

2021

環境、社會及管治報告

Environmental, Social and
Governance Report

燁星集團控股有限公司

YE XING GROUP HOLDINGS LIMITED

(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: 1941)

About this Report

This Environmental, Social and Governance (“ESG”) Report (the “ESG Report”) of Ye Xing Group Holdings Limited (hereinafter referred as “Ye Xing”, and together with its subsidiaries, collectively as or the “Group”) discloses the performance of the Group in the environmental and social aspects in 2021.

Reporting Boundaries

The scope of this ESG Report is the same as the last ESG report, which summarises the environmental and social performance regarding corporate social responsibility of the Group’s material business operations.

Reporting period: 1 January 2021 to 31 December 2021, the financial period of our Annual Report 2021.

Business scope: Property management

Geographical scope: The People’s Republic of China (the “PRC”)

Reference Guidelines

This ESG Report has been prepared in accordance with the Environmental, Social and Governance Reporting Guide set out in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “Listing Rules”)

報告簡介

本環境、社會及管治（「ESG」）報告（「本 ESG 報告」）介紹了二零二一年燁星集團控股有限公司（以下簡稱「燁星」或「本公司」）及其子公司（以下統稱「本集團」）在環境和社會責任方面的表現。

報告範圍

本 ESG 報告的範圍跟往年的報告一樣，概述了本集團主要經營業務在環境和社會企業社會責任方面的表現。

報告期間：二零二一年一月一日至二零二一年十二月三十一日，即為本集團二零二一年年報之報告期間。

業務範圍：物業管理

地理範圍：中華人民共和國（「中國」）

參考指引

本 ESG 報告乃根據香港聯合交易所有限公司《香港聯合交易所有限公司證券上市規則》（「上市規則」）附錄 27 所載《環境，社會及管治報告指引》而編制，並已遵守強制性披露規

of The Stock Exchange of Hong Kong Limited and has complied with the mandatory disclosure requirements and the provision of “comply or explain”.

Declaration

The board of the Company (the “Board”) is responsible for the reliability and truthfulness of the information in this ESG Report. We would like to enhance the communication with our stakeholders and display the transparency of the Company through the publication of this ESG Report, as well as to achieve sustainable development in the economic, social and environmental aspects.

Contact

Should you have any enquiries or feedback on this ESG Report, please do not hesitate to contact us via the following methods:

- Address: Room 205, Floor 2, Block 1, No. 1, Hong Fu Road, Xihongmen, Daxing District, Beijing, the PRC
- Tel: +86 10-80251122-8842
- Email: zhangchunying@hongkun.com.cn
- Official website: <http://www.hongkunwuye.com>

定及「遵守或解釋」的規定。

聲明

本公司的董事會（「董事會」）負責本 ESG 報告中資訊的可靠性和真實性。我們希望通過發佈本 ESG 報告來加強與持份者的溝通，並展示本公司的透明度，並在經濟、社會和環境方面實現可持續發展。

聯絡方式

如果您對本 ESG 報告有任何疑問或反饋，請通過以下方法與我們聯絡：

- 地址：中國北京大興區西紅門宏福路 1 號院 1 號樓 2 層 205 室
- 電話：+86 10-80251122-8842
- 電郵：zhangchunying@hongkun.com.cn
- 官方網站：<http://www.hongkunwuye.com>

Chairman Statement

We have experienced another year of challenges, amid of the impact of COVID-19 pandemic. And the development of property management service remained as vigorous as previous times. This is our utmost responsibility to keep out workplace hygienic and virus-free for our staff and frontline workers.

Our solid environmental, health and safety management system has been fully integrated in every part of our operation which could help mitigate the risk exposed to the pandemic and to provide service to clients at the highest standard. In the meantime, the Group has kickstarted to adopt “green, wisdom and diversity” as the development direction in the second half of 2021. The concept of “green community” was introduced into traditional operation and management. By carrying out green management improvement around the seven dimensions of green system, intelligent management, energy conservation management, water conservation management, waste classification, environmental greening and pollution prevention, we will create a green and healthy living environment for the property owners.

A designated team of staff is assigned to handle all ESG-related issues within the Group and provide material information to the Board from time to time. A well-established ESG management system has also assigned staff in different department to tackle different ESG issues, such as worker safety, energy

主席報告

在新冠肺炎疫情的影響下，我們經歷了又一年的挑戰。物業管理服務業的發展一如既往蓬勃。為我們的員工和前線工人保持工作場所衛生和無病毒是我們最大的責任。

我們堅實的環境、健康和安全管理體系已完全融入我們運營的每一個部分，這有助於減輕疫情帶來的風險，並以最高標準為客戶提供服務。與此同時，本集團已開始將「綠色、智慧、多元化」作為二零二一年下半年的發展方向。「綠色社區」的概念已經被引入到傳統的經營管理中。圍繞綠色系統、智慧化管理、節能管理、節水管理、垃圾分類、環境綠化、污染防治七個維度開展綠色管理改進，我們將為業主創造綠色健康的生活環境。

指定的員工團隊負責處理本集團內所有與 ESG 相關的事宜，並不時向董事會提供重要資訊。一個完善的 ESG 管理系統亦為不同部門委派了員工，以處理不同的 ESG 事項，如工人安全、

usage, etc. With the well-implemented ESG data management system, we are able to evaluate, prioritize, set goals and target to further improve our ESG performance, to align with the national regulatory requirements.

Last but not least, we are highly appreciative of all the hard works and professionalism provided by the staff. They have paid a great effort to ensure every client receiving satisfactory experience from our service. With the rising threats from climate change, we plan to provide more resources in sustainable development to further reduce our carbon footprint and protect our earth as a socially responsible citizen.

