



**Radiance Holdings (Group) Company Limited**

**金輝控股(集團)有限公司**

*(Incorporated in the Cayman Islands with limited liability)*

**(Stock Code: 9993)**

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

**2021**



## OVERVIEW

Radiance Holdings (Group) Company Limited is pleased to present its Environmental, Social and Governance Report (this "Report"), to disclose the Group's vision, strategies and practices in the process of sustainable development, facilitate the improvement of the Group's sustainable development performance and enhance various stakeholders' understanding and confidence in the Group.

## ABOUT RADIANCE:

Radiance Holdings (Group) Company Limited (stock code: 9993.HK) is a reputable large property developer with national presence, regional focus and leading positions in select cities, and we focus on providing quality residential properties to first-time homebuyers and first-time upgraders. With over 25 years' experience, we have expanded our operations into eight regions with strong growth potential in China, namely, the Yangtze River Delta, the Bohai Economic Rim, Shenzhen/Huizhou, Southeastern China, Eastern China, Central China, Southwestern China and Northwestern China.

We have expanded our residential property development business into different cities across the PRC and further established four branded series: the New Block series (優步系), the Elite's Mansion series (雲著系), the King's Garden series (銘著系) and the Metropolitan series (大城系). In 2021, we launched the "Jinhui Yanxuan 3.0" product IP, which covers the overall improvement of indoor and outdoor space, software and hardware services, thereby upgraded the product quality and appearance in all aspects.

In terms of comprehensive strengths, we were ranked as one of "China's Top 50 Real Estate Developers" (「中國房地產企業綜合前50強」) by the China Real Estate Association (中國房地產協會) and the China Real Estate Appraisal Center of Shanghai E-house China Research Institute (上海易居房地產研究院) for eight consecutive years since 2014 and the 37th among "2021 China's Top 50 Real Estate Developers" (「2021年中國房地產企業綜合前50強」), and were ranked as one of "China's Top 10 Real Estate Developers of Comprehensive Strength" (「中國房地產開發商綜合實力前十強」); we were ranked 34th among "2021 China's Top 100 Listed Real Estate Developers" (「2021年中國上市房地產企業百強」) and "Top 1 of Development Speed of Listed Companies" (「上市公司發展速度TOP1」).

## REPORTING PERIOD

The sustainable development measures of the Group set out in this Report covers the reporting period from 1 January 2021 to 31 December 2021 (the "Reporting Period"), which is consistent with the financial year of the Group's annual report for the year ended 31 December 2021.

## SCOPE OF THE REPORT

This Report covers Radiance Holdings (Group) Company Limited ("Radiance Holdings" or the "Company") and its subsidiaries (the "Group", "we" or "us"). Among which, the environmental and social key performance indicators disclosed in this Report cover the property development business.

## 概覽

金輝控股(集團)有限公司欣然提呈環境、社會及管治報告(「本報告」),披露本集團在可持續發展道路上的願景、策略及實踐,促進集團持續改善可持續發展表現,從而提升各方面持份者對本集團的了解與信心。

## 關於金輝:

金輝控股(集團)有限公司(股票代碼:9993.HK)是一家全國佈局、區域聚焦、城市領先且聲譽卓著的大型地產開發商,專注於為首次購房者及首次改善型購房者提供優質的住宅物業。憑借逾25年的經驗,我們已將業務擴展至中國八大經濟發展勢頭強勁的區域,包括長三角、環渤海、深惠、東南、華東、華中、西南及西北。

我們於中國各個城市擴大住宅物業開發業務,並進一步建立四大產品系列:優步系、雲著系、銘著系、大城系。2021年,我們推出「金輝顏選3.0」產品IP,涵蓋了室內外空間、軟硬件服務的整體提升,全面升級了產品品質與顏值。

按綜合實力計,我們自2014年起連續八年獲中國房地產協會及上海易居房地產研究院中國房地產測評中心評為「中國房地產企業綜合前50強」,在「2021年中國房地產企業綜合前50強」中位列37位,並為「中國房地產開發商綜合實力前十強」;「2021年中國上市房地產企業百強」中位列34位,並為「上市公司發展速度TOP1」。

## 報告期間

本報告列載二零二一年一月一日至二零二一年十二月三十一日止報告期間(「報告期內」)本集團的可持續發展措施,與本集團截至二零二一年十二月三十一日止年度的年報涵蓋的財政年度一致。

## 報告範圍

本報告覆蓋金輝控股(集團)有限公司(「金輝控股」或「本公司」)及其附屬公司(「本集團」或「我們」)。其中,本報告所披露的環境和社會關鍵績效指標覆蓋於物業開發業務。



## About this Report 關於本報告

### BASIS OF PREPARATION

This Report has been prepared in accordance with the Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) set out in Appendix 27 to the Rules Governing the Listing of Securities (the “Listing Rules”) on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”), and has complied with “mandatory disclosure requirements” in Part B of the ESG Reporting Guide and “comply or explain” provisions in Part C of the ESG Reporting Guide.

This Report has been organized based on the identified key stakeholders and ESG-related issues pursuant to which the Group has determined the scope hereof, collected relevant materials and data, prepared this Report based on the data, and reviewed the data in the report to ensure the completeness, substance, authenticity and balance of the content of this Report.

### SOURCES OF DATA

The information and data disclosed in this Report have been derived from the Group’s statistical reports and internal documents, and have been reviewed by relevant departments. The last section of this Report contains a complete content index for readers’ quick reference. The Group undertakes that there is no false record or misleading statement in this Report, and takes responsibility for its authenticity, accuracy and completeness.

### STATEMENT OF THE BOARD

This Report has been reviewed and approved for issue by the board of directors of the Company (the “Board”).

The Group understands that business activities are closely related to society, and therefore actively injects ESG elements into all levels of corporate operation and management, so as to consolidate and drive the sustainable development of the Group, and reduce the impact of our business on the environment. While dedicated to improving business performance and stable development, the Group pursues continuously optimization of the management of the project’s work environment quality, environmental protection, humanities and social responsibility, identifies the key issues of the Group through efforts to communicate with stakeholders, and strives to keep in line with the priorities in global sustainable development.

The Board will ensure the effectiveness of the environmental, social and governance mechanism together, and is responsible for preparing this Report. The Group has established various policies to manage and monitor the environmental and social-related operational risks. The Report indicates the managerial policies, relevant data and the implemented and monitoring measures of various fields of sustainable development.

The Board will regularly review the improvement and performances in respect of the aspects of environmental, social and governance, so as to cater to the expectation of stakeholders.

### 編製依據

本報告編製遵循香港聯合交易所有限公司（「聯交所」）《證券上市規則》（「上市規則」）附錄二十七所載的《環境、社會及管治報告指引》（「環境、社會及管治報告指引」）進行編製，並已遵守環境、社會及管治報告指引B部分之「強制披露規定」及環境、社會及管治報告指引C部分「不遵守就解釋」條文。

本報告按照已識別的重要的持份者及ESG相關議題並進行排列、決定本報告的範圍、收集相關材料和數據、根據資料編製報告和對本報告中的資料進行檢視等步驟，以確保本報告內容的完整性、實質性、真實性和平衡性。

### 資料來源

本報告披露的資訊和數據來源於本集團統計報告和內部文件，並通過相關部門審核。本報告的最後一章有完整的內容索引，以便讀者快速查詢。本集團承諾本報告不存在任何虛假記載或誤導性陳述，並對內容真實性、準確性和完整性負責。

### 董事會聲明

本報告已獲得本公司董事會（「董事會」）的審閱及批准，予以發佈。

本集團理解商業活動與社會息息相關，因此積極將ESG要素注入企業營運管理的各個層面，鞏固並帶動本集團的可持續發展，減少業務對環境的影響。於致力提升業務表現和穩健發展同時，務求於項目的工作環境質素、環境保護、人文以及社會責任等範疇不斷優化管理，透過努力與持份者保持溝通，識別本集團的重大議題，努力與全球可持續發展的優次保持一致。

董事會亦共同確保環境、社會及管治機制的成效，並負責制定本報告。本集團已制定及實施多項政策以管理及監察環境及社會相關營運風險。本報告說明不同領域可持續發展管理方法的政策、相關數據及已落實和監督的措施。

董事會將定期檢討環境、社會及管治方面的進展及績效，以迎合持份者的期望。

## REPORT PREPARATION PROCESS

This Report is prepared by procedures such as working group, stakeholder interview, stakeholder questionnaire, information collection, framework determination, report preparation, report design, information review and review by departments and senior management.

## REPORTING LANGUAGE AND FORM OF ISSUE

This Report is available in Chinese and English, which are issued in electronic versions. You can visit the websites of the Group ([www.radiance.com.cn](http://www.radiance.com.cn)) or HKEXNews of the Stock Exchange ([www.hkexnews.hk](http://www.hkexnews.hk)) to obtain the electronic versions of this Report. In case of any inconsistency, the Chinese version prevails.

If you have any comments or suggestions concerning the environmental, social and governance performance of the Group, you are welcome to contact us via email at [irhk@radiance.com.cn](mailto:irhk@radiance.com.cn).

## 報告編製流程

本報告準備是經由工作小組、持份者訪談、持份者問卷調研、資料收集、框架確定、報告編寫、報告設計、信息覆核、部門與高層審核等步驟完成編製。

## 報告語言及發佈方式

本報告設有中文和英文兩個版本，並以電子形式發佈。您可訪問本集團官方網站[www.radiance.com.cn](http://www.radiance.com.cn)或聯交所披露易網站[www.hkexnews.hk](http://www.hkexnews.hk)索取本報告的電子文稿。中英文版本如有任何歧義，請參閱中文版。

如您對本集團的環境、社會及管治表現有任何意見或建議，歡迎電郵至[irhk@radiance.com.cn](mailto:irhk@radiance.com.cn)。

# Persist in Anti-Corruption and Zero Tolerance to Fraud 堅決反貪，貪腐零容忍

## CORPORATE GOVERNANCE

The Group recognizes the importance of incorporating elements of good corporate governance in the management structures and internal procedures so as to achieve effective accountability. In order to consistently strive to maintain a high standard of corporate governance to safeguard the interests of shareholders and increase the value of the Company, the Company has adopted the provisions listed in the Corporate Governance Code (the "Corporate Governance Code") set out in Appendix 14 to the Listing Rules Governing Securities in force from time to time, and has complied with the relevant provisions. The Company will regularly review its corporate governance practices for the compliance of the Corporate Governance Code. For more information on the corporate governance of the Group, please refer to the Corporate Governance Report section in the Company's 2021 Annual Report.

## ANTI-CORRUPTION

The Group has strictly complied with the Anti-Unfair Competition Law of the People's Republic of China (《中華人民共和國反不正當競爭法》) and the Interim Provisions on Prohibition of Commercial Bribery (《關於禁止商業賄賂行為的暫行規定》) and other laws and relevant regulations, established an internal audit department, formulated and implemented internal system documents such as the Internal Audit System of Radiance Group (Revision) (《金輝集團內部審計制度(修訂)》), the Integrity Agreement (《廉潔協議》), and the Regulations on Issuing Audit Opinions for Radiance Group's Internal Audit (《金輝集團內部審計出具審計意見的規定》), with reference to the Corporate Governance Code. The Group promotes the establishment and improvement of the internal control system, resolutely eliminates all corruption, and comprehensively builds an integrity system for the Group.

During the Reporting Period, the Group strictly complied with various laws and regulations. There was no legal case regarding corrupt practices brought against the Group or its employees, nor were there any fines, penalties or sanctions imposed on the Group or its employees.

## INTEGRITY SYSTEM

During the Reporting Period, in order to improve the mechanism and requirements of internal restraint, the Group revised the Internal Audit System of Radiance Group (《金輝集團內部審計制度》), mainly explaining the scope, procedures, and handling methods of internal audit work. Meanwhile, the Group has formulated a whistle-blowing mechanism and implemented the Administrative Measures for Complaints and Reports (《投訴舉報管理辦法》), including the establishment of public reporting channels such as websites, WeChat, telephone, email, letters, official accounts, etc. The Group has listed out the email address (jhsj@radiance.com.cn) and telephone number (+86 18073068889) for Complaints and whistle-blowing in the Integrity Agreement (《廉潔協議》) and the Tendering Document (《招標文件》), and has assigned special personnel to handle the Group's reporting information such as phone calls and emails, so that the complaint mechanism can handle all situations in an orderly manner. We require public posting and display in all units within the Group, so that employees can clearly receive relevant information, and create and maintain an honest and clean workplace atmosphere.

