



# 中駿商管智慧服務控股有限公司 SCE Intelligent Commercial Management Holdings 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 : 606

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

# 2023



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# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### ABOUT THE GROUP

SCE Intelligent Commercial Management Holdings Limited (“SCE CM” or the “Company”, together with its subsidiaries, collectively the “Group”) were listed on the Main Board of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) on 2 July 2021. As a comprehensive property management services provider, the Group is headquartered in Shanghai for its business operations, and has been gradually developing its national chain development in the Yangtze River Delta Economic Zone, the Bohai Rim Economic Zone, the Guangdong-Hong Kong-Macao Greater Bay Area, the West Taiwan Strait Economic Zone and the Central Western Region, and providing commercial property management and operational services and residential property management services to a diversified range of properties, covering 62 cities in China.

As of 31 December 2023, the Group had 262 contracted commercial and residential projects, and 192 commercial and residential projects under management, with a total contracted gross floor area of approximately 48.1 million square metres and a total gross floor area under management of approximately 29.9 million square metres. Since our establishment, we have been committed to scaling up with high quality and focusing on fine-tuning every aspect of our operation. During the Reporting Year, we garnered outstanding operational performance and received multiple awards and honours, including “2023 Top 100 Property Management Companies in China” and “2023 Outstanding Intelligent Commercial Operator”, among other distinctions. Looking ahead, the Group is set to continue its strategic approach of “Precise Tenants Sourcing” and “Refined Operation”. Considering the overall trend of China’s economic development and the consumer potential of different cities, we will leverage smart services that align closely with their needs and become a pioneer and leader in crafting new lifestyle choices.

### 關於本集團

中駿商管智慧服務控股有限公司(簡稱「中駿商管」或「本公司」, 連同其附屬公司合稱「本集團」)於二零二一年七月二日在香港聯合交易所有限公司(「聯交所」)主板上市。作為綜合物業管理服務提供商, 本集團運營總部設於上海, 並分別在長三角經濟圈、環渤海經濟圈、粵港澳大灣區、海峽西岸經濟圈及中西部地區, 逐步鋪開全國化連鎖發展版圖, 為多元化的物業提供商業物業管理及運營服務和住宅物業管理服務, 業務覆蓋62個國內城市。

截至二零二三年十二月三十一日, 本集團已擁有262個簽約商業及住宅項目、192個在管商業及住宅項目, 總簽約建築面積約4,810萬平方米, 總在管建築面積約2,990萬平方米。自成立以來, 我們堅持高質量規模化、精耕細作的運營, 在報告年內獲得亮眼的經營業績, 並榮獲多個獎項及榮譽, 當中包括「2023年中國物業服務百強企業」及「2023年度智慧商業優秀運營商」等殊榮。未來, 本集團將繼續以「精準招商」和「精細運營」為策略, 綜合中國經濟發展大勢以及不同層級城市的消費潛力, 應用智慧化服務為消費者提供最切合需求的服務, 成為全新生活方式的提案者和引領者。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### ABOUT THIS REPORT

The Group is dedicated to enhancing its environmental, social and governance (“ESG”) performance, hence promoting the long-term and stable business development to provide the best returns for shareholders and create long-term value for stakeholders. This ESG report (the “Report”) is published by the Group to outline its ESG policies, annual initiatives, and performance. This Report has been prepared in both English and Chinese and is available on the Stock Exchange’s website (<http://www.hkexnews.hk>) and the Company’s website (<http://www.sce-icm.com>). If there are any contradictions or inconsistencies between the Chinese and English versions, the Chinese version shall prevail.

### Reporting Scope

This Report covers the reporting period from 1 January 2023 to 31 December 2023 (the “Reporting Period” or the “Year”), aligning with the reporting period of the 2023 annual report. To present a more comprehensive performance of our ESG efforts, in addition to original disclosure bases, we have expanded the scope of reporting disclosure during the Year to provide ESG-related information, policies, measures, and key performance indicators (“KPIs”) for all commercial and residential projects under management across the Yangtze River Delta Economic Zone and the West Taiwan Strait Economic Zone, Beijing CBD SCE Funworld, Beijing • Polaris Palace, Yanjiao • Sunshine City and the Shanghai headquarters office. The Group believes that the above scope will demonstrate to stakeholders its significant ESG management approach and work. In the future, we will continue to improve the comprehensiveness of ESG information and gradually refine our environmental and social data collection to present a more comprehensive picture of our ESG management efforts and their effectiveness.

### 關於本報告

本集團致力於提升其環境、社會及管治（「ESG」）表現，從而推進業務長期穩定發展，為股東提供最佳回報，為持份者創造長遠價值。本集團刊發的《環境、社會及管治報告》（「本報告」）旨在闡述本集團的ESG政策、年度措施及績效。本報告以中、英文編寫，並已上傳至聯交所網站(<http://www.hkexnews.hk>)及本公司網站(<http://www.sce-icm.com>)。如中、英文版本有任何抵觸或不相符之處，應以中文版本為準。

### 報告範圍

本報告的報告期為二零二三年一月一日至二零二三年十二月三十一日止年度（「報告期內」或「本年度」），與二零二三年年報的報告期保持一致。為了更全面地呈現我們在ESG工作方面的表現，本年度在原有披露基礎上，我們擴大報告披露範圍，提供於長三角經濟圈、海峽西岸經濟圈的所有在管商業項目和住宅項目、北京CBD中駿世界城、北京•天宸、燕郊•四季花都以及上海總部辦公室在ESG方面的相關資訊、政策、措施，以及關鍵績效指標(KPIs)。本集團認為上述範圍可為持份者展現其重要的ESG管理方法與工作，未來我們將繼續提升ESG方面資訊的完整度，並逐步完善環境及社會數據收集工作，以呈現更完整的ESG管理狀況與工作成效。



# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

The following business is included in this Report:

我們的報告包含以下業務：

Nature of Business 業務性質	Project 項目	Property Type 物業類型	Geographic Region 地區
Commercial Projects 商業項目	All projects in the Yangtze River Delta Economic Zone 長三角經濟圈所有項目	Shopping mall and office building 購物商場及寫字樓	Yangtze River Delta Economic Zone 長三角經濟圈
	All projects in the West Taiwan Strait Economic Zone 海峽西岸經濟圈所有項目	Shopping mall and office building 購物商場及寫字樓	West Taiwan Strait Economic Zone 海峽西岸經濟圈
	Beijing CBD SCE Funworld 北京CBD中駿世界城	Shopping street 購物街	Bohai Rim Economic Zone 環渤海經濟圈
Residential Projects 住宅項目	All projects in the Yangtze River Delta Economic Zone 長三角經濟圈所有項目	Residential property 住宅物業	Yangtze River Delta Economic Zone 長三角經濟圈
	All projects in the West Taiwan Strait Economic Zone 海峽西岸經濟圈所有項目	Residential property 住宅物業	West Taiwan Strait Economic Zone 海峽西岸經濟圈
	Beijing • Polaris Palace 北京 • 天宸	Residential property 住宅物業	Bohai Rim Economic Zone 環渤海經濟圈
	Yanjiao • Sunshine City (Phase 1) 燕郊 • 四季花都(一期)	Residential property 住宅物業	Bohai Rim Economic Zone 環渤海經濟圈

### The Proportion of Revenue Attributable to the Reporting Business to Total Revenue: 70.4%

報告業務收入佔總收入比例：70.4%

The Group will continue to review the scope of this Report on the basis of materiality and plans to gradually improve the collection of environmental and social data in other regions in the future.

本集團將繼續以重要性為原則審視報告範圍，計劃於未來逐步完善其他地區的環境及社會數據收集工作。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### Reporting Standards

This Report is prepared in accordance with the “Environmental, Social and Governance Reporting Guide” (“ESG Reporting Guide”) as set out in Appendix C2 of the Main Board Listing Rules (the “Listing Rules”) of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”), with reference to the principles of materiality, quantitative, consistency and balance. A complete index is included in the last section of this Report for reference.

**Materiality:** The Group identifies key issues based on the nature of the industry, the Group’s operation and stakeholders’ opinions, and such key issues are identified as the basis for disclosure of this Report, to ensure this Report is prepared according to the principle of materiality. Please refer to the section “Materiality Analysis” for the process and result of materiality assessment.

**Quantitative:** In order to better assess and understand the Group’s performance, this Report discloses KPIs, as well as the standard, methodology, assumptions and references used for each quantitative indicator.

**Consistency:** A systematic approach to data collection and disclosure methodology has been established to enable effective year-on-year performance comparisons.

**Balance:** To ensure that stakeholders are fully informed and have a proper understanding of the Group’s performance, this Report provides unbiased disclosure and does not conceal performance on important issues.

### 報告準則

本報告乃根據香港聯合交易所有限公司（「聯交所」）主板上市規則（「上市規則」）附錄C2《環境、社會及管治報告指引》，遵循重要性、量化、一致性及平衡的報告原則所編製。本報告最後一章附有完整索引以供查閱。

**重要性：**本集團基於行業特性、本集團運營及持份者意見，識別出關鍵議題，以作為本報告的披露基礎，確保根據重要性原則編寫。有關重要性評估的過程及結果，請參閱「重要性分析」章節。

**量化：**為了更有效地評估及理解本集團的表現，本報告披露關鍵績效指標，以及各量化指標所採用的標準、方法、假設及參考數據。

**一致性：**本報告已建立系統的數據收集及披露方法，以實現逐年表現有意義的比較。

**平衡：**為確保各持份者能夠掌握全面的資料並正確理解本集團的表現，本報告不偏不倚地披露內容，不會對重要議題的表現有所隱瞞。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### Reporting Confirmation

The Group has established internal controls and formal review procedures to ensure that all information presented in this Report is accurate and reliable. This Report has been confirmed and approved by the board (the "Board") of directors (the "Directors") of the Company on 27 March 2024.

### Contact and Feedback

The Group welcomes comments from stakeholders on the management approach and performance disclosed in this Report, so as to help the Group determine and promote future sustainable development strategies. If you have any questions or suggestions, please contact the Group through the following means:

SCE Intelligent Commercial Management Holdings Limited  
Room 2801, Hysan Place  
500 Hennessy Road  
Causeway Bay  
Hong Kong  
Email: [ir\\_cm@sce-icm.com](mailto:ir_cm@sce-icm.com)

### 報告確認

本集團已設立內部監控及正式審查程序，竭力確保本報告所有呈現的資料均準確可靠。本報告已於二零二四年三月二十七日由本公司董事會（「董事會」）確認及批准。

### 聯絡及反饋

本集團歡迎持份者就本報告披露的管理方針及績效提出意見，以助本集團釐定及推動日後的可持續發展策略。如有疑問或建議，請透過以下方式聯繫本集團：

中駿商管智慧服務控股有限公司  
香港銅鑼灣軒尼詩道500號  
希慎廣場2801室  
電郵：[ir\\_cm@sce-icm.com](mailto:ir_cm@sce-icm.com)

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### MESSAGE FROM THE CHAIRMAN

Leaving behind three years of pandemic challenges, the market environment and business landscape were unpredictable in 2023. In response to the emerging trend in customer behaviour, SCE CM continued to explore new business models and implemented new product lines and innovative practices. Guided by the strategy of “Regional Focus, Collaborative Symbiosis and Digital Empowerment”, SCE CM launched the “Co-operative Program” during the Year in partnership with merchants. The program puts into practice the concept of “Operation of Shopping Mall as Departmental Store”, fostering “Altruistic and Win-win” through resource integration with our merchants and creating our own distinct advantages in commercial management and operations.

As a young and energetic company, we uphold the philosophies of “Collaborative Symbiosis” and “People-Oriented”. We are convinced that these values are not only the cornerstone for SCE CM’s strategic upgrade but also for our sustainable success in future development. The Group’s steady development also relies on the hard work and selfless dedication of every employee. Looking ahead, we will continue to focus on and invest in talent development and the cultivation of employee pipeline to continuously empower our staff for growth in inherent value.

In the face of unknown challenges in the future, the Group will continue to maintain communication with internal and external stakeholders to gain a clear insight into their needs, concerns and expectations. By involving them actively in engaging in our future sustainable development plans, strategies and goals, the Group aims to confront areas where we fall short and enact enhancements. Thus, in the long term, a stable value chain will be established for our stakeholders and maintain the Group’s competitiveness in the market.

**Wong Lun**

*Chairman*

27 March 2024

### 主席寄語

揮別三年疫情，市場環境與商業格局在二零二三年充滿變數。中駿商管在新消費趨勢下，繼續探索新商業模式，並將新產品線和創新實踐落地。基於「區域聚焦、協同共生、數智賦能」的戰略，中駿商管年內推行與商戶一同合作的「共營模式」，落實「購物中心經營百貨化」的理念，在與商戶整合資源的聯動中「利他共贏」，同時打造自身的商管差異化運營優勢。

作為一家年輕且有活力的企業，我們秉承「協同共生」、「先人後事」的理念，堅信這是中駿商管戰略升級的重要基石，也是未來發展的長久之道。本集團的穩健發展也離不開每一位員工的辛勞付出與無私奉獻，未來我們將保持對人才發展與員工梯隊建設的關注和投入，持續為員工賦予成長價值。

面對來年各種未知的挑戰，本集團將持續保持與內外持份者的溝通，確切了解他們的需要、關注和期望，促進他們對本集團未來可持續發展計劃、策略及目標設定的參與，令本集團正視未盡完善及不足之處並加以改善，從而長遠為持份者建立穩定的價值鏈及維持本集團在市場上的競爭力。

**黃倫**

*主席*

二零二四年三月二十七日

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### ENVIRONMENTAL, SOCIAL AND GOVERNANCE APPROACH

The Group believes that a sound and robust ESG management structure and system will enhance the overall value of the Group and generate more sustainable long-term returns for stakeholders. Aside from continuous optimisation, we value the opinions of stakeholders and make improvements and conduct regular reviews of the current approach and structure based on their feedback to continuously improve our level of sustainable development.

#### Corporate Governance

Good corporate governance promotes efficient corporate operations, which is why we have committed to maintaining a high standard of corporate governance. The Company and its Board are firmly committed to safeguarding the interests of the Company and its shareholders, strictly complying with applicable laws and regulations, including the Companies Ordinance (Chapter 622 of the Laws of Hong Kong) and operating in accordance with the Corporate Governance Code as set out in Part 2 of Appendix C1 to the Listing Rules. To maintain a high level of corporate governance within the Group, integrate sustainability components into business management and be accountable to stakeholders, the Board takes full responsibility for leading and overseeing the important decisions and matters of the Company. This includes formulating and approving overall management and operation strategies, reviewing internal control and risk management systems. In addition, the Board assumes the overall responsibility for formulating and monitoring the Group's sustainability approaches and strategies and leading the management in developing and implementing ESG-related policies. The management personnel of each department are responsible for identifying, reporting, discussing and analysing significant ESG risks and opportunities specific to their respective departments. They also assist in formulating and implementing relevant measures to address these risks. The management is also required to report the latest updates and management progress on ESG issues to the Board, facilitating the evaluation of the effectiveness of management. The Audit Committee, established under the Board, oversees the risk management system and conducts periodic reviews of its effectiveness.

### 環境、社會及管治方針

本集團相信，完善和健全的ESG管理架構及制度，將提升本集團的整體價值，並為持份者帶來更長遠穩定的回報。在持續優化的同時，我們重視持份者提出的意見，並會根據意見對現行方針和架構進行改善及定期審閱，不斷提升可持續發展水平。

#### 企業管治

良好的企業管治有助促進公司運作效率，因此我們一直致力追求高水準的企業管治水平。本公司及董事會堅定維護公司和股東利益，嚴格遵守包括《公司條例》(香港法例第622章)在內的適用法律法規，按照上市規則附錄C1第二部分所載的《企業管治守則》開展工作。為維持本集團高水平的企業管治、有效地將可持續發展元素融入至業務管理中，並對各利益相關方負責，董事會全面領導及監督本公司所有重要決策及事宜。當中包括制定及批准整體管理及運營策略、檢視內部監控及風險管理系統。此外，董事會承擔制定及監督本集團可持續發展方針策略的整體責任，並領導管理層制定及執行ESG相關的政策。各部門管理人員負責識別、報告、討論及分析不同部門面臨的重大ESG風險及機遇，並協助制定及執行相關應對措施。管理層亦須定期向董事會匯報ESG事宜的最新情況和管理進展，以協助董事會評估管理的有效性。董事會轄下審核委員會負責監督風險管理系統，並定期對其有效性進行檢討。

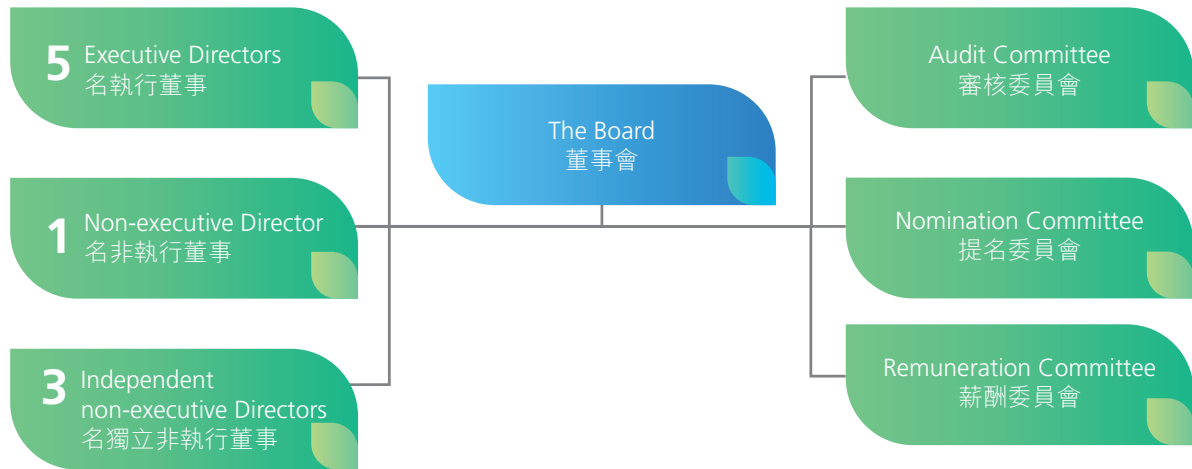


# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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As at 31 December 2023, the composition of the governance structure of the Group is as follows:

截至二零二三年十二月三十一日，本集團管治架構的組成如下：



The Company believes that a diverse governance organisation is crucial for enhancing competitive advantage and achieving sustainable progress. In the process of director selection, the Company has established a set of requirements including skills, experience, knowledge, expertise, educational background, independence and age, etc., to ensure that the Board can maintain a high standard in the aforementioned areas, enabling them to make contributions to the Group's development. In addition, the Company and the Nomination Committee conduct an annual review of the Board's structure, size, and composition, and provide recommendations to the Board based on the Board diversity policy and other factors regarding the nominations of directors. Looking forward, the Group will continue to integrate sustainable development work into the daily operations of the Group and plan to establish an ESG working group to ensure the effective implementation of sustainable development policies and measures across all levels while developing the business.

本公司相信多元化的管治組織對於增強競爭優勢和實現可持續進步是不可或缺的條件。在董事甄選過程中，本公司已就技能、經驗、知識、專才、教育背景、獨立性、年齡等多個範疇設立一系列的要求，以確保董事會的素質在上述方面達致相當水平，能夠為本集團的發展作出相應貢獻。此外，本公司及提名委員會每年均會檢討董事會的架構、人數、組成成員等，並會基於董事會多元化政策及其他因素，就出任董事的提名向董事會提出意見。展望未來，本集團將繼續推進可持續發展工作納入本集團日常運營的步伐，並計劃成立 ESG 工作小組以確保在發展業務的同時，能有效地在各層面落實可持續發展政策與措施。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### Risk Management

The Group has established an effective risk management system to identify and manage various risks encountered in its operation, supporting its sound and steady progress of long-term development. In its risk management, the Group abides by the principles of materiality, objectivity, prudence, precautionary and forward-looking and adheres to the unified approach that combines prevention and governance. To implement risk management efforts, the Group has also formulated the “Risk Management Handbook”, which outlines the risk management structure and responsibilities of the relevant personnel, risk management objectives, principles, procedures and processes, providing clear guidelines for conducting risk management activities, and requested employees to familiar with the content.

Additionally, the Group continuously enhances the risk management model of “Three Lines of Defence”, aiming to promote effective risk management across all departments, clarify the risk management reporting mechanism and reasonably assign internal risk oversight responsibilities across the Group, ensuring risk management measures are effectively implemented.

### 風險管理

本集團已建立一套行之有效的風險管理體系，以識別和管理集團運營中遇到的各項風險，支撐公司在長遠發展的道路上健康、穩步向前。在風險管理的過程中，本集團始終恪守重要性、客觀性、審慎性、預防性、前瞻性的原則，堅持以預防和治理雙管齊下的方式統一管理。為落實風險管理工作，本集團亦制定了《風險管理手冊》，並要求員工熟悉有關內容。其詳細說明了本集團的風險管理架構及相關人員的職責、風險管理目標、原則、程序及流程等內容，為風險管理工作提供了明確的指引。

除此之外，本集團不斷強化「三道防線」的風險管理模型，以在各部門有效推進風險管理、明確釐清風險管理匯報機制、並合理地劃分集團內部的風險監督職責，以保證實施高效的風險管理措施。

Defence Line 防線	First Defence Line 第一道防線	Second Defence Line 第二道防線	Third Defence Line 第三道防線
Department 部門	Each subsidiary and each business unit 各附屬公司及各業務部門	Each management department 各管理部門	The Board 董事會 ↓ Internal Audit and Compliance Department 審計監察部
Major Duty 主要職責	Conduct effective risk management in daily operations 對日常業務進行有效風險管理	Formulate policy and standards to ensure the Company's risk management is implemented and carry out continuous control over related work 制定政策和標準，確保公司風險管理得到落實執行，並對相關的工作進行持續性的管控	Conduct independent supervision 進行獨立的監督

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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Furthermore, the Group has also developed a specific risk management process that outlines the operation procedures and tools for risk management. This process mainly consists of the following six specific steps:

此外本集團亦制訂了具體的風險管理流程，詳細列明風險管理的運作程序和工具，由以下六個主要具體步驟組成：



Our subsidiaries and business units form the first defence line in managing the Company's risks. They are responsible for managing risks in daily business operations, assisting the senior management team in advancing the risk management process, implementing risk policies and collecting and summarising daily risk events regularly to ensure timely and accurate reporting to the senior management. Additionally, each management department comprises the second line of defence in the Company's risk management. Annually, they compile a risk management report based on risk assessment results and supervision, submitting it to the Board for review. The primary aim of this report is to provide the Company's management with a clear understanding of the significant risks faced by the Company and associated risk control measures. By utilising the latest information, the Board can provide guidance and recommendations to the management and continuously strengthen the company's risk management. The Board independently oversees the overall risk management and the Group's internal control system. During the Reporting Period, the Board reviewed the Group's risk management and internal control systems and their effectiveness.