Wu Guoqing
Chairman
30 May 2022

能源使用等。通過實施良好的 ESG 資料管理系統，我們能夠評估、列出優先次序、設定目標和指標，進一步提高我們的 ESG 績效，以符合國家監管要求。

最後，我們非常感謝全體員工的辛勤工作和專業精神。他們付出了巨大的努力，確保每一位客戶都能從我們的服務中獲得滿意的體驗。隨著氣候變化的威脅不斷增加，作為對社會負責的公民，我們計畫在可持續發展方面提供更多資源，以進一步減少我們的碳足跡，保護我們的地球。

吳國卿
主席
二零二二年五月三十日

Overview

概覽

Management Structure

管理架構

The comprehensive ESG management structure established by the Group could effectively manage all ESG issues during the operation. The Board has the full responsibility to all ESG decisions, such as evaluating and determining all ESG-related risks, and makes sure all measures and internal control system are effective. In addition, the annual ESG performance and report are also examined and reviewed by the Board.

本集團已建立了全面的ESG管理架構，能夠有效管理運營期間的所有ESG事宜。董事會完全負責所有ESG決策，例如評估和確定與ESG相關的所有風險，並確保所有措施和內部控制體系均有效。此外，董事會還對年度ESG績效和報告進行了審查。

Stakeholder Identification and Communication

持份者的識別及溝通

To better understanding the concerns of our stakeholders, we have incorporated stakeholder engagement into our ESG Report. We believe this would significantly improve the Group's ESG performance from day to day. We have engaged different types of stakeholders, such as the Board, employees, suppliers, etc. to provide valuable comments on our ESG issues. As a result, we could harness this information to further improve the internal control system and corporate governance structure. The table below summarizes the key methods to communicate with our stakeholders.

為了更好地理解持份者的擔憂，我們將持份者參與納入了本ESG報告中。我們相信，這將大大提高本集團的日常ESG績效。我們委託了不同類型的持份者，如董事會、員工、供應商等，就我們的ESG事宜提供有價值的意見。因此，我們可以利用這些資訊進一步完善內部控制體系和公司治理結構。下表總結了與持份者溝通的關鍵方法。

	Types of Stakeholders 持份者類別	Focus Topics 關注主題	Means of Communication 溝通方式
Internal Stakeholders 內部持份者	Board of Directors 董事會	Risk Management 風險管理 Corporate Operating Conditions 企業營運條件 Corporate Reputation 企業聲譽	Consultation via phone calls and emails 諮詢電話及電郵 Direct communication 直接溝通 Company conference 公司會議 Suggestion box 意見箱
	Employees 僱員	Occupational Training and Development 職業培訓及發展 Remuneration and Benefit 薪酬及福利 Health and Safety 健康及安全	Consultation via phone calls and emails 諮詢電話及電郵 Direct communication 直接溝通 Meetings 會議 Suggestion box 意見箱
External Stakeholders 外部持份者	Shareholders/ Investors 股東/投資者	Stable Investment Returns 穩定的投資回報 Information Disclosure 信息披露	Annual general meeting 股東週年大會 Consultation via phone calls and emails 諮詢電話及電郵 Annual report 年報
	Suppliers/ Customers 供應商/客戶	Sound Performance of Contract 良好履行合同 Standard Supplier Management and Procurement Process 標準的供應商管理和採購流程 Establishment of Complaint System 設定投訴機制	Annual report 年報 Meetings 會議
	Distributors 分銷商	Complete Information Exchange System 完善的信息交換系統 Steady and Stable Supply of Products 穩定的產品供應	After-sales opinion box 售後意見箱 Consultation via phone calls and emails 諮詢電話及電郵

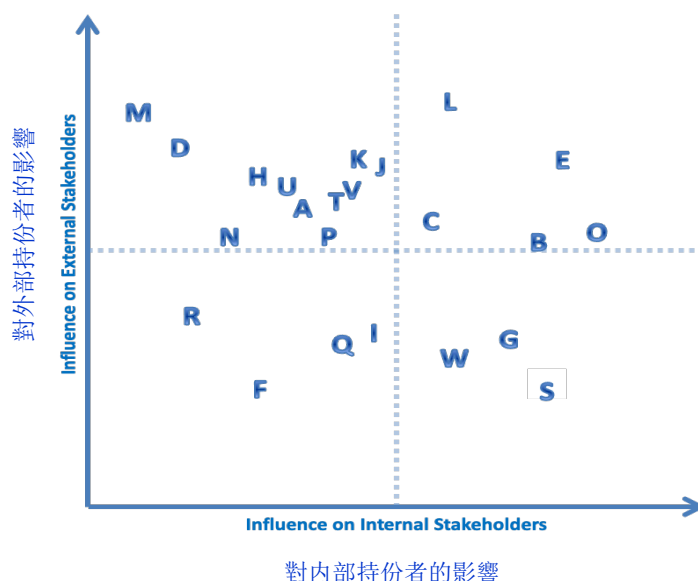
		安全及穩定的產品供應	Meetings 會議
	Government and Regulators 政府及監管機構	Operation in Compliance with Laws and Regulations 合法合規地營運	Annual report 年報 Meetings 會議
	Community 社區	Contribution to Community Development 為社會發展作貢獻	Annual report 年報 Community service 社會服務

Materiality Assessment

In order to incorporate stakeholders' feedback on sustainability topics in this year's ESG report and understand the material topics of our ESG work, the Group conducted materiality assessment by consulting the Group's major stakeholders. Material topics are evaluated and assessed externally and internally according to the impact on business. The Group has identified the following major concerns of stakeholders: waste management, occupational health and safety, employees' rights, emission related regulations, and customer data protection and privacy.

