



2019

Environmental, Social and Governance Report

環境、社會及管治報告



XINGYE WULIAN SERVICE GROUP CO. LTD.

興業物聯服務集團有限公司

(incorporated in 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 : 9916

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ABOUT THIS REPORT

關於本報告

Xingye Wulian Service Group Co. Ltd. (the “Company”), together with its subsidiaries (the “Group”), is pleased to present this Environmental, Social and Governance Report (the “Report”) to provide an overview of the Group’s management of significant issues affecting the operation, including environmental, social and governance (“ESG”) issues for the year ended 31 December 2019. This Report is prepared by the Group with the professional assistance of APAC Compliance Consultancy and Internal Control Services Limited.

The board of directors of the Company (the “Board”) has the overall responsibility for the Company’s ESG strategy and reporting. Our management is responsible for evaluating, determining, monitoring and managing ESG-related risks and the effectiveness of the ESG management system.

PREPARATION BASIS AND SCOPE

This Report is prepared in accordance with Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) (the “Listing Rules”) – “Environmental, Social and Governance Reporting Guide” and has complied with “comply or explain” provision in the Listing Rules.

This Report summarises the performance of the Group in respect of corporate social responsibility, covering its operating activities which are considered as material by the Group – property management and value-added services and property engineering services in the People’s Republic of China (the “PRC”). With the aim to optimise and improve the disclosure requirements in the Report, the Group has taken initiative to formulate policies, record relevant data as well as implement and monitor measures. This Report shall be published both in Chinese and English on the website of Stock Exchange. Should there be any discrepancy between the Chinese and the English versions, the English version shall prevail.

興業物聯服務集團有限公司(「本公司」，連同其附屬公司統稱為「本集團」)欣然提呈本環境、社會及管治報告(「本報告」)，概述本集團於截至二零一九年十二月三十一日止年度對影響其營運的重大事宜(包括環境、社會及管治「ESG」事宜)的管理。本報告乃由本集團在亞太合規顧問及內控服務有限公司之專業協助下編製。

本公司董事會(「董事會」)對本公司的ESG策略及報告負有總體責任。我們的管理層負責評估、釐定、監測及管理與ESG相關的風險及ESG系統的效能。

編製基準及範圍

本報告乃依照香港聯合交易所有限公司(「聯交所」)證券上市規則(「上市規則」)附錄二十七—「環境、社會及管治報告指引」而編製並遵守上市規則「不遵守就解釋」條文。

本報告概述本集團於企業社會責任方面的表現，涵蓋本集團視為重要的於中華人民共和國(「中國」)的經營活動—物業管理及增值服務以及物業工程服務。為優化和完善本報告的披露要求，本集團已主動制定政策、記錄相關數據、實施及監督措施。本報告以中、英文版本在聯交所網站刊發。中、英文版本如有任何歧異，概以英文版本為準。



REPORTING PERIOD

This Report demonstrates our sustainability initiatives during the reporting period from 1 January 2019 to 31 December 2019 (the "Reporting Period").

CONTACT INFORMATION

The Group welcomes your feedback on this Report for our sustainability initiatives. Please contact us by email to service@xingyewulian.com.

報告期間

本報告列載我們於二零一九年一月一日起至二零一九年十二月三十一日止報告期間（「報告期間」）的可持續發展措施。

聯絡資料

本集團歡迎閣下對本報告提出任何可持續發展措施方面的反饋意見。請通過電郵至service@xingyewulian.com與我們聯絡。



INTRODUCTION

緒言

The Group is principally engaged in the provision of the property management and value-added services, property engineering services and ancillary food supply services in the PRC. Being one of the largest non-residential property management service provider in Henan Province, we provide a wide range of property management services which include security, cleaning, greening and gardening, parking space management, repair and maintenance for common areas and customer services, and value-added services which include repair and maintenance for exclusive use areas, renovation waste clearance, intermediary leasing services, etc. In order to enhance the quality of the property management systems of our customers, the Group also provides our customers with property engineering services which include the planning, design and installation of security and surveillance systems, access control systems, car park management systems and construction site management systems.

In 2019, our portfolio of properties under management expanded rapidly, with the gross floor area ("GFA") increased by 50% from approximately 1.6 million square meters ("sq.m.") as at the end of 2018 to approximately 2.4 million sq.m. as at the end of 2019. Although the Group expands rapidly, we understand sustainability is essential for the Group's growth in order to achieve business excellence and enhance capabilities for long-term competitiveness. The Group has established and implemented various policies to manage and monitor the risks related to the environment, employment, operating practices and community. Details of the management approaches to sustainable development of different areas are illustrated in this Report.

本集團主要於中國從事提供物業管理及增值服務、物業工程服務及副食品供應服務。作為河南省最大非住宅物業管理服務供應商之一，我們提供廣泛的物業管理服務（包括保安、清潔、綠化及園藝、停車位管理、公共區域的維修保養以及客戶服務）及增值服務（包括專用區域的維修保養、裝修廢料清理、中介租賃服務等）。為提升我們客戶物業管理系統的質量，本集團亦為客戶提供物業工程服務，包括規劃、設計及安裝保安及監控系統、門禁系統、停車場管理系統及建築工地管理系統。

於二零一九年，我們的在管物業組合快速擴張，建築面積（「建築面積」）由二零一八年底的約1.6百萬平方米（「平方米」）增加50%至二零一九年底的約2.4百萬平方米。儘管本集團擴張迅速，但我們深知可持續性對本集團發展以獲得業務優勢及提升長期競爭力而言至關重要。本集團已制定並實施各項政策，以管理及監控與環境、僱傭、營運慣例及社區相關的風險。不同領域的可持續發展管理方式詳情於本報告闡述。

STAKEHOLDERS ENGAGEMENT

持份者參與



The Group understands the success of the Group's business depends on the support from its key stakeholders, who (a) have invested or will invest in the Group; (b) have the ability to influence the outcomes within the Group; and (c) are interested in or affected by or have the potential to be affected by the impact of the Group's activities, products, services and relationships. It allows the Group to understand risks and opportunities. The Group will continue to ensure effective communication and maintain good relationship with each of its key stakeholders.

Stakeholders are prioritised from time to time in view of the Group's roles and duties, strategic plan and business initiatives. The Group engages with its stakeholders to develop mutually beneficial relationships and to seek their views on its business proposals and initiatives as well as to promote sustainability in the marketplace, workplace, community and environment.

The Group acknowledges the importance of information and feedback gained from the stakeholders' insights, inquiries and continuous interest in the Group's business activities. The Group has identified key stakeholders that are important to our business and established various channels for communication. The following table provides an overview of the Group's key stakeholders, and various platforms and methods of communication are used to reach, listen and respond.

