



中駿商管

中駿商管智慧服務控股有限公司

SCE Intelligent Commercial
Management Holdings Limited

(Incorporated in the Cayman Islands with limited liability) (於開曼群島註冊成立的有限公司)

Stock Code 股份代號 : 606

2024

ENVIRONMENTAL, SOCIAL
AND GOVERNANCE REPORT

環境、社會及管治報告



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ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

ABOUT THE GROUP

SCE Intelligent Commercial Management Holdings Limited (“SCE CM” or the “Company”, together with its subsidiaries, collectively the “Group”) were listed on the Main Board of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) on 2 July 2021. As a comprehensive property management services provider, the Group is headquartered in Shanghai for its business operations, and has been gradually developing nationally in the Yangtze River Delta Economic Zone, the Bohai Rim Economic Zone, the Guangdong-Hong Kong-Macao Greater Bay Area, the West Taiwan Strait Economic Zone and the Central Western Region, and providing commercial property management and operational services and residential property management services to a diversified range of properties.

As at 31 December 2024, the Group had secured contracts for 254 commercial and residential projects, and was managing 220 commercial and residential projects, with a total contracted gross floor area of approximately 47.3 million square metres and a total gross floor area under management of approximately 34.4 million square metres, covering 60 domestic cities. Since our establishment, we have been committed to scaling up with high quality and focusing on fine-tuning every aspect of our operation. We garnered outstanding operational performance and received multiple awards and honours, including “2024 Top 100 Property Management Companies in China” and “2024 China’s Leading Property Service Quality Enterprise”, among other distinctions. Looking ahead, the Group is set to continue its strategic approach of “Precise Tenants Sourcing” and “Refined Operation”. Considering the overall trend of China’s economic development and the consumer potential of different cities, we will leverage smart services that align closely with their needs and become a pioneer and leader in crafting new lifestyle choices.

關於本集團

中駿商管智慧服務控股有限公司（簡稱「中駿商管」或「本公司」，連同其附屬公司合稱「本集團」）於二零二一年七月二日在香港聯合交易所有限公司（「聯交所」）主板上市。作為綜合物業管理服務提供商，本集團營運總部設於上海，並分別在長三角經濟圈、環渤海經濟圈、粵港澳大灣區、海峽西岸經濟圈及中西部地區，逐步鋪開全國化連鎖發展版圖，為多元化的物業提供商業物業管理及營運服務和住宅物業管理服務。

截至二零二四年十二月三十一日，本集團已擁有254個簽約商業及住宅項目、220個在管商業及住宅項目，總簽約建築面積約4,730萬平方米，總在管建築面積約3,440萬平方米，業務覆蓋60個國內城市。自成立以來，我們堅持高質量規模化、精耕細作的營運。我們獲得了亮眼的經營業績，並榮獲多個獎項及榮譽，當中包括「2024中國物業服務百強企業」及「2024中國物業服務質量領先企業」等殊榮。未來，本集團將繼續以「精準招商」和「精細運營」為策略，綜合中國經濟發展大勢以及不同層級城市的消費潛力，應用智慧化服務為消費者提供最切合需求的服務，成為全新生活方式的提案者和引領者。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

ABOUT THIS REPORT

The Group is dedicated to enhancing its environmental, social and governance (“ESG”) performance, hence promoting the long-term and stable business development to provide the best returns for shareholders and create long-term value for stakeholders. This ESG report (the “Report”) is published by the Group to outline its ESG policies, annual initiatives, and performance. This Report has been prepared in both English and Chinese and is available on the Stock Exchange’s website (<http://www.hkexnews.hk>) and the Company’s website (<http://www.sce-icm.com>). If there are any contradictions or inconsistencies between the Chinese and English versions, the Chinese version shall prevail.

Reporting Scope

This Report covers the reporting period from 1 January 2024 to 31 December 2024 (the “Year”), aligning with the reporting period of the 2024 annual report. The Group believes that the above scope will showcase its robust ESG management approach and efforts to stakeholders. In the future, the Group will continue to improve the comprehensiveness of ESG information and gradually refine our environmental and social data collection to present a more comprehensive picture of our ESG management efforts and their effectiveness.

關於本報告

本集團致力於提升其環境、社會及管治表現，從而推進業務長期穩定發展，為股東提供最佳回報，為持份者創造長遠價值。本集團刊發的《環境、社會及管治報告》（「本報告」）旨在闡述本集團的環境、社會及管治政策、年度措施及績效。本報告以中、英文編寫，並已上載至聯交所網站(<http://www.hkexnews.hk>)及本公司網站(<http://www.sce-icm.com>)。如中、英文版本有任何抵觸或不相符之處，應以中文版本為準。

報告範圍

本報告的報告期為二零二四年一月一日至二零二四年十二月三十一日止年度（「本年度」），與二零二四年年報的報告期保持一致。本集團認為上述範圍可為持份者展現其重要的環境、社會及管治管理方法與工作，未來本集團將繼續提升環境、社會及管治方面資訊的完整度，並逐步完善環境及社會數據收集工作，以呈現更完整的環境、社會及管治管理狀況與工作成效。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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The following business is included in this Report:

我們的報告包含以下業務：

Nature of Business 業務性質	Project 項目	Property Type 物業類型	Geographic Region 地區
Commercial Projects 商業項目	All projects in the Yangtze River Delta Economic Zone 長三角經濟圈所有項目	Shopping mall and office building 購物商場及寫字樓	Yangtze River Delta Economic Zone 長三角經濟圈
	All projects in the West Taiwan Strait Economic Zone 海峽西岸經濟圈所有項目	Shopping mall and office building 購物商場及寫字樓	West Taiwan Strait Economic Zone 海峽西岸經濟圈
	Beijing CBD SCE Funworld 北京CBD中駿世界城	Shopping street 購物街	Bohai Rim Economic Zone 環渤海經濟圈
Residential Projects 住宅項目	All projects in the Yangtze River Delta Economic Zone 長三角經濟圈所有項目	Residential property 住宅物業	Yangtze River Delta Economic Zone 長三角經濟圈
	All projects in the West Taiwan Strait Economic Zone 海峽西岸經濟圈所有項目	Residential property 住宅物業	West Taiwan Strait Economic Zone 海峽西岸經濟圈
	Beijing • Polaris Palace 北京•天宸	Residential property 住宅物業	Bohai Rim Economic Zone 環渤海經濟圈
	Yanjiao • Sunshine City (Phase 1) 燕郊•四季花都(一期)	Residential property 住宅物業	Bohai Rim Economic Zone 環渤海經濟圈

Revenue of Operations Included within the Reporting Boundary as Compared to Total Revenue: 66.6%

報告範圍內業務收入佔總收入比例：66.6%

The Group will continue to review the scope of this Report on the basis of materiality and plans to gradually improve the collection of environmental and social data in other regions in the future.

本集團將繼續以重要性為原則審視報告範圍，計劃於未來逐步完善其他地區的環境及社會數據收集工作。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 環境、社會及管治報告

Reporting Standards

This report has been prepared in accordance with the “Environmental, Social and Governance Reporting Guide” in Appendix C2 of the Rules Governing the Listing of Securities (the “Listing Rules”) on Stock Exchange, with reference to the principles of materiality, quantitative, consistency and balance. A complete index is included in the last section of this Report for reference.

Report Confirmation

The Group has established internal controls and formal review procedures to ensure that all information presented in this Report is accurate and reliable. This Report has been confirmed and approved by the Board of Directors (the “Board”) of the Company on 28 March 2025.

Contact and Feedback

The Group welcomes comments from stakeholders on the management approach and performance disclosed in this Report, so as to help the Group determine and promote future sustainable development strategies. If you have any questions or suggestions, please contact the Group through the following means:

SCE Intelligent Commercial Management Holdings Limited
Room 2801, Hysan Place
500 Hennessy Road
Causeway Bay
Hong Kong
Email: ir_cm@sce-icm.com

報告準則

本報告乃根據聯交所主板上市規則（「上市規則」）附錄C2《環境、社會及管治報告指引》，遵循重要性、量化、一致性及平衡的報告原則所編製。本報告最後一章附有完整索引以供查閱。

報告確認

本集團已設立內部監控及正式審查程序，竭力確保本報告所有呈現的資料均準確可靠。本報告已於二零二五年三月二十八日由本公司董事會（「董事會」）確認及批准。

聯絡及反饋

本集團歡迎持份者就本報告披露的管理方針及績效提出意見，以助本集團釐定及推動日後的可持續發展策略。如有疑問或建議，請透過以下方式聯繫本集團：

中駿商管智慧服務控股有限公司
香港銅鑼灣軒尼詩道500號
希慎廣場2801室
電郵：ir_cm@sce-icm.com

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MESSAGE FROM THE CHAIRMAN

In the current rapidly changing market environment, SCE CM has always insisted on exploring new business models, actively launching new product lines and fully promoting innovative practices. Guided by the development belief of “Regional Focus, Collaborative Symbiosis and Digital Empowerment”, we have successfully launched the “Co-operative Programme” in partnership with merchants. The programme puts into practice the concept of “Operation of Shopping Mall as Departmental Store”, fostering “Altruistic and Win-win” through resource integration with our merchants and creating our own distinct advantages in commercial management and operations.

In recent years, there has been a rapid change in consumption trends, leading to obvious trends in customer classification. Recognising the necessity of maintaining a competitive edge in the dynamic market landscape, it is important for the Group to stay abreast of market trends, proactively expand our business content and seize new opportunities.

We have always adhered to “Operation-oriented” approach and committed to “In-depth Operation”, actively allocating resources in alignment with the business positioning, enhancing the commercial content, and further bolstering our core competencies and brand confidence. In terms of refined operation, SCE CM will align with the business positioning and the city consumption demands by adjusting the content mixes. Guided by the business philosophy of “Store-specific Policies”, we will tailor the commercial content for all projects to effectively address operational problems. In terms of high-quality operations amidst intense market competition, we are steering away from traditional growth paths and focusing on the core content of business operations. The Group is not bounded by the traditional property management mindset but works closely with brand merchants for improving service quality and product quality. This strategy not only enhances customer satisfaction but also drives us forward. Moreover, we have also proposed a three-year “Ten Billion Dollar Sales Plan”, so as to promote the business scale of SCE CM to a new stage.

主席寄語

在當前瞬息萬變的市場環境中，中駿商管始終堅持探索新商業模式，積極推出新產品線並全力推動創新實踐。建基於「區域聚焦、協同共生、數智賦能」的發展理念，我們成功推行與商戶合作的「共營模式」，並實現「購物中心經營百貨化」。這一模式不僅促進了我們更加有效地組織和整合資源，還在「利他共贏」的基礎上，為我們的商業管理打造了具備競爭力和獨特性的營運優勢。

近年來消費趨勢快速變化，消費者需求分級趨勢明顯。為在競爭激烈的市場中保持優勢，我們深刻認識到本集團須緊跟市場變化趨勢，積極擴闊我們的商業內容，並把握新的機會。

我們堅持「以經營為導向」，並致力於「深度營運」，積極拓展與專案經營定位相符的資源，升級商業內容，進一步增強我們的核心競爭力和品牌信心。在精細化營運方面，中駿商管將透過調整內容組合，精準把握項目經營定位和城市消費需求，並在「一店一策」的經營理念指導下，有效解決項目經營中的實際問題，轉而專注於商業經營的核心內容。我們需要跳出傳統物業管理思維，與品牌商戶緊密合作，提升服務質量，並完善產品的質素。這一策略不僅能夠提升顧客滿意度，也將成為我們不斷向前發展的強大動力。此外，我們亦提出三年「百億銷售計劃」，從而推進中駿商管的經營規模邁向新的階段。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Governance Performance

The Board holds ultimate responsibility for formulating and overseeing the Group's sustainability strategies, and leads the management in formulating and implementing ESG-related policies. The head of relevant departments is tasked with identifying, reporting, discussing and analysing material ESG risks and opportunities faced by different departments, and assisting in the formulation and implementation of relevant mitigation measures. The management regularly reports to the Board on the latest developments and management progress on ESG matters to assist the Board in evaluating the effectiveness of measures and policies.

Environmental Performance

The Group is committed to integrating energy conservation and emission reduction strategies into its daily operation, aiming to support property management companies in reducing energy consumption and other environmental impacts during daily operations, actively promoting green management. The Group is also committed to raising green awareness among residents, tenants and contractors, and encouraging them to adopt various green measures to achieve a green future.

In support of national climate policies and to further reduce our greenhouse gas emissions, the Group has engaged a third-party consultant to conduct climate-related risk assessments, including quantitative scenario analysis of physical risks to identify potential risks to the business brought by climate change. Based on the assessment results, the Group will actively formulate corresponding climate change policies to respond to the challenges and opportunities brought by climate change, thereby mitigating associated risks.

管治表現

董事會承擔制定及監督本集團可持續發展方針策略的整體責任，並領導管理層制定及執行環境、社會及管治相關的政策。各部門管理人員負責識別、報告、討論及分析不同部門面臨的重大環境、社會及管治風險及機遇，並協助制定及執行相關應對措施。管理層定期向董事會匯報環境、社會及管治事宜的最新情況和管理進展，以協助董事會評估措施及政策的有效性。

環境表現

本集團致力於將節能減排策略融入至日常營運中，助力物業管理公司在日常管理中減少能耗以及其他環境影響，積極推動綠色管理。本集團亦致力提高住戶、租戶和承建商的綠色意識，並鼓勵他們採取各種環保措施以實現綠色未來。

為了響應國家的氣候政策，並進一步減少整體溫室氣體排放，本集團已委託第三方顧問，開展氣候相關風險評估。對物理風險進行量化的情境分析，以識別氣候變化對業務可能帶來的風險。基於評估結果，本集團將積極制定相應氣候變化政策，以應對氣候變化帶來的挑戰及機會，並降低其風險。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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Social Performance

Throughout its enterprise development, SCE CM has remained actively participated in social welfare initiatives and continues to fulfil its corporate social responsibility. We have maintained a focus on stray animal rescue and public education, and are committed to promoting related activities.

Outlook

Looking forward, SCE CM will continue to prioritise “In-depth Operation”, guided by the principles of long-term sustainable development, and drive enterprise growth through a blend of online and offline integration strategies. We will tailor the business positioning content to align with the consumption patterns and market dynamics of different cities, actively embracing emerging trends to better serve consumers, drive urban consumption, and explore a differentiated business path with SCE CM characteristics.

At the same time, we will uphold corporate governance practices, proactively promote environmental protection measures, and work with all stakeholders to promote the revitalisation and development of society. SCE CM will continue to fulfil its social responsibilities, contributing to building a harmonious society and promoting sustainable development.

Wong Lun

Chairman

28 March 2025

社會表現

中駿商管多年來在穩健發展企業的同時，始終積極參與社會公益事業，持續履行企業的社會責任。我們持續關注流浪動物救助與公共教育領域，並致力於推進相關活動。

展望

展望未來，中駿商管將始終聚焦「深度營運」，繼續秉持踐行長遠可持續發展的商業邏輯，圍繞線上線下融合的新形式，推動企業的穩健發展。我們將根據不同城市的消費特徵和市場資源量身定制商業定位內容，積極融入新趨勢，努力服務好消費者，引領城市消費，探索出一條具有中駿商管特色的差異化經營之路。

同時，我們將堅守良好的企業治理標準，積極推進環境保護措施，與所有持份者合作共同促進社會的振興與發展。中駿商管將繼續以實際行動履行社會責任，為構建和諧社會和促進可持續發展貢獻力量。

黃倫

主席

二零二五年三月二十八日

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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ENVIRONMENTAL, SOCIAL AND GOVERNANCE APPROACH

A sound ESG approach is an important cornerstone of the Group's sustainable development. We firmly believe that a robust ESG approach can build a more resilient and competitive company and provide long-term stable returns for our stakeholders. To continuously improve our sustainable development performance, the Group continuously improves based on the feedback of various stakeholders and regularly reviews our current approach and management framework.

Corporate Governance

We are committed to maintaining a high standard of corporate governance in order to continuously enhance the operational efficiency of the Group. The Group and the Board are committed to safeguarding the interests of the Company and its shareholders, and strictly comply with applicable laws and regulations, including the "Companies Ordinance (Chapter 622 of the Laws of Hong Kong)" in Hong Kong, and operate in accordance with the "Corporate Governance Code" as set out in Part 2 of Appendix C1 to the Listing Rules.

The Board takes full responsibility for guiding and overseeing the Group's strategy and development, including aspect related to sustainability. The Board is also responsible for reviewing and approving all important decisions and matters of the Group, including the overall management and operational strategies, and reviewing the effectiveness of the internal control and risk management systems. The Board leads the management in formulating and implementing specific ESG-related policies and measures on various ESG development matters of the Group. To ensure the effective assessment and management of ESG issues, the management of each department actively participates in the day-to-day operations, including identifying, reporting, analysing and reviewing the material ESG risks and potential opportunities within their respective areas. To keep the Board informed about the latest ESG developments within the Group, the management of each department regularly reports to the Board on ESG progress and assists the Board in formulating and implementing countermeasures, so as to continuously enhance ESG decision-making and proactively respond to ESG-related challenges.

Moreover, the Audit Committee under the Board is responsible for overseeing the Group's risk management system and conducting regularly review of the governance structure and risk management process to facilitate continuous improvement and efficient execution of operations.

環境、社會及管治方針

完善的環境、社會及管治方針是本集團實現可持續發展的重要基石。我們堅信健全的環境、社會及管治方針能夠建立一個更具韌性和競爭力的企業，並為持份者提供長期穩定的回報。為不斷提升我們的可持續發展表現，本集團根據各持份者意見不斷改進，並定期檢討我們現行的方針與管理框架。

企業管治

我們始終致力達到高標準的企業管治，以持續提升本集團營運效率。本集團及董事會堅決維護公司和股東利益，並嚴格遵守包括《公司條例》(香港法例第622章)在內的適用法律法規，按照上市規則附錄C1第二部分所規定的《企業管治守則》進行各項工作。

董事會負責指導和監督本集團策略和發展，包括與可持續發展相關策略。董事會同時負責審議及批准本集團所有重要決策及事宜，包括整體管理及營運策略，與檢視內部監控及風險管理系統的有效性。針對本集團各項有關環境、社會及管治發展事宜，董事會領導管理層制定及執行具體的環境、社會及管治相關政策及措施。為確保董事會能夠有效地評估及管理環境、社會及管治事宜，各部門管理人員需在日常營運中積極參與，包括識別、報告、分析及檢討其部門面臨的重大環境、社會及管治風險及潛在機遇。為了讓董事會掌握本集團環境、社會及管治事宜的最新發展，各部門管理層定期向董事會報告最新環境、社會及管治進展，並協助董事會制定及執行應對措施，從而持續完善環境、社會及管治決策，積極應對環境、社會及管治相關挑戰。

此外，董事會轄下審核委員會負責監督本集團風險管理系統，並定期檢討風險管理的管治架構、流程等，以確保其運作的持續改進和高效執行。

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To enhance our competitiveness, we are committed to enhancing the diversity of the Group's corporate governance structure. When considering the nomination and appointment of Board members, the Group will take into account a number of factors, including skills, industry knowledge and experience, expertise, educational background, independence, gender and age. Such factors ensure that the Board has attained a high standard in the aforementioned areas, enabling them to contribute to the development of the Group's business when needed. The Group and the Nomination Committee conduct an annual review of the Board's structure, size, and composition, and provide recommendations to the Board based on the Board Diversity Policy and other factors regarding the nominations of directors. For details regarding the responsibilities of each committee, please refer to the "Nomination Committee" section of the Group's 2024 Annual Report.

In the future, we will continue to integrate sustainable development into the daily operations of the Group. We are in the process of establishing an ESG working group to ensure the effective implementation of sustainable development policies and measures across all levels while developing the business.

Risk Management

The Group recognises the importance of risk management in its daily operations. We strictly comply with the laws and regulations such as the "Company Law of the People's Republic of China" and the Listing Rules to ensure the Group's operational compliance. In terms of the organisational structure of risk management, the Board has assigned the Audit Committee with the oversight responsibilities, while the responsible departments and specific staff are tasked with the implementation of risk management and internal control systems.

To identify and manage various risks inherent in the Group's operations, facilitate the future business development of the Group and create lasting value for our stakeholders, we have established a sound and comprehensive risk management system. To strengthen risk management, the Group has developed the "Risk Management Handbook", which adheres to the principles of materiality, objectivity, prudence, precautionary and forward-looking, combining prevention and governance. This handbook outlines the Group's risk management structure and responsibilities of the relevant personnel, along with objectives, principles, procedures and processes, providing clear guidelines for conducting risk management activities. We require all employees to familiarise themselves with the content to ensure the effectiveness of the implementation of risk management across the Group.

為了增強競爭力，我們致力於增強本集團管治架構的多元化性。在提名及委任董事會成員過程中，本集團會綜合考慮多個維度，包括技能、行業知識及經驗、專業資質、教育背景、獨立性、性別及年齡等，以確保董事會的素質在上述方面達致相當水平，使其在切合所需同時能夠為本集團的業務發展作出相應貢獻。每年，本集團及提名委員會都會檢討董事會的架構、成員人數、組成成員等，並根據董事會多元化政策及其他因素，向董事會提出關於新任董事的建議。有關各委員的主要職責，請參閱二零二四年本集團年報「提名委員會」章節。

未來，我們將持續推動可持續發展融入本集團的日常營運。我們正在籌備環境、社會及管治工作小組，以確保在蓬勃發展業務的同時，能保障可持續發展政策與措施在各個層面執行的有效性。

風險管理

本集團深知風險管理在日常業務運作中的重要性。我們嚴格遵守《中華人民共和國公司法》及上市規則等法律法規的要求，確保本集團營運的合規性。在風險管理的組織架構上，董事會指派審核委員會負責監督，而負責部門及具體崗位員工則負責實施風險管理和內部監控系統。

為識別並管理本集團在營運中遇到的各項風險，促進本集團未來業務發展，並為持份者創造持久價值，我們已建立一套全面、完善的風險管理體系。為加強風險管理工作，本集團制定了《風險管理手冊》，並始終恪守重要性、客觀性、審慎性、預防性、前瞻性的原則，堅持以預防和治理雙管齊下統一實施風險管理工作。《風險管理手冊》詳細說明了本集團的風險管理架構及相關人員的職責、風險管理目標、原則、程序及流程等內容，為風險管理工作提供了明確的指引。為保障風險管理工作實施的有效性，我們要求本集團所有員工熟悉有關內容。

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To effectively promote risk management among various departments and ensure the efficient implementation of risk management measures, the Group continues to strengthen the “Three Lines of Defence” model. The model clearly standardises the risk management reporting mechanism and appropriately assigns internal risk oversight responsibilities within the Group.

為在各部門間有效推動風險管理，同時高效實施風險管理措施，本集團持續加強「三道防線」的風險管理模型。該模型明確規範了風險管理的匯報機制，並合理劃分本集團內部的風險監督責任。

- Each subsidiaries and business units forms the first line of defence in managing the Group’s risks. They are responsible for managing risks in daily business operations, assisting the senior management team in advancing the risk management process, implementing risk policies and regularly collecting and summarising daily risk events to ensure timely and accurate reporting to the senior management.
- 各附屬公司及各業務部門為本集團風險管理的第一道防線，全面責任負責應對日常業務活動的風險，包括協助高層管理團隊加強風險管理流程、實施風險政策，並定期收集、匯總日常風險事件，以確保信息能夠迅速、準確地上報高級管理層。
- Each management department forms the second line of defence in the Group’s risk management. Aiming to provide the Group’s management with a clear understanding of significant risks faced by the Group and associated risk control measures, each department compiles an annual risk management report based on the annual assessment and supervision results, and submit to the Board for review.
- 各管理部門為本集團風險管理的第二道防線。為確保本集團管理層能夠迅速了解本集團面臨的重大風險及相關風險控制措施，各部門每年應根據年度的風險評估與監控結果，提交年度風險管理工作報告，並由董事會進行審閱。
- The Board forms the third line of defence for the Group’s risk management. The Board independently oversees the overall risk management and internal control system of the Group, providing guidance and recommendations to the management based on real-time information to support the next phase of work, and continuously enhance the Group’s effective risk management. During the Year, the Board evaluated the Group’s risk management and internal control systems.
- 董事會為本集團風險管理的第三道防線。董事會負責對本集團整體的風險管理及內部監控系統進行獨立的監督，並根據實時信息為管理層提供指導及建議以支持下一階段工作，從而持續加強本集團對風險的有效管理。於本年度內，董事會已檢討本集團風險管理及內部監控系統及其有效性。

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Materiality Analysis

Communication with Stakeholders

The Group recognises the importance of stakeholders’ views in enhancing the Group’s sustainability performance, therefore we actively engage with various stakeholders to collect their views and feedback. Stakeholder feedback is also considered as an important factor in evaluating the effectiveness of the Group’s ESG policies and measures. We have enhanced various stakeholders’ understanding on the Group’s future sustainability directions, strategies and target setting through various communication channels. Major stakeholders of the Group identified include employees, shareholders and investors, suppliers and contractors, customers, and the community.

重要性分析

持份者溝通

本集團意識到持份者意見對本集團提升可持續發展績效的重要性，因此我們積極與各持份者保持溝通、收集他們的意見和反饋，並將持份者意見與反饋視為檢討本集團環境、社會及管治政策及措施有效性的主要考量因素。我們透過不同溝通渠道提升各持份者對本集團未來可持續發展方針、策略及目標設定的認識。我們已識別的主要持份者包括員工、股東和投資者、供應商和承包商、客戶及社區。

Stakeholder Groups 持份者群體	Importance and Reasons for Communication 溝通的重要性及原因	Stakeholder Expectations 持份者期望	Principal Communication Channel 主要溝通渠道
Employees 員工	<ul style="list-style-type: none"> We firmly believe that the success of the Group is closely linked to the dedication of our employees. The Group is committed to creating a healthy and safe working environment to ensure that employees can actively engage in their work 我們堅信本集團的成功與員工的付出密切相關。本集團致力於創造健康安全的工作環境，保障員工可以積極投入工作 	<ul style="list-style-type: none"> Protection of labour rights Satisfactory working environment Career development opportunities 勞工權益保障 良好工作環境 事業發展機會 	<ul style="list-style-type: none"> Employee Meetings Employee Complaint Channels Internal Mail Daily Meetings Notice Board Intranet Training and Workshops Questionnaires and Satisfaction Survey 員工大會 員工申訴渠道 內部郵件 日常會議 通告板 內聯網 培訓及工作坊 問卷調查及滿意度調查
Shareholders and Investors 股東和投資者	<ul style="list-style-type: none"> Disclosure of financial performance and progress in sustainable development Ensure the Group’s business development strategy is in line with the interests of shareholders and investors 披露財務表現和可持續發展進度 確保本集團的業務發展策略符合股東和投資者的利益 	<ul style="list-style-type: none"> Risk management Investment returns Information transparency 風險管控 投資回報 資訊透明度 	<ul style="list-style-type: none"> General Meeting The Company’s Website The Company’s Information Published on the Stock Exchange On-site Inspections 股東大會 本公司網頁 聯交所發布本公司消息 現場考察

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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Stakeholder Groups 持份者群體	Importance and Reasons for Communication 溝通的重要性及原因	Stakeholder Expectations 持份者期望	Principal Communication Channel 主要溝通渠道
Suppliers and Contractors	<ul style="list-style-type: none"> Ensure supply chain stability and sustainability Monitor compliance of suppliers and contractors with the Group's regulations regarding health, safety, sustainable development and procurement practices 	<ul style="list-style-type: none"> Stable partnerships Fair and open Resources support 	<ul style="list-style-type: none"> Project Meetings Screening and Evaluation of Suppliers Questionnaires Sharing Seminars and Training Courses for Contractors and Suppliers
供應商和承包商	<ul style="list-style-type: none"> 確保供應鏈的穩定性及可持續性 監察供應商及承包商是否遵守本集團有關健康、安全、可持續發展以及採購操守的規定 	<ul style="list-style-type: none"> 穩定夥伴關係 公平公開 資源支持 	<ul style="list-style-type: none"> 項目會議 供應商篩選及評估 問卷調查 承包商和供應商分享會及培訓課程
Customers	<ul style="list-style-type: none"> The Group works closely with customers to provide a comfortable shopping and living environment for both shopping mall customers and property residents 	<ul style="list-style-type: none"> Quality products and services Ethics and integrity Information transparency 	<ul style="list-style-type: none"> Customer Service Centre and Hotline Satisfaction Surveys Customer Visits Questionnaires
客戶	<ul style="list-style-type: none"> 本集團和客戶緊密合作，一同為商場顧客和物業居民提供舒適的購物、居住環境 	<ul style="list-style-type: none"> 優質產品及服務 道德及誠信 資訊透明度 	<ul style="list-style-type: none"> 客戶服務中心及熱線 滿意度調查 客戶拜訪 問卷調查
Community	<ul style="list-style-type: none"> The Group is committed to bringing a long-lasting and positive impact to the communities where our properties are located, working together to resolve challenges and improving the quality of life of the community 	<ul style="list-style-type: none"> Environmental and social responsibility 	<ul style="list-style-type: none"> The Company's Website Community Activities
社區	<ul style="list-style-type: none"> 本集團致力為物業所在社區帶來長久及正面的影響，共同解決當時社區問題，提升社區的生活質量 	<ul style="list-style-type: none"> 環境及社會責任 	<ul style="list-style-type: none"> 本公司網站 社區活動

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環境、社會及管治報告

Materiality Assessment

In 2022, the Group invited internal and external stakeholders to participate in questionnaires, interviews and focus group discussions. In 2023, the Group reviewed material ESG issues and updated its materiality matrix by benchmarking against industry sustainability trends. In 2024, a reassessment of the issues was conducted, comparing them with the sustainability trends among peers, leading to an adjustment in the materiality of “Climate Change” to moderate importance. During the Year, the list of material issues was reviewed and approved by the Board.

