

XINGYE WULIAN SERVICE GROUP CO. LTD.

興業物聯服務集團有限公司

(incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立的有限公司)

Stock Code 股份代號 : 9916





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ABOUT THIS REPORT

關於本報告

Xingye Wulian Service Group Co. Ltd. (the “Company”), together with its subsidiaries (the “Group”), is pleased to present this Environmental, Social and Governance Report (the “Report”) to provide an overview of the Group’s management approaches affecting the operation and performance in respect of environmental, social and governance (“ESG”) aspects for the year ended 31 December 2020.

PREPARATION BASIS AND SCOPE

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

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

REPORTING PERIOD

This Report demonstrates our sustainability initiatives during the reporting period from 1 January 2020 to 31 December 2020 (the “Reporting Period”), which is in conformity with the Group’s financial year.

CONTACT INFORMATION

The Group welcomes stakeholders to provide their opinions and suggestions. Stakeholders can provide valuable advice in respect of the Report or the Group’s performances in sustainable development by email to service@xingyewulian.com.

興業物聯服務集團有限公司（「本公司」，連同其附屬公司統稱為「本集團」）欣然提呈本環境、社會及管治報告（「本報告」），概述本集團於截至二零二零年十二月三十一日止年度影響環境、社會及管治（「ESG」）方面營運及表現的管理方法。

編製基準及範圍

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

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

報告期間

本報告列載我們於二零二零年一月一日起至二零二零年十二月三十一日止報告期間（「報告期間」，與本集團之財政年度一致）的可持續發展措施。

聯絡資料

本集團歡迎持份者提供意見及建議。持份者可就本報告或本集團在可持續發展方面的表現提供寶貴意見，並電郵至 service@xingyewulian.com。

INTRODUCTION

緒言



The Group is principally engaged in the provision of the property management and value-added services and property engineering services in the PRC. We provide a wide range of property management services which include security, cleaning, greening and gardening, parking space management, repair and maintenance for common areas and customer services, and value-added services which include repair and maintenance for exclusive use areas, renovation waste clearance, intermediary leasing services, etc. In order to enhance the quality of the property management systems of our customers, the Group also provides our customers with intelligent engineering services which include the planning, design and installation of security and surveillance systems, access control systems, carpark management systems and construction site management systems.

As an established property management service provider, our efforts and achievements have been recognised as one of the top 100 property management service companies on the annual rating of property management service companies in the PRC ("Top 100 Property Management Service Companies") in terms of business size, operational efficiency, service quality, growth potential and social responsibility. Our Group's ranking in the Top 100 Property Management Service Companies as published by China Index Academy improved from the 67th in 2019 to the 60th in 2020 and have been awarded this recognition for five years in a row since 2016.

本集團主要於中國從事提供物業管理及增值服務以及物業工程服務。我們提供廣泛的物業管理服務(包括保安、清潔、綠化及園藝、停車位管理、公共區域的維修保養以及客戶服務)及增值服務(包括專用區域的維修保養、裝修廢料清理、中介租賃服務等)。為提升我們客戶物業管理系統的質量，本集團亦為客戶提供智能化工程服務，包括規劃、設計及安裝保安及監控系統、門禁系統、停車場管理系統及建築工地管理系統。

作為一家著名的物業管理服務供應商，我們的努力及成就獲得認可，在業務規模、營運效率、服務質量、增長潛力及社會責任方面，於中國物業管理服務公司年度評級中入選物業服務百強企業(「物業服務百強企業」)。本集團在中指研究院發佈的物業服務百強企業排名從二零一九年的第67位提升到二零二零年的第60位，自二零一六年起已連續五年獲此殊榮。



Our portfolio of properties under management with the gross floor area ("GFA") also increased rapidly by 29.2% from approximately 2.4 million square meters (sq.m.) as at the end of 2019 to approximately 3.1 million sq.m. as at the end of 2020.

我們的在管物業組合的建築面積(「建築面積」)亦由二零一九年底的約2.4百萬平方米(「平方米」)快速增加29.2%至二零二零年底的約3.1百萬平方米。



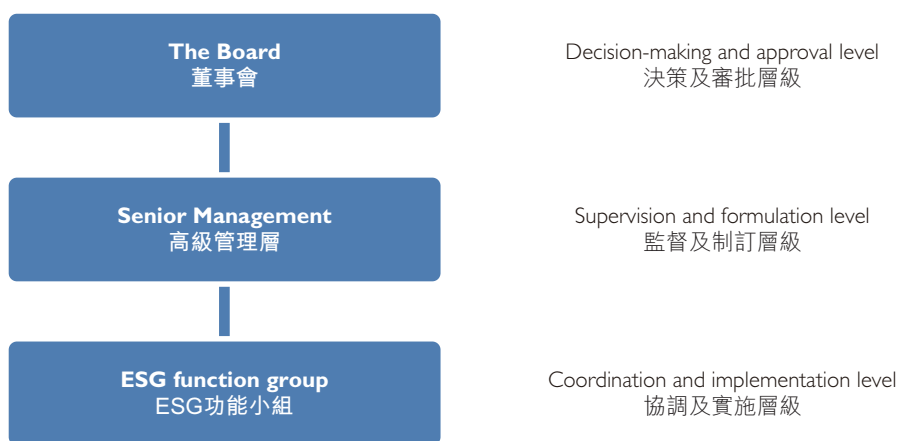
ESG GOVERNANCE

ESG 管治

Along with the results from our business growth, we also recognise sustainability is essential for the Group's development to achieve business excellence and enhance capabilities for long-term competitiveness. Upholding our service philosophy of "Sincerity, Professionalism and Enterprising Spirit", the Group is committed to provide high-quality property management services to the customers. The Group undertakes our social and environmental responsibilities so as to create long-term value for all stakeholders and the society. The Group has established and implemented various policies and measures to manage and monitor the risks related to the environment, employment, operating practices and community for sustainable development of the enterprise, the environment and the society.

ESG STRUCTURE

Our Group's ESG structure consists of the board of directors of the Company (the "Board"), senior management and ESG function group.



The Board has a primary role in oversight for the Group's overall ESG governance issues, and incorporates sustainability into our Group's long-term business development strategy and value creation. The Board regularly identifies, evaluates, determines and manages risks and opportunities associated with the ESG issues; review and approves the implementation of the ESG strategies, goals and performance; reviews and ensures the risk management and internal control system are in place; and also review and approve the ESG report.

除了業務增長的結果外，我們亦認識到可持續性對本集團發展以獲得業務優勢及提升長期競爭力而言至關重要。秉承「真誠、專業、進取」的服務理念，本集團致力於為客戶提供高品質的物業管理服務。本集團承擔社會及環保責任，以為所有持份者及社會創造長遠價值。為了企業、環境及社會的可持續發展，本集團已制定並實施各項政策及措施，以管理及監督與環境、僱傭、營運慣例及社區相關的風險。

ESG架構

本集團的ESG架構由本公司董事會（「董事會」）、高級管理層及ESG功能小組組成。

董事會主要負責監督本集團整體ESG管治問題，並將可持續性納入本集團長期業務發展戰略及價值創造中來。董事會定期識別、評估、釐定及管理ESG議題相關風險及機遇、審閱及批准ESG策略的實施情況、目標及表現；審閱並確保落實風險管理及內部控制系統；並審查及批准ESG報告。



The senior management is responsible for evaluating and prioritising the impact of ESG-related risks and opportunities; formulating the Group's management approach, strategies, policies and targets on ESG; coordinating work arrangements according to ESG strategies and policies among the departments; and reporting the ESG tasks, progress and performance to the Board.

The ESG function group comprises of representatives from our administration department, procurement department, intelligent engineering department, property management department and finance department and is responsible for implementation for the ESG working plans and process, ESG data preparation and collection; supervising the achievement of targets; and regularly reporting the progress of the ESG work to the senior management.

ESG PERFORMANCE REVIEW

In order to assess the effectiveness and the appropriateness of the ESG strategies, goals and targets, regular review on the progress achievement is necessary for any rectification if the progress falls short of expectation. To promote a long-term sustainability and develop a realistic roadmap, the Group formulates ESG strategies with strategic goals to achieve within three to five years. Our ESG strategies, goals and targets are communicated with our key stakeholders (including employees, suppliers, etc.) as essential part of our engagement during the implementation process striving for the achievements.

The Board participates within our ESG structure and retains the overall responsibility in overseeing the management of the Group's ESG issues. Through the identification, stakeholders engagement, materiality assessment and the review of policy formulation process, the Board approves the management approaches to ESG issues that are material to our Group and bases on the regular review on ESG performance with the strategic goals and targets to make constant progress and improvement on ESG issues in our daily operation responding to the stakeholders' expectations and jointly promoting the sustainable development of the Group.

高級管理層負責評估及優先考慮ESG相關風險及機遇的影響；制定本集團有關ESG的管理方法、策略、政策及目標；根據ESG策略及政策協調各部門間的工作安排；並向董事會報告ESG任務、進展情況及表現。

ESG功能小組由來自行政部門、採購部門、智能化工程部門、物業管理部門及財務部門的代表組成，負責實施ESG工作計劃及流程、準備及收集ESG數據；監督目標之實現情況；及定期向高級管理層報告ESG工作的進展情況。

ESG績效考核

為了評估ESG策略、目標及目的的有效性及適當性，如果進展不符合預期，則必須對進展情況進行定期考核，以作出整改。為促進長期可持續發展並制定切合實際的藍圖，本集團釐定了ESG策略，並矢志於三至五年內實現其戰略目標。我們將ESG策略、目標及目的傳達予我們的主要持份者（包括員工、供應商等），作為我們在努力獲取有關成就的執行過程中參與的重要組成部分。

董事會參與了我們的ESG架構，並繼續全權負責監督本集團的ESG議題。透過識別、持份者參與、重大性評估及檢討政策制定過程，董事會批准對本集團重大的ESG議題的管理方針，並基於對ESG績效的定期檢討，旨在達成我們的戰略目標及目的，在日常運營中根據持份者預期不斷改進ESG議題，共同促進本集團的可持續發展。



STAKEHOLDERS ENGAGEMENT

持份者參與

The Group understands the success of the Group's business depends on the support from our stakeholders, who (a) have invested or will invest in the Group; (b) have the ability to influence the outcomes within the Group; and (c) are interested in or affected by or have the potential to be affected by the impact of the Group's activities, products, services and relationships.

The Group engages with our stakeholders to understand and respond to the concerns of our stakeholders, develop mutually beneficial relationships and to seek their views on its business proposals and initiatives so as to promote sustainability in the marketplace, workplace, community and environment.