重要性評估

為了在今年的 ESG 報告中納入持份者對可持續性議題的反饋意見，並瞭解我們 ESG 工作的重要議題，本集團通過諮詢本集團的主要持份者進行了重要性評估。根據對業務的影響，我們對重要議題進行外部和內部評估。本集團確定了持份者的以下主要關注事項：廢物管理、職業健康和安安全、員工權利、排放相關法規以及客戶資料保護和隱私。



A	Environmental management system and related policies 環境管理政策及措施	I	Information on greenhouse gas emission 溫室氣體排放的資料	Q	Measures to reduce emissions and achievements 減少排放的措施及成效
B	Compliance with laws and regulations on emissions 排放物法律及法規遵守	J	Amount of hazardous waste generated and handling method 有害廢棄物總量及處理方法	R	Amount of non-hazardous waste generated and handling method 無害廢棄物總量及處理方法
C	Waste management and recycling method 廢物管理及其回收方法	K	Energy efficiency and management 能源效益及管理	S	Resource management 資源管理
D	Water consumption and wastewater discharge control 水資源使用與排污控制	L	Occupational health and safety 職業安全及衛生	T	Employees' training and development 員工培訓及發展
E	Employees' rights and turnover rate 員工權益與流失率	M	Employees' welfare and pay system 員工福利與薪資	U	Employment practices to avoid child labour and forced labour 防止童工或強制勞工的僱傭常規
F	Donation and community investment 捐贈及社區利益參與	N	Stakeholder communication 與各持份者的溝通	V	Supply chain management 供應鏈管理
G	Product safety and quality assurance management 產品安全及品質檢驗管理	O	Customer data protection and privacy policies 客戶資料保護及隱私政策	W	Customer satisfaction survey 客戶滿意度調查
H	Anti-corruption policies 反貪污政策	P	Whistle-blowing procedures 舉報程序		

Environmental Performance

As a reputable property management service provider in China, the Group does not create a material impact on the environment. The Group is still dedicated to reducing the environmental impact to minimum level and address all related issues properly. The ISO14001-2015 Environmental Management System (“EMS”) certification is still in place which could assist us to effectively manage and control all environmental matters during daily operation.

On the other hand, the Group has ensured all operations are in compliance with all relevant national and local laws and regulations, and other related industrial standards, such as the *Environmental Protection Law of the PRC*, the *Law on the Prevention and Control of Atmospheric Pollution*, the *Law on the Prevention and Control of Water Pollution*, the *Law on the Prevention and Control of Solid Waste Pollution of the PRC*, the *Energy Conservation Law of the PRC*, and the *Environmental Impact Assessment Law of the PRC*. During the reporting period, the Group did not record any issues breaching any laws and regulations.

Emissions

All properties under the management of the Group are strictly monitored by designated staff with the guidance of the environmental

環境表現

作為中國知名的物業管理服務提供者，本集團沒有對環境造成重大影響。本集團仍致力於將環境影響降至最低水平，並妥善解決所有相關問題。ISO14001-2015 環境管理體系（「EMS」）認證仍然有效，這有助於我們在日常運營中有效管理和控制所有環境事項。

另一方面，本集團已確保所有業務均符合所有相關國家和地方法律法規，以及其他相關行業標準，例如《中華人民共和國環境保護法》、《大氣污染防治法》、《水污染防治法》、《中華人民共和國固體廢物污染環境防治法》、《中華人民共和國節約能源法》和《中華人民共和國環境影響評價法》。報告期內，本集團未發現任何違反法律法規的問題。

排放物

本集團的所有在管物業均由指定人員，嚴格按環境管理服務守則嚴格監控。氣

management service. The major source of gaseous emission is the indirect emission from the use of electricity for building and equipment daily operation, as well as the greenhouse gas (“GHG”) generated from boiler fuel. The Group targets to reduce the overall greenhouse gas emission and waste generation gradually in coming years as the Group has kept exploring innovative measures to reduce the emission profile in every operation. For example, the Group has provided intelligent service platform which could provide the valuable insight to the analysts and further improve the efficiency of the Group’s service. The Group is confident to achieve the targets in coming years.

For waste, the Group does not generate material hazardous waste but several types of non-hazardous waste, such as general refuse and construction waste. All hazardous waste, mainly toner cartridges, are securely stored in designated area and collected by certified waste collectors to process the waste properly. On the other hand, we established “Waste Classification Guide” (垃圾分類指導書) and regularly promote such knowledge to the tenants by having campaigns to reduce the generation of non-hazardous waste. The non-hazardous waste will be collected by verified garbage collection service providers and transport them to designated refuse area in the region.

體排放的主要來源是建築物和設備日常運行中使用電力產生的間接排放，以及鍋爐燃料產生的溫室氣體（「GHG」）。本集團一直在探索創新措施，以減少每項業務的排放狀況，目標是在未來幾年逐步減少整體溫室氣體排放和廢物產生。例如，本集團提供了智慧服務平台，可以為分析提供有價值的見解並進一步提高本集團服務的效率。本集團有信心在未來幾年實現這些目標。

就廢物而言，本集團並不產生重大有害廢物，但產生幾種無害廢物，如一般垃圾、建築廢物。所有有害廢物，主要是碳粉盒，均安全地存放在指定區域，並由認可的廢物收集者收集，以妥善處理。另一方面，我們制定了《垃圾分類指導書》，並且通過開展活動來定期向住戶推廣這方面的知識，以減少無害廢物的產生。無害廢物將由經過驗證的垃圾收集服務提供者收集，並運至區域內指定的垃圾區。

At the same time, we also ensure the disposal of waste from our managed properties have strictly complied with *the Law of the PRC on Solid Waste Pollution Prevention and Control, Regulations on the Administration of Hazardous Waste Transfers, National Hazardous Waste List* and other related laws and regulations.

同時我們確保我們管理的物業的廢物處置已嚴格遵守《中華人民共和國固體廢物污染環境防治法》、《危險廢物轉移管理辦法》、《國家危險廢物名錄》和其他相關法律法規。

As our business is concentrated in the office and the emission measures mentioned above are difficult to measure, we have not been able to quantify the effectiveness of emission.

