees, a public anti-fraud event was also conducted with the Public Security Bureau of Xuanwu District.

在2023年，金地•梧桐里項目舉辦了多項培訓和公益活動，這些活動不僅致力於支持園區企業和員工的成長，也旨在提高他們的社會意識，並為大學生提供創業機會。

活動內容涵蓋了與專業機構合作的勞動關係培訓免費課程，以及關於所得稅匯算清繳和全電發票的專業講座。此外，還有「和諧勞動關係大講堂」惠企課程，系統地闡釋了企業在實際運營中可享有的優惠政策和處理勞動關係的策略。為了提升企業及員工的防詐騙意識，還與玄武區公安局開展了公益性質反詐活動。



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Gemdale Wutongli project also co-organised the "6th Winning in Xuanwu Innovation and Entrepreneurship Competition for Young College Students" with the Nanjing Municipal Human Resources and Social Security Bureau, which provided an important development platform for college students to showcase their entrepreneurial projects. These events jointly promoted the overall development of enterprises and employees in the park, while deepened understanding and support for social responsibility, and innovation and entrepreneurship.

金地•梧桐里項目還與南京市人社局聯合舉辦了「第六屆贏在玄武青年大學生創新創業大賽」，這為大學生的創業項目提供了一個重要的展示和發展平台。這些活動共同促進了園區內企業和員工的全面發展，同時也加深了對社會責任和創新創業的理解與支持。



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Gemdale Viseen Centre – Promoting Talent Exchange and Cultural Vitality 金地威新中心 – 促進人才交流與文化活力

In 2023, Gemdale Viseen Centre actively promoted talent exchange and knowledge sharing, while striving to create a vibrant and multicultural community environment.

Through close cooperation with government departments and industry organisations, it successfully organised a number of public lectures and theme salons. These included a special event on planning for the national hi-tech enterprise application jointly organised with the Shenzhen Hi-Tech Industry Association, a lecture on customs law jointly organised with the Cooperative Organisation for the Protection of Rights and Interests of Foreign-Invested Enterprises in Shenzhen, and a North America 10-school overseas returnees exchange event jointly organised with Changsuo. These events aimed to promote knowledge sharing and professional exchanges within the industry, and further strengthen the construction and development of the talent network.

在2023年，金地威新中心不僅積極推進人才交流和知識共享，還致力於打造充滿活力和多元文化的社區環境。

通過與政府部門和行業機構的緊密合作，成功舉辦多場公益講座和主題沙龍。其中包括與深圳市高新技術產業協會聯合舉辦的國高申報籌劃專場活動，與深圳市外商投資企業權益保護服務工作站合作組織的海關法講座，以及與常所共同舉辦的北美10校海歸交流活動。這些活動旨在促進知識共享和行業內的專業交流，進一步強化人才網絡的建設和發展。



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In addition, Gemdale Viseen Centre organised over 100 public welfare activities, attracting more than 3,000 participants. In terms of cultural activities, a sunset party was planned, and cultural events, such as outdoor movies and pop concerts, were organised in August, while a sports season was initiated in October, with a variety of sports activities including basketball, badminton, frisbee, rugby and yoga.

此外，金地威新中心還組織百餘場公益活動，吸引超過3,000人次的參與。在文化活動方面，在8月策劃了落日派對，舉辦了露天電影和流行音樂會等文化活動；10月則推出了運動季，包括籃球、羽毛球、飛盤、橄欖球、瑜伽等多種體育活動。



In June 2023, the Centre established a shared book bar in the rooftop garden and held a book drifting charity event, attracting nearly 500 participants. Meanwhile, the Centre also opened its cultural space for free and held various themed book clubs and art exhibitions, such as the book clubs of "A Lifetime's Journey" and "Fearlessly Embrace Challenges", as well as the art exhibitions of "Specimens of the Seas and Mountains" and "Jian", to demonstrate the importance of humanistic care.

2023年6月，中心在空中花園創立共享書吧並舉辦圖書漂流公益活動，吸引近500人參與。同時，中心還免費開放文化空間，舉辦了各類主題讀書會和藝術展覽，如《一生的旅程》、《縱身入山海》的讀書會，以及《海山標本》、《間》的藝術展覽，展現對人文關懷的重視。



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Gemdale Properties North China Region – Hiking Walk Along Love 金地商置華北區域 – 用愛陪伴 金彩徒步行

In May 2023, Gemdale Properties North China Region organised a health-themed hiking activity called "Hiking Walk Along Love" in Daxing Forest Park. The event attracted participation of owners from several projects. It consisted of a 3-kilometre hike aiming to get intimate with nature. The event also incorporated interactive games and advocated environmental-friendly waste sorting. Considering that it was Mother's Day, the organisers specially planned an egg care action and flower giveaways to enhance the festive atmosphere. The event aimed to raise property owners' awareness of healthy lifestyles and demonstrate Gemdale Properties' care for community members.

2023年5月，金地商置華北區域在大興森林公園舉辦一場以健康為主題的徒步活動，名為「用愛陪伴 金彩徒步行」。此活動吸引了來自多個項目的業主參與。它包括了一段3公里的徒步路程，旨在促進與大自然的親密接觸。活動中還融入了互動遊戲和環保垃圾分類的倡導。考慮到當天是母親節，組織者特別策劃了護蛋行動和送花環節，以增加節日氛圍。該活動旨在提升業主對健康生活方式的認識，並展現金地商置對社區成員的關懷。



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Combat against pandemic

As society gradually recovers from the pandemic in 2023, the Company remains continuously concerned about employees health and provides them with free antigen test strips and common medicines for colds and fevers as needed. In addition, to facilitate regular nucleic acid testing for employees, the Company provides information on nearby nucleic acid testing sites to make it easier for employees to undergo testing when necessary.

2. PEOPLE-ORIENTED

Human resources are important assets of the Group. The Group affirms the contributions from every staff and care about their well-being. In order to create a solid basis for our long-term business development, the Group has been attracting and retaining talents through effective human resources policies. Meanwhile, the Group continuously provides staff with appropriate training to improve the quality of our employees and subsequently increase productivity and quality of service. The Group not only takes the Employee Code of Conduct as its management basis, but also regards "dedication, integrity, determination and aspiration" as the core values in its talent management, thereby encouraging employees to break conventions and continuously seek excellence.

持續抗疫

隨着2023年社會逐漸從疫情中恢復，公司依然持續關注員工健康，並根據需要為員工提供免費的抗原檢測試紙和感冒、發燒等常用藥品。此外，為方便員工進行常態化核酸檢測，公司提供附近核酸檢測點的位置信息，以方便員工在需要時能便捷地接受檢測。

2. 以人為本

人力資源乃本集團的重要資產，本集團肯定每一位員工的付出並關注其福祉。本集團持續透過有效的人力資源政策吸引和保留人才，為長遠業務發展打下重要基石。同時，本集團不斷為員工提供合適培訓，提高僱員質素，以提升生產力及服務質量。本集團除了以《員工行為準則》作為管理基礎外，更以「用心做事、誠信為人、果敢進取及永懷夢想」為人才管理的核心價值觀，從而鼓勵員工敢於打破常規，不斷追求卓越。

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2.1. Employment

Compensation and dismissal, recruitment and promotion, working hours and rest periods

The remuneration of employees of the Group is determined by taking reference to market standards and industry practises. Employee promotion and performance awards are based on the Group's financial performance and objective performance appraisal of individual employees. The Group's employee benefit plans cover mandatory provident fund, employee compensation insurance and medical cover, Chinese Mainland social security funds, subsidised educational and training programs as well as share option schemes. The Group's recruitment, dismissal, working hours, rest periods and other human resources policies comply with the Labour Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China, the Law of the People's Republic of China on the Protection of Women's Rights and Interests, the Trade Union Law of the People's Republic of China, the Hong Kong Employment Ordinance and other applicable relevant laws and regulations. The Group formulates internal compliance measures and implements it strictly in order to protect the legitimate rights and interests of employees.

2.1. 僱傭

薪酬及解僱、招聘及晉升、工作時數、假期

本集團僱員之薪酬乃參考市場水平及行業慣例而釐定。僱員的晉升及業績獎勵乃基於本集團之業績及個別員工之客觀表現評核。本集團僱員福利計劃包括強積金、僱員賠償保險及醫療保險、中國大陸的社會保障基金、教育及培訓津貼計劃、購股權計劃等。本集團的招聘、解僱、工作時數、假期及其他人力資源政策等均嚴格遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《中華人民共和國婦女權益保障法》、《中華人民共和國工會法》、《香港僱傭條例》以及其他適用的相關法律法規，制定集團內部合規措施並嚴格執行，保障員工合法權益。

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As of 31 December 2023, the Group had a total of 2,739 employees (2022: 3,283 employees), all of them were full-time employees. Relevant percentage distributions are as follows:

截至2023年12月31日止，本集團共有員工2,739名（2022年：3,283名），均是全職員工，百分比分配如下：

		2023	2022
Gender	性別		
Male	男性	60%	60%
Female	女性	40%	40%
Title	職位		
Senior management	高級管理層	1%	1%
Middle management	中級管理層	5%	5%
Business executives	業務人員	88%	88%
Supporting staff	後勤人員	6%	6%
Age	年齡組別		
25 or below	25歲或以下	2%	3%
26-29	26-29歲	14%	22%
30-39	30-39歲	64%	60%
40-49	40-49歲	18%	14%
50 or above	50歲或以上	2%	1%
Territory	地區		
Hong Kong	香港	0.5%	0.4%
Chinese Mainland	中國大陸	99.5%	99.6%

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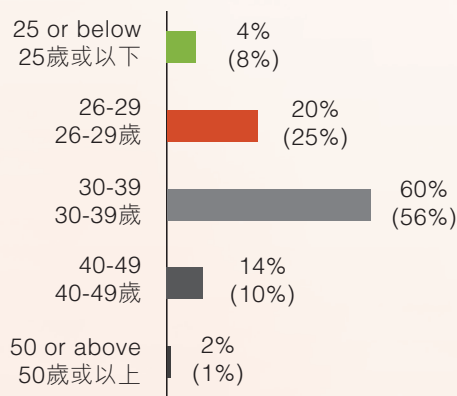
During the Reporting Period, a total of 784 employees (2022: 1,106 employees) of the Group had resigned. The turnover rate of the 30-39-year-old, 40-49-year-old and over 50-year-old group increased slightly compared with last year, while the turnover rate of young age group decreased compared with last year, as detailed below:

在報告期內，本集團共784位僱員離職（2022年：1,106位），其中30至39歲、40至49歲以及50歲以上年齡組的員工流失率較去年略有上升。相比之下，較年輕年齡組的流失率則有所下降。詳細數據如下：

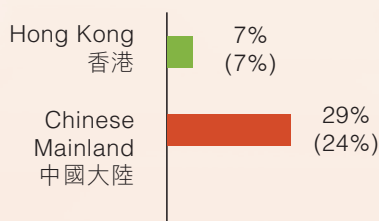
Turnover rate – categorized by gender
按性別劃分的流失率



Turnover rate – categorized by age
按年齡組別劃分的流失率



Turnover rate – categorized by territory
按地區劃分的流失率



Figures in () are data of 2022.
()中為2022年數據。

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The Group also provides a wide range of activities for employees of each project in order to encourage exchange between colleagues, enhance team cohesion and cultivate a good working atmosphere in the office, such activities include annual dinner, festival celebrations and activities, company trips, family day, staff birthday parties, group companies festival walking events, sports associations and company food festivals, etc., thereby improving the physical and mental health of the employees. In terms of staff benefits, the Company endeavours to maximise online and offline welfare activities, including long-term discount on staff-only platform and special events.

本集團亦為各項目的員工提供多元化活動以增加同事之間的交流，增強團隊凝聚力以及在公司培養良好工作氣氛，如年會、節慶日活動、員工旅行、家屬開放日、員工生日會、集團公司慶典步行活動、各類運動協會和公司美食節等，促進員工身心健康。在員工福利方面，公司不斷幫他們爭取線上、線下的福利活動，包括長期有效的員工專享內購平台折扣和專場活動。

Association Activities 協會活動

Basketball, badminton, yoga, and dance associations hold regular activities every week to promote physical and mental health of employees.

籃球、羽毛球、瑜伽、舞蹈協會每周定期開展活動，促進員工身心健康。



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Equal opportunity, diversity and anti-discrimination

As an equal opportunity employer, the Group is committed to providing a working environment free from discrimination. This includes all employment-related arrangements, such as recruitment, transfer, resignation, training, promotion, remuneration and welfare, which are conducted using objective procedures and standards to ensure equal opportunities and fair treatment for all employees and job applicants. The Group is firmly opposed to all forms of discrimination.

During the Reporting Period, the Group was not aware of material violation of relevant laws and regulations on human resources applicable to the Group, including the Labour Law of the People's Republic of China, the Law of the People's Republic of China on the Protection of Women's Rights and Interests, the Trade Union Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China, the Social Insurance Law of the People's Republic of China and the Hong Kong Employment Ordinance. The management personnel of the Group's human resources department are equipped with adequate knowledge and experience regarding human resources. The management personnel periodically monitor updates in relation to laws and regulations on human resources and monitor compliance so as to protect the interests of both the employees and the Group.

Human resources policy for outsourced contractors

Some of the Group's daily operations which require substantial human resources are outsourced to third parties, including construction of development projects and property management. Such operations are labour intensive, thus the Group is committed to monitoring the human resources policies of outsourced contractors. The Group conducts investigations to understand the human resources management and past compliance record of contractors. They are also part of the assessment criteria to be considered directly during contractor selection and regular performance appraisals.

