



众安集团  
ZHONG AN GROUP

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

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

Stock Code 股份代號：2271



ENVIRONMENTAL,  
SOCIAL AND  
GOVERNANCE REPORT **2023**  
環境、社會及管治報告

# Environmental, Social and Governance Report 2023

## 2023年環境、社會及管治報告

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## 2023年環境、社會及管治報告(續)

### ABOUT ZHONG AN INTELLIGENT LIVING

Zhong An Intelligent Living Service Limited (the “**Company**”) or with its subsidiaries (collectively, the “**Group**” or “**we**”) is a reputable integrated property management service provider headquartered in Hangzhou with deep roots in Zhejiang province and the Yangtze River Delta Region. Through over 24 years of operations since our establishment in 1998, the Group has grown from a local property management service provider in Hangzhou to an integrated regional property management service provider with a major presence in Zhejiang province. It combines cutting-edge technology applications such as the Internet of Things, AI, and robots on top of traditional community property services to provide homeowners of all ages with better, healthier, more comfortable, and caring services that meet the needs of the population. With warm service that fits the lifestyle of modern people, thoroughly understands customer needs, strives for excellence in every aspect, and a full life cycle service system, we bring customers the most heartwarming community life scenario.

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

### 關於眾安智慧生活

众安智慧生活服务有限公司(「**本公司**」)或與其附屬公司統稱為「**本集團**」、「**我們**」)是一家深耕於浙江省及長江三角洲地區，總部位於杭州的知名綜合物業管理服務提供商。自一九九八年成立以來，通過逾二十四年的經營，本集團已從杭州的一家地方物業管理服務供應商，晉升成長為一家業務版圖主要覆蓋浙江省的綜合區域性物業管理服務供應商。在社區傳統物業服務之上結合物聯網、AI、機器人等前沿科技應用，向全齡段業主提供更完善、更健康、更舒適、更符合人群需要的貼心服務。以有溫度的服務契合現代人的生活方式，深入洞悉客戶所需，對每一個環節精益求精，全生命週期服務體系，帶給客戶最暖心的社區生活場景。

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

# Environmental, Social and Governance Report 2023 (Continued)

## 2023年環境、社會及管治報告(續)

### Corporate Culture

### 企業文化



# Environmental, Social and Governance Report 2023 (Continued)

## 2023年環境、社會及管治報告(續)

### The Group's Awards and Recognitions

The Group has been making unremitting efforts to positively promote sustainable development in order to make significant contributions to the society and even China, and has been successfully recognised by different entities and the Central Government. In 2023, the Group won a number of awards and certificates, including but not limited to:

- 2023 Top 100 Property Management Companies in China TOP 40;
- Socially Responsible Enterprises of the Year in China's Property Services in 2023;
- 2023 Outstanding Commercial Property Management Company in China;
- Leading Enterprise in East China Regional Service Market in 2023 ;
- 2023 China's Top 100 Property Service Companies with Comprehensive Strengths Rank 39 ;
- 2023 Top 100 Property High Quality Service Providers in China;
- 2023 Top 20 Competitors of Property Management Companies in Eastern China;
- 2023 Leading Intelligent Property Services Company in China;
- Potential Unicorns of China's Property Service Companies in 2023; and
- 2023 China's Property Services Enterprises' Capital Focus Unicorn.

### 集團榮譽獎狀及證書

本集團一直努力不懈，堅持正面推動可持續發展，務求對社會乃至國家作出重大貢獻，成功獲得不同單位及中央政府認可。本集團於二零二三年奪得多項獎狀及證書，其中包括但不限於：

- 2023中國物業服務百強企業TOP40；
- 2023中國物業服務年度社會責任感企業；
- 2023中國商業物業管理優秀企業；
- 2023華東區域物業服務市場地位領先企業；
- 2023中國物業服務綜合實力百強企業第39名；
- 2023中國物業服高品質服務力百強企業；
- 2023中國物業服務企業華東20強；
- 2023中國物業智慧物業服務領軍企業；
- 2023中國物業服務企業潛力獨角獸；及
- 2023中國物業服務企業資本關注獨角獸。

# Environmental, Social and Governance Report 2023 (Continued)

## 2023年環境、社會及管治報告(續)



# Environmental, Social and Governance Report 2023 (Continued)

## 2023年環境、社會及管治報告(續)

### ABOUT THE REPORT

The Group is pleased to publish its first Environmental, Social and Governance (“ESG”) Report (the “Report”) to disclose the Group’s approach, strategy, objectives and overall performance in the areas of ESG. This report is published in accordance with the “Guidelines on Environmental, Social and Governance Reporting” (the “ESG Guidelines”) and its “Explanation of Non-Compliance” provisions as set out in Appendix C2 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “Main Board Listing Rules”). All data and information in this Report are derived from official documents and statistical reports of the Group.

### Reporting Period and Scope

This report covers the overall sustainability performance, risks, strategies, initiatives and commitments for the period from 1 January 2023 to 31 December 2023 (the “Reporting Period”). The Group is principally engaged in three major businesses: property management services; value-added services for property developers; and community value-added services. The content and key performance indicators (“KPIs”) of the Report are mainly focused on the Company and Zhejiang Zhong An Property Management Co., Ltd. The ESG impacts of other PRC subsidiaries are minimal and are therefore not included in the Report. The Report is prepared in both English and Chinese and has been uploaded to the websites of the Stock Exchange and the Group (<http://www.zazhsh.com>). In the event of any inconsistency between the English and Chinese versions, the Chinese version shall prevail.

