



中駿商管

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

2022

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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 2022, the Group had 263 contracted commercial and residential projects, 166 commercial and residential projects under management, with a total contracted gross floor area of approximately 48.1 million square meters and a total gross floor area under management of approximately 25.7 million square meters. With the scaling up with quality, refined operation and brilliant operating results after a year of listing, the Group was awarded the 2021-2022 “Outstanding Commercial Real Estate Operator of the Year”, “Top 30 China Real Estate Commercial Management With Comprehensive Strengths”, “2022 Excellent Commercial Brand Enterprise”, “2022 China Top 100 Commercial Real Estate Developer” and “2022 China Top 10 Excellent Commercial Real Estate Operators”. The Group will continue to follow the strategies of “Precise Tenants Sourcing” and “Refined Operation” in the future, in order to match the consumption potential of different cities, and develop targeted services based on digitalisation, to become an initiator and leader of a brand new lifestyle.

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。

截至二零二二年十二月三十一日, 本集團已擁有263個簽約商業及住宅項目、166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2,570萬平方米。憑藉上市一年來的高質量規模化、精耕細作運營以及亮眼的經營業績, 一舉斬獲2021-2022年度「年度商業地產優秀運營商」、「中國不動產商管綜合實力TOP30」獎項、「2022年卓越商業品牌企業」、「2022中國商業地產百強企業」及「2022中國商業地產運營十強企業」等殊榮。未來, 本集團將繼續以「精準招商」和「精細運營」為策略, 匹配不同城市消費潛力, 並依托數字化開展有針對性的服務, 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 strives to enhance its environmental, social and governance (“ESG”) performance, hence promote the stable development of business to provide the best return for shareholders and create long-term value for stakeholders. This ESG report (the “Report”) is published by the Group to set out the Group’s 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

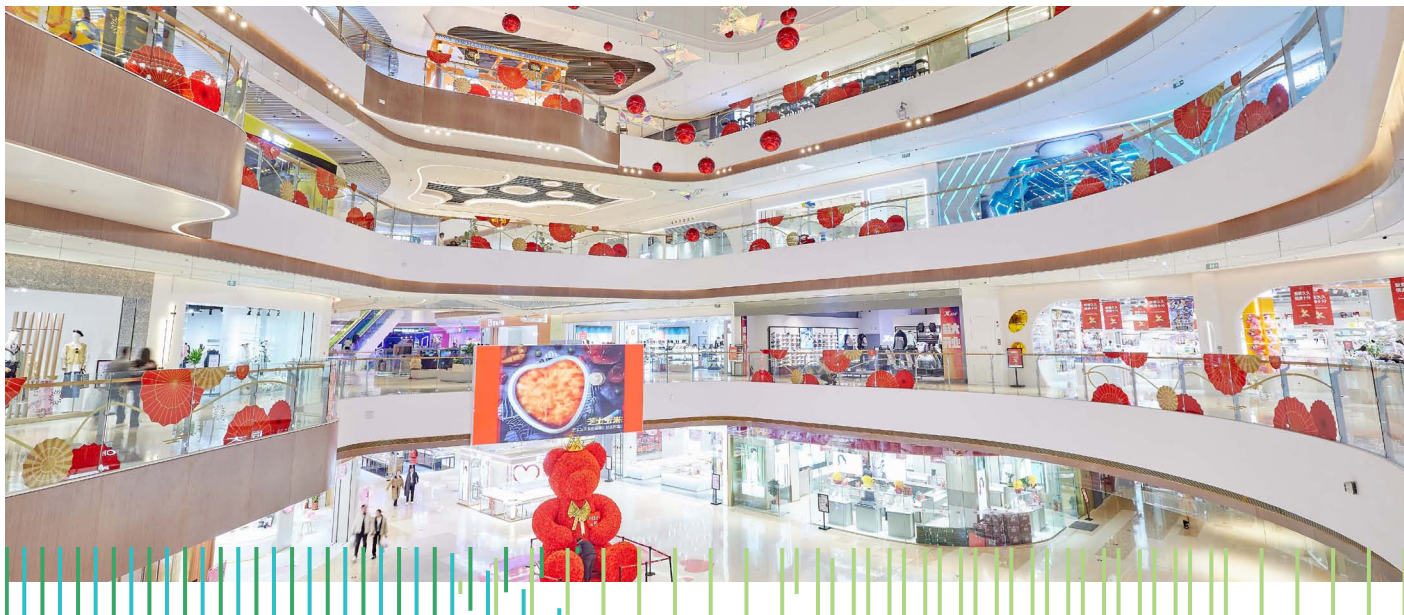
This Report presents the policies, initiatives, and key performance indicators (KPIs) in respect of ESG of the Group’s headquarters in Shanghai, as well as the nine representative projects in the Yangtze River Delta Economic Zone, the West Taiwan Strait Economic Zone, and the Bohai Rim Economic Zone (each, an “Operating Site”, collectively, “Operating Sites”) for the year from 1 January 2022 to 31 December 2022 (the “Year”). Representative projects are selected from projects of subsidiaries based on revenue weighting and cover all city tiers. The Group believes that the above scope will demonstrate to stakeholders its significant ESG management approach and work, and provide a foundation for future expansion of disclosure.

關於本報告

本集團致力於提升其環境、社會及管治（「ESG」）表現，從而推進業務穩定發展，以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，並已上載至聯交所網站（<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

本報告匯報本集團由二零二二年一月一日至二零二二年十二月三十一日止年度（「本年度」），於上海總部辦公室，以及長三角經濟圈、海峽西岸經濟圈和環渤海經濟圈之具代表性的九個項目（「各運營點」，統稱「運營點」）在ESG方面的政策、措施，以及關鍵績效指標（KPIs）。代表項目乃根據收入佔比於附屬公司的項目中篩選，並覆蓋各城市層級。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，並為未來擴大披露範圍夯實基礎。



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The details of each Operating Site are as follows:

各運營點情況如下：

Nature of Property 物業性質	Name of the Project 項目名稱	Area of Residence 所屬區域	City Tier 城市層級
Commercial Projects 商業項目	Shanghai SCE Plaza Phase Two 上海中駿廣場二期	Yangtze River Delta Economic Zone 長三角經濟圈	First- and Second-tier 一、二線
	Quanzhou SCE Funworld 泉州中駿世界城	West Taiwan Strait Economic Zone 海峽西岸經濟圈	Third- and Fourth-tier 三、四線
	Shuitou SCE Funworld 水頭中駿世界城	West Taiwan Strait Economic Zone 海峽西岸經濟圈	Third- and Fourth-tier 三、四線
	Beijing CBD SCE Funworld 北京CBD中駿世界城	Bohai Rim Economic Zone 環渤海經濟圈	First- and Second-tier 一、二線
Residential Projects 住宅項目	Shanghai • Parkview Bay 上海 • 柏景灣	Yangtze River Delta Economic Zone 長三角經濟圈	First- and Second-tier 一、二線
	Hangzhou • The Royal Green 杭州 • 錢塘御景	Yangtze River Delta Economic Zone 長三角經濟圈	First- and Second-tier 一、二線
	Quanzhou • The Regent 泉州 • 天峰	West Taiwan Strait Economic Zone 海峽西岸經濟圈	Third- and Fourth-tier 三、四線
	Yanjiao • Sunshine City 燕郊 • 四季花都	Bohai Rim Economic Zone 環渤海經濟圈	Third- and Fourth-tier 三、四線
	Beijing • Polaris Palace 北京 • 天宸	Bohai Rim Economic Zone 環渤海經濟圈	First- and Second-tier 一、二線
Proportion of Revenue of the Operating Sites to Total Revenue 運營點收入佔總收入比例			15%

The Group will continue to review the scope of the report on the basis of materiality and plans to gradually improve the collection of environmental and social data in other cities 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城市的環境及社會數據收集工作。

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Reporting Standards

This Report is prepared in accordance with the “Environmental, Social and Governance Reporting Guide” (“ESG Reporting Guide”) as set out in Appendix 27 to the Rules Governing the Listing of Securities on the Stock Exchange (the “Listing Rules”), with reference to the principles of materiality, quantitative, consistency and balance. A complete index is included in the last chapter of this Report to facilitate readers to read this Report in accordance with the ESG Reporting Guide.

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 the Report, to ensure the 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

本報告乃根據聯交所證券上市規則（「上市規則」）附錄二十七所載之《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，以便讀者按《環境、社會及管治報告指引》閱讀本報告。

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。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。

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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 30 March 2023.

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 on the contents of this Report, please contact the Group through the following means:

SCE Intelligent Commercial Management Holdings Limited
5/F, SCE Tower, No. 2, Lane 1688,
Shenchang Road, Hongqiao Business District, Shanghai, China
Email: 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。本報告已於二零二三年三月三十日由本公司董事（「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供意見，以助本集團釐定及推動日後的可持續發展策略。如閣下對本報告的內容有疑問或建議，請透過以下方式聯繫本集團：

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中國上海市虹橋商務區申長路1688弄2號
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ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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MESSAGE FROM THE CHAIRMAN

In 2022, the world is stepping into post COVID-19 era and in the progress of recovery. Nevertheless, climate change is still a non-negligible risk to people's daily life and the Group's business operation. In the face of potential impact brought by climate change, the Group continues to promote sustainable development work and build climate resilience. The Group actively identifies the business-related ESG risks and opportunities to formulate effective sustainable development strategy, and further improve and implement relevant strategies, measures and goals.

As a responsible corporation, the Group places the interests of all stakeholders as its top priority. For tenants and residents, the Group continues to act in line with the national approach and attitude of "dynamic-zero" during the Year, placing anti-epidemic as a prioritised target of daily work of property management, maintaining quick response to ensure timely delivery and sufficiency of pandemic supplies, and thus implementing anti-epidemic measures without affecting daily lives of the residents. For employees, the Group organised "Hear Your Voice" program during the Year to provide a platform for employees to express their views and thoughts. During the Year, the Group has collected almost 200 feedbacks and recommendations from the projects. The Group will consider the comments to conduct appropriate improvement and provide timely assistance to employees.

In the face of unknown challenges in the future, the Group will strengthen the communication with internal and external stakeholders, to understand their needs, concerns and expectations and encourage their participation in setting up the Group's future sustainability plans, strategies and targets to allow the Group to address the inadequacies and areas of improvement, and thus building a stable value chain for stakeholders in the long run and maintaining the Group's competitiveness in the market.

Wong Lun

Chairman

30 March 2023

主席寄語

二零二二年，全球陸續走出新冠肺炎疫症的陰霾，踏上了復常的路。雖然如此，氣候變化仍然為人民的日常生活及本集團業務營運帶來不可忽視的風險。面對氣候變化的潛在影響，本集團繼續推進可持續發展工作及建立氣候抵禦性。本集團積極識別與業務相關的ESG風險與機遇，以訂立有效的可持續發展策略，並進一步完善及落實相關政策、措施及目標。

作為負責任的企業，各利益相關方的福祉是本集團的首要考慮。針對租戶及住戶，本集團在年內繼續貫徹國家「動態清零」的方針與態度，以防疫為日常物業管理工作的首要目標，保持快速應變，確保及時的物資配送、防疫用具的充足配置，務求配合抗疫的同時盡可能不影響住戶的日常生活。針對員工，本集團在本年度進行了「聽見你的聲音」，為員工提供一個發表心聲及想法的平台。本年度本集團從各項目共收集近200項反饋提案，將會參考員工意見進行適當改進，為員工提供及時的幫助。

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

二零二三年三月三十日

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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ENVIRONMENTAL, SOCIAL AND GOVERNANCE APPROACH

The Group believes that a sound ESG management structure and system will increase enterprise value and bring long-term returns to stakeholders. Moreover, the Group attaches great importance to the opinions of stakeholders in order to identify areas for improvement and continuously improve its sustainable development level.

Corporate Governance

The Company has been committed to maintain a high standard of corporate governance so as to enhance the operational efficiency of the Company. The Company believes that such commitment is beneficial to safeguard the interests of the Company and its shareholders. The Company and the Board strictly complied with the applicable laws and regulations, and maintained corporate governance in accordance with the Corporate Governance Code as set out in Appendix 14 to the Listing Rules, performed their duties prudently to protect the interests of the shareholders and the Company. In order to ensure that the Group is able to maintain the high level of corporate governance and integrate sustainability components into business management and is accountable to stakeholders, the Board is responsible for leading and monitoring all major matters of the Company, including formulating and approving overall management and operation strategy, reviewing internal control and risk management system, assuming the overall responsibility for formulating and monitoring the Group's sustainability direction and strategies, and leading the management to develop and implement ESG-related policies. The management personnel of each department is responsible for identifying, reporting, discussing and analysing significant ESG risks and opportunities faced by different departments, to assist in formulating and implementing relevant responses. The management is also required to report regularly to the Board on the management and progress of ESG issues to assist the Board in reviewing the effectiveness of management and monitoring the Group's progress made against ESG-related goals and targets. Furthermore, the Audit Committee of the Board is responsible for monitoring risk management system and reviewing risk management of the Group and its effectiveness on a regular basis.

環境、社會及管治方針

本集團相信，完善的ESG管理架構及制度將提升投資價值及為持份者帶來長期回報。此外，本集團重視持份者的意見，以辨識可改善領域，不斷提升可持續發展水平。

企業管治

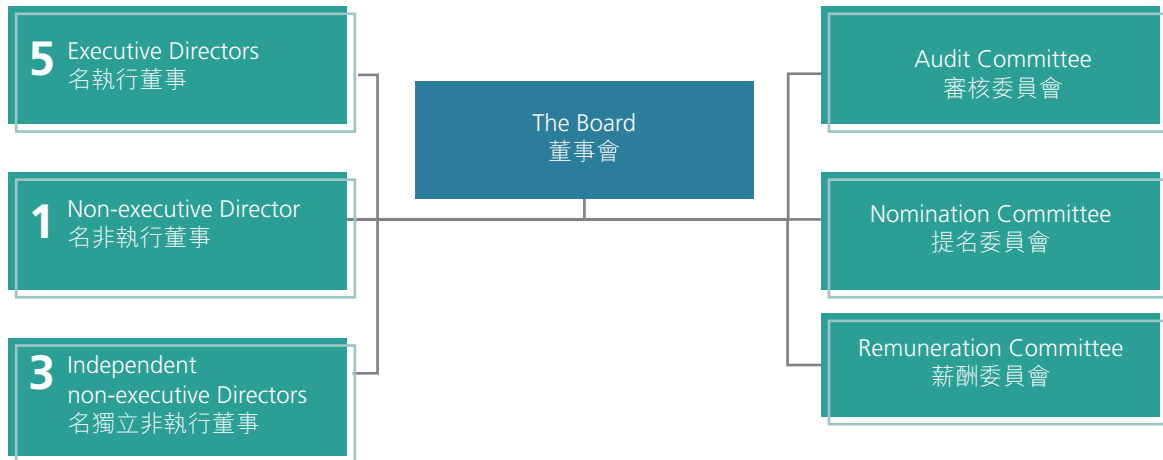
本公司一向致力於堅持高標準的企業管治水平，以此促進公司運作效率。本公司相信，此堅持有利於保障公司以及股東的利益。本公司及董事會嚴格遵守適用法律法規，按照聯交所上市規則附錄十四所載之《企業管治守則》進行公司治理，切實維護公司和股東利益。為確保本集團能維持高水平的企業管治、有效地傳遞可持續發展元素於業務管理中及對各持份者負責，董事會全面領導及監督本公司所有重要事宜，包括制定及批准整體管理及運營策略、檢討內部監控及風險管理系統，承擔制定及監管本集團可持續發展方向和策略的整體責任，並負責領導管理層制定及執行ESG相關的政策。各部門管理人員負責識別、報告、討論及分析不同部門面臨的重大ESG風險及機會，以助制定及執行相關應對措施。管理層亦需要定期向董事會進行匯報ESG事宜的管理進展，以協助董事會審查管理的有效性。此外，董事會轄下審核委員會負責監督風險管理系統並定期對本集團風險管理及其有效性進行檢討。

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As of 31 December 2022, the composition of governance structure of the Group is as follows:

截至二零二二年十二月三十一日，本集團管治架構的組成如下：



The Company believes that diversified governance organisation is the crucial criteria of enhancing competitive strengths and realising sustainable benefits. In selection of the Directors, the Company has established various requirements in the following areas, including expertise, experience, knowledge, professional skills, education background, independence, age, etc., to ensure its Directors attain the eligible level in terms of their expertise, industrial experience, education background, independence, age and other factors, which enable them to make corresponding contributions to the Board whenever necessary and practicable. In the future, the Group plans to establish an ESG working group at Board level to further promote the integration of sustainability work into daily operation of the Group, in order to ensure effective promotion and implementation of sustainability policies and initiatives while developing the business.

本公司相信多元化的管治組織是增強競爭優勢和實現可持續利益的必要條件。本公司已在董事甄選過程按照技能、經驗、知識、專才、教育背景、獨立性、年齡等方面設立一系列多元化範疇要求，以確保各位董事在技能、行業經驗、教育背景、獨立性、年齡等素質達至相當水平，使其在切合所需之時能對董事會作出相應貢獻。未來，本集團計劃於董事會層面成立 ESG 工作小組，以進一步推動可持續發展工作納入本集團的日常運營，確保在發展業務的同時有效推動及落實可持續發展政策與措施。

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Risk Management

The Group has established a comprehensive risk management system to identify and manage various risks encountered in operation of the Group, to promote sustainable, healthy and stable development of the Company. The Group abides by the principles of materiality, objectivity, prudence, precautionary, forward-looking in the course of risk management, adheres to the guiding philosophy of unified management, implements effective risk management in a combined prevention and governance approach. In order to strengthen risk management work, the Group has also formulated the "Risk Management Handbook", which stipulates the risk management structure and duties of the related personnel, risk management goals, principles and risk management procedure and process, and provides clear guidelines for risk management work.

In order to effectively promote risk management, clarify the risk reporting system and internal risk supervision responsibilities of the Group, the Group continues to enhance the risk management model of "The Three Lines of Defense" to ensure the risk management measures are effectively implemented.

