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# 德信中国控股有限公司

Dexin China Holdings Company Limited

(於開曼群島註冊成立的有限公司)

(Incorporated in the Cayman Islands with limited liability)

股票代號 Stock Code: 2019



**2022** ENVIRONMENTAL SOCIAL  
AND GOVERNANCE REPORT  
年度環境、社會及管治報告



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# ABOUT THIS REPORT

## 關於本報告

The objective of this Environmental, Social and Governance (“ESG”) Report (“this Report” or the “ESG Report”) is to highlight the ESG performance of Dexin China Holdings Company Limited (the “Company”), together with its subsidiaries (collectively the “Group”, “we” or “Dexin”) for the purpose of assisting all stakeholders in understanding the Group’s ESG concepts and practices in achieving sustainable development for the future.

Unless otherwise stated, this Report includes our major operations, property development and construction services, in China during the period from 1 January 2022 to 31 December 2022 (the “Reporting Period”) relating to the overall performance, risks, strategies, measures and commitments of four aspects: quality of the working environment, environmental protection, operating practices and community participation. Our operations in Hangzhou, Nanjing, Wenzhou, Ningbo, Suzhou and Wuxi are included in this Report, which covers more than 90% of the total revenue of the Group.

## REPORTING STANDARD

The Report has been prepared in accordance with the requirements set out in the “Environmental, Social and Governance Reporting Guide” contained in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “HKEx”). The Board reviewed, confirmed and approved the Report on 31 March 2023.

## REPORTING PRINCIPLES

The following principles are adopted in this Report:

- **Materiality:** Important and relevant information to stakeholders on different ESG aspects are covered in the Report. A materiality assessment was conducted to determine material ESG issues with results approved by the Board.
- **Quantitative:** The relevant standards, methodologies and assumptions used to prepare the quantitative information are disclosed, as appropriate. Quantitative information is provided with narrative and comparative figures, where possible.

本環境、社會及管治（即為Environmental, Social and Governance，以下簡稱「ESG」）報告（以下簡稱「本報告」或「ESG報告」）旨在突顯德信中国控股有限公司（以下簡稱「本公司」），連同其附屬公司（統稱「本集團」、「我們」或「德信」）之ESG表現，以協助全體利益相關方了解本集團之ESG概念及常規，達致未來可持續發展。

除非另行說明，本報告包括我們於自2022年1月1日至2022年12月31日期間（以下簡稱「報告期內」）內於中國之主要營運、物業開發及建築服務，內容涉及工作環境質素、環境保護、營運實踐及社區參與四個方面之整體表現、風險、戰略、措施及承諾。本報告包括我們於杭州、南京、溫州、寧波、蘇州及無錫之營運，涵蓋本集團總收入90%以上。

## 報告標準

本報告遵從香港聯合交易所有限公司（以下簡稱「聯交所」）證券上市規則附錄二十七所載《環境、社會及管治報告指引》的規定編製。董事會於2023年3月31日審閱、確認及批准本報告。

## 報告原則

本報告已採納以下原則：

- **重要性：**本報告涵蓋於不同ESG方面對利益相關方而言屬重要且相關的資料。我們已進行重要性評估以釐定重要環境、社會及管治事宜，且評估結果獲董事會批准。
- **量化：**用於編製量化資料的相關標準、方法及假設已適當披露。在可能情況下，通過敘述及比較數字提供量化資料。

## ABOUT THIS REPORT

### 關於本報告

- Consistency: Consistent methodologies are used to prepare and present ESG data in this Report, unless otherwise specified, to allow for meaningful comparisons.
  - Balance: The information is presented without the inappropriate use of selections, omissions or other forms of manipulation that would influence a decision or judgment by the reader.
- 一致性：除另有指明外，本報告使用一致的方法編製及呈列ESG數據，以便進行有意義的比較。
  - 平衡：資料的呈列並無不恰當使用影響讀者決策或判斷的選擇、遺漏或其他形式的操縱。

## GOVERNANCE STRUCTURE

The Group attaches great importance to ESG risk management and internal control mechanism, and proactively incorporates relevant ESG governance into its long-term planning. The Board has overall responsibility for the Group's ESG strategy and reporting. The Board is responsible for evaluating and determining the Group's ESG-related risks, and ensuring that appropriate and effective ESG risk management and internal control systems are in place. Our management has delegated the responsibility of coordinating the implementation of the Group's environment, employment and service quality assurance policies.

The Board leads and provides direction to management by instituting ESG policies and initiatives, supervising their implementation and monitoring ESG performance. The Board reviews ESG affairs regularly, including environmental protection, employment and labour practices, operating practices, and community investment, and implements appropriate measures to enhance the ESG performance of the Group. The Board continues to explore ways to strengthen the ESG governance of the Group further.

## STAKEHOLDERS' FEEDBACK

As the Group strives for excellence, stakeholders' feedback is appreciated, especially on topics listed as of the highest importance in the materiality assessment and its ESG approach and performance. Please give your suggestions or share your views with us by the following means:

Tel: 0571-8583 1088

Address: Dexin Group, No. 588 Huanzhan East Road, Jianggan District, Hangzhou, Zhejiang, PRC.

## 管治結構

本集團高度重視ESG風險管理及內部監控機制，積極將相關ESG管治納入長期規劃之中。董事會對本集團之ESG策略及匯報負有全部責任。董事會負責評估及釐定本集團之ESG相關風險，並確保採取適當及有效之ESG風險管理及內部監控系統。我們的管理層獲授予責任，協調執行本集團之環境、僱傭及服務質素保證政策。

董事會透過制定ESG政策及措施、監督其執行及監管ESG表現，帶領及指導管理層。董事會定期審核ESG事宜，包括環境保護、僱傭及勞工慣例、營運慣例及社區投資，並實施適當措施加強本集團的ESG表現。董事會持續開拓進一步加強本集團ESG的管治方法。

## 利益相關方之反饋

本集團在追求卓越的過程中，尤其是在重要性評估及其ESG方法及績效中被列為最重要的議題上，始終歡迎利益相關方的反饋。您可通過以下方式與我們分享您的建議或觀點：

電話：0571-8583 1088

地址：中國浙江杭州市江乾區環站東路588號德信集團。

# STAKEHOLDER ENGAGEMENT

## 利益相關方之參與

We value our stakeholders and their feedback in regard to our businesses and ESG aspects. With the goal of strengthening the sustainability approach and performance of the Group, we put effort into maintaining close communication with our key stakeholders, including but not limited to government and regulatory authorities, shareholders, employees, customers, suppliers, and the general public. We take stakeholders' expectations into consideration in formulating our businesses and ESG strategies by utilizing diversified engagement methods and communication channels, as shown below.

我們重視我們的利益相關方及其對我們業務及ESG方面的反饋意見。我們的目標是加強本集團的可持續發展方法及績效，努力與我們的主要利益相關方（包括但不限於政府及監管機構、股東、僱員、客戶、供應商及公眾）保持密切溝通。在制定我們的業務及ESG戰略時，我們會通過利用如下所示的多種參與方式及溝通渠道，考慮利益相關方的期望。

Stakeholders 利益相關方	Expectations and Concerns 期望與訴求	Communication channels 溝通渠道
Government and regulatory authorities 政府及監管機構	<ul style="list-style-type: none"> <li>Compliance with laws and regulations</li> <li>遵守法律法規</li> </ul>	<ul style="list-style-type: none"> <li>Announcements and other regulatory reports</li> <li>公告及其他監管報告</li> </ul>
Shareholders and investors 股東及投資者	<ul style="list-style-type: none"> <li>Return on investments</li> <li>Corporate governance</li> <li>Sustainable development</li> <li>Compliance with laws and regulations</li> <li>回饋投資者</li> <li>企業管治</li> <li>可持續發展</li> <li>遵守法律法規</li> </ul>	<ul style="list-style-type: none"> <li>Information disclosed on the HKEX website and corporate website</li> <li>Annual general meetings and other shareholders' meetings</li> <li>在港交所網站及公司網站上披露的資料</li> <li>股東週年大會及其他股東大會</li> </ul>
Employees 員工	<ul style="list-style-type: none"> <li>Employees' compensation and benefits</li> <li>Career development</li> <li>Occupational safety and health</li> <li>員工薪酬福利</li> <li>職業發展</li> <li>職業安全及健康</li> </ul>	<ul style="list-style-type: none"> <li>Employee performance evaluation</li> <li>On-the-job training</li> <li>Internal e-mail</li> <li>Staff activities</li> <li>員工表現評估</li> <li>在職培訓</li> <li>內部電郵</li> <li>員工活動</li> </ul>

# STAKEHOLDER ENGAGEMENT

## 利益相關方之參與

Stakeholders 利益相關方	Expectations and Concerns 期望與訴求	Communication channels 溝通渠道
Suppliers and contractors 供應商及承包商	<ul style="list-style-type: none"> <li>• Transparency and fairness</li> <li>• Long-term cooperation</li> </ul>	<ul style="list-style-type: none"> <li>• Meetings</li> <li>• Performance assessment</li> <li>• On-site visits</li> <li>• Industry activities</li> </ul>
	<ul style="list-style-type: none"> <li>• 透明及公平</li> <li>• 長期合作</li> </ul>	<ul style="list-style-type: none"> <li>• 會議</li> <li>• 業績評估</li> <li>• 實地考察</li> <li>• 行業活動</li> </ul>
Customers 客戶	<ul style="list-style-type: none"> <li>• High-quality products</li> <li>• Protection of customer rights</li> <li>• Confidentiality of privacy information</li> </ul>	<ul style="list-style-type: none"> <li>• Corporate website</li> <li>• Customer service hotline and social media platform</li> <li>• Customer market research</li> </ul>
	<ul style="list-style-type: none"> <li>• 高質量產品</li> <li>• 客戶權益保護</li> <li>• 隱私資料保密</li> </ul>	<ul style="list-style-type: none"> <li>• 公司網站</li> <li>• 客戶服務熱線及社會媒體平台</li> <li>• 客戶市場調研</li> </ul>
Community/Public 社區／公眾	<ul style="list-style-type: none"> <li>• Compliance with laws and regulations</li> <li>• Involvement in communities</li> <li>• Environmental protection awareness</li> </ul>	<ul style="list-style-type: none"> <li>• Industry events</li> <li>• Corporate social responsibility activities</li> </ul>
	<ul style="list-style-type: none"> <li>• 遵守法律法規</li> <li>• 社區參與</li> <li>• 環境保護意識</li> </ul>	<ul style="list-style-type: none"> <li>• 行業活動</li> <li>• 企業社會責任活動</li> </ul>

# STAKEHOLDER ENGAGEMENT

## 利益相關方之參與

### IDENTIFICATION AND DETERMINATION OF MATERIAL ISSUES

### 重大性議題識別與判定

During the Reporting Period, the Group evaluated a number of environmental, social and operating items and assessed their importance to stakeholders and the Group through various channels. This assessment helps to ensure that the Group's business objectives and development direction satisfy the stakeholders' expectations and requirements. The Group's and stakeholders' matters of concern are listed in the following materiality matrix:

於報告期內，本集團已評估多項環境、社會及營運項目，並透過多種渠道評估其對利益相關方及本集團的重要性。是項評估有助確保本集團業務目標及發展方向符合利益相關方的期望及要求。本集團及利益相關方關注的事項載於以下重要性矩陣中：



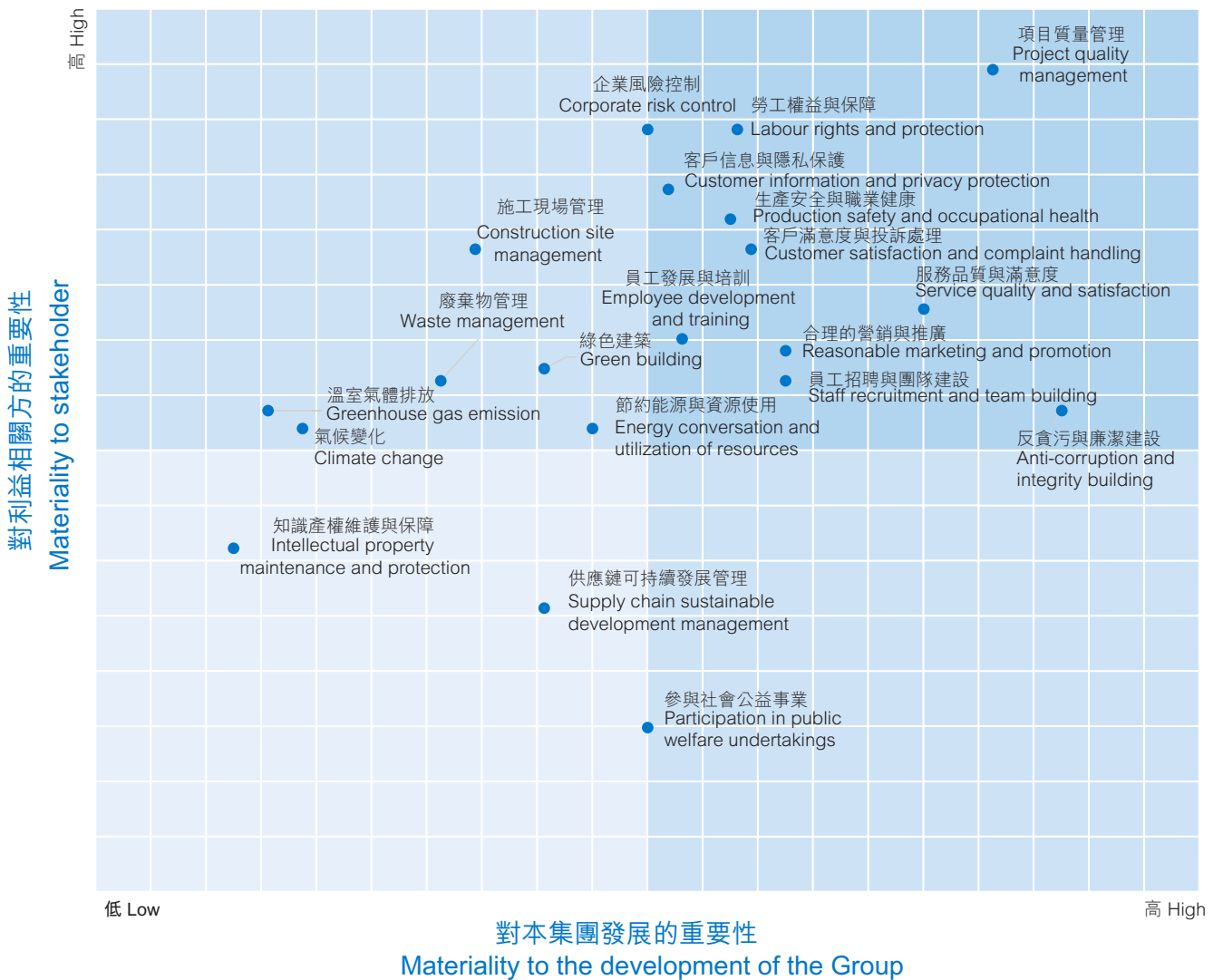
# STAKEHOLDER ENGAGEMENT

## 利益相關方之參與

In the future, the Group will re-evaluate and update the Group's materiality matrix in a timely manner, depending on changes in the external environment and business development. Issues of high materiality constitute the key component of this Report, which will be disclosed herein in detail.

