



万达酒店发展有限公司

WANDA HOTEL DEVELOPMENT COMPANY LIMITED

(Incorporated in Bermuda with limited liability)

(於百慕達註冊成立之有限公司)

Stock Code 股份代號：169



2018

ANNUAL REPORT

Environmental, Social and Governance Report

環境、社會及管治報告

ABOUT THIS REPORT

This Environmental, Social and Governance Report (the “Report”) highlights the Group’s environmental, social and governance (“ESG”) strategy, measures and achievements covering the period from 1 January to 31 December 2018, which is consistent with our financial year. We strive to implement the established principle of materiality, quantitative, balance and consistency and are dedicated to maximising the interests of our stakeholders by upholding the sustainability approaches.

The Report was prepared in accordance with the ESG Reporting Guide set out in Appendix 27 of the Main Board Listing Rules issued by the Hong Kong Stock Exchange. An independent consulting firm was appointed to provide professional advice with regards to the preparation of the Report.

The policy documents, statements and data published in the Report cover the ESG performances of the Group’s business in Hong Kong, the PRC and the USA. As a result of the Disposal of the London Project and the Australian Projects in 2018, this Report does not include these projects for the year. Wanda Hotel Management HK was acquired by the Company on 31 December 2018 and it is also not included in this Report.

The Report has been approved by the Board before publication.

OUR APPROACH TO SUSTAINABLE DEVELOPMENT

Actively managing ESG matters is vital to the sustainable growth of the Group. We do our utmost to construct a harmonious society by paying due care and respect to the environment, our staff, business partners and the community.

關於本報告

本環境、社會及管治報告(下稱「本報告」)重點列出本集團由二零一八年一月一日至十二月三十一日期間(與我們的財政年度一致)的環境、社會及管治(「ESG」)策略、措施及成果。我們努力實踐既定的重要性、量化、平衡及一致性原則，並致力透過維持可持續發展方法追求持份者的利益最大化。

本報告根據香港聯交所頒佈之《主板上市規則》附錄二十七《環境、社會及管治報告指引》進行編製。就編製本報告而言，本集團委任獨立顧問機構提供專業意見。

本報告中公佈的政策文件、聲明、數據等覆蓋本集團在香港、中國及美國的ESG表現。於本年度，由於我們於二零一八年出售倫敦項目及澳洲項目，故本報告不包括該等項目。於二零一八年十二月三十一日本公司已收購萬達酒管(香港)，惟亦不包括於本報告內。

本報告於發佈前已經過董事會批核通過。

我們的可持續發展理念

積極管理ESG事宜對本集團的可持續發展至關重要。透過對環境、員工、業務夥伴及社區給予應有的關注及尊重，我們盡最大努力建構和諧社會。

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Sustainability Governance

The Group has established a sound and solid governance practice over ESG matters. The Board takes full responsibility for developing ESG approaches, evaluating and monitoring ESG-related risks, assessing the effectiveness of the ESG measures launched within the Group. Management of regional operations handles the daily ESG matters by following the guidance provided by the Board and report in due course, to ensure the Group strictly complies with the local ESG regulations and ordinances. ESG performance is reviewed and evaluated on a regular basis, and the results are disclosed to stakeholders in our annual ESG report to manifest the effort we have made towards a sustainable environment and society.

The Group stresses the full implication of integrity in the workplace to maintain a fair and efficient working environment. We uphold the highest ethical and governance standards in our business operations, and the Group has zero tolerance for corrupt activities. We reinforce our anti-corruption commitment through the implementation of a set of anti-corruption policies and procedures and require all Group members and staff to comply. For instance, employees are prohibited for a request, and to receive or obtain any advantage from any persons, companies or organizations that have business dealings with the Group. There is no legal cases associated with corrupt practice were brought against the Group and its employees during the reporting year.

Stakeholders Engagement

The Group a broad spectrum of stakeholders, including employees, shareholders and investors, suppliers, customers, tenants and community partners span in places where we operate. We endeavour to create long-term value for our stakeholders, as such, we anticipate their needs and expectations by listening to their opinions and feedbacks and has been in a close liaison with different stakeholders continuously through daily communications, general meetings and periodic ESG-targeted engagements.

可持續發展的管治

本集團實行良好和穩健的ESG管治常規。董事會對制定ESG策略、評估及監視與ESG相關的風險以及評估本集團內部推出的ESG措施的有效性承擔全面責任。區域營運管理人員按照董事會提供的指引處理日常ESG事宜，並在適當時候匯報，以確保本集團嚴格遵守當地ESG法規及條例。ESG表現定期進行審核及評估，並於年度的ESG報告中向持份者披露結果，以體現我們為可持續發展的環境及社會所作出的貢獻。

本集團強調於工地全面秉承誠信原則，以維持一個公平及高效的工作環境。我們於業務營運中維持最高道德及管治標準，而本集團亦不會容忍任何貪污活動。我們透過實施一系列反貪污政策及程序以加強我們的反貪污決心，並要求所有本集團成員公司及員工遵守。例如，員工嚴禁向與本集團有業務往來之任何人士、公司或機構要求、收取或接受任何利益。本集團及其員工於報告年度內未有涉及任何貪污訴訟的案件。

與持份者溝通

本集團的持份者涉及廣泛層面，包括員工、股東及投資者、供應商、顧客、租戶及社區合作夥伴等，遍佈我們的營運地區。我們致力為持份者創建長遠價值，為此，我們聆聽各持份者的意見及回饋，以預測彼等的需求及期望，並透過日常溝通、股東大會及針對ESG事宜的定期溝通，與不同持份者維持緊密聯繫。

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Materiality Analysis

A detailed survey on ESG issues is conducted every two to three years to ensure comments, advices and expectations from stakeholders are communicated effectively to our senior management, helping us to understand and evaluate the Group's ESG strategies and performance by identifying ESG issues that are material to the Group's operations and our stakeholders. Also, stakeholders' responses are reviewed annually by our senior management to reevaluate the focuses of the Group's ESG strategies. The results are then confirmed by the Board to ensure our ESG policies are in line with the needs of our stakeholders, significant to the business and adhere to relevant laws and regulations.

