

XINGYE WULIAN SERVICE GROUP CO. LTD. 興業物聯服務集團有限公司

(incorporated in the Cayman Islands with limited liability)
(於開曼群島註冊成立的有限公司)

Stock Code 股份代號 : 9916



2023 ENVIRONMENTAL,
SOCIAL AND GOVERNANCE REPORT
環境、社會及管治報告

CONTENT 目錄

About this Report 關於本報告	2
About Us 關於我們	4
ESG Governance ESG 管治	5
Stakeholders Engagement 持份者參與	8
Materiality Assessment 重大性評估	12
A. Environmental Aspect 環境方面	16
A1: Emissions 排放物	16
A2: Use of Resources 資源使用	19
A3: The Environment and Natural Resources 環境及天然資源	21
A4: Climate Change 氣候變化	23
B. Social Aspect 社會層面	28
B1: Employment 僱傭	28
B2: Health and Safety 健康與安全	33
B3: Development and Training 發展及培訓	36
B4: Labour Standards 勞工準則	40
B5: Supply Chain Management 供應鏈管理	41
B6: Product and Services Responsibility 產品及服務責任	42
B7: Anti-Corruption 反貪污	46
B8: Community Investment 社區投資	48
Environmental, Social and Governance Reporting Index 環境、社會及管治報告索引	51

ABOUT THIS REPORT

關於本報告

Xingye Wulian Service Group Co. Ltd. is pleased to present this Environmental, Social and Governance Report (the “Report”) to provide an overview of the Group’s management approaches affecting the operation and performance in respect of environmental, social and governance (“ESG”) aspects for the year ended 31 December 2023.

REPORTING PERIOD

This Report demonstrates our sustainability initiatives during the period from 1 January 2023 to 31 December 2023 (“2023” or the “Reporting Period”), which is in conformity with the Group’s financial year.

REPORTING SCOPE

This Report covers Xingye Wulian Service Group Co. Ltd. (the “Company”), together with its subsidiaries (collectively, the “Group”, “we” or “us”) with our core business principally engaged in provision of property management and value-added services and property engineering services in the People’s Republic of China (“China”, or the “PRC”).

REPORTING BASIS

This Report is prepared with reference to Environmental, Social and Governance Reporting Guide (“ESG Reporting Guide”) as set out in Appendix C2 to the Rules Governing the Listing of Securities (the “Listing Rules”) on The Stock Exchange of Hong Kong Limited (the “HKEx”). The Group has complied with the disclosure requirements of the “comply or explain” provisions set out in the ESG Reporting Guide. This Report summarised the Group’s performance in corporate and social responsibilities applying the reporting principles of “Materiality, Quantitative, Balance and Consistency” as below.

興業物聯服務集團有限公司欣然提呈本環境、社會及管治報告(「本報告」)，概述本集團於截至二零二三年十二月三十一日止年度影響環境、社會及管治(「ESG」)方面營運及表現的管理方法。

報告期間

本報告列載我們於二零二三年一月一日起至二零二三年十二月三十一日止期間(「二零二三年」或「報告期間」，與本集團之財政年度一致)的可持續發展措施。

報告範圍

本報告覆蓋興業物聯服務集團有限公司(「本公司」)連同其附屬公司(以下統稱「本集團」或「我們」)於中華人民共和國(「中國」)主要從事提供物業管理及增值服務以及物業工程服務之核心業務。

報告準則

本報告乃參照香港聯合交易所有限公司(「香港聯交所」)證券上市規則(「上市規則」)附錄C2—《環境、社會及管治報告指引》(《ESG報告指引》)而編製。本集團已遵守《ESG報告指引》所載「不遵守就解釋」的披露要求。本報告沿用以下報告原則「重要性、量化、平衡及一致性」，概述了本集團在企業及社會責任方面的表現。

Reporting Principles 報告原則	Application by the Group 本集團應用
Materiality 重要性	The Group identified and evaluated the materiality and the importance of ESG issues through continuous communication with our stakeholders and taking into consideration the Group's business operations and sustainable development. 本集團透過與持份者持續溝通識別及評估ESG議題之重大性及重要性，並考慮了本集團的業務營運及可持續發展。
Quantitative 量化	The Group has taken initiative to formulate policies and record relevant measurable data for performance monitoring and evaluation. The Group disclosed its environmental and social key performance indicators ("KPIs") in a quantitative manner with explanations. 本集團已主動制定政策、記錄相關可計量數據作監測及評估表現。本集團以量化方式並附帶說明披露其環境及社會關鍵績效指標(「關鍵績效指標」)。
Balance 平衡	The Group has presented our performance in sustainable development and ESG issues based on objective facts and avoided improper selections, omissions or presentation formats that may inappropriately influence a decision or judgment by the report reader. 本集團以客觀事實為基礎，展述我們於可持續發展及ESG議題之表現，並避免可能會不恰當影響讀者決策或判斷的不正當選擇、遺漏或呈報格式。
Consistency 一致性	The Group adopted a consistent approach annually on the disclosure scope and statistical methods used for KPIs in this Report to provide meaningful comparison for our performance evaluation. 本集團每年對本報告的披露範圍及關鍵績效指標統計方式採用一致方針匯報，提供有意義的比較以評估本集團之表現。

SOURCE OF INFORMATION

Information and data contained in this Report are derived from the Group's formal internal documents, statistical reports and public information, after verification by relevant departments. This Report was reviewed and approved by the board ("Board") of directors ("Directors") of the Company who takes the responsibility for the truthfulness, accuracy and completeness of its contents.

ACCESS TO THE REPORT

This Report is available in electronic version in Chinese and English languages. Should there be any discrepancy between the Chinese and English versions, the English version shall prevail. You may access the Company's website at www.xingyewulian.com and the website of the HKEx at www.hkexnews.hk for an electronic copy of this Report.

