



中奧到家集團有限公司 Zhong Ao Home Group Limited

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立之有限公司)

Stock Code 股份代號: 1538

Environmental, Social and Governance Report **2017**

環境、社會及管治報告



ABOUT THIS REPORT

Zhong Ao Home Group Limited (the “Company”, together with its subsidiaries “the Group”) is an independent property management company in the People’s Republic of China (the “PRC”). As a responsible organization, the Group has great responsibilities and, at the same time, opportunities to create values for the stakeholders and communities. The Group is committed to promoting sustainable development and social responsibility, which is important to create long-term value for the Group’s shareholders, employees and other stakeholders.

This Environmental, Social and Governance (the “ESG”) Report (the “ESG Report”) summarizes several subjects of the Group’s business practices for the ESG and its relevant implemented policies and strategies in relation to the Group’s operational practices, environmental protection and social commitment. For the information of corporate governance, please refer to the “Corporate Governance Report” in the Annual Report 2017.

The reporting period of this report is from 1 January 2017 to 31 December 2017 (the “Reporting Period” or the “Year”).

REPORTING FRAMEWORK

This ESG Report follows the Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”), as set out in Appendix 27 to the Main Board Listing Rules of the Stock Exchange of Hong Kong Limited (the “SEHK”).

關於本報告

中奧到家集團有限公司(「本公司」，連同其附屬公司「本集團」)是中華人民共和國(「中國」)獨立物業管理公司。作為一個負責任的組織，本集團肩負著重大責任，同時也有機會為利益相關者及社區創造價值。本集團致力推動可持續發展及社會責任，這對本集團股東、僱員及其他利益相關者創造長遠價值而言至為重要。

本環境、社會及管治(「環境、社會及管治」)報告(「環境、社會及管治報告」)概述本集團業務實踐的若干環境、社會及管治主題及其與本集團業務運作、環境保護及社會承諾相關的實施政策及策略。有關企業管治的資料，請參閱2017年報中的「企業管治報告」。

本報告的報告期間為2017年1月1日至2017年12月31日(「報告期間」或「本年度」)。

報告框架

本環境、社會及管治報告遵守香港聯合交易所有限公司(「香港聯交所」)主板上市規則附錄27所載《環境、社會及管治報告指引》。

REPORTING SCOPE

Unless otherwise stated, data and information in this ESG Report covers the Group's headquarter office in Hong Kong (the "Hong Kong Office"), and its main service office in Guangdong, the PRC (the "PRC Office") (together, the "Hong Kong and PRC Offices"). Subject to further development of the Group and the ESG endeavors being deepened, the Group would expand the scope of disclosure till a comprehensive coverage is achieved.

CHAIRMAN'S MESSAGE

I am pleased to present the ESG Report for the Year of the Group.

This ESG Report describes the Group's effort in sustainability related policies, initiatives and performance in the Year, which demonstrates our ongoing commitment to accountability and transparency with our stakeholders.

We aspire to incorporate sustainable considerations into our decision making and business operations. We have established a set of governance regime and an internal control system in which the business risks are managed and mitigated.

With compliance trainings in place for our employees, the Group ensures that relevant compliance policies are put into practice in our business operations.

報告範圍

除非另有說明，否則本環境、社會及管治報告的數據及資料均涵蓋本集團在香港的總辦事處（「香港辦事處」）及其於中國廣東的主要服務辦事處（「中國辦事處」，統稱「香港及中國辦事處」）。待本集團進一步發展及環境、社會及管治努力不斷深化後，本集團將擴大披露範圍，直至實現全面覆蓋。

主席致辭

本人欣然提呈本集團本年度的環境、社會及管治報告。

本環境、社會及管治報告描述本集團在本年度與可持續發展相關的政策、舉措及表現方面所做的努力，這表明我們對利益相關者的責任感及透明度的持續承諾。

我們有志將可持續發展的考量納入我們的決策及業務運營。我們已建立一整套治理制度及內部控制制度，對業務風險進行管理及緩解。

通過對員工進行合規培訓，本集團確保相關合規政策在我們的業務運營中得以實施。

As a responsible organization, we are aware of the importance of active support to our community. During the Year, we continued to take action through charitable activities in hopes of making contribution to our community.

This ESG Report would not be completed without highlighting our commitment to the development and well-being of our employees. Employee wellness is fundamentally important to us and guides our decision making and business operations. We are dedicated to creating a constructive and healthy workplace environment and providing our employees with better prospects in their career path.

Continuous efforts are being made to improve our operating efficiency and our management of resources as we strive to build sustainable future that will create long-lasting value to our business operations, to our stakeholders, to our community and to the environment. Going forward, the Group will strengthen the connection between sustainability and our business; continue to implement sustainability programmes and measures to improve the economic, environmental and social well-being of the communities.

COMMENTS AND FEEDBACK

The continuous progress of the Group depends on your valuable comments. For any comments on this ESG Report, please feel free to contact us through email at ir@zahomegroup.com.

作為一個負責任的組織，我們意識到積極支持我們社區的重要性。本年度，我們繼續通過慈善活動採取行動，希望為社區做出貢獻。

如果不強調我們對員工發展及福祉的承諾，本環境、社會及管治報告將不會得以完成。員工健康對我們至關重要，並引領我們的決策及業務運營。我們致力於營造富有建設性及健康的工作環境，並為員工提供更具前景的發展路徑。

我們正在努力提高運營效率及資源管理，努力建設可持續發展的未來，為我們的業務運營、利益相關者、社區及環境創造長期價值。展望未來，本集團將加強可持續發展與我們業務之間的聯繫；繼續實施可持續性方案及措施，以改善社區的經濟、環境及社會福祉。

意見及反饋

本集團的持續進展取決於閣下的寶貴意見。有關本環境、社會及管治報告的任何意見，請隨時透過發送電子郵件至 ir@zahomegroup.com 與我們聯繫。

OUR STAKEHOLDERS

The Group believes that understanding the views of our stakeholders lays a solid foundation to the long-term growth and success of the Group. The Group develops multiple channels to a broad spectrum of stakeholders in order to understand their views on the Group's sustainability performance and future strategies. The information collected through different communication processes serves as an underlying basis for the structure of this ESG Report.

利益相關者

本集團認為，了解利益相關者的意見為本集團的長期發展及成功打下堅實基礎。本集團為範圍廣泛的利益相關者開發多種渠道，以了解彼等對本集團可持續發展表現及未來策略的意見。透過不同溝通過程收集的資料是支撐本環境、社會及管治報告架構的基礎。

Type of stakeholders 利益相關者類型	Engagement channels 參與渠道	Possible concerned issues 可能關注的問題
Investors 投資者	Financial reports, annual general meetings, corporate website, direct communication 財務報告、年度股東大會、企業網站、直接溝通	Business strategies and financial performance, corporate governance, business sustainability 業務戰略及財務業績、公司治理、業務可持續性
Residents 住戶	Direct communication and emails, complaint hotlines, opinion boxes, resident surveys 直接溝通及電子郵件、投訴熱線、意見箱、住戶調查	Service quality, timely service, resident security, privacy protection 服務質量、服務及時、住戶安全、私隱保護
Employees 僱員	Appraisals, trainings, internal memorandum 評估、培訓、內部備忘錄	Rights and benefits, employee compensation, training and development, work hours, occupational health and safety 權利及福利、員工薪酬、培訓及發展、工作時間、職業健康及安全
Suppliers and business partners 供應商及商業夥伴	Business meetings, tendering 商務會議、招標	Fulfillment of promises, payment schedule 兌現承諾、付款時間表
Government and other regulatory authorities 政府及其他監管機構	Tax return, statutory filings and notification, regulatory or voluntary disclosures 納稅申報表、法定申報及通知、監管或自願披露	Fulfillment of tax obligation, compliance to the law and regulations 履行納稅義務、遵守法律法規
Local community 當地社區	Community activities, employee voluntary activities, donations and sponsorships 社區活動、員工志願活動、捐贈及贊助	Business ethics, fair employment opportunities, environmental protection 商業道德、公平就業機會、環境保護