## 企業管治

本集團深明對實現有效問責，於管理架構及內部程序融入良好的企業管治元素極為重要。為了一貫致力保持高水準的企業管治，以維護股東利益及提高公司價值，本公司已應用香港聯合交易所有限公司不時生效的證券上市規則附錄十四所載的企業管治守則註(「企業管治守則」)所載的守則條文之原則並已遵守有關條文。本公司定期審閱其企業管治慣例，以確保遵守企業管治守則。有關更多本集團的企業管治資訊，參閱本公司2021年年報之企業管治報告章節。

## 反貪腐

本集團嚴格遵守《中華人民共和國反不正當競爭法》及《關於禁止商業賄賂行為的暫行規定》等法律及相關規定，設立內部審計部門，參照《企業管治常規守則》，作為制定並執行《金輝集團內部審計制度(修訂)》、《廉潔協議》、《金輝集團內部審計出具審計意見的規定》等內部制度文件的基礎。促進內部控制制度的建立與健全，堅決杜絕一切貪腐行為，全面性構建本集團廉政體系。

於報告期內，本集團嚴格遵守各項法律法規，概無針對本集團或其僱員而作出有關貪污行為的法律案件，或對本集團或其僱員作出任何罰款、處罰或制裁。

## 廉潔制度

報告期內，為完善內部約束的機制及要求，本集團對《金輝集團內部審計制度》進行修訂，主要解釋內部審計工作的範圍、程序、處理方式等。與此同時，本集團有制定舉報機制和實施《投訴舉報管理辦法》，包括設立公開的舉報管道如網站、微信、電話、郵件、信函、公眾號等方式，並於《廉潔協議》、《招標文件》等列出投訴舉報的郵箱(jhsj@radiance.com.cn)及電話(+86 18073068889)。並有指派專人負責處理集團的舉報資訊如電話、郵件等，使投訴機制能有條不紊地處理所有情況。並要求於集團內各單位公開擺放及展示，讓員工能清晰接收相關資訊，締造並維護崇廉尚實的職場工作氛圍。



## Persist in Anti-Corruption and Zero Tolerance to Fraud 堅決反貪，貪腐零容忍

The Group also promises to protect the personal information of complainants and whistle-blowers, and requires all employees to sign confidentiality agreements. According to the List of Grades for Audit Handling Opinions (《審計處理意見等級劃分列表》), the behavior of audit violations is described and grades are defined. In particular, leakage of case information externally will be regarded as the most serious grade of violation, and it is clearly prohibited to crack down or retaliate against the whistle-blowers and investigators. Meanwhile, the scope of operations is divided by region to reduce the chance of inquiring about complaints with each other.

### INTEGRITY CULTURE

In order to maintain and promote integrity and put an end to all kinds of improper behavior in external business, the Group requires the Group Management Center and various local companies to sign an Integrity Agreement (《廉潔協議》) with partners when signing all external business contracts. If it is impossible or not applicable to sign the agreement due to special reasons, such situation needs to be reported, approved, and recorded. During the Reporting Period, our directors and employees have also received anti-corruption training.

### ESG MANAGEMENT AND ESG WORKING MECHANISM

The Group understands that business activities are closely related to society, and therefore actively injects ESG elements into all levels of corporate operation and management, in order to consolidate and drive the sustainable development of the Group, and reduce the impact of business on the environment. While dedicated to improving business performance and stable development, the Group pursues continuously optimizing the management of the project's work environment quality, environmental protection, humanities and social responsibility, identifies the key issues of the Group through efforts to communicate with stakeholders, and strives to keep in line with the priorities in global sustainable development. The Group fulfils our commitment to sustainable development by constructing an ESG working mechanism.

### STAKEHOLDER ENGAGEMENT

The Group attaches great importance to communication with stakeholders. By identifying groups that have decision-making power, significant influence and close relationships over or with the Group, the Group establishes a daily communication mechanism to deeply understand the demands, opinions and suggestions of various stakeholders, in order to identify the sustainable development issues they are concerned about and take such issues into consideration during the Group's operational decision-making, so that the Group can gain insight into the related risks and promote its long-term sustainable development. Stakeholders are also prioritised in view of the Group's roles and duties, strategic plan and business initiatives.

本集團亦承諾對投訴舉報人的個人信息進行保護，要求全體員工簽訂保密協議。並根據《審計處理意見等級劃分列表》，對審計違規問題的行為進行描述及界定等級。其中對外洩露案件資訊行為，會被視為最嚴重等級處理，明確禁止打擊或報復舉報者及調查者。同時按區域劃分作業範圍，減低互相打聽舉報情況的機會。

### 廉潔文化

本集團為了於對外業務中亦保持及推崇清正廉潔，杜絕各種不正當的行為，要求集團管理中心及各地方公司在簽訂所有對外業務合同時，與合作方簽訂《廉潔協議》。若因特殊原因無法或不適用簽訂協議，需要呈報及審批，並記錄在案。於報告期內，我們的董事及員工亦接受反貪污培訓。

### ESG管理及ESG工作機制

本集團理解商業活動與社會息息相關，因此積極將ESG要素注入企業營運管理的各個層面，鞏固並帶動本集團的可持續發展，減少業務對環境的影響。於致力提升業務表現和穩健發展同時，務求於項目的工作環境質素、環境保護、人文以及社會責任等範疇不斷優化管理，透過努力與持份者保持溝通，識別本集團的重大議題，努力與全球可持續發展的優次保持一致。本集團通過構建ESG工作機制，履行我們對可持續發展的承諾。

### 持份者參與

本集團極度重視與持份者溝通，通過辨別對本集團具有決策權、有重要影響力及關係密切的群體，設立日常的溝通機制，深入剖識各持份者的訴求、意見和建議，以識別他們關注的可持續發展議題及納入本集團運營決策的考量，並藉此洞悉相關的風險，推動本集團的長遠可持續發展工作。本集團亦會因應其角色及職責、戰略規劃及業務計劃而將持份者按緩急輕重排序。

## Persist in Anti-Corruption and Zero Tolerance to Fraud 堅決反貪，貪腐零容忍

The following table sets out the ESG issues of concern to each category of stakeholders during the Reporting Period and our major communication methods.

下表列出於報告期內各持份者類別所關注的ESG議題與我們的主要溝通方式。

Category of stakeholders 持份者類別	Issues of concern 關注議題	Communication channels/feedback methods 溝通渠道／反饋方式
Employees 員工	Labour Standards 勞工準則 Employee health and safety 員工健康與安全 Employee training and promotion system 員工培訓與晉升體系 Employee care 員工關愛	Various employee activities 各類員工活動 Internal journals (Group and project press release) 內部刊物 (集團和項目新聞稿) Employee performance appraisal 員工績效考核
Shareholders/investors 股東／投資者	Anti-corruption control 反貪腐 Anti-unfair competition 反不正當競爭 Business development 業務發展 Economic performance 經濟績效	General meeting/extraordinary general meeting 股東大會／特別股東大會 Investors meeting 投資者見面會 Results press conference 業績發佈會 Announcement 公告 On-site investigation 現場調研
Governments and regulators 政府及監管機構	Operational compliance and risk management 合規營運風險管理 Support for the implementation of national policies 支持國家落實政策	On-site investigation 現場調研 Meetings 會談
Partners/suppliers 合作夥伴／供應商	Supplier management 供應商管理 Honesty and integrity 誠信廉潔	Supplier qualification review 供應商資質審核 Supplier exchange meetings 供應商交流大會
Customers/property owners 客戶／業主	Product quality and customer service 產品質量與客戶服務 Customer satisfaction and complaint handling 客戶滿意度及投訴處理 Protection of consumers' information security and privacy 保護消費者資訊安全及隱私	Customer satisfaction survey 客戶滿意度調查 Customer service hotline 客服專線 Official media platform 官方媒體平台
Public welfare organizations and community organizations 公益及社區組織	Community development 社區發展 Social welfare 社會公益	Press release/announcement 新聞稿／公告 Various public welfare undertakings 各類公益事業

## MATERIAL ESG ISSUES

During the Reporting Period, the Group has reviewed the materiality in accordance with the changes in operational environment, to identify the related fields which impacted the Group most. We have identified 5 material issues, namely “protection of sensitive and private information of customers”, “training and development of staff”, “quality and safety of project construction”, “biodiversity and green construction” and “customers’ opinions and complaints” respectively. The following list sets out the issues that key stakeholders believe are crucial to the Group.

Environmental protection and green operation 環境保護和綠色運營	<ul style="list-style-type: none"> <li>Legality and compliance of environmental protection</li> <li>Wastewater emissions</li> <li>Greenhouse gas emissions</li> <li>Treatment of hazardous and non-hazardous wastes</li> <li>Addressing the risks related to climate changes (such as typhoon and floods)</li> <li>Energy and water saving</li> <li>Exhaust gas emissions</li> <li>Education and promotion of environmental protection</li> <li>Use of natural resources (including energy and water)</li> <li>Assessment of environmental and social performance of suppliers</li> <li>Biodiversity and green construction</li> </ul>	<ul style="list-style-type: none"> <li>環保方面的合法合規性</li> <li>污水排放</li> <li>溫室氣體排放</li> <li>危險及無害廢物處理</li> <li>應對氣候變化相關的風險(如颱風、水災等)</li> <li>節約能源及用水</li> <li>廢氣排放</li> <li>環保教育及宣傳</li> <li>天然資源使用(包括能源及用水)</li> <li>供應商環境及社會表現評估</li> <li>生物多樣性及綠色建築</li> </ul>
Operation practices 營運常規	<ul style="list-style-type: none"> <li>Legality and compliance of operation practices</li> <li>Anti-corruption</li> <li>Disaster contingencies</li> </ul>	<ul style="list-style-type: none"> <li>營運慣例的合法合規性</li> <li>反舞弊腐敗</li> <li>災難應急預案</li> </ul>
Product and service responsibilities 產品與服務責任	<ul style="list-style-type: none"> <li>Quality and safety of project construction</li> <li>Trademark and patented technology</li> <li>Protection of sensitive and private information of customers</li> <li>Customers’ opinions and complaints</li> </ul>	<ul style="list-style-type: none"> <li>項目施工質量及安全</li> <li>商標及專利技術</li> <li>客戶敏感及隱私資訊保護</li> <li>客戶意見及投訴</li> </ul>
Workplace quality 工作環境質素	<ul style="list-style-type: none"> <li>Legality and compliance of employment</li> <li>Prevention of child labours and force labours</li> <li>Occupational health and safety of staff</li> <li>Diversified and equal employment</li> <li>Training and development of staff</li> <li>Remuneration package of staff</li> <li>Employment relationship and staff communication</li> <li>Staff welfare/recreational activities</li> </ul>	<ul style="list-style-type: none"> <li>僱傭方面的合法合規性</li> <li>防止童工及強制勞動</li> <li>職工職業安全及健康</li> <li>職工多元化及均等就業機會</li> <li>職工培訓及發展</li> <li>職工薪資待遇</li> <li>僱傭關係及員工溝通</li> <li>職工福利/康樂活動</li> </ul>
Community contribution 社區貢獻	<ul style="list-style-type: none"> <li>Charity donations</li> <li>Participating in charity activities</li> </ul>	<ul style="list-style-type: none"> <li>慈善捐贈</li> <li>參與公益活動</li> </ul>

## ESG重要性議題

報告期內，本集團跟據經營環境轉變而已審視重要性評估，以識別最影響本集團的相關領域。我們已識別5個重要的議題，分別是「客戶敏感及私隱資訊保護」、「職工培訓及發展」、「項目施工質量及安全」、「生物多樣性及綠色建築」、「客戶意見及投訴」。以下列表列明瞭主要持份者認為對本集團至關重要的議題。



## Persist in Anti-Corruption and Zero Tolerance to Fraud 堅決反貪，貪腐零容忍

### CORPORATE AWARDS

During the Reporting Period, the Group was granted a number of awards covering industries, brands, innovation, ESG, etc. Some of the awards are listed below:

### 企業榮譽

報告期內，本集團榮獲多個獎項，涵蓋行業、品牌、創新、ESG等，部份獎項詳列如下：

Awards 獎項	Awarding Organizer(s) 頒發機構
Ranked the 37th in the Overall Strength List of the Top 50 Property Developers 綜合實力榜單50強37位	China Real Estate Association, List of the Best 500 China Real Estate Developers by China Real Estate Appraisal Center 中國房地產業協會、中國房地產測評中心中國房地產500強榜單
Best 10 in terms of Comprehensive Development 綜合發展10強	China Real Estate Association, List of the Best 500 China Real Estate Developers by China Real Estate Appraisal Center 中國房地產業協會、中國房地產測評中心中國房地產500強榜單
Ranked the 34th among the Top 100 Listed Real Estate Companies in China 中國房地產上市公司百強34位	China Real Estate Association, Shanghai E-House 中國房地產業協會、上海易居
Top 1 of Development Speed among the Listed Real Estate Companies in China 中國房地產上市公司發展速度top1	China Real Estate Association, Shanghai E-House 中國房地產業協會、上海易居
Best Employer of Chinese Real Estate Enterprises 中國房地產企業最佳僱主	China Real Estate Association, Shanghai E-House 中國房地產業協會、上海易居
Top 37 of China's Top 100 Real Estate Enterprises in 2020 2020中國房地產百強企業37強	China Index Academy 中國指數研究院
Poverty Alleviation Benchmark Enterprise of Chinese Real Estate Industry for the Year 2019-2020 2019-2020年中國房地產年度扶貧標桿企業	China Index Academy 中國指數研究院
Best Practicing Enterprise in ESG Social Responsibility for the Year 2021 2021年度ESG最佳社會責任實踐企業	Finance.china.com.cn (中國網財經) 中國網財經
ESG Enterprise of the Year 2021 2021年度ESG卓越企業	Caijing.com.cn (財經網) 財經網
Pioneering Group on Poverty Alleviation of National Overseas Chinese Association System 全國僑聯繫統助力脫貧攻堅先進集體	All-China Federation of Returned Overseas Chinese 中國僑聯

## Prioritize Quality and Pursue Value 質量至上，追求價值

“Building properties with craftsmanship and making better homes (用心建好房，讓家更美好)” is the corporate mission of the Group, and the quality management and control of each process, from land acquisition, real estate planning, project design and planning, to project construction, completion and subsequent property management, are kept under control, so as to reach the high standard in the industry and create the best quality products and services.

