



**AGILE**  
雅居樂

雅居樂集團控股有限公司

**AGILE GROUP HOLDINGS LIMITED**

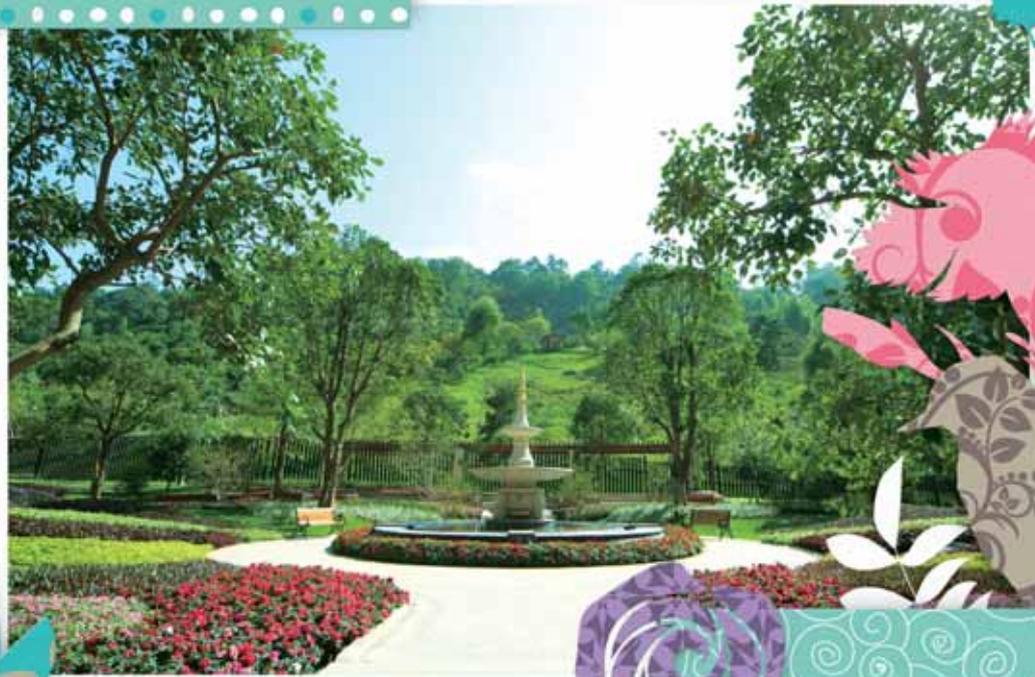
(Incorporated in the Cayman Islands with limited liability) Stock Code: 3383

Develop our future with

# **VISION AND ENTHUSIASM**

Environmental, Social and Governance Report

2016



# CORPORATE PROFILE

Agile Group Holdings Limited (“Agile” or the “Company”; stock code: 3383), as a renowned brand in China, is principally engaged in the development of large-scale comprehensive property projects, with extensive presence in the businesses of hotel operations, property investment, property management and environmental protection. The Group currently owns a diversified portfolio in over 40 cities and districts.

The shares of Agile have been listed on the Main Board of The Stock Exchange of Hong Kong Limited (“Hong Kong Stock Exchange”) since 2005 and are constituent stocks of Hang Seng Composite Index, Hang Seng Global Composite Index, Hang Seng Stock Connect Hong Kong Index Series, Hang Seng High Dividend Yield Index and Lippo Select HK & Mainland Property Index.



# CONTENTS

## 1. About this Report

- 2 Introduction
- 2 Scope of the report
- 2 Basis of preparation
- 2 Access to the report
- 2 Feedback and suggestions

## 2. Sustainability Report

- 3 Principles and objectives
- 4 Active communication with stakeholders through different channels
- 4 Major honours and awards

## 3. Environmental Sustainability

- 5 Environmental protection policies
- 6 Reduction of emissions
- 7 Use of environmental resources
- 8 The environment and natural resources
- 9 Promotion of awareness towards environmental protection

## 4. Social Sustainability

- 11 Education and sponsorship
- 11 Promotion of Chinese culture
- 12 Caring for the community
- 12 Encouraging staff to take part in social services
- 12 Safeguarding and focusing on customers' interests and needs

## 5. Corporate Sustainability

- 13 Staff overview
- 13 Staff breakdown by business operations
- 13 Staff breakdown by age and position
- 14 Staff breakdown by region and gender
- 14 Staff breakdown by age and gender
- 15 Talent Training Schemes of Agile Property Management College
- 16 Global Benchmarking Learning
- 16 Talent Training Schemes
- 17 Internal Mentoring Programme
- 17 Staff benefits and welfare
- 17 Caring for staff
- 18 Close contact with staff
- 18 Emphasis on equal opportunities
- 18 Integrity culture and system
- 18 Occupational safety and health
- 18 Occupational safety and health data



# ABOUT THIS REPORT

## Introduction

Agile is pleased to present this 2016 Environmental, Social and Governance Report, which describes the management and performance in relation to the aspects of environmental, social and corporate governance of the Company and its subsidiaries (collectively, the “Group”) in 2016.

## Scope of the report

Unless otherwise stated, this report covers the Group. This report covers the period from 1 January 2016 to 31 December 2016, and draws on the information and data of previous years for reference where necessary; the amounts listed in this report are denominated in Renminbi (RMB).

## Basis of preparation

This report has been prepared in accordance with the requirements of Appendix 27 “Environmental, Social and Governance Reporting Guide” to the Rules Governing the Listing of Securities on Hong Kong Stock Exchange.

## Access to the report

This report is available in traditional Chinese and English. An electronic version of this report can be downloaded from Agile’s website ([www.agile.com.cn](http://www.agile.com.cn)).

## Feedback and suggestions

Stakeholders’ feedback is of great importance to the Company as it enhances its sustainable development and social responsibility initiatives. You are welcome to provide feedback and suggestions regarding this report or the Group’s sustainability.

