中奧到家
更好 更美 更满意

中奧到家集團有限公司
Zhong Ao Home Group Limited

(Incorporated in the Cayman Islands with limited liability)
（於開曼群島註冊成立之有限公司）
Stock Code 股份代號: 1538



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

I. ABOUT THIS REPORT

Zhong Ao Home Group Limited (the "**Company**", together with its subsidiaries, collectively "**the Group**" or "**We**") is a leading independent property management service provider in the People's Republic of China (the "**PRC**"). The Group's main business line is property management business. Under the property management business line, the Group is engaged in the provision of property management services, cleaning and greening services and other value added services. The Group's primary business focus is the residential property market, but also provides services to commercial and government buildings.

While promoting sound business growth, the Group is also committed to building an environmentally-friendly corporation that maintain high quality service and operations. The Group considers social and environmental responsibilities as one of the core values in business operations to strive for greater sustainability and transparency, as well as to deliver services that foster a sustainable environment for the future generation.

This report (referred to as the "**Report**") summarises several aspects of the Group's business practices for the Environmental, Social and Governance (referred to as the "**ESG**") and its relevant implemented policies and strategies in relation to the Group's operational practices and environmental protection. For information regarding corporate governance, please refer to the "Corporate Governance Report" section in our Annual Report 2025.

The Report covers the period from 1 January 2025 to 31 December 2025 (the "**Reporting Year**" or "**2025**").

Reporting Framework

The Report has been prepared with reference to the ESG reporting guide (the "**ESG Reporting Guide**") set out in Appendix C2 to the Rules Governing the Listing of the Securities on The Stock Exchange of Hong Kong Limited (the "**Stock Exchange**").

In preparation of this Report, due diligence has been taken to adhere to the Reporting Principles of "Materiality", "Quantitative", "Balance" and "Consistency" as set out in the ESG Reporting Guide, which are detailed as follows.

I. 關於本報告

中奧到家集團有限公司(「**本公司**」，連同其附屬公司，統稱「**本集團**」或「**我們**」)是一間位於中華人民共和國(「**中國**」)的領先獨立物業管理服務供應商。本集團的主要業務線為物業管理業務。根據物業管理業務線，本集團從事提供物業管理服務、清潔及綠化服務以及其他增值服務。本集團的主要業務重點為住宅物業市場，但亦為商用及政府樓宇提供服務。

在推動穩健業務增長的同時，本集團亦致力建立環保企業，維持高質量的服務及營運。本集團將社會及環境責任視為業務營運的核心價值之一，致力提高可持續性及透明度，以及提供可為下一代打造可持續環境的服務。

本報告(「**報告**」)概述本集團業務實踐中有關環境、社會及管治(「**環境、社會及管治**」)的若干方面及其與本集團業務運作及環境保護相關的實施政策及策略。有關企業管治的資料，請參閱我們2025年年報中的「企業管治報告」章節。

報告期間為2025年1月1日至2025年12月31日(「**報告年度**」或「**2025**」)。

報告框架

報告參考香港聯合交易所有限公司(「**聯交所**」)證券上市規則附錄C2所載《環境、社會及管治報告指引》(「**環境、社會及管治報告指引**」)編製。

於編製本報告時已進行盡職調查，以遵守《環境、社會及管治報告指引》所載的「重要性」、「量化」、「平衡」及「一致性」的報告原則，其詳情如下。

Materiality: We identified the most material ESG issues pertaining to our businesses through the materiality assessment, as disclosed in pages 6 to 9 of this Report. The materiality of issues was reviewed and confirmed by the board (the "**Board**") of directors (the "**Directors**") of the Company.

Quantitative: This Report discloses key performance indicators (KPIs) in environmental and social aspects in a quantitative way wherever possible and gives comparative data where appropriate. Whenever deemed material, the Report details any standards, methodologies, assumptions and/or calculation tools used, or source of conversion factors used.

Balance: This Report complies with the principle of balance to present the current performance and management of the Group in ESG in an objective manner.

Consistency: Unless otherwise stated, this Report applies the data statistics and calculation methods that are consistent with those in last year ESG report to provide a meaningful comparison with data over previous years.

This ESG Report has undergone the internal review process of the Group and was approved by the Board.

Reporting Scope

The Report content covers the Group's ESG policies and measures, and compliance for the entire Group. The reporting boundary of the Group included all the operating entities during the Reporting Year, excluding operations within businesses in which the Group has less than 50% equity interest and the Report primarily covers the Group's major business activities and management policies of its property management business, cleaning and greening business and other businesses.

Comments and Feedback

We make every effort to ensure consistency between the Chinese and English versions of this Report. However, the English version shall prevail in the event of any inconsistency.

The progress of the Group depends in part on valuable comments from stakeholders. For any clarifications or advices regarding the content of this Report, please forward your comments and suggestions to ir@zahomegroup.com.

重要性：如本報告第6至9頁所披露，我們通過重要性評估確定與我們業務相關的最重要環境、社會及管治議題。議題的重要性已由本公司董事(「**董事**」)會(「**董事會**」)審閱並確認。

量化：本報告盡可能以量化形式披露環境及社會層面的關鍵績效指標並於適當情況下提供比較數據。一旦被視之為重大，報告詳細說明所使用的任何標準、方法、假設及／或計算工具，或所使用的轉換系數的來源。

平衡：本報告遵循平衡原則，客觀呈現本集團的環境、社會及管治表現及管理現狀。

一致性：除另有說明外，本報告均採用與上一年度環境、社會及管治報告相一致的數據統計及計算方法，以便與往年數據進行有意義之比較。

本環境、社會及管治報告已經過本集團內部審閱程序，並獲董事會批准。

報告範圍

報告內容涵蓋本集團的環境、社會及管治政策及舉措，以及本集團整體的合規情況。本集團的報告範圍包括報告年度所有經營實體，剔除本集團擁有少於50%股權的業務營運，報告主要涵蓋本集團物業管理業務、清潔及綠化業務及其他業務的主要業務活動及管理政策。

意見及反饋

我們將盡一切努力確保本報告中英文版本的一致性。然而，如有任何歧義，應以英文本為準。

本集團的進展部分取決於利益相關者的寶貴意見。如對本報告內容有任何澄清或建議，請將閣下的意見及建議轉發至ir@zahomegroup.com。

II. CHAIRMAN'S MESSAGE

Dear valued stakeholders,

It gives me great pleasure on behalf of the Board to present the Environmental, Social and Governance report of the Group for 2025.

Our employees are the most valuable asset for the Group, their well-being is our top priority. The Group strives to create a safe, healthy and fair working environment for our employees. We realise that employees' work-life balance is not only crucial for their physical and mental health, it also enhances their productivity and performance. As a result, the Group held various activities throughout the year, such as birthday parties, travel trips and music performance. The Group believes these activities will encourage our employees to find balance between work and life.

In terms of service quality management, the Group continues to provide property owners with quality guaranteed services and holds various qualification and licenses in respect of property management services such as ISO 9001, ISO 14001 and CMS31950. The Group also focus on improving the quality of life of residential properties, and creating green and healthy living experiences. This adheres to the Group's philosophy of "more wonderful, more well-being, more satisfactory 更美，更好，更滿意" to provide the services with best qualities to customers.

Environmental degradation will lead to irreversible and severe changes for ecosystems, economies and people. Therefore, ensuring environmental sustainability is of high importance for us. In the fight against environmental degradation, the Group is committed to reducing emissions and minimising negative environmental impacts through implementation of the environmental management system ("**EMS**") across our properties. The Group has also implemented relevant initiatives, such as implementation of metering systems to monitor the energy and water consumption, installation of LED lighting and energy efficient water pumps.

II. 主席致辭

尊敬的各位利益相關者：

本人欣然代表董事會提呈本集團2025年環境、社會及管治報告。

我們的員工是本集團最寶貴的資產，彼等的福祉是我們的首要任務。本集團致力為員工營造安全、健康及公平的工作環境。我們意識到員工的工作與生活平衡不僅對其身心健康至關重要，亦可提高其生產力及效率。因此，本集團於年內組織了生日會、旅行及音樂表演等各種活動。本集團相信這些活動將鼓勵員工找到工作與生活的平衡。

在服務品質管理方面，本集團持續為業主提供有品質保障的服務，並持有各項物業管理服務資格及牌照，例如ISO 9001、ISO 14001及CMS31950。本集團亦著重提升住宅生活品質，創造綠色健康的生活體驗。秉承本集團「更美，更好，更滿意」的理念，為客戶提供最優質的服務。

環境退化將給生態系統、經濟及人類帶來不可逆轉的嚴重變化。因此，確保環境可持續性就我們而言非常重要。在對抗環境退化方面，本集團致力於透過在我們的物業中實施環境管理系統(「**環境管理系統**」)來減少排放並盡量減少對環境的負面影響。本集團亦已實施相關措施，如實施計量系統以監控能源及水消耗、安裝LED照明及節能水泵。

In efforts to minimise the overall environmental impacts, the Group will continue to invest resources by integrating more green and low-carbon development concepts and measures into the Group's operating management. In an effort to mitigate the climate change, the Group will continue to adopt a more sustainable use of the natural resources through reducing, reusing and recycling waste without affecting the quality of the services.

It is indeed a special privilege for me to present the ESG efforts that we have made in 2025. Going forward, the Group will continue to strengthen the connection between sustainability and our business by implementing sustainability programmes and measures to improve the economic, environmental and social well-being of the communities.

Yours faithfully,
Liu Jian
Chairman and Executive Director

為將整體環境影響減至最低，本集團將繼續投入資源，將更多綠色低碳發展理念及措施融入本集團的經營管理。為減緩氣候變化，本集團將繼續在不影響服務質量的情況下，通過減少、再利用及回收垃圾，更可持續地利用天然資源。

本人非常榮幸能夠介紹我們於2025年所做的環境、社會及管治工作。展望未來，本集團將透過實施可持續性方案及措施改善社區的經濟、環境及社會福祉，以繼續加強可持續發展與我們業務之間的聯繫。

此　致

主席兼執行董事
劉建
謹啟

III. BOARD STATEMENT

The Board has the overall responsibility for the Group's ESG strategy and reporting, which include determining, monitoring, reviewing and evaluating the ESG related risks and issues, overseeing and ensuring the suitable and effective ESG risk management and internal control systems are in place. The Board is also responsible for ensuring every strategic plan and vision, as well as operational guidelines for ESG matters are operating smoothly and ensuring that ESG risks and issues are incorporated into the corporate strategy, leading the Group to formulate and achieve long-term strategies and goals. The Board also approve and review ESG target management, and approve the annual ESG report. The Board has established an ESG working group to assist and advise the Board on the development and implementation of ESG strategies, policies and practices of the Group, assisting the Board in reviewing ESG performance and targets. It has the responsibility for collecting data from different departments and business operations and analysing (including but not limited to comparing with historical data) and verifying ESG data after collected, ensuring compliance with ESG-related laws and regulations, and preparing ESG reports. The ESG working group comprises of the senior management from different operating units to ensure the diverse backgrounds and expertise in ESG management. The Board will have meeting with the ESG working group at least once per year and receive briefings on any updated ESG issues and performance, including the progress of ESG related goals and targets, on a regular basis in order to ensure that the Group's ESG strategies, goals and targets are achieved.

The ESG working group helps to assess and manage ESG-related risks and opportunities. The assessment of ESG-related risks, which included but not limited to environment, human resources, health and safety and compliance, and these risks have been embedded into the risk management processes which include risk identification, risk assessment, risk treatment, monitoring and review processes. The result of the overall ESG performance and ESG-related risk assessment will be reported to the Board on an annual basis for review in order to ensure that the Group's ESG strategy and goals are achieved. The ESG working group and audit committee will report to the Board regarding the ESG risks and opportunities, as well as the policies implementation on a regular basis, so that the Board is up- to-date regarding the risk and opportunities of ESG. Please refer to the "Corporate Governance Report" section of our Annual Report 2025 for more information on the risk management and internal control.

III. 董事會聲明

董事會全面負責本集團的環境、社會及管治策略及報告，包括釐定、監察、檢討及評估與環境、社會及管治相關的風險及問題，監督及確保實施適當及有效的環境、社會及管治風險管理及內部控制制度。董事會亦負責確保每項戰略計劃及願景以及環境、社會及管治事宜的運作指引順利運作，並確保環境、社會及管治風險及問題納入企業戰略，領導本集團制定及實現長期戰略及目標。董事會亦批准及審查環境、社會及管治目標管理，並批准年度環境、社會及管治報告。董事會成立了環境、社會及管治工作組，以就本集團環境、社會及管治戰略、政策及做法的制定及實施向董事會提供協助及建議，協助董事會審查環境、社會及管治業績及目標。其負責收集不同部門及業務運營的數據並進行分析（包括但不限於與歷史數據進行比較），並在收集後核實環境、社會及管治數據，確保遵守環境、社會及管治相關法律法規，並編製環境、社會及管治報告。環境、社會及管治工作組由來自不同營運部門的高級管理層組成，以確保環境、社會及管治管理人員具備不同背景及專長。董事會將每年至少與環境、社會及管治工作組舉行一次會議，並定期聽取關於任何最新環境、社會及管治議題及表現的簡報，包括環境、社會及管治相關目標及指標的進展，以確保實現本集團的環境、社會及管治戰略、目標及指標。

環境、社會及管治工作組幫助評估及管理與環境、社會及管治相關的風險及機會。評估與環境、社會及管治有關的風險，包括但不限於環境、人力資源、健康及安全以及合規，該等風險已納入風險管理進程，其中包括風險識別、風險評估、風險處理、監測及審查進程。環境、社會及管治整體表現及環境、社會及管治相關風險評估的結果將每年向董事會報告以供審查，以確保實現本集團的環境、社會及管治戰略及目標。環境、社會及管治工作組及審核委員會將定期向董事會報告環境、社會及管治風險及機會以及政策執行情況，以便董事會了解環境、社會及管治風險及機會的最新情況。有關風險管理及內部控制的更多資料，請見2025年年報「企業管治報告」一節。

In the future, the Group will continue to adjust the strategy and promotion method of sustainable development management according to the expectations of stakeholders and the actual operation of the Group, so as to continuously improve the level of sustainable development.

The Board tracks, reviews and follow up on the achievement of the main ESG issues (including ESG related goals and targets) at least once a year in order to bridge the gap between current progress and the expectations. The Board will also ensure the Group's policies are continuously implemented.

IV. APPROACH TO SUSTAINABILITY

As a responsible corporation and with the carbon neutrality target set in the "14th Five-Year Plan", the Group continues to step up the sustainability measures as well as meeting the requirements of the residents. To properly inform the Group's investors and stakeholders for assessment, the Group has set out its efforts to minimise the negative influence to the environment, promote the Group's well-being of the employees and contribute to the community during the Reporting Year.

Materiality Assessment

Sustainable development encompasses a holistic spectrum of environmental and social aspects. In order to harness the related risks and opportunities, it is crucial for the Group to determine the most material aspects. During the Reporting Year, the Group has adopted a three-step process of identification, prioritisation and validation to ensure sustainability issues are being managed and reported in accordance with their materiality.

於未來，本集團將根據利益相關者的期望及本集團的實際運營情況，不斷調整可持續發展管理的戰略及推進方式，從而不斷提升可持續發展水平。

董事會每年至少跟蹤、審查及跟進一次主要環境、社會及管治議題(包括環境、社會及管治相關目標及指標)的實現情況，以彌合當前進展與預期之間的差距。董事會亦將確保本集團的政策得到持續實施。

IV. 達致可持續發展的方針

作為負責任的公司並根據於「十四五規劃」中設定的碳中和目標，本集團繼續加強可持續發展措施，並滿足住戶的要求。為使本集團的投資者及利益相關者能合適地獲悉有關資料作評估，本集團載列其於報告年度為減少對環境的負面影響、提升本集團僱員的健康及貢獻社區所作出的努力。

重要性評估

可持續發展涵蓋環境及社會方面的整體情況。為把握相關的風險及機遇，確定最重要的方面對本集團至為重要。於報告年度，本集團採用識別、優先次序及驗證的三步過程，以確保根據重要性對可持續性議題進行管理及報告。

(1) Identification

The Group has identified all fundamental sustainability issues in accordance with the ESG Reporting Guide. In the context of the latest sustainability landscape, the Group has determined the following 19 issues that are deemed to have impact on the environment and society through the operations.

