



華人置業集團

CHINESE ESTATES HOLDINGS LIMITED

Stock Code 股份代號 :127

2016

Environmental, Social and
Governance Report

環境、社會及管治報告



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Should there be any discrepancy between the English and Chinese versions, the English version shall prevail.

倘中英文版本出現任何歧義，概以英文版本為準。

About This Report

關於本報告

This is the first annual standalone environmental, social and governance (“ESG”) report (this “Report”) of Chinese Estates Holdings Limited (“Chinese Estates”, the “Company”, the “Group” or “we”). This Report captures our ESG performance during the reporting period. The information collected during report preparation processes and disclosed in this Report will serve as the basis of the Company’s ESG strategy, management and future improvement.

Reporting Standard

This Report was prepared in accordance with the requirements as set out in Environmental, Social and Governance Reporting Guide (the “Guide”), Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“HKEx”).

Reporting Period

Unless otherwise specified, this Report covers our progress and performance on ESG issues from 1 January 2016 to 31 December 2016.

Reporting Scope and Boundary

Unless otherwise specified, the reporting boundary of this Report is the same as Annual Report 2016 of the Company. The reporting principles of “Materiality”, “Quantitative”, “Balance” and “Consistency” as set out in the Guide that underpinned the preparation of this Report, the contents of this Report and the presentation of information.

Accessibility and Feedback

This Report can be accessed on our official website at: <http://www.chineseestates.com> and on HKExnews website at <http://www.hkexnews.hk>. Readers may contact us via email at: investor.relations@chineseestates.com should there be any enquiries or comments about this Report.

Board Approval

The board of directors of the Company (the “Board”) has approved this Report on 9 March 2017.

此乃Chinese Estates Holdings Limited (「華人置業」、「本公司」、「本集團」或「我們」) 的首份年度獨立環境、社會及管治 (「環境、社會及管治」) 報告 (「本報告」)。本報告反映我們於報告期間的環境、社會及管治表現。於報告編製過程中所收集及於本報告內所披露的資料將作為本公司的環境、社會及管治策略、管理及日後完善的基礎。

報告準則

本報告乃根據香港聯合交易所有限公司 (「香港交易所」) 證券上市規則附錄二十七《環境、社會及管治報告指引》(「指引」) 所載的規定編製。

報告期

除另有指明者外，本報告涵蓋我們自二零一六年一月一日至二零一六年十二月三十一日有關環境、社會及管治議題的進展及表現。

報告範圍及邊界

除另有指明者外，本報告的報告範圍與本公司的二零一六年年報一致。指引所載的「重要性」、「量化」、「平衡」及「一致性」匯報原則為編製本報告的基礎，界定本報告的內容及資料的呈列方式。

獲取報告途徑及意見

本報告可於我們的官方網站 <http://www.chineseestates.com> 以及香港交易所的披露易網站 <http://www.hkexnews.hk> 上查閱。倘讀者對本報告有任何查詢或意見，可通過電子郵箱 investor.relations@chineseestates.com 聯繫我們。

董事會批准

本公司董事會 (「董事會」) 已於二零一七年三月九日批准本報告。

About Chinese Estates 關於華人置業

Chinese Estates Holdings Limited is publicly listed on HKEx with stock code: 127. Our core businesses comprise property investment for rental in Hong Kong, Mainland China and Overseas (the United Kingdom) and property development for sale in Hong Kong. The Group also engages in property management business in Hong Kong as well as securities investment business. The Group focuses primarily in Hong Kong and diversifies its property interests to Mainland China and the United Kingdom.

Property Investment

The Group's investment properties mainly include shopping malls and office buildings. Property investment remained to be one of the major sources of our income in 2016. The high occupancy rates of our retail and office properties were attributable to them being located in prime locations. Most of our investment properties are highly accessible and strategically located in prime commercial areas in Hong Kong such as Causeway Bay and Wanchai. As at the date of this Report, in Mainland China, we own a five-star international hotel in Beijing and an office building next to it; in the United Kingdom, we own four investment properties in London.

Over the past twenty years, Chinese Estates has built a reputation by property redevelopment, renovation works and repackaging programmes to enhance the value and revenue of its investment properties.

Property Development

Chinese Estates strives to develop mid to high-end commercial and residential property projects. A number of quality and cosmopolitan residential properties are developed for sale. The Group has interests in projects in Mid-Levels, West Kowloon and Kwun Tong Town Centre.

Chinese Estates Holdings Limited 乃於香港交易所公開上市，股份代號：127。我們的核心業務包括於香港、中國內地及海外（英國）的投資物業的租賃及於香港銷售發展物業。本集團亦於香港從事物業管理以及證券投資業務。本集團主要專注於香港市場，並將其物業權益拓展至中國內地及英國。

物業投資

本集團的投資物業主要包括購物商場及寫字樓。物業投資依然為本集團於二零一六年的主要收入來源之一。本集團零售及辦公室物業的高出租率與物業位於優質地段有關。本集團大部分的投資物業均位於銅鑼灣及灣仔等香港優越的商業區，地利盡佔。於本報告日期，於中國內地，本集團於北京持有一間五星級國際酒店及毗鄰該酒店的一幢辦公樓；於英國，本集團於倫敦持有四項投資物業。

於過去二十年，華人置業不斷透過物業重建、翻新及改造工程以提升旗下投資物業的價值及增加收益，亦從而贏得卓越的聲譽。

物業發展

華人置業致力發展中高檔商住物業項目，已發展多項優質及大都會住宅物業以供銷售。本集團於半山區、西九龍及觀塘市中心均持有項目權益。

CSR Philosophy

企業社會責任理念

Corporate Social Responsibility (CSR) or Environmental, Social and Governance (ESG) management is the core value of the Group. We strive to integrate CSR concepts into every part of our operation.

To manage various ESG aspects effectively and efficiently, we have made significant efforts to establish a solid basis for ESG management throughout our Group. The Board has overall responsibility on decision-making regarding the ESG management and reporting, while the Company Secretary monitors the performance of actual implementation and reporting process. We obtain regular update of the CSR trends and regulations as well as industry practices. We prioritise our stakeholders' views, comments and recommendations in ESG management. Materiality assessment was carried out for ESG strategy formulation. With the aforementioned efforts, we better understand and manage our ESG risks, achieve our objectives of creating greater values for all stakeholders.

In 2016, we communicated with stakeholders and conducted materiality assessment to understand stakeholders' expectation and ESG issues that are relevant and important to Chinese Estates. We also educated employees about ESG issues that are relevant to the day-to-day operation. This Report captures the highlights of our performance and achievements in 2016 in terms of ethics, caring for employees, community contribution, environmental protection, and product and service quality.

A. Stakeholder Communication

Chinese Estates cherishes every opportunity to communicate with our stakeholders and make efforts to address their concerns. We have established a diverse array of effective communication channels to interact with and collect opinions from our stakeholders.

Our key stakeholder groups include employees, shareholders/investors, customers, suppliers, contractors, service providers, professional advisors, non-governmental organisation (NGO) partners, industry associations and media.

