



众安集团

ZHONG AN GROUP

(股份代號 Stock Code : 00672.HK)

眾安集團有限公司

ZHONG AN GROUP LIMITED

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立的有限公司)

Environmental,
Social and
Governance Report

2023

環境、社會及管治報告

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

CONTENTS

ABOUT ZHONG AN GROUP

The Group's Awards and Recognitions
Corporate Culture

ABOUT THE REPORT

Reporting Period and Scope
Reporting Principle

CORPORATE SOCIAL RESPONSIBILITY GOVERNANCE

Stakeholder Communication

MATERIALITY ASSESSMENT

COMMUNITY INVESTMENT

ANTI-CORRUPTION

Whistle-blowing Policy

ENVIRONMENTAL PROTECTION

Emissions
Exhaust Gas, Dust and Greenhouse Gas Emissions
Waste Management
Sewage Discharge
Use of Resources
The Environment and Natural Resources
Climate Change

EMPLOYMENT AND LABOUR PRACTICES

Employment Policy
Dismissal Policy
Equal Opportunity and Diversity Policy
Communication with Employees

LABOUR STANDARDS

HEALTH AND SAFETY

Workplace Safety
Physical and Mental Health

DEVELOPMENT AND TRAINING

SUPPLIER MANAGEMENT

Procurement and Supplier Assessment
Environmental Protection

PRODUCT RESPONSIBILITY

After-sales Service
Privacy Policy and Intellectual Property
Advertising and Labelling

INDEX OF ESG REPORTING GUIDE IN APPENDIX C2 TO THE LISTING RULES OF THE STOCK EXCHANGE

目錄

關於眾安集團	2
集團獎項及榮譽	3
企業文化	6
關於本報告	7
報告期間及範圍	7
匯報原則	8
企業社會責任管治	9
持份者溝通	10
重要性評估	11
社區投資	12
反貪污	16
舉報政策	17
環境保護	18
排放物	
廢氣、揚塵及溫室氣體排放	19
廢棄物處理	22
污水排放	24
資源使用	25
環境及天然資源	27
氣候變化	28
僱傭及勞工慣例	29
僱傭政策	30
解僱政策	33
平等機會及多元化政策	33
員工溝通	34
勞工準則	35
健康及安全	35
工作安全	36
身心健康	37
發展及培訓	38
供應商管理	41
採購及供應商評估	41
環境保護	42
產品責任	43
售後服務	44
私隱政策及知識產權	44
宣傳及標籤	44
聯交所上市規則附錄C2《環境、社會及管治報告指引》索引	45

ABOUT ZHONG AN GROUP

Zhong An Group Limited (the “**Company**”) and its subsidiaries (collectively, the “**Group**” or “**we**”) were founded in Hangzhou, Zhejiang Province in 1997, and was listed on the Main Board (the “**Main Board**”) of The Stock Exchange of Hong Kong Limited (the “**Stock Exchange**”) in 2007. The Group was the second real estate developer in Zhejiang Province to be listed on the Main Board. After 27 years of development, the Group has become one of the leading property developers in the Yangtze River Delta region of China. The Group has been focusing on the urbanisation of the Yangtze River Delta region for a long time and has accumulated extensive experience in the development of integrated real estate projects in the region. In the future, the Group will continue to focus on the cities in the Yangtze River Delta and Zhejiang Province and focus on the future core of the cities within its area for project expansion. The Company has maintained a reputation for sound management over the years and has been highly recognised by financial institutions and relevant government departments. The Company has been ranked as one of the Top 100 China Real Estate Developers, and has been listed as one of the Top 10 Hong Kong Listed Domestic Property Companies with Financial Stability for consecutive years.

In 2014, the Company spun off its subsidiary, China New City Group Limited (“**China New City**”) (stock code: 1321.HK), which is separately listed on the Main Board of the Stock Exchange, and is principally engaged in the businesses of commercial property development, commercial operations and hotel management. In July 2023, the Group successfully spun off its property management company, Zhong An Intelligent Living Service Limited (“Zhong An Intelligent”), for listing on the Main Board of the Stock Exchange. As a result, the Group has become a large enterprise group in Zhejiang Province with listed companies in real estate, commercial and property management. As at 31 December 2023, the Group held 66.0% equity interest in China New City and 73.4% equity interest in Zhong An Intelligent, the businesses of which will be covered in this Report, and Environmental, Social and Governance Reports will be published separately by China New City and Zhong An Intelligent.

關於眾安集團

眾安集團有限公司（「**本公司**」）及其附屬公司（統稱「**本集團**」或「**我們**」）於一九九七年在浙江杭州蕭山成立，於二零零七年於香港聯合交易所有限公司（「**聯交所**」）主板（「**主板**」）上市，成為浙江省第二家在主板上市的房產企業。經過二十七年的發展，本集團已成為中國長江三角地區領先的房地產發展商之一。本集團長期以來專注於長三角地區城市化發展，在該地區積累了綜合房地產項目開發的豐富經驗，未來將繼續深耕長三角及浙江省內城市，聚焦佈局範圍內城市未來核心進行項目拓展。本公司多年來一直保持穩健經營的口碑，獲得了金融機構和政府相關部門的高度認可。本公司位列中國房地產百強企業，並連續多年獲得中國大陸在港上市房地產公司財務穩健性TOP10等多項榮譽稱號。

本公司於二零一四年分拆旗下中國新城市集團有限公司（「**中國新城市**」）（股份代號：1321.HK），其於聯交所主板獨立上市，主要從事商業地產開發、商業運營和酒店管理等業務。2023年7月，本集團成功分拆旗下物業管理公司眾安智慧生活服務有限公司（「**眾安智慧**」），其於聯交所主板上市。本集團也因此成為浙江省內一家同時擁有房產、商業和物業管理上市公司的大型企業集團。於二零二三年十二月三十一日，本集團持有中國新城市的66.0%的權益，及眾安智慧73.4%的權益，本報告內容將涵蓋其業務，而中國新城市及眾安智慧亦會另外刊發獨立的環境、社會及管治報告。

The Group's Awards and Recognitions

In 2023, the Group continued to maintain excellent product and service quality, and won the following awards and recognitions:

集團獎項及榮譽

於二零二三年度，本集團繼續維持優良的產品及服務質素，並獲得以下獎項及認可：



2023 Top 100 China Real Estate Developer
2023中國房地產百強企業

2023 Top 100 Property Management Companies in terms of Service Capabilities Rank 38
2023中國物業服務力百強企業第38名



2023 Potential Unicorn of China Property Service Companies
2023中國物業服務企業潛力獨角獸

2023 Excellent Property Management Company in China
2023中國專項物業服務優秀企業



2023 Top 100 Property Management Company in China
2023中國物業服務百強企業

2023 Top 50 Integrated Strength Property Management Companies in China Rank 40
2023中國物業服務企業綜合實力50強第40名



2023 Leading Intelligent Property Services Company in China
2023中國物業智慧物業服務領軍企業



Top 10 Social Enterprise of the Year
年度十大公益企業



2023 Annual Property Service Enterprise with Sense of Social Responsibility in China
2023中國物業服務年度社會責任感企業



2023 Capital-focused Unicorn of China Property Service Enterprises
2023中國物業服務企業資本關注獨角獸



2023 China's Top 100 Property Service Companies with Comprehensive Strengths
Rank 39
2023中國物業服務綜合實力百強企業第39名



2023 Top 100 Property High Quality Service Providers in China
2023中國物業高品質服務力百強企業

Other recognitions include but not limited to:

其他認可包括但不限於：

- 2023 Top10 Hong Kong Listed Domestic Developers Worthy of Investment
- 2023 Top 100 China Real Estate Developers
- 2023 Top 10 Hong Kong Listed Domestic Property Companies with Financial Stability
- 2023 Top 10 Hong Kong Listed Domestic Property Companies with Investment Value
- 2023 Top 10 Chinese Real Estate Companies by Operational Efficiency
- 2023 Outstanding Real Estate Development and Companies in China
- 2023 Top 10 China Real Estate Enterprise for Social responsibility
- 2023 Top 10 Commercial Real Estate Operation Companies in China
- 2023 Top 100 China Integrated Property Service Enterprises No. 39
- 2023 Top 100 Property Management Companies in China
- 2023中國大陸在港上市房地產公司投資價值TOP10
- 2023中國房地產百強企業
- 2023中國大陸在港上市房地產公司財務穩健性TOP10
- 2023中國在港上市房地產公司投資價值TOP10
- 2023中國房地產百強企業運營效率TOP10
- 2023中國房地產代建運營優秀企業
- 2023中國房企社會責任10強
- 2023中國商業地產運營十強企業
- 2023中國物業服務綜合百強No.39
- 2023中國物業服務百強企業

CORPORATE CULTURE

Whilst growing steadily, the Group is dedicated to the mission of “developing businesses that are beneficial to society” and upholds its core value of “innovate efficiently, dare to be the first”. We embrace the principle of corporate sustainable development. With the basis of property development and commercial service, the Group persists in building urban complexes and diving into residential and commercial services. Meanwhile, the Group embraces the corporate spirit of “daring to overcome difficulties; staying humble after success”, after the gradual relaxation of the epidemic prevention and control policy, we bounced back and continued to move forward with a positive and high spirit. Looking forward, the Group will continue to implement the three core spirits, focus on core business, and seek new opportunities

In the future, the Group will make use of its innovative philosophy and its brand value and continue to deepen its development in the Yangtze River Delta Region to seize the opportunities and develop steadily, and realise diversification and synergies of business and product. Meanwhile, the Group always maintains high environmental and social standards to secure sustainable corporate development, satisfies the needs of the stakeholders and maximises the values for shareholders.

企業文化

在穩健發展的同時，本集團一直堅持「致力於發展對社會有益的事業」的使命及「高效創新，敢為人先」的核心價值觀。我們擁抱企業可持續性的原則，致力以房產開發為基礎，以商業服務為主線，打造城市生活綜合體，推進住宅和商業服務業。同時本集團抱著「困難面前要昂首，逆水敢行舟；成功之後須低頭，順境方持久」的企業精神，在疫情防控政策逐漸放開後，我們重整旗鼓，以積極高昂的精神面貌繼續前行。邁向未來。本集團會繼續貫徹三個核心精神，做好主業及尋找更多新機會。

未來，本集團將利用創新理念和自身的品牌價值優勢繼續深耕長三角地區，抓住機遇，穩健發展，實現業務及產品組合多元化和協同化；同時，本集團一直堅持高標準的環保及社會要求，確保企業的可持續發展，以及滿足持份者的需求，並為股東創造最大價值。



ABOUT THE REPORT

The Group is pleased to issue the 8th Environmental, Social and Governance (“ESG”) Report (the “Report”) to disclose our ESG policies, objectives, overall performance in the year to inform stakeholders of our approach to sustainability.

All data and information in this Report are derived from official documents and statistical reports of the Group, and has been reviewed and approved by the board of directors of the Company (the “Board”).

REPORTING PERIOD AND SCOPE

Taking into account the main business of the Group, unless otherwise stated, the Report covers the overall performance, risks, strategies, measures and commitments in our property development, property leasing, hotel operations and property management services, with respect to four ESG aspects, namely, environmental protection, employment, operating practices and community engagement during the year ended 31 December 2023 (the “Reporting Period”). The scope of the Report for the Reporting Period is the same as the previous reporting period. The Chinese and English versions of this Report have been uploaded to the website of the Stock Exchange and the Group (<https://www.zhongangrouphk.com>). In case of any discrepancy between the English and Chinese versions, the Chinese version shall prevail.

