



2019

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 | 4 |
| Protect Our Environment | 環境保護 | 5 |
| Care for Our Employees | 關懷僱員 | 10 |
| Protect Our Employees' Health and Safety | 保障僱員的健康和安全 | 12 |
| Respect Our Clients and Suppliers | 顧客及供應商承諾 | 14 |
| Contribute to Our Community | 社區貢獻 | 17 |

About ESG Report

關於本報告

The Environmental, Social and Governance (“**ESG**”) Report published by Zhaobangji Properties Holdings Limited (the “**Company**”) highlights the achievements in promoting sustainability by the Company and its subsidiaries (collectively the “**Group**” or “**we**”). In keeping with the spirit of creating long-term value for our customers and stakeholders, the Company has placed considerable emphasis on sustainable development. 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 includes our sustainability performance as well as the initiatives of our head offices and the wholly-owned subsidiaries in Hong Kong of the Group’s business for the period between 1 April 2018 and 31 March 2019 (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 as well as information related to sustainable development. For details of corporate governance, please refer to the corporate governance report on pages 21 to 44 of the 2018/19 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 plays an important part in helping us to recognize our sustainability performance. The discreetly collected and cautiously analyzed data highlights not only the Group’s sustainable initiatives for the Year, but also the Group’s sustainability strategy in the long term. The Group will endeavor with unremitting efforts to step up the involvement of stakeholders via constructive conversation with a view to charting a course for long term prosperity.

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**」)在促進全面可持續發展方面的努力和成果。務求為顧客及持份者創造長遠價值，公司非常重視可持續發展。該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報告涵蓋本集團及香港全資子公司於2018年4月1日至2019年3月31日期間(「**本年度**」)業務的可持續表現。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以及與可持續發展方面相關的資料。有關企業管治的詳情，請參閱2018/19年報第21至44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

為了進一步了解持份者對公司ESG事宜的期望及意見，我們持續不斷與廣泛的持份者進行溝通。經審慎收集及仔細分析後的數據不但表明本集團於本年度期間推行的可持續措施，亦展示了本集團長遠的可持續策略。本集團將不斷透過增加建設性對話以提高持份者的參與，以達至長期繁榮發展。

INFORMATION AND FEEDBACKS

Your opinion will be highly valued by the Group. If you have any advice or recommendations, 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. For more detailed information about environmental and corporate governance, please refer to the official website (<http://www.szzhaobangji.com>) of the Group.

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。有關環境及企業管治的詳情，請閱覽本集團的網站<http://www.szzhaobangji.com>。

Chairman's Statement

主席的話

Dear Shareholders, colleagues and friends,

Our Group has been committed to promoting environmental protection and contributing to the sustainable development of society.

In the past year, in addition to continuing to expand the trading and leasing of construction machinery businesses, our Group also actively and steadily increased our asset-light businesses such as property management. Under the premise of cherishing the resources of the earth's environment, our Group strives to promote green working space and undertake corporate social responsibility based on the Group's philosophy of stability, long-term vision, and benefiting the country and the society, as well as the values of building homes with heart, long-term view and integrity.

During the Year, in addition to actively promoting the reduction of paper consumption and cherishing water use in the office to enhance the environmental awareness among our colleagues and to save precious earth resources, the Group has continued to adopt quality transport fleets and effective energy-saving construction machinery to minimise the amount of exhaust gas or sewage to be discharged, avoiding serious pollution to the air and water sources during construction of buildings, and contributing to maintaining a high quality living environment.

As for property management, our Group's property management team takes the long-term management strategy of recycling and avoiding waste production with the core of reducing water consumption and energy conservation, and actively undertakes corporate social responsibility to protect the environment. Our Group also hopes to erect a good corporate image for our employees, customers and the society, and to improve the environment with its own example, in order to help the society to build an ideal living environment.

We firmly believe that actively protecting the environment, fulfilling social responsibilities, and caring for employees will have invaluable benefits for the long-term sustainable development of the company.