企業社會責任或環境、社會及管治管理乃本集團的核心價值。我們致力將企業社會責任概念融入我們業務的每一環節。

為有效及高效地管理有關環境、社會及管治的各個範疇，我們一直不遺餘力就本集團的整體環境、社會及管治管理建立堅實的基礎。董事會對有關環境、社會及管治的管理及匯報之決策承擔全部責任，而公司秘書則負責監控具體落實及匯報流程的表現。我們定期取得企業社會責任趨勢及規例以及行業慣例的更新資訊。就環境、社會及管治管理，我們優先考慮持份者的觀點、意見及建議，並已就制定環境、社會及管治策略進行重要性評估。憑藉上述種種努力，我們能更恰當地了解及管理我們的環境、社會及管治風險，實現我們為所有持份者創造更高價值的目標。

於二零一六年，我們與持份者溝通並進行重要性評估，以了解與華人置業有關且屬重要的持份者期望及環境、社會及管治議題。我們亦教育僱員了解與日常營運相關的環境、社會及管治議題。本報告反映我們於二零一六年有關職業道德、僱員福利、社區貢獻、環境保護以及產品及服務質素的表現及成就的亮點。

A. 持份者溝通

華人置業重視每一個與持份者溝通的機會，並努力處理彼等的疑慮。我們已設立各種有效溝通渠道以與持份者互動並收集彼等的意見。

我們的主要持份者組別包括僱員、股東／投資者、客戶、供應商、承包商、服務供應商、專業顧問、非政府組織合作夥伴、業界組織及媒體。

Stakeholder Engagement Methods 持份者參與方式

Stakeholder Group 持份者組別	Communication Channel 溝通渠道
Customers 客戶	<ul style="list-style-type: none"> Official websites 官方網站 Satisfaction surveys 滿意度調查 Day-to-day communication through frontline staff 通過前線員工的日常溝通 Customer hotline 客戶服務熱線
Employees 僱員	<ul style="list-style-type: none"> Intranet 內聯網 Annual appraisal 年度評核 Team building activities 團隊合作活動
Industry Associations 業界組織	<ul style="list-style-type: none"> Annual and regular meetings 年度及定期會議 Events 舉辦活動
Media 媒體	<ul style="list-style-type: none"> Media enquiry 媒體查詢
NGO Partners 非政府組織合作夥伴	<ul style="list-style-type: none"> Volunteer activities 義工活動 Sponsorships and donations 贊助及捐贈 Meetings 會議
Shareholders/Investors 股東／投資者	<ul style="list-style-type: none"> General meetings 股東大會 Annual and interim reports 年度及中期報告 Circulars/announcements/notices/publications 通函／公告／通告／公布 Investor relations enquiry 投資者關係查詢 Corporate website 公司網站
Suppliers/Contractors/Service Providers/ Professional Advisors 供應商／承包商／服務供應商／專業顧問	<ul style="list-style-type: none"> Ongoing direct engagements 持續直接參與

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B. Materiality Assessment

A list of sustainability issues that is potentially material to the Group was composed in the context of our business and day-to-day operation. A materiality matrix was developed from the result of various stakeholder engagement exercises conducted with both internal and external stakeholders. The materiality assessment and prioritisation took into account of two dimensions. This included the importance of issues to stakeholders and to the Group. The Company's ESG management and disclosure are based on the assessment result.

B. 重要性評估

我們已根據業務與日常運作編製具有對本集團潛在重要性的可持續發展相關的議題清單，且以與內部及外部持份者進行的各種持份者參與活動所得的結果編製重要性矩陣圖，由對持份者的重要性及對本集團的重要性兩個角度考慮把議題進行優先排序，並以此作為本公司管理環境、社會及管治事務及披露的依歸。

CHINESE ESTATES - MATERIALITY MATRIX
華人置業 — 重要性矩陣圖



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Number 編號	Aspects 範疇	List of Sustainability Issues in the Materiality Matrix 重要性矩陣圖中的可持續發展議題清單	High Priority Issue 高優先 級別議題
1	Environmental 環境	The types of emissions and respective emissions data 排放物種類及相關排放數據	
2		Greenhouse gas emissions in total and intensity 溫室氣體總排放量及密度	
3		Total hazardous waste produced and intensity 所產生有害廢棄物總量及密度	
4		Total non-hazardous waste produced and intensity 所產生無害廢棄物總量及密度	✓
5		Measures to mitigate emissions and results achieved 減低排放量的措施及所得成果	
6		How hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved 處理有害及無害廢棄物的方法、減低產生量的措施及所得成果	✓
7		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	
8		Water consumption in total and intensity 總耗水量及密度	
9		Energy use efficiency initiatives and results achieved 能源使用效益計劃及所得成果的詳情	✓
10		Whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved 求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果	
11		Total packaging material used for finished products with reference to per unit produced 製成品所用包裝材料的總量及每生產單位估量	
12		Significant impacts of activities on the environment and natural resources and the actions taken to manage them 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	✓

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Number 編號	Aspects 範疇	List of Sustainability Issues in the Materiality Matrix 重要性矩陣圖中的可持續發展議題清單	High Priority Issue 高優先 級別議題
13	Social – Employment and Labour	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	
14	Practices 社會－僱傭及 勞工常規	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	
15		Number and rate of work-related fatalities 因工死亡的人數及比率	✓
		Lost days due to work injury 因工傷損失工作日數	
		Occupational health and safety measures adopted, how they are implemented and monitored 所採納的職業健康及安全措施，以及相關執行及監察方法	
16		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	
		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	
17		Details of measures to review employment practices to avoid child and forced labour 檢討招聘慣例的措施以避免童工及強制勞工的詳情	
		Steps taken to eliminate such practices when discovered 在發現違規情況時消除有關情況所採取的步驟	

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Number 編號	Aspects 範疇	List of Sustainability Issues in the Materiality Matrix 重要性矩陣圖中的可持續發展議題清單	High Priority Issue 高優先 級別議題
18	Social – Operating Practices 社會 – 營運慣 例	Number of suppliers by geographical region 按地區劃分的供應商數目	
		Practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored 有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法	
19		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及健康理由而須回收的百分比	
20		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	
21		Practices relating to observing and protecting intellectual property rights 與維護及保障知識產權有關的慣例	
22		Quality assurance process and recall procedures 質量檢定過程及產品回收程序	
23		Consumer data protection and privacy policies, how they are implemented and monitored 消費者資料保障及私隱政策，以及相關執行及監察方法	✓
24		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 於報告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	✓
		Preventive measures and whistle-blowing procedures, how they are implemented and monitored 防範措施及舉報程序，以及相關執行及監察方法	
25	Social – Community 社會 – 社區	Focus areas of contribution 貢獻的主要範疇	✓
		Resources contributed to the focus area 資源投入之主要範疇	

Corporate Governance

企業管治

In order to safeguard the interests of our investors and other stakeholders, we maintain a robust corporate governance structure and strictly act in compliance with the relevant anti-corruption laws. The Board and management are committed to achieving the highest standard of corporate governance. We uphold the value of corporate integrity and business ethics. Our management and staff must comply with the Code of Practice (the "Code of Practice") which clearly states our standards in operating ethics and employee conduct. All employees should ensure that business decisions are made in the best interests of the Group and that no personal interest is involved. Also, all employees are prohibited from accepting any personal advantage from any party currently doing or seeking to do business with the Group. Any breaches of the Code of Practice will be subject to strict disciplinary action.

We encourage our employees to raise their concerns about possible improprieties in financial reporting, internal control or other related matters. A confidential whistle-blowing mechanism has been established and our Audit Committee will follow up on and respond to raised concerns fairly.

In 2016, no cases of corrupt practices were recorded. More on corporate governance and the relevant updates can be accessed on our official website and Annual Report 2016.

為保障我們的投資者及其他持份者的利益，我們維持穩健的企業管治架構，並嚴格依照有關反貪污法律行事。董事會及管理層均致力於實現企業管治之最高水平。我們秉持企業誠信及商業道德的價值觀。我們的管理層及員工須遵守操守守則（「操守守則」），當中清楚陳述我們於業務道德及僱員操守方面的標準。全體僱員應確保所作的商業決策符合本集團的最佳利益，且並無涉及個人利益。此外，全體僱員嚴禁接受現時正合作或尋求與本集團開展業務往來的任何一方的任何個人利益。任何違反操守守則的人須接受嚴厲的紀律處分。

我們鼓勵僱員就財務匯報、內部監控或其他相關方面可能不當的行為提出彼等的關注。我們已建立一個機密舉報機制，且我們的審核委員會負責跟進及公平地處理有關關注。

於二零一六年，本集團並無錄得任何貪污行為事件。本公司的官方網站及二零一六年年報載有其他企業管治方面的資訊及更新。

We see our employees as our most important asset. We provide a fair and equal working environment and opportunities to employees of different background, age and gender. We also provide employees with reasonable remuneration and benefits to reward them for our shared achievements. Chinese Estates complies with the relevant laws and regulations with respect to employment and labour issues, in order to protect employees' rights and build a mutual relationship with all employees.

