



Xinchengyue Holdings Limited

新城悅控股有限公司

*(Incorporated under the laws of the Cayman Islands with limited liability)*

*(於開曼群島註冊成立的有限公司)*

Stock Code 股份代號 : 1755



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# 目錄 CONTENTS

目錄 Contents	2	三. 員工篇 Employee	17
報告說明 Information about the Report	3	3.1. 合法僱傭 Legal employment	17
一. 公司篇 The Company	5	3.2. 健康與安全 Health and safety	21
1.1. 公司簡介 Company profile	5	3.3. 發展與培訓 Development and training	23
1.2. 企業文化 Corporate culture	6	3.4. 勞工準則 Labour standards	25
1.3. ESG管理策略 ESG governance	7	四. 社會篇 Society	26
1.4. 利益相關方溝通 Stakeholders engagement	8	4.1. 品牌管理 Brand management	26
1.5. 實質性評估 Materiality assessment	10	4.2. 合作夥伴 Partners	27
二. 服務篇 Service	11	4.3. 反貪腐 Anti-corruption	28
2.1. 質量管控 Quality management and control	11	4.4. 社區投資 Community investment	28
2.2. 創新服務 Innovative services	12	五. 環境篇 Environment	30
2.3. 客戶體驗 Customer experience	14	附錄I：ESG報告指引對照表 Appendix I: ESG Reporting Guidance Index	I
		附錄II：讀者意見反饋表 Appendix II: Readers Feedback Form	V

## INFORMATION ABOUT THE REPORT

### 關於本報告

新城悅控股有限公司（「本公司」，股份代號：1755）特此發布本公司及其附屬公司（統稱「本集團」、「我們」或「新城悅」）2018年的環境、社會及管治報告（「ESG報告」或「本報告」），向所有利益相關方介紹本集團在環境和社會兩個範疇的理念和實踐。

有關企業管治的資料，請參閱本公司截至2018年12月31日止年度的年度報告所載「企業管治報告」。

### 報告範圍

本報告覆蓋了本公司及其附屬公司，報告的時間範圍為2018年1月1日至2018年12月31日。

### 報告準則和原則

本報告是依照香港聯合交易所有限公司（「香港聯交所」）證券上市規則附錄27《環境、社會及管治報告指引》（「《ESG報告指引》」）編寫，符合《ESG報告指引》中「不遵守就解釋」的披露要求。

- > 「重要性」原則：本集團通過利益相關方參與及重要性評估，確定重要的ESG議題；
- > 「量化」原則：本報告定量匯報了本集團環境方面的重要關鍵績效指標；
- > 「平衡」原則：本報告不偏不倚的呈報了本集團環境和社會方面的表現；
- > 「一致性」原則：本報告是本集團首次披露ESG報告，ESG報告的編製方法已經確認，並將在後續年度保持一致。

### ABOUT THE REPORT

Xinchengyue Holdings Limited (the “Company”, stock code: 1755) hereby issues the 2018 Environmental, Social and Governance Report (“ESG Report” or the “Report”) of the Company and its subsidiaries (collectively the “Group”, “we” or “Xinchengyue”) to demonstrate the Group’s concepts and practices in environmental and social areas to its stakeholders.

Please refer to the “Corporate Governance Report” in the Company’s Annual Report for the year ended 31 December 2018 for information about corporate governance.

### REPORTING SCOPE

The Report covers the Company and its subsidiaries during the period from 1 January 2018 to 31 December 2018.

### REPORTING STANDARDS AND PRINCIPLES

In line with the *Environmental, Social and Governance Reporting Guide* (the “ESG Reporting Guide”) in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“HKEX”), this Report is in compliance with the “Comply or Explain” provisions in the *ESG Reporting Guide*.

- > “Materiality” Principle: the Group determines material ESG issues by stakeholder engagement and materiality assessment;
- > “Quantitative” Principle: the Report states the Group’s environmental KPIs on a quantitative basis;
- > “Balance” Principle: the Report provides an unbiased picture of the Group’s environmental and social performance;
- > “Consistency” Principle: the Report is the first ESG report of the Group. The methodology for preparing the ESG report is well defined and will be consistent in the following years.

## 報告說明

## INFORMATION ABOUT THE REPORT

### 報告發布形式

本報告以電子版形式發布，可在本公司官網 (<http://www.xinchengyue.com/>) 和香港聯交所「披露易」網站 (<http://www.hkexnews.hk>) 查閱。

### 聯繫方式

新城悅控股有限公司

電話：+86-21-22835888

郵箱：[info@xinchengyue.com](mailto:info@xinchengyue.com)

地址：中國上海市普陀區中江路388弄5號新城  
控股大廈B座12層

### REPORT AVAILABILITY

The Report is published in electronic version which is available on the Company's official website (<http://www.xinchengyue.com/>) and the HKEXnews website (<http://www.hkexnews.hk>).

### CONTACT INFORMATION

Xinchengyue Holdings Limited

Tel: +86-21-22835888

Email: [info@xinchengyue.com](mailto:info@xinchengyue.com)

Address: Floor 12, Future Holdings Tower B, No.5, Lane 388, Zhongjiang Road, Shanghai, PRC

## 一. 公司篇

# THE COMPANY

## 一. 公司篇

### 1.1. 公司簡介

新城悅控股有限公司，創立於1996年，成長於常州，發展於長三角，是專業從事物業管理與服務的綜合性服務企業，2018年11月6日正式於香港交易所主板掛牌上市，股份代號1755。

2016年10月我們正式推出全新物業服務品牌「新城悅」，同時提出服務提供者、社區運營者、資源鏈接者、資產管理者四位一體的品牌角色全新定義，以平臺化的新服務價值，代替傳統物業對物和人的點狀服務，全面提升服務給客戶帶來的喜悅感，以期建立自身的服務型生態。

新城悅在23年的發展中不斷摸索，建立起獨具特色的物業管理與服務體系，企業目前管理的業態已涵蓋住宅、公寓、別墅、商業、辦公寫字樓等多種物業類型。新城悅堅持全國化布局的發展戰略，截至2018年，簽約項目逾400個，主要覆蓋長三角、環渤海、中西部和珠三角，總簽約建築面積超過1.1億平米。

多年的踏實勤勉，真誠的服務溝通，我們深刻理解到新城悅服務的不是個體，而是家庭，服務於以家庭為單位的社會單元。新城悅更是要以至誠至善的服務之道、專業高效的服務之術，耐心地為每一戶家庭提供全面生活解決方案，使客戶被高品質服務感動，守護生活中的點滴愉悅。因此，我們提出「感動心·感受悅」，不僅僅是作為新城悅的品牌口號，更是全面提供優質社區服務的決心和目標。全新的形象，傳承的品質，新城悅必將本著「專業、耐心、共享、信任」的核心價值觀打造中國社區的高品質服務平臺。

## 1. THE COMPANY

### 1.1. Company profile

Xinchengyue Holdings Limited was founded in 1996. As a comprehensive service enterprise specifically engaged in property management and service, the Company started its business in Changzhou and expanded its impact across the Yangtze River Delta. On 6 November 2018, the Company was listed on the main board of HKEX with the stock code 1755.

In October 2016, we officially launched the new property service brand "Xinchengyue". At the same time, we proposed a new definition of the brand role, which incorporated a service provider, a community operator, a resource connector and an asset manager, to replace the traditional dispersed service model provided by the property management company with the new platform-oriented service value, in order to fully enhance the joy by our service and finally establish our own service ecosystem.

In the 23 years of development, Xinchengyue kept exploring and established a unique property management and service system. The current management business of the Company has covered various types of properties such as residence, apartments, villas, commercial buildings and office buildings. Xinchengyue adhered to the development strategy of nationwide expansion. By 2018, the Company had entered into contracts for more than 400 projects, mainly covering the Yangtze River Delta, Bohai Rim, Middle and West China, and the Pearl River Delta, accounting for a total gross floor area over 110 million square metres.

After years of hard work and sincere communication in service, we are fully aware of the fact that Xinchengyue is not serving individuals, but families, especially family-based social units. Xinchengyue works to provide comprehensive daily-life solutions for every family with the service concept of sincerity and goodness as well as professional and efficient service skills, so as to touch customers' hearts and protect the joy of life. Therefore, we proposed "touch the heart, feel the joy", not only as the brand slogan for Xinchengyue, but also a symbol for our determination and objective of holistically providing quality community service. With a new image and long-lasting quality, Xinchengyue is committed to creating an outstanding community service platform in China, based on the core value of professionalism, patience, sharing and trust.

## 一. 公司篇

### THE COMPANY

#### 1.2. 企業文化

新城悅的品牌定位於「中國社區的高品質服務平臺」，堅持一切從業主出發，完善基礎服務的同時，更立足管理職能的細化與提升，潛心為業主提供更加便捷、貼心的延伸服務，讓每一位業主在新城悅的服務體系下體驗幸福與快樂。

新城悅將始終秉承「共創和諧生活」的服務理念，加之「感動心·感受悅」的企業使命，努力提升業主滿意度，構建和諧、健康、舒適的現代化生活社區。

#### 1.2. Corporate culture

In line with the brand positioning of “high-quality service platform for communities in China”, Xinchengyue further refines and promotes the management function based on the improvement of basic service for property owners’ interests to provide extended services that are more convenient and comfortable. Therefore, each owner can experience happiness under the service system of Xinchengyue.

