



SILVER GRANT INTERNATIONAL HOLDINGS GROUP LIMITED

銀建國際控股集團有限公司

(Incorporated in Hong Kong with limited liability)

(於香港註冊成立之有限公司)

股份代號 Stock code: 171



Environmental, Social
and Governance Report
環境、社會及管治報告

2020

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

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About This Report

Silver Grant International Holdings Group Limited (the “**Company**” or “**Silver Grant**”, together with its subsidiaries, collectively the “**Group**”) is pleased to present its 2020 Environmental, Social and Governance Report (the “**Report**”), which sets out the Group’s policies, measures and performance on its key environmental, social and governance (“**ESG**”) issues for the year ended 31 December 2020.

Reporting period

The reporting period of this Report is from 1 January 2020 to 31 December 2020 (the “**reporting period**” or “**2020**”).

Reporting Scope

Based on the relevance of their financial materiality to the Group’s ESG strategies, this Report covers the business segments of the Group as follows:

- **Investments business**

During the reporting period, the Group operated its investments business through its offices in the People’s Republic of China (the “**PRC**”) and the Hong Kong Special Administrative Region of the PRC (“**Hong Kong**”).

- **Property leasing business**

During the reporting period, the only property leased out by the Group under its property leasing business was the East Gate Plaza (the “**Plaza**”), a property located in Beijing which was managed by a third party property management company (the “**Property Manager**”). The key performance indicators of the Plaza are not disclosed in this Report as the Plaza is not controlled or managed directly by the Group. Nonetheless, the initiatives taken to reduce the impact of the Plaza on the environment are set out in certain sections in this Report to give a comprehensive view to the Group’s stakeholders on the ESG matters relating to the Group.

關於本報告

銀建國際控股集團有限公司(「**本公司**」或「**銀建**」，連同其附屬公司，統稱「**本集團**」)欣然提呈其二零二零年環境、社會及管治報告(「**本報告**」)，以概括本集團於二零二零年十二月三十一日止年度有關環境、社會及管治(「**環境、社會及管治**」)方面各項關鍵議題的政策、措施及績效。

報告期

本報告的報告期為二零二零年一月一日至二零二零年十二月三十一日(「**報告期**」或「**二零二零年**」)。

報告範圍

根據財務重大性與本集團環境、社會及管治策略之關聯性，本報告涵蓋以下業務分部：

- **投資業務**

於報告期內，本集團透過其於中華人民共和國(「**中國**」)及中國香港特別行政區(「**香港**」)的辦公室經營投資業務。

- **物業租賃業務**

於報告期內，本集團物業租賃業務下唯一出租的物業是位於北京的東環廣場(簡稱「**廣場**」)，該物業由第三方物業管理公司(簡稱「**物業管理公司**」)管理。由於該廣場並非由本集團直接控制或管理，故本報告並無披露該廣場的關鍵績效指標。然而，本報告中的某些章節已列出為減少廣場對環境影響而採取的措施，以向本集團的持分者提供有關本集團有關的環境、社會及管治事項的全面資料。

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About This Report (Continued)

Reporting Scope (Continued)

For the purpose of ESG reporting, the Group will continuously upgrade its internal data collection procedures and improve the scope of its disclosure. If the scope of the specific content of this Report is different from the above, it has been specifically noted in the relevant sections.

Reporting Basis and Principle

This Report is prepared in accordance with the requirements of the Environmental, Social and Governance Reporting Guide (the “**ESG Guide**”) as set out in Appendix 27 to the Rules Governing the Listing of Securities (the “**Main Board Listing Rules**”) issued by The Stock Exchange of Hong Kong Limited (the “**Stock Exchange**”), except those amendments to the ESG Guide which are effective for financial years commencing on or after 1 July 2020. The Group has complied with all “comply or explain” provisions set out in the ESG Guide and the Group observes and applies the following four reporting principles stated in the ESG Guide:

- **Materiality**

The Group conducts stakeholder engagement and materiality assessment to identify material ESG issues, further details of which can be found in the sections headed “Stakeholder Engagement” and “Materiality Assessment” of this Report. These material ESG issues are addressed in this Report.

關於本報告(續)

報告範圍(續)

針對環境、社會及管治報告之目的，本集團將不斷提升內部數據收集程序並逐步完善披露範圍。如本報告特定內容涵蓋的範圍與上述不同，已在相關章節特別註明。

報告準則和基礎

本報告乃根據香港聯合交易所有限公司(「**聯交所**」)發佈的《香港聯合交易所有限公司證券上市規則》(「**主板上市規則**」)附錄二十七所載的環境、社會及管治報告指引(「**環境、社會及管治指引**」)編製，惟於二零二零年七月一日或之後開始的財政年度生效的環境、社會及管治指引的修訂除外。本集團已遵守環境、社會及管治指引中所載的所有「不遵守就解釋」條文，本集團遵守並應用環境、社會及管治指引所載的以下四項報告原則：

- **重要性**

本集團通過持分者參與和重要性評估來確定環境、社會及管治的重要議題，進一步詳情載於本報告「持分者參與」及「重要性評估」章節。重要的環境、社會及管治議題已納入本報告。

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About This Report (Continued)

Reporting Basis and Principle (Continued)

- **Quantitative**

Information is presented with quantitative measures, whenever feasible, including information on the standards, methodologies, assumptions used and provision of comparative data.

- **Balance**

The Group avoids biased selections, omissions, or presentation formats that may inappropriately influence the decisions or judgment of the readers of this Report when disclosing information.

- **Consistency**

To facilitate comparability over time, the Group uses consistent methodologies to report data and information. When changes occur, the Group discloses changes to the methods used or other relevant factors affecting a meaningful comparison.

Information disclosed in this Report is sourced from the Group's internal documentation and a summary of control, management and operational information provided by the relevant subsidiaries in accordance with the Group's internal management system. A complete content index is appended to the last section of this Report for quick reference. This Report is prepared and published in both Chinese and English and is available on the website of the Stock Exchange (www.hkexnews.hk) and the Company's website (<http://www.silvergrant.com.hk>). If there is any conflict or discrepancy in the Chinese and English versions, the Chinese version shall prevail.

關於本報告(續)

報告準則和基礎(續)

- **量化**

於可行情況下披露量化資料所用標準、方法、假設以及提供比較數據。

- **平衡**

本集團於披露資料時，避免不公平的選擇、遺漏或呈列形式，以免對本報告的讀者的決定或判斷造成不適當的影響。

- **一致性**

為了便於在不同時期進行比較，本集團使用一致的方法來報告數據及資料。當發生變化時，本集團會披露所使用的方法或其他影響有意義比較的相關因素的變化。

本報告所披露的資料來自本集團的內部文件數據，以及由相關附屬公司依據本集團內部管理制度提供的控制、管理及營運資料匯總。本報告最後一節附有完整的內容索引，以便快速查詢。本報告以中、英兩種語言編製及刊發，並可於聯交所網站(www.hkexnews.hk)及本公司網站(<http://www.silvergrant.com.hk>)查閱。倘中英文版本有任何抵觸或不符之處，概以中文版本為準。

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About This Report *(Continued)*

Review and approval

This Report has been reviewed and approved by the Board (the “**Board**”) of Directors (the “**Directors**”) of the Company.

Information and feedback

To contact the Company for comments or suggestions, you are welcome to email at the following address: info@silvergrant.com.hk.

Our Approach to ESG Management

The Company reckons the significance of sustainable development. In operating its business, the Group aims to strike a balance among the interests of its stakeholders in economic, environmental, social and corporate governance aspects by fulfilling its ESG responsibilities. The Group is determined to disclose its ESG performances truthfully and is committed to incorporating environmental and social considerations into its policies and management.

The Board as the highest governance body has the overall responsibility for the Group’s ESG governance, strategy and reporting. The Board determines and evaluates the Group’s ESG related risks and opportunities and oversees the Group’s ESG management approach, strategy, priorities and targets. The Board also regularly monitors and reviews the Group’s overall ESG performance progress.

The Board has delegated authority to the senior management and department heads of the Group to manage the daily implementation of ESG strategies. Senior management gives advice to the Board regarding policy formulation and monitors the Group’s ESG performance and targets while department heads execute the ESG policies and the related initiatives at the operational level.

關於本報告 *(續)*

審閱及批准

本報告已由本公司董事(「**董事**」)會(「**董事會**」)審閱及批准。

信息及反饋

若閣下要與本公司聯繫，提出意見或建議，歡迎以電郵形式發送至以下郵箱：info@silvergrant.com.hk。

環境、社會及管治管理方針

本公司重視可持續發展的意義。於經營業務的過程中，本集團旨在通過履行環境、社會及管治責任，平衡持份者在經濟、環境、社會及企業管治方面的利益。本集團決議如實披露其環境、社會及管治表現，並致力於將環境和社會考慮因素納入其政策及管理。

董事會作為最高管治機構，對本集團的環境、社會及管治治理、策略及報告負有全面責任。董事會決議及評估本集團的環境、社會及管治相關風險及機會，並監督本集團的環境、社會及管治管理方針、策略、優先事項及目標。董事會亦定期監察及審閱本集團的整體環境、社會及管治表現進展。

董事會授權本集團的高級管理層及部門主管管理環境、社會及管治策略的日常實施。高級管理層就政策制定向董事會提供建議，並監督本集團的環境、社會及管治表現及目標，而部門主管則於營運層面執行環境、社會及管治政策及相關舉措。

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Stakeholder Engagement

Our Stakeholders

The Group values feedback from its stakeholders as it regards their inputs as the foundation for the sustainable development and success of the Group. Through stakeholder engagement, the Group can take better account of the needs and expectations of its stakeholders when developing business strategies and continuously strengthen its relationships with its stakeholders. The Group's relevant stakeholders and their communication channels with the Group are as follows:

持份者參與

持份者

本集團重視來自其持份者的反饋，因為本集團認為彼等的投入是本集團可持續發展及成功的基礎。透過持份者的參與，本集團於制定業務策略時可以更好地考慮持份者的需求及期望，並不斷加強與持份者的關係。本集團的相關持份者及其與本集團的溝通途徑如下：