各附屬公司和各業務部門為公司風險管理中的第一道防線。它們被賦予對日常業務活動進行全面的風險管理的責任。這包括協助高層管理團隊推進風險管理流程、實施風險政策，並定期收集、匯總日常風險事件，以確保信息能夠迅速、準確地上報高級管理層。此外，各管理部門構成了公司風險管理的第二道防線。他們每年根據風險評估和監督的結果，精心編製年度風險管理工作報告，並將報告提交給董事會進行審閱。這份報告的核心目的是確保公司管理層能夠迅速掌握公司面臨的重大風險及相關的風險控制措施。通過這種方式，董事會能夠基於最新的信息為管理層提供指導及建議，見解應用於下一階段的工作，從而持續加強公司對風險的有效管理。董事會負責對本集團整體的風險管理及內部監控系統進行獨立的監督，於報告期內，董事會已對本集團風險管理及內部監控系統及其有效性進行檢討。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### Materiality Analysis

#### Communication with Stakeholders

The Group highly values communication with each stakeholder to collect their opinions and feedback, which serves as a crucial reference for the future development direction. At the same time, the Group enhances stakeholders' understanding of SCE CM's future sustainable development policies, strategies and goals through various communication channels, to support the Group's implementation of sustainability initiatives and contribute to its long-term development. Major stakeholders of the Group identified include employees, shareholders and investors, suppliers and contractors, customers and the public.

### 重要性分析

#### 持份者溝通

本集團高度重視與各持份者保持溝通，收集他們的意見和反饋，作為日後發展方向的重要參考依據之一。與此同時，本集團亦透過不同溝通渠道提升各持份者對中駿商管未來可持續發展方針、策略及目標設定之理解，以更好地支持集團在推進可持續發展中的各項舉措，為集團未來長遠發展帶來幫助。本集團已識別的主要持份者包括員工、股東和投資者、供應商和承包商、客戶及公眾。

Stakeholder Group 持份者群體	Importance and Reasons for Communication 溝通的重要性及原因	Principal Communication Channel 主要溝通渠道
Employees 員工	<ul style="list-style-type: none"> <li>Having excellent employees is the cornerstone of the Company's success. The Group is committed to providing a safe working environment that enables employees to actively engage</li> <li>擁有優秀的員工是本公司成功的基石。本集團致力提供安全的工作環境，使員工可以積極投入</li> </ul>	<ul style="list-style-type: none"> <li>Employee Meetings</li> <li>Daily Meetings</li> <li>Notice Board</li> <li>Intranet</li> <li>Training and Workshops</li> <li>Questionnaire and Satisfaction Survey</li> <li>員工大會</li> <li>日常會議</li> <li>通告板</li> <li>內聯網</li> <li>培訓及工作坊</li> <li>問卷調查及滿意度調查</li> </ul>
Shareholders and Investors 股東和投資者	<ul style="list-style-type: none"> <li>Ensure the Group's business development strategy is in line with the interests of shareholders and investors</li> <li>Disclosure of financial performance and progress in sustainable development</li> <li>確保本集團的業務發展策略符合股東和投資者的利益</li> <li>披露財務表現和可持續發展進度</li> </ul>	<ul style="list-style-type: none"> <li>General Meetings</li> <li>Announcements and Circulars</li> <li>Annual and Interim Reports</li> <li>On-site Inspection</li> <li>股東大會</li> <li>公告及通函</li> <li>年度及中期報告</li> <li>現場考察</li> </ul>

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

Stakeholder Group 持份者群體	Importance and Reasons for Communication 溝通的重要性及原因	Principal Communication Channel 主要溝通渠道
Suppliers and Contractors 供應商和承包商	<ul style="list-style-type: none"> <li>Monitor compliance of suppliers and contractors with the Group's regulations regarding health, safety, sustainable development and procurement practices</li> <li>Maintain supply chain stability and sustainability</li> </ul>	<ul style="list-style-type: none"> <li>Project Meetings</li> <li>Screening and Evaluation of Suppliers</li> <li>Questionnaires</li> </ul>
Customers 客戶	<ul style="list-style-type: none"> <li>The Group works closely with customers to provide a comfortable shopping and living environment for both shopping mall customers and property residents</li> <li>本集團和客戶緊密合作，一同為商場顧客和物業居民提供舒適的購物及居住環境</li> </ul>	<ul style="list-style-type: none"> <li>Customer Service Centre and Hotline</li> <li>Satisfaction Survey</li> <li>Customer Visits</li> <li>Questionnaires</li> <li>客戶服務中心及熱線</li> <li>滿意度調查</li> <li>客戶拜訪</li> <li>問卷調查</li> </ul>
Public 公眾	<ul style="list-style-type: none"> <li>The Group, being a part of the social circle of the residential area, will strive to provide a positive and long-term contribution to the community where our property is located</li> <li>作為周邊居民生活圈子的一部分，本集團致力為物業所在社區帶來正面且長久的影響</li> </ul>	<ul style="list-style-type: none"> <li>Company Website</li> <li>Community Activities</li> <li>公司網站</li> <li>社區活動</li> </ul>





# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### *Key ESG Issues*

SCE CM values the opinions and feedback of its stakeholders and has always leveraged various communication channels to maintain connections, enabling timely understanding and response to their needs, concerns and expectations. The Group collects opinions from its stakeholders through various channels including social media platforms and satisfaction surveys, using them to assess the effectiveness of the Group's environmental, social and governance policies and measures.

Based on the results of the materiality analysis conducted last year, the Group has comprehensively reviewed key environmental, social and governance issues during the Year by benchmarking against industry peers and sustainable development trends to reflect the issues of high importance to both the Group and our stakeholders. During the Year, the list of material issues has been reviewed and confirmed by the Board.

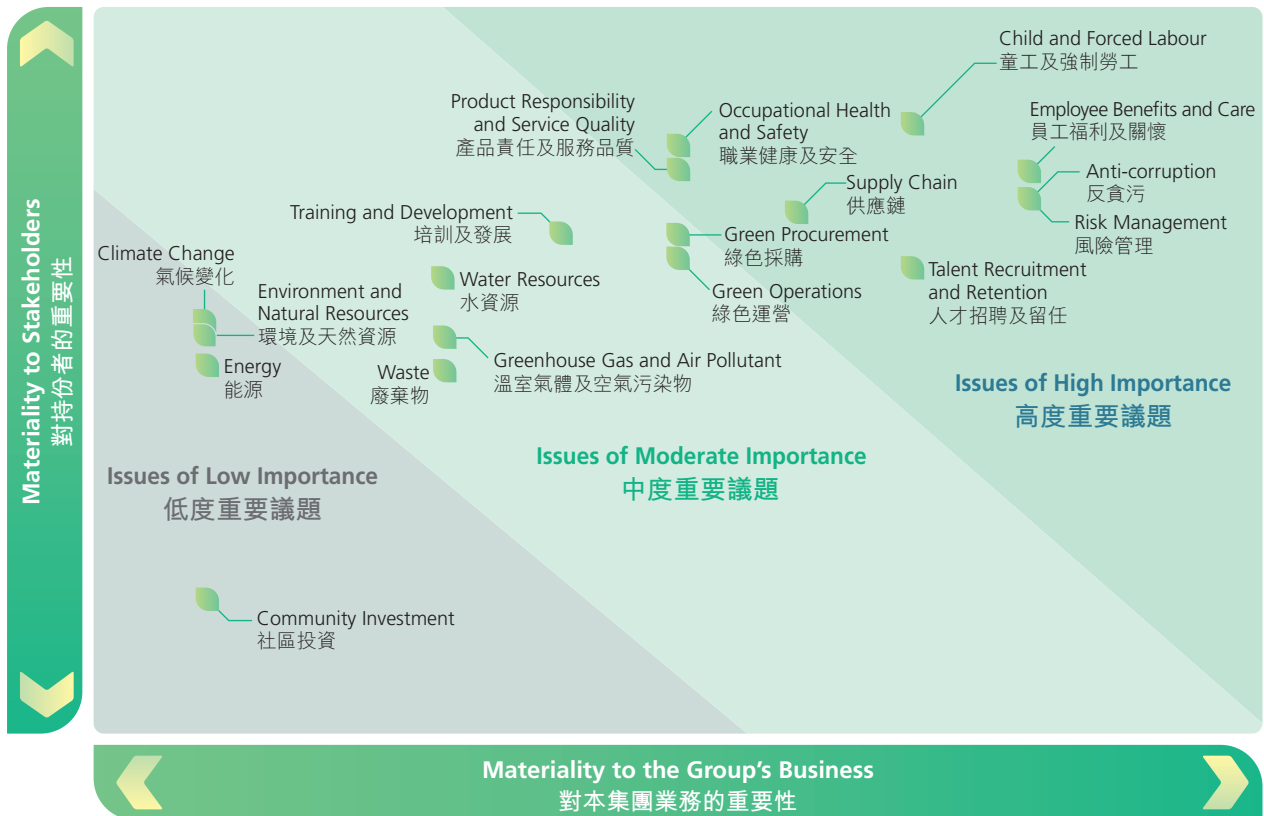
### *重要 ESG 議題*

中駿商管重視持份者的意見和反饋，一直採用多種溝通渠道保持聯繫，以及時了解及回應其需求、關注和期望。本集團透過各類方式包括社交媒體平台、滿意度調查等，收集持份者的意見，並以此為檢討本集團環境、社會及管治政策及措施有效性的考量。

在去年進行的重要性分析的結果的基礎上，本集團於本年度透過與同業及行業可持續發展趨勢進行基準比較，更深入檢討重大環境、社會及管治議題，以展示對本集團及持份者而言高度重要的議題。於本年度，重要議題清單已獲董事會審查及確認。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告



### Issues of High Importance

1. Product Responsibility and Service Quality
2. Anti-corruption
3. Supply Chain
4. Risk Management
5. Child and Forced Labour
6. Occupational Health and Safety
7. Employee Benefits and Care
8. Talent Recruitment and Retention

### 高度重要議題

1. 產品責任及服務品質
2. 反貪污
3. 供應鏈
4. 風險管理
5. 童工及強制勞工
6. 職業健康及安全
7. 員工福利及關懷
8. 人才招聘及留任

### Issues of Moderate Importance

1. Green Procurement
2. Training and Development
3. Greenhouse Gas and Air Pollutant
4. Water Resources
5. Waste
6. Green Operations

### 中度重要議題

1. 綠色採購
2. 培訓及發展
3. 溫室氣體及空氣污染物
4. 水資源
5. 廢棄物
6. 綠色運營

### Issues of Low Importance

1. Energy
2. Climate Change
3. Environment and Natural Resources
4. Community Investment

### 低度重要議題

1. 能源
2. 氣候變化
3. 環境及天然資源
4. 社區投資

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

In the decision-making process, the Group is committed to prioritising the needs of stakeholders. Therefore, our Group will continue to maintain regular communication with stakeholders and respond to their legitimate needs with concrete actions. Moreover, the Group will remain committed to integrating the principles of sustainable development into four aspects: “Employee Development”, “Operation Practices”, “Environmental Protection” and “Community”, striving to optimise the aggregate value of the economy, environment, society and employee welfare.

### EMPLOYEE DEVELOPMENT

The current prosperity of the Group relies on the contributions of every employee. In light of this, we strive to improve our employment system and corporate culture, aiming to create an inclusive work environment rooted in equality, health and safety. Additionally, we provide resources and opportunities for our employees to cultivate their individual abilities and encourage their professional development.

#### Employment and Labour Practices

Employees are the Group’s most valuable assets. To safeguard their rights and well-being, the Group strictly complies with employment-related laws and regulations. The Group’s employees are fully protected by laws such as the “Labour 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 the Protection of Rights and Interests of Women” and the “Law of the People’s Republic of China on the Protection of Disabled Persons”. The policy in relation to the human resources of the Group covers remuneration and dismissal, recruitment, retention and promotion, working hours and holidays, equal opportunities, diversity, anti-discrimination, and other benefits and welfare, etc. We continuously enhance these policies to create a more diverse, inclusive human rights-respecting working environment where employees are treated equally and with respect in the workplace.

在決策過程中，本集團承諾將滿足持份者的需要視為重要考慮的因素，故此本集團未來會繼續與持份者保持定期溝通，並以實際行動回應持份者的合理需求。此外，本集團將堅持把可持續發展理念融入「員工發展」、「營運慣例」、「環境保護」及「社區」等四個方面，努力令經濟、環境、社會和員工福利綜合價值最大化。

### 員工發展

本集團現時蓬勃的發展有賴每位員工的貢獻，因此我們致力完善僱傭制度及企業文化，為員工們打造一個平等包容、健康安全的工作環境。同時，我們亦為員工提供資源及機會，鼓勵其培育個人能力和專注專業發展。

#### 僱傭及勞工常規

員工是集團最為寶貴的資產，為保障員工的權益，本集團嚴格遵守與僱傭相關的法律。本集團的員工均受《中華人民共和國勞動法》、《中華人民共和國社會保險法》、《中華人民共和國婦女權益保障法》、及《中華人民共和國殘疾人保障法》等法律的充分保障。本集團的人力資源相關制度涵蓋薪酬及解僱、招聘、留任及晉升、工作時數及假期、平等機會、多元化、反歧視、其他待遇及福利等議題。我們不斷完善相關制度，以塑造更多元、包容、尊重人權的工作環境，讓員工在職場上得到平等的對待及尊重。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

The Group is committed to compliance and upholds the principles of legal employment, strictly prohibiting the hiring of child labour and any form of forced labour. It has formulated and implemented relevant policies and measures to prevent such situations. The Group requires the Human Resources Department to manage the recruitment process in accordance with the guidelines outlined in the Group's "Recruitment Management Practice Guideline". This includes conducting background checks and verification processes for all candidates, such as identity verification, educational background verification, work history verification, etc., ensuring that our recruitment practices comply with laws and regulations, preventing the employment of child labour and forced labour.

Additionally, the Group has established the "Labour Contract" in accordance with the relevant national labour laws and the Company's management system. The Group shall enter into a labour contract with each employee within their first month of employment, clarifying the rights, obligations and contractual matters between the Group and the employees, while ensuring that the employees are employed voluntarily and legally. We are committed to providing an open communication channel for employees to promptly report any violations to the management. The Group will then immediately initiate a thorough investigation and suspend all the work of the employee involved. If any violations of labour laws are discovered, the relevant employee will be subject to disciplinary action. Subsequently, the Group reviews and improves the relevant systems to prevent the recurrence of illegal incidents. During the Year, there were no confirmed incidents of non-compliance with relevant laws and regulations.

本集團遵規守紀，堅守合法僱傭的原則，嚴禁聘用童工及任何形式的強制勞工，並已制定及實施相關政策及措施杜絕有關情況的發生。本集團要求人力資源部門依據集團《招聘管理作業指導書》中的指引管理招聘流程，對應徵者進行背景調查及核實，包括但不限於：身份信息核實、教育背景核實、工作履歷核實等，以確保應徵者的選聘符合法律法規，防止僱傭童工和強迫勞動等情況的發生。

另外，本集團亦依照國家相關勞動法規及公司管理制度訂立了《勞動合同》。在員工入職一個月內，本集團與員工須簽訂勞動合同，以明確告知合同雙方的權利與義務及約定事項，同時確保員工是在合法情況下自願受僱。我們致力為員工提供開放的溝通渠道，讓其在發現任何違規行為時，及時向管理層反映及報告。而本集團亦會立刻對個案進行深入調查，並暫停相關員工的所有工作，一經發現違反勞動法規，相關人士將受到紀律處分。此後本集團亦會檢討及完善相關制度，避免再次發生違法事件。本年度內，本集團並無發生違反勞動法規事件。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### Remuneration and Dismissal

The Group has formulated the “Practice Guideline on Remuneration and Benefits Management” and adheres to the principle of “Being Paid Based on Duties and Contributions” to effectively regulate and manage the compensation system. This guideline provides comprehensive frameworks and an important basis for managing compensation and benefits. To attract more talented individuals and motivate employees to achieve business goals, the Group benchmarks the compensation systems against different enterprises in the same industry, region and scale. By regularly reviewing our salary structures and in line with operational development needs, the Group makes timely adjustments to salary structures, ensuring our remuneration packages are both appealing and competitive.

The Group has implemented the “Employee Reward and Punishment Management System”, to reward employees who demonstrate outstanding performance. This serves as an expression of gratitude for their contributions to the Group while reinforcing the message of “Merit-based Rewards” throughout the Group. Conversely, if an employee is found to be unable to perform the job or has violated relevant national regulations or regulations of the Group, the respective department may propose an early termination of the employment contract to the Group in accordance with the “Labour Contract Termination Approval Process”. The supervisor will then directly inform the employee of the reasons through face-to-face meetings. Employees will be terminated and compensated in accordance with the law to ensure full legal compliance.

### 薪酬及解僱

本集團按照「按職責取酬、按貢獻取酬」的原則，制定《薪酬福利管理作業指導書》，以有效地規範及管理薪酬體系，並為薪酬福利管理提供全面的準則和重要依據。為了吸納更多優秀人才及激勵員工努力實現業務目標，本集團亦會比較同行業、同地區、同規模的不同企業的薪酬體制，結合階段性調整及經營發展需要，適時地將薪資架構調整至更具吸引力及競爭力。

本集團按照《員工獎懲管理制度》，分配獎金獎勵工作表現優秀的員工，除了感謝員工對本集團的貢獻，同時更向集團上下傳遞「付出有所回報」的信息。相反，若發現員工無法勝任其工作崗位或違反本集團、國家相關法規、制度等，有關部門可根據《勞動合同解除審批流程》向本集團提出提前與該員工解除勞動合同，並由主管通過面談告知該員工。本集團將依法解僱員工及結算薪酬，確保本集團全面合法合規。



### Recruitment, Retention and Promotion

Employees are one of the key factors driving the business development of the Group. Therefore, the Group continuously improves recruitment management and expands recruitment channels to attract talent from all areas. The Group upholds the principles of fairness and impartiality in recruitment and promotion, strictly adhering to standards that exceed national requirements. We recruit and promote employees with the potential to serve the Company following the guidelines outlined in the "Recruitment Management Practice Guideline" and "Talent Development Practice Guideline". The Group has established five major recruitment channels, including recruitment websites, internal referral, an annual management trainee scheme, campus recruitment and collaboration with governmental employment agencies. Additionally, the Group engages with students on campuses every spring and autumn, introducing them to the various roles available across our departments. This initiative enhances students' understanding of the operation of each business unit and department in the property management industry. Moreover, we offer internship opportunities to third and fourth-year college students, aiming to attract, nurture and develop those who aspire to thrive in the property management service field. Through these internships, we seek to discover talents with professional knowledge and skills who will become the pillars of our industry.

### 招聘、留任及晉升

員工是推動本集團業務發展的重要因素之一，因此本集團不斷完善招聘管理，並建立更多招聘渠道以吸納全方位的人才。本集團提倡公平公正的招聘及晉升標準和程序，嚴格按照高於國家規定的標準，並依照《招聘管理作業指導書》和《人才發展作業指導書》招聘及晉升有潛質的人為公司服務。本集團建立了五大招聘渠道，包括招聘網站、內部推薦、年度管培生計劃、校園招聘以及透過政府招聘勞動員工。此外，本集團每年春季和秋季均會進入校園向學生介紹各部門的崗位，以增加學生對物業管理服務界各業務及部門營運的了解。同時亦向大三、大四學生提供實習機會，吸納並培訓有志在物業管理服務界一展所長的學生，以發掘具有專業知識及技能的明日棟樑。



# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

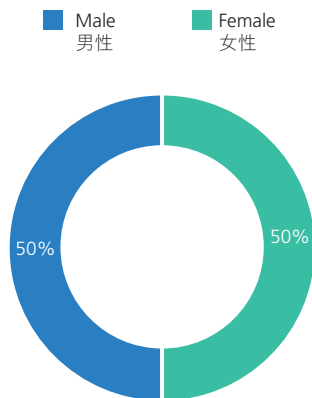
The Group firmly believes that a fair, just and inclusive working environment is of utmost importance for the development of employees. Therefore, the Group is committed to considering job applicants or employees based solely on objective criteria, such as work experience, educational background and abilities to assess the potential for recruitment and promotion. We also strictly prohibit any form of discrimination against job applicants and employees based on race, social status, nationality, religion, gender, etc. To ensure compliance, we regularly supervise and conduct random reviews of applicant information and recruitment procedures. Additionally, the Group strives to provide every employee with equal promotion opportunities. During the annual internal promotion assessment conducted at the end of each year, we assess employee performance across five dimensions, including cultural fit, tenure, performance, potential and capabilities, and then evaluate employees' promotion opportunities based on their performance throughout their term of employment.

本集團堅信公平公正和共融的工作環境對員工的發展極為重要，因此本集團承諾只衡量應徵者或員工的工作經驗、學歷及能力等客觀條件，判斷他們的招聘及晉升潛質。我們亦嚴禁對應徵者及員工作出任何有關種族、社會等級、國籍、宗教信仰、性別等的歧視行為，並定期監督及抽查審核應聘者資料及招聘程序，以確保其合規性。另外，本集團力求為每位員工提供公平的升職機會。在每年度末進行的內部晉升評核中，我們會透過綜合文化匹配、任職時間、績效、潛力及能力這五個維度，再根據員工任職期內的表現，評估員工的晉升機會。

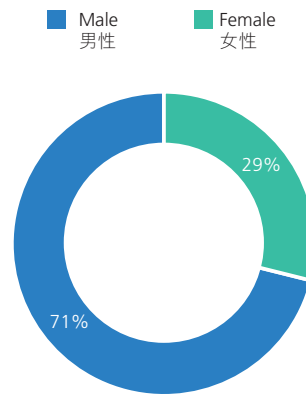
### 2023 Male to Female Employee Ratio

### 二零二三員工男女比例

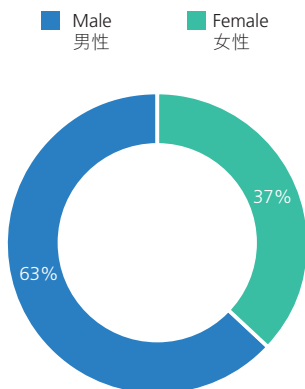
**Shanghai Headquarters Office**  
上海總部辦公室



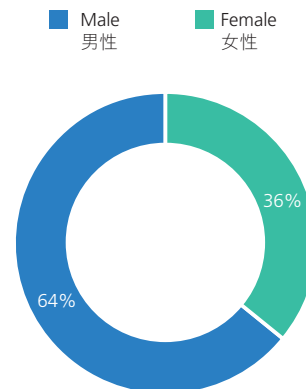
**Commercial Project**  
商業項目



**Residential Project**  
住宅項目



**Consolidated Result**  
綜合結果



# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### Training and Development

The Group actively invests resources in employees, providing a diverse range of training and development courses, while encouraging employees to utilise Company's resources for their personal career development. Additionally, we believe that the personal growth of employees contributes to improving the operational efficiency of the Company.