Upon the annual review of ESG issues, a total of nine ESG issues identified from last year remain material to the Group:

重要範疇評估

本集團每兩至三年就 ESG 事宜進行詳細調查，以確保持份者的意見、建議及期望能有效傳達予我們的高級管理層，有助我們透過識別對本集團營運及持份者而言屬重大的 ESG 事宜，了解及評估集團的 ESG 策略及表現。此外，我們的高級管理層每年均會審閱持份者的回應，以重新評估本集團 ESG 策略的重點，有關結果其後由董事會確認，確保我們的 ESG 政策與持份者的需求一致，且對業務具有重大意義，並符合相關法律法規。

於就 ESG 議題進行年度審核後，我們共識別出九個於上年度識別而對本集團而言仍然屬重大的 ESG 議題：

Key Areas 主要範疇	Material ESG Issues Identified 已識別的重大 ESG 議題
Environmental protection 環境保護	<ul style="list-style-type: none"> Waste management 廢棄物管理
Employment and labour practices 僱傭及勞工常規	<ul style="list-style-type: none"> No child labour/forced labour 不存在童工及強迫勞動 Equal opportunities 平等機會 Diversity and non-discrimination 多元化及不歧視 Safe working environment 安全的工作環境
Operating practices 營運慣例	<ul style="list-style-type: none"> Anti-corruption 反貪污 Health and safety of products and services 產品及服務的健康與安全 Customer satisfaction 顧客滿意度 Customer data privacy 客戶資訊隱私

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ENVIRONMENTAL PROTECTION

The Group spares no effort in supporting sustainable development and reducing our environmental footprint by introducing green elements into our property development, leasing and management businesses. Over the years, we have placed strenuous efforts in promoting green building to support water and energy conservation measures to reduce carbon dioxide emissions. We have also been practising proper waste management and effective use of resources with the aim to minimise the potential impact of our business on the ecological environment. Above all, the Group is committed to ensuring that each business unit and operation complies with relevant local environmental regulations, including but not limited to the Waste Disposal Ordinance (Chapter 354 of the Laws of Hong Kong) and the Solid Waste Pollution Prevention and Control Law of the People's Republic of China. In 2018, the management did not note any regulatory violations related to the environment, as well as the complaints, fines or sanctions caused by breach of environmental regulations.

Promoting Sustainable Buildings

The Group actively seeks opportunities to apply green building designs and strategies during the design and construction of projects to minimise the use of energy, water and materials and the generation of waste in the life cycle of the buildings. The Guilin Gaoxin Wanda Plaza is one of the examples of the Group's best practices in promoting green building.

Guilin Gaoxin Wanda Plaza is equipped with green features that reduce the negative impact on the environment and has attained the "1-star" level criteria of the China Green Building Label as a recognition. It adopts the "Huiyun Smart Management System", an innovative system developed by its parent company DWCM, which promotes safe, green and smart operation. It integrates five management systems of fire-fighting, security, equipment, operation and energy conservation into one standardised platform for operation. This system not only ensures high-quality services with lowered operating costs but also improves the energy efficiency of the building through the improvement of the electric and mechanic system. Along with the adoption of the particular measures, including but not limited to energy conservation device, water saving system, and natural lighting design, the Guilin Gaoxin Wanda Plaza demonstrates the concept of green building.

環境保護

本集團於物業開發、租賃及管理的業務中引入綠色元素，不遺餘力地支持可持續發展及減少對環境的影響。多年來，我們一直致力推動綠色建築，以支持節水、節能措施，以減少二氧化碳排放。我們亦實施適當的廢棄物管理及有效利用資源，盡量減少我們的業務對生態環境的潛在影響。最重要的是，本集團致力確保每個業務單位及營運點遵守當地相關的環境保護法規，包括但不限於《廢物處置條例》（香港法例第354章）和《中華人民共和國固體廢物污染環境防治法》。於二零一八年，管理層並無察覺任何與環境保護相關的違規事件，亦無因違反環境保護法規而引起的投訴、罰款或制裁。

推動可持續發展建築

本集團於項目設計及建設過程中積極尋找機會應用綠色建築設計及策略，令建築物於生命週期內盡量節能、節水及節材，並減少廢棄物。桂林高新萬達廣場是本集團推廣綠色建築的最佳實踐之一。

桂林高新萬達廣場配備綠色環保功能，減少對環境的負面影響，並獲得中國綠色建築的「一星」標準認證。桂林高新萬達廣場採用了母公司大連萬達商業管理研發的創新系統——「慧雲智慧化管理系統」，推動安全、綠色及智慧的營運。此系統將消防、安防、設備、營運和節能五大管理體系集合於一個平台上統一操作；不但能確保服務品質並減低營運成本，同時透過提升機電系統改善建築物的能源效益。桂林高新萬達廣場更採用特定措施，包括但不限於節能裝置、節水系統及自然採光設計，體現了綠色建築的理念。