重要性評估

本集團於二零二二年邀請內部和外部利益相關者進行問卷調查、訪談及焦點小組討論。二零二三年，本集團透過與同業可持續發展趨勢進行基準比較，檢討重大環境、社會及管治議題，並更新重要性矩陣。於二零二四年，我們再次檢討議題，並與同業可持續發展趨勢進行基準比較，將「氣候變化」議題調整至中度重要議題。於本年度，重要議題清單已獲董事會審核及批准。

Material Issues

重要議題

Issues of High Importance 高度重要議題

- | | |
|---|---|
| <ul style="list-style-type: none"> • Product Responsibility and Service Quality • Anti-corruption • Supply Chain • Risk Management • Child and Forced Labour • Occupational Health and Safety • Employee Benefits and Care • Talent Recruitment and Retention | <ul style="list-style-type: none"> • 產品責任及服務品質 • 反貪污 • 供應鏈 • 風險管理 • 童工及強制勞工 • 職業健康及安全 • 員工福利與關懷 • 人才招聘及留任 |
|---|---|

Issues of Moderate Importance 中度重要議題

- | | |
|---|---|
| <ul style="list-style-type: none"> • Green Procurement • Training and Development • Greenhouse Gas and Air Pollutant • Climate Change • Water Resources • Waste • Green Operations | <ul style="list-style-type: none"> • 綠色採購 • 培訓與發展 • 溫室氣體及空氣污染物 • 氣候變化 • 水資源 • 廢棄物 • 綠色營運 |
|---|---|

Issues of Low Importance 低度重要議題

- | | |
|---|---|
| <ul style="list-style-type: none"> • Energy • Environment and Natural Resources • Community Investment | <ul style="list-style-type: none"> • 能源 • 環境及天然資源 • 社區投資 |
|---|---|

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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Issues of High Importance 高度重要議題

The Group's Response 本集團的回應

Product Responsibility and Service Quality

產品責任及服務品質

As an integrated property management services enterprise, the Group has always prioritised "Quality Service". We continuously improve our management system and service quality to protect the health and safety of our customers and continue to provide excellent service experience.

作為一家綜合物業管理服務企業，本集團始終將「優質服務」視為首要原則。我們不斷完善管理制度並提升服務質素，以保障客戶的健康與安全，持續提供卓越的服務體驗。

Anti-corruption

反貪污

The Group strictly prohibits any form of bribery, extortion, fraud, money laundering and other corrupt practices. We have always strictly complied with relevant laws and regulations, and have established a number of internal policies to reinforce the anti-corruption policy and management system. We also require all units and departments to strictly abide by them.

本集團嚴厲杜絕任何形式的賄賂、勒索、欺詐、洗黑錢等貪污行為。我們始終嚴格遵守相關法律法規，並訂立多項內部政策，以明確反貪污的方針和管理體系，並要求所有單位和部門嚴格遵守。

Supply Chain

供應鏈

The Group has incorporated supplier ESG risks as an crucial evaluation criteria for reviewing supplier collaborations and conducting standardised management practices, carrying out annual assessments of suppliers and maintaining regular communication with them. These efforts are aimed at understanding the status of partnerships to effectively control and reduce any negative impacts that the supply chain may have on the Group's operations and ensuring the stability and sustainability of the supply chain.

本集團將供應商的環境、社會及管治風險作為合作評估的重要標準，實施標準化管理，每年對供應商進行全面評估，並定期與供應商保持密切聯繫，深入了解合作夥伴的狀況，以更有效地控制和減少供應鏈對本集團營運可能帶來的負面影響，確保供應鏈的穩定性與可持續性。

Risk Management

風險管理

The Group places great importance on risk management and has established a comprehensive management system to ensure the effective risk identification and control of risks. Managers from respective departments are responsible for identifying, reporting, discussing and analysing material ESG risks faced by different departments.

本集團高度重視風險管理，我們建立了全面的管理體系以確保風險的有效識別和控制。並由各部門管理人員負責識別、報告、討論及分析不同部門面臨的重大環境、社會及管治風險。

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Issues of High Importance 高度重要議題	The Group's Response 本集團的回應
Child and Forced Labour 童工及強制勞工	<p>The Group strictly prohibits child labour and any form of forced labour and has policies in place to prevent violations. We conduct rigorous recruitment process management and background checks to ensure that the recruitment process complies with laws and regulations and eliminates related risks.</p> <p>本集團嚴禁聘用童工及任何形式的強迫勞動，並已制定相應政策以防範違規情況。我們進行嚴格的招聘流程管理和背景調查，確保招聘過程符合法律法規，杜絕相關風險。</p>
Occupational Health and Safety 職業健康及安全	<p>Occupational health and safety is a top priority for the Group. The Group is committed to identifying and managing safety and health risks in the workplace, developing and implementing protective measures to ensure the health and safety of all employees and creating a safe working environment.</p> <p>職業健康與安全是本集團的首要任務。本集團致力於識別和管理工作場所的安全與健康風險，制定並執行保護措施，確保所有員工的健康與安全，營造一個安全的工作環境。</p>
Employee Benefits and Care 員工福利與關懷	<p>The Group cares about its employees and values their fundamental rights and continuously improves the welfare benefits and strictly adheres to the national social security and welfare system. Guidelines are in place to regulate working hours and holiday entitlements (e.g. statutory holidays, paid annual leave, marriage leave, maternity leave, paternity leave, etc.). In addition to statutory benefits, the Group offers various additional benefits to employees, including government housing subsidies for employees with difficulties in housing, complimentary meals at work, etc.</p> <p>本集團關懷員工及重視員工的基本權利，不斷完善本集團的福利保障，並嚴格遵守國家的社會保障及福利制度，訂明有關工作時數及假期制度的指引（如：法定假期、帶薪年假、婚假、產假、侍產假等）。除法定福利外，本集團為員工提供了多項額外福利，包括為存在住房困難的員工提供政府住房補貼、免費工作餐等。</p>
Talent Recruitment and Retention 人才招聘及留任	<p>The Group has always regarded high-quality talents as the core of the Group's development, and advocated fair and just recruitment and promotion standards, which are always higher than national norms. We recruit talent through multiple channels, strictly prohibit any form of discrimination, and ensure that only objective factors are considered in the recruitment and promotion process.</p> <p>本集團始終視優質人才為本集團發展的核心，並倡導公平公正的招聘及晉升標準，始終高於國家規範。我們透過多渠道吸納人才，嚴禁任何形式的歧視，確保招聘和晉升過程中僅考慮客觀條件。</p>

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In the decision-making process, we pledge to fully considering the needs of our stakeholders, and ensuring regular communication with our stakeholders to respond to their expectations with practical actions. The Group is committed to integrating the concept of sustainable development into the four aspects of “Empowering Outstanding Talents”, “Optimising Operation Practices”, “Advocacy for Green Development” and “Contribution to Community Development” and actively promoting the optimisation of aggregate value in terms of economic, environmental, social and employee welfare.

EMPOWERING OUTSTANDING TALENTS

The Group firmly believes that employees are an important cornerstone of our development, and we actively improve our employment system and corporate culture, and are committed to creating an equal, inclusive, healthy and safe working environment. To unleash the potential of our employees and encourage them to develop their personal abilities and focus on professional development, we provide our employees with various resources and opportunities.

Employment and Labour Practices

Employees are an important part of the Group. Taking into account the protection of employees’ rights and interests, the Group strictly complies with the “Labour Law of the People’s Republic of China”, the “Labour Contract Law of the People’s Republic of China”, the “Social Insurance Law of the People’s Republic of China”, the “Law of the People’s Republic of China on the Protection of Rights and Interests of Women”, the “Law of the People’s Republic of China on the Protection of Disabled Persons” and the “Employment Ordinance” in Hong Kong. We are committed to creating a more diverse, inclusive and respectful work environment, and the Group’s human resources system covers issues such as remuneration and dismissal, recruitment, retention and promotion, working hours and holidays, equal opportunities, diversity, anti-discrimination, and other benefits and welfare. The Group continuously reviews and improves relevant systems to ensure that every employee works in an equal, respectful and inclusive workplace.

在決策過程中，我們承諾將在決策過程中充分考慮持份者需求，並保證與持份者定期溝通，以實際行動回應持份者的期望。本集團致力於將可持續發展理念融入「成就卓越人才」、「優化營運慣例」、「倡導綠色發展」及「貢獻社區建設」四個方面，積極推行以實現經濟、環境、社會和員工福利綜合價值最大化。

成就卓越人才

本集團堅信員工是我們發展的重要基石，我們積極完善僱傭制度及企業文化，致力於創造一個平等包容、健康和安全的工作環境。為激發員工潛力並鼓勵其培育個人能力和專注專業發展，我們為員工提供豐富的資源和機會。

僱傭及勞工常規

員工是本集團的重要組成部分之一。考慮到員工的權益保障，本集團嚴格遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《中華人民共和國社會保險法》、《中華人民共和國婦女權益保障法》、《中華人民共和國殘疾人保障法》及香港的《僱傭條例》等相關法律法規。我們致力於營造一個更多元、包容、尊重人權的工作環境，本集團人力資源制度涵蓋薪酬及解僱、招聘、留任及晉升、工作時數及假期、平等機會、多元化、反歧視、其他待遇及福利等議題。本集團持續檢討以及完善相關制度，以保障每位員工在平等、尊重、包容的職場中工作。

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To improve our operational quality and efficiency, avoid detrimental internal competition and keep our focus on market trends and customer needs, the Human Resources Department outlines the staffing requirements for the upcoming year every December, in line with the Group's development plans. These requirements are reviewed and a staffing plan is formulated to ensure alignment with market trends and the Group's development.

As a law-abiding enterprise, the Group strictly prohibits the employment of child labour and any form of forced labour. We have formulated and implemented relevant policies and measures to prevent such situations. Human Resources Department is responsible for managing the recruitment process in accordance with the guidelines outlined in the Group's "Recruitment Management Practice Guideline". This includes conducting background checks for all candidates, verifying candidates' identity information, educational background, work history, etc. Such procedures ensure that our recruitment practices comply with laws and regulations, preventing the employment of child labour and forced labour.

We have established the "Labour Contract" in accordance with the relevant national labour laws and regulations and internal management systems. The "Labour Contract" sets out the rights and obligations and agreed matters, and the Group must sign the "Labour Contract" with the new employees within one month to protect the rights of both parties. Moreover, the Group shall ensure that the signing, amendment, renewal, rescission and termination of labour contracts follow the principles of legality, fairness, equality, voluntariness, consensus and good faith. In order to maintain effective and transparent employee communication, we provide open communication channels and encourage employees to report any suspected violations of employment policies or labour standards to management in a timely manner. In response to any report, the Group will immediately initiate an in-depth investigation and suspend the work of the employee involved. If any violations of labour laws are discovered, the relevant employee will be subject to disciplinary action.

為了提高經營質量和效率，防止內部惡性競爭，並專注於市場和客戶需求，人力資源部每年十二月會根據本集團的發展計劃，提出下一年度的人員需求。經過審核後，將制定相應的人員編製，以確保這些安排與市場變化及本集團的發展互相協調。

作為遵規守紀的企業，本集團的所有營運均嚴禁聘用童工或強迫勞動。為此我們已制定並實施相應的政策和措施，以防範此類違規情況的發生。人力資源部需依據本集團《招聘管理作業指導書》中的指引管理招聘流程，並對應聘人員進行背景調查，核實其個人身份信息、教育背景和工作經驗等。這一系列措施旨在確保招聘過程符合法律法規，有效杜絕僱用童工和強迫勞動等風險。

我們依照國家相關的勞動法律法規及內部管理制度編製《勞動合同》。《勞動合同》內列明權利義務關係及約定事項，本集團必須在一個月內與入職員工簽訂《勞動合同》，以保障雙方權利。此外，本集團需確保勞動合同的簽署、修訂、續約、解除及終止均遵循合法、公平、平等、自願、共識及誠信的原則。為維持有效和透明的員工溝通，我們提供開放的溝通渠道，鼓勵員工及時向管理層反映與報告任何懷疑違反僱傭制度或勞工準則的行為。對於任何舉報，本集團都會立刻展開深入調查，並暫停相關員工的工作。如果確認違反勞動法規，將對相關人士採取紀律處分。

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The Group will continue to review and improve the relevant systems to avoid recurrence of illegal incidents. During the Year, there were no confirmed incidents of non-compliance with relevant laws and regulations.

Recruitment, Retention and Promotion

We are well aware that quality talent is the core of the Group's development. The Group advocates fair and equitable recruitment and promotion standards and procedures that are higher than national standards, strictly processing various recruitment and promotion in accordance with the "Recruitment Management Practice Guideline" and "Talent Development Practice Guideline".

The Group continues to improve its recruitment management process and attract all-round talents through multiple channels. Our recruitment channels include recruitment websites, internal referrals, annual management trainee programmes, campus recruitment and recruitment of workers through the government. When posting job advertisements, the Group strictly follows the instructions set out in the "Recruitment Management Practice Guideline" to ensure that the content of the advertisements complies with the principles of fairness and impartiality. Additionally, we visit various colleges and universities every spring and autumn to introduce students to the roles available across our departments, and briefly introduce the business operation in the property management services industry. Meanwhile, we provide internship opportunities to the third and fourth-year college students to learn the professional knowledge and skills of the property management service industry, and to have an in-depth understanding of the internal operation of the Group, the responsibilities of each position and the development of the industry. Through these internships, we seek to nurture potential talents who are interested in developing their career in property management services.

本集團將持續檢討和完善相關制度，以防止類似違規事件再次發生。在本年度內，我們未曾發生任何違反勞動法律法規的事件。

招聘、留任及晉升

我們深知優質人才是本集團發展的核心。本集團提倡公平公正的招聘及晉升標準和程序，始終高於國家標準，嚴格按照《招聘管理作業指導書》和《人才發展作業指導書》執行各項招聘及晉升程序。

本集團持續完善招聘管理流程，並透過多渠道吸納全方位人才。我們的招聘渠道包括招聘網站、內部推薦、年度管培生計劃、校園招聘以及透過政府招聘勞動員工。在刊登招聘廣告時，本集團嚴格遵循《招聘管理作業指導書》所訂明的指示，確保廣告內容符合公平公正原則。此外，每年春季和秋季，我們均會參訪各大專院校，向學生介紹各部門的崗位，簡單介紹物業管理服務行業內的業務和運作模式。同時我們也向大三、大四學生提供實習機會，讓他們在實習期間學習物業管理服務行業的專業知識和技能，同時深入了解本集團內部運作、各崗位職責及行業發展等，培育有志在物業管理服務領域發展的潛力人才。

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In order to ensure equal employment and career development opportunities for all employees, the Group strictly prohibits any discrimination against applicants and employees on the basis of race, social class, nationality, religious belief, gender, etc., and considers only objective factors such as work experience, education and ability when judging the recruitment and promotion potential of candidates or employees. We will regularly monitor and conduct spot checks on candidate information and recruitment procedures to ensure compliance, and report any discrimination or unequal treatment to department heads. Moreover, according to the development needs, the Group will conduct internal promotion evaluations every half year and at the end of the year or other periods, and comprehensively evaluate the performance of employees from five dimensions — cultural fit, tenure, performance, potential and ability. At the same time, we provide fair opportunities of career progression for every employee based on their performance, thereby creating an inclusive and fairness-based corporate culture.

為確保所有員工予以平等的就業和職業發展機會，本集團嚴禁對應徵者及在職員工作出任何有關種族、社會等級、國籍、宗教信仰、性別等的歧視行為，並承諾在判斷應徵者或員工的招聘及晉升潛質時，只考慮工作經驗、學歷及能力等客觀條件。我們將定期監督及抽查審核應聘者資料及招聘程序，確保其合規性，如員工遭遇任何歧視或不平等待遇問題，可向部門主管反映。此外，本集團會根據發展需要，於每半年度及年度末或其他時期進行內部晉升評估，從五個維度 — 文化匹配、任職時間、績效、潛力及能力綜合評估員工的表現。同時依據每位員工的表現，為其提供公平的升職機會，營造公平競爭及共融的企業文化。

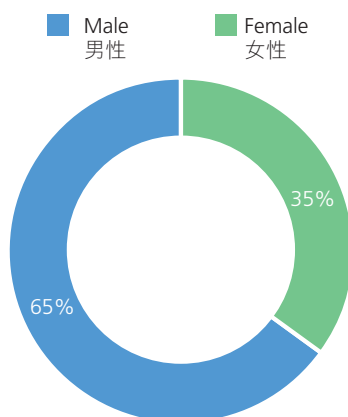
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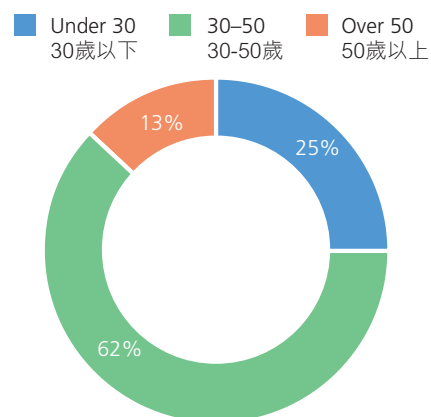
As 31 December 2024, the breakdown of employees by gender, age group and grade within the scope of this Report is as follows:

於二零二四年十二月三十一日，本報告範圍內按性別、年齡組別及職級劃分的員工明細如下：

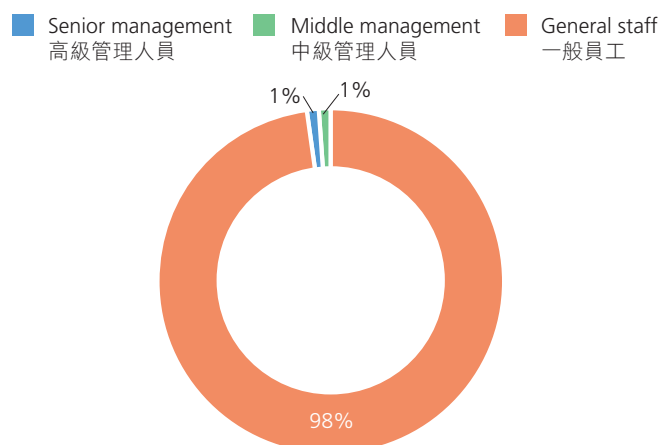
2024 Percentage of Employees by Gender
二零二四年按性別劃分的員工百分比



2024 Percentage of Employees by Age Group
二零二四年按年齡組別劃分的員工百分比



2024 Percentage of Employees by Grade
二零二四年按職級劃分的員工人數百分比



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Remuneration and Dismissal

We are committed to providing our employees with a positive and comfortable working environment, alongside competitive remuneration and benefits. In our operational and management practices, we strictly adhere to the “Labour Law of the People’s Republic of China”, the “Labour Contract Law of the People’s Republic of China” and other relevant laws and regulations. Guided by the principles of internal equity, external competitiveness, incentives and economic efficiency, the Group has continuously enhanced its employment system. We have developed the “Staff Handbook”, “Recruitment Management Practice Guideline” and “Employee Reward and Punishment Management System” to standardise the management of talent recruitment and employment processes. The “Staff Handbook” outlined essential information regarding remuneration, dismissal, recruitment, promotion, working hours, leave, equal opportunities, diversity, anti-discrimination, labour standards and other employee benefits. This ensures that the information is transparent, enabling employees to understand their rights and obligations.

The “Practice Guideline on Remuneration and Benefits Management” provides comprehensive guidelines and serves as an important foundation for managing remuneration and benefits. It effectively standardises the remuneration system and promotes the principle of “Compensation Based on Duties and Contributions”. The Group regularly benchmarks the remuneration policies against different enterprises within the same industry, region and scale. We adjust the salary structure in a timely manner to align with the Group’s phased adjustment and business development needs. This ensures that we provide our employees with more competitive and attractive compensation, which helps attract top talents for the Group, and motivates employees to excel in their roles, ultimately contributing to the achievement of the Group’s goals.

Moreover, in line with the “Employee Reward and Punishment Management System”, employees demonstrating outstanding performance will be eligible to bonuses. This initiative expresses our gratitude for employees’ contributions to the Group and reinforces our commitment to “Merit-based Rewards”. Conversely, if an employee is found to be underperforming or in violation of the Group’s and national relevant laws and regulations, the relevant department will propose the termination of the employment contract in accordance with the “Labour Contract Termination Approval Process”. The employee’s supervisor will conduct an interview to inform the employees. In terms of employee dismissal and compensation, we ensure compliance with legal requirements to uphold the integrity and legality of all procedures.

薪酬及解僱

我們致力於在營運管理過程中向員工提供優良舒適的工作環境及具有競爭力的薪酬福利，在營運過程中嚴格遵守《中華人民共和國勞動法》及《中華人民共和國勞動合同法》等相關法律法規。本著對內公平性、對外競爭性、激勵性和經濟性的原則，本集團不斷完善僱傭制度，制定了《員工手冊》、《招聘管理作業指導書》及《員工獎懲管理制度》等制度章程，以嚴格規範人才招聘僱傭等環節與流程的管理。我們在《員工手冊》中列明有關薪酬、辭退、招聘、晉升、工作時數、假期、平等機會、多元化、反歧視、勞工準則及其他待遇福利等內容，保證信息公開透明，使員工瞭解自身的權益及義務。

《薪酬福利管理作業指導書》提供全面的準則和重要依據以管理薪酬福利，並有效規範薪酬體系及倡導「按職責取酬、按貢獻取酬」之原則。本集團會定期比較同行業、同地區、同規模的不同企業的薪酬政策，並依據本集團的階段性調整和經營發展需要，適時調整薪資結構，向我們的員工提供更具競爭力和吸引力的薪酬，以吸納頂尖人才為本集團服務，同時激發員工在其工作崗位努力發揮所長，從而實現本集團及業務目標。

此外，按照《員工獎懲管理制度》要求，工作表現優異的員工將獲得獎金。我們希望透過此舉感謝員工對本集團的貢獻，實現「付出有所回報」的理念。相反，若發現任何員工無法勝任工作或違反本集團、國家相關法規、制度等的情況，相關部門將會依據《勞動合同解除審批流程》提出提前與該員工終止勞動合同，並由主管與該員工進行面談通知。在員工解僱及薪酬結算方面，我們將遵循法律法規進行，確保所有程序的合法性和合規性。

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To improve our operational quality and efficiency, avoid detrimental internal competition and maintain our focus on market trends and customer needs, the Human Resources Department conducts annual review and revises the Group's employment system to ensure alignment with market dynamics and support the Group's development needs.

Employee Benefits and Welfare

Employee Benefits

The Group places a high priority on employee satisfaction of and is committed to supporting all employees through a series of systems and measures. We provide a comprehensive welfare system for our employees to create a harmonious and inclusive workplace experience, so that every employee feels valued and supported. In order to achieve this goal, we continue to improve and expand the welfare system to attract and retain the best talent, while strictly enforcing the national social security and welfare system.

All eligible employees will receive pension insurance, medical insurance, unemployment insurance, work-related injury insurance, maternity insurance and housing provident fund provided by the Group. In addition to the statutory benefits, we offer several additional benefits to our employees. Regarding leave benefits, the "Staff Handbook" specifies guidelines on working hours and holiday entitlements. The Group provides employees with a variety of leave arrangements, including paid annual leave, sick leave, marriage leave, bereavement leave, work-related injury leave, family visit leave, maternity leave, maternity examination leave, paternity leave and nurturing leave, etc. In terms of daily work and life, we provide our employees with free lunches on working days and birthday gifts, as well as gym membership discounts, training allowances and assistance funds. In terms of housing subsidies, we provide dormitories for most of our residential project employees. Moreover, since 2018, we have started to provide housing benefits to permanent employees facing housing difficulties, and eligible employees can also apply for government public rental housing through the Group.

The Group provides an aid fund through the China SCE Nan'an charity fund to employees in need, specifically to cover substantial medical expenses resulting from emergencies and serious illness caused by non work-related injuries during their employment. The fund aims to provide assistance to employees with financial difficulties, reduce their medical burden, and ensure that employees in need receive necessary help and support. Since its establishment in 2019, the fund has supported 13 employees, with an accumulated amount of approximately RMB810,000.

為了提升經營質素及效率，避免內部惡性競爭，並專注於市場和客戶需求，人力資源部每年都會對僱傭制度進行全面檢討和修訂，以確保這些制度切合市場動態及本集團發展需要。

員工待遇及福利

員工福利待遇

本集團高度重視員工的滿意度，致力透過採取一系列制度和措施，關心和幫助所有員工。我們為員工提供全面的福利保障制度，以營造和諧共融的職場體驗，讓每位員工都能感受到關懷與支持。為了實現這一目標，我們不斷完善和擴展福利保障機制，以吸引和保留優秀人才，同時嚴格執行國家的社會保障及福利制度。

所有符合資格的員工均會獲本集團提供的養老保險、醫療保險、失業保險、工傷保險、生育保險及住房公積金。除法定福利外，我們還為員工提供多項額外福利。在休假政策方面，本集團於《員工手冊》訂明有關工作時數及假期制度的指引。我們為員工提供不同的休假福利，包括但不限於帶薪年假、病假、婚假、喪假、工傷假、探親假、產假、產檢假、陪產假及哺乳假等。在日常工作和生活方面，我們為員工提供每天免費工作午餐和生日禮物，員工亦可享有健身房折扣優惠、培訓津貼及援助基金等。在住房補貼方面，我們為大部分住宅項目員工提供宿舍。另外，我們從二零一八年起為有住房困難的長期員工提供住房福利，符合資格的員工亦可透過本集團申請政府公租房。

本集團透過中駿南安慈善基金向有需要的員工提供援助基金，專門用於補貼員工在職期間因非工傷原因而導致的突發意外和重大疾病所產生的高額醫療費用。此項基金旨在為有經濟困難的員工提供實際支援，幫助他們減輕醫療負擔，確保他們在面對困難時能夠得到必要的幫助和支持。自二零一九年成立以來，基金已經共資助13名員工，累計援助金額約人民幣81萬元。

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To help our employees achieve work-life balance, we offer flexible working hours and encourage them to develop expertise and pursue interest in other areas during their spare time. Depending on the nature and requirements of each position, the Group sets suitable and flexible working hours and implements a differential work system. Moreover, the Group ensures compliance with the laws and regulations of the place of operation to protect the labour rights of employees and ensure that employees are entitled to at least one day off per week.

Employee Wellness

The Group has consistently prioritised the physical and mental well-being of our employees by organising a variety of health-promoting activities designed to facilitate relaxation and stress relief outside of working hours. We have established dedicated reading areas within employee dormitories, creating a comfortable environment conducive to cultivating reading habits, thereby enabling employees to unwind after demanding work schedules. Additionally, we organise group-wide outdoor activities every six months. During the Year, the Group held several festive activities, such as the Mid-Autumn Festival “Bo Cake” and “Women’s Day”.

為幫助員工取得工作與生活之間的平衡，我們為員工提供彈性工作時間安排，並且鼓勵員工在業餘時間發展其他專業技能和個人興趣。根據各崗位的特點和需求，我們為員工制定靈活的工作時間安排，實施差別化工作制度。此外，本集團遵循營運地點法律法規，保障員工的勞工權益，確保員工每週至少享有一天休假。

員工身心健康

本集團始終關注員工的身心健康，並為員工籌辦多項有益身心健康的活動，幫助員工在工作之餘得到放鬆、減輕壓力。我們在員工宿舍設置閱讀區，營造舒適的閱讀環境，鼓勵員工養成閱讀的習慣，在忙碌的工作之餘放鬆心情。此外，我們每半年組織一次全集團戶外活動。本年度，本集團舉辦多個節日活動，如中秋節「博餅」、「三八婦女節」等。

6 June Happy Life Festival 6 • 6 幸福日

In our ongoing commitment to enhance employee well-being and enrich our employees’ life during their off-hours, we held the “6 June Happy Life Festival” during the Year. The event featured a diverse range of activities, including “Dopamine Challenge” and “Intelligent Fitness Assessments”, all of which garnered enthusiastic participation from our employees. The event venue was staffed with elite professional coaches providing expert guidance, enabling employees to experience a variety of specialised fitness programmes and personal training sessions. These included power battle ropes, endurance kettlebell exercises, and tire flipping activities, all designed to effectively alleviate stress and promote physical and mental well-being.