(1) 識別

本集團根據環境、社會及管治報告指引識別所有基本的可持續發展議題。在最新的可持續發展形勢下，本集團確定以下被認為透過營運對環境及社會產生影響的19個議題。

ESG Aspects 環境、社會及管治層面			ESG issues for the Group 本集團環境、社會及管治議題
A. Environmental 環境	A1	*Emissions* *排放物*	1. Air Emission 空氣排放
			2. Greenhouse Gas Emission 溫室氣體排放
			3. Waste Management 廢棄物管理
	A2	*Use of Resources* *資源使用*	4. Water Consumption 耗水
			5. Energy Consumption 能源消耗
			6. Paper Consumption 紙張消耗
	A3	*The Environment and Natural Resources* *環境及天然資源*	7. Environmental Risk Management 環境風險管理
	A4	*Climate Change* *氣候變化*	8. Climate Change Governance, Strategy and Risk Management 氣候變化管治、策略及風險管理
B. Social 社會	*B1*	*Employment* *僱傭*	9. Human Resources Practices 人力資源慣例
			10. Employment and Remuneration Policies 僱傭及薪酬政策
			11. Equal Opportunity 平等機會
	B2	*Health and Safety* *健康與安全*	12. Employees' Health and Workplace Safety 僱員健康與工作場所安全
	B3	*Development and Training* *發展及培訓*	13. Employee Development 僱員發展
	B4	*Labour Standards* *勞工準則*	14. Anti-child and Forced Labour 反童工與強制勞工
	B5	*Supply Chain Management* *供應鏈管理*	15. Supplier Practices 供應商慣例
	B6	*Service Responsibility* *服務責任*	16. Service Quality and Residents' and Customers' Satisfaction 服務質量及住戶和客戶滿意度
			17. Protection of Residents' and Customers' Privacy 保護住戶和客戶隱私
	B7	*Anti-corruption* *反貪污*	18. Anti-corruption 反貪污
	B8	*Community Investment* *社區投資*	19. Community Support 社區支持

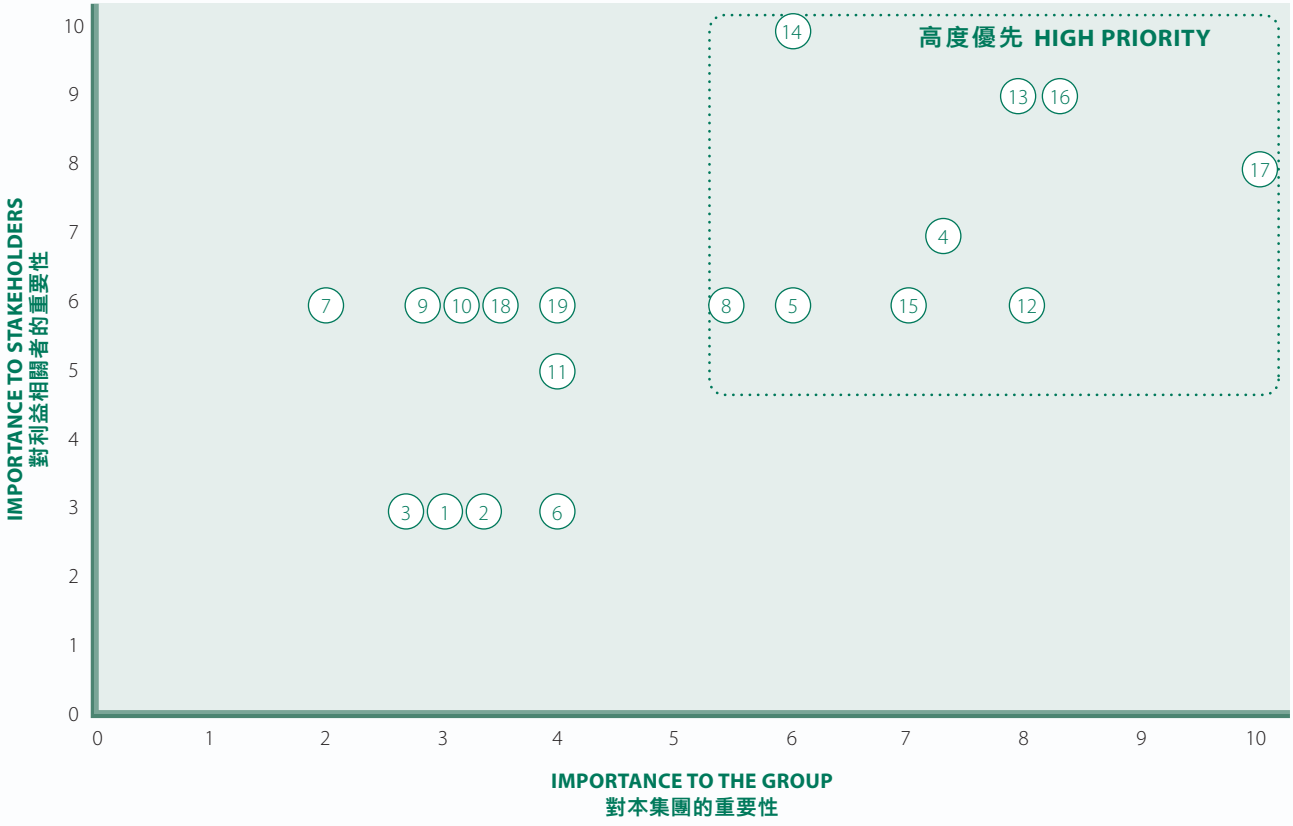
(2) Prioritisation

The Group has sought the views of the senior management in Hong Kong to determine the materiality of the selected ESG issues, as the senior management possesses a high-level view of all the issues and can access the feedback of the stakeholders. The senior management has been asked to score the significance of each ESG issue to stakeholder groups and the Group in each of their perspective. The following materiality matrix was then derived and the issues in the topmost-right quadrant of the materiality matrix represent the highly material issues.

(2) 優先次序

為確定所選環境、社會及管治議題的重要性，本集團尋求香港高級管理層的意見，因為高級管理層對所有議題均具有高層次的看法，並有權獲得利益相關者的反饋。高級管理層被要求從利益相關者組別及本集團的各個角度對每個環境、社會及管治議題的重要性進行評分。其後得出以下重要性矩陣，而重要性矩陣最右上象限的議題代表高度重要性的議題。

ESG materiality matrix
環境、社會及管治重要性矩陣



Highly material issues
高度重要性議題

Ranking 排名	No. 編號	Issues 議題
Highest 最高	17	Protection of Residents' and Customers' Privacy 保護住戶和客戶私隱
	16	Service Quality and Residents' and Customers' Satisfaction 服務質量及住戶和客戶滿意度
	13	Employee Development 僱員發展
	14	Anti-child and Forced Labour 反童工與強制勞工
	4	Water Consumption 耗水
	12	Employees' Health and Workplace Safety 僱員健康與工作場所安全
	15	Supplier Practices 供應商慣例
	5	Energy Consumption 能源消耗
Lowest 最低	8	Climate Change Governance, Strategy and Risk Management 氣候變化管治、策略及風險管理

(3) Validation

The Board has reviewed and validated the materiality process, and hence the Report has disclosed the Group's performance on all high and low materiality issues. To address matters most material to the Group's stakeholders, the highly material issues are discussed in more depth throughout the Report.

(3) 驗證

董事會已審閱並驗證重要性流程，因此報告已披露本集團在所有高重要性及低重要性議題上的表現。為回應對本集團利益相關者最為重要的事項，本報告將更深入地討論具有高度重要性的議題。

Stakeholder Engagement

The Group believes that identifying and addressing stakeholder views lay a solid foundation to the long-term growth and success of the Group. The Group engages with a wide network of stakeholders, including employees, residents, suppliers, investors, government and community. The Group has developed multiple engagement channels that provide opportunities for stakeholders to express their views on the Group's general business conduct and sustainability management. The engagement channels are summarised in the following table. To reinforce mutual trust and respect, the Group is committed to maintaining effective communication channels with stakeholders in both formal and informal ways. This can enable the Group to better shape its business strategies in order to respond to their needs and expectations, anticipate risks and strengthen key relationships.

利益相關者參與

本集團認為，識別及回應利益相關者的意見為本集團的長期發展及成功奠定堅實基礎。本集團與廣泛的利益相關者交流，包括僱員、住戶、供應商、投資者、政府及社區。本集團已開發多種參與渠道，為利益相關者提供可以表達其對本集團總體業務行為及可持續發展管理意見的機會。下表概述參與渠道。為加強互相信任及尊重，本集團致力於以正式及非正式的方式與利益相關者保持有效的溝通渠道。此舉可使本集團更好地制定業務戰略，以回應彼等的需求及期望，預測風險並加強主要關係。

Stakeholders 利益相關者	Engagement channels 參與渠道	Topics of interest/concern 利益／關注主題
Investors **投資者**	Financial reports, general meetings, corporate website, direct communication 財務報告、股東大會、企業網站、直接溝通	Business strategies, financial performance, corporate governance, business sustainability 業務戰略、財務業績、公司治理、業務可持續性
Residents **住戶**	Direct communication and emails, complaint hotlines, opinion boxes, resident surveys 直接溝通及電子郵件、投訴熱線、意見箱、住戶調查	Service quality, timely service, resident security, privacy protection 服務質量、服務及時、住戶安全、私隱保護
Customers and passengers **客戶及乘客**	Direct communication and emails, complaint and feedback hotlines, opinion boxes 直接溝通及電子郵件、投訴及反饋熱線、意見箱	Product and service quality and reliability, customers and passengers security, business ethics 產品及服務的質量與可靠性、客戶及乘客安全、商業道德
Employees **僱員**	Appraisals, training courses, internal memorandum 評估、培訓課程、內部備忘錄	Rights and benefits, employee compensation, training and development, work hours, occupational health and safety 權利及福利、員工薪酬、培訓及發展、工作時間、職業健康及安全
Suppliers and business partners **供應商及商業夥伴**	Business meetings, tendering 商務會議、招標	Fulfillment of promises, payment schedule 兑現承諾、付款時間表
Government and other regulatory authorities **政府及其他監管機構**	Tax returns, statutory filings and notifications, regulatory or voluntary disclosures 納稅申報表、法定申報及通知、監管或自願披露	Fulfillment of tax obligation, compliance to the laws and regulations 履行納稅義務、遵守法律法規
Community **社區**	Community activities, employee voluntary activities, donations and sponsorships 社區活動、員工志願活動、捐贈及贊助	Business ethics, fair employment opportunities, environmental protection 商業道德、公平就業機會、環境保護

V. ENVIRONMENTAL RESPONSIBILITY

The Group is committed to providing quality services to residents and customers in a clean and sustainable manner. The Group does not engage in any manufacturing, hence the environmental impacts are limited to those in the offices and operating sites.

Environmental impacts at the major property management subsidiaries are managed by EMS certified to the PRC national GB/T 24001-2016 standard holds various qualifications and licenses in respect of property management services, namely CMS 31950, IEC 27001, ISO 50001, ISO 9001, ISO 14001 and OHSAS 18001. In respect of cleaning services, the Group holds various qualifications and licenses, namely 國家一級環衛清潔服務企業資質 (National Level One Environmental Hygiene Cleaning Service Qualification*), E315甲級高空外牆清洗服務企業 (E315 A Grade High-altitude Exterior Wall Cleaning Services Enterprise*), ISO 14001, ISO 9001 and ISO 45001. The EMS ensures strict environmental compliance and drives continuous improvement towards cleaner environment. In order to identify the environmental risks in the Group's business activities and service processes, the Group has established the "Environmental Risk Management Procedures" which outlines the work responsibilities of each department to mitigate the identified risks. The Group has conducted periodic review of the system to ensure its effectiveness.

V. 環境責任

本集團致力於以清潔及可持續的方式為住戶及客戶提供優質服務。本集團不從事任何製造業務，因此對環境的影響僅限於辦事處及營運點所造成的影響。

主要物業管理附屬公司的環境影響均以EMS進行管理，該體系已通過中國國家GB/T 24001–2016標準及持有物業管理服務的各類資格和牌照，即CMS 31950、IEC 27001、ISO 50001、ISO 9001、ISO 14001、OHSAS 18001。就清潔服務而言，本集團持有幾類資格和牌照，即國家一級環衛清潔服務企業資質、E315甲級高空外牆清洗服務企業、ISO 14001、ISO 9001及ISO 45001。EMS確保嚴格的環境合規性，並推動朝清潔環境的方向不斷改進。為確定本集團業務活動及服務流程中的環境風險，本集團已制定「環境風險管理程序」，當中概述各部門為減輕已識別風險而應承擔的工作職責。本集團已定期對體系進行審查以確保其有效性。

Garden Landscape of the managed properties:



在管物業的園林景觀：



Aspect A1: Emissions

During the Reporting Year, the Group has implemented robust procedures to ensure all discharges to air, water and land are compliant with regulatory standards. The Group has not encountered any incidents of non-compliance with the Environment Protection Law of the PRC, Administration of City Appearance and Environmental Sanitation (《城市市容和環境衛生管理條例》) and Administration Measures for Urban Living Garbage (《城市生活垃圾管理辦法》) as well as all applicable laws and regulations related to vehicle exhaust emissions and waste handling at all operating regions during the Reporting Year.

Air Emissions

During the Reporting Year, the Group's air emissions have mainly released from vehicle exhaust emissions, which include the emission of Sulphur Oxides (SOx), Nitrogen Oxide (NOx) and Particulate Matter (PM). The Group strives to improve the air quality at the roadside and improve traffic flow problem.

During the Reporting Year, the Group has arranged regular repair and maintenance and proper tuning for the vehicles and shuttle bus to maximise the fuel efficiency. The Group has also encouraged the employees to take public transportation or share transport and replace highly polluting vehicles with more environmentally-friendly vehicles.

During the Reporting Year, another source of air emission generated by the Group was the fumes generated at the catering services, which are treated by fume purification facilities to comply with regulatory requirements. Major applicable laws and regulations related to control of air emissions include, but are not limited to, the Air Pollution Prevention and Control Law of the PRC.

層面A1：排放

於報告年度，本集團已實施健全的程序，確保向所有空氣、水及土地的排污均符合監管標準。於報告年度，本集團所有經營地區均未發生違反《中華人民共和國環境保護法》、《城市市容和環境衛生管理條例》及《城市生活垃圾管理辦法》及與車輛尾氣排放及廢棄物處理有關的所有適用法律法規的事件。

空氣排放

於報告年度，本集團的空氣排放主要來自車輛尾氣排放，其中包括硫氧化物(SO_x)、氮氧化物(NO_x)及顆粒物(PM)的排放。本集團致力改善路邊空氣質素及改善交通流量問題。

於報告年度，本集團已安排車輛及穿梭巴士定期維修及保養及適當調整，以最大程度節省燃油。本集團亦鼓勵僱員乘搭公共交通工具或共用交通工具，並以更環保的車輛代替污染嚴重的車輛。

於報告年度，餐飲服務產生的煙霧乃本集團空氣排放的另一來源，煙霧經過煙霧淨化設施進行處理，以符合法規要求。與控制空氣排放有關的主要適用法律法規包括但不限於《中華人民共和國大氣污染防治法》。

During the Reporting Year, the Group's air emissions of Sulphur Oxides (SOx), Nitrogen Oxide (NOx), and Particulate Matter (PM) from vehicle operations were recorded. The Group has released 1,812.72 kg, 22.73 kg and 160.38 kg of nitrogen oxides, sulphur oxides, and particulate matter in 2025, respectively. The Group will continue to promote concepts of reducing the air emissions to our staffs and continue to review the effectiveness of the existing initiatives.

於報告年度內，本集團記錄車輛使用產生的硫氧化物(SOx)、氮氧化物(NOx)及顆粒物(PM)等空氣排放物。本集團於2025分別釋放1,812.72公斤氮氧化物、22.73公斤硫氧化物及160.38公斤顆粒物。本集團將繼續向員工宣傳減少空氣排放的理念，並繼續審查現有舉措的有效性。

Air emissions **空氣排放物**	**Unit** **單位**	**2025**	2024
Nitrogen Oxides (NOx) 氮氧化物(NOx)	kg 公斤	**1,812.72**	1,773.68
Sulphur Oxides (SOx) 硫氧化物(SOx)	kg 公斤	**22.73**	23.48
Particulate Matter (PM) 顆粒物(PM)	kg 公斤	**160.38**	156.58

Wastewater Discharges

During the Reporting Year, the property management services has generated domestic wastewater which has been treated prior to its discharge into the municipal sewers. Domestic wastewater has been treated by on-site septic tank sewage treatment facilities, while oily wastewater from catering services has been processed by oil separation systems.

