



易居企业集团

E-House (China) Enterprise Holdings Limited

易居(中國)企業控股有限公司

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立的有限公司)

Stock Code 股份代號：2048

中國創新的、  
基於房地產數據的  
房地產交易服務商

2021

Environmental, Social And  
Governance Report

環境、社會及管治報告

# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 關於本報告

#### 編寫標準

本《環境、社會及管治報告》(下簡稱「ESG報告」或「本報告」)的編寫參照了香港聯合交易所有限公司(簡稱「聯交所」)2019年12月披露的第三版《環境、社會及管治報告指引》諮詢總結文件。

#### 時間範圍

本報告描述2021年1月1日至2021年12月31日有關易居(中國)企業控股有限公司(以下簡稱「本公司」、「易居」或「我們」)的環境、社會及管治方法和表現。

#### 組織範圍

除非另有說明，否則本報告涵蓋易居在(i)一手房代理業務；(ii)房地產經紀網絡服務業務；(iii)房地產數據及諮詢服務；及(iv)數字營銷服務四大板塊業務。

#### 數據來源

本報告是易居所開展環境、社會及管治活動的真實反映。本報告採納正式文件和統計報告的資料及數據。數據未經易居的獨立核數師審核。

### ABOUT THIS REPORT

#### Preparation Standard

This Environmental, Social and Governance Report (hereinafter referred to as “ESG Report” or “this Report”) has been prepared in accordance with the third edition of the consultation conclusions on the Environmental, Social, and Governance (“ESG”) Reporting Guide published in December 2019 by The Stock Exchange of Hong Kong Limited (hereinafter referred to as the “Stock Exchange”).

#### Reporting Period

This Report describes the ESG approach and performance of E-House (China) Enterprise Holdings Limited (hereinafter referred to as the “Company”, “E-House”, “we” or “us”), from 1 January 2021 to 31 December 2021.

#### Reporting Scope

Unless otherwise indicated, this Report covers the four main business operations of E-House being (i) real estate agency services in the primary market; (ii) real estate brokerage network services; (iii) real estate data and consulting services; and (iv) digital marketing services.

#### Data Sources

This Report accurately reflects the ESG activities carried out by E-House. This Report adopts the information and data in the official documents and statistics reports. The data have not been audited by the independent auditor of E-House.

## 披露事項

本報告在內容選擇方面遵循了《環境、社會及管治報告指引》關於ESG報告編製的重要性原則，以確定《ESG報告》所披露的內容既是易居戰略發展的重點，又能充分反應易居的主要權益者（投資者、政府／監管機構、員工、客戶、供應商、社區等）的關注。

## 獲取方式

本報告可以從易居網站([www.ehousechina.com](http://www.ehousechina.com))及香港聯交所網站([www.hkexnews.hk](http://www.hkexnews.hk))下載。

## Disclosures

This Report discloses information which is in compliance with the materiality principle for the preparation of the ESG Report in the ESG Reporting Guide to ensure the content disclosed can reflect both the strategic priorities of E-House and the concerns of key stakeholders of E-House (investors, government/regulatory authorities, employees, customers, suppliers and communities, etc.).

## Way of Access

This Report is available for download at the website of E-House ([www.ehousechina.com](http://www.ehousechina.com)) and the website of the Stock Exchange ([www.hkexnews.hk](http://www.hkexnews.hk)).

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

## 社會責任管理

本公司致力於實現經濟、社會及環境的可持續發展，在市場服務、員工發展、社會公益、及低碳運營方面不斷優化管理，積極與各權益者溝通，認真做好企業公民，贏得社會尊重。

### 管理方法

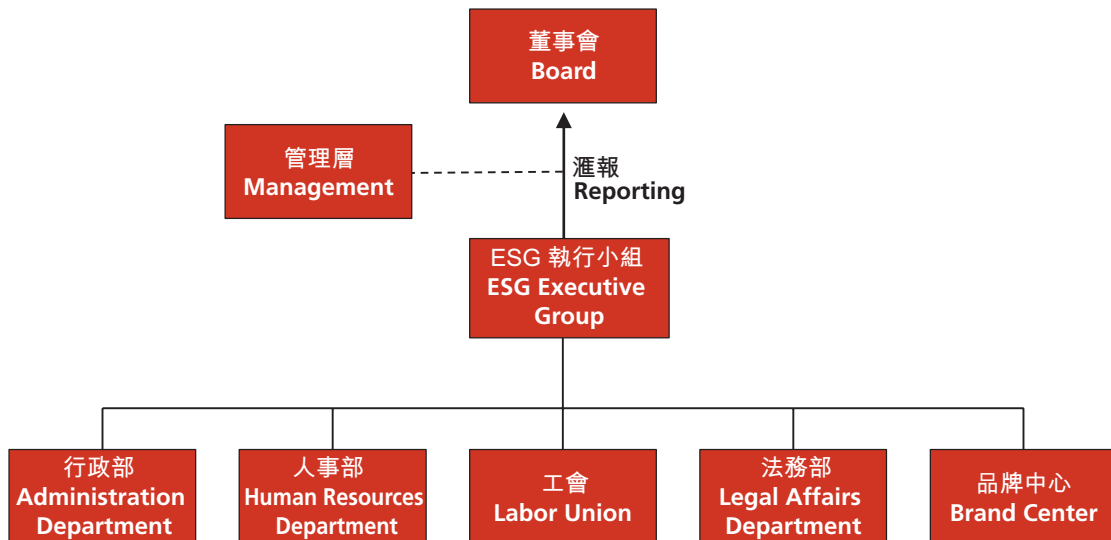
本公司設立由決策層、管理層及執行層組成的ESG管治架構，全方面管理公司ESG相關事宜。董事會是ESG管理的最高決策機構，總體負責ESG相關事宜的管理與決策；管理層設定公司ESG管理目標，並組織執行ESG相關事宜；公司各部門與各分支機構組成ESG管治架構的執行層，負責公司ESG相關事宜的具體實施，配合管理層完成ESG相關工作任務，切實推動ESG各項具體工作的落實和提升。

## SOCIAL RESPONSIBILITY MANAGEMENT

The Company is committed to achieving sustainable development in respect of economic, social and environmental aspects, continuously optimizing management in terms of market services, employee development, social public welfare and low carbon operation, actively communicating with each stakeholder, and earnestly being a corporate citizen so as to earn social respect.

### Management Approach

The Company has established an ESG governance structure consisting of the decision-making level, management level and execution level to manage the Company's ESG-related matters in all aspects. The Board is the highest decision-making body for ESG management, and is generally responsible for the management and decision-making of ESG-related matters. The management sets the Company's ESG management objectives and organizes the implementation of ESG-related matters. Each department and branch of the Company forms the execution level of the ESG governance structure, which is responsible for the specific implementation of the Company's ESG-related matters, cooperates with the management to complete ESG-related tasks, and effectively promotes the implementation and improvement of specific tasks of ESG.



## 權益者參與

我們重視權益者的期望和意見，信任是我們和權益者保持良好及長遠關係的基石。我們持續完善與各權益者的溝通機制，充分考慮各權益者包括投資者、政府／監管機構、員工、客戶、供應商、社區等的訴求，共同謀求可持續發展之道。

本報告向權益者提供了其在環境、社會及管治方面的活動和表現的最新信息，傳達其為權益者創造最優價值的意願。

## Stakeholder Engagement

We value the expectations and opinions of our stakeholders. Trust is the cornerstone for us to maintain a good and long-term relationship with stakeholders. We continue to improve the communication mechanism with each stakeholder, and fully consider the demands of each stakeholder, including investors, government/regulatory authorities, employees, customers, suppliers, and communities in order to jointly seek for sustainable development.

This Report provides our stakeholders with the latest information about the Company's activities and performance in ESG aspects, conveying the Company's willingness to create the best value for its stakeholders.

權益者 Stakeholders	對本公司期望 Expectations on the Company	反饋方法 Channels of feedback
投資者 Investors	保障股東權利及權益 Protection of shareholders' rights and interests	股東大會 General meetings
	及時準確披露相關信息 Timely and accurate disclosure of relevant information	財務報告 Financial reports
	完善公司治理 Improvement of corporate governance	投資者報告 Investor reports
	合規經營 Compliance operation	公司新聞 Company news
政府／監管機構 Government/Regulatory Authorities	合規經營 Compliance operation	合規報告 Compliance report
	平等僱傭 Equal employment	監督檢查 Supervision and inspection
	健康與安全 Health and safety	參與會議／研討會 Participate in conferences/seminars
	環境責任 Environmental responsibility	許可文件申請 Application for licensing documents
	回饋社會 Giving back to society	

# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

權益者 Stakeholders	對本公司期望 Expectations on the Company	反饋方法 Channels of feedback
員工 Employees	有競爭力的薪酬和福利 Competitive remuneration and benefits	郵件與訪談 Email and interview
	培訓和能力建設 Training and capacity building	培訓和職業發展 Training and career development
	職業發展 Career development	投訴機制 Complaint mechanism
	健康與安全 Health and safety	
客戶 Customers	客戶滿意度 Customer satisfaction	客戶滿意度調查 Customer satisfaction survey
	服務質量 Service quality	日常運營／互動 Daily operation/interaction
	隱私保障 Privacy protection	客戶服務中心／熱線 Customer service center/hotline
供應商 Suppliers	供應商准入管理 Admittance management of suppliers	招標、研討會 Tendering, seminars
	供應商評估 Evaluation of suppliers	供應商准入與評估 Admittance and evaluation of suppliers
	供應商權益保障 Protection of suppliers' interests	實地考察 On-site inspections
	供應商合作 Cooperation with suppliers	日常交流 Daily interaction
社區 Communities	當地發展 Local development	召開社區會議 Convening community meetings
	推動就業 Promoting employment	招聘啟事 Recruitment notices
	熱心社區服務 Devoting to community services	公益活動 Charitable activities
	保護自然環境 Protection of natural environment	社區服務 Community services

## 重要性原則

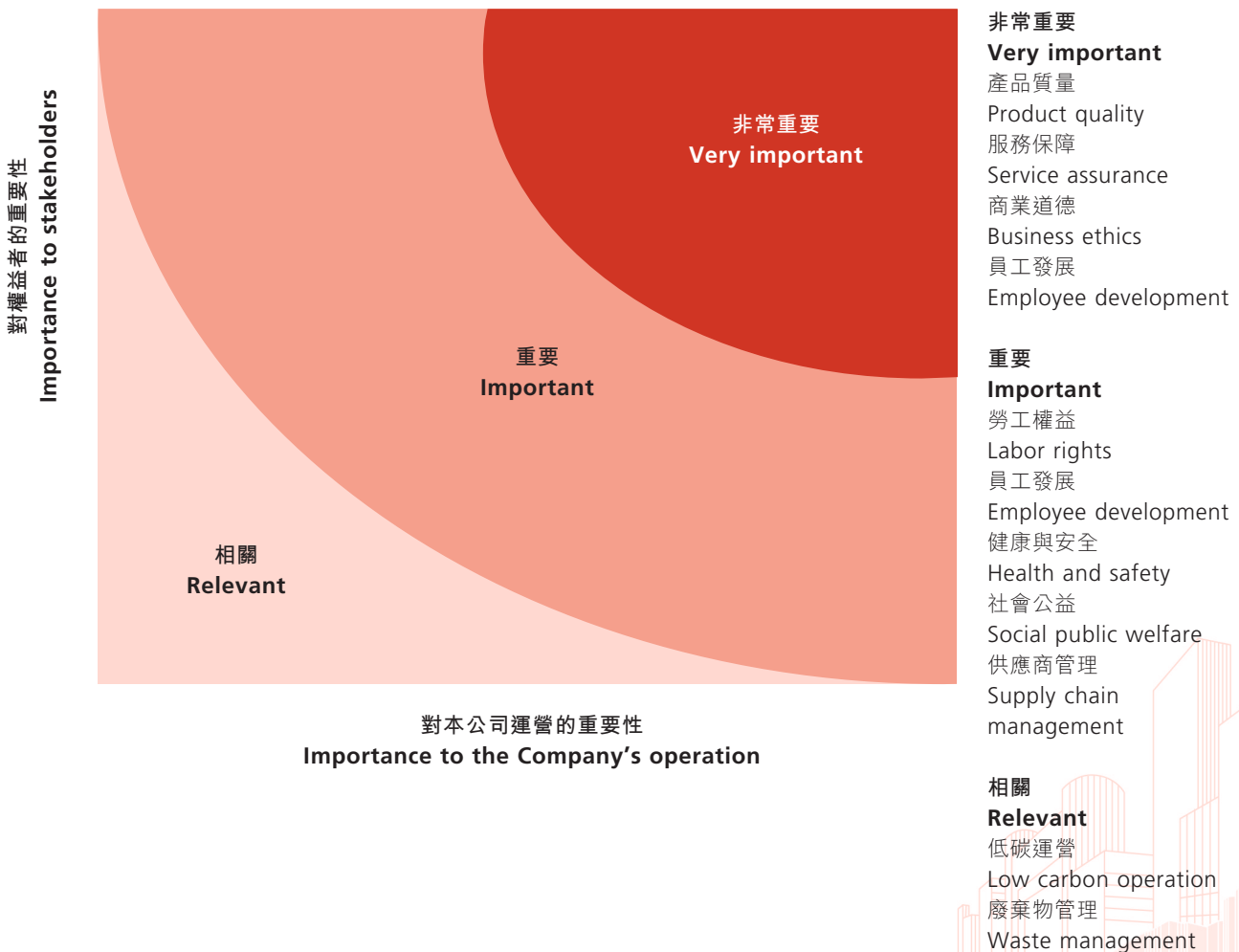
我們對本公司內部和外部的權益者進行了溝通與調查，收到多項建議，從對本公司業務影響及對權益者的影響兩個維度出發，對本公司的社會責任議題進行了評分與排序，以反映我們對環境、社會的重大影響，並更好地回應權益者的期望與訴求。

我們的重大議題矩陣如下：

## Materiality Principle

Having communicated and conducted surveys with internal and external stakeholders of the Company, we have collected many suggestions. From the dimensions of both the impact on the Company's operations and the impact on our stakeholders, we have scored and ranked the social responsibility issues of the Company to reflect our material impacts on the environment and society and better respond to the expectations and demands from stakeholders.