Xinchengyue always adheres to the service concept of “creating a harmonious life together” and the corporate mission of “touch the heart, feel the joy”, and strives to enhance owners’ satisfaction and build a harmonious, healthy and comfortable modern living communities.



## 一. 公司篇

# THE COMPANY

### 1.3. ESG管理策略

本集團建立了完善的ESG管理體系。本公司董事會（「董事會」）支持本集團對履行環境和社會責任所做的承諾，並對本集團環境、社會及管治策略及匯報承擔全部責任。董事會負責評估及釐定本集團的ESG風險，確保本集團設立合適及有效的ESG風險管理及內部控制系統。董事會定期審閱本集團的ESG表現並審批本集團的年度ESG報告。

本集團管理層負責向董事會匯報ESG相關的風險與機遇，並提供有關ESG系統是否有效的確認。管理層負責根據ESG策略安排相關工作，向董事會匯報ESG工作進展及本集團年度ESG報告。

為了全面開展ESG的管理工作，本集團成立了由董事會辦公室、品質管理部、人力資源部、經營部、審計監察部等各個部門組成的ESG工作小組，負責執行董事會的ESG策略與政策，開展ESG管理和ESG報告的工作，並向高級管理層匯報ESG管理和ESG報告的工作進展。

### 1.3. ESG governance

The Group has established a complete ESG management system. The board of the Company (the "Board") supports the Group's commitment to fulfilling its environmental and social responsibility and has overall responsibility for the Group's ESG strategy and reporting. The Board is responsible for evaluating and determining the Group's ESG-related risks, and ensuring that appropriate and effective ESG risk management and internal control systems are in place. The Board regularly reviews the Group's ESG performance, and examines and approves the Group's annual ESG report.

The management is responsible for reporting ESG-related risks and opportunities to the Board and providing a confirmation on the effectiveness of these systems. The management is responsible for arranging ESG works according to ESG strategy and providing the ESG performance and annual ESG report to the Board.

To work on the ESG management, the Group has established an ESG working group composed of employees from the Office of the Board of Directors, Quality Management Department, Human Resources Department, Operation Department, Audit and Supervision Department and other departments, as well as from working teams of each subsidiary, which are responsible for implementing the Board's ESG strategies and policies, carrying out ESG management and reporting progress achieved to the management.

## 一. 公司篇

### THE COMPANY

#### 1.4. 利益相關方溝通

我們採取多樣的溝通機制，積極與各核心利益相關方開展溝通，以瞭解各利益相關方對我們可持續發展績效及未來發展戰略的意見和建議。

我們的利益相關方包括政府、股東、客戶、合作夥伴、員工、社會和環境等。

#### 1.4. Stakeholders engagement

Through various communication mechanisms, we actively communicate with core stakeholders to learn their opinions and suggestions on our sustainable development performance and future development strategy.

Our stakeholders include government, shareholders, customers, partners, employees, society, environment, etc.

利益相關方 Stakeholders	期望與要求 Expectations and requirements	溝通機制 Communication mechanism
 <b>政府 Government</b>	遵紀守法 Compliance with laws 依法納稅 Paying taxes according to laws	日常管理 Daily management 工作會議 Work meeting 監督檢查 Supervision and inspection
 <b>股東 Shareholders</b>	持續發展，回報股東 Continued development and return to shareholders 信息披露 Information disclosure 投資者關係 Investor relations 公司治理 Corporate governance	股東大會 Shareholders' meeting 信息披露 Information disclosure 投資者關係活動 Activities promoting investor relations
 <b>客戶 Customers</b>	優質的服務 Quality services 消費者權益保護 Protecting consumer rights and interests	橙管家服務 Orange Steward service 客戶關係維護 Maintaining customer relations 玖悅服務 Jiuyue service 智慧社區 Smart community
 <b>合作夥伴 Partners</b>	信守承諾 Keeping promise 公平、公正、公開採購 Equal, open and fair procurement 共贏發展 Win-win development	項目合作 Cooperation in projects 供應商考察和評估 Investigation and evaluation of suppliers 公開招投標 Public tendering and bidding 採購平臺 Procurement platforms



## 一. 公司篇

### THE COMPANY

利益相關方 Stakeholders	期望與要求 Expectations and requirements	溝通機制 Communication mechanism
 <b>員工 Employees</b>	工資及福利保障 Salaries and welfare 健康安全的工作環境 Healthy and safe working environment 公平的晉升和發展機會 Fair opportunity for promotion and development	薪酬管理 Remuneration management 員工培訓 Employee training 員工活動 Employee activities 年度體檢 Annual physical examination 員工幫助計劃 Staff assistance schemes
 <b>社會 Society</b>	提升公益意識 Enhancing public benefit awareness 促進社區和諧發展 Facilitating the harmonious development of the community	社會公益參與 Participating in social public benefit activities 社區項目合作 Cooperation in community projects
 <b>環境 Environment</b>	保護環境 Environment protection 提高能源使用效率 Improving the energy consumption efficiency	關注環保 Paying more attention to environment protection 節能減排 Energy conservation and emission reduction

## THE COMPANY

### 1.5. 實質性評估

根據《ESG報告指引》，我們構建了ESG實質性分析模型，結合內部利益相關方的問卷調查和外部利益相關方的溝通，識別並確定了以下重要議題，在報告中進行重點披露和回應。

### 1.5. Materiality assessment

In accordance with the *ESG Reporting Guide*, we have constructed an ESG materiality assessment model through research on internal stakeholders and communication with external stakeholders to identify and determine the following key issues, to which we present key disclosures and responses in the report.



實質性評估結果  
Materiality Assessment Results

## 二. 服務篇

## SERVICE

### 二. 服務篇

新城悅秉承「共創和諧生活」的服務理念，一切從業主出發，在嚴控服務質量的基礎上，為業主提供更加便捷、貼心的創新服務，全面提升業主的生活體驗及滿意度，致力於實現打造「中國社區的高品質服務平臺」的企業願景。

#### 2.1. 質量管控

我們遵守相關國家和地方的法律法規，包括但不限於《物業管理條例》等，嚴格管控服務質量。

- > 本集團的主要經營子公司—西藏新城悅物業服務股份有限公司（後稱「西藏新城悅」），建立了優良的質量管理體系，並獲得GB/T 19001-2016/ISO 9001:2015外部認證。
- > 我們設有《一體化管理手冊》，以「堅持品質成就價值」的理念，以提供滿意的物業服務為永恒動力並持續改進」為質量方針，努力為客戶提供高質量的服務。



質量管理體系認證證書

Quality management system verification certificate

### 2. SERVICE

Following the service concept of “creating a harmonious life together” and proceeding from the owners’ interests, Xinchengyue provides innovative services featuring more convenience and comfort on the basis of strict quality control, so as to comprehensively enhance the owners’ living experience and satisfaction and contribute to achieve the corporate vision of “creating a high-quality service platform for communities in China”.

#### 2.1. Quality management and control

In compliance with relevant national and local laws and regulations, such as the *Property Management Regulations*, etc., we strictly control the quality of services.

- > The Group’s main operating subsidiary, Tibet Xinchengyue Property Services Co., Ltd. (hereinafter referred to “Tibet Xinchengyue”), has established an excellent quality management system and obtained GB/T 19001-2016/ISO 9001:2015 external certification.
- > Based on our *Integrated Management Manual*, we strive to provide high-quality services to our customers while upholding the quality policy of “adhering to the concept of ‘quality is value’, constantly encouraging ourselves to provide satisfactory property service and continuously making improvement”.

#### 綜合管理類37項

(適用於所有業態，覆蓋項目全周期)

#### General management: 37 files

(Applicable to all business lines and covering the entire processes of the projects)

#### 住宅管理

客戶服務類10項  
秩序維護類7項  
設施設備維護類16項

#### Residence management

Customer service 10 files  
Order maintenance 7 files  
Facility and equipment maintenance 16 files



#### 非住宅管理

金街5項  
辦公樓5項  
招商運營1項

#### Non-residence management

Gold street 5 files  
Office building 5 files  
Investment inviting and operation 1 file

#### 品質類作業文件體系

System of quality operation files

## 二. 服務篇

### SERVICE

> 我們梳理了服務過程中的各項工作，編製了詳細的品質類作業文件，為員工提供具體事項的實施指引，並展開培訓，將質量控制理念傳達給所有員工。

> 我們依託總部品質管理部、分公司品質部及物業服務中心三個層級，定期開展服務質量檢查及評價，不定期開展專項夜查，對檢查中發現的問題進行督導、整改、驗收，以提升項目現場的服務質量。

#### 2.2. 創新服務

新城悅對於高品質服務的追求還體現在對以APP為載體的移動互聯網服務平臺的搭建，提供更多精細化的服務和高端定制服務，將新城悅從單純的服務提供者，轉變成為產品與服務的提供平臺。

> We sort out various tasks in the service process, compile detailed quality operation files, and provide implementation guidelines for employees on specific issues. We also provide trainings for employees to communicate the quality control concept to them.

> At three levels of the quality management department of the headquarters, the quality departments of the branches and the property service centre, we conduct regular service quality inspections and evaluations and special night inspections from time to time. For the problems identified in the inspection, we strive to supervise, rectify and re-examine them, so as to enhance the on-site service quality of projects.