風險管理

本集團建立了一套完善的風險管理體系，以識別和管理集團運營中遇到的各項風險，促進公司持續、健康和穩定發展。本集團在風險管理的過程中始終遵守重要性、客觀性、審慎性、預防性、前瞻性的原則，堅持統一管理，以預防和治理相結合的方法，實行有效的風險管理。為加強風險管理工作，本集團亦制定了《風險管理手冊》，詳細說明了風險管理架構及相關人員的職責、風險管理目標、原則和風險管理程序及流程等內容，為風險管理工作提供了明確的指引。

為有效推進風險管理，明確風險報告匯報機制，並合理地劃分集團內部的風險監督職責，本集團不斷強化「三道防線」的風險管理模型，以保證風險管理的措施得到高效實施。

Defense Line 防線	First Defense Line 第一道防線	Second Defense Line 第二道防線	Third Defense Line 第三道防線
Department 部門	Each subsidiary/ business department 各子公司/ 業務部門	Management department of each risk management working group 風險管理工作小組 各管理部門	The Board 董事會 ↓ Audit and Supervision Department 審計監察部
Major Duty 主要職責	Conduct effective risk management on daily operation 對日常業務進行 有效風險管理	Formulate policy and standard to ensure the Company's risk management is implemented, and carry out continuous control on 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

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Furthermore, the Group has also provided a specific risk management process, clarified operation procedure and tool of risk management, which mainly consists of the following six specific steps:

此外，本集團亦提供了具體的風險管理流程，細明風險管理的運作程序和工具，其主要由以下六個具體步驟組成：



Each business department and each subsidiary are the first responsible department for the Company's risk management. The major duties include assisting senior management to promote implementation of risk management process and risk policy, regularly collect and summarise daily risk issues and report to senior management in a timely manner. Risk management working group will be responsible for preparation of annual risk management working report based on risk assessment and supervision results and submission of the report to the Board for review. Risk management working report mainly aims to enable the management of the Company to obtain the information of significant risks encountered and risk control measures in a timely manner, in order to make recommendation related to risk management by the Board for the next stage of work to strengthen the Company's risk management.

各業務部門和各下屬附屬公司是公司風險管理的第一責任部門，其主要職責包括協助高級管理層推進風險管理流程和風險政策的執行，定期收集並匯總日常風險事件，並及時上報高級管理層。風險管理工作小組每年將負責根據風險評估和監督的結果，編制年度風險管理工作報告，並將報告呈報董事會審閱。風險管理工作報的主要目標是使公司管理層能夠及時獲取公司所面臨的重大風險及風險控制措施的信息，以便董事會對風險管理出具指導意見，並將意見用於指導下一階段的工作，加強公司對風險的管理。

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Materiality Analysis

Communication with Stakeholders

The Group highly values the effective communication with stakeholders, in order to understand their needs, concerns and expectations, and to facilitate their understanding of sustainable development approach, strategies and target setting, which will be beneficial to the Group's future 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

本集團高度重視與持份者保持有效的溝通，以便確切了解他們的需要、關注和期望，並促進他們對本集團未來可持續發展方針、策略及目標設定之理解，對本集團日後發展帶來幫助。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 of 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"> Having excellent employees is the cornerstone of the Company's success. The Group will strive to provide safe working environment to enable employees to actively engage into work 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 	<ul style="list-style-type: none"> Employee Meetings Daily Meetings Notice Board Intranet Training and Workshops Questionnaire and Satisfaction Survey 員工大會 日常會議 通告板 內聯網 培訓及工作坊 問卷調查及滿意度調查
Shareholders and Investors 股東和投資者	<ul style="list-style-type: none"> To ensure the Group's business development strategies are in the interests of the shareholders and investors Disclosure of financial performance and sustainability progress 確保本集團的業務發展策略符合股東和投資者的利益 披露財務表現和可持續發展進度 	<ul style="list-style-type: none"> General Meetings Announcements and Circulars Annual and Interim Reports On-site Inspection 股東大會 公告及通函 年度及中期報告 現場考察

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Stakeholder Group 持份者群體	Importance and Reasons of 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"> Monitoring of suppliers and contractors' compliance against the Group's relevant health, safety, sustainable development and purchasing code of conduct requirements Maintaining supply chain stability and sustainability 	<ul style="list-style-type: none"> Project Meetings Screening and Evaluation of Suppliers Questionnaires
Customers 客戶	<ul style="list-style-type: none"> The Group working closely with the customers to provide a comfortable shopping and living environment for both shopping mall customers and property residents 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、居住環境 	<ul style="list-style-type: none"> Customer Service Centres and Hotlines Satisfaction Survey Customer Visits Questionnaires 客戶服務中心及熱線 滿意度調查 客戶拜訪 問卷調查
Public 公眾	<ul style="list-style-type: none"> The Group, being a part of the social circle of the residential area, will strive to provide a long-term and positive contribution to the community where the properties are situated 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長久及正面的影響 	<ul style="list-style-type: none"> Company Website Community Activities 公司網站 社區活動

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Key ESG issues

The Group has conducted materiality assessment to determine major ESG issues that are important to its business and stakeholders. During the process, the Group invited internal and external stakeholders to participate in questionnaire to rate and prioritise ESG issues based on the level of stakeholder concern. Under the guidance of the independent sustainable development advisor, the Group has made reference to “ESG Reporting Guide”, industry trend and consolidated 18 ESG issues that are most relevant to the Group’s operations, covering the four major areas of “Employee Development”, “Operation Practices”, “Environmental Protection” and “Community”. The stakeholder questionnaire was conducted online, and over 100 valid responses were received. The results of the materiality assessment are as follows:

重要 ESG 議題

本集團進行了重要性評估，以確定對其業務及持份者重要的 ESG 議題。在此過程中，本集團邀請了不同的內、外部持份者參與問卷調查，以便根據持份者的關注程度對 ESG 議題進行評級和優先處理。在獨立可持續發展顧問的指導下，本集團參考《環境、社會及管治報告指引》及行業趨勢，整合了 18 項與本集團營運最為相關的 ESG 議題，內容涵蓋「員工發展」、「營運慣例」、「環境保護」及「社區」四大範疇。是次持份者問卷調查以線上問卷的方式進行，共收到逾 100 份有效問卷，其重要性評估的過程及結果如下：

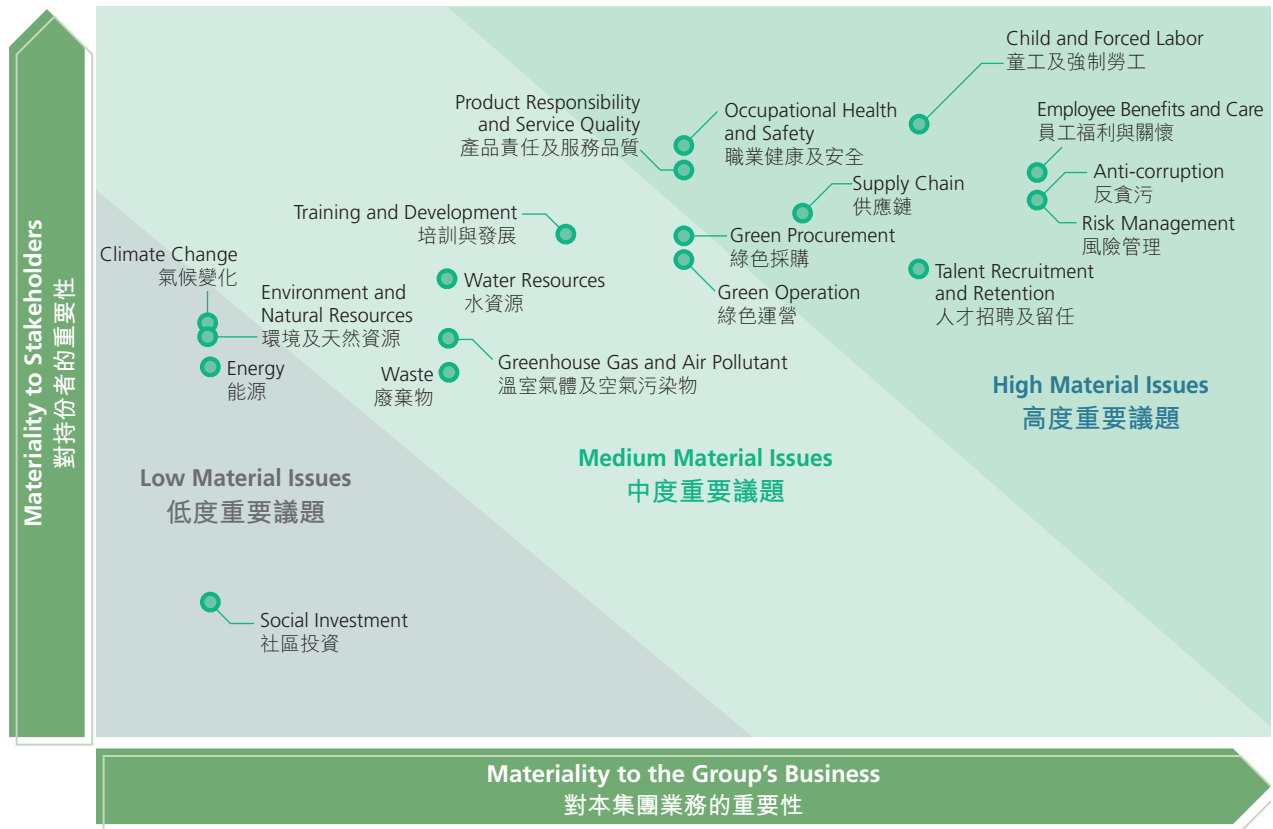
Process of determining material ESG issues

重大性議題判定過程

Identification 識別	<p>Based on ESG disclosure requirements by the Stock Exchange, consolidation of market trend of sustainable development, analysis of the projects by the peer companies and internal interview results of the Company, a total of 18 ESG issues that are most relevant to SCE CM has been identified</p> <p>根據聯交所 ESG 披露要求，結合市場可持續發展趨勢、同行公司對標分析與公司內部訪談結果，識別出共 18 項與中駿商管高度相關的可持續發展議題</p>
Research 調研	<p>Through interviews and questionnaire, the group has collected over 100 responses from the internal and external stakeholders including employees of the Company, customers, investors and public, in relation to their care and expectation about SCE CM ESG work, and understanding of the views of management of the Company on the importance of various ESG issues</p> <p>通過訪談及公開問卷，調研了逾 100 名來自公司員工、客戶、投資者及公眾等內外部持份者對中駿商管 ESG 工作的關注和期望，並了解公司管理層對各項 ESG 議題重要性的看法</p>
Analysis 分析	<p>Conducting analysis and prioritisation considering “Materiality to the Company” and “Materiality to Stakeholders” to produce materiality matrix of the Year</p> <p>從「對公司的重要性」和「對持份者的重要性」兩個維度進行分析與排序，形成年度重大性議題矩陣</p>
Confirmation 確認	<p>Submitting the material issues identification and analysis results to the Board for review and making material disclosures in this Report</p> <p>將重大性議題識別與分析結果交由董事會審議，並在本報告中進行重點披露</p>

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High Material Issues

1. Product Responsibility and Service Quality
2. Anti-corruption
3. Supply Chain
4. Risk Management
5. Child and Forced Labor
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. 員工福利與關懷
8. 人才招聘及留任

Medium Material Issues

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

中度重要議題

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

Low Material Issues

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

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The Group committed to take full account of the needs of stakeholders in its decision making process. In the future, the Group will continue to maintain regular communication with stakeholders, promote the concept of sustainability and respond to them through actions. The Group will adhere to the concept of sustainable development and focusing on the four aspects of “Employee Development”, “Operation Practices”, “Environmental Protection” and “Community” to put all efforts to optimise the consolidated values of economic, environment and social.

EMPLOYEE DEVELOPMENT

The success of an enterprise depends on the dedication and the effort of our employees, therefore the Group strives to provide a healthy and safe working environment for employees, coupled with a sound employment system and corporate culture, to ensure that our employees are able to perform to their best on their endeavor.

Employment and Labor Practices

The Group’s employees are fully protected by laws such as “Labor Law of the People’s Republic of China”, “Social Insurance Law of the People’s Republic of China”, “Law of the People’s Republic of China on the Protection of Rights and Interests of Women” and “Law of the People’s Republic of China on the Protection of Disabled Persons”. As a compliant enterprise, the Group strictly prohibits the employment of child labor and any form of forced labor and has formulated and implemented relevant policies and initiatives to prevent such incidents. During the recruitment process, relevant departments are required to monitor and control the recruitment process and conduct background checks on candidates in accordance with the guidelines in the Group’s “Recruitment Management Practice Guideline”. The background checks on candidates include but are not limited to: identity verification, educational background verification, job history verification, etc., in order to ensure the recruitment of candidates are complied with laws and regulations, and prohibit the employment of child labor and forced labor.

本集團承諾在進行決策時，充分考慮到持份者的需要。未來，本集團將繼續與持份者保持定期溝通，持續向他們推廣可持續發展理念，並以實際行動回應持份者。本集團將堅持可持續發展理念，從「員工發展」，「營運慣例」，「環境保護」及「社區」四個方面著手，努力創造最大化的經濟、環境和社會綜合價值。

員工發展

企業的成功有賴員工的付出和努力，因此本集團致力為員工提供一個健康安全的工作環境，且配合健全的僱傭制度及企業文化，確保員工能發揮所長。

僱傭及勞工常規

本集團僱員受《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。作為遵規守紀的企業，本集團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，以防止相關事件的發生。在招聘過程中，相關部門需根據本集團《招聘管理作業指導書》中的指引管控招聘流程，對候選人進行背景調查，調查內容包括但不限於：身份信息核實、教育背景核實、工作履歷核實等，以確保候選人的選聘符合法律法規及防止僱傭童工和強迫勞動等情況的發生。

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In addition, in order to clarify the right and obligation relationship and the contractual matters between the Group and employees, both parties must enter into the "Labor Contract" within the first month of the employees' employment, and the regulations of the contract shall be executed in accordance with the relevant national labor laws and regulations and the Company's management system to ensure that the employees are employed voluntarily under lawful circumstances. In the event that a violation is discovered, employees can reflect and report it to the management through different communication channels, and the Group will suspend all work of relevant employees and conduct an in-depth investigation regarding the case. The system will be reviewed and improved thereafter to improving defects. Leverage on the Group's effort, there were no violation of labor regulations during the Year.

The policy in relation to the human resources of the Group also covers remuneration and dismissal, recruitment, retention and promotion, working hours, rest periods and holidays, equal opportunity, diversity, anti-discrimination, other benefits and welfare, etc. A well-developed system ensures that the Group provides a diverse and inclusive working environment where employees are treated fairly and with respect in the workplace.

另外，為明確本集團與員工的權利義務關係及約定事項，雙方必須在員工入職一個月內簽訂《勞動合同》，而合同的條例須依照國家相關勞動法規及公司管理制度的規定執行，以確保員工均在合法的情況下自願受僱。倘若發現違規情況時，員工可從不同溝通渠道向管理層反映及報告，而本集團則將暫停相關員工的所有工作，並對個案進行深入調查。此後亦會檢討及改善相關制度，彌補漏洞。有賴於本集團的努力，本年度並無發生違反勞動法規事件。

本集團的人力資源相關制度亦涵蓋了薪酬及解僱、招聘、留任及晉升、工作時數、休息時間及假期、平等機會、多元化、反歧視、其他待遇及福利等內容。完善的制度確保本集團能提供多元包容的工作環境，讓員工在職場上受到公平的對待及尊重。



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Remuneration and Dismissal

In order to effectively regulate the remuneration system and advocate the principle of “Being Paid Based on Duties and Contributions”, the Group formulated “Practice Guideline on Remuneration and Benefit Management” during the Year to provide comprehensive standards and important basis for remuneration and benefit management. The Group will also adjust its salary structure in a timely manner by combining its phased adjustment and operation development needs, to provide a more attractive and competitive remuneration system compared with different enterprises in the same industry, same region, and same scale, so as to attract talents and motivate employees to work hard to achieve business objectives.

Employees with excellent performance will be awarded bonuses in accordance with the “Employee Reward and Punishment Management System” to ensure that their efforts are rewarded and to appreciate employees’ contribution to the Group. On the contrary, in the event that the employee is found to be unable to perform the job or has violated the relevant regulations and systems of the Group or the country, the employing department will propose the early termination of the labor contract in accordance with the “Labor Contract Termination Approval Process” and the supervisor will directly inform the employee of the reasons through face-to-face interviews. Employees will be dismissed and paid based on the law to ensure full legal compliance.

薪酬及解僱

為有效規範薪酬體系及倡導「按職責取酬、按貢獻取酬」之原則，本集團於本年度內制定《薪酬福利管理作業指導書》，為薪酬福利管理提供全面的準則和重要依據。本集團亦會結合階段性調整及經營發展需要適時地調整薪資架構，提供較同行業、同地區、同規模的不同企業具吸引力及競爭力的薪酬體制，以達致吸納人才及激勵員工為實現業務目標而努力。

工作表現優秀的員工將能按照《員工獎懲管理制度》獲分配獎金，確保他們的付出有所回報，同時感謝他們對本集團的貢獻。相反，若發現員工無法勝任工作或有違反本集團、國家相關法規、制度等行為，用人部門將根據《勞動合同解除審批流程》提出提前解除勞動合同的建議，並由主管直接通過面談告知員工原因。員工將依法給予解僱及結算薪酬，確保全面合法合規。

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Recruitment, Retention and Promotion

Employees are one of the crucial elements for the Group's business development, and thus the Group continues to improve recruitment management and attract comprehensive talents by different recruitment channels. The Group's recruitment and promotion procedures are carried out in strict compliance with "Recruitment Management Practice Guideline" and "Talent Development Practice Guideline", talents with potential are recruited or promoted to serve the Company based on a fair standard and procedures. The recruitment channels of the Group include recruitment websites, internal referral, annual management trainee scheme, communication with the local government for dispatch of agency workers and campus recruitment. The Group conducts spring and autumn career introduction at the colleges and provide internship for Year 3 and Year 4 students to recruit and train potential students at property management service, and thus increase their understanding of operations of each business and department, to explore future talent with professional knowledge and skills.

招聘、留任及晉升

本集團將員工視為業務發展的重要因素之一，因此不斷完善招聘管理，通過不同招聘渠道吸納全方位的人才。本集團之招聘及晉升程序高於國家標準，並嚴格按照《招聘管理作業指導書》和《人才發展作業指導書》執行，以公平公正的標準及流程，招聘及晉升有潛質的人為公司服務。本集團的招聘渠道包括招聘網站、內部推薦、年度管培生計劃、聯繫當地政府輸出勞動派遣單位以及校園招聘。本集團每年春季和秋季到學校進行崗位介紹，為大三、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，增加他們對各業務及部門營運的瞭解，以發掘具有專業知識及技能的未來人才。



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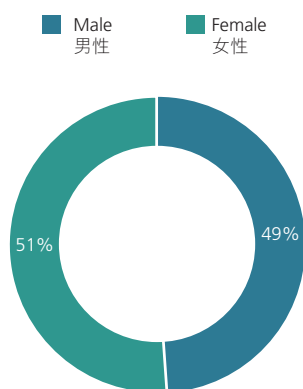
In order to maintain the corporate culture of fair competition, the Group regularly monitors and reviews candidate information and recruitment compliance on a sampling basis, and is committed to select applicants or employees based on their work experience, education, ability or other objective standards. Discrimination against any applicant or employee, such as race, social class, nationality, religious beliefs, gender, etc., is strictly prohibited. Furthermore, the Group conducts internal promotion evaluations at the end of each year to assess the performance of employees through a comprehensive assessment of five dimensions: cultural suitability, length of service, performance, potential and ability, and provide each employee with equal opportunity for promotion based on his/her performance.