Stakeholders 持份者	Expected concerns 預期關注事項	Communication channels 溝通途徑
Government and regulatory bodies 政府及監管機構	<ul style="list-style-type: none"> Compliance of operation 合規營運 Regional economic development and employment 區域經濟發展及就業 Disclosure and transparency 資訊披露及透明度 	<ul style="list-style-type: none"> Annual and interim reports and other public information 年度及中期報告以及其他公開資料 Annual and interim results announcement 年度及中期業績公告
Shareholders and investors 股東及投資者	<ul style="list-style-type: none"> Return on investment 投資回報 Compliance of operation 合規營運 Disclosure and transparency 資訊披露及透明度 Protection of shareholders' rights and interests and fair treatment 股東權益保障及公平對待 	<ul style="list-style-type: none"> Annual general meeting and other general meetings 股東周年大會及其他股東大會 Annual and interim results announcement 年度及中期業績公告 Annual and interim reports and other public information 年度及中期報告以及其他公開資料 Websites of the Company and the Stock Exchange 本公司及聯交所網站

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Stakeholder Engagement (Continued)

持份者參與(續)

Our Stakeholders (Continued)

持份者(續)

Stakeholders 持份者	Expected concerns 預期關注事項	Communication channels 溝通途徑
Employees 員工	<ul style="list-style-type: none"> Employee remuneration and benefits 員工薪酬及福利 Health and safety 健康與安全 Career development 職業發展 	<ul style="list-style-type: none"> Staff training 員工培訓 Monthly work meetings 月度工作例會 Departmental meetings and team meetings 部門會議及團隊會議 Employee activities 員工活動
Customers or leasees 客戶或租戶	<ul style="list-style-type: none"> Service quality 服務質素 Building safety 大廈安全 Personal data protection 個人資料保護 	<ul style="list-style-type: none"> Customer services hotline 客戶服務熱線 Day-to-day communication with frontline staff 前線人員日常溝通
Suppliers 供應商	<ul style="list-style-type: none"> Fair and open procurement 公平及公開採購 Supplier selection and evaluation 供應商篩選及評估 	<ul style="list-style-type: none"> Email and telephone 電子郵件及電話聯繫 Meetings with suppliers 與供應商進行的會議
Community 社區	<ul style="list-style-type: none"> Community engagement 社區參與 Social responsibilities 社會責任 Environmental compliance 環境合規 	<ul style="list-style-type: none"> Community engagement activities 社區參與活動

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Materiality Assessment

To better manage and report the issues that are significant to the Group and its stakeholders, as well as improve the Group's ESG management, materiality assessment was conducted with the following process:

重要性評估

為了更好地管理及報告對本集團及其持份者有重大意義的議題，以及改善本集團的環境、社會及管治管理，重要性評估乃通過以下程序進行：



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Materiality Assessment (Continued)

The Group conducts a materiality assessment survey every two or three years to identify material issues. In 2020, the Group continues to use the material issues identified in 2019 due to its stable business operation. The extent of disclosure of the ESG issues in this Report is based on the importance of the issues to the Group and its stakeholders according to the matrix shown below.

重要性評估(續)

本集團每兩年或三年進行一次重要性評估問卷調查，以釐定重大議題。於二零二零年，由於本集團的業務營運穩定，本集團繼續使用於二零一九年釐定的重大議題。本報告中對環境、社會及管治議題的披露程度，乃基於該等議題對本集團及其持份者的重要性，如以下矩陣所示。



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Environmental Subject Area

Overview

In 2020, the Group's main businesses were investments and property leasing which were mainly operated in office environment. The management of the Plaza under the Group's property leasing business was outsourced to a third-party Property Manager. Most of the energy consumption at the Group's offices came from lighting, air conditioning and other equipment. There were no significant emissions or waste produced from the Group's offices. Although environmental issues were less of a concern to the Group and its stakeholders since the Group had relatively low negative impacts to the environment in its operations, the Group endeavours to enhance its environmental performance and minimise the potential negative environmental impacts generated in its business operations.

Emissions

The Group is strongly aware of the impacts and potential risks of its operations on the environment and surrounding ecosystems and is committed to operating in a responsible manner. The Group is dedicated to monitoring the development and updates of local environmental laws and regulations. During the reporting period, since there were no significant emissions from the Group's offices, no environmental laws and regulations in relation to air and greenhouse gas (GHG) emissions, discharges into water and land, and generation of hazardous and non-hazardous waste have been identified as having a significant impact on the Group.

環境範疇

概覽

於二零二零年，本集團的主要業務為投資及物業租賃，主要是於辦公環境中經營。本集團物業租賃業務下的廣場管理外判予第三方物業管理公司。本集團辦公室的大部分能源消耗來自於照明、空調及其他設備。本集團的辦公室並無產生大量排放物或廢棄物。由於本集團在其業務中對環境的負面影響相對較小，縱使環境議題是本集團及其持份者關注較少的議題，但本集團仍努力提高其環境表現，並盡量減少其業務營運中產生的潛在負面環境影響。

排放物

本集團強烈意識到其營運對環境及周圍生態系統的影響及潛在風險，並致力於以負責任的方式進行營運。本集團致力於監測當地環境法律及法規的發展及最新情況。於報告期內，由於本集團辦公室並無產生大量排放物，故並無發現與空氣和溫室氣體排放、向水及土地的排放以及危險及非危險廢棄物的產生有關的環境法律及法規對本集團有重大影響。

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Environmental Subject Area (Continued)

Air emissions

During the reporting period, air emissions¹ of the Group, which included nitrogen oxides, sulphur oxides and particulate matter, were generated from its vehicles. The Group controls and reduces air emissions by monitoring its vehicle mileage and fuel consumption regularly to observe the actual uses of its vehicles and ensure that they are in effective operation. To further reduce its air emissions, the Group continues to upgrade its data collection system and reviews its emission reduction strategies on a regular basis.

	2020 二零二零年 tonnes 公噸	2019 二零一九年 tonnes 公噸	2018 二零一八年 tonnes 公噸
Nitrogen oxides (NO _x)	0.0016	0.0121	0.0124
Sulphur oxides (SO _x)	0.0000	0.0000	0.0001
Particulate matter (PM)	0.0001	0.0009	0.0009

Greenhouse gas (GHG) emissions

The Group recognises the importance of mitigating climate change by reducing its GHG emissions and is committed to taking steps to reduce the negative impacts of climate change for the society. The Group has implemented energy-saving measures described in the section headed “Energy use” of this Report in its offices to minimise energy consumption and reduce GHG emissions.

During the reporting period, the Group's main sources of GHG emissions included electricity consumption from its buildings and equipment and fuel consumption from its vehicles. In 2020, the Group recorded a drop of 21% and 9% in its total GHG emissions and GHG emission intensity respectively when compared with those in 2019, which is mainly due to reduction of business activities as a result of COVID-19.

¹ There were no air pollutant emissions from business units in Beijing and Guangzhou. The relevant emissions were from the business units in Hong Kong.

環境範疇(續)

廢氣排放

於報告期內，本集團的廢氣排放¹來自其車輛，包括氮氧化物、硫氧化物及顆粒物。本集團通過定期監測其車輛行使里程及燃料消耗量，觀察其車輛的實際使用情況，確保其有效使用，從而控制及減少廢氣排放。為了進一步減少其廢氣排放，本集團繼續升級其數據收集系統，並定期審查其減排策略。

溫室氣體排放

本集團認識到通過減少溫室氣體排放來緩解氣候變化的重要性，並致力於採取措施，以減少氣候變化對社會的負面影響。本集團已在其辦公室實施了本報告「能源使用」一節所述的節能措施，以盡量減少能源消耗及溫室氣體排放。

於報告期內，本集團的主要溫室氣體排放源包括其建築及設備的電力消耗以及其車輛的燃料消耗。於二零二零年，本集團的溫室氣體排放總量及溫室氣體排放密度與二零一九年相比，分別錄得21%及9%的下降，主要由於新冠疫情導致商業活動減少。

¹ 北京和廣州的業務部門沒有排放空氣污染物。相關的排放來自香港的業務部門。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Environmental Subject Area (Continued)

環境範疇(續)

Greenhouse gas (GHG) emissions (Continued)

溫室氣體排放(續)

GHG emissions² data of the Group is as follows:

本集團的溫室氣體排放²數據如下：

		2020 二零二零年 tonnes CO ₂ -e 公噸二氧化碳 當量	2019 二零一九年 tonnes CO ₂ -e 公噸二氧化碳 當量	2018 二零一八年 tonnes CO ₂ -e 公噸二氧化碳 當量
Beijing³	北京³			
• Scope 1	• 範圍一	–	–	–
• Scope 2 ⁴	• 範圍二 ⁴	189.84	232.73	331.86
Sub-total	小計	189.84	232.73	331.86
Intensity (per square meter)	密度(每平方米)	0.25	0.30	0.21
Hong Kong	香港			
• Scope 1	• 範圍一	0.94	5.56	30.35
• Scope 2	• 範圍二	18.65	21.94	24.38
Sub-total	小計	19.58	27.50	54.73
Intensity (per square meter)	密度(每平方米)	0.05	0.07	0.09
Guangzhou⁵	廣州⁵			
• Scope 1	• 範圍一	–	–	N/A不適用
• Scope 2	• 範圍二	16.9	26.79	N/A不適用
Sub-total	小計	16.9	26.79	N/A不適用
Intensity (per square meter)	密度(每平方米)	0.01	0.02	N/A不適用
Total	總計	226.33	287.02	386.59
Intensity (per meter square)	密度(每平方米)	0.10	0.11	0.18

² The calculation of the GHG emissions data is made with reference to the “Greenhouse Gas Protocol: Corporate Accounting and Reporting Standards”, “How to prepare ESG reports? Appendix 2: Reporting Guide to Environmental KPIs” issued by the Stock Exchange, the sustainability reports issued by the Hong Kong Electric Company Limited and Hong Kong and China Gas Company Limited, and “Average CO2 Emission Factor of China’s Regional Power Grids in 2011 and 2012” published by the National Development and Reform Commission of the PRC.

³ The leased properties of the Plaza are managed by third-party companies and therefore the relevant data is excluded.

⁴ Since the Group’s purchased heat was charged by floor area instead of the heat consumption amount, the Group was not able to obtain the actual heat consumption amount. Therefore, the related GHG emissions data in relation to purchased heat was not reported.

⁵ The Guangzhou business unit was not included in the scope of 2018 ESG Report and therefore the relevant data was not reported.