The Group acknowledges the importance of intelligence gained from our stakeholders' insights, inquiries and continuous interest in the Group's business activities. The Group has identified our key stakeholders that are important to our business and established various channels for communication. Through general communication with stakeholders, the Group understands the expectations and concerns from stakeholders. Their feedbacks allow the Group to assess the impact of our decisions on ESG issues, but also to adjust our direction of business development and growth. The Group will continue to ensure effective communication and maintain good relationship with each of the key stakeholders.

The following table provides an overview of the Group's key stakeholders, and various platforms and methods of communication are used to reach, listen and respond.

本集團深知本集團業務之成功取決於持份者之支持，該等持份者(a)已投資或將投資於本集團；(b)有能力影響本集團內產生之結果；及(c)於本集團之活動、產品、服務及關係中擁有權益或受其影響或可能受其影響。

本集團與其持份者接洽，旨在了解和回應持份者的關注，建立互惠關係並尋求彼等對業務計劃及舉措的意見，以促進市場、工作場所、社區及環境之可持續發展。

本集團認同自持份者之見解、查詢及對本集團業務活動之持續關注中所得情報之重要性。本集團已識別對我們業務至關重要之主要持份者，並建立各種溝通渠道。透過與持份者的一般溝通，本集團了解持份者的期望及關注。彼等之反饋使本集團能夠評估我們的決策對ESG議題的影響，並調整我們的業務發展及增長方向。本集團將繼續確保與各主要持份者有效溝通及維持良好關係。

下表概述本集團之主要持份者及用於接收、聆聽及回應的各類溝通平台及方法。

| Stakeholders 持份者 | Issues of Concerns 關注事項 | Engagement channels 參與渠道 | Practices 常規 |
|---|---|---|---|
| Government and regulatory authorities 政府及監管機構 | <ul style="list-style-type: none"> Compliance with the rules, laws and regulations 遵守規則、法律及法規 Proper tax payment 妥當繳納稅款 Response to the government's policies 響應政府政策 | <ul style="list-style-type: none"> Research and discussions through work conferences, work reports preparation and submission for approval 透過工作會議、工作報告編製及提交審批開展研究及討論 Annual reports and announcements 年報及公告 Company website 公司網站 Annual filing 年度申報 | <ul style="list-style-type: none"> Operated, managed and paid taxes according to laws and regulations 根據法律及法規營運、管理及納稅 Cooperated with government's supervision, inspection and evaluation review 配合政府監督、檢查及評估審核 Disclosed and reported information in a timely and accurate manner 及時並準確地披露及報告資料 |



| Stakeholders 持份者 | Issues of Concerns 關注事項 | Engagement channels 參與渠道 | Practices 常規 |
|---|---|--|--|
| Shareholders and Investors 股東及投資者 | <ul style="list-style-type: none"> - Information disclosure and transparency 信息披露及公開透明 - Risk and returns 風險及回報 - Protection of interests and fair treatment of shareholders 保護股東權益及公平對待股東 | <ul style="list-style-type: none"> - Annual reports, interim reports and announcements 年報、中報及公告 - Company website 公司網站 - General meetings 股東大會 | <ul style="list-style-type: none"> - Made relevant disclosures about the Group's business development in a timely manner 及時作出有關本集團業務發展情況的披露 - Carried out different forms of investor activities with an aim to improve investors' recognition 開展多種形式的投資者活動，提高投資者的認可度 - Convened general meetings 召開股東大會 - Disclosed company contact details on website and in reports and ensured all communication channels available and effective 在網站和報告內披露公司聯絡方式詳情並確保各種溝通渠道暢通有效 |
| Employees 僱員 | <ul style="list-style-type: none"> - Remuneration packages 薪酬待遇 - Occupational health and safety 職業健康及安全 - Working environment 工作環境 - Career development opportunities 職業發展機會 | <ul style="list-style-type: none"> - Training, seminars, workshops, briefing sessions 培訓、研討會、工作坊、簡介會 - Cultural and sport activities 文化及體育活動 - Intranet, emails and notice 內聯網、電郵及通告 - Employee surveys 僱員調查 | <ul style="list-style-type: none"> - Provided a healthy and safe working environment 提供健康及安全的工作環境 - Organized occupational and professional staff trainings 組織員工職業及專業培訓 - Developed a fair promotion mechanism on career path 建立公平的職業晉升機制 - Organized care and welfare activities for employees 為僱員組織關愛及福利活動 |

| Stakeholders 持份者 | Issues of Concerns 關注事項 | Engagement channels 參與渠道 | Practices 常規 |
|--|---|--|---|
| Customers 客戶 | <ul style="list-style-type: none"> – Safe and high-quality products and services 安全及優質產品及服務 – Responsive to customers' needs 響應客戶需求 – Mutual trustworthy relationship 互信關係 | <ul style="list-style-type: none"> – Company website, brochures, notice boards, annual reports and announcements 公司網站、小冊子、佈告欄、年度報告及公告 – Satisfaction surveys 滿意度調查 – Customer service hotline 客戶服務熱線 – Mobile application 移動應用程式 | <ul style="list-style-type: none"> – Provided a cleaned and secured environment 提供清潔安全的環境 – Improved customer complaint handling process 完善客戶投訴處理機制 – Enhanced intelligent functions and customer experience through mobile application 透過移動應用程式提升智能功能及客戶體驗 |
| Suppliers and Business partners 供應商及業務合作夥伴 | <ul style="list-style-type: none"> – Long-term partnership 長期合作關係 – Performance and obligation under contracts 合同履約及責任 – Tendering process 招標程序 | <ul style="list-style-type: none"> – Business meetings, supplier conferences, phone calls and interviews 業務會議、供應商會議、電話及面訪 – On-site audit or checks 現場審核或檢查 | <ul style="list-style-type: none"> – Establish tendering mechanism 設立招標機制 – Enhanced daily communication, and established long-term cooperation with quality suppliers and contractors 加強日常溝通，與優質供應商及承包商建立長期合作關係 – Provided regular feedbacks for improvement 提供定期反饋以作改善 |
| Industry associations 行業協會 | <ul style="list-style-type: none"> – Experience sharing 經驗分享 – Cooperation 合作 – Fair competition 公平競爭 | <ul style="list-style-type: none"> – Industry conference/seminar 行業會議／研討會 – Site visit 實地拜訪 | <ul style="list-style-type: none"> – Maintained fair play, cooperated with peers to realize win-win situation and shared experiences 維持公平競爭，與同業合作實現雙贏及分享經驗 – Attended industry seminars to promote industry sustainable development 參加行業研討會，以推動行業可持續發展 |

MATERIALITY ASSESSMENT

重大性評估



The Group has evaluated the materiality and importance in ESG aspects through the steps: (1) material ESG area identification by industry benchmarking; (2) key ESG area prioritization with stakeholders engagement; and (3) validation and determining material ESG issues based on results of communication among stakeholders and the management. Hence, this can enhance understanding of their degree and change of attention to each significant ESG issue, and can enable us to be more comprehensive when planning our sustainable development work in the future. Those important and material ESG areas identified during our materiality assessment were discussed in this Report.

The Group has adopted the principle of materiality in the Report by understanding the key ESG issues that are important to the business of the Group. All the key ESG issues and key performance indicators (KPIs) are reported in the Report according to recommendations of the HKEx ESG Reporting Guide.

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

Step 1: Identification – Industry Benchmarking

- Relevant ESG areas were identified through the review of relevant ESG reports of the local and international industry peers.
- The materiality of each ESG area was determined based on the importance of each ESG issues to the Group in relations to our business characteristics and daily operation through internal discussion of the management and the recommendation of HKEx ESG Reporting Guide.

Step 2: Prioritization – Stakeholders Engagement

- The Group obtained the views and opinions from key stakeholders on key ESG areas identified above to ensure all the key aspects to be covered.

Step 3: Validation – Determining Material Issues

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

本集團已透過採取下列步驟評估ESG方面之重大性及重要性：(1)透過對標行業基準識別重大ESG範疇；(2)利用持份者參與理清主要ESG範疇的優先次序；及(3)根據持份者與管理層之間的溝通結果確認及釐定重大ESG議題。因此，這可以更加了解他們對每項重要ESG議題的關注程度和變化，有助於我們更全面地規劃未來的可持續發展工作。本報告對我們在重大性評估中識別的重要和重大ESG範疇進行討論。

本集團透過了解對本集團的業務而言屬重要的關鍵ESG議題，已於本報告中採納重要性原則。根據香港聯交所ESG報告指引的推薦建議，本集團已於本報告中匯報所有關鍵ESG議題和關鍵績效指標。

本集團已透過採取下列步驟評估ESG方面之重大性及重要性：

步驟1：識別－行業基準

- 透過審閱本地及國際同行之相關ESG報告，識別ESG相關範疇。
- 各ESG範疇之重要性乃基於透過管理層內部討論得出各項ESG議題對本集團業務特徵及日常營運的重要程度，並按香港聯交所ESG報告指引之推薦意見而釐定。

步驟2：優先次序－持份者參與

- 本集團就上文識別之主要ESG範疇獲取主要持份者的觀點及意見，以確保涵蓋所有重要方面。

步驟3：確認－釐定重大議題

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



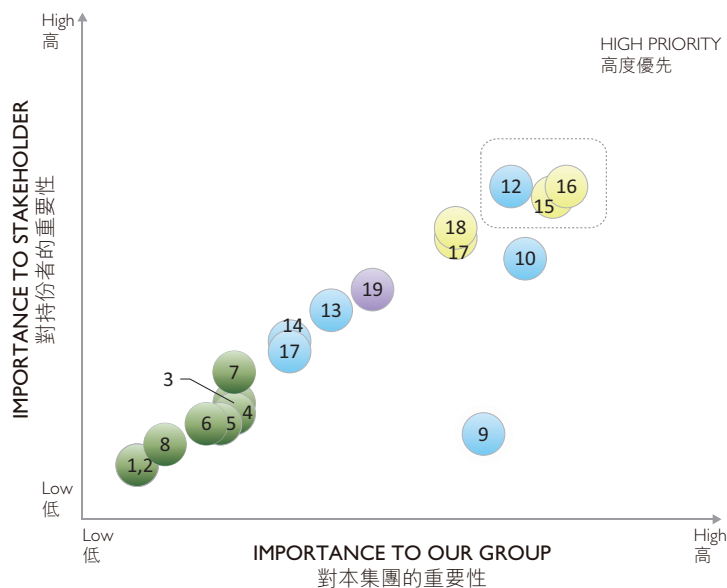
MATERIALITY ASSESSMENT 重大性評估

In order to align the concerns of the stakeholders on ESG issues related to the Group, the Group invited stakeholders to score the degree of importance of every ESG issue to them and to the Group from 0 to 10 marks (0 represented irrelevant and 10 represented the most important) for ranking 19 ESG issues. The management aligned the opinions and expectations of our key stakeholders with the development of the Group so as to prioritize the ESG issues in two dimensions: "Importance to stakeholders" and "Importance to our Group" as the below materiality matrix. This materiality assessment enables us to direct our attention to each ESG issues and enables the Group to perform a more comprehensive sustainable development plan in the future.