平等機會、多元化、反歧視

作為平等機會僱主，本集團致力提供一個不存在歧視的工作環境。此乃包括本集團所有有關僱員的安排，如聘用、調職、離職、培訓、晉升、薪酬福利安排等，均以既定之公平程序和客觀之標準進行，以確保所有僱員及職位申請者都獲得公平待遇。本集團堅決反對一切歧視行為。

本報告期間內本集團並無發現重大違反適用於本集團的人力資源相關法例法規，包括《中華人民共和國勞動法》、《中華人民共和國婦女權益保障法》、《中華人民共和國工會法》、《中華人民共和國勞動合同法》、《中華人民共和國社會保險法》和《香港僱傭條例》。本集團人力資源部擁有具備足夠人力資源相關知識及經驗的管理人員，定期監察人力資源法例法規相關的更新，並監測合規情況保障員工及本集團雙方的利益。

外判商人力資源政策

本集團日常營運中有部分工作需外判予第三方，當中包括項目開發的建築工程以及物業管理等。這些工作均需大量人力資源，因此，本集團亦致力監管外判商的人力資源政策，透過考察了解外判商的人力資源管理及過往的違規紀錄，並將此納入外判商評核準則，作為外判商篩選和定期表現評估的直接考慮。

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2.2. Health and Safety

Occupational health and safety

The Group places great emphasis on occupational health and safety. It actively implements measures to provide an ideal and safe working environment for its employees, construction work of contractors for property projects and the employees of tenants. Among which, our human resources and administration department is responsible for the safety of the Group's employees, while the safety of construction workers is responsible by customer service department, and that of tenants and customers is responsible by property department.

2.2. 健康與安全

職業健康與安全

本集團高度重視職業健康與安全，並採取積極措施為集團僱員、房地產項目外判商施工人員以及商戶僱員提供理想及安全的工作環境。其中，集團員工安全由人力資源及行政部門負責，施工人員安全由工程客服部門負責，商戶及客戶安全由物業部門負責。



Safety of the Group's employees

- Annual health check
- Recreational activities
- Staff association

集團員工安全

- 年度體檢
- 康體活動
- 員工協會



Safety of construction workers

- Site environmental requirements
- Training requirements
- Insurance requirements

施工人員安全

- 工地環境要求
- 培訓要求
- 保險要求



Safety of tenants' employees

- Fire safety knowledge trainings
- Monthly safety inspections
- Annual fire drill

商戶僱員安全

- 消防知識培訓
- 月度安全檢查
- 年度消防演習

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Considering that the employees of the Group mainly work in office premises and perform administrative tasks, the Group has formulated different initiatives and organised various activities to improve their physical and mental health, as well as achieving work-life balance. For instance, the Group arranges regular medical check-ups every year, provides benefits such as fitness activities to employees, and organises festival walking events, company trips, food festivals, fun parent-child carnival sports events and city wall marathons etc., in order to help our employees to alternate work with rest. Furthermore, the Group offers diverse association activities and organises weekly sport events such as basketball, badminton, yoga and fitness etc., thereby improving the physical and mental health of employees. The Company advocates employees to devote themselves into work with stronger physiques and with full enthusiasm.

針對集團員工主要於固定辦公室範圍從事低風險文職工作，本集團制定各項措施及舉辦不同活動以達到增強僱員體質、促進其身心健康並協助其取得工作與生活平衡的目標。例如：本集團每年設有定期體檢，並於報告期間為僱員提供了健身活動等福利，也組織了集團公司慶典步行活動、公司旅行和公司美食節、趣味親子嘉年華運動會、城牆馬拉松等活動，幫助僱員勞逸結合。此外，公司有多元化的協會運動，每周舉行包含籃球、羽毛球、瑜伽、健身等運動項目，促進員工身心健康。倡導員工以更加強健的體魄、飽滿的熱情投入到工作中去。

Shanghai No.8 Bridge – Science Popularisation Lecture for the Protection of the Shoulder, Neck, and Lumbar and Posture Evaluation for Office Workers 上海8號橋 – 辦公人群肩頸腰科普講座及體態評估

In February 2023, Shanghai No.8 Bridge held the "No.8 Bridge Spring Heart-warming Month" event, which mainly targets office workers who sit for long time, providing physical fitness and exercise health evaluation services.

上海8號橋於2023年2月舉辦了「8號橋春日暖心月」活動，此活動主要針對長時間久坐的辦公人群，提供身體體態和運動健康評估服務。



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For business personnel of contractors who are engaged in relatively dangerous construction activities, the Group has formulated unified safety and civilisation management and standard practises, large-scale machinery safety operation standards and other system specifications, and organised training for all employees within the Group to enhance the awareness of safe construction management. The project company will review the documents of commercial insurance purchased, organise safety training and arrange for technical handover before commencement of construction or service by contractors. All the requirements and standards in relation to occupational health and safety of the Group have been clearly stipulated in the safety codes provided to contractors.

In addition, the project company strictly requires contractors to provide sufficient personal protective equipment, in order to reduce the risk of injury. During hot weather, the project company requires contractors to implement measures to prevent heatstroke and adjust the working schedule for outdoor workers, to protect their health when working in high temperature conditions. The project company conducts daily safety briefings and weekly safety inspections and hires a third party to conduct inspection on the construction site, inspecting construction electricity, tower cranes, elevators, fire protection, etc. to ensure that contractors have strictly complied with the safety requirements. The third party will issue a project evaluation brief after inspecting the construction project, which records the basic information of the project in detail (including the construction company, supervision company and construction progress, etc.), assess the quality, production safety, engineering progress, management behaviour and other aspects of the project and specify the problems and potential dangers arising from the above aspects, and track the progress of rectification and solution of the problems. To understand the project situation and comprehensively ensure construction safety, the Group and the project contractor regularly hold safety meetings and record meeting minutes in detail. The contractor shall report the construction work (including the name of the

針對從事具有危險性的項目施工的外判商業務人員，本集團制定統一的安全文明管理及標準做法、大型機械安全作業標準等制度規範，並定期組織內部全員培訓，以增強安全施工管理意識。在外判商施工或服務前，項目公司會審核其商業保險單據，並組織安全培訓和技術交接工作。本集團所提供給外判商的安全守則中明確列出了所有職業健康與安全相關的要求和標準。

此外，項目公司嚴格要求外判商為施工人員提供足夠的個人防護裝備，以降低受傷風險。在高溫天氣期間，項目公司還會通知外判商做好僱員的高溫防中暑工作，並調整室外工作人員的工作時間，以保證其在酷熱環境中的健康。為確保外判商嚴格遵守安全要求，項目公司每日進行安全交底工作，每周開展安全檢查，並聘請第三方對施工場地進行巡檢，對施工用電、塔吊、升降機、消防等進行檢查。第三方在檢查施工項目後會出具項目評估簡報，簡報中詳細記錄工程的基本資料（包括施工單位、監理公司和施工進度等），為項目的質量、安全生產、工程進度、管理行為等方面進行評分並具體指明上述各方面產生的問題和隱患，同時跟蹤問題的整改和解決進度；為了解項目情況，全面確保施工安全，集團與工程的承包商定期召開安全會議並詳細記錄會議紀要，承包商須於安全會議匯報工程施工工作情況（包括

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construction task, time limit, completion status, start and end date and the person in charge, etc.), the technical and quality work, the self-inspection of safe and civilised construction, the issues to be solved, the opinions of the supervision unit, the safety and quality problems existing on the construction site, etc. Contractors also must report any material safety incidents immediately for continuous monitoring by project companies.

As for the outsourced property management business which incurs a relatively lower safety risk, the Group sets out requirements to contractors, in bidding documents, on the purchase of social insurance for employees, regularly provision of occupational safety and health training, and purchase of commercial insurance for projects with major dangers. In order to further improve the health and safety performance at work and reduce work-related injuries, the Group also takes the health and safety performance of the year into consideration during the annual team and individual assessment. The Company also implements a balanced scorecard system to evaluate project performance. In the event of serious/extra serious quality or safety liability accidents, the project scores will be deducted, which may affect its performance rating. For example, the Excellent Operation Quality Award requires zero safety liability accident.

施工任務名稱、工期、完成情況、起止日期和負責人等)、技術質量工作情況、安全文明施工自檢情況、待解決事項、監理單位意見、施工現場存在的安全與質量問題等。外判商亦需及時匯報任何重大安全事故以供項目公司持續監察。

在物業管理外判業務方面，對於相對安全風險較低的工作，集團在外判招標文件中要求外判商按政府要求為僱員購買社保、定期進行職業安全與健康培訓，對重大危險項目購買商業保險。為進一步提升工作健康與安全表現及減少工傷情況，集團在每年度的團隊及個人評核時也會把該年度工作健康與安全表現納入考量。公司也實行平衡記分卡制度以評估項目績效，當出現重／特大質量或安全責任事故時，該項目則會被扣分，且有可能影響其績效評級。例如，優秀運營品質獎，要求安全責任事故零發生。

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Safety Weekly Inspection and Safety Morning Meeting 安全周檢及安全晨會



Engineering Safety Briefing Meeting 工程安全交底會



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During the operation of commercial projects, the project company regularly organises training to strengthen fire safety knowledge of tenants' employees, conducts monthly safety inspections on fire safety, electricity and water use and annual fire drill exercise. The project company also reviews the staff training plan (covering fire safety, staff safety, occupational health and safety) prepared by the property company at the beginning of each year and supervises the implementation of the training plan in the daily operation to ensure that the property personnel are equipped with sufficient safety knowledge to meet work requirements.

The Group has strictly complied with applicable laws and regulations such as the Labour Law of the People's Republic of China, the Safety Production Law of the People's Republic of China, the Law of the People's Republic of China on the Protection of Women's Rights and Interests, the Law of the People's Republic of China on Prevention and Control of Occupational Disease, the Trade Union Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China, the Administrative Regulations on the Work Safety of Construction Projects, and the Regulation on Work-Related Injury Insurances of the People's Republic of China to protect its employees from any potential hazards in the work workplace affecting their health and safety. Regular supervision on occupational health and safety are being conducted by the human resource department of the Group to ensure the operation safety is in compliance with the requirements of relevant laws and regulations. During the Reporting Period, the Group was not aware of any material violation of applicable laws and regulations on employee health and safety.

Through the above mentioned occupational health and safety measures and cooperation of all parties, the Group recorded zero lost day due to work injury of the Group during the Reporting Period. There was also no death arising from accidents at work in the past three years. The Group will continue to keep up the outstanding performance in occupational health and safety to maintain the record of zero work casualty.

針對商業項目運營期間，項目公司定期組織消防安全知識培訓，為商戶僱員提供消防知識，並每月對商戶進行消防、用電用水等安全檢查及每年組織消防演習。項目公司亦於每年年初審核物業公司編製的僱員培訓計劃（涉及消防安全、僱員安全、職業健康安全等），並在日常營運過程中監督培訓計劃的實施，以確保物業人員具有符合工作要求的安全知識。

本集團嚴格遵守《中華人民共和國勞動法》、《國家安全生產法》、《中華人民共和國婦女權益保障法》、《中華人民共和國職業病防治法》、《中華人民共和國工會法》、《中華人民共和國勞動合同法》、《建設工程安全生產管理條例》和《中華人民共和國工傷保險條例》等適用法例法規保障員工不受工作環境中的潛在危害影響其健康與安全。本集團人力資源部會對職業健康與安全進行定期監管，確保安全操作符合法例法規要求。本報告期間內，本集團並無發現任何重大違反僱員健康與安全相關的適用法例法規的情況。

透過上述職業健康與安全措施及各方合作，本集團於報告期內僱員因工受傷損失工作日數為0，而過往3年亦無出現僱員因工亡故的情況。集團會繼續保持職業健康與安全的良好表現，目標希望零工作傷亡紀錄能夠一直保持下去。

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The COVID-19 Pandemic

Although the society has recovered from the COVID-19 pandemic to a large extent in 2023, Gemdale Properties still earnestly implements the Guidelines on the Regular Management of the COVID-19 Prevention and Control, and strengthens the prevention and control measures of all departments against the COVID-19 to ensure the health of employees. This guideline covers routine testing of employee's health status and the establishment of health archives. For employees who were confirmed positive, the Company provides complete guidance, including reporting procedures, home leave arrangements, and the process of resuming work after turning negative. At the same time, in order to effectively control the risk of infection, the Company has also optimised the management measures of the office space. According to the development of the COVID-19, these prevention and control guidelines will continue to be dynamically adjusted.

新型冠狀病毒肺炎疫情

儘管2023年社會在很大程度上已從疫情中恢復，金地商置仍舊認真落實《關於新冠防控常態化管理工作指引》，加強各單位對新冠病毒的防控措施，以確保員工健康。該指引涵蓋了對員工健康狀態的定期檢測和建立健康檔案。對於檢測結果呈陽性的員工，公司提供了完整的指導，包括報備程序、居家休假安排及轉陰後恢復工作的流程。同時，為有效控制感染風險，公司也優化了辦公場所的管理措施。根據新冠疫情的發展趨勢，這些防控指引將持續進行動態調整。

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2.3. Development and Training

Employee development and training

The businesses of the Group incur certain extent of professionalism, therefore, the expansion of human resources is essential to sustainable development of the Group. We have set up a comprehensive training system covering employees of all levels. The contents of training include various kinds of corporate culture, professional management and general management courses, with the aims to improve the job related knowledge and skills, vocational quality of our employees comprehensively and unlock their potential. The Group believes that, this is not only beneficial to the personal and professional development of employees, but will also enhance the operational performance of the Group.