Set out below is a matrix of our key issues:





### 市場責任

我們旨在成為中國房地產行業航母級交易綜合服務平台，服務於開發商、中介機構和資產所有人，擁有全直營管轄的業務版圖。易居旗下一手房代理業務、房地產經紀網絡服務業務、房地產數據及諮詢服務三大特色業務，全面覆蓋從新房代理服務、房地產經紀共享服務到房地產大數據應用服務，打造交易服務和賦能服務兩大服務平台。服務100%中國百強開發商，實力股東背書，合力探索和打造後房地產時代新高地。

### 行業標桿

易居是中國領先的、創新的、基於大數據的房地產全產業鏈服務商，旗下一手房代理業務、房地產經紀網絡服務業務、房地產數據及諮詢服務三大特色業務板塊，圍繞房地產產品端和消費端的需求，依托現代信息技術，實現了房產交易服務產業鏈的全覆蓋，致力於做房地產業的優秀服務生。

### 一手房代理業務

2021年3月，在中國房地產開發企業500強首選服務商品牌測評成果發佈會上，易居以19%的品牌首選率榮獲「中國房地產開發企業500強首選服務品牌·營銷代理類」榜首，實現榜首六連冠。中國房地產開發企業500強首選服務商品牌測評從房地產開發企業500強調研、測評企業申報數據、行業專家意見及消費者品牌感知等四個層面對候選企業進行測評，其測評成果為百強房企戰略合作提供直接參考。我們獲得「中國房地產開發企業500強首選服務品牌·營銷代理類」第一名，體現了客戶的認可，對我們是極大的鼓勵，更是一種鞭策。

### MARKET RESPONSIBILITY

We are committed to becoming a comprehensive service platform for giant-level transactions in China's real estate industry, serving a number of developers, intermediaries and asset owners, with the full business coverage of direct sales. The three unique businesses under E-House, namely, real estate agency services in the primary market, real estate brokerage network services, and real estate data and consulting services cover a wide range of services, from new home agency services, real estate brokerage services, to real estate big data application services to create the two major service platforms of trading services and empowerment services. It is a combined powerhouse, serving 100% of China's top 100 developers, to jointly explore and reach a new highpoint in the post-real estate era.

### Industry Benchmark

E-House is a leading, innovative, big data-based real estate industry chain service provider in China. Our three unique businesses: real estate agency services in the primary market, real estate brokerage network services, and real estate data and consulting services focus on the demand for real estate product side and consumer side. We rely on modern information technology for achieving full coverage of the real estate transaction service industry chain and strive to be an excellent server in the real estate industry.

### Real Estate Agency Services in the Primary Market

In March 2021, E-House won the first place in the "Top 500 Service Brands of Real Estate Development Enterprises in China: Marketing Agency Category" for the sixth consecutive year with a 19% brand preference rate at the Conference on Evaluation of China's Top 500 Service Brands of Real Estate Development Enterprises. Evaluation of China's Top 500 Service Brands of Real Estate Development Enterprises is conducted on four levels: the survey of the top 500 real estate development enterprises, the evaluation of the enterprises' reported data, the opinions of industry experts and consumer brand perception, and the evaluation results provide direct reference for the strategic cooperation between the top 100 real estate enterprises. Winning the first place in the "Top 500 Service Brands of Real Estate Development Enterprises in China: Marketing Agency Category" reflects the recognition by our customers, which is an encouragement to the Group and also serves as a drive for us.

## 房地產經紀網絡服務業務

自2016年1月成立以來，易居房地產經紀網絡服務業務以「共建、共生、共贏」為理念，以易居龐大資源體系，為全國中小微經紀公司提供綜合賦能服務。

2021年，易居房地產經紀網絡服務業務板塊繼續保持行業領先地位，圍繞新房、二手房兩大領域，以品牌、系統、技術、服務多個維度賦能，向開發商、渠道、經紀門店提供一系列實用產品，產品涵蓋：友房通2.0、分享家、公盤鏈、易居房友管理系統2.0、墊佣寶、簡單美房、房友學院、房友直聘等，功能覆蓋新房聯動、公盤、系統、營銷工具、佣金產品、培訓、招聘等門店管理和業務發展的方方面面。隨着開發商與經紀公司的深入合作，易居將為雙方打開更廣闊的藍海空間。

## 房地產數據及諮詢服務

易居從2006年開展房地產數據及諮詢服務開始，一直在數據領域深耕不輟，擁有業內領先的、覆蓋度最廣、顆粒度最細、多元異構的不動產數據採集能力；其次，數據治理、大數據算力和AI機器學習等智能敏捷的技術能力多年來不斷增強；從數據到大數據，從單一數據庫產品到多領域的數據場景應用，易居始終引領着不動產行業的數字化方向，賦能企業創造更多價值。

## Real Estate Brokerage Network Services

Since its establishment in January 2016, the real estate brokerage network service of E-House has been adhering to the concepts of "co-construction, co-development and win-win". The vast resources of E-House have provided a comprehensive system for small and medium-sized micro-brokers in the country.

In 2021, the real estate brokerage network services sector of E-House continued to maintain its leading position in the industry, focusing on the two major areas of new home and secondary real estate. It is empowered through various dimensions such as by brands, systems, technologies, and services, and provides a series of practical products to developers, channels, and brokerage stores. The products include: You Fang Primary Market Platform 2.0 (友房通2.0), Fen Xiang Jia (分享家), Multiple Listing Chain (公盤鏈), Fangyou Management System 2.0 (易居房友管理系統2.0), Dian Yong Bao (墊佣寶), Jian Dan Mei Fang (簡單美房), Fangyou College (房友學院) and Fangyou Direct Recruitment (房友直聘), etc. Their functions cover new home linkage, multiple listings, systems, marketing tools, commission products, trainings, recruitment and other aspects of store management and business development. With the in-depth cooperation between developers and brokerage companies, E-House will open up a broader blue ocean space for both parties.

## Real Estate Data and Consulting Services

Since the launch of the real estate data and consulting services in 2006, E-House has been intensively engaged in the field of data. It has the industry-leading, widest coverage, finest, and diverse and heterogeneous real estate data acquisition capabilities; secondly, its data governance, smart and agile technical capabilities such as big data computing power and AI machine learning have been continuously enhanced over the years; from data to big data, from single database products to multi-field data scenario applications, E-House has always been leading the digitalization direction of the real estate industry, empowering enterprises to create more value.

# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 引領數字化發展

本公司未來將秉持「科技賦能、智慧服務」的發展志向，把握行業機遇，積極投身數字化發展，以房地產行業的奮鬥者、整合者和領導者之姿態，致力於服務開發商、中介機構和資產所有人等。本公司的戰略目標是打造全不動產領域的「新基建」，引領不動產領域交易與運營的數字化與智能化升級；並構建不動產領域數據資產平台生態圈，推動全行業數據資產共享與應用。

### 房地產數字化營銷

在數字化營銷領域，本公司打造圍繞「天貓好房」的數字化營銷戰略，構建不動產數字化營銷在線與線下的全鏈條平台。本公司與阿里巴巴集團升級戰略合作，阿里全力支持易居打造房地產數字化營銷和交易平台。在阿里品牌、技術、產品、運營和在線交易經驗的賦能下，由易居全權進行平台的建設和運營，雙方進一步深化線上線下房產交易、數字營銷和交易後相關服務等領域的合作，聯合升級中國房產數字化營銷新基建。同時，樂居也助力與阿里巴巴集團合作共同搭建在線房產交易平台。「天貓好房」傾力打造行業領先的房地產信息交易服務平台，完成在線線下數字化全鏈路循環交易。

2021年5月，「天貓好房」戰略發佈會和「618熱力好房節」啟動會在上海舉行，會上「天貓好房」發佈了全新品牌戰略及形象，並推出了其面向消費者、開發商和經紀行業的數字化戰略（CBA戰略）。「天貓好房」以「房產交易，因我們而簡單！」為使命；以「打造領先的房地產信息交易服務平台，打造線上線下全鏈路數字化交易平台」為願景；並發佈了「好房，好價，好服務！」的價值主張。在未來三年，「天貓好房」將力爭實現平台每日活躍用戶300萬，年度交易規模超過2萬億，年營業收入500億的目標。

### Leading Digital Development

In the future, the Company will adhere to the “technology-enabled and smart services-based” development ambition, seize industry opportunities, and actively participate in digital development. As a striver, integrator and leader in the real estate industry, the Company strives to serve a number of developers, intermediaries and asset owners. The Company’s strategic objective is to create a “new infrastructure” in the real estate sector, leading the digital and intelligent upgrade of transactions and operations across the sector. The Company will also build a data asset platform ecosystem in the real estate sector to promote the sharing and application of all data assets in the industry.

### Real Estate Digital Marketing

In the digital marketing sector, the Company has built a digital marketing strategy centered on “Tmall Haofang (天貓好房)”, and built a full-chain platform for online and offline real estate digital marketing. The Company and Alibaba Group have upgraded their strategic cooperation in which Alibaba fully supports E-House to build a real estate digital marketing and transaction platform. With the empowerment of Alibaba’s brand, technology, products, operation and online transaction experience, E-House has the full power to build and operate the platform. The two parties continue to enhance cooperation in online and offline real estate transactions, digital marketing and post-transaction related services, so as to jointly upgrade the new infrastructure of real estate digital marketing in China. Meanwhile, Leju has also supported our cooperation with Alibaba Group to build the online real estate transaction platform. “Tmall Haofang” has strived to build an industry-leading real estate information transaction service platform and achieved online and offline digital full-chain closed-loop transactions.

In May 2021, the “Tmall Haofang” strategic conference and the “618 Hot House Festival (618熱力好房節)” kick-off meeting were held in Shanghai, where “Tmall Haofang” released its brand new strategy and image, and launched its digital strategy (CBA strategy) for consumers, developers and the brokerage industry. With the mission of “real estate transactions are easy because of us!” and the vision of “building a leading real estate information transaction service platform and building an online and offline full-chain digital transaction platform”, “Tmall Haofang” upholds its value proposition of “good house, good price, good service!”. In the next three years, “Tmall Haofang” will strive to achieve the target of 3 million daily active users, an annual transaction volume of more than RMB2 trillion and annual revenue of RMB50 billion.



「天貓好房」618熱力好房節啟動會  
“Tmall Haofang” 618 Hot House Festival kick-off meeting

於6月全新上線的「天貓好房」，面向用戶進行了全面升級。憑藉可靠的平台和強大的技術賦能，升級後的「天貓好房」運用保真、優選、服務機制提供更可靠的房源信息，並使用1v1專程服務和看房專車讓消費者安心找好房。同時，運用大數據及專業測評等手法，讓人找房改變為房找人，真正匹配消費者置業需求，助力其省心選房；並且從在線交易、資金保障及全流程交易監控着手，「天貓好房」使消費者買房更安心。另外，「天貓好房」為經紀行業提供全面交易賦能，讓房產經紀回歸房源、客源和撮合交易的本質。「天貓好房」致力於為經紀公司和經紀人打造一個數字化生意平台，使其房產交易更簡單，從本質上改變互聯網平台獲客的單一功能。依靠經紀行業數字開放平台的房源保真能力、精準獲客能力、優質服務能力、交易保障能力及新房聯賣能力，為經紀公司及經紀人全面輸出數字化生意能力，推動經紀行業進行全面數字化升級，與經紀機構攜手共建一個更開放、更高效、更優質、更安全的經紀行業新生態。

Newly launched in June 2021, “Tmall Haofang” has been fully upgraded for users. Leveraging the reliable platform and strong technology empowerment, the upgraded “Tmall Haofang” provides more reliable housing information with the help of fidelity, selection and service mechanism, and uses the 1v1 dedicated service and chauffeured car services to let consumers find good houses with a peace of mind. At the same time, it uses big data and professional evaluation methods to change from people looking for houses to houses looking for people, truly matching consumers’ needs for housing, and helping them to select houses in a cost-effective way. In addition, with a start from online transaction, capital guarantee and whole-process transaction monitoring, “Tmall Haofang” makes consumers feel more at ease when buying houses. Furthermore, “Tmall Haofang” provides comprehensive trading empowerment for the brokerage industry, allowing real estate brokers to return to the essence of sources of housing and customers and transactions matching. “Tmall Haofang” is committed to building a digital business platform for brokerage companies and brokers to make real estate transactions easier and fundamentally change the single function of the Internet platform for customer acquisition. Relying on the real estate fidelity, precise customer acquisition, quality service, transaction guarantee and new real estate co-sale capabilities of the digital open platform for brokerage industry, “Tmall Haofang” comprehensively provides brokerage companies and brokers with digital business capabilities, promotes the comprehensive digital upgrading of the brokerage industry, and jointly builds a new brokerage industry ecosystem with brokerage institutions that is more open, more efficient, better and safer.

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

### 房地產數字化服務

本公司將繼續發揮地產大數據優勢和科技優勢，強化房地產大數據服務，擴大市場份額。同時，將房地產大數據服務積極延伸應用領域，包括金融、商辦、物業小區、產業園區等，探索新型大數據應用，保持國內行業領先地位。

另一方面，本公司將在房地產數字化服務領域進行核心升級。在產業數字化轉型和升級的浪潮下，本公司將發揮聚焦泛不動產領域的行業優勢和技術經驗，通過系統產品與定制化手段，為客戶提供全領域、全鏈條、全環節的數字化解決方案，包含PAAS層中台技術、SaaS層業務應用、BI數據智能分析等。同時，通過AI算法、區塊鏈技術，為不動產領域構建引領性的數據資產交易平台。

2021年，易居添璣EBaaS憑藉基於區塊鏈技術的不動產交易協作平台(ETC)入選「2021年度全國區塊鏈技術應用精選案例」。同時，易居添璣榮獲上海區塊鏈技術協會頒發的「2021年度協會工作突出貢獻獎」。

### 服務保障

我們致力於為客戶提供高效優質的服務。在業務過程中和服務完成後，我們均與客戶保持恰當的聯繫，獲得客戶反饋並及時根據意見調整服務內容。每年我們還會對一定比例的客戶進行回訪，了解客戶意見、維護客戶關係。客戶滿意度調查樣本數量逐年上升，不僅增強我們和客戶的聯繫，也促使我們更清晰地了解客戶未來業務的發展情況以尋求再次合作的可能性。

### Real Estate Digital Services

The Company will continue to leverage the advantage of its real estate big data and technology to improve the real estate big data services and expand market share. Meanwhile, the Company will actively broaden the application of the real estate big data service in finance, commercial office, property community, industrial parks, and other areas, and explore new big data applications to retain its leading position in the industry in the country.

