众安集团
ZHONG AN GROUP

众安智慧生活服务有限公司
Zhong An Intelligent Living Service Limited

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

Stock Code 股份代號：2271



環境、社會及管治報告
Environmental, Social and Governance Report
2025

Environmental, Social and Governance Report 2025
2025年環境、社會及管治報告

CONTENTS

內容

ABOUT ZHONG AN INTELLIGENT LIVING	**關於众安智慧生活**	2
Corporate Culture	企業文化	3
The Group's Awards and Recognitions	集團榮譽獎狀及證書	4
ABOUT THE REPORT	**關於本報告**	5
Reporting Period and Scope	報告期間及範圍	5
Reporting Principle	報告原則	6
Sustainability Governance	可持續發展管治	7
STAKEHOLDER COMMUNICATION	**持份者溝通**	8
MATERIALITY ASSESSMENT	**重要性評估**	10
ENVIRONMENTAL PROTECTION	**環境保護**	11
Emissions Management	排放物管理	12
Use of Resources	資源使用	13
The Environment and Natural Resources	環境及天然資源	14
Climate Change	氣候變化	15
SOCIAL RESPONSIBILITY	**社會責任**	26
Employment and Labour Practices	僱傭及勞工常規	26
Health and Safety	健康與安全	33
Development and Training	發展及培訓	35
Supply Chain Management	供應鏈管理	37
Service Responsibility	服務責任	38
Anti-corruption	反貪污	40
Community Investment	社區投資	41
Appendix I HKEx Listing Rules Appendix C2 Environmental, Social and Governance Reporting Code Index	**附錄一 港交所上市規定附錄C2《環境、社會及管治報告守則》索引**	43
Appendix II Part D: Climate-related Disclosures	**附錄二 D部分：氣候相關披露**	52

ABOUT ZHONG AN INTELLIGENT LIVING

Zhong An Intelligent Living Service Limited (the "**Company**") or with its subsidiaries (collectively, the "**Group**" or "**we**") is a reputable integrated property management service provider headquartered in Hangzhou with deep roots in Zhejiang province and the Yangtze River Delta Region. Through over 26 years of operations since our establishment in 1998, the Group has grown from a local property management service provider in Hangzhou to an integrated regional property management service provider with a major presence in Zhejiang province. It combines cutting-edge technology applications such as the Internet of Things, AI, and robots on top of traditional community property services to provide homeowners of all ages with better, healthier, more comfortable, and caring services that meet the needs of the population. With warm service that fits the lifestyle of modern people, thoroughly understands customer needs, strives for excellence in every aspect, and a full life cycle service system, we bring customers the most heartwarming community life scenario.

The Company was listed on the Main Board (the "**Main Board**") of the Hong Kong Exchanges and Clearing Limited ("**HKEx**") in 2023, which is the second subsidiary of Zhong An Group Limited ("**Zhong An**") to be successfully listed on the HKEx through the spin-off, since Zhong An was listed on the HKEx in November 2007.

關於众安智慧生活

众安智慧生活服务有限公司(「**本公司**」或與其附屬公司統稱為「**本集團**」、「**我們**」)是一家深耕於浙江省及長江三角洲地區,總部位於杭州的知名綜合物業管理服務提供商。自一九九八年成立以來,通過逾二十六年的經營,本集團已從杭州的一家地方物業管理服務供應商,晉升成長為一家業務版圖主要覆蓋浙江省的綜合區域性物業管理服務供應商。在社區傳統物業服務之上結合物聯網、AI、機器人等前沿科技應用,向全齡段業主提供更完善、更健康、更舒適、更符合人群需要的貼心服務。以有溫度的服務契合現代人居的生活方式,深入洞悉客戶所需,對每一個環節精益求精,全生命週期服務體系,帶給客戶最暖心的社區生活場景。

本公司於二零二三年在香港交易及結算所有限公司(「**港交所**」)主板(「**主板**」)上市,成為眾安集團有限公司(「**眾安**」)自二零零七年十一月在港交所上市後,眾安第二家通過分拆上市模式,成功在港交所上市的附屬公司。

Corporate Culture 企業文化



The Group's Awards and Recognitions

The Group has been making unremitting efforts to positively promote sustainable development in order to make significant contributions to society and even China, and has been successfully recognised by different entities and the Central Government. In 2025, the Group won a number of awards and certificates, including but not limited to:

集團榮譽獎狀及證書

本集團一直努力不懈，堅持正面推動可持續發展，務求對社會乃至國家作出重大貢獻，成功獲得不同單位及中央政府認可。本集團於二零二五年奪得多項獎狀及證書，其中包括但不限於：



2025 TOP100 Property Management Companies in China
2025中國物業服務百強企業



2025 Leading Property Management Enterprise in East China
2025華東區域物業服務市場地位領先企業



2025 China Leading Property Management Companies in terms of Social Responsibility
2025中國物業服務年度社會責任感企業



2025 Hangzhou TOP 10 Brand of Property Service Enterprises for Residential Property
2025杭州住宅物業十大品牌物業服務企業



2025 Hangzhou TOP 10 Brand of Property Service Enterprises for Public Building Property
2025杭州公建物業十大品牌物業服務企業

ABOUT THE REPORT

The Group is pleased to publish its third Environmental, Social and Governance ("**ESG**") Report (the "**Report**") to disclose the Group's approach, strategy, objectives and overall performance in the areas of ESG. This report is published in accordance with the "Environmental, Social and Governance Reporting Code" (the "**ESG Code**") and its "Comply or explain" provisions as set out in Appendix C2 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the "**Main Board Listing Rules**"). All data and information in this Report are derived from official documents and statistical reports of the Group.

Reporting Period and Scope

This Report covers the overall sustainability performance, risks, strategies, initiatives and commitments for the period from 1 January 2025 to 31 December 2025 (the "**Reporting Period**"). The Group is principally engaged in three major businesses, including property management services; value-added services mainly for property developers; and community value-added services. The content and key performance indicators of the Report are mainly focused on the Company and Zhejiang Zhong An Property Management Co., Ltd. The ESG impacts of other PRC subsidiaries are minimal and are therefore not included in the Report. The Report is prepared in both English and Chinese and has been uploaded to the websites of HKEx and the Group (http://www.zazhsh.com). In the event of any inconsistency between the English and Chinese versions, the Chinese version shall prevail.

關於本報告

本集團欣然發表第三份環境、社會及管治(「**ESG**」)報告(「**本報告**」),以披露本集團在環境、社會及管治範疇上的方針、策略、目標及整體表現。本報告乃應《香港聯合交易所有限公司證券上市規則》(「**主板上市規則**」)附錄C2所載的「環境、社會及管治報告守則」(「**ESG守則**」)及其「不遵守就解釋」條文而發表。本報告中所有資料來自本集團的正式文件或統計報告。

報告期間及範圍

本報告涵蓋二零二五年一月一日至二零二五年十二月三十一日期間(「**報告期間**」)在可持續發展方面之整體表現、風險、策略、措施及承諾。本集團主要從事的三大業務,包括:物業管理服務;主要針對房地產開發商的增值服務;及社區增值服務。本報告的內容及關鍵績效指標主要關注於本公司及浙江眾安物業服務有限公司,其他國內子公司對環境、社會及管治的影響乃非常微小,因此在本報告中不予以包含。本報告以中、英文編寫,並已上載至港交所及本集團網站(http://www.zazhsh.com)。如中、英文兩個版本有任何抵觸或不相符之處,應以中文版本為準。

Reporting Principle

In accordance with the HKEx's ESG Code, the Report follows the following four principles as the basis for reporting:

報告原則

根據港交所的ESG守則，本報告以下列四大原則作為匯報基礎：

Materiality
重要性

The Group identifies and reports on significant ESG issues in the Report through Board meetings, taking into account the nature of its business, its direction of development and its communication with stakeholders.
本集團通過董事會會議，考慮其業務性質、發展方向，及與持份者溝通，識別和於本報告匯報重要的環境、社會及管治議題。

Quantitative
量化

Where practicable, the Group monitors and evaluates the progress of the implementation of environmental and social responsibility measures by collecting measurable environmental and social Key Performance Indicator ("**KPI**") data.
在可行情況下，本集團通過收集可計量的環境及社會關鍵績效指標數據，從而監察、評估執行環境及社會責任措施的進度。

Balance
平衡

The Group thoroughly and objectively reports relevant ESG performance in the Report.
本集團在報告中全面及客觀匯報環境、社會及管治表現。

Consistency
一致性

The Group has compiled the measurement and statistical methods used in the preparation of the Report and intends to use consistent methods in the future to ensure that data can be meaningfully compared over time. Where there is a change in the methodology used or in the scope of reporting, it will be explained in the notes for stakeholders' information.
本集團已編制撰寫本報告時採用的測量及數據統計方法，並計劃於未來使用一致的方式以確保數據可隨時間作有意義的比較。若所用的方式或匯報範圍有變，將在附注中解釋以供持份者參考。

Sustainability Governance

Sustainability has always been a philosophy that the Group has been committed to promoting in our operations. As a responsible commercial property management service provider, while actively driving business growth, we need to balance the interests of different stakeholders, including investors and shareholders, customers, homeowners and tenants, employees, partners and suppliers, and the community, in order to promote the sustainable development of the Group.

The Board of Directors ("**Board**") believes that the establishment and implementation of sound ESG principles and practices will help enhance the value of the Company's investments and bring long-term benefits to stakeholders. We have integrated ESG into our corporate strategy and daily operations. The Board is responsible for assessing ESG-related risks, coordinating ESG and corporate development strategies and overseeing ESG KPIs. The Board also assigns management and relevant departments to form an ESG working group, which is responsible for implementing ESG decisions and ensuring that business operations are in line with the ESG strategy. In addition, the Board is committed to following and monitoring the latest developments in ESG disclosure and regulatory compliance, such as closely monitoring the ESG disclosure requirements of the HKEx and reviewing the content and quality of the ESG Reports.

For details of the Group's corporate governance, please refer to the Corporate Governance Report section of the Group's 2025 Annual Report.

可持續發展管治

可持續發展一直都是本集團在營運中堅持推動的理念。作為一家負責任的商用物業管理服務商，在積極推動業務增長的同時，我們亦須平衡包括投資者及股東、客戶、業主及租戶、員工、合作夥伴及供應商、以及社會等不同持份者的利益，以推動本集團的可持續發展。

董事會認為，建立及實施健全的環境、社會治理原則及慣例將有助於提高本公司的投資價值，並對持份者帶來長期利益。我們已將ESG融入公司策略和日常運作中。董事會負責評估ESG相關風險，協調ESG與企業發展策略，監督ESG關鍵績效指標。董事會亦指派管理層和相關部門組成ESG工作小組，負責執行ESG決策，確保業務操作與ESG策略一致。此外，董事會也致力於關注並監控ESG披露和監管合規的最新動態，例如密切注視港交所的ESG披露要求，並將審核ESG報告的內容和質量。

如欲了解本集團的企業管治詳情，可參閱本集團二零二五年年報中《企業管治報告》章節。

STAKEHOLDER COMMUNICATION

The views of our stakeholders are particularly important to the progress and development of the Group. Therefore, we update our internal and external stakeholders on the Group's operating conditions, business and personnel internal policies and collect their views through various channels. In order to balance the interests of all parties as far as possible and to meet the expectations and aspirations of our stakeholders, the Group also carefully considers the views of different stakeholders and incorporates them into our daily operational decisions. Our stakeholders and the main channels of communication with them include:

持份者溝通

持份者的意見對本集團的進步與發展尤其重要，因此我們通過不同渠道向內部及外部持份者更新本集團的經營狀況、業務及人事等內部政策，及收集他們的意見。為了盡力平衡各方權益及滿足持份者的期望與訴求，本集團亦仔細考慮不同持份者的意見，並將其融入日常營運決策當中。我們的持份者及與其的主要溝通渠道包括：

Shareholders and Investors
股東或投資者

- Shareholders' meetings
  股東會議
- Annual Reports, Financial Reports and Announcements
  年報、財務報告及公告
- Websites
  網站
- Mass Media
  大眾傳媒

Customers, Homeowners & Tenants
客戶、業主及租戶

- Websites
  網站
- Social Media
  社交媒體
- Customer Service Hotline
  客戶服務熱線
- Events
  案場活動

Employees
員工

- Employee meetings
  員工會議
- E-mails
  電郵
- Training, performance appraisal
  培訓、績效考核
- Annual Meeting, Staff Activity
  年會、員工活動

Suppliers and Business Partners
供應商及業務合作夥伴

- Site Visits
  現場考察
- Quarterly and Annual Reviews
  季度及年度考核
- Annual Supplier Conference
  年度供應商大會

Government and Non-governmental Organizations
政府及非政府組織

- Meetings
  會議
- Qualification Assessment
  資質評核

Public
社會公眾

- Websites
  網站
- Social Media
  社交媒體
- Mass Media
  大眾傳媒
- Community Activities
  社區活動

The Group values the views of its stakeholders. If you would like to comment on the Group's ESG approach and performance, you are welcome to contact us through the following channels:

Correspondence address:	Room 4009, 40/F, China Resources Building, 26 Harbour Road, Wanchai, Hong Kong, PRC
24-Hour Hotline:	400-0227377
Co-operation Hotline:	400-0272271
E-mail:	zazhsh@zazhsh.com

本集團十分重視持份者的意見。如　閣下欲對本集團的環境、社會及管治方針與表現發表意見，歡迎透過以下渠道與我們聯繫：

郵寄地址：	中國香港灣仔 港灣道26號 華潤大廈 40樓4009室
24小時客服熱線：	400-0227377
業務合作熱線：	400-0272271
電郵：	zazhsh@zazhsh.com

MATERIALITY ASSESSMENT

The Group's Board of Directors, management, and employees have identified the following 17 material issues to be disclosed in the Report. The importance of these issues was assessed and determined by considering the Group's business nature, development direction, and understanding the concerns of different stakeholder groups regarding environmental, social, operating practices, and governance aspects.