CONTACT INFORMATION

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

信息來源

本報告所載的信息和數據來源於本集團正式內部文件、統計報告和公開資料，並通過相關部門審核。本報告經本公司董事(「董事」)會(「董事會」)審核及批准，對其內容真實性、準確性和完整性負責。

查閱本報告

本報告設有中文和英文版，並以電子版形式供參閱。若中英文版本有任何歧異，概以英文版為準。閣下可瀏覽本公司網站www.xingyewulian.com及香港聯交所網站www.hkexnews.hk查閱本報告的電子文稿。

聯絡資料

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

ABOUT US

關於我們

Established in 1999, we are a reputable property management service provider in Henan Province with a particular focus on offering property management and value-added services. We provide a wide range of property management services which include security, cleaning, greening and gardening, parking space management, repair and maintenance for common areas and customer services, and value-added services which include repair and maintenance for exclusive use areas, renovation waste clearance, intermediary leasing services, etc. In order to enhance the quality of the property management systems of our customers, the Group also provides our customers with intelligent engineering services which include the planning, design and installation of security and surveillance systems, access control systems, car park management systems and construction site management systems.

During the Reporting Period, the Group continued its business strategies to diversify its portfolio of pipeline properties from non-residential properties and also residential properties in the provision of property management and value-added services. Thus, our portfolio of properties under management expanded during the Reporting Period with the gross floor area ("GFA") increasing from approximately 7.2 million sq.m. as at 31 December 2022 to approximately 8.5 million sq.m. as at 31 December 2023. As at 31 December 2023, our portfolio of contracted properties covered GFA of approximately 14.3 million sq.m. in aggregate.

我們於一九九九年成立，是河南省著名的物業管理服務供應商，特別致力於提供物業管理及增值服務。我們提供廣泛的物業管理服務(包括保安、清潔、綠化及園藝、停車位管理、公共區域的維修保養以及客戶服務)及增值服務(包括專用區域的維修保養、裝修廢料清理、中介租賃服務等)。為提升我們客戶物業管理系統的質量，本集團亦為客戶提供智能化工程服務，包括規劃、設計及安裝保安及監控系統、門禁系統、停車場管理系統及建築工地管理系統。

於報告期間，本集團繼續其業務策略，使其管線內物業組合多元化，物業管理及增值服務的範圍從非住宅物業至住宅物業。因此，於報告期間，我們的在管物業組合已擴張，建築面積(「建築面積」)由二零二二年十二月三十一日約7.2百萬平方米增至二零二三年十二月三十一日約8.5百萬平方米。於二零二三年十二月三十一日，我們合約物業組合的建築面積約為14.3百萬平方米。

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

ESG MANAGEMENT STRUCTURE

To ensure the efficacy of ESG management, the Group has established an ESG management structure with a three-tier hierarchy consisting of the Board, senior management and the ESG function group, each of which is responsible for well-defined duties and work in a coordinated manner.



除了業務增長的結果外，我們亦認同可持續性對本集團發展以獲得業務優勢及提升長期競爭力而言至關重要。秉承「真誠、專業、進取」的品牌價值觀，本集團致力於為客戶提供高品質服務，並持續提升運營和管理效率。本集團承擔社會及環保責任，以為所有持份者及社會創造長遠價值。為了企業、環境及社會的整體可持續發展，本集團已制定並實施各項政策及措施，以管理及監督與環境、僱傭、營運慣例及社區相關範疇的風險。

ESG管理架構

為確保ESG管理效能，本集團建立了由董事會、高級管理層及ESG功能小組三級構成的ESG管理架構，各級負責明確職份並共同協調工作。

ESG GOVERNANCE

ESG 管治

As the highest decision-making body of the Company, the Board has a primary role in oversight for the Group's overall ESG governance issues, and incorporates sustainability into our Group's long-term business development strategy and value creation. The Board regularly assesses risks and opportunities associated with the ESG issues as highlighted by senior management; reviews and approves the implementation of the ESG strategies, goals and performance; reviews and ensures the risk management and internal control system are in place; and also reviews and approves the ESG report.

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

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

作為本公司最高決策機構，董事會主要負責監督本集團整體ESG管治問題，並將可持續性納入本集團長期業務發展戰略及價值創造中來。董事會定期評估高級管理層提出的ESG議題相關的風險及機遇、審閱及批准ESG策略的實施情況、目標及表現；審閱並確保落實風險管理及內部控制系統；並審查及批准ESG報告。

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

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

ESG Management Approach and Strategy

Every year, through risk identification, stakeholder engagement, materiality assessment and the review of the policy formulation process, the Board approves the management approaches on ESG issues that are material to our Group and based on the regular review of ESG performance with the strategic goals and targets to make constant progress and improvement on ESG issues in our daily operation responding to the stakeholders' expectations and jointly promoting the sustainable development of the Group.

In order to assess the effectiveness and the appropriateness of the ESG strategies, goals and targets, regular review on the progress achievement is necessary for any rectification if the progress falls short of expectation. To promote a long-term sustainability and develop a realistic roadmap, the Group formulates ESG strategies with strategic goals to achieve in five years.

Review of Progress against ESG-related Goals and Targets

The Board is responsible for reviewing the progress of attaining ESG-related goals and proposing direction for the Group's ESG development going forward based on the progress.

ESG的管理方法及策略

每年，透過風險識別、持份者參與、重大性評估及檢討政策制定過程，董事會批准對本集團重大的ESG議題的管理方針，並基於對ESG績效的定期檢討，旨在達成我們的戰略目標及指標，在日常運營中根據持份者預期不斷改進ESG議題，共同促進本集團的可持續發展。

為了評估ESG策略、目標及指標的有效性及適當性，如果進展不符合預期，則必須對進展情況進行定期考核，以作出整改。為促進長期可持續發展並制定切合實際的藍圖，本集團釐定了ESG策略，並預期於五年內實現其戰略目標。

