



銀城生活服務有限公司

YINCHENG LIFE SERVICE CO., LTD.

(Incorporated in the Cayman Islands with limited liability)
(於開曼群島註冊成立之有限公司)
Stock Code 股票代號: 1922

Environmental, Social and Governance Report 環境、社會及管治報告 2019







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1 About this Report

關於本報告

Yincheng Life Service CO., Ltd. (“**Yincheng Life**” or “**We**”), together with its subsidiaries (the “**Group**”) are pleased to publish the first Environmental, Social and Governance Report (the “**ESG Report**”) in accordance with the requirements in the “Environmental, Social and Governance Reporting Guide” (the “**Guide**”) under Appendix 27 of the Rules Governing the Listing of Securities issued by The Stock Exchange of Hong Kong Limited (the “**Stock Exchange**”). Readers can obtain relevant information of corporate governance in the section headed “Corporate Governance Report” from the 2019 annual report.

The ESG Report was prepared in accordance with the disclosure obligations and reporting principles from the Guide. Readers may refer to the last section headed “Appendix II: Content Index to the Guide of the Stock Exchange” for quick referencing.

Reporting Period and Scope

The ESG Report covers relevant policies and measures on environmental, social and governance (the “**ESG**”) of the Group’s core business from 1 January 2019 to 31 December 2019 (the “**Reporting Period**” or the “**Year**”). In terms of quantitative performance, the Group collected environmental key performance indicators (“**KPIs**”) of the Group’s headquarters office and 3 major customer service centre, namely Xidi International Community customer service centre (“**Xidi International Community**”), Yincheng East Garden customer service centre (“**Yincheng East Garden**”) and Baima Lanshan customer service centre (“**Baima Lanshan**”) based on revenue factor; while collecting the social KPIs of the Group.

Contact information

Your opinions are highly valued. If you have any enquiries or suggestions, please email ir@yincheng.hk.

銀城生活服務有限公司(「銀城生活」或「我們」)，連同其附屬公司(「本集團」)欣然發佈首份按香港聯合交易所有限公司(下稱「聯交所」)證券上市規則附錄二十七—《環境、社會及管治報告指引》(下稱《指引》)要求的環境、社會及管治報告(下稱「ESG報告」)。讀者可透過2019年年報之「企業管治報告」章節獲取與企業管治相關的信息。

ESG報告的編寫已符合指引中的披露責任及匯報原則。讀者可參考ESG報告的最後一個章節—「附錄二：聯交所《指引》內容索引」作快速的查閱。

報告期及報告範圍

ESG報告內容涵蓋自二零一九年一月一日至二零一九年十二月三十一日期間(下稱「報告期」或「本年度」)本集團的核心業務之環境、社會及管治(下稱「ESG」)相關的政策和舉措。在量化表現方面，本集團按營收的因素收集了本集團總部辦公室及3個主要客戶服務中心的環境關鍵績效指標(下稱「KPIs」)，即西堤國際客戶服務中心(下稱「西堤國際」)，銀城東苑客戶服務中心(下稱「銀城東苑」)和白馬瀾山客戶服務中心(下稱「白馬瀾山」)；而社會KPIs則收集本集團的數據。

聯繫方式

我們非常重視您對此報告的看法，若閣下有任何查詢或建議，歡迎以電郵形式發送至以下郵箱：ir@yincheng.hk。



2 About Yincheng Life 關於銀城生活

Yincheng Life is one of the leading property management service providers in Nanjing and the Jiangsu Province with over 20 years' experience in providing diversified property management services and community value-added services to residential properties and non-residential properties projects.

銀城生活為南京及江蘇省首屈一指的物業管理服務供應商之一，擁有逾20年行業經驗，提供多元化的物業管理服務及生活社區增值服務予住宅物業及非住宅物業項目。

**Management services covered
15 PRC cities**

Managed 239 properties

**Gross floor area under management
over 26.1 million square meters**

**Served over 140,000 households with
over one million customers in total**

管理服務覆蓋 15 個城市

管理 239 項物業

**在管面積超過
26.1 百萬平方米**

**服務超過 14 萬戶家庭，共計
超過 100 萬名客戶**

The Group is one of the top 100 property management corporates in China. This Year, the Group was ranked 34th among China's Top 100 Property Management Companies at the Press Conference on Research Results of Property Management Companies in China and the Summit for Top 100 Property Management Entrepreneurs in China jointly held by the China Index Academy and China Top 10 Real Estate Research Team.

本集團為中國物業服務百強企業之一。本年度，集團在中國指數研究院、中國房地產TOP 10 研究組共同舉辦的「中國物業服務百強企業研究成果發佈會暨中國物業服務百強企業家峰會」上榮膺中國物業服務百強第34位。

We have received numerous awards this Year as below in recognizing the service quality,

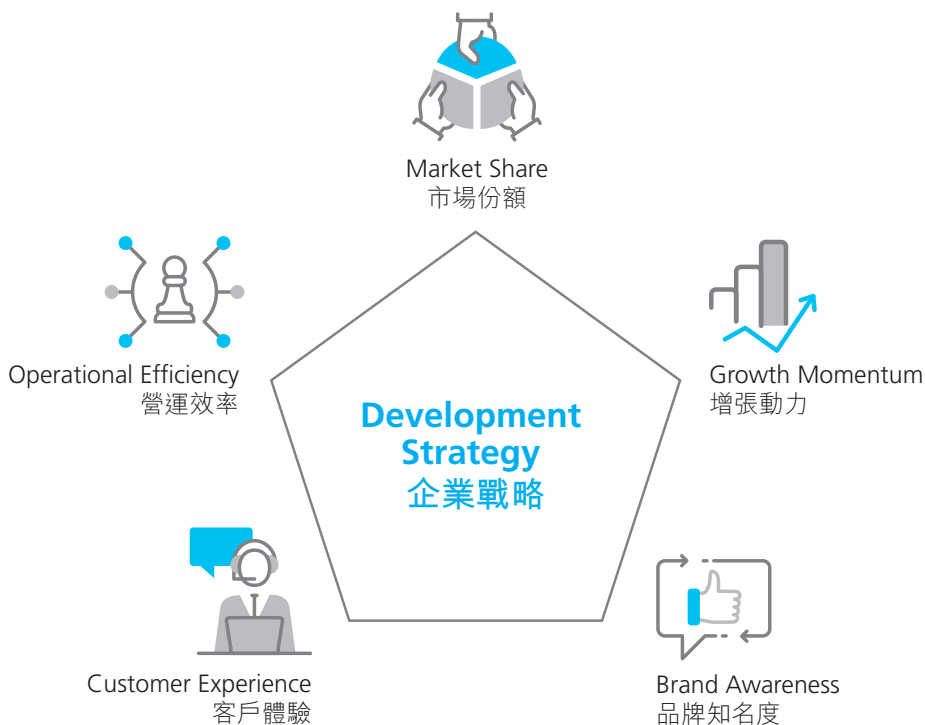
我們於本年度獲得以下的獎譽，以肯定服務質量：

- China Top 100 Property Management Companies (in terms of customer satisfaction)
- China Top 100 Property Management Companies (in terms of marketisation of business)
- Featured Brand Enterprise of China for Property Services – Living + Service Model
- East China Market-leading Enterprise for Property Services
- Blue Chips Enterprises
- Leading Brand of East China Property Service Companies
- Most Valuable Property Management Stocks of Golden HK Stocks
- 中國物業服務百強滿意度領先企業
- 中國物業服務行業市場化運營領先企業
- 中國物業服務特色品牌企業—生活+服務模式
- 華東區域物業服務市場地位領先企業
- 藍籌物業企業
- 中國華東物業服務領先品牌
- 金港股最具價值物業股公司

3 Values for Sustainable Development 可持續發展價值

The Group is committed to serving and creating value for its customers with quality property management services. We meet customers' needs and are dedicated to providing them with consistent quality services. In addition to paying great attention to achieve economic benefits, we also strike a balance between environmental and social benefits.

本集團以優質物業管理服務為客戶提供服務並創造價值，滿足客戶需求及為他們提供貫徹一致的優質服務為己任。我們關注業務可實現經濟效益之餘，平衡環境與社會效益。



3.1 Environmental, Social and Governance Committee

Yincheng Life has established an environmental, social and governance committee (the “Committee”), which reflects the concern for and attention to ESG by the board of directors. The Committee members include the chief executive officer, the head of the operation management centre, the sharing centre, the customer quality centre, the community development centre and the audit and supervision department. The Committee assists the board of directors to assess and determine the ESG risk management and internal monitoring system of the Group, provide confirmation on the effectiveness of these systems and ensure that the board of directors takes up full responsibility for the ESG strategy and reporting. The Committee plans to deepen the monitoring of ESG issues by the board of directors through regular meetings and other communication channels to effectively introduce and implement more environmentally and socially beneficial initiatives.

3.1 環境、社會及管治委員會

銀城生活成立了環境、社會及管治委員會（下稱「委員會」），體現董事會對ESG的重視及關注。委員會的成員包括首席執行官、運營管理中心、共享中心、客戶品質中心、社區發展中心及審計監察部的負責人。委員會會協助董事會評估及釐定本集團ESG風險管理及內部監控系統，並提供有關系統是否有效的確認，確保董事會對ESG策略及彙報承擔全部責任。委員會計劃以定期會議及其他的溝通渠道，加深董事會對ESG事宜的監察，有效地推出及執行更多對環境及社會有利的舉措。



3.2 Stakeholder Engagement

Yincheng Life attaches great importance to openly listening and collecting the demands of stakeholders during the stakeholder engagement stage, and will implement measures and formulate policies to respond their requests, improve the operation of the Group sustainably.