To establish a clear training system, training procedures and instructor management, the Group has formulated the "Training Operations Manual" to standardise and improve its training management. At the end of each year, the human resources departments of the headquarters of the Group and each of the regional companies will formulate the "Annual Training Plan" based on the Group's operation development and training needs, to plan and design related training programs and activities for employees of different levels, covering new employee adaptation management, professional training and skill enhancement training:



#### New Employees Adaptation Management 新員工適職管理

**Objective:** To facilitate the adaptation and integration of new employees into the Company's culture and environment

**Content:** The new employee adaptation program, new employee training and a transition from probationary to full-time employment are designed to help understand various aspects of our company, such as our corporate culture, job responsibilities, company discipline, risk management, occupational disease prevention, occupational safety and health

**目的：**促進新員工適應及融入公司  
**內容：**新員工融入計劃、新員工培訓、新員工試用與轉正等，以了解企業文化、崗位職責、公司紀律、風險管理、職業病防範、職業安全與健康等範疇



#### Professional Training 專業類培訓

**Objective:** To address operational challenges, enhance employees' expertise and improve the leadership and comprehensive management skills of managerial personnel

**Content:** Standardised training for various business operations, "Specific Training for Different Business Lines", key talent training projects, management and leadership courses and decision-making learning by external training institutions or experts, etc.

**目的：**解決業務痛點、提升員工專業能力、提升管理人員領導力和綜合管理能力  
**內容：**各業務標準化培訓、「大練兵」、關鍵人才培養項目，外部培訓機構或專家授課的管理類、領導力課程、行動學習等

### 培訓及發展

本集團積極為員工投放資源、提供多元化的培訓及發展課程，並鼓勵員工善用公司資源提升個人事業發展。同時，我們亦相信，員工增長自身價值有助提升企業營運效率。

為了明確訂立培訓體系、培訓程序、講師管理等事宜，本集團制定了《培訓業務手冊》，以便規範及改善員工培訓管理。根據集團的經營發展及培訓需要，總部及各區域公司人力資源部於每年年末會商討及擬定《年度培訓計劃表》，為不同職級的員工策劃三大培訓課程與活動，其中包括新員工適職管理、專業類培訓及技能提升類培訓：



#### Skill Enhancement Training 技能提升類培訓

**Objective:** To fulfill specific certification requirements for certain company qualifications or positions

**Content:** Job positions requiring specific certificates or designated continuing education courses

**目的：**公司資質或崗位需要特殊證書  
**內容：**崗位需要特殊證書或繼續教育指定培訓課程

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

After the completion of training, the Group will collect feedback from the employees to review and evaluate the effectiveness of each training course's content and activity, further enhancing the training plan for the upcoming year. The Group is committed to nurturing more talented employees, offering them broader career development opportunities and enabling them to acquire skills and achieve personal growth in various areas. Based on individual interests and abilities, together with the needs of the Group, employees can choose suitable development paths to enhance their value and capabilities in their career.

During the Year, the Group continued to offer key training activities for employees, including the "Three Major Business Lines Training Camps" and the "Business Lecture". The "Three Major Business Lines Training Camps" primarily aim to ensure that employees have a clear understanding of the Group's work philosophy and standards. For example, during the Year, we organised the "Tenants Sourcing Line Training Camp" and the "Operations Line Training Camp", providing targeted guidance to various departments and business teams to enhance their core business capabilities. During the Year, there were three exclusive sessions of the "Three Major Business Lines Training Camps" in total, each spanning three days, with a combined attendance of 200 individuals both in-person and virtually. The satisfaction ratings for all three training sessions exceeded 98 points.

Additionally, we conducted three sessions of "Business Lecture" during the Year, focusing on legal affairs, tenant sourcing and leasing guidelines. We will continue to leverage the "Business Lecture" as a platform for knowledge exchange and sharing. Our aim is to foster a positive learning atmosphere for our employees, promoting professional growth across all business lines through sharing and training.

結束培訓課程後，本集團將收集員工們的意見，以檢討和評估每個培訓課程內容與活動的成效，進一步完善來年的培訓計劃。本集團承諾致力於培養更多有潛力的員工，為員工提供更廣闊的職業發展機會，讓他們在各個範疇發展技能、實現個人成長。因應個人興趣及能力，同時結合本集團的需求，員工可以選擇適合自己的發展方向，以提升自身在職場中的價值和能力。

本集團在年內繼續為員工提供關鍵培訓活動，包括「三大業務條線訓練營」及「業務大講堂」。「三大業務條線訓練營」主要確保員工清晰明瞭本集團的工作理念和標準，例如我們在年內舉辦了「招商條線訓練營」和「運營條線訓練營」，對各部門和各業務團隊提供針對性指導，以提升核心業務能力。本年度，「三大業務條線訓練營」活動共組織三個專場，每場三天，線上線下累計200人參加，三場培訓滿意度均在98分以上。

另外，本年度舉辦了三次「業務大講堂」，內容圍繞法務、招商及租賃指引。我們將繼續善用「業務大講堂」這一個交流分享平台，希望透過分享及培訓，為全員營造一個積極求學的氛圍，提升各條線的專業能力。

Tenants Sourcing Line Training Camp  
招商條線訓練營

To equip the Group's tenant sourcing team to swiftly face the challenges brought by industry trends and market environment changes, the Group organised the "Tenants Sourcing Line Training Camp" in August, featuring training sessions delivered by external lecturers. The training integrated theory with practical application, utilising a variety of methods including lectures, analysis of exemplary cases, scenario planning, and strategic exercises. The training curriculum for our employees covered a range of topics, including optimising the business portfolio, increasing effective customer flow, enhancing product appeal and boosting sales. These efforts aimed to broaden the team's business vision, enhance their professional skills and help the Group achieve "Scaling up with Quality Development".

為了讓本集團的招商團隊能夠迅速面對行業發展及市場環境轉變帶來的挑戰，本集團於八月舉辦了「招商條線訓練營」，並邀請了外聘講師提供培訓。培訓結合立論與實踐，以知識講解、優秀案例分析、沙盤演練、訓練等方式，為員工提供包括優化商業組合、增加有效客流、提升商品力、提升銷售量等主題的培訓，以拓寬團隊的業務視野、提升專業技能，助本集團實現「有質量規模化發展」。





# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### Operations Line Training Camp

#### 運營條線訓練營

In October, the Group launched the “Operations Line Training Camp”, inviting external instructors to provide training for our employees. The training focused on the four major strategies and 25 operational tools for achieving “Stabilisation and Prosperity” in shopping malls. The operations team was guided on how to distinguish themselves and take the lead in the highly competitive and homogeneous commercial market, thus enhancing the overall quality of the mall operations. Mr. Wong Lun, Chairman of the Board of the Group, and Mr. Niu Wei, the Chief Executive Officer of the Group, also personally attended the event, sharing insights on the strategic direction of SCE CM’s management and development and expressing their high expectations for the participants.

本集團於十月開展「運營條線訓練營」，邀請了外聘講師為員工提供培訓，內容有關購物商場「穩場旺場」的四大策略和25個營運使用工具，並教導運營團隊在商業同質化嚴重的市場環境下脫穎而出，在競爭中先拔頭籌，從而全面提升商場運營的質量。本集團董事會主席黃倫先生、首席執行官牛偉先生亦親臨現場，向學員傳遞中駿商管經營發展方向的信息，並向大家提出期望。



**Marketing Line Training Camp**  
市推條線訓練營

During the Year, the Group organised the “Marketing Line Training Camp” in November to explore the core marketing challenges from a customer’s perspective with our participating employees. The focal was on the fundamental logic and operational methods of generating customer flow: “Attracting — Redirecting — Retaining”. We explored and contemplated how to enhance customer satisfaction and brand sales through in-depth operations and marketing in the upcoming year, aiming for an “Altruistic and Win-win” relationship between SCE CM and our customers. Mr. Niu Wei, the Chief Executive Officer of the Group, provided guidance and shared marketing insights at the camp, highlighting his vision for the Group’s future growth.

本集團於本年度十一月組織了「市推條線訓練營」，與培訓員工一同從顧客視角探究行銷核心問題，即「引流 — 導流 — 留流」的底層邏輯與操盤方法，探索和思考如何在來年通過深度運營和營銷提升客戶滿意度、品牌銷售力，從而實現中駿商管與客戶之間的「利他共贏」。訓練營同時邀請本集團首席執行官牛偉先生親自到現場給予指導及分享行銷心得，並對員工提出集團未來發展期望。



Total Employee  
Training Hours  
員工總培訓小時數  
**137,502.5**



Average Employee  
Training Hours  
員工平均培訓小時數  
**40.5**



Percentage of  
Employees Trained  
培訓人數佔比  
**96%**

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### Employee Benefits and Welfare

The basic rights and benefits of employees are highly valued by the Group, fully recognising that employees are the cornerstone for long-term enterprise development. Therefore, the Group continuously improves the welfare and benefits to attract and retain talent, while strictly enforcing the national social security and welfare systems. The Group provides all eligible employees with pension insurance, medical insurance, unemployment insurance, work-related injury insurance, maternity insurance and housing provident fund. In addition to statutory benefits, the Group offers several additional benefits for employees, including free lunches on working days, gym membership discounts, provision of staff dormitories, assistance funds and training allowances for most staff who are responsible for residential projects, etc.

The Group offers flexible working hours to help employees achieve work-life balance, and encourages them to develop expertise and pursue interests in other areas during their spare time. Depending on the nature and requirements of each position, the Group sets suitable and flexible specific working hours and implements a differential work system. To safeguard employees' labour rights in relation to working hours, the Group ensures compliance with local laws and regulations by providing employees with at least one day off per week. Furthermore, the Group provides various leave benefits for employees, such as annual leave, sick leave, marriage leave, bereavement leave, work-related injury leave, family visit leave, maternity leave, maternity examination leave, paternity leave and nurturing leave, etc.

### 員工待遇及福利

員工的基本權益和福利為本集團高度重視的議題，深明員工是企業長遠發展的基石，因此本集團不斷完善員工的福利保障以吸引和保留人才，並嚴格執行國家的社會保障及福利制度。本集團為所有符合資格的員工提供養老保險、醫療保險、失業保險、工傷保險、生育保險及住房公積金。除法定福利外，本集團還為員工提供了多項額外福利，包括為員工提供每天免費工作午餐、健身房折扣優惠、為大部分住宅項目員工提供宿舍、援助基金、培訓津貼等。

本集團為員工提供彈性工作時間，旨在讓員工在工作和生活之間取得平衡，同時鼓勵員工在工餘時間發展其他範疇的專長及興趣。根據各崗位的性質和需求，本集團為員工制定適宜並靈活的工作時間安排方式，以實行差別化工作制。為保障員工在工作時數方面的勞工權益，本集團按當地法律法規，確保員工每周至少休假一天。另外，本集團為員工提供不同的休假福利，包括但不限於年假、病假、婚假、喪假、工傷假、探親假、產假、產檢假、陪產假及哺乳假等。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

To ensure that employees achieve work-life balance, the Group organises activities aimed at promoting physical and mental well-being, enabling employees to relax during their leisure time. During the Year, we have arranged a diverse range of group activities for employees, including the “Fun Sports Day”, an environmental charity cleanup initiative and the “Cultural Talk”. The Group also organised the “Golden Week Engagement for Everyone”, featuring a series of team-building activities such as the “Quiz Contest”, “Funny Photo-Taking Session”, and “Witty Puzzle”, allowing employees to engage in games while fostering strong relationships and synergy among colleagues. During the “Fun Sports Day”, the Group held a tug-of-war competition, which has not only enhanced the strength and endurance of colleagues but also nurtured cooperation and communication skills among the working team.

為了確保員工達致工作與生活的平衡，因此本集團為員工籌辦提升身心的活動，幫助員工於閒暇時間放鬆身心。本年度我們為員工舉辦了豐富多樣的團體活動，包括「趣味運動會」、清理垃圾環保公益活動、「文化大講堂」等。本集團還舉辦「黃金周超級總動員」，設計了一系列的團體活動，包括「明白卡競答」、「搞怪拍照」、「機智拼圖」等，讓員工在身心舒暢投入遊戲的同時，亦能增進同事間的感情及默契。而在「趣味運動會」中，本集團則舉辦了拔河比賽，不僅鍛煉同事的力量和耐力，還培養了工作團隊之間的合作默契和溝通協調。



Golden Week Engagement for Everyone  
黃金周超級總動員



Cultural Talk  
文化大講堂



Environmental Charity Cleanup Initiative  
清理垃圾環保公益活動



Fun Sports Day  
趣味運動會

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

In addition to team events, we also provide employees with information on sports, physical health and safety. For example, we educated them on how to calculate the maximum heart rate by age, guiding them to reasonably design the intensity of fitness training that is both effective and safe, preventing injuries. We offer training on how to use an Automated External Defibrillator (AED) to increase the chances of saving lives during emergencies. The Group has also established a fund to assist employees who suffer from serious illnesses, providing support in times of urgent need. Additionally, the Group has set up a counseling hotline to offer emotional support to employees. The Human Resources Department communicates with employees, listens to their work-related and personal stress and offers care and guidance and strengthens their mental health as needed.

In 2023, the Group presented four awards to recognise outstanding employees at various levels and in different business divisions, including the “Staff Excellence Award”, “Top Talent in Tenant Sourcing Award”, “Pillars of Strength Award” and “Outstanding Business Employee Award”. Each property and department of the Group is required to follow the nomination process to evaluate the performance of outstanding employees internally. These exemplary individuals will be publicly honoured at the annual meeting, showcasing our appreciation and recognition of their efforts. Going forward, we will continue to encourage other employees to strive for excellence, actively provide good quality services to customers, and continuously enhance their business knowledge and skills, fostering a positive competitive environment.

除團體活動外，我們亦向員工傳遞運動、身體健康與安全的信息，例如如何根據年齡計算最大心率，以指引員工合理地設計運動訓練強度，提高運動效果的同時亦保護身體免受損傷；提供操作自動體外心臟去顫器(AED)的方法，以在緊急情況下提高拯救生命的機率。本集團亦設立了基金幫助患有重大疾病的員工，以協助解決燃眉之急。另外，本集團設立了輔導熱線為員工提供情緒支援，人力資源部與員工溝通，聆聽員工因工作或個人事務而產生的壓力，關心和開解員工，提升他們的心理健康。

本集團在二零二三年度頒發四個獎項以表揚各級別及業務的優秀員工，包括「優秀員工獎」、「招商能手獎」、「中流砥柱獎」及「業務標兵獎」。集團要求各個物業和部門根據優秀員工提名規則進行內部評選，並由本集團在年會上公開嘉獎獲獎優秀員工，展現對他們的肯定和讚賞。未來，我們將繼續鼓勵其他員工努力爭取表現、積極為客戶提供優質服務，同時持續提升自身的業務知識及技能，以營造一個良好的競爭環境。



# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### Communication with Employees

The Group places great emphasis on maintaining open, two-way and close communication with employees, aiming to gain a deep understanding of their expectations and concerns. Therefore, the Group has launched multiple channels for two-way communication, both online and offline, allowing feedback to flow in both directions, from top to bottom and vice versa. We are committed to maintaining an open attitude to collect and respond to employees' opinions in a timely manner:

### 員工溝通

本集團重視與員工保持開放、雙向及密切溝通，希望深入了解員工對本集團的期望與關切。因此本集團開展了多種雙向溝通機制，包括自上而下和自下而上的在線與離線模式，保持開放的態度收集員工的意見，並適時提供反饋：



- “Hear Your Voice”
- 「聽見你的聲音」

To listen to our employees' opinions and provide them with a platform to express their thoughts, the Human Resources Department of the residential segment and project managers organised the “Hear Your Voice” event during the Year. During the event, the responsible person filled out the “Record Sheet of Cippon Tai Wo Employees” to document and organise employee requests. Following the discussion session, a summary of the employees' feedback was shared publicly. During the Year, a total of 1,273 comments were collected from various residential projects. The Group will continue to listen to the needs and opinions of employees with a receptive and open attitude, making appropriate improvements based on their suggestions and providing the necessary support for employees.

為了聆聽員工的意見，以及為員工提供一個發表心聲的平台，本年度住宅分部的行政人力資源部及項目負責人組織了「聽見你的聲音」員工暢談會。在暢談會中，負責人員填寫《世邦泰和員工暢談會記錄表》以記錄及整理員工提出的要求，並在暢談會結束後公佈統整的員工意見，本年度從各住宅項目共收集 1,273 項意見。本集團將繼續以寬容和開放的態度傾聽員工的需求和意見，並根據員工的建議作出適當改進，為員工提供所需的支援。





- **“Voice from Junior Staff Initiative”**
- 「基層炮聲計劃」

During the Year, the Group launched the “Voice from Junior Staff Initiative” to collect opinions from employees across various operational projects regarding their work-related matters. The initiative was conducted in the form of a survey questionnaire, aiming to understand the concerns and needs encountered by employees in entry-level positions from different business departments. The survey covered areas such as work processes, system usage, standardisation, policy management, seal usage and management, conference management and performance improvement. A total of 77 responses were collected, and the headquarters, together with various departments, developed solutions based on the employees’ feedback, and committed to creating an ideal work environment for employees. We will continue to maintain an open and proactive attitude, listening to employees’ opinions, addressing their needs and continuously enhancing their satisfaction with the Company to cultivate an efficient work team.

本集團本年度舉辦了「基層炮聲計劃」，收集各個運營項目員工在工作方面的意見。本次計劃以調研問卷形式進行，向各基層業務部門了解員工在不同工作中遇到的問題及需求，範圍主要涵蓋了工作流程、系統使用、標準化、制度管理、印章使用及管理、會議管理及業務改善。是次計劃共收集了77個回覆，由總部聯同各個部門，針對員工的意見形成解決方案，致力為員工營造理想的工作環境。我們將會繼續保持開放和積極態度接納員工的意見，滿足員工的需求，持續提高員工對公司的滿意度，建立高效工作團隊。



- **“Power of Role Models”**
- 「榜樣的力量」

During the Year, the Group organised the “Power of Role Models” campaign, with the aim of collecting inspiring stories from the lives of our employees. After compiling these stories, the Group shared ten stories that exemplify this positive energy among our employees. We selected “Excellent Employees” as role models for other colleagues, inspiring them to embrace every opportunity and overcome challenges in family, life and work with a positive attitude, thus bringing positive impacts to their own lives.

本年度，本集團舉辦了「榜樣的力量」活動，旨在向員工收集生活中的正能量故事。經本集團彙編後，向員工宣傳十大具有正能量的案例，並評選出具有正能量的「十優員工」作為其他員工的榜樣，鼓勵員工把握所有機遇，並以積極態度克服在家庭、生活、工作上遇到的困難，為自身生活帶來正面影響。



- **Employee Forum**
- **員工座談會**

During the Year, the Group organised a total of 50 employee forums, providing a platform for employees to share their thoughts and feedback. In these forums, we received 216 valuable recommendations related to the development of corporate culture and project operations.

本集團於本年度共組織了50場員工座談會，討論自己的感受和提出意見，座談會中共聽取了216條關於公司文化發展和項目經營的有效建議。



- **Email, Hotline and Official WeChat Account of the Group**
- **集團郵箱、熱線、微信公眾號**

The Group has established multiple feedback channels, including an email account, a hotline and an official WeChat account. Employees with questions or feedback are encouraged to use these three channels to contact the Company. The regional human resources departments are responsible for managing the corporate email, where they compile and summarise the received emails and employee feedback. They also conduct one-on-one phone conversations as requested by employees to address their concerns and promptly pass on the feedback to the relevant business or project departments. These departments then evaluate the feasibility of the employee suggestions and take appropriate actions. The Group also provides timely updates on the progress of feedback to the employees. Additionally, our hotline and official WeChat account are centrally recorded and managed by the customer service centre at the headquarters.

本集團設立多個反饋渠道，包括郵箱、熱線及微信公眾號，員工如有任何問題或意見可透過這三種渠道聯繫公司。各區域人力資源部負責管理集團郵箱，將收到的郵件及員工意見進行歸納及管理，並按員工要求進行一對一電話溝通，將員工意見及時反映到相關業務或項目部門，由業務或項目部門評估員工建議的可行性，從而作出相應措施。本集團也會適時向員工交代意見反映進度。另外，熱線及微信公眾號則由總部客服中心統一記錄及管理。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### Occupational Health and Safety

The Group prioritises the health and safety of its employees. To build a healthy and safe workplace, each operation site has formed its safety production leadership teams to ensure the strict implementation of health and safety related policies and measures, such as the “Risk Management Operation Guideline”. The responsible departments develop and implement relevant risk control measures for different sources of safety risks. These measures include providing training to employees, guiding them in the operation of machinery and equipment, and sharing occupational health and safety knowledge to ensure that the employees fulfil their occupational health and safety responsibilities as required in their positions. Additionally, the Group requires employees to take effective self-protection measures before engaging in high-risk activities, verify the suitability of the surrounding environment for operations, and strive to eliminate potential dangers to prevent accidents and occupational hazards.

To manage occupational health and safety risks more effectively, department heads are required by the Group to periodically emphasise the importance of occupational health and safety during business meetings. The Group's Safety Inspection Department conducts regular inspections of property projects, performs safety risk assessments and special inspections, and works on risk prevention to eliminate any workplace safety hazards. The Group provides medical insurance, work-related injury insurance and employer's liability insurance for all employees to ensure that they are well protected in the event of an occupational injury or accident.

### 職業健康與安全

本集團以保障員工的健康及安全為目標。為了建立一個健康及安全的工作場所，各運營點已建立安全生產領導小組，確保嚴格執行《風險管理作業指導書》等健康與安全相關的政策及措施。針對不同的安全風險源，負責部門會制定及實施相關風險管控措施，例如為相關員工提供培訓，指導其進行機械設備操作及傳達職業健康安全知識，確保相關員工履行其崗位規定的職業健康安全責任。同時，本集團亦會要求員工在進行高風險活動前採取有效的自我防護措施，並確認周圍環境是否符合操作要求，竭力消除潛在隱患，避免發生傷亡事故和職業危害情況。

為更有效管理職業健康和安全的風險，本集團規定各部門負責人不定期在商業例會中向員工推廣職業健康和安全的的重要性。本集團的安檢部亦會定期巡檢物業項目，進行安全風險評估及專項檢查，以及進行風險防範工作，致力消除任何職場安全隱患。本集團已為所有員工繳付醫療保險、工傷保險及僱主責任險，確保員工發生職業傷害或事故後得到應有的醫療保障。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

A comprehensive emergency plan and corresponding preventive measures can be established to effectively prevent accidents and reduce their severity. Therefore, the Group has formed the Emergency Response Team and formulated the "Emergency Plan for Work Injury Accidents". This plan requires employees to strictly comply with the emergency procedures for work-related accidents and clearly defines the structure and responsibilities of the Emergency Response Team. In the event of an incident, on-site personnel should immediately provide emergency aid to the injured, while the Human Resources Department is responsible for promptly contacting the insurance company for claims and the human resources manager must report the incident to the Group's management. Meanwhile, the Group has established a Safety Leadership Team that handles personnel casualty incidents that may occur during work processes, and the Construction and Property Department ensures daily work inspections and corrections to prevent accidents. After handling an incident, the Group conducts a review of the effectiveness of the incident handling procedures to identify areas for improvement. The relevant department evaluates and assesses the incident's cause, while the human resources department is responsible for formulating or revising the emergency plan for the accident. The plan is then evaluated and improved by the chief person in charge for the improvement of the emergency plan. The Group conducts emergency drills at least once every six months to enhance the safety awareness and emergency response capabilities of all employees.