檢討ESG相關目標及指標的進度

董事會對ESG相關目標的進度進行檢討，並基於進度為本集團提出未來ESG發展方向。

STAKEHOLDERS ENGAGEMENT

持份者參與

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

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

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

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

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

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

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

下表概述本集團之主要持份者之關注事項及用於接收、聆聽及回應的各類溝通渠道及方法。

Stakeholders 持份者	Issues of Concerns 關注事項	Engagement channels 參與渠道	Practices 常規
Government and regulatory authorities 政府及監管機構	<ul style="list-style-type: none"> Compliance with the rules, laws and regulations 遵守規則、法律及法規 Proper tax payment 妥當繳納稅款 Response to the government's policies 響應政府政策 	<ul style="list-style-type: none"> Research and discussions through work conferences, work reports preparation and submission for approval 透過工作會議、工作報告編製及提交審批開展研究及討論 Annual reports and announcements 年報及公告 Company website 公司網站 Annual filing 年度申報 	<ul style="list-style-type: none"> Operated, managed and paid taxes according to laws and regulations 根據法律及法規營運、管理及納稅 Cooperated with government's supervision, inspection and evaluation review 配合政府監督、檢查及評估審核 Disclosed and reported information in a timely and accurate manner 及時並準確地披露及報告資料
Shareholders and Investors 股東及投資者	<ul style="list-style-type: none"> Information disclosure and transparency 信息披露及公開透明 Risk and returns 風險及回報 Protection of interests and fair treatment of shareholders 保護股東權益及公平對待股東 	<ul style="list-style-type: none"> Annual and interim reports and announcements 年報、中報及公告 Company website 公司網站 General meetings 股東大會 	<ul style="list-style-type: none"> Made relevant disclosures about Group's business development in a timely manner 及時作出有關本集團業務發展情況的披露 Carried out different forms of investor activities with an aim to improve investors' recognition 開展多種形式的投資者活動，提高投資者的認可度 Convened general meetings 召開股東大會 Disclosed company contact details on website and in reports and ensured all communication channels available and effective 在網站和報告內披露公司聯絡方式詳情並確保各種溝通渠道暢通有效

STAKEHOLDERS ENGAGEMENT

持份者參與

Stakeholders 持份者	Issues of Concerns 關注事項	Engagement channels 參與渠道	Practices 常規
Employees 僱員	<ul style="list-style-type: none"> • Remuneration packages 薪酬待遇 • Occupational health and safety 職業健康及安全 • Working environment 工作環境 • Career development opportunities 職業發展機會 	<ul style="list-style-type: none"> • Training, seminars, workshops, briefing sessions 培訓、研討會、工作坊及簡介會 • Cultural and sport activities 文化及體育活動 • Intranet, emails and notice 內聯網、電郵及通告 • Employee surveys 僱員調查 	<ul style="list-style-type: none"> • Provided a healthy and safe working environment 提供健康及安全的工作環境 • Organized occupational and professional staff trainings 組織職能及專業員工培訓 • Developed a fair promotion mechanism on career path 建立公平的職業晉升機制 • Organized care and welfare activities for employees 為僱員組織關愛及福利活動
Customers 客戶	<ul style="list-style-type: none"> • Safe and high-quality products and services 安全及優質產品及服務 • Responsive to customers' needs 回應客戶需求 • Mutual trustworthy relationship 互信關係 	<ul style="list-style-type: none"> • Company website, brochures, notice boards, annual reports and announcements 公司網站、小冊子、佈告欄、年報及公告 • Satisfaction surveys 滿意度調查 • Customer service hotline 客戶服務熱線 • Mobile application for customers 客戶手機應用程式 	<ul style="list-style-type: none"> • Provided a clean and secure environment and community 提供清潔安全的環境及社區 • Improved customer complaint handling process 完善客戶投訴處理機制 • Enhanced intelligent functions and customer experience through mobile application 透過手機應用程式提升智能功能及客戶體驗

Stakeholders 持份者	Issues of Concerns 關注事項	Engagement channels 參與渠道	Practices 常規
Suppliers and Business partners 供應商及業務合作夥伴	<ul style="list-style-type: none"> • Long-term partnership 長期合作關係 • Performance and obligation under contracts 合同履約及責任 • Tendering process 招標程序 	<ul style="list-style-type: none"> • Business meetings, supplier conferences, phone calls and interviews 業務會議、供應商會議、電話及面訪 • On-site audit or checks 現場審核或檢查 	<ul style="list-style-type: none"> • Established a fair tendering mechanisms 設立公平招標機制 • Enhanced daily communication, and established long-term cooperation with quality suppliers and contractors 加強日常溝通，與優質供應商及承包商建立長期合作關係 • Provided regular feedbacks for improvement 提供定期反饋以作改善
Industry associations 行業協會	<ul style="list-style-type: none"> • Experience sharing 經驗分享 • Cooperation 合作 • Fair competition 公平競爭 	<ul style="list-style-type: none"> • Industry conference/seminar 行業會議／研討會 • Site visit 實地拜訪 	<ul style="list-style-type: none"> • Maintained fair play, cooperated with peers to realize win-win situation and shared experiences 維持公平競爭，與同業合作實現雙贏及分享經驗 • Attended industry seminars to promote industry sustainable development 參加行業研討會，以推動行業可持續發展

MATERIALITY ASSESSMENT

重大性評估

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

The Group has adopted the principle of materiality in the Report by understanding the key ESG issues that are important to the business of the Group. All the key ESG issues and KPIs are reported in this Report according to disclosure requirements set out in the ESG Reporting Guide.

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

Step I: Identification – Industry Benchmarking

- Relevant ESG areas were identified through benchmarking analysis, with consideration into industry trends, regulatory and market requirements and corporate development strategies. In accordance with the ESG Reporting Guide, ESG issues were categorized into four areas: Environmental, Employment and Labour Practices, Operating Practices and Community.

本集團已透過採取下列步驟評估ESG方面之重大性及了解其重要性：(1)透過對標行業基準識別重大ESG範疇；(2)通過持份者參與梳理主要ESG範疇的優先次序；及(3)根據持份者與管理層之間的溝通結果確認及釐定重大ESG議題。因此，這可以更加了解彼等對每項重要ESG議題的關注程度和變化，有助於我們更全面地規劃未來的可持續發展策略。在重大性評估中識別的重要和重大ESG範疇已於本報告進行討論。

本集團透過了解對本集團的業務而言屬重要的關鍵ESG議題，已於本報告中採納重要性原則。本集團已根據《ESG報告指引》所載的披露要求於本報告中匯報所有關鍵ESG議題和關鍵績效指標。

本集團已透過採取下列步驟評估ESG方面之重大性及重要性：

步驟 I：識別－行業基準

- 透過基準分析，同時考慮行業趨勢、監管及市場要求以及公司發展策略識別ESG相關範疇。根據《ESG報告指引》，ESG議題分類為四個範疇：環境、僱傭及勞工常規、營運常規及社區參與。

Step 2: Prioritization – Stakeholder Engagement

- The Group obtained the opinions and expectations from key internal and external stakeholders including those identified in the section “Stakeholders Engagement” during daily operation on key ESG issues identified above to ensure all the key aspects to be covered for prioritization and assessment.