關於本報告

本集團欣然發佈第八份環境、社會及管治（「ESG」）報告（「本報告」），披露我們於本年度的ESG政策、目標及整體表現，讓持份者了解我們的可持續方針。

本報告數據及資料均來自本集團的正式文件及統計報告，並經由本公司董事會（「董事會」）審閱及批准。

報告期間及範圍

考慮本集團的主要業務，除另有說明者外，本報告涵蓋截至二零二三年十二月三十一日年度（「報告期間」）本集團的物業開發、物業租賃及酒店營運、及物業管理服務等方面業務在環境保護、僱傭、營運常規及社區參與等四個ESG議題上的整體表現、風險、策略、措施及承諾。於報告期間之本報告範圍與上一報告期間相同。本報告的中、英文版本已上載至聯交所及本集團網頁(<https://www.zhongangrouphk.com>)。如中、英文版本有任何抵觸之處，應以中文版本為準。

Reporting Principle

The Report is issued in accordance with the mandatory disclosure requirements and the “comply or explain” provisions in the “Environmental, Social and Governance Reporting Guide” (the “ESG Guide”) as contained in Appendix C2 to the Rules Governing the Listing of Securities (the “Listing Rules”) on the Main Board of the Stock Exchange, to disclose the environmental, social and governance policies, strategies, objectives and overall performance of the Group. The Report follows the following four reporting principles as the basis for reporting:

匯報原則

本報告乃應聯交所主板證券上市規則（「上市規則」）附錄C2所載的「環境、社會及管治報告指引」（「ESG指引」）中的強制披露規定及其「不遵守就解釋」條文而發表，披露有關本集團在環境、社會及管治報告範疇上的方針、策略、目標及整體表現。本報告跟從以下四個匯報原則作為匯報基礎：

Materiality 重要性	To identify the Group's material ESG issues and disclose them in the Report, we discuss the relevant issues through Board meetings and also understand the expectations of our stakeholders through ongoing communication with them. 為識別本集團的重大ESG議題及於本報告內披露，我們透過董事會會議討論相關議題，亦透過與持份者的持續溝通了解其期望。
Quantitative 量化	Where appropriate, the Group has collected quantitative environmental and social key performance indicators, and disclosed them in the Report. 本集團在可行情況下，已收集可量化的環境及社會績效指標，並於本報告中作披露。
Balance 平衡	The Group thoroughly and objectively disclosed relevant ESG performance in the Report. 本集團全面及客觀地於本報告中披露相關的ESG表現。
Consistency 一致性	The method of collecting and analysing figures used in preparing the Report is consistent with previous years for stakeholders to compare current year and past data. If there is any change in the method used or the scope of reporting, it shall be explained in the footnote for stakeholders' references. 本集團在編製本報告時所用的收集及統計數字方法與往年一致，以供持份者比較本年度及過往數據。若所用的方式或匯報範圍有變，即在附註中解釋以供持份者參考。

CORPORATE SOCIAL RESPONSIBILITY GOVERNANCE

The Group attaches great importance to sustainable development and safeguarding the interests of its stakeholders, and is committed to fulfilling our corporate social responsibilities. In order to understand the needs and expectations of different stakeholders and to improve our operational decisions, we have maintained continuous communication with stakeholders, including shareholders, investors, employees, national and local governments, suppliers and partners, and the community, etc.

The Group has set forth clear instructions for daily operation to comply with or exceed minimum legal standards, with a view to establishing complete guidance. The corporate social responsibility policies are applicable to all directors, senior executives and all other employees and are made aware to our suppliers and other related parties to ensure our values are in alignment.

The chief decision maker for the Group's sustainable development strategies, objectives and related reporting matters is the Board. The Board plays the leading role in monitoring and deciding on sustainable development policies and overseeing and managing environmental, social and governance matters of the Group in the context of the current business strategy of the Group. The Board recognises its responsibility for identifying, evaluating and monitoring ESG-related risks, as well as ensuring that appropriate and effective ESG risk management and internal control systems are in place. The Board will hold meetings to monitor and review the Group's ESG performance and the implementation and effectiveness of the Group's ESG management policies, strategies and risks.

For the Group's corporate governance structure and other relevant information, please refer to the section headed "Corporate Governance Report" in the "Annual Report 2023".

企業社會責任管治

本集團重視可持續發展及保障一眾持份者的利益，並致力履行我們的企業社會責任。為了解不同持份者的需求及期望，並完善我們的營運決策，我們一直保持與持份者的持續溝通，包括股東、投資者、員工、國家及地方政府、供應商及合作夥伴、以及社區大眾等。

本集團已為日常營運訂立清晰的要求，致力遵守及甚至優於最低法律標準，設立完善的指引。我們的企業社會責任政策適用於全體董事、高級行政人員及所有其他員工，並讓供應商等所有相關方認識我們的相關政策，確保價值觀貫徹一致。

本集團的可持續發展策略、目標及相關報告事宜的最高決策人為董事會。董事會擔當監察及決定可持續發展政策的領導角色，並於本集團目前業務策略的背景下監督及管理本集團環境、社會及管治事宜。董事會確認其有責任識別、評估及監控ESG相關風險，並確保建立適當且有效的ESG風險管理及內部控制系統。董事會會召開會議，監察及審查本集團的ESG表現及本集團ESG管理政策、策略及風險的實施及有效性。

有關本集團企業管治架構及其他相關資料，請參閱《二零二三年報》中的《企業管治報告》章節。

Stakeholder Communication

持份者溝通

The Group has established various channels to communicate with stakeholders, to gather their views and to create sustainable growth and long-term value.

本集團已設立多種渠道與持份者交流，收集他們的意見，並為其創造可持續增長及長期價值。

Stakeholders 持份者



Shareholders and investors
股東及投資者



Media
媒體



Employees
員工



Suppliers and contractors
供應商及承包商

Main communication channels 主要溝通渠道

<ul style="list-style-type: none"> Shareholders' meetings 股東大會 Periodic financial reports 定期財務報告 Statutory disclosures and voluntary disclosures 法定披露及自願披露 Results presentation (online/offline), road shows and reverse road shows 業績發佈會(線上/線下)、路演與反向路演 	<ul style="list-style-type: none"> Press releases and company newsletter 新聞稿及公司簡報 Media interviews and events 傳媒訪問及活動 WeChat official accounts 微信公眾號 	<ul style="list-style-type: none"> Employee meetings 員工會議 Training programs 培訓計劃 Corporate WeChat 企業微信 E-mails 電郵 	<ul style="list-style-type: none"> Supplier conferences 供應商會議 Reviews 審核 Site visits 實地考察
--	--	---	---

The Group attaches great importance to stakeholders' opinions. Should you have any comments on the Group's environmental, social and governance policies and performance after reading the Report, you are welcome to share your views with us through the followings:

本集團十分重視持份者的意見，如閣下參閱本報告後，對本集團的環境、社會及管治方針與表現有任何意見，本集團歡迎各持份者就下列方式與我們分享寶貴意見：

Correspondence address: Room 4009, 40/F,
China Resources Building,
26 Harbour Road,
Wanchai, Hong Kong
Facsimile: (852) 2877 6990
E-mail: ir@zafc.com

郵寄地址：香港灣仔
港灣道26號
華潤大廈
40樓4009室
傳真：(852) 2877 6990
電郵：ir@zafc.com

MATERIALITY ASSESSMENT

To identify the material ESG issues during the Reporting Period, the Board, the management and a designated team has reviewed ESG related issues and evaluated the significance of these issues to the Group's business and stakeholders and disclose accordingly. The following are 18 material issues identified by the Group which will be disclosed in the Report:

重要性評估

為識別本集團於報告期間的ESG重要性議題，董事會、管理層及專責團隊已檢討ESG相關議題，並評估該等議題對本集團業務及持份者的重要性，從而作出相關披露。以下是本集團識別的18個重要性議題，並將會於本報告集中披露：



Environmental Protection
環境保護



Employment and Labour Practices
僱傭及勞工常規



Operational Practices
營運慣例



Community Involvement
社區參與

<ol style="list-style-type: none"> 1. Climate change related risks and opportunities (e.g. typhoons and floods) 1. 氣候變化相關風險及機遇 (如颱風及水災) 2. Energy efficiency 2. 能源使用效益 3. Emissions of pollutants 3. 污染物排放 4. Green and sustainable architectural design 4. 綠色及可持續建築設計 5. Promotion and protection of biodiversity 5. 生物多樣性推廣及保護 6. Waste and sewage management 6. 廢棄物及污水管理 	<ol style="list-style-type: none"> 7. Occupational health and safety 7. 職業安全及健康 8. Staff remuneration and welfare 8. 員工薪酬福利 9. Training and development 9. 培訓及發展 10. Equal opportunity and anti-discrimination 10. 平等機會及反歧視 	<ol style="list-style-type: none"> 11. Anti-corruption 11. 反貪污腐敗 12. Compliance with laws and regulations 12. 營運合法合規 13. Product and construction quality and safety 13. 產品及工程質量與安全 14. Customer information and privacy protection 14. 客戶訊息及隱私保護 15. Intellectual property protection 15. 保護知識產權 16. Supplier management (e.g. monitoring system) 16. 供應商管理 (如監察制度) 	<ol style="list-style-type: none"> 17. Participation in volunteer activities 17. 參與義工活動 18. Charitable donation 18. 慈善捐贈
---	---	--	--

COMMUNITY INVESTMENT

Ever since the establishment of the Group, we have been adhering to the principle of “continuous actions and borderless love (行無根、愛無疆)”, actively fulfilling our corporate social responsibilities and facilitating community development and building. In order to further carry out public welfare activities, Zhejiang Zhongan Charity Foundation (the “**Foundation**”) was founded in 2017 with the philosophy of “charity from Zhong An and love across the world (眾心向善，愛行天下)”. We hope to encourage others to join the charity through our own abilities, so that more people can be benefited.

During the Reporting Period, the Foundation organized a total of 23 community charity events, with a total donation of approximately RMB2.5 million, which was used for caring for the community, rural revitalization and education aid. The beneficiaries included children, students, the elderly, etc.

社區投資

自本集團成立以來，我們一直秉承「行無根、愛無疆」的原則，積極履行企業社會責任以及參與促進社區發展及建設。為了能跟進一步實行公益活動，我們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。

報告期間，基金會一共開展23個社區慈善活動，合共捐贈支出近250萬元人民幣，用作關愛社群、鄉村振興及教育助學，受益人包含兒童、學生、長者等。



Caring for Firefighters

Wings of Zhong (「眾之翼」) volunteers visited Hangzhou Xiaoshan District Fire Rescue Brigade to present condolences to the families of firefighter who sacrificed their lives in rescue work and to pay tribute to the "super heroes" who walk against the flames.

慰問消防大隊

眾之翼志願者來到杭州市蕭山區消防救援大隊，為在救援工作中犧牲的消防烈士家屬送上慰問金，致敬在烈火中逆行的「超級英雄」。



Caring for Disabled Elderly

In January, Wings of Zhong volunteers brought rice, oil and other necessities and condolence money to Tongshan Village, Chunhu Town, Fenghua District, Ningbo to visit the disabled elderly. Since 2020, the volunteers would send the new year blessings to the elderly, and learn about their family situation, health condition and difficulties they face every New Year Eve.

