



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

2020



SURPASSING

Customers' Expectation and

CREATING

Values with Quality Services

超越客戶期待，服務創造價值

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

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1 ABOUT THIS REPORT

This Environmental, Social and Governance Report (the “ESG Report”) is prepared by Yincheng Life Service CO., Ltd. [“Yincheng Life Service” or “We”], covering relevant environmental and social measures and performance of Yincheng Life Service and its subsidiaries from 1 January 2020 to 31 December 2020 (the “Reporting Period” or the “Year”).

We prepared the ESG Report based on the disclosure obligation of “comply or explain” in accordance with the requirements of 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”). For detailed compliance condition, please refer to the last chapter of the ESG Report—“Appendix II: Content Index to the Guide of the Stock Exchange”. In addition, readers can obtain relevant information of corporate governance in the section headed “Corporate Governance Report” from the 2020 Annual Report.

Reporting Scope

Unless otherwise specified, the ESG Report covers the business directly controlled by Yincheng Life Service and discloses the environmental key performance indicators the [“KPIs”] of Yincheng Life Service’s headquarters office and three major property projects, namely the Xidi International Community customer service centre [“Xidi International Community”], Yincheng East Garden customer service centre [“Yincheng East Garden”] and Qingjiang Garden customer service centre [“Qingjiang Garden”].

1 關於本報告

本環境、社會及管治報告（「ESG報告」）由銀城生活服務有限公司（「銀城生活服務」或「我們」）準備，涵蓋銀城生活服務及其附屬公司於二零二零年一月一日至二零二零年十二月三十一日期間（「報告期」或「本年度」）與環境及社會相關的舉措及表現。

我們根據香港聯合交易所有限公司（「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》（《指引》）「不遵守就解釋」的披露責任編製ESG報告，有關於具體依循情況可參考ESG報告的最後一個章節—「附錄二：聯交所《指引》索引」。此外，讀者可透過2020年度年報中的「企業管治報告」章節獲取與企業管治相關的信息。

報告範圍

除非另有註明，ESG報告內容涵蓋銀城生活服務直接控制的業務，並披露銀城生活服務總部辦公室和3個主要物業項目：即西堤國際客戶服務中心（「西堤國際」），銀城東苑客戶服務中心（「銀城東苑」）以及清江花苑客戶服務中心（「清江花苑」）的環境關鍵績效指標（「KPIs」）。

1 ABOUT THIS REPORT (continued)

Application of the Reporting Principle 匯報原則的應用

Reporting Principle 匯報原則	Application in the ESG Report ESG報告的應用
Materiality 重要性	We carried out materiality assessment in the previous year. We adjust and add the material ESG issues that affect our operations this Year. The ESG Report is prepared based on the materiality assessment, and is ensured that the ESG Report responds to stakeholders or ESG issues that are material to operations. 我們已於上年度進行重要性評估，並按本年度影響我們業務的重要程度調整及新增重要性議題。ESG報告已根據重要性評估而編寫，並確保在ESG報告中回應持份者或對業務重大的ESG議題。
Quantitative 量化	The KPIs in the ESG Report are disclosed in a quantitative and comparative way. The statistical standards, methodologies and assumptions of the quantified KPIs in this ESG Report are explained in the ESG Report. ESG報告中的KPIs以可計量及比較的方式披露。本ESG報告定量KPIs的統計標準，方法及假設均在ESG報告中說明。
Consistency 一致性	Yincheng Life Service has listed the reporting scopes that are included in the ESG Report. No material change in the disclosure of other statistical methodologies or KPIs is found. 銀城生活服務已在ESG報告列出所包括的匯報範圍，其他統計方法或關鍵績效指標的披露亦沒有重大的改變。
Balance 平衡	The ESG Report reflects positive and negative ESG information reasonably and objectively. ESG報告合理和客觀地反映正面和負面的ESG資訊。

Contact Information

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

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 SUSTAINABLE DEVELOPMENT OF YINCENG LIFE SERVICE

Yincheng Life Service adheres to the operating philosophy of "Surpassing Customers' Expectation and Creating Values with Quality Services", so as to strengthen the relationships with customers. In addition, we acknowledge the importance of sustainable development and operation in compliance, and will continue to promote optimization of service standards, attract and retain talents, organize more community activities and operate our property projects and offices in an environmental-friendly ways. Yincheng Life Service applies the philosophy of sustainable development and integrates sustainability into the policies and operations, so as to achieve business sustainability while growing fast in a diverse way. We include the management of sustainable development in the corporate governance structure of the entire Group, in order to monitor and maintain an appropriate and effective risk management and internal control system.

2 銀城生活服務的可持續發展

銀城生活服務堅守「超越客戶期待，服務創造價值」的經營理念，以鞏固與客戶的關係。此外，我們明白可持續發展及合規經營的重要性，並會持續推動優化服務水平、吸引及挽留人才，組織更多的社區活動以及以環保方式營運物業項目及辦公室等。銀城生活服務貫徹普及可持續發展理念，將可持續發展元素融入到政策及營運中，多樣式快速成長的同時實現業務的可持續性。我們將可持續發展管理納入整個集團的企業管治架構，監督並維護合適及有效的風險管理及內部監控系統。

2 SUSTAINABLE DEVELOPMENT OF YINCHENG LIFE SERVICE (continued)

In order to carry out the management of sustainable development of Yincheng Life Service systematically, we have established the governance structure of sustainable development which comprises of the Board level, management level and various functional departments. Firstly, the Board is explicitly responsible for the risk management and information disclosure of environmental, social and governance (the “ESG”), and further integrates sustainability into corporate governance, the structure of which is as follows:



2.1 ESG Working Group

The internal ESG Working Group is the supreme authority responsible for monitoring ESG issues and risks. In order to facilitate effective communication of ESG-related issues between the Board and various functional departments, Yincheng Life Service has established an ESG Working Group (the “Working Group”) which is coordinated by the Chief Executive Officer. The Working Group reports to the Executive Committee and the Board regularly, so as to give feedbacks on the sustainable development of the Group timely. We adopt a top-down approach to work out, implement and execute ESG-related plans. Yincheng Life Service will continue to improve the ESG governance and the Board enhances its oversight of ESG issues through this governance structure, so as to achieve more effective ESG management.

2 銀城生活服務的可持續發展 (續)

為有系統地推行銀城生活服務的可持續發展管理，我們設立可持續發展的管治架構，由董事會層面、管理層面及各業務單位組成。首先，董事會明確對環境、社會及管治（下稱「ESG」）風險管理和信息披露負責，並進一步將可持續發展之元素融入至企業治理，其架構如下：

2.1 環境、社會及管治工作小組




ESG內部工作小組是監管ESG事宜及風險的最高權力機構。為加強與董事會及各職能部門建立有效的與ESG相關事宜的溝通，銀城生活服務成立由首席執行官統籌的ESG工作小組（「工作小組」），工作小組會定期向執行委員會及董事會匯報，以及時反饋集團可持續發展的情況。我們採取由上而下的方式規劃，落實及執行與ESG相關的計劃。銀城生活服務將持續加強ESG的管治，董事會可透過此管治架構加強對ESG事宜的監管，以落實更有效的ESG管理。

2 SUSTAINABLE DEVELOPMENT OF YINCENG LIFE SERVICE (continued)

2.1 ESG Working Group (continued)

2 銀城生活服務的可持續發展 (續)

2.1 環境、社會及管治工作小組 (續)

Roles 角色	Responsibilities 職責範圍
 Board 董事會	<ul style="list-style-type: none"> • Understand the latest ESG developments of the market and Yincheng Life Service • Ascertain the ESG risks and opportunities proposed by the ESG Working Group • Implement and improve ESG-related policies • Approve the ESG report <ul style="list-style-type: none"> • 了解市場及銀城生活服務最新的ESG發展 • 確定由ESG工作小組提出的ESG風險及機遇 • 制定及完善ESG相關的政策 • 審批ESG報告
 ESG Working Group ESG工作小組	<ul style="list-style-type: none"> • Supervise ESG-related policies and practices to ensure compliance with legal and regulatory requirements • Identify, monitor and address the ESG issues that are relevant to Yincheng Life Service and stakeholders' concerns • Report the effectiveness of ESG-related works, targets setting and management to the Board • Report to the Executive Committee and the Board regularly <ul style="list-style-type: none"> • 監察ESG有關的政策及常規，確保符合法律及監管要求 • 識別，監察及應對與銀城生活服務相關及持份者關注的ESG議題 • 向董事會匯報ESG相關工作和管理的有效性 • 定期向執行委員會及董事會匯報
 Representatives of functional departments 各職能部門代表	<ul style="list-style-type: none"> • Propose practical suggestions to the ESG Working Group for improving our ESG performance • Enhance the participation and awareness of staff in the field of sustainable development <ul style="list-style-type: none"> • 適時向ESG工作小組提出可行的建議，以提升ESG表現 • 加強員工在可持續發展範疇上的參與及意識

2 SUSTAINABLE DEVELOPMENT OF YINCHENG LIFE SERVICE (continued)

2.2 Stakeholder Engagement

Yincheng Life Service continues to communicate with key stakeholders through the following communication channels, so as to understand their expectations and opinions on ESG.

Stakeholder 持份者	Communication channels 溝通渠道
 Shareholders/investors 股東／投資者	Annual general meetings and other general meetings, interim reports and annual reports, results announcements, investors' meetings, senior management's 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 opinion forms, customer service centers, daily operation/exchange and phone 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
 Staff 員工	Staff surveys, meetings and face-to-face interviews, work performance reviews and special advisory committee/panel discussion 員工意見調查、會議面談、工作表現晤談和特別諮詢委員會／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, communication with suppliers/contractors and site visits 會議、與供應商／承辦商溝通和實地視察
 Media 傳媒	Press releases, 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 organizations 社區／非政府團體	Voluntary activities, donations and community activities 義工活動、捐獻和社區活動
 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

2 銀城生活服務的可持續發展 (續)

2.2 持份者溝通

銀城生活服務持續通過以下的溝通渠道與主要持份者溝通，此舉可了解他們對ESG方面的期望和意見。

2 SUSTAINABLE DEVELOPMENT OF YINCENG LIFE SERVICE (continued)

2.3 Materiality Assessment and Matrix

Yincheng Life Service communicated with internal and external stakeholders through online questionnaires in the previous year and presented the materiality of various issues to the business development of Yincheng Life Service and concerns of stakeholders by a matrix. After communications, the management of Yincheng Life Service and the ESG Working Group decided to adjust the results of materiality assessments of last year. By collecting opinions from stakeholders and considering our business operation, we adjusted the results of materiality assessments of last year.