A. Employees

Workforce Diversity

We are committed to maintaining workforce diversity and enhancing the gender balance of our workforce at each employee grading. We have a diverse mix of employees of different age groups that brings innovative ideas to the Group while maintaining our valued traditions. The table below shows the employees' data in Chinese Estates.

Employees' Data

僱員數據

Total Number of Workforce 僱員總數	552
Total Number of Workforce by Employment Category 按僱傭類型劃分的僱員總數	
• Senior Management or Above 高級管理層或以上	19
• Assistant Manager or Manager 助理經理或經理	67
• Senior Supervisor or Below 高級主任或以下	466
Total Number of Workforce by Gender 按性別劃分的僱員總數	
• Male 男性	325
• Female 女性	227
Total Number of Workforce by Age Groups 按年齡組別劃分的僱員總數	
• <30 years old 30歲以下	78
• 30-50 years old 30歲至50歲	288
• >50 years old 50歲以上	186
Total Employee Turnover Rate 僱員總流失率	32.97%
Total Employee Turnover by Gender 按性別劃分的僱員流失總數	
• Male 男性	96
• Female 女性	86
Total Employee Turnover by Age Groups 按年齡組別劃分的僱員流失總數	
• <30 years old 30歲以下	60
• 30-50 years old 30歲至50歲	85
• >50 years old 50歲以上	37

我們視僱員為最寶貴的資產。我們為不同背景、年齡和性別的僱員提供公平及平等的工作環境和機會。我們亦向僱員提供合理的薪酬和福利，就公司的共同成果給予彼等回報。華人置業遵循僱傭及勞工事宜相關法律及法規，以維護僱員權益，與所有僱員建立相互關係。

A. 僱員

僱員多樣化

我們致力維持僱員多樣化及平衡各級別僱員的性別比例。我們擁有不同年齡組別的多元化僱員組合，為本集團帶來創新思維的同時，秉承我們的寶貴傳統。下表列示華人置業僱員數據。

Employment 僱傭

Equal Opportunities

We have a diverse workforce and it is our responsibility to promote non-discrimination in the Group. In order to do this, we enclose a chapter of equal opportunities in the “Code of Practice” as a guideline. As mentioned in the “Code of Practice”, we expect our employees to treat one another with respect and dignity. Discrimination on the basis of sex, disability, marital or family status, age, race, religion or any other characteristics protected by law is strictly prohibited. Equal opportunities are provided to employees in all employment decisions made.

Remuneration

Apart from opportunities, we also provide reasonable remuneration and benefits for employees in every position according to their performance, relevant skillset, ability and experience. We also offer fair promotion opportunities based on conditions such as employee’s capability, year of experience and attitude at work, etc., which serve as a motivation for employees to continue learning and improving work performance based on their job duties, work requirements and team dynamics. It is our responsibility to reward our employees for their hard work. In addition to salary, we provide travelling allowances where necessary. We provide special bonus where certain performance levels are met. In the future, we will continue to work on building a fair and equitable working environment for employees.

B. Employee Wellbeing

We advocate our employees to maintain a work-life balance and understand the importance of family. Therefore, we have organised a range of recreational activities for employees and their families to encourage them to spend more time with family. Every year, we organise annual outing for employees and their family members. We have been recognised by the Home Affairs Bureau and the Family Council as a “Distinguished Family-Friendly Employer”, and also being a winner of “Awards for Breastfeeding Support” and “Special Mention (Gold)” in the 2015/16 Family-Friendly Employers Award Scheme.

Apart from strengthening the relationship between employees and their families, we also place high importance on the mental wellbeing of employees. We provide opportunities for employees to relax. For example, we have implemented “Staff Gardening Programme” – by allocating space for podium agriculture to allow employees grow vegetables and enjoy the fruits of their harvest. Employees may invite their families to join in planting activities during spare time through such programme. We also encourage employees to do more volunteering and engage in physical exercise. In recognition of our employees’ active participation of community services, those with more than 10 hours volunteering service in the year are honoured in the annual dinner with certificates and gifts.

For our achievements in being a Family-Friendly Employer and encouraging employees to gain satisfaction at different aspects outside of work, please refer to the Chapter “Community” of this Report.

平等機會

我們擁有多元化的僱員隊伍，並肩負於本集團內推廣不歧視精神的責任。為此，我們在「操守守則」中附有平等機會一節，作為指引。如「操守守則」內所述，我們期望僱員互相給予尊重和尊嚴。我們嚴格禁止基於性別、殘疾、婚姻或家庭狀況、年齡、種族、宗教或任何其他受法律保護的特徵方面的歧視行為。在作出所有僱傭決策時，會向僱員提供平等的機會。

薪酬

除給予機會外，我們亦根據每個崗位的僱員的工作表現、相關技能、能力和經驗，為彼等提供合理的薪酬和福利。我們亦根據僱員的工作能力、年資及工作態度等條件提供公平的晉升機會，營造了一個積極的環境，使僱員根據彼等的職責、工作要求和團隊動力不斷學習及改善工作表現。回饋僱員的辛勤工作是我們的職責所在，除薪資外，我們亦在有需要時提供差旅津貼。如達到若干表現水平時，我們會提供特別獎金。於未來，我們將繼續努力，為僱員建立一個公平及平等的工作環境。

B. 僱員良好狀態

我們鼓勵員工維持工作和生活的平衡，亦明白家庭的重要性。因此，我們為僱員及其家屬安排各樣的康樂活動，鼓勵彼等共度家庭時光。每年，我們為僱員及其家屬組織年度戶外活動。我們獲民政事務局和家庭議會嘉許為「傑出家庭友善僱主」，並在2015/16年度家庭友善僱主獎勵計劃中榮獲「支持母乳餵哺獎」和「特別嘉許（金獎）」。

除加強僱員與家屬之間的聯繫，我們亦高度重視僱員的心理健康。我們為僱員提供放鬆機會，例如舉辦「園圃種植樂計劃」，在平台留置空間，讓僱員種植蔬菜，享受耕耘成果。僱員可透過園圃種植樂計劃，邀請家人於工餘時間參與種植活動。此外，我們亦鼓勵僱員多參與義務工作及多做運動。為表揚積極參與社區服務的員工，義工年度服務時數超過10小時的僱員將在週年晚宴上獲頒嘉許狀和禮品。

有關我們作為家庭友善僱主及鼓勵僱員在工作之外獲得其他方面的滿足感，請參閱本報告「社區」一章。

C. Safe Working Environment

Chinese Estates is committed to provide a safe and comfortable working environment for its employees. We adhere to all applicable laws and regulations to avoid work-related injuries. Comprehensive safety procedures have been established and our employees are required to strictly follow all safety practices. Our annual training plan also covers topics on occupational health and safety, including personal protective equipment, fire control, loading and unloading, manual handling operations and confined space management.

D. Career and Personal Development

For work-life balance, we are not only focused on recreation and leisure, but also our employees' professional life. We provide New Hire Orientation for new joiners to equip them with necessary information about the company and relevant department(s). Employees have access to on-the-job trainings. Besides, continuing education is also highly encouraged by the Group. In order to achieve operational excellence and align the service quality of staff deployed in different property sites, the Building Management Department provides specialised trainings on selected topics depends on the job duty.