重要性評估

本集團的董事會、管理層及僱員通過考慮其業務性質、發展方向，及了解不同持份者組別對環境、社會、營運慣例及管治層面所關注的議題，在評估該等議題的重要性後，識別了以下17個較重要議題，以於本報告中重點披露。

Environmental Protection 環境保護

- Waste management 廢棄物處理
- Water management 水資源管理
- Energy efficiency 能源使用效益
- Greenhouse gas emission 溫室氣體排放
- Risks related to climate change (e.g. typhoons, floods, etc.) 與氣候變化相關之風險 (如颱風、水災等)

Employment and Labour Practices 僱傭及勞工常規

- Occupational health and safety 職業安全及健康
- Staff remuneration and welfare 員工薪酬福利
- Training and development 培訓及發展
- Equal opportunity and anti-discrimination 平等機會及反歧視

Operational Practices 營運慣例

- Anti-corruption 反貪污腐敗
- Compliance with laws and regulations 營運合法合規
- Service quality and safety 服務質量與安全
- Customer information and privacy protection 客戶信息及私隱保護
- Intellectual property protection 知識產權保護
- Supplier management 供應商管理

Community Involvement 社區參與

- Participation in volunteer activities 參與義工活動
- Charitable donation 慈善捐贈

ENVIRONMENTAL PROTECTION

Apart from being responsible for people and properties, the Group also pays great attention to environmental protection. As a property manager, only through the continuous conservation of abundant natural resources can we provide homeowners with beautiful and sustainable homes. The Group is fully aware of the need to be responsible for the impact of its business on nature. Therefore, we have formulated a sound energy management system to refine the environmental management and supervision mechanism, improved the control of carbon emissions, and endeavoured to be an environmentally friendly and energy-saving industry pioneer, and we have also obtained the "Environmental Management System Certification" (ISO 14001:2015).

The Group has strictly complied with the environment-related laws and regulations in Chinese Mainland, including but not limited to the "Environmental Protection Law of the People's Republic of China", "Atmospheric Pollution Prevention and Control Law of the People's Republic of China", the "Law of the People's Republic of China on Environment Impact Assessment", the "Decision of the State Council on Several Issues Concerning Environmental Protection", the "Law of the People's Republic of China on Noise Pollution Prevention and Control", the "Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes", the "Water Pollution Prevention and Control Law of the People's Republic of China" and the "Law of the People's Republic of China on Conserving Energy", etc.

During the Reporting Period, we were not aware of lawsuits or complaints regarding the Group's environmental performance in violation of the relevant laws and regulations that would have a material impact on the Group. The Group also confirmed that during the Reporting Period, there was no violation of the aforesaid laws and regulations in the course of business which resulted in penalties imposed by the relevant government authorities.

環境保護

本集團除了對人及物業負責，亦十分關注環境的保護。作為物業管理者，只有持續保育豐富的天然資源，才能夠為業主提供美好且可持續的家園。本集團深知需要為自身的業務對自然界造成的影響負責，故此，我們制定了健全的能源管理制度以完善環境管理與監督機制，改善碳排放的管控，努力成為環境友好、節約能源的行業先驅，更取得了《環境管理體系認證證書》(ISO 14001:2015)。

本集團嚴格遵守中國內地的環境相關法律和規例，包括但不限於《中華人民共和國環境保護法》、《中華人民共和國大氣污染防治法》、《中華人民共和國環境影響評價法》、《國務院關於環境保護若干問題的決定》、《中華人民共和國噪聲污染防治法》、《中華人民共和國固體廢物污染環境防治法》、《中華人民共和國水污染防治法》、《中華人民共和國節約能源法》等。

報告期間，我們並不知悉本集團在環境方面有違反相關法律和規例的訴訟或投訴，以致對本集團產生重大影響。本集團亦確認於報告期間，業務過程中未有出現違反上述法律及法規而遭受相關政府機關處罰的情況。

Emissions Management

Air Emissions

The Group's air emissions are primarily derived from fuel consumption by vehicles and lawn mowers. The Group is committed to reducing air emissions and has implemented measures such as promoting green transportation to minimise vehicle usage. During the reporting period, the Group's emissions were as follows:

排放物管理

廢氣排放

本集團的廢氣排放主要來自車輛及割草機的燃油消耗。本集團致力於減少廢氣排放，並鼓勵綠色出行，以減少車輛的使用。報告期間，本集團的排放如下：

Types of emissions	排放物種類	Unit 單位	2025	2024
Nitrogen oxides	氮氧化物	kg 千克	**27.90**	37.89
Sulfur oxides	硫氧化物	kg 千克	**0.50**	0.72
Particulate matter	顆粒物	kg 千克	**10.61**	14.40

Waste Management

The Group has strictly complied with the relevant laws and regulations and has formulated relevant by-laws within the Company. In terms of waste management, we emphasised the reduction of waste and actively implemented measures such as recycling and reuse to minimise the negative impacts on the environment. We have strictly complied with the regulations on the disposal of hazardous waste in each of our sites and appointed suppliers and organisations with treatment qualifications to carry out the recycling and disposal of hazardous waste.

In terms of non-hazardous waste management, we focus on creativity and reuse by "converting waste to resource", thus achieving a win-win situation for environmental protection and community benefits. We transform waste tires, pipes, etc. into artistic landscapes and use discarded paint cans to make creative benches, which enable the concept of environmental protection to take root in our services and bring new life to wastes, while enhancing the aesthetic and practical value of the community.

In our properties, disorderly parking of motor vehicles has always been a challenge in community management. We collected used tires and repurposed them as tools for managing disorderly parking. We painted the tires with bright yellow paint and placed them along the community's internal lanes and in the entrance to the non-motorised access area, which effectively deterred disorderly parking of motor vehicles while adding decorative elements to the community. This measure not only reduced resource waste and supported our commitment to environmental sustainability, but it also significantly improved the community's traffic order, giving new life to used materials.

In the "Let's Do Good Together" Charity Market activity, we set up a waste-to-treasure workshop. Children were encouraged to bring waste materials – including cardboard boxes, plastic bottles and old clothing – and transform them into new creations with their parents' assistance. This activity not only sparked children's creativity but also allowed the reuse of waste materials, helping everyone develop a greater awareness of environmental protection through hands-on experience.

廢棄物管理

本集團嚴格遵守相關的法律法規，在公司內部制定了相關章程，在廢棄物管理方面注重減少廢棄物，並積極推行回收和循環再用等措施，以減少對環境的負面影響。我們嚴格遵守各項目所在地關於有害廢棄物的處理規定，委託供貨商及具有處理資質的機構對有害垃圾進行回收處理。

在無害廢棄物的管理上，我們注重創意和再利用，「轉廢為寶」，實現環保與社區共贏。我們將廢舊輪胎、管道等改造成藝術景觀，用廢棄油漆桶製作創意長椅，讓環保理念在我們的服務中生根發芽，使廢棄物獲得新生，同時提升社區美學與實用價值。

在我們的物業中，機動車亂停一直是小區治理難題。我們收集廢舊輪胎，將其改造成治理亂停亂放的工具。給輪胎刷上明亮的黃漆，放置在小區內部道路、門口非機動車通行區域，既有效阻擋了機動車亂停，還為小區增添了特色景觀。這一舉措不僅減少了資源浪費，踐行了環保理念，還讓小區的交通秩序得到了明顯改善，實現了資源的二次價值。

在「益」起來公益市集活動裏，我們設置了變廢為寶環節。鼓勵小朋友們自備廢舊物品，比如紙箱、塑料瓶、舊衣物等，在家長的幫助下進行創意改造。這個活動不僅激發了孩子們的創造力，還讓廢舊物品得到了重新利用，讓大家在實踐中增強了環保意識。

Below is the data summary of the Group's waste generation during the Reporting Period:

以下是本集團在報告期間產生的廢棄物數據摘要：

Types of waste	廢棄物種類	Unit 單位	2025	2024
Total non-hazardous waste	無害廢棄物總量	Tonnes 噸	**0.76**	1.14
Non-hazardous waste intensity	無害廢棄物密度	Tonnes/RMB'000 噸／人民幣千元	**0.00**	0.00
Total hazardous waste	有害廢棄物總量	Tonnes 噸	**1.64**	1.71
Hazardous waste intensity	有害廢棄物密度	Tonnes/RMB'000 噸／人民幣千元	**0.00**	0.00

In order to achieve the goal of minimizing waste disposal, the Group implements measures to reduce waste at the source and promotes the concept of a paperless office. Employees are encouraged to use double-sided printing, collect reusable paper for reusing, and use electronic channels for communication. In addition, we also encourage employees to bring their own cups and try not to use disposable paper cups. Meanwhile, we properly manage and control the waste collection, disposal and recycling.

為了達到減少排放廢棄物的目標，本集團採取了源頭減廢的措施。我們倡導無紙化辦公，鼓勵員工使用雙面打印並回收可重用的紙張，同時推廣電子化溝通渠道。此外，我們積極鼓勵員工攜帶水杯，減少使用即棄紙杯。同時，我們致力於有效管理和控制廢棄物的收集、處理和回收。

Use of Resources

資源使用

The Group is committed to reducing energy consumption and prioritising the use of energy-efficient electrical equipment. At the same time, we are actively taking effective measures to minimize resource wastage, including power and water consumption, to reduce harm to the environment.

本集團承諾致力減少能源消耗，並優先考慮使用能源效率較高的電器設備。同時，我們積極採取有效措施來減少資源浪費，包括電力和水資源的消耗，以降低對環境的傷害。

Below is the data on the Group's energy consumption during the Reporting Period:

以下是本集團在報告期間的能源消耗數據：

Types of energy consumption[1]	能源消耗種類[1]	Unit 單位	2025	2024
Direct energy consumption	直接能源消耗	MWh 千個千瓦時	**120.24**	195.90
Indirect energy consumption	間接能源消耗	MWh 千個千瓦時	**3,974.19**	4,150.82
Total energy consumption	能源消耗總量	MWh 千個千瓦時	**4,094.43**	4,346.72
Energy consumption intensity	能源消耗密度	MWh/RMB'000 千個千瓦時／人民幣千元	**0.01**	0.01

The Group recognises the importance of effective use of resources and has actively formulated corresponding policies to promote staff awareness of energy conservation and to reduce consumption and avoid resource wastage in order to achieve the goal of energy saving and emission reduction.

本集團明白到有效利用資源的重要性，並積極制定相應政策以促進員工節約能源的意識，減少資源的消耗和浪費，以實現節能減排的目標。

1. The Group's direct energy consumption includes the consumption of diesel, unleaded gasoline, and liquefied petroleum gas. Conversion factors for diesel, unleaded petrol and liquefied petroleum gas are derived from the coefficients published by the Carbon Disclosure Project to convert fuel data into megawatt-hours (MWh).

1. 本集團的直接能源消耗包括柴油、無鉛汽油、液化石油氣的消耗。針對柴油、無鉛汽油、液化石油氣採用的換算因子，乃根據碳揭露計畫發布的燃料數據換算為兆瓦時(MWh)之係數。

Water is also one of the precious resources and the Group has been promoting the reduction and recycling of water consumption for the purpose of efficient use of water resources. In order to improve the efficiency of water consumption, we will continue to implement different policies in our operations to make more effective use of precious water resources with the goal of improving water efficiency. Below are the figures relating to the Group's water consumption during the Reporting Period:

水亦是珍貴的資源之一，本集團為達到高效利用水資源的目的，一直提倡減少及循環用水。為提高用水效能，我們會繼續在營運中實行不同政策，務求更有效使用珍貴的水資源，以提高用水效益為目標。以下是本集團於報告期間的用水相關數字：

Water consumption	**耗水量**	**Unit 單位**	**2025**	2024
Total water consumption	總耗水量	m^3 立方米	**151,131**	157,848
Water consumption intensity	耗水密度	m^3/RMB'000 立方米／人民幣千元	**0.32**	0.38

The Group's main water consumption is mainly supplied by the local municipal water supply organisations and therefore there were no significant issues related to the sourcing of suitable water sources during the Reporting Period. In order to utilise and conserve water resources more efficiently, the Group expects all staff to make every effort to conserve water in their daily business activities. In order to achieve the goal of low water consumption, we require our staff to turn off the water taps immediately after use to prevent prolonged running and dripping. In addition, we also regularly maintain our water facilities so that leaks or damages can be detected in a timely manner and the property department can be notified immediately to carry out repairs.

本集團的自來水消耗主要由當地市政供水機構，因此在報告期間沒有與求取適用水源方面相關的重要問題。為更有效利用及節省水資源，本集團期望我們的員工在日常業務活動中都能盡力節約用水。為了實現低耗水的目標，我們要求員工隨手關閉水龍頭，以防止長時間流水和滴漏現象的發生。此外，我們也會定期維護水源設施，以及時發現漏水或損壞情況，並立即通知物業部門進行修復。

Due to the nature of the business, the Group is not involved in the consumption of packaging for finished products.