Management team

管理幹部

"We have great responsibilities in the Group and must lead all our staff to move forward firmly..."

「我們在集團中責任重大，務必帶領全體員工堅毅前進...」

Newly recruited employees from the market

社招新員工

"We have been working for a period of time and wish to assist in the development of the Group with our experience..."

「我們在社會工作了一段時間，希望以經驗協助集團發展...」



Scope of trainings

培訓範疇

Corporate culture

企業文化

- Leader exchanges among the Group
- Development history of the Group
- Corporate culture
- Professional integrity
- Articles of Association of subsidiaries
- Site-visit of projects
- 集團領導交流
- 集團發展史
- 集團文化
- 職業操守
- 子公司規章制度
- 項目考察

Professional management

專業管理

- Strategies of the Group
- Brand management of the Group
- Product management of real estate
- Engineering management
- Site-visit of projects
- Structure and division of work of departments
- 集團戰略
- 集團品牌管理
- 集團產品管理
- 工程管理
- 項目考察
- 部門架構及分工

Basic management

基礎管理

- Human resources
- Financial reimbursement
- Application of information systems
- Application of office systems
- 人力資源
- 財務報銷
- 信息化系統應用
- 辦公系統應用

2.3. 發展及培訓

僱員發展及培訓

本集團所從事的業務具有相當程度的專業性，因此人力資源的增益為集團持續發展不可或缺的一環。集團已制定完善的培訓體系，對象涵蓋各級別員工，培訓內容包括不同形式的企業文化、專業管理及通用管理課程學習，全方位加強僱員的工作知識技能、職業素質，並激發其潛力。本集團相信，此舉不但有利於僱員的個人及事業發展，亦能同時提升集團的營運表現。

Employees who are new comers

to the city

新城市員工

"We have just arrived in this city and will try to adapt to the new environment as soon as possible..."

「我們剛到這個城市，會努力盡快適應全新的環境...」

Newly recruited employees from college

校招新員工

"We are in the early stage of career with limited experience, but we hope to try our best to realise our aspirations..."

「我們剛投身社會，經驗雖淺，但希望全力以赴，一展抱負...」

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Apart from internal online and offline training courses, the Group also encourages its employees to participate in external trainings, including training on duties and skills of special job positions. Training expenses of qualified courses that are conducive to work will be borne by the Group. The Group also formulates different career development plans and programs according to different business natures, as well as personal aspirations, competencies and development needs of the employees, such work shift, internal transfer and trainings in other organisations.

In 2023, the Group and each regional companies and subsidiaries conducted various forms of training programs and courses. These include the development and launch of the PC end and mobile end for learning and development zone, the development of multiple professional courses that benefit product power improvement, marketing management, cost management, etc., as well as offline training programs for young talents training, new employee training, professional skills training, etc.

除內部的線上線下培訓課程外，集團亦鼓勵員工參與外界培訓課程，包括特殊崗位的崗位職責與技能培訓等相關內容，所有符合資格並有益於工作開展的課程培訓費用均由本集團承擔。本集團更針對不同的業務特性和僱員的個人志向、能力和發展需求，安排不同的職業發展計劃與規劃，例如輪崗、轉崗、外派等。

2023年，集團及各區域、子公司開展了多種不同形式的培訓項目及課程。包括開發上線學習發展專區PC端及移動端，開發有益於產品力提升、營銷管理、成本管理等多門專業課程，以及青年人才培養、新員工培訓、專業技能培養等線下培訓項目。

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Online Training 線上培訓

In 2023, Gemdale Corporation is committed to enhancing the professional skills and knowledge of its employees by launching multiple online learning platforms and training courses, which strengthened their learning and development.

Launch of the Learning and Development Platform Column under the Gemdale Properties Class

In June 2023, the Gemdale Management Research Institute, in collaboration with the Human Resources Administration Centre at headquarters of Gemdale Properties, launched a new learning and development platform called the Gemdale Properties Column. Approximately 600 courses were made available, covering areas such as residential development marketing, design, engineering, cost, customer service, industrial operation, business management, and long-term rental apartments. The platform also includes sections for showcasing achievements, cultural content, featured courses of Gemdale Properties, and a column for new employees. With a more systematic, professional, and extensive range of learning channels, formats, and content, the platform effectively empowers employees. As of now, there have been approximately 49,500 logins with a total learning time of 3,544 hours.

Launch of the Mobile Learning Platform for Direct Sales

To cultivate a learning-oriented frontline sales team, the Human Resources Administration Centre, in collaboration with the Gemdale Management Research Institute, developed a mobile learning platform based on the enterprise WeChat application. The platform provides access to a vast collection of excellent sales courses and short videos, allowing sales employees to learn anytime, anywhere. It also offers more online training and assessment channels. Approximately 800 people have joined this mobile learning platform across the Group.

在2023年，金地集團致力於提升員工的專業技能和知識水平，通過推出多個在線學習平台和培訓課程，加強了員工的學習與發展。

商置學院學習發展平台專區上線

2023年6月，金地管理創研院聯合商置總部人力行政中心上線全新學習發展平台商置專區，共上線約600門課程，涵蓋住宅開發營銷、設計、工程、成本、客服以產業運營、商業管理、長租公寓等領域，並開設風采展示、文化專區、商置好課、新員工專欄等欄目，更系統、專業及豐富，提供了更多的學習渠道、形式和內容，有效賦能員工。截至目前，共約49,500人次登錄觀看，學習時長達3,544小時。

自銷移動學習平台上線

為打造學習型一線銷售團隊，人力行政中心聯合金地管理創研院開發了基於企業微信端的移動學習平台，接入了海量的優秀銷售課程及短視頻，讓銷售員工可以隨時隨地學習，更提供了更多的線上培訓和考核渠道，集團共有約800人加入該移動學習平台。

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Online Training Courses

In 2023, the Group's various professional departments have gradually launched online training courses on different themes. Online training provides employees with greater flexibility in terms of time and location, and it helps to save training resources so as to further improve training effectiveness and experience.

The Group's marketing management department organised a series of online training sessions focusing on topics such as compliance operation, system management, and bulk sales. These sessions targeted marketing managers, cost administrators, project planners, and direct sales staff across various regions, cities, and projects, enhancing their professional knowledge and skills. The training courses included:

- “Enhanced Training on Smart Sales Office Risk Control”: This training focuses on strengthening risk control for facial recognition channel systems, with an emphasis on risk investigation classification and judgment criteria, commission payment, and manual judgment precautions, as well as an introduction to the new feature of “channel risk control review rules.”
 - “Sales System and Cloud Guest Smart Sales Office Half-Year Data Inspection Report”: This training reviews the application data from the first half of the year for the Sales System and Cloud Guest Smart Sales Office. It conducts data inspections based on the timeliness and accuracy of data entry, and presents the application status from various dimensions.
 - “Operation Training for Marketing Expense System”: This training covers the new management requirements of the expense system for 2023, including specific operational points for contract management and non-contract management.
- 《智慧案場渠道風控強化培訓》: 針對人臉識別渠道風控系統開展強化培訓，重點對於風險稽查分類及判定標準、結佣及人工判定注意事項進行強化培訓，以及「渠道風控判定覆核規則」的新功能介紹
 - 《銷售系統及雲客智慧案場半年數據巡檢匯報》: 針對銷售系統客智慧案場上半年的應用數據，組織復盤，從數據錄入的及時性、準確性展開數據巡檢，晾曬各維度應用情況
 - 《營銷費用系統操作培訓》: 針對2023年費用系統新的管理要求進行培訓，包括合同管理、非合同管理中具體操作要點進行培訓

線上培訓課程

2023年，集團各專業口陸續開展了不同主題的線上培訓課程，在線培訓給了員工在時間和地點上的更大彈性，也更好的節約了培訓耗材，進一步提升培訓效能和體驗。

集團營銷管理部圍繞合規經營、制度管理、大宗銷售等主題組織系列線上培訓，覆蓋各區域、城市、項目的營銷負責人、費用管理員、項目策劃人員、自銷員工等，進一步加強了他們在各自領域的專業知識和技能。包括的培訓課程有：

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- “Marketing Rights and Responsibilities Training”: This training focuses on the adjustments to rights and responsibilities in 2023, including requirements for expense budget approval, adjustment, additional allocation, intermediary distribution application, determination of sales property and suppliers, sales incentives, and display area expenses.
- “Training on Gemdale Properties Marketing Expense System Management Regulations”: This training aims to promote and educate employees on the key content of the “YX-ZD-04 Gemdale Properties’ Marketing Expense System Management Regulations” released in June 2023.
- “Training on Supplier System Management Requirements and Optimisation Upgrade”: This training focuses on the key points of the optimisation and upgrade of the supplier system in 2023, including approval and requirements for adding new suppliers, and classification standards for supplier grading.
- 《營銷權責培訓》: 針對2023年權責調整內容進行培訓，重點包括費用預算審批、調劑、追加、中介分銷申請、案場物業及供應商確定、銷售激勵、展示區費用等權責審批要求
- 《金地商置營銷費用系統管理制度培訓》: 針對2023年6月發佈的《YX-ZD-04金地商置營銷費用系統管理制度》重點內容進行宣貫培訓
- 《供應商系統管理制度要求及優化升級培訓》: 針對2023年供應商系統的優化升級要點進行培訓，重點包括供應商新增考察入庫權責審批及要求、供應商分級分類標準等內容

The Group’s cost management department organised nine sessions of the online Cost System Lecture Hall, with a cumulative training attendance of over 1,000 people. By reorganising past cases and knowledge, a total of 59 online video courses were launched, covering eight types of training, including orientation, system and operation guidelines, informatisation, cost management, special research, professional knowledge, case review, and skill enhancement.

Online training courses such as special internal control for business management, Penetration Action 2.0 (investment/property service/product), job qualification certification, industry mini-classroom, and Starting Plan 2.0 were conducted among industrial sectors. A total of 92 courses were developed, with 66 training sessions, covering approximately 2,300 participants, and a total training duration of 214 hours. These efforts have achieved good results in professional capacity building and talent development, effectively promoting the core capacity building of the industrial companies and supporting business operations.

集團成本管理部舉辦了線上成本體系大講堂9場，累計培訓人數達1,000人以上。通過重新梳理過往案例及知識沉澱，推出共59門線上視頻課程，包含了入職、制度及作業指引、信息化、成本管理、專題研究、專業知識、復盤案例、能力提升等八大培訓類型。

產業板塊開展了經營管理內控專項、穿透行動2.0（招商／產服／產品）、崗位資質認證、產業小課堂、起航計劃2.0等線上培訓課程，共計開發課程92門，培訓場次66場，覆蓋約2,300人次，培訓總時長214小時。在專業能力建設和人才隊伍建設方面取得良好效果，有效推動產業公司核心能力建設，助力經營。

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The Group's departments, including design, investment, engineering, and customer service, have also conducted a series of training and examinations to effectively improve employees' professional skills and enhance product and service capabilities, such as boosting product quality and delivery capabilities.

集團設計、投資、工程客服等部門亦開展了助力產品力提升、交付力提升等系列培訓及考試，有效提升員工的職業技能，並對集團經營的產品及服務起到改善提升的作用。



金地商置 华北区域

专业之道

《产业园REITs解析以及商业地产REITs展望》

商智讲堂公开课第一期

主讲老师
张湜
南开大学金融学硕士
嘉信基金基础设施投资部副总经理
建信中关村产业园REITs投资经理
13年基础设施项目投资经验

辅讲老师
符琳杰
南开大学金融学硕士
建信基金创新发展部总经理
负责公募基金、特定客户资产管理
计划产品研发工作

课程概要

- 一、REITs的产生和在我国的实践
- 二、REITs项目运作流程
- 三、REITs盈利模式及费用解析
- 四、商业地产（购物中心）资产证券化趋势研判

2023.3.13 14:00-16:00

参训方式：各地会议室集中参训
参训人员：华北区域全体管理人员
相关专业同事（企业微信扫码报名）

华北区域投资拓展部&人力行政部



金地商置 华北区域

商智讲堂公开课第二期

专业之道

《外立面品质管控专项提升》

【培训背景】

本课程旨在联合设计、工程、成本系统拉通华北区域直管项目、各事业部管理项目建立标准化外立面品质管控提升举措，结合商置集团工程外檐专项评估检查要点、华北区域外檐涂料做法案例分享、现场外檐涂料技术实操应用分享等内容充分拉通区域外檐品质管控标准，切实达成各项管控举措落地实施，实现外立面效果高品质呈现。

【授课讲师】

刘孟兴 华北区域工程管理部
高亮 华北区域设计管理部
包翠荣 阿克苏阿克苏东源油包翠荣

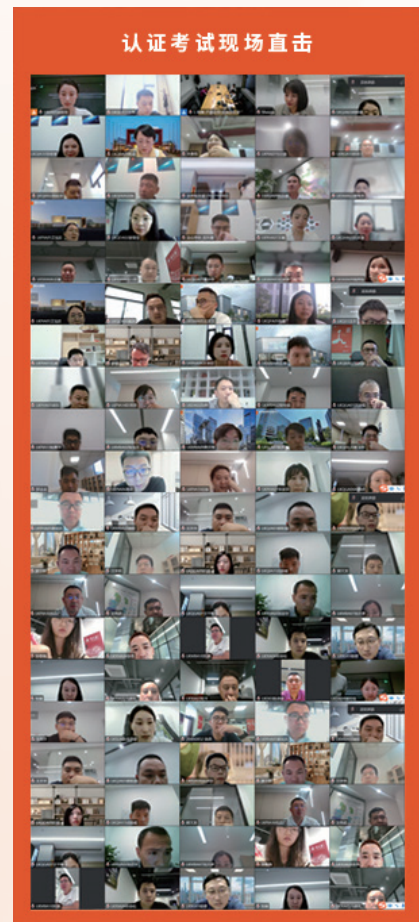
【培训安排】

培训时间：3月21日（周二） 14:00-17:30

14:00-15:30 刘孟兴《集团工程外檐专项评估检查要点》
15:30-16:00 高亮《华北区域外檐涂料做法案例分享》
16:00-17:30 包翠荣《现场外檐涂料技术实操应用分享》

腾讯会议：188-608-292
参训要求：各单位项目总、设计、工程、成本条线必修，其他感兴趣同事可自行报名

金地商置华北区域人力行政部



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Offline Training Program 線下培訓項目

The Group actively carried out various offline training programs targeting different sectors in 2023, with the aim of enhancing employees' professional skills and management abilities.

