



中國五礦

五礦地產  
MINMETALS LAND

五礦地產有限公司  
MINMETALS LAND LIMITED

(Incorporated in Bermuda with limited liability)

(於百慕達註冊成立之有限公司)

Stock Code 股份代號: 230



2024 Environmental, Social and Governance Report  
環境、社會及管治報告









# Environmental, Social and Governance Report

環境、社會及管治報告

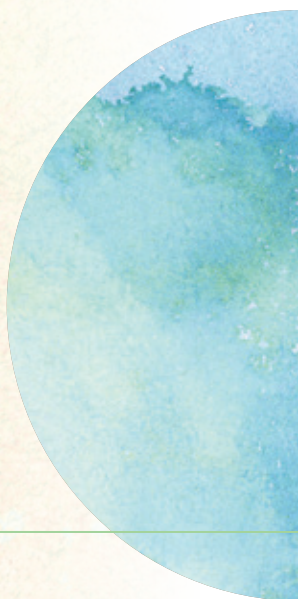


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## ABOUT THIS REPORT

This is the ninth Environmental, Social and Governance Report (the "Report") published by Minmetals Land Limited (the "Company", and together with its subsidiaries, "Minmetals Land", the "Group" or "we"), highlighting the Group's environmental, social and governance ("ESG") policies, initiatives and performance for the period from 1 January 2024 to 31 December 2024 (the "Year"), to enable stakeholders to understand the Group's progress and direction in these areas. This Report is available in Chinese and English on the website of the Stock Exchange of Hong Kong Limited (the "Stock Exchange") and on the Company's website at [www.minmetalsland.com](http://www.minmetalsland.com).

## Reporting Scope

The businesses covered in this Report is the Group's major operating businesses, i.e. real estate development and property management business<sup>1</sup>. The operation scope of this Report covers the Beijing and Hong Kong headquarters offices, the property management projects and real estate development projects in the Pan Bohai Rim<sup>2</sup>, Yangtze Delta<sup>3</sup>, Central China<sup>4</sup>, Chengdu-Chongqing Region<sup>5</sup> and Pearl River Delta<sup>6</sup>. The Group will continue to review and improve the quality of data from other operating locations, and will incorporate additional businesses and operating locations into the reporting scope in due course, thereby gradually enhancing ESG information disclosure.

## 關於本報告

本報告為五礦地產有限公司（「本公司」，連同其附屬公司統稱「五礦地產」、「本集團」或「我們」）發表的第九份《環境、社會及管治報告》（「本報告」），重點闡述本集團於二零二四年一月一日至二零二四年十二月三十一日（「本年度」或「年內」）期間在環境、社會及管治（「ESG」）方面的政策、措施和績效，令各持份者了解本集團於ESG方面的進程及發展方向。本報告備有中文及英文版本，可於香港聯合交易所有限公司（「聯交所」）及本公司網站（[www.minmetalsland.com](http://www.minmetalsland.com)）上閱覽。

## 報告範圍

本報告所涵蓋的業務為本集團的主要營運業務，即房地產發展及物業管理業務<sup>1</sup>。本報告覆蓋的營運範圍包括北京及香港的總部辦公室，環渤海地區<sup>2</sup>、長三角地區<sup>3</sup>、華中地區<sup>4</sup>、成渝地區<sup>5</sup>及珠三角地區<sup>6</sup>的物業管理項目及房地產發展項目。本集團將持續審視及完善其他營運點的數據質量，適時將其他業務及營運點納入報告範圍，逐步完善ESG信息披露。

- 1 Real estate development includes projects and their offices located in the Pan Bohai Rim, Yangtze Delta, Central China, Chengdu-Chongqing Region and Pearl River Delta in which the Group has a 50% or more interest and which are not completed within 2024. Property management includes property projects under management and their offices in the Pan Bohai Rim, Yangtze Delta, Central China and Pearl River Delta.
- 2 Pan Bohai Rim includes operations in Tianjin, Yingkou and Langfang.
- 3 Yangtze Delta includes operations in Nanjing and Suzhou.
- 4 Central China includes operations in Changsha, Xiangtan.
- 5 Chengdu-Chongqing Region includes operations in Chengdu.
- 6 Pearl River Delta includes operations in Guangzhou, Huizhou and Shenzhen.

- 1 房地產發展包括位於環渤海地區、長三角地區、華中地區、成渝地區、珠三角地區，本集團所佔權益為50%及以上，且2024年內未完工的項目及其辦公室。物業管理包括位於環渤海地區、長三角地區、華中地區及珠三角地區的物業在管項目及其辦公室。
- 2 環渤海地區包含天津、營口、廊坊的營運點。
- 3 長三角地區包含南京、蘇州的營運點。
- 4 華中地區包含長沙、湘潭的營運點。
- 5 成渝地區包含成都的營運點。
- 6 珠三角地區包含廣州、惠州、深圳的營運點。



## Reporting Standard

This Report was prepared in accordance with the Environmental, Social and Governance Reporting Guide set out in Appendix C2 of the Rules Governing the Listing of Securities on the Stock Exchange and Appendix 2 of the Reference of ESG Indicators System for ESG Reports of Listed Companies Controlled by Central State-Owned Enterprises of the Project of Special ESG Report Formulation of Listed Companies Controlled by Central Enterprises of the State-owned Assets Supervision and Administration Commission of the State Council (SASAC). A full index is set out in the last section of the Report for inspection.

## 報告準則

本報告根據聯交所《證券上市規則》附錄C2中的《環境、社會及管治報告指引》以及國資委制訂的《央企控股上市公司ESG專項報告編製研究》附錄2中的《央企控股上市公司ESG專項報告參考指標體系》編製。本報告最後一章載有完整索引以供查閱。

| Reporting Standard<br>匯報原則 | Application of the Group<br>本集團的應用  |
|----------------------------|---|
| <b>Materiality</b>         | Based on the results of the materiality assessment from the previous year, the Group's business development, sustainability reporting criteria, industry trend analysis, ESG rating focus, peer group issues and expert assessment, environmental and social issues that have a significant environmental and social impact on the Group's operations and are important to stakeholders are approved by Sustainable Development Committee and reported to the Board of Directors (the "Board"), and disclosure is made on the identification process and results. |
| <b>重要性</b>                 | 以上年度重要性議題評估結果為基礎，結合本集團業務發展、可持續發展報告標準、行業趨勢分析、ESG評級關注重點、同行議題及專家評估，識別本集團營運對環境及社會有重大影響及對持份者而言屬重要的環境及社會議題，由可持續發展委員會批准，並向董事會匯報，並就其識別過程及結果做出披露。  |
| <b>Quantified</b>          | The Group records and calculates quantitative information, where available, and provides comparisons with past performance.   |
| <b>量化</b>                  | 本集團在可行情況下，紀錄及計算量化資料，並提供與過往績效以作比較。   |
| <b>Balanced</b>            | The Group discloses information in an objective and truthful manner to ensure an unbiased presentation of the Group's sustainability performance.   |
| <b>平衡</b>                  | 本集團以客觀、真實的方式披露信息，確保不偏不倚地呈現本集團於可持續發展方面的表現。   |
| <b>Consistency</b>         | The Report adopts a consistent approach to information disclosure. Any changes that may affect comparisons with previously reported information and performance are explained in the Report.  |
| <b>一致性</b>                 | 本報告使用一致的方法披露資訊。如有任何可能影響與過往報告資訊及績效作比較的變更，本報告將作出相應解釋。   |



### Recognition and Approval

All information contained in this Report has been derived from the Group's official documents, statistical data, and management and operational information collected in accordance with the Group's policies. Every effort has been made to ensure the accuracy and reliability of the information presented in this Report. This Report was confirmed and approved by the Board of the Company on 24 April 2025.

### Feedback

If you have any comments or suggestions regarding this Report and the Group's sustainability performance, please contact the Group at the following address:

18th Floor, China Minmetals Tower,  
79 Chatham Road South Tsimshatsui, Kowloon, Hong Kong  
Phone: (852) 2613 6363  
Fax: (852) 2581 9823

### 確認及批准

本報告引用的所有資料均來自本集團的正式文件、統計數據，及其根據本集團制度收集的管理和營運資料，竭力確保本報告所呈現的資料均準確可靠。本報告已於二零二五年四月二十四日由本公司董事會確認及批准。

### 意見反饋

如閣下對本報告和本集團可持續發展表現有任何意見或建議，請透過以下地址與本集團聯絡：

香港九龍尖沙咀漆咸道南79號  
中國五礦大廈18樓  
電話：(852) 2613 6363  
傳真：(852) 2581 9823



## STATEMENT OF THE BOARD

As an integrated real estate enterprise integrating real estate development, professional construction, property investment and property management, Minmetals Land is not only committed to providing quality services, but also actively performing its social responsibility as a state-owned enterprise and incorporating the concept of sustainable development into every segment of its day-to-day operations.

### Taking on the Responsibility of Governance

The Board fully understands the requirements of the Stock Exchange for listed companies to disclose the oversight of ESG matters. The Group clearly stipulates that the Board shall be fully responsible for the supervision and management of sustainable development affairs. To further strengthen the Board's leadership on sustainable development matters, the Group has established a Sustainable Development Committee, which is chaired by the Chairman of the Board and includes the General Manager and Deputy General Manager of Minmetals Land as members. Under the authorisation of the Board, the Sustainable Development Committee is fully responsible for formulating sustainable development strategies, identifying and managing related risks, improving sustainable development performance, and conducting related reporting work. The Committee will also report to the Board regularly on the Group's latest progress in sustainable development.

In addition, the Sustainable Development Committee has set up a Sustainable Development Task Force, which is composed of heads of various departments of the Company. It is mainly responsible for implementing the sustainable development strategy formulated by the committee and coordinating the specific implementation of related work. In order to further enhance the knowledge and capabilities of employees in the field of ESG, the Group continued to employ external consultants during the Year to provide employees with professional ESG-related training to promote the effective advancement and implementation of ESG-related work.

## 董事會聲明

作為一家集房地產開發、專業建築、物業投資及物業管理於一體的綜合性房地產企業，五礦地產不僅致力於提供高品質的服務，更積極履行央企的社會責任，將可持續發展理念深度融入日常營運的各個環節。

### 承擔管治責任

董事會充分理解聯交所對上市公司在ESG事宜披露方面的監管要求。本集團明確由董事會全面負責可持續發展事務的監督與管理。為進一步強化董事會對可持續發展事宜的領導，本集團成立了可持續發展委員會，由董事會主席擔任委員會主席，成員包括五礦地產的總經理及副總經理。在董事會的授權下，可持續發展委員會全權負責制定可持續發展策略、識別及管理相關風險、提升可持續發展表現，並進行相關匯報工作。委員會亦會定期向董事會匯報本集團在可持續發展方面的最新進展。

此外，可持續發展委員會下設可持續發展工作小組，由本公司多個部門的負責人組成，主要負責執行委員會制定的可持續發展策略，並統籌相關工作的具體實施。為進一步提升員工在ESG領域的知識與能力，本年度本集團繼續聘請外部顧問，為員工提供專業的ESG專題培訓，以促進ESG相關工作的有效推進與落實。



### Managing Risks and Opportunities

In the face of an increasingly complex operating environment, the Group fully recognises the importance of managing sustainability risks and seizing relevant opportunities for the Group's business development. The Group has actively responded to sustainable development issues such as climate change, occupational health and safety, supply chain management and customer privacy, and based on the established three lines of defense for risk management, has incorporated various sustainable development issues into the risk assessment system to further strengthen the management of related risks and opportunities. The Board will maintain regular communication with various risk management departments and continuously improve the management mechanism of sustainable development risks. In addition, the Sustainable Development Committee has reviewed and approved the Group's ESG materiality assessment and reported to the Board, which ultimately approved and confirmed the assessment results for the year.

### Sustainable Development Goals

With the deepening of the national "Dual Carbon" target, the role played by the real estate industry in green sustainable development has become increasingly important. As a state-owned enterprise, the Group has actively responded to the national strategy and strived to help the country in achieving the "Carbon Neutral" target through low carbon operation and sustainable development practices. Minmetals Land has successfully obtained the "Green Finance Pre-issuance Stage Certificate" issued by the Hong Kong Quality Assurance Agency, and successfully issued a US\$300 million five-year green sustainability bond. The Board regularly reviews the Group's environmental objectives and their progress, and continuously monitors implementation to lay the foundation for setting more specific quantitative targets in the future. At the same time, the Group has widely promoted the concept of green buildings in its daily operations and actively promoted the implementation of environmental goals by leveraging its professional advantages.

Looking ahead, the Group will always adhere to its original aspirations, shoulder the responsibility of improving the quality of its products and services, and strive to create a model of valuable living, moving towards its vision of becoming an outstanding real estate company with innovative and sustainable development capabilities.

### 管理風險及機遇

面對日益複雜的營運環境，本集團深刻認識到管理可持續發展風險及把握相關機遇對業務發展的重要性。無論是氣候變化、職業健康與安全，還是供應鏈管理及客戶隱私等可持續發展議題，本集團均積極應對，並基於已建立的風險管理三道防線，將各項可持續發展議題納入風險評估體系中，以進一步強化對相關風險及機遇的管理。董事會將與各風險管理部門保持定期溝通，持續完善可持續發展風險的管理機制。此外，可持續發展委員會已審批本集團的ESG議題重要性評估，並向董事會匯報，最終由董事會審批及確認本年度的評估結果。

### 可持續發展目標

隨著國家「雙碳」目標的穩步推進，房地產行業在綠色可持續發展中的角色愈發重要。作為國有企業，本集團積極響應國家戰略，致力於通過低碳運營和可持續發展實踐，助力實現「碳中和」目標。五礦地產已成功獲得香港品質保證局頒發的「綠色金融認證發行前證書」，並順利發行三億美元五年期的綠色可持續發展債券。董事會定期審查本集團的環境目標及其進展，並持續監測實施情況，為未來制定更具體的量化目標奠定基礎。同時，本集團在日常營運中廣泛推行綠色建築理念，憑藉專業優勢，積極推動環境目標的落實。

展望未來，本集團將始終秉持初心，肩負起提升產品與服務品質的責任，致力於創造價值生活的典範，朝著成為具有創新力與可持續發展能力的優秀房地產企業的願景邁進。



## SUSTAINABILITY GOVERNANCE

### Sustainability Governance Framework and Management Approach

Minmetals Land's governance structure comprises a Sustainable Development Committee, whose responsibilities include continuously improving the Company's sustainability governance structure, overseeing the management and effectiveness of the Company's ESG issues, and ensuring the smooth implementation of relevant policies and initiatives in different business areas and units. The Sustainable Development Committee of the Company is divided into five management areas based on the ESG issues relevant to the Group, including 1) sustainability strategy, 2) sustainability risk, 3) sustainability performance, 4) sustainability reporting, and 5) sustainability bond. The Sustainable Development Committee regularly reports to the Board and provides professional opinions and recommendations for improvement on relevant issues. In addition, the Committee has set up a Sustainable Development Task Force, which is responsible for assisting the Committee in implementing and executing various sustainable development-related tasks.

## 可持續發展管治

### 可持續發展管治架構及管理方針

五礦地產的管治架構中設有可持續發展委員會，其職責包括持續改進本公司可持續發展管治架構，監督公司在ESG事務上的管理工作與成效，並確保相關政策和措施在不同的業務範疇和單位中順利實施。本公司的可持續發展委員會按照與集團相關的ESG議題劃分為五大管理範疇，包括：1) 可持續發展策略、2) 可持續發展風險、3) 可持續發展表現、4) 可持續發展匯報，以及5) 可持續發展債券。可持續發展委員會定期向董事局匯報，並就相關事宜提出專業的觀點及改善意見。此外，委員會下設可持續發展工作小組，負責協助委員會落實並執行各項可持續發展相關工作。

## ESG Risk Assessment

The Group understands that the management of ESG risks has become an essential component of corporate risk management and sustainable development. Based on the characteristics of the industry in which the Group operates, we have systematically carried out the identification and assessment of major ESG risks to ensure that potential challenges at the ESG level are fully covered in risk management. The Group's key ESG risks are as set out below:

## ESG風險評估

本集團深明ESG風險管理已成為企業風險管理以及可持續發展的重要組成部分。基於本集團所處的行業特性，我們已系統性地開展了重大ESG風險的識別與評估工作，以確保在風險管理中全面涵蓋ESG層面的潛在挑戰。本集團面臨的主要ESG風險載列如下：

| Risk factor<br>風險因子   | Description<br>風險描述  | The Group's response/plan<br>本集團的應對措施／計劃  |
|-----------------------|--|---|
| <b>Climate change</b> | Frequent and severe extreme weather events and ever-changing climate patterns may affect the Group's operations. Minmetals Land needs to re-examine its responses to climate risks, including ongoing assessment of climate change risks, developing action plans to address them, and reducing potential operating costs (e.g., maintenance and insurance premiums) arising from extreme weather. | <ul style="list-style-type: none"> <li>Study the development of a property portfolio climate risk assessment</li> <li>Set carbon reduction targets and strive for long-term carbon reduction</li> <li>Monitor and reduce carbon emissions from the construction process and implicit carbon emissions from key building materials</li> </ul>  |
| <b>氣候變化</b>           | 頻繁及嚴重影響的極端天氣事件和不斷變化的氣候模式可影響本集團的營運。五礦地產需重新檢視其於氣候風險的應對，包括對氣候變化風險的持續評估，制訂應對行動計劃，減低極端天氣的潛在營運成本（例如維修及保險保費）。   | <ul style="list-style-type: none"> <li>研究開展物業組合氣候風險評估</li> <li>制定減碳目標，致力於長期減碳</li> <li>監察並減少施工過程碳排放以及主要建築材料產生的隱含碳排放</li> </ul>  |
| <b>Cyber security</b> | With the development of cloud technology, big data, Internet of Things, artificial intelligence and other technologies in the real estate industry, cyber attacks may lead to business interruption, data leakage, and reputational and/or financial loss for the Company.   | <ul style="list-style-type: none"> <li>Conduct regular information security audits and network security tests</li> <li>Provide training to employees to enhance information security awareness</li> <li>Establish a cybersecurity incident response plan to deal with cyber attacks that may threaten the Company's business</li> <li>Contract with third-party data processors to stipulate the confidentiality obligations to be fulfilled</li> </ul> |
| <b>網絡安全</b>           | 隨著雲技術、大數據、物聯網、人工智慧等技術於房地產業內的發展，網絡攻擊可能導致本集團業務中斷、數據外洩、公司聲譽受損及／或財務損失。   | <ul style="list-style-type: none"> <li>定期進行信息安全審查，開展網絡安全測試</li> <li>為員工提供培訓以加強信息安全意識</li> <li>設立網絡安全事故應變方案處理可能威脅本公司業務的網絡攻擊</li> <li>與第三方數據處理商訂立合約時訂明須履行的保密責任</li> </ul>   |



| Risk factor<br>風險因子           | Description<br>風險描述  | The Group's response/plan<br>本集團的應對措施／計劃  |
|-------------------------------|--|---|
| Low-carbon economy<br>低碳經濟    | <p>The trend of low-carbon economy will affect policies, credit markets, customers and consumers' choices. If the Company fails to respond to changes in the external regulatory environment and markets, including carbon taxes, carbon trading, laws and regulations, and consumer preferences for green buildings, it will result in financial, market, reputational and operational losses.</p> <p>低碳經濟發展趨勢將會影響政策、信貸市場、客戶及消費者選擇。如公司未能應對外部監管環境及市場的變化，包括碳稅、碳交易、法律法規、消費者對綠色建築偏好等，將遭受財務、市場、聲譽及營運等方面的損失。</p>  | <ul style="list-style-type: none"> <li>Maintain communication with regulatory authorities on ESG-related policies and closely monitor policy developments</li> <li>Actively promote the use of renewable energy for power supply in real estate development projects to provide green and low-carbon energy to property owners and tenants</li> </ul> <p>就ESG相關政策與監管部門保持溝通，密切留意政策動態</p> <p>積極推進房地產發展項目採用可再生能源供電，為業主和租戶提供綠色低碳能源</p>  |
| Energy and emissions<br>能源和排放 | <p>The Group's property operations result in significant energy consumption, primarily relating to space heating, ventilation, air-conditioning, water heating, lighting, and the use of equipment and appliances. With policy changes towards energy efficiency and emission reduction, and with tenants demanding more efficient building energy usage, Minmetals Land shall implement effective energy management otherwise operating costs and regulatory risks can increase.</p> <p>本集團的物業營運需消耗大量能源，主要與空間供暖、通風、空調、水加熱、照明以及設備和電器的使用有關。隨著政策改變指向節能減排的大方向，及租戶對建築能源的效益要求增高，五礦地產需實施有效的能源管理，否則將會增加營運成本和監管風險。</p> | <ul style="list-style-type: none"> <li>Increase investment in renewable energy</li> <li>Apply smart technology and data analysis to promote energy efficiency retrofitting and technology development so as to enhance the energy efficiency and environmental performance of projects</li> <li>Achieve energy and environmental design certifications (such as "LEED") for projects</li> </ul> <p>增加可再生能源方面的投資</p> <p>應用智能科技和數據分析，推進節能改造和技術研發，提升項目的能源效益及環境表現</p> <p>為項目取得能源與環境設計（如「LEED」）等認證</p> |

## STAKEHOLDER COMMUNICATION

## 持份者溝通

Minmetals Land values the opinions of its stakeholders and recognises the contribution of effective communication with all stakeholders to the Group in obtaining diverse opinions and suggestions from various parties, thereby continuously improving its sustainable development strategy. The Group strives to maintain close communication with internal and external stakeholders through various channels to understand and respond to stakeholders' key concerns about the Group's sustainable development, and further examine potential ESG risks and opportunities in relation to the development of its business strategy.