為維持公平競爭式企業文化，本集團定期監督及抽查審核候選人資料及招聘合規性，並承諾只憑申請人或員工的工作經驗、學歷及能力等客觀標準去進行評選，嚴禁對任何應徵者或在職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。另外，本集團於每年度末進行內部晉升評估，透過文化匹配、任職時間、績效、潛力及能力五個維度進行綜合評估去評估員工的表現，然後再根據其表現，為每位員工提供公平的升職機會。

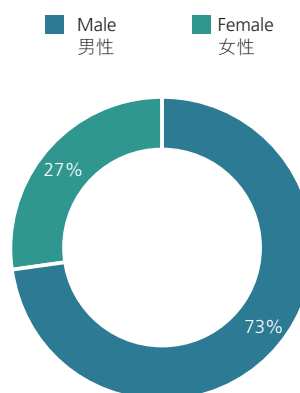
2022 Male to Female Employee Ratio

2022 員工男女比例

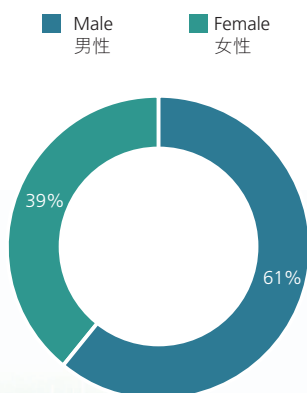
Shanghai Headquarters Office
上海總部辦公室



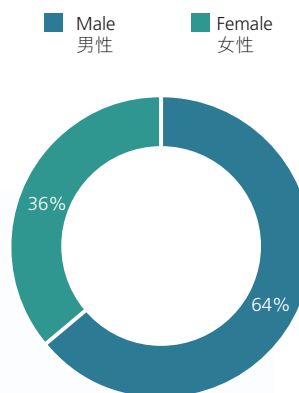
Commercial Project
商業項目



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

In order to achieve sustainable business growth, it is essential to provide training and development programs to employees. The Group actively invests resources in the development of its employees by providing them with diversified opportunities of learning and training, also encouraging them to make good use of the Company's resources to stimulate their own value and enhance the efficiency of enterprise's operations.

The Group has formulated "Training Operations Manual" to clarify the training system, training procedures and instructor management, in order to standardise and improve its training management. At the end of each year, the Human Resource Departments of the headquarters of the Group and each of the regional companies will draw up an "Annual Training Plan" based on the Group's operation development and training needs, to plan and design related training programs and activities for employees at different level, including:

培訓與發展

為實現可持續業務增長，向員工提供培訓及發展課程不可或缺。本集團積極為員工的發展投放資源，持續為他們提供多元化的學習及培訓機會，並鼓勵員工善用公司資源，激發員工的自身價值及提升企業營運效率。

本集團制定了《培訓業務手冊》，明確訂立培訓體系、培訓程序、講師管理等事宜，以便規範及改善培訓管理。每年年末，本集團總部及各區域公司人力資源部會依據本集團的經營發展及培訓需要去擬定《年度培訓計劃表》，為不同職級的員工策劃及設計相關培訓課程與活動，其中包括：



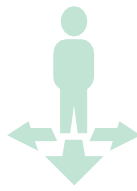
New Employees Adaptation Management 新員工適職管理

Objectives: Accelerate the adaptation of new employee

Content: New employees adaptation program, new employee training, new employee probation and regularisation, etc. To understand corporate culture, job duties and responsibilities, company's disciplines, risk management, occupational disease prevention, occupational safety and health, ESG

目的：加速新員工融入

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、ESG



Professional Training 專業類培訓

Objectives: Optimise key aspects of its businesses, improve the professional capabilities of employees, improve the leadership and comprehensive management capacity of managers

Content: Standardised training for each business, "Specific Trainings for Different Business Lines", key talent training project, management and leadership courses and decision-making learning by expertise or external training institutions

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



Skill Enhancement Training 技能提升類培訓

Objectives: Company qualification or position requires specific certificates

Content: Certificate/continuing education designated training courses

目的：公司資質或崗位需要特殊證書

內容：證書／繼續教育指定培訓課程

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The Group conducts evaluation of the effectiveness of training courses after completion and reviews the results to ensure the effectiveness of training courses and activities. The Group will also continue to improve the training arrangement based on the feedbacks related to training results and effectiveness from employees and plan for the training program for the next year. Through continuously providing multiple career development paths by the Group, employees can choose their direction of development that is suitable for them by combining the requirements of the Company and their interests and abilities. The Group is also committed to nurturing more employees who have potential to develop in different areas in order to enhance their career capabilities.

During the Year, the Group has organised two important training activities, including “Professional Lines Empowerment” and “Business seminar”. “Professional Lines Empowerment” training aims to ensure employees fully understand the concept and standard of the Group’s tasks. For instance, the Group formulated and implemented “Construction and Property Professional line training”, “Administration and Human Resource Training” and “Finance Training” in the first half of the Year; commencement of “Know-how” professional training and examination of basic knowledge of work for each department (including business lines of pre-opening and pricing under residential property management sector, operation, tenants sourcing, design and property management, law, finance, information, administration and human resources) in the second half of the Year. The Group has launched 44 courses and organised one examination, and there were 1,373 examination participants in total and the passing rate of all departments was over 90%.

In addition, as an exchange and sharing platform, “Business Lecture” has created learning atmosphere among SCE CM employees, enhanced professional capabilities of all lines, and adhered to concept of continuing learning. During the Year, the Group implemented “Commercial Management Business Lecture” in two stages. The first stage was “Internal Professional Sharing” with a total of 12 seminars conducted with 3,112 participants; the second stage was “External Front-line Course Sharing”, a total of 12 seminars were conducted with 4,219 participants.

為確保培訓課程與活動之成效，本集團在培訓課程完成後均為其效果進行評估，並會依據員工們的反饋檢討培訓內容的結果及成效，持續完善培訓安排，並制定下一年的培訓計劃。透過持續提供多條職業發展通道，員工可結合公司的需求及個人的興趣能力選擇適合自己的發展方向。本集團亦承諾將用心栽培更多有潛質的員工在不同範疇上多方面發展，以提升員工的職業能力。

本年度本集團組織了兩項關鍵培訓活動，包括「專業條線賦能」及「業務大講堂」。「專業條線賦能」培訓主要確保員工清晰明瞭本集團的工作理念和標準，例如在上半年制定及實施「工程物業專業條線大練兵」、「行政人力大練兵」及「財務大練兵」的方案；下半年為各部門，包括住宅物業管理板塊的籌開與定價、運營、招商、設計與物管、法務、財務、資訊、行政人力條線開展了「應知應會」崗位工作基礎知識專項培訓與考試。本集團共推出44門課程，並組織1場考試，參與考試的人次累計1,373人次，所有條線通過率均超90%。

另外，「業務大講堂」作為一個交流分享平台，為中駿商管全員營造學習氛圍，提升各條線專業能力，秉承持續學習理念。本年度本集團分兩個階段實施了「商管業務大講堂」，第一階段為「內部大咖分享」，共進行了12場分享，參與培訓人次達3,112人次；第二階段為「外部前沿課程分享」，共進行了12場，參與培訓人次達4,219人次。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

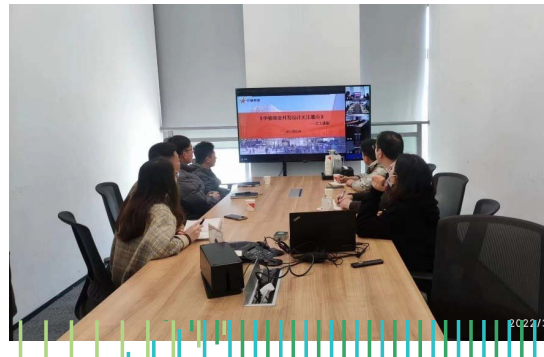
環境、社會及管治報告

Case study 1: Construction and Property Professional Line Training

案例一：工程物業專業條線大練兵

During the Year, the Group has commenced “Construction and Property Professional Line Training”. The construction commencement planning and construction property management personnel of the Construction and Property Department of SCE CM were invited to provide online training for all of the Leasing Management Department, Operational Management Department and Construction and Property Department, in relation to “Communication with Tenants and Commercial Installation Review”, “Management and Control of Tenant Renovation”, “On-site Order Management of commencement planning”, to comprehensively improve the quality of service to tenants and make sufficient preparations for opening.

本集團本年度開展「工程物業專業條線大練兵」，邀請了中駿商管工程物業部的籌開工程及工程物業管理人員為本集團招商管理部、營運管理部及工程物業部全員提供在線直播培訓，內容包括《商戶對接與商裝審圖》、《商戶裝修管控》、《籌開現場秩序管理》，全面提升服務商戶的質量，為開業前作充足準備。



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Case study 2: Comprehensive Growth Training Camp

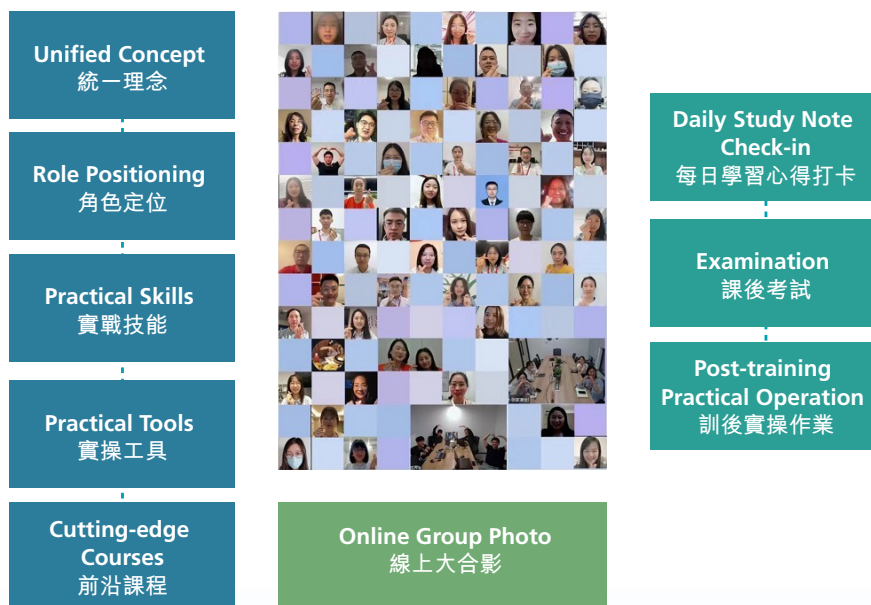
案例二：全方位成長訓練營

In May to June of the Year, the Group has organised the first human resources practical course — “Comprehensive Growth Training Camp”. The training camp lasted for 11 nights, and a total of 61 colleagues of Human Resources Department were trained. The courses included “Labor Arbitration and Litigation Case Sharing” and “Procedure Management Implementation”, with the aim to enhance understanding of the laws and regulations such as Labour Contract Law, managing the risk of violation of the laws and regulations improving coordination among colleagues of different departments.

In addition, the courses also included “SCE Human Resources Concept and the Acknowledgement of Duties of Store HR Manager”, “Practical Guideline of Campus Recruitment”, “Practical Interview Skills”, to help Human Resources colleagues fully understand the development stages and requirements of each business department and recruit appropriate talents for the Group to establish a professional and diverse and helpful team, and thus further the business development of the Group.

本集團於本年度五至六月組織了首期人力實戰課程 — 「全方位成長訓練營」。訓練營歷時11晚，共有61位人力資源部同事參加訓練，課程包括《勞動仲裁與訴訟案例分享》及《流程管理實操》，目的為加深了解《勞動合同法》等法律法規，協調各部門員工以管理違法的風險。

另外，課程也包括《中駿人力資源理念和門店HR經理角色認知》、《手把手教你做校園招聘》、《手把手教你面試》等課程，有助人力資源部同事深入了解各業務部門的發展階段和要求，為本集團吸納合適人才，打造有實力、多元互補的團體，助力本集團業務發展。



Case study 3: Strategy Training

案例三：迎戰計劃

The Group has organised the first “Strategy Training” to train internal project managers. The training plan offered various aspects of “Selection”, “Training”, “Practising” and “Implementing”. Firstly, selected candidates of “Strategy Training” were arranged to conduct face to face interview to understand their thoughts and potentials, followed by the participation of 17 empowering training courses, including “Property Risk Control”, “Full Life Circle Management of Property”, “Community Culture Construction” and others. After passing written tests and completing 17 training tasks and project training within 3 to 6 months (training tasks include planning a community cultural activity, organising or participating delivery of a new project, etc.). The last stage of the “Strategy Training” is to pass the oral defense and appraisal. During the Year, 12 people passed the training of “Strategy Training” and are qualified as the middle and junior management.

本集團組織了首期「迎戰計劃」，旨在培養內部項目經理。培訓計劃結合「選」、「培」、「練」、「用」多方位進行培養，首先安排「迎戰計劃」入選人員進行一對一面談以了解入選人員培訓意願與發展潛力；接著參與17門賦能課程培訓，包括《物業風險管控》、《物業的全生命週期管理》、《社區文化建設》等，通過課程筆試考核後；經過3至6個月17項任務歷練及項目見習，歷練任務包括策劃組織一場社區文化活動、組織或參與一次新項目交付等；最後通過述職答辯及績效考核評估，就完成「迎戰計劃」培訓。本年度12人通過「迎戰計劃」培訓，成功培養了一批中基層管理者。



Total Employee Training Hours
員工總培訓小時數
10,670



Average Training Hours for Employees
員工平均培訓小時數
17.7



Percentage of Total Staff Attending Trainings
培訓人數佔比
99.0%

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Employment Benefits and Welfare

The Group cares about its employees and values their basic rights and interests, continuously improves the Group's welfare and benefits and strictly enforces the national social security and welfare system by providing employees with pension insurance, medical insurance, unemployment insurance, work-related injury insurance, maternity insurance and housing provident fund. In addition to statutory welfare, the Group also provides employees with several additional benefits, including free lunches on working days, fitness centre discount, provision of staff dormitory, assistance funds and training allowances for most staff who is responsible for residential projects, etc. Activities such as "Cake Lucky Draw", "8 March Women's Day" and outdoor team building activities are regularly organised by the Group to increase team cohesiveness and employees' sense of belonging.

To achieve work-life balance of the employees, the Group provides flexible working hours to encourage employees to develop their interests during leisure time. The Group sets specific working hours for its employees according to the nature of different positions and implements a differential work system. However, to protect the labor rights of employees, the Group ensures employees to have at least one day off per week to ensure that the working hours comply with local laws and regulations. If employees work overtime due to emergencies or actual business needs, they must report according to the "Employee Overtime Approval Procedure" and be approved by the relevant leaders before working overtime. Also, the Group provides different leave arrangements for its employees, including but not limited to 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., in order to ensure employees are protected in various aspects and to achieve work-life balance.

員工待遇及福利

本集團關懷員工及重視員工的基本權益，不斷完善本集團的福利保障，並嚴格執行國家的社會保障及福利制度，為員工提供養老保險、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，包括每天為員工提供免費工作午餐、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。本集團更定期組織戶外團建等活動例如中秋節「博餅」、「三八婦女節」等，有效增加了團隊凝聚力，提升員工的歸屬感。

為了讓員工在工作和生活之間取得平衡，本集團在工作時數方面提供更多彈性，以鼓勵員工在工餘時間發展自己的興趣，本集團根據不同的崗位性質為員工訂立特定的工作時數，實行差別化工作制。但為保障員工之勞工權益，本集團將確保員工每周至少休假一天，保證工作時數符合當地法律法規。倘因突發情況或實際業務需要而導致員工超時工作，他們必須提報《員工加班審批流程》，並經相關領導批准後方可加班。同時，本集團為員工提供不同的休假安排，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，以確保僱員能受到多方面的保障，以及達到工作與生活之間的平衡。

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The Group continuously cares about employees' mind and body, and thus actively organises activities to enable employees to relax and improve health of mind and body, and group activities to enhance the relationship among employees. The Group holds one outdoor activity on a half year basis. During the Year, the Group organised "6 June Happy Day" again. The programs include fitness, esports, live broadcast and etc., allowing employees to take a break from work and participate in group activities. This is also a good opportunity for them to meet one another, help them relieve pressure as well as strengthen the cohesion within the Company.

本集團持續關注員工的身心健康，積極為員工籌辦提升身心健康的活動，幫助員工於放鬆心情投入團體活動的同時增進員工之間的感情及默契，本集團每半年組織一次戶外活動。本年度，本集團再次組織「6•6幸福日」，舉辦了健身、電競賽、直播間等活動，讓全體員工放下忙碌的工作投入團體活動，也提供機會讓各部門員工互相認識，為同事們減輕壓力的同時增加同事間的凝聚力。



The Group also encourages employees to nurture the habit of doing exercises with promoting exercise and health and safety knowledge, such as how to calculate maximum heart rate by age, to guide employees to design the intensity of fitness training in order to improve the results; how to operate automated external defibrillator (AED). The Group also established a fund specifically to help employees with serious illness to ease their daily life problems. In addition, the Group has set up counseling hotline to provide emotional support for employees. Human Resources Department is willing to communicate with employees in order to address their difficulties related to work and personal life, thereby offering care and assistance, and strengthening their mental health as needed.

本集團更鼓勵員工培養運動鍛煉的習慣，同時向員工傳輸運動及身體健康與安全的知識，例如如何根據年齡計算最大心率，以指引員工設計運動訓練強度，提高運動效果；操作自動體外心臟去顫器(AED)的方法。本集團亦設立了基金幫助有重大疾病的員工，協助解決生活上的問題。另外，本集團設立輔導熱線在情緒上支援員工，讓員工與人力資源部溝通，聆聽員工在工作及生活上的壓力，關心和開解員工，提升他們的心理健康。

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To honor excellent employees, the Group has commenced 2022 appraisal, established five awards for all level of excellent employees, including “Pillars” (management), “Outstanding Business Employee”(employees), “Future Stars”(management trainee), “Excellent New Entrants”(new employees) and “Pre-opening Leaders”. Each property and department can conduct internal evaluation in accordance with nomination rules and requirements. Awards were presented to these excellent employees at the annual meeting to express our recognition, as well as encourage other employees to work hard, strive to provide good quality of service, strengthen their business knowledge and skills continuously and create positive competition atmosphere.