## Contact us

Capital Markets and Corporate Affairs Department  
Email: [ir@agile.com.cn](mailto:ir@agile.com.cn)

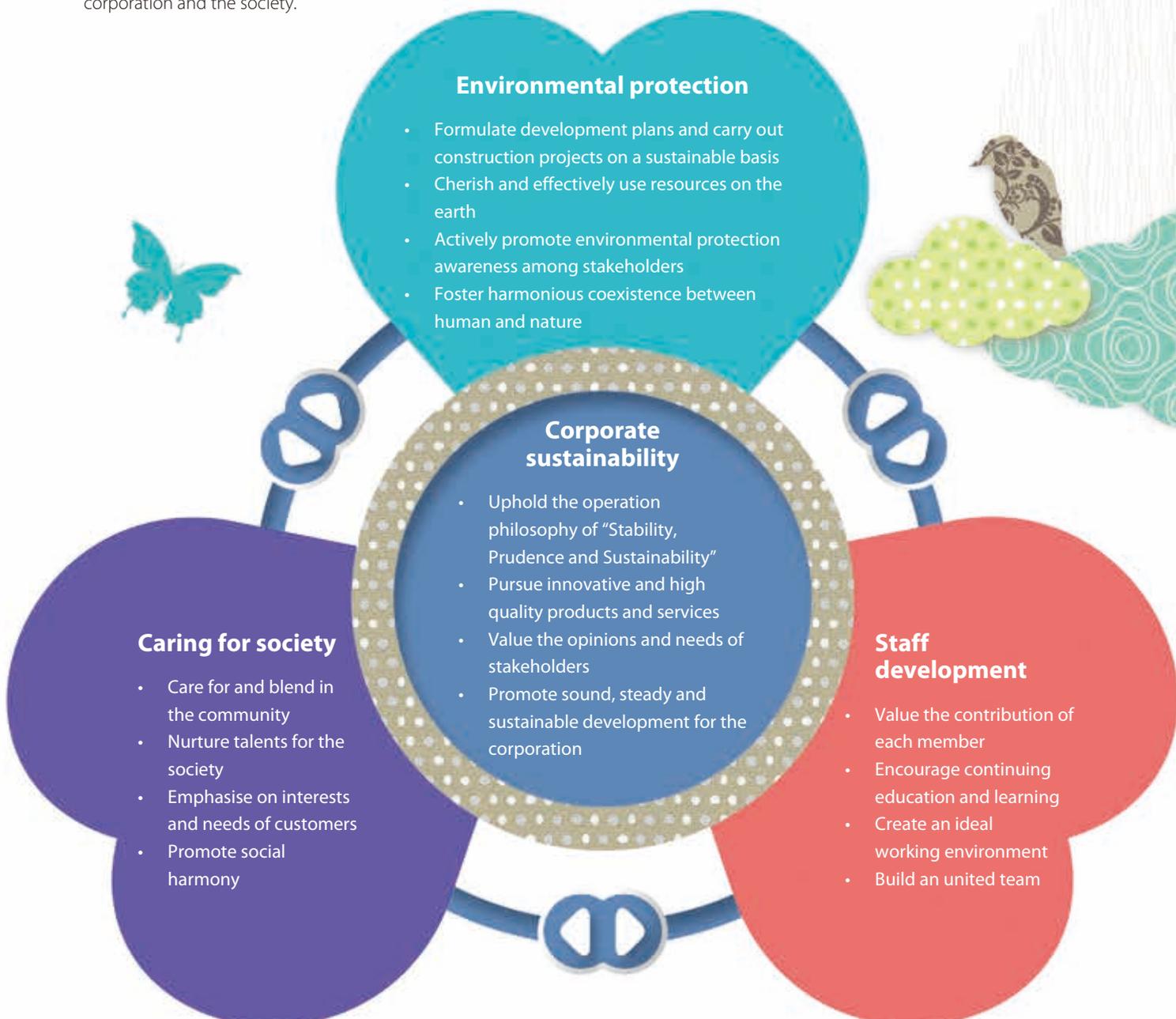


# SUSTAINABILITY REPORT

## Principles and objectives

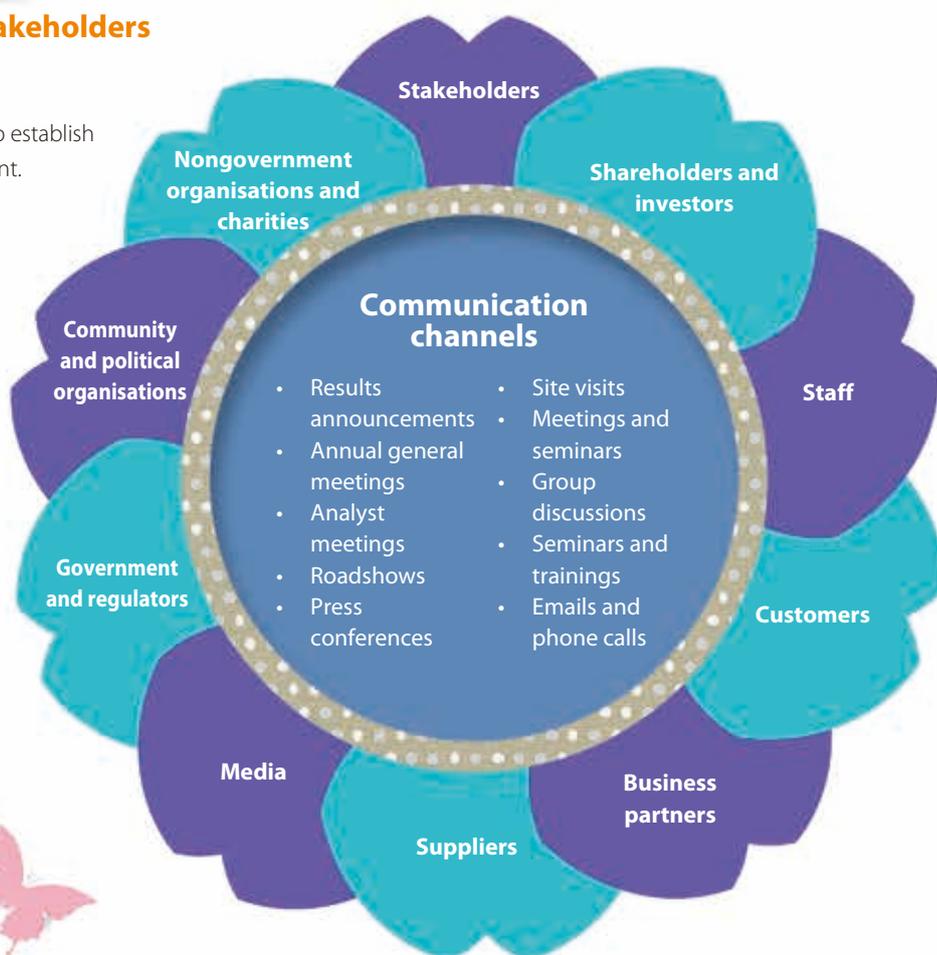
The Group firmly believes that sustainable development is critical to the development of a corporation, and has incorporated the concept of sustainability into its business operations with attention to every detail, thereby creating a better future for the society and the corporation.

