



銀城國際控股有限公司

YINCHENG INTERNATIONAL HOLDING 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 股份代號: 1902.HK

2020

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



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ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

1 ABOUT THIS REPORT

The Environmental, Social and Governance report (the “**ESG Report**”) is prepared by Yincheng International Holding Co., Ltd. (“**Yincheng International**” or “**We**”), which covers the measures and performance of Yincheng International and its subsidiaries in respect of environmental and social aspects from 1 January 2020 to 31 December 2020 (the “**Reporting Period**” or the “**Year**”).

Reporting Framework

We have prepared the ESG Report in accordance with the disclosure obligations of “comply or explain” in the “Environmental, Social and Governance Reporting Guide” (the “**Reporting Guide**”) under Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “**Stock Exchange**”), and readers may refer to the last section of the ESG Report — “Appendix II: Content Index of the Stock Exchange ESG Reporting Guide” for compliance details. Furthermore, readers may access information as to corporate governance from the section headed “Corporate Governance Report” as contained in annual reports and the official website of Yincheng International: www.yincheng.hk.

Reporting Scope

Unless otherwise specified, the contents in the ESG report cover the business operations under our direct control, and the collection of environmental key performance indicators (the “**KPIs**”) includes the Nanjing office and the Wuxi office. The offices in these two regions are the main business bases, while the construction site projects are not entirely under our direct control. Therefore, the ESG Report excludes the KPIs performance of the construction site projects.

1 關於本報告

本環境、社會及管治報告(「**ESG 報告**」)由銀城國際控股有限公司(「**銀城國際**」或「**我們**」)準備，涵蓋銀城國際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措施及表現。

編製依據

我們已根據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**》)「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，讀者可參考 ESG 報告的最後一個章節 — 「附錄二：聯交所《指引》索引」。此外，讀者可透過年度年報中的「企業管治報告」章節及銀城國際的官方網站：www.yincheng.hk，以獲取企業管治方面的資訊。

報告範圍

除非另有注明，ESG 報告的內容涵蓋我們直接控制的業務，並收集南京及無錫辦公室的環境關鍵績效指標(下稱「**KPIs**」)。此2個地區的辦公室為營運主要業務的據點，由於工地項目並不全由我們直接控制，故本 ESG 報告並不包括工地項目的 KPIs 表現。

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Application of Reporting Principles

匯報原則的應用

Reporting Principles 匯報原則

Applications in the ESG Report ESG 報告的應用

Materiality

Our materiality assessment was conducted in the previous year, which was based on the materiality of our business operations and the expectations of internal and external stakeholders. The ESG Report is prepared based on the results of the materiality assessment to ensure that material ESG issues are identified.

重要性

我們已於上年度進行重要性評估，評估根據影響我們業務的重要程度及內外部持份者的期望而釐定。ESG報告已根據重要性評估結果編寫，並確保重大的ESG議題已被識別。

Quantitative

The KPIs in the ESG Report are disclosed in a measurable and comparable manner. The statistical standards, methodologies and assumptions of the KPIs are stated in the ESG Report.

量化

ESG報告中的KPIs以可計量及比較的方式披露。KPIs的統計標準，方法及假設均在ESG報告中說明。

Balance

The reporting scope of the ESG Report is consistent with that of the last financial year, the reporting of which will be adjusted based on the results of the 2019 materiality assessment and the concerned issues of Yincheng International during the Reporting Period.

一致性

ESG報告的報告範圍與上年度相同，而匯報將根據2019年度的重要性評估結果及銀城國際於報告期內所關注的議題而調整。

Consistency

The ESG Report reflects positive and negative Environmental, Social and Governance (“ESG”) information in a reasonable and objective manner.

平衡

ESG報告合理和客觀地反映正面和負面的環境、社會及管治(「ESG」)資訊。

CONTACT INFORMATION

Your opinions on the ESG Report will be highly valued. If you have any enquiries or suggestions, please email at ir@yincheng.hk.

聯繫方式

我們非常重視您對此ESG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。



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2 SUSTAINABILITY MANAGEMENT

By persisting in the core development strategy of “leading quality, excellent services, and innovative future”, Yincheng International aims to become a developer in Yangtze River Delta Megalopolis with premium residential properties for all-aged customers by developing premium properties that are “with healthy, comfortable, smart and convenient living environment for customers of all ages”. We take the initiative to integrate sustainability elements such as ESG aspects into our development strategy, and advocate our sustainability management and operation by developing and utilizing buildings with green and health concepts, so as to work with all parties to create a sustainable environment and city. We carry out regular reviews and updates on policies relevant to the ESG aspects based on the market development, stakeholders’ concerns, and other factors.

2 可持續發展管理

銀城國際堅持「質量領先、服務卓越、創新未來」的核心開發策略，旨在開發「全齡宜居、健康舒適、智慧便捷」的優質物業和打造長三角地區為全齡客戶開發優質住宅物業的開發商。我們主動把ESG等可持續發展元素融合發展策略，並透過開發及利用綠色健康設計理念的建築，推動可持續發展的管理與營運，與各方共同營造可持續的環境及城市。我們定期按市場發展，持份者的關注等因素定期檢視及更新與ESG相關的政策。

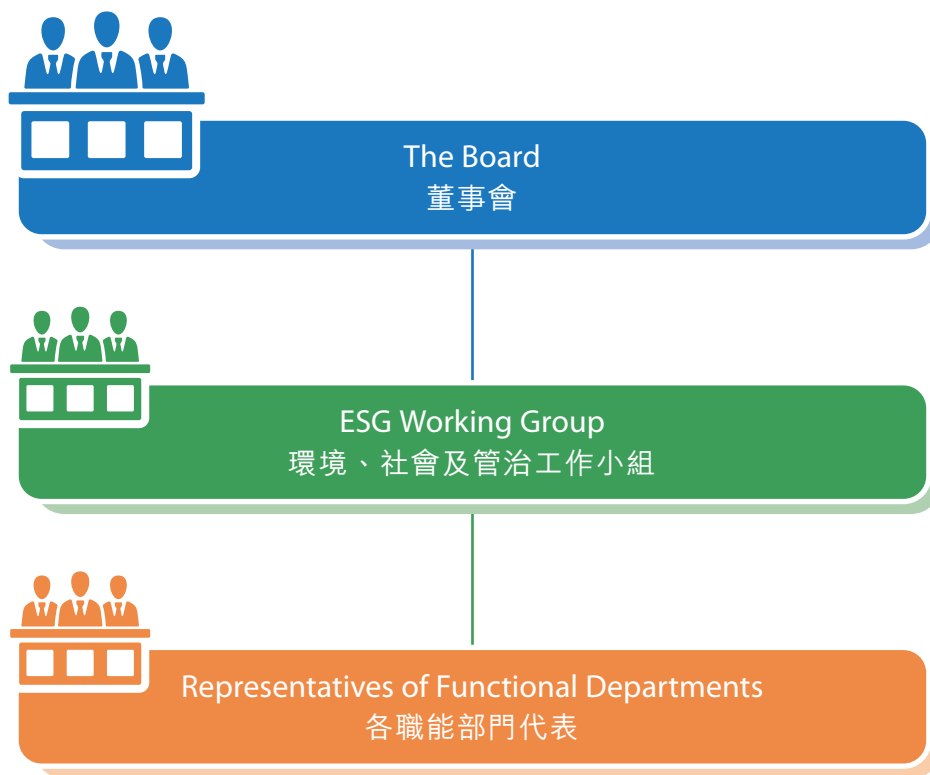


ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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2.1 ESG Working Group

Yincheng International attaches great importance to the sustainability approaches for our business operations, and actively promotes our sustainability development. In addition, the Board assumes full responsibility for the ESG strategy and reporting. For effective communications between the Board and various functional departments as to the ESG aspects, we have established an ESG Working Group in 2020 to incorporate the elements of sustainability into corporate governance, the structure of which is set out as follows:



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, this ESG Working Group (the “**Working Group**”) is coordinated by the president of Yincheng International and regularly reports to the executive committee and the Board to assist the Board in identifying the ESG risks and formulating the ESG plans. In the future, the Board will strengthen the communication and oversight of the ESG matters in order to develop targets and review related progress.

2.1 環境、社會及管治工作小組

銀城國際重視以可持續發展的方式經營業務，並積極推動可持續發展的工作。此外，董事會對ESG的策略及匯報承擔全部責任。為建立與董事會及各職能部門在ESG領域中有效的溝通，我們已於2020年成立ESG工作小組將可持續發展之元素融入至企業治理，其架構如下：

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有關ESG相關事宜的溝通，此ESG工作小組（「工作小組」）由銀城國際總裁統籌並定期向執行委員會及董事會匯報，以協助董事會識別ESG風險和制定ESG的規劃。未來，董事會會加強溝通和監管ESG相關事宜，以訂立目標及檢討進度。

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2.2 Stakeholder Engagement

We highly recognize and respect the opinions of our stakeholders through regular communications with them. We collect opinions related to sustainable development, and will incorporate feasible opinions into our daily operations after internal discussions. We have identified the following major stakeholders and communicated through the below channels:

2.2 持份者參與

我們重視及尊重持份者的意見，與他們進行定期溝通。我們收集與可持續發展相關的意見，經內部相討後更會將可行的意見納入於日常營運中。我們已識別以下主要的持份者和透過以下渠道溝通：



Stakeholders 持份者

- Annual general meeting and other general meetings
- 股東周年大會與其他股東大會
- Interim and annual reports
- 中期報告與年報
- Corporate communication, including letters to shareholders/circulars and notices of general meetings
- 企業通訊，如致股東信件／通函及會議通知
- Results announcement
- 業績公佈
- Shareholders' visit programmes
- 股東參觀活動
- Investors' meetings
- 投資者會議
- ESG meetings
- ESG 會議
- Senior management meetings
- 高級管理人員會議
- Conference
- 會議面談



Customers 客戶

- Customer satisfaction survey and feedback form
- 客戶滿意度調查和意見表
- Customer service centre
- 客戶服務中心
- Site visit by customer relationship managers
- 客戶關係經理探訪
- Daily operation/interaction
- 日常營運／交流
- Online service platform
- 網上服務平台
- Telephone
- 電話
- Mail box
- 郵箱



Employees 員工

- Employee survey
- 員工意見調查
- Employee feedback channels (including employee exchanges, publications, and intranet forums)
- 員工表達意見的渠道(如：員工溝通大會，刊物及內聯網等)
- Performance assessment and group discussion
- 工作表現評核及晤談
- Business briefing
- 業務簡報
- Voluntary event
- 義工活動
- Seminar/workshop/talk
- 研討會／工作坊／講座

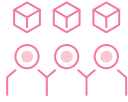


Business partners 業務伙伴

- Report
- 報告
- Meeting
- 會議
- Visit
- 探訪
- Talk
- 講座

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Industry peers 同業

- Strategic cooperation projects
- 策略性合作項目
- Group notices
- 集團通告
- Townhall meetings
- 溝通大會



Suppliers 供應商

- Suppliers assessment and management system
- 供應商評估及管理程序
- Meetings
- 會議
- Site visits
- 實地視察



Media 傳媒

- Press conference
- 新聞發佈會
- News release
- 新聞稿
- Senior management interview
- 高級管理人員訪問
- Results announcement
- 業績公佈
- Gathering with media
- 傳媒聚會

Community/non-governmental organisations 社區／非政府團體

- Voluntary events
- 義工活動
- Donations
- 捐獻
- Community programmes
- 社區活動
- Seminar/talk/workshop
- 研討會／講座／工作坊



Regulators 監管機構

- Written responses to public consultations
- 對公眾諮詢的書面回應
- Compliance reports
- 合規報告

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Materiality assessment and matrix

Yincheng International conducted online questionnaires with internal and external stakeholders for the materiality assessment in the last financial year. The ESG Working Group and management confirmed that the results of 2019 are still applicable for this Year, as (i) there has been no material change to our business and operating environment for this Year, (ii) the results of the materiality assessment last year can still respond to our stakeholders' expectations; and (iii) there is no significant change to the ranking of materiality. Readers may refer to the 2019 ESG Report for the methods and processes of the materiality assessment.

重要性評估及矩陣

銀城國際已於上年度通過線上問卷的方式邀請內外部持份者進行重要性評估。ESG工作小組及管理層確認2019年度的結果仍然適用於本年度的情況，因(i)本年度的業務和經營環境沒有產生重大變化，(ii)上年度的重要性評估結果仍能回應持份者的期望以及(iii)重要性的排序沒有產生重大變化。讀者可參考2019年度ESG報告，以獲取進行重要性評估的方法及過程。

銀城國際 — 重要性矩陣圖
Yincheng International — Materiality Matrix



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Materiality Matrix of Yincheng International

銀城國際的重要性矩陣

High-materiality issues 高度重要	Medium-materiality issues 中度重要	Low-materiality issues 一般重要
1. Compliance with laws and regulations 遵守法律法規	2. Responsible procurement 負責任採購	4. Technology development and application 技術發展及應用
3. Quality control 質量控制	5. Customer privacy protection 客戶私隱保障	9. Promotion and labels of product and service 宣傳及產品服務標籤
6. Health and safety of product/or service 產品或服務的健康及安全	7. Anti-fraud and anti-corruption 反欺詐和反貪污	15. Energy consumption and efficiency 能源消耗及效益
8. Complaint and response mechanisms 處理投訴和應對的機制	10. Employment rights 僱傭權益	16. Use of material/resource 材料或資源使用
	11. Labour relations 勞資關係	17. Environmental awareness of employees 員工的環保意識
	12. Occupational health and safety 職業健康與安全	
	13. Employee training and development 員工培訓和發展	
	14. Qualifications and professional conduct 資歷及專業操守	
	18. Community investment and engagement 社區投資和參與	

The reporting contents as contained in the ESG Report are based on the results of the materiality assessment and the level of concern by Yincheng International over the above-mentioned or other ESG issues, including "Quality Operations", "Establishing Platforms to Cultivate Talents", "Giving Back to the Community", and "Environmental Optimization".

ESG 報告的匯報內容按照以上重要性結果以及報告期間銀城國際對於上述或其他與 ESG 相關議題的關注程度而定，章節包括：「優質營運」、「築台立人」、「回饋社會」及「優化環境」。

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3 QUALITY OPERATIONS

In pursuing the development strategy of “based in Nanjing, cultivate the Yangtze River Delta and radiate the urban area” in recent years, Yincheng International has constantly identified high-quality land parcels with development potential across 10 cities with 49 projects that bolster our sales performance and growth of scale. We adopt a standardized development process to promote efficient operation while ensuring product quality. During the Reporting Period, we were even awarded the “Specialised Chinese Real Estate Enterprise with Excellence in Operation in 2020”.



3.1 Product Quality

Yincheng International persists in a balance between quality and services. Following the 2019 China Quality Real Estate Award, we have once again received industrial recognition, and ranked among the top 100 real estate developers in China. At the 2020 China Real Estate Super Product Competitiveness Innovation Conference, we won the “China Top 100 Real Estate Products in 2020” and the “China’s Real Estate Enterprise’s Residential Product Line Customer Service Capability Top 10 in 2020”.