² 溫室氣體排放數據參照《溫室氣體議定書：企業會計和報告標準》、聯交所發佈的《如何準備環境、社會及管治報告？—附錄二：環境關鍵績效指標匯報指引》、香港電燈有限公司及香港中華煤氣有限公司刊發的可持續發展報告及中國國家發展改革委員會刊發的《2011年和2012年中國區域電網平均二氧化碳排放因子》。

³ 廣場的租賃物業由第三方公司管理，因此不包括相關數據。

⁴ 由於本集團外購的熱能是按建築面積收費，而不是按熱能消耗量收費，故本集團無法獲得實際用熱量。因此，沒有報告與外購熱能有關的相關溫室氣體排放數據。

⁵ 廣州業務部門不在二零一八年環境、社會及管治報告的範圍內，因此沒有匯報相關數據。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Environmental Subject Area (Continued)

Greenhouse gas (GHG) emissions (Continued)

Remarks:

Scope 1 refers to the direct GHG emissions from the business operations owned or controlled by the Group, including the emissions from the Group's vehicle fleet and fuel combustion.

Scope 2 refers to the indirect energy GHG emissions from the internal consumption of purchased electricity, heat and steam by the Group.

Waste

During the reporting period, the main types of non-hazardous waste generated by the Group were household waste and office paper, which were all handled by the property management companies. As the Group's household waste was handled by the property management companies, the Group was unable to obtain the actual amount of household waste generated by the Group during the reporting period. Therefore the related household waste data was not reported in this Report. In 2020, the Group did not have a significant amount of hazardous waste generated during operation or hazardous waste required to be disposed of. The Group strives to reduce waste generation by encouraging recycling, the use of environmentally friendly stationery and paperless operation.

The amount of non-hazardous waste generated by the Group is as follows:

環境範疇(續)

溫室氣體排放(續)

備註：

範圍一是指本集團所擁有或控制的業務經營活動所產生的直接溫室氣體排放，包括本集團的車隊和燃料燃燒產生的排放。

範圍二是指本集團內部購買的電力、熱力和蒸汽消耗的間接能源溫室氣體排放。

廢棄物

於報告期內，本集團產生的無害廢棄物的主要類型為生活垃圾及辦公用紙，均由物業管理公司處理。本集團的生活垃圾由物業管理公司處理，故本集團無法獲得於報告期內由本集團產生的生活垃圾的實際數量。因此沒有於本報告內報告相關生活垃圾數據。於二零二零年，本集團於營運期間概無產生大量的有害廢棄物或需要處置的有害廢棄物。本集團通過鼓勵回收、使用環保文具及無紙化營運，努力減少廢棄物的產生。

本集團無害廢棄物產生量如下：

		2020 二零二零年 tonnes 公噸	2019 二零一九年 tonnes 公噸	2018 ⁶ 二零一八年 ⁶ tonnes 公噸
Office Paper	辦公用紙	0.32 ⁷	0.30	N/A不適用
Intensity (per employee)	密度(每員工)	0.0053 ⁷	0.0049 ⁸	N/A不適用

⁶ The figures were not reported until 2019.

⁷ The figures included Hong Kong and Guangzhou Office Paper data only as Beijing Office Paper data was not collected.

⁸ The figure was restated to reflect the actual intensity in 2019.

⁶ 該等數據於二零一九年之前均未報告。

⁷ 由於未有收集北京辦公室用紙數據，該等數據只包含香港及廣州辦公室用紙數據。

⁸ 為反映2019年實際密度，重列該數據。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Environmental Subject Area (Continued)

Sewage discharge

The Group stresses the importance of sewage treatment and its sewage is mainly generated from toilets and kitchens of the Plaza. The Property Manager has implemented different sewage treatment procedures in the Group according to local regulations including:

- **Treated greywater**

Grey water collected from different sources of the Plaza, including toilets, staff bathrooms, kitchen sinks, cooling water, and machine leaks, is delivered to the greywater system for treatment. The treated water will then be used for toilet flushing in the offices and shopping mall of the Plaza, irrigation and car washing.

- **Toilet sewage**

Toilet and urinal sewage are discharged to outdoor septic tanks, which are treated by third-party companies on a regular basis.

- **Food and beverage sewage**

Food and beverage sewage are treated through oil tanks to separate oil from the sewage effectively before being discharged into the sewers. Third-party companies are responsible for the regular cleaning of the sewers.

環境範疇(續)

污水排放

本集團強調污水處理的重要性，其污水主要來自廣場的衛生間及廚房。物業管理公司根據當地法規於本集團內實施不同的污水處理程序，包括：

- **中水重用**

從廣場的不同來源(包括衛生間、員工浴室、廚房水槽、冷卻水及機房地漏)收集污水後，送至污水系統進行處理。經過處理的水將用於廣場的辦公室及購物中心的沖廁、灌溉及洗車。

- **衛生間污水**

衛生間及小便池污水排到室外化糞池，由第三方公司定期進行處理。

- **餐飲污水**

餐飲污水會經隔油池處理，使廢油與污水有效分離。第三方公司負責定期進行清理。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Environmental Subject Area *(Continued)*

Use of Resources

The Group strives to enhance its resources efficiency by implementing various initiatives in its day-to-day operations to promote the effective use of energy, water, paper and other natural resources.

Energy use

Energy-efficient office

The Group emphasises energy conservation and emission reduction across its businesses. Several measures have been adopted in different departments to encourage energy saving and promoted in team meetings to raise employees' energy saving awareness. For example, the Group reminds its employees to turn off lights and regulates the temperature of air conditioners, which reduces the overall electricity and energy use. In 2020, the Group recorded a decrease of 14% and 8% in its total energy consumption and energy intensity respectively when compared to those of the previous year, which was attributed to reduction of business activities as a result of COVID-19.

環境範疇(續)

資源使用

本集團通過於其日常營運中實施各種舉措，促進能源、水、紙張及其他自然資源的有效利用，努力提高其資源效率。

能源使用

節能辦公

本集團重視於其業務中節能減排。於不同部門採取若干措施以鼓勵節能，並於團隊會議上進行宣傳，以提高僱員的節能意識。例如，本集團提醒其僱員關燈及調節空調溫度，從而減少整體電力及能源的使用。於二零二零年，本集團的總能耗和能源密度較上年分別下降了14%和8%，此乃由於新冠疫情導致商業活動減少。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Environmental Subject Area (Continued)

Energy use (Continued)

Energy-efficient office (Continued)

Looking forward, the Group will continue to record and monitor its energy consumption by refining its data collection systems so as to reduce GHG emissions. The Group is in the process of formulating energy targets and energy-saving plans.

The use of energy data of the Group is as follows:

環境範疇(續)

能源使用(續)

節能辦公(續)

展望未來，本集團將繼續通過完善其數據收集系統來記錄及監測其能源消耗，以減少溫室氣體排放。本集團正在制定能源目標及節能計劃。

本集團能源使用數據如下：

		2020 二零二零年 MWh 兆瓦時	2019 二零一九年 MWh 兆瓦時	2018 二零一八年 MWh 兆瓦時
Beijing⁹	北京⁹			
• Purchased Electricity	• 外購電力	214.68	240.43	375.28 ¹⁰
Sub-total	小計	214.68	240.43	375.28
Intensity (per square meter)	密度(每平方米)	0.28	0.31	0.24
Hong Kong	香港			
• Petrol	• 汽油	3.32	19.24	54.44
• Purchased Electricity	• 外購電力	23.02	27.43	30.29
• Purchased Towngas	• 外購煤氣	–	–	3.51
Sub-total	小計	26.34	46.67	88.24
Intensity (per square meter)	密度(每平方米)	0.07	0.12	0.16
Guangzhou¹¹	廣州¹¹			
• Purchased Electricity	• 外購電力	32.07	32.01	N/A不適用
Sub-total	小計	32.07	32.01	N/A不適用
Intensity (per square meter)	密度(每平方米)	0.03	0.03	N/A不適用
Total	合計	273.1	319.11	463.52
Intensity (per square meter)	密度(每平方米)	0.12	0.13	0.21

⁹ The leased properties of the Plaza are managed by third-party companies and therefore the relevant data is excluded.

¹⁰ Since the Group's purchased heat was charged by floor area instead of the heat consumption amount, the Group was not able to obtain the actual heat consumption amount. Therefore, the related energy data in relation to purchased heat was not reported.

¹¹ The Guangzhou business unit was not included in the scope of 2018 ESG Report and therefore the relevant data was not reported.

⁹ 廣場的租賃物業由第三方公司管理，因此不包括相關數據。

¹⁰ 由於本集團外購的熱能是按建築面積收費，而不是按熱能消耗量收費，故本集團無法獲得實際用熱量。因此，沒有報告與外購熱能有關的相關能源數據。

¹¹ 廣州業務部門不在二零一八年環境、社會及管治報告的範圍內，因此沒有匯報相關數據。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Environmental Subject Area (Continued)

Energy use (Continued)

Energy saving in the Plaza

In order to prevent excessive electricity and heat consumption, the Property Manager has implemented the following energy-saving measures:

- Cleans hot water tanks regularly to improve heat exchange efficiency, thus reducing heat and electricity consumption;
- Requires newly renovated tenants to install remote transmission meters and record data for energy consumption data analysis;
- Adjusts the start-up time of the chillers and switches the operation of different units automatically according to the outdoor temperature and humidity, which helps to reduce the uncertainty of the traditional manual switch, and water and electricity consumption; and
- Provides energy management training to employees on meter installation and energy management platform, and performs monthly statistical analysis of data collected from existing energy meters.

Water resources

Office water uses

There is no significant water consumption in the Group's investments business. Water is mainly consumed by the Group for daily domestic purpose and is supplied by water companies so there is no issue in sourcing applicable water resources fit for the purposes of the Group. Nonetheless, the Group recognises the importance of reducing water consumption and has undertaken corresponding measures to save water, such as putting up announcements and water-saving slogans in offices to raise employees' awareness.

環境範疇(續)

能源使用(續)

廣場節能

為防止過度耗電及耗熱，物業管理公司已實施以下節能措施：

- 定期清潔熱水加熱罐，提高熱能交換效率，從而降低熱能和電能消耗；
- 要求新裝修的租戶安裝遠傳電錶，並記錄數據，以便進行能源消耗數據分析；
- 根據室外溫度及濕度，自動調整冷水機組開機時間，切換不同機組運行，有助於減少傳統人手開關的不確定性，降低水電消耗；及
- 為僱員提供關於電錶安裝及能源管理平台的能源管理培訓，並對現有能源表收集的數據進行每月統計分析。

水資源

辦公用水

本集團的投資業務中並無大量的水消耗。本集團的用水主要作日常生活用途，由水公司供應，因此於採購適合本集團用途的水資源方面概無任何問題。儘管如此，本集團認識到減少用水的重要性，並採取相應的節水措施，如在辦公室張貼公告及節水標語以提高僱員的意識。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Environmental Subject Area (Continued)

Water resources (Continued)

Office water uses (Continued)

During the reporting period, the water consumption of the Group's Beijing office showed an increase of 26% compared to that of 2019. The Group will continue to improve its data collection system and review its water consumption with an aim to enhance its water consumption efficiency.