MATERIALITY ASSESSMENT

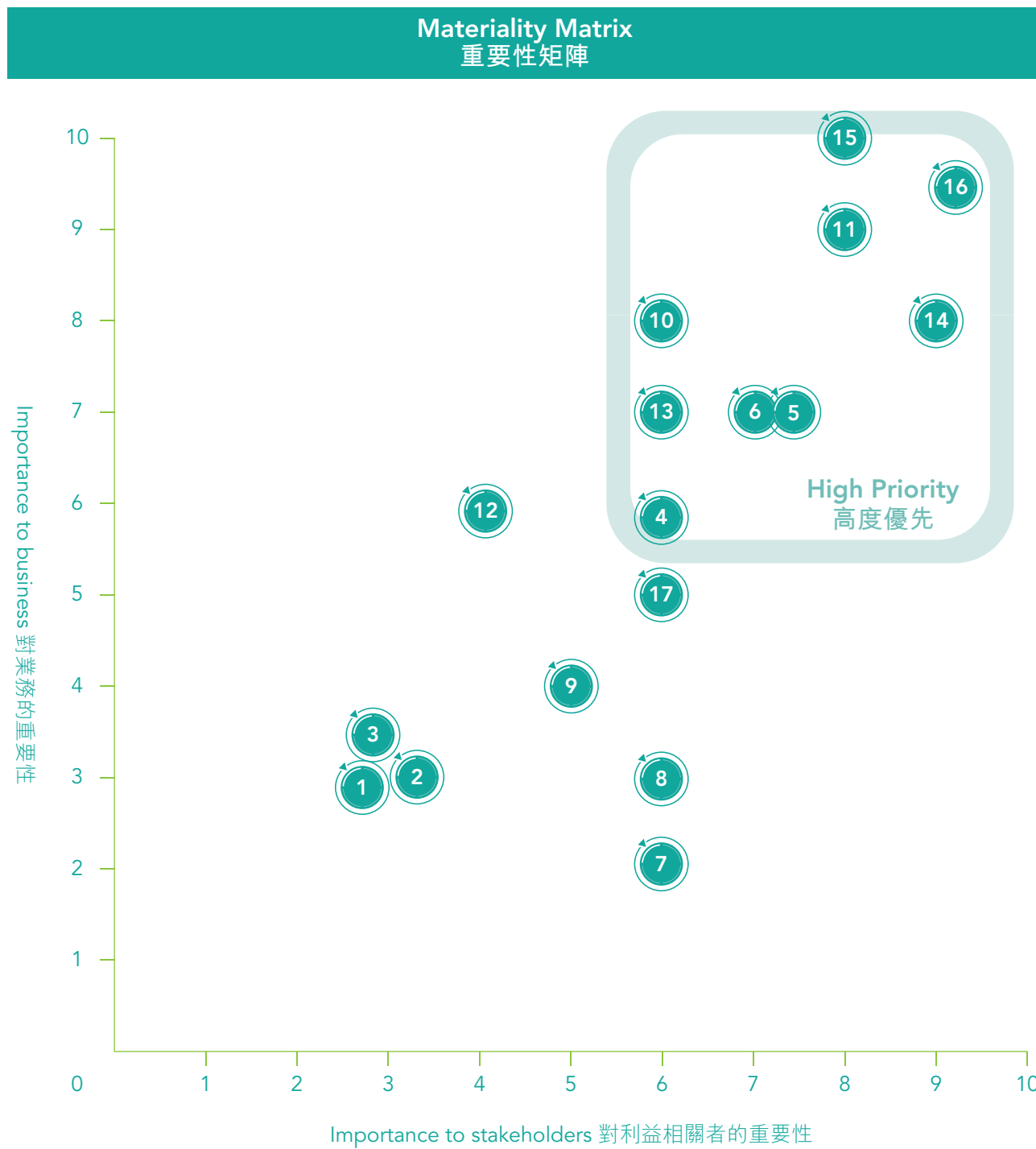
重要性評估

The following table represents 17 topics that the Group identified to be significant. 下表列出本集團認為具有重要意義的17個主題。

ESG aspects as set out in ESG Reporting Guide 《環境、社會及管治報告指引》所載的環境、社會及管治方面	Material ESG issues for the Group 本集團的重要環境、社會及管治事宜	
A. Environmental 環境	A1 Emissions 排放物	1. Air Emission 空氣排放物 2. Greenhouse Gas Emission 溫室氣體排放物 3. Waste Management 廢棄物管理
	A2 Use of Resources 資源使用	4. Water Consumption 耗水 5. Energy Consumption 能源消耗 6. Paper consumption 紙張消耗
	A3 The Environment and Natural Resources 環境及天然資源	7. Environmental Risk Management 環境風險管理
B. Social 社會	B1 Employment 僱傭	8. Employment Practices 僱傭慣例 9. Equal Opportunity 平等機會
	B2 Health and Safety 健康與安全	10. Employees' Health and Workplace Safety 僱員健康及工作場所安全
	B3 Development and Training 發展及培訓	11. Employee Development 僱員發展
	B4 Labour Standards 勞工準則	12. Anti-child and Forced Labour 防止童工及防止強制勞工
	B5 Supply Chain Management 供應鏈管理	13. Supplier Practices 供應商慣例
	B6 Service Responsibility 服務責任	14. Service Quality and Resident Satisfaction 服務質素及住戶滿意度 15. Protection of Resident Privacy 保護住戶私隱
	B7 Anti-corruption 反貪污	16. Anti-corruption 反貪污
	B8 Community Investment 社區投資	17. Community Support 社區支持

Based on the information collected from our stakeholders and our assessments of their importance on business, the Group has identified the high priority issues that being concerned the most:

基於從利益相關者收集的資料及其對業務的重要性評估，本集團已確定最備受關注的高度優先問題：



Amongst various environmental and social issues based on the ESG Reporting Guide within the scope of sustainability, the below is the list of issues considered to be material and relevant to the Group. The priorities are set based on management's view as well as certain conclusions from stakeholders' engagement.

在可持續性範圍內基於《環境、社會及管治報告指引》確定的各項環境及社會問題中，下列主題清單呈列被視作與本集團相關的重要議題。優先順序乃根據管理層意見及利益相關者參與的若干結論確定。

Number 編號	Topics 主題
4	Water Consumption 耗水
5	Energy Consumption 能源消耗
6	Paper Consumption 紙張消耗
10	Employees' Health and Workplace Safety 僱員健康及工作場所安全
11	Employee Development 僱員發展
13	Supplier Practices 供應商慣例
14	Service Quality and Resident Satisfaction 服務質素及住戶滿意度
15	Protection of Resident Privacy 保護住戶私隱
16	Anti-Corruption 反貪污

The Group noticed that these material topics provided insights for the Group to formulate the direction of sustainable development to respond to the expectation of our stakeholders.

本集團注意到，這些重要主題為本集團提供見解，以制定可持續發展的方向，以回應利益相關者的期望。

OUR APPROACH TO SUSTAINABILITY DEVELOPMENT

As a responsible corporation, the Group continues to step up with sustainability measures as a corporate responsibility as well as meeting the requirements of our residents. To allow the investors and stakeholders being properly informed for assessment, the Group has put its effort to impose various measurements and policies to minimize the negative influence to the environment, to promote its employees' well-being and to contribute to the community during the Reporting Period.