### 關於本報告

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

### 報告期間及範圍

本報告涵蓋二零二三年一月一日至二零二三年十二月三十一日期間（「報告期間」）在可持續發展方面之整體表現、風險、策略、措施及承諾。本集團主要從事的三大業務：物業管理服務；房地產開發商的增值服務；及社區增值服務。本報告的內容及關鍵績效指標（「關鍵績效指標」）主要關注於本公司及浙江眾安物業服務有限公司，其他國內子公司對環境、社會及管治的影響乃非常微小，因此在本報告中不予以包含。本報告以中、英文編寫，並已上載至聯交所及本集團網站（<http://www.zazhsh.com>）。如中、英文兩個版本有任何抵觸或不相符之處，應以中文版本為準。

# Environmental, Social and Governance Report 2023 (Continued)

## 2023年環境、社會及管治報告(續)

### Reporting Principle

In accordance with the Stock Exchange's ESG Guidelines, the Report follows the following four principles as the basis for reporting:

### 報告原則

根據聯交所的ESG指引，本報告以下列四大原則作為匯報基礎：

#### Materiality 重要性

The Group identifies and reports on significant ESG issues in the Report through Board meetings, taking into account the nature of its business, its direction of development and its communication with stakeholders.

本集團通過董事會會議，考慮其業務性質、發展方向，及與持份者溝通，識別和於本報告匯報重要的環境、社會及管治議題。

#### Quantitative 量化

Where practicable, the Group monitors and evaluates the progress of the implementation of environmental and social responsibility measures by collecting measurable environmental and social KPI data.

在可行情況下，本集團通過收集可計量的環境及社會關鍵績效指標數據，從而監察、評估執行環境及社會責任措施的進度。

#### Balance 平衡

The Group thoroughly and objectively reports relevant ESG performance in the Report.

本集團在報告中全面及客觀匯報環境、社會及管治表現。

#### Consistency 一致性

The Group has compiled the measurement and statistical methods used in the preparation of the Report and intends to use consistent methods in the future to ensure that data can be meaningfully compared over time. Where there is a change in the methodology used or in the scope of reporting, it will be explained in the notes for stakeholders' information.

本集團已編制撰寫本報告時採用的測量及數據統計方法，並計劃於未來使用一致的方式以確保數據可隨時間作有意義的比較。若所用的方式或匯報範圍有變，將在附註中解釋以供持份者參考。



# Environmental, Social and Governance Report 2023 (Continued)

## 2023年環境、社會及管治報告(續)

### Sustainability Governance

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

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

For details of the Group's corporate governance, please refer to the Corporate Governance Report section of the Group's 2023 Annual Report.

### 可持續發展管治

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

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

如欲了解本集團的企業管治詳情，可參閱本集團二零二三年年報中《企業管治報告》章節。

# Environmental, Social and Governance Report 2023 (Continued)

## 2023年環境、社會及管治報告(續)

### STAKEHOLDER COMMUNICATION

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

### 持份者溝通

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



## Environmental, Social and Governance Report 2023 (Continued) 2023年環境、社會及管治報告(續)

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

Correspondence address: Room 4009, 40/F,  
China Resources Building,  
26 Harbour Road,  
Wanchai, Hong Kong

24-Hour Hotline: 400-0227377  
Co-operation Hotline: 400-0272271  
E-mail: zazhsh@zazhsh.com

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

郵寄地址：香港灣仔  
港灣道26號  
華潤大廈  
40樓4009室

24小時客服熱線：400-0227377  
業務合作熱線：400-0272271  
電郵：zazhsh@zazhsh.com

# Environmental, Social and Governance Report 2023 (Continued)

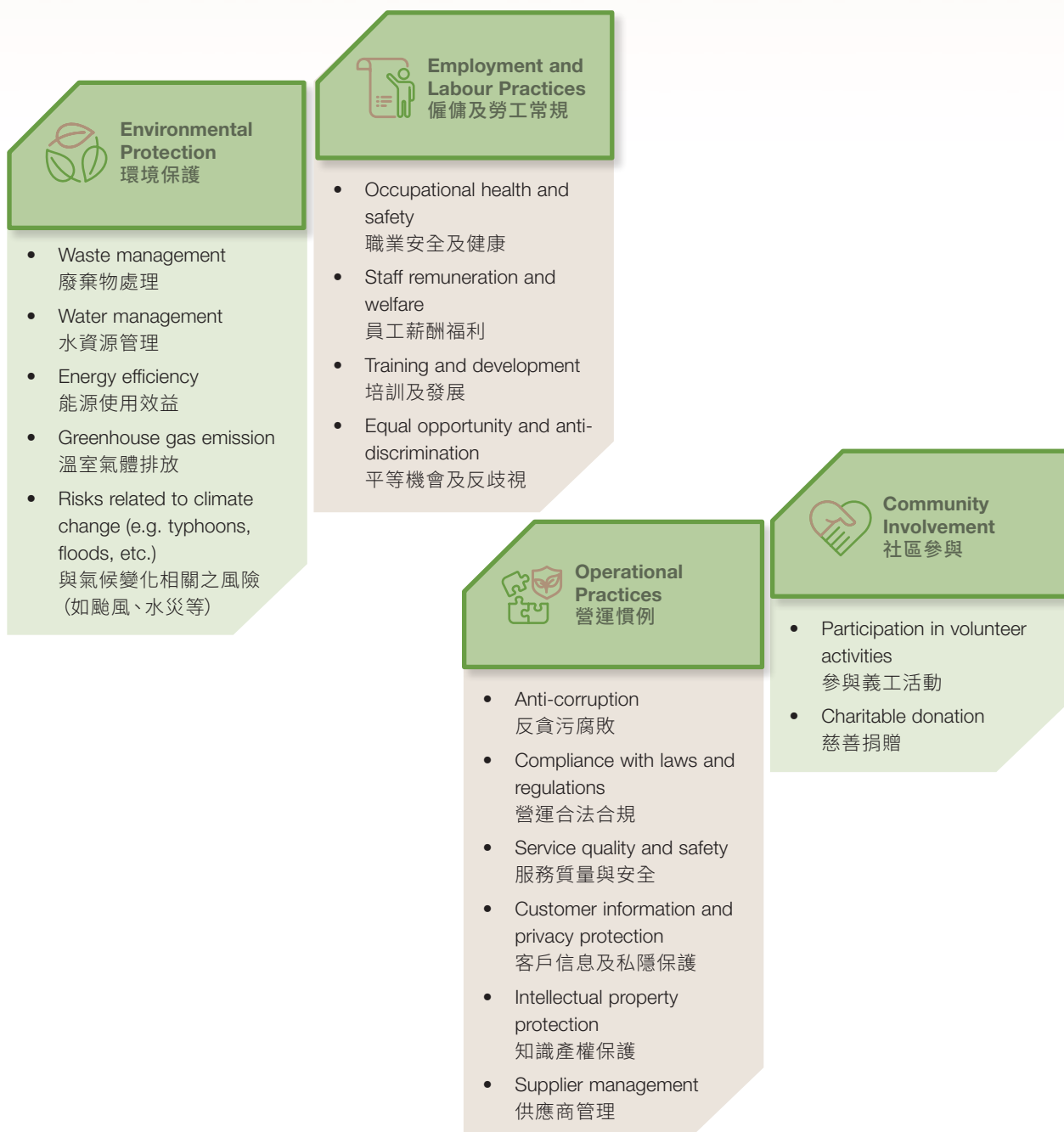
## 2023年環境、社會及管治報告(續)