五礦地產重視持份者的意見，深知與所有持份者進行良好的溝通有助於本集團獲取多方面的意見與建議，進而不斷完善可持續發展戰略。本集團致力於透過多種渠道與內外部持份者保持密切溝通，了解並回應持份者對本集團可持續發展的關注重點，進而審視與自身業務策略發展相關的潛在ESG風險及機遇。

| Major stakeholder<br>主要持份者                                   | Principal communication channel<br>主要溝通渠道  |
|--|--|
| <b>Shareholders and prospective investors</b><br><br>股東及準投資者 | <ul style="list-style-type: none"> <li>Publishing annual and interim results announcements</li> <li>Holding Annual General Meetings</li> <li>Publishing latest Company information on the Company's website</li> <li>發放全年及中期業績公告</li> <li>舉行股東週年大會</li> <li>於公司網站發放最新的公司信息</li> </ul>  |
| <b>Clients</b><br><br>客戶                                     | <ul style="list-style-type: none"> <li>Providing online platforms and social media platforms</li> <li>Setting up a hotline for customer feedback and opinions</li> <li>Customer service center</li> <li>Organising community events for clients</li> <li>Owner seminars</li> <li>提供網絡平台及社交媒體平台</li> <li>設立熱線聆聽客戶反饋及意見</li> <li>客戶服務中心</li> <li>為客戶組織社區活動</li> <li>業主座談會</li> </ul>                       |
| <b>Employees</b><br><br>員工                                   | <ul style="list-style-type: none"> <li>Organising annual and quarterly work meetings</li> <li>Regularly evaluating staff performance</li> <li>Organising training courses and workshops in different areas</li> <li>Holding regular departmental meetings</li> <li>Questionnaires and surveys</li> <li>舉辦年度及季度工作會議</li> <li>定期評估員工表現</li> <li>舉辦不同範疇的培訓課程及工作坊</li> <li>定期舉行部門會議</li> <li>問卷調查</li> </ul> |
| <b>Business partners</b><br><br>業務夥伴                         | <ul style="list-style-type: none"> <li>Organising supplier conferences</li> <li>Brand launches</li> <li>舉辦供應商大會</li> <li>品牌發佈會</li> </ul>  |
| <b>Community and public</b><br>社區及公眾                         | <ul style="list-style-type: none"> <li>Charitable events</li> <li>慈善活動</li> </ul>  |



### Assessing Material Issues

During the Year, the Group identified and defined the material ESG issues for the Year through the following three steps.

### Steps to identify material ESG issues

### 重要議題評估

本年度，本集團透過下列三個步驟，識別及確定年內的重要ESG議題。

### 識別重要議題的步驟

#### Update of the list of ESG issues for 2024 更新2024年度ESG議題清單

- During the Year, the Group identified 25 issues that were most closely related to its business and the impacts by referencing the ESG issues of great concern to its peers and the real estate industry, ESG ratings, and the list of industry material issues for relevant reporting standards, covering four major aspects, namely “environment”, “employment and labour practices”, “operating practices” and “community investment”.
- 本年度，本集團通過參考同行及房地產行業密切關注的ESG議題、ESG評級以及相關報告標準的行業重要性議題清單，識別出了25項與本集團業務及其影響最密切相關的議題，涵蓋「環境」、「僱傭及勞工常規」、「營運慣例」、「社區投資」四大範疇。

#### Identification of ESG issues in order of priority 識別ESG議題優次順序

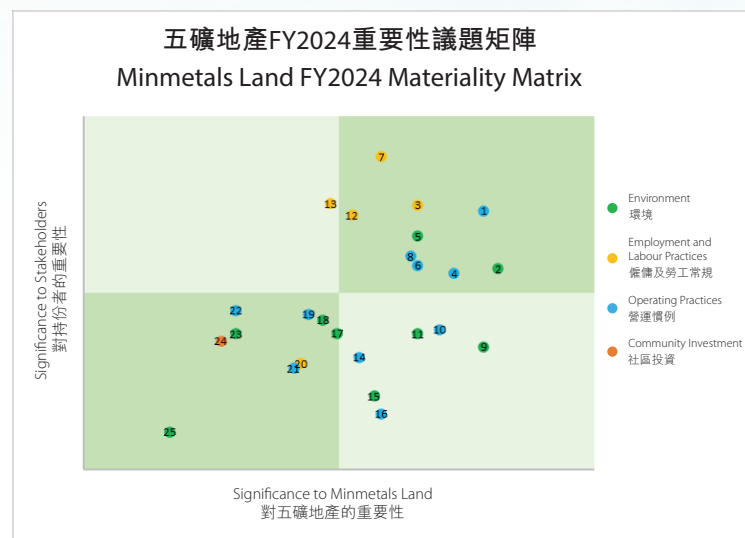
- The Group invites internal and external stakeholders to assess and rate the importance of the identified ESG issues through an online questionnaire, resulting in a consensus of 13 highly material issues and 12 generally material issues.
- 本集團通過網上調查問卷的形式，邀請內部和外部持份者就所識別出的ESG議題進行重要性評估和打分，最終識別出13項高度重要議題，12項一般重要議題。

#### Determination of material issues by the Sustainable Development Committee 可持續發展委員會確認重要議題

- The Sustainable Development Committee has reviewed and confirmed the materiality ranking for the Year.
- 可持續發展委員會已就本年度重要議題排序進行了審閱及確認。

In 2024, the Group used a materiality issues matrix to identify substantive issues that are of strategic significance to the sustainable development of the company. To this end, we distributed a stakeholder survey questionnaire and used the results of the questionnaire as the basis for ranking the important issues for 2024. Compared with 2023, the topic of “Employee Compensation and Benefits” has been added to the category of “Employment and Labour Practices” for the Year.

2024年，本集團使用重要性議題矩陣來識別對企業可持續發展具有戰略意義的實質性議題。為此，我們發放了持份者調研問卷，並以此問卷結果作為2024年度重要性議題排序的依據。與2023年相比，本年度在「僱傭及勞工常規」範疇內新增了「員工薪酬與福利」議題。



## Order of ESG Material Issues for the Year

## 本年度ESG議題重要性排序

| Order of materiality<br>(from high to low)<br>議題重要性順序<br>(由高至低) | Issues (* indicates highly important issues)<br>議題名稱<br>(*表示高度重要議題) | Areas<br>範疇                                | Corresponding chapters in the Report<br>本報告對應章節     |
|---|---|--|---|
| 1   | Compliant operation*<br>合規經營*                                       | Operating Practices<br>營運慣例                | Compliance Management<br>合規管理                       |
| 2   | Green and sustainable building design*<br>綠色及可持續建築設計*               | Environment<br>環境                          | Promoting Green Buildings<br>推廣綠色建築                 |
| 3   | Employee compensation and benefits*<br>員工薪酬與福利*                     | Employment and Labour Practices<br>僱傭及勞工常規 | Employee Rights and Care<br>員工權益及關懷                 |
| 4   | Risk management and contingency plan*<br>風險管理與應急準備*                 | Operating Practices<br>營運慣例                | ESG Risk Assessment<br>ESG風險評估                      |
| 5   | Waste disposal*<br>廢棄物處理*   | Environment<br>環境                          | Emissions Management<br>排放物管理                       |
| 6   | Customer health and safety*<br>客戶健康與安全*                             | Operating Practices<br>營運慣例                | Health and Safety of Customers<br>客戶健康與安全           |
| 7   | Labour standards*<br>勞工準則*  | Employment and Labour Practices<br>僱傭及勞工常規 | Employee Rights and Care<br>員工權益及關懷                 |
| 8   | Anti-corruption*<br>反貪腐*  | Operating Practices<br>營運慣例                | Anti-corruption<br>反貪腐                              |
| 9   | Use of energy*<br>能源使用*   | Environment<br>環境                          | Energy Efficiency Management<br>能源效益管理              |
| 10  | Service quality and customer satisfaction*<br>服務品質及客戶滿意度*           | Operating Practices<br>營運慣例                | Service and Project Quality Management<br>服務及項目質量管理 |



# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

| Order of materiality<br>(from high to low)<br>議題重要性順序<br>(由高至低) | Issues (* indicates highly important issues)<br>議題名稱<br>(*表示高度重要議題) | Areas<br>範疇                                  | Corresponding chapters in the Report<br>本報告對應章節                                   |
|---|---|--|---|
| 11  | Greenhouse gas emission*<br>溫室氣體排放*                                 | Environment<br>環境                            | Response to Climate Change<br>應對氣候變化  |
| 12  | Training and development*<br>培訓和發展*                                 | Employment and Labour Practices<br>僱傭及勞工常規   | Training and Development<br>培訓和發展   |
| 13  | Safe and healthy working environment*<br>安全和健康的工作環境*                | Employment and Labour Practices<br>僱傭及勞工常規   | Occupational Health and Safety<br>職業健康和安全   |
| 14  | Responsible supplier management*<br>負責任的供應商管理*                      | Responsible supplier management<br>負責任的供應商管理 | Supply Chain Management<br>供應鏈管理  |
| 15  | Material consumption<br>物料消耗  | Environment<br>環境                            | Promoting Green Buildings and Environment and Natural Resources<br>推廣綠色建築及環境及天然資源 |
| 16  | Privacy protection<br>隱私保護  | Operating Practices<br>營運慣例                  | Privacy and Intellectual Property Protection<br>隱私及知識產權保護                         |
| 17  | Sewage disposal<br>污水處理   | Environment<br>環境                            | Emissions Management<br>排放物管理   |
| 18  | Response to climate change<br>應對氣候變化                                | Environment<br>環境                            | Response to Climate Change and Practicing Green Finance<br>應對氣候變化及踐行綠色金融          |
| 19  | Intellectual property protection<br>保護知識產權                          | Operating Practices<br>營運慣例                  | Privacy and Intellectual Property Protection<br>隱私及知識產權保護                         |
| 20  | Diversity and equal opportunity of employees<br>員工多元化和平等機會          | Employment and Labour Practices<br>僱傭及勞工常規   | Employee Rights and Care<br>員工權益及關懷   |
| 21  | Reasonable marketing and promotion<br>合理營銷和推廣                       | Operating Practices<br>營運慣例                  | Service and Project Quality Management<br>服務及項目質量管理                               |
| 22  | Industry exchange and renovation<br>行業交流和創新                         | Operating Practices<br>營運慣例                  | Community Investment<br>社區投資  |
| 23  | Use of water resource<br>水資源使用                                      | Environment<br>環境                            | Water Resources Management<br>水資源管理   |
| 24  | Community development and social integration<br>社區發展與社會共融           | Community Investment<br>社區投資                 | Community Investment<br>社區投資  |
| 25  | Biodiversity protection<br>生物多樣性保護                                  | Environment<br>環境                            | Environment and Natural Resources<br>環境及天然資源                                      |

## RESPONSIBLE OPERATION

Minmetals Land adheres to the philosophy of responsible management and takes “cherishing limited resources and creating unlimited resources” as its core value. Through responsible operation practices, it actively promotes regional economic development, builds livable and harmonious communities, and meets people’s needs for a better life. The Group has established long-term and stable cooperative relationships with customers, suppliers and the community, and has used limited resources to continuously create unlimited value for customers, employees and shareholders.

### Anti-corruption

Minmetals Land has established a dedicated whistleblowing channel such as Report Box for corruption violations pursuant to the “Employee Conduct and Business Ethics Practice”, and has in place a strict investigation and handling process. Whistleblowers can report directly to the human resources director in charge of employee relations in the Human Resources and Administration Department. The receiving department and the relevant personnel will cooperate with the relevant unit or department to properly investigate and handle complaints and reports, and strictly maintain the confidentiality of complainants and whistleblowers. After investigation, the Human Resources and Administration Department will formulate a proposed solution according to the relevant policy, which will be implemented upon the approval by the Company’s management. Also, the Group’s “Employee Handbook” stipulates clearly that employees are prohibited from soliciting any benefits from customers, contractors, suppliers or other parties related to the Company’s business. The Group has also put in place the “Regulations on the Management of Problematic Tips (Anti- Corruption)” (《問題線索管理辦法(反腐敗)》) to regulate the management of problematic tips and further strengthen the disciplinary review and reporting work. To ensure that employees fully understand the relevant regulations, the Group will distribute the “Employee Handbook” and the “Employee Conduct and Business Ethics Practice” to our new employees when they first join the Group in order to provide clear behaviour guidance. In addition to direct complaints to the human resources director of the Human Resources and Administration Department, subsidiaries have set up other reporting channels, including reporting hotlines, emails, online forms and integrity reporting mailboxes, and have developed standardised investigation processes and confidentiality policies and procedures to ensure the impartiality and professionalism of the investigations.

## 負責任經營

五礦地產秉持負責任經營的理念，以「珍惜有限，創造無限」為核心價值，通過負責任的營運實踐，積極推動區域經濟發展，建設宜居和諧的社區，滿足人們對美好生活的需求。本集團與客戶、供應商及社區建立長期穩定的合作關係，用有限的資源，持續為客戶、員工及股東創造無限的價值。

### 反貪腐

五礦地產已透過《員工行為和商業道德規範》設置舉報信箱等貪污違紀情況專項舉報渠道，並有嚴格的調查及處理程序。舉報人可直接向人力行政部負責員工關係的人力主管提出舉報。受理部門及相關人員將與關聯單位或部門協作，認真調查並處理投訴及舉報，同時嚴格為投訴人及舉報人保密。調查完成後，人力行政部將根據相關制度草擬處理方案，並經本公司領導批准後執行。此外，本集團在《員工手冊》中明確規定，員工不得向客戶、承辦商、供應商或其他與本公司業務相關的人士索取任何利益。本集團亦在《問題線索管理辦法(反腐敗)》中建立了問題線索管理機制，並進一步加強執紀審查報備工作的規範化管理。為確保員工充分了解相關規定，本集團在新員工入職時向其派發《員工手冊》及《員工行為和商業道德規範》，以提供清晰的行為指引。除了向人力行政部的人力主管直接投訴外，附屬公司還設立了其他舉報渠道，包括舉報熱線、電子郵件、線上表單以及廉政舉報信箱，並制定了標準化調查流程和保密政策與程序，確保調查的公正性與專業性。



During the Year, an anti-corruption initiative exhibition was set up at our Beijing headquarter, where senior and middle management attended in trainings and engaged in anti-corruption communications with the Company's management who are in charge of anti-corruptions. During the Year, the subsidiaries conducted various activities such as, among others, thematic anti-corruption education and warning education month, watching warning educational videos and conducting special rectification on illegal business entertainment and other issues. The subsidiaries have also set up a special column titled "The Mirror of Integrity (廉廉鑒)" on its public platform to regularly disseminate anti-corruption learning materials and published relevant special issues around festivals and holidays to raise the employees' awareness of clean business practices. During the Year, our Beijing headquarter provided a total of 1,084.5 hours of anti-corruption trainings to 4 directors and 132 employees. The Group did not have any corruption litigation cases during the Year.

本年度於北京總部公司內設有反貪腐倡導展覽，中高管理層參與培訓，亦與分管反貪腐工作的本公司領導開展反腐倡廉談話工作。附屬公司於本年度多次開展廉政教育專題學習及警示教育月、觀看警示教育視頻以及開展違規業務招待等專項整治等活動，並在公眾平台設立「廉廉鑒」專欄，定期推送反貪腐相關學習，並於節假日前後發佈相關特刊，以提高員工的廉潔從業意識。本年度，北京總部共為4名董事和132名員工提供了共計1,084.5小時的反貪污培訓。本年度，本集團未發生任何貪污訴訟案件。

### “Warning Education Month” activity

#### 「警示教育月」活動



Minmetals Land Tianjin Property Management office organized a “Warning Education Month” activity to continuously strengthen the awareness of using power and practicing integrity, and continuously improve the ability to resist corruption and prevent degeneration.

五礦地產天津物業管理辦公室組織「警示教育月」活動，持續強化廉潔用權及廉潔從業意識，不斷提高拒腐防變能力。

## Health and Safety of Customers

The health and safety of customers is the top priority of Minmetals Land, and it has developed comprehensive management strategies for various incidents and accidents. The Group has established the "Incident and Accident Management Measures" (《事件事故管理辦法》) ensure effective function allocation and incident classification based on the four principles (including rapid response, unified command, compliance with orders, and unity and cooperation) and ensure the Company's safe operation through the equipment of a series of detailed management procedures and monitoring mechanisms. At the same time, in order to ensure the safety of people's lives and corporate properties, the Group has established the "Implementation Rules for Safety and Environmental Protection Supervision and Inspection" (《安全環保監督檢查實施細則》), which specifies the requirements for on-site safety production. Moreover, Minmetals Land Tianjin Property Management (五礦地產天津物業管理) formulated emergency plans and strengthened training, implemented the "Minmetals Land Safety Management Implementation Rules" (《五礦物業安全管理實施細則》) to standardise emergency response measures to further safeguard the health and safety of customers.