3.2 持份者溝通

銀城生活重視在持份者溝通的階段以開放的態度聆聽及收集他們的訴求，更會落實措施及制定政策回應他們的要求，持續地改善集團的營運。

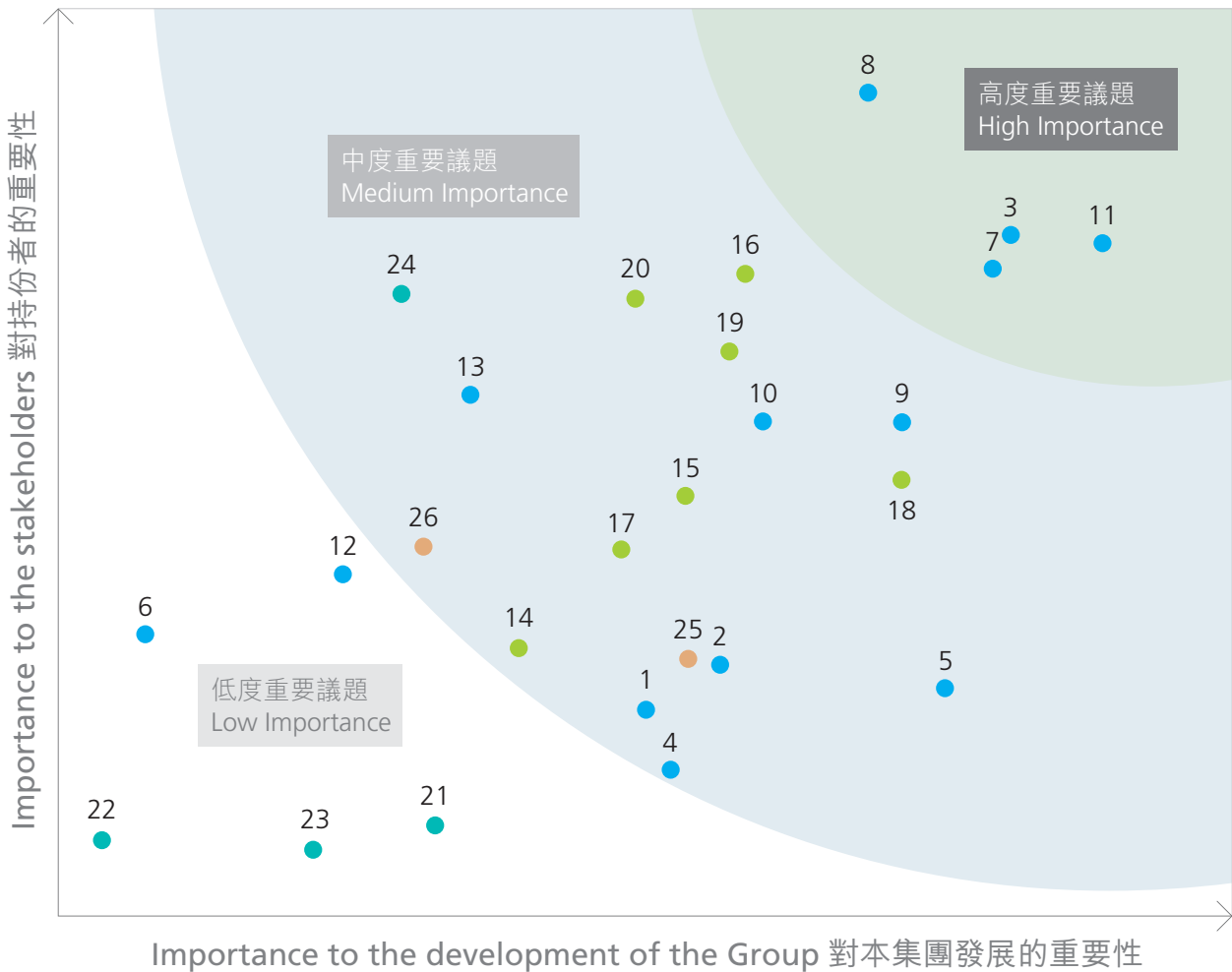
Stakeholders 持份者	Communication channels 溝通渠道
 Shareholders/Investors 股東／投資者	Annual general meetings and other general meetings, interim report and annual report, results announcements, investors' meetings, senior management meetings and ESG meetings 股東周年大會與其他股東大會、中期報告與年報、業績公佈、投資者會議，高級管理人員會議和ESG會議
 Customers 客戶	Customer satisfaction surveys and feedback forms, customer service centre, daily operation, communication and telephone calls 客戶滿意度調查和意見表、客戶服務中心，日常營運、交流和電話
 Employees 員工	Employee surveys, meetings, work performance reviews, special advisory committee and panel discussion 員工意見調查、會議面談、工作表現晤談，及特別諮詢委員會和專題討論小組
 Business partners 業務夥伴	Reports and meetings 報告和會議
 Suppliers 供應商	Meetings, suppliers or contractors evaluation system and site visits 會議，供應商或承辦商評估制度和實地視察
 Media 傳媒	Press conferences, interviews with senior management and results announcements 新聞發佈會、高級管理人員訪問和業績公佈
 Community/Non-governmental organisation 社區／非政府團體	Voluntary activities, donations and community activities 義工活動、捐獻和社區活動
 The public 公眾	Media information, website of the Group and events of the Group 媒體信息、集團網站和集團活動
 Regulatory authorities 監管機構	Meetings 會議

3.3 Materiality Assessment and Matrix

We communicated with internal and external stakeholders through online questionnaires. Topics were listed in the questionnaire with reference to the Global Reporting Initiative (GRI) and the Guide, covering the four aspects of (1) economics and operation; (2) employment and labour practices; (3) environment; and (4) community, and were ranked using a scale of 1 to 10. Based on the results of the survey, we summarized 26 material topics through a materiality matrix and focus on the disclosure and response of relevant material issues in the ESG Report.

3.3 重要性評估及矩陣

我們以網上問卷調查的方式開展與內部及外部持份者溝通。問卷中所列出的議題已參考了全球報告倡議組織和《指引》內容，涵蓋(1)經濟及營運；(2)僱傭及勞動常規；(3)環境；及(4)社區四大範疇，並按1至10的等級對議題評級。根據調查結果，我們以重要性矩陣總結了26個重要主題，並會在ESG報告中對相關重要性議題作重點披露和回應。





No. 序號	Issues 議題	Areas 範疇
1	Economic performance 經濟表現	Economic and operation 經濟及營運
2	Market competitiveness 市場競爭力	
3	Compliance with laws and regulations 遵守法律法規	
4	Responsible procurement 負責任採購	
5	Quality control 質量控制	
6	Technology development and application 技術發展及應用	
7	Protection of customers' privacy 客戶私隱保障	
8	Health and safety of products/services 產品 / 服務的健康及安全	
9	Anti-fraud and anti-corruption 反欺詐和反貪污	
10	Whistle-blowing mechanism 舉報機制	
11	Complaint handling and responding mechanism 處理投訴和應對的機制	
12	Protection of intellectual property rights 保護知識產權	
13	Promotion and labelling of products and services 宣傳及產品服務標籤	
14	Employment rights 僱傭權益	Employment and Labour Practices 僱傭及勞動常規
15	Labour relations 勞資關係	
16	Occupational health and safety 職業健康與安全	
17	Employee diversity, non-discrimination and equal opportunity 員工多元化、不歧視及平等機會	
18	Prevention of child labour and forced labour 防止童工和強制勞工	
19	Employee training and development 員工培訓和發展	
20	Qualifications and professional conduct of employees 資歷及專業操守	
21	Energy consumption and efficiency 能源消耗及效益	
22	Water consumption and efficiency 水源耗用及效益	
23	Use of materials/resources 材料 / 資源使用	
24	Environmental awareness of employees 員工的環保意識	
25	Care for the community 關注社區	Community 社區
26	Community investment and engagement 社區投資和參與	

4 Values of Operation 營運價值

Leveraging on the motto of “Surpassing Customers’ Expectations and Creating Value with Quality Service” (「超越顧客期待，服務創造價值」) the Group has formed an integrated service platform for its two main business lines (namely property management services and community value-added services) to enhance our brand capabilities with synergies, create more opportunities and establish a long-term successful business development.

4.1 Quality Service

We abide by laws and regulations such as the “Regulation on Realty Management of the People’s Republic of China” to serve and create value for its customers with quality property management services. We have obtained the ISO9001 certification, which reflects the strength of the Group and the efforts made by the team. The Group did not have significant impacts to the health and safety as well as labelling of the products and services during the operations this Year.

Quality Control of Services

The Group manages residential projects with the model of service alignment and provides services by approximately 350 living consultants to ensure the quality of service. Living consultants need to be equipped with comprehensive understanding of their managed properties as well as the service quality and packages of the Group. Not only do our living consultants provide timely feedback and handle ad-hoc requests and complaints from customers, but also serve as our key contact person for the relevant properties managed by the Group. Clients can raise problems to living consultants and they allocate on-site resources to resolve the problems.

At present, Yincheng Life assigns one living consultant for each grid with approximately 300 households, far exceeding the industrial standard which assigns one living consultant for every 500 households.

本集團憑藉「超越顧客期待，服務創造價值」的理念，為我們的兩大業務綫（即物業管理服務及生活社區增值服務）組建一個綜合服務平台，在協同效益下提升我們的品牌能力，締造更多商機及建立長遠致勝的業務發展。

4.1 優質服務

我們遵守《中華人民共和國物業管理條例》等的法律法規，以優質物業管理服務為客戶提供服務並創造價值。我們已獲得ISO9001質量體系認證，體現出本集團的實力及團隊的努力。本集團於本年度營運期間並無在產品及服務的健康與安全和標籤方面產生重大影響。

服務質量控制

本集團以服務網絡化的模式管理住宅項目，並由約350名生活顧問提供服務，以保證服務質量。生活顧問需對其所管理的物業以及本集團的服務質量和組合有透徹認識。我們的生活顧問不僅會適時回應並處理客戶的要求及投訴，也會充當本集團有關在管物業的主要聯繫人。客戶可向生活顧問提出問題，他們亦會協調現場資源以解決各項問題。

現時，銀城生活每個網絡約300戶家庭會配備一名生活顧問，遠超過同業以每500戶家庭分配一個生活顧問的標準。



In order to increase customers' understanding of our work, each customer service centre usually collects on-site photos of properties and the customer quality centre produces a "Report to the Owner" (《向業主彙報》) exhibition stand to present key tasks and work plans for the next quarter. Through this channel, customers are able to know that their opinions have been accepted and responded promptly.

為增加客戶對我們工作的瞭解，各客服中心平時會收集物業工作的現場照片，並由客戶品質中心統一製作《向業主彙報》展架，闡述重點工作及下季度的工作計劃。客戶可透過此渠道知悉他們的意見是有被接納並且已迅速地作出回應。



In addition, Yincheng Life has a quality control team, which is primarily responsible for overseeing our business operations from the perspective of quality control, focusing on the maintenance of quality standards, standardising our internal policies as well as service procedures and monitoring adherence to those standards.

另外，銀城生活設有質量控制的團隊，主要負責從質量控制角度監督我們業務的運營、專注於維持質量標準，使內部政策及服務程序標準化和監督該等標準的遵循情況等工作。

Complaint Handling

During the daily operations of our business, we employed 902 customer service specialists to communicate with customers by means of customer service hotlines and regular visits, where we seek and receive feedback and complaints about our services. We formulated the “Customer Grievance Handling Operating Instruction” (《客戶訴求處理作業指導書》) and the “Management and Control Mechanism of Customer Management System (CRM) of Yincheng Property Group” (《銀城物業集團客戶管理系統(CRM)管控制度》) to deal with various customer demands with first person responsibility mechanisms, transparency, standardisation and specialisation. The coping methods are as follows:

處理投訴

在日常業務過程中，我們僱用了902名客戶服務專員，以客戶服務熱綫和定期探訪的方式與客戶進行溝通，徵求並收集對服務的意見反饋及投訴。我們制定《客戶訴求處理作業指導書》和《銀城物業集團客戶管理系統(CRM)管控制度》，以首問責任制、透明化、標準化及專業化規範處理各類客戶訴求，並有以下的應對方法：



We strictly forbid project managers and living consultants from refusing to communicate with the owners and directly closing the case because their appeal cannot be resolved or for reasons that are not the company's responsibility. In improvement work, we regularly summarise the response rate, processing rate and closing rate of customer responses for analysis, and share with internal employees in the form of case study, which can reduce the occurrence of the similar type of complaints, but more importantly to increase understanding of the needs and coping methods of different customers.