Another source of wastewater was the condensate water discharged from air-conditioning systems, which have been discharged on a centralised basis. To prevent sewage overflow, the facilities have sewage interception facilities, such as waterproof barriers or water collection ditches.

Major applicable laws and regulations related to control of effluent discharges include, but are not limited to, the Water Pollution Prevention and Control Law of the PRC. The Group is strictly forbidden to discharge any form of toxic, flammable, explosive substances to municipal sewers.

廢水排放

於報告年度，物業管理服務產生的生活污水於處理後再排入市政污水管道。生活污水已通過現場化糞池污水處理設施進行處理，而餐飲服務產生的含油廢水已通過油分離系統進行處理。

廢水的另一來源為空調系統排放的冷凝水，均已集中排放。為防止污水溢出，該等設施均有防水柵欄或集水溝等污水攔截設施。

與控制污水排放有關的主要適用法律法規包括但不限於《中華人民共和國水污染防治法》。本集團嚴禁將任何形式的有毒、易燃、易爆物質排放至市政污水管道。

Greenhouse Gas ("GHG") Emissions and Climate Change Mitigation

Climate change adaptation and mitigation is no longer the subject of a select few, but highly relevant to all members of society. The corporate sector is increasingly become aware of the potential types of short and long-term impacts climate change risks present to their profits. To implement an effective approach to climate change mitigation, it is important to have a comprehensive understanding of the carbon emission sources of the Group.

The Group's carbon footprint, presented in the chart and table below, is primarily due to electricity consumption. The Group's cleaning and maintenance workers carry out work in the customers' premises, where the electricity and water consumed are provided by the customers. During the Reporting Year, the Group has generated a total of 64,975.04 tonnes of carbon dioxide equivalent (tCO_2e) of greenhouse gases (Scopes I and II), resulting in a carbon intensity of 6.94 tCO_2e per staff.

溫室氣體(「溫室氣體」)排放及減緩氣候變化

氣候變化適應及緩解不再是少數人關注的議題,而與全社會息息相關。企業日益重視氣候變化風險對其溢利構成的潛在短期及長期影響類別。為實施有效緩解氣候變化的方式,擁有本集團碳排放來源的全面理解非常重要。

以下圖表所呈列本集團的碳足跡主要由於電力消耗所致。本集團的清潔及保養工人在客戶的場所工作,其電力及水消耗由客戶提供。於報告年度,本集團共產生64,975.04噸二氧化碳當量溫室氣體(範圍I及II),導致碳強度為每名員工6.94噸二氧化碳當量。

Greenhouse gas emissions in 2025:

2025年溫室氣體排放：

Greenhouse gas emissions[1] **溫室氣體排放[1]**		**Unit** **單位**	**2025**	2024
Scope I (Direct Emissions) 範圍I（直接排放）		tCO_2e 噸二氧化碳當量	**4,112.58**	4,254.60
Mobile combustion 移動燃燒		tCO_2e 噸二氧化碳當量	**4,112.58**	4,254.60
Scope II (Indirect Emissions) 範圍II（間接排放）		tCO_2e 噸二氧化碳當量	**60,862.46**	61,070.82
Electricity purchased 購電		tCO_2e 噸二氧化碳當量	**60,862.46**	61,070.82
Scope III (Other Indirect Emissions)[2] 範圍III（其他間接排放）[2]		tCO_2e 噸二氧化碳當量	**2,604.0**	24.80
Category 1: Purchased Goods and Services 類別1：購買的貨品及服務		tCO_2e 噸二氧化碳當量	**2,575.1**	N/A 不適用
Category 6: Business Travel 類別6：商務旅行		tCO_2e 噸二氧化碳當量	**28.9**	24.8
Total 總計	(Scopes I and II) （範圍I及II）	tCO_2e 噸二氧化碳當量	**64,975.04**	65,325.42
	(Scopes I, II and III) （範圍I、II及III）		**67,579.04**	65,350.22
Carbon Intensity[3] 碳強度[3]	(Scopes I and II) （範圍I及II）	tCO_2e per staff 噸二氧化碳當量／員工	**6.94**	6.99
	(Scopes I, II and III) （範圍I、II及III）		**7.22**	6.99

Note (1): The Group is adopting operational control approach for measuring the GHG emissions due to the availability of access to the operational data and location based method for Scope 2 GHG emissions. GHG emission data is presented in terms of carbon dioxide equivalent and are based on, but not limited to, "The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standards"issued by the World Resources Institute and the World Business Council for Sustainable Development, "Notice on doing a Good Job in 2023–2025 Reporting and Management of Greenhouse Gas Emissions of Power Generation Enterprises" issued by the Ministry of Environmental Protection, the PRC in 2023, "How to prepare an ESG Report — Appendix II: Reporting Guidance on Environmental KPIs"issued by the Stock Exchange and Supply Chain Greenhouse Gas Emission Factors published by the United States Environmental Protection Agency (USEPA).

附註(1)： 本集團採用了營運控制權方法來計量溫室氣體排放（因為可查閱營運資料）及地域為基準方法來計量範圍2溫室氣體排放。溫室氣體排放數據乃按二氧化碳當量呈列，並基於（但不限於）世界資源研究所及世界可持續發展工商理事會刊發的《溫室氣體盤查議定書：企業會計與報告標準》、中華人民共和國生態環境部於2023年所發佈《關於做好2023–2025年發電行業企業溫室氣體排放報告管理有關工作的通知》、聯交所發佈的《如何準備環境、社會及管治報告 — 附錄二：環境關鍵績效指標匯報指引》以及美國環境保護署發佈的《供應鏈溫室氣體排放因子》。

Note (2): Emission electricity for fresh water and sewage processing are deemed immaterial and are excluded from both years. The other categories are not included as they are irrelevant to our business or immaterial or data are unavailable and unreliable for quantification.

附註(2)： 生活用水與污水處理用電的排放被視為無關緊要，因此不包括在該兩個年度內。其他類別並未納入，原因為該等類別與我們的業務無關、不重大，或數據無法取得且不可靠而無法量化。

Note (3): Carbon intensity in 2025 and 2024 was calculated by dividing the amount of Scopes I, II and III emissions by the Group's total number of staff as at the end of 2025 and 2024.

附註(3)： 2025及2024年的碳強度乃透過將範圍I、範圍II及範圍III的排放量除以本集團截至2025年及2024年度末時的員工總數計算得出。

The Group is committed to reducing the carbon footprint. Scopes I and II emissions are addressed through the energy reduction initiatives (See Section: A2.1 Energy Consumption). Scope III emissions have been incurred throughout the value chain. To minimise such emissions, the Group aims to cut business travels whenever possible through video conferencing. By 2027, we set a target of reducing the GHG emission intensities (Scopes I and II) by 2% as compared with the baseline in 2022. The target is in progress in 2025. The Group has not yet set the target of Scope 3 GHG emissions as we are in the process of collecting data with regards to the other material categories to compile our Scope 3 GHG emissions inventory. The Group will continue to implement the existing initiatives and reduce the greenhouse gas emissions through lowering the energy consumption such as air conditioning and lighting systems. The Group will also continue to feature upgrades of the building facilities and monitor the electricity usage on a regular basis.

本集團致力於減少碳足跡。範圍I及範圍II的排放透過節能舉措解決(請參閱第A2.1節能源消耗)。於整個價值鏈中產生範圍III的排放。為將此類排放降至最低，本集團旨在盡可能透過視頻會議減低商務差旅。到2027年，與2022年的基準相比，我們設定溫室氣體排放強度(範圍I和範圍II)減少2%的目標。該目標於2025年正在實現中。本集團尚未設定範圍3溫室氣體排放的目標，乃因我們正在收集其他重大類別的數據，以編製我們的範圍3溫室氣體排放清單。本集團將繼續實施現有舉措，透過降低空調和照明系統等能源消耗來減少溫室氣體排放。本集團也將繼續升級建築設施並定期監測用電量。

Waste Management

During the Reporting Year, the Group has generated non-hazardous waste at office, operating sites and properties under the Group's property management which limited to paper, general waste, waste wires, waste plastic, vegetable and fruit waste. The majority of non-hazardous waste has been disposed and handled by subcontracted waste disposal service providers. The Group has also established mechanisms to segregate waste streams for recycling and communicate the significance of waste segregation procedures to the employees.

廢棄物管理

於報告年度，本集團於辦事處、營運點及本集團物業管理項下的物業產生無害廢棄物，該等廢棄物僅限於紙張、一般廢棄物、廢電線、廢塑料、蔬菜及水果廢棄物。大多數無害廢棄物已由所分包之廢棄物處置服務提供商處置及處理。本集團亦已設立隔離廢棄物流以進行回收的機制，並向僱員傳達廢棄物分類程序的重要性。

During the Reporting Year, the Group has generated hazardous waste such as waste engine oil, batteries, solvent paint, cleaning agents or chemicals, solid chemical waste and fluorescent lamp tubes. The hazardous wastes have been stored securely at designated containers and handled by authorised contractors. During the Reporting Year, the Group has generated a total of 102 tonnes of hazardous waste, resulting in a hazardous waste intensity of 0.01 tonnes per staff. The major applicable laws and regulations related to control of waste handling include, but are not limited to, the Solid Wastes Pollution Prevention and Control Law of the PRC and the Implementation Plan for the Domestic Waste Classification System to implement classified management of waste.

於報告年度，本集團產生有害廢棄物，如廢機油、電池、溶劑塗料、清洗劑或化學劑、固體化學廢棄物及日光燈管。有害廢棄物已安全地存儲於指定的容器中，並由授權承包商處理。於報告年度，本集團共產生102噸有害廢棄物，導致有害廢棄物強度為每名員工0.01噸。與廢棄物處理控制有關的主要適用法律及法規包括但不限於《中華人民共和國固體廢物污染環境防治法》及《生活垃圾分類制度實施方案》，以對廢棄物實行分類管理。

During the Reporting Year, the Group has adopted a number of measures to classify garbage at its source, in an effort to educate the property owners and employees the concept of garbage classification. The Group further enhanced property owners' awareness on domestic garbage, classification rate and disposal accuracy through disposal guidance and usage instructions, distinguish signs, regulatory management and other measures to further enhance the recycling rates. Furthermore, the Group has also standardised the treatment of waste and domestic sewage from home maintenance. For maintenance waste generated under our property management, the property service center first places the waste in special storage room on a temporary basis. They will then be collected and disposed of by the qualified contractor.

於報告年度，本集團已採取多項措施，從源頭上對垃圾進行分類，以教育業主及員工垃圾分類的概念。本集團通過處置指導及使用説明、區分標誌、監管管理等措施，進一步提升業主對生活垃圾、分類比率及處置精準度的認識，以進一步提高回收率。此外，本集團亦對家居維修產生的廢棄物及生活污水的處理進行標準化。對於在我們物業管理下產生的維修廢棄物，物業服務中心首先將廢棄物臨時放置在專門的儲藏室。然後，該等廢棄物將由合資格的承包商收集及處置。

Seeking to contribute to the closed-loop economy, the Group has employed the following measures and initiatives to reduce the generation of waste, and raise recycling rates during the Reporting Year:

本集團尋求為閉環經濟作出貢獻，於報告年度已採取以下措施及舉措以減少廢棄物的產生並提高回收率：

- Provide domestic garbage classification bins and recycling bins in the property management properties and offices to collect plastics, glasses and used paper products, such as waste paper, carton box and envelope, including all non-confidential documents;
- 於房地產管理物業及辦事處提供生活垃圾分類箱及回收箱以收集塑料、玻璃及廢舊紙製品，例如：廢紙、硬紙板箱及信封等，包括所有非機密文件；
- Disseminate administrative notices to staff through emails instead of paper documents, and encourage staff to use electronic communications for forms, reports and storage when possible;
- 通過電子郵件而非紙質文件向員工發放行政通告，並鼓勵員工盡可能使用電子通訊傳輸表格、報告及儲存；
- Impose eco-printing modes for employees and encourage them to print doubled-sided copies when possible;
- 對員工實施經濟打印模式，鼓勵彼等盡可能使用雙面打印；
- Replace all disposable cups and wooden stirrers with items, such as ceramic cups and reusable spoons; and
- 用陶瓷杯及可重複使用的勺子等物品替換所有一次性紙杯及木製攪拌棒；及
- Hold meetings of owners' representatives to actively promote garbage classification at managed properties through door-to-door publicity and community activities.
- 舉行業主代表會議，通過上門宣傳及社區活動積極促進在管物業的垃圾分類。

During the Reporting Year, the Group has generated a total of 1,935.47 kg of non-hazardous waste, resulting in a non-hazardous waste intensity of 0.21 kg per staff. In accordance with our environmental protection guidelines and minimise the food waste, the staff in the catering will review inventories and production plans prior to purchasing to prevent overstocking.

於報告年度，本集團共產生1,935.47公斤無害廢棄物，導致無害廢棄物強度為每名員工0.21公斤。根據我們的環保指引及為了盡量減少食物浪費，餐飲員工在採購前將先檢視存貨及生產計劃，以免過度囤積。

By 2027, we set a target of reducing the hazardous and non-hazardous waste intensity by 2% as compared with the baseline in 2022. The target is in progress in 2025. The Group will continue to promote concepts of reducing the amount of hazardous and non-hazardous waste to our staffs and property owners and continue to review the effectiveness of the existing initiatives.

到2027年，我們以2022年為基準相比，將有害及無害廢棄物強度減少2%為目標。2025年該目標正在實現中。本集團將繼續向員工及業主宣傳減少有害及無害廢棄物的理念，並繼續審查現有舉措的有效性。

Non-hazardous waste **無害廢棄物**	**Unit** **單位**	**2025**	2024
General waste 一般廢棄物	kg 公斤	**1,935.47**	1,920.00
Total non-hazardous waste generated 產生的無害廢棄物總量	kg 公斤	**1,935.47**	1,920.00
Non-hazardous waste intensity 無害廢棄物強度	kg per staff 公斤／員工	**0.21**	0.21

Note: Non-hazardous waste intensity in 2025 and 2024 was calculated by dividing the amount of non-hazardous waste by the Group's total number of staff as at the end of 2025 and 2024.

附註： 2025年及2024年的無害廢棄物強度乃透過將無害廢棄物的數量除以本集團於2025年及2024年度末時的員工總數計算得出。

Aspect A2: Use of Resources

The Group is committed to continually monitoring and improving resource efficiency as an integral part of business strategy and operating methods. The main resources that the Group's operations rely on are energy and water resources. Packaging material consumption is not a material aspect for the Group, given the business nature as a property management service provider.

層面A2：資源使用

本集團致力於持續監察及改善資源效率，將其作為業務策略及營運方式不可或缺的一部分。本集團業務所依賴的主要資源為能源及水資源。鑑於作為物業管理服務提供商的業務性質，包裝材料消耗對本集團而言並非重要方面。

Energy

During the Reporting Year, the Group's energy profile has consisted of the use of petrol and electricity consumption for office operations. Electricity has accounted for approximately 87% of total energy consumption, while petrol and diesel have accounted for 13%. During the Reporting Year, the Group has consumed 14,986.69 mWh and 99,759.43 mWh of direct and indirect energy respectively, resulting in a total energy intensity of 12.26 mWh per staff. Major applicable laws and regulations related to energy conservation include, but are not limited to, the Law of the PRC on Conserving Energy.

At the major property management subsidiaries, the Group has implemented and formulated the energy management systems which are certified to the relevant PRC national and industry energy management standards (GB/T 23331-2009 and RB/T 107-2013 respectively), as well as the ISO 50001:2011 standard. The scope of the energy management systems includes the impacts during procurement, logistics and distribution, as well as end-use energy. Comprehensive energy analysis is conducted based on accurate records of fuel consumption and electricity monitoring. By determining energy-intensive operational processes, financial and human resources are channeled to areas in which energy efficiency may be maximised.

