



百仕達控股有限公司*

SINOLINK WORLDWIDE HOLDINGS LIMITED

(Incorporated in Bermuda with limited liability)

Stock Code : 1168

2019

Environmental, Social
and Governance Report

* For identification purpose only

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1. ABOUT THE REPORT

This is the fourth Environmental, Social and Governance (“ESG”) report (the “Report”) issued by Sinolink Worldwide Holdings Limited (“Sinolink” or the “Company”) and its subsidiaries (collectively the “Group”, “we” or “us”). The aim of this Report is to summarize the principles and philosophy of sustainable development upheld by the Group in fulfilling corporate social responsibility, and to propose vision and commitment.

Reporting standards

The Report is prepared in compliance with the ESG Reporting Guide (the “Guide”) set out in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited and the content in this report is also in compliance with the disclosure obligations and reporting principles under the Guide.

Reporting scope

This Report sets out the overall performance of the Group in practicing of sustainable development and fulfilling of corporate social responsibility from 1 January to 31 December 2019 (the “Year” or “Reporting Period”), and the content mainly covers the core business of the Group. The Report also discloses the key performance indicator (“KPIs”) in the environmental subject area of the office areas of Sinolink Properties Limited and Shenzhen Sinolink Property Management Co., Ltd, the office areas of The Vi City, and O Hotel, facilitating meaningful comparison. Unless otherwise stated, the information contained in this Report covers all the businesses directly controlled by Sinolink. For details of the Group’s corporate governance, please refer to the section headed “Corporate Governance Report” of the 2019 annual report and the official website of Sinolink (www.sinolinkhk.com).

Reporting language

This Report is published in Traditional Chinese and English. If there is any ambiguity, the Traditional Chinese version shall prevail.

Feedback on the Report

The stakeholders’ feedback towards the ESG Report is highly valued by the Group. Your precious opinions are important for the continuous improvement of our performance for sustainable development. If you have any enquiries or advices, please feel free to contact us via email (email address: ir@sinolinkhk.com).

2. GROUP PROFILE

Sinolink Worldwide Holdings Limited was established in 1992 and listed on the Stock Exchange of Hong Kong in 1998. The Group is a property developer in the People's Republic of China with extensive experience, which developed various major premium property projects successfully in Shenzhen and Shanghai. The corporate headquarter is located in Hong Kong and its People's Republic of China operational headquarter is located in Shenzhen. The Group actively promotes our core businesses, including financial technology service sector, asset financing management, property development, property investment and operating property management with the operating principle of "Discovering Value, Creating Value and Enhancing Value".

During the Year ended 31 December 2019, the Group's turnover decreased by 15% year-over-year to HK\$448.9 million. Gross profit decreased by 3% year-over-year to HK\$265.8 million. The Company recorded loss attributable to the owners of the Company of HK\$316.6 million for the Year, as compared to the profit attributable to the owners of the Company of HK\$316.6 million for the Year ended 31 December 2019, representing an increase of 18% as compared to the corresponding period of last year. Basic loss per share amounted to HK8.94 cents, increasing 18% year-over-year. For detailed financial position of the Group, please refer to the Annual Report of the Group.

3. SUSTAINABLE DEVELOPMENT STRATEGIES

While promoting business development, the Group realizes the importance of sustainable development on overall business operation. The Group always adheres to the business objective of “Achieving Sustainable Development with Stability”, and channels great effort to integrate sustainable development into our business, so as to actively reduce the potential negative impact on the environment and make greater contribution to social development. During the Year, we created value by focusing on four aspects, including “Creating Value for the Environment”, “Creating Value for the Staff”, “Creating Value for the Brand” and “Creating Value for the Community”.



3.1 Environmental, Social and Governance System

The board of directors of the Group shoulders the overall responsibility towards the strategies and reporting of environmental, social and governance, and is responsible for assessing and determining all risks related to environmental, social and governance in order to ensure the appropriateness and effectiveness of the relevant risk management and internal control system. To consistently implement the policy of sustainable development into daily business operation, the Group will establish an environmental, social and governance committee in the forthcoming years, taking charge of managing the associated risks of environmental, social and governance of the Group and facilitating the execution of respective environmental, social and governance policies.

3.2 Stakeholder Engagement

To fully understand the demand and expectation of internal and external stakeholders on sustainable development of the economy, the environment and society, the Group identifies stakeholders from different sectors, establishes various engagement channels to listen to voices from all parties, and continuously improves the engagement mechanism to enhance interaction and communication.

We evaluate the sustainable development performance of the Group and communicate with stakeholders through different channels to understand the major issues concerned. The opinions from all stakeholders are the primary basis for the Group to formulate sustainable development strategy.