本集團深知本集團業務之成功取決於其主要持份者之支持，該等持份者(a)已投資或將投資於本集團；(b)有能力影響本集團內產生之結果；及(c)於本集團之活動、產品、服務及關係中擁有權益或受其影響或可能受其影響。透過持份者，本集團可了解風險及機遇。本集團將繼續確保與各主要持份者維持有效溝通和保持良好關係。

本集團不時因應其角色及職責、策略規劃及業務舉措而排列持份者的優先次序。本集團與其持份者接洽，旨在建立互惠關係並尋求彼等對業務計劃及舉措以及促進於市場、工作場所、社區及環境可持續發展方面之意見。

本集團認同自持份者之見解、查詢及對本集團業務活動之持續關注中所得資料及反饋之重要性。本集團已識別對我們業務至關重要之主要持份者，並建立各種溝通渠道。下表概述本集團之主要持份者及用於接收、聆聽及回應的各類溝通平台及方法。

Stakeholders	Issues of Concerns	Engagement channels	Practices
持份者	關注事項	參與渠道	常規
Government and Market Regulator	<ul style="list-style-type: none"> – Compliance with the laws and regulations – Proper tax payment – Disclosure information 	<ul style="list-style-type: none"> – Research and discussions through work conferences, work reports preparation and submission for approval – Annual reports and announcements – Company website – Supervision and inspection 	<ul style="list-style-type: none"> – Operated, managed and paid taxes according to laws and regulations – Complied with regulatory requirements in a strict manner – Disclosed and reported true information in a timely and accurate manner according to law
政府及市場監管者	<ul style="list-style-type: none"> – 遵守法律法規 – 妥當繳納稅款 – 披露資料 	<ul style="list-style-type: none"> – 透過工作會議、工作報告編製及提交審批開展研究及討論 – 年報及公告 – 公司網站 – 監督及檢查 	<ul style="list-style-type: none"> – 根據法律及法規營運、管理及納稅 – 嚴格遵守法規要求 – 依法及時、準確地披露及報告真實資料



Stakeholders	Issues of Concerns	Engagement channels	Practices
持份者	關注事項	參與渠道	常規
Shareholders and Investors	<ul style="list-style-type: none"> Information disclosure and transparency Protection of interests and fair treatment of shareholders 	<ul style="list-style-type: none"> Annual reports, interim reports and announcements Company website 	<ul style="list-style-type: none"> Issued notices of general meeting and proposed resolutions according to regulations, disclosed company's information by publishing announcements and other periodic reports (as required) in the year Carried out different forms of investor activities with an aim to improve investors' recognition Disclosed company contact details on website and in reports and ensured the availability and effectiveness of all communication channels
股東及投資者	<ul style="list-style-type: none"> 信息披露及公開透明 保護股東權益及公平對待股東 	<ul style="list-style-type: none"> 年報、中報及公告 公司網站 	<ul style="list-style-type: none"> 按規定發佈股東大會通知及議案，通過於年內發佈公告及其他定期報告（按規定）披露公司資料 開展多種形式的投資者活動，提高投資者的認可度 在網站和報告中公開公司聯絡方式，並確保各種溝通渠道暢通有效

Stakeholders	Issues of Concerns	Engagement channels	Practices
持份者	關注事項	參與渠道	常規
Employees	<ul style="list-style-type: none"> Occupational health and safety Working environment Career development opportunities Self-actualisation 	<ul style="list-style-type: none"> Training, seminars, briefing sessions Cultural and sport activities Intranet and emails Employee survey 	<ul style="list-style-type: none"> Provided a healthy and safe working environment Developed a fair mechanism for recruitment and promotion Provided various communication channels for employees Organised periodic employee training and development Cared for employees by helping those in need and organising employee activities
僱員	<ul style="list-style-type: none"> 職業健康及安全 工作環境 職業發展機會 自我實現 	<ul style="list-style-type: none"> 培訓、研討會、簡介會 文化及體育活動 內部網及電郵 僱員調查 	<ul style="list-style-type: none"> 提供健康及安全的工作環境 建立公平的招聘及晉升機制 為僱員提供多種溝通渠道 組織定期僱員培訓及發展 關愛僱員、幫助困難僱員，組織僱員活動



Stakeholders	Issues of Concerns	Engagement channels	Practices
持份者	關注事項	參與渠道	常規
Customers	<ul style="list-style-type: none"> Safe and high-quality products Stable relationship 	<ul style="list-style-type: none"> Company website, brochures, annual reports and announcements Feedback forms (once every half year) Mobile phone application-"Ai Ban" Customer service hotline 	<ul style="list-style-type: none"> Organised marketing activities and visits to customers Improved customer satisfaction rate
客戶	<ul style="list-style-type: none"> 安全及優質產品 穩定的關係 	<ul style="list-style-type: none"> 公司網站、小冊子、年度報告及公告 意見反饋表(每半年一次) 移動應用程式-「愛辦」 客戶服務熱線 	<ul style="list-style-type: none"> 組織營銷活動及拜訪客戶 提升客戶滿意度
Suppliers and Business partners	<ul style="list-style-type: none"> Long-term partnership Honest cooperation Tendering process 	<ul style="list-style-type: none"> Business meetings, supplier conferences, phone calls, interviews On-site audit or checks 	<ul style="list-style-type: none"> Invited tenders to select best suppliers and contractors Performed contracts according to agreements Enhanced daily communication, and established long-term cooperation with quality suppliers and contractors
供應商及業務合作夥伴	<ul style="list-style-type: none"> 長期合作關係 誠實合作 招標程序 	<ul style="list-style-type: none"> 業務會議、供應商會議、電話、面訪 現場審核或檢查 	<ul style="list-style-type: none"> 邀請投標方甄選最佳供應商及承包商 根據協議履行合約 加強日常溝通，與優質供應商及承包商建立長期合作關係。

Stakeholders	Issues of Concerns	Engagement channels	Practices
持份者	關注事項	參與渠道	常規
Peer/Industry associations	<ul style="list-style-type: none"> Experience sharing Corporations Fair competition 	<ul style="list-style-type: none"> Industry conference Site visit 	<ul style="list-style-type: none"> Practiced fair competition Cooperated with peers to achieve a win-win situation, and shared experiences and attended seminars related to the industry so as to promote sustainable development of the industry.
同業／行業協會	<ul style="list-style-type: none"> 經驗分享 合作 公平競爭 	<ul style="list-style-type: none"> 行業會議 實地拜訪 	<ul style="list-style-type: none"> 踐行公平競爭 與同業合作實現雙贏、分享經驗以及參加行業相關研討會，以推動行業可持續發展。
Public and community	<ul style="list-style-type: none"> Contribution to community development Social responsibilities 	<ul style="list-style-type: none"> Charity and social investment Environmental responsibilities 	<ul style="list-style-type: none"> Participated in community development by organising public activities and donations etc.
公眾及社區	<ul style="list-style-type: none"> 回饋社區發展 社會責任 	<ul style="list-style-type: none"> 慈善及社會投資 環境責任 	<ul style="list-style-type: none"> 通過組織公共活動及捐贈等方式參與社區發展。

Through general communication with stakeholders, the Group understands the expectations and concerns from stakeholders. The feedback obtained allows the Group to make more informed decisions, and to better assess and manage the resulting impact.