Step 3: Validation – Determining Material Issues

- The Group’s management discussed based on the result of benchmarking identification and stakeholders’ engagement, and determined the materiality of each ESG issue in relations to our business characteristics and daily operation.
- The Group’s management ensured all material ESG issues, which were important to our business development, were reported in this Report and in compliance with the ESG Reporting Guide.

During the Reporting Period, the Group conducted materiality assessment to identify 18 ESG issues in relation to the Group’s business operations. By means of communication with our key stakeholders through interviews, survey distribution and received feedbacks, understanding from media analysis and industry trends, material ESG issues were scored and ranked into two dimensions as “Importance to stakeholders” and “Importance to our Group”. This materiality assessment enables the Group to direct our attention to each ESG issues and to perform a more comprehensive sustainable development plan in the future.

步驟2：優先次序－持份者參與

- 本集團在日常營運獲取內部和外部主要持份者(包括於「持份者參與」一節中所識別者)對上文識別之主要 ESG 議題的意見及期望，以確保涵蓋所有重要方面並進行排序及評估。

步驟3：確認－釐定重大議題

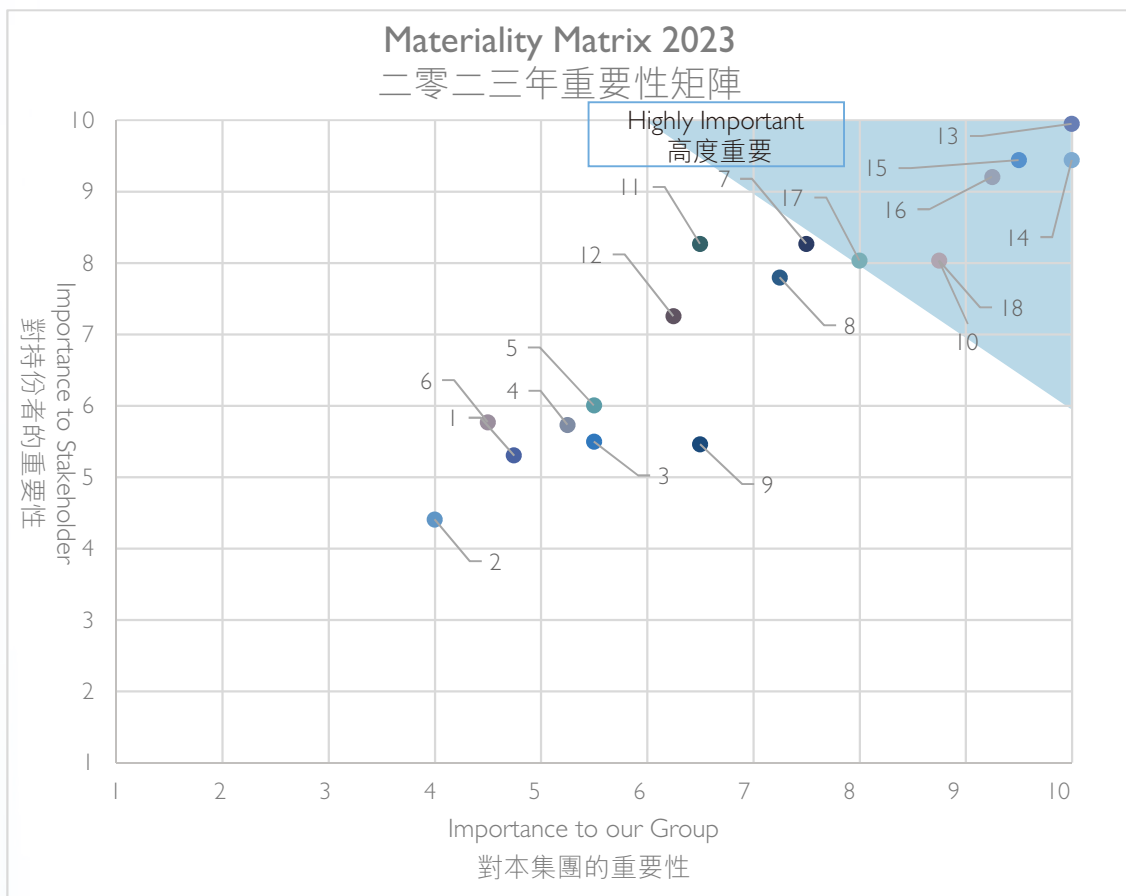
- 本集團管理層根據基準分析和持份者參與結果進行討論，並確認各 ESG 議題對本集團業務特徵及日常營運的重要程度。
- 本集團管理層確保所有對業務發展屬重要之重大 ESG 議題均於本報告予以呈報，且已遵守《ESG 報告指引》。

於報告期間，本集團進行重大性評估並辨識出與本集團業務營運相關的18項ESG議題。通過與我們的主要持份者溝通訪談、分派意見調查和收取反映意見，結合媒體分析及行業動向，我們對重大ESG議題評分並針對「對持份者的重要性」和「對本集團的重要性」兩個維度排序。該重要性評估可引導本集團關注每項ESG議題，且有助我們能夠在未來執行更全面的可持續發展計劃。

MATERIALITY ASSESSMENT 重大性評估

As a result of the materiality assessment, it demonstrated that 7 ESG issues are highly important; 8 ESG issues are moderately important and 3 ESG issues are lowly important. The Group will address more on these highly important areas for striving continuous improvement and sustainable development in consideration with our environmental and social responsibilities. The matrix of our material ESG issues was developed and exhibited as follows:

從重大性評估結果顯示，對於本集團高度重要的有7項ESG議題，中度重要的有8項ESG議題，以及低度重要的有3項ESG議題。考慮到我們的環境及社會責任，本集團將更多地關注這些高度重要範疇，致力持續改進及實現可持續發展。我們建立的重大性ESG議題矩陣如下展示：