未來，本集團將依據外部環境及業務發展之變動，及時重估及更新本集團重大性矩陣。重大性議題為本報告之關鍵組成部分，其詳情將披露於此。

對ESG議題的重要性  
Materiality on ESG Issues





# STATEMENT OF THE MANAGEMENT

## 管理層致辭

The Board has the ultimate responsibility for ESG efforts. The Board is responsible for analyzing the materiality of ESG issues every year, deliberating and determining the risks and opportunities of the Company in terms of environment, society and corporate governance, formulating and improving ESG-related strategies, policies, systems and organisational structure, and taking the management and improvement of key issues as the target of sustainable development strategies in action.

In reflecting on the financial year, we observed noteworthy fluctuations in the market informed by state regulations concerning real estate. Despite these headwinds however, the collective of Dexin forged onward with an unwavering commitment to quality products and services. As a “strong long-distance runner”, the firm maintained an stable level of development. Thus, our esteemed stakeholders were amply satisfied with our performance.

Throughout the year, we worked to enhance our brand image by remaining steadfast in positioning ourselves as “your life companion” and ensuring our construction quality was up to high standards. In response to industry policy changes, our business model shifted to a “dual-driven” system (incorporating residential and commercial properties). In 2022, with major product series and major product lines, Dexin seeks to meet the needs of all its users while promoting green building systems. These systems are characterized by “green ecology, healthy community, technological life and smart services” to adhere to the new carbon neutrality policy. Additionally, we are dedicated to building a supportive and collaborative user-centred triangle model of a community of companions for families to find joy and satisfaction within.

Over the course of the year, we made significant efforts to foster a comprehensive employee development platform. Therefore, in 2022 we took measures to heighten Dexin’s training program in all its aspects, while at the same time endeavouring to provide our employees with a healthy and harmonious working atmosphere, as well as emphasizing their physical and psychological well-being. Consequently, we have been able to guarantee each individual’s basic rights and interests are respected and protected. We are confident that our staff’s ongoing growth and development will continue to foster the consistent advancement of Dexin, allowing everyone’s contribution to be appreciated and recognized.

董事會對ESG工作承擔最終責任，每年負責對ESG議題進行重要性分析，討論並確定本公司在環境、社會和公司治理方面的風險和機遇，制定並完善ESG相關戰略、政策和制度及組織架構，將重點議題的管理與提升作為可持續發展戰略的落地工作。

回顧本財政年度，我們注意到市場因國家房地產法規所產生的顯著變動。儘管存在此等挫折，但德信集團依舊致力於產品及服務之質量。作為一個「穩健長跑者」，本公司保持穩健的發展水平。因此，我們敬重的利益相關方十分滿意我們的表現。

本年度整年，我們致力於提升品牌形象，堅定不移將自身定位為「你的生活知己」及確保我們的構建質量達致高標準。為應對行業政策改變，我們的業務模式走向住宅、商用物業的「雙輪驅動」系統轉型。2022年，憑藉主要的產品系列及主要的生產線，德信在促進綠色建築系統的同時，尋求達致全體用戶之需求。該等系統具備「綠色生態、社區健康、科技生活及智能服務」，以遵循新碳中和政策。此外，我們致力於構建一個支持性及協作性的、以用戶為中心的陪伴型社區三角模式，令家庭於其中尋得歡樂與滿足。

在過去的一年裡，我們在促進員工全面發展平台方面做出了重大努力。因此，2022年，我們採取措施以加強德信各方面之培訓計劃，同時努力為員工提供一個健康和諧的氛圍，以及強調彼等之身心健康。因此，我們能夠保證每個人之基礎權益得到尊重及保護。我們相信，員工的持續成長及發展將促進德信的不斷進步，令每個人的貢獻都得到讚賞和認可。

# STATEMENT OF THE MANAGEMENT

## 管理層致辭

This year, we remain steadfast in our pursuit of the national objectives of “maximum carbon dioxide emissions” and “carbon neutrality” and promoting the development of green markets. Through constant technological and process innovation, Dexin has been successful in reducing the environmental impact of project design, construction, operation, and maintenance. Following a thorough climate risk analysis, we have set ecological goals to further strengthen our green management process, with the intention to foster more efficient resource management and sustainable transformation, while at the same time advancing an eco-friendly and resource-conservative society.

This year, we have further improved our supply chain management and fulfilled the social responsibilities of a safe and well-run supply chain. We are proud to have formed a trustful bond with our business partners. The ties between the supplier and consumer have become closer and even more profitable through deepened communication, effective collaboration, mutual support, and joint prosperity. We hope everyone wins in this cooperative process.

The Group stands with an unwavering focus on the mission and responsibility entrusted to us by society, and will strive for excellence in all endeavours. As a constant innovator, we will seek to achieve integrated growth across the real estate industry’s entire value chain. We shall create an environment where our employees are empowered to realize their full potential, while creating value for shareholders, fulfilling our social obligations, being a dependable companions to customers, and providing opportunities for partners to succeed in a mutually beneficial relationship.

本年度，我們堅定不移保持國家「碳達峰」及「碳中和」目標，以及促進綠色市場發展。通過不斷的技術及工藝創新，德信已成功減少項目設計、修建、營運及維修之環境影響。經細緻的氣候風險分析，我們已設立生態目標，以進一步加強綠色管理程序，旨在促進更有效的資源管理及可持續轉型，同時推進構建生態友好型及資源節約型社會。

本年度，我們已進一步完善供應鏈管理，履行安全及妥善的供應鏈社會責任。我們很滿意能與業務夥伴建立信任紐帶。通過加深交流、高效協作、互相支持及共同繁榮，供應商及客戶之間的關係愈加緊密，並甚至愈加有利可圖。我們希望各方在合作過程中共贏。

本集團堅定不移地專注於社會賦予我們的使命與責任，並將竭力追求卓越。作為一個持續創新者，我們將尋求達致房地產行業之整體價值鏈的全體增長。我們須構建一個賦能員工實現彼等所有潛力的環境，同時為利益相關方創造價值，履行社會責任，成為客戶可靠的夥伴及為合作夥伴提供互利共贏取得成功的機會。

# ABOUT DEXIN

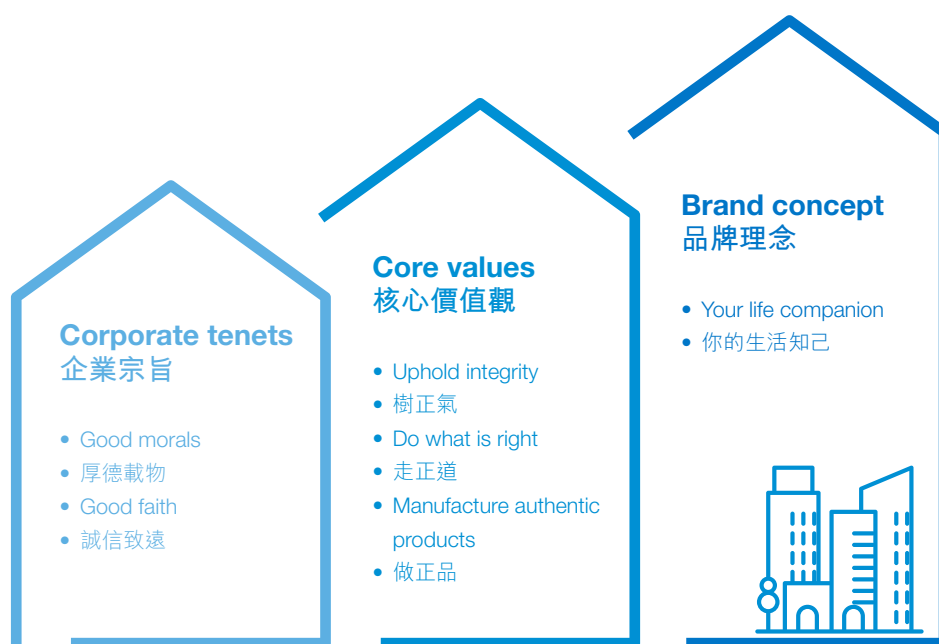
## 走進德信

### CORPORATE PROFILE

Dexin China Holdings Company Limited is a leading comprehensive property developer based in Zhejiang Province, China, the shares of which are listed on the Main Board of the HKEX (stock code: 2019.HK). Since its establishment, Dexin has adhered to the corporate tenet of “good morals and good faith”, the core values of “upholding integrity, doing what is right and manufacturing authentic products”, and the quality management concept of “focusing on customer needs and creating value for customers”, which has helped the Group receive wide recognition from the market and customers.

### 公司簡介

德信中國控股有限公司是一家根植於中國浙江省的領先綜合型房地產開發商，為聯交所主板上市公司，股份代號：2019.HK。自其成立以來，德信始終堅持「厚德載物、誠信致遠」的企業宗旨，秉持「樹正氣、走正道、做正品」的核心價值觀，堅守以客戶需求為中心，為客戶創造價值的品質經營觀，助力本集團贏得了市場和客戶的廣泛認可。



With 28 years of development, Dexin has established its presence in more than 30 cities, providing services to more than 100,000 families in China. Meanwhile, Dexin owns China’s first-class real estate development qualification. It has been among the top three local real estate companies in Hangzhou, and has been ranked among China’s top 100 real estate enterprises for ten consecutive years and rose to the 45th place in 2022.

歷經28年發展，德信目前已進駐全國30餘個城市，服務超10萬戶家庭。同時，德信擁有中國房地產開發一級資質，穩居杭州本土房企前三甲，並連續10年蟬聯中國百強房企，2022年排名上升至45位。

## BUSINESS OVERVIEW

The business operation of Dexin focuses on property development and sales. We also provide property construction services, lease of properties and hotel operations. Our property construction services refer to the provision of property project management services to non-owned residential projects. Similar to our owned property projects, we outsource the construction works of these residential projects to third-party construction companies.

Dexin sticks to the “dual-driven” model of development (i.e., residential + industrial, commercial and cultural properties) and focuses on projects with favorable resources for mutual empowerment.

- For strategic presence, Dexin adheres to the strategy of focusing on deep cultivation and be based in Zhejiang, and continues to expand business into cities with high potential and high-quality land resources, with projects covering all the four core metropolitan areas in China, namely the Yangtze River Delta, the Pearl River Delta, Chengdu-Chongqing and Central China.
- For product development, Dexin Real Estate has developed three product lines of “Yueju (悦居)”, “Yuexiang (悦享)” and “Zunxiang (尊享)”, and created products matching the living needs of local people through five product series, namely Yuecheng Series (悦城系), Chenfu Series (宸府系), Dayuan Series (大院系), Yunzhuang Series (雲莊系) and Jiangshan Series (江山系), so as to meet the different housing needs of home buyers of all ages.



Reality image of Jiangshan Series  
江山系實景圖

## 業務概況

德信的業務運營專注於物業開發及銷售。同時我們也提供物業建築服務、物業租賃以及酒店營運。我們的物業建築服務指我們向非自有住宅項目提供的物業項目管理服務。與我們自有物業項目類似，我們將該等住宅項目的建設工作外包予第三方建築公司。

德信堅持住宅與產商文的「雙輪驅動」發展模式，聚焦優勢資源，相互賦能。

- 從戰略佈局上，德信堅持深耕聚焦的戰略，並立足浙江，持續向有發展潛力和優質土地資源的城市拓展業務，項目遍及長三角、珠三角、成渝、華中四大核心都市圈。
- 從產品打造上，德信地產研發出「悦居」、「悦享」、「尊享」三大產品綫，通過五大產品系：悦城系、宸府系、大院系、雲莊系、江山系，打造符合當地人居需求的作品，滿足全年齡段置業者的不同居住需求。



Reality image of Yunzhuang Series  
雲莊系實景圖

# I. BUILD A GREEN CITY

## 一、建設綠色城市

### 1.1 GREEN OFFICE

Dexin is consistently devoted to diminishing carbon dioxide emissions and curbing their effect on the environment. The Group has strictly complied with governmental regulations, and formulated and published the Regulations on Civilized Office Management of Dexin Real Estate Group Co., Ltd. to enhance and actualize the green operation model of the Group, and improve the staff's ecological protection cognizance with a goal of achieving the Company's sustainable development. We are frequently refreshing our eco-friendly office practices to incorporate the notion of environmental preservation into the workplace.