慰問殘疾長者

在一月，眾之翼志願者帶著大米、油等生活必需品及慰問金，來到寧波奉化區純湖鎮同山村慰問殘疾長者。自二零二零年起，每年新年前夕，志願者都會為長者們送上新春祝福，了解他們的家庭狀況、身體情況和面對的困難。



Supporting Medical Development

In January, Secretary General Li Xiaolong (李小龍), and Deputy Secretary General Chen Liying (陳莉穎) of the Zhejiang Zhongan Charity Foundation went to Cixi Longshan Hospital (慈溪市龍山醫院) to participate in the "Fighting against Pandemic, Caring for You" (「抗疫有你，關懷有我」) donation ceremony, and donated RMB300,000 to Cixi Longshan Hospital for purchasing medical supplies and equipment, as well as sending their deepest sympathy and respect to the frontline healthcare staffs.

支持醫療發展

在一月，浙江眾安慈善基金會秘書長李小龍、副秘書長陳莉穎前往慈溪市龍山醫院參加「抗疫有你，關懷有我」捐贈儀式，向慈溪市龍山醫院捐贈30萬元人民幣，用於購買醫療物資設備，並向一線醫護人員致以深切的慰問和崇高的敬意。



Warm Winter Action

Zhejiang Zhongan Charity Foundation, together with Zhong An Group Taizhou City Company, Yiwu City Company, Zhejiang Women and Children's Foundation, Kaihua County Volunteer Service Centre, and Taizhou Chunyu Public Welfare Association, jointly launched the "Warmth Knocks at the Door" Warm Winter Action in 2023, in which masks and other materials were sent to the difficult children, elderly and disabled in the local community.

暖冬行動

浙江眾安慈善基金會攜手眾安集團台州城市公司、義烏城市公司、浙江省婦女兒童基金會、開化縣商企義工服務中心、台州市春雨公益協會，聯合開展二零二三「溫暖來敲門」暖冬行動，向當地的困境兒童、長者、殘疾人士等送去了口罩等物資。



Cool Drink Station of Love Activity

Over the past 3 years, Zhejiang Zhongan Charity Foundation has set up more than 80 cool drink stations in communities, shopping malls, construction sites and other areas under the real estate, property, commercial and construction sector of the Zhong An Group, covering 10 cities in 4 provinces, to provide outdoor workers with refreshing coolness and to thank them for their silent contributions through small acts of kindness. Over 200,000 bottles of cool drinks and various kinds of summer medicine were distributed.

愛心冷飲站活動

3年來，浙江眾安慈善基金會聯動眾安集團旗下房產、物業、商業、建築等板塊，在社區、商業廣場、在建工地等區域共設立了多於80個愛心冷飲站，遍及四省十城，向戶外工作者送上清涼，以微小善行感恩他們的默默付出。活動累計發放超20萬瓶愛心冷飲及各類防暑藥品。



99 Public Welfare Day

In September, Zhejiang Zhongan Charity Foundation and Xiaonei Parent-Child Camp jointly organised the “Welfare Together Charity Bazaar”, in which more than 120 parent-child families brought books from home to donate to children with autism, and some of the books will be placed in the public space for the children to read for free.

九九公益日

於九月，浙江眾安慈善基金會與蕭內親子營共同發起了「益」起來公益市集，活動中有超過120組親子家庭帶上家中的圖書來到現場，捐贈給自閉兒童，其中部分書籍將放置在公共空間，供小朋友們免費閱讀。

In addition to the above areas, the Foundation has been proactive in donating funds and materials, caring about different communities in society and participating in different types of charitable activities to give back to the society. During the Reporting Period, the Foundation has focused on four major areas, namely rural revitalization, shared prosperity, disease relief, and cultural inheritance, and has gradually upgraded its efforts. In terms of rural revitalization, the Foundation visited the elderly and the disabled in rural areas donated supplies to them. In terms of disease relief, the Foundation donated RMB300,000 to Cixi Longshan Hospital for purchasing medical supplies and equipments to support medical development.

In the future, the Group will continue to actively cooperate with the Foundation to organise and participate in community activities, hoping to give back to the community through these activities, thereby raising employees' community awareness, expanding volunteer team resources, and promoting the cohesion and inclusion between the Company and the community.

除了以上的範疇外，基金會亦一直積極捐贈善款及物資，關注社會上不同的社群，以及參與不同類型的慈善活動，回饋社會。報告期間，基金會承在鄉村振興、共同富裕，疾病救助、文化傳承四大領域佈局，並逐步升級。在振興鄉村方面，基金會探訪鄉村長者及殘疾人士，並向其捐贈物資。在疾病救助方面，基金會則向慈溪市龍山醫院捐贈30萬元人民幣，用於購買醫療物資設備，支持醫療發展。

未來，本集團會繼續積極與基金會合作，組織及參與社區活動，希望透過此類活動回饋社區，從而提升員工的社區意識，拓展志願者團隊資源，推動企業與社區之間的共融。

ANTI-CORRUPTION

The Group upholds the operational principles of honesty and trustworthiness, and strictly abides by all relevant national and regional laws and regulations during the Reporting Period, including but not limited to:

<p>Criminal Law of the People's Republic of China 《中華人民共和國刑法》</p>	<p>Prevention of Bribery Ordinance (Cap. 201 of the Laws of Hong Kong) 香港法例第201章《防止賄賂條例》</p>
<p>Anti-Money Laundering Law of the People's Republic of China 《中華人民共和國反洗錢法》</p>	<p>Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615 of the Laws of Hong Kong) 香港法例第615章《打擊洗錢及恐怖分子資金籌集條例》</p>

During the Reporting Period, the Group was not aware of any material breaches of laws and regulations relating to the prevention of corruption, extortion, fraud and money laundering that had a significant impact on the Group, nor were there any corruption cases filed and concluded against the Group or its employees.

To ensure the integrity of the Group's operations and compliance with the law, the Group has formulated a series of management systems in accordance with the above laws and regulations. The code of conduct of the Employee Handbook clearly states that any potential transfer of interest of employees in operational activities as well as internal and external engagement is strictly prohibited. There are corresponding measures in staff recruitment and promotion, daily procurement and sales, internal audit and business cooperation, including:

- verification of identity of job candidates and their relationship with existing employees to avoid hiring people who have close relationship with current employees or management of the Company with unreasonable terms;
- thorough investigation of capital sources of customers and business partners to prevent supporting any forms of money laundering; and
- strict control of procurement process to prohibit employees from gaining interest by facilitating customers to dishonestly secure procurement agreement.

反貪污

本集團堅守誠實守信的營商原則，在報告期間嚴格遵守一切相關的國家及地區的法律及法規，包括但不限於：

報告期間，本集團並不知悉任何嚴重違反有關防止賄賂、勒索、欺詐及洗黑錢的法律及法規，且對本集團有重大影響的事宜，亦無對本集團或其員工提出並已審結的貪污訴訟案件。

為了確保集團的營運誠實及遵守法律，本集團根據以上的法律及法規制訂一系列的管理制度，並在員工手冊的行為準則內列明禁止員工在經營活動、內外部交往中可能發生的利益輸送。在員工招聘及晉升、日常採購及銷售、內部審核及企業合作等各方面均有相應措施，包括：

- 核實應徵者身份及員工關係，避免以不合理條件聘用與公司員工或管理層有密切關係的人士；
- 詳細調查客戶及合作企業的資金來源，防止以任何形式協助洗黑錢行為；以及
- 嚴格監控採購過程，禁止員工藉促成客戶以不誠實方式取得採購合同而獲取利益等。

We urge our directors, senior executives and all other employees to obey the laws in business operations and capital market. The Board does not tolerate any kinds of corruption, bribery, extortion, money laundering or other fraud activities. To strengthen our corporate governance, not only has the Group set up an internal audit department and an audit committee, but also hired external lawyers and auditors to comply with corporate governance requirements of the Stock Exchange for listed companies. We continuously review the effectiveness of our internal control to prevent fraudulent incidents. We provide anti-corruption training to our directors and employees and initiate onboarding and integrity training for new employees to ensure that employees understand the Group's requirements for honesty and trustworthiness.

Whistle-blowing Policy

In addition, to encourage whistle-blowing on misconduct, the Group has a well-maintained anonymous reporting mechanism, which encourages our staff, suppliers, business partners and other stakeholders to report any illegal or dishonest conducts through e-mails, telephone and other channels, and promises to take adequate measures to preserve anonymity of the whistle-blowers. If we receive any report about corruption, bribery, extortion, money laundering and other fraud activities, we will promptly initiate investigation, make internal verification and report to management and government authorities. With the Group's continued business development, we will further improve our anti-corruption system and continue to strengthen and intensify our monitoring efforts. The Group will regularly review the implementation of relevant policies and, where necessary, invest more resources to improve the mechanism.

我們要求董事、高級行政人員及所有其他員工在業務及資本市場經營層面均奉公守法。董事會絕不姑息任何貪污、賄賂、勒索、洗黑錢及其他欺詐活動。為加強企業管治，本集團除了設有內部審計部門及審核委員會，亦聘請外部律師及審計師以符合聯交所對上市公司的企業管治要求，我們持續檢討內部監控的成效，以防止欺詐事件發生。我們為董事及員工提供反貪污培訓，並開展新員工的入職廉政培訓，以確保員工了解集團對誠實守信的要求。

舉報政策

此外，為鼓勵對不當行為的舉報，本集團擁有完善的匿名舉報機制，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。隨著本集團業務持續發展，我們將進一步完善反貪污的制度體系，不斷強化和加大監管力度。本集團會定期檢視有關制度的實行情況，如有需要，將會投放更多資源以完善機制。

ENVIRONMENTAL PROTECTION

The Group's principal business includes property development and therefore inevitably has a certain degree of impact on the environment. We are committed to a sustainable development vision by proactively reviewing our environmental management in the course of our daily business operations and formulating relevant measures in various areas to contribute to the mitigation of climate change.

The Group closely monitors any changes in and strictly complies with the national and local environmental laws and regulations, including but not limited to:

環境保護

本集團的主要業務包括物業開發，因此無可避免地會對環境造成一定程度的影響。我們積極檢視日常業務運營過程中的環境管理，並向各方面制定相關措施，為減緩氣候變化出一份力，致力邁向可持續發展的願景。

本集團密切留意並嚴格遵守國家及地區最新的環境保護法律及法規，包括但不限於：

Environmental Protection Law of the People's Republic of China 《中華人民共和國環境保護法》	Law of the People's Republic of China on Noise Pollution Prevention and Control 《中華人民共和國噪聲污染防治法》
Atmospheric Pollution Prevention and Control Law of the People's Republic of China 《中華人民共和國大氣污染防治法》	Water Pollution Prevention and Control Law of the People's Republic of China 《中華人民共和國水污染防治法》
Law of the People's Republic of China on Environment Impact Assessment 《中華人民共和國環境影響評價法》	Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes 《中華人民共和國固體廢物污染環境防治法》
Decision of the State Council on Several Issues Concerning Environmental Protection 《國務院關於環境保護若干問題的決定》	

During the Reporting Period, the Group was not aware of any material violation of laws and regulations that had a significant impact on the Group relating to emissions of exhaust gas and greenhouse gas, discharges into water and land, generation of hazardous and non-hazardous waste. The Group also confirmed that there has been no violation of the aforesaid laws and regulations in the course of its business which has resulted in penalties imposed by the relevant government authorities.

Emissions

Exhaust Gas, Dust and Greenhouse Gas Emissions

Greenhouse gases generated during the daily business activities of the Group mainly come from direct exhaust gas emitted by various construction machineries and vehicles for project construction, and those from the electricity and paper consumption in our offices, warehouses and commercial properties. We strive to reduce greenhouse gas, exhaust gas and dust emissions, and we have continued to improve our existing emission reduction measures.