建立全面的工傷事故應急計劃和執行相應的預防措施，能有效預防事故發生，並降低事故的嚴重性。因此本集團成立了應急處置小組，亦制定了《工傷事故應急預案》，要求全體員工嚴格執行工傷事故應急處理程序，並明確了應急處置小組結構及其職責。事故發生後，現場人員應立即對受傷人員進行緊急救護，人力資源部負責及時與保險公司聯繫理賠，而人力資源經理則立即上報本集團管理層。本集團亦設立了安全領導小組，負責應對工作人員傷亡事故，而工程物業部則負責進行日常工作的安全檢查及排查，預防事故發生。妥善處理事故後，本集團會檢討事故處理程序的有效性，識別需改善的地方，由事故部門評估報告事故形成原因，人力資源部負責就該事故訂立或修正應急預案，再由總負責人評價，以完善事故應急預案。本集團每半年至少演練一次應急預案，務求提高全體員工的安全意識及事故應變能力。

Health and Safety 健康與安全	Shanghai	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果
	Headquarters Office 上海總部辦公室			
Number of work-related injuries 因工受傷人數	–	6	26	32
Lost days due to work injuries 因工傷損失工作日數	–	92	365	457

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### OPERATION PRACTICES

The Group considers corporate ethics and integrity as the primary principles of its operation, adhering to a business model based on commercial morality and self-discipline. Our commitment to providing high-quality products and services and maintaining close relationships with all suppliers, fostering mutually beneficial and sustainable partnerships.

#### Anti-corruption

The Group operates its business with integrity and ethical standards, upholding a zero-tolerance policy to any form of bribery, extortion, fraud, money laundering and other corruption practices. Through various measures, we strive to maintain a foundation based on integrity. Whether it is internal operations or external collaborations, the Group requires all units and departments to strictly adhere to the anti-corruption policies and management systems outlined in the "Integrity Monitoring Management Operation Guideline". This ensures the prevention of corruption and fraudulent incidents, safeguarding the Group's reputation and facilitating the long-term development of the business, thereby protecting the Group's interests.

The Group is committed to complying with the principles of fair competition and strictly prohibits any form of unfair competitive behaviour. Therefore, the Group requires all units and departments to strictly follow the systems and measures specified in the operation guidelines during the bidding process. This includes prohibiting employees from disclosing evaluation-related information to bidding personnel, preventing anyone from using illegal means to seek improper benefits that could harm the economic interests of the company. Additionally, the Group requires employees to annually complete the "Employee Conflict of Interest Declaration Form", disclosing all potential conflicts of interest. Furthermore, the Group conducts monthly checks on positions that are at higher risk of corruption and fraud, meticulously recording and inspecting relevant documents, minutes, work notes, receipts, financial accounts and other materials. In business transactions, the Group signs the "Integrity Management Agreement" with partners to ensure that both parties' staff adhere to the code of conduct for honest cooperation. The agreement explicitly prohibits the Group's employees from accepting any form of kickbacks, gifts, cash, securities, vouchers, etc., from partners. Similarly, partners are prohibited from organising high-consumption entertainment, fitness, travel activities, high-level banquets, etc. The Group reserves the right to pursue legal actions and terminate the partnership in the event of any violation of the "Integrity Management Agreement".

### 營運慣例

本集團將企業道德與誠信視為營運首要原則，堅守商業道德和廉潔自律的業務營運模式，對提供高質素產品與服務有嚴格標準，並與各供應商保持緊密聯繫，建立互惠互利、可持續的合作關係。

#### 反貪污

本集團秉持廉潔和道德標準營運業務，對任何形式的賄賂、勒索、欺詐、洗黑錢及其他貪污行為採取零容忍的態度，通過多項措施努力維護誠信為本的原則。無論是內部營運或是與外部協作，本集團均要求所有單位及部門嚴格按照《廉政監察管理作業指導書》制定的防貪政策及管理體系營運業務，以避免貪污舞弊事件的發生，從而使本集團的聲譽及業務的長遠發展得到保障，維護集團利益。

本集團致力遵循公平競爭原則，嚴禁任何不正當競爭行為。因此本集團要求各單位及部門在招標過程中，嚴格遵守作業指導書中規定的制度與措施，包括相關員工不得向參與招標人員洩露與評標有關的信息，以預防任何人採用違法手段謀取不正當利益，損害公司經濟利益。同時，本集團要求員工每年填寫《員工利益衝突申報表》，披露所有潛在的利益衝突；另外，本集團每月檢查貪污舞弊風險較高的崗位，仔細記錄及檢查有關文件、會議記錄、工作筆記、單據、財務賬目等相關材料；本集團在業務往來時亦會與合作伙伴簽署《廉政管理協議書》，確保雙方工作人員在履行職責時遵守廉潔合作行為準則。協議書強調本集團員工不得接受任何合作伙伴任何形式的回扣、禮品、現金、有價證券、禮券等，而合作伙伴亦不得為本集團員工組織高消費娛樂、健身、旅遊活動、高規格宴請等。如合作伙伴違反《廉政管理協議書》，本集團將依照相關法律行使追究的權利，並終止合作關係。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### Corruption Reporting Measures

The Group has established an internal whistle-blowing mechanism for employees, which includes our official website, official WeChat account, email, telephone, etc. Clear guidelines for reporting have also been provided. Employees have the option to report details and provide supporting evidence of any improper behaviour to the management either anonymously or with their real names. The Group assigns the Internal Audit and Compliance Department to conduct fair and thorough investigations into the reported cases and complaints, determining whether an investigation should be initiated based on the nature of the complaint. In case where an employee is found to have violated our anti-corruption standards, disciplinary actions will be taken, and those who have violated the law will be referred to the local judicial authorities for handling.

### Integrity Education

To enhance the awareness of integrity risks among employees at all levels, the Internal Audit and Compliance Department organises annual integrity promotion and training. The training programme covers all employees, including new employees, permanent employees, outsourced personnel, interns, etc. Employees in key positions and newly recruited employees are given additional on-site training and assessment focused on integrity practices. In addition to training, the Group utilises various forms of publicity and education such as videos, lectures to comprehensively enhance employees' anti-corruption awareness.

During the Year, there were no concluded legal cases regarding corrupt practices brought against the Group.

### 舉報貪污措施

本集團已為員工設置內部舉報機制，包括官網、微信公眾號、郵箱及電話等，另外亦提供了清晰的舉報指引，員工可選擇以實名或匿名方式向管理層反映及舉報不當行為的詳情和支持證據。本集團會委派審計監察部對舉報及投訴個案作出公平且深入的調查，並根據投訴性質確定是否立案調查。如員工被證實違反反貪污標準，本集團將對員工做出紀律處分，並將違反法律者移交到當地司法機關處理。

### 廉潔教育

本集團審計監察部每年開展廉政宣導及培訓，以加強各級員工的誠信廉潔意識。培訓覆蓋公司所有員工，包括新員工，正式員工、外包人員、實習生等。針對關鍵崗位員工、新入職員工等重点群體，本集團亦會另外進行廉潔從業現場培訓及考核。除了培訓，本集團亦透過不同宣傳教育形式例如視頻、講座等全面提升員工反貪腐意識，傳承公司的廉潔文化。

於本年度，本集團並沒有任何貪污訴訟案件發生。



# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### Product Responsibility and Service Quality

As a comprehensive property management service enterprise committed to providing “Quality Services”, the Group is dedicated to meeting customers’ needs and expectations, continuously improving management systems, enhancing service quality and ensuring customer health and safety. The relevant systems and measures that have been implemented are as follows.

### 產品責任及服務質素

作為以提供「優質服務」為本的綜合物業管理服務企業，本集團致力滿足客戶的需要與期望，不斷完善管理制度、提升服務質量，以及保障客戶健康與安全。已經實施的相關制度和措施如下。

### Health and Safety 健康安全



The Group prioritises the quality of our properties and services and is committed to ensuring the health and safety of our users. The Group has formulated the “Undertaking Inspection Manual”, “Operation Guide for Undertaking Inspection” and “Operation Instruction of Undertaking Inspection” to establish standards for inspection, rectification, handover and quality assurance handover for each project, ensuring the projects or services meet the quality and safety requirements. The Group will also provide training for relevant residential property companies before project inspections to enhance the professional skills and knowledge of the safety of property engineering practitioners to reduce safety management risks.

本集團重視物業及服務的質量，致力確保用戶的健康及安全。本集團已編製《承接查驗手冊》、《承接查驗操作指南》及《承接查驗作業指導書》，訂立各項目在查驗、整改、移交、質量保證的標準，以確保項目及服務符合質量及安全要求。在項目查驗前，本集團會為相關住宅物業公司提供培訓，加強物業工程人員的專業技能及安全知識，以減低安全管理風險。

In accordance with the “Fire Protection Law of the People’s Republic of China” and the “Provisions on the Administration of Fire Control Safety of State Organs, Organisations, Enterprises and Institution”, the Group, along with all partners, such as tenants, signs the “Fire Safety Responsibility Statement.” The Group is committed to strictly adhering to relevant fire regulations and assumes full responsibility for fire monitoring in shopping malls including the maintenance of public fire facilities, equipment and apparatus, ensuring the safety of tenant operations and fire safety of shopping malls and creating a safe environment for our customers.

根據《中華人民共和國消防法》及《機關、團體、企業、事業單位消防安全管理規定》，本集團與所有合作伙伴，例如租戶簽署《消防安全責任書》。本集團將嚴格遵守相關消防法規，並全面負責商場的消防監控，包括維護消防公共設施、設備和器材，確保租戶的經營活動及商場整體的消防安全，為客戶創建一個安全的環境。

### Customer Privacy 客戶私隱



The Group strictly adheres to the “Trademark Law of the People’s Republic of China”, the “Patent Law of the People’s Republic of China”, the “Copyright Law of the People’s Republic of China” and other relevant legal and regulatory requirements. Our commitment lies in protecting the personal privacy of customers and their intellectual property rights. The Group has formulated the “Customer Service Operation Instructions”, requiring customer service centres to securely encrypt and handle customer data to prevent any data leaks. The unauthorised distribution of confidential data is strictly prohibited, ensuring the protection of customer privacy and their rights. Additionally, the Group mandates all employees to receive training on customer privacy upon joining the Company. They are also required to sign the “Employee Confidentiality Agreement”. As we transition to a paperless and networked office, the Group pays more attention to cyber security. We are committed to continuously developing and improving the relevant systems, conducting regular inspections to identify potential security risks and further strengthening the confidentiality of customer information.

本集團嚴格遵守《中華人民共和國商標法》、《中華人民共和國專利法》、《中華人民共和國著作權法》等法律法規要求，致力保護客戶的個人私隱及其知識產權。本集團已制定《客戶服務作業指導書》，要求客戶服務中心加密保管及處理客戶資料以避免資料外洩，並嚴禁私下發送任何保密資料，確保客戶私隱不會外洩及其權益受到保障。同時，本集團要求所有員工入職後立即接受客戶私隱相關培訓，並簽署《員工保密協議》。隨著無紙化和網絡化辦公的趨勢，本集團更加注重網絡安全，承諾持續制定及完善相關制度，並定期檢查，以識別潛在的安全隱患，進一步加強客戶隱私保密。

### Compliant Promotion 合規宣傳



The Group has formulated the “Group Brand Management Operation Instructions”, the “SCE CM Brand Management Operation Instructions” and the “Property Company Brand Management Operation Instructions”. These guidelines provide regulations for advertising and promotion, aiming to strengthen the control over promotional material and ensure the truthfulness and accuracy of the information published. Furthermore, all employees are required to comply with the relevant social media management platform’s regulations and all national laws and regulations, including the “Advertising Law of the People’s Republic of China”, while aligning with the Group’s information disclosure protocols when sharing on public and personal media accounts.

本集團訂立《集團品牌管理作業指導書》、《中駿商管品牌管理作業指導書》、《物業公司品牌管理作業指導書》指引，明確地規範廣告宣傳的要求，加強對宣傳內容的管控，確保所發佈的信息真實性及準確性。此外，所有員工在公眾媒體及自媒體平台機構賬號、個人賬號發佈信息時應符合相關社交媒體管理平台的規定以及所有國家法律法規，包括《中華人民共和國廣告法》，並應遵循本集團信息披露要求。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### Satisfactory Service 滿意服務



With our goal to provide professional and high-level property management services, the Group has developed the “Order Maintenance Management Operation Instructions”, the “Order Maintenance Position Operation Manual” and the “Property Management Contracts”, specifying the property management requirements for entrances and exits, patrols, vehicles, etc. The Engineering and Property Department has formulated the “SCE CM Project Management Standard Actions” to standardise the operation of engineering equipment, HVAC systems, water supply and drainage systems, high-voltage electrical systems, elevator systems and low-voltage electrical systems. These measures ensure that customers can enjoy an ideal and comfortable environment in the Group’s properties.

本集團以提供專業及高水平的物業管理服務為目標，因此制定了《維序管理作業指導書》、《維序崗位操作手冊》及《物業管理合同》，明確各出入口、巡邏、車輛等物業管理要求。工程物業部也制定了《中駿商管工程管理標準動作》，標準化工程設備、暖通系統、給排水系統、強電系統、電梯系統和弱電系統運行，確保客戶能在本集團物業享有理想舒適的環境。

Customer feedback is a driving force for the continuous improvement within the Group. In 2023, the Group maintained good communication with owners and tenants across commercial management projects. We conducted satisfaction surveys and collected opinions from owners and tenants through regular phone calls and visits, improving our services based on their suggestions.

客戶的意見是本集團持續進步的動力。在二零二三年，本集團的商業管理項目與業主及租戶保持良好溝通，並對服務滿意度進行調查，在日常透過電話及上門訪問，收集業主及租戶意見，並根據他們的建議完善服務。

The Group also provides customers with channels to express complaints and feedback. Customers can share their opinions through our “400” customer service hotline. Upon receiving a complaint, the Group will assign dedicated personnel to follow up. We thoroughly assess the content of the customer’s complaint and propose improvement plans to ensure comprehensive resolution and prevent similar incidents from happening again. For example, if a complaint is lodged against a shopping mall, the dedicated personnel is responsible for coordinating and handling the complaint to ensure customer satisfaction. In residential projects, our housekeeper works closely with the owner to understand their needs, resolve issues and close the complaint case with the owner’s agreement. During the Year, the operation sites of the Group received a total of 2,059 complaints.

本集團也為客戶提供了投訴及反映途徑。客戶可透過「400」客服熱線向本集團提供意見。如接獲投訴，本集團將安排專人跟進，全面評估客戶投訴內容並提出改善方案，確保問題得到徹底解決，以及防止類似事件再次發生。例如商場接獲申訴後，會由專人負責對接，盡快協調處理申訴，以讓顧客感到滿意。而住宅項目接到投訴後，管家會與業主聯繫，了解業主的需求和解決問題，並在獲得業主同意下關閉該投訴單。於本年度，本集團各運營點共接獲2,059宗投訴。

In order to provide high quality services to customers, the Group has formulated and implemented the “Highlights of Work for Key Posts in Property Projects”, which standardises the residential property services and provides guidance to the staff responsible for order maintenance, customer service, environment and engineering for the provision of basic and value-added services at each stage.

另外，為了向客戶提供優質服務，本集團訂立並實施《物業項目關鍵崗位工作要點梳理》，將住宅物業板塊服務內容標準化，指引物業板塊的維序、客服、環境及工程工作人員於各階段執行基礎及增值的服務。

To provide more convenient and diverse services and enhance customer experience, the Group launched an online digital system and a self-service application, enabling customers to access our services anytime and anywhere. Moving forward, the Group will continue to improve customer service and customer satisfaction.

為了提供更便捷、多樣的服務，從而進一步提升客戶體驗感，本集團推出線上數字化系統及自助小程序，讓客戶隨時隨地享用本集團的服務。本集團未來會持續提升客戶服務，繼續提高客戶滿意度。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

The business nature of the Group does not involve the recall of products.

本集團的業務性質並不涉及產品回收。

It is a great honour that the Group's service quality has been recognised and affirmed by the industry. During the Year, the Group has won a number of awards related to property management and operation, as shown below:

非常榮幸本集團的服務質量獲得業界的認可和肯定，本年度，本集團獲得多項物業管理運營相關獎項：

Awards 獎項	Issuing Institutions 頒獎機構
2023 Outstanding Commercial Real Estate Operating Project (Quanzhou SCE Funworld) 2023 年度優秀商業地產運營項目 (泉州中駿世界城)	Winshang.com 贏商網
2023 CCFA Golden Lily Shopping Centre Best Practice Cases (Beijing West Chang'an SCE Funworld, Quanzhou SCE Funworld) 2023 年 CCFA 金百合購物中心最佳實踐案例 (北京西長安中駿世界城、泉州中駿世界城)	China Chain-Store & Franchise Association (CCFA) 中國連鎖經營協會
Outstanding Intelligent Commercial Operator in 2023 2023 年度智慧商業優秀運營商	Winshang.com 贏商網
Mall China Golden Mall List of Excellent Marketing 2023 Golden Mall 中購聯購物中心行業 2023 年度營銷企劃卓越榜	Mallchina.com 中購聯
2023 TOP 30 Most Influential Commercial Real Estate Enterprise 2023 年度最具影響力商業不動產企業 TOP 30	Van Sound Club 萬商俱樂部
2023 Top 100 Property Management Companies in China 2023 年中國物業服務百強企業	China Index Academy 中國指數研究院
Best TOD Complex Award (Huaqiao SCE Funworld) 最佳 TOD 綜合體獎 (花橋中駿世界城)	Glamorous Building & Engineering Consultancy Limited 創維建築事務顧問有限公司
2023 Upcoming Shopping Centre Excellent List (Fuzhou SCE Funworld) 2023 年待開業購物中心星秀榜 (福州中駿世界城)	Mallchina.com 中購聯

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### Improvement of Brand Influence through Digital Empowerment

#### 數智賦能提升品牌影響力

In mid-January 2023, the Group reviewed its work in 2022 and formulated key development for operations in 2023. Under the impact of evolving customer trends, the Group evaluated its business model and partnerships with merchants. In the coming year, the Group will leverage “Digital Innovation” to further enhance our operational efficiency and strengthen communication with merchants, enhancing service efficiency to merchants, fostering mutual growth and creating strong brand influence for SCE CM.

在二零二三年一月中旬，本集團總結了二零二二年的工作，進一步部署二零二三年度的經營發展重點工作。在新消費趨勢下，本集團將檢討自身經營模式及與商戶合作方式，來年將進一步發揮「數智化」賦能以提升經營效能，並加強與商戶溝通，提高對商戶的服務效率，與商戶共同成長，創造中駿商管品牌影響力。

### Enhancement of Accessibility of Customers' Services

#### 提升會員服務便利性

The Group has enhanced its strategic vision and formulated three core strategic principles of “Regional Focus, Collaborative Symbiosis and Digital Empowerment”. These principles provide a clear direction for the Group’s future development, as we strive to achieve the goal of “Scaling up with Quality”. For online application members, the Group has upgraded various membership benefits, including pay with points, free parking and car wash services. Additionally, the Group has strengthened the interaction between merchants and customers through immersive and creative marketing events, leveraging the brand resources of our partner merchants. Moreover, in line with the “Digital Empowerment” strategy, the Group has leveraged internet technology and big data intelligence, building an integrated online and offline digital marketing system, thereby enhancing the accessibility of customers’ services.

本集團升級了戰略理念，形成了「區域聚焦、協同共生、數智賦能」三大戰略理念，更加明確了本集團未來發展之路，朝著「做高品質的規模化」目標邁進。針對線上小程序會員，本集團全面升級了積分抵現、免費停車、洗車等多項會員權益。除此之外，本集團通過聯動商戶品牌資源，以具有豐富內容和創意玩法的沉浸式營銷主題活動，加強商戶與消費者之間的互動。另外，本集團遵循「數智賦能」戰略，基於互聯網技術和大數據智慧，打造線上線下融合的數字化營銷系統，提升會員服務的便利性。

### 6 June Happy Life Festival

#### 66 幸福生活節

Shopping malls play a crucial role as public spaces in urban life. During the “6 June Happy Life Festival”, SCE Funworld focused on the spiritual needs of our consumers by transforming its shopping malls into places that embody cultural warmth and offer enriching experiences. For instance, Xianyou SCE Funworld and Zhangjiagang SCE Funworld introduced sea lion shows, bringing natural world experiences indoors. Shuitou SCE Funworld organised a pet sports event, creating a pet-friendly commercial environment that infused vitality into the shopping experience for customers. Recognising the needs for family, parent-child bonding and joyful gatherings, Shuitou SCE Funworld, Quanzhou SCE Funworld and Nan’an SCE Funworld organised scene-based events that catered to these needs, creating a vibrant atmosphere within the shopping malls.

購物商場是城市生活的重要公共空間。「66 幸福生活節」期間，中駿世界城從消費者的精神需求出發，將旗下購物商場打造成具有人文情懷的生活體驗場所，如仙遊、張家港中駿世界城引入海獅秀，在室內再現自然體驗；水頭中駿世界城舉辦萌寵運動會，打造寵物友好商業，為消費者逛街體驗注入生命力。另外，本集團洞察到家庭、親子、歡聚情緒的需求，水頭、泉州、南安中駿世界城紛紛推出童趣與幸福兼具的場景活動，舉辦城市幸福活動。



# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### Innovation to Redefine Traditional Marketing

#### 突破傳統營銷模式

Quanzhou SCE Funworld continues to innovate and redefine its commercial positioning, focusing on refined operations and personalised marketing strategies. During the Chinese Valentine's Day, Quanzhou SCE Funworld organised a series of marketing activities by leveraging SCE CM's customer analytics platform and collaborating the results of research on customers' needs and brand partners' preferred products. We selected nearly a hundred quality brands and promoted them through TikTok livestream, WeChat (official accounts, applications, communities) for marketing and communication, collaborating with media to establish a comprehensive online promotion and sales channel. By embracing digital operations, we successfully boosted merchants' operation performance. Furthermore, Quanzhou SCE Funworld recognised the demand for celebrity concerts and partnered with over a hundred brands to offer exclusive benefits to concert fans in Quanzhou, including special discounts and extended shopping hours around the concert schedule.

Looking ahead, the Group will continue to meet the evolving consumption trends, understand customer needs, refine our services and operations and create high-quality, diverse and joyful consumption experiences, providing more thoughtful services, contributing positivity to society, and fostering a happy and fulfilling life.