我們嚴禁項目經理、生活顧問因業主訴求無法解決或非我司原因，拒絕與業主溝通而直接正常關單。在改進的工作中，我們會定期匯總客戶訴求的回復及時率、處理及時率和閉合率作分析之用，更會以案例形式與內部員工分享，這樣不但能減少同類型的投訴個案發生，更重要可增加對不同客戶需求及應對方法的瞭解。



Enhance Customer Experience

Yincheng Life has arranged no less than two customer satisfaction surveys this Year, which were mainly conducted by the customer quality centre. Taking the residential projects as an example, we collected opinions from households by random sampling to reflect the fairness, impartiality and authenticity of the survey. The customer quality centre also held a satisfaction meeting during the interim customer satisfaction survey whereby each department needs to formulate a plan to enhance satisfaction level based on customers' opinions in order to prepare for the year-end satisfaction survey. This Year, the Group's customer satisfaction was 84%, 11% higher than the industry average. We will endeavour to maintain our customer satisfaction at the industry benchmark and strive for a higher score.

To further develop our intelligent systems, we intend to actively seek for possible engagement with government, property developers and financial institutions to promote our capabilities in intelligent systems through more high-profile projects. We also plan to work with industry leading intelligent systems suppliers to enhance our intelligent technologies.

提升客戶體驗

銀城生活於本年度安排了不少於2次的客戶滿意度調查，主要由客戶品質中心負責。以住宅項目為例，我們會以隨機抽樣的方式向住戶收集意見，體現調查的公平、公正和真實性。客戶品質中心更於中期客戶滿意度調查中召開滿意度宣講會議，而各事業部需就客戶的意見擬定滿意度提升方案，為年終滿意度調查做好準備。本年度，集團的客戶滿意度為84%，較行業平均水平高11%。我們將繼續努力，保持行業標桿水平的客戶滿意度，並爭取獲得更高之評分。

為進一步開發智能系統，我們有意積極尋求政府、房地產開發商及金融機構的潛在委聘工作，透過承接更多大型項目以推廣我們在智能系統的能力。我們亦計劃與龍頭智能系統供應商合作，以提升我們的智能科技。

Case: "Living+" social media account

We plan to upgrade our service capabilities and brand influence by promoting "Living+" social media account and introducing more business partners to "Living+" social media account to address the immediate needs of customers, enhance our service ability and influence of the brand. For example, we will collaborate with laundry service providers, car washing service providers and agricultural products suppliers to build a business partners' network and upgrade the existing community value-added services. We will display the services and products of these suppliers in our "Living+" social media account, through which our customers can make appointment of laundry, car wash services and order agricultural products.

案例：「生活+」社交媒體賬戶

我們計劃透過推廣「生活+」社交媒體賬戶及引進更多業務夥伴加入「生活+」社交媒體賬戶，以即時滿足客戶的需要，從而提升我們的服務能力及品牌影響力。例如，我們將與洗衣服務供應商、洗車服務供應商及農產品供應商合作，建立業務夥伴網絡，升級現有的生活社區增值服務。我們將於「生活+」社交媒體賬戶展示該等供應商的服務及產品，使得我們的客戶可通過賬戶預約洗衣、洗車服務及訂購農產品的服務。

Publicity of the Group

We formulated the “Yincheng Property Enterprise Brand Manual” (《銀城物業企業品牌手冊》) to standardise the specifications of the Group’s logo (including fonts and composition), office administrative documents and supplies, disseminate display materials and logos at the site of services, and consistently standardise as well as maintain intellectual property rights to avoid infringement due to misuse. In terms of publicity, we abide by the regulations of the Advertising Law of the People’s Republic of China with tightened reviews to ensure that no false or misleading information is released.

4.2 Corporate Governance

The Group adheres to the relevant laws and regulations such as the Anti-Money Laundering Law of the People’s Republic of China, the Anti-Corruption Law of the People’s Republic of China, the Anti-Unfair Competition Law of the People’s Republic of China and the Criminal Law of the People’s Republic of China during its operation in a honest and trustworthy manner, establishing law-abiding integrity to achieve our business core notion of quality service.

In order to solidly promote the anti-corruption and anti-bribery work of commercial activities and strengthen the mechanism of internal control of the enterprise, Yincheng Life strictly executes the “Code of Conduct of Anti-Corruption and Anti-Bribery” (《反腐敗反賄賂行為守則》). Personnel with important position need to sign the “Anti-bribery/Anti-corruption Commitment” (《反賄賂/反腐敗承諾書》); and all customers, suppliers and contractors who have business dealings with the Group also need to sign the “Sunshine Cooperation Agreement” (《陽光合作協議》). In addition, the code of conduct of all employees in their daily work is regulated by the “Code of Conduct for Employees in Yincheng Property” (《銀城物業職員職務行為準則》). Employees must read and abide by the code of conduct and those who fail to do so will receive severe but appropriate penalties to achieve vigilance.

During the Year, the Group did not file or conclude corruption cases against the Group or its employees.

集團宣傳

我們制定《銀城物業企業品牌手冊》，規範本集團的標誌(包括字體及組合方式)、辦公行政文件用品、傳播展示物料和服務現場標識等規格，貫徹標準化和維護知識產權，以避免因錯誤使用而導致侵權的行為。在宣傳內容方面，我們遵守《中華人民共和國廣告法》的規定，會予以嚴密的審查，確保不會對外發佈錯誤或誤導性的資訊。

4.2 企業治理

本集團在經營中堅守《中華人民共和國反洗錢法》、《中華人民共和國反貪污法》、《中華人民共和國反不正當競爭法》和《中華人民共和國刑法》等相關法律法規，做到誠實守信，樹立以守法誠信，達致我們以優質服務為核心的經營理念。

為扎實推進商業活動的反腐敗和反賄賂工作及加強企業內控機制，銀城生活嚴格執行《反腐敗反賄賂行為守則》。重要崗位人員須簽訂《反賄賂/反腐敗承諾書》；而所有與集團有業務來往的客戶、供應商、承包商也須簽訂《陽光合作協議》。除此之外，全體職員在日常工作中的行為準則都受《銀城物業職員職務行為準則》所規範。員工需熟讀並遵守行為準則的內容，違反者將接受嚴重但恰當的罰則，達至警惕的作用。

本集團於本年度並沒有對本集團或其員工提出並已審結的貪污訴訟案件。



Methods of Monitoring

The audit and supervision department of the Group is responsible for assisting the improvement of the internal control management system and promoting the enhancement of risk management and control capabilities. The audit and supervision department observes the daily work of each department and implements the elimination of any violation to the company regulations and corruption against the operations of the Group.

Whistle-blowing Procedures

We have set up a channel for whistle-blowing in accordance with the "Prevention of Fraud and Encouraged Whistle-blowing System of Yincheng Property Group" (《銀城物業集團防止舞弊與鼓勵舉報制度》) to effectively prevent and detect the behavior of fraud. The system has clearly stipulated the scopes that apply for the whistle-blowing. Reports can be made through the reporting hotline, e-mail address, correspondence address, etc., which are managed by the supervision and audit department. The supervision and audit department shall inform the Audit Committee within 2 working days after receiving the report, and the Audit Committee shall decide to go for further investigation. During the relevant investigations, the Audit Committee may engage external auditors or other institutions to assist the investigation. The inspectors need to register with the supervision and audit department before they can access the relevant information of the complaint report during the investigation. After a fraud case has been confirmed, disciplinary actions will be inflicted in accordance with the relevant regulations. Those who violate criminal law will be referred to the judicial authorities for handling in accordance with the law. In addition, the internal control of the affected business unit will be subject to evaluation and improvement as a remedial measure.

監察方法

本集團的審計監察部門會負責協助完善內控管理體系和推動風險管控能力的提升。審計監察部門會觀察各部門日常的工作及針對集團的營運而落實杜絕一切違反公司規定及貪污舞弊的行為。

舉報程序

我們已按《銀城物業集團防止舞弊與鼓勵舉報制度》設立舉報渠道，有效地防範和發現舞弊行為。在制度中已明確訂明舉報適用的範圍，可循由監察審計部則負責管理的舉報電話熱線、電子郵箱、通訊地址等提出舉報。監察審計部自接到舉報後2個工作日內通知審計委員會，由審計委員會決定進一步調查事項。審計委員會在進行有關調查時，有機會聘請外部審計師或其他機構協助調查。在調查的過程中，查閱人員需在監察審計部進行登記後才可查閱投訴舉報相關資料。在發生舞弊案件並證實後，會按相關規定予以相應的行政紀律處分；行為觸犯刑法的，更會移送司法機關依法處理。另外，受影響的業務單位的內部控制需進行評估並改進，作為補救措施。

4.3 Privacy and Security

Protecting customers' privacy and personal data are important for property management services. We strictly abide by the Cyber Security Law of the People's Republic of China and other relevant laws and regulations, and have formulated the "Information Security Management Measures of Yincheng Property Group" (《銀城物業集團信息安全管理辦法》) and the "Rules for Administration of Information Services" (《信息服務管理規範》), including but not limited to the following measures:

- Set access rights for computers according to job responsibilities;
- Arrange regular inspections to prevent risks actively and improve data security;
- Handle information system incidents according to the established procedures;
- Customer information is collected and used in a lawful manner. The use of customer information shall be limited to the ordinances set out in the contract;
- Inform employees who are handling customers' information and employees shall only obtain customer information with sufficient reasons;
- Increase the training of employees who frequently access the information;
- Outsiders shall be registered before entering the community; and
- Install closed-circuit television in different locations of the community but records will be deleted after a designated time to ensure security as well as privacy

4.3 隱私安全

保障客戶的隱私和個人資料是物業管理服務的重要工作。我們嚴格遵守《中華人民共和國網絡安全法》等相關的法律法規，制定了《銀城物業集團信息安全管理辦法》和《信息服務管理規範》，包括但不限於以下的措施：

- 按職責需要為計算機設置訪問權限；
- 定期安排巡檢，主動防範風險，提高數據安全；
- 以既定程序處理信息系統事故；
- 以合法的形式收集及使用客戶信息，對客戶信息的使用限於合約中列明的途徑；
- 告知員工有關客戶信息處理事項，而員工須在有充足理由的情況下取得客戶信息；
- 增加對常接觸資料的員工進行培訓；
- 外來人員進入社區時需做好登記；及
- 在社區不同位置安裝閉路電視，但會於指定時間後刪除記錄，保障安全之餘亦能保障隱私等



4.4 Procurement Management

Establishing a good relationship with suppliers will positively affect the service quality of the Group. During the Year, we cooperated with 83 major suppliers (Nanjing: 36; Jiangsu (except Nanjing): 47). The suppliers provided us with services such as office supplies, safety equipment and protective products, clothings, engineering materials, advertising printings, gardening and cleaning materials as well as cleaning, reconstruction of projects, greening and security.

