



2018

ENVIRONMENTAL, SOCIAL
and GOVERNANCE REPORT
環境、社會及管治報告



兆邦基地產
Zhaobangji Properties

ZHAOBANGJI PROPERTIES HOLDINGS LIMITED

兆邦基地產控股有限公司

(incorporated in the Cayman Islands with limited liability)
(於開曼群島註冊成立之有限公司)

Stock Code 股份代號: 1660



CONTENTS

目錄

About ESG Report	關於本報告	2
Chairman's Statement	主席的話	3
Protect Our Environment	環境保護	4-8
Care for Our Employees	關懷僱員	9-10
Protect Our Employees' Health and Safety	保障僱員的健康和安全	11
Respect Our Clients and Suppliers	顧客及供應商承諾	12-14
Contribute to Our Community	社區貢獻	15

About ESG Report

關於本報告

The Environmental, Social and Governance (“**ESG**”) Report published by Zhaobangji Properties Holdings Limited (the “**Company**”) presents the efforts and achievements made in sustainability and social responsibility by the Company and its subsidiaries (collectively the “**Group**” or “**we**”). The ESG Report elaborates on the various work of the Group in fully implementing the principle of sustainable development and its performance of social and governance.

SCOPE OF REPORT

The ESG Report covers the environmental and social performance of the Group’s business for the period between 1 April 2017 and 31 March 2018 (the “**Year**”). The environmental key performance indicators (“**KPI**”) as disclosed in the ESG Report are based on the performance of the Group’s principal office, warehouse and fleet vehicles for the Year. The Group will continue to strengthen its efforts in information collection for a broader disclosure of information in environmental and social aspects. For details of corporate governance, please refer to the corporate governance report on pages 20 to 42 of the 2017/18 Annual Report.

REPORTING GUIDELINES

The ESG report was prepared in accordance with the “Environmental, Social and Governance Reporting Guide” under Appendix 27 of the Rules Governing the Listing of Securities issued by the Stock Exchange of Hong Kong Limited.

STAKEHOLDER ENGAGEMENT

The engagement of our employees from different departments of the Group helps us recognize our sustainability performance. The diligently collected and carefully analyzed data underscores not only the Group’s sustainable initiatives for the Year, but also the Group’s short-term and long-term sustainability strategy. The Group will continue to increase the involvement of stakeholders via constructive conversation with a view to charting a course for long term prosperity.

INFORMATION AND FEEDBACKS

Your opinions are highly valued. If you have any advice or suggestions, please provide through the mail to the following address: Unit 16–18, 11/F China Merchants Tower Shun Tak Centre, 168–200 Connaught Road Central, Hong Kong.

兆邦地產控股有限公司(「**本公司**」)發表的環境、社會及管治報告(「**ESG報告**」)闡述本公司及其附屬公司(統稱「**本集團**」或「**我們**」)全面實踐可持續發展理念及履行企業社會責任的績效。ESG報告詳述本集團於實施環境及管治政策及落實可持續發展原則方面的表現。

報告範圍

ESG報告涵蓋本集團於2017年4月1日至2018年3月31日期間(「**本年度**」)業務的環境及社會表現。於ESG報告中披露的環境關鍵績效指標(「**KPI**」)乃基於本集團本年度的主要辦事處、倉庫及車輛的表現。本集團將繼續加強資料收集工作，從而逐步披露更多有關環境及社會方面的資料。有關企業管治的詳情，請參閱2017/18年報第20至42頁之企業管治報告。

報告指引

ESG報告是依照香港聯合交易所有限公司《證券上市規則》附錄二十七《環境、社會及管治報告指引》編製而成。

持分者參與

本集團各部門僱員的參與有助我們了解在可持續發展方面的表現。經審慎收集及仔細分析後的數據不但總結了本集團於本年度期間推行的可持續措施，亦展示了本集團短期及長期的可持續策略。本集團將繼續透過建設性對話增加持份者的參與，以達至長期繁榮發展。

資訊及回饋

本集團高度重視閣下的意見，若閣下有任何意見或建議，請發送你的函件至以下地址：香港干諾道中168–200號信德中心招商局大廈11樓16–18室。

Chairman's Statement

主席的話

Dear Shareholders, colleagues and friends,

The core value of a good company is sustainable development, and the key to its long-term success lies in the good quality management and avoiding waste of resources.

Resources on Earth are limited. Quality land resources are reducing, and air pollution is becoming increasingly serious especially in Hong Kong and the entire Guangdong-Hong Kong-Macau Greater Bay Area. As a responsible company, in the course of business development, we must focus on environmental protection, take energy conservation as our duty, and strive for excellence in quality, in order to avoid waste of resources.