基於業務性質，本集團不涉及製成品包裝物消耗。

The Environment and Natural Resources

環境及天然資源

As a property manager, we are inextricably linked to the natural environment, which is an irreplaceable and valuable asset. The sustainability of our business relies on the richness of the natural environment to ensure that homeowners and tenants can continue to enjoy high quality living environments and services in the future. Although by the nature of our business, the Group does not have a significant impact on the environment and natural resources, we are aware of our social responsibility and endeavour to minimize the impact on the environment and the consumption of natural resources during the course of our operations in order to maintain our sustainable development approach.

作為物業管理者，我們與自然環境密不可分，它是我們無可替代的寶貴資產。本集團業務的可持續發展依賴於自然環境所提供的豐富資源，以確保業主和住戶能夠在未來繼續享受高品質的居住環境和服務。儘管根據我們的業務性質，本集團對環境和自然資源並無重大影響，但我們深知肩負的社會責任，努力減少在運營期間對環境的影響和自然資源的消耗，以維持我們的可持續發展方針。

Climate Change

Climate change is one of the greatest global challenges faced by our society today, and extreme weather events, such as severe typhoons, heavy rainfall and floods, are becoming more frequent. As a property manager, we are committed to ensuring the safety of property owners and residents while protecting our properties from damage. In addition to striving to reduce our carbon footprint and implement effective energy management controls, we have also established prevention and response plans for extreme weather, bolstering our ability to adapt to climate change issues. Therefore, we actively implement various emission reduction measures and participate in climate action, striving to optimise the Group's operations and improve energy efficiency, thereby reducing pollutant and greenhouse gas emissions and contributing to climate change mitigation.

We have formulated emergency plans for extreme weather to minimise its impact on our daily operations. As the monsoon and typhoon seasons approached, many areas were hit by persistent heavy rainfall. We have responded swiftly by actively preparing for flood prevention. Before the heavy rain, we inspected drainage facilities and power supply equipment, cleared drainage pipes and checked power supply lines and drainage pumps to ensure normal operation. We also verified and properly positioned flood prevention supplies like sandbags and waterproof boards. Comprehensive flood prevention drills were conducted to enhance our team's emergency response capabilities and build a solid safety defense line. During heavy rainfall, we also keep property owners informed through regular updates on water levels in our community chat group, enabling timely warnings for vehicle relocation and activation of emergency pumps when needed. Our property staff maintains 24-hour surveillance with regular patrols, ensuring clear drainage systems, identifying potential hazards and responding promptly to property owners' requests for help. With a commitment to professionalism and responsibility, we enhance our flood prevention measures and emergency response capabilities. We shoulder our responsibility through actions, striving to create a safer and more comfortable living environment for property owners. We will continue to monitor and assess the impact of climate change on the Group.

氣候變化

氣候變化是當今社會所面臨的最大全球性挑戰之一，極端天氣如強颱風和高降雨量以及洪水等災害亦越來越頻繁。作為物業管理者，為確保業主及住戶的安全和避免物業受到損害，除了努力減少碳足跡，做好節省能源的管理控制之外，我們亦已經為極端天氣計劃好防治方案，強化自身對氣候變化問題的適應能力。因此，我們積極實行多項減排措施及參與氣候行動，務求優化集團業務及提高能源效益，從而減少污染物及溫室氣體排放，為緩和氣候變化作出貢獻。

我們對極端天氣制定緊急預案，旨在將其對日常運營的影響減至最低。伴隨梅雨及颱風季節到來，多地遭受持續暴雨侵襲，我們迅速響應，積極防汛。在暴雨來臨前，對排水設施、供電設備等進行排查，清淤排水管道，檢查供電線路及排水泵，確保正常運行；核查沙袋、防水板等防汛物資並妥善擺放，全面開展防汛演習，提升團隊應急能力，築牢安全防線。我們亦會在暴雨肆虐時定時在業主群播報水位，以便及時預警和轉移車輛和及時啟用臨時水泵應對排水問題。我們的物業人員24小時堅守崗位，定時巡邏，疏通排水口、排查隱患和響應業主求助。我們秉持專業負責的態度，完善防汛措施、提升應急能力，用行動詮釋責任擔當，致力於為業主打造更安全舒適的居住環境。我們將持續關注並評估氣候變化對本集團的影響。


暴风雨中码放沙袋


清掏雨水管道

Governance

For the responsibilities of the Board, please refer to the section headed "Sustainability Governance" in this report. To ensure the Board's oversight capability, Board members are committed to maintaining adequate ESG knowledge and skills, and continuously enhance their professional capabilities through regular participation in ESG and climate-related training as well as the establishment of a professional advisory mechanism. For climate-related issues, we plan to put in place a mechanism whereby the Board convenes at least one dedicated meeting on climate issues annually to set targets for climate-related risks and opportunities, monitor progress, and timely adjust strategies to address climate change.

管治

董事會的職責可參考本報「可持續發展管治」一節。為確保董事會的監督能力，董事會成員致力保持充足的ESG知識與技能，並通過定期參與ESG及氣候相關培訓及建立專業顧問機制，持續提升專業能力。對於氣候相關的議題，我們計劃落實董事會每年至少召開一次氣候議題專項會議的機制，以制定氣候相關風險及機遇的目標並監察其進展情況，以及時調整策略應對氣候變化。

Strategy and Risk Management

Climate Risk Assessment

During the Reporting Period, we conducted a preliminary assessment of climate risks relevant to our business operations. With reference to the HKEx's implementation guidance and market practices, we have categorized climate risks into three time horizons: short-term (current to 5 years), medium-term (5 to 25 years), and long-term (over 25 years). The table below outlines the climate risks identified by the Group and their potential impacts:

策略及風險管理

氣候風險評估

於報告期內，我們對與業務營運相關的氣候風險進行了初步評估。參照港交所實施指引及市場慣例，我們將氣候風險劃分為短期（當前至未來5年）、中期（未來5年至25年）及長期（25年以上）三個時間維度。下表概述本集團識別的氣候風險及其潛在影響：

Risk Description **風險描述**	**Time horizon** **時間維度**	**Impact on the Group (all businesses)** **對集團的影響（所有業務）**	**Impact on the value chain (property owners/ customers/suppliers/ public utilities/insurance companies)** **對價值鏈的影響（業主／客戶／供應商／公用事業／保險公司）**	**The Group's responses** **本集團的應對措施**
Physical risk: More frequent and intense extreme weather and natural disaster events, along with rising global average temperatures and shifting rainfall patterns **實體風險：**隨著全球平均氣溫攀升及降雨模式轉變，極端天氣與自然災害事件的頻率及強度正持續加劇。				
Increasing frequency and intensity of extreme weather events (e.g., floods, typhoons, heavy rains, sea level rise)	Short-term to medium-term	• Severe weather may cause damage to office premises or property facilities, leading to increased repair costs; • Severe weather may also cause short-term closure or evacuation of certain assets, increasing emergency management and safety liability risks; and • Increased consumption and cost of electricity and district cooling.	• Damage to the Group's facilities; • Threat to employee safety; • Damage to owners' residential and parking facilities caused by flooding, windstorms, etc., leading to increased asset maintenance costs and insurance claims; • Suppliers being unable to provide services on time during extreme weather events, thereby affecting property operations and service quality; and • Rising insurance premiums or tightening of underwriting conditions.	• The Group has formulated emergency contingency plans, including clearing drainage channels, inspecting electrical wiring and drainage pumps before extreme weather events, to protect employees and the Group's equipment.

Risk Description 風險描述	Time horizon 時間維度	Impact on the Group (all businesses) 對集團的影響(所有業務)	Impact on the value chain (property owners/ customers/suppliers/ public utilities/insurance companies) 對價值鏈的影響(業主／客戶／供應商／公用事業／保險公司)	The Group's responses 本集團的應對措施
極端天氣事件(例如：洪水、颱風、暴雨及海平面上升)發生的頻率和強度逐漸增加	短期至中期	• 惡劣天氣可能導致辦公場所或物業設施受損，引致維修成本增加； • 惡劣天氣亦可能造成部分資產短期關閉或疏散，增加應急管理和安全責任風險；及 • 電力及區域供冷消耗量及成本上升。	• 本集團設施受損； • 員工人身安全受到威脅； • 業主住宅及停車設施受水浸、風災等影響，增加資產維修成本及保險索償； • 供應商在極端天氣期間無法按時提供服務，影響物業運作及服務質素；及 • 保險保費上升或承保條件收緊。	• 本集團制定了應急預案，包括在極端天氣發生前清理排水道，檢查電線路及排水泵等，以保障員工及集團設備。

Risk Description 風險描述	Time horizon 時間維度	Impact on the Group (all businesses) 對集團的影響(所有業務)	Impact on the value chain (property owners/ customers/suppliers/ public utilities/insurance companies) 對價值鏈的影響(業主／客戶／供應商／公用事業／保險公司)	The Group's responses 本集團的應對措施
轉型風險：實施低碳政策或監管要求、低碳經濟轉型、市場波動、同行競爭比較 **Transition Risks:** Implementation of low-carbon policies or regulatory requirements, transition to a low-carbon economy, market volatility, and peer competition				
Risks arising from the global transition toward a low-carbon economy, including the implementation of new regulations, innovations in energy efficiency technologies, and market shifts	Short to Medium Term	• Increasing compliance pressure and operating costs for property management activities due to higher local standards for energy conservation, environmental protection, building energy efficiency, and waste sorting; and • Potential increases in operating costs of the Group to meet evolving regulatory and disclosure requirements.	• Inadequate disclosure may adversely affect corporate reputation; • Investors may incorporate climate performance into investment appraisals; a decline in ratings could impact investor confidence; and • Rising expectations from owners for green and livable communities, with increasing emphasis on greenery levels within properties, eco-friendly designs, and healthy, comfortable living spaces.	• The Group closely monitors changes in national and local environmental regulations and climate policies to ensure compliance in business operations; and • The Group incorporates climate change risks into its overall enterprise risk management framework and regularly assesses their potential impact on business strategy.
邁向全球低碳經濟所帶來的風險，包括新法規實施、能源效益技術創新及市場變化	短期至中期	• 隨著地方節能環保規範、建築能效及垃圾分類等要求提升，物業管理活動面臨更多合規壓力及運營成本；及 • 為滿足監管及披露要求，或導致本集團營運成本增加。	• 披露不足可能影響公司聲譽； • 投資者可能將氣候績效納入投資評估，若評級下降可能影響投資者信心；及 • 業主對綠色、宜居社區的期望不斷提升，重視物業內的綠化水平、生態友好設計及健康舒適的生活空間。	• 本集團密切關注國家及營運所在地的環保法規與氣候政策變化，確保業務運作時合規；及 • 本集團將氣候變化風險納入企業整體風險管理框架，定期評估其對業務策略的潛在影響。

Climate-related Opportunities

While climate change brings risks to enterprises, it also presents opportunities for business development. This drives us to continuously innovate in our core businesses, accelerate the transition to a low-carbon economic model, and maintain our competitive advantage in the market. We are actively exploring new growth pathways across our business segments, proactively identifying and seizing the business opportunities arising from climate action, and striving to achieve a win-win situation for environmental protection and business growth.

Climate Resilience

We conducted climate related scenario analysis in 2025 to assess the resilience of our business model under different climate pathways, with the following inputs and results:

氣候相關機遇

儘管氣候變化為企業帶來風險，但同時也為企業發展創造了機遇。這推動我們在核心業務中不斷創新，加快向低碳經濟模式轉型，並保持在市場上的競爭優勢。我們正積極探索業務板塊的新增長途徑，主動識別並把握氣候行動帶來的商業機遇，致力實現環境保護與業務增長的雙贏局面。

氣候韌性

我們已於2025年進行與氣候相關的情景分析來評估我們的業務模式於不同氣候路徑下氣候韌性，其輸入數據及結果如下：

Scope
範圍

- Consistent with the reporting scope of this ESG Report
- 與本ESG報告之範圍一致

Scenarios Used
採用情境

Name & Description 名稱及描述	Network for Greening the Financial System ("**NGFS**") Current Policies (representing a pessimistic pathway) – This scenario assumes that only currently implemented policies are preserved, leading to high physical risks. 綠色金融網絡(「**NGFS**」)現行政策情景(代表悲觀情景)— 此情景假設僅維持現行已實施的政策,將帶來較高的實體風險 NGFS Net Zero 2050 (representing an optimistic pathway) – This scenario limits global warming to 1.5°C through stringent climate policies and innovation, reaching global net zero carbon dioxide emissions around 2050. NGFS淨零排放2050(代表樂觀情景)—此情景通過嚴格的氣候政策與技術創新,將全球升溫幅 度限制在1.5 °C以 內,並 於 2050年前後實現全球二氧化碳淨零排放
Rationale 理據	• **Industry sector** – The NGFS framework is relevant across a broad spectrum of sectors, including the Group's operations • **行業領域**—NGFS 框架適用於廣泛行業,涵蓋本集團之營運業務。 • **Types of risks to be assessed** – The scenarios developed take reference from NGFS framework, which covered the transition risk we assessed • **評估風險類型**—所開發的情境參考 NGFS 框架,已涵蓋我們所評估的轉型風險。 • **Scenarios with high contrast** – The NGFS Current Policies and NGFS Net Zero 2050 scenarios are equivalent to >3 °C and <1.5 °C stated in the Paris Agreement respectively) • **具高對比度的情境**—NGFS現行政策及NGFS淨零排放2050情景分別對應《巴黎協定》中升溫 >3°C 及 <1.5°C 之情境 • **Time horizons determined and alignment to latest international agreements** – The scenarios selected provide time frames (Up to 2100) that align with our strategic planning time horizon (Up to 2050) and align with the Paris Agreement (Up to 2050) • **設定時間跨度並接軌最新國際協議**—所選情境提供之時間框架(至 2100 年)與本集團策略規劃的時間範圍(至 2050 年)及《巴黎協定》(至 2050 年)目標一致。