Stakeholders	Communication channels
Employees	<ul style="list-style-type: none"> • Surveys • Group discussions • Meetings and interviews • Seminars and workshops
Suppliers	<ul style="list-style-type: none"> • Assessment system for suppliers/contractors • Meetings • Site inspections
Community / nongovernmental organizations	<ul style="list-style-type: none"> • Donations • Volunteering activities • Community activities

4. CREATING VALUE FOR THE BRAND

The Group upholds the philosophy of sustainable operation, abides by the laws and regulations of national and regulatory authorities, and adheres to lawful and standardized operation. The Group has continuously improved the internal control and supervision management system to resolutely restrict corruption. The Group also adopts effective measures to protect intellectual property rights, upgrades the quality of customer service, and enhances the management level towards suppliers. We insist on excellent service standard in all business aspects and provide high-quality products so as to maintain a good corporate image of the Group.

4.1 Faithful and Lawful Operation

The Group strictly complies with all relevant laws and regulations, such as the Company Law of the People's Republic of China, the Law of the People's Republic of China on Anti-Money Laundering, the Guidelines for the Assessment of Money Laundering and Terrorism Financing Risks and Categorized Management of Clients of Financial Institutions, and the Anti-Money Laundering Ordinance, Drug Trafficking (Recovery of Proceeds) Ordinance and the Organized and Serious Crimes Ordinance and the United Nations (Anti-Terrorism Measures) Ordinance of the HKSAR. The Group has a comprehensive internal control management system and develops the "Accountability Management System" (《問責管理制度》) which establishes a definite responsibility management system and standardizes the scope of accountability, source of information, classification of issues and handling procedures. It determines the responsibilities of different job positions for ensuring legal compliance of the operational activities, minimizes the risk of operational management, and facilitates successful accomplishment of the Group's objectives.

The Group complies with the Unfair Competition Law of the People's Republic of China against any corruption resolutely, such as bribery, blackmailing and money laundering. The Group stipulates the restriction of all types of corruption in its "Employee Handbook" (《員工手冊》) and determines the attitude on non-compliance and misconduct and the system on managing such matters. We have whistleblowing policy in place and provide channels for whistleblowing to encourage employees and parties having business relation with the Group to report potential fraud, so as to timely identify various misconducts and adopt targeted corrective measures. The Group processes the disclosed information with confidential and prudent attitude. Without consent of the relevant employees, the Group would not disclose the identity of the person who makes the accusation. Apart from regulating staff's behavior within the system, by consolidating awareness of staff against corruption, the Group resists various forms of corruption, such as commercial bribery and unfair competition. During the Year, the Group and its employees were not involved in any legal cases regarding corruption.

4.2 Protecting Intellectual Property Rights

The Group respects others' intellectual property rights, such as patent rights, copyrights and trademark rights, and strictly complies with relevant regulations, such as the Patent Law of the People's Republic of China, the Implementing Regulations of the People's Republic of China, the Trademark Law of the People's Republic of China, the Regulations on the Customs Protection of Intellectual Property Rights, the Advertising Law of the People's Republic of China and the Provisions on the Release of Real Estate Advertisement, as well as the Trade Descriptions Ordinance of the HKSAR to protect intellectual property rights. The Group never makes misrepresenting information which is false or exaggerated that may cheat consumers, and ensures that all advertising materials deliver complete, true and accurate product information to the public.

4.3 Enhancing Customer Services

The Group keeps enhancing service quality in line with the types and features of customers. We formulated the "Administrative Measures on Handling Customer Complaints" (《客訴處理管理辦法》) to develop a comprehensive customer complaints mechanism for efficient and proper handling of complaints and disputes. In order to avoid improper handling of complaints, we will record the content of complaints, ascertain the responsibilities of handling customer complaints, analyze the reasons for the complaints, propose and implement specific solutions correspondingly, and communicate with relevant departments for the measures of improvement. The Group's basic workflow in handling customer complaints is as follows:

- ✧ Receive complaints, classify and record based on the content of the complaints;
- ✧ Review the content of the complaints, communicate with the customers, and negotiate a solution agreed to by both parties;
- ✧ After handling the complaints, learn more about the handling of issues and users' acceptance level from relevant departments for analysis.

In respect of complaints on product quality, we allow customers to return goods that do not affect the resale within the changing and returning period prescribed by the products. If obvious defects or damages are found on the goods, or obvious objection existed between the quality of the goods and the quality as stated on the commodity quality assurance specification, we would arrange changing and returning of goods based on the actual situation. During the Year, the Group did not recover any products due to safety and health issues.

In the current generation with free flow of information and big data, it is critical to protect the customers' privacy and cyber security. We strictly abide by the Information System Security Management Requirements and Personal Data (Privacy) Ordinance. For the real estate and property business segment, we set up the "Information Management Policy" (《信息管理制度》), "Data Management Policy" (《數據管理辦法》) and "Administrative Measures on Customer Privacy" (《賓客隱私管理辦法》) to manage the authorized access to information. Corresponding authorizations are given based on the duties and needs of each job position to ensure the proper use of information. Clear guidelines on the aspects including use and transmission, processing and disclosure, filing and disposal of information are also formulated. The O Hotel of the Group also establishes the "Administrative Measures on Network Security" (《網絡安全管理辦法》) to ensure that the network of the hotel could be operated in a safe and reliable way and secure the safety and completeness of respective information systems. In order to strengthen the responsiveness in handling sensitive information of customers and the Company, every employee of the Group should abide by the procedures of handling customer information to prevent the leakage of customers' personal information.