The Group has adopted the principle of materiality in the Report by understanding the key ESG issues that are important to the business of the Group. All the key ESG issues and key performance indicators (KPIs) are reported in the Report according to recommendations of the ESG Reporting Guide (Appendix 27 of the Listing Rules) and the Global Reporting Initiative ("GRI") Guidelines.

透過與持份者的全面溝通，本集團了解持份者的期望及顧慮。所獲得的反饋令本集團可作出更為明智的決定，以及更好地評估及管理其產生的影響。

本集團透過了解對本集團的業務而言屬重要的關鍵ESG議題，已於本報告中採納重要性原則。根據上市規則附錄二十七ESG報告指引及全球報告倡議組織指引「GRI」的推薦建議，本集團已於本報告中匯報所有關鍵ESG議題和關鍵績效指標。



The Group has evaluated the materiality and importance in ESG aspects through the following steps:

Step 1: Identification – Industry Benchmarking

- Relevant ESG areas were identified through the review of relevant ESG reports of the local and international industry peers.
- The materiality of each ESG area was determined based on the importance of each ESG area to the Group through internal discussion of the management and the recommendation of ESG Reporting Guide (Appendix 27 of the Listing Rules).

Step 2: Prioritisation – Stakeholder Engagement

- The Group discussed with key stakeholders on key ESG areas identified above to ensure all the key aspects to be covered.

Step 3: Validation – Determining Material Issues

- Based on the discussion with key stakeholders and internal discussion among the management, the Group's management ensured all the key and material ESG areas, which were important to the business development, were reported and in compliance with ESG Reporting Guide.

As a result of this process carried out in 2019, those important ESG areas to the Group were discussed in this Report.

本集團已透過採取下列步驟評估ESG方面之重要性及重大性：

步驟1：識別－行業基準

- 透過審閱本地及國際同行之相關ESG報告，識別ESG相關範疇。
- 各ESG範疇之重要性乃基於透過管理層內部討論得出其對本集團的重要程度，並按上市規則附錄二十七ESG報告指引之推薦意見而釐定。

步驟2：優先次序－持份者參與

- 本集團就上文識別之主要ESG範疇與主要持份者進行討論，以確保涵蓋所有重要範疇。

步驟3：確認－釐定重大議題

- 基於與主要持份者之討論及管理層內部討論，本集團管理層確保所有對業務發展屬重要之主要及重大ESG範疇均予以呈報，且遵守ESG報告指引。

由於該程序於二零一九年實施，對本集團屬重要之ESG範疇均已於本報告內討論。



ENVIRONMENTAL ASPECT

環境層面

Most of the Group's operation is office-based and its business activities do not have significant impact on the environment and natural resources. In spite of this, as a responsible corporate, the Group is in strict compliance with the relevant laws and regulations in the PRC to mitigate the impacts of our operations on the environment. During the Reporting Period, the Group is not aware of any non-compliance issue in relation to environmental laws of the PRC.

ASPECT A1: EMISSIONS

The Group strictly complies with relevant laws and regulations in relation to environmental emissions and pollution discharge, including but not limited to the Environmental Protection Law of the People's Republic of China and the Energy Conservation Law of the People's Republic of China. We adopt a variety of measures and policies of energy conservation, water saving and emission reduction to lower negative impacts on the environment. In addition, we provide clear guidelines on the daily environmental protection for our staff, such as management of use of electricity, water, paper and office supplies, and are devoted to promoting various emission reduction and energy saving projects in the course of our daily operation.

Air Pollutants Emission

Air pollutant emission control is essential to mitigate the impact on the environment and to protect the health of employees. No substantial air pollutants emissions are generated from any type of fuels in daily operation as the Group is not engaged in any industrial production and does not have any motor vehicle.

During the Reporting Period, the Group was not aware of any non-compliance with the relevant laws and regulations in relation to environmental emissions.

本集團的大多數業務於辦公室進行，其業務活動對環境或天然資源並無重大影響。儘管如此，作為負責任的企業，本集團嚴格遵守中國的相關法律與法規，以減輕我們的營運對環境的影響。於報告期間，本集團並不知悉任何有關中國環境法的不合規事宜。

層面A1：排放物

本集團嚴格遵守有關環境排放物及污染排放的法律法規，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》。我們採用多種節能、節水及減排的措施及政策，減少對環境的負面影響。此外，我們給員工提供了清晰的日常環境保護指引，比如對用水電、紙張和辦公用品的管理，我們還致力於在日常工作中開展各種各樣的節能減排項目。

空氣污染物排放

空氣污染物排放控制對降低對環境的影響及保護僱員健康至關重要。由於本集團並無從事任何工業生產且並無擁有任何汽車，因此在日常營運中，任何類型的燃料均不會產生大量的空氣污染物排放。

於報告期間，本集團概不知悉任何違反有關環境排放物之相關法律及法規的情況。



Greenhouse Gas (GHG) Emission

The Group recognises that climate change concerns the community as it affects our daily life and poses a risk to its business. Hence the Group is committed to mitigating the effects of climate change and protecting the health of employees. As a property management provider, our main source of emission is the indirect emission through electricity consumption for our office operation. The Group attaches great importance to reduce the carbon footprint by adopting energy saving initiatives as mentioned in the section "Use of Resources".

During the Reporting Period, the emission of GHG is as follows:

GHG emission ¹ 溫室氣體排放 ¹	Unit 單位	2019 二零一九年
Scope 1 ² 範疇一 ²	tonnes of CO ₂ -e 噸二氧化碳當量	—
Scope 2 ³ 範疇二 ³	tonnes of CO ₂ -e 噸二氧化碳當量	368.17
Total GHG emission 溫室氣體排放總計	tonnes of CO ₂ -e 噸二氧化碳當量	368.17
GHG emission intensity 溫室氣體排放密度	tonnes of CO ₂ -e/m ² 噸二氧化碳當量／平方米	0.72

溫室氣體排放

本集團認識到氣候變化對社區的影響，因其影響我們的日常生活並對其業務構成風險。因此，本集團致力於減輕氣候變化的影響，並保護僱員的健康。作為物業管理提供商，我們的主要排放來源為我們辦公室營運消耗電力所造成的間接排放。本集團非常著重採用「資源使用」一節提及的節能倡議，以減少碳足跡。

於報告期間，溫室氣體排放如下：

- 1 The calculation of the GHG emission is based on the "Corporate Accounting and Reporting Standard" from greenhouse gas protocol.
- 2 Scope 1: Direct emission from sources that are owned or controlled by the Group.
- 3 Scope 2: Indirect emissions from the generation of purchased electricity consumed by the Group.