泉州中駿世界城持續創新，突破商業定位，主打精細化營運和客製化行銷。在七夕期間，透過中駿商管強大的消費者分析平台，並結合目標受眾的消費需求研究與品牌商家的產品優選，泉州中駿世界城舉辦了一系列行銷活動，精選近百個品牌好物，開啟抖音直播大促銷售，並利用微信生態（公眾號、小程序、社群）進行行銷傳播，聯合社群媒體，建立全域的線上宣傳及銷售管道。以數位化營運為手段，成功引領商家績效成長。另外，泉州中駿世界城洞察到明星演唱會效應後粉絲的需求，聯動場內過百個商家品牌，推出專屬泉州演唱會粉絲福利，為粉絲提供專屬折扣優惠，更針對性延長演唱會期間的商戶營業時間。

未來，本集團繼續滿足主流大眾的消費趨勢，不斷了解消費者的需求、深耕服務和運營，為消費者締造更高品質、多元、幸福的消費體驗，提供更貼心服務，為社會貢獻溫暖力量，質造幸福美好生活。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### Supply Chain Management

Establishing long-term and stable cooperative relationships with suitable and high-quality suppliers and building a sustainable supply chain is crucial for the development and expansion of our Group. We adhere to standards that exceed national regulations and factors when selecting our suppliers and contractors. We have developed the “Operating Instructions for Planning, Procurement and Supplier Management”, providing guidelines for purchasing staff to screen and evaluate all suppliers and contractors. The selection criteria include cost, service quality, manpower deployment, safety measures and standards, equipment used, and industry experience of the manager. Additionally, the Group has established supplier cooperation guidelines to ensure that suppliers align with our commitment to providing quality property management services to customers and strive to find and select environmentally and socially responsible suppliers to establish long-term and stable cooperative relationships.

The Group’s Purchasing Department, together with other departments, is responsible for handling supplier quality management assessments and selecting suitable suppliers through open tenders, invited tenders and price enquires. The Group regularly eliminates and reselects suppliers through annual assessments, conducts comprehensive due diligence on suppliers in accordance with the “Supplier Access and Evaluation Approval Process”, comprehensively assesses suppliers’ production capacity, delivery dates, quality and services, etc., and conducts regular on-site inspections when necessary to expedite the enhancement of the supplier management system, thereby reducing the environmental and social risks in the supply chain.

### 供應鏈管理

與合適、優質供應商建立長久穩定的合作關係，打造可持續的供應鏈，有助於本集團業務的發展及規模的擴大。本集團遵守多項高於國家製定的標準和因素挑選合作供應商及承包商，制定了《企劃招採及供應商管理作業指導書》，有關採購人員必須依據此指導書的標準篩選及評估所有供應商及承包商。篩選標準包括費用、服務質素、人力調配情況、安全措施及標準、採用的設備以及經理的行業經驗等。同時本集團訂立了供應商合作準則，盡力確保供應商秉承本集團向客戶提供優質物業管理服務的宗旨，致力尋找及揀選對環境及社會負責任的供應商，建立長期穩固的合作關係。

本集團採購部聯同其他部門負責處理供應商質量管理評估，並透過公開招標、邀請招標及詢比價挑選合適供貨商。本集團透過年度評估定期淘汰更選供應商，根據《供應商准入及評估審批流程》，對供應商進行全面盡職審查，綜合評估供應商的生產能力、交付日期、質量及服務等，並在有需要時定期進行實地考察，加速升級供應商管理體系，從而降低供應鏈的環境及社會風險。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

After establishing cooperative relationships with suppliers, the Group requires the Purchasing Department to conduct regular assessments to evaluate and review the supplier's fulfilment of social responsibilities through self-inspections or by engaging a third-party agency, identifying the types and sources of risks along the supply chain. If any cases of non-compliance with social responsibility are discovered, the Group will communicate with suppliers to address the issues and request them to take follow-up actions and improve their performance within a specified timeframe with our assistance, aiming to continuously enhance the product and service quality.

With the growing threat of environmental risks such as climate change, the Group will prioritise suppliers who demonstrate environmental responsibility during our selection process and throughout all procurement operations. We will gradually increase the use of environmentally sustainable products and services to reduce the environmental impact of our operations.

與供應商建立合作關係後，本集團會要求採購部門採用企業自檢或委託第三方機構，定期評估及審查供應商履行社會責任及管治的情況，並識別供應鏈中的風險種類及來源。如發現違反社會責任的情況，本集團會與供應商進行溝通，要求他們跟進，並協助他們於規定時限內改善表現，促使其不斷提高產品和服務質量。

隨着氣候變化等環境風險增強，本集團將在供應商甄選過程及所有採購工作中優先考慮對環境負責的供應商，逐漸增加環境可持續性的產品和服務的使用，以減低業務對環境的影響。

### The Number of Suppliers by Region for 2023

### 二零二三年度按地區劃分的供應商數目

Number of Suppliers 供應商數量	Shanghai	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果
	Headquarters Office 上海總部辦公室			
Bohai Rim Economic Zone 環渤海經濟圈	–	62	367	429
West Taiwan Strait Economic Zone 海峽西岸經濟圈	–	173	251	424
Yangtze River Delta Economic Zone 長三角經濟圈	55	69	151	275
Total 總數	55	304	769	1,128

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### ENVIRONMENTAL PROTECTION

#### Green Operations

The Group is dedicated to integrating energy-saving and emission-reduction strategies into our daily operations and strictly adheres to environmental policies and requirements related to business operations, including laws such as the “Environmental Protection Law of the People’s Republic of China”, the “Environmental Impact Assessment Law of the People’s Republic of China”, the “Energy Conservation Law of the People’s Republic of China” and the “Law of the People’s Republic of China on Prevention and Control of Water Pollution”. The Group actively responds to the energy conservation and emission reduction planning and targets outlined in the national, regional and industrial “14th Five-Year Plan”, aiming to contribute to a green future. Furthermore, the Group promotes the concept of green operations to minimise the environmental impact of our business operations by enhancing energy efficiency management, water resource management and waste management, implementing green leasing and improving the efficiency of energy and resource utilisation, all aiming to accelerate our efforts to achieve “carbon peak” and “carbon neutrality”.

With the increasing severity of global climate change, the climate crisis and environmental protection have become a pressing concern across all sectors. While the Group’s core business does not directly have significant impacts on the environment and natural resources, we are well aware that all economic activities have an indirect impact on the environment. Therefore, the Group is committed not only to our own green operations to eliminate the indirect impact on the environment, but also actively to advocating and encouraging the participation in environmental protection of all stakeholders, including residents, tenants and contractors, to raise awareness about environmental issues and promote various environmentally friendly measures.

### 環境保護

#### 綠色運營

本集團致力將節能減排策略融入至日常營運中，並嚴格遵守業務運營中牽涉的環境政策及要求，例如《中華人民共和國環境保護法》、《中華人民共和國環境影響評價法》、《中華人民共和國節約能源法》和《中華人民共和國水污染防治法》等法律法規。本集團亦響應國家、地區及行業的《十四五規劃綱要》節能減排規劃及目標，致力為綠色未來貢獻力量。此外，本集團積極倡導綠色運營理念，把業務運營對環境的影響降至最低，並全面增強能效管理、水資源管理和廢棄物管理、推行綠色租賃，提升能源與資源利用效率，加快步伐達致「碳達峰」和「碳中和」。

隨著全球氣候變化日益嚴重，氣候危機和環境保護已經成為社會各界的迫切議題。雖然本集團的核心業務未直接涉及對環境和自然資源造成重大影響，但我們深知，任何經濟活動都無法完全避免其對環境的間接影響。因此，本集團不僅致力於自身的綠色運營，以減少對環境造成的間接影響，更積極倡導和推動所有利益相關方——包括住戶、租戶和承建商等合作夥伴共同參與環保行動，藉此提高綠色意識以及採取各種對環境更友好的措施。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### Green Building Measures

### 綠色建築措施

The Group adopts green building technologies, enabling our property management companies to reduce energy consumption, minimise environmental impacts in their daily operations and promote green management. In accordance with the national standard “Technical Specifications on Assessment Standard for Green Building” and local green building design requirements, the Group implements various energy-saving techniques to reduce waste in day-to-day operations. Furthermore, guidelines and regulations are provided to employees regarding energy, water resources and emissions and we strive to build our commercial projects into modern commercial complexes that integrate sustainability, energy efficiency, environmental protection and comfort.

本集團採用綠色建築技術，有助物業管理公司在日常管理中減少能耗以及其他環境影響，積極推動綠色管理。同時根據國家標準《綠色建築評價標準技術細則》和地方綠色建築設計要求，採用了多項節能技術手段，以在日常營運中減少資源的浪費。此外，我們亦針對能源、水資源和排放物等方面，為員工列出相應操作指引和規定，力求將旗下商業項目打造為集綠色、節能、環保、舒適於一體的現代化商業綜合體。

Solar Photovoltaic  
太陽能光伏

Energy-Saving Equipment  
節能設備

Rainwater Collection  
and Reuse  
雨水收集利用

Multi-Layer Greening  
複層綠化

Vehicle Charging Parking Space  
充電樁停車位

Solar Water Heating System  
太陽能熱水系統

Windows with High Solar  
Shading Coefficients  
高遮陽系數玻璃窗



Energy Monitoring System  
能耗監測系統

LED Lighting  
LED照明

Intelligent System  
智能化系統

Waste Sorting and Collection  
垃圾分類收集

Reclaimed Water Treatment  
System  
中水系統

Water-Saving Appliance  
節水器具

Cooling Tower's Water  
Recycling System  
冷水塔循環冷卻水系統

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### Green Management

### 綠色管理

The Group is committed to promoting green awareness among residents, tenants and contractors and encouraging them to embrace various eco-friendly practices for a greener future.

本集團致力促進住戶、租戶和承建商提高綠色意識，並鼓勵他們採取各種環保措施以實現綠色未來。

- In our operations, we implement ISO 14001 environmental management systems certification standards to ensure our operation processes are aligned with global best practices and minimise our environmental impact;
  - Our commercial property projects are planned and designed adhering to the highest requirements of China's green building certification, aiming to create energy-saving, efficient and eco-friendly building communities that demonstrates our commitment to sustainable development;
  - We have formulated a thorough plan for water resources that includes rainwater collection systems and efficient water management strategies, allowing us to significantly reduce water consumption during operations and ensure the optimal use of every drop of water;
  - Our building spaces are set up with intelligent partition temperature control, enabling us to reasonably adjust the indoor temperature within the needs of different areas, thereby effectively reducing the energy consumption in transition zones and achieving the efficient use of energy;
  - We have established a waste management system that implements waste sorting and collection measures, preventing disordered waste disposal and secondary pollution of waste and ensuring that waste is managed and controlled in an orderly manner.
- 在營運中實施ISO 14001環境管理系統認證標準，確保營運過程均符合國際最佳實踐，從而實現對環境的最小化影響；
  - 商業物業項目遵循中國綠色建築認證的最高要求進行規劃與設計，旨在打造節能、高效、生態友好的建築群落，以踐行我們對可持續發展的承諾；
  - 制定一套全面的水資源利用方案，包括雨水收集系統和高效的用水管理策略，力求在營運過程中大幅度減少水資源消耗，確保每一滴水的合理利用；
  - 建築空間配備智能化分區溫度控制系統，可依照不同區域的需求合理調整室內溫度，從而有效降低過渡區域的能耗，實現能源的高效利用；
  - 制定垃圾管理制度，通過嚴格的廢品分類收集措施，防止垃圾無序傾倒和二次污染，以確保垃圾物流進行有序管理和控制。

### Energy and Greenhouse Gas Emissions

### 能源及溫室氣體排放

To actively support the implementation of a national "dual carbon" policy and proactively respond to global environmental trends, the Group will continuously enhance energy use efficiency, gradually transitioning to low-carbon future. In terms of energy conservation, in addition to complying with laws and regulations such as the "Energy Conservation Law of the People's Republic of China", the Group conducts regular reviews to understand, optimise and improve energy usage and consumption across all operational processes and departments. The review aims to enhance overall energy management and resource utilisation efficiency, reduce energy loss and greenhouse gas emissions, and ensure more effective and rational use of energy. The Group has also formulated and implemented several corporate policies and measures to strengthen the management of energy usage and minimise resource consumption in our business operations.

為積極配合國家「雙碳」政策實施，以及主動應對國際趨勢變化，本集團會持續提升能源使用效率，逐步落實低碳轉型。在節約能源方面，除遵守《中華人民共和國節約能源法》等法律法規外，本集團對運營中各環節、各部門使用能源的習慣和用量進行了解並定時檢討優化，以提升整體的用能管理和資源使用效益，減少能源損耗和溫室氣體排放，確保更有效、合理地利用能源。本集團亦制定及落實以下多項企業政策與措施，以加強管理業務營運中所使用的各項能源及減少資源消耗。



# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告



### Energy Management in our Office

辦公室能源管理

- Conduct regular comprehensive checks on all electrical equipment and devices to ensure they are in good working condition. If any signs of aging or wear and tear to the circuits are discovered, we will immediately replace them to ensure safety and eliminate potential safety hazards;
- Place high emphasis on the cultivation of energy-saving and environmental protection awareness by actively encouraging employees to turn off electronic and electrical appliances after work or when not in use. This not only reduces unnecessary energy waste but also helps lower the Group's energy costs;
- Except for lights required to be always on by security systems, we require all employees to turn off the office lights when leaving. This "Last One Out, Lights Out" policy aims to eliminate the practice of leaving lights on unnecessarily and ensure that everyone develops good energy-saving habits;
- Prioritise the purchase of energy-saving products when selecting electronic devices and office appliances to improve the overall energy efficiency of the office;
- Post multiple energy-saving promotional posters in prominent places of the office area, serving as a constant reminder to our employees of the importance of saving energy with interesting text and vivid images;
- Organise regular energy-saving workshops to ensure that every employee understands the importance of energy conservation and embraces the principle of "Energy Conservation is Everyone's Responsibility".
- 定期對所有電器等設備進行全面檢查，確保它們處於良好的運行狀態。一旦發現線路有老化或磨損的跡象，我們將立即進行更換，確保安全，從根本上消除安全隱患；
- 高度重視能源節約和環保意識的培養，積極鼓勵員工在下班後或不使用時，主動關閉這些電子及電器產品。這樣不僅能減少不必要的能源浪費，也有助於降低本集團的能源成本；
- 除了安全防範系統需要長期開啟的電燈外，我們要求所有員工在下班時必須關閉辦公室的燈光，實現「人走燈關」，杜絕「長明燈」，確保每個人都能養成良好的節能習慣；
- 在選購電子設備和辦公電器時，堅持優先選擇節能型產品，有助提高整個辦公室的能源效益；
- 在辦公室區域的顯眼位置張貼多張節能宣傳海報，以有趣的文字和生動的圖片形式，時刻提醒員工節約能源的重要性；
- 定期組織節能培訓課程，確保每個員工都能深刻理解節能的重要性，貫徹「人人負責」原則。



**Energy Management  
in our Projects**  
項目能源管理

- To effectively control the usage of lights and air-conditioning at night, each operation site strictly adheres to the budget and follows industry power ratings and existing building standards when carrying out necessary renovations to the lighting systems in the park, basement and building interiors. For instance, low-power lighting fixtures like LED lighting are used to reduce electricity consumption, and achieve energy efficiency;
- Set up a comprehensive energy consumption monitoring system to monitor energy usage, such as the lighting system, air-conditioning system, power system, and charging facilities. The system categorises and records electricity and water consumption according to the type of energy, enabling timely identification of issues and the implementation of effective improvement measures;
- To further enhance energy efficiency, advanced energy-saving measures will be adopted for vertical elevators, such as group control, variable frequency speed adjustments and energy regeneration. Energy regeneration refers to the power generated when elevators are in motion (i.e., going up empty or coming down full) and redirecting it back into the building's power grid to meet the building's electricity needs. Additionally, our escalators will apply energy-saving control strategies such as variable frequency start-ups to achieve optimal energy efficiency performance.
- 為有效控制夜間燈光及空調的使用量，各運營點須嚴格遵守預算，並參考行業功率及當前建設標準，對園區、地庫和樓內的照明系統進行必要的改造。例如，使用LED燈等低功率燈具來降低電能消耗，從而實現能源的高效利用；
- 設置全面的能耗監測系統，以便對建築的照明系統、空調系統、動力系統以及充電設施等各個部分的能耗進行細緻的分項監測。此外，系統還將根據能源種類，將用電能耗和用水能耗進行分類記錄，從而及時發現問題並提出有效的改進措施；
- 為進一步提升能源效率，垂直電梯將採取群控、變頻調速或能量回饋等先進節能措施。能量回饋是指當電梯處於發動機狀態(例如空載上行或滿載下行)時，所產生的再生電力可以回饋到大樓的電網中，以供應大樓的用電需求。同時，自動扶梯應用變頻感應啟動等節能控制策略，達致最佳的能效表現。



Glass Dome Lighting Design in Taizhou SCE Funworld  
泰州中駿世界城的玻璃穹頂採光設計

### Glass Dome Lighting Design

#### 玻璃穹頂採光設計

The atriums of both Taizhou SCE Funworld and Gaomi SCE Funworld of the Group adopt a glass dome design. The glass domes utilise sunlight for illumination, blending the indoors with the outside world and creating a spacious and transparent visual effect. This design allows customers to enjoy shopping while experiencing warmth and comfort, infusing our malls with an ever-present sense of energy and vitality. The design of glass domes not only saves electrical energy but also reduces carbon emissions, effectively reducing related costs, and showcasing SCE CM's commitment to green and eco-friendly practices.

本集團旗下的泰州中駿世界城和高密中駿世界城的中庭，均採用了玻璃穹頂的設計。玻璃穹頂充分利用日光進行照明，在引進自然光的同時，打破了室內外的界限，營造了一種寬敞通透的視覺效果。此設計更讓顧客在享受購物的同時，更能夠感受到自然光的溫馨與舒適，為商場注入源源不斷的活力與生氣。玻璃穹頂的設計不僅節約了電能，而且減少碳排放，也意味著有效降低相關費用，充分體現了中駿商管綠色環保的理念。

### Basement Lighting Renovation 地庫照明改造

To conserve electricity, we have implemented our basement driveways with an "alternating lighting system", where the constantly lit light uses energy-efficient LED bulbs. Additionally, the parking lot has implemented smart parking management. Each parking space is equipped with microwave dual sensors that adjust the lighting to full brightness or a dimmed state as vehicles approach or leave. The implementation of smart driveways maintains necessary lighting while also preventing unnecessary energy waste.

為節省電力，地庫車道採用「隔一亮一」的方式，長亮的燈均為LED燈。此外，停車場也實行智能化的停車管理。每個車位均配備微波雙亮燈，在車輛靠近及離開時，憑感應切至換亮起及微亮狀態。實行智能化車道，既保持了基本的照明，同時也避免了不必要的能源浪費。

**Air-conditioning  
Temperature  
Controller Installation**  
安裝空調溫度控制器

We have installed a flexible temperature control system in some machine rooms, elevators and lobbies, including air-conditioning temperature controllers to regulate the operation of the air-conditioning system, ensuring a constant indoor temperature. For event venues, the operation of the controllers will be tailored to actual needs and configured based on the specific requirements of each occasion, providing the most suitable temperature environment for all types of activities.

我們為部分機房、電梯及大堂區域引入靈活的溫度調控系統，包括安裝空調溫度控制器以調控空調系統的運作，確保室內保持在恆溫的狀態。而對於活動場所，控制器的操作方式將根據實際需求和場景特性進行個性化設置，從而為各類活動提供最合適的溫度環境。

**Charging Station  
Installation**  
配置充電樁

The Group has installed fast-charging stations to meet the rapid charging needs of our consumers and in compliance with local planning and regulatory standards, with the aim to create a premium and smart parking lot. Considering the cost variations between peak and off-peak power rates, the Group offers consumers an offline, timed reservation system for charging, allowing users to schedule charging times efficiently and effectively saving on charging costs and further reducing overall expenses. Moreover, we ensure the safety and efficiency of the charging process by implementing comprehensive real-time monitoring of the fast-charging stations, with charging power dynamically regulated to meet demand. These measures are designed to deliver a more convenient, efficient and safe charging experience for all our customers.

本集團根據各地規劃驗收需求，積極配置快充站以滿足消費者的快充需求，務求打造高端智能化停車場。考慮到峰谷電價的差異，本集團為消費者提供離線定時預約的充電方案，讓使用者合理安排充電時間，有效節省充電費用，進一步降低綜合成本。此外，為確保充電過程的安全與效率，我們還對快充站進行了全方位的實時監控，並根據需求動態調度充電功率。這些舉措旨在為消費者提供更便捷、高效和安全的充電體驗。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告



Application of Green Glass Coating in Quanzhou SCE Funworld  
泉州中駿世界城採用了綠光玻璃鍍膜

### Green Glass Coating

#### 綠光玻璃鍍膜

To effectively reduce air-conditioning energy consumption, Quanzhou SCE Funworld has applied green glass coating on the building's exterior, leveraging physical mechanisms to reduce heat exchange between the interior and exterior. The green glass coating effectively blocks the sun's heat in the summer, preventing the indoor temperature from becoming too high and significantly reducing air-conditioning energy consumption. In cold winter, this coating acts as an insulator, preventing heat loss and ensuring the interior space remains warm and pleasant.