Chinese Estates established the Educational and Training Sponsorship Scheme for employees to provide tuition fee reimbursement opportunities for continuing education. Employees are entitled to up to 100% sponsorship for taking higher education course provided by a Hong Kong recognized educational institution that are related to their current job duties. It is believed that employees will be benefited in various ways including capacity building, education burden relief, career advancement etc. from taking such courses. The Company will also see corresponding enhancement in employee loyalty, work efficiency, product quality and service quality.

The Company also provides trainings to staff depends on industry condition. For instance, building management, one of our segments, which highly depends on specialised knowledge and practical skills, while professional qualification may not cover. Chinese Estates understands the need to manage the training affairs properly for such segment. The designed training aims to develop employees' adaptability under different situations and circumstances. The topics range from occupational health and safety to customer service. Office staff must adhere to a yearly training plan. For front-line staff, trainings include regular on-site trainings. Attendances were recorded to for employee development and tracking purpose.

C. 安全工作環境

華人置業致力為僱員提供安全舒適的工作環境。我們遵循所有適用法律及法規，以避免工傷。我們建立了全面的安全程序，僱員必須嚴格遵守所有的安全規範。我們的年度培訓計劃亦涵蓋職業健康與安全專題，包括個人防護裝備、消防、裝卸、手動操作和密閉空間管理。

D. 職業與個人發展

在鼓勵員工工作與生活平衡方面，我們不僅專注於娛樂休閒，亦顧及僱員的職業發展。我們為新入職者提供新員工入職培訓，讓彼等了解公司和相關部門的必要資訊。僱員享有在職培訓機會。此外，本集團高度鼓勵員工持續進修。為求精益求精及統一在各物業管理處的員工服務質素，物業管理部會根據工作職責提供專門的專題培訓。

華人置業為僱員設立了教育培訓資助計劃，為僱員之持續教育提供學費補貼。僱員參加由香港認可教育機構提供，並與彼等目前工作職責有關的高等教育課程，最高可獲取全額資助。透過參加相關課程，我們相信僱員將在個人能力建設、紓緩教育開支、職業發展等各方面受惠。本公司亦藉此期望僱員之忠誠度、工作效率、產品質素和服務質素得到相應提升。

本集團亦因應行業情況提供培訓。在物業管理方面，此行業高度依賴特定知識和實際技能，而相關知識／技能未能以專業資格的形式體現。華人置業了解妥善管理該業務相關培訓事宜的需要。我們設計的培訓旨在發展員工於不同情況及環境下的適應能力。專題培訓涵蓋職業健康與安全以至客戶服務。辦公室員工必須遵守年度培訓計劃。前線員工之培訓包括定期實地培訓。物業管理部會記錄員工出席培訓之次數，以備僱員發展及記錄之用。

Community 社區

As a corporate citizen, Chinese Estates actively contributes to the community by organising and participating in various community activities. We encourage our employees to serve the community and promote a volunteering culture through our volunteer service team. We led our passionate employees to reach out to the community. That helped us with understanding the needs of different groups in the society.

Our community investment programmes focus on following four target areas:–

- Environmental protection and conservation
- Charities
- Youth and children development
- Community services

In 2016, Chinese Estates donated a total amount of HK\$137,330 to support different kinds of charitable projects. We also sponsored charity activities a total amount of HK\$630,000 and encouraged our employees to give back to society through volunteering. Our employees actively participated in volunteering and the hours in 2016 were 677 hours.

Pro Bono Service – maximize our contribution with our professional experience

- Light Housing Programme

Housing problem and income inequality are one of the most eminent threats Hong Kong society is facing. As a property developer rooted in Hong Kong, Chinese Estates was honoured to take up a front-line role resolving these problems with Light Housing programme.

During this reporting year, Chinese Estates actively supported Light Housing programme through providing pro bono project management services to Light Be, a social enterprise which organized this programme. Chinese Estates assisted them to revitalise a textile family dormitory building in Sham Tseng into Light Housing which provides more than 40 units to families with housing difficulties at an affordable rent for a maximum period of three years. Application of those families in need can be referred by social workers.

作為企業公民，華人置業通過組織和參與各類社區活動，積極為社區作出貢獻。我們鼓勵僱員通過義工服務團隊服務社區，提倡義工文化。我們帶領滿腔熱情的僱員走向社區，有助我們了解不同社會群體的需求。

我們的社區投資計劃關注以下四個目標領域：–

- 環境保護及保育
- 慈善
- 青少年及兒童發展
- 社區服務

於二零一六年，華人置業合計捐款137,330港元支持各種不同類別的慈善項目。我們亦合計贊助630,000港元支持公益活動，鼓勵僱員通過參與義工服務回饋社會。我們的僱員積極參與義工服務，二零一六年的服務時數達677小時。

公益服務 – 以專業經驗作出最大貢獻

- 「光屋」計劃

住屋問題和收入失衡均為香港社會正面臨的最大挑戰之一。作為一間植根於香港的地產發展商，華人置業很榮幸能夠憑藉光屋計劃，就解決此等問題發揮前線作用。

於本報告年度，華人置業積極支持「光屋」計劃，透過向組織此計劃的社會企業「要有光」提供無償項目管理服務，協助翻新一幢位於深井的前紗廠宿舍大樓，提供40多個住屋單位，以可負擔的租金將單位租予有住屋困難的家庭，提供最長三年的租期。有需要的家庭可透過社會工作者轉介的途徑申請。

Chinese Estates believes in fighting poverty through providing affordable and family-friendly housing. This helps the underprivileged by relieving the housing burden and reducing family stress. Building a healthier environment for children can prevent cross generational poverty. The Company and our employees are proud to be part of the programme. In particular, those who had the opportunities to get involved, were able to contribute their professional knowledge and strengths to bring long term positive impacts to the society.

華人置業相信，透過提供可負擔和適合家庭居住的住屋可對抗貧窮問題。此舉有助弱勢社群減輕住屋負擔及減少家庭面對的壓力，為兒童建立一個更健康的環境，有助預防跨代貧困。本公司及其員工，尤其是有機會直接參與服務的員工很榮幸成為計劃的一份子，在專業領域發揮所長，為社會帶來長遠積極影響。

A. Charities – Encourage Employees to Participate in Volunteering Activities

To give back to the society is always on our agenda. With the active support by our employees, a culture of giving is well nurtured in Chinese Estates. Efforts are made in identifying activities to take part in and internal promotion for wider participation. Through community involvement, our employees share love and care with various groups of needy and maintain close connection with different groups in the society.