On the other hand, the Company will carry out core upgrades in the real estate digital services sector. In the face of the industry's digital transformation and upgrade, the Company will leverage its industry strength, technological experience focusing on the pan-real estate sector and, with system products and customized approaches, provide customers with omnichannel and all-around digital solutions covering all sectors, including PAAS middle platform technology, SaaS business application, BI Smart Data Analysis. Meanwhile, the Company will construct a leading data asset transaction platform for the real estate sector through AI algorithms and blockchain technology.

In 2021, E-House Tianji EBaaS was selected as the "2021 National Selected Case of Blockchain Technology Application" by virtue of its blockchain-based real estate transaction collaboration platform (ETC). At the same time, E-House Tianji won the "2021 Association Work Outstanding Contribution Award" issued by the Shanghai Blockchain Technology Association.

### Service Assurance

We are committed to providing efficient and quality services to our customers. During the business operation process and after the completion of our services, we maintain appropriate contact with customers, and adjust our services according to the feedback that we have obtained from customers in a timely manner. We also visit our customers annually on a pro rata basis to understand the opinions of our customers and maintain business relationship with them. The number of customer satisfaction survey samples has been increasing year by year, which not only improves our relationship with our customers, but also enables us to have a clearer understanding of the future development of our customers' businesses in order to seek for further cooperation opportunities with them.

## 確保營銷合規

我們建立案場管理制度，在員工培訓中強調對不實宣傳及虛假廣告／宣傳內容的識別，以及正確的宣傳方式和措辭，保證營銷的合法合規。業務管理部門成立公司級督導組和城市級督導組，並下發合規經營要求，各案場和門店一一予以簽收並按要求執行和自查。各城市督導組每月對項目現場和門店進行檢查，包括案場員工的接待流程、數據管控、門店經營規範性和合法性、交易的安全性等。自查結果由負責人簽字確認，並在經營工作會議進行討論，將討論結果下發給各城市作為指導意見。本公司業務管理部的督導組定期對案場和門店進行督導、抽查，並對客戶進行滿意度調查，確保案場員工和門店工作行為的規範性，如發現問題立即督促整改並上報本公司高級管理層。

## 保護客戶隱私

我們注重客戶數據及隱私的保護。客戶信息檔案的編製及更新工作由我們業務開發部門負責，客戶信息檔案涵蓋了客戶基礎資料、客戶特徵和業務狀況等信息。我們要求所有員工入職時均需要簽訂《員工手冊》，手冊中強調了客戶信息為重要檔案，須妥慎保管且不得外傳、洩露。另外，我們建立《商業行為和道德守則》，對保密範圍和級別、保密措施及監管部門職責進行明確。

## Marketing Compliance

We have established showcase management systems, and emphasized how to identify false propaganda and false advertising/promotional content, as well as correct propaganda methods and wording in our employee trainings to ensure the marketing is in compliance with relevant laws and regulations. The business management department has set up company-level supervision teams and city-level supervision teams, and issued certain compliance management requirements, which have been delivered to and signed by each showcase and store for execution and self-examination as required. Each city supervision team inspects project sites and stores every month, including reception process of the staff in the showcases, data management and control, the normalization and legality of the stores' operation and transaction security. The results of the self-examination are signed and confirmed by the responsible staff and then discussed at the operational meetings, and the discussion results are sent to each city where we operate as guidance. The supervision teams under the Company's business management department supervise and check the showcases and stores on a regular basis, and conduct satisfaction surveys on our customers to ensure the normative work and behavior of the staff in the showcase and stores. If any problem is found, they will urge an immediate rectification and report to the Company's senior management.

## Customer Privacy Protection

We attach importance to the protection of customer data and privacy. Our business development department is responsible for the preparation and update of customer information files, which cover basic information of customers, customer features and business status. Upon joining us, all employees are required to sign the Employee Manual, which emphasizes that customer information, as an important file, must be kept prudently and must not be circulated or disclosed to outside parties. In addition, we have established the Code of Business Conduct and Ethics to clarify the scope and level of confidentiality, confidentiality measures and regulatory responsibilities.

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

在日常運營過程中，我們將收集的數據存儲於內部銷售管理系統內，僅相關員工擁有內部銷售管理系統用戶名及密碼，每項數據的獲取都須嚴格符合授權範圍，以限制在非必要情況下獲取有關物業買家資料。所有物業買家數據由信息技術部集中管理並存儲於基於雲計算的數據中心。我們的內部銷售管理系統及CRIC系統（本公司開發並持有的一系列自有房地產數據庫及分析系統）均為單獨運行且獨立管理的系統。我們的CRIC系統沒有收集或儲存個體的個人資料（如身份證號碼），我們亦無使用內部物業買家數據庫作為房地產數據及諮詢服務的內容。

我們已採納並實行有關收集、使用及儲存個人資料的內部政策及措施，以確保符合相關法律法規的規定。我們已採納內部安全措施防止、發現及處理與數據洩漏、安全漏洞以及未經授權進入我們系統獲取數據有關的潛在問題。即我們要求所有員工對個人資料保密。加入我們的每名員工須簽署相關承諾並通過內部培訓及測試。需要進入內部銷售管理系統的任何員工須按照內部流程提出申請，禁止未經授權複製或傳送有關數據。如員工的職位變動或僱傭終止，瀏覽權限將予撤銷。數據收集及數據存儲由不同內部團隊管理。我們不時檢查數據備份系統以確保系統維護良好並正常運行。對於違反內部數據保護政策的員工，我們將依照內部紀律政策予以懲處乃至解僱，對於情節嚴重者，我們保留進一步採取法律措施的權利。

During the daily operation process, the data collected are stored in our internal sales management system. Each of our relevant staff who has access to such information has a user name and passcode to access the internal sales management system, the access of which is strictly based on the scope of authority to limit unnecessary accesses to such property buyer information. All property buyer information is centrally managed by our information technology ("IT") department and stored in our cloud-based data center. Our internal sales management system and our CRIC systems (a series of proprietary real estate databases and analysis systems developed and owned by the Company) are separate systems under independent management. We do not collect or store personal information of individuals (e.g. identity card numbers) in our CRIC systems, nor do we use our internal property buyer databases to facilitate the provision of real estate data and consulting services.

We have adopted internal policies and implemented measures in relation to the collection, usage and storage of personal information to ensure that we comply with the requirements under relevant laws and regulations. We have adopted internal security measures to prevent, detect and deal with potential issues relating to data leakage, security breach and unauthorized access to our systems and the data stored therein. Specifically, we require all of our employees to keep personal information confidential. Upon joining us, each employee has to sign relevant undertakings and pass our internal training and tests. For any employees who need to access our internal sales management system, an application has to be made based on our internal procedures and unauthorized copy or transmission of such data is prohibited. In the case of change of position or termination of employment, access authorization will be revoked. Data collection and data storage are managed by different internal teams. We review our data back-up systems from time to time in order to ensure that they are well-maintained and functional. We will take internal discipline measures or even terminate the employment to penalize violation of our internal data protection policies. In case of serious violations, we reserve the right to take further legal action.

## 聆聽客戶聲音

我們開設投訴處理專線，並由業務管理部的投訴處理專員負責接聽、處理、跟蹤和反饋。投訴處理專員會對每一起投訴案件進行編號，收集客戶投訴案件詳細信息，及時與投訴內容相關的直接負責人進行聯繫，交由直接負責人立即處理客戶投訴，投訴處理專員將持續跟蹤投訴處理情況，並與投訴人保持溝通與聯繫。若涉及重大投訴案例，業務管理部將派遣投訴處理專員於案場進行一系列盡職調查，確認投訴緣由，妥善處理並及時反饋。2021年，我們接獲關於服務的投訴為0件。

由於我們向客戶提供的均為服務，因此不涉及已售產品因安全與健康理由而須回收的情況，亦不會涉及質量檢定過程及產品回收。

## 保護知識產權

我們重視對知識產權的管理，參照已頒佈的《商業行為和道德守則》中對知識產權的定義，員工開發或在工作時通過利用本公司材料和技術資源開發的所有發明、計算機軟件及技術都屬於公司財產，我們要求所有員工嚴格履行保密義務，未經批准不得公佈或透露相關信息。法務部密切關注公司知識產權的保護情況。信息技術部接到與知識產權相關的法律糾紛後及時告知法務部跟進，法務部了解糾紛情形，提出解決方案並積極主動與對方進行接觸和溝通。

## Customer Feedback

We have established a complaint handling line and assigned complaint handling officers from business management department to answer, handle, track and provide feedback. Complaint handling officers will number each complaint case, collect detailed information about the customer's complaints, contact the person directly responsible for the complaint in a timely manner and refer the complaint to the person directly responsible for immediate remedy. The complaint handling officers will continue to track the handling of complaints and maintain communication and contact with the complainant. If a complaint of significant influence happens, the business management department will dispatch a complaint handling officer to conduct a series of due diligence investigations on the case to confirm the cause of the complaint, properly handle it and provide timely feedback. In 2021, we did not receive any service-related complaints.

Since we provide services to our customers, we are not involved in any recall of the products sold for safety and health reasons, or in any quality verification process or product recall.

## Intellectual Property Rights Protection

We value the management of intellectual property rights. With reference to the definition of intellectual property rights in the released Code of Business Conduct and Ethics, all inventions, computer software and technologies developed by our employees which they develop or work on by using the materials and technical resources of the Company are the property of the Company. We require that all employees shall strictly perform confidentiality obligations, and may not publish or disclose relevant information without approval. The legal department pays close attention to the protection of the Company's intellectual property rights. After receiving the legal disputes related to intellectual property rights, the IT department promptly informs the legal department to follow up. After understanding the disputes, the legal department will put forward solutions and actively contact and communicate with the counterparty.



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

### 供應商管理

我們致力於維護誠信的商業環境，積極履行社會責任，嚴格按照合同條款執行，我們對採購人員定期進行業務培訓，對供應商進行定期考核。我們建立了《行政管理制度》對供應商的選擇、評價標準、供應商管理進行詳細規範。

我們的供應商主要為勞務派遣機構、辦公場所供應商、裝修服務提供商、廣告公司及協助銷售一手房單位的房地產經紀公司等。我們建立了合格供應商名錄，納入符合資質與業績要求、無不良記錄的供應商。我們每年對存在業務往來的供應商進行考核，考核內容包括質量、售後服務、價格等各項因素。若年度供應商考評不能滿足繼續服務要求的，我們會將其從合格供應商名錄中刪除。

我們致力於本地採購與多元化供應鏈相結合。我們鼓勵不同地區、不同民族、不同文化、不同種族的供應商公平公正地加入我們供應鏈體系。我們也積極尋找本地優秀供應商，大大降低採購與運輸成本，積極促進當地經濟發展，創造當地就業機會，減少運輸能源消耗，減少碳排放，減小對環境的影響。

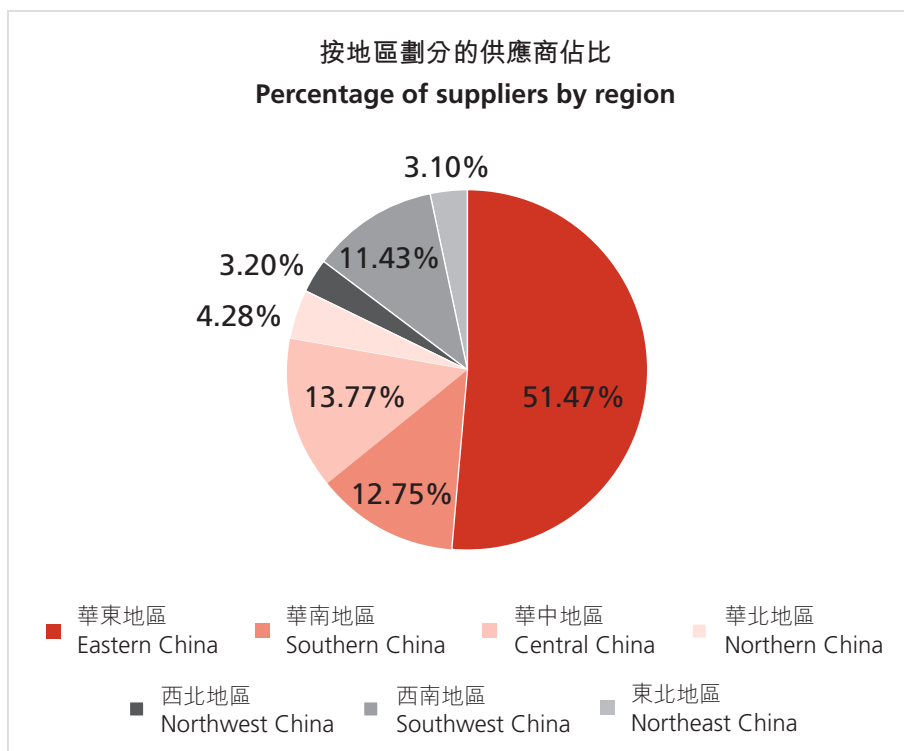
### Supply Chain Management

We are committed to maintaining a business environment of integrity by actively fulfilling our social responsibilities and strictly implementing the contract terms. We regularly conduct business training for procurement personnel and assessments of suppliers. We have formulated the "Administrative Management System" to implement detailed requirements for the selection, evaluation criteria of suppliers and supply chain management.