### 1.1 綠色辦公

德信始終如一地致力於減少碳排放及控制對環境的影響。本集團嚴格遵守政府法規的同時，制定並發佈《德信地產集團有限公司文明辦公管理規定》加強及落實本集團綠色運營方式，提高員工生態保護意識，以達致本公司的可持續發展。我們頻繁更新生態友好辦公實踐，以將環境保護觀念融入辦公場所。



#### Saving energy consumption 節約用能

- Actively utilize natural light and use electrical appliances with high energy efficiency and low power consumption;
- 積極採用自然光及高能效、低功耗的電器；
- Replace the partitions in office area into transparent glass and use LED light and other energy saving and environmental protection means for lighting; and
- 辦公區域隔斷更換為透明玻璃，並更換LED燈等節能環保方式進行照明；及
- Set a reasonable air conditioning temperature in the office area to reduce electricity consumption.
- 設定辦公區域的合理的空調溫度，減少電力消耗。



#### Saving water 節約用水

- Use water-saving sanitary ware; and
- 採用節水型衛生間用具；及
- Regularly check the use of water tanks and other facilities, and maintain them regularly to reduce the loss of water resources.
- 定期排查水箱等設施的使用情況，並定期維護，減少水資源流失。



#### Saving resources 節約資源

- Use office automation system and advocate paperless office in the Group; and
- 本集團範圍內使用辦公自動化系統，倡導無紙化辦公；及
- Uniformly distribute and manage office supplies and other consumables by the Group and use on demand to reduce damage and waste.
- 本集團統一分配管理辦公用品及其他耗材，按需使用，減少物品損壞及廢棄物的產生。

# I. BUILD A GREEN CITY

## 一、建設綠色城市



### Enhancing management 加強管理

- Control the use of official vehicles and encourage the use of public transport; and
- 控制公務車數量，鼓勵員工使用公共交通；及
- Promote video conferences, and avoid carbon emissions caused by travelling.
- 推廣視頻形式會議，及避免差旅碳排放。



### Promotion 推廣

- Water saving and electronic saving signs are posted at prominent positions and
- 節約用水及節約用電標誌張貼於當眼位置；及
- 3Rs (Reduce, Recycle, Reuse) and waste classification posters are posted at prominent positions.
- 3R (減少、循環、重複使用) 及垃圾分類海報貼於當眼位置。

# I. BUILD A GREEN CITY

## 一、建設綠色城市

### 1.2 GREEN DESIGN

The Group adheres to the related Chinese national and local legislation and rules such as the Environmental Impact Assessment Law of the People's Republic of China and the Green Building Regulations of Zhejiang Province. In order to promote the construction of its green construction system, it has implemented the Evaluation Standard for Green Building GB/T50378-2019, in which all relevant green configuration requirements are clearly outlined. It is also committed to conducting environmental impact assessments and energy conservation evaluations for each project.

### 1.2 綠色設計

本集團遵守《中華人民共和國環境影響評價法》、《浙江省綠色建築條例》等相關中國國家和地方的法律法規。為促進其綠色建築系統的構建，其已實施《綠色建築評價標準GB/T50378-2019》，其中明確列出所有綠色配置相關要求。其亦致力於對各項目進行環境影響評估及節能評估。



Installation of solar panels on the roof of buildings to supply hot water for the top 5-7 floors of the building.  
在樓宇屋頂安裝太陽能電池板，為樓宇頂部5至7層提供熱水。

To ensure the well-being of property owners, indoor air quality are taken into account at the interior design stage. Materials and technology are in accordance with market advancement and modern residential demands. Air-cooled heat pump system, capillary airconditioning system and fresh air system are installed and used to create a comfortable environment with consistent temperature, humidity and oxygen.

為確保物業業主之福利，室內空氣質量亦納入室內設計範疇。材料及技術均符合市場發展及現代住宅的需求。風冷熱泵系統、毛細管空調系統及鮮風系統已安裝，用於構建一個溫度、濕度及氧氣恒定的舒適環境。

# I. BUILD A GREEN CITY

## 一、建設綠色城市



### Prefabricated building 裝配式建築

Over 80% of our buildings constructed during the Reporting Period are prefabricated building. Insulation boards are installed between the concrete and form a heat insulation layer. The parts of prefabricated are all standardised and produced in factory. Such method would reduce construction waste and resources consumption.

於報告期內，我們建造的樓宇超過80%為裝配式建築。在混凝土之間安裝保溫板，形成隔熱層。裝配式部件全部標準化，工廠化生產。此方法可減少建築廢物及資源耗用。





# I. BUILD A GREEN CITY

## 一、建設綠色城市

### 1.3 GREEN CONSTRUCTION

Emphasizing the influence of the project on the environment during construction, Dexin took proactive measures to observe and oversee the environmental protection endeavours of external contractors, with the aim of decreasing the unfavourable ecological consequences produced by the building and advancement of premises. During the current period, Dexin incorporated pertinent regulations on eco-protection in the venture contract to encourage sustainable construction.

In accordance with the Environmental Protection Law of the People's Republic of China and other relevant laws and regulations, the Group strictly controls the engineering contractors. We have established Standard Guidelines for Secure and Civilized Construction with the purpose of guaranteeing the quality and safety of construction projects. We sought to minimize energy consumption and environmental harm through strict environmental protection management during the execution of these projects.

The Group has established and implemented various measures and schemes for water conservation, energy conservation, material conservation, land conservation and environmental protection in the course of construction, with a view to effectively protecting the ecological environment and saving energy. In the management of engineering contractors, the Group is further developing and enhancing the green construction system to steadily establish normalization and standardization of green construction.

The Group strictly adheres to the functional zoning regulations of the project site in order to abstain from inciting projects in areas of ecological significance. Furthermore, during the project's design stage, we enthusiastically apply roof greening, vertical greening, and other forms of development technologies to augment green zones in cities and provide substantial aid for the construction of their respective environments.

### 1.3 綠色施工

在強調在施工過程中項目對環境影響的同時，德信採取積極的措施，觀察及監督外部承包商的環境保護工作，旨在減少因建設及改進房屋而產生不利的生態後果。於本期間，德信在風險合同中納入生態保護的相關規定，以鼓勵可持續建設。

本集團根據《中華人民共和國環境保護法》等法律法規，嚴格管控工程承包商。我們制定了《安全文明施工標準化指引》，旨在保障項目建設質量及安全。於該等項目施工過程中，我們力求通過嚴格的環境保護管理，將能源消耗及環境危害降到最低。

於建造過程中，本集團已建立並實施節水、節能、節材、保護土地及環境保護的各項措施方案，以有效保護生態環境，節約能源。在管理工程承包商的過程中，本集團進一步建立健全綠色施工體系，穩步建立綠色工程規範化、標準化。

本集團嚴格依據項目建設所在地的功能區域規定，以避免於重要生態區域動工項目。此外，於項目設計階段，我們積極採用屋頂綠化、垂直綠化等其他形式的開發技術，以增加城市綠色區域，也為其各自的環境建設提供實質性的幫助。

# I. BUILD A GREEN CITY

## 一、建設綠色城市

### 1.4 GREEN CONSTRUCTION MANAGEMENT

The resources that the Group used consisted of water consumption, electricity and raw materials. The main ingredients of the materials used are electricity and water. The management has established the following measures for the efficient use of resources during production to reduce waste:

- **Wastewater discharge**

The Group is committed to reducing wastewater generation and discharge through source control. We have constructed drainage ditches at the construction site to prevent mud, sewage and wastewater from flowing out. Moreover, all projects are equipped with sewage treatment systems and sedimentation tanks in order to maintain the legality of discharging construction sewage into municipal pipe networks or river channels following its precipitation.

- **Dust management**

Dust is the management and control focus at the construction site. The Group prevents dust generation through measures such as sprinkling, ground hardening, enclosure, close net covering and sealing, and seals or covers the cement and other building materials that will cause flying fine particles.

- **Waste discharge**

The Group has established a management system to clarify the requirements for waste classification, collection, storage, transfer and disposal. We assign full-time cleaners at the construction site to ensure classified treatment, timely clearance and transportation of construction waste, and strictly prohibit burning all kinds of waste at the construction site.

### 1.4 綠色施工管理

本集團使用的資源包括耗水、電力及原材料。所用材料主要成分為電力及水。管理層已制定下列在生產過程中有效利用資源的措施，以減少廢棄物：

- **廢水排放**

本集團致力於通過源頭控制的方式減少廢水產生與排放。我們在施工現場建設排水溝，防止泥漿、污水、廢水外流。此外，所有項目均設計污水處理系統和沉澱池，以便維持施工污水經沉澱後排入市政管網或河道的合規性。

- **揚塵管理**

揚塵是建築工地現場管控重點。本集團通過灑水、地面硬化、圍擋、密網覆蓋、封閉等措施防止揚塵產生，對水泥和其他易飛揚的細顆粒建築材築，密封存放或採取覆蓋措施。

- **廢棄物排放**

本集團建立管理制度，明確廢棄物的分類、收集、存放、轉移和處理要求。我們在施工現場設置專職清潔工，保證建築垃圾的分類處理和及時清運，並嚴禁在施工現場焚燒各類廢棄物。

# I. BUILD A GREEN CITY

## 一、建設綠色城市

### • Noise management

The Group follows the Environmental Noise Emission Standard at the Construction Site Boundary at the construction site, and adopts sound insulation, vibration isolation and noise reduction measures for construction equipment. If it is necessary to carry out construction in excess of the noise standard at night due to special requirements, it should be approved by the relevant department before proceeding.

Consistent with our environmental objectives, we have pursued a comprehensive green operational model to contribute towards a sustainable environment. We have achieved this through research and development of eco-friendly products and technologies, which has enabled the furtherance of green building initiatives, along with the propagation of a low-carbon and sustainable development mentality among our suppliers, contractors, and partners.

During the Reporting Period, the EIA compliance rate of construction projects of Dexin was 100%, and the Group had no events that negatively impacted the environment during the construction.

### 1.5 ENVIRONMENT GOALS IN CARBON EMISSIONS AND ENERGY USE

A comprehensive review of Dexin's environmental performance data from the past three years and a detailed analysis of its emission patterns enabled us to identify possible areas for further optimization. Moreover, taking into account the particular characteristics of our business operations, our headquarters and project companies have set ambitious goals in terms of carbon emissions, energy use, water resources and waste management. Going forward, we will continue to diligently monitor all relevant energy requirements and carbon outputs while making timely adjustments to our green operation initiatives. We also pledge to regularly disseminate our annual environmental performance results.

### • 噪聲管理

本集團在施工現場遵循《建築施工場界環境噪聲排放標準》，對施工設備採取隔音、隔震和降噪措施，因特殊要求需要在夜間進行超過噪聲標準施工的情況，需由相關部門批准後方可進行。

我們始終在追求一個與我們環境目標相符的全面綠色營運模式，為建設可持續發展環境作出貢獻。我們通過研發環保產品及技術實現這一目標，推動綠色建築舉措的實施，同時，向供應商、承包商及合作夥伴宣傳低碳可持續發展理念。





報告期內，德信的建築施工項目環評達標率100%，本集團於施工過程中未發生對環境造成負面影響的事件。

### 1.5 碳排放及能源使用的環境目標

對德信過往三年的環境績效數據的全面審查及其排放模式的詳細分析，使我們能夠確定進一步可能優化的領域。此外，計及我們業務營運的獨有特色，總部及項目公司已就碳排放、能源使用、水資源及廢棄物管理方面設立宏偉目標。今後，我們將繼續努力監控所有相關能源要求及碳輸出量，同時，及時調整我們的綠色營運舉措。我們亦承諾會定期發佈我們的年度環境績效業績。

# I. BUILD A GREEN CITY

## 一、建設綠色城市

	Unit 單位	FY 2020 2020財政年度	FY 2022 2022財政年度	Our goal 我們的目標	Achievement 成果
 <b>Carbon emission intensity</b> 碳排放強度	<b>Tonne of CO<sub>2</sub> equivalent/square meter of office area</b> 噸二氧化碳當量／平方米辦公區域	<b>0.017</b>	<b>0.01</b>	↓ <b>17%</b>	↓ <b>41%</b>
 <b>Water consumption intensity</b> 耗水強度	<b>Tonne/square meter of office area</b> 噸／平方米辦公區域	<b>0.46</b>	<b>1</b>	↓ <b>30%</b>	↑ <b>117%</b>
 <b>Non-hazardous waste intensity</b> 無害廢棄物強度	<b>kg/square meter of office area</b> 千克／平方米辦公區域	<b>1.71</b>	<b>0.53</b>	↓ <b>2%</b>	↓ <b>69%</b>
 <b>Hazardous waste intensity</b> 有害廢棄物強度	<b>kg/square meter of office area</b> 千克／平方米辦公區域	<b>0.005</b>	<b>0.001</b>	↓ <b>2%</b>	↓ <b>80%</b>

\* Reduction targets by FY 2030 are set based on the result of FY 2020 as the base year.

\* 到2030財政年度的減少目標是以2020財政年度的結果為基準年設定。

## II. RESPONSE TO CLIMATE CHANGE

### 二、應對氣候變化

With the acceleration of global warming, the significance of climate change is increasing, and climate change has become the most challenging global issue in the 21st century. Combining the climate change scenario, the Group analyzed its risks and opportunities in the face of climate change and disclosed Dexin's information related to climate change.

The Group identified climate risks in the aspect of transition and physical risks by considering the possible impact of climate change and the industrial characteristics.