為了有效節約空調能耗，泉州中駿世界城在建築外殼選用了綠光玻璃鍍膜，透過物理作用減少室內外熱能的交換。綠光玻璃鍍膜在夏季時能有效阻擋太陽的酷熱，從而避免室內溫度過高，大大節省了空調的能耗。而在寒冷的冬季，它則起到保溫的作用，防止室內的熱量流失，確保室內溫暖宜人。



### Greenhouse Gas Management

#### 溫室氣體管理

- Starting from the Year, the Group will gradually expand the scope of data collection and has commissioned an independent sustainability consultant to assess the greenhouse gas emissions produced during the operation of commercial and residential projects under the Group's management in the Yangtze River Delta Economic Zone and the West Taiwan Strait Economic Zone, and three projects in the Bohai Rim Economic Zone;
- In the quantitative assessment, the Group has referred to the "Reporting Guidance on Environmental KPIs" of the Stock Exchange to ensure the accuracy and consistency of the data;
- To further strengthen energy management and improve efficiency, we have mandated each operation site to conduct monthly energy statistics work, covering key data such as electricity, fuel and purchased heat, and report significant information promptly to the headquarters for comprehensive analysis and strategy formulation.
- 本集團於本年度起逐步擴大數據收集範圍，並委託獨立可持續發展顧問，評估本集團旗下位於長三角經濟圈及海峽西岸經濟圈的在管商業項目及住宅項目，以及3個環渤海經濟圈項目的營運過程中產生的溫室氣體排放；
- 在進行這一量化評估時，本集團已參考聯交所的《環境關鍵績效指標匯報指引》，確保數據的準確性和一致性；
- 為進一步加強能源管理和提升效率，我們要求各運營點每月進行能源統計工作，涵蓋電力、燃料及外購熱力等關鍵數據，並將這些重要資訊及時匯報至總部，以便進行整體分析和策略制定。

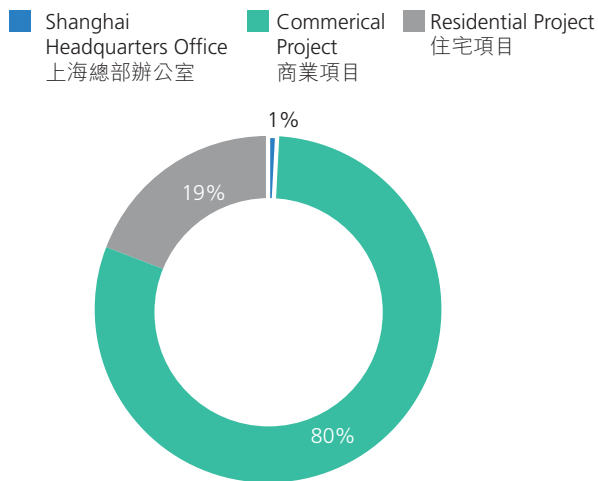
# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

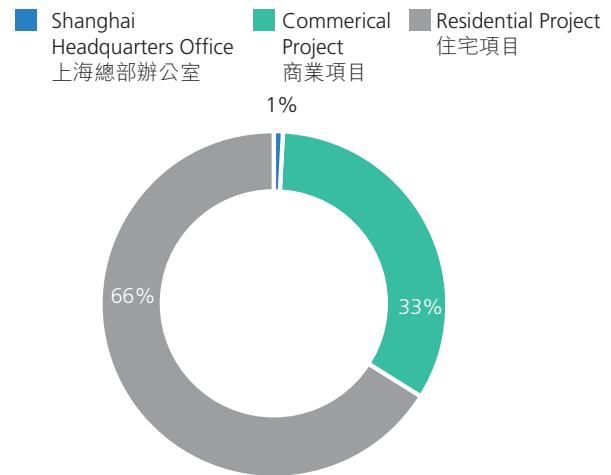
During the Year, the **breakdown of greenhouse gas emissions measured in tonnes of carbon dioxide equivalent (“tCO<sub>2</sub>e”)** of the operation sites (Shanghai headquarters office, commercial projects and residential projects) within the reporting scope are shown as follows:

本年度內，報告範圍內的運營點（上海總部辦公室、商業項目、住宅項目）公噸二氧化碳當量（「公噸二氧化碳當量」）溫室氣體排放分佈如下所示：

**Scope 1-Greenhouse Gas Emissions (tCO<sub>2</sub>e)**  
**範圍 1 — 溫室氣體排放 (公噸二氧化碳當量)**



**Scope 2-Greenhouse Gas Emissions (tCO<sub>2</sub>e)**  
**範圍 2 — 溫室氣體排放 (公噸二氧化碳當量)**





# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告



### Forward-Looking

- ✓ The Group's greenhouse gas emissions mainly come from indirect emissions, including the use of purchased electricity and heat. Additionally, direct greenhouse gas emissions from natural gas usage in the Group's projects account for fifty-six percent. To effectively tackle this challenge, we will implement more targeted strategies to control the relevant emissions.
- ✓ In terms of energy consumption, the Group will continue to monitor the status of energy use, to formulate more energy-saving measures with reference to the standards of peers and the country. We will optimise the data collection, comparison and analysis process of energy use to more effectively manage and control energy consumption. In addition, the Group plans to establish a comprehensive energy management system to evaluate the effectiveness of energy-saving measures, ensuring their effective implementation and our continuous improvement in energy performance.
- ✓ As for greenhouse gas emissions, the Group will increase its investment and utilise more high technology products to reduce greenhouse gas emissions. We will regularly record and analyse greenhouse gas emissions and relevant environmental data for each project to assess the effectiveness of current measures and further enhance the Group's greenhouse gas emission management.
- ✓ The Group will regularly review the efficiency of resource utilisation and formulate plans for energy conservation and emission reduction, along with specific plans and goals for carbon reduction, as part of our effort to active commitment to environmental protection.



### 展望未來

- ✓ 本集團的主要溫室氣體排放是來自能源類的間接排放，包括使用外購的電力及熱力。其次，本集團的項目使用天然氣所產生的直接溫室氣體排放佔比則達百分之五十六。為了有效應對這一挑戰，我們將實施更具針對性的策略來控制相關排放量。
- ✓ 能源消耗方面，本集團將不斷跟進能源使用情況，並參考行業和國家標準制定節能措施。我們將優化能源使用的數據收集、比較和分析流程，以便更有效地管理和控制能耗。此外，本集團計劃建立一個全面的能源管理體系，以評估節能措施的成效，從而確保這些措施能得到有效實施，並持續提升我們的能源績效。
- ✓ 至於溫室氣體排放，本集團將加大投入，採用更多高科技節能產品以減少溫室氣體的排放。我們將定期記錄和分析各個項目的溫室氣體排放及相關環境數據，以評估當前措施的有效性，進一步提高本集團在溫室氣體排放管理方面的水平。
- ✓ 本集團將定期審視各項資源的使用效率，並制定節能減排計劃和具體的碳減排計劃和目標，為環境保護作出積極的貢獻。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### Water Resources Utilisation

The Group recognises the linkage among water resource usage, internal daily operations and long-term development. As such, we strictly adhere to the “Water Law of the People’s Republic of China”, the “Regulation on Urban Drainage and Sewage Treatment” and other relevant laws and regulations. To align with the national development strategy “More Green Contributions for More Beautiful Home”, the Group pursues eco-friendly strategies for conserving water by carrying out a series of schemes and plans to control water usage. We aim to raise water-saving consciousness among our employees, residents and tenants to conserve water effectively, encouraging water resource recycling and improving water usage efficiency.

### 水資源利用

本集團視水資源的使用與內部日常運營和長遠發展環環相扣，因此我們一直嚴格遵守《中國人民共和國水法》、《城鎮排水與污水處理條例》等相關法律法規。為跟隨「綠水青山就是金山銀山」的國家生態文明發展戰略，本集團亦堅持貫徹保護水資源的綠色理念，實行一系列與控制用水相關的方案及計劃。我們期望有關舉措能夠提高員工、住戶及租戶的節水意識，有效地節約用水量，促進水資源循環使用及提升水資源使用率。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告



### Water Management in our Office 辦公室用水管理

- Employees are responsible for compiling monthly reports on water consumption, utilising data to analyse the Group's water resource usage. This allows timely detection and resolution of any irregularities in water use and identification of potential water-saving opportunities for conservation efforts, thereby enhancing water-saving efficiency;
- In the event of equipment failures or leakages, the Group will immediately arrange skilled technicians to conduct repairs and reduce water resource waste.
- 員工以制定月度水能耗報告及利用數據，深入剖析集團水資源的使用情況，以及時發現並處理用水異常的情況，尋找並識別出節水潛力和節約時機，從而提升節水效率；
- 一旦設備出現故障或出現任何滲漏現象，本集團將立即調動專業人員進行維修工作，以減少水資源浪費。



### Water Management in our Projects 項目用水管理

- Inspired by the concept of "Sponge City", we have integrated flood management, release and use the stored rainwater when needed, enhancing the city's drainage and flood prevention capabilities;
- To optimise rainwater use, the Group has set up rainwater recycling treatment facilities to use filtered and disinfected rainwater for watering outdoor green spaces, and cleaning roads and certain basement areas;
- A reclaimed water treatment system has been set up in our projects to treat the discharged water collected from commercial washroom. The treated water can be used for flushing in some underground parking facilities, achieving the recycling of water resources;
- Our landscaping practices include employing an automatic irrigation system that is equipped with soil moisture sensors, allowing us to automatically adjust the irrigation level on the soil moisture, further conserving water resources;
- In the public areas of our projects, we promote water conservation by advertising in the restrooms to encourage residents and tenants to reduce water usage in communal areas, fostering their participation in water-saving efforts.
- 借鑒「海綿城市」的理念，我們整合了防洪管理措施，儲存的雨水能夠在需要時釋放並加以利用，以增強城市的排水和防洪能力；
- 為更高效地利用雨水，本集團設置雨水回用處理設施。經過過濾和消毒處理的雨水，可用於室外綠化灌溉、道路沖洗和部分地庫沖洗；
- 在項目中引入中水系統，用以收集和處理商業洗手間盥洗排水，處理後的中水可用於部分地下車庫沖洗，實現水資源的循環利用；
- 園林採用自動灌溉系統，同時設置土壤濕度傳感器，並根據土壤濕度自動調節灌溉量，進一步節約水資源；
- 在項目的公共區域中，我們特別於洗手間內張貼節水宣傳，鼓勵住戶及租戶在公共區域減少用水，共同參與節水行動。



A Rainwater Collection System in Zhangjiagang SCE Funworld  
張家港中駿世界城設有雨水回收系統

### Rainwater Collection System

#### 雨水回收系統

In Zhangjiagang SCE Funworld, we have introduced an efficient and environmentally friendly rainwater collection system. Our goal is to enhance water resource utilisation efficiency and contribute to the sustainable development of the city.

我們在張家港中駿世界城引入了一套高效且環保的雨水回收系統，旨在提高水資源利用效率，並為城市的可持續發展作出貢獻。

The core function of this system is to collect rainwater from our rooftops. The rainwater, after passing through a well-designed collection device, is directed into the rainwater collection system. Through a series of filtration and treatment processes, the collected rainwater has impurities and pollutants removed, ensuring it meets the standards for reuse.

該系統的核心功能在於收集屋面雨水。這些雨水在經過精心設計的收集裝置後，會被導入到雨水回收系統中。通過一系列的過濾和處理程序，回收的雨水得以去除當中的雜質和污染物，確保其達到再利用的標準。

The treated rainwater is utilised for watering green spaces and cleaning roads, garages and vehicles. It significantly reduces our reliance on municipal water supply and lowers cleaning costs, offering our tenants more efficient and environmentally friendly services.

處理過後的雨水將會被用於綠化灌溉、道路澆撒以及車庫和車輛的沖洗。這不僅節省了大量的自來水資源，還有助於降低清洗成本，為租戶提供更加便捷、環保的服務。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

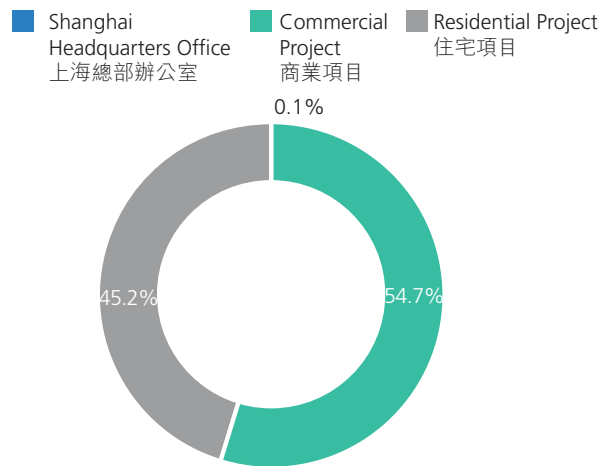
In addition to the use of relevant facilities, we carefully consider the selection of plants for our rainwater storage facilities to ensure that these plants are well-adapted to the urban environment and contribute to significant ecological and aesthetic benefits. We choose plants with strong stress resistance, water saving and drought tolerant, pollution resistant, water and humidity tolerant, and salt and alkali conditions. These plants are not only effective at absorbing and purifying rainwater, but they also thrive in a variety of harsh conditions.

During the Year, the total water consumption of our operation sites (Shanghai headquarters office, commercial projects and residential projects) within the reporting scope are shown as follows:

除了利用相關設施外，我們在雨水調儲設施內的植物選擇上也會進行綜合考量，以確保所選植物能夠適應城市環境，發揮其生態和景觀價值。我們選擇了具備較強抗逆性、節水耐旱、抗污染、耐水濕、耐鹽鹼等能力的植物。這些植物不僅能有效吸收和淨化雨水，還能在各種惡劣環境下保持良好的生長狀態。

本年度內，報告範圍內的運營點（上海總部辦公室、商業項目、住宅項目）所使用水資源的總量如下：

**Total Water Consumption (m<sup>3</sup>)**  
總耗水量(立方米)



# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告



During the Year, the Group has not encountered any challenges in sourcing water due to our effective resource management and dedication to water resources protection. However, we are fully aware of the importance of water resources and intend to establish more specific water-saving goals and indicators in the future to further reduce water consumption. To achieve sustainable development, we will continue to strengthen the education and training of our employees and other stakeholders to cultivate their awareness and ability to protect water resources.

### Emissions

The Group has always adhered to environmental protection laws and regulations such as the “Atmospheric Pollution Prevention and Control Law of the People’s Republic of China”, the “Law of the People’s Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste” and the “Regulations on the Administration of City Appearance and Environmental Sanitation”. We have in place management measures related to air pollutants, hazardous waste and non-hazardous waste to regulate the pollutants and wastes generated from our operations, thus reducing the pollution to the environment caused by exhaust gases, waste residues and dust generated by the Group in property management or other activities.



本年度，本集團並未面臨尋求適用水源的挑戰，這得益於我們高效的資源管理和對水資源保護的堅持。然而，我們深知水資源的重要性，並計劃在未來制定更具體的節水目標和指標，以進一步降低耗水量。為實現可持續發展，我們將持續加強員工及其他持份者的教育和培訓，提升他們保護水資源的意識和能力。

### 排放物

本集團一直恪守《中華人民共和國大氣污染防治法》、《中華人民共和國固體廢物污染環境防治法》、《城市市容和環境衛生管理條例》等環境保護相關法律法規，並已訂立與空氣污染物、有害及無害廢棄物相關的管理措施，以規範營運中所產生的污染物和廢棄物，減少本集團在進行物業管理或其他活動而產生的廢氣、廢渣和粉塵等對環境造成的污染。



# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告



**Air Pollutant**  
空氣污染物

- The Group principally engages in property management services and does not involve any manufacturing activities. Therefore, our main sources of air pollution mainly come from the exhaust emissions from the Group's vehicles and the fuel consumption of the staff cafeteria;
- During the Year, the operation sites within the scope of reporting recorded the generation of a total of 49.00 kg of nitrogen oxides, 0.33 kg of sulfur oxides and 2.82 kg of particulate matter;
- To address this issue and reduce the negative impacts on the environment, the Group will continue to investigate and explore more effective policies and measures to reduce air pollutants emissions, including regular inspection and maintenance of vehicles, increasing the use of electric vehicles, and to optimise the efficiency and energy type. We will promote these measures to further reduce the carbon footprint of our business operations and contribute to creating a greener and more sustainable future.
- 本集團的主營業務集中在物業管理服務上，並不涉及生產性活動。因此，我們的主要空氣污染物來源集中在本集團車輛的尾氣排放及員工食堂的燃料消耗；
- 在本年度的報告中，報告範圍內的運營點合計排放了49.00千克的氮氧化物、0.33千克的硫氧化物及2.82千克的顆粒物；
- 為了解決這一問題並減少對環境的負面影響，本集團將不斷研究和探索更多有效的政策和措施，以降低空氣污染物的排放，包括定期檢查和維護車輛、增加電動車的使用等，以優化設備的使用效率和能源類型。我們將堅定不移地推動這些措施，以進一步降低我們業務運營的碳足跡，為創造一個更加綠色、可持續的未來貢獻力量。



**Hazardous and  
Non-hazardous  
Waste**  
有害及  
無害廢棄物

**Daily Management**

日常管理

- The non-hazardous waste generated from property management business by the Group mainly consists of paper, domestic waste and construction materials;
- The Group has formulated and adopted a series of management measures, including the implementation of sorting and recycling within the office and management areas, to increase waste utilisation and the resource conversion rates, etc., all in an effort to reduce environmental pollution;
- Additionally, policies and measures related to conservation, recycling and reusing are implemented across operation sites, encouraging our employees to minimise resource waste in daily operations;
- The Group's hazardous waste mainly includes batteries and waste toner cartridges. Wastes are sorted and stored separately and are collected and processed by qualified service providers in accordance with the applicable regulations, ensuring proper disposal in line with relevant laws or schemes of the location where we operate.
- 本集團在物業管理過程中產生的無害廢棄物，主要為紙類、生活廢物及建築廢料；
- 本集團已制定及採取一系列管理措施，包括在辦公及管理範圍內實施分類回收，提升垃圾的利用率和資源的轉化率等，減少對環境造成的污染；
- 另外，各運營點均推行有關節約、回收及再用之政策及措施，倡導員工在日常運營各環節減少資源浪費；
- 本集團的有害廢棄物主要為電池及廢墨盒。我們會將其進行分類並分開儲存，由委託的合資格服務供應商收集及依據相關法規作進一步處理，並確保能因應運營所在地的相關法例或計劃進行處理。

**Office Management**

辦公室管理

- The Group actively promotes paperless office practices by encouraging and guiding employees to make good use of electronic document management systems for storing and distributing documents. This initiative aims to enhance employees' awareness of green office practices and reduce paper usage. We are committed to integrating paperless operations across our business, achieving an environmentally friendly and efficient office environment;
- To conserve paper resources, each operation site must control the use of office paper monthly and adhere to the predetermined quantity. Paper procurement must be handled centrally through project administration according to relevant internal regulations, ensuring that the number of paper procured does not exceed the total usage from the previous year, achieving a year-on-year reduction in paper consumption;
- The Group has placed recycling bins in offices to increase the recycling of paper and reduce the adverse impact on the environment. Through recycling waste paper, we strive to achieve the sustainable use of resources and contribute to environmental protection.
- 本集團積極提倡無紙化辦公，通過鼓勵及引導員工善用電子化文件管理系統進行文件儲存和分發，以提升員工綠色辦公意識，減少紙張使用。我們致力於將無紙化辦公推廣到各業務流程，以實現更環保、高效的辦公方式；
- 為節約紙質資源消耗，各運營點需按月按量控制辦公室用紙，並按相關內部規定統一由項目行政進行紙張採購，確保採購數量不得超過上一年度的總用量，實現紙張耗材按年減少；
- 本集團已於辦公室設置回收箱，以提升紙張的循環利用率並減少對環境的不利影響。通過回收利用廢紙，我們努力實現資源的可持續利用，為環境保護做出貢獻。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### Project Management

#### 項目管理

- Increase the recycling and reusability rate of materials in our projects, optimising material management processes and embracing the application of the circular economy principle to ensure that more materials can be effectively reused;
- Regularly organises recycling events and actively encourages tenants and residents to participate. With our full guidance and support, these recycling activities are set to proceed smoothly, creating a more environmentally friendly community environment;
- Strictly monitor the sorting and recycling of domestic waste to ensure that waste is properly sorted and processed. In close collaboration with waste contractors, we will optimise the collection and processing procedures to improve the efficiency of waste collection and processing to maximise resource utilisation.
- 提升項目物料可循環再用比率，優化材料管理流程，推動循環經濟理念的應用，確保更多的材料能夠得到合理再利用；
- 定期舉辦回收活動，並積極鼓勵租戶及住戶參與。我們將提供全面的指導和支持，確保回收活動的順利進行，共同營造一個更加環保的社區環境；
- 嚴格監控生活廢物的分類及回收工作，確保廢棄物能夠得到正確的分類和處理。我們將與廢棄物承辦商密切合作，優化收集和處理流程，提高廢品的收集和處理效率，實現資源的最大化利用。

### Used Clothing Recycling Activities

#### 循環回收舊衣活動

On 22 April 2023, SCE CM's "Carbon Sensation!" campaign teamed up with the charity organisation "Baijingyu" to kick off the second Useful Waste Collection initiative. This initiative involved multiple shopping malls under our network, where we collected unused clothing and supplies, including clothes, footwear, backpacks, bags, stuffed toys and bedding. The proceeds generated from this recycling activity will be entirely used for providing food and shelter for stray animals. Our goal with initiative is to weave recycling, energy conservation and carbon reduction into the fabric of everyday activities.

在二零二三年四月二十二日，中駿商管「感碳號」與公益組織「白鯨魚」合作，發起第二屆有用廢物蒐集令，通過旗下多個購物商場，回收包括衣服、鞋子、背包、袋子、毛絨玩具及床單被套等閒置衣物用品。而這次回收閒置衣物循環所產生的收益，將會全數用於流浪動物的溫飽救濟計劃。我們希望通過活動，將循環利用、節能減碳的意識與行動，融入到大眾每時每刻的點滴小事中。



“Old Clothes, New Love” — A Used Clothing Recycling Activity

「衣舊有愛」舊衣回收活動

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告



In our future development, the Group will place greater emphasis on monitoring and management of waste. We will continue to track the volume of waste generated and analyse thoroughly its composition and sources to better understand our current status and challenges in waste management. To further enhance the resource recovery rate, we will regularly review our current waste policies and measures, adjusting and optimising them based on their actual effects. We will focus on improving the recycling rate, reducing processing costs and minimising the negative impact on the environment, ensuring that our waste management is scientific, efficient and sustainable. On this basis, we will establish specific waste reduction targets and implement a series of effective waste reduction initiatives, covering aspects such as waste reduction at source, improving recycling rates and optimising processing procedures, with the ultimate goal of maximising resource utilisation and minimising environmental burdens associated with waste.

Since the Group is not a manufacturing enterprise, our business nature does not involve the use of packaging materials.

### Climate Change

The Group is aware that climate change not only has a major impact on global society, economy and human life but also represents one of the most pressing global challenges of our time. With the growing impact of climate change, we are convinced that only through joint efforts in our society can we effectively address this global issue and make contributions to future sustainable development. As a company committed to environmental and social responsibilities, the Group strictly implements various energy-saving and carbon-reduction measures, actively aligning with the national climate policies. Our goal is to achieve peak carbon emissions by 2030 and carbon neutrality by 2060.

### Climate Resilience Measures

In response to the geographical environment of the project locations, the Group has selected a number of short-term and medium-term climate resilience measures. These measures aim to reduce the risks brought by climate change and strengthen the resilience of our entire property portfolio, enhancing the Group's resilience to climate change.