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Green Building Features 綠色建築特色	Functions 功能
Huiyun Smart Management System 慧雲智慧化管理系統	Standardise operation to ensure service quality, and at the same time, increase energy efficiency. 規範營運以確保服務質素並同時提高能源效益。
Rainwater catchment system 雨水收集系統	Collect and reuse rainwater for landscaping to reduce water consumption. The system collects about 1,500 cubic meter of rainwater on average every year ¹ . 收集及重用雨水灌溉園林景觀以減少用水量。 系統每年平均收集大約1,500立方米雨水 ¹ 。
Dome skylights 圓頂天窗	Provide natural daylight for indoor areas to reduce energy consumption for lightings. 為室內地方提供自然光以減少照明造成的能源消耗。
Electric sunshade 電動遮陽板	Lower the indoor temperature in the daytime to reduce energy consumption for air-conditioning. 於日間降低室內溫度以減少空調造成的能源消耗。

Using Resources Wisely

The Group recognises that the exploitation of resources poses an impact on the environment. To minimise adverse environmental effects brought by our business operations, the Group adopts effective management measures in our day-to-day operations to improve the efficiency of resources use. These initiatives are also useful in reducing greenhouse gas emissions.

In terms of energy conservation and greenhouse gas emissions reduction, the newly acquired electrical appliances in Hong Kong offices will consider the most energy efficient device in the market. Those certified with Grade 1 energy labels will be considered at a higher priority. The air-conditioners are automatically turned off during non-office hours and be cleaned and inspected regularly to maintain their high efficiency. For most of our leased offices, we require the lighting to be controlled by the smart building management system to reduce energy wastage. When travel is inevitable, the Group strongly recommends our staff to use public transportation whenever possible.

¹ The system was not operating at its optimal range in 2018. Maintenance work is currently being carried out.

善用資源

本集團意識到開採資源對環境造成一定的影響。為盡量減低業務營運所帶來的負面環境影響，本集團於日常營運中採取有效的管理措施，提高資源使用效率。此等舉措亦有助減少溫室氣體排放。

在節省能源及減少溫室氣體排放方面，香港辦公室全新添置的電器將會考慮市場上最佳節能的設備。獲得一級能源效益標籤的電器產品將獲優先考慮。冷氣機會在非辦公時間自動關掉，並定期進行清潔及檢查，維持其高效率。就大部分租用的辦公室而言，我們要求燈光由智能建築管理系統控制，從而減少浪費能源。如必須外出辦事，本集團大力鼓勵員工盡量使用公共交通工具。

¹ 系統未在一二零一八年最大化運行。目前我們正進行維護工作。

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In terms of materials conservation, the Group highly encourages our staff to adopt a paperless culture. We recommend our employees to file drawings, reports, contracts and other documents in electronic versions and choose double-sided printing in case printing is unavoidable.

在節約資源方面，本集團極度鼓勵員工追求無紙文化。我們建議員工就圖紙、報告、合約等文件的歸檔採用電子版本，並在必須要列印的情況下盡量選擇雙面列印。

	Unit 單位	2018 ² 二零一八年 ²
Total greenhouse gas emissions and intensity³ 溫室氣體總排放量及密度 ³		
Total greenhouse gas emissions 溫室氣體總排放量	Tonnes (carbon dioxide equivalent) 公噸(二氧化碳當量)	5,627
Greenhouse gas emissions intensity 溫室氣體排放密度	Tonnes (carbon dioxide equivalent)/ square meter 公噸(二氧化碳當量)/平方米	0.1
Total energy consumption and intensity 能源總耗量及密度		
Total energy consumption — electricity 總能源消耗量 — 電力	kWh 千瓦時	8,726,018
Total energy consumption intensity 總能源消耗密度	kWh/square meter 千瓦時/平方米	210
Total water consumption and intensity⁴ 總耗水量及密度 ⁴		
Total water consumption 總耗水量	Cubic meter 立方米	150,806
Total water consumption intensity 總耗水量密度	Cubic meter/square meter 立方米/平方米	4

² As a result of the disposal of overseas projects, London Project and Australia Projects are excluded from the data. The comparative figures of 2017 are therefore not provided here.

³ The figure includes only indirect (Scope 2) greenhouse gas emissions as the emission of direct (Scope 1) greenhouse gas is insignificant during the reporting year.

⁴ The data excludes water consumption from the Hong Kong office.

² 由於出售海外項目，數據並不包括倫敦項目及澳洲項目。因此，2017年的比較數據未有在此披露。

³ 由於本年度的直接(範疇一)溫室氣體排放量並不顯著，數據只涉及間接(範疇二)溫室氣體排放。

⁴ 數據不包括香港辦公室的耗水量。

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Managing Waste Responsibly

Waste management was rated as one of the nine most material ESG issues to the Group in our past stakeholder engagement exercises. To this end, the Group has been committed to adopting effective waste management measures to reduce the environmental impact of waste generated from our business. We adopted a three-tiered approach that prioritises waste avoidance along with reduction and recovery over disposals in all of our operations to achieve sustainable solid waste management. Waste management companies are appointed to ensure waste is handled properly and legally.

For instance, wastes is sorted before disposal to identify recyclables. Materials with recycling values, such as paper, are recycled to extend their life cycle and reduce the wastage of resources. During the year, approximately 2,184 tonnes of non-hazardous waste is generated while a total of 156 kg of waste paper is recycled.