#### 2.2. Innovative services

In pursuit of high-quality service, Xinchengyue also constructs a mobile internet service platform based on APP to provide more refined services and high-end customised services, which transforms Xinchengyue from a simple service provider to a product and service delivery platform.

## 二. 服務篇

### SERVICE

#### 專題：新橙社APP

新橙社APP是新城悅專門為業主打造的一款社區服務軟件，集合了橙管家、橙社匯、小橙商城、便民服務、小區公告、智慧生活及京東優選多個模塊，為業主提供物業費繳納、水電煤繳費、家政服務、一鍵開門、在線購物、鄰里互動等多種便捷服務。

業主們可以通過橙管家模塊進行在線報修、投訴、諮詢、電梯求救等操作，發起後有專項服務人員上門處理解決問題，問題的最新處理進展可以在APP中實時查詢。

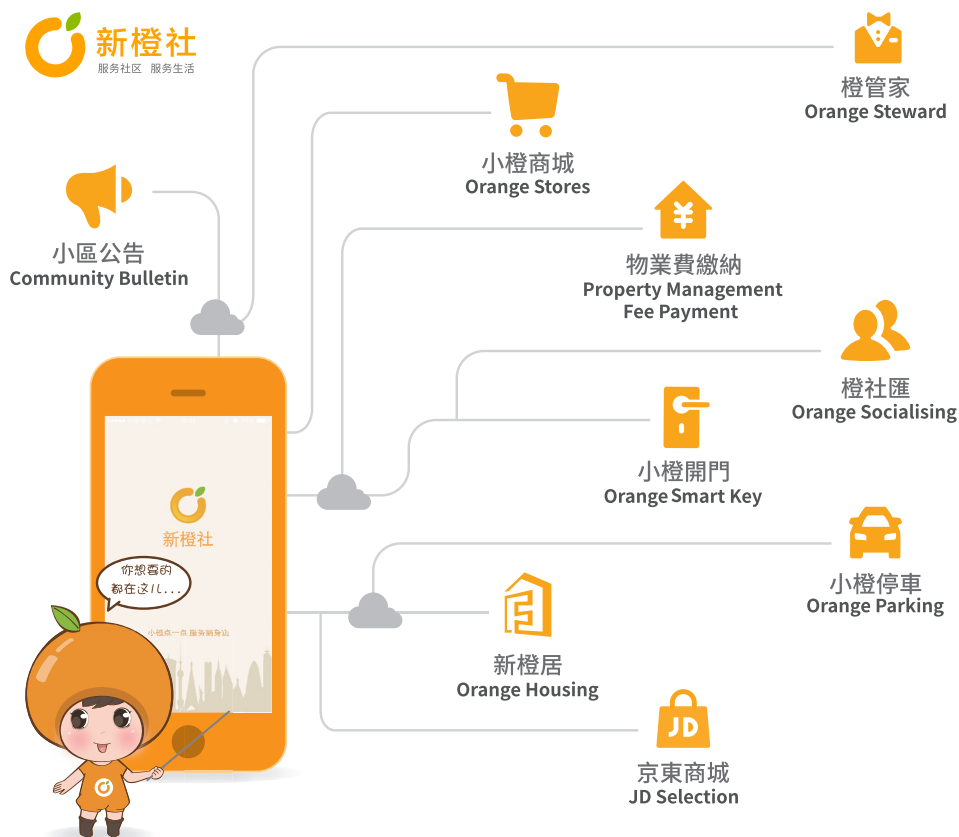
新城悅通過新橙社APP，為業主提供更加便捷、放心的O2O一站式服務。

#### TOPIC: ORANGE APP

Orange APP is a community service software specially designed for the owners, integrating modules such as Orange Steward, Orange Socialising, Orange Stores, Convenience Service, Community Announcement, Smart Life and JD Selection. It provides property owners with various convenient services, including property management fee payment, utilities fee payment, housekeeping services, one-click smart key, online shopping, and neighbourhood interaction.

Orange Steward module enables property owners to report repairing requests, make complaints and consultations, and call for elevator rescue. Specific service personnel will be assigned for door-to-door solution after the requests are submitted. Owners can also follow up the latest progress of the solution on a real-time basis in the APP.

Through the Orange APP, Xinchengyue provides owners with a more convenient and reliable O2O one-stop service.



## 二. 服務篇

### SERVICE

#### 2.3. 客戶體驗

##### > 提升客戶滿意度

我們制定並落實《客戶關係維護指引》，定期通過上門訪談、電話訪談等形式與客戶進行溝通，對他們提出的問題與建議進行統一處理，並及時給予溝通回復。此外，我們定期開展業主懇談會，現場聽取客戶的意見與建議，及時解決問題；我們還定期與業主委員會進行項目管理溝通匯報會議，就當年度項目管理情況，向業主委員會進行匯報。

##### > 及時回應訴求

我們設定並完善了《客戶接待作業指引》、《新橙社APP橙管家工單操作指引》、《4008客服系統運營管理辦法》等，為客戶提供電話、新橙社APP等渠道，對客戶的報修、投訴和諮詢進行分級處理，設定相應的響應時限、接單時限及處理時限，確保客戶訴求得到及時有效的回應。

#### 2.3. Customer experience

##### > Enhancing customers satisfaction

We formulate and implement the *Guidelines for Customer Relationship Maintenance*, regularly communicate with customers through door-to-door interviews, telephone interviews and other channels, actively deal with the problems and suggestions raised, and timely provide feedback to customers. In addition, we regularly hold owners' talks to gain the customers' opinions and suggestions in a face-to-face manner and make a timely responding. We also report periodically to the owners' committee on project management in the current year.

##### > Timely response to requests

We formulate and improve the *Guidelines for Customer Reception, Guidelines for Handling Orange APP and Orange Steward Work Orders, Management Measures for 4008 Customer Service Policy Operation*, providing customers with various request channels including phone calls and Orange APP. To make sure that customers' requests are timely and effectively responded, we divide repair requests, complaints and consultations into different levels and set corresponding response time limits, order acceptance time limits and handling time limits.



2018 年，響應業主服務請求次數 **112,048** 次

平均響應時長：**43** 秒

平均處理時長：**30** 小時 **13** 分 **09** 秒

新橙社APP 報修報事好評率：**97** %



In 2018, we responded to owners' **112,048** service requests

Average response time: **43** seconds

Average processing time: **30** hours **13** minutes **09** seconds

Favourable rate on repair and issue reporting through Orange APP: **97** %

## 二. 服務篇

### SERVICE

#### > 保障隱私安全

我們嚴格遵守個保護人資料隱私相關的法律法規，制定了《客戶信息管理作業指引》、《檔案管理作業指引》等文件以規範對客戶信息資料的保護，確保所收集的個人資料被保密處理。

- 電子版客戶信息設置密碼保存，不得拷貝；
- 紙質版客戶信息檔案由指定的信息管理員管理，不得隨意查看、複印及銷毀；
- 系統內的客戶信息由指定的信息管理員管理，設置相應的管理權限；
- 檔案由專人負責管理，查閱及借閱檔案須獲得管理人員的審批，不得外泄檔案內容。

在服務過程中，我們嚴格保障客戶安全，要求員工執行並遵守治安職責，通過外來人員車輛嚴格管控、陌生面孔出入仔細盤問、臨時出入小區查驗登記、實時監控中心訪客過濾等方式，為客戶提供安心、放心的家居環境。

#### > Privacy protection

In compliance with the laws and regulations relating to personal data privacy, we formulate the *Guidelines for Customer Information Management and Guidelines for Document Management* to regulate the protection of customer information and ensure that the personal data collected is treated confidentially.

- Soft copy of the customer information is protected with passwords and copying is strictly forbidden;
- Hard copy of the customer information files is managed by the designated information manager and shall not be viewed, copied or destroyed at will;
- The customer information in the system is managed by the designated information administrator with corresponding management authority;
- The files are managed by a specific personnel. Prior to viewing or borrowing the files, pre-approval by the management personnel is required. The contents of the files must be kept confidential.

To protect owners and create an assuring residential environment, we require our employees to perform and follow security duties via strict management and control over visitors and visiting vehicles, careful examination of strangers, checking and recording for occasional visitors, and visitor screening by real-time monitoring centre.



## 二. 服務篇

### SERVICE

#### > 增強居住體驗

在為業主提供基礎的物業服務基礎上，我們結合物業管理的全生命周期，開拓性的提出了「玖悅」服務體驗，以9大延伸服務為觸角，「58+N」個情感體驗為觸點，在不同階段有針對性的開展服務；此外，我們每年定期組織社區文化活動，增強業主的歸屬感，營造良好的社區生活氛圍，給客戶帶來良好的居住體驗。

#### > Enhancing the living experience

We combine the basic property services with the whole lifecycle of property management to propose the pioneering "Jiuyue" service experience, with 9 extended services and 58+N emotional experiences, to provide tailored services at different stages. In addition, we organise cultural activities for communities at a certain time every year to enhance the sense of belonging for the owners, create a good community living atmosphere, and bring a comfortable living experience to customers.