The adjustment results of this Year's materiality assessment are as follows:

High Materiality 高度重要	Medium Materiality 中度重要	General Materiality 一般重要
Market competitiveness 市場競爭力 Compliance with laws and regulations 遵守法律法規 Protection of customers' privacy 客戶私隱保障 Health and safety of products/service 產品／服務的健康及安全 Complaint handling and responding mechanism 處理投訴和應對的機制 Precautionary measures adopted in our properties* 物業採取的防疫措施* Concerns about our residents' health and safety of our properties* 物業關注住戶的健康安全* Response from our properties to the precautionary measures of local governments* 物業配合當地政府的防疫措施*	Economic performance 經濟表現 Responsible procurement 負責任採購 Quality control 質量控制 Anti-fraud and anti-corruption 反欺詐和反貪污 Whistle-blowing mechanism 舉報機制 Promotion and labelling of products and services 宣傳及產品服務標籤 Employment rights 僱傭權益 Labour relations 勞資關係 Occupational health and safety 職業健康與安全 Employee diversity, non-discrimination and equal opportunity 員工多元化、不歧視及平等機會 Prevention of child Labour and forced Labour 防止童工和強制勞工 Employee training and development 員工培訓和發展 Qualifications and professional conduct of employees 資歷及專業操守 Energy consumption and efficiency 能源消耗及效益 Environmental awareness of employees 員工的環保意識 Care for the community 關注社區 Community investment and engagement 社區投資和參與	Technology development and application 技術發展及應用 Protection of intellectual property rights 保護知識產權 Water consumption and efficiency 水源耗用及效益 Use of materials/resources 材料／資源使用

* Yincheng Life Service has identified that the pandemic during the Year had significant impact on our business, therefore we have added 3 pandemic-related issues and defined them as highly important

The issues with **bold** are the results of the 2019 materiality assessment adjusted by Yincheng Life Service based on business development of this year.

2 銀城生活服務的可持續發展 (續)

2.3 重要性評估及矩陣

銀城生活服務於上年度通過線上問卷調查的方式與內部及外部持份者開展溝通，並以矩陣圖呈現各議題對銀城生活服務業務發展和持份者的重要性。銀城生活服務的管理層和ESG工作小組經溝通後，決定調整上年度的重要性評估結果。我們透過收集持份者的意見以及考慮業務的營運而調整上年度的重要性評估結果。

本年度重要性評估的調整結果如下：

* 銀城生活服務識別出本年度的疫情對業務有重大的影響，新增了3個與疫情相關的議題，並界定為高度重要

標為**粗體**的議題為銀城生活服務按本年度的業務發展情況而調整2019年度重要性評估結果。

3 OPERATION WITH INGENUITY

Yincheng Life Service is an established property management service provider in the PRC with over 20 years' experience and provides diversified property management services and community value-added services. By providing high-quality services, we grew from a local property management service provider in Nanjing to one of the leading property management service providers in Nanjing and across the Jiangsu Province. Of which, in 2020, the Company ranked the 24th among the China Top 100 Property Management Companies. In 2019 and 2020, we have been named as the "Best Property Company" by "Golden HK Stocks". This is a recognition of our focus on property management services and community value-added services and Yincheng Life Service establishes its development direction as the leading regional property management enterprise, so as to achieve rapid and high-quality scale growth in the future.

3 匠心經營

銀城生活服務是中國一家著名的物業管理服務供應商，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。我們通過提供優質服務，由南京當地的物業管理服務供應商蛻變成為南京及江蘇省首屈一指的物業管理服務供應商之一。公司於2020年中國物業百強企業中名列第24位。其中，更於2019年及2020年連續第二年榮獲「金港股」的「最佳物業公司」獎項，是專注物業服務及生活社區增值服務領域的嘉許，亦確定了銀城生活服務成為區域物管頭部企業的發展的方向，在未來實現快速及有質量的規模增長。

Diversified service formats 服務業態更趨多元化

Provides diversified property management services and
community value-added services for customers
為客戶提供多元化的物業管理服務和社區增值服務

Value-added services in common area

共用空間增值服務



Fitness services

健身服務



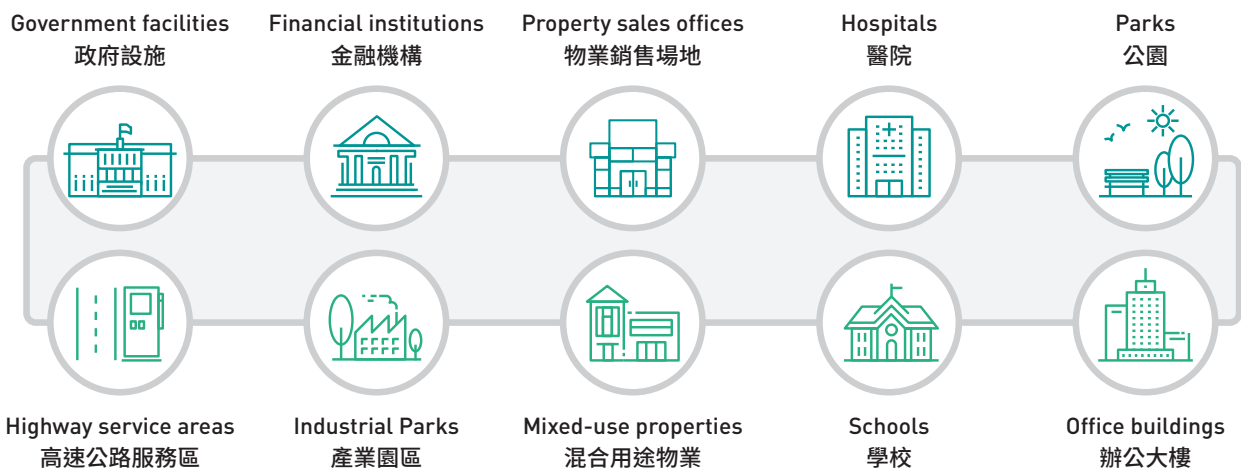
Community convenience services

生活社區便利服務



10 property types covered by non-residential projects

非住宅項目覆蓋10大物業類型



In March 2020, we completed the first strategic merger and acquisition after listing,
which helped us to tap into the hospital property sector and improve our comprehensive strength
2020年3月，完成上市後首宗戰略併購協助我們進軍醫院物業領域，提高綜合實力

3 OPERATION WITH INGENUITY (continued)

We provide services according to the certified standard of the ISO9001 and will continue to operate under a professionalized business model.



3.1 Sincere Services

The COVID-19 pandemic became the touchstone of the property management industry. Not only can we highlight the role and value in this industry, but also receive extensive attention and recognition.

3 匠心經營 (續)

我們以ISO9001認證的標準提供服務，並繼續以專業化業務模式經營。

3.1 真誠服務

此次新冠疫情成為物業管理行業的試金石，我們不但能突顯行業的作用及價值，還受到廣泛的重視和認可。

Case: New community value-added services

During the pandemic, Yincheng Life Service launched the following convenient and highly-recognized community value-added services, not only can we address the needs of owners promptly, but also bring in a closer connection between us and the owners. The government advocated to reduce unnecessary travel during the pandemic, customers can enjoy our services in the parks to solve their daily needs.

案例：社區增值新服務

銀城生活服務於疫情期間推出以下多項便利民眾且備受好評的社區增值服務，不但可以迅速回應業主的需求，還使我們與業主有更為密切的聯繫。政府在疫情期間提倡減少不必要的外出，客戶可以透過在園區內享用服務，解決日常需要。



Group buying of daily essentials
生活物資團購



Hairdressing with appointments
預約理髮



Jump start for motor vehicles
汽車搭電



Photocopying of learning materials
學習資料複印

Due to the overwhelming responses received, we will integrate above services into our daily services.

因反應熱烈，我們會考慮將上述服務納入日常的服務之列。



3 OPERATION WITH INGENUITY (continued)

3.1 Sincere Services (continued)

Case: New community value-added services (continued)

Yincheng Life Service has its own professional companies to provide services, of which Yincheng Technology was listed as a pilot unit for repair and maintenance of elevators by the State Administration for Market Regulation. We also acquired contractors that engage in electronic and intelligent engineering, so as to obtain the relevant qualifications of maintenance and engineering contractors.

3 匠心經營 (續)

3.1 真誠服務 (續)

案例：社區增值新服務 (續)

銀城生活服務自設專業公司提供服務，其中銀城科技更被國家市場監督管理局列為電梯維保的試點單位，我們亦收購電子與智能化工程的承包商，以獲取與維修及工程承包商相關的資格。

Case: Inspection of Suqian's property management experts

Yincheng Life Service arranged the property management experts from Suqian to inspect our Long Island Community and Xingzhoufu Community. The inspection team communicated with our service team and our Canze engineering service team with respect to the acceptance inspection and technical know-hows of properties. The senior management of Yincheng Life Service also participated in this inspection, who comprehensively briefed and had in-depth discussion and exchange in aspects like acceptance inspection of properties, various construction drawings, filing of information, function tests and examinations of facilities and equipment and inspection methodologies of hidden constructions with the property management experts from Suqian, so as to continue to improve our projects.

案例：宿遷市物業管理專家考察

銀城生活服務安排了宿遷市的物業管理專家團到長島觀瀾社區和星洲府社區進行考察。考察團隊與我們的服務團隊以及旗下的燦澤工程服務團隊就物業承接查驗和知識技能等領域進行溝通交流。銀城生活服務的高管亦參與此考察，與宿遷市物業管理專家們詳細介紹和深入探討有關物業承接查驗，各類施工圖、檔案資料歸檔，設施設備的性能測試及查驗，隱形工程檢測方法等範疇，以持續改善我們的項目。

Case: Fire prevention trainings and drills

Coinciding with the "119 Fire Prevention Promotion Day", Yincheng Life Service has organized fire prevention trainings and drills on 9 November. The service team of Yincheng Life Service and owners responded promptly and coordinated in an orderly manner, so as to strengthen the ability to respond to fire emergencies comprehensively. For daily preventive measures, our property projects strictly adhere to the management of daily standards of fire prevention, which includes daily operation and testing of fire prevention facilities, checking of fire safety of home-entry decoration and examining fire prevention facilities regularly, so as to eliminate potential fire hazards promptly and build a solid "Firewall" for the fire safety of communities.

案例：消防培訓演習

適逢「119消防宣傳日」，銀城生活服務在11月9日開展消防培訓演習。銀城生活服務團隊與業主在演習中快速響應及有序配合，以全面提高火災應急處理能力。在日常防範措施方面，物業項目嚴守消防日常規範的管理準線，包括每日運行測試消防設施，檢查裝修入戶的消防安全及定期檢查消防設施等，及時消除火災隱患，為社區消防安全築起一道堅實的「防火牆」。



3 OPERATION WITH INGENUITY (continued)

3.1 Sincere Services (continued)

Regarding our services, we set up standardized operating guidelines, such as the “Guidelines for Gatekeepers to Establish Customer Service Mini-stations” (《關於門崗建立客戶服務微站指引》) and “Guidelines the Labelling and Standardization of Duty Life Consultants” (《生活顧問進門崗標識標準化指引》), in order to ensure Yincheng Life Service have proper management while letting customers have better experience. Each business unit is required to get accustomed to and strictly abide by the requirements of the guidelines. We arrange professional trainings for our life consultants to continuously improve their service standards. In addition, we are trying the “Property Group 123 Action Plan” (《物業集團123行動方案》), pursuant to which, our life consultants, customer ambassadors for non-residential properties and intermediate management go on duty at a specific time period in morning or at night, thereby adding a new channel for accommodating owners and developing familiarity with them.

We provide diversified development platforms and standardize the promotion path of life consultants. We formulate the “Development Path and Promotion System of Life Consultants” (《關於生活顧問發展路徑及晉級制度》). The promotion of life consultants is subject to his/her industry experience, professionalism, service quality, work performance, handling of emergencies and leadership skill, etc. In addition, the promotion of life consultant is also subject to written test, on-site appraisal, face-to-face interview and reassessment, in order to make sure they are capable for a higher position.