The following highlights some major activities:-

- Commission on Poverty – Life Buddies
- Heep Hong Society – Hong Kong Island Flag Day 2016
- HKLSS-Blind Sports Hong Kong – Visiting senior citizens living in the Sham Shui Po District with visually-impaired athletes
- Hong Kong Paralympic Committee & Sports Association for the Physically Disabled – “Run for Paralympians” charity programme – Standard Chartered Hong Kong Marathon 2016 – 10KM Race
- InspiringHK Sports Foundation – Elderly Visit
- Ocean Park Conservation Foundation, Hong Kong – 7.2 Kowloon Region Flag Day
- Ocean Park Conservation Foundation, Hong Kong – Run for Survival 2016
- Oxfam Hong Kong – Oxfam Rice Event 2016
- Society for Community Organization – SoCo Flag Day 2016
- Sports Federation & Olympic Committee of Hong Kong, China – 2016 Olympic Day – Olympic “Fun” Run
- World Vision Hong Kong – Used Book Recycling Campaign 2016

A. 慈善 – 鼓勵僱員參加義工活動

本集團一直重視回饋社會。在僱員的大力支持下，華人置業培養了樂於奉獻的優良文化。在識別適合參與的活動和內部宣傳方面，亦付出了不少努力。通過社區參與，我們的僱員與各類有需要的群體分享愛心和關懷，並與社會各界保持密切聯繫。

以下為一些曾參與的主要活動：—

- 扶貧委員會 – 友•導向
- 協康會 – 港島區賣旗日2016
- 路德會香港失明人健體會 – 與視障運動員探訪深水埗區長者居民
- 香港殘疾人奧委會暨傷殘人士體育協會 – 「齊撐殘奧精英」籌款活動 – 渣打香港馬拉松2016 – 十公里賽
- 凝動香港體育基金 – 長者探訪
- 香港海洋公園保育基金 – 7.2九龍區賣旗日
- 香港海洋公園保育基金 – 生態保衛賽2016
- 香港樂施會 – 樂施米義賣大行動2016
- 香港社區組織協會 – 賣旗日2016
- 中國香港體育協會暨奧林匹克委員會 – 2016奧運日 – 奧運歡樂跑
- 香港世界宣明會 – 舊書回收義賣大行動2016

Activity Sharing I 活動分享 I

“LIFE BUDDIES” SCHEME 「友•導向」計劃

The “Life Buddies” scheme aims to promote mentoring culture in the community and help youth move upward in society. Through the mentorship program, participants are arranged to perform various roles in Building Management Department and Human Resources Department. The innovative idea that exposes the teenagers to the workplace provides them a chance to catch a glimpse of life in the working environment.

In addition, the mentoring activities is supported by our mentoring team with 11 volunteers. They encouraged, guided, and advised the youngsters to plan their future career ahead with thorough consideration. The professional advice from our mentors can broaden their horizons and explore their own suitable paths, and thus develop a vision for their future. It is our ultimate hope that all the students will enjoy the program and could make preparation for achieving career goals.

「友•導向」計劃旨在社區推動師友文化，促進青年人向上流的能力。透過友師計劃，安排參與者在物業管理部和人力資源部擔任各種職務，讓青少年接觸職場，為彼等提供領略職場生活的機會。

另外，友師活動獲 11 名義工組成的友師團隊支持。他們鼓勵、引導和建議青少年，提早全面規劃彼等的未來事業。友師的專業建議可擴闊青少年的視野，啟發他們探索適合自己的路徑，規劃未來。我們希望最終所有學生都享受這個計劃，並能為自己訂立的事業發展目標作好準備。



Program participants experienced the real working environment at our managed properties

計劃參與者在我們管理的物業體驗職場實況



Introduction to our operations helps program participants to understand their interest and gained insights in future career planning

透過介紹我們經營的業務有助參與者了解本身的興趣所在，並洞察未來職業發展規劃



Job Tasting provides the first exposure in a professional working environment to program participants

「短期職場體驗」為計劃參與者提供首次工作環境體驗

HKLSS-BLIND SPORTS HONG KONG 路德會香港失明人健體會

The “HKLSS-Blind Sports Hong Kong” was set up in 2012, is one of the clubs under Shek Kip Mei Lutheran Centre for the Blind. Through a series of sports activities such as physical training and long-distance running, visually-impaired people of different ages gradually build up a healthy body with positive attitude. To support this meaningful program, the Company donated HK\$230,000 to HKLSS-Blind Sports Hong Kong in 2016. The donation facilitated the team to organize different training activities for the visually-impaired athletes and guide runners, and participate in different local running races. The donation also sponsored the visually-impaired athletes to purchase their running shoes.

Joint hands with the “HKLSS-Blind Sports Hong Kong”, the “Elderly Visit” event was organized. Our volunteers from the Chinese Estates’ volunteer team, together with the visually-impaired athletes, visited and chatted with elderly who live alone or with spouse in Sham Shui Po District. By showing supports to the elderly, the visually-impaired athletes experienced happiness through giving instead of receiving. The activity provided them an opportunity to contribute to the society that enhanced them to build up stronger inner strength and confidence to face new challenges in life.

「路德會香港失明人健體會」成立於二零一二年，是路德會石硤尾失明者中心屬下一個活動小組。透過一連串健體運動，包括體能鍛鍊及長跑訓練等，令不同年齡的視障人士逐漸建立樂觀態度，塑造健康體魄。為支持這項意義非凡的計劃，本公司於二零一六年向「路德會香港失明人健體會」捐款230,000港元，該筆捐款協助健體會舉行不同訓練活動，贊助視障運動員及領跑員參加多項本地長跑賽事，以及視障運動員購買專屬跑鞋。

我們與「路德會香港失明人健體會」攜手組織了「長者探訪」活動。華人置業義工團隊的義工聯同視障運動員探訪了深水埗區獨居或與配偶同住的長者，並與之閒話家常，讓長者感受關懷支持之餘，也讓視障運動員從施予中感到喜悅。活動為視障運動員提供了貢獻社會的機會，從而促使彼等建立更強大的內心和信心迎接生活的新挑戰。



Voluntary work with the visually-impaired athletes boosts their self-confidence and life satisfaction. The elderly were delighted to meet with the volunteers

與視障運動員一同參與義務工作增強了彼等的自信心和對生活的滿意度。長者樂意與義工見面



Elderly Visit builds better connection for the elderly and the visually-impaired athletes with the community and raises social awareness

長者探訪令長者和視障運動員與社區建立更好連繫，同時喚醒社會意識

Community 社區

B. Campaign for a Better Environment

Environmental protection and conservation is one of our focus areas in contributing to the community. Apart from taking part in Earth Hour 2016, Chinese Estates strives for opportunities to engage in different charitable events. We believe that through supporting other organizations that are trying to create positive impacts in Hong Kong will achieve better result and multiply the benefits to the society. Therefore, we made efforts in supporting the organizers' campaigns in the shopping malls under our management through sponsoring or providing venues to the events.

The following highlights some major activities:-

B. 優良環境運動

環境保護及保育是我們貢獻社區的焦點之一。華人置業除參加二零一六年的地球一小時活動外，亦把握機會參與不同慈善活動。我們相信，透過支持在香港有積極影響力的其他組織，將使活動成果事半功倍，加倍回饋社會。因此，我們透過贊助或提供活動場地，竭力支持組織者在我們所管理之商場內舉辦活動。

以下為一些曾參與的主要活動：-

Activity 活動	Our Support 我們的支持
Causeway Place Reading Corner 銅鑼灣地帶「圖書閣」	<ul style="list-style-type: none"> Provided a reading corner with donated books 為贈書提供閱讀角
Greeners Action – Lai See Reuse and Recycling Program 綠領行動 – 利是封回收重用大行動	<ul style="list-style-type: none"> Collaborated with Greeners Action to collect used red packets 與綠領行動合作，收集舊利是封 Supported by partnered sheltered workshop 活動獲一家為庇護工場之社區合作夥伴支持
Lady Lau I.S.W. Memorial Study Centre Old Books Recycling Program 劉葉淑婉紀念自修中心舊書回收計劃	<ul style="list-style-type: none"> Encouraged donation of targeted types of books by providing bonus points reward of our membership cards 透過提供會員卡積分獎賞鼓勵捐贈指定種類的圖書
Mooncake Collection Campaign 「月共賞 • 餅共嚐」收集月餅行動	<ul style="list-style-type: none"> Collected excessive mooncakes from donators for distributions to the underprivileged 向捐贈人士收集過剩月餅，再轉贈弱勢社群
WINDSOR x “GREEN BABY” Toys Recycling Program 皇室堡 x 「綠色小腳板」玩具回收計劃	<ul style="list-style-type: none"> Collected toys for Green Baby, a social enterprise which supports single mother, to give a second life for toys in exchange for Windsor Card bonus points reward 為支持單親媽媽的社會企業「綠色小腳板」收集玩具，讓玩具重生，捐贈者獲Windsor Card積分獎賞

C. Sponsor the Charitable Activities for Greater Impacts

We are committed to contributing to society through different channels, including sponsorship of charitable activities to help arouse greater impact in the community. We sponsored the activities with diverse aspects, such as environmental protection, sports promotion and care for underprivileged.