All departments strengthen cooperation in this aspect to ensure the fairness of procurement. The Group has formulated the "Procurement Management System and Selection of Suppliers" (《採購管理制度和供方選擇》), the "Evaluation and Management Control Procedure" (《評價與管理控制程序》) and the "Bidding Management Method" (《招投標管理辦法》) to conduct comprehensive management at different stages of procurement and bidding. We examine the necessity of procurement or bidding through the declaration and approval of procurement requirements. In terms of managing social risks, we will ensure to select suppliers that operate in compliance with regulations and take a zero tolerance to any behaviours such as unethical, bribery and corruption. In terms of managing environmental risks, we advocate environmental protection procurement with gradually increasing the purchase of products and services that have lower environmental impacts. In addition, we will give priority to local suppliers to reduce carbon emissions from transportation and support local economic development. In order to ensure that suppliers can provide materials and services that meet the requirements of production, the Group will compare with other suppliers according to their qualifications and experience, quality of supplies and services, price, delivery period, after-sales service and capabilities of technical support.

In terms of supervision work, all materials purchased shall go through procedures such as inspection and acceptance, inbound and outbound of inventories. When the supplier is found to be inconsistent with the policies of the company, we will contact the supplier in a timely manner and deal with the unqualified goods according to the project requirements, and if necessary, even terminate cooperation until the situation has improved. Furthermore, we will track the quality and arrival time of purchased goods every month as the basis for the annual evaluation of suppliers. We have established a rating scheme in the evaluation process where the results will be based on whether continuous cooperation can be established with the Group.

4.4 採購管理

與供應商建立好合作關係會正面影響本集團的服務質量。本年度，我們與83個主要供應商(南京：36個；江蘇(除南京外)：47個)合作。供應商為本集團提供辦公物資、安護器材、服裝、工程材料、廣告印刷、綠化物資及清潔類等物資，以及清潔、工程改造、綠化及安保等服務。

各部門在此範疇會加強配合，保證採購行為的公平性。本集團已制定《採購管理制度和供方選擇》、《評價與管理控制程序》和《招投標管理辦法》，於不同的採購招標階段作全方位的管理。我們透過採購需求申報及審批的方式審視採購或招標的必要性。在管理社會風險方面，我們會確保選擇合規經營的供應商，對任何不道德、賄賂、腐敗等行為零容忍；在管理環境風險方面，我們提倡環保採購，會逐漸增加採購對環境產生影響較低的產品及服務。此外，我們優先考慮營運當區的供應商，以減少因運輸而造成的碳排放和支持當區的經濟發展。為確保供應商能提供滿足生產作業要求的物資和服務，本集團會按供應商的資格和經驗、物資和服務的質量、價格、交付期和售後服務與技術支援能力等因素與其他供應商進行比較。

在監察工作中，所購入的物資需經過驗收、入庫和出庫等程序。當發現供貨商的行為與公司政策不符合時，會及時聯繫供應商和按項目要求處理不合格物品，有必要時更會停止合作直至情況有所改善為止。此外，我們會每月跟踪採購物品質量和到貨及時性等情況，作為供應商年度評審依據。我們在評審的過程中已有既定的評分方案，結果會是能否與本集團建立持續合作的基準。

5 Values of Employees 員工價值

The wisdom and creativity of employees are the greatest asset of Yincheng Life. We give employees sufficient trust and encourage them to show their strengths, with the hope that employees can learn from work and make progress in practice and grow together with the enterprise. Abiding by the employment-related 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 Law on the Protection of Minors of the People's Republic of China, we have also formulated the "Employee Handbook" (《員工手冊》), which specifies different rules to ensure that the rights and interests of employees are protected.

During the Year, the Group had a total of 2,901 employees with the following details,

員工的智慧和創造力是銀城生活最大的財富。我們給予員工充足的信任，鼓勵他們充分發揮所長，希望員工可在工作中學習和在實踐中進步，與企業共同成長。我們會遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》及《中華人民共和國未成年人保護法》等與僱傭相關的法律法規，亦制定了《員工手冊》，訂明瞭不同的細則，確保員工的權益得到保障。

本年度，本集團共有2,901名員工，具體的劃分如下：

Indicator 指標	Unit 單位	2019 2019年度
Total workforce by gender		
按性別劃分的僱員總數		
Female employees 女性僱員	Number of people 人數	1,481
Male employees 男性僱員	Number of people 人數	1,420
Total workforce by employment type*		
按職位類型劃分的僱員總數*		
Junior employees 初級員工	Number of people 人數	2,666
Intermediate management 中級管理層	Number of people 人數	227
Senior management 高級管理層	Number of people 人數	8
Total workforce by age group		
按年齡組別劃分的僱員總數		
Below 30 30歲以下	Number of people 人數	815
30-50 30-50歲	Number of people 人數	1,225
Above 50 50歲以上	Number of people 人數	861
Total workforce by geographical region		
按地區劃分的僱員總數		
Employees in Jiangsu Province 江蘇省僱員	Number of people 人數	2,854
Employees in Zhejiang Province 浙江省僱員	Number of people 人數	27
Employees in Henan Province 河南省僱員	Number of people 人數	13
Employees in Anhui Province 安徽省僱員	Number of people 人數	7

* During the Year, no part-time employee was employed by the Group

* 本年度本集團並沒有僱用兼職員工



5.1 Employment Rights

The human resources management centre has established the "Recruitment Management System" (《招聘管理制度》) to ensure that recruitment work is completed orderly and efficiently. We review the needs of various departments and carry out recruitment work in recruitment channels such as Internet, headhunting, campus recruitment, job fairs, intermediaries, talent pools and internal recommendations. Employees need to match the qualification requirements of the position and comply with the recruitment principle of "Set Posts for the Sake of Merit, Appoint by Merit, and Treat Employees Equally" (「因事設崗，任人唯賢，一視同仁」). In addition, we never lower employment standards due to the special relationship between in-service employees and candidates. Our workplace promotes multiculturalism and has zero tolerance to any form of discrimination, such as nationality, religion, age, gender, family, health, etc., even making full use of the advantages of multiculturalism and creating more value for the Group.

In terms of promotion, the Group will give priority to the select internal employees if there is a job vacancy and then consider external recruitment. We also arrange professional sequence and administrative sequence plans regularly to motivate employees to work hard.

We strictly abide by the labour standards and eliminate child and forced labour by reviewing and signing employment contracts. We collect documents such as the identity and qualification documents of employees. The "Employee Handbook" (《員工手冊》) states that the personal data provided by employees must be detailed and correct, without any concealment or false reporting. The Company reserves the rights to review the information filled by employees. If there is any false information, it has the rights to terminate the labor relationship at any time. In addition, the Group has also signed contracts with employees in accordance with the Labour Contract Law, which has specified the scope of work, hours, location and holidays to prevent forced labour. The Group did not have any violations of discrimination, employment of child labour or forced labour during the Year.

5.1 僱傭權益

人力資源管理中心建立《招聘管理制度》，確保招聘工作有序高效地完成。我們會審視各部門的需要，在網絡、獵頭、校園招聘、招聘會、中介、人才庫和內部推薦等招聘渠道開展招聘工作。員工要與崗位的資格要求相匹配，配合「因事設崗，任人唯賢，一視同仁」的招聘原則。此外，我們絕不容許因在職員工與應聘者的特殊私人關係而降低錄用標準。我們的工作間提倡多元文化，對任何方式的歧視，如國籍、宗教、年齡、性別、家庭、健康等零容忍，更會充分利用多元文化的優勢，為集團創造更多的價值。

在晉升方面，如有崗位空缺，集團會優先考慮從內部員工中選拔，再考慮外部招聘。我們亦定期安排專業序列競聘和行政序列競聘計劃，激勵員工努力向上。

我們嚴格遵守勞工準則，以審查和簽訂僱傭合同的方法杜絕僱用童工和強制勞工。我們會收集員工的身份和資歷等文件。在《員工手冊》中列明，員工所提供的個人資料必須詳細正確，不得有任何隱瞞或虛報，公司保留審查員工所填資料的權利，如有虛假，有權隨時解除勞動關係。此外，集團亦按《勞動合同法》的規定與僱員簽訂合同，已訂明工作內容、時數、地點及假期等的內容，以防止強制勞工。本集團在本年度並沒有發生有關歧視、聘用童工或強制勞工的違規個案。

In terms of termination and dismissal, employees can terminate the employment relationship according to their own wishes, but need to ensure that the handover work is done during the notice period. The person in charge of the human resources department arranges interviews to understand the reasons for leaving, and also monitor the turnover of employees with the management, and implement targeted measures to improve the employment relationship. The details of turnover rate of the Group this Year are as follows:

在離職和解僱方面，員工可按自己的意願終止僱傭關係，但需確保在通知期間做好交接工作。人力資源部負責人會安排面談，以瞭解離職原因，亦會與管理層監察員工流失的情況，實施針對性的措施改善僱傭關係，本年度的流失率詳細情況如下：

Indicator 指標	2019* 2019年度*
Total turnover rate of employees 僱員總流失率	10.17%
Employee turnover rate by gender 按性別劃分的僱員流失比率	
Female employees 女性僱員	10.33%
Male employees 男性僱員	10.00%
Employee turnover rate by age group 按年齡組別劃分的僱員流失比率	
Below 30 30歲以下	6.87%
30-50 30-50歲	8.08%
Above 50 50歲以上	16.26%
Employee turnover rate by geographical region 按地區劃分的僱員流失比率	
Employees in Jiangsu Province 江蘇省僱員	9.04%
Employees in Zhejiang Province 浙江省僱員	0.00%
Employees in Henan Province 河南省僱員	7.69%
Employees in Anhui Province 安徽省僱員	0.00%

* Calculation method: (Number of employees lost ÷ number of employees at the end of the year) × 100%

* 計算方法：(流失僱員人數 ÷ 年終僱員人數) × 100%



5.2 Welfare for Employees

Compensation System

Our compensation system is based on the principles of external competitiveness, internal fairness and strategic matching to better attract, retain and motivate high-performance and high-potential employees. The system is in a broadband structure and composed of two dimensions: salary grade and salary scale. Different positions belong to different salary grades and salary scales depending on internal value. Compensation of employees consists of basic salary, benefits, performance awards, benchmark year-end awards and annual benefit awards. We will adjust salary according to factors such as business development, the result of employees' year-end performance review and potential of development.

Welfare System

Our welfare system includes the followings:

Social welfare: purchase social insurance items for employees in accordance with the laws, including endowment insurance, unemployment insurance, maternity insurance, work-related injury insurance, medical insurance and comprehensive arrangements for serious diseases and housing provident fund. Employees can enjoy holidays stipulated by the state such as statutory holidays, annual leave, marriage leave, funeral leave, maternity leave, miscarriage leave, nursing leave, breastfeeding leave and work-related injury leave and so on.

Various allowances or subsidies: subsidies for private cars used for work, shift allowances, expatriate subsidies, level certification allowance of gatekeepers, subsidies of skills and certification from professional companies and subsidies for squad leader.

Corporate Welfare: meal welfare, birthday welfare, tooling welfare, welfare for team building and theme activities, check-up welfare, holiday welfare, high temperature subsidies, wedding gift, childbirth gift, employee sick visit, death mourning of direct family members, education and training welfare and home purchase welfare that helps settle.