3 匠心經營 (續)

3.1 真誠服務 (續)

在服務方面，我們設有標準化的《關於門崗建立客戶服務微站指引》及《生活顧問進門崗標識標準化指引》操作指引，確保銀城生活服務有妥善的管理之餘亦能務求令客戶有更好的體驗。各服務單位需要在上崗前熟讀及嚴格遵守指引內的要求。我們為生活顧問安排專業的培訓，持續提升他們的服務水平。另外，我們亦在試行《物業集團123行動方案》，生活顧問、非住宅項目的客服及中層管理人員於早上及晚上特定時段站崗，增加了一個接待業主的渠道，藉此與他們建立熟悉度。

我們提供多元化的發展平台及規範生活顧問的晉升渠道。我們制定了《關於生活顧問發展路徑及晉級制度》。生活顧問的晉升按其行業經驗、專業性、服務素質、工作表現、處理突發情況、領導等能力。除此之外，生活顧問晉升更需通過筆試、現場鑒定，面試答辯及複評的環節，確保他們有足夠的能力勝任更高職級的工作。

3 OPERATION WITH INGENUITY (continued)

3.1 Sincere Services (continued)

Responds to Owners

For the purpose of maintaining good reputation of our quality services, we have a comprehensive complaint mechanism. We have hired 760 customer service ambassadors to address feedbacks and complaints from customers. Our "Operation Guidelines on Communication with Customers"《客戶溝通作業指導書》and "Operation Guidelines on the Handling of Customers' Demands"《客戶訴求處理作業指引》can assist in handling complaints and opinions of owners and protecting their rights. We receive complaints through different channels and ensure all cases will be recorded and followed-up systematically. The system assigns different departments to follow up according to the type and nature of complaints, and the responsible departments will timely provide targeted and satisfactory solutions by understanding the owner's demands through deep communication. Life consultants will arrange interviews and follow-ups after the case has substantially been resolved.

Yincheng Life Service organizes regular case-studies or sharing, thus staff from different positions can exchange the most preferred option with each other.



**Complaint case closing
of the Year**
本年度投訴個案關閉率

94.0%

Those complaints which have not been completely handled during the Year will not be counted in the above closing rate. Also, we continue to follow up those unhandled cases, so as to make sure owners are satisfied to most of the results of handling of customer complaints.

Service Satisfaction

Yincheng Life Service organizes annual surveys on customers' satisfaction for our internal and external projects respectively, in order to understand and compare the service standards of Yincheng Life Service and the industry. During the Year, the average satisfaction of Yincheng Life Service was 86.0% and showed an improvement as compared to last year. During this pandemic, the increase in value perception and satisfaction of owners towards property management and enhanced demand of branded property management companies which provide high-quality and professional services.

3 匠心經營 (續)

3.1 真誠服務 (續)

回應業主

為維持優質服務的良好口碑，我們設有完善的投訴機制。我們僱用了760名客戶服務專員，以及時受理客戶的反饋及投訴。我們的《客戶溝通作業指導書》及《客戶訴求處理作業指引》能妥善處理業主的投訴，意見及保障他們的權益。我們循不同途徑接收投訴，亦確保所有個案都有系統地記錄及跟進。系統按投訴類別及性質分派至不同部門作進一步的處理，負責的部門需透過深入的溝通了解業主的訴求，及時提供針對性和滿意的解決方案，而生活顧問會在個案大致解決後安排會訪跟進。

銀城生活服務定期組織案例分析或分享，讓不同崗位的人員可以互相交流最佳的處理方法。

有些投訴個案未能於本年度內完全處理，則不會計算在以上的個案關閉率在內。我們亦持續跟進未處理的個案，確認業主對大部分的投訴處理結果滿意。

服務滿意度

銀城生活服務每年為自建及外接項目分別組織客戶滿意度調查，以了解和比較銀城生活服務與行業的服務水平。本年度，銀城生活服務的平均滿意度為86.0%，滿意度較上年度提高。業主在這次疫情中表示物業管理的價值感知和滿意度有所提升，對於能提供優質和專業服務的品牌物業管理公司之需求提升。

3 OPERATION WITH INGENUITY (continued)

3.1 Sincere Services (continued)

Brand Image

Due to the response during the pandemic, Yincheng Life Service received in-depth and positive reports from the media nearly a hundred times, which can further enhance the brand image. Apart from this, we actively promote ourselves through attending seminars and promotions. Before publishing information externally, we strictly review such information to make sure there is no wrong and misleading content and complies with the requirements under the Advertising Law of the People's Republic of China (《中華人民共和國廣告法》). Since we have not registered any patent, the issue of how to maintain and protect intellectual property rights is thus not that material and meaningful to us. For the registration of trademarks and domain names, we register our important trademarks legally according to the Trademark Law of the People's Republic of China (《中華人民共和國商標法》) and will apply for renewals, so as to avoid infringements.

3 匠心經營 (續)

3.1 真誠服務 (續)

品牌形象

銀城生活服務在疫情期間的應對手法獲得近百次媒體以深度及正面的報導，可進一步提升品牌形象。除此之外，我們積極透過參與研討會及宣傳。我們在資訊對外發佈前嚴格審閱，確保沒有錯誤及誤導的內容，符合《中華人民共和國廣告法》的要求。因我們沒有任何專利的註冊，故對於如何維護及保障知識產權的議題對我們的意義不太重大。在商標和域名註冊方面，我們根據《中華人民共和國商標法》合法地為我們重要的商標進行註冊，並會申請續期，避免出現侵權行為。

Case: Online Strategy Conference on the “Competitive Landscape and Direction of the Property Management Industry in the Post-pandemic Era”

Yincheng Life Service has been invited to the online strategy conference on the “Competitive Landscape and Direction of the Property Management Industry in the Post-pandemic Era” jointly organized by Zhongtai International and Wonderful Sky Institute. During the seminar, we conducted in-depth discussion and explanations of the opportunities and challenges of the property management industry after the pandemic. The executive Director and President of Yincheng Life Service stated that the COVID-19 pandemic is an opportunity for the property management industry and will put more emphasis on the width and depth of specific product lines. At last, our executive Director and President concluded: “Although there are severe challenges in front of us, Yincheng Life Service will devote to turning challenges into opportunities and consolidating our advantages while being up-to-date. We will self-reflect and penetrate unceasingly, so as to stand out from the siege”.

案例：「後疫情時代物管行業競爭格局和走向」線上策略會

銀城生活服務受邀出席由中泰國際聯合皓天智庫共同舉辦的「後疫情時代物管行業競爭格局和走向」線上策略會。研討會中深入研討與解釋疫情後物管行業的機遇與挑戰。銀城生活服務執行董事兼總裁道出新冠疫情對物管行業是一個契機，未來將更重視特定產品線的寬度和深度。最後，執行董事兼總裁作出總結：「銀城生活服務儘管面臨重重挑戰，但將努力化挑戰為機遇，在鞏固其優勢的同時與時俱進，不斷自省與突破，爭取在重圍中脫穎而出。」



3 OPERATION WITH INGENUITY (continued)

3.2 Operation with integrity

Yincheng Life Service adheres to our simple, open and transparent corporate culture, so as to ensure compliant operations. We abide by relevant laws and regulations, such as the Company Law of the People's Republic of China (《中華人民共和國公司法》), the Anti-laundering Law of the People's Republic of China (《中華人民共和國反洗錢法》), the Anti-corruption Law of the People's Republic of China (《中華人民共和國反貪污法》), the Anti-unfair Competition Law of the People's Republic of China (《中華人民共和國反不正當競爭法》), the Criminal Law of the People's Republic of China (《中華人民共和國刑法》) and the Interim Provisions on Banning Commercial Bribery (《關於禁止商業賄賂行為的暫行規定》).

Yincheng Life Service regulates the code of conduct of all employees in their daily work as stated clearly in the section of "Staff Handbook—Code of Conduct for Employees" (《員工手冊—職員職務行為準則》), and has zero tolerance to bribery, extortion, fraud, money laundering and corruption. Employees must not damage our interests, and are required to perform their duties in a legal, honest and ethical manner. Employees shall not abuse their positions to accept gratuities, goods or other compensations. If there is any family relationship, it is required to declare in advance and evade appropriately, so as to avoid conflicts of interest. In addition, Yincheng Life organized trainings on internal risk control during the Year and identified internal risks during operation and provided suggested solutions. Yincheng hereby reminds our employees that we will closely monitor the situation and handle non-compliance issue seriously.

Whistleblowing Procedures

Yincheng Life Service handles cases according to 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》). Yincheng Life Service accepts complaints in relation to behaviors like breach of duty and fraud, and will keep the data of complainants and whistleblowers confidential. We set up investigation teams to carry out investigations fairly and impartially. If the behaviors of employees involve in criminal offences, Yincheng Life Service will transfer to the justice for further handling. If employees are found to have violated the requirements set out in the standards, not only will they be brought a claim for economic compensation, but also their Labour contracts may be terminated.

3 匠心經營 (續)

3.2 廉潔營運

銀城生活服務貫徹簡單、陽光、透明的企業文化，以確保合規經營，我們遵守包括《中華人民共和國公司法》、《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》、《中華人民共和國刑法》以及《關於禁止商業賄賂行為的暫行規定》等相關的法律法規。

銀城生活服務在《員工手冊—職員職務行為準則》的章節清晰地規範全體職員在日常工作中的行為準則，對於賄賂、勒索、欺詐，洗黑錢及貪污等行為採取零容忍的態度。員工不得危害我們的利益，需以守法、誠實及有道德的方式履行職責。員工不得利用職務之便收受小費、物品或其他報酬等利益，如有親屬關係亦需要事前申報及有適當的回避，避免利益衝突。此外，銀城生活服務於本年度組織了內部風險管控培訓，識別在營運期間的內部風險和提出解決方法。銀城生活服務藉此提醒員工我們會密切監察情況，並認真處理違規事件。

舉報程序

銀城生活服務根據《銀城物業集團防止舞弊與鼓勵舉報制度》處理舉報個案。銀城生活服務受理對公司職員或單位違反職務準則和營私舞弊等行為的舉報和投訴，並對投訴人和舉報人的資料保密。我們成立調查小組，以公平公正的原則展開調查。如發現職員的行為涉及刑事犯罪，銀城生活服務報告予司法機關作進一步的處理；如發現職員違反準則內的內容，不但依法追索經濟賠償，還可能會被解除勞動合同。

3 OPERATION WITH INGENUITY (continued)

3.2 Operation with integrity (continued)

Whistleblowing Procedures (continued)

During the Year, there was no concluded legal case regarding corrupt practices brought by Yincheng Life Service against Yincheng Life Service or its employees.

3.3 Information Safety

As a property management sector, we are required to handle customers' information. We strictly comply with the Law of the People's Republic of China on the Protection of Consumers' Rights and Interests (《中華人民共和國消費者權益保護法》). In order to avoid information leakage, approval and consent from project manager is required before printing owner's information and can only be used after affixed with the project's seal. We handle printed version of owner's information in a more stringent manner, for example, the printed version of owner's information is forbidden to be put on visible places of desks when there is no people and such documents are required to be put into a drawer and lock it afterwards. For managing information stored in computers, password is required to set for turning on life consultants' computers that are used in daily operation and the electronic files of all owner's information that are stored in the computers need to be encrypted, in order to handle relevant information more carefully.

We emphasize the safety and stability of our information system. The information team of our operation management center formulates the "Management Measures for Information Security" (《信息安全管理辦法》) and the "Management Standards for Information Services" (《信息服務管理規範》). The accounts of the resigned employees are deleted and the information team conducts inspections, so as to ensure there is no misappropriation. We set up the lines of authority of our employees according to their duties, and will arrange trainings on the information technology and system module for new employees. In addition, taking into account the malfunction needs to be promptly handled, the information team has established a flowchart to help solve the issues.