#### 專題：玖悅嘉年華

2018年9月，我們在全國範圍內服務的小區裏，開展了第二屆「玖悅嘉年華」鄰里文化節。本次鄰里文化節以9月為時間軸貫穿始末，輻射全國30餘座城市的近百個社區，直接參與業主達35,000餘人。

本次活動包括七彩繪、彩虹運動會、五彩中秋大轟趴三大板塊，分別以少兒、中青年、老年為活動開展對象，同時將9月裏的教師節、中秋節等公眾節日融入其間，從健康、運動、文化等多個角度向廣大業主詮釋新城悅全齡呵護服務的周到之處，與其共享幸福與快樂。

#### TOPIC: JIUYUE CARNIVAL

In September 2018, we launched the second "Jiuyue Carnival" Neighbourhood Culture Festival in the residential quarters we serve nationwide. The Neighbourhood Culture Festival was held through September, covering nearly 100 communities in more than 30 cities across the country. More than 35,000 owners directly participated in the Festival.

The Festival comprised three major parts: Colour Painting, Rainbow Sports Games, and Colourful Mid-Autumn Party, targeting at children, young and middle-aged people and the elders respectively. Public holidays in September such as Teacher's Day and Mid-Autumn Festival were incorporated into the Festival. Through the Festival, Xinchengyue presented the thoroughness of its service that cared for all age groups to all owners and shared happiness with them.





### 三. 員工篇

## EMPLOYEE

### 三. 員工篇

人才是我們的核心競爭力，我們不斷優化員工管理，保障員工合法權益，積極組織員工活動，創造健康與安全的工作環境，為員工提供完善的培養體系，促使員工與公司共同成長。

#### 3.1. 合法僱傭

##### > 招聘與解聘

我們嚴格遵守相關法律法規，包括但不限於《中華人民共和國勞動法》及《中華人民共和國勞動合同法》等，制定了《員工招聘錄用管理制度》和《人才推薦管理辦法》等制度，以「公開招聘、雙向選擇、擇優選聘」為原則，通過校園招聘、內部推薦、網絡招聘和獵頭招聘等方式，積極引入優質人才。我們依法與員工簽署《勞動合同》，在《員工獎懲制度》和《勞動合同》中，對於員工的獎勵處罰、勞動合同解除條件等進行了詳細規定。

### 3. EMPLOYEE

Talent is our core competitiveness. We continuously optimise employee management, protect employees' legitimate rights and interests, actively organise employee activities, create a healthy and safe working environment, and provide employees with a sound training system to encourage them to grow together with the company.

#### 3.1. Legal employment

##### > Recruitment and dismissal

In compliance with relevant laws and regulations such as the *Labour Law of the People's Republic of China*, the *Labour Contract Law of the People's Republic of China*, etc., we formulate the *Employee Recruitment and Employment Management Policy* and *Talent Referral Management Measures* and other policies to recruit talented employees based on the principle of "open recruitment, employer and employee choice, selection of candidates with better performance" through campus recruitment, internal referral, online recruitment and head-hunting. We sign the labour contracts with employees in compliance with relevant laws. In the *Policy for Employees' Award and Punishment* and the *Labour Contract*, we detailed the employee's award and punishment and the conditions for the termination of the *Labour Contract*.

#### 專題：人才發展合作夥伴交流會

2018年12月，新城悅首屆人才發展合作夥伴交流會在上海隆重舉行。此次大會共吸引了來自全國各地的18家獵頭公司及各招聘網站、3家培訓公司。近40位企業代表出席了本次大會，並有多家合作夥伴在大會現場簽訂了《合作框架協議》。我們將與人才供方夥伴們加強深度和廣度合作，提高協作能力，廣泛吸收和培養公司發展所需要的人才，實現合作共贏。

#### TOPIC: PARTNERSHIP SEMINAR ON TALENT DEVELOPMENT

In December 2018, the first Partnership Seminar on Talent Development of Xinchengyue was held in Shanghai. This seminar attracted 18 head-hunting companies and recruiting websites, and 3 training companies from all over the country. Almost 40 enterprise representatives were present and a lot of partners signed the Cooperation Framework Agreement in the seminar. We will deepen and expand the cooperation with talent suppliers, and enhance collaboration ability to widely absorb and cultivate talents needed for the Company's development.



### 三. 員工篇

## EMPLOYEE

#### > 薪酬福利與晉升

我們通過《薪酬管理制度》為員工提供了完善的薪酬福利體系，根據崗位的不同劃分薪酬等級，每個薪酬等級內設置多個薪檔，根據員工的崗位、業績和能力等提供有競爭力的薪酬。員工薪酬組成部分包括基本工資、崗位工資、加班工資、績效工資、工齡工資、年終獎金等，員工根據不同的工作性質對應不同的薪酬結構。我們根據國家和地方的政策法規為員工繳納社會保險費，為員工提供夜班津貼、餐費補貼、通訊補貼及交通補貼等福利。

我們以《績效管理制度》為基礎，定期對員工開展月度、季度和年度績效考核，考核結果作為員工職位、薪酬調整和年度評優活動的重要依據。

#### > Remuneration and promotion

In *Remuneration Management Policy*, we provide a complete remuneration system for our employees. Remuneration is classified into different grades based on various positions, and each grade contains several levels. Competitive remuneration is offered according to employees' positions, performances and abilities. Employees' remuneration comprises basic salary, post salary, overtime wage, performance pay, seniority pay and year-end bonus. Different remuneration structures are applicable to employees based on their job categories. We pay social insurance for employees in compliance with national and local policies and regulations, and provide benefits such as night shift allowance, meal subsidy, phone allowance and traffic allowance for our employees.

In accordance with *Performance Management Policy*, we appraise employees' performances on a monthly, quarterly and yearly basis, and the results will be important evidences for the position and remuneration adjustment and annual assessment.

#### 專題：新悅成長計劃

為了開闊員工職業發展通道，完善內部造血機制，營造公正、公開、透明的競爭上崗機制，滿足公司目前發展產生的大量人才需求，新城悅蘇南公司於2018年6月開啓「新悅成長計劃」暨2018年度關鍵崗位競聘。競聘現場演講主要圍繞目前工作成果展示、日後工作計劃等方面，由專業評委進行晉升答辯考評工作。

#### TOPIC: XINYUE GROWTH SCHEME

In June 2018, Xinchengyue Southern Jiangsu Branch launched "Xinyue Growth Scheme" and 2018 Competition for Key Positions in order to broaden employee career development channels, improve the internal talent cultivation mechanism, create a fair, open and transparent competition mechanism and meet the large demands for talents to facilitate the Company's current development. Live speeches in the competition mainly focused on current work achievements, future work plan and other aspects, and professional judges were responsible for promotion assessment.



### 三. 員工篇

## EMPLOYEE

#### > 工作時數與假期

根據國家法律法規和相關政策，結合物業服務行業的特點，我們制定了《員工考勤管理制度》，實行每周五天工作制，員工加班按照國家規定支付加班工資，並針對特殊崗位實施不定時工時和綜合計算工時政策。

我們通過《員工休假管理制度》規定員工享有休息日、法定節日、事假、病假、工傷假、婚假、產假及哺乳假、陪護假、喪假、年休假以及國家規定的其它假期等。

#### > 平等機會、多元化與反歧視

我們在招聘人才時，按照公平、公正、公開的原則，同等條件下擇優錄用，同時嚴格遵守國家及所在地方政府各項法規，不因種族、性別、膚色、年齡、家庭背景、民族傳統、宗教、身體素質和原有國籍等個人特徵而歧視任何一位員工，確保他們在薪酬及解僱、招聘及晉升、工作時數、假期、以及其他待遇及福利等方面享受公平待遇。

截至2018年12月31日，我們共有員工5,050名，其中男性員工佔比35.8%，女性員工佔比64.2%。

#### > Working hours and holidays

In compliance with national laws, regulations and relevant policies as well as characteristics of property service industry, we formulated the *Employee Attendance Management Policy* which stipulates that employees shall work on a five-day week basis, overtime wages shall be paid according to national regulations, and flexible working hours and comprehensive working hours are available to special positions.

We formulated the *Employee Leave Management Policy* which stipulates that employees are entitled to weekends, public holidays, personal leave, sick leave, work injury leave, marriage leave, maternity leave and breastfeeding leave, paternity leave, bereavement leave, annual leave as well as other statutory holidays in China.

#### > Equal opportunity, diversification and anti-discrimination

We recruit talents according to the principles of fairness, impartiality and openness and select the outstanding ones under the same conditions. In compliance with national and local laws and regulations, we allow no discrimination with regard to race, gender, colour, age, family background, ethnic tradition, religion, physical condition and original nationality to ensure that all employees enjoy equal opportunities in compensation and dismissal, recruitment and promotion, working hours, rest periods, and other benefits and welfare.

As at 31 December 2018, we have 5,050 employees, in which 35.8% are male while 64.2% are female.

### 三. 員工篇

## EMPLOYEE

#### > 員工活動

我們每年開展各類集體活動，豐富了員工業餘生活。

#### > Employee activities

We carry out various kinds of activities annually to enrich employees' spare-time life.

##### 員工生日會

##### Employee birthday party



##### 「與奮鬥者同行」大型徒步活動

##### “Go with Fighters” a large-scale hiking activity

2018年4月，新城悅18個城市的1,138名員工開展了以「與奮鬥者同行，創新時代社區」主題的大型徒步活動，共同譜寫新城悅的「奮鬥史」。

In April 2018, 1,138 employees of Xinchengyue from 18 cities participated a large-scale hiking activity themed on “Go with Fighters and Create New Era Communities” to jointly write a “struggle history” of Xinchengyue.