In the industrial sector, the Group set "cultivating elites and forging efficient teams" as the work goal and requirement. It focused on the comprehensive training of high-potential talents and the construction of a reserve force. The "Viseen Business School" talent development core project was launched, with the Company's management team serving as mentors to conduct talent selection and training for all employees of the industrial companies. Through diverse methods and content such as team integration, self-awareness, business practise, case studies, expanded thinking, and broadened horizons, the program systematically helps students enhance their perspectives on the entire business chain, operation, external environment, and cultural consensus.

集團在2023年積極開展了多項面向不同板塊的線下培訓項目，旨在提升員工的專業技能和管理能力。

在產業板塊中，集團以「淬煉精兵強將、鍛造高效團隊」為工作目標與要求，聚焦高潛人才複合培養和後備力量梯隊建設，開展「威新商學院」人才發展核心項目，由公司管理層作為導師帶教，面向產業公司全員進行人才選拔培養，通過團隊熔煉、自我覺察、業務實踐、案例研討、思維擴展、視野延伸等多元方式和內容，幫助學員系統性提升全業務鏈視角、經營視角、外部視角及文化共識。



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In the long-term rental apartment sector, the “Community Partner Advanced Training Camp” special training program was held at the headquarters in Shenzhen from June 19 to 21. This program mainly targeted 26 front-line operational and management store managers in the long-term rental apartment business and provided them with a 3-day intensive training to continuously enhance their operational and management capabilities. In addition, special training on urban empowerment was held in Shanghai and Hangzhou in October, covering positive psychology, sales empowerment, office skills and other trainings that focus on the core needs of urban business, with over 30 employees participating. These trainings effectively help employees improve their comprehensive abilities to actively respond to market changes.

長租公寓版塊於6月19日至21日在深圳總部舉辦了「社區合夥人進階訓練營」專項培養計劃。此計劃主要針對26名長租公寓業務的一線運營管理店長，進行了為期3天的集中培訓，旨在持續提升他們的經營和管理能力。此外，10月在上海和杭州舉辦了城市賦能專項培訓，針對城市業務的重點需求，開展了積極心理學、銷售賦能、辦公技能等培訓，共有30餘名員工參加。這些培訓有效幫助員工提升綜合能力，以積極應對市場的變化。



During the Reporting Period, all of our employees had participated in trainings and the average training hours completed were 1.3 hours (2022: 15.6 hours). The change was mainly due to a downward trend in the industry’s economic situation, which prompted the Company to shift its focus to core business areas such as increasing sales revenue, enhancing cash collection and strictly controlling expenditure.

於報告期間，本集團的全體僱員均有接受培訓而平均培訓時數為1.3小時（2022年：15.6小時）。這一變化主要是由於當前行業經濟形勢的下行趨勢，促使公司將重點轉移到提升銷售收入、提高資金回款以及嚴格控制支出等核心業務領域。

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2.4. Labour Standards

Prevention of child labour or forced labour

In strict accordance with the requirements of the applicable laws and regulations on human resources, the Group recruits personnel who have attained the age of 18 or above with valid identification, and verifies the identity of candidates when they first report duty. The companies under the Group uphold the principles of fairness, openness and voluntariness when recruiting, and signing legal employment contracts with each employee, without any use of forced labour.

On the other hand, contracts signed between the Group and contractors include provisions regarding human resources. Such provisions require the contractors to ensure that the employment of all personnel is in accordance with the Labour Law of the People's Republic of China or applicable relevant laws and regulations. Employment of child labour and forced labour, in any kind, is strictly forbidden.

The Group conducts random inspections on subsidiaries and contractors on a regular basis to ensure that there is no violation of the relevant applicable laws and regulations and will continue to strictly comply with the laws of the People's Republic of China, such as the Labour Law, the Underage Workers Special Protection Provisions, the Law on the Protection of Minors and the Prohibition of Child Labour Provisions. During the Reporting Period, the Group was not aware of any violation of applicable laws and regulations on the prevention of child labour or forced labour.

2.4. 勞工準則

防止童工或強制勞動

本集團嚴格按人力資源相關的適用法例法規要求，招聘錄用年滿18歲或以上持有有效居民身份證的人員，並於入職時檢查應聘者的身份證。本集團之成員公司本着公平、公開、自願的原則招聘錄用僱員，並與僱員簽訂合法僱傭合同，並無強制使用勞動力行為。

另一方面，本集團與外判商所簽訂的合同中均包含人力資源的相關條款。條款要求外判商確保所有人員的聘用都符合《中華人民共和國勞動法》或相關的適用法例法規，嚴禁一切童工和強制勞動力的聘用。

本集團定期為子公司及外判商進行抽查，確保沒有違反相關的適用法例法規的情況，並會繼續嚴格遵守中華人民共和國《勞動法》、《未成年工特殊保護規定》、《未成年人保護法》、《禁止使用童工規定》等。本報告期間內，本集團並無發現任何違反防止童工或強制勞動相關的適用法例法規的情況。

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3. CARE FOR THE ENVIRONMENT

The Group is a real estate company specialised in property development, property investment and property management. The Group understands that business development will exert certain impacts on the surrounding environment, therefore the Group has always regarded environmental protection as a significant commercial factor, and sought to provide customers and other stakeholders with a natural and unspoiled environment.

To demonstrate the Group's commitment to environmental protection and to monitor performance progress more effectively, the Group has established long-term environment-related targets:

Category 類別	Target for 2030 ² 2030年目標 ²
Emissions 排放	Intensity of petroleum usage to decrease by 4% ³ 汽油用量密度減少4% ³
Non-hazardous waste 無害廢棄物	Intensity of paper products waste to decrease by 8% 紙製品棄量密度減少8%
Energy utilisation 能源使用	In tensity of electricity consumption to decrease by 15% 用電量密度減少15%
Use of water resources 水資源使用	Intensity of water consumption to decrease by 13% 用水量密度減少13%

The Group's policies on and measures for reduction of emission and waste, use of energy and water resources are described in the following sections.

3. 愛護環境

本集團為一家專注於物業發展、物業投資及物業管理的房地產公司。本集團明白業務發展會為周邊範圍帶來一定的影響，因此本集團一直視環境保護為重要的商業考慮，務求各項目的客戶以及其他持份者能夠享有自然、不受破壞的環境。

為彰顯集團對環境保護的承諾及更有效監察表現進度，本集團建立了長期的環境相關目標：

集團在減少排放、廢棄物、能源及水資源使用方面的政策及措施將在以下章節描述。

² The baseline year for the target for 2030 is 2021.

³ Intensity shall be calculated by consumption/emissions per employee.

² 2030年目標基準年份為2021年。

³ 密度按每位員工使用量／排放量數目計算。

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3.1. Environment and Natural Resources

The Group is committed to fulfilling its social responsibility and promoting corporate citizenship. During project development, the Group strictly abides by applicable environmental laws and regulations and national standards, and tries to minimise the impact on the environment and natural resources.

Noise and dust from project construction

The Group understands that the construction activities of property development projects may cause pollution to the surrounding environment and strives to minimise the impact. Before commencement of construction, the Group employs qualified third-party environmental impact assessment experts to conduct a detailed assessment of the environmental impacts arising from project development, establish a written environmental impact assessment report and formulate a mitigation plan. During the project implementation period, the Group allocates special funds and implements all measures to control the impact of construction activities on surrounding environment, including dust and noise. In particular, the Group requires its construction contractors to control dust and noise by adopting the following measures:

Dust control

控制塵土

- To reduce dust by setting up road spraying equipment at construction sites
施工現場配置道路噴淋設備降低揚塵
- Strictly comply with the six 100% requirements: "100% hoarding of construction sites, 100% coverage of bulk material stacking, 100% washing of in-and-out vehicles, 100% pavement of roads in construction sites, 100% closed transportation of muck vehicles and 100% wet operation on demolition sites"
嚴格遵守六個百分之百要求：「施工現場100%圍擋、散裝物料堆放100%覆蓋、出入車輛100%沖洗、施工現場路面100%硬化、渣土車輛100%密閉運輸、拆遷工地100%濕法作業」
- Real-time monitoring of PM2.5 and other data
實時監控PM2.5等資料

3.1. 環境及天然資源

本集團積極履行社會責任及宣揚企業公民意識。在項目開發中，本集團嚴格遵守環保相關的適用法例法規及國家標準，盡可能將對環境及天然資源的影響降至最低。

項目施工噪音及塵土

本集團深明房地產項目施工可能對周遭環境造成污染，並致力將有關風險降至最低。在項目施工前，本集團聘請合資格的第三方環境影響評估專家對項目開發所引起的環境影響進行詳細評估，建立書面的環境影響評估報告並制定應對方案。在項目實施階段，本集團調撥專項資金，全力落實措施控制施工過程為周遭環境帶來的影響，包括塵土、噪音等。具體而言，本集團要求項目施工單位採取包括以下措施以控制塵土及噪音：

Noise control

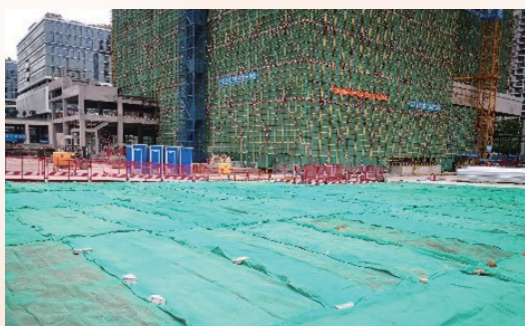
控制噪音

- To reduce noise transmission by installing sound insulation panels and noise reduction panels in specific construction areas
在特定施工區域設置隔音板及降噪板以減少對外噪音傳播
- Strictly comply with the noise emission controls on day-time, nighttime and holidays imposed by local governments
嚴格遵守地方政府日間、夜間及節日假期的噪音排放限制
- Real-time monitoring of the level of noise-by-noise dosimeter at construction sites
施工現場噪音檢測儀實時監控噪音水平

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Dust and noise control 塵土及噪音控制



Project renovation works

In order to mitigate the impact of renovation work by tenants and property owners on other property users and the environment, relevant guidelines have been established for certain projects, which require customers to submit applications to property management before carrying out any type of construction work. Customers shall provide supporting documents to the property management for renovation work and management, to demonstrate compliance with standards of the project and relevant regulatory authorities in different aspects such as construction quality, construction operation, environmental protection and safety. Additionally, renovation materials used by the Group and its operations are all in compliance with relevant regulatory requirements of China for green environmental protection, such as the provisions stipulated in the Code for Indoor Environmental Pollution Control of Civil Building Engineering (GB-50325-2001D) and other relevant national standards, and meeting inspection standards.

項目裝修工程

為減輕租客、業戶進行之裝修工程對其他物業用戶及環境的影響，部分項目建立了物業裝修相關的規範，要求客戶進行所有工程前必須先向物業管理申請。客戶需為裝修施工、管理等向物業管理提交支持文件，證明工程品質、施工操作、環保、安全等各方面皆符合項目及相關政府監管部門的標準。另外，本集團所使用的裝修物料和操作均符合國家綠色環保相關規範要求，例如《民用建築工程室內環境污染控制規範》(GB-50325 – 2001D)的規定及其他相關國標規定，並必須達到檢測標準。

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Indoor air quality of projects

As for the operation of the property projects, the office buildings and shopping malls of the Group implement a complete ban on smoking. Air purifiers or air conditioning are also installed by property management to ensure indoor air quality. For catering merchants which generate considerable amount of emissions, advanced equipment such as imported fume extractors, professional rainwater-sewage separators and grease traps have been deployed for air purifying. In addition, since the decomposition of kitchen waste will produce peculiar smell, the Group has arranged a separate garbage room for collection of food waste. The Group has also installed ventilating, venting and refrigeration equipment for the food garbage room to eliminate odour in daily operation. In addition, the renovation materials and furniture used in the projects are also in compliance with formaldehyde safety emission standards.

The Group is committed to environmental protection, thereby realising the sustainable development of the Group and contributing to the environmental protection work of the community.

3.2. Climate Change

We closely monitor the risks and opportunities that climate change brings to the Group's business and have included climate-related risks in the risk management framework of the Company to adapt to or mitigate the impacts of climate change on its business. The Group addresses climate-related risks as part of its enterprise risk profile, which is supervised by the Board. For the overall management regarding ESG risks, please refer to the section headed "Management Approach for Sustainable Development" in this report.