WALK ALONG WITH EMPLOYEES

Our employees are the key to the corporate development of the Group. Our staffs do not only contribute to maintaining a good business operation, but also play a crucial role in providing quality services and products to our customers. The Group continued to deploy resources for the staff welfare enhancement to raise staff morale and to attract and retain talents. This includes providing diversified training to equip our staff with the necessary skills to perform their roles and creating a friendly and safe working environment. A series of fair, open and comprehensive employment policies have been established and implemented across our offices to support our management and to ensure our compliance against employment-related regulations and laws. In particular, we comply to the Employment Ordinance (Chapter 57 of the Laws of Hong Kong) in Hong Kong, as well as the Labour Law and Labour Contract Law of the People's Republic of China. In 2018, no confirmed major violations associated with labour and dismissal rule and legislation were brought against to the Company and its employees.

可靠的廢棄物管理

於過去的持份者參與溝通活動中，廢棄物管理被評為對本集團而言九個最為重要的ESG議題之一。為此，本集團一直致力採取有效的環保措施，減低因業務而產生的廢棄物對環境所造成的影響。我們採用三層架構，優先考慮避免產生廢物，同時減少和回收所有業務的廢棄物，以實現可持續固體廢物管理。我們委派廢物管理公司確保廢物得到妥善和合法的處理。

例如，我們對廢棄物進行分類處置，以識別可回收物品；並對具有回收價值的物料如紙張等進行回收，延長其生命週期並減少資源浪費。年內產生約2,184噸無害廢棄物，並回收共156公斤廢紙。

與員工同行

員工是推動集團企業發展的關鍵。員工不但能維持良好的業務營運，更能擔當重要角色，為客戶提供優質服務和產品。集團持續投放資源，增加員工福利，藉此提高員工士氣，吸納及保留人才，當中包括提供多元化培訓，裝備員工所需技能以履行職務及創建一個友善、安全的工作環境。我們亦制定並於辦公室推行一系列公平、公開及全面的僱傭政策，以支持內部管理及確保所有事項均符合與僱傭相關的規例及法律，當中包括《僱傭條例》（香港法例第57章）、《中華人民共和國勞動法》和《中華人民共和國勞動合同法》。於二零一八年，本集團及其員工並無與勞動及解聘法規法例相關的已確認重大違規事件。

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Talents Acquisition and Retention

The Group's recruitment process adheres to the principle of openness and transparency, and we are committed to providing fair career development opportunities to all employees. According to our employment policy, it clearly states the prohibition of child labour employment and forced labours as to ensure compliance with the Employment of Children Regulations (Chapter 57B of the Laws of Hong Kong) and the Provisions on the Prohibition of Using Child Labour under respective legislations. As such, we run background check for all job applicants and review our employment policy where necessary. The management will take reasonable actions in respect to the interests of the child or forced labour if any potential contravention is observed.

The Group offered competitive pay subject to staff performance, experience and market salary level, while the distribution of discretionary bonus is subject to the profitability of the company and employees' performances. Other employee benefits include provident funds, social insurance, personal accident insurance, annual health check, medical welfare, housing subsidy, free working meals, education subsidy and training programs.

The Group has provided staff with a clear promotion ladder and promotion opportunities to retain talents as well as to appreciate their contributions. Employee performance appraisal is carried out annually, with appeal channels available to ensure the review process is fair and just. Besides from external recruitment, the staff is nominated for internal promotion where there are vacancies to increase employee's career mobility.

The Group promotes a diversified working environment and stands against any form of discrimination. We strive to develop a friendly workplace by encouraging uninhibited dialogues and cooperation among employees and upholding a harmonious working relationship. We support employees to organise different forms of teambuilding activities to foster team spirits, such as birthday parties, gatherings, outings, and festive celebrations.

人才吸納及保留

本集團的招聘流程遵循公開透明的原則，我們亦致力為全體員工提供平等的職業發展機會。根據我們的僱傭政策，明確規定嚴禁聘用童工及強迫勞動，確保遵守《僱用兒童規例》（香港法例第57B章）及《禁止使用童工規定》。因此，我們對所有求職者進行背景調查，並適時檢討我們的僱傭政策。若發現任何潛在違規行為，管理層將就童工或強迫勞動的利益採取合理行動。

本集團按員工表現、經驗及市場薪酬水平給予具有競爭力的薪酬，而表現掛鉤花紅分派則視乎公司盈利能力及員工表現而定。其他僱員福利包括公積金、社會保險、人身意外傷害保險、年度體檢、醫療福利、住房補貼、免費工作餐、教育補貼及培訓課程。

本集團為員工提供明確的晉升階梯和晉升機會，從而保留人才，並重視員工的貢獻。本集團每年對員工進行考核，亦提供申訴渠道，確保考核過程公平、公正。如出現職位空缺，在外部招聘的同時，本集團亦會推薦員工進行內部調升，增加員工的職業流動性。

本集團提倡多元化的工作環境，並反對任何形式的歧視。我們鼓勵員工之間不受約束的溝通與合作，維持和諧的工作關係，努力營造友好的工作環境。我們亦支持員工組織不同形式的團隊建立活動，如慶生會、聚會、郊遊及節慶活動等，從而培養團隊精神。

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During the reporting year, the Group has 229 employees in Hong Kong, the PRC and the USA.