Our suppliers are mainly labor dispatch agencies, office premise suppliers, decoration service providers, advertising companies and real estate brokers that assist in the sale of real estate in the primary market. We have established a list of qualified suppliers to include suppliers that meet the qualification and performance requirements and have no bad track record. We conduct annual assessments of suppliers who have business dealings with us in various aspects such as quality, after-sales service and price. If the supplier does not meet the requirements of continuing service in the annual assessment, we will remove them from the list of qualified suppliers.

We strive to combine local sourcing with a diversified supply chain. We encourage suppliers from different regions, different ethnic groups, cultures and races to join our supply chain system in a fair way. We also actively seek for local excellent suppliers, greatly lowering procurement and transportation costs and actively promoting local economic development, so as to create local employment opportunities, reduce transportation energy consumption and carbon emissions and minimize the impact on the environment.

2021年度主要供應商按地區分佈如下所示： The distribution of major suppliers by region in 2021 is as follows:



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

### 商業道德

為營造積極正面的經營環境，確保本公司良性發展，我們制定了《商業行為和道德守則》，對競爭與公平交易、利益衝突、禮物和招待、公司財產的保護和使用、知識產權和保密、財務報告和其他公示的準確性、媒體關係、公司記錄、法規遵循等內容進行了明確規定。我們還制定了《反舞弊工作條例》，對舞弊、賄賂行為進行了定義，並通過制度下發、視頻宣傳、培訓等形式進行有效溝通。高級管理層帶頭遵循相關規章制度，並鼓勵、幫助員工在工作中做出正確的選擇。我們制定《企業政府關係原則》的則對員工與政府官員交往行為規範做出規定，同時對反腐敗相關內容進行宣貫。另外，我們擬定了《反洗錢政策》初稿，根據《住房和城鄉建設部、人民銀行、銀監會關於規範購房融資和加強反洗錢工作的通知》等有關法律法規，對房地產開發企業、經紀機構在開展房產交易時可能遇到的洗錢行為進行識別，並明確員工的反洗錢義務和應採取的措施。

我們員工入職時簽訂《員工手冊》和《商業行為和道德守則》，對道德操守和可能存在利益衝突的活動範圍進行了約定。我們定期更新《員工手冊》以明確員工的業務操作規範要求和道德規範。我們人力資源部組織了職業道德培訓，每年員工都需要在線進行道德方面的培訓，包括職業道德的基本要求、與客戶及競爭相關要求、與採購及供應商關係相關要求、與財產及信息安全相關要求等。同時，我們還會不定期組織線下培訓，邀請專門的培訓團隊，對員工的道德操守進行指導。2021年，我們也舉辦了針對全體員工及董事的反貪污培訓。

### Business Ethics

In order to create a positive business environment and ensure the healthy development of the Company, we have formulated the Code of Business Conduct and Ethics, which contains specific provisions on competition and fair trade, conflicts of interest, gifts and hospitality, protection and use of corporate property, intellectual property and confidentiality, accuracy of financial reports and other publicity materials, media relations, corporate records, regulatory compliance, etc. We have also established the Anti-Fraud Work Regulations to define the fraud and bribery conduct and carried out effective communication through system distribution, video promotion and training. Senior management takes the lead in complying with relevant rules and regulations and encourages and helps employees make the right choices at work. We have set up the Principles for the Relationship between the Enterprise and the Government to regulate the conduct of employees when dealing with government officials, and at the same time disseminated related matters about anti-corruption. Furthermore, we have drafted the Anti-Money Laundering Policy to identify the money laundering behavior that may be encountered during the real estate transactions by real estate development enterprises and brokers and to specify the anti-money laundering obligations of employees and measures to be taken by employees pursuant to the relevant laws and regulations such as the notice on Regulating Housing Purchase Financing and Strengthening Anti-Money Laundering Work issued by the Ministry of Housing and Urban-Rural Development, the People's Bank of China and the China Banking Regulatory Commission.

Our newly recruited employees shall sign the Employee Handbook and the Code of Business Conduct and Ethics, which stipulate the scope of ethics and possible conflicts of interest. We regularly update the Employee Handbook to clarify the business practices and ethics standards of employees. Our human resources department organizes professional ethics training, and employees are required to participate in online ethics training annually, including basic requirements of professional ethics and related requirements in terms of customer and competition, procurement and relationship with suppliers, and property and information security. At the same time, we will organize offline training from time to time through inviting a dedicated training team to provide ethics guide for employees. In 2021, we also held anti-corruption training for all employees and directors.

我們業務管理部門定期對員工的工作行為規範進行督導檢查，並開展客戶滿意度訪談及調查，了解員工行為規範是否合法合規。如果員工需要舉報，可以向其直屬上司報告情況或直接向本公司的人力資源部門提交投訴狀。如果員工投訴後事件未得到處理或擔心收到報復，可以通過電子郵件、電話或郵寄向合規負責人報告。我們承諾保護舉報人，員工也可以以匿名的形式進行報告。

2021年，本公司未發現有對本公司或本公司僱員提出並已審結的貪污訴訟案件。

## 員工責任

我們視員工為企業成長發展的基石。我們堅持「以人為本」，致力於為員工打造一個平等、包容、溫暖的工作環境，提供多樣化的培訓方式、豐富的學習資源、完善的發展途徑，讓員工與企業共同成長。2021年，我們一如既往地保持了在員工健康、職業發展及未來人才培養方面的優異表現，連續第4年斬獲「中國互聯網TOP僱主」榮譽。

## 勞工權益

我們積極保障員工權益，通過提供平等就業機會，及建設完善的薪酬福利體系等方式，維護員工切身利益，激發員工工作熱情，推動企業發展。

Our business management department regularly supervises and inspects the work and behavior practices of employees, and conducts customer satisfaction interviews and investigations to understand whether the employees' behavior practices is legal and compliant. Report or complaint by employees can be submitted to their immediate supervisor or directly to the human resources department of the Company. If a related matter is not solved after the submission of a complaint or the employee has concerns about retaliation, they can report to the compliance officer by email, phone or post. We are committed to protecting whistleblowers and employees can report in an anonymous form.

In 2021, the Company did not find any concluded legal cases regarding corrupt practices that were brought against the Company or its employees.

## EMPLOYEE RESPONSIBILITY

We consider our employees as the cornerstone of our business growth. We adhere to the "people-oriented" principle and are committed to creating an equal, inclusive and warm working environment for employees, providing diversified training methods, abundant learning resources, and sound development channels to foster mutual growth of the employees and the Company. In 2021, we persisted in the outstanding performance in respect of employee health, career development, and future talent cultivation as usual, and won the honor of "China Internet TOP Employer" for the fourth consecutive year.

## Labor Rights

We actively protect the rights and interests of employees. By providing equal employment opportunities and building a complete remuneration and benefits system, we protect the vital interests of employees, stimulate their enthusiasm for work, and promote enterprise development.

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### 平等就業機會

易居嚴格遵照《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《中華人民共和國勞動合同法實施條例》、《中華人民共和國社會保險法》、《職工帶薪年休假條例》、《工傷保險條例》、《企業工資支付辦法》及《女職工勞動保護規定》等國家相關法律法規進行落地執行及操作，尊重和保護員工各項合法權益，更給予員工豐厚的福利待遇。

我們堅持平等、透明的人才招聘原則，根據應聘者的條件如學歷和工作經驗等選擇合適的人才，禁止任何種族、國籍、膚色、宗教、身體殘疾、性別、社團成員或婚姻狀況等方面的歧視。只要應聘者的條件符合相關職位要求均可獲得平等的面試機會，同時致力為員工營造安全的工作環境和平等多元的職業發展路徑。

我們堅決反對聘用童工和強制勞工，絕不容許招童工或強制員工勞動的情況發生。如果發現有違規情況，員工可以通過電子郵件、電話或郵件向合規負責人舉報。我們組建黨委、團委和工會，尊重所有員工自由加入協會、工會的權利。我們在2021年未有僱傭童工事件、強迫勞工及歧視的行為發生。

我們實行每天工作8小時、每周工作40小時的標準工時制度。一般管理人員每周工作五天，休息二天。我們也會根據經營需要，或部分崗位因工作性質需要，實行「不定時工作制」或「綜合計算工時工作制」。

### Equal Employment Opportunities

E-House strictly complies with relevant national laws and regulations. The Labor Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China, the Implementation Regulations for the Labor Contract Law of the People's Republic of China, the Social Insurance Law of the People's Republic of China, the Regulations on Employee Annual Paid Vacations, the Regulations on Work-Related Injury Insurance, the Measures for Payment of Wages by Enterprises, and the Regulations Concerning the Labor Protection of Female Staff and Workers are implemented and operated to respect and protect the legitimate rights and interests of employees, and provide employees with generous benefits.

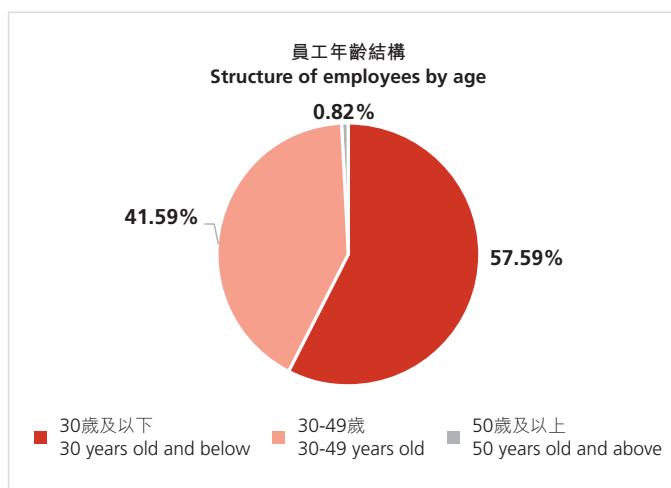
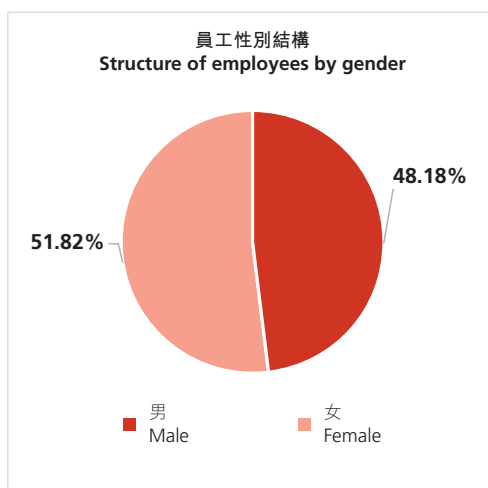
In pursuit of the principles of equal and transparent talent recruitment, we identify suitable talents in accordance with the qualifications of the candidates, including their academic records and work experiences. We prohibit any discrimination against race, nationality, skin color, religion, physical disability, gender, community membership or marital status. Any candidate who qualifies for the relevant position will be provided with an equal opportunity for an interview, and we are committed to providing our employees with a safe workplace, as well as equal and diverse career development paths.

We resolutely oppose the use of child labor or forced labor, and prohibit any situation involving the use of child labor or forced labor, in which case, our employees may report the violation to the compliance officer by email, telephone, or mail. We also establish the Communist Party Committee, Young Communist League Committee, and labor union, and respect their free will to join an association or the labor union. In 2021, we did not identify any incident involving the employment of children, forced labor, or discrimination.

The Company implements a standard system for working hours which prescribes 8 working hours a day and 40 hours a week. General managerial staff work five days a week and rests for two days. We will also implement "unscheduled working system" or "comprehensive calculation of working hours system" according to our operational requirements or for certain positions as per their nature of demand.

我們重視員工結構的多元化，招聘不同背景的員工，創造更加包容的企業文化。截至2021年12月31日，易居總員工總數為15,351人。其中，男性員工7,396人，女性員工7,955人。2021年，我們員工人數的男女比例為1:1.08，女性員工佔比較2020年度提升1%左右。

We value the diversification of our employee structure and recruit employees with different backgrounds to create a more inclusive corporate culture. As of 31 December 2021, E-House had 15,351 employees in total, including 7,396 males and 7,955 females. In 2021, the male/female composition ratio of our employees was 1:1.08, and the proportion of female employees increased by approximately 1% as compared with 2020.



### 完善的薪酬福利體系

我們設置完備的薪酬福利體系，將薪酬與團隊／個人業績、個人能力、工作經驗、崗位職責相掛鉤，同時我們在《績效考核實施辦法》和《崗位激勵細則匯編》中明確了薪酬績效的考核方式。

在薪酬方面，我們根據員工的工作崗位，在本公司的工作年限、工作技能水平、工作態度及勞務／勞動合同履行地勞動力市場工資水平等因素確定員工的基本工資、績效工資、職務津貼、各類補貼、績效獎金／佣金等。同時，我們還採用以業績為導向的激勵機制，績效獎金／佣金的實際發放數額將根據本公司經營業績、員工個人完成業績情況、員工個人工作態度、員工遵守本公司規章制度和勞動紀律的情況等因素確定。

### Complete Remuneration and Benefits System

We have implemented a complete remuneration and benefits system, which is linked with team/individual performance, individual abilities, work experience and responsibilities. Meanwhile, we have defined the appraisal methods of performance-related remuneration in the "Implementation Measures for Performance Appraisal (績效考核實施辦法)" and "Collection of Post Incentive Rules (崗位激勵細則匯編)".

In terms of remuneration, we determine the basic salary, performance salary, position allowance, various subsidies, performance bonuses/commissions of employees based on their positions, length of service with the Company, work skills, work attitude and market rates in the places where the service/labor contracts are performed. Meanwhile, we also adopt performance-driven incentives. The actual amount of performance bonuses/commissions will be determined by the Company based on certain factors, such as the Company's business performance, individual performance, work attitude, employees' compliance with rules, regulations and labor disciplines of the Company.