The Group strives to provide care for customers and has set up the Customer Care Fund, which includes a Quality Improvement Fund and a Community Culture Fund, so as to enrich and improve the construction of facilities and community culture-related contents in delivered communities, thereby enhancing the quality of the community life and owners' satisfaction. Through community services, owner and tenant talks, and other themed activities, the Group's subsidiaries strive to create a healthy, comfortable, safe and livable space for owners and tenants. The Group's subsidiary property management company provides a series of security services to protect the safety of property owners, including management of the entry and exit of people and vehicles in the community, regular patrols, and a 24-hour monitoring system to ensure the safety and tranquility of the community environment. The Group's other major activities are as follows:

### Regular Activities

### 常規活動

- Free carpet cleaning for tenants and owners, and repairing and cleaning of indoor air conditioning system
- Organising drills for tenants and owners in the building
- Organising large scale free clinic events (such as free Chinese medicine or eye clinics)
- On-site instruction from professional elevator engineers on emergency elevator escape procedures
- 為業戶免費清洗地毯，檢修清洗室內空調系統
- 組織業戶共同在大廈進行演習
- 舉辦大型義診活動(如中醫或眼睛義診)
- 由專業電梯工程師現場指導電梯事故逃生辦法

## 客戶健康與安全

五礦地產始終將客戶的健康與安全置於首位，並針對各類事件和事故制定了全面的管理策略。本集團推行《事件事故管理辦法》，以四大核心原則——快速反應、統一指揮、服從命令和團結協作，來確保有效的職能分配和事件分類，並配備一系列詳細的管理程序及監察機制，從而保障公司的安全運營。同時，為了保護人民的生命和企業的財產安全，集團推出了《安全環保監督檢查實施細則》，針對現場的安全生產提出了具體要求。此外，五礦地產天津物業管理部門還制定了應急預案並加強相關培訓，推行《五礦物業安全管理實施細則》，以明確事故應急處理的標準操作程序，進一步保障客戶的健康與安全。

本集團致力於為客戶提供關懷，並設立了客戶關懷基金，涵蓋品質提升基金與社區文化基金，以豐富和完善已經交付的社區設施建設和社區文化內容，從而提高社區品質及業主滿意度。本集團各附屬公司通過舉辦社區服務、業戶交談和其他主題活動，竭力為業戶打造一個健康、舒適、安全和宜居的環境。本集團附屬物業管理公司為保障業主的安全提供了一系列安全服務，包括對小區人員和車輛進出的管理、定期巡邏，以及24小時的監控系統，確保小區環境的安全與安寧。本集團其他主要活動案例如下：



|                                     |  |
|-------------------------------------|--|
| Theme Events                        | <ul style="list-style-type: none"> <li>Tenants and owners recorded a video blessing their mothers on site and sent it to their mothers via WeChat, and the property companies gave out gifts to express good wishes</li> <li>Organising a mid-autumn festival for owners and property staff as well as a medium-sized festival show</li> </ul> |
| 主題活動                                | <ul style="list-style-type: none"> <li>業戶現場錄製祝福視頻給母親，並微信推送母親接收，物業公司贈送禮品表達祝福</li> <li>組織業主、物業員工共度中秋，舉辦中型演出活動</li> </ul>   |
| Community Wellness                  | <ul style="list-style-type: none"> <li>Inviting star-grade fitness trainers to conduct interactive fitness classes with tenants and owners via TikTok</li> </ul>   |
| 社區健康                                | <ul style="list-style-type: none"> <li>邀請星級健身運動教練，通過抖音平台與業戶互動健身課程</li> </ul>   |
| Connecting the Elderly and Children | <ul style="list-style-type: none"> <li>Bringing families with "One Elderly and One Child" enrolled for the event to visit the oceanarium together, so that the elderly and children could experience the marine world and family time</li> </ul>   |
| 老少共融                                | <ul style="list-style-type: none"> <li>帶領「一老一小」家庭式報名業主共同參觀海洋館，讓老人孩子感受海洋世界，多一份陪伴</li> </ul>   |

### Service and Project Quality Management

To ensure the projects quality, the Group regularly conducts internal self-inspections of product quality rectifying and improving issues in a timely manner. We also monitor sensitive points of product quality issues that are of concern to customers, predicting the risk of customer complaints and ensuring proper handling of relevant tasks. In addition, the Company's subsidiaries have established and implemented various rules and regulations, completed quality management system certification, and formulated service standards and conducted on-site quality inspections based on these standards. The Company's subsidiaries also provide internal quality management training regularly to ensure that employees familiarity and compliance with new standards and processes. Regular product management committee meetings are convened to review product risk ratings and adjust strategies, ultimately improving product quality continuously.

### 服務及項目質量管理

為保障項目質量，本集團定期進行產品品質內部自檢，並及時整改和完善。針對客戶關注的產品品質敏感點，我們重點跟進，提前預測客戶投訴的風險，並做好相應的應對工作。此外，本公司的附屬公司建立並執行各項規章制度，完成質量管理體系認證，並制定服務標準，依據這些標準進行現場品質檢查。同時，本集團的附屬公司定期開展內部質量管理培訓，確保員工熟悉並遵循新的標準和流程，以及召開產品管理委員會會議，審議產品風險評級並調整相關策略，以持續提升產品質量。

Minmetals Land 5M Intelligent Health System serves as the standard configuration for all Minmetals Land products, guiding the development projects of the Group, consisting of architecture, fine decoration, electromechanical equipment, landscape and low-carbon sections, which has successfully passed the expert assessment and acceptance. The Group has solidly promoted the construction of a standardised platform and used digital means to empower its products. With its outstanding digital product performance, it has been listed in the “2024 China Real Estate Enterprises Digital Product Power Top 20” list. Minmetals Land 5M Intelligent Health System has been successfully transformed from technology research and development to products based on the following three dimensions: green operation, green construction, and green materials. It incorporates environmentally-friendly equipment and processes such as new wind turbines, graphene floor heating, full bathrooms, and quantum purification tiles to new projects. Among them, the multi-mode new wind turbine and multi-mode new wind intelligent control, developed in collaboration with the Chinese Academy of Sciences, have been granted two patents by the State Intellectual Property Office. The new wind turbine, as the result of their application, has gained leading market position with the advantages of “stronger function at the same price” and “lower price with same function”. Suzhou Lanyue Xiyun Project (蘇州瀾悅溪雲項目) has enhanced its project competitiveness through the application of the Group’s 5M Intelligent Health System; among which it has accomplished 5 major missions, 15 core technologies and implemented 49 technical facilities with the electromechanical section, along with 5 major missions, 18 core technologies, and 41 technical facilities with the landscape section.

五礦地產的5M智慧健康體系是指導集團項目開發的全面產品配置標準，涵蓋建築篇、精裝篇、機電設備篇、園林景觀篇和低碳專篇，並已順利通過專家評審驗收。集團通過扎實推進標準化平台建設，利用數字化手段賦能產品，憑藉卓越的數字化產品力表現，榮登「2024中國房企數字化產品力TOP20」榜單。五礦地產5M智慧健康體系從綠色運營、綠色施工、綠色材料三個維度出發，成功實現技術研發到產品轉化，將新風機、石墨烯地暖、整體衛浴、量子淨化磚等環保設備和工藝應用於新建項目。其中，與中國科學院合作研發的多模新風機、多模新風智慧控制已獲得國家知識產權局發放的兩項專利技術，其應用成果新風機以「同等價位功能更強」、「同等功能價格更低」的優勢獲得市場領先地位。蘇州瀾悅溪雲項目通過集團5M系統智慧健康體系的運用，其中機電設備篇實現了5大使命，15項核心技術、49項技術設施落地；園林景觀篇實現了5大使命，18項核心技術、41項技術設施落地，從而提升了項目競爭力。



The Group is committed to continuously refining the 5M Intelligent Health Product System to promote and implement the 5M concepts healthy living, intelligent system, considerate management, comfortable environment and green materials into its various product lines, providing solid and strong systematic assurance and technical support for the implementation of Minmetals Land's luxury strategy through ongoing research and development, core technologies application, construction technological upgrades, and the delivery of high-quality products and services.

本集團致力於不斷精進5M智能健康產品體系，將健康生活、智慧系統、貼心管理、舒適環境及綠色材料的5M理念推廣及貫徹至旗下多個產品線中，通過持續研發及運用核心科技、提升施工技術措施、提供高品質的產品及服務，為五礦地產實施精品策略提供堅實有力的體系保障和技術支撐。

### **“Minmetals Land 5M Intelligent Health System (Landscape section)” passed the expert review and acceptance**

**《五礦地產5M智能健康體系（園林景觀篇）》  
通過專家評審驗收**



On 28 October 2024, the special research and development topics “Electric Bicycle Parking” and “Garbage Collection” of “Minmetals Land 5M Intelligent Health System of (Landscape section)” passed the expert assessment. These two projects follow the research and development approach of “discovering problems — analyzing problems — solving problems” and propose systematic solution strategies based on detailed research. The review panel unanimously agreed that it had refined the sub-items of the landscape section, achieved an upgrade from product standards to design standards, was practical and demonstrative, and embodied the research and development feature of “low cost to achieve high quality”.

2024年10月28日，《五礦地產5M智能健康體系（園林景觀篇）》專項研發課題「電動自行車停車」和「垃圾收集」通過專家評審。這兩項課題遵循「發現問題 — 分析問題 — 解決問題」的研發思路，基於詳盡的調研提出系統性解決策略，評審小組一致認為其細化了園林景觀篇的子項，實現了產品標準到設計標準的升級，具備實踐性和示範性，並體現了「小成本撬動大品質」的研發特色。

In terms of customer service, the Group has established the "Procedures for Handling Owner and Tenant Complaints/Suggestions", allowing owners and tenants to submit complaints or suggestions through a variety of channels, such as online platforms (e.g. owner and tenant forums and social media platforms), the customer service center hotline, visits to the customer service center and written means. The Company's "Customer Complaint Service Guidelines" sets out principles, responsibilities and complaint classifications in regards to customer complaints. The customer service center will record the complaints of owners and tenants in a timely manner, fill corresponding forms, and actively address the complaint until satisfaction is achieved. In addition, subsidiaries of the Group operate a 24-hour call center to receive customer complaints, consultations, suggestions and revisits on products and services. The project customer managers will promptly follow up, implement actions and provide feedback within one working day. The Group's property management subsidiaries have established and implemented the "Customer Complaint Management Rules" (《客戶投訴管理辦法》), the "Operating Procedures for Owners' Satisfaction Survey" (《業主滿意度調查作業規程》) and the "Operating Procedures for Handling of Owners' Complaints" (《業戶投訴處理作業規程》), and the procedures of which are strictly observed to handle reported customer complaints on a timely and in a closed-loop manner. At the same time, the Group has also established a customer complaint handling plan to prevent customer complaints from occurring in advance and to ensure the quality of customer service. 406 complaint cases were received this Year, which mostly were complaints of property management services.

In terms of customer satisfaction management, subsidiaries of the Group have established a multi-dimensional evaluation system to systematically collect customer feedback information to guide service optimisation through regular annual satisfaction evaluations and special theme surveys. Focusing on the annual customer satisfaction target, the subsidiary property companies of Minmetals Land continue to strengthen the interaction between various projects and owners. We improve customer experience through various measures such as planning community themed cultural activities, establishing a regular home visit mechanism, and optimising service scene quality control. At the same time, we implement refined management based on the characteristics of the owner groups, customise differentiated service plans according to the needs of different customer groups, and achieve precise service upgrades.

在客戶服務方面，本集團設立了《業戶投訴管理／建議作業處理規程》，明確業戶可以通過多種渠道，如網絡平台（包括業戶論壇和社交媒體平台）、客戶服務中心熱線、到訪客戶服務中心以及書面方式，提出投訴或建議。本公司在《客戶投訴服務工作指引》中列明了處理客戶投訴的原則、職責分工和投訴分類。客戶服務中心會及時記錄業戶的投訴內容，填寫相應表單，積極處理投訴，直至業戶滿意為止。此外，本集團的附屬公司設立了呼叫中心，24小時全天候受理客戶對產品和服務的投訴、諮詢、建議及回訪等，由專案客戶經理在一個工作日內及時跟進、落地執行與反饋。本集團附屬物業管理公司也建立並執行《客戶投訴管理辦法》、《業主滿意度調查作業規程》以及《業戶投訴處理作業規程》，嚴格按照流程對已出現的客戶投訴進行及時的閉環處理。與此同時，本集團亦建立客戶投訴處理預案，對容易出現客戶投訴的環節進行提前預防，以確保客戶服務質量。本年度，本集團共收到406宗投訴個案，主要是物業管理服務類投訴。

在客戶滿意度管理方面，本集團附屬公司建立了多維度評估體系，通過定期開展年度滿意度評估和專項主題調研，系統性收集客戶反饋信息以指導服務優化工作。五礦地產附屬物業公司圍繞年度客戶滿意度目標，持續加強各項目與業主的深度互動。通過策劃社區主題文化活動、建立常態化入戶走訪機制、優化服務場景品質管控等多元舉措，提升客戶體驗。同時，根據業主群體特徵實施精細化管理，針對不同客群需求定制差異化服務方案，實現精準化服務升級。



**Minmetals Land  
Central China region  
company launched  
the “Happy Together  
— Minmetals Neighbourhood  
Festival Season Four”  
customer care activity  
in 2024**

五礦地產華中區域公司在2024年開展了「幸福共此時 — 五礦鄰里節第四季」客戶關懷活動



Since 2020, Minmetals Land has formed a comprehensive “Minmetals Neighbourhood Festival” customer care brand system, hosting eight large-scale events and nearly 1,000 small-scale events, which have won the praise of property owners and the attention of the official media. During the Mid-Autumn Festival this year, Minmetals Land’s Central China regional company successfully launched the “Happiness Together — Minmetals Neighbourhood Festival Season Four” in 14 projects in four provinces and six cities, allowing owners to spend the festival in unity and celebration. In the future, Minmetals Land will continue to uphold the brand proposition of ‘There is love, there is family, there is Minmetals’, and will continue to carry out a rich variety of cultural activities to improve customer satisfaction, enhance brand reputation, facilitate business development and promote the transformation and upgrading to an “integrated urban operator”.

五礦地產自2020年以來已形成完善的「五礦鄰里節」客戶關懷品牌體系，舉辦了8次大型活動和近1,000場小型活動，贏得了業主好評和官媒關注。今年中秋，五礦地產華中區域公司在4省6市的14個項目中成功開展了「幸福共此時 — 五礦鄰里節第四季」活動，讓業主們度過了團圓、喜慶的節日。未來，五礦地產將繼續秉承「有愛有家有五礦」的品牌主張，持續開展豐富的文化活動，提高客戶滿意度，提升品牌口碑，助力經營發展，推動向「城市綜合運營商」轉型升級。

With our excellent service quality, Minmetals Land was listed on the “Top 100 Property Enterprise Service Satisfaction in China in 2024” by the authoritative Leju Financial Research Institute, as well as the “Top 100 China Property Management Companies in 2024” and “Top 100 China State-owned Property Services Enterprises in Comprehensive Strengths in 2024” by CRIC Property Management and China Property Research Association, which are the best examples of our strong commitment to the strategy of enhancing customer satisfaction. During the Year, Minmetals Properties Hunan Company held a special meeting to improve customer satisfaction, established a customer complaint handling and response mechanism, and formulated measures and plans to improve customer satisfaction.

In addition, the Group always adheres to the business philosophy of integrity in the process of project promotion and strictly ensures the authenticity and accuracy of information delivered to potential customers. All promotional materials must pass the group’s standardised review process and can only be released to the public after dual confirmation by professional departments and project leaders. In order to build a unified brand image, we strictly follow the new version of the corporate image identification system manual to standardise the management of the entire process of advertising materials to ensure responsible promotion and marketing methods. In order to keep owners informed of the progress of the projects, certain subsidiaries launched a variety of owners’ activities according to different seasons and festivals. They collaborate with the Property Services Centre and the Real Estate Customer Service Centre, to create the Minmetals Family Letters and capture the progress of the projects on site, which were sent to owners on a monthly basis, ensuring accurate reach of project dynamics.

## Supply Chain Management

Minmetals Land recognises the importance of a good supply chain in ensuring the quality of the Company’s projects, and is committed to providing a platform for fair competition among all suppliers. Suppliers are selected based on the following comprehensive strengths: quality, competitiveness, price, reliability and credibility. To ensure the transparency and efficiency of this process, the Company implements the procurement procedures of the Minmetals Land system and relies on the e-commerce procurement platform of the Minmetals Group for the selection, hiring, evaluation, management and monitoring of suppliers. During the Year, the Group had a total of 1,195 suppliers<sup>7</sup>, who are mainly engaged in the maintenance, procurement, supplies, services, engineering, legal and service consulting sectors.

五礦物業憑藉卓越服務品質榮登由樂居財經研究院權威發佈的「2024年中國物業服務滿意度百強企業」名單，以及由克而瑞物管和中物研協發佈的，「2024中國物業服務企業綜合實力100強」及「2024中國國有物業服務企業綜合實力100強」雙項榜單，以實證數據印證我們踐行客戶滿意度提升戰略的堅定承諾。本年度，五礦物業湖南公司召開客戶滿意度提升專項會議，建立客戶投訴處理及應對機制，制定客戶滿意度提升措施和方案。

此外，本集團在項目推廣過程中始終秉持誠信經營理念，嚴格確保向潛在客戶傳遞信息的真實性與準確性。所有宣傳物料均須通過集團標準化審核流程，經專業部門及項目負責人雙重確認後方可對外發佈。為構建統一品牌形象，我們嚴格依據新版企業形象識別系統手冊，對廣告宣傳物料進行全流程規範化管理，以確保負責任的宣傳及營銷方式。為使業主及時了解項目進展，部分附屬公司根據不同季節、節日節點，由地產客服和物業服務中心配合，開展豐富多彩的業主活動，製作五礦家書，拍攝現場工程進度，每月一對一發送至業主，確保項目動態的精準觸達。

## 供應鏈管理

五礦地產深知良好的供應鏈對公司項目質量保障的重要性，承諾為所有供應商提供一個公平競爭的平台。供應商的選擇基於以下綜合考量：品質、競爭力、價格、可靠性和信譽度。為確保這一過程的透明和高效，公司執行五礦物業系統採購程序，並依託五礦集團電子商務採購平台進行供應商的篩選、聘用、評估、管理及監察。本年度，本集團共有1,195家供應商<sup>7</sup>，主要為維修、採購、物資類、服務類、工程類、法務類、服務諮詢類。

7 35 of these suppliers are located in Hong Kong and the rest in Mainland China.

7 其中35家位於香港，其餘位於中國內地。



The Company has established a series of procurement management policies and systems, such as the "Supplier Management Rules", "Service Procurement Management Rules" and "Material Procurement Management Rules". The "Supplier Management Rules" require suppliers to provide relevant certifications, and conducting on-site inspections, evaluations, and annual re-evaluations to ensure that the products or services meet the requirements.

In order to maintain the quality of suppliers, the Group has established the "Supplier Assessment Standard" and identifies qualified suppliers by annual assessment and places them on the qualified supplier list. The annual evaluation officers consist of the heads of the operation management department, professional function departments, the finance department, and professional procurement-related personnel. The main evaluation standard is that all suppliers shall fill in the "Supplier Contract Evaluation Form" according to the service/supply timeliness, service, materials, quality, personnel attitude, price competitiveness and other circumstances for the Year. In the case of identified supplier misconduct, the Group has a blacklisting mechanism with a series of criteria to define non-compliant suppliers, and will collect relevant information to identify, inform, aggregate and report the relevant information from suppliers.

The ESG risks affect not only the business operations of Minmetals Land, but also its suppliers, which can have long-term impact on the quality of the Group's projects and services. For example, climate change-related risks, such as extreme weather, can disrupt the supply chain; while potential labour risks for contractors can also damage the Group's reputation. In order to effectively manage these risks, the Group conducts a risk assessment process to identify environmental and social risks in its supply chain. We establish supplier files on the Minmetals Group e-commerce procurement platform, record their performance, and conduct regular audits and evaluations. In order to mitigate environmental and social risks in the supply chain, the Group advocates and actively promotes green procurement, considering suppliers with ISO 14001 environmental management system certification, ISO 14025 Type III environmental labelling product certification, ISO 9001 quality management system certification and ISO 18001 occupational health and safety management system certification when selecting suppliers.