Upholding the corporate spirit over the past 25 years, the Group is committed to introducing the concept of sustainability into its business operation strategy to further improve its quality of products and services so as to bring comfortable homes for residents. Environmental protection, caring for society and staff development are also taken as important aspects of its sustainable development. The Group actively performs its social responsibility to foster the harmonious coexistence between human and nature, and to facilitate the development of the corporation and the society.



### Active communication with stakeholders through different channels

The Group believes that effective and timely communication with stakeholders will help to establish strategies for long-term business development. Accordingly, the Group collected about 350 questionnaires responded from employees of the Company during the year with the assistance of a qualified consultancy. The principal purpose of the questionnaire was to provide the Group with an in-depth understanding on the viewpoints of employees of the Company on environmental, social and governance related issues, so as to improve the Group's performance. In the future, the Group will listen to the opinions of stakeholders (including customers, suppliers, shareholders and investors, business partners, etc.) from time to time through various channels to make more comprehensive and better decisions.



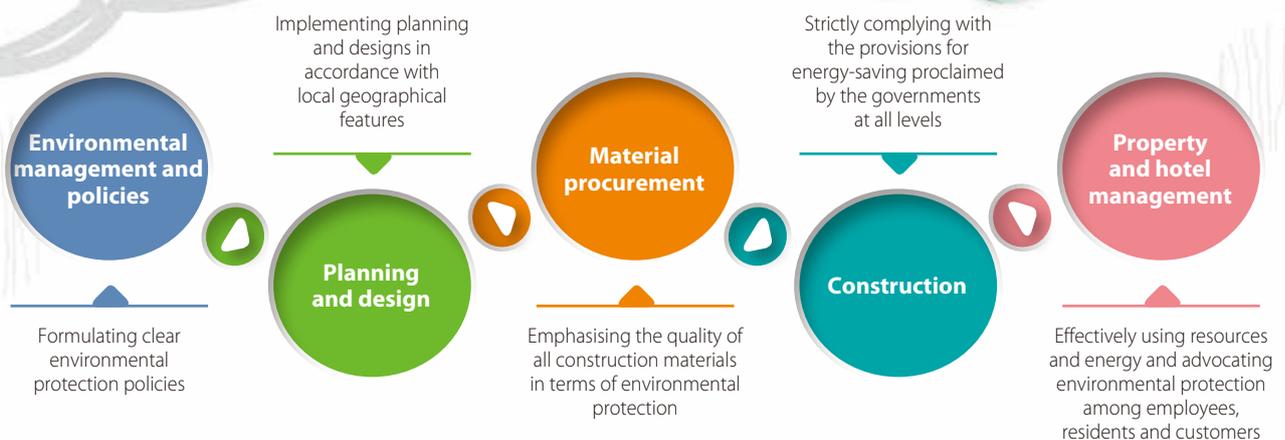
### Major honours and awards

The Company has won recognitions for its persistent efforts in sustainable development from the government and the society. Major honours and awards obtained by the Company during the year include:

Honours and awards	Awarding organisation
Caring Company	The Hong Kong Council of Social Service
Corporate Social Responsibility Award 2016	Capital magazine
2015 Silver Cup of Guangdong Poverty Relief Hongmian Cup	Guangdong Leadership Group of Poverty Alleviation
Metro Awards for Service Excellence 2016	Metro Daily Metro Prosperity Magazine

# ENVIRONMENTAL SUSTAINABILITY

The Group takes into account environmental protection factors for the overall business operations including the planning and design of projects, material procurement, construction and property and hotel management. Natural resources are cherished and effectively used to promote the harmonious interaction between human and nature. In addition, the Group promotes a green lifestyle among all its stakeholders through active participation in environmental protection education and activities.



## Environmental protection policies

The Group is committed to environmental protection and its mission is to set a role model of environmental corporate responsibility for our employees, consumers, customers, suppliers and business partners. The Group will endeavor to demonstrate the coexistence between environmental responsibility and corporate development since caring for the earth and sustainability are closely related to the long-term development of a company.

### Commitment

### Management Systems

### Continuous Improvement

### Sustainable Development

### Suppliers & Contractors

### Local Communities

### Environmental Strategy "4Rs"

Adhering strictly to all applicable laws and environmental protection practices.
Constantly upgrading the environmental management level of the Group. Actively encouraging and educating our staff to be environmentally responsible.
Making a commitment to continuously improve our environmental protection measures.
Promoting green architecture, adopting environmentally-friendly design and materials; conducting research and development on new green construction technologies.
Implementing the public environmental awareness and actively encouraging suppliers, contractors and customers to cherish our environment.
Striving to resolve concerns of local communities and other interested groups over environmental issues and showing respect to the environment.
Actively promoting our environmental policy "4Rs": Reduce, Recycle, Reuse and Replace.

### Reduction of emissions

By leveraging on 25 years of experience in real estate development, the Group is well-aware that planning and design is the soul to its projects. During the year, the Group conducted various researches on its projects and adopted comprehensive and effective environmental measures to integrate buildings with local environment, which improves the quality of residential environments and minimise carbon emission and wastage of resources in the long run.

Layout, space and orientation of the buildings were properly arranged in pursuant to the local climate and environment during planning and design to make good use of lighting, air conditioning and natural resources. The Group also considered the topographical and geographical features to minimise the adverse impacts on hill, water source, plantation as well as historic and cultural buildings, and strived to ensure the architectural design blended in well with the surrounding environment. By fully utilising local geographical advantages, the Group used renewable energy where practicable to reduce energy consumption in the long run. The indoor design of all projects laid emphasis on lighting and ventilation, which contributes to the comfort of living condition while making the most of natural resources and reducing unnecessary energy consumption. To further reduce the energy consumption of its projects, the planning team and property management team of the Group considered and estimated the energy demands of public areas at the early stage of planning to formulate the most appropriate lighting standards. The Group also built sewage treatment plants in Hainan Clearwater Bay, Agile Eden Yunnan, Agile Egret Lake Huizhou and Agile Garden Heyuan to dispose of household sewage so as to reduce water pollution.