3 匠心經營 (續)

3.2 廉潔營運 (續)

舉報程序 (續)

本年度，銀城生活服務並沒有對銀城生活服務或其員工提出並已審結的貪污訴訟案件。

3.3 信息安全

我們作為物業管理行業，需要經常處理客戶的信息，我們嚴格遵守《中華人民共和國消費者權益保護法》。為免出現信息洩漏，打印業主信息前需要經項目經理審批同意，並加蓋項目公章方可使用。我們落實更嚴格的方式處理列印版本的業主信息文件，如不得在無人的情況下擺放業主信息列印版本在桌面可見處和需要將其文件放入抽屜上鎖。至於管理電腦資料方面，生活顧問的日常辦公電腦需設置開機密碼，電腦內所有業主信息的電子檔亦需進行加密留存，以審慎處理相關的信息。

我們著重信息系統的安全及穩定性，運營管理中心的信息組制定了《信息安全管理辦法》及《信息服務管理規範》。離職的員工會被刪除賬號，而信息組會定期巡檢，以確保沒有盜用的情況發生。我們按照職責需要為員工設置使用權限，亦安排新員工進行信息化和系統模塊上線的培訓。另外，信息組考慮到故障應急時需要及時處理，制定了流程圖解決問題。

3 OPERATION WITH INGENUITY (continued)

3.4 Supply Chain Management

During the Year, Yincheng Life Service had 170 major local suppliers (Nanjing: 10; Jiangsu (excluding Nanjing): 160), which provided products and services like maintenance and reconstruction works, cleaning materials, office materials, cleaning services and construction materials.

We set up the "Procurement Management System of Yincheng Property Group" (《銀城物業集團採購管理制度》), "Tendering Management System of Yincheng Property Group" (《銀城物業集團招投標管理制度》) and "Warehouse Management System" (《倉庫管理制度》), in order to regulate the following different stage of procurement:

Before procurement 採購前期

- Collect information of suppliers when necessary, so as to ensure suppliers are operating in lawful compliance and are capable of providing products and services that meet the expectations of Yincheng Life Service
有需要時收集供應商的資料，確保供應商合規經營及可提供符合銀城生活服務期望的產品及服務
- Choose suppliers objectively and fairly
以客觀公正的原則選擇供應商

During procurement 採購期間

- Materials are required to go through acceptance procedures before entering our warehouses
物資需經驗收程序後入庫
- Record the information of procurement and in-and-out of warehouse of all materials on our system promptly
及時錄入所有物料的採購、入庫、出庫數據於系統上

After procurement 採購後期

- Arrange stocktaking and record information regularly
定期進行盤點及記錄資料
- Carry out random sampling and track quality and arrival time of purchased goods
進行抽檢工作及跟踪質量和到貨的及時性
- Assess suppliers regularly
定期評審供應商

Furthermore, we pay attention to how our suppliers put their social and environmental responsibility into practice. Yincheng Life Service signed the "Sunshine Cooperation Agreement" (《陽光合作協議》) when entering into contracts with suppliers that have established cooperation, which clearly states that no unethical behaviors, bribery and corruption is allowed among suppliers. At the same time, we also require suppliers to abide by the laws on social aspect, such as employment, health and safety. For environmental responsibility, we endeavor to promote green procurement, advocate to use more environmental-friendly products and consider to cooperate with suppliers that are more environmental and socially responsible.

3 匠心經營 (續)

3.4 供應鏈管理

銀城生活服務於本年度共有170家本地的主要供應商(南京：10家；江蘇(除南京外)：160家)，提供工程維修改造，清潔類物資，辦公類物資，清潔服務及工程材料等的產品及服務。

我們制定《銀城物業集團採購管理制度》，《銀城物業集團招投標管理制度》和《倉庫管理制度》，規範以下不同的採購階段：

另外，我們關注供應商實踐對社會及環境的責任。銀城生活服務與合作的供應商在簽訂合同時簽訂《陽光合作協議》，明確規定供應商不得有任何不道德行為、賄賂、腐敗等行為。同時，我們亦要求供應商在僱傭及健康與安全等社會範疇守法。在環境責任方面，我們致力推動綠色採購，提倡多使用環保產品及服務以及考慮增加與對環境及社會負責的供應商合作。

4 NURTURING TALENTS

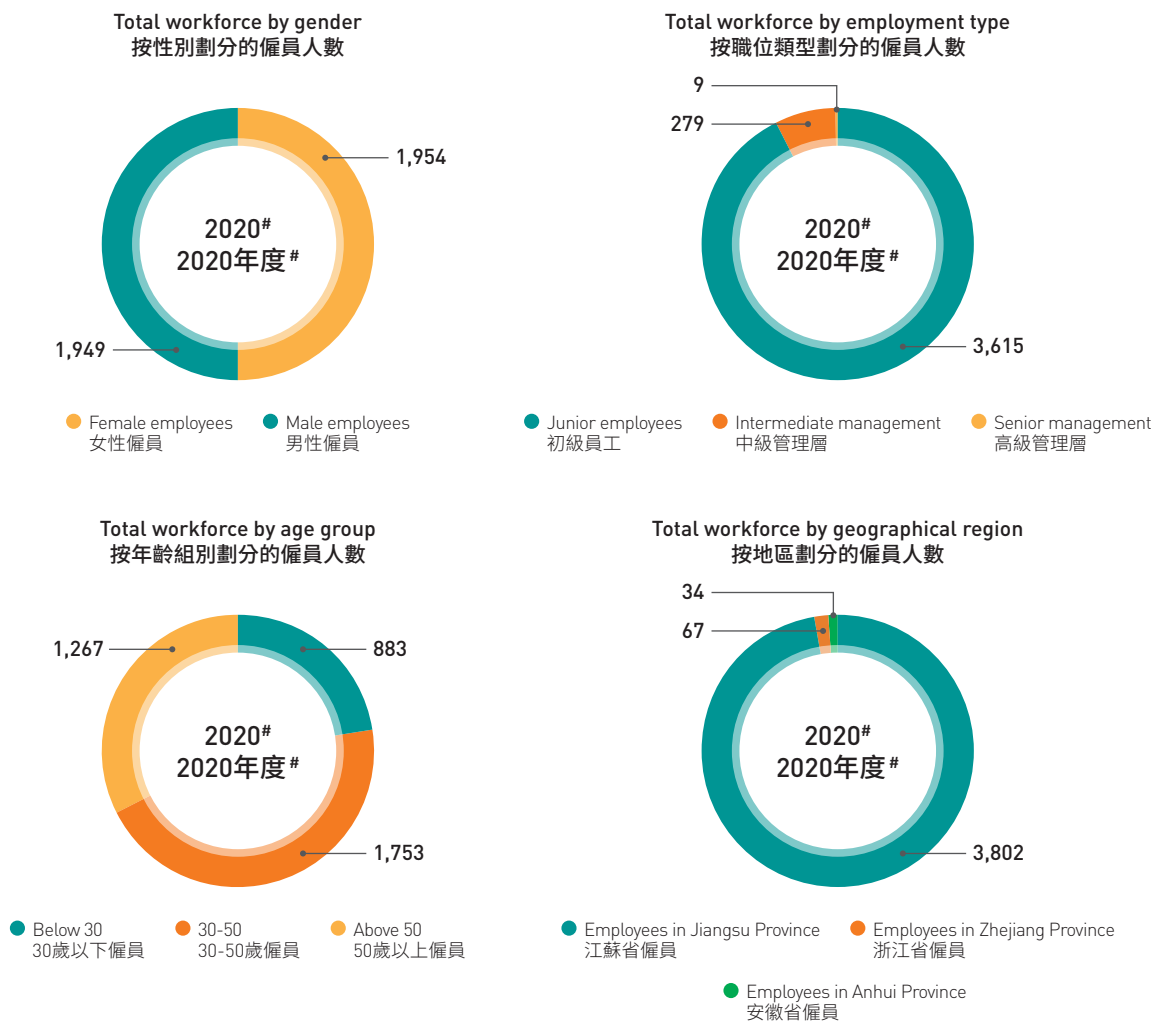
Yincheng Life Service deeply understands the importance of employees to our business development and strives to attracting and retaining talents, and provides competitive welfare package and training opportunities as well as to protect the health and safety of employees during work. With regards to employment, we strictly comply with relevant laws and regulations, such as the Labour Law of the People's Republic of China (《中華人民共和國勞動法》), the Labour Contract Law of the People's Republic of China (《中華人民共和國勞動合同法》), the Law on the Protection of Minors of the People's Republic of China (《中華人民共和國未成年人保護法》) and the Law of the People's Republic of China on the Prevention and Control of Occupational Diseases (《中華人民共和國職業病防治法》), and establish relevant policies.

Below is the employee data of Yincheng Life Service:

4 培養人才

銀城生活服務深明員工對業務發展的重要性，致力吸納和挽留人才，提供具競爭性的福利待遇和培訓機會以及保障員工工作時的健康與安全。我們在僱傭方面嚴格遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《中華人民共和國未成年人保護法》及《中華人民共和國職業病防治法》等相關的法律法規，並制定相關政策。

以下是銀城生活服務的僱員數據：



In 2020, Yincheng Life Service did not employ part-time employees

2020年度，銀城生活服務並沒有僱用兼職員工

4 NURTURING TALENTS (continued)

4.1 Prioritize Employment Rights

Employees of Yincheng Life Service can obtain information in relation to their rights in the "Employee Handbook" (《員工手冊》). Additionally, human resources department also convenes employees' representative meetings, and amends the contents of the "Employee Handbook" (《員工手冊》) based on the feedbacks from employees and discussion results.

Recruitment

The recruitment of Yincheng Life Service is based on the "Recruitment Management System" (《招聘管理制度》) and adheres to four recruitment principles. The human resources department conducts recruitment according to the approved personnel requirements and annual human resources planning. We choose suitable applicants by objective factors, which ranges from ability and quality to extent of matching with the company, professionalism, level of integration into teams and performance in interviews.

In respect of equal opportunities, diversification and anti-discrimination, we provide employees with fair and equal opportunities in employment and promotion. Recruitment and promotion will not be affected by age, gender, physical or mental health status, marital and family status, race, skin colour, nationality, religion, political standpoint and sexual orientation. Employees of Yincheng Life Service respect each other, and we do not allow discrimination against others in any way.

Labour Standards

New employees are required to provide identification certification which will be checked by the human resources department to ensure that they have reached the legal working age. If Yincheng Life Service discovers any concealment or false reporting, we may terminate the labour relationship.