- 1 溫室氣體排放量的計算乃基於溫室氣體議定書的「企業會計和報告準則」。
- 2 範疇1：本集團擁有或控制的來源的直接排放。
- 3 範疇2：本集團消耗的購入電力所產生的間接排放。

Case: “Low Carbon Action, Protect our Blue Sky” promotional activity
案例：「低碳行動，保護我們的藍天」推廣活動



In order to promote the energy conservation and low carbon life style, the Group launched the promotional activity “Low Carbon Action, Protect our Blue Sky” on 19 June 2019, so as to create the social atmosphere by raising the public awareness of energy conservation and low carbon life styles through advocating energy conservation and environmental protection. Conservation can begin with changes, such as taking public transport instead of driving private car, setting the air conditioning at 25 degree Celsius to allow it running at its optimal performance level, reducing the use of non-reusable items, sorting the waste, repairing and utilising old or discarded things, etc.. This aims to achieve the goal of reduction of energy and emissions, as well as achieving optimal utilisation of materials.

為推廣節約能源和低碳生活方式，本集團於二零一九年六月十九日開展了「低碳行動，保護我們的藍天」推廣活動，通過倡導節能環保，提高公眾對節能和低碳生活方式的認識，以此營造社會氛圍。節約可以從改變開始，如乘坐公共交通工具而非駕駛私家車、將空調設置為25攝氏度使其以最佳性能運行、減少不可重複使用的物品的使用、垃圾分類、修理和利用舊的或廢棄的物品等。其目的是實現節能減排的目標，並實現物盡其用。



Hazardous and Non-hazardous Wastes

The Group's operational activities are not involved in the generation of hazardous waste. For the non-hazardous waste generation, the Group strives to minimise the environmental impacts by reducing the commercial waste generated. Employees are encouraged to use both sides of paper, suitable font size and shrinkage mode to maximise the utilisation of resources consumed. The back of single-sided documents is used as printing or as draft paper. Furthermore, we promote dissemination of internal information by electronic means as much as possible to reduce our paper consumption. The non-hazardous waste generated by the Group during the Reporting Period is as follows:

有害及無害廢棄物

本集團的經營活動不產生有害廢棄物。就無害廢棄物的產生而言，本集團致力透過減少產生商業廢棄物，減低對環境的影響。鼓勵僱員雙面使用紙張、適當的字體大小和縮小模式，以最大限度地利用資源消耗。單面文件的背面用於列印或用作草稿紙。此外，我們提倡盡可能以電子方式傳播內部資訊，以減少我們所消耗的紙張。於報告期間，本集團產生的無害廢棄物如下：

Non-hazardous waste generated 產生的無害廢棄物	Unit 單位	2019 二零一九年
Non-hazardous waste generated 產生的無害廢棄物	tonnes 噸	2.60
Non-hazardous waste generated intensity 產生的無害廢棄物密度	tonnes/employee 噸／僱員	0.01

ASPECT A2: USE OF RESOURCES

In our daily operation, energy and water are the major sources of resource consumption. The Group consistently aims to implement energy and water efficiency initiatives to reduce the energy and water consumption. The Group also motivates all its employees to participate in resources conservation activities and encourages them to save energy and water.

層面A2：資源使用

在我們的日常營運中，能源和用水均是主要的資源消耗源頭。本集團始終致力實施能源及用水效益倡議，以減少能源及用水消耗。本集團亦鼓勵全體僱員參與資源保育活動，並鼓勵彼等節約能源及用水。

Energy Consumption

The Group considers environmental protection as an essential component of a sustainable and responsible business. With aims of resource saving and implementation of energy saving measures, the Group actively promotes the concept of energy saving and emission reduction in the entire process of its development and operation. We formulate next year's energy saving targets and implementation plans according to the electricity consumption and water consumption in the previous year which effectively reduce energy consumption and control operating costs. The administrative department shall record the data of the water and electricity meter periodically and compare the monthly and annual consumption over the corresponding period for energy consumption analysis. In the meantime, the Group puts effort to raise employees' awareness of green behavior by recommending them to switch off all the lights, computers and printers by the end of the work day. Air-conditioners are set within a reasonable range of around 25 degrees Celsius. In the daily operation, purchased electricity is the major source of energy consumption. During the Reporting Period, the energy consumption is as follows:

Energy consumption 能源消耗	Unit 單位	2019 二零一九年
Purchased electricity 購入電力	MWh 兆瓦時	700.35
Total energy consumption 能源消耗總計	MWh 兆瓦時	700.35
Energy consumption intensity 能源消耗密度	MWh/m ² 兆瓦時／平方米	1.37

Water Consumption

Water is one of the most important natural resource for the daily operation. The Group still actively seeks ways to mitigate water consumption by raising employees' awareness of water saving through green office policy such as reminding employees to turn faucet off tightly and conducting regular inspection and maintenance of water facilities. During the Reporting Period, the Group did not have any issue in sourcing water as we use water resources provided by regional governments legally.

能源消耗

本集團認為環境保護為可持續及負責任業務的重要組成部分。為節約資源及實施節能措施，本集團積極將節能減排理念推廣到發展及運營的全部流程中。我們會根據上一年的用電用水等能源消耗情況制定下年度的能源節約目標及實施計劃表，有效減少耗用能源並控制營運成本。行政部門須定期量度水電總表數據，並對比月度及年度的同期用量作能源使用分析。同時，本集團建議員工在工作日結束前關閉所有的燈、計算機及打印機以提高員工的環保意識。空調設定在25攝氏度左右的合理範圍內。於日常營運中，購電乃能源消耗的主要來源。於報告期間，能源消耗如下：

耗水量

水是日常營運中最重要的自然資源之一。本集團仍通過綠色辦公室政策提高員工節水意識，如提醒員工關緊水龍頭、定期檢查和維護供水設施。本集團合法使用地區政府所提供的水源，於報告期間，本集團並無求取適用水源的問題。



The water consumption during the Reporting Period is as follow:

於報告期間，耗水量如下：

Water 水	Unit 單位	2019 二零一九年
Water consumption 耗水量	m ³ 立方米	17,657
Water consumption intensity 耗水量密度	m ³ /employee 立方米／僱員	35

Packaging Materials

The Group mainly provides property management services, related value-added services and property engineering services and is not involved in the manufacturing of finished products and use of packaging materials.

包裝物料

本集團主要提供物業管理服務、相關增值服務以及物業工程服務，不涉及製成品製造及其所用包裝材料。

ASPECT A3: THE ENVIRONMENT AND NATURAL RESOURCES

Regarding the operation of our Group, we are not aware of any significant impacts of activities on the environment and natural resources. With the green office measures implemented, we strive to minimise the impacts on the environment and natural resources. With the environmental policy implemented, the Group has obtained ISO 14001:2015 Environmental Management System certification. The Group will continue to implement environment-friendly practices in the Group's operation in order to enhance environmental sustainability.

層面A3：環境及天然資源

就本集團的營運而言，我們並不知悉任何對環境及自然資源造成的重大活動影響。實施綠色辦公室措施後，我們致力減少對環境和自然資源的影響。隨著環境政策的實施，本集團已獲得ISO 14001:2015環境管理體系認證。本集團將繼續在本集團的營運中推行環保措施，以提升其環境可持續性發展。

EMPLOYMENT AND LABOUR PRACTICES

Aspect B1: Employment

The Group believes our employees are essential assets, which are the foundation for success and development of the Group. As such, we aim to attract and retain talents, ensure a safe and equal working environment for our employees, provide development opportunities and promote employee health and well-being. The commitment is incorporated into our staff handbook. The staff handbook covers the Group's standard in respect of compensation and dismissal, recruitment and promotion, working hours, diversity, anti-discrimination, rest periods and other benefits and welfare.