### MATERIALITY ASSESSMENT

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

### 重要性評估

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



# Environmental, Social and Governance Report 2023 (Continued)

## 2023年環境、社會及管治報告(續)

### ENVIRONMENTAL PROTECTION

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

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

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

### 環境保護

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

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

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

# Environmental, Social and Governance Report 2023 (Continued)

## 2023年環境、社會及管治報告(續)

### Emissions Management

#### Exhaust Gas and Greenhouse Gas Emissions

The air emissions and direct greenhouse gas emissions of the Group were mainly caused by fuel consumption of vehicles (Scope 1). In addition, each office of the Group consumes purchased electricity in the course of daily operations, which causes energy indirect greenhouse gas emissions (Scope 2).

### 排放物管理

#### 廢氣、溫室氣體排放

本集團的廢氣排放及直接溫室氣體排放主要來自車輛的燃油消耗(範圍一)。此外,本集團各辦公室在日常營運當中會消耗外購電力,造成能源間接溫室氣體排放(範圍二)。

Types of emissions <sup>1</sup>	排放物種類 <sup>1</sup>	Unit 單位	2023
Nitrogen oxides	氮氧化物	kg 千克	31.30
Sulfur oxides	硫氧化物	kg 千克	0.76
Particulate matter	顆粒物	kg 千克	14.83

Greenhouse gas emissions <sup>1</sup>	溫室氣體排放 <sup>1</sup>	Unit 單位	2023
Scope 1 (direct emission)	範圍一(直接排放)	Tonnes of CO <sub>2</sub> equivalent 噸(二氧化碳當量)	58.69
Scope 2 (indirect emission)	範圍二(間接排放)	Tonnes of CO <sub>2</sub> equivalent 噸(二氧化碳當量)	2,149.56
Total greenhouse gas emissions	溫室氣體排放總量	Tonnes of CO <sub>2</sub> equivalent 噸(二氧化碳當量)	2,208.25
Greenhouse gas emissions intensity	溫室氣體排放密度	Tonnes of CO <sub>2</sub> equivalent/ RMB'000 噸(二氧化碳當量) / 人民幣千元	0.006

<sup>1</sup> CO<sub>2</sub> equivalent of greenhouse gas emissions and air emissions were calculated in accordance with "Appendix 2: Reporting Guidelines on Environmental KPIs" of "How to Prepare an ESG Report" issued by the Stock Exchange, "Guidelines for Verification of Corporate Greenhouse Gas Emission Report (Trial)" and "Technical Guidelines for Compilation of Emission Inventory of Air Pollutants from Non-Road Mobile Sources (Trial)" issued by the Ministry of Ecology and Environment of The People's Republic of China.

<sup>1</sup> 溫室氣體排放的二氧化碳當量及廢氣排放量根據聯交所發佈的《如何準備環境、社會及管治報告》之《附錄二：環境關鍵績效指標匯報指引》、中華人民共和國生態環境部編製的《工業其他行業企業溫室氣體排放核算方法與報告指南(試行)》及《非道路移動源大氣污染物排放清單編制技術指南(試行)》計算。

## Environmental, Social and Governance Report 2023 (Continued)

### 2023年環境、社會及管治報告(續)

The Company has actively responded to the national “dual-carbon” policy and is committed to combating climate change by strictly complying with the environmental protection laws and regulations in Mainland China and minimising emissions of exhaust and greenhouse gases in the most effective manner. We have actively implemented energy saving measures and set up a budget for electricity consumption. Under the system, we require our offices and departments to strictly manage their daily electricity consumption with the objective of reducing electricity consumption and emissions.

公司積極響應國家「雙碳」政策，並致力於應對氣候變化，嚴格遵守中國內地的環境保護法律法規，以最有效的方式盡量減少廢氣及溫室氣體排放。我們積極推行節能措施，並定下用電預算。按照制度，我們要求各辦公室和部門嚴格管理日常用電情況，以減少用電量和排放物為目標。

#### Emission Reduction Measures 減排措施

Use lighting equipment reasonably, turn off lighting equipment or minimize usage when employees leave the offices and when there is enough lighting;  
合理使用照明設備，在員工離開辦公室及採光良好的情況下，不開啟或減少開啟照明設備；

Inspections are conducted every half an hour by the Property Management Department in the lobby, public areas of various office floors and independent offices, stairs, corridors, washrooms and other areas to reduce using and turn off lighting and other electrical equipment;  
由物業管理部每半小時於大堂、各辦公樓層公共區域及獨立辦公室、樓梯、走廊、洗手間等區域進行巡檢，減少並及時關閉照明及其他用電設備；

Require employees to turn off their computers after work, and arrange regular inspections to ensure that employees' computers are turned off;  
要求員工下班後關閉電腦，並安排人員定時巡檢，確保員工電腦關閉；

Set the air conditioners at the offices to no lower than 24 degrees Celsius, turn off the air conditioners when vacated, cultivate a habit of closing the doors to reduce power consumption of the air conditioners.  
將辦公室空調設置不低於二十四度，無人時關閉空調，培養員工隨手關門習慣，減少空調用電消耗。