隨着全球變暖進程的加快，氣候變化的重要程度日益增強，已成為21世紀最具挑戰性的全球性問題。結合氣候變化情況，本集團分析了自身在面對氣候變化時的風險和機遇，披露了德信與氣候變化相關的信息。

本集團通過考慮氣候變化可能帶來的影響及自身所處行業特點，從轉型風險和實體風險識別了氣候風險。

#### 2.1 TRANSITION RISKS

#### 2.1 轉型風險

Aspects in 維度	Climate change risks 氣候變化風險	Major impacts 主要影響描述
Laws and regulations 法律及法規	Emission targets and policies	<ul style="list-style-type: none"><li>Steel and building materials will soon be included in the scope of the second batch of mandatory carbon trading, which may increase the purchasing costs of Dexin.</li><li>By interpreting the existing laws and regulations, the requirements for the building will be stricter, which may increase the operating costs of Dexin.</li><li>Impacted by ZEB planning in many countries, ZEB requirements in China in the future will increase costs of Dexin in building design, clean energy construction, technology improvement and construction investment.</li></ul>
	排放目標及政策	<ul style="list-style-type: none"><li>鋼鐵、建材即將納入第二批強制碳交易範圍，可能導致德信採購成本的增加。</li><li>通過對於現階段法律法規的解讀，建築建設要求將會提高，會導致德信運營成本的增加。</li><li>受各國對零能耗建築(ZEB)相關規劃規劃影響，未來中國若ZEB要求，將增加德信在建築設計、清潔能源建設、技術提高、建設投資方面的成本。</li></ul>

## II. RESPONSE TO CLIMATE CHANGE

### 二、應對氣候變化

Aspects in 維度	Climate change risks 氣候變化風險	Major impacts 主要影響描述
Technology 技術	Technological innovation and product R&D	<ul style="list-style-type: none"> <li>Dexin reduces the carbon emission from buildings through investment and research and development of new construction technologies.</li> <li>In the climate change environment, low-carbon emission technologies related to building design and construction have developed rapidly, and the costs of independent research and development of Dexin have been reduced. However, the competition with other advanced enterprises will become fierce.</li> <li>possibility of failure in the investment in new low-carbon and environmental protection technologies.</li> </ul>
	技術創新和產品研發	<ul style="list-style-type: none"> <li>德信通過資金投入，研發新的建築相關技術，以減少建築物的碳排放。</li> <li>由於氣候變化的大環境，使得建築物設計以及建設相關的低碳排放技術發展迅速，德信自主研發的成本得以降低，但同時與其他先進企業的競爭會變得嚴峻。</li> <li>投資新型低碳環保技術的過程中存在失敗的可能性。</li> </ul>
Market 市場	Changes in customer behaviour	<ul style="list-style-type: none"> <li>increase in the demand for environmental-friendly and low-carbon products leads to a reduction in demand for our products.</li> <li>Development of sustainable buildings to meet the demand of customers.</li> </ul>
	客戶行為變化	<ul style="list-style-type: none"> <li>環保及低碳產品的需求增加導致我們的產品需求減少。</li> <li>開發可持續樓宇，滿足客戶需求。</li> </ul>
Reputation 聲譽	Changes in investor evaluation	<ul style="list-style-type: none"> <li>Investors' expectations increase. If Dexin fails to improve/upgrade in time, it will be under adverse impact.</li> </ul>
	投資者評價變化	<ul style="list-style-type: none"> <li>投資者的期望增加，若德信不能及時改善／提升，將會受到負面的影響。</li> </ul>

## II. RESPONSE TO CLIMATE CHANGE

### 二、應對氣候變化

#### 2.2 PHYSICAL RISKS

#### 2.2 實體風險

Aspects in 維度	Climate change risks 氣候變化風險	Major impacts 主要影響描述
Acute risks 急性風險	Frequent abnormal climate phenomena	<ul style="list-style-type: none"> <li>Frequent typhoons, rainstorms, floods, droughts and other abnormal climate phenomena will affect the construction process and affect the transportation, use and storage of raw materials, leading to delays in the construction period of the project.</li> <li>Abnormal climate phenomena may lead to damage to buildings and generate corresponding repair costs.</li> </ul>
	異常氣候現象頻發	<ul style="list-style-type: none"> <li>颱風、暴雨、洪水、乾旱等異常氣候現象的頻發，將影響施工進程，影響原材料的運輸、使用和儲存，導致建項目的工期延期。</li> <li>異常氣候現象可能導致建築物的損壞，產生相應的修繕費用。</li> </ul>
Chronic risks 慢性風險	Rise in average temperature	<ul style="list-style-type: none"> <li>The temperature rise will increase the burden on energy consumption and workers, resulting in an increase in the costs of operation.</li> </ul>
	平均氣溫上升	<ul style="list-style-type: none"> <li>氣溫上升對於能源消耗和勞動者的負擔均會增加，從而導致運營過程中的成本增加。</li> </ul>

In view of the project risks brought by climate change and extreme weather, the Group focused on severe climate dynamics such as typhoons, rainstorms, high temperatures and severe convective weather, and organized various special inspections in a targeted manner to detect the potential quality and safety risks and minimize the impact of extreme weather on project progress and quality. Notice on Strengthening Construction Management in Winter, which proposed specific winter construction measures, is implemented. The notice is applicable to all projects and provides guidelines for taking heat preservation and anti-freezing measures in different construction stages to eliminate construction quality and safety risks in winter and prevent quality and safety accidents. All city companies also formulated detailed response plans according to the local situation.

針對氣候變化和極端天氣所帶來的項目風險，本集團對颱風、暴雨、高溫、強對流天氣等惡劣氣候動態予以重點關注，有針對性地組織各類專項檢查，排查潛在的質量安全風險，最小化極端天氣對項目進度與品質造成的影響。集團實施《關於加強冬季施工管理的通知》，其擬定了針對冬季施工的具體舉措。該通知適用於所有項目並針對不同的施工階段採取專項防寒保溫、防護防凍措施提供指引，消除冬季施工帶來的施工質量安全風險，杜絕質量安全事故發生。各城市公司也根據屬地性質，擬定了詳細的應對預案。

## II. RESPONSE TO CLIMATE CHANGE

### 二、應對氣候變化

#### 2.3 ENVIRONMENTAL PERFORMANCE

#### 2.3 環境績效

Key Performance Indicators 關鍵績效指標	Unit 單位	2022 2022年	2021 2021年
<b>Greenhouse gas emission</b> 溫室氣體排放			
Scope I – Fuel combustion 範疇一 – 燃料燃燒	Tonne of CO <sub>2</sub> equivalent 噸二氧化碳當量	256.81	109.99
Scope II – Electricity consumption 範疇二 – 用電量	Tonne of CO <sub>2</sub> equivalent 噸二氧化碳當量	174.33	240.11
Total emissions (scope I + scope II) 總排放量 (範疇一 + 範疇二)	Tonne of CO <sub>2</sub> equivalent 噸二氧化碳當量	431.14	350.10
Greenhouse gas emission intensity 溫室氣體排放密度	Tonne of CO <sub>2</sub> equivalent/square meter of office area 噸二氧化碳當量 / 平方米辦公區域	0.01	0.02
<b>Air emission</b> 廢氣排放物			
SOx 硫氧化物	kg 千克	1.40	0.42
NOx 氮氧化物	kg 千克	885.56	263.02
Particulate matter 顆粒物	kg 千克	65.18	19.36
<b>Wastes</b> 廢棄物			
Non-hazardous wastes 無害廢棄物	Tonne 噸	19.73	26.40
Intensity of non-hazardous wastes 無害廢棄物密度	Kg/square meter of office area 千克 / 平方米辦公區域	0.53	1.78
Hazardous wastes 有害廢棄物	Tonne 噸	0.05	0.03
Intensity of hazardous wastes 有害廢棄物密度	Kg/square meter of office area 千克 / 平方米辦公區域	0.001	0.04
Wastewater discharges 污水排放量	Tonne 噸	18,660.1	4,432.6
Intensity of wastewater discharged 污水排放密度	Kg/square meter of office area 千克 / 平方米辦公區域	0.50	0.30



## II. RESPONSE TO CLIMATE CHANGE

### 二、應對氣候變化

Key Performance Indicators 關鍵績效指標	Unit 單位	2022 2022年	2021 2021年
<b>Use of resources</b> 資源使用			
Energy consumption 能源消耗			
Electricity 電力	kWh 千瓦時	285,734.4	341,313
Gasoline 汽油	kWh 千瓦時	919,098.7	272,981.1
Natural gas 天然氣	kWh 千瓦時	50,967.1	225,643.4
Liquefied petroleum gas 液化石油氣	kWh 千瓦時	/	19.2
Total energy consumption 能源消耗總量	kWh 千瓦時	1,255,800.2	839,956.7
Energy consumption intensity 能源消耗密度	kWh / square meter of office area 千瓦時／平方米辦公區域	33.55	56.6
Water 水資源	Tonne 噸	37,537.68	6,024
Water consumption intensity 水耗密度	Tonne/square meter of office area 噸／平方米辦公區域	1.00	0.41

The environmental data collected for FY 2022 has covered Hangzhou Headquarters and all project companies located in Hangzhou, Nanjing, Wenzhou, Ningbo, Suzhou and Wuxi, while the data collected for FY 2021 has only covered the Hangzhou headquarters and selected 10 major project companies.

2022財政年度收集的環境數據已涵蓋杭州總部及位於杭州、南京、溫州、寧波、蘇州及無錫的所有項目公司，而2021財政年度收集的數據僅涵蓋杭州總部及選定的10家主要項目公司。

## III. ADHERE TO PEOPLE ORIENTATION

### 三、堅持以人為本

Talent is the foundation of enterprise management and development. Dexin regards employees as its most valuable asset. Dexin has attached great importance to the development of talents, fully respected and protected the basic rights and interests of every employee, comprehensively optimized the incentive system and paid attention to the safety and health of employees. We have implemented the diversification strategy, built a working atmosphere of harmonious development and conscience interaction between the enterprise and employees, and organized a talent echelon with recognition of corporate culture and entrepreneurial spirit, for the purpose of creating a career platform that can show talent and creativity of employees.

#### 3.1 TALENT INTRODUCTION

Talents are the core competitiveness of an enterprise. Dexin has attached great importance to every employee of the Group and established an attractive talent system. We regularly evaluate our organizational structure, and analyze the current situation and challenge of individual subsidiaries and the Group as a whole. Our human resource department also makes suggestions on organizational structure and planning based on the current development goal of the Group. The Group has streamlined the organization structure to improve the efficiency of the Group through region integration, function integration and zone integration and implemented corresponding internal systems to support talent development through internal competition and internship management.

##### Employee profile and turnover rate

The Group espouses a strong commitment to nondiscrimination and equal opportunities for all, regardless of age, gender, race, disability or marital status, in order to foster greater employee satisfaction. It seeks to diversify its staff in terms of gender and age to create a balanced professional environment. Moreover, the Group actively encourages diversity among its workforce and warmly welcomes people of any background, thus effectively bringing the principle of fairness into practice.

人才是企業經營與發展之根本。德信視員工為企業最有價值的資產，高度重視人才的發展，充分尊重和保護每一位員工的基本權益，全面優化激勵體系，關注員工安全與健康。我們實施多元化戰略，構築企業與員工和諧發展、良心互動的工作氛圍，打造認同企業文化，具有企業家精神的人才梯隊，為員工打造一個能夠展現才能和創想的事業平台。

#### 3.1 人才吸納

人才是企業的核心競爭力。德信高度重視集團的每一位員工，並構建有吸引力的人才體系。我們定期評估組織架構，並分析各附屬公司及本集團的整體現狀及挑戰。我們的人力資源部門亦根據本集團目前的發展目標對組織架構及計劃提出建議。本集團通過區域整合、功能整合及片區整合簡化組織架構以提升本集團效益，並實施相應的內部制度，以支持內部競聘及見習管理等人才發展。

##### 員工概況及流失率

本集團堅定不移地致力於對所有人非歧視及提供平等機會，不分年齡、性別、種族、殘疾或婚姻狀況，以提升員工的滿意度。集團尋求員工於性別及年齡方面的多元化，以打造一個平衡的專業環境。而且，本集團積極鼓勵員工團隊的多元化，並熱烈歡迎任何背景的人，從而有效地將公平原則付諸實踐。

### III. ADHERE TO PEOPLE ORIENTATION

#### 三、堅持以人為本

The employment contract specifies the terms, including compensation and dismissal, working hours, rest periods and other benefits and welfare for staff. The staff handbook also highlights important information on policies on compensation, employee benefits, rights on termination, business conduct and leave benefits. Social activities such as the annual dinner, team building and other social events are organized for employees to increase their work-life balance and enhance their relationship with employees.

As of 31 December 2022, the Group has 1,561 (2021: 2,476) employees who are all in PRC and the staff turnover rate is approximately 45.3%. The specific staff distribution and staff turnover rate are as follow:

僱傭合同訂明員工的薪酬及解僱、工作時數、休息時間以及其他利益及福利等條款。員工手冊亦強調薪酬、僱員福利、終止權利、商業操守及休假福利政策等重要資料。本集團會為員工舉行週年晚宴、團隊建設及其他社交事項等社會活動，令彼等於工作與生活之間取得更大的平衡，並增強與員工的關係。

截至2022年12月31日止，本集團的1,561名（2021年：2,476名）員工均於中國，僱員流失率約為45.3%。具體員工的分佈及員工流失率情況如下：

		No. of staff 員工數量	Staff turnover rate 員工流失率
Total number of employees	員工總數	1,561	45.3%
<i>Gender</i>	<i>性別</i>		
Male	男員工	968	46.8%
Female	女員工	593	42.8%
<i>Age Group</i>	<i>年齡組別</i>		
18-29	18歲至29歲	465	53.4%
30-39	30歲至39歲	896	44.2%
40-49	40歲至49歲	178	25.9%
50 and above	50歲及以上	22	32.7%
<i>Region</i>	<i>區域</i>		
Central China	華中地區	221	39.0%
Eastern China	華東地區	1,271	44.0%
Southern China	華南地區	69	2.9%
Other regions of China	中國其他地區	/	/
<i>Category</i>	<i>類別</i>		
Full time	全職	1,561	45.3%
Part-time	兼職	/	/

#### Performance appraisal

We conduct annual performance appraisals for the management team and the department head for each project and region and the headquarters and quarterly performance reviews for general staff. The Group paid attention to the rationality of employees' performance appraisal results and enhanced the rational application of performance appraisal results by setting up a performance feedback mechanism.

#### 績效考核

我們對各項目及地區以及總部的管理團隊及部門負責人進行年度績效考核，對普通員工進行季度績效審查。本集團關注員工的績效考核結果的合理性，通過設立績效反饋機制，增強績效考核結果的合理應用。

### III. ADHERE TO PEOPLE ORIENTATION

## 三、堅持以人為本

#### Staff communication

The Group encourage our staff to express their opinions with democratic communication. Employees have been facilitated by management trainee exchange meetings, new employee exchange meetings, and annual meetings to deepen their understanding of the Group's culture. The Group has established effective communication channels between the management and employees.

#### Work-life balance

In addition to competitive compensation and benefits, the Group cares about its employees and attaches importance to the work-life balance of employees. During the Reporting Period, the Group held various employee activities, including marathon, team building, and annual meetings, to enhance the cohesion and sense of belonging and team spirit of employees.