於報告年度，集團於香港、中國及美國共聘用 229 名員工。

Employee Distribution⁵

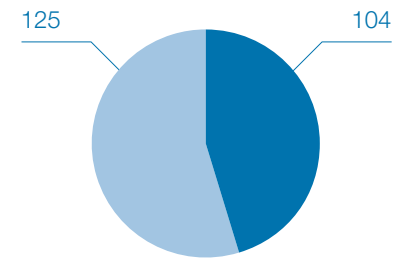
員工分佈⁵

As of 31 December 2018

截至二零一八年十二月三十一日

Distribution by gender 按性別分佈

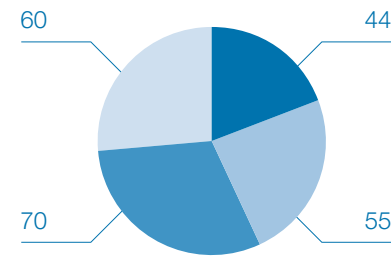
Number of employees
員工人數



■ Male 男性
■ Female 女性

Distribution by age 按年齡分佈

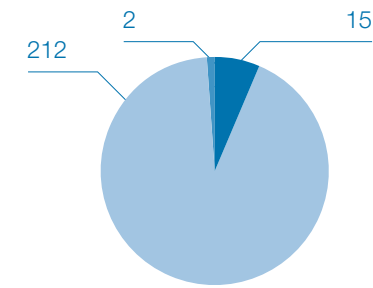
Number of employees
員工人數



■ Aged 30 or below 30歲或以下
■ Aged 31-40 31-40歲
■ Aged 41-50 41-50歲
■ Aged above 50 50歲以上

Distribution by geographical location 按地區分佈

Number of employees
員工人數



■ Hong Kong 香港
■ The PRC 中國
■ The USA 美國

Training and Development

Talent development is at the forefront of our planning. By facilitating our employees to participate in various on-the-job training and continuous learning initiatives, we hope to foster their career development in the workplace. In 2018, the Group provided comprehensive training to our employees that focused on improving work-related skills and knowledge. The total training delivered in 2018 has reached 3,697 hours with the average of 16 hours per employee.

⁵ As a result of the disposal of overseas projects, London Project and Australia Projects are excluded from the data.

培訓及發展

人才發展是我們規劃的重中之重。透過促進員工參與各類在職培訓及持續學習計劃，我們希望於本集團培育他們的職業發展。於二零一八年，本集團為員工提供全面培訓，重點改善工作相關的技能及知識。於二零一八年，總培訓時數達3,697小時，每名員工的平均培訓時數則達16小時。

⁵ 由於出售海外項目，數據並不包括倫敦項目及澳洲項目。

Environmental, Social and Governance Report

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During the year, the Group continues to arrange training for all employees from basic induction training and pension insurance awareness training to targeted training covering team building skills, workplace health and safety, the latest information technologies, knowledge on corporate governance and corporate social responsibility awareness. Regular anti-corruption refresher training are also delivered with resources provided by the Hong Kong Independent Commission Against Corruption (ICAC) to ensure all employees comply with and uphold the behaviours set out in relevant policies, laws, and regulations, in particular the Prevention of Bribery Ordinance (Chapter 201 of the Laws of Hong Kong) and the Anti-money Laundering Law of the People's Republic of China. Additionally, we offer professional development training to employees under the "Talent Scheme" and "Quality Talent Scheme" as a platform to prepare staff and managers for senior roles.

In order to enhance our property management and the quality of customer service, a series of the training programme is tailored specifically to our frontline staff at Guilin Gaoxin Wanda Plaza for at least ten times a month. Training courses are designed against seven pillars, namely operations, investment, marketing, finance, human resources and administration, and property engineering. Over 70 sessions are organised during the reporting year to enhance business competitiveness and performance.

We nurture employees to receive more professional training with sufficient resources. Employees are eligible to reimburse expenses related to maintaining their professional qualifications, such as course fees, transportation fees, accommodation fees and wages during in-service training courses.

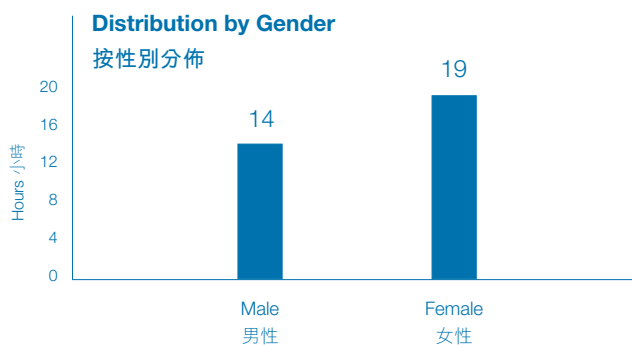
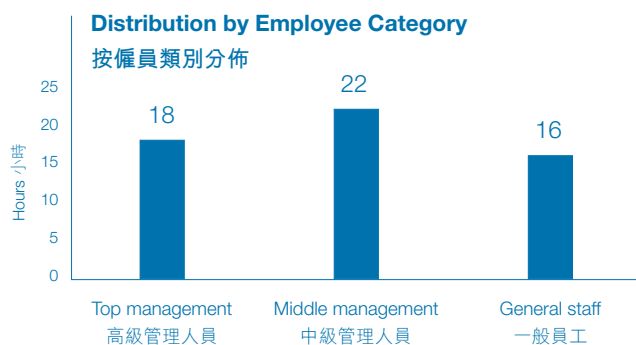
年內，本集團繼續為所有員工安排培訓，包括基本入職培訓、養老保險意識培訓以及專題培訓，如團隊建設技巧、工地健康和 safety、最新信息技術、公司管治知識及企業社會責任意識。我們亦會善用香港廉政公署 (ICAC) 的資源，定期提供反貪污複習培訓，確保所有員工遵守及堅持相關政策、法律和規例中規定的行為，包括《防止賄賂條例》(香港法例第 201 章) 和《中華人民共和國反洗錢法》。此外，我們制定「英才計劃」及「優才計劃」，為員工提供專業發展培訓，作為擬晉升高職的員工及經理的發展專業平台。