為了表揚優秀員工，本集團開展二零二二年度評優工作，設立五個獎項嘉獎各級別優秀員工，包括「中流砥柱」（管理者）、「業務標兵」（員工）、「明日之星」（管培生）、「卓越新秀」（新員工）及「籌開攻堅項目總」。各物業和部門根據提名規則及要求進行內部評選，獲獎員工將會在年會獲得公開表彰，以表示本集團對他們的認可，同時鼓勵其他員工爭取表現、積極用心服務客戶、持續增值自己的業務知識及技能，打造良性競爭的氛圍。



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Employee Communication

Employees are important for corporate development. The Group actively communicates with employees to fully understand their expectations and provide prompt response. The Group places great attention to mutual communication, and thereby commencing two-way online and offline communication mechanism in a combination of top-down and bottom-up approach:

員工溝通

員工是企業發展的重要基石，本集團積極與員工保持密切溝通，深入了解員工的期望與關切，並適時給予反饋。本集團重視雙向溝通，因此本集團開展了自上而下及自下而上的雙向線上、線下溝通機制：



- **National Senior Management Cultural Speaking Tour**

- **全國高管文化巡講**

National speaking tour was held by senior management. By sharing 46 corporate cultural stories, the Group promotes corporate culture to employees to help them understand corporate history, cultural system, excellent cultural cases and etc., and thus enhancing employees' sense of belonging and a sense of mission.

由高層管理人員進行全國巡講，藉著46篇企業文化故事向員工推廣企業文化，讓員工認識公司歷史、文化體系、文化優秀案例等，從而令員工對公司產生歸屬感及工作使命感。



- **"Hear Your Voice"**

- **「聽見你的聲音」**

During the Year, the residential segment of the Group has held employee sharing event "Hear Your Voice", an employee sharing forum led by regional Human Resources Department and project in charge. It will be held quarterly to provide a platform to employees for expression and sharing. The responsible person will fill in the "Record Sheet of Cippon Tai Wo Employees" to record employees' reasonable requirements and announced the results at the end of forum. During the Year, a total of 175 comments were collected. The Group will listen to the demands of employees with an inclusive and open mind and make appropriate improvements based on the results as well as provide immediate assistance.

本集團住宅分部本年度進行了「聽見你的聲音」員工暢談會，由各區域人力資源部或各項目負責人牽頭，每季度組織一次，為員工提供一個發表心聲及想法的平台。負責人員將填寫《世邦泰和員工暢談會記錄表》以記錄員工提出的合理要求，並於暢談會完結時公示結果。本年度共收集175項意見，本集團將會以包容開放的心態聆聽員工的訴求，並依照員工意見進行適當改進，為員工提供及時的幫助。

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• Staff Engagement Survey

• 敬業度調研

During the Year, the Group invited all employees to participate in staff engagement survey and the overall respond rate is up to 98.3%. The online staff engagement survey was conducted anonymously. It covers the core value and goals of the Group, work expectations, personal development, comments on senior personnel and business and etc. The research result helps to understand the needs of employees and provide guidance for creating an ideal working environment. The Group has analysed staff engagement survey results of the Year. The employees are satisfied about the Company's clear development direction and goals. The Group will adhere to the development approach and lead the employees to realise the goals. The Group will adopt employees' comments and actively recognise and appraise excellent employees of each department and continue to conduct annual staff engagement survey, actively communicate with employees, satisfy employees' needs to improve employees' satisfaction of the Company.

本集團本年度邀請各員工參與敬業度調研，整體回覆率高達98.3%。本次調研以線上匿名問卷形式進行，調查涵蓋了本集團核心價值及目標、工作期望、個人發展、對上司及業務的意見等範疇。調查結果有助本集團了解員工需要，為營造理想工作環境提供寶貴指引。本集團已分析了本年度敬業度調研的結果，發現員工對於公司確立明確發展方向及目標感到滿意。本集團將會繼續秉持發展方向，帶領員工努力實現目標，並將會採取員工的意見，主動積極認可及表揚各部門表現優秀的員工。本集團將繼續進行年度敬業度調研，積極與員工開展對話，滿足員工的需求，不斷提升員工對公司的滿意度。



• "Power of Role Models"

• 「榜樣的力量」

During the Year, the Group organised the "Power of Role Models" campaign to collect stories on positive attitude from employees. After compilation, the top ten positive attitude cases were publicised in the Company, and the "Top Ten Excellent Employees" were selected. The positive attitude cases will be used as role models to encourage other junior employees to seize opportunities in the way of positive thinking to overcome difficulties encountered in their family, life, and work, to bring positive influence to them.

本集團本年度舉辦了「榜樣的力量」活動，向員工收集正能量故事，經彙編後在公司內宣傳十大正能量案例，評選「十優員工」，讓正能量案例作為榜樣，鼓勵其他基層員工把握機遇，並以正向思考克服在家庭、生活、工作上遇到的困難，為他們帶來正面影響。



• Employee Forum

• 員工座談會

During the Year, the Group has organised 28 employee forums, where employees discussed their thoughts. The Group has collected 82 useful recommendations, in relation to corporate cultural development and project management.

本年度本集團共組織了28場員工座談會，員工在座談會討論自己的感受，本集團員工共聽取了82條關於公司文化發展和項目經營的有效建議。

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

The Group has always maintained an open attitude to communicate with employees, and multiple feedback channels are available, including email, hotline, and official WeChat account of the Group. Employees with any questions or comments may contact the Group through these three channels. The Human Resources Department of each region will manage email, and welcome one-on-one telephone communication on request. The received emails and employee opinions will be collected and summarised and promptly submitted to the business or project department for evaluation. Whether the employees' suggestions are feasible will be judged by the employees in that business or project department. The Group will also convey the feedback progress to employees in a timely manner. The hotline is managed and recorded centrally by the headquarters customer service center.

本集團一直保持開放態度與員工溝通，因此同時設立多個反饋渠道，包括本集團郵箱、熱線及微訊公眾號，員工如有任何問題或意見可透過這三種渠道聯繫公司。各區域人力資源部將進行郵箱管理，可就員工要求進行一對一電話溝通，並將收到的郵件及員工意見進行歸納及管理，及時反映到業務或項目部門，由業務或項目部門評估員工的建議是否可行，本集團也會適時向員工交代意見反映進度。熱線則由總部客服中心統一管理及記錄。

Occupational Health and Safety

Providing a healthy and safe workplace for employees is a fundamental responsibility of a corporate. In light of this, each Operating Site has established a production safety leadership group to ensure the implementation of health and safety related policies and initiatives, such as "Risk Management Operation Guideline". The responsible department shall formulate and implement relevant risk control measures for different risk sources, such as educational training for equipment operation and occupational health and safety knowledge, in order to ensure relevant employees fulfill their occupational health and safety responsibilities as required in their positions. Moreover, the Group also requires its employees to confirm whether the surrounding environment meets the operational requirements before carrying out high-risk activities and to take effective self-protection measures to control and reduce the occurrence of injuries and occupational hazard situation.

職業健康與安全

為員工提供健康及安全的工作場所是企業的基本責任。為此，各運營點已建立安全生產領導小組，確保《風險管理作業指導書》等健康與安全相關的政策及措施的執行。負責部門須針對不同的風險源，制定及實施相關風險管控措施，如進行設備操作及職業健康安全知識的教育培訓，確保相關員工認真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，須確認周圍環境是否符合操作要求，並採取有效的自我防護措施，以控制及減少傷亡事故和職業危害情況發生。

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In order to prevent risks more effectively, the responsible personnel of each department will from time to time include occupational safety promotion in regular business meetings to emphasise the importance of preventing occupational safety risks to employees. The Group's Safety Inspection Department also conducts regular inspections to carry out safety risk assessments and special inspections for property projects in order to implement project risk prevention work and eliminate potential workplace safety hazards. The Group has made contributions for medical insurance, work-related insurance and employer's liability insurance for all employees in order to ensure that employees are well protected in the event of occupational injury or accident.

The Group has also formulated the "Emergency Plan for Work Injury Accidents", which specifies the Emergency Response Team and its responsibilities, and strictly implements the emergency response procedures. In the event of incidents, the on-site personnel should immediately provide first aid to the injured person, the Human Resources Department is responsible for contacting the insurance company in time to settle the claim, and the human resource manager should immediately report to the management of the Group. Moreover, the Group has set up a safety leadership team to be responsible for responding to casualties that may be caused by the work process, and the Construction and Property Department is responsible for inspection and rectification of daily work to prevent accidents. After handling the accident, the Group will evaluate the response effect and review the effectiveness of the accident handling procedures. The department with accident will evaluate and report the cause of the accident. The Human Resources Department will formulate or revise the emergency plan for the accident, and then the plan will be evaluated by the chief person in charge. In order to improve the safety awareness and emergency response capabilities of all employees, the Group's emergency drills will be held at least once on a half year basis.

During the period of anti-epidemic, the Group launched a number of humanistic care measures, including arranging flexible working hours and work from home work system for employees in the headquarters building; the Group also issued subsidies to employees who are allocated prevention and control duties in the property management, and provided material supplies for employees, such as supplement, heatstroke prevention and cold protection materials to improve employees' resilience and also their living environment.

為更有效地防範風險，各部門負責人將不定期在商業例會中加入職業安全宣導內容，向員工強調預防職業安全風險的重要性。本集團的安檢部亦會定期巡檢，為物業項目進行安全風險評估及專項檢查，以便實施項目風險防範工作，消除職場安全隱患。所有員工已獲繳納醫療保險、工傷保險及僱主責任險，確保員工在受到職業傷害或事故後可得到應有的保障。

本集團亦訂立了《工傷事故應急預案》，明確了應急處置小組及其職責，嚴格執行應急處理程序。事故發生後，現場人員應立即對傷者進行緊急救護，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。同時，本集團設安全領導小組，負責應對工作過程可能造成的人員傷亡事故，工程物業部則做好日常工作的檢查及糾正，預防事故發生。處理事故後，本集團會進行回應效果評估，檢討事故處理程序的有效性，由事故部門評估報告事故形成原因，人力資源部就該事故訂立或修正應急預案，再由總負責人評價。為了提高全體員工的安全意識及應急應變能力，本集團每半年至少演練一次應急預案。

本集團在疫情防控期間推出多項人文關懷措施，包括安排總部大樓員工實行彈性上班及居家上班制度；本集團亦發放補貼予在物業管理堅守防控崗位的員工，並為員工提供物料補給，例如營養品、防暑及禦寒物資，以提高員工抵抗力和改善員工居住環境。

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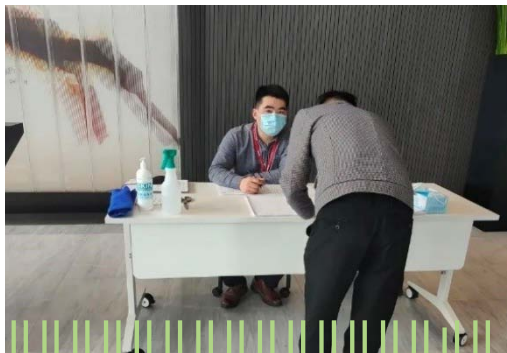
環境、社會及管治報告

Case study 1: Protection of Employees' Safety during COVID-19

案例一：疫情期間保障員工安全

In March 2022, according to the national and municipal anti-epidemic requirements, SCE CM Headquarters and each of the projects responded positively, and successively carried out a series of anti-epidemic measures, including measuring body temperature when entering and leaving the headquarters, each of the properties and shopping malls. Disinfection and anti-epidemic supplies were set up in the restrooms, elevators, and front desks in each SCE Funworld to ensure the safety of employees.

二零二二年三月，根據國家和各市疫情防控要求，中駿商管總部與各項目積極回應，相繼開展了一系列抗疫舉措，包括出入總部、各物業以及商場時須測量體溫，各中駿世界城內洗手間、電梯內、前台設置消毒防疫用品站，保障員工的安全。



Health and Safety 健康及安全	Shanghai	Commercial Projects 商業項目	Residential Projects 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	0	2	1	3
Lost work days due to work injuries 因工傷損失工作日數	0	0	8	8

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OPERATION PRACTICES

The Group has always adhered to high standards of business ethics, insisted on providing high quality products and services, maintained close contact with various suppliers and built mutually beneficial and long-term relationships with its business partners through sustainable business operations.

Anti-corruption

The Group strictly prohibits any form of bribery, extortion, fraud, money laundering and other corruption practices, and strives to establish an integrity-based business atmosphere through various measures. During the Year, the Group formulated “Integrity Monitoring Management Operation Guideline” to clarify and require each unit and department to strictly implement relevant anti-corruption and management systems of the Group, in order to prevent the occurrence of corruption and fraud, so that the reputation of the Group and the long-term development of the business can be protected.

The Group will strive to comply with the principle of fair competition, therefore it will require each unit and department to strictly comply with the systems and measures required in the operation guideline when various categories of suppliers are tendered. The relevant employees shall not disclose information related to tender and evaluation to the participating tenderers, in order to prevent the Group’s internal and external personnel from obtaining improper personal benefits and harming the Company’s economic interests through deception and other illegal and unlawful means. Moreover, the Group requires employees to fill out the “Employee Conflict of Interest Declaration Form” every year to disclose all potential conflicts of interest; furthermore, the Group conducts monthly inspections of positions with a higher risk of fraud and records documents, minutes, work notes, receipts, financial accounts and other relevant materials related to the inspection matters; in addition, the Group will also sign the “Integrity Management Agreement” with its partners such as tenants in the course of negotiation to ensure that the staff of both parties perform their duties and jointly abide by the integrity and cooperation code of conduct, including employees of the Group shall not accept any form of kickbacks, gifts, cash, securities, gift certificates, etc. from partners, and partners are also not allowed to invite employees of the Group to engage in high-consumption entertainment, fitness, travel activities, high-level banquets, etc. The Group will exercise all rights against partners who violate the “Integrity Management Agreement” pursuant to the relevant laws in China to release or terminate partnership.

營運慣例

本集團一直恪守高標準的商業道德，堅持提供高質素的产品與服務，並與各供應商保持緊密聯繫，以可持續發展的業務營運方式與合作夥伴建立互惠互利且長遠的關係。

反貪污

本集團嚴禁任何形式的賄賂、勒索、欺詐、洗黑錢及其他貪污行為，並通過多項措施努力建立以誠信為本的經營氛圍。於本年度，本集團制定《廉政監察管理作業指導書》，明確本集團相關防貪政策及管理體系，並要求各單位及部門嚴格執行，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。

本集團致力遵循公平競爭原則，因此在挑選各類合作供應商時，要求各單位及部門須嚴格遵守作業指導書中所規定的制度與措施進行招標，相關員工不得向參與招標人員洩露與評標有關的信息，以預防本集團內、外人員採用欺騙等違法、違規手段，謀取個人不正當利益，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，本集團對舞弊風險系數較高的崗位進行月度檢查，並記錄與檢查事項有關的文件、會議記錄、工作筆記、單據、財務賬目等相關材料；此外，本集團在業務往來時亦會與合作夥伴，如租戶簽署《廉政管理協議書》，確保雙方工作人員履行職責，共同遵守廉潔合作行為準則，包括本集團員工不得接受合作夥伴任何形式的回扣、禮品、現金、有價證券、禮券等，而合作夥伴亦不得組織本集團員工進行高消費娛樂、健身、旅遊活動、高規格宴請等。如合作夥伴違反《廉政管理協議書》，本集團將依照中國相關法律行使追索的權利，並解除或終止合作關係。

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Report Corruption Measures

In addition, the Group has also provided clear whistle-blowing guideline and channels for employees, such as official website, official WeChat account, mail, telephone, to report details and supporting evidence of any suspected misconduct. Employees can choose to reflect or report to the management using their real name or anonymously. Upon receiving such reports or complaints, the Group will appoint Internal Audit and Compliance Department to carry out in-depth investigation, and to determine whether a formal investigation by authority is required after analysing the situation, and refer those who violate the law to the local judicial authorities for handling.

Integrity Education

To enhance the awareness of integrity risks among employees at each level, the Internal Audit and Compliance Department organises annual integrity promotion and training. The Group continues to promote daily anti-corruption publicity and training, covering all directors and employees, including new employees, permanent employees, outsourced personnel, interns, etc. Meanwhile, the Group arranges on site integrity training and assessment for key groups such as employees in key positions and newly recruited employees. In addition, the Group also enhances employees' anti-corruption awareness through various forms of publicity and education, such as videos, lectures, etc., 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

另外，本集團亦已為員工提供清晰的舉報指引及渠道，如官網、微信公眾號、郵箱及電話等，申報任何涉嫌不當行為的詳情及支持證據，並可選擇以實名或匿名方式向管理層反映或舉報。當接獲有關舉報或投訴個案，本集團將委派審計監察部作出深入調查，並根據投訴分析及情節性質確定是否立案調查，將違反法律者移交到當地司法機關處理。

廉潔教育

為了加強各級員工的廉政風險意識，審計監察部每年組織進行廉政宣導及培訓。本集團持續推進日常反貪腐宣傳與培訓，培訓覆蓋公司所有董事及員工，包括新員工，正式員工、外包人員、實習生等。同時，本集團組織公司關鍵崗位員工、新入職員工等重點群體，開展廉潔從業現場培訓及考核。此外，本集團亦透過不同宣傳教育形式提升員工反貪腐意識，例如通過視頻、講座等多種形式，全面提升員工反貪腐意識。

於本年度，本集團並沒有任何貪污訴訟案件發生。

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環境、社會及管治報告

Product Responsibility and Service Quality

The Group understands that as an enterprise with comprehensive property management services as its core business, providing “Quality Service” is the key to the Group’s success. Therefore, the Group is committed to improving the management system to control and improve the quality of its services as well as the health and safety of the customers, and satisfy their needs and desires. The relevant systems and measures that have been implemented are as follows.

產品責任及服務質素

本集團深明作為一家綜合物業管理服務為核心業務的企業，提供「優質服務」是本集團邁向成功的關鍵。因此，本集團致力完善管理制度，以控制及改善其服務質量以及客戶健康與安全，並滿足他們的需要與期望。已經實施的相關制度和措施如下。

Health and Safety 健康安全



The quality of the property has a direct impact on the health and safety of users. In order to supervise the quality management of early-stage property projects, the Group has specially prepared the “Undertaking Inspection Manual”, “Operation Guide for Undertaking Inspection” and “Operation Instruction for Undertaking Inspection” to clarify the standards for inspection, rectification, handover and quality assurance handover for each project, to ensure that the project or service meets the quality and safety requirements. The Group will also provide training for relevant residential property companies before project inspections to enhance the professional knowledge and skills of property engineering practitioners to reduce relevant safety management risks.

物業的質量對用戶的健康安全有直接影響。為監管前期物業項目的質量管理，本集團已特別編製《承接查驗手冊》、《承接查驗操作指南》及《承接查驗作業指導書》，明確各項目在查驗、整改、移交、質保移交的標準，以確保項目或服務符合質量及安全要求。本集團亦會在項目查驗前為相關住宅物業公司提供培訓，加強物業工程從業人員的專業知識及技能，以減低相關安全管理風險。

In order to create a safe and stable environment for customers, the Group signed the “Fire Safety Responsibility Letter” with partners, such as tenants, 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 will be fully responsible for the public safety of shopping malls, implement relevant fire protection regulations, be responsible for fire monitoring, maintenance and management of fire protection public facilities and equipment, and ensure the fire safety of business premises such as shops and shopping malls.