Take housing as an example, when the company adopts a first-class green transportation fleet and high-quality building materials, it can not only reduce the exhaust gas and carbon emissions brought by transportation, but also develop the brand reputation of the company, establish a good corporate ethos and drive the whole society to promote environmental protection.

In Hong Kong, after a building is completed, small owners may spend their life savings to buy a flat and live there for decades. If the materials and machineries used are of poor quality, the maintenance of the building structure is prone to problems. When life is caught in constant maintenance, it will not only cause environmental pollution and waste of resources, but will also cause serious psychological burden on small owners, which will have a negative impact on our society.

Therefore, if enterprises have long-term development considerations, they must do a good job in protecting the environment, conserving resources and benefiting the society. This is the basic requirement of responsible enterprises and evergreen enterprises.

Xu Chujia
Chairman

各位持份者，各位同事，各位朋友：

優秀企業的核心價值，首選可持續發展，而企業能長久成功的關鍵，在於做好質量管理，避免資源浪費。

地球資源並非無限，尤其在香港以至整個粵港澳大灣區，優質土地愈來愈少，空氣污染日趨嚴重。身為負責任的公司，在業務發展過程中，必須做好環保工作，以節約能源為己任，質量要求精益求精，方能避免資源的浪費。

以建屋為例，當公司採用一流的綠色運輸車隊以及優質的建築材料，既可減少由運輸帶來的廢氣和碳排放，同時能打響公司的品牌名聲，豎立良好企業風氣，帶動整個社會推動環保發展。

在香港，一座樓宇建成後，小業主可能用上畢生積蓄置業，從此定居數十年。若建屋時所採用的材料和機械質量參差，樓宇結構保養容易出現問題。當生活陷入不斷的維修和保養之中，不僅會造成環境污染和資源浪費，更會令小業主產生嚴重的心理負擔，對社會造成不良影響。

因此，企業有長遠發展的考慮，便要做好保護環境，節約資源，造福社會。這是負責任企業和長青企業的基本要求。

許楚家
主席

Protect Our Environment

環境保護

Environmental protection is beyond dispute a major focus of most countries and businesses, given that the environmental circumstances are stern nowadays. As a responsible corporation, apart from complying with laws and regulations such as the Air Pollution Control Ordinance, Water Pollution Control Ordinance and Waste Disposal Ordinance, the Group's commitment to environmental protection also encompasses emission reduction, waste management, as well as energy and resources conservation. We have been certified to be in compliance with the standard of ISO 14001 Environmental Management System.

AIR EMISSION MANAGEMENT

Air pollution could cause detrimental impacts on the environment, such as global warming and acid rain, as proved by lots of real examples across different industries. Although the Group is not a heavy air polluter due to its business nature, we are still dedicated to controlling our emission in a bid to minimize environmental impacts. As the Group owns a fleet of vehicles in supporting its transportation service, air pollutants were emitted from the use of vehicles.

Air pollutants emission from the use of vehicles during the Year:

Types	種類	Weight (kg) 重量(千克)
Nitrogen oxides (NO _x)	氮氧化物(NO _x)	3,021
Sulphur oxides (SO _x)	二氧化硫(SO _x)	3.46
Particulate Matter (PM)	顆粒物(PM)	215

Apart from air pollutants, greenhouse gas is another major type of air emission of the Group. Our fleet of vehicles releases not only pollutants, but also greenhouse gases such as carbon dioxide (CO₂), methane (CH₄) and nitrous oxides (N₂O). Besides, the operation of our principal office and warehouse will also directly or indirectly emit greenhouse gases through electricity consumption, water and sewage treatment, paper disposal to landfill and business trips by staff.

有鑒近年自然環境問題日漸嚴峻，環境保護無可否認是大部分國家及本集團的關注點。作為負責任的企業，除嚴格遵守有關法律法規，如《空氣污染管制條例》、《水污染管制條例》及《廢物處置條例》，本集團亦在環境保護方面致力減低排放、做好廢物管理及節能減耗。我們已獲ISO 14001環境管理體系認證。

廢氣排放管理

空氣污染能對環境造成重大影響，如全球暖化及酸雨，從不同行業的真實例子中可見一斑。雖然本集團的業務並不會做成嚴重污染，但我們仍致力減少排放，從而減低對環境的影響。由於本集團擁有一支車隊以支持日常運輸服務，因此本集團會因車輛的使用而排放空氣污染物。

本年度因車輛使用而產生的空氣污染物排放量：

除空氣污染物外，溫室氣體是本集團另一種主要廢氣來源。我們的車輛不但排放空氣污染物，亦會排放溫室氣體如二氧化碳(CO₂)、甲烷(CH₄)及氧化亞氮(N₂O)。此外，我們的主要辦公室在營運時會透過電力消耗、水及污水處理、棄置紙張至堆填區及員工外出公幹，直接或間接排放溫室氣體。

Greenhouse gas emission during the Year:

本年度溫室氣體排放量：

Types	種類	Weight (tones CO ₂) 重量(噸二氧化碳)
Total emission	總排放量	641
Direct emission (Scope 1) ¹	直接排放(範圍1) ¹	574
Indirect emission (Scope 2) ²	間接排放(範圍2) ²	21
Indirect emission (Scope 3) ³	間接排放(範圍3) ³	46
Intensity (emission/million Hong Kong dollars of revenue)	密度(排放/收益百萬港元)	4.27

Recognizing that air pollution is a possible source of environmental impacts, the Group has put efforts in reducing the amount of air pollutants emitted from its business operation. For example, we advocate the use of vehicles and fuels with less exhaust emission and arrange vehicles inspection regularly to prevent fuel leakage and hence optimize fuel efficiency. Our drivers are also required to switch off idling engines to minimize emission of pollutants. Although machinery is offered to clients and not used by the Group, we strictly conform to the Air Pollution Control (Non-road Mobile Machinery) (Emission) Regulation and ensure that all our machinery is approved or exempted with a proper label in the prescribed format issued by the Environmental Protection Department (EPD), thereby enabling our clients to minimize their air emission when using the machinery offered by us.

知悉空氣污染是影響環境的一個可能源頭，本集團竭力減少因業務產生的空氣污染物排放量。例如，我們提倡使用低排放的車輛及燃料，並定期檢查車輛以防止漏油及提高能源使用效率。司機亦必須停車熄匙，不得任由車輛引擎空轉，以減少污染物排放。雖然我們不會使用機械，只會把機械外借予客戶，但我們仍嚴格遵守《空氣污染管制(非道路移動機械)(排放)規例》，確保所有機械均獲環境保護署(環保署)的核准或豁免，並貼上由環保署發出的標籤，從而減少客戶在使用我們的機械時的廢氣排放。

Greenhouse gas emission is another focus of the Group that we are committed to controlling our carbon footprint through a number of measures such as energy and resources conservation (For details, please refer to “Waste Management”, “Energy Conservation” and “Green Operation”).

溫室氣體的排放是本集團的另一關注，我們致力透過多項措施，如節約能源及資源，監察我們的碳足跡(詳情請參閱「廢物管理」、「節約資源」及「綠色營運」部分)。

During the Year, the Group has not been involved in any case of non-compliance with relevant laws and regulations that have a significant impact on the Group relating to emissions.

於本年度，本集團並未涉及任何不遵守相關法律法規的情況，而有關法律法規對本集團的排放有重大影響。

Notes:

附註：

- The data include GHG emissions from the combustion of fuels in office vehicles.
- The data include GHG emissions from the generation of purchased electricity.
- The data include GHG emissions from the landfill disposal of paper waste, electricity consumption for freshwater and sewage processing, and business travel by employees.

- 此項數據包括公務車輛燃料燃燒所排放的溫室氣體。
- 此項數據包括用以產生外購電力所排放的溫室氣體。
- 此項數據包括廢紙填埋處理，用以處理食水和污水耗用電力，以及員工外出公幹所排放的溫室氣體。

WATER MANAGEMENT

Water is a precious natural resource that everyone should bare the universal responsibility to maintain sustainable use of water resources on the Earth. The Group has no problems in obtaining suitable water source. The Group consumes water mainly for washing machinery returning from our customers after leasing. Since that water conservation technologies have been leveraged to enhance our water recycling capability such as recycling wastewater generated from machinery washing after filtration and oily water separation, water usage has been reduced to a large extent. During the Year, the Group has consumed in total 728 m³ of water and on average 4.85 m³/million Hong Kong dollars of revenue. Concepts of water saving initiatives were also embedded into our operation. Water consumption is monitored constantly to document our water-saving performance and set viable water use targets to encourage water conservation.

In regard to wastewater, the Group's business operation generates mainly domestic sewage from offices with no water pollutants which are detrimental to the environment. We implement proper sewage management that the septic tank system equipped in our warehouse undergoes regular checking to prevent wastewater leakage.

WASTE MANAGEMENT

Solid waste is generated from our business operation which has drawn our attention in implementing a proper waste management. The waste generated by the Group can be broadly divided into two types, non-hazardous waste and hazardous waste. Non-hazardous waste includes general waste produced by staff during office operation and residue of machinery washing consisting of mainly dirt and mud. General waste is collected and treated by the management company of the building where our office is located, whereas residue of machinery washing is treated as construction waste by a relevant party authorized by the EPD. On the other hand, the Group generates hazardous waste including lubricating oil which is handled by a licensed waste collector according to the Waste Disposal (Chemical Waste) (General) Regulation. Used Toner cartridges and batteries are also generated from offices and are collected by qualified parties.