項目室內空氣品質

項目營運方面，本集團的寫字樓、購物中心等明文規定全面禁煙，物業管理會於項目辦公室及購物中心室內安裝空氣淨化器或空調新風系統，以保證室內空氣的品質。針對高排放的餐飲商戶，引進進口油煙淨化器、專業排污及隔油裝置等先進設備以淨化空氣；此外，由於餐飲廚餘分解時會產生大量異味，本集團安排了獨立垃圾房以收集餐飲廢物。本集團亦為餐飲垃圾房安裝了通風、排氣和製冷設備，保證日常運作中餐飲垃圾房無異味傳出。此外，項目所使用的裝修物料及家具亦符合甲醛安全排放標準。

本集團持續地致力於環境保護工作，並堅持以此為基礎，來實現本集團發展的可持續性，為社會的環境保護工作作出應有的貢獻。

3.2. 氣候變化

我們密切關注氣候變化對本集團的業務所帶來的風險與機遇，將氣候相關風險包括在公司的風險管理框架之內，從而適應或減緩氣候變化對其業務的影響。集團將氣候相關風險視為企業風險的一部分，並由董事會監督。有關ESG風險的整體管理，請參考本報告中的「可持續發展管理方針」部分。

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During the Reporting Period, the Group identified the following important examples of climate-related risks and their potential financial impacts, taking into account the climate risk assessment in the IFRS S2 Climate-related Disclosures (“IFRS S2”) issued by the International Sustainability Standards Board (“ISSB”):

於本報告期內，集團參考國際可持續準則理事會（「International Sustainability Standards Board」，「ISSB」）的國際財務報告可持續披露S2準則（「IFRS S2」）中的氣候風險評估，識別出以下重要氣候相關風險例子及其潛在財務影響：

Physical risks 實體風險	Event description 事件描述	Potential financial impact 潛在的財務影響
Acute physical risks 急性實體風險	Occurrence of extreme weather events, such as typhoons, rainstorm, floods, etc. 極端氣候事件，如颱風、暴雨、洪水等的發生	Damage to real assets, resulting in property losses, injuries and deaths 損害實體資產，造成財物損失、人命傷亡

Transition risks and opportunities 轉型風險與機遇	Event description 事件描述	Potential financial impact 潛在的財務影響
Policy and legal risks 政策及法律風險	The government tightened energy guidelines for buildings, enhanced emission report requirements and regulated high-pollution projects in the industry 政府收緊建築物能源指引、加強排放報告的要求、規範業界的高污染項目	<ul style="list-style-type: none"> Increasing operating costs to meet government regulations 增加營運成本以符合政府規定 Additional costs arising from non-compliance with the new requirements 因不遵守新規定而產生的額外成本
Market risks and opportunities 市場風險與機遇	Shifting customer preferences, such as rising demand for green buildings 顧客偏好的轉變，如對綠色建築的需求上升	<ul style="list-style-type: none"> (Risk) Failure to develop green buildings in time may reduce income (風險) 未及時發展綠色建築或減少收益
Technology risk and opportunities 技術風險與機遇	Use of more renewable energy and environmentally friendly materials, with rising prices of such materials 使用更多可再生能源和環保物料、環保物料價格上升	<ul style="list-style-type: none"> (Risk) Increasing investment and procurement costs (風險) 增加投資及採購成本 (Opportunity) Rising revenues resulting from growing demand for green consumption (機遇) 由於綠色消費需求增長而導致的收入增加

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In view of extreme weather events, the Group guides each commercial project through the formulation of the Typhoon Contingency Plan, to defend itself against the impacts of typhoons in an effective and organised manner to minimise the damages caused by disasters. Project general managers shall act as the commanders of typhoon contingency response and be responsible for the coordination of each contingency team, aiming to obtain, issue and track real-time updates in the shortest possible time to take precautionary measures and minimise damages. After the typhoon, where feasible, project managers shall examine the areas under their management, assess the damages caused by the typhoon and arrange recovery work. As the area where the project property is located is in the face of a certain degree of flood risk, Shenzhen Viseen formulated the Viseen Flood Contingency Plan to further strengthen the implementation of flood contingency measures, hoping to carry out flood prevention, rescue and disaster relief in a swift, highly efficient and orderly manner in the event of heavy rain and flood emergency. The plan can further enhance the employees' emergency response capacity against floods, raise their awareness on disaster prevention and protection, minimise damages caused by floods and safeguard the customers' lives and assets in the park.

In order to address the transitional risks that climate change may have on the Group, we have integrated green design concepts into its projects, and put its best efforts to adhere to the design standards of China's Assessment Standards for Green Building. In addition, we have entrusted third-party engineering consulting companies to conduct on-site inspections for the projects on the environmental protection situation, working environment and safety conditions periodically, ensuring environmental protection measures are continuously monitored and all deficiencies are rectified in a timely manner. Moreover, the Group has been monitoring the development and requirements of the government and the industry, so as to make timely adjustments to its strategies to ensure that the projects are in compliance with the latest legal requirements. These measures were taken to pave the way for the Group's smooth transition to a green economy.

針對極端氣候事件，本集團透過訂立《防颱風應急預案》指導各商業項目在應對颱風災害時，能有效、有序地抵禦颱風侵襲，最大限度地減少災害造成的損失。當中由項目總經理為颱風防禦應急總指揮，負責統籌協調各應急小組，為求在最短的時間內獲取並發佈和關注實時動態，做好防禦措施，把損失減低。在颱風侵襲過後，可行的情況下，檢查管理轄區並統計颱風造成的損失情況，安排進行復修工作。有見於項目物業位處地區面對一定程度的水浸風險，深圳威新為進一步強化防汛應急預案保障措施的落實而訂立《威新防汛應急預案》，希望在遇到暴雨天氣，汛情緊急的情況下，能夠迅速、高效、有序地做好防洪防汛和搶險救災應急工作，進一步提高員工應對汛情的應急反應能力，提高員工的防災避災意識，最大限度地減輕水災造成的損失，維護廣大園區客戶生命財產的安全。

為應對氣候變化可能給本集團帶來的轉型風險，我們將綠色理念融入到項目設計中，並盡可能遵循中國的《綠色建築評價標準》進行配置。同時，我們也委託第三方工程顧問公司定期對項目現場的環保狀況、工作環境和安全進行檢查，以確保環保措施得到持續的監控，並及時改進所有不符合標準的問題。本集團亦有關注政府及行業的發展和要求，及時調整策略，以確保項目符合最新的法例要求。這些措施旨在為本集團順利過渡至綠色經濟做好充分準備。

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In addition, Shenzhen Viseen has established a comprehensive business continuity management system and standards to identify the potential internal and external risks that may have an impact on the Group's operation. It has also formulated a sound emergency structure and recovery plan to cope with uncertain factors (such as extreme weather conditions caused by climate change), and to ensure that the ordinary course of business can continue to operate in an orderly manner after the disaster, thereby reducing their impact. Shenzhen Viseen received the ISO22301:2012 Business Continuity Management Systems Certification issued by the Hong Kong Quality Assurance Agency.

3.3. Emissions

Environmental assessment on property development projects

All property development projects of the Group are outsourced to professional third-party contractors, so the Group does not directly produce any major emissions (such as exhaust fumes and sewage, etc.) during the phase of development. Nevertheless, the Group takes the responsibility for supervising outsourced contractors. During the field construction process of the projects, the Group entrusts third-party engineering consulting companies to conduct on-site inspections on the environmental protection situation, working environment and safety conditions periodically, ensuring environmental protection measures for the projects are continuously monitored and all deficiencies are rectified in a timely manner. In addition, the Group has integrated green design concepts into its projects, and put its best efforts to adhere to the design standards of China's Assessment Standards for Green Building. The selection of third-party contractors, construction process and the acceptance inspection are all under supervision of surveyors and engineers from the project company.

另外，深圳威新亦已建立一套完善的營運持續管理系統和標準，確立可能對集團營運所做成的內、外風險，並創立合理的應急架構和恢復計劃有效應對不確定的因素包括氣候變化所帶來的極端天氣，保證企業日常業務在災難過後也能維持業務運行有序，減低受到的影響，並得到由香港品質保證局頒發的ISO22301:2012營運持續管理系統證書。

3.3. 排放物

房地產開發項目環境評估

本集團所有的房地產開發項目均外判予專業的第三方承建商負責，故本集團於項目開發過程中並沒有大量的直接廢氣及污水等排放。儘管如此，本集團亦負起監管承建商的責任，在各項目現場施工的過程當中，本集團委託第三方工程顧問公司定期對現場環保狀況、工作環境和安全狀況進行檢查，確保工程的環保措施受到持續監控，所有不合標準的地方亦能得到及時改善。此外，本集團把綠色理念融入項目設計當中，盡可能按照中國《綠色建築評價標準》標準配置，在選擇第三方承建商、施工過程中以及竣工驗收均有監理方及項目公司工程師監督執行情況。

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The Group has also closely kept abreast of the prevailing green building regulations and standards, and has undertaken to build in accordance with the land grant conditions and the government's completion requirements. For example, for new residential buildings in Shanghai, the Group will ensure that all buildings meet, at least, the Green Building Design Label – 1 Star in accordance with the 13th Five-Year Plan for Shanghai Green Building. In addition, for large-scale public buildings with a gross floor area of more than 20,000 square metres, the Group will comply with the Green Building Design Label – 2 Star or above. The Group will continue to monitor the development and requirements of the government and the industry, so as to make timely adjustments to its strategies to ensure that the projects are in compliance with the latest legal requirements.

By 2023, among the property projects of the Group, a total of 7 projects have attained Green Building Design Label – 3 Star; 45 projects have attained Green Building Design Label – 2 Star; 44 projects have attained Green Building Design Label – 1 Star; and 1 project has attained Green Building Operations Label – 2 Star. Compared with 2022, the number of projects attaining Green Building Design Label in 2023 increased by 17. Furthermore, 1 project has attained LEED Platinum Certification, 3 projects have attained LEED Gold Certifications and 1 project has attained LEED Certification. In the meantime, the Group encourages its properties and projects to integrate green elements into products, such as installing air source heat pumps, water-saving faucets, water-saving sanitary appliances, low-e glass windows, high-efficiency fans and water pumps, high-COP air-conditioning units and chillers, implementing rainwater recycling, increasing the thickness of the insulation layer, etc.

本集團亦有緊貼當前綠色建築的規定和標準，並承諾按照土地出讓條件和政府的完工要求進行建設。例如，在上海市新建的民用建築項目中，集團將依據《上海市綠色建築「十三五」專項規劃》的規定，確保所有建築至少達到綠色建築一星級標準。此外，對於單體建築面積超過2萬平方米的大型公共建築，集團將遵循綠色建築二星級及以上的建設標準。本集團將持續關注政府及行業的發展和要求，及時調整策略，以確保項目符合最新的法例要求。

截止2023年，本集團共有7個項目取得綠色建築設計三星級認證證書；45個項目取得綠色建築設計二星級認證證書；44個項目取得綠色建築設計一星級認證證書；1個項目取得綠色建築運行二星級認證證書。對比2022年，2023年取得綠色建築設計認證的項目新增了17個。另外，累計1個項目獲得LEED鉑金級認證；3個項目獲得LEED金級認證；1個項目獲得LEED認證級別。同時，集團鼓勵旗下物業及項目將綠色元素融入至產品中，例如，安裝空氣源熱泵，節水龍頭、節水衛生器具、low-e玻璃窗、高效風機和水泵、高COP空調機組和冷水機組、實施雨水回收、增加保溫層厚度等。

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Environmental protection measures for property management

For its property management, the Group has implemented various environmental protection policies and encouraged outsourced property management personnel, tenants and owners to carry out energy conservation and emission reduction measures in compliance with the Environmental Protection Law of the People's Republic of China, the Water Pollution Prevention and Control Law of the People's Republic of China, the Air Pollution Prevention and Control Law of the People's Republic of China, the Solid Waste Pollution Prevention and Control Law of the People's Republic of China and other laws and regulations. During the Reporting Period, the Group was not aware of any material breaches of applicable laws and regulations relating to the environment. Among them, the project of Shenzhen Viseen has adopted the following environmental protection measures: the green ratio of the campus reaches 30% for landscaping and air purification; the public area power supply is regularly turned off from 21:00 onwards every day in order to save energy and reduce consumption; the oil is separated from water through oil separators to realise the recovery of waste oil and avoid the clogging of municipal pipelines and environmental pollution; and the oil exhaust system adopts high-pressure electrostatic oil removal in order to mitigate the pollution to the atmosphere.

The Group entrusts Shenzhen Gemdale Property Management Co., Ltd. ("Gemdale PM") to take responsibility for property management of property development and commercial projects. Over the years, Gemdale PM has been cooperating with Dongjiang Environmental Company Limited, which is recognised by the Shenzhen Government. Dongjiang Environmental Company Limited is responsible for disposing of waste produced from repair and maintenance of equipment and facilities during the property management operations, and ensuring that the property management waste is disposed of in a reasonable manner. Property management personnel for each project are required to establish waste storage facilities to collect waste oil, waste liquid, used fluorescent lamps and other hazardous waste in a centralised manner. These materials are regularly handed over to qualified waste management companies for proper disposal.