#### Waste Management

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

#### 廢棄物管理

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

## Environmental, Social and Governance Report 2023 (Continued) 2023年環境、社會及管治報告(續)

We started the waste separation work in the residential area “Hangzhou Zhong An Guotai Garden”, implementing the “no bin placement” in the park, the rubbish should be put out at regular intervals and at regular points; at the same time, the bins are divided into four categories, namely recyclable waste, food waste, other waste and hazardous waste. At the initial stage of waste separation, the co-operation of the homeowners was relatively low and the waste was still put at the original rubbish bins. To address this phenomenon, our Property Management Office has formulated a series of work plans on waste separation. In addition to posting warm reminders in the park, a publicity campaign on waste separation, “Spread the Love Together with Zhong An”, was organised to enhance homeowners’ awareness of waste separation and increase their participation in waste separation, so as to let homeowners have a better understanding of the importance of waste separation. We have also deployed staff to advise homeowners who did not put out rubbish at the designated points and patiently guide them to the designated drop-off points; and designated staff to inspect the rubbish bags, so as to achieve the working objective of “putting out rubbish only at the designated drop-off points”. As a result of these efforts, homeowners are gradually accepting the separation of rubbish, from throwing away rubbish at the door to putting out rubbish at regular intervals and at regular locations.

我們在住宅區「杭州眾安國泰花園」啟動垃圾分類工作，實施園區無桶放置，垃圾需定時定點進行分類投放；同時將垃圾桶分為可回收垃圾、廚餘垃圾、其它垃圾、有害垃圾四個類別。在垃圾分類工作開始的初期，業主的配合度較低，垃圾仍投放在原處垃圾桶處，針對這一現象，我們的物業管理處制定出一系列關於垃圾分類的工作計劃。除了在園區內貼上溫馨提示外，還組織「眾安『益』起傳遞愛」的垃圾分類宣傳活動，以增強業主對垃圾分類的意識及提升業主垃圾分類工作的參與度，讓業主深入了解垃圾分類的重要性。我們亦有派出專人現場勸導沒在定點投放垃圾的業主，並耐心指引至定點投放處；還專門指定人員巡查垃圾包，做到「垃圾只在定點投放處」的工作目標。就在這樣一點一滴的投入中，業主也漸漸接受了垃圾分類，從出門就扔垃圾，到定時定點的垃圾投放。





## Environmental, Social and Governance Report 2023 (Continued)

### 2023年環境、社會及管治報告(續)

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

以下是本集團在報告期間產生的廢棄物數據摘要：

Types of waste	廢棄物種類	Unit 單位	2023
Total non-hazardous waste	無害廢棄物總量	Tonnes 噸	1.21
Non-hazardous waste intensity	無害廢棄物密度	Tonnes/RMB'000 噸／人民幣千元	0.00
Total hazardous waste	有害廢棄物總量	Tonnes 噸	2.01
Hazardous waste intensity	有害廢棄物密度	Tonnes/RMB'000 噸／人民幣千元	0.00

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

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

### Use of Resources

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

### 資源使用

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

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

以下是本集團在報告期間的能源消耗數據：

Types of energy consumption	能源消耗種類	Unit 單位	2023
Direct energy consumption	直接能源消耗	MWh 千個千瓦時	216.87
Indirect energy consumption	間接能源消耗	MWh 千個千瓦時	3,769.18
Total energy consumption	能源消耗總量	MWh 千個千瓦時	3,986.05
Energy consumption intensity	能源消耗密度	MWh/RMB'000 千個千瓦時／人民幣千元	0.01

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

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

## Environmental, Social and Governance Report 2023 (Continued)

### 2023年環境、社會及管治報告(續)

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

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

Water consumption	耗水量	Unit 單位	2023
Total water consumption	總耗水量	m <sup>3</sup> 立方米	145,864
Water consumption intensity	耗水密度	m <sup>3</sup> /RMB'000 立方米／人民幣千元	0.42

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

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

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

基於業務性質，本集團不涉及製成品包裝物消耗。

# Environmental, Social and Governance Report 2023 (Continued)

## 2023年環境、社會及管治報告(續)

### The Environment and Natural Resources

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

### Climate Change

Climate change is one of the greatest global challenges faced by our society today, and extreme weather events such as severe typhoons and high rainfall, as well as flooding, are becoming more frequent. As a property manager, in order to ensure the safety of homeowners and tenants, and to prevent damage to the properties, we have not only made efforts to reduce our carbon footprint and manage energy conservation, but we have also planned for extreme weather and strengthened our resilience to the climate change. We have also organised flood prevention drills, as well as alerted property homeowners of the arrival of typhoons or rainstorms through various channels such as social media apps and posting notices to raise their awareness of flood prevention. The Group has revised its “Typhoon and Rainstorm Contingency Plan” to provide clear guidance to our staff on different tasks and measures to be taken at different stages. For example, we helped homeowners who are away from home to pay attention to water leakage from their balconies and cleaned up the accumulated water in a timely manner, thus preventing damage to their homes. In addition, we also arranged the property department to add sandbags in the underground car park to prevent excess rainwater from flooding into the car park floor.

### 環境及天然資源

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

### 氣候變化

氣候變化是當今社會所面臨的最大全球性挑戰之一，極端天氣如強颱風和高降雨量以及洪水等災害亦越來越頻繁。作為物業管理者，為確保業主及住戶的安全和避免物業受到損害，除了努力減少碳足跡，做好節省能源的管理控制之外，我們亦已經為極端天氣計劃好防治方案，強化自身對氣候變化問題的適應能力。我們亦有舉行防汛演練，以及通過社交程式提示、張貼通知等多個渠道預告業主颱風或暴雨等的來臨，提升防汛意識。本集團修訂了「颱風暴雨專項應急預案」，明確指引員工在不同階段做不同的工作、措施，如我們幫助不在家的業主留意陽台漏水情況，並及時清理積水，避免了家中損失。此外，我們還安排物業部門在地下停車場增加沙袋，以防止多餘的雨水湧入停車場地面。