CORPORATE SOCIAL RESPONSIBILITY

The Group has integrated various aspects of environmental and social topics, applicable to the Group with objectives as follows:

- To uphold economic, environmental and social aspects beyond legal obligation in its long-term business strategies;
- To embed environmental stewardship into the Group's business culture, consider the full scope of its impact on the natural environment and communities;
- To look into social-economic aspects, develop global strategies that have local relevance to help to build a sustainable and profitable future; and
- To increase informative channels to enhance the Group's stakeholders' knowledge in environmental friendly practices that could lead to enhanced operational efficiency and cost saving.

我們對可持續發展的方針

作為一家負責任企業，本集團持續提升可持續性措施，以履行企業責任及達至住戶要求。為了讓其投資者及利益相關者作出知情評估，本集團已於報告期間致力實施多項措施及政策，以將對環境的負面影響降至最低、推廣其僱員健康及對社區作出貢獻。

企業社會責任

本集團整合適用於本集團的環境及社會議題的各個方面，目標如下：

- 在長期業務戰略中保持法律義務以外的經濟、環境及社會方面；
- 將環境管理納入本集團的商業文化，考慮其對自然環境及社區的全面影響；
- 研究社會經濟方面，制定具有地方相關性的全球戰略，協力建立可持續及有利可圖的未來；及
- 增加信息渠道，加強本集團利益相關者在環保實踐方面的知識，從而提高運營效率及節約成本。

ENVIRONMENTAL RESPONSIBILITY

As a responsible corporate citizen of the society, the Group attaches great importance to environmental protection and is aware of the indirect environmental impact created from the operation of working office, thus the Group encourages employees not just to think green, but also to act green. The Group is committed to providing high quality property management services to the residents in a manner that minimize its potential adverse impact on the environment and preserve natural resources. The Group strives to comply with relevant laws and regulations of Environmental Protection Department in Hong Kong and the PRC. Due to the nature of its business, the Group's commitment to the environment focuses on the conservation of energy, company vehicle and business travel.

EMISSIONS (ASPECT A1)

Climate change has brought about unprecedented challenges to global economic development. Extreme weather conditions resulting from climate change directly or indirectly affect the capacity of different institutions to maintain operations. Conforming to the trend of global collaboration to combat climate change, reducing greenhouse gas emissions is certainly the most important measure to mitigate climate change. Since the business of the Group does not involve any manufacturing process, no greenhouse gas emissions from gaseous fuel consumption is produced by the Group directly. The Group does not engage in any discharges of wastes into water and land or generate significant amount of hazardous wastes. The Group recognizes that protecting homes from pollution and exhaustion enables the future generation to live in a healthy and sustainable environment.

Due to the nature of the Group's business, numerous property business and management meetings with our widespread residents and subsidiaries are held regularly in different cities of the PRC, thus the Hong Kong and PRC Offices' employees are required to attend meetings by land, sea and air; which representing the majority of greenhouse gases emission for the Year. The Group is continuously working to tighten up our corporate travel policy, set out clear procedures on business travel decision, and substitute business trips with video conferencing or emails whenever it is possible.

環境責任

作為社會的負責任企業公民，本集團非常重視環境保護，並意識到工作辦公室營運所產生的間接環境影響，因此本集團鼓勵員工不僅要綠色思考，還要採取綠色行動。本集團致力為住戶提供優質物業管理服務，並盡量減少其對環境的潛在不利影響及保護天然資源。本集團致力遵守香港環境保護署及中國的相關法律法規。由於業務性質，本集團對環境的承諾主要集中在節約能源、公司車輛及商務差旅上。

排放物 (A1 方面)

氣候變化為全球經濟發展帶來前所未有的挑戰。氣候變化導致的極端天氣狀況直接或間接影響不同機構維持運營的能力。順應全球合作應對氣候變化的趨勢，減少溫室氣體排放無疑是減緩氣候變化的最重要措施。由於本集團業務不涉及任何製造過程，因此本集團並無溫室氣體排放直接由氣體燃料消耗而產生。本集團並不參與將任何廢物排放入水及土地或產生大量危險廢物。本集團認識到，保護家園免受污染及資源枯竭，可使下一代能夠生活在健康及可持續的環境中。

由於本集團業務的性質，我們定期在中國不同城市舉行與眾多中國廣大住戶及附屬公司的物業業務及管理會議，因此香港及中國辦事處的僱員須經海陸空交通方式參加會議，該等差旅方式佔本年度溫室氣體排放的大部分。本集團將繼續努力收緊公司差旅政策，制定明確的商務差旅決策程序，並儘可能用視頻會議或電子郵件代替商務差旅。

Air emissions

The Group strives to improve the air quality at the roadside and improve traffic flow problem. We encourage our employees to use public transportation, which generally emit less pollution on a per person basis, to replace separate emission-producing vehicles.

The key air pollutants generated from the Hong Kong and PRC Offices' use of vehicles are 213g of Sulphur Oxides (SO_x), 138g of Nitrogen Oxide (NO_x), and 10g of Particulate Matter (PM).

Greenhouse Gas Emission

During the Reporting Period, the Hong Kong and PRC Offices' greenhouse gas emission performance is as follow:

空氣排放物

本集團致力改善路邊空氣質素及交通流量問題。我們鼓勵僱員搭乘人均排放污染較少的公共交通工具，以取代單獨產生排放車輛。

香港及中國辦事處使用車輛產生的主要空氣污染物為213克硫氧化物(硫氧化物)、138克氮氧化物(氮氧化物)及10克顆粒物(顆粒物)。

溫室氣體排放物

於報告期間，香港及中國辦事處的溫室氣體排放表現如下：

Emission Sources 排放物來源		Emission (in tonnes of CO ₂ e) 排放物 (噸二氧化碳當量)	Total Emission (in %) 排放物總量 (%)
Scope 1 範圍 1			
Direct Emission 直接排放	Company Vehicles 公司車輛	38.47	13.36%
Scope 2 範圍 2			
Indirect Emission 間接排放	Purchased Electricity 已購電力	45.27	15.72%
Scope 3 範圍 3			
Other Indirect Emission 其他間接排放	Employee Business Travels 僱員差旅	197.92	68.72%
	Paper Consumption 紙張消耗	6.04	2.10%
	Electricity for processing fresh water and sewage 用於處理清水及污水的電力	0.28	0.10%
	Sub-total 小計	204.24	70.92%
Total 合計		287.98	100%

	Unit 單位	During the Reporting Period 於報告期間
No. of Employees 僱員人數	Employee 名僱員	59
Total CO ₂ e Emission Intensity 總二氧化碳當量排放強度	tonnes/employee 噸／僱員	4.88

There was 287.98 tonnes of carbon dioxide equivalent (the "CO₂e") greenhouse gases (mainly carbon dioxide, methane and nitrous oxide) emitted from the Hong Kong and PRC Offices operation in the Reporting Period. The annual CO₂e emission intensity per employee for the Year was 4.88.

We are committed to reducing emissions and minimizing negative environmental impacts through the implementation of the Environmental Management System (the "EMS") across our offices. Our EMS is certified with the requirements of ISO14001 environmental management system standard. To mitigate the emissions, we have adopted various measurements in the Group as listed below:

- Conduct compliance assessment to ensure relevant international and local regulations are met;
- Identify potential environmental risks in our business operation and set up action plans to mitigate the risk; and
- Regularly monitor to ensure continuous improvement.

Employees are regularly being reminded to protect the environment through various types of communication channels, including emails, notices and promotion slogan. Measures to reduce the use of energy and other resources, to minimize the use of paper and to improve on waste management which are discussed below under Aspects A2 and A3 of the ESG Reporting Guide.

USE OF RESOURCES AND THE ENVIRONMENTAL AND NATURAL RESOURCES (ASPECT A2 AND A3)

The Group is committed to continually monitoring and improving our environmental performance as an integral and fundamental part of our business strategies and operating methods, as well as to comply with relevant government policies and environmental legislations. We have developed the operational management manual to reduce electricity and water use across our offices.