物業管理環保措施

本集團遵循《中華人民共和國環境保護法》、《中華人民共和國水污染防治法》、《中華人民共和國大氣污染防治法》和《中華人民共和國固體廢物污染環境防治法》等法律法規，於物業管理方面實施了多項環保政策，鼓勵外判物業管理人員和各租客、業戶推行節能減排措施。於報告期間內，本集團並無發現任何重大違反與環境相關的適用法例法規的情況。其中，深圳威新項目採取了以下環保措施：園區綠化率達到30%，以美化環境並淨化空氣；每日定時21:00起關閉公共區域電源，以節能降耗；通過隔油池進行油水分離，實現廢油回收，避免市政管網堵塞和環境污染；以及排油煙系統採用高壓靜電除油，減輕對大氣的污染。

本集團委託深圳市金地物業管理有限公司（「金地物業」）負責開發物業和商業項目的物業管理工作。金地物業多年來與受深圳政府認可的東江環保股份公司合作，並由東江環保股份公司負責處理在物業管理過程中，進行設備設施維修、保養等所產生的廢物，確保物業管理廢物得到合理處置。各項目的物業管理人員需設置物業廢棄物倉庫，集中收集廢油、廢液、廢舊燈管及其他有害廢棄物，定期交由合資格的環保公司處理。

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Waste disposal for tenants and owners

In terms of waste disposal for offices, shopping malls and other projects, the Group strictly implements local waste sorting policies and adopts comprehensive waste management measures. For types of waste that require special treatment, such as kitchen waste generated by stores, the Group has also arranged separate spaces, such as dedicated kitchen waste rooms, for special collection and temporary storage. These wastes are transported by qualified waste management companies on a daily basis to ensure that they will be daily disposed of, and to minimise the impact of their odour on the surrounding environment. Household waste is collected and transported by cleansing personnel, with the same policy of daily disposal. For other types of waste, the Group conducts sorting and collection, and will contact qualified transportation companies for disposal when the quantity reaches a certain level.

In terms of waste reduction, the Group requires property management companies to set up a used battery collection box at the waste collection site of the projects, where used batteries from employees and customers will be collected to reduce land pollution. The Group also requires waste sorting and has put up posters in conspicuous places of the projects to encourage merchants, employees and customers to sort waste and facilitate recycling.

On the other hand, the Group has also established corresponding control measures for oil fume emission and sewage treatment for catering merchants in shopping malls. Whenever tenants apply for renovation, the Group will require the tenants to install a two-stage cooking fume purification equipment and three-stage grease traps inside their stores for oil fume and sewage treatment. The Group further requires the tenants to clean up their kitchen exhaust hoods and oil separators every day as well as the smoke vents and kitchen ventilators regularly during their routine operation. In addition, the Group requires property management companies of the projects to engage qualified environmental protection companies to clean up and drain the public oil separators to ensure their effective operation.

租客及業戶廢物處理

對於辦公室、購物中心及其他項目的垃圾處理方面，本集團嚴格執行本地垃圾分類政策，並實施了綜合的垃圾管理措施。對於需要特別處理的垃圾類型，例如商舖產生的廚餘垃圾，本集團亦安排了獨立空間，例如專設的廚餘垃圾房，進行特別收集和暫存。這些垃圾由合資格的垃圾公司負責日常清運，以實現日產日清，並有效減少其氣味對周圍環境的影響。生活垃圾則由保潔人員負責收集和清運，同樣實行日產日清的政策。對於其他類型的垃圾，本集團進行分類收集，並在達到一定數量後聯繫合資格的清運公司進行處理。

減少廢物產生方面，本集團要求物業管理公司於各項目的垃圾收集處設置廢舊電池收集盒，以收集僱員和客戶的廢舊電池，減低廢棄電池對土地的污染。本集團亦要求為垃圾桶分類，在各項目明顯位置貼出海報鼓勵商戶、僱員及客戶對廢物進行分類，方便回收。

另一方面，在針對購物中心的餐飲商戶油煙排放、污水處理方面，本集團亦訂立了相應的控制措施。在商戶提出裝修申請時，本集團即要求商戶在舖內安裝兩級油煙淨化設備、三級隔油隔渣池等處理油煙及污水。而在日常經營中，本集團亦要求商戶每日清洗廚房排煙罩、清撈隔油池、定期清洗排煙煙道、抽油煙風機等。此外，本集團要求各項目的物業管理公司委託合資格的環保公司為公共隔油池進行清理和清撈處理，以確保這些裝置能夠有效地運作。

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Waste recycling bins in projects 項目內的廢物回收箱



Waste reduction measures within the Group

The Group also requires property management companies to use electronic records for their routine inspection work, and reduce the use of paper record forms. When it is necessary to use paper record forms, the quantity used shall be checked carefully and the forms shall be printed in bulk to reduce the use of paper.

本集團內部減廢措施

另一方面，本集團也要求物業管理日常巡查工作採用電子方式記錄，減少使用紙張紀錄表。對必須使用的紙張記錄表格，需認真核對用量，批量印刷，減少紙張的使用。

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In addition, the Group has implemented eco-office measures, including the allocation of designated usage quota to employees through the analysis of printer usage data, and the application for approval is required for excessive use, so as to control the usage, and promote the printing of informal documents with recycled paper. Employees are required to select single-sided used paper as the default printing option, and set up single-sided used paper/waste paper recycling bins next to the printer to strengthen the centralised collection and disposal of waste paper, old newspapers and magazines. Employees are also encouraged to communicate with each other via email and reduce the use of paper as much as possible. Paperless office is implemented by handling paperwork electronically, and reducing paper waste from administrative work. The Group also requires employees to raise the environmental protection awareness by posting labels such as “Save Disposable Tableware” and “Do Not Waste Paper” in the pantries and restrooms, to constantly remind employees of energy conservation and emission reduction. To further advocate environmental protection, Shenzhen Viseen office uses white porcelain cups instead of disposable paper cups in customer reception.

The majority of waste⁴ generated by the Group during the Reporting Period was disposable paper products, such as used paper from administrative work, paper cups for customer reception and plastic water bottles. The total amount of related waste generated is as follows:

Year 年度	Amount of paper product waste generated (kg) 紙製品廢棄物產生量 (公斤)	Intensity (kg/per employee) 密度 (公斤／每位僱員)	Amount of plastic water bottle waste generated (kg) 塑膠水瓶廢棄物產生量 (公斤)	Intensity (kg/per employee) 密度 (公斤／每位僱員)
	2023	1,321.00	0.48	76.10
2022	1,734.20	0.53	85.00	0.03

此外，本集團辦公室實行了環保辦公的措施，包括通過打印機使用數據分析，給員工分配指定使用額度，超額使用的需要申請報批，以此管控使用量；提倡非正式文件用再生紙打印；要求僱員打印用紙首選單面已印紙，於打印機處設置單面已印紙／廢紙回收箱，加強廢紙、舊報紙雜誌的統一收集和處理；在對外聯繫中建立電郵通訊的習慣，盡量減少紙張的使用；在辦公室實行無紙化，盡量把文書工作計算機化，減少行政工作所廢棄的紙張。本集團亦要求僱員提高個人環保意識，在辦公室茶水間及衛生間等張貼「節約即棄餐具」、「節約用紙」等標示，時刻提醒僱員節能減排。為進一步提倡環保，深圳威新辦公室更不使用一次性紙杯，在客戶接待過程中統一使用白瓷杯。

本集團於報告期間內產生的主要廢棄物⁴為行政辦公的紙張、接待用的紙杯等一次性紙製品，以及塑膠水瓶，相關廢棄物量共產生量如下：

⁴ Only includes waste directly controlled and generated by the Group and excludes waste generated by other third parties (i.e. tenants, owners and third-party service providers).

⁴ 只包括本集團直接管控及產生的廢棄物，並不包括其他第三方（例如租客、業戶、第三方服務商等）所產生的廢棄物。

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The Group did not directly generate a large quantity of hazardous waste. The waste generation intensity of paper products and plastic water bottle for the year was levelled off as compared with that of last year, which demonstrated that the environmental protection measures implemented by the Group are continuing to be effective in the control of waste generation.

The Group has prepared a range of environmental protection solutions related to the property management process as well as environmental protection guidelines related to the work of employees, for the employees of the Group and property management companies to follow. The Group also promotes the concept of environmental protection among merchants and customers, and encourages them to implement relevant measures. The above measures have been duly implemented during the Reporting Period and have led to successful results.

Greenhouse gas emissions of the Group mainly come from the use of energy in daily office work and property management with relevant emissions as follows⁵:

本集團並無直接產生大量有害廢棄物。本年度紙製品和塑料水瓶廢棄物產生量密度與去年持平。這表明本集團實施的環保措施在持續有效地控制廢棄物的產生。

本集團編製了一系列與物業管理過程相關的環保方案以及與僱員工作相關的環保規範，讓本集團和物業管理公司的僱員依隨實行，並向各商戶、顧客等宣揚環保理念及鼓勵推行環保措施。而報告期間上述各項措施均有切實執行，且成效顯著。

本集團的溫室氣體排放主要來自於日常辦公及物業管理工作之能源使用，相關排放量如下⁵：

Year 年度	Scope 1 (tonnes CO ₂ e) 範圍一 (噸二氧化碳當量)	Scope 2 (tonnes CO ₂ e) 範圍二 (噸二氧化碳當量)	Intensity (tonnes CO ₂ e/per employee) 密度(噸二氧化碳 當量/每位僱員)
2023	93.28	686.63	0.28
2022	104.57	634.43	0.23

⁵ Carbon footprint data covers scope 1 and scope 2 emissions of the Group, calculations of which are based on the Reporting Guide on Environmental KPIs issued by HKEX, the Average Emission Factors for national Power Grids in China issued by the Ministry of Ecology and Environment of the People's Republic of China in response to climate change and the Greenhouse Gas Emission Factors issued by the UK Government's Department for Environment, Food and Rural Affairs (DEFRA).

⁵ 碳排放資料涵蓋本集團範圍1及範圍2排放，計算參照香港交易所《環境關鍵績效指標匯報指引》、中國生態環境部應對氣候變化制定之《中國全國電網平均排放因子》及英國環境食品與鄉村事務部(DEFRA)發佈之溫室氣體排放因子。

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The amount of scope 1 CO₂e generated by Group during the Reporting Period decreased compared to last year, mainly due to lower gasoline usage resulting from reduced transportation, and that of scope 2 CO₂e generated increased compared to last year mainly due to a slight increase in electricity consumption resulting from the progressive easing of anti-epidemic measures and business resumption, as well as the adjustment of the greenhouse gas emission factor arising from the calculation of electricity during the year. The Group has implemented various energy conservation plans to reduce the carbon footprint. For details, please refer to the following section headed "Use of Resources".

3.4. Use of Resources

The Group is committed to implementing an environment-friendly resource utilisation system, and achieving green business with the goal of sustainable development. In order to protect the natural environment and prevent waste of resources, the Group has formulated different energy-saving and water-saving policies covering the subject areas of business operation and property management. The Group did not use any packaging materials during the Reporting Period.

在報告期內，本集團產生的範圍一的二氧化碳當量相較去年下降，主要原因是出行量減少導致汽油使用量降低。而範圍二的二氧化碳當量則相較去年上升主要因為防疫措施陸續放寬及業務復常而用電量的略微增加以及計算電力產生的溫室氣體排放因子在本年度有所調整。本集團實行了不同的節能計劃以減低本集團的碳足跡，請參閱下文的「資源使用」部分。

3.4. 資源使用

本集團致力執行環保的資源使用制度，以可持續發展為目標，實現綠色商業。為保護自然環境及避免浪費資源，本集團訂立了不同的節能及減少用水政策，覆蓋商業營運及物業管理各範疇。本集團於報告期間並無使用包裝材料。

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Energy utilisation

Major types of energy utilised by the Group are electricity and petrol^{6,7}, and their usage is as follows:

能源使用

本集團使用之能源主要為市電及汽油^{6,7}，相關使用量如下：

Year 年度	Electricity Consumption (kWh) 電力使用量 (千瓦時)	Intensity of the electricity (kWh/per employee) 電力密度 (千瓦時／每位僱員)	Petrol usage (litre) 汽油使用量 (升)	Intensity (litre/per employee) 密度 (升／每位僱員)
2023	1,203,980.00	439.57	35,070.00	12.80
2022	1,179,300.00	359.21	38,618.00	11.76

Both the Group's electricity consumption and petrol usage intensity during the Reporting Period increased, mainly due to the decrease in the number of employees in 2023, resulting in a relative increase in the energy utilisation of our employees. Overall, electricity consumption has slightly increased due to economic recovery, while petrol usage has actually decreased due to the decrease in travel volume.

本集團於報告期內的電力和汽油使用量密度均有所上升，主要由於2023年僱員人數減少，導致單位員工的能源使用量相對增加。整體而言電力使用量因經濟復甦略有增長，而汽油使用量則因出行減少而實際下降。

⁶ Only includes energy consumption directly controlled and utilised by the Group and excludes energy consumption generated by other third parties (i.e. tenants, owners and contractors).

⁷ As petrol consumption was low, the exhaust emissions generated can be omitted.

⁶ 只包括由本集團直接管控及使用的能耗，其他第三方（例如租客、業戶、外判商等）所產生的能耗除外。

⁷ 由於汽油消耗量低，所產生的廢氣排放可以忽略。

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The Group understands that reducing energy consumption not only cuts greenhouse gas emissions but also reduces unnecessary expense for the Group. Therefore, the Group implements a number of energy conservation plans during the Reporting Period in order to enhance energy efficiency. First, the Group has formulated energy utilisation plan for property projects. Based on an intact system, the plans cover different aspects from equipment design to user awareness raising, and aims to improve energy utilisation efficiency comprehensively. The plan requires drafting of a central air conditioner operating scheme and public utilities energy-saving solution for each operational project, which shall be implemented and enforced strictly upon approval by the Headquarters. The employees shall utilise electricity according to the energy-saving solution, so as to enhance the efficiency. The Headquarters will perform regular reviews to ensure an effective implementation of the energy-saving solution.