The following highlights some major sponsorships:-

- Heep Hong Society – “Heep Hong Society Grand Raffle 2016”
- Hong Kong Paralympic Committee & Sports Association for the Physically Disabled – “Run for Paralympians” charity programme – Standard Chartered Hong Kong Marathon 2016 – 10KM Race
- InspiringHK Sports Foundation – Sponsorship for unrestricted funding

C. 贊助慈善活動，擴大影響力

本集團致力透過不同渠道回饋社會，包括贊助不同的慈善活動，讓活動在社區引起更大迴響。我們贊助的活動涵蓋範疇廣泛，如環境保護、體育推廣及關懷弱勢社群等。

以下為一些曾贊助的主要活動：-

- 協康會 – 「協康會慈善獎券2016」
- 香港殘疾人奧委會暨傷殘人士體育協會 – 「齊撐殘奧精英」籌款活動 – 渣打香港馬拉松2016 – 十公里賽
- 凝動香港體育基金 – 贊助非限定用途基金

- Ocean Park Conservation Foundation, Hong Kong – “7.2 Kowloon Region Flag Day”
- Ocean Park Conservation Foundation, Hong Kong – “Run for Survival 2016”
- HKLSS-Blind Sports Hong Kong – Sponsorship for sports activities for the Blind
- 香港海洋公園保育基金 – 「7.2九龍區賣旗日」
- 香港海洋公園保育基金 – 「生態保衛賽2016」
- 路德會香港失明人健體會 – 贊助失明人健體活動

D. Donations to Support our Community Partners

Chinese Estates maintains a good relationship with our community partners at all times. We assisted various organizations in the past years to enhance our community, so as to contribute back to society.

The following highlights some major donations: –

- “2016 Olympic Day – Olympic “Fun” Run” – Sports Federation & Olympic Committee of Hong Kong, China
- “Dress Pink Day” – Hong Kong Cancer Fund
- “The Chinese University of Hong Kong – Beijing Sport University Exchange Programme” – Department of Sports Science and Physical Education, The Chinese University of Hong Kong
- “Upward Mobility Scholarship” – Future Stars Programme, Commission on Poverty

D. 資助社區夥伴捐贈

華人置業一直與社區夥伴保持友好關係，歷年來協助不同團體改善社區，藉以回饋社會。

以下為一些曾捐贈的主要項目：–

- 「2016奧運日 – 奧運歡樂跑」 – 中國香港體育協會暨奧林匹克委員會
- 「粉紅服飾日」 – 香港癌症基金會
- 「香港中文大學 – 北京體育大學交流活動」 – 香港中文大學體育運動科學系
- 「上游獎學金」 – 扶貧委員會明日之星計劃

E. Awards and Certification

E. 獎項與證書

Organiser 主辦方	Award 獎項
Agency for Volunteer Service 義務工作發展局	Hong Kong Community Volunteers (Corporate Member) – Certificate of Appreciation 香港義工團（團體會員）嘉許狀
Heep Hong Society 協康會	<ul style="list-style-type: none"> • Hong Kong Island Flag Day 2016 協康會港島區賣旗日 2016 <ul style="list-style-type: none"> o Outstanding Volunteers Recruitment Award 企業金鑽大獎
Home Affairs Bureau and Family Council 民政事務局和家庭議會	<ul style="list-style-type: none"> • 2015/16 Family-Friendly Employers Award Scheme 2015/16 年度家庭友善僱主獎勵計劃 <ul style="list-style-type: none"> o Family-Friendly Employer – Special Mention (Gold) 家庭友善僱主 – 特別嘉許（金獎） o Distinguished Family-Friendly Employer 傑出家庭友善僱主 o Awards for Breastfeeding Support 支持母乳餵哺獎
Oxfam Hong Kong 香港樂施會	Oxfam Rice Event 2016 – “最熱心支持企業籌款獎” 樂施米義賣大行動2016 – 最熱心支持企業籌款獎
The Hong Kong Council of Social Service 香港社會服務聯會	5 Years Plus Caring Company Logo 5年Plus「商界展關懷」標誌
Volunteer Movement, Social Welfare Department 社會福利署義工運動	Silver Award for Volunteer Service (Organization) 義務工作嘉許狀（團體）（銀狀）

Community 社區



■ Hong Kong Community Volunteers (Corporate Member) – Certificate of Appreciation by Agency for Volunteer Service
義務工作發展局頒發的香港義工團（團體會員）嘉許狀

■ 5 Years Plus Caring Company Logo by The Hong Kong Council of Social Service
香港社會服務聯會頒發的5年Plus「商界展關懷」標誌

■ Outstanding Volunteers Recruitment Award (Hong Kong Island Flag Day 2016) by Heep Hong Society
協康會頒發的企業金鑽大獎（協康會港島區黃旗日2016）

■ Family-Friendly Employer – Special Mention (Gold) by Home Affairs Bureau and Family Council
民政事務局和家庭議會頒發的家庭友善僱主－特別嘉許（金獎）



■ Distinguished Family-Friendly Employer by Home Affairs Bureau and Family Council
民政事務局和家庭議會頒發的傑出家庭友善僱主

■ Awards for Breastfeeding Support by Home Affairs Bureau and Family Council
民政事務局和家庭議會頒發的支持母乳餵哺獎

■ Oxfam Rice Event 2016 – Certificate of Appreciation “最熱心支持企業籌款獎” by Oxfam Hong Kong
香港樂施會頒發的樂施米義賣大行動2016－最熱心支持企業籌款獎感謝狀

■ Silver Award for Volunteer Service (Organization) by Volunteer Movement, Social Welfare Department
社會福利署義工運動頒發的義務工作嘉許狀（團體）（銀狀）

Chinese Estates understands the possible environmental impacts caused by our operations; therefore, we strictly comply with the relevant environmental protection laws and emission standards. The impacts could occur during project development and in our day-to-day operation of building a management and office environment. Our management approach at a glance includes:-

Project development: We clearly communicate our concerns and require suppliers and contractors to act according to written specifications and legal requirements.

Building management: We implement green initiatives at sites we own or manage and expand on this to other properties where possible.

Office-based operation: We promote environmental awareness and adopt green housekeeping measures.

A. Emissions

Energy and Carbon Management

In order to minimise the environmental impact of energy consumption, we support various energy savings and carbon reduction initiatives. An energy audit is conducted for the properties under our management which include Windsor House, Harcourt House, China Evergrande Centre (formerly known as MassMutual Tower) and Wanchai Computer Centre. Our Green Office initiative also encourages our employees to incorporate energy saving practices into daily operations.

In terms of energy conservation, Chinese Estates has enhanced our lighting systems by adopting the use of LED lights which are more energy efficient. The properties under our building management company, Perfect World Company Limited signed the Charter on External Lighting by the Environment Bureau.

