

環境、社會及管治報告

Environmental, Social and Governance Report

隨著社會各界對企業社會責任愈趨關注，為了讓各持份者更加了解本集團在環境、社會及管治方面的政策、措施以及績效，本集團按照香港交易所主版上市規則附錄二十七《環境、社會及管治報告指引》的要求編製了本環境、社會及管治報告(下稱「本報告」)。

本報告覆蓋本集團於二零一六年一月一日至十二月三十一日期間(下稱「報告期間」)與物業發展、物業投資及物業管理有關的主營業務。

本公司董事會負責監督集團於環境、社會及管治範疇中的策略及匯報。集團管理層負責執行相關政策及措施，確保集團在環境、社會及管治方面的風險管理以及相應內部監控系統之有效性，促進集團的可持續發展。

With growing concern on corporate social responsibility, in order to enable stakeholders to have a better understanding of the policy, measures and performance regarding environment, society and governance of the Group, the Group has prepared this Environmental, Social and Governance Report (hereinafter referred as the “Report”) in accordance with the requirements of Appendix 27 Environmental, Social and Governance Reporting Guide of the Main Board Listing Rules of the HKEx.

The Report covers the principal businesses in relation to property development, property investment and property management during the period from January 1 to December 31, 2016 (hereinafter referred as the “reporting period”).

The Board is responsible for supervising the Group’s environmental, social and governance (“ESG”) strategy and reporting. The Management of the Group is responsible for implementing relevant policies and measures to ensure the effectiveness of risk management and internal control system in the environmental, social and governance aspects and to promote the Group’s sustainable development.

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為使本報告內容及信息能夠符合各持份者的期望，集團邀請了各部門的管理層及員工參與報告編製。通過檢視集團運作，了解環境、社會及管治範疇內的業務以及分析該類業務對持份者的重要性，我們為本報告制定了以下匯報範疇：

In order to provide stakeholder with contents and information which meet their expectation, the Group has engaged the Management and staff from various departments for the preparation of the Report. According to our review on the Group's operations, understanding towards related environmental, social and governance issues and analysis on the importance of those issues to stakeholder, we have developed the following reporting scope for the Report:

港交所「環境、社會及管治報告指引」範疇	重要的環境、社會及管治範疇	Aspects set out in the Environmental, Social and Governance Reporting Guide of the HKEx	Material Environmental, Social and Governance Aspects
A. 環境			
A1. 排放物	<ul style="list-style-type: none"> 房地產項目排放 溫室氣體排放 廢棄物 	A1. Emissions	<ul style="list-style-type: none"> Emissions from property development projects Emissions of greenhouse gases Waste
A2. 資源使用	<ul style="list-style-type: none"> 能源使用 水源使用 	A2. Use of Resources	<ul style="list-style-type: none"> Use of energy Use of water
A3. 環境及天然資源	<ul style="list-style-type: none"> 環境及天然資源的影響管理 	A3. The Environment and Natural Resources	<ul style="list-style-type: none"> Management of the impact on the environment and natural resources
B. 社會			
B1. 僱傭	<ul style="list-style-type: none"> 招聘及離職 表現評估 出勤及假期 其他福利 平等機會 	B1. Employment	<ul style="list-style-type: none"> Recruitment and dismissal Performance assessment Attendance and leave Other welfares Equal opportunities
B2. 健康與安全	<ul style="list-style-type: none"> 職業健康與安全 	B2. Health and Safety	<ul style="list-style-type: none"> Workplace health and safety
B3. 發展及培訓	<ul style="list-style-type: none"> 員工發展及培訓 新員工培訓項目 職能學院 龍脈計劃 	B3. Development and Training	<ul style="list-style-type: none"> Staff development and training New staff training course Vocational schools Longmai Plan
B4. 勞工準則	<ul style="list-style-type: none"> 防止童工及強制勞工 	B4. Labour Standards	<ul style="list-style-type: none"> Prevention of child and forced labour
B5. 供應鏈管理	<ul style="list-style-type: none"> 供應鏈環境及社會風險管理 	B5. Supply Chain Management	<ul style="list-style-type: none"> Management of environmental and social risks in the supply chain
B6. 產品責任	<ul style="list-style-type: none"> 產品及服務質量 	B6. Product Responsibility	<ul style="list-style-type: none"> Quality of products and services
B7. 反貪污	<ul style="list-style-type: none"> 反貪污及洗黑錢 	B7. Anti-corruption	<ul style="list-style-type: none"> Anti-corruption and anti-money laundering
B8. 社區投資	<ul style="list-style-type: none"> 社區參與計劃及捐贈 	B8. Community Investment	<ul style="list-style-type: none"> Community engagement program and donation

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A. 環境

A1 排放物

作為中國領先的房地產開發商，本集團重視項目的可持續發展，大力支持環境保護。集團的房地產項目遍佈中國各大城市，為數以萬計的客戶提供優質服務，亦推行全方位的減排減廢政策，從項目策劃到營運使用，每一階段都慎重考慮環保要素。本集團將環保元素注入項目設計理念，利用不同的創新科技和具有前瞻性的設計方案取得節能減排的目標，從源頭處進行排放控制。

本集團致力於遵守國內與環境方面有關的法例法規，包含但不限於《中華人民共和國環境保護法》、《中華人民共和國水污染防治法》、《中華人民共和國大氣污染防治法》以及《中華人民共和國固體廢物污染環境防治法》。於報告期間，本集團沒有發現任何違反與環境相關的法例法規之情況。

房地產項目排放

本集團所有的房地產開發工程均外判予第三方承建商負責。因此，集團沒有直接產生因建築工程所引致的空氣、水及建築廢料污染。作為一家綠色企業，集團肩負起監管承建商環境保護工作的責任。集團訂立了《龍湖集團工程質量檢查評估管理辦法》，為文明施工評分，評分範疇包括完工清場、材料堆放及施工場地管理等；督促施工方將對周遭環境的影響降至最低。該評估會定期進行，後續選擇承建商時，也會把該評估結果納入考量。此政策鼓勵承建商推行環保施工，減低廢氣、廢水和建築廢料的排放，並安排合資格的回收商處理建築廢料，避免二次污染。

A. ENVIRONMENTAL

A1 Emissions

As a leading real estate developer in China, the Group places high emphasis on sustainable development of projects and supporting environmental protection. The Group has real estate projects over major cities in China providing quality services for tens of thousands of customers. We implement comprehensive emission and waste reduction policies, such that environmental factors have been taken into serious consideration at every stage from project planning to operation. The Group introduces environmental elements into our project designs and achieves the target of energy conservation and emission reduction through various innovative technologies and forward-looking design proposals, so as to control emission at source.

The Group is committed to complying with laws and regulations with respect to the environment in China, including but not limited to the Environmental Protection Law of the People's Republic of China, Water Pollution Prevention and Control Law of the People's Republic of China, Law of the Peoples Republic of China on the Prevention and Control of Atmospheric Pollution and Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste. During the reporting period, the Group was not aware of any non-compliance with laws and regulations with respect to the environment.

Emissions from property development projects

The construction of all the property development projects of the Group are outsourced to third-party contractors. As such, the Group does not directly generate air emissions, water discharge and construction waste pollution arising from construction work. However as a green enterprise, the Group shoulders the responsibility of supervising the environmental protection work of contractors. The Group has formulated Measures for Management of Project Quality Examination and Assessment of Longfor Group to evaluate construction work based on worksite clearance, storage of construction materials, worksite management and other factors, so as to encourage contractors to minimize impact on the environment. Such evaluation is carried out on a regular basis and the evaluation result will also be taken into account subsequently when selecting contractors. The policy encourages contractors to carry out green construction for reducing air emissions, water discharge and construction waste and to engage qualified recyclers to handle construction waste so as to avoid secondary pollution.