# Environmental, Social and Governance Report 2023 (Continued)

## 2023年環境、社會及管治報告(續)

### SOCIAL RESPONSIBILITY

#### Employment and Labour Practices

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

#### Employment Policy

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

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

### 社會責任

#### 僱傭及勞工常規

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

#### 僱傭政策

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

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

## Environmental, Social and Governance Report 2023 (Continued)

### 2023年環境、社會及管治報告(續)

#### Compensation and Dismissal 薪酬及解僱

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

#### Recruitment and Promotion 招聘及晉升

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

#### Working Hours, Rest Period 工作時數、假期

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

#### Equal Opportunity, Diversity 平等機會、多元化

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

#### Other Entitlements and Benefits 其他待遇及福利

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

# Environmental, Social and Governance Report 2023 (Continued)

## 2023年環境、社會及管治報告(續)

### Dismissal Policy

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

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

### 解僱政策

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

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

# Environmental, Social and Governance Report 2023 (Continued)

## 2023年環境、社會及管治報告(續)

### Employee Communication

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

### Diversity and Equal Opportunity

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

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

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

### 僱員溝通

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

### 多元化及平等機會

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

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

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

# Environmental, Social and Governance Report 2023 (Continued)

## 2023年環境、社會及管治報告(續)

### Labour Standards

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

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

As of 31 December 2023, the Group had a total of 2,696 employees, all of whom were full-time permanent staff. One of them was from Hong Kong and the others were from Mainland China. The following is a breakdown of the number of employees by age group, gender and employment type during the Reporting Period:

### 勞工準則

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

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

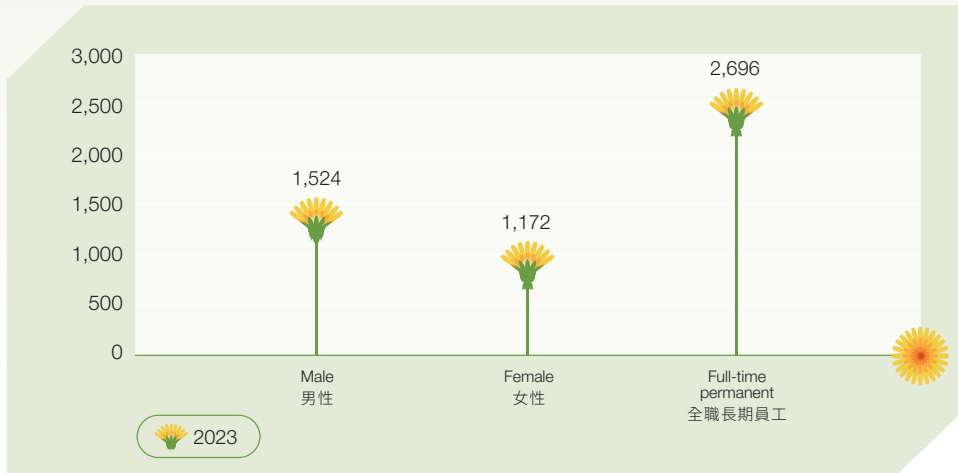
截至二零二三年十二月三十一日，本集團共有2,696名員工，所有均為全職長期員工，當中1人來自香港，其他員工均來自中國內地。以下為報告期間按年齡組別、性別及僱傭類型分類的員工人數：



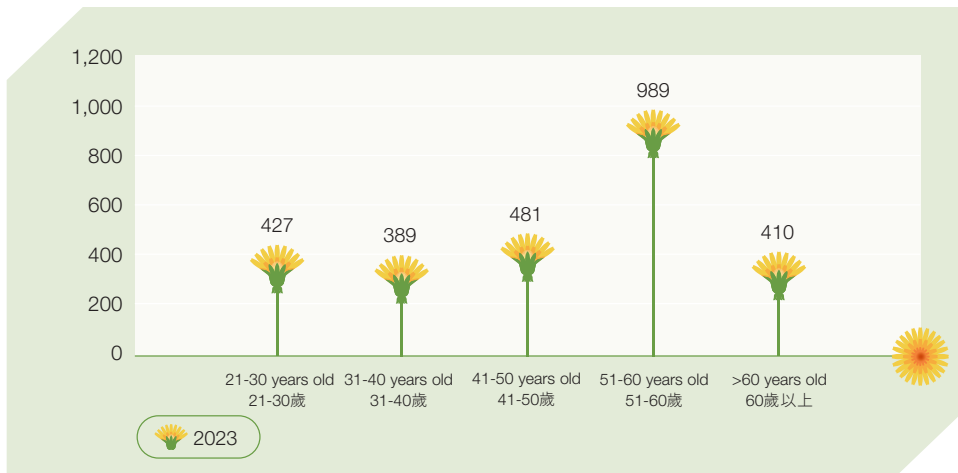
# Environmental, Social and Governance Report 2023 (Continued)

## 2023年環境、社會及管治報告(續)

**Number of Employees by Gender and Employment Type**  
按性別及僱傭類型分類的員工人數



**Number of Employees by Age Group**  
按年齡組別分類的員工人數



# Environmental, Social and Governance Report 2023 (Continued)

## 2023年環境、社會及管治報告(續)

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

以下為本集團報告期間按性別、年齡組別及地區分類的僱員流失比率：

Employee Turnover Rate <sup>1</sup>	員工流失比率 <sup>1</sup>	2023
By gender	按性別分類	
Male	男性	49%
Female	女性	48%
By age group	按年齡分類	
21-30 years old	21-30歲	116%
31-40 years old	31-40歲	65%
41-50 years old	41-50歲	4%
51-60 years old	51-60歲	46%
> 60 years old	60歲以上	22%
By geographical region	按地區分類	
Mainland China	中國內地	49%
Hong Kong	香港	0%

<sup>1</sup> The turnover rate is calculated as (number of employees who left/the sum of number of employees who left and total number of employees as of 31 December 2023) x 100% (or above 100%). Due to the fierce competition in the real estate industry in Mainland China and the rising demand for talents, we believe that the loss of personnel of the Group during the Reporting Period is normal.