為了給客戶創建一個安全穩定的環境，本集團根據《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》與合作夥伴，如租戶簽訂《消防安全責任書》。本集團將全面負責商場公共安全，貫徹執行相關消防法規，負責消防監控、消防公共設施設備和器材的維護管理，確保商舖等經營活動場所及商場的消防安全。

The Group also promotes good living habits and daily safety knowledge to residents through bulletin boards and WeChat, etc. During the pandemic, the Group maintained daily disinfection of public areas, as well as carried out special services such as free pandemic prevention gift bags and home delivery to reduce health risks to residents.

本集團亦通過公告欄及微信等，向住戶宣傳良好生活習慣及日常安全常識。疫情期間，保持每日對公共區域的消毒，同時亦開展了防疫禮包贈送、快遞到家等特別服務，以減少危害住戶的健康隱患。

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Customer Privacy 客戶私隱



The Group is committed to protecting the personal privacy and intellectual property rights of customers, and has formulated the “Customer Service Operation Instructions”, which requires that customer information stored in the computer of the service center must be kept and processed with encryption, and private transmission is not allowed, ensuring that customer privacy will not be leaked and his/her interest will be protected. The Group also requires all employees to receive relevant training and publicity and sign the “Employee Confidentiality Agreement” after they are employed. With the increase of paperless and networked office, the Group attaches great importance to network security, develops relevant regulations, and regularly identifies potential security risks to ensure proper protection of user information. The Group secures its intellectual property by using trademarks, confidential information and other applicable forms of legal protection.

本集團致力保護客戶的個人私隱及其知識產權，已制定《客戶服務作業指導書》，要求服務中心電腦中存放的客戶資料必須加密保管及處理，不允許私下發送，確保客戶私隱不會外洩及其權益受到保障。本集團同時要求所有員工入職後，即須接受相關培訓及宣導，並簽署《員工保密協議》。隨著無紙化和網絡化辦公的增加，本集團重視網絡安全，制定相關制度，並定期查找可能存在的安全隱患，確保用戶信息保護妥當。本集團通過使用商標、機密信息和其他適用的法律保護形式來保護其知識產權。

Compliance Promotion 合規宣傳



In order to ensure the authenticity and accuracy of the information released, the Group has strictly followed the guidelines of the “Group Brand Management Operation Instructions”, “SCE CM Brand Management Operation Instructions” and “Property Company Brand Management Operation Instructions” during the Year, clearly regulated the standard requirements for advertising, and strengthened the control of publicity content. Moreover, when all employees publish information to public media and we-media platform institutional accounts and personal accounts, the published content should comply with national laws and regulations including the “Advertising Law of the People’s Republic of China” and the provisions of relevant social media management platforms, and the Group’s information disclosure requirements should be followed.

為確保所發佈的信息真實及準確，本集團於本年度內嚴格遵循《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》的指引，明確規範廣告宣傳的準則要求，加強對宣傳內容的管控。此外，所有員工向公眾媒體及自媒體平台機構賬號、個人賬號進行信息發佈時，發佈內容均應符合包括《中華人民共和國廣告法》在內的國家法律法規以及相關社交媒體管理平台的規定，並應遵循本集團信息披露要求。

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Satisfactory Service 滿意服務



In order to ensure that customers are continuously satisfied with the Group's services, the Group aims to provide professional and high-level property management services, and has formulated the "Order Maintenance Management Operation Instructions", "Order Maintenance Position Operation Manual" and "Property Management Contracts", confirming property management requirements for entrances and exits, patrols, vehicles, etc. The Engineering and Property Department has also formulated the "SCE CM Project Management Standard Actions" to standardise the operation of engineering equipment, HVAC system, water supply and drainage system, high-voltage electric system, elevator system and low-voltage electric system to ensure that employees provide customers with the most ideal and comfortable environment.

為確保客戶對本集團之服務持續滿意，本集團以提供專業及高水平的物業管理服務為目標，制定《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》，將工程設備、暖通系統、給排水系統、強電系統、電梯系統和弱電系統運行標準化，確保員工為客戶提供最理想舒適環境。

Furthermore, the Group collects opinions from landlords and tenants through telephone calls and door-to-door visits, as well as annual satisfaction surveys conducted by a third party, and rectifies and improves services based on their suggestions.

另外，本集團通過電話及上門訪問，以及每年邀請第三方進行的滿意度調查，收集業主及租戶意見，根據他們的建議對服務進行整改提升。

The Group's "400" customer service hotline also provides complaints and feedback channels for customers. If a complaint is received, the Group promises to provide a dedicated person to follow up, and conduct a comprehensive assessment of the content of the customer's complaint and provide improvement proposals to resolve the incident and prevent similar incidents from happening again. During the Year, the Operating Sites of the Group received a total of 2,906 complaints, of which 95% have been resolved.

本集團的「400」客服熱線也為客戶提供了投訴及反映途徑。如接獲投訴，本集團承諾將提供專人跟進，並就客戶投訴內容進行全面評估及提供改善方案，以解決有關事件及防止類似事件再次發生。於本年度，本集團之運營點共接獲2,906宗投訴，其中95%已經處理完畢。

In terms of the residential property management sector, the Group formulated and implemented the "Highlights of Work for Key Posts in Property Projects" to standardise the service content and guide the basic and value-added services that the maintenance, customer service, environment and engineering staff of the property management should be performed at each stage, and strive to provide quality service to customers.

住宅物業管理板塊方面，本集團訂立並實施《物業項目關鍵崗位工作要點梳理》，將服務內容標準化，指引物業管理的維序、客服、環境及工程工作人員於各階段應執行的基礎及增值服務，致力向客戶提供優質服務。

Meanwhile, the Group launched an online digital system and self-service applications to provide customers with more convenient and diverse services, allowing customers to enjoy the Group's services anytime and anywhere, further enhancing customer experience. In the future, the Group will continue to expand customer experience and continuously improve customer satisfaction.

同時，本集團推出線上數字化系統及自助小程序，為客戶提供更便捷、多樣的服務，讓客戶隨時隨地享用本集團的服務，進一步提升客戶體驗感。本集團未來會一直拓寬客戶體驗，持續提高客戶滿意度。

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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 honor that the Group's service quality improvement work and achievements have been recognised and affirmed by the industry. During the Year, the Group has won a number of property management and operation related awards:

非常榮幸本集團的改善服務質量工作及成果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
Top 30 China Real Estate Commercial Management With Comprehensive Strengths 中國不動產商管綜合實力TOP 30	CRIC CHINA 克而瑞地產研究院
2022 Excellent Commercial Brand Enterprise 2022年卓越商業品牌企業	Leju Finance Research Institute 樂居財經研究院
2022 China Top 10 Excellent Commercial Real Estate Operators 2022中國商業地產運營十強企業	China Index Academy 中國指數研究院
Ranked 23 rd on the 2022 Top 100 Property Management Companies in China (Cippon Tai Wo (Shanghai) Property Management Co., Ltd) 2022中國物業服務百強企業No. 23 (世邦泰和(上海)物業管理有限公司)	China Index Academy 中國指數研究院
2022 New Forces in Shopping Centers (Gaomi SCE Funworld) 2022年度購物中心新勢力 (高密中駿世界城)	Nanjing Municipal Bureau of Commerce, linkshop.com, sooopu.com, Nanjing Chamber of Commerce, Nanjing Ruizhixin 南京市商務局，聯商網，搜鋪網，南京市商業聯合會，南京睿之新
2023 Most Anticipated Business Project (Fuzhou SCE Funworld) 2023年度最具期待商業項目 (福州中駿世界城)	Nanjing Municipal Bureau of Commerce, linkshop.com, sooopu.com, Nanjing Chamber of Commerce, Nanjing Ruizhixin 南京市商務局，聯商網，搜鋪網，南京市商業聯合會，南京睿之新
2022 Urban Driving Excellent Award (Quanzhou SCE Funworld) 2022年度城市推動卓越榜 (泉州中駿世界城)	mallchina.org 中購聯
2021-2022 Outstanding Commercial Real Estate Operator of the Year 2021-2022年度商業地產優秀運營商	winshang.com 贏商網

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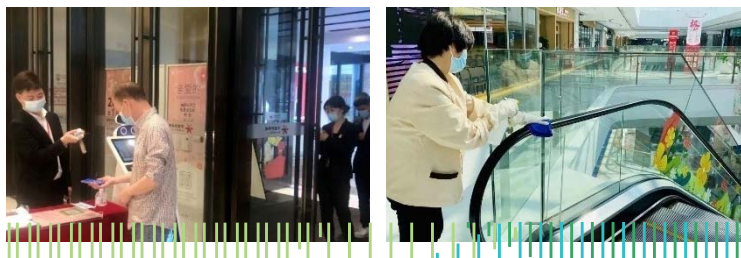
環境、社會及管治報告

Case study 1: The Paramount Owner Epidemic Notification Group

案例一：天環業主疫情通報群

In mid-March, when a small-scale epidemic occurred in Shanghai, Shanghai • The Paramount took the initiative to establish a “The Paramount Owner Epidemic Notification Group”. The notification group is an online platform for the announcement of PCR test results and material distribution, which facilitates instant information exchange and appeases the owners’ emotions. In the notification group, the customer service officer will respond to the owners’ appeal in real time during working hours, and the project manager will deal with it immediately during non-working hours to ensure timely feedback towards owners’ appeal. Focusing on the needs of the owners, Shanghai • The Paramount has established an action mechanism called “Responsibility Assigned to the Individual” to give employees clear instructions, so that employees can stick to their positions and keep the error rate to the lowest level. In addition, the property management also established “The Paramount Owners Material Exchange Group” before the official lockdown to solve the owner’ material procurement delivery problem and provide the owners with sufficient time for material storage.

在三月中旬，上海出現小規模疫情時，上海•天環主動建立了「天環業主疫情通報群」。通報群是公佈核酸結果及物資發放資訊的線上平台，方便即時資訊互通，安撫業主情緒。通訊群內，客服會在工作時段即時回應業主訴求，非工作時間由專案經理即時處理，確保業主的訴求及時得到回應。圍繞業主的需求，上海•天環成立了「責任到人」的行動機制，給予員工清晰的指令，讓員工堅守崗位，把出錯率降到最低。另外，物業管理在正式封控前也建立了「天環業主物資交流群」，以此來解決業主的物資採購傳送問題，給予了業主充分的物資儲備時間。



Case study 2: Three strategic concepts

案例二：三大戰略理念

The Group has upgraded its strategic concept and formed three strategic concepts of “selected regional focus, synergy and symbiosis, and digital intelligence empowerment”, which further clarifies the Group’s future development path and is moving towards the goal of “building a high-quality scale”. For online application members, the Group has comprehensively upgraded a number of member benefits such as cash point, free parking, and car washing. In addition, the Group also strengthened the interaction between merchants and consumers through linking merchants brand resources with the immersive thematic marketing activities with rich and creative content. In addition, following the strategy of “digital empowerment”, the Group built a full-channel digital member marketing system integrating online and offline based on Internet technology and big data wisdom, and improved the convenience of member services through digital empowerment.

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全管道數字化會員營銷系統，通過數字化賦能提升會員服務的便利性。

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Case study 3: 6 June Happy Life Festival

案例三：66 幸福生活節



During the “6 June Happy Life Festival”, SCE Funworld focused on young people who love sports and have a positive and optimistic attitude towards life, and held a number of city-level sports events, so that everyone who came to SCE Funworld can feel the youthful vitality and immerse themselves in it, creating a happy and joyful atmosphere. Quanzhou SCE Funworld held the “NICE City Basketball Game”, with Fujian Chinese Basketball Association (CBA), Federation of University Sports of China Basketball Branch (CUBA) and internet celebrity players joining the game and interacting closely with fans, showing youthful energy and LOHAS attitude;

「66 幸福生活節」期間，中駿世界城抓住時下年輕人熱愛運動、積極樂觀生活態度的心態，舉辦了多場城市級運動精彩賽事，讓每一個來到中駿世界城的人們都感受到青春活力，並沉浸其中，營造幸福歡樂的氛圍。泉州中駿世界城舉辦「NICE 城市籃球賽」，福建中國籃球協會(CBA)、中國大學生體育協會籃球分會(CUBA)以及網紅球員親臨現場助陣，與球迷近距離互動，展現出了年輕的張力與樂活的態度；

Nan'an SCE Funworld held “City Rainbow Run” to promote a positive, healthy, fun and enthusiastic lifestyle, which resonated with young people, thereby gathering huge marketing potential; Xianyou SCE Funworld linked the sports brand in the mall, gathering professional street dancers to launch the “6 June Dancing Street Dance League”, which not only attracts customers to stop, but also deepens the emotional resonance with young hipsters and street dance lovers, further penetrates into the hearts of consumers, and establishes a stronger emotional connection.

南安中駿世界城以「城市彩虹跑」活動，宣導積極健康、潮趣熱情的生活方式，與年輕人產生共鳴，以此凝聚龐大的行銷勢能；仙遊中駿世界城聯動場內運動品牌，集結各路街舞達人，開展「舞動66街舞聯賽」，吸引客流駐足的同時加深了與年輕潮人、街舞愛好者的情感共振，進一步走進了消費者內心，建立了更牢固的情感連結。

In the future, the Group will pay more attention to the commercial quality, constantly explore the needs of consumers, deepen service and operation, continue to enhance the interpretation of young consumption trends in the commercial space, and continue to create more fashionable, diverse and beautiful life experience scenarios for consumers, make more efforts to provide consumers with caring services, contribute warmth to the society, and create a happy and beautiful life.

未來，本集團將更加注重商業的品質、不斷挖掘消費者的需求、深耕服務和運營，不斷深化商業空間對於年輕消費趨勢的解讀，持續為廣大消費者締造更加時尚、多元、美好的生活體驗場景，更加努力為消費者提供貼心服務，為社會貢獻溫暖力量，質造幸福美好生活。

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Supply Chain Management

As the Group's business develops and gradually expands its scale, it is extremely important to select suitable, high-quality and reliable suppliers. Therefore, the Group has formulated the "Operating Instructions for Planning, Procurement and Supplier Management", which clarifies the standards and procedures for screening and evaluating all suppliers and contractors. The Group selects suppliers and contractors based on a number of standards and factors that are higher than those set nationally, including cost, service quality, manpower deployment, safety measures and standards, equipment used, and manager's industry experience. Meanwhile, the Group also regulates supplier cooperation criteria, and is committed to finding and selecting environmentally and socially responsible suppliers which are willing to abide by the principle of providing excellent property management services to the customers of the Group, and establishing a solid partnership.

To manage environmental and social risks in the supply chain, the Group conducts dynamic management of suppliers in terms of certification selection, performance evaluation and incentives. The Purchasing Department, together with other departments, is responsible for handling quality management evaluations, and selecting suppliers by way of public tender, invited bidding and request for quotation, and accelerating the upgrade of the supplier management system by evaluating the elimination and selection of suppliers every year. Relevant departments conduct comprehensive due diligence on subcontractors, conduct regular on-site inspections when necessary, and conduct a comprehensive assessment of suppliers' production capacity, delivery date, quality and services, etc according to the "Supplier Access and Evaluation Approval Process".

供應鏈管理

隨著本集團的業務發展及規模逐漸擴大，選擇合適、優質且可信賴的供應商極為重要。故此，本集團制定《企劃招採及供應商管理作業指導書》，明確有關篩選及評估所有供應商及承包商之標準及流程，根據多項高於國家制定的標準和因素挑選合作供應商及承包商，當中包括費用、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。同時本集團規範供應商合作準則，並致力尋找並揀選對環境及社會負責任的供應商，盡力確保其遵守本集團向客戶提供優質物業管理服務的宗旨，建立長期穩固的合作關係。

為管理供應鏈之環境及社會風險，本集團在認證選擇、績效評價及激勵等方面對供應商進行動態管理。採購部聯同其他部門負責處理質量管理評估，並透過公開招標、邀請招標及詢比價挑選供貨商，每年通過評估供應商淘汰更選，加速供應商管理體系升級。相關部門對分包商進行全面盡職審查，在有需要時定期進行實地考察，根據《供應商准入及評估審批流程》對供應商之生產能力、交付日期、質量及服務等進行綜合評估。

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After commencement of cooperation, the Group will also require relevant departments to evaluate the performance of suppliers' social and governance responsibilities in daily management, and regularly evaluate and review the supplier's fulfillment of social responsibilities by means of self-inspection or entrusting a third-party agency, to identify the source and type of risks. If there is any problems, the Group will communicate with suppliers to assist them in improving their performance within a specified time frame.

As environmental risks such as climate change increase, the Group will consider increasing the use of environmentally sustainable products and services in the future, and will give priority to cooperating with suppliers that provide environmental friendly products or services to reduce the environmental impact in the business process.

在開始合作後，本集團亦會要求相關部門在日常管理中，評估供應商社會及管治方面履行責任情況，並採用企業自檢或委託第三方機構的方式定期對供應商履行社會責任的情況進行評估與審查，以識別風險的來源及種類。如發現問題，本集團會與供應商進行溝通，協助他們於規定時限內改善表現。

隨著氣候變化等環境風險增強，本集團考慮未來增加環境可持續性的產品和服務的使用，並優先考慮與提供環境友好型的產品或服務的供應商合作，以減低業務過程中的環境影響。

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	0	46	308	354
Guangdong-Hong Kong-Macao Greater Bay Area 粵港澳大灣區	0	0	0	0
West Taiwan Strait Economic Zone 海峽西岸經濟圈	5	173	15	193
Yangtze River Delta Economic Zone 長三角經濟圈	43	26	29	98
Total 總數	48	245	352	645

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ENVIRONMENTAL PROTECTION

Green Operation

The Group strictly abides by laws and regulations such as the “Environmental Protection Law of the People’s Republic of China”, “Environmental Impact Assessment Law of the People’s Republic of China”, “Energy Conservation Law of the People’s Republic of China” and “Law of the People’s Republic of China on the Prevention and Control of Water Pollution” to effectively implement energy conservation and emission reduction idea. The Group will also comprehensively strengthen energy efficiency management, water resources management and waste management, promote green leasing, improve energy resource utilisation efficiency, and promote the realisation of carbon peak and carbon neutrality, with reference to the energy conservation and emission reduction plans and goals set out in “Outline of the 14th Five Year Plan” for country, region and industry. In addition, the Group is committed to practising the concept of green operation, minimising the impact of business operations on the environment, and striving to build a green future.