ESG Issues	ESG議題	
• Air Emission	• 廢氣排放	1
• Greenhouse Gas Emission	• 溫室氣體排放	2
• Waste Management	• 廢棄物管理	3
• Energy Consumption	• 能源消耗	4
• Water Consumption	• 耗水量	5
• Paper Consumption	• 紙張消耗	6
• Environmental Risk Management	• 環境風險管理	7
• Human Resources Practices	• 人力資源常規	8
• Employment and Remuneration Policies	• 僱傭及薪酬政策	9
• Equal Opportunity	• 平等機會	10
• Employees' Health and Workplace Safety	• 僱員健康及工作場所安全	11
• Employee Development	• 僱員發展	12
• Anti-child and Forced Labor	• 反對童工及強制勞工	13
• Supplier Practices	• 供應商常規	14
• Goods/Services Quality and Customers Satisfaction	• 貨品／服務質量及客戶滿意度	15
• Protection of Customers Privacy	• 保障客戶私隱	16
• Anti-corruption and Anti-money Laundering	• 反腐敗及反洗黑錢	17
• Community Investment	• 社區投資	18

A. ENVIRONMENTAL ASPECT

A. 環境方面

The Group is in strict compliance with the relevant environmental laws and regulations in PRC, including but not limited to the Environmental Protection Law of the PRC《中華人民共和國環境保護法》，the Law of the PRC on the Prevention and Control of Environmental Pollution Caused by Solid Wastes《中華人民共和國固體廢物污染環境防治法》，Protection and Control of Atmospheric Pollution of the PRC《中華人民共和國大氣污染防治法》，the Energy Conservation Law of the PRC《中華人民共和國節約能源法》，the Water Pollution Prevention and Control Law of the PRC《中華人民共和國水污染防治法》. Our Group would be subject to payment of fines and penalties, and our reputation may be damaged if there is any failure to comply with these laws and regulations. The Group has established an environmental management system based on its operating models and continuously obtained the certification of ISO14001:2015 Environmental Management System with an aim to promote the improvement and development of the environmental management system and mitigate the impacts of our operations on the environment. During the Reporting Period, the Group was not aware of any non-compliance with relevant laws and regulations that have a significant impact on the Company relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste (2022: nil).

AI: EMISSIONS

Air Pollutants Emission

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

Greenhouse Gas (“GHG”) Emission

The Group recognises that the community is gradually concerned with climate change as it affects our daily life and poses a risk to its business. Hence the Group is committed to mitigating the effects of climate change and protecting the health of our employees and community.

本集團嚴格遵守相關中國環境法律法規，包括但不限於《中華人民共和國環境保護法》、《中華人民共和國固體廢物污染環境防治法》、《中華人民共和國大氣污染防治法》、《中華人民共和國節約能源法》及《中華人民共和國水污染防治法》等。倘本集團未能遵守此等法律法規，則可能須支付罰款及處罰，並可能損害我們的聲譽。本集團已根據其運營模式建立了環境管理體系，並持續獲得了ISO14001:2015環境管理體系認證，目標推進環境管理體系的完善與發展，以減輕我們的經營活動對環境的影響。於報告期間，本集團並不知悉有任何違反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而對本公司有重大影響的相關法律及規例的情況(二零二二年：無)。

AI：排放物

空氣污染物排放

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

溫室氣體(「溫室氣體」)排放

本集團認識到社區對氣候變化的日益擔憂，因其影響我們的日常生活並對其業務構成風險。因此，本集團致力於減輕氣候變化的影響，並保護僱員以及社區的健康。

As a property management service provider, our source of emission is the indirect emission through electricity consumption for our office operation. The Group attaches great importance to reduce the carbon footprint by gradually establishing emission targets, incorporating the energy-saving initiatives and measures into our daily operations and continuously exploring new opportunities to achieve emission reduction through our environmental management system. Green belt maintenance in our communities under management will become our service focus which will contribute to an off-set effect in the overall carbon footprint.

The Group targets to reduce the GHG emission intensity by 5% by 2025 as compared to 2020. Details of the Group's energy efficiency measures and practices were summarised in the section "Use of Resources" and green office policies mentioned in the section "The Environment and Natural Resources".

As the Group is engaged in a non-polluting industry, the Group did not discharge exhaust gas and direct GHG emission (scope 1) in our business operation during the Reporting Period. Our indirect GHG emission (scope 2) are as a result of the purchased electricity consumed by the Group. The Group will maintain our target to avoid direct GHG emission (scope 1) with our best effort. The decrease in GHG emission in 2023 was primarily attributable to the effective implementation of electricity-saving policies during the Reporting Period.

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

GHG emission ¹ 溫室氣體排放 ¹	Unit 單位	2023 二零二三年	2022 二零二二年
Energy Indirect GHG emissions (Scope 2) ¹ 能源間接溫室氣體排放(範疇二) ¹	tonnes of CO ₂ -e 噸二氧化碳當量	23,828	25,922
Total GHG emission ² 溫室氣體排放量總計 ²	tonnes of CO ₂ -e 噸二氧化碳當量	23,828	25,922
GHG emission intensity 溫室氣體排放密度	tonnes of CO ₂ -e/m ² 噸二氧化碳當量/平方米	0.0028	0.0036

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

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

作為物業管理服務提供商，我們的排放來源為我們辦公室營運消耗電力所造成的間接排放。本集團著重減少碳足跡，為此逐步建立排放量目標，於日常營運採取能源節約倡議及政策及於我們的環境管理體系持續對減排探索新機遇。維護在管社區的綠化帶將成為我們的服務關注重點之一，可為社區的碳足跡帶來抵銷效果。

本集團目標於二零二五年將溫室氣體排放密度較二零二零年減少5%。本集團採取的節能常規及綠色辦公政策已詳列「資源使用」一節及「環境及天然資源」一節。

本集團營運屬於非污染行業，於報告期間並無在經營中造成廢氣排放和直接溫室氣體排放(範疇一)。我們的間接溫室氣體排放(範疇二)是由於本集團消耗購買電力所引致。本集團將儘力維持避免產生直接溫室氣體排放(範疇一)之目標。二零二三年溫室氣體排放減少主要由於報告期間內有效執行節電政策。

於報告期間，溫室氣體排放如下：

¹ 溫室氣體排放量的範疇和計算乃基於溫室氣體議定書的「企業會計和報告準則」。

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

A. ENVIRONMENTAL ASPECT

A. 環境方面

By organizing the Tree Planting Day for property owners, we aimed to promote environmental protection awareness in public and advocate our roles in reducing carbon emissions and its impact on the community.

Hazardous and Non-hazardous Waste

The Group's operational activities do not involve the production of finished products and do not generate hazardous waste. The non-hazardous waste generated was mainly commercial waste such as office paper, bottles, etc. As part of our waste management, the Group have formulated detailed guidance for all front-line and back-office staff to follow in our operating places and offices to mitigate our impacts on the environment.