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溫室氣體排放

集團主要的溫室氣體排放來自於能源使用。在本報告期間，集團營運所產生的二氧化碳或同類溫室氣體 (CO₂e) 共有 645,686 噸¹。我們實行了不同的節能計劃以減低集團的碳足跡。請參考下面的「A2 能源使用」部份的滙報。

廢棄物

本集團內部產生的廢棄物主要為辦公室及項目區耗材。我們根據國際慣用的 4R 廢物管理原則 (分別為重用物料、使用環保替代品、減少廢物和循環再造)，於日常運作中主動推行各種減排、減廢措施，減少行政辦公和物業管理所產生的廢棄物，並向員工和客戶推廣環保意識，鼓勵大家參與，達致協同增效作用。本集團於報告期間內產生的主要廢棄物為行政辦公的紙張、接待用的紙杯等紙製品，共計 183 噸；另外辦公室及項目區的飲用水膠樽，共計 819 公斤。²

本集團以合乎環保原則的方法處理所產生的廢棄物，所有辦公室、商場和物業管理產生的廢棄物均由合資格之外判商回收。集團亦著手從源頭開始減廢，各部門均推行了多種減廢措施，透過取代、減少及循環再用的原則減低所產生的廢棄物。

- 1 碳排放之計算參照英國環境、食物及農村事務部 (Defra) 出版之《英國政府溫室氣體滙報轉換因子》、香港交易所《環境關鍵績效指標彙報指引》及中國國家發展和改革委員會應對氣候變化司公佈之中國區域電網基準線排放因子。
- 2 此為集團於報告期間各耗材之採購量 (與廢棄相若)，不包括租戶、業主或其他第三方於本集團項目或物業內產生之廢棄物。

Emissions of greenhouse gases

Emissions of greenhouse gases by the Group are primarily attributable to use of energy. During the reporting period, carbon dioxide equivalent (CO₂e) generated from the Group's operation totalled 645,686 tons¹. We have executed various energy-saving plans to reduce our carbon footprint. Please refer to the part "A2 Use of Resources" below.

Waste

Wastes generated internally by the Group are primarily consumables in its offices and project areas. In accordance with the internationally accepted 4Rs waste management principle (i.e. reusing materials, replacing with eco-friendly alternatives, reducing wastes and recycling), we have proactively implemented various emission and waste reduction measures in daily operation to reduce wastes generated from offices and property management, promoted awareness of environmental protection among staff and customers, and encouraged participation, so as to achieve synergy. During the reporting period, the major type of wastes generated by the Group were paper products, such as office paper and paper cups used in the reception, totalling 183 tons; and plastic bottles for drinking water at its offices and project areas, totalling 819 kilograms.²

The Group handles waste in line with green principles. All the wastes generated from its offices, shopping malls and property management are collected by qualified contractors. The Group also reduces wastes at source. Departments have implemented various waste reduction measures and reduced wastes based on the principles of replace, reduce and recycle.

- 1 The calculation of carbon emission is performed in accordance with UK Government Conversion Factors for greenhouse gas (GHG) reporting published by the Department for Environment, Food and Rural Affairs (Defra), Reporting Guidance on Environmental KPIs of HKEx and Baseline Emission Factors for Regional Power Grids in China promulgated by the Department of Climate Change of the National Development and Reform Commission of the PRC.
- 2 It represented the procurement volume (which is similar to the waste volume) of consumables of the Group during the reporting period and did not include those wastes generated by tenants, property owners or other third-parties in the Group's projects or properties.

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於日常辦公當中，集團推行無紙化辦公，利用電腦系統進行審批和記錄，杜絕浪費紙張。辦公室亦推行雙面打印，打印機採用有環保認證的硒鼓和墨盒並控制彩色打印數量，以及在打印機旁增設單面已印紙的回收盒，增加重用單面已印紙，以達到減少產生廢紙的目的。廢紙及紙箱則會交由回收商收集循環再造。辦公室員工皆自攜水杯，大大降低膠樽及紙杯的消耗。

除了行政辦公，本集團亦為各項目制定了一系列物業營運措施，減少包括集團自身和商場運作所產生的廢物，並確保廢物得到正確的環保處理。集團於各項目設置分類垃圾桶，為生活垃圾、建築垃圾分類及回收，增加回收再造效率。所有項目所產生的廢物均由合資格的專業清潔公司或市政環境衛生部門清潔及處理。而在垃圾堆放方面，本集團採用了先進的壓縮式垃圾箱，避免了異味和蚊蠅滋生。集團亦在項目區舉行垃圾分類培訓，主要對象為業主、垃圾分類宣傳員及物業清潔員等，以增加廢物回收的成效。在生物廢物方面，本集團在各項目物業的生化池及隔欄進行無害化微生物製劑維護處理，而生化池亦委託專業機構進行人工及機器清理，減少生物廢物排放。

A2 資源使用

本集團不僅嚴格遵守《中華人民共和國節約能源法》，更從日常工作中培養僱員節約資源、循環再用的習慣。

為保護自然資源、提高營運效率，我們密切留意公司資源使用，確保資源利用最大化，杜絕浪費。本集團各部門定期匯報資源使用狀況，並針對問題及時作出行動。

In daily office work, the Group promotes paperless office, which makes use of computer system for approval and record, so as to avoid paper waste. Offices also promote double sided printing. Printers are installed with toners and ink cartridges with environmental certification and capable of controlling the number of colour printing. Recycling trays for printed papers are placed next to the printers, so as to increase the reuse of printed papers and generate less waste papers. Waste papers and paper boxes are collected by recyclers for recycling. In order to reduce the waste of plastic bottles and paper cups, office staff proactively bring their own cups.

Apart from offices, the Group has also formulated a series of initiatives in property management for projects to reduce the wastes generated by the operation of the Group itself and its shopping malls and ensure wastes are properly handled in an environmentally-friendly manner. The Group places recycling bins at project sites for sorting and recycling domestic wastes and construction wastes, and increasing the efficiency of recycling. All of the wastes generated from its projects are removed and handled by qualified professional cleaning companies or municipal sanitation department. For rubbish storage, the Group adopts advanced compression-type rubbish bins to avoid odour and flies and mosquitoes. The Group also organizes training on waste sorting in its projects areas, which mainly targets property owners, promoters of waste sorting and property cleaning staff etc., to improve the effectiveness of recycling of wastes. Regarding biological wastes, the Group performs hazard-free decomposition with microbial agents in biochemical pools and grilles of projects and professional contractors are engaged for the manual and mechanical cleaning of biochemical pools to reduce biological waste discharge.

A2 Use of Resources

The Group strictly complies with the Energy Conservation Law of the People's Republic of China, and helps its employees to develop the habit of resource saving and recycling.

In order to protect natural resources and enhance operating efficiency, we closely monitor and maximise the use of resources and put an end to waste. Each of our departments reports on the use of resources regularly and takes timely action to tackle the problems identified.

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集團亦在各類天然資源和能源使用方面設立了一系列的政策，通過員工手冊及海報等宣傳手法推行各種節能減費措施，為員工提供參考。

能源使用

本集團直接能源使用主要為行政辦公用車的汽油，於報告期內，本集團所使用之汽油共303,205升。而集團的間接能源使用主要為電力，於報告期內共949,455,653千瓦時³。

我們明白減少能源消耗不單能降低溫室氣體的排放，更加為集團省去非必要開支。因此，集團於報告期間實行了多項節能計劃以增加能源效益。

行政辦公方面，集團為員工配置低功耗能的筆記本電腦，而辦公室內的照明系統也採用節能照明燈。此外，集團也透過電郵及告示等渠道提高員工的節能意識，例如向員工宣傳下班後隨手關燈、關空調等。我們增加辦公室內的視頻設備，盡可能通過視像會議溝通，減少出差次數，務求降低交通工具燃油所產生的碳排放。最後，集團對各商業物業項目的空調系統也進行了改造，採用冰蓄冷技術提高空調系統效率，以減少用電。

The Group also compiles a series of policies in respect of the use of various natural resources and energy, and promotes energy-saving and cost-saving measures through staff manual and posters for employees' reference.

Use of energy

The Group's direct energy consumption was mainly petrol used in vehicles for administrative purpose. During the reporting period, the volume of petrol used by the Group totalled 303,205 litres. The Group's indirect energy consumption was mainly electricity, totalling 949,455,653 kWh³.

We are aware that reduction in energy use not only can reduce greenhouse gases emission, but also save unnecessary expenses for the Group. As such, during the reporting period, the Group has implemented various energy-saving plans to enhance its energy efficiency.