Meanwhile, the Group strives to improve its aftersales services system, implement effective measures to protect the security of customers' information and privacy, and prevent illegal use, leakage and abuse of information. During the Year, the settlement rate for customer complaints was 100% and the rate for satisfaction of customer service reached 95%.

4.4 Procurement and Management

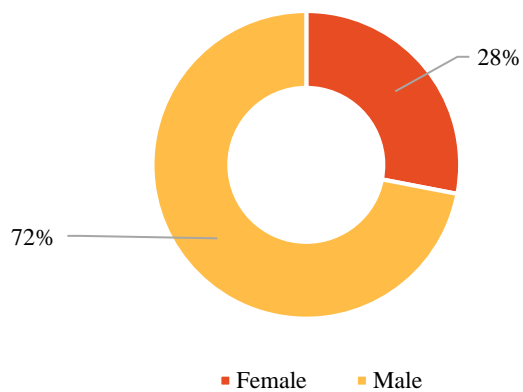
We desire to create a wonderful environment and society together with our suppliers. The Group strictly complies with relevant laws and regulations, such as the Bidding Law of the People's Republic of China. In order to enhance the management on procurement work, prevent different drawbacks during the procurement process and step up the efforts in anti-corruption, the Group signs the "Integrity Agreement" (《誠信約定書》) with our suppliers, under which the parties undertake to maintain honest and transparent commercial manners in the course of cooperation. During the Year, the main suppliers of the Group are located in Guangdong Province, the People's Republic of China. They mainly provided administrative and office supplies, as well as products and services of environmental, security management, engineering and artificial intelligence categories.

We formulated the “Administrative Measures on Procurement” (《採購管理辦法》), which clearly set out matters including the purchasing and tendering procedures, the organizational structure of procurement and the rules of procurement. We determine whether a supplier could be approved for inclusion in the “Company’s Qualified Supplier List of the Year” (《年度公司合格供方名冊》) based on the evaluating items specified in the “Supplier Management Measures” (《供方管理辦法》). The Group will evaluate a supplier’s capability in delivery, price level, technical capability, backup services, human resources and market reputation to ensure the performance capability and service quality of the suppliers. In order to enhance the supervision on the process of suppliers’ service (daily supervision and annual appraisal), we keep records of the process and outcomes of service as the basis of suppliers’ annual evaluation. We arrange an evaluation for suppliers at least once every year to examine the execution of services, and propose recommendations for improvements, if appropriate, to suppliers so as to enhance their service quality.

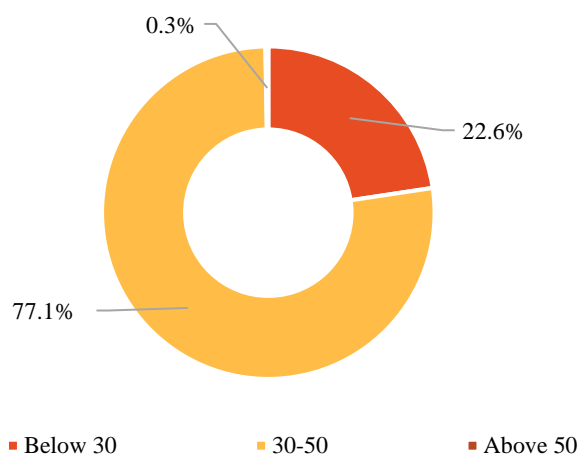
5. CREATING VALUES FOR EMPLOYEES

Employees are the foundation of the Group in providing quality services and also the key to our business success. We adhere to our manpower management philosophy of “People Orientation and Moral Orientation”. The Group protects the legal interests of employees and pays attention to their growth, provides a broad platform for their career development and cares for their lives. We create a favourable working environment for our employees, promote work-life balance and activate their energy. As at 31 December 2019, the Group had a total of 725 employees, of which 528 were male and 197 were female. The following charts demonstrate the proportion of employees by gender, age group and employment type:

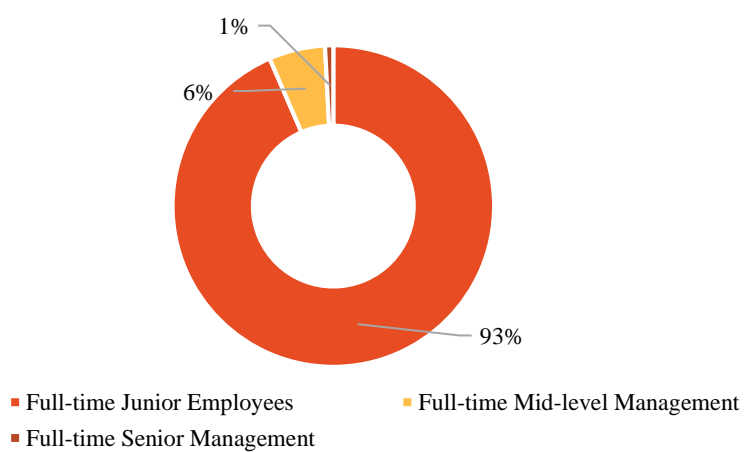
Number of Employees by Gender



Number of Employees by Age



Number of Employees by Employment Type



5.1 Benefit and Labour Standards

The Group complies with the Labour Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China, the Law of the People's Republic of China on the Protection of Minors, the Provisions on the Prohibition of Using Child Labour and other employment-related laws and regulations to ensure that our employees are able to work under a diverse and fair environment without discrimination or harassment. We decide to create an ideal workplace atmosphere with equality, liberty, inclusion, respect, harmony and trust. All forms of workplace discrimination, including the discrimination of gender, age, family status, sexual orientation, disability, race and religion, are prohibited. We strive to develop a working culture with diversity and mutual respect, and to provide equal employment opportunities. The Group spares no effort to protect human rights. Employment of child labour or forced labour is forbidden in our business operation. During the Reporting Period, the Group did not have any non-compliance regarding the employment of child labour or forced labour.

In order to standardize the management of recruitment of the Group, we have compiled the "Administrative Measures on Recruitment" (《招聘錄用管理辦法》) and "Labour Management Systems" (《勞動用工管理制度》), which clearly stated the procedures for the recruitment requirements, interviews and screening, approval and hiring and induction training. Besides, we uphold the principles of fairness and equality in selecting suitable candidates during the recruitment process. Relatives are not allowed to be employed within or designated to the scope of their management. Employees with family relationships are also not allowed to work under the same department. Working ability, personal qualities and skills, development potential and values of the candidates are the primary considerations for us to recruit employees, while their gender, age, race and family background will not affect their opportunity for employment.

We have compiled the "Employee Handbook" (《員工手冊》) and "Remuneration and Benefit Management Systems" (《薪酬福利管理制度》), which further standardize the management for remuneration and benefit in order to develop an internal remuneration and benefit mechanism with fairness and market competitiveness based on the incentive remuneration distribution mechanism.

Basic benefits

- “Five Insurances and One Fund” in the People’s Republic of China - endowment insurance, unemployment insurance, employment injury insurance, medical insurance, maternity insurance and housing provident fund
- Paid annual leave
- Provident fund under the Occupational Retirement Schemes in Hong Kong

Guaranteed benefits

- Marriage leave
- Maternity leave
- Family planning leave
- Consolation leave

Caring benefits

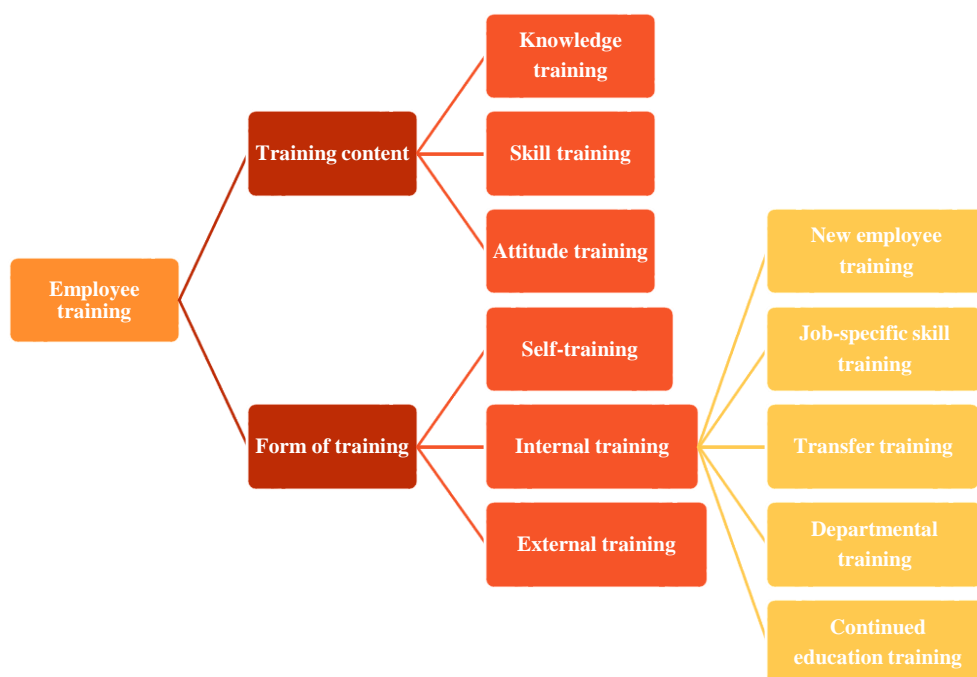
- Team building activities
- Birthday parties for employees

The Group conducts appraisals, and supervises and guides the employees according to their work plans as well as positions and duties, so as to help them improve their ways of thinking and performance. Based on the “Outline of Performance Appraisal Management” (《績效考核管理綱要》), the appraisal results of the employees are linked to their promotion, remuneration and bonuses. Employees under appraisal have the right to know their appraisal results so that they are able to set up their targets and expectations for the next phase of work effectively.