3 優質營運

銀城國際近年來堅持「立足南京，深耕長三角，輻射都市圈」的發展策略，不斷發掘具發展潛力的優質地塊，現佈局共10個城市，49個項目助力我們的銷售業績及規模增長。我們採用標準化的開發流程，在保證產品品質的同時，促進高效營運。我們更於報告期內榮獲「2020中國特色地產運營優秀企業」殊榮。

3.1 產品質量

銀城國際秉持品質與服務並重，繼2019年度中國品質地產的獎項後再次獲得行業認可，並於中國房地產百強之內。我們於2020中國房地產超級產品力創新大會中榮獲「2020中國房企超級產品力TOP100」以及「2020中國房企住宅產品線客戶服務力十強」兩大殊榮。



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Quality control

Yincheng International exercises strict quality requirements to ensure it is in compliance with the Product Quality Law of the People's Republic of China. During the Reporting Period, none of our projects was recalled due to safety and health issues. Set forth below are the quality control measures adopted by Yincheng International at different stages of the projects:

品質控制

銀城國際對產品的質量有嚴格的要求，確保符合《中華人民共和國產品質量法》。我們的項目於報告期內並沒有因安全與健康理由而須回收。以下為銀城國際在開展項目的不同階段採取的品質控制措施：



Prior to commencement 開展項目前

The director, developer and construction unit of a project conduct on-site inspections to ensure that the construction sites meet safety standards. In addition, the project director appoints professional supervision engineers to review the construction designs and various special plans and provide their opinions about feasibility. The construction unit understands and ensures that the construction is carried out according to the approved construction drawings to effectively ensure the smooth construction.

項目總監、開發商及施工單位組織實地考察，確保施工場所符合安全標準。此外，項目總監組織專業監理工程師對施工設計及各專項方案進行審批及提出切實可行的意見。施工單位熟悉並確保按已審批的施工圖紙施工，有效地確保施工的順利進行。



Project in progress 開展項目時

The construction unit inspects and controls the quality of the materials and components required for the project, and the incoming materials are sampled on site with follow-up tests.

施工單位檢查並控制項目所需材料和組件的質量，在現場對材料進行採樣並跟蹤後續測。



Prior to delivery 交付項目前

Each engineering department is required to carry out control procedures for the completion acceptance and exercise comprehensive quality management. Acceptance documents are attached to each project, setting out the acceptance specifications, and on-site sampling are also arranged. Finally, the chief supervision engineer and the competent technical officer of the Company will sign off the quality assessment report, and will keep the record.

各工程部需進行竣工驗收的管控程序，對質量作全面的管理。各項目都附有驗收文件，列明驗收規範，亦會安排現場取樣。最後由總監理工程師及公司技術負責人簽認質量評估報告，亦會做好記錄保存的工作。



Project follow-up 交付項目後的跟進

All projects contain a warranty period, and the construction unit is responsible for following up and maintaining defective projects for the residents during the warranty period.

所有項目都設有質保期，施工單位有責任於質保期間為住戶跟進及修補出現缺陷的項目。

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Marketing

Our real estate business involves the issuance of sales brochures and real estate advertisements, and our promotion materials will be distributed on various channels. We pay close attention to the accuracy of all marketing and planning materials to ensure they are in compliance with the relevant laws and regulations such as the Advertising Law of the People's Republic of China and the Regulations on Real Estate Advertising Release. We will conscientiously deal with real estate advertisements and ensure that their contents are supported by authentic, legal and valid documents.

Yincheng International has introduced the Yincheng International Marketing Planning Production Review Rules to regulate the production of marketing and promotion plans and reduce the risk of violation. Our employees must strictly abide by rules when preparing all promotional materials, which also require approval from the marketing customer center and legal affair center before publication.

Trademark management

We ensure to comply with the Trademark Law of the People's Republic of China when registering trademarks, and have formulated the Yincheng International Trademark Management System to clarify the terms of reference for trademark management. We register, renew and change trademarks through formal and legal channels, the original copies of which will be kept confidential.

營銷

我們房地產業務涉及出具售樓說明書、樓盤廣告和循不同途徑刊發宣傳資料。我們密切關注所有營銷策劃資料的準確性，確保符合《中華人民共和國廣告法》及《房地產廣告發佈規定》等相關的法律法規。我們會謹慎處理房地產廣告，並確保其內容有真實、合法、有效的證明文件支持。

銀城國際以《銀城國際營銷策劃出品審查細則》規範營銷宣傳策劃的出品和降低違規風險。員工在準備所有宣傳資料時都必須嚴格遵守細則，而營銷客戶中心和法務監察中心在刊登宣傳資料前審批。

商標管理

我們在註冊商標時確保遵守《中華人民共和國商標法》，亦制定《銀城國際商標管理制度》明確商標管理的工作及權責。我們循正常及合法途徑註冊，續展及變更商標，而註冊商標的原件會有嚴密的保管。

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3.2 Customer First



3.2 客戶為先



It is a characteristic that the real estate projects of Yincheng International could meet the needs of people from all walks of life. For customers of different ages, the Group specifically designed five series of high-quality residential properties, being "Yi series", "Shang series", "Zhi series", "Zhong series" and "He series" to meet various needs of the elderly, the younger generation, middle-income households, home upgraders and upper-middle income households. In order to improve service quality and increase contact with customers, Yincheng International employs approximately 40 people (including all customer service agents of Yincheng Group and Yincheng International) to handle customers' feedback and complaints. In addition, Yincheng International manages a one-stop platform "Home in Yincheng" on WeChat to provide customers and residents with updated information and a channel for feedback.

銀城國際的房地產項目以滿足各階段多維度人群為特點，針對不同年齡客戶，精心打造五大優質住宅系列—「頤」「尚」「致」「中」「和」系列，滿足長者、年輕一代、中等收入家庭、改善型家庭及高收入家庭等客戶的不同需求。銀城國際為改善服務質量及增加與客戶的聯繫，僱用約40人(包含銀城集團及銀城國際所有客服人員)，專責處理客戶的意見及投訴。此外，銀城國際在微信設有「家在銀城」一站式的平台，提供予客戶和住戶更新的資訊及發表意見的渠道。

Value customer feedback

We handle customer feedback in an orderly manner in accordance with the Guidelines for Handling Customer Complaints of Yincheng International. The general coping methods are as follows:

重視客戶意見

我們根據《銀城國際客戶投訴處理作業指引》有序地處理客戶的意見，一般的應對方法如下：



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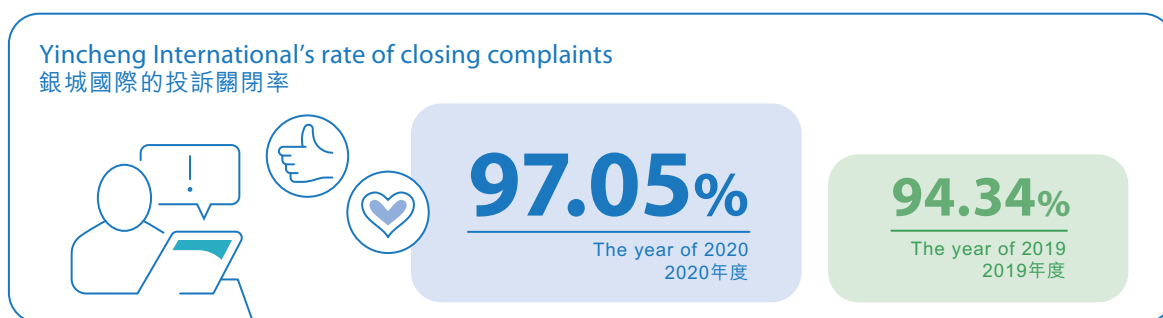
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In due consideration of the feedback of our customers, we ensure that customers can exercise their rights to report and complain about non-compliant actions, which will be addressed by a special team so that we can comprehensively understand the complaint cases in the system and make corresponding improvements to avoid similar complaints in the future.

我們認真正視客戶的意見，為確保客戶能夠行使舉報、投訴違規行為的權利，所有投訴均會成立處理小組，深入了解在系統上的投訴個案及作出相應的改善，避免往後出現同類型的投訴。

Yincheng International's rate of closing complaints:

銀城國際的投訴關閉率：



We have standardized and stringent indicators to define the rate of closing complaints. In addition, some complaints could not be fully handled within this Year and will be followed up.

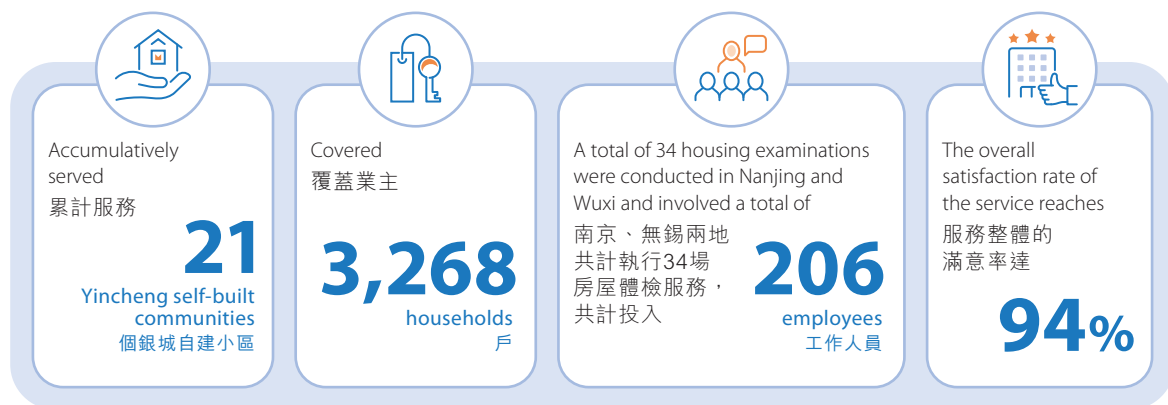
我們有標準化和嚴格的指標界定關閉率。此外，有些投訴未能於本年度內完全處理，會再作跟進。

Customer relationship

During the Year, Yincheng International provided home owners with services under the "House Examination" program, including door and window inspection and repair, hardware maintenance, and drainage dredging, while the home owners actively participated in these activities.

客戶關係

本年度的銀城國際「房屋體檢」為業主安排門窗檢修，五金的保養，下水疏通等服務，業主都積極參與其中。



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In response to the pandemic during the Year, Yincheng International prepared sufficient disinfectants at the property acceptance site to ensure that the site was clean and tidy. Our onsite employees carried valid health certificates to prove that they had passed the health test.

Satisfaction survey

The satisfaction survey plays a key role in the customer services of Yincheng International. To reflect our appreciation of satisfaction surveys, Yincheng International has formulated the Yincheng International Administrative Measures to Improve Customer Satisfaction and the Yincheng International Implementation Measures for the Third-Party Survey on Customer Satisfaction. By persistently implementing the third-party customer satisfaction surveys for the purposes of independence and accuracy, we wish that our satisfaction surveys can help to maintain the customer relationship, and to continue to understand customer needs. We take responsibility for the customer relationship, delivery of services, complaint handling satisfaction, and other indicators. We hold a debriefing session of the satisfaction surveys and distribute the Customer Satisfaction Enhancement Plan to subordinate units to implement the satisfaction. During the Year, the satisfaction survey result was 88.0%, which remains at the near-industry benchmark level for 9 years.

銀城國際本年度的收房現場因應疫情已準備充足的消毒產品，確保現場乾淨整潔，而在場的工作人員會持有有效的健康證，證明他們已通過健康測試。

滿意度調研

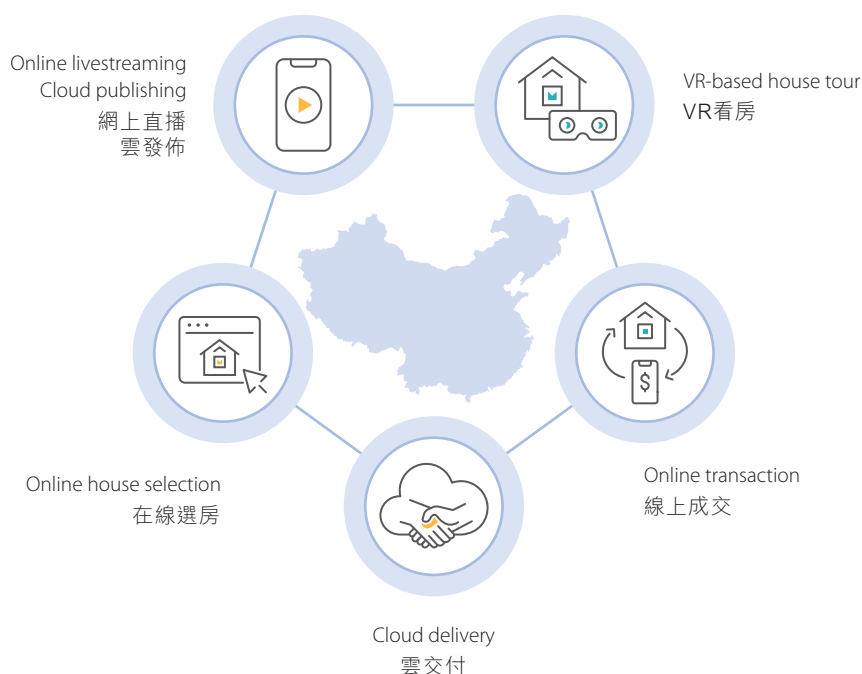
滿意度調研是銀城國際在客服範疇的重點工作。為體現對滿意度調研的重視，銀城國際制定了《銀城國際客戶滿意度提升管理辦法》和《銀城國際客戶滿意度第三方調研實施辦法》。我們堅持實施第三方客戶滿意度調研，反映獨立性和準確性。我們希望借調研與客戶保持關係，持續了解他們的需求。我們對於客戶關係、交付服務、投訴處理滿意度等的指標負責。我們通過組織滿意度調研匯報會和提交《客戶滿意度提升計劃》下發至各組織執行提升滿意度的計劃。本年度的滿意度調查結果是88.0%，持續9年保持近行業標桿水平。

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On the other hand, in response to the changing market and pandemic conditions, we have exercised flexibility in our strategic business development, and adopted the following channels to promote our business operation during the Year to build an online customer base and undergo digital transformation.

另一方面，因應市場變化及疫情，我們採取靈活的策略發展業務，於本年度採用以下的渠道推進業務，培養在線化的蓄客和數字化引流能力。



CASE 案例

“Cloud” delivery for Honor Mansion (雲台天境)

In view of the prevalence of e-wallets across the Mainland China, Yincheng International took the lead in launching a “cloud” delivery for the Honor Mansion Project to resolve home owners’ concerns during the pandemic, along with a service operation guide.

We use WeChat for the pre-delivery step and the real-name certification of homes owners, delivery instructions, and related agreement documents will be completed at the delivery site. In addition, home owners can also pay property management fees directly through WeChat, significantly reducing the time wasted, while avoiding crowd gathering and contact.