### DEVOTION FOR IMPROVEMENT OF PRODUCT QUALITY

The Group strictly complies with the requirements of the Urban Real Estate Administration Law of the People’s Republic of China (《中華人民共和國城市房地產管理法》), Regulation on the Administration of Development and Operation of Urban Real Estate (《城市房地產開發經營管理條例》) and other laws and regulations to provide our customers with high-quality, legal and continuously innovated products and services.

The Group is committed to improving the service quality of its products through continuous innovation, with technology, comfort, and art as its core life values, in order to create an advanced community life with its products around the concepts of life aesthetics, health, wisdom, and technology. With the gradual saturation of the real estate industry, the entire industry needs to transform and upgrade in the direction of technology, digitalization and greening. The Group has always adopted rigorous construction requirements. When constructing hotel projects and residential garages, it adopts Building Information Modeling (hereinafter referred to as “BIM”) to consolidate all electromechanical pipelines and makes reasonable arrangement and integration on the computer to guide the construction process of different pipelines, which eliminates the trouble of traditional stack-up of single-layer pipelines and effectively increase the indoor clear height. In addition, the BIM provides conditions for using materials for installation, thereby avoiding unnecessary material waste. It is more efficient in functional use and subsequent inspections and repairs, allowing more reasonable adjustments to the construction period and improving operational efficiency.

### MANAGEMENT OF CONSTRUCTION QUALITY

In order to guarantee and improve the construction quality, in compliance with the Unified Standard for Quality Acceptance of Construction works (《建築工程施工質量驗收統一標準》) and Code of Construction Project Management (《建設工程監理規範》) and other national standards and laws and regulations requirement, the Group has formulated systems such as Management Measures for Construction Technology Quality Behaviors (《工程技術質量行為管理辦法》), Management Measures for Quality of Construction Materials, Equipment and Components (《工程材料、設備及構配件質量管理辦法》), etc., so as to standardize the construction technology quality management for development and construction projects and uses corresponding management systems and methods to carry out systematic management activities, thus ensuring that the projects can proceed smoothly.

「用心建好房、讓家更美好」是本集團的企業使命，由收購土地、地產計劃、項目設計及規劃，及至項目的建造、竣工及其後的物業管理，每個過程均有質量管控，從而達至行業中的高水準並打造出最優質的產品及服務。

### 致力提升產品質量

本集團嚴格遵從《中華人民共和國城市房地產管理法》、《城市房地產開發經營管理條例》等法律法規的要求，為客戶提供高品質、合規、持續創新的產品及服務。

本集團致力透過持續創新提升產品的服務品質，以科技、舒適、藝術為核心生活價值，使產品圍繞著生活美學、健康智慧科技等理念打造先進的社區生活。隨著地產行業的逐漸飽和，整個行業均需要於科技化、數字化和綠色化方向作出轉型升級的需求。本集團一直採取嚴謹的建造要求，於建造酒店項目以及住宅車庫時，利用BIM建築資訊模型（Building Information Modeling，以下簡稱BIM），綜合全部機電管線，於電腦上進行合理的排佈及集成，指導不同管線的施工工序，免去舊有單層管線疊加的麻煩，使室內空間的淨高有效地提升。同時，建築資訊模型為下料安裝提供條件，從而避免不必要的材料浪費。在功能使用上，以及後續的檢查維修上更有效率，讓工期能更合理地作出的調整，提高運營效率。

### 工程質量管理

為保證和提升工程的質量，本集團遵從《建築工程施工質量驗收統一標準》及《建設工程監理規範》等的國家標準及法律法規要求，制定《工程技術質量行為管理辦法》及《工程材料、設備及構配件質量管理辦法》等制度，規範開發建設項目的工程技術質量管理工作，運用相應的管理體系及方法進行系統性的管理活動，確保工程項目能夠順利進行。

## Prioritize Quality and Pursue Value

### 質量至上，追求價值



#### Construction Technology Quality 工程技術質量

- In the early stage, we investigate and analyze the unfavorable factors inside and outside the site as well as the municipal facilities and road conditions around the site, and submit the investigation template
- 前期階段，把場地內與外的不利因素以及場地周邊的市政配套、道路情況等進行調研、分析並提交調查模版
- The construction drawings will be reviewed. Upon passing the internal review, group review and drawing difference review of the construction drawings, a "drawing review record" will be finally formed
- 對施工圖紙進行審查，通過施工圖內審、會審及圖差審查，最終形成《圖紙會審記錄》
- The construction engineering technology plan is divided into three levels to clarify the implementation of different construction plans
- 工程施工技術方案分為三個級別，明確不同施工方案的執行



#### Pre-control of Quality risk 質量風險預控

- In the construction phase, we further improve the design and management of the construction drawings for the second time, and the drawings can be implemented after the design department signs and seals the same
- 於施工階段，對施工圖紙作二次的深化設計工作及進行管理，經設計部簽章確認後方可落實
- Before sending an invitation to tender, it is necessary to complete the "Construction Plan" and sort out the major risk control over construction quality according to the requirements and characteristics of the project
- 招標前，必需完成《工程策劃》，按照項目的要求及特點，梳理工程質量重大風險控制
- During the construction process, we sort out the "Construction Plan" again to specify and subdivide the major risk control points of construction quality in order to continuously strengthen the pre-control of major risks of construction quality
- 施工過程中，對《工程策劃》再次進行梳理，明確並細分工程質量的重大風險控制點，不斷強化工程質量重大風險的預控



#### Quality of construction materials and equipment 建材、設備質量

- Approval process for entering into material and equipment contracts with brands
- 與品牌簽訂材料設備合同審批流程
- The materials are fully inspected in batches, and relevant professional engineers must be present. After obtaining the qualified report, they can be used in construction
- 材料進行批次全檢，並要求相關的專業工程師必須出席，取得合格報告後，方可用於施工中實施
- Manufacturers or construction units need to provide qualification certificates for the equipment, and conduct inspections not less than twice a month
- 廠家或施工單元需要提供設備的合格證明，每月進行不少於兩次的開箱檢查
- During the construction period, random inspections of samples can be carried out when there is any suspicion or when it is necessary to strengthen the quality control of materials
- 施工進行期間，可對產生懷疑或認為需要加強材料的品質控制時，進行隨機抽樣檢驗



## MANAGEMENT OF CUSTOMER SERVICE QUALITY

“Gaining an insight into the changes in residential demand of customers and actively enhancing the soft strength in services (洞悉客戶對居住需求的轉變，主動提升服務軟實力)” has been a trend in the service side of real estate companies in recent years. In an increasingly fierce market environment, the Group upholds the core value of “Customer First (客戶第一)” to develop a customer service system of “Radiance Sweet Home (金輝幸福家)”, which covers the entire life cycle from house-viewing, contract signing, waiting, delivery to living. In addition, the Group has formulated an inspection score sheet and method requirements for “Radiance Sweet Home” to set out the scoring rules and points of attention, with an aim to strive for “efficient execution where actions speak louder than words (行勝於言，高效執行)”.

## MANAGEMENT OF PATENTS

The Group strictly follows the Trademark Law of the People’s Republic of China (《中華人民共和國商標法》) and the Patent Law of the People’s Republic of China (《中華人民共和國專利法》), so as to standardize the registration and management of our trademarks, thereby protecting our brand interests. During the Reporting Period, 13 of our trademark applications have been approved and we have 116 trademarks in total. The types of our trademarks cover type 35 to 45 of the International Classification of Goods and Services for the Purposes of the Registration of Marks (《商標註冊用品和服務國際分類》). We will follow the Group’s system and hand over such files to administrative departments for sorting and storage within 5 days after obtaining the trademark registration documents, so as to ensure proper management.

## DEDICATED SERVICES

We provide customers with a full range of services from house purchase, house delivery, residence to property in a thoughtful and innovative way. We adhere to the corporate values of “customer first, accountability, openness and inclusiveness, innovation, integrity and pragmatism (客戶第一、勇於擔當、開放包容、創新、誠信、務實)” to gain customer trust and recognition from the industry, so as to provide customers with a whole-process customer service standard system. At the same time, we provide different needs from five dimensions of “planning and design, sales service, project quality, customer service, and property management (規劃設計、銷售服務、工程質量、客戶服務、物業管理)” and four owner stages of “prospective owner, running-in period, stable period, and long-term owner (準業主、磨合期、穩定期、老業主)” to understand and improve customer satisfaction and achieve high-quality enjoyment by caring for the owners in an all-round way.

For community facilities, the Group also cares about the living conditions of long-term residents and implements the “Renewal Plan (煥新計劃)”. Starting from the actual needs of owners, we conceive the concept of “residential, often new (常住常新)”. In over 50 delivered communities across the country, we have implemented more than 500 renovation projects, including the renovation and restoration of community roads, installation of additional guardrails to diverge pedestrians and vehicles, and modification of non-motorized road ramp ground and replacement of electronic fences, etc. The Group has regularly maintained and upgraded children’s amusement equipment, recreational facilities and viewing sketches with a large degree of wear and tear.

## 客服質量管理

「洞悉客戶對居住需求的轉變，主動提升服務軟實力」是近年房企服務端的趨勢。於愈趨激烈的市場環境中，本集團秉持「客戶第一」的核心價值觀，從看房、簽約、等待、交付、居住全生命週期建構出「金輝幸福家」的客戶服務體系。並於本集團內部制定了「金輝幸福家」的檢查得分表及方法要求，列明評分細則及注意點，致力達到「行勝於言，高效執行」。

## 專利管理

本集團嚴格遵守《中華人民共和國商標法》、《中華人民共和國專利法》，對我們的商標註冊及管理標準化，維護我們的品牌權益。報告期內，我們有13個商標申請獲批，累計擁有116個商標，我們的商標種類涵蓋《商標註冊用品和服務國際分類》第三十五至四十五類別。並按本集團制度執行，於取得商標註冊文件後的5日內，把相關檔案移交至行政部門進行整理及保管，確保有妥善的管理。

## 竭誠服務

我們以用心和創新的形式為顧客提供從購房、收房、居住到物業的全方位服務，我們堅持「客戶第一、勇於擔當、開放包容、創新、誠信、務實」的企業價值觀，收獲客戶信任與行業認可，為客戶提供全流程客戶服務標準體系。同時，我們從「規劃設計、銷售服務、工程質量、客戶服務、物業管理」五個維度，「準業主、磨合期、穩定期、老業主」四個業主階段提供不同需要，了解並提升客戶滿意度，全面貼心關愛業主，達致優質享受。

社區設施方面，本集團也關心老住戶的居住情況，並實行「煥新計劃」。我們從業主的實際需求出發，構想出「常住常新」的概念，在全國50多個已交付的社區，實施了多於500項的煥新改造工程，包括對社區道路進行翻新修復、增設護欄實行人車分流、改造非機動車道坡道地面、更換電子圍欄等。對損耗程度較大的兒童遊樂設備、康體設施、觀景小品等，進行定期保養及升級改造。

# Actions Speak Louder than Words and Efficient Execution 行勝於言，高效執行

## CUSTOMERS' SATISFACTION

The Group's unremitting pursuit of a better life experience allows every resident to feel our service attitude of attentive and convenient. We investigate customer satisfaction through a third party and use 11 indicators ranging from sales service to housing quality, complaint handling and property services to form and be recorded in the "Residential Customer Satisfaction Score Sheet (《住宅客戶滿意度得分表》)". During the Reporting Period, we collected 25,140 samples and the overall satisfaction reached 82%. Among the respondents whose answers were valid, the satisfaction rate of our sales service reached 95% and 85% of the respondents were satisfied with the continuous communication and service after signing the contracts.