本公司制訂了《供應商管理辦法》、《服務採購管理辦法》、《物資採購管理辦法》等一系列採購管理制度體系。《供應商管理辦法》要求供應商提供有關認證並會有現場考察、評審、以及年度複評，以確保產品或服務符合要求。

為保持供應商質素，本集團設立《供應商評分標準》並透過年度評審，識別合資格供應商並納入合格供應商名冊。年度評審人員由分管領導，運營管理部負責人、專業職能部門負責人、財務部負責人及專業線採購相關人員組成。評審標準主要為所有供應商是按本年度服務／供貨及時性、服務、物資、質量、人員態度、價格優勢等情況填寫《供應商履約評價表》。當發現供應商不良行為，本集團設有黑名單機制並列出一系列準則界定不良供應商，並將收集相關信息以識別、告知、匯總及申報供應商相關信息。

ESG風險不僅影響五礦地產的業務運營，還可能對其供應商造成影響，從而長期影響本集團的項目及服務質量。例如，氣候變化相關的風險，如極端天氣，可能導致供應鏈中斷；而承包商的潛在勞工風險則可能損害本集團的聲譽。為了有效管理這些風險，本集團執行風險評估流程，以識別供應鏈中的環境和社會風險。我們在五礦集團電子商務採購平台上建立供應商檔案，記錄其績效表現，並進行定期的審核評估。為降低供應鏈中的環境及社會風險，本集團倡導並積極推行綠色採購。在選擇供應商時，會考慮其是否具備以下認證：ISO 14001環境管理體系認證、ISO 14025 III型環境標誌產品認證、ISO 9001質量管理體系認證及ISO 18001職業健康安全管理体系認證等。

Subsidiaries of the Company incorporate environmental and social factors into their supplier selection and rating system, prioritising suppliers with better environmental and social performance, while providing regularly performance monitoring, and professional training for employees responsible for supplier selection to enhance the environmental and social responsibility awareness of overall procurement. In the future, Minmetals Land will continue to deepen ESG risk considerations in supply chain management and strengthen communication with suppliers to promote sustainable business practices.

### Privacy and Intellectual Property Protection

The “Employee Conduct and Business Ethics Practice” (《員工行為和商業道德規範》) outlines the confidentiality obligations of employees, requiring directors and employees of the Company to maintain the confidentiality of all non-public business information of the Company, whether during or after employment. The “Employee Handbook” (《員工手冊》) governs the conduct of employees and requires employees to handle all documents, money, receipts and other company properties with due care. Such information may relate to the Company’s operations, including investment strategies, sales and marketing plans, financial plans, customer information, etc. Employees are prohibited from disclosing the Company’s proprietary information to external parties at any time without permission, and from using confidential information for personal gain, such as insider trading.

In terms of intellectual property protection, the Group respects the intellectual property rights of others and protects its own intellectual property rights such as technological innovations, trademarks and patents in accordance with the law, and pays attention to the prevention of risks of intellectual property infringement in the course of business development and daily operation and management. The Company updates and improves its product development programme guidelines in a timely manner to ensure that they comply with the latest laws and regulations as well as market demands. Through a regular infringement risk assessment mechanism, we monitor and analyse potential infringement risks, and we also formulated and implemented internal guidelines on the handling of trade secrets, including confidentiality measures and staff training. For example, Minmetals Land Tianjin Properties (五礦地產天津物業) regularly organises confidentiality training and signs confidentiality agreements with key personnel. Moreover, we regularly review and update the terms of contracts relating to intellectual property rights to ensure that they are adequately protected. At the same time, we sign confidentiality agreements with our customers or business partners to clarify the confidentiality obligations and liabilities of both parties, and our Contracts Department makes confidentiality clauses a fixed term in the awarded procurement contracts.

本公司附屬公司在供應商篩選及評分體系中納入環境和社會因素，優先選擇環境和社會表現較好的供應商，並定期監督他們的表現。此外，我們還為負責篩選供應商的員工安排專業化的培訓，以提高整體採購的環境和社會責任意識。未來，五礦地產將繼續深化供應鏈管理中的ESG風險考量並加強與供應商的溝通，推廣可持續的營運慣例。

### 隱私及知識產權保護

《員工行為和商業道德規範》闡明員工保密義務，對於有關本公司一切未經公開披露的業務信息，無論於受僱期間或離職以後，本公司董事和員工均有保守該秘密的義務。《員工手冊》規範員工的行為，規定僱員對於一切文件、金錢、單據等本公司物品，僱員須小心處理。該等資料可能涉及本公司的運作，包括投資策略、銷售及市場推廣計劃、財政計劃、客戶資料等，未得許可，僱員不論何時都不得向外界人士洩露本公司的專有資料，也不得利用機密資料謀取個人利益，例如：進行內幕交易。

在知識產權保護方面，本集團尊重他人知識產權並依法保障自身科技創新成果、商標、專利等知識產權，於業務開展及日常經營管理中注重防範知識產權侵權風險。本公司及時更新和完善產品開發程式準則，確保其符合最新的法律法規和市場需求。通過定期的侵權風險評估機制，對潛在的侵權風險進行監測和分析，以及制定和實施處理商業秘密的內部準則，包括保密措施、員工培訓等。例如五礦地產天津物業定期組織開展相關保密培訓，對關鍵崗位人員簽訂保密協議書。此外，我們定期審查和更新與智慧財產權有關的合約條款，確保權益得到充分保護。同時，我們與客戶或商業夥伴簽訂保密協議，以明確雙方的保密義務和責任，並將保密條款作為合約部中標採購合同中的固定條款。



In terms of protecting customer privacy and information security, the Group's "Measures for Confidentiality Management" (《保密管理辦法》) and "Measures for Information Management" (《信息管理辦法》) dictate that only employees directly involved are permitted access to confidential customer information and set the permissions and usage restrictions for viewing customer information in the information system. Prior approval and record-keeping are required for printing, sending and borrowing of all confidential documents by employees. In addition, new employees are required to sign a confidentiality agreement upon reporting duty in which they agree to abide by the system established by the Group in this regard. They must return all information related to the Group when leaving their service. In addition, in accordance with the requirements of the confidentiality committee of the Group companies, emphasis is placed on the use of computers and confidentiality of staff to prevent leakage of client information, and regular training on network security is conducted. Minmetals Property Services Company Limited has established the "Operational Procedures for the Management of Client Information", which specifies the manner in which electronic and book panel client information is to be kept and the confidentiality requirements for client information, as well as setting out the terms of reference for the management of client information privacy and a system of rewards and penalties.

## HARMONIOUS WORKPLACE

Minmetals Land has formulated the "Employee Handbook" (《員工手冊》) and the "Employee Conduct and Business Ethics Practice" (《員工行為和商業道德規範制度》), and implements employment-related management measures in accordance with the policies to strive to create a diverse, equal and inclusive workplace. The Group has established a job assessment system to ensure equal treatment of employees in promotion, transfer, training, career development, dismissal and redundancy.

### Employee Rights and Care

Minmetals Land has established the "Recruitment Management Policy" (《招聘管理制度》) in strict accordance with the Labour Law and in line with the Company's own situation, which serves as the template for personnel recruitment. In the recruitment and promotion process, the Group takes into account the diversity of employees and management, regardless of any difference in gender, age, nationality, religion, sexual orientation, physical and mental health, etc., and provides equal development opportunities as well as relevant training and support for all.

在保護客戶隱私及信息安全方面，本集團於《保密管理辦法》及《信息管理辦法》中規定，客戶機密資料只授權予與業務相關的員工存取，並在信息系統內設置客戶信息查看的權限和使用限制。員工在列印、發送和借閱機密文件時亦需事先獲得審批和記錄。另外，員工入職時需簽署保密協議，按本集團定下的保密制度行事，並於離職時將所有與本集團相關的資料交還。此外，根據集團公司保密委員會的要求，注重員工計算機使用及保密，防止客戶信息外泄，並定期進行網絡安全培訓。五礦物業服務有限公司設立了《業戶資料管理作業規程》，明確電子版及書面板客戶信息的保存方式及業戶信息的保密要求，並列明了業戶資料隱私管理的職權範圍以及獎罰制度。

## 和諧職場

五礦地產已制定《員工手冊》及《員工行為和商業道德規範制度》，並按照政策執行僱傭相關管理措施，致力於建立多元平等包容的工作環境。本集團建立工作評核制度，確保僱員在晉升、調職、培訓、職業發展、解僱、裁員等方面均得到平等對待。

### 員工權益及關愛

五礦地產嚴格遵守勞動法規定，根據企業自身情況制定了《招聘管理制度》，作為人員招聘的範本。在招聘和晉升過程中，本集團考慮到員工和領導層的多元性，無論性別、年齡、國籍、宗教、性取向、身心健康等方面的差異性，給予所有人平等的發展機會，同時提供相應的培訓和支持。

The Group is committed to providing internal guidance to our employees on equal opportunities, anti-discrimination and anti-harassment, and providing and establishing training programmes and guidelines on equal opportunities, human rights and anti-discrimination. The Group also ensures that it provides a caring, equal and friendly working environment for employees by establishing relevant communication channels and complaint mechanisms to handle and respond to employees' questions and suggestions on equal opportunities, human rights and anti-discrimination in a timely manner. In terms of promotion and transfer, we adopt democratic centralism with a regular communication channel and a complaint mechanism to listen to and feedback employee's opinion in a timely manner. In addition, we have set up a performance appraisal working group to ensure that the entire appraisal process is open, fair and transparent. Through performance interviews, we have a thorough understanding of the needs of employees and can duly provide corresponding guidance. During the Year, a total of 1,012 employees received regular performance and career development reviews.

In order to prevent child labour and forced labour, the Human Resources Department shall check the identity documents of the employees at the time of employment and shall disqualify them from employment if they fail to provide valid identity documents. The Group also prohibits forced labour and does not require employees to pay a deposit or submit their identification documents at the time of employment, nor does it withhold wages, benefits, property or other documents from employees to compel them to work continuously. The Group's subsidiaries have also put in place risk assessment mechanisms to identify the risk of inadvertently recruiting child labour and cases of forced labour. At the same time, training on prevention of child labour is organised for human resources departments, especially recruiters, with remedial action plans activated in case of non-compliance. In terms of the prevention of forced labour, we have established an overtime management system to monitor the implementation of measures to prevent forced labour and ensure their effectiveness.

本集團致力於為員工提供與平等機會、反歧視和反騷擾有關的內部指導，提供並建立與平等機會、人權和反歧視相關的培訓方案與準則。本集團亦通過建立相關溝通管道和投訴機制，及時處理並回應員工關於平等機會、人權和反歧視的問題及建議，確保為員工提供一個關愛、平等且友善的工作環境。在晉升和調職方面，我們採取民主集中制，並建立日常溝通渠道和投訴機制，以便及時聽取並反饋員工的意見。此外，我們設立了績效考核工作小組，確保整個考核過程公開、公正、透明，並通過績效面談深入了解員工需求，及時提供相應的指導。本年度，共計1,012名員工接受定期績效及職業發展檢視。

為防止誤聘童工及強制勞工，員工入職時，人力資源部須檢查其身份證明文件，若員工未能出示有效身分證明文件，本集團將取消其入職資格。本集團亦嚴禁強制勞工，不會要求員工在入職時繳納押金或寄存身份證明文件，亦不會扣留員工工資、福利、財產或其他證件以迫使其連續工作。本集團附屬公司亦構建風險評估機制，以識別誤招童工及出現強制勞工個案的風險。同時，面向人力資源部門，尤其是招聘人員，組織防止童工的培訓，出現違規狀況時啟動補救行動方案。在防止強制勞工方面，我們設立超時工作管理體系，監督防止強制勞工措施的執行情況，保證其有效實施。



The Group highly values the welfare and care of its employees and has adopted various measures to enhance their loyalty and working incentive. We provide employees with medical, life and accident insurance, schedule their annual medical examinations, set up reading and leisure space, organise their birthday parties and development activities and provide female employees with a mother and baby room. Furthermore, we organise games and parent-child activities for employees, as well as exercise the functions of trade unions and facilitate channels for employees' suggestions and complaints. The Group acknowledges it is essential for employees to have their families has provided supplementary medical insurance benefits to the families through optional packages. Moreover, Minmetals Land's Chengdu Company has established relocation benefits and subsidies for its employees to help employees to better adapt to the new environment. To ensure work-life balance, the staff union of Minmetals Land's East China Regional Company have set up table tennis tables and regularly organised fitness activities such as football, badminton and running, so that their employees can relax and keep fit during their leisure time.

### Occupational Health and Safety

Minmetals Land is devoted to providing a safe and healthy working environment for its employees. The "Employee Handbook" and the "Employee Conduct and Business Ethics Practice" of Minmetals Land contain relevant laws and regulations related to health and safety, and safety and health assurance (including fire prevention measures, first aid facilities, sanitary facilities, sufficient lighting and air circulation) are provided to employees at work sites in compliance with Occupational Safety and Health Ordinance. Each employee is responsible for creating a safe and healthy working environment for other employees, including reporting incidents, injuries, unsafe facilities, operations, and conditions.

The Group's Production Safety Committee set up under the "Production Safety Management Rules" has established production safety management organisation in strict compliance with relevant laws and regulations. The assigned specialised safety management personnel, who formulated the "List of Significant Risks and the List of Identified Hazards (重大風險清單和危險源識別清單)", have launched relevant trainings, conducted regular inspections on and promotion of safe production as well as organised and completed the occupational health and safety management system certification. Meanwhile, Minmetals Land has established the "Occupational Health Supervising and Monitoring Work Management Measures" and provided supervision and guarantee for employees' occupational health. Each year, each member would provide annual medical examinations, with different examination sets established according to different age and gender, focusing on the employees' health conditions.

本集團高度重視員工福利與關懷，通過多種措施提升員工的歸屬感和工作積極性。我們為員工提供醫療、人壽和意外保險，安排年度體檢，設置閱讀和休閒空間，開展員工生日會及拓展活動，並為女性員工提供母嬰室。此外，我們還舉辦員工運動會和親子活動，發揮工會職能，暢通員工建議及申訴渠道。我們深知員工家屬對其工作的支持至關重要，因此本集團為員工家屬提供了補充醫療保險的優惠自選套餐。此外，五礦地產成都公司制定了異地調遣福利補助措施，幫助員工更好地適應新環境。為了確保員工在工作與生活之間取得平衡，五礦地產華東區域公司員工工會設置了乒乓球桌，並定期組織足球、羽毛球和跑步等健身活動，讓員工在工作之餘能夠放鬆身心，保持健康。

### 職業健康和安全

五礦地產致力於為員工提供一個安全、健康的工作環境。五礦地產《員工手冊》及《員工行為和商業道德規範制度》包含有相關健康與安全的政策，同時遵照職業安全及健康相關法律法規為員工在工作地點提供安全及健康的保障，包括防火措施、急救設施、衛生設備、充足的照明及空氣流通。每一位員工都有責任為其他員工創造一個安全、健康的工作環境，包括對事故、傷害和不安全設備、操作和條件的報告等。

本集團根據《安全生產管理辦法》設立的安全生產委員會嚴格按照相關法律法規要求設置安全生產管理機構，通過配備專職安全管理人員，建立了《重大風險清單和危險源識別清單》，並開展相關培訓，定期進行安全生產檢查及宣貫，組織並完成了職業健康安全管理體系認證。同時，五礦地產制定《職業健康監督監察工作管理辦法》，為員工職業健康提供監督及保障。每年各成員公司為員工提供年度體檢，根據年齡、性別設定不同的體檢套餐，關注員工健康情況。

During the Year, the Group had no work-related fatalities<sup>8</sup>. For the sole case of work injuries and occupational diseases, we comforted the relevant employees and reported work-related injuries in a timely manner, ensuring the employees received the entitled protection and support. During the new employee training and safety production education month, the Group organised a series of training activities on the employees' safety and health, with the aim to raise the employees' safety awareness. These trainings cover various production safety knowledge and skills, such as the way to identify and respond to potential hazards at work, the proper use of safety equipment and the emergency response measures. Through these trainings, employees will be able to pay more attention to safety in performing their daily duties, reduce their chance of suffering from work-related injuries and occupational diseases, and create a safer and healthier workplace.

### Training and Development

Minmetals Land formulated the "Training Management Rules" and the "Interim Measures on Training Appraisal", to provide guidance on employee training and appraisal. The Company's Human Resources and Administration Department is responsible for the integrated management of the Company's training activities and coordinated arrangement of the training plan. Employees can be trained through centralised face-to-face lessons or online business schools, while the types of training include: induction training, position qualification training, professional knowledge training (such as real estate business, engineering business, contract legal business), comprehensive management ability training and professional skills training.

In the process of promoting education and training planning in 2024, Minmetals Land actively followed the strategic planning of Minmetals Land and closely focused on the "one core, two wings and three supports" business layout, to strengthen the professional ability training and knowledge level of its employees. By improving the education and training system, we are dedicated to achieve the goals in our Group Companies and Minmetals Land's talent team building plan, striving to cultivate a group of high-quality, high-caliber talents for the Company who are dedicated to their jobs and have both ability and integrity.

本年度，本集團並無因工死亡個案<sup>8</sup>。針對1宗工傷及職業病個案，我們安撫員工並及時為員工申報工傷，確保他們獲得應有的保障和支持。在新員工培訓及安全生產宣教月期間，本集團組織了一系列員工安全與健康培訓活動，旨在提高員工的安全防範意識。這些培訓涵蓋了各種安全生產知識和技能，例如如何識別和應對工作中的潛在危險、正確使用安全設備以及應急處理措施等。通過這些培訓，員工能夠在日常工作中更加注重安全，減少工傷和職業病的發生，營造一個更加安全健康的工作環境。

### 培訓和發展

五礦地產制定了《培訓管理辦法》、《培訓考核管理暫行辦法》為員工培訓及考核工作提供指引。本公司人力行政部負責對本公司培訓工作統一管理及統籌安排培訓計劃。員工可透過集中授課或是網絡商學院進行培訓，培訓類別包括：入職培訓、崗位資質培訓、專業知識培訓（例如，地產業務、工程業務、合約法律業務）、綜合管理能力培訓和專業技能培訓。

五礦地產在2024年度推進教育培訓規劃工作過程中，積極服務於五礦地產戰略規劃，緊密圍繞「一核兩翼三支撐」業務佈局，強化員工專業化能力培訓和知識水準，完善教育培訓體系，堅決完成集團公司和五礦地產的人才隊伍建設規劃目標，全力為公司培育一批高素質、高水準、愛崗奉獻、德才兼備的優秀人才隊伍。

<sup>8</sup> Over the last three years, the Group did not have any records on employee's fatalities in the course of employment.

<sup>8</sup> 本集團於過去三年並無錄得員工因工死亡的事件。



During the Year, the Group carried out operation and management training with a focus on cultivating strategic operation and management talents with strong strategic thinking ability, good business sense, strong market awareness, and potential in operation and management. Meanwhile, we strengthened the “Class 80” brand and successfully held the fourth training camp for the third “Class 80” project and the “Class 80” graduation ceremony, concluding the “Class 80” young talent cultivation brand project with resounding success. In addition, Minmetals Land’s East China Regional Company launched professional external training courses organised by the human resources departments, and the business departments organised skill competitions to improve employees’ professional skills through competitions instead of training. On the other hand, Minmetals Land Tianjin Property Company launched level 1, 2 and 3 trainings and organised development trainings and effective communication skill trainings for employees. All employees of Minmetals Land’s Beijing head office engaged in the comprehensive assessment at the end of the year, which consisted of two parts, namely performance evaluation and ability assessment, to launch annual appraisal and motivate employees to keep improving their performance.