由於我們的業務集中在辦公室，並且上述排放措施難以衡量，因此我們無法量化排放控制措施的成效。

Major Gas Emission Indicators

主要氣體排放指標

Direct Emissions 直接排放	Unit 單位	Emission in 2021 二零二一年排放量
Carbon Dioxide (CO ₂) 二氧化碳(CO ₂)	Tonnes 噸	658.2
Methane (CH ₄) 甲烷(CH ₄)	Tonnes 噸	0.0118
Nitrous Oxide (N ₂ O) 一氧化二氮(N ₂ O)	Tonnes 噸	0.0017
Nitrogen Oxides (NO _x) 氧化氮(NO _x)	Tonnes 噸	5.6
Sulphur Oxides (SO _x) 硫氧化物(SO _x)	Tonnes 噸	0.01

Particulate Matter (PM) 懸浮粒子(PM)	Tonnes 噸	0.4
Total Greenhouse Gas (GHG) Emissions 溫室氣體總排放量	Unit 單位	Emission in 2021 二零二一年排放量
Direct emission from combustion 燃燒直接排放	t-CO ₂ eq. 二氧化碳當量	657.8
Direct emission from vehicles 車輛直接排放	t-CO ₂ eq. 二氧化碳當量	1.2
Indirect emission from electricity consumption 用電間接排放	t-CO ₂ eq. 二氧化碳當量	6,851.4
Emission from flights 航空排放	t-CO ₂ eq. 二氧化碳當量	554.0
Emission Intensity (per employee) 排放密度(每位僱員)	Unit 單位	Emission in 2021 二零二一年排放量
Direct emission from combustion 燃燒直接排放	t-CO ₂ eq. 二氧化碳當量	0.8
Direct emission from vehicles 車輛直接排放	t-CO ₂ eq. 二氧化碳當量	0.002
Indirect emission from electricity consumption 用電間接排放	t-CO ₂ eq. 二氧化碳當量	8.7
Emission from flights 航空排放	t-CO ₂ eq. 二氧化碳當量	0.7

Major Waste Generation Indicators**主要廢物產生指標**

Waste Types 廢物種類	Unit 單位	Consumption in 2021 二零二一年消耗量
Non-Hazardous Waste 無害廢物	Tonnes 噸	445
Hazardous Waste 有害廢物	Tonnes 噸	0.08
Waste Intensity (per employee) 廢物密度(每位僱員)	Unit 單位	Consumption in 2021 二零二一年消耗量
Non-Hazardous Waste 無害廢物	Tonnes 噸	0.0001
Hazardous Waste 有害廢物	Tonnes 噸	0.6

Water Discharge

The Group is clearly aware that reducing water consumption is the major solution to reduce the discharge of wastewater. Therefore, the Group has introduced several water saving measures, which would further detail in the paragraph headed “Use of Resources” below, to control the use of water of all managed properties. Nevertheless, the Group has strictly complied with the *Water Pollution Control Law of the PRC, the Discharge Standard of Pollutants for Municipal Wastewater Treatment Plant* and other related laws and regulations.

The Group closely monitors the sewage discharge of all managed properties to ensure the sewage water transferring to local sewage treatment plants via government sewage system. The water usage data management system assists the Group to spot any potential leakage incidents.

Use of Resource

The Group has paid tremendous efforts in managing the use of resources over the years. Energy efficiency and water usage are the two major topics the Group strives to improve.

In order to achieve resource efficiency, the Group has adopted the following measures:

排水量

本集團清楚地認識到，減少用水量是減少污水排放的主要解決辦法。因此，本集團推出了多項節水措施，以控制所有在管項目的用水，更多的細節將於下文「資源利用」一段中進一步詳述。此外，本集團嚴格遵守《中華人民共和國水污染防治法》、《城鎮污水處理廠污染物排放標準》等相關法律法規。

本集團密切監控所有管理物業的污水排放，確保污水通過政府污水系統輸送至當地污水處理廠。用水資料管理系統協助本集團發現任何潛在的洩漏事件。

資源利用

多年來，本集團在管理資源利用方面付出了巨大的努力。能源效益和水的使用是本集團努力改進的兩大主題。

本集團採取了以下措施，以提高資源效益：

- Issued “Energy Efficiency Guide” to provide guidance to property management office in every managed property on implementing energy-saving measures;
- Installed energy-saving lighting system in basement carparks;
- Adopted progressive pricing scheme for water usage to avoid abusive use of water;
- Signed landscape service contract with related parties with water usage limit clause;
- Conducted regular checks and maintenance on all drainage system to ensure no leakage issues;
- Recorded the usage of water and electricity monthly by installing water and electricity meters to ensure no irregularities;
- Adopted biological control and drug purification to reduce the changing frequency of water bodies, which could save more 50% of original water usage.
- 發佈《能源效益指南》，為每個在管項目的物業管理辦公室提供實施節能措施的指南；
- 地下室停車場安裝了節能照明系統；
- 對用水採取漸進式定價方案，避免濫用水；
- 與關聯方簽訂了園林服務合同，並有用水限制條款；
- 對所有排水系統進行定期檢查和維護，以確保沒有洩漏問題；
- 通過安裝水電表每月記錄一次水電使用情況，以確保沒有異常情況；
- 採用生物防治和藥物淨化，以減少水體變化頻率，可節省原用水量的50%以上。

The Group only consumes water from the supplies from municipal pipelines, no abnormalities in sourcing water were observed. Furthermore, as the major businesses of the Group are property management, no significant amount of packaging materials will be consumed under the Group's daily operations and hence, the Group did not record any packaging materials during the reporting period.

As mentioned in the paragraph headed "Emissions", the Group has adopted smart intelligent service to monitor the usage of resource from the users and the Group has the ability to further improve the usage efficiency of different kinds of resources in the future. In coming years, the Group is targeted to improve all kinds of resource usage efficiency, including energy and water usage.