## CUSTOMERS' COMPLAINTS

In order to fulfill the core value of "Accountability (勇於擔當)", the Group welcomes and encourages customers to provide feedbacks on products and services. To make it possible to deal with customers' complaints or comments as quickly and efficiently as possible, we will integrate all complaints into the "Complaint List (《投訴明細表》)" and display the area, project name, time and content of the report, method and category of the report as well as the status of the matter. We have formulated the "Customer Group Complaints and Key Complaints Management Measures (《客戶群訴及關鍵投訴管理辦法》)", and group complaints were divided into three levels based on broadness, form and impact. We clearly specify the conditions for categorizing as a key complaint in the system, so as to strengthen the management of relevant aspects, establish mechanisms and methods for rapid response to emergencies and ensure that the incident can be resolved quickly or the negative impact can be minimized.

## PROTECTION OF PRIVACY

We are exposed to a certain degree of privacy information in our daily operations, including customer information, financial information and confidential information of the Group. In view of this, the Group is extremely cautious and strictly enforces the confidentiality system when processing data. We implement decentralized management of the customer information system. Specific permissions are required to access customer data. We have set up information protection measures at all stages of the sales process, and employees are prohibited from downloading or exporting customer information privately. For business needs, employees shall apply and obtain relevant approvals before downloading or exporting customer information. In the entrusted survey of customer satisfaction, it will inevitably involve customers' information. We set out confidentiality and restrictive clauses in contracts and explicitly require third-party research companies to comply with relevant clauses. All information must be strictly confidential, so as to commit to protecting customer information.

For the customer information required for third-party satisfaction surveys, we have signed relevant customer confidentiality agreements with third-party research companies to strictly regulate third-party vendors' access to customer information, so as to ensure the security of customer information to the greatest extent possible.

## 客戶滿意度

本集團為了更好生活體驗的不懈追求，讓每一位住戶感受到用心便捷的服務態度，透過第三方調查客戶的滿意度，利用11個指標例如銷售服務、房屋質量、投訴處理、物業服務等，形成並記錄於《住宅客戶滿意度得分表》。於報告期內，我們搜集了25,140份樣本，總體滿意度達到百分之八十二。在有效回答的被訪者人數中，銷售服務的滿意度達到百分之九十五，亦有百分之八十五的受訪者對簽約後的持續溝通及服務表示滿意。

## 客戶投訴

本集團為履行「勇於擔當」的核心價值觀，歡迎並鼓勵客戶們對產品及服務提出反饋。使得能盡快並更有效率地處理客戶的投訴或意見，我們會把所有的投訴整合到《投訴明細表》中，並顯示地區、項目名稱、報事時間和內容、報事方式及類別，以及事項的狀態。制定《客戶群訴及關鍵投訴管理辦法》，群訴以廣泛性、形式及影響作標準分為三個級別。於制度中清楚列明介定為關鍵投訴的條件，從而加強有關方面的管理，建立快速應對危機事件的機制及方法，確保事件能快速解決或將負面影響減至最低。

## 私隱保護

我們在日常營運中會接觸到一定程度的私隱資料，包括客戶資訊、財務資料、集團機密資料等。有見及此，本集團在處理資料時極為謹慎並嚴格執行保密制度。我們對客戶資訊系統實施分權管理，需有特定的權限才能對客戶資料查看，於銷售過程中的各個階段均有資訊的保護措施，禁止員工私自下載或導出客戶信息。如因業務需要，員工需在提出申請並獲得相關審批後才可以將客戶資訊進行下載或導出。於客戶滿意度的委託調查中，難免會涉及到客戶的資訊，我們在簽署的合同中列明保密及限制的條款，明確要求第三方調研公司履行相關條款，對所有資料均需嚴格保密，致力保護客戶資訊。

對於第三方滿意度調研時所需要使用的客戶資訊，我們與第三方調研公司簽署相關客戶保密協議，嚴格規範第三方廠商對客戶資訊的取用，最大程度保障客戶資訊安全。

## Actions Speak Louder than Words and Efficient Execution 行勝於言，高效執行

### COMPLIANCE IN PROMOTION

The Group strictly follows laws and regulations such as the Law of the People's Republic of China on the Protection of Customer Rights and Interests (《中華人民共和國消費者權益保護法》), and formulated guidelines such as "Standard Requirements for Show Houses Display (《樣版間展示標準要求》)", "Operation Guidelines for Contract Drawings (《合同附圖操作指引》)" and "Operation Guidelines for Official Website News Release (《官網新聞發佈操作指引等》)", so as to regulate relevant sales and promotional materials and press releases to comply with all relevant regulations and industry guidelines and avoid violating advertising laws. We will lead customers to make reasonable decisions and conduct responsible consumptions when purchasing, as well as safeguarding customer rights, corporate culture and our brand image. At the same time, we will set up different handling mechanisms for different promotional contents, such as product promotion, major contract signing and regular business activities, etc., so as to strengthen the management of internal control of the public opinions.

We strictly regulate our sales advertisements, announcements, promotion materials, showrooms and site information displayed at online and sales centers and construction sites. According to the "Standard Requirements for Show Houses Display (《樣版間展示標準要求》)", overall delivery standards are placed at the entrance of the show houses, which cover the public area. All prompts must be clearly visible, kept unobstructed, intact and visible from the line of sight. There are also specific requirements on the size of the displayed texts and the use of poorly displayed and low-quality forms such as roll-up banners, X-display stands is prohibited. If the delivery standards discover inconsistency with actual delivery, a special reminder need to be posted and make a description of the actual delivery in the corresponding part, and use different colors for distinction. For displays without physical samples, a sample display manual should be provided which contains the product's price, specifications, brand, model, color, material and renderings. In addition, we will also focus on whether there are improper promises in advertising and whether there are corresponding prompts for the location, business entity, business format and deadline. The customer service and marketing departments will check and score the above requirements and complete the inspection report. During the Reporting Period, the Group strictly complied with various laws and regulations related to product liability, and no major violations occurred.

### 合規宣傳

本集團嚴格遵守《中華人民共和國消費者權益保護法》等法律法規，制定《樣版間展示標準要求》、《合同附圖操作指引》、《官網新聞發佈操作指引等》等指引，規範有關的銷售及宣傳材料和新聞發佈符合所有相關規定及行業指引，避免違反廣告法。引領客戶於購買時做出合理的決策和進行負責任的消費，維護客戶權益及公司文化和品牌形象。同時，針對不同的宣傳內容例如產品推廣、重大合同簽訂、常規經營活動等設立不同的處理機制，加強輿論情況內控的管理。

我們嚴格規範線上及銷售案場、項目現場等處展示的銷售廣告、公示、宣傳物料、樣板間、沙盤模型等。根據《樣版間展示標準要求》，於樣版間入口處設有總體交付標準，並涵蓋公共區域。所有提示必須清晰可見，保持無遮擋、完好無缺及視線範圍可見，對展示文字的大小亦有特定的要求，並禁止使用展示效果差、品質低的形式如易拉寶、X展架等。如交付標準展示有與實際交付不一致的部分，需要在對應的部分張貼特別提示並做出實際交付情況的描述，及採用不同顏色以供區分。對於無實體樣版展示的，需要提供樣版展示手冊，當中需要包含產品的價格、規格、品牌、型號、顏色、材質、效果圖等資訊。除此之外，亦會重點關注廣告宣傳中是否有不當的承諾，對所在的位置、經營主體、經營業態及期限是否有相應的提示。客戶服務及營銷部門等會對以上要求進行檢查及評分，並完成檢查報告。報告期內，本集團嚴格遵守與產品責任有關的各項法律法規，無任何重大違規事件發生。



# Build Properties With Craftsmanship and Aim at Perfection

## 用心建房，臻至完善

The Group realizes that in order to achieve sustainable and long-term development, while creating ideal homes for customers, it is necessary to reduce the impacts on the environment and surrounding communities, live in harmony with nature and share the same home. With the corporate mission of “building properties with craftsmanship and making better homes (用心建好房，讓家更美好)”, we promise to emphasize and implement green concepts from the development of corporate strategy, and to achieve perfection in the three aspects of environment, society and economy.

### GREEN OPERATION

We strictly implement various laws and regulations, such as Environmental Protection Law of the People’s Republic of China (《中華人民共和國環境保護法》), Law of the People’s Republic of China on Prevention and Control of Pollution from Environmental Noise (《中華人民共和國環境噪聲污染防治法》), Law of the People’s Republic of China on Environmental Impact Assessment (《中華人民共和國環境影響評價法》), Atmospheric Pollution Prevention and Control Law of the People’s Republic of China (《中華人民共和國大氣污染防治法》), Water Pollution Prevention and Control Law of the People’s Republic of China (《中華人民共和國水污染防治法》), Law of the People’s Republic of China on the Prevention and Control of Environment Pollution Caused by Solid Wastes (《中華人民共和國固體廢物污染環境防治法》) and Regulations on the Administration of Construction Project Environmental Protection (《建設項目環境保護管理條例》) and other laws and regulations related to emissions and environmental impacts. We will fulfill our responsibility as one of the top 50 of China Real Estate Developers in terms of comprehensive strengths and promote positive developments in the industry in terms of environment and bring substantial and meaningful contributions.

### CONSTRUCTION MANAGEMENT

The Group has formulated the “Green Construction Management System (《綠色施工管理制度》)”, which clarifies the environmental protection management policies of construction sites in terms of environmental pollution, use of resources and energy conservation, in order to reduce the impact of business operations on the environment. At the same time, relevant clauses of civilized construction will be set in the contracts, requiring the preparation of pollution management and control plans of on-site noise and dust on construction sites.

We require all functional departments to coordinate with the Group’s environmental protection principles, and we will control the discharge of various pollutants at construction sites and the use of energy according to the established system. The Group’s Engineering Management Center is assigned to organize special inspections of regional functional departments and project management activities regularly and the inspection results will be announced. Institutions with professional qualifications are regularly entrusted to carry out environmental impact assessments, so as to confirm that new projects have no potential unfavorable factors to the environment and strictly implements and promotes safe and civilized construction. During the Reporting Period, the Group was not subject to any penalty for violating any environmental laws and regulations in material aspect.

本集團知悉要達到可持續並長遠的發展，在打造客戶理想家居的同時，必需減少對環境及周邊社區的影響，與大自然融洽共處，共享同一家園。以「用心建好房，讓家更美好」的企業使命，承諾從企業戰略發展中強調並實踐綠色理念，於環境、社會及經濟三方臻至完善。

### 綠色運營

我們嚴格執行國家制定的《中華人民共和國環境保護法》、《中華人民共和國環境噪聲污染防治法》、《中華人民共和國環境影響評價法》、《中華人民共和國大氣污染防治法》、《中華人民共和國水污染防治法》、《中華人民共和國固體廢物污染環境防治法》、《建設項目環境保護管理條例》及其他針對排放及環境影響的相關法律法規。履行作為中國房地產開發企業綜合實力五十強的責任，在環境方面於業界推動正面的發展並帶來實質有意義的貢獻。

### 施工管理

本集團制定了《綠色施工管理制度》，在環境污染、資源使用及節能等方面明確了施工現場的環境保護管理政策，務求減低業務經營對環境的影響。同時，在承包的合同中設置文明施工的相關條款，要求編製對施工現場採取現場噪音、粉塵等污染管控方案。

我們要求各職能部門配合集團的環保原則，根據制定的制度管控施工現場的各種污染物排放以及能源的使用。並指派集團工程管理中心定期組織對區域職能部門及項目管理行為的專項檢查，並對檢查結果進行公佈。定期委託備有專業資質的機構進行環境影響評估，確認新建項目無潛在對環境的不利因素，嚴格執行及推行安全文明施工。報告期內，本集團未有因違反任何環境方面的法律及法規而受到重大處罰。

## EMISSIONS MANAGEMENT

In terms of wastes, in order to guide and standardize the construction and management of civilized construction sites of projects, realize the refined management of projects and improve the degree of green construction on construction sites, the Group has customized the "Regulations on Waste Management at Construction Sites (《建築施工現場廢棄物管理規定》)" to implement reduction, recycling and harmlessness to the wastes generated in construction sites, and pollution to the environment is reduced through the principles of prevention and management. In order to implement waste reduction at source level, wastes are classified as general and hazardous wastes, and subdivided into non-recyclable and special wastes for employees to identify. At the same time, contractors are required to arrange separate storage for hazardous wastes specified in the "Directory of National Hazardous Wastes (《國家危險廢物名錄》)". The stored containers must also clearly display the name and quantity of wastes and arrange qualified recyclers for recycling. Also, it is required that works should be done by the warehouses of raw materials and finished goods to avoid moisture, rust, sunray and deterioration, so as to reduce unnecessary consumption of materials.