As a result from the materiality matrix, "Service Quality and Customer Satisfaction", "Supplier Management" and "Occupational Health and Workplace Safety" among the 19 ESG issues are regarded as the most concerned and important issues to stakeholders and the Group. The Group will address more on these areas for striving continuous improvement and sustainable development in consideration with our environmental and social responsibilities. The materiality matrix of the Group is based on the list of materiality issues summarised as following:

為統一持份者對本集團有關ESG議題的關注，本集團邀請持份者就每項ESG議題對自身及本集團的重要性評分，由0至10分(0代表不相關，10代表最重要)對19項ESG議題進行排名。管理層將我們主要持份者的意見及期望與本集團的發展聯繫起來，以於兩個維度理清ESG議題的優先次序：「對持份者的重要性」和「對本集團的重要性」，如以下重要性矩陣所示。該重大性評估引導我們關注每項ESG議題，且有助於本集團能夠在未來執行更全面的可持續發展計劃。

於重要性矩陣的19項ESG議題中，「服務質量及客戶滿意度」、「供應商管理」及「職業健康及工作場所安全」被視為持份者及本集團最關注且對彼等而言最重要的議題。考慮到我們的環境及社會責任，本集團將更多地關注這些範疇，致力持續改進及實現可持續發展。本集團的重要性矩陣乃基於下文概述的重大性議題清單：



ESG Issues ESG 議題

Emissions and Resources 排放物及資源

1. Air Pollutant Emission 空氣污染物排放
2. Greenhouse Gas Emission 溫室氣體排放
3. Waste Management 廢棄物管理
4. Energy Consumption 能源消耗
5. Water Consumption 耗水量
6. Paper Consumption 紙消耗
7. Environmental Risk Management 環境風險管理
8. Climate Change 氣候變化

Employment and Labour Practices 僱傭及勞工常規

9. Human Resources Practices 人力資源常規
10. Employment and Remuneration Policies 僱傭及薪酬政策
11. Equal Opportunity 平等機會
12. Occupational Health and Workplace Safety 職業健康及工作場所安全
13. Employment Development 就業發展
14. Anti-child and Forced Labour 反對童工及強制勞工

Operating Practices 營運常規

15. Supplier Management 供應商管理
16. Goods/Services Quality and Customer Satisfaction 商品/服務質量及客戶滿意度
17. Protection of Customers Privacy 客戶私隱保護
18. Anti-corruption and Anti-money Laundering 反腐敗及反洗黑錢

Community 社區

19. Community Investment 社區投資



A. ENVIRONMENTAL ASPECT

A. 環境方面

The Group is in strict compliance with the Environmental Protection Law of the PRC and other laws and regulations in relations to the environmental protection to mitigate the impacts of our operations on the environment. The Group has established an environmental management system based on its operating models and obtained the certification of ISO14001:2015 Environmental Management System. During the Reporting Period, the Group is not aware of any non-compliance issue in relation to environmental laws of the PRC.

AI: EMISSIONS

Air Pollutants Emission

No substantial air pollutants emissions are generated from any type of fuels in daily operation as the Group is not engaged in any industrial production and does not have any corporate vehicle.

Greenhouse Gas (“GHG”) Emission

The Group recognises that climate change is gradually concerned by the community as it affects our daily life and poses a risk to its business. Hence the Group is committed to mitigating the effects of climate change and protecting the health of employees. As a property management service provider, our source of emission is the indirect emission through electricity consumption for our office operation. The Group attaches great importance to reduce the carbon footprint by adopting energy saving initiatives as mentioned in the section “Use of Resources” and green office policies mentioned in the section “The Environment and Natural Resources”. The slight decrease in GHG emission intensity in 2020 was related to the implementation of energy saving policies during the Reporting Period.

本集團嚴格遵守《中華人民共和國環境保護法》及其他有關環境保護的法律及法規，以減輕我們的經營活動對環境的影響。本集團已根據其運營模式建立了環境管理體系，並獲得了ISO14001:2015環境管理體系認證。於報告期內，本集團並不知悉與中國環境法有關的任何違規事項。

AI：排放物

空氣污染物排放

由於本集團並無從事任何工業生產且並無擁有任何公司汽車，因此在日常營運中，概無從任何類型的燃料中產生大量的空氣污染物排放。

溫室氣體（「溫室氣體」）排放

本集團認識到社區對氣候變化的日益擔憂，因其影響我們的日常生活並對其業務構成風險。因此，本集團致力於減輕氣候變化的影響，並保護僱員的健康。作為物業管理服務提供商，我們的排放來源為我們辦公室營運消耗電力所造成的間接排放。本集團非常著重採用「資源使用」一節提及的節能倡議及「環境及天然資源」一節提及的綠色辦公政策，以減少碳足跡。二零二零年溫室氣體排放密度略有下降與報告期內節能政策的執行情況有關。

A. ENVIRONMENTAL ASPECT
A. 環境方面



During the Reporting Period, the GHG emission was as follows:

於報告期間，溫室氣體排放如下：

| GHG emission ¹ 溫室氣體排放 ¹ | Unit 單位 | 2020 二零二零年 | 2019 二零一九年 |
|--|--|---------------|---------------|
| Scope 2 ² 範疇二 | tonnes of CO ₂ -e 噸二氧化碳當量 | 17,099 | 13,815 |
| Total GHG emission 溫室氣體排放量總計 | tonnes of CO ₂ -e 噸二氧化碳當量 | 17,099 | 13,815 |
| GHG emission intensity 溫室氣體排放密度 | tonnes of CO ₂ -e/m ² 噸二氧化碳當量/平方米 | 0.0055 | 0.0058 |

1 The calculation of the GHG emission is based on the "Corporate Accounting and Reporting Standard" from GHG Protocol.

2 The Group did not own or control sources that generate scope 1 direct emission and scope 2 indirect emission was generated from the purchased electricity consumed by the Group.

1 溫室氣體排放量的計算乃基於溫室氣體議定書的「企業會計和報告準則」。

2 本集團並無擁有或控制會產生範疇一直接排放的來源，而範疇二間接排放則由本集團消耗購入的電力所產生。

Hazardous and Non-hazardous Waste

The Group's operational activities are not involved in the generation of hazardous waste. For the non-hazardous waste generation, the Group strives to minimize the environmental impacts by reducing the commercial waste generated. Employees are encouraged to use both sides of paper, suitable font size and shrinkage mode to maximise the utilization of resources consumed. The back of single-sided documents is used as printing or as draft paper.

Furthermore, we promote dissemination of internal information by electronic means as much as possible to reduce our paper consumption. During the Reporting Period, as a result of the outbreak of COVID-19 pandemic, non-hazardous waste for epidemic prevention supplies such as surgical masks and alcohol-based sanitisers, etc were inevitably increased in our operational area to safeguard hygienic environment in our workplace. The non-hazardous waste generated by the Group during the Reporting Period was as follows:

有害及無害廢棄物

本集團的經營活動並無涉及產生有害廢棄物。就無害廢棄物的產生而言，本集團致力透過減少產生商業廢棄物，減低對環境的影響。鼓勵僱員雙面使用紙張、適當的字體大小和縮小模式，以最大限度地利用資源消耗。單面文件的背面用於列印或用作草稿紙。

此外，我們提倡盡可能以電子方式傳播內部資訊，以減少我們所消耗的紙張。於報告期間，由於COVID-19疫情爆發，為了保障工作場所的衛生環境，我們於作業區域使用了外科口罩和酒精消毒劑等防疫物資，不可避免地導致相關無害廢棄物增加。於報告期間，本集團產生的無害廢棄物如下：

| Non-hazardous waste generated 產生的無害廢氣物 | Unit 單位 | 2020 二零二零年 | 2019 二零一九年 |
|---|--------------------------------|---------------|---------------|
| Waste generated 產生的廢棄物 | tonnes 噸 | 5.0 | 2.6 |
| Waste generated intensity 產生的廢棄物密度 | tonnes/m ² 噸/平方米 | 0.000002 | 0.000001 |



A. ENVIRONMENTAL ASPECT
A. 環境方面

Emission Targets

In order to minimise the impact of our business on the environment, we monitor the emission results by setting emission targets and action plan as set out below:

排放目標

為了盡量減少我們業務對環境的影響，我們通過設定排放目標及行動計劃來監控排放結果，如下文所載：

| Emissions 排放物 | Emission Targets 排放目標 | Action Plan 行動計劃 |
|---|---|---|
| GHG emission 溫室氣體排放 | <ul style="list-style-type: none"> - Reduce GHG emission intensity by 8% within five years 五年內將溫室氣體排放密度降低8% | <ul style="list-style-type: none"> - Plant various native trees, plants and green belts 種植各種本土樹木、植物及綠化帶 - Reduce usage of energy intensive equipment 減少能源密集型設備的使用 - Increase the application of energy-saving devices 增加使用節能裝置 - Adhere standard requirement of Environmental Management System 遵守環境管理體系之標準要求 |
| Hazardous waste and non-hazardous waste 有害廢棄物及無害廢棄物 | <ul style="list-style-type: none"> - Strive to prevent hazardous waste production 致力防止有害廢棄物的產生 - Reduce the emission of non-hazardous waste intensity by 8% within five years 五年內將無害廢棄物排放密度降低8% | <ul style="list-style-type: none"> - Promote waste management with garbage sorting guide to facilitate further recycling 推動垃圾分類指南進行廢棄物管理，以促進進一步回收 - Engage the contractor to undertake and handle for recycled waste 聘請承包商承包及處理回收廢棄物 - Adhere the green office policies 遵守綠色辦公政策 |