The Group requires each operational project to keep the public energy consumption records, collect relevant statistics, and conduct analysis and improvement on a monthly basis. Such records will be submitted to the Headquarters for review, thus ensuring management's regular supervision and inspection of energy consumption of each project. The Headquarters will establish energy consumption indicators according to industry standards. Actual consumption by each project will be evaluated against the indicators, and the Group will strengthen management and drive improvements of projects that are not meeting the standards. Furthermore, the Group will carry out maintenance and even energy-saving retrofits on high energy-consuming equipment, such as air conditioner and lighting system, on a regular basis according to energy consumption records, so as to enhance the efficiency of routine high energy-consuming equipment. The Group also has the air conditioning equipment in public areas of certain projects changed from dispersed control to concentrated control in order to reduce operation time and power consumption. The Group also prefers repairs over purchasing new equipment to reduce wastes and save costs.

本集團明白減少能源消耗不但能降低溫室氣體的排放，更名為本集團省去非必要開支。因此，本集團於報告期間實行了多項節能計劃以增加能源效益。首先，本集團為各房地產項目制定能源使用計劃。該計劃涵蓋從設備設計至使用者意識建設等各個層面，以完善的體系全方位提高能源使用效益，包括要求各營運項目編製中央空調運作方案、公共設備節能方案等，經總部審批後落實並嚴格執行，讓僱員按節能方案用電，提高能效。總部亦會定期進行檢查確保節能方案有效地執行。

本集團要求各營運項目編製公共耗能紀錄，每月對公共耗能進行統計、分析及改善，並交由總部覆核，確保各項目的能源消耗得到管理層的定期監管。總部會按照行業標準建立能源消耗指標，並與各項目的實質消耗對比，對不達標項目進行改善和加強管理。另外，本集團會定期根據耗能紀錄對高耗能的設備，例如空調、照明等進行保養甚至節能改造，加強日常高耗能設備的效率。本集團亦將部分項目公共區域的空調設備由分散控制改為集中控制以減少運行時間及電能損耗，並以維修代替採購新設備以減少廢物數量和節約成本。

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LED lighting and signage systems are installed in the underground parking lots of operational projects of the Group. Intelligent lighting systems are applied in public stairs of the projects with the aim to provide sufficient lighting at minimum power consumption. Air-conditioning systems of the projects use the building automated energy saving control systems, while water pumps of the air-conditioning system and water supply system use frequency conversion energy saving control systems to reduce any unnecessary energy consumption.

Green management is also incorporated into the Group's internal operations. Relevant measures include reducing the use of energy-consuming office equipment, improving energy utilisation and operation efficiency and promoting energy-saving among employees. These measures allow the Group to utilise energy and other resources efficiently, and enhance energy saving and emission reduction awareness of employees.

Apart from the energy-saving plan implemented during daily operations, the Group also actively adopts more green techniques and elements in its property projects, with the aim to reduce energy consumption at the source. In terms of project planning and design, the Group considers increasing the ratio of green area, increasing the use of natural lighting to reduce the use of lighting equipment, adopting the "sponge city design" to collect and reuse rainwater, as well as improving building ventilation to reduce the use of air-conditioning system in the project whenever feasible. During the construction stage of projects, the Group requires the contractors to adopt green construction measures in order to reduce energy and raw materials consumption. In terms of raw materials, the Group endeavours to select renewable materials so as to reduce consumption of natural resources, and uses clean energy where feasible. For example, the Xuzhou Longyaoshan Project and Nanjing Nanbuxincheng Project has used LED spotlights, T5 fluorescent tubes, solar lighting flashlights and non-iodine tungsten floodlights for outdoor lighting to reduce electricity consumption.

本集團的營運項目於地下停車場安裝節能的LED照明和標識系統，而項目的公共樓梯照明採用智能照明系統，務求使用最少的電量提供足夠的照明。項目的空調系統使用樓宇自控節能控制，而空調系統水泵、供水系統水泵亦使用變頻節能控制，以減低不必要能耗。

本集團內部亦推行綠色管理，包括減少辦公室設備閒置耗電的情況，改善能源使用及運作效率，向僱員宣揚推廣節省能源的概念等。此舉有助於本集團有效地使用能源及各種其他資源，並提高僱員的節能減排意識。

除了從日常營運方面執行節能計劃外，本集團亦積極於房地產項目中採用更多綠色技術及元素，務求從源頭降低能源消耗。於項目規劃與設計時間，本集團於可行情況下考慮為項目加入更多綠空間，為物業引入更多自然光以減低照明需求，以及採用海綿城市設計收集回用雨水，以至改善樓層通風以減少空調裝置的使用等。於項目施工階段，本集團要求承建商使用綠色施工方案，減低能源及原材料的消耗。本集團盡量選用再生物料作為原料，減少消耗自然資源，並在可行的情況下使用清潔能源。例如，徐州龍腰山和南京南部新城項目已使用LED射燈、T5燈管、太陽能燈和太陽能照明手電筒及非碘鎢泛光燈等用於室外照明，以減少電力消耗。

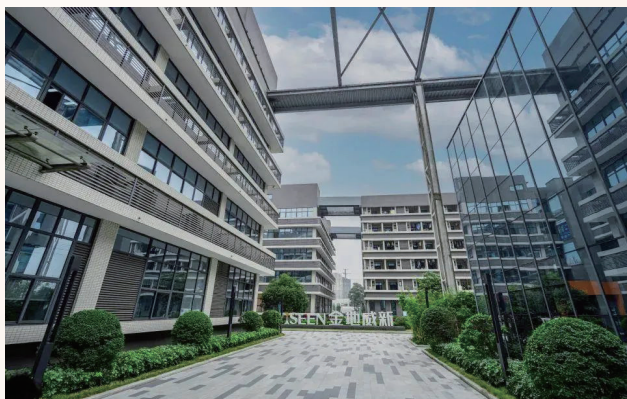
Environmental, Social and Governance Report

環境、社會及管治報告

Gemdale Viseen: Building a renewable energy and sustainable future 金地威新：構建可再生能源與可持續發展的未來

Gemdale Viseen actively responds to the national dual-carbon goal and is committed to practicing the ESG concept. In the process of optimising and transforming the energy structure of industrial parks, we continue to explore new energy business, so as to fulfil our corporate social responsibility and provide clean and efficient renewable energy to onsite customers.

金地威新積極響應國家雙碳目標，致力於實踐ESG理念。在產業園區能源結構優化轉型的過程中，不斷探索新能源業務，以履行企業社會責任並為園區客戶提供清潔和高效的可再生能源。



In terms of low-carbon park construction, Gemdale Viseen Industrial Park has made remarkable achievements in promoting distributed PV construction. In December 2023, Gemdale Viseen completed on-grid PV construction with a total capacity of 11MW, generating about 8 million KWh of renewable energy throughout the year, and reducing CO₂ emission of more than 7,200 tonnes. In particular, in Chengdu Wuhou Science and Technology Park project, the PV installed capacity reached 450KW, with an annual power generation of about 350,000 KWh, providing more than 30% of the total power consumption of the park.

在低碳園區建設方面，金地威新產業園區在推動分布式光伏建設方面取得顯著成就。2023年12月，金地威新完成併網光伏總容量達到11MW，全年產生約800萬KWh的可再生能源，實現CO₂減排超過7,200噸。特別是在成都武侯科創園項目，光伏建設裝機450KW，年發電量約35萬KWh，為園區提供超過30%的總用電量。

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In addition, Gemdale Viseen also made significant progress in the field of energy storage. Gemdale Viseen successfully implemented its first energy storage project in Chengdu Wuhou Science and Technology Park, establishing two sets of lithium iron phosphate battery energy storage systems with an operating capacity of 200kW/430kWh. The project will be charged in the trough hours and discharged in the peak/sharp hours, which will effectively realise the grid's ability by peak load shifting, and improve the quality of energy consumption.



此外，金地威新在儲能領域也取得顯著進展。金地威新成功在成都武侯科創園項目中實施首個儲能項目，建立兩套磷酸鐵鋰電池儲能系統，運行容量為200kW/430kWh。項目利用低谷時段充電，尖／高峰時段放電，有效實現電網削峰填谷，提升用能質量。



Gemdale Viseen plans to build a low-carbon, near-zero-carbon park in Shanghai Minhang Data AI Innovation Industrial Base in the future. The project will combine distributed PV, industrial and commercial energy storage equipment and curtain wall PV business with additional charging pile facilities for integrated motor vehicle that is featured of PV, storage and charging. Through the digital twin system, the park's energy data and carbon emission indicators will be monitored in real time in an effort to create a near-zero carbon park.

金地威新未來計劃在上海閔行達闢人工智能創新產業基地，尋求建設低碳、近零碳園區。項目將結合分佈式光伏、工商業儲能設備及幕牆光伏業務，並增設光儲充一體化機動車充電樁設施。通過數字孿生系統，將實時監控園區能源數據和碳排放指標，努力打造近零碳園區。

Gemdale Viseen's efforts in sustainable development not only reflect its commitment to environmental protection, but also provide more green services to onsite enterprises. Through the synergistic development of renewable energy, green logistics, intelligent energy management and other areas, Gemdale Viseen is leading the park to realise a green and low-carbon transformation, demonstrating its green development potential as the core of an industrial park.

金地威新在可持續發展方面的努力不僅體現了其對環境保護的承諾，也為入園企業提供了更多綠色服務。通過可再生能源、綠色物流、智慧能源管理等多領域協同發展，金地威新正引領園區實現綠色、低碳轉型，展現了其作為產業園區核心的綠色發展潛力。

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Water resources utilisation

In terms of water resources, the water consumption of the Group was largely attributed to the operation of property management and staff living, and the relevant consumption is as follows:

Year 年度	Water consumption (cubic metre) 用水量(立方米)	Intensity of water consumption (cubic metre/per employee) 用水量密度(立方米/每位僱員)
2023	29,107.00	10.63
2022	29,966.00	9.13

The decrease in water consumption during the Reporting Period was mainly due to certain projects being delivered within the year, as well as a decrease in demand for water usage for landscaping due to weather conditions.

The Group fully understands how valuable water resources are and therefore implements water saving plans to reduce water consumption, and promote water saving awareness among employees. The Group posts labels of "Please Save Water" in offices, workplaces, pantries and restrooms to advocate resources saving and promote an eco-friendly working environment. Moreover, the Group also purchases advanced equipment and systems as much as possible to reduce water consumption. For example, Shenzhen Viseen, Xuzhou Hongdi and Nanjing Nanbuxincheng installed current-limiting devices/automatic sensing devices on faucets in the office to reduce water consumption. Concerning contractors such as property management (including cleaning and landscaping work) which consume a larger amount of water, the Group has also taken relevant measures to supervise the water consumption. Taking into account the actual work and previous records, the Group has established the water consumption indicators for contractors to follow and report monthly. Through these water consumption indicators, the Group can analyse the water consumption for property management work and timely supervise the contractors. The Group has also changed the landscape watering systems of certain projects into automatic sprinkling, significantly reducing water consumption.

水資源使用

在水資源方面，本集團的用水量主要為物業管理及員工生活用水，相關使用量如下：

本報告期內的用水量下降部分原因為個別項目在年內已完成交付，以及由於天氣因素導致綠化用水需求減少。

本集團深明水資源的寶貴，故落實節水計劃以降低用水量，透過宣傳方式提高僱員節約用水的意識。本集團於辦公室及工作場所、茶水間、衛生間等地方張貼「節約用水」宣傳標示，倡導節約資源和綠色辦公。此外，本集團亦盡可能通過採購先進設備及系統以降低用水量，如深圳威新，徐州鴻迪和南京南部新城通過對辦公室或其物業項目用水水龍頭安裝限流裝置／自動感應裝置以降低耗水。至於針對用水量較大之外判商如物業管理（包括清潔、綠化工作），本集團亦實行了相關監管措施。本集團參考外判商實際工作及過往紀錄訂立了用水指針，要求他們遵守並進行每月匯報。透過此用水指標管理，本集團得以分析物業管理工作的用水量，並對外判商進行及時管理。本集團亦將部分項目園區的綠化澆水改為自動噴灌，大大節省用水量。

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環境、社會及管治報告

Urban Redevelopment

城市重建

Urban Redevelopment Case 城市更新案例



Shanghai • Gemdale Viseen Sanlin Bridge
上海•金地威新三鄰橋

Sanlin Bridge is located at the junction of Hongkou District, Jing'an District and Baoshan District, hence named "Sanlin Bridge". The site was home to an insulated bottle factory until 2005, but it closed down due to market shrank, and the facilities have been vacant since then. We have divided the site into three phases. At present, Phase I and Phase II have been put into operation, while Phase III is still in the planning stage, with an estimated gross floor area of about 70,000 square metres.

This project is dedicated to cultivating the sports and cultural industries, promoting the incubation and development of sports culture enterprises, popularising knowledge on sports culture industry. The project aims to create a platform for residents in Baoshan District and even Shanghai, to develop sports enthusiasts, maintain physical vitality, experience cultural charm, and make friends in a healthy way, in order to meet people's need for a better quality of life. The project also includes sports, arts and culture, characteristic markets and supporting commercial traders, providing residents with one-stop health entertainment activities.