5.2 Cultivating Our Employees

The Group places emphasis on training and development. Employees may utilize relevant resources invested by the Group. During the process of learning with each other, they are able to build up their knowledge, achieve self-edification and enhance their motivation. In addition to the chance to grow, they also bring a positive impact to the competitiveness of the Group in the market. By matching the duties of different positions and the occupational development of employees, we provide targeted training to strengthen the competency of employees and their understanding on the corporate culture, promote their personal qualities, stretch their potentials and establish good interpersonal relationships, so as to promote our corporate spirit.

We have compiled the “Training Management System” (《培訓管理制度》) and “Administrative Measures on Staff Training” (《員工培訓管理辦法》) which standardize the employee training system and conduct effective training to fully enhance the operating capability, performance and comprehensive quality of our employees. The following is the training framework and contents formulated by the Group:



New employee training	<ul style="list-style-type: none"> • Content of training: assist new employees to understand the Group's history and culture, learn about the Company's business and relevant regulations and understand the operating philosophy of the Group • Purpose of training: facilitate employees to acquire the knowledge and skills required for their job as soon as possible and to explore their own potentials
Job-specific skill training	<ul style="list-style-type: none"> • Content of training: through skill training, employees can understand the duties, requirements and the job details of their positions and acquire professional skills • Purpose of training: reduce error in the course of work and enhance working quality and efficiency
Transfer training	<ul style="list-style-type: none"> • Content of training: employees are provided with job-specific skill training according to the requirements of the new position • Purpose of training: get familiar with the working environment and integrate into the new teams as soon as possible
Departmental training	<ul style="list-style-type: none"> • Content of training: provide training in respect of department management, operation and expertise by integrating theory and practice • Purpose of training: carry out flexible training on a small scale based on the actual works of respective departments
Continued education training	<ul style="list-style-type: none"> • Content of training: invite experts to provide trainings
External training	<ul style="list-style-type: none"> • Content of training: visit other peer companies for skills exchange, themed training held by industry consultation organization and short-term paid external training

We have conducted a survey on the number of employees trained and training hours during the Year, moving towards the goal of increasing the percentage of employees trained and training hours in the coming year. The relevant quantitative information during the Year is as follows:

	Percentage of employees trained	Average training hours per employee
Employee category	2019	2019
By gender		
Female	100%	23 hours
Male	100%	18 hours
By employment type		
Junior staff	100%	29 hours
Intermediate staff	100%	17 hours
Senior management	100%	13 hours

5.3 Health and Safety

We comply with relevant laws and regulations including the Law of the People's Republic of China on the Prevention and Control of Occupational Diseases, Production Safety Law of the People's Republic of China, Provisions on the Supervision and Administration of Occupational Health in the Workplace, Industrial Injury Insurance Ordinance and the Occupational Safety and Health Ordinance of the HKSAR. During the Reporting Period, the Group did not violate any laws and regulations related to safe workplace environment and protecting employees from occupational diseases, and no working injury or work-related fatality were recorded.

In order to implement the policy of safe operation, the Group has formulated the "Safety Management System" (《安全管理制度》) that required employees to strictly follow the labor discipline at work and provides employees with necessary protective equipment. For the operation of machinery, we have established various "Operation Guidelines" (《操作指引》), which standardized the operation and inspection of machines, ensuring the safety of both the operators and machinery.

We have also conducted general safety education on topics such as company safety regulations and emergency measures for new employees and employees assigned to a new job. Through continuous training and drills, as well as routine inspections and tests, the Group instills information on accident prevention and emergency response from time to time to help employees acquire the knowledge required and can quickly and efficiently handle safety incidents.

To promote physical and mental health of employees, we also organize various activities for them. We hope that employees can relax after intensive work, increase their bonds of affection and understanding, and build team spirit so as to lay a foundation for better cooperation.

6. CREATING VALUES FOR THE ENVIRONMENT

The Group strictly follows relevant environmental laws and regulations, implements measures of reduction of emissions, proper use of resources, waste management and environmental compliance, and strives to enhance employees' environmental awareness. During the Year, the Group did not violate any laws and regulations related to environmental protection such as the Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》) and the Pollution Prevention and Control Law of the People's Republic of China (《中華人民共和國污染防治法》) during its operation.