Xu Chujia
Chairman

各位持份者，各位同事，各位朋友：

本集團一直致力推動環境保護工作，為社會的可持續發展貢獻力量。

過去一年，本集團除了繼續拓展建築機械銷售及租賃業務，同時亦積極穩步增加如物業管理等的輕資產業務。在珍惜地球環境資源的大前提下，本集團圍繞穩健、着眼長遠、利國家、利社會的經營思想，以用心築家，成就久遠，誠實守信的價值觀，努力推動綠色工作空間承擔企業社會責任。

本年度除了在辦公室積極推廣減少用紙和珍惜用水，以提升同事之間的環保意識，節省珍貴的地球資源，本集團亦繼續採用優質的運輸車隊，以及有效節能的建築機械，務求盡量減少在建造樓宇時造成大量廢氣或污水排放，避免對空氣和水源造成嚴重污染，為保持社會優質的生活環境出力。

至於物業管理方面，本集團的物管團隊以減低用水和節約能源為核心，採取循環再用和避免生產廢物的長遠經營策略，積極承擔保護環境的企業社會責任，為員工、客戶以至在社會豎立良好的企業形象，以自身為榜樣改善環境，務求協助社會建設出一個又一個理想的居住環境。

我們堅信，積極保護環境，履行社會責任，悉心關懷員工，對企業長遠可持續發展有無可估量的益處。

許楚家
主席

Protect Our Environment

環境保護

In response to the trend of international environmental protection, as a responsible corporation, apart from complying with all relevant laws and regulations such as the Air Pollution Control Ordinance, Water Pollution Control Ordinance and Waste Disposal Ordinance, we are committed to progressively enhancing the environmental performance by reducing emission, conserving energy and resources and managing waste. We have been certified to be in compliance with the standard of ISO 14001 Environmental Management System.

AIR EMISSION MANAGEMENT

Air pollution could cause severe impacts on the environment, such as global warming and acid rain, as proven by lots of real example across different industries. As the Group owns a fleet of vehicles in support of its transportation service, air pollutants were emitted from the use of vehicles. Though the Group is not a heavy air polluter due to its business nature, we still have made much effort to curb environmental pollution, thereby keeping the environment more appealing and comfortable.

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) | 3,920 |
| Sulphur oxides (SO _x) | 二氧化硫(SO _x) | 4.5 |
| Particulate Matter (PM) | 顆粒物(PM) | 279 |

Apart from air pollutants, greenhouse gas (GHG) such as carbon dioxide (CO₂), methane (CH₄) and nitrous oxides (N₂O) is also another major type of air emission of the Group from the use of vehicles. In addition, the operation of our principal office and warehouse will directly or indirectly emit planet-heating gases through electricity consumption, water and sewage treatment, paper disposal to landfill, business trips by staff and other possible sources.

我們集團致力於為下一代創造可持續發展的未來，為了實現這個目標，集團除了遵守所有相關法律和環境標誌的基本要求，如《空氣污染管制條例》、《水污染管制條例》及《廢物處置條例》，更加強了在排放，能源，水，材料使用及廢物方面的管理。我們已獲ISO 14001環境管理體系認證。

廢氣排放管理

空氣污染會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。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。雖然本集團的業務並不會造成嚴重污染，但我們在減少空氣污染排放方面一直不遺餘力，保持環境理想舒適。

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，溫室氣體例如二氧化碳(CO₂)、甲烷(CH₄)及氧化亞氮(N₂O)等亦是本集團另一種主要廢氣來源。再者，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、員工外出公幹及其他可能源頭直接或間接排放溫室氣體。

Protect Our Environment

環境保護

To address the negative impacts brought to the environment by air pollution, the Group has made every effort in reducing the amount of air pollutants emitted from our business operation. We adopt a series of measures to manage emission, for instance, we encourage the use of vehicles and fuels with less exhaust emission and inspect vehicles regularly to prevent fuel leakage and hence optimize fuel efficiency. 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 reduce their air emission when using the machinery offered by us.

Greenhouse gas emissions in the Group's operation during the Year:

為了解決空氣污染所帶來的環境問題，本集團竭力減少因業務產生的空氣污染物排放量。我們實施了一系列管理排放措施，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。

本集團於本年度營運中的溫室氣體排放量：

| Types | 種類 | Weight (tones CO ₂) 重量(噸二氧化碳) |
|---|------------------------|--|
| Total emission | 總排放量 | 833 |
| Direct emission (Scope 1) ¹ | 直接排放(範圍1) ¹ | 643 |
| Indirect emission (Scope 2) ² | 間接排放(範圍2) ² | 30 |
| Indirect emission (Scope 3) ³ | 間接排放(範圍2) ³ | 52 |
| Intensity (emission/million Hong Kong dollars of revenue) | 密度(排放/收益百萬港元) | 4.83 |

We are committed to controlling our carbon footprint and greenhouse gas (GHG) emission through a number of measures such as energy and resources conservation. The Company actively supports the Government's waste management as well as reduction policies and plans, including the Hong Kong Blueprint for Sustainable Use of Resources 2013–2022. (For details, please refer to “Waste Management”, “Energy Conservation” and “Green Operation”).