案例：雲台天境「雲」交付

電子錢包在內地盛行，而銀城國際在疫情期間為釋除業主的擔憂，率先在雲台天境的項目推出「雲」交付的方式，並附上服務操作指南。

我們使用微信作交付前置的步驟，而交付現場會進行的業主實名認證、交付須知、相關協議文件等流程則。此外，業主還可以透過微信直接繳納物業費，大大減少花費的時間，也避免了人群聚集和接觸。

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3.3 Incorruptible Enterprise

Yincheng International attaches great attention to the management of internal control and anti-corruption, which requires the active cooperation of various departments on continuous control, optimization, and improvement. Yincheng International adopts a zero-tolerance approach towards actions involving corruption, bribery, extortion, fraud and money laundering. During the Year, we did not identify any litigation against Yincheng International and its employees regarding corruption, bribery, extortion, fraud and money laundering. In addition, we also ensure our compliance with the Anti-Money Laundering Law of the People's Republic of China, Anti-Corruption Law of the People's Republic of China, Criminal Law of the People's Republic of China, and other relevant laws and regulations over the course of our operations.

3.3 廉潔企業

銀城國際對內控和反貪污等管理十分關注，亦了解到相關工作需要各部門的積極配合，以持續把控及優化提升。銀城國際對貪污、賄賂、勒索、欺詐及洗錢的行為採取零容忍的態度，本年度並沒有涉及任何針對銀城國際以及其員工有關貪污、賄賂、勒索、欺詐及洗黑錢的訴訟案件。另外，我們亦確保在營運中恪守《中華人民共和國反洗錢法》、《中華人民共和國反貪污法》、《中華人民共和國刑法》等相關的法律法規。

CASE 案例

Internal control system optimization project

Yincheng International has comprehensively commenced our internal control system optimization project. In compliance with the risk control requirements of Hong Kong listed companies, we also improve the management efficiency and effectiveness of internal operations for effective risk prevention and control. Besides, in the appointment of a professional consulting company to assist in our work, the senior management of Yincheng International, the heads of each center line and the senior executives in other cities are all involved.

In addition to the internal control system optimization project at the Group level, Yincheng International focused on the publicity of anti-corruption and anti-money laundering information to our employees to strengthen their awareness during the Year. Our employees are required to read the Yincheng International Sunshine Declaration, pursuant to which, they shall uphold the ethical integrity under any circumstances, and refuse to receive and provide benefits by abusing their office.

內部控制體系優化項目

銀城國際全面啟動內部控制體系優化項目，在滿足香港上市公司風控合規要求之餘，還提高內部經營的管理效率和效果，實現有效風險防控。我們外聘請專業的諮詢公司協助開展相關工作。銀城國際的高級管理層，各中心條線負責人及其他城市的高管人員都有參與其中。

除集團層面之內部控制體系優化項目外，今年度銀城國際亦重點放在宣傳的工作上，向員工宣揚反貪污及反洗黑錢的信息，加強他們的意識。員工需熟讀《銀城國際陽光宣言》，他們在任何情況下均需堅守道德誠信，拒絕以職務之便收取及提供利益。

For continuous control, optimization, and improvement, Yincheng International continues to consolidate and strengthen the design and implementation of the internal control system by carrying out regular inspections, annual internal audits and internal control evaluations for each business center.

在持續把控及優化提升方面，銀城國際通過各業務中心的定期檢查及年度內部審計及內控評價工作，對內控體系的設計及執行效果進行持續的鞏固及強化。

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Whistleblowing procedures

Yincheng International has formulated the Administrative Measures for Complaints and Whistleblowing to address complaints and whistleblowing cases related to integrity and corruption. Our complaint and whistleblowing channels include face-to-face whistleblowing, telephone calls, letters, e-mail messages, investigation requests by the management, etc., all of which are protected by confidentiality measures. Each functional center is required to cooperate with the whistleblowing investigations to ensure a comprehensive collection of information. The relevant officer is required to compile an investigation report, the investigation results of which will be submitted to the leaders in charge before final review and approval by the management.

處理舉報程序

銀城國際制定《投訴舉報管理辦法》，正視與廉潔、舞弊行為相關的投訴和舉報個案。我們設有的投訴舉報渠道包括當面舉報、電話、信函、網上電子郵件、管理層交辦等，亦對投訴、舉報採取保密措施。各職能中心需配合舉報調查工作，確保全面地收集資料。相關人員需要編製調查報告，並向分管領導匯報調查結果，由管理層最終審定。

Complaint and whistleblowing channels

投訴舉報渠道



3.4 Supplier Management

Our suitable suppliers are strictly selected under the principles of fairness, justice and openness, and we also ensure that we are in compliance with the laws and regulations governing the procurement activities, including the Bidding Law of the People's Republic of China, Government Procurement Law of the People's Republic of China, and Anti-Unfair Competition Law of the People's Republic of China, so as to achieve a win-win situation with suppliers. In addition, we pay closer attention to taking into consideration environmental and social factors at different procurement stages and green procurement by subsequently incorporating related contents to the relevant policies in response.

3.4 供應商管理

我們嚴格以公平、公正、公開的原則揀選適合的供應商，也確保遵從《中華人民共和國招投標法》、《中華人民共和國政府採購法》、《中華人民共和國反不正當競爭法》等與採購有關的法律和法規，實現和供應商雙贏。此外，我們更為重視在採購的不同階段考慮環境及社會的因素以及綠色採購，往後會在相關政策中增加內容以作回應。

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In order to regulate procurement activities of various types, Yincheng International updated the Yincheng International Supplier Management System and Yincheng International Tender Management System during the Reporting Period, whereby imposing more stringent requirements on suppliers to maintain its competitive “Quality Leadership” as its core strength. The procurement management office will take the lead in establishing an inspection taskforce, which will inspect and verify the documents of registered suppliers before grading them. The inspection covers the product quality, brand reputation, cooperation cases, recommendations, and takes into account how the supplier considers the environmental and social aspects when providing products and services. Under the strict requirements of green building, we are required to ensure that our suppliers can provide materials that are in compliance with the environmental requirements and cause minimal environmental impacts. In managing social risks, we will ensure that our selected suppliers are in compliance with all laws and regulations regarding health and safety, employment and ethical conduct. Furthermore, Yincheng International encourages its partners to comply with the contents of the Yincheng International Sunshine Declaration.

In terms of monitoring, we always examine the compliance of our contractors and suppliers, and we cease cooperation with it until the situation improves, if the behavior of any supplier is found to be not in compliance with our policies and expectations. In addition, the procurement management department is responsible for regular performance evaluations, and provides targeted feedback to each supplier so that it can make effective improvement and progress. In addition, we have set up a supplier rating mechanism to manage suppliers at different performance levels. Suppliers that have better performances will be awarded certificates of honor and invited to our group-level supplier convention, which will directly affect the cooperation potentials in the coming year.

During the Year, Yincheng International worked with 495 major suppliers in the Yangtze River Delta megalopolis, which provided civil and installation works, landscaping, windows, doors and curtain wall, materials and equipment, consulting services and other professional subcontracting.

為規範不同類型的採購，銀城國際於報告期間更新了《銀城國際供應商管理制度》及《銀城國際招投標管理制度》，對供應商的要求更為嚴格，保持「品質領先」的核心競爭力。採購管理崗將牽頭組成考察小組，會對已登記的供應商進行考察及核查文件，再予以評分。考察的內容包括產品品質，品牌口碑，合作案例，推薦情況，同時亦包括供應商如何在提供產品及服務時考慮環境及社會因素。在綠色建築的嚴格要求下，我們需確保供應商可提供符合要求的環保及對於環境造成最低影響的材料。在管理社會風險時，會確保所選擇的供應商遵守所有關於健康及安全，僱傭及道德行為等的法律法規。銀城國際亦倡導合作伙伴遵守《銀城國際陽光宣言》的內容。

在監察方面，我們都會評估承辦商和供應商遵守的情況，如發現供應商的行為與我們的政策及期望不符合時，會停止合作直至情況有所改善。此外，採購管理部會負責定期進行履約評估，向每個供應商提供針對性的意見反饋，令他們有效地改進及進步。我們亦設有供應商級別評定機制，分級管理不同表現的供應商，對表現較好的供應商會頒發榮譽證書，並邀請他們參加集團級供方大會等方式進行榮譽激勵，並直接影響來年合作的情況。

銀城國際於本年度共與495家在長三角地區的主要供應商合作，供應商提供包括土建及安裝工程，園林景觀，門窗幕牆，材料設備，諮詢服務及其他專業分包工程。

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3.5 Information Security

For the information management, we comply with laws and regulations, such as the Regulations for the Implementation of the Law of the People's Republic of China on the Protection of Consumers' Rights and Interests, and the Law of the People's Republic of China on Confidentiality. The core data of Yincheng International are the information of employees and customers, and are managed in the information system. Each employee has an account, which is automatically de-registered after leaving. The information data center will control the system and keep regular records of checking and reporting. In addition, the information data center will grant the access right to our employees based on their duties as instructed by the human resources management center to prevent unnecessary access to information. If any employee is required to extend their access right, the information data center is required to process the review and approval on the system. Under the policies of the Administrative Measures for Information Security and Administrative Measures for Security Operation and Maintenance, the availability and stability of the system can be improved. The information data center will also update the system regularly according to the market development, and the business needs.

Different flow charts have been set out in the policy to deal with the system failures in different scenarios in an orderly and prompt manner. Yet, we focus on the preventive measures, including regular drills to restore the backup data, the establishment of a backup system, and standardizing the server room management.

To protect the customers' information, we collect and use customer information through legal channels, and our employees will inform customers in detail of related matters. Our employees may only access customer information if approval is granted and there are sufficient reasons.

3.5 信息安全

我們在信息管理方面遵守《中華人民共和國消費者權益保護法實施條例》、《中華人民共和國保密法》等法律法規。銀城國際的核心數據為員工及客戶的信息，會通過信息系統進行管理。各員工都有賬號，並於離職時自動關閉。信息數據中心會對系統進行管控，並存有記錄作定期的查核及上報。另外，信息數據中心會按人力資源管理中心的指示，為員工按其職責設定訪問權限，避免員工接觸過多不必要的資訊。如員工需要增加信息訪問權限，要經審批後由信息數據中心在系統上處理。在《信息化安全管理辦法》及《安全運維管理辦法》的政策管理下，可提高系統的可用及穩定性。信息數據中心亦會因應市場發展及業務需要而定期更新系統。

政策中已載列不同的流程圖，有序及迅速地應對不同情況下的系統故障，但我們將重點放在防範措施中，其中包括定期演練還原備份數據，設置備用的系統，規範機房管理等。

在保障客戶信息方面，我們以合法的途徑收集及使用客戶信息及員工會詳細告知客戶有關事項，員工只可在批准及有充足理由的情況下取得客戶信息。

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4 ESTABLISHING PLATFORMS TO CULTIVATE TALENTS

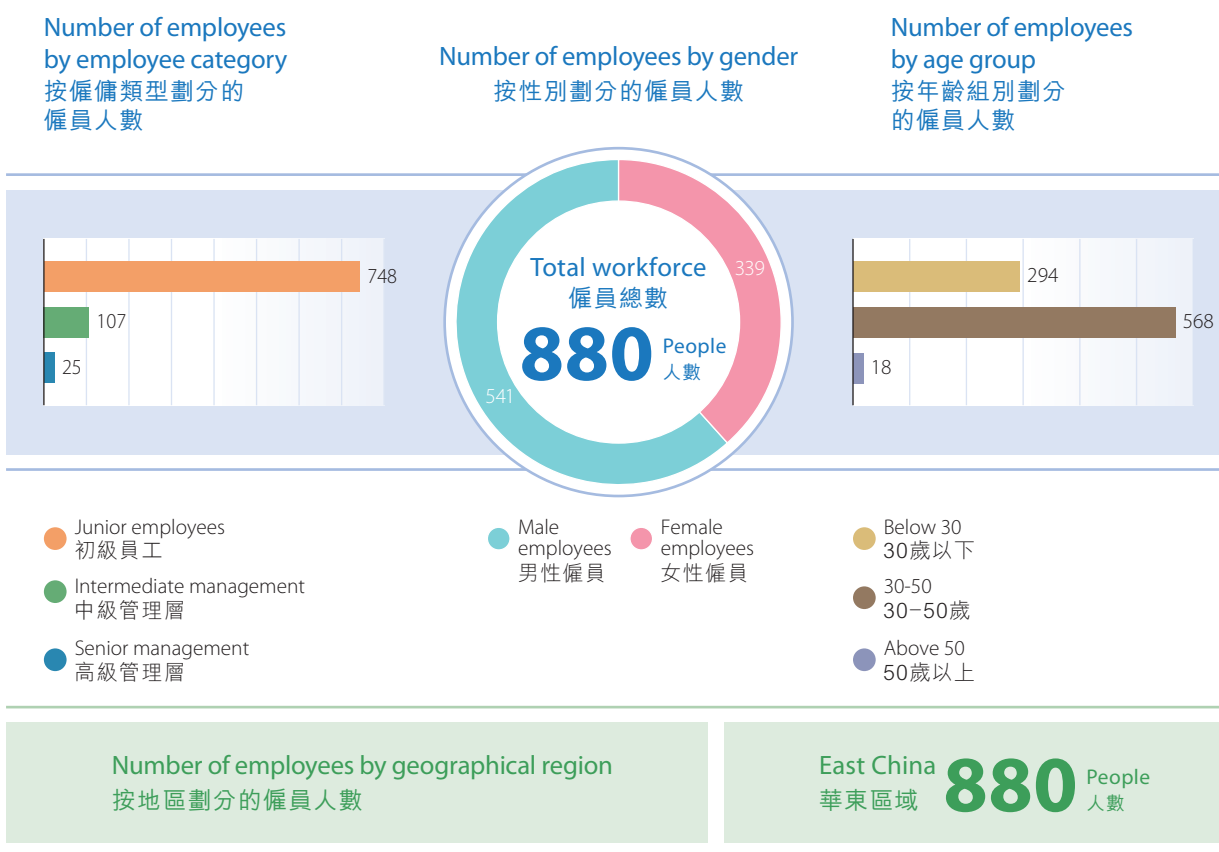
Yincheng International is supported by a professional, stable and experienced management team as well as loyal and hardworking employees, who share the successes and responsibilities alongside our business growth. As regards employment, we comply with the Labour Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China, the Regulations for the Prohibition of Child Labour, and the Law of the People's Republic of China on the Protection of Minors, and other relevant laws and regulations.

Set forth below is the employee breakdown of Yincheng International for the Year:

4 築台立人

銀城國際擁有專業、穩定及經驗豐富的管理團隊及以及忠誠勤奮的僱員，透過共享共擔與企業共成長。我們在僱傭方面遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《禁止使用童工規定》及《中華人民共和國未成年人保護法》等相關的法律法規。

銀城國際本年度的僱員概況如下：



Note: During the Year, we did not employ any short-term contract/part-time employees.