為了提升我們的物業管理及客戶服務質素，我們為桂林高新萬達廣場的前線員工特設一系列培訓課程，進行每月至少十次的培訓。針對七大重點，即營運、投資、營銷、財務、人力資源和行政管理以及物業工程。於報告年度，我們舉辦超過 70 場培訓，以提高業務競爭力及表現。

另外，我們亦提供充足資源，有助員工接受更多專業培訓。員工亦能夠報銷其維持專業資格所需費用，如課程費、交通費、住宿費及在職培訓期間的工資。

Average Training Hours Completed per Employee

每名僱員完成受訓的平均時數



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Taking Care of Employees' Health and Safety

We treat our employees as our most important asset of all. Therefore, we invest in resources to create a safe, healthy and comfortable working environment and encouraging a work-life balance culture among our employees. We are in compliance with the Occupational Safety and Health Ordinance (Chapter 509 of the Laws of Hong Kong) and the legal requirement on occupational health and safety outlined in Labour Law of the People's Republic of China.

It is of utmost importance that our staff can handle emergencies and prevent accidents in the long term, so we have arranged safety education and training during induction to raise their safety awareness and equip them with relevant skills. On top of those, we provide adequate personal protection equipment for staff that needs to perform high potential hazard activities especially when entering project sites and performing maintenance work at our operations, reducing the chance to occupational accidents. During the reporting year, there is no fatal incidents recorded.

Besides, we champion work-life balance in our workplace, advocating the importance for our staff to maintain a close relationship with families and friends and embrace challenges and lives. Under a five-day-work-week and an eight-hour working hour culture, we facilitate employees to stay close to their personal and family lives and not allow mental or physical health to be affected by work. With a membership card for the gym and free fruits distributed to every staff in some operating offices, we wish to see a behavioural change from employees in achieving better physical health for themselves.

重視員工健康與安全

集團視員工為我們最重要的資產。因此，我們投放大量資源，建設一個安全、健康與舒適的工作環境，同時鼓勵員工追求工作與生活平衡的文化。我們遵守《職業安全及健康條例》（香港法例第509章）和《中華人民共和國勞動法》中有關職業健康及安全的法定要求。

長遠而言，我們的員工能夠具備應急處理和事故預防的能力至關重要。因此，我們已為員工於入職時安排安全教育和培訓，以提高他們的安全意識，使他們掌握相關技能。除此之外，我們亦為需要進行潛在高危活動（如進入工地和於經營地點進行維修工作）的員工提供足夠的個人防護裝備，從而減少發生職業事故。於本報告年度，集團並無錄得致命事故。

另外，我們支持工作和生活的平衡，提倡員工與家人朋友維繫密切關係，正面積極迎接挑戰，享受生活。集團推行每周五天、每天八小時工作制的文化，鼓勵員工維持個人和家庭生活，不讓工作影響身心健康。部分營運點更為員工提供健身會員卡及免費水果。我們期望見證員工改變生活習慣，擁有更健康的身體。

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RESPONSIBLE OPERATION

Acting responsibly and with integrity is the Group's commitment to securing long-term success and bringing positive outcomes. We pay attention to how we approach our suppliers, customers and the wider community to ensure that we always act lawfully and ethically. For instance, the Group maintains close communication with suppliers and aims to achieve an open, honest and responsible supply chain. Our zero-tolerance policy on anti-corruption is practiced thoroughly along our supply chain, and employees are encouraged to raise any concerns about suspected misconduct, malpractice, impropriety, or unethical treatment through our established whistle-blowing channels. All reported cases are handled promptly by department managers and will be escalated to the Group's management where necessary. We hold a high standard of quality when delivering products and services by respecting the needs and rights of our customers. To the boarder community, we hope to support people in need with the resources and workforce we have. Together with our employees and supported by policies and initiatives introduced by the Group, we continue to work towards becoming a responsible business. During the reporting year, there is no breach of laws and regulations relating to health and safety, advertisement and privacy matters.

Managing Our Supply Chain

We strive to achieve comprehensive and effective supply chain management during the process of selecting suppliers and contractors, from establishing a standardised tendering procedure, performance monitoring to maintaining the diversity of suppliers.

負責任的營運

集團承諾以負責任和具誠信的方式營運，確保長遠成功，並帶來正面成果。我們重視與供應商、客戶和更廣泛社區的溝通及合作，確保我們一直按法律和道德規範行事。例如，本集團與供應商保持緊密溝通，旨在建立公開、廉潔及負責任的供應鏈。我們於供應鏈貫徹實施對貪污零容忍的政策。我們鼓勵員工通過我們既定的舉報渠道，對可疑的不當行為或失職或不道德待遇提出關注。所有舉報的案件均由部門經理迅速處理，並在必要時提交至集團管理層。在尊重客戶需求和權利的同時，我們堅持提供高標準品質的產品及服務。就更廣泛的社區而言，我們希望善用所擁有的資源和勞動力為有需要的人提供支援。在集團推出的政策和措施的支持下，我們繼續與員工攜手致力成為一間負責任的企業。於報告年度內，集團並無違反與健康安全、廣告及私隱事宜有關的法律法規。

管理我們的供應鏈

我們致力於甄選供應商及承包商的流程中對供應鏈實現全面有效管理，例如制定標準化的招標流程、監督供應商的表現以及保持供應商多元化。

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For instance, suppliers are subject to internal primary selection, audit and public tendering process in order to be included in our suppliers list. Extra attention is given where the total procurement amount worth over a preset standard, where multiple suppliers will be engaged in the selection process in order to phase out unsatisfactory suppliers that do not meet our pricing and quality requirements. In achieving effective risk management, tendering procedures are standardised to avoid any corruption, bribery, blackmail, fraud and money laundering. At the same time, employees are required to stay alert on the possible conflicts of interest caused or led by the tendering procedures. Multiple personnel across departments are involved in the process to ensure fairness and rationality of the results.