In addition, dust is generated by wind or motive power during the project construction, therefore, the Group has formulated internal guidelines to control dust generated by constructions, reduce air pollutants, and requires contractors to ensure that construction emissions comply with national standards to reduce exhaust gas and dust generated from construction.

報告期間，本集團並不知悉任何嚴重違反有關廢氣及溫室氣體排放、向水及土地的排污、有害或無害廢棄物的產生等的法律及法規，且對本集團有重大影響的事宜。本集團確認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。

排放物

廢氣、揚塵及溫室氣體排放

本集團日常經營活動產生的溫室氣體主要來自為項目施工時各類施工機械及運輸車輛的直接廢氣排放，以及辦公室、貨倉及商用物業的電力、紙張等消耗。我們致力減少溫室氣體、及廢氣和揚塵的排放，並持續改善現有的減排措施。

另外，開發項目施工時會因風力或動力產生揚塵，為此，本集團訂立內部指引，控制工程所產生的揚塵，減少空氣污染物，並要求承建商保證施工排放符合國家標準，以減少施工過程中產生的廢氣和粉塵。



**Greenhouse gas and exhaust gas
reduction measures**
溫室氣體及廢氣減排措施

- all construction machineries remaining idle shall be turned off, and vehicle engine must be switched off whenever stopped;
- 要求關掉所有閒置的施工機械及嚴格執行停車熄匙；
- employees shall be reminded to turn off all electrical equipment before leaving the Company;
- 提醒員工離開本公司前關掉所有電器；
- machineries, equipment and vehicles used shall satisfy the national and international environmental standards;
- 選用符合國家及國際環保標準的機器、設備及車輛；
- inspection and maintenance shall be conducted on a regular basis, in order to avoid excessive exhaust gas emissions caused by damaged components and to help minimize oil consumption; and
- 安排定期檢測及維修，預防零件破損導致排放過量廢氣，並有助減少耗油量；以及
- environmental greening shall be implemented within our properties to improve the environment and air quality.
- 在物業範圍進行適當綠化，改善環境及空氣質素。



Dust reduction measures
減少揚塵措施

- all vehicles carrying sand and gravel and other waste materials shall be covered with canvas to make sure such vehicles would not generate a large quantity of dust during transportation;
- 透過利用帆布遮蓋所有運載砂石等廢料的車輛，確保這些車輛不會於運載過程中製造大量揚塵；
- tires of vehicles entering or exiting the construction sites shall be washed and the road and vehicles shall be sprayed with water in order to prevent dust from being carried away along with the vehicles;
- 清洗進出施工現場的車輛輪胎，以及向道路及車輛灑水，避免將泥塵跟隨車輛離開工地；
- maximum speed of the vehicles shall be restricted; and
- 控制車輛的最高車速；以及
- more environmental-friendly construction materials shall be adopted and equipment shall be upgraded to effectively reduce emissions of hazardous gas and dust and minimize the impact on environment.
- 使用更環保的建築材料以及提升設備技術，有效管理控制揚塵、減少有害氣體及粉塵的排放，減低對環境的影響。

The Group will continue to implement the above emission reduction measures with the goal of continuing to reduce air pollutants and greenhouse gas emissions.

本集團會持續實行以上的減排措施，以繼續減少空氣污染物及溫室氣體的排放為目標。

Below is the data summary of the Group's emissions during the Reporting Period: 以下是本集團在報告期間的排放數據摘要：

Types of emissions 排放物種類	Unit 單位	2023 二零二三年	2022 二零二二年
Total greenhouse gas emissions 溫室氣體排放總量	tCO ₂ e 噸 (二氧化碳當量)	32,809.96	36,658.7
Scope 1 – direct emission 範圍一—直接排放			
• Fuel consumption • 燃料消耗	tCO ₂ e 噸 (二氧化碳當量)	4,510.03	4,478.2
Scope 2 – energy indirect emission 範圍二—能源間接排放			
• Purchased electricity • 外購電力	tCO ₂ e 噸 (二氧化碳當量)	28,299.93	30,180.5
Greenhouse gas emissions intensity 溫室氣體排放密度	tCO ₂ e/1,000 square meters of gross floor area 噸 (二氧化碳當量) / 千平方米建築面積	3.80	3.43
Exhaust gas emission 廢氣排放			
Nitrogen oxides 氮氧化物	kg 千克	1,465.61	1,460.6
Sulfur oxides 硫氧化物	kg 千克	16.04	15.89
Particulate matter 顆粒物	kg 千克	3.92	3.61

Waste Management

The Group's waste reduction measures follow the principles of waste reduction at the source and recycling and reuse. To minimise our impact on the environment, we have adopted various environmental protection measures in our daily operations and property operations, and require strict implementation from our staffs.

廢棄物處理

本集團減少廢棄物的措施遵從源頭減廢及回收重用的宗旨。為減少我們對環境的影響，我們在日常營運和物業營運中採取不同的環保措施，並嚴格要求員工執行。



The Group's daily operations generate general inert wastes and non-inert construction materials. In order to reduce waste, the Group requires the contractors to conduct classification of such wastes for proper recycling. General inert wastes generated during construction and renovation, including construction scraps, debris, dirt, asphalt and concrete, would be handed over to professional contractors for recycling and treatment; suitable materials can be recycled as construction materials or used for land formation.

本集團的日常營運會產生一般惰性廢物及非惰性建築物料。為減少廢棄物，本集團要求承辦商進行廢物分類，以妥善進行回收。建築工程、裝修等過程中的一般惰性廢物，包括建築碎料、瓦礫、泥土、瀝青及混凝土等，會交由專業承辦商回收及處置；適用的物料可循環再用作為建材或可被用作平整土地之用。

For non-inert construction materials which are not suitable for recycling or reuse, including plastic, bamboo, wooden materials, plants, packaging wastes and other organic materials, we require contractors to transport them to public garbage landfill for disposal. In case of any other metal and chemical wastes, we will engage professional contractors for recycling and disposal thereof. All wastes will be properly stored before being carried away from the site.

非惰性建築物料，如塑膠、竹、木料、植物、包裝廢物及其他有機物料，如不適合回收再用或再造，我們會要求承辦商運往公眾垃圾填埋場棄置。如有其他金屬及化學廢料，我們會委聘專業承辦商回收及棄置。所有的廢棄物於運離工地前，均會妥善放置。

In addition, in order to minimize the generation of solid electronic wastes, the Group has set up an “Information Management Centre”, which is responsible for unified procurement, installation, maintenance and recycling work of computers and other electronic products. The Information Management Centre arranges designated staff to recycle those electronic devices which have been procured for a long time, or damaged and cannot be used, with relevant records of registration. Electronic products that have been scrapped or which components need to be recycled are handled in accordance with the relevant procedures and disposed of appropriately.

此外，本集團已建立「訊息管理中心」，對電腦及其他電子類產品進行統一採購、安裝、維修及回收工作，以減少產生電子固體廢物。採購時間較長、或已損壞及無法再使用的電子儀器，均由訊息管理中心派專人回收，並做好相關登記處理工作，已報廢或需回收零件的電子產品則按照相關手續處理，適當棄置。

Office wastes are generally gathered at a designated place as required by the property management office of the building. Moreover, we will conduct classification of wastes, and engage contractors for recycling of toner cartridges and used refrigerants. In the office, we have the following measures to encourage our employees to reduce waste at source:

辦公室廢物方面，除了根據辦公室大廈管理處要求，將一般垃圾棄置於指定地方外，我們亦會進行垃圾分類，並委聘承辦商回收碳粉盒及已使用的製冷劑。在辦公室，我們有以下措施，鼓勵員工從根本減少製造廢物：

- using “recycled paper” for printing of unessential documents and encouraging paper recycling
- 使用「再生紙」打印非重要文件，鼓勵循環再用紙張
- prescribing the principle of “cherish and save resources” in the Employee Handbook and other codes of conduct, and promoting energy saving by mutual supervision within the departments in daily work
- 在員工手冊等行為準則內列明「愛護財物、提倡節約」的原則，並於日常工作中由部門內部相互監督而形成良好的節約氛圍
- minimising the use of disposables, such as paper cup, paper plate and plastic tableware
- 提倡避免使用一次性用品，如紙杯、紙碟及塑膠餐具等

We will continue to actively recycle to reduce the impact of our waste on the environment.

我們將會持續積極進行回收，以減少廢棄物對環境的影響。

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 二零二三年	2022 二零二二年
Total non-hazardous waste 無害廢棄物總量	Tonne 噸	96,745.41	88,538.0
Non-hazardous waste intensity 無害廢棄物密度	Tonne/1,000 square meters of gross floor area 噸／千平方米建築面積	11.21	8.76
Total hazardous waste 有害廢棄物總量	Tonne 噸	2.05	0.02
Hazardous waste intensity 有害廢棄物密度	Tonne/1,000 square meters of gross floor area 噸／千平方米建築面積	0.00	0.00

Sewage Discharge

During the process of operation, we strive to reduce unnecessary generation of sewage and water use. Contractors are required to properly dispose of sewage produced during construction process according to the laws. All sewage shall be discharged into the designated green treatment facilities in accordance with the instructions. Siltation traps and sedimentation tanks are equipped to reduce water pollution caused by garbage, oil or other materials to meet the emission standards. The Group regularly inspects the water quality, the sewage discharge efficiency and water supply facilities. Relevant contingency measures are in place for any accidents such as chemical spills. Sewage discharged during the Group's daily operation complies with legal requirements.

污水排放

在營運過程中，我們盡量避免污水的產生及不必要的用水，要求承建商按照法律規定，妥善處理工程中產生的污水。所有污水須根據指示排放到指定的環保處理設施。為減少因垃圾、油或其他物料造成的水污染，我們配置隔沙井及沉積池，以達至排放標準。本集團亦定期檢驗水質和檢查污水排效及供水設施，並已有相關應變措施應對化學品洩漏等意外事故。本集團日常運營過程中產生的污水水平符合法律要求。

Use of Resources

The Group is well aware of the finite nature of natural resources and therefore emphasises the importance of treasuring resources and enhancing the efficiency of use of resources. We are committed to reducing energy consumption by giving priority to energy-efficient electronic appliances. We also actively adopt effective measures to reduce waste of resources, including electricity consumption and water consumption, so as to reduce the damage to the environment.



Property operations
物業運營

- adopting natural sunlight and LED lighting system to reduce electricity consumption;
- 透過採用自然採光及LED照明系統減少電力消耗；
- using electrical appliances with higher energy efficiency;
- 用能源效益較高的電器；
- performing regular maintenance for escalators and elevators to ensure efficient operation;
- 定期維修電梯及升降機等設備，確保高效運作；
- closing certain facilities such as elevators, escalators and washrooms in off-peak hours;
- 於人流量較少的時段，暫停使用部分升降機、電梯、洗手間等設施；
- adjusting temperature of centralised cooling and heating system according to seasons and temperature;
- 按季節氣溫調整中央冷暖氣溫度；
- installing water-saving equipment in washroom and other facilities to reduce water usage; and
- 衛生間等設施使用節水設備以減少用水；以及
- examining occasionally the energy efficiency of the buildings and considering various renovation and procurement solutions where practicable, such as allowing more natural sunlight and utilising heat recovery system.
- 根據實際可行的原則，不時檢視建築物的能源效益，探討不同裝修和採購方案，包括增加天然光、使用熱回收系統等。

資源使用

本集團深明天然資源的有限性，因此強調珍惜資源，提高資源使用效益。我們承諾致力減少能源消耗，優先考慮能源效益較高的電器，並積極採用有效措施以減少浪費資源，包括耗電及耗水等，以降低對環境造成的傷害。



Offices
辦公室

- promoting green outing and charge for car parking services to encourage employees to commute by public transportation;
- 提倡綠色環保出行，收取一定停車費用，鼓勵員工乘坐公共交通工具上班；
- maintaining an appropriate indoor temperature, which shall not be lower than 26°C for the air conditioning system in the offices; and
- 維持合適室內溫度，在辦公室空調系統設定不低於26度；以及
- requiring employees to turn off all air conditioners and lighting system in the offices before leaving for the day.
- 要求員工離開公司前，關掉所有冷氣機及辦公室照明系統。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

We will review the effectiveness of these measures from time to time and make adjustments in accordance with our business operations, such as utilising variable air volume (VAV) air conditioning system, UV sterilizers and food waste processors, condensate recovery, setting up roof drain and water tank for rainwater harvesting, as well as installing water saving aerators for faucets, so as to enhance the utilisation efficiency of resources.