為全面提升員工福祉，豐富員工業餘生活，我們於本年度舉辦「6•6幸福日」活動。活動包含「多巴胺闖關挑戰」及「智能體測」等多元化項目，獲得員工的積極相應於參與。活動現場特聘王牌教練提供專業指導，員工可體驗豐富運動項目及私人教練課程，如力量戰繩，耐力壺鈴，輪胎翻轉等特色運動項目，以有效釋放壓力，提升身心健康。



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The Group attaches great importance to the health and safety of its employees, and we encourage our employees to develop the habit of exercising and convey the message of physical health and safety. We also assist employees in designing effective and safe exercise training intensity, e.g. instructing employees on how to calculate maximum heart rate based on age. Employees can adjust the training intensity according to their physical condition and exercise goals to ensure that each exercise can be carried out within a safe range, and that the exercise effect can be improved while protecting the body from injury. To ensure that all staff have the basic skills to deal with emergencies, we have also taught our staff to work with automated external defibrillators.

Moreover, we have set up a counselling hotline to provide our employees with the emotional support they need. The Human Resources Department will communicate with employees through the counselling hotline to listen to their stressful issues in work and life. We believe that good mental health is essential to the overall satisfaction of our employees, and to help our employees better cope with challenges, maintain a positive mindset and perform effectively at work.

Employee Recognition

We actively commend our employees for their contributions to the Group in recognition and praise of their excellence. We require each property and department to conduct internal selections based on the criteria for the nomination of outstanding employees, and publicly recognise these winners at the annual meeting. In 2024, the Group presented a total of five awards in recognition of outstanding employees at all levels and businesses. These awards include "Pillars of Strength Award" (for management), "Outstanding Business Employee Award" (for general staff), "Rising Star Award" (for management trainees), "Outstanding New Talent Award" (for new employees) and "Outstanding Leadership of Preparatory Project" (for general managers of new stores).

Looking ahead, in order to create a healthy and competitive environment, we will continue to encourage our employees to improve their work performance and expand their business knowledge and skills, so as to build a motivated, skilled and committed to excellence and innovation team to ensure that our customers receive the best possible service.

本集團重視員工的身體健康與安全，我們鼓勵員工培養運動的習慣，同時傳遞身體健康與安全的信息，並協助員工設計有效及安全的運動訓練強度，例如指導員工如何根據年齡計算最大心率。員工可以根據自己的身體狀況和運動目標，調整訓練強度，確保每次運動都能夠在安全範圍內進行，從而保障在提高運動效果的同時保護身體免受傷害。為提高在緊急情況下救人與救己的機會，我們教授員工操作自動體外心臟去顫器，以確保所有員工都具備處理突發狀況的基本技能。

此外，我們還設立輔導熱線為員工提供所需的情緒支持。人力資源部將透過輔導熱線與員工進行溝通，聆聽他們工作和生活中的壓力問題。我們深信，良好的心理健康對於員工的整體滿意度至關重要，因此我們希望透過這種方式幫助員工更好地應對挑戰，在工作中也能保持積極的心態和高效的表現。

員工表彰

我們積極表彰員工為本集團做出的貢獻，以肯定和讚譽他們的卓越表現。我們要求各物業和部門根據優秀員工提名的標準進行內部評選，並在年會上公開表彰這些獲獎者。二零二四年度本集團共頒發五個獎項以表揚各級別及業務的優秀員工。這些獎項包括「中流砥柱」（針對管理層）、「業務標兵」（針對普通員工）、「明日之星」（針對管培生）、「卓越新秀」（針對新入職員工）以及「籌開攻堅項目總」（針對籌開門店總經理）。

展望未來，為營造健康的競爭環境，我們將持續鼓勵員工提升工作表現，不斷拓展業務知識和技能，從而建立積極進取、技術熟練、致力於追求卓越和創新的工作團隊，確保我們的客戶獲得最佳的服務。

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Communication with Employees

Listen to Employees' Opinions

The Group attaches great importance to communication with employees and collects their opinions in an open and positive manner. We operate top-down and bottom-up, online and offline models to collect employee feedback through multiple two-way communication channels and provide feedback in a timely manner.

Employees can contact the Company at any time with questions and comments through three main feedback channels, including an email account, a hotline and an official WeChat account. The Human Resources Department of each region, who manages the Group's mailbox, is responsible for sorting out and summarising the emails received and employees' suggestions, and contacts employees by phone to reply according to needs, and ensures that employees' opinions can be conveyed to the relevant business or project departments in a timely manner. These departments assess the feasibility of employees' recommendations and take appropriate steps to implement them. Moreover, in order to increase the transparency of the handling of feedback, we regularly report the progress of feedback to employees. The feedback of the hotline and official WeChat account is recorded and managed by the customer service centre of the headquarter to ensure that all feedback can be properly handled.

員工溝通

聆聽員工意見

本集團高度重視與員工溝通，以開放、積極的態度收集員工意見。我們開展自上而下和自下而上的在線與離線模式，以多元化的雙向溝通渠道收集員工意見，並適時提供反饋。

員工可透過三種主要反饋渠道隨時與公司聯繫提出問題和意見，包括電子郵件、熱線電話和微信公眾號。由各區域的人力資源部管理本集團的郵箱，負責整理和歸納收到的郵件和員工的建議，並根據需求透過電話聯繫員工回覆，並確保員工的意見能夠及時傳達給相關業務或項目部門。這些部門會針對員工的建議進行可行性評估，並採取相應措施來落實相關建議。此外，為了提高處理意見反饋的透明度，我們會定期向員工報告意見反饋的進展情況。熱線和微信公眾號的反饋則由總部客服中心統一負責記錄和管理，確保所有反饋都能得到妥善處理。



National Executive Culture Tour

全國高管文化巡講

During the Year, we held a national lecture tour led by senior management to promote the corporate culture to our employees in a practical and vivid way. During the lecture tour, the management team shared a total of 46 carefully selected corporate stories, covering the Company's history, cultural system and exemplary cultural practices, so as to enhance employees' sense of belonging and mission.

本年度我們舉辦由高層管理人員主導的全國巡講活動，致力於透過切實生動的方式向員工推廣企業文化。在此次巡講中，管理團隊共分享 46 篇精心挑選的企業文化故事，故事涵蓋公司的歷史、文化體系以及優秀的文化案例，從而提升員工歸屬感及使命感。



"Hear Your Voice"

「聽見你的聲音」

In order to actively collect the opinions and suggestions of employees and fulfil the commitment to provide necessary support to employees, the Group regularly conducts a series of "Hear Your Voice" activities, including "Hear Your Voice" staff discussion and "Voice from Junior Staff Initiative" survey. 為了積極收集員工的意見和建議，並實現為員工提供必要支持的承諾，本集團定期開展「聽見你的聲音」系列活動，包含「聽見你的聲音」員工座談會及「基層炮聲計劃」調研。

We regularly host employee discussion sessions and fill in "Record Sheet of Cippon Tai Wo Employees" to capture employee requests and ideas. Following the event, we publish a compiled summary of the feedback to ensure all participants are informed of the outcomes and insights gathered. During the Year, we held a total of 357 staff meetings and collected 1,031 opinions from various residential projects, with a completion rate of 97%. It fully reflects the concerns and expectations of employees about the working environment and management processes. The Group will continue to actively listen to the needs of its employees, and make corresponding improvements based on their suggestions to enhance their satisfaction and well-being.

我們定期舉辦員工暢談會，詳細填寫《世邦泰和員工暢談會記錄表》以記錄員工的需求與想法，並在會後發布整理過的意見，確保每位參與者都能了解反饋的結果。本年度，我們共舉辦 357 場員工暢談會，從各住宅項目收集了 1,031 條意見，完成率達 97%，充分反映了員工對於工作環境和管理流程的關注和期待。本集團將繼續以寬容和開放的態度，積極傾聽員工的需求，並根據員工的建議進行相應改進，增強員工的滿意度和幸福感。

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The “Voice from Junior Staff Initiative” uses questionnaires to understand the problems and needs of junior staff across various operational projects. The scope of the survey covered a number of key areas, including workflow efficiency, ease of system use, standardisation necessity, clarity of system management, use and management of seals, meeting organisation, and potential areas for business improvement. During the Year, we received a number of responses through this programme and the Group headquarter will work closely with the relevant departments to develop concrete solutions based on these valuable comments to create an ideal

working environment for employees. We are committed to continuing to be open and positive, taking our employees’ opinions seriously and working hard to meet their needs, so as to continuously improve the satisfaction of employees with the Company and establish an efficient work team.

「基層炮聲計劃」透過調研問卷形式，了解基層業務部門的問題和需求。調查範圍涵蓋了多個關鍵領域，包括工作流程效率、系統使用便利性、標準化必要性、制度管理清晰度、印章使用與管理、會議組織方式以及業務改善的潛在方向。本年度，我們透過此計劃收集到多封回覆，本集團總部將與各個相關部門密切合作，根據這些寶貴的意見形成具體的解決方案，以為員工創造一個理想的工作環境。我們承諾將繼續保持開放和積極的態度，認真接納員工的意見，並努力滿足他們的需求，從而持續提高員工對公司的滿意度，建立高效工作團隊。



Engagement Surveys

敬業度調查

Every year, the Group invites all employees to participate in an engagement survey, which is conducted in the form of an anonymous online questionnaire, covering the Group’s core values and goals, job expectations, personal development, and perception of leadership and business. The survey results help the Group understands the needs of its employees and provides valuable guidance for creating an ideal working environment. Based on the results of the 2023 survey, we have carried out top-down improvement actions for the indicators with low scores. We received 150 improvement action plans from regional and city companies, with 81% of these plans have been completed.

本集團每年度邀請全體員工參與敬業度調查，調研以線上匿名問卷形式進行，內容涵蓋了本集團核心價值及目標、工作期望、個人發展、對上司及業務的意見等範疇。調查結果有助於本集團了解員工需要，為營造理想工作環境提供寶貴指引。根據二零二三年度調查結果，我們針對得分較低的指標開展了自上而下的改善行動，收到150項來自各區域及城市公司的改善行動計劃，目前已完成81%。

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In 2024, the Group conducted an engagement survey again, with an employee participation rate of 100%. We analysed the results of the survey and found that employees generally consider job duties and expectations being clear, team goals aligned, and they place significant attention on workplace friendships. The Group will continue to actively engage in dialogues with employees to meet their needs, so as to continuously improve employees' satisfaction with the Company.

二零二四年度，本集團再次開展敬業度調查，員工參與率達100%。我們對調研結果進行分析，發現員工普遍認為工作要求明確、團隊目標一致，並高度重視職場友誼。本集團將持續積極與員工開展對話，滿足員工的需求，從而不斷提升員工對公司的滿意度。



“The Power of Role Model”

「榜樣的力量」

In order to encourage every employee to meet every challenge in life with a positive attitude and strive to achieve self-change and growth, the Group organised “The Power of Role Model” activity to collect positive life stories from employees. After collecting and collating relevant cases, we selected the top 10 positive energy cases to promote to other employees, and these stories fully demonstrated the spirit of employees who are proactive and brave in facing challenges. Moreover, we have selected the “Excellent Employees” as role models for all employees to motivate them to seize opportunities and face challenges at home, in life and at work with a positive attitude.

為鼓勵每位員工以積極的心態去迎接生活中的每一個挑戰，並努力實現自我的改變和成長，本集團舉辦了「榜樣的力量」活動，向員工收集生活中的正能量故事。收集並整理相關案例後，我們選出十大正能量案例，向其他員工宣傳，這些故事充分展現了員工們積極進取和勇敢面對挑戰的精神。此外，我們還評選出「十優員工」，作為所有員工的榜樣，以此激勵員工抓住機會，並以積極態度面對在家庭、生活和工作上遇到的挑戰。



Employee Forum

員工座談會

During the Year, the Group organised 50 employee seminars to provide employees with the opportunity to make suggestions. Through the symposium, we listened to a number of effective suggestions on the development of the Company's culture and project management, which provided a valuable reference for our future development.

本年度本集團組織了50場員工座談會，以向員工提供機會提出建議。透過座談會，我們聽取了多條關於公司文化發展和項目經營的有效建議，這些建議為我們的未來發展提供了寶貴的參考。

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Enhance Information Disclosure

The Group is committed to protecting the legal rights and interests of employees, particularly their right to information. To this end, we continuously strengthen the completeness and transparency of our information disclosure and publicly disclose corporate policies and procedures within the Group's internal system. Moreover, a comprehensive introduction of legal knowledge is set up in the system, aiming to provide employees with basic legal knowledge and disseminate information about relevant laws and regulations.

The Human Resources Department of the Group established a pilot centralised sharing platform to streamline human resources systems and processes and provide employees with a standard interpretation of employment-related policies. The platform is planned to be extended to the entire Group in the future to improve the transparency of the Group's management and process standardisation.

Training and Development

We firmly believe that the personal growth of employees contributes to improving the operational efficiency of the Group. In order to ensure that outstanding talents can get the development opportunities they deserve, the Group actively invests various education and training resources in employees, provides a comprehensive training system for their career development, and encourages employees to make good use of the Company's resources to enhance their personal career development. Our "Talent Development Outline" sets out the Group's key policies and concepts for talent development and guides us in formulating relevant strategies.

We focus on developing employees with high potential and are committed to upskilling them to grow in their careers. We encourage our employees to choose their own development path based on their interests, abilities and the development needs of the Group, and to enhance their career value and prepare for future business challenges and opportunities. We have established a comprehensive career development system, and formulated a training management system and the "Training Operations Manual" to standardise and improve employee training management.

優化信息披露

本集團致力於保障員工的各項合法權益，尤其注重維護員工知情權。為此，我們不斷強化自身信息披露的完整度和透明度，並於本集團系統公開披露公司政策和制度。此外，系統中還設置了全面的法律知識介紹專欄，旨在向員工提供基本的法律知識和宣傳法律法規。

本集團的人力資源部已建立了共享中心平台，專注於精簡人力制度和流程，同時為員工提供標準的僱傭相關政策解讀。我們計劃在未來將平台推廣至整個本集團，以提高本集團管理透明度和流程標準化程度。

培訓與發展

我們堅信員工的自我價值增長對於本集團提升營運效率至關重要。為確保優秀人才能夠得到應有的發展機會，本集團積極為員工投放各類教育培訓資源，為員工的職業發展提供全面的培訓體系，並鼓勵員工善用公司資源提升個人事業發展。我們的《人才發展綱要》確立了本集團人才發展的主要方針理念，指引我們制定相關策略。

我們專注於培養具有潛力的員工，致力於提升他們的技能，以促進他們在事業領域的成長。我們鼓勵員工根據自身的興趣、能力及本集團的發展需求，選擇適合自己的發展路徑，從而提升自身職場價值，同時為未來的業務挑戰和機遇做好準備。我們現已建立全面的職業發展體系，並制定與之配合的培訓管理體系及《培訓業務手冊》，以便規範及改善員工培訓管理。

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Training

Management System 培訓管理體系

Training Description 培訓內容

Demand Analysis 需求分析	At the end of each year, the Human Resources Department at the headquarter initiates an annual analysis and research to assess the human resources strategic planning of the Group. 每年年末，總部人力資源部均會啟動年度培訓需求分析及調研，以分析本集團人力資源戰略規劃。
Developing Plan 制定計劃	Tailoring to the needs of SCE CM's operations and in conjunction with the findings of the training demand analysis, the Human Resources Department at the headquarter formulates the "Annual Training Plan", which is then supplemented by project companies to address their needs. 總部人力資源部依據中駿商管經營發展需要，結合培訓需求分析情況擬定《年度培訓計劃表》，並由各項目公司按其需要補充。
Training Implementation 實施培訓	The training implementation consists of ten parts, including (1) plan breakdown, (2) training approval, (3) training contract, (4) training notice, (5) training project creation, (6) training attendance, (7) training discipline, (8) training evaluation, (9) training report and (10) training records. Each training session must be strictly implemented in accordance with the training implementation procedures. 培訓實施由十個部份構成，包含(1)計劃明細、(2)培訓審批、(3)培訓合同、(4)培訓通知、(5)培訓項目創建、(6)培訓考勤、(7)培訓紀律、(8)培訓評估、(9)培訓報告及(10)培訓檔案。每次培訓需按照培訓實施步驟嚴格執行。
Annual Training Review 年度培訓總結	Every December, each project company is required to review their work for the current year and submit an annual training review report, which mainly includes an analysis of training costs and effectiveness, assessment of internal trainers, evaluation of external training institutions, analysis of course offerings, and analysis of individual employee training situations. 每年十二月，各項目公司需進行對當年工作進行總結，並提交年度培訓總結報告，內容主要包括培訓費用及效果分析、內部講師分析、外部培訓機構分析、課程設置分析、員工個人培訓情況分析等。

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The Group has established a training system covering all positions, planning three major training programmes and activities for employees of different levels each year, which include new employees adaptation management, professional training and skill enhancement training:

本集團建立覆蓋各崗位的培訓體系，每年為不同職級的員工策劃三大培訓課程與活動，其中包括新員工適職管理、專業類培訓及技能提升類培訓：



New Employees Adaptation Management 新員工適職管理

Objective: To facilitate the adaptation and integration of new employees into the Group's culture and environment

Content: The new employees adaptation programmes, new employee training and a transition from probationary to full-time employment are designed to help understand various aspects of the Group, such as the Group's corporate culture, job responsibilities, company discipline, risk management, occupational disease prevention, occupational safety and health

目的：促進新員工適應及融入本集團的文化與環境

內容：新員工融入計劃、新員工培訓、新員工試用與轉正等，以了解本集團的企業文化、崗位職責、公司紀律、風險管理、職業病防範、職業安全與健康等範疇



Professional Training 專業類培訓

Objective: To address operational challenges, enhance employees' expertise and improve the leadership and comprehensive management skills of managerial personnel

Content: Standardised training for various business operations, "Specific Training for Different Business Lines", key talent training projects, management and leadership courses and decision-making learning by external training institutions or experts, etc.

目的：解決業務痛點 提升員工專業能力、提升管理人員領導力和綜合管理能力

內容：各業務標準化培訓、「大練兵」、關鍵人才培養項目，外部培訓機構或專家授課的管理類、領導力課程、行動學習等



Skill Enhancement Training 技能提升類培訓

Objective: To fulfil specific certification requirements for certain company qualifications or positions

Content: Job positions requiring specific certificates or designated continuing education courses

目的：因公司資質或崗位，員工需要特殊證書

內容：崗位需要特殊證書或繼續教育指定培訓課程

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Business Line Training Camps

業務條線訓練營

During the Year, the Group organised online training camps for employees of the four business lines of Tenants Sourcing, Operation, Construction and Property, and Administration. The training activities are carried out through SCE Academy, and professional tutors complete online courses with business line specificity and upload them for employees to watch and learn repeatedly. We have conducted a total of 60 courses, and a total of 400 individuals have completed them for the Year.

Course content:

- Tenants Sourcing: seven must learn modules for professional tenants sourcing staff
- Operation: shopping mall operation procedures, Tenant Staff Code, tenant site management and fire safety
- Construction and Property: daily management actions of construction property, etiquette norms, fire safety class and emergency response processes
- Administration: SCE CM Administration Standardise Business Manuals, seal management standards

本年度，本集團針對招商、營運、工程物業、行政四條業務條線員工，組織業務條線線上訓練營。培訓活動透過駿學堂進行，由專業導師完成具有業務條線針對性的線上課程錄製並上傳以供員工反復觀看學習。本年度我們總共開展60門課程，累計400人完成學習。

課程內容：

- 招商：專業招商必學七板塊
- 營運：商場營業流程、商戶員工守則、商戶現場管理及消防安全
- 工程物業：工程物業日常管理動作、禮儀禮節規範、消防安全課堂及應急處置流程
- 行政：中駿商管行政管理操作規範業務手冊、印章管理標準規範

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Tenants Sourcing Rising Star Training Camp

招商新星訓練營

During the Year, we held a training camp for the tenants sourcing and operation supervisors and below of each store. The training was conducted online and offline, covering the seven essential skills of tenants sourcing, with a total of 150 participants. In order to better improve and perfect the training system, we conducted a satisfaction survey after the training, and the training satisfaction score was above 98.

本年度，我們為各門店招商及營運主管及以下人員舉辦招商新星訓練營培訓活動。培訓由線上線下同步進行，內容涵蓋專業招商的七個必備技能，共計150人參加。為更好的改進並完善培訓體系，我們於培訓後進行滿意度調查，培訓滿意度均在98分以上。



Hundun Venture Academy

混沌創商院學習

During the Year, the Group sent a total of four store general managers to participate in the Hundun Venture Academy.

本年度，本集團共派出四名門店總經理參加混沌創商院學習。



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Moreover, we actively make use of the “Business Lecture” as a platform to provide employees with training and insights on various professional topics, including legal affairs, tenant sourcing, and leasing guidance. This initiative fosters a culture of continuous learning across the organisation and enhance the professional capabilities of all business lines.

We highly value the opinions and feedback of our employees. Therefore, after the training course, the Group will actively collect the opinions of employees to evaluate the effectiveness of the training, and continuously improve the training system based on employee feedback.

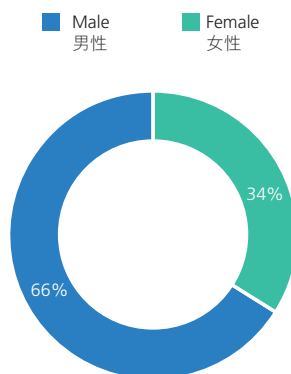
During the Year, a total of 3,240 employees of the Group participated in training, with a total of 137,717 hours of training. Development and training statistics by gender and grade are disclosed below:

此外，我們積極利用「業務大講堂」交流分享平台，向員工提供法務、招商及租賃指引等各類專業主題的培訓與分享，以向全員營造一個積極求學的氛圍，提升各條線的專業能力。

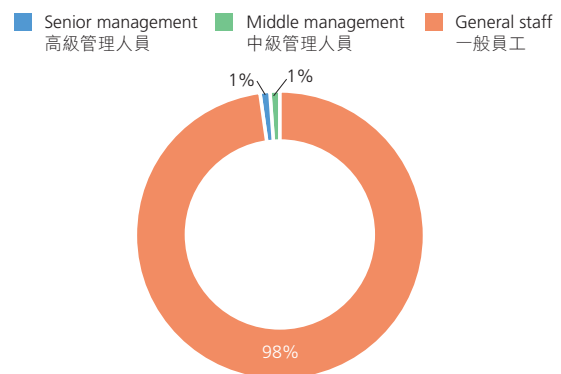
我們高度重視員工的意見和反饋。因此在培訓課程結束後，本集團會積極收集員工的意見，以此評估培訓成效，並根據員工反饋不斷完善培訓體系。

本年度，本集團共有3,240位員工接受培訓，培訓總時長達137,717小時。按性別及職級劃分的受訓員工數目披露如下：

2024 Percentage of Trained Employees by Gender
二零二四年按性別劃分的受訓員工百分比



2024 Percentage of Trained Employees by Grade
二零二四年按職級劃分的受訓員工百分比



Total Employee Training Hours
員工總培訓小時數
137,717



Average Employee Training Hours
員工平均培訓小時數
42.5



Percentage of Employees Trained
培訓人數百分比
99%

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Occupational Health and Safety

The Group attaches top priority to occupational health and safety. We actively respond to the requirements of the national level, fully recognise the important impact of safety issues on enterprises, and strictly abide by the “Production Safety Law of the People’s Republic of China”, “Labour Law of the People’s Republic of China”, “Regulation on the Implementation of the Employment Contract Law of the People’s Republic of China”, “Regulations on Work-Related Injury Insurances” and “Law of the People’s Republic of China on the Prevention and Control of Occupational Diseases”. Moreover, the Group complies with all applicable laws and regulations of the jurisdictions in which it operates, including the “Occupational Safety and Health Ordinance” in Hong Kong.

In order to ensure that all employees are able to work in a healthy and safe working environment, the Group has formulated policies such as the “Guidance Notes on Safety Management in Workplace”, “Safety and Civilisation Management System” and “Risk Management Operation Guideline”, and implemented relevant risk control measures, including education and training on equipment and occupational health and safety knowledge, to ensure that employees conscientiously fulfil their occupational health and safety responsibilities in their positions. The Group strictly implements health and safety-related policies and measures such as the “Risk Management Operation Guideline”, and has established safety production leading groups at all operation sites. We are committed to eliminating potential hazards and avoiding fatalities and occupational hazards.

For various types of safety risk sources, the relevant departments are responsible for formulating and implementing corresponding risk control measures to ensure the safety of the working environment. For example, the department will provide professional training to relevant employees to help them master the skills of machinery and equipment, and at the same time convey the knowledge of occupational health and safety to ensure that they can effectively discharge their health and safety responsibilities in their positions. Moreover, the Group emphasises that employees must take effective self-protection measures before engaging in high-risk activities and confirm whether the surrounding environment meets the requirements of machinery in advance to reduce potential risks.

職業健康與安全

本集團把職業健康及安全置於首位。我們積極回應國家層面的要求，充分認識到安全問題對企業的重要影響，並嚴格遵守《中華人民共和國安全生產法》、《中華人民共和國勞動法》、《中華人民共和國勞動合同實施條例》、《工傷保險條例》及《中華人民共和國職業病防治法》等法律法規。此外，本集團亦遵守營運所在地司法管轄區的所有適用法律和法規，包括香港的《職業安全及健康條例》。

為保障所有員工均能夠在健康及安全的工作環境下工作，本集團已制定《辦公場所安全管理作業指導書》、《安全文明管理制度》及《風險管理作業指導書》等政策，實施相關風險管控措施，包括進行設備操作和職業健康及安全知識的教育培訓，以確保員工認真履行其崗位上的職業健康及安全責任。本集團嚴格執行《風險管理作業指導書》等健康與安全相關的政策及措施，各營運點已建立安全生產領導小組。我們致力於竭力消除潛在隱患，避免發生傷亡事故和職業危害情況。

針對各種類型的安全風險來源，相關部門負責制定並實施相應的風險管控措施，以確保工作環境的安全。例如，部門會為相關員工提供專業的培訓，幫助他們掌握機械設備的操作技能，同時傳達職業健康與安全的知識，確保他們能夠有效履行崗位上應有的健康安全責任。此外，本集團強調員工在進行高風險活動之前，必須採取有效的自我防護措施，並事先確認周圍環境是否符合機械操作要求，以降低潛在的風險。

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The “Guidance Notes on Management in Workplace” sets out relevant requirements for maintaining a safe work environment, including daily inspection of office power and facilities in common areas, regular checks on office air quality, and quarterly comprehensive inspection to identify and eliminate safety hazards in a timely manner. The Administration Department manages and supervises the 5S process of organising, tidying, cleaning, sanitising and disciplining in the workplace to ensure that employee complies with safety requirements.

Maintaining a Safe Working Environment

To ensure the effective management of occupational health and safety risks, the heads of each department shall communicate the importance of occupational health and safety to employees in regular business meetings from time to time in accordance with the Group’s regulations. In order to eliminate any potential safety hazards in the workplace in a timely manner, the Security Inspection Department shall regularly inspect the property projects and conduct safety risk assessment and special inspections. The Engineering Property Department is responsible for daily safety inspections and eliminating hidden danger investigation to ensure the safety of the workplace. The Safety Leadership Team is primarily responsible for responding to incidents related to casualties. Moreover, to ensure that employees receive due medical protection in the event of occupational injuries or accidents, the Group has paid medical insurance, work-related injury insurance and employer’s liability insurance for all employees.

To prevent and reduce the severity of industrial accidents in a comprehensive manner, we have established a refined emergency plan for industrial accidents and implemented corresponding preventive measures. The Group has formed the Safety Leadership Team and Emergency Response Team and formulated the “Emergency Plan for Work Injury Accidents”. This plan requires employees to strictly comply with the emergency procedures for work-related accidents and clearly defines the structure and responsibilities of the Emergency Response Team, to ensure a prompt response in the event of an accident.

《辦公場所管理作業指導書》規範了維持安全辦公環境的相關要求，包括每日檢查辦公室公共區域的電源及設施、定期檢測辦公室空氣質量及進行季度整體安全檢查，以及時識別和消除安全隱憂。行政部門對辦公場所進行包括整理、整頓、清掃、清潔和素養在內的五常法管理及監督，確保員工遵守安全要求。

維持安全工作環境

為確保職業健康和安全管理的有效管理，各部門負責人應當按照本集團規定不定期在商業例會中向員工傳達職業健康和安全性的重要性。為及時消除任何職場安全隱患，安檢部應當定期巡檢物業項目，進行安全風險評估及專項檢查。工程物業部負責日常的安全檢查及隱患排查，確保工作場所的安全性。安全領導小組則主要負責應對與工作人員傷亡相關的事故。此外，為保障員工發生職業傷害或事故後得到應有的醫療保障，本集團已為所有員工繳付醫療保險、工傷保險及僱主責任險。

為了全面預防工傷事故並減輕其嚴重性，我們已經建立了一套完善的工傷事故應急計劃，並執行相應的預防措施。我們成立了安全領導小組和應急處置小組，並制定了《工傷事故應急預案》，應急預案要求員工嚴格執行工傷事故應急處理程序，並列明事故應變程序及各部門職責，例如應急處置小組的結構和職責，以確保事故發生時能迅速反應。

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We require all employees to strictly follow the emergency procedures for handling industrial accidents. When an accident occurs, the on-site personnel should immediately administer first aid to the injured, and at the same time, the Human Resources Department will contact the insurance company in time to process the claim, and the Human Resources Manager will report the accident to the management of the Group. After handling an incident, the Group conducts a review of the effectiveness of the incident handling procedures to identify areas for improvement. The relevant department investigates and reports the incident's cause, while the Human Resources Department is responsible for formulating or revising the emergency plan for the accident based on the evaluation results. The plan is then evaluated and improved by the chief person in charge for the improvement of the emergency plan. The Group conducts emergency drills at least once every six months to enhance the safety awareness and emergency response capabilities of all employees.