水資源管理

水是珍貴的資源，地球上所有人都有共同責任確保水的可持續性。本集團於求取適用水源上概無任何問題。本集團的用水主要應用於清洗客戶租用後歸還的機械。由於我們採用節水技術以提升循環再用廢水的能力，如在過濾和油污分隔後循環再用清洗機械所排放的廢水，故此我們的耗水量得以大幅減低。本年度，本集團的總耗水量為728立方米，每百萬港元收益的平均耗水量為4.85立方米。我們亦在營運中推廣節水措施。透過持續監察用水量，我們記錄各部門的節水表現，並制定可行的節水目標，鼓勵節約用水。

在廢水方面，本集團業務營運所產生的污水以辦公室產生的生活污水為主，並不存在對環境有害的水污染物。我們實施妥善的污水管理，定期檢查貨倉內的化糞池系統，避免污水洩漏。

廢物管理

我們業務所產生的固體廢物引起了我們對廢物管理的關注。本集團產生的廢物主要分為兩類：無害及有害廢棄物。無害廢棄物包括辦公室員工產生的一般廢物及清洗機械時產生的殘餘物，當中主要包括塵土及污泥。一般廢物由辦公室所處大廈的物業管理公司收集並處理，而清洗機械時產生的殘餘物則被視為建築廢料，由環保署許可的單位處理。另一方面，本集團亦會產生有害廢棄物，包括潤滑油。潤滑油會跟據《廢物處置條例(化學廢物)(一般)規例》交由持牌廢物收集單位處理。我們的辦公室營運亦會產生廢碳粉盒及廢電池並交由合資格的單位收集。

Waste generated during the Year:

本年度廢物產生量：

Types 種類	Total 總重量	Intensity (per million Hong Kong dollars of revenue) 密度(每百萬港元收益)
Non-hazardous waste¹ 無害廢棄物 ¹		
Residue of machinery washing 清洗機械殘餘物	26,490 kg 26,490 千克	176.60 kg 176.60 千克
Hazardous waste² 有害廢棄物 ²		
Lubricating oil 潤滑油	8,000 Litres 8,000 升	53.33 Litres 53.33 升
Toner cartridges 碳粉盒	27 Pieces 27 件	0.18 Pieces 0.18 件
Batteries 電池	15 Pieces 15 件	0.10 Pieces 0.10 件

Apart from proper waste disposal, waste management is also complemented by our waste reduction commitment that plays a major role in alleviating the pressure on landfills. Underpinned by the 3R principle (Reduce, Reuse and Recycle), multiple ways have been undertaken to reduce paper consumption in the office, such as promoting double-sided printing and copying and using electronic means for information dissemination where possible. The use of reusable products instead of one-off office supplies is also a further proof affirming our steadfast adherence to the principle of "Reuse". Other measures include printing internal notice on recycled paper, and providing recycling bins to collect paper, metal and plastic products.

除了妥善處理廢棄物，本集團的減廢措施亦與廢物管理相配合，旨在減輕堆填區的負荷。在3R(「減廢」、「再用」、「回收」)原則下，我們在辦公室推行多項措施減少用紙，例如鼓勵僱員盡量使用雙面打印及使用電子信息溝通。同時，本集團對「再用」的原則堅守不移，採用可重複利用的辦公室產品以替代即棄用品。其他措施包括以再造紙打印內部通知，並提供回收箱以收集廢紙、金屬和塑膠產品。

¹ As general waste was collected by the management company of the office building, weight of general waste was not available.

¹ 一般廢物由辦公室大廈的物業管理公司收集，故此未能收集一般廢物的重量。

² Weights of lubricating oil and used toner cartridges were not measured by the relevant waste collection parties and hence not available.

² 相關廢物收集單位並無統計潤滑油及已使用之碳粉盒的重量，故此未能收集相關廢物的重量。

ENERGY CONSERVATION

In full knowledge of the potential threats of climate change to the communities, the Group has been making steady progress in reducing our carbon footprints across the business. As part of our many initiatives to reduce energy consumption, we encourage our employees to maximize the use of natural light, switch off lights and electronic equipment while not in use and set the temperature of the air-conditioners at an energy-efficient level. We also consider installing energy-saving light bulbs and high-performance electrical equipment, such as electronic ballast. We have also employed measures to enhance the energy efficiency of air conditioning system, such as allowing employees to dress in casual attire in office and applying curtain on windows to reduce heat gain. Thanks to the efforts we have made on energy conservation, the total energy consumption of the Group during the Year was 2,243 MWh, and the average consumption per million Hong Kong dollars of revenue was 14.95 MWh.