### 三. 員工篇

## EMPLOYEE

### 3.2. 健康與安全

我們高度重視職業健康與安全，嚴格遵守有關健康安全的法律法規包括但不限於《中華人民共和國勞動法》、《中華人民共和國安全生產法》、《中華人民共和國職業病防治法》等，為員工提供安全健康的工作環境。

我們在推行健康與安全方面的舉措包含以下方面：

- 西藏新城悅建立了職業健康與安全管理體系，並獲得了GB/T 28001-2011/OHS 18001:2007的外部認證；
- 開展有關職業健康與安全的教育和培訓，使員工樹立和增強職業安全意識，掌握防範安全風險的基本常識；
- 為員工提供每年一次的定期體檢；
- 定期檢討事故、傷病情況，妥善處理員工工傷；
- 定期進行安全檢查，確保安全措施的實施；
- 與社區聯動，定期舉行消防演練和培訓；
- 關心員工身心健康，定期開展員工關懷訪談，開展員工敬業度調查，瞭解員工需求。

### 3.2. Health and safety

In compliance with laws and regulations related to health and safety such as the *Labour Law of the People's Republic of China*, the *Work Safety Law of the People's Republic of China* and the *Law of the People's Republic of China on the Prevention and Control of Occupational Diseases*, etc., we highly value occupational health and safety, and provide a safe and healthy workplace for employees.

Our initiatives in promoting health and safety include the following aspects:

- Tibet Xinchengyue established occupational health and safety management system and obtained external certification of GB/T 28001-2011/OHS 18001:2007;
- Conduct education and training of occupational health and safety, so that employees can foster and enhance the sense of occupational safety and master the common sense of preventing safety risks;
- Provide annual physical examination for employees;
- Perform periodical self-review for accidents and injuries, and properly handle employees' work injuries;
- Carry out regular safety inspection to ensure the implementation of safety measures;
- Carry out regular fire drill and training with communities;
- Care for employees' physical and mental health, conduct regular care interviews with employees, and launch employee engagement surveys to learn more about employees' needs.



職業健康安全管理體系認證證書  
Occupational health and safety management system certificate

### 三. 員工篇

## EMPLOYEE

#### 案例：總經理面對面

2018年11月，新城悅上海公司舉辦了一場「總經理面對面」沙龍活動，上海公司總經理、高層代表、員工代表及職能部門全體員工匯聚一堂，就企業文化、員工職業發展、業務發展與戰略等話題深入交流，在總經理與員工之間搭建起溝通和分享的橋梁。

#### CASE: FACE TO FACE WITH GENERAL MANAGER

In November 2018, Xinchengyue Shanghai Branch held a salon with the theme of "Face to face with general manager", where the general manager, senior representatives, employee representatives and all staff from functional departments of Shanghai branch gathered to exchange ideas on corporate culture, employee career development, business development, corporate strategy and other topics, building a bridge of communication and sharing between the manager and employees.



#### 案例：消防演習

2018年11月，我們在上海、寧皖、蘇州、蘇南、長春、鎮江等地區開展了一系列消防安全宣傳活動，包括消防知識講座、消防逃生演習、消防器械使用演示與互動等，增強員工的消防安全技能，提升業主的消防安全意識。

#### CASE: FIRE DRILL

In November 2018, we launched a series of fire safety propaganda activities in Shanghai, Nanjing, Anhui, Suzhou, Southern Jiangsu, Changchun, Zhenjiang and other regions, including fire-fighting knowledge lectures, escape drill, demonstration of the use of fire-fighting equipment and interactions to enhance employees' fire safety skills and improve owners' sense of fire safety.



### 三. 員工篇

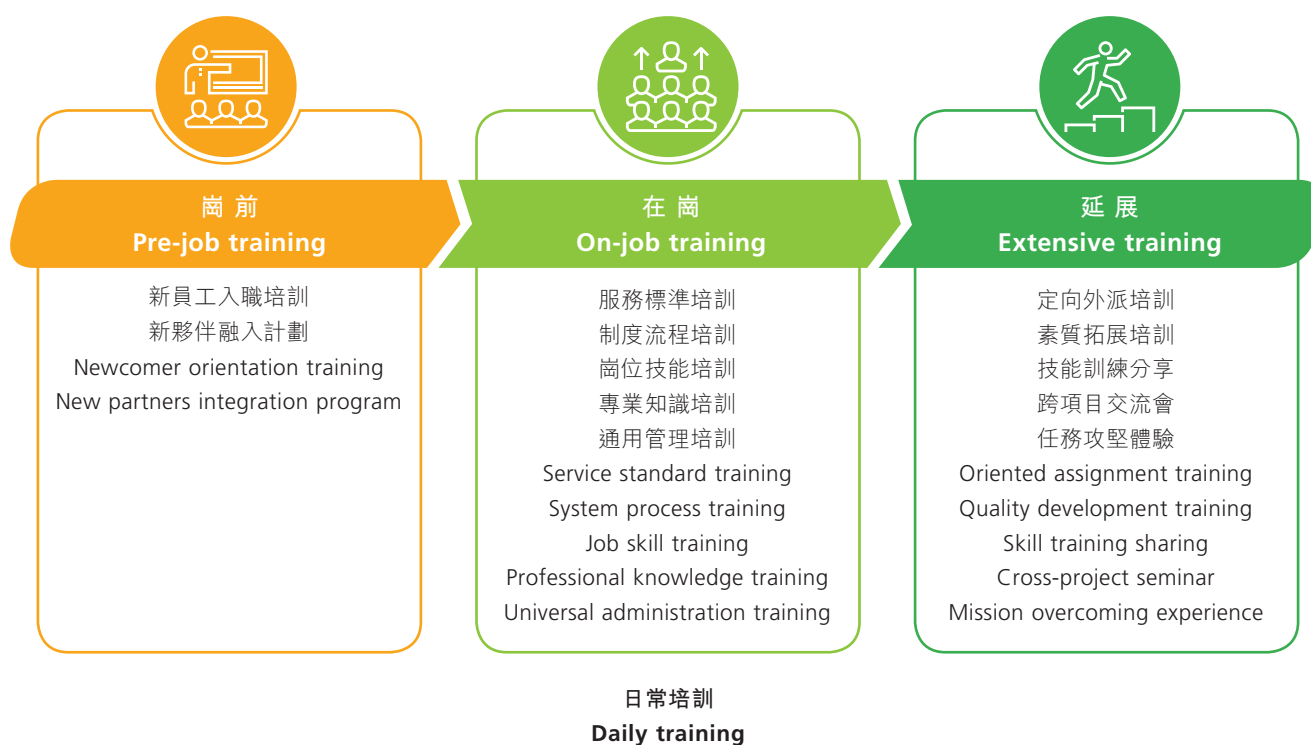
## EMPLOYEE

### 3.3. 發展與培訓

我們注重人才的培訓及相關投入，為員工提供多元的發展空間，制定《培訓管理制度》對員工培訓工作進行規範，通過《內訓師管理制度》從內部挖掘培訓師資源。為提高員工的整體素質和專業技術水準，我們根據員工所處的不同階段及不同崗位，設置了一系列培訓課程，促使員工快速融入企業文化、提升應用技能和管理能力，幫助員工多方位成長為滿足企業需求的人才。

### 3.3. Development and training

We pay attention to talent development and relevant investment, and provide diversified development space to employees. We formulate the *Training Management Policy* to specify the training on employees, and explore trainers internally through Internal Trainer Management Policy. In order to improve employees' overall qualities and professional and technical levels, we set up a series of training courses based on various phases and positions of employees to encourage employees to quickly integrate into the corporate culture and improve application skills and management abilities, helping employees grow in multi-aspects into talents catering to the corporate needs.



### 三. 員工篇

## EMPLOYEE



#### 新翼培養項目

##### Xinyi training programme

管培生培養：針對新招的應屆儲備幹部。

Management Trainees training: for newly recruited fresh management trainees.

#### 新員工入職集中培訓

##### Centralised orientation training



#### 新將－悅駝培養項目

##### Xinjiang-Yuetuo training programme

項目經理培養：針對骨幹基層管理人員。

Project manager training: for key first-line managers.

#### 新火－內訓師培養項目

##### Xinhuo-Internal trainers training programme

內訓師培養：針對內部自願加入培訓工作的員工。

Internal trainers training: for employees who voluntarily join the training work.



#### 新驀－驀駝培養項目

##### Xinyao-Tuotuo training programme

針對公司中高層管理人員進行綜合素質培養的培訓項目，旨在培養業務能力精湛、善於管理的中高層管理幹部，滿足公司發展戰略和人力資源發展的需要。

It is a comprehensive quality training programme for the Company's middle and senior managements, aiming to cultivate middle and senior management associates with excellent business ability and good at management, so as to satisfy the needs of the Company in development strategy and human resources development.

#### 新領－基層領導力培養項目

##### Xinling-Basic-level leadership training programme

領導力培養：針對各個項目的主管。

Leadership training: for each project directors.