The Group plans to establish steps to gradually increase the garbage sorting spots in our communities under management to facilitate recycling and to engage contractors to undertake and handle the recycled waste in a timely and orderly manner. We will promote the concept of a green community by conducting various community activities so as to strengthen public awareness of environmental protection and establish the habit of garbage sorting and recycling. In our daily office operation, we continue to adhere to the green office policies listed in the section "The Environment and Natural Resources". In view of these current operating practices and future plans, we continue to strive to prevent hazardous waste generation and target to reduce the generation of non-hazardous waste by 5% by 2025 as compared to 2020 and control its intensity.

本集團希望透過為業主舉辦植樹節提升公眾的環境保護意識，並提倡自身在減少碳排放可擔當的社區角色及影響。

有害及無害廢棄物

本集團的經營活動並無涉及製造貨品及無產生有害廢棄物。無害廢棄物主要由商業廢棄物產生，包括辦公紙張、瓶器等。為管理處置廢棄物，本集團已為前線及後援辦公室員工制定詳盡的指引在營運地點及辦公室遵循，以減低對環境的影響。

本集團計劃按步於我們的在管社區內逐漸增加垃圾分類試點促進後續回收、及聘請承包商承包及定期有序處理回收廢棄物。我們會通過舉行多種社區活動推廣綠色社區概念，藉以加強公眾環境保護意識，及逐步建立垃圾分類及回收之習慣。在我們日常的辦公室營運，我們持續遵守「環境及天然資源」一節中列出的綠色辦公政策。考慮到此等現行營運常規及未來計劃，本集團繼續致力防止有害廢棄物的產生及目標於二零二五年前將無害廢棄物排放較二零二零年降低5%及控制相關密度。

A. ENVIRONMENTAL ASPECT

A. 環境方面

During the Reporting Period, non-hazardous waste for epidemic prevention supplies such as one-off surgical masks and alcohol-based sanitisers, etc., became inevitably consumed in our operational area to safeguard the hygienic environment in our workplace under the circumstances of regular epidemic control and prevention. Coupled with the expansion of our portfolio of properties under management in the PRC offices during the Reporting Period, the amount of non-hazardous waste remained stable. The non-hazardous waste generated by the Group during the Reporting Period was as follows:

於報告期間，在防控疫情常態化情況下，為保障工作場所的衛生環境，我們於營運區域將不可避免地消耗一次性外科口罩和酒精消毒劑等防疫物資無害廢棄物。隨報告期間內中國辦事處在管物業組合擴大，無害廢棄物重量維持穩定。於報告期間，本集團產生的無害廢棄物如下：

Non-hazardous waste generated 產生的無害廢棄物	Unit 單位	2023 二零二三年	2022 二零二二年
Waste generated 產生的廢棄物	tonnes 噸	6	6.5
Waste generated intensity 產生的廢棄物密度	tonnes/m ² 噸/平方米	0.000001	0.000001

A2: USE OF RESOURCES

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

A2：資源使用

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

Energy Consumption

The Group considers environmental protection as an essential component of a sustainable and responsible corporate. With aims of resource conservation and implementation of energy-saving measures, the Group actively promotes the concept of energy saving and emission reduction into the entire process of its development and operation. In the meantime, the Group puts effort into raising employees' awareness of green behaviour by implementing of green office policies (extracted in the section "The Environmental and Natural Resources"), including switching off all the lights and applicable electronic office equipment by the end of the work day. Air-conditioning temperatures are set to 25.5°C. In our daily operation, purchased electricity is the major source of our energy consumption.

能源消耗

本集團認為環境保護為可持續及負責任企業的重要組成部分。為節約資源及實施節能措施，本集團積極將節能減排理念推廣到發展及運營的全部流程中。同時，本集團努力透過推行綠色辦公政策（已於「環境及天然資源」一節中節錄）提高員工環保意識，包括在工作日結束前關閉所有的燈及適用電子辦公設備。空調溫度設置在25.5°C。於日常營運中，購入電力乃我們的能源消耗的主要來源。

A. ENVIRONMENTAL ASPECT

A. 環境方面

In order to further mitigate our impacts on the environment from energy consumption, we target to establish in steps by applying in our community's management for lighting systems with sensor functions; investigating the feasibility of the implementation of solar panels and incorporating the assessment with energy-saving characteristics when making new quotation for equipment. The Group targets to reduce the energy consumption intensity by 5% by 2025 as compared to 2020 through the implementation of these practices and actions.

The decrease in energy consumption in 2023 was mainly attributable to the effective implementation of electricity-saving policies during the Reporting Period. During the Reporting Period, the energy consumption of the Group attributable to the purchased electricity was as follows:

Energy consumption 能源消耗	Unit 單位	2023 二零二三年	2022 二零二二年
Purchased electricity 購入電力	MWh 兆瓦時	27,749	28,757
Total energy consumption 能源消耗總計	MWh 兆瓦時	27,749	28,757
Energy consumption intensity 能源消耗密度	MWh/m ² 兆瓦時／平方米	0.0033	0.0040

Water Consumption

Water is one of the most important natural resources for the Group's daily operations. During the Reporting Period, the Group did not have any issue in sourcing water as we use water resources provided by the regional government legally. The Group actively seeks ways to mitigate water consumption by raising employees' awareness of water saving through green office policies such as reminding employees to turn the faucet off tightly and conducting regular inspections and maintenance of our water supply pipelines to prevent leakage and blockage. The Group closely monitors and performs monthly analysis of the water usage in the communities under management to spot any abnormal consumption. The Group targets to reduce water consumption intensity by 5% by 2025 as compared to 2020.