During the year, new environmental-friendly coolant has been used in large-scale cooling units of all residential projects of the Group to reduce pollution and the greenhouse effect. Variable speed and intelligent control technology was used to improve the efficiency and save energy consumption of water pumps, cooling towers and air-conditioning systems. Heat recovery and cool storage technology was also used in some high-end projects to effectively save energy consumption of cooling units and air-conditioning units. Design of the electricity distribution system was optimised to make it simple, safe and reliable. Loading of transformers was properly arranged to increase the economical operating time. In addition, the Group has strictly implemented the energy-saving lighting standards promulgated by the governments at all levels and applied energy-saving technologies in certain residential projects, including energy-saving lightings, infrared body sensing switches, optical control switches and water-saving switches, in order to reduce unnecessary energy consumption. Some large-scale projects, such as Hainan Clearwater Bay and Agile Eden Yunnan, adopted air-source heat pump technology to supply residential units, staff dormitories and hotels with hot water heated by renewable energy. Solar energy was used for heating household water for projects in some districts to reduce carbon emission.

In respect of hotels in operation, various sustainable development measures were adopted by the hotels, on the premise that the quality services were assured. For example, laundry rooms, boilers, lighting, air-conditioners and other systems are adjusted according to seasonality and customers' demands, and energy-saving lamps, gas appliances and electrical equipment have been upgraded to reduce unnecessary resource consumption. During the year, expenses incurred by Howard Johnson Agile Plaza Chengdu and Sheraton Bailuhu Resort Huizhou reduced by RMB130,000 and approximately RMB100,000 respectively. In addition, solar water





heaters and heat pumps were installed in Guangzhou Agile Hotel and Foshan Agile Hotel to generate daily hot water supply and reduce gas consumption with annual savings of approximately RMB100,000 and RMB200,000 respectively. Besides, exhaust from the boiler steam at selected hotels was recycled to supplement the hot water supply of boilers and heating facilities with recycling rate reaching 75% and annual electricity expense of approximately RMB300,000 was saved, achieving a win-win situation for the environment and economic development.

In respect of commercial projects, circulating cooling systems were running in Xiqiao Metropolis Plaza and Agile Hongxi Yoha Center Guangzhou to clean central air conditioning which can effectively filter dust and dirt particles in air conditioning conduits and in turn reduce the frequency of conduits cleaning, to create an energy-saving and hygienic environment.

### Use of environmental resources

The Group believes that construction materials directly influence the quality of the buildings and the surrounding environment. Therefore, several green procurement measures were implemented during the year.

The Group procured and used environmental-friendly materials for indoor and outdoor construction, and ensured that its projects would provide a comfortable living environment for the residents while saving natural resources. The Group also gave priority to local reusable construction materials in order to minimise the carbon emission and construction wastes caused by transportation of materials and construction waste.

As for outdoor construction materials, safe and efficient energy-saving materials were selected according to thermal insulation and energy-saving analysis of the outer walls, roofs and balconies of the buildings to reduce the energy consumption of properties. The colourful bricks used on the ground are mainly Jianling Bricks made from environmental-friendly materials designed to prevent the loss of water, thus benefiting the plantations nearby while dissipating heat and retaining humidity. In addition, the Group also used green pipes and ducts made from environmental-friendly materials. As for indoor construction materials, wooden flooring used by the Group met international standards with the adhesive glue made from low-formaldehyde materials and ultraviolet-curable coating materials, which reduced indoor light pollution. The materials used for outer walls are good in the application of latent heat and have passed government tests on sulfur emission and antistatic effect. The Group used "Wood Pattern Tiles", a green material, instead of wooden flooring to reduce the consumption of natural resources. "Glazed Tiles" were also used to reduce the consumption of stone, which is non-renewable material. In addition, the indoor wooden furniture used by the Group was coated with water-based wood paint, which took water as the medium, was non-toxic, odor free and did not cause environmental pollution. The paint film was smooth and shiny, avoiding the pungent smell of traditional wood coating with advantages such as waterproof, fireproof, damp-proof, anti-emblem, antiseptic and anti-carbonation, which was in full compliance with the environmental standards for coating.

### The environment and natural resources

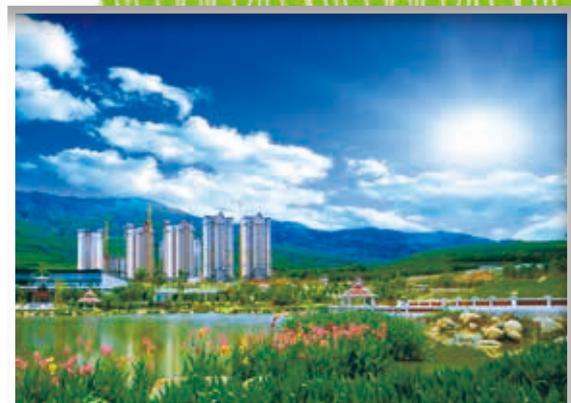
The Group believes that effective construction management can ensure the effective use of resources. Therefore, several green construction measures were implemented during the year.

In strict compliance with the energy-saving requirements on construction proclaimed by the governments at all levels, the Group further improved its construction management to minimise the unnecessary electricity and water consumption of projects. On the premise that safety is assured, the Group and contractors adjusted the ratio of steel and concrete; and encouraged the use of prefabricated parts to minimise resources used in construction and carbon emission. While ensuring safety, the Group also increased the adoption of natural foundation to make full use of the carrying capacity of the original foundation so as to reduce resource consumption. Furthermore, in order to ensure the construction quality and safety of its projects, the Group employed a domestic third party institution to assess the quality of the construction projects and was committed to improving the quality and safety of the projects.

As for public facilities, more streetlights, underground parking lots, parks and buildings' common areas under the Group's property management have been changed to energy-saving LED lighting systems, the light of which is closer to natural light as compared with traditional light pipes and 4 times brighter than that of traditional fluorescent lamps and free from pollutants of mercury and halogen powder. As for green appliances, the Group used water-saving, low-noise and durable bathroom products and energy-saving electric appliances, such as water-saving close stools and shower sprinklers, supplied by internationally renowned manufacturers. In particular, the electricity consumption of air-conditioners reduced by approximately 13% as compared with similar products with the same cooling effect.

To conserve water resources, the Group applied mechanised high-pressure cleansing equipment for outdoor cleaning of communities to save water. The sediment of waterscape facilities was drawn off by using sewage collectors monthly to reduce the frequency of cleaning. When cleaning ponds, water of which was stored in neighbouring ponds or used for irrigation to reduce water consumption; fish fries were placed in artificial lakes for natural sanitisation; natural water sources such as reclaimed water, rivers and lakes were used for irrigation and artificial lakes to reduce the consumption of running water; rainwater harvesting systems were installed in certain projects to make full use of recycling water resources; recycled water condensation from air-conditioners was used as the water supply back-up for the cooling towers to further save water consumption; whatever possible public facilities were installed with water-saving switches.