Time Horizons
時間範圍

Short-term	2030
短期	2030年
Medium-term	2050
中期	2050年

Key Assumptions
假設條件

- The analysis was conducted in 2025 and expected the parameters (e.g. the greenhouse gas emissions and operating costs) will remain broadly comparable over the time horizons.
- 此分析於2025年進行，並預期相關參數(如溫室氣體排放及營運成本)將於時間範圍內保持大致相近。

Qualitative Description *定性描述*

Risks **風險**	**Relevance and Assumptions** **相關性與假設**	**NGFS Net Zero 2050** **NGFS淨零排放 2050**	**NGFS Current Policies** **NGFS現行政策**
Increased cost of carbon pricing	In assessing this risk, we considered the greenhouse gas emissions and operating costs for the reporting period ended 31 December, 2025 as a reference point and assumed these parameters would remain broadly comparable over the time horizon.	Under this scenario, global climate policies are assumed to become more stringent over time, which may lead to higher carbon pricing levels. Such developments could increase the Group's operating costs if carbon pricing mechanisms become more widely implemented or strengthened.	Under this scenario, climate policies are assumed to continue broadly in line with existing commitments. As a result, potential cost impacts associated with carbon pricing are expected to be comparatively more moderate, although policy developments remain uncertain.
碳定價成本增加	在評估此風險時，我們以截至2025年12月31日年報告期內的溫室氣體排放及營運成本作為參考基準，並假設這些參數於時間範圍內將保持大致相近。	於此情景下，全球氣候政策預 於此情景下，氣候政策預計將其營運架構及排放概況在評估計將隨時間推移而逐步趨嚴，或導致碳定價水平上升。若碳定價機制獲得更廣泛的實施或進一步強化，此類發展將可能增加本集團的營運成本。	於此情景下，氣候政策預計將大致沿現有承諾方向持續推進。因此，與碳定價相關的潛在成本影響預計將相對溫和，唯政策發展仍存在不確定性。

Risks 風險	Relevance and Assumptions 相關性與假設	NGFS Net Zero 2050 NGFS淨零排放 2050	NGFS Current Policies NGFS現行政策
	The assessment is subject to uncertainties, including future policy developments, carbon market conditions and technological advancements. The potential impacts in the short term and medium term are assumed to be broadly similar. Nevertheless, we will explore ways to quantify the impacts in the future. 本評估受多項不確定因素影響，包括未來政策發展、碳市場 狀況及技術進步等。短期及中期的潛在影響假設大致相若。儘管如此，我們將探索於未來對相關影響進行量化的方法。		
	We will continue to monitor regulatory developments and explore opportunities to reduce greenhouse gas emissions. 我們將持續監察監管動態及探索減少溫室氣體排放的機會。		

Metrics and Targets

The Group has actively responded to the national "dual carbon" goals and Hong Kong's Climate Action Plan 2050, and encourages employees to actively conserve energy. Looking ahead, we aim to participate in at least one climate-related activity or initiative each year, actively collaborating with various sectors to further respond to energy conservation and emission reduction, promote decarbonization actions, and contribute to the achievement of carbon neutrality goals. We will continuously monitor the achievement of these targets and seek assistance from professional advisors when necessary. We have participated in the Energy Saving Charter of Hong Kong's Environment and Ecology Bureau, demonstrating our determination to reduce emissions and accelerate low-carbon transformation.

指標及目標

本集團積極響應國家「雙碳」目標及中國香港《氣候變化藍圖2050》，鼓勵員工踴躍節約能源。展望未來，我們的目標為每年參與至少一項與氣候相關的活動或倡議，積極與各界攜手合作，進一步響應節能減排，推動減碳行動，為實現碳中和目標貢獻力量。我們會持續監察目標的達成情況，並於有需要時尋求專業顧問的協助。我們參與了中國香港環境及生態局的《節能約章》，彰顯我們減排的決心，加快低碳轉型。

Greenhouse Gas Emissions

The direct greenhouse gas emissions of the Group were mainly caused by fuel consumption of vehicles and lawnmowers (Scope 1). In addition, each office of the Group consumed purchased electricity in the course of daily operations, which causes energy indirect greenhouse gas emissions (Scope 2). The Group's business travel (flight) accounted for the other indirect GHG emissions (Scope 3).

溫室氣體排放

本集團的直接溫室氣體排放主要來自車輛及割草機的燃油消耗(範圍一)。此外,本集團各辦公室在日常營運當中會消耗外購電力,造成能源間接溫室氣體排放(範圍二)。本集團的商務旅行(航空)則造成其他間接溫室氣體排放(範圍三)。

Greenhouse gas emissions[1]	**溫室氣體排放[1]**	**Unit 單位**	**2025**	2024
Scope 1 (direct emission)[2]	範圍一(直接排放)[2]	Tonnes of CO_2 equivalent 噸(二氧化碳當量)	**32.60**	53.23
Scope 2 (energy indirect emission) (location-based)[3]	範圍二(能源間接排放)(地域基準)[3]	Tonnes of CO_2 equivalent 噸(二氧化碳當量)	**2,295.89**	2,367.21
Total greenhouse gas emissions (scope 1 and scope 2)	溫室氣體排放總量(範圍一及範圍二)	Tonnes of CO_2 equivalent 噸(二氧化碳當量)	**2,328.49**	2,420.44
Greenhouse gas emissions Intensity (scope 1 and scope 2)	溫室氣體排放密度(範圍一及範圍二)	Tonnes of CO_2 equivalent/ RMB'000 噸(二氧化碳當量)／人民幣千元	**0.005**	0.006
Scope 3 (other indirect emissions)[4]	範圍三(其他間接排放)[4]	Tonnes of CO_2 Equivalent 噸(二氧化碳當量)	**4.23**	–

1. The calculation standards and methodologies for GHG emissions are based on "Appendix 2: Reporting Guidance on Environmental KPIs" of "How to Prepare an ESG Report" by HKEx and the Greenhouse Gas Protocol.
2. Scope 1 emissions included direct GHG emissions from the combustion of fuels in fixed and mobile sources. The Emission Factors adopted are based on "Appendix 2: Reporting Guidance on Environmental KPIs" published by the HKEx and guidance from the U.S. Environmental Protection Agency. The Global Warming Potential ("GWP") rates are referenced from the IPCC Sixth Assessment Report (AR6).
3. Scope 2 emissions included indirect greenhouse gas emissions from the consumption of purchased electricity. The emission factors for the Group's operations in Chinese Mainland are referenced from documents published by the Ministry of Ecology and Environment of the People's Republic of China.
4. Due to the complexity of Scope 3 emissions and the broad range of categories involved, current disclosure is limited to cover Category 6 Business Travel (flight) as defined by the Greenhouse Gas Protocol. The emission factors adopted are referenced from the "Environmental Reporting Guidelines: Including Mandatory Greenhouse Gas Emissions Reporting Guidance" published by the UK Department for Energy Security and Net Zero.

1. 溫室氣體排放的計算標準及方法乃根據港交所發布的《如何編製環境、社會及管治報告》之「附錄二:環境關鍵績效指標匯報指引」及《溫室氣體核算體系》計算。
2. 範圍一排放為直接溫室氣體排放,包括來自固定及流動源燃燒燃。所採用的排放因子根據港交所發佈的「附錄二:環境關鍵績效指標匯報指引」及美國國家環境保護局的指引。全球變暖潛能值則參考聯合國政府間氣候變化專門委員會第六次評估報告。
3. 範圍二排放包括來自消耗購入電力的間接溫室氣體排放。中國內地業務的排放因子參考自中華人民共和國生態環境部所發布的文件。
4. 由於範圍三排放的複雜性及其涵蓋的類別廣泛,目前的披露僅限於《溫室氣體核算體系》所界定的第6類別商務旅行(航空)。採用的排放因子參考自英國能源安全暨淨零排放部所發布的《環境匯報指南:包括強制性溫室氣體排放匯報指引》。

The Group has actively implemented energy-saving measures and set a budget for electricity consumption. Under the system, we require our offices and departments to strictly manage daily electricity consumption, with the objective of reducing electricity consumption and Scope 2 emissions.

本集團積極推行節能措施，並定下用電預算。按照制度，我們要求各辦公室和部門嚴格管理日常用電情況，以減少用電量和範圍二排放為目標。

Emission Reduction Measures
減排措施

- Use lighting equipment reasonably, turn off lighting equipment or minimize usage when employees leave the offices and when there is enough lighting;
  合理使用照明設備，在員工離開辦公室及採光良好的情況下，不開啓或減少開啓照明設備；
- Inspections are conducted every half an hour by the Property Management Department in the lobby, public areas of various office floors and independent offices, stairs, corridors, washrooms and other areas to reduce using and turn off lighting and other electrical equipment;
  由物業管理部定時於大堂、各辦公樓層公共區域及獨立辦公室、樓梯、走廊、洗手間等區域進行巡檢，減少並及時關閉照明及其他用電設備；
- Require employees to turn off their computers after work, and arrange regular inspections to ensure that employees' computers are turned off; and
  要求員工下班後關閉電腦，並安排人員定時巡檢，確保員工電腦關閉；及
- Set the air conditioners at the offices to no lower than 24 degrees Celsius, turn off the air conditioners when the area is unoccupied, cultivate a habit of closing the doors to reduce the power consumption of the air conditioners.
  將辦公室空調設置不低於二十四度，無人時關閉空調，培養員工隨手關門習慣，減少空調用電消耗。

SOCIAL RESPONSIBILITY

Employment and Labour Practices

The Group's compliant employment and management system is not only limited to compliance with the laws and regulations of each operating region, but also focuses on the protection of employees' interests and rights, and the establishment of a platform that allows employees to give full play to their strengths. Our recruitment and employment process strictly complies with the relevant labour laws in Chinese Mainland, including but not limited to the "Labour Law of the People's Republic of China", the "Labour Contract Law of the People's Republic of China", the "Social Insurance Law of the People's Republic of China", the "Law of the People's Republic of China on Prevention and Control of Occupational Diseases" and so on. The Company has also formulated and amended internal policies and systems, such as the staff handbook, human resources management, staff reward and punishment management, remuneration management, etc., to regulate and control the compliance of employment work, such as staff recruitment, remuneration and benefits, and to provide a solid institutional basis for handling non-compliance. During the Reporting Period, the Group was not aware of material non-compliance with laws and regulations in respect of our employment.

Employment Policy

The Group proactively attracts outstanding talents through fair recruitment procedures, an attractive remuneration system, a safe and suitable working environment and extensive room for career development. To ensure the stability of its human resources structure, the Group also provides reasonable and competitive remuneration packages and staff benefits, taking into account the employee situation and market conditions.

We have formulated corporate policies in accordance with relevant laws and regulations to promote equal opportunities among employees and to ensure that the Group's employees receive equal promotion opportunities and other benefits, minimum wages, maximum working hours, compensatory time off, Mandatory Provident Fund or retirement protection, and long service incentives, etc. Regarding promotion channels, the Group has set out the promotion channels, qualifications and requirements in its recruitment management system. Other benefits, bonuses and incentives of the Company are clearly set out in detail in the remuneration and benefits system.