During the Reporting Period, the Group fully complied with all of the relevant laws and regulations in the countries and regions, such as the Labour Law of the PRC, and other relevant regulations where we operated.

僱傭及勞工常規

層面B1：僱傭

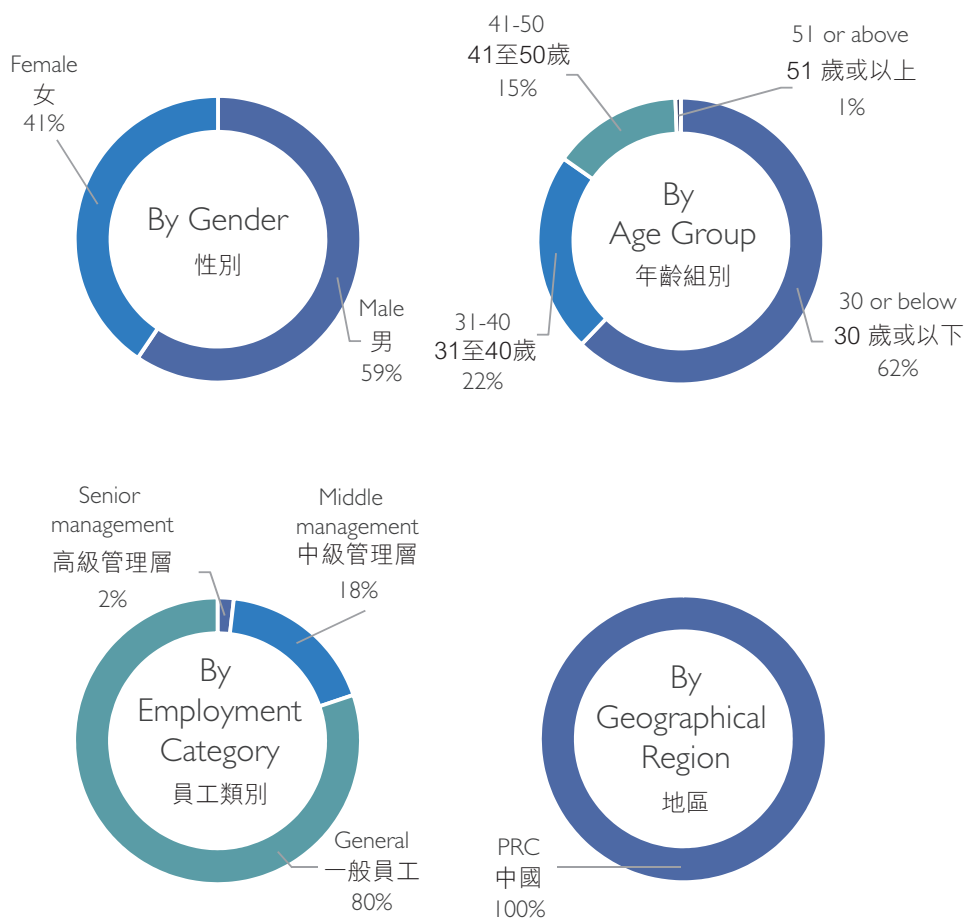
本集團認為員工乃不可或缺的資產，乃本集團成功與發展的基礎。因此，我們旨在吸引和留住人才，確保我們員工享有安全和平等的工作環境，提供發展機會並促進員工的健康和福祉。該等承諾獲納入員工手冊。員工手冊涵蓋本集團在薪酬與解僱、招聘與晉升、工作時數、多元化、反歧視、休息時間以及其他權益與福利方面的標準。

於報告期間，本集團充分遵守有關國家及地區的相關法律及法規，如《中華人民共和國勞動法》以及我們經營所在地的其他相關法規。



At the end of the Reporting Period, the Group had 328 employees located in the PRC. Below is the employee breakdown by gender, age group, employment category and geographical region.

於報告期間末，本集團於中國共有328名員工。按性別、年齡組別、員工類別及地區劃分的員工比例如下。



The employee turnover rate during the Reporting Period by gender, age group and geographical region are as follows:

Employee turnover rate	2019
By gender	
Male	4%
Female	18%
By age group	
Age 30 or below	12%
Age 31-40	9%
Age 41-50	5%
Age 51 or above	—
By geographical region	
The PRC	10%
Overall	10%

Remuneration is an important tool to attract, retain and motivate talents in achieving key goals of the Group. We provide competitive remuneration for our employees according to their performance, experience and relevant skill set in recognition of their invaluable contribution to the Group.

The Group strives to create a competitive welfare system for employees. Employees can enjoy birthday welfare, festivals welfare, health welfare and other allowances. We advocate our employees to maintain a work-life balance. Hence, we have organised a range of leisure activities for our employees, for example, festival gathering and annual dinner, to promote a healthy working style and strengthen employees' sense of belonging.

於報告期間，按性別、年齡組別及地區劃分的僱員流失比率如下：

僱員流失比率	二零一九年
性別	
男	4%
女	18%
年齡組別	
30歲或以下	12%
31至40歲	9%
41至50歲	5%
51歲或以上	—
地區	
中國	10%
整體	10%

薪酬是吸引、挽留及激勵人才以實現本集團關鍵目標的重要工具。我們根據僱員的表現、經驗及相關技能為僱員提供具競爭力的薪酬，以表彰彼等對本集團的寶貴貢獻。

本集團致力為僱員創造具競爭力的福利制度。僱員可享受生日福利、節日福利、保健福利及其他津貼。我們提倡僱員保持工作與生活的平衡。因此，我們為僱員組織廣泛的休閒活動，例如節日聚會和年度晚宴，以推廣健康的工作風格及加強僱員的歸屬感。



We are an equal opportunities employer who endeavours to create a diverse and inclusive workplace where all our employees are treated with dignity and respect. The principle of equal opportunities is applied in all employment policies, in particular to recruitment, training, career development and promotion of employees. The Group promotes fair competition and prohibits discrimination or harassment against any employee on their gender, age, marital status, religion, race, nationality, disability or any status protected by law.

The Group offers fair promotion opportunities which serve as a motivation for employees to continue learning and improving work performance. We conduct performance appraisal regularly on employees' working ability, behavior and development potential to rank and adjust job positions. We are devoted to helping our employees to demonstrate their capabilities in line with their own career ambitions and the business objectives of the Group.

Aspect B2: Health and Safety

The Group has always placed the highest priority on securing health and safety for our employees. We strive to provide a safe and healthy working environment for all employees to protect them from occupational injuries or accidents. With our effort, we have obtained OHSAS 18001:2007 Occupational Health and Safety Management System certificate.