In addition, the Group has set up waste separation facilities in most of its residential projects to sort "recyclable waste", "food waste", "harmful waste" and "other wastes" and encouraged residents and staff to foster green habits. Large amount of trees and scrubs were planted in the projects of the Group for cooling, heat dissipating, air purification and noise reduction, with priority on planting local species to reduce carbon emission. The Group also has actively implemented various environmental protection measures, including growing saplings in plant nurseries for greening the community in a bid to prevent damages to the ecology; using environmental-friendly pesticides to minimise damages made to the ecology; and effectively dealing with pests according to their occurrence patterns and weather conditions with targeted prevention measures, doses and frequencies. Reusable flowers and floral displays were collected after large-scale festivals and events timely for replantation.



### Promotion of awareness towards environmental protection

Raising environmental awareness among the community is of paramount importance to sustainable development. During the year, the Group promoted awareness on environmental protection to its staff, residents, customers and other stakeholders across China and encouraged them to participate in environmental protection activities, including the following:

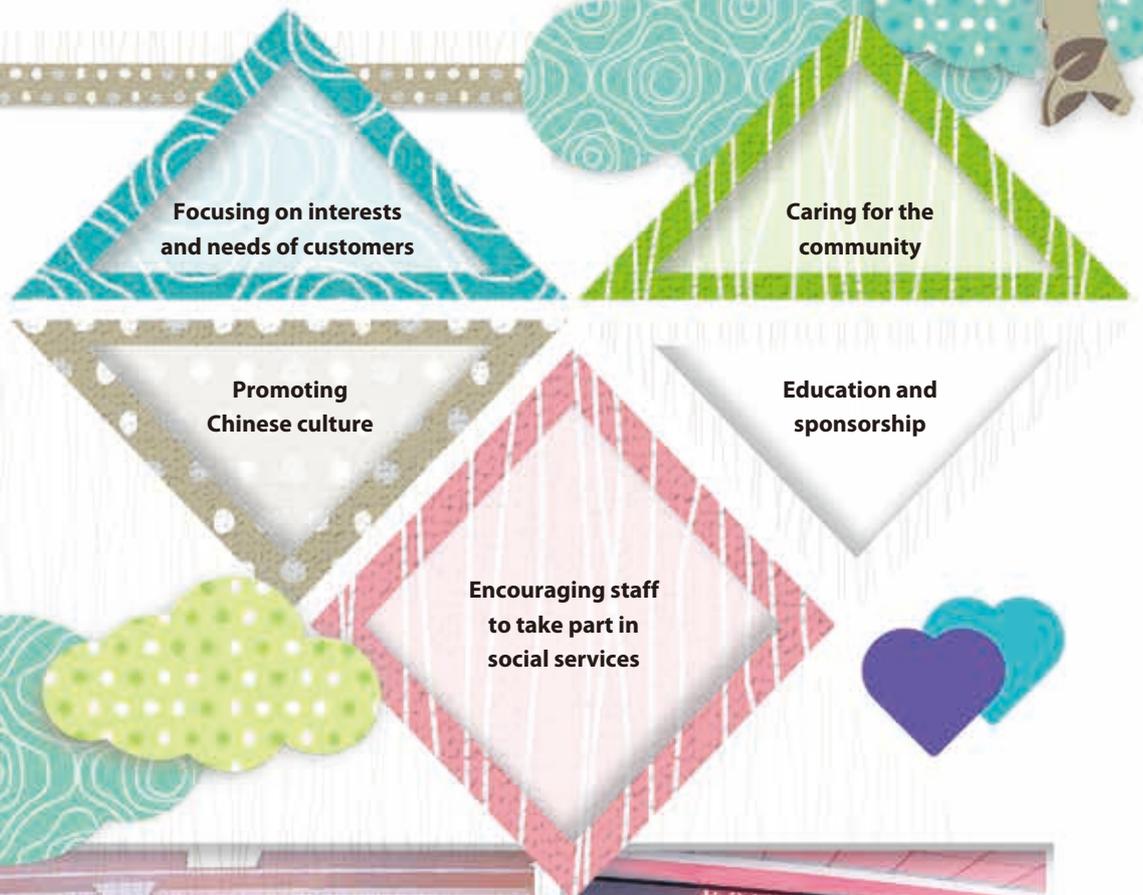
- The Group participated in the “Lai See Packets Recycling Programme” initiated by Greeners Action, a Hong Kong environmental group, for the sixth consecutive year. Lai See packets recycling points were set up in more than 70 residential estates, 8 hotels, 5 shopping malls and offices. Over 700,000 residents, visitors and the public as well as more than 10,000 staff were encouraged to recycle used Lai See packets. The Group aimed to promote sustainable development and further contribute to environmental protection. The Group stopped issuing new lai see packets for the second consecutive year, and is the only member of “Excellent-Green Lai See Charter”. This will further encourage the society to use less paper and to make better use of resources.
- In Hong Kong, Agile Volunteer Team continued to co-organise a farming campaign with “Local Life”, a local farming social enterprise, and promoted Permaculture on Lamma Island. During the year, after 9 farming activities on a piece of abandoned farmland at Yung Shue Ha Old Village, rice was successfully reaped and shared with the local elderly.

- The staff of the Group participated in the “Mentoring Programme” organised by the Environmental Students’ Society of The Hong Kong University of Science and Technology for the fifth consecutive year to share the industry development insights and life experience with students.
- In order to promote green education, the Group has sponsored the “Joint University Eco-Business Innovation Award” organised by a student organization of The Hong Kong University of Science and Technology for many years. Major activities include experiential learning trips (Hong Kong and domestic), green community design competitions, and industry expert talks, providing a platform for the students from 10 tertiary education institutions including The University of Hong Kong, The Hong Kong University of Science and Technology, The Chinese University of Hong Kong and The Hong Kong Polytechnic University to communicate with industry experts and scholars to deepen the understanding of green planning status-quo and the latest environmental protection trends in China, and proposed innovative and practicable environmental business plans for the projects of the Group.