社會責任

僱傭及勞工常規

本集團的合規僱傭與管理體系不僅局限於遵循各營運地區的法律法規，更注重於保障員工的利益與權益，建立一個可以讓員工發揮所長的平台。我們的招聘及僱傭過程嚴格遵守中國內地的相關勞工法例，包括但不限於《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《中華人民共和國社會保險法》、《中華人民共和國職業病防治法》等法律法規，並通過制定、修訂員工手冊、人力資源管理、員工獎懲管理、薪酬管理等內部政策制度，對員工招聘、薪酬福利等合規僱傭工作進行規範和約束，並為違規情況的處置提供充分的制度依據。於報告期間，本集團並不知悉我們在僱傭方面有重大違反法律法規的情況。

僱傭政策

本集團積極透過公平的招聘程序、具吸引力的薪酬制度、安全合適的工作環境及充裕的發展空間等，吸引優秀人才。為確保人力資源架構穩定，本集團亦會因應僱員情況及市場情況，提供合理且具競爭力的薪資和員工福利。

我們按照相關法律法規制定企業政策，推廣員工之間的平等機會，確保本集團員工獲得平等晉升機會及其他待遇、最低工資、最高工時、補假、強積金或退休保障、長期服務獎勵等。對於晉升途徑，本集團在招聘管理制度中已闡明晉升的途徑、資質及要求。對本公司其他福利待遇、獎金激勵等在薪酬福利制度中詳細清晰列舉。

Compensation and Dismissal
薪酬及解僱

- Provide a market-competitive remuneration system
  提供具有市場競爭力的薪酬制度
- Based on the nature of the job, market conditions, job performance and employees' career planning, conduct strict performance appraisal, formulate the remuneration system
  根據崗位性質、市場狀況、工作表現及員工職業生涯規劃等，經過嚴格的績效考評，制定薪酬制度
- Strictly abide by the laws and regulations relating to the minimum wage and statutory benefits
  嚴格遵守有關最低工資及法定福利的法律、法規
- Adjust salaries and employee benefits from time to time in response to employee and market conditions to maintain competitiveness
  不時因應僱員情況及市場情況，調整薪資和員工福利，保持其競爭力

Recruitment and Promotion
招聘及晉升

- Seek diversified talents through multiple channels
  通過多種渠道尋找多樣化的人才
- Provide career development platform and opportunities for various professionals and administrative personnel
  提供職業發展平臺和機會給不同專業和管理類型的人員

Working Hours, Rest Period
工作時數、假期

- Standard or flexible working hours are adopted based on different business models and job requirements to effectively protect employees
  根據不同業務模式特點及崗位需要，靈活採用標準工時和不定時工作制，有效實施對員工的勞動保護

Equal Opportunity, Diversity
平等機會、多元化

- Adhere to the principles of mutual respect, fairness and impartiality in recruitment, treat all candidates equally, and avoid any kind of discrimination based on gender, age, race, religion or other aspects
  對候選人一視同仁，秉承相互尊重、公平公正的原則，避免任何性別、年齡、種族，宗教或者其他任何方面的歧視

Other Entitlements and Benefits
其他待遇及福利

- Pay social insurance and housing fund for employees, and implement national regulations on vacation as required, and pay out related benefits
  爲員工繳納社保、住房公積金，並按規定執行國家休假規定，發放相關福利
- Provide front line staff with employers' liability insurance
  為一線員工提供僱主責任險
- Relevant welfare policies such as providing housing allowances for employees based in other provinces
  為外地員工提供房屋津貼等相關福利政策

Dismissal Policy

For an employee who fails to meet work requirements, or whose employment contract needs to be terminated due to violation of laws and regulations, the Group will dismiss him/her under the terms of our internal Employee Handbook and labour contracts. In order to minimize labour disputes that may arise from dismissal, we ensure that the employment contract signed by each employee before joining the Company complies with the relevant provisions of the "Labour Contract Law of the People's Republic of China", and that employees are required to receive training to understand the Company's dismissal policy upon joining the Company. Regardless of the reason for dismissal, it must be carried out in accordance with the provisions of the contract, including formal notification, approval, settlement of wages and benefits and provision of proof of termination of the labour contract, etc. Therefore, the rights and interests of dismissed employees are adequately protected by the relevant provisions, and they have the right to seek reasonable compensation for labour disputes. Where necessary, we will seek legal opinions of the legal department, the management or external legal counsel.

During the Reporting Period, the Group did not have labor disputes arising from the termination of contracts. For the compensation and termination payments specified by the state, we have paid them as scheduled.

解僱政策

對於不符合工作要求的員工，或因違法違規需要終止僱傭合同的員工，本集團均按照內部員工手冊及勞動合同內的條款進行解約。為降低解僱員工可能引發的勞資爭議，我們確保每位員工於入職前簽署的僱傭合同，皆遵守《中華人民共和國勞動合同法》的相關條款；而員工在入職時需接受培訓以了解本公司的解僱政策。無論解僱的原因為何，都必須依照合同中的規定進行，包括正式通知、審批、結算工資福利及提供解除勞動合同證明等，因此被解僱員工的權益均受到相關條文充分保障，他們亦有權就勞資糾紛尋求合理補償。必要時，我們會諮詢法務部門、管理層或外部法律顧問的意見。

本報告期間，本集團未有因終止合同而發生勞資糾紛。對於國家指定的賠償金及解約金，我們均已如期支付。

Employee Communication

We actively listen to our employees and strengthen our communication through regular communication and various employee activities, such as the Mid-Autumn Festival Celebration and the Year-End Celebration. These activities are designed to allow employees to experience the joy of festivals and have a deeper understanding of the Company's growth and culture, which in turn creates a cohesive and harmonious work environment. Whilst promoting team cohesion, we encourage employees to communicate with us about their job development, career aspirations and personal life, and we are committed to providing them with the necessary support and assistance wherever possible.

僱員溝通

我們積極聆聽員工的聲音，透過定期溝通及舉行各式員工活動來強化交流，如中秋節慶和年終慶典等。這些活動旨在讓員工感受節日的歡樂，同時對本公司的成長與文化有更深入的認識，進而打造一個團結和諧的工作環境。在增進團隊凝聚力的同時，我們鼓勵員工就職務發展、職業抱負及私人生活等方面與我們溝通，並承諾在可能的範圍內為員工提供必要的支持及幫助。

Diversity and Equal Opportunity

We are committed to creating an inclusive and diverse workplace where employees are not subject to discrimination or harassment. While pursuing gender equality, we also maintain a reasonable proportion of male and female employees.

We ensure equal employment opportunities for candidates and employees of the Group, regardless of age, gender, location, nationality, race, religion, sexual orientation, physical condition or marital status, through a recruitment process that focuses on work experience, professional skills and performance. At the same time, we value the ethical behaviour of our employees and management and are committed to preventing any humiliation, threats and bullying on the basis of gender, age or other grounds. If an employee suffers injustice or discrimination in the workplace, we will initiate an internal investigation and take appropriate corrective action.

The Group will also organise activities and provide training to enhance staff's understanding of the prevention of workplace bullying and harassment, and advocate that staff should report to their supervisors or the Human Resources Department in a timely manner in accordance with the Company's policy if they encounter any problems, so as to promote a workplace atmosphere of mutual respect among staff.

多元化及平等機會

我們致力於營造一個包容且多元化的職場，確保員工不受歧視或騷擾的侵害。在追求性別平等的同時，我們也保持男女員工的合理比例。

通過以工作經歷、專業技能和表現為主要標準的招聘機制，我們確保本集團的應徵者及員工，不論年齡、性別、地區、國籍、種族、宗教信仰、性傾向、身體狀況或婚姻狀況，均有平等的就業機會。同時，我們重視員工與管理層的道德行為，致力於防止基於性別、年齡或其他原因的羞辱、威脅和欺凌。若員工在工作場合遭受不公或歧視，我們將啟動內部調查並採取適當的糾正措施。

本集團亦會透過組織活動和提供培訓，加強員工對防治職場霸凌和騷擾的認識，並倡導員工一旦遭遇問題，應依照公司政策及時向上級或人力資源部門報告，以促進員工互相尊重的工作氛圍。

Labour Standards

The Group is committed to protecting and respecting the basic rights and interests of its employees and ensuring that they work in a fair and respectful environment. We strictly abide by the relevant labor laws and regulations in Chinese Mainland. Other than the labor laws mentioned above, it also includes relevant regulations such as the "Provisions on the Prohibition of Using Child Labour" and the "Law of the People's Republic of China on the Protection of Minors".

We insist that we do not employ staff under the legal working age to protect the rights and interests of minors. During the recruitment process, our Human Resources Department will require all job applicants to provide relevant supporting documents, and will rigorously vet employee identity cards, graduation certificates and other documents during the registration process to ensure that all applicants are of legal age to work. We will also sign a legally binding labour contract with each employee, including stipulated working hours, to prevent the occurrence of forced labour. If violation of this policy is detected, we will immediately conduct an investigation and terminate the employment relationship with the forced or child labour involved to protect the rights of both parties, and the relevant management staff will be subject to severe disciplinary actions. Meanwhile, we will make necessary amendments to our system according to the nature of the incident in order to strengthen our labour protection mechanism.

As of 31 December 2025, the Group had a total of 3,491 employees, all of whom were full-time permanent staff, 3,484 of whom were from Chinese Mainland and the remaining 7 employees were from Hong Kong, PRC. The following is a breakdown of the number of employees by age group, gender and employment type during the Reporting Period:

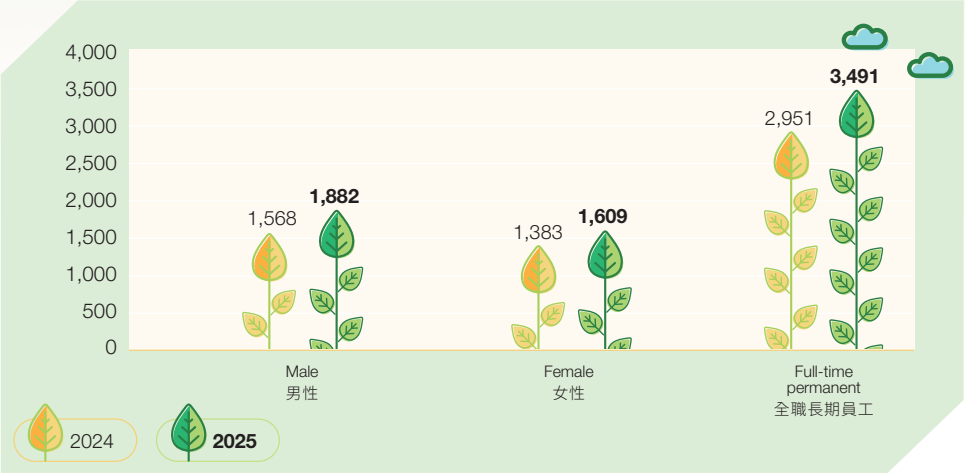
勞工準則

本集團承諾保護和尊重員工的基本權益，並確保他們在一個公平且受尊重的環境中工作。我們嚴格遵守中國內地關於勞工的相關法律和規範，除了上述提及過之勞工法律外。還包括《禁止使用童工規定》及《中華人民共和國未成年人保護法》等相關法規。

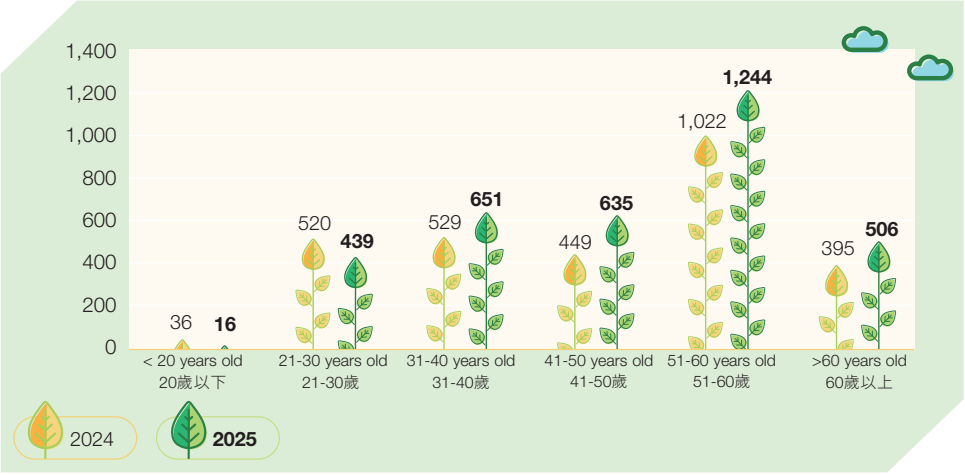
我們堅持不僱用未達法定勞動年齡的員工，以保障未成年人的權益。在招聘過程中，我們的人力資源部門會要求所有應徵者提供相關證明文件，並在登記過程中嚴格審核員工身份證、畢業證等文件，確保所有應聘者都合法適齡工作。我們亦會與每位員工簽訂具有法律約束力的勞動合同，包括規定的工作時間等，從而防止強制勞動的發生。如發現違反此政策的行為，我們將立即進行調查，並即時終止與涉事的強制勞工或童工之勞動關係以保護雙方權益，而相關管理人員將接受嚴厲的紀律懲處。同時，我們會根據事件性質進行必要的制度修正，以強化我們的勞工保護機制。

截至二零二五年十二月三十一日，本集團共有3,491名員工，所有均為全職長期員工，3,484名來自中國內地，而其餘7名則來自中國香港。以下為報告期間按年齡組別、性別及僱傭類型分類的員工人數：

Number of Employees by Gender and Employment Type
按性別及僱傭性質分類的員工人數



Number of Employees by Age Group
按年齡分類的員工人數



The following are the Group's employee turnover rates by gender, age group and geographical region for the Reporting Period:

以下為本集團報告期間按性別、年齡組別及地區分類的僱員流失比率：

Employee Turnover Rate[1]	**員工流失比率[1]**	**2025**	2024
By gender	按性別分類		
Male	男性	**53%**	82%
Female	女性	**31%**	34%
By age group	按年齡分類		
< 20 years old	20歲以下	**200%**	331%
21-30 years old	21-30歲	**102%**	110%
31-40 years old	31-40歲	**56%**	69%
41-50 years old	41-50歲	**42%**	50%
51-60 years old	51-60歲	**25%**	38%
> 60 years old	60歲以上	**16%**	21%
By geographical region	按地區分類		
Chinese Mainland	中國內地	**43%**	60%
Hong Kong, PRC	中國香港	**0%**	100%

1. The turnover rate is calculated as (the number of employees who left/the total number of employees as of 31 December 2025) x 100%. Due to the fierce competition in the real estate industry in Chinese Mainland and the rising demand for talent, we believe that the loss of personnel of the Group during the Reporting Period is normal.