在未來的發展中，本集團將更加注重廢棄物的監控和管理。我們將持續追蹤廢棄物的生產量，並深入分析其組成和來源，以便更好地了解我們在廢棄物管理方面的現狀和挑戰。為了進一步提高資源回收利用率，我們將定期審視當前的廢棄物政策和措施，並根據其實際效果進行調整和優化。我們將重點關注於提高回收率、降低處理成本以及減少對環境的負面影響，確保我們的廢棄物管理工作更加科學、高效和可持續。在此基礎上，我們將制定具體的減廢目標，並推行一系列有效的減廢計劃。這些計劃將涵蓋源頭減廢、提高回收利用率、優化處理流程等多個方面，力求實現廢棄物的最大資源化和最小化環境負擔。

因本集團並非製造業企業，因此業務性質不涉及包裝材料的使用。

### 氣候變化

本集團意識到氣候變化不但對全球社會、經濟、人文生活造成巨大的影響，亦是現今全球正面臨最迫切挑戰之一。隨著氣候變化帶來的影響日益顯現，我們堅信只有全社會共同努力，才能有效應對這一全球性問題，為未來的可持續發展做出貢獻。因此，作為一家致力於履行環境及社會責任的企業，本集團嚴格落實節能減碳的各項措施，並積極配合國家的氣候政策。我們的目標是於2030年前實現碳達峰，2060年前實現碳中和。

### 氣候變化應對措施

因應項目所在地的地理環境的特點，本集團為個別項目選定多項短期及中期應對氣候變化的措施，藉此降低氣候變化帶來的風險和鞏固所有物業組合抗禦氣候變化的能力，增強本集團應對氣候變化的韌性。

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- In anticipation of extreme weather conditions, we will take early measures to ensure that the greenery can withstand the impact of extreme weather. For example, we provide support and arrange drainage for the nursery plants in our parks before storm warnings are issued. In addition, for open-air parking spaces, we avoid using plants with fragile branches, poor wind resistance and prone to falling fruit, prioritising the safety of both vehicles and pedestrians;
- To mitigate the destruction caused by heavy rainfall to our operation sites, we have specifically adopted a design featuring recessed green areas, which significantly reduce surface runoff. These green areas act as temporary reservoirs during heavy rainfall, easing the burden on our drainage systems and ensuring the normal operating of our asset in our operation sites;
- Another key strategy is the installation of catch basins in our basement. By diverting rainwater to collection areas and using rainwater pumps to channel it into the site's rainwater pipelines, we ensure efficient and effective rainwater collection;
- Additionally, we will timely conduct risk assessments across all operation sites and implement corresponding preventive measures under different weather conditions based on the assessment results, thereby minimising the potential risks and ensuring the safety and stability of our operation sites.
- 面對極端天氣，我們會提前採取措施，以確保綠化植物能夠抵禦極端天氣的衝擊。例如，在暴風雨預警發布前，我們會提早對園區苗木進行支撐和安排排水工作。此外，針對露天車位空間，我們亦避免選用枝條脆弱、抗風性差、容易落果的植物，以保障車輛和行人的安全；
- 為減少暴雨對我們運營點帶來破壞，我們特別採用下凹綠地設計，以有效減少地表徑流。在暴雨來臨時，綠地能夠臨時儲積雨水，從而減緩排水系統的壓力，確保運營點內資產的正常運作；
- 在地庫設置集水坑是另一項重要措施。通過將雨水引流至集水區域，並利用雨水提升泵將其集中接入場地雨水管道中，確保雨水的收集的高效性和有效性；
- 此外，我們將適時對不同運營點進行風險評估，並根據評估結果，在不同天氣條件下採取相應的預防措施，從而降低潛在風險對運營點的影響，確保運營點的安全與穩定。



### Cippon Tai Wo Standing Strong in the Face of Storm by Building a Safety Barrier Against Typhoon for the Community

築起圍區防颶安全屏障，世邦泰和物業逆風而行

During the period before and after the typhoon “Doksuri” struck in July 2023, Cippon Tai Wo proactively responded to the extreme weather by taking safety precautions, cleaning up and restoration. Prior to the typhoon’s arrival in Fujian, Cippon Tai Wo initiated an emergency response plan, ensuring early preparation, deployment and inspections. The property management staff implemented various measures to enhance typhoon preparedness, including sending early warnings through resident networks, conducting inspections of buildings, securing facilities and equipment to reduce the probability of malfunctions, predicting potential hazards (sewer blockages, fallen trees, falling objects from heights, etc.) and eliminating safety hazards. Additionally, they placed sandbags, flood barriers and other equipment in flood-prone areas in advance. During the typhoon, the property management staff closely monitored the weather conditions. After the storm passed, they remained on the front line, making full efforts to clear pathways, quickly mobilising for repair and clearing of fallen trees all to maintain a clean and orderly environment where residents can resume their normal lives.

世邦泰和物業在二零二三年七月超強颶風「杜蘇芮」吹襲前後期間，積極應對極端天氣，做好安全預防及投入清障修復工作。在颶風登陸福建前，世邦泰和物業即啟動應急響應預案，做到早安排、早部署、早排查。物管人員各項防颶安全屏障工作包括通過業主群、管家朋友圈發送提前預警；對樓棟進行逐一排查、檢查設施設備的牢固程度，降低故障發生機率；預判潛在危險（下水道淤積、樹木倒伏、高空墜物等），並消除安全隱患；以及提前將沙袋、防洪板等裝備放置於防洪點位。物管人員在颶風期間實時關注天氣情況，颶風過後亦堅守一線，全力保障道路暢通無阻、迅速出動投入搶修、整治傾倒樹木，以確保環境乾淨有序、業主生活如常。



Cippon Tai Wo’s Typhoon Defences  
世邦泰和物業抗颶現場



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In the future, the Group will align with the Task Force on Climate-related Financial Disclosures (TCFD) framework for information disclosure, comprehensively considering the impact of the Group under the growing trend of climate change response. The Group will conduct preliminary identification and analysis of climate risks. Additionally, the Group also plans to identify business risks and compliance risks brought by climate change and related regulatory actions. Subsequent risk assessments will be conducted at different operation sites based on actual conditions, aiming to align the Group's long-term climate response strategies with the actual business operations.

### COMMUNITY

Our active engagement in social welfare initiatives is a significant demonstration of our corporate social responsibility. Guided by our corporate philosophy of "Giving Back to Society for Good", we adhered to the belief of serving and contributing to society. We have committed to social welfare and transmitting positive energy through practical actions that demonstrate our corporate responsibility and commitment.

The Group firmly believes that the positive impact generated by our charitable activities will transform into valuable corporate resources, which not only strengthens our core competitiveness but also promotes our sustainable development. Looking forward, we pledge to invest more resources in commercial and residential operations and engage in diversified social investment activities, fostering an environment for public welfare and creating additional social value. During the Year, the Group has invested more than RMB56,000 in various charitable and educational endeavors, putting our public welfare aspiration into practice through actions.



未來，本集團將參照氣候相關財務信息披露工作組(TCFD)信息披露框架，綜合考慮本集團在逐漸增強的氣候變化應對趨勢下受到的影響，並開展氣候風險初步識別與分析工作。此外，本集團亦計劃辨識因氣候變化及其相關的規管行動所帶來的業務風險及合規風險，並根據實際情況對不同運營點進行後續風險評估，以配合業務經營實際情況規劃長遠氣候應對策略。

### 社區

積極投身社會公益事業是企業展現其社會責任擔當的重要體現。秉承「取之社會、用之社會」的企業哲學，我們始終堅守奉獻社會的信念，長期致力於社會公益事業，用實際行動傳遞公益正能量，展現企業的責任與擔當。

本集團堅信，公益活動所傳遞的正能量將轉化為我們寶貴的企業資源，不僅增強我們的核心競爭力，更推動我們的可持續發展。面向未來，我們鄭重承諾，將投入更多資源於商業及住宅業務運營中，開展多樣化的社會投資活動，努力營造良好的公益環境，創造更多的社會價值。本年度，本集團共投入超過人民幣5.6萬元用於慈善、教育等公益項目，以實際行動踐行我們的公益理念。

#### Philanthropic Topics 公益關注領域



Community  
社區



Support for Education  
教育關懷



Environmental Philanthropy  
環保公益

To facilitate interaction and connections among families and neighbours, the Group has organised a series of summer events in its residential properties to enhance community cohesion and a sense of belonging.

為促進親子與鄰里之間的交流互動，本集團住宅物業開展一系列夏季活動，以增強社區凝聚力與歸屬感。

### **Fusing Learning with Play, Growing Together in Joy** 智趣相交融 以樂共成長

Our community cultural initiatives were designed to create a space filled with wonder for the neighbourhood's children while educating them through entertainment. With a diverse array of activities such as a school opening ceremony, a flea market and kite painting, we provided children with a diverse range of experiences and enjoyment.

開展寓教於樂的社區文化活動，為社區兒童構築童趣空間，通過小邦開學禮、跳蚤市場、風箏繪畫等活動，讓孩子們體驗多樣樂趣。

### **Bringing Relief from the Summer Heat with Thoughtful Services**

#### 服務降暑意 關懷沁人心

We strive to make community living more convenient and provide services that bring relief to residents from the summer heat. Services such as refreshing stations, health checks and doormat cleaning for residents were offered to bring a fresh and comfortable experience to the community and its residents.

用心營造社區生活便利感，用服務為夏天降燥。本集團為業主提供清涼驛站、健康檢查、清洗地墊等服務，為社區業主帶來清新舒心的服務與關懷。



Our Summer Event Series  
夏季系列活動現場

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### Charity Activities

In 2023, SCE CM actively fulfilled its commitment to corporate social responsibility by engaging in social welfare activities. We focus on enhancing the well-being of our communities and residents to drive community prosperity through the Company's development and share the success of our development with all sectors of society.

#### SCE CM Philanthropy: Empowering Underprivileged Students to Reach Academic Milestones

中駿商管公益：為千錘百煉助力臨門一腳

With a commitment to supporting students on their educational paths, the Group collaborated with the Foundation For Xiamen Education in 2023 to sponsor 20 "Outstanding Underprivileged National College Entrance Examination Candidates". Additionally, SCE CM volunteers joined the volunteer team of the Foundation For Xiamen Education, dedicating time to visit sponsored students personally and gaining a deeper understanding of their difficulties and needs.

為護航學子們的求學之路，二零二三年本集團與廈門市教育基金會攜手資助20名「優秀貧困高考生」。此外，中駿商管志願者們加入廈門教育基金會志願者團隊，對資助考生進行深入走訪，深入了解考生的困境與需求。

### 公益慈善活動

二零二三年，中駿商管積極踐行企業社會責任，開展社會公益事業，關注社區與人民的美好生活需要，以公司發展帶動社區繁榮，與社會各界共享發展成果。



Volunteer Team's Visits  
志願者團隊走訪現場

### Environmental Philanthropy: Encouraging Young People to Embrace Waste Sorting in Urban and Rural Areas

環保公益：向青少年宣傳城鄉垃圾分類

Xianyou SCE Funworld, in collaboration with the Putian Municipal Committee of the Communist Youth League, the Xianyou County Committee of the Communist Youth League and the Putian Sunshine Youth Affairs Service Centre, jointly organised the “Beautiful New Fujian • Youth in Action” campaign in 2023 to support the youth of Putian City and promote waste sorting in both urban and rural areas. The campaign targeted members of the Communist Youth League, providing them with insights into the critical role of waste sorting and resource conservation, motivating the youth to take an active role and develop good habits. Through this activity, we encourage our young citizens to pursue a low-carbon lifestyle and lead by example, inspiring their families and the broader community to engage in waste sorting, making this practice a voluntary behaviour across the whole society.

仙遊中駿世界城攜手共青團莆田市委員會、共青團仙遊縣委員會、莆田市陽光青少年事務服務中心等機構，聯合舉辦「美麗新福建•青春在行動」二零二三年莆田市青年助力城鄉垃圾分類宣傳活動。活動面向當地少先隊員們，並向他們說明垃圾分類與節約資源的重要性，鼓勵青少年積極參與並養成良好習慣。透過這一活動，我們鼓勵少年兒童積極追求低碳生活，並帶動家庭和社會共同參與垃圾分類，讓這一行動成為全社會的自覺行為。



SCE CM's Support for the Promotion of Waste Sorting Initiatives in Urban and Rural Areas  
中駿商管協助舉辦城鄉垃圾分類宣傳活動

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### COMPLIANCE MANAGEMENT

Compliance with all applicable laws and regulations is a fundamental requirement in the Group's operations. The Group understands that violating laws and regulations will bring impacts on different aspects of the Group, such as business operations, reputation, penalties and litigation. Following the ongoing refined implementation of various national laws and regulations, the Group continues to deem compliance as an important goal and has developed and implemented a series of internal policies and systems to strengthen compliance management. The Legal Department is responsible for overseeing the Group's policies and practices regarding compliance with legal and regulatory requirements, and the Board reviews the Group's compliance situation annually.

During the Year, there were no confirmed incidents of non-compliance with relevant laws and regulations that have a significant impact on the Group related to various ESG areas.

### 合規管理

遵守所有適用的法律及法規是本集團於運營中的基本要求。本集團明白違反法律及規例將為本集團帶來不同層面的影響，如業務經營、信譽、刑罰及訴訟等。隨着各類國家法律法規政策不斷細化實施，本集團繼續視確保合規為重要目標，並已制定及實施一系列內部政策及制度，強化合規管理。法務部負責監督本集團有關遵守法律及監管要求的政策及常規，董事會則每年審閱本集團合規情況。

本年度，本集團概無與ESG各範疇相關之對本集團有重大影響的違法違規個案。

#### Aspects

#### 層面

#### Laws and Regulations that Have a Significant Impact

#### 有重大影響的法律及規例

Environment  
環境

"Environmental Protection Law of the People's Republic of China"

《中華人民共和國環境保護法》

"Environmental Impact Assessment Law of the People's Republic of China"

《中華人民共和國環境影響評價法》

"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》

"Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste"

《中華人民共和國固體廢物污染環境防治法》

"Law of the People's Republic of China on the Prevention and Control of Water Pollution"

《中華人民共和國水污染防治法》

"Energy Conservation Law of the People's Republic of China"

《中華人民共和國節約能源法》

"Water Law of the People's Republic of China"

《中華人民共和國水法》

"Regulation on Urban Drainage and Sewage Treatment"

《城鎮排水與污水處理條例》



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## 環境、社會及管治報告

Aspects 層面	Laws and Regulations that Have a Significant Impact 有重大影響的法律及規例
Employment 僱傭	<p>"Labour Law of the People's Republic of China"</p> <p>《中華人民共和國勞動法》</p> <p>"Company Law of the People's Republic of China"</p> <p>《中華人民共和國公司法》</p> <p>"Social Insurance Law of the People's Republic of China"</p> <p>《中華人民共和國社會保險法》</p> <p>"Provision on the Prohibition of Using Child Labour"</p> <p>《禁止使用童工規定》</p> <p>"Law of the People's Republic of China on the Protection of Minors"</p> <p>《中華人民共和國未成年人保護法》</p>
Health and Safety 健康與安全	<p>"Labour Law of the People's Republic of China"</p> <p>《中華人民共和國勞動法》</p>
Product Responsibility and Service Quality 產品責任及服務品質	<p>"Regulation on Realty Management"</p> <p>《物業管理條例》</p> <p>"Cybersecurity Law of the People's Republic of China"</p> <p>《中華人民共和國網絡安全法》</p> <p>"Administrative Measures for the Graded Protection of Information Security"</p> <p>《信息安全等級保護管理辦法》</p> <p>"Law of the People's Republic of China on the Protection of Consumer Rights and Interests"</p> <p>《中華人民共和國消費者權益保護法》</p> <p>"Copyright Law of the People's Republic of China"</p> <p>《中華人民共和國著作權法》</p> <p>"Trademark Law of the People's Republic of China"</p> <p>《中華人民共和國商標法》</p> <p>"Patent Law of the People's Republic of China"</p> <p>《中華人民共和國專利法》</p>
Anti-corruption 反貪污	<p>"Criminal Law of the People's Republic of China"</p> <p>《中華人民共和國刑法》</p> <p>"Oversight Law of the People's Republic of China"</p> <p>《中華人民共和國監察法》</p> <p>"Company Law of the People's Republic of China"</p> <p>《中華人民共和國公司法》</p> <p>"Anti-Money Laundering Law of the People's Republic of China"</p> <p>《中華人民共和國反洗錢法》</p> <p>"Anti-Unfair Competition Law of the People's Republic of China"</p> <p>《中華人民共和國反不正當競爭法》</p>



# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### OVERVIEW OF KEY PERFORMANCE INDICATORS

### 關鍵績效指標概覽

#### Environmental KPIs<sup>1, 2</sup>

#### 環境關鍵績效指標<sup>1, 2</sup>

		2023			2022				
		Shanghai Headquarters Office 上海總部辦公室	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果	Shanghai Headquarters Office 上海總部辦公室	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果
<b>Greenhouse Gas Emissions<sup>3</sup></b>	<b>溫室氣體排放量<sup>3</sup></b>								
Scope 1 — Direct greenhouse gas emissions (tCO <sub>2</sub> e) <sup>4,5,6</sup>	範圍1 — 直接溫室氣體排放 (公噸二氧化碳當量) <sup>4,5,6</sup>	8.03	665.85	160.78	834.66	5.92	603.45	42.23	651.60
Scope 2 — Indirect greenhouse gas emissions (tCO <sub>2</sub> e) <sup>7,8,9</sup>	範圍2 — 能源類間接溫室氣體排放 (公噸二氧化碳當量) <sup>7,8,9</sup>	140.32	3,842.57	7,794.04	11,776.93	336.91	375.85	671.69	1,384.45
Total greenhouse gas emissions (tCO <sub>2</sub> e) <sup>5,8,9</sup>	溫室氣體總排放量 (公噸二氧化碳當量) <sup>5,8,9</sup>	148.35	4,508.42	7,954.82	12,611.59	342.83	979.30	713.92	2,036.05
Greenhouse gas emissions intensity (tCO <sub>2</sub> e/sq.m.) <sup>5,8,9</sup>	溫室氣體排放密度 (公噸二氧化碳當量/平方米) <sup>5,8,9</sup>	0.07	0.42	0.17	0.21	0.17	0.12	0.05	0.08

<sup>1</sup> Unless otherwise stated, the environmental data for the Year includes the office area, non-outsourced canteen and staff dormitory of each operation site.

<sup>2</sup> In order to provide a more comprehensive picture of our ESG performance, the collection of environmental data for the Year has been expanded to all commercial and residential projects in the Yangtze River Delta Economic Zone and the West Taiwan Strait Economic Zone. Data on the new projects was disclosed for the first time in 2023, resulting in greater fluctuations in several environmental KPIs. For specific data collection scope, please refer to the section headed "About this Report".

<sup>3</sup> Greenhouse gas emissions refer to "How to prepare an ESG Report — Appendix 2: Reporting Guidance on Environmental KPIs" by the Stock Exchange for calculation. In addition, electricity emissions calculation adopts the National Average Emission Factor for Electricity published by the Ministry of Ecology and Environment of the People's Republic of China in 2023; The heat power emission factor adopts 0.11 tCO<sub>2</sub>/GJ.

<sup>4</sup> Scope 1 greenhouse gas emissions include greenhouse gas emissions from the combustion of fuels from stationary and mobile sources, as well as hydrofluorocarbons and perfluorocarbons from refrigerants and fire extinguishing systems within the reporting scope.

<sup>5</sup> The 2022 data on Scope 1 — direct greenhouse gas emissions, total greenhouse gas emissions, greenhouse gas emission intensity, air emissions, petrol, total energy consumption and energy consumption intensity for the Shanghai headquarters office and the consolidated results have been restated after the update of the calculation method.

<sup>6</sup> Compared with 2022, several commercial projects did not add refrigerants nor conduct air-conditioning maintenance units during the Year, leading to a relatively modest increase in Scope 1 — direct greenhouse gas emissions.

<sup>7</sup> Scope 2 — indirect greenhouse gas emissions include indirect greenhouse gas emissions from purchased electricity and purchased heat within the reporting scope.

<sup>8</sup> The 2022 data on Scope 2 — indirect greenhouse gas emissions, total greenhouse gas emissions, greenhouse gas emission intensity, purchased electricity, total energy consumption and energy consumption intensity of commercial projects have been restated after the update of the calculation method.

<sup>9</sup> Due to the consolidation of our workplace, the electricity consumption and water consumption of the Shanghai headquarters office were reduced according to the actual area used, resulting in a decrease in the Scope 2 — indirect greenhouse gas emissions, total greenhouse gas emissions, greenhouse gas emission intensity, purchased electricity, total energy consumption, energy consumption intensity, water consumption and water consumption intensity of the Shanghai headquarters office during the Year.

<sup>1</sup> 除另有說明外，本年度環境數據範圍包括各運營點的辦公區域、非外包食堂及員工宿舍。

<sup>2</sup> 為了更全面地呈現我們在ESG工作方面的表現，本年度環境數據的收集範圍擴大到涵蓋長三角經濟圈及海峽西岸經濟圈所有商業及住宅項目，新增項目的數據為二零二三年首次披露，因此多個環境關鍵績效指標的波幅較大。具體數據收集範圍可參考「關於本報告」章節。

<sup>3</sup> 溫室氣體排放量參考聯交所《如何準備環境、社會及管治報告 — 附錄二：環境關鍵績效指標匯報指引》計算。此外，電力排放採用中華人民共和國生態環境部二零二三年最新發佈的國家電力平均排放因子計算；熱力排放係數採用0.11噸二氧化碳/吉焦計算。

<sup>4</sup> 範圍1溫室氣體排放量包括報告範圍內的固定源及流動源的燃料燃燒所致的溫室氣體排放，以及來自製冷劑及滅火系統的氫氟碳化物及全氟化碳排放。

<sup>5</sup> 二零二二年上海總部辦公室和綜合結果的範圍1 — 直接溫室氣體排放、溫室氣體總排放量、溫室氣體排放密度、廢氣排放量、汽油、能源總耗量、能源消耗密度的數據經計算方法更新後重列。

<sup>6</sup> 對比二零二二年，多個商業項目本年度未有進行製冷劑添加、亦沒有進行空調主機維修，因此範圍1 — 直接溫室氣體排放量的增幅較小。

<sup>7</sup> 範圍2 — 能源類間接溫室氣體排放量包括報告範圍內由外購電力及外購熱力所產生的間接溫室氣體排放。

<sup>8</sup> 二零二二年商業項目的範圍2 — 能源類間接溫室氣體排放、溫室氣體總排放量、溫室氣體排放密度、外購電力、能源總耗量及能源消耗密度的數據經計算方法更新後重列。

<sup>9</sup> 因我們的工位整合，上海總部辦公室按實際使用面積分攤的用電量以及用水量減少，導致本年度上海總部辦公室的範圍2 — 能源類間接溫室氣體排放、溫室氣體總排放量、溫室氣體排放密度、外購電力、能源總耗量、能源消耗密度、耗水量及耗水密度的數據下降。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

		2023				2022			
		Shanghai Headquarters Office 上海 總部辦公室	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果	Shanghai Headquarters Office 上海 總部辦公室	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果
<b>Total Air Emissions<sup>5,10,11</sup></b>	<b>廢氣排放量<sup>5,10,11</sup></b>								
Nitrogen oxides (kg) <sup>12</sup>	氮氧化物(千克) <sup>12</sup>	1.31	39.56	8.13	49.00	1.18	2.09	-	3.27
Sulfur oxides (kg)	硫氧化物(千克)	0.04	0.19	0.10	0.33	0.03	0.06	-	0.09
Particulates (kg) <sup>12</sup>	顆粒物(千克) <sup>12</sup>	0.10	2.07	0.65	2.82	0.09	0.16	0.01	0.26
		Shanghai Headquarters Office 上海 總部辦公室	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果	Shanghai Headquarters Office 上海 總部辦公室	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果
<b>Energy Consumption</b>	<b>能源消耗量</b>								
Natural gas (MWh) <sup>13</sup>	天然氣(兆瓦時) <sup>13</sup>	-	2,207.48	91.70	2,299.18	-	-	4.14	4.14
Diesel (MWh) <sup>14</sup>	柴油(兆瓦時) <sup>14</sup>	-	0.26	9.20	9.46	-	0.26	-	0.26
Petrol (MWh) <sup>5</sup>	汽油(兆瓦時) <sup>5</sup>	29.24	124.38	51.10	204.72	21.59	33.72	-	55.31
Liquefied petroleum gas (MWh) <sup>15</sup>	液化石油氣(兆瓦時) <sup>15</sup>	-	-	290.86	290.86	-	-	-	-
Purchased heat power (MWh)	外購熱力(兆瓦時)	-	135.86	-	135.86	-	135.30	-	135.30
Purchased electricity (MWh) <sup>8,9</sup>	外購電力(兆瓦時) <sup>8,9</sup>	246.05	6,643.47	13,666.56	20,556.08	590.76	565.09	1,177.79	2,333.64
Total energy consumption (MWh) <sup>5,8,9</sup>	能源總耗量(兆瓦時) <sup>5,8,9</sup>	275.29	9,111.45	14,109.42	23,496.16	612.35	734.37	1,181.93	2,528.65
Energy consumption intensity (MWh/sq.m.) <sup>5,8,9</sup>	能源消耗密度 (兆瓦時/平方米) <sup>5,8,9</sup>	0.13	0.85	0.29	0.39	0.31	0.09	0.08	0.10

<sup>10</sup> The emission factors refer to the Stock Exchange's "How to prepare an ESG Report — Appendix 2: Reporting Guidance on Environmental KPIs", "General Principles for Calculation of the Comprehensive Energy Consumption (GB/T 2589-2020)" and "AP42: Compilation of Air Pollutants Emissions Factors" promulgated by the United States Environmental Protection Agency.