Green Management 綠色管理

Environmental issues such as climate change become the common concern of all sectors of society. Although the Group’s daily operations do not involve activities that have a significant impact on the environment and natural resources, indirect impacts are unavoidable. The Group is committed to promoting green awareness among residents, tenants and contractors, and encouraging them to adopt various environmental protection measures to achieve a green future.

- Implement ISO 14001 environmental management system certification standards in operations;
- Design commercial properties according to China Green Building Certification requirements;

環境保護

綠色運營

本集團嚴格遵守《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，切實貫徹節能減排理念。本集團亦將參考國家、地區及行業的《十四五規劃綱要》節能減排規劃及目標，全面加強能效管理、水資源管理和廢棄物管理、推行綠色租賃，提升能源資源利用效率，促進實現碳達峰和碳中和。此外，本集團致力踐行綠色運營理念，把業務運營對環境的影響降至最低，力求建設綠色未來。

氣候變化等環境問題成為社會各界共同關注的問題。雖然本集團的日常營運並無涉及對環境及自然資源造成重大影響的活動，但間接影響是不可避免的。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。

- 在營運中實施ISO 14001 環境管理系統認證標準；
- 根據中國綠色建築認證要求設計商業物業；

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- Develop water resources utilisation plans, including rainwater harvesting, to reduce water consumption during operations;
- Set up partition temperature control in the building space, and reasonably lower the temperature setting standard of the indoor transition zone;
- Formulate a garbage management system to effectively control the logistics of garbage, collect waste products by category, and prevent disorderly dumping of garbage and secondary pollution.
- 制定水資源利用方案，包括雨水收集，減少營運時的水資源消耗；
- 建築空間設置分區溫度控制，合理降低室內過渡區空間的溫度設定標準；
- 制定垃圾管理制度，對垃圾物流進行有效控制，對廢品進行分類收集，防止垃圾無序傾倒和二次污染。

Green Building Measures 綠色建築措施

Solar Photovoltaic
太陽能光伏

Energy Saving Equipment
節能設備

Rainwater Harvesting
and Utilisation
雨水收集利用

Multi-layer Greening
複層綠化

10% Charging Pile
Parking Space
10% 充電樁停車位



Energy Monitoring System
能耗監測系統

LED Lighting
LED 照明

Intelligent System
智能化系統

Garbage Collection
垃圾分類收集

Reclaimed Water
Treatment System
中水系統

Water Saving Appliance
節水器具

The use of green building technology can enable property management companies to actively promote green management. In accordance with the national standard "Technical Rules for Green Building Evaluation Standards" and local green building design requirements, the Group has adopted various energy-saving techniques to regulate management of energy, water resources and emissions, in order to create a modern commercial complex that is green, energy-saving, environmentally friendly and comfortable.

綠色建築技術的使用可促進物業管理公司積極推動綠色管理。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，本集團採用了各項節能技術手段，並針對能源、水資源和排放物等的管理作出了規定，以打造綠色、節能、環保、舒適的現代化商業綜合體。

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Energy and Greenhouse Gas Emissions

As an advocate of green operations, the Group is committed to responding to the country's dual carbon goals, namely to achieve "carbon neutrality" by 2060 and "carbon peak" before 2030. Improving energy efficiency and gradually transforming to a low-carbon operating model are the focus of the Group in responding to changes in international trends. The Group actively responds to the "Energy Conservation Law of the People's Republic of China", strengthens the management of energy use in all aspects of corporate operations, and improves the performance of the Group's use of resources to reduce energy consumption, reduce energy loss and greenhouse gas emissions, stop waste, and use energy effectively and rationally. The Group has also formulated and implemented the following policies and measures related to reducing resource consumption to regulate the energy used in business operations.

能源及溫室氣體排放

作為綠色營運的倡導者，本集團致力響應國家的雙碳目標，即於2060年達到「碳中和」，並於2030年前「碳達峰」。提升能源使用效率，並逐步向低碳營運模式轉型，是本集團應對國際趨勢變化的重點。本集團積極響應《中華人民共和國節約能源法》，加強對企業運營中各環節的用能管理，提升本集團資源使用的績效，以降低能源消耗、減少能源損失和溫室氣體的排放、制止浪費，有效、合理地利用能源。本集團亦制定及落實以下多項與減少資源消耗相關的政策與措施，以規範業務營運中所使用的各項能源。



Office Energy Management 辦公室能源管理

- Regularly check electrical appliances and other equipment, and replace aging electrical circuits in time;
- Encourage staff to turn off all electrical and electronic products after work or when not in use;
- Except for the lights that are required to be always on by security, all employees must turn off the lights when leaving, so as to prevent the lights from always on;
- Use energy-saving equipment and office appliances as much as possible to improve energy efficiency;
- Post posters within the office area to remind employees to save energy at any time;
- Strengthen the publicity and implementation of energy-saving training, and implement the principle of "Everyone Holds Responsibility".
- 定期檢查電器等設備，及時更換老化線路以消除安全隱患；
- 鼓勵員工下班後或不使用時，關閉所有電子及電器產品；
- 除安防要求常開的電燈外，所有員工須在下班時做到「人走燈關」，杜絕長明燈；
- 盡量採用節能設備和辦公電器，提升能源效益；
- 於辦公室範圍張貼宣傳海報，時刻提醒員工節約能源；
- 加強宣貫節能培訓，貫徹「人人負責」原則。



**Project Energy
Management**
項目能源管理

- Each Operating Site is required to implement or transform relevant lighting and air conditioning systems in accordance with budget requirements to control the usage of lights and air conditioning at night. Specifically, it includes referring to industry power and current construction standards, transforming the lighting in the existing parks, basements and buildings, and using low-power lamps to save electricity;
- Set up an energy consumption monitoring system to monitor the separate energy consumption of building lighting systems, air conditioning systems, power systems and charging piles. Moreover, conduct classified energy consumption monitoring for electricity consumption and water consumption by the type of energy, so as to detect existing problems in a timely manner and propose improvement measures;
- The elevator adopts energy-saving measures such as group control, frequency conversion speed regulation or energy feedback; the escalator adopts energy-saving control measures such as frequency conversion induction activation.
- 各運營點需按照預算根據相關燈光及空調制度執行或改造，以管控夜間燈光及空調的使用量。具體包括參考行業功率及現行建設標準，對原有園區、地庫和樓內的照明進行改造，使用低功率燈具以節省電能；
- 設置能耗監測系統，對建築照明系統、空調系統、動力系統以及充電樁等能耗進行分項電能監測，同時根據能源種類，對用電能耗和用水能耗進行分類能耗監測，以及時發現存在的問題並提出改進措施；
- 垂直電梯採取群控、變頻調速或能量回饋等節能措施；自動扶梯採用變頻感應啟動等節能控制措施。

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Glass Domes Design in Taizhou SCE Funworld
泰州中駿世界城的玻璃穹頂設計

Glass Dome Lighting Design

玻璃穹頂採光設計

Glass domes are adopted in the atriums of Taizhou SCE Funworld and Gaomi SCE Funworld for better natural lighting. This design offers better space layering, creates a bright and comfortable environment, improves the spacious visual effect, in order to provide a better shopping experience to customers, and also inject new vitality into the mall. At the same time, this design upholds the green environmental concept of SCE CM, by using sunlight for lighting, it enhances the sense of light transmission in the space, achieves electricity conservation, reduces carbon emissions and its related expenses.

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進行自然採光。這個設計給予空間更多的層次感，營造了明亮舒適的環境，提升了寬敞的視覺效果，為顧客帶來了更好的購物體驗，也為商場注入了新的活力。此設計同時秉持了中駿商管綠色環保的理念，利用日光進行照明，增強空間的透光感，節約電能的使用，減少碳排放，也減少了相關費用的支出。



Application of the Green Glass Coating in the 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

The green glass coating in the Quanzhou SCE Funworld can reduce the heat exchange between indoor and outdoor; in summer, it can prevent the solar heat from being transmitted indoor and increasing indoor temperature hence saving the power consumption of air conditioner; in winter, it can prevent indoor heat from leaking out and maintain the indoor heat and temperature.

泉州中駿世界城中所黏貼的綠光玻璃鍍膜可減少室內外熱能交換；在夏天時阻擋太陽熱能傳遞到室內，避免室內溫度的提高並節約空調耗電量；在冬天時防止室內熱能外洩，維持室內的熱量和溫度。

Park Lighting Renovation

園區照明改造

Before renovation: Garden light 85W, Lawn light 26W

改造前：庭院燈 85W, 草坪燈 26W

After renovation: LED garden light 16W, LED lawn light 9W

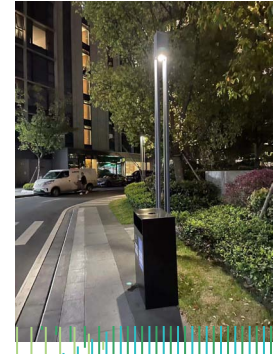
改造後：LED 庭院燈 16W, LED 草坪燈 9W

The lights in the park are controlled by time control, and LED light sources are applied to all lamps. The output power decreased to one-third to one-half of that of the original fluorescent lamps, but the actual lighting effect is similar.

園區燈採用時控控制，且所有燈具均採用LED燈源，功率為原先熒光燈功率的三分之一到二分之一，但實際照明效果接近。



Garden light
庭院燈



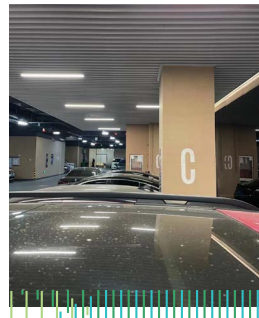
Garden light
庭院燈

Basement Lighting Renovation

地庫照明改造

“The Lights by Riffle Shuffle” is applied to the pathway of the basement, with LED lights for permanent lighting. Dual smart light is used in the parking lot. The lights will be switched on when the car arrives and will dim to the minimum necessary when the car leaves. This smart application attains significant energy savings.

地庫的車道採用「隔一亮一」的方式，長亮的燈採用LED燈。車位上則採用微波雙亮燈，在車來時亮燈，車走時保持微亮的狀態。此應用不僅智能，而且節能。



Parking light
車位燈

Installation of Air-conditioning Temperature Controller

安裝空調溫度控制器

Air-conditioning temperature controllers are installed in some machine rooms, elevators and lobbies to control the operation of the air-conditioning, and the control mode of the premises controller is subject to actual needs.

部分機房、電梯內和大堂安裝空調溫度控制器控制空調的運作，活動場所控制器的控制方式根據實際需求而定。

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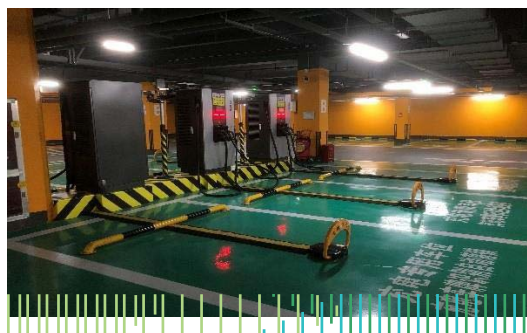
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Configuration of Charging Pile

配置充電樁

In order to respond to the carbon peaking and carbon neutrality goal set by the country, realising low-carbon operation of shopping malls, and achieve the operating highlights of "Be Unique and Be the Best", SCE CM actively deploys fast charging stations according to the needs of local planning and acceptance to meet the needs of consumers, and thus creating a high-end intelligent parking lot. At the same time, the offline scheduled charging scheme makes full use of peak and off-peak rates of electricity charge, saves electricity charge, and lowers overall costs. In addition, all-round real-time monitoring of fast charging stations and dynamic adjustment of output power make charging safer.

為了響應雙碳目標，實現商場低碳化運營，做到「人無我有，人有我好」的運營亮點，中駿商管根據各地規劃驗收需求，積極佈局快充站以滿足消費者的快充需求，打造高端智能化停車場。同時，運用離線定時預約的充電方案，充分利用峰谷電價，節省充電費用，綜合成本更低。此外，對快充站進行全方位的實時監控並動態調度充電功率使充電更安全。



Greenhouse Gas Management 溫室氣體管理

- During the Year, the Group engaged an independent sustainable development advisor to quantify the greenhouse gas emissions generated by the Group's operations;
- The relevant quantification process referred to the "Reporting Guidance on Environmental KPIs" of the Stock Exchange;
- All Operating Sites are required to conduct monthly energy statistics for the use of electricity, fuel and purchased heat, and report relevant information to the Headquarters.
- 本集團於本年度委託獨立可持續發展顧問為本集團量化營運所產生的溫室氣體排放；
- 相關量化過程已參考聯交所《環境關鍵績效指標匯報指引》；
- 要求各運營點按月為其電力、燃料及外購熱力的使用狀況進行能源統計，並向總部匯報相關資訊。

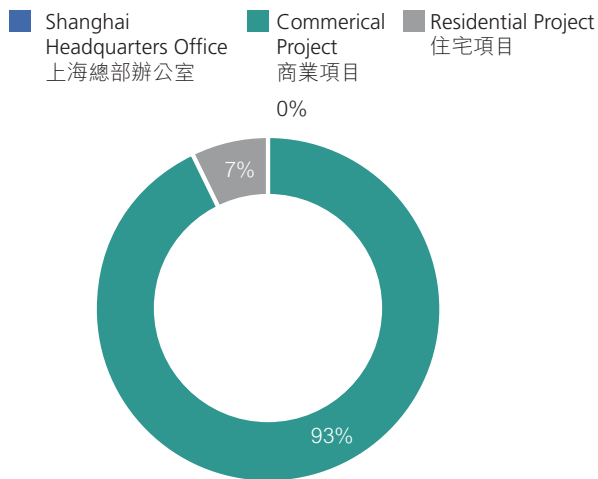
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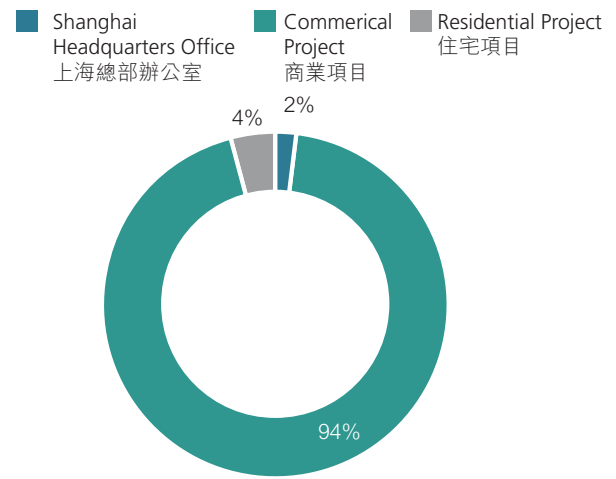
During the Year, the greenhouse gas emissions (tonnes of carbon dioxide equivalent) of the Operating Sites of the Group (Shanghai headquarters office, commercial project, residential project and consolidated result) within the reporting scope are shown in the following pie charts:

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、綜合結果)二氧化碳當量溫室氣體排放分佈如下所示：

Scope 1-Greenhouse Gas Emissions
(Tonnes of Carbon Dioxide Equivalent)
範圍1 — 溫室氣體排放
(公噸二氧化碳當量)



Scope 2-Greenhouse Gas Emissions
(Tonnes of Carbon Dioxide Equivalent)
範圍2 — 溫室氣體排放
(公噸二氧化碳當量)



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Forward-looking

- ✓ Greenhouse gas emissions mainly come from energy related emission including use of electricity, fuel consumption and purchased heat. The Group will take more targeted measures to control 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 management and control of peers and the country, and thus help to compare, analyse and control electricity consumption. The Group also plans to establish an energy management system to review the performance of various energy-saving measures, so as to implement relevant energy-saving measures and continuously improve energy performance.
- ✓ Regarding greenhouse gas emissions, the Group will commit to invest more resources in reducing greenhouse gas emissions and strengthen the adoption of high-tech energy-saving products. The Group will also record and analyse the greenhouse gas emissions and relevant environmental data of various projects on a regular basis to review the performance of current measures and improve the management level of the Group's greenhouse gas emissions.
- ✓ In addition, the Group promises to review the performance of various resources on a regular basis, and formulate relevant energy conservation and emission reduction plans and specific carbon reduction targets.



展望未來

- ✓ 溫室氣體的排放主要來自能源類間接的溫室氣體排放，包括電力，燃料及外購熱力的使用。本集團將採用更有針對性的措施對相關排放量進行控制。
- ✓ 針對能源消耗方面，本集團將持續監控能源使用狀況，參考同行和國家的管控，制定更多節能措施，以方便比較、分析及管控用電。本集團亦計劃建立能源管理體系，以檢討各節能措施之表現，從而落實相關節能措施的實行，持續提升能源績效。
- ✓ 針對溫室氣體排放方面，本集團將承諾投放更多資源於減少溫室氣體之排放，並加強採用高科技節能產品。本集團亦會定期為各項目的溫室氣體排放及相關環境數據進行紀錄及分析，以檢視現行措施的表現，提升本集團溫室氣體排放的管理水平。
- ✓ 此外，本集團承諾將定期檢討各項資源使用之表現，並訂立相關節能減排之計劃及具體的減碳目標。

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Water Resources Utilisation

The use of water resources is crucial to the operation and development of every aspect of the Group. "More Green Contributions for More Beautiful Home" is the country's long-term development strategy. The Group also adheres to the green concept of protecting water resources, and has formulated a series of related water use control plans and plans to raise the water-saving awareness of employees, residents and tenants, effectively save water, promote the recycling of water resources and increase the utilisation rate of water resources.