能源

於報告年度，本集團的能源組合包括辦事處營運所用的汽油及電力消耗。電力約佔總能耗的87%，而汽油及柴油佔13%。於報告年度，本集團分別消耗14,986.69兆瓦時及99,759.43兆瓦時的直接及間接能源，導致總能源強度為每名員工12.26兆瓦時。與節能有關的主要適用法律法規包括但不限於《中華人民共和國節約能源法》。

在主要的物業管理附屬公司，本集團實施及制定的能源管理系統均通過中國相關國家及行業能源管理標準（分別為GB/T 23331–2009及RB/T 107–2013）以及ISO 50001:2011標準認證。能源管理系統的範圍包括採購、物流及分配期間的影響以及終端使用的能源。基於準確的燃油消耗記錄及電力監控進行全面的能源分析。透過確定能源密集型的營運流程，將財務及人力資源用於最大程度提高能源效率的領域。

Energy consumption[1] **能源消耗[1]**	**Unit** **單位**	**2025**	2024
Direct 直接	mWh 兆瓦時	**14,986.69**	15,300.00[2]
Petrol (gasoline) 汽油	mWh 兆瓦時	**14,606.69**	15,300.00[2]
Diesel 柴油	mWh 兆瓦時	**380**	N/A 不適用
Indirect 間接	mWh 兆瓦時	**99,759.43**	100,099.70
Electricity purchased 購電	mWh 兆瓦時	**99,759.43**	100,099.70
Total (Direct and Indirect) 總計(直接及間接)	mWh 兆瓦時	**114,746.12**	115,399.70[2]
Energy intensity[3] 能源強度[3]	mWh per staff 兆瓦時／員工	**12.26**	12.34[2]

Note (1): The methodology adopted for energy conversion of the energy resources of the Group was based on the IPCC Default Net Calorific Values Database and "How to Prepare an ESG Report — Appendix 3: Reporting Guidance on Social KPIs" issued by the Stock Exchange.

Note (2): Restated.

Note (3): Energy intensity in 2025 and 2024 was calculated by dividing the amount of energy consumption by the Group's total number of staff as at the end of 2025 and 2024.

附註(1)： 本集團能源資源的能源轉換採納的方法乃基於IPCC默認淨熱值數據庫及聯交所發佈的《如何編備環境、社會及管治報告 — 附錄三：社會關鍵績效指標匯報指引》。

附註(2)： 經重列。

附註(3)： 2025年及2024年的能源強度乃透過將能源消耗量除以本集團於2025年及2024年度末時的員工總數計算得出。

The Group is committed to minimising fuel and electricity consumption. During the Reporting Year, the Group has implemented the following measures and initiatives:

- Conduct energy analysis based on sub-metering data measured from managed property to help monitor for abnormal power usage;
- Install time-controlled LED lamps around the outdoor public areas of the managed property;
- Turn off electronic facilities and computers or switch to energy saving mode when they are not in use;
- Maintain an average indoor temperature between 24 and 26 degrees at offices;

本集團致力於盡量減少燃料及電力消耗。於報告年度，本集團已實施以下措施及舉措：

- 根據從在管物業測得的分表數據進行能源分析，以幫助監控異常用電量；
- 於在管物業的室外公共區域周圍安裝限時LED燈；
- 在不使用時關閉電子設施及電腦或者切換到節能模式；
- 在辦事處將室內平均溫度保持在24至26度之間；

- Purchase office equipments and appliances with energy efficient labels; and
- Purchase energy saving construction equipment and tools.

We have set a target of reducing the energy consumption intensity by 2% by the end of 2027 as compared with the baseline in 2022 is set. The target is in progress in 2025. The Group will continue to promote concepts of reducing the energy consumption to our staffs and continue to review the effectiveness of the existing initiatives. In the long-term perspective, the Group will continue to improve the efficiency of resource and energy use, reducing energy consumption without affecting service quality to the property owners.

Water Resources

During the Reporting Year, the Group has used water mainly for cleaning, gardening and toilets in the office buildings. The Group has withdrawn water from municipal water sources, and has not encountered any issues in sourcing water for our business activities. However, water resources should not be taken for granted and should be conserved to ensure a sustainable future. The Group is committed to minimising water consumption. The Group strictly complies with the Law of the PRC on Prevention and Control of Water Pollution. During the Reporting Year, the Group has implemented the following measures regarding the water conservation:

- Adopt energy efficient water pumps gradually in all our offices;
- Inspect the pump, pipes and faucets regularly, and repair damaged pump, pipes and faucets in a timely manner;
- Collect rainwater and use water-saving irrigation systems, such as automatic sprinklers, during landscaping operations;
- Use wet and dry integrated sweeping equipment to reduce water use; and
- Provide training courses to employees regularly on water-saving approach and technological transformation measures.

- 購買帶有節能標籤的辦公設備及用具；及
- 購買節能建築設備及工具。

到2027年底，我們以2022年為基準相比，將能源消耗強度減少2%為目標。2025年該目標正在實現中。本集團將繼續向員工宣傳減少能源消耗的理念，並繼續審查現有舉措的有效性。長遠而言，本集團將繼續提高資源及能源的使用效率，在不影響向業主提供的服務質素的情況下，降低能源消耗。

水資源

於報告年度，本集團主要將水用於辦公樓內的清潔、園藝及洗手間。本集團的用水來自市政水源，且在為我們的業務活動購水方面並無遇到任何問題。然而，不可隨意用水，並應節約用水以確保可持續的未來。本集團致力於減少用水量。本集團嚴格遵守《中華人民共和國水污染防治法》。於報告年度，本集團已採取以下節水措施：

- 在我們所有的辦事處中逐步採用節能水泵；
- 定期檢查水泵、管道及水龍頭，及時維修損壞的水泵、管道及水龍頭；
- 收集雨水並在綠化作業中使用節水灌溉系統，例如自動灑水器；
- 使用乾濕一體化掃地設備，以減少用水；及
- 定期為僱員提供有關節水方法及技術改造措施的培訓課程。

During the Reporting Year, the Group has consumed a total of 61,427.20 cubic metre of water, resulting in a water intensity of 6.57 cubic metre per staff. By 2027, we set a target of reducing the water consumption intensity by 1% as compared with the baseline in 2022. The target is in progress in 2025. The Group will continue to promote concepts of reducing the water consumption to our staffs and continue to review the effectiveness of the existing initiatives.

於報告年度內，本集團共消耗61,427.20立方米水，導致耗水強度為每名員工6.57立方米。到2027年，我們以2022年為基準相比，將耗水強度減少1%為目標。2025年該目標正在實現中。本集團將繼續向員工宣傳減少耗水量的理念，並繼續審查現有舉措的有效性。

Water consumption **耗水量**	**Unit** **單位**	**2025**	2024
Total water consumption 總耗水量	cubic metre 立方米	**61,427.20**	60,054.40
Water consumption intensity(1) 耗水強度(1)	cubic metre per staff 立方米／員工	**6.57**	6.40

Note (1): Water consumption intensity in 2025 and 2024 was calculated by dividing the amount of water consumption by the Group's total number of staff as at the end of 2025 and 2024.

附註(1)： 2025年及2024年的耗水強度乃透過將耗水量除以本集團於2025年及2024年度末時的員工總數計算得出。

Aspect A3: The Environment and Natural Resources

The Group strives to create a harmonious living space for the residents through the integration of greenery in the managed property. The Group is committed to providing a complete picture of the environmental impacts. The Group strives to mitigate climate change, protect biodiversity, prevent soil and water resources from being polluted, and maintain a sustainable ecological environment with actions. One of the Group's businesses, landscaping design, manages the impact of various environmental aspects. For example, the Group has prevented the erosion of soil during construction by laying nets on the grass. The standard operating procedures also have ensured that soil moisture and fertility is maintained through regular fertilisation and irrigation. The Group has also employed seasoned arborists to ensure the healthy condition of the trees in the managed property.

層面A3：環境及天然資源

本集團透過整合在管物業的綠色植物努力為住戶打造和諧的生活空間。本集團致力於提供環境影響的完整描述。本集團致力於緩解氣候變化，保護生物多樣性，防止土壤及水資源受到污染，並以行動維護可持續的生態環境。本集團其中一項業務景觀美化設計管理各個環境方面的影響。例如，本集團通過在草地上鋪網防止施工期間對土壤的侵蝕。標準操作程序亦確保透過定期施肥及灌溉維持土壤的濕度及肥沃。本集團亦聘請經驗豐富的樹木栽培家確保在管物業樹木的健康狀況。

Aspect A4: Climate Change

Climate change adaptation and mitigation is no longer only a subject of international agenda, but highly relevant to all the members of the society. The corporations are increasingly becoming aware of the potential types of impact climate change risks present to their financial impacts, as well as the opportunities to transit to a low-carbon economy offers to the private sphere. Global warming, sea level rise and extreme weather continue to be the concerns of the society. Corporations continue to face challenges of addressing climate changes. During the Reporting Year, the Group has commenced to integrate the climate change risks and opportunities into the business strategies. Through supervising environmental and social issues of the Group by the Board, including risk assessment and risk management, the Board identified and analysed the impact of climate changes on the Group's business activities, so as to fully identify all the climate-related risks and opportunities.

Governance

The Board oversees, determines, monitors, reviews and evaluates the climate related risks and opportunities, to ensure the ESG risk management are effective and in place. The audit committee and the ESG working group assisting the Board to address the climate change. The ESG working group established by the Board, comprises of senior management from different business functions. The climate related performance targets are set at the management level while the department heads of the operating units will identify and report risks to the ESG working group and the ESG working group assists the Board to review and monitor the performance and the ESG targets on a regular basis. Currently, the Group did not include performance metrics related to climate related risks and opportunities in the remuneration policies.

The Board discusses the climate related risks and opportunities at least annually and meets with the ESG working group at least annually to discuss ESG related risks and opportunities along with the ESG matters. The ESG working group discusses as the climate related risks and opportunities and the progress of the targets regarding the climate related risks and opportunities with the operating units on a regular basis and ensure the Board is up to date regarding the ESG performance and any climate related issues and opportunities. The Group strives to balance between cost and effectiveness for the climate-related risks and opportunities.

層面A4：氣候變化

適應及緩解氣候變化不再僅僅是國際議程的一個主題，而是與社會所有成員高度相關。該等企業越來越意識到氣候變化風險對其財務影響的潛在影響類型，以及為私營領域提供向低碳經濟轉型的機會。全球變暖、海平面上升及極端天氣繼續成為社會關注的問題。企業繼續面臨應對氣候變化的挑戰。於報告年度，本集團已開始將氣候變化風險及機遇納入業務策略。通過由董事會監督本集團的環境及社會問題，包括風險評估及風險管理，董事會識別及分析氣候變化對本集團業務活動的影響，以充分識別所有與氣候相關的風險及機會。

管治

董事會負責監督、釐定、監察、檢討及評估氣候相關風險及機遇，以確保環境、社會及管治風險管理有效及到位。審核委員會及環境、社會及管治工作組協助董事會應對氣候變化。由董事會成立的環境、社會及管治工作組由來自不同業務職能的高級管理層組成。氣候相關績效目標於管理層面設定而各營運單位的部門主管則會識別風險並向環境、社會及管治工作組報告，而環境、社會及管治工作組協助董事會定期檢討及監察績效以及環境、社會及管治目標。目前，本集團尚未將與氣候相關風險及機遇有關的績效指標納入薪酬政策中。

董事會至少每年討論一次與氣候相關的風險和機遇，並至少每年與環境、社會及管治工作組會面，討論環境、社會及管治相關的風險和機遇以及環境、社會及管治事項。環境、社會及管治工作組定期與營運單位討論氣候相關風險及機遇及關於氣候相關風險與機遇之目標的進展，及確保董事會緊貼了解環境、社會及管治表現以及任何氣候相關議題及機遇。本集團致力維持氣候相關風險和機遇的成本與效益之間的平衡。

The Group provides internal trainings regarding the climate related issues to the management and the staff of the operating units so as to reinforce the Group's ability to respond to the climate related risks and opportunities, while the skills and competencies can be developed for the management and the Board. The Group also encourages the management to attend the external seminars and continuing professional development training sessions to further improve their knowledge, skills and competencies to address the climate related issues.

本集團為管理層及營運單位員工提供有關氣候相關議題的內部培訓，以加強本集團應對氣候相關風險及機遇的能力，同時讓管理層及董事會培養相關技能與能力。本集團亦鼓勵管理層參加外部研討會及持續專業發展培訓課程，以進一步提升其處理氣候相關議題的知識、技能及能力。

Strategy

The Group has identified the following climate related physical and transition risks. The Group will continue to enhance its resilience of the operations to respond to the climate related risks and opportunities. The Group plans to allocate adequate funds for implementing mitigation measures for the climate related risks and seize the and opportunities when they arise.

策略

本集團已識別以下氣候相關的物理風險及轉型風險。本集團將持續加強其營運的韌性，以應對氣候相關風險及機遇。本集團計劃分配足夠資金以實施氣候相關風險的緩解措施，並及時把握出現的機遇。

Risk 風險	Potential impacts on business model and value chain 對業務模式及價值鏈的潛在影響	Steps taken and mitigation measures 採取的步驟及緩解措施	Financial impact 財務影響	Time horizon 時間範圍
Physical risks **物理風險** **Extreme weathers, such as rainstorms, flooding, typhoons, high temperature and other extreme weather conditions** **暴雨、水浸、颱風、高溫等極端天氣及其他極端天氣狀況**	This may affect the properties under the Group's management in different extent such as heating and air-conditioning supply and may pose challenges to the Group's property management. In addition, in the provision of the Group's services that are at outdoor locations and the tenants of the Group's managed properties could be adversely affected and disrupted while the cleaning service workload would also be increased. 這可能對本集團管理的物業造成不同程度的影響，例如供暖及空調供應，並可能對本集團的物業管理帶來挑戰。此外，本集團於戶外場所提供的服務以及本集團所管理物業的租戶可能受不利影響及干擾，而清潔服務的工作量亦會增加。	The Group continues to pay close attention to climate change and has implemented a number of climate related risk prevention measures. The Group has formulated operating procedures to respond to the impact of extreme weather through continuous improving the contingency plans, implementation of work arrangements and providing early warning to the property owners. During the hot weathers, the Group has provided the workers with additional rest periods and shelters, ventilation facilities and potable water. To prevent the losses and accidents, the Group has implemented stringent surety measures. To further lower safety risks due to adverse weather events, the Group will send alert messages when adverse weather warning is issued. 本集團持續密切關注氣候變化，並已實施多項氣候相關風險預防措施。本集團已制定營運程序，透過持續改善應急計劃、實施工作安排及向業主提供預警，以應對極端天氣的影響。於炎熱天氣期間，本集團為工人提供額外的休息時間及庇護場所、通風設施及飲用水。為防止損失及意外，本集團已實施嚴格的保障措施。為進一步降低惡劣天氣事件帶來的安全風險，本集團將於發出惡劣天氣警告時發送警報訊息。	This may cause negative financial impacts to the Group such as increase in equipment maintenance costs and electricity. Extra capital expenditure will be required to purchase new equipment and cause a fall in the cash flow. 這可能對本集團造成負面財務影響，如設備維護成本及電力成本增加。將需要額外的資本開支以購買新設備及導致現金流減少。	Short to long term 短期至長期

Risk 風險	Potential impacts on business model and value chain 對業務模式及價值鏈的潛在影響	Steps taken and mitigation measures 採取的步驟及緩解措施	Financial impact 財務影響	Time horizon 時間範圍
Transition risk **轉型風險** **More stringent climate and environmental legislations, rules and regulations** **更嚴格的氣候及環境立法、規則及法規**	The stricter environmental laws and regulations and the increasing requirements of climate-related information disclosures will cause the Group's compliance cost to surge and may expose the Group to higher risks of claims and lawsuits. Corporate reputation may also decline due to failure to meet the compliance requirements for climate change. Extra capital investment and compliance costs may require to fulfill the more stringent requirements. 更嚴格的環境法律法規以及對氣候相關信息披露要求的不斷提高，將導致本集團的合規成本激增，並可能使本集團面臨更高的索償及訴訟風險。企業聲譽亦可能因未能滿足氣候變化的合規要求而受損。為滿足更嚴格的要求，可能需要投入額外的資本投資及合規成本。	The Group will continue to assess the impact of climate change on the Group's business, fulfill the requirements of policies implemented by the government, and further improve the formulation of business strategy and risk management to minimise the climate change risks and achieve sustainable development in the long-term. 本集團將持續評估氣候變化對本集團業務的影響，履行政府實施的政策要求，並進一步完善業務策略的制定及風險管理，以盡量減低氣候變化風險，實現長遠的可持續發展。	Increase in the operating costs arise from additional expenditures required for initiatives such as investing in more energy efficient models for the equipments due to the early retirement of existing equipments owing to policy changes and cause a fall in the cash flow. Failure to adopt such measures may adversely affect customer and tenant demand for our services and the revenue will fall in the medium to long term. 營運成本因投資更具能源效益的設備型號等措施所需額外開支而增加，因為政策變更導致現有設備提前報廢以及導致現金流減少。未能採取該等措施可能對客戶及租戶對我們服務的需求造成不利影響，並導致中長期收入下降。	Medium to long term 中期至長期

Note (1) Commercial sensitivity relief was applied to the climate related opportunities.