Energy consumption by type during the Year:

Types	種類	Consumption (MWh) 消耗(兆瓦時)
Use of vehicles	車輛使用	2,203
Electricity consumption	電力耗用	40

GREEN OPERATION

By upholding to the principle of “Green Operation”, the Group has exerted itself to control and minimize its carbon footprint through the implementation of a plenty of measures. We regularly assess the potential negative environmental impacts during operation and evaluate their significance. Initiatives are implemented according to the result of evaluation to resolve the negative impacts identified. For instance, we use eco-friendly refrigerant to minimize the greenhouse gas as generated from the air-conditioning system. In order to enhance the environmental awareness of our employees, trainings related to environmental protection are provided. Externally, we also issue an environmental guideline to suppliers so as to encourage the adoption of environmentally-friendly practices by them. Due to the business nature of the Group, no packaging materials were used and no waste associated with packaging was generated during the Year.

節約能源

氣候變化對社區有潛在威脅，因此本集團拓展業務時亦不忘逐步減少碳足跡。作為其中一項節約能源措施，我們鼓勵僱員善用自然光，關掉不必要的電子產品，把空調調節至能源效益水平。我們亦考慮使用高能源效率的燈泡和電子設備，如電子鎮流器。本集團亦容許僱員在辦公室穿着便服，並在辦公室窗戶安裝窗簾，提高空調的能源效益。有賴我們在節約能源方面的努力，我們於本年度的能源總耗量為2,243兆瓦時，每百萬港元收益的平均能源耗量為14.95兆瓦時。

本年度按種類劃分的能源耗量：

綠色營運

本集團堅守「綠色營運」的原則，實施多項措施以竭力監察及減少其碳足跡。我們定期評估潛在環境風險及影響，並根據評估結果，解決已識別的問題。例如，我們選用環保的製冷劑，以減少冷氣系統排放的溫室氣體。為了加強僱員的環保意識，本集團為員工提供有關環境保護的培訓。對外方面，我們向供應商派發環境指引，鼓勵他們與本集團一起推動綠色營運。就本集團的業務性質而言，我們於本年度並沒有使用包裝物料，亦無產生與包裝相關的廢物。

Care for Our Employees

關懷僱員

The Group believes that employees are our valuable assets. The Group firmly upholds the principle of treating each employee fairly and consistently in all matters and enforces our employment policies in accordance with the regulations of the Employment Ordinance. To attract and retain the best talent, we offer a comprehensive range of benefits, training and development opportunity.

EMPLOYMENT STANDARD

Talent is the foundation for the stable development of the Group. The Group attaches importance to employee diversity and strives to attract talents with different culture, background and levels. During the recruitment process, all applicants are entitled to equal opportunities regardless of sex, age, family status and race. Prior to the commencement of employment, we perform verification of identification to ensure that the candidates are lawfully employable and reach the legal working age as stipulated in the Employment of Children Regulation. Employees are required to enter into labor contract which contains information regarding working hour, his/her benefits and right to terminate the contract to prevent any form of forced labor. Upon receipt of a letter of resignation, the payment of the outstanding wages will be made on time.

EMPLOYEES' BENEFITS AND DEVELOPMENT

We value our employees' rights and welfare. The salary structure is reviewed constantly to ensure that our employees enjoy competitive remuneration package. Apart from basic salary, we also offer discretionary bonus based on the individual performance of the employees and our financial performance. Employees are also entitled to statutory holidays as stipulated in relevant regulations. In order to foster team spirit, we also organize company gathering in celebration of Chinese festivals.

In order to establish an excellent team, we monitor the employees' performance annually. The annual appraisal is employed for evaluation purpose to attain our goal of pursuing competitiveness and motivation. We also make recommendations on their career development in the appraisal with a view to maintaining the competitiveness of our employees. We also ensure that thorough consideration of employee's attitude, ability and performance at work precedes every promotion and dismissal decision. Competent employees will be considered for internal promotion in recognition of their efforts and contributions.

本集團相信僱員是我們的重要資產。本集團秉持公平原則，對所有員工一視同仁，並嚴格遵守《僱傭條例》的規定。為了吸引及保留最優秀的人才，僱員更享有完善福利，以及不同的培訓及發展機會。

僱傭準則

人才是本集團穩健發展的基礎。本集團珍視員工多元性，努力匯集擁有不同文化、背景和層次的人才。不論性別、年齡、家庭狀況及種族，所有應徵者在招聘過程中都享有同等機會。在正式委聘前，本集團會仔細查核應徵者的身份證明，以確保應徵者能被合法聘用，如符合《僱用兒童規例》的合法聘用年齡。僱員亦必須與本集團簽定勞工合約，合約清楚列明僱員的工時，福利及終止合約的權利，避免任何形式的強制勞工。接獲請辭通知後，我們亦會準時支付餘下工資。

僱員福利及發展

我們重視僱員的權益。為了確保僱員享有具競爭力的薪酬，本集團定期審視薪酬結構。除基本薪金外，我們亦因應僱員個人表現及本集團業績酌情給予花紅。本集團亦按照相關法例，讓僱員享有法定假期。為促進團隊精神，我們亦會組織公司聚餐，與僱員一同共度佳節。