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在員工福利方面，我們確保員工享有所有法定假期和本集團規定的其它假期，如帶薪年休假、產假、產期陪護假、婚假、喪假及帶薪公益假等。除此之外，員工亦享有其他福利如員工體檢、高溫福利以及外派員工福利等。我們還搭建了員工福利線上平台，這一平台可記錄員工的身心健康情況（記錄員工走路、跑步數據／分享攝影作品）和學習成長（員工通過平台可在線學習／報名參加文化活動）進程。在每個重要的日子（員工生日／上市紀念日／新年前夕等），員工可領取特別禮品。

### 員工關愛

員工不僅是我們最寶貴的財富，更是我們蓬勃發展、基業長青的重要基石。在業務領域不斷創新突破的同時，我們也極為注重企業文化建設的創新完善，將「健康工作、健康生活」作為企業的核心價值觀，積極為員工打造陽光、健康的生活工作狀態，提升員工的凝聚力、向心力與滿意度，獲得了來自員工、家屬及各方的贊譽與認可。

### 線上減脂訓練營

為鼓勵員工培養積極健康的生活方式、增強身體素質，2021年易居舉辦了為期35天的全國線上減脂訓練營，員工可通過自主報名參與健身活動。公司聘請了專業的健身教練為員工制定減脂計劃，通過每天線上發佈訓練任務、即時答疑的方式，督促員工加強鍛煉，並為減脂成績優秀者提供獎勵。

### 易二代夏令營

易二代夏令營是本公司為感謝一直以來為企業榮耀奮鬥的易居員工及其家庭所舉辦的活動，旨在向每個易居家庭傳遞美好生活的理念，並借此機會表達公司對員工的關懷和感恩之心。

In terms of employee benefits, we ensure that all employees are entitled to statutory holidays and other leaves offered by the Group, such as paid annual leave, maternity leave, paternity leave, marriage leave, funeral leave and paid charitable leave. In addition, employees can also enjoy other welfare such as employee medical examination, high-temperature allowance and benefits for dispatched employees. We have also built an employee benefits online platform, where employees can record their physical and mental health (such as their walking and running data/sharing of photographic works) and the progress of learning (employees can learn online/participate in cultural activities through the platform). On each important day (employees' birthday/Listing anniversary/New Year's Eve, etc.), employees can receive special gifts.

### Employee Care

Employees are not only our most valuable assets, but also an important cornerstone for our vigorous development and long-term success. While being committed to continuous innovation and breakthrough in our business sectors, we also attach great importance to the innovation and improvement of corporate culture construction. Based on the core corporate value of "healthy work, healthy life", the Company has actively created a positive and healthy living and working condition to improve the cohesiveness, centripetal force and satisfaction of employees, which has received praise and recognition from employees, their family members and other parties.

### Online Fat Reduction Training Camp

In order to encourage employees to cultivate a positive and healthy lifestyle and enhance their physical fitness, E-House held a 35-day nationwide online fat reduction training camp in 2021, during which employees could participate in fitness activities through self-registration. The Company hired professional fitness coaches to formulate a fat reduction plan for employees. Through daily training tasks and instant Q&A issued online, employees were urged to work out harder. Rewards were also offered to those with outstanding fat reduction achievement.

### E-House Second Generation Summer Camp

The E-House Second Generation Summer Camp is an activity held by the Company to express its gratitude to E-House employees and their families who have been working hard for the Company, aiming to convey the concept of a better life to each E-House family, and take this opportunity to express the Company's care and gratitude to its employees.

2021年是易二代夏令營舉辦的第5年，我們為員工及其家人精心準備了歷時三天的航天夏令營之旅。除為易二代們開設航天科普小課堂，公司還安排了在酒泉衛星發射中心觀摩火箭發射的行程，使參與者能進一步加深對火箭發射和衛星運行的了解。此外，夏令營還設有探訪嘉峪關的活動內容，通過攀爬長城和參觀魏晉磚壁畫墓博物館，讓易二代們切身體會到歷史文明傳承的偉大和自豪感。



探訪嘉峪關  
Visiting Jiayuguan

### 改善工作環境

易居一直致力於為員工提供良好的工作環境，使員工可以在整潔舒適的辦公環境下產生積極的工作情緒，進一步提高員工生活品質和效率。

2021年，我們對公司總部進行了改造，新增易居文化展示長廊和雲上易居展廳，不僅可以實時監測到全國房地產交易數據，還能看到易居關懷、易居學習、易居新聞、易居銷冠等多項展示內容；新設易家書房，員工可免費借閱上千本書籍，涵蓋文學、藝術、歷史、哲學、管理、科普、生活、旅遊等，使員工在忙碌的工作之餘，可以舒緩思緒，休憩心靈；同時升級多功能培訓教室，配合先進的影音設備，使視聽效果翻倍，全方位滿足公司會議、培訓、活動組織的需求。

2021 was the fifth year of the E-House Second Generation Summer Camp. We prepared a three-day aerospace summer camp for our employees and their families. In addition to an aerospace science class for the E-House second generation, the Company also arranged a visit to the Jiuquan Satellite Launch Center to watch the rocket launch, so that participants could further deepen their understanding of rocket launch and satellite operation. Moreover, the summer camp included a tour of Jiayuguan. Through climbing the Great Wall and visiting the Museum of Brick Frescoes of the Wei and Jin Dynasties, the E-House second generation were able to experience the greatness and pride of historical civilization inheritance.



觀摩火箭發射  
Watching the rocket launch

### Improved working environment

E-House has always been committed to providing employees with a good working environment, so that employees can have a positive working atmosphere in a clean and comfortable office environment which further improves the quality of life and efficiency of employees.

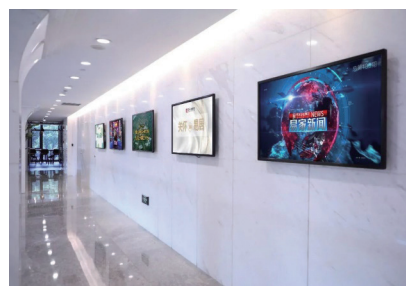
In 2021, we renovated the headquarters of the Company, establishing the E-House cultural exhibition corridor and the "Cloud E-House" exhibition hall, which allows real-time monitoring of real estate transaction data across the country and display of contents such as E-House Care, E-House Learning, E-House News, E-House Sales Champion, etc. We set up a new E-House reading room, where employees can borrow thousands of books for free, covering literature, art, history, philosophy, management, popular science, lifestyle, travelling, etc., to calm their emotion and relax their mind after busy work. At the same time, the multi-functional training classrooms have been upgraded with advanced audio-visual equipment which doubles the audio-visual effects, comprehensively satisfying the needs of the Company in terms of meetings, training and event organization.



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雲上易居展廳  
The “Cloud E-House” exhibition hall



易居文化展示長廊  
E-House cultural exhibition corridor



易家書房  
E-House reading room

### 健康與安全

我們高度重視職業安全，倡導「健康、陽光、正能量的企業文化－健康是對自己負責，對家人負責，對公司負責」的企業文化，將員工的身心健康作為本公司工作的核心重點之一。

### Health and Safety

We attach great importance to occupational safety – adhering to the corporate culture of “healthy and sunny corporate culture with positive energy – health is accountable to ourselves, the family, and the Company”, we regard the physical and mental health of employees as one of the core priorities of the Company.

## 關注員工身心健康

通過嚴格遵守《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》等法律法規，我們致力為員工創造一個健康安全的工作環境。我們的工作場所嚴禁帶入易燃、易爆、有毒、有害物品、呼籲員工對緊急事件及時上報，另外，本公司建立了清晰而有效的管理系統，以匯報於工作中存在的危害與疾病等風險，並就相應的報告提出防範措施。我們更為員工定期開展有針對性的職業健康安全講座與培訓，加強員工對工作危險的防範和自我保護意識。2021年，我們沒有員工死亡案例，亦沒有員工工傷案例，因此我們的因工傷損失天數為0天。

在心理健康方面，為緩解員工工作壓力、生活壓力，提升員工幸福指數，本公司為全體員工與直系家屬開設24小時全天候的心理關愛熱線，並聘請經驗豐富的心理諮詢師提供一對一諮詢協助，解決員工心理矛盾，改善員工心態，以打造一個青春富有活力的團隊。

## 同心抗疫

2021年，在全球疫情持續蔓延的大環境下，我們將員工的安全放在首位，制定了一系列疫情防控標準，以保障員工安全。

### • 售樓中心防疫

除了基本的防疫物資保障和消毒方案，案場實行預約到訪制度，對來訪客戶做好體溫檢測和信息登記，所有案場消毒和訪客信息都應有記錄、可查詢、可溯源、不可篡改，在符合政府防疫要求下，切實保障案場的人員安全。

## Focusing on the Physical and Mental Health of Employees

We are committed to establishing a healthy and safe working environment by strictly following the Production Safety Law of the People's Republic of China and the Law of the People's Republic of China on Prevention and Control of Occupational Diseases. It is strictly forbidden to bring flammable, explosive, toxic and harmful materials to the workplace. Our employees are encouraged to report emergencies in a timely manner. In addition, the Company has formulated a clear and effective management system for reporting risks such as dangers and illnesses during work, and suggesting preventive measures in accordance with the relevant reports. We even provide our employees with specific lectures and training with respect to occupational health and safety, in an effort to raise their awareness of workplace hazards and self-protection. In 2021, we did not have any fatal or industrial injury cases, and therefore the number of lost days due to work-related injury is zero.

In terms of mental health, to alleviate the work and life pressure of employees and improve the employee happiness index, the Company has set up a 24-hour psychological care hotline for all employees and their immediate family members. The Company also engages experienced psychological counsellors to provide one-on-one consultation assistance to solve the psychological contradictions of employees and improve the mentality of employees for building a young and energetic team.

## Fighting against the Pandemic Together

In 2021, against the backdrop of the continuous spread of the global pandemic, we put the safety of our employees first and formulated a series of new standards for pandemic prevention and control to ensure the safety of employees.

### • Pandemic prevention in sales centers

In addition to the fundamental anti-pandemic material protection and disinfection scheme, the showcases implement an appointment visit system and conduct temperature checks and information registration for visiting customers. All the disinfection and visitor information of the showcases should be recorded, searchable, traceable, and immutable. In compliance with the government's pandemic prevention requirements, the personnel safety of the showcases should be effectively guaranteed.

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### • 工作人員防疫

所有進入案場的工作人員均需佩戴口罩，並每日2次進行體溫檢測，同時做好工作人員的信息登記。為避免聚集，應重新制定排班計劃，沙盤區／樣板區限流接待，並對接待流程提出優化方案。

### • 疫情處置備案

案場團隊成立防控疫情小組，在項目設置隔離區，確保突發疫情在第一時間被發現、被控制、被解決。

此外，基於案場各項防疫要求，易居為全國合作案場量身定制了以區塊鏈技術為核心的在線管理工具－案場智控鏈，通過3大維度的線上數字化管控平台，對案場進行全方位防疫管控，將所有數據實時上鏈，隨時可查。在滿足政府防疫要求的前提下，提供案場防疫一體化解決方案，提高管理效率，確保人員安全。

## 員工發展

易居始終關注人才培養與發展，搭建完善的員工培訓體系，以幫助他們發揮最大的業務潛能。2021年，我們在人才發展與培育上矢志不渝地努力與創新，讓培訓作為本公司發展的助推器，使品牌不斷增值。

### 線上學習平台

我們搭建三合一共享移動學習平台「易家人才學院」，其匯聚了易居旗下一手房代理業務、房地產經紀網絡服務業務、房地產數據及諮詢服務三大板塊業務多年知識成果。以崗位技能類培訓為主，結合提升領導力、綜合素養等補充課程，實力打造創新型學習平台。

### • Pandemic prevention by staff

All staff entering the showcases must wear masks, conduct body temperature checks twice a day, and register staff information. To avoid gathering, we re-establish the shift schedule, restrict the flow of the sand table area/model area, and put forward the optimization scheme for the reception process.

### • Filing of pandemic treatments

The showcase team established a pandemic prevention and control group, and set up a quarantine area in the project to ensure that the outbreak is discovered, controlled and solved immediately.

In addition, based on the various pandemic prevention requirements of the showcases, E-House has customized the sales center smart control (案場智控鏈), an online management tool with blockchain technology as the core, for the national cooperative showcases. Through the three-dimensional online digital control platform, E-House carries out all-around pandemic prevention and control on the showcases and immediately links all the information to the chain, which can be checked any time. On the premise of meeting the government's requirements for pandemic prevention, we provided integrated solutions for pandemic prevention in the showcases, improved management efficiency and ensured personnel safety.

## Employee Development

E-House always pays attention to talent training and development, and builds a complete staff training system to help them maximize their business potential. In 2021, we made unremitting efforts and innovation in talent development and cultivation, let training be the booster of the Company's development, and made our brand continuously increase in value.

### Online Learning Platform

We have built a three-in-one shared mobile learning platform "E-House Talent College", which brings together the accumulated knowledge and achievements in three major business sectors, namely, E-House's real estate agency services in the primary market, real estate brokerage network services and real estate data and consulting services. We strive to create an innovative learning platform with a focus on post skills training and complemented by the courses targeting for leadership promotion and comprehensive competence.

「在線課程、在線考試、學習紀錄、標桿學習、素質教育、專業提升、崗位培訓、直播頻道」等8大學習板塊，充分發揮易居在大數據領域的專業特色，最大限度地將三大特色業務的專家師資、智慧成果和學習資源進行整合互通。新穎有趣的模式、完善系統的課程、互動形式的學習，實現便捷高效的學習體驗，進一步提升經紀人的專業度、提升客戶滿意度。

此外，我們特別邀請企業領導班子以及全國區域內總監級別以上經驗豐富的高管團隊，成為易家人才學院的客座教授、首席講師，讓員工在易家人才學院學習他們的智慧與心得。

易家人才學院平台實行統一登錄、板塊權限劃分制，在常規的課程自主學習、培訓班、考試平台、互動發佈模塊之外，特別設置講師庫、直播系統、積分商城、學習幣、崗位科考功能，增加學習互動性、便捷性，充分調動員工的學習熱情。

### 完善的培訓體系

易居旗下一手房代理業務、房地產經紀網絡服務業務、房地產數據及諮詢服務三大板塊業務均制定了完善的培訓體系，以全方位的提升員工專業水平，構建可持續發展的人才梯隊，為本公司培育後備人才。

房地產數據及諮詢服務板塊實行人才梯度式培訓，針對不同的人才梯隊，設計不同層級的培訓內容、形式，分為知識型、分享型、競賽型、戰略型。

- 知識型課程是指專門入門、標準操作流程，基本職業技巧類課程。以新入行或新入職員工自學為主，通過雲課堂E-Learning系統中隨學隨測。

By giving full play to the professional characteristics of E-House in the field of big data, the 8 learning sectors of "online courses, online exams, study records, benchmarking, quality education, professional promotion, job training and live broadcasting channels" integrate and inter-connect the professional faculty, wisdom achievements and learning resources of the three featured businesses to the largest extent. New and interesting modes, complete and systemized courses and interactive forms of learning are adopted to achieve a convenient and efficient learning experience, so as to further enhance the professionalism of brokers and improve customer satisfaction.