# SOCIAL SUSTAINABILITY

Upholding the belief of “benefiting from society, giving back to society”, Agile formulates its annual charity plan and actively promotes charitable activities to care for the needs of customers and society, bringing in long-term benefits and enhancing the harmonious development of society. During the year, donations made by the Group amounted to RMB81 million.



### Education and sponsorship

The Group understands the importance of education to the society in the long run, and hence actively puts extensive efforts in fostering education to nurture future pillars of the society by recognising contributions of teachers and providing assistance to students who have achieved excellent results in both studies and conduct yet poverty stricken.

During the year, the Group awarded students studying at institutions including Tsinghua University, Hunan University, Tianjin University and Tongji University under the “Agile Property Scholarship and Study Subsidy” scheme for the ninth consecutive year, and over RMB1.22 million was awarded to students. Since 2007, scholarships and study subsidies of nearly RMB9.68 million has been granted to an aggregate of approximately 2,200 students. Furthermore, the Group granted scholarships and subsidies of over RMB1.88 million to 930 outstanding teachers and students in Qinghai through “Agile Qinghai Educational Award and Bursary Fund”.

During the year, the Group successfully organised “Agile Charity +” activity and raised over RMB240,000 for students of Lyugou Primary School, Lyugou Village, Xuedian Town, Jia County, Pingdingshan, Xi’an. All the donation was used for the purchase of teaching equipments, learning materials and daily necessities.

### Promoting Chinese culture

The Group firmly believes that the inheritance of Chinese culture can cultivate the personality of youngsters and raise their sense of belonging towards the nation. As such, the Group is committed to promoting related academic researches and cultural promotion activities.

The Group had sponsored “Agile Special Fund for Chinese Culture Inheritance Work” organised by the Chinese Language and Culture Education Foundation of China for the ninth consecutive year to support a series of activities promoting Chinese culture abroad. Over the years, it has funded the hardware construction of a total of approximately 100 Chinese language schools in more than 70 countries and regions, and such inheritance work had trained nearly 5,000 Chinese teachers with bachelor, master, and doctoral degrees in Jinan University and Yunnan University, which continuously improved the integrated quality of overseas Chinese teachers.

Currently, supported by the “Agile Scholarship of Chinese Language and Culture Education Foundation of China”, there are about 30 overseas distance education offices established in Indonesia, Thailand, the United Kingdom and Germany, benefiting more students. The education programme is highly regarded by overseas Chinese language teachers and students.

Since 2008, approximately 2,000 overseas Chinese teenagers and Chinese language teachers have benefited from “Agile Special Fund for Chinese Culture Inheritance Work”.





### Caring for the community

To care for the community and contribute to the society, the Group is actively committed to social charitable works and supported various charitable activities organised by different social organisations through donation.

The Group has also donated over RMB1.6 million through “Agile Charity Fund (Meizhou Yanyang)” for the fourth consecutive year to help the local underprivileged groups.

### Encouraging staff to take part in social services

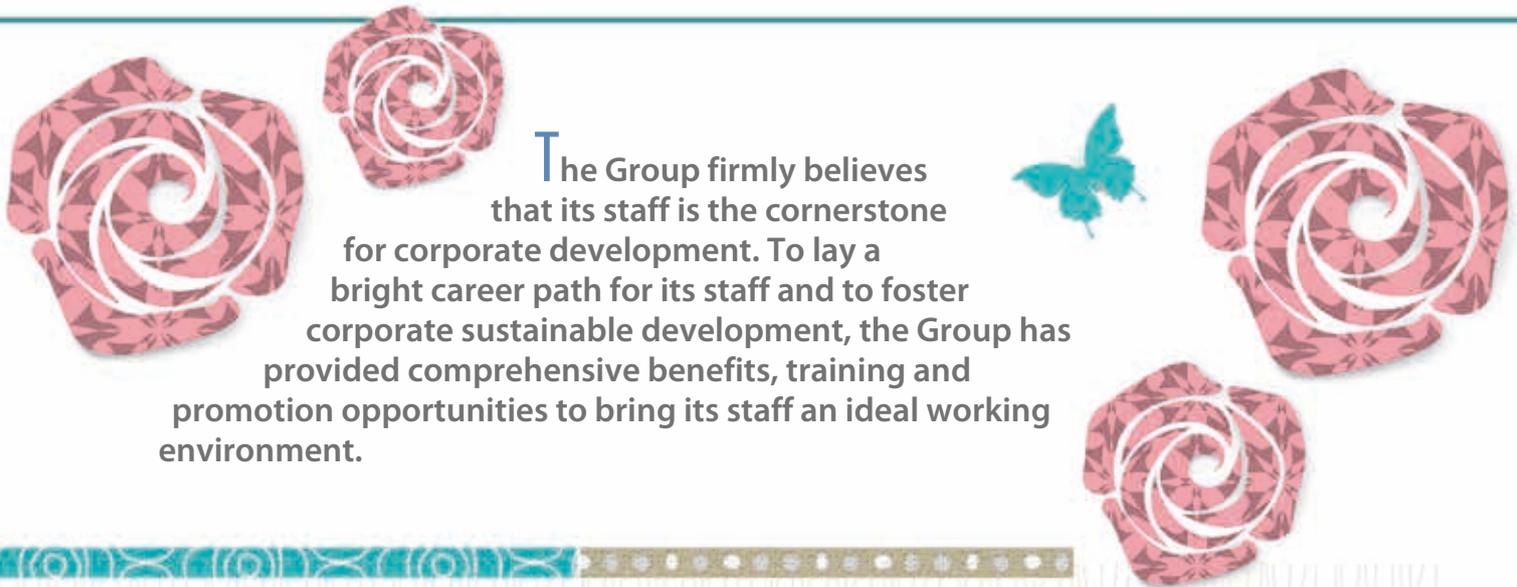
The Group has established long-term relationships with various social organisations. During the year, the Group acted as the principal sponsor of “30-Hour Famine” and “Macau Famine” organised by the World Vision for the seventh consecutive year. In addition, the Group donated RMB350,000 to Red Cross Society of China Zhongshan Branch to support the “Charity Walk in Zhongshan” with the active support and participation of the Agile Volunteer Team.

### Safeguarding and focusing on customers’ interests and needs

The Group always places the interests of its customers as priority, and has provided information to its customers and gathered their feedback through various channels.