During the Reporting Period, the Group did not have any issues related to sourcing water that is fit for purpose.

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

我們會不時檢討此等措施的成效，並因應營運情況而有所調整，例如使用可變風量空調系統、紫外線消毒器、廚餘處理機、回收冷凝水、設置天臺排水口及儲水箱收集雨水、於水龍頭安裝節水器等，以提升資源使用效益。

本集團在報告期間沒有任何與求取適用水源方面相關問題。

以下是本集團於報告期間的資源消耗數據摘要：

Types of resource consumption 資源消耗種類	Unit 單位	2023 二零二三年	2022 二零二二年
Total water consumption 總耗水量	Cubic meters 立方米	889,995.80	885,639.5
Total water consumption intensity 總耗水量密度	Cubic meters/1,000 square meters of gross floor area 立方米／千平方米建築面積	103.13	87.60
Total energy consumption 能源消耗總量	MWh 千個千瓦時	69,780.34	69,535.8
Indirect energy – purchased electricity 間接能源—外購電力	MWh 千個千瓦時	49,622.89	49,468.2
Direct energy – fuel 直接能源—燃料	MWh 千個千瓦時	20,157.45	20,067.6
Total energy consumption intensity 總能源消耗密度	MWh/1,000 square meters of gross floor area 千個千瓦時／千平方米建築面積	8.09	6.88
Total packaging materials 包裝物料總量	Tonne 噸	3.78	3.76
Packaging materials consumption intensity 包裝物料消耗密度	kg/RMB million of revenue 公斤／百萬人民幣收益	0.26	0.37

The Environment and Natural Resources

Whilst the Group's operations do not have a material impact on the environment, we continue to minimise our environmental impact and consumption of natural resources through various measures. As the real estate development business generates noise during construction, we comply with the Law of the People's Republic of China on Noise Pollution Prevention and Control 《中華人民共和國噪聲污染防治法》 and other applicable laws, and ensure proper control of construction noise. Prior to construction, we report the names of the projects, the construction locations and periods, estimates of noise level, prevention and control measures the Group will take and the implementation of these measures to the environmental protection authorities of the local governments where the projects are situated. Construction hours will also be restricted as regulated.

Furthermore, the Group incorporates sustainable development elements into the design and planning of residential and commercial property projects, and designs green buildings that cater for users' needs while meeting environmental standards. Prior to project construction, the Group submits environmental impact reports to relevant government departments and only commences works upon obtaining approval. We hire contractors with good environmental and safety records for the development construction of our projects. All contractors are required to strictly comply with all prevailing national environmental and safety laws and regulations, which cover construction materials, methods, environment management at the construction sites.

The Group organises various training and public welfare activities for our employees, such as tree planting on Arbor Day, battery recycling, environmental trail walks, and garbage clean-up activities, on an irregular basis to improve their awareness of environmental protection. We make sure no trash is produced and left behind during the activities or trainings. We hope to cultivate our employees' active attitude towards environmental protection through their involvement. In addition, the Group also issues internal guidelines for environmental protection and shares green office and other relevant environmental information. We also specify "environmental protection and attention to appearance" and other contents in the code of conduct in the Employee Handbook.

環境及天然資源

雖然本集團的業務不會對環境造成重大的影響，但我們仍然透過不同的措施，減少我們對環境的影響及天然資源的消耗。由於房地產發展業務在施工期間會產生噪音，我們遵循《中華人民共和國噪聲污染防治法》等適用法律，妥善管理建築噪音。於工程開始前，我們會向項目工程所在地的政府環境保護行政主管部門申報該工程的項目名稱、施工場所和期限，以及可能產生的環境噪聲值和本集團所採取的環境噪聲污染防治措施的情況，並根據規定限制施工作業時段。

另外，本集團在住宅或商用物業項目設計及規劃時會融入可持續發展元素，設計既能滿足用戶需求、又可符合環保水平的綠色建築。在項目工程開始前，本集團會先呈交環境影響報告予有關政府部門，並確保取得審批後方可動工。我們亦委聘環保及安全紀錄良好的工程承包商負責我們旗下項目的開發工程，並要求承包商嚴格遵守所有現行中國環保及安全法律及法規，包括項目所用的建築材料、施工方法、工地環境管理等。

為致力提高員工環保意識，本集團不定期會組織各類培訓及公益活動予我們的員工，如植物節種樹、電池回收、環保毅行活動、垃圾清理運動等。在進行活動或培訓時，我們會確保不製造及遺留垃圾。我們希望員工們透過親身參與，培養愛護環境的正面態度。此外，本集團亦發出內部環保指引，分享綠色辦公室等相關環保資訊，亦在員工手冊的行為準則內容中寫明「保護環境、注重儀表」等內容。

Climate Change

Climate change affects businesses globally to varying degrees. Given the nature of our business, climate change also brings a certain degree of risks and opportunities. In view of this, the Group will pay more attention to the relevant risks and opportunities and take appropriate measures as soon as possible to safeguard the sustainable development of the Group and the interests of its stakeholders.

As a real estate developer, concerns about climate change from all sectors have made green building design more and more important. To this end, the Group has also actively considered various environmentally friendly architectural proposals, and implemented emission reduction measures during the construction process. Looking ahead, we will continue to closely monitor related development opportunities.

In addition, climate change makes extreme weather such as typhoons and floods more frequent, and may also lead to a rise in sea level, affecting the safety of the Group's properties, especially those in coastal areas, employees and customers to a certain extent. Therefore, the Group has formulated plans outlining contingency arrangements under extreme weather conditions to ensure that the personal safety of employees and customers is prioritized and damage is minimized. Moreover, we will also incorporate climate change related risk assessment procedures into newly acquired projects in order to reduce the risk of property damage.

In the operation of the Group, we also implement a series of measures to reduce emissions, improve energy efficiency and reduce waste of resources, so as to reduce our direct and indirect greenhouse gas emissions and contribute to slowing down global warming and climate change, while also reducing the risks it brings to the Group.

氣候變化

氣候變化對全球的企業都帶來不同程度的影響，考慮到我們的業務特性，氣候變化亦會為我們帶來一定程度上的風險及機遇。有見及此，本集團將提高對相關風險及機遇的關注，盡早作出相應對策，維護本集團的可持續發展及其持份者的利益。

作為房地產發展商，各界對氣候變化的關注使綠色建築設計越來越受到重視，為此，本集團亦積極考慮各項環保建築方案，並在施工過程中實施減排措施。展望未來，我們會繼續密切留意相關的發展機遇。

此外，氣候變化使極端天氣如颱風及水災更頻繁，亦可能導致海平面上升，令本集團旗下，尤其是位於沿海區域的物業、員工及客戶的安全受到一定程度的影響。因此，本集團已制定方案列明極端天氣情況下的應急安排，確保優先保障員工及客戶的人身安全以及將損害減至最低。此外，我們亦會在新收購的項目中加入氣候變化相關風險的評估程序，減低物業損毀的風險。

在本集團的營運中，我們亦實行一系列的措施，減少排放、提升能源效益及減少資源浪費，以減低我們的直接及間接溫室氣體排放，為減緩全球暖化及氣候變化作出貢獻，同時亦為本集團降低其帶來的風險。

EMPLOYMENT AND LABOUR PRACTICES

The dedication of our employees is the foundation of the Group's growth and the key to making the Group one of the most competitive property developers in the Yangtze River Delta and in the country as a whole. Our employees are the core assets of the Group and the cornerstone of corporate success. Therefore, we endeavor to provide a fair, safe and comfortable working environment for our employees to develop together with the Group.

The Group did not violate any laws and regulations relating to remuneration and dismissal, recruitment and promotion, working hours, rest days, equal opportunities, diversity, anti-discrimination and other treatment and welfare, including but not limited to:

Labour Law of the People's Republic of China 《中華人民共和國勞動法》	Labour Contract Law of the People's Republic of China 《中華人民共和國勞動合同法》
Employment Ordinance (Cap. 57 of the Laws of Hong Kong) 香港法例第57章《僱傭條例》	Minimum Wage Ordinance (Cap. 608 of the Laws of Hong Kong) 香港法例第608章《最低工資條例》
Employees' Compensation Ordinance (Cap. 282 of the Laws of Hong Kong) 香港法例第282章《僱員補償條例》	

During the Reporting Period, the Group was not aware of any material breach of laws and regulations in relation to employment that has a significant impact on the Group.

僱傭及勞工慣例

員工的付出是本集團成長的基礎，亦是本集團能夠成為長三角乃至全國最具競爭力的房地產開發商之一的重要關鍵。員工是本集團的核心資產及企業成功的基石，因此我們著力提供公平、安全及舒適的工作環境，讓員工能與本集團一同發展。

本集團已遵守所有有關薪酬及解僱、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法律及法規，包括但不限於：

於報告期間，本集團並不知悉我們在僱傭方面有任何嚴重違反法律及法規，且對本集團有重大影響的事宜。

Employment Policy

To attract talents, the Group established a fair recruitment process, an attractive remuneration system, a safe working environment and extensive room for development. To ensure the stability of human resources structure, the Group provides reasonable and competitive remuneration package and welfare for employees in accordance with the specific condition of individual employee and the market condition.

We formulated the handbook of “Human Resource Management System” in accordance with relevant laws and regulations to ensure equal promotion opportunities and other packages, minimum wage, maximum work hours, compensation leave, provident fund or retirement protection, and long-term service awards for all employees. As to promotion path, the Group has specified the path, qualifications and requirements for promotion in the recruitment management system. The Company’s other welfare, bonus and incentives are clearly stated in the remuneration and welfare system.

The Group’s employees are principally from China (including Hong Kong Special Administrative Region), and most of our employees have entered into fixed-term or permanent labour contracts, which safeguard interests of our employees under the law and binds them with responsibilities. For some outsourcing or temporary workers at junior posts, the Group maintains fair and equal packages for them to firmly protect the interests of all employees. Some workers who are on shift, such as those in the canteen and other front-line posts, enjoy overtime pay or rest adjustment; and those who are subject to variable working hours, such as drivers, may receive allowances or overtime pay according to the labour contract law. In view of intense competition in the domestic real estate industry and increasing demand for talents, staff turnover is inevitable. The Group considers such staff turnover rate was at a normal level during the Reporting Period.