A2: USE OF RESOURCES

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

Energy Consumption

The Group considers environmental protection as an essential component of a sustainable and responsible business. With aims of resource saving and implementation of energy saving measures, the Group actively promotes the concept of energy saving and emission reduction into the entire process of its development and operation. In the meantime, the Group puts effort to raise employees' awareness of green behaviour by implementation of green office policies, including switch off all the lights, computers and printers by the end of the work day. Air-conditioners are set within a reasonable range of around 25°C. In the daily operation, purchased electricity is the major source of energy consumption. The slight decrease in energy consumption intensity in 2020 was related to the effective implementation of energy saving policies during the Reporting Period. During the Reporting Period, the energy consumption attributable to the purchased electricity was as follows:

| Energy consumption 能源消耗 | Unit 單位 | 2020 二零二零年 | 2019 二零一九年 |
|--|-------------------------------|---------------|---------------|
| Purchased electricity 購入電力 | MWh 兆瓦時 | 18,969 | 15,326 |
| Total energy consumption 能源消耗總計 | MWh 兆瓦時 | 18,969 | 15,326 |
| Energy consumption intensity 能源消耗密度 | MWh/m ² 兆瓦時／平方米 | 0.0061 | 0.0064 |

Water Consumption

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

A2: 資源使用

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

能源消耗

本集團認為環境保護為可持續及負責任業務的重要組成部分。為節約資源及實施節能措施，本集團積極將節能減排理念推廣到發展及運營的全部流程中。同時，本集團努力透過推行綠色辦公政策提高員工環保意識，包括在工作日結束前關閉所有的燈、計算機及打印機。空調設定在25°C左右的合理範圍內。於日常營運中，購電乃能源消耗的主要來源。二零二零年能源消耗密度略為下降與報告期間內節能政策的有效實施有關。於報告期間，購入電力產生的能源消耗如下：

耗水量

水是日常營運中最重要的自然資源之一。於報告期間，由於本集團合法使用地區政府所提供的水源，故本集團並無任何求取適用水源的問題。本集團仍通過綠色辦公室政策提高員工節約用水意識，如提醒員工關緊水龍頭、定期檢查和維護供水設施。由於實施節約用水策略，報告期間內耗水密度減少如下：



A. ENVIRONMENTAL ASPECT
A. 環境方面

| Water consumption 耗水量 | Unit 單位 | 2020 二零二零年 | 2019 二零一九年 |
|--------------------------------------|---|---------------|---------------|
| Water consumption 耗水量 | m ³ 立方米 | 488,895 | 462,374 |
| Water consumption intensity 耗水量密度 | m ³ /m ² 立方米/平方米 | 0.16 | 0.19 |

Resources Management Targets

By setting resources management targets and action plan, we hope to further reduce gradually the negative impacts on the environment from our business operations. The resources management targets were as follow:

資源管理目標

通過制定資源管理目標及行動計劃，我們希望進一步逐步減少業務運營對環境的負面影響。資源管理目標如下：

| Use of resources 資源使用 | Resources Management Targets 資源管理目標 | Action Plan 行動計劃 |
|-----------------------------------|--|---|
| Energy consumption 能源消耗 | <ul style="list-style-type: none"> Reduce the energy consumption intensity by 8% within five years 五年內將能源消耗密度降低8% | <ul style="list-style-type: none"> Incorporate energy-saving characteristics assessment when making new requisition/ quotation for equipment 在作出新報價請求/設備報價時將節能特徵評估納入考慮範圍 Explore areas to apply lighting system with sensor functions 探索應用具有傳感器功能的照明系統的領域 Adhere the green office policies 遵守綠色辦公政策 |
| Water consumption 耗水量 | <ul style="list-style-type: none"> Reduce the water consumption intensity by 8% within five years 五年內將耗水量密度降低8% | <ul style="list-style-type: none"> Explore the possibility to apply sewage management and recycling systems 探索應用污水管理及回收系統的可能性 Incorporate routine inspection to check any water leakage on water equipment 加入例行檢查，以檢查自來水設備是否漏水 Proactively promote the staff and customer on environmental awareness through publication or activities 通過刊物或活動主動向員工及顧客宣傳環保意識 |



A3: THE ENVIRONMENT AND NATURAL RESOURCES

Regarding the operation of our Group, we are not aware of any significant impacts of our activities has been exerted on the environment and natural resources. During the Reporting Period, the Group has obtained the certification of the ISO14001:2015 Environmental Management System in recognition of our efforts in incorporating the environmental policies to minimize the impacts on the environment and natural resources. The Group will continue to adhere the international requirement from the ISO Standard System and implement environment-friendly practices in the Group's operation in order to enhance environmental sustainability. The green office policies incorporated the management and consumption of electricity, water, paper, office supplies with the aims to reduce emission and conserve energy and resource consumption as well as optimal utilisation of resources in our operation.

Our green office policies include:

- Setting of air-conditioning temperature to 25 °C;
- Turning off the lights, air-conditioners and computers when they leave office to ensure efficient use of energy;
- Advocating the electronic means to replace paper;
- Reducing paper consumption by using recycled paper and double-side printing modes;
- Promoting the replacement principle for office supplies requisition to avoid unnecessary purchase;
- Sorting office waste to facilitate waste handling and recycling;
- Promote virtual meetings to reduce carbon emission caused by travel.

A4. CLIMATE CHANGE

The Group acknowledge the climate change has caused to frequent extreme weather events, global warming and rising of the sea level bringing impacts and challenges to the world. This impact can threaten corporate operations, and our operation have no exception.

In view of this, we incorporate and address climate-related risks in our overall risk assessment that would be possible to impact us taking consideration of its frequency, possibility and intensity. We collaborate available national data, local information and expert knowledge in the risk assessment process in order to identify the existing and future risk and opportunities. Through the risk management process, we aim to diversify the risks with our business strategy and contribute our efforts to the community in confront with the climate change.

A3: 環境及天然資源

就本集團的營運而言，我們並不知悉任何活動對環境及天然資源造成重大影響。於報告期間內，本集團已獲得ISO14001:2015環境管理體系認證，以表彰我們推行環保政策以努力減少對環境及天然資源的影響。本集團將繼續遵守ISO標準體系的國際規定，並在本集團的營運中推行環保措施，以提升其環境可持續性發展。綠色辦公政策包括電力、水、紙張、辦公用品的管理及消耗，旨在減少排放、節約能源及資源消耗以及優化我們營運中的資源利用。

我們的綠色辦公政策包括：

- 將空調溫度設置為25 °C；
- 離開辦公室時關閉燈、空調及電腦，確保能源的有效利用；
- 提倡以電子方式代替紙張；
- 通過使用環保紙及雙面列印模式減少紙張消耗；
- 推廣辦公用品申購換貨原則，避免不必要的採購；
- 將辦公垃圾分類，便於垃圾處理及回收；
- 推廣虛擬會議，減少出行造成的碳排放。

A4. 氣候變化

本集團深明氣候變化導致各種極端天氣狀況頻生，全球暖化及海平面上升為全球各地造成影響並帶來挑戰。該影響會對企業營運構成威脅，而我們的業務營運亦無法獨善其身。

有鑒於此，經計及出現相關風險的頻繁程度、可能性及強度，我們將可能會對我們造成影響的氣候相關風險納入整體風險評估之中，並制定應對措施。我們會在風險評估過程中整合所得的國家數據、本地資料及專家知識，從而識別現有及未來的風險和機遇。我們旨在透過風險管理過程分散業務策略的風險，並為社區抵禦氣候變化作出貢獻。



A. ENVIRONMENTAL ASPECT A. 環境方面

We continue to raise awareness on climate change in regard to monitoring of carbon and energy footprint in our daily operation. Our Group assesses how the business in response to the climate-related risks and takes the initiative to monitor and mitigate its impact by reducing the environmental footprint.

我們會繼續提高對氣候變化的意識，監察日常營運的碳足跡及能源足跡。本集團更會評估業務應對氣候相關風險的情況，並採取措施減低環境足跡，藉以監察及減低其影響。

Case: Response to climatic events 案例：應對氣候事件

Our staff installed and inspected flood gates for properties with higher flood risk when weather warning in issue in order to alleviate its potential damage/impact and safeguard the household properties.

我們的員工為洪災風險較高的物業安裝防洪閘門，並於天氣警告生效時檢查閘門，以減低洪災的潛在破壞／影響及保障客戶的家庭財產。



Our staff endeavoured to clear up the pathway before the peak office hour after the snowstorm.
我們的員工在暴風雪過後努力於上下班繁忙時段前清理路面積雪。



Climate-related Issues

During the Reporting Period, the Group classified the climate-related risks into physical risks and transition risks, which have impacted and/or may impact our Group, as well as steps taken to manage these risks, as follows:

氣候相關事宜

於報告期間，本集團將已影響及／或可能影響本集團的氣候相關風險分類為實體風險及過渡風險，以及為管理該等風險所採取的措施如下：

| Risks 風險 | Potential impact 潛在影響 | Steps taken to manage the risks 就管理有關風險所採取的措施 |
|---|--|--|
| Physical Risk 實體風險 | | |
| <p>Acute physical risks 嚴重實體風險</p> <p>Increased frequency and severity of immediate extreme weather events such as typhoons and floods 颱風及洪水等即時極端天氣事件的頻率及嚴重程度增加</p> | <ul style="list-style-type: none"> The weather phenomenon may result and damage our equipment and facilities leading to business interruption and increasing operating costs. 天氣現象可能引致我們的設備及設施出現損壞，導致業務中斷及增加營運成本。 | <ul style="list-style-type: none"> Formulate emergency plan in response to the worst weather scenario. 制定應急計劃，以應對最惡劣的天氣情況。 Attend to the official announcement of the weather/climatic warnings and remind our customers to aware personal safety through mobile application when warnings in issue. 關注官方發佈的天氣／氣候警告，並在警告發佈時透過移動應用程式提醒我們的客戶注意個人安全。 |
| <p>Chronic physical risks 長期實體風險</p> <p>Long-term changes in precipitation patterns and extreme variability in weather patterns 降水模式的長期變化及天氣模式的極端多變性</p> | <ul style="list-style-type: none"> Prolonged rising temperatures in summer or frost in winter may induce the higher energy consumption and increase operating and maintenance costs. 夏季溫度上升或冬季結霜時間延長或會導致能源消耗增加，並增加營運及維護成本。 Rising sea level may bring flooding and cause damage to the building structure. 海平面上升可能帶來洪水，並對建築結構造成損壞。 | <ul style="list-style-type: none"> Conduct routine inspections on the equipment to maintain order and reduce the potential risk of business interruption as affected by climate events. 對設備進行例行檢查以保持工作順暢，並減少業務受氣候事件影響而中斷的潛在風險。 Install flood gates for properties with high flood risk. 為洪災風險較高的物業安裝防洪閘門。 Conduct regularly inspects to ensure manholes and drains, etc are unblocked to reduce the impact of floods or rising sea levels. 進行定期檢查，以確保檢修孔及排水管等保持疏通，以減少洪水或海平面上升的影響。 |