5.2 員工福祉

薪酬體系

我們的薪酬體系建基於外部競爭性，內部公平性與戰略匹配性的原則，以此更好地吸引，保留和激勵高績效和高潛力的員工。體系呈寬帶架構，由薪等和薪級兩個維度組成，不同崗位會依據內部價值屬不同薪等和薪級。員工薪酬由基本工資、福利、業績獎、基準年終獎與年度效益獎組成。我們會按業務發展、員工在年終績效考核的結果及發展潛力等因素考慮工資調整。

福利體系

我們的福利體系包括以下內容：

社會福利：依法為員工辦理養老保險、失業保險、生育保險、工傷保險、醫療保險、大病統籌等社會保險項目和住房公積金。員工可享受國家規定的法定節假日、年休假、婚假、喪假、產假、流產假、護理假、哺乳假、工傷假等休假。

各類津貼或補貼：用於工作的私家車補貼、輪班津貼、外派補貼、門崗等級認證津貼、專業公司各類技能認證津貼、班長津貼等。

企業福利：工作餐福利、生日福利、工裝福利、團建及主題活動福利、體檢福利、節日福利、高溫補貼、結婚禮金、生育禮金、員工生病探望、直系親屬亡故吊唁、教育培訓福利和助力安家的置業福利。

Employee Activities

員工活動

“Running to Welcome the New Year”

「新年迎新跑」

At the beginning of 2019, 265 employees of Yincheng Life ran to welcome the first light of the New Year
265名銀城生活員工在2019年初以迎新跑的方式，共同迎接新年的第一縷曙光



Yincheng Charity Day

銀城公益日

2,106 employees gave their love and participated in Yincheng charity day to help poor children that dropped out of school through donations
2,106名員工獻出愛心，參與銀城公益日，以捐款的方式幫助貧困輟學的兒童



Team Building Activity

團建活動

54 middle and senior living consultants traveled through the forest, which not only showed team spirit, but also challenged themselves
54名中高級生活顧問穿越山林，體現團隊精神之餘亦能挑戰自我





Employee Travel

員工旅遊

The Group organised employee travel, stepping in Taiwan, listening to the most touching stories and seeing the most beautiful scenery

本集團組織了員工旅遊，踏上了寶島台灣，聽最動人的故事，看最美麗的風景



"Super Brain" Knowledge Contest

「最強大腦」知識競賽

In the "Super Brain" knowledge contest, employees showed their talents, competed skills and learned from each other
員工在「最強大腦」知識競賽中展示才能，比拼技能，相互切磋和學習



Athletic Meeting

運動會

Through participating in the fun athletic meeting, employees felt the warmth of Yincheng Life together with their families and children, and at the same time advocated the concept of healthy living

員工透過參與趣味運動會，帶著家人和孩子共同感受銀城生活大家庭的溫暖，同時亦能提倡健康生活的理念



Acknowledging Senior Employees

答謝老員工

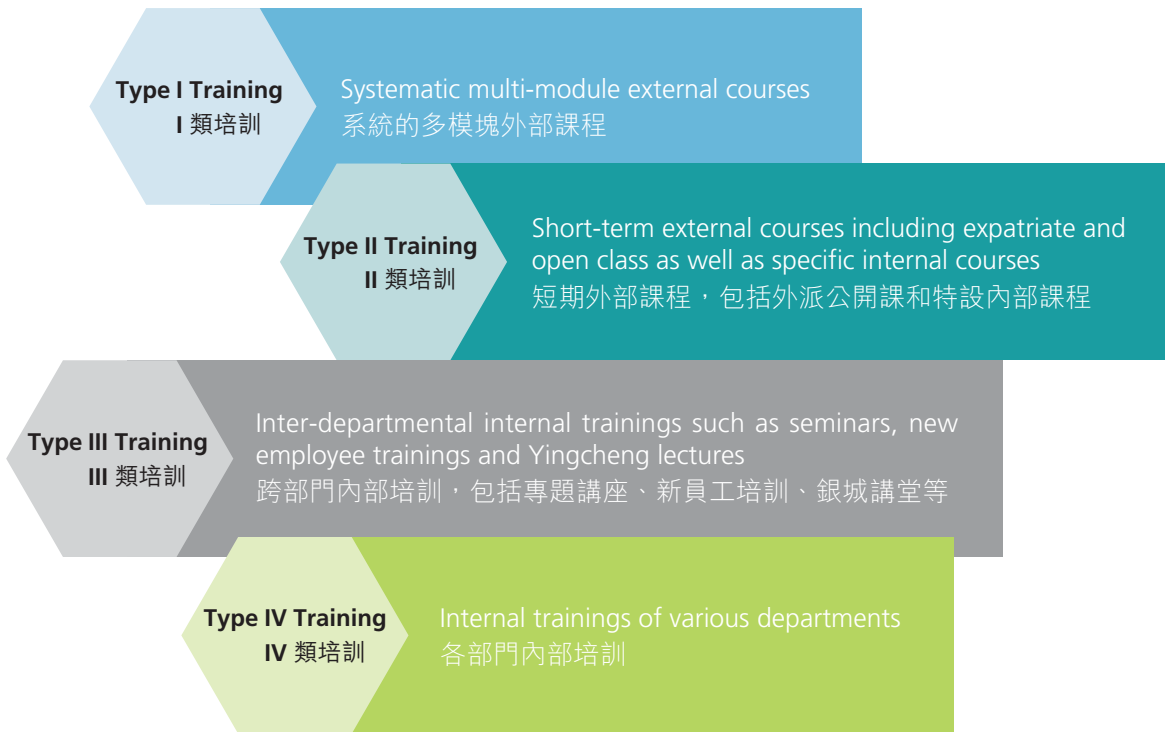
To acknowledge the contribution of the senior employees of the Group, Yincheng Life awarded certificates to 25 senior employees who have worked for 10 to 15 years

銀城生活為答謝老員工對本集團的貢獻，為25名工作滿10至15年的老員工頒發獎狀



5.3 Nurturing Our Employee

Yincheng Life is committed to creating a learning atmosphere, encouraging from the chairman down to ordinary employees to continue learning and stay competitive. As such, we have established a four-level training system to provide a powerful learning platform. The system is divided into different levels according to training content, faculty, organizational form and length of the courses, which can meet the needs of all levels and types of employees.



We prepare the annual training schedule to effectively summarise the annual training programmes. We also review the number of participants and effectiveness of the trainings to design the training plan for next year. In the document “2019 Work Summary and 2020 Work Outlook of Property Group” (《物業集團2019工作總結和2020工作展望》), the deficiencies and improvements of training have been listed in detail, so as to continuously optimise quality and efficiency of trainings.

5.3 培育人才

銀城生活致力營造學習的氛圍，鼓勵上至主席，下至普通員工持續學習，保持競爭力。有見及此，我們建立了四級培訓體系，提供強有力的學習平台。該體系根據培訓內容、師資力量，組織形式和課程時長的不同劃分級別，能滿足各層級、各種類型員工的需求。

我們編製年度培訓計劃表，有效地匯總年度的培訓項目。我們亦審視培訓的參與人數及成效等因素規劃下年度的培訓計劃。在《物業集團2019工作總結和2020工作展望》的文件中已詳列培訓的不足與改進的地方，不斷優化培訓的質量和效益。



Annual Training Plan

年度培訓計劃

Training Plan 培訓計劃

Training Content 培訓內容

Running Plan 奔跑計劃

- Role management courses to improve cognition
角色管理課程，提升認知
- Replicated leadership that can be learned and shared
可複製領導力，行動學習與分享

Future Stars 未來之星

- Mentoring guide
師徒帶教
- Project study tours and reviews
項目遊學及複盤
- Relief negative emotions of learners
紓解學員負面情緒

Pre-job Training 崗前培訓

- Working layer: theory execution together with practical operation
作業層：共同實行理論與實體操作培訓
- Basic layer: specialized training
基層：專門培訓
- Middle layer: assign special functional connectors and guiders; increase the project study tours for middle level new employees and share experience
中層：專設職能對接人與引導人；增加項目遊學環節予入職中層員工，分享心得

Improvement of Learning Ability 學習力提升

- Employees who are chosen by the business department can attend the limited trainings
由事業部推選員工出席定額的培訓

Skills Certification 技能認證

- Increase skills and knowledge of trainees through field exercise and operation simulation
以現場演練和實操模擬的方式讓受訓人增加對技能的認識

Trainings for Living Consultant 生活顧問培訓

- Improve service quality continuously in the future by activities of summarising and reviewing job
透過總結和回顧工作的活動，可於未來持續地提升服務質量

The KPIs of employees trained of the Group in 2019 are as follow:

本集團2019年度員工受訓KPIs如下：

Indicator 指標	Unit 單位	2019 2019年度
Percentage of employees trained by gender		
按性別劃分的受訓僱員百分比		
Female employees 女性僱員	%	100.00
Male employees 男性僱員	%	100.00
Percentage of employees trained by employee category		
按僱傭類別劃分的受訓僱員百分比		
Junior employees 初級員工	%	100.00
Intermediate management 中級管理層	%	100.00
Senior management 高級管理層	%	100.00
Average training hours completed per employee by gender		
每名僱員完成受訓的平均時數－按性別劃分		
Average training hours completed per female employee 每名女性僱員完成受訓的平均時數	hour 小時	71.00
Average training hours completed per male employee 每名男性僱員完成受訓的平均時數	hour 小時	112.00
Average training hours completed per employee by employee category		
每名僱員完成受訓的平均時數－按僱傭類別劃分		
Average training hours completed per junior employee 每名初級員工完成受訓的平均時數	hour 小時	101.00
Average training hours completed per intermediate management 每名中級員工完成受訓的平均時數	hour 小時	68.00
Average training hours completed per senior management 每名高級員工完成受訓的平均時數	hour 小時	96.00



5.4 Health and Safe Working Environment 5.4 健康安全工作環境

In addition to safeguarding clients' health and safety, our business also involves maintenance work handled by technicians, making health and safety issue even more important. In addressing the needs of the position, the Group has organised the safety education trainings, such as the "General Rules for Safe Production and Matters to Pay Attention" (《安全生產及注意事項通則》), the "Training on Fire Engine Operation" (《消防主機操作培訓》) and the "Maintenance Guide of Equipment and Facilities" (《設備設施維護保養要點》), to strengthen safety awareness of our employees when working. Yincheng Life has set out the "Occupational Safety Notification Agreement" (《職業安全告知協議書》) in the Employee Handbook (《員工手冊》) to explain possible risks and precautions to avoid accidents during working.

During the Year, there were work-related injured cases occurred in the Group despite no work-related fatalities reported, losing 1,289 working days. The Group has attached paramount importance to occupational injury and an immediate response has been made by the human resource department. We have enacted trial policies of the "Guidelines of Occupational Safety" (《職業安全指引》) and the "Yincheng Property Group Occupational Health and Safety Management System" (《銀城物業集團職業健康安全管理制度》). The relevant policies are expected to be carried out in the coming years. The Group will maintain continuous supervision aiming at reducing and avoiding work-related injured/fatal cases.