本集團只使用由供應商經市政管道供應的水，未發現求取水源有異常。此外，由於本集團的主要業務為物業管理，本集團日常經營不會消耗大量包裝材料，因此本集團在報告期內沒有記錄任何包裝材料。

如「排放」一段所述，本集團已採用智慧服務監控使用者對資源的使用情況，本集團未來有能力進一步提高各類資源的使用效率。未來幾年，本集團的目標是提高各種資源的使用效率，包括能源和水資源的使用。

Major indicators for resource consumption

資源消耗的主要指標

Resource Consumption 資源消耗	Unit 單位	Consumption in 2021 二零二一年消耗量
Electricity 電力	Kilowatt Per Hour 千瓦時	11,230
Gasoline 汽油	Litre 升	450
Diesel 柴油	Litre 升	1,290

Natural Gas 天然氣	Thousand Cubic Meter 千立方米	312.8
Water 水	Tonnes 噸	11,570
Resource Consumption Intensity (per employee) 資源消耗密度(每位僱員)	Unit 單位	Consumption in 2021 二零二一年消耗量
Electricity 電力	Kilowatt Per Hour 千瓦時	14.18
Gasoline 汽油	Litre 升	73.86
Diesel 柴油	Litre 升	1.31
Natural Gas 天然氣	Thousand Cubic Meter 千立方米	312.8
Water 水	Tonnes 噸	14.6

The Environment and Natural Resources

All related environment risks have been under consideration during all business stages by the Group. The Group has planted 1,020 trees with height over 5m in 2021, which could offset more than 2.3 tonnes of carbon dioxide in the atmosphere annually. Due to the business nature of the Group, the operation of the Group only causes minimal impact on the environment and natural resources.

Climate Change

Climate change may bring unprecedented impact to the society, including our business operations. The Group is highly aware of the climate-related risks and strives to reduce the exposure to these risks.

Over the past year, the Group has identified extended rainy periods and extreme winter season are the most material climate events that may impact the business operation. Such extreme weather incidents may cause unsafe working condition for our staff. To protect the frontline workers, the Group has provided adequate protective equipment to the workers.

During 2021, there was no material climate-related incident identified that may seriously impact our business operation. The Group plans to put more resources, including setting formal policy, to monitor the industry and national policy development

環境與自然資源

本集團在所有業務階段均已考慮所有相關環境風險。本集團在二零二一年種植了 1,020 棵高度超過 5 米的樹木，每年可抵銷大氣中 2.3 噸以上的二氧化碳。基於本集團的業務性質，本集團的運作對環境與自然資源只會造成很小的影響。

氣候變化

氣候變化可能對社會帶來前所未有的影響，包括對我們的商業運作。本集團高度意識到與氣候相關的風險，並努力減少暴露於這些風險中。

在過去一年中，本集團已確定延長的雨季和極端冬季，是可能影響業務運營的最重要氣候事件。此類極端天氣事件可能會給我們的員工造成不安全的工作條件。為了保護前線工人，本集團為工人提供了足夠的防護設備。

於二零二一年期間，未發現可能嚴重影響我們業務運營的重大氣候相關事件。本集團計畫在未來幾年投入更多資源，包括制定正式政策，來監測和有關氣候變化的行業及國家政策發

regarding to climate change in coming years.

展。

Social Performance

社會表現

Employment

僱傭

Ye Xing has complied with all laws and regulations, such as the *Labour Law of the PRC*, the *Labour Contract Law of the PRC*, the *Employment Promotion Law of the PRC*, the *Labour Dispute Mediation and Arbitration Law of the PRC*, the *Regulation on the Paid Annual Leave of Employees* and other relevant national labour laws and regulations, to protect our employees. No non-compliance issues related to employment laws and regulations were observed during the reporting period.

燁星已遵守了全部法律法規，例如《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《中華人民共和國就業促進法》、《中華人民共和國勞動爭議調解仲裁法》及《職工帶薪年休假條例》以及其他國家相關勞動法律法規，以此保護我們的員工。於報告期內，未發現與僱傭法律法規有關的違規問題。

In 2021, the Group has employed over 700 people who are all full-time and Chinese employees. In order to meet the statutory requirements, the Human Resources Department has formulated “Employment Management Handbook” (《招聘管理手冊》), “Remuneration and Welfare Management Regulations” (《薪酬福利管理規定》), “Attendance Management Regulations” (《考勤管理規定》) and “Code of Business Conduct” (《商業行為準則》). As stated in the policies documents, all employees are treated equally in a completely open, fair and discrimination-free environment. All policies will be regularly reviewed and updated by the Group in order to provide the best protection to the

本集團於二零二一年僱用了超過 700 人，全部均為全職及中國籍員工。為符合法定要求，人力資源部制定了《招聘管理手冊》、《薪酬福利管理規定》、《考勤管理規定》和《商業行為準則》。如政策文件中所述，所有員工都應在完全開放，公平和無歧視的環境下得到平等對待。本集團將定期檢討及更新所有政策，以為僱員提供最佳保護，同時也可提高其對本集團的忠誠度。招聘政策中概述了所有招聘流程，並遵循「公開招聘」、「平等競爭」、「不超員」和「將合

employees, which could also enhance their loyalty to the Group as well. All hiring processes are outlined in the recruitment policy with principles of “open recruitment”, “equal competition”, “not overstaffing” and “allocating the right position to the right person” to be in line with the business strategy development of the Group. We usually recruit talents from various platform, such as posting job advertisement online, internal referral, and campus recruitment, in order to source the most suitable candidates for the Group. The Group strives to prevent employment discrimination on the grounds of nationality, age, ethnicity, race, religion, gender, marital status, pregnancy, sexual orientation, or political stance and all applicants are qualified for application and selection.

The Group has also set up a comprehensive performance and promotion system to provide a transparent and fair platform to our employees to advance their career in Ye Xing. We are based on the annual performance appraisals to evaluate the employees’ capability. Besides, according to their suitability and contribution, the Group will provide a fair promotion in salary and position as a reward for the outstanding employees.

Nonetheless, all employees are entitled to the Group’s benefits, including paid leaves, marriage leaves and maternity leaves which are strictly complied with the national standard.