In terms of wastewater and exhaust gas management, we require employees to strictly abide by the "Management Measures for Wastewater Discharge at Construction Sites (《施工現場污水排放管理辦法》)" to effectively supervise and control wastewater emissions from construction sites and daily life, as well as reduce water pollution through water conservation. For the discharge of water pollutants that may exceed national regulations, the "Pollution Discharge Declaration and Registration Form (《排污申報登記表》)" is required to be filled in and submit to the relevant local competent authority before the project commences. The construction unit is also required to collect all wastewater and discharge it to the designated discharge outlet after the wastewater has been treated by three-stage sedimentation specifications. We will construct drainage ditches on construction sites and set up grit chambers before the drainage ditches into the main ditch to intercept sediment and reduce the probability of blockage in the construction site or the river. During the construction process of projects, finished mortar and finished concrete are used to avoid wet work and sewage, so as to strive to reduce air pollution. We will set up grease traps in workplace and living areas to separate grease in wastewater to avoid grease accumulation when wastes are discharged into sewers or drains, which will result in clogging, siltation, odor and unsanitary environment.

At the same time, in order to control the emission of ultrafine particulates, the Group requires the installation of environmental monitoring sensors around the sites, so as to monitor the air quality of the sites in real time and adopt or optimize corresponding emission reduction measures as and when necessary. We also encourage contractors to strengthen the use of technologies such as finished bathrooms and prefabricated machine rooms to reduce on-site construction and reduce emissions of exhaust gas, wastewater and construction wastes. During the Reporting Period, the Group's wastewater and exhaust gas were discharged in compliance with regulations.

The Group aims at decreasing the volumes of both pollutants and wastes by 5 percent (%) within the coming three years.

## 排放管理

於廢棄物方面，為引導、規範項目的文明工地建設管理工作，實現項目精細化管理並提高施工現場綠色施工程度化，本集團定制《建築施工現場廢棄物管理規定》，對施工現場產生的廢棄物實行減量化、資源化、無害化，通過防治管理原則減少對環境造成污染。為實行源頭減廢，把廢棄物介定為一般以及危險性廢棄物，並細分為不可回收及需要特殊處理之廢棄物種類，供員工識別。同時要求承包商對《國家危險廢物名錄》內規定的危險廢物，安排獨立位置分開存放。存放的容器亦必須明確顯示廢棄物的名稱及數量等資料，安排具備資質的回收商進行回收處理。以及要求原材料及製成品倉庫需要做好防潮、防銹、防曬、防變質的工作以降低不必要的材料耗用。

在廢水及廢氣管理方面，我們要求員工嚴格遵守《施工現場污水排放管理辦法》，對施工現場及生活過程中產生的廢水排放進行有效的監督及控制，透過節約用水從而減少對水體的污染。對可能會超過國定規定的水污染物排放，要求於工程開展前，填寫《排污申報登記表》申報至當地相關的主管部門。並要求施工單位收集所有廢水，經污水三級沉澱規格處理後才可排放到指定排放口。於施工用地修建排水溝，在排水溝匯入主溝前設置沉砂池，以便攔截泥沙，減低工地內或河道淤塞的機率。在項目的建設過程中，採用成品砂漿及成品缸，避免產生濕作業以及污水，致力減低對大氣的污染。於辦公及生活場區設置隔油池，隔除廢水中的油脂，避免廢物排入污水渠或排水口時，引致油垢積聚的問題，產生堵塞、淤流、臭味及不衛生的環境。

同時，為了管控細顆粒物的排放，本集團規定於工場各處安裝環境監測感應器，實時監察工地的空氣質量，於需要時採取或優化相應的減排措施。我們也鼓勵承建商加強使用成品衛浴、裝配式工房等技術，從而減少現場施工，減少廢氣、廢水及建築廢料的排放。報告期內，本集團的廢水廢氣均合規排放。

本集團目標於未來三年把污染物排及廢氣物量放下降百分之五(%)。



## Build Properties With Craftsmanship and Aim at Perfection 用心建房，臻至完善

### SAVING OF RESOURCES

The Group actively promotes the concept of green office and implements paperless office and controls the number of color printing in the office area. We will reuse printed single-sided printed paper as much as possible. At the same time, an intelligent conference system is implemented to reduce the power consumption and energy consumption during standby by office equipment. By optimizing the arrangements of using official vehicles and advocating green travel, to prompt the reduction of energy consumption and emissions of greenhouse gas and pollutants caused by business travels, so as to enhance employees' awareness of saving and environmental protection. Employees are reminded to use office supplies sparingly from time to time, and they are encouraged to bring their own water cups, in order to minimize the consumption of plastic bottles and paper cups. In order to reduce water consumption, a car wash pool circulating water system is used in the construction site to save water while reducing the environmental problems caused by the falling mud and generated dust on nearby public roads or communities. The Group targets to reduce energy use by 5 percent (5%) in the coming three years through the above measures.

The main water source of the Group is municipal water, so there is no major problem in obtaining water source. Maintaining stable water consumption and paper consumption in 2022, as compared with those of the Reporting Period, is an objective of the Group.

### GREEN DESIGN

In the process of urban development, the Group not only pursues product and service quality, but also always pays attention to regional environmental protection, building energy conservation and urban culture, and drives urban development with a strong sense of social responsibility. "Jinhui Yanxuan 3.0" (「金輝顏選3.0」) was officially launched in July 2021. "Jinhui Yanxuan 3.0" originates from serving the human inhabitation, presenting customers with a "safe, green, healthy and warm" (安全、綠色、健康、溫馨) smart community space, and has been gradually implemented in more than 30 projects in 21 cities across China.

Many construction projects of the Group have met the green building design requirements of the state, review organizations and experts. Environmental protection, high efficiency and low consumption factors have been added and considered in the design of such projects. In addition, some projects have been recognized by the "Leadership in Energy & Environmental Design Building" (《能源與環境設計先鋒》), which is a green building evaluation system recognized as the most complete and influential among various international building environmental protection assessment, green building assessment and building sustainability assessment standards, referred to as "LEED". It is a recognition of the design at all levels of the projects which can effectively reduce the negative impacts on the environment and residents.

### 節約資源

本集團積極提倡綠色辦公理念，於辦公室區域踐行無紙化辦公及控制彩色列印的數量，盡量重用已印的單面已印紙。同時推行智能會議系統，減少辦公設備所生產的電耗及待機能耗。透過優化公務車使用的安排和倡議綠色出行，促使減低因差旅所產生的能源消耗、溫室氣體及污染物排放，加強員工的節約及環保意識。不時提醒員工節約使用辦公室用品以及鼓勵員工自攜水杯，盡力降低塑膠瓶及紙杯的消耗。為降低水耗，在施工现场應用洗車池循環用水系統，於節約用水的同時，亦能減少因掉下的泥土及產生的塵埃而引發附近公共道路或社區的環境問題。透過以上措施，本集團目標於未來三年將能源使用減少百分之五(5%)。

本集團的主要用水來源為市政用水，因此於求取水源方面並沒有重大問題。本集團的目標是於二零二二年的耗水量及用紙與報告期相比持平。

### 綠色設計

本集團於城市開發的過程中，除了追求產品及服務品質外，亦時刻關注區域的環保、建築節能及城市文化，以強烈的社會責任感驅動城市的發展。「金輝顏選3.0」在2021年7月正式發佈，「金輝顏選3.0」以服務人居為出發點，為客戶呈現「安全、綠色、健康、溫馨」的智慧社區空間，並已逐步在全國21個城市30餘個項目落地呈現。

本集團多個工程項目均達到了國家、評審機構組織及專家的綠色建築設計要求，在設計上加入及考慮到環保、高效、低耗的因素。此外，亦有項目獲得在國際上的各類建築環保評估、綠色建築評估及建築可持續性評估標準中被認為是最完善、最有影響力的綠色建築評估體系標準「能源與環境設計先鋒」所認可，簡稱「LEED」。是對項目於各層面的設計上，均能有效地減少對環境及住戶的負面影響的肯定。



## Build Properties With Craftsmanship and Aim at Perfection 用心建房，臻至完善

During the Reporting Period, the Group received 85 design awards in total. It received a number of overseas and domestic awards. The major awards are set out below:

於報告期內，本集團共獲得85項設計大獎，在國內外獎項中獲得多項殊榮，重點如下：

Awards 獎項	Details of Award and Certification 獲獎與認證詳情	Awarded Project 獲獎項目
BERLIN DESIGN AWARDS 柏林設計大獎	BERLIN DESIGN AWARDS – Silver 柏林設計大獎BERLIN DESIGN AWARDS銀獎	Wuxi Tianyi Mingzhu 無錫·天奕銘著
IAI Design Award IAI設計獎	IAI Design Award IAI設計獎 (IAI Design Award)	Wuxi Tianyi Mingzhu 無錫·天奕銘著
UDAD Awards 2020-2021 UDADAwards 2020-2021	UDAD Awards 2020-2021 – the Champion UDADAwards 2020-2021冠軍獎	Wuxi Tianyi Mingzhu 無錫·天奕銘著
A' Design Award, Italy 意大利A'設計獎	A' Design Award, Italy –Gold Awards 意大利A'設計獎一金獎	Fuzhou Guanlan Elite's Mansion 福州·觀瀾雲著
MUSE Design Award, United States 美國MUSE設計大獎	MUSE Design Award, United States – Platinum Award 美國MUSE設計大獎：鉑金獎	Fuzhou Guanlan Elite's Mansion 福州·觀瀾雲著
UDAD Awards UDADAwards	UDAD Awards 2020-2021 – the Champion UDADAwards 2020-2021冠軍獎	Yangzhou Qihu Cloud Atrium 揚州·棲湖雲庭
UDAD Awards UDADAwards	UDAD Awards 2020-2021 – the Champion UDADAwards 2020-2021冠軍獎	Xuzhou Jinhui New Block 徐州·信步蘭亭
UDAD Awards UDADAwards	UDAD Awards 2020-2021 – the Champion UDADAwards 2020-2021冠軍獎	Wuxi Tianyi Mingzhu 無錫·天奕銘著
UDAD Awards UDADAwards	UDAD Awards 2020-2021 – the Champion UDADAwards 2020-2021冠軍獎	Foshan Huiyi Elite's Yunting 佛山·輝逸雲庭
IIDA AWARD International Design Awards, Italy 意大利IIDA AWARD國際設計大獎	IIDA AWARD International Design Awards, Italy 意大利IIDA AWARD國際設計大獎	Fuqing Jinhui New Block Dongfang (福清金輝優步 東方) 福清金輝優步東方
MUSE Design Award, United States – Platinum Award 美國MUSE設計大獎：鉑金獎	MUSE Design Award, United States – Platinum Award 美國MUSE設計大獎：鉑金獎	Fuqing Jinhui Zhongyang King's Garden 福清金輝中央銘著
International Pioneer Design Awards 先鋒國際設計獎	IDPA International Pioneer Design Awards IDPA先鋒國際設計獎	Jinhui Huiyi Elite's Yunting 金輝輝逸雲庭
Top 10 Light Luxury Products in the First Half of 2021 from CRIC 克爾瑞「2021上半年十大輕奢作品」	Top 10 Light Luxury Products in the First Half of 2021 from CRIC 克爾瑞「2021上半年十大輕奢作品」	Wuxi Tianyi Mingzhu 無錫·天奕銘著
The 7th CREDAWARD Real Estate & Design Award (China) 第七屆CREDAWARD地產設計大獎·中國	The 7th CREDAWARD Real Estate & Design Award (China) 第七屆CREDAWARD地產設計大獎·中國	Xi'an Jiangshan Mingzhu 西安江山銘著
GBE Hotel Design Award –Best Construction & Design Awards GBE酒店設計大獎－最佳建築設計大獎	GBE Hotel Design Award –Best Construction & Design Awards GBE酒店設計大獎－最佳建築設計大獎	Fuqing Sheraton Hotel 福清·喜來登酒店
GBE Office Building Award – Best Interior Design for Office Building Awards GBE辦公建築大獎－最佳室內設計辦公建築獎	GBE Office Building Award – Best Interior Design for Office Building Awards GBE辦公建築大獎－最佳室內設計辦公建築獎	Radiance Park 18, Beijing 北京金輝時八區

## Build Properties With Craftsmanship and Aim at Perfection 用心建房，臻至完善

### CLIMATE CHANGE

Climate change is a major global environmental issue. Notwithstanding that the issue does not impact significantly the business of the Group, the Group still adheres to promote environmental protection, and raises the awareness of its employees regarding environmental protection. With the rise in temperature in the future, the Group may need to allocate more of its expense on energy conservation. Looking forward, the Group will continue to assess the impact of climate change on its business, and include the climate-related risks and opportunities into our operational consideration.