Our safety plans include the following aspects:

- Provide safety guidance to our employees and conduct education and training of occupational health and safety. Promote the culture of "safety first" so that the employees can foster and enhance their occupational safety awareness and acquire basic knowledge in preventing safety risks;

我們是一名提供平等機會的僱主，致力創造一個多元化和包容的工作場所，而我們的所有僱員在此均獲得尊嚴及尊重對待。平等機會原則適用於所有就業政策，尤其是僱員招聘、培訓、職業發展及晉升。本集團提倡公平競爭，並禁止任何針對僱員性別、年齡、婚姻狀況、宗教信仰、種族、國籍、殘疾或任何受法律保護的地位而作出的歧視或騷擾。

本集團提供公平的晉升機會，推動僱員持續學習及改善工作表現。我們定期對僱員的工作能力、行為及發展潛力進行績效考核，從而劃分等級及對工作崗位進行調整。我們致力幫助僱員展示自己的能力，以配合彼等的職業抱負及本集團的業務目標。

層面B2：健康與安全

本集團始終把確保僱員健康及安全放於首位。我們致力為所有僱員提供安全及健康的工作環境，以保護彼等免受職業傷害或事故。通過我們的努力，我們已獲得OHSAS 18001:2007職業健康與安全管理體系證書。

我們的安全方案包含以下方面：

- 為我們的員工提供安全指引，開展有關職業健康與安全的教育和培訓。提倡「安全第一」的文化，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；

- Carry out regular fire drill and training with communities;
- Care for employees' physical and mental health, conduct regular interviews to understand employees concerns, and launch employee surveys to learn more about employees' needs.

The Group adheres to the Labour Law of the PRC, the Law of the PRC on the Prevention and Treatment of Occupational Diseases and other applicable laws and regulations in the PRC. During the Reporting Period, the Group was not aware of any non-compliance with the relevant laws and regulations in providing a safe working environment. With the measures implemented, there was no case of work-related injuries or accident during the Reporting Period.

Aspect B3: Development and Training

The Group aims at fostering a learning environment and ensuring all employees are provided with growth opportunities. We continue to promote a learning and sharing culture by providing outstanding and all-round trainings in various channels, including face-to-face training, department sharing, E-learning, internal and external training to ensure employees at all levels are well-equipped to excel in work and in life.

In order to better respond to employees' needs, the Group always seeks improvements on the effectiveness of trainings by conducting assessment and collecting feedback of participants. These can help the Group to continuously improve the training programs offered at all levels so as to enhance the personal performance of employees.

- 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，開展員工調查，瞭解員工需求。

本集團遵守《中華人民共和國勞動法》、《中華人民共和國職業病防治法》及其他適用法律及法規。於報告期間，本集團並未知悉任何未有遵守有關提供安全工作環境的法律及法規的情況。實施措施後，報告期間未有發生與工作有關的工傷或事故。

層面B3：發展及培訓

本集團以建立一個學習環境及確保所有僱員獲得成長機會為目標。我們繼續提倡學習及共享的文化，透過在各種渠道提供優質及全面培訓，包括面對面培訓、部門分享、網上學習、內部及外部培訓，以確保各級僱員均準備充足，在工作及生活中大放異彩。

為更好地回應員工的需求，本集團透過評估及收集參與者的回饋意見，一直改善培訓的成效。此舉有助本集團不斷完善各級培訓計劃，以提升僱員的個人表現。



Case: Staff Training and Development

案例：員工培訓與發展



The Group organised a two-day outward-bound activity (top left picture) on 27 and 28 April 2019. The whole team worked together to show their boundless potential; and a talented team is built with unity, progression and passion.

On 24 August 2019, the Group held a kick-off ceremony of the staff training for management trainees, delivering a special “elite training package” to more than 70 staff (bottom right picture).

Some of the well-known experts in property management were invited to the training workshops to share their experiences and knowledges with our staff (top right and bottom left pictures).

本集團於二零一九年四月二十七日及二十八日組織了為期兩天的拓展活動（左上圖）。整個團隊齊心協力，展現了自己的無限潛力並且是一支團結、奮進、激情四射的人才隊伍。

於二零一九年八月二十四日，本集團舉行了儲備幹部培訓啟動儀式，為70多名員工提供一份特定「精英培訓套餐」（右下圖）。

一些著名的物業管理專家應邀參加培訓班，與我們的員工分享他們的經驗知識（右上和左下圖）。

Aspect B4: Labour Standards

The Group is committed to upholding the elimination of all forms of forced and compulsory labour and supporting the effective abolition of child labour. The Group strictly complies with the Labour Law of the PRC, the Labour Contract Law of the PRC and other applicable laws and regulation. We have formulated regulations on managing the prohibition of child labour. To prevent recruitment of employees under the age of 16, employees are required to provide identity proofs to Human Resources Department to verify the age. All work should be voluntarily performed and shall not involve forced labour.

During the Reporting Period, the Group was not aware of any non-compliance in relation to the employment of child labour, forced or compulsory labour in any operation.

OPERATING PRACTICES

Aspect B5: Supply Chain Management

The Group works with an array of different product and service providers. With the principles of fairness and impartiality, the Group makes comprehensive appraisals on suppliers based on factors such as suppliers' quality of the goods and services, efficiency, qualifications and experience to determine the Qualified Supplier List. We integrate sustainability into supply chain by purchasing products from reputable enterprises that uphold high corporate standards. The Group also emphasises on the selection of products that cause minimal impacts on the environment, for example, we purchase green cleaning products and reusable items instead of single-use disposable ones.

Furthermore, we review the background information of suppliers at least once a year and classify them into various grades according to their performance. To ensure the service quality of the Group, disqualified suppliers will be removed from the Qualified Supplier List.

層面B4：勞工準則

本集團致力堅持消除一切形式的強迫和強制勞動，並支持有效抵制童工。本集團嚴格遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》及其他適用法律及法規。我們制定規定禁止僱用童工。為防止招聘16歲以下的僱員，僱員必須向人力資源部門提供身份證明以核實年齡。所有工作均應自願進行，且不得涉及強迫勞動。

於報告期間，本集團並不知悉任何涉及營運內僱用童工、強迫或強制勞動的違規行為。

營運慣例

層面B5：供應鏈管理

本集團與眾多不同產品及服務供應商合作。本集團貫徹公平公正原則，按照供應商的貨品及服務品質、效率、資歷及經驗等因素對其進行綜合評估，確定《合格供方名單》。我們透過購買堅持高企業標準的知名企業產品，將可持續性發展融入供應鏈。本集團亦強調選擇對環境影響最小的產品，例如我們購買綠色清潔產品及可重複使用的物品，而非用完即棄用品。

此外，我們每年至少會對供應商的背景資料進行覆核一次，並通過綜合績效評價方法對供應商進行評分定級。為保障本集團的服務質素，表現不合格的供應商會從《合格供方名單》中刪除。



Aspect B6: Product Responsibility

As a property management service provider, we acknowledge the importance of quality management. The Group follows the Regulation on Realty Management of PRC and has formulated and implemented the Property Management Quality Management Measures. With our effort, the Group has obtained ISO 9001:2015 Quality Management System certificate for our property management service. To improve our service, the Group's complaint handling policy is strictly in accordance with regulatory standards to ensure that customers' opinions are heard and responded in a timely manner in the PRC.