In our offices, the Group provides employees with low-power-consuming notebooks, and energy-efficient lighting system are deployed in office. In addition, the Group raises employee awareness of energy-saving through emails and notices, such as reminding them to turn off the lights and air-conditioners after work. We install video equipment in the offices to promote video conferencing as possible and curtail business travel to bring down carbon emissions from transportation. Lastly, the Group has remodified the air-conditioning system in our commercial property projects and adopted ice thermal storage technology to raise the efficiency of the air-conditioning system, thereby reducing electricity consumption.

³ 這些能源用量並不包括租戶、業主或其他第三方於本集團項目或物業內之能源用量。

³ The energy consumption did not take into account the energy consumed by tenants, property owners or other third parties in the Group's projects or properties.

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集團於各大城市的物業營運部門積極為區內的房地產項目推行節能措施，以身作則帶動整個行業推行相應節能措施。通過各地物業營運部門的努力，我們在各個城市取得了以下成果：

The Group promotes energy-saving in property management departments in major cities for the real estate projects in the region, taking a lead in driving the industry to undertake corresponding energy-saving measures. With the efforts of the property management departments, we have achieved the following results in various cities:

地區公司 Regional Company	節能減排措施及成效 Measures and results of energy conservation and emission reduction
大連 Dalian	<ul style="list-style-type: none"> • 地下停車場更換LED節能燈767個，每年節約289,000千瓦時電量 Replacing with 767 LED energy-saving lights for underground car parks, saving 289,000 kWh of electricity per year
蘇南 Sunan	<ul style="list-style-type: none"> • 樓層通道及地下停車場更換LED節能燈9,175個 Replacing with 9,175 LED energy-saving lights for passageways and underground carpark
	<ul style="list-style-type: none"> • 灑瀾山、酈城項目樓層通道36個手動照明開關改為聲控開關 Replacing 36 manual light switches with voice-controlled switches for the passageways of Rose and Ginkgo Valley and Sunshine City Project
	<ul style="list-style-type: none"> • 九裡香醍項目樓層通道、電梯大堂、消防通道轉彎口共600個手動照明開關改為聲控開關 Replacing a total of 600 manual light switches with voice-controlled switches for the passageways, elevator halls and fire exit corners of Fragrance Chianti
	<ul style="list-style-type: none"> • 九墅項目停車場普通日光燈改造成LED節能燈，總共計780個 Retrofitting a total of 780 common fluorescent lights to LED energy-saving lights for the carpark of Jiu Shu Project
蘇州 Suzhou	<ul style="list-style-type: none"> • 將項目傳統照明燈改為LED節能燈，共3600個 Retrofitting a total of 3600 traditional fluorescent lights to LED energy-saving lights for projects
上海 Shanghai	<ul style="list-style-type: none"> • 酈城、蔚瀾香醍、好望山、灑瀾山等項目停車場照明改造為LED節能燈，總共3,500個 Retrofitting a total of 3,500 carpark lights to LED energy-saving lights for Sunshine City, Azure Chianti (Bai Yin Lu), Hill of Good Hope, Rose and Ginkgo Villa and other projects
青島 Qingdao	<ul style="list-style-type: none"> • 樓層通道及地下停車場更換LED節能燈208個 Replacing with 208 LED energy-saving lights for passageways and underground car parks
重慶 Chongqing	<ul style="list-style-type: none"> • 項目照明燈具更換為LED節能燈，總共30,324個，每年節省電量總共約1,377,000千瓦時 Replacing a total of 30,324 lighting fixtures with LED energy-saving lights, saving about 1,377,000 kWh of electricity per year in total
	<ul style="list-style-type: none"> • 為變壓器、電梯進行節能改造，每年節省電量總共約815,000千瓦時 Carrying out energy-saving renovation for transformers and elevators, saving about 815,000 kWh of electricity per year in total

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地區公司 Regional Company	節能減排措施及成效 Measures and results of energy conservation and emission reduction
寧波 Ningbo	<ul style="list-style-type: none"> 項目照明燈具更換為LED節能燈，總共1,880個，每年節省電量總共約126,000千瓦時 Replacing a total of 1,880 lighting fixtures with LED energy-saving lights, saving about 126,000 kWh of electricity per year in total
北京 Beijing	<ul style="list-style-type: none"> 11個項目地下停車場更換LED節能燈4,945個，每年節約850,000千瓦時電量 Replacing with 4,945 LED energy-saving lights for 11 underground car parks, saving 850,000 kWh of electricity per year
杭州 Hangzhou	<ul style="list-style-type: none"> 杭州紹興原著、春江彼岸、香醍溪岸等項目於2015年實施了地下車庫LED燈改造，總共更換2,425個LED節能燈，每年節電超過420,000千瓦時，節電率達60% Renovating underground car parks of Shaoxing Hometown, Chunjiang Land, Chianti Riverside and other projects in Hangzhou with LED lighting in 2015, replacing a total of 2,425 LED energy-saving lights, saving more than 420,000 kWh of electricity per year and reaching an energy saving rate of 60%
廈門 Xiamen	<ul style="list-style-type: none"> 嘉譽1期項目地下停車場更換645個LED節能燈，每年節省電量約139,000千瓦時 Replacing with 645 LED energy-saving lights for the underground car parks of Jiayu Phase I (嘉譽1期項目), saving about 139,000 kWh of electricity per year
成都 Chengdu	<ul style="list-style-type: none"> 10個項目完成了無負壓二次供水設備改造，其中金楠天街、世紀城和時代天街項目於2015年整改完成，此3個項目水泵節能改造後每年可節約電量約45,000千瓦時 Completed the renovation of non-negative pressure secondary water supply equipment for 10 projects, among which Jinnan Paradise Walk, Century City and Times Paradise Walk completed the renovation in 2015, saving about 45,000 kWh of electricity per year after the water pump energy-saving renovation.

水源使用

於本報告期間，集團的總用水量為18,541,919立方米⁴。

本集團深明水資源的寶貴，並落實實質用水效益計劃降低水資源用量。集團的總部及地區公司均會通過電郵及告示等渠道提高員工的節約用水意識，例如提醒員工及時關閉水龍頭，節約用水等。而集團所有的商業物業亦安裝了不同的節水裝置，例如使用感應式水龍頭、變頻式水泵等，根據實際用量自動控制供水量，減少食水浪費。

⁴ 此用水量並不包括租戶、業主或其他第三方於本集團項目或物業內之用水。

Use of water

During the reporting period, the Group's aggregate water consumption amounted to 18,541,919 cubic meters⁴.

The Group recognizes the preciousness of water resources and implements concrete plans on water efficiency to reduce water consumption. In our headquarter and regional companies, we enhance employee awareness of water conservation through emails, notices and other channels. For example, we remind employees to turn off water taps after use and save water. All of the commercial properties of the Group are installed with water-saving devices, such as sensor faucet and variable speed pump, which automatically control water supply based on actual consumption, and thus reducing water wastage.

⁴ The water consumption did not take into account the water consumed by tenants, property owners or other third parties in the Group's projects or properties.