### Environmental Key Performance Indicators

### 氣候變化

氣候變化為全球主要的環境問題。儘管這對本集團的業務並無重大影響，本集團仍致力提倡環境保護，提高員工的環保意識。隨著未來氣溫升高，本集團可能需要分配更多的開支用於節能。展望未來，本集團將繼續檢視氣候變化對業務之影響，並把氣候相關風險及機遇納入營運考量。

### 環境關鍵績效指標

Types of emissions	排放物種類	Unit 單位	2021 2021年
<b>Air emissions</b>	<b>廢氣排放</b>	kg 千克	
Nitrogen oxides (NOx)	氮氧化物(NOx)		56.31
Sulphur oxides (SOx)	硫氧化物(SOx)		1.24
Particulate Matter (PM)	懸浮粒子(PM)		3.97
<b>GHG emission</b>	<b>溫室氣體排放量</b>	ton (CO <sub>2</sub> e)/square meter 公噸(二氧化碳當量)/平方米	
Total GHG emission (scope 1 and scope 2)	溫室氣體總排放量 (範圍一及範圍二)		4025.28
Scope 1 Direct emission	範圍一直接排放		289.31
Scope 2 Indirect emission	範圍二直接排放		3,735.97
Density (per square meter of gross floor area)	密度(每平方米建築面積)	ton (CO <sub>2</sub> e) 公噸(二氧化碳當量)	0.00 <sup>1</sup>
<b>Hazardous wastes</b>	<b>有害廢棄物</b>	kg 千克	560.00
Total hazardous wastes	有害廢棄總量		
Density (per square meter of gross floor area)	密度(每平方米建築面積)	g/square meter 克/平方米	0.11
<b>Non-hazardous wastes</b>	<b>無害廢棄物</b>	kg 千克	31,640.00
Total non-hazardous wastes	無害廢棄總量		
Density (per square meter of gross floor area)	密度(每平方米建築面積)	g/square meter 克/平方米	0.01

<sup>1</sup> Actual figure is 0.002 (rounded to two decimal places)

<sup>1</sup> 實際數字為0.002(四捨五入到小數點後兩位)

Summary of Resource Consumption Data

資源消耗數據摘要

Type of resource consumption	資源消耗種類	Unit 單位	2021 2021年
<b>Energy consumption</b> Total energy consumption	<b>能源消耗量</b> 總能源消耗量	kWh千瓦時	11,226,001
<b>Indirect energy</b> Electricity	<b>間接能源</b> 電力	kWh千瓦時	10,651,336
<b>Direct energy</b> Fuel	<b>直接能源</b> 燃油	kWh千瓦時	574,665
<b>Density (per square meter of gross floor area)</b>	<b>密度 (每平方米建築面積)</b>	kWh/square meter 千瓦時/平方米	2.04
<b>Paper</b>	<b>紙張</b>	kg千克	51,755.15
<b>Water</b> Total water consumption	<b>用水</b> 總耗水量	cubic meter立方米	464,834.63
Density (per square meter of gross floor area)	密度 (每平方米建築面積)	cubic meter/square meter 立方米/平方米	0.08



## Echelon Training and Harmony and Care 梯階培養，共融關懷

The Group considers the employees our important assets, with highly capable employees being the foundation of the Group's success and development.

The Group firmly believes that the employees are important assets of the corporate, with highly capable and passionate employees being the foundation of the Group's success and development. Therefore, attracting and retaining competent employees is one of the key factors of our sustainable development strategy.

### STAFF PROFILE

The Group strictly follows the Labour Law of the People's Republic of China (《中華人民共和國勞動法》), the Labour Contract Law of the People's Republic of China (《中華人民共和國勞動合同法》), the Provisions on the Prohibition of Using Child Labour (《禁止使用童工規定》), the Employment Ordinance (《僱傭條例》), the Occupation Safety and Health Ordinance (《職業安全及健康條例》) and other laws and regulations, so as to establish a fair and just environment for employment. Combining with our actual operation, we have formulated the Staff Handbook (《員工手冊》), the Recruitment Management System (《招聘管理制度》) and the Management System of Training and Development (《培訓發展管理制度》). At the same time, third parties are required to clearly specify the relevant clauses prohibiting all contractors from employing child labor or forced labor in the service contractor's contract, and submit the list of employees to the Group for record. Through multiple human resource management systems, the legal rights of employees in respect of recruitment, promotion, training, working hours as well as remuneration and benefits are protected. Job applicants under the age of 16 will not be accepted for employment by the Group. During the Reporting Period, the Group had no non-compliance matters due to violations of labor-related laws and regulations.

本集團認為員工乃重要資產，而有能力的員工是本集團成功及發展的基礎。

本集團堅信員工是企業的重要資產，而具備能力及有熱誠的員工是本集團成功及發展的基礎。因此，吸納及挽留優秀員工是可持續發展策略的其中一個重點。

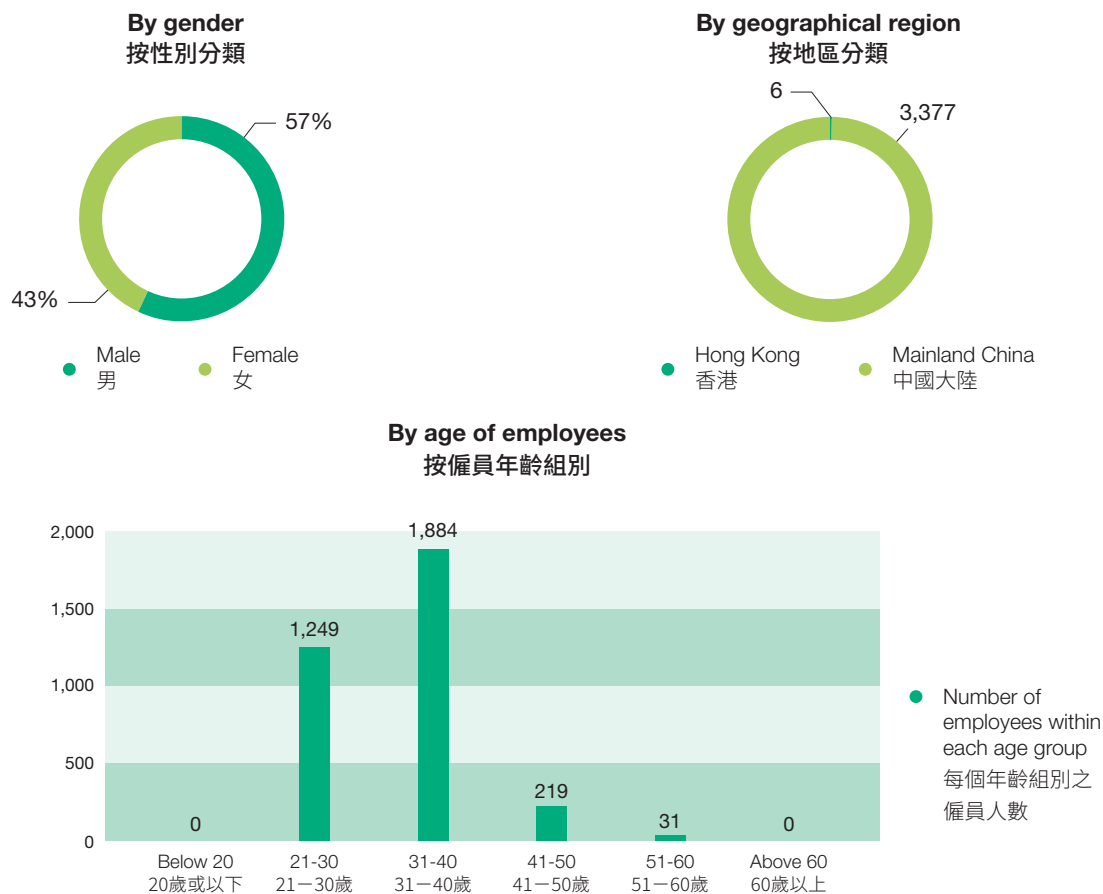
### 員工概況

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》、《禁止使用童工規定》、《僱傭條例》、《職業安全及健康條例》等法律法規，為員工打造公平公正的僱傭環境。結合我們的實際營運情況，制定了《員工手冊》、《招聘管理制度》、《培訓發展管理制度》等制度。同時要求第三方在服務承包商合同上，清楚列明嚴禁各承建商聘用童工或強制勞工的相關條款，並將員工名單交給本集團備案。透過多項人力資源管理制度，保障員工在招聘、晉升、培訓、工作時數、薪酬福利等方面的合法權益。對於年齡低於16歲的應聘者，本集團一律不予辦理入職手續。報告期內，本集團未有因違反與勞工相關的法律法規而發生的不合規事宜。

## Echelon Training and Harmony and Care 梯階培養，共融關懷

In order to establish an open, diverse and respectful working environment, we will eliminate any threats, nuisances, prejudice and discrimination due to age, gender, disabilities, beliefs, family status and responsibilities and race during the recruitment and employment process. As at 31 December 2021, the total number of employees of the Group was 3,383, all of whom were full-time staff. The specific staff structure is as follows:

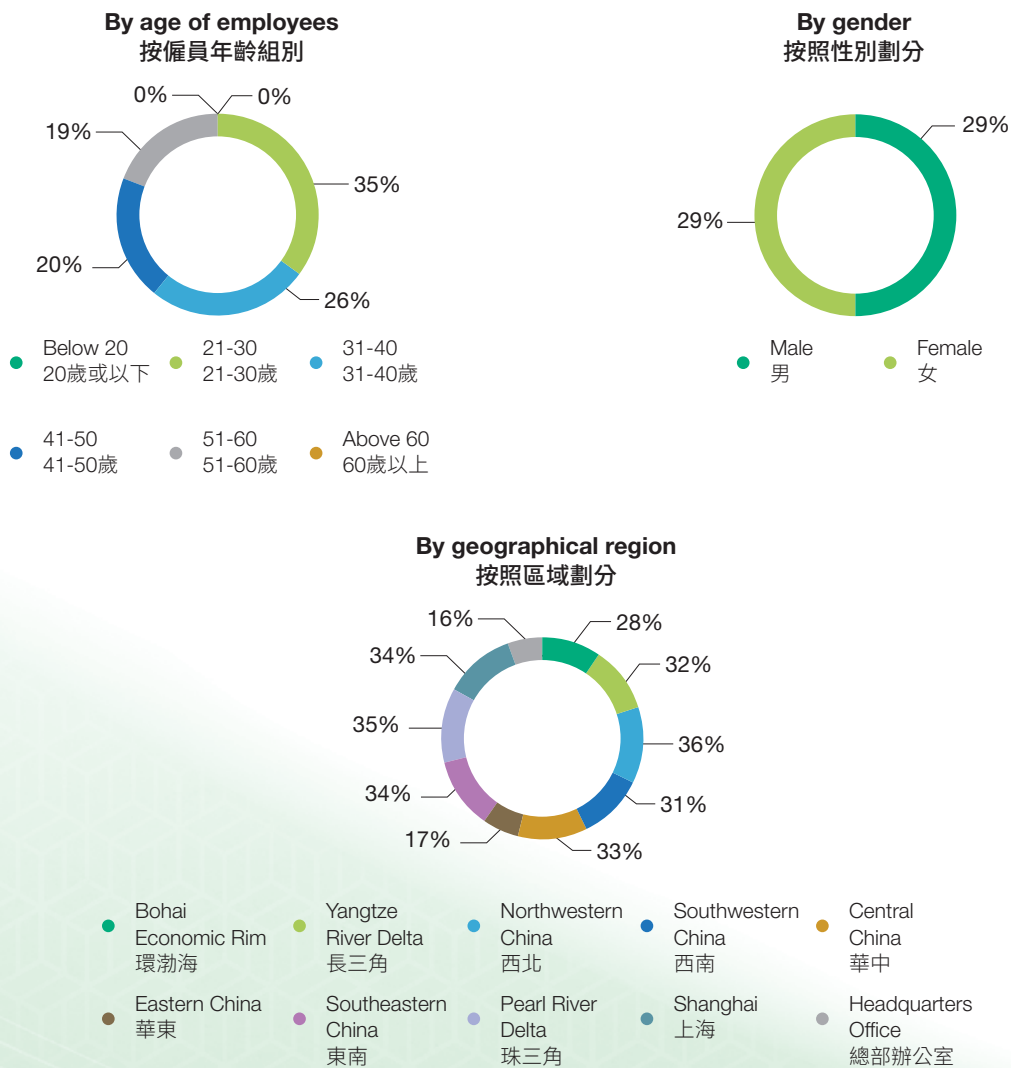
為建立開放、多元及互相尊重的工作環境，在招聘及用工過程中，杜絕任何因年齡、性別、傷健、信仰、家庭狀況及責任、種族等而衍生的威脅、滋擾、偏見及歧視。截至2021年12月31日，本集團員工總數為3,383人，均為全職員工。具體的員工結構情況如下：



## Echelon Training and Harmony and Care 梯階培養，共融關懷

As for turnover rate, during the Reporting Period, the Group had an overall turnover rate of 29%, classified as follows:

流失率方面，報告期內，本集團總流失比率為29%，具體劃分如下：





## EMPLOYEES TRAINING AND BENEFITS

The Group has established and perfected its training system, encouraging all of the departments and employees to participate in the training programs. We have formulated the Management System of Training and Development (《培訓發展管理制度》) to regulate the management of the Group's trainings and unify relevant standards and processes, so as to ensure the direction and effectiveness of development projects and continue to monitor and amend the key points. The Group has formed a talent training project system with the themes of new employee integration, learning and exchange among current employees, managerial echelon training, as well as executive improvement. Multilevel training courses were carried out to help employees grow quickly and improve themselves.

