

# 凯华国际中心 ESG管理政策

Central Tower  
ESG Management Policy



凯华国际中心  
CENTRAL TOWER



## 1.目标 Target

凯华国际中心秉持“至诚至精，悦然于心”的运营服务理念，持续将环境、社会和管治 (ESG) 理念融入运营管理的核心环节。为系统推进ESG战略实施，我们制定本《ESG管理政策》(以下简称“本政策”) 为凯华国际中心整个业务营运及决策过程中管理ESG目标及事宜提供明确指引，同时引导与鼓励利益相关方在业务合作、资源使用、社区互动等方面落实可持续发展实践，以提高公司整体的环境绩效、社会影响力和治理能力，促进经济价值与环境效益的平衡发展，实现各利益相关方的长期共赢。

Central Tower upholds the operational service philosophy of "Utmost Sincerity, Unparalleled Excellence, and Heartfelt Satisfaction," consistently integrating Environmental, Social, and Governance (ESG) principles into the core of its management practices. To systematically advance the implementation of our ESG strategy, we have established this "ESG Management Policy" (hereinafter referred to as "the Policy") to provide clear guidance for managing ESG objectives and matters throughout Central Tower's business operations and decision-making processes. Additionally, it aims to steer and encourage stakeholders to adopt sustainable practices in business collaborations, resource utilization, and community engagement. By doing so, we strive to enhance the company's overall environmental performance, social impact, and governance capabilities, foster balanced development between economic value and environmental benefits, and achieve long-term mutual success for all stakeholders.



## 2.适用范围 Applicable Scope

本ESG管理政策适用于凯华国际中心各职能部门及全体员工。我们亦向关键利益相关方(租户、供应商、承包商、政府、访客及社区合作伙伴等)推广本政策，并在可行的情况下鼓励其支持相关的可持续发展标准或措施。

This ESG Management Policy applies to all departments and employees of Central Tower. We also promote this policy to key stakeholders (including tenants, suppliers, contractors, government entities, visitors, and community partners) and, where feasible, encourage their support for relevant sustainability standards or initiatives.



### 3.承诺与方法 Promises and Methods

凯华国际中心在可行的情况下严格遵守物业所在地的相关法律法规,同时主动追求高于法定标准的要求,以推进实现我们的ESG愿景:“致力于构建环境友好、员工幸福、稳健治理的办公新范式,以低碳运营打造环境卓越,以多元包容赋能员工成长,以智慧运营守护健康福祉,以透明治理推动可持续增长”。

Central Tower strictly complies with all applicable laws and regulations in the jurisdictions where we operate, while proactively pursuing standards that exceed statutory requirements to advance our ESG vision:

"We are committed to building a future-ready office paradigm that is environmentally responsible, employee-centric, and underpinned by robust governance. Through low-carbon operations, we strive for environmental excellence; through diversity and inclusion, we empower employee growth; through intelligent operations, we safeguard health and well-being; and through transparent governance, we drive sustainable business growth."

#### A.环境 Environment

##### 1.能源使用与温室气体排放 Energy Use and Greenhouse Gas Emissions

- 推广使用节能技术及设备,减少能源消耗  
Promote the adoption of energy-efficient technologies and equipment to reduce energy consumption.
- 实施智能能源管理系统,定期监测能源消耗,以评估表现并识别改进机会  
Implement Smart Energy Management Systems to regularly monitor energy usage, enabling routine performance evaluation and identification of improvement opportunities.
- 监测业务营运的温室气体排放,研究采用低碳技术  
Monitor greenhouse gas emissions from business operations and explore the adoption of low-carbon technologies.
- 开展员工及租户节能减排宣贯培训,推广低碳节能实践  
Conduct energy conservation and emission reduction awareness training for employees and tenants to promote low-carbon and energy-efficient practices.
- 为实现2060年净零排放愿景,我们将建立并持续完善温室气体排放监测体系,并将减排目标纳入业务发展计划,确保长期气候承诺得到有效执行  
To achieve our 2060 zero-carbon emission vision, we will establish and continuously improve a greenhouse gas emission monitoring system, while incorporating emission reduction targets into our business development plans to ensure the effective implementation of long-term climate commitments.

##### 2.水资源管理 Water Resource Management

- 管理与监控日常运营中的用水量,分析可改进领域,以有效利用水资源  
Manage and monitor water usage in daily operations, identifying areas for improvement to achieve efficient water resource utilization.
- 安装节水器具并定期检漏  
Install water-saving devices and conduct regular leak detection inspections.

- 收集雨水或灰水用于绿化灌溉和清洁用途  
Collect storm-water or grey-water for landscaping irrigation and cleaning purposes.
- 开展员工及租户节水意识宣贯, 推广水资源循环利用实践  
Conduct water conservation awareness campaigns for employees and tenants to promote water recycling practices.