於報告期間，香港及中國辦事處的運營排放 287.98 噸二氧化碳當量（「二氧化碳當量」）溫室氣體（主要是二氧化碳、甲烷及一氧化二氮）。本年度每名僱員的二氧化碳當量排放強度為 4.88。

我們致力於透過在我們的辦公室實施環境管理系統（「環境管理系統」）藉以減少排放並最大程度減少對環境的負面影響。我們的環境管理系統已通過 ISO14001 環境管理體系標準的認證。為減輕排放，我們已於本集團採用各項措施，如下所示：

- 進行合規評估，確保符合相關國際及地方法規；
- 識別業務運營的潛在環境風險，並建立行動計劃以降低風險；及
- 定期監控以確保持續改進。

我們定期透過多種溝通渠道提醒員工保護環境，包括電子郵件、通告及宣傳口號。減少使用能源及其他資源、以最大程度減少使用紙張及改善廢物管理的措施。有關廢物管理措施於下文討論環境、社會及管治報告 A2 及 A3 方面探討。

資源利用及環境及天然資源 (A2 及 A3 方面)

本集團致力於持續監控及改善我們的環保表現，將其作為我們業務策略及營運方法的一個不可或缺的基本組成部分，並遵守相關政府政策及環保法例。我們已制定運營管理手冊，以減少我們辦公室的用電及用水。

Electricity

The Group's main energy consumption comes from electricity in our daily operation, while the Hong Kong and PRC Offices' electricity consumption for the Year is as follow:

Energy 能源	Total volume consumed 已消耗總量	Intensity 強度
Electricity 電力	86,240.21 kWh 千瓦時	1,461.70 kWh/employee 千瓦時／僱員

Electricity Use Efficiency Initiatives

Our operations generated greenhouse gases indirectly by electricity consumed to power our facilities. We have committed to minimizing our energy usage. The commitments are driven by our energy saving intuition. We encourage and remind our staff frequently to:

- Monitor the energy consumption regularly for analysis and identify any abnormal usage for prompt action;
- Turn off electronics facilities and computers or switch to energy saving mode when they are not in use;
- Maintain an average indoor temperature of between 24 and 26 degrees; and
- Purchase office equipment and appliances such as air-conditioners with energy efficient label.

Paper Reduction

With the aim of minimizing the impact of our business operation on the environment, the Group implements measures for environmental protection that minimize our paper usage at our office and strive to use paper in the most efficient way.

The Hong Kong and PRC Offices' paper consumption for the Year is as follow:

Resources 資源	Total volume consumed 已消耗總量	Intensity 強度
Paper 紙張	1,257.81 kg 公斤	21.32 kg/employee 公斤／僱員

電力

本集團的主要能源消耗來自日常營運的電力，而香港及中國辦事處本年度的電力消耗如下：

電力使用效率倡議

我們的運營透過為我們的設施供電所消耗的電力而間接產生溫室氣體。我們承諾盡量減少能源使用。承諾是由我們的節能直覺所推動。我們經常鼓勵及提醒我們的員工：

- 定期監測能耗，進行分析並識別任何異常情況，以便迅速採取行動；
- 在不使用時關閉電子設備及電腦，或切換到節能模式；
- 保持室內平均溫度在24至26度之間；及
- 購買帶有節能標籤的辦公設備及電器，如空調。

減少紙張

旨在盡量減少業務運營對環境的影響，本集團實施環保措施，盡量減少辦公室的紙張使用量，並努力以最有效的方式使用紙張。

香港及中國辦事處本年度的紙張消耗如下：

The Group strives to use paper in the most efficient way and make it convenient for employees and residents to do so. During the Reporting Period, the Group has committed to:

- Disseminating administrative notices through emails instead of paper documents;
- Imposing eco printing modes for employees and encouraging them to make doubled-sided copies when possible;
- Encouraging employees to use electronic communications for forms, reports and storage when possible;
- Providing recycling bins to collect used paper products, such as waste paper, carton box and envelope, including all non-confidential documents; and
- Replacing all disposable cups and wooden stirrers with items, such as ceramic cups and reusable spoons.

本集團致力以最有效的方式使用紙張及方便員工及住戶使用。於報告期間，本集團承諾：

- 通過電子郵件而非紙質文件傳播行政通知；
- 對員工實施經濟打印模式，鼓勵他們盡可能利用雙面打印；
- 鼓勵員工盡可能使用電子通訊傳輸表格、報告及存儲；
- 提供回收箱以收集廢紙、硬紙板箱及信封等廢舊紙製品，包括所有非機密文件；及
- 用陶瓷杯及可重複使用的勺子等物品替換所有一次性紙杯及木製攪拌棒。

Water Utilization

The Group uses water mainly for cleaning, gardening and toilets in our office buildings. We have maintained the pump and pipe to ensure a proper water supply and drainage system. The Group's sewage system are processed by qualified sewage treatment companies.

水資源利用

本集團的用水主要用於辦公樓內的清潔、園藝及洗手間。我們維護水泵及管道，以確保適當的供水及排水系統。本集團的污水處理系統由合資格污水處理公司處理。

The Hong Kong and PRC Offices' water consumption for the Year is as follow:

香港及中國辦事處本年度的用水如下：

Resources 資源	Total volume consumed 已消耗總量	Intensity 強度
Water 水	764 cubic meters (m ³) 立方米(立方米)	12.95 m ³ /employee 立方米／僱員

The Group has adopted a numbers of measures to save water as following:

- Always turn taps off tightly so they do not drip;
- Monitor the energy consumption regularly for analysis and identify any abnormal usage for prompt action;
- Gradually adopt energy efficient water pumps in all of our offices;
- Check the pump and pine regularly and replace old one to avoid waste of water;
- Repair the damaged pump and pine timely in case of water leak or cracks of pines; and
- Provide trainings to employees regularly on measurement and statistics, saving approach and technological transformation measures.

Hazardous and Non-Hazardous Waste Management

Clear and concrete instructions on waste management have been set out for the Group. Wastes are classified by recyclable, hazardous and non-hazardous, and they are to be stored separately. An administrative staff has been assigned to collect recyclable wastes such as scrap paper and used printing plates regularly.

The administrative staff's duties include but not limited to:

- Establish mechanisms to verify the maintenance of segregated waste streams;
- Highlight locations/activities where the nature and amount of waste can be reduced — by avoidance, re-use and re-cycle;
- Structured audits and regular review of contracted waste disposal services; and
- Communicate the significance and procedures with our employees on the waste control practices.

The Group's non-hazardous wastes are general household waste and wastewater, which will be used for landfill and are collected by the Environmental Management team in compliance with the local regulations.

本集團已採取如下多項措施節約用水：

- 務必將水龍頭擰緊，不滴水；
- 定期監測能耗以進行分析，並識別任何異常使用情況，以便迅速採取行動；
- 在我們所有的辦公室中逐步採用節能水泵；
- 定期檢查水泵及管道，更換殘舊品，以避免浪費食水；
- 及時修理損壞的水泵及管道，以防出現漏水及管道爆裂；及
- 定期為僱員提供有關測量及統計學、節約方法及技術改造措施的培訓。

有害及無害廢物管理

本集團已制定明確而具體的廢物管理指示。廢物按可回收、有害及無害分類，應分開存放。我們已指派一名行政人員定期收集廢紙及廢舊印版等可回收廢物。

行政人員的職責包括但不限於：

- 建立機制，核實隔離廢物流的維護；
- 強調可以減少廢物的性質及數量的地點／活動 — 透過避免使用、重複使用及回收等方式；
- 結構化審計及定期審查訂約廢物處置服務；及
- 與我們的員工就廢物控制實踐的重要性及程序進行溝通。

本集團的無害廢物是一般生活垃圾及廢水，其將用於填埋，及由環境管理團隊按照當地法規收集。

SOCIAL RESPONSIBILITY

The Group hopes to extend the idea of “home” to our workplace by providing employee a safe and healthy working environment, as well as a fair workplace with a prospective career. We understand that motivation comes from job satisfaction — and that the two are closely linked. Thus, we aspire to maintain a working environment where values are continuously created for our employees, and where employees’ efforts and achievements are recognized and appreciated.