三鄰橋，位於虹口區、靜安區和寶山區三區交界處，故取名為「三鄰橋」。該地於2005年前屬於一家保溫瓶廠，但隨着市場萎縮而倒閉，設施一直丟空。我們將該地分為三期發展，現時一期及二期已開始營運，而三期則規劃中，預計總建築面積約70,000平方米。

本項目致力於聚集體育文化產業，推動體育文化企業的孵化與發展，並普及體育文化產業知識。項目旨在為寶山區乃至上海市居民提供一個平台，用於發展體育愛好、保持身體活力、體驗文化魅力，並通過健康的方式交朋結友，以滿足人們對美好生活的需求。本項目包括體育運動、文化藝術、特色市集及配套商業四大板塊，提供一站式的健康文娛活動。

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Moreover, the project has been awarded as “Demonstration Project in Shanghai Sports Industry”, and is also the first batch of “Shanghai’s First Batch of Urban Sports Centre” and “Typical Case of New Consumption Development in Shanghai”, reflecting its remarkable achievements in promoting the development of sports culture and improving the quality of residents’ lives.

In the Sports Industry Zone, we focus on:

- Selecting professional sports culture industry enterprises willing to popularise professional knowledge and skills to the public
- Popularising professional sport knowledge to the public through sports experiences and training and promoting the development of the sports industry, allowing residents to truly experience the changes and enjoy joy brought by sports
- Providing a variety of sports zones to meet the sports needs of residents of different ages from 3 to 100, so that achieve the goal of “national exercise”
- Focusing on the motor development of children and adolescents, and improving their physical fitness and concentration through appropriate sports activities
- Organising sports events, allowing sports enterprises in the park to participate in competitions, so as to promote enterprise growth and industrial development



此外，本項目已被評為「上海市體育產業示範項目」，同時也是上海首批「都市運動中心」及「上海市新型消費發展典型案例」，體現了其在推動體育文化發展和提升居民生活質量方面的顯著成效。

在體育運動產業區，本項目着重於：

- 篩選具有專業能力且願意向大眾普及專業知識和技能的體育文化產業企業
- 通過體育運動的體驗和培訓，向大眾普及專業的體育文化知識，促進體育產業的發展，並讓居民真正體會體育運動帶來的改變和樂趣
- 提供豐富體育運動區類型，滿足從3歲到100歲不同年齡居民的運動需求，實現「全民運動」的目標
- 注重兒童和青少年的運動發育，通過適宜的運動項目，提升兒童的體能和專注力
- 舉辦體育賽事，讓園區內體育企業參與競賽，促進企業成長和產業發展

Sports Ground
運動廣場

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In the arts and culture industry, the project is committed to:

- Taking the cultural industry as the core, allowing residents to enjoy the pleasure and improvement of their minds while participating in sports and enhancing physical health
- Integrating culture and art with healthy life, and improving residents' health knowledge and cultural accomplishment
- Paying attention to parent-child education and interaction, cultivating the cultural and artistic cultivation of the next generation

在文化藝術產業方面，本項目專注於：

- 以文化產業為核心，讓居民在參與體育運動、增強身體健康的同時，也能享受到心靈的愉悅和提升
- 讓文化藝術與健康生活接軌，讓居民提升健康知識與文化修養
- 注重親子教育和互動，熏陶下一代的文化藝術修養



Cultural Corridor
文化長廊

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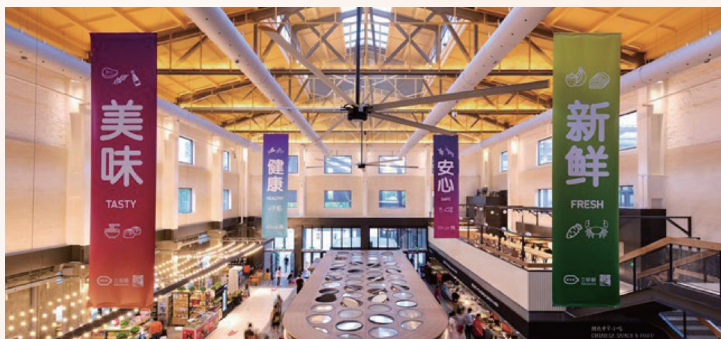
環境、社會及管治報告

At the Vitality Market, the project is committed to:

- Creating a comprehensive healthy lifestyle experience space that integrates traditional vegetable market and modern healthy diet culture
- Offering a wide range of food, such as seafood, meat, vegetables, fruits and soy products that meet hygiene and safety standards, complemented by healthy fast food, healthy recipes and entertainment performances, bring a comprehensive dining and entertainment experience to the community residents in their pursuit of a healthy lifestyle

在活力市集，本項目致力於：

- 打造一個融合傳統菜市場和現代健康飲食文化的綜合健康生活體驗空間
- 提供各種符合衛生和安全標準的食品，如海鮮、肉類、蔬菜水果和五穀豆製品等，同時配備健康簡餐、健康食譜介紹以及娛樂表演，為社區居民在大健康生活中帶來全方位的飲食和娛樂體驗



Food Market
食材市集

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A.	ENVIRONMENTAL	
A.	環境	
A1: Emissions A1: 排放物	General Disclosure 一般披露	3.3 Emissions 3.3 排放物
	KPI A1.1 The types of emissions and respective emissions data KPI A1.1 排放物種類及相關排放數據	The Group does not directly produce any major emissions (such as exhaust fumes, sewage, etc.) 本集團並無大量的直接廢氣及污水等排放
	KPI A1.2 Total direct (scope 1) and indirect energy (scope 2) greenhouse gas emissions and intensity KPI A1.2 直接（範圍1）及能源間接（範圍2）溫室氣體總排放量及密度	3.3 Emissions – Waste reduction measures within the Group 3.3 排放物 – 本集團內部減廢措施
	KPI A1.3 Total hazardous waste produced and intensity KPI A1.3 所產生有害廢棄物總量及密度	The Group does not directly generate large amounts of hazardous waste 本集團並沒有直接產生大量的有害廢棄物
	KPI A1.4 Total non-hazardous waste produced and intensity KPI A1.4 所產生無害廢棄物總量及密度	3.3 Emissions – Waste reduction measures within the Group 3.3 排放物 – 本集團內部減廢措施
	KPI A1.5 Emissions targets and the steps taken to achieve such targets KPI A1.5 所訂立的排放量目標及為達到這些目標所採取的步驟	The Group does not directly produce any major emissions (such as exhaust fumes, sewage, etc.) 本集團並無大量的直接廢氣及污水等排放
	KPI A1.6 Description of how hazardous and non-hazardous wastes are handled, waste reduction targets and the steps taken to achieve such targets. KPI A1.6 處理有害及無害廢棄物的方法，及所訂立的減廢目標及為達到這些目標所採取的步驟。	3. Care for the environment 3. 愛護環境

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A2: Use of Resources A2: 資源使用	General Disclosure 一般披露	3.4 Use of Resources 3.4 資源使用
	KPI A2.1 Total energy consumption and intensity KPI A2.1 能源總耗量及密度	3.4 Use of Resources – Energy Utilisation 3.4 資源使用 – 能源使用
	KPI A2.2 Total water consumption and intensity KPI A2.2 總耗水量及密度	3.4 Use of Resources – Water Resources Utilisation 3.4 資源使用 – 水資源使用
	KPI A2.3 Description of energy utilisation efficiency targets and the steps taken to achieve such targets KPI A2.3 描述能源使用效益目標為達到這些目標所採取的步驟	3. Care for the environment 3. 愛護環境
	KPI A2.4 Description of whether there is any issue in sourcing water that fits this purpose, the water efficiency targets set and the steps taken to achieve them KPI A2.4 描述求取適用水源上可有任何問題，以及提升用水效益目標為達到這些目標所採取的步驟	3. Care for the environment 3. 愛護環境
	KPI A2.5 Total packaging material used for finished products, with reference to per unit produced KPI A2.5 製成品所用包裝材料的總量及每生產單位佔量	Due to the business nature of Gemdale Properties, this KPI is not applicable in this report. 由於金地商置業務性質的原因，此KPI並不適用於本報告。

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A3: Environment and Natural Resources A3: 環境及天然資源	General Disclosure 一般披露	3.1 Environment and Natural Resources 3.1 環境及天然資源
	KPI A3.1 Description of the significant impacts of business activities on the environment and natural resources and the actions taken to manage them KPI A3.1 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	3.1 Environment and Natural Resources 3.1 環境及天然資源
A4: Climate Change A4: 氣候變化	General Disclosure 一般披露	3.2 Climate Change 3.2 氣候變化
	KPI A4.1 Description of material climate related matters that have or may have impact on the issuer and the corresponding actions taken KPI A4.1 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	3.2 Climate Change 3.2 氣候變化

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B.	SOCIAL	
B.	社會	
B1: Employment B1: 僱傭	General Disclosure 一般披露	2.1 Employment 2.1 僱傭
	KPI B.1.1 Total workforce by gender, employment type, age group and geographical region KPI B.1.1 按性別、僱傭類型、年齡組別及地區劃分的僱員總數	2.1 Employment 2.1 僱傭
	KPI B.1.2 Employee turnover rate by gender, age group and geographical region KPI B.1.2 按性別、年齡組別及地區劃分的僱員流失比率	2.1 Employment 2.1 僱傭
B2: Health and Safety B2: 健康與安全	General Disclosure 一般披露	2.2 Health and Safety 2.2 健康與安全
	KPI B.2.1 Number and rate of work-related fatalities over the past three years KPI B.2.1 過去三年因工作關係而死亡的人數及比率	2.2 Health and Safety 2.2 健康與安全
	KPI B.2.2 Lost days due to work injury KPI B.2.2 因工傷損失工作日數	2.2 Health and Safety 2.2 健康與安全
	KPI B.2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored KPI B.2.3 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	2.2 Health and Safety 2.2 健康與安全

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B3: Development and Training B3: 發展及培訓	General Disclosure 一般披露	2.3 Development and Training 2.3發展及培訓
	KPI B3.1 The percentage of employees trained by gender and employee category KPI B3.1按性別及僱員類別劃分的受訓僱員百分比	2.3 Development and Training 2.3發展及培訓
	KPI B3.2 The average training hours completed per employee by gender and employee category KPI B3.2按性別及僱員類別劃分，每名僱員完成受訓的平均時數	2.3 Development and Training 2.3發展及培訓
B4: Labour Standards B4: 勞工準則	General Disclosure 一般披露	2.4 Labour Standards 2.4勞工準則
	KPI B4.1 Description of measures to review employment practises to prevent child labour and forced labour KPI B4.1描述檢討招聘慣例的措施以避免童工及強制勞工	2.4 Labour Standards 2.4勞工準則
	KPI B4.2 Description of steps taken to eliminate such practises when discovered KPI B4.2描述在發現違規情況時消除有關情況所採取的步驟	2.4 Labour Standards 2.4勞工準則

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B5: Supply Chain Management B5: 供應鏈管理	General Disclosure 一般披露	1.3 Supply Chain Management 1.3 供應鏈管理
	KPI B5.1 Number of suppliers by geographical region KPI B5.1按地區劃分的供應商數目	1.3 Supply Chain Management 1.3 供應鏈管理
	KPI B5.2 Description of practises relating to engaging suppliers, number of suppliers where the practises are being implemented, and how they are implemented and monitored KPI B5.2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	1.3 Supply Chain Management 1.3 供應鏈管理
	KPI B5.3 Description of practises relating to identifying the environmental and social risks along the supply chain, and how they are implemented and monitored. KPI B5.3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。	1.3 Supply Chain Management 1.3 供應鏈管理
	KPI B5.4 Description of practises relating to promoting the use of environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. KPI B5.4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。	1.3 Supply Chain Management 1.3 供應鏈管理

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B6: Product Responsibility B6: 產品責任	General Disclosure 一般披露	1.1 Product Responsibility 1.1 產品責任
	KPI B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons KPI B6.1 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	Due to the business nature of Gemdale Properties, this KPI is not applicable in this report. 由於金地商置業務性質的原因，此KPI並不適用於本報告。
	KPI B6.2 Number of products and services related complaints received and how they are dealt with KPI B6.2 接獲關於產品及服務的投訴數目以及應對方法	1.1 Product Responsibility – Customer Service 1.1 產品責任 – 客戶服務
	KPI B6.3 Description of practises relating to observing and protecting intellectual property rights KPI B6.3 描述與維護及保障知識產權有關的慣例	Due to the business nature of Gemdale Properties, this KPI is not applicable in this report. 由於金地商置業務性質的原因，此KPI並不適用於本報告。
	KPI B6.4 Description of quality assurance process and recall procedures KPI B6.4 描述質量檢定過程及產品回收程序	1.1 Product Responsibility – Customer Service 1.1 產品責任 – 客戶服務
	KPI B6.5 Description of consumer data protection and privacy policies, and how they are implemented and monitored KPI B6.5 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	1.1 Product Responsibility – Customer Privacy 1.1 產品責任 – 客戶私隱

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B7: Anti-corruption B7: 反貪污	General Disclosure 一般披露	1.2 Anti-corruption 1.2反貪污
	KPI B7.1 Number of concluded legal cases regarding corruption practises brought against the issuer or its employees during the Reporting Period and the outcomes of the cases	1.2 Anti-corruption
	KPI B7.1 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	1.2反貪污
	KPI B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored	1.2 Anti-corruption
	KPI B7.2 描述防範措施及舉報程序，以及相關執行及監察方法	1.2反貪污
	KPI B7.3 Description of anti-corruption training provided to directors and employees	1.2 Anti-corruption
B8: Community Investment B8: 社區投資	KPI B7.3 描述向董事及員工提供的反貪污培訓	1.2反貪污
	General Disclosure 一般披露	1.4 Community Investment 1.4社區投資
	KPI B8.1 Focus areas of contribution	1.4 Community Investment 1.4社區投資
	KPI B8.1 專注貢獻範疇	1.4社區投資
	KPI B8.2 Resources contributed to the focus area	1.4 Community Investment
	KPI B8.2 在專注範疇所動用資源	1.4社區投資

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