The key training projects and their contents are as follows:

本年度，本集團積極開展經營管理培訓，旨在培養具有較強戰略思維能力，業務素質好、市場意識強，在經營管理方面具有潛質的戰略型經營管理人才。同時，我們強化了「80班」品牌，成功舉辦了三期「80班」第四次研習營暨「80班」結業式，圓滿完成「80班」青年人才培養品牌項目收官任務，取得顯著效果。此外，五礦地產華東區域公司開展由人力部門組織的專業外部培訓課程、業務部門組織技能競賽等，以賽代訓，提高員工崗位技能。五礦地產天津物業公司則開展了一、二、三級培訓，並組織了員工的拓展培訓和有效溝通技巧培訓。五礦地產北京總部全體員工參與年底綜合測評，包含業績測評及能力測評兩個方面，以開展年度評優工作，激勵員工不斷提升自己的表現。

以下為重點培訓項目以及內容：

#### **Class 80 young professional project plan**

#### **80班青年專才項目計劃**

To nurture young management as excellent management personnel and future leading talents, the Group continued to run the Class 80 young professional project plan during the Year. Adhering to the headquarters’ educational training system, subsidiaries adopted various training programmes to develop operational management talents by respectively carrying out the “Climber Plan” of the regional company in Northern China, the “Red Star Class” of the regional company in Central China, the “Qiji Plan” of the regional company in Southern China, the “Casting Star Plan” of Chengdu Company, etc. 為培養年輕管理人員成為優秀的管理人員和未來領導人才，本年度本集團繼續開展80班青年專才項目計劃。秉承總部教育培訓體系，下屬公司經營管理人才培養形式多樣：分別開展了華北區域公司「攀登者計劃」、華中區公司「紅星班」、華南區域公司「騏驎計劃」、成都公司「鑄星計劃」等等。

**Professional training**

Focused on the Company's strategic targets, core business, key areas and development directions and according to the principle of sorting by category, by level and by region, professional education trainings such as real estate development, industry properties, business management, property service, property finance, etc. were strengthened. Based on the actual development of the Company's business and the employees' own development needs, each business department has formulated special training for each section. The Minmetals Land headquarters has created a "Craftsmanship Workshop" (匠心坊) training platform and conducted multiple trainings on general real estate knowledge and skills covering operations, marketing, design, cost, engineering, etc. The Group comprehensively adopted various forms such as theme research, theme lectures, on-site study, workshops and research camps, to guide and help cadre employees to enrich professional knowledge, promote professional abilities, exercise professional styles and cultivate professional spirits.

**專業培訓**

圍繞公司戰略目標、核心業務、重要領域和發展方向，按照分類、分層、分域的原則，加強房地產開發、產業地產、商業管理、地產服務、地產金融等專業化教育培訓。根據公司業務實際發展同時結合員工自身發展需求，各業務部門製定了各版塊專項培訓工作。五礦地產總部打造了「匠心坊」培訓平台，開展了多次包括運營、營銷、設計、成本、工程等地產通用知識和技能知識類培訓。本集團綜合採用專題研修、專題講座、現場學習、工作坊、研習營等多種形式，引導和幫助幹部員工豐富專業知識、提升專業能力、錘煉專業作風、培育專業精神。

**Skill trainings**

Through a series of trainings such as position knowledge training, professional knowledge training, management standard training, and operation service standards, various property companies of Minmetals Land carried out trainings on the knowledge, mindset, behaviour and skills necessary for adopting to work sorted by category and level, thus promoting employees' professional knowledge level and service skills from various aspects.

**技能培訓**

五礦地產所屬各物業公司通過職位知識培訓、專業知識培訓、管理標準培訓、操作服務準則等系列培訓，分類分層次開展適應工作需要的知識、心態、行為和技能培訓，從多角度提高員工專業知識水平及服務技能。

Minmetals Land has established a job position system, including the "Working Measure of Selection and Appointment of Cadres", "Management Measure of Position Structure" and "Management Measure of Qualification of Profession Structure", with the aim to provide employees with equal, open and transparent career development paths. These measures ensure the fairness of the selection process, expressly define the responsibilities and promotion paths of each position, and establish qualification standard for different professional fields, which in turn encourage employees to harness their professional skills and facilitate the sustainable development of the Company.

五礦地產已制定一套職位體系，包括《幹部選拔任用工作辦法》、《職位體系管理辦法》和《專業序列任職資格管理辦法》，旨在為員工提供平等、公開和清晰的職業發展通道。這些規範確保選拔過程的公正性，明確各職位的職責和晉升路徑，並針對不同專業領域制定任職資格標準，促進員工專業技能提升，進而推動公司持續發展。



## GREEN AND LOW-CARBON OPERATION

The Group actively responds to the strategic goal of “reaching carbon peak” and “carbon neutrality” amid the increasingly challenging global environmental changes. We are determined to shoulder our corporate social responsibility and always place ecological and environmental protection at the forefront of our corporate development. As a property developer with extensive influence, we must focus on maintaining ecological balance and the sustainable use of resources while driving economic growth.

## Response to Climate Change

The Group is well aware of the far-reaching impacts of climate change on its business development and has formulated the “Climate Change Policy” (《氣候變化政策》) with the development objectives based on the recommendations of the national “14th Five-Year Plan” in respect of energy saving and carbon reduction, to manage the impacts of climate change on the Group in all aspects, including governance, mitigation, adaptation, prevention and disclosure. During the Year, the Group’s subsidiaries proactively responded to and alleviated the potential impact of climate-related risks by issuing extreme weather warnings, formulating extreme weather contingency plans and trainings, and strengthening on-site inspection and on-duty management under extreme weather.

## 綠色低碳運營

在當前全球環境變化日益嚴峻的形勢下，本集團積極響應「碳達峰」與「碳中和」戰略目標，我們堅決承擔起企業社會責任，始終將生態環境保護置於企業發展的重要位置。作為一家具有廣泛影響力的地產發展商，必須在推動經濟增長的同時，著眼於維護生態平衡和資源的可持續利用。

## 應對氣候變化

本集團深知氣候變化對業務發展的深遠影響，並以國家「十四五」規劃中節能減碳相關指標建議為發展方針制訂了《氣候變化政策》，從管治、減緩、適應、抵禦及披露全方位管理氣候變化對集團的影響。本年度，本集團各附屬公司通過發佈極端天氣預警通知，制定極端天氣應急預案和培訓，加強極端天氣現場巡視及值班管理等措施，積極應對並減緩氣候相關風險帶來的潛在影響。

|                   |   |
|-------------------|---|
| <b>Governance</b> | <ul style="list-style-type: none"> <li>Directors are the highest decision makers on climate change within the Group</li> <li>Provide regular climate change training for management and employees</li> </ul>  |
| <b>管治</b>         | <ul style="list-style-type: none"> <li>董事為本集團氣候變化部門的最高決策層</li> <li>定期為管理層及員工提供氣候變化培訓</li> </ul>   |
| <b>Mitigation</b> | <ul style="list-style-type: none"> <li>Establish a comprehensive carbon emission statistics system as a basis for carbon emission management</li> <li>Proactively explore opportunities to use renewable energy at properties to further reduce carbon emissions from the use of fossil fuels</li> <li>Encourage employees, suppliers and owners to reduce carbon emissions in their daily business activities</li> </ul> |
| <b>減緩</b>         | <ul style="list-style-type: none"> <li>建立完善的碳排放統計體系，以作為碳排放管理基礎</li> <li>積極探索於物業使用可再生能源的機會，進一步減少使用化石燃料產生的碳排放</li> <li>鼓勵員工、供應商及業主於日常業務活動中減少碳排放</li> </ul>  |
| <b>Adaptation</b> | <ul style="list-style-type: none"> <li>Regularly evaluate the physical risks and opportunities caused by climate change</li> <li>Continually enhance the property designs to prevent and reduce the potential damage to new development projects caused by climate change</li> </ul>  |
| <b>適應</b>         | <ul style="list-style-type: none"> <li>定期評估氣候變化帶來的實體風險與機遇</li> <li>持續提升旗下物業的設計，以預防或減少氣候變化對新發展項目可能造成的破壞</li> </ul>   |

**Prevention****抵禦****Disclosure****披露**

- Assess the impact of climate change in the operational area, and conduct regular property inspections to ensure properties are resilient to extreme weather events caused by climate change
- Introduction of climate change prevention measures in the planning and design stages of new development projects
- 了解氣候變化對營運所在地的影響，並定期進行物業巡檢，確保物業能抵禦因氣候變化引致的極端天氣事件
- 在新發展項目的規劃及設計階段引入氣候變化抵禦措施
- Disclose information on the management of climate change-related issues on the Group's public channels (e.g. website, social media platforms)
- Regularly report on the Group's approach, measures and progress in enhancing its climate-related risk response capability through designated publications
- 於本集團公開渠道(如網頁、社交平台)披露有關管理氣候變化相關事宜的信息
- 定期透過指定刊物匯報本集團有關提升氣候相關風險應對能力的方針、措施及進展

**Practicing Green Finance**

Green finance, as an innovative means of financing, has become a key driver for sustainable development considering the growing importance of globalised environmental governance. It explores a new path for the harmonious development of the economy and the environment as well as shows an important trend for future financial development.

In light of this, Minmetals Land established a "Sustainable Financing Framework" (the "Framework") and successfully issued green, social and sustainability bonds, loans and other debt-like instruments under the guiding principle of the Framework. In line with Minmetals Land's business model, the proceeds will be used in whole or in part to finance and/or refinance new and/or existing projects that are dedicated to mitigating the negative impact of the Group's business operations on the environment. In the Framework, we have clearly defined the scope of eligible green projects, covering seven major areas: green buildings, renewable energy, energy efficiency, pollution prevention, sustainable management of water and wastewater, climate change adaptation and clean transportation. The Framework has received third-party opinions from S&P Global, Sustainalytics and the Hong Kong Quality Assurance Agency, providing strong credibility for the Group's future green finance practices.

**踐行綠色金融**

在全球化環境治理日趨重要的當下背景之下，綠色金融作為一種創新的融資手段，已成為促進企業可持續發展的關鍵動力。它不僅為經濟與環境的和諧共生探索出一條嶄新的發展道路，更是引領未來金融趨勢的重要方向。

鑒於此，五礦地產構建了一套可持續金融框架(「框架」)，並以其為指導原則，成功發行了綠色、社會以及可持續發展債券、貸款等多種債務工具。遵循五礦地產的商業運作模式，所得款項將全部或部分用於融資和／或對致力於減輕本集團業務營運對環境造成負面影響的新項目和／或既有項目的再融資。在框架中，我們明確界定了符合要求的綠色項目範圍，涵蓋綠色建築、可再生能源、能源效益、污染防治、水和廢水的可持續管理、氣候變化適應及清潔運輸等七大領域。該框架已獲得標普全球(S&P Global)、Sustainalytics及香港品質保證局出具的第三方意見書，為本集團未來的綠色金融實踐提供了強大的公信力保障。

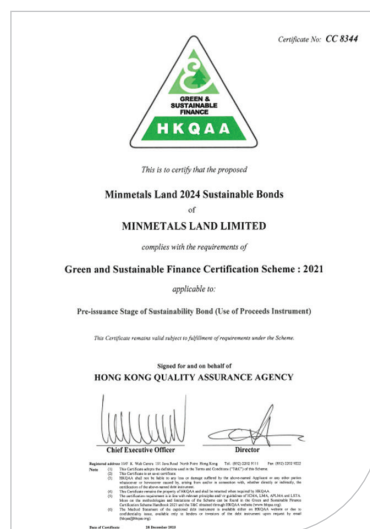
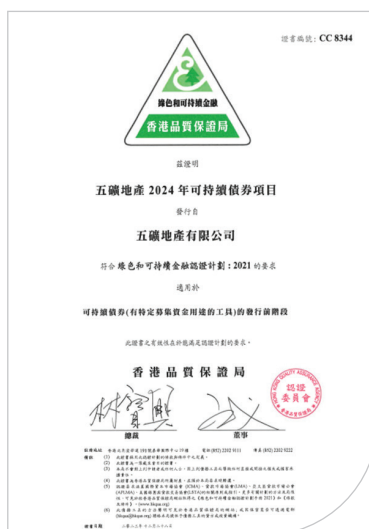


During the year, the Group issued a total of approximately RMB1 billion of offshore sustainable development bonds in March and April, with a pledge to utilise the net proceeds from the bond issuance for energy efficiency and the promotion of socio-economic development and power security related types of projects in accordance with the Framework. The successful issuance of the sustainable bonds is an important milestone in the Group's journey towards green and sustainable development. This move not only demonstrates our firm commitment to environmental protection, but also helps promote green changes in the industry and even all sectors of society through substantial actions.

年內，本集團先後於三月及四月發行合共約10億離岸人民幣可持續發展債券，承諾將根據框架將債券發行所得款項淨額用於能源效益及促進社會經濟發展和權力保障相關項目類型。本次可持續債券的成功發行是本集團在綠色可持續發展的征途上的一個重要里程碑。此舉不僅展現了我們對環境保護的堅定承諾，更透過實質性的行動，協助推動行業乃至社會各界的綠色變革。

### Minmetals Land 2024 Sustainable Bonds has received pre-issuance green and sustainable finance certification from the Hong Kong Quality Assurance Agency

五礦地產2024年可持續債券項目已獲得香港品質保證局發行前綠色和可持續金融認證



### Promoting Green Buildings

Green buildings, with their eco-friendly, energy-saving and high-efficiency characteristics, are gradually becoming a new trend in urban development. Minmetals Land is committed to promoting green building practices, not only focusing on improving the energy efficiency of buildings, but also actively promoting the integrated use of clean and new energy, with an aim of creating building spaces in harmony with nature. During the year, we continued to promote the 5M Intelligent Health System and energy metering to ensure that operational and energy-saving results are realised. Since 2019, all delivered projects have met the national standard of one-star green building.

### 推廣綠色建築

綠色建築以其生態友好、節能高效等特質逐漸成為城市發展的新趨勢。五礦地產致力於推廣綠色建築實踐，不僅著眼於提高建築的能效水平，更積極推動清潔能源和新興能源的綜合利用，旨在打造與自然和諧共生的建築空間。本年度，我們持續推進5M智能健康體系，推進能量計量，以確保運營和節能效果能夠切實落實。自二零一九年起，已交付項目均滿足綠建一星的國家標準。

## Changsha Minmetals Plaza won another honour for achieving industry-leading standards

長沙五礦廣場再獲榮譽  
達到行業領先水準



In the fierce competition of the 13th "Longtu Cup" National BIM Competition in 2024, the entries submitted by Changsha Minmetals Plaza project in the two categories of "Design BIM" and "Construction BIM" were selected among 2,499 high level entries and eventually won the prominent second prize. The "Longtu Cup", known as the pinnacle showdown in the BIM industry, has become the focus of the industry with its extremely high authority and value.

在2024年度第十三屆「龍圖杯」全國BIM大賽的激烈角逐中，長沙五礦廣場項目提交的「設計BIM」與「施工BIM」兩大類別作品，歷經層層選拔，最終在2,499件高水平參賽作品中嶄露頭角，榮獲令人矚目的二等獎雙項大獎。被譽為BIM行業巔峰對決的「龍圖杯」，以其極高的權威性與含金量，成為業界矚目的焦點。

BIM technology runs through the construction process of Changsha Minmetals Plaza, which not only effectively ensures the strict control of design quality and project quality, but also greatly improves construction efficiency and significantly reduces resource waste, deeply practicing the concept of "green construction and intelligent construction". The Changsha Minmetals Plaza project focuses on green environmental protection, realising the resourceful use of construction waste and successfully reducing carbon emissions by 500,000 kg of CO<sub>2</sub> equivalent.

BIM技術貫穿與長沙五礦廣場的施工環節，不僅有效地保證了設計品質與工程質量的嚴格把關，更大幅提升了施工效率，同時顯著減少了資源浪費，深刻踐行「綠色建造、智慧建造」的理念。長沙五礦廣場項目注重綠色環保，實現了建築垃圾的資源化利用，成功減少了50萬千克二氧化碳當量的碳排放。



### Official launching of the “Evaluation Procedures for High-Quality Residential Properties” (《高品質住宅測評規程》) 《高品質住宅測評規程》正式發佈

The “Evaluation Procedures for High-Quality Residential Properties” (the “Procedures”), which were compiled by the China Institute of Building Standard Design and Research and the China Real Estate Association, with the participation of Minmetals Land and other companies in the same industry, were formally released during the Year. Minmetals Land reviewed its own practical experience in high-quality residential projects and actively participated in the preparation of the “Procedures”. It is committed to promoting cross-industry cooperation and jointly creating “good houses” that meet green, low-carbon, intelligent and safe standards. The Group will continue to leverage our influence in the industry and contribute to the construction of high-quality homes.

由中國建築標準設計與研究院和中國房地產協會主編、五礦地產等多家同業公司參編的《高品質住宅測評規程》(《規程》)於本年度正式發佈。五礦地產校閱自身在高品質住宅項目中的實踐經驗，積極參與了《規程》的編製，致力於推動行業的跨界合作，共同打造符合綠色、低碳、智能、安全標準的「好房子」。本集團將繼續發揮我們在行業內的影響力，為建造高品質住宅貢獻力量。

### Emissions Management

In order to achieve sustainable protection of the ecological environment, Minmetals Land has stipulated through the “Ecological Environment Protection Measures” that its subsidiaries shall give priority to production processes and equipment with high resource utilisation efficiency and low pollutant emissions, and at the same time, promote the comprehensive utilisation of wastes and harmless treatment of pollutants, so as to reduce pollutant generation at source. In an effort to reduce its carbon footprint, the Group actively promotes the use of renewable energy in its overall operations and encourages all business units and their supply chain partners to adopt renewable energy as far as practicable. The Group requires each of its subsidiaries to strengthen its management efforts on cleaner production, set clear cleaner production targets and implement relevant measures on its own. At the same time, we encourage and support our subsidiaries to conduct cleaner production audits and follow the requirements of the local authorities to implement cleaner production audits.

### 排放物管理

為實現生態環境的可持續保護，五礦地產通過《生態環境保護辦法》規定附屬公司須優先選用資源利用效率高、污染物排放低的生產工藝與設備，同時推廣廢棄物綜合利用及污染物無害化處理技術，從源頭上降低污染物的生成。為著力減少碳足跡，本集團積極提升可再生能源在整體運營中的使用比例，並鼓勵所有業務單位及其供應鏈夥伴在可行範圍內，盡可能採用可再生能源。本集團要求各附屬公司強化清潔生產的管理力度，設定清晰的清潔生產目標，並自主實施相關措施。同時，我們也鼓勵並支持附屬公司進行清潔生產審核，並遵循當地主管部門的要求，落實清潔生產審核工作。

In terms of environmental protection practices, all of the Group's property projects and office spaces are equipped with waste separation bins, and qualified professional organisations are commissioned to collect and handle the waste. In addition, we organise waste recycling related education and publicity activities for our customers every year to raise public awareness of waste recycling. For the management of hazardous waste, the Group has set clear reduction targets and ensured that all hazardous waste is properly handled in accordance with relevant regulations.

During the Year, in order to effectively manage waste generated from projects, comply with laws, regulations and relevant requirements, protect and improve the production and living environment, and ensure public health, Minmetals Land's subsidiary Chengdu Company, formulated specialised waste management measures based on the actual situation. In addition, we have also actively launched the "Small Steps to Big Success Plan" as a theme year activity to change our living habits and continue to implement the promotion and implementation of cost reduction and efficiency measures.