List of Charter Signatories (Owned or managed by the Group in 2016):-

- Causeway Place
- Excelsior Plaza
- The ONE
- Wanchai Computer Centre
- Windsor House

華人置業明白我們的業務營運可能造成的環境影響，因此，我們嚴格遵守有關環保法律及排放標準。該等影響可能於項目發展階段、物業管理及辦公室環境的日常營運中發生。我們的管理方法概覽包括：—

項目發展：我們明確地傳達我們的顧慮並要求供應商及承包商按照書面規範及法律規定行事。

物業管理：我們盡可能在我們所擁有或管理的物業實施綠色舉措並將此推廣至其他物業。

辦公室營運：我們提倡環保意識並採納綠色內部管理措施。

A. 排放

能源與碳管理

為盡量降低能源消耗對環境的影響，我們支持各種節能減排舉措。我們對所管理的物業進行能源審核，包括皇室大廈、夏愨大廈、中國恆大中心（前稱美國萬通大廈）及灣仔電腦城。我們的綠色辦公室舉措亦鼓勵我們的僱員將節能措施融入日常業務當中。

在節約能源方面，華人置業通過採用更具能效的LED燈提升我們的照明系統。由我們的物業管理公司—忠信物業管理有限公司所管理的物業已簽署環境局的《戶外燈光約章》。

已簽署約章的物業（本集團於二零一六年持有／管理）名單：—

- 銅鑼灣地帶
- 怡東商場
- The ONE
- 灣仔電腦城
- 皇室大廈

Environment 環境

Waste Management

Chinese Estates recognises the importance of waste reduction and therefore waste management measures have been introduced to minimise the amount of waste generated and the impact on the environment. In Chinese Estates' offices, we promote the concept of a green office by encouraging our employees to save paper and recycle used cartridges. In 2016, an amount equivalent to round 20% of paper consumed at office was recycled.

Apart from our offices, we also encourage our tenants and residents to adopt waste separation practices at source by placing recycle bins in the properties under our management such as at Harcourt House and China Evergrande Centre (formerly known as MassMutual Tower) to manage waste effectively.

Moreover, Chinese Estates also incorporates waste minimisation into our stakeholder communication process. For the purpose of environmental protection, we recommend our shareholders to read our Annual Report, Interim Report and Circular etc. on our website to replace the need of receiving hard copies.

Use of Resources

Chinese Estates uses a wide range of materials to produce goods and services throughout our diverse operations, and we recognise our responsibility to source sustainable materials and use them responsibly. We achieve this through effective procurement and monitoring of the efficiency of materials consumption. Dual flush toilets are installed in our properties under our management to conserve water resources in day-to-day practices.

廢棄物管理

華人置業明白減少廢棄物的重要性，因此引入廢棄物管理措施，盡量減少產生廢棄物的數量及對環境的影響。在華人置業的辦公室，我們提倡綠色辦公室理念，鼓勵我們的僱員節省紙張及回收舊墨盒。於二零一六年，相當於辦公室消耗紙張的20%數量被回收。

除了我們的辦公室外，我們亦透過在我們管理的物業（如夏慤大廈及中國恆大中心（前稱美國萬通大廈））中放置回收箱，鼓勵租戶及住戶在源頭採取廢棄物分類措施，有效管理廢棄物。

此外，華人置業亦將廢棄物最少化融入我們與持份者的溝通過程。為響應環保，本公司鼓勵股東瀏覽公司網站以閱讀年報、中期報告及通函等公司通訊，取代收取印刷本。

資源的使用

華人置業在多元化業務中廣泛使用材料生產商品及提供服務，而我們明白我們有責任物色可持續材料並負責任地予以使用。我們透過有效的採購及材料消耗監控實現此目標。我們在我們管理之物業中安裝雙掣式沖廁，以在日常使用中節省用水。

B. Product Innovation (Innovation and Green Designs)

As buildings account for a major proportion of electricity consumption in Hong Kong, we have made efforts to reduce energy consumption starting from the building design stage. Innovative and green design plays a significant role in carbon reduction and helps our development projects to achieve sustainability.

Case Study – One South Lane

The One South Lane project intends to achieve sustainability and incorporates green measures into its design.

Material Use:

We avoid using virgin forest products for temporary work during the construction stage. High emissivity roof tiles are provided to reduce elevated temperatures in buildings and chlorofluorocarbon (CFC)-free and non-ozone-depleting materials (e.g., refrigerants) are adopted to reduce the impact of ozone depletion and global warming.

Waste Reduction and Recycling:

In order to facilitate the recycling of waste, facilities for recycled materials collection are provided in the Refuse Storage Room at the ground floor of One South Lane and the Refuse Room on each residential floor is used for collection of recyclable materials from our residents.

Indoor Air Quality:

To ensure high indoor air quality, the Refuse Rooms in One South Lane have been mechanically ventilated with activated carbon air and UV filters.

Water Conservation:

Water saving devices, such as mixers and shower heads, are adopted to minimise the water flow and to reduce up to 20% of annual water consumption. The washing machine model adopted in One South Lane is registered under the Voluntary Water Efficiency Labelling Scheme for Washing Machines with “Grade 1”, the highest Water Efficiency Grade. We use a lower volume flushing cisterns to reduce the sewage volume for toilets.

B. 產品創新（創新及綠色設計）

由於樓宇佔香港電力消耗的主要部分，我們已從樓宇設計階段開始，力求降低能源消耗。創新及綠色設計在減碳方面發揮重要作用，並幫助我們的發展項目實現可持續發展。

事例分享 – 南里壹號

南里壹號項目擬實現可持續發展並在其設計中融入綠色措施。

材料使用：

我們避免在建設階段使用原始林木製品進行臨時工作。我們採用高放射率屋頂物料，有助釋放熱力以減低樓宇的溫度，並採用不含氟氯烴 (CFC) 及不消耗臭氧層材料（如製冷劑）以減少臭氧層消耗及全球暖化的影響。

廢棄物減少及回收：

為促使廢棄物回收，在南里壹號地下的廢棄物儲藏室內提供回收物料的收集設施，而每層住宅樓層的廢棄物室用於收集居民的可回收物料。

室內空氣質素：

為提高室內空氣質素，南里壹號的廢棄物室已利用活性炭及紫外線過濾器進行機械性通風。

節水：

我們採用節水裝置（如水龍頭及淋浴噴頭），以最大限度減少流水，減少按年耗水量最多可達 20%。南里壹號採用的洗衣機型號為洗衣機的「自願參與用水效益標籤計劃」下登記的最高用水效益的「一級標籤」，我們亦於衛生間採納較低容量的沖水箱以減少污水量。

Operations 營運

Delivering high quality products and services to our customers is our most fundamental value. In order to achieve this, we need to clearly communicate with, build capacity in and receive vigorous support from our employees, customers and supply chain. We comply with the relevant service-providing laws and regulations for customer's health, safety and satisfaction.

Data and privacy protection and intellectual property rights are covered in the report because certain employees have access to or may handle personal data at work.

A. Product and Service Quality

Chinese Estates upholds a high standard in product quality and aims to provide premium services to our customers. A comprehensive quality control system and assurance procedures have been established to ensure excellent product and service quality. In terms of building quality, we incorporate green building design elements into our buildings to enhance living quality and minimise the impacts on the environment. Windsor House, Harcourt House and China Evergrande Centre (formerly known as MassMutual Tower) have obtained the Indoor Air Quality Certificate (Good Class) which certifies that we have fully complied with the Indoor Air Quality Objectives of the Environmental Protection Department. Professional services and site supervision are provided by our contractors and suppliers to ensure the housing quality from the design to the completion stage for our properties.

In 2016, One South Lane was awarded the Quality Building of the Year 2016 by the Hong Kong Professional Building Inspection Academy. Our outstanding building quality and exemplary role in the industry is well-recognized by the award.