#### 員工溝通

本集團鼓勵員工以民主溝通的方式表達意見。通過管培生交流會、新員工交流會、年會等形式，使員工深入了解本集團文化。本集團已建立管理層和員工之間有效的溝通渠道。

#### 工作與生活平衡

本集團不僅向員工提供有競爭力的薪酬福利，我們亦心繫員工，重視員工工作與生活的平衡。報告期內，本集團舉辦馬拉松、團建及年會等活動，增強員工凝聚力和歸屬感及團隊精神。



### III. ADHERE TO PEOPLE ORIENTATION

### 三、堅持以人為本

#### 3.2 EMPLOYEE DEVELOPMENT

Employees' continuous growth and development are important guarantees for an enterprise to achieve its strategic objectives. The Group formulates systematic and progressive training and development programs for key talents at all occupational levels. We have provided special training for employees at the Group level as well as at local branches on a regular basis. The training system can be divided into three main streams, fundamental and specified training, talent echelon and functional study (職能學習).

#### 3.2 員工發展

員工持續的成長與發展是企業實現戰略目標的重要保障。本集團為各職業階層的關鍵人才制定系統、循序漸進的培訓及發展計劃。我們為本集團與地方的各層級員工提供定期的專項培訓。培訓體系分為基礎專項培訓、人才梯隊及職能學習三大類。



Trainings are organised for all grades of employees.  
為所有級別的員工組織培訓。

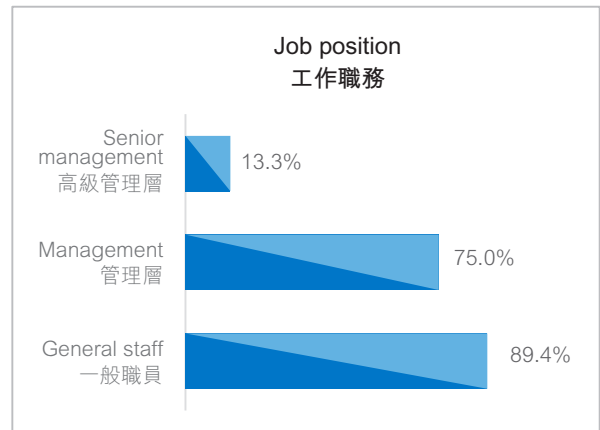
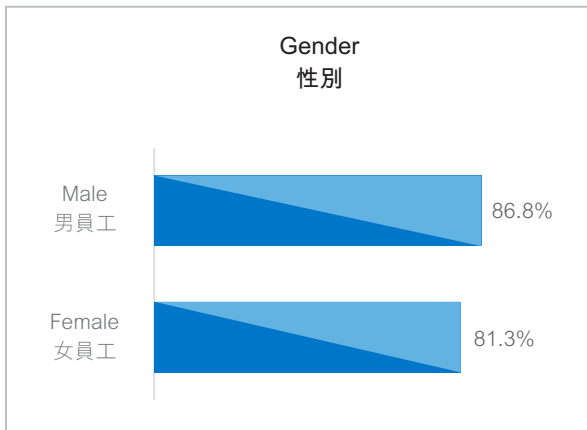
### III. ADHERE TO PEOPLE ORIENTATION

#### 三、堅持以為人本

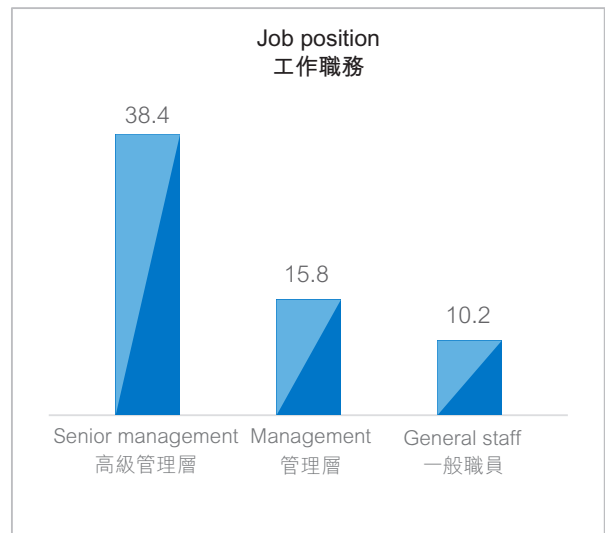
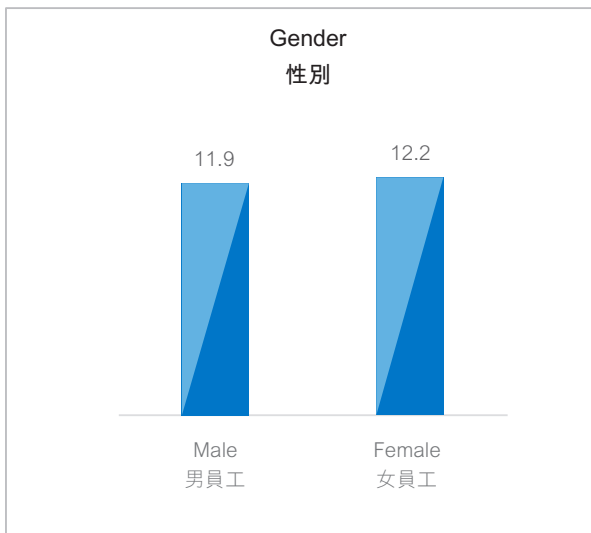
During the Reporting Period, the total number of training attendances in the Group was 1,322. The ratio of each type of training and the number of hours of training per person are as follows:

報告期內，本集團總受訓人數達1,322人次，各類別受訓比例及人均受訓時數如下：

Percentage of staff attended training  
已參與培訓員工的百分比



Average training hours attended  
平均參與培訓時數



## III. ADHERE TO PEOPLE ORIENTATION

### 三、堅持以人為本

#### 3.3 HEALTH AND SAFETY

The Group proactively works to reduce the risk of injury and occupational health issues by establishing related management systems and organizing safety training for its workforce.

The Group aims to ensure a safe occupational environment and manage health and safety risks for all employees, especially construction fire safety. The Group has established a sound fire responsibility system and management system. We organized a fire control leading group, provided sufficient and appropriate fire equipment (fire hydrant, fire extinguisher, fire pool, fire pipe, etc.), and volunteered firefighters, and strictly approved the use of open fire on the construction site.

During the Reporting Period, the Group has arranged training activities for engineers to strengthen the awareness of quality and safety control, and conducted regular training to promote construction quality and safety to the management personnel of each project. In addition, the Group has provided employees with physical induction examinations and annual physical examinations and provided work-related injury leave to further protect employees' health and safety. Furthermore, in order to meet the management requirements for safety and quality, the Group regularly held summary meetings of quality and safety assessment and inspection from the third party and conducted patrol inspection and weekly inspection of safety with party A, the construction party and the supervision party. In the past three years, the Group did not have any work-related injury accidents and fatal accidents.

#### 3.3 健康安全

本集團建立相關管理系統並為員工組織安全培訓，積極降低受傷風險及職業健康問題。

本集團旨在確保安全的職業環境及管理全體僱員的健康與安全，特別是施工消防安全。本集團建立健全的消防責任制和管理制度。我們成立消防領導小組，配備足夠、合適的消防器材（消火栓、滅火器、消防水池、消防管等）和義務消防人員，並嚴格審批施工現場的明火使用。

報告期內，本集團已安排工程師培訓活動，強化質量和安全管理意識，並定期對各項目管理人員進行定期培訓，以促進施工質量和安全。此外，本集團向僱員提供入職體檢及年度體檢，提供工傷假，進一步保障員工健康與安全需求。同時，本集團為保證安全質量的管理要求，定期開展第三方質量安全評估檢查總結會，與甲方、施工方、監理方進行日常安全巡檢和周檢等。過去三年內，本集團均未發生任何工傷事故及死亡事故。

## III. ADHERE TO PEOPLE ORIENTATION

### 三、堅持以人為本

#### 3.4 LABOUR STANDARD

The Group is committed to upholding the labour rights of staff and has established a compliant mechanism for staff to report any labour violations. It is always the group's policy to prohibit the employment of staff members under the legal working age. During the recruitment process, all job applicants are required to provide valid personal identification documents for verification purposes, while background checks may also be carried out whenever necessary. No labour disputes between the company and its staff have been recorded during the Reporting Period.

The Group's policy is to disqualify the person from employment if they are found to be hired against the requirements of the Labour Contract Law.

#### 3.4 勞工準則

本集團致力於保障員工的勞工權利，並已建立投訴機制，供員工舉報任何違反勞工法例的行為。集團的政策一貫是禁止僱傭法定工作年齡以下的員工。於招聘過程中，所有求職者均須提供有效的個人識別文件，供核實身份之用。有需要時，亦可能會進行背景調查。報告期內，公司與其員工之間並無勞資糾紛記錄。

本集團設有政策，倘發現所僱傭的人員違反《勞動合同法》的規定，則取消其就業資格。



## IV. RESPONSIBLE PURCHASING

### 四、責任採購

Dexin has always regarded long-term and stable high-quality suppliers as its driving force for rapid development and continuous optimization of its product and service quality. We continuously refine our supplier management measures and strictly implement the nine-step method for supplier management, standards.

德信始終將長期穩定的優質供應商作為集團快速發展、不斷優化自身的產品與服務品質的助推力。我們持續細化供方管理辦法，嚴格執行供應商管理九步法及標準。



Nine-step method for supplier management  
供應商管理九步法

The supplier investigation is jointly carried out and supervised by various related personnel. Potential suppliers who passed the investigation would become our qualified suppliers and be listed in our qualified supplier database. All qualified supplier has signed the Supplier Integrity Commitment to ensure the practices of the suppliers are in line with the Group.

供方考察是由各方相關人員聯合進行及監督。通過考察的潛在供應商將成為我們的合格供應商，並進入我們的合格供應商庫。所有合格的供應商已簽署《供應商廉潔承諾書》，以確保供應商行為符合本集團要求。

## IV. RESPONSIBLE PURCHASING

### 四、責任採購

Dexin objectively reviews and assesses the performance of our qualified suppliers with fairness and impartiality. The Group carried out process, delivery, and post-property assessments on various suppliers according to the assessment standard in the Performance Assessment Form of Various Suppliers of Dexin Real Estate.

德信對合格供應商的表現以公平公正的態度進行客觀評審及評估。本集團根據《德信地產各類供應商履約評估表》對各類供應商評估標準開展過程、交付與物業後評估。

Process assessment 過程評估	Delivery assessment 交付評估	Post-property assessment 物業後評估
<ul style="list-style-type: none"> <li>Conduct the assessment quarterly. Take single contract as unit and timely feedback of the implementation of each contract</li> <li>每季度一次，以單個合約為單位，及時反饋每份合約實施落地情況</li> </ul>	<ul style="list-style-type: none"> <li>Conduct the assessment after the performance of each contract to comprehensively evaluate the performance process of the contract</li> <li>每份合約履約結束後進行一次，對該份合約履約過程進行綜合評定</li> </ul>	<ul style="list-style-type: none"> <li>Conduct the assessment for contracts within the quality warranty period half a year to feed back the coordination within the warranty period</li> <li>質保期內的合約每半年一次，反饋維保期內配合情況</li> </ul>

Daily performance assessment mechanism

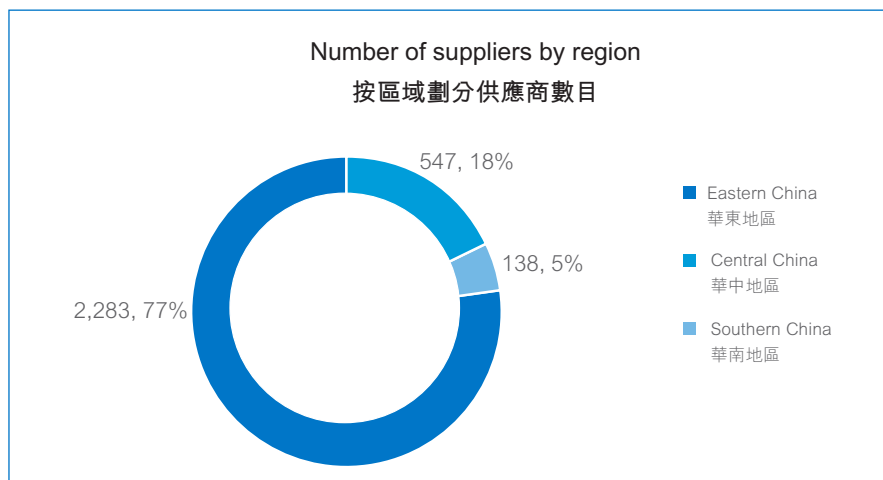
日常履約評估機制

The Group conducted the annual inventory-taking and clearance campaign, and continuously optimized the supplier structure in the form of a library to improve the supplier quality and enhance the stickiness with high-quality suppliers. During the Reporting Period, the Group has 2,968 suppliers, while 241 is our new supplier. Suppliers with unsatisfactory performance may lead to suspension from tendering and cooperation and be removed from the supplier list.

本集團執行年度盤庫和清庫行動，以不斷優化庫內供應商結構，提高供應商質量，增加與優質供應商的黏性。報告期內，本集團擁有2,968家供應商，新增241家供應商。表現不佳的供應商可能被暫停投標及合作，並從供應商名單中移除。

Furthermore, the Group established the external supplier cooperation risk pre-control and management mechanism, gave the treatment suggestions on control of the business volume, suspension of cooperation and continual observation based on the supplier risk grade, helped to strengthen the supplier management level and implemented relevant requirements for integrity and anti-fraud.

此外，本集團新增外部供應商合作風險預控管理機制，根據供應商風險等級給予控制合作業務量、暫停合作及持續觀察等處理建議，幫助強化對於供應商的管理水平，落實了廉潔、反舞弊方面的相關要求。



## IV. RESPONSIBLE PURCHASING

### 四、責任採購

#### Green supply chain

The Group abides by the latest national, industrial and local standards, and has formulated internal purchasing and technical construction standards for floors and cupboards in interior decoration to strictly limit the concentration of formaldehyde and hazardous substances, so as to ensure the health of users.