Health and Safety Training

The Group enhances the safety awareness and skills of its employees through health and safety training and robust promotional activities. We conduct various forms of safety training for employees of different grades and from different business departments, such as daily safety briefings before shifts, weekly safety inspections, informational safety talks and night school for employees. The training targets include the Group's internal employees, suppliers, etc. In addition to the standardised training at the Group and regional levels, such as aligning with new national requirements and procedures for safety incident reporting, we delivered specialised safety training tailored to the specific risks inherent in each project to comprehensively improve the health and safety awareness of employees and related external personnel.

我們要求全體員工嚴格遵循工傷事故的應急處理程序。當事故發生後，現場人員應立即對受傷者進行急救，同時人力資源部將及時與保險公司聯繫，處理索賠事宜，並由人力資源經理向本集團管理層報告事故情況。事故經處理後，本集團會評估及檢討事故處理程序的有效性，識別需改善的地方，並由事故發生的部門調查及報告事故的成因。人力資源部則會根據評估結果訂立或修正應急預案，最終由總負責人進行評價和改進，以完善應急預案。為提高全體員工的安全意識及事故應變能力，本集團每半年至少演練一次應急預案。

健康及安全培訓

本集團透過開展健康及安全培訓、加強宣導等方式，提高員工的安全意識和技能。我們開展覆蓋不同層級和業務部門的多樣安全培訓，包括每日班前安全交底、每週安全檢查、安全宣講和職工夜校等。培訓對象包括本集團內部員工及供應商等。除了本集團和區域層面的統一培訓，如更新國家相關要求及匯報安全事故的流程，我們還會針對項目內部自身風險情況，開展特定主題的安全培訓，以全面提高員工及相關外部人員的健康及安全意識。

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OPTIMISING OPERATIONAL PRACTICES

The Group places great importance on corporate ethics and integrity, consistently prioritising these values at the forefront of our operational principles. In our daily operations, we adhere to business ethics and consciously follow a code of conduct based on commercial morality and self-discipline. We are committed to providing our customers with high-quality products and services hence the Group has established strict standards to ensure that all products and services meet customer expectations.

Additionally, we recognise the importance of partnerships with our suppliers for business success. The Group actively maintains close relationships with all suppliers and is dedicated to establishing long-term, sustainable, and mutually beneficial partnerships, ensuring that all parties can benefit from the cooperation and achieve mutual growth.

Anti-corruption

The Group strictly abides by the laws and regulations such as “Company Law of the People’s Republic of China”, the “Criminal Law of the People’s Republic of China”, the “Anti-Unfair Competition Law of the People’s Republic of China” and the “Prevention of Bribery Ordinance” in Hong Kong, operating its business with high standards of integrity and ethics. We uphold zero-tolerance policy for any form of bribery, extortion, fraud, money laundering and other corrupt practices and strive to maintain a foundation based on integrity in our internal operations and external collaborations through various measures.

To safeguard the Group’s reputation and long-term sustainable development of its business, we have formulated the “Staff Handbook” and the “Integrity Monitoring Management Operation Guideline” to clarify the relevant anti-corruption policies and management systems. We require all units and departments to strictly follow the guidelines in their daily operations to avoid corruption and fraud.

優化營運慣例

本集團高度重視企業道德與誠信，始終將其置於營運原則首位。在日常營運中，我們堅守商業道德，並自覺遵循廉潔自律的行為準則。我們承諾向顧客提供高質素的产品與服務，為此本集團已設立嚴格標準，確保每一項產品和服務都能滿足顧客期望。

此外，我們深知與供應商之間的合作關係對業務成功的重要性。本集團積極維護與各供應商的緊密聯繫，並致力於建立長期可持續的雙贏合作關係，使雙方都能在合作中受益，實現共同成長。

反貪污

本集團嚴格遵守《中華人民共和國公司法》、《中華人民共和國刑法》、《中華人民共和國反不正當競爭法》及香港的《防止賄賂條例》等法律法規，始終以高標準的廉潔及道德標準營運業務。我們對任何形式的賄賂、勒索、欺詐、洗黑錢及其他貪污行為採取零容忍的態度，並透過多項措施在內部營運與外部協作中維護誠信為本的原則。

為保障本集團聲譽與業務的長期可持續發展，我們已制定《員工手冊》及《廉政監察管理作業指導書》，以明確相關防貪污政策及管理體系，並要求所有單位及部門嚴格遵循指導方針實施日常營運工作，避免貪污舞弊事件的發生。

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Anti-corruption Initiatives

Corruption and fraud not only harm the interests of the Group, but also affect the rights and interests of shareholders. To effectively prevent the occurrence of such incidents, the Group has incorporated corruption and fraud into its risk assessment and has formulated corresponding control internal system and measures. Such measures include providing clear guidelines for employees to conduct and helping them to clearly understand compliance standards and requirements in their daily work.

The Internal Audit and Compliance Department plays an important role in ensuring the Group's sound operation and enhancing efficiency. The department's core responsibilities include conducting internal audit, managing compliance risk, and investigating and handling corruption and fraud incidents. This department oversees compliance with the code of conduct, actively promotes anti-corruption and integrity through awareness campaigns, strives to prevent any improper behaviour that may involve fraud, bribery, or corruption, and continuously enhances employees' compliance awareness and improves the effectiveness of relevant risk control measures. Additionally, the Group will also assign the Internal Audit and Compliance Department to track on suspicious events and employees, and to ensure that the investigation process is fair, thorough and transparent. If an employee is found to have violated the standards of corruption, disciplinary action will be taken accordingly depending on the severity of the incident. If the violation involves illegal circumstances, the Group will refer the relevant personnel to the local judicial authorities, ensuring that the illegal acts are convicted by law.

反貪污舉措

貪污舞弊不僅會損害本集團利益，還會影響股東權益。為了有效預防此類事件的發生，本集團已將貪污舞弊納入風險評估範疇，並制定一系列針對性的內部制度和措施。此類措施包括為員工提供明確的行為規範指引，幫助員工在日常工作中清晰地理解合規標準和操守要求。

審計監察部在保障本集團穩健經營和提升效率方面扮演重要角色。該部門的核心職責包括內部審計、合規風險管理，及針對貪污舞弊行為的調查和處理。審計監察部門亦負責監督員工遵守操守準則的情況，並透過宣傳來推動反貪污和倡廉的工作，致力於防止任何可能涉及詐騙、賄賂或舞弊的不當行為，同時不斷提升員工的合規意識和相關風險管控措施的有效性。此外，本集團亦委派審計監察部對可疑事件和員工進行追蹤，並確保調查過程公平、深入且透明。如若員工被證實違反貪污標準，本集團將根據事件的嚴重程度進行相應的紀律處分。如違規行為涉及違法情況，本集團將主動將相關人員移交當地司法機關處理，確保不法行為受到法律的制裁。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

The Group is committed to complying with the principles of fair competition and strictly prohibits any form of unfair competitive behaviour throughout the entire value chain, including but not limited to omissions in the bidding process. The Group strictly follows the systems and measures specified in the work instructions and prohibits employees from all units and departments from disclosing any information related to bid evaluation to any parties involved in the bidding process. This ensures the fair and impartial implementation of the bidding process and prevents anyone from using illegal means to seek improper benefits and damage the interests of the Group.

To maintain good business discipline, the Group conducts due diligence on all suppliers and contractors. We require all partners to sign the “Integrity Management Agreement”. All employees are required to sign the “Employee Integrity Commitment” to ensure that employees strictly abide by the Group’s anti-corruption regulations when performing their duties, and that both parties consistently uphold the principle of integrity in business operations. The agreement explicitly prohibits the Group’s employees from accepting any form of kickbacks, gifts, cash, securities, vouchers, etc., from partners. Similarly, partners are prohibited from providing high-consumption entertainment, fitness, travel activities, high-level banquets to employees. The Internal Audit and Compliance Department will also continuously monitor suppliers and contractors. If any illegal or non-compliant behaviour such as bribery and acceptance of bribes is discovered, the Group will exercise its rights to take legal action and terminate their partnership and blacklist them.

Additionally, the Group requires employees to annually fill out the “Employee Conflict of Interest Declaration Form” to truthfully disclose all possible conflicts of interest. To prevent all relevant risks, the Group conducts monthly checks on positions that are at higher risk of corruption and fraud, meticulously recording and inspecting relevant documents, including minutes, work notes, receipts, financial accounts and other materials.

本集團致力於在營運時恪守公平競爭的原則，嚴禁在整個價值鏈中出現任何形式的不正當競爭行為，包括但不限於招標過程中的不當操作。本集團嚴格遵循作業指導書中規定的制度與措施，要求各單位及部門相關員工在招標工作中不得向參與招標的各方洩露任何與評標有關的信息，確保公平公正執行招標過程，防止任何人利用非法手段謀取不正當利益，損害本集團利益。

為了維持良好的商業紀律，本集團對所有供應商及承包商進行廉潔行為調查。我們要求所有合作伙伴簽署《廉政管理協議書》，並要求全體員工簽署《員工廉潔從業承諾書》，以確保員工在履行職責時嚴格遵守本集團的反貪污規定，保障雙方在業務實施中始終堅持誠信原則。協議書明確規定，本集團員工不得接受合作伙伴提供的任何形式的回扣、禮品、現金、證券、禮券等；同時，合作伙伴也不得向員工提供高消費娛樂、健身、旅遊活動或高規格宴請等利益。審計監察部將對供應商及承包商的行為進行持續監控，如發現包括行賄或受賄在內的任何違法或違規行為，本集團將依法追究相關責任，立即終止合作關係，並將其列入黑名單。

此外，本集團還要求員工每年填寫《員工利益衝突申報表》，如實披露所有可能存在的利益衝突情況。為全面防範相關風險，本集團針對貪污舞弊風險較高的崗位，進行每月專項檢查，仔細記錄及核查相關文件，包括會議記錄、工作筆記、單據及財務賬目等。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Corruption Reporting Measures

The Group is committed to creating a transparent and fair working environment for its employees. We have established a variety of internal reporting mechanisms for employees, such as the Group's official website, official WeChat account, email and hotline, so that employees can report any misconduct in a timely manner. We also provide our employees with clear reporting guidelines that detail the reporting process. Employees have the option to report incidents either with their real names or anonymously. The Group will protect the identity of the whistleblower based their preference. Employees are required to report details and provide supporting evidence, to ensure that we gain a comprehensive understanding of the situation.

Upon receiving a report or complaint, we will assign the Internal Audit and Compliance Department to conduct fair and thorough investigations. The decision to initiate an investigation will be based on the nature and severity of the complaint, ensuring that each case is handled appropriately. If it is confirmed that the employee has violated our anti-corruption standards, the Group will take appropriate disciplinary action against the employee to uphold the Group's standards and ethical guidelines. Furthermore, these cases will be referred to local judicial authorities for handling, ensuring that offenders are held accountable for their legal responsibilities.

Integrity Education

To strengthen the integrity and ethical awareness of employees at all levels, the Internal Audit and Compliance Department of the Group conducts annual anti-corruption awareness campaigns and training programmes. Anti-corruption training covers the Group's directors and all employees, including new employees, permanent employees, outsourced personnel, interns, etc. For employees in key positions and new employees, we also provide on-site integrity training and assessment to ensure that key groups can fully understand and comply with relevant laws and regulations. In addition to regular training, we utilise various forms of education and promotion, such as videos and lectures, to enhance employees' awareness of anti-corruption and continuously reinforce the Group's culture of integrity.

During the Year, to the best of the Directors' knowledge, the Group was not aware of any legal case regarding corrupt practices brought against the Group and its employees.

舉報貪污措施

本集團致力於為員工營造透明公正的工作環境，我們已為員工設置了本集團官方網站、微信公眾號、專用郵箱及熱線電話等多種內部舉報機制，以便員工能夠及時地反映任何不當行為。我們亦向員工提供清晰的舉報指引，詳細說明舉報流程。員工在舉報時可以選擇以實名或匿名的方式進行，本集團將根據個人意願保護舉報者的身份。員工須詳細說明不當行為的具體情況，並附上相關的支持證據，以便我們能夠準確地了解事件的全貌和背景。

收到舉報投訴後，我們會委派審計監察部公平且深入的調查，並將根據投訴的性質和嚴重程度來決定是否立案調查，確保每一個案件都能得到妥善處理。如果經調查後確認相關員工違反了反貪污標準，本集團將對該員工採取相應的紀律處分，以維護公司的規範和道德標準，同時將這些案件移交給當地司法機關進行處理，以確保違法者承擔其法律責任。

廉潔教育

為加強各級員工的誠信與廉潔意識，本集團審計監察部每年持續推廣反貪腐宣傳及培訓。廉政培訓覆蓋本集團董事及所有員工，包括新員工、正式員工、外包人員、實習生等。針對關鍵崗位員工及新入職員工，我們還會進行現場廉潔從業培訓及考核，以確保重點群體能充分理解與遵循相關法律法規。除了常規培訓外，如影片和講座等，全面提升員工反貪腐意識，並不斷加強宣傳與倡導本集團的廉潔文化。

於本年度，盡董事所知，本集團並不知悉有任何針對本集團及其員工的貪污訴訟案件發生。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Product Responsibility and Service Quality

We recognise that customer satisfaction is the key to our business success. Therefore, the Group consistently prioritises “Quality Service” as the key operational principle. We strive to continuously improve our management systems, enhance service quality, and fully ensure the health and safety of our customers, thereby providing an exceptional service experience and meeting their needs and expectations.

To fulfil our commitment, the Group has implemented a series of measures in five key areas: health and safety, customer privacy, protect intellectual property rights, compliance promotion and satisfactory service.

The Group is committed to providing high-quality professional property management services. To further improve the quality of our services and ensure that our customers enjoy an ideal and comfortable living and working environment within the Group’s properties, we have developed the “Order Maintenance Management Operation Instructions”, the “Order Maintenance Position Operation Manual” and the “Property Management Contracts” to delineate the requirements for entrances, exits, patrols and vehicles management. “Highlights of Work for Key Posts in Property Projects” is formulated and implemented to standardise the service content of the residential property sector, providing clear guidance to the staff responsible for order maintenance, customer service, environment and engineering across various position of property management, and ensuring that they can provide basic and value-added services at all stages. Furthermore, the Engineering and Property Department has formulated the “SCE CM Project Management Standard Actions” to standardise the operation of engineering equipment, HVAC systems, water supply and drainage systems, high-voltage electrical systems, elevator systems and low-voltage electrical systems.

產品責任及服務質素

我們深知使客戶滿意是我們業務成功的關鍵，故本集團始終將「優質服務」視為首要營運原則，務求透過不斷完善管理制度、提升服務質量，並全力保障客戶健康與安全，為客戶持續提供卓越的服務體驗，並滿足客戶的需求與期望。

為實現我們的承諾，本集團已從健康安全、客戶隱私、保護知識產權、合規宣傳及滿意服務五個方面實施一系列措施。

本集團致力於提供高質量的專業物業管理服務。為了進一步提升服務質量，確保客戶在本集團的物業中享有理想而舒適的居住和工作環境，我們制定了《維序管理作業指導書》、《維序崗位操作手冊》和《物業管理合同》，以明確各出入口、巡邏、車輛管理等方面的要求。我們還訂立並實施了《物業項目關鍵崗位工作要點梳理》，將住宅物業分部的服務內容標準化，為物業管理各個崗位的維序、客服、環境及工程人員提供清晰的指引，確保其在各階段能夠執行基礎及增值服務。此外，工程物業部編製了《中駿商管工程管理標準動作》，規範工程設備、暖通系統、供水及排水系統、強電系統、電梯系統和弱電系統的運行標準。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Health and safety

健康安全



The Group is committed to creating a safe and comfortable environment for our customers, enabling every user to enjoy the high-quality services and facilities we provide. To ensure that all projects and services meet the quality and safety requirements, the Group has clearly set out the standards for inspection, rectification, handover and quality assurance of each project through the compilation of the "Undertaking Inspection Manual", "Operation Guide for Undertaking Inspection" and "Operation Instruction of Undertaking Inspection". To ensure the safety of property workers, the Group provides in-depth training for the workers of relevant residential property companies prior to project inspections. This training ensures that they possess the necessary professional skills and safety knowledge, effectively reducing safety management risks at the early stages of property projects.

本集團致力於為客戶創建一個安全、舒適的環境，讓每位用戶都能安心享受我們提供的高質量服務及設施。為確保所有項目及服務均能夠符合質量和安全要求，本集團已透過編製《承接查驗手冊》、《承接查驗操作指南》及《承接查驗作業指導書》明確訂立了各項目在查驗、整改、移交和質量保證方面的標準。為了保障物業工程人員的安全，本集團亦會在項目查驗前，為相關住宅物業公司的工程人員提供深入培訓，以確保其具備相關專業技能和安全知識，從而有效降低物業項目前期的安全管理風險。

Regarding the management risks of fire safety, the Group has developed and implemented the "Fire Safety Responsibility Statement" in accordance with the "Fire Protection Law of the People's Republic of China" and the "Provisions on the Administration of Fire Control Safety of State Organs, Organisations, Enterprises and Institution". This statement clearly outlines the responsibilities of both parties in fire safety management. We have also signed this statement with all partners, including tenants, ensuring that both the Group and customers have a clear understanding of their responsibilities and protections. To further enhance the safety management of the Group's properties, we strictly comply with the relevant fire safety regulations, take full responsibility for the fire control of the shopping malls, and regularly carry out maintenance of fire public facilities, equipment and apparatus to ensure the business activities of the tenants and the overall fire safety of the mall. Moreover, the Group regularly provides residents with daily safety knowledge through property bulletin boards and other communication channels, promoting good living habits and reducing potential safety risks.

就消防安全的管理風險，本集團已根據《中華人民共和國消防法》及《機關、團體、企業、事業單位消防安全管理規定》編製《消防安全責任書》，清晰列明雙方在消防安全管理上的責任。我們亦已與包括租戶在內的所有合作夥伴簽署該責任書，讓本集團及客戶雙方均能清楚責任分佈並獲得保障。為進一步強化本集團旗下物業的安全管理，我們將嚴格遵守相關消防安全法規，並全面負責商場的消防監控工作，定期維護消防公共設施、設備和器材，以確保租戶的經營活動及商場整體的消防安全。同時，本集團已定期透過物業公告欄和其他溝通渠道向住戶提供日常安全知識，向住戶宣傳良好生活習慣並減低安全風險。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Customer Privacy 客戶私隱



The Group is committed to protecting customer privacy and intellectual property rights. We strictly comply with laws and regulations such as the “Data Security Law of the People’s Republic of China”, the “Personal Information Protection Law of the People’s Republic of China”, the “Personal Information Security Specification”, the “Trademark Law of the People’s Republic of China”, the “Patent Law of the People’s Republic of China”, the “Copyright Law of the People’s Republic of China” and the “Personal Data (Privacy) Ordinance” in Hong Kong. To ensure compliance, we have formulated the “Customer Service Operation Instructions”. According to the instructions, the personnel who are collecting customer personal data are required to explain the purpose of data collection and the methods of data retention. Additionally, customer service centres are required to encrypt and securely manage customer data, with strict prohibitions on the unauthorised transmission of any confidential information to prevent data leakage at any level.

本集團致力於保護客戶私隱及知識產權。我們嚴格遵守《中華人民共和國資料安全法》、《中華人民共和國個人資訊保護法》、《個人資訊安全規範》、《中華人民共和國商標法》、《中華人民共和國專利法》、《中華人民共和國著作權法》及香港的《個人資料(隱私)條例》等法律法規，並已制定《客戶服務作業指導書》。根據指導書要求，在收集客戶個人資料時相關人員須說明收集用途及保存方法，並明確要求客戶服務中心對客戶資料進行加密保管和處理，嚴禁私下發送任何保密資料，以防止任何程度的資料外洩。

To further enhance privacy protection, we mandate all employees to receive training on customer privacy and sign the “Employee Confidentiality Agreement” upon joining the Group. The confidentiality agreement strictly prohibits employees from obtaining customer information unrelated to their duties or disclosing or selling customer data to third parties. We also conduct training on privacy protection for employees from time to time to enhance their awareness in safeguarding customer privacy and professional ethics. These training sessions aim to ensure the effective protection of customer information. Through the implementation of the “Employee Information Security Handbook”, the Group enforces various confidentiality measures, including conducting dynamic security checks on daily and weekly bases, and generating corresponding security operation reports. Machine rooms’ administrators conduct regular virus scans on electronic devices and ensure that servers are equipped with licensed antivirus software purchased by the Company. They also regularly update the antivirus software to the latest versions and maintain updated code libraries. Additionally, we have implemented effective access control and password management practices, granting appropriate authorisation to users at different levels to prevent unauthorised access and potential breaches.

為進一步加強私隱保護，我們要求所有員工入職後立即接受有關客戶私隱的專業培訓，並簽署《員工保密協議》。該保密協議嚴格要求員工不可在履行職務期間藉機獲取與交易無關的客戶資料或向第三方出售或洩漏客戶資料。我們亦不定期為員工組織及開展有關保護個人私隱的培訓，提高員工保護客戶私隱的意識及職業道德，以更有效地確保客戶資訊的安全，並透過《員工信息安全手冊》落實各項保密管理措施，包括每日、每週進行動態安全檢測，每週生成相應的安全營運報告。機房管理員會定期進行設備病毒檢查，確保伺服器安裝公司購買的正版授權殺毒軟件，並定期對殺毒軟件進行版本升級和代碼庫更新。此外，我們還實施了有效的用戶和密碼管理，對不同級別的用戶進行有限授權，防止非法用戶入侵和破壞。

While aligning with the world’s technological advancement and pursuing digital transformation, the Group recognises the associated cybersecurity risks in its operation. To safeguard customer privacy, the Group pledges to continuously developing and refining cybersecurity policies, conducting regular inspections to identify potential vulnerabilities, and patching system vulnerabilities to further enhance customer privacy protection. We implement strict access controls, permitting only authorised personnel to access customer data and utilise security software, virtual private networks, and intranet access to strengthen cybersecurity and protect sensitive customer information.

我們清楚在配合世界科技發展的同時，本集團趨向數位轉型將讓營運面臨更大的網路安全風險。因此，為確保客戶私隱安全，本集團承諾持續制定和完善相關網路安全制度，並定期進行檢查，以及早識別潛在安全隱患和修補系統漏洞，進一步強化客戶私隱的保護工作。此外，我們實行嚴格的存取控制，僅允許授權人員訪問客戶資料，並使用安全防護軟體、虛擬專用網路以及企業內網訪問等方法，加強網路安全，保護客戶的敏感信息。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Protect Intellectual Property Rights 保護知識產權



The Group places significant emphasis on protecting intellectual property rights within and beyond the Group's operations and is dedicated to preserving and properly managing the intellectual property rights associated with the marketing phases of our projects. The Group's internal "Staff Handbook" and the marketing contracts signed with suppliers clearly outline relevant provisions. For instance, these marketing contracts stipulate that promotional materials must not infringe on intellectual property rights (including copyright and portrait rights) and explicitly mandate both employees and suppliers to comply strictly with these terms.

本集團高度重視維護本集團內外的知識產權，致力保護及妥善管理營銷階段時涉及的知識產權事宜。本集團內部的《員工手冊》及與供應商簽訂的營銷合同均已列明相關條款，例如於營銷合同中訂明宣傳作品不得侵犯知識產權（包括著作權及肖像權等），明確要求員工和供應商嚴格遵守。

Compliant Promotion 合規宣傳



To ensure the authenticity and accuracy of the information published, the Group strictly adheres to the relevant guidelines outlined in the "Group Brand Management Operation Instructions", the "SCE CM Brand Management Operation Instructions" and the "Property Company Brand Management Operation Instructions" during the Year. These guidelines clearly establish the standards for advertising and strengthen the management and oversight of promotional content.

為了確保信息發佈的真實性及準確性，本集團於本年度內嚴格遵循《集團品牌管理作業指書》、《中駿商管品牌管理作業指導書》及《物業公司品牌管理作業指導書》的相關指引，對廣告宣傳的準則進行了明確規範，並加強對宣傳內容的管理和監控。

To maintain the credibility of the Group's brand image and business operations, we rigorously oversee all information published by employees on social media. Both corporate and personal accounts are required to comply with the relevant social media management platform's regulations as well as all national laws and regulations, including the "Advertising Law of the People's Republic of China" and the "Anti-Unfair Competition Law of the People's Republic of China", while aligning with the Group's information disclosure protocols when sharing content on public and personal media accounts.

為了確保本集團品牌形象和業務營運始終保持可信，我們嚴格管控所有員工在公眾媒體和自媒體平台上發布的信息，任何機構賬號及個人賬號，都應當遵循《中華人民共和國廣告法》及《中華人民共和國反不正當競爭法》等國家法律法規，以及相關社交媒體管理平台的規定，並遵循本集團的信息披露要求。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Satisfactory service 滿意服務



We place great importance on customer feedback and firmly believe that customer opinions are a vital driving force behind the Group's continuous improvement. To effectively collect customer feedback, our business management projects engage in direct communication with customers through phone calls and on-site visits, ensuring that their opinions are heard and addressed in a timely manner.

我們高度重視客戶意見，並始終堅信客戶的意見是推動本集團不斷進步的重要動力。為有效收集客戶反饋，我們的商業管理項目透過電話訪問和上門拜訪的方式，與客戶直接溝通，以確保他們的意見能夠及時被聽取及處理。

Additionally, we annually invite a third party to conduct satisfaction surveys, continuously improving our service offerings based on feedback. During the Year, we conducted two rounds of customer satisfaction surveys, focusing on three key areas: "Operations", "Property" and "Comprehensive". The surveys assessed eight indicators, including the environment of public areas, merchant environments, sales processes, restrooms/parent-baby rooms, parking lots, outdoor plazas, indoor environments, and customer perception and evaluation, with a total of 15 sub-items. We also appointed experienced personnel to observe and record relevant indicators and experience in-store. The two surveys achieved overall satisfaction scores of 82.3 and 84.1, respectively.

此外，我們每年邀請第三方進行的滿意度調查，並根據他們的建議不斷完善服務內容。本年度我們共進行了兩次客戶滿意度調查，內容涵蓋「營運」、「物業」及「綜合」三大範圍，涉及公共區域環境、商戶環境、銷售過程、衛生間／母嬰室、停車場、外廣場、室內環境及客戶感知與評價8個指標及15個細分項。我們委派具有經驗的執行人員對相關指標進行觀察記錄，並進行。兩次調查分別獲得82.3分及84.1分的滿意度調研總得分。

To facilitate customers to share their opinions, the Group provides a variety of channels for complaints and feedback. Customers can share their opinions with us at any time through the "400" customer service hotline. For each complaint, we will arrange a dedicated person to follow up on the complaint, comprehensively assess the content of the complaint, and propose improvement plans to ensure that the problem is completely resolved and prevent the recurrence of similar incidents. If a complaint is lodged against a shopping mall, the dedicated person is responsible for coordinating and handling the complaint to ensure customer satisfaction. In residential projects, our housekeeper will proactively contact the owner to understand their needs, solve the problem and close the complaint case with the owner's agreement. During the Year, we received a total of 1,022 complaints at our operation sites, with a customer satisfaction rating of 4.5 points.

為了方便客戶表達意見，本集團提供多種投訴和反映途徑。客戶可以透過「400」客服熱線隨時向我們反映意見。針對每一宗投訴，我們會安排專人跟進，全面評估投訴內容，並提出改善方案，確保問題得到徹底解決，並防止類似事件再次發生。如若商場接獲申訴，我們將派專人負責對接，迅速協調處理，以確保顧客的滿意度。而在住宅項目中，管家會主動聯繫業主，了解其需求並解決問題，並在獲得業主同意後關閉該投訴單。在本年度中，我們各營運點共接獲1,022宗投訴，客戶滿意度為4.5分。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

To further enhance the customer experience, the Group launched an online digital system and self-service applications, enabling customers to access our services anytime, anywhere without waiting. We will continue to improve the quality of customer service and customer satisfaction, ensuring that every customer has a good experience when enjoying our services, and fully feels valued and cared by the Group.