僱傭政策

為了吸引人才，本集團建立了公平的招聘程序、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，確保人力資源架構穩定，本集團亦會因應員工情況及市場情況，提供合理且具競爭力的薪資和員工福利。

我們按照相關法律及法規制定《人事管理制度》手冊，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一一清晰列舉。

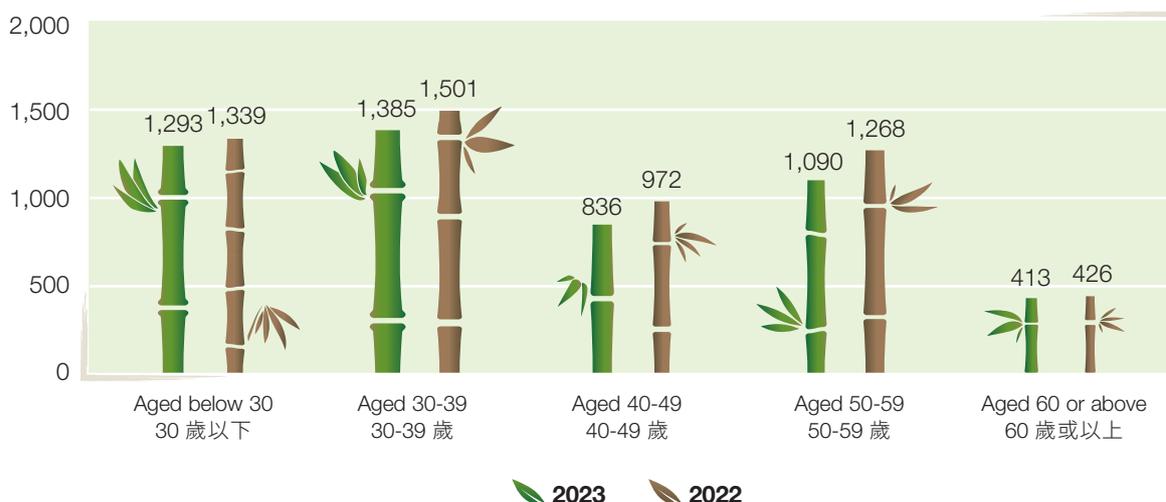
本集團的員工主要來自中國（包括香港特別行政區），大部分員工簽署固定期限或永久性勞動合同，員工的權益受到合法保障，其責任亦受勞動合同約束。對於個別基層崗位外包或臨時人員，本集團在待遇方面一律保持公平及公正，堅決維護員工全體利益。部分員工需輪班工作，如食堂等一線崗位，均享有加班費或調休福利；對於司機等工時不定的崗位，本集團亦會按照勞動法給予補貼或加班費。國內房地產行業競爭激烈，人才需求上升，難免導致員工流失，本集團認為報告期間的人員流失情況正常。

As at 31 December 2023, the Group had a total of 5,017 employees, of which 5,011 are from China. The followings are the number of employees by age group, gender and employment type during the Reporting Period:

於二零二三年十二月三十一日，本集團一共有5,017名員工，其中5,011名來自中國。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：

Staff category 員工類別	Unit 單位	2023 二零二三年	2022 二零二二年
By gender 按性別劃分			
Male 男性	Person 人	2,855	3,128
Female 女性		2,162	2,378
By employment type 按僱傭類型劃分			
Full-time long-term employees 全職長期員工	person 人	2,135	1,345
Full-time contracted employees 全職合約員工		2,878	4,130
Temporary/part-time employees 臨時／兼職員工		4	31
By geographical region 按地區劃分			
China 中國	person 人	5,011	5,500
Other regions 其他地區		6	6

Number of Employees by Age
按年齡劃分的員工人數



Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

The following is the employee turnover rates by gender and age group of the Group during the Reporting Period¹:

以下為本集團報告期間按性別及年齡組別分類的僱員流失比率¹：

Staff category 員工類別	Unit 單位	2023 二零二三年	2022 二零二二年
By age group 按年齡組別劃分			
Aged below 30 30歲以下	% 百分比	40	41
Aged 30-39 30-39歲		31	29
Aged 40-49 40-49歲		36	25
Aged 50-59 50-59歲		34	24
Aged 60 or above 60歲或以上		27	20
By gender 按性別劃分			
Male 男性	% 百分比	36	31
Female 女性		32	29
By geographical region 按地區劃分			
China 中國	% 百分比	35	30
Other regions 其他地區		25	25

¹ 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%

¹ 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%

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. Violation of laws shall be processed according to the relevant national laws, whereby the rights of dismissed employees shall be protected by relevant terms and they have the rights to seek suitable compensation for any labour disputes. During the Reporting Period, the Group was not involved in any labour disputes due to dismissal. The Group made payment for claims and dismissal payable as regulated by the state.

Equal Opportunity and Diversity Policy

The Group places great emphasis on diversity in working environment, therefore, we are dedicated to creating a diverse and inclusive workplace and protecting employees from discrimination and harassment. We adhere to a fair recruitment principle to maintain a reasonable gender balance, and ensure a working environment with gender equality. During the Reporting Period, there was no substantial change in the ratio of male and female employees, which is also in line with general industry conditions.

We have set up a talent recruitment mechanism with work experience, technical skills and work performance as the key indicators for recruitment, and employees are offered equal opportunities in terms of recruitment, regardless of their age, gender, geographical region, nationality, ethnicity, religion, sexual orientation, physical disability, or marital status, etc. In addition, the Group attaches high importance to the conduct of employees and management team. We are dedicated to protecting our employees from and prohibiting any harassment and bullying acts at workplace which target gender, age and any other reasons, such as humiliation, intimidation or threatening of others. An internal investigation will be conducted if there is any case of discrimination or unfair treatment of employees at workplace, and corresponding improvement measures will be taken.

解僱政策

當出現因不符合工作要求，或因違法違規而需要與員工終止僱傭合同的情況時，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，對於違法行為則按照國家法律進行處理。被解僱員工的權益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。報告期間，本集團未存在因解約而出現的勞資糾紛。對於國家規定的公司需支付的理賠和解約金，本集團均正常支付。

平等機會及多元化政策

本集團重視工作環境的多元化，因此我們致力為員工創造多元共融的工作環境，保護他們免受歧視及騷擾。我們堅持公平的用人風格，致力維持合理男女比例，確保工作環境性別平等。報告期間，本集團男女僱員比例沒有顯著改變，亦符合一般行業情況。

我們已建立人才招聘機制，以工作經驗、技術技能、工作表現為關鍵指標招聘，無論任何年齡、性別、地域、國籍、種族、宗教信仰、性取向、身體殘疾、婚姻狀況等人士均享受平等僱傭機會。此外，本集團注重員工乃至管理人員的操守，致力保護員工及杜絕工作場所內針對性別、年齡及任何原因所作出的羞辱、恐嚇、威脅他人等騷擾及欺凌行為。如員工在工作環境中遭到歧視或不公平待遇，本集團會進行內部調查，並採取相應改善措施。

Communication with Employees

The Group aspires to build a harmonious relationship with its staff and actively communicates with them by caring and listening to the employees' opinions actively. We have also set up a box for collecting employees' opinions, with an aim to encourage employees to put forward their opinions. Meanwhile, we arrange trainings, department meetings, and corporate summarisation meetings on an irregular basis to build reciprocal communication with employees. We introduce the basic knowledge of the industry, our corporate structure, corporate culture and system to new employees in the induction training, in order to help them better understand the Company and enhance their senses of belonging.

The Group holds monthly birthday parties, and organises team-building and other themed activities, such as sports meeting, spring and autumn outings, so as to facilitate communication among employees and enhance group cohesion.

員工溝通

本集團期望與員工建立和諧的關係，積極關懷員工及與他們溝通，積極聽取員工的意見，並設立員工留言箱，鼓勵員工提出意見。同時，我們安排不定期培訓、部門例會、公司總結會議等，與員工建立雙向溝通體系。我們在入職培訓中，向員工介紹行業基礎知識、公司架構、企業文化及制度等，幫助員工鞏固對本公司的了解及增加歸屬感。

本集團更會每月舉行員工生日會，以及開展團隊及其他主題活動，如運動會、春秋遊等，促進員工交流，提升凝聚力。

LABOUR STANDARDS

The Group is committed to safeguarding the basic personal interests of employees and provide a fair and mutually respectful environment. We abide by all laws and regulations relating to the labour standards in Mainland China and Hong Kong, including but not limited to the Provisions on the Prohibition of Using Child Labour (《禁止使用童工規定》) and the Law of the People's Republic of China on the Protection of Minors (《中華人民共和國未成年人保護法》). It is our policy to protect minors by prohibiting the employment of any employee under the legal working age. Therefore, during the recruitment process, the human resource department requires candidates to provide effective identify certification to ensure they can be employed according to the law, in order to prevent the employment of child labour and forced labour. If any cases of child labour or forced labour employment are found, the Group will immediately investigate, dismiss and take punitive action against the employees involved in the violation, and improve the employment mechanism in a targeted manner.

During the Reporting Period, the Group was not aware of any material breach of laws and regulations relating to the prevention of child labour and forced labour that has a significant impact on the Group.

HEALTH AND SAFETY

The Group places concern on the safety and well-being of employees, and provides a healthy and safe workplace. The Group has established a comprehensive safety management system which issues the guidance of daily occupational safety and emergency handling for accidents based on different work positions. We strictly follow the laws and regulations relating to health and safety, including but not limited to:

Work Safety Law of the People's Republic of China 《中華人民共和國安全生產法》	Fire Protection Law of the People's Republic of China 《中華人民共和國消防法》
Provisions on the Supervision and Administration of Fire Protection of Construction Projects 《建設工程消防監督管理規定》	Provisions on the Supervision and Inspection over Fire Control 《消防監督檢查規定》

During the Reporting Period, the Group was not aware of any material breaches of laws and regulations relating to the provision of a safe working environment and the protection of employees against occupational hazards that are significant to the Group.

勞工準則

本集團致力於保障員工的基本個人權益，並提供公平及互相尊重的工作環境。我們遵守中國及香港所有有關勞工準則的法例及法規，包括但不限於《禁止使用童工規定》及《中華人民共和國未成年人保護法》。我們一貫政策為禁止僱用任何法定勞動年齡以下之員工，以保護未成年人。因此在招聘的過程中，人力資源部要求求職者提供有效的身份證明，以確保申請人可以依法就業，以杜絕聘用童工和強制勞工等行為。如發現任何聘用童工或強制勞工的情況，本集團將即時作出調查、解僱及處罰違規的涉事員工，並針對性地完善勞工機制。

報告期間，本集團並不知悉任何嚴重違反有關防止童工和強制勞工的法律及法規，且對本集團有重大影響的事宜。

健康及安全

員工的健康及福祉是本集團的關注之一，為提供健康、安全的工作環境，本集團已建立完善的的安全管理制度，當中就不同員工的工作性質提供日常工作安全及意外事故應急處理指引。我們嚴格遵循與健康及安全相關的法律及法規，包括但不限於：

報告期間，本集團並不知悉任何嚴重違反有關提供安全工作環境及保障僱員避免職業性危害的法律及法規，且對本集團重大影響的事宜。

Workplace Safety

The Group has established safety guidelines and requires employees to strictly follow in order to reduce the risk of injury during work. In addition, considering the operation of heavy machines involved in construction works and the higher safety risks involved, we also have the following measures to ensure safety:

- Provide adequate protective equipment for employee
- 為員工配備足夠的安全保護裝備

- Assign staff to supervise every construction process and manage the working environment. Corrective actions will be taken immediately in case of any problems
- 派員密切監督每個工序及現場工作環境管理，如有任何問題會及時糾正

- Provide regular health and safety training and information to employees, such as arranging firefighters to conduct fire drills and talks
- 為員工定期安排健康及安全培訓和提供相關資訊，例如組織相關消防人員進行消防演習及講座

- Incorporate safety education into its daily routine, and emphasise the safety of site construction and water and electricity usage in offices at morning and evening meetings. Such contents are clearly set out in the Employee Handbook and site operation manual
- 把安全教育日常化，在晨會及晚會強調日常現場施工、辦公室用水用電安全等，並在員工手冊與現場作業手冊明確列出相關內容

- Establish an emergency response mechanism
- 設有應急預案處理機制

Employees and supervisors shall report to management and take necessary improving measures when there is any significant work safety risk or accident. If an employee sustains any injury as a result of an accident arising out of and in the course of employment, or suffers from occupational diseases specified in the Employees' Compensation Ordinance of Hong Kong and other applicable laws, or suffers from permanent incapacity, the Group will, pursuant to relevant guidelines of the ordinances and terms set out in the employment agreement, offer proper compensations as appropriate. The Group also arranges body check for employees on a regular basis and purchases relevant insurances such as medical insurance and pension for employees.