通過一系列能源資源保護措施，我們致力於控制我們的溫室氣體的排放及碳足跡。公司積極支持政府廢物管理及減廢政策和計劃，包括《香港資源循環藍圖2013–2022》(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對排放量產生重大影響的法律和法規的案件。

Notes:

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

附註：

1. 此項數據包括公務車輛燃料燃燒所排放的溫室氣體。
2. 此項數據包括用以產生外購電力所排放的溫室氣體。
3. 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 where everyone should share the universal responsibility to enhance sustainable use of water resources on the Earth. Although the Group's business operations do not consume large amount of water, we have been putting efforts in saving water and improving water quality. The Group has supported the Hong Kong Water Supplies Department's – "Let's Save 10L water Campaign" and encourage the employees to use less water in the office. Our property management subsidiaries implement proper maintenance on the plumbing and flushing system of the buildings to ensure water quality. During the Year, the Group has consumed in total 946.4 m³ of water and on average 4.3 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.

The Group has no problem in obtaining the suitable water source. The Group consumes water mainly for cleaning machinery returning from our customers after leasing and domestic application. Since that water conservation technologies have been leveraged with a view to enhancing our water recycling capability such as recycling, wastewater generated from machinery washing after filtration and oily water separation, water usage has been minimized. We also strive to initiate and incorporate the idea of water saving into our operation. Through monitoring water consumption constantly, we are able to document our water-saving performance and set viable short-term and long-term water use targets to encourage water conservation.

As far as wastewater is concerned, the Group's business operation produces mainly domestic sewage from offices with no water pollutants which may possibly pollute the environment. The head office and subsidiaries have a regular monthly check on the emission system of domestic sewage. We implement appropriate sewage management that the septic tank system equipped in our warehouse undergoes regular checking to obviate any wastewater leakage.

水資源管理

水是珍貴的資源，地球上所有人都有共同責任以確保水的可持續性。雖然集團的業務不會耗用大量的水，但我們仍然盡力節省用水及提升水質，集團響應香港水務署的《齊來慳水十公升》的運動，鼓勵員工更謹慎的用水。集團及旗下的分公司也積極為建築物的水管系統和沖水系統進行保養。本年度，本集團的總耗水量為946.4立方米，每百萬港元收益的平均耗水量為4.3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。

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及日常用水。由於我們採用節水技術以提升循環再用廢水的能力，如在過濾和油分隔後循環再用清洗機械所排放的廢水，故此能夠大幅減少我們的耗水量。我們亦在營運中致力推廣及融入節水的概念。透過持續監察用水量，我們能夠記錄各部門的節水表現，並制定可行的短期及長期節水目標，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，並不存在有機會威脅環境的水污染物。集團及旗下分公司會定期對生活用水的排放系統進行月度檢查。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。

Protect Our Environment

環境保護

WASTE MANAGEMENT

Several measures are employed to reduce our environmental footprint. The waste generated by the Group can be broadly categorized into two types, non-hazardous waste and hazardous waste. General waste is collected and handled 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.

In addition to proper waste disposal, waste management is complemented by our waste reduction commitment that also plays an important role in reducing the pressure on landfills. Based on the 3R principle (Reduce, Reuse and Recycle), multiple ways have been undertaken to minimize paper consumption in the office, such as promoting double-sided printing and copying and using electronic means for information exchange 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. Waste generated during the Year:

廢物管理

為了改善現時情況，我們採用了多項措施以減少我們的環境足跡。本集團產生的廢物主要分為兩類：無害及有害廢棄物。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。

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，並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。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 | 33,437 kg 33,437 千克 | 152 kg 152 千克 |
| Hazardous waste² 有害廢棄物 ² | | |
| Lubricating oil 潤滑油 | 10,400 Litres 10,400 升 | 47.3 Litres 47.3 升 |
| Toner cartridges 碳粉盒 | 32 Pieces 32 件 | 0.15 Pieces 0.15 件 |

Notes:

- As general waste was collected by the management company of the office building, weight of general waste was not available.
- Weights of lubricating oil and used toner cartridges were not measured by the relevant waste collection parties and hence not available.

附註：

- 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。
- 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。

GREEN OPERATION

In light of increasing threats from climate change to our business and the community at large, the Group has recognized the need to take precautions to mitigate the impact from such changes. We have adopted a wide range of measures to improve energy efficiency and reduce carbon footprints across all of our properties. For instance, we utilize eco-friendly refrigerant to minimize the greenhouse gas generated from the air-conditioning system. In addition, to raise the environmental awareness of our employees, trainings related to environmental protection are provided. Externally, we also issue an environmental guideline to suppliers in order to encourage the adoption of environmentally-friendly practices by them. Owing to the business nature of the Group, no packaging material was used for finished products and no waste associated with packaging was generated during the Year.