The Group's service quality improvement efforts and achievements have been recognised and affirmed by the industry. During the Year, the Group has won a number of awards related to property management and operation, as shown below:

為了進一步提升客戶體驗，本集團推出了線上數字化系統和自助小程序，使客戶能夠無需等待便隨時隨地享受我們的服務。我們將持續努力提升客戶服務質量，並不斷提高客戶的滿意度，確保每一位客戶在使用我們服務的過程中都有良好的體驗，並充分感受到本集團對他們的重視和關懷。

本集團的改善服務質量工作及成果獲得業界的認可和肯定，本年度，本集團獲得多項物業管理營運相關獎項：

Awards 獎項

2024 Top 30 Most Anticipated Commercial Projects
(Fuzhou SCE Funworld)
2024年度備受期待商業項目TOP30（福州中駿世界城）

2023 Commercial Business Benchmarking Project
(Beijing West Chang'an SCE Funworld)
2023年度城市商業標桿項目（北京西長安中駿世界城）

2023 Industry Impact Award — New Opened Outlet Project
(Beijing Changan West SCE Funworld)
2023年度影響力 — 新開奧萊項目（北京西長安中駿世界城）

2023 Industry Impact Award — New Opened Emerging Urban Commercial Project (Shantou SCE Funworld)
2023年度影響力 — 新開新興城市商業項目（汕頭中駿世界城）

2023 TOP 30 Most Influential Commercial Real Estate Enterprise
2023年度最具影響力商業不動產企業TOP30

TikTok Life Growth Rising Star Award
抖音生活增長新星獎

2024 Top 100 Property Management Companies in China
2024中國物業服務百強企業

2024 Top 100 Property Management Enterprises of China
2024中國物業服務質量領先企業

2023 Top 30 High Quality Commercial Projects
(Quanzhou SCE Funworld)
2023年度高質量商業項目TOP30（泉州中駿世界城）

Awarded Institutions 頒獎機構

Linkshop.com
聯商網

estate.caijing.com, New Real Estate
財經網地產、新地產

Van Sound Club
萬商俱樂部

Van Sound Club
萬商俱樂部

Van Sound Club
萬商俱樂部

Douyin Life Services
抖音生活服務

China Index Academy
中國指數研究院

China Index Academy
中國指數研究院

Linkshop.com
聯商網

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Enhancement of Accessibility of Members' Services

提升會員服務便利性

While actively operating in line with the three core strategic principles of “Regional Focus, Collaborative Symbiosis and Digital Empowerment”, the Group is advancing toward the goal of “Scaling up with Quality” and striving to establish higher standards and a stronger image in the market.

Among these efforts, we have fully upgraded various membership benefits in our mobile applications, including pay with points, free parking and car wash services, aiming to continuously enhance user experience for our members. Meanwhile, we are actively leveraging partnerships with merchant brands and organising diverse thematic immersive marketing activities to strengthen the interaction between merchants and consumers, thereby enhancing the Group's brand influence and attractiveness.

In addition to enhancing the convenience of member services, the Group is committed to providing customers with more personalised services. With the development of internet technology and big data, we are able to build an online and offline integrated digital marketing system in line with the “Digital Empowerment” strategy, enabling us to gain a more accurate understanding of customer needs and enhance the feasibility of providing personalised services.

在積極配合「區域聚焦、協同共生、數智賦能」三大戰略理念營運的同時，本集團正朝著「做高品質的規模化」目標邁進，力求在市場中樹立更高的標準和形象。

其中，我們於應用程式全面升級了憑分消費、免費停車和洗車等多項會員福利，務求不斷提升會員的使用體驗。同時，我們透過積極聯乘商戶品牌資源和籌辦主題多元的沉浸式營銷活動，增加商戶與消費者之間的互動，從而提升本集團的品牌影響力和吸引力。

在提升會員服務的便利度以外，本集團致力為客戶提供更個性化的服務。隨著互聯網技術和大數據智慧的發展，我們得以配合「數智賦能」戰略打造一個線上線下融合的數字化營銷系統，進而讓我們能夠更精準地了解客戶需求，並增加提供個性化服務的可行性。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Enhance Core Competitiveness

增強核心競爭力

In July 2024, the Group held a semi-annual working meeting at its headquarter in Shanghai with the theme of “Innovation with Practicality, Break Through with Determination”. The meeting was chaired by Mr. Wong Lun, Chairman of the Board, and Mr. Niu Wei, the Chief Executive Officer and executive director of the Group brought together various functional departments and project management personnel from the headquarters. During the meeting, participants reviewed the operational situation in the first half of the year and discuss key tasks for the second half. They noted that in the face of constantly changing consumer trends and market environments, SCE CM must closely follow market dynamics, emphasise an “Operation-oriented” philosophy, actively explore resources, upgrade business content, and enhance brand confidence and core competitiveness.

In the first half of the year, SCE CM effectively responded to market changes by adjusting content and adopting a “Store-specific Policies” operational philosophy. This successfully optimised the brand content mix, increased exposure through new media channels, and improved in-store conversion rates. Additionally, the fully upgraded membership benefits system significantly enhanced the member experience. Moving forward, SCE CM will continue to strengthen collaboration with merchants, enhance product offerings and content, and provide high-quality projects for customers.

本集團於二零二四年七月在上海總部召開了以「勵新惟實破局篤行」為主題的半年度工作會議。會議由董事會主席黃倫先生和本集團執行董事及首席執行官牛偉先生主持，共同回顧上半年的經營情況，並討論下半年的重點工作。與會人員指出，面對不斷變化的消費趨勢和市場環境，中駿商管需緊跟市場動態，強調「以經營為導向」，積極拓展資源，升級商業內容，增強品牌信心和核心競爭力。

在上半年，中駿商管通過調整內容和「一店一策」的經營理念，有效應對市場變化，成功實現了品牌內容的優化組合，提升了新媒體的曝光量和到店轉化率。此外，全面升級的會員權益體系顯著增強了會員體驗。展望未來，中駿商管將繼續加強與商戶的合作，提升產品力與內容，為客戶提供優質項目。

To better align the Group’s services with customer needs and continuously enhance the quality of their consumption experiences and sense of happiness, the Group remains continuously attentive to mainstream consumer trends. This focus will deepen our understanding of the latest consumer demands while strengthening research into the Group’s services and operations. We strive to provide more diverse and thoughtful services, ensuring that every customer feels cared for and valued when using our products and services. During the Year, we have launched a series of diverse activities to enhance the shopping experience for our customers.

為了讓本集團的服務與顧客的需求更匹配且不斷提升其消費體驗的品質和幸福感，本集團持續關注主流大眾的消費趨勢，以加深我們對消費者最新需求的了解，同時加強對本集團服務和營運的研究，力求提供更多元、貼心的服務，確保每位顧客在使用我們的產品和服務時都能感受到關懷與溫暖。本年度，我們推出了一系列多樣化活動以豐富顧客購物體驗。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

6 June Happy Life Festival 66 幸福生活節

In June, SCE Funworld successfully held the fourth “6 June Happy Life Festival”, which attracted participation from a considerable number of consumers. During the event, store sales, customer traffic and members’ consumption increased significantly, demonstrating robust business performance. Through the combination of International Children’s Day and Dragon Boat Festival, SCE Funworld launched six themed shopping activities, integrating traditional customs and parent-child elements to create a strong festive atmosphere.

The event also further amplified online traffic through a variety of digital methods such as the “66 Joyful Shopping Live Festival”, generating significant exposure. SCE CM collaborated with brand merchants to integrate resources and launch a variety of engaging brand activities and discounts, providing consumers with an enjoyable shopping experience. In the future, SCE CM will continue to explore innovative commercial content to meet the needs of the new consumption era, striving to become a leader in enhancing the quality of life for all.

中駿世界城於六月成功舉辦了第四屆「66 幸福生活節」，吸引了眾多消費者參與。活動期間，門店銷售、客流及會員消費大幅增長，展現出強勁的市場表現。透過六一國際兒童節和端午節的結合，各地中駿世界城推出了六大主題歡購活動，融合了傳統民俗與親子元素，營造了濃厚的節日氛圍。

此次活動還透過「66歡購直播節」等多種數字化方式，進一步放大線上流量，吸引了大量曝光。中駿商管與品牌商戶合作，整合資源，推出豐富的品牌活動和優惠折扣，為消費者提供了愉快的購物體驗。未來，中駿商管將繼續探索創新的商業內容，以滿足新消費時代的需求，致力於成為每個人美好生活的引領者。



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Modern New Year Celebration

摩登跨年歡樂季

During the Year, we held the third “Modern New Year” event, creating a unique and memorable New Year’s Eve experience with the characteristics of SCE Funworld. The event also celebrated the anniversary of eight SCE Funworld. Each SCE Funworld delved into the cultural essence of its city, strengthening emotional connections with consumers and offering a diverse range of creative activities that successfully captured the attention of younger audiences. Meanwhile, the SCE Funworld mobile application effectively expanded multi-faceted marketing solutions, significantly increasing number of members and sales performance.

本年度我們舉辦了第三屆「摩登跨年」，為消費者打造了一場具有中駿世界城特色的跨年獨家記憶，並以此慶祝了八個世界城的週年慶。各地中駿世界城深入挖掘城市文化，強化了與消費者之間的情感連接，並推出豐富多樣的創意活動，成功吸引年輕受眾的關注。與此同時，中駿世界城小程序有效拓展多方營銷方案，顯著提升了會員數量和銷售業績。

Dragon Rising Joyous New Year

龍騰世界喜樂年

The Group is committed to delivering a high-quality shopping experience through meticulous operations. During the Chinese New Year, SCE Funworld successfully launched a nationwide marketing campaign “Dragon Rising Joyous New Year”, which saw significant year-on-year growth in store sales, foot traffic, and member sales. In collaboration with young Chinese artists, SCE CM introduced the “Year of the Dragon Red Figures” themed exhibition, creating a unique festive atmosphere centred around New Year aspirations such as prosperity and love. Across various locations, SCE Funworld blended traditional and modern elements to design festive scenes, featuring activities like New Year’s markets and intangible cultural heritage performances, which attracted a large number of consumers.

Additionally, a diverse range of brand activities during the Chinese New Year, including flash sales and food festivals, catered to the varied needs of consumers. SCE CM also launched the “Douyin New Year Goods Live Festival”, gathering over 200 brand merchants and achieving remarkable sales results.

本集團致力於通過精細化營運，為消費者提供高品質的休閒購物體驗。在農曆新年期間，以「龍騰世界喜樂年」為主題的新春聯動行銷活動在全國中駿世界城成功舉行。相較於上一年度同一期間，門店銷售、客流及會員銷售大幅提升。中駿商管聯合中國青年藝術家推出了「龍年紅人」主題展，圍繞新年期許如財富、愛情等，營造了獨特的新年氛圍。各地中駿世界城紛紛結合傳統與現代元素統一佈置節日場景，打造年貨市集、非物質文化遺產表演等特色活動，吸引了大量消費者。

此外，春節期間的多元品牌活動，如新年快閃和美食節，滿足了消費者的各種需求。中駿商管還推出「抖音年貨直播節」，聚集超200家品牌商戶，取得了顯著銷售佳績。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Urban Youth Festival 城市青年節

SCE CM has cooperated with SCE Funworld across the country to carry out a series of differentiated marketing activities with content penetration around the theme of "Urban Youth Festival". The festival achieved remarkable results, with significant increased in foot traffic, sales, and membership sales across all locations. During the event, SCE Funworld attracted large numbers of young consumers by creating scenes that are popular with young people, such as party carnivals, traditional intangible cultural heritage, and art scenes. Additionally, SCE CM partnered with merchants to create more than 60 brands that have achieved the highest sales results in the country, as well as provinces and cities, and promoted the growth of brand performance. Leveraging digital advantages, we implemented a variety of combined marketing strategies to further enhance the brand influence. By accurately aligning with emerging urban consumption trends and upgrading the brand lineup, SCE CM's successful activities during the International Labour Day not only brought considerable foot traffic and sales growth but also laid a solid foundation for future business operations.

中駿商管聯動全國中駿世界城，圍繞「城市青年節」主題，開展了一系列內容滲透的差異化行銷活動，取得了顯著成效：全線客流、銷售及會員銷售大幅提升。活動期間，各地中駿世界城通過營造派對狂歡、傳統非物質文化遺產、藝術場景等受年輕人喜愛的場景，吸引了大量年輕消費者。同時，中駿商管與商戶攜手，創造了超過60家全國及省市銷量奪冠的品牌，推動品牌業績增長。借助數位化優勢，我們推出了多種組合行銷玩法，進一步提升了品牌影響力。通過精準匹配城市新生消費需求和升級品牌陣容，中駿商管在五一國際勞動節期間的成功活動，不僅帶來了可觀的客流和銷售增長，也為未來的商業運作奠定了堅實基礎。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Supply Chain Management

The Group firmly believes that establishing strong long-term relationships with suppliers and maintaining a stable supply chain is the key to the Group's business growth. During the Year, the Group had a total of 1,076 suppliers.

Practices for Hiring Suppliers

The Group is committed to building a sustainable supply chain and establishing long-term and stable cooperative relationships with high-quality suppliers. When selecting cooperative suppliers and contractors, we follow a number of guidelines that exceed national standards, and have formulated the "Operating Instructions for Planning, Procurement and Supplier Management". The instructions outline the selection and evaluation standards that relevant procurement personnel must follow, comprehensively assessing suppliers' capabilities and reliability to ensure that all suppliers and contractors meet our requirements and provide services and products that align with our needs. Our selection criteria cover multiple key factors, including cost, service quality, manpower deployment, safety measures and standards, equipment used, and industry experience of the manager. Moreover, our "Code of Conduct" and "Integrity Management Agreement" apply to all suppliers. We expressly prohibit any supplier who has been exposed by the public media, government departments or industry associations, or has negative track record from industry associations on illegal operation, fraud, supply of counterfeit products, negative reputation, bribery.

Additionally, we place a high value on suppliers' performance in sustainable development, striving to identify and select suppliers who are environmentally and socially responsible. Through the establishment of long-term and stable partnerships, we aim to jointly advance sustainability goals. The Group has developed "Supplier Cooperation Guidelines", actively promoting adherence to our mission of providing high-quality property management services. These guidelines not only emphasise business efficiency and quality but also encourage suppliers to consider their environmental and social responsibilities in their operations.

供應鏈管理

本集團深信與供應商建立良好的長期合作關係並有著穩定的供應鏈是本集團業務增長的關鍵。本年度，本集團共有1,076名供應商。

聘用供應商的慣例

本集團始終致力於打造可持續的供應鏈，並與優質供應商建立長久穩定的合作關係。我們在選擇合作供應商及承包商時，遵循多項高於國家標準的準則，並制定了《企劃招採及供應商管理作業指導書》。指導書詳細規範了相關採購人員必須遵循的篩選和評估標準，全面評估供應商的能力與可靠性，確保所有供應商和承包商符合我們的要求，提供符合我們需求的服務和產品。我們的供應商篩選標準涵蓋多個關鍵因素，包括成本、服務質量、人力資源配置、安全措施及標準、所採用的設備，以及管理者的行業經驗等。此外，我們的《行為準則》及《廉政管理協議書》亦適用於所有供應商。我們明確禁止任何經公眾媒體、政府主管部門或行業協會曝光及內部公示存在違法經營、欺詐、供應假冒產品、信譽較差、商業行賄等行為的供應商。

此外，我們還高度重視供應商在可持續發展方面的表現，致力於尋找和選擇對環境及社會負責任的供應商，通過建立長期穩固的合作關係，我們可共同推進可持續發展的目標。本集團現已制定《供應商合作準則》，積極推動供應商遵循我們提供優質物業管理服務的宗旨。這準則不僅強調業務的效率和質量，同時也鼓勵供應商在經營過程中考慮其環境和社會責任。

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Identify Environmental and Social Risks in the Supply Chain

In response to changing market conditions and the current developmental needs of the enterprise, the Group recognises the importance of establishing long-term partnerships with suppliers to support scalable business development with high quality and efficiency. A shared development philosophy serves as the foundation for building trust and win-win cooperative partnerships and alliances, which includes a mutual commitment to sustainable development.

The Group's Purchasing Department, in collaboration with other departments, is responsible for managing supplier quality management assessments. Suitable suppliers are selected through public tenders, invited tenders, and competitive pricing inquiries. Meanwhile, the Group regularly evaluates the service quality of suppliers and incorporates ESG risks into the collaboration assessment criteria, thereby implementing standardised management practices. We conduct comprehensive annual evaluations of our suppliers and assess their production capacity, delivery dates, quality and services based on the "Supplier Access and Evaluation Approval Process", comprehensively assess suppliers to gain a deeper understanding of our partners' conditions and effectively mitigate any negative impacts of the supply chain on the Group's operations. Moreover, business departments and regional managers regularly conduct interviews and insights exchange with suppliers to gather feedback and evaluations, promoting continuous improvement of the relationship.

Throughout our regular operations, the Group requires relevant departments to assess the performance of suppliers' ESG performances. To achieve this goal, we have regularly assessed and reviewed the social responsibility performance of our suppliers and identified the sources and types of risks by means of self-inspection or engaging a third-party agency. If we identify any breach of ESG responsibilities, we will proactively communicate with suppliers and support them in performance enhancement within the stipulated timeframe.

識別供應鏈的環境及社會風險

為了適應市場形勢的變化以及企業當前的發展需求，本集團深刻認識到，應該與供應商建立長期的夥伴關係，以高質量和高效率支持業務的規模化發展。共同的發展理念是建立信任和共贏的合作夥伴及聯盟關係的基礎，其中包括對可持續發展的共同追求。

本集團採購部聯同其他部門負責處理供應商質量管理評估，並透過公開招標、邀請招標及詢比價挑選合適供貨商。同時本集團會定期評估供應商的服務質量，將供應商的環境、社會及管治風險納入合作評審標準之一，實行標準化管理。我們每年對供應商進行全面評估，並依據《供應商准入及評估審批流程》，對其生產能力、交付日期、質量及服務等進行綜合評價，以深入了解合作夥伴的狀況，並更有效地減少供應鏈對本集團營運的負面影響。此外，各業務部門和區域管理人員亦會定期與供應商進行訪談和交流，收集他們的反饋和評價，以促進合作關係的持續改善。

在營運過程中，本集團要求相關部門評估供應商在環境、社會及管治方面的責任履行情況。為達到這一目標，我們已採用企業自檢或委託第三方機構的方式，定期評估和審查供應商的社會責任履行情況，識別風險來源及類型。若發現任何違反環境、社會及管治責任的情況，我們會及時與供應商溝通，並協助他們在規定的時間內改進表現。

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ADVOCACY FOR GREEN DEVELOPMENT

Green Operations

The Group actively responds to the “14th Five-Year Plan” and the “Hong Kong’s Climate Action Plan 2050” at the national, regional and industry levels, actively promoting the implementation of energy conservation and emission reduction targets. The Group strictly complies with the laws and regulations such as the “Environmental Protection Law of the People’s Republic of China”, the “Environmental Impact Assessment Law of the People’s Republic of China”, the “Energy Conservation Law of the People’s Republic of China” and the “Law of the People’s Republic of China on Prevention and Control of Water Pollution, ensuring that our operations meet national environmental protection standards”. The Group has also established the “Environmental Protection Policy Statement”, which clearly elaborates our management philosophy for important initiatives to address environmental challenges, such as optimising the use of resources, striving to contribute to the development of sustainable cities and communities.

We consistently adhere to the principles of energy conservation and emission reduction, actively promoting the concept of green operations. This commitment enables the Group to continuously minimise the environmental impact of the Group’s activities. Furthermore, we have comprehensively enhanced energy efficiency management, water resource management, and waste management, while also implementing green leasing practices to improve the efficiency of energy and resource utilisation. These efforts accelerate our progress toward achieving “Carbon Peak” and “Carbon Neutrality”, allowing us to take greater strides in environmental protection and the advancement of sustainable development.

Furthermore, we have established detailed operational guidelines and standards for energy usage, water resource management, and emissions control, ensuring that all employees can efficiently manage resources in accordance with these directives. Through these efforts, we aim to build our commercial projects into a modern commercial complex that integrate green, energy efficiency, environmental protection and comfort, providing customers and society with more sustainable services and the environment.

倡導綠色發展

綠色營運

本集團積極響應國家、地區及行業的《十四五規劃綱要》及《香港氣候行動藍圖2050》，大力推動實現節能減排規劃與目標。本集團始終嚴格遵守《中華人民共和國環境保護法》、《中華人民共和國環境影響評價法》、《中華人民共和國節約能源法》及《中華人民共和國水污染防治法》等多項法律法規，確保我們的營運符合國家環保標準。本集團亦訂立了《環境保護政策聲明》，明確闡述我們在優化資源使用等應對環境挑戰方面的重要舉措的管理理念，從而為建設可持續城市和社區作出貢獻。

在日常營運過程中，我們始終堅持貫徹節能減排的原則，並積極倡導綠色營運理念，從而不斷降低本集團營運對環境的影響。此外，我們全面提升能效管理、水資源管理和廢棄物管理，並推行綠色租賃，以提高能源和資源利用效率，從而加快實現「碳达峰」和「碳中和」，為保護環境和推動可持續發展邁出更大步伐。

此外，我們針對能源使用、水資源管理和排放物控制等方面，制定了詳細的操作指引和規範，確保所有員工都能遵循這些指導方針高效地管理資源。透過這些努力，我們希望將旗下的商業項目打造成一個集綠色、節能、環保和舒適於一體的現代化商業綜合體，為顧客和社會提供更可持續的服務和環境。

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Green Management

With the increasing impact of global climate change, sustainable development and green operations have become key priorities for nations, businesses, and various sectors of society. While the Group's core business does not directly have significant impacts on the environment and natural resources, we are well aware that all economic activities inevitably affect the environment to some extent. We are committed to taking proactive responsibility for mitigating potential indirect impacts and driving the adoption of green operational practices within the Group. Additionally, we encourage all stakeholders, including residents, tenants, and contractors, to engage in environmental initiatives. This collaborative effort aims to raise environmental awareness among all participants and promote the implementation of more concrete environmental measures. Through collective action, we aspire to contribute to the protection of our planet.

In the planning and design of our commercial property projects, we strictly adhere to the highest standards of China's green building certification, striving to create energy-efficient, high-performance, and eco-friendly building complexes that reflect our commitment to sustainable development. We are now certified to the ISO 14001 Environmental Management System standard to ensure that our operations are in line with international best practices. We will continue to optimise the management system to minimise our impact on the environment.

綠色管理

隨著全球氣候變化的影響日益加劇，可持續發展和綠色營運已成為各國、各企業以及社會各界人士的重點關注議題。儘管本集團的核心業務並不會對環境和自然資源造成顯著的直接影響，我們仍然清楚明白所有經濟活動均會對環境產生一定程度的影響。我們致力緩解潛在間接影響以及推動本集團內部的綠色營運模式。同時，我們也鼓勵包括住戶、租戶、承建商等所有利益相關方攜手推進環保行動，從而提升所有參與者的環保意識，並鼓勵更多具體的環保措施得以實施。透過共同的努力，我們期望能為保護地球作出貢獻。

我們在規劃和設計商業物業項目時，嚴格參照中國綠色建築認證的最高標準，致力於打造節能、高效、生態友好的建築群落，彰顯我們對可持續發展的承諾。目前，我們已經通過ISO 14001環境管理系統標準認證，確保營運過程均符合國際最佳實踐，並將不斷完善我們的管理系統，力求將對環境的影響降至最低。

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Green Building Measures

綠色建築措施

To help property management companies significantly reduce energy consumption and other environmental impacts in their daily operations, we actively adopt advanced green building technologies and are committed to promoting green management. In line with the national standard "Technical Specifications on Assessment Standard for Green Building" and local green building design requirements, the Group has implemented a variety of energy-saving technologies to effectively reduce resource waste in day-to-day operations.

為幫助物業管理公司在日常營運中顯著減少能耗及其他各類環境影響，我們積極採用先進的綠色建築技術，並致力於推動綠色管理。本集團根據國家標準《綠色建築評價標準技術細則》以及地方綠色建築設計要求，實施了多種節能技術，力求在日常營運中有效降低資源浪費。

Solar Photovoltaics
太陽能光伏
Energy-Saving Equipment
節能設備
Rainwater Collection
and Reuse
雨水收集利用
Multi-Layer Greening
複層綠化
Vehicle Charging
Parking Space
充電樁停車位
Solar Water Heating System
太陽能熱水系統
Windows with High Solar
Shading Coefficients
高遮陽系數玻璃窗



Energy Monitoring System
能耗監測系統
LED Lighting
LED 照明
Intelligent System
智能化系統
Waste Sorting and Collection
垃圾分類收集
Reclaimed Water
Treatment System
中水系統
Water-Saving Appliance
節水器具
Cooling Tower's
Water Recycling System
冷水塔循環冷卻水系統

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Energy and Greenhouse Gas Emissions

To reduce our carbon footprint and promote energy conservation, the Group actively supports the implementation of a national “Dual Carbon” policy, which includes peaking carbon emissions by 2030 and achieving carbon neutrality by 2060. We also proactively respond to global environmental trends, continuously improve energy efficiency, and promote low-carbon transformation in all aspects of our business.

The Group strictly abides by “Energy Conservation Law of the People’s Republic of China” and is committed to strengthening energy usage management across all aspects and departments within the Group. We regularly review and optimise our energy usage habits and consumption to improve our overall energy efficiency and resource utilisation, in order to reduce energy waste and greenhouse gas emissions. Our goal is to ensure the efficient and rational use of energy, eliminating unnecessary waste.

Moreover, the Group has formulated and implemented various corporate policies and measures aimed at strengthening the management of various types of energy in our business operations and reducing resource consumption.

能源及溫室氣體排放

為降低碳足跡並推動節約能源，本集團積極響應國家的「雙碳」目標，於二零三零年前達到碳達峰，於二零六零年達到碳中和。我們亦主動應對國際趨勢變化，持續提升能源使用效率，並在各個業務環節中推動低碳轉型。

本集團嚴格遵循《中華人民共和國節約能源法》，致力於加強對本集團內各個環節和部門的能源使用管理。我們定期檢討並優化能源使用的習慣和用量，以提升整體能效和資源利用效果，從而降低能源浪費和溫室氣體排放。我們的目標是確保能源的有效和合理利用，杜絕不必要的浪費。

此外，本集團還制定並實施多項企業政策和措施，旨在加強對業務營運中各類能源的管理，並減少資源的消耗。

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Energy Management in our Office

辦公室能源管理

We consistently place great emphasis on office energy management and are committed to implementing a series of effective energy-saving measures in our daily operations. Under the guidance of the “Notice Regarding Workplace Energy Saving Measures”, we have further strengthened the management of energy and resources in the office environment through five aspects, including air conditioning management, lighting management, equipment and energy consumption management, water consumption management and management of office supplies and consumables. When purchasing electronic equipment and office appliances, we prioritise energy-efficient products to effectively enhance the overall energy efficiency of the office. We conduct regular comprehensive checks of all electrical equipment to ensure they are in good working condition. If any signs of aging or wear and tear to the circuits are discovered, we will immediately replace them.

我們始終高度重視辦公室能源管理，並致力於在日常營運中實施一系列有效的節能措施。在《關於辦公環境節能管控通知》的指引下，我們透過空調管理、照明管理、設備用電管理、用水管理及辦公用品、辦公耗材管理五方面進一步加強辦公環境能源、資源的使用管理。在選購電子設備和辦公電器時，我們堅持優先選擇節能型產品，以有效提高整個辦公室的能源效益。我們定期對所有電器設備進行全面檢查，以確保它們始終處於最佳運行狀態。若在檢查中發現任何線路有老化或磨損的跡象，我們將立即進行更換。

To cultivate employees’ environmental awareness and promote energy conservation in the office, we encourage staff to turn off electronic devices when they are not in use or after work to avoid unnecessary energy waste and reduce energy costs. Except for lighting systems that must remain on for extended periods, we require all employees to turn off office lights when leaving work and adhere to the policy of “Last One Out, Lights Out” during day-to-day operations, eliminate the practice of leaving lights on unnecessarily. Additionally, we have posted multiple energy-saving posters in prominent locations throughout our office. These posters use engaging text and vivid images to constantly remind employees of the importance of saving energy. Through these efforts, we aim to raise environmental awareness among employees and foster a collective atmosphere of energy conservation.

為了培養員工的環保意識並促進辦公室的節能，我們鼓勵員工在下班後或不使用電子設備時將其電源關閉，以避免不必要的能源浪費，並節省能源成本。除了必須長時間開啟的燈光系統外，我們要求所有員工在下班時關閉辦公室的燈光，並在日常營運中貫徹「人走燈關」的政策，杜絕「長明燈」的現象。同時，我們在辦公室的顯眼位置張貼了多張節能宣傳海報，以有趣的文字和生動的圖片時刻提醒員工節約能源的重要性，透過這種方式提升員工的環保意識，並促進全員共同參與節能的氛圍。

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Project Energy Management 項目能源管理

To better control the use of lights and air-conditioning at night across all operation sites, we continuously reference to industry power ratings and existing building standards, making necessary improvements to the lighting systems in our parks, basements, and buildings. For instance, we have replaced some high-power lighting fixtures with LED lightings to reduce electricity consumption, thereby achieving efficient energy utilisation and enhancing overall operational efficiency.

為了更有效控制各營運點的夜間燈光和空調使用，我們持續參考行業的能耗標準和建設要求，並根據需要改善園區、地庫和樓內的照明系統。例如，我們使用了LED燈來替換部分功率較高的燈具，以降低電源消耗，從而實現能源的高效利用，提升整體營運效益。

Moreover, we have implemented a comprehensive energy consumption monitoring system that meticulously tracks the energy consumption of various building components, such as lighting system, air-conditioning system, power system, and charging facilities. The system categorises and records energy and water consumption, enabling us to analyse usage trends and identify high-usage areas. This allows us to promptly detect issues and propose targeted improvement measures, ensuring rational resource utilisation.