During the Reporting Period, 2 work-related accidents occurred and 60 working days were lost; there were 1, 0 and 0 work-related fatalities in 2023, 2022 and 2021, respectively, and the relevant work-related injuries have been identified and compensated in accordance with local work-related injury regulations. The Group believes that suitable protective measures and fitting safety guidelines are provided based on working environment and job nature of different employees, to safeguard employees from substantial risks of occupational safety and health under normal circumstances.

工作安全

本集團已建立工作安全指引，並要求員工須嚴格跟循，以減低在工作期間受傷的風險。此外，考慮到工地施工現場涉及大量機器操作，有較高的安全風險，我們亦有以下的措施確保安全：

如有任何重大工作安全風險及意外，員工及主管須向管理層報告，並作必要的改善措施。假如員工因工作及在僱用期間遭遇意外而受傷，或患上香港《僱員補償條例》或其他適用法律所指定的職業病，甚至永久喪失工作能力，本集團會依據相關條例指引及僱傭合約作出適當補償。本集團亦會定期為員工安排體檢及為員工購買醫療保險、養老金等常規保險。

報告期間，本集團有2宗工傷意外及損失60個工作天；在二零二三、二零二二及二零二一年分別有1宗、0宗及0宗因工死亡事故，並已按當地工傷規定進行相關工傷認定與賠償。本集團相信，我們已根據不同員工的工作環境及性質，採取適當保護措施及提供合適安全指引，確保員工在一般情況下不會面對重大職業安全及健康風險。

Physical and Mental Health

In addition to workplace safety, the Group recognises the importance of physical and mental health of employees and promotes the concept of work-life balance, ensuring the mental health of employees is emphasized. Without compromising work efficiency, we organise various types of activities for employees based upon business nature, job positions and operation locations and facilitate communication. We also set up reasonable working hours and rest day arrangement. The Group organises and encourages our employees to participate in a wide range of recreational and cultural activities which are beneficial to their mental and physical health, including sport activities such as badminton, yoga, table tennis, Tai Chi, running and trail walk after daily work. We hope to remind our employees to pay attention to their health, in order to promote their mental and physical health and improve employees' life quality.

In order to ensure that our employees can take better care for their health, the Group provides dormitories for our non-local employees or those who work abroad, where possible. In addition, we also provide canteens, offering vegetarian and meat options, well-balanced and nutritious diet to employees and a clean and healthy dining environment.

身心健康

除工作安全外，本集團深明身心健康的重要性，並推崇「工作與生活平衡」的概念，確保員工的精神健康受到重視。我們在不影響整體工作效率的前提下因應業務性質、工作崗位及經營所在地舉辦不同類型的活動與員工溝通聯繫，以及訂立合理工時和假期安排。當中，本集團舉辦並鼓勵員工參與有益身心的多元化康體文娛活動，例如舉辦業餘體育活動，如羽毛球、瑜伽、乒乓球、太極、跑步、毅行等。我們希望藉此提醒員工注意健康，促進僱員身心發展，提升員工生活質素。

本集團為保證員工能更好的關注身體，在條件許可下，我們會為外地員工或駐外人員提供宿舍，或提供住房補貼。此外，我們也提供員工飯堂，為員工提供素食及肉食選項、營養均衡的餐點以及清潔健康的用餐環境。



"Walk with Zhong An, Dream for Asian Games"
(「羽眾同行·築夢亞運」) Zhong An Group
Badminton Championships 2023
「羽眾同行·築夢亞運」二零二三年眾安集團
羽毛球賽



"Track with Zhong An, Trail of Dream for Asian Games"
(「逐夢亞運·眾心同行」) 10km Trail Challenge
「逐夢亞運·眾心同行」十公里毅行挑戰

DEVELOPMENT AND TRAINING

The Group attaches importance to development and training of employees and has formulated detailed training programs, and invested not less than approximately RMB1 million of annual training budget for supporting various training programs during the Reporting Period. Training programs involved employees of the Company at all levels, covering engineering, finance, costs, research and development and other lines.

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

發展及培訓

本集團重視員工的發展及培訓並制定了詳細的培訓發展計劃，報告期間投入的年度培訓金額不少於約人民幣100萬元以上，用於支持各培訓開展。培訓對象包括本公司各層級員工，涉及的專業有工程、財務、成本、研發等，大力支持員工的培訓學習。

以下是報告期間本集團員工培訓的數據摘要：

The percentage of employee trained

受訓僱員百分比

Employee category

僱員分類

Unit

單位

2023

二零二三年

By gender

按性別分類

Male

男性

%

百分比

99

Female

女性

99

By employee category

按僱員類別分類

Executive staff

行政人員

%

百分比

100

Other staff

其他員工

99

The average training hours completed per employee

每位僱員完成受訓的平均時數

By gender

按性別分類

Male

男性

Hour

小時

21

Female

女性

30

By employee category

按僱員類別分類

Executive staff

行政人員

hour

小時

18

Other staff

其他員工

26

Training contents mainly focused on real estate industry and various professional business skills as supplemented by management skills. The Group will collect and follow up on the feedbacks from the trained employees, and encouraged them to share what they have learned internally. During the Reporting Period, the training programs received positive comments from the employees.

培訓內容主要以房地產行業崗位為主，涉及各專業業務能力，輔之以管理能力技能訓練。本集團在員工參與培訓後，會跟進員工於培訓後的意見反饋，鼓勵員工對所學內容進行內部分享。報告期間，員工對培訓反饋良好。

Other external trainings organised, such as site visits and summits, were also well received by employees. We believe that such activities can broaden their horizons. As a listed company, the Group pays special attention to the training of our senior management. Besides one to two management training(s) for all senior management, the Group conducts large-scaled training for business executives once each year, and arranges public relationship or speech trainings during the half-year or year-end review meeting of the Group, and organises internal discussion as well as experience sharing. In addition, the Group also provides subsidies to encourage senior management to engage in outbound study tour and visits.

其他個別組織的主體性培訓，如外出考察、專題性峰會講座等，也受到員工歡迎。我們相信，該類型活動可以拓展員工視野。作為上市公司，本集團對於高級管理人員培訓尤其重視，本集團每年需進行一次業務高級管理人員大型主題培訓，針對所有高級管理層舉行一至兩次管理培訓；以及在本集團半年度或年度工作總結會期間安排公關或演講培訓，進行內部討論及分享經驗。另外，本集團亦會提供津貼鼓勵高級管理人員外出學習考察。



**"How to be a Top Seller"
Marketing Training**

The training aims to strengthen the sales ability of the marketing team and enhance the overall strength of the team.

「銷冠是如何煉成的」營銷培訓

該培訓旨在強化行銷團隊的銷售能力及全面提升團隊的綜合實力。



**Specialised Training for Entrusted
Construction Business**

The training aims to help each team to quickly grasp the ideas and skills of the expansion of entrusted construction, and to form a complete theoretical system.

代建業務專項培訓

該培訓旨在幫助各個團隊快速掌握代建拓展思路及技巧，形成完整的理論體系。





New Media Marketing Training

The training adopted a combination of "offline + online" format, with "new media marketing" as the core to promote digital marketing.

新媒體行銷專題培訓

該培訓採取了「線下+線上」相結合形式，以「新媒體行銷」為核心，推進數位化行銷。



Marketing Intensive Training Camp

This is the first marketing training camp, which is a three-phase military-style intensive training, aiming to enhance the professional ability of the marketing team.

行銷鐵軍集訓營

該培訓為首屆行銷集訓營，展開三期軍旅式強化特訓，旨在提升行銷團隊專業能力。



The Group actively promotes internal promotion of employees. Our promotion opportunities are mainly grouped into two major occupational systems, namely the management and professional technicians. The professional technicians system includes finance, investment, engineering, research and development, marketing and management. We conduct a performance assessment on our employees each year, and promotes those with outstanding work performance based on business needs, and provides additional trainings to those promoted. We maintain an impartial promotion policy and continue to build future management teams.

SUPPLIER MANAGEMENT

Comprehensive supply chain management is the key to the sustainable development of our business. Besides cost, product quality and track record, we stress the importance of integrity of our suppliers and business partners when selecting suppliers. To our knowledge, our suppliers and business partners had a sound business record in the past and made no serious violation of the law or business ethics.

The Group has developed the “Guidance of Tendering and Procurement Practice” and demands our activities of selecting suppliers and procurement to be in accordance with the guidance, in order to ensure all related works are regulated, which prevents any forms of transfer of interest by our suppliers and business partners for acquiring procurement contracts or partnership deals.

As at 31 December 2023, the Group had a total of 613² suppliers (2022: 697), of which 610 were located in Mainland China.

Procurement and Supplier Assessment

The Group has strict assessment on suppliers and requires them to fulfill responsibilities under the procurement contracts, so as to ensure their products and/or services quality conforms to the Group's requirements. We will report suppliers for failing to meet our quality demand or fulfill contract responsibilities. Those suppliers in serious cases will be blacklisted and banned from taking part in tendering of the Group's projects for certain years. We have performed assessment on all major suppliers.

² One-off suppliers are not included in the results of the supplier count.

本集團積極推動員工內部晉升，晉升機會主要分為兩大職業體系，即管理體系和專業技術體系。當中，專業技術體系涉及財務、投資、工程、研發、營銷及管理。我們每年對員工進行績效考核，根據業務需要給予工作表現出色的員工晉升機會，並為獲晉升員工提供額外培訓，維持公平的發展政策，持續建立未來的管理梯隊。

供應商管理

供應鏈是業務可持續發展的關鍵所在，我們選用供應商時除了考慮成本、產品質素及往績紀錄外，亦非常重視供應商及合作夥伴的誠信。據我們所知，我們的供應商及合作夥伴過去營商紀錄良好，並未出現任何嚴重違規或違反商業道德行為。

本集團已設立《招標採購作業指引》，並要求所有供應商甄選及採購行為均須符合指引，確保有關工作得到規範，防止供應商及合作夥伴以透過任何形式的利益輸送而取得採購合約或合作關係。

於二零二三年十二月三十一日，本集團共有 613²個供應商（二零二二年：697個），其中610個位於中國內地。

採購及供應商評估

本集團對供應商進行嚴格評估，要求他們履行採購合約項下的責任，以確保其產品及或服務符合本集團之要求。對於不符合要求或未有履行合約責任的供應商，我們會及時將有關訊息匯報，嚴重者會被列入黑名單，在若干年內不得參與本集團下屬所有項目的投標工作。我們已向所有主要供應商進行評估。

² 統計供商數量之結果並不包括一次性供應商。

Environmental Protection

In order to construct green buildings, the Group requires its suppliers and contractors, to not only construct property in compliance with the relevant national environmental certification, but also actively achieve energy saving, emission reduction and environmental protection during construction. If a supplier or contractor violates any relevant environmental laws and other regulations, which leads to fines charged by government authorities against the Group, significant and negative impact to the public and environment, or even the Group's financial or reputational losses, the Group will demand that supplier and contractor to take remedial measures promptly. We will also replace that supplier and contractor and conduct internal review for improvement.