為進一步減少業務運營對環境能源消耗的影響，本集團目標逐步於我們的社區管理內採用具有傳感器功能的照明系統；研究實行使用太陽能面板的可行性；以及於處理新設備報價時將節能特徵評估納入考慮範圍等。本集團希望通過制定這些行動計劃，於二零二五年將能源消耗密度較二零二零年減少5%。

二零二三年能源消耗減少主要由於報告期間內有效執行節電政策。於報告期間，本集團因購入電力所產生的能源消耗如下：

耗水量

水是本集團日常營運中最重要之自然資源之一。於報告期間，由於本集團合法使用地方政府所提供之水源，故本集團並無任何求取適用水源之問題。本集團仍通過綠色辦公室政策提高員工節約用水意識，如提醒員工關緊水龍頭、定期檢查和維護供水喉管防止滲漏和堵塞。本集團密切監視及就在管社區用水量進行每月分析以及時發現異常消耗。本集團目標於二零二五年將能源消耗密度較二零二零年減少5%。

The increase in water consumption in 2023 was primarily attributed to the expansion of our portfolio of properties under management in the PRC offices and the fire pipes leaking issue across several residential, apartment, and office projects. The majority of the leaks have been successfully investigated and repaired. The Group will sustain investigation of other's potential leaks to ensure their resolution.

During the Reporting Period, the water consumption of the Group was as follows:

Water consumption 耗水量	Unit 單位	2023 二零二三年	2022 二零二二年
Water consumption 耗水量	m ³ 立方米	843,527	725,411
Water consumption intensity 耗水量密度	m ³ /m ² 立方米/平方米	0.10	0.10

二零二三年耗水量增加乃主要由於我們於中國辦事處的在管物業組合擴大，以及數個住宅、公寓及辦公室項目出現消防管道漏水問題。主要漏水已獲成功調查及維修。本集團將持續調查其他潛在漏水，以確保其獲解決。

於報告期間，本集團耗水量如下：

A3: THE ENVIRONMENT AND NATURAL RESOURCES

Regarding the operation of our Group, we are not aware of any significant impacts of our activities has been exerted on the environment and natural resources. During the Reporting Period, the Group has obtained the certification of the ISO14001:2015 Environmental Management System in recognition of our efforts in incorporating the environmental policies to minimize the impacts on the environment and natural resources. The Group will continue to adhere to the international requirement from the ISO Standard System and implement environment-friendly practices in the Group's operation in order to enhance environmental sustainability.

A3：環境及天然資源

就本集團的營運而言，我們並不知悉任何活動對環境及天然資源造成重大影響。於報告期間，本集團已獲得ISO14001:2015環境管理體系認證，以表彰我們推行環保政策以努力減少對環境及天然資源的影響。本集團將繼續遵守ISO標準體系的國際規定，並在本集團的營運中推行環保措施，以提升其環境可持續性發展。

A. ENVIRONMENTAL ASPECT

A. 環境方面

Green office policies

Our green office policies incorporate the management and consumption of electricity, water, paper, office supplies with the aim to reduce emission and conserve energy and resource consumption achieving optimal utilization of resources in our operation ultimately. We have persistently adopted effective green office policies throughout the years, which include:

- Setting of air-conditioning temperature to 25.5°C;
- Turning off the lights, air-conditioners and computers when they leave office to ensure efficient use of energy;
- Advocating the electronic means to replace paper and implementing the digital operating approval system;
- Reducing paper consumption by using recycled paper and double-sided printing or shrinkage modes;
- Promoting the replacement principle for office supplies requisition to avoid unnecessary purchases;
- Sorting office waste to facilitate waste handling and recycling;
- Promoting virtual meetings to reduce carbon emission caused by travel;

綠色辦公政策

我們的綠色辦公政策涵蓋對電力、用水、紙張、辦公用品的管理及消耗，旨在減少排放、節約能源及資源消耗，從而達至優化我們營運中的資源利用。我們多年持續採取綠色辦公政策及有效維持，其中包括：

- 將空調溫度設置在25.5°C；
- 離開辦公室時關閉燈、空調及電腦，確保能源的有效利用；
- 提倡以電子方式代替紙張及使用電子營運審批系統；
- 通過使用環保紙及雙面及縮小列印模式減少紙張消耗；
- 推廣辦公用品申購換貨原則，避免不必要的採購；
- 將辦公垃圾分類便於垃圾處理及回收；
- 推廣虛擬會議減少出行造成的碳排放；

A. ENVIRONMENTAL ASPECT

A. 環境方面

- Proactively promoting the staff's environmental awareness and energy conservation knowledge in daily operations through publication or educational activities;
 - Performing regular inspection and maintenance of equipment with good condition for operational efficiency; and
 - Boosting environmental-friendly vibes in workplaces by posting posters, slogans and organising staff activities.
- 通過刊物或教育活動主動向員工宣傳日常工作中的環保意識及節能知識；
 - 定期檢查及保養設備以維持高營運效率的良好狀況；及
 - 通過於工作場所內張貼海報、標語及組織員工活動推動環保氣氛。

A4. CLIMATE CHANGE

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

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

A4. 氣候變化

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

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

A. ENVIRONMENTAL ASPECT

A. 環境方面

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

Climate change is likely exacerbating the frequency and intensity of extreme flood events. When the flood season approached, our staff installed and inspected flood gates for properties with higher flood risk, and built solid lines of defence in the flood prevention work.

Also, our staff comprehensively improved their abilities to weigh up emergency situations and take appropriate actions in order to ensure the personal and property safety of households.

氣候變化可能會加劇極端洪災事件的發生頻率及強度。在汛期臨近時，我們的員工對洪災風險較高的物業安裝防洪閘並進行檢查，在防洪工作中築起了堅實的防線。

同時，我們的員工全面提高了彼等權衡緊急情況及採取適當措施的能力，以確保家庭的人身和財產安全。



We continue to keep our awareness of climate change regarding monitoring carbon and energy footprint in our daily operations. Our Group assesses how the business should respond to climate-related risks and takes the initiative to monitor and mitigate our impact by reducing the environmental footprint.