The data of water usage in the offices of the Group is as follows:

環境範疇(續)

水資源(續)

辦公用水(續)

於報告期內，本集團北京辦事處的用水量較二零一九年增加26%。本集團將繼續完善其數據收集系統，並審閱其用水量，以提高其用水效率。

本集團於辦公室用水數據如下：

		2020 二零二零年 tonnes 噸	2019 二零一九年 tonnes 噸	2018 二零一八年 tonnes 噸
Beijing	北京			
Total	合計	2,242	1,773	3,673
Intensity (per employee)	密度(每員工)	89.68	80.59	166.95
Hong Kong¹²	香港¹²			
Total	合計	N/A 不適用	–	166
Intensity (per employee)	密度(每員工)	N/A 不適用	–	13.38
Guangzhou	廣州			
Total	合計	N/A 不適用¹³	N/A 不適用 ¹³	N/A 不適用 ¹⁴
Intensity (per employee)	密度(每員工)	N/A 不適用	N/A 不適用	N/A 不適用

¹² The water consumption covers the Group's staff quarters in Hong Kong only in 2018. In 2019, as the staff quarters in Hong Kong were vacant, the Group recorded no water consumption. In 2020, no further staff quarters were provided.

¹³ The Guangzhou business unit did not have to pay for its water consumption. Therefore, the water consumption data of the Guangzhou business unit is not available.

¹⁴ The Guangzhou business unit was not included in the scope of the 2018 ESG report, so no relevant data was reported.

¹² 二零一八年，用水量僅覆蓋本集團在香港的員工宿舍。二零一九年，由於香港員工宿舍空置，因此沒有用水量紀錄。於二零二零年，並無再提供員工宿舍。

¹³ 廣州業務單位不需繳交用水費用，因此廣州業務單位的用水數據無法獲取。

¹⁴ 廣州業務單位不在二零一八年環境、社會及管治報告的範圍內，因此沒有匯報相關數據。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Environmental Subject Area (Continued)

Water resources (Continued)

Plaza water uses

The Group's water usage management in the Plaza is guided by the "Beijing City Provisions of Water Conservation Measures". Water is supplied by the municipality of Beijing. The water used by the garage and shopping mall portion (i.e. B2-3 floors) of the Plaza is provided directly by the municipal, that used by the office portion (i.e. 4-10 floors) is supplied by a negative-pressure equipment installed in the Plaza, and that used by the apartment portion is supplied by a domestic water tank through a booster pump installed in the Plaza.

The Property Manager has taken the following measures to improve water efficiency in the Plaza:

- Reduces water consumption by automatically adjusting the start-up time of chillers and switching the operation of different units interchangeably based on the outdoor temperature and humidity;
- Installs an automatic monitoring system in the greywater system to allow the equipment to start and stop operations automatically;
- Inspects the urinals and toilets in the Plaza. Timely maintenance will be carried out when failure of any urinal or toilet sensors is identified;
- Uses environmentally friendly strong alkaline electrolytic ionized water to replace traditional chemical cleaners when cleaning the Plaza, thereby reducing rinse time and water consumption; and
- Analyses the consumption data from water meters to identify and fix abnormalities promptly.

Other resources

The businesses of the Group do not involve the production of products and therefore the Group has no procurement and use of raw materials and packaging materials.

環境範疇(續)

水資源(續)

廣場用水

本集團於廣場內的用水管理是以《北京市節約用水辦法》為指導。水是由北京市政府供應。廣場的車庫和商場部分(即B2-3層)的用水由政府直接提供，辦公部分(即4-10層)的用水由安裝在廣場的負壓設備供給，公寓部分的用水則由生活水箱通過安裝在廣場的增壓泵供給。

物業管理公司已採取以下措施來提高廣場的用水效率：

- 通過自動調節冷水機組的啟動時間，並根據室外溫度和濕度變化，交替切換不同機組的運行，減少用水量；
- 於污水系統中安裝自動監測系統，使設備自動啟動和停止運行；
- 檢查廣場的小便池及衛生間。如果發現小便池或衛生間的傳感器出現故障，應及時進行維護；
- 使用環保強鹼性電解離子水取代傳統化學清潔劑清潔廣場，從而減少沖洗時間和用水量；及
- 分析水錶的消耗數據，及時發現和解決異常情況。

其他資源

本集團的業務不涉及產品生產，因此沒有採購和使用原材料和包裝材料。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Environmental Subject Area *(Continued)*

The Environment and Natural Resources

The Group's business activities have a limited impact on the environment and natural resources, mainly from the consumption of electricity and water resources by the Group. Although such consumption has no direct and significant impact on the environment and natural resources, the Group actively engages its employees in environmental protection.

Apart from the initiatives adopted in offices and the Plaza mentioned above, the Group further encourages its employees to actively participate in tree planting activities organised by the Federation of Trade Unions of Foreign-invested Enterprises, which raises their environmentally friendly awareness.

Social Subject Area

The Group is dedicated to maintaining a high level of corporate social governance. In an effort to sustain its business success, the Group is committed to providing a safe and healthy working environment in addition to its quality service. The Group also devotes itself to fulfilling social responsibilities and delivering positive social influence. The Group integrates ESG governance into its business model and makes prudential management decisions to drive sustainability.

環境範疇(續)

環境及天然資源

本集團的業務活動對環境和天然資源的影響有限，主要來自本集團的電力和水資源消耗。儘管此類消耗對環境或天然資源沒有直接和重大影響，但本集團積極讓其僱員參與環境保護。

除上述於辦公室及廣場採取的舉措外，本集團亦進一步鼓勵其僱員積極參加由外商投資企業工會聯合會組織的植樹活動，提高彼等的環保意識。

社會範疇

本集團致力維持高水準的企業社會管治。為了保持其業務成功，本集團除了提供優質服務外，亦致力於提供一個安全和健康的工作環境。本集團亦致力於履行社會責任，產生積極的社會影響。本集團將環境、社會及管治治理納入其業務模式，並作出審慎的管理決策，以推動可持續發展。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Employment and Labour Practices

Employment

Employees act as the foundation of the Group's business growth so the Group appreciates and values their contribution. In order to attract and retain outstanding talent, the Group has formulated and implemented a series of human resources policies. For business units in Hong Kong, the Group's "Personnel Management System" and "Employee Manual" provide the guidelines and procedures for the personnel management. For business units in Mainland China, Chapter VII of "Interim Management Measures of Silver Grant International" and "Employee Grading and Salary Management Measures" specify the principles and procedures for personnel management and competitive remuneration respectively.

Recruitment, compensation, promotion and dismissal

The Group strives to ensure that its employees are recruited fairly and objectively according to their qualifications, skills, experience and performances during the recruitment process. To ensure a competitive remuneration package, employee wages are reviewed regularly according to the Group's operating conditions and the increase in the regional price index. Promotion and reward systems have been well-established to encourage employees to deliver quality performance and contribute to the Group. The Group strictly adheres to the labour laws and regulations of Hong Kong and Mainland China when handling dismissal of its employees.

Working hours and holidays

The Group compensates its employees fairly according to local employment laws and their employment contracts. In addition to statutory holidays, the Group's employees are entitled to other paid leaves such as maternity leave, marriage leave, bereavement, paternity leave and compassionate leave.

僱傭及勞工常規

僱傭

僱員乃本集團業務增長的基礎，本集團感謝並重視彼等的貢獻。為了吸引及挽留優秀人才，本集團已制定並實施一系列的人力資源政策。對於香港的業務單位，本集團的《人事管理制度》及《員工手冊》提供了人事管理的指引及程序。對於中國內地的業務單位，《銀建國際暫行管理辦法》第七章及《員工等級與薪酬管理辦法》分別規定了人事管理及具競爭力的薪酬的原則及程序。

招聘、薪酬、晉升及解僱

本集團努力確保於招聘過程中，根據僱員的資質、技能、經驗及表現，公平客觀地招聘員工。為確保有競爭力的薪酬待遇，僱員工資根據本集團的經營狀況及地區物價指數的增長情況進行定期審閱。晉升及獎勵機制已經建立，以鼓勵僱員表現出色並為本集團做出貢獻。本集團於解僱其僱員時，嚴格遵守香港及中國內地的勞動法律法規。

工作時數及假期

本集團根據當地的勞動法及其僱員合約給予員工公平的補償。除法定假日外，本集團員工亦享有其他帶薪假期，如產假、婚假、喪假、陪產假及撫恤假。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Employment and Labour Practices (Continued)

Employment (Continued)

Equal opportunities, diversity and anti-discrimination

The Group strives to create a fair, respectful and diverse working environment by promoting anti-discrimination and equal opportunities in terms of all human resources and employment decisions. The Group ensures an equal and inclusive working environment for all employees regardless of the employees' race, religion beliefs, skin colour, nationality, age, disability or any other non-job related factors by creating equal training, promotion and recruitment opportunities, as well as fair performance evaluation and salary management in all its business units.

The Group's labour practices are guided by the "Employee Handbook", which is formulated in accordance with the Code of Practice and Legal Guidelines issued by the Equal Opportunities Commission. The "Employee Handbook" sets out requirements for labour practice-related matters such as non-discrimination and equal opportunities. Employees of Hong Kong business units should comply with the Sex Discrimination Ordinance (Chapter 480 of the Laws of Hong Kong), the Disability Discrimination Ordinance (Chapter 487 of the Laws of Hong Kong), the Family Status Discrimination Ordinance (Chapter 527 of the Laws of Hong Kong) and the Race Discrimination Ordinance (Chapter 602 of the Laws of Hong Kong). Employees who violate any of the above regulations or commit defamation will be subject to disciplinary and legal punishments.

The Group has zero tolerance for any form of discrimination or sexual harassment. A whistle-blowing mechanism is developed for employees to report related incidents to their department heads or the human resources department and all complaints are handled confidentially.