Ultimately, we hope to build a close-knit work family and make it a second home for our employees. The Group believes building strong and lasting relationship with employees is essential to its on-going commitment as a socially responsible corporate. The Group offers a competitive remuneration package to attract and motivate the employees, and focuses on maintaining a decent, safe and inspiring working environment for all employees.

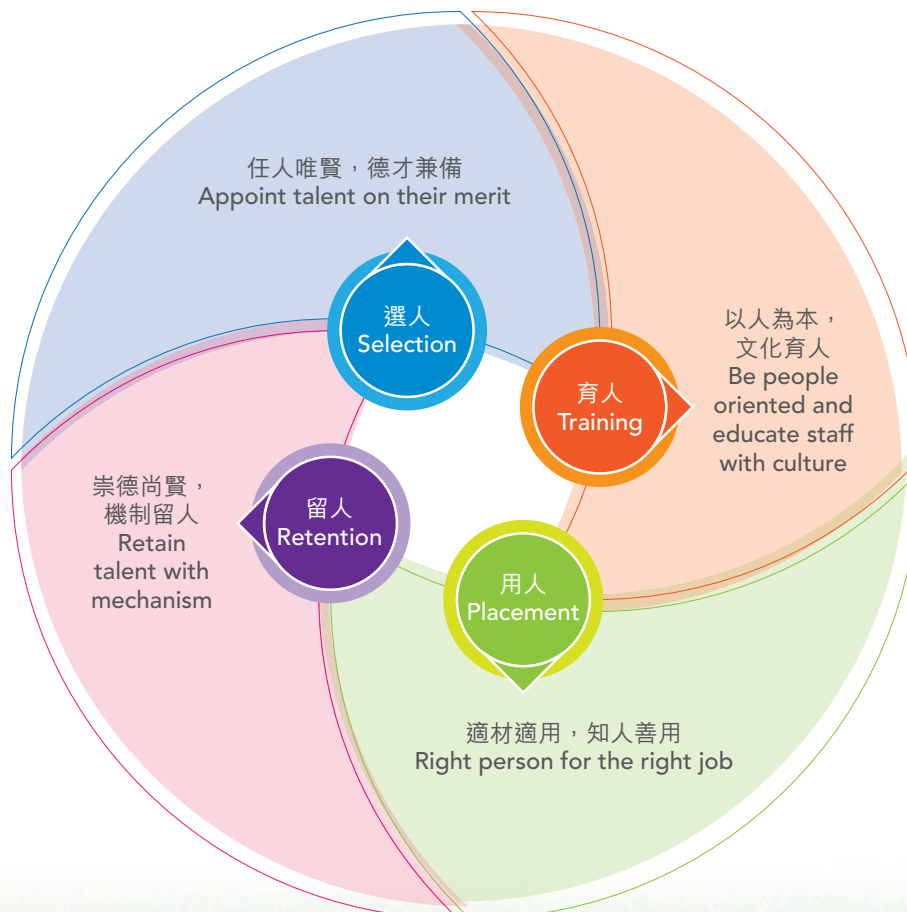
The 4 core principle guidelines govern our human resources strategies and policies:

社會責任

本集團希望為僱員提供安全健康的工作環境，以及具有前景職業生涯的公平工作場所，將「家」的理念擴展到我們的工作場所。我們理解，工作動力來自工作滿意度，這兩者乃密切相關。因此，我們希望保持一個為僱員不斷創造價值的工作環境，並且在該環境下僱員的努力及成就能得到認可及讚賞。

最終，我們希望建立一個緊密結合的工作家庭，並使其成為我們僱員的第二家園。本集團相信，與僱員建立穩固而持久的關係，對於其作為一家具備社會責任的企業的持續承諾而言為至關重要。本集團提供具競爭力的薪酬待遇，以吸引及激勵僱員，並專注於為所有僱員維持體面、安全及鼓舞人心的工作環境。

管治我們的人力資源戰略及政策的四項核心原則指導方針是：



EMPLOYMENT (ASPECT B1)

Employees are remunerated at a competitive level and are rewarded according to their contribution, work performance and experience. The promotion and remuneration of the employees are subject to review on an annual basis. The Hong Kong Office has incorporated a five-day work week arrangement and employees are entitled to Medical Insurance Scheme, MPF Scheme. The Group has set up a Staff Manual (the "Staff Manual") that summarizes various types of discretionary bonus and paid leave in addition to annual leave and sick leave. Our employees also enjoy various paid leave to cater for their own needs in life, including marital leave, maternity leave, paternity leave and funeral leave. In addition, we grant our employees cash gifts for marriage, pregnancy, maternity and consolation as an expression of our good will. All major human resources policies and procedures that are currently in force are also presented in the Staff Manual to ensure transparency of information on all employees' responsibilities and rights.

The Group has established practices and policies with respect to:

- Compensation and dismissal
- Recruitment and promotion
- Working hours and rest periods
- Board Diversity
- Other benefits and welfare
- Health and Safety
- Protection of resident information
- Anti-corruption

僱傭 (B1 方面)

僱員獲得具有一定競爭水平的報酬，並根據彼等的貢獻、工作表現及經驗獲得獎勵。我們每年審閱僱員的晉升及薪酬。香港辦事處已訂立為期五天的工作周安排，且僱員有權享有醫療保險計劃及強積金計劃。本集團已設立員工手冊（「員工手冊」），概述除年假及病假外的各類酌情花紅及帶薪假期。我們的僱員亦享受各種帶薪休假，以滿足彼等自己的生活需要，包括婚假、產假、陪產假及喪假。此外，我們還向僱員提供結婚、懷孕、生育現金禮品及慰問，以表達我們的善意。員工手冊亦介紹目前生效的所有主要人力資源政策及程序，以確保所有僱員的責任及權利信息的透明度。

本集團已制定以下方面的慣例及政策：

- 補償及遣散；
- 招聘及晉升；
- 工作時間及休息期；
- 董事會多元化；
- 其他待遇及福利；
- 健康與安全；
- 保護住戶信息；
- 反貪污

The Group's employees and remuneration policies and procedures are also included in the Staff Manual which is reviewed and updated regularly. We discourage and disallow any behavior that violates the policies under the Staff Manual. Offenders will receive warning and the Group has the right to terminate employment contract with offenders for serious violations. During the Year, the Group did not find significant violations of laws and regulations relating to employment, as they have complied with Employment Ordinance of Hong Kong and the Labour Law of the PRC, including but not limited to Anti-discrimination Ordinance, Equal Opportunity Ordinance, and Mandatory Provident Fund Schemes Ordinance (Chapter 485 of the Laws of Hong Kong).

In addition, Human Resources Department conducts a comprehensive recruitment review process to ensure that the data provided by the candidates are accurate. The Group's recruitment and promotion process are carried out in a fair and open manner for all employees; employees are recognized and rewarded by their contribution, work performance and skills, and outcomes will not be affected by any discrimination on the grounds of age, sex, physical or mental health status, marital status, family status, race, skin color, nationality, religion, political affiliation and sexual orientation and other factors.