此外，我們設置了一套全面的能耗監測系統，對建築的照明系統、空調系統、動力系統以及充電設施等各個部分的能耗進行細緻的分項監測。該系統能對能源消耗和用水量進行分類記錄，便於我們分析用量趨勢和熱點，從而及時發現問題並提出針對性的改進措施，確保資源利用合理。

To further enhance energy efficiency, we have adopted advanced energy-saving measures in our vertical elevators, such as group control, variable frequency speed adjustments and energy regeneration. Energy regeneration refers to the regenerative electricity generated when the elevator is in the engine state (e.g. going up empty or coming down full) is fed back into the building's power grid to supply the building's electricity demand. Additionally, energy-saving control strategies such as variable frequency start-ups will be applied to the escalators to achieve optimal energy efficiency performance, ensuring that our equipment is always efficient in operation.

為進一步提升能源效率，我們在垂直電梯中採取先進的節能措施，例如群控系統、變頻調速和能量回饋等。能量回饋是指當電梯處於發動機狀態（例如在空載上行或滿載下行時）所產生的再生電力回饋到大樓的電網中，以供應大樓的用電需求。同時，自動扶梯將應用變頻感應啟動等節能控制策略，以達到最佳的能效表現，確保我們的設備在運行中始終保持高效。

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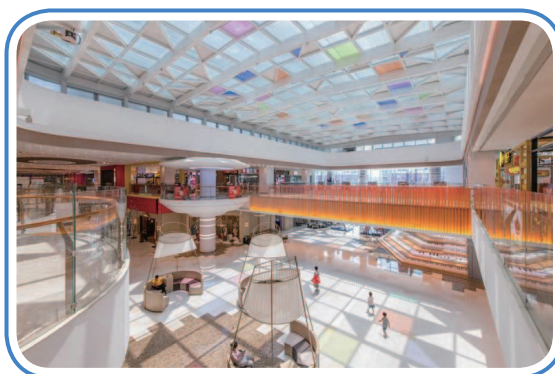
環境、社會及管治報告

Glass Dome Lighting Design

玻璃穹頂採光設計

In the construction of Taizhou SCE Funworld and Gaomi SCE Funworld, the Group actively incorporated green building designs. Both projects feature a glass dome design in their atriums, which maximises the use of natural daylight for illumination. This design not only reduces the electricity consumption of the shopping malls but also lowers operational carbon emissions and operating costs. Furthermore, the introduction of natural light through the glass domes effectively blurs the boundary between indoor and outdoor spaces, enhancing the sense of space and comfort of the mall, allowing customers to enjoy a more enjoyable shopping experience.

在建造旗下的泰州中駿世界城和高密中駿世界城時，本集團積極考慮融入綠色建築設計，並在兩個項目的中庭採用玻璃穹頂設計，充分利用日光進行照明，從而節省商場用電，減少因營運而產生的碳排放及營運成本。此外，玻璃穹頂藉由引進自然光，有效打破室內外的界線，令商場的空間感和舒適度得以提升，讓顧客能夠享受更愉悅的購物體驗。



Glass Dome Lighting Design in Taizhou SCE Funworld
泰州中駿世界城的玻璃穹頂採光設計

Basement Lighting Renovation

地庫照明改造

To conserve electricity, the Group has upgraded the lighting system in the basement driveways by implementing an "Alternate Lighting System", ensuring that the constantly lit lights are energy-efficient LED bulbs. Additionally, by installing microwave dual sensors in each parking space that adjust brightness based on vehicle proximity, we have achieved intelligent parking management and optimised the energy consumption of the lighting system in the parking areas.

為節約能源，本集團更新了地庫車道的燈光配備，採用「隔一亮一」的系統，並確保長亮的燈為較省電的LED燈。此外，通過在每個車位添置能按照車輛靠近及遠離感應調節亮度的微波雙亮燈，我們得以在停車場實現智能化停車管理及車道，優化照明系統的能耗量。

Air-conditioning Temperature Controller Installation

安裝空調溫度控制器

The Group has also optimised temperature control systems in certain machine rooms, elevators and lobbies by installing air conditioning temperature controllers to maintain a constant indoor temperature. Depending on the environmental characteristics and activity requirements, the system can also provide customised operational settings for each activity space, ensuring that energy-saving goals are met while delivering the most suitable temperature environment.

本集團已在部分機房、電梯及大堂區域優化溫度調控系統，通過安裝空調溫度控制器讓室內空間保持在恆溫狀態。根據環境的特性和活動需求，系統也能針對每個活動場所制定客製化的運作設定，確保每個場所在達到節能目標的同時提供最合適的溫度環境。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Charging Station Installation 配置充電樁

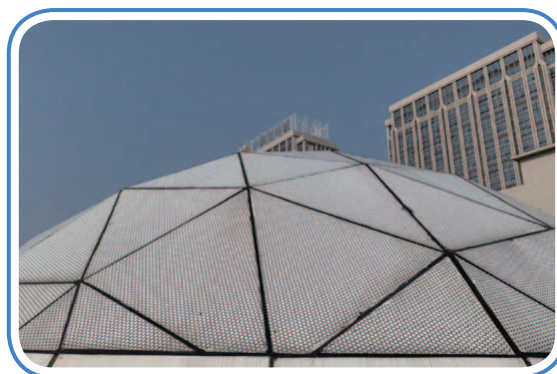
In response to the growing demand for fast charging of electric vehicles, we are committed to building smart parking facilities. We have installed fast-charging stations in our parking lots in accordance with local planning and regulatory standards, aiming to enhance the appeal of our malls and improve shopping experiences. To ensure charging efficiency and safety, we have implemented comprehensive real-time monitoring of fast-charging stations, allowing for dynamic adjustment of charging power based on demand. Taking into account the difference in peak and off-peak electricity prices, the Group has developed an offline, timed reservation system for charging. This system allows users to check the availability of fast-charging stations while encouraging them to schedule their charging times more effectively, thereby reducing charging costs and overall expenses.

因應逐漸增長的電動車快充需求，我們致力打造智能化停車場，並已根據各地的規劃及法規標準於旗下停車場配置快充站，務求提升商場的吸引力和購物體驗。為確保充電效率及安全，我們已對快充站進行全面的實時監控，能根據需求動態調節充電功率。考慮到峰谷電價的差異，本集團已制訂離線定時預約制的充電方案，在方便使用者確認可用快充站數量的同時鼓勵使用者更好地安排充電時間，從而節省充電費用、降低綜合成本。

Green Glass Coating 綠光玻璃鍍膜

Quanzhou SCE Funworld has applied green glass coating to the exterior wall glass, which greatly reduces the heat exchange between indoor and outdoor through the physical properties of the coating. During hot summers, the coating effectively reflects sun's heat, preventing the indoor temperature from becoming too high. In cold winters, it minimises indoor heat loss, adopting a passive design that saves energy on regulating temperature while making indoor temperature more comfortable.

泉州中駿世界城已在外牆玻璃應用了綠光玻璃鍍膜，藉由鍍膜的物理特性大幅減少室內外的熱能交換。在炎熱的夏季，鍍膜有效反射紅外線，減低室內溫度上升的幅度；而在寒冷的冬季，鍍膜能減少室內熱量流失，透過採用被動式設計在節省溫度調節能耗的同時讓室內氣溫更舒適。



Application of Green Glass Coating in Quanzhou SCE Funworld
泉州中駿世界城採用了綠光玻璃鍍膜

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Greenhouse Gas Management 溫室氣體管理

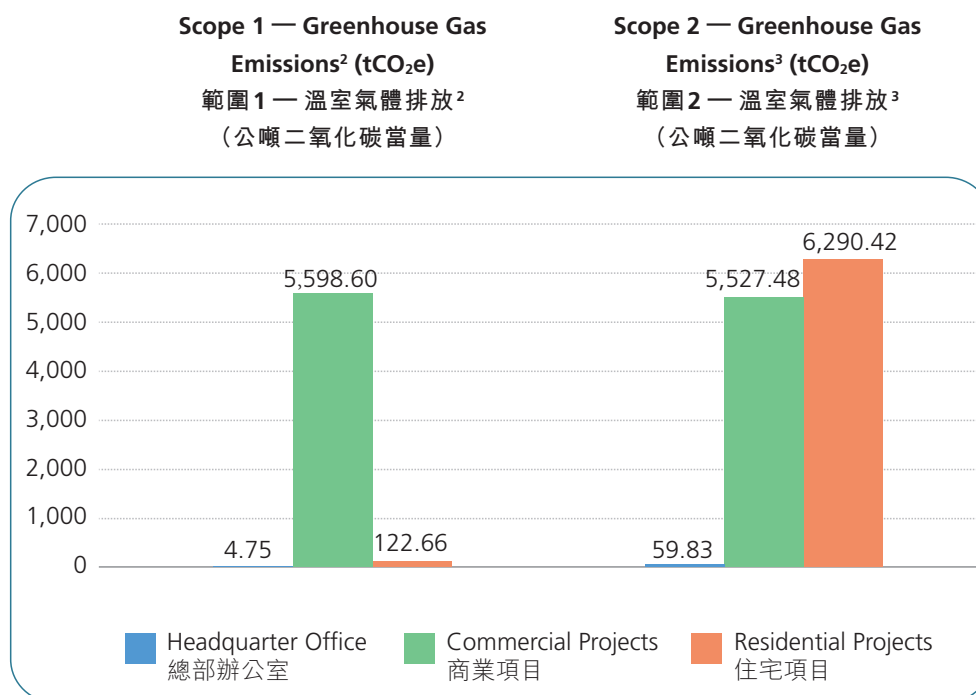
- The Group will gradually expand its data collection scope and engage a third-party consultant to assess the greenhouse gas emissions generated during the operations of the Group's managed commercial and residential projects;
本集團將逐步擴大數據收集範圍，並委託第三方顧問，評估本集團旗下在管商業項目及住宅項目的營運過程中產生的溫室氣體排放；
- In 2024, the Group engaged a third-party consultant to conduct a Scope 3 greenhouse gas emissions assessment. Leveraging the expertise of the third-party consultant, the Group aims to quantify and analyse various emissions resulting from the Group's operations;
於二零二四年，本集團委託第三方顧問以開展範圍3溫室氣體排放評估工作。借助第三方顧問的專業能力，對本集團營運所產生的各類排放進行量化分析；
- For this quantitative assessment, the Group has referenced the "Reporting Guidance on Environmental KPIs" issued by the Stock Exchange to ensure data accuracy and consistency;
在進行這一量化評估時，本集團已參考聯交所的《環境關鍵績效指標匯報指引》，確保數據的準確性和一致性；
- To further strengthen energy management and improve efficiency, we require all operation sites to conduct monthly energy statistics, covering key data such as electricity, fuel, and purchased heat. This critical information is promptly reported to headquarter for comprehensive analysis and strategy formulation.
為進一步加強能源管理和提升效率，我們要求各營運點每月進行能源統計工作，涵蓋電力、燃料及外購熱力等關鍵數據，並將這些重要資訊及時匯報至總部，以便進行整體分析和策略制定。

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During the Year, the breakdown of greenhouse gas emissions measured in tonnes of carbon dioxide equivalent (“tCO₂e”) of the operation sites (headquarters office, commercial projects and residential projects) within the reporting scope are shown as follows¹:

本年度內，報告範圍內的營運點（總部辦公室、商業項目、住宅項目）公噸二氧化碳當量溫室氣體排放分佈如下所示¹：



¹ Refer to “How to prepare an ESG Report — Appendix 2: Reporting Guidance on Environmental KPIs” by the Stock Exchange for calculation; Heat power emission factor adopts 0.11 tCO₂/GJ.

² Scope 1 direct greenhouse gas emissions include greenhouse gas emissions from the combustion of fuels from stationary and mobile sources, as well as hydrofluorocarbons and perfluorocarbons from refrigerants and fire extinguishing systems within the reporting scope.

³ Scope 2 indirect greenhouse gas emissions include indirect greenhouse gas emissions from purchased electricity and purchased heat within the reporting scope.

¹ 參考聯交所《如何準備環境、社會及管治報告 — 附錄二：環境關鍵績效指標匯報指引》計算；熱力排放系數採用0.11噸二氧化碳／吉焦。

² 範圍1直接溫室氣體排放量包括報告範圍內的固定源及流動源的燃料燃燒所致的溫室氣體排放、以及來自製冷劑及滅火系統的氫氟碳化物及全氟化碳排放。

³ 範圍2間接溫室氣體排放量包括報告範圍內由外購電力及外購熱力所產生的間接溫室氣體排放。

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環境、社會及管治報告

Water Resource Utilisation

The Group understands that water is a precious resource on Earth and is committed to comprehensively promoting the concept of water conservation. We emphasise the recycling and reuse of water resources, aligning with the national ecological civilisation development strategy that "More Green Contributions for More Beautiful Home". We strictly comply with the requirements of the "Reuse of Urban Recycling Water — Water Quality Standard for Urban Miscellaneous Use" (GB/T18920), "Reuse of Urban Recycling Water — Water Quality Standard for Scenic Environment Use" (GB/T18921), "Water Law of the People's Republic of China", "Regulation on Urban Drainage and Sewage Treatment" and the "Water Pollution Control (General) Regulations" in Hong Kong. We have developed and implemented a series of water management programmes and plans, regularly review outcomes and continuously strengthen water conservation efforts. Through these measures, we aim to raise awareness of water conservation among employees, residents, and tenants, effectively reducing water consumption, promoting the recycling of water resources, and enhancing water resource utilisation efficiency.

水資源利用

本集團深明水是地球珍貴的資源，因此致力於全面推行節約用水的理念，並強調水資源的回收與再利用，同時響應「綠水青山就是金山銀山」的國家生態文明發展戰略。我們嚴格遵守《城市污水再生利用城市雜用水水質》(GB/T 18920)、《城市污水再生利用景觀用水水質》(GB/T 18921)、《中國人民共和國水法》、《城鎮排水與污水處理條例》及香港的《水污染管制(一般)規例》等相關法律法規。我們已制定並實施了一系列水資源管理方案和計劃，並將定期檢視成果、不斷加強節水管理的力度。我們期望透過這些措施提高員工、住戶及租戶的節水意識，從而有效減少用水量，促進水資源循環使用及提升水資源使用率。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告



Water Management in our Office 辦公室用水管理

Employees are responsible for compiling monthly water consumption reports, conduct in-depth analysis of the Group's water usage, identify and resolve water anomalies in a timely manner, and seize potential water saving opportunities to improve overall water conservation efficiency. During this process, if equipment failure or leakage is found, we will immediately dispatch professional technicians to repair it to ensure that the water resources are effectively protected and avoid any water waste.

員工負責編製每月的水能耗報告，深入分析本集團的水資源使用狀況，及時識別並解決用水異常問題，並挖掘潛在的節水機會，以提升整體的節水效率。在此過程中，若發現設備故障或滲漏情況，我們將立即派遣專業技術人員進行維修，以確保水資源得到有效的保護，避免任何水資源浪費。



Water Management in our Project 項目用水管理

Drawing on the concept of "Sponge City", we have integrated flood prevention management measures to release and utilise stored rainwater when needed to enhance the city's drainage and flood prevention systems. We have set up a rainwater reuse treatment facility, where filtered and disinfected rainwater can be used for watering outdoor green spaces, as well as cleaning roads and certain basement areas. Moreover, we have introduced a reclaimed water system in the project to collect and treat the discharged water collected from commercial washroom, and the treated reclaimed water can be used for flushing in underground garages to achieve an effective circulation of water resources. The project garden features an automatic irrigation system equipped with soil moisture sensors. These sensors monitor soil moisture level and automatically adjust the irrigation volume, further conserving water resources. In the public areas of the projects, water conservation posters are posted in the toilets to encourage residents and tenants to reduce their water consumption and participate in water conservation actions.

我們借鑒「海綿城市」的理念，整合防洪管理措施，在需要時釋放及利用儲存的雨水，以增強城市的排水和防洪系統。我們設置了雨水回用處理設施，經過過濾和消毒的雨水可用於室外綠化灌溉、道路清洗和部分地下車庫的沖洗。此外，我們在項目中引入了中水系統，專門收集和處理商業洗手間的盥洗排水，經過處理後的中水可用於地下車庫的沖洗，實現水資源的有效循環。項目園林採用自動灌溉系統，我們同時設置土壤濕度傳感器監控土壤濕度，並根據土壤濕度自動調節灌溉量，進一步節約水資源。在項目的公共區域中，我們特別於洗手間內張貼節水宣傳，鼓勵住戶及租戶減少用水，共同參與節水行動。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告



A Rainwater Collection System in Zhangjiagang SCE Funworld
張家港中駿世界城設有雨水回收系統

Rainwater Collection System

雨水回收系統

We have introduced an efficient and environmentally friendly rainwater collection system in Zhangjiagang SCE Funworld to collect rainwater from the roof through a well-designed collection device. Through this design, we can maintain stable and efficient rainwater harvesting in all weather conditions, allowing us to maximise the use of natural resources.

我們在張家港中駿世界城引入了一套高效且環保的雨水回收系統，透過精心設計的收集裝置收集屋面雨水。透過此設計，我們得以在各種天氣條件下維持穩定高效的雨水收集，讓我們最大限度地利用自然資源。

Through a series of filtration and treatment processes, the recycled rainwater has removed impurities and pollutants to ensure that it meets the standard for reuse. The treatment process involves multiple filtration processes, both physical and chemical, to ensure that the final water quality is safe and reliable to meet the needs of various uses.

透過一系列的過濾和處理程序，回收的雨水得以去除當中的雜質和污染物，確保其達到再利用的標準。有關處理過程涵蓋了物理和化學的多重過濾，確保最終的水質安全可靠，能夠符合各種使用需求。

The treated rainwater will be utilised for watering green spaces and cleaning roads, garages and vehicles. This series of applications not only saves a lot of tap water, but also helps to reduce cleaning costs and provide tenants with more convenient and environmentally friendly services. We hope that this system can serve as a model for other projects and promote broader rainwater recycling and utilisation practices.

處理過後的雨水將會被用於綠化灌溉、道路澆撒以及車庫和車輛的沖洗。這一系列的應用不僅節省了大量的自來水資源，還有助於降低清洗成本，為租戶提供更加便捷、環保的服務。我們希望這套系統能夠成為其他城市項目的榜樣，推動更廣泛的雨水回收和利用實踐。

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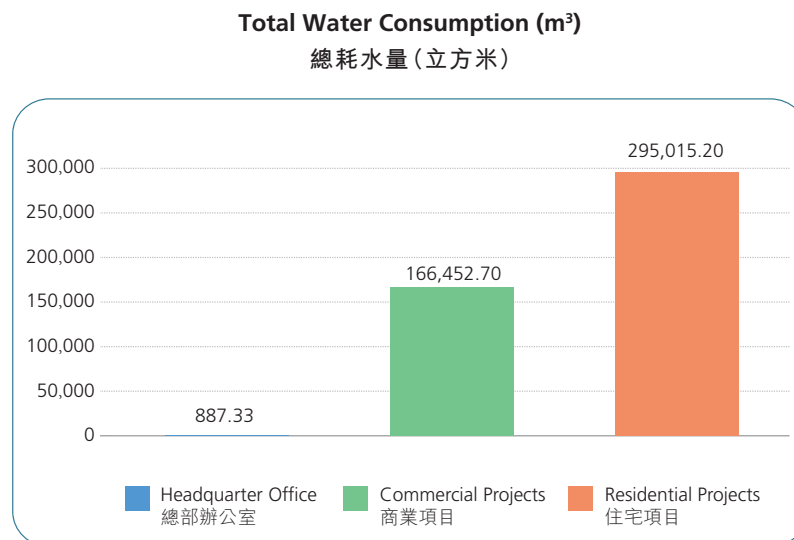
環境、社會及管治報告

In addition to making full use of the existing facilities, we consider the selection of plants for the rainwater storage facilities to ensure that the chosen plants are well-adapted to the urban environment and contribute to significant ecological and aesthetic benefits. We deliberately selected plants that have strong stress resistance, water saving and drought tolerant, pollution resistant, water and humidity tolerant, and salt and alkali conditions. These plants not only effectively absorb and purify rainwater, but also maintain healthy growth in various harsh environmental conditions. In this way, we not only improve the effectiveness of stormwater management, but also contribute to ecological protection and urban beautification.

During the Year, the total water consumption of our operation sites (headquarter office, commercial projects and residential projects) within the reporting scope are shown as follows:

除了充分利用現有的設施之外，我們在雨水調儲系統中的植物選擇上也將進行全面的考慮，以確保所選擇的植物能夠適應城市的多變環境，並充分發揮其生態和園林景觀價值。我們特意挑選了具備較強抗逆性、節水耐旱、抗污染、耐水濕以及耐鹽鹼等特性的植物。這些植物不僅能有效地吸收和淨化雨水，還能在各種惡劣的環境條件下保持良好的生長狀態。通過這種方式，我們不僅提升了雨水管理的效果，還在生態保護和城市美化方面做出貢獻。

本年度內，報告範圍內的營運點（總部辦公室、商業項目、住宅項目）所使用水資源的總量如下：



During the Year, based on the Group's efficient resource management and commitment to water conservation, we have not encountered any challenges in sourcing water. We are keenly aware of the preciousness of water and plan to set more specific water conservation targets and indicators in the future to further reduce water consumption. To foster sustainable development, we will enhance the education and training of employees and other stakeholders, empowering them with greater awareness and abilities in water resource conservation. This approach ensures that everyone can actively participate in and contribute to our water-saving initiatives.

本年度，基於本集團高效的資源管理和對水資源保護的堅持，我們並未面臨尋求適用水源的挑戰。然而，我們深刻認識到水資源的珍貴，計劃在未來制定更具體的節水目標和指標，以進一步減少用水量。為了推動可持續發展，我們將不斷加強對員工及其他相關利益方的教育和培訓，提升他們對水資源保護的意識和能力，確保每個人都能積極參與到節水行動中。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Emissions

The Group considers reducing emission as a key responsibility in fulfilling its commitment to environmental protection, and has always strictly complied with the "Atmospheric Pollution Prevention and Control Law of the People's Republic of China", the "Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste", the "Regulations on the Administration of City Appearance and Environmental Sanitation", and the "Air Pollution Control Ordinance", the "Waste Disposal Ordinance" and the "Dangerous Goods Ordinance" in Hong Kong, and other laws and regulations related to environmental protection.

Air Pollutants

As a property management services enterprise, the Group's main business does not involve any productive activities, therefore, our air pollutants mainly come from the emissions of the Group's vehicles and the fuel used in the staff canteen. During the Year, a total of 410.12 kg of nitrogen oxides, 0.40 kg of sulfur oxides and 2.96 kg of particulate matter were emitted from the operation sites. To improve the efficiency of equipment and reduce the use of polluting energy sources, we make improvements through various methods, including regular inspections and maintenance of vehicles and increasing the use of electric vehicles. In the future, we will continue to study and explore effective policies and measures to effectively control air pollutants and reduce the negative impact on the environment.

排放物

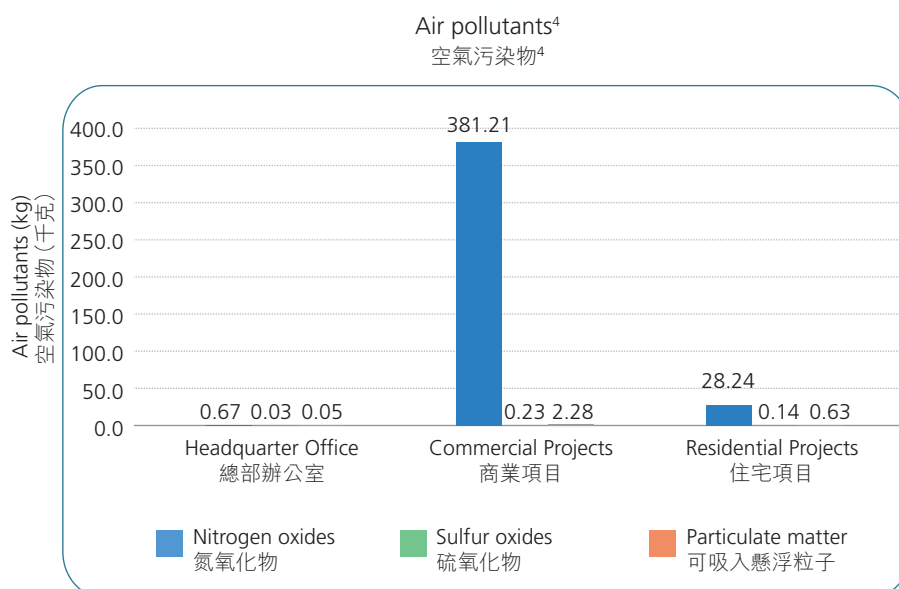
本集團將減少排放物作為企業履行環境保護責任的重要工作之一，始終嚴格遵守《中華人民共和國大氣污染防治法》、《中華人民共和國固體廢物污染環境防治法》、《城市市容和環境衛生管理條例》及香港的《空氣污染管制條例》、《廢物處置條例》及《危險品條例》等環境保護相關法律法規。

空氣污染物

作為一家物業管理服務企業，本集團主營業務不涉及任何生產性活動，因此，我們的空氣污染物主要來源於本集團車輛的排放及員工食堂所使用的燃料。本年度，各營運點總共排放了410.12千克的氮氧化物、0.40千克的硫氧化物以及2.96千克的顆粒物。為了提升設備的使用效率和降低污染能源來源，我們透過定期檢查與維護車輛及增加電動車的使用等多種方式進行改進。未來，我們將持續研究並探索有效政策與措施，以有效控制空氣污染物排放量，並降低對環境的負面影響。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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Hazardous and Non-hazardous Waste

Daily Management

We have implemented a reduce, recycle and reuse policy at all operation sites to encourage our employees to minimise waste of resources at every step of their daily operations. The non-hazardous waste generated from property management business by the Group mainly consists of paper, domestic waste and construction materials. To reduce environmental pollution, we are committed to increasing waste utilisation and the resource conversion rates through a series of measures, including the implementation of sorting and recycling within the office and management areas. In our daily operations, the hazardous waste we generate mainly consists of batteries and waste toner cartridges. The Group has encouraged employees to sort and store them separately and have them further disposed of by qualified service providers in accordance with relevant regulations to ensure compliance with local laws and programmes.

⁴ Emission factors are based on "How to prepare an ESG Report — Appendix 2: Reporting Guidance on Environmental KPIs" by the Stock Exchange, "Road Vehicles Air Pollutant Emission Inventory Preparation Technical Guide" and "Technical Guide for Compilation of Primary Emission Source Inventory of Atmospheric Respirable Particulates (Trial)" published by the Ministry of Ecology and Environment of the PRC, and the "AP-42: Compilation of Air Pollutants Emissions Factors" promulgated by the United States Environmental Protection Agency.

有害及無害廢棄物

日常管理

我們已在各營運點推行節約、回收及再利用的政策，積極倡導員工在日常營運中的每一環節。在物業管理過程中，本集團產生的無害廢棄物主要包括紙類、生活廢物及建築廢料。為減少對環境的污染，我們致力於透過一系列舉措提升垃圾的利用率和資源的轉化率，包括在辦公及管理範圍內實施分類回收等措施。在日常營運過程中，我們產生的有害廢棄物主要為電池及廢墨盒。本集團已倡導員工進行分類存儲，並由合資格的服務供應商根據相關法規進行進一步處理，確保符合當地法律和計劃的要求。

⁴ 排放因子參考聯交所《如何準備環境、社會及管治報告 — 附錄二：環境關鍵績效指標匯報指引》、中華人民共和國生態環境部《道路機動車大氣污染物排放清單編製技術指南》及《大氣可吸入顆粒物一次源排放清單編製技術指南（試行）》，以及美國國家環境保護局《AP-42：空氣污染物排放因子彙編》。

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Office Management

We have implemented a series of measures in the office to guide our employees to improve resource utilisation and reduce unnecessary waste in their daily work. To achieve a greener and more efficient way of working, we are committed to promoting the concept of paperless office to all business processes, encouraging and guiding employees to effectively use the electronic document management systems for storing and distributing documents, which can help to reduce the consumption of paper. We require all operation sites to control the use of office paper monthly, and follow the relevant internal guidelines. The project administration is responsible for the procurement of paper to ensure that the purchase quantity does not exceed the total consumption of the previous year, achieving a year-on-year reduction in paper consumptions. Additionally, we have set up recycling bins in our offices to increase the recycling rate of paper and reduce its negative impact on the environment by recycling wastepaper.

Project Management

We maintain close collaboration with various stakeholders to jointly implement multiple environmental initiatives, embedding eco-friendly principles across all project phases. To enhance the recyclability of project materials, we continuously refine our material management processes and promote the application of circular economy concepts, ensuring that more intact materials are appropriately reused. To foster an environmentally friendly community environment with our tenants and residents, we regularly organise recycling activities and actively encourage tenants and residents to participate. During the event, we provide comprehensive guidance and support to ensure the smooth running of the recycling campaign. Additionally, to enhance the efficiency of waste collection and treatment, we strictly monitor the sorting and recycling of domestic waste. In close collaboration with waste contractors, we will continuously optimise the collection and treatment process to ensure that waste is properly sorted and treated, hence maximise the use of resources.