### 三. 員工篇

## EMPLOYEE

#### 3.4. 勞工準則

我們遵守相關法律法規包括但不限於《中華人民共和國勞動法》、《中華人民共和國勞動合同法》和《禁止使用童工規定》等，尊重員工的合法權益，在員工入職時檢查員工的身份證等個人資料，杜絕童工使用。我們嚴格遵守法定的工作時間，控制加班加點，保證員工的休息與身心健康，因工作需要必須安排員工加班和值班的，依法支付加班工資，杜絕強制勞動。

#### 3.4. Labour standards

In compliance with relevant laws and regulations such as the *Labour Law of the People's Republic of China*, the *Labour Contract Law of the People's Republic of China* and the *Provisions on the Prohibition of Using Child Labour*, etc., we respect employees' legitimate rights and interests and checks the employees' identity cards and other personal information when they are employed, so as to eliminate the use of child labour. We strictly abide by the statutory working hours, control the overtime work, and ensure the rest time as well as physical and mental health of employees. If it is necessary to arrange employees to work overtime due to work needs, overtime wages were paid according to laws. Forced labour is not allowed.

## 四. 社會篇

### SOCIETY

## 四. 社會篇

### 4.1. 品牌管理

為了維護品牌形象，我們以《品牌傳播工作管理制度》、《品牌視覺識別(VI)應用管理制度》等制度文件，加強新城悅品牌管理，促進品牌形象的高度統一。我們還通過《官方渠道信息發布更新準則》、《自媒體管理制度》等，規範新城悅官方自媒體、旗下各微信及其他自媒體平臺的建設、維護及管理，加強信息的及時發布與更新，維護企業品牌形象。

由於我們的經營特性，我們不涉及產品標籤的使用，且目前尚無廣告的投放，故沒有建立標籤、廣告方面的管理政策。

## 4. SOCIETY

### 4.1. Brand management

For the protection of brand image, we strengthen the brand management of Xinchengyue and promote the high unification of the brand image through the *Brand Communication Management Policy* and the *Brand Visual Identity (VI) Application Management Policy*. We also regularise the building, maintenance and management of Xinchengyue official We-Media, WeChat Account and other We-Media platforms through the *Guidelines for Information Release and Update from Official Channels* and the *We-Media Management Policy*, enhance the timely release and update of information and protect the enterprise's brand image.

Due to our operating characteristics, there is no use of product labels; we have no investments in advertisement yet, and thus, we have no management policies in aspects of label and advertisement.

## 四. 社會篇

### SOCIETY

#### 4.2. 合作夥伴

我們一貫堅持公平公正的供應商管理機制，謀求與合作夥伴共贏發展。針對提供保潔、綠化、智能化、電梯、消防、施工維修等服務的供應商，我們以《服務供應商管理作業指引》規範供應商的開發、選擇、評估、發展及管理。我們按照供應商的企業資質、管理水平及服務質量等對其進行綜合評估，確定《合格供方名單》，並依據《採購招標作業指引》以邀請招標或公開招標的形式進行選擇。

我們根據《服務供應商現場工作管理作業指引》，對供應商進行監督、管理和考核，安排專門人員定期記錄和評價供應商工作質量，每月上報《供應商月度服務考核記錄表》，年底通過綜合績效評價方法對供應商進行評分定級。我們致力於把自己的環保、安全和企業社會責任理念傳遞給供應商，對他們提出了安全、環保和質量方面的要求，督促供應商規範服務，以管理供應鏈在環境和社會方面的風險。

為避免不當牟利的違法違紀行為，我們要求合作夥伴在簽訂商業合作合同的同时簽署《陽光合作協議》，規範合同雙方的各項活動。

#### 4.2. Partners

We always adhere to equal and fair supplier management system and seek for win-win development with partners. For suppliers of sanitary, gardening, intelligence, elevator, fire protection and construction and maintenance, we adopt the *Operation Guide on Service Supplier Management* to standardise the exploitation, selection, appraisal and development and management on them. We make comprehensive appraisal on suppliers based on their enterprise qualification, management level and service quality to determine the *Qualified Supplier List*, and select suppliers by invitation for bid or open tender in accordance with *Operation Guide on Procurement Bidding*.

We supervise, manage and assess suppliers based on the *Operation Guide on Field Work Management of Service Suppliers*, arrange specialised personnel to regularly record and evaluate suppliers' work quality, and the *Monthly Assessment Sheet on Suppliers' Services* was reported monthly. At the year end, suppliers are classified into various grades through comprehensive performance appraisal method. We are committed to delivering our philosophy on environmental protection, safety and corporate social responsibility to our suppliers, make requirements on them, and require them to standardise their services to manage environmental and social risks in the supply chain.

In order to avoid unlawful profit-making activities, we require the partners to sign the *Sunshine Cooperation Agreement* while signing the commercial cooperation contracts with the Company, so as to regulate the activities of both parties.

## 四. 社會篇

## SOCIETY

### 4.3. 反貪腐

我們嚴格遵守相關法律法規，包括但不限於《中華人民共和國刑法》、《中華人民共和國公司法》、《中華人民共和國招標投標法》、《中華人民共和國反不正當競爭法》和《中華人民共和國反洗錢法》等，制定了《員工職務行為準則》和《員工手冊》等制度文件，在員工入職時進行相關培訓，並要求簽署《承諾書》，禁止員工在工作中出現賄賂、勒索、欺詐及洗黑錢等行為。

我們設定了舉報熱線、舉報信箱、電子郵箱及現場舉報渠道，在外部官網、內部網絡、下屬分子公司辦公場所、商業經營場所、合同文件等地方發布，員工和外部合作單位均可通過這些渠道對違法違紀行為進行舉報，由審計監察部開展獨立的舉報調查，並將調查結果及時向審計委員會匯報。

### 4.4. 社區投資

我們與社區保持良好關係，並通過《慈善與公益活動管理辦法》規範慈善與公益活動，定期評估業務運營活動和社區利益之間的關係，結合我們業務特點，以多種形式向社會提供具有特色的社區活動。

### 4.3. Anti-corruption

In compliance with relevant laws and regulations such as the *Criminal Law of the People's Republic of China*, the *Company Law of the People's Republic of China*, the *Bidding Law of the People's Republic of China*, the *Anti-Unfair Competition Law of the People's Republic of China*, the *Anti-Money Laundering Law of the People's Republic of China*, etc., we formulate the *Code of Professional Conduct of Employees* and the *Employee Handbook*. When joining the Company, employees receive relevant training and are required to sign the Letter of Commitment. Bribery, extortion, fraud and money laundering are strictly prohibited.

We establish reporting channels such as reporting hotline, reporting mailbox, reporting e-mail and on-site reporting, and reporting information is published in external official website, internal network, and workplaces of subsidiaries, business operation places and contracts. Employees and external partners could report violations of laws and discipline via above channels and audit & supervision department will conduct independent investigation and report the result to the Audit Committee in a timely manner.

### 4.4. Community investment

We keep a good relationship with communities, regularise charity and public benefit activities through *Methods on Management of Charity and Public Benefit Activities*. We regularly evaluate the relationship between business operation activities and community benefits, and provide distinctive community activities to the society in various forms combined with characteristics of our business.

## 四. 社會篇

### SOCIETY

#### 案例：植樹節活動

2018年3月，我們在各個小區開展了一系列的植樹節活動，包括綠植知識科普、為小樹命名掛名牌、認領喬木等多種多樣的活動，組織業主帶著孩子共同開展樹木、花卉的種植，並向他們宣傳植樹造林的生態價值，共同促進綠色環保。

#### CASE: ARBOUR DAY ACTIVITY

In March 2018, we carried out a series of Arbour Day activities in various communities, including the popularisation of green plants knowledge, naming little trees and hanging cards on them, and adopting arbours. We also organised owners to plant trees and flowers with their children and propagandised the ecological value of afforestation to them to promote environmental protection.



#### 案例：暖冬衣物捐贈西藏行

2018年10月，我們攜手上海香溢璟庭的業主們共同開展了「暖冬衣物捐贈西藏行」的公益活動，共籌集過冬衣物1,400餘件。2018年11月，這些物資被帶到了西藏，傳遞到了有需要的西藏人民手中。

#### CASE: WINTER CLOTHES DONATED TO TIBET

In October 2018, we carried out a public benefit activity with the theme of "Winter clothes donated to Tibet" with owners from the residential quarter "Shanghai Xiangyijingting", collecting over 1,400 winter clothes. In November 2018, these clothes were transported to Tibet and distributed to the people in need.