The Group abides by the Law on the Prevention and Control of Occupational Diseases of the People's Republic of China as well as the Regulations on Work-Related Injury Insurance to ensure employees' health and safety during working.

我們的業務除需保障客戶的健康安全外，更涉及維修技工處理維修工作，令健康與安全的議題更為重要。本集團已針對職位的需要組織了《安全生產及注意事項通則》、《消防主機操作培訓》、《設備設施維護保養要點》等與安全教育有關的培訓，提升他們在工作時的安全意識。銀城生活已在《員工手冊》中載列《職業安全告知協議書》，解釋在工作中可能會面臨的風險和避免意外事故發生的方法。

本集團於本年度雖然沒有因工死亡的個案，但有因工受傷的個案，損失了共1,289天的工作日數。本集團高度重視工傷的情況，而人力資源部已立即作出應對，制定了《職業安全作業指引》和《銀城物業集團職業健康安全管理制度》試運行的政策。相關政策有望於來年重點執行。本集團將以減少及避免因工受傷／死亡個案為目標，進行持續監測。

本集團遵守《中華人民共和國職業病防治法》和《工傷保險條例》，以確保員工在工作期間的健康和安全。

6 Values of Environment 環境價值

We strictly abide by the environmental 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. The Group has obtained ISO14001 certification, contributing to environmental protection. The Group collects different consumption for tracking and monitoring purposes. We are a property management service provider and our operations do not have significant impacts to the discharges into water and land.

我們嚴格遵守《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》等與環境相關的法規法規。本集團已獲得ISO14001認證，為環保出一份力。本集團收集不同的耗用量，達至追蹤和監察的作用。我們是物業管理服務供應商，在營運中並不會對向水及土地的排污產生重大影響。

6.1 Emissions Management

Climate change is an important global issue, and employees can identify the climate change impacts during operation in the future based on the understanding of the Group and business.

6.1 排放管理

氣候變化為一個重要的全球議題，員工可透過對本集團及業務的瞭解，於未來識別在經營的過程中因氣候變化所產生的影響。

Our greenhouse gas (GHG) emissions inventory is calculated based on the "Greenhouse Gas Inventory Protocol" (《溫室氣體盤查議定書》) developed by the World Resources Institute and the World Business Council for Sustainable Development and the ISO14064-1 Standard set by the International Organization for Standardization. The calculation scope includes the Group's headquarters office and three major customer service centres: "Xidi International Community", "Yincheng East Garden" and "Baima Lanshan". The emissions are summarised as follows:

我們的溫室氣體排放盤查是以世界資源研究所與世界可持續發展工商理事會開發的《溫室氣體盤查議定書》及國際標準化組織訂定的ISO14064-1標準計算。計算範圍包括本集團總部辦公室及3個主要客服中心：「西堤國際」，「銀城東苑」和「白馬瀾山」，排放概要如下：

GHG Emissions Performance

溫室氣體排放表現

Unit

單位

2019

2019年度

GHG Emissions

溫室氣體排放量

Direct GHG Emissions (Scope 1) 直接溫室氣體排放(範圍1)	Tonnes of CO ₂ equivalent (CO ₂ e) 公噸二氧化碳當量	7.61
GHG Removal from Newly Planted Trees (Scope 1) 新種植樹木的溫室氣體減除(範圍1)	Tonnes CO ₂ e 公噸二氧化碳當量	1,693.49
Indirect GHG Emissions (Scope 2) 間接溫室氣體排放(範圍2)	Tonnes CO ₂ e 公噸二氧化碳當量	6,367.60
Total GHG Emissions (Scope 1 and 2) 溫室氣體排放總量(範圍1及2)	Tonnes CO ₂ e 公噸二氧化碳當量	4,681.72

GHG Emissions Intensity

溫室氣體排放密度

Per thousands of square meter (Scope 1 and 2) 每千平方米(範圍1及2)	Tonnes CO ₂ e/1,000 m ² 公噸二氧化碳當量/千平方米	3.80
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Scope 1: Direct GHG emissions from sources owned and controlled by the Company.

範圍1：公司擁有及控制的來源所產生的直接溫室氣體排放。

Scope 2: GHG emissions indirectly caused by electricity generation, heating and cooling, or steam purchased by the Company.

範圍2：發電、供熱和製冷或者公司向外購買的蒸汽所間接引致的溫室氣體排放。



GHG emissions are divided into 2 scopes, namely Scope 1: fixed equipment, fuel use of vehicles under the Group and consumption of refrigerant (direct GHG emissions); and Scope 2: electricity consumption during operation (indirect GHG emissions).

In addition, the Group's light goods vehicles consumed 1,248.00 litres of gasoline in total. Types and data of the emissions generated are as follows:

Type of emissions 排放種類	Unit 單位	Emissions data 排放數據
Nitrogen oxides (NO _x) 氮氧化物 (NO _x)	kg 千克	11.68
Sulfur oxides (SO _x) 硫氧化物 (SO _x)	kg 千克	0.02
Particulate matter (PM) 顆粒物 (PM)	kg 千克	1.12

The Group regularly inspects and maintains its vehicles to effectively avoid the situations of low efficiency, excessive pollutant emissions and excessive use of fuel due to lack of timely handling.

The Group will increase the understanding of different sources of emissions to prepare for effective and targeted emission reduction measures planning in the future.

6.2 Green Management

As a property management service provider, although the Group cannot directly control the consumption of users, we have proactively formulated the "Energy Conservation and Consumption Reduction Management of Yincheng Property" 《銀城物業節能降耗管理》 to actively carry out energy conservation and consumption reduction in offices and common area of the communities to construct low-carbon properties. We have a leading team of energy-saving and consumption-reduction composed of personnel from functional departments at all levels to play a role in managing and supervising the rational use of energy, formulating energy-saving plans and implementing energy-saving measures.

溫室氣體排放分為2個範圍，分別是範圍1：固定設備，本集團名下車輛的燃油使用和製冷劑的耗用(直接溫室氣體排放)；及範圍2：營運時的電力消耗(間接溫室氣體排放)。

此外，本年度集團的輕型車輛共耗用了1,248.00公升汽油，所產生的排放種類及數據如下：

本集團會定期為名下的車輛檢查保養，有效地避免因沒有及時處理而出現的效能低、排放過多污染物及使用過多燃料情況發生。

本集團將對不同排放源頭增加瞭解，為未來計劃有效且針對的減排措施做好準備。

6.2 綠色管理

本集團作為物業管理服務供應商，雖然不能直接控制用家的消耗量，然而我們仍主動制定了《銀城物業節能降耗管理》，積極在辦公間及小區的公共空間中開展節能降耗的計劃，構建低碳物業。我們設有由各級職能部門人員組成的節能降耗領導小組，發揮管理和監督能源的合理使用，制定節能計劃和實施節能措施的作用。

Energy Management

Reducing energy consumption and saving resources effectively relies on the joint efforts of all our employees. The Group encourages employees to achieve the energy saving and consumption reduction goals with strong morale and high enthusiasm through various incentives. We promote the guidance of “Cutting Expenditure, Saving Cost” (「開源節流，厲行節約」) throughout the Group, so that all employees fully realize the necessity and urgency of cutting expenditure. In addition, we also encourage employees to submit the “Proposal Form of Cutting Expenditure” (《開源節流提案單》), and actively provide suggestions and measures to cut expenditure through email and face-to-face conversations. If the proposal can achieve obvious results, employees have the chance to get rewards.

In terms of lighting system, we first understand our office area and the common space of the project, and increase or reduce the number of lamps during construction or maintenance phase. Motion sensors were installed in places that are not frequently used (such as stairs, rooftops and parking lots, etc.) to reduce wasting of energy due to long-term unnecessary lighting. Our employee also flexibly control the servicing time of all lamps by using independent switch controls.

In terms of the air-conditioning system, we choose to install a separate air-conditioning system in a position without exposure to direct sunlight, which can be turned off when the system is not in use. We also arrange filter cleaning regularly to reduce unnecessary and wasting of energy consumption.

The environmental collection scope of the Group consumed a total of 6,367,600.00 kWh for the Year, with an intensity of 5.17 kWh per square metre.

管理能源

有效地降低耗能和節約資源皆依靠我們全體員工共同的努力。本集團透過不同的激勵方式，鼓勵員工以旺盛的士氣、高昂的熱情，為企業的節能降耗目標而努力。我們在全集團範圍進行「開源節流，厲行節約」的宣傳和引導，使全體員工充分認識到開源節流的必要性和緊迫性。此外，我們亦鼓勵員工提交《開源節流提案單》，通過電子郵件和當面交談等方式積極為開源節流活動獻計獻策。如建議可取得明顯的成效，員工有機會可獲得獎勵。

在照明系統方面，我們先對辦公區域及項目的公共空間作瞭解，再於建設或維修的階段增加或減少燈具的數目。在非經常使用的地方（如：樓梯間、天台和停車場等）安裝動態傳感器，減少因長時間不必要的照明而浪費能源。我們的員工亦透過使用獨立開關控制靈活控制好所有燈具的使用時間。

在空調系統方面，我們選擇在避免太陽直接照射到的位置安裝獨立空調系統，可於不使用系統時關閉。我們亦定期安排清洗過濾網，減少不必要的能耗浪費。

本集團的環境收集範圍於本年度共耗用了6,367,600.00千瓦時，每平方米的密度為5.17千瓦時。



Water Resources Management

We do not have any issues in sourcing water that is fit for purpose, but we have taken the following measures to conserve water resources within the scope:

- Select qualified key parts such as water supply switch, gate valve, water tank and water level self-control system;
- Conduct regular inspections with timely maintenance of water-supply pipeline network;
- Control the amount of watering for greening and appropriately reduce the amount of watering after rain in green areas; and
- Control the water consumption of the hand-washing basin, etc.

During the Year, the total water consumption of the Group was 157,506.00 cubic metres and the intensity was 0.13 cubic metres per square metre.

Waste Management

Reducing waste at the source and increasing the recovery rate are the core work of waste management. We have set up garbage sorting and recycling bins in offices and community to facilitate employees and customers to put collected waste paper, metal and plastic waste into suitable recycling bins. Our employees reuse envelopes, binders, file cards and other stationery items to reduce waste. In terms of managing hazardous waste, we control the number of batteries used by employees in a trade-in manner. The printing equipment in the offices use recyclable toner cartridges/ink cartridges, and the ink cartridges are handed to the suppliers for disposal, effectively reducing the environmental impacts due to mishandling of hazardous waste.

The headquarters of the Group and the office areas of the three major customer service centres produced a total of 16,133.00 kg of non-hazardous waste with each employee generating 33.13 kg. We generated 28.00 kg of hazardous waste during the Year.