辦公室管理

我們已在辦公室內實施了一系列措施，引導員工在日常辦公中提升資源利用率，減少不必要的浪費。為了實現更環保、更高效的辦公方式，我們致力於將無紙化辦公理念推廣至各業務流程，鼓勵和引導員工有效利用電子化文件管理系統進行文件儲存和分發，從而減少紙張的使用。我們已要求各營運點按月控制辦公室用紙的使用量，並遵循相關內部規定。項目行政統一負責紙張的採購，確保採購數量不超過上一年度的總用量，以實現紙張耗材的逐年減少。此外，我們在辦公室內設置了回收箱，希望透過回收利用廢紙提升紙張的循環利用率，減少對環境的負面影響。

項目管理

我們與各持份者密切聯繫，共同推行多項環保措施，以在各項目環節實現環境友好的理念。為提升項目物料的可循環再用比率，我們持續完善材料管理流程，推動循環經濟理念的應用，以確保更多的完好材料能夠得到合理再利用。為了與租戶及住戶共同營造環保的社區環境，我們定期舉辦回收活動，並積極鼓勵租戶及住戶參與。在活動過程中，我們提供全面的指導和支持，以確保回收活動的順利進行。此外，為提升廢品的收集及處理效率，我們嚴格監控生活廢物的分類及回收工作，並與廢棄物承辦商密切合作，持續改善收集和處理流程，確保正確分類和處理廢棄物，從而實現資源的最大化利用。

Recycling of Used Clothes 循環回收舊衣活動

Since the launch of the “Carbon Sensation!” in 2021, SCE CM has collaborated with various partners to donate a cumulative of several tons of used clothing. In April 2024, the Group once again organised online and offline used clothes recycling activities to advocate resource recycling. We have set up used clothes donation points in SCE Funworld in 12 different regions, aiming for a 100% recycling rate. The collected clothing is either reprocessed into new materials or sent to mountainous areas, allowing them to serve new purposes in new places and new environments. Additionally, the initiative aims to raise public awareness about the value of used items and enhance understanding of the importance of recycling.

自二零二一年「感嘆號」發起至今，中駿商管攜手各方，已完成累計數噸的舊衣捐贈。二零二四年四月，本集團再次在線上、線下開展舊衣回收活動，倡導資源循環利用。我們在12個不同地區的中駿世界城設立舊衣捐贈點，並以100%的循環利用率為目標，將舊衣再生加工或轉送山區，讓他們在新的地方、新的場景發揮新的價值。另外希望透過回收舊衣活動讓公眾明白舊物品也有價值，提高公眾循環利用的意識。



“Journey Together” used clothes recycling activity
「衣路同行」舊衣回收活動

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Climate Change

Climate change is one of the most pressing challenges facing by the world today, with profound impacts on the global economy and sustainable development. As a responsible enterprise, the Group is consistently committed to reducing overall greenhouse gas footprint and enhancing resource conservation and actively aligning with national climate policies to achieve peak carbon emissions by 2030 and carbon neutrality by 2060.

Climate Resilience Measures

Identified Physical Risks

To comprehensively understand and effectively address climate-related issues in our operational regions, we have engaged a third-party consultant to identify and assess potential physical and transitional risks associated with climate change, which in turn supports our management strategies.

Moreover, we are conducting a comprehensive scenario analysis considering different climate-related scenarios to gain insight into the impact of climate-related risks on the Group's operations in the short-term (up to 2040), medium-term (2041–2070) and long-term (2071–2100) on the Group's operations. We use the Turquoise Scenario and the Brown Scenario, both of which are constructed using a combination of publicly available climate scenarios from well-known organisations, including the Intergovernmental Panel on Climate Change, the International Energy Agency, and the Network for Greening the Financial System.

In terms of climate-related risks, physical risks such as extreme weather events (such as riparian and coastal floods, extreme precipitation, cyclones and typhoons) and changes in long-term climate trends (such as extreme heat) could directly impact the structural safety of buildings, which implies financial risk exposure for the Group from business and operational disruptions.

氣候變化

氣候變化是當今世界面臨的最緊迫挑戰之一，已經對全球經濟和可持續發展產生深遠影響。本集團作為負責任的企業，始終致力於減少整體溫室氣體足跡和加強資源節約，積極配合國家的氣候政策，從而實現於二零三零年前實現碳達峰，二零六零年前實現碳中和。

氣候變化應對措施

已識別的物理風險

為了全面掌握並有效應對我們營運地區的氣候相關問題，我們已經委託第三方顧問識別和評估可能面臨的與氣候變化相關的物理和轉型風險，從而為我們的管理策略提供重要支持。

此外，我們正在進行考慮不同氣候相關情境的綜合情境分析，以深入了解與氣候相關的風險對本集團在短期（直至二零四零年），中期（二零四一年至二零七零年）及長期（二零七一年至二一零零年）營運的潛在影響。我們採用綠松色情境及棕色情境，這兩個氣候情境均使用知名組織公開可用的情境所構建，包括聯合國政府間氣候變化專門委員會、國際能源署及央行與監管機構綠色金融網絡。

在氣候相關風險方面，極端天氣事件（如河岸和海岸洪水、極端降水、氣旋及颱風）以及長期氣候趨勢變化（如極端高溫）等物理風險，可能對建築物的結構安全造成直接影響，進而使本集團面臨業務中斷及營運障礙等財務風險。

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Additionally, as the global economy transitions toward a low-carbon direction, the associated transition risks cannot be ignored. In response to transition risks, the Group may have to deal with stricter regulatory requirements for products and services, and failure to comply with these requirements may result in the risk of legal liability, financial loss or damage to business reputation. Furthermore, properties that do not meet low-carbon and environmental standards may experience a decline in market value, leading to reduced asset value. Customers' preference for green and low-energy lifestyles may also have an impact on the revenue of some traditional businesses. Failure in a timely response to changing customer behaviour will undermine the Group's market competitiveness. To meet the demands of a low-carbon economy and enhance the climate resilience of properties, significant resources may be required for retrofitting and upgrading existing buildings, further increasing the costs of low-carbon technology transitions.

To address the above challenges, the Group is conducting a comprehensive assessment of the risk levels of each property to further enhance our adaptability and resilience to climate change. Through a comprehensive and in-depth analysis of the climate-related risks faced by different properties, such as the impact of geographical location, building structure characteristics, surrounding environment and other factors on their ability to withstand extreme weather, we can develop more targeted response strategies.

除此之外，當環球經濟朝著更低碳的方向進行轉型時，所伴生的過渡風險也不容忽視。針對過渡風險，本集團可能需應對更嚴格的產品和服務法規要求，若未能符合相關規定，將面臨法律責任追究、財務損失或商業信譽受損的風險。此外，不符合低碳環保標準的物業，其市場價值或將下降，導致資產價值減少。客戶對綠色及低能耗生活方式的偏好亦可能對部分傳統業務的收益產生影響。若未能及時將客戶行為轉變納入商業考量，將削弱本集團的市場競爭力。為滿足低碳經濟的要求並提升現有建築的氣候抵禦能力，現有物業可能需要投入大量資源進行改造和升級，這將進一步增加低碳技術轉型的成本。

為應對上述挑戰，本集團正全面評估各物業的風險等級，進一步提升我們應對氣候變化的適應能力及抗禦能力。通過全面且深入地分析不同物業所面臨的氣候相關風險，比如地理位置、建築結構特點、周邊環境等因素對其在極端天氣下的承受能力的影響，從而制定出更具針對性的應對策略。

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Measures

As the impact of climate change becomes more pronounced, the Group is planning to implement systematic response processes and measures at the Group level. We will establish a disaster preparedness plan and develop an internal natural disaster response manual to comprehensively enhance the Group's ability to withstand climate change in our operations.

Considering the geographical characteristics of the project locations, the Group has selected a number of short-term and medium-term response measures for each project, aiming to reduce the risks brought about by climate change and strengthen the climate resilience of all property portfolios, and further enhance the Group's resilience to climate change. To prevent the impact of extreme weather on greenery, we will support and arrange drainage for the nursery plants in our parks in advance and arrange drainage work before extreme rainfall and other conditions occur. When selecting plants for open parking spaces, we will avoid using plants with fragile branches, poor wind resistance and prone to falling fruit, prioritising the safety of both vehicles and pedestrians.

To mitigate the destruction caused by heavy rainfall to our operation sites, we have adopted a design featuring recessed green areas to effectively reduce surface runoff. In the event of a rainstorm, these green spaces can temporarily store rainwater, thereby reducing the pressure on the drainage system and ensuring the proper operation of the assets at the operation sites. Moreover, we have installed catch basins in our basement to divert rainwater to the catchment area, and use rainwater pumps to centralise it to the stormwater pipes on site for efficient rainwater collection.

We will also conduct regular risk assessments at different operation sites and take appropriate precautions under different weather conditions based on the assessment results to reduce the impact of potential risks on operation sites and ensure the safety and stability of operation sites.

應對舉措

隨著氣候變化影響日益顯著，本集團正在規劃從本集團層面實施系統化的應對流程和措施。我們將設立防災應急方案，並制定內部自然災害應對手冊，以全面提升本集團在營運中抵禦氣候變化的能力。

針對項目所在地的地理環境特點，本集團為各個項目選定多項短期及中期的應對措施，旨在降低氣候變化帶來的風險，並加強所有物業組合的氣候抗禦能力，進一步增強本集團對氣候變化的韌性。為預防極端天氣對綠化的影響，我們會在極端降雨等情況發生前，提前對園區內的苗木進行提前支撐，並安排排水工作。在選擇露天車位空間的植物時，我們會避免使用枝條脆弱、抗風性差、容易落果的品種，以保障車輛和行人的安全。

為減少暴雨對營運點的損害，我們特別採用了下凹綠地的設計，能有效減少地表徑流。在暴雨來臨時，這些綠地可以臨時儲積雨水，從而減輕排水系統的壓力，確保營運點內資產的正常運作。此外，我們在地庫設置集水坑，透過這一設施將雨水引流至集水區域，並利用雨水提升泵將其集中接入場地的雨水管道，高效收集雨水。

我們亦將定期對不同營運點進行風險評估，並根據評估結果在不同天氣條件下採取相應的預防措施，從而減少潛在風險對營運點的影響，並確保營運點的安全與穩定。

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Cippon Tai Wo Standing Strong in the Face of Storm by Building a Safety Barrier Against Typhoon for the Community 築起園區防颱安全屏障，世邦泰和物業逆風而行

In the face of the impact of typhoon, Cippon Tai Wo demonstrated its proactive response and safety management to extreme weather. Before the typhoon made landfall, Cippon Tai Wo quickly activated the emergency response plan, making comprehensive arrangements and deployments in advance to ensure that all potential problems could be detected and handled timely.

The property management team sent early warnings through resident network to remind residents to take preventive measures. For each building, management staff has checked the stability of the facilities, reduced the risk of mechanical outages, predicted and prevented possible emergency situations, such as sewer blockages, tree falls, objects falling from heights. Moreover, the management staff has also deployed equipment such as sandbags and flood barriers in advance at important flood prevention points to strengthen the defence.

The management team continued to monitor the weather changes during the typhoon and quickly carried out clean-up work after the typhoon passed and handled the fallen trees in a timely manner to keep the surrounding environment clean and tidy, and ensure that the roads were clear and residents could continue their daily lives as usual.

世邦泰和物業在面對颱風襲擊時，展現了其對極端天氣的積極應對和安全管理。在颱風登陸之前，世邦泰和物業迅速啟動了應急響應預案，提前進行全面的安排和部署，確保所有潛在問題能及早發現及處理。

物業管理團隊透過業主群與管家朋友圈發送提前預警，提醒居民做好防範措施。針對每幢樓宇，管理人員注意檢查設施的穩固程度，降低故障風險，並預測及防範可能出現的危險情況，如下水道淤積、樹木倒伏、高空墜物等。此外，管理人員亦在重要的防洪點提前佈置了沙袋與防洪板等裝備，以加強防禦。

管理團隊在颱風期間持續監控天氣變化，並在颱風過境後迅速投入清理工作，及時處理倒伏的樹木，以保持周圍環境的，確保道路通暢，讓居民的日常生活能夠如常進行。



Cippon Tai Wo's Typhoon Defences
世邦泰和物業抗颱現場

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CONTRIBUTE TO COMMUNITY DEVELOPMENT

We firmly believe that active participation in social welfare initiatives is a crucial indicator of corporate social responsibility. As an ethical and responsible company, the Group actively engages in community service initiatives, demonstrating our sense of responsibility and commitment through tangible actions. We adhere to the corporate philosophy of "Giving Back to Society for Good", embracing the belief in contributing to the public good and continuously promoting the development of social welfare through long-term practice.

In our daily operations, we consistently prioritise and deeply understand the actual needs of the communities where we operate. To better support these needs, we have formulated the "Community Investment Policy Statement", which aims to integrate community requirements into daily management and work planning. Through this policy, we actively contribute to the community development, respond to the expectations and needs of local residents, and deliver practical assistance and benefits to them.

We are convinced that the positive impact conveyed by charitable activities can not only be transformed into valuable corporate resources, but also significantly enhance our core competitiveness and promote the progress of sustainable development. Looking ahead, we are committed to investing more resources in the operation of our commercial and residential operations, and carrying out diversified social investment activities, to create a good environment for public welfare and create more social value. This is not only our responsibility, but also our unwavering commitment to the future. During the Year, the Group has dedicated a total of 15 hours to charitable and educational initiatives, embodying our public welfare philosophy through practical actions.

貢獻社區建設

我們始終堅信積極參與社會公益事業是衡量企業社會責任的重要指標。作為一家有道德擔當的企業，本集團積極參與社會公益活動，以實際行動展現企業的責任感與擔當精神。我們秉持「取之社會、用之社會」的企業哲學，奉行奉獻社會的信念，並在長期的實踐中不斷推動社會公益事業的發展。

在日常營運中，我們始終重視並深入了解我們所營運社區的實際需求。為了更好地支持這些需求，我們特別制定了《社區投資政策聲明》，旨在將社區的需求納入我們日常管理工作的規劃中。透過此政策，我們積極貢獻於社區建設，並回應當地居民的期待與需求，為他們帶來實際的幫助和貢獻。

我們深信公益活動所傳遞的正能量不僅能夠轉化為企業的寶貴資源，還將顯著增強我們的核心競爭力，推動可持續發展的進程。展望未來，我們承諾將會投入更多的資源於商業及住宅業務的營運，開展多樣化的社會投資活動，努力營造良好的公益環境，並創造出更多的社會價值。這不僅是我們的責任，更是我們對未來堅定的承諾。本年度，本集團共投入 15 小時用於慈善、教育等公益項目，以行動實踐我們的公益理念。

Philanthropic Topics 公益關注領域



Care for Frontline Employee
關心一線員工



Caring for Elderly Living Alone
關愛獨居長者



Disaster Relief and Anti-Inflammation
抗疫救災



Stray Animal Rescue and Pet Adoption
流浪動物救助與
寵物領養



Public Education
公眾教育

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Philanthropic Initiatives

In 2024, the Group actively undertook corporate social responsibility, cared for frontline employees, cared for the elderly living alone, and carried out public welfare activities in various fields such as fight against virus and provide disaster relief, stray animal rescue and public education. We are committed to providing substantial assistance to individuals from all sectors of society, and thus we have received wide acclaim.

公眾慈善活動

二零二四年，本集團積極承擔企業社會責任，關心一線員工、關愛獨居長者，並在抗疫救災、流浪動物救助及公眾教育等多個領域展開公益活動。我們致力於為社會各界人士提供實質幫助，並因此獲得了廣泛的讚譽。

“Carbon Sensation!” Stray Animal Rescue **「感嘆號」流浪動物救助**

The Group actively promotes the “Turning Waste into Treasure” donation campaign, aiming to effectively transform resources and inject new vitality into public welfare. During this event, we converted the value generated from clothing recycling into essential supplies such as pet food, cat litter, and warm blankets. These supplies were then donated to stray animal rescue shelters, providing essential support for homeless cats and dogs.

本集團積極推動「變廢為寶」的捐贈活動，旨在將資源進行有效轉化，為公益事業注入新的活力。在此次活動中，我們將衣物回收所產生的收益換取了貓狗糧、貓砂、保暖毯等急需的救助物資。這些物資將被捐贈給流浪動物救助站，為那些無家可歸的貓狗提供必要的生活支持。

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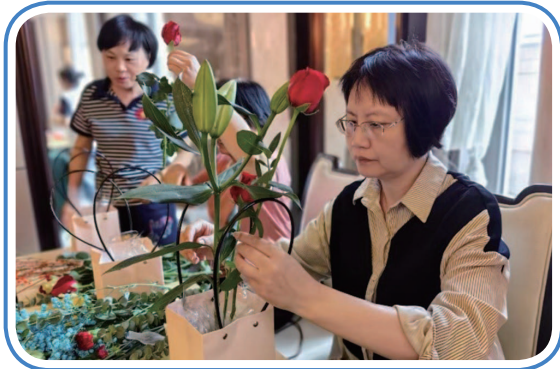
環境、社會及管治報告

Residential Property Management Festival Activities

住宅物業管理節慶活動

Residential property management actively organises various festivals and activities to promote communication and emotional connections among residents. During the Double Ninth Festival, the property management team arranged games, provided health check-ups, and offered pear and chrysanthemum tea for the elderly. On Mid-Autumn Festival, activities such as handmade rabbit lantern crafting, snow-skin mooncake making, and “Bo Cake” were organised to enhance the festive atmosphere and foster a sense of community. The summer series of activities included the “Bubble Fairy Tale Season”, “The Summer Night Light Festival”, the food carnival, and a back-to-school stationery event for children. During the Dragon Boat Festival, the property management team arranged residents to make rice dumplings, create sachets, hang wormwood, and participate in dragon boat races. On Mother’s Day, the property management team distributed flowers to mothers and hosted a handicraft workshop, culminating in a group photo session to celebrate the occasion.

住宅物業管理積極舉辦各類節慶活動，促進居民之間的交流與情感聯繫。重陽節時，物業管理團隊為老人提供遊戲、健康檢查及贈送雪梨菊花茶，表達關懷；中秋節時，組織自製兔子燈、冰皮月餅製作和博餅遊戲等活動，增添節日氛圍並促進團結；夏季系列活動包括「泡泡童話季」、「夏夜光影季」和美食嘉年華，並贈送孩子們開學文具；端午節時，物業管理團隊組織居民共同包粽子、做香包，插艾蒲、劃龍舟；母親節時，物業管理團隊則會為母親們送花並舉辦自製手工工作坊，留下溫馨合影。

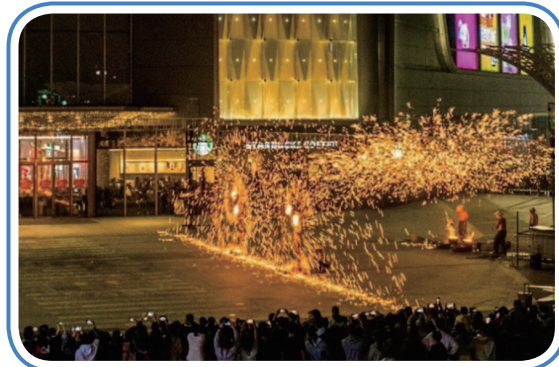


SCE Funworld Intangible Cultural Heritage Activities

中駿世界城非物質文化遺產活動

Aiming at the trend of consumer cultural demand and deep connection with Chinese culture, SCE Funworld has launched a variety of dazzling cultural heritage activities, such as tie-dye performances at Beijing West Chang'an SCE Funworld, puppet shows at Nan'an SCE Funworld, the first Fire Dance Carnival at Xianyou SCE Funworld, fire pot shows at Taizhou SCE Funworld the Urban Fire Dance Festival at Zhangjiagang SCE Funworld, the intangible cultural heritage fish lantern dance at Shantou SCE Funworld and the fireworks show at Shuitou SCE Funworld.

中駿世界城瞄準消費者文化需求風向，與中華文化深度連結，推出各式絢彩奪目的國潮非物質文化遺產活動，如北京西長安中駿世界城的紮染表演、南安中駿世界城的木偶戲、仙遊中駿世界城的首屆火舞嘉年華、泰州中駿世界城的火壺秀、張家港中駿世界城的城市火舞節、汕頭中駿世界城的非遺魚燈舞及水頭中駿世界城的焰火秀等。



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Warmth for the Elderly: Double Ninth Festival Activity

情暖桑榆重陽節活動

On the Double Ninth Festival in 2024, the residential property management organised a special elderly care event within the community. We invited several hairstylists to provide haircuts for the elderly, conveying warmth and care. During this Double Ninth Festival, the elderly radiated vitality and energy, showcasing their spirited demeanor. This initiative not only allowed them to feel the community's care and support but also strengthened emotional bonds among neighbors, fostering a warm and harmonious neighborhood atmosphere.

二零二四年重陽節，住宅物業管理在小區內開展重陽節長者關懷活動。我們邀請多位理髮師為老人們修剪頭髮，以傳遞著溫暖與愛意。在這個重陽節裡，老人們煥發出豐饒的姿態，展現出他們的風采與活力。這項活動不僅讓老人們感受到社區的關愛，更增進了鄰里之間的情感連接，營造了溫暖和諧的社區氛圍。



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COMPLIANCE MANAGEMENT

Compliance with all applicable laws and regulations is a fundamental requirement in the Group's operations and the cornerstone of the Group's steady development. The Group is deeply aware that breaches of laws and regulations will bring a multifaceted negative impact on the Group, including disruption of business operations, damage to the Group's reputation, potential penalties and possible legal action. With the continuous improvement and gradual refinement of various national laws, regulations and policies, the Group has always regarded compliance as the top priority. We have developed and implemented a series of internal policies and systems to ensure that our business operations comply with relevant laws and regulations. The Legal Department is responsible for overseeing the compliance of the Group's day-to-day efforts, ensuring that policies and procedures comply with legal requirements and managing potential risks. To strengthen oversight, the Board reviews the Group's compliance performance annually to ensure the effective operation of the compliance management system.

During the Year, there were no confirmed incidents of non-compliance with relevant laws and regulations.

合規管理

遵守所有適用的法律及法規是本集團營運中的基本要求，也是維持本集團穩健發展的基石。本集團深刻認識到，違反法律及規例將為本集團帶來多方面的負面影響，包括業務營運中斷、本集團信譽受損、潛在刑罰，以及可能面臨法律訴訟等。隨着各類國家法律法規政策的不斷完善和逐步細化，本集團始終將合規視為重中之重。我們已制定並實施一系列內部政策及制度，確保業務營運符合相關法律和規例。法務部負責監督本集團在合規方面的日常工作，確保各項政策和流程符合法律要求，並對潛在風險進行管控。為了加強監督，董事會每年定期審閱本集團的合規表現，確保合規管理體系的有效運行。

本年度，本集團並沒有違反相關的法例及規則。

Laws and Regulations that Have a Significant Impact and Related Aspects

有重大影響的法律及規例以及相關層面

Aspects 層面	Laws and Regulations that Have a Significant Impact 有重大影響的法律及規例
Environment 環境	"Environmental Protection Law of the People's Republic of China" 《中華人民共和國環境保護法》 "Environmental Impact Assessment Law of the People's Republic of China" 《中華人民共和國環境影響評價法》 "Atmospheric Pollution Prevention and Control Law of the People's Republic of China" 《中華人民共和國大氣污染防治法》 "Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste" 《中華人民共和國固體廢物污染環境防治法》 "Law of the People's Republic of China on the Prevention and Control of Water Pollution" 《中華人民共和國水污染防治法》 "Energy Conservation Law of the People's Republic of China" 《中華人民共和國節約能源法》 "Law of the People's Republic of China on Prevention and Control of Soil Contamination" 《中華人民共和國土壤污染防治法》

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Aspects

層面

Laws and Regulations that Have a Significant Impact

有重大影響的法律及規例

Employment

僱傭

"Integrated Wastewater Discharge Standard" (GB8978-1996)
 《污水綜合排放標準》(GB8978-1996)
 "Wastewater Quality Standards for Discharge to Municipal Sewers" (GB/T31962-2015)
 《污水排入城鎮下水道水質標準》(GB/T31962-2015)
 "Air Pollution Control Ordinance" (Chapter 311 of the Laws of Hong Kong)
 《空氣污染管制條例》(香港法例第311條)
 "Dangerous Goods Ordinance" (Chapter 295 of the Laws of Hong Kong)
 《危險品條例》(香港法例第295條)
 "Waste Disposal Ordinance" (Chapter 354 of the Laws of Hong Kong)
 《廢物處置條例》(香港法例第354條)
 "Water Pollution Control (General) Regulations" (Chapter 358 of the Laws of Hong Kong)
 《水污染管制(一般)規例》(香港法例第358條)
 "United Nations Global Compact"
 《聯合國全球契約》

"Labour Law of the People's Republic of China"
 《中華人民共和國勞動法》
 "Labour Contract Law of the People's Republic of China"
 《中華人民共和國勞動合同法》
 "Company Law of the People's Republic of China"
 《中華人民共和國公司法》
 "Social Insurance Law of the People's Republic of China"
 《中華人民共和國社會保險法》
 "Provision on the Prohibition of Using Child Labour"
 《禁止使用童工規定》
 "Law of the People's Republic of China on the Protection of Minors"
 《中華人民共和國未成年人保護法》
 "Convention concerning Discrimination in Respect of Employment and Occupation"
 《消除就業和職業歧視公約》
 "Employment Ordinance" (Chapter 57 of the Laws of Hong Kong)
 《僱傭條例》(香港法例第57章)
 "Law of the People's Republic of China on the Prevention and Control of Occupational Diseases"
 《中華人民共和國職業病防治法》
 "Special Rules on the Labour Protection of Female Employees"
 《女職工勞動保護特別規定》
 "Law of the People's Republic of China on the Protection of Rights and Interests of Women"
 《中華人民共和國婦女權益保障法》
 "United Nations Global Compact"
 《聯合國全球契約》

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Aspects 層面	Laws and Regulations that Have a Significant Impact 有重大影響的法律及規例
Health and Safety 健康與安全	<p>"Labour Law of the People's Republic of China" 《中華人民共和國勞動法》</p> <p>"Occupational Safety and Health Ordinance" (Chapter 509 of the Laws of Hong Kong) 《職業安全及健康條例》(香港法例第509條)</p>
Product Responsibility and Service Quality 產品責任及服務品質	<p>"Regulation on Realty Management" 《物業管理條例》</p> <p>"Cybersecurity Law of the People's Republic of China" 《中華人民共和國網絡安全法》</p> <p>"Administrative Measures for the Graded Protection of Information Security" 《信息安全等級保護管理辦法》</p> <p>"Law of the People's Republic of China on the Protection of Consumer Rights and Interests" 《中華人民共和國消費者權益保護法》</p> <p>"Copyright Law of the People's Republic of China" 《中華人民共和國著作權法》</p> <p>"Trademark Law of the People's Republic of China" 《中華人民共和國商標法》</p> <p>"Patent Law of the People's Republic of China" 《中華人民共和國專利法》</p> <p>"Advertising Law of the People's Republic of China" 《中華人民共和國廣告法》</p> <p>"Data Security Law of the People's Republic of China" 《中華人民共和國數據安全法》</p> <p>"Personal Information Protection Law of the People's Republic of China" 《中華人民共和國個人信息保護法》</p> <p>"Personal Information Security Specification" 《個人信息安全規範》</p> <p>"Measures for Data Cross-Border Transfer Security Assessment" 《數據出境安全評估辦法》</p> <p>"Regulations on the Administration of Commercial Encryption Code" 《商用密碼管理條例》</p> <p>"Cryptography Law of the People's Republic of China" 《中華人民共和國密碼法》</p> <p>"Regulations on the Management of Online Data Security (Draft for Solicitation of Comments)" 《網路資料安全管理條例(徵求意見稿)》</p> <p>"Regulations on the Security Protection of Critical Information Infrastructure" 《關鍵資訊基礎設施安全保護條例》</p>

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Aspects 層面	Laws and Regulations that Have a Significant Impact 有重大影響的法律及規例
	<p>"Cybersecurity Review Measures"</p> <p>《網路安全審查辦法》</p> <p>"Product Quality Law of People's Republic of China"</p> <p>《中華人民共和國產品品質法》</p> <p>"Personal Data (Privacy) Ordinance" (Chapter 486 of the Laws of Hong Kong)</p> <p>《個人資料(私隱)條例》(香港法例第486條)</p> <p>"National Security Law of the People's Republic of China"</p> <p>《中華人民共和國國家安全法》</p>
Anti-corruption 反貪污	<p>"Criminal Law of the People's Republic of China"</p> <p>《中華人民共和國刑法》</p> <p>"Oversight Law of the People's Republic of China"</p> <p>《中華人民共和國監察法》</p> <p>"Company Law of the People's Republic of China"</p> <p>《中華人民共和國公司法》</p> <p>"Anti-Money Laundering Law of the People's Republic of China"</p> <p>《中華人民共和國反洗錢法》</p> <p>"Anti-Unfair Competition Law of the People's Republic of China"</p> <p>《中華人民共和國反不正當競爭法》</p> <p>"Interim Provisions on the Prohibition of Commercial Bribery"</p> <p>《關於禁止商業賄賂行為的暫行規定》</p> <p>"Prevention of Bribery Ordinance (Chapter 201 of the Laws of Hong Kong)"</p> <p>《防止賄賂條例》(香港法例第201條)</p> <p>"United Nations Global Compact"</p> <p>《聯合國全球契約》</p>

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環境、社會及管治報告

OVERVIEW OF KEY PERFORMANCE INDICATORS 關鍵績效指標概覽

Environmental KPIs^{5,6}

環境關鍵績效指標^{5,6}

		2024				2023			
		Headquarter Office 總部辦公室	Commercial Projects 商業項目	Residential Projects 住宅項目	Consolidated Result 綜合結果	Headquarter Office 總部辦公室	Commercial Projects 商業項目	Residential Projects 住宅項目	Consolidated Result 綜合結果
Greenhouse Gas Emissions⁷	溫室氣體排放量⁷								
Scope 1 — Direct greenhouse gas emissions (tCO ₂ e) ^{8,9}	範圍1 — 直接溫室氣體排放 (公噸二氧化碳當量) ^{8,9}	4.75	5,598.60 ⁹	122.66	5,726.01	8.03	665.85	160.78	834.66
Scope 2 — Indirect greenhouse gas emissions (tCO ₂ e) ¹⁰	範圍2 — 間接溫室氣體排放 (公噸二氧化碳當量) ¹⁰	59.83	5,527.48	6,290.42	11,877.73	140.32	3,842.57	7,794.04	11,776.93
Total greenhouse gas emissions (tCO ₂ e)	總排放量 (公噸二氧化碳當量)	64.58	11,126.08	6,413.08	17,603.74	148.35	4,508.42	7,954.82	12,611.59
Greenhouse gas emissions intensity (tCO ₂ e/sq.m.)	溫室氣體排放密度 (公噸二氧化碳當量/平方米)	0.03	1.03	0.17	0.35	0.07	0.42	0.17	0.21

⁵ Unless otherwise stated, the environmental data for the Year includes the office area, non-outsourced canteen and staff dormitory of each operation site.