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此外，我們雖然不能夠直接控制各房地產項目的業主及租戶的耗水量，但各大城市的物業營運部門均主動採取多項措施，減低耗水量，詳見案例如下：

Besides, although we cannot directly control the water consumption of property owners and tenants of our real estate projects, our property management departments in major cities have proactively taken various measures to reduce water consumption. Details of cases are as below:

地區公司 Regional Company	節水措施及成效 Measures and results of water saving
蘇南 Sunan	<ul style="list-style-type: none"> • 鄞城項目一期及二期的園景綠化分別採用噴灌方式取代傳統澆灌，比舊有方法節省用水30%，每年節水量約3,600噸 <p>Replacing traditional watering with irrigation for landscaping and greening of Sunshine City I & II, saving 30% more water compared with past approach, and representing approximately 3,600 tonnes of water saved per year</p>
上海 Shanghai	<ul style="list-style-type: none"> • 鄞城草地夏季澆灌已採用河道水，可有效降低市政用水，每年節水量約4,500噸 <p>Using river water for the summer watering in the lawn of Sunshine City, reducing the consumption of municipal water effectively, and representing approximately 4,500 tonnes of water saved per year</p>
重慶 Chongqing	<ul style="list-style-type: none"> • 各項目進行廢水利用、管道查漏維修等節水工程，每年節省用水總共約19,100噸 <p>Carrying out water conservation work including wastewater utilization, leak checking and maintenance of pipes in our projects, saving about 19,100 tonnes of water per year in total</p>
北京 Beijing	<ul style="list-style-type: none"> • 灤瀾山、香醍漫步、香醍溪岸項目園景綠化使用移動微噴澆灌技術取代傳統澆灌，覆蓋面積達213,700平方米，每年節水量達45,800噸 • 各項目的清潔工作引進無水化作業模式，增加擦拭工序，減少用水沖洗；日常清潔使用掃地車、三合一地板清洗車、和高壓水車來沖洗地面，代替傳統的大水沖洗減少水資源浪費；利用雨天進行路面刷洗，節省水資源 • 唐寧、頤和原著兩個項目的園區排水系統進行改造，將可再用的水用於草坪澆灌，每年節水量達2,200噸 <p>Replacing traditional watering with mobile micro-irrigation technology for landscaping and greening of Rose and Ginkgo Villa, Chianti, Chianti Riverside projects, covering an area of 213,700 square meters and saving 45,800 tonnes of water per year</p> <p>Applying waterless operation mode in cleaning work of our Projects and reducing water washing by increasing wiping process; using sweeping cars, 3-in-1 floor-cleaning cars and high-pressure water jets for daily cleaning to replace traditional washing and reduce water wastage; performing road washing during rainy days, so as to save water</p> <p>Retrofitting the drainage system of gardens of Tangning and Summer Palace Splendor projects, allowing reuse of water for lawn irrigation and saving 2,200 tonnes of water per year</p>
杭州 Hangzhou	<ul style="list-style-type: none"> • 香醍溪岸園區綠化噴灌用水啟用了中水處理系統，自營運以來節省用水總共約13,057噸 <p>Adopting reclaimed water treatment system for sprinkling irrigation of garden greening of Chianti Riverside, saving about 13,057 tonnes of water in total since its operation</p>

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地區公司 Regional Company	節水措施及成效 Measures and results of water saving
廈門 Xiamen	<ul style="list-style-type: none"> 制定員工宿舍每人每月的用水量，超過限量後水費自付 Setting a limit on the water consumption per person per month in staff quarters and requiring staffs to pay their own water bills when exceeding such limit 物業衛生間採用節能型水箱；而洗手盆則採用節能水龍頭。 Installing energy-saving toilet tanks in our properties; and energy-saving faucets for washing basins.
成都 Chengdu	<ul style="list-style-type: none"> 各項目更換節水水龍頭總共約 1,395 個，減少用水約 25%，年節水量約 3,400 噸 Replacing with a total of 1,395 water-saving faucets, saving approximately 25% water and representing approximately 3,400 tonnes of water saved per year
煙台 Yantai	<ul style="list-style-type: none"> 部門辦公室將所有用水閥門關閉 2/3，減低水流同時不影響使用效果，節省用水 Closing 2/3 of the water valves in our branch offices, reducing water flow without affecting the effectiveness to save water

A3 環境及天然資源

環境及天然資源的影響管理

本集團一直致力於減低集團營運對環境以及天然資源所帶來的影響。我們於日常運作中不斷評估及監察環境風險，並及時作出對應的控制措施，務求保護周遭環境及天然資源。

因此，除了在上述排放物及資源使用方面的措施外，集團亦在保護環境及天然資源方面實行了一系列措施。例如，商場的空調系統運作時會產生一定的噪音，因此為避免影響附近居民，集團為靠近住宅區的商場所設置的空調系統加裝隔音設備。另外，商場外牆的廣告牌及顯示屏所發出的光線有可能對附近住戶造成影響，故此集團於晚上十點準時關閉所有廣告牌及屏幕的照明系統。最後，商場內食肆排出的油煙可令周邊大廈沾上油污，散出的氣味亦影響附近的住戶，故而集團要求所有餐飲商戶為油煙排放系統安裝油煙過濾裝置，減少對鄰近物業的影響。

A3 The Environment and Natural Resources

Management of the impact on the environment and natural resources

The Group is committed to reducing the impact of its operation on the environment and natural resources. In our day-to-day operation, we continuously evaluate and monitor environmental risks and timely put in place control measures to protect the environment and natural resources.

Therefore, in addition to the above measures in respect of pollutants and use of resources, the Group has also implemented a series of measures in respect of protecting the environment and natural resources. For example, in order to prevent the nearby residents from being affected by certain noise generated from air-conditioning system of our shopping malls, the Group installs sound insulation equipment on the air-conditioning system of shopping malls near to residential areas. Besides, the light emitted from billboards and screens of external walls of shopping malls may affect nearby residents, so the Group turns off the lighting system of the billboards and screens at 10p.m. Lastly, as oil fume emitted from restaurants of shopping malls may stain nearby buildings and the smell from those restaurants may affect nearby residents, the Group requires all restaurants to install fume filtering device so as to reduce the impact on the neighbouring properties.

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此外，我們於項目設計時加入環境保護元素，體現源頭減廢的理念。於本報告期間，集團位於北京的天璞項目由於積極加入節能減排、利用再生能源及加強綠化等設計，因此得到政府部門及認證機構的肯定，取得由住房和城鄉建設部科技發展促進中心頒發的「三星級綠色建築設計標識」以及由美國綠色建築物協會頒發的「LEED® Gold 預認證」。而集團的其他項目，包括上海的虹橋天街項目和北京的西宸原著項目，亦得到「三星級綠色建築設計標識」。

In addition, we introduces environmental protection elements in project designs to reduce emissions at source. During the reporting period, the application of designs making use of renewable energy and enhancing greening in Emerald Legend, a project of the Group in Beijing was recognized by government authorities and certification bodies and was awarded the “Three-star Authentication of Green Building” from Technology Development Promotion Centre of Ministry of Housing and Urban-Rural Development and “LEED® Gold Precertification from the U.S. Green Building Council. Other projects of the Group, including Hongqiao Paradise Walk in Shanghai and Jade Mansion in Beijing, was also awarded the “Three-star Authentication of Green Building”.

B. 社會

B1 僱傭

集團主張公平、道德的勞工政策。我們建立了完善的人力資源政策與制度於各營運部門實施，內容涵蓋員工薪酬、離職、招聘、升遷、工時、假期、平等機會及其他員工福利等，方便員工清晰了解自己 and 集團的權利與義務。管理層會定期檢視、更新這些政策和制度，確保內容與時俱進。

招聘及離職

集團積極招納價值觀及理念與集團相符的員工。為增加招聘效率，集團與獵頭公司合作，發掘合適人才。為規範獵頭渠道使用，集團建立了《獵頭渠道招聘管理指引》，訂立了引入、管理、評估及獎懲獵頭公司的統一標準。獵頭合作夥伴為集團管理招聘事宜，設立公平競爭平台。培養獵頭公司成為戰略合作夥伴有助本集團引入優質人才。

B. SOCIAL

B1 Employment

The Group insists fair and ethical labour policy. We have established comprehensive human resources policies and systems to be implemented in all our departments, covering employee remuneration, dismissal, recruitment, promotion, working hour, leave, equal opportunities and other employee benefits. It facilitates our employees to understand their own and the Group’s rights and obligations. The Management regularly reviews and updates those policies and systems to ensure that the contents are updated.

Recruitment and dismissal

The Group actively recruits employees whose values and concepts are in line with those of the Group. In order to enhance the efficiency of recruitment, the Group cooperates with headhunting firms to explore suitable talents. To regulate the use of headhunting agencies, the Group has established the Guidelines on Management of Recruitment through Headhunting Agencies and formulated unified standards for introducing, managing, evaluating and rewarding headhunting firms. Headhunting partners will manage recruitment matters for the Group and offer a platform for fair competition. Establishing strategic cooperation with headhunting firms enables the Group to better attract talents.