在環保實踐方面，本集團所有物業項目及辦公空間均設置了廢物分類回收箱，並委託具資質的專業機構進行收集與處理。此外，我們每年也會為客戶舉辦廢物回收相關的教育宣傳活動，以提升大眾的廢物回收意識。針對危險廢棄物的管理，本集團設定了明確的減量目標，並確保所有危險廢棄物均按照相關法規得到妥善處理。

本年度，為了有效管理項目產生的廢棄物，符合法律法規及相關要求，保護和改善生產與生活環境，確保公共健康，五礦地產附屬成都公司根據實際情況制定了專項的廢棄物管理措施。此外，我們亦積極開展「星火燎原計劃」主題年活動，轉換生活習慣，持續落實降本增效措施的宣貫及實施。

### Emission reduction measures

#### 減少廢氣排放措施

- Encourage employees to commute by green travel and use public transport as much as possible
- Adopt online meetings such as video conferencing to replace physical meetings
- Conduct regular inspection and maintenance of official vehicles
- Arrange reasonable routes to reduce fuel consumption
- Purchase electric vehicles that are friendly to environment, give priority to electric vehicles when traveling, and eliminate old business vehicles with high energy consumption
- 鼓勵員工上下班綠色出行，儘量乘坐公共交通工具
- 採用線上會議如視頻會議等形式代替實體會議
- 定期檢查和保養公務車輛
- 合理安排行駛線路，減少燃料消耗
- 購置電動環保汽車，出行優先使用電動汽車，淘汰高耗能、老舊公務車

### Wastewater management measures

#### 廢水管理措施

- Regular empty and clean septic wells, sewage wells and pipelines
- 定期對化糞井、污水井及管路進行清掏、清洗



### Waste reduction measures

### 減少廢棄物措施

- Purchase printing paper made from sustainably sourced materials (e.g. FSC™ Forest Stewardship Council certified paper)
- Use double-sided printing to reduce paper consumption
- Use the unused side of paper for drafting, printing and receiving faxes
- Actively promote paperless offices and make full use of the OA system and electronic communication equipment
- Reduce the use of disposable office supplies and replace them only when they are fully used up
- Provide waste reduction and recycling guidelines to staff
- Recycling bins are placed in the offices of Hong Kong Headquarters to collect plastic, which is regularly disposed of to the recycling bins provided by the government
- Cartridges are managed by human resources and administration department, and discarded cartridges are centrally collected on a 1 old for 1 new basis, which will then handed over to cartridge supplier for recycling and reuse.
- 購買使用由可持續資源取材製造的打印紙（例如，由FSC™森林管理委員會認證的紙張）
- 使用雙面打印，減少打印紙消耗
- 紙張未使用的一面，作草擬、列印及接收傳真用途
- 積極推行無紙化辦公，充分利用OA辦公系統及電子通訊設備
- 減少使用一次性辦公用品，用品完全耗盡才更換
- 向員工提供減廢及廢物回收指引
- 香港總部於辦公區放置環保回收箱回收塑膠，定期存放於政府提供的回收箱內
- 墨盒由人力行政部管理，以1新換1舊方式，統一收集廢棄墨盒，之後交墨盒供應商回收重用

### Energy Efficiency Management

The Group's Energy Saving Management Measures clearly stipulate that we must focus on reducing energy consumption and energy losses throughout the entire process from energy production to consumption in order to achieve effective and rational use of energy. We are committed to installing renewable energy equipment in new and existing buildings wherever possible, in order to increase the share of renewable energy in our energy mix and move towards a more environmentally friendly and sustainable way of using energy.

### 能源效益管理

本集團的《節能管理辦法》明確規定，必須在能源生產至消費的全過程中，著眼於降低能耗與減少能源損失，以實現能源的有效與合理利用。我們堅持不懈地追求在適宜且可行的條件下，於新建築物及既有建築中安裝可再生能源設備，以此提升可再生能源在我們能源使用結構中的佔比，朝著更加環保與可持續的能源使用方式邁進。

### Energy-saving measures

- Develop energy saving and consumption reduction plans, calculate energy consumption monthly and conduct concurrent analysis
- Prompt and control abnormal energy data
- Replace the lighting fixtures in the building with energy-saving fixtures
- Add time controls to lighting, fountains, fans, external street lighting, etc., in public areas
- Install sound and light control switches on fire escape lighting
- Maintain the temperature in the common area of the building to 24 to 26 degrees Celsius, and install a protection box to prevent arbitrary adjustment
- Suspend electricity supply for vacant floors
- Utilise energy-saving smart switches in office areas, that can be controlled and checked by mobile phone to turn off the lights at any time
- Remind employees to shut down their computers immediately after get off work and set up automatic sleep mode during daily work
- Regularly clean dust filters and coil fans to ensure efficient operation of the air conditioning system
- Adhere to local management requirements regarding the activation of air conditioning or heating system only when the specified temperatures are reached
- Lighting management, air conditioning management during summer, and incorporate designs for natural lighting, sun protection and other aspects of building sustainability

### 節省能源措施

- 制定節能降耗方案，每月統計能源耗用量並進行同期分析
- 對異常的能源數據進行提示及控制
- 大廈內照明燈具更換為節能燈具
- 公區照明、噴泉、風機、外圍路燈等增加時控
- 消防通道照明加裝聲光控開關
- 將大廈公區溫度統一調整為攝氏24至26度，加裝保護盒避免被隨意調改
- 空置樓層不供電
- 辦公區域更換節能智慧開關，管理人員可隨時手機控制、查看，及時關閉照明裝置
- 提醒員工下班及時關閉電腦，並於日常工作時設立自動休眠模式
- 定期清洗隔塵網及盤管式風機，確保空調系統高效運作
- 按屬地管理要求，達到規定溫度才可打開冷氣或暖氣
- 照明管理、夏季空調管理及建築物自然採光、防曬等設計



### Water Resources Management

During the year, the Group did not encounter any challenges in finding suitable water sources at any of its operating locations. In terms of project development, we have set a clear goal: to improve water efficiency across the board by 2025, including promoting rainwater collection systems, installing flow regulators, and adopting water-saving measures such as dual-flush toilets. As for managed properties, we have replaced the original water-using equipment with more efficient models. In addition, the Group also actively advocates and encourages customers of its property projects and offices of its subsidiaries to actively participate in water-saving projects and jointly contribute to water resource protection.

#### Measures of waster saving

- Using sensor faucet in bathrooms
- Regularly inspect faucets and pipes for problems such as running and unclosed taps, leaks and drips, and arrange timely maintenance
- Posting water saving posters to enhance employees' water saving awareness
- Set water conservation targets and conduct monthly water consumption statistics and analysis

#### 節約用水措施

- 衛生間使用感應水龍頭
- 定期巡查水龍頭及喉管的跑、冒、滴、漏情況，及時安排維修
- 張貼節約用水宣傳牌，深化員工節水意識
- 設定節水目標，每月進行用水量統計與分析

### Environment and Natural Resources

In order to safeguard biodiversity and natural resources, Minmetals Land has actively implemented the "Measure of Ecological Environmental Protection" and the "Measures of Inspection and Supervisory Management of Environmental Protection", and has set up a specialised Ecological Environment-Related Protection Team responsible for overseeing the environmental protection practices of its enterprises. The Group places emphasis on improving the environmental monitoring system and ensures the normal operation of monitoring equipment of subsidiaries in accordance with the relevant environmental protection regulations that state-owned enterprises must comply with. For key regulated enterprises, they are required to strictly control the emission of harmful substances, implement independent monitoring and report regularly to the ecological and environmental authorities.

### 水資源管理

本年度，本集團各營運地點均未遭遇尋求適用水源的挑戰。在項目開發方面，我們設定了明確目標：截至2025年，全面提升用水效率，這包括推廣雨水收集系統、安裝流量調節器以及採用雙沖式馬桶等節水措施。至於託管物業，我們已將原有的用水設備替換為更高效率的模型。此外，本集團也積極倡導並鼓勵旗下各物業項目的客戶，以及各附屬公司的辦公室，積極參與節水項目，共同為水資源保護作出貢獻。

### 環境及天然資源

為維護生物多樣性與自然資源，五礦地產積極推行的《生態環境保護辦法》及《環境保護檢查督查管理辦法》，並設立專責的生態環境保護領導小組，負責監督旗下企業的環保實踐。本集團強調完善環境監測制度，並依照國有企業需遵守的環保相關規定，確保附屬公司監測設備的正常運作。對於重點監管企業，則需嚴格控制有害物質排放，實施自主監測並定期向生態環境主管部門報告。

In order to achieve green development, the Group has clearly stipulated in the "Measure of Ecological Environmental Protection" that all subsidiaries must incorporate ecological and environmental protection into the macro-planning of corporate development, conduct in-depth analysis of the impact of production and operation activities on the natural ecology, and formulate and implement special plans and action plans for ecological and environmental protection, and implement specific protection and improvement measures accordingly. We firmly implement ecological red line management measures and environmental access systems, and prohibit any construction or pollutant emissions that are inconsistent with the main functional positioning within the ecological red line. During the year, we did not violate any laws and regulations related to environmental protection, nor were we involved in any penalties or lawsuits related to major accidents involving the environment and natural resources.

## COMMUNITY INVESTMENT

Minmetals Land has spared no effort in promoting social welfare and fulfilling its social responsibilities, actively participating in voluntary service operations, disaster relief operations and village revitalisation work, and is committed to spreading positive social forces. Since 2019, Minmetals Land has established the Hong Kong volunteer team, the core team of which is composed of employees from various companies of China Minmetals in Hong Kong. Over the years, they have been deeply involved in community services, lending a warm helping hand to various Hong Kong communities by conducting elderly visits, festival care events, environmental protection and other volunteer activities from time to time. In addition, Chengdu Property Management Company, a subsidiary of the Group, has been deeply committed to community services, focusing on caring for the elderly and launched a series of heart-warming volunteer activities. The services include free knife sharpening, haircuts, health consultations, floor mat cleaning and other thoughtful projects. The volunteer service hours reached 200 hours, which effectively improved the quality of life of the elderly in the community. Hunan Property Management Company adheres to its environmental protection mission and has held a series of environmental education activities in collaboration with partners from all walks of life. In this scheme, 218 enthusiastic volunteers devoted 520 hours to environmental protection work, deepened the environmental awareness of community residents through professional lectures, and effectively promoted the popularization of green living concepts.

為了實現綠色發展，本集團在《生態環境保護辦法》中明文規定，各附屬公司必須將生態環境保護納入企業發展的宏觀規劃，深入分析生產經營活動對自然生態的影響，並據此制定和執行生態環境保護的專項規劃與行動方案，實施具體的保護與改善措施。我們堅決執行生態紅線管理措施與環境准入制度，禁止在生態紅線範圍內開展任何不符主體功能定位的建設或排放污染物。本年度，我們沒有違反任何與環境保護相關的法律法規，亦未涉及任何對環境及自然資源的重大事故方面的處罰與訴訟。

## 社區投資

五礦地產在推動社會公益與落實社會責任的道路上不遺餘力，積極參與志願服務行動、災後救援行動及鄉村振興幫扶工作，致力於散播正面社會力量。自2019年起，五礦地產在香港建立了義工隊，其骨幹成員由中國五礦各駐港企業的員工組成，在多年來主動投入社區服務，為香港社群帶來援助與溫暖，並不定期舉辦長者探訪、節日關懷、環境保護等義工活動。此外，本集團旗下成都物業管理公司深耕社區服務，以關愛長者為重點，開展了一系列暖心義工活動。服務內容涵蓋免費磨刀、理髮、健康諮詢及地墊清潔等貼心項目，義工服務時數達200小時，切實提升了社區長者的生活品質。湖南物業管理公司秉持環保使命，攜手社會各界夥伴舉辦了一系列環保教育活動。在此計劃中，218名熱心義工投入了520小時，致力於環境保護工作，透過專業宣講深化社區居民的環保意識，有效推動綠色生活理念的普及。



### Minmetals Land went to Zhenxiong County, Yunnan to carry out rural revitalization research and assistance work

五礦地產赴雲南鎮雄縣  
開展鄉村振興調研與  
幫扶工作



Since we began to help Zhenxiong County in 2002, Minmetals Land has always followed the “win-win” working principle of targeted assistance to the county and industry, focusing on Zhenxiong’s education, industrial development, and livelihood projects, and continuously improving the quality of help. Through industrial revitalization, we have promoted rural revitalization in Zhenxiong and achieved remarkable results. In order to verify the positive results of the assistance work and further promote industrial revitalization and rural revitalization in Zhenxiong, from November 20 to 21, He Jianbo, Chairman of Minmetals Land, and his party went to Zhongtun Town, Dayuan Town and Yile Town in Zhenxiong County, Yunnan Province for investigation.

自2002年開始結對幫扶鎮雄縣以來，五礦地產始終遵循定點幫扶縣與產業幫扶力量「雙贏」的工作思路，緊扣鎮雄教育事業、產業發展、民生工程等事項，持續提升幫扶質量。通過產業振興，推動鎮雄的鄉村振興，取得了顯著成效。為了驗證幫扶工作的積極成效，並進一步推動產業振興和促進鎮雄的鄉村振興，11月20日至21日，五礦地產董事長何劍波一行前往雲南省鎮雄縣的中屯鎮、大灣鎮和以勒鎮進行調研。

First of all, He Jianbo and his delegation investigated the “Zhenxiong Mulberry Silk Industry Chain Technology Integration and Demonstration” project in Qixin Village, Zhongtun Town, so as to help increase farmers’ income and rural revitalization. At the same time, Minmetals Land and Beijing May 8th Charity Foundation cooperated to launch the “Thousands of people reading with us, building dreams for the future” public welfare project for children in urban and rural areas, which is committed to changing children’s destiny through reading. He Jianbo and his delegation also conducted research at the Hardware Industrial Park in Yile Town, exploring cooperation with local authorities to promote the steady development of the industrial park, and supporting migrant workers to return to their hometowns to start businesses and find jobs. They also expressed their condolences to the members of the “1.22 Landslide Incident” support team, praising them for their sense of responsibility, fearlessness of hardship, courage to take on responsibilities, and willingness to make sacrifices, which fully demonstrated the great love of Minmetals Land. 何劍波一行在中屯鎮齊心村調研了「鎮雄桑蠶全產業鏈技術集成與示範」項目，助力農民增收與鄉村振興。與此同時，五礦地產與北京五八公益基金會合作開展了「千人伴讀·築夢未來」城鄉兒童伴讀公益項目，致力於通過閱讀改變兒童命運。此外，何劍波一行還在以勒鎮五金產業園進行調研，探討與當地合作以促進產業園穩健發展，並支持務工人員返鄉創業就業，並慰問了「1.22滑坡事件」應援突擊隊成員，稱讚他們用心懷責任、不畏艱辛、勇於擔當、甘於奉獻的品質和作風，充分展現了五礦地產的大愛風範。

**The cultural creation and rescue operations of Minmetals Land were recognised, demonstrating the commitment of a centralised enterprise**

五礦地產文化創作與救援行動雙獲認可，展現央企擔當



In 2024, Minmetals Land achieved outstanding results in cultural creation and social responsibility fulfilment. The short video "Father's Design" organised and filmed by the Group vividly demonstrated the responsibility and commitment of two generations of builders and highlighted the cultural heritage of central enterprises. In September, the work won the Outstanding Work Award in the fifth Central State-owned Enterprise Socialist Core Values Theme Micro Film (Micro Video) organised by the SASAC of the State Council, becoming a role model for practicing the "Five Core Essentials".

2024年，五礦地產在文化創作與社會責任履行方面取得突出成績。本集團組織拍攝的短視頻《父親的設計圖》生動展現了兩代建設者的責任與擔當，彰顯了央企的文化底蘊。該作品於9月榮獲國務院國資委第五屆中央企業社會主義核心價值觀主題微電影（微視頻）敬業奉獻類優秀作品獎，成為踐行「五大核心要義」的典範。

At the same time, the news photo "Emergency Rescue Mission in Disaster Areas" submitted by Minmetals Land was selected as one of the "Top Ten Heartwarming Shots of Central Enterprises in 2024". The photo records the touching moment when the Company assisted in disaster rescue work after a landslide in Zhenxiong County, Yunnan, and demonstrates the sense of responsibility of employees of central enterprises in standing up in the face of disaster. The two honours are not only a recognition of Minmetals Land, but also an encouragement for it to continue to contribute to the development of society with high quality cultural works and practical actions.

與此同時，五礦地產報送的新聞圖片《勇赴災區救援先鋒緊急行動》入選「2024年度央企十大暖鏡頭」。該圖片記錄了公司助力雲南鎮雄縣山體滑坡搶險救災的感人瞬間，展現了央企員工在災難面前挺身而出的責任感。兩項榮譽不僅是對五礦地產的肯定，更激勵其繼續以高質量文化作品和實際行動為社會發展貢獻力量。



## COMPLIANCE MANAGEMENT

Minmetals Land strictly complies with applicable laws and regulations that are important to the Group's operations. The Group's operation was regulated by relevant laws and regulations of the operation sites, while the Group has considered and recognised the impact of violation of relevant laws and regulations on the Group's operations, including:

- Administrative penalties caused by violation of relevant laws and regulations, such as fines and imprisonment, with the possibility of revocation of business licence in serious cases;
- Lawsuits caused by violating others' rights; and
- Damage to the Group's reputation due to non-compliance.

The Board of the Company is fully responsible for the compliance of the Group's operations and oversees the management of relevant compliance requirements by various departments to ensure that the policies formulated by the Group to ensure compliance operations are effectively implemented. Laws and regulations that have a significant impact on the Group include but are not limited to the following laws and regulations:

## 合規管理

五礦地產嚴格遵守並適用對本集團營運至關重要的相關法律及規例。本集團的營運受到所在地的相關法律法規的規管，並已審視及確定違反這些法律法規對本集團營運的影響，具體包括：

- 因違反相關法律法規而引致的行政處罰，如罰款及監禁，嚴重更可能被吊銷營業執照；
- 因侵犯他人權利引致的訴訟；及
- 因不合規情況而導致本集團聲譽受損。

本公司董事會對本集團營運的合規性負全部責任，並監管各部門管理相關合規要求，確保本集團為確保合規營運所制訂的政策得以切實執行。對本集團有重大影響的法律法規包括但不限於以下法律和規例：

| Aspect<br>層面        | Relevant laws and regulations that are important to the Group's operation<br>對本集團的營運而言屬重要的相關法律及規例   |
|---------------------|---|
| Emission<br><br>排放物 | Water Pollution Prevention and Control Law of the People's Republic of China<br>Air Pollution Control Ordinance<br>Waste Disposal Ordinance<br>Regulation on Urban Drainage and Sewage Treatment<br>Administrative Measures for the Prevention and Control of Environmental Pollution by Electronic Waste<br>Measures for the Prevention and Control of Environment Pollution by Discarded Dangerous Chemicals<br>Pollutant Emission Standards at Idle Speed for Gasoline Vehicles<br>Emission Standards for Light Duty Vehicle Exhaust Pollutants<br>Wastewater Quality Standards for Discharge to Municipal Sewers<br>Comprehensive Sewage Discharge Standards<br>《中華人民共和國水污染防治法》<br>《空氣污染管制條約》<br>《廢物處理條例》<br>《城鎮排水與污水處理條例》<br>《電子廢物污染環境防治管理辦法》<br>《廢棄危險化學品污染環境防治辦法》<br>《汽油車怠速污染物排放標準》<br>《輕型汽車排氣污染物排放標準》<br>《污水排入城鎮下水道水質標準》<br>《污水綜合排放標準》 |

| Aspect<br>層面  | Relevant laws and regulations that are important to the Group's operation<br>對本集團的營運而言屬重要的相關法律及規例  |
|---|--|
| <b>Employment and labour standards</b><br><br>僱傭及勞工準則 | The Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases<br>Occupational Safety and Health Ordinance<br>Employment Ordinance<br>Employees' Compensation Ordinance<br>Minimum Wage Ordinance<br>The Law of the People's Republic of China on the Protection of Minors<br>Employment of Children Regulations<br>The Labor Law of the People's Republic of China<br>Labor Contract Law of the People's Republic of China<br>Provisions on the Prohibition of Using Child Labor of the People's Republic of China<br>《中華人民共和國職業病防治法》<br>《職業安全及健康條例》<br>《僱傭條例》<br>《僱員補償條例》<br>《最低工資條例》<br>《中華人民共和國未成年人保護法》<br>《僱用兒童規例》<br>《中華人民共和國勞動法》<br>《中華人民共和國勞動合同法》<br>《中華人民共和國禁止使用童工規定》 |
| <b>Health and safety</b><br><br>健康與安全                 | The Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases<br>Occupational Safety and Health Ordinance<br>Production Safety Law of the People's Republic of China<br>Provisions on Safety Training of Production and Operation Entities<br>Notice on Strengthening and Standardising Management of Safety Production Training<br>《中華人民共和國職業病防治法》<br>《職業安全及健康條例》<br>《中華人民共和國安全生產法》<br>《生產經營單位安全培訓規定》<br>《關於加強和規範安全生產培訓管理工作的通知》  |

| Aspect<br>層面                       | Relevant laws and regulations that are important to the Group's operation<br>對本集團的營運而言屬重要的相關法律及規例  |
|------------------------------------|--|
| Product responsibility<br><br>產品責任 | Operational Guidelines for Product Quality Measurement and Survey in Real Estate Project<br>Implementation Rules for Evaluation and Management of Project Construction in Real Estate Projects<br>Measures for Confidentiality Management<br>Measures for Information Management<br>The Advertising Law of the People's Republic of China<br>Trademark Law of the People's Republic of China<br>Copyright Ordinance<br>《房地產項目產品質量實測實量操作指引》<br>《房地產項目工程評估管理實施細則》<br>《保密管理辦法》<br>《信息管理辦法》<br>《中華人民共和國廣告法》<br>《中華人民共和國商標法》<br>《版權條例》  |
| Anti-corruption<br><br>反貪污         | Prevention of Bribery Ordinance<br>Anti-Money Laundering and Counter-Terrorist Financing Ordinance<br>Provisions of Case Inspection Work of the Discipline Inspection Authorities of the Communist Party of China<br>Notice on Actual Strengthening and Standardising Management of Clues of Leading Cadres' Problems<br>Regulations on the Supervision and Implement of the Discipline Inspection Organs of the Communist Party of China (Trial)<br>《防止賄賂條例》<br>《打擊洗錢及恐怖分子資金籌集條例》<br>《中國共產黨紀律檢查機關案件檢查工作條例》<br>《關於切實加強和規範反映領導幹部問題線索管理工作的通知》<br>《中國共產黨紀律檢查機關監督執紀工作規則(試行)》 |

During the Year, there were no significant instances of non-compliance by the Group. The Group will continue to review the laws and regulations that have a significant impact on the Group's business operations in different regions, and the situations in which they may cause significant impact on the Group.