A. ENVIRONMENTAL ASPECT
A. 環境方面

| Risks 風險 | Potential impact 潛在影響 | Steps taken to manage the risks 就管理有關風險所採取的措施 |
|--|--|--|
| Transitional Risk 過渡風險 | | |
| Legal risk 法律風險 Exposure to tightened law and regulations on climate change issued by the government 面臨政府頒佈的有關氣候變化的更嚴格的法律及法規的風險 | <ul style="list-style-type: none"> Any failure in compliance may increase additional compliance costs. 任何不遵守規定的行為均可能增加額外的合規成本。 | <ul style="list-style-type: none"> Monitor the updates on Environmental Laws and relevant regulations. 監控環境法律及相關法規的更新。 Maintain proper records in relations to emission data for internal analysis. 保留有關排放物數據的適當記錄作內部分析。 |
| Technology risk 技術風險 | <ul style="list-style-type: none"> Upgrade our systems and equipment with low-carbon and energy saving technologies may foster our business development but may involve higher investment cost and R&D expense. 升級為具備低碳及節能技術的系統及設備或可推動我們的業務發展，惟亦可能涉及更高的投資成本及研發開支。 | <ul style="list-style-type: none"> Examine the feasibility and benefits of applying the latest environmental technologies into our operation. 考察將最新環保技術應用於我們的營運的可行性及效益。 |
| Market and reputational risk 市場及聲譽風險 | <ul style="list-style-type: none"> Lagging behind new technologies may weaken our competitive edges and reputation in respond to customer satisfaction to win new engagement. 滯後於新技術可能削弱我們贏得新業務的競爭優勢及在客戶滿意度方面的聲譽。 | <ul style="list-style-type: none"> Apply government subsidy to purchase materials and upgrade of equipment. 申請政府的補貼，用於購買材料及設備升級。 |

By adopting the measures reducing our environmental footprint, we also recognise opportunities arising from the climate-related issues such as saving operating cost in long-term with energy-efficient equipment and technologies, reducing energy consumption cost, and gaining new access to environmental-friendly markets. We will continue to explore further new opportunities together with our stakeholders to develop climate resilience and reduce their operational carbon footprint.

Our Group regards the energy consumption and GHG emission indicators are the key metrics used to assess and manage relevant climate-related risks and their impact to our operation. By regular tracking with these indicators so as to assess the effectiveness of emission reduction initiatives and targets.

透過採取措施減低環境足跡，我們亦意識到氣候相關事宜所帶來的機遇，例如使用節能設備及技術長期節省營運成本、減低能源消耗成本及獲得進軍環保市場的新機遇。我們將繼續與持份者進一步攜手探索新機遇，以發展氣候適應能力及減少其營運中的碳足跡。

本集團認為能源消耗及溫室氣體排放指標為用於評估及管理有關氣候相關風險及其對我們營運造成的影響的關鍵指標。本集團定期追蹤該等指標，藉此評估減排舉措及目標的有效性。

B. SOCIAL ASPECT

B. 社會層面



EMPLOYMENT AND LABOUR PRACTICES

BI: Employment

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

Throughout the Reporting Period, the Group fully complied with all of the relevant laws and regulations in the region we operated, including the Labour Law of the PRC.

At the end of the Reporting Period, the Group had 396 (2019: 328) full-time employees and all located in the PRC. Below is the employee breakdown by gender, age group, employment position and geographical region.

僱傭及勞工常規

BI: 僱傭

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

於報告期間，本集團充分遵守我們經營所在地區的所有相關法律及法規，包括《中華人民共和國勞動法》。

於報告期間末，本集團擁有396名（二零一九年：328名）全職員工，且全部位於中國。按性別、年齡層、職位及地區劃分的僱員比例如下。



B. SOCIAL ASPECT
B. 社會層面



B. SOCIAL ASPECT
B. 社會層面



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

於報告期間，按性別、年齡層及地區劃分的僱員流失率如下：

| Employee turnover rate 僱員流失率 | 2020 二零二零年 | 2019 二零一九年 |
|-------------------------------------|------------|------------|
| By gender 按性別劃分 | | |
| • Male 男 | 10% | 4% |
| • Female 女 | 11% | 18% |
| By age group 按年齡層劃分 | | |
| • Age 30 or below 30歲或以下 | 10% | 12% |
| • Age 31-40 31至40歲 | 13% | 9% |
| • Age 41-50 41至50歲 | 10% | 5% |
| • Age 51 or above 51歲或以上 | — | — |
| By geographical region 按地區劃分 | | |
| • The PRC 中國 | 11% | 10% |
| Overall 整體 | 11% | 10% |

Remuneration is an important tool to attract, retain and motivate talents in achieving key goals of the Group. We provide competitive remuneration package for our employees according to their performance, experience and relevant skill set in recognition of their invaluable contribution to the Group. In addition, we fully complied with relevant laws and regulations to provide social insurance and housing provident fund for our employees.

薪酬是吸引、挽留及激勵人才以實現本集團關鍵目標的重要工具。我們根據僱員的表現、經驗及相關技能為僱員提供具競爭力的薪酬待遇，以表彰彼等對本集團的寶貴貢獻。此外，我們充分遵守相關法律及法規，為僱員提供社會保險和住房公積金。

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

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

We are an equal opportunities employer who endeavours to create a diverse, anti-discrimination and inclusive workplace where all our employees are treated with dignity and respect. The principle of equal opportunities is applied in all employment policies, in particular to recruitment, training, career development and promotion of employees.

我們是一家提供平等機會的僱主，致力創造一個多元化、反歧視和包容的工作場所，而我們的所有僱員在此均獲得尊嚴及尊重對待。平等機會原則適用於所有就業政策，尤其是僱員招聘、培訓、職業發展及晉升。



B. SOCIAL ASPECT B. 社會層面

The Group promotes fair competition and prohibits discrimination or harassment against any employee on their gender, age, marital status, religion, race, nationality, disability or any status protected by law.

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

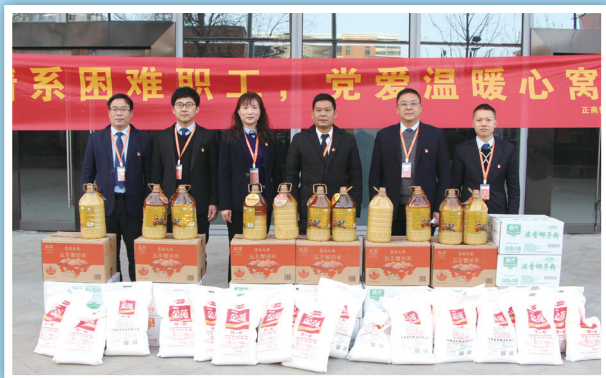
The staff handbook regulates the working hours of employees. For employees who are required to work overtime or on public holidays, overtime pay and additional compensation are provided as defined in the staff handbook. Furthermore, employees are entitled to statutory holidays, paid annual leave, marriage leave, maternity leave and paternity leave, etc. during their term of employment.

本集團提倡公平競爭，並禁止任何針對僱員性別、年齡、婚姻狀況、宗教信仰、種族、國籍、殘疾或任何受法律保護的地位而作出的歧視或騷擾。

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

員工手冊規定員工的工作時間。對於需要加班或在公眾假期工作的員工，按照員工手冊的規定獲提供加班費及額外補償。此外，員工在受僱期間有權享受法定假日、帶薪年假、婚假、產假及陪產假等。

Case: Employee Support 案例：員工支持



To build a harmonious working environment, the Group sent our blessing and support for employees who were suffering and in difficulties.

為建立和諧的工作環境，本集團向生活困難及身處困境的員工送去祝福和支持。



B2: Health and Safety

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

- Provide safety guidance to our employees and conduct education and training of occupational health and safety. Promote the culture of "Safety First" so that the employees can foster and enhance their occupational safety awareness and acquire basic knowledge in preventing safety risks;
- Carry out regular fire drill and training with communities;
- Care for employees' physical and mental health, conduct regular interviews to understand employees' concerns, and launch employee surveys to learn more about employees' needs.

The Group adheres to the Labour Law of the PRC, the Law of the PRC on the Prevention and Treatment of Occupational Diseases and other applicable laws and regulations in the PRC. During the Reporting Period, the Group was not aware of any non-compliance with the relevant laws and regulations in providing a safe working environment. With the measures implemented, there was no work-related fatalities in each of the past three reporting years from 2018 to 2020. There was no lost day due to work injury during the Reporting Period.

B2: 健康與安全

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

- 為我們的員工提供安全指引，開展有關職業健康與安全的教育和培訓。提倡「安全第一」的文化，使員工樹立和增強職業安全意識，掌握防範安全風險的基本常識；
- 與社區聯動，定期舉行消防演練和培訓；
- 關心員工身心健康，定期開展員工關懷訪談，開展員工調查，瞭解員工需求。

本集團遵守《中華人民共和國勞動法》、《中華人民共和國職業病防治法》及其他適用法律及法規。於報告期間，本集團並未知悉任何未有遵守有關提供安全工作環境的法律及法規的情況。實施措施後，於二零一八年至二零二零年的過往三個報告年度各年，並無發生工作相關的死亡事故。報告期間並無因工傷導致損失工作日。



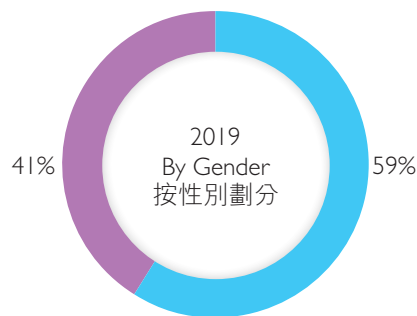
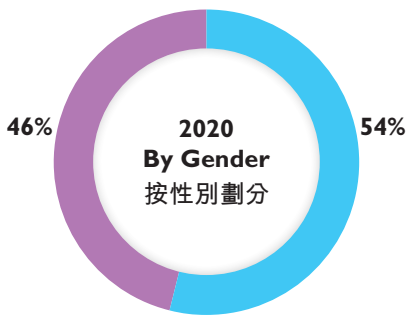
B. SOCIAL ASPECT
B. 社會層面