Climate change is a global issue with continuous concern. In order to achieve the goals in emissions reduction, the world must reduce greenhouse gas (“GHG”) emissions to zero by 2055. The Group pays close attention to and attaches great importance to the best practices of sustainable development. We are committed to becoming a leader in sustainable development, and formulate and adopt core management policies.

Mitigation measures
<ul style="list-style-type: none"> ● Implementation of energy, resources and waste management ● Energy data surveillance

6.1 GHG Emission Management

In response to the climate change strategy proposed in the Report on China's Policies and Actions to Address Climate Change of 2019 (《中國應對氣候變化的政策與行動 2019 年度報告》), we are determined to address the issues of climate change. The Group has collected accurate environmental information with complete archives to track the source of data and prepare for the development of indicators and goals in the future. Meanwhile, we also enhanced the disclosure of the Group's GHG emissions and the measures of emissions reduction in execution during the Year.

We have conducted the GHG emissions audit for the Group, including the office areas of Sinolink Properties Limited and Shenzhen Sinolink Property Management Co., Ltd., the office area of The Vi City, and O Hotel, in accordance with the GHG Protocol by the World Resources Institute and World Business Council for Sustainable Development and the ISO14064-1 prepared by the International Organization for Standardization. Our GHG emissions during the Reporting Period are as follows:

GHG emissions performance	Unit	2019
GHG emissions		
Direct GHG emissions (Scope 1)	tonnes CO ₂ e	426.0
Indirect GHG emissions (Scope 2)	tonnes CO ₂ e	2,079.4
Other indirect GHG emissions (Scope 3)	tonnes CO ₂ e	499.0
Total GHG emissions (Scope 1, 2 & 3)	tonnes CO ₂ e	3,004.4
GHG intensity		
Per square meter (Scope 1, 2 & 3)	tonnes CO ₂ e/m ²	0.09

Scope 1: The direct GHG emissions generated from the sources owned and controlled by the Group.

Scope 2: The indirect GHG emissions generated from electricity generation, heating and cooling or steam purchased by the Group.

Scope 3: Emissions include GHG emissions indirectly generated by the sources that are not owned or directly controlled by the Group but related to the Group's business activities.

To deploy more effective strategies on energy-saving and emission-reduction as well as climate change, and to plan targeted emission reduction measures in the coming years, the Group has enhanced the efforts on the identification and calculation of the sources of GHG emissions in different scopes during the Year. After the audit, the Group's GHG emissions may be classified into direct GHG emissions (scope 1) and indirect GHG emissions (scope 2 and scope 3). GHG emissions of various scopes were generated from the fuel consumption of the Company's vehicles (scope 1), electricity consumption (scope 2) and waste disposed of in landfills, paper consumption and flight emissions from business trips of employees (scope 3). The total GHG emissions for the Year amounted to 3,004.4 tonnes of carbon dioxide equivalent, with the GHG emissions intensity of 0.09 tonnes of carbon dioxide equivalent per square meter.

6.2 Air Emissions

Vehicular emissions are one of the indicators of air emissions control in China. We are aware of the fuel consumption and mileage of the Group's vehicles and arrange regular maintenance for our vehicles. Emissions of nitrogen oxides, sulfur oxides and particulates were 7.3 kg, 0.6 kg and 0.5 kg respectively during the Year.

6.3 Electricity Consumptions

During the Year, the total electricity consumption during operation of the office areas of Sinolink Properties Limited and Shenzhen Sinolink Property Management Co., Ltd., The Vi City and O Hotel was 2,485,208.0kWh, while the electricity consumption intensity was 77.3kWh per square meter. In the coming year, we will continue to monitor the electricity consumption of the Group's business operations.

Electricity Consumptions		2019
Total electricity consumption	kWh	2,485,208.0
Electricity consumption intensity (per square meter)	kWh/m ²	77.3

6.4 Water Resources Management

Facing the crisis of global shortage of water resources, the Group committed to cultivating the habit of saving water among our employees. During the Year, the total water consumption and water consumption intensity of the office areas of Sinolink Properties Limited and Shenzhen Sinolink Property Management Co., Ltd., The Vi City and O Hotel were 12,403.0 cubic meters and 0.4 cubic meters per square meter respectively.

Water Consumption		2019
Total water consumption	m ³	12,403.0
Total water consumption intensity (per square meter)	m ³ /m ²	0.4

6.5 Waste Management

The Group advocates reduction at source and supports the responsible use of natural resources. We strictly comply with Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》) and Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste (《中華人民共和國固體廢物污染環境防治法》) to dispose waste and emission properly. We strictly categorize domestic waste and office waste. During the Year, the total non-hazardous waste produced by the Group was 302.3 tonnes, while the total hazardous waste produced by the Group was 10.0 kg.