註：本年度，我們並沒有僱用短期合約／兼職員工

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4.1 Building a Great Team

Yincheng International's Employee Handbook and the "About Yincheng International" presentation have covered employee notice and rights. The employees of Yincheng International are welcomed to comment on the policy documents for constant improvement in our system.

Recruitment

Yincheng International recruits talents by means of campus and social recruitment channels, the process of which will be in compliance with the Yincheng International Recruitment Management System. The human resources management center reviews the annual recruitment plan and hiring requirements to rationalize the allocation of resources. Suitable talents will be selected under the hiring criteria that are based on fairness, openness and equity with reference to factors, including interview performance, academic requirements, industry and position experience.

New employees are given a probationary period and then evaluated based on their performance, work attitude, teamwork, etc. to determine their suitability for employment at Yincheng International.

Labour standards

We did not identify any case of the employment of child labour or forced labour during the Reporting Period.

Child labour

To avoid the employment of child labour, Yincheng International has been in compliance with the laws and regulations, including the Regulations for the Prohibition of Child Labour and the Law of the People's Republic of China on the Protection of Minors. Our employees are required to submit accurate documents to the human resources management center at the time of entry, as required by the employment confirmation letter. We reserve the rights to review employees' personal information and will immediately terminate their probationary employment or terminate their labour contracts if they are found to have provided false information.

Forced Labour

We sign employment contracts with our employees in accordance with the provisions of the Labour Contract Law of the People's Republic of China, whereby specifying the working hours, duties and responsibilities. In addition, we advocate the idea of work-life balance and wish our employees to complete their work during normal working days. We will approve necessary overtime work and arrange overtime meals, time off in lieu and overtime pay.

4.1 打造優良團隊

銀城國際的《員工手冊》及「走進銀城」簡報已涵蓋員工須知及權益。銀城國際歡迎各員工對政策文件提供意見，以持續完善體系。

招聘

銀城國際通過校園及社會的招聘渠道吸納人才，在招聘過程中遵守《銀城國際招聘管理制度》。人力資源管理中心審視年度招聘計劃及用人需求，以合理化配置資源。錄用標準以公正、公開與公平原則，會按面試表現、學歷要求、行業及崗位等經驗篩選合適的人才。

新員工均設有試用期，再按其業績表現、工作態度、團隊配合等方面進行評估，以確定員工在銀城國際的合適性。

勞工準則

我們在報告期內並沒有發生有關聘用童工或強制勞工的違規個案。

童工

銀城國際為避免僱用童工及遵守《禁止使用童工規定》及《中華人民共和國未成年人保護法》的法律法規，員工入職時須向人力資源部門提交在聘用確認函所要求的準確證明文件。我們保留審查員工個人資料的權利，如發現他們提供虛假資料的情況，將立即終止其試用或解除勞動合同。

強制勞工

我們按《中華人民共和國勞動合同法》的規定與員工簽訂僱傭合同，並於合同中訂明工作時間、職責等內容。另外，我們提倡工作與生活平衡，希望員工可於正常工作日內完成工作。我們會審批必要的加班，並安排加班餐費，調休及加班工資。

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Equality and inclusion

We promote the concept of respecting others and prohibit any form of discrimination and harassment in hiring and working, including but not limited to ethnicity, race, age, gender, marital status and religious beliefs.

Yincheng International also provides breastfeeding leave to give female employees time to breastfeed.

Performance management

In accordance with the "Yincheng International Personal Performance Management System", Yincheng International regularly evaluates the performance level of our employees in an objective and fair manner, while providing timely and effective performance feedback to motivate and recognize high-performance talents. The employees will initially formulate their own personal development plan and annual objectives, which will be carried out in each job. The performance results serve as a reference for salary adjustments, performance bonuses, and job assignments and promotion opportunity. Supervisors can take this opportunity to have in-depth discussions with their subordinates and arrange work assignments based on the needs of the employees.

平等共融

我們提倡尊重他人的理念，禁止在招聘及工作間出現任何歧視及騷擾情況，包括但不限於員工的民族、種族、年齡、性別、婚姻狀況及宗教信仰等因素。

銀城國際更設有哺乳假，給予女性員工哺乳的時間。

績效管理

銀城國際按《銀城國際個人績效管理制度》，定期以客觀公正評價員工績效水平及提供及時有效的績效反饋，以激勵及認可高績效人才。員工先訂立個人發展計劃及年度目標，然後落實至每項工作中。績效結果會作為調整薪酬、績效獎金、工作分配及晉升機會等的參考。上級可藉此機會與下屬進行深入的討論，並按員工的需要作出相應的工作安排。



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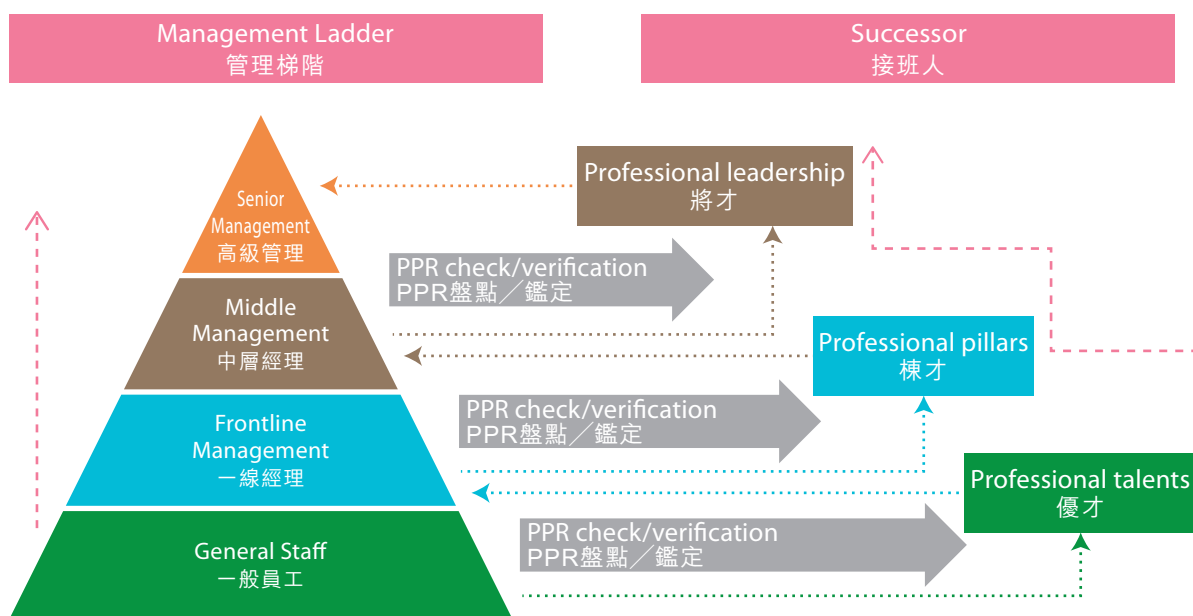
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We have a structure for the promotion of management teams, and give priority to the promotion of internal employees.

我們設有管理梯隊晉升的架構，會優先考慮晉升內部員工。

Succession Plan (Management Promotion)

接班人計劃(管理梯階晉升)

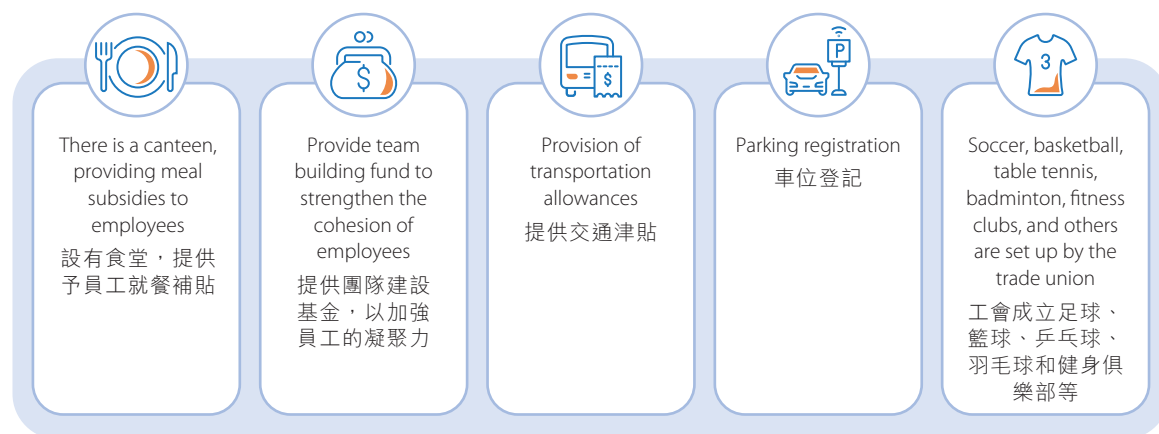


Benefits

Yincheng International pays for employees' insurance and housing fund and holidays in accordance with the law, and also provides additional benefits, such as:

福利待遇

銀城國際依法為員工繳納五險一金及假期，亦提供額外的福利，如：



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Termination of employment

If an employee violates work discipline, Yincheng International seriously reviews the situation, and will only consider terminating the employee if there are reasonable reasons. At the same time, our employees may voluntarily terminate their labour contracts. In case of voluntary termination of employment, the employee is required to complete the transition and resignation procedures. On the other hand, the human resources management center will conduct resignation interviews with the relevant employees to collect their opinions.

The turnover rate of Yincheng International is as follows:

Turnover indicators

流失率指標

Year of 2020*

2020 年度*

Employee turnover rate by gender

按性別劃分的僱員流失比率

Female employees

女性僱員

30.0%

Male employees

男性僱員

29.0%

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

39.0%

30-50

30-50歲

25.0%

Over 50

50歲以上

5.0%

Employee turnover rate by geographical region

按地區劃分的僱員流失比率

East China

華東區域

30.0%

* Turnover rate calculation method: $\text{Number of employees lost} \div (\text{number of employees lost} + \text{number of employees at the end of the year}) \times 100\%$

離職解僱

如員工違反工作紀律，銀城國際會認真審視情況，只有在合理原因的情況下才考慮以辭退處分的方式處理。與其同時，員工亦可自願解除勞動合同。員工自願離職時需處理好工作交接及完成離職手續。另一方面，人力資源部門相關人員會與員工進行離職面談，聽取員工意見。

銀城國際的流失比率情況如下：

* 流失率計算方法： $\text{流失僱員人數} \div (\text{流失僱員人數} + \text{年終僱員人數}) \times 100\%$

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4.2 Training System

Yincheng International targets at cultivating interdisciplinary, specialized and functional professionals. Yincheng International formulates the Training Management Measures to build a learning entity that continues to improve its talent development system. We formulate the annual training program after taking into account our business operation, questionnaires, key interviews, and other factors, while the human resources management center is responsible for the organization and implementation of training sessions and evaluating training effectiveness to ensure that our employees can effectively improve their skills through training.

Fresh graduates have the opportunity to try out different positions after joining Yincheng International. In the first year of employment, we may provide rotation opportunities by considering the employee's own characteristics and the requirements of different positions. After the rotation, the employee's position will be confirmed based on his or her characteristics, performance and corporate requirements. Furthermore, new employees are required to receive induction training, and an induction mentor is identified jointly by the human resources management center and the business department. The induction mentor will provide business counseling to probationary employees according to the counseling plan to facilitate their integration and growth.

4.2 培訓體系

銀城國際以培養復合型人才、專業型人才、職能型人才為目標。銀城國際已制定了《培訓管理辦法》，打造學習型組織及完善人才培養體系。我們結合公司的業務經營，問卷調研和重點訪談等方式匯總成針對性的年度培訓計劃，而人力行政中心負責組織落實培訓工作及評價培訓的成效，確保培訓可有效地幫助員工提升技能。

應屆畢業生加入銀城國際後更有機會嘗試不同的工作領域，在新入職後的第一年，公司可結合員工自身特質以及不崗位需要而提供輪崗機會。輪崗結束後，根據員工特質、工作表現和公司需要再確定崗位。另外，新入職的員工需要進行新員工培訓，亦由人力部門與業務部門共同確定入職引導人。入職引導人根據輔導計劃對試用期員工進行業務輔導幫助其快速融入成長。

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The key training programs for this Year include:

本年度的重點培訓項目包括：

2020 Management Trainee Induction Training

2020 夢之子入職集訓

The Management Trainee Camp was mainly for the 2020 management trainees of Yincheng International, which was divided into three stages: closed military training, intensive training and Yincheng's Expectations. The management trainees deepened their understanding of each other and accelerated their integration into Yincheng International through various activities, such as ice-breaking session, opening ceremony, military training, and quality development (Cultivate Entrepreneurs and Build Yincheng International).



夢之子訓練營主要針對銀城國際2020屆的管培生，集訓共分為三個階段，分別為封閉式軍訓，集中培訓及走銀城路。小夢們通過入營破冰、開營儀式、軍事訓練、素質拓展(共建企業家、共築銀城夢)等活動加深了解彼此及加速融入銀城國際。

Nanjing University Mini-EMBA Training Program

南大 Mini-EMBA 培訓項目

This training program is mainly tailor-made for middle and senior management, who are responsible for the key positions of the department and business line management.

The Nanjing University Mini-EMBA Training Program was launched again this Year, which aimed to improve the middle and senior leadership, constituted an important training program of the "Middle Management Development Plan". The training content includes:

- Non-HR¹ Management
- Corporate Strategy and Management Innovation
- Organizational Behavior

此培訓項目主要針對中高層管理者，他們是承擔部門及業務條線管理的重要崗位。

南大Mini-EMBA培訓項目於今年度再度展開，旨在提升中高層領導力，是「築城計劃」重要的培養項目。培訓內容包括：

- 非HR¹的人力資源管理
- 企業戰略與管理創新
- 組織行為學



¹ HR refers to human resources

¹ HR指人力資源

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Second-phase Project Manager Echelon Development Program

第二期項目總梯隊

The project manager echelon training program aims to develop participants' various capabilities, including management and coordination, full-cycle business management and operation, in order to meet the strategic goal of "Prioritizing Talent Development for Strategic Implementation" through various training models, including exercises, sandbox simulations and analytical practices of sales force.

項目總梯隊培訓通過演練、沙盤模擬及營銷力實操解析等模式，培養參與者管理協調、全周期業務管控及經營的能力，以配合「承接戰略，人才先行」的戰略目標。



Project Manager Echelon Program

項目經理梯隊

This program aims to develop project managers that are skilled at project control, internal coordination, team management and external coordination. Over the course of training, our employees are required to formulate their personal development plan and practice their key positions of concern.

The training program contains a challenge session to review the project, summarize the experience and lessons learned, and propose strategies to resolve the important and difficult issues. We have arranged the "Artisan Project" to share the results.