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集團建立的《員工離職管理辦法》秉承尊重、關心員工的原則，嚴格遵循國家《勞動合同法》相關規定，具體規範了員工離職形式、離職補償標準及離職手續辦理等離職管理。

表現評估

為激勵優秀員工，鞭策後進員工，持續提高全員的績效水平，集團定製《個人績效等級評估管理辦法》，用以規範員工績效評估等級以及員工任職、薪酬和發展等方面的標準，提升績效管理水平，創造公平公正的用人環境。

出勤及假期

為規範出勤及假期管理，集團以國家法律法規為基礎制定了《出勤及假期管理辦法》。該政策列明員工工作時間，打卡範圍，帶薪年假、病假、事假、婚假、產假等各類福利假期以及遲到、早退、曠工等缺勤情況的處理方法。我們希望透過此政策規範員工出勤及休假管理，建立正常的工作秩序。

其他福利

為照顧員工上下班的交通需要，本集團特設《員工車輛使用補貼及交通補貼管理辦法》，訂明交通補貼的要求及發放標準。我們為私車公用的員工提供車輛使用補貼，以補償員工車輛使用和維護的花費。另外，公司亦為非私車公用的員工提供交通補貼，減輕員工於往來交通方面的經濟負擔。對於補貼的標準以及發放方式等問題，政策均做出了具體規範。

Staff Dismissal Management Methods, which was formulated by the Group, adheres to the principle of respecting and caring for staff and complies with relevant requirements of the Labour Contract Law of the PRC. It specifies the manner of dismissal, compensation standard, dismissal formalities and other matters in relation to dismissal management.

Performance assessment

In order to encourage talented staff, push underachievers and constantly improve the performance level of all of the staff, the Group has formulated the Measures for Assessment and Management of Individual Performance, which specifies the assessment criteria of staff performance as well as standards on staff recruitment, remuneration, development and other aspects. It enhances the standard of performance management and creates a fair and equitable employment environment.

Attendance and leave

In order to regulate the management of attendance and leave, the Group has formulated the Measures for Management of Attendance and Leave based on national laws and regulations. The policy specifies the working hour, clocking-in, paid annual leave, sick leave, personal leave, marriage leave, maternity leave and other benefits and leave as well as the handling of lateness, early leave and absence from work. We aim at utilizing the policy to regulate the management of attendance and leave and establish normal working order.

Other welfares

In order to satisfy the transport needs of staff travelling to work, the Group has formulated the Measures for Management of Vehicle Use and Transport Supplement for staff, specifying the requirements and granting criteria of the transport allowance. We provide vehicle use allowance for staff driving their private cars for business purposes to compensate them for the expenses on use and maintenance of cars. Besides, the Company provides transport allowance for staff not driving their private car for business purposes to ease their economic burden of transport. Regarding the standards of allowance, ways of granting and other issues, specific provisions have been set out in the policy.

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平等機會

尊重每一位員工是本集團的一概準則。我們努力保障所有員工不論職位、資歷，都受到公平的對待，杜絕因任何原因、以任何方式造成的職場歧視行為。我們鼓勵遇到歧視的員工及時向人力資源部門舉報，經內部審計部門獨立調查後，由管理層跟進處理。

為及時發現基礎人事和薪酬福利操作中有可能存在的問題、規避風險和優化管理，集團建立了《基礎人事和薪酬福利操作例行檢查管理辦法》。此例行檢查政策覆蓋基礎人事、薪酬操作和福利操作三個範疇，主要檢查操作是否符合集團規定的政策和流程，關鍵資料和流程文件存檔是否完整，以及人力資源信息系統中的員工資料和流程操作是否及時準確。

集團一直遵守《中華人民共和國勞動法》及《中華人民共和國工會法》等與人力資源相關的法律法規，並依法訂立《勞動合同管理辦法》以規範勞動合同的簽訂期限、續簽和變更程序，以及臨時和短期人員的管理。於本報告期間，集團並未發現任何違反與人力資源相關的法例和法規之重大情況。

Equal opportunities

Respecting every staff has been a persistent principle of the Group. We strive to guarantee fair treatment for all our staff regardless of their positions and qualification and avoid workplace discrimination of any kind. We encourage staff who encounter discrimination to promptly report to our human resources department. After independent investigation conducted by our internal audit department, the Management will follow up.

In order to promptly identify possible issues in basic personnel and remuneration and welfare operation, mitigate risks and optimize management, the Group has formulated the Measures for Management of Routine Checking of Basic Personnel and Remuneration and Benefit Practices. The routine checking policy covers three areas, which are basic human resource issues, remuneration practices and welfare practices. It mainly examines whether the practices are in compliance with the policies and processes specified by the Group, whether the filing of major information and process documents are complete, as well as whether the staff information and process operation of our human resources information system are timely and accurate.

The Group has been in compliance with laws and regulations in relation to human resources, such as the Labour Law of the People's Republic of China and the Trade Union Law of the People's Republic of China, and it has formulated the Measures for Management of Labour Contracts to regulate the terms, renewals and amendments of labour contracts as well as the management of temporary and short-term staff. During the reporting period, the Group was not aware of any material non-compliance with laws and regulations with respect to human resources.

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B2 健康與安全

職業健康與安全

本集團嚴格遵守《國家安全生產法》以及《職業健康安全管理體系認證》，務求提供予僱員、承建商、外判商乃至客戶一個安全健康的環境。

在集團所有的業務中，房地產開發項目被視為風險最高的工作場所。集團雖然對於承建商及外判商員工的施工安全不具直接控制權，但本著安全第一、以人為本的理念，我們肩負起督察外判商的責任，為房地產開發項目部門建立了《龍湖集團在建項目施工安全管理辦法》以提供安全管理指引，確保該部門員工有能力監管承建商及外判商的施工安全措施，預防生產安全事故，保障工人健康。我們亦建立地區分公司級和項目級安全生產管理組織架構，與各承建商及外判商制定事前和事中安全管理施工措施，加強安全檢查。除此以外，本集團亦為物業營運員工建立了《龍湖物業員工安全管理》，界定物業管理員工的職責及分工，說明常見的防護措施，列明安全工作程序及注意事項，提供事故發生時的應對方法，確保每項風險都受到監察及管理機制控制。

我們不但確保工作及生產設備的安全性都符合最新的法例要求，亦會為員工提供定期身體檢查計劃，保障員工健康。我們訂立了安全目標及應急計劃，並保留安全記錄進行定期評核。另一方面，集團提供全員安全培訓，通過視頻講解案例，讓員工知悉我們的安全規定，並製作簡單易明的安全標語、掛圖，張貼於員工辦公區域的顯眼位置，時刻提醒員工保持安全意識，減低常見安全隱患。

B2 Health and safety

Workplace health and safety

The Group strictly follow the State Administration of Work Safety Act and the National Standard of Occupational Health and Safety Management Systems to provide a safe and healthy working environment to its employees, contractors, subcontractors and customers.

Among all of the business of the Group, property development projects are regarded as the riskiest workplace. Although the Group does not have direct control on the construction safety of staff of contractors and subcontractors, we believe that safety shall always come first, we take the people-oriented concept and we shoulder the responsibility of supervising contractors and has established the Measures for Management of Safety of Projects under construction of Longfor Group for our property development project department to provide safety management guidelines to ensure the department staff are capable of supervising the construction safety measures of contractors and subcontractors, so as to avoid the occurrence of safety incidents and protect the health of labour. We have also established safe production management organisational structure at regional company level and project level and formulated safe construction measures in advance and during construction to enhance safety checks. In addition, the Group has established the Management of Staff Safety of Longfor to specify the responsibilities and duties of property management staff, instruct common protective measures, set out safety working procedures and precautions, provide ways to cope with incidents and ensure that risks are monitored and controlled under management mechanism.

Apart from ensuring that the safety of our working and production equipment conform to the latest statutory requirements, we provide regular body check for our staff to safeguard their health. We set safety targets and emergency plans and keep safety record for regular assessment. On the other hand, the Group provides staff safety training which include case study via videos and enable staff to be aware of our safety requirements. Simple slogans and posters are displayed prominently in office areas to remind our staff to maintain safety awareness and mitigate common safety risks.