B3: Development and Training

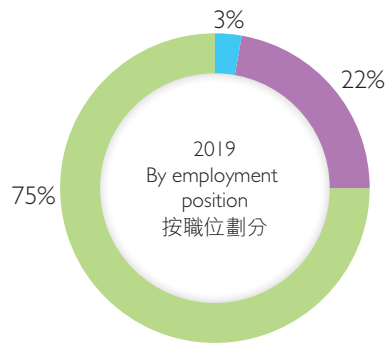
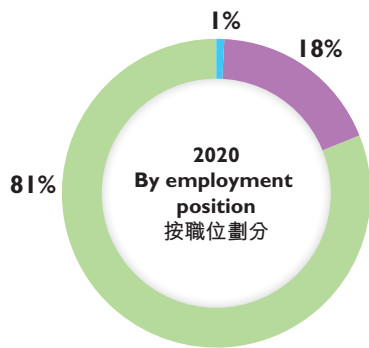
The Group aims at building a learning organization and ensuring all employees are provided with growing opportunities. We continue to promote a learning and sharing culture by providing outstanding and all-round trainings in various channels, including new staff training, department sharing, E-learning, technician training, internal and external on-the-job training, to ensure employees at all levels are well-equipped to excel work and in life. The trained employee breakdown by gender and employment position is as follows:

B3: 發展及培訓

本集團以建立一個學習組織及確保所有僱員獲得成長機會為目標。我們繼續提倡學習及共享的文化，透過在各種渠道提供優質及全面培訓，包括新員工培訓、部門分享、網上學習、技術人員培訓、內部及外部在職培訓，以確保各級僱員均準備充足，在工作及生活中大放異彩。按性別及職位劃分的受訓僱員比例如下：



● Male 男
● Female 女



● Senior management 高級管理層
● Middle management 中級管理層
● General 一般員工

B. SOCIAL ASPECT
B. 社會層面



Besides, the average training hours completed per employee by gender and employment position is as follows:

此外，按性別及職位劃分的每名僱員完成的平均培訓時數如下：

| Average training hours (hours/employee) 平均培訓時數 (小時／僱員) | 2020 二零二零年 | 2019 二零一九年 |
|--|------------|------------|
| By gender 按性別劃分 | | |
| • Male 男 | 17.8 | 53.1 |
| • Female 女 | 24.4 | 53.6 |
| By employment position 按職位劃分 | | |
| • Senior management 高級管理層 | 17.5 | 22.0 |
| • Middle management 中級管理層 | 23.0 | 31.5 |
| • General 一般員工 | 45.6 | 60.3 |

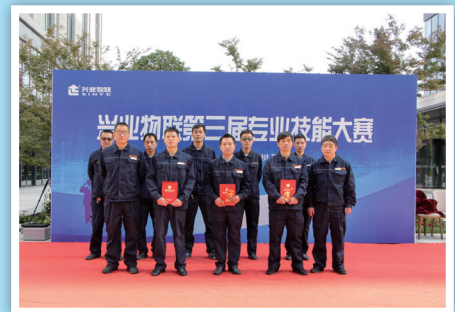
To uphold our services quality, understand the frontline staff different case scenario and timely respond to the views from our staff, the Group always seeks for improvements on the trainings by conducting assessment and collecting feedback of participants. This can help the Group continuously improve the training programs covering various aspects offered to all levels of employees so as to enhance their job performance.

為維護我們的服務質量，瞭解一線員工的不同情況，並及時回應員工意見，本集團通常透過評估及收集參與者的反饋尋求對培訓進行改進。這有助於本集團持續改進為各級員工提供的涵蓋各方面的培訓項目，從而提升其工作表現。

Case: Property Service Skill Competition 案例：物業服務技能比賽

To enhance team cohesion spirit among the working staff, the Group organised "The Third Professional Skills Race" for frontline staff to participate and compete in teams to demonstrate their professional property service skill sets and knowledge in four fundamental areas including customer services, public order management, cleaning and engineering maintenance. After the competition, participants updated their technical knowledge and requirement, learnt from experience exchange and sharing and through such, our service quality to customers was ultimately enhanced.

為增強員工的團隊凝聚力，本集團舉辦了「第三屆專業技能大賽」，前線員工以團隊形式參與競賽，展示彼等於客戶服務、公共秩序管理、清潔及工程維護四個基礎領域的專業物業服務技能和知識。比賽結束後，參賽者提升了彼等的技術知識及規範，從經驗交流和分享中學習，從而令我們對客戶的服務質量最終得以提高。





B. SOCIAL ASPECT B. 社會層面

B4: Labour Standards

The Group is committed to upholding the elimination of all forms of forced and compulsory labour and supporting the effective abolition of child labour. The Group strictly complies with the Labour Law of the PRC, the Labour Contract Law of the PRC and other applicable laws and regulation. We have formulated regulations on managing the prohibition of child labour. To prevent unlawful recruitment of employees under the age of 16 as child labour, employees are required to provide identity proofs to Human Resources Department to verify the age as part of the recruitment process. All work should be voluntarily performed and shall not involve forced labour. If any violation against laws and regulations in relation to labor standards is found, we would investigate the incident, and impose appropriate penalty to accountable staff subject to the severity and review any defects in the human resources system in place.

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

OPERATING PRACTICES

B5: Supply Chain Management

The Group works with various product and service providers. We integrate sustainability into our supply chain by purchasing products from reputable enterprises that uphold high corporate standards.

During the Reporting Period, the Group had 176 suppliers (2019: 239 suppliers) which were located in the PRC. With the principles of fairness and impartiality and incorporation of sustainable development factor, the Group makes comprehensive appraisals on suppliers based on factors such as suppliers' quality of the goods and services, efficiency, qualifications and experience to determine our Qualified Supplier List. We review the background information of suppliers at least once a year and classify them into various grades according to their performance. To ensure the service quality of the Group, disqualified suppliers will be removed from our Qualified Supplier List. Procurement tender/quotation invitation will only be sent to suppliers on our Qualified Supplier List.

The Group also emphasizes on the selection of products that cause minimal impacts on the environment, for example, we purchase green cleaning products and reusable items instead of single-use disposable ones. To raise awareness and engage our suppliers to contribute to sustainable development, we welcome suppliers who demonstrate their commitment to sustainability. Suppliers with ISO14001, ISO9001 and OSHMS awards will be considered with higher priority during procurement assessment.

B4: 勞工準則

本集團致力堅持消除一切形式的強迫和強制勞動，並支持有效抵制童工。本集團嚴格遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》及其他適用法律及法規。我們制定規定禁止僱用童工。為防止非法招聘16歲以下的僱員為童工，作為招聘過程的一部份，僱員必須向人力資源部門提供身份證明以核實年齡。所有工作均應自願進行，且不得涉及強迫勞動。倘發現任何與勞工準則相關的違法違規行為，則我們將就事件進行調查及根據嚴重程度對負責員工施加適當處分，同時審閱現有人力資源體系內存在的任何缺陷。

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

營運慣例

B5: 供應鏈管理

本集團與不同產品及服務供應商合作。我們透過向堅持高企業標準的知名企業購買產品，將可持續性發展融入供應鏈。

於報告期間，本集團擁有176名供應商（二零一九年：239名供應商），均位於中國。本集團貫徹公平公正原則並顧及可持續發展方面的因素，按照供應商的貨品及服務品質、效率、資歷及經驗等因素對其進行綜合評估，確定《合格供方名單》。我們每年至少會對供應商的背景資料進行覆核一次，並通過綜合績效評價方法對供應商進行評分定級。為保障本集團的服務質素，表現不合格的供應商會從《合格供方名單》中刪除。採購招標／報價邀請將僅發送予名列《合格供方名單》的供應商。

本集團亦強調選擇對環境影響最小的產品，例如我們購買環保清潔產品及可重複使用的物品，而非用完即棄用品。為加強供應商的環保意識及鼓勵他們為可持續發展作出貢獻，我們歡迎致力實踐可持續發展理念的供應商。獲頒發ISO14001、ISO9001及OSHMS認證的供應商將於採購評估中獲優先考慮。



B6: Product and Services Responsibility

As a property management service provider, we acknowledge the importance of quality management. The Group follows the Regulation on Realty Management of PRC and has formulated and implemented the Property Management Quality Management Measures and other applicable laws and regulations. With our effort, the Group has obtained ISO9001:2015 Quality Management System certificate for our property management service. Our services quality was further recognised by CIA and awarded as "Leading brands in Property Services in the Central China Region of China" (「中國華中區域物業服務領先品牌」). To improve our service, the Group's complaint handling policy is strictly in accordance with regulatory standards to ensure that customers' opinions are heard and responded in a timely manner in the PRC.

During the Reporting Period, we responded to customers' 124,971 service requests with 121,550 requests being satisfactorily resolved, demonstrating a completion rate of 97.3%. According to third party satisfaction surveys, the average satisfaction rate of office buildings reached 97 marks, while apartments reached 93 marks for 2020. During the Reporting Period, 2 complaints (2019: 2 complaints) related to the property management services were received by the Group. We continue to ensure all our communication channels including Ai Ban mobile application, Company WeChat, customer hotline, and notice board available to allow us readily to respond to customer needs or queries.

B6: 產品及服務責任

我們作為物業管理服務提供商，瞭解質量管理的重要性。本集團遵循《中華人民共和國物業管理條例》，制定並實施《物業服務品質管理辦法》及其他適用法律及法規。通過我們的努力，本集團物業管理服務已獲ISO 9001:2015質量管理體系認證。我們的服務質量進一步獲得中國指數研究院的認可，並榮獲「中國華中區域物業服務領先品牌」。為提高我們的服務，本集團投訴處理政策嚴格遵守監管標準，確保已聽取並盡快回應中國客戶之意見。

於報告期間，響應客戶服務請求次數124,971次，滿意地解決了其中的121,550次請求，完成率達97.3%。根據第三方滿意度調查，二零二零年，寫字樓物業滿意度平均達到97分，公寓滿意度平均達到93分。於報告期間，本集團接獲2宗有關物業管理服務的投訴（二零一九年：2宗）。我們持續確保愛辦移動應用程序、公司微信、客戶熱線及佈告欄等所有溝通渠道均可運作，使我們能夠迅速回應客戶需求或查詢。





B. SOCIAL ASPECT B. 社會層面

Response to COVID-19

Safeguard the health and safety of our customers and employees in our properties under management and workplaces are always our core foundation. During the outbreak of COVID-19 pandemic, the Group actively responded and implemented precautionary and control measures to fight against the pandemic with the society:

- Regular sanitation management in public areas, buildings and facilities and perform frequent disinfection in key areas
- Strict prevention, access control, identification track and temperature checks at community entrances and exit
- Frequent temperature checks daily on staff to monitor any irregularities
- Regrouping the lifts' service floors to facilities crowd management and avoid cross infection
- Promote remote lift control by user through mobile application to reduce direct physical contacts
- Arrange special garbage bins to collect the used epidemic prevention materials and centralise with proper disposal process to reduce transition
- Facilitate and coordinate the daily grocery shopping for property owners at safe and convenient conditions during the quarantine period
- Require mask-wearing by staff and customers in indoor
- Promote personal protection measures to employees and customers to strengthen their awareness of epidemic prevention and control

All members of the Group are united to build a frontline force and cooperate with the government's prevention and control arrangement to defend our communities.