本集團的僱員及薪酬政策及程序亦包含在員工手冊中，並定期進行檢討及更新。我們不鼓勵及禁止任何違反員工手冊項下政策的行為。違規者將收到警告，對於嚴重違規者，本集團有權終止與其的僱傭合同。於本年度，本集團並未發現有關僱傭嚴重違反法律法規的行為，因為其已遵守香港僱傭條例及中國勞工法，包括但不限於反歧視條例、平等機會條例及強制性公積金計劃條例(香港法例第485章)。

此外，人力資源部進行全面招聘審閱程序，以確保候選人提供的數據準確無誤。本集團的招聘及晉升流程以對全體僱員公平公開的方式進行：員工因其貢獻、工作表現及技能得到認可及獎勵，有關結果不會受到基於年齡、性別、身體或精神健康狀況、婚姻狀況、家庭狀況、種族、膚色、國籍、宗教、政治派別及性取向等因素的歧視。

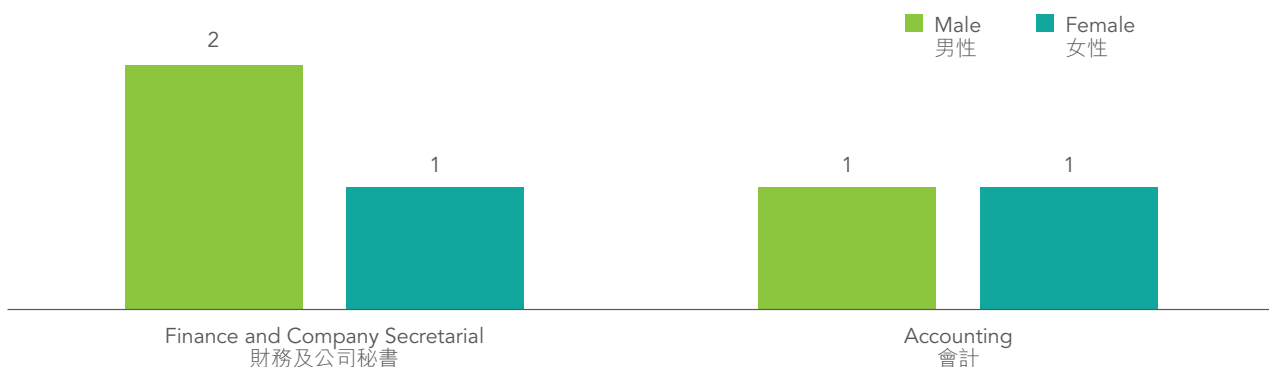
During the Reporting Period, the PRC Office has 54 full-time employees, while the Hong Kong Office has 5 full-time employees. The following charts set out a breakdown in numbers of the PRC and Hong Kong Offices' employees by department and by gender.

於報告期間，中國辦事處有54名全職僱員，香港辦事處有5名全職僱員。以下圖表列出中國及香港辦事處按部門及性別劃分的僱員人數。

The PRC Office's Employee Distribution by Department and by Gender 中國辦事處按部門及性別劃分的僱員分佈



The Hong Kong Office's Employee Distribution by Department and by Gender 香港辦事處按部門及性別劃分的僱員分佈



HEALTH AND SAFETY (ASPECT B2)

Health

We understand that work-life balance is important to our employee's health and productivity. In compliance with the Labour Law of Hong Kong and PRC and Provisions of the State Council on Employees' Working Hours, our employees work a maximum of 40 hours per week to ensure their sufficient rest. Our employees are entitled to leave in lieu or compensation leave in the case of work overtime.

To maintain a healthy and balanced working environment for our employees, we have organized a variety of cultural and sports activities, knowledge sharing lectures to enrich employees' leisure life throughout the year. We have organized birthday parties and trips for our staff, and also have venues like basketball court, badminton court, table tennis room, staff TV room for their leisure uses in the PRC Office.

Safety

As a responsible employer, we understand the importance of ensuring the safety at our workplace, and protecting the health and well-being of our employees. Therefore, we have complied with The Work Safety Law of the PRC, and also established an Occupational Health and Safety ("OHS") management system which is certified with OHSAS18001.

The management system has clear and detailed procedures on conducting health and safety assessment at our workplace.

- To regularly review records of accidents, injuries and illness;
- To look for trends and identify potential risks occur in the working environment;
- To implement corresponding control measures that prevents accidents from happening;
- To conduct safety checks that ensures safety measures are properly implemented; and
- To detect additional risks or hazards for rectification and continuous improvement.

健康與安全 (B2 方面)

健康

我們理解工作生活平衡對僱員的健康及生產力至關重要。根據香港及中國勞動法以及國務院關於職工工作時間的規定，我們的僱員每週最多工作40小時，以確保彼等有足夠的休息時間。在加班的情況下，我們的僱員有權享受休假或補償假。

為就僱員保持健康平衡的工作環境，我們組織各種文化體育活動及知識分享講座，以在全年豐富僱員的休閒生活。我們為僱員組織生日派對及旅行，亦於中國辦事處設有作休閒用途的籃球場、羽毛球場、乒乓球室、員工電視室等場所。

安全

作為一個負責任的僱主，我們理解確保工作場所安全、保護僱員健康福祉的重要性。因此，我們遵守中華人民共和國安全生產法，並建立職業健康安全管理体系，該體系通過OHSAS18001的認證。

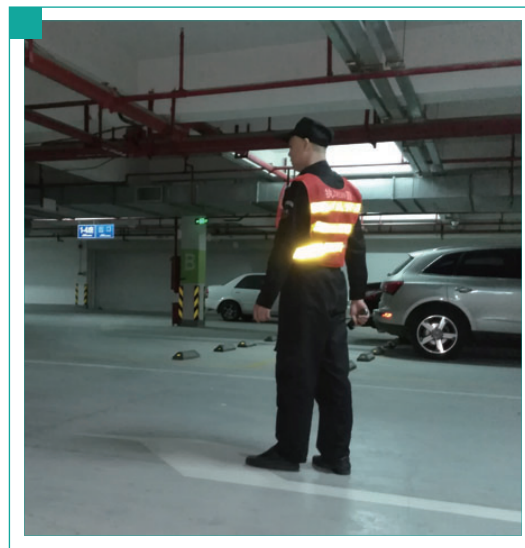
我們的工作場所管理制度於進行健康安全評估方面具有清晰而詳細的程序。

- 定期檢討事故、傷病情況；
- 尋找趨勢並識別工作環境中可能存在的風險；
- 實施防止事故發生的相應控制措施；
- 進行安全檢查，確保安全措施得到妥善實施；及
- 檢測其他風險或危害，以便進行整改及持續改進。

In addition to providing workplace safety instructions to employees at work, it is mandatory for employees who may be exposed to hazards risk and harm, to wear personal protective equipments at work. Personal protective equipment including reflective vests, insulated gloves, protective earmuffs and respirator.



除向工作中的僱員提供工作場所安全指導外，對於可能面臨有害風險及傷害的僱員，必須強制在工作中穿戴個人防護設備。個人防護設備包括反光背心、絕緣手套、防護耳罩及呼吸器。



During the Reporting Period, the Group is not aware of any non-compliance with the above-mentioned relevant laws and regulations that have a significant impact on the Group relating to providing a safe working environment and protecting employees from occupational hazards.

於報告期間，本集團並不知悉有關上述相關法律法規的任何對本集團有關提供安全工作環境及保護僱員免受職業危害影響方面有重大影響的不合規事項。

DEVELOPMENT AND TRAINING (ASPECT B3)

The Group regards employees as the most important asset and resource as they help to sustain the core values and culture of the Group. The Group is committed to providing comprehensive on-the-job training programs, which serve as a platform to encourage employees to develop potential and self-improvement.