4 培養人才 (續)

4.1 僱傭權益為先

銀城生活服務的員工可以透過《員工手冊》，以獲取與他們權益相關的資訊。另外，人力資源部亦召開職工代表大會，按照員工反饋意見和討論結果定期修訂《員工手冊》的內容。

招聘

銀城生活服務的招聘工作按《招聘管理制度》進行，並堅持四大招聘原則。人力資源部按已審批的人員需求申請及年度人力資源規劃開展招聘工作。我們按能力素質、與公司的匹配度、專業能力，團隊融入度和面試表現等客觀的因素選擇合適應聘者。

在平等機會，多元化及反歧視方面，我們提供予員工公平平等的聘用及晉升機會，不受年齡、性別、身心健康狀況、婚姻及家庭狀況、人種、膚色、國籍、宗教信仰、政治立場及性取向等因素影響。銀城生活服務的員工更會彼此尊重，我們絕不容許存在以任何方式歧視他人。

勞工準則

員工入職時需要提供身份證明，並由人力資源部查核，確保他們已達合法的工作年齡。銀城生活服務如發現有任何隱瞞或虛報的情況，有機會被解除勞動關係。

4 NURTURING TALENTS (continued)

4.1 Prioritize Employment Rights (continued)

Labour Standards (continued)

In order to avoid forced labour, we sign labour contract with employees in accordance with the requirements under the Labour Contract Law of the People's Republic of China (《中華人民共和國勞動合同法》). Such contracts state clearly the post, working hours, salaries and holidays, and employers and employees are both required to strictly follow the contents listed in the contract. Besides, we arrange salary adjustment or holiday arrangement reasonably for overtime work with prior approvals and consents.

During the Year, we didn't hire any child labour and forced labour.

Remuneration

We have set up the "Administrative Measures on Remuneration and Welfare of Employees" (《員工薪酬福利管理辦法》) to promote a fair and reasonable incentive mechanism. Our remuneration structure is based on salary survey, posts as well as market and business condition. Moreover, we organize performance management regularly, so as to distribute performance salaries and adjust salaries to those with excellent performance.

Promotion

Yincheng Life Service has been building up a "Fair, Open and Just" internal promotion path and devotes to nurturing and retaining professional talents. We have explained the development and promotion path in detail in the section headed "Employee Handbook—Development Path and Promotion Path of Employees" (《員工手冊—員工發展通道及晉升渠道》). We promote our talents according to their working and assessment performance as well as the needs of business development. Furthermore, we follow our principle of priority to internal promotion, with internal promotion to be considered first and followed with external recruitment.

4 培養人才(續)

4.1 僱傭權益為先(續)

勞工準則(續)

在避免強制勞工方面，我們按《中華人民共和國勞動合同法》的規定與員工簽訂勞動合同。合同已訂明崗位、工作時數，薪酬及假期等內容，僱主及僱員雙方都需要嚴格遵守合同內的細則。此外，我們會為已獲事先審批同意的加班安排合理的計薪或計休。

本年度，我們並沒有僱用童工及出現強制勞工的情況。

薪酬

我們制定了《員工薪酬福利管理辦法》，提倡公平合理分配的激勵機制。我們的薪酬架構建基於薪資調研、崗位，市場及業務狀況等因素而定。另外，我們定期組織績效管理，並對績效表現優秀的員工發放績效工資及調整工資。

晉升

銀城生活服務為打造內部「公平、公開、公正」的晉升通道以及致力培養和儲備專業人才，在《員工手冊—員工發展通道及晉升渠道》章節中詳細說明發展通道及晉升渠道的資訊。我們按員工的工作和考核表現以及業務發展需要等因素晉升人才。另外，我們依循內部優先的原則，會先考慮內部晉升，後考慮外部聘請。

4 NURTURING TALENTS (continued)

4.1 Prioritize Employment Rights (continued)

Welfare

We provide the following employees' welfares based on national requirements, external market or industrial environment and the company's performance, which will be adjusted regularly:

social insurance 社會保險	accident insurance 意外傷害保險	meal welfare 工作餐福利	birthday welfare 生日福利	welfare for team building and theme activities 團建及主題活動福利
check up welfare 體檢福利	festival welfare 節日福利	high temperature subsidies 高溫補貼	wedding gift, childbirth gift, employee sick visit, death mourning of direct family members 結婚禮金、生育禮金、 員工生病探望、直系親 屬亡故弔唁	education and training welfare 教育培訓福利

Dismissal and Resignation

Yincheng Life Service's employees can be dismissed if their behaviors violate with the code of conduct or adverse to our interests, but no unfair dismissal are allowed. In addition, employees can request for voluntary resignation and it is handled according to the requirements under the labor contract. In addition, we monitor the situation of employees' turnover and understand the reasons of resignation, in order to improve our operation continuously.

4 培養人才 (續)

4.1 僱傭權益為先 (續)

福利

我們按國家規定、外部市場或行業環境，公司業績等因素提供以下的員工福利，並定期作出調整：

解僱和離職

如銀城生活服務的員工違反行為守則或有損我們的利益可遭解僱，但我們絕不允許有無理解僱的情況出現。此外，員工可自願提出離職，我們按勞動合同的規定處理。此外，我們亦定期監察流失情況及了解其離職原因持續改善營運。

4 NURTURING TALENTS (continued)

4.1 Prioritize Employment Rights (continued)

Dismissal and Resignation (continued)

Details of staff turnover of Yincheng Life Service are as follows:

Indicator	指標	Quantized Value for 2020 [#] 2020量化值 [#]
Total turnover rate of employees	僱員總流失率	19.5
Employee turnover rate by gender	按性別劃分的僱員流失比率	
Female employees	女性僱員	5.6
Male employees	男性僱員	13.9
Employee turnover rate by age group	按年齡組別劃分的僱員流失比率	
Below 30	30歲以下僱員	8.8
30-50	30-50歲僱員	10.1
Above 50	50歲以上僱員	0.7
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	10.6
Employees in Zhejiang Province	浙江省僱員	5.6
Employees in Anhui Province	安徽省僱員	3.3

[#] Calculation method of turnover rate: Number of employees lost ÷ number of employees at the end of the Year × 100%

4 培養人才 (續)

4.1 僱傭權益為先 (續)

解僱和離職 (續)

銀城生活服務的僱員流失情況如下：

Indicator	指標	Quantized Value for 2020 [#] 2020量化值 [#]
Total turnover rate of employees	僱員總流失率	19.5
Employee turnover rate by gender	按性別劃分的僱員流失比率	
Female employees	女性僱員	5.6
Male employees	男性僱員	13.9
Employee turnover rate by age group	按年齡組別劃分的僱員流失比率	
Below 30	30歲以下僱員	8.8
30-50	30-50歲僱員	10.1
Above 50	50歲以上僱員	0.7
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	10.6
Employees in Zhejiang Province	浙江省僱員	5.6
Employees in Anhui Province	安徽省僱員	3.3

[#] 2020年度流失比率計算方法：流失僱員人數 ÷ 年終僱員人數 × 100%

4 NURTURING TALENTS (continued)

4.2 Comprehensive Trainings

During the pandemic, Yincheng Life Service still organized trainings to provide courses that are closely related to business flexibly through our online Yincheng Lecture (銀才講堂) and learning platform – Yincheng LMS Home (銀城LMS之家), which have received positive feedbacks from our colleagues.

Yincheng LMS Home

Currently, there are 8 modules, 9 themes and 177 sessions of courses provided in our platform, of which, self-developed courses accounted for 140 of them.



Status of students

學員現狀

As of mid-December 2020, 7,732 students (including non-company employees) have been enrolled
截止2020年12月中，共激活7,732名學員（包括非公司員工）



The most popular learning sector (by number of learners)

最受歡迎的學習板塊（根據學習人次排名）

- No.1: Yincheng Council
銀學會
- No.2: Yincheng Lecture
銀才講堂
- No.3: Occupational Health
職業安全



New contents

新增內容

There are 46 sessions of courses launched in 2020, which added Occupational Health, HR Treasure House, Talent Lecture and pre-joining briefing modules
2020年共上線46節新課程，新增職業安全、HR寶庫、銀才講堂、職前簡介模塊



The most popular courses (by number of learners)

最受歡迎的課程（根據學習人次排名）

- No.1: Occupational Health-Warning films of the traffic safety of electric vehicles
職業安全—電動車交通安全警示片
- No.2: Occupational Health-Prevention from falling
職業安全—預防摔傷
- No.3: Yincheng Lecture-Mysterious visitors of safety management
銀才講堂—安全管理之神秘訪客

4 培養人才（續）

4.2 全方位的培訓

銀城生活服務在疫情期間仍不忘組織培訓，以線上的銀才講堂及銀城LMS之家的學習平台等方式靈活地提供與業務息息相關的課程內容，更獲得同事的好評。

銀城LMS之家

平台目前共有8大模塊、9大主題、177節課程，其中自建課程佔140節。

4 NURTURING TALENTS (continued)

4.2 Comprehensive Trainings (continued)

Details of the trained employees of Yincheng Life Service are as follows:

4 培養人才 (續)

4.2 全方位的培訓 (續)

銀城生活服務的員工受訓情況如下：

Indicator 指標	Unit 單位	2020 2020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	%	100.0
Male employees 男性僱員	%	100.0
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	%	100.0
Intermediate management 中級管理層	%	100.0
Senior management 高級管理層	%	100.0
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		
Female employees 女性僱員	hour 小時	82.0
Male employees 男性僱員	hour 小時	133.0
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 每名初級員工平均培訓時數	hour 小時	118.0
Average training hours completed per intermediate management 每名中級員工平均培訓時數	hour 小時	79.0
Average training hours completed per senior management 每名高級員工平均培訓時數	hour 小時	104.0

4 NURTURING TALENTS (continued)

4.3 Focus on Health and Safety

Yincheng Life Service is certified by the Occupational Health and Safety Assessment Series [OHSAS 18001] and operates our business with its standards, while ensuring the compliance of relevant laws and regulations, such as the Law of the People's Republic of China on the Prevention and Control of Occupational Diseases (《中華人民共和國職業病防治法》). We pay extremely high attention to the health and safety of each employee and focus on reducing the incidence of accidents. During the Reporting Period, Yincheng Life Service had no work-related fatalities reported, but lost 737 working days because of work-related injured cases.

We have set up policies related to health and safety, such as "Employee Handbook-Notification Agreement of Occupational Safety" (員工手冊—職業安全告知協議書), "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》) and "Guidelines of Occupational Safety" (《職業安全作業指引》). Such policies have listed out those identified common occupational risks comprehensively, and described the methods and procedures of handling accidents. We put more emphasis on preventive measures and have listed out professional preventive measures and working guidelines in our policies, as well as organized irregular safety checks. Apart from this, we have deployed resources in organizing trainings on occupational health during the Year, and our employees participated in such trainings actively.

Case: Topic training

Yincheng Life Service organized a topic training in July which attracted nearly 100 management backbones to participate in. The training aimed at enhancing the operational ability and safety awareness of operators, so as to further improve the quality of projects and our management.

The training explained the main responsibility of safety in detail, which shared and exchanged a lot of examples on how to improve safety management and strengthen supervision and maintenance of quality, so as to effectively avoid safety risks and prevent accidents. The training also explored how to establish an effective safety supervision team, the division of powers and responsibilities of the safety supervision group, and also listed out the safety responsibilities of each unit and the specific requirements for quality supervision of the maintenance unit.

Such training provided guidance for front-line employees on safety management. Responsible persons continue to strictly abide by safety regulations, and actively implement self-examination, self-correction and rectification of potential safety hazards, aiming at consolidating the containment of safety accidents.