### 3. 废弃物管理 Waste Management

- 管理及监控日常运营中产生的废弃物, 积极促进减废及回收机会  
Manage and monitor waste generated from daily operations, while actively promoting waste reduction and recycling opportunities.
- 推行废弃物分类管理及处置, 设置清晰标识与专用回收点  
Implement waste classification management and disposal systems, with clear signage and dedicated recycling stations.
- 推广无纸化办公, 鼓励双面打印, 同时减少一次性用品使用  
Promote paperless office initiatives, encourage duplex printing, and reduce the use of disposable products.

### 4. 室内环境及空气质量 Internal Environment and Air Quality

- 监测室内环境通风及空气质量, 定期清洁空调, 确保可提供健康舒适的办公空间  
Monitor indoor ventilation and air quality, conduct regular HVAC system cleaning, and ensure the provision of a healthy and comfortable office environment.
- 在空调机组中安装适当的空气处理系统及过滤器, 提供清新空气  
Install appropriate air handling systems and filters in HVAC units to deliver fresh air supply.
- 推广绿色植物摆放, 提升健康办公体验  
Promote the placement of greenery to enhance healthy workplace experience.

### 5. 气候变化应对 Climate Change Response

- 了解气候变化的风险和机遇, 同时提高气候韧性及适应力  
Assess climate change risks and opportunities while enhancing climate resilience and adaptive capacity.
- 持续推进获取及更新绿色建筑认证  
Continuously pursue and maintain green building certifications.
- 定期修订应急预案或按需开展应急演练, 确保租户及员工安全  
Regularly update emergency response plans and conduct drills as needed to ensure the safety of tenants and employees.

## B. 社会 Social

### 1. 合规雇佣管理 Compliance-based Employment Management

- 严禁任何形式的强迫劳动或强制劳动, 确保员工自愿就业  
Prohibit any form of forced or compulsory labor and ensure voluntary employment.

- 严格禁止雇佣童工, 所有员工必须达到法定工作年龄  
Strictly prohibit child labor and ensure all employees meet the legal working age requirement.
- 遵守国家劳动法规, 保障员工合理的工作时间和休息权利  
Comply with national labor regulations to safeguard employees' reasonable working hours and rest entitlements.
- 按时足额支付员工薪酬, 确保符合运营地最低工资标准  
Ensure timely and full payment of employee compensation in compliance with the local minimum wage standards.

## 2. 多元、平等与共融 Diversity, Equity & Inclusion

- 促进工作场所的多元、平等及共融, 确保员工不因年龄、种族、性别、宗教、性取向、家庭状况、健康状况或任何其他特征而遭受歧视、骚扰及迫害  
Promote workplace diversity, equity and inclusion (DEI), ensuring employees are free from discrimination, harassment or persecution based on age, race, gender, religion, sexual orientation, family status, health conditions or any other characteristics.
- 支持女性职业发展, 为女性员工提供平等的晋升机会  
Support women's career development and provide equal promotion opportunities for female employees.
- 加强员工沟通与反馈, 及时收集与处置工作场所中有关歧视、骚扰及迫害的行为, 确保所有员工得到平等对待  
Strengthen employee communication and feedback mechanisms to promptly address workplace discrimination, harassment, and persecution, ensuring equal treatment for all employees.

## 3. 健康、安全与福祉 Health, Safety & Well-being

- 关注员工身心健康, 为员工提供年度健康体检和心理健康支持  
Prioritize employee physical and mental well-being by providing annual health check-ups and mental health support programs.
- 为员工提供相互支持及友善的工作文化, 提高员工满意度与工作归属感  
Foster a mutually supportive and inclusive workplace culture to enhance employee satisfaction and sense of belonging.
- 关注租户健康、安全与福祉, 通过租户拜访及满意度调查等反馈渠道了解租户需求与期望, 同时确保租户办公环境的健康与安全  
Prioritize tenant health, safety and well-being by understanding their needs and expectations through tenant visits, satisfaction surveys and other feedback channels, while ensuring a healthy and safe office environment.

## C. 管治 Governance

### 1. 企业管治与风险管理 Corporate Governance & Risk Management

- 建立跨部门的ESG工作小组, 持续监察与改进公司ESG政策与举措执行情况  
Establish a cross-departmental ESG task force to continuously monitor and enhance the implementation of corporate ESG policies and initiatives.

- 将ESG风险识别流程纳入公司整体风险管理体系, 定期开展ESG相关风险识别与分析, 并拟定相关风险的应对举措

Incorporate ESG risk identification processes into the company's holistic risk management system, conduct periodic ESG-related risk identification and analysis, and formulate corresponding risk response measures.