1. 流失率的計算方式為(離職僱員人數／截至二零二五年十二月三十一日的員工人數總和)x 100%。由於中國內地房地產行業競爭激烈，人才需求上升，我們認為本集團於報告期內的人員流失屬於正常情況。

Health and Safety

The Group is committed to providing a safe and healthy work environment for its employees as safeguarding their health and safety is always our top priority. The Group strictly abides by laws and regulations related to health and safety, including but not limited to the "Law of the People's Republic of China on the Prevention and Control of Occupational Diseases" and the "Fire Protection Law of the People's Republic of China".

By referring to the above laws and regulations, the Group has formulated relevant health and safety policies to safeguard the health and lives of employees. During the Reporting Period, the Group had 11 work-related injuries and lost 563 working days; over the past three years, including the current year, the Group has not been informed of any work-related fatalities and has not identified violations of laws and regulations relating to the safe working environment and protection of employees from occupational hazards.

Other health and safety related data are as follows:

健康與安全

本集團致力為僱員提供安全健康的工作環境，因為保障他們的健康和安全始終是我們的首要任務。本集團嚴格遵守與健康和安全有關的法律法規，包括但不限於《中華人民共和國職業病防治法》和《中華人民共和國消防法》。

透過參考以上法律法規，本集團制定有關健康及安全政策，以保障員工的健康及生命安全。在報告期間，本集團有11宗工傷意外及損失563個工作天；在包括本年度的過去三年中，本集團未知悉有因工死亡的事件，且未有發現違反有關安全工作環境，及保障僱員避免職業性危害的法律及規例的情況。

其他健康與安全的相關數據如下：

		2025	2024	2023
Work-related deaths	與工作相關的死亡個案	**0**	0	0
Rate of work-related deaths	與工作相關的死亡比率	**0%**	0%	0%

We value the overall well-being of our employees and recognize the importance of mental and spiritual health. To this end, we organise various activities, such as volunteer services and interest groups, to enhance staff interaction and work-life balance, thereby enhancing their sense of belonging and overall well-being. Some of the measures to optimise our occupational safety and health management system include:

我們重視員工的全面健康，認識到心理及精神健康的重要性。因應此，我們安排各類活動，如義工服務與興趣小組，以增進員工互動，並平衡工作與生活，從而提升員工的歸屬感與整體福祉。我們不斷優化職業安全與健康管理體系，部份措施包括：

Occupational safety and health measures
職安健措施

- Providing entry physical examination and safety training for new joiners and regular physical examination for employees;
  對新入職人員進行入職體檢及安全培訓及對僱員進行定期體檢；
- Conduct safety training for all employees on a regular basis;
  定期對全體僱員進行安全培訓；
- Provide labour protection supplies, such as safety helmets;
  提供勞動防護用品，如安全帽；
- Offer cooling items such as herbal tea and sunshades to staff who work outdoor in summer;
  為戶外工作的員工在夏季提供防暑物品，如涼茶，太陽傘等；
- Arrange regular fire drills and trainings to enhance staff's awareness of fire safety;
  安排定期防火演習和培訓，提升員工防火意識；
- Provide sufficient compensation and work injury leaves to staff suffered from work-related injuries in accordance with the requirements of laws;
  按照法例規定爲工傷員工提供足够補償和工傷假；
- Publish safety information on the WeChat public account during festivals and holidays to enhance employee safety awareness;
  在節日期間於微信公衆號發布安全資訊，提升員工安全意識；
- Provide wardrobes, tables, mosquito nets, shoe racks and other facilities in offices and dormitories in different regions to provide employees with a comfortable work and rest environment.
  在不同地區的辦公室和宿舍提供衣櫃、桌子、蚊帳、鞋架等設施，爲員工提供舒適的工作及休息的環境。

We have obtained the Occupational Health and Safety Management System Certification (ISO 45001:2018), according to which we formulate and implement safe production conditions and requirements for safeguarding the occupational health of our employees, and record them in the relevant documents, so as to do our utmost to safeguard the health and safety of our employees. In addition, with reference to relevant industry practices and regulatory requirements, we have formulated and strictly enforced a series of detailed guidelines on health and safety at work, standardised the work processes at all levels and made continuous improvements to ensure that the health and safety of the Group's employees are safeguarded.

我們取得職業健康安全管理體系認證證書(ISO 45001:2018)，我們根據其要求制訂及實施安全生產條件及保障僱員職業健康的規定，並紀錄在相關文檔中，全力保障員工健康和安全。另外，我們參考相關行業慣例及監管規定，制訂及嚴格執行一系列詳盡的工作健康及安全指引，將各級工序規範化，並持續改進，以確保本集團員工的健康及安全得到保障。

Development and Training

The Group regards staff training and development as a core issue in order to promote competitiveness and sustainable growth. We have formulated talent development policies based on the strategic needs of our business, aiming to improve the quality of our staff and safeguard the quality of our services.

發展及培訓

本集團將員工培訓與發展視為核心事項，以促進競爭力與持續成長。我們根據企業戰略需求，制定人才發展政策，旨在提高員工素質，保障服務品質。

Specify the career development paths for employees
明確員工的職業發展方向

→

Establish employee career development channels
搭建員工職業發展通道

→

Provide comprehensive and multi-dimensional training programs
提供全面、多方位的培訓計劃

Through a rigorous recruitment system, standardised processes and a competitive mechanism, we are committed to identifying and nurturing talent. Meanwhile, we provide our employees with opportunities for advancement, develop professional teams, and emphasise the protection of rights and interests to create an equal, fair and motivating work environment that supports employees to realise their potential. By regularly evaluating the effectiveness of training and staff participation, we adjust our training strategy to meet the needs and tailor-make training programmes for different departments to enhance professional skills and promote personal growth. During the Reporting Period, we held the "Planet Programme – Workshop for Current and Reserve Project Managers", bringing together over 80 project management elites to explore ways to enhance management effectiveness and achieve business breakthroughs.

透過嚴謹的招聘體系、標準化流程及競爭機制，我們致力於挖掘與培育專才。同時，我們為員工提供升遷機會，培養專業團隊，並重視權益保護，打造平等、公正、激勵的工作環境，支持員工發揮潛力。透過定期評估培訓成效與員工參與度，我們調整培訓策略以符合需求，並為不同部門量身定制培訓方案，以提升專業技能並促進個人成長。報告期間，我們舉辦了「行星計劃－在職及儲備項目經理研修班」，匯聚逾80位項目管理精英，共同探討管理效能的提升與業務突破。



Below is the data summary of the Group's employee training during the Reporting Period:

以下是報告期間本集團員工培訓的數據摘要：

Employee Categories	僱員分類	Unit 單位	2025	2024
By gender	按性別分類			
Male	男性	Percentage 百份比	**67**	100
Female	女性	Percentage 百份比	**67**	100
By employee category	按僱員類別分類			
General Employees	一般員工	Percentage 百份比	**67**	100
Middle Management	中級管理層	Percentage 百份比	**67**	100
Senior Management	高級管理層	Percentage 百份比	**68**	100
By gender	按性別分類			
Male	男性	Hour 小時	**4.81**	8
Female	女性	Hour 小時	**4.80**	8
By employee category	按僱員類別分類			
General Employees	一般員工	Hour 小時	**4.81**	8
Middle Management	中級管理層	Hour 小時	**4.80**	8
Senior Management	高級管理層	Hour 小時	**4.86**	8

Supply Chain Management

The Group is committed to fostering long-term relationships with our suppliers in order to achieve our sustainability objectives. We work hand in hand with our suppliers, focusing on mutual support, respect and commitment to providing quality services and products that are environmentally and socially responsible. Over the past year, we have established partnerships with 15 suppliers (2024: 6 suppliers) from Chinese Mainland. These partners provide us with supplies in a wide range of areas, including office furniture, office supplies, cleaning supplies, fire safety equipment and apparel production.

Selection and Management of Suppliers

We are committed to developing and maintaining an effective supplier management system to continuously monitor and evaluate our suppliers' performance against our standards. We select suppliers that meet our requirements through a series of evaluation criteria, including registered capital amount, qualifications, overall scale of operations, track record, management style and operational procedures. Co-operation contracts usually last for one to three years and may be renewed by mutual agreement. We require our suppliers to strictly comply with all relevant laws and regulations and provide services in accordance with the agreed scope, frequency and standards. Substandard suppliers are required to improve their performance within a limited period of time, failing which we have the right to take action, including recovery of compensation, replacement of the supplier or termination of the contract. Through regular monitoring and evaluation, we ensure that our suppliers continue to meet our standards, failing which we will terminate their service contracts. During the Reporting Period, we carried out these assessments on 15 suppliers (2024: 6 suppliers).

We recognise the importance of maintaining good relationships with high-quality suppliers for the Group's development. As a responsible company, we follow a fair procurement policy and aim to achieve mutual benefits and prosperity with our suppliers. Meanwhile, we insist that all suppliers and partners strictly adhere to our policy against forced and child labour and avoid all human rights violations. We have drawn up a detailed green procurement list and require our suppliers to follow the list to purchase qualified products, such as environmentally friendly detergents and garden fertilisers, etc., with the aim of reducing our indirect impact and pollution on the environment. We have also put in place a stringent monitoring mechanism and a number of reporting channels for our staff, suppliers, customers and other relevant parties to report illegal or non-compliant behaviours. During the Reporting Period, we did not receive reports of serious non-compliance by suppliers.

供應鏈管理

本集團致力於促進與供應商的長期合作關係，以實現可持續性目標。我們與供應商攜手合作，注重相互支持、尊重，並致力於提供對環境和社會有責任感的優質服務與產品。過去一年，我們與來自中國內地的15間供應商（2024年：6間）建立合作關係，這些合作夥伴為我們提供多個領域的物資，包括辦公家具、辦公用品、清潔用品、消防用品，以及服裝製作。

供應商的選擇及管理

我們致力於發展與維護一套高效的供應商管理系統，以此持續監控並評估供應商是否達到我們的標準。透過一系列評選標準，包括註冊資本金額、資質、整體營運規模、業績記錄、管理風格及運作程序，我們篩選符合要求的供應商。合作條約通常為期一至三年，並可經雙方同意後續約。我們要求供應商必須嚴格遵循相關法律法規，並依約定的範疇、頻率和標準提供服務。不達標的供應商須在限定期限內改善表現，否則我們有權採取包括追討賠償、更替供應商或終止合約在內的措施。透過定期的監督與評估，確保供應商持續滿足我們的標準，否則我們會終止與他們的服務合約。於報告期內，我們向15間供應商（2024年：6間）執行以上評估。

我們認為與優質的供應商維持良好的關係對本集團發展至關重要。作為一家具有責任感的企業，我們遵循公平的採購政策，目標是實現與供應商的互利共榮。同時，我們堅決要求供應商及合作夥伴嚴格遵守反對強迫勞動和兒童勞工的政策，並避免一切侵犯人權的行為。我們制定了詳細的環保採購清單，並要求供應商跟據清單上採購合格的產品，例如環保的清潔劑和園藝肥料等，旨在降低我們對環境產生的間接影響及污染。我們更設有嚴格的監管機制和多個舉報渠道，供員工、供應商、客戶及其他相關人士報告不法或違規行為。在報告期內，我們未接獲有關供應商嚴重違規事件的報告。

Service Responsibility

We place quality at the forefront of our services and believe that quality control is critical to the long-term success of our business. We operate in accordance with the ISO 9001:2015 quality management certification standards and have established a quality control system comprising a number of standardised internal policies and procedures to govern our quality control processes. We regularly review and evaluate our business activities and service quality. In addition, we have drawn up inspection and assessment guidelines for our employees to follow to ensure customer satisfaction and service standards are met. Through close and regular monitoring and supervision, our quality control system helps us to control and monitor the quality of our services in various aspects at different levels. Due to the nature of our business, the Group is not involved in product manufacturing and therefore does not have product recalling.

We strictly comply with the laws and regulations relating to our products and services, including but not limited to the "Advertising Law of the People's Republic of China", the "Network Security Law of the People's Republic of China", the "Law of the People's Republic of China on Protection of Consumers' Rights and Interests" and the "Decision of the Standing Committee of the National People's Congress on Strengthening the Protection of Network Information". During the Reporting Period, we were not aware of material breach of the relevant laws and regulations by the Group in relation to the health and safety of products and services, advertising and privacy matters.

Customer Service

The Group has established a set of internal policies and procedures for handling and recording customer feedback and complaints. We provide a variety of complaint channels, including telephone, fax, email, postal address and online feedback forms for customers to submit their comments verbally, in writing or online. We carefully record and analyse customer issues to ensure prompt and effective resolution. Employees are required to respond immediately on the day the complaint is received and provide a written or email response within 24 hours. If the complaint cannot be resolved within 24 hours, the customer service staff will confirm the response time with the customer and forward the case to the department manager and customer service supervisor for follow-up. All complaint records and information are kept in the customer's file, and serious complaints are kept in a separate file. After the complaint is handled and confirmed by the customer service supervisor, a return visit will be made. During the Reporting Period, we have not received complaints about service quality.