適的職位分配給合適的人」的原則，以符合本集團業務戰略的發展。我們通常從各種平台招聘人才，例如線上發佈招聘廣告，內部推薦和校園招聘，以尋找最適合本集團的候選人。本集團努力防止基於國籍，年齡，種族，血統、宗教，性別，婚姻狀況，懷孕，性取向或政治立場的就業歧視，所有申請者都有資格申請和選擇。

本集團亦建立了一套完善的績效和晉升制度，為我們的員工提供了一個透明，公平的平台，以促進他們在燁星的事業。我們基於年度績效評估來評估員工的能力。並且，根據他們的適合性和貢獻，本集團將在薪酬和職位上給予公平的晉升，以獎勵優秀員工。

此外，所有員工均有權享受本集團的福利，包括嚴格遵守國家標準的帶薪假，結婚假和產假。

Major indicators for employment in 2021**二零二一年僱傭主要指標**

	Number of Employees 員工人數	Employee turnover rate 員工流失比率
<i>By gender</i> 按性別		
<i>Male</i> 男性	406	57.5%
<i>Female</i> 女性	386	46.6%
<i>By Age Group</i> 按年齡組別		
<i>Aged 30 or below</i> 30 歲或以下	187	65.4%
<i>Aged 31-40</i> 31 歲 - 40 歲	396	47.7%
<i>Aged 41-50</i> 41 歲 - 50 歲	145	47.3%
<i>Aged 51 or above</i> 51 歲或以上	64	39.6%
<i>Overall</i> 整體	792	52.8%

Health and Safety

Ye Xing strives to comply with all the laws and regulations relevant to workplace health and safety, in particular the *Labour Law of the PRC*, the *Fire Prevention Law of the PRC*, the *Prevention and Control of Occupational Diseases of the PRC* and the *Regulations on Work-related Injury Insurances*, as well as to implement the management system of occupational health and safety.

The Group has obtained GB/T28001:2017 occupational health and safety management system (“OHSMS”) to effectively control the workers’ health and safety risks within the workplace. The Group stipulated “Environmental and Occupational Health and Safety Operation Control Procedures” (《環境和職業健康安全與操作控制程序》) to provide standard operating procedures, such as handling of emergency incidents. The environment, health and safety (“EHS”) unit performs regular self-review for all workplace injuries and accidents, to evaluate the effectiveness of current measures, as well as to handle employees’ work injuries. For the OHSMS, the Group will periodically review and conduct safety inspections to improve the workplace environment and ensure the wellbeing of employees continuously. During the reporting period, the Group was not aware

健康和 safety

燁星致力於遵守與工作場所健康和 safety 有關的所有法律法規，特別是《中華人民共和國勞動法》、《中華人民共和國消防法》、《中華人民共和國職業病防治法》、《工傷保險條例》，以及實施職業健康安全管理體系。

本集團已取得 GB / T28001: 2017 職業健康安全管理體系（「OHSMS」）認證，以有效控制工人在工作場所的健康和 safety 風險。本集團規定了《環境和職業健康與 safety 操作控制程序》，以提供標準操作程序，例如處理緊急事件。環境，健康與 safety（「EHS」）部門會對所有工作場所的傷害和事故進行定期的自我審查，以評估當前措施的有效性以及處理員工的工傷情況。對於 OHSMS，本集團將定期審查並進行 safety 檢查，以改善工作場所環境並確保員工的持續健康。於報告期內，本集團未發現可能對本集團提供 safety 的工作環境產生重大影響的不合規問題。

of any non-compliance issues regarding the relevant laws and regulations, which may significantly impact the Group to provide a safe working environment.

The Group has also provided regular training programs to the staff which could greatly improve their health and safety awareness. If any serious safety incidents identified, the Group will immediately investigate the situation. The Group has a clear outline of emergency response, responsibilities, and remediation plans to minimize the work-related risk of the workplace.

In 2021, the Group had lost 240 days due to work injury and no fatal incidents were recorded during the past three years.

Development and Training

Ye Xing has put a great effort on development training to provide the best training resources to the employees and improve their capability. We firmly believe such measure could help create a healthy workplace, high quality of employees, as well as better loyalty of our employees.

In order to standardize and promote a sustainable and systematic training of Ye Xing, as well as to create a healthy workplace and

本集團還為員工提供定期培訓，這將大大提高他們的健康和安全意識。如果發現任何嚴重安全事故，本集團將立即調查有關情況。本集團對應急回應、責任和補救計劃有明確的大綱，以最大限度地降低工作場所的工作相關風險。

於二零二一年，本集團因工傷損失的工作天數為 240 天，並且在過去三年沒有任何致命的意外發生。

發展與培訓

燁星大力發展培訓，為員工提供最好的培訓資源，提高了他們的能力。我們堅信，這樣的措施可以幫助創造一個健康的工作場所、高素質的員工以及更好的員工忠誠度。

為規範和促進燁星的可持續性和系統性培訓，以及建立健康的工作場所並提高員工

enhance the quality of employees, the Group has formulated its training management system to improve overall performance, accelerate business development and realize the Group's business goals. The Group has developed a professional education and learning application which includes the topics of customer service, engineering, environment, safety, as well as quality management for all new and current employees with different seniority to improve their job skills. Currently, there are more than 800 courses available on the application. In addition, the Group has formulated "Hong Kun Property Online Learning Platform Management Rules" (《鴻坤物業線上學習平台管理辦法》) to maintain the quality of all educational contents on the platform.

Furthermore, the Group utilizes the platform to provide induction and on-job training to the new and existing employees respectively. For new employees and management trainees, they will receive a two-day induction training. For project managers, they will receive two to five days training. Training contents are specifically assigned according to their job roles.