水資源利用

水資源的使用對本集團每個環節的運營和發展都至關重要。「綠水青山就是金山銀山」是國家長期堅持的發展戰略。本集團亦堅守保護水資源的綠色理念，制定了一系列相關用水控制方案及計劃以提高員工、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。



Office Water Management 辦公室用水管理

- Employees made monthly reports on water consumption, to check whether there is any abnormality in water use, and help to discover the potential water saving status and timing by analysing the use of water resources;
- If equipment failure or any leakage is found, the Group will arrange relevant personnel to repair it to reduce water wastage.
- 員工每月制定水能耗報表，通過數據分析水資源的使用情況，以檢查用水是否存在異常，並幫助發現潛在的節水環節和時機；
- 如有發現設備故障或任何滲漏的情況，本集團將安排相關人員及時進行修繕，減少水資源浪費。



Project Water Management 項目用水管理

- Incorporate the design concept of "Sponge City", integrate flood management, release and use the stored rainwater when needed;
- Set up rainwater recycle treatment facilities to use filtered and disinfected rainwater for outdoor green irrigation, road flushing and part of the basement flushing;
- Set up a reclaimed water treatment system to treat the discharged water collected from commercial toilet and use it for flushing in some underground garages;
- Auto irrigation is used in the park, and soil moisture sensor is installed to save water resources;
- In projects, post water-saving advertisements in the restrooms to encourage residents and tenants to reduce water consumption in public areas.
- 融入「海綿城市」的理念，整合防洪管理，在有需要的時候把儲存的雨水釋放並加以利用；
- 設置雨水回用處理設施，將經過過濾消毒處理後的雨水用於室外綠化灌溉、道路沖洗和部分地庫沖洗；
- 設置中水系統，將收集到的商業洗手間盥洗排水進行處理，並用於部分地下車庫沖洗；
- 園林使用自動灌溉，同時設置土壤濕度感應器以節約水資源；
- 在項目中，於洗手間內張貼節水宣傳，鼓勵住戶及租戶減少公共區域的用水。

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Sponge City Design Renderings
海綿城市設計效果圖

Sponge City Design

海綿城市設計

Sponge city has good flexibility to cope with environmental changes brought by rainwater. It stores rainwater when it rains and releases and utilises the stored rainwater when needed. This design can improve the function of ecosystem and reduce the occurrence of flood disasters in the city. 海綿城市在應對雨水帶來的環境變化上有良好的彈性，下雨時將雨水儲存起來，需要時將儲存的雨水釋放並加以利用，此設計可提升城市生態系統功能和減少城市洪澇災害的發生。

The Group has installed sponge facilities in the Minhang District's new project, such as rain gardens, permeable pavements, permeable asphalt pavement, green roofs and rainwater storage tanks, etc., to achieve 74% of the total annual runoff control rate and 54% of the annual runoff pollution control rate target.

本集團於閔行區的新建項目佈置了海綿設施，如雨水花園、透水鋪裝、透水瀝青路面、屋頂綠化和雨水調儲池等，以完成74%年徑流總量控制率和54%年徑流污染控制率的目標。

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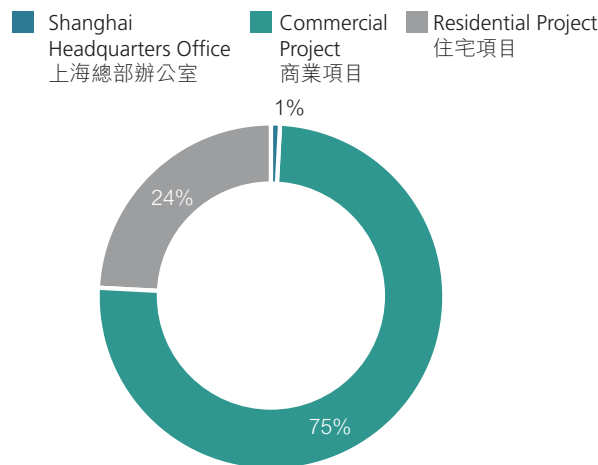
In addition to the use of related facilities, plants with strong stress resistance, water saving and drought tolerance, pollution resistance, water and humidity tolerance, and salt and alkali tolerance were selected for rainwater storage facilities, according to different project locations and considering factors including but not limited to water conditions, runoff rainwater quality.

除了使用相關設施外，雨水調儲設施內均根據不同的項目位置綜合考慮了水分條件、徑流雨水水質等因素選擇了具備抗逆性強、節水耐旱、抗污染、耐水濕、耐鹽鹼等能力較強的植物。

During the Year, the total water consumption of the Operating Sites of the Group (Shanghai headquarters office, commercial project, residential project and consolidated result) 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、綜合結果)所使用水資源的總量如下：

Total Water Consumption (m³)
總耗水量(立方米)



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During the Year, the Group has no issue in sourcing water. In the future, the Group will plan to formulate water conservation goals and targets to further reduce the Group's water consumption and cultivate the awareness and ability of employees and other stakeholders to protect water resources.



本集團於本年度內並無發生求取適用水源的問題。未來，本集團計劃制定節約用水目標及指標，以進一步減少本集團之耗水量，並持續提高員工及其他持份者保護水資源的意識與能力。

Emissions

In order to manage the waste and pollutants generated in the operation, the Group strictly abides by the relevant environmental protection laws and regulations, and has formulated relevant management measures in accordance with the regulations to prevent pollution and harm caused by air emissions, waste residue and dust generated in the production construction or other activities.

排放物

為管理營運中所產生的廢棄物和污染物，本集團嚴格遵守環境保護相關法律法規，並已按照規定訂立相關管理措施，以防止生產建設或其他活動中產生的廢氣、廢渣和粉塵等對環境造成污染和危害。



Air Pollutant
空氣污染物

The Group mainly focuses on property management services as its core business and does not involve any production activities. Therefore, the air pollutants generated by business operations mainly come from the fuel consumption of company vehicles and staff canteens. During the Year, the Operating Sites of the Group within the reporting scope emitted 2.09 kg of nitrogen oxides, 0.06 kg of sulfur oxides and 0.17 kg of respirable suspended particles. The Group will continue to implement more policies and measures related to the control of air pollutant emissions, and timely improve the efficiency of equipment use and change the type of energy use (such as: regular maintenance of cars, increasing the use of electric vehicles, etc.) to reduce air pollutant emissions.

本集團主要以物業管理服務為核心業務，並不涉及任何生產活動，因此業務營運所產生的空氣污染物主要來自公司車輛的尾氣排放及員工食堂的燃料消耗；於本年度內，本集團報告範圍內的運營點分別排放了2.09千克氮氧化物、0.06千克硫氧化物及0.17千克可吸入懸浮粒子。本集團將持續推行更多有關控制空氣污染物排放之政策與措施，並適時提升設備的使用效率及改變能源使用類型（如：汽車的定期維護、增加電動車使用等）以減少空氣污染物的排放。

The Group's non-hazardous wastes are mainly paper, household waste and construction waste. The Group has formulated relevant waste management measures to sort and recycle the waste, increase the utilisation ratio of waste and the conversion rate of resources, to reduce the negative impact on the environment. Furthermore, each Operating Site implements policies and measures related to saving, recycling and reuse, and encourages employees to reduce waste of resources in various ways. The Group's hazardous wastes mainly consist of batteries and waste toner cartridges. Such wastes are collected and further processed by the respective service providers.

本集團的無害廢棄物主要包括紙類、生活廢物及建築廢料。本集團制定了相關管理措施對廢棄物進行分類回收，提升垃圾的利用率和資源的轉化率，以減少對環境造成負面的影響。另外，各運營點均推行有關節約、回收及再用之政策及措施，鼓勵員工從多方面減少資源浪費。本集團的有害廢棄物主要為電池及廢墨盒。該等廢物均由相應的服務供應商收集及作進一步處理。



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

Office Management

辦公室管理

- Promoting paperless offices, the Group is implementing paperless office in all business processes, and encourages employees to make good use of the electronic document management system to store and distribute documents to reduce paper usage;
- Each Operating Site is required to control the amount of office paper every month, and the project administration will purchase paper according to regulations to ensure that the purchase amount does not exceed the total paper consumption of the previous year, so as to achieve the goal of reducing the consumption of paper resources year by year;
- Setting up recycling bins in the office to increase the recyclable ratio.
- 提倡無紙辦公室，本集團正將無紙化辦公推行至各業務流程，鼓勵員工善用電子化文件管理系統儲存及分發文件，以減少紙張使用；
- 各運營點均需每月按量控制辦公室用紙，並按規定由項目行政進行紙張採購，確保購買數量不得超過上年度的總用紙量，以達到逐年減少紙質資源消耗的目標；
- 於辦公室設置回收箱，提升循環利用率。



Project Management

項目管理

- Increase the recyclable ratio of building materials;
- Regularly hold recycle activities; encourage tenants and residents to conduct recycle;
- Strictly monitor the classification and recycling of domestic waste and construction waste to facilitate the waste contractors to collect and process.
- 提升建材可循環再用比率；
- 定期舉辦回收活動，鼓勵租戶及住戶進行回收；
- 嚴格監控生活廢物和建築廢料之分類及回收，以便廢棄物承辦商進行收集及處理。

Carry out Recycling Activities and Advocate Resource Recycling

開展回收活動，倡導資源循環利用

During the World Environment Day on 22 April 2022, SCE CM and Beluga Organisation jointly organised a nationwide activity "Carbon Sensation!" to advocate the environmental concept of sustainable development, resource recycling, and breathing with the earth. The event lasted for 17 days, covering 16 cities across the country, encouraging people to actively donate unwanted or discarded textiles to SCE Funworld across the country, and distributing relevant gifts to the public who made a donation.

中駿商管在二零二二年四月二十二日世界環境日期間，攜手白鯨魚機構舉辦了全國範圍內舊物回收的「感碳號！」活動，倡導可持續發展、資源循環使用，與地球同呼吸的環保理念。此次活動持續了17天，覆蓋了全國16座城市，鼓勵大家積極捐贈閒置或廢棄的紡織物至各地中駿世界城，並向捐贈的群眾發放相關禮品。



"Carbon Sensation!" Recycling Site
「感碳號！」回收活動現場

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In the future, the Group will continue to monitor the waste production and review the effectiveness of the current waste policies and measures based on its recycle performance, so as to set waste reduction targets and implement more effective waste reduction plans.

The business nature of the Group does not involve the use of packaging material.

Climate Change

The Group understands that climate change has far-reaching impacts globally on society, economy and humanities, and is one of the greatest challenges faced by the world today. As an enterprise actively fulfilling environmental and social responsibilities, the Group strictly implements various measures for energy conservation and carbon reduction, and is committed to achieving carbon peak by 2030 and carbon neutrality by 2060 in line with the national climate policy.



未來，本集團將持續監控廢棄物生產量，並依據其資源回收的表現檢視現時廢棄物政策及措施的成效，以訂立具體減廢目標及推行更有效的減廢計劃。

本集團的業務性質不涉及包裝材料的使用。

氣候變化

本集團明白氣候變化對世界各地社會、經濟、人文影響深遠，是全球當前面臨的最大威脅之一。作為一家積極履行環境及社會責任之企業，本集團嚴格落實節能減碳的各項措施，致力配合國家氣候政策於二零三零年前實現碳達峰，二零六零年前實現碳中和。



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Climate Resilience Initiative

The Group selects a number of short-term and medium-term climate resilience initiatives for individual projects, so as to reduce the risks brought by climate change and strengthen the resilience of all property portfolios to climate change.

氣候變化應對措施

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。



- Before the storm warning, support the seedlings in the park and arrange drainage work in advance to prevent the extreme weather from affecting the greening of the park, and avoid using plants with brittle branches, poor wind resistance, and serious fruit drop in the outdoor parking lot;
- Concave Green Space Design is adopted, to temporarily store rainwater and reduce overground runoff in the event of heavy rain;
- The basement is equipped with a sump, and after the rainwater enters the water collection area after drainage, it is centrally connected to the site rainwater pipeline through the rainwater lifting pump;
- Timely conduct risk assessments on different Operating Sites.
- 暴風雨預警前，提前對園區苗木進行支撐和安排排水工作，以預防極端天氣對園區的綠化造成影響，且露天車位間避免選用枝條脆軟、抗風性差、落果嚴重的植物；
- 採用下凹綠地，遇到暴雨時臨時儲積雨水，減少地表徑流；
- 地庫設置集水坑，雨水經過引流後進入集水區域後，通過雨水提升泵集中接入場地雨水管道中；
- 適時對不同運營點進行風險評估。



In the future, the Group will refer to the information disclosure framework of the Task Force on Climate-related Financial Disclosure (TCFD), considering the impact on the Company's operations under the gradually strengthened response to climate change, and carrying out preliminary identification and analysis of climate risks. The Group also plans to identify the business risks and compliance risks brought by climate change and related regulatory actions, and conduct subsequent risk assessments on different Operating Sites in a timely manner, so as to plan long-term climate response strategies in line with the actual situation of business operations.



未來，本集團將參照氣候相關財務披露工作組(TCFD)信息披露框架，考慮公司運營時在逐漸強化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。本集團亦計劃辨識因氣候變化及與之相關的規管行動所帶來的業務風險及合規風險，並適時對不同運營點進行其後風險評估，以配合業務經營實際情況規劃長遠氣候應對策略。

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COMMUNITY

A responsible corporate will be enthusiastically participating in charity activities. SCE CM adheres to the philosophy of "Giving Back to the Society for Good". It has long-term commitment to the social welfare undertakings and is willing to convey the positive energy of public welfare to the society with practical actions. The Group believes that the positive energy conveyed by public welfare will be transformed into the profound corporate resources of SCE CM, which will enhance the Group's core competitiveness and promote sustainable development. In the future, the Group also promises to invest more resources in commercial and residential business operations to carry out various social investment activities, create a good public welfare environment, and create more public welfare value. During the Year, SCE CM invested over RMB50,000 in public welfare projects such as charity, education etc.

社區

熱心參與社會公益活動，是企業義不容辭的社會責任。中駿商管始終秉持「取之社會、用之社會」的理念，長期投身於社會公益事業當中，用實際行動向社會傳遞公益正能量。本集團相信公益所傳達的正能量將轉化為中駿商管深厚的企業資源，提升本集團的核心競爭力，推動可持續發展。未來，本集團亦承諾將投放更多資源於商業及住宅業務營運中以進行多樣的社會投資活動，營造良好公益環境，創造更多公益價值。本年度，中駿商管共投入超過人民幣5萬元用於慈善、教育等公益項目。

Philanthropic Topics 公益關注領域



Caring for Front-line Employees
關心一線員工



Caring for Single Seniors
關愛獨居長者



Anti-epidemic and Disaster Relief
抗疫救災

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Charity Activities

In 2022, SCE CM actively undertook corporate social responsibility, carried out charity activities in various areas like caring for front-line employees, caring for single seniors and anti-epidemic and disaster relief, provided assistance to multiple parties in the society and were well-received by them.

Distributing Refreshing Drinks

In order to better care for the front-line workers, SCE CM in China sent condolences and summer cooling supplies to the staff who still stick to their position in the scorching heat.

Heyuan SCE Funworld

In order to impart its appreciation for the sanitation workers, Heyuan SCE Funworld and the Jiangdong New District Management Committee jointly launched a charity event “Love the Beautiful Sanitation Workers, Sending Coolness in Hot Weather”, inspiring more citizens of Jiangdong New District to respect the hard work of sanitation workers by distributing refreshing drinks to local sanitation workers to maintain a beautiful Heyuan together.

Xianyou SCE Funworld

Carried out the condolence activity of “Cooling Off in Hot Summer” and provided 80 boxes of mineral water and other materials to the Xianyou County Fire Brigade to express our gratitude to the firefighters who stick to their positions.

公益慈善活動

二零二二年，中駿商管積極承擔企業社會責任，在關心一線員工、關愛獨居長者和抗疫救災等多個領域開展公益活動，為社會各方人士提供幫助，並獲得了他們的一致好評。

發放消暑飲品

為更好地關心工作在一線的勞動者，各地中駿世界城向在酷暑天氣下仍然堅守在崗位的工作人員送上慰問和夏日清涼物資。

河源中駿世界城

為表達對環衛工人的崇敬之情，河源中駿世界城聯合江東新區管委會開展「情繫美麗環衛者，高溫天氣送甘泉」主題的公益活動，為周邊環衛工人發放消暑飲品，激發更多的江東新區市民尊重環衛工人的辛勤勞動，共同維護美麗槎城。

仙游中駿世界城

開展「夏日送清涼」慰問活動，為仙游縣消防大隊提供80箱礦泉水等物資，以表示對消防人員堅守在崗的感謝。

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“Love the Beautiful Sanitation Workers, Sending Coolness in Hot Weather” activity
「情繫美麗環衛者，高溫天氣送甘泉」活動



Condolence activity of “Cooling Off in Hot Summer”
「夏日送清涼」慰問活動

Carry out DIY Activities for Members of “Father’s Love Like a Shirt”

In order to express children’s gratitude to their fathers and carry forward the traditional virtues of filial piety of the Chinese nation, Quanzhou SCE Funworld launched the Father’s Day special “Father’s Love Like a Shirt” DIY activity for members. The parent-child family hand-painted T-shirts together, using a brush to draw their blessings and gratitude to their fathers. Meanwhile, the activity also actively promotes the concept of environmental protection and encourages everyone to donate old clothes.

開展「父愛如衫」會員DIY活動

為了讓孩子們表達對父親的感恩，弘揚中華民族孝道的傳統美德，泉州中駿世界城開展父親節特輯「父愛如衫」會員DIY活動。由親子家庭共同手繪T恤，用畫筆描繪出對父親的祝福和感恩。同時，此活動也積極宣傳環保理念，鼓勵大家捐贈廢棄舊衣物。



DIY activities for members of “Father’s Love Like a Shirt”
「父愛如衫」會員DIY活動



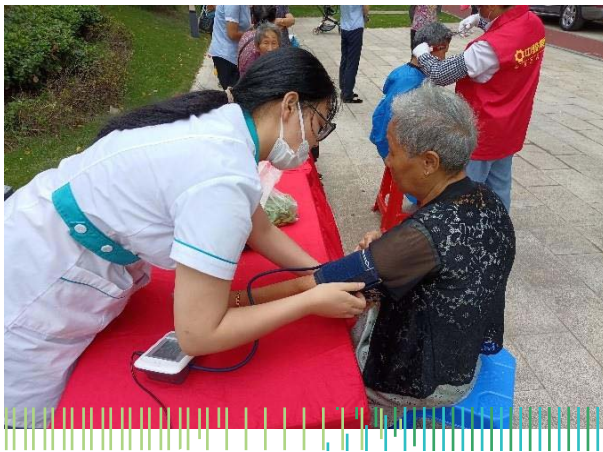
Children actively donate old clothes
孩子們積極捐贈舊衣物

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Provide Convenient Services for the Elderly

Residential property management is committed to providing the most care for the elderly, therefore invited community doctors to provide measurement of blood pressure and blood glucose services, as well as regular health consultation and diet guidelines for the elderly. In addition, the “Heart-warming and Free Haircut” activity was also carried out to provide free hair-cutting services for the elderly in the park, and visiting the elderly who lives alone from time to time, so that they can also feel the warmth of family affection and solve their daily needs and live more conveniently.



A community event to measure blood pressure for the elderly
為老年人量血壓的社區活動

為老人提供便利服務

住宅物業管理為老年人的社區活動提供了貼心的呵護，特邀社區醫師為老年人量血壓和測血糖，定期向老年人提供健康諮詢及飲食起居指南。此外，還開展了「暖心義剪」的活動，在園區為老年人提供免費剪髮服務，及不定期上門問候孤寡老人，讓他們也能感受到親情的溫暖，為其解決生活需求，讓老年人生活多了些便利。



“Heart-warming and Free Haircut” activity
「暖心義剪」活動

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Community Epidemic Prevention and Control

In view of the escalating pandemic situation in 2022, the residential property management donated anti-epidemic supplies and fund to the pandemic-affected areas of Quanzhou and Zhangzhou, Fujian Province. During the pandemic, a total of 34 cities under the management of residential property management have been affected by the epidemic, and 105 projects have been locked down. All front-line staff of residential property management were mobilised to implement various community epidemic prevention and control measures, including issuing PCR test notices, assisting healthcare personnel to set up testing stations, strengthening disinfection of key areas and exits of the community, conducting 24-hour entrance and exit monitoring by designated personnel, scanning codes and measuring temperature for persons entering and exiting and registering vehicles entering and exiting with their real names, etc. Residential property management also provides a number of epidemic services, such as purchase of living supplies and express delivery in the park, etc., to meet the all-round daily needs of the owners. Among them, 29 communities have received 32 written recognition and appreciation related to epidemic prevention from government institutions.