During the Reporting Period, the Group was not aware of any non-compliance with the relevant laws and regulations in relation to the quality of our property management service.

In 2019, we responded to customers' 127,310 service requests with 127,039 requests being satisfactorily resolved, demonstrating a completion rate of 99.8%. Favourable ratings achieved on repair and issue reporting through "Ai Ban" mobile application was 99.7%.

層面B6：產品責任

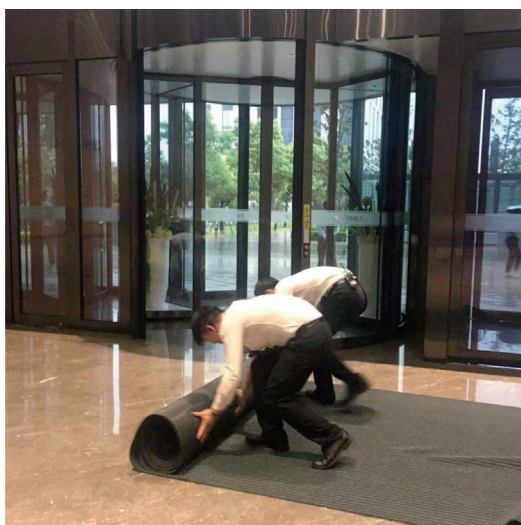
我們作為物業管理服務提供商，瞭解質量管理的重要性。本集團遵循《中華人民共和國物業管理條例》，制定並實施《物業服務品質管理辦法》。通過我們的努力，本集團物業管理服務已獲ISO 9001:2015質量管理體系認證。為提高我們的服務，本集團投訴處理政策嚴格遵守監管標準，確保已聽取並儘快回應中國客戶之意見。

於報告期間，本集團概不知悉任何違反有關我們物業管理服務質量之相關法律及法規的情況。

2019年，響應客戶請求次數127,310次，滿意地解決了其中的127,039次請求，完成率達99.8%。透過移動應用程序「愛辦」進行保修報事的好評率達99.7%。

Case: Making Concerted Effort to Fight Storm

案例：齊心協力抗擊風暴



Zhengzhou faced heavy rainstorms in July 2019. In order to protect the safety of lives and properties of property owners and reduce the losses caused by the storm, the Group adopted comprehensive prevention measures and responses, including giving early warnings to our customers, clearing the sludge, sweeping the road, removing the blockage of pipes and dwells, as well as repairing the facilities.

鄭州於二零一九年七月遭遇暴雨。為保護業主生命及財產安全，減少暴風雨造成的損失，本集團已採取全面預防及應對措施，包括向客戶發出預警、清理淤泥、清掃道路、疏通管道及住宅堵塞以及維修設施。

Aspect B7: Anti-Corruption

The Group maintains a high standard of business integrity throughout its operations. We have no tolerance in any form of corruption, bribery, extortion, fraud, money laundering and embezzlement. We request our employees to conform to our requirements on anti-corruption outlined in staff handbook. Once misconduct case is discovered and confirmed, the employee will be subject to disciplinary action and reported to law enforcement authority when necessary.

The Group adheres to the Criminal Law of the PRC, the Anti-Unfair Competition Law of the PRC and other applicable laws and regulations. During the Reporting Period, no legal case concerned with corrupt practices has been brought against the Group.

COMMUNITY

Aspect B8: Community Investment

The Group is committed to supporting and contributing to the society by arranging different voluntary events to employees. We encourage our employees to contribute to the community by participating in different voluntary activities. We believe that this can nurture great corporate culture and practices in the Group. In addition, we organised a number of community recreational and sports activities, the Group enriched the cultural life of property owners and our customers, strengthened emotional exchange with them and improved the recognition and reputation for property management services of the Group. In future, the Group will continue to focus on community care and staff development, with the aim to improve the society through community involvement.

層面B7：反貪污

本集團在其營運中保持高水平的商業誠信。我們不容忍任何形式的貪污、賄賂、勒索、欺詐、洗黑錢及盜用公款行為。我們要求我們的僱員遵守員工手冊中列出的反貪污要求。一旦發現並核實不當行為案件，僱員將受到紀律處分，並在必要時向執法機關匯報。

本集團遵守《中華人民共和國刑法》、《中華人民共和國反不正當競爭法》及其他適用法律及法規。於報告期間，並無對本集團提出的任何貪污訴訟案件。

社區

層面B8：社區投資

本集團致力於通過為僱員安排各種志願活動支持社會並對社會作出貢獻。我們鼓勵僱員參加各種志願活動為社區作貢獻。我們認為這可為本集團培育卓越的企業文化及風尚。此外，我們已組織多項社區康樂及體育活動，本集團豐富了業主及客戶的文化生活、加強了與彼等之間的情感交流並提高了本集團物業管理服務的知名度及聲譽。展望未來，本集團將繼續專注社區關懷及員工發展，並以透過參與社區改善社會為目標。

Case: Community Activities

案例：社區活動



Mid-autumn festival activity: inviting property owners and customers to DIY mooncakes and participate in the game "guessing the lantern riddles".

中秋節活動：邀請業主及客戶DIY月餅，並參加「猜燈謎」遊戲。



Prior to the International Women's Day, the Group invited a medical profession team and organised a medical consultation activity to the local female citizens at Jianzheng Dongfang Centre. The team experts answered the questions raised by the visitors and performed health checks. Moreover, the team experts introduced the knowledge of maintenance of health, scientific life styles and regimen.

於國際婦女節前，本集團邀請醫療專家團隊，並於建正東方中心為當地女性公民組織醫療諮詢活動。專家團隊回答訪客提出的問題並進行健康檢查。此外，專家團隊亦介紹保持健康、科學生活方式及養生方面的知識。

Case: Community Activities (continued)

案例：社區活動（續）



On 13 April 2019, the 3rd Round Lake Marathon of the Customers of the Group (興業物聯第三屆客戶環湖馬拉松) kicked off in Longzi Lake, Zhengdong New Area. Over 400 customer representatives from the projects under the Group's management participated in the race, integrated the rationale of "happy working" to the cornerstone of brand development, which promoted the concept of healthy lifestyle for our customers.