In addition, we have especially invited the leadership team of the Company and experienced senior management at director level or above nationwide to become visiting professors and chief lecturers of the E-House Talent College, so that employees can learn their wisdom and experience at the E-House Talent College.

The platform of the E-House Talent College implements unified registration and sector permission division. In addition to the regular curriculum self-learning, training courses, examination platform and interactive release module, special functions of lecturer library, live broadcasting system, credits mall, study currency and post examination are set up to increase learning interaction and convenience and fully mobilize the learning enthusiasm of employees.

### Complete Training System

The three major business sectors of E-House, namely, real estate agency services in the primary market, real estate brokerage network services and real estate data and consulting services have developed a complete training system to enhance the professional level of employees in an all-around way, build a sustainable talent team, and cultivate reserve talents for the Company.

The real estate data and consulting services sector implements gradient training of talents. Different levels of training contents and forms are designed for different talent teams, which are divided into knowledge-based, sharing-based, competition-based and strategic-based.

- Knowledge-based courses refer to specialized introductory, standard operating procedures and basic vocational skills courses. It mainly focuses on the self-study of new entrants or new employees, through the E-learning system of cloud classroom to learn and take tests simultaneously.

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- 分享型課程是針對在崗的專業和業務人員開設的專業知識提煉的技巧類課程，主要以各類實戰總結、經典案例、專家講座等為主，分享的課程定期開課，員工可於線上自行選擇課程及報名參與。
- 競賽型課程是針對中層骨幹專業人員進行實戰型業務大賽，通過同場競技來相互競爭，取長補短，從而提升專業及業務能力。戰略型課程是指針對中層管理人員通過戰略研討、管理理念導入、實戰沙盤演練等形式，提升管理人員的管理思維，提高管理技能，推動業務創新的課程。
- Sharing-based courses are skill courses for refining professional knowledge for on-the-job professionals and sales personnel, which mainly include various practical experience summaries, classic cases, expert lectures, etc. The shared courses are held regularly, and employees themselves can choose courses and enroll for participation online.
- Competition-based courses are practical business competitions for mid-level backbone professionals. They compete with each other through the same competition and learn from each other's strengths to improve their professional and business abilities. Strategic-based courses are courses for mid-level managers to improve their management thinking, enhance management skills and promote business innovation through strategic discussion, management concept introduction and practical sand table exercise.

房地產經紀網絡服務業務板塊設立了全流程、全崗位、全覆蓋的培訓體系，從啟航計劃的新進人員培訓，再到領航計劃的總經理融入培訓和發展培訓，旨在通過培訓，激活、打通每一個業務細胞。

The real estate brokerage network services sector has set up a training system with full-process, full-position and full-coverage, from the new personnel training of the Sailing Program to the training and development training of the general manager of the Navigation Program, aiming at starting and opening up every business cell through training.

对象	类型	课程体系	主要项目
城市总	领航计划	总经理融入&领导力发展计划	领导力 卓越班
业务 第一负责人	领航计划	中层管理者提升系列	精英班 提升班 菁英班 业务班
业务 储备干部	储备计划	储备干部资源池建设系列	储备干部计划训练营 储备干部计划训练营
中后台员工	扬帆计划	服务支持+后台管控培训&知识类课程培训	HR Workshop 岗位轮训、岗位轮训 新员工入职 系统提升班 储备干部资源池 知识类课程
全体员工	启航计划	联动及二手房标准化课程 新员工及管理生培养训练营	联动标准动作培训 二手房标准化动作 文化类课程 精英班

房友学院+易家人才学院【线上学习测评系统】

房地產經紀網絡服務業務板塊內部培訓體系

Internal training system in the real estate brokerage network services sector

易居一手房代理業務板塊建立了全面的「招、育、用、留」人才發展體系，開發針對不同職業階段、職業線的專門培訓，如針對管培生的「未來領袖」、「金鐘子」培訓項目，針對中層管理人員的「星火計劃」、「金牌經理」，針對高管的「高管研修班」，針對不同的職能線的策劃培訓、結算培訓、督導培訓、人力資源培訓等。

The real estate agency services in the primary market sector of E-House has established a comprehensive "recruitment, education, employment and retention" talent development system and developed specialized training for different career stages and career lines, such as "Future Leader" and "Golden Bell" training projects for management trainees, "Sparkling Plan" and "Golden Manager" for mid-level managers, and "Senior Management Training Class" for senior managers, planning training, settlement training, supervision training and human resource training for different functional lines.

### 案例：易渠全國動員培訓大會

易渠是易居在新房銷售集團深厚累積的基礎上，依托集團專注新房交易20年的優勢，開創的全直營新房渠道銷售業務。2021年，易渠召開為期5天的業務運營階段全國動員培訓大會，主要培訓內容包括業務管理、技能培訓、易渠業務模式標準及要求等，總計培訓費用達30萬元，培訓對象包括首批易渠城市總監、管理總監、綜管總監、人力資源總監等98人。

### Case study: National Mobilization Training Conference of E-House Channel

E-House Channel is a newly established direct sales channel for new houses based on the profound accumulation of E-House's new house sales group, which leverages its 20-year advantages specializing in new house transactions. In 2021, E-House Channel convened a 5-day National Mobilization Training Conference for business operation, which mainly included business management, skills training, and the standards and requirements of the business model of E-House Channel, with a total training expense of RMB300,000. The trainees included the first batch of urban directors, management directors, comprehensive management directors and human resources directors of E-House Channel, covering a total of 98 personnel.



易渠業務運營階段全國動員培訓大會

National Mobilization Training Conference for business operation of E-House Channel

### 案例：金牌管家結算訓練營

2021年5月，易居開設為期兩天的金牌管家結算訓練營，旨在提高新房營銷集團結算人員的業務技能，總計培訓費用達27萬元，培訓涵蓋全國結算人員共98人。

### Case Study: Golden Steward Settlement Training Camp

In May 2021, E-House organized a two-day Golden Steward Settlement Training Camp, which aimed to improve the business skills of the settlement personnel for the new house marketing group. With a total training expense of RMB270,000, the training covered a total of 98 settlement personnel across the country.



新房營銷集團金牌管家結算訓練營

Golden Steward Settlement Training Camp for the new house marketing group

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易居一手房代理業務板塊「招、育、用、留」人才發展體系  
“Recruitment, education, employment and retention” talent development system in real estate agency services in the primary market sector of E-House

營銷團隊是我們最龐大的人才群體，我們每年都針對營銷本部和各城市營銷團隊開展形式豐富多樣的營銷培訓課程，以提高營銷團隊的專業水準。同時，營銷團隊是我們直面客戶的第一道保障，良好的溝通技能和優秀的專業素質才能使客戶體驗到賓至如歸的感覺。

The marketing team is our largest talent group. We conduct a variety of marketing training courses for the marketing department at the headquarters and marketing teams at city level every year to improve the professional level of the marketing team. At the same time, with the marketing team as our front-line staff interacting directly with customers, their good communication skills and excellent professional quality can make customers feel at home.

## 2021年度營銷培訓 2021 Marketing training

城市培訓總課次	Total times of training courses at city level	4,950次
城市培訓總課時	Total hours of training courses at city level	4,950 times 5,943小時
營銷培訓總課次(城市+總部)	Total times of marketing training courses (cities + headquarters)	5,943 hours 4,963次
營銷培訓總課時(城市+總部)	Total hours of marketing training courses (cities + headquarters)	4,963 times 5,955小時
		5,955 hours

## 崗位能力認證

本公司亦對員工提高學位、晉升職稱、獲取職業資格設置了相應的激勵機制，以鼓勵員工持續學習和進修。

## Job Competency Certification

The Company has put in place corresponding incentive mechanisms for further studies, promotion and professional qualification, in a bid to encourage employees to continue their further studies.

為強化案場業務標準，夯實一線管理，提升案場綜合素質和業務能力，易居施行了全面的專業線考級考證和職能線考級考證。2021年，易居全國案場經理資格認證考核C證補考開考，共計203名案場經理參與考試，其中成績合格的共有188位。在此次考試中成績合格的經理們將被授予案場經理資格C證，順利拿到上崗資格。

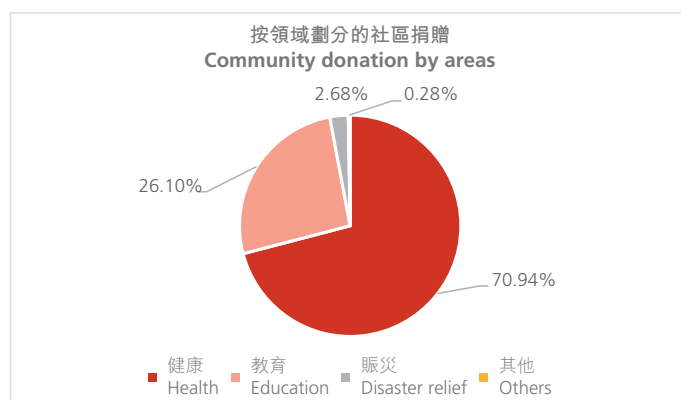
To strengthen the business standard of the showcases, consolidate the front-line management, and enhance the comprehensive quality and business capabilities of the showcases, E-House has implemented a comprehensive professional line examination and functional line examination. In 2021, E-House held the make-up examination of the National Showcase Manager Qualification Examination for C certificate. A total of 203 showcase managers took part in the examination, of which 188 were qualified. Managers who have passed the exam will be awarded the C certificate of showcase manager qualification and successfully get the qualifications for employment.

## 社會責任

作為一個有社會責任感的企業公民，易居在追求自身發展的同時，堅持將發展成果與社會共享，並將企業責任作為企業可持續發展的核心戰略之一。報告期內，我們在健康、教育、賑災等方面共投放了約人民幣352萬元。

## SOCIAL RESPONSIBILITY

As a corporate citizen with a sense of social responsibility, E-House adheres to the concept of sharing development achievements with society while pursuing its own development, and regards corporate responsibility as one of the core strategies for corporate sustainable development. During the reporting period, our total donation in the areas of health, education, disaster relief, etc. amounted to approximately RMB3,520,000.





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### 推廣健康生活方式

#### 攜手中國田協共建國家隊

自易居馬拉松俱樂部成立三年以來，始終致力於探索職業體育和競技體育相結合的可持續發展道路。三年中，俱樂部為優秀運動員提供了訓練和比賽的諸多保障，幫助他們在賽場上爭金奪銀，同時也讓更多人了解跑步、參與跑步、愛上跑步。

2021年，易居攜手中國田協共建國家中長跑、馬拉松及競走隊。通過共建國家隊，中國田協將為易居提供多方面的支持，包括招募引進高水平教練員和運動員，為教練員提供學習和提升的機會與通道等。讓優秀的教練員和運動員有更多機會赴國外訓練和比賽，也為俱樂部的運動員提供和國家隊共同訓練、學習的機會，進一步提升競技的水平。同時，俱樂部總教練李犁先生在巴黎奧運會備戰周期將擔任國家中長跑項目總教練並兼任俱樂部總教練。

### Promoting Healthy Lifestyle

#### Joining Hands with the Chinese Athletic Association to Build the National Teams

Over the past three years since its establishment, E-House Marathon Club has been committed to exploring a sustainable development path combining professional sports and competitive sports. In the past three years, the club provided a number of training and competition guarantees for outstanding athletes, helping them to compete for medals in competitions while allowing more people to learn about running, participate in running and love running.

In 2021, E-House joined hands with the Chinese Athletic Association to build the national middle-to-long-distance running, marathon and racewalking teams. Through the joint establishment of national teams, the Chinese Athletic Association will provide various supports for E-House, including recruitment and introduction of high-level trainers and athletes, and provision of opportunities and channels for trainers to learn and improve. Excellent trainers and athletes will have more opportunities to go abroad for training and competitions, while the club's athletes will be provided with opportunities to train together with and learn from national teams to further improve the level of competition. At the same time, Mr. Li Li, the head coach of the club, will concurrently serve as the head coach for the national middle-to-long-distance running event and the head coach of the club during the preparation period of the Paris Olympic Games.



國家中長跑項目總教練李犁先生在簽約儀式上致辭  
Mr. Li Li, the head coach for the national middle-to-long-distance running event, delivering a speech at the contract signing ceremony

此次合作標志着易居馬拉松俱樂部在三年耕耘收獲成績的同時，也站上了新起點，肩負起新使命。未來易居將與中國田協共同積極探索舉國體制與市場機制相結合的競技體育發展模式，在各方面加強合作，推動中國田徑事業高質量發展，並為國家隊輸送更多的優秀人才，爭取更大的榮耀。易居馬拉松俱樂部也將繼續堅持世界眼光、國際標準、中國特色、高點定位，努力將俱樂部建設成國際化、專業化、標準化的的高水平田徑俱樂部。

This cooperation signifies the outstanding results of E-House Marathon Club for the past three year while marking a new starting point for the club to shoulder a new mission. In the future, E-House will work with the Chinese Athletic Association to actively explore a competitive sports development model that combines the whole nation system and market mechanism, strengthen cooperation in all aspects, promote the high-quality development of China's track and field events, and nurture more exceptional talents for national teams to strive for greater honor. E-House Marathon Club will continue to adhere to the world vision and international standards with Chinese characteristics and high-point positioning, striving to build an international, professional and standardized high-level track and field club.