Shenzhen Sinolink Property Management Co., Ltd. formulated the "Obsolete Item Management Rules" (《廢舊物品管理細則》) to manage and dispose recyclable items. Among others, non-inflammable, non-explosive and non-toxic obsolete items are warehoused after being recorded in the "Obsolete Item Registration Form" (《廢舊物品登記表》) and they are managed by the department responsible for the custody of obsolete items. The human resources department consolidates and updates the "Obsolete Item Directory List" (《廢舊物品目錄清單》) monthly. Departments may complete and submit an application form to the human resources department for approval. In the coming years, we will continue to monitor and reduce the amount of non-hazardous waste and hazardous waste produced by the Group to further improve the measures of waste management.

6.6 Green Measures

Various businesses of the Group exercise energy management. For instance, O Hotel of the Group formulated the "Energy Saving Management System" (《節能管理制度》) and Shenzhen Sinolink Property Management Co., Ltd. of the Group issued the "Energy Saving and Consumption Reduction Rules" (《節能降耗管理規定》) and "Notice of Environmental Protection and Energy Saving at Office" (《關於辦公室環保節能的通知》) to implement green operation.

In order to reduce GHG emissions, we have adopted the following targeted measures to practice effective energy management.

Green office measures	
Lighting system	<ul style="list-style-type: none"> ✧ Utilizing day light as far as possible ✧ Switching off the lights when not using the offices ✧ Installing independent switches to avoid unnecessary lighting area ✧ Providing employees with adequate but not excessive light to protect their health at work ✧ Cleaning lamps to maintain and improve efficiency
Air-conditioner system	<ul style="list-style-type: none"> ✧ Cleaning dust screen regularly ✧ Enciphering cracks for windows and doors to reduce loss of air-conditioning ✧ Setting the minimum temperature of air-conditioning system to 25.5 degrees ✧ Turning off the air-conditioners when not using offices ✧ Using variable speed driver and controlling water pump and fan system according to the actual demand of air-conditioner ✧ Checking pressure gage, pressure hose and air compressor connector regularly to reduce the possibility of leakage of refrigerant
Resources management	
Paper resources	<ul style="list-style-type: none"> ✧ Posting notices near printers to remind employees to use double-sided photocopy or recycled paper ✧ Printing documents on both sides to save paper ✧ Adjusting the font and linewidth before printing ✧ Setting printers as default duplex printing and in toner saving mode ✧ Screening and receiving faxes via email ✧ Using computers to batch files to reduce print unnecessary documents ✧ Monitoring the number of print
Waste management	<ul style="list-style-type: none"> ✧ Reusing various stationery ✧ Reducing the use of disposable and unrecoverable products ✧ Assessing the amount of materials to avoid redundant stock
Water resources	<ul style="list-style-type: none"> ✧ Closing the water tap tightly ✧ Posting notices of saving water in restroom and tea room ✧ Checking and testing regularly for timely identification and repair ✧ Checking meter reading and leakage of hidden water pipes regularly ✧ Using the water taps with water efficiency label

6.7 Counterbalancing Climate Change

In 2019, we began to identify the major risks posed by climate change to the business operation and the business potentials brought by the future climate environment. We collect relevant information in the field of environment and archive it completely so as to track the source of information and prepare for setting goals in the future. We will continue to strengthen the existing environmental protection measures to reduce emissions and make good use of resources in response to the risks resulting from climate change. The group will monitor the risk and environmental progress associated with climate change.

7. CREATING VALUE FOR SOCIETY

While promoting the development of business, the Group actively encourages employees to participate in community activities to promote cultural exchanges and cooperative development with the community. We are committed to the community, respect the culture and value of the community and always consider the interests of the community in which we operate, and hope to have a positive impact on society.

On 19 February, Sinolink Community held the Lantern Festival, prepared props for the event and wished the country peace and prosperity and everything well in the next year. The contents included Auspicious Dragon Dance (龍舞吉祥), Happy Spring Festival (喜慶豐年), Good Luck (好運連連) and so on. This event not only carried forward the traditional Chinese culture, but also enriched the cultural life of the Sinolink Community, which is good for physical and mental health.

APPENDIX 1: SUSTAINABILITY INFORMATION STATEMENTS

The following is a summary of the sustainability data in Environmental Subject Area of the office areas of Sinolink Properties Limited and Shenzhen Sinolink Property Management Co., Ltd., the office areas of The Vi City and O Hotel for the Year:

Environmental	Unit	2019
Emissions		
Nitrogen oxides	kg	7.3
Sulphur oxides	kg	0.6
Particulates	kg	0.5
GHG emissions		
Direct GHG emissions (Scope 1)	tonnes CO ₂ e	426.0
Indirect GHG emissions (Scope 2)	tonnes CO ₂ e	2,079.4
Other indirect GHG emissions (Scope 3)	tonnes CO ₂ e	499.0
Total GHG emissions (Scope 1, 2 and 3)	tonnes CO ₂ e	3,004.4
GHG emission intensity	tonnes CO ₂ e/m ²	0.09
Resources consumption		
Petrol consumption of fixed equipment	m ³	50.0
Natural gas consumption of fixed equipment	m ³	89,553.0
Diesel consumption of fixed equipment	m ³	1.7
Fuel (petrol) consumption of motor vehicles	litre	42,291.0
Total electricity consumption	kWh	2,485,208.0
Electricity consumption intensity	kWh /m ²	77.3
Water consumption		
Water consumption	m ³	12,403.0
Water consumption intensity	m ³ /m ²	0.4
Paper consumption		
Total paper consumption	kg	3,886.0
Paper consumption intensity	kg /capita	6.4
Waste production		
Production of non-hazardous waste	tonnes	302.3
Non-hazardous waste production intensity (per square meter)	tonnes /capita	0.5
Recycling of non-hazardous waste	tonnes	1.5
Production of hazardous waste	kg	10.0
Recycling of hazardous waste	kg	10.0

The following is a summary of the Group's sustainability data in Social Subject Area of the Guide for the Year:

Social	Unit	2019
Workforce		
Total workforce	no. of people	725
Workforce by gender		
Female	no. of people	197
Male	no. of people	528
Workforce by age group		
Aged below 30	no. of people	164
Aged 30 to 50	no. of people	559
Aged above 50	no. of people	2
Workforce by employment type		
Junior staff	no. of people	678
Intermediate management	no. of people	41
Senior management	no. of people	6
Workforce by geographical region		
South China region	no. of people	725
Employee turnover rate		30%
Employee turnover rate by gender		
Female		11%
Male		19%
Employee turnover rate by age group		
Aged below 30		18%
Aged 30 to 50		12%
Aged above 50		0%
Employee turnover rate by geographical region		
South China region		30%

APPENDIX 2: CONTENT INDEX OF HONG KONG STOCK EXCHANGE ESG REPORTING GUIDE

			Related Section(s)/ Remark
A. Environmental			
A1 : Emissions	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Creating Values for the Environment
	A1.1	The types of emissions and respective emissions data.	GHG Emission Management
	A1.2	Greenhouse gas emissions in total and, where appropriate, intensity.	GHG Emission Management
	A1.3	Total hazardous waste produced and, where appropriate, intensity.	Waste Management
	A1.4	Total non-hazardous waste produced and, where appropriate, intensity.	Waste Management
	A1.5	Description of measures to mitigate emissions and results achieved.	Green Measures
	A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	Green Measures
A2 : Use of Resources	General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Green Measures
	A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total and intensity.	Electricity Consumptions
	A2.2	Water consumption in total and intensity.	Water Resources Management
	A2.3	Description of energy use efficiency initiatives and results achieved.	Green Measures
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Water Resources Management
	A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced.	Not applicable
A3 : The Environment and Natural Resources	General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	Creating Values for the Environment
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Creating Values for the Environment

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			Related Section(s)/ Remark
B. Social			
B1 : Employment	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Creating Values for the Employees
	B1.1	Total workforce by gender, employment type, age group and geographical region.	Creating Values for the Employees
	B1.2	Employee turnover rate by gender, age group and geographical region.	Sustainability Information Statements
B2 : Health and Safety	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Health and Safety
	B2.1	Number and rate of work-related fatalities.	Health and Safety
	B2.2	Lost days due to work injury.	Health and Safety
	B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Health and Safety
B3 : Development and Training	General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Cultivating Our Employees
	B3.1	The percentage of employees trained by gender and employee category.	Cultivating Our Employees
	B3.2	The average training hours completed per employee by gender and employee category.	Cultivating Our Employees
B4 : Labour Standards	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Benefit and Labour Standards
	B4.1	Description of measures to review employment practices to avoid child and forced labour.	Benefit and Labour Standards
	B4.2	Description of steps taken to eliminate such practices when discovered.	Benefit and Labour Standards
B5 : Supply Chain Management	General Disclosure	Policies on managing environmental and social risks of the supply chain.	Procurement and Management
	B5.1	Number of suppliers by geographical region.	Procurement and Management
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Procurement and Management

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			Related Section(s)/ Remark
B6 : Product Responsibility	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Enhancing Customer Services
	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Enhancing Customer Services
	B6.2	Number of products and service related complaints received and how they are dealt with.	Enhancing Customer Services
	B6.3	Description of practices relating to observing and protecting intellectual property rights.	Protecting Intellectual Property Rights
	B6.4	Description of quality assurance process and recall procedures.	Enhancing Customer Services
	B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Faithful and Lawful Operation
B7: Anti-corruption	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Faithful and Lawful Operation
	B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Faithful and Lawful Operation
	B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Faithful and Lawful Operation
B8: Community Investment	General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Creating Value for Society
	B8.1	Focus areas of contribution.	Creating Value for Society
	B8.2	Resources contributed.	Creating Value for Society