僱傭及勞工常規(續)

僱傭(續)

平等機會、多元化及反歧視

本集團通過於所有人力資源及就業決策方面促進反歧視及平等機會，努力創造一個公平、互相尊重及多元化的工作環境。本集團通過於所有業務單位創造公平的培訓、晉升及招聘機會，以及公平的績效評估及薪酬管理，確保為所有僱員提供平等和包容的工作環境，而不論員工的種族、宗教信仰、膚色、國籍、年齡、殘疾或任何其他與工作無關的因素。

本集團的勞工實踐以《員工手冊》為指導，該手冊是根據平等機會委員會刊發的實務守則及法例指引而制定。《員工手冊》規定與勞工常規有關的要求，如非歧視及平等機會。香港業務單位的僱員應遵守《性別歧視條例》(香港法律第480章)、《殘疾歧視條例》(香港法律第487章)、《家庭崗位歧視條例》(香港法律第527章)及《種族歧視條例》(香港法律第602章)。違反上述任何規定或進行誹謗的僱員將受到紀律及法律的懲罰。

本集團嚴格禁止任何歧視或性騷擾。本集團制定了舉報機制，供僱員向部門主管或人力資源部門舉報相關事件，所有投訴均會保密處理。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Employment and Labour Practices (Continued)

Employment (Continued)

Other welfare and benefits

The Group's employees are provided with a wide range of benefits. The Group's Hong Kong employees are provided with compulsory provident funds, medical insurance, etc. The Group's Mainland China employees are covered with social insurance including pension insurance, medical insurance, unemployment insurance, work injury insurance, maternity insurance and housing provident fund. In addition to the above-mentioned benefits in accordance with local regulations, the Group also provides competitive benefits packages and allowances to employees according to the circumstances, such as lunch benefits, holiday fees, birthday fees, heatstroke prevention or heating subsidies, etc.

Two-way communications are essential for building trustful relationships between the Group and its employees. The Group has established an effective communication system between management and employees to collect employees' opinions and ensure that each employee is respected and cared for. Different kinds of communication channels including internal calls, emails, bulletin boards and real-time communication software are in place within the Group. Unobstructed communication between employees and management allows the Group to execute comprehensive and effective decision-making and establish harmonious and friendly relationships among employees. Some business units and subsidiaries of the Group foster employees' sense of belonging by holding activities such as birthday parties and leisure trips.

僱傭及勞工常規(續)

僱傭(續)

其他待遇及福利

本集團向僱員提供廣泛的福利。本集團向香港僱員提供強制性公積金、醫療保險等。本集團的中國內地僱員均享有社會保險，包括養老保險、醫療保險、失業保險、工傷保險、生育保險及住房公積金。除上述符合當地規定的福利外，本集團亦根據情況為僱員提供具競爭力的福利待遇及津貼，如午餐福利、過節費、生日費、防暑降溫或取暖補貼等。

雙向溝通對於建立本集團與其僱員之間的信任關係至關重要。本集團已於管理層及僱員之間建立了有效的溝通體系，以收集僱員意見，並確保每個僱員得到尊重及照顧。本集團內部建立了不同種類的溝通渠道，包括內部電話、電子郵件、公告欄及實時通訊軟件。僱員與管理層之間的順暢溝通使本集團能夠執行全面有效的決策，並於僱員之間建立和諧友好的關係。本集團的若干業務單位及附屬公司通過舉辦生日聚會及休閒旅遊等活動，培養僱員的歸屬感。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Employment and Labour Practices (Continued)

Employment (Continued)

Other welfare and benefits (Continued)

Compliance information on relevant laws and regulations

In 2020, the Group complied with the relevant laws and regulations in Mainland China and Hong Kong relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare, including but not limited to:

- Labor Contract Law of the People's Republic of China
- Labor Law of the People's Republic of China
- Provisional Regulations on the Collection of Social Insurance Premiums
- Housing Provident Fund Management Regulations
- Employment Ordinance (Chapter 57 of the Laws of Hong Kong)
- Sex Discrimination Ordinance (Chapter 480 of the Laws of Hong Kong)
- Disability Discrimination Ordinance (Chapter 487 of the Laws of Hong Kong)
- Family Status Discrimination Ordinance (Chapter 527 of the Laws of Hong Kong)
- Racial Discrimination Ordinance (Chapter 602 of the Laws of Hong Kong)

The Group has developed a series of human resources policies and constantly reviews them to ensure that employees' rights and interests are protected in accordance with the relevant laws and regulations. Violations of the above laws and regulations may result in penalty. During the reporting period, the Group was not aware of any violations of laws and regulations that have a significant impact on it.

僱傭及勞工常規(續)

僱傭(續)

其他待遇及福利(續)

相關法律及法規的合規資料

於二零二零年，本集團遵守中國內地及香港有關補償及解僱、招聘及晉升、工作時間、休息時間、平等機會、多元化、反歧視、以及其他福利及待遇的相關法律及法規，包括但不限於：

- 《中華人民共和國勞動合同法》
- 《中華人民共和國勞動法》
- 《社會保險費徵繳暫行條例》
- 《住房公積金管理條例》
- 《僱傭條例》(香港法例第57章)
- 《性別歧視條例》(香港法例第480章)
- 《殘疾歧視條例》(香港法例第487章)
- 《家庭崗位歧視條例》(香港法例第527章)
- 《種族歧視條例》(香港法例第602章)

本集團已制定一系列人力資源政策，並不斷對其進行審閱，以確保僱員的權益按照相關法律及法規得到保護。違反上述法律及法規的行為可能導致處罰。於報告期內，本集團並無知悉任何對其有重大影響的違法及違規事項。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Employment and Labour Practices (Continued)

僱傭及勞工常規(續)

Employment (Continued)

僱傭(續)

Employee composition

僱員組成

As of 31 December 2020, the Group's employee composition is as follows.

截至二零二零年十二月三十一日，本集團的僱員組成如下：

		2020 二零二零年
By Gender	按性別	
• Male	• 男	48
• Female	• 女	37
By Age Group	按年齡組別	
• 30 below	• 30歲以下	24
• 30-50	• 30歲至50歲	54
• 50 above	• 50歲以上	7
By Employment Category	按僱員類別	
• Full time	• 全職	85
• Part-time	• 兼職	0
By Geographical Location	按地區	
• Hong Kong	• 香港	9
• Mainland China	• 中國內地	76
TOTAL	總計	85

Employee turnover rate

僱員流失比率

The Group's employee turnover rate in 2020 is as follows:

於二零二零年，本集團僱員流失比率如下：

		2020 二零二零年	
		Turnover Rate ¹⁵ 流失比率 ¹⁵	Turnover 流失人數
By Gender	按性別		
• Male	• 男	4%	2
• Female	• 女	5%	2
By Age Group	按年齡組別		
• 30 below	• 30歲以下	4%	1
• 30-50	• 30歲至50歲	6%	3
• 50 above	• 50歲以上	0%	0
By Geographical Location	按地區		
• Hong Kong	• 香港	0%	0
• Mainland China	• 中國內地	5%	4
OVERALL	整體	5%	4

¹⁵ Turnover rate = (Total number of employees in the specified category who left employment during the reporting period / Total number of employees in the specified category at the end of the reporting period) *100%

¹⁵ 流失比率 = (報告期內該指定類別僱員流失總人數 / 報告期末該指定類別僱員總人數) *100%

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Employment and Labour Practices (Continued)

Health and Safety

The Group is exposed to a lower risk in relation to occupational safety and health due to its business nature. Nonetheless, the Group strives to provide a safe and healthy working environment for all its employees, contractors, customers and those who visit or perform their duties at the Group's premises.

To ensure workplace safety, the Group actively provides adequate and appropriate orientation, instructions and training to employees at all levels, which allow them to perform their duties safely and efficiently while engaging them to contribute to a safe working environment by raising their awareness.

Adhering to the guidelines issued by the Occupational Safety and Health Council, the Group protects the health and safety of its employees in its Hong Kong offices by ensuring a well lit and ventilated office at all times.

Meanwhile, the Group's business units in Mainland China have implemented various measures to promote occupational health, including arranging annual medical examinations for all employees and disinfecting the workplace regularly. Apart from physical health, the Group also emphasises mental wellness and work-life balance, thus promoting the concept of "Hard working and happy life" to employees with various fun competitions to create a healthy and harmonious working atmosphere.

僱傭及勞工常規(續)

健康與安全

由於其業務性質，本集團於職業安全和健康方面面臨的風險較低。儘管如此，本集團仍努力為其所有僱員、承辦商、顧客以及到訪本集團處所或於本集團處所履行職責的人士提供一個安全及健康的工作環境。

為確保工作場所的安全，本集團積極為各級僱員提供充分及適當的指導、指示及培訓，使彼等能夠安全及有效地履行職責，同時通過提高彼等的認知，使彼等為安全的工作環境作出貢獻。

本集團遵循職業安全與健康委員會發佈的指引，通過確保辦公室於任何時候都有良好的照明及通風，來保護其香港辦事處僱員的健康及安全。

同時，本集團於中國內地的業務單位亦已採取各種措施來促進職業健康，包括為所有僱員安排年度體檢及定期對工作場所進行消毒。除身體健康外，本集團亦重視精神健康及工作與生活的平衡，通過各種趣味比賽向僱員提倡「勤奮工作，快樂生活」理念，營造健康和諧的工作氛圍。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Employment and Labour Practices (Continued)

Health and Safety (Continued)

COVID-19 Pandemic

In early 2020 when the outbreak of the COVID-19 pandemic swept across the world, the Group resolutely responded to the requirements of the national and local governments by formulating and implementing a series of epidemic prevention and control guidelines and measures, including 'Guidelines on Dealing With Emergencies Regarding the COVID-19 Epidemic'* (銀建國際集團員工復工防護指引) and 'COVID-19 Epidemic Prevention and Control Measures'* (關於新型冠狀病毒性肺炎防控的通知), in order to prevent and reduce the risks of virus transmission at workplace. In particular, a Response Team was established by the Group immediately at the initial stage of the pandemic, developing and overseeing the roll-out of a range of effective safety measures and programmes, including remote working and shifted operations, so as to minimise the risk of staff getting infected. In 2020, the specific measures of the Group to protect the health of its employees included but not limited to the following:

- Employees should check their body temperature before going to work and ensure that they have no symptoms of COVID-19 such as fever and cold;
- Employees who are unwell should seek medical treatment as soon as possible and should avoid continuing to work;
- Employees should report the relevant diagnosis and treatment results to the administrative department of the Group if necessary;
- Employees should avoid staying in crowded places and should wear disposable medical surgical masks in the correct way when taking public transport or going to crowded public places;
- Employees should maintain good personal and environmental hygiene habits at all times, such as washing their hands frequently with soap and water for more than 20 seconds;
- Employees should cover their mouths and noses with a tissue when sneezing or coughing, and throw the used tissue into a covered trash can and clean their hands thoroughly; and
- Employees should keep an eye on the latest information and news on the COVID-19 epidemic.