應對COVID-19

於我們在管物業及工作場所內保障我們的客戶及僱員的健康及安全，始終為我們的核心基礎。於COVID-19疫情爆發期間，本集團積極應對並實施預防及控制措施，與社會一起抗擊疫情：

- 定期對公共區域、樓宇及設施進行衛生管理，並經常對重點區域進行消毒
- 社區出入口嚴格防範、門禁、身份追蹤及體溫檢測
- 每日定期檢測員工體溫，以監查任何異常情況
- 重置電梯服務樓層進行人流管理，避免交叉感染
- 通過移動应用程序促進用戶遠程控制電梯，以減少直接的身體接觸
- 安排專用垃圾箱，收集使用過的防疫物資，通過妥善的程序集中處置以減少周轉
- 在檢疫隔離期間，促進及協調業主在安全便利的條件下進行日常食品採購
- 要求員工及顧客在室內戴口罩
- 向僱員及顧客推廣個人防護措施，增強彼等的疫情防控意識

本集團全體成員團結一致，共同打造一線骨幹力量，並配合政府的防控安排，保衛我們的社區。





Protection of Customer Data Privacy

The Group recognises the importance of our customer's information and their privacy, policies were in place in relation to the administration of the relevant customer records. These measures include: customer data is only accessible by delegated employees; statement and declaration for information collection for business use to inform customer with their consent through Ai Ban mobile application; proper documentary records, etc. Meanwhile, the Group will adhere the information security policy to ensure safety and stability of our information system in protection of data.

During the Reporting Period, there was no complaints on leakage of their information or violation of customer's privacy.

Protection of our intellectual properties

We consider these intellectual properties are our crucial business assets, key to our customer loyalty and essential to our future growth. The success of our business depends substantially upon our continued ability to use our brands, trade names and trademarks to increase brand recognition and to develop our brands. The Group has six registered software copyrights in the PRC which are material to our business, including Ai Ban mobile application software, intelligent access control system, smart park application system, intelligent monitoring system, smart operation and maintenance system and smart property management system.

B7: Anti-Corruption

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

The Group has established whistle-blowing policy to provide employees with a confidential platform to raise concerns about any suspected cases of misconduct and malpractice through email and phone. All reported cases are promptly and thoroughly investigated by a department under audit committee.

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

保障客戶數據私隱

本集團深明客戶資料及私隱的重要性，並已制定有關管理相關客戶記錄的政策。該等措施包括：客戶數據僅可由專責員工存取；告知客戶有關通過愛辦移動應用程序收集資料作商業用途的聲明及申報並獲取客戶同意；妥善保存文件記錄等。同時，本集團將遵守資訊安全政策，確保我們的資訊系統在保護數據方面安全穩定。

於報告期間，並無接獲有關客戶資料外洩或違反客戶私隱的投訴。

保護我們的知識產權

我們認為這些知識產權是我們的關鍵業務資產，對客戶忠誠及未來增長至為重要。我們業務的成功，很大程度取決於我們持續利用品牌、商號及商標以提高品牌知名度及發展自身品牌的能力。本集團在中國擁有六項對我們業務而言屬重要的已註冊軟件版權，包括愛辦移動應用程序軟件、智能門禁系統、智慧園區應用系統、智能監控系統、智慧運維系統及智慧物業管理系統。

B7: 反貪污

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

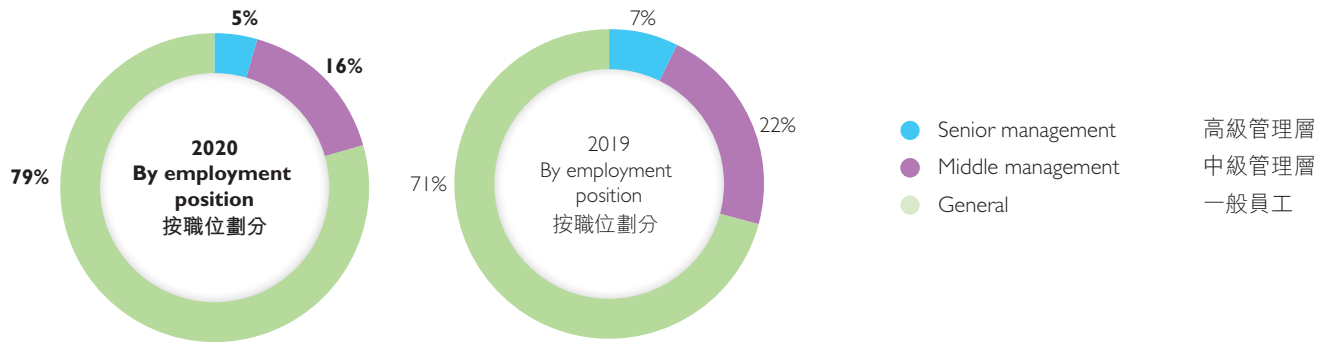
本集團已制定舉報政策，以為僱員提供保密平台，讓僱員通過電子郵件及電話舉報任何涉嫌的不當行為及瀆職行為。所有舉報案件均由審核委員會轄下的部門迅速徹底調查。

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



B. SOCIAL ASPECT
B. 社會層面

The Group provided anti-corruption training sessions to staff from senior management to general staff. At the end of the Reporting Period, 72% (2019: 53%) of our staff have been received anti-corruption training. The trained employees breakdown by employment position is as follows:



本集團為高級管理層以至一般員工提供反貪污培訓課程。於報告期末，72% (二零一九年：53%) 的員工已接受反貪污培訓。按職位劃分的受訓僱員比例如下：

COMMUNITY

B8: Community Investment

The Group is committed to supporting and contributing to the society by arranging different voluntary events to employee. For instance, the Group has organized an orphanage visit and donated daily necessity, including shampoo, dairy products and bread, to the orphans. We encourage our employees to contribute to the community by participating in different voluntary activities. We believe that this can nurture great corporate culture and practices in the Group. In future, the Group will continue to focus on community care and staff development, with the aim to improve the society through community involvement.

Charitable Donation

The Group supports community development by making donations. In November 2020, the Group was awarded the Award of Excellence 2019/2020 by The Community Chest, in recognition of donation of HK\$1,000,000 to them to support their 165 local member agencies in six major areas of community services, including children and youth, elderly, family and child welfare, medical and health, rehabilitation and aftercare, and community development. The Group will make donations to the community to fulfil the social responsibility in the future.

社區

B8: 社區投資

本集團致力於通過為僱員安排各種志願活動支持社會並對社會作出貢獻。例如，本集團組織訪問福利院，並向孤兒捐贈日用品，包括洗髮水、乳製品及麵包。我們鼓勵僱員參加各種志願活動為社區作貢獻。我們認為這可為本集團培養卓越的企業文化及風尚。展望未來，本集團將繼續專注社區關懷及員工發展，並以透過參與社區改善社會為目標。

慈善捐款

本集團通過捐款支持社區發展。於二零二零年十一月，本集團榮獲香港公益金授予2019/2020公益卓越獎，以表彰向香港公益金捐贈1,000,000港元用於支持彼等在社區服務的六大領域的165家當地成員機構，包括兒童及青年、安老、家庭及兒童福利、醫療及保健、復康及善導服務，以及社區發展。未來，本集團將向社區捐款，履行社會責任。

B. SOCIAL ASPECT
B. 社會層面



Case: Volunteer Visit 案例：義工探訪

During the Reporting Period, the Group organised nursery and orphanage visit to support the poor elderly and orphans to give warmth and care in the winter with daily necessities like rice, noodles and oil.

於報告期間，本集團在冬天組織訪問托兒所及福利院，幫助貧窮的長者及孤兒，為他們提供米、面、油等日用品，給予溫暖及關愛。



Case: Community Activities 案例：社區活動

During the Reporting Period, the Group engaged the importance for building a deep neighbourhood connection among the Group and property owners and organised cultural and community activities in different festivals like Tuen Ng Festival with DIY rice dumpling class and Mid-autumn festival with DIY mooncake class.

於報告期間，本集團重視與業主建立深厚的鄰里關係，並在不同節日舉辦文化及社區活動，例如端午節的DIY粽子製作班及中秋節的DIY月餅製作班。



In August 2020, to promote environmental protection awareness, build neighbourhood communication platform, the Group provided venue and personnel support to launch "Barter Bazaar". Property owners were invited to display their products in the bazaar for barter exchange and promote the barter concept to avoid wastage. Our Bazaar successfully increased the interaction among the property owners.