本項目旨在培養一批具備項目把控、內部協調、團隊管理和外部協調能力的項目經理。員工在培養期間需制定個人發展計劃及實踐重點關注崗位等工作。

培養項目設置挑戰任務環節，對所在項目實施復盤、總結經驗教訓，並針對重難點問題提出解決策略。我們安排了「匠心計劃」做成果分享。



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Key Marketing Talent AEE Performance Improvement Program 營銷關鍵人才 AEE 效能提升計劃

The “Yincheng International 2020 Marketing Talent Development Program” aims to develop and explore talents based on our strategic objectives and resources of marketing manpower. The program will meet the demand for high-caliber marketing management personnel at different stages of the Company’s development, while enhancing the business awareness, management capabilities and professional skills of the marketing management team and employees.



「銀城國際 2020 營銷人才培養方案」結合了我們的戰略目標及營銷人力的資源，旨在培養及發掘人才。計劃在滿足公司在不同發展階段對營銷高素質管理人才需求的同時，可提高營銷管理團隊及員工的經營意識，管理能力和專業技能。

Artisan Project 匠心計劃

This program designed for the engineering department that combines the following courses to enhance the professional skills and problem solving abilities of the engineering professionals.

- “Artisan’s Words” — engineering line courses, and cross-lines courses
- “Artisan’s Thinking” — project review and summary, and project problem solving
- “Artisan’s Journey” — internal benchmarking study, and external benchmarking study



此計劃為工程部而設，包括以下課程的相結合，提升工程人員專業技能與解決問題的能力。

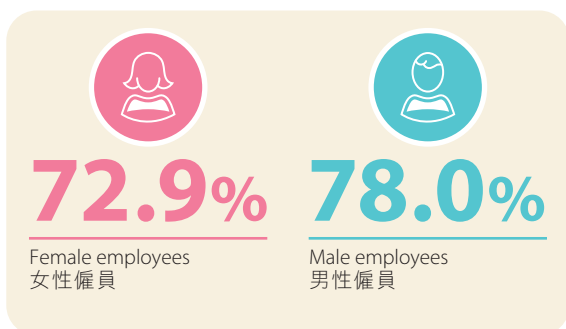
- 「匠之語」— 工程條線課程、交叉條線課程
- 「匠之思」— 項目復盤總結、項目難點解決
- 「匠之行」— 內部標桿考察、外部標桿考察

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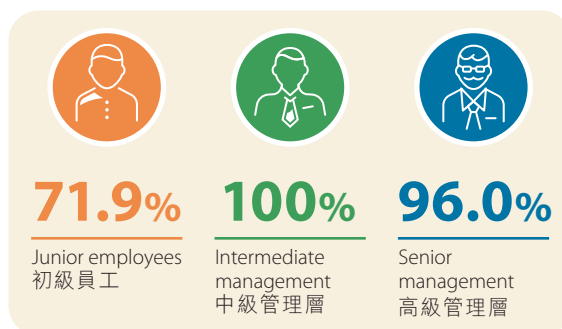
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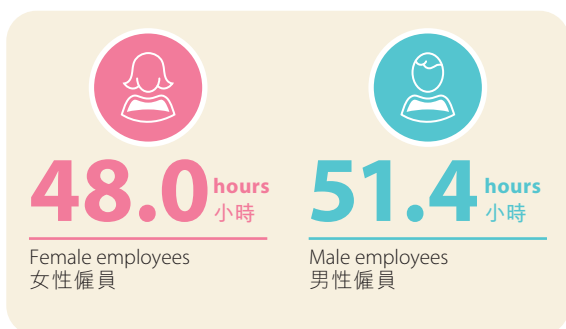
Percentage of employees trained by gender
按性別劃分的受訓僱員百分比



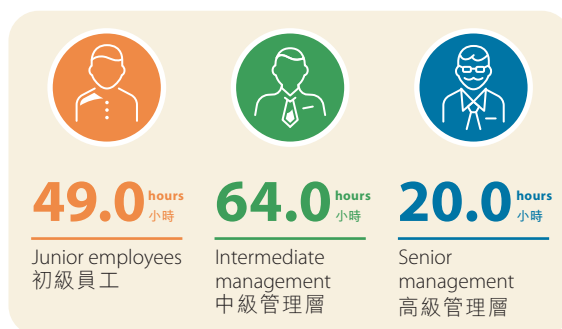
Percentage of employees trained by employee category
按僱傭類別劃分的受訓僱員百分比



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 employee by employee category
每名僱員完成受訓的平均時數 — 按僱傭類別劃分



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4.3 Health and Safety

The pandemic has further highlighted our concern over the health and safety of our employees and the workplace, and therefore we ensure that our operations comply with the Occupational Disease Prevention and Control Law of the People's Republic of China. During the Reporting Period, there were no work-related fatalities, and this is the first year that we recorded zero working days lost due to work-related injuries, which is an encouraging result and reflects the effectiveness of our response measures for work injuries in previous years.

Construction safety

Yincheng International's business operations involve property development, and our construction work is in compliance with various laws and regulations, including the Construction Safety Production Management Regulations, the Occupational Disease Prevention and Control Law of the People's Republic of China, the Production Safety Law of the People's Republic of China, the Environmental Protection Management Regulations for Construction Projects, the Construction Safety Production Management Regulations, the Technical Operation Safety Procedures for Construction Workers, and the Regulations for the Reporting and Investigation of Production Safety Accidents. In accordance with the Construction Law of the People's Republic of China, each site project is required to receive a construction permit issued by the government to prove its compliance with the construction conditions before commencement.

To enhance construction and site safety, each of our projects is required to be in strict compliance with the Safety and Civilization Management System, Yincheng International Project Safety and Civilization Construction Standards, and Emergency Rescue Plan for Construction Site Safety Accidents, including the standard of the construction site setup, the protection measures for employees, and the methods of handling accidents. Our employees are required to receive and pass training before they are permitted to work in the construction site. In addition, the construction site will regularly arrange third-party inspections and assessments of the implementation of daily safety and civilized construction at the project site to ensure safety and prevent serious accidents. A safety committee is set up for each project, which is responsible for providing training sessions before construction, monitoring and managing the production process, and collecting and organizing safety information to achieve safety control throughout the construction process.

4.3 健康安全

疫情令我們更為關注員工及工作間的健康與安全，於營運時確保符合《中華人民共和國職業病防治法》。銀城國際於報告期內並沒有因工死亡的個案，更是首年度錄得零因工受傷而損失的工作日數，成績令人鼓舞，亦反映出以往年度應對工傷措施的成效。

施工安全

銀城國際的業務涉及地產開發，在進行工程時遵守《建設工程安全生產管理條例》、《中華人民共和國職業病防治法》、《中華人民共和國安全生產法》、《建設項目環境保護管理條例》、《建設工程安全生產管理條例》、《建築工人安全技術操作規程》、《生產安全事故報告和調查處理條例》等的法律法規。按照《中華人民共和國建築法》，每個工地項目需在開展工程前得到由國家發出的施工許可證，證明工地符合施工條件。

為加強施工及工地的安全，我們的每個項目都需要嚴格跟隨《安全文明管理制度》、《銀城國際項目安全與文明施工標準》及《施工現場安全生產事故應急救援預案》等守則，包括規範工地範圍的設置標準，員工的保護措施，處理事故的方法等內容。員工需接受培訓及培訓合格後才可於施工地工作。此外，工地會定期安排第三方至現場檢查，評估考核日常安全文明施工的實施情況，確保工地安全及避免發生嚴重事故。各項目均成立安全委員會，其職責包括在施工前安排培訓，監控和管理生產過程和收集及整理安全資料，以實現施工全過程的安全管控。

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Health and safety in the office

During the pandemic, Yincheng International concerned about the health and safety of its employees and offices, and we implemented work-from-home arrangements at the beginning of the Year to minimize social distancing in line with the government's pandemic prevention strategy. As the pandemic gradually eased in the Mainland, we formulated a plan for work resumption, under which a dedicated team was established to arrange and manage the work resumption. The plan aims to track the health condition, which includes sufficient protective materials for our employees at workplaces, temperature tests before entering into office premises, less meetings or arrangement of larger meeting rooms, delivery of packaged food by the cafeteria and stringent hygienic control of cafeteria food, as well as cooperation with local governments on regular tests.

辦公室的健康與安全

銀城國際在疫情期間關注員工及辦公室的健康與安全，同時配合國家的防疫策略，在本年度初實行在家辦公的措施，減少接觸。隨著內地的疫情逐漸緩和，我們特制定《復工防疫工作方案》，並成立專職小組處理復工後的安排。當中包括在辦公室備有足夠的防護物質供員工使用，進入辦公樓前測溫，減少會議或安排面積較大的會議室，食堂只限打包服務及嚴格把控食堂的食物衛生情況以及配合當地政府規定定期進行檢測，以跟蹤身體狀況等措施。

CASE 案例

Leader of Gulou District Government visited Yincheng Group² and Yincheng International, and inspected the work resumption.

Accompanied by our Chairman, CEO, Senior General Manager of the Customer Relations Center and Vice President, the Party Secretary of Gulou District Committee visited Yincheng Group, a key enterprise of the district, during the work resumption arrangement.

The leader completed the temperature check at the entrance of Yincheng Plaza, and arrived at our office. He understood current reserves of pandemic prevention materials, production and operation preparations, and security of employees' livelihood in detail and provided recognition.

As commended by the Secretary, Yincheng International's outstanding performance in preventing and fighting pandemic is evidenced by the effective prevention and control of the occurrence and spread of the pandemic in various communities. At the same time, the Group should also ensure smooth work resumption to generate greater value for the society.

鼓樓區委區政府領導到訪銀城集團²及銀城國際，視察復工安排

鼓樓區委書記在復工期間走訪區屬重點企業之一的銀城集團，我們的董事長、執行總裁、客戶關係中心資深總經理及副總裁等人陪同。

領導在銀城廣場的入口經過體溫檢測後，前往銀城國際的辦公室，詳細了解目前的防疫物資儲備、生產運營籌備、職工生活保障等方面的情況，並予以肯定。

書記表示，銀城國際在此次防抗疫情工作中表現突出，有效地預防和控制了各小區的疫情發生和蔓延。與此同時，集團亦抓好復產的工作，為社會創造更大的價值。

In addition, union of Yincheng International arranged health check-ups during the Year. At the same time, the following corporate culture development programs were held to focus on the physical and mental health of the employees.

另外，銀城國際工會於本年度組織了健康體檢。同時舉辦了以下的企業文化拓展項目，關注員工的身心健康。

² Yincheng Group mentioned is the entity related to Yincheng International

² 銀城集團是銀城國際的關連公司

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 環境、社會及管治報告

CASE 案例

“Team Work” Bicycle Race and “Aggressive” Team Drum Performance

The annual corporate culture development event of Yincheng International was held in Tianmu Lake, Liyang. Led by the Chairman and President of Yincheng Group, the senior management team, together with middle and senior management and employees of subsidiaries across various cities, participated in the event. The corporate culture development event was comprised of two parts, namely, “Team Work” bicycle race and “Aggressive” team drum performance. The successful event further strengthened the team spirit and boosted our morale. We will continue to give full play to the cohesion of Yincheng culture, and persist in our core value ecosystem to share and build Yincheng International.

「騎心協力」團隊自行車比賽和「鼓舞奮進」團隊打國鼓

銀城國際年度的企業文化拓展活動在溧陽天目湖舉辦。銀城集團董事長及總裁攜高管團隊，各城市公司的中高層及員工參與其中。本次企業文化拓展活動分為「騎心協力」團隊自行車比賽和「鼓舞奮進」團隊打國鼓兩個項目。活動圓滿舉辦，亦進一步磨煉了團隊意志和鼓舞了團隊士氣。我們將持續發揮銀城文化的凝聚作用、堅守其核心價值體系，共享共建一個銀城！

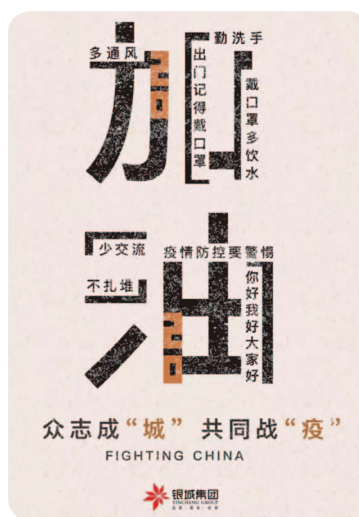
5 GIVING BACK TO THE COMMUNITY



In the wake of the COVID-19 pandemic, Yincheng Group spared no effort in donating and taking actions to protect the community, including a total donation of RMB3 million to hospitals in Jiangsu Province and Nanjing to protect healthcare workers against the COVID-19 pandemic.

In addition, Yincheng International partnered with JIC Trust Co., Ltd. to launch the “Anti-pandemic Charitable Trust No. 1”. We donated RMB100,000 to subsidize and support the hospitals and the healthcare workers fighting the pandemic in Yichang, Hubei Province.

5 回饋社會



在新型冠狀病毒疫情下，牽動銀城集團不遺餘力以捐款及行動守護社區，包括向江蘇省及南京的醫院共捐贈300萬元，保障醫護人員抗擊新型冠狀病毒感染肺炎疫情。

此外，銀城國際與中建投信託合作，發起「抗擊疫情慈善信託1號」。我們捐款達10萬元人民幣，用於幫扶補助及支持在湖北省宜昌市的醫院以及抗擊疫情的醫護人員，為抗疫出一份力。

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Yincheng International organized or actively participated in donations and charity activities organized by Yincheng Group. During the Reporting Period, the donations and charity interactions organized by Yincheng Group and Yincheng International were as follows:

銀城國際自行組織或積極參與銀城集團組織的捐贈及公益活動，於報告期內銀城集團及銀城國際組織的捐贈及公益互動參與情況如下：



Public charity is always part of Yincheng International. In pursuit of child wellbeing as part of our initial aspiration, we organized the following public charity activities during the pandemic, after taking account into the health and safety of the participants.

公益活動一向是銀城的精髓，我們秉持關注兒童的初心，在疫情期間兼顧參與者的健康安全，舉辦了以下公益活動。



Yincheng Cloud Cherry Charity Run 銀城雲端櫻花跑公益活動

Cherry blossom-themed events are the signature of Yincheng International. During the Year, the participants of Yincheng Cloud Cherry Charity Run donated their daily offline running steps to complete the online running game. Yincheng Group and the participants who reached the finish line first commensurately donated a total of RMB200,000 to Aiyou Foundation's "Cheer for Angels" program, which supports the frontline medical and logistics staff in Wuhan to fight against the COVID-19 pandemic.

以櫻花為主題的活動是銀城國際的招牌，而今年度銀城雲端櫻花跑的參與者每天通過線下運動的步數捐贈完成線上遊戲跑圖。銀城集團會為有些先抵達終點的參與者配捐共計20萬元，用於支持愛佑「天使加油站」計劃，為武漢地區抗擊新冠肺炎疫情的一線醫務和後勤保障人員提供支持。

Yincheng's RMB1 Project Charity Day 銀城1元計劃公益日

During the Year, we continued to hold the RMB1 Project for the Child Protection program, and internally raised up to RMB310,000 at that day. The proceeds will help underprivileged children to receive their education and improve their lives. The proceeds raised from the RMB1 Project during 2018-2019 will continue to cover Li Kou Town Central Primary School in Siyang and No. 4 Daozhen Primary School in Guizhou, where 124 children were successfully sponsored to complete their studies.