⁶ In order to provide a more comprehensive picture of our ESG performance, the collection of 2023 environmental data has been expanded to all commercial and residential projects in the Yangtze River Delta Economic Zone and the West Taiwan Strait Economic Zone. For specific data collection scope, please refer to the section headed "About this Report".

⁷ Greenhouse gas emissions refer to "How to prepare an ESG Report — Appendix 2: Reporting Guidance on Environmental KPIs" by the Stock Exchange for calculation. Additionally, electricity emissions calculation adopts the National Average Emission Factor for Electricity published by the Ministry of Ecology and Environment of the People's Republic of China in 2023; The heat power emission factor adopts 0.11 tCO₂ /GJ.

⁸ Scope 1 — Direct greenhouse gas emissions include greenhouse gas emissions from the combustion of fuels from stationary and mobile sources, as well as hydrofluorocarbons and perfluorocarbons from refrigerants and fire extinguishing systems within the reporting scope.

⁹ Compared with 2023, some commercial projects refilled their property systems with fire extinguishing agents during the Year, resulting in a larger change in Scope 1 — Direct greenhouse gas emissions.

¹⁰ Scope 2 — Indirect greenhouse gas emissions include indirect greenhouse gas emissions from purchased electricity and purchased heat within the reporting scope.

⁵ 除另有說明外，本年度環境數據範圍包括各營運點的辦公區域、非外包食堂及員工宿舍。

⁶ 為了更全面地呈現我們在環境、社會及管治工作方面的表現，二零二三年度環境數據的收集範圍擴大到長三角區域及海峽西岸區域所有商業及住宅項目。具體數據收集範圍可參考「關於本報告」章節。

⁷ 溫室氣體排放量參考聯交所《如何準備環境、社會及管治報告 — 附錄二：環境關鍵績效指標匯報指引》計算。此外，電力排放採用中華人民共和國生態環境部二零二三年最新發佈的國家電力平均排放因子計算；熱力排放係數採用0.11噸二氧化碳/吉焦計算。

⁸ 範圍1 — 直接溫室氣體排放包括報告範圍內的固定源及流動源的燃料燃燒所致的溫室氣體排放、以及來自製冷劑及滅火系統的氫氟碳化物及全氟化碳排放。

⁹ 對比二零二三年，部份商業項目本年度為物業系統重新填充滅火劑，因此範圍1 — 直接溫室氣體排放的改變波幅較大。

¹⁰ 範圍2 — 間接溫室氣體排放包括報告範圍內由外購電力及外購熱力所產生的間接溫室氣體排放。

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		2024				2023			
		Headquarter Office	Commercial Projects	Residential Projects	Consolidated Result	Headquarter Office	Commercial Projects	Residential Projects	Consolidated Result
Total Air Pollutants ¹¹	空氣污染物 ¹¹	總部辦公室	商業項目	住宅項目	綜合結果	總部辦公室	商業項目	住宅項目	綜合結果
Nitrogen oxides (kg) ¹²	氮氧化物(千克) ¹²	0.67	381.21	28.24	410.12	1.31	4.90	0.25	42.46
Sulfur oxides (kg)	硫氧化物(千克)	0.03	0.23	0.14	0.40	0.04	0.19	0.10	0.33
Particulate matter (kg)	可吸入懸浮粒子(千克)	0.05	2.28	0.63	2.96	0.10	2.07	0.65	2.82

		2024				2023			
		Headquarter Office	Commercial Projects	Residential Projects	Consolidated Result	Headquarter Office	Commercial Projects	Residential Projects	Consolidated Result
Energy Consumption	能源消耗量	總部辦公室	商業項目	住宅項目	綜合結果	總部辦公室	商業項目	住宅項目	綜合結果
Natural gas (MWh)	天然氣(兆瓦時)	–	1,877.54	104.45	1,981.99	–	2,207.48	91.70	2,299.18
Diesel (MWh)	柴油(兆瓦時)	–	0.26	5.00	5.26	–	0.26	9.20	9.46
Petrol (MWh)	汽油(兆瓦時)	17.29	148.81	76.64	242.74	29.24	124.38	51.10	204.72
Liquefied petroleum gas (MWh)	液化石油氣(兆瓦時)	–	–	270.23	270.23	–	–	290.86	290.86
Purchased heat power (MWh)	外購熱力(兆瓦時)	–	135.14	–	135.14	–	135.86	–	135.86
Purchased electricity (MWh)	外購電力(兆瓦時)	111.50	10,300.93	11,722.74	22,135.17	246.05	6,643.47	13,666.56	20,556.08
Total energy consumption (MWh)	能源總耗量(兆瓦時)	128.79	12,462.68	12,179.06	24,770.53	275.29	9,111.45	14,109.42	23,496.16
Energy consumption intensity (MWh/sq.m.)	能源密度(兆瓦時/平方米)	0.06	1.16	0.33	0.49	0.13	0.85	0.29	0.39

¹¹ The emission factors refer to the Stock Exchange's "How to prepare an ESG Report — Appendix 2: Reporting Guidance on Environmental KPIs", "General Principles for Calculation of the Comprehensive Energy Consumption (GB/T 2589-2020)" and "AP42: Compilation of Air Pollutants Emissions Factors" promulgated by the United States Environmental Protection Agency.

¹² Optimised data collection of air emission resulted in higher reported nitrogen oxides emission in 2023. The figure has been restated to reflect the actual situation in the reporting period.

¹¹ 排放因子參考聯交所《如何準備環境、社會及管治報告 — 附錄二：環境關鍵績效指標匯報指引》、《綜合能耗計算通則(GB/T 2589-2020)》、美國國家環境保護局《AP42：空氣污染物排放因子匯編》。

¹² 經優化的廢氣排放量數據收集方法，導致二零二三年匯報的氮氧化物排放量較高。數據已重列以反映報告期間的實際情況。

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		2024				2023			
		Headquarter Office	Commercial Projects	Residential Projects	Consolidated Result	Headquarter Office	Commercial Projects	Residential Projects	Consolidated Result
Total Water Consumption	水消耗量	總部辦公室	商業項目	住宅項目	綜合結果	總部辦公室	商業項目	住宅項目	綜合結果
Total water consumption (m ³) ¹³	總耗水量 (立方米) ¹³	887.33	166,452.70	295,015.20	462,355.23	959.27	207,290.70	384,343.85	592,593.82
Water consumption intensity (m ³ /sq.m.) ¹³	耗水密度(立方米/ 平方米) ¹³	0.44	15.48	7.89	9.22	0.46	19.33	8.01	9.74
		2024				2023			
		Headquarter Office	Commercial Projects	Residential Projects	Consolidated Result	Headquarter Office	Commercial Projects	Residential Projects	Consolidated Result
Waste Generation	廢棄物產生量	總部辦公室	商業項目	住宅項目	綜合結果	總部辦公室	商業項目	住宅項目	綜合結果
Total non-hazardous waste (tonnes) ¹⁴	無害廢棄物總量 (公噸) ¹⁴	6.95	55.07	33.17	95.19	6.95	70.77	41.51	119.23
Non-hazardous waste intensity (tonnes/000 sq.m.)	無害廢棄物密度 (公噸/千平方米)	0.003	0.01	0.001	0.002	3.30	6.60	0.86	1.96
Total hazardous waste (kg) ¹⁴	有害廢棄物總量 (千克) ¹⁴	72.00	13.90	429.16	515.06	72.00	26.63	425.75	524.38
Hazardous waste intensity (kg/000 sq.m.)	有害廢棄物密度 (千克/千平方米)	0.04	0.001	0.01	0.01	34.17	2.48	8.87	8.62

¹³ The total water consumption and water intensity data for 2023 have been updated and restated.

¹⁴ All types of hazardous and non-hazardous waste are disposed of by the relevant qualified contractors.

¹³ 二零二三年的總耗水量及耗水密度數據經計算方法更新後重列。

¹⁴ 各類型有害及無害廢棄物均交由相關合資格承辦商處理。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Social KPIs¹⁵

社會關鍵績效指標¹⁵

		2024				2023			
		Headquarter Office	Commercial Projects	Residential Projects	Consolidated Result	Headquarter Office	Commercial Projects	Residential Projects	Consolidated Result
Number of employees ¹⁶ 僱員人數 ¹⁶		總部辦公室	商業項目	住宅項目	綜合結果	總部辦公室	商業項目	住宅項目	綜合結果
Gender 性別	Male 男性	47	434	1,655	2,136	60	470	1,649	2,179
	Female 女性	50	186	898	1,134	61	193	962	1,216
Age 年齡	Below 30 30歲以下	18	182	602	802	20	257	623	900
	30–50 30–50歲	73	418	1,552	2,043	95	386	1,680	2,161
	Over 50 50歲以上	6	20	399	425	6	20	308	334
Geographical regions 地區	Hong Kong 香港	2	0	0	2	–	–	–	–
	Mainland China 中國內地	95	620	2,553	3,268	121	663	2,611	3,395
Total 總數		97	620	2,553	3,270	121	663	2,611	3,395

¹⁵ The scope of social data collection expanded during the Year, with data from Hong Kong headquarter office being disclosed for the first time in 2024. For specific data collection scope, please refer to the section headed “About this Report”. The social KPIs for the Year were disclosed and calculated with reference to the Stock Exchange’s “How to prepare an ESG Report — Appendix 3: Reporting Guidance on Social KPIs”.

¹⁶ During 2024 reporting period, all employees within the reporting scope of the Group were full-time employees located in Hong Kong and the Mainland China. During 2023 reporting period, all employees within the reporting scope of the Group were full-time employees located in the Mainland China.

¹⁵ 本年度社會數據的收集範圍擴大，新增香港總部辦公室數據，該數據於二零二四年首次披露，並併入總部辦公室。具體數據收集範圍可參考「關於本報告」章節。本年度社會關鍵績效指標參照聯交所《如何編備環境、社會及管治報告 — 附錄三：社會關鍵績效指標匯報指引》進行披露和計算。

¹⁶ 於二零二四報告期間，本集團報告範圍的所有員工為位於香港和中國內地的全職員工。於二零二三報告期間，本集團報告範圍的所有員工為位於中國內地的全職員工。

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		2024				2023			
		Headquarter Office	Commercial Projects	Residential Projects	Consolidated Result	Headquarter Office	Commercial Projects	Residential Projects	Consolidated Result
Turnover Rate of Employees ¹⁷	僱員流失率 ¹⁷	總部辦公室	商業項目	住宅項目	綜合結果	總部辦公室	商業項目	住宅項目	綜合結果
Gender 性別	Male 男性	25%	39%	74%	66%	52%	60%	76%	72%
	Female 女性	22%	37%	58%	53%	34%	45%	63%	59%
Age 年齡	Below 30 30歲以下	17%	57%	127%	109%	55%	56%	119%	100%
	30-50 30-50歲	27%	32%	52%	47%	43%	58%	59%	58%
	Over 50 50歲以上	0%	15%	43%	41%	0%	15%	43%	41%
Geographical regions 地區	Hong Kong 香港	0%	-	-	-	-	-	-	-
	Mainland China 中國內地	23%	39%	68%	61%	43%	56%	71%	67%
Total 總數		23%	39%	68%	61%	43%	56%	71%	67%

¹⁷ The turnover rate for each category of employees = the number of resigned employees during the Year of that category/the number of employees of that category.

¹⁷ 各類別員工的流失比率=該類別員工全年的流失人數/該類別員工人數。

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		2024				2023			
		Headquarter Office	Commercial Projects	Residential Projects	Consolidated Result	Headquarter Office	Commercial Projects	Residential Projects	Consolidated Result
Health and Safety ¹⁸ 健康與安全 ¹⁸		總部辦公室	商業項目	住宅項目	綜合結果	總部辦公室	商業項目	住宅項目	綜合結果
Number of work-related injuries	因工受傷人數	1	4	25	30	0	6	26	32
Lost day due to work injuries	因工傷損失 工作日數	30	44	532	606	0	92	365	457

		2024				2023			
		Headquarter Office	Commercial Projects	Residential Projects	Consolidated Result	Headquarter Office	Commercial Projects	Residential Projects	Consolidated Result
Percentage of Employees Trained ¹⁹ 受訓僱員百分比 ¹⁹		總部辦公室	商業項目	住宅項目	綜合結果	總部辦公室	商業項目	住宅項目	綜合結果
Gender 性別	Male 男性	96%	99%	100%	99%	100%	98%	98%	98%
	Female 女性	94%	93%	100%	98%	97%	90%	92%	92%
Grade 職級	Senior management 高級管理人員	90%	100%	100%	95%	91%	100%	100%	95%
	Middle management 中級管理人員	83%	96%	89%	91%	100%	79%	63%	85%
	General staff 一般員工	97%	97%	100%	99%	99%	96%	96%	96%
Total 總數		95%	97%	100%	99%	98%	95%	96%	96%

¹⁸ In the past three years, there were no work-related fatality cases in the Group.

¹⁹ The calculation of the percentage of employees trained in 2024 only takes into account the employees who were still serving as at 31 December 2024. Percentage of employees trained in each category = number of employees trained in the category for the year/number of employees in the category * 100.

¹⁸ 過去三年，本集團並未發生因工死亡事件。

¹⁹ 二零二四年受訓僱員百分比計算僅考慮於二零二四年十二月三十一日仍然任職的員工。各類別的受訓僱員百分比=該類別員工全年的受訓人數／該類別員工人數*100。

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		2024				2023			
		Headquarter Office	Commercial Projects	Residential Projects	Consolidated Result	Headquarter Office	Commercial Projects	Residential Projects	Consolidated Result
Average Training Hours per Employee (hours) ²⁰	僱員平均培訓 時間(小時) ²⁰	總部辦公室	商業項目	住宅項目	綜合結果	總部辦公室	商業項目	住宅項目	綜合結果
Gender 性別	Male 男性	7.6	21.5	49.4	42.8	6.2	53.9	38.8	41.2
	Female 女性	10.4	19.7	48.4	42.0	8.6	58.2	37.5	39.3
Grade 職級	Senior management 高級管理人員	3.2	40.3	9.3	18.2	2.1	57.7	48.0	24.5
	Middle management 中級管理人員	7.8	29.5	16.0	21.2	4.7	37.2	30.0	22.5
	General staff 一般員工	10.0	20.3	49.2	43.0	8.6	55.7	38.3	40.8
Total 總數		9.0	21.0	49.0	42.5	7.4	55.2	38.3	40.5

		2024				2023			
		Headquarter Office	Commercial Projects	Residential Projects	Consolidated Result	Headquarter Office	Commercial Projects	Residential Projects	Consolidated Result
Number of Suppliers ²¹	供應商數量 ²¹	總部辦公室	商業項目	住宅項目	綜合結果	總部辦公室	商業項目	住宅項目	綜合結果
Bohai Rim Economic Zone	環渤海經濟圈	0	53	367	420	0	62	367	429
Guangdong-Hong Kong- Macao Greater Bay Area	粵港澳大灣區	5	0	0	5	0	0	0	0
West Taiwan Strait Economic Zone	海峽西岸經濟圈	4	50	251	305	0	173	251	424
Yangtze River Delta Economic Zone	長三角經濟圈	46	123	169	338	55	69	151	275
Others	其他	0	0	8	8	0	0	0	0
Total	總數	55	226	795	1,076	55	304	769	1,128

²⁰ Average number of training hours of employees of each category = training hours of employees in the category for the year/number of employees in the category.

²¹ The Group determined the location of suppliers for the division based on the main locations where they provide products and services.

²⁰ 各類別的僱員平均培訓時數=該類別員工全年的受訓時數/該類別員工人數。

²¹ 本集團根據供應商提供產品及服務的主要地點，釐定供應商的位置劃分。

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ESG REPORTING GUIDE CONTENT INDEX

環境、社會及管治報告內容索引

Aspects 層面	Description 內容	Index/Note 索引／備註
A1. Emissions		
A.1 排放物		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and hazardous and non-hazardous waste.	Advocacy for Green Development — Energy and Greenhouse Gas Emissions; Advocacy for Green Development — Emissions; Compliance Management
一般披露	有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	倡導綠色發展 — 能源及溫室氣體排放； 倡導綠色發展 — 排放物； 合規管理
A1.1	The types of emissions and respective emissions data.	Advocacy for Green Development — Energy and Greenhouse Gas Emissions; Advocacy for Green Development — Emissions; Overview of Key Performance Indicators — Environmental KPIs
A1.1	排放物種類及相關排放數據。	倡導綠色發展 — 能源及溫室氣體排放； 倡導綠色發展 — 排放物； 關鍵績效指標概覽 — 環境關鍵績效指標

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Aspects 層面	Description 內容	Index/Note 索引／備註
A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and intensity.	Advocacy for Green Development — Energy and Greenhouse Gas Emissions; Overview of Key Performance Indicators — Environmental KPIs
A1.2	直接（範圍1）及能源間接（範圍2）溫室氣體排放量（以噸計算）及密度。	倡導綠色發展 — 能源及溫室氣體排放； 關鍵績效指標概覽 — 環境關鍵績效指標
A1.3	Total hazardous waste produced (in tonnes) and intensity.	Overview of Key Performance Indicators — Environmental KPIs
A1.3	所產生有害廢棄物總量（以噸計算）及密度。	關鍵績效指標概覽 — 環境關鍵績效指標
A1.4	Total non-hazardous waste produced (in tonnes) and intensity.	Overview of Key Performance Indicators — Environmental KPIs
A1.4	所產生無害廢棄物總量（以噸計算）及密度。	關鍵績效指標概覽 — 環境關鍵績效指標
A1.5	Description of emission target(s) set and steps taken to achieve them.	Advocacy for Green Development — Energy and Greenhouse Gas Emissions
A1.5	描述所訂立的排放量目標及為達到這些目標所採取的步驟。	倡導綠色發展 — 能源及溫室氣體排放
A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Advocacy for Green Development — Emissions
A1.6	描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟	倡導綠色發展 — 排放物

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Aspects 層面	Description 內容	Index/Note 索引／備註
A2. Use of Resources		
A.2 資源使用		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Advocacy for Green Development — Green Operations; Advocacy for Green Development — Water Resources Utilisation
一般披露	有效使用資源(包括能源、水及其他原材料)的政策。	倡導綠色發展 — 綠色營運; 倡導綠色發展 — 水資源利用
A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity.	Overview of Key Performance Indicators — Environmental KPIs
A2.1	按類型劃分的直接及／或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度。	關鍵績效指標概覽 — 環境關鍵績效指標
A2.2	Water consumption in total and intensity.	Advocacy for Green Development — Water Resource Utilisation; Overview of Key Performance Indicators — Environmental KPIs
A2.2	總耗水量及密度。	倡導綠色發展 — 水資源利用; 關鍵績效指標概覽 — 環境關鍵績效指標
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Advocacy for Green Development — Energy and Greenhouse Gas Emissions
A2.3	描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	倡導綠色發展 — 能源及溫室氣體排放

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Aspects 層面	Description 內容	Index/Note 索引／備註
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Advocacy for Green Development — Water Resource Utilisation There is no issue in sourcing water that is fit for purpose by the Group.
A2.4	描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	倡導綠色發展 — 水資源利用 本集團在求取適用水源上並無任何問題。
A2.5	Total packaging material used for finished products (in tonnes) and per unit produced.	As the Group is not a manufacturing enterprise, the nature of its business does not involve the use of packaging materials.
A2.5	製成品所用包裝材料的總量（以噸計算）及每生產單位估量。	本集團並非製造業企業，因此業務性質不涉及包裝材料的使用。
A3. The Environment and Natural Resources		
A.3 環境及天然資源		
General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	Advocacy for Green Development — Green Operations
一般披露	減低發行人對環境及天然資源造成重大影響的政策。	倡導綠色發展 — 綠色營運
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Advocacy for Green Development — Energy and Greenhouse Gas Emissions; Advocacy for Green Development — Water Resource Utilisation; Advocacy for Green Development — Emissions; Advocacy for Green Development — Climate Change The Group's daily operations did not involve activities that have a significant impact on the environment and natural resources.

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Aspects 層面	Description 內容	Index/Note 索引／備註
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。	倡導綠色發展 — 能源及溫室氣體排放； 倡導綠色發展 — 水資源利用； 倡導綠色發展 — 排放物； 倡導綠色發展 — 氣候變化 本集團的日常營運並不涉及對環境及天然資源造成重大影響的活動。
A4. Climate Change		
A4. 氣候變化		
General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Advocacy for Green Development — Climate Change
一般披露	識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	倡導綠色發展 — 氣候變化
A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Advocacy for Green Development — Climate Change
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。	倡導綠色發展 — 氣候變化
B1. Employment		
B1. 僱傭		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to remuneration and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Empowering Outstanding Talents — Employment and Labour Practices; Empowering Outstanding Talents — Recruitment, Retention and Promotion; Empowering Outstanding Talents — Remuneration and Dismissal; Empowering Outstanding Talents — Employee Benefits and Welfare; Compliance Management
一般披露	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	成就卓越人才 — 僱傭及勞工常規； 成就卓越人才 — 招聘、留任及晉升； 成就卓越人才 — 薪酬及解僱； 成就卓越人才 — 員工待遇及福利； 合規管理

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Aspects 層面	Description 內容	Index/Note 索引／備註
B1.1	Total workforce by gender, employment type, age group and geographical region.	Empowering Outstanding Talents — Recruitment, Retention and Promotion; Overview of Key Performance Indicators — Social KPIs
B1.1	按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	成就卓越人才 — 招聘、留任及晉升； 關鍵績效指標概覽 — 社會關鍵績效指標
B1.2	Employee turnover rate by gender, age group and geographical region.	Overview of Key Performance Indicators — Social KPIs
B1.2	按性別、年齡組別及地區劃分的僱員流失比率。	關鍵績效指標概覽 — 社會關鍵績效指標
B2. Health and Safety		
B2. 健康與安全		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Empowering Outstanding Talents — Occupational Health and Safety; Compliance Management
一般披露	有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	成就卓越人才 — 職業健康與安全； 合規管理
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Overview of Key Performance Indicators — Social KPIs
B2.1	過去三年（包括匯報年度）每年因工亡故的人數及比率。	關鍵績效指標概覽 — 社會關鍵績效指標
B2.2	Lost days due to work injury.	Overview of Key Performance Indicators — Social KPIs
B2.2	因工傷損失工作日數。	關鍵績效指標概覽 — 社會關鍵績效指標

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Aspects 層面	Description 內容	Index/Note 索引／備註
B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Empowering Outstanding Talents — Occupational Health and Safety
B2.3	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。	成就卓越人才 — 職業健康與安全
B3. Development and Training		
B3. 發展及培訓		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Empowering Outstanding Talents — Training and Development
一般披露	有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	成就卓越人才 — 培訓與發展
B3.1	The percentage of employees trained by gender and employee category.	Empowering Outstanding Talents — Training and Development; Overview of Key Performance Indicators — Social KPIs
B3.1	按性別及僱員類別劃分的受訓僱員百分比。	成就卓越人才 — 培訓與發展； 關鍵績效指標概覽 — 社會關鍵績效指標
B3.2	The average training hours completed per employee by gender and employee category.	Overview of Key Performance Indicators — Social KPIs
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。	關鍵績效指標概覽 — 社會關鍵績效指標

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Aspects 層面	Description 內容	Index/Note 索引／備註
B4. Labour Standards		
B4. 勞工準則		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Empowering Outstanding Talents — Employment and Labour Practices; Compliance Management
一般披露	有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	成就卓越人才 — 僱傭及勞工常規； 合規管理
B4.1	Description of measures to review employment practices to avoid child and forced labour.	Empowering Outstanding Talents — Employment and Labour Practices
B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。	成就卓越人才 — 僱傭及勞工常規
B4.2	Description of steps taken to eliminate such practices when discovered.	Empowering Outstanding Talents — Employment and Labour Practices
B4.2	描述在發現違規情況時消除有關情況所採取的步驟。	成就卓越人才 — 僱傭及勞工常規
B5. Supply Chain Management		
B5. 供應鏈管理		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Optimising Operational Practices — Supply Chain Management
一般披露	管理供應鏈的環境及社會風險政策。	優化營運慣例 — 供應鏈管理
B5.1	Number of suppliers by geographical region.	Overview of Key Performance Indicators — Social KPIs
B5.1	按地區劃分的供應商數目。	關鍵績效指標概覽 — 社會關鍵績效指標

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B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Optimising Operational Practices — Supply Chain Management
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，以及相關執行及監察方法。	優化營運慣例 — 供應鏈管理
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Optimising Operational Practices — Supply Chain Management
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。	優化營運慣例 — 供應鏈管理
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Optimising Operational Practices — Supply Chain Management
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。	優化營運慣例 — 供應鏈管理
B6. Product Responsibility		
B6. 產品責任		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Optimising Operational Practices — Product Responsibility and Service Quality; Compliance Management
一般披露	有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	優化營運慣例 — 產品責任及服務質素； 合規管理
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	The business nature of the Group does not involve the recall of products
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。	本集團的業務性質並不涉及產品回收。

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Aspects 層面	Description 內容	Index/Note 索引／備註
B6.2	Number of products- and service-related complaints received and how they are dealt with.	Optimising Operational Practices — Product Responsibility and Service Quality
B6.2	接獲關於產品及服務的投訴數目以及應對方法。	優化營運慣例 — 產品責任及服務質素
B6.3	Description of practices relating to observing and protecting intellectual property rights.	Optimising Operational Practices — Product Responsibility and Service Quality
B6.3	描述與維護及保障知識產權有關的慣例。	優化營運慣例 — 產品責任及服務質素
B6.4	Description of quality assurance process and recall procedures.	Optimising Operational Practices — Product Responsibility and Service Quality
		The business nature of the Group does not involve the recall of products.
B6.4	描述質量檢定過程及產品回收程序。	優化營運慣例 — 產品責任及服務質素
		本集團的業務性質並不涉及產品回收。
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Optimising Operational Practices — Product Responsibility and Service Quality
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。	優化營運慣例 — 產品責任及服務質素

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Aspects 層面	Description 內容	Index/Note 索引／備註
B7. Anti-corruption		
B7. 反貪污		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Optimising Operational Practices — Anti-corruption
一般披露	有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	優化營運慣例 — 反貪污
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	During the Year, there were no concluded legal cases regarding corrupt practices brought against the Group and its employees.
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。	本年度，本集團及員工並無涉及已審結貪污訴訟案件。
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Optimising Operational Practices — Anti-corruption
B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。	優化營運慣例 — 反貪污
B7.3	Description of anti-corruption training provided to directors and staff.	Optimising Operational Practices — Anti-corruption
B7.3	描述向董事及員工提供的反貪污培訓。	優化營運慣例 — 反貪污
B8. Community Investment		
B8. 社會投資		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Contribute to Community Development
一般披露	有關以社區參與來瞭解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	貢獻社區建設
B8.1	Focus areas of contribution.	Contribute to Community Development
B8.1	專注貢獻範疇。	貢獻社區建設
B8.2	Resources contributed to the focus area.	Contribute to Community Development
B8.2	在專注範疇所動用資源。	貢獻社區建設



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SCE Intelligent Commercial
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