Residential property management personnel help to set up testing stations
住宅物業管理員工協助佈置檢測點位

社區防疫管控

二零二二年的疫情形勢嚴峻，住宅物業管理向福建省泉州及漳州兩市涉疫地區捐贈抗疫物資及款項。在這次的疫情當中，住宅物業管理在管範圍內共有34個城市受到疫情影響，105個項目需要進行封控。住宅物業管理一線員工全員出動，落實各項社區防疫管控措施，包括發放核酸檢測通知、協助醫護人員搭設檢測點位、加強對小區重點區域及出點的消毒、出入口24小時由專人值守、對進出人員進行掃碼和測溫和對進出車輛進行實名登記等。住宅物業管理還提供了多項疫情服務，如生活物資代購和園區快遞代送等，滿足了業主全方位的日常所需。其中29個社區獲得了來自政府機構的32份與防疫相關的書面肯定和表揚。



Distribution of living supplies
生活物資發放

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Disinfection in key area
重點區域消毒



Group photo of anti-epidemic support team
抗疫支援團隊合照

COMPLIANCE MANAGEMENT

Compliance with all applicable laws and regulations is a fundamental requirement of the Group's operations. The Group understands that violation of laws and regulations will have different impacts on the Group, such as business operation, reputation, penalties and litigation. Following the continuous refined implementation of various national laws and regulations, the Group continues to deem compliance as important target and has formulated and implemented a series of internal policies and systems to enhance compliance management. Legal Department is responsible for monitoring the Group's policies and practices in relating to compliance with laws and regulatory requirements, while the Board reviews the Group's compliance situation on an annual basis.

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。隨著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。

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During the Year, the Group has no violations of laws and regulations that have a significant impact on the Group related to various ESG areas.

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	<p>“Environmental Protection Law of the People’s Republic of China” 《中華人民共和國環境保護法》</p> <p>“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》</p> <p>“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》</p> <p>“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》</p> <p>“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》</p> <p>“Energy Conservation Law of the People’s Republic of China” 《中華人民共和國節約能源法》</p>
Employment 僱傭	<p>“Labour Law of the People’s Republic of China” 《中華人民共和國勞動法》</p> <p>“Company Law of the People’s Republic of China” 《中華人民共和國公司法》</p> <p>“Social Insurance Law of the People’s Republic of China” 《中華人民共和國社會保險法》</p> <p>“Provision on the Prohibition of Using Child Labour” 《禁止使用童工規定》</p> <p>“Law of the People’s Republic of China on the Protection of Minors” 《中華人民共和國未成年人保護法》</p>

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Aspects 層面	Laws and Regulations that have a Significant Impact 有重大影響的法律及規例
Health and Safety 健康與安全	<p>"Labor 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>《中華人民共和國網路安全法》</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>
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

環境關鍵績效指標

		2022				2021			
		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
Greenhouse Gas Emissions^{2,3,5}	溫室氣體排放量^{2,3,5}								
Scope 1 — Direct greenhouse gas emissions (tonnes of carbon dioxide equivalent)	範圍1 — 直接溫室氣體排放 (公噸二氧化碳當量)	-	603.45	42.23	645.68	12.96	751.56	38.78	803.30
Scope 2 — Indirect greenhouse gas emissions (tonnes of carbon dioxide equivalent)	範圍2 — 能源類間接溫室氣體排放 (公噸二氧化碳當量)	336.91	14,325.63	671.69	15,334.23	466.09	14,620.42	749.30	15,835.81
Total emissions (tonnes of carbon dioxide equivalent)	總排放量 (公噸二氧化碳當量)	336.91	14,929.08	713.92	15,979.91	479.05	15,371.98	788.07	16,639.10
Greenhouse gas intensity (tonnes of carbon dioxide equivalent/sq.m.)	溫室氣體排放密度 (公噸二氧化碳當量/平方米)	0.17	1.81	0.05	0.66	0.17	1.71	0.06	0.65
Total Air Emissions^{3,4,6,7}	廢氣排放量^{3,4,6,7}								
Nitrogen oxides (kg)	氮氧化物 (千克)	-	2.09	-	2.09	14.25	33.48	-	47.73
Sulfur oxides (kg)	硫氧化物 (千克)	-	0.06	-	0.06	0.06	0.11	-	0.17
Particulates (kg)	顆粒物 (千克)	-	0.16	0.01	0.17	1.42	1.61	0.01	3.04

¹ Unless otherwise stated, the environmental data for the Year includes the office area, non-outsourced canteen and staff dormitory of each Operating Site.

² 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 adopt National Average Emission Factor For Electricity published by Ministry of Ecology and Environment of the People’s Republic of China in that year; Heat power emission factor adopts 0.11 tonnes of carbon dioxide/GJ.

³ The figures of 2021 reporting period were restated for consistency.

⁴ Emission factors are based on “How to prepare an ESG Report — Appendix 2: Reporting Guidance on Environmental KPIs” by the Stock Exchange, “Road Vehicles Air Pollutant Emission Inventory Preparation Technical Guide” and “Technical Guideline for Compilation of Primary Emission Source Inventory of Atmospheric Respirable Particulates (Trial)” published by the Ministry of Ecology and Environment of the People’s Republic of China, and the “AP-42: Compilation of Air Pollutants Emissions Factors” promulgated by the United States Environmental Protection Agency.

⁵ Due to the relocation of headquarters office during 2022 reporting period and there was no canteen in the new office, data of natural gas and Scope 1 emission during 2022 reporting period were not available.

¹ 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。

² 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該年份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/GJ計算。

³ 二零二一報告期數據已重述以保持一致性。

⁴ 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》、《大氣可吸入顆粒物一次源排放清單編製技術指南(試行)》、以及美國國家環境保護局《AP-42：空氣污染物排放因子匯編》。

⁵ 由於總部辦公室於二零二二年報告期內搬遷，而新辦公地點並無食堂，故此二零二二年報告期間沒有天然氣及範圍1排放數據。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

		2022				2021			
		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
Energy Consumption^{3,5,6,7}	能源消耗量^{3,5,6,7}								
Natural gas (MWh)	天然氣(兆瓦時)	-	-	4.14	4.14	36.20	-	4.14	40.34
Diesel (MWh)	柴油(兆瓦時)	-	0.26	-	0.26	-	42.45	-	42.45
Petrol (MWh)	汽油(兆瓦時)	-	33.72	-	33.72	20.81	30.33	-	51.14
Purchased heat power (MWh)	外購熱力(兆瓦時)	-	135.30	-	135.30	-	137.39	-	137.39
Purchased electricity (MWh)	外購電力(兆瓦時)	590.76	25,093.37	1,177.79	26,861.92	798.24	25,013.37	1,283.26	27,094.87
Total energy consumption (MWh)	能源總耗量(兆瓦時)	590.76	25,262.65	1,181.93	27,035.34	855.25	25,223.54	1,287.40	27,366.19
Energy Intensity (MWh/sq.m.)	能源密度(兆瓦時/平方米)	0.30	3.07	0.08	1.12	0.43	3.06	0.09	1.13
		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
Total Water Consumption^{3,8}	水消耗量^{3,8}								
Total water consumption (m ³)	總耗水量(立方米)	1,681.00	238,916.75	77,101.09	317,698.84	3,525.84	269,268.14	75,422.50	348,216.48
Water consumption intensity (m ³ /sq.m.)	耗水密度(立方米/平方米)	0.84	28.99	5.54	13.15	1.24	30.00	5.42	13.53
		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
Waste Generation^{3,8,9}	廢棄物產生量^{3,8,9}								
Total non-hazardous waste (tonnes)	無害廢棄物總量(公噸)	24.04	14.86	32.38	71.28	50.15	-	-	50.15
Non-hazardous waste intensity (tonnes/000 sq.m.)	無害廢棄物密度(公噸/千平方米)	12.04	1.80	2.33	2.95	17.67	-	-	17.67
Total hazardous waste (kg)	有害廢棄物總量(千克)	24.00	12.00	38.58	74.58	27.50	15.19	58.56	101.25
Hazardous waste intensity (kg/000 sq.m.)	有害廢棄物密度(千克/千平方米)	12.02	1.46	2.77	3.09	9.69	1.69	4.21	6.04

⁶ Quanzhou SCE Funworld, the commercial project during the 2022 reporting period ceased to use diesel vehicles, thus diesel consumption and exhaust gas emission significantly decreased.

⁷ No business vehicle has been used by headquarter office during 2022 reporting period, thus there was no gasoline consumption and exhaust gas emission also decreased.

⁸ Due to the decrease in headcounts at headquarter office during 2022 reporting period, water consumption and total non-hazardous waste decreased.

⁹ As the collection of non-hazardous waste and hazardous waste was still being improved during 2022, disclosure of the relevant data was not available.

⁶ 由於二零二二報告期間商業項目——泉州中駿世界城已停止使用柴油車，故此大大減少柴油使用量及廢氣排放。

⁷ 由於二零二二報告期間總部辦公室沒有使用公務車輛，故沒有汽油用量，廢氣排放亦同時減少。

⁸ 二零二二報告期間總部辦公室人數減少，導致水用量及無害廢棄物總量減少。

⁹ 二零二二年期間，無害及有害廢棄物收集情況仍在完善，故未能報告完整數據。

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Social KPIs

社會關鍵績效指標

Number of Employees ¹⁰	僱員人數 ¹⁰	2022				2021			
		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	Male	81	234	73	388	165	232	95	492
性別	男性								
	Female	85	85	46	216	101	114	44	259
	女性								
Age	Below 30	50	111	38	199	83	149	48	280
年齡	30歲以下								
	30-50	109	202	80	391	177	192	90	459
	30-50歲								
	Over 50	7	6	1	14	6	5	1	12
	50歲以上								
Total		166	319	119	604	266	346	139	751
總數									

Turnover Rate of Employees ¹¹	僱員流失率 ¹¹	2022				2021			
		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	Male	84%	63%	90%	73%	37%	94%	43%	65%
性別	男性								
	Female	48%	72%	46%	57%	46%	54%	32%	47%
	女性								
Age	Below 30	62%	120%	111%	104%	41%	97%	58%	74%
年齡	30歲以下								
	30-50	67%	36%	54%	48%	41%	67%	24%	49%
	30-50歲								
	Over 50	71%	67%	200%	79%	-	140%	500%	100%
	50歲以上								
Total		66%	66%	73%	67%	40%	81%	40%	59%
總數									

¹⁰ During 2022 and 2021 reporting periods, all employees within the Group's reporting scope were full-time employees located in Mainland China.

¹¹ All of the resigned employees within the Group's reporting scope were full-time employees located in Mainland China. The turnover rate for each category = the number of resigned employees during the year of that category/the total number of employees of that category.

¹⁰ 於二零二二及二零二一報告期間，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。

¹¹ 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；各類別的流失比率=該類別員工全年的流失人數/該類別員工人數。

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		2022				2021			
		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
Health and Safety¹²	健康與安全¹²								
Number of work-related injuries	因工受傷人數	-	2	1	3	-	2	-	2
Lost days due to work injuries	因工傷損失工作日數	-	-	8	8	-	-	-	-
		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
Percentage of Trained Employees¹³	受訓僱員百分比¹³								
Gender	Male	100%	97%	100%	100%	92%	100%	100%	97%
性別	男性								
	Female	100%	94%	100%	98%	85%	98%	98%	93%
	女性								
Grade	Senior management	100%	86%	100%	96%	119%	100%	100%	112%
職級	高級管理人員								
	Middle management	100%	100%	100%	100%	141%	92%	107%	123%
	中級管理人員								
	General staff	100%	96%	100%	99%	72%	100%	98%	91%
	一般員工								
Total		100%	97%	100%	99%	90%	99%	99%	96%
總數									

¹² There were no work-related fatalities cases in the Group in the past 3 years.

¹³ Only the employees as at 31 December 2022 were considered in the percentage of trained employee calculation in 2022, while the resigned employees during the reporting period were also considered in the percentage of trained employee calculation in 2021.

¹² 過去三年，本集團並未發生因工死亡事件。

¹³ 二零二二年受訓僱員百分比計算僅考慮於二零二二年十二月三十一日仍然任職的員工，而二零二一年受訓僱員百分比計算則同時考慮了該報告期內流失員工。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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Average Training Hours per Employee (hour)	僱員平均培訓時間(小時)	2022				2021			
		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	Male	1.5	23.7	37.1	21.6	27.1	25.6	48.1	30.5
性別	男性								
	Female	3.1	7.2	30.9	10.7	23.4	22.8	47.0	27.2
	女性								
Grade	Senior management	1.2	3.6	17.3	3.5	27.9	3.8	48.8	28.2
職級	高級管理人員								
	Middle management	1.0	6.2	37.2	7.8	38.6	12.0	51.7	34.0
	中級管理人員								
	General staff	3.2	20.8	34.9	20.3	21.8	25.9	47.2	28.7
	一般員工								
Total		2.3	19.3	34.7	17.7	25.7	24.7	47.7	29.3
總數									

Number of Suppliers	供應商數量	2022				2021			
		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
Bohai Rim Economic Zone	環渤海經濟圈	-	46	308	354	-	39	25	64
Guangdong-Hong Kong-Macao Greater Bay Area	粵港澳大灣區	-	-	-	-	2	-	2	4
West Taiwan Strait Economic Zone	海峽西岸經濟圈	5	173	15	193	-	174	16	190
Yangtze River Delta Economic Zone	長三角經濟圈	43	26	29	98	4	50	29	83
Total	總數	48	245	352	645	6	263	72	341

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
A1. Emissions		
A1. 排放物		
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：	Compliance Management Energy and Greenhouse Gas Emissions Emissions 合規管理 能源及溫室氣體排放 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。	Energy and Greenhouse Gas Emissions Emissions 能源及溫室氣體排放 排放物
A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and intensity. 直接(範圍1)及能源間接(範圍2)溫室氣體排放量及密度。	Energy and Greenhouse Gas Emissions Emissions 能源及溫室氣體排放 排放物
A1.3	Total hazardous waste produced and intensity. 所產生有害廢棄物總量及密度。	Emissions 排放物
A1.4	Total non-hazardous waste produced and intensity. 所產生無害廢棄物總量及密度。	Emissions 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。	Energy and Greenhouse Gas Emissions 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。	Green Operation Emissions 綠色運營 排放物

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Aspect 層面	Description 內容	Index/Note 索引／備註
A2. Use of Resources		
A2. 資源使用		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。	Green Operation Water Resources Utilisation 綠色運營 水資源利用
A2.1	Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及／或間接能源總耗量及密度。	Energy and Greenhouse Gas Emissions Environmental KPIs 能源及溫室氣體排放 環境關鍵績效指標
A2.2	Water consumption in total and intensity. 總耗水量及密度。	Water Resources Utilisation Environmental KPIs 水資源利用 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。	Energy and Greenhouse Gas Emissions 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。	Water Resources Utilisation; There is no issue in sourcing water that is fit for purpose by the Group. 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 and per unit produced. 製成品所用包裝材料的總量及每生產單位估量。	The business nature of the Group does not involve the use of packaging material. 本集團的業務性質並不涉及包裝材料的使用。

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Aspect 層面	Description 內容	Index/Note 索引/備註
A3. Environment and Natural Resources		
A3. 環境及天然資源		
General Disclosure 一般披露	Policies on minimising the issuer's significant 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。	Green Operation 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。	Energy and Greenhouse Gas Emissions Water Resources Utilisation Emissions Climate Change; The Group's daily operations did not involve activities that have a significant impact on the environment and natural resources. 能源及溫室氣體排放 水資源利用 排放物 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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Aspect 層面	Description 內容	Index/Note 索引／備註
A4. Climate Change		
A4. 氣候變化		
General Disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	Climate Change 氣候變化
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。	Climate Change 氣候變化
B1. Employment		
B1. 僱傭		
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。	Employment and Labor Practices Remuneration and Dismissal Recruitment, Retention and Promotion Employee Benefits and Welfare Compliance Management 僱傭及勞工常規 薪酬及解僱 招聘、留任及晉升 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。	Social KPIs 社會關鍵績效指標
B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	Social KPIs 社會關鍵績效指標

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Aspect 層面	Description 內容	Index/Note 索引／備註
B2. Health and Safety		
B2. 健康與安全		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Occupational Health and Safety Compliance Management
一般披露	有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	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。	Social KPIs 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。	Social KPIs 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。	Occupational Health and Safety 職業健康與安全
B3. Development and Training		
B3. 發展及培訓		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	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。	培訓與發展
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。	Social KPIs 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。	Social KPIs 社會關鍵績效指標

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Aspect 層面	Description 內容	Index/Note 索引／備註
B4. Labour Standards		
B4. 勞工準則		
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.	Employment and Labor 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。	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。	Employment and Labor Practices 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。	Employment and Labor Practices 僱傭及勞工常規
B5. Supply Chain Management		
B5. 供應鏈管理		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Supply Chain Management
一般披露	管理供應鏈的環境及社會風險政策。	供應鏈管理
B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	Supply Chain Management Social KPIs 供應鏈管理 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。	Supply Chain Management 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。	Supply Chain Management 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。	Supply Chain Management 供應鏈管理

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Aspect 層面	Description 內容	Index/Note 索引／備註
B6. Product Responsibility		
B6. 產品責任		
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, labelling 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：	Product Responsibility and Service Quality Compliance Management 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 products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	Product Responsibility and Service Quality — Satisfactory Service 產品責任及服務質素 — 滿意服務
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。	Product Responsibility and Service Quality — Customer Privacy 產品責任及服務質素 — 客戶私隱
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。	Product Responsibility and Service Quality; The business nature of the Group does not involve the recall of products. 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。
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。	Product Responsibility and Service Quality — Customer Privacy 產品責任及服務質素 — 客戶私隱

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Aspect 層面	Description 內容	Index/Note 索引／備註
B7. Anti-corruption		
B7. 反貪污		
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。	Anti-corruption 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. 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。	Anti-corruption — Report Corruption Measures 反貪污 — 舉報貪污措施
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。	Anti-corruption — Integrity Education 反貪污 — 廉潔教育
B8. Community Investment		
B8. 社會投資		
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來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



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SCE Intelligent Commercial
Management Holdings Limited