The Company endeavour to provide quality products and services, while receiving support from suppliers is fundamental to the success of the company. In 2018, the Group worked closely with 649 suppliers and contractors to ensure the stability of the operation of supply chains. Meanwhile, we paid attention to avoid over-reliance of specific suppliers and to uphold the diversity of suppliers.

The Group's business locates in multiple regions. During our supplier selection process, priorities will be given to local suppliers to promote local economic development and reduce the carbon footprint caused by transportation.

Improving Quality of Product and Services

The Group advocates a high-level of integrity and professional ethics. Employees are required to respect and protect the intellectual property during the daily operation. Apart from regular evaluation on internal policies and measures, the Group continued to monitor the intellectual property activities including the use of authentic computer system, to avoid any infringement occurs in the operation process. We respect and protect customer privacy; and employees are required to abide by the local regulations, in particular the Personal Data (Privacy) Ordinance (Chapter 486 of the Laws of Hong Kong) and the Protection of Consumer Rights and Interests of the People's Republic of China, related to the collection, holding and use, disclosure and transfer of personal data. The data collection process in operation is kept confidential and strictly follow the privacy and confidentiality regulations stated in the internal policies.

舉例而言，供應商需經過內部的初選、審計及公開招標等流程，才能納入集團的供應商清單。倘進行總值超過預定金額的採購，及倘多個供應商參與甄選流程，本公司會加倍注意，淘汰未能滿足我們定價及質量要求之不理想供應商。在達致有效風險管理方面，集團制定了標準化的招標流程，避免任何貪污、行賄、勒索、欺詐及洗黑錢行為；同時亦要求員工對招標流程中可能造成或引致的利益衝突保持警惕。過程會涉及多個部門的員工，確保結果的公平性和合理性。

本公司致力於提供優質的產品和服務，而獲得供應商的支持是公司成功的基礎。於二零一八年，集團與649個供應商和承包商緊密合作，努力確保供應鏈保持穩定運作。同時，我們亦避免過度依賴特定的供應商，保持供應商的多元化。

本集團的業務遍佈多個地區。於物色供應商的過程中，我們將優先選擇本地供應商，以推動本地經濟發展並減少運輸過程中產生的碳足跡。

提升產品及服務質素

本集團提倡高度誠信和職業道德，而員工必須於日常營運中尊重及保護知識產權。除了定期評估內部政策及措施外，本集團持續監察知識產權活動，包括使用正版的電腦系統，以避免在營運過程中發生任何侵權行為。我們尊重及保護客戶私隱；而員工必須遵守與收集、持有及使用、披露及轉移個人資料相關的本地法規，特別是《個人資料(私隱)條例》(香港法例第486章)和《中華人民共和國消費者權益保護法》。於業務過程中的資料收集過程必須保密，並嚴格遵守內部政策中規定的私隱和保密規定。

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“Customer First” is the key to quality service as we strive to enhance customer satisfaction and promote customer-based services. For instance, a dedicated team is formed to provide customer support service at Guilin Gaoxin Wanda Plaza. Customers are welcomed to provide feedback through our established channels where inquiries and complaints are handled properly, including formal customer satisfaction surveys that are conducted twice a year and a customer complaint phone that is set up all the time at the concierge of the mall. All complaints received are directed to our Operations Department for review. Once the claim is accepted, it will immediately be directed to respective departments for follow up. All follow up actions have to be discussed with the Operations Department to ensure compliance with our internal procedures. It is our policy that all complaints have to be followed up within a time frame of 24 hours. During the reporting period, we did not receive any complaint regarding the products and services of the Group from external parties or regulatory authorities

Caring for the Community

The Group proactively engaged with the local communities in places where it operates and support their needs through direct donations and volunteering in community activities. We target specifically at the underprivileged as they are the most vulnerable group in society. This year, we continue to donate a part of our profits to the community and encourage our staff to be volunteers. In May, a group of volunteers visited an elderly centre in the PRC, hoping to show some love and support.

我們深明「顧客至上」是優質服務的關鍵，故此我們努力提高客戶滿意度和促進以客為本的服務。例如，桂林高新萬達廣場成立專責團隊，提供客戶支援服務。我們歡迎客戶透過已有渠道提供反饋，以便妥善處理查詢和投訴，包括每年進行兩次正式客戶滿意度調查以及於商場禮賓部長期設置客戶投訴電話。收到的所有投訴均會發送至我們的營運部門作出審核。一旦投訴被接納，個案將立即被轉達至相關部門進行跟進，並必須與營運部門討論所有跟進行動，以確保遵守我們的內部程序。我們的政策列明所有投訴必須於24小時內跟進。報告期內，我們並無接獲外界或監管機構對本集團的產品和服務的任何投訴。

致力關懷社區

本集團積極與營運所在地的當地社區合作，並透過直接捐款和社區活動義工服務來支持社區的需求。社會中最脆弱的弱勢社群是我們的主要服務對象。今年，我們繼續將部分利潤捐贈予社區，並鼓勵我們的員工成為義工。同年五月，我們的一群義工到中國一間老人中心進行探訪，希望送上愛心和支持。