4 培養人才 (續)

4.3 著重健康安全

銀城生活服務擁有國際職業健康和安全管理系統[OHSAS 18001]的認證，並按其標準經營業務，同時確保遵守《中華人民共和國職業病防治法》等相關的法律法規。我們非常重視每一位員工的健康與安全，著力於將事故的發生率降到最低。銀城生活服務於報告期內沒有因工死亡的個案，但共損失了737天因工受傷的工作日數。

我們制定實施《員工手冊—職業安全告知協議書》，《銀城物業集團職業健康安全管理制度》和《職業安全作業指引》與健康安全相關的政策。政策已細列所識別常見的職業風險，列出處理事故的方法和流程。我們更著重於預防措施，在政策中已列舉各專業的防範措施及工作指引，更組織不定期的安全檢查。此外，我們於本年度重點投放資源於組織職業安全的培訓，員工都積極參與其中。

案例：專題培訓

銀城生活服務在7月舉辦了專題培訓，吸引了近百名管理骨幹參加。培訓旨在提高廣大作業人員的業務能力和安全意識，進一步提升項目品質和管理質量。

培訓詳細講解安全主體責任，並以大量實例分享和如何改善安全管理及加強監管維保質量等方面的交流，切實規避安全風險和杜絕發生事故。培訓亦探討如何建立有效的安全督導小組和安全督導小組權責的分工，亦列舉各單位的安全職責和維保單位監管質量的具體要求。

此次培訓為前線員工進行安全管理工作的指導。責任人繼續嚴格遵守安全守規，積極落實安全隱患自查自糾和整治的工作，以築牢遏制發生安全事故。



4 NURTURING TALENTS (continued)

4.3 Focus on Health and Safety (continued)

For the purpose of strengthening the prevention and control of the COVID-19 pandemic and better protecting the health of our employees, Yincheng Life Service has formulated the "Working Guidelines on Pandemic Prevention of Yincheng Property Group" (《銀城物業集團防疫工作指引要求》). Employees are required to implement the following measures according to the guidelines properly:



Keep safe distance, and avoid gathering or going to crowded venue

保持安全距離，避免聚會或前往密集場所



All employees must wear preventive masks during working hours

所有員工於上班期間必須佩戴防護口罩



All employees are required to check temperature and do registration

所有員工需要測量體溫並做好登記工作



Clean the working desks and seats daily

每天清潔辦公桌位



Avoid accommodating visitors if possible

儘量避免接待訪客



Departments are not suggested to have centralized meetings, video conferences are encouraged

各部門不提倡集中開會，儘量以視頻方式進行會議



The administrative team is responsible for the sterilization of public working area

行政組會負責做好公共區域的消毒工作



All employees must discard their food waste and used masks at designated spots

所有員工必須定點棄置餐餘垃圾及廢棄口罩

4 培養人才 (續)

4.3 著重健康安全 (續)

銀城生活服務為加強新型冠狀病毒的防控工作，更好地保障員工的身體健康，特制定《銀城物業集團防疫工作指引要求》。員工需按照指引認真落實執行以下的措施：

4 NURTURING TALENTS (continued)

4.3 Focus on Health and Safety (continued)

Staff activity

Yincheng Life Service cares about the physical and mental health of employees, and organized the following staff activities during the Reporting Period:



Basketball Match
籃球比賽



2020 Staff Sports Day of Yincheng Life Service
2020銀城生活服務員工運動會



Activity Celebrating One-year Anniversary of Listing
慶祝上市一周年的活動



Appreciation Event for Veteran Employees
老員工答謝會

4 NURTURING TALENTS (continued)

4.3 Focus on Health and Safety (continued)

Staff activity (continued)

4 培養人才(續)

4.3 著重健康安全(續)

員工活動(續)



Yinsheng Run
銀新跑



Team Travel
團隊遊



Parent-child Charity Festival
親子善愛節



Team Development
團隊拓展

5 YINCENG COMMUNITIES

5 銀聚社區



Yincheng Life Service was awarded the Award of Excellence 2019/2020, showing that we started with self-initiatives and endeavored to enhance the concern to vulnerable groups and the needy in the society, so as to address social needs actively and bear our corporate responsibility. Our social investments during the Year focused on poverty alleviation.

銀城生活服務榮獲2019/2020公益卓越獎，體現出我們由自身做起，致力提升關注社會弱勢群體和有需要人士，並積極回應社會需求，承擔企業責任。我們本年度的社區投資活動專注於扶貧範疇。

Yincheng Life Service organizes our own or actively participates in the donation and community events organized by Yincheng Group¹. The mutual participation of donation and community activities organized by Yincheng Group and Yincheng Life Service during the Reporting Period was as follows:

銀城生活服務自行組織或積極參與銀城集團¹組織的捐贈及公益活動，於報告期間銀城集團及銀城生活服務組織的捐贈及公益互動參與情況如下：



Donations from the Company, employees and customers
由企業、員工及客戶的捐贈

Over RMB9,000,000
超過9,000,000元人民幣



Number of participants (employees, public and customers)
參與人數（員工、公眾及客戶）

Over 24,000 persons
超過24,000名

¹ Yincheng Group, which has been mentioned in the ESG Report, is the entity that manages Yincheng Life Service

¹ ESG報告中提及的銀城集團是管理銀城生活服務的實體

5 YINCENG COMMUNITIES (continued)



“Poverty Alleviation via Consumption, Charity Aid to Farmers—Yan’an apples enter the community” 「消費扶貧，公益助農—延安蘋果進社區活動」

In order to solidify our results of poverty alleviation, Yincheng Life Service connected high-quality agricultural products from Yan'an to the Jiangsu, where with high consumption power such products were sold by way of “Poverty Alleviation via Consumption” (消費扶貧). Not only can this action help farmers solve obsolescence risks and improve their livings, but also connect the kind hearts in Yincheng communities.

銀城生活服務為鞏固脫貧成果，將延安的優質農產品對接江蘇強大消費力，以「消費扶貧」的模式出售。此舉不但能夠幫助農民化解滯銷風險及改善他們的生活，亦能凝聚社區的善愛力量。

5 銀聚社區 (續)



“Class for Dream Chasers”– Forest concert 「築夢大師班」—森林音樂會

Yincheng Group organized a forest concert to convey music dreams. In this activity, professional musicians were invited to interact with music fans and young musicians. In the sharing session, musicians shared how to achieve higher efficiency and results in daily practices, from which the music fans and young musicians were highly benefited. At last, musicians let those young musicians show their skills and chose those who performed well.

銀城集團舉辦森林音樂會，以傳遞音樂夢想。活動邀請了音樂大師與樂迷和琴童互動，當中更有分享環節，大師提出如何能在平常練琴中有更高的效率和效果，令樂迷和琴童都獲益良多。大師最後讓琴童小將展示他們的實力，並選出表現優異的琴童小將。

5 YINCENG COMMUNITIES (continued)

5 銀聚社區 (續)



“Seven Loves” Challenge 「七愛」挑戰

On the day of appreciating our veteran employees and one-year anniversary of listing, Yincheng Life Service organized a group walking and running activity. Yincheng Life Service donated equivalent amounts as per the mileage completed by the running group, so as to help those youngsters who dropped out because of poverty.

On the one-year anniversary of listing, Yincheng Life Service officially published its literary creation for charity purpose and sold sports hoodies and commemorative badges with original designs, the proceeds from which will be appropriated to the Charity Fund of Yincheng Life Service.

銀城生活服務在老員工答謝暨上市一周年的大日子，舉辦了集體徒步及奔跑的活動。銀城生活服務更將跑團完成的里程數等額配捐，以幫助因貧困而輟學的孩子。

銀城生活服務亦在上市一周年之際，正式發佈公益文創，售賣原創設計的運動帽衫及紀念徽章，所得的款項將撥入銀城生活服務善愛基金。

6 GREEN PROPERTIES

Our property projects are managed under the certified standard of ISO 14001. The environment management system is certified by the expert committee of certified institutions, aiming at (i) minimizing the negative impacts caused by our operation to the environment; (ii) abiding by applicable laws, regulations and other environmental requirements, including but not limited to the Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》), the Energy Conservation Law of the People's Republic of China (《中華人民共和國節約能源法》), the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Domestic Waste (《中華人民共和國固體廢物污染環境防治法》) and the Regulations on Domestic Waste Management (《生活垃圾管理條例》); and (iii) showing continuous improvements in consumption patterns. The business of Yincheng Life Service has not caused material impacts to the environment and natural resources and has not violated relevant laws and regulations.

The environmental KPIs disclosed in the ESG Report covers the headquarters office of Yincheng Life Service, three major property projects, namely Xidi International Community, Yincheng East Garden and Qingjiang Garden.

6 綠色物業

我們的物業項目管理根據ISO 14001認證的標準管理。環境管理體系由認證機構的專家審核，旨在(i)儘量減少營運對環境造成的負面影響；(ii)遵守適用的法律、法規和其他環保要求，包括但不限於《中華人民共和國環境保護法》、《中華人民共和國節約能源法》、《中華人民共和國固體廢物污染環境防治法》及《生活垃圾管理條例》，以及(iii)各耗用情況有持續的改善。銀城生活服務的業務並沒有對環境及天然資源造成重大影響，亦沒有違反相關的法律法規。

ESG報告所披露的環境KPIs涵蓋了銀城生活服務總部辦公室和3個主要的物業項目：西堤國際和銀城東苑，以及清江花苑。

6 GREEN PROPERTIES (continued)

Energy Management

We have a leading group in energy-saving and consumption-reducing, and trainings on energy-saving techniques are regularly held, in order to ensure rational use of energy. Also, targeted and feasible energy-saving plans are established and energy-saving measures are implemented. If employees are found to be wasting energy, they are promptly reminded and urged to make rectifications. The group inspects, evaluates and rewards the effectiveness of the expenditure-cutting practices of each department, so as to enhance the level of participation. Energy management measures in the office area include:



Filters of the air-conditioning system are regularly cleaned

定期清洗空調系統的過濾網



Adjust the temperature of the air-conditioning system reasonably with reference to daily weather condition

參照每日天氣狀況合理調校空調系統溫度



Under hot weather, employees are allowed to not wear ties and suits, so as to reduce the use of air-conditioners

在炎熱天氣下，容許員工不穿戴領帶及完整西裝，以減少使用空調



Use energy-saving and environmental-friendly lamps

使用節能環保的燈具



Reduce the power and number of lamps as much as possible on the premise that our lighting needs are satisfied

滿足照明需求的前提下儘量減少燈具的功率和使用數量



Cultivate the habit of turning lights and air-conditioners after work

培養員工下班後隨手關燈關空調系統的習慣

During the Year, the total electricity consumed by the headquarters office of Yincheng Life Service, Xidi International Community, Yincheng East Garden and Qingjiang Garden amounted to 6,708,000.0 kWh with an intensity of 5.1 kWh per square meter, representing a 1.9% decrease as compared to 5.2 kWh per square meter of last financial year. Our property projects reduce electricity consumption by using energy-saving lamps, reducing the time with lights turned on and using voice-controlled lamps.