為培育優秀團隊，本集團每年都會密切監察僱員表現。我們的年度評估旨在提高僱員競爭力，推動僱員力求上進。年度評估針對僱員職業發展需要提供建議，助僱員維持競爭力。作出任何升遷解僱決定前，我們都會確保已充分考慮僱員的工作態度、能力和表現，亦會考慮內部晉升出色員工，以表揚他們的付出和貢獻。

Care for Our Employees

關懷僱員

During the Year, the Group has not been involved in any case of non-compliance with relevant laws and regulations that have a significant impact on the Group relating to employment or labour standards.

EMPLOYEES' TRAINING

We accord great importance to employee development which we believe is vital to our long term success. The training plan devised by management aims to address the training needs of our employees.

For new employees, orientation is provided in order to deepen their understanding of operation practice of the Group for better employee integration. The training covers our Integrated Management System (IMS) policy and procedure, risk assessment and employees' responsibilities and contribution in the IMS. Besides, regular training organized by our in-house employees and our major suppliers is designed to enhance employees' competency in the maintenance and operation of our machinery. During the Year, the Group has also organized trainings regarding the implementation of ISO systems, Occupational Health and Safety Assessment Series (OHSAS) 18001 and environmental factors evaluation in an effort to maintain a high-standard business operation. In addition, tuition reimbursement is offered to employees who pursue independent learning and take part in external training as a motivation to enhance their professionalism and industry knowledge in supporting our business.

於本年度，本集團並未涉及任何不遵守相關法律法規的情況，而有關法律法規對本集團的就業或勞工標準有重大影響。

僱員培訓

我們十分重視僱員發展，因為我們深信僱員培訓對本集團長遠發展至關重要。管理層會針對員工的發展需要，編定培訓計劃。

我們為新入職員工提供入職培訓，讓他們可以更了解本集團的營運模式，融入新的工作環境。入職培訓涵蓋綜合管理體系的政策和程序、風險評估，及僱員在有關係統下的責任及貢獻。另外，本集團的員工和主要供應商都會組織定期培訓，從而提升僱員的機械維修保養及運作能力。本年度，本集團亦舉行了關於實施國際標準組織、職業健康安全體系(OHSAS) 18001及環境因素評估的培訓，以維持高質素的業務運作。除此之外，自主學習及修讀外部課程的員工都可以向我們申請學費資助或補貼，藉此推動僱員提升專業知識，支持本集團的業務發展。

Protect Our Employees' Health and Safety

保障僱員的健康和安全

With the obligation of providing a safe working environment and enhancing the awareness on occupational health and safety in mind, a comprehensive work safety management and supervision system, accredited with the international standard of OHSAS 18001, is adopted to enhance safety performance. We also strictly comply with local laws and regulations regarding occupational health and safety, such as the Occupational Safety and Health Ordinance.

SUPPORT ON WORKPLACE SAFETY

In addition to providing workplace safety guidelines to our employees, workplace safety inspection is conducted regularly to identify the hazards associated with each procedure and evaluate the risks associated with the hazards identified. In response to the risk evaluation result, preventive and protective measures are implemented. Apart from displaying notice or label and providing personal protective equipment to our employees whenever necessary, safety training courses are also held to raise their awareness of workplace safety and to ensure the efficiency of the personal protective equipment for protecting our employees. During the Year, we have trained our employees with the knowledge on internal audit of OHSAS 18001, hazards identification and risk evaluation. In order to minimize occupational risks, some employees are required to possess relevant certificates, such as completion of mandatory basic safety training course for construction industry which attests to their capability to discharge duties in a safe manner.

ACCIDENT HANDLING SCHEME

Although protective measures have been implemented, our employees are subject to work-related accidents and injuries given the nature of our services. The Group fully understands that the use of chemicals poses risks to the environment and the health of employees. Hence, we strive to minimize the risks and hazards through regular chemical spillage drill which enhances the emergency response of our employees in the event of chemical leakage. Fire drill and emergency policies were also implemented to reduce safety risks. In case of work-related accidents, we conduct a detailed analysis for the cause of injuries and implement measures to improve or rectify the issues. The Group continuously monitors the improvement measures to minimize the possibility of accidents.

During the Year, the Group has not been involved in any case of non-compliance with relevant laws and regulations that have a significant impact on the Group relating to health and safety.