* For identification purpose only

僱傭及勞工常規(續)

健康與安全(續)

新冠疫情

在二零二零年初，新冠疫情爆發席卷全球。本集團堅決積極響應國家和地方政府的要求，制定並實施了一系列的疫情防控指南和措施，包括「銀建國際集團員工復工防護指引」和「關於新型冠狀病毒性肺炎防控的通知」，以預防和減少工作場所中病毒傳播的風險。具體而言，本集團在疫情初期迅速成立了一個響應小組負責制定和監督一系列有效安全措施和計劃的實施，包括遠程工作和輪班操作，以最大程度地降低員工被感染的風險。於二零二零年，本集團在保護員工健康中的具體措施包括但不限於下列各項：

- 僱員上班前應測量體溫，並確保沒有發燒和感冒等新冠病毒病症狀；
- 身體不適的僱員應盡快就醫並避免繼續工作；
- 如有必要，僱員應向本集團行政部門報告相關的診斷和治療結果；
- 僱員應避免留在擁擠的地方，並在乘公共交通工具或前往人多的公共場所時，正確地佩戴一次性醫用外科口罩；
- 僱員應時刻保持良好的個人和環境衛生習慣，例如常洗手並用肥皂和水搓手20秒以上；
- 僱員在打噴嚏或咳嗽時應用紙巾遮住口鼻，然後將用過的紙巾丟入有蓋垃圾桶，並徹底清潔雙手；及
- 僱員應留意有關新冠疫情的最新資訊和消息。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Employment and Labour Practices (Continued)

Health and Safety (Continued)

Compliance information on relevant laws and regulations

The Group is required to comply with relevant labour laws and regulations relating to providing a safe working environment and protecting employees from occupational hazards, including but not limited to:

- "Labor Safety and Health", Chapter VI of the Labor Law of the People's Republic of China
- Employees' Compensation Ordinance (Chapter 282 of the Laws of Hong Kong)
- Occupational Safety and Health Ordinance (Chapter 509 of the Laws of Hong Kong)

Violation of the above laws and regulations may result in fines, imprisonment, civil and/or criminal consequences. During the reporting period, there were no violations of the above laws and regulations that have a significant impact on the Group. In addition, the Group is not aware of any cases of work-related injuries and/or deaths during the reporting period.

Development and Training

The Group invests in development and training to build and sustain a professional team. The Group provides continuous training to its employees according to the needs of its business development. The Group also encourages its employees to continue their education, which equips them with the skills and knowledge to perform duties and pursue their career development goals.

僱傭及勞工常規(續)

健康與安全(續)

相關法律及規例的合規資料

本集團須遵守有關提供安全工作環境及保護僱員免受職業危害的相關勞動法律法規，包括但不限於：

- 《中華人民共和國勞動法》第六章「勞動安全衛生」
- 《僱員補償條例》(香港法例第282章)
- 《職業安全及健康條例》(香港法例第509章)

違反上述法律及法規可能導致罰款、監禁、民事及／或刑事後果。於報告期內，並未發生對本集團產生重大影響的違法違規事項。此外，本集團於報告期內概無知悉任何因工受傷及／或死亡的個案。

發展及培訓

本集團投資於發展及培訓，以建立及維持一個專業團隊。本集團根據其業務發展的需要，為僱員持續提供培訓。本集團亦鼓勵僱員繼續接受教育，使彼等具備履行職責及追求職業發展目標所需的技能及知識。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Employment and Labour Practices (Continued)

Development and Training (Continued)

Investment business

Since practitioners of non-performing asset management require extensive financial, legal and accounting knowledge and communication skills, the Group has provided a wide range of internal and external training to the staff engaged in its investment business. During the reporting period, the Group provided internal training such as leadership experience sharing and on-the-job training. In addition, the Group encouraged employees to take part in external trainings such as industry seminars, which allowed employees to learn more about industry theories. The Group also equipped its employees who only have financial industry experience with extra training on the non-performing assets business, enabling them to adapt to this field as soon as possible and contribute to the Group.

Property leasing business

As for its property leasing business, the Group establishes different forms, levels and approaches of annual training according to its annual, quarterly and monthly business plans. Types of training include management training organised by the Group, special training organised by professional technical committees of the Group, on-the-job training organised by individual departments of the Group, and employee care skills training. Besides, certified employees are required to receive regular external audit training.

僱傭及勞工常規(續)

發展及培訓(續)

投資業務

由於不良資產管理的從業人員需要廣泛的金融、法律及會計知識以及溝通技巧，本集團為從事投資業務的員工提供廣泛的內部及外部培訓。於報告期內，本集團提供了領導經驗分享及在職培訓等內部培訓。此外，本集團亦鼓勵僱員參加外部培訓，如行業研討會，讓員工瞭解更多的行業理論知識。本集團亦為僅有金融行業經驗的僱員提供了關於不良資產業務的額外培訓，使彼等能夠盡快適應該領域，為本集團作出貢獻。

物業租賃業務

於物業租賃業務方面，本集團根據其年度、季度及月度業務計劃，制定了不同形式、層次及方式的年度培訓。培訓類型包括本集團組織的管理培訓、本集團專業技術委員會組織的專項培訓、本集團各部門組織的在職培訓、僱員關懷技能培訓等。此外，獲得認證的僱員亦需定期接受外部審計培訓。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Employment and Labour Practices (Continued)

僱傭及勞工常規(續)

Development and Training (Continued)

發展及培訓(續)

Percentage of employees trained

受訓僱員百分比

During the reporting period, the breakdown of the total trained employees by gender and employee category is as follows:

於報告期內，受訓僱員總人數按性別及僱員類別劃分的詳情如下：

		2020 二零二零年	
		Number of Employees Trained 受訓僱員人數	Corresponding Percentage 相應百分比
By Gender	按性別		
• Male	• 男	40	83%
• Female	• 女	35	95%
By Employee Category	按僱員類別		
• Senior Management	• 高級管理層	9	90%
• Middle Management	• 中級管理層	15	88%
• General Staff	• 基層人員	51	88%
OVERALL	整體	75	88%

Average training hours completed per employee

每位僱員平均完成的培訓時間

During the reporting period, the average number of training hours completed per employee by gender and employee category is as follows:

於報告期內，按性別及僱員類別劃分的每個僱員完成的平均培訓時數如下：

		2020 二零二零年	
		Total Training Hours 總培訓時數	Average Training Hours ¹⁶ 平均培訓時數 ¹⁶
By Gender	按性別		
• Male	• 男	581	15
• Female	• 女	401	11
By Employee Category	按僱員類別		
• Senior Management	• 高級管理層	118	17
• Middle Management	• 中級管理層	237	16
• General Staff	• 基層人員	627	12
OVERALL	整體	982	13

¹⁶ Average training hours = Total number of training hours for employees in the specific category during the reporting period/Total number of employees in the specific category at the end of the reporting period

¹⁶ 平均培訓時間=報告期內該特定類別員工的培訓總小時數/報告期末該特定類別員工總數

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Employment and Labour Practices (Continued)

Labour Standards

The Group's businesses are operated mainly in Hong Kong and Mainland China. During the reporting period, the Group did not involve in labour-intensive activities such as manufacturing in general. The Group was not aware of any illegal or non-compliance matters relating to its employment and labour practices that would have a significant impact on it during the reporting period, or any case of child labour or forced labour during the reporting period.

During the recruitment process, the human resources departments of the relevant entities in the Group carry out interviews and review the personal data of each candidate in accordance with relevant local laws and regulations and the Group's employment management procedures to ensure that the age of the candidate meets the legal requirements. During the reporting period, the Group strictly prohibited child and forced labour, and abided by the Labour Law of the People's Republic of China, the Regulations of the People's Republic of China on the Prohibition of Child Labour, the Law of the People's Republic of China on the Protection of Minors and other relevant laws and regulations relating to preventing child and forced labour.

僱傭及勞工常規(續)

勞工準則

本集團的業務主要於香港及中國內地經營。於報告期內，本集團概無涉及勞動密集型的活動，如一般的製造業。於報告期內，本集團並無知悉任何對其產生重大影響的有關其僱傭及勞工慣例的違法違規事項，亦無知悉任何僱用童工或強迫勞工的個案。

於招聘過程中，本集團相關實體的人力資源部門根據當地相關法律法規及本集團的僱傭管理程序，對每位應徵者進行面談及審閱，確保應徵者的年齡符合法律規定。於報告期內，本集團嚴格禁止使用童工及強迫勞動，並遵守《中華人民共和國勞動法》、《中華人民共和國禁止使用童工規定》、《中華人民共和國未成年人保護法》及其他有關防止使用童工及強迫勞動的法律及法規。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Operating Practices

Supply Chain Management

During the reporting period, the Group had no suppliers due to the nature of its principal business activities but engaged intermediaries that provided services to the Group's investment business, including but not limited to law firms, accounting firms, evaluation companies, auction companies, rating companies, consulting companies, guarantee companies, etc. Since the Group's property leasing business does not depend on suppliers, this section focuses on supply chain management of the Group's investment business units. The investment business units follow the "Administrative Measures for the Selection and Engagement of Intermediary Service Institutions" to manage their engagement of intermediary agencies. The Group considers that no significant environmental risks were incurred by its major intermediaries during the reporting period since they did not involve in manufacturing or other activities that had a significant impact on the environment during the reporting period. During the reporting period, a total of 63 intermediaries provided services to the Group's investment business, all from Mainland China.

營運慣例

供應鏈管理

於報告期內，由於其主營業務性質，本集團並無供應商，而是委聘為本集團投資業務提供服務的中介機構，包括但不限於律師事務所、會計師事務所、評估公司、拍賣公司、評級公司、諮詢公司、擔保公司等。由於本集團的物業租賃業務並不依賴供應商，本章節主要強調本集團投資業務單位的供應鏈管理。投資業務單位遵照《中介服務機構選聘管理辦法》管理其委聘的中介機構。於報告期內，其主要中介機構沒有涉及對環境有重大影響的生產或其他活動，因此，本集團認為其於報告期內並無造成重大環境風險。於報告期內，共有63家中介機構為本集團的投資業務提供服務，全部來自中國內地。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Operating Practices (Continued)

Supply Chain Management (Continued)

Engagement practices, implementation and monitoring methods

Whenever a business unit of the Group requires to engage an intermediary agency, a selection team consisting of representatives from different business units will conduct selection.