管理水資源

我們在求取適用水源上並沒有任何問題，但在範圍內採取以下節約用水的措施：

- 供水開關、閘閥和水箱、水位自控制系統等關鍵部位選用質量過關的零配件；
- 保持經常巡視及時檢測維修供水管網；
- 控制好綠化澆水用量適當減少雨後綠化澆水用量；及
- 控制好洗手台用水量等

本年度，本集團的總耗水量為157,506.00立方米，密度為每平方米0.13立方米。

管理廢棄物

源頭減廢及增加回收率是管理廢棄物的重點工作。我們在辦公間及項目的當眼處設置了垃圾分類回收筒，方便員工及客戶把收集完的廢紙、金屬及塑料類棄置於合適的回收筒內。我們的員工重複使用信封、活頁夾、檔案卡及其他文儀用品，減少產生廢棄物。在管理有害廢棄物方面，我們用以舊換新的方式控制使用電池的數量。辦公室內的打印機設備使用可循環再造的碳粉盒／墨盒，並將墨盒交給供應商處理，有效減低因錯誤處理有害廢棄物對環境的影響。

本集團總部及3個主要客服中心的辦公室區域產生無害廢棄物共16,133.00千克，每名員工的產生量為33.13千克。我們本年度產生了有害廢棄物28.00千克。

Paper Management

Yincheng Life uses an office automation system in offices, which greatly replaces the use of paper. For the necessary document printing, we generally use double-sided, line-spaced font and ink-saving mode, and focus on encouraging the use of electronic communication technology to transmit information. Employees also make full use of the recycling bins to collect and recycle paper files, such as waste paper, posters, letters and envelopes.

The Group consumed a total of 1,702.97 kg of paper during the Year with paper consumption of 3.50 kg per employee. We will closely monitor the amount of paper consumption and hope that there will be a downward trend in consumption in the coming year.

Environmental Protection Activities

With the theme of “Green Wishes, Care with Heart” (「綠色心願，用心呵護」), Yincheng Life conducted afforestation activities on Arbor Day. We chose to hold activities with owners in high-end residential projects and invited green specialists to introduce landscaping knowledge of common flowers and plants to property owners. Property owners had the opportunity to plant trees in the parks, name the trees, and take care of sapling together. This activity is expected to drive community or other resources for organising larger scale tree planting activities.

73,630 trees were planted in our environmental KPIs collection scope during the Year, which was equivalent to the emissions reduction of 1,693.49 tonnes of carbon dioxide.

管理紙張

銀城生活在辦公室使用了辦公自動化系統，大幅度取代紙張的使用。對於必要的文件打印，我們一般採用雙面、調校行距字型和省墨模式，但重點鼓勵以電子通訊技術傳遞信息。員工亦會充分利用回收站，集中收集及回收紙質檔，例如廢紙、海報、信件及信封等。

本集團於本年度共耗用1,702.97千克的紙張，每名員工的用紙量為3.50千克。我們會密切監察用紙量，望於下年度的耗用有下降的趨勢。

環保活動

銀城生活以「綠色心願，用心呵護」為主題，在植樹節之際開展了植樹造林的活動。我們選擇在高端住宅項目與業主舉行活動，更邀請綠化師傅為業主講解常見花卉和植物的養護知識。業主更有機會一起在園區種樹、一起為樹起名字，共同打理自己的小樹。此活動有望帶動社區或其他資源，組織更大規模的植樹活動。

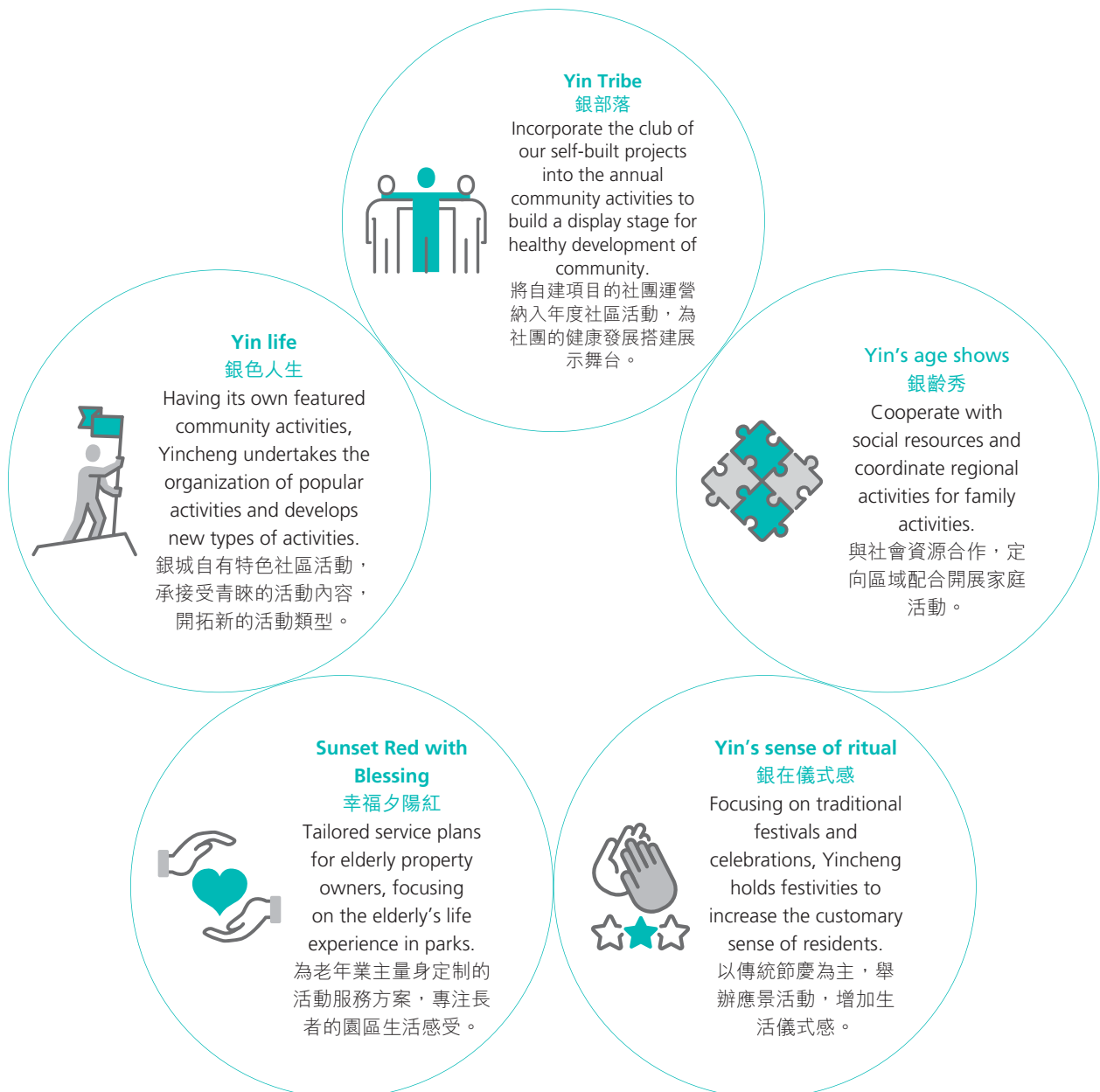
本年度，我們的環境KPIs收集範圍內共種植了73,630棵樹木，相當於減除了1,693.49公噸二氧化碳的排放。



7 Values of Society 社會價值

Yincheng Life donated approximately RMB106,000 in community investment during the Year, and 15 employees joined the volunteering team of the Yincheng Group, formulated the “Community Cultural Activities Plan” (《社區文化活動方案》) every year which drives employees and property owners to join hand in the community activities in a well-planned manner. In addition, we have held the following featured activities by leveraging on our business advantages and understanding of the daily needs of the residents in the community:

銀城生活於本年度捐獻了約10.60萬元人民幣於社區投資中，更有15名員工成為銀城集團志願團隊成員，負責每年制定《社區文化活動方案》，有規劃地組織員工和業主參與社區活動。此外，我們充分利用業務的優勢和對社區人士生活需求的瞭解開展了以下的特色活動：





Case: Lei Feng Volunteering Services

案例：雷鋒志願服務

Employees of Yincheng Life's are voluntarily participating in volunteering services with the theme of "Implement Five Heart Services, Practice the Spirit of Lei Feng" (「落實五心服務，踐行雷鋒精神」) and the services benefit people who were in need in different activities.

銀城生活的員工主自覺參與以「落實五心服務，踐行雷鋒精神」為主題的志願服務，並於不同的活動惠及有需要人士。

Activity

Content

活動

內容

Parks cleaning day activities
園區美顏日活動

Conduct the activity of "Clean Day of Community" (「園區美顏日」) with the cleaning team and enthusiastic property owners to clean up each corner together
與保潔團隊及熱心業主開展「園區美顏日」活動，協力清理園區每個角落

Volunteering services in caring for life
關愛生命志願服務

- Cooperate with the voluntary community clinic units to provide free blood pressure measurement and physical examination to property owners when entering the community
整合社區義診單位，進園區為業主免費測量血壓、體檢
- Connect with the blood donation centre, and organize employees and enthusiastic property owners to voluntarily participate in blood donation activities
與獻血中心對接，組織項目員工及熱心業主，自願參與獻血活動

Caring for elderly empty nesters
(Sunset Red with Blessing)
關愛空巢老人志願服務(幸福夕陽紅)

Cooperate with external contact resources of community and geriatric care institutions to conduct the Sunset Red with Blessing voluntary service activity to care for the elderly who are living alone. This activity is designed for elderly property owners who are living alone, and we will arrange home visits to help them do housework, organise medicine boxes and inspect expired drugs, etc.
結合社區義診和養老機構等單位的外聯資源，開展「幸福夕陽紅」關愛空巢老人志願服務活動。活動為園區獨居老年業主設計，安排上門拜訪，幫助他們整理家務，整理醫藥箱及排查過期藥品等

Conduct convenience
volunteering services
開展便民利民志願服務

- Conduct free of charge household repair and maintenance in the prescribed period
在規定期限內免人工費開展家政維修
- Provide free haircuts, knife sharpenings, umbrella repairs for property owners
為業主提供免費剪髮、磨刀、修傘等維修服務

Looking forward, we intend to cooperate with Yincheng Group, take part in more community activities, donate more funds and help more people so as to build up our image of corporate social responsibility.