<sup>1</sup> 流失率的計算方式為(離職僱員人數/離職僱員人數及截至二零二三年十二月三十一日的員工人數總和) x 100%，或會可能超過100%。由於中國內地房地產行業競爭激烈，人才需求上升，我們認為本集團於報告期內的人員流失屬於正常情況。

# Environmental, Social and Governance Report 2023 (Continued)

## 2023年環境、社會及管治報告(續)

### Health and Safety

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

By referring to the above laws and regulations, the Group has formulated relevant health and safety policies to safeguard the health and lives of the Company’s employees. During the Reporting Period, the Group had 3 work-related injuries and lost 108 working days; in the past three years, including the Reporting Period, there were no work-related fatalities, and there was no violation of any laws and regulations relating to safe working environment and protection of employees from occupational hazards was found.

Other health and safety related data are as follows:

### 健康與安全

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

透過參考以上法律法規，本集團制定有關健康及安全政策，以保障公司員工的健康及生命安全。在報告期間，本集團有3宗工傷意外及損失108個工作天；在包括本年度的過去三年中無任何因工死亡的事件，且未有發現違反任何有關安全工作環境，及保障僱員避免職業性危害的法律及規例的情況。

其他健康與安全的相關數據如下：

		2023	2022	2021
Work-related deaths	與工作相關的死亡個案	0	0	0
Rate of work-related deaths	與工作相關的死亡比率	0%	0%	0%

## Environmental, Social and Governance Report 2023 (Continued) 2023年環境、社會及管治報告(續)

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

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

### Occupational safety and health measures 職安健措施

Providing entry physical examination and safety training for new joiners and regular physical examination for employees;  
對新入職人員進行入職體檢及安全培訓及對僱員進行定期體檢；

Conduct safety training for all employees on a regular basis;  
定期對全體僱員進行安全培訓；

Provide labour protection supplies, such as safety helmets;  
提供勞動防護用品，如安全帽；

Offer cooling items such as herbal tea and sunshades to staff who work outdoor in summer;  
為戶外工作的員工在夏季提供防暑物品，如涼茶、太陽傘等；

Arrange regular fire drills and trainings to enhance staff's awareness of fire safety;  
安排定期防火演習和培訓，提升員工防火意識；

Provide sufficient compensation and work injury leaves to staff suffered from work-related injuries in accordance with the requirements of laws;  
按照法例規定為工傷員工提供足夠補償和工傷假；

Publish safety information on the WeChat public account during festivals and holidays to enhance employee safety awareness;  
在節日期間於微信公眾號發佈安全資訊，提升員工安全意識；

Provide wardrobes, tables, mosquito nets, shoe racks and other facilities in offices and dormitories in different regions to provide employees with a comfortable work and rest environment.  
在不同地區的辦公室和宿舍提供衣櫃、桌子、蚊帳、鞋架等設施，為員工提供舒適的工作及休息的環境。

We have obtained the Occupational Health and Safety Management System Certification (ISO45001:2018), according to which we formulate and implement safe production conditions and requirements for safeguarding the occupational health of our employees, and record them in the relevant documents, so as to do our utmost to safeguard the health and safety of our employees. In addition, with reference to relevant industry practices and regulatory requirements, we have formulated and strictly enforced a series of detailed guidelines on health and safety at work, standardised the work processes at all levels and made continuous improvements to ensure that the health and safety of all employees are safeguarded.

我們取得職業健康安全管理體系認證證書 (ISO45001:2018)，我們根據其要求制訂及實施安全生產條件及保障僱員職業健康的規定，並紀錄在相關文檔中，全力保障員工健康和 safety。另外，我們參考相關行業慣例及監管規定，制訂及嚴格執行一系列詳盡的工作健康及安全指引，將各級工序規範化，並持續改進，以確保所有員工的健康及安全得到保障。

# Environmental, Social and Governance Report 2023 (Continued)

## 2023年環境、社會及管治報告(續)

### Development and Training

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



Through a rigorous recruitment system, standardised processes and a competitive mechanism, we are committed to identifying and nurturing talent. Meanwhile, we provide our employees with opportunities for advancement, develop professional teams, and emphasise the protection of rights and interests to create an equal, fair and motivating work environment that supports employees to realise their potential. By regularly evaluating the effectiveness of training and staff participation, we adjust our training strategy to meet the needs and tailor-make training programmes for different departments to enhance professional skills and promote personal growth.

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

### 發展及培訓

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

透過嚴謹的招聘體系、標準化流程及競爭機制，我們致力於挖掘與培育專才。同時，我們為員工提供升遷機會，培養專業團隊，並重視權益保護，打造平等、公正、激勵的工作環境，支持員工發揮潛力。透過定期評估培訓成效與員工參與度，我們調整培訓策略以符合需求，並為不同部門量身定制培訓方案，以提升專業技能並促進個人成長。

以下是報告期間本集團員工培訓的數據摘要：

Employee category	僱員分類	Unit 單位	2023
By gender	按性別分類		
Male	男性	Percentage 百份比	100
Female	女性	Percentage 百份比	100
By employee category	按僱員類別分類		
General Employees	一般員工	Percentage 百份比	100
Middle Management	中級管理層	Percentage 百份比	100
Senior Management	高級管理層	Percentage 百份比	100
By gender	按性別分類		
Male	男性	Hours 小時	8
Female	女性	Hours 小時	8
By employee category	按僱員類別分類		
General Employees	一般員工	Hours 小時	8
Middle Management	中級管理層	Hours 小時	8
Senior Management	高級管理層	Hours 小時	8

# Environmental, Social and Governance Report 2023 (Continued)

## 2023年環境、社會及管治報告(續)

### Supply Chain Management

The Group is committed to fostering long-term relationships with our suppliers in order to achieve our sustainability objectives. We work hand in hand with our suppliers, focusing on mutual support, respect and commitment to provide quality services and products that are environmentally and socially responsible. Over the past year, we have established partnerships with 5 suppliers from Mainland China. These partners provide us with supplies in a wide range of areas, including office furniture, office supplies, cleaning supplies, fire-fighting supplies, as well as apparel production.