In order to improve suppliers' awareness of environmental responsibility, the Group stated in the centralized purchase agreements that suppliers shall meet environmental management system ISO14001 qualifications or RoHS production requirements for green products, and comply with corresponding national and local environmental protection policies and regulations to ensure that all production processes meet the current environmental protection policies regulations. The Group avoids choosing rare materials during the selection of materials and applies new materials technology and processes which are more environmentally friendly.

#### 綠色供應鏈

本集團實施追蹤國家、行業及地方最新標準，對於室內裝修所用的地板、櫥櫃制定了內部的採購及施工技術標準，嚴格限制其甲醛及有害物質的濃度，以保障用戶的身體健康。

為提高供應商的環境責任意識，本集團在集採協議中明確供應商應達到環境管理體系ISO14001資質或者RoHS綠色產品生產要求，遵守國家及地方相應環保政策法規，保證生產的全部過程達到當前環保政策法規規定。在材料的選擇上，本集團避免使用稀有資源，並使用更環保的新材料技術及過程。

## V. QUALITY FIRST

### 五、質量為先

During the Reporting Period, the group continued to strengthen the three major brand labels of “knowing each other and trusting each other”, “developer’s integrity” and “long-distance runner’s integrity” (“知己德信”、“開發者德信”、“長跑者德信”) on the basis of completing the brand shaping and system establishment of the “knowing each other and trusting each other” concept. The group also focused on researching product quality improvement and standardized system construction, improving product development, and achieving brand recognition through quality.

The Group has established and strictly implemented the Operating Guidelines for Product Quality Control of Dexin Real Estate. We also actively carry out standardization management in every process of a project including quality risk management, project development quality management, engineering project quality management and operating quality management to improve the overall quality of projects and enhance the quality of living and comfort while minimizing the negative effect on the environment.

#### 5.1 QUALITY RISK MANAGEMENT

The Group has maintained the three-level risk management and control mechanism including group operation management centre, regional subsidiaries and projects to identify, classify and conduct star rating against potential risks in the project. By setting up a red and yellow card system for quality control of engineering projects, upgrading process evaluation content of decoration projects, clarifying emergency response mechanisms and handling management, we have improved project risk alert and control and strengthened risk prevention capability throughout the project process.

報告期內，本集團在完成「知己德信」理念的品牌塑造和體系建立的基礎上，繼續夯實「知己德信」、「開發者德信」、「長跑者德信」三大品牌標籤。集團亦鑽研產品質量提升和標準化體系建設，提升產品開發，實現以品質立品牌。

本集團已制定並嚴格遵循《德信地產產品質量控制操作指引》，積極開展包括質量風險管理、項目開發質量管理、工程項目質量管理及運營質量管理在內的項目各過程標準化管理，以提升項目綜合質量，並且在提升生活質量及舒適感的同時對環境的負面影響降到最低。

#### 5.1 質量風險管理

本集團延續了包括集團運營管理中心、區域附屬公司、項目在內的三級風險管控機制，針對項目中潛在的風險，開展識別、分類以及星級評定工作。我們通過設置工程項目質量管理紅黃牌制度、升級裝修項目過程評估內容、明確突發事件響應機制和處理管理，提升了項目風險預警和控制，加強了項目全過程風險防範能力。

## V. QUALITY FIRST

### 五、質量為先

#### Quality management system 質量管理系統

- Clarify the minimum requirements of quality management in project management to strengthen risk management during the process
- 明確工程管理中質量管理的底線要求，加強過程中的風險管理

#### Evaluation of projects 項目評估

- Upgrade and optimize the process evaluation rules of bulk decoration projects, strengthen the standardized management of refined decoration, and improve quality control standards
- 對批量裝修項目過程評估細則進行了升級優化，加強精裝修標準化管理，提升質量管控標準

#### Emergency response 突發事件應急處理

- Clarify the scope, management principles and management process of engineering emergencies, standardize emergency response procedures, and improve management level
- 明確工程突發事件的適用範圍、處置原則、處理流程，規範應急響應流程，提升管理水平

During the Reporting Period, fire safety inspections and made rectification of problems identified to eliminate hidden dangers effectively.

報告期內，開展火災隱患排查，並對發現的問題認真落實整改，切實消除隱患。

#### Project development quality management

The Group specified the quality controls over the project development stage to further ensure product quality and better control risks. In addition, the Group developed a quality control process covering product positioning, market research, and product design to improve the level of standardized management in the process of project development.

#### 項目開發質量管理

本集團規範項目開發階段的質量管理，進一步保障產品品質，更好地控制風險。此外，本集團制定了包括產品定位、市場調研、產品設計在內的項目開發階段質量管理流程，致力於提升開發過程中的標準化管理水平。

## V. QUALITY FIRST

### 五、質量為先

Our quality control process in the project development stage can be divided into three main stages as follow:

- **Product positioning**

Classify according to the level of cities and location, and then subdivide customer groups according to family structure, affordability and other attributes. All customer types are strictly related to different cities and lands.

- **Market research**

Conduct research on customers' product needs and major concerns, adhere to the "products lead the same-period market and focus on customer pain points" strategy, analyze competitive projects and develop targeted residential product lines.

- **Product design**

Appoint a third-party design institute or consulting agency to design products, and conduct multiple comparisons and comprehensive evaluations of third-party agencies based on indicators such as "idea, value, quality, cost, and service".

### Engineering project quality management

Throughout the Project Cycle according to the engineering management process and key control point at each phase from the commencement of the project to post-delivery evaluation, so as to realize project quality is supervised and monitored at all stages.

During the Reporting Period, in order to specify the minimum requirements of quality control in Dexin project management and strengthen process risk management, the Group has formulated and reviewed the quality standard guidelines and systems for our sub-contractors. The system describes in detail the relevant rectification requirements and the investigation and analysis of the internal causes of hidden dangers, clarifies the technical or management methods for improvement measures, and provides city companies and project companies with supporting management tools in aspects of safety, quality and progress.

我們的項目開發階段的質量管理流程分為以下三個主要階段：

- **產品定位**

按城市能級及地段進行分級，再按家庭結構、支付能力等屬性將客群細分，所有客戶類型均與不同的城市及土地嚴格關聯對應。

- **市場調研**

對客戶的產品需求及關注重點進行調研，堅持「產品領先同期市場，聚焦客戶痛點」策略，對競爭項目進行分析，研發具有針對性的住宅產品線。

- **產品設計**

委託第三方設計院或諮詢機構進行產品設計，以「理念、價值、質量、成本、服務」等指標為依據，對第三方機構進行多家比選及綜合評估。

### 工程項目質量管理

於《項目全周期》中，根據工程項目從開工至交付後評估各階段的工程管理流程及管控要點，全方位開展工程質量監督與控制。

報告期內，為明確德信工程管理中質量管理的最低要求，加強過程中的風險管理，本集團已為分銷商制定並審查質量管理指引及制度。該制度詳細描述了相關整改要求和隱患產生的內在原因調研分析，明確了提升措施技術或管理辦法，為城市公司、項目公司提供安全、質量 and 進度三方面的配套管理工具。

## V. QUALITY FIRST

### 五、質量為先

#### Emergency response

The Group has formulated the Engineering Emergency Management Measures of Dexin Real Estate, specifying the principles of treatment, classification and grading, the process of treatment and corresponding penalties.



Procedure of engineering emergency response  
工程突發事件應急處理管理程序

#### 突發事件應急處理

本集團已制定《德信地產工程突發事件應急處理管理辦法》，明確了其處置原則、分類分級、處理流程和配套處罰辦法。

#### Operation quality management

The Group not only pays attention to the quality management of the project development and engineering projects, but also improves operation efficiency and quality management through system guarantee, incentive orientation, differentiated authorization, standard formulation, production policy preposition, new city assistance, and external benchmarking. The Group has developed refined operation assessment systems and relevant indicators for its subsidiary city companies to maintain each city company's operating efficiency and level.

During the Reporting Period, the Group did not have to recall any projects during construction and properties due to safety and health reasons.

#### Compliance with laws and regulations

The Group strictly complied with the Construction Law of the People's Republic of China, Regulations on Quality Management of Construction Projects and other laws and regulations related to quality assurance in the construction industry.

#### 運營質量管理

本集團在關注項目開發與工程項目的質量管理的同時，通過制度保障、激勵導向、差異化授權、標準化制定、產策前置、新城市幫扶、外部對標實現運營效率提高和質量的管理。本集團針對下屬城市公司制定細化的運營考核體系及指標，盡力保證各城市公司穩健的運營效率與水平。

報告期內，本集團並無因安全與健康原因而於施工及物業期間召回任何項目。

#### 遵守法律法規

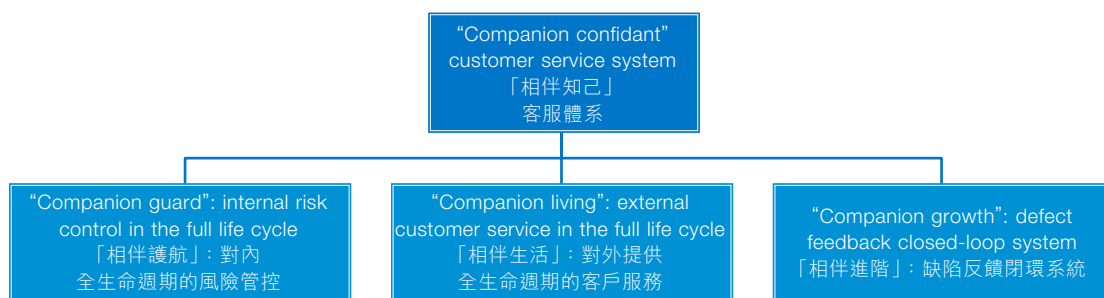
本集團嚴格遵循《中華人民共和國建築法》及《建設工程質量管理條例》等其他有關建築業品質保障的法律法規。

## VI. CUSTOMER SERVICES

### 六、客戶服務

Dexin puts customers at the centre of its business, adhering to the brand proposition of “Your life’s companion.” “你的生活知己” It has built a comprehensive “Companion” “相伴知己” customer service system, consisting of three parts: “Companion Escort,” “Companion Advanced,” and “Companion Life.” 相伴護航、“相伴進階”和“相伴生活” This is a key element in helping Dexin shape its “Hangzhou-style precision” “杭派精工” quality image, and continuously promoting the upgrading and iteration of Dexin’s product and service capabilities.

德信以客戶為中心，秉持「你的生活知己」品牌主張，搭建全面的「相伴知己」客服體系，由「相伴護航」、「相伴進階」和「相伴生活」三部分組成。它是助力德信塑造「杭派精工」品質形象的關鍵要素，持續助推德信產品力和服務力的升級迭代。



The Group concerns about the impression and expectations of our customers and potential customers from the purchase experience to living standard. Feedback and comments are collected through services, interactions with customers and investigations. Consolidated feedback and comments are reviewed and make possible refinements in our products and services. During the Reporting Period, we continued to improve our internal standardization work, including system construction and optimization, internal training on various topics, delivery experience sharing and product upgrading.

本集團關注客戶及潛在客戶自購買體驗到生活水平的感官及期望。我們通過服務、與客戶的互動和調查來收集反饋及意見。審查綜合的反饋及意見，並對我們的產品及服務進行可能的改進。報告期內，我們持續完善內部標準化方面的工作，包括制度體系建設和優化、各專題的內部培訓、交付經驗分享和產品升級。

#### System construction 制度建設

- Formulation of “new policy, if any”
- Review and revise policies and guidelines periodically
- 推出新政策（如有）
- 定期審查及修訂政策及指引

#### Internal training 內部培訓

- In-depth training in the aspects of delivery experience, maintenance, community operation, customer complaint, satisfaction, customer service standardization, and joint quality inspection
- 對交付經驗、維修、社區運營、客訴、滿意度、客服標準化、品質聯合檢查等進行深度培訓

#### Product improvement 產品提升

- Conduct survey in accordance with DCA cycle management with our customers and upgrade our products
- 根據DCA循環管理，對客戶進行調查，升級我們的產品



## VI. CUSTOMER SERVICES

### 六、客戶服務

#### 6.1 CUSTOMER RELATIONSHIP MANAGEMENT

During the Reporting Period, adhering to the service principle of “customer first”, the Group optimized the customer’s online and offline complaint feedback system, and strengthened the “one-click application for repair” and consultation on the WeChat app. Furthermore, Dexin organized many special pieces of training to clarify the customer complaint handling process and requested to promulgate the complaint hotline for projects that are on sale or have been delivered to ensure an unblocked channel for customer complaints. We have strictly implemented Information Management Requirements for Major and Hot Complaints from Customers of Dexin Real Estate. For daily complaints, professional response opinions will be determined and given to owners in 24 hours and professional response comments will be formed no later than 48 hours. The specific issues are completed on time according to the agreed time to ensure that the complaints are responded to and solved in a timely and favourable manner. During the Reporting Period, the Group received approximately 220 complaints and suggestions in total, including approximate 150 service-related complaints and approximate 50 product-related complaints, with the complaint closure rate up to 87%.

##### Complaint feedback channel

E-mail: the Group has set up an open e-mail for customer service in real estate to collect customer comments.

Hotline: the city companies have set up a service hotline for customers.

“One-click application for repair”: Owners may request maintenance and have consultation through our official account on social media.