本年度，銀城生活服務總部辦公室、西堤國際，銀城東苑和清江花苑共耗電6,708,000.0千瓦時，耗電密度為5.1千瓦時／平方米，密度比上年度5.2千瓦時／平方米減少了1.9%。我們的物業項目通過改用節能燈、減少開燈時間，使用聲控燈具等措施減少耗電量。

6 綠色物業 (續)

能源管理

我們有節能降耗領導小組，並定期進行節能技術培訓，確保合理使用能源，並制定針對性且可行的節能計劃和實施節能措施。如發現員工有浪費能源的情況時，會隨時提出和作出糾正。小組對各部門開源節流活動的成效進行檢查，評比和獎勵，以提高員工的參與度。在辦公區域用電管理措施包括：

6 GREEN PROPERTIES (continued)

Waste Management

Yincheng Life Service has formulated the "Waste Management System of Yincheng Life Service" (《銀城生活服務廢棄物管理制度》) to regulate the treatment of solid wastes in the office area. The system has identified the types and treatments of wastes. The administrative team and Yincheng Life Service checks and records the storage and disposal of solid wastes of each unit regularly, and has adopted the following measures for waste management:



Non-hazardous waste 無害廢棄物	Paper consumption 紙張耗用	Hazardous waste 有害廢棄物
<ul style="list-style-type: none"> Assess the usage of materials before purchasing to avoid overstock 採購前先評估物料用量，避免存貨過多 Encourage the use of recyclable products like recycled papers, substitutable mechanical pencils and tableware 提倡使用再生紙，可替換內芯筆，餐具等可循環使用的物品 Recycle office supplies 回收辦公用品 Set up recycling bins to recycle used office papers, magazines and newspapers and packages in a centralized manner 設立回收箱，集中回收廢棄辦公用紙、報刊報紙及包裝 	<ul style="list-style-type: none"> Promote paperless office and transmit information through electronic communication 提倡無紙化辦公，利用電子通訊技術傳遞信息 For those files that must be printed, use smaller font type and line spacing 對於必須打印的文件，使用較細字型及行距 Count and monitor the use of papers regularly 定期統計及監控用紙情況 	<ul style="list-style-type: none"> Use chargeable batteries instead of disposable batteries 使用充電電池代替一次性電池 Use recyclable toner cartridges and ink cartridges 使用可循環再造的碳粉盒／墨盒

6 綠色物業 (續)

廢棄物管理

銀城生活服務制定《銀城生活服務廢棄物管理制度》，規範辦公區域固體廢棄物的處理。制度已識別廢棄物的類別以及處理方式。行政部和銀城生活服務定期檢查及記錄各單位固體廢棄物的存放和處置情況，並採取以下管理廢棄物的措施：

6 GREEN PROPERTIES (continued)

Waste Management (continued)

Domestic waste classification has been implemented in Nanjing, while the projects managed by Yincheng Life Service and office areas cooperate actively. The "Guidelines of Domestic Waste Classification" (《生活垃圾分類工作指引》) targets at the wastes generated from the projects managed by Yincheng Life Service, so as to commence and execute the classification of wastes. Our employees have also participated in the business trainings that are organized by the government or other departments on the classification of domestic wastes, in order to ensure the compliance of requirements from the government.

6 綠色物業 (續)

廢棄物管理 (續)

南京市已落實生活垃圾分類管理，而銀城生活服務管理的項目以及辦公區域都會積極配合。《生活垃圾分類工作指引》是針對銀城生活服務管理項目所產生的廢棄物，以開展和執行垃圾分類。我們的員工亦參與政府或各部門組織的生活垃圾分類業務培訓，確保符合政府規定。



Case: Publicity Campaign on Regulations on Domestic Waste Management

Yincheng Life Service organized a thematic publicity activity on Regulations on Domestic Waste Management and interacted with participants. Yincheng Life Service prepared a promotional video that presented garbage classification in an interesting and concise manner. Also, we arranged a question and answer session to increase participants' understanding of waste classification.

案例：生活垃圾管理條例的主題宣傳活動

銀城生活服務舉辦了以生活垃圾管理條例為主題的宣傳活動，與參與者互動。銀城生活服務準備了宣傳片，將垃圾分類以有趣及簡明的方式呈現，亦安排了問答環節，增加參與者對垃圾分類的了解。



6 GREEN PROPERTIES (continued)

Waste Management (continued)

6 綠色物業(續)

廢棄物管理(續)

Case: Publicity Campaign on Regulations on Domestic Waste Management (continued)

Afterwards, the leading work group observed and emulated Xingzhoufu Lanting managed by Yincheng Life Service with the purpose of understanding the waste classification facilities in the community and instructing the classified distribution and transportation of community garbages. The leading work group recognized the efforts on waste classification of Xingzhoufu.

案例：生活垃圾管理條例的主題宣傳活動(續)

隨後，領導工作組到銀城生活服務管理的星洲府·瀾庭觀摩，了解社區垃圾分類設施的情況，指導社區垃圾分類的投放和運輸的工作，並對星洲府垃圾分類工作表示認可。



During the Year, the headquarters office of Yincheng Life Service, Xidi International Community, Yincheng East Garden and Qingjiang Garden produced a total of 16,222.0 kg of non-hazardous waste and 31.0 kg of hazardous waste. The intensity of non-hazardous waste was 32.0 kg per employee, representing a decrease of 3.3% as compared to last financial year.

The Group consumed a total of 1,891.9 kg of paper during the Year with 3.7 kg paper consumption per employee. The average paper consumption of employees increased by 5.7% as compared with last financial year. Among those, the scale of the headquarters office of Yincheng Life Service and our workforce increased, the total paper consumption in the headquarters office has thus increased correspondingly.

本年度，銀城生活服務總部辦公室、西堤國際、銀城東苑和清江花苑共產生16,222.0千克無害廢棄物及31.0千克的有害廢棄物。無害廢棄物的產生密度是32.0千克／員工，較上年度下降了3.3%。

本年度，銀城生活服務總部辦公室、西堤國際、銀城東苑和清江花苑共耗用1,891.9千克的紙張，每名員工的用紙量為3.7千克，員工人均用紙量與上年度相比增加了5.7%。其中，銀城生活服務總部辦公室的規模增加，辦公人數增多，因此總部辦公室的耗紙量相應地增加。

6 GREEN PROPERTIES (continued)

Management of Water Resources

We have implemented the "Management of Water Usage in the Office Areas of Yincheng Life Service and its Implementation Plan" (銀城生活服務辦公區域用水管理計劃及實施方案), so as to cultivate our employees' awareness of cherishing, protecting and saving water and establish a water-saving society. We have no issue in sourcing water and our administrative team assigns dedicated staff to record monthly usage and understand the rationality of water usage. The water-saving measures implemented in office areas include: use water-saving equipment, check our equipment like water pipes regularly, post water-saving notices and hold regular meetings with the theme of water saving and water usage.

During the Year, the total water consumption from the headquarters office of Yincheng Life Service, Xidi International Community, Yincheng East Garden and Qingjiang Garden amounted to 157,580.0 cubic meters with an intensity of 0.1 cubic meter per square meter, the intensity of which is similar to that of last year.

6 綠色物業(續)

水資源管理

我們落實《銀城生活服務辦公區域用水管理計劃及實施方案》，培養員工惜水、護水和節水的意識，建設節水型社會。我們在求取適用水源上沒有任何問題，行政組安排專人每月記錄用水情況，了解用水的合理性。在辦公區域落實的節水措施包括：使用節水器具、定期檢查自來水管道等設備，張貼節水標籤及定期開展節約用水主題會議。

本年度，銀城生活服務總部辦公室、西堤國際、銀城東苑和清江花苑共耗水157,580.0立方米，密度為0.1立方米／平方米，密度跟上年度相若。

6 GREEN PROPERTIES (continued)

Emissions Management

Yincheng Life Service calculated scope 1 and scope 2 of greenhouse gas (GHG) emissions respectively by summarizing the consumption of stationary sources within the calculation scope during the Year, fuel use of vehicles under the Group, consumption of refrigerant and GHG removal from newly planted trees as well as electricity consumption during operation. The greenhouse gas emissions inventory is calculated with reference to the "Greenhouse Gas Protocol" (《溫室氣體盤查議定書》) developed by the World Resources Institute and the World Business Council for Sustainable Development as well as the ISO14064-1 standard set by the International Organization for Standardization. The emissions and intensity of GHG were as follows:

Indicator 指標	Unit 單位	2020 2020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	7.2
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	1,291.0
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	4,092.6*
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	2,808.8
GHG Emissions Intensity		
溫室氣體排放密度		
Emissions of Intensity per 1,000 square meters (Scope 1 and 2) 每平方米的溫室氣體排放密度 (範圍1及2)	Tonnes CO ₂ e/1,000 square meters 公噸二氧化碳當量／千平方米	2.1
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。	

6 綠色物業 (續)

排放管理

銀城生活服務總結本年度計算範圍之固定源耗用，名下車輛油耗和製冷劑的耗用以及在營運時的電力消耗分別計算範圍1和2的溫室氣體排放。溫室氣體排放盤查是參考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。溫室氣體排放量及密度表現如下：

6 GREEN PROPERTIES (continued)

Emissions Management (continued)

In addition, the vehicles under the headquarters office of Yincheng Life Service consumed 1,435.0 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	2020 2020年度
Nitrogen oxides (NO _x) 氮氧化物 (NO _x)	kg 千克	13.4
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	1.3

During the Year, vehicle usage of Yincheng Life Service increased because of our business growth. We promote green travel, which include encouraging our employees to take public transportation when commuting. If our employees need to use company's vehicles, the driver should plan the route in advance. We inspect and maintain our fleets and inflate tires for our vehicles regularly. In addition, when choosing our cars, we will prioritize to consider electric or hybrid vehicles, in order to reduce pollutions caused to the environment.

6 綠色物業 (續)

排放管理 (續)

此外，銀城生活服務總部辦公室名下的車輛於本年度共耗用了1,435.0公升的汽油，所產生的排放種類及數據如下：

本年度，銀城生活服務因業務增長而增加用車量。我們提倡綠色出行，包括鼓勵員工通勤時乘搭公共交通工具，員工如需使用公司車輛時，司機亦預先規劃路線。我們為公司車隊進行保養檢查和定期為輪胎充氣。另外，我們在選擇車輛時會優先考慮電動或混能車輛，以減低對環境造成的污染。

Case: Install new energy charging poles for owners

Yincheng Life Service set up the pilot "Guidelines on Installing and Operating New Energy Charging Poles" (《新能源充電樁安裝操作指引》), implemented the requirements under the "Acceleration on the Construction of Electric Vehicle Charging Infrastructure" (《關於加快居民區電動汽車充電基礎設施建設》) and met the demands of owners of projects under management towards electric vehicle charging. Yincheng Life Service will install charging poles for the owners in need who meet the relevant requirements, so as to provide convenient services for owners while encouraging them to use new-energy motor vehicles indirectly.