During the Reporting Period, all 3,383 employees of the Group (whether the employee was male or female, and senior management, middle management or general staff) had received training with a total attendance counts of 36,034 times.

The average training hour of each employee by gender and employee category is as follow:

## 員工培訓及福利

本集團已設立及完善培訓制度，並鼓勵所有職能部門和僱員參與培訓課程。我們制定《培訓發展管理制度》，規範本集團培訓管理工作，統一相關的標準及流程，確保發展項目的針對性和有效性，並持續進行監察及修訂關鍵點。本集團形成了以新員工融入、現崗員工學習交流、管理者梯階培養、高管精進的人才培養項目體系，開展多層次的培訓課程，協助員工能夠快速成長並自我提升。

報告期內，本集團全數3,383員工（無論員工是男性還是女性，以及高級管理層、中層管理層還是一般員工）均有接受培訓，總訓練出席次數為36,034。

按性別及僱員類別劃分，每名僱員完成受訓的平均時數為下：

By gender:	按性別劃分：	Average training hour (hours) 平均培訓時數
Male	男	16.1 hours 小時
Female	女	14.2 hours 小時
By employee category:	按僱員類別劃分：	Average training hour (hours) 平均培訓時數
Senior management	高級管理層	21.2 hours 小時
Middle management	中級管理層	19.7 hours 小時
General staff	一般員工	14.5 hours 小時

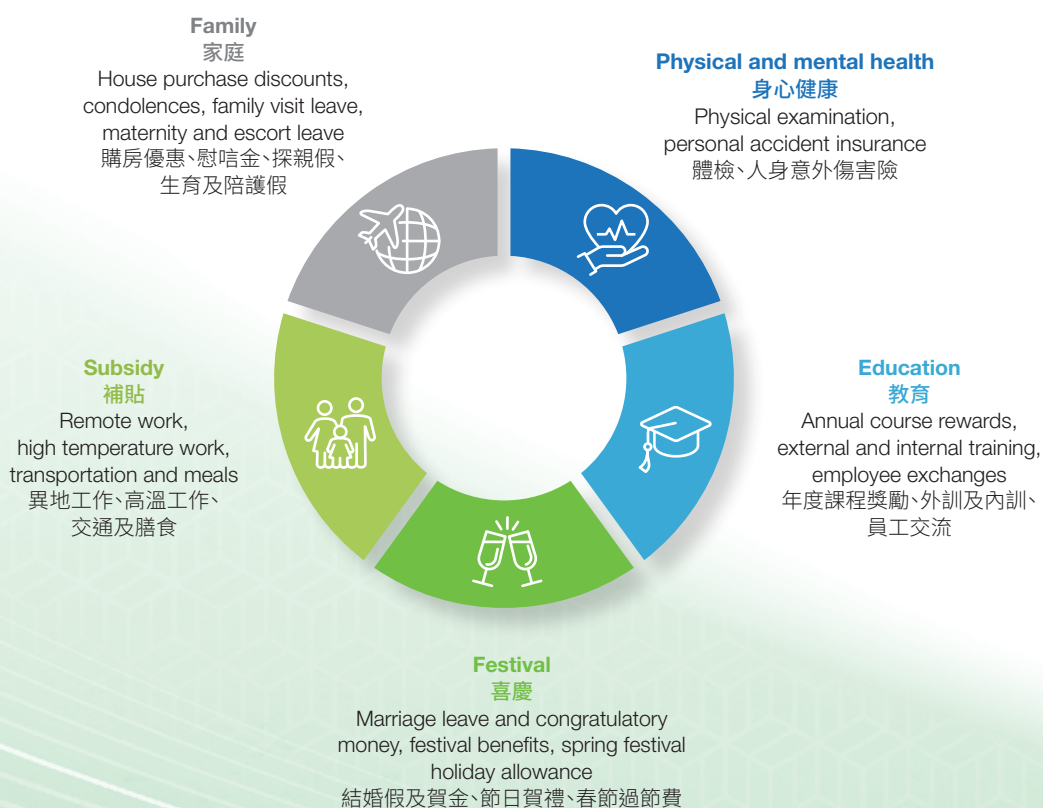
## Echelon Training and Harmony and Care 梯階培養，共融關懷

In addition, the Training and Management System of Radiance Kickstart (《輝動力培養管理制度》) (the “Radiance Kickstart (輝動力)”) talent development program is a customized cultivation project for high potential backup talents for the outstanding graduate students by the Group. With clear development path, long-term and comprehensive tutor and cultivation system as well as passionate and open atmosphere to help the participants, so as to provide talents for the enterprise’s long-term strategies.

As for taking good care of our employees, we are committed to embodying the Company’s care and love for employees and consolidating our employees’ sense of belonging and cohesion to the Company. Through a variety of channels, we maintain close and effective communication with employees, promote a work-life balance model and provide diversified benefits. During the Reporting Period, the Group strictly complied with various laws and regulations, and no major employment violations occurred.

此外，《輝動力培養管理制度》「輝動力」人才發展計劃是本集團專為優秀應屆畢業生度身訂制的高潛後備人才培養項目。通過清晰的發展路徑、長期並完善的導師及培養體系、激情而開放的團隊氛圍協助參加者，為企業的長久戰略提供源源不絕的人才。

就員工關懷方面，我們致力體現公司對員工的關懷及愛護，鞏固員工對公司的歸屬感及凝聚力。我們透過多種不同的管道，與員工保持緊密及有效的溝通，推廣工作生活平衡的模式，並提供多元化的福利。於報告期內，本集團嚴格遵守各項法律法規，無任何重大違規僱傭事件發生。



## HEALTH AND SAFETY OF STAFF

The safety in productions and operations of enterprises is closely related to the safety awareness and operation level of staff. We highly emphasize the health and safety of our staff. We strictly comply with laws and regulations like the Work Safety Law of the People's Republic of China (《中華人民共和國安全生產法》), the Law of the People's Republic of China on the Prevention and Control of Occupational Diseases (《中華人民共和國職業病防治法》) and the Regulations on Work-Related Injury Insurance (《工傷保險條例》), and formulate guidelines on construction safety. The documents explain common protective measures, list the procedures for safe work and matters that need attention, and clearly indicate the responsible persons of different positions. We request to set up safety goals and emergency plans before the constructions commencement. By immediate reporting on project accidents, it will be reported to relevant departments and retain relevant records for regular assessments, so as to provide safe and healthy working environment for the employees, contractors and customers.

### Safety of Construction Projects

During the implementation of projects, organizations in various levels are required to set up safety patrol teams, so as to carry out special examination and clean-up actions periodically and aperiodically. At the same time, dedicated personnel are required to hold relevant certificates or licenses for management of safe construction, such as special equipment operation, working at height, etc. We will implement safety protection measures for high-altitude and high-temperature operations, and add safe and civilized construction inspections and carry out random inspections of construction safety during the monthly project inspection, so as to establish a stable and safe production environment.

We provide safety trainings, identification of safety risks as well as prevention and control guidance for all employees by focusing on occupation health and safety as well as cultivation of safety awareness. By case explanations and analyses, we will let our staff learn about our safety requirements and remind our staff to maintain their safety awareness all the time, so as to lower potential safety hazards commonly found in the industry.

During the Reporting Period, we continued to pay attention to the hidden danger investigation and management of safety production, sorting out and forming a safety risk list including management risks, civilized construction risks, on-site safety and other risks. We carried out special safety assessment, and required organizations at all levels of projects under construction to set up safety inspection teams and carry out special inspection and rectification actions on regular and irregular basis, so as to continuously create a stable safety production environment.

During the Reporting Period, no cases regarding health and safety were brought against the Group or its employees. Besides, no work-related fatalities occurred in each of the past three years including the current Reporting Period.

During the Reporting Period, the number of lost days due to employees suffering from work injuries was 700 days.

## 職工健康與安全

企業生產營運的安全，與員工的安全意識以及安全操作水準有密切的關係。我們重視員工的健康與安全，嚴格遵守《中華人民共和國安全生產法》、《中華人民共和國職業病防治法》、《工傷保險條例》等法律法規，並制定關於施工安全的指引，文件中說明常見的防護措施，列明安全工作的程序及需要注意的事項，明確表示不同崗位的職責責任主體。要求於施工前制定安全目標及應急預案，透過項目事故速報，上報有關部門並保留相關的記錄進行定期評核，為僱員、承建商和客戶提供安全健康的工作環境。

### 工程項目安全

於項目進行期間，要求各級組織設安全巡查小組，以定期及不定期的形式開展專項檢查和整治行動。同時要求專責的人員持有管理安全施工的相關證明或牌照，如特種設備操作、高空工作等。落實高空高溫作業的安全防護措施，於每月度的工程檢查，加入安全文明施工的檢查及進行工程安全抽檢，以建立穩定的安全生產環境。

從員工職業健康與安全意識培養方面著手，提供全員的安全培訓、安全風險辨識及防控指導，並透過案例講解及分析，讓員工得悉安全規定，時刻提醒員工保持安全意識，從而降低業內常見的安全隱患。

報告期內，我們持續關注安全生產的隱患排查和治理工作，梳理並形成了包括管理風險、文明施工風險、現場安全以及其他風險在內的安全風險清單。我們開展安全專項評估工作，要求在在建項目各級組織設立安全巡查小組，並以定期和不定期的形式開展專項檢查和整治行動，不斷營造穩定的安全生產環境。

報告期內，概無針對本集團或其僱員而提起的有關健康與安全的案件。此外，包括本報告期間在內的過往三個年度各年，概無發生與因工作關係而死亡有關的事件。

報告期內，因工傷而導致員工停工的日數為700天。



# Purchase Responsibly and Ethics First

## 責任採購，道德為先

The objective of the Group is to improve the sustainability of the supply chain, so as to endeavor to build up stable, flexible and continuous cooperative relationships, thereby strengthening the management and cooperation continuously. We have set up multi-dimensional assessment and monitoring procedures to help identify the relevant risks arise or may arise during the cooperation with suppliers.

### MANAGEMENT OF SUPPLIERS AND CONTRACTORS

We stabilize and strengthen the management of suppliers through responsible procurement, quality control, transparent tendering and performance of contracts. In choosing suppliers, we prefer those suppliers who passed the certifications for environmental and quality management system such as ISO9000, ISO14001, etc. We require our suppliers to be eco-friendly and encourage them to procure artificial material in place of natural materials and select environmentally friendly and energy saving materials.

We also enter into the Supplier Integrity Agreement (《供應商廉潔協議》) with suppliers, conduct third-party unannounced quality inspections on contractors every year and exchange reviews in respect of spot check results and outstanding contractors will be awarded. If any non-compliance, such as emitting excessively, violating relevant regulations and serious quality issues in the projects, of suppliers are found, we will blacklist those suppliers and suspend the cooperation with them, so as to lower the risks the suppliers bring to the Group, our customers and the industry.