#### 6.1 客戶關係管理

報告期內，本集團秉持「客戶至上」的服務原則，優化客戶的線上、線下的投訴反饋體系，加強微信端的「一鍵報修」和諮詢。同時，德信組織了多場專項培訓，明晰員工的客訴處理流程，並要求在售項目、交付項目公示投訴熱線，保證客訴渠道通暢。我們嚴格執行《德信地產重大、熱點客戶投訴信息管理要求》，針對日常投訴，在24小時內確定專業回覆口徑，回覆業主，並不晚於48小時內形成專業回覆意見。具體問題則按照約定時間按時完成，確保客戶的訴求得到及時、良好地回應與解決。報告期內，本集團共接到投訴及建議總量約220件，其中因為服務問題的投訴約150件，因為產品問題的投訴約50件，投訴關閉率達87%。

##### 投訴反饋渠道

郵箱：本集團中心設有對外公佈的地產客服郵箱，收集客戶意見。

熱線：各城市公司均設有服務熱線，可供客戶撥打。

「一鍵報修」：業主可通過我們的社交媒體公眾號進行報修和諮詢。

## VI. CUSTOMER SERVICES

### 六、客戶服務

The Group, always standing in the customer's perspective, listens to every meticulous need, and makes efforts to improve customers' quality of life from every small detail. During the Reporting Period, Dexin employed a third-party survey company to carry out customer satisfaction assessments. The Group conducted a satisfaction survey on the owners during the sales, delivery, and stay periods through Internet and telephone interviews. The main indicators include overall satisfaction, sales service, post-contract care, delivery service, community environment and planning, housing design, housing quality, rectification and maintenance, complaint handling and property services. We carried out targeted closed-loop treatment according to the problems found to continuously improve customer satisfaction.

#### 6.2 CUSTOMER PRIVACY AND INFORMATION SECURITY

The Group fully recognized the importance of protecting customer privacy and information security, and attached great importance to customer privacy and information security. We have always strictly abided by the laws and regulations related to information security protection such as the Network Security Law of the People's Republic of China and the Provisions on the Protection of Personal Information of Telecommunications and Internet Users. Our major measures for protecting customer privacy and information are stated below:

本集團始終站在客戶的角度，傾聽每一個細緻入微的需求，從細節出發，提升客戶生活品質。報告期內，德信聯動第三方調查公司，進行客戶滿意度測評，通過互聯網以及電話訪問的形式對銷售期、交付期、入住期的業主開展滿意度調查，主要指標涉及整體滿意度，銷售服務、簽約後關懷、交付服務、小區環境和規劃、房屋設計、房屋質量、整改維修、投訴處理以及物業服務，並按照發現的問題有針對性地開展閉環處理，不斷提升客戶滿意度。

#### 6.2 客戶隱私安全

本集團充分意識到保障客戶隱私和信息安全的重要性，並高度重視客戶隱私和信息安全保護工作。一直以來，我們嚴格遵守《中華人民共和國網絡安全法》及《電信和互聯網用戶個人信息保護規定》等信息安全保護相關法律法規。我們保障客戶隱私和信息安全採取的主要措施載列如下：

##### Customer's data management system 客戶資料管理系統

- Ad-hoc inspection on customer data management work of relevant departments  
不時對相關部門的客戶資料管理工作進行巡檢
- Zero-tolerance on any misbehaviors and report to corresponding government bodies if necessary  
對任何不當行為零容忍，必要時向相應政府機關進行舉報

##### Access control to the server room 機房的訪問控制

- Only authorised personnel of the I.T. department may access the server room after registration  
僅IT部門獲授權人員可以登記後進出機房
- Any unauthorised people are not allowed  
任何未授權人員不得進入

##### Inspection of server 服務器巡檢

- Conduct inspection on daily-used softwares and system server  
對日常使用的各類軟件及系統服務器進行巡檢
- Instant response to the potential safety issues  
對安全隱患作出及時反應

## VI. CUSTOMER SERVICES

### 六、客戶服務

#### Intellectual property management

Our intellectual property centre is responsible for applying, using and maintaining intellectual properties such as trademarks, copyrights and patents. While maintaining constant innovation, the Group has also strictly complied with the Patent Law of the People's Republic of China, the Trademark Law of the People's Republic of China and the Copyright Law of the People's Republic of China and other IP laws and regulations, and formulated and implemented the Management System for Intellectual Property of Dexin Real Estate. In addition, the Group strictly investigates infringements and focuses on strengthening relevant personnel's awareness of intellectual property protection in daily management to ensure that the Group's intangible assets are not infringed.

#### 6.3 RESPONSIBLE PROMOTION

Focusing on the connection between "city, people and life", the Group paid attention to the individual needs of customers and users, continued to collect the customers' opinions and visions, improved its product construction and deeply operated, and brought warmth to customer experience and services. Based on the contacts of full life cycle of customers, focusing on the customer's concerns in all stages ranging from housing purchasing to living, Dexin established a professional service system. In this process, Dexin got the needs of the owners by various contact methods such as services, activities and investigations, and constantly fed back to the front-end and back-end to realize the update of products and services with a view to realizing the brand proposition of "Your Life Companion".

The Group strictly abides by the Advertisement Law of the People's Republic of China and other national laws and regulations and requirements of local policies, ensuring compliance and standardization in the promotion and marketing process. On this basis, we promote the advocacy of responsible promotion and help consumers make rational decisions to buy and make responsible consumption through system construction and behaviour control. The Group strictly controls external publicity in accordance with the risk control mechanism to ensure the comprehensiveness and authenticity of information.

#### 知識產權管理

我們的知識產權中心負責管理商標、著作權、專利等知識產權的申請、使用及維護等工作。在持續創新的同時，本集團亦嚴格遵守《中華人民共和國專利法》、《中華人民共和國商標法》及《中華人民共和國著作權法》等知識產權保護法律法規，制定並遵循《德信地產知識產權管理制度》。此外，本集團嚴查侵權行為，在日常管理中注重加強相關人員對知識產權的保護意識，保障本集團的無形資產不被侵害。

#### 6.3 責任營銷

本集團聚焦「城市、人、生活」之間的聯繫，關注客戶和用戶的個性需求，不斷收集客戶的想法和願景，以改進自身的產品營造、深入運營，為客戶的體驗和服務注入更具溫度感的落地與延申。按照客戶全生命周期觸點，聚焦客戶從購房到居住各階段的關注點，形成一套服務體系。在過程中，通過服務、活動、調查等各類接觸方式，了解業主的需求，並不斷向前端、後端反饋，實現產品與服務的更新迭代，以實現「你的生活知己」品牌主張。

本集團嚴格遵守《中華人民共和國廣告法》等國家法律法規及地方政策要求，以確保宣傳推廣過程中的合規性與規範性。在此之上，我們推動負責任營銷的倡導，並通過制度建設與行為管控兩方面舉措，助力消費者作出理智的購買決策，進行負責任的消費。本集團按照風控機制，嚴格把控對外宣傳，確保信息的全面和真實。

## VI. CUSTOMER SERVICES

### 六、客戶服務

Carry out publicity of compliance awareness on the Advertisement Law of the People's Republic of China and other national laws and regulations and requirements of local policies together with the legal department, ensuring compliance and standardization in the promotion and marketing process.

聯合法務部門宣貫《中華人民共和國廣告法》等國家法律法規及地方政策要求，以確保宣傳推廣過程中的合規性與規範性。

#### System controls 管控體系



- Improvement in the construction of internal promotion system, review and refine the management measures, systems, guidelines, guidance and other documents.
- 提升內部營銷制度體系建設，審核及細化管理辦法、制度、指引、指導書等文件。

#### Integrated audit mechanism 聯動審查機制



- Cross-departmental integrated audit mechanism, especially strengthen the role of brand, customer service and legal affairs.
- 跨部門聯動審查機制，尤其是強化品牌、客服、法務的作用。

#### Supervision 監察



- Random inspection at companies and project sites.
- 不定期抽查公司及項目建設所在地。

#### Learning and training 學習培訓



- Combining the practical situation in training, to ensure timely and effectively avoiding risks and corruption and preventing non-standardization.
- 結合培訓過程中的實際情況，確保及時有效地規避風險、遠離腐敗，防止不規範問題的發生。

## VII. ANTI-CORRUPTION AND ANTI-MONEY LAUNDERING

### 七、反腐敗及反洗錢

The Group adopted a zero-tolerance attitude and will not allow the employees, suppliers, customers, and all partners of the Group to commit any corruption, extortion, fraud, money laundering and other misconduct. We have formulated and implemented a series of internal systems in order to create a fair, open and impartial working environment. The staff manual provides guidance on employees' behaviours, for example the acceptance of gifts and conflict of interests, to further enhance the awareness of employees.

The Group has various channels, including e-mail, telephone and social media platforms for public and stakeholders to report any suspicious activities. All reports are handled and follow-up within 24 hours by designated persons and all information provided will be in strict confidentiality.

All Employees have signed the Integrity Undertaking while all our on-the-job employees and contracted suppliers are required to sign an integrity agreement in writing, where execution has been 100% completed. If any employee is found to be in violation of corruption after investigation, the Group will take disciplinary actions against the employee involved, including the termination of labour contracts with immediate effect. We also encourage our staff to report suspected corruption cases anonymously.

To keep the awareness and importance of anti-corruption and anti-bribery, relevant training is included in our regular training throughout the years. In our online quarterly sales and marketing training are arranged for project-in-charge and department head of every project company. The training has covered case study and the latest updates in the regulations related to anti-corruption, bribery and anti-money laundering. Anti-corruption trainings are organised for all new employees in the sales and marketing departments. During the Reporting Period, the Group did not have any lawsuit regarding corrupt practices brought against the Group and our employees.

本集團採取零容忍的態度，且不允許本集團的僱員、供應商、客戶及所有合作夥伴有任何腐敗、敲詐、欺詐、洗錢及其他不當行為。我們已制定並實施一系列的內部制度，以創造一個公平、公開、公正的工作環境。員工手冊就員工行為提供指引，例如收受禮物及利益衝突，以進一步加強僱員的警覺性。

本集團有電子郵件、電話及社交媒體平台等多種渠道，供公眾及利益相關方舉報任何可疑活動。所有舉報都由指定人員於24小時內處理及跟進，且提供的所有信息都將嚴格保密。

全員已簽署廉潔承諾書，對全體在職員工和在合同期內存續的供應商進行了全員線下廉潔協議的簽署，簽署工作已100%完成。倘經調查後證實任何僱員貪污，本集團將會對涉案僱員採取紀律處分，包括即時終止僱傭合約。我們亦鼓勵員工匿名舉報疑似貪污行為。

為維持反腐敗及反賄賂意識及重要性，全年定期培訓中納入相關培訓。我們每季度為每個項目公司的項目負責人及部門主管舉辦線上銷售及營銷培訓。培訓涵蓋案例研究及有關反腐敗、賄賂及反洗錢法規的最新情況。銷售及營銷部的全體新員工均須參與反腐敗培訓。報告期內，本集團未發生任何針對本集團及僱員腐敗行為的訴訟案件。

## VIII. SOCIAL WELL-BEING

### 八、社會福祉

The Group firmly believes that as a member of society, it is our responsibility to support public welfare activities to promote social well-being and create a harmonious social atmosphere. During the Reporting Period, we held a series of welfare activities and projects, actively participated in the development of social public welfare undertakings, gave back to society with love and warmth, and transmitted the temperature of confidence to every corner.

本集團深信作為社會的一份子，支持公益活動以促進社會福祉，營造和諧的社會氛圍是我們的責任。報告期內，我們開展了一系列公益活動和項目，積極投身社會公益事業的發展，用愛心和溫暖回饋社會，將知己溫度傳遞到每一個角落。



#### Help youth development 助力青年發展

In 2015, Sunshine Education Financing Action launched a derivative project, “Outstanding Students Come”. We invited several representatives from students who received help from Sunshine Education Action to give lectures and show their growth experience, mental outlook and change. In 2018, Hangzhou Dexin Blue Education Foundation became a partner of Hangzhou Daily Express for initiating Sunshine Education Financing Action and the “Outstanding Students Come” Project. We hope to provide more learning opportunities and create a broader space for improvement for excellent students.

2015年，陽光助學行動推出「學霸來了」衍生項目，從當年走訪的陽光學子中，邀請數位代表，通過演講，展示他們的成長經歷、精神面貌、蝶變能量。2018年，杭州市德信藍助學基金會成為都市快報陽光助學行動和「學霸來了」項目的發起夥伴，希望一起為優秀學子提供更多的學習機會，開創更廣闊的提升空間。

During the Reporting Period, “Outstanding Students Come” Project was upgraded as Sunshine Youth Words Dexin Blue Rural Youth Growth Inspirational Lecture Hall which was jointly initiated by Hangzhou Daily Express and Hangzhou Dexin Blue Education Foundation. Sunshine Education Financing activities gradually spread to 18 provinces (cities) from Zhejiang, such as Shandong, Jiangsu, Liaoning, Jiangxi and Shaanxi and help over 60,000 poor students to realize their dream of college.

報告期內，「學霸來了」項目升級為「陽光青年說·『德信藍』鄉村青年成長勵志講堂」，由都市快報和杭州市德信藍助學基金會共同發起。陽光助學則從浙江逐步擴展到山東、江蘇、遼寧、江西、陝西等全國18個省（市），幫助逾60,000名寒門學子圓了大學夢。



## VIII. SOCIAL WELL-BEING

### 八、社會福祉



#### Care for children and residents in distress 關注困境兒童與住戶

In Jul 2022, our volunteer team has visited 60 children and teenagers living in Chun'an County, Zhejiang Province. During the visit, we talked to the children and teenagers to understand their family needs and distress that are facing. The group has prepared 867 gift packs in total for the children and teenagers, which contained some living necessities and stationeries. Nevertheless, the Group also provided financial subsidy for 60 children and teenagers according to their education stage.

於2022年7月，我們的志願者團隊探訪居住於浙江省淳安縣的60名兒童及青少年。探訪期間，我們通過與這些兒童少年進行交流，了解他們的家庭需求及所面臨的困境。本集團為這些兒童及青少年準備了合共867個禮包，內含若干生活必需品及文具。然而，本集團還根據接受教育階段為60名兒童及青少年提供了財務資助。



# APPENDIX I: LIST OF DISCLOSURE POLICIES, LAWS AND REGULATIONS

## 附錄一：披露政策與法律規例一覽表

This appendix includes laws and regulations which are applicable to the Company in the sequence of ESG indicators in accordance with “policies” and “relevant laws and regulations that have a significant impact on the issuer” mentioned in “General Disclosure” in guidelines released by HKEX.