### 助力靜安女子半馬

易居歷來鼓勵推廣健康生活方式，2021年是易居連續第四年贊助上海靜安女子半程馬拉松比賽。此次易居攜手易居馬拉松俱樂部共同助力女子半馬賽事，旨在進一步繁榮社會公益與健康事業，並共同榮獲賽事官方贊助商稱號。

### Supporting Jing An Women's Half Marathon

E-House has always encouraged the promotion of healthy lifestyle. 2021 was the fourth consecutive year that E-House sponsored the Shanghai Jing An Women's Half Marathon. E-House and E-House Marathon Club jointly supported the women's half marathon event, aiming to further promote social welfare and health undertakings, and jointly held the title of official sponsor of the event.



# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境責任

我們重視節約資源和保護環境，積極履行環保義務。我們一直恪守守法經營之道，嚴格執行《中國環境保護法》、《水污染防治法》、《大氣污染防治法》、《環境噪聲污染防治法》、《環境影響評價法》、以及《上海市生活垃圾管理條例》、《上海市生活垃圾分類投放指引》等各地方政府頒佈的環境保護法律法規和實施細則。

### 低碳運營

不同於傳統生產型企業，我們從事的業務活動並不會消耗大量能源，主要為辦公室用電。目前，我們已制定能源使用效益目標，即盡可能節約能源，不斷提高電能的使用效率。2021年，我們購買的電力總量為10,878.34兆瓦時，能源消耗密度為0.71兆瓦時／人；二氧化碳排放當量為7,677.16噸，基本為範圍二溫室氣體。

日常運營中，我們消耗的資源主要包括辦公生活用水與紙張。在用水方面，我們將進一步加強水資源使用統計和監測，提高用水效率。我們用水取自城市供水系統，2021年，我們消耗水資源20,356.76噸，消耗辦公用紙1噸。

報告期內，我們繼續採取措施以降低資源消耗，為保護環境貢獻一份力量：

- 通過宣傳活動提高員工節能意識，鼓勵員工使用樓梯，並且建議5層以下不乘坐電梯；
- 鼓勵員工上下班通勤以地鐵公交等公共交通形式為主；
- 通過召開視頻會議和電話會議的方式，減少不必要的差旅出行；

### ENVIRONMENTAL RESPONSIBILITY

We attach importance to the conservation of resources and the protection of the environment, and actively fulfill our environmental protection obligations. We have been adhering to the philosophy of law-abiding operation and strictly implemented the Environmental Protection Law of China, Law on the Prevention and Control of Water Pollution, Law on the Prevention and Control of Atmospheric Pollution, Law on the Prevention and Control of Pollution from Environmental Noise, Law on Appraising of Environmental Impacts and environmental protection laws and regulations as well as implementation rules promulgated by local governments, such as the Shanghai Domestic Waste Management Regulations 《上海市生活垃圾管理條例》 and the Guidelines for Classification and Disposal of Domestic Waste in Shanghai 《上海市生活垃圾分類投放指引》.

### Low Carbon Operation

Unlike traditional manufacturing enterprises, our business activities do not cost large energy consumption, and mainly consume office electricity. At present, energy use efficiency targets (i.e. saving energy as much as possible) have been established to continuously improve the efficiency of electricity use. In 2021, we purchased 10,878.34 MWh of electricity with the energy consumption intensity of 0.71 MWh per person; the carbon dioxide equivalent emission was 7,677.16 tonnes, most of which was Scope 2 greenhouse gases.

In our daily operation, the primary resources we consume include office and domestic water and paper. In terms of water consumption, we will further strengthen the calculation and monitoring of water resource usage to improve water consumption efficiency. The water we use is from the urban water supply system. In 2021, we consumed 20,356.76 tonnes of water resources and 1 tonne of office paper.

During the reporting period, we continued to take measures to reduce resource consumption and contribute to environmental protection:

- Raise awareness of energy conservation among employees through publicity activities, encourage our employees to use the stairs and recommend them not to take the elevator below the 5th floor;
- Encourage employees to use public transportation such as subway and buses for commuting;
- Reduce unnecessary travel by holding video and telephone conferences;

- 非正常辦公時間內，保潔阿姨定時巡視辦公區域，關閉辦公設備（電腦、打印機、飲水機）、電燈等電器，保障用電安全並減少不必要的浪費；
- 優先選購節能環保的裝修材料和辦公設備；
- 定期對水資源設施進行維護，並通過宣傳教育提高員工用水節水意識；
- 鼓勵無紙化辦公，以OA系統線上操作替代傳統辦公流程；
- 通過宣傳，盡量減少不必要的紙張使用，節約使用複印紙，並倡導複印紙二次使用；聘請專業公司對電腦及打印機等辦公設備進行回收，通過以舊換新等方式，降低對環境的負擔，促進可循環發展。
- After office hours, the cleaning crew regularly inspects the office area, and shuts down office equipment (computers, printers and water dispensers), electric lights and other electrical appliances to ensure safe use of electricity and reduction of unnecessary waste;
- Give priority to purchasing energy conservation and environment protection decoration materials and office equipment;
- Regularly maintain water resources facilities and raise employees' awareness of water conservation through publicity and education;
- Encourage paperless office and replace conventional office processes with online operations of OA system;
- Minimize unnecessary paper use through publicity, promote saving of copy paper, and advocate the secondary use of copy paper; engage specialized companies to recycle office equipment such as computers and printers, and reduce the burden on the environment and promote the development of recycling through trade-in programs.

## 管理廢棄物

日常運營的整個過程中，我們產生的無害廢棄物主要來自於日常行政工作的產生的紙張、紙箱、塑料包裝等；有害廢棄物主要來自於辦公場所裝修維護時產生的少量有害垃圾，如燈管等，以及日常行政工作中產生的廢舊電池等。所有廢棄物均由專業的清運公司清運。

2021年，我們在廢棄物管理方面設立了目標，主要內容為不斷改善減少、再利用和回收廢棄物的方式，以降低廢棄物對環境產生的負面影響。

## Waste Management

During the whole process of daily operation, the non-hazardous waste we generated mainly comes from paper, cartons, plastic packaging and others generated in daily administrative work; the hazardous waste mainly comes from the small amount of harmful waste such as lamps generated during the decoration and maintenance of the office premises, and the waste batteries generated in daily administrative work. All wastes are cleared and transported by professional cleaning and transportation companies.

In 2021, our targets for waste management, which mainly include continuously improving ways to reduce, reuse and recycle waste, have been established to reduce the negative impact of waste on the environment.

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

為響應上海地方政府號召，我們積極實行垃圾分類工作的實施，在辦公大樓一樓張貼了垃圾分類知識宣傳海報；在辦公大樓公共區域放置垃圾分類知識宣傳手冊；在辦公大樓各衛生間放置了「可回收垃圾」、「有害垃圾」、「濕垃圾」和「乾垃圾」分類投放垃圾桶。本公司每個樓層都設有廢舊電池的回收桶，用以收集廢舊乾電池。我們綜合辦公室還定期向大家講解了垃圾分類常識，提高全員工垃圾分類意識。

2021年，我們產生的主要無害廢棄物為生活垃圾和建築垃圾，共2,005.30噸；我們產生的有害廢棄物主要為廢舊電池和裝修廢棄物，共計0.04噸。

### 應對氣候變化

易居持續關注整個運營過程中的氣候變化，嚴格遵循政府部門發佈的相關極端天氣指引，並制定符合公司實際情況的應對措施，以降低氣候變化對日常運營和人身安全方面的影響。

我們通過政府、網絡等渠道，實時關注運營所在地颱風、暴雨、暴雪等橙色、紅色預警信息，以及緊急警報、地質災害氣象等信息。一旦出現上述災害性警報時，為確保員工安全，各公司負責人會根據當地政府發佈的相關通知，結合公司實際情況，調整員工上下班時間，並報上一級負責人批准，並向易居集團本部報備。災害性警報期間，各單位行政部門會積極落實辦公場所值班人員，以保證公司財產及人員安全。另外，各單位嚴格實行手機值班制度，要求相關人員保持手機24小時暢通，確保與易居集團本部保持聯繫，以便及時支援。

In response to the call of the local government in Shanghai, we actively promoted the implementation of waste sorting system. We posted a poster related to the knowledge of waste sorting on the first floor of the office building; placed a publicity brochure related to the knowledge of waste sorting on the public areas of the office building; and separately placed garbage bins of "recyclable garbage", "harmful garbage", "wet garbage" and "dry garbage" in each bathroom of the office building. Each floor of the Company has a recycling bin for used batteries to collect used dry batteries. Our general office also regularly explained the common knowledge of waste sorting to everyone, and raised the awareness of waste sorting among all staff.

In 2021, domestic waste and construction waste were the major non-hazardous waste generated by us, totaling 2,005.30 tonnes. In the meantime, used batteries and decoration waste were the major hazardous waste generated by us, totaling 0.04 tonnes.

### Climate Change Response

E-House continuously pays attention to climate change throughout the operation process, strictly follows the relevant extreme weather guidelines issued by government departments, and formulates responding measures in line with the actual situation of the Company to reduce the impact of climate change on daily operations and personal safety.

We pay real-time attention to orange and red warning information, such as typhoons, rainstorms and snowstorms, of the locations where we operate, as well as information such as emergency and geological disaster alerts through government, the Internet and other channels. In the event of the issuance of the above-mentioned disaster alerts, in order to ensure the safety of employees, the person-in-charge of each office shall adjust the working hours of employees according to the relevant notices issued by the local government and the actual situation of the office, and report to the person-in-charge of the upper level for approval and to the headquarters of E-House for record. During the disaster alert period, the administrative department of each unit shall actively implement the on-duty personnel in the office to ensure the safety of the property and personnel of the Company. In addition, all units shall strictly implement the mobile phone duty system, which requires relevant personnel to keep their mobile phones ready 24 hours a day in order to keep in touch with the headquarters of E-House for timely support.

## 社會責任數據總覽

## OVERVIEW OF SOCIAL RESPONSIBILITY DATA

### 年度ESG數據總覽

### Overview of Annual ESG Data

2021年度  
2021

社會指標	Social Indicators	
<b>僱傭</b>	<b>Employment</b>	
<b>僱員總數</b>	<b>Total workforce</b>	15,351
按性別	By gender	
男	Male	7,396
女	Female	7,955
按僱傭類型	By employment type	
全職	Full time	15,351
兼職	Part time	0
按年齡組別	By age group	
30歲以下	Below 30	8,841
30歲至49歲	30 to 49	6,385
50歲及以上	50 and above	125
按僱員類型	By staff type	
高級管理層	Senior management	163
中級管理層	Middle management	132
普通員工	Ordinary employees	15,056
按地區劃分	By region	
西南地區	Southwest China	1,627
西北地區	Northwest China	1,137
華中地區	Central China	2,108
華南地區	Southern China	2,085
華東地區	Eastern China	5,519
華北地區	Northern China	1,678
東北地區	Northeast China	1,197
<b>僱員流失比率</b>	<b>Employee turnover rate</b>	10.56%
按性別	By gender	
男	Male	11.51%
女	Female	9.68%
按年齡組別	By age group	
30歲以下	Below 30	12.00%
30歲至49歲	30 to 49	8.57%
50歲及以上	50 and above	10.40%
按地區劃分	By region	
西南地區	Southwest China	11.49%
西北地區	Northwest China	13.63%
華中地區	Central China	11.10%
華南地區	Southern China	13.53%
華東地區	Eastern China	7.94%
華北地區	Northern China	11.44%
東北地區	Northeast China	11.11%

# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 年度ESG數據總覽

#### Overview of Annual ESG Data

2021年度  
2021

社會指標	Social Indicators	
<b>健康與安全</b>	<b>Health and Safety</b>	
因工作關係而死亡的人數	Number of work-related fatalities	
2021年	2021	0
2020年	2020	0
2019年	2019	0
因工作關係而死亡的人數比率	Rate of work-related fatalities	
2021年	2021	0%
2020年	2020	0%
2019年	2019	0%
因工傷損失工作日數	Lost days due to work injury	0
<b>發展</b>	<b>Development</b>	
<b>受訓僱員百分比</b>	<b>Percentage of trained employees</b>	55.55%
按性別	By gender	
男	Male	55.34%
女	Female	55.75%
按僱員類型	By staff type	
高級管理層	Senior management	46.01%
中級管理層	Middle management	95.45%
普通員工	Ordinary employees	55.31%
<b>每名僱員平均受訓時數</b>	<b>Average training hours per employee</b>	
按性別	By gender	
男	Male	41.09
女	Female	44.78
按僱員類型	By staff type	
高級管理層	Senior management	390.28
中級管理層	Middle management	549.81
普通員工	Ordinary employees	29.56
<b>按地區劃分的供應商數量</b>	<b>Number of suppliers by region</b>	
華東地區	Eastern China	9,789
華南地區	Southern China	2,424
華中地區	Central China	2,619
華北地區	Northern China	813
西北地區	Northwest China	608
西南地區	Southwest China	2,174
東北地區	Northeast China	590
<b>社區投資</b>	<b>Community investment</b>	
社區投資(萬元人民幣)	Community investment (RMB'10,000)	352
<b>環境指標</b>	<b>Environmental Indicators</b>	
<b>排放</b>	<b>Emissions</b>	
溫室氣體排放量(範圍1 & 範圍2)(噸) <sup>1</sup>	Greenhouse gas emissions (Scope 1 and Scope 2) (tonnes) <sup>1</sup>	7,677.16
直接溫室氣體排放量(範圍1)	Direct greenhouse gas emissions (Scope 1)	24.25
間接溫室氣體排放量(範圍2) <sup>1</sup>	Indirect greenhouse gas emissions (Scope 2) <sup>1</sup>	7,652.91
人均溫室氣體排放量(噸/人)	Per capita greenhouse gas emissions (tonnes/person)	0.50