The Group's intermediary management unit follows the Group's "Intermediary Agencies Candidate Pool Management System" during the selection of intermediaries to manage the environmental and social risks of its supply chain. Interested intermediary agencies can apply to be included in the Group's candidate pool by submitting the required information. Their qualifications are reviewed by the Group's intermediary management unit in accordance with the criteria stated in the internal policy of the Group, including but not limited to the following:

- Established in accordance with the law, possess relevant industry qualifications, and operated normally in recent years;
- Possess good credit and records, such as not being punished by relevant departments or industry associations in recent years;
- Have developed a sound standard of internal management system and quality control system;
- Did not damage the interests and reputation of the Group when working with the Group in the past; and
- Have not been excluded from the Group's candidate pool or rejected engagement by the Group in the past.

營運慣例(續)

供應鏈管理(續)

聘用慣例、執行及監察方法

本集團業務單位需要委聘中介機構時，將由不同業務單位代表所組成的篩選團隊進行篩選。

為管理其供應鏈的環境及社會風險，本集團中介管理單位遵從「中介服務機構備選庫管理制度」篩選中介機構。如果中介機構有興趣申請將其納入本集團備選庫，可提交所需資料，由本集團中介管理單位根據本集團內部政策規定的相關準則審核其資格，包括但不限於下列各項：

- 依法設立，具有相關行業執業資質，及近年維持正常運作；
- 信譽良好，近年來未受到有關部門或行業協會的處罰；
- 具有健全規範的內部管理制度和品質控制體系；
- 過去與本集團合作時，沒有損害集團利益和聲譽的記錄；及
- 過去沒有任何被本集團排除備選庫之外或被拒絕聘用情形。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Operating Practices (Continued)

Supply Chain Management (Continued)

Engagement practices, implementation and monitoring methods (Continued)

The intermediary agency that meets the related criteria will be included in the candidate pool and registered, while its related application materials are archived and kept by the Group's archive management unit.

Under normal circumstance, the Group will select intermediaries from the candidate pool. However, if there is no intermediary in the candidate pool which can satisfy the demand of the Group, the Group may engage intermediaries that are out of the candidate pool. For example, all intermediaries in the candidate pool do not fulfil a specific qualification.

The service quality of the intermediary service agency and its related workers are evaluated based on the criteria and standards of the evaluation formulated by the intermediary management unit of the Group upon the completion of the project. To ensure proper business ethics of the Group's intermediaries, intermediaries that operate under the following circumstances may result in removing from the candidate pool:

- Changes in qualification conditions, etc., resulting in the intermediary not meeting the criteria for candidate pool inclusion;
- Being punished by the relevant administrative department or trade association;
- Disclosing the Group's secrets or harming the interests of the Group;
- Obtaining the service items by improper means such as bribery or collusion;
- Producing false and untrue reports; and
- Other cases that do not qualify for the candidate pool.

營運慣例(續)

供應鏈管理(續)

聘用慣例、執行及監察方法(續)

符合條件的中介機構將被納入備選庫並進行登記，該中介機構相關的申請材料將由本集團的檔案管理部門進行歸檔和保存。

在正常情況下，本集團將聘用已列入候選庫的中介機構。然而，如候選庫中沒有中介機構能滿足本集團的需求，本集團可能會聘用不在候選庫中的中介機構。例如，候選庫中的所有中介機構不具備特定的資質。

專案完成後，根據本集團中介管理單位的評價標準和尺度，對中介服務機構及其相關工作人員的服務品質進行評價，為確保本集團中介機構妥為遵守商業道德，在以下情況下，中介機構的資格將從備選庫中刪除：

- 資格條件等的變化，導致中介機構不符合備選庫收錄標準；
- 受到有關行政主管部門或貿易協會處罰；
- 洩露本集團秘密或損害本集團利益；
- 通過賄賂或串通等不正當手段取得服務專案；
- 出具虛假和不實報告；及
- 其他不符合備選庫的情況。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Operating Practices (Continued)

Product Responsibility

The Group strives to deliver safe and quality services in a responsible manner. The Group is committed to improving performance in all aspects of the supply chain and value chain, including service safety, complaint handling, responsible marketing, personal privacy protection and management of intermediaries' environmental and social performance. Owing to the business nature of the Group which solely involved the provision of services during the reporting period, the Group believes that product health and safety, advertising and labelling matters did not have a significant impact on the Group during the reporting period.

During the reporting period, the Group abided by laws and regulations relating to health and safety, privacy matters and methods of redress in Mainland China and Hong Kong, including but not limited to, Personal Data (Privacy) Ordinance (Chapter 486 of the Laws of Hong Kong), Law of the People's Republic of China on the Protection of Consumer Rights and Interests and Fire Control Law of the People's Republic of China.

Safety at the Plaza

To ensure customer safety at the Plaza, the Property Manager has developed an emergency plan for different types of identified potential hazards, covering thirty safety issues under six categories, including security incidents, safety, firefighting, diseases, flood control, falling objects, etc.

Emergency plan drills are carried out on a monthly basis by relevant business units of the Property Manager at the Plaza. They are also responsible for organising emergency rescue teams that are equipped with medicine chests, wheelchairs, firefighting suits and various fire extinguishers.

營運慣例(續)

產品責任

本集團致力於以負責任的方式提供安全及優質服務，並在供應鏈及價值鏈各方面提升表現，包括服務安全、投訴處理、負責任的營銷、個人隱私保護和中介機構的環境及社會績效管理等。報告期間，本集團的業務性質僅涉及提供服務，因此，本集團認為產品健康與安全、廣告和標籤事項於報告期內對本集團沒有重大影響。

於報告期內，本集團遵守中國內地及香港有關健康安全、私隱事宜及補救方法的法律及法規，包括但不限於《個人資料(私隱)條例》(香港法例第486章)、《中華人民共和國消費者權益保護法》及《中華人民共和國消防法》等。

廣場安全

為確保客戶於廣場內的安全，物業管理公司針對不同類型的安全隱患制定了相關的應急預案，涵蓋了六大類共三十個安全事項，包括治安事件、安全、消防、疾病、防汛、高空墜物等內容。

物業管理公司的有關業務單位每月按計劃在廣場內進行應急預案演練，並負責組織應急救援隊，配備藥箱、輪椅、消防服及各類滅火器。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Operating Practices (Continued)

Product Responsibility (Continued)

Customer service

The Group is committed to boosting its customers' satisfaction and experience through regular communication. Customers can provide feedback to the Group via customer services hotline and the Group is attentive to the feedback and concerns provided by its customers. The Group resolves complaints in a timely manner in accordance with standardised handling procedures.

Privacy matters

The Group acknowledges its responsibility of safeguarding the privacy of customers and other sensitive information. Customers' information and internal information are handled carefully by employees under the guidance of "Employee Handbook", otherwise they will be penalised. Employees are not allowed to use company email for personal purposes.

The Group is committed to preventing business risks, protecting interests, rights and information of the Group, and maintaining the stable and healthy development of the Group. In light of this, employees have to comply with a confidentiality agreement to protect the information of the Group when signing employment contracts. If the Group notices any non-compliance of such confidentiality agreement or disclosure of the Group's confidential information, it will take corresponding labour disciplinary actions depending on the severity of the circumstances including but not limited to termination of employment, pursuing legal claims to recover compensation and/or other legal liabilities.

營運慣例(續)

產品責任(續)

客戶服務

本集團致力透過定期溝通提升其客戶滿意度及體驗。客戶可透過客戶服務熱綫向本集團反饋，而本集團關注其客戶的反饋及憂慮。本集團根據標準化的投訴處理程序及時處理投訴。

私隱事宜

本集團深明其有責任保障客戶私穩及其他敏感資料。根據《員工手冊》的指引，僱員應審慎處理客戶資料及內部資料，否則將受到處分。僱員不得使用公司電郵作個人用途。

本集團致力於防範業務風險，保護本集團的利益、權益及信息，維護本集團的穩定健康發展。有鑑於此，僱員於簽訂僱傭合約時，須遵守保密協議，保護本集團的信息。倘本集團發現任何不遵守相關保密協議或洩露本集團機密信息的行為，本集團將視情況輕重採取相應的勞工紀律處分，包括但不限於終止僱傭關係、通過法律途徑追索賠償及／或其他法律責任。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Operating Practices (Continued)

Product Responsibility (Continued)

Privacy matters (Continued)

The Group devotes dedicated efforts to ensure that confidential information is handled safely and securely, and details of the data handling measures that cover the Group's business operations in Mainland China are as follows:

- Relevant information must be produced, sent, received, transmitted, used, copied, preserved and destroyed by authorised personnel;
- Approval and/or consent have to be obtained through internal procedures prior to providing internal information for external communication and cooperation and the other parties have to sign a confidentiality agreement;
- Employees are only able to access information related to their job content and duties by regular reviews of internal work processes;
- The Group's file management system is improved and guidelines are formulated to specify the confidentiality classification system of data and accessibility;
- Employees are required to make acknowledgement on their confidentiality responsibilities on documents prepared by the human resources departments during the recruitment process; and

營運慣例(續)

產品責任(續)

私隱事宜(續)

本集團致力於確保機密信息得到安全及可靠的處理，涵蓋本集團於中國內地業務營運的數據處理措施詳情如下：

- 相關信息須由授權人員製作、發送、接收、傳送、使用、複製、保存及銷毀；
- 於為外部交流及合作提供內部信息之前，必須通過內部程序獲得批准及／或同意，並且其他各方須簽署保密協議；
- 僱員僅能通過對內部工作流程的定期審閱來獲取與其工作內容及職責相關的資料；
- 完善本集團的檔案文件管理制度，制定指引，列明數據的保密分級制度及獲取方式；
- 要求僱員於招聘過程中，於人力資源部門準備的文件內對自己的保密責任進行確認；及

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Operating Practices (Continued)

Product Responsibility (Continued)

Privacy matters (Continued)

- Employees are required to receive training related to data handling organised by the person in charge of the department; when an employee leaves the Group, the person in charge shall prevent the employee from taking away confidential information.

To strengthen the management of the Group's information, the Group has formulated the "Archive Management Measures", which clearly states the procedures for archive management, document collection and arrangement, retrieval, use and handover.

When accessing any file information, it is essential for employees to fill out an application form. The internal confidentiality regulations, business secrets, and intellectual property rights management requirements define the employees' rights to access files. Those who need to access information that exceeds their rights granted are required to obtain approval by the relevant supervisors.