服務責任

我們把質量放在服務的首位，並相信質量控制對我們業務的長期成功至關重要。我們按照ISO 9001：2015質量管理認證標準進行營運，並已經建立了質量控制系統，包括多套標準化的內部政策及程序，以規範我們的質量控制程序。我們會定期檢查及評估我們的業務活動及服務質素。此外，我們已制訂檢查及評估指引供僱員遵守，以確保客戶滿意及達到服務標準。透過嚴密及定期的監察及監督，我們的質量控制系統協助我們在不同層面控制及監督各方面的服務質量。基於業務性質，本集團不涉及產品製造，因此並無產品回收。

我們嚴格遵守與產品及服務相關的法律法規，包括但不限於《中華人民共和國廣告法》、《中華人民共和國網絡安全法》、《中華人民共和國消費者權益保護法》、《全國人民代表大會常務委員會關於加強網路資訊保護的決定》等。於報告期間，我們並不知悉本集團在有關產品和服務的健康與安全、廣告及私隱事宜方面有涉及重大違反相關法律及規例的情況。

客戶服務

本集團已設立一套內部政策和程序，用以處理和記錄客戶的反饋和投訴。我們提供多種投訴渠道，包括電話、傳真、電子郵件、郵寄地址和網上反饋表，以便客戶以口頭、書面或網上方式提出意見。我們會細心記錄並分析客戶問題，確保迅速且有效地解決。員工需在收到投訴的當日立即回應，並在24小時內提供書面或電子郵件回覆。如果無法在24小時內解決，客服人員將與客戶確定回覆時間，並將案件轉交給部門經理和客服主管跟進。所有投訴記錄和資料要與客戶檔案一起保存，嚴重投訴則單獨存檔。處理完投訴並經客服主管確認後，會進行回訪。在報告期間，我們沒有收到關於服務質量的投訴。

During the Reporting Period, the Group launched the "Zhong An Intelligent Living Quality Supervisor" programme, which aims to tap into the needs of homeowners and understand the service conditions of the projects. Quality Supervisors play an important role in overseeing the property services in the community, urging the property staff to provide quality services to the homeowners, protecting all homeowners in the community to enjoy a comfortable service and living environment, and helping us to continuously improve and perfect the property services and enhance the communication channels between homeowners and the properties.

本集團於報告期間啟動「众安智慧生活品質監督官」計劃，旨在挖掘業主所需，了解項目服務情況。品質監督官扮演重要角色，擔負小區物業服務監督責任，督促物業人員為廣大業主提供優質的服務，為小區全體業主享受舒適的服務和居住環境保駕護航，同時也幫助我們不斷改進和完善物業服務，並增強業主和物業間的溝通渠道。

Data Privacy and Intellectual Property Protection

資料私隱及知識產權保護

Protecting the personal data of our customers is not only a basic requirement, but also an extremely important responsibility. In view of the fact that we handle a large amount of sensitive information in our daily operations, including internal company data, financial data, customers' personal information, patented technologies and software, we take data protection very seriously. We have put in place a stringent series of measures to prevent risk of data leakage. These measures include: encrypting sensitive data in storage and transmission to protect it in the network; severely restricting access to sensitive data so that only authorised staff are allowed to access the necessary information; providing regular training to our staff on data protection and privacy to raise their awareness of security; and formulating and implementing contingency plans to cope with possible data leakage or other security incidents.

保護客戶個人資料不僅是基本要求，同時也是極其重要的責任。鑒於我們在日常運營中處理大量的敏感信息，包括公司內部資料、財務數據、客戶的個人信息、專利技術以及軟件等，所以我們對於資料保護採取了高度重視的態度。我們已經制定了嚴格的一系列措施，以防止資料洩露的風險，這些措施包括：對存儲和傳輸中的敏感數據進行加密，以保護其在網絡中的安全；嚴格限制對敏感資料的訪問，只有獲得授權的員工才能訪問必要的資料；定期對員工進行數據保護和隱私權方面的培訓，提升他們的安全意識；及制定並實施應急計劃，以應對可能的數據洩露或其他安全事件。

We believe that intellectual property rights are critical to our continued success. We rely primarily on laws and regulations relating to trademarks and trade secrets and contractual undertakings of confidentiality by our employees and third parties to protect our intellectual property rights. During the Reporting Period, we are not aware of material infringement of intellectual property rights owned by third parties, nor are we aware of any third parties that have materially infringed our intellectual property rights. The Group will continue to ensure that our intellectual property rights are respected.

我們相信，知識產權對我們持續的成功至關重要。我們主要依靠有關商標及商業機密的法律及法規及僱員及第三方的保密合同承諾來保護我們的知識產權。於報告期間，我們並不知悉我們有實質侵犯第三方擁有的知識產權，亦不知悉有第三方已實質侵犯我們的知識產權。本集團會繼續確保我們的知識產權獲得尊重。

Anti-corruption

The Group adheres to the principle of "Integrity and Responsibility" and is committed to quality corporate governance and risk control, safeguarding the interests of our stakeholders and promoting sustainable development. During the Reporting Period, we have strictly complied with the anti-bribery, anti-extortion, anti-fraud and anti-money laundering related laws and regulations that have a significant impact on the Group, including but not limited to: the "Anti-Unfair Competition Law of the People's Republic of China", the "Criminal Law of the People's Republic of China", and the "Anti-Money Laundering Law of the People's Republic of China". During the Reporting Period, the Group was not aware of incidents of corruption or fraud, and there were no litigation cases involving allegations of corruption against the Group or the Group's employees.

The Group has established a series of management regulations in accordance with the abovementioned regulations, and the Code of Conduct in the staff handbook clearly states that improper transfer of benefits in business dealings is prohibited. We have implemented stringent measures in the areas of staff recruitment, promotion, day-to-day procurement, sales, internal audit and corporate partnerships, such as vetting the background of job applicants to prevent familial relationships from influencing hiring decisions, reviewing the sources of funding of customers and partners to prevent any form of assistance in money laundering, and rigorously managing the procurement process to prohibit employees from obtaining benefits in an improper manner.

The Group requires its directors and all staff to abide by the laws in business and market operations. In the face of workplace misconduct, we encourage our employees, suppliers, partners and other stakeholders to take the initiative to report any unlawful and dishonest behaviours through email, telephone and other channels, and we are committed to providing adequate measures to protect the identity of the whistleblower. If we receive any report of corruption, bribery, extortion, money laundering and other fraudulent activities, we will immediately investigate, conduct internal verification, report to management and notify the government authorities, and based on the results of the investigation, we will take appropriate disciplinary actions and pursue damages; and improve our internal anti-corruption mechanism when necessary.

The Board has zero tolerance for corruption, bribery, extortion, money laundering and fraud in any form. To strengthen our governance structure, we have established an Internal Audit Department and an Audit Committee, and engaged external legal and audit experts to ensure compliance with the corporate governance requirements of the HKEx for listed companies. We continually evaluate the effectiveness of internal controls to prevent fraud. We also provide anti-corruption training to our directors and staff, and conduct integrity education for new employees to ensure their understanding and implementation of the Group's culture of integrity.

反貪污

本集團堅守「誠信負責」原則，致力於優質企業治理與風險控管，維護關係人利益，並推動可持續發展。在報告期間，我們嚴格遵循反賄賂、反勒索、反欺詐及反洗錢相關、且對本集團有重大影響的法律及法規，包括但不限於：《中華人民共和國反不正當競爭法》、《中華人民共和國刑法》及《中華人民共和國反洗錢法》。於報告期間，本集團未發現貪污或詐騙事件，以及並無涉及指控本集團或本集團員工貪污的訴訟案件。

本集團依據上述法規，確立了一系列管理規範，員工手冊中的行為守則亦明確列明禁止在業務往來中不當利益傳遞。我們在員工招募、晉升、日常採購、銷售、內部審計和企業合作等領域實施了嚴格措施，如審核求職者背景，防止親屬關係影響雇用決策、審查客戶及合作夥伴資金來源，防止以任何形式協助洗黑錢行為，並嚴格管理採購流程，禁止員工以不正當方式獲取利益。

本集團要求董事和全體員工在業務及市場操作中恪守法律。面對職場上不正義事件，我們鼓勵員工、供應商、合作夥伴及其他持份者透過電郵、電話等途徑主動舉報任何不法及不誠實行為，並承諾為舉報人提供足夠身份保密措施。如收到任何有關貪污、賄賂、勒索、洗黑錢及其他欺詐活動的舉報，我們會即時進行調查，進行內部核實，並向管理人員匯報及通報政府機關，我們亦會根據調查結果採取適當處分及追究損失；以及在需要時完善內部反貪污機制。

董事會對任何形式的貪腐、賄賂、勒索、洗錢及欺詐行為零容忍。為強化治理結構，設有內審部和審核委員會，並聘用外部法律及審計專家，確保符合港交所對上市公司的企業管治要求。我們不斷評估內控效能，預防欺詐；同時為董事及員工提供反貪腐培訓，並對新員工進行廉政教育，確保其對本集團誠信文化的理解與執行。

Community Investment

Upholding the principle of "Enjoying a Better Life Together", the Group is deeply rooted in community development. Through diverse cultural and charitable activities, we care for special groups, enhance elderly services and comprehensively meet the needs of property owners, striving to create a community filled with love, warmth and harmony. We organized a variety of community cultural activities, such as providing Laba congee during the Laba Festival, a floral arrangement workshop for Mother's Day, a series of events for the Mid-Autumn Festival and National Day and elderly care activities during the Double Ninth Festival, to strengthen neighborhood bonds, preserve culture and create a warm and joyful community for all property owners.

In addition, we have been promoting the development of community welfare activities. Since 2021, the Zhong An Charity Foundation has launched a charity project named "Zhong An Caring Cold Drink Station", bringing cool refreshments and care to frontline workers in summer. "Zhong An Energy Station" has been set up in various locations, providing refreshing beverages and rest spaces for frontline outdoor workers. Furthermore, we organised children's volunteer programmes, where children participated in distributing refreshing beverages to the community. These initiatives aim to cultivate a sense of social responsibility in the next generation from an early age.

社區投資

秉持「眾享美好生活」的理念，本集團紮根社區，用心耕耘，通過多樣文化與公益活動，關懷特殊群體，提升養老服務，全方位滿足業主需求，致力於打造一個充滿愛與溫暖、和諧美好的社區家園。我們舉辦豐富多樣的社區文化活動，如臘八節送臘八粥、母親節插花沙龍、中秋國慶系列活動、重陽節關愛老人活動等，增進鄰裏情誼，傳承文化，讓業主感受社區溫暖與歡樂。

同時，我們也一直推動社區公益活動的開展，自2021年起，眾安慈善基金會啟動「眾安愛心冷飲站」公益項目，在夏季為一線勞動者送去清涼關懷。其中，「眾安能量站」已在眾多地方設置站點，為前線戶外工作者提供消暑飲品與休憩空間。此外，我們亦透過舉辦兒童志願服務，讓小朋友親身參與派發消暑飲品，致力於從小培養下一代的社會責任感。



We are also deeply attentive to the living needs of the elderly. To ensure they can enjoy quality elderly care services in the community, we have been actively developing and operating the Xiangzhang Bay Senior Care Service Center. The center offers "one-stop" services such as meal assistance, cleaning assistance and shopping assistance for seniors over 60 years old. It features multiple functional areas, including a restaurant and a reading room, to meet the diverse needs of the elderly and improve their quality of life, which has received widespread appreciation from the property owners. During the Winter Solstice, we launched the "2025 Zhong An Warm Sunshine Initiative". Beyond delivering hot dumplings to community elders to share festive warmth, we also assisted in inspecting their home electrical systems. This initiative aimed to ensure the safety of elderly residents during the winter heating season while also raising their awareness of electrical safety by reminding them to turn off power when leaving their homes.

我們亦十分關注老年人的生活需求，為了讓他們在小區裏也能享受到優質的養老服務，我們積極開展香樟灣居家養老服務中心的建設和運營，為60歲以上老人提供助餐、助潔、助購等「一站式」服務，內部設置餐廳、閱讀室等多個功能區，滿足老年人多樣化需求，提升老年人生活質量，受到了業主們的廣泛歡迎。於冬至期間，我們發起「2025眾安暖陽行動」，不僅為社區長者送上熱騰騰的餃子以傳遞節日溫暖，更協助排查其家中的電路設備。此舉旨在保障長者冬季取暖的安全，同時向他們宣導外出時關閉電源的用電意識。





From serving the community and contributing to society to approaching, listening to and caring for our staff, the Group continues to put into practice the concept of "Enjoying a Better Life" of the Zhong An Group, doing practical things for the public, and conveying happiness and love to the society and homeowners, so as to let people feel the humanistic warmth of the property services and feel the original heart of the quality of the property services.