- 加深与相关利益相关方的合作, 与利益相关方沟通以了解其对公司可持续发展的意见及期望, 不断改善ESG管理与绩效

Enhance collaboration with relevant stakeholders, engage in dialogue to understand their perspectives and expectations regarding corporate sustainability, and continuously improve ESG management and performance.

- 为员工及其他利益相关方(包括客户、供应商、承包商、监管机构等)提供便捷、透明及安全的多种申诉途径, 设置匿名举报渠道和申诉处理程序, 配备专职受理人员处理相关事宜, 同时建立举报人保护机制, 确保检举人隐私并禁止任何报复行为

Provide convenient, transparent, and secure grievance channels for employees and other stakeholders (including clients, suppliers, contractors, regulators, etc.) , establish anonymous reporting avenues and complaint handling procedures, assign dedicated personnel to address related matters, and implement whistleblower protection mechanisms to ensure complainant confidentiality and prohibit any retaliatory actions.

## 2.商业道德 Business Ethics

- 推进凯华国际中心《商业道德守则》执行, 禁止任何形式的贿赂、贪腐、不当利益输送及其他违反商业道德的行为

Advance the implementation of Central Tower's *Code of Business Conduct*, prohibiting all forms of bribery, corruption, improper benefits, and any other unethical business practices.

- 提倡诚信、廉洁的企业文化, 禁止员工从事任何贪腐、欺诈等违规行为

Promote a corporate culture of integrity and probity, prohibiting employees from engaging in any corrupt, fraudulent or other non-compliant conduct.

- 要求员工应避免并及时申报与公司的任何利益冲突或潜在利益冲突

Require employees to avoid and promptly disclose any actual or potential conflicts of interest with the company.

- 禁止员工利用或泄露内幕消息, 在损害公司利益或对公司以外人士有利的情况下谋取私利, 应对敏感信息严格保密, 不得向无关人员透露或通过他人间接传递或交易

Prohibit employees from utilizing or disclosing insider information to seek personal gain at the expense of the company or for the benefit of external parties. All sensitive information shall be strictly safeguarded and must not be disclosed to unauthorized individuals, indirectly transmitted through others, or used for trading purposes.

- 禁止违反适用国家或地区法律要求的政治捐献活动

Prohibit political contributions that violate applicable national or regional legal requirements.

- 针对商业道德事宜为员工提供指引及培训, 强化员工合规意识

Provide guidance and training to employees on business ethics matters to strengthen compliance awareness.



### 3.网络安全与数据隐私 Cybersecurity & Data Privacy

- 遵守网络安全与数据隐私保护相关的适用国家及地方法律法规，合法收集使用数据  
Comply with applicable national and local laws and regulations on cybersecurity and data privacy protection, ensuring lawful collection and use of data.
- 要求员工遵守《员工手册》及《商业道德守则》所规定有关数据储存、访问及验证的保密责任  
Require employees to comply with confidentiality obligations regarding data storage, access, and verification as stipulated in the *Employee Handbook* and *Code of Business Conduct*.
- 定期维护与监察数据管理系统，确保网络与数据安全举措之有效性，同时评估网络攻击相关风险，及时防范网络攻击或数据泄露，保障公司资料、租户、供应商等资料的安全性及保密性  
Conduct regular maintenance and monitoring of data management systems to ensure the effectiveness of cybersecurity and data protection measures, assess risks related to cyber threats, and implement timely safeguards against potential cyberattacks or data breaches, thereby safeguarding the security and confidentiality of company data as well as information pertaining to tenants, suppliers, and other stakeholders.



## 4.监察及报告 Monitoring and Reporting

本政策由凯华国际中心制定并颁布，政策实际执行过程中将由凯华国际中心ESG工作小组负责监督。有关可持续方面的举措及成果则将于凯华国际中心ESG报告内披露。

This policy is established and issued by Central Tower. The ESG Task Force of Central Tower will be responsible for overseeing its implementation. Relevant sustainability initiatives and performance outcomes will be disclosed in the *Central Tower ESG Report*.



## 5.回顾 Review

凯华国际中心ESG工作小组将定期回顾本政策的执行情况和有效性，以确保本政策继续切合本公司的需求并适应相关标准变动以及遵循最佳实践，并适时考虑和讨论任何可能需要的修订或补充，以持续完善本政策。

The ESG Task Force of Central Tower will conduct periodic reviews of this policy's implementation and effectiveness to ensure its continued alignment with the company's needs, adaptation to evolving standards, and adherence to best practices. Potential revisions or supplements will be duly considered and deliberated to facilitate ongoing policy enhancement.



凯华国际中心  
CENTRAL TOWER

[www.centraltower.com.cn](http://www.centraltower.com.cn)

广州市天河区珠江新城冼村路5号