本集團以提供安全工作環境，以及提升員工職業健康安全意識為己任。為了加強安全管理，本集團採用全面及周詳的工作安全管理及監督體制，並獲國際標準組織職業健康安全管理体系(OHSAS) 18001認證。同時，我們亦嚴格遵守與職業健康及安全相關的法律法規，例如《職業安全及健康條例》。

締造安全的工作環境

除給予僱員工作安全指引外，本集團亦會定期進行工作場所安全檢查，辨別及評估生產活動過程中的風險因素，並參考評估結果制定防護措施。我們不僅張貼告示及標籤，為有需要的員工提供個人防護裝備，亦舉辦安全培訓課程，提高僱員工作環境安全意識並確保僱員正確使用防護裝備。本年度，我們組織了不同的基礎課程，讓僱員了解OHSAS 18001、OHSAS 18001的內部審計、風險辨別及評估。為達至將職業健康風險減至最低的目的，我們嚴格要求特定崗位的僱員必須持有相關證書，例如修畢建造業強制性基本安全訓練課程，以證明僱員有能力安全完成任務。

事故處理計劃

鑑於本集團的業務性質，縱然我們為僱員制定了完善的防護措施，工傷事故仍然有機會發生。本集團明白使用化學品會為環境及僱員健康帶來風險，因此，本集團透過定期進行化學品洩漏的疏散演習，提高僱員面對化學品洩漏事故的應變能力，我們亦有進行火警演習及實施緊急政策，竭力減低安全風險。若事故發生，我們會仔細調查事故起因，改善及糾正問題，並密切觀察相關改善措施，將意外發生的機會率降至最低。

於本年度，本集團並未涉及任何不遵守相關法律法規的情況，而有關法律法規對本集團的健康和安全有重大影響。

Respect Our Clients and Suppliers

顧客及供應商承諾

The Group is committed to developing a good relationship that brings positive impacts and growth to our clients and suppliers. We strive to improve every aspect of our operation to create greater values for clients and the supply chain.

SUPPLY CHAIN MANAGEMENT

Behind our continuous development and smooth business operation is the stability in the supply of materials. When selecting suppliers, a balanced judgment is made after considering their performance, reputation, environmental and social factors. Suppliers with certification of ISO 14001 or ISO 9001 Quality Management System Certification or OHSAS 18001 or other accreditation will be given priority. When there are equally qualified suppliers during the enrollment process, selection will be based on green procurement principle which prioritizes suppliers who use environmentally-friendly products. To ensure that the practice of suppliers are consistent with the requirements of ISO 14001 and OHSAS 18001, suppliers are informed of our expectations, policies and requirements which formed the basis of the ongoing performance assessment. Our suppliers and contractors are also provided with a guideline on environmental protection and occupational health and safety. Any suppliers found to be in violation with the Group's policy will face suspension of cooperation until the situation has been improved.

PROTECT OUR CUSTOMER

Our aim to provide the best quality service that meets and exceeds our clients' expectation relies heavily on our stringent quality control policy, as evidenced by our possession of ISO 9001. With the health and safety of customers being our dominant concerns, we provide a wide range of customer services in which technical support for both machinery trading and leasing business is offered by technical staff to ensure our leased machinery is maintained in an efficient state. As part of our trading operation, our technical team is dedicated to the provision of on-site technical support services, including installation and refinement, testing and commissioning and machinery operation training for the commencement of our basic machinery services.

本集團致力與客戶和供應商保持緊密互惠的合作關係。我們不斷改善營運中的各個環節，為客戶和供應商創造價值。

供應鏈管理

本集團業務得以持續發展及運作暢順有賴供應商穩定的原材料供應。我們在選擇供應商時，會平衡供應商的表現、聲譽，以及其他環境社會因素。供應商若持有ISO 14001、ISO 9001 質量管理認證體系、OHSAS 18001或其他相關認證，會獲優先考慮。如果甄選過程中出現條件相若的供應商，我們會根據綠色採購的原則，優先選用使用環保產品的供應商。為確保供應商的操守符合ISO 14001和OHSAS 18001 認證要求，本集團向供應商清楚交待預期、政策及要求。本集團亦會就這三方面持續評核供應商表現。另外，我們向供應商派發有關環境保護及職業安全健康的指引。如發現供應商違反本集團的政策，我們會立即中止合作關係直至情況改善。

保障客戶

我們的目標是提供滿足並超越客戶期望的優質服務，這有賴於我們嚴格的品質控制政策，而獲ISO 9001 認證可見我們嚴格控制品質的成果。同時，我們提供的顧客服務亦彰顯了本集團對客戶的健康及安全的重視。我們的技術團隊為本集團的建築機械買賣和租借服務提供技術支援，確保所有租用機械有效運作。作為我們貿易業務的一部分，我們的技術員團隊提供現場技術支援服務，包括就開始使用地基機械的安裝及改進、測試及試運行及機械操作訓練，作為我們基本機械服務的開始。

CUSTOMER-FOCUSED

Our endeavour to provide quality services extends beyond mere provision of professional services, and we are devoted to achieving total customer satisfaction with customer-oriented services that aims at satisfying customers' requirements. For the trading of construction machinery of high monetary value, we arrange and accompany our customers to the overseas workshops of our suppliers for machinery inspection before shipping to Hong Kong. We constantly collect the customers' feedback regarding quality of service, satisfaction on the product and overall performance. To enhance customers' confidence in the Group, we strive not only to provide satisfactory services to our customers, but also promptly investigate the root cause of complaints and carry out remedial and preventive action in response to the complaints from our customers.