從服務社區、奉獻社會到走近、傾聽及關愛員工，本集團不斷實踐著眾安集團「眾享美好生活」的概念，為群眾辦實事，向社會、向業主傳遞幸福與愛，讓人們實實在在感受到物業服務的人文溫度，看見物業品質服務的初心所在。

APPENDIX I HKEX LISTING RULES APPENDIX C2 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING CODE INDEX

附錄一　港交所上市規定附錄C2《環境、社會及管治報告守則》索引

Subject Areas 主要範疇	Content 內容	Corresponding Section of the Report 對應報告章節
Mandatory Disclosure Requirements 強制披露規定		
Governance Structure	A statement from the board containing the following elements: (i) A disclosure of the board's oversight of ESG issues; (ii) the board's ESG management approach and strategy, including the process used to evaluate, prioritise and manage material ESG related issues (including risks to the issuer's businesses); and (iii) how the board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer's businesses.	About the Report: Sustainability Governance
管治架構	由董事會發出的聲明，當中載有下列內容： (i) 披露董事會對環境、社會及管治事宜的監管； (ii) 董事會的環境、社會及管治管理方針及策略，包括評估、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；及 (iii) 董事會如何按環境、社會及管治相關目標檢討進度、並解釋它們如何與發行人業務有關連。	關於本報告：可持續發展管治
Reporting Principles 匯報原則	A description of, or an explanation on, the application of the Reporting Principles in the preparation of the ESG report (materiality, quantitative, and consistency). 描述或解釋在編備環境、社會及管治報告時如何應用匯報原則(重要性、量化和一致性)。	About the Report: Reporting Principle 關於本報告：報告原則
Reporting Boundary 匯報範圍	A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. 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。	About the Report: Reporting Period and Scope 關於本報告：報告期間及範圍

Subject Areas 主要範疇	Content 內容	Corresponding Section of the Report 對應報告章節
A. Environmental **A.環境**		
A1 Emissions **A1排放物**		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Environmental Protection: Emissions Management
一般披露	有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	環境保護：排放物管理
KPI A1.1 關鍵績效指標A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	
KPI A1.3 關鍵績效指標A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity. 所產生有害廢棄物總量 (以噸計算) 及 (如適用) 密度。	
KPI A1.4 關鍵績效指標A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity. 所產生無害廢棄物總量 (以噸計算) 及 (如適用) 密度。	
KPI A1.5 關鍵績效指標A1.5	Description of emissions target(s) set and steps taken to achieve them. 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	
KPI A1.6 關鍵績效指標A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	

Subject Areas 主要範疇	Content 內容	Corresponding Section of the Report 對應報告章節
A2 Use of Resources **A2資源使用**		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。	Environmental Protection: Use of Resources 環境保護：資源使用
KPI A2.1 關鍵績效指標A2.1	Direct and/or indirect energy consumption by type in total (in mwh) and intensity. 按類型劃分的直接及或間接能源總耗量(以千個千瓦時計算)及密度。	
KPI A2.2 關鍵績效指標A2.2	Water consumption in total and intensity. 總耗水量及密度。	
KPI A2.3 關鍵績效指標A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	Environmental Protection: Emissions Management 環境保護：排放物管理
KPI A2.4 關鍵績效指標A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. 描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	Environmental Protection: Use of Resources 環境保護：資源使用
KPI A2.5 關鍵績效指標A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位佔量。	
A3 Environment and Natural Resources **A3環境及天然資源**		
General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	Environmental Protection: The Environment and Natural Resources 環境保護：環境及天然資源
KPI A3.1 關鍵績效指標A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	

Subject Areas 主要範疇	Content 內容	Corresponding Section of the Report 對應報告章節
B. Social **B.社會**		
B1 Employment **B1僱傭**		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, antidiscrimination, and other benefits and welfare.	Social Responsibility: Employment and Labour Practices
一般披露	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	社會責任：僱傭及勞工常規
KPI B1.1 關鍵績效指標B1.1	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	
KPI B1.2 關鍵績效指標B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	

Subject Areas 主要範疇	Content 內容	Corresponding Section of the Report 對應報告章節
B2 Health and Safety **B2健康與安全**		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe work environment and protecting employees from occupational hazards.	Social Responsibility: Health and Safety
一般披露	有關提供安全工作環境及保障僱員避免職業性危害的：(a)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料。	社會責任：健康與安全
KPI B2.1 關鍵績效指標B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year. 過去三年(包括匯報年度)每年因工亡故的人數及比率。	
KPI B2.2 關鍵績效指標B2.2	Lost days due to work injury. 因工傷損失工作日數。	
KPI B2.3 關鍵績效指標B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	

Subject Areas 主要範疇	Content 內容	Corresponding Section of the Report 對應報告章節
B3 Development and Training **B3發展及培訓**		
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	Social Responsibility: Development and Training 社會責任：發展及培訓
KPI B3.1 關鍵績效指標B3.1	The percentage of employees trained by gender and employee category. 按性別及僱員類別劃分的受訓僱員百分比。	
KPI B3.2 關鍵績效指標B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	
B4 Labour Standards **B4勞工準則**		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的：(a)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料。	Social Responsibility: Employment and Labour Practices 社會責任：僱傭及勞工常規
KPI B4.1 關鍵績效指標B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	
KPI B4.2 關鍵績效指標B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	

Subject Areas 主要範疇	Content 內容	Corresponding Section of the Report 對應報告章節
B5 Supply Chain Management **B5供應鏈管理**		
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Social Responsibility: Supply Chain Management 社會責任：供應鏈管理
KPI B5.1 關鍵績效指標B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	
KPI B5.2 關鍵績效指標B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及有關慣例的執行及監察方法。	
KPI B5.3 關鍵績效指標B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	
KPI B5.4 關鍵績效指標B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	

Subject Areas 主要範疇	Content 內容	Corresponding Section of the Report 對應報告章節
B6 Product Responsibility **B6產品責任**		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Social Responsibility: Product Responsibility
一般披露	有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的：(a)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料。	社會責任：產品責任
KPI B6.1 關鍵績效指標B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	
KPI B6.2 關鍵績效指標B6.2	Number of products and service-related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	
KPI B6.3 關鍵績效指標B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	
KPI B6.4 關鍵績效指標B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	
KPI B6.5 關鍵績效指標B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	

Subject Areas 主要範疇	Content 內容	Corresponding Section of the Report 對應報告章節
B7 Anti-corruption **B7反貪污**		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Social Responsibility: Anti-corruption
一般披露	有關防止賄賂、勒索、欺詐及洗黑錢的：(a)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料。	社會責任：反貪污
KPI B7.1 關鍵績效指標B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	
KPI B7.2 關鍵績效指標B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	
KPI B7.3 關鍵績效指標B7.3	Description of anti-corruption training provided to directors and staff. 描述向董事及員工提供的反貪污培訓。	
B8 Community Investment **B8社區投資**		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Social Responsibility: Community Investment
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。	社會責任：社區投資
KPI B8.1 關鍵績效指標B8.1	Focus areas of contribution. 專注貢獻範疇。	
KPI B8.2 關鍵績效指標B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。	

APPENDIX II PART D: CLIMATE-RELATED DISCLOSURES

附錄二　D部分：氣候相關披露

ESG CODE PROVISIONS ESG守則	Section 章節	Remarks and/or Explanation 備注及／或直接解釋
Governance **管治**		
19(a)(i)-(iii)	Climate Change – Governance 氣候變化－管治	Disclosed 已披露
19(a) (iv)	Not Applicable 不適用	Climate-related considerations have not been incorporated into remuneration policies. 氣候相關因素尚未被納入薪酬政策中。
19(b)(i)-(ii)	Climate Change – Governance 氣候變化－管治	Disclosed 已披露
Strategy **策略**		
20(a)-(d)	Climate Change – Strategy and Risk Management 氣候變化－策略及風險管理	Disclosed 已披露
21(a)-(b)	Climate Change – Strategy and Risk Management 氣候變化－策略及風險管理	Disclosed 已披露
22(a)(i)	Climate Change – Strategy and Risk Management 氣候變化－策略及風險管理	Disclosed 已披露
22(a)(ii)	Climate Change – Strategy and Risk Management 氣候變化－策略及風險管理	Disclosed 已披露
22(a)(iii)	Not applicable 不適用	The Group has not yet formulated any climate-related transition plans. 本集團未有任何氣候相關的轉型計劃。

ESG CODE PROVISIONS ESG守則	Section 章節	Remarks and/or Explanation 備注及／或直接解釋
22(a)(iv)	Climate Change – Strategy and Risk Management 氣候變化－策略及風險管理	Disclosed 已披露
22(b)	Climate Change – Strategy and Risk Management 氣候變化－策略及風險管理	Disclosed 已披露
23	Not Applicable 不適用	The Group has not disclosed plans for responding to climate-related risks and opportunities in previous reporting periods. 本集團尚未在先前的報告期中披露應對氣候相關風險和機遇的計劃。
24(a)-(b)	Not Applicable 不適用	The analysis of the current and anticipated financial effects of climate-related risks and opportunities is currently in the data optimisation stage. We plan to disclose this information when feasible in the future to ensure the accuracy of the content. 氣候相關風險和機遇的當前及預期財務影響分析目前依然在數據優化階段，我們計劃在未來可行的情況下進行披露，以確保內容的準確性。
25(a)-(b)	Not Applicable 不適用	The analysis of the current and anticipated financial effects of climate-related risks and opportunities is currently in the data optimisation stage. We plan to disclose this information when feasible in the future to ensure the accuracy of the content. 氣候相關風險和機遇的當前及預期財務影響分析目前依然在數據優化階段，我們計劃在未來可行的情況下進行披露，以確保內容的準確性。
26(a)(i)	Climate Change - Strategy and Risk Assessment, Climate Resilience 氣候變化－策略及風險評估、氣候韌性	Disclosed 已披露
26(a)(ii)	Climate Change - Climate Resilience 氣候變化－氣候韌性	Disclosed 已披露

ESG CODE PROVISIONS ESG守則	Section 章節	Remarks and/or Explanation 備注及／或直接解釋
26(a)(iii)	Climate Change – Strategy and Risk Management 氣候變化－策略及風險管理	Disclosed 已披露
26(b)(i)-(iii)	Climate Change - Climate Resilience 氣候變化－氣候韌性	Disclosed 已披露
Risk Management 風險管理		
27(a)	Climate Change – Governance 氣候變化－管治	Disclosed 已披露
27(b)	Not applicable 不適用	The Group has not established a monitoring process for assessing climate-related opportunities. 本集團並未制定評估氣候機遇之監察流程。
27(c)	Climate Change – Governance 氣候變化－管治	Disclosed 已披露
Metrics and Targets 指標及目標		
28(a)-(c)	Climate Change – Metrics and Targets 氣候變化－指標及目標	Disclosed 已披露
29(a)-(d)	Climate Change – Metrics and Targets 氣候變化－指標及目標	Disclosed 已披露
30	Not Applicable 不適用	The amount of assets or business activities exposed to climate-related risks and opportunities is currently in the data optimisation stage. We plan to disclose this information when feasible in the future to ensure the accuracy of the content. 氣候相關風險和機遇的資產或業務活動的金額目前依然在數據優化階段，我們計劃在未來可行的情況下進行披露，以確保內容的準確性。

ESG CODE PROVISIONS ESG守則	Section 章節	Remarks and/or Explanation 備注及／或直接解釋
31	Not Applicable 不適用	The amount of assets or business activities exposed to climate-related risks and opportunities is currently in the data optimisation stage. We plan to disclose this information when feasible in the future to ensure the accuracy of the content. 氣候相關風險和機遇的資產或業務活動的金額目前依然在數據優化階段，我們計劃在未來可行的情況下進行披露，以確保內容的準確性。
32	Not Applicable 不適用	The amount of assets or business activities exposed to climate-related risks and opportunities is currently in the data optimisation stage. We plan to disclose this information when feasible in the future to ensure the accuracy of the content. 氣候相關風險和機遇的資產或業務活動的金額目前依然在數據優化階段，我們計劃在未來可行的情況下進行披露，以確保內容的準確性。
33	Not Applicable 不適用	The amount of capital expenditure, financing, or investment deployed towards climate-related risks and opportunities is currently in the data optimisation stage. We plan to disclose this information when feasible in the future to ensure the accuracy of the content. 氣候相關風險和機遇的資本開支、融資或投資的金額目前依然在數據優化階段，我們計劃在未來可行的情況下進行披露，以確保內容的準確性。
34(a)-(b)	Not Applicable 不適用	We do not currently apply carbon pricing in decision-making. 我們目前未有在決策中應用碳定價。
35	Not Applicable 不適用	We do not currently incorporate climate-related considerations into remuneration policies 我們目前未有在決策中於薪酬政策中納入氣候相關因素。
36	Not Applicable 不適用	We will consider enhancing its disclosures in the future in accordance with these voluntary disclosure requirements. 我們將會於未來考慮按此自願披露要求增加披露內容。
37(a)-(d)	Climate Change – Metrics and Targets 氣候變化 – 指標及目標	Disclosed 已披露

ESG CODE PROVISIONS ESG守則	Section 章節	Remarks and/or Explanation 備注及／或直接解釋
37(e)-(h)	Not Applicable 不適用	Our climate-related targets at the current stage are primarily formulated based on our internal operational conditions and business development strategies, with the aim of providing flexible and directional guidance to various departments. As our climate governance capabilities continue to improve, we will review our target-setting mechanism in due course. 我們現階段的氣候相關目標主要基於內部營運現況及業務發展策略而制定，旨在為各部門提供彈性的方向性指引，隨著氣候管治能力的提升，我們將適時審視目標設定機制。
38(a)-(c)	Not Applicable 不適用	Given the nature of climate-related targets, this is not applicable. 鑑於氣候相關目標的性質，此項不適用。
38(d)	Not Applicable 不適用	Given the nature of climate-related targets, this is not applicable. 鑑於氣候相關目標的性質，此項不適用。
39	Not Applicable 不適用	As the current reporting period marks our first year of setting the target, the relevant disclosure requirements are not applicable. 由於報告期間為我們首年定立量化目標，因此相關披露要求並不適用。
40(a)-(e)	Not Applicable 不適用	Given the nature of climate-related targets, this is not applicable. 鑑於氣候相關目標的性質，此項不適用。