Note (2) Short term is defined as one to five years, medium term is defined as six to ten years, and long term is defined as more than ten years.

Note (3) Reasonable information relief and capabilities relief were applied to the climate-related scenario analysis. Quantitative information on the financial impact is not provided as we are in the process of estimating the impact. The Group currently does not have a climate related transition plan. Reasonable information relief was applied to the climate-related transition risks, climate-related physical risks and climate-related opportunities regarding the amount and percentage of assets or business activities vulnerable to or aligned with climate related transition risks, physical risks and opportunities.

附註(1) 氣候相關機遇已應用商業敏感寬免。

附註(2) 短期界定為一至五年，中期界定為六至十年，長期界定為十年以上。

附註(3) 氣候相關情景分析已應用合理資料寬免及能力寬免。由於本集團仍在估算影響，故並未提供有關財務影響的量化資料。本集團目前並無氣候相關轉型計劃。有關易受氣候相關轉型風險、物理風險及機遇影響或與之相符的資產或業務活動金額及百分比，已就氣候相關轉型風險、氣候相關物理風險及氣候相關機遇應用合理資料寬免。

Risk management

The Board is accountable for overseeing the Group's risk management and internal control systems and reviewing its effectiveness, while the management and other personnel are responsible for implementing and maintaining the internal controls systems. The system is designed to manage rather than eliminate the risk of failure to achieve business objectives and can only provide reasonable, and not absolute assurance against material misstatement or loss. The audit committee oversees the effectiveness of the risk management and internal controls while the Board formulates the policies and the internal audit assess the controls and risk management. During the Reporting Year, the Group has continued to integrate the climate change risks and opportunities into the business strategies. Through supervising environmental and social issues of the Group by the Board, including risk assessment and risk management, the Board identified and analysed the impact of climate changes on the Group's business activities, so as to fully identify all the climate-related risks and opportunities.

Climate related risks are addressed as part of the integrated risk assessment system. The risk assessment system aims to establish a systematic, continuous and traceable risk assessment mechanism for the Group to identify, analysis and manage material risks, including but not limited to climate related risks, that may affect the Group's operations. The Group has implemented the following processes to identify, analysis, assess, response, monitors and control the climate related risks:

風險管理

董事會負責監督本集團的風險管理及內部控制系統，並檢討其成效，而管理層及其他人員則負責實施及維持內部控制系統。該系統旨在管理而非消除未能達成業務目標的風險，並僅能就重大錯誤陳述或損失提供合理而非絕對的保證。審核委員會監督風險管理及內部控制的成效，而董事會則制定政策，內部審計則評估控制及風險管理。於報告年度，本集團繼續將氣候變化風險及機遇融入業務策略。透過由董事會監督本集團的環境及社會事宜(包括風險評估及風險管理)，董事會識別及分析氣候變化對本集團業務活動的影響，從而全面識別所有氣候相關風險及機遇。

氣候相關風險作為綜合風險評估系統的一部分予以處理，風險評估系統旨在為本集團建立系統性、持續及可追溯的風險評估機制，以識別、分析及管理可能影響本集團營運的重大風險，包括但不限於氣候相關風險。本集團已實施以下程序以識別、分析、評估、應對、監察及控制氣候相關風險：

Risk identification 風險識別	Climate related risks are identified on an annual basis and needed basis by each operating unit 氣候相關風險由各營運單位每年及按需要進行識別
Risk analysis 風險分析	Quantitative and qualitative assessment are analysed for the climate related risks based on the likelihood and the impact of the risks 根據風險發生的可能性及影響，對氣候相關風險進行定量及定性評估分析
Risk assessment and prioritisation 風險評估及優先排序	Climate related risks are rated by adopting the risk matrix. The climate related risks will prioritise and assess the materiality with low, medium and high ratings 採用風險矩陣對氣候相關風險進行評級。氣候相關風險將按低、中、高三個等級進行優先排序及評估其重要性
Risk response 風險應對	Strategies for the climate related risks are implemented which including but not limited to avoidance, mitigation, transfer or acceptance 實施氣候相關風險的應對策略，包括但不限於規避、緩解、轉移或接受
Risk monitor 風險監察	Each department head will report the risk status on a quarterly basis 各部門主管將每季度匯報風險狀況
Risk control and mitigate 風險控制及減緩	Controls regarding the climate related risks will refine based on the monitoring results on a regular basis and measures will be implemented to minimise the climate related risks 氣候相關風險的控制將根據監測結果定期進行完善及採取相關措施，以盡量降低與氣候相關的風險

Metrics and targets

The Group is committed to reducing emissions and waste generation, as well as conserving energy and water resources. The Group has established carbon reduction targets and initiatives in preparation for the transition to a low-carbon economy. For details on greenhouse gas emissions and other related targets, performance against climate related targets, and changes in the Group's performance, please refer to the respective sections in the ESG report. The Group's GHG emission targets currently are not derived using a sectoral decarbonisation approach and there is currently no plan to utilise carbon credits to offset greenhouse gas emissions in meeting these targets. During the Reporting Year, the Group did not factor in the climate related considerations into remunerative policy. Reasonable information relief was applied in respect to cross-industry metrics. The Group does not apply a carbon price in its decision making processes. The ESG working group assists the Board in reviewing the targets and the performance, including but not limited to comparing the current year targets with previous year and baseline year and discuss the performance and targets progress with the management of the operating units and assessing the need for any revisions on a regular basis. Any proposed revisions to the targets, together with the performance updates and related assessments, are reported to the Board at least once per year.

指標及目標

本集團致力於減少排放及廢物產生，並節約能源及水資源。本集團已訂立碳減排目標及措施，為向低碳經濟轉型做好準備。有關溫室氣體排放及其他相關目標、氣候相關目標的績效表現以及本集團績效表現變化的詳情，請參閱環境、社會及管治報告中的相關章節。現時，本集團的溫室氣體排放目標並非採用產業去碳化法制定，且現時並無計劃使用碳信用抵銷溫室氣體排放以實現該等目標。於報告年度，本集團並未將氣候相關因素納入薪酬政策中。跨行業指標已應用合理資料寬免。本集團並未在其決策過程中應用碳價格。環境、社會及管治工作組協助董事會定期檢討該等目標及績效表現，包括但不限於將本年度目標與上年度及基準年度進行比較，並與營運單位的管理層討論績效與目標，並評估是否需要作出任何修訂。對目標的任何建議修訂，連同績效更新及相關評估，將至少每年向董事會匯報一次。

VI. SOCIAL RESPONSIBILITY

The Group strives to extend the idea of "home" to the workplace by providing the employees a safe and healthy working environment, as well as a fair workplace with a prospective career. We understand that motivation comes from job satisfaction and they are closely linked. Thus, we aspire to maintain a working environment where values can continuously create for the employees, and where the efforts and achievements of employees can be recognised and appreciated.

The following four core principle guidelines govern our human resources strategies and policies:

VI. 社會責任

本集團致力為僱員提供安全健康的工作環境，以及具有前景職業生涯的公平工作場所，將「家」的理念擴展到工作場所。我們理解，工作動力來自工作滿意度，且兩者密切相關。因此，我們希望保持一個為僱員不斷創造價值的工作環境，並且在該環境下僱員的努力及成就能得到認可及讚賞。

管治我們人力資源戰略及政策的四項核心原則指導方針如下：



Aspect B1: Employment

Employees of the Group are remunerated at a competitive level and are remunerated based on their performance, experience and prevailing industry practices in order to enhance the morale and productivity of employees. The Group conducts performance appraisals on an annual basis and outcomes will not be affected by any discrimination on the grounds of age, sex, physical or mental health status, marital status, family status, race, skin color, nationality, religion, political affiliation and sexual orientation and other factors. The compensation policies and packages of management staff and functional heads are also being reviewed on a yearly basis as well. In addition to basic salary, performance related salary may also be awarded to employees based on internal performance evaluation.

In terms of the welfare, the Group has developed a staff manual (the "**Staff Manual**") that summarises various types of welfare, benefits, discretionary bonus and paid leave to cater for their needs in life, such as marital leave, maternity leave, paternity leave and funeral leave. Based on the principles of fairness and equality, the Staff Manual also stipulates clear policies relating to relevant labour laws, regulations and industry practices, covering areas such as compensation, dismissal, promotion, working hours, recruitment, rest periods, diversity and other benefits and welfare. The employees are entitled to Medical Insurance Scheme and MPF Scheme. In addition, we grant our employees cash gifts for marriage, pregnancy, maternity and consolation as an expression of our good will. To ensure information transparency, the responsibilities and rights of the employees are also set out in details in the Staff Manual and will be reviewed and updated regularly.

層面B1：僱傭

本集團僱員獲得具有一定競爭水平的報酬，並根據彼等的表現、經驗及現行行業慣例獲得報酬以提高僱員的士氣及生產力。本集團每年進行績效評估及有關結果不會受到基於年齡、性別、生理或精神健康狀況、婚姻狀況、家庭狀況、種族、膚色、國籍、宗教、政治派別及性取向等因素的歧視。管理人員及部門主管的酬金政策及待遇亦每年檢討。除基本薪金外，亦會根據內部表現評估釐定給予僱員的表現掛鈎薪金。

就福利而言，本集團已制定員工手冊(「**員工手冊**」)，概述各類福利、待遇、酌情花紅及帶薪假期，以滿足彼等的生活需要，如婚假、產假、陪產假及喪假。基於公平及平等原則，員工手冊亦制定與相關勞動法律、法規及行業慣例有關的明確政策，涵蓋薪酬、解僱、晉升、工作時間、招聘、休息期、多元化以及其他利益及福利等方面。僱員有權享有醫療保險計劃及強積金計劃。此外，我們亦向僱員提供結婚、懷孕、生育現金禮品及慰問，以表達我們的善意。為確保信息透明，僱員的責任及權利亦詳細載於員工手冊並定期進行審閱更新。

The Staff Manual set forth the practices and policies with respect to the following:

- Compensation and dismissal
- Recruitment and promotion
- Working hours and rest periods
- Board diversity
- Other benefits and welfare
- Health and safety
- Protection of resident information
- Anti-corruption

As at the end of the Reporting Year, the Group had a total of 9,356 with 8,928 and 428 full-time and part-time employees, of which 5,446 and 3,910 are male and female staff, respectively. Among the age groups of the employees, the age group of over 40 accounted for approximately 81% of the total employees. In terms of the workforce by region, approximately 33% of the Group's employees are located in southern region of Mainland China, with the remaining staff located in other regions of Mainland China and Hong Kong.

員工手冊制定以下相關慣例及政策：

- 補償及遣散
- 招聘及晉升
- 工作時間及休息期
- 董事會多元化
- 其他待遇及福利
- 健康與安全
- 保護住戶資料
- 反貪污

於報告年度末，本集團共有9,356名僱員，8,928名為全職僱員，428名為兼職僱員，其中男性及女性員工分別為5,446人及3,910人。於僱員的年齡組別中，40歲以上年齡組別佔僱員總數約81%。就按地區劃分的僱員總數而言，本集團約33%的僱員位於中國內地華南區，而其餘員工位於中國內地其他地區及香港。

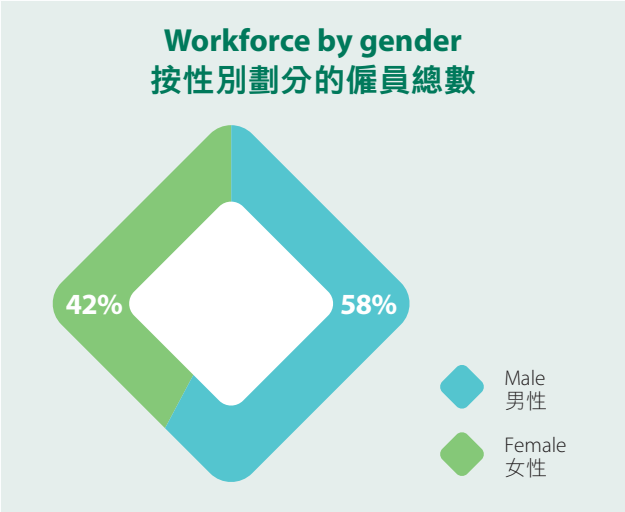
Employee Distribution 僱員分佈	Unit 單位	2025	2024
Group **本集團**	employees 僱員	**9,356**	9,351
By Gender **按性別**			
Male 男性	employees 僱員	**5,446**	3,966
Female 女性	employees 僱員	**3,910**	5,385
By Geographical Region **按地理區域**			
East and central region 華東及華中區	employees 僱員	**5,347**	2,835
Northern region 華北區	employees 僱員	**341**	140
Southern region 華南區	employees 僱員	**3,075**	6,317
Western region 華西區	employees 僱員	**577**	43
Hong Kong 香港	employees 僱員	**16**	16
By Age Group **按年齡組別**			
<30	employees 僱員	**532**	992
30–39	employees 僱員	**1,271**	1,969
40–49	employees 僱員	**1,874**	1,591
50–59	employees 僱員	**4,441**	3,544
≥60	employees 僱員	**1,238**	1,255

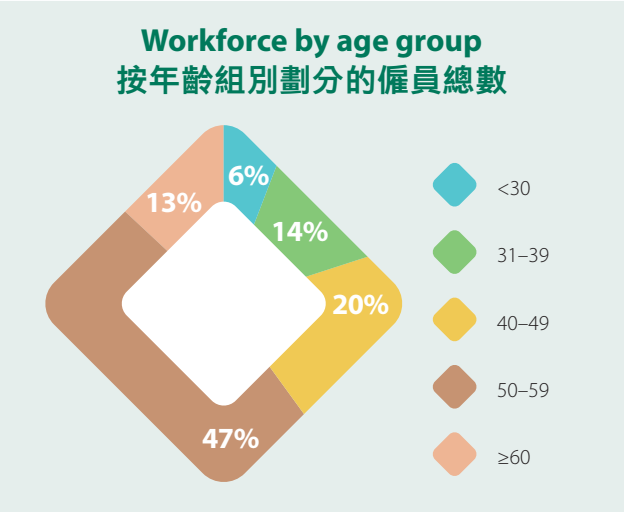
Note: The employment data in headcount was obtained from the Group's Human Resources Department based on the employment contracts entered into between the Group and its employees. The data covered employees engaged in a direct employment relationship with the Group according to relevant local laws and workers whose work and/or workplace was controlled by the Group. The methodology adopted for reporting on employment data set out above was based on "How to Prepare an ESG Report — Appendix 3: Reporting Guidance on Social KPIs" issued by the Stock Exchange.