發展及培訓(B3方面)

本集團將僱員視為最重要的資產及資源，因為其有助於維持本集團的核心價值觀及文化。本集團致力提供全面在職培訓計劃，有關計劃提供了鼓勵僱員發展潛能及自我改善的平台。

The Group provides all professional employees with allowance and permission of seminars and trainings and encourages them to take examinations relevant to their professional qualification. In addition, on-the-job training seminars facilitated by the management of the Group will be held from time to time. The Group highly encourages all employees to attend internal trainings to develop personal skills and knowledge, and to improve their competence. External seminars and trainings are also highly recommended to enrich their knowledge in discharging their duties.

本集團為所有專業僱員提供研討會及培訓津貼及許可，並鼓勵其參加與其專業資格相關的考試。此外，本集團管理層將不時舉辦在職培訓研討會。本集團高度鼓勵所有僱員參加內部培訓，以發展個人技能極知識，並提高彼等的能力。我們亦強烈建議彼等參加外部研討會及培訓，以豐富彼等履行職責的知識。

The Group has set up a standardized procedure to develop, implement and continual improve our employee training plan. The training centre is responsible to organize trainings for all employees based on departmental needs. The Group also encourages all levels of employees to attend external training for professional skills development.

本集團已制定標準化程序，以制定、實施及持續改善僱員培訓計劃。培訓中心負責根據部門需求為所有僱員組織培訓。本集團亦鼓勵各級僱員參加專業技能發展的外部培訓。



Training for Three Standard System
三標體系培訓



Management Policies
管理政策



Support Crew Management System
後勤管理制度



Company Culture
公司文化

The types of employee training provided by the Hong Kong and PRC Offices' include new employee training, pre-job training, on-job training, platinum butler training, project manager training, and general managers' external training.

香港及中國辦事處提供的僱員培訓類型包括新僱員培訓、崗前培訓、崗位培訓、鉑金管家培訓、項目經理培訓及總經理外部培訓。

The following table represents the on-job training details in the PRC Office for the Year:

以下詳情載列中國辦事處本年度的在職培訓詳情：

Department 部門	Training Content 培訓內容	Number of Training Staff in Gender 按性別劃分的培訓員工人數
Audit and Supervision 審核及監督	"2016 Audit Case Study Sharing" 《2016年審計案例研究分享》 "New Regulations on Tax Reform" 《稅法改革新規定》	3 Males 3名男性
Financial Management 財務管理	"Financial Center Three Standard System" 《金融中心三標體系》 "Procedures for New Projects" 《新項目程序》	4 Males 4名男性 8 Females 8名女性
Human Resources and Administration 人力資源及行政	"Human Resources Administration Center Three Standard System" 《人力資源管理中心三標體系》 "Company Culture" 《公司文化》 "Management Policies" 《管理政策》 "Support Crew Management System" 《後勤管理制度》	7 Males 7名男性 8 Females 8名女性

LABOUR STANDARD (ASPECT B4)

The Group strictly complies with the Labour Law of Hong Kong and PRC and established the Staff Manual which contains policies relating to relevant labour laws, regulations and industry practices, covering areas such as compensation and dismissal, recruitment and promotion, working hours and rest periods, board diversity, other benefits and welfare, health and safety, protection resident information, and anti-corruption.

The child labour and forced labour are prohibited in the Group. The Staff Manual states clearly that no staff in the age of lower than 18 will be employed. In case of violation of child labour law was found, employee and responsible staff will be terminated and disciplined.

During the Reporting Period, no violation regarding the age of employment and labour dispute has been recorded.

OPERATING POLICIES

SUPPLY CHAIN MANAGEMENT (ASPECT B5)

The Group is committed to developing and maintaining effective and mutually beneficial working relationships with our business partners. To integrate the environmental vision into the procurement of office supplies, the Group avoids disposable products and chooses suppliers who provide durable products with less packaging materials, and priority is given to environmentally friendly products, such as refillable ballpoint pens and mechanical pencils, and environmental paper, so as to raise its awareness of sustainable development.

During the Reporting Period, the Group was not aware any suppliers who have had significant actual and potential negative impact on the business ethics, environmental protection, human rights and labor practices, nor any of them had any non-compliance incident in respect of human rights issues.

勞工準則 (B4 方面)

本集團嚴格遵守香港及中國勞動法，並制定員工手冊，其中包含有關勞動法律法規及行業慣例的政策，涵蓋補償及遣散、招聘及晉升、工作時間及休息期、董事會多元化、其他待遇及福利、健康與安全、保護住戶信息及反貪污等領域。

本集團禁止童工及強迫勞動。員工手冊明確規定，不得僱用年齡低於18歲的員工。如果發現違反童工法律，僱員及負責員工將被終止僱傭並受到紀律處分。

於報告期間，未錄得有關就業年齡及勞動爭議的違規行為。

經營政策

供應鏈管理 (B5 方面)

本集團致力於與業務合作夥伴建立並維持有效互利的工作關係。為將環境願景整合至辦公室用品採購，本集團避免一次性產品，並挑選提供較少包裝材料的耐用產品的供應商，且優先選擇環保產品，例如可填充原子筆及鉛芯筆以及環保紙，從而提升其可持續發展意識。

於報告期間，本集團並無得悉任何供應商對商業倫理、環保、人權及勞工慣例有重大實際及潛在負面影響，或任何供應商就人權事宜有任何不合規事件。

SERVICE RESPONSIBILITY (ASPECT B6)

With the goal to ensure every resident feel better, happier and more satisfying in our managed property, the Group strives to provide excellent services through our property management and butler services. We are committed to upholding excellence in our service quality in each and every part of our homes — not only because we care about residents' home experience, but also because we recognize the responsibility to our resident, to offer reliable and outstanding services.

Our managed properties have implemented a quality management system which is certified with the international ISO9001 standard. To maintain our service standard, quality control is integrated into inspections, such as safety management, greening, equipment operation and maintenance, within each of our managed properties.

Home symbolizes security and privacy, we build trust with our residents through protecting their lives and properties, and strive to provide them with a feel at home experience.

Security Management

We promise to provide our residents a safe home. Our security guards are well assessed and trained to ensure they have the awareness, skills and knowledge to deal with dangerous and emergency situations. Each visitor will be required to verify their identity with the corresponding residents and their in-out will be recorded when entering and leaving the premises to avoid unauthorized access. No explosive or toxic objects are allowed to enter the properties as well. There are also the CCTV systems among the premises under management to further enhance the security.

Emergency Management

The Group has a team to manage the fire safety training and adequate fire safety equipments, which are checked regularly to ensure the equipments are functioning and complying with standards. Property facilities such as lift and air-conditioning system were checked on regular basis to prevent the relevant accidents from occurrence. In case of emergencies, such as objects being thrown from height, traffic accidents, water and electricity suspension, and gas leakage, emergency plans has been developed to ensure all residents' and employees' safety and to avoid inconveniences.

服務責任 (B6 方面)

本集團旨在確保每位住戶在我們的在管物業中感覺更好、更快樂、更滿意，我們致力透過物業管理及管家服務提供優質服務。我們致力於在家園的每一處維持卓越服務質量 — 不僅因為我們關心住戶的家庭體驗，亦由於我們認識到對住戶的責任，力求提供可靠出色的服務。

我們的在管物業已實施質量管理體系，該體系已獲國際ISO9001標準認證。為維持我們的服務標準，質量控制融入我們各在管物業的檢查，例如安全管理、綠化、設備運作及維護。

家園象徵著安全及私隱，我們通過保護住戶的生命及財產，與其建立信任，並努力為其提供賓至如歸的體驗。

安全管理

我們承諾為居民提供安全的住所。我們的保安人員經過充分評估及培訓，以確保彼等具備處理危險及緊急情況的意識、技能及知識。每位訪客被要求與相應居民核實其身份，並在進入及離開物業時記錄其進出時間，以避免未經授權的訪問。我們亦不允許任何爆炸性或有毒物體進入物業。在管樓宇內亦有閉路電視系統，以進一步加強保安。

應急管理

本集團設有管理消防安全培訓的隊伍及足夠的消防安全設備，並進行定期檢查以確保設備正常運行並符合標準。定期檢查電梯及空調系統等物業設施，以防止發生相關事故。在緊急情況下，例如高空拋下物體、交通事故、水電停用及煤氣洩漏，我們已制定應急計劃以確保所有居民及僱員的安全，並避免不便。

Resident Privacy

Apart from our residents, we recognize the importance of the protection of Resident Privacy. Confidentiality agreement is included in the employment contract, stating employees' responsibility in protecting the residents' information. Employees are not allowed to disclose any information of the Group, resident and the property owners to external parties or the media, and must abide by the Group's Information Security System.