ENERGY CONSERVATION

In full knowledge of the potential risk of climate change to the communities, the Group has been making steady progress in diminishing our carbon footprints across the business. As part of our many initiatives to minimize 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 applied measures to facilitate the energy efficiency of air-conditioning system, such as applying curtains on windows to reduce heat gain. In light of our consolidated efforts and cooperation on energy conservation, the total energy consumption of the Group during the Year was largely reduced.

Energy consumption by type during the Year:

綠色營運

隨著氣候變化對公司業務和整個社會構成越來越大的威脅，公司認知到有需要為緩解及適應相關影響採取預防措施。我們採取了廣泛的措施來提高能量使用效率以及減少碳足跡。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。再者，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於製成品上使用包裝物料，亦無產生與包裝相關的廢物。

節約能源

了解到氣候變化為社區所帶來的潛在威脅，本集團在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。本集團在辦公室窗戶安裝窗簾，促進空調的能源效益。有鑑於我們在節約能源方面的共同努力及協作，我們於本年度的能源總耗量得夠得以大幅減少，達致理想水平。

本年度按種類劃分的能源耗量：

| Types | 種類 | Consumption (MWh) 消耗(兆瓦時) |
|---|-------------------|------------------------------|
| Use of vehicles | 車輛使用 | 2,864 |
| Electricity Consumption | 電力耗用 | 49 |
| Intensity (emission/million Hong Kong dollars of revenue) due to use of vehicles | 車輛排放密度(排放/收益百萬港元) | 13.01 |
| Intensity (emission/million Hong Kong dollars of revenue) due to use of electricity | 電力耗用密度(排放/收益百萬港元) | 0.22 |

Care for Our Employees

關懷僱員

Employees are the foundation for the stable development and the success of our business. As such, we are committed to complying with laws and regulations on employment, diversity and safety as well as labour standards. At the same time, we are committed to creating a warm and rewarding workplace to attract, retain and develop talents. We will be delighted to see our new employees thrive and deliver remarkable services to our customers.

EMPLOYMENT STANDARD

The Group regards our staff as the most important asset and resource. The Group embraces employee diversity and seek to attract talents with different culture, background and capabilities. 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 verify the candidates' identity to ensure that they are lawfully employable and reach the legal working age as stipulated in the Employment of Children Regulations. 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, payment of the outstanding wages will be made timely.

EMPLOYEE'S BENEFITS AND DEVELOPMENT

The Group strives to be a responsible business that provides an attractive environment for our colleagues to work and develop their career. The annual appraisal is employed for evaluation purpose to attain our goal of forging competitiveness and motivation. We also make recommendations on their career development in the appraisal with a view to sharpening the competitive edge 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.

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 individual performance of the employees and our financial performance. Employees are also entitled to statutory holidays as stipulated in relevant regulations. With a view to fostering our team spirit, we also organize company gathering in celebration of Chinese festivals.

員工是集團穩健發展的基礎，亦是業務成功的關鍵。為吸引、挽留和培育人才，我們一直致力遵循各項與僱傭、多元化以及勞工準則相關的法例法規，並且致力締造一個溫馨和諧而且富有滿足感的工作環境。我們喜見員工不斷茁壯成長，並且盡心盡力為客戶提供卓越的服務。

僱傭準則

人才是集團重要的資產。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，確保應徵者符合《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，防止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

作為負責任的企業，本集團以吸引員工繼續留任為榮。每年都會密切監察僱員表現，以培養優秀團隊。我們的年度評估旨於提高僱員競爭力，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，助僱員提升工作能力。作出任何升遷解僱決定前，我們都會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。

我們十分關注僱員的權益。為了確保僱員取得具競爭力的薪酬，本集團定期審視薪酬結構。除了基本薪金外，我們亦因應僱員個人表現及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。我們亦會組織公司聚餐，與僱員一同共度佳節，促進團隊精神。

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 instrumental to our long-term prosperity. The training plan devised by management aims to address the training needs of employees.

As far as new employees are concerned, orientation is provided to deepen their understanding of operation practice of the Group for better employee integration. Regular training organized by our inhouse employees and our major suppliers is designed to enhance employees' competency in the maintenance and operation of our machinery. The training covers our Integrated Management System (IMS) policy and procedure, risk assessment evaluation and employees' responsibilities and contribution in the IMS. In addition, we provide tuition reimbursement for employees who pursue independent learning and take part in external training. Employees are incentivized to further enhance their professionalism and industry knowledge to support our business. 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.