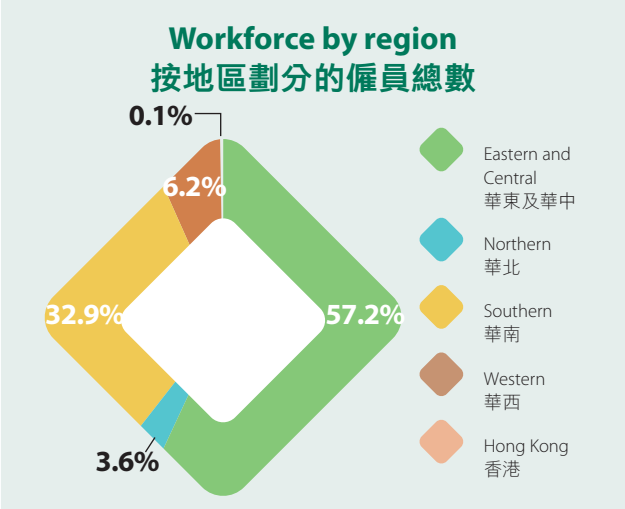
附註： 僱傭人數數據乃根據本集團與其僱員之間訂立的僱傭合約，從本集團的人力資源部門獲得。此數據涵蓋根據當地有關法律與本集團有直接僱傭關係的僱員以及其工作及／或工作場所受本集團控制的員工。上述報告僱傭數據所採用的方法乃基於聯交所發佈的《如何編備環境、社會及管治報告 — 附錄三：社會關鍵績效指標匯報指引》。

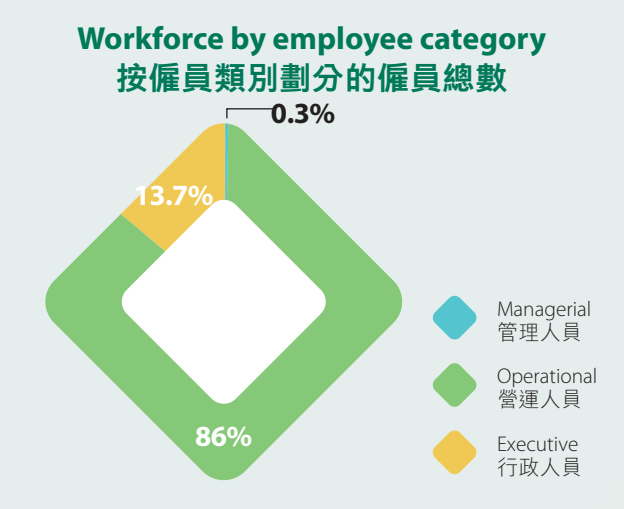
Workforce in 2025:

2025 年僱員總數：









The Group's recruitment and promotion processes are carried out in a fair and open manner for all employees. The Human Resources Department conducts a comprehensive recruitment review process to ensure that the data provided by the candidates is accurate. In the case of dismissal, the Staff Manual is adhered to which ensures the entire procedure is compliant with statutory requirements.

本集團的招聘及晉升流程以對全體僱員公平公開的方式進行。人力資源部進行全面招聘審查程序，以確保候選人提供的資料準確無誤。在被解僱的情況下，將遵守員工手冊，以確保整個程序符合法定要求。

The Group is an equal opportunity employer and does not discriminate on the basis of age, sex, physical or mental health status, marital status, family status, race, skin color, nationality, religion, political affiliation and sexual orientation. We embrace inclusive employment that builds a respectful workplace. The Group strives to ensure a safe and secure workplace with zero tolerance to any form of abuse and/or sexual harassment in the workplace.

本集團為提供平等機會的僱主，不會因年齡、性別、生理或精神健康狀況、婚姻狀況、家庭狀況、種族、膚色、國籍、宗教、政治派別及性取向而歧視他人。我們擁護就業的包容性，建立互相尊重的工作場所。本集團致力確保工作場所的安全及穩定，對工作場所中任何形式的虐待及／或性騷擾採取零容忍。

During the Reporting Year, the Group has not found any significant violations of laws and regulations relating to employment, as they have complied with Employment Ordinance of Hong Kong and the Labour Law of the PRC, including but not limited to Anti-discrimination Ordinance, Equal Opportunity Ordinance, and Mandatory Provident Fund Schemes Ordinance (Chapter 485 of the Laws of Hong Kong).

於報告年度，本集團並未發現任何有關僱傭嚴重違反法律法規的行為，因為其已遵守香港僱傭條例及《中華人民共和國勞動法》，包括但不限於反歧視條例、平等機會條例及強制性公積金計劃條例(香港法例第485章)。

During the Reporting Year, the Group's employee turnover rate was 46%. The following charts present the turnover rate by gender, geographical region and age in 2025.

於報告年度，本集團僱員的流失率為46%。以下圖表呈列2025年按性別、地理區域及年齡劃分的流失率。

Turnover rate 流失率	Unit 單位	2025	2024
Group **本集團**	%	**40**	38
By Gender **按性別**			
Male 男性	%	**49**	47
Female 女性	%	**51**	31
By Geographical Region **按地理區域**			
East and central region 華東及華中區	%	**64**	55
Northern region 華北區	%	**76**	4
Southern region 華南區	%	**1**	31
Western region 華西區	%	**13**	19
Hong Kong 香港	%	**0**	0
By Age Group **按年齡組別**			
<30	%	**70**	39
30–39	%	**39**	33
40–49	%	**35**	44
50–59	%	**32**	29
≥60	%	**70**	63

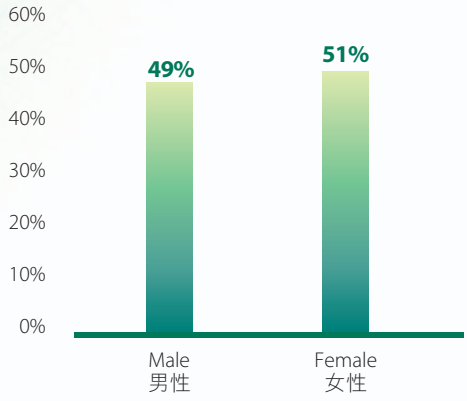
Note: The turnover data in headcount was obtained from the Group's Human Resources Department based on the employment contracts entered into between the Group and its employees. The turnover rate was calculated by dividing the number of employees who resigned in 2025 and 2024 by the number of employees in 2025 and 2024. The methodology adopted for reporting on turnover data set out above was based on "How to Prepare an ESG Report — Appendix 3: Reporting Guidance on Social KPIs" issued by the Stock Exchange.

附註： 僱員人數流失數據乃根據本集團與其僱員之間訂立的僱傭合約，從本集團的人力資源部門獲得。流失率乃透過將2025年及2024年僱員離職數除以2025年及2024年的僱員人數計算得出。報告僱員流失數據所採用的方法乃基於聯交所發佈的《如何編備環境、社會及管治報告 — 附錄三：社會關鍵績效指標匯報指引》。

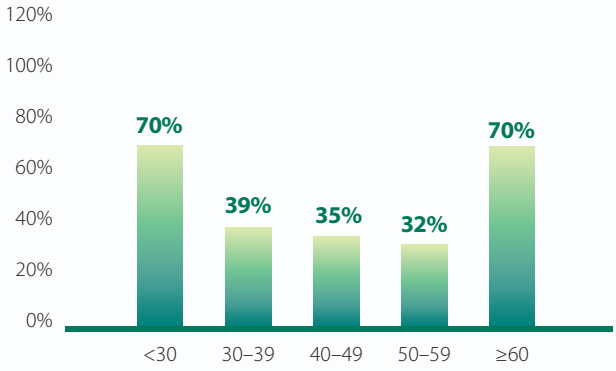
Turnover Rates in 2025:

2025年流失率：

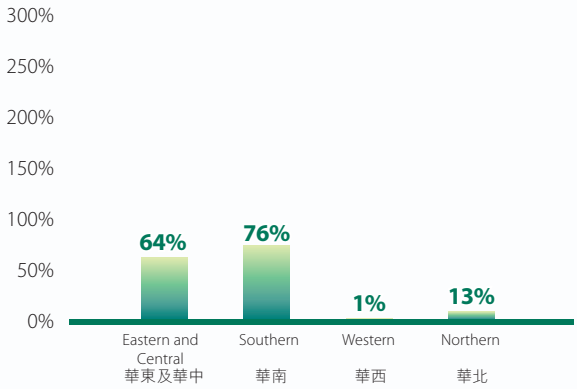
By gender
按性別



By age group
按年齡組別



By region
按地區



Aspect B2: Health and Safety

Health

The Group understands that work-life balance is important to the health and productivity of the employee. In compliance with the labour laws of Hong Kong and the PRC and Provisions of the State Council on Employees' Working Hours, the employees work a maximum of 40 hours per week to ensure they have sufficient rest. The employees are entitled to leave in lieu or take compensation leave in case of work overtime.

To maintain a healthy and balanced working environment for the employees, the Group has organised a variety of cultural and sports activities, knowledge sharing lectures to enrich employees' leisure life throughout the Reporting Year. The Group also has organised birthday parties for the staff. In the PRC offices, the Group has venues like basketball court, badminton court, table tennis room, staff TV room for their leisure uses.

Safety

The Group believes it is important to ensure a safe and healthy workplace for the employees. To ensure the safety at the workplace and protect the health and well-being of the employees, the Group has established Occupational Health and Safety ("**OHS**") management systems and certified under OHSAS 18001 during the Reporting Year. In addition, the Group has established internal policies aiming at promoting work safety through measures such as providing safety training courses and setting up safety goals in order to promote a safe work environment and minimise workplace injuries. The Group also provides the employees, who may be exposed to hazards risk and harm, the personal protective equipments such as reflective vests, insulated gloves, protective earmuffs and respirator. Furthermore, the Group also purchases safety protection equipment on a regular basis to ensure any emergency events. Recognising that improper handling of the cleaning chemicals can pose risks to the occupational health and safety of the employees, a well as the environment, the Group has formulated usage guidelines for cleaning chemicals used as well as providing trainings to the employees on adhering to the guidelines for he proper usage of chemicals.

The Group will continue to improve and upgrade the internal policies and manuals in relation to OHSAS 18001 on a regular basis to further improve the service processes and raise standards of the service.

層面B2：健康及安全

健康

本集團理解工作生活平衡對僱員的健康及生產力至關重要。根據香港及中國勞動法和國務院關於職工工作時間的規定，僱員每週最多工作40小時，以確保彼等有足夠的休息時間。在加班的情況下，僱員有權享受休假或補償假。

為保持僱員健康平衡的工作環境，本集團組織各種文化體育活動及知識分享講座，以充實僱員於報告年度的休閒生活。本集團亦為僱員組織生日派對。於中國辦事處，本集團設有作休閒用途的籃球場、羽毛球場、乒乓球室、員工電視室等場所。

安全

本集團相信確保僱員的工作場所健康安全尤其重要。於報告年度，為確保工作場所安全及保護僱員健康福祉，本集團已經建立職業健康安全(「**職業健康安全**」)管理體系且該體系通過OHSAS 18001認證。此外，本集團已制定內部政策，旨在透過如提供安全培訓課程等措施促進工作安全，並設定安全目標，以促進安全工作環境及盡量減低工傷。本集團亦為可能面臨有害風險及傷害的僱員提供個人防護設備，如反光背心、絕緣手套、防護耳罩及呼吸器。此外，本集團亦定期購買安全防護設備，以確保應對任何緊急事件。本集團明白不當處置清潔化學劑可為員工及環境帶來職業健康及安全風險，本集團已就清潔化學劑制定使用指引，並為員工遵守正確使用化學劑的指引提供培訓。

本集團將繼續定期完善及升級有關OHSAS 18001的內部政策及手冊，以進一步改善服務流程及提升服務標準。

The Group spares no effort to safeguard the safety of the employees and workplace. During the Reporting Year, the Group has adopted the following safety procedures in the management system regarding the health and safety assessment at the workplace:

- Review records of accidents, injuries and illness on a regular basis;
- Look for trends and identify potential risks that will occur in the working environment;
- Implement corresponding control measures that prevent accidents from happening;
- Conduct safety checks that ensure safety measures are properly implemented; and
- Detect additional risks or hazards for rectification and continuous improvement.

本集團不遺餘力保障僱員及工作場所的安全。於報告年度，本集團已於管理體系中採納以下有關工作場所健康及安全評估的安全程序：

- 定期檢討事故、傷病情況；
- 尋找趨勢並識別工作環境中可能存在的潛在風險；
- 實施防止事故發生的相應控制措施；
- 進行安全檢查，確保安全措施得到妥善實施；及
- 檢測其他風險或危害，以便進行整改及持續改進。

General measures and initiatives
一般措施及倡議

- Examine and maintain the condition of equipment according to supplier's recommendations
- Provide comprehensive training courses to personnel that engage in manual handling, based on risk assessment evaluations
- Supply adequate protective equipment according to the latest regulations
- Provide adequate first-aid facilities and training courses for first-aid certification
- Establish emergency plans and carry out fire and evacuation drills periodically
- Ensure adequate training courses are provided to all employees handling hazardous substances

- 根據供應商的建議檢查並維護設備的狀況
- 根據風險評估衡量，為從事體力的人員提供全面培訓課程
- 根據最新法規提供足夠的防護設備
- 提供足夠的急救設施，並進行急救認證培訓課程
- 制定應急計劃並定期進行消防及疏散演習
- 確保為所有處理有害物質的員工提供足夠培訓課程

Equipment inspections:



設備檢測：



During the Reporting Year, the Group has encountered no incidents of non-compliance with all applicable laws and regulations related to occupational health and safety at all operating regions, which include, but not limited to, the Work Safety Law of the PRC and Occupation Safety Health Ordinance and Regulations in Hong Kong. The Group's operations recorded no cases (i.e. 0%) of work-related fatalities from 2023 to 2025 and 199 cases of injuries in 2025. The total lost days due to work injury amounted to 3,699 days.

於報告年度，本集團於所有營運地區並無遭遇違反有關職業健康及安全的所有適用法律及法規的情況，包括但不限於《中華人民共和國安全生產法》及香港職業安全健康條例及規例。本集團運營於2023年至2025年並無錄得因工傷死亡案例（即0%），於2025年則錄得199宗工傷案例。工傷損失總天數為3,699天。

Aspect B3: Development and Training

The Group regards employees as the most important assets and resources as they help to sustain the core values and culture of the Group. The Group is committed to providing comprehensive job training programs, which serve as a platform to encourage employees to develop potential and self-improvement.

During the Reporting Year, the Group has invested in continuing education and training programmes to provide corresponding training programmes specialised for the needs and requirements of different employees with a view to upgrading their skills and knowledge. These training courses comprise internal courses run by the management of the Group and external courses provided by professional trainers and range from technical training courses to financial and administrative training courses to all level of employees such as emergency procedures, accident prevention and handling, first aid, firefighting, driving and customer service skills.

The Group highly encourages all employees to attend internal training courses to develop personal skills and knowledge, and to improve their competence. External seminars and training courses are also highly recommended to enrich their knowledge in discharging their duties. The Group also provides all professional employees with allowance and permission of seminars and training courses and encourages them to take examinations relevant to their professional qualification.

The Group has set up a standardised procedure to develop, implement and improve our employee training plan. The training centre is responsible for organising training courses to all employees based on departmental needs. The types of employee training courses provided by the Hong Kong and PRC offices include new employee training, pre-job training, on job training, platinum butler training, project manager training, and general manager external training. The Group also encourages all levels of employees to attend external training for professional skills development.

層面B3：發展及培訓

本集團將僱員視為最重要的資產及資源，因為其有助於維持本集團的核心價值觀及文化。本集團致力提供全面在職培訓計劃，有關計劃提供了鼓勵僱員發展潛能及自我改善的平台。

於報告年度，本集團已投資持續教育及培訓課程，以提供專為不同員工的需要及需求而設的相應培訓課程，務求提升其技能及知識。該等培訓課程包括本集團管理層運作的內部課程以及專業培訓師向各級員工提供的外部課程，範圍包括技術培訓課程以至財務及行政培訓課程，如應急程序、意外預防及處理、急救、滅火、駕駛及客戶服務技能。

本集團非常鼓勵所有僱員參加內部培訓課程，以發展個人技能及知識，並提高彼等的能力。我們亦強烈建議彼等參加外部研討會及培訓課程，以豐富彼等履行職責的知識。本集團亦為所有專業僱員提供研討會及培訓課程津貼及許可，並鼓勵其參加與其專業資格相關的考試。

本集團已制定標準化程序，以制定、實施及改善僱員培訓計劃。培訓中心負責根據部門需求為所有僱員組織培訓課程。香港及中國辦事處提供的僱員培訓課程類型包括新僱員培訓、崗前培訓、在職培訓、鉑金管家培訓、項目經理培訓及總經理外部培訓。本集團亦鼓勵各級僱員參加專業技能發展的外部培訓。

Employee trainings:

僱員培訓：









The Group regards the staff as the most valuable assets. The Group dedicates significant resources to attract and retain talented employees, and to ensure that staff grow in competence and skill sets alongside the business.