In order to safeguard customer’s interests, dedicated teams have been set up in all property management companies under the Group to deal with enquiries and complaints from customers. Handover teams, formed by staff from various departments, have formulated strict handover standards. To ensure the quality of the Group’s properties, over 100 items of a resident unit will be inspected in detail before the handover. In addition, the Group has managed the database of customers strictly in accordance with the relevant rules and regulations. During the year, the property management companies of the Group organised a total of approximately 2,100 community activities across China with over 195,000 participants under the theme of “Community Culture, Green Life and Harmonious Neighbourhood”. The activities included sports day, family summer camp, family talent show and community singing and band competition.

# CORPORATE SUSTAINABILITY



The Group firmly believes that its staff is the cornerstone for corporate development. To lay a bright career path for its staff and to foster corporate sustainable development, the Group has provided comprehensive benefits, training and promotion opportunities to bring its staff an ideal working environment.

## Staff overview

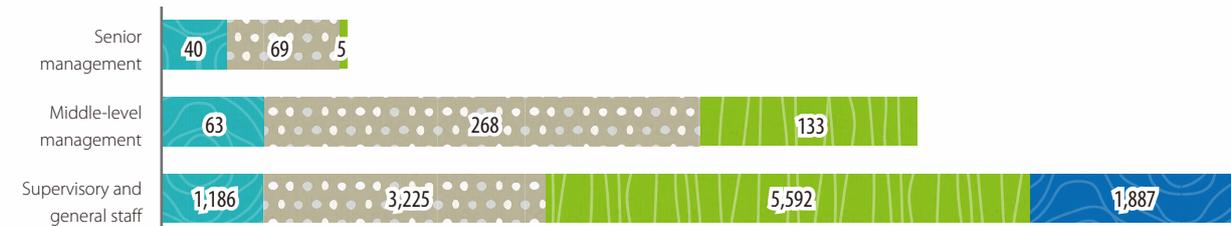
As of 31 December 2016, the Group had a total of 12,468 full-time employees.