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於本報告期間，集團並未發現任何嚴重違反與工作場所健康與安全相關的法例和法規之情況。

B3 發展及培訓

員工發展及培訓

我們十分重視員工的發展，在全力邁向集團自身目標的同時，也致力幫助員工實踐事業目標。我們根據員工的工作崗位及職責建立了完善的培訓政策，詳細制定了滿足員工發展需要的培訓系統。我們為員工提供包括內部培訓、外部課程在內的全方位培訓計劃，內容不單涵蓋專業、技術層面，亦著重促進員工個人發展。除此之外，我們也為集團每年聘請的眾多畢業生量身定造了培訓及指導計劃，為集團培育新血，支持集團的長遠發展。

新員工培訓項目

集團專門為新員工推出了多項培訓計劃，例如龍湖集團仕官生培訓特訓營、仕官生培訓訓練營、新員工入職培訓之區域龍紋製造項目、新員工工作坊、新入中高管培訓等，協助新員工了解本集團的企業文化和價值觀，掌握必備的基本技能知識，以儘快融入工作崗位。

職能學院

除此以外，集團亦成立工程學院、造採學院和運營學院，重點訓練不同部門及崗位的員工，提高其工作水平以達致雙贏。集團計劃繼續開發客研、營銷、財務、研發、投發等更多職能學院，務求所有部門、職能的員工都能得到適當的專業培訓，增強集團的生產能力。

During the reporting period, the Group was not aware of any material non-compliance with laws and regulations in relation to workplace health and safety.

B3 Development and training

Staff development and training

We attach great importance to staff development and pay effort in helping our staff to achieve their career goals along with promoting the development of the Group. We have formulated comprehensive training policies according to staff's posts and duties and developed comprehensive training system to satisfy staff development needs. We provide our staff with all-around training programme including internal training and external courses, covering not only professional and technical fronts, but also emphasis of fostering staff's personal development. In addition, we also customize training and mentoring programme for fresh graduates employed by the Group each year, so as to nurture new blood to support the long-term growth of the Group.

New staff training courses

The Group launches various training programs for new staff, such as Longfor special training camp for management trainees, standard training camp for management trainees, orientation training of regional mark for new staff, new employee workshops, training for new middle and senior management, to assist new staff in understanding the Group's corporate culture and values and mastering necessary and basic skills and knowledge and quickly fitting into their posts.

Vocational schools

In addition, the Group has also established engineering school, cost and procurement school and operation school, targeting staff in different posts in different departments to enhance their working standard and achieve a win-win situation. The Group intends to continue to develop more vocational schools including customer research, marketing, financial, R&D and investment, so as to provide appropriate professional training for staff in different posts in all our departments and enhance the Group's production capacity.

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龍脈計劃

龍脈計劃作為領導力培養體系中的高潛質人才培訓項目，旨在為集團中高級管理人員提供發展平台，激發企業家精神，擴展業務視野。此項目由董事長吳亞軍聯同北京大學國家發展研究院、國際級管理諮詢公司麥肯錫等業界頂尖培訓發展資源，通過課程面授、虛擬學習社區和行動學習小組等方式，多方面促進成員在體驗中學習，以及在實踐與反思中成長。

本報告期內集團提供的培訓詳細資料如下：

範疇 Area	績效 Performance
財政年度員工培訓總時數 Total number of hours of staff training in the financial year	1910
財政年度內部導師總人數(不含管理層) Total number of internal tutors in the financial year (excluding management staff)	345
財政年度內部導師總人數(管理層級) Total number of internal tutors in the financial year (management level)	19

Longmai Plan

As a leadership training programme for high potential talents, Longmai Plan aims at providing a platform for development of the Group's middle to senior management staff, inspiring their entrepreneurial spirit and broadening their business horizon. With the support of Madam WU Yajun, our Chairman, together with National School of Development at Peking University and McKinsey&Company, a global management consulting company and the industry's best training resources, through face-to-face classes, virtual learning community and workshops, such program will facilitate its members to learn from experience and grow with practices and reflection.

Details of training provided by the Group during the reporting period are as follows:

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B4 勞工準則

防止童工及強制勞工

本集團嚴格禁止聘用童工及強制勞工，並訂立了一系列政策確保內部控制體系完善，杜絕童工或強制勞工現象發生。明確本集團招聘審查程序的《龍湖物業員工背景信息審核管理辦法》要求人事部門核實應聘者身份信息，確認應聘者年齡並進行背景審查，確保所得資料的真實性。我們亦會應《基礎人事和薪酬福利操作例行檢查管理辦法》中的要求，定期檢查、審核人力資源信息系統中員工的個人信息、家庭信息及過往從業經驗等關鍵信息，杜絕聘用童工及強制勞工。對於較高風險的非全職員工，集團也建立了《實習、臨聘、勞務合同人員管理操作指引》以規避意外聘用童工或強制勞工的風險。

此外，集團也嚴禁各承建商和外判商聘用童工或強制勞工，要求第三方在服務承包合同上加入相關條款，並將員工名單交予我們備案。集團會與第三方共同審核外判員工信息的準確度和完整性，從而避免童工或強制勞動的出現。

於本報告期間，集團並未發現任何違反防止童工或強制勞工的法例和法規的嚴重情況。

B4 Labour Standards

Prevention of child and forced labour

The Group strictly prohibits child labour and forced labour and has formulated a series of policies to ensure comprehensive internal control to prevent child labour and forced labour. Measures for Management of Examination of Staff Background Information of Longhu Property Management, which specifies the Group's recruitment due diligence process, requires the human resources department to verify the candidates' identity information to confirm their age and conduct background checks to ensure the truthfulness of information received. We also conduct regular checks and examination on staff's personal information, family information, past working experience and other major information in our human resources information system, so as to prevent the employment of child labour and forced labour. Regarding non-full-time staff who are at higher risk, the Group has also developed the Operational Guidelines for Management of Interns, Temporary and Contracting Staff to eliminate the risks of unintentional employment of child labour and forced labour.

Besides, the Group prohibits contractors and subcontractors from employing child labour and forced labour through requiring the third parties to include relevant terms in their service contracts and deliver the list of staff to us for record. The Group and the third parties will jointly examine the accuracy and completeness of the information of outsourced staff to avoid child labour and forced labour.

During the reporting period, the Group was not aware of any material non-compliance with laws and regulations in relation to child labour and forced labour.

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B5 供應鏈管理

供應鏈環境及社會風險管理

為確保集團項目及服務的營運都以盡可能環保的方法進行，我們在上述環保措施之外還訂立了推動外判商、供應商等第三方推行綠色商業的政策。集團在選擇外判商、供應商的過程中，除了一般的產品、服務質量等商業因素外，還會將其對社會責任及環境保護的貢獻納入考量的評分機制。

有鑑於此，集團建立了《龍湖集團材料設備供應商管理辦法》。在選用供應商前，集團會進行工廠實地考察，並在標準表格《材料設備實地考察表》中詳細評價工廠在主要原材料檢驗、三廢處理、質量管理體系等方面的完善程度，得出優、良、中、差評級，淘汰中、差評級的供應商。目前，本集團已經評核了高達百分之九十的材料供應商。此外，原材料送達工地後，集團會根據《龍湖集團項目進場材料設備檢查管理規定》檢查原材料規格，驗證相關牌照、證書，確保其成份符合質量及環保標準。集團每半年對供應商進行回顧和評估，調整不合格和有待改進的供應商，終止與甲醛釋放量超標等環保、安全性能不達標的，質量管控體系評估三次不合格的，以及項目出現大範圍質量問題的單位合作。

B5 Supply Chain Management

Management of environmental and social risks in the supply chain

In order to ensure the Group's operation of projects and services are carried out in an environmental friendly manner, other than the above environmental protection measures, we also formulate policies to encourage contractors, suppliers and other third-parties to promote green business. When selecting contractors and suppliers, the Group adopts an evaluation mechanism which takes into account social responsibilities and their contribution in environmental protection in addition to common commercial factors such as product and service quality.