## 五. 環境篇

# ENVIRONMENT

## 五. 環境篇

基於物業服務的業務特性，我們的排放物主要來自於辦公場所用電和採暖帶來的溫室氣體排放，以及辦公場所的無害廢棄物排放；使用的資源主要包括辦公場所的用電、用水，以及綠化保潔用水。

我們嚴格遵守相關法律法規，包括但不限於《中華人民共和國環境保護法》及《中華人民共和國節約能源法》等，堅持「綠色運營」的原則，積極踐行環境保護和節能降耗，在西藏新城悅建立環境管理體系，並獲得了GB/T 24001-2016/ISO 14001:2015的外部認證，採用多種節能、節水及減排（包括但不限於溫室氣體排放）的措施及政策，減少對環境的負面影響：

- ✓ 室外公區選用LED燈具，並進行分路控制，加裝時控，開展節能管控；
- ✓ 在有專變電供電的小區、地庫公區（照明、動力）、電梯、景觀、物業用房等地安裝分項計量表，進行能耗分析；
- ✓ 在日常辦公中推行「綠色辦公」，鼓勵全體員工節約用電；
- ✓ 在小區積極推行垃圾分類回收，提高固體垃圾的回收使用率；
- ✓ 制定《裝修垃圾房封閉、清運、垃圾袋裝化管理要求》，建設專門的建築垃圾堆場，對業主裝修產生的建築垃圾統一收集管理，避免二次污染；
- ✓ 鼓勵無紙化辦公，儘量減少文件複印及打印，並提倡雙面打印及廢紙再利用，避免不必要的紙張浪費，減少無害廢棄物的產生；

## 5. ENVIRONMENT

Based on the business characteristics of property service, our emissions mainly comprise of greenhouse gas emissions from electricity and heating in workplace, as well as non-hazardous waste emissions from workplace; the resources used mainly include electricity and water used in workplace, and water used in gardening and cleaning.

In compliance with relevant laws and regulations such as the *Environmental Protection Law of the People's Republic of China* and the *Energy Conservation Law of the People's Republic of China*, etc., we adhere to the principle of "green operation" and actively conduct environmental protection, energy conservation and consumption reduction. We have established environmental management system in Tibet Xinchengyue and obtained the external certification of GB/T 24001-2016/ISO 14001:2015. We adopt a variety of measures and policies of energy conservation, water saving and emission reduction (including without limitation green house gas emission) to lower negative impacts on the environment:

- ✓ LED tubes are used in outdoor public areas with shunt control and time control for the energy conservation purpose;
- ✓ Classified meters are installed in communities with specialised power transformation and supply, public areas in basement (lighting, power), elevators, landscapes and property houses, and conduct energy analysis;
- ✓ "Green office" is promoted in daily office work to encourage all employees to save electricity;
- ✓ Waste sorting and recycling is actively promoted in communities to improve the recycling and utilisation rates of solid wastes;
- ✓ The Requirements on the Management of Closed and Cleared Waste Houses and Waste Bagging Collection is formulated. Special construction waste dumping sites are built to collect and manage the construction wastes generated by owners to avoid secondary pollution;
- ✓ Paperless office is encouraged in minimising document copying and printing, and promoting double-sided printing and waste paper recycling to avoid unnecessary paper waste and reduce the generation of non-hazardous wastes;



環境管理體系認證證書  
Environment management system certificate

## 五. 環境篇

### ENVIRONMENT

- ✓ 小區市政總管接入口設置總表，按區域設置分表，開展用水分析；
- ✓ 使用乾濕一體掃地機、掃地車等設備，減少用水；
- ✓ 採用霧凇系統進行綠化澆水，降低綠化水耗；
- ✓ 對用水設備進行日常維護，杜絕跑冒滴漏。

我們通過多種節能的措施，減少溫室氣體排放；我們使用的水資源為市政供水，不存在求取水源方面的問題。通過實施一系列綠色辦公措施，如無紙化辦公和電力分控，我們可以最大限度地減少運營和辦公活動對環境的影響。此外，通過廢物分類和回收，我們期望可以大大減少廢物的產生和排放。我們在經營過程中不涉及大量使用不可再生能源、森林資源，或影響生物多樣性等，因此層面A3（環境及天然資源）不適用於本集團。

- ✓ A general meter is set at the inlet of the municipal water header pipe in communities while sub-metres are set according to areas, and conduct water analysis;
- ✓ Dry-wet sweepers and ride-on sweepers are adopted to reduce water use;
- ✓ Artificial rime system is used for gardening and watering to reduce water consumption in gardening;
- ✓ Water equipment is maintained on a daily basis to prevent water dripping and leakage.

We reduce greenhouse gas emissions through a variety of energy-saving measures; the water resources we use come from municipal water, and thus, there are no issues with water sourcing. By implementing a series of green office measures, such as a paperless office and electricity shunt control, we can minimize the impacts of our operation and offices on the environment. Also by waste sorting and recycling, we expect that we can substantially reduce the generation and discharge of waste. The use of large amounts of non-renewable energies, forest resources or impacts on biodiversity are not involved during our operations. Therefore, Aspect A3 (The Environment and Natural Resources) is not applicable to the Group.



乾濕一體掃地機、掃地車  
Dry-wet sweeper and ride-on sweeper



垃圾分類收集  
Collection houses for construction wastes



霧凇系統綠化澆水  
Gardening and watering by artificial rime system



建築垃圾收集房  
Collection of classified wastes

## 五. 環境篇

# ENVIRONMENT

### 關鍵績效指標：

### Key Performance Indicators:

<b>排放物<sup>1</sup></b>	2018年
<b>Emissions<sup>1</sup></b>	2018
溫室氣體排放總量（噸二氧化碳當量） <sup>2</sup>	
Total greenhouse gas emissions (tCO <sub>2</sub> e) <sup>2</sup>	151,995
溫室氣體排放密度（噸二氧化碳當量／百萬元人民幣收入）	
Intensity of greenhouse gas emission (tCO <sub>2</sub> e/million RMB revenue)	132.18
無害廢棄物排放總量（噸） <sup>3</sup>	
Total non-hazardous waste (tonnes) <sup>3</sup>	1,149.95
無害廢棄物密度（噸／百萬元人民幣收入）	
Intensity of non-hazardous wastes (tonnes/million RMB revenue)	1.99
<b>資源使用<sup>4</sup></b>	2018年
<b>Use of Resources<sup>4</sup></b>	2018
能源消耗總量（兆瓦時） <sup>5</sup>	
Total energy consumption (MWh) <sup>5</sup>	222,948
能源消耗密度（兆瓦時／百萬元人民幣收入）	
Intensity of energy consumption (in MWh/million RMB revenue)	193.88
總耗水量（噸）	
Total Water consumption (tonnes)	4,968,893
總耗水密度（噸／百萬元人民幣收入）	
Intensity of water consumption (tonnes/million RMB revenue)	4,320.97

註：

Note:

- |   |   |
|---|---|
| <p>1. 由於業務特性，本集團不產生廢氣排放物；廢水排入市政管網，本集團對廢水排放量和污染物無法監測，故關鍵績效指標A1.1（排放物種類及相關排放數據）在本報告中不作披露；</p> <p>2. 本報告中披露的溫室氣體排放數據和資源使用數據覆蓋本集團代業主墊付的部分；</p> <p>3. 溫室氣體核算按二氧化碳當量呈列，並依據國家發展和改革委員會發布的《公共建築運營企業溫室氣體排放核算方法與報告指南》進行核算；</p> <p>4. 本集團辦公過程中產生的有害廢棄物為少量廢硒鼓、廢墨盒等，且均由有資質的回收商進行回收循環利用，對環境所產生的影響較小，故關鍵績效指標A1.3（所產生有害廢棄物的總量）在本報告中不作披露；</p> <p>5. 由於本集團的運營中不涉及包裝材料的使用，故關鍵績效指標A2.5（製成品所用包裝材料的總量）不適用；</p> <p>6. 本集團能源消耗僅包含間接能源消耗，能源消耗總量根據用电量、採暖量進行計算。</p> | <p>1. Due to business characteristics, the Group does not generate any exhaust emissions; the Group cannot monitor discharge amount of wastewater and pollutants due to the discharge of waste water into municipal pipes. Therefore, KPI A1.1 (The types of emissions and respective emissions data) is not disclosed in the report;</p> <p>2. The greenhouse gas emission data and resource use data disclosed in the report cover the portion of the Group's advances on behalf of owners.</p> <p>3. Greenhouse gas emissions are presented as ton CO<sub>2</sub> equivalent and accounted according to the <i>Accounting Methods and Reporting Guide for Greenhouse Gas Emissions from Public Building Operators</i> issued by the National Development and Reform Commission;</p> <p>4. The hazardous wastes generated during the Group's operation are waste toner cartridges and waste ink boxes in a small amount, which are recycled by qualified recyclers, with less impact on the environment. Therefore, KPI A1.3 (Total hazardous waste produced) is not disclosed in the report;</p> <p>5. The use of packaging materials is not related to the operation of the Group. Therefore, KPI A2.5 (Total packaging material used for finished products) is not applicable;</p> <p>6. The Group's energy consumption only includes indirect energy consumption, and the total energy consumption is calculated based on electricity consumption and heating capacity.</p> |
|---|---|