## Staff breakdown by business operations

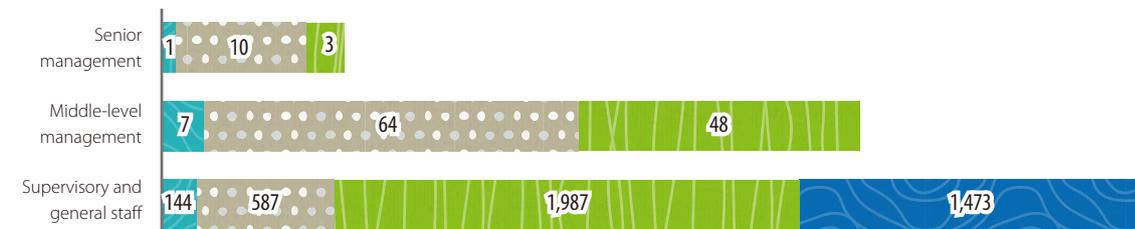


## Staff breakdown by age and position

### Existing staff

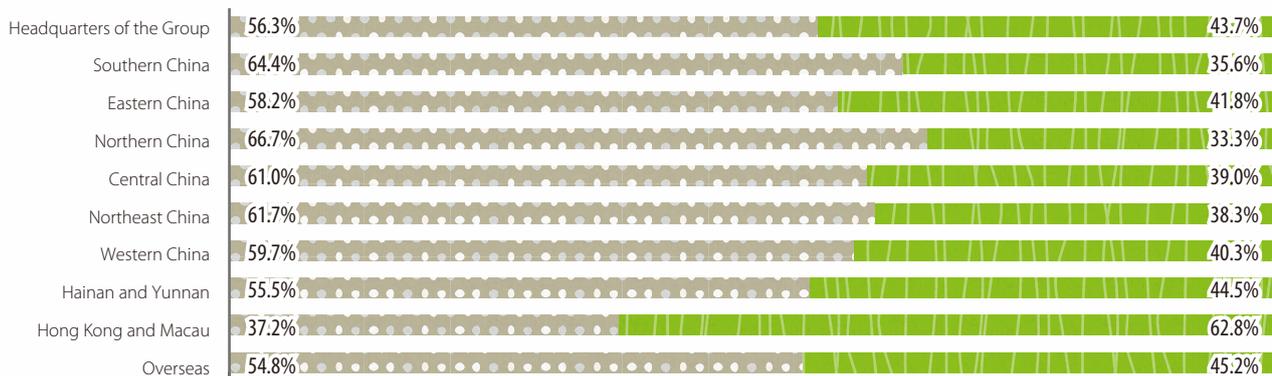


### New staff

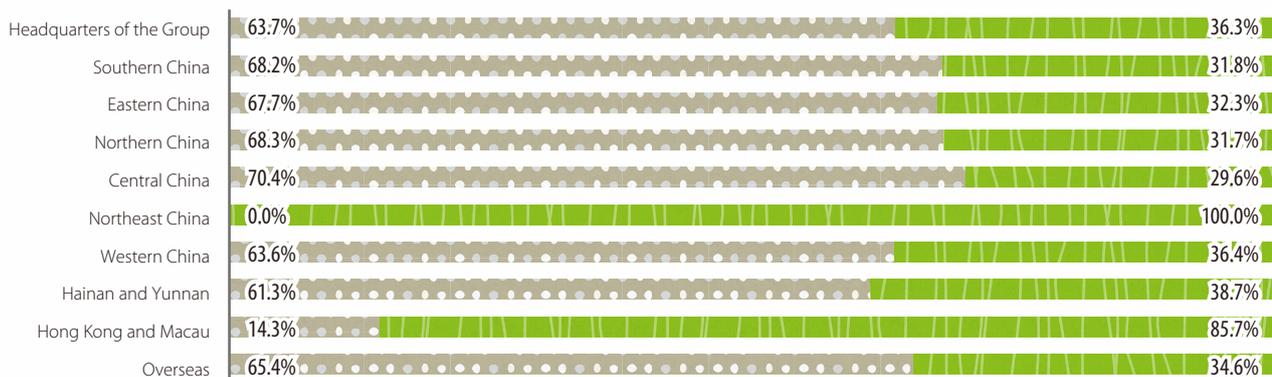


### Staff breakdown by region and gender

#### Existing staff

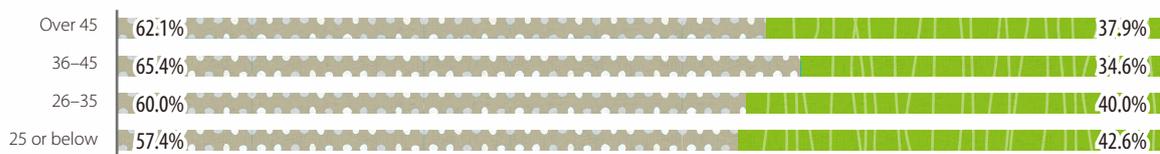


#### New staff

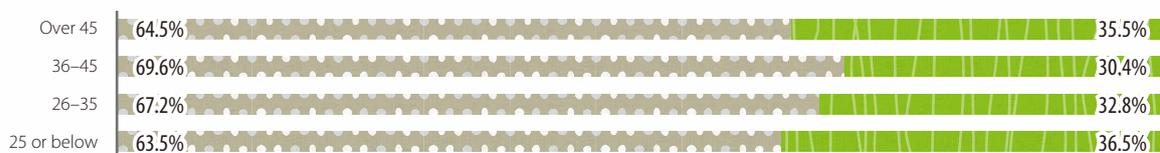


### Staff breakdown by age and gender

#### Existing staff



#### New staff



## Talent Training Schemes of Agile Property Management College



The Group has given priority to internal promotion and provided its staff with good learning opportunities and a bright career path for them to stretch their potentials, thus, laying a good foundation for the future development in terms of talent supply. During the year, Agile Property Management College, which provides comprehensive and diversified trainings to its staff, continued its mission with a vision of “learn to excel and speed up the growth”, and continued to provide an advanced and systematic training for all levels of management members and staff. The average number of training hours in 2016 was 21 hours. In addition, the Group reviews the schemes and actively seeks opinions and advices from its staff every year.

### Global Benchmarking Learning

The Group advocates the idea of “Learning outside the classroom, outside the company, outside the industry and outside China”. Benchmarking learning is the most effective learning method among individuals, teams, organisations and intra-organisations. By learning the advanced concepts and practical experience of benchmarking enterprises, as well as field project visits, one can acquire knowledge through experience, grow through sharing, and improve through application.

Benchmarking learning includes stages of preparation, learning, practice and conclusion. Through the four stages of experience, senior management can achieve the objectives of learning advancement, broadening horizons, team building and enlightening direction.

### Talent Training Schemes

Talent Training Schemes aim to foster talents for the Group. During the year, the Group provided customised training schemes according to the needs of different members and trainees, laying a sound foundation for future development of the Group.

To foster management talents, the Group implemented training schemes for all levels of management members and staff which laid a bright path for their careers. The schemes of the Group included the “Leaders Scheme” for the fostering of future senior management, and the “Pillars Scheme” and the “Seeds Scheme” for the fostering of middle-level management.

To help university graduates to prepare their careers, the Group organised a “Mentoring Programme” for a term of one year in accordance with the “Future Property Talents Scheme”. Experienced members were assigned to act as mentors to assist university graduates to adapt to the working environment and gain relevant expertise and working skills.





### Internal Mentoring Programme

In accordance with the strategic objectives of steady development of property sales and business diversification, the Group devoted substantial efforts to developing the internal mentor team. Internal mentoring is the core strength of accumulating and inheriting the corporate wealth including knowledge, experience, skills, spirit, culture during the rapid development of the corporation, which also is the driving force of the sustainability of a corporation. Hence, each local company has progressively implemented the “Training Program for Internal Mentor Team Capacity” during the year.

### Staff benefits and welfare

The Group has set up a bonus system and reviews staff remuneration regularly in accordance with their overall performance and market remuneration levels so as to attract and retain the appropriate talents for its sustainable business development. The Group has also established a comprehensive welfare system for all the staff, which includes medical benefits, paid sick leave, maternity leave, compassionate leave, travel allowances and other benefits. Regularly reviews were also carried out on relevant systems for further improvement.

### Caring for staff

The Group has set up “Agile Foundation for Mutual Help” to provide financial assistance for staff or their families who has encountered financial difficulties due to accidents or serious illnesses. During the year, over 382 members or their families benefited from the foundation with financial assistance of over RMB1.88 million.

### Close contact with staff

Information of the Group is published from time to time through the intranet and staff newsletters, "Agile Staff" and "Agile Express", for its staff to keep abreast of the Group's latest business development and staff activities. To create a harmonious working environment, the Group has encouraged its staff to express their views through a wide range of communication channels, including questionnaires and interviews, and the Group makes corresponding responses in accordance with the needs of staff.

The Group also organises a variety of recreational activities to enhance interaction among staff and encourage staff to strike a balance between work and life. During the year, the Group organised over 500 recreational activities, including festive celebrations, staff birthday parties, gatherings and family activities, in which staff showed great enthusiasm. In addition, the Group also encouraged the staff to actively participate in community services. The details are set out in the "Social Sustainability" section of this Environmental, Social and Governance Report.

### Emphasis on equal opportunities

The Group places great emphasis on equal opportunities and strictly complied with the relevant laws of China and Hong Kong, so as to prohibit any staff from discrimination in all aspects of employment due to factors such as gender, marital status, pregnancy, disability, family status and ethnicity.

### Integrity culture and system

The Group has attached great importance to the establishment of a sound integrity culture and regularly organised relevant seminars for staff and conducted strict supervision. The "Anti-corruption System", "Accountability System for Defaults" and related policies formulated by the Group clearly defined corruption behaviours and the application scope, and have included the integrity management within the range of annual audit plan. During the year, the Group introduced the revised "Anti-corruption System", prescribing in details about the identification of corruption behaviours and integrity management duties, and adding integrity supervision and management procedures in the course of business operation, including the management integrity information declaration, introducing information declaration from cooperation units, and integrity disciplines etc. It also details the corruption penalties and the implementation methods of corresponding punishments, to further strengthen daily supervision and management. Relevant rules and policies are comprehensive and applicable to all employees, including senior management and the board of directors.

The Group also established a whistleblowing policy, which allows all the staff and the public to lodge complaints through "Anti-corruption Hotline" and "Anti-corruption Mailbox" on a confidential basis. If the incentive conditions for whistleblowing prescribed in the "Anti-corruption System" are met, whistleblowers may receive relevant economic incentives.

### Occupational safety and health

The Group has strictly implemented the "Safety Management System", "Office Environment Management System" and other related measures to provide staff with appropriate offices and workplaces in compliance with safety and health requirements. Reward and punishment mechanisms have been established to encourage our staff to comply with the relevant systems.

### Occupational safety and health data

Total number of staff of the Group	12,468
Lost days due to work-related accidents and diseases (occupational)	3,930



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