Enhancement of Resident Experience

The Group understands that renovations or constructions at our properties may affect our residents; guidelines are set up for dust generation control and construction waste transportation. Noise is also mitigated through regular inspection and restricting renovating hours.

Listening to Our Residents

Residents satisfaction is the key to success. We make every effort to understand our residents. A comprehensive communication system is in place to ensure that information is effectively received, transferred and processed. The Group provides and establishes several types of communication channels, including service hotline, email, WeChat and opinion boxes throughout the property areas.

Regular surveys, telephone interviews and visits are conducted by our employees to understand residents' level of satisfaction regarding to our services and products. A standardized procedure are set up by the management to identify gaps and seek opportunities for improvement for services that do not meet the specified standards, as well as mechanisms for dealing with opinions and complaints from residents. Compared with last year, the PRC Office has received 21 less complaints in respect of our services during the Reporting Period. Its major complain issues varied from miscellaneous management to daily management issues.

住戶私隱

除我們的住戶外，我們認識到保護住戶私隱的重要性。僱傭合同包含保密協議，規定僱員保護住戶信息的責任。僱員不得向外部各方或媒體披露本集團、住戶及業主的任何信息，並且必須遵守本集團的信息安全制度。

增強居民體驗

本集團了解到，我們物業的裝修或建築可能會影響我們的居民；我們制定粉塵生成控制及建築垃圾運輸的指導方針。透過定期檢查及限制裝修時間，噪音得以減少。

傾聽住戶的意見

住戶滿意度是成功的關鍵。我們盡一切努力了解住戶。我們建立一個綜合的通信系統，以確保有效地接收、傳輸及處理信息。本集團提供並建立幾種類型的通訊渠道，包括服務熱線、電子郵件、微信及在整個物業區域設立意見箱。

我們的僱員定期進行調查、電話訪問及拜訪，以了解住戶對我們的服務及產品的滿意程度。管理層設立標準化程序，以識別差距，尋求改進不符合指定標準的服務的機會，以及處理住戶意見及投訴的機制。與去年相比，中國辦事處於報告期間收到的服務投訴減少21宗。其主要的抱怨問題為雜項管理到日常管理問題。

ANTI-CORRUPTION (ASPECT B7)

We are committed to achieving and maintaining the highest standards of openness, integrity and accountability. Employees at all levels are expected to conduct themselves with integrity, impartiality and honesty. It is every employee's responsibility and in all interest of the Group. Employees should not commit any inappropriate behavior or organizational malpractice that compromises the interest of the shareholders, investors, residents and the wider public.

We require all the employees to act honestly and comply with the law. We have ruled out in the Staff Manual that no gift should be received from business partners, property owners or residents to avoid bribery. To encourage the reporting of disciplinary offense, it is our policy to reward with bonus the whistle-blower who voice those suspected misconduct, illegal acts or failure to act. Employees who breach anti-corruption policy will face disciplinary action, which could result in dismissal for serious misconduct.

The Group is not aware of any non-compliance with the relevant laws and regulations that have a significant impact on the Group relating to corruption in the Year.

反貪污(B7方面)

我們致力於實現並保持開放、誠信及問責制的最高標準。我們期望各級僱員以誠信、公正及誠實的態度行事。這是每個僱員的責任，並符合本集團的一切利益。僱員不得採取任何不當行為或組織違規行為，損害股東、投資者、住戶及廣大公眾的利益。

我們要求所有僱員誠實行事並遵守法律。我們在員工手冊中已禁止僱員向業務合作夥伴、業主或住戶收取任何禮物，以避免賄賂。為鼓勵舉報違規行為，我們設立政策獎勵舉報可疑不當行為、違法行為或不作為情況的舉報人。違反反貪污政策的僱員將面臨紀律處分，這可能導致因嚴重違規而被解僱。

本集團並不知悉本年度有對本集團造成重大影響到任何腐敗相關法律法規的不合規事項。

COMMUNITY INVESTMENT (ASPECT B8)

The Group believes that 'home' should be extended to the community where we engage in, thus, we strive to continuously contribute to the communities that we manage, in hopes of giving the residents a sense of belonging.

The Group works to build a "residential community" where our residents can be closely connected with each other, creating a harmony living environment and enhancing the neighborhood belongingness. During the Year, the Group has created a caring culture through organizing wide range of events, including outings, sports competition and festival celebrations, such as the Chinese New Year, Dragon Boat Festival and Mid Autumn Festival.

社區投資 (B8 方面)

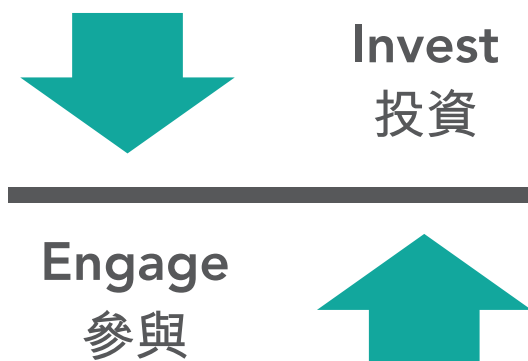
本集團相信「家園」應延伸至我們所在的社區，因此，我們致力為我們所管理的社區作出持續貢獻，期望讓住戶有歸屬感。

本集團致力於建立「住宅社區」，我們的住戶可在其中相互緊密聯繫，營造和諧的生活環境，增強社區的歸屬感。於本年度，本集團通過組織各種活動創造關懷文化，包括郊遊、體育比賽及節日（如農曆新年、端午節及中秋節）慶祝活動。



To enjoy the traditional Chinese festivals with our residents, we have organized activities such as festival food making, carnivals and art shows in different locations, featuring with dance and music performance, games and lucky draws. These activities have helped us in building social bonds with our residents and community, advocated a positive attitude in life, and stimulated the spirit of dedication from generation to generation.

為與住戶享受傳統中國節日，我們已於不同地點舉辦節日食品製作、嘉年華及藝術展等活動，主打舞蹈及音樂表現、遊戲及幸運抽獎。該等活動幫助我們與住戶及社區建立社會紐帶，倡導積極的人生態度，並激發世代相傳的奉獻精神。



The Group continues to spread the caring culture across our employees, residents, property owners and other parties. The fund raising activities have successfully raised the public attention for low-income families in the rural areas near our managed properties, and delivered greater long-term supports and poverty solutions that address the locals' priorities and needs. During the Reporting Period, our employees, residents and property owners have financially supported children in needs with school supplies and sports equipments to lessen the poverty level and to enable inclusive growth in the community.

我們繼續在僱員、住戶、業主及其他方面傳播關懷文化。籌款活動成功提高公眾對我們在管物業附近農村地區低收入家庭的關注，並提供更多的長期支持及貧困解決方案，以滿足當地人的優先事項及需求。於報告期間，我們的僱員、住戶及業主以學習用品及運動器材為有需要的兒童提供經濟支持，以減輕貧困程度，實現社區的包容性增長。



中奧到家集團有限公司
Zhong Ao Home Group Limited