素質，本集團已制定其培訓管理系統以改善整體績效，加快業務發展並實現本集團的業務目標。本集團已開發出一套專業的教育和學習應用程式，其中包括針對所有不同資歷的新老員工的客戶服務、工程、環境、安全以及品質管理等主題，以提高他們的工作技能。目前，該應用程式上提供了超過 800 個課程。此外，本集團還制定了《鴻坤物業線上學習平台管理辦法》，以保持平台上所有教育內容的品質。

此外，本集團利用該平台分別為新員工和現有員工提供上崗培訓和在職培訓。對於新員工和管理培訓生，他們將接受為期兩天的入門培訓。對於專案經理，他們將接受為期兩到五天的培訓。培訓內容根據其工作角色專門分配。

Major indicators for development and training**發展與培訓的主要指標**

Training 培訓	Percentage of employees trained (%) 已培訓員工比例(%)	Average training hours (hours/employee) 平均培訓小時(小時/員工)
	2021 二零二一年	2021 二零二一年
By employment category 按員工分類		
Senior Management 高級管理層	35.3%	27.2
Middle Management 中級管理層	62.4%	127.3
General staff 一般員工	47.9%	52.0
By gender 按性別		
Male 男性	56.3%	85.1
Female 女性	45.7%	48.9

Note: General staff refers to department staff

附註：一般員工指的是部門員工

Labour Standards

Ye Xing strictly abides by the requirements of the *Labour Law of the PRC*, as well as the *Labour Contract Law of the PRC*, the *Provisions on Prohibition of Child Labour* and the *Law of the PRC on the Protection of Minors* and restricts the recruitment of child labour and forced labour. Identities of all job applicants must be checked by the Human Resources Department staff to ensure no non-compliance issues. We check the identification documents of the job seekers during the recruitment to make sure that they have reached the minimum employment age prescribed by laws. We prohibit any form of forced labor and uphold the human rights and labor rights of employees. All related procedures during hiring are all outlined in “Employment Management Handbook”. Strict actions will be taken, such as contract termination, when any false information of the employees is discovered.

All staff in human resources department received relevant training to help them identify any child labour. The staff will also verify the identity of the candidates before making the finalized decision of employment. The Group is highly aware that child labour and forced labour are strictly prohibited and cannot be tolerated.

No non-compliance issues with relevant laws and regulations relating to child and forced labour

勞工準則

燁星嚴格遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《禁止使用童工規定》和《中華人民共和國未成年人保護法》的規定，並限制招收童工和強制勞工。人力資源部員工必須檢查所有求職者的身份，以確保不存在違規問題。我們在招聘過程中核對求職者的身份證明文件，確保他們已達到法律規定的最低就業年齡。我們禁止任何形式的強制勞工，維護員工的人權和勞動權利。招聘過程中的所有相關程序都在《招聘管理手冊》中概述。一旦發現員工的任何虛假資訊，將採取嚴厲措施，如終止合同。

人力資源部的所有員工都接受了相關培訓，以幫助他們識別童工。在做出最終的僱傭決定之前，員工還將核實應聘者的身份。本集團高度認識到，童工和強制勞動是嚴格禁止及不能容忍的。

在報告期內，本集團未發現與童工和強制勞工有關的法律法規的違規問題。

were discovered by the Group during the reporting period.

Supply Chain Management

The Group has built a long-term business partnership with its service suppliers, such as sanitary, gardening, intelligence, electrical and mechanical maintenance and fire safety. In order to effectively manage our suppliers, we have formulated “Tendering and Procurement Management Regulations” (《物業公司招標採購管理規定》) to standardize the tendering procedures. Suppliers have to be passed in several criteria, such as track record, related certification, service quality, price, before enlisted in “Qualified Supplier List”. We will annually review and evaluate the suppliers’ performance. Any suppliers with unsatisfactory performance will be put into the “Watchlist” and we will perform more frequent inspection during their service period to further determine the business relationship. During the reporting period, Group has selected more than 500 suppliers under the abovementioned tendering procedures.

On the other hand, we have introduced environment, social and governance requirement for selecting suppliers. Suppliers are required to provide ESG or EHS related evidences during the selection processes. Suppliers with well-implemented environmental management

供應鏈管理

本集團已與其服務供應商建立了長期業務合作夥伴關係，例如衛生、園藝、智能、機電維護和消防安全。為了有效管理供應商，我們制定了《物業公司招標採購管理規定》，以規範招標程序。在列入「合格供應商清單」之前，供應商必須先通過多個標準（例如，業績記錄，相關認證，服務品質，價格）。我們將每年審查和評估供應商的表現。任何表現不佳的供應商都將被列入「觀察名單」，並且我們將在服務期內對其進行更頻繁的檢查，以進一步決定業務關係。於報告期間，本集團經上述招標程序選擇了超過 500 間供應商。

另一方面，我們引入了選擇供應商的環境、社會和治理要求。供應商需要在選擇過程中提供 ESG 或 EHS 相關證據。本集團優先選擇環境管理體系實施良好的供應商。為確保供應商的 ESG 績效得到

system are highly preferred by the Group. To ensure the suppliers' ESG performance are well maintained, the Group will review their ESG performance once every two years. The Group identifies the environmental and social risks along the supply chain by conducting analysis on shortlisted suppliers. The Group will keep track on the data to ensure all suppliers are well aware of all the related risks.

良好維護，本集團將每兩年對其 ESG 績效進行一次審查。本集團通過對候選供應商進行分析，以識別供應鏈中的環境及社會風險。本集團會對有關數據進行追蹤，並確保所有供應商對有關的風險有清晰的了解。

Number of suppliers by region in China 中國各地區的供應商數量	
Northeast China 東北	0
Northern China 華北	364
Eastern China 華東	55
Southern China 華南	57
Central China 華中	27
Southwest China 西南	0
Northwest China 西北	0

Product Responsibility

In order to provide the best property management service to our clients, the Group has dedicated to investing extensive resources on strict quality control and technologies. We have obtained ISO9001:2001 Quality Control Management System to ensure our service quality can be maintained in a daily basis. We firmly believe the high standard of quality control could greatly enhance the overall customer service experience. The development and training provided for the employees could minimize all risk during daily operation. On the other hand, the Group has developed several automated system and mobile applications, such as Hongkunjui (鴻坤薈) to facilitate the service efficiency.