本集團視員工為最寶貴的資產。本集團投入大量資源以吸引及挽留有才能的僱員，並確保員工隨著業務發展而提高能力及技能。

Employee trainings:

僱員培訓：









During the Reporting Year, a total number of 9,356 employees have attended training courses of which 5,446 (i.e. 58%) (2024: 46%) and 3,910 (i.e. 42%) (2024: 54%) were male and female respectively. In terms of employee category, out of 9,356 trained employees, 0.3% (2024: 0.5%), 86% (2024: 9%) and 13.7% (2024: 90.5%) are from executive, managerial and operational grades.

於報告年度，共有9,356名僱員參與培訓課程，其中男性及女性僱員分別為5,446人（即58%）（2024年：46%）及3,910人（即42%）（2024年：54%）。就僱員類別而言，在9,356名受訓僱員中，0.3%（2024年：0.5%）、86%（2024年：9%）及13.7%（2024年：90.5%）為行政人員、管理人員及營運人員級別。

Percentage of Employee Trained **受訓僱員百分比**	**Unit** **單位**	**2025**	2024
Group **本集團**	%	**100**	84
By Gender **按性別**			
Male 男性	%	**100**	91
Female 女性	%	**100**	79
By Employee Category **按僱員類別**			
Managerial 管理人員	%	**100**	30
Operational 營運人員	%	**100**	61
Executive 行政人員	%	**100**	88

Average Training Hours Per Employee **每名員工平均培訓時數**	**單位**	**2025**	2024
Group **本集團**	hours 小時	**12**	9
By Gender **按性別**			
Male 男性	hours 小時	**7**	8
Female 女性	hours 小時	**20**	9
By Employee Category **按僱員類別**			
Managerial 管理人員	hours 小時	**8**	9
Operational 營運人員	hours 小時	**11**	4
Executive 行政人員	hours 小時	**20**	9

Note (1): The training information was obtained from the Group's Human Resources Department. Training refers to the vocational training that the Group's employees attended in 2025 and 2024. The methodology adopted for reporting on the number and percentage of employees trained set out above was based on "How to Prepare an ESG Report — Appendix 3: Reporting Guidance on Social KPIs" issued by the Stock Exchange.

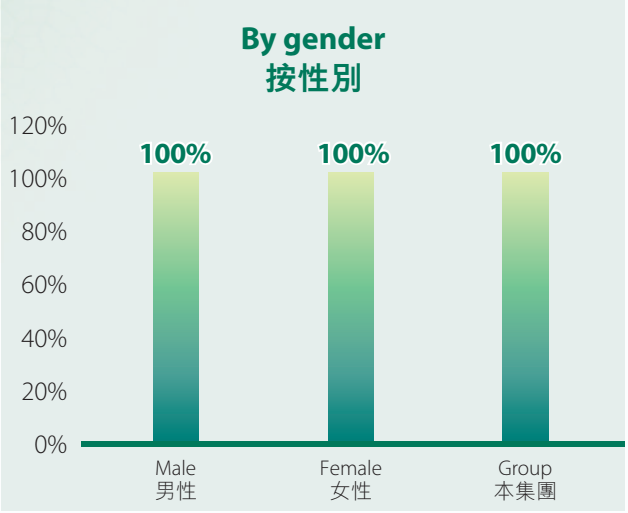
附註(1)： 培訓數據從本集團的人力資源部門獲得。培訓是指本集團僱員在2025年及2024年參加的職業培訓。報告受訓僱員人數和百分比數據所採用的方法乃基於聯交所發佈的《如何編備環境、社會及管治報告 — 附錄三：社會關鍵績效指標匯報指引》。

Note (2): The methodology for calculating the percentage of the average training hours is total training hours divided by the total number of employees at year end and the percentage of employees trained is total number of trained employees divided by the total number of employees at year end and then multiplied by 100%.

附註(2)： 平均培訓時數百分比的計算方法為總培訓時數除以年末僱員總數，而受訓僱員百分比為受訓僱員總數除以年末僱員總數，再乘以100%。

Percentage of employees trained in 2025:

2025年受訓僱員百分比：

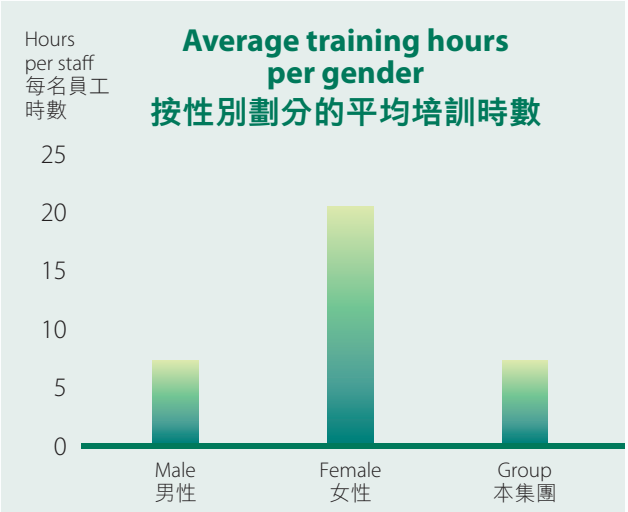




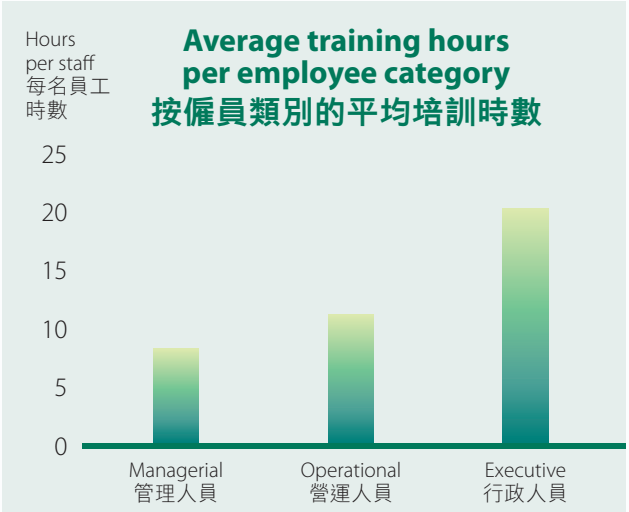
During the Reporting Year, the Group has provided an average of approximately 12 training hours for each of our staff, which averages to approximately 7 and 20 hours per male and female staff. In terms of employee category, an average of approximately 8, 11 and 20 training hours per staff were received by the managerial, operational and executive grades respectively.

於報告年度，本集團已為每位員工提供平均約12小時的培訓時間，每名男性及女性員工的平均培訓時間為約7小時及20小時。就僱員類別而言，管理、營運及行政級別的員工接受培訓的時間平均分別為約8小時、11小時及20小時。

Average training hours in 2025:



2025年平均培訓時數：



Aspect B4: Labour Standards

The Group strictly complies with the labour laws of Hong Kong and the PRC, as well as the Provision of the Prohibition against the use of Child Labour. The Group has established the Staff Manual which contains policies relating to relevant labour laws, regulations and industry practices, covering areas such as compensation and dismissal, protection of resident information, and anti-corruption.

The child labour and forced labour are prohibited in the Group. The Group prohibits the recruitment of those who are under the age of 18. In case the Group finds out any violation of child labour laws, responsible staff will be disciplined and their employment may be terminated.

During the Reporting Year, no violation regarding the age of employment and labour dispute has been recorded by the Group. The Group fully respects the freedom of the employees and does not conduct any inappropriate activities, such as withholding their identification documents, lodge deposits, engaging in forced labour or defaulting on remuneration during the employment period.

層面B4：勞工準則

本集團嚴格遵守香港及中國勞動法以及《禁止使用童工規定》。本集團已制定員工手冊，其中包含有關勞動法律法規及行業慣例的政策，涵蓋補償及遣散、保護住戶資料及反貪污等領域。

本集團禁止童工及強迫勞動。本集團禁止招聘未滿18歲的人士。如果發現本集團違反童工法律，負責員工將受到紀律處分且或會被終止僱傭。

於報告年度，本集團未錄得有關就業年齡及勞動爭議的違規行為。本集團充分尊重僱員的自由，於僱傭期間不進行任何不適當活動，如扣留僱員的身份證件、扣留押金、強迫勞動或拖欠勞動報酬等。

Aspect B5: Supply Chain Management

The Group is committed to developing and maintaining effective and mutually beneficial working relationships with our business partners and imposes strict policies in selecting the suppliers for material procurement and service outsourcing. To integrate the environmental vision into the procurement of supplies and equipments, the Group has avoided disposable products and chosen suppliers who provide durable products with less packaging materials during the Reporting Year. To enhance our food safety and quality control and uphold our food safety policies, the Group evaluates and selects the suppliers strictly to guarantee the quality of the food supply. In accordance with the Group's Supplier Code of Conduct, the Group evaluates each candidate's compliance and qualifications. Raw materials, audit results and service quality will be appraised. All new suppliers must pass the food safety inspections and assessments. To further raise its awareness of sustainable development, the Group also has given priority to environmentally friendly products, such as refillable ballpoint pens, mechanical pencils, and environmental paper. All subsidiaries require their suppliers to comply with all local and national laws, which are laid out in the supplier code of conduct. They must ensure all operations are environmentally-responsible, uphold human rights and business ethics. Suppliers and outsourcing partners will be evaluated by the procurement department each year and any underperformed or unqualified suppliers and outsourcing partners will be eliminated.

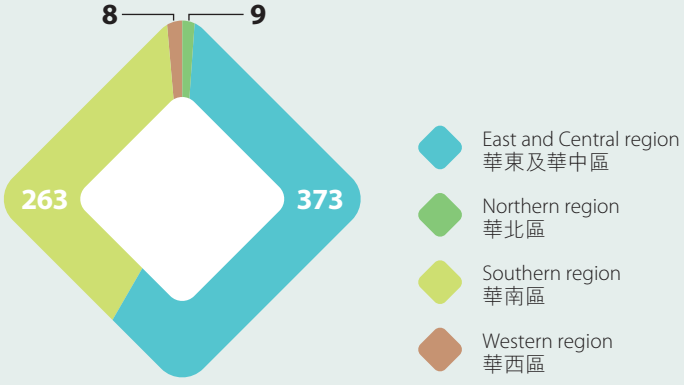
During the Reporting Year, the Group was not aware of any suppliers who have had significant actual and potential negative impact on the business ethics, environmental protection, human rights and labour practices, nor any of them had any non-compliance incident in respect of human rights issues. During the Reporting Year, we have partnered with a total of 653 suppliers and subcontractors which are mainly from east and central region.

層面B5：供應鏈管理

本集團致力於與業務合作夥伴建立並維持有效互利的工作關係以及對材料採購及服務外包供應商的選擇有嚴格的政策。為將環境願景整合至採購用品及設備，本集團已於報告年度避免一次性產品，並挑選提供較少包裝材料的耐用產品的供應商。為提升食物安全及質量控制並貫徹我們的食物安全政策，本集團嚴格評估及挑選供應商以保證食物供應的質量。根據本集團的供應商行為守則，本集團評估各候選人的合規情況及資歷。原材料、審核結果及服務質量將予以評核。所有新供應商必須通過食物安全檢查及評估。為進一步提升其可持續發展意識，本集團亦已優先選擇環保產品，例如可填充原子筆、鉛芯筆及環保紙。本集團要求所有附屬公司的供應商遵守供應商行為守則上列明的本地及全國法律。彼等必須確保所有業務營運均對環境負責，以及維護人權及商業道德。採購部門將每年對供應商及外包合作夥伴進行評估，剔除業績不佳或不合格的供應商及外包合作夥伴。

於報告年度，本集團並無得悉任何供應商對商業道德、環保、人權及勞工慣例有重大實際及潛在負面影響，或任何供應商就人權事宜有任何不合規事件。於報告年度，我們與主要來自華東及華中區的合共653名供應商及分包商進行合作。

Number of suppliers by region
按地區劃分的供應商數目



Aspect B6: Service Responsibility

The Group strives to uphold excellence in the service quality in each and every part of the homes as the Group cares about home experience of the residents and recognises the responsibility of offering reliable and outstanding services to the residents.

During the Reporting Year, the Group has formulated and implemented a quality management system in the managed properties and was certified with the international ISO 9001 standard. To maintain the service standard of each managed property, the quality control is integrated into inspections, such as safety management, greening, equipment operation and maintenance.

Home symbolises security and privacy, the Group builds trust with the residents through protecting their lives and properties, and strive to provide them with a feel at home experience.

Security Management

The Group strives to provide the residents a safe home. To enhance the security of the managed properties, the Group implements a system of automation devices and the network operations center at the headquarters. The Group centralises certain standardised services to the headquarters by instructing and supervising on-site service teams through remote security cameras and receiving requests and feedbacks from residents through the service hotline. To ensure the safety of the residents, the Group provides various types of daily security services include patrolling, access control, visitor registration and emergency handling. The Group also disallows any explosive or toxic objects to enter the properties as well.

Furthermore, the Group provides the security facilities in the managed properties, such as entrance gate control and surveillance cameras. By using surveillance cameras and intrusion detection systems, which are remotely controlled and monitored at our centralised network operations center at the headquarters, the Group can further enhance the security of the managed properties. During the Reporting Year, the Group has provided the training courses to the security guards on a regular basis, so as to ensure they have the awareness, skills and knowledge to deal with dangerous and emergency situations.

層面B6：服務責任

本集團致力於在家園的每一處維持卓越服務質量，因為本集團關心住戶的家庭體驗，並認識到向住戶提供可靠出色服務的責任。

於報告年度，本集團已對在管物業制定並實施質量管理體系，並已獲國際ISO 9001標準認證。為維持各在管物業的服務標準，質量控制融入檢查中，例如安全管理、綠化、設備運作及維護。

家園象徵著安全及私隱，本集團通過保護住戶的生命及財產，與其建立信任，並致力為其提供賓至如歸的體驗。

安全管理

本集團致力為住戶提供安全的住所。為增強在管物業的安全性，本集團實施自動化裝置系統，並於總部設立網絡操作中心。透過遙距監控攝錄機指揮及監督駐場服務團隊，並透過服務熱線收集住戶的要求及反饋，本集團的總部將若干標準化服務集約化。為確保住戶的安全，本集團提供各種日常保安服務，包括巡邏、進出控制、訪客登記及緊急情況處理。本集團亦不允許任何爆炸性或有毒物體進入物業。

此外，本集團亦於在管物業提供安全設施，如大閘入口控制及監控攝錄機。透過使用監控攝錄機及入侵偵測系統，該等儀器設備則由我們總部的中央網絡營運中心遙距控制及監察，本集團可進一步增強在管物業的安全性。於報告年度，本集團定期向保安人員提供培訓課程，以確保彼等具備處理危險及緊急情況的意識、技能及知識。

The on-site property officers are assigned to perform on-site inspection on a regular basis as a control measure to ensure that the property management services are performed according to the standard checklist. The on-site inspection covers (i) the performance of the security staff; (ii) the condition of public areas; (iii) the status of collection of the monthly property management fees; and (iv) the progress and safety of the repair work as applicable. In addition, the responsible district managers double-check the condition of the properties and follow-up important issues.

派遣駐場物業管理員定期進行實地視察，作為確保按照標準清單提供物業管理服務的控制措施。實地視察涵蓋(i)保安員工的表現；(ii)公共地區的情況；(iii)收集每月物業管理費的狀況；及(iv)維修工程的進度及安全（如適用）。此外，主管區域經理複核物業情況及跟進重要問題。

During the Reporting Year, the Group also has implemented the following measures to prevent occurrence of personal injuries and fatal accidents in the future:

於報告年度，本集團亦已實施下列措施防止未來發生人身傷害及致命意外：

i. Enhance the entrance guard management in the communities that we managed to further control unpermitted entry of non-residents;

i. 改善在管社區門衛管理，以進一步控制非住戶人士的未經許可進入情況；

ii. Conduct more frequent patrols of higher floors and other high-risk common areas and duly making the respective record of the patrols;

ii. 在較高樓層及其他高風險公共空間進行更頻密的巡邏，以及妥善記錄個別的巡邏情況；

iii. Reinforce the surveillance system of rooftops and platforms of high-rise buildings; and

iii. 加強天台及高層建築的平台的監控系統；及

iv. Enhance regular safety and hazard identification training courses to our staffs and emergency drills.

iv. 改進向員工提供的定期安全及災難識別培訓課程及緊急事故演習。

Emergency Management

應急管理

The Group sets up a team to arrange the fire safety training and install adequate fire safety equipments in the offices and managed properties. During the Reporting Year, the Group has arranged the regular check for the fire safety equipments to ensure they are functioning and complying with standards including the Code for Fire Protection Design of Buildings and Property Management Regulations. Property facilities such as lift and air-conditioning system were also checked on a regular basis to prevent the relevant accidents from occurrence. Furthermore, the Group has developed emergency plans to ensure the safety of all the residents and employees.