二零一九年四月十三日，興業物聯第三屆客戶環湖馬拉松在鄭東新區龍子湖拉開帷幕。來自本集團管理項目逾400位客戶代表參加比賽，將「快樂工作」理念融入品牌發展基石中，為我們的客戶提倡了健康生活方式的理念。

Case: Community Investment

案例：社區投資



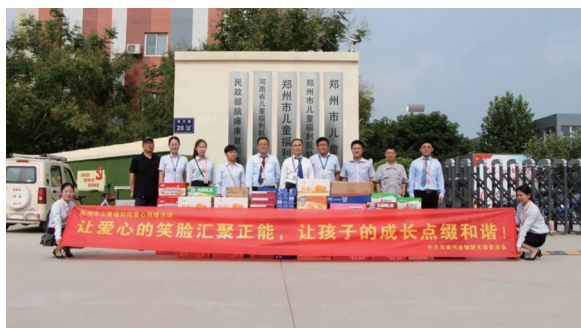
On 18 April 2019, the Group cooperated with the Red Cross and the community and launched a voluntary blood donation program "Warm-blooded Wishes, Relay for Lives" ("熱血送暖、為生命接力"). The program showed the passion and love of participants, turning a community activity into an inheritance of enterprise culture, committed social responsibilities with actions, as well as delivering positive energy to the society.

二零一九年四月十八日，本集團與紅十字會及社區合作，啟動「熱血送暖，為生命接力」自願獻血項目。該項目展示了參與者的激情及愛心，將社區活動轉化為企業文化傳承，以行動承擔社會責任，為社會輸送正能量。



Case: Community Investment (continued)

案例：社區投資（續）



The Group organised an orphanage visit and donated daily necessities, including shampoo, dairy products and bread, to the orphans.

本集團組織訪問福利院，並向其捐贈日用品，包括洗髮水、乳製品及麵包。

Case: Supporting Industry Development

案例：支持產業發展



In June 2019, more than 70 representatives from 40 property management enterprises, engaged by Henan Property Management Association, have visited our Group and immersed in the information exchange. This exchange aimed to enhance the research and exploration of property information technology, experience sharing, learning together, bringing more innovations and exchange opportunities of the development of property management automation, in order to enlarge the value of the development of the industry.

二零一九年六月，河南省物業管理協會聘請40家物業管理企業的70多位代表來訪本集團，進行信息交流。此次交流旨在加強對物業信息技術研究及探索、共同分享及學習經驗，為物業管理智能化發展帶來更多創新及交流機會，以擴大行業發展價值。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING INDEX

環境、社會及管治報告索引

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KPI AI.1 關鍵績效 指標AI.1	The types of emissions and respective emissions data 排放物種類及相關排放數據	Not applicable to the Group's business 不適用於本集團的業務。	—
KPI AI.2 關鍵績效 指標AI.2	Greenhouse gas emissions in total and, where appropriate, intensity 溫室氣體總排放量及(如適用)密度	"Emissions – Greenhouse Gas Emission" 「排放物－溫室氣體排放」	13
KPI AI.3 關鍵績效 指標AI.3	Total hazardous waste produced and, where appropriate, intensity 所產生有害廢棄物總量及(如適用)密度	Not applicable to the Group's business. 不適用於本集團的業務。	—
KPI AI.4 關鍵績效 指標AI.4	Total non-hazardous waste produced and, where appropriate, intensity 所產生無害廢棄物總量及(如適用)密度	No significant amount of non-hazardous waste has been generated. 未有產生顯著數量的無害廢棄物。	—
KPI AI.5 關鍵績效 指標AI.5	Description of measures to mitigate emissions and results achieved 描述減低排放量的措施及所得成果	"Emissions – Greenhouse Gas Emission" 「排放物－溫室氣體排放」	13



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KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved	"Emissions – Hazardous and Non-hazardous Wastes"	15
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KPI A2.1	Direct and/or indirect energy consumption by type in total and intensity	"Use of Resources – Energy Consumption"	16
關鍵績效 指標A2.1	按類型劃分的直接及／或間接能源總耗量及密度	「資源使用－能源消耗」	
KPI A2.2	Water consumption in total and intensity	"Use of Resources – Water Consumption"	16
關鍵績效 指標A2.2	總耗水量及密度	「資源使用－耗水量」	
KPI A2.3	Description of energy use efficiency initiatives and results achieved	"Use of Resources – Energy Consumption"	16
關鍵績效 指標A2.3	描述能源使用效益計劃及所得成果	「資源使用－能源消耗」	
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved	"Use of Resources – Water Consumption"	16
關鍵績效 指標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	「資源使用－耗水量」	

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KPI A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced	Not applicable to the Group's business.	—
關鍵績效 指標A2.5	製成品所用包裝材料的總量及於適當時參考每生產單位估量	不適用於本集團的業務。	
A3: The Environment and Natural Resources			
A3: 環境及天然資源			
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KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	No significant impact of activities on the environment and natural resources has been noted.	—
關鍵績效 指標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	未有留意到任何會對環境及天然資源造成重大影響的活動。	
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B. 社會			
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B2: 健康與安全			
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一般披露		「健康與安全」	
KPI B2.1	Number and rate of work-related fatalities	No case of work-related fatalities has been noted.	—
關鍵績效 指標B2.1	因工作關係而死亡的人數及比率	未有留意到任何因工作關係而死亡的人數。	
KPI B2.2	Lost days due to work injury	No case of lost days due to work injury has been noted.	—
關鍵績效 指標B2.2	因工傷損失工作日數	未有留意到任何因工傷而損失的日數。	
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored	"Health and Safety"	21
關鍵績效 指標B2.3	描述所採納的職業健康與安全措施，以及相關執行及監察方法	「健康與安全」	
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B3: 發展及培訓			
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一般披露		「發展及培訓」	
KPI B3.1	The percentage of employee trained by gender and employee category	—	—
關鍵績效 指標B3.1	按性別及僱員類別劃分的受訓僱員百分比		

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關鍵績效 指標B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平 均時數		
B4: Labour Standards B4: 勞工準則			
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KPI B4.2	Description of steps taken to eliminate such practices when discovered	—	—
關鍵績效 指標B4.2	描述在發現違規情況時消除有關情況所採取的步 驟		
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KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	—	—
關鍵績效 指標B5.2	描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法		
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KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	—	—
關鍵績效 指標B6.1	已售或已運送產品總數中因安全與健康理由而須回收的百分比		
KPI B6.2	Number of products and service related complaints received and how they are dealt with	—	—
關鍵績效 指標B6.2	接獲關於產品及服務的投訴數目以及應對方法		
KPI B6.3	Description and practices relating to observing and protecting intellectual property rights	—	—
關鍵績效 指標B6.3	描述與維護及保障知識產權有關的慣例		
KPI B6.4	Description of quality assurance process and recall procedures	—	—
關鍵績效 指標B6.4	描述質量檢定過程及產品回收程序		

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KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored	—	—
關鍵績效指標B6.5	描述消費者資料保障及私隱政策，以及相關執行及監察方法		
B7: Anti-corruption			
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一般披露		「反貪污」	
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the Reporting Period and the outcomes of the case	No concluded legal case regarding corrupt practices has been noted.	—
關鍵績效指標B7.1	於報告期間對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果	並不知悉任何已審結貪污訴訟案件。	
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	—	—
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KPI B8.2	Resources contributed (e.g. money or time) to the focus area	—	—
關鍵績效 指標B8.2	專注範疇所動用資源(如金錢或時間)		

XINGYE WULIAN SERVICE GROUP CO. LTD.
興業物聯服務集團有限公司