### Procurement and Supplier Assessment

We are committed to developing and maintaining an effective supplier management system to continuously monitor and evaluate our suppliers' performance against our standards. We select suppliers that meet our requirements through a series of evaluation criteria, including registered capital amount, qualifications, overall scale of operations, track record, management style and operational procedures. Co-operation contracts usually last for one to three years and may be renewed by mutual agreement. We require our suppliers to strictly comply with all relevant laws and regulations, and to provide services in accordance with the agreed scope, frequency and standards. Substandard suppliers are required to improve their performance within a limited period of time, failing which we have the right to take action, including recovery of compensation, replacement of the supplier or termination of the contract. Through regular monitoring and evaluation, we ensure that our suppliers continue to meet our standards, failing which we will terminate their service contracts. During the Reporting Period, we carried out these assessments on 2 suppliers.

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

### 供應鏈管理

本集團致力於促進與供應商的長期合作關係，以實現可持續性目標。我們與供應商攜手合作，注重相互支持、尊重，並致力於提供對環境和社會有責任感的優質服務與產品。過去一年，我們與來自中國內地的5家供應商建立合作關係，這些合作夥伴為我們提供多個領域的物資，包括辦公家具、辦公用品、清潔用品、消防用品，以及服裝製作。

### 供應商的選擇及管理

我們致力於發展與維護一套高效的供應商管理系統，以此持續監控並評估供應商是否達到我們的標準。透過一系列評選標準，包括註冊資本金額、資質、整體營運規模、業績記錄、管理風格及運作程序，我們篩選符合要求的供應商。合作條約通常為期一至三年，並可經雙方同意後續約。我們要求供應商必須嚴格遵循所有相關法律法規，並依約定的範疇、頻率及標準提供服務。不達標的供應商須在限定期限內改善表現，否則我們有權採取包括追討賠償、更替供應商或終止合約在內的措施。透過定期的監督與評估，確保供應商持續滿足我們的標準，否則我們會終止與他們的服務合約。於報告期內，我們向2間供應商執行以上評估。

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

# Environmental, Social and Governance Report 2023 (Continued)

## 2023年環境、社會及管治報告(續)

### Service Responsibility

We place quality at the forefront of our services and believe that quality control is critical to the long-term success of our business. We operate in accordance with the ISO9001:2015 quality management certification standards and have established a quality control system comprising a number of standardised internal policies and procedures to govern our quality control processes. We regularly review and evaluate our business activities and service quality. In addition, we have drawn up inspection and assessment guidelines for our employees to follow to ensure customer satisfaction and service standards are met. Through close and regular monitoring and supervision, our quality control system helps us to control and monitor the quality of our services in various aspects at different levels. Due to the nature of our business, the Group is not involved in product manufacturing and therefore does not have any product recalling.

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

### Customer Service

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

### 服務責任

我們把質量放在服務的首位，並相信質量控制對我們業務的長期成功至關重要。我們按照ISO9001：2015質量管理認證標準進行營運，並已經建立了質量控制系統，包括多套標準化的內部政策及程序，以規範我們的質量控制程序。我們會定期檢查及評估我們的業務活動及服務質素。此外，我們已制訂檢查及評估指引供僱員遵守，以確保客戶滿意及達到服務標準。透過嚴密及定期的監察及監督，我們的質量控制系統協助我們在不同層面控制及監督各方面的服務質量。基於業務性質，本集團不涉及產品製造，因此並無任何產品回收。

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

### 客戶服務

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

# Environmental, Social and Governance Report 2023 (Continued)

## 2023年環境、社會及管治報告(續)

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

### Data Privacy and Intellectual Property Protection

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

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

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

### 資料私隱及知識產權保護

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

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



# Environmental, Social and Governance Report 2023 (Continued)

## 2023年環境、社會及管治報告(續)

### Anti-corruption

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

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

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

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

### 反貪污

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

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

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

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

# Environmental, Social and Governance Report 2023 (Continued)

## 2023年環境、社會及管治報告(續)

### Community Investment

We have been actively fulfilling our corporate social responsibilities as well as participating in the promotion of community development and encouraging all employees to actively participate in voluntary activities. The Group's parent company, Zhong An Group Limited, established the Zhejiang Zhong An Charity Foundation (the "Foundation") in 2017 with the philosophy of "Charity from Zhong An and Love across the World (眾心向善，愛行天下)", in the hope that through its own ability, it can encourage others to care for the community so that more people can be benefited.

Following the initial welfare guidance of the Foundation, the Group carried out high-temperature relief activities in various projects during the hot summer months with summer relief materials. Members of the condolence team went deep into each post to communicate with outdoor workers face-to-face and thanked them for their hard work. Meanwhile, they urged everyone to pay attention to heat stroke prevention and cooling, combine work and rest, and put safety in the first place, and delivered herbal tea and other condolences to frontline workers in person to ensure that they could promptly relieve heat and cool their body temperature down, and prevent health problems such as heat stroke.

### 社區投資

我們一直積極履行企業社會責任以及參與促進社區發展及鼓勵所有員工積極參加志願活動。本集團之母公司眾安集團有限公司於二零一七年成立浙江眾安慈善基金會(「基金會」)，以「眾心向善，愛行天下」為宗旨，希望能透過自身的能力鼓勵其他人加入慈善行列，讓更多人受惠。

循著基金會的初心指引，本集團在炎炎夏日期間，帶著消暑物資至各項目進行高溫送清涼慰問活動。慰問小組成員深入各崗位與戶外作業員工面對面交流，感謝他們的辛勤付出，同時叮囑大家要注意防暑降溫，勞逸結合，把安全放在首位並把涼茶等慰問物品親自送到各前線員工手上，以保障員工能及時的解暑降溫，謹防發生中暑等健康問題。



## Environmental, Social and Governance Report 2023 (Continued) 2023年環境、社會及管治報告(續)

We also care a lot about the elderly in the community. We have organised free haircutting activities, physical and oral check-ups, and even delivered “Community Warming Packs”, hot Chinese dumplings and sweet dumplings to the elderly during the cold winter months. Helping and respecting the elderly has long been embedded in our service work, and we hope that through these activities and services, the elderly around us can feel the warmth brought by the community to them.