今年度繼續舉辦1元計劃——愛佑安生項目，當天內部籌集多達31萬元善款。善款會助學困境兒童實現學業，改善生活。

於2018-2019年籌集的一元計劃款項，會繼續用於泗陽李口鎮中心小學和貴州道真第四小學，已成功資助124個孩子完成學業。

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Yincheng Firefly Charity Theatre

銀伙蟲公益劇場

Despite the temporary closure of the theatre due to the pandemic, our care was not diminished. During the Year, Yincheng Firefly Charity Theatre offered an online version, urging everyone to “Speak up for Love”. The event is a showcase of talent, including singing and dancing for showing love and care to Aiyou Foundation. Yincheng Group commensurately donated RMB200,000 to the Aiyou Foundation for this event, and all charity funds will be applied to children with the congenital heart disease.

In addition, the home owners of Yincheng International from the Yincheng Firefly Charity Theatre went to the “Aiyou-Yincheng Children’s Home” with small gifts and voluntary palliative care

services, so as to spend the Mid-Autumn Festival with the children in advance.

雖然疫情令劇場需要關閉，但不減愛心。本年度的銀伙蟲公益劇場以線上版呈現，號召大家「為愛發聲」。活動通過展示才藝，自彈自唱為愛佑慈善基金會獻上自己的愛心。銀城集團為本次活動向愛佑慈善基金會配捐額20萬元，所有善款將用於救助先天性心臟病兒童。

此外，銀伙蟲公益劇場的銀城業主們更到了「愛佑銀城·童馨小屋」，送孩子小禮物及提供舒緩治療的志願服務，與他們提前共度中秋。

Targeted Poverty Alleviation by Yincheng

International Huaihai

銀城國際淮海公司精準扶貧

Yincheng International assisted the economically challenged youths under the targeted poverty alleviation guide to fulfill their dreams of becoming college students, which was in complete response to the policies of the 19th National Congress. By mobilizing our employees extensively, we raised funds from various parties and donated RMB100,000. Further, we held the “Project Hope — Dream Operation” in 2020 to distribute scholarships.

銀城國際精準幫扶貧困青少年，為貧困大學新生圓夢校園，全面貫徹落實十九大的政策。我們廣泛動員，從多方募集愛心資金，捐款10萬元，並舉行2020年「希望工程·圓夢行動」活動發放助學金。



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99 Charity Day

99 公益日

99 Charity Day is an online donation event for Yincheng International to facilitate the “Yincheng International Charity Guardian Angel” plan and “No Fear for Leukemia” plan. Our employees and home owners actively participated in these projects, and the proceeds were raised to assist orphans that suffer from anemia.

The campaign successfully promoted the brand of Yincheng International in buildings across 6 major cities. The advertisement broadcasts for the 99 Charity Day of the Aiyou Foundation were over 270,000 times, reaching millions of urban residents and users.

99公益日是銀城助力「銀城公益守護天使子計劃」和「白血病我不怕你母計劃」的線上捐款活動。我們的員工及業主積極參與其中，所得的善款會幫助孤貧血液病患兒。此活動成功驅動銀城品牌宣傳，在6大城市的樓宇進行宣傳。廣告全天循環播放愛佑慈善基金會99公益日，累計播放超過27萬次，接觸達百萬人次城市居民用戶。

2020 Amity Volunteer Carnival

2020 愛德志願者嘉年華活動

The homeowners of Yincheng International from different communities brought their family members or friends to sell their idle or DIY items at the carnival bazaar. All proceeds from the charity sale were donated to the charity project “For the Dignity of the Disabled Elderly”.

來自不同小區的銀城業主攜家人或朋友，將家中閒置或者DIY物品拿到嘉年華義賣市集進行售賣。此次愛心義賣活動所得的善款將全部捐贈至「守護失能老人的尊嚴」的公益項目。



Nanjing Children's Hospital Community Charity Walk

市兒童醫院社區公益行

Experts from Nanjing Children's Hospital joined with our employees of Yincheng Group to hold a community charity walk “Doctors with Initial Aspiration on the Way”. We offered free health consultation, nearsightedness screening and health talks for home owners at Yincheng East Court.

南京市兒童醫院專家們攜手銀城集團的工作人員，舉辦了「不忘初心醫路前行」的社區公益行活動。我們在銀城東苑為業主們免費進行健康諮詢、近視篩查以及開展健康講座。

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In addition, set out below are our charity events taking place on a regular basis during the current year:

Aiyou Foundation Children's Medical Care

Since 2006, we have been supporting several children's medical care projects through our donations, including the "Care for Children" surgical treatment project for children with congenital heart diseases in orphan and poor family, the "Care for Angel" medical assistance project for children with blood diseases and tumour in orphan and poor family and the "Care for Morningstar" medical assistance project for children with multiple diseases in orphan and poor family under the Aiyou Foundation. During the Year, a total of 1,184 children with congenital heart disease in orphan and poor family, 84 children with blood diseases in orphan and poor family and 71 children with birth defects and premature babies have been given assistance, which are benefited from corporate's donation of RMB4 million.

Aiyou-Yincheng Children's Home

During the Year, Yincheng Group donated RMB500,000 to support Nanjing Children's Hospital and Suzhou University Affiliated Children's Hospital under the Aiyou-Yincheng Children's Home, which is aimed to provide psychological palliative services for hospitalized children. Yincheng Group also launched the "Aiyou-Yincheng Children's Home" activities at Nanjing Children's Hospital and Suzhou University Affiliated Children's Hospital, respectively.

此外，我們於本年度恆常組織以下的公益活動：

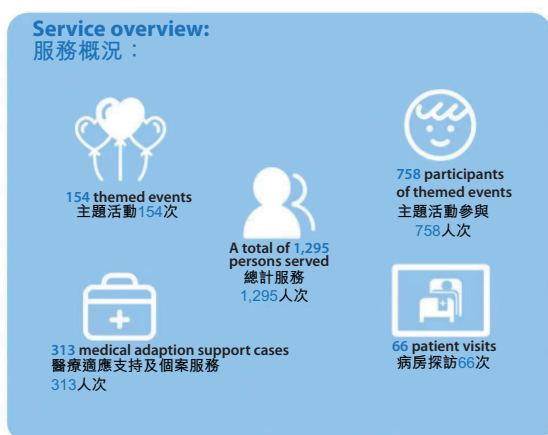
愛佑兒童醫療

此活動由2006開始透過捐贈，支持愛佑慈善基金會旗下「愛佑童心」孤貧先天性心臟病患兒手術治療項目，「愛佑天使」孤貧血液病及腫瘤患兒醫療救助項目及「愛佑晨星」孤貧兒童多病種醫療救助項目。本年度，企業資助了400萬元，而我們已累計救助1,184名孤貧先心病患兒、84名孤貧血液病、71名出生缺陷類疾病患兒及早產兒。

愛佑銀城童馨小屋

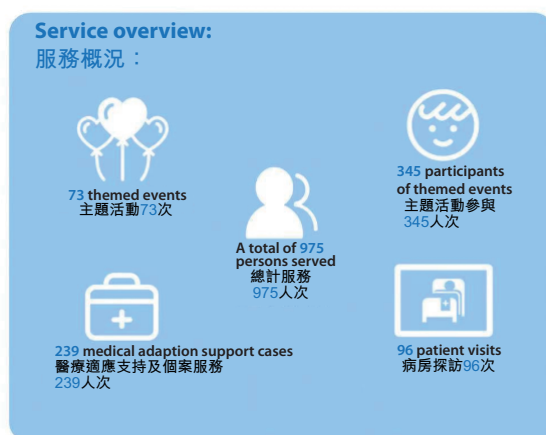
本年度，銀城集團捐贈50萬元，支持南京市兒童醫院和蘇州大學附屬兒童醫院，兩家兒童醫院愛佑銀城童心小屋，為住院患兒提供心理舒緩服務。銀城集團亦分別在南京市兒童醫院及蘇州大學附屬兒童醫院開展愛佑銀城童馨小屋活動。

Service Overview of Suzhou University Affiliated Children's Hospital 蘇州大學附屬兒童醫院的服務概況



The program is designed for the children, which is aimed to provide them with a comfortable experience in warmth. We arranged visits, games, performance and small crafts, in which many children were actively involved. We also provided rehabilitation training sessions to children who require assistance in recovering from their treatment.

Service Overview of Nanjing Children's Hospital 南京市兒童醫院的服務概況



此活動的對象是兒童，旨在讓他們感受到溫暖。我們安排了探訪、玩遊戲，表演和制作小手工的活動，兒童們都投入地參與活動。我們更會與兒童們一起進行康復訓練，為治療康復助力加油。

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Sino-European Education Donation

Yincheng Group continues with donations to support the China Europe International Business School for the integration of research with teaching, which will help to promote the management education and expand the talent pool of senior management. During the Year, the Group donated RMB1 million (accumulating to RMB9 million) to the Wu Jinglian Academic Fund and the Dishuiquan Student Aid Public-benefit Program under the China-Europe Education Development Foundation.

中歐教育捐贈

銀城集團以持續捐贈的方式支持中歐國際工商學院的研究及教學相結合，推動管理教育及培養更多高級管理人才。本年度更捐贈100萬元（累計已捐款900萬元），用於中歐教育發展基金會項下的吳敬璉學術基金和滴水泉助學公益項目。

6 ENVIRONMENTAL OPTIMIZATION

The office and site operations of Yincheng International are in compliance with environment-related laws and regulations, including but not limited to the Environmental Protection Law of the People's Republic of China, the Environmental Impact Assessment Law of the People's Republic of China, the Construction Law of the People's Republic of China, the Air Pollution Prevention and Control Law of the People's Republic of China, the Water Pollution Prevention and Control Law of the People's Republic of China, the Environmental Noise Pollution Prevention and Control Law of the People's Republic of China, the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste, and the Regulations for Environmental Protection Management of Construction Projects. There were no non-compliant or major incidents in respect of the environment during the Year.

6.1 Green Buildings

Yincheng International pioneers in the development green buildings, with a number of residential projects receiving the Green Building Award. Two projects are discussed in the ESG Report: Jin Ling Jiu Yuan (金陵玖園) (3-star green) and Huilingweilai (蒼領未來) (2-star green).

6 優化環境

銀城國際在辦公室及工地的營運遵守與環境相關的法律法規，包括但不限於《中華人民共和國環境保護法》、《中華人民共和國環境影響評價法》、《中華人民共和國建築法》、《中華人民共和國大氣污染防治法》、《中華人民共和國水污染防治法》、《中華人民共和國環境噪聲污染防治法》、《中華人民共和國固體廢物污染環境防治法》及《建設項目環境保護管理條例》。我們於本年度並沒有發生與環境相關的違規情況及重大事故。

6.1 綠色建築

銀城國際是綠色建築先行者，有多個住宅項目已獲得綠色建築的榮譽。我們在ESG報告中探討其中2個項目：金陵玖園（綠色三星）和蒼領未來（綠色二星）。

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CASE STUDY 案例分享

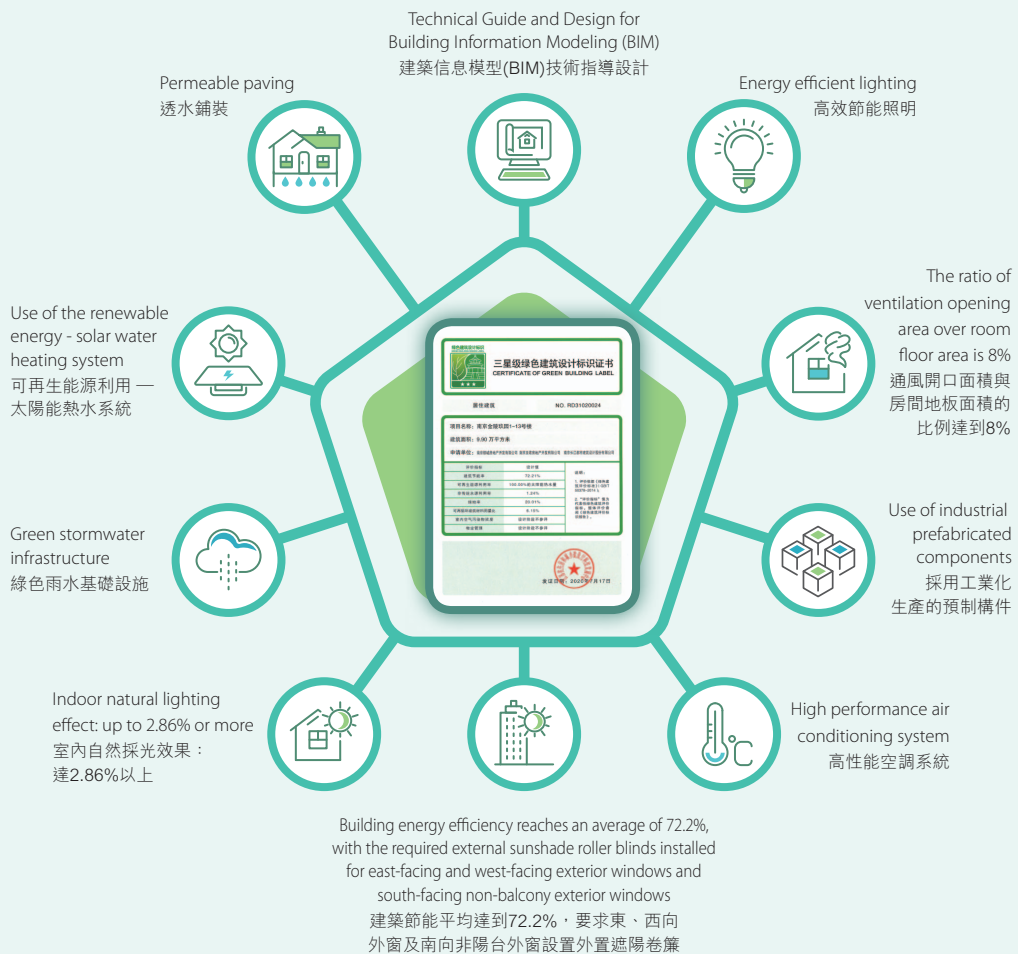


Jin Ling Jiu Yuan (金陵玖園)

The project site complies with the construction control requirements for local urban and rural planning, various conservation areas and heritage sites protection, and has been issued the highest certificate, the Three-star Certificate of Green Building Label.