本集團成立一個團隊，安排消防安全培訓，並在辦事處及在管物業安裝足夠的消防安全設備。於報告年度，本集團已安排定期檢查消防安全設備以確保設備正常運行並符合標準，包括建築設計防火規範及物業管理條例。我們亦定期檢查電梯及空調系統等物業設施，以防止發生相關事故。此外，本集團已制定應急計劃以確保所有住戶及僱員的安全。

Resident and Customer Privacy

The Group strictly abides by the requirements of the "Law of the PRC on the Protection of Consumer Rights and Interests" regarding the collection and use of personal information of consumers. The Group is committed to protecting privacy and confidentiality of the collected personal data and protecting the privacy of the residents. The Group enters employment contracts with the employees which include a confidentiality agreement stating that it is the responsibility of the employees to protect the information of the residents. Furthermore, employees are not allowed to disclose any information of the Group, residents and the property owners to external parties or the media.

The Group has installed CCTV cameras in shuttle buses to protect the interests of shuttle bus drivers in the event of any police investigations or legal proceedings.

Enhancement of Resident Experience

The Group understands that renovations or constructions at the properties may affect the residents and the Group sets up guidelines for dust generation control and construction waste transportation. The Group also arranges regular inspection and restricted renovating hours to mitigate noise.

Listening to Our Residents and Customers

The satisfaction of residents and customers is the key for the Group to success. The Group makes every effort to understand the residents and customers. During the Reporting Year, the Group has implemented a comprehensive communication system to ensure that information is effectively received, transferred and processed. The Group has also provided and established several types of communication channels, including service hotline, email, WeChat and opinion boxes throughout the property areas. The service hotline and email also provided to the customers for answering their enquiries such as the repair and maintenance services for elevator and engineering services or receiving the feedback for the shuttle bus services. The Group values and proactively seeks residents' feedback and evaluations for the service. The on-site staff members actively solicit feedback from the residents and customers' and routinely inspect building structures and hardware at the residential properties to identify potential issues.

住戶及客戶私隱

本集團嚴格遵守《中華人民共和國消費者權益保護法》關於收集及使用消費者個人信息的規定。本集團致力於保護已收集個人數據的隱私及機密性，並保護住戶的隱私。本集團與僱員訂立僱傭合同，當中包括保密協議，規定僱員保護住戶資料的責任。此外，僱員不得向外部各方或媒體披露本集團、住戶及業主的任何資料。

本集團已在穿梭巴士上安裝閉路電視攝錄機，以防萬一發生任何警察調查或法律訴訟，都能保護穿梭巴士司機的權益。

增強住戶體驗

本集團了解到，物業的裝修或建築可能會影響到住戶，本集團已制定粉塵生成控制及興建垃圾運輸的指導方針。本集團亦安排定期檢查及限制裝修時間，以減低噪音。

傾聽住戶及客戶的意見

住戶及客戶滿意度是本集團成功的關鍵。本集團盡一切努力了解住戶及客戶。於報告年度，本集團已實施綜合通信系統，以確保有效地接收、傳輸及處理信息。本集團亦已提供並建立幾種類型的溝通渠道，包括服務熱線、電子郵件、微信及在整個物業區域設立意見箱。客戶亦獲提供服務熱線及電子郵件，以回答其查詢，例如電梯及工程服務的維修及保養服務或聽取對穿梭巴士服務的反饋意見。本集團重視並積極尋求住戶對服務的反饋及評價。現場工作人員積極徵求住戶及客戶的反饋意見，並定期檢查住宅物業的建築架構及硬件，以發現潛在問題。

During the Reporting Year, the employees have also conducted regular surveys, telephone interviews and visits to the residents regarding the level of satisfaction for the services and products provided by the Group. To understand the residents' demands, the Group also frequently hold meetings with them. Furthermore, the Group has set up standardised procedures for identifying any gaps and seek opportunities for any service improvement, as well as mechanisms for dealing with opinions and complaints from residents. A detailed complaint management system established by the Group that handle all complaints in a timely manner. Upon receiving complaints, the employees are required to approach the complainant to understand the situation and solve the problem. The relevant employee will visit the concerned site to resolve the issue when necessary. During the Reporting Year, the Group did not receive any major service and product related complaints from the residents and customers.

於報告年度，僱員亦就本集團所提供服務及產品之滿意程度定期進行調查、電話訪問及拜訪住戶。為了解住戶的需求，本集團亦經常與彼等舉行會議。此外，本集團已設立標準化程序，以識別任何差距，尋求改善服務的機會，以及處理住戶意見及投訴的機制。本集團建立了詳細的投訴管理系統，及時處理所有投訴。僱員接到投訴後，須聯繫投訴人了解情況並解決問題。如有需要，相關僱員將到訪相關現場，以解決問題。於報告年度，本集團並無收到住戶及客戶任何有關服務及產品的重大投訴。

Residents, Customers and Passengers Health and Safety

住戶、客戶及旅客健康與安全

The Group integrated pandemic risks into its enterprise risk management mechanism. COVID-19 has reminded us that pandemic risk should not be underestimated and is capable of transforming a business risk profile completely. By integrating pandemic risks into our enterprise risk management mechanism, we ensure that the Group has a plan to manage and monitor pandemic risks and be prepared when those risks escalate in the future.

為減輕股東及投資者的擔憂，本集團將疫情風險納入企業風險管理機制。新冠肺炎提醒我們，不應低估疫情風險，其能夠完全改變商業風險狀況。通過將疫情風險納入我們的企業風險管理機制，我們確保本集團已制定管理及監控疫情風險的計劃，並為日後該等風險升級做好準備。

Aiming to protect the health and safety of our employees, the Group continue to implement measures when necessary, such as providing protective and disinfection products including but not limited to face masks, alcohol-based hand sanitisers, disinfectant wipes, bleach, cleansers and gloves at the workplace, conducting cleansing and disinfection measures on a regular basis, as well as thorough maintenance of air ventilation systems at the workplace and inform employees with the latest policies and instructions.

為保障僱員的健康與安全，本集團繼續於有需要時實施多項措施，包括但不限於在工作場所提供口罩、酒精洗手液、消毒濕紙巾、漂白劑、清潔劑、手套等防護及消毒產品，定期採取清潔及消毒措施，以及全面維護工作場所的通風系統，並向僱員通報最新政策及指示。

To protect the health and safety on residents and customers, the Group continues to frequency disinfect and clean all common areas and other high-touch areas such as lobbies, elevators, security desks, mailrooms, and in key areas of the park every day, and provided friendly reminders to residents for daily home disinfection and provided owners with home disinfection services. We also increased sanitising stations throughout the property in high-touch areas such as elevators, mailboxes and security desks.

為保障住戶及客戶健康及安全，本集團繼續每天頻密對大堂、電梯、值勤室、郵件收發室及園區重點區域等所有公共區域及其他高接觸區域進行消毒及清潔，以及為住戶提供有關日常家居消毒的溫馨提示及為業主提供家居消毒服務。我們亦在整幢物業的高接觸區域(如電梯、郵件收發室及值勤室)增設消毒站。

As a significant commitment to our communities, the Group continues to utilise social media, such as Company website, WeChat, to spread any crucial information, guidance and suggestions related to the communities.

作為對我們社區的重要承諾，本集團繼續利用本公司網站、微信等社交媒體，傳播與社區相關的重要信息、指引及建議。

To ensure the safety of the passengers in the shuttle bus, the Group will perform regular safety inspections and audits to ensure that the safety measures are properly implemented and any improvement opportunities would be identified. The inspection results and audit results will be reviewed.

為確保穿梭巴士乘客的安全，本集團將進行定期安全檢查及審核，以確保安全措施得到正確實施並能夠發現任何改善空間。檢查結果及審核結果將予以覆核。

Regarding the catering service, to ensure the food safety and quality control, the Group has implemented food safety policy, which stipulated the procedures and policies for food retrieving, storing, preparing, processing, distributing and serving. The Group will also provide regular training to equip the employees with knowledge of food quality, food management developments, food safety and cleanliness, as well as the skills to provide a higher level of customer service.

至於餐飲服務，為確保食物安全及質量控制，本集團已實施食物安全政策，規定食物提取、貯存、備製、處理、派發及送餐的程序及政策。本集團亦將提供定期培訓，以便員工具備食物質量、食物管理發展、食物安全及清潔等知識，以及提供更高水平客戶服務的技能。

During the Reporting Year, there are no products sold or shipped subject to recalls for safety and health reasons.

於報告年度，並無已售或已付運產品因安全及健康理由而回收。

Promotion and Marketing

推廣及營銷

The Group strictly abides by the Advertising Law of the PRC and other laws, regulations and industry standards, and ensures that the public information is legal, compliant, true and accurate. Notice will be made against false information or information that may mislead property owners, in order to protect the legitimate rights and interests of the property owners and the Group. The marketing department establishes standardised media message publication standards in respect of the dissemination of advertising information for various operating regions. The marketing department also conducts stringent assessment on all published marketing information, including product manuals, brochures, posts on social media, marketing materials, etc.

本集團嚴格遵守《中華人民共和國廣告法》及其他法律、法規及行業標準，確保公開信息合法、合規、真實及準確。對虛假信息或可能誤導業主的信息將予以通告，以保護業主及本集團的合法權益。營銷部針對各運營區域的廣告信息傳播制定標準化的媒體信息發佈標準。營銷部亦對產品手冊、宣傳冊、社交媒體帖子、營銷材料等所有發佈的營銷信息進行嚴格評估。

Protecting Intellectual Property Rights

We respect and strive to protect the privacy and intellectual property ("**IP**") rights such as technologies, copyrights, patents and trademarks of our customers and the Group. The Group complies with relevant laws and regulations in relation to protection of IP rights that includes the Advertising Law of the PRC, the Trademark Law of the PRC, the Patent Law of the PRC, the Regulations on the Customs Protection of Intellectual Property Rights of the PRC and other relevant requirements. Aiming to protect IP rights, the Group adopts legal methods, respects property rights of partners and works closely with partners to avoid infringement.

保護知識產權

我們尊重並努力保護客戶及本集團的隱私及知識產權(「**知識產權**」)權利,如技術、版權、專利及商標。本集團遵守有關保護知識產權的相關法律及法規,包括《中華人民共和國廣告法》、《中華人民共和國商標法》、《中華人民共和國專利法》、《中華人民共和國知識產權海關保護條例》及其他相關規定。為保護知識產權,本集團採取法律手段,尊重合作夥伴的產權,並與合作夥伴密切合作以避免侵權。

Aspect B7: Anti-corruption

The Group is committed to achieving and maintaining the highest standards of openness, integrity and accountability. Employees at all levels are expected to conduct themselves with integrity, impartiality and honesty. Any inappropriate behavior or organisational malpractice that compromises the interest of the shareholders, investors, residents and the public are not allowed to commit by the employees. The Group complies with relevant laws and regulations in relation to the anti-corruption, including the Prevention of Bribery Ordinance (Chapter 201 of the Laws of Hong Kong) and Anti-money Laundering and Counter-Terrorist Financing Ordinance (Chapter 615 of the Laws of Hong Kong) in Hong Kong, the anti-corruption laws of the PRC, the Anti-Unfair Competition Law of the PRC and Interim Provisions on Prohibiting Commercial Bribery (《關於禁止商業賄賂行為的暫行規定》) and Criminal Law of the PRC.

層面B7:反貪污

本集團致力於實現並保持開放、誠信及問責制的最高標準。我們期望各級僱員以誠信、公正及誠實的態度行事。僱員不得採取任何不當行為或組織違規行為,損害股東、投資者、住戶及公眾的利益。本集團遵守有關反貪污的相關法律法規,包括香港的《防止賄賂條例》(香港法例第201章)及《打擊洗錢及恐怖分子資金籌集條例》(香港法例第615章)、《中華人民共和國反腐敗法》、《中華人民共和國反不正當競爭法》及《關於禁止商業賄賂行為的暫行規定》以及《中華人民共和國刑法》。

The Group requires all the employees to act honestly and comply with the law. As outlined in the Staff Manual, the Group establishes a code of conduct on the prohibition of bribery and corruption, acceptance/offering of gifts/advantages and abuse of office, as well as the declaration of the conflict of interests. Furthermore, no gift should be received from business partners, property owners or residents to avoid bribery. During the Reporting Year, the Group has delivered training related to the anti-corruption and anti-money laundering, including but not limited to laws and regulations, in Hong Kong and the PRC for the Directors and staff.

本集團要求所有僱員誠實行事並遵守法律。如員工手冊所列,本集團已制定有關嚴禁賄賂與貪污、接受/提供饋贈/利益及濫用職權,以及宣稱利益衝突的行為守則。此外,不得向業務合作夥伴、業主或住戶收取任何禮物,以避免賄賂。於報告年度,本集團向董事及員工提供有關反貪污及反洗錢培訓(包括但不限於香港及中國的法律法規)。

The Group has implemented whistleblowing policy to encourage employees and related third parties who deal with the Group to voice any suspected misconduct, illegal acts or failure to act. Employees who breach the anti-corruption policy will face disciplinary action, which could result in dismissal for serious misconduct. The Group has no tolerance to any corruption and set whistleblowing policy to report any corruption. Whistleblowers can report via email directly to the audit committee with regards to any suspected misconduct with full details and supporting evidence.

During the Reporting Year, the Group is not aware of any non-compliance with the relevant laws and regulations that have a significant impact on the Group relating to corruption. There was no concluded legal cases regarding the corrupt practices brought against the Group or its employees.

Aspect B8: Community Investment

The Group believes that 'home' should be extended to the community where we engage in, thus, we continuously strive to contribute to the communities that we manage, in hopes of giving the residents a sense of belonging.

The Group works to build a "residential community" where our residents can be closely connected with each other, creating a harmony living environment and enhancing the neighborhood belongingness. During the Reporting Year, the Group has created a caring culture through organising a wide range of events, including Chinese calligraphy activities and travel trips.

During the Reporting Year, the Group has organised several events featuring with dance and music performance, and games in order to celebrate the traditional Chinese festivals with the residents. These activities have facilitated the Group to build social bonds with the residents and community, advocated a positive attitude in life, and stimulated the spirit of dedication from generation to generation. The Group will continue to spread the caring culture across the employees, residents, property owners and other parties in the coming future.

本集團已實行舉報政策，以鼓勵僱員及與本集團有往來的相關第三方對任何懷疑的不當行為、不法行為或疏忽行事作出舉報。違反反貪污政策的僱員將面對紀律處分，並可能因嚴重不當行為而遭到解僱。本集團絕不容忍任何貪污行為，並制定舉報政策以報告任何貪污行為。舉報人可透過電子郵件直接向審核委員會報告任何懷疑不當行為的詳情及證據。

於報告年度，本集團並不知悉有對本集團造成重大影響的違反任何有關腐敗法律法規的事項。概無關於針對本集團或其僱員的貪污行為的已結案法律案件。

層面B8：社區投資

本集團相信「家園」應延伸至我們所在的社區，因此，我們致力為我們所管理的社區作出持續貢獻，期望為住戶帶來歸屬感。

本集團致力於建立「住宅社區」，我們的住戶可在其中與彼此緊密聯繫，營造和諧的生活環境，增強鄰里歸屬感。於報告年度，本集團通過組織各種活動創造關懷文化，包括中國書法活動及旅行。

於報告年度，為與住戶慶祝傳統中國節日，本集團已舉辦多項活動，主打舞蹈及音樂表演以及遊戲。該等活動幫助本集團與住戶及社區建立社會紐帶，倡導積極的人生態度，並激發世代相傳的奉獻精神。本集團日後將繼續在僱員、住戶、業主及其他各方弘揚關懷文化。

* *For identification purpose only*

* *僅供識別*

Cultural Activities in Community:

於社區的文化活動：













Cultural Activities in Community:

於社區的文化活動：










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