As such, the Group has established the Measures for Management of Materials and Equipment Suppliers of Longfor Group. Before selecting suppliers, the Group will conduct on-site inspections in factories and make a detailed assessment of the performance regarding their raw material inspection, three wastes treatment and quality control mechanism on the Form of On-site Inspection of Materials and Equipment, the rating scale of which includes excellent, good, fair and poor and supplier being rated as fair and poor will be eliminated. Currently, the Group has assessed up to 90% of the material suppliers. Besides, after the raw materials are delivered to our project site, the Group will check the specifications of raw materials, verify relevant licenses and certificates according to the Regulation of Management of Project Site Materials Inspection of Longfor Group to ensure the material compositions meet the quality and environmental protection standards. The Group conducts review and assessment on suppliers semi-annually to manage unqualified suppliers and terminate the cooperation with suppliers who fail to meet environmental and safety standards, such as excessive emission of formaldehyde, suppliers who are unqualified for three times in our quality control assessments as well as suppliers who causes significant quality issues in our projects.

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另外，集團亦建立了《龍湖集團材料設備採購管理制度》，定期抽查工廠，工廠抽查比率不得低於當年度集團集中採購過的供應商總數的一半。對於各地區分公司所使用的第三方供應商，每季度的抽查不得少於一次。我們會根據工廠抽查、駐廠檢查的實際情況填報《工廠檢查記錄表》、《駐廠檢查記錄表》，也將部分檢驗和破壞性試驗工作交由國家認可的第三方機構進行，只續用調查結果令人滿意的供應商。

B6 產品責任

產品及服務質量

為確保房地產項目的質量，集團會根據《龍湖集團工程質量檢查評估管理辦法》中的評審方法為項目進行評核，評審防滲漏工程、鋼筋工程、混凝土工程等不同種類的工程質量，為項目進行評分及後續檢討以改善不足。

本集團建立了《龍湖集團客戶端公示管理套件》，此政策強調對客戶端公示材料嚴謹性的管理，透過公開、透明的產品銷售宣傳，保障業主知情權並同時控制及降低客戶投訴風險。

此外，集團開發了自有的IT工具平台－「客戶服務管理系統」。利用此系統，根據《龍湖集團竣工交房項目返修管理制度》，管理客戶對產品質量的反饋數據，力求提供完善的產品售後服務。

Besides, the Group has also established the Management System of Procurement of Materials and Equipment of Longfor Group and conducts random checks in the factories. The proportion of factories being checked shall not be less than half of total suppliers from whom the Group centrally procured during the year. In respect of the third-party suppliers engaged by our regional branches, random check shall be conducted not less than once every quarter. We will fill in the Factory Examination Record Form and On-site Factory Examination Record Form based on the actual situation of random check and on-site inspection of factories and engage national-recognized third-party organisations to conduct part of the examination of destructive testing. Only those suppliers with satisfactory results will continue to be engaged.

B6 Product Responsibility

Quality of products and services

In order to ensure the quality of our real estate projects, the Group will conduct assessment on projects according to the approaches set out in the Measures for Management of Project Quality Examination and Assessment of Longfor Group, covering different types of construction quality such as waterproofing engineering, steel structure work and concrete work, to rate for the projects and conduct subsequent reviews for improvement.

The Group has established the Management Suite for Publicity for Clients of Longfor Group, which emphasizes the management of preciseness of published materials available to clients. Through open and transparent product sales and promotion, we can protect the property owners' right to know and mitigate the risks of customer complaint.

Besides, the Group has developed its own IT platform "Customer Service Management System", and through which we can manage customer feedbacks on product quality and provide comprehensive after-sale service in accordance with the Management Rules of Return-for-repair of completed projects of Longfor Group.

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本集團不定期啟動第三方神秘客戶服務過程檢查機制，檢查各項目的服務情況和質量，發掘隱藏的服務問題，保證服務水平。集團亦會聘請第三方諮詢機構定期進行客戶滿意度調查，同時根據《龍湖集團客戶服務類客戶訪談操作指引》不定期組織公司中高層管理人員對客戶進行針對性訪談，了解客戶需求同時收集有價值的意見和建議，制定有效的改進措施，推動問題的解決。

本集團成立了龍湖集團忠誠度基金，按照《龍湖集團忠誠度基金管理辦法》列明的原則，透過提高社區生活的便利和舒適度、社區設施的品質和完善性，進一步促進業主的忠誠度與滿意度，維持企業聲譽。

於本報告期間，集團並未發現任何與產品、服務相關的法例和法規的重大違反情況。

The Group irregularly engages third-parties as mystery customers to check the service condition and quality of our projects and explore hidden service issues to guarantee service standards. The Group also engages third-party consultant agencies for conducting regular customer satisfaction surveys. Moreover, in accordance with the Operational Guidelines for Customers Interviews of Customer Service of Longfor Group, middle and senior management conducts irregular interviews with customers to understand customer needs and collect opinions and suggestions for formulating effective improvement measures and problem solutions.

The Group has set up the Loyalty Fund of Longfor Group, and, in accordance with the principles set out in the Measures for Management of the Loyalty Fund of Longfor Group, through the enhancement of convenience and comfort of community life as well as the quality and comprehensiveness of community facilities, to further boost the loyalty and satisfaction of property owners and maintain our corporate reputation.

During the reporting period, the Group was not aware of any material non-compliance with laws and regulations in relation to products and services.

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B7 反貪污

反貪污及洗黑錢

集團堅決遵守《中華人民共和國刑法》及《中華人民共和國反洗錢法》等反貪污及洗黑錢方面的國家法規，訂立了《龍湖集團商業行為準則》規範公司帳目記錄和信息溝通與披露，杜絕給予或索取非正當商業利益、不正當使用及侵佔公司財產、以及罔顧利益衝突等情況發生，並提供了舉報潛在違規行為的渠道。集團所有控股及非控股子公司的僱員均須遵從管理層訂立的處理原則，並於申報系統中申報並解決潛在利益衝突。

另一方面，集團提倡維護商業道德，透過定期的培訓和溝通，提高各層員工對反貪污及洗黑錢的意識，亦歡迎各持份者舉報任何違規情況。

於本報告期間，集團並未發現任何違反反貪污及反洗黑錢相關的法例和法規的嚴重情況。

B8 社區投資

社區參與計劃及捐贈

除透過提供高質量的產品及服務以滿足客戶需求及社會發展外，我們也希望為建設和諧社區出一份力，故此集團積極參與不同的義工活動、捐贈活動以及社區活動等，全面地幫助有需要的人士，弘揚愛心，關懷他人，貢獻社會。集團所舉辦或參與的社區活動主要包括教育、扶貧、助學等範疇，針對培育下一代並幫助弱勢社群。

B7 Anti-corruption

Anti-corruption and anti-money laundering

The Group complies with national regulations in relation to anti-corruption and anti-money laundering, such as the Criminal Law of the People's Republic of China and the Anti-Money Laundering Law of the People's Republic of China. The Business Practices Guidelines of Longfor Group has been formulated to regulate the accounting records and information communication and disclosure, prohibit soliciting or accepting inappropriate commercial interests, improper use and appropriation of corporate properties as well as disregard of conflict of interests. The Group provides a channel for reporting potential misconducts as well. All of the employees of the Group's controlling and non-controlling subsidiaries shall comply with the conflict of interest handling principles formulated by the Management and report and solve conflict of interests through the reporting system.

On the other hand, the Group advocates business ethics. Through regular training and communication, we enhance staff awareness on anti-corruption and anti-money laundering and encourage stakeholders to report any misconduct.

During the reporting period, the Group was not aware of any material non-compliance with laws and regulations in relation to corruption and money-laundering.

B8 Community Investment

Community engagement program and donation

Other than providing quality products and services to meet customer needs and social development, we hope to contribute to the construction of harmonious community. Therefore, the Group actively participates in different voluntary activities, donation activities and community activities to help the needy, promote love, care for others and contribute to the society. The Group has organised and participated in community activities including education, poverty alleviation and student assistance, aiming at nurturing the next generation and helping the disadvantaged.