該部分主要遵循聯交所指引「一般披露」中涉及的「政策」及「對發行人產生重大影響的相關法律與規例」要求，對適用於本公司的法律規例按照ESG指標順序進行整理和羅列。

Company Law of the People’s Republic of China  
《中華人民共和國公司法》

Anti-unfair Competition Law of the People’s Republic of China  
《中華人民共和國反不正當競爭法》

Interim Provisions on Banning Commercial Bribery  
《關於禁止商業賄賂行為的暫行規定》

Construction Law of the People’s Republic of China  
《中華人民共和國建築法》

Regulations on Quality Management of Construction Projects  
《建設工程質量管理條例》

Patent Law of the People’s Republic of China  
《中華人民共和國專利法》

Trademark Law of the People’s Republic of China  
《中華人民共和國商標法》

Copyright Law of the People’s Republic of China  
《中華人民共和國著作權法》

Network Security Law of the People’s Republic of China  
《中華人民共和國網絡安全法》

Provisions on the Protection of Personal Information of Telecommunications and Internet Users  
《電信和互聯網用戶個人信息保護規定》

Environmental Protection Law of the People’s Republic of China  
《中華人民共和國環境保護法》

Environmental Impact Assessment Law of the People’s Republic of China  
《中華人民共和國環境影響評價法》



# APPENDIX I: LIST OF DISCLOSURE POLICIES, LAWS AND REGULATIONS

## 附錄一：披露政策與法律規例一覽表

Regulations on Environmental Protection Management of Construction Projects

《建設項目環境保護管理條例》

Management Measures on Environmental Protection Acceptance for Construction Project Completion

《建設項目竣工環境保護驗收管理辦法》

Law of the People's Republic of China on the Protection of Consumer Rights and Interests

《中華人民共和國消費者權益保護法》

Green Building Regulations of Zhejiang Province

《浙江省綠色建築條例》

Evaluation Standard for Green Building

《綠色建築評估規範》

Environmental Noise Emission Standard at the Construction Site Boundary

《建築施工場界環境噪聲排放標準》

Guidelines on Greenhouse Gas Emission Accounting Methods and Reporting of Enterprises in Other Industrial Sectors (Trial)

《工業其他行業企業溫室氣體排放核算方法與報告指南（試行）》

Advertisement Law of the People's Republic of China

《中華人民共和國廣告法》

Labor Law of the People's Republic of China

《中華人民共和國勞動法》

Labor Contract Law of the People's Republic of China

《中華人民共和國勞動合同法》

Work Safety Law of the People's Republic of China

《中華人民共和國安全生產法》

Prevention and Control of Occupational Diseases Law of the People's Republic of China

《中華人民共和國職業病防治法》

Regulations on Minimum Wage of the People's Republic of China

《中華人民共和國最低工資規定》

# APPENDIX II: CONTENT INDEX OF HKEX ESG REPORTING GUIDE

## 附錄二：聯交所環境、社會及管治報告指引內容索引

Subject Areas, Aspects, General Disclosures and Overview of Key Performance Indicators (KPIs) 主要範疇、層面、一般披露及關鍵績效指標概覽		Section 章節
<b>A. Environment</b> <b>A. 環境</b>		
<b>Aspect A1:</b> <b>層面A1：</b>	<b>Emissions</b> <b>排放物</b>	
General Disclosure	Information on:	BUILD A GREEN CITY
	(a) the policies; and	
	(b) compliance with relevant laws and regulations that have a significant impact on the issuer	
一般披露	relating to exhaust and greenhouse gas emissions, discharges into water and soil, generation of hazardous and non-hazardous wastes, etc. 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：	建設綠色城市
	(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。	
KPI A1.1	Types of emissions and respective emission data.	ENVIRONMENTAL PERFORMANCE
關鍵績效指標A1.1	排放物種類及相關排放數據。	環境績效
KPI A1.2	Greenhouse gas emissions in total (in tonnes) and, if appropriate, intensity (e.g. per unit of production volume, per facility).	ENVIRONMENTAL PERFORMANCE
關鍵績效指標A1.2	溫室氣體排放總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	環境績效
KPI A1.3	Hazardous wastes generated in total (in tonnes) and, if appropriate, intensity (e.g. per unit of production volume, per facility).	ENVIRONMENTAL PERFORMANCE
關鍵績效指標A1.3	所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	環境績效
KPI A1.4	Non-hazardous wastes generated in total (in tonnes) and, if appropriate, intensity (e.g. per unit of production volume, per facility).	ENVIRONMENTAL PERFORMANCE
關鍵績效指標A1.4	所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	環境績效

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KPI A1.5	Description of the emissions targets and the steps taken to achieve them.	ENVIRONMENT GOALS IN CARBON EMISSIONS AND ENERGY USE
關鍵績效指標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。	碳排放及能源使用的環境目標
KPI A1.6	Description of treatment of hazardous and non-hazardous wastes, and description of the waste reduction targets and the steps taken to achieve them.	GREEN OFFICE, GREEN CONSTRUCTION MANAGEMENT
關鍵績效指標A1.6	描述處理有害及無害廢棄物的方法，及描述減廢目標及為達到這些目標所採取的步驟。	綠色辦公、綠色施工管理
<b>Aspect A2:</b>	<b>Use of Resources</b>	
<b>層面A2:</b>	<b>資源使用</b>	
General Disclosure	Policies on efficient use of resources (including energy, water and other raw materials). Notes: The resources can be used for production, storage, transportation, buildings, electronic devices etc.	GREEN OFFICE, GREEN CONSTRUCTION MANAGEMENT
一般披露	有效使用資源(包括能源、水及其他原材料)的政策。附註：資源可用於生產、儲存、運輸、樓宇、電子設備等。	綠色辦公、綠色施工管理
KPI 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).	ENVIRONMENTAL PERFORMANCE
關鍵績效指標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)。	環境績效
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	ENVIRONMENTAL PERFORMANCE
關鍵績效指標A2.2	總耗水量及密度(如以每產量單位、每項設施計算)。	環境績效
KPI A2.3	Description of energy use efficiency initiatives and results achieved.	ENVIRONMENT GOALS IN CARBON EMISSIONS AND ENERGY USE
關鍵績效指標A2.3	描述所訂立的能源使用效益計劃及所達到的結果。	碳排放及能源使用的環境目標
KPI A2.4	Description of whether there is any issue in sourcing of water that is fit for purpose, water efficiency initiatives and results achieved.	The Group did not have any issue in sourcing of water that fit for purpose.
關鍵績效指標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計劃及所達到的結果。	本集團在求取適用水源上並無任何問題。

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## 附錄二：聯交所環境、社會及管治報告指引內容索引

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KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	The operation of the Group does not involve the use of packaging materials.
關鍵績效指標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。	本集團營運不涉及包裝材料的使用。
<b>Aspect A3:</b>	<b>Environmental and Natural Resources</b>	
<b>層面A3:</b>	<b>環境及天然資源</b>	
General disclosure	Policies on minimizing the issuer's significant impact on environmental and natural resources.	GREEN CONSTRUCTION
一般披露	減低發行人對環境及天然資源造成重大影響的政策。	綠色施工
KPI A3.1	Description of the significant impacts of activities on environmental and natural resources and the actions taken to manage them.	GREEN CONSTRUCTION
關鍵績效指標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。	綠色施工
<b>Aspect A4:</b>	<b>Climate Change</b>	
<b>層面A4:</b>	<b>氣候變化</b>	
General Disclosure	Policies on identifying and responding to the material climate-related matters that have or may have an impact on the issuer.	RESPONSE TO CLIMATE CHANGE
一般披露	識別及應對已經或可能會對發行人產生影響的重大氣候相關事宜的政策。	應對氣候變化
KPI A4.1	Description of material climate-related matters that have or may have an impact on the issuer, and the countermeasures.	RESPONSE TO CLIMATE CHANGE
關鍵績效指標A4.1	描述已經或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。	應對氣候變化

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<b>B. The Society</b>		
<b>B. 社會</b>		
<b>Employment and Labour Practices</b>		
<b>僱傭及勞工常規</b>		
<b>Aspect B1:</b>	<b>Employment</b>	
<b>層面 B1:</b>	<b>僱傭</b>	
General Disclosure	Information on:	TALENT INTRODUCTION
	(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.	
一般披露	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：	人才吸納
	(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。	
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	TALENT INTRODUCTION
關鍵績效指標B1.1	按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	人才吸納
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	TALENT INTRODUCTION
關鍵績效指標B1.2	按性別、年齡組別及地區劃分的僱員流失比率。	人才吸納

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<b>Aspect B2:</b> <b>層面 B2 :</b>	<b>Health and Safety</b> <b>健康與安全</b>	
General Disclosure	Information on:	HEALTH AND SAFETY
	(a) the policies; and	
	(b) compliance with relevant laws and regulations that have a significant impact on the issuer	
一般披露	relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的：	健康安全
	(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。	
KPI B2.1	Number and rate of work-related fatalities.	During the past three years, the Group did not have any safety accidents involving work-related fatalities or injuries.
關鍵績效指標 B2.1	因工亡故的人數及比率。	過去三年，本集團未發生任何工傷安全死傷事故。
KPI B2.2	Lost days due to work injury.	During the past three years, the Group did not have any safety accidents involving work-related fatalities or injuries.
關鍵績效指標 B2.2	因工傷損失工作日數。	過去三年，本集團未發生任何工傷安全死傷事故。
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	HEALTH AND SAFETY
關鍵績效指標 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。	健康安全
<b>Aspect B3:</b> <b>層面 B3 :</b>	<b>Development and Training</b> <b>發展及培訓</b>	
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work Description of training activities.	EMPLOYEE DEVELOPMENT
一般披露	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。	員工發展

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KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	EMPLOYEE DEVELOPMENT
關鍵績效指標B3.1	按性別及僱員類別(如高級管理層、中級管理層)劃分的受訓僱員百分比。	員工發展
KPI B3.2	The average training hours completed per employee by gender and employee category.	EMPLOYEE DEVELOPMENT
關鍵績效指標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。	員工發展
<b>Aspect B4:</b>	<b>Labour Standards</b>	
<b>層面B4：</b>	<b>勞工準則</b>	
General Disclosure	Information on:	LABOUR STANDARD
	(a) the policies; and	
	(b) compliance with relevant laws and regulations that have a significant impact on the issuer	
一般披露	relating to preventing use of child labour or forced labour. 有關防止童工或強制勞工的：	勞工準則
	(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。	
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	LABOUR STANDARD
關鍵績效指標B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。	勞工準則
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	During the Reporting Period, the Group did not have any violation involving labour standards.
關鍵績效指標B4.2	描述在發現違規情況時消除有關情況所採取的步驟。	報告期內，本集團未發生任何涉及勞工準則的違規事件。

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<b>Operating Practices</b>		
營運慣例		
<b>Aspect B5:</b>	<b>Supply Chain Management</b>	
層面 B5 :	供應鏈管理	
General Disclosure	Policies on managing the environmental and social risks of the supply chain.	RESPONSIBLE PURCHASING
一般披露	管理供應鏈的環境及社會風險政策。	責任採購
KPI B5.1	Number of suppliers by geographical region.	RESPONSIBLE PURCHASING
關鍵績效指標 B5.1	按地區劃分的供貨商數目。	責任採購
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	RESPONSIBLE PURCHASING
關鍵績效指標 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，以及相關執行及監察方法。	責任採購
KPI B5.3	Description of the practices for identifying environmental and social risks at each stage of the supply chain, and the relevant implementation and monitoring method.	RESPONSIBLE PURCHASING
關鍵績效指標 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。	責任採購
KPI B5.4	Description of the practices that facilitate the use of environmentally friendly products and services when selecting suppliers, and the relevant implementation and monitoring method.	RESPONSIBLE PURCHASING
關鍵績效指標 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。	責任採購



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<b>Aspect B6:</b> 層面 B6 :	<b>Product Responsibility</b> 產品責任	
General Disclosure	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 in relation to products and services provided and methods of redress.	CUSTOMER SERVICES, RESPONSIBLE PROMOTION
一般披露	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。	客戶服務、責任營銷
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	During the Reporting Period, none of our properties sold are called due to health and safety reasons.
關鍵績效指標 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。	報告期內，我們已出售的物業概無因健康與安全原因而被召回。
KPI B6.2	Number of products and services related complaints received and how they are dealt with.	CUSTOMER RELATIONSHIP MANAGEMENT
關鍵績效指標 B6.2	接獲關於產品及服務的投訴數目以及應對方法。	客戶關係管理
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	CUSTOMER PRIVACY AND INFORMATION SECURITY
關鍵績效指標 B6.3	描述與維護及保障知識產權有關的慣例。	客戶隱私安全
KPI B6.4	Description of quality assurance process and recall procedures.	QUALITY FIRST
關鍵績效指標 B6.4	描述質量檢定過程及產品回收程序。	質量為先
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	CUSTOMER PRIVACY AND INFORMATION SECURITY
關鍵績效指標 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。	客戶隱私安全

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<b>Aspect B7:</b> <b>層面 B7:</b> General Disclosure	<b>Anti-corruption</b> <b>反貪污</b> 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. 有關防止賄賂、勒索、欺詐及洗黑錢的：	ANTI-CORRUPTION AND ANTI-MONEY LAUNDERING
一般披露	(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。	反腐敗及反洗錢
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the Reporting Period and the outcomes of the cases.	ANTI-CORRUPTION AND ANTI-MONEY LAUNDERING
關鍵績效指標 B7.1	於報告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。	反腐敗及反洗錢
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	ANTI-CORRUPTION AND ANTI-MONEY LAUNDERING
關鍵績效指標 B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。	反腐敗及反洗錢
KPI B7.3	Description of the anti-corruption training provided to the directors and employees.	ANTI-CORRUPTION AND ANTI-MONEY LAUNDERING
關鍵績效指標 B7.3	描述向董事及員工提供的反貪污培訓。	反腐敗及反洗錢

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<b>The Society</b>		
社會		
<b>Aspect B8:</b>	<b>Community Investment</b>	
層面B8：	社區投資	
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration of the communities' interests.	Social Well Being
一般披露	有關以社區參與來了解營運所在小區需要和確保其業務活動會考慮小區利益之政策。	社會福祉
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Social Well Being
關鍵績效指標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)。	社會福祉
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Social Well Being
關鍵績效指標B8.2	在專注範疇所動用資源(如金錢或時間)。	社會福祉

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