With the implemented online technologies, we are highly aware of the information security of our customers. The Group has issued “Customer File Management Operation Guide” to strictly manage the handling procedures of all customers’ sensitive data. All of our systems have installed anti-virus software with regular updates. Several policies, such as regular system check, password policy, user authorization and approval have been implemented to safeguard user’s data. Designated staff will ensure the collection and storage of all data are complied with the internal policies and applicable laws and regulations.

產品責任

為了向客戶提供最佳的物業管理服務，本集團致力於在嚴格的品質控制和技術上投入大量資源。我們已經獲得 ISO9001: 2001 品質控制管理體系認證，以確保我們的服務品質能保持在日常狀態。我們堅信，高標準的品質控制可以大大改善整體客戶服務體驗。為員工提供的發展和培訓可以將日常操作中的所有風險降至最低。另一方面，本集團已開發了多個自動化系統和移動應用程式，例如鴻坤薈以提高服務效益。

借助已實施的線上技術，我們高度重視客戶的資訊安全。本集團發佈了《客戶檔案管理操作指南》，嚴格管理所有客戶敏感數據的處理程序。我們所有的系統都安裝了定期更新的防病毒軟體。為了保護用戶數據，本集團已實施了一些策略，例如常規系統檢查、密碼策略、用戶授權和批准。指定的人員將確保所有數據的收集和存儲均符合內部政策和適用的法律法規。

Ye Xing values its intellectual property rights and the brands as they are the crucial part of the overall business development of the Group. Therefore, the Group complies with the *Patent Law of the PRC and the Implementation Rules of the Patent Law of the PRC* to formulate its own corporate patent management measures.

The Group formulated “Intellectual Property Maintenance and Protection Management Standards” to systemically manage our intellectual property rights. All employees are required to sign undertaking and confidentiality agreement to ensure not to disclose any sensitive information to third-parties without approval. Furthermore, compliance and copyright trainings have been provided to employees regularly to enhance their awareness of such topics.

In terms of advertising, being one of the leading property management service providers in the PRC, the Group duly manages its brand and marketing strategies in order to comply with the related national law and regulations, such as the *Advertising Law of the PRC*. The Group has a designated unit to handle all advertising materials, and it would ensure all advertising material are in line with the Group’s philosophy prior to publication. During the reporting period, no complaints were received regarding our products and services.

燁星重視知識產權和品牌，視它們是本集團整體業務發展的關鍵部分。因此，本集團遵守《中華人民共和國專利法》和《中華人民共和國專利法實施細則》，制定了自己的企業專利管理辦法。

本集團制定了《知識產權維護與保護管理標準》，以系統地管理我們的知識產權。所有員工都必須簽署承諾和保密協議，以確保未經批准不得將任何敏感資訊透露給第三方。此外，本集團定期向員工提供合規和版權培訓，以提高他們對此類主題的認識。

在廣告方面，作為中國領先的物業管理服務提供商之一，本集團妥善管理其品牌和行銷策略，以遵守相關的國家法律法規，例如《中華人民共和國廣告法》。本集團設有指定單位處理所有廣告材料，並且確保所有廣告材料的出版都符合本集團的理念。於報告期內，我們並未收到對我們的產品和服務的投訴。

Anti-Corruption

Ye Xing does not tolerate any unethical behavior, upholds the highest level of ethical standard, advocates integrity and honesty as the core values and strictly complies with the *Criminal Procedure Law of the PRC*. The Group has formulated the Anti-corruption and anti-bribery management system, the anti-fraud and anti-money laundering internal control system to prevent corruption, and does not tolerate any non-compliance issues with relevant laws and regulations that may significantly impact the Group relating to bribery, extortion, fraud and money laundering.

The audit and supervision department will oversee the overall business and conduct disciplinary inspection, including raw material procurement, facilities engineering, business sales, quality supervision. All personnel are required to follow the rules on integrity and self-regulation as stipulated in the "Employment Handbook". All the responsibilities and authorities of internal institutions and personnel are monitored and recorded in order to track all the rectification process of the Group's internal control measures. Anti-corruption training is provided to all level of staff, including directors, which includes the basic concept of anti-corruption, introduction of Company's anti-corruption policy and implementation.

During the reporting period, no cases of corruption,

反貪污

燁星不容忍任何不道德行為，堅持最高道德標準，以誠信和誠實為核心價值觀，嚴格遵守《中華人民共和國刑事訴訟法》。本集團制定了反貪污和反賄賂管理制度，反欺詐和反洗錢內部控制制度，以防止腐敗，不容忍任何與賄賂、勒索、欺詐和洗黑錢有關、並可能嚴重影響本集團的不合規問題。

審計監督部門將監督整體業務並進行紀律檢查，包括原材料採購、設施工程、業務銷售、品質監督。所有人員都必須遵守《員工手冊》中規定的廉正和自律規則。內部機構和人員的所有職責和許可權均受到監控和記錄，以跟蹤本集團內部控制措施的所有整改過程。本集團為包括董事在內的各級員工提供反腐敗培訓，包括反腐敗的基本概念、本公司反腐敗政策的介紹和實施。

在報告期內，本集團並未發現任何貪

extortion, bribery, fraud and money laundering were observed by the Group.

Community Involvement

Over the year, the Group has actively involved in community service in our surrounding area, such as encouraging our employees to participate in different community activities, including education, labours and culture. As the Group firmly believes, as a part of the community, considering the interests of the community and building a harmonious relationship with community stakeholders is a crucial responsibility while developing the Group's business. The Group aims to provide the resources contributed to the focus areas in the next report.

污、勒索、賄賂、欺詐和洗黑錢的案件。

社區參與

過去一年，本集團積極參與周邊地區的社區服務，例如鼓勵員工參加各種社區活動，包括教育、工人及文化。正如本集團堅信，作為社區的一部分，在發展本集團業務時，考慮社區的利益並與社區利益相關者建立和諧的關係是一項至關重要的責任。本集團目標在下年度的報告提供為重點領域貢獻資源的有關數據。

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燁星集團控股有限公司
YE XING GROUP HOLDINGS LIMITED