The Group strictly complied with relevant laws and regulations, including but not limited to the relevant provisions of the Personal Data (Privacy) Ordinance (Chapter 486 of the Laws of Hong Kong) to protect customer information and privacy during the reporting period.

營運慣例(續)

產品責任(續)

私隱事宜(續)

- 要求僱員接受部門負責人組織的數據處理相關培訓；於僱員離開本集團時，應防止僱員帶走機密信息。

為加強對本集團信息的管理，本集團已制定《檔案管理辦法》，明確規定檔案管理、文件收集與整理、檢索、使用及移交的程序。

僱員於查閱任何檔案資料時，都必須填寫申請表。內部保密條例、商業秘密及知識產權管理要求規定了僱員查閱檔案的權利。需要查閱超出其獲授予權利的資料的僱員，須獲得相關主管人員的批准。

於報告期內，本集團嚴格遵守相關法律及法規，包括但不限於《個人資料(私隱)條例》(香港法例第486章)的相關規定，保護客戶信息及隱私。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Operating Practices (Continued)

Anti-corruption

As a responsible corporate, the Group upholds the highest ethical standards and integrity, and is committed to establishing and maintaining an overall ethical culture. The “Employee Handbook” has stated that any forms of bribery or corruption are unacceptable. The Group has formulated and actively improved the relevant systems and preventive measures. All managers must maintain communication with employees and help deliver a good corporate governance culture. To raise employees’ awareness of ethical business operations, the Group also provides anti-corruption training to directors and employees.

During the reporting period, the Group strictly abided by relevant laws and regulations in Mainland China and Hong Kong relating to bribery, extortion, fraud and money laundering, including but not limited to:

- Anti-Money Laundering Law of the People’s Republic of China
- Criminal Law of the People’s Republic of China
- Prevention of Bribery Ordinance (Chapter 201 of the Laws of Hong Kong)
- Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Chapter 615 of the Laws of Hong Kong)

Non-compliance of the above laws and regulations may result in fines, imprisonment, civil and/or criminal consequences. During the reporting period, the Group did not have any corruption cases brought and concluded by the Group or its employees.

營運慣例(續)

反貪污

本集團作為一個負責任的企業，恪守最高的道德標準及誠信，並致力於建立及維護整體的道德文化。《僱員手冊》已經指出，不接受任何形式的賄賂或腐敗。本集團已制定並積極完善相關制度及預防措施。所有管理人員必須與僱員保持溝通，幫助傳遞良好的企業管治文化。為了提高僱員對商業道德經營的認知，本集團亦為董事及僱員提供貪污培訓。

於報告期內，本集團嚴格遵守中國內地及香港有關賄賂、引渡、欺詐及洗錢的相關法律及法規，包括但不限於：

- 《中華人民共和國反洗錢法》
- 《中華人民共和國刑法》
- 《防止賄賂條例》(香港法例第201章)
- 《打擊洗錢及恐怖分子資金籌集條例》(香港法例第615章)

如違反以上法律及法規可引致罰款、監禁、民事及／或刑事後果。於報告期內，本集團概無任何由本集團或其僱員提起並已審結的貪污訴訟案件。

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Community

Community Investment

Recognising the role as a corporate citizen, the Group is committed to promoting the sustainability of its business and the development of the community in which it operates. The Group offers human and financial support based on the needs of the community. The Group advocates a management philosophy of “people-first”, actively supports the community by fostering volunteerism and encouraging its employees to participate in community services. Apart from physical support, the Group contributes economic resources to the development of the communities in which it operates by increasing local employment opportunities.

During the reporting period, the Group participated in the “Silver Grant International Holdings Group 2020 Love Spreading Volunteering”, showing its love and care for the residents in the Daluo Village in Meizhou City. The Group donated \$30,000 to the local community and nine of its employees jointly participated in the activity to serve the community.

社區

社區投資

認識到作為一個企業公民的角色，本集團致力於促進其業務的可持續性及其營運所在社區的發展。本集團根據社區的需求提供人力及財政支持。本集團倡導「以人為本」的管理理念，通過培養志願者精神，鼓勵其僱員參與社區服務，積極支持社區。除了物質支持外，本集團亦通過增加當地的就業機會，為其營運所在社區的發展貢獻經濟資源。

於報告期內，本集團參與「銀建國際控股集團2020年傳遞愛心志願者活動」，向梅州市大羅村當地居民展現我們的愛與關懷。本集團向當地社區捐贈30,000港元，九名僱員共同參與活動，為社區服務。

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Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		Section/ Statement 章節／聲明
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	Emissions 排放物
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	Emissions 排放物
KPI A1.2 關鍵績效指標 A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility) 溫室氣體總排放量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)	Emissions 排放物
KPI A1.3 關鍵績效指標 A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility) 所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)	Immaterial: The Group did not have a significant amount of hazardous waste produced. 不重要：本集團概無產生大量的有害廢棄物。
KPI A1.4 關鍵績效指標 A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility) 所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)	Emissions 排放物
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	Emissions 排放物
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	Emissions 排放物

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Aspect A2 Use of Resources 層面A2：資源使用		
General Disclosure 一般披露	Policies on 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	Use of Resources 資源使用
KPI A2.1 關鍵績效指標 A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per meal) 按類型劃分的直接及/或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每餐計算)	Energy use 能源使用
KPI A2.2 關鍵績效指標 A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility) 總耗水量及密度(如以每產量單位、每項設施計算)	Water resources 水資源
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	Energy use 能源使用
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	Water resources 水資源
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	Immaterial: The Group did not consume packaging materials. 不重要：本集團未消耗包裝材料。
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	The Environment and Natural Resources 環境及天然資源
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	The Environment and Natural Resources 環境及天然資源

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Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		Section/ Statement 章節/聲明
Subject Area B. SOCIAL 主要範疇B – 社會		
Employment and Labour Practice 僱傭及勞工常規		
Aspect B1 Employment 層面B1：僱傭		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Employment 僱傭
KPI B1.1 關鍵績效指標B1.1	Total workforce by gender, employment type, age group and geographical region 按性別、僱傭類型、年齡組別及地區劃分的僱員總數	Employment 僱傭
KPI B1.2 關鍵績效指標B1.2	Employee turnover rate by gender, age group and geographical region 按性別、年齡組別及地區劃分的僱員流失比率	Employment 僱傭

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Aspect B2 Health and Safety 層面B2：健康與安全		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	Health and Safety 健康與安全
KPI B2.1 關鍵績效指標 B2.1	Number and rate of work-related fatalities 因工作關係而死亡的人數及比率	Health and Safety 健康與安全
KPI B2.2 關鍵績效指標 B2.2	Lost days due to work injury 因工傷損失工作日數	Health and Safety 健康與安全
KPI B2.3 關鍵績效指標 B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored 描述所採納的職業健康與安全措施，以及相關執行及監察方法	Health and Safety 健康與安全
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	Development and Training 發展及培訓
KPI B3.1 關鍵績效指標 B3.1	The percentage of employees trained by gender and employee category 按性別及僱員類別劃分的受訓僱員百分比	Development and Training 發展及培訓
KPI B3.2 關鍵績效指標 B3.2	The average training hours completed per employee by gender and employee category 按性別及僱員類別劃分，每名僱員完成受訓的平均時數	Development and Training 發展及培訓

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Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		Section/ Statement 章節/聲明
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 or forced labour 有關防止使用童工或強迫勞動的： (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	Labour Standards 勞工準則
KPI B4.1 關鍵績效指標 B4.1	Description of measures to review employment practices to avoid child and forced labour 描述檢討招聘慣例的措施以避免使用童工及強迫勞動	Labour Standards 勞工準則
KPI B4.2 關鍵績效指標 B4.2	Description of steps taken to eliminate such practices when discovered 描述在發現違規情況時消除有關情況所採取的步驟	Not disclosed 未披露
Operating Practices 營運慣例		
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 supply chain 管理供應鏈的環境及社會風險政策	Supply Chain Management 供應鏈管理
KPI B5.1 關鍵績效指標 B5.1	Number of suppliers by geographical region 按地區劃分的供應商數目	Supply Chain Management 供應鏈管理
KPI B5.2 關鍵績效指標 B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	Supply Chain Management 供應鏈管理

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Aspect B6 Product Responsibility 層面B6：產品責任		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (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	Product Responsibility/ The advertising and labeling matters have no significant impact on the Group. 產品責任／廣告和標籤事宜對本集團沒有重大影響
KPI B6.1 關鍵績效指標 B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons 已售或已運送產品總數中因安全與健康理由而須回收的百分比	Immaterial: The Group does not manufacture products. 不重要：本集團不生產產品。
KPI B6.2 關鍵績效指標 B6.2	Number of products and service related complaints received and how they are dealt with 接獲關於產品及服務的投訴數目以及應對方法	No relevant information: The Group does not have related data collection system in place. 沒有相關資料：本集團沒有相關的數據收集系統。
KPI B6.3 關鍵績效指標 B6.3	Description of practices relating to observing and protecting intellectual property rights 描述與維護及保障知識產權有關的慣例	Not disclosed 未披露
KPI B6.4 關鍵績效指標 B6.4	Description of quality assurance process and recall procedures 描述質量檢定過程及產品回收程序	Immaterial: The Group does not manufacture products. 不重要：本集團不生產產品。
KPI B6.5 關鍵績效指標 B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored 描述消費者資料保障及私隱政策，以及相關執行及監察方法	Product Responsibility 產品責任

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Aspect B7 Anti-corruption 層面B7：反貪污		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering 有關防止賄賂、勒索、欺詐及洗黑錢的 (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	Anti-corruption 反貪污
KPI B7.1 關鍵績效指標 B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases 於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	Anti-corruption 反貪污
KPI B7.2 關鍵績效指標 B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored 描述防範措施及舉報程序，以及相關執行及監察方法	Not disclosed 未披露
Community 社區		
Aspect B8 Community Investment 層面B8：社區投資		
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests 有關以社區參與來瞭解營運所在社區需要和確保其業務活動會考慮社區利益的政策	Community Investment 社區投資
KPI B8.1 關鍵績效指標 B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport) 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)	Not disclosed 未披露
KPI B8.2 關鍵績效指標 B8.2	Resources contributed (e.g. money or time) to the focus area 在專注範疇所動用的資源(如金錢或時間)	Community Investment 社區投資



SILVER GRANT INTERNATIONAL HOLDINGS
GROUP LIMITED

銀建國際控股集團有限公司

(Incorporated in Hong Kong with limited liability)

(於香港註冊成立之有限公司)

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