<sup>11</sup> During the Year, data was recorded on the use of private cars in new residential projects and thus air emissions were recorded.

<sup>12</sup> Light vehicles (3.5-5.5 tonnes) were used in the new commercial project Nan'an SCE Funworld during the Year, hence the emissions of nitrogen oxides and particulate matter recorded a relatively significant increase compared with last year.

<sup>13</sup> Zhangjiagang SCE Funworld, a new commercial project during the Year, used natural gas for winter heating, therefore the commercial projects during the Year recorded data on natural gas consumption.

<sup>14</sup> In August 2023, due to the impact of the typhoon, new residential projects used diesel for power generation, resulting in diesel consumption data recorded for residential projects for the Year.

<sup>15</sup> Certain new residential projects were equipped with canteens, so liquefied petroleum gas consumption was recorded for residential projects during the Year.

<sup>10</sup> 排放因子參考聯交所《如何準備環境、社會及管治報告 — 附錄二：環境關鍵績效指標匯報指引》、《綜合能耗計算通則(GB/T 2589-2020)》、美國國家環境保護局《AP42：空氣污染物排放因子匯編》。

<sup>11</sup> 本年度新增住宅項目錄得私家車使用數據，因此錄得廢氣排放量。

<sup>12</sup> 本年度新增商業項目南安中駿世界城有使用輕型汽車(3.5-5.5噸)，因此氮氧化物及顆粒物的排放量較去年錄得較大增長。

<sup>13</sup> 本年度新增商業項目張家港中駿世界城使用天然氣進行冬季供暖，因此本年度商業項目錄得天然氣消耗量數據。

<sup>14</sup> 在二零二三年八月期間，受颱風吹襲影響，新增住宅項目使用柴油發電，令本年度住宅項目錄得柴油消耗量數據。

<sup>15</sup> 部份新增住宅項目設有食堂，因此本年度住宅項目錄得液化石油氣消耗量。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

		2023				2022			
		Shanghai Headquarters Office 上海 總部辦公室	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果	Shanghai Headquarters Office 上海 總部辦公室	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果
<b>Total Water Consumption<sup>9</sup></b>	<b>水消耗量<sup>9</sup></b>								
Total water consumption (m <sup>3</sup> )	總耗水量(立方米)	959.27	464,395.70	384,343.85	849,698.82	1,681.00	238,916.75	77,101.09	317,698.84
Water consumption intensity (m <sup>3</sup> /sq.m.)	耗水密度(立方米/平方米)	0.46	43.31	8.01	13.97	0.84	28.99	5.54	13.15
		Shanghai Headquarters Office 上海 總部辦公室	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果	Shanghai Headquarters Office 上海 總部辦公室	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果
<b>Waste Generation</b>	<b>廢棄物產生量</b>								
Total non-hazardous waste (tonnes) <sup>16,17,18</sup>	無害廢棄物總量(公噸) <sup>2,16,17,18</sup>	6.95	70.77	41.51	119.23	24.04	14.86	32.38	71.28
Non-hazardous waste intensity (tonnes/000 sq.m.)	無害廢棄物密度(公噸/千平方米)	3.30	6.60	0.86	1.96	12.04	1.80	2.33	2.95
Total hazardous waste (kg) <sup>19,20</sup>	有害廢棄物總量(千克) <sup>19,20</sup>	72.00	26.63	425.75	524.38	24.00	12.00	38.58	74.58
Hazardous waste intensity (kg/000 sq.m.)	有害廢棄物密度(千克/千平方米)	34.17	2.48	8.87	8.62	12.02	1.46	2.77	3.09

<sup>16</sup> Due to the consolidation of our workplace, the generation of non-hazardous waste in the Shanghai headquarters office decreased according to the actual area used, resulting in a decrease in the total amount and intensity of non-hazardous waste in the Shanghai headquarters office.

<sup>17</sup> During 2023, the original commercial projects further improved the non-hazardous waste data collection, resulting in a significant increase in the total amount of non-hazardous waste in commercial projects.

<sup>18</sup> In 2023, the recorded density data of non-hazardous waste collected in residential projects has declined because of the removal of canteens in multiple projects, the reduction in the use of paper and other materials due to the reduction in overall budgets, and the reduction in furniture waste.

<sup>19</sup> As a result of the enhanced collection and treatment of waste toner cartridges in the Shanghai headquarters office during the Year, the total amount and intensity of hazardous waste increased significantly.

<sup>20</sup> During the Year, the residential projects carried out comprehensive data collection and processing of hazardous waste, including batteries, fluorescent light bulbs, waste toner cartridges, waste ink cartridges, light bulbs, etc., resulting in a significant increase in the total amount and intensity of hazardous waste.

<sup>16</sup> 因我們的工位整合，上海總部辦公室按實際使用面積分攤的無害廢棄物減少，導致上海總部辦公室無害廢棄物總量及密度下跌。

<sup>17</sup> 二零二三年期間，原有商業項目進一步完善無害廢棄物數據收集，因此商業項目無害廢棄物總量有較大增幅。

<sup>18</sup> 二零二三年，多個項目的食堂撤走，整體預算減低令紙張等使用量減少以及家具擺設廢棄物減少，因此住宅項目採集的無害廢棄物密度數據錄得下跌。

<sup>19</sup> 因上海總部辦公室本年度加強對廢硒鼓的收集及處理，令有害廢棄物數據總量及密度大幅上升。

<sup>20</sup> 住宅項目本年度對包括電池、熒光燈泡、廢硒鼓、廢墨盒、燈泡等有害廢棄物進行全面的數據收集及處理，令有害廢棄物數據總量及密度大幅上升。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### Social KPIs<sup>21</sup>

### 社會關鍵績效指標<sup>21</sup>

Number of Employees <sup>22</sup>	僱員人數 <sup>22</sup>	2023				2022			
		Shanghai Headquarters Office 上海總部辦公室	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果	Shanghai Headquarters Office 上海總部辦公室	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果
Gender 性別	Male 男性	60	470	1,649	2,179	81	234	73	388
	Female 女性	61	193	962	1,216	85	85	46	216
Age 年齡	Below 30 30歲以下	20	257	623	900	50	111	38	199
	30-50 30-50歲	95	386	1,680	2,161	109	202	80	391
	Over 50 50歲以上	6	20	308	334	7	6	1	14
	Total 總數	121	663	2,611	3,395	166	319	119	604

<sup>21</sup> The scope of social data collection expanded during the Year, with data from new projects being disclosed for the first time in 2023, resulting in greater fluctuations in several KPIs for communities. For specific data collection scope, please refer to the section headed "About this Report". The social KPIs for the Year were disclosed and calculated with reference to the Stock Exchange's "How to prepare an ESG Report — Appendix 3: Reporting Guidance on Social KPIs".

<sup>22</sup> During the Reporting Periods of 2023 and 2022, all employees within the reporting scope of the Group were full-time employees located in the Chinese mainland.

<sup>21</sup> 本年度社會數據的收集範圍擴大，新增項目的數據為二零二三年首次披露，因此多個社區關鍵績效指標的波幅較大。具體數據收集範圍可參考「關於本報告」章節。本年度社會關鍵績效指標參照聯交所《如何編備環境、社會及管治報告 — 附錄三：社會關鍵績效指標匯報指引》進行披露和計算。

<sup>22</sup> 於二零二三及二零二二報告期間，本集團報告範圍的所有員工均為位於中國內地的全職員工。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

		2023				2022			
		Shanghai Headquarters Office 上海總部辦公室	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果	Shanghai Headquarters Office 上海總部辦公室	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果
<b>Turnover Rate of Employees<sup>23</sup></b>	<b>僱員流失率<sup>23</sup></b>								
Gender 性別	Male 男性	52%	60%	76%	72%	84%	63%	90%	73%
	Female 女性	34%	45%	63%	59%	48%	72%	46%	57%
Age 年齡	Below 30 30歲以下	55%	56%	119%	100%	62%	120%	111%	104%
	30-50 30-50歲	43%	58%	59%	58%	67%	36%	54%	48%
	Over 50 <sup>24</sup> 50歲以上 <sup>24</sup>	0%	15%	43%	41%	71%	67%	200%	79%
Total 總數		43%	56%	71%	67%	66%	66%	73%	67%

		Shanghai Headquarters Office 上海總部辦公室	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果	Shanghai Headquarters Office 上海總部辦公室	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果
<b>Health and Safety<sup>25</sup></b>	<b>健康與安全<sup>25</sup></b>								
Number of work-related injuries	因工受傷人數	-	6	26	32	-	2	1	3
Lost day due to work injuries <sup>26</sup>	因工傷損失工作日數 <sup>26</sup>	-	92	365	457	-	-	8	8

<sup>23</sup> All lost employees within the reporting scope of the Group are full-time employees located in the Chinese mainland. The turnover rate for each category of employees = the number of resigned employees during the Year of that category/the total number of employees of that category.

<sup>24</sup> Due to all personnel changes at the Shanghai headquarters office being internal transfers, the employee turnover rate at the Shanghai headquarters office for the Year was 0%.

<sup>25</sup> In the past three years, there were no work-related fatality cases in the Group.

<sup>26</sup> Due to accidents involving several employees, the number of lost days due to work injuries increased significantly during the Year.

<sup>23</sup> 本集團報告範圍的所有流失員工均為位於中國內地的全職員工。各類別員工的流失比率=該類別員工全年的流失人數/該類別員工人數。

<sup>24</sup> 由於上海總部辦公室的人事變動均為內部調動，因此本年度僱員流失率為0%。

<sup>25</sup> 過去三年，本集團並未發生因工死亡事件。

<sup>26</sup> 由於數名員工發生意外，本年度因工傷損失工作日數明顯增加。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

Percentage of Trained Employees <sup>27</sup>	受訓僱員百分比 <sup>27</sup>	2023				2022			
		Shanghai Headquarters Office 上海總部辦公室	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果	Shanghai Headquarters Office 上海總部辦公室	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果
Gender 性別	Male 男性	100%	98%	98%	98%	100%	97%	100%	100%
	Female 女性	97%	90%	92%	92%	100%	94%	100%	98%
Grade 職級	Senior management 高級管理人員	91%	100%	100%	95%	100%	86%	100%	96%
	Middle management 中級管理人員	100%	79%	63%	85%	100%	100%	100%	100%
	General staff 一般員工	99%	96%	96%	96%	100%	96%	100%	99%
Total 總數		98%	95%	96%	96%	100%	97%	100%	99%

<sup>27</sup> The calculation of the percentage of employees trained in 2023 only takes into account the employees who were still serving as at 31 December 2023. Percentage of employees trained in each category = number of employees trained in the category for the year/number of employees in the category \* 100.

<sup>27</sup> 二零二三年受訓僱員百分比計算僅考慮於二零二三年十二月三十一日仍然任職的員工。各類別的受訓僱員百分比=該類別員工全年的受訓人數/該類別員工人數\*100。



# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

		2023				2022			
		Shanghai Headquarters Office 上海 總部辦公室	Commercial Project <sup>28</sup> 商業項目 <sup>28</sup>	Residential Project <sup>29</sup> 住宅項目 <sup>29</sup>	Consolidated Result 綜合結果	Shanghai Headquarters Office 上海 總部辦公室	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果
<b>Average Training Hours per Employee (hour)<sup>30</sup></b>	<b>僱員平均培訓時間(小時)<sup>30</sup></b>								
Gender 性別	Male 男性	6.2	53.9	38.8	41.2	1.5	23.7	37.1	21.6
	Female 女性	8.6	58.2	37.5	39.3	3.1	7.2	30.9	10.7
Grade 職級	Senior management 高級管理人員	2.1	57.7	48.0	24.5	1.2	3.6	17.3	3.5
	Middle management 中級管理人員	4.7	37.2	30.0	22.5	1.0	6.2	37.2	7.8
	General staff 一般員工	8.6	55.7	38.3	40.8	3.2	20.8	34.9	20.3
Total 總數		7.4	55.2	38.3	40.5	2.3	19.3	34.7	17.7
		Shanghai Headquarters Office 上海 總部辦公室	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果	Shanghai Headquarters Office 上海 總部辦公室	Commercial Project 商業項目	Residential Project 住宅項目	Consolidated Result 綜合結果
<b>Number of Suppliers<sup>31</sup></b>	<b>供應商數量<sup>31</sup></b>								
Bohai Rim Economic Zone	環渤海經濟圈	-	62	367	429	-	46	308	354
West Taiwan Strait Economic Zone	海峽西岸經濟圈	-	173	251	424	5	173	15	193
Yangtze River Delta Economic Zone	長三角經濟圈	55	69	151	275	43	26	29	98
Total	總數	55	304	769	1,128	48	245	352	645

<sup>28</sup> During the Year, the commercial projects have placed a greater emphasis on safety precautions and the improvement of job skills training, which has resulted in a significant increase in average training hours.

<sup>29</sup> During the Year, the residential projects have increased the frequency of monthly training and enhanced the training for housekeeping positions, thus increasing the average training hours.

<sup>30</sup> Average number of training hours of employees of each category = training hours of employees in the category for the Year/number of employees in the category.

<sup>31</sup> The Group determined the location of suppliers for the division based on the main locations where they provide products and services.

<sup>28</sup> 本年度商業項目加強安全防範及提升崗位技能的培訓，因此平均培訓時數大幅上升。

<sup>29</sup> 本年度住宅項目增加月度培訓頻率以及加強管家崗位的培訓，因此平均培訓時數上升。

<sup>30</sup> 各類別的僱員平均培訓時數 = 該類別員工全年的受訓時數/該類別員工人數。

<sup>31</sup> 本集團根據供應商提供產品及服務的主要地點，釐定供應商的位置劃分。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### “ESG REPORTING GUIDE” CONTENT INDEX

### 《環境、社會及管治報告指引》 內容索引

Aspect 層面	Description 內容	Index/Note 索引/備註
<b>A1. Emissions</b>		
<b>A1. 排放物</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 air and greenhouse gas emissions, discharges into water and land, and hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Compliance Management Environmental Protection — Energy and Greenhouse Gas Emissions Environmental Protection — Emissions 合規管理 環境保護 — 能源及溫室氣體排放 環境保護 — 排放物
A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	Environmental Protection — Energy and Greenhouse Gas Emissions Environmental Protection — Emissions 環境保護 — 能源及溫室氣體排放 環境保護 — 排放物
A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and 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)及密度。	Environmental Protection — Energy and Greenhouse Gas Emissions Environmental Protection — Emissions 環境保護 — 能源及溫室氣體排放 環境保護 — 排放物
A1.3	Total hazardous waste produced (in tonnes) and intensity. 所產生有害廢棄物總量(以噸計算)及密度。	Environmental Protection — Emissions 環境保護 — 排放物

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

Aspect 層面	Description 內容	Index/Note 索引／備註
A1.4	Total non-hazardous waste produced (in tonnes) and intensity. 所產生無害廢棄物總量(以噸計算)及密度。	Environmental Protection — Emissions 環境保護 — 排放物
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。	Environmental Protection — Energy and Greenhouse Gas Emissions 環境保護 — 能源及溫室氣體排放
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 Protection — Green Operations Environmental Protection — Emissions 環境保護 — 綠色運營 環境保護 — 排放物
<b>A2. Use of Resources</b>		
<b>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 — Green Operations Environmental Protection — Water Resources Utilisation 環境保護 — 綠色運營 環境保護 — 水資源利用
A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity. 按類型劃分的直接及／或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度。	Environmental Protection — Energy and Greenhouse Gas Emissions Overview of Key Performance Indicators — Environmental KPIs 環境保護 — 能源及溫室氣體排放 關鍵績效指標概覽 — 環境關鍵績效指標

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

Aspect 層面	Description 內容	Index/Note 索引/備註
A2.2	Water consumption in total and intensity.  總耗水量及密度。	Environmental Protection — Water Resources Utilisation Overview of Key Performance Indicators — Environmental KPIs 環境保護 — 水資源利用 關鍵績效指標概覽 — 環境關鍵績效指標
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 — Energy and Greenhouse Gas Emissions 環境保護 — 能源及溫室氣體排放
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 — Water Resources Utilisation; There is no issue in sourcing water that is fit for purpose by the Group. 環境保護 — 水資源利用； 本集團在求取適用水源 上無任何問題。
A2.5	Total packaging material used for finished products (in tonnes) and per unit produced.  製成品所用包裝材料的總量（以噸計算）及每生產單位佔量。	As the Group is not a manufacturing enterprise, the nature of its business does not involve the use of packaging materials. 因本集團並非製造業企 業，因此業務性質不涉 及包裝材料的使用。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

Aspect 層面	Description 內容	Index/Note 索引／備註
<b>A3. Environment and Natural Resources</b>		
<b>A3. 環境及天然資源</b>		
General Disclosure 一般披露	Policies on minimising the issuer's significant impacts 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 — Green Operations 環境保護 — 綠色運營
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 Protection — Energy and Greenhouse Gas Emissions 環境保護 — 能源及溫室氣體排放 Environmental Protection — Water Resources Utilisation 環境保護 — 水資源利用 Environmental Protection — Emissions 環境保護 — 排放物 Environmental Protection — Climate Change; The Group's daily operations did not involve activities that have a significant impact on the environment and natural resources. 環境保護 — 氣候變化； 本集團的日常營運不涉及對環境及天然資源造成重大影響的活動。

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## 環境、社會及管治報告

Aspect 層面	Description 內容	Index/Note 索引／備註
<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
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。	Environmental Protection — Climate Change 環境保護 — 氣候變化
<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 remuneration and dismissal, recruitment and promotion, working hours, rest periods, equity 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： (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。	Employee Development — Employment and Labour Practices Employee Development — Remuneration and Dismissal Employee Development — Recruitment, Retention and Promotion Employee Development — Employee Benefits and Welfare Compliance Management 員工發展 — 僱傭及勞工 常規 員工發展 — 薪酬及解僱 員工發展 — 招聘、留任及晉升 員工發展 — 員工待遇及福利 合規管理
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。	Overview of Key Performance Indicators — Social KPIs 關鍵績效指標概覽 — 社會關鍵績效指標



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## 環境、社會及管治報告

Aspect 層面	Description 內容	Index/Note 索引／備註
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。	Performance Indicators — Social KPIs 關鍵績效指標概覽 — 社會關鍵績效指標
<b>B2. Health and Safety</b>		
<b>B2. 健康與安全</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 providing a safe working environment and protecting employees from occupational hazards.  有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Employee Development — Occupational Health and Safety Compliance Management  員工發展 — 職業健康與安全 合規管理
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。	Overview of Key Performance Indicators — Social KPIs 關鍵績效指標概覽 — 社會關鍵績效指標
B2.2	Lost days due to work injury.  因工傷損失工作日數。	Overview of Key Performance Indicators — Social KPIs 關鍵績效指標概覽 — 社會關鍵績效指標
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。	Employee Development — Occupational Health and Safety 員工發展 — 職業健康與 安全

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## 環境、社會及管治報告

Aspect 層面	Description 內容	Index/Note 索引/備註
<b>B3. Development and Training</b>		
<b>B3. 發展及培訓</b>		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Employee Development — Training and Development
一般披露	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。	員工發展 — 培訓及發展
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。	Overview of Key Performance Indicators — Social KPIs 關鍵績效指標概覽 — 社會關鍵績效指標
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。	Overview of Key Performance Indicators — Social KPIs 關鍵績效指標概覽 — 社會關鍵績效指標
<b>B4. Labour Standards</b>		
<b>B4. 勞工準則</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Employee Development — Employment and Labour Practices Compliance Management
一般披露	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。	員工發展 — 僱傭及勞工常規 合規管理
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。	Employee Development — Employment and Labour Practices 員工發展 — 僱傭及勞工常規
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。	Employee Development — Employment and Labour Practices 員工發展 — 僱傭及勞工常規

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## 環境、社會及管治報告

Aspect 層面	Description 內容	Index/Note 索引／備註
<b>B5. Supply Chain Management</b>		
<b>B5. 供應鏈管理</b>		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Operation Practices — Supply Chain Management
一般披露	管理供應鏈的環境及社會風險政策。	營運慣例 — 供應鏈管理
B5.1	Number of suppliers by geographical region.  按地區劃分的供應商數目。	Operation Practices — Supply Chain Management Overview of Key Performance Indicators — Social KPIs 營運慣例 — 供應鏈管理 關鍵績效指標概覽 — 社會關鍵績效指標
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。	Operation Practices — Supply Chain Management 營運慣例 — 供應鏈管理
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。	Operation Practices — Supply Chain Management 營運慣例 — 供應鏈管理
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。	Operation Practices — Supply Chain Management 營運慣例 — 供應鏈管理

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Aspect 層面	Description 內容	Index/Note 索引/備註
<b>B6. Product Responsibility</b>		
<b>B6. 產品責任</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 health and safety, advertising, labeling and privacy matters relating to products and services provided and methods of redress. 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：	Operation Practices — Product Responsibility and Service Quality Compliance Management 營運慣例 — 產品責任及服務質素 合規管理
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。	The business nature of the Group does not involve the recall of products. 本集團的業務性質並不涉及產品回收。
B6.2	Number of product- 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。	Operation Practices — Product Responsibility and Service Quality 營運慣例 — 產品責任及服務質素
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。	Operation Practices — Product Responsibility and Service Quality 營運慣例 — 產品責任及服務質素
B6.4	Description of quality assurance process and recall procedures.  描述質量檢定過程及產品回收程式。	Operation Practices — Product Responsibility and Service Quality; The business nature of the Group does not involve the recall of products. 營運慣例 — 產品責任及服務質素； 本集團的業務性質並不涉及產品回收。

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Aspect 層面	Description 內容	Index/Note 索引／備註
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。	Operation Practices — Product Responsibility and Service Quality 營運慣例 — 產品責任及服務質素
<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： (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。	Operation Practices — Anti-corruption  營運慣例 — 反貪污
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。	During the Year, there were no concluded legal cases regarding corrupt practices brought against the Group and its employees.  本年度，本集團及員工並沒有涉及已審結貪污訴訟案件。
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式，以及相關執行及監察方法。	Operation Practices — Anti-corruption 營運慣例 — 反貪污
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。	Operation Practices — Anti-corruption 營運慣例 — 反貪污

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Aspect 層面	Description 內容	Index/Note 索引／備註
<b>B8. Community Investment</b>		
<b>B8. 社會投資</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. 有關以社區參與來瞭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 社區
B8.1	Focus areas of contribution. 專注貢獻範疇。	Community 社區
B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。	Community 社區





中駿商管智慧服務控股有限公司  
SCE Intelligent Commercial  
Management Holdings Limited