我們亦十分關注社區的老人，我們曾在社區舉辦義剪活動、身體及口腔檢查服務等，更在嚴寒的冬日裏為他們送上「公益暖陽包」、熱騰騰的餃子和湯圓。助老敬老早已滲透我們服務工作的點點滴滴之中，希望可以透過這些活動及服務，令我們身邊的老人可以感受到社會帶給他們專屬的溫暖。



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

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

# Environmental, Social and Governance Report 2023 (Continued)

## 2023年環境、社會及管治報告(續)

### INDEX OF APPENDIX TO THE LISTING RULES OF THE STOCK EXCHANGE

### 聯交所上市規則附錄索引

Subject Areas 主要範疇	Content 內容	Corresponding Section of the Report 對應報告章節
<b>Mandatory Disclosure Requirements</b> 強制披露規定		
Governance Structure 管治架構	<ul style="list-style-type: none"> <li>(i) A disclosure of the board's oversight of ESG issues;</li> <li>(ii) the board's ESG management approach and strategy, including the process used to evaluate, prioritise and manage material ESG-related issues (including risks to the issuer's businesses); and</li> <li>(iii) how the board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer's businesses.</li> </ul> <ul style="list-style-type: none"> <li>(i) 披露董事會對環境、社會及管治事宜的監管；</li> <li>(ii) 董事會的環境、社會及管治管理方針及策略，包括評估、優次排列及管理重要的環境、社會及管治相關事宜（包括對發行人業務的風險）的過程；及</li> <li>(iii) 董事會如何按環境、社會及管治相關目標檢討進度、並解釋它們如何與發行人業務有關連。</li> </ul>	About this Report: Sustainability Governance 關於本報告：可持續發展管治
Reporting Principles 匯報原則	A description of, or an explanation on, the application of the Reporting Principles in the preparation of the ESG report (materiality, quantitative, and consistency). 描述或解釋在編備環境、社會及管治報告時如何應用匯報原則（重要性、量化和一致性）。	About this Report: Reporting Principle 關於本報告：報告原則
Reporting Boundary 匯報範圍	A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. 解釋環境、社會及管治報告的匯報範圍，及描述挑選哪些實體或業務納入環境、社會及管治報告的過程。	About this Report: Reporting Period and Scope 關於本報告：報告期間及範圍

# Environmental, Social and Governance Report 2023 (Continued)

## 2023年環境、社會及管治報告(續)

Subject Areas 主要範疇	Content 內容	Corresponding Section of the Report 對應報告章節
<b>A. Environmental</b> <b>A. 環境</b>		
<b>A1 Emissions</b> <b>A1排放物</b>		
General Disclosure 一般披露	<p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.</p> <p>有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的：</p> <p>(a) 政策；及</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例的資料。</p>	Environmental Protection: Emissions Management 環境保護：排放物管理
KPI A1.1 關鍵績效指標A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	
KPI A1.2 關鍵績效指標A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity. 直接(範圍1)及能源間接(範圍2)溫室氣體總排放量(以噸計算)及(如適用)密度。	
KPI A1.3 關鍵績效指標A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity. 所產生有害廢棄物總量(以噸計算)及(如適用)密度。	
KPI A1.4 關鍵績效指標A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity. 所產生無害廢棄物總量(以噸計算)及(如適用)密度。	
KPI A1.5 關鍵績效指標A1.5	Description of emissions target(s) set and steps taken to achieve them. 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	
KPI A1.6 關鍵績效指標A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	

# Environmental, Social and Governance Report 2023 (Continued)

## 2023年環境、社會及管治報告(續)

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

# Environmental, Social and Governance Report 2023 (Continued)

## 2023年環境、社會及管治報告(續)

Subject Areas 主要範疇	Content 內容	Corresponding Section of the Report 對應報告章節
<b>A4 Climate Change</b> <b>A4 氣候變化</b>		
General Disclosure 一般披露	Policies on identification and mitigation of significant climate related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	Environmental Protection: Climate Change 環境保護：氣候變化
KPI A4.1 關鍵績效指標A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述以及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	
<b>B. Social</b> <b>B. 社會</b>		
<b>B1 Employment</b> <b>B1 僱傭</b>		
General Disclosure 一般披露	Information on:  (a) the policies; and  (b) compliance with relevant laws and regulations that have a significant impact on the issuer  relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.  有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的：	Social Responsibility: Employment and Labour Practices 社會責任：僱傭及勞工常規
KPI B1.1 關鍵績效指標B1.1	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	
KPI B1.2 關鍵績效指標B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	

# Environmental, Social and Governance Report 2023 (Continued)

## 2023年環境、社會及管治報告(續)

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



## Environmental, Social and Governance Report 2023 (Continued)

### 2023年環境、社會及管治報告(續)

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

# Environmental, Social and Governance Report 2023 (Continued)

## 2023年環境、社會及管治報告(續)

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

## Environmental, Social and Governance Report 2023 (Continued)

### 2023年環境、社會及管治報告(續)

Subject Areas 主要範疇	Content 內容	Corresponding Section of the Report 對應報告章節
<b>B6 Product Responsibility</b> <b>B6產品責任</b>		
General Disclosure 一般披露	Information on: <ul style="list-style-type: none"> <li>(a) the policies; and</li> <li>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</li> </ul> relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. <p>有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的：</p> <ul style="list-style-type: none"> <li>(a) 政策；及</li> <li>(b) 遵守對發行人有重大影響的相關法律及規例的資料。</li> </ul>	Social Responsibility: Product Responsibility 社會責任：產品責任
KPI B6.1 關鍵績效指標B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	
KPI B6.2 關鍵績效指標B6.2	Number of products and service-related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	
KPI B6.3 關鍵績效指標B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	
KPI B6.4 關鍵績效指標B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	
KPI B6.5 關鍵績效指標B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	

# Environmental, Social and Governance Report 2023 (Continued)

## 2023年環境、社會及管治報告(續)

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