案例：為業主安裝新能源充電樁

銀城生活服務制定了試行的《新能源充電樁安裝操作指引》，貫徹《關於加快居民區電動汽車充電基礎設施建設》的要求和滿足所服務項目的業主對新能源機動車充電的需求。銀城生活服務會為有需要及符合要求的業主安排安裝充電樁，便利業主之餘亦間接鼓勵他們使用新能源機動車。



APPENDIX I: SUSTAINABILITY DATA SUMMARY

附錄一：可持續發展數據摘要

Environmental ² 環境指標 ²	Unit 單位	2020 2020年度
Emissions³ 排放物³		
Nitrogen oxides (NO _x) 氮氧化物 (NO _x)	kg 千克	13.4
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	1.3
The fuel consumption of vehicles 車輛燃料耗用量		
Gasoline 汽油	liter 公升	1,435.0
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	7.2
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	1,291.0
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	4,092.6*
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	2,808.8
GHG emissions intensity per 1,000 square meters (Scope 1 & 2) 每千平方米的溫室氣體排放密度 (範圍1及2)	Tonnes CO ₂ e/1,000 square meters 公噸二氧化碳當量／千平方米	2.1
Non-hazardous waste 無害廢棄物		
Total non-hazardous waste 無害廢棄物總量	kg 千克	16,222.0
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	32.0
Hazardous waste 有害廢棄物		
Total hazardous waste 有害廢棄物總量	kg 千克	31.0

² Environmental KPIs include the headquarters of Yincheng Life Service, Xidi International Community, Yincheng East and Qingjiang Garden

² 環境KPIs包括銀城生活服務總部辦公室、西堤國際、銀城東苑和清江花苑

³ Emissions from vehicles

³ 車輛所產生的排放物

APPENDIX I: SUSTAINABILITY DATA SUMMARY (continued)

附錄一：可持續發展數據摘要 (續)

Environmental ² 環境指標 ²	Unit 單位	2020 2020年度
Paper 紙張		
Paper consumption 紙張消耗	kg 千克	1,891.9
Intensity of paper consumption (per employee) 紙張消耗密度 (每名員工)	kg/employee 千克／員工	3.7
Energy use 能源使用		
Total electricity consumption 總耗電量	kWh 千瓦時	6,708,000.0
Intensity of electricity consumption (per square meter) 耗電量密度 (每平方米)	kWh/square meter 千瓦時／平方米	5.1
Water consumption 水源耗用		
Total water consumption 總耗水量	tonnes 公噸	157,580.0
Intensity of water consumption (per square square meter) 耗水量密度 (每平方米)	tonnes/square meter 公噸／平方米	0.1

² Environmental KPIs include the headquarters of Yincheng Life Service, Xidi International Community, Yincheng East Garden and Qingjiang Garden

² 環境KPIs包括銀城生活服務總部辦公室、西堤國際、銀城東苑和清江花苑

³ Emissions from vehicles

³ 車輛所產生的排放物

APPENDIX I: SUSTAINABILITY DATA SUMMARY
(continued)

附錄一：可持續發展數據摘要 (續)

Social⁴ 社會指標⁴	Unit 單位	2020 2020年度
Total workforce 僱員總數	no. of people 人數	3,903
Total workforce by gender 按性別劃分的僱員人數		
Female employees 女性僱員	no. of people 人數	1,954
Male employees 男性僱員	no. of people 人數	1,949
Total workforce by employment type 按職位類型劃分的僱員人數		
Junior employees 初級員工	no. of people 人數	3,615
Intermediate management 中級管理層	no. of people 人數	279
Senior management 高級管理層	no. of people 人數	9
Total workforce by age group 按年齡組別及性別劃分的僱員人數		
Below 30 30歲以下	no. of people 人數	883
30-50 30-50歲	no. of people 人數	1,753
Above 50 50歲以上	no. of people 人數	1,267
Total workforce by geographical region 按地區劃分的僱員人數		
Employees in Jiangsu Province 江蘇省僱員	no. of people 人數	3,802
Employees in Zhejiang Province 浙江省僱員	no. of people 人數	67
Employees in Anhui Province 安徽省僱員	no. of people 人數	34

⁴ Social KPIs include information of Yincheng Life Service

⁴ 社會KPIs包括銀城生活服務的數據

APPENDIX I: SUSTAINABILITY DATA SUMMARY
(continued)

附錄一：可持續發展數據摘要 (續)

Social ⁴ 社會指標 ⁴	Unit 單位	2020 2020年度
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	%	19.5
Turnover of female employees 女性流失僱員	%	5.6
Turnover of male employees 男性流失僱員	%	13.9
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	%	8.8
30-50 30-50歲	%	10.1
Above 50 50歲以上	%	0.7
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	%	10.6
Employees in Zhejiang Province 浙江省僱員	%	5.6
Employees in Anhui Province 安徽省僱員	%	3.3
In 2020, no part-time employee was employed by Yincheng Life Service		
2020年度銀城生活服務並沒有僱用兼職員工		
* Calculation method of turnover rate: Number of employees lost ÷ number of employees at the end of the Year × 100%	* 計算流失比率方法：流失僱員人數 ÷ 年終僱員人數 × 100%	

⁴ Social KPIs include information of Yincheng Life Service

⁴ 社會KPIs包括銀城生活服務的數據

APPENDIX I: SUSTAINABILITY DATA SUMMARY (continued)

附錄一：可持續發展數據摘要 (續)

Social ⁴ 社會指標 ⁴	Unit 單位	2020 2020年度
Work-related fatalities and injuries 因工死亡受傷的情況		
Number of work-related fatalities 因工作關係死亡的人數	no. of people 人數	0
Lost days due to work injury 因工傷損失工作日數	day 天	737.0
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	%	100.0
Male employees 男性僱員	%	100.0
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	%	100.0
Intermediate management 中級管理層	%	100.0
Senior management 高級管理層	%	100.0
Average training hours completed per employee by gender 按性別劃分的每名僱員完成受訓的平均時數		
Female employees 女性僱員	hour 小時	82.0
Male employees 男性僱員	hour 小時	133.0
Average training hours completed per employee by employee category 按僱傭類別劃分的每名僱員完成受訓的平均時數		
Average training hours completed per junior employee 每名初級員工平均培訓時數	hour 小時	118.0
Average training hours completed per intermediate management 每名中級員工平均培訓時數	hour 小時	79.0
Average training hours completed per senior management 每名高級員工平均培訓時數	hour 小時	104.0

⁴ Social KPIs include information of Yincheng Life Service

⁴ 社會KPIs包括銀城生活服務的數據

APPENDIX II: CONTENT INDEX TO THE “GUIDE”

附錄二：《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	General Disclosure 一般披露	6 Green Properties 綠色物業
	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的：(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。	
A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放資料。	Emissions Management 排放管理 Appendix I: Sustainability Data Summary 附錄一：可持續發展數據 摘要
A1.2	Greenhouse gas emissions in total and intensity. 溫室氣體總排放量及密度。	Emissions Management 排放管理 Appendix I: Sustainability Data Summary 附錄一：可持續發展數據 摘要
A1.3	Total hazardous waste produced and intensity. 所產生有害廢棄物總量及密度。	Waste Management 廢棄物管理 Appendix I: Sustainability Data Summary 附錄一：可持續發展數據 摘要
A1.4	Total non-hazardous waste produced and intensity. 所產生無害廢棄物總量及密度。	Waste Management 廢棄物管理 Appendix I: Sustainability Data Summary 附錄一：可持續發展數據 摘要
A1.5	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 Management 排放管理
A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved. 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果。	Waste Management 廢棄物管理

APPENDIX II: CONTENT INDEX TO THE “GUIDE” (continued) 附錄二：《指引》內容索引 (續)

Indicator 指標內容		Related Chapter 相關章節
A. Environmental (continued) 環境範疇 (續)		
A2: Use of Resources 資源使用	General Disclosure 一般披露	6 Green Properties 6 綠色物業
	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。	Energy Management 能源管理 Appendix I: Sustainability Data Summary 附錄一：可持續發展數據摘要
	A2.2 Water consumption in total and intensity. 總耗水量及密度。	Management of Water Resources 水資源管理 Appendix I: Sustainability Data Summary 附錄一：可持續發展數據摘要
	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。	Energy Management 能源管理
	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。	Management of Water Resources 水資源管理
	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。	Not applicable, Yincheng Life Service's business does not involve packaging materials 不適用，銀城生活服務業務不涉及包裝材料

APPENDIX II: CONTENT INDEX TO THE “GUIDE” (continued) 附錄二：《指引》內容索引 (續)

Indicator 指標內容	Related Chapter 相關章節
A. Environmental (continued) 環境範疇 (續)	
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。	6 Green Properties 6 綠色物業
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。	6 Green Properties 6 綠色物業
B. Social 社會範疇	
B1: Employment 僱傭 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。	4 Nurturing Talents 4 培養人才 4.1 Prioritize Employment Rights 4.1 僱傭權益為先
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。	4.1 Prioritize Employment Rights 4.1 僱傭權益為先 Appendix I: Sustainability Data Summary 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。	4.1 Prioritize Employment Rights 4.1 僱傭權益為先 Appendix I: Sustainability Data Summary 附錄一：可持續發展數據摘要

APPENDIX II: CONTENT INDEX TO THE GUIDE (continued)

附錄二：《指引》內容索引 (續)

Indicator 指標內容	Related Chapter 相關章節
B. Social (continued) 社會範疇 (續)	
B2: Health and Safety 健康與安全	4.3 Focus on Health and Safety 4.3 著重健康安全
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 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。	
B2.1 Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率。	4.3 Focus on Health and Safety 4.3 著重健康安全 Appendix I: Sustainability Data Summary 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。	4.3 Focus on Health and Safety 4.3 著重健康安全 Appendix I: Sustainability Data Summary 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。	4.3 Focus on Health and Safety 4.3 著重健康安全

APPENDIX II: CONTENT INDEX TO THE GUIDE (continued)

附錄二：《指引》內容索引(續)

Indicator 指標內容	Related Chapter 相關章節
B. Social (continued) 社會範疇(續)	
B3: Development and training 發展及培訓	4.2 Comprehensive Trainings 4.2 全方位的培訓
General Disclosure 一般披露	
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。	
B3.1	4.2 Comprehensive Trainings 4.2 全方位的培訓 Appendix I: Sustainability Data Summary 附錄一：可持續發展數據摘要
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。	
B3.2	4.2 Comprehensive Trainings 4.2 全方位的培訓 Appendix I: Sustainability Data Summary 附錄一：可持續發展數據摘要
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。	
B4: Labour Standards 勞工準則	4.1 Prioritize Employment Rights 4.1 僱傭權益為先
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 labour. 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。	
B4.1	4.1 Prioritize Employment Rights 4.1 僱傭權益為先
Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	
B4.2	Not applicable as there is no violation in Yincheng Life Service during the Year. 不適用，銀城生活服務於本年度並沒有發現違規情況
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。	

APPENDIX II: CONTENT INDEX TO THE GUIDE (continued)

附錄二：《指引》內容索引 (續)

Indicator 指標內容	Related Chapter 相關章節
B. Social (continued) 社會範疇 (續)	
B5: Supply Chain Management 供應鏈管理	3.4 Supply Chain Management 3.4 供應鏈管理
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。	
B5.1 Number of suppliers by geographical region. 按地區劃分的供應商數目。	3.4 Supply Chain Management 3.4 供應鏈管理
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。	3.4 Supply Chain Management 3.4 供應鏈管理
B6: Product Responsibility 產品責任	3 Operation with ingenuity 3 匠心經營
General Disclosure 一般披露	3.1 Sincere Services 3.1 真誠服務
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。	3.3 Information Safety 3.3 信息安全
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。	3.1 Sincere Services 3.1 真誠服務
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。	3.1 Sincere Services 3.1 真誠服務
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。	3.1 Sincere Services 3.1 真誠服務
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。	3.1 Sincere Services 3.1 真誠服務
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。	3.3 Information Safety 3.3 信息安全

APPENDIX II: CONTENT INDEX TO THE GUIDE (continued)

附錄二：《指引》內容索引 (續)

Indicator 指標內容		Related Chapter 相關章節
B. Social (continued) 社會範疇 (續)		
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。	3.2 Operation with integrity 3.2 廉潔營運
	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. 於匯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。	3.2 Operation with integrity 3.2 廉潔營運
	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。	3.2 Operation with integrity 3.2 廉潔營運
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. 有關以社區參與來了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。	5 Yincheng Communities 5 銀聚社區
	B8.1 Focus areas of contribution (such as education, environment issues, labour 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)。	5 Yincheng Communities 5 銀聚社區
	B8.2 Resources contributed to the focus area 在專注範疇所動用資源。	5 Yincheng Communities 5 銀聚社區



銀城生活服務有限公司

YINCHENG LIFE SERVICE CO., LTD.