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CONTENT INDEX OF THE ESG REPORTING GUIDE OF HONG KONG EXCHANGES AND CLEARING LIMITED

香港交易及結算所有限公司 《環境、社會及管治指引》內 容索引

General Disclosures and KPIs 一般披露及關鍵績效指標	Disclosure 披露內容	Reference 參考
Environmental		
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。	Environmental Protection 環境保護
KPI A1.1 關鍵績效指標 A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	Not Applicable — The operations of the Group do not cause any significant air emissions, and no relevant data is disclosed accordingly 不適用 — 本集團的營運並無顯著的氣體排放，因此並未有披露相關數據
KPI A1.2 關鍵績效指標 A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity. 溫室氣體總排放量(以噸計算)及(如適用)密度。	Environmental Protection — Using Resources Wisely 環境保護 — 善用資源

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General Disclosures and KPIs 一般披露及關鍵績效指標	Disclosure 披露內容	Reference 參考
KPI A1.3 關鍵績效指標 A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity. 所產生有害廢棄物總量(以噸計算)及(如適用)密度。	Not applicable — The Group did not produce significant amount of hazardous waste during the reporting year 不適用 — 本集團於報告年度並無大量產生有害廢棄物
KPI A1.4 關鍵績效指標 A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity. 所產生無害廢棄物總量(以噸計算)及(如適用)密度。	Environmental Protection — Managing Waste Responsibly 環境保護 — 負責任的廢棄物管理
KPI A1.5 關鍵績效指標 A1.5	Description of measures to mitigate emissions and results achieved. 描述減低排放量的措施及所得成果。	Environmental Protection — Promoting Sustainable Buildings, Using Resources Wisely 環境保護 — 推動可持續發展建築、善用資源
KPI A1.6 關鍵績效指標 A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved. 描述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。	Environmental Protection — Managing Waste Responsibly 環境保護 — 可靠的廢棄物管理 The Group did not produce significant amount of hazardous waste during the reporting year 本集團於報告年度並無大量產生有害廢棄物
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. 有效使用資源的政策。	Environmental Protection 環境保護
KPI A2.1 關鍵績效指標 A2.1	Direct and/or indirect energy consumption by type in total (kWh in '000s) and intensity. 按類型劃分的直接及／或間接能源總耗量(以千個千瓦時計算)及密度。	Environmental Protection — Using Resources Wisely 環境保護 — 善用資源
KPI A2.2 關鍵績效指標 A2.2	Water consumption in total and intensity. 總耗水量及密度。	Environmental Protection — Using Resources Wisely 環境保護 — 善用資源

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KPI A2.3 關鍵績效指標 A2.3	Description of energy use efficiency initiatives and results achieved. 描述能源使用效益計劃及所得成果。	Environmental Protection — Promoting Sustainable Buildings, Using Resources Wisely 環境保護 — 推動可持續發展建築、善用資源
KPI A2.4 關鍵績效指標 A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. 描述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。	Environment — Promoting Sustainable Buildings 環境保護 — 推動可持續發展建築 The Group did not encounter any issue in sourcing water for daily operations during the reporting year 本集團的日常營運於報告年度並無遇上求取適用水源的問題
KPI A2.5 關鍵績效指標 A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位佔量。	Not Applicable — The Group's products do not require the use of packaging material 不適用 — 集團的產品無須使用包裝材料
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。	Environmental Protection 環境保護
KPI A3.1 關鍵績效指標 A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	Environment — Promoting Sustainable Buildings 環境保護 — 推動可持續發展建築

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Social – Employment and Labour Practices		
社會 — 僱傭及勞工常規		
Aspect B1: Employment		
層面 B1：僱傭		
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 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>	Walking Along with Employees 與員工同行
Aspect B2: Health and Safety		
層面 B2：健康與安全		
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 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>	Walking Along with Employees – Taking Care of Employees’ Health and Safety 與員工同行 — 重視員工健康與安全

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Aspect B3: Development and Training 層面 B3：發展及培訓		
General Disclosure 一般披露	<p>Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.</p> <p>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。</p>	Walking Along with Employees – Training and Development 與員工同行 — 培訓及發展
Aspect B4: Labour Standards 層面 B4：勞工準則		
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 relating to preventing child and forced labour.</p> <p>有關防止童工或強制勞工的：</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>	Walking along with Employees – Talent Acquisition and Retention 與員工同行 — 人才吸納及保留
Social – Operating Practices		
社會 — 營運慣例		
Aspect B5: Supply Chain Management 層面 B5：供應鏈管理		
General Disclosure 一般披露	<p>Policies on managing environmental and social risks of the supply chain.</p> <p>管理供應鏈的環境及社會風險政策。</p>	Responsible Operation 負責任的營運

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<p>Aspect B6: Product Responsibility 層面 B6：產品責任</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 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>	<p>Responsible Operation — Improving Quality of Product and Services 負責任的營運 — 提升產品及服務質素</p>
<p>Aspect B7: Anti-corruption 層面 B7：反貪污</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 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>	<p>Our Approach to Sustainable Development; Responsible Operation 我們的可持續發展理念、負責任的營運</p>

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General Disclosures and KPIs	Disclosure	Reference
一般披露及關鍵績效指標	披露內容	參考
Social – Community		
社會 — 社區		
Aspect B8: Community Investment		
層面 B8：社區投資		
General Disclosure	<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>	<p>Responsible Operation — Caring for the Community</p> <p>負責任的營運 — 致力關懷社區</p>
一般披露		