Furthermore, the Group also encourages its suppliers to actively use raw materials that have less impact on the environment or with environmental protection related certifications, where feasible, so as to reduce the pollution and carbon emissions caused by the Group's supply chain.

環境保護

為建造綠色建築，本集團要求供應商及外判商除了物業須符合國家的相關環保認證外，施工過程亦要積極節能減排、保護環境。如供應商及外判商違反環保條例或其他法規，因而導致本集團被政府機關起訴或對公眾及環境造成嚴重負面影響，甚至導致本集團承受任何金錢或聲譽上的損失，本集團會要求該供應商及外判商立即作出修正措施，而我們亦會於事後更換該供應商及外判商，並進行內部檢討以作改善。

此外，本集團亦鼓勵供應商在可行情況下積極採用對環境影響較少、或有環境保護相關認證的原材料，以減輕本集團在供應鏈中造成的污染及碳排放。

PRODUCT RESPONSIBILITY

The Group is dedicated to uphold integrity and product quality in its operation, and is committed to building projects of high quality to ensure that the quality of our product and service is sustained and that every process of business operation is monitored on a long-term basis. We rigorously comply with relevant laws and regulations in relation to health and safety, advertising and privacy of products and services, including but not limited to:

產品責任

本集團在營運中致力維持良好的誠信操守和產品質素，堅持建構一流的優質項目，確保產品及服務質量保持一定標準，並長期監測業務營運的每個流程。我們嚴格遵守有關產品和服務的健康與安全、廣告及私隱的法律及法規，包括但不限於：

Contract Law of the People's Republic of China 《中華人民共和國合同法》	Construction Law of the People's Republic of China 《中華人民共和國建築法》
Regulations on Quality Management of Construction Projects 《建設工程質量管理條例》	Urban Real Estate Administration Law of the People's Republic of China 《中華人民共和國城市房地產管理法》
Regulations on the Administration of Development and Operation of Urban Real Estate 《城市房地產開發經營管理條例》	Advertising Law of the People's Republic of China 《中華人民共和國廣告法》
Anti-Unfair Competition Law of the People's Republic of China 《中華人民共和國反不正當競爭法》	Safety Rules for the Construction and Installation of Electric Lifts – Part 1: Passenger elevators and freight elevators GB7588.1-2020 《電梯製造與安裝安全規範—第1部分：乘客電梯和載貨電梯》 GB7588.1-2020
Trademark Law of the People's Republic of China 《中華人民共和國商標法》	Regulation on the Implementation of the Trademark Law of the People's Republic of China 《中華人民共和國商標法實施條例》
Law of the People's Republic of China on the Protection of Intellectual Property Rights 《中華人民共和國知識產權法》	Interim Measures for the Administration of Internet Advertising 《互聯網廣告管理暫行辦法》
Safety Rules for the Construction and Installation of Escalators and Moving Walk GB16899-2011 《自動扶梯和自動人行道的製造與安裝安全規範》 GB16899-2011	Specification for Electric Lifts GB/T10058-2009 《電梯技術條件》GB/T10058-2009

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

During the Reporting Period, the Group was not aware of any material breaches of laws and regulations relating to health and safety, advertising, labelling and privacy matters and remedies in respect of the products and services provided, which have material impact on the Group, and there were no leakage of customer privacy or other service problems leading to customers' loss, and we did not receive any compensation claims from customers due to poor service quality.

After-sales Service

The Group offers after-sales service to buyers and tenants which cover suitable maintenance or management service under the sales and lease contract. We believe that these initiatives effectively safeguard the safety of buyers and tenants. Meanwhile, we proactively communicate with our customers in various channels to understand their needs. We will review our service processes against customer's opinions and promptly handle any complaints, with a view to improving our service and product quality.

During the Reporting Period, we received a total of 15 complaints related to the quality of services, and have properly handled and reviewed the improvement strategies for related services in accordance with established procedures.

Privacy Policy and Intellectual Property

The Group attaches great importance to protecting data and privacy of staff and customers. During the Reporting Period, our business did not involve intellectual property or other sensitive information regarding patent technology and other information about production or construction. However, we do not rule out any possibilities of accessing confidential or personal data of our customers, suppliers or business partners in the future. Hence, we require our staff to carefully handle customer information, protect their privacy and intellectual property to avoid any unnecessary loss.

Advertising and Labelling

The Group has clear guidelines on product sales and promotion plans, while all advertising and promotion of property projects are required to strictly abide by relevant laws and regulations. We prepare advertising solutions that cater to the characteristics of the industry and projects.

報告期間，本集團並不知悉任何嚴重違反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法律及法規，且對本集團有重大影響的事宜，亦無出現因客戶私隱外漏或其他服務問題而造成的客戶損失，並未有接獲客戶因服務質素欠佳而提出賠償要求。

售後服務

本集團為買家及租戶提供售後服務，根據銷售合同及租賃合同提供適當的維修或管理服務。我們相信，該等措施有效保障買家及租戶的使用安全。同時，我們積極透過各種渠道與客戶溝通，以了解客戶所需。我們會根據客戶意見審視服務過程，及時處理與調查客戶投訴，從而完善客戶服務及產品質素。

報告期間，我們一共接獲15宗與服務質素相關的投訴，並已按既定程序妥善處理及檢討相關服務的改善策略。

私隱政策及知識產權

本集團注重保障員工及客戶的資料及隱私。報告期間，我們在業務過程中未涉及行業生產或施工專利技術等有關知識產權的敏感資料。然而，我們不排除日後或會接觸到客戶、供應商或合作夥伴的商業秘密甚至個人資料，因此，我們規定員工謹慎處理客戶的資料，保障客戶私隱及知識產權，免受不必要損失。

宣傳及標籤

本集團對於產品銷售及宣傳方案均有清晰指引，所有有關物業項目的廣告宣傳事宜均嚴格遵守相關法律及法規。我們會根據行業及項目特性，制訂合適的宣傳廣告方案。

INDEX OF ESG REPORTING GUIDE IN APPENDIX C2 TO THE LISTING RULES OF THE STOCK EXCHANGE

聯交所上市規則附錄C2《環 境、社會及管治報告指引》索 引

Subject Areas 主要範疇	Content 內容	Section 章節
Mandatory Disclosure Requirements Governance Structure 強制披露規定 管治架構	<p>A statement from the board containing the following elements: 由董事會發出的聲明，當中載有下列內容：</p> <ul style="list-style-type: none"> (i) a disclosure of the board's oversight of ESG issues; (i) 披露董事會對環境、社會及管治事宜的監管； (ii) the board's ESG management approach and strategy, including the process used to evaluate, prioritise and manage material ESG-related issues (including risks to the issuer's businesses); and (ii) 董事會的環境、社會及管治管理方針及策略，包括評估、優次排列及管理重要的環境、社會及管治相關事宜（包括對發行人業務的風險）的過程；及 (iii) how the board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer's businesses. (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。 	Corporate Social Responsibility Governance 企業社會責任管治
Reporting Principles 匯報原則	<p>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）。</p>	Reporting Principle 報告原則
Reporting Boundary 匯報範圍	<p>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。</p>	Reporting Period and Scope 報告期間及範圍

Subject Areas 主要範疇	Content 內容	Section 章節
A Environmental 環境		
A1 Emissions 排放物		
General Disclosure 一般披露	Information on: 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) the policies; and (a) 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer (b) 遵守對發行人有重大影響的相關法律及規例的資料。 relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Emissions of Exhaust Gas, Dust and Greenhouse Gas Emissions 廢氣、揚塵及溫室氣體排放
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。	Waste Management 廢棄物處理
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。	Emissions of Exhaust Gas, Dust and Greenhouse Gas Emissions 廢氣、揚塵及溫室氣體排放
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。	Waste Management 廢棄物處理

Subject Areas 主要範疇	Content 內容	Section 章節
A2 Use of Resources 資源使用		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源 (包括能源、水及其他原材料) 的政策。	
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。	Use of Resources 資源使用
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。	
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) 每生產單位估量。	
A3 Environment and Natural Resources 環境及天然資源		
General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	The Environment and Natural Resources 環境及天然資源
KPI A3.1 關鍵績效指標A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	

Subject Areas 主要範疇	Content 內容	Section 章節
A4 Climate Change 氣候變化		
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。	Climate Change 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. 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	
B Social 社會		
Employment and Labour Practices 僱傭及勞工常規		
B1 Employment 僱傭		
General Disclosure 一般披露	Information on: 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) the policies; and (a) 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer (b) 遵守對發行人有重大影響的相關法律及規例的資料。 relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Employment Policy, Dismissal Policy, Equal Opportunity and Diversity Policy 僱傭政策、解僱政策、 平等機會及多元化 政策
KPI B1.1 關鍵績效指標B1.1	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	
KPI B1.2 關鍵績效指標B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	

Subject Areas 主要範疇	Content 內容	Section 章節
B2 Health and Safety 健康與安全		
General Disclosure 一般披露	Information on: 有關提供安全工作環境及保障僱員避免職業性危害的： (a) the policies; and (a) 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer (b) 遵守對發行人有重大影響的相關法律及規例的資料。 relating to providing a safe working environment and protecting employees from occupational hazards.	Workplace Safety 工作安全
KPI B2.1 關鍵績效指標B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year. 過去三年(包括匯報年度)每年因工亡故的人數及比率。	
KPI B2.2 關鍵績效指標B2.2	Lost days due to work injury. 因工傷損失工作日數。	
KPI B2.3 關鍵績效指標B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	
B3 Development and Training 發展及培訓		
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	Development and Training 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。	

Subject Areas 主要範疇	Content 內容	Section 章節
B4 Labour Standards 勞工準則		
General Disclosure 一般披露	Information on: 有關防止童工或強制勞工的： (a) the policies; and (a) 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer (b) 遵守對發行人有重大影響的相關法律及規例的資料。 relating to preventing child and forced labour.	Labour Standards 勞工準則
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。	
Operating Practices 營運慣例		
B5 Supply Chain Management 供應鏈管理		
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Procurement and Supplier Assessment 採購及供應商評估
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，以及相關執行及監察方法。	
KPI B5.3 關鍵績效指標B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	
KPI B5.4 關鍵績效指標B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	

Subject Areas 主要範疇	Content 內容	Section 章節
B6 Product Responsibility 產品責任		
General Disclosure 一般披露	Information on: 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) the policies; and (a) 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer (b) 遵守對發行人有重大影響的相關法律及規例的資料。 relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	After-sales Service, Advertising and Labelling 售後服務、宣傳及標籤
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。	Not applicable due to the nature of the Group's operations 因應集團營運性質，不適用
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。	After-sales Service 售後服務
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。	Privacy Policy and Intellectual Property 私隱政策及知識產權
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。	Not applicable due to the nature of the Group's operations 因應集團營運性質，不適用
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。	Privacy Policy and Intellectual Property 私隱政策及知識產權

Subject Areas 主要範疇	Content 內容	Section 章節
B7 Anti-corruption 反貪污		
General Disclosure 一般披露	Information on: 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) the policies; and (a) 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer (b) 遵守對發行人有重大影響的相關法律及規例的資料。 relating to bribery, extortion, fraud and money laundering.	
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。	Anti-corruption 反貪污
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。	
Community 社區		
B8 Community Investment 社區投資		
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。	Community Investment 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。	



众安集团

ZHONG AN GROUP

(股份代號 Stock Code : 00672.HK)