Also, we joined China Enterprise Anti-fraud Alliance in 2017. With respect to the suppliers or other institutions involving in fraud and corruption, we will fulfill our responsibility to publish and share relevant information in the platform to promote the excellence and liquidity of risk resources as well as building up a honest atmosphere and environment for our society, so as to insist on our vision of "integrity in China and influence the world (廉潔中國，影響世界)".

During the Reporting Period, the Group had 2,823 suppliers, all of which were located in China, with 2,569 of them being the main contractors and sub-contractors engaged by the Group.

### ASSESSMENTS OF SUPPLIERS

We have formulated the Standard and Scoring System of Third-party Process Assessment (《第三方過程評估標準及評分表》), the Standard and Scoring System of Third-party Delivery Assessment (《第三方交付評估標準及評分表》) and Operation Manual on Third-party Process Assessment (《第三方過程評估操作手冊》), which provide strict quality assessment standards from the procurement and processing to completion and delivery of materials, equipment, components and semi-finished products. The scope of assessment mainly includes the management of constructions and quality of materials, safety and civilization as well as breaches of contracts. We will carry out comprehensive inspections on contracting and sub-contracting and Third-party assessment which include process assessment, delivery assessment and assessment of underground construction. Such assessments will be archived after confirmations and used for random inspections by the Group's construction management center in the future.

本集團的目標是提升供應鏈的可持續性，致力負責任及道德的供應商打造穩定、有彈性及可持續的合作關係。本集團設立多角度的供應鏈評估及監測程序，協助識別與供應商合作時的相關風險。

### 供應商及承包商管理

我們通過責任採購、質量管控、透明招標、履約情況等方面穩定及強化供應商管理。在揀選供應商時，優先選用通過ISO9000、ISO14001等環境質量管理體系認證的供應商。對供應商要求環保節能，鼓勵採購人造材料替代天然材料、選擇節能環保材料等。

我們亦與供應商簽訂《供應商廉潔協議》，並針對工程類供應商每年開展第三方質量飛檢，並就飛檢結果進行交流點評，獎勵優秀供應商。若發現供應商有違約行對排放量超標、有違規行為、以及項目出現重大質量問題，將拉入黑名單並暫停合作，降低供應商對本集團、客戶以及行業帶來的風險。

我們亦於2017年加入了中國企業反舞弊聯盟，對於涉及舞弊及腐敗行為的供應商或其他機構，我們將履行責任，於平台上發佈及共享相關資訊，促進行業間的優秀和風險資源流通性，為社會構建清廉的風氣及環境，秉承「廉潔中國，影響世界」的願景。

報告期內，本集團有2,823名供應商均位於中國，其中2,569家為本集團所聘用的總包及分包商。

### 供應商考核

我們制定《第三方過程評估標準及評分表》、《第三方交付評估標準及評分表》、《第三方過程評估操作手冊》等，對供應商的材料、設備、構配件、半成品等，從採購加工到竣工交付有嚴格的質量考核標準，考核內容主要包括施工及材料質量管理情況、安全文明情況，以及違約行為。按總分包標段作全面檢查，進行第三方評估，包括過程評估、交付評估及地下工程專項評估，確認後存檔並供日後本集團工程管理中心抽查。

# Adhere to Original Commitments and Return Wealth to the Society 恪守初心，還富社會

## CHARITY WORKS

This unusual year is also a meaningful year to the public welfare undertakings of the Group. Since its establishment, the Group has been performing corporate social responsibilities while committing to achieving its own stable development. In 2021, we spared no effort to participate in a number of charity events, including the battle against the pandemic, the promotion of teaching and learning activities, poverty alleviation campaigns and activities for culture inheritance, so as to facilitate the sustainable development of charity activities. We successively received recognitions and acknowledgements in respect of our public welfare undertakings, proving the contributions the Group brought to the society.

As an enterprise with a sense of social responsibility, the Group never forgets to actively give back to the society and take up its responsibility, actively participating in charitable causes and facilitating the sustainable development of the enterprise. We successively received recognitions and acknowledgements in respect of our public welfare undertakings, proving the contributions the Group brought to the society. The Group, as the first donation enterprise of the "Light Up the Wish (點亮心願)" special fund, made a charity donation of RMB1 million.

## PANDEMIC PREVENTION AND CONTROL AND MEDICAL SUPPORT

For public welfare, in the face of the sweeping pandemic, the Group, on the basis of its own pandemic prevention and control work, repeatedly sent pandemic prevention gifts, pandemic support materials, etc. to the front-line anti-pandemic workers. The Group launched charitable events to salute the anti-pandemic workers in the Central China region and Langfang, giving away a total of 2,000 pandemic prevention gifts to the front-line workers.

The Group has continued its focus on medical philanthropy causes, with a donation RMB40 million to Fuzhou's medical projects in order to support the development of medical business in Fuzhou.

## CHARITY FOR CHILDREN

As for charity for children, Radiance Group established the charitable "Jincal Yingmiao Project (金彩英苗計劃)". In 2021, Radiance Group donated RMB200,000 to the public welfare fund, and established over 100 "Jincal Educational Garden (金彩益智園)", for the purchase of educational teaching aids. The establishment of over 100 "Jincal Educational Garden" educational toy activity corners, contributing the Group's public welfare power to enrich the educational facilities of kindergartens in the counties of Liangshan. In Huizhou, Radiance Group cooperated with the Huizhou Xizi Public Welfare Association, to donate and build the "Giving and Caring Library (愛心圖書室)" for Xinlou Elementary School of Maan Town in Huicheng District, Huizhou City. The Group exerted its humble efforts to bring fair chances of reading to every child through the books donation activity, so as to safeguard the physical and mental health and growth of them with all our heart.

## 公益慈善

本年度的不平凡，也是本集團於公益事業上意義非凡的一年。從成立而來，本集團致力實現自身穩健發展的同時，亦不忘履行企業社會責任。於2021年持續發起及參與抗疫攻堅、興學助教、扶貧濟困、傳承文化等多種公益行動，推進公益行動可持續發展。並接連獲得於公益事業上的表揚及肯定，證明本集團為社會帶來的貢獻。

作為一家有社會責任感的企業，本集團始終不忘積極回饋社會，勇擔責任，積極參與公益事業，推進企業可持續發展。並接連獲得於公益事業上的表揚及肯定，證明本集團為社會帶來的貢獻。本集團作為「點亮心願」專項基金第一筆捐款企業，捐贈人民幣100萬元愛心善款。

## 疫情防控及醫療扶持

公益面對疫情席捲之勢，本集團在做好自身疫情防控工作的基礎上，多次向一線抗疫工作者贈送防疫禮包、抗疫支援物資等。在華中地區、廊坊發起致敬抗疫工作者公益行動，將共計2,000份防疫禮包派送給一線工作者。

本集團持續關注醫療公益事業，其中，本集團向福州醫療項目捐贈人民幣4,000萬元計劃，助力福州醫療事業發展。

## 兒童公益

針對兒童公益，金輝集團創立「金彩英苗計劃」公益計劃，於2021年，金輝集團其中捐贈人民幣20萬元公益基金，在涼山建立超百座「金彩益智園」，用於益智類幼兒教具的採購，在涼山建立100餘個「金彩益智園」益智玩具活動區角，豐富涼山各縣域幼兒園的教育設施。在惠州，金輝集團與惠州市西子公益協會攜手，為惠州市惠城區馬安鎮新樓小學捐資籌建「愛心圖書室」，通過圖書捐贈活動，為孩子們盡一份綿薄之力，帶給每個孩子公平的閱讀機會，用心守護孩子們的身心健康成長。

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<b>A. Environmental</b>		
<b>A. 環境</b>		
<b>Aspect A1: Emissions</b> <b>層面A1：排放物</b>	<p data-bbox="437 541 624 592"><b>General Disclosure</b> <b>一般披露</b></p> <p data-bbox="437 631 979 707">Information on: 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的：</p> <p data-bbox="437 745 979 944">(a) the policies; and (a) 政策；及</p> <p data-bbox="437 836 979 888">(b) compliance with relevant laws and regulations that have significant impact on the issuer (b) 遵守對發行人有重大影響的相關法律及規例的資料。</p> <p data-bbox="437 983 979 1058">relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste</p> <p data-bbox="437 1097 1002 1198">Note: Air emissions include NO<sub>x</sub>, SO<sub>x</sub>, and other pollutants regulated under national laws and regulations. 註：廢氣排放包括氮氧化物、硫氧化物及其他受國家法律及規例規管的污染物。</p> <p data-bbox="499 1231 1002 1358">Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride. 溫室氣體包括二氧化碳、甲烷、氧化亞氮、氫氟碳化合物、全氟化碳及六氟化硫。</p> <p data-bbox="499 1390 979 1440">Hazardous wastes are those defined by national regulations 有害廢棄物指國家規例所界定者</p>	14-16, 18
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	18-19
KPI A1.2 關鍵績效指標A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility) 直接(範圍1)及能源間接(範圍2)溫室氣體排放(以噸計算)以及(如適用)密度(如以每產量單位、每項設施計算)	18-19
KPI A1.3 關鍵績效指標A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility) 所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)	18



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KPI A1.5 關鍵績效指標A1.5	Description of emission reduction target(s) set and measures taken to achieve them 描述減排目標及實現目標的措施	15
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 emission reduction target(s) set and measures taken to achieve them 描述處理有害及無害廢棄物的方法、減排目標及實現目標的措施	15
<b>Aspect A2: Use of Resources</b> <b>層面A2：資源使用</b>	<b>General Disclosure</b> <b>一般披露</b>  Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。  Note: Resources may be used in production, storage, transportation, buildings, electronic equipment, etc. 註：資源可用於生產、儲存、運輸、樓宇、電子設備等	16
KPI A2.1 關鍵績效指標A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility) 按類型劃分的直接及／或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)	19
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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 measures taken to achieve them 描述求取適用水源上可有任何問題，以及用水效益目標及實現目標的措施	16

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<b>Aspect A3: The Environment and Natural Resources</b> <b>層面A3：環境及天然資源</b>	<b>General Disclosure</b> <b>一般披露</b>  Policies on effective use of resources (energy, water and other packaging materials) 有效使用資源(包括能源、水及其他原材料)的政策	Build Properties with Craftsmanship and Aim at Perfection 用心建房·臻至完善  14, 16, 18  14, 16, 18
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	18
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	Information on: 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等 機會、多元化、反歧視以及其他待遇及福利的：	20-21, 23, 24
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	(b) compliance with relevant laws and regulations that have significant impact on the issuer (b) 遵守對發行人有重大影響的相關法律及規例的 資料	
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KPI B1.1 關鍵績效指標B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region 按性別、僱傭類型（如全職或兼職）、年齡組別劃分及地 區劃分的僱員總數	21
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<p><b>Operating Practices</b> <b>營運慣例</b></p> <p><b>Aspect B5: Supply Chain Management</b> <b>層面B5：供應鏈管理</b></p> <p><b>General Disclosure</b> <b>一般披露</b></p> <p>Policies on managing environmental and social risks of the supply chain 管理供應鏈的環境及社會風險政策</p>	Purchase Responsibly and Ethics First 責任採購，道德為先	26
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<p>KPI B5.3 關鍵績效指標B5.3</p>	Description of practices used to identify environmental and social risks along the supply chain, and how the practices are implemented and monitored 描述用於識別供應鏈的環境及社會風險的慣例以及有關慣例的執行及監察方法	25

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<b>Aspect B6: Product Responsibility</b> <b>層面B6：產品責任</b>	<p><b>General Disclosure</b> <b>一般披露</b></p> <p>Information on: 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的：</p> <p>(a) the policies; and (a) 政策；及</p> <p>(b) compliance with relevant laws and regulations that have significant impact on the issuer (b) 遵守對發行人有重大影響的相關法律及規例的資料</p> <p>relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress</p>	9-12
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	The business nature of the Group does not involve product manufacturing 本集團不涉及產品製造
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	(b) compliance with relevant laws and regulations that have significant impact on the issuer (b) 遵守對發行人有重大影響的相關法律及規例的資料	
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<b>Aspect B8: Community Investment</b> <b>層面B8：社區投資</b>  <b>General Disclosure</b> <b>一般披露</b>  Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities interests 有關以社區參與來了解發行人營運所在社區需要和確保其業務活動會考慮社區利益的政策	Adhere to Original Commitments and Return Wealth to the Society 恪守初心，還富社會	27
KPI B8.1 關鍵績效指標B8.1  Focus areas of contribution (e.g. education, environmental concerns, labor 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)	Adhere to Original Commitments and Return Wealth to the Society 恪守初心，還富社會	27
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)	Adhere to Original Commitments and Return Wealth to the Society 恪守初心，還富社會	27



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金輝控股(集團)有限公司