## 附錄I：ESG報告指引對照表

## APPENDIX I: ESG REPORTING GUIDANCE INDEX

層面 Aspect	一般披露要求 General Disclosure	報告索引 Index
A1	<p><b>排放物：</b> <b>Emissions</b></p> <p>有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： Information on:</p> <p>(a) 政策；及 the policies; and</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例的資料。 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.</p> <p>註：廢氣排放包括氮氧化物、硫氧化物及其他受國家法律及規例規管的污染物。 Note: Air emissions include NOx, SOx, and other pollutants regulated under national laws and regulations.</p> <p>溫室氣體包括二氧化碳、甲烷、氧化亞氮、氫氟碳化合物、全氟化碳及六氟化硫。 Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride.</p> <p>有害廢棄物指國家規例所界定者。 Hazardous wastes are those defined by national regulations.</p>	<p>五.環境篇 5. Environment</p>
KPI A1.1	<p>排放物種類及相關排放數據。 The types of emissions and respective emissions data.</p>	<p>五.環境篇 5. Environment</p>
KPI A1.2	<p>溫室氣體總排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。</p>	<p>五.環境篇 5. Environment</p>
KPI A1.3	<p>Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).</p> <p>所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。</p>	<p>五.環境篇 5. Environment</p>
KPI A1.4	<p>Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).</p> <p>所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。</p>	<p>五.環境篇 5. Environment</p>
KPI A1.5	<p>Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).</p> <p>描述減低排放量的措施及所得成果。</p>	<p>五.環境篇 5. Environment</p>
KPI A1.6	<p>Description of measures to mitigate emissions and results achieved.</p> <p>描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果。</p>	<p>五.環境篇 5. Environment</p>
A2	<p>描述如何處理有害及無害廢棄物，減低產生量的措施及所得成果。 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.</p> <p><b>資源使用：</b> <b>Use of Resources</b></p> <p>有效使用資源（包括能源、水及其他原材料）的政策。 Policies on the efficient use of resources, including energy, water and other raw materials.</p> <p>註：資源可用於生產、儲存、運輸、樓宇、電子設備等。 Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.</p>	<p>五.環境篇 5. Environment</p>

## 附錄I：ESG報告指引對照表

### APPENDIX I: ESG REPORTING GUIDANCE INDEX

層面 Aspect	一般披露要求 General Disclosure	報告索引 Index
KPI A2.1	按類型劃分的直接及／或間接能源（如電、氣或油）總耗量（以千個千瓦時計算）及密度（如以每產量單位、每項設施計算）。 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	五.環境篇 5. Environment
KPI A2.2	總耗水量及密度（如以每產量單位、每項設施計算）。 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	五.環境篇 5. Environment
KPI A2.3	描述能源使用效益計劃及所得成果。 Description of energy use efficiency initiatives and results achieved.	五.環境篇 5. Environment
KPI A2.4	描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	五.環境篇 5. Environment
KPI A2.5	製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位佔量。 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	不適用 N/A
A3	<b>環境及天然資源：</b> <b>The Environment and Natural Resources</b> 減低發行人對環境及天然資源造成重大影響的政策。 Policies on minimising the issuer's significant impact on the environment and natural resources.	不適用 N/A
KPI A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	
B1	<b>僱傭：</b> <b>Employment</b> 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： Information on: (a) 政策；及 the policies; and (b) 遵守對發行人有重大影響的相關法律及規例的資料。 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.	3.1 合法僱傭 3.1 Legal employment

## 附錄I：ESG報告指引對照表

### APPENDIX I: ESG REPORTING GUIDANCE INDEX

層面 Aspect	一般披露要求 General Disclosure	報告索引 Index
B2	<p><b>健康與安全：</b> <b>Health and Safety</b></p> <p>有關提供安全工作環境及保障僱員避免職業性危害的： Information on:</p> <p>(a) 政策；及 the policies; and</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例的資料。 compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to providing a safe working environment and protecting employees from occupational hazards.</p>	<p>3.2 健康與安全 3.2 Health and safety</p>
B3	<p><b>發展及培訓：</b> <b>Development and Training</b></p> <p>有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.</p> <p>註：培訓指職業培訓，可包括由僱主付費的內外部課程。 Note: Training refers to vocational training. It may include internal and external courses paid by the employer.</p>	<p>3.3 發展與培訓 3.3 Development and training</p>
B4	<p><b>勞工準則：</b> <b>Labour Standards</b></p> <p>有關防止童工或強制勞工的： Information on:</p> <p>(a) 政策；及 the policies; and</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例。 compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to preventing child and forced labour.</p>	<p>3.4 勞工準則 3.4 Labour Standards</p>
B5	<p><b>供應鏈管理：</b> <b>Supply Chain Management</b></p> <p>管理供應鏈的環境及社會風險政策。 Policies on managing environmental and social risks of the supply chain.</p>	<p>4.2 合作夥伴 4.2 Partners</p>

## 附錄I：ESG報告指引對照表

### APPENDIX I: ESG REPORTING GUIDANCE INDEX

層面 Aspect	一般披露要求 General Disclosure	報告索引 Index
B6	<p><b>產品責任：</b> <b>Product Responsibility</b></p> <p>有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： Information on:</p> <p>(a) 政策；及 the policies; and</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例的資料。 compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.</p>	<p>2.1 質量管控 2.1 Quality management and control</p> <p>2.2 創新服務 2.2 Innovative services</p> <p>2.3 客戶體驗 2.3 Customer experience</p> <p>4.1 品牌管理 4.1 Brand management</p>
B7	<p><b>反貪污：</b> <b>Anti-corruption</b></p> <p>有關防止賄賂、勒索、欺詐及洗黑錢的： Information on:</p> <p>(a) 政策；及 the policies; and</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例的資料。 compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to bribery, extortion, fraud and money laundering.</p>	<p>4.3 反貪腐 4.3 Anti-corruption</p>
B8	<p><b>社區投資：</b> <b>Community Investment</b></p> <p>有關以社區參與來瞭解營運所在社區需要和確保其業務活動會考慮社區利益的政策。 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.</p>	<p>4.4 社區投資 4.4 Community investment</p>

## 附錄II：讀者意見反饋表

### APPENDIX II: READERS FEEDBACK FORM

感謝您閱讀《新城悅控股有限公司2018年環境、社會與管治報告》，為更好地向利益相關方提供有價值的信息，提高履行社會責任的能力和水平，我們誠摯邀請您對本報告提出寶貴意見和建議。

您可填寫反饋表，並通過以下方式反饋給我們：

郵寄地址：中國上海市普陀區中江路388弄5號  
新城控股大廈B座12層  
郵箱：info@xinchengyue.com

Thank you for reading the Xinchengyue Holdings Limited 2018 ESG Report. In order to provide more valuable information to the Group's stakeholders and improve its ability and level of fulfilling social responsibilities, we would welcome any feedback or suggestions you might have about this report.

You can send this form to any of the following:

Mailing address: Floor 12, Future Holdings Tower B, No.5, Lane 388, Zhongjiang Road, Shanghai, PRC  
E-mail address: info@xinchengyue.com

1. 您對本公司環境、社會與管治報告的總體評價：  
How would you rate your opinion of the Report?

☐ 好      ☐ 較好      ☐ 一般      ☐ 較差      ☐ 差  
Very High      High      Neutral      Low      Very Low

2. 您對本公司履行經濟、社會、環境責任的評價：  
How would you rate your opinion of the economic, social and environmental responsibilities of the Company?

經濟責任	<input type="checkbox"/> 好	<input type="checkbox"/> 較好	<input type="checkbox"/> 一般	<input type="checkbox"/> 較差	<input type="checkbox"/> 差
Economic responsibility	Very High	High	Neutral	Low	Very Low
社會責任	<input type="checkbox"/> 好	<input type="checkbox"/> 較好	<input type="checkbox"/> 一般	<input type="checkbox"/> 較差	<input type="checkbox"/> 差
Social responsibility	Very High	High	Neutral	Low	Very Low
環境責任	<input type="checkbox"/> 好	<input type="checkbox"/> 較好	<input type="checkbox"/> 一般	<input type="checkbox"/> 較差	<input type="checkbox"/> 差
Environmental responsibility	Very High	High	Neutral	Low	Very Low

3. 您認為本報告能否反映本公司的社會責任實踐對經濟、社會、環境的影響？  
Please rate the effectiveness of this Report in reflecting the economic, social and environmental impact the Company has brought about through its social responsibility practices?

☐ 能很好反映    ☐ 能較好反映    ☐ 能一般反映    ☐ 不太能反映    ☐ 不能反映  
Excellent      Good      Fair      Poor      Terrible

4. 您認為本報告披露的信息、數據、指標的清晰度、準確度和完整性如何？  
How would you rate your opinion of the clarity, accuracy and completeness of the information, data and indicators the Report has disclosed?

清晰度	<input type="checkbox"/> 好	<input type="checkbox"/> 較好	<input type="checkbox"/> 一般	<input type="checkbox"/> 較差	<input type="checkbox"/> 差
Clarity	Very High	High	Neutral	Low	Very Low
準確度	<input type="checkbox"/> 好	<input type="checkbox"/> 較好	<input type="checkbox"/> 一般	<input type="checkbox"/> 較差	<input type="checkbox"/> 差
Accuracy	Very High	High	Neutral	Low	Very Low
完整性	<input type="checkbox"/> 好	<input type="checkbox"/> 較好	<input type="checkbox"/> 一般	<input type="checkbox"/> 較差	<input type="checkbox"/> 差
Completeness	Very High	High	Neutral	Low	Very Low

5. 您認為本報告的內容安排和版式設計是否方便閱讀？  
Do you find the Report in easy-to-read contents and formatting?

☐ 是      ☐ 一般      ☐ 否  
Yes      Neutral      No

6. 您對本公司的工作和本報告的其他意見和建議：  
Feel free to share any comments or suggestions you may have on the Company and the report:

感謝您的熱情反饋和寶貴時間！  
Thank you very much for your gracious gesture and valuable time!



**Xinchengyue Holdings Limited**  
**新城悦控股有限公司**