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於本報告期間，集團地區分公司所參與的社區活動詳情如下：

During the reporting period, details of community programme the Group's regional companies participated in are as follows:

地區公司 Regional Company	活動詳情 Activities
重慶 Chongqing	<ul style="list-style-type: none"> 集團與地方政府合辦「龍湖年貨·溫暖萬家－雨露助殘農村貧困殘疾人危房改造項目」，捐贈200萬元人民幣幫助農村貧困殘疾人家庭改善居住條件和環境，受益人數超過300人。 The Group cooperated with local government to organize “Longfor’s New Year Warming Gifts – Building Renovation Scheme for Poor Rural People with Disabilities”, donating RMB2.00 million to help poor rural families with disabilities to improve their living condition and environment. It helped more than 300 beneficiaries. 集團與地方政府合辦「龍湖年貨·溫暖萬家－雨露助殘農村貧困殘疾人種養殖基地扶持項目」，捐贈180萬元人民幣扶持農村貧困殘疾人士家庭開展種養殖創業項目，實現戶均增收一萬元人民幣的目標，受益家庭達450戶。 The Group cooperated with local government to organize “Longfor’s New Year Warming Gifts – Plantation Base Supporting Scheme for Poor Rural People with Disabilities”, donating RMB1.80 million to support poor rural families with disabilities to start up plantation business and achieve the target of income generation of RMB10,000 per household. It helped up to 450 beneficiary families. 集團投資120萬元人民幣與中國科學院共同舉辦「龍湖& 中科3D打印就業創業培訓項目」，通過3D打印培訓、就業創業指導，幫助重慶市超過100名殘疾人實現創業就業。其中，有91名學員參加了國家信息化計算機教育認證3D打印助理工程師考試，取得了3D打印助理工程師證書，更有學員成功地創辦了3D打印公司。 The Group invested RMB1.20 million and cooperated with Chinese Academy of Sciences to organize Longfor & CAS 3D-printing Employment and Entrepreneurial Training Programme, which helped more than 100 disabled people in Chongqing to start up their business or seek employment through 3D-printing training and guidance on employment and entrepreneurship. 91 students participated in the examination of 3D-printing assistant engineer of national information computer education certification and obtained the certificate of 3D-printing assistant engineer and some students even established their own 3D-printing companies. 集團向重慶兩江新區星光小學作出定向捐贈用於開展教學活動，亦向重慶市沙坪壩區貧困學生定向捐贈作扶貧用途，捐款數目共27萬元人民幣。 The Group made designated donation to Xingguang Primary School of Chongqing Liangjiang New Area for carrying out teaching activities and also to the needy students in Shapingba District, Chongqing for poverty alleviation purpose. The total amount of donation was RMB270,000. 集團向西陽縣捐助20萬元人民幣現金支持地方扶貧計劃。 The Group donated RMB200,000 to Youyang County by way of cash to support the local poverty alleviation plan.

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地區公司 Regional Company	活動詳情 Activities
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瀋陽
Shenyang

- 集團與瀋陽市頂級教育培訓機構共同建立了「龍學堂」，為兒童提供一個挖掘愛好，培養才藝，知禮育德的課外學堂。「龍學堂」自2016年8月開辦以來，先後與遼寧廣播電視台青少交響樂團、瀋陽市書畫藝術培訓學校、楊悅教育、新東方、宏碩芭蕾舞培訓學校以及星夢舞蹈培訓基地等優質教育機構合作，全程名師授課，共有252名學童受惠。

The Group co-established “Longfor Academy” with the leading educational training institution in Shenyang to provide children with an extra-curricular academy for exploring their interests, cultivating their talents, learning etiquette and cultivating morality. Since the establishment of “Longfor Academy” in August 2016, it has cooperated with the Youth Symphony Orchestra of Liaoning Radio and Television, Shenyang Calligraphy and Art Academy (瀋陽市書畫藝術培訓學校), Yangyue Education (楊悅教育), New Oriental, Hongshuo Ballet School (宏碩芭蕾舞培訓學校), Xingmeng Dance Training Centre (星夢舞蹈培訓基地) and other quality educational institutions, with all of the classes taught by renowned tutors. A total of 252 school kids were benefited.

煙台
Yantai

- 集團於龍湖葡醍海灣項目舉辦「龍湖葡醍大講堂」，歷時7個月，邀請了北京國傑研究院、清華大學、中國人民大學、北京師範大學、中央黨校及中國航天院等一批專家導師和教授共同推出十三期免費講座，內容涵蓋經濟、科技、心理、健康等各個課題，打造城市學術和文化公開、公益的交流平台。

The Group organized “Longfor Banyan Lecture” at Longfor Banyan Bay project, lasting for 7 months, and invited professional tutors and professors from Beijing Guojie Research Institute (北京國傑研究院), Tsinghua University, Renmin University of China, Beijing Normal University, Central Party School, China Academy of Aerospace (中國航天院), giving a total of 13 sessions of free lectures, which cover economics, technology, psychology, health and other topics, to build an open and charitable urban academic and cultural exchange platform.

- 除「龍湖葡醍大講堂」外，集團亦舉辦了兩屆航天科學大講堂，邀請了中國工程院院士戚發軔院士和中國科學院高能物理研究所研究員、粒子天體物理中心副主任盧方軍教授，分別向大家講述中國航天事業的發展歷程以及空間天文學在過去的幾十年內使人類對宇宙學的認識發生的革命性變化。

Other than “Longfor Banyan Lecture”, the Group also organized two sessions of aerospace science lectures and invited Qi Faren, an academican of Chinese Academy of Engineering, and Professor Lu Fangjun, a researcher of the Institute of High Energy Physics of the Chinese Academy of Sciences and the deputy director of the Particle Astrophysics Institute, to explain the development milestones of aerospace industry in China as well as the revolutionary changes brought by space astronomy to human understanding of cosmology in the past few decades.

- 於2016年10月，集團在龍湖森林公園舉行了為期一周的龍湖航天科普展，為市民展示了豐富的航天知識，具體介紹中國航天如何一步步建設航天強國的偉大征程。

In October 2016, the Group held a week-long aerospace science exhibition at Longfor Forest Park (龍湖森林公園) to demonstrate extensive aerospace knowledge and explain how China develops great achievements in aerospace step by step.

環境、社會及管治報告

Environmental, Social and Governance Report

地區公司 Regional Company	活動詳情 Activities
成都 Chengdu	<ul style="list-style-type: none"> 集團於2016年4月分別向涼山州的青納鄉小學以及和愛小學捐贈了價值約14萬人民幣的物資。集團舉辦了「成都龍湖物業2016年春雨行動之涼山行」，發動及組織了項目業主和員工走訪了涼山州的青納鄉小學和幾個貧困的學生家庭，為他們帶來關懷和溫暖。 <p>In April 2016, the Group donated supplies worth of RMB140,000 to Qingnaxiang Primary School (青納鄉小學) in Liangshanzhou and He'ai Primary School (和愛小學). The Group organized "2016 Liangshan Walk of Chengdu Longhu Property", in which property owners and our staff visited Qingnaxiang Primary School (青納鄉小學) in Liangshanzhou and several poor student families to demonstrate caring for them.</p>
西安 Xi'an	<ul style="list-style-type: none"> 2016年6月，集團組織了20戶項目業主家庭前往周至縣聶村小學進行探訪活動。此次活動籌措了兩萬五千元人民幣的物資，全部用於改善聶村小學的教學條件，並且為每一個孩子，都準備了一個新書包。 <p>In June 2016, the Group organized visits to Niecun Primary School in Zhouzhi County and 20 families of property owners participated in the visits. The activity collected supplies worth of RMB25,000 and all of which were used for improving the teaching condition of Niecun Primary School and preparing a new school bag for every student.</p> <ul style="list-style-type: none"> 2016年11月，集團與西安騰訊大秦網共同發起「助夢騰飛·手留餘香—騰訊大秦網&龍湖·香醍南枝村小學慈善助學計劃」，向廣大市民及龍湖業主收集保暖冬衣，實用文具、體育用品、課外書籍、教學用具等，捐助給南枝村小學。 <p>In November 2016, the Group cooperated with xian.qq.com (騰訊大秦網) to initiate the "xian.qq.com & Longfor Chianti Charitable Education Sponsorship Programme for Nanzhi Primary School", which collected winter clothing, stationeries, sport supplies, extra-curricular books and teaching aids from the public and Longfor property owners to donate to Nanzhi Primary School.</p>