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有助推動集團長遠發展。管理層會針對員工的發展需要，編定培訓計劃。

我們為新員工提供入職培訓，讓他們可以更了解本集團的營運模式，融入新的工作環境。本集團的員工和主要供應商都會組織定期培訓，從而提升僱員的工作能力，使他們可以熟練機械的維修保養及運作能力。入職培訓涵蓋綜合管理體系的政策和程序、風險評估，及僱員在有關系統下的責任及貢獻。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。透過推動僱員提升專業知識，我們相信本集團的業務發展也會有所裨益。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。

Protect Our Employees' Health and Safety

保障僱員的健康和安全

With the obligation of providing a safe and comfortable working environment and raising 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 put into practice to enhance safety performance. We also strictly adhere to all applicable laws and regulations regarding occupational health and safety, such as the Occupational Safety and Health Ordinance.

SUPPORT ON WORKPLACE SAFETY

Apart from providing workplace safety guidelines to our employees, workplace safety inspection is performed regularly to identify the hazards associated with activities of each process and evaluate the risks related to the hazards identified. In response to the risk evaluation result, preventive and protective measures are implemented. In addition to displaying notice or label and providing personal protective equipment to our employees whenever necessary, safety training courses are also held to enhance their awareness of workplace safety and to ensure the efficiency of the personal protective equipment for protecting our employees. During the Year, we organized trainings related to basic knowledge on OHSAS 18001, internal audit for OHSAS 18001, hazards identification and risk evaluation. In order to minimize occupational risks, some employees are obliged 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.

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體系(OHSAS) 18001認證。同時，我們亦嚴格遵從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。



ACCIDENT HANDLING SCHEME

Although protective measures have been implemented, our employees may have 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. Therefore, 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 minimize safety risks. In case of work-related accidents, we perform a scrutinized 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.

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產品責任有重大影響。

Respect Our Clients and Suppliers

顧客及供應商承諾

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

CUSTOMER-FOCUSED

Our endeavour to provide quality services surpasses mere provision of professional services, and we are devoted to achieving total customer satisfaction with customer-oriented services that aims at meeting customers' requirements. For the trading of construction machinery of high monetary value, we would arrange and accompany our customers to the overseas workshops of our suppliers for machinery inspection before shipping to Hong Kong. We frequently collect the customers' feedback regarding the quality of our service, satisfaction on the product and overall performance. To increase 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 take quick remedial and preventive action in response to the complaints from our customers.

Business Ethics

Our code of conduct is mainly defined by integrity, demanding employees to emulate the highest degree of integrity and ethics, as well as strict compliance 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. Acutely aware of our duty in maintaining the confidentiality of client data under applicable 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 unlawful disclosure of confidential or proprietary information outside the Group, either during or after employment, without the Group's authorization and consent. Our software system is also protected against virus contamination and the 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.

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

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。

PROTECT OUR CUSTOMER

Our aim to offer the top-quality service that satisfies and exceeds our clients' expectation depends heavily on our stringent quality control policy, as evidenced by our possession of ISO 9001. As we accord great importance to the health and safety of customers, a wide range of customer services in which technical support for both machinery trading and leasing businesses is provided 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.

SUPPLY CHAIN MANAGEMENT

Underpinning our continuous development and smooth business operation is the stability in the supply of materials. When selecting suppliers, an objective analysis is carried out 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 is 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. A comprehensive guideline on environmental protection and occupational health and safety has been established. Any suppliers found to be in violation with the Group's policy will risk suspension of cooperation until the situation has been rectified.

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。

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，會客觀地評估各供應商的表現、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。

Respect Our Clients and Suppliers

顧客及供應商承諾

ANTI-CORRUPTION

With integrity being a center 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 meet 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 we strive for a common growth and prosperity with the society as well as our pursuit of business development, the Group is pleased to contribute in support of healthy development of the community. As an enterprise with strong social conscience, the Group encourages our employees to participate in social events and charitable activities as a way to help boost the development of a harmonious society and promote a volunteering culture. By leading our passionate employees to reach out to the community, it helped us understand the needs of different groups in the society. We will gradually step up our community involvement by following the progress of our business development.

我們在追求業務發展的同時，亦積極地貢獻社會，支持社區的健康發展。並希望與社區共同成長，共享繁榮。作為具有社會責任感的企業，本集團一直主動接觸社區與生活拮据的人士，從而了解其需要。通過不同的慈善團體合作，我們制定了以下的社區發展戰略，確保能夠充分惠及社區。除此之外，我們鼓勵僱員參與社區及慈善活動，以協力締造和諧社會及宣揚義工文化。藉著帶領我們滿腔熱情的僱員走向社區，這有助我們了解不同社會群體的需要。我們亦將隨着業務發展，逐步增強社區參與。

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