本年度，本集團未發生任何重大違規個案。本集團將繼續審視在不同地區對本集團業務營運有重大影響的法律法規，以及其可能對本集團構成重大影響的情況。



KEY PERFORMANCE INDICATOR SUMMARY 關鍵績效指標摘要

Environmental performance<sup>9</sup> 環境績效<sup>9</sup>

| Indicator<br>指標  | 2024 <sup>10</sup><br>二零二四 <sup>10</sup> | 2023<br>二零二三 | Unit<br>單位  |
|--|--|--------------|---|
| Categories of air pollutants and their emissions <sup>11</sup><br>空氣污染排放物種類及排放 <sup>11</sup>                   |  |              |   |
| Nitrogen oxide<br>氮氧化物   | 170.4                                    | 255.2        | kg<br>千克  |
| Sulfur oxide<br>硫氧化物   | 9.2                                      | 83.3         | kg<br>千克  |
| Respirable inspired particulates<br>可吸入懸浮粒子  | 8.3                                      | 172.9        | kg<br>千克  |
| Total emission of greenhouse gas<br>溫室氣體總排放  |  |              |   |
| Scope 1 <sup>12</sup><br>範圍1 <sup>12</sup>   | 261.9                                    | 500.8        | CO2 equivalent in tonnes<br>公噸二氧化碳當量                              |
| Scope 2 <sup>13</sup><br>範圍2 <sup>13</sup>   | 13,535.2                                 | 14,223.2     | CO2 equivalent in tonnes<br>公噸二氧化碳當量                              |
| Scope 3 <sup>14</sup><br>範圍3 <sup>14</sup>   | 48.6                                     | 80.7         | CO2 equivalent in tonnes<br>公噸二氧化碳當量                              |
| Total emission volume of greenhouse gas<br>(Scope 1,2 and 3)<br>溫室氣體總排放量(範圍1、2及3)                              | 13,845.7                                 | 14,804.8     | CO2 equivalent in tonnes<br>公噸二氧化碳當量                              |
| Emission concentration of greenhouse gas<br>(Scope 1,2 and 3) (calculated by area)<br>溫室氣體排放密度(範圍1、2及3)(以面積計算) | 0.72                                     | 1.23         | CO2 equivalent in<br>tonnes/1,000 m <sup>2</sup><br>公噸二氧化碳當量/千平方米 |

9 Assessment of greenhouse gas included six greenhouse gas and Hydrochlorofluorocarbon regulated by the "Kyoto Protocol", to provide true and fair information related to greenhouse gas. The quantitative process and emission factors took reference of the "Greenhouse Gas Emissions Assessment Methods and Report Guidelines for Public Building Operation Enterprises (Trial)" and the ISO14064-1 international standard. The quantitative emissions used the average emission factors of the national grid and the global warming potential in the 5th assessment report of IPCC.

10 The data coverage includes Beijing head office and Hong Kong head office. Real estate development includes offices and projects in Pan Bohai Rim region, Yangtze River Delta region, Central China region, Chengdu-Chongqing region and Pearl River Delta region. Property management includes projects and offices in Pan Bohai Rim region, Yangtze River Delta region, Central China region, Chengdu-Chongqing region and Pearl River Delta region.

11 During the year, in order to ensure the rigour of data disclosure, the Group has optimised the process of calculating the types of air emissions. As a result, emissions of sulfur oxides and respirable suspended particulates decreased in 2024.

12 The main emission source of total emission of greenhouse gas (Scope 1) is: the emission of greenhouse gas from the Group's use of fossil fuel and operations of equipment and system in fixed source and mobile source.

13 The main emission source of total emission of greenhouse gas (Scope 2) is: the emissions from the Group's consumption of purchased power.

14 The main emission source of total emission of greenhouse gas (Scope 3) is: the emissions from the Group's airplane business trips and waste paper.

9 溫室氣體評估涵蓋了《京都議定書》管制的六種溫室氣體及含氫氟氣，以提供真實及公平的溫室氣體相關資料。量化過程及排放因子參考了《公共建築運營企業溫室氣體排放核算方法和報告指南(試行)》及國際標準ISO 14064-1。量化排放則使用了國家電網平均排放因子及IPCC第五次評估報告內的全球升溫潛能值。

10 數據涵蓋範圍包括北京總部辦公室及香港總部辦公室。房地產發展包括位於環渤海地區、長三角地區、華中地區、成渝地區、及珠三角地區的辦公室及項目。物業管理包括位於環渤海地區、長三角地區、華中地區、成渝地區及珠三角地區的項目及辦公室。

11 本年度，為確保數據披露的嚴謹性，本集團對空氣排放種類的計算過程進行了優化。因此2024年硫氧化物及可吸入懸浮粒子排放量有所減少。

12 溫室氣體總排放(範圍1)主要排放源為：本集團於固定源及移動源化石燃料使用、設備及系統運作時溫室氣體的排放。

13 溫室氣體總排放(範圍2)主要排放源為：本集團外購電力消耗的排放。

14 溫室氣體總排放(範圍3)主要排放源為：本集團飛機商務旅行以及廢紙處理所產生的排放。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

| Indicator<br>指標   | 2024 <sup>10</sup><br>二零二四 <sup>10</sup> | 2023<br>二零二三 | Unit<br>單位                             |
|---|--|--------------|--|
| <b>Hazardous waste<sup>15</sup></b><br><b>有害廢棄物<sup>15</sup></b>                          |  |              |  |
| Total volume of hazardous waste<br>有害廢棄物總量  | 2,092.0                                  | 2,366.7      | kg<br>公斤                               |
| Emission concentration of hazardous waste<br>(calculated by area)<br>有害廢棄物排放密度(以面積計算)     | 0.11                                     | 0.20         | kg/1,000 m <sup>2</sup><br>公斤／千平方米     |
| <b>Non-hazardous waste<sup>16</sup></b><br><b>無害廢棄物<sup>16</sup></b>                      |  |              |  |
| Total volume of non-hazardous waste<br>無害廢棄物總量  | 24.3                                     | 496.4        | tonnes<br>公噸                           |
| Emission concentration of non-hazardous waste<br>(calculated by area)<br>無害廢棄物排放密度(以面積計算) | 0.0013                                   | 0.0413       | tonnes/1,000 m <sup>2</sup><br>公噸／千平方米 |
| <b>Energy consumption</b><br><b>能源耗用</b>  |  |              |  |
| Direct energy<br>直接能源   | 1,131.3                                  | 1,601.5      | MWh<br>兆瓦時                             |
| Petrol<br>汽油  | 748.4                                    | 936.9        | MWh<br>兆瓦時                             |
| Natural Gas<br>天然氣  | 254.0                                    | 371.3        | MWh<br>兆瓦時                             |
| LPG<br>液化石油氣  | 115.5                                    | 293.3        | MWh<br>兆瓦時                             |
| Diesel<br>柴油  | 13.4                                     | —            | MWh<br>兆瓦時                             |
| Indirect energy<br>間接能源   | 25,249.1                                 | 24,943.2     | MWh<br>兆瓦時                             |
| Electricity<br>電力   | 25,249.1                                 | 24,943.2     | MWh<br>兆瓦時                             |
| Total energy consumption volume<br>能源總耗量  | 26,380.4                                 | 26,544.7     | MWh<br>兆瓦時                             |
| Consumption concentration of energy<br>(calculated by area)<br>能源耗用密度(以面積計算)              | 0.0014                                   | 0.0022       | MWh/m <sup>2</sup><br>兆瓦時／平方米          |

15 Including waste batteries, printer cartridge, electronic waste and old light tubes collected by qualified contractors.

16 Including domestic waste, waste paper and plastic waste.

15 包括由合資格承辦商收集的廢電池、碳粉盒、電子廢棄物及老舊光管。

16 包括生活垃圾、廢紙及塑膠廢棄物。

| Indicator<br>指標   | 2024 <sup>10</sup><br>二零二四 <sup>10</sup> | 2023<br>二零二三 | Unit<br>單位                                |
|---|--|--------------|---|
| Water consumption<br>耗水量  |  |              |   |
| Total consumption volume of water<br>總耗水量                                 | 514,077.1                                | 668,307.8    | m <sup>3</sup><br>立方米                     |
| Total wastewater discharge <sup>17</sup><br>廢水總排放量 <sup>17</sup>          | 68,742.0                                 | —            | m <sup>3</sup><br>立方米                     |
| Wastewater reuse <sup>17</sup><br>廢水回用量 <sup>17</sup>                     | 27,873.0                                 | —            | m <sup>3</sup><br>立方米                     |
| Consumption concentration of water<br>(calculated by area)<br>耗水密度(以面積計算) | 0.026                                    | 0.056        | m <sup>3</sup> /m <sup>2</sup><br>立方米／平方米 |

17 Environmental indicators are newly included in the data collection in 2024, so previous years' data are not applicable.

17 2024年新納入數據收集的環境指標，因此往年數據不適用。



Social performance

社會績效

Number of employees<sup>18</sup>

員工人數<sup>18</sup>

| Indicator<br>指標                                 | 2024<br>二零二四 | 2023<br>二零二三 | Unit<br>單位  |
|---|--------------|--------------|-------------|
| Total number of employees<br>總員工人數              | 970          | 923          | person<br>人 |
| By type of employment<br>按僱傭類型劃分                |              |              |             |
| Full-time<br>全職                                 | 970          | 923          | person<br>人 |
| Part-time<br>兼職                                 | 0            | 0            | person<br>人 |
| By gender<br>按性別劃分                              |              |              |             |
| Male<br>男                                       | 600          | 566          | person<br>人 |
| Female<br>女                                     | 370          | 357          | person<br>人 |
| By age group<br>按年齡組別劃分                         |              |              |             |
| Aged 20-29<br>20-29歲                            | 185          | 186          | person<br>人 |
| Aged 30-39<br>30-39歲                            | 439          | 431          | person<br>人 |
| Aged 40-49<br>40-49歲                            | 271          | 237          | person<br>人 |
| Aged above 50<br>50歲以上                          | 75           | 68           | person<br>人 |
| The number of employees by rank<br>按職級劃分的員工人數   |              |              |             |
| Senior management<br>高級管理人員                     | 51           | 41           | person<br>人 |
| Middle management<br>中級管理人員                     | 158          | 134          | person<br>人 |
| General employee<br>一般員工                        | 761          | 748          | person<br>人 |
| The number of employees by region<br>按地區劃分的員工人數 |              |              |             |
| Hong Kong<br>香港                                 | 19           | 46           | person<br>人 |
| Mainland China<br>中國內地                          | 951          | 877          | person<br>人 |

18 Number of employees as of 31 December 2024.

18 截至二零二四年十二月三十一日的員工人數。

Number and rate of employee turnover<sup>19</sup>

流失員工人數及比率<sup>19</sup>

| Indicator<br>指標                              |                                     | 2024<br>二零二四 | 2023<br>二零二三 | Unit<br>單位        |
|--|-------------------------------------|--------------|--------------|-------------------|
| Total number of employee turnover<br>總流失員工人數 |                                     | 262          | 341          | person<br>人       |
| Total rate of employee turnover<br>總流失員工比率   |                                     | 27.01        | 36.90        | percentage<br>百分比 |
| By gender<br>按性別劃分                           |                                     |              |              |                   |
| Male<br>男                                    | Number of employee turnover<br>流失人數 | 173          | 180          | person<br>人       |
|  | Rate of employee turnover<br>流失比率   | 28.83        | 31.9         | percentage<br>百分比 |
| Female<br>女                                  | Number of employee turnover<br>流失人數 | 89           | 161          | person<br>人       |
|  | Rate of employee turnover<br>流失比率   | 24.05        | 45.00        | percentage<br>百分比 |
| By age group<br>按年齡組別劃分                      |                                     |              |              |                   |
| Aged 20–29<br>20–29歲                         | Number of employee turnover<br>流失人數 | 109          | 131          | person<br>人       |
|  | Rate of employee turnover<br>流失比率   | 58.92        | 70.40        | percentage<br>百分比 |
| Aged 30–39<br>30–39歲                         | Number of employee turnover<br>流失人數 | 107          | 155          | person<br>人       |
|  | Rate of employee turnover<br>流失比率   | 24.37        | 35.90        | percentage<br>百分比 |
| Aged 40–49<br>40–49歲                         | Number of employee turnover<br>流失人數 | 41           | 52           | person<br>人       |
|  | Rate of employee turnover<br>流失比率   | 15.13        | 21.90        | percentage<br>百分比 |
| Aged above 50<br>50歲以上                       | Number of employee turnover<br>流失人數 | 5            | 3            | person<br>人       |
|  | Rate of employee turnover<br>流失比率   | 6.67         | 4.80         | percentage<br>百分比 |

19 Rate of employee turnover = (number of employee turnover in 2024/number of current employees at 31 December 2024) × 100% 19 員工流失率 = (二零二四年全年流失員工人數 / 二零二四年十二月三十一日在職員工人數) × 100%。

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### Number of other labour personnel<sup>20</sup>

### 其他勞動人員人數<sup>20</sup>

| Indicator<br>指標                                     | 2024<br>二零二四 | 2023<br>二零二三 | Unit<br>單位  |
|---|--------------|--------------|-------------|
| Total number of other labour personnel<br>其他勞動人員總人數 | 3,179        | 2,769        | person<br>人 |
| Dispatched<br>派遣                                    | 171          | 294          | person<br>人 |
| Outsourced<br>外包                                    | 3,008        | 2,474        | person<br>人 |

### Health and safety<sup>21</sup>

### 健康與安全<sup>21</sup>

| Indicator<br>指標   | 2024<br>二零二四 | 2023<br>二零二三 | Unit<br>單位  |
|---|--------------|--------------|-------------|
| Number of employees suffered<br>from work injury<br>員工因工受傷人數                  | 1            | 1            | person<br>人 |
| Lost days due to work injury of employees<br>員工因工受傷日數                         | 90           | 14           | day<br>日    |
| Number of other labour personnel suffered<br>from work injury<br>其他勞動人員因工受傷人數 | 21           | 9            | person<br>人 |
| Lost days due to work injury of<br>other labour personnel<br>其他勞動人員因工受傷日數     | 219          | 430          | day<br>日    |

20 The total number of other labour personnel includes dispatched and outsourced employees.

21 The main causes of injuries are falls and cuts. All work-related injuries have been handled according to established procedures, and the injured have been properly taken care of.

20 其他勞動人員總數包括派遣及外包員工。

21 主要受傷原因為跌傷及劃傷，所有工傷事故已按既定程序處理，傷患亦已獲妥善照顧。



# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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## Training and development<sup>22,23</sup>

## 培訓與發展<sup>22, 23</sup>

| Indicator<br>指標                            |  | 2024<br>二零二四 | 2023<br>二零二三 | Unit<br>單位        |
|--|--|--------------|--------------|-------------------|
| Total number of trained employees<br>總受訓員工 | Number of<br>trained employees<br>受訓員工人數     | 1,101        | 826          | person<br>人       |
|  | Percentage of trained<br>employees<br>受訓員工比率 | 113.51       | 89.40        | percentage<br>百分比 |
|  | Total number of<br>hours trained<br>受訓總時數    | 23,591.00    | 22,232.80    | hour<br>小時        |
|  | Average number of<br>hours trained<br>受訓平均時數 | 24.32        | 26.90        | hour<br>小時        |

## By gender<sup>24</sup>

## 按性別劃分<sup>24</sup>

| Indicator<br>指標 |  | 2024<br>二零二四 | 2023<br>二零二三 | Unit<br>單位        |
|-----------------|--|--------------|--------------|-------------------|
| Male<br>男       | Number of<br>trained employees<br>受訓員工人數     | 686          | 508          | person<br>人       |
|                 | Percentage of<br>trained employees<br>受訓員工比率 | 114.33       | 89.60        | percentage<br>百分比 |
|                 | Average number of<br>hours trained<br>受訓平均時數 | 20.11        | 25.97        | hour<br>小時        |
| Female<br>女     | Number of<br>trained employees<br>受訓員工人數     | 415          | 318          | person<br>人       |
|                 | Percentage of<br>trained employees<br>受訓員工比率 | 112.16       | 89.00        | percentage<br>百分比 |
|                 | Average number of hours<br>受訓平均時數            | 23.61        | 28.46        | hour<br>小時        |

22 Data of departed employees included, thus the number of trained personnel maybe higher than the number of employees.

23 Average trained percentage of employees of relevant category = total trained number of employees of specified category/number of employees of specified category; average trained hour of employees of relevant category = total trained hours of employees of specified category/number of employees of specified category.