BUSINESS ETHICS

Our code of conduct is chiefly defined by integrity, demanding employees to emulate the highest degree of integrity and ethics, as well as strictly comply with relevant laws and legislation. We also require absolute accuracy of all information on our website and forbid any false, misleading or inaccurate statement in any form of our marketing activities. Being fully aware of our duty in maintaining the confidentiality of client data under local laws and regulations, such as the Personal Data (Privacy) Ordinance, the Group requires every employee to enter into a labor contract which strictly forbids the disclosure of confidential or proprietary information to any third parties outside the Group, either during or after employment, without the Group's authorization. Our software system is also protected against virus contamination and information leakage.

During the Year, the Group has not been involved in any case of non-compliance with relevant laws and regulations that have a significant impact on the Group relating to product responsibility.

顧客為先

我們的使命不僅是提供專業服務，更堅守「以客為先」的理念，滿足顧客所需，令顧客稱心滿意。當交易涉及價格高昂的建築機械，在機械運送到港前，我們會邀請客戶到訪供應商的海外工場，並陪同客戶實地視察。同時，我們持續收集客戶對我們服務質素、產品滿意度和產品整體表現的回饋。為贏取客戶對本集團的信心，我們不僅致力為客戶提供滿意服務，當本集團接獲投訴後，我們亦會迅速調查投訴個案的起因，採取適當糾正、補救及預防措施，妥善處理客戶投訴。

商業道德

本集團的道德守則注重誠信，要求所有僱員秉持最高的誠信及道德標準，以及遵守有關法律及法規。另外，本集團亦致力確保所有網上的資訊準確無誤，所有推廣活動內容不帶錯誤或誤導成分。根據本地法律法規如《個人資料(私隱)條例》的規定，本集團亦履行責任，竭力保障客戶資料。本集團要求所有僱員簽署勞工合約，未經授權嚴禁於在職期間或離職後向外透露有關本集團的保密及專有資料。我們的電腦系統都受到保護，防止病毒入侵及資料外洩。

於本年度，本集團並未涉及任何不遵守相關法律法規的情況，而有關法律法規對本集團的產品責任有重大影響。

Respect Our Clients and Suppliers

顧客及供應商承諾

ANTI-CORRUPTION

With integrity being a core part of the Group's business ethics, we strictly comply with the laws and regulations regarding bribery, extortion, fraud and money laundering, such as the Prevention of Bribery Ordinance. To live up to our anti-corruption commitment, relevant policies and guidelines such as policies on acceptance of gifts and conflicts of interest are adopted. The whistle-blowing policy, which is one of our ways to maintain a high standard of corporate governance, encourages our employees to report suspected misconduct and violations of rules. Investigation work on whistle-blowing reports is undertaken by our designated personnel, who will handle all reports and enquiries with strict confidentiality under all circumstances to preserve anonymity.

During the Year, the Group has not been involved in any case of non-compliance with relevant laws and regulations that have a significant impact on the Group relating to anti-corruption.

反貪污

誠信為本集團營運操守的核心部分。因此我們嚴格遵守《防止賄賂條例》等有關賄賂、勒索、欺詐及洗黑錢的法律法規。為了秉持廉潔經營，本集團於員工守則中制定了相關的政策及指引，如有關收受禮物和利益衝突事宜的處理。我們亦利用舉報制度，鼓勵僱員舉報懷疑不當或違規行為，以維持高水準的企業管治。本集團有專人調查及處理舉報，確保以上程序及舉報人身份保密。

於本年度，本集團並未涉及任何不遵守相關法律法規的情況，而有關法律法規對本集團的反貪腐有重大影響。

Contribute to Our Community 社區貢獻

As an enterprise with strong social conscience, the Group is willing and pleased to support the growth of the community as we look for a common growth and prosperity with the society along with our pursuit of business development. We encourage our employees to take part in social events and charitable activities as a way to help drive the development of a harmonious society. We will gradually step up our community involvement by following the progress of our business development.

作為具有社會責任感的企業，本集團樂意支持社區成長。我們在追求業務發展的同時，亦希望與社區共同成長，共享繁榮。我們鼓勵僱員參與社區及慈善活動，以協力締造和諧社會。我們將隨着業務發展，逐步增強社區參與。

ZHAOBANGJI PROPERTIES HOLDINGS LIMITED
兆邦基地產控股有限公司