展望未來，我們有意與銀城集團攜手參與更多社區活動，捐出更多慈款及惠及更多人士，努力營造企業社會責任的形象。



Appendix I: Sustainability Data Statements

附錄一：可持續發展數據摘要

Environmental ¹ 環境指標 ¹	Unit 單位	2019 2019年度
Emissions		
排放物		
Nitrogen oxides (NO _x) 氮氧化物 (NO _x)	kg 千克	11.68
Sulphur oxides (SO _x) 硫氧化物 (SO _x)	kg 千克	0.02
Particulate Matter (PM) 顆粒物 (PM)	kg 千克	1.12
The fuel consumption of vehicles		
車輛燃料耗用量		
Gasoline 汽油	liter 公升	1,248.00
GHG emissions		
溫室氣體排放		
Direct GHG emissions (Scope 1) 直接溫室氣體排放(範圍1)	Tonnes CO ₂ e 公噸二氧化碳當量	7.61
GHG removals from newly planted trees (Scope 1) 新種植樹木的溫室氣體減除(範圍1)	Tonnes CO ₂ e 公噸二氧化碳當量	1,693.49
Indirect GHG emissions (Scope 2) 間接溫室氣體排放(範圍2)	Tonnes CO ₂ e 公噸二氧化碳當量	6,367.60
Total GHG emissions (Scope 1 & 2) 溫室氣體排放總量(範圍1及2)	Tonnes CO ₂ e 公噸二氧化碳當量	4,681.72
Per thousands of square metre (Scope 1 & 2) 每千平方米(範圍1及2)	tonnes CO ₂ e/1,000 m ² 公噸二氧化碳當量/千平方米	3.80
Non-hazardous waste		
無害廢棄物		
Total non-hazardous waste 無害廢棄物總量	kg 千克	16,133.00
Intensity of the non-hazardous waste (per employee) 無害廢棄物密度(每名員工)	kg/employee 千克/員工	33.13
Hazardous waste		
有害廢棄物		
Total hazardous waste 有害廢棄物總量	kg 千克	28.00
Paper		
紙張		
Paper consumption 紙張消耗	kg 千克	1,702.97
Intensity of paper consumption (per employee) 紙張消耗密度(每名員工)	kg/employee 千克/員工	3.50



Environmental¹
環境指標¹

Unit
單位

2019
2019年度

Energy use

能源使用

Total electricity consumption 總耗電量	kWh 千瓦時	6,367,600.00
Intensity of electricity consumption (per square metre) 耗電量密度(每平方米)	kWh/m ² 千瓦時/平方米	5.17

Water consumption

水源耗用

Total water consumption 總耗水量	tonnes 公噸	157,506.00
Intensity of water consumption (per square metre) 耗水量密度(每平方米)	tonnes/m ² 公噸/平方米	0.13

Social²
社會指標²

Unit
單位

2019
2019年度

Total workforce by gender

按性別劃分的僱員總數

Male employees 男性僱員	no. of people 人數	1,420
Female employees 女性僱員	no. of people 人數	1,481

Total workforce by employment type

按職位類型劃分的僱員總數

Junior employees 初級員工	no. of people 人數	2,666
Intermediate management 中級管理層	no. of people 人數	227
Senior management 高級管理層	no. of people 人數	8

¹ The disclosure of the environmental KPIs include the Group's headquarters and three major customer service centres, namely "Xidi International Community", "Yincheng East Garden" and "Baima Lanshan"

¹ 環境關鍵績效指標披露包括本集團總部辦公室及3個主要客服中心：「西堤國際」、「銀城東苑」和「白馬瀾山」

² The disclosure of social KPIs include the data of the Group

² 社會關鍵績效指標披露包括本集團數據



Social²
社會指標²

Unit
單位

2019
2019年度

Total workforce by age group

按年齡組別劃分的僱員總數

Below 30 30歲以下	no. of people 人數	815
30-50 30-50歲	no. of people 人數	1,225
Above 50 50歲以上	no. of people 人數	861

Total workforce by geographical region

按地區劃分的僱員總數

Employees in Jiangsu Province 江蘇省僱員	no. of people 人數	2,854
Employees in Zhejiang Province 浙江省僱員	no. of people 人數	27
Employees in Henan Province 河南省僱員	no. of people 人數	13
Employees in Anhui Province 安徽省僱員	no. of people 人數	7

Employee turnover rate by gender

按性別劃分的僱員流失比率

Total turnover rate of employees 僱員總流失率	%	10.17
Female employees 女性僱員	%	10.33
Male employees 男性僱員	%	10.00

Employee turnover rate by age group

按年齡組別劃分的僱員流失比率

Below 30 30歲以下	%	6.87
30-50 30-50歲	%	8.08
Above 50 50歲以上	%	16.26

Employee turnover rate by geographical region

按地區劃分的僱員流失比率

Employees in Jiangsu Province 江蘇省僱員	%	9.04
Employees in Zhejiang Province 浙江省僱員	%	0.00
Employees in Henan Province 河南省僱員	%	7.69
Employees in Anhui Province 安徽省僱員	%	0.00

Social²
社會指標²

Unit
單位

2019
2019年度

Occupational health and Safety
職業健康和安全

Number of work-related fatalities and injuries

因工傷亡個案

Number of work-related fatalities 因工作關係死亡的人數	no. of people 人數	0.00
Lost days due to work injury 因工傷損失工作日數	day 天	1,289.0

Percentage of employees trained by gender

按性別劃分的受訓僱員百分比

Female employees 女性僱員	%	100.00
Male employees 男性僱員	%	100.00

Percentage of employees trained by employee category

按僱傭類別劃分的受訓僱員百分比

Junior employees 初級員工	%	100.00
Intermediate management 中級管理層	%	100.00
Senior management 高級管理層	%	100.00

Average training hours completed per employee by gender

每名僱員完成受訓的平均時數 – 按性別劃分

Average training hours completed per female employee 每名女性僱員完成受訓的平均時數	hour 小時	71.00
Average training hours completed per male employee 每名男性僱員完成受訓的平均時數	hour 小時	112.00

Average training hours completed per employee by employee category

每名僱員完成受訓的平均時數 – 按僱傭類別劃分

Average training hours completed per junior employee 每名初級員工完成受訓的平均時數	hour 小時	101.00
Average training hours completed per intermediate management 每名中級員工完成受訓的平均時數	hour 小時	68.00
Average training hours completed per senior management 每名高級員工完成受訓的平均時數	hour 小時	96.00



Appendix II: Content Index to the Guide of the Stock Exchange 附錄二：聯交所《指引》內容索引

Indicator 指標內容

Related Chapter 相關章節

A. Environmental

環境範疇

A1: Emissions

排放物

Indicator 指標內容	Related Chapter 相關章節
General Disclosure 一般披露	6. Values of Environment 環境價值
A1.1	6.1 Emissions Management 排放管理 Appendix I: Sustainability Data Statements 附錄一：可持續發展數據摘要
A1.2	6.1 Emissions Management 排放管理 Appendix I: Sustainability Data Statements 附錄一：可持續發展數據摘要
A1.3	6.2 Green Management 綠色管理 Appendix I: Sustainability Data Statements 附錄一：可持續發展數據摘要
A1.4	6.2 Green Management 綠色管理 Appendix I: Sustainability Data Statements 附錄一：可持續發展數據摘要
A1.5	6.1 Emissions Management 排放管理
A1.6	6.2 Green Management 綠色管理



Indicator
指標內容

Related Chapter
相關章節

Indicator	General Disclosure	Related Chapter
A2: Use of Resources 資源使用	General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。
	A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total and intensity. 按類型劃分的直接及/或間接能源(如電、氣或油)總耗量及密度。
	A2.2	Water consumption in total and intensity. 總耗水量及密度。
	A2.3	Description of energy use efficiency initiatives and results achieved. 描述能源使用效益計劃及所得成果。
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. 描述求取適用水源可有任何問題，以及提升用水效益計劃及所得成果。
A2.5	Total packaging material used for finished products and with reference to per unit produced. 製成品所用包裝材料的總量及每生產單位佔量。	
A3: The Environment and Natural Resources 環境及天然資源	General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 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。



Indicator
指標內容

Related Chapter
相關章節

B. Social

社會範疇

B1: Employment
僱傭

Indicator	General Disclosure	Information	Related Chapter
	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 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：(a)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料。	5. Values of Employees 員工價值 5.1 Employment Rights 僱傭權益 5.2 Welfare for Employees 員工福祉
B1.1		Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	5. Values of Employees 員工價值 Appendix I: Sustainability Data Statements 附錄一：可持續發展數據摘要
B1.2		Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	5.1 Employment Rights 僱傭權益 Appendix I: Sustainability Data Statements 附錄一：可持續發展數據摘要



Indicator
指標內容

Related Chapter
相關章節

Indicator	General Disclosure	Information	Related Chapter
B2: Health and Safety 健康與安全	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的：(a)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料。	5.4 Health and Safe Working Environment 健康安全工作環境
	B2.1	Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率。	5.4 Health and Safe Working Environment 健康安全工作環境 Appendix I: Sustainability Data Statements 附錄一：可持續發展數據摘要
	B2.2	Lost days due to work injury. 因工傷損失工作日數。	5.4 Health and Safe Working Environment 健康安全工作環境 Appendix I: Sustainability Data Statements 附錄一：可持續發展數據摘要
	B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 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。	5.4 Health and Safe Working Environment 健康安全工作環境
B3: Development and training 發展及培訓	General Disclosure	Policies on improving employees knowledge and skills for discharging duties at work. Description of training activities. 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。	5.3 Nurturing Our Employee 培育人才
	B3.1	The percentage of employees trained by gender and employee category (such as senior management, middle management, etc.). 按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比。	5.3 Nurturing Our Employee 培育人才 Appendix I: Sustainability Data Statements 附錄一：可持續發展數據摘要
	B3.2	The average training hours completed per employee, by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	5.3 Nurturing Our Employee 培育人才 Appendix I: Sustainability Data Statements 附錄一：可持續發展數據摘要



Indicator
指標內容

Related Chapter
相關章節

Indicator	Indicator Content	Related Chapter	
B4: Labour Standards 勞工準則	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor. 有關防止童工或強制勞工的：(a)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料。	5.1 Employment Rights 僱傭權益
	B4.1	Description of measures to review employment practices to avoid child and forced labor. 描述檢討招聘慣例的措施以避免童工及強制勞工。	5.1 Employment Rights 僱傭權益
	B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	Not applicable as there is no violation in the Group during the Year. 不適用，本集團於本年度並沒有發現違規情況
B5: Supply Chain Management 供應鏈管理	General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	4.4 Procurement Management 採購管理
	B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	4.4 Procurement Management 採購管理
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 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。	4.4 Procurement Management 採購管理



Indicator
指標內容

Related Chapter
相關章節

Indicator	General Disclosure	Information on:	Related Chapter
B6: Product Responsibility 產品責任	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 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：(a)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料。	4.1 Quality Service 優質服務
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 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。		Not applicable as the Group is a service provider 本集團為服務行業，並不適用
B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。		4.1 Quality Service Number of complaints are considered to be disclosed in the future 優質服務 投訴數目考慮於未來披露
B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。		4.1 Quality Service 優質服務
B6.4	Description of quality assurance process and recall procedures. 描述品質檢定過程及產品回收程式。		4.1 Quality Service 優質服務
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored. 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。		4.3 Privacy and Security 隱私安全



Indicator
指標內容

Related Chapter
相關章節

Indicator	Indicator Content	Related Chapter	
B7: Anti-corruption 反貪污	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的：(a)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料。	4.2 Corporate Governance 企業治理
	B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於彙報期內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。	4.2 Corporate Governance 企業治理
	B7.2	Description of preventive measures and whistleblowing procedures, how they are implemented and monitored. 描述防範措施及舉報程式，以及相關執行及監察方法。	4.2 Corporate Governance 企業治理
B8: Community Investment 社區投資	General Disclosure 一般披露	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. 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。	7. Values of Society 社會價值
	B8.1	Focus areas of contribution (such as education, environment issues, labor needs, health, culture, sports, etc.). 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	7. Values of Society 社會價值
	B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。	7. Values of Society 社會價值



銀城生活服務有限公司

YINCHENG LIFE SERVICE CO., LTD.