24 Percentage of trained employees by gender: male (62%) and female (38%).

22 包括已離職員工的數據，故培訓人數可能高於員工人數。

23 相關類別員工平均受訓百分比＝特定類別員工的總受訓人數／特定類別的員工人數；相關類別員工平均受訓時數＝特定類別員工的總受訓時數／特定類別的員工人數。

24 按性別劃分的受培訓員工佔比：男性（62%）和女性（38%）。

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By rank<sup>25</sup>

按職級劃分<sup>25</sup>

| Indicator<br>指標             |  | 2024<br>二零二四 | 2023<br>二零二三 | Unit<br>單位        |
|-----------------------------|--|--------------|--------------|-------------------|
| Senior management<br>高級管理人員 | Number of<br>trained employees<br>受訓員工人數     | 49           | 36           | person<br>人       |
|                             | Percentage of<br>trained employees<br>受訓員工比率 | 96.08        | 87.30        | percentage<br>百分比 |
|                             | Average number of<br>hours trained<br>受訓平均時數 | 40.20        | 42.37        | hour<br>小時        |
|                             |  |              |              |                   |
| Middle management<br>中級管理人員 | Number of<br>trained employees<br>受訓員工人數     | 157          | 117          | person<br>人       |
|                             | Percentage of<br>trained employees<br>受訓員工比率 | 99.37        | 86.90        | percentage<br>百分比 |
|                             | Average number of<br>hours trained<br>受訓平均時數 | 29.32        | 33.67        | hour<br>小時        |
|                             |  |              |              |                   |
| General employees<br>一般員工   | Number of<br>trained employees<br>受訓員工人數     | 895          | 673          | person<br>人       |
|                             | Percentage of<br>trained employees<br>受訓員工比率 | 117.61       | 90.00        | percentage<br>百分比 |
|                             | Average number of<br>hours trained<br>受訓平均時數 | 19.01        | 24.95        | hour<br>小時        |
|                             |  |              |              |                   |

25 Percentage of trained employees by rank: senior management (5%), middle management (14%) and general employees (81%).

25 按職級劃分的受訓員工佔比：高級管理人員(5%)、中級管理人員 (14%)和一般員工 (81%)。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

## Anti-corruption training<sup>26</sup>

## 反貪污培訓<sup>26</sup>

| Indicator<br>指標                   |   | 2024<br>二零二四 | 2023<br>二零二三 | Unit<br>單位 |
|-----------------------------------|---|--------------|--------------|------------|
| Members of the Board              | Number of members of the Board trained        | 4            | 9            | person     |
| 董事會成員                             | 受訓董事會成員人數                                     |              |              | 人          |
|                                   | Average hours of trained members of the Board | 6.00         | 4.67         | hour       |
|                                   | 受訓董事會成員平均時數                                   |              |              | 小時         |
| Total number of employees trained | Number of employees trained                   | 478          | 555          | person     |
| 總受訓員工                             | 受訓員工人數  |              |              | 人          |
|                                   | Average hours of trained employees            | 3.15         | 8.37         | hour       |
|                                   | 受訓員工平均時數                                      |              |              | 小時         |
| By rank<br>按職級劃分                  |   |              |              |            |
| Senior management                 | Number of trained employees                   | 48           | 37           | person     |
| 高級管理人員                            | 受訓員工人數  |              |              | 人          |
|                                   | Average hours of trained employees            | 3.71         | 7.3          | hour       |
|                                   | 受訓員工平均時數                                      |              |              | 小時         |
| Middle management                 | Number of trained employees                   | 132          | 125          | person     |
| 中級管理人員                            | 受訓員工人數  |              |              | 人          |
|                                   | Average hours of trained employees            | 3.94         | 8.6          | hour       |
|                                   | 受訓員工平均時數                                      |              |              | 小時         |
| General employees                 | Number of trained employees                   | 298          | 393          | person     |
| 一般員工                              | 受訓員工人數  |              |              | 人          |
|                                   | Average hours of trained employees            | 2.71         | 8.4          | hour       |
|                                   | 受訓員工平均時數                                      |              |              | 小時         |

26 Average trained hour of employees of relevant category = total trained hours of employees of specified category/number of employees of specified category.

26 相關類別員工平均受訓時數 = 特定類別員工的總受訓時數 / 特定類別的員工人數。



## REPORTING CONTENT INDEX

## 報告內容索引

## HKEX Disclosure Requirements

## HKEX披露要求

| Key areas<br>主要範疇                                  | Descriptions<br>描述   | Page index/Notes<br>頁面索引／備注 |
|--|--|-----------------------------|
| <b>Mandatory Disclosure Requirements</b><br>強制披露規定 |  |                             |
| <b>Governance Structure</b><br>管治架構                |  |                             |
| (i)  | a disclosure of the Board's oversight of ESG issues.   | 8-10                        |
| (i)  | 披露董事會對環境、社會及管治事宜的監管。   |                             |
| (ii)   | the Board's ESG management approach and strategy, including the process used to evaluate, prioritise and manage material ESG-related issues (including risks to the issuer's businesses).  | 9, 14-16                    |
| (ii)   | 董事會的環境、社會及管治管理方針及策略，包括評估、優次排列及管理重要的環境、社會及管治相關事宜（包括對發行人業務的風險）的過程。   |                             |
| (iii)  | how the Board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer's businesses.   | 9, 11-12                    |
| (iii)  | 董事會如何按環境、社會及管治相關目標檢討進度，並解釋它們如何與發行人業務有關連。   |                             |
| <b>Reporting Standard</b><br>匯報原則                  |  |                             |
|  | <b>Materiality:</b> The ESG report should disclose: (i) the process to identify and the criteria for the selection of material ESG factors; (ii) if a stakeholder engagement is conducted, a description of significant stakeholders identified, and the process and results of the issuer's stakeholder engagement. | 6                           |
|  | <b>重要性：</b> 環境、社會及管治報告應披露：(i)識別重要環境、社會及管治因素的過程及選擇這些因素的準則；(ii)如發行人已進行持份者參與，已識別的重要持份者的描述及發行人持份者參與的過程及結果。   |                             |
|  | <b>Quantitative:</b> Information on the standards, methodologies, assumptions and/or calculation tools used, and source of conversion factors used, for the reporting of emissions/energy consumption (where applicable) should be disclosed.  | 6                           |
|  | <b>量化：</b> 有關匯報排放量／能源耗用（如適用）所用的標準、方法、假設及／或計算工具的資料，以及所使用的轉換因素的來源應予披露。   |                             |
|  | <b>Consistency:</b> The issuer should disclose in the ESG report any changes to the statistical methods or KPIs used, or any other relevant factors affecting a meaningful comparison.   | 6                           |
|  | <b>一致性：</b> 發行人應在環境、社會及管治報告中披露統計方法或關鍵績效指標的變更（如有）或任何其他影響有意義比較的相關因素。   |                             |

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

| Key areas<br>主要範疇  | Descriptions<br>描述  | Page index/Notes<br>頁面索引／備注 |
|--|---|-----------------------------|
| <b>Reporting Scope</b><br><b>匯報範圍</b>                      |   |                             |
|  | A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. If there is a change in the scope, the issuer should explain the difference and reason for the change.<br>解釋環境、社會及管治報告的匯報範圍，及描述挑選哪些實體或業務納入環境、社會及管治報告的過程。若匯報範圍有所改變，發行人應解釋不同之處及變動原因。   | 5                           |
| <b>“Comply or explain” provisions</b><br><b>「不遵守就解釋」條文</b> |   |                             |
| <b>A. Environment</b><br><b>A. 環境</b>                      |   |                             |
| <b>Aspect A1: Emissions</b><br><b>層面A1：排放物</b>             |   |                             |
| General Disclosure<br>一般披露                                 | Information on:<br>(a) the policies; and<br>(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.<br>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：<br>(a) 政策；及<br>(b) 遵守對發行人有重大影響的相關法律及規例的資料。 | 38-39, 46                   |
| A1.1   | The types of emissions and respective emissions data.<br>排放物種類及相關排放數據。  | 49                          |
| A1.1   |   |                             |
| A1.2   | Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).<br>直接（範圍1）及能源間接（範圍2）溫室氣體排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。  | 49                          |
| A1.2   |   |                             |
| A1.3   | Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).<br>所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。   | 50                          |
| A1.3   |   |                             |
| A1.4   | Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).<br>所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。   | 50                          |
| A1.4   |   |                             |

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| Key areas<br>主要範疇           | Descriptions<br>描述  | Page index/Notes<br>頁面索引／備注  |
|-----------------------------|---|--|
| A1.5                        | Description of emissions target(s) set and steps taken to achieve them.   | The greenhouse gases generated by the electricity used by the Group's air-conditioning are not the main source of 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。  | 本集團空調用電產生的溫室氣體並非最主要排放來源。   |
| 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.                          | 39-40  |
| 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。  |  |
| <b>A2: Use of Resources</b> |   |  |
| <b>A2：資源使用</b>              |   |  |
| General Disclosure<br>一般披露  | Policies on the efficient use of resources, including energy, water and other raw materials.  | 40-43  |
|                             | 有效使用資源(包括能源、水及其他原材料)的政策。  |  |
| A2.1                        | Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in'000s) and intensity (e.g. per unit of production volume, per facility). | 50   |
| 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(如以每產量單位、每項設施計算)。  |  |
| A2.2                        | Water consumption in total and intensity (e.g. per unit of production volume, per facility).  | 51   |
| A2.2                        | 總耗水量及密度(如以每產量單位、每項設施計算)。  |  |
| A2.3                        | Description of energy use efficiency target(s) set and steps taken to achieve them.   | 40-41  |
| 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。   |  |
| 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.                      | There was no issue in sourcing water of 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。   | 本集團於求取適用水源上未有任何問題。   |
| A2.5                        | Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.  | The Group's operations did not include use of packaging material.  |
| A2.5                        | 製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位佔量。  | 本集團的營運不包括包裝材料的使用。  |



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| Key areas<br>主要範疇                                   | Descriptions<br>描述  | Page index/Notes<br>頁面索引／備注 |
|---|---|-----------------------------|
| <b>Aspect A3: Environment and Natural Resources</b> |   |                             |
| <b>層面A3：環境及天然資源</b>                                 |   |                             |
| General Disclosure<br>一般披露                          | Policies on minimising the issuer's significant impacts on the environment and natural resources.<br>減低發行人對環境及天然資源造成重大影響的政策。  | 42                          |
| A3.1  | Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.   | 42-43                       |
| 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。   |                             |
| <b>Aspect A4: Climate Change</b>                    |   |                             |
| <b>層面A4：氣候變化</b>                                    |   |                             |
| General Disclosure<br>一般披露                          | Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.<br>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。  | 34-35                       |
| 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.  | 34-35                       |
| 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。  |                             |
| <b>B. Society</b>                                   |   |                             |
| <b>B. 社會</b>  |   |                             |
| <b>Aspect B1: Employment</b>                        |   |                             |
| <b>層面B1：僱傭</b>                                      |   |                             |
| General Disclosure<br>一般披露                          | Information on:<br>(a) the policies; and<br>(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.<br>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：<br>(a) 政策；及<br>(b) 遵守對發行人有重大影響的相關法律及規例的資料。 | 28-30, 47                   |
| B1.1  | Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.  | 52                          |
| B1.1  | 按性別、僱傭類型（如全職或兼職）、年齡組別及地區劃分的僱員總數。  |                             |

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| Key areas<br>主要範疇                          | Descriptions<br>描述   | Page index/Notes<br>頁面索引／備注   |
|--|--|---|
| B1.2                                       | Employee turnover rate by gender, age group and geographical region.   | 53  |
| B1.2                                       | 按性別、年齡組別及地區劃分的僱員流失比率。  |   |
| <b>Aspect B2: Health and Safety</b>        |  |   |
| <b>層面B2：健康與安全</b>                          |  |   |
| General Disclosure<br>一般披露                 | Information on: the policies; and 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.<br>有關提供安全工作環境及保障僱員避免職業性危害的：政策；及遵守對發行人有重大影響的相關法律及規例的資料。 | 30-31, 47   |
| B2.1                                       | Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.  | The Group did not have work-related fatalities over the past three years. |
| B2.1                                       | 過去三年（包括匯報年度）每年因工亡故的人數及比率。  | 本集團過去三年沒有因工死亡個案。  |
| B2.2                                       | Lost days due to work injury.  | 54  |
| B2.2                                       | 因工傷損失工作日數。   |   |
| B2.3                                       | Description of occupational health and safety measures adopted, and how they are implemented and monitored.  | 30-31   |
| 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。   |   |
| <b>Aspect B3: Development and Training</b> |  |   |
| <b>層面B3：發展及培訓</b>                          |  |   |
| General Disclosure<br>一般披露                 | Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.<br>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。   | 31-33   |
| B3.1                                       | The percentage of employees trained by gender and employee category (e.g. senior management, middle management).   | 55-56   |
| B3.1                                       | 按性別及僱員類別（如高級管理層、中級管理層）劃分的受訓僱員百分比。  |   |
| B3.2                                       | The average training hours completed per employee by gender and employee category.   | 55-56   |
| 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。  |   |

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| <b>Aspect B4: Labour Standards</b>        |  |                             |
| <b>層面B4：勞工準則</b>                          |  |                             |
| General Disclosure<br>一般披露                | Information on:<br>(a) the policies; and<br>(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.<br>有關防止童工或強制勞工的：<br>(a) 政策；及<br>(b) 遵守對發行人有重大影響的相關法律及規例的資料。 | 29, 47                      |
| B4.1                                      | Description of measures to review employment practices to avoid child and forced labour.<br>描述檢討招聘慣例的措施以避免童工及強制勞工。   | 29                          |
| B4.1                                      |  |                             |
| B4.2                                      | Description of steps taken to eliminate such practices when discovered.<br>描述在發現違規情況時消除有關情況所採取的步驟。   | 29                          |
| B4.2                                      |  |                             |
| <b>Aspect B5: Supply Chain Management</b> |  |                             |
| <b>層面B5：供應鏈管理</b>                         |  |                             |
| General Disclosure<br>一般披露                | Policies on managing environmental and social risks of the supply chain.<br>管理供應鏈的環境及社會風險政策。   | 25-27                       |
| B5.1                                      | Number of suppliers by geographical region.<br>按地區劃分的供應商數目。  | 25                          |
| B5.1                                      |  |                             |
| 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.<br>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。  | 25                          |
| B5.2                                      |  |                             |
| B5.3                                      | Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.<br>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。  | 26-27                       |
| B5.3                                      |  |                             |
| B5.4                                      | Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.<br>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。  | 26-27                       |
| B5.4                                      |  |                             |



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| <b>Aspect B6: Product Responsibility</b> |   |   |
| <b>層面B6：產品責任</b>                         |   |   |
| General Disclosure<br>一般披露               | Information on:<br>(a) the policies; and<br>(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.<br>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：<br>(a) 政策；及<br>(b) 遵守對發行人有重大影響的相關法律及規例的資料。 | 20-25, 48   |
| B6.1                                     | Percentage of total products sold or shipped subject to recalls for safety and health reasons.  | During the Year, there were no incidents of product recalled due to safety and health reasons of the Group. |
| 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。  | 本年度，本集團未有因健康與安全而回收而項目的事件。   |
| B6.2                                     | Number of products and service-related complaints received and how they are dealt with.   | 23  |
| B6.2                                     | 接獲關於產品及服務的投訴數目以及應對方法。   |   |
| B6.3                                     | Description of practices relating to observing and protecting intellectual property rights.   | 27-28, 48   |
| B6.3                                     | 描述與維護及保障知識產權有關的慣例。  |   |
| B6.4                                     | Description of quality assurance process and recall procedures.   | 20  |
| B6.4                                     | 描述質量檢定過程及產品回收程序。  |   |
| B6.5                                     | Description of consumer data protection and privacy policies, and how they are implemented and monitored.   | 28, 48  |
| 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。   |   |

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

| Key areas<br>主要範疇                      | Descriptions<br>描述   | Page index/Notes<br>頁面索引／備注 |
|--|--|-----------------------------|
| <b>Aspect B7: Anti-corruption</b>      |  |                             |
| <b>層面B7：反貪污</b>                        |  |                             |
| General<br>Disclosure                  | Information on:<br>(a) the policies; and<br>(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. | 17-18, 48                   |
| 一般披露                                   | 有關防止賄賂、勒索、欺詐及洗黑錢的：<br>(a) 政策；及<br>(b) 遵守對發行人有重大影響的相關法律及規例的資料。  |                             |
| 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.                                     | 18                          |
| 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。  |                             |
| B7.2                                   | Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.   | 17-18                       |
| B7.2                                   | 描述防範措施及舉報程序，以及相關執行及監察方法。   |                             |
| B7.3                                   | Description of anti-corruption training provided to directors and staff.   | 17-18, 57                   |
| B7.3                                   | 描述向董事及員工提供的反貪污培訓。  |                             |
| <b>Aspect B8: Community Investment</b> |  |                             |
| <b>層面B8：社區投資</b>                       |  |                             |
| General<br>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.                 | 43-45                       |
| 一般披露                                   | 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。  |                             |
| B8.1                                   | Focus areas of contribution.   | 43-45                       |
| B8.1                                   | 專注貢獻範疇。  |                             |
| B8.2                                   | Resources contributed to the focus area.   | 43-45                       |
| B8.2                                   | 在專注範疇所動用資源。  |                             |

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## SASAC Disclosure Requirements

## 國資委披露要求

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| Basic corporate and reporting information<br>企業及報告基本信息 | 6-7   |
| ESG management<br>ESG管理                                | 8-10  |
| ESG Risks and Opportunities<br>ESG風險與機遇                | 9, 11-12  |
| Stakeholder Communication<br>利益相關方溝通                   | 13-14   |
| Substantive issues assessment<br>實質議題評估                | 14-16   |

| Disclosure content<br>披露內容             |                         | Chapter, page number or other description<br>所在章節、頁碼或其他說明                 |
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| Environmental category index<br>環境範疇指標 |                         |   |
| Primary index<br>一級指標                  | Secondary index<br>二級指標 | Three-level index (disclosure indicator to be filled in)<br>三級指標 (填寫揭露指標) |
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|  |                         | E.1.1.2 Circulating water consumption /                                   |
|  |                         | E.1.1.3 Proportion of circulating water consumption /                     |
| Pollution control<br>污染防治              | Energy<br>能源            | E.1.1.1 新鮮水用量   |
|  |                         | E.1.1.2 循環水用量   |
|  |                         | E.1.1.3 循環水用量佔比   |
| Pollution control<br>污染防治              | Wastewater<br>廢水        | E.1.3.4 Total energy consumption 50                                       |
|  |                         | E.1.3.4 能源消耗總量  |
|  |                         | E.2.1.3 Effluent discharge 51   |
| Pollution control<br>污染防治              | Exhaust gases<br>廢氣     | E.2.1.4 Discharge of pollutants in wastewater /                           |
|  |                         | E.2.1.3 廢水排放量   |
|  |                         | E.2.1.4 廢水污染物排放量  |
| Pollution control<br>污染防治              | Exhaust gases<br>廢氣     | E.2.2.1 Status of exhaust gas emission compliance 49                      |
|  |                         | E.2.2.1 廢氣排放達標狀況  |



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|   |  | E.2.3.3 Disposal amount of general industrial solid waste                  | /   |
|   |  | E.2.3.4 Hazardous waste management   | 40, 46                                    |
| 污染防治  | 固體廢物   | E.2.3.1 固體廢棄物處置依法合規狀況  |   |
|   |  | E.2.3.3 一般工業固廢處置量  |   |
|   |  | E.2.3.4 危險廢棄物管理  |   |
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|   |  | E.3.1.2 Management of greenhouse gas emissions                             | 38–39, 46                                 |
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|   |  | E.3.1.2 溫室氣體排放管理   |   |
|   | Climate risk management  | E.3.4.1 Climate risk management  | 34–35                                     |
|   | 氣候風險管理   | E.3.4.1 氣候風險管理   |   |
| Resource and environmental management system measures | Formulation of low-carbon development goals and strategic measures | E.5.1.1 Formulation of low-carbon development goals and strategic measures | 34–35, 38–43                              |
| 資源與環境管理制度措施   | 低碳發展目標制定與策略措施  | E.5.1.1 低碳發展目標制定與策略措施  |   |
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|   |  | E.5.2.2 物料使用管理   |   |
|   |  | E.5.2.3 能源使用與節能管理  |   |

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| 披露內容                      |   |  | 所在章節、頁碼或其他說明                              |
|                           | Statistical monitoring and assessment reward and punishment system for energy conservation and carbon reduction | E.5.3.1 Monitoring, statistical reporting and assessment system for energy conservation and carbon reduction | /   |
|                           | 節能降碳統計監測與考核獎懲體系   | E.5.3.1 節能降碳監測、統計報告及考核體系   |   |
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| Social category indicator |   |  |   |
| 社會範疇指標                    |   |  |   |
| Primary index             | Secondary index   | Three-level index (disclosure indicator to be filled in)   |   |
| 一級指標                      | 二級指標  | 三級指標(填寫揭露指標)   |   |
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|  |  | S2.1.2 品質管理  |   |
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| Primary index                                    | Secondary index  | Three-level index (disclosure indicator to be filled in) |   |
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| 投資人關係管理與股東權益   | 股東權益                          | G3.2.3 股東知情權和參與決定權  |   |
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MINMETALS LAND

香港九龍尖沙咀漆咸道南七十九號中國五礦大廈十八樓  
18th Floor, China Minmetals Tower, 79 Chatham Road South,  
Tsimshatsui, Kowloon, Hong Kong  
電話 Tel : 2613 6363  
傳真 Fax : 2581 9823  
電郵 Email : [info@minmetalsland.com](mailto:info@minmetalsland.com)  
網址 Website : [www.minmetalsland.com](http://www.minmetalsland.com)