年度ESG數據總覽  
Overview of Annual ESG Data

2021年度  
2021

社會指標	Social Indicators	2021年度 2021
有害廢棄物排放量(噸)	Hazardous waste disposal (tonnes)	0.04
電池	Battery	0.03
裝修產生的有害廢棄物	Hazardous waste generated by decoration	0.01
無害廢棄物排放量(噸)	Non-hazardous waste disposal (tonnes)	2,005.30
生活垃圾 <sup>2</sup>	Domestic waste <sup>2</sup>	2,002.30
建築垃圾	Construction waste	2.00
辦公用紙	Office paper	1.00
有害及無害廢棄物排放總量(噸)	Total hazardous and non-hazardous waste disposal (tonnes)	2,005.34
人均有害及無害廢棄物排放量(噸/人)	Per capita hazardous and non-hazardous waste disposal (tonnes/person)	0.13
<b>水資源消耗</b>	<b>Water consumption</b>	
總用水量(噸) <sup>3</sup>	Total water consumption (tonnes) <sup>3</sup>	20,356.76
新鮮的自來水 <sup>3</sup>	Fresh tap water <sup>3</sup>	20,356.76
人均用水量(噸/人)	Per capita water consumption (tonnes/person)	1.33
<b>能源消耗</b>	<b>Energy consumption</b>	
能源消耗量(兆瓦時) <sup>4</sup>	Energy consumption (MWh) <sup>4</sup>	10,972.73
電力 <sup>4</sup>	Electricity <sup>4</sup>	10,878.34
汽油	Gasoline	94.39
人均能源消耗量(兆瓦時/人)	Per capita energy consumption (MWh/person)	0.71

1 考慮到本公司所有溫室氣體排放均為日常業務活動產生，年度人均排放量具有相似性，因此人均數據根據易居(中國)企業控股有限公司主要辦公場所對應的排放量計算得出，總排放量根據實際員工數計算得出。

2 考慮到本公司所有生活垃圾均為日常業務活動產生，年度人均生活垃圾產生量具有相似性，因此人均數據根據易居(中國)企業控股有限公司主要辦公場所對應的生活垃圾產生量計算得出，總生活垃圾產生量根據實際員工數計算得出。

3 考慮到本公司所有的水資源消耗均為日常業務活動產生，年度人均水資源消耗具有相似性，因此人均數據根據易居(中國)企業控股有限公司主要辦公場所對應的水資源消耗計算得出，總水資源消耗根據實際員工數計算得出。

4 考慮到本公司所有外購電力消耗均為日常業務活動產生，年度人均外購電力消耗具有相似性，因此人均數據根據易居(中國)企業控股有限公司主要辦公場所對應的外購電力消耗計算得出，總外購電消耗根據實際員工數計算得出。

1 Considering that all greenhouse gas emissions of the Company are generated by daily business activities and the annual per capita emissions are similar, the per capita data is calculated based on the emissions corresponding to the main office premises of E-House (China) Enterprise Holdings Limited, and the total emissions are calculated based on the actual number of employees.

2 Considering that all domestic waste of the Company is generated by daily business activities and the annual per capita domestic waste production is similar, the per capita data is calculated based on the domestic waste production corresponding to the main office premises of E-House (China) Enterprise Holdings Limited, and the total domestic waste production is calculated based on the actual number of employees.

3 Considering that all water resources consumption of the Company is generated by daily business activities and the annual per capita water resources consumption is similar, the per capita data is calculated based on the water resources consumption corresponding to the main office premises of E-House (China) Enterprise Holdings Limited, and the total water resources consumption is calculated based on the actual number of employees.

4 Considering that all purchased electricity consumption of the Company is generated by daily business activities and the annual per capita purchased electricity consumption is similar, the per capita data is calculated based on the purchased electricity consumption corresponding to the main office premises of E-House (China) Enterprise Holdings Limited, and the total purchased electricity consumption is calculated based on the actual number of employees.



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

### • 數據計算標準及方法：

- 1、 溫室氣體：種類包括二氧化碳、甲烷、氧化亞氮及六氟化硫。範圍1溫室氣體根據中華人民共和國國家發展和改革委員會發佈的常見化石燃料特性參數缺省值計算所得；範圍2溫室氣體是依據中國國家發展和改革委員會發佈的中國區域電網平均二氧化碳排放因子計算所得。
- 2、 有害廢棄物：根據香港聯合交易所刊發的《環境關鍵績效指標匯報指引》中所提及的《控制危險廢物越境轉移及其處置巴塞爾公約》規定的「有害廢棄物」進行劃分。數據來源為相關記錄和台賬。
- 3、 無害廢棄物：所有不在《控制危險廢物越境轉移及其處置巴塞爾公約》「有害廢棄物」定義範圍的廢棄物，類屬「無害廢棄物」。數據來源為相關記錄和台賬。
- 4、 水資源消耗：數據來源為市政用水採購量。
- 5、 能源消耗：數據是根據購買的電力及燃料的消耗量和國際能源署提供的有關轉換因子計算所得。

### • Data calculation standards and methods:

1. Greenhouse gases: it includes carbon dioxide, methane, nitrous oxide and sulphur hexafluoride. Scope 1 greenhouse gas is calculated based on the default value of common fossil fuel characteristic parameters issued by the National Development and Reform Commission of the People's Republic of China; Scope 2 greenhouse gas is calculated based on the average carbon dioxide emission factor of China's regional electric grid issued by the National Development and Reform Commission of the PRC.
2. Hazardous waste: it is categorized according to the definition of "hazardous waste" as stipulated in the Basel Convention on the Control of Transboundary Movements of Hazardous Wastes and Their Disposal mentioned in the Reporting Guidance on Environmental KPIs issued by the Hong Kong Stock Exchange. Data sources are from relevant records and ledgers.
3. Non-hazardous waste: wastes that are not within the definition scope of "hazardous waste" in the Basel Convention on the Control of Transboundary Movements of Hazardous Wastes and Their Disposal are classified as "non-hazardous waste". Data sources are from relevant records and ledgers.
4. Water consumption: data source is from the amount of municipal water purchased.
5. Energy consumption: data are calculated based on the consumption of purchased electricity and fuel and the relevant conversion factors provided by the International Energy Agency.

## 附錄I – 《環境、社會及管治報告指引》內容索引

## APPENDIX I – ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE CONTENT INDEX

層面 Aspect	描述 Description	位置／備註 Location/Remarks
<b>A. 環境</b>		
<b>A. Environmental</b>		
<b>層面A1: 排放物</b>		
<b>Aspect A1: Emissions</b>		
一般披露 General disclosure	有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	環境責任 Environmental Responsibility
A1.1	排放物種類及相關排放資料。 The types of emissions and respective emissions data.	環境責任 Environmental Responsibility
A1.2	直接（範圍1）及能源間接（範圍2）溫室氣體排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算） 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).	環境責任 社會責任數據總覽 Environmental Responsibility Overview of Social Responsibility Data
A1.3	所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量為單位、每項設施計算）。 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	環境責任 社會責任數據總覽 Environmental Responsibility Overview of Social Responsibility Data
A1.4	所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量為單位、每項設施計算）。 Total non-hazardous waste produced (in tonnes) and (if appropriate) intensity (e.g. per unit of production volume, per facility).	環境責任 社會責任數據總覽 Environmental Responsibility Overview of Social Responsibility Data
A1.5	描述所訂立的排放量目標及為達到這些目標所採取的步驟。 Description of emission targets set and steps taken to achieve them.	環境責任 Environmental Responsibility
A1.6	描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。 Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	環境責任 Environmental Responsibility

# 環境、社會及管治報告

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層面 Aspect	描述 Description	位置／備註 Location/Remarks
<b>層面A2：資源使用</b> <b>Aspect A2: Use of Resources</b>		
一般披露 General disclosure	有效使用資源（包括能源、水及其他原材料）的政策。 Policies on the efficient use of resources, including energy, water and other raw materials.	環境責任 Environmental Responsibility
A2.1	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）。	環境 社會責任數據總覽
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).	Environment Overview of Social Responsibility Data
A2.2	總耗水量及密度（如以每產量單位、每項設施計算）。	環境 社會責任數據總覽
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Environment Overview of Social Responsibility Data
A2.3	描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	環境責任
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Environmental Responsibility
A2.4	描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	環境責任
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Environmental Responsibility
A2.5	製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位佔量。	不適用
A2.5	Total packaging material used for finished products (in tonnes) and, where applicable, with reference to per unit produced.	N/A
<b>層面A3：環境及天然資源</b> <b>Aspect A3: The Environment and Natural Resources</b>		
一般披露 General disclosure	減低發行人對環境及天然資源造成重大影響的政策。 Policies on minimizing the issuer's significant impacts on the environment and natural resources.	環境責任 Environmental Responsibility
A3.1	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。	環境責任
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Environmental Responsibility

層面 Aspect	描述 Description	位置／備註 Location/Remarks
<b>層面A4：氣候變化</b> <b>Aspect A4: Climate Change</b>		
一般披露 General disclosure	識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。 Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	環境責任 Environmental Responsibility
A4.1	描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	環境責任 Environmental Responsibility
A4.1	描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	環境責任 Environmental Responsibility
<b>B. 社會</b> <b>B. Society</b>		
<b>僱傭及勞工常規</b> <b>Employment and Labor Practices</b>		
<b>層面B1：僱傭</b> <b>Aspect B1: Employment</b>		
一般披露 General disclosure	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的：(a)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	勞工權益 Labor Rights
B1.1	按性別、僱傭類型（如全職或兼職）、年齡組別及地區劃分的僱員總數。 Total workforce by gender, employment type (e.g. full- or part-time), age group and geographical region.	勞工權益 社會責任數據總覽 Labor Rights Overview of Social Responsibility Data
B1.2	按性別、年齡組別及地區劃分的僱員流失比率。 Employee turnover rate by gender, age group and geographical region.	社會責任數據總覽 Overview of Social Responsibility Data

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層面 Aspect	描述 Description	位置／備註 Location/Remarks
<b>層面B2：健康與安全</b> <b>Aspect B2: Health and Safety</b>		
一般披露 General disclosure	有關提供安全工作環境及保障僱員避免職業性危害的：(a)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	健康與安全 Health and Safety
B2.1	過去三年（包括匯報年度）每年因工亡故的人數及比率。 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	健康與安全 社會責任數據總覽 Health and Safety Overview of Social Responsibility Data
B2.2	因工傷損失工作日數。 Lost days due to work injury.	健康與安全 社會責任數據總覽 Health and Safety Overview of Social Responsibility Data
B2.3	描述所採納的職業健康與安全措施，以及相關執行及監察方法。 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	健康與安全 Health and Safety
<b>層面B3：發展及培訓</b> <b>Aspect B3: Development and Training</b>		
一般披露 General disclosure	有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	員工發展 Employee Development
B3.1	按性別及僱員類別（如高級管理層、中級管理層等）劃分的受訓僱員百分比。 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	社會責任數據總覽 Overview of Social Responsibility Data
B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。 The average training hours completed per employee by gender and employee category.	社會責任數據總覽 Overview of Social Responsibility Data

層面 Aspect	描述 Description	位置／備註 Location/Remarks
<b>層面B4：勞工準則</b> <b>Aspect B4: Labor Standards</b>		
一般披露 General disclosure	有關防止童工或強制勞工的：(a)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor.	勞工權益 Labor Rights
B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。 Description of measures to review employment practices to avoid child and forced labor.	勞工權益 Labor Rights
B4.2	描述在發現違規情況時消除有關情況所採取的步驟。 Description of steps taken to eliminate such practices when discovered.	勞工權益 Labor Rights
<b>營運慣例</b> <b>Operating Practices</b>		
<b>層面B5：供應鏈管理</b> <b>Aspect B5: Supply Chain Management</b>		
一般披露 General disclosure	管理供應鏈的環境及社會風險政策。 Policies on managing environmental and social risks of the supply chain.	供應商管理 Supply Chain Management
B5.1	按地區劃分的供貨商數目。 Number of suppliers by geographical region.	供應商管理 Supply Chain Management
B5.2	描述有關聘用供貨商的慣例，向其執行有關慣例的供貨商數目、以及有關慣例的執行及監察方法。 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	供應商管理 Supply Chain Management
B5.3	描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	供應商管理 Supply Chain Management
B5.4	描述在揀選供貨商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	供應商管理 Supply Chain Management

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層面 Aspect	描述 Description	位置／備註 Location/Remarks
<b>層面B6：產品責任</b>		
<b>Aspect B6: Product Responsibility</b>		
一般披露 General disclosure	有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的：(a)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labeling and privacy matters relating to products and services provided and methods of redress.	市場責任 Market Responsibility
B6.1 B6.1	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。 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	不適用 N/A
B6.2 B6.2	接獲關於產品及服務的投訴數目以及應對方法。 Number of products and service related complaints received and how they are dealt with.	市場責任 Market Responsibility
B6.3 B6.3	描述與維護及保障知識產權有關的慣例。 Description of practices relating to observing and protecting intellectual property rights.	市場責任 Market Responsibility
B6.4 B6.4	描述質量檢定過程及產品回收程序。 Description of quality assurance process and recall procedures.	不適用 N/A
B6.5 B6.5	描述消費者數據保障及私隱政策，以及相關執行及監察方法。 Description of consumer data protection and privacy policies, how they are implemented and monitored.	市場責任 Market Responsibility

層面 Aspect	描述 Description	位置／備註 Location/Remarks
<b>層面B7：反貪污</b> <b>Aspect B7: Anti-corruption</b>		
一般披露 General disclosure	有關防止賄賂、勒索、欺詐及洗黑錢的：(a)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	商業道德 Business Ethics
B7.1	於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	商業道德 Business Ethics
B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	商業道德 Business Ethics
B7.3	描述向董事及員工提供的反貪污培訓。 Description of anti-corruption training provided to directors and staff.	商業道德 Business Ethics
<b>層面B8：社區投資</b> <b>Aspect B8: Community Investment</b>		
一般披露 General disclosure	有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。 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.	社會責任 Social Responsibility
B8.1	專注貢獻範疇（如教育、環境事宜、勞工需求、健康、文化、體育）。 Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	社會責任 Social Responsibility
B8.2	在專注範疇所動用資源（如金錢或時間）。 Resources contributed (e.g. money or time) to the focus area.	社會責任 社會責任數據總覽 Social Responsibility Overview of Social Responsibility Data