於二零二零年八月，為宣傳環保意識，搭建鄰里交流平台，本集團提供場地及人員支持，開展「易貨集市」活動。邀請業主在市集展示彼等的產品，以物易物，並推廣以物易物的概念，以避免浪費。我們的集市成功地增加了業主之間的互動。





APPENDIX: HKEx REPORTING GUIDE INDEX

附錄：香港聯交所報告指引對照表

| Subject areas, aspects, general disclosures and Key Performance Indicators (KPIs)* 主要範疇、層面、一般披露及關鍵績效指標* | | Disclosure 披露情況 | Section 章節 |
|--|---|-----------------------|---|
| A. Environmental 環境 | | | |
| A1: Emissions 排放物 | | | |
| General Disclosure 一般披露 | | Disclosed 已披露 | Environmental Aspects 環境層面 |
| KPI A1.1 關鍵績效指標A1.1 | The types of emissions and respective emissions data 排放物種類及相關排放數據 | Not applicable 不適用 | The Group did not own sources that generate direct emission. 本集團並無擁有會產生直接排放物的來源。 |
| KPI A1.2 關鍵績效指標A1.2 | Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and, where appropriate, intensity 直接(範圍1)及間接能源(範圍2)溫室氣體排放量及(如適用)密度 | Disclosed 已披露 | A1. Emissions – GHG Emission A1. 排放物 – 溫室氣體排放 |
| KPI A1.3 關鍵績效指標A1.3 | Total hazardous waste produced and, where appropriate, intensity 所產生有害廢棄物總量及(如適用)密度 | Not applicable 不適用 | The Group did not produce hazardous waste during the operation. 本集團在其營運過程中並無產生有害廢棄物。 |
| KPI A1.4 關鍵績效指標A1.4 | Total non-hazardous waste produced and, where appropriate, intensity 所產生無害廢棄物總量及(如適用)密度 | Disclosed 已披露 | A1. Emissions – Hazardous and Non-hazardous Waste A1. 排放物 – 有害及無害廢棄物 |
| KPI A1.5 關鍵績效指標A1.5 | Description of emission target(s) set and steps taken to achieve them 描述所訂立的排放量目標及為達到這些目標所採取的步驟 | Disclosed 已披露 | A1. Emissions – Emission Targets A1. 排放物 – 排放目標 |
| KPI A1.6 關鍵績效指標A1.6 | Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟 | Disclosed 已披露 | A1. Emissions – Emission Targets A1. 排放物 – 排放目標 |
| A2: Use of Resources 資源使用 | | | |
| General Disclosure 一般披露 | | Disclosed 已披露 | A2. Use of Resources A2. 資源使用 |
| KPI A2.1 關鍵績效指標A2.1 | Direct and/or indirect energy consumption by type in total and intensity 按類型劃分的直接及/或間接能源總耗量及密度 | Disclosed 已披露 | A2. Use of Resources – Energy Consumption A2. 資源使用 – 能源消耗 |
| KPI A2.2 關鍵績效指標A2.2 | Water consumption in total and intensity 總耗水量及密度 | Disclosed 已披露 | A2. Use of Resources – Water Consumption A2. 資源使用 – 耗水量 |
| KPI A2.3 關鍵績效指標A2.3 | Description of energy use efficiency target(s) set and steps taken to achieve them 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟 | Disclosed 已披露 | A2. Use of Resources – Resources Management Targets A2. 資源使用 – 資源管理目標 |
| KPI A2.4 關鍵績效指標A2.4 | Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them 描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟 | Disclosed 已披露 | A2. Use of Resources – Resources Management Targets A2. 資源使用 – 資源管理目標 |

* The revised section of the latest HKEx ESG Reporting Guide will be officially effective in the financial years commencing on or after 1 July 2020, the Group will further enrich the disclosure of relevant content in future report.

香港聯交所最新ESG報告指引的經修訂章節將於二零二零年七月一日或之後開始的財政年度正式生效，本集團將於日後的報告中進一步豐富相關披露內容。



| Subject areas, aspects, general disclosures and Key Performance Indicators (KPIs)* 主要範疇、層面、一般披露及關鍵績效指標* | | Disclosure 披露情況 | Section 章節 |
|--|---|-----------------------|---|
| KPI A2.5 關鍵績效指標A2.5 | Total packaging material used for finished products and, if applicable, with reference to per unit produced 製成品所用包裝材料的總量及(如適用)參考每生產單位估量 | Not applicable 不適用 | No packaging materials for finished products was produced by the Group during its operation. 本集團在其營運過程中並無產生用於製成品的包裝材料。 |
| A3: The Environment and Natural Resources 環境及天然資源 | | | |
| General Disclosure 一般披露 | | Disclosed 已披露 | A3. The Environment and Natural Resources A3. 環境及天然資源 |
| KPI A3.1 關鍵績效指標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 | Disclosed 已披露 | A3. The Environment and Natural Resources A3. 環境及天然資源 |
| A4: Climate Change 氣候變化 | | | |
| General Disclosure 一般披露 | | Disclosed 已披露 | A4. Climate Change A4. 氣候變化 |
| KPI A4.1 關鍵績效指標A4.1 | Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them 描述已經及可能會對發行人產生影響的重大氣候相關事宜及已採取管理有關影響的行動 | Disclosed 已披露 | A4. Climate Change A4. 氣候變化 |
| B. Social 社會 | | | |
| Employment and Labour Practices 僱傭及勞工常規 | | | |
| B1: Employment 僱傭 | | | |
| General Disclosure 一般披露 | | Disclosed 已披露 | B1. Employment B1. 僱傭 |
| KPI B1.1 關鍵績效指標B1.1 | Total workforce by gender, employment type, age group and geographical region 按性別、僱傭類型、年齡組別及地區劃分的僱員總數 | Disclosed 已披露 | B1. Employment B1. 僱傭 |
| KPI B1.2 關鍵績效指標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率 | Disclosed 已披露 | B1. Employment B1. 僱傭 |
| B2: Health and safety 健康與安全 | | | |
| General Disclosure 一般披露 | | Disclosed 已披露 | B2. Health and Safety B2. 健康與安全 |
| KPI B2.1 關鍵績效指標B2.1 | Number and rate of work-related fatalities occurred in each of the past three years including the reporting year 過去三年(包括報告年度)每年發生因工作關係而死亡的人數及比率 | Disclosed 已披露 | No case of work-related fatalities noted. 未有留意到任何因工作關係而死亡的人數。 |
| KPI B2.2 關鍵績效指標B2.2 | Lost days due to work injury 因工傷損失工作日數 | Disclosed 已披露 | No case of lost days due to work injury noted. 未有留意到任何因工傷而損失的日數。 |
| KPI B2.3 關鍵績效指標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 | Disclosed 已披露 | B2. Health and Safety B2. 健康與安全 |



APPENDIX: HKE_x REPORTING GUIDE INDEX
附錄：香港聯交所報告指引對照表

| Subject areas, aspects, general disclosures and Key Performance Indicators (KPIs)* 主要範疇、層面、一般披露及關鍵績效指標* | | Disclosure 披露情況 | Section 章節 |
|--|---|--------------------|---|
| B3: Development and Training 發展及培訓 | | | |
| General Disclosure 一般披露 | | Disclosed 已披露 | B3. Development and Training B3. 發展及培訓 |
| KPI B3.1 關鍵績效指標B3.1 | The percentage of employee trained by gender and employee category 按性別及僱員類別劃分的受訓僱員百分比 | Disclosed 已披露 | B3. Development and Training B3. 發展及培訓 |
| KPI B3.2 關鍵績效指標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 | Disclosed 已披露 | B3. Development and Training B3. 發展及培訓 |
| B4: Labour Standards 勞工準則 | | | |
| General Disclosure 一般披露 | | Disclosed 已披露 | B4. Labour Standards B4. 勞工準則 |
| KPI B4.1 關鍵績效指標B4.1 | Description of measures to review employment practices to avoid child and forced labour 描述檢討招聘慣例的措施以避免童工及強制勞工 | Disclosed 已披露 | B4. Labour Standards B4. 勞工準則 |
| KPI B4.2 關鍵績效指標B4.2 | Description of steps taken to eliminate such practices when discovered 描述在發現違規情況時消除有關情況所採取的步驟 | Disclosed 已披露 | B4. Labour Standards B4. 勞工準則 |
| Operating Practices 營運慣例 | | | |
| B5: Supply Chain Management 供應鏈管理 | | | |
| General Disclosure 一般披露 | | Disclosed 已披露 | B5. Supply Chain Management B5. 供應鏈管理 |
| KPI B5.1 關鍵績效指標B5.1 | Number of suppliers by geographical region 按地區劃分的供應商數目 | Disclosed 已披露 | B5. Supply Chain Management B5. 供應鏈管理 |
| KPI B5.2 關鍵績效指標B5.2 | Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及相關執行及監察方法 | Disclosed 已披露 | B5. Supply Chain Management B5. 供應鏈管理 |
| KPI B5.3 關鍵績效指標B5.3 | Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法 | Disclosed 已披露 | B5. Supply Chain Management B5. 供應鏈管理 |
| KPI B5.4 關鍵績效指標B5.4 | Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法 | Disclosed 已披露 | B5. Supply Chain Management B5. 供應鏈管理 |



| Subject areas, aspects, general disclosures and Key Performance Indicators (KPIs)* 主要範疇、層面、一般披露及關鍵績效指標* | | Disclosure 披露情況 | Section 章節 |
|--|--|-----------------------|---|
| B6: Product Responsibility 產品責任 | | | |
| General Disclosure 一般披露 | | Disclosed 已披露 | B6. Product Responsibility B6. 產品責任 |
| KPI B6.1 關鍵績效指標B6.1 | Percentage of total products sold or shipped subject to recalls for safety and health reasons 已售或已運送產品總數中因安全與健康理由而須回收的百分比 | Not applicable 不適用 | The Group did not involve in product production and manufacturing. 本集團並無參與產品生產及製造。 |
| KPI B6.2 關鍵績效指標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 | Disclosed 已披露 | B6. Product Responsibility B6. 產品責任 |
| KPI B6.3 關鍵績效指標B6.3 | Description and practices relating to observing and protecting intellectual property rights 描述與維護及保障知識產權有關的慣例 | Disclosed 已披露 | B6. Product Responsibility B6. 產品責任 |
| KPI B6.4 關鍵績效指標B6.4 | Description of quality assurance process and recall procedures 描述質量檢定過程及產品回收程序 | Not applicable 不適用 | The Group did not involve in product production and manufacturing. 本集團並無參與產品生產及製造。 |
| KPI B6.5 關鍵績效指標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 | Disclosed 已披露 | B6. Product Responsibility B6. 產品責任 |
| B7: Anti-corruption 反貪污 | | | |
| General Disclosure 一般披露 | | Disclosed 已披露 | B7. Anti-corruption B7. 反貪污 |
| KPI B7.1 關鍵績效指標B7.1 | Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the case 於報告期間對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果 | Disclosed 已披露 | No concluded legal case regarding corrupt practices was noted. 並不知悉任何已審結貪污訴訟案件。 |
| KPI B7.2 關鍵績效指標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 | Disclosed 已披露 | B7. Anti-corruption B7. 反貪污 |
| KPI B7.3 關鍵績效指標B7.3 | Description of anti-corruption training provided to directors and staff 描述為董事及員工提供的反貪污培訓 | Disclosed 已披露 | B7. Anti-corruption B7. 反貪污 |
| Community 社區 | | | |
| B8: Community Investment 社區投資 | | | |
| General Disclosure 一般披露 | | Disclosed 已披露 | B8. Community Investment B8. 社區投資 |
| KPI B8.1 關鍵績效指標 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) | Disclosed 已披露 | B8. Community Investment B8. 社區投資 |
| KPI B8.2 關鍵績效指標 B8.2 | Resources contributed (e.g. money or time) to the focus area 在專注範疇所動用資源(如金錢或時間) | Disclosed 已披露 | B8. Community Investment B8. 社區投資 |

XINGYE WULIAN SERVICE GROUP CO. LTD.
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