向我們客戶提供高品質的產品及服務是我們最基本的價值。為實現此目標，我們需要與僱員、客戶及供應鏈清晰地溝通、建立彼等的效能並得到彼等的大力支持。我們遵守有關客戶健康、安全及滿意度相關服務提供之法律及法規。

若干僱員在工作上有機會取得或處理載有個人資料的文件，因此，報告中亦涵蓋資料與私隱保護以及知識產權。

A. 產品及服務質素

華人置業秉持高標準的產品質素，旨在為客戶提供優質服務。我們已建立全面的質量控制系統及保證程序，以確保優質的產品及服務質素。樓宇質素方面，我們將綠色樓宇設計元素融入我們的樓宇，以提高生活品質及盡量減少對環境的影響。皇室大廈、夏愨大廈及中國恆大中心（前稱美國萬通大廈）已獲得室內空氣質素檢定證書《良好級》，證明我們完全符合環境保護署的室內空氣質素指標。我們的承包商及供應商提供專業服務及現場監督，以確保從我們物業的設計到竣工階段的房屋質素。

於二零一六年，南里壹號獲香港專業驗樓學會頒發二零一六年度優秀屋苑獎。據此，我們優秀的樓宇質素得到認可，並為業界樹立榜樣。



■ The trophy and certificate of the Quality Building of the Year 2016 awarded by the Hong Kong Professional Building Inspection Academy
香港專業驗樓學會頒發的二零一六年度優秀屋苑獎獎座及證書

For service quality, training is provided to our staff on matters and incidents that they may encounter in daily operations. This included how to handle complaints from our tenants and for emergencies such as gas leakages, power outages and escalator malfunctions. Chinese Estates also proactively seeks opinions from our customers and maintains good relationships with them. A customer feedback mechanism has been set up to assess our performance and listen to the needs of our customers. Feedback from our customers is followed up on and a standardised complaint handling procedure has been established to address the concerns of our customers. In 2016, the total number of complaints received and addressed was 466.

B. Supply Chain Management

In this reporting year, Chinese Estates awarded contracts to 1,995 suppliers of which 1,939 are local suppliers, 9 are located in China and 47 are oversea suppliers. How we cooperate with our suppliers is critical to our product and service quality so we will continue to enhance our supply chain management. A transparent supplier selection procedure has been established and the sustainability performance of potential suppliers will be considered as a selection criteria for their application.

Regular monitoring is conducted to assess the performance of existing suppliers. Suppliers who are unable to fulfil our requirements may be asked for clarification or suspended or delisted depending on the severity of the issue.

C. Customer Privacy and Data Protection

Chinese Estates protects customer data privacy and we comply with all relevant laws and regulations to safeguard the data security of our customers. We handle our customers' data with extra care and no substantiated complaints regarding leakage of customer privacy or loss of customer data were reported in this reporting year. Customer data privacy policies are in place to guide staff on how to handle the data which they have access to, and data privacy training is also provided to our staff in the New Hire Orientation.

D. Intellectual Property Rights

Chinese Estates respects intellectual property rights and complies with applicable laws and regulations. In our procurement process, suppliers are required to specify a quantity list of needed hardware and software to fulfil the service. Our Information Technology Department verifies the list during product delivery and service acceptance to ensure all hardware and software purchased and installed is licensed.

在服務質素方面，我們向員工提供彼等日常需要應對的事件或事情的培訓，包括有關如何處理租戶投訴及燃氣洩漏、電力中斷及電梯故障等緊急情況。華人置業亦積極尋求客戶的意見，並與彼等維持良好關係。我們已設立客戶反饋機制，以評估員工的表現及聆聽客戶的需求。我們跟進客戶的意見並制定既定投訴處理程序以解決客戶的關注事項。於二零一六年，我們接獲及處理之投訴總數為466宗。

B. 供應鏈管理

於本報告年度，華人置業向1,995名供應商授出合約，其中1,939名為本地供應商，9名位於中國及47名為海外供應商。我們如何與供應商合作對我們的產品及服務質素至關重要，因此我們將繼續加強我們的供應鏈管理。我們已制定具透明度的供應商選擇程序，而潛在供應商的可持續表現將被視為選擇與其合作與否的標準。

我們進行定期監控以評估現有供應商的表現。無法符合我們要求的供應商可能視乎問題的嚴重程度而被要求作出澄清或暫停供應或退出合作名單。

C. 客戶私隱及資料保護

華人置業保護客戶資料私隱且我們遵守所有相關法律及法規以保障我們客戶的資料安全。我們處理客戶資料格外小心，於本報告年度並無接獲有關客戶私隱洩露或客戶資料遺失的證實投訴。我們已制定客戶資料私隱政策，就員工如何處理有權取得的資料向彼等提供指引，同時在新員工入職培訓中向我們的員工提供資料私隱培訓。

D. 知識產權

華人置業尊重知識產權並遵守適用法律及法規。在我們採購過程中，供應商須詳述提供服務所需硬件及軟件的數量清單。我們的資訊科技部於產品交付及服務驗收期間驗證清單，以確保所購買及安裝的所有硬件及軟件均為正版。

Outlook 展望

This is the first ESG Report published by Chinese Estates. The process of ESG data collection and disclosure is a precious opportunity for us to review our sustainability performance. In the coming years, Chinese Estates will continue to implement ESG management following our strategic resource allocation and goals.

此乃華人置業刊發的首份環境、社會及管治報告。相關數據收集及披露過程是我們檢討可持續表現的寶貴機會。未來數年，華人置業將遵循我們的策略性資源分配及目標，繼續實施環境、社會及管治方面的管理。

Date of this Report: 20 July 2017

本報告日期：二零一七年七月二十日

HKEx ESG Reporting Guide Content Index

香港交易所《環境、社會及管治報告指引》內容索引

Aspects and General Disclosures in HKEx ESG Reporting Guide 香港交易所《環境、社會及管治報告指引》 層面及一般披露	Description 描述	Section Reference/Remarks 相關章節／備註
A. Environmental		
A. 環境		
Aspect A1: Emissions		
層面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 generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Environment 環境
Aspect A2: Use of Resources		
層面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。	Environment 環境
Aspect: A3: The Environment and Natural Resources		
層面A3：環境及天然資源		
General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	Environment 環境

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<p>B. Social B. 社會</p>		
<p>Aspect B1: Employment 層面B1：僱傭</p>		
<p>General Disclosure 一般披露</p>	<p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.</p> <p>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：</p> <p>(a) 政策；及</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例的資料。</p>	<p>Employment 僱傭</p>
<p>Aspect B2: Health and Safety 層面B2：健康與安全</p>		
<p>General Disclosure 一般披露</p>	<p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to providing a safe working environment and protecting employees from occupational hazards.</p> <p>有關提供安全工作環境及保障僱員避免職業性危害的：</p> <p>(a) 政策；及</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例的資料。</p>	<p>Employment 僱傭</p>

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Aspect B3: Development and Training 層面B3：發展及培訓		
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	Employment 僱傭
Aspect B4: Labour Standards 層面B4：勞工準則		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Most of our positions require specialized or professional knowledge and skillsets, where child labour and forced labour are less likely to acquire. Our employment practices strictly comply with the labour law in Hong Kong and China. 我們大部分職位需要專門或專業知識及技能，在此情況下不大可能需要童工及強制勞工。我們的僱傭活動嚴格遵守香港及中國的勞工法律。
Aspect B5: Supply Chain Management 層面B5：供應鏈管理		
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Operations 營運

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Aspect B6: Product Responsibility 層面B6：產品責任		
General Disclosure 一般披露	<p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.</p> <p>有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的：</p> <p>(a) 政策；及</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例的資料。</p>	Operations 營運
Aspect B7: Anti-corruption 層面B7：反貪污		
General Disclosure 一般披露	<p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to bribery, extortion, fraud and money laundering.</p> <p>有關防止賄賂、勒索、欺詐及洗黑錢的：</p> <p>(a) 政策；及</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例的資料。</p>	Corporate Governance 企業管治
Aspect B8: Community Investment 層面B8：社區投資		
General Disclosure 一般披露	<p>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.</p> <p>有關以社區參與來了解發行人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。</p>	Community 社區



華人置業集團

CHINESE ESTATES HOLDINGS LIMITED