金陵玖園

此項目的選址符合所在地城鄉規劃，各類保護區、文物古跡保護的建設控制要求，並獲得了綠色建築設計標簽第三星級（最高級）的認證。



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CASE STUDY 案例分享

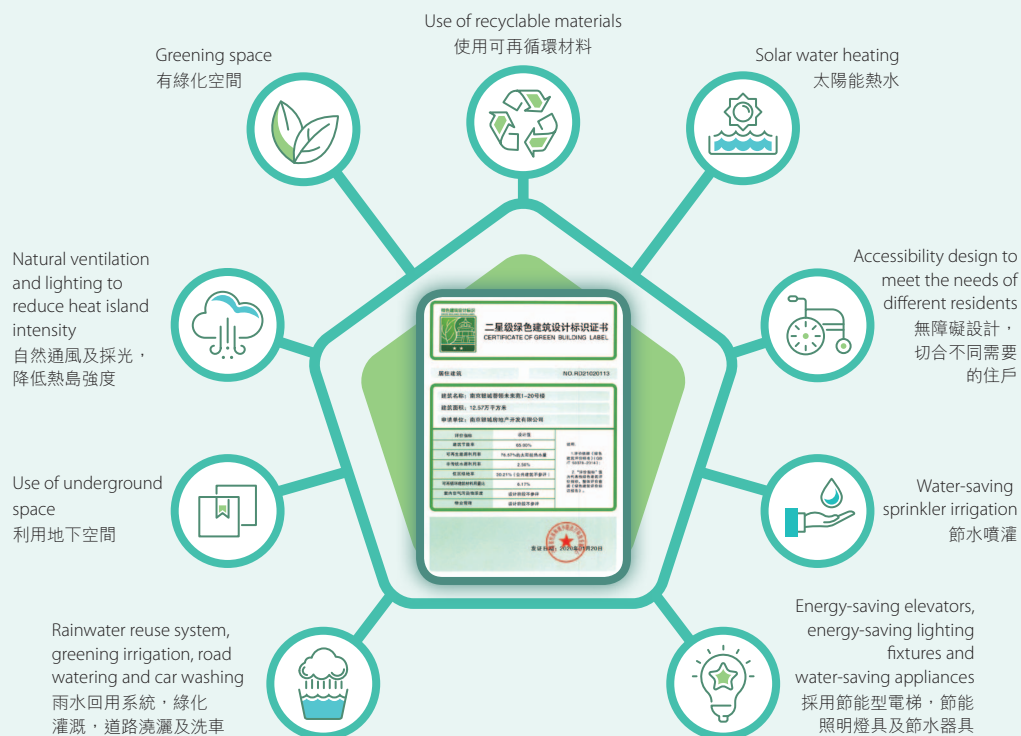


Huilingweilai (薈領未來)

This project has received the 2-star Certificate of Green Building Label.

薈領未來

此項目已獲得了綠色建築設計標籤第二星級的認證。



Green Construction

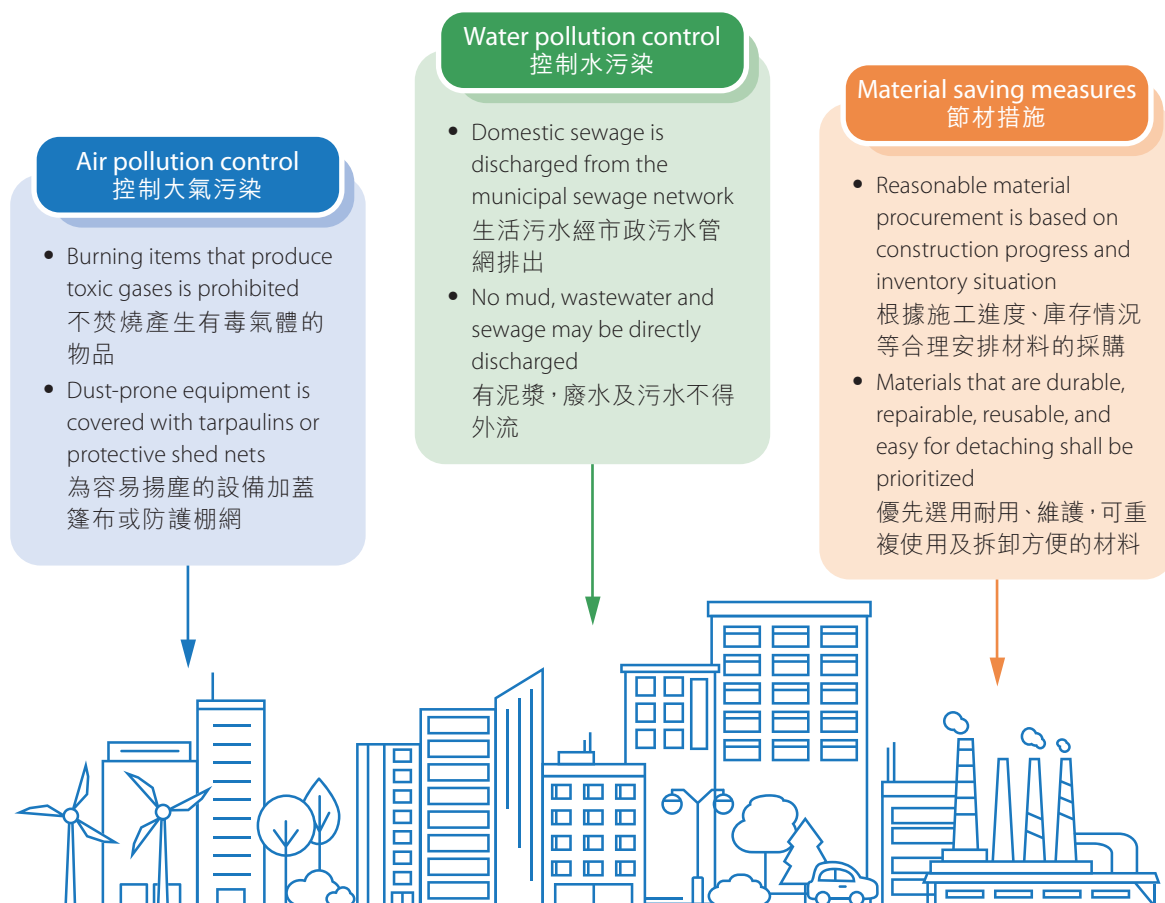
Before commencement of each site project, an environmental impact assessment is required to be conducted in accordance with the requirements of the Environmental Impact Assessment Law of the People's Republic of China. We published an online public notice to collect public opinions. During the project commencement period, we actively pursued green construction practices and continuously monitored the implementation to reduce the environmental impact of the project, including but not limited to the following measures.

綠色施工

各工地項目開展前需依照《中華人民共和國環境影響評價法》的要求進行環境影響評價。我們於網上發佈公示，藉此收集公眾意見；在項目開展期間則積極採取綠色施工，並持續地監測實施情況，以減低因工程對環境的影響，包括但不限於以下舉措：

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6.2 Environmental Philosophy

We believe that environmental protection can improve the environment and control cost. Not only have we implemented the Corporate Environmental Policy and the Work on Cost Control and Efficiency Improvement, but also collected annual data from our main offices in Nanjing and Wuxi for calculation and disclosure in the ESG Report, which will help us to understand the emissions and consumption conditions. Besides promoting emission reduction measures to our employees with related guidelines through emails, posters, intranet and other methods, we encourage them to participate in environmental activities organized by environmental groups to enhance their sense of environmental responsibility.

In addition, the Nanjing and Wuxi offices have resumed normal work during most of the time this year, so the consumption of each indicator this year will not be much different from the previous year.

6.2 環保理念

我們深信環保可改善環境之餘亦能做好成本控制，不但落實執行《企業環境政策》及《控費提效相關工作》，亦收集南京及無錫辦公室的年度數據，進行計算後披露於ESG報告，以了解排放和耗用情況。我們透過電郵、海報、內部網絡等方式向員工宣傳及教導減排措施，同時亦鼓勵他們參加由環保團體舉辦的環保活動，以增強他們的環保責任感。

另外，南京及無錫辦公室於本年度的大部分時間已正常復工，故本年度各指標的耗用情況不會與上年度有太大差異。

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Energy

As energy is the main consumption source in office, the following series of energy saving measures are implemented in the office. The Nanjing and Wuxi offices consume a total of 680,000.0 kWh with an intensity of 232.9 kWh per square meter, representing an increase of 6.3% compared to that for the last year. The increase of intensity is due to the increase in the number of office hours of Yincheng International employees as a result of business growth.

To implement energy saving measures for air conditioning, the practice of turning off the air conditioning system 20 minutes before the end of the workday is adopted in our offices, which takes into account maintaining proper temperature after air conditioning is turned off, and therefore saves substantial electricity. In addition, the temperature of the air-conditioning system is seasonally set, and the quantifiable results of adopting the above measures are explained to our employees for encouraging their involvement.

For the lighting system, we focus on cultivating good habits among our employees, including: turning off lights when they are not in use, dividing lighting zones for flexible lighting, and replacing energy-efficient lighting fixtures when needed.

Computers or other electronic devices are set to automatically turn off their displays during short breaks in the offices, while the "standby" mode is enabled when they are not in use for longer periods of time. Furthermore, the "sleep" mode is enabled with appropriate brightness when these devices are not required for an extensive period. Furthermore, computers are unplugged after shutdown. Printers in the offices are shared through the network, reducing the number of unnecessary printers and improving the energy efficiency.

Waste management

Our waste disposal, which is in compliance with the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste and meets the standard norms, aims to reduce solid waste generation and hazardousness. During the Year, the Nanjing and Wuxi offices generated a total of 15,300.0 kg of non-hazardous waste, with 47.2 kg per employee, representing a 1.5% reduction in intensity compared to the previous year. During the Year, we generated 2 pieces hazardous waste of wasted toner cartridges from printer, both of which were however recycled.

能源

能源是辦公室主要的消耗，在辦公間採取了一系列節能措施。南京及無錫辦公室共耗用680,000.0千瓦時，密度為每平方米232.9千瓦時，與上年度的密度相比增加了6.3%，增加其密度的原因是銀城國際在業務增長下，員工增加了在辦公室工作的時間。

針對空調的節能措施，辦公室養成每天的空調系統於下班前20分鐘關閉的習慣，其中已考慮到空調關閉後仍可維持合適的溫度，節約大量的電能。此外，我們會按照季節而設置空調的溫度，而且道出採納以上措施的量化成果，以鼓勵員工的投入。

針對照明系統，我們以培養員工良好的習慣為主，包括：不使用時關燈、劃分照明區域，以靈活控制用燈情況，有需要時更換具節能效益的燈具等。

針對計算機或其他電子設備，辦公室提倡計算機在短暫休息期間，可自動關閉顯示器；較長時間不用，可自動啟動「待機」模式；更長時間不用，盡量啟用「休眠」模式以及設置合適的亮度及關機後將插頭拔出。辦公室內的打印機會透過聯網共享，減少不必要的打印機數目外，亦能令節能效益更高。

廢棄物管理

在處理廢棄物按照《中華人民共和國固體廢物污染環境防治法》及符合標準規範，實行減少固體廢物的產生量和危害性。本年度，南京及無錫辦公室共產生15,300.0千克無害廢棄物，每名員工的產生量為47.2千克，密度與上年度相比減少了1.5%。另外，我們今年度共產生了2件打印機廢碳粉盒的有害廢棄物，但全部已進行回收。

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Construction waste 建築垃圾

- Clean up construction waste regularly and ensure that it is transported to a legal disposal site
定期清理建築垃圾，確保運至合法的棄置場地



Paper 紙張

- Implement our electronic applications for office administration by using email messages instead of paper documents
推行電子政務，盡量使用電子郵件代替紙類公文
- Try the network sharing for document review
盡量使用網絡共享，在共享上傳互閱文件
- Use computers to display materials at meetings to reduce printing
會議上以電腦展示材料，減少打印
- Use recycled paper for printing documents, business cards, and other prints to reduce environmental pollution
盡量使用再生紙打印公文用紙、名片、印刷物，以減少環境污染
- Use waste paper for drafts or records
利用打印廢紙作草稿或記錄
- Place reusable paper in recycling bins by size, and then place the usable side in the same direction for easy access by others
把可再用的紙張按大小不同分類放置於紙張回收箱，再把能用的一面朝同一方向，方便別人取用
- Use recycled paper for printing non-important documents
非重要文件使用再生紙打印



Non-hazardous waste 無害廢棄物

- Cooperate with the government on the plastic restriction
配合政府的限塑令
- Exchange stationery for new ones and recycle all old stationery
領用文具需以舊換新，舊文具統一回收處理
- Reduce the use of disposable materials (including cups, cutlery, and plastic bags)
減少使用一次性物料（包括水杯、餐具、塑料袋等）
- Care for office supplies and facilities to extend their service life and reduce wear and tear
愛護辦公用具和設施，盡量延長使用壽命，減少損耗
- Promote the “Light Tray Initiative” to reduce food waste
倡導「光盤行動」，減少產生廚餘
- Choose low-carbon food materials as much as possible
盡量選用低碳食材
- Reduce material expenses
減少物料支出



Hazardous waste 有害廢棄物

- Use recyclable toner/cartridges
使用可循環再造的碳粉盒／墨盒
- Cooperate with electronics companies to collect and recycle disposed computers and other electronic waste for recycling
與電子公司合作，將報廢的計算機或其他電子廢物回收，以循環利用
- Use rechargeable batteries instead of disposable ones
使用充電池代替一次性電池
- Place hazardous waste in specific recycling bins
將有害廢棄物置於特定的回收箱

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During the Reporting Period, we consumed 332.0 reams of paper with 1.0 ream per employee, representing an increase of 10.0% compared to the previous year, and we are still required to present our information to our customers in printed form. In addition, our contracts and important documents are required for archiving in printed form, resulting in an increase in paper consumption.

Water resources

We do not have any problem with accessing water sources. The water efficiency plan of offices includes: immediate maintenance is arranged in case of dripping or leaking in pantries and toilets, using toilet fixtures with water saving labels, and regular inspections are carried out over plumbing and water tanks. In addition, repair services are in place even before issues are detected. Furthermore, toilets in offices reuse water for cleaning and irrigation.

During the Year, there was a total water consumption of 2,331.0 cubic metres with an intensity of 0.8 cubic metres per square metre, which remains the same intensity as last year.

我們於報告期內共耗用332.0令紙張，每名員工的用紙量為1.0令，與上年度比較增加了10.0%。我們仍需以打印的方式將資料呈現給客戶。另外，我們的合同及重要文件均需以打印的方式歸檔，導致增加紙張的耗用。

水資源

我們在求取適用水源上並沒有任何問題，辦公室的用水效益計劃有：在茶水間及洗手間發現滴水或漏水情況立即安排維修、於洗手間使用具有節水標籤的潔具、定期檢查水管及水缸，於發現問題前已做好維修工作。辦公室內的洗手間更循環再用洗盤污水，以進行清潔及灌溉。

本年度共耗水2,331.0立方米，密度為每平方米0.8立方米，密度與上年度相同。

6.3 Greenhouse Gas Emissions and Emissions Management

Yincheng International carried out an annual GHG inventory for Nanjing and Wuxi offices, the summary of which are as follows:

6.3 溫室氣體排放及排放物管理

銀城國際為南京及無錫辦公室進行年度的溫室氣體排放盤查，溫室氣體排放概要如下：

GHG Emissions Performance ³ 溫室氣體排放表現 ³	Unit 單位	The year of 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	29.0
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	414.9
Other Indirect GHG emissions (Scope 3) 其他間接溫室氣體排放 (範圍3)	Tonnes CO ₂ e 公噸二氧化碳當量	42.6
Total GHG emissions (Scope 1, 2 & 3) 溫室氣體排放總量 (範圍1,2及3)	Tonnes CO ₂ e 公噸二氧化碳當量	486.5
GHG Emissions Intensity 溫室氣體排放密度		
GHG emissions intensity per square meter (Scope 1, 2 & 3) 每平方米的溫室氣體排放密度 (範圍1,2及3)	Tonnes CO ₂ e/m ² 公噸二氧化碳當量/平方米	0.2

³ It is referenced to the "Greenhouse Gas Protocol" developed by the World Resources Institute and the World Business Council for Sustainable Development and the ISO14064-1 set by the International Standards Organisation.

³ 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

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Scope 1: The direct GHG emissions generated from sources owned and controlled by the Company.

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

Scope 3: Emissions include GHG emissions indirectly generated by sources that are not owned or directly controlled by the Company but are related to the Company's business activities.

The GHG emissions could be categorised into three scopes: scope 1: fuel use for the vehicles (direct GHG emissions) at the Nanjing and Wuxi offices; scope 2: the consumption of electricity during the operations (indirect GHG emissions) at the Nanjing and Wuxi offices; and scope 3: flight emissions during business trips of our employees working at the Nanjing and Wuxi offices, water usage, waste disposal and paper consumption (other indirect GHG emissions).

Flight emissions

During the Year, the Nanjing and Wuxi offices of Yincheng International reduced overseas business trips, significantly reducing flight emissions. Our adoption of video conferences helped minimize the impacts on operations. We also encourage employees to choose alternative transportation.

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。

範圍2：發電、供熱和制冷或者公司向外部購買的蒸汽所間接引致的溫室氣體排放。

範圍3：排放包括并非由公司擁有或直接控制，但與公司業務活動有關的來源所間接產生的溫室氣體排放。

溫室氣體排放可分為3個範圍，分別是範圍1：南京及無錫辦公室名下車輛使用的燃油(直接溫室氣體排放)；範圍2：南京及無錫辦公室營運時的電力消耗(間接溫室氣體排放)及範圍3：南京及無錫辦公室的員工海外公干的飛航排放，水源使用，廢物堆填及紙張消耗(其他間接溫室氣體排放)。

飛航排放

本年度，銀城國際的南京及無錫辦公室減少海外公干，導致其飛航排放大幅下降。我們採用了視頻會議，以減低了對營運的影響。我們亦鼓勵員工選擇其他交通工具。

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Vehicle emissions

During the pandemic, Yincheng International concerned about the health and safety of its employees when they worked outside the offices, and therefore did not encourage them to use public transport. Our management and employees used the company shuttle services for the majority of their trips. The following measures were taken to manage the fleet during the Year:

- Maintaining the Company's vehicle fleet
- Regularly inspecting and inflating tires to maintain proper tire pressure
- Ensuring no idling vehicles run their engines
- Providing low-carbon driving training to drivers
- Planning routes in advance to avoid detours that increase fuel consumption

During the Year, our vehicles consumed 6.0 tons of gasoline, representing an increase of 33.3% in fuel consumption compared to the previous year. In addition, we newly collected the kilometers traveled of the vehicles at Wuxi offices throughout the Year. Set forth below are the types of emissions and data generated by our vehicles:

Emission types 排放種類	Unit 單位	The year of 2020 2020 年度
Nitrogen oxides(NO _x) 氮氧化物(NO _x)	kg 千克	192.3
Sulfur oxide(SO _x) 硫氧化物(SO _x)	kg 千克	0.1
Particulate matter (PM) 顆粒物 (PM)	kg 千克	18.3

車輛排放

疫情期間，銀城國際關注員工外出工作時的健康與安全，並不鼓勵他們乘坐公共交通。領導和員工出行時多數使用公司公務車輛，本年度在車隊管理中採取以下的措施：

- 為車隊進行保養
- 定期檢查及為輪胎充氣，保持正確的胎氣
- 確保無空轉車輛運行引擎
- 為司機提供低碳駕駛培訓
- 預早規劃行車路線，避免因繞路而增加油耗

本年度，汽車耗用了6.0公噸汽油，油耗與上年度比較增加了33.3%。另外，我們今年度新收集無錫辦公室車輛的行駛里數，以下為車輛所產生的排放種類及數據：

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APPENDIX I: SUSTAINABILITY DATA STATEMENTS

附錄一：可持續發展數據摘要

Environmental ⁴ 環境指標 ⁴	Unit 單位	The year of 2020 2020 年度
Emissions⁵ 排放物 ⁵		
Nitrogen oxides(NO _x) 氮氧化物(NO _x)	kg 千克	192.3
Sulfur oxide(SO _x) 硫氧化物(SO _x)	kg 千克	0.1
Particulate matter (PM) 顆粒物 (PM)	kg 千克	18.3
The fuel consumption from mobile sources 車輛燃料耗用量		
Gasoline 汽油	tonnes 公噸	6.0
GHG emissions 溫室氣體		
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	29.0
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	414.9
Other Indirect GHG emissions (Scope 3) 其他間接溫室氣體排放(範圍3)	tonnes CO ₂ e 公噸二氧化碳當量	42.6
Total GHG emissions (Scope 1, 2 & 3) 溫室氣體排放總量(範圍1,2及3)	tonnes CO ₂ e 公噸二氧化碳當量	486.5
GHG emissions intensity per square meter (Scope 1, 2 & 3) 每平方米的溫室氣體排放密度(範圍1,2及3)	tonnes CO ₂ e/m ² 公噸二氧化碳當量/平方米	0.2
Non-hazardous waste 無害廢棄物		
Output of non-hazardous waste 無害廢棄物的產生量	kg 千克	15,300.0
Intensity of the non-hazardous waste per employee 每名員工的無害廢棄物產生密度	kg/employee 千克/員工	47.2
Paper 紙張		
Paper consumption 紙張消耗	reams 令	332.0
Intensity of paper consumption per employee 每名員工的紙張消耗密度	reams/employee 令/員工	1.0

⁴ The disclosure of the environmental KPIs include the Nanjing and Wuxi offices

⁵ Emissions from vehicles

⁴ 環境 KPIs 的披露包括南京及無錫辦公室

⁵ 車輛所產生的排放物

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Environmental⁴ 環境指標 ⁴	Unit 單位	The year of 2020 2020 年度
Energy Consumption 能源使用		
Total electricity consumption 總耗電量	kWh 千瓦時	680,000.0
Electricity consumption intensity per square meter 每平方米的耗電密度	kWh/m ² 千瓦時/平方米	232.9
Water consumption 水源耗用		
Total water consumption 總耗水量	m ³ 立方米	2,331.0
Water consumption intensity per square meter 每平方米的耗水密度	m ³ /m ² 立方米/平方米	0.8
Social⁶ 社會指標 ⁶		
Total workforce 僱員總數	no. of people 人數	880
Direct workforce by gender 直接聘用的僱員人數(按性別劃分)		
Female employees 女性僱員	no. of people 人數	339
Male employees 男性僱員	no. of people 人數	541
Direct workforce by employee category 直接聘用的僱員人數(按僱傭類型劃分)		
Junior employees 初級員工	no. of people 人數	748
Intermediate management 中級管理層	no. of people 人數	107
Senior management 高級管理層	no. of people 人數	25
Direct workforce by age group 直接聘用的僱員人數(按年齡組別劃分)		
Below 30 30歲以下	no. of people 人數	294
30-50 30-50歲	no. of people 人數	568
Above 50 50歲以上	no. of people 人數	18

⁴ The disclosure of the environmental KPIs include the Nanjing and Wuxi offices

⁶ The disclosure of the social KPIs include data of the entire group

⁴ 環境 KPIs 的披露包括南京及無錫辦公室

⁶ 社會 KPIs 的披露包括整集團數據

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Social ⁶ 社會指標 ⁶	Unit 單位	The year of 2020 2020 年度
Direct workforce by geographical region 直接聘用的僱員人數(按地區劃分)		
East China 華東區域	no. of people 人數	880
Employee turnover rate* 僱員流失比率*		
Female employees 女性僱員	%	30.0
Male employees 男性僱員	%	29.0
Employee turnover rate by age group* 僱員流失比率(按年齡組別劃分)*		
Below 30 30歲以下	%	39.0
30-50 30-50歲	%	25.0
Above 50 50歲以上	%	5.0
Employee turnover rate by geographical region* 僱員流失比率(按地區劃分)*		
East China 華東區域	%	30.0
Occupational health and safety (number of work-related fatalities and injuries) 職業健康和安全(因工傷亡個案)		
Number of work-related fatalities 因工亡故的人數	no. of people 人數	0.0
Lost days due to work injury 因工傷損失工作日數	lost days 天數	0.0
Percentage of employees trained by gender 受訓僱員百分比(按性別劃分)		
Female employees 女性僱員	%	72.9
Male employees 男性僱員	%	78.0

⁶ The disclosure of the social KPIs include data of the entire group

* Calculation of turnover rate: number of employees lost ÷ (number of employees lost + number of employees at the end of the year) × 100%

⁶ 社會 KPIs 的披露包括整集團數據

* 流失率計算方法：流失僱員人數 ÷ (流失僱員人數 + 年終僱員人數) × 100%

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Social ⁶ 社會指標 ⁶	Unit 單位	The year of 2020 2020 年度
Percentage of employees trained by employee category 受訓僱員百分比(按僱傭類別劃分)		
Junior employees 初級員工	%	71.9
Intermediate management 中級管理層	%	100.0
Senior management 高級管理層	%	96.0
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	hours 小時	48.0
Male employees 男性僱員	hours 小時	51.4
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	hours 小時	49.0
Average training hours completed per intermediate management 每名中級管理層平均培訓時數	hours 小時	64.0
Average training hours completed per senior management 每名高級管理層平均培訓時數	hours 小時	20.0

⁶ The disclosure of the social KPIs include data of the entire group

⁶ 社會 KPIs 的披露包括整集團數據

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APPENDIX II: CONTENT INDEX OF ESG REPORTING GUIDE

附錄二：有關《環境、社會及管治報告指引》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	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。	6. Environmental Optimization 6. 優化環境
	A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放資料。	6.3 Greenhouse Gas Emissions and Emissions Management 6.3 溫室氣體排放及排放物管理
	A1.2	Greenhouse gas emissions in total and intensity. 溫室氣體總排放量及密度。	6.3 Greenhouse Gas Emissions and Emissions Management APPENDIX I: SUSTAINABILITY DATA STATEMENTS 6.3 溫室氣體排放及排放物管理 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。	6.2 Environmental Philosophy 6.2 環保理念
	A1.4	Total non-hazardous waste produced and intensity. 所產生無害廢棄物總量及密度。	6.2 Environmental Philosophy APPENDIX I: SUSTAINABILITY DATA STATEMENTS 6.2 環保理念 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。	6.3 Greenhouse Gas Emissions and Emissions Management 6.3 溫室氣體排放及排放物管理
	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。	6.2 Environmental Philosophy 6.2 環保理念

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Indicator 指標內容		Related Chapter 相關章節	
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。	6.2 Environmental Philosophy 6.2 環保理念
	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。	6.2 Environmental Philosophy APPENDIX I: SUSTAINABILITY DATA STATEMENTS 6.2 環保理念 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。	6.2 Environmental Philosophy APPENDIX I: SUSTAINABILITY DATA STATEMENTS 6.2 環保理念 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。	6.2 Environmental Philosophy 6.2 環保理念
	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。	6.2 Environmental Philosophy 6.2 環保理念
	A2.5	Total packaging material used for finished products and with reference to per unit produced. 制成品所用包裝材料的總量及每生產單位佔量。	Not applicable, as the business of Yincheng International does not involve packaging materials 不適用，銀城國際業務不涉及包裝材料
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。	6.1 Green Buildings 6.1 綠色建築
	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。	6.1 Green Buildings 6.1 綠色建築

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Indicator 指標內容		Related Chapter 相關章節	
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. 有關薪酬及解雇、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. Establishing Platforms to Cultivate Talents 4. 築台立人
	B1.1	Total workforce by gender, employee category, 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. Establishing Platforms to Cultivate Talents APPENDIX I: SUSTAINABILITY DATA STATEMENTS 4. 築台立人 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 Building a Great Team APPENDIX I: SUSTAINABILITY DATA STATEMENTS 4.1 打造優良團隊 附錄一：可持續發展數據摘要
B2: Health and Safety 健康與安全	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。	4.3 Health and Safety 4.3 健康安全
	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 Health and Safety APPENDIX I: SUSTAINABILITY DATA STATEMENTS 4.3 健康安全 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 Health and Safety APPENDIX I: SUSTAINABILITY DATA STATEMENTS 4.3 健康安全 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 Health and Safety 4.3 健康安全

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Indicator 指標內容			Related Chapter 相關章節
B3: Development and Training 發展及培訓	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。	4.2 Training System 4.2 培訓體系
	B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 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。	4.2 Training System APPENDIX I: SUSTAINABILITY DATA STATEMENTS 4.2 培訓體系 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。	4.2 Training System APPENDIX I: SUSTAINABILITY DATA STATEMENTS 4.2 培訓體系 附錄一：可持續發展數據摘要
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 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。	4.1 Building a Great Team 4.1 打造優良團隊
	B4.1	Description of measures to review employment practises 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。	4.1 Building a Great Team 4.1 打造優良團隊
	B4.2	Description of steps taken to eliminate such practises 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, Yincheng International did not identify any violation during the Year 不適用，銀城國際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。	3.4 Supplier Management 3.4 供應商管理
	B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	3.4 Supplier Management 3.4 供應商管理
	B5.2	Description of practises relating to engaging suppliers, number of suppliers where the practises 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 Supplier Management 3.4 供應商管理

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Indicator 指標內容			Related Chapter 相關章節
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。	3. Quality Operations 3. 優質營運
	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 Product Quality 3.1 產品質量
	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。	3.2 Customer First 3.2 客戶為先
	B6.3	Description of practises 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 Product Quality 3.1 產品質量
	B6.4	Description of quality assurance process and recall procedures. 描述品質檢定過程及產品回收程序。	3.1 Product Quality 3.1 產品質量
	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。	3.5 Information Security 3.5 信息安全

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Indicator 指標內容			Related Chapter 相關章節
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 a significant impact on the issuer relating to prevention of 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。	3.3 Incorruptible Enterprise 3.3 廉潔企業
	B7.1	Number of concluded legal cases regarding corrupt practises 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并已審結的貪污訴訟案件的數目及訴訟結果。	3.3 Incorruptible Enterprise 3.3 廉潔企業
	B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	3.3 Incorruptible Enterprise 3.3 廉潔企業
B8: Community Investment 社區投資	General Disclosure 一般披露	Policies on community engagement to understand the needs of 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. Giving Back to the Community 5. 貢獻社區
	B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	5. Giving Back to the Community 5. 貢獻社區
	B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。	5. Giving Back to the Community 5. 貢獻社區



銀城國際控股有限公司

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