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

Climate-related Issues

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

氣候相關議題

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

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

A. ENVIRONMENTAL ASPECT

A. 環境方面

Risks 風險	Potential impact 潛在影響	Steps taken to manage the risks 就管理有關風險所採取的措施
Transitional Risk 過渡風險		
<p>Legal risk 法律風險</p> <ul style="list-style-type: none"> Exposure to tightening law and regulations on climate change issued by the government. 面臨政府頒佈的有關氣候變化的更嚴格的法律及法規的風險。 	<ul style="list-style-type: none"> Any failure in compliance may increase additional compliance costs. 任何不遵守規定的行為均可能增加額外的合規成本。 Change in requirements and standards for property supervision by government. 政府物業監管要求及標準之變化。 	<ul style="list-style-type: none"> Monitor the updates on relevant environmental laws and regulations. 監控有關環境法律及法規的更新。 Maintain proper emission records and data for internal analysis. 保留排放物記錄和數據作內部分析。
<p>Technology risk 技術風險</p>	<ul style="list-style-type: none"> Upgrade our systems and equipment with low-carbon and energy saving technologies may foster our business development but may involve higher investment cost and research and development expense. 升級為具備低碳及節能技術的系統及設備或可推動我們的業務發展，惟亦可能涉及更高的投資成本及研發開支。 	<ul style="list-style-type: none"> Examined the feasibility and benefits of applying the latest environmental technologies and renewable resource into our operation. 考察將最新環保技術及再生資源應用於我們的營運的可行性及效益。 Continuous update and optimize environmental management system of our enterprise. 持續更新和完善企業的環境管理系統。

Risks 風險	Potential impact 潛在影響	Steps taken to manage the risks 就管理有關風險所採取的措施
Market and reputational risk 市場及聲譽風險	<ul style="list-style-type: none"> Lagging behind new technologies may weaken our competitive edges and reputation in respond to customer satisfaction to win new engagement. 滯後於新技術可能削弱我們贏得新業務的競爭優勢及在客戶滿意度方面的聲譽。 	<ul style="list-style-type: none"> Continuously incorporate the concept of emission reduction and energy conservation into our service management. 時刻將減排和節能理念納入服務管理內容。 Apply government subsidy to purchase materials and upgrade equipment. 申請政府的補貼，用於購買材料及升級設備。 Organize green environmental campaigns and cooperated with local government with high degree of recognition to raise our competitiveness in the industry. 與地方政府合作組織綠色環保活動，提升行業內的高度認可和競爭力。

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

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

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

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

B. SOCIAL ASPECT

B. 社會層面

EMPLOYMENT AND LABOUR PRACTICES

BI: EMPLOYMENT

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

Throughout the Reporting Period, the Group was not aware of any non-compliance with relevant laws and regulations that have a significant impact on the Company relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare (2022: nil).

At the end of the Reporting Period, the Group had 636 (2022: 532) employees and all are located in the PRC.

僱傭及勞工常規

BI：僱傭

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

於報告期間，本集團並不知悉有任何違反有關薪酬與解僱、招聘與晉升、工作時數、休息時間、平等機會、多元化、反歧視以及其他權益與福利而對本公司有重大影響的相關法律及規例的情況(二零二二年：無)。

於報告期間末，本集團擁有636名(二零二二年：532名)員工，且全部位於中國。

Below are the employee breakdowns by gender, age group, geographical region and employment position.

按性別、年齡層、地區及職位劃分的僱員比例如下。



B. SOCIAL ASPECT

B. 社會層面

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

於報告期間，按性別、年齡層及地區劃分的僱員流失率如下：

Employee turnover rate	僱員流失率	2023 二零二三年	2022 二零二二年
By gender	按性別劃分		
• Male	• 男	12%	24%
• Female	• 女	13%	23%
By age group	按年齡層劃分		
• Age 30 or below	• 30歲或以下	8%	13%
• Age 31-40	• 31至40歲	24%	65%
• Age 41-50	• 41至50歲	17%	26%
• Age 51 or above	• 51歲或以上	–	100%
By geographical region	按地區劃分		
• The PRC	• 中國	12%	24%
Overall	整體	12%	24%

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

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

The Group offers a competitive welfare and incentive system for our employees. Employees can enjoy birthday welfare, festivals welfare, health welfare and other allowances. We encourage our employees to maintain a work-life balance. Hence, we have regularly organized a range of leisure activities for our employees, for example, festival gatherings and annual dinners, to promote a healthy working style and strengthen their sense of belonging to the Group.

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

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

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

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

Staff Activities

The Group is dedicated to creating a caring and harmonious working environment to achieve a balance between the work and cultural lives of our employees. During the Reporting Period, we held various recreational and teambuilding staff activities to strengthen employee cohesion, enhance their sense of belonging to the Group and establish a motivated corporate culture.

本集團為僱員提供具競爭力的福利和獎勵制度。僱員可享有生日福利、節日福利、保健福利及其他津貼。我們提倡僱員保持工作與生活的平衡。因此，我們定期為僱員組織廣泛的休閒活動，例如節日聚會和年度晚宴，以推廣健康的工作方式並加強僱員對本集團的歸屬感。

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

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

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

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

員工活動

本集團致力營造關愛及和諧的工作環境以實現員工工作與文化生活取得平衡。於報告期間，本集團舉行不同員工休閒及團建活動，增強員工凝聚力、提升員工對本集團的歸屬感，以及建立積極向上的企業文化。

B. SOCIAL ASPECT

B. 社會層面

Case: Employee Support 案例：僱員支持

During winter, we organised an “Office Energy Supply Station”, including warm measures such as delivering warm milk tea and ginger tea, as well as adding supplies such as hand warmers commonly used by women in winter, to facilitate the use of female professionals.

冬季，我們組織了「辦公室能量空間站」活動，包括送熱奶茶及薑茶等保暖措施，以及添置女性冬季常用的暖手寶等用品，促進女性專業人士使用。



B2: HEALTH AND SAFETY

The Group has always placed the highest priority on securing health and safety for our employees. We strive to provide a safe and healthy working environment for all employees to protect them from occupational injuries or accidents. With our effort, we have continuously obtained ISO 45001:2018 Occupational Health and Safety Management System certification in recognition of our service quality. Our safety plans include the following aspects:

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

The Group adheres to the Labour Law of the PRC, the Law of the PRC on the Prevention and Treatment of Occupational Diseases and other applicable laws and regulations in the PRC. During the Reporting Period, the Group was not aware of any non-compliance with the relevant laws and regulations that have a significant impact on the Company relating to providing a safe working environment and protecting employees from occupational hazards (2022: nil).

During the Reporting Period, there were no work injury cases (2022: 8, 2021: 9) and no lost days (2022: 52, 2021: 40) due to work injury in our business operation. There was no work-related fatality case in each of the past three reporting years from 2021 to 2023.

B2：健康與安全

本集團始終把確保僱員健康及安全放於首位。我們致力為所有僱員提供安全及健康的工作環境，以保護彼等免受職業傷害或事故。通過我們的努力，我們已持續獲得ISO 45001：2018職業健康與安全管理體系證書，以認可我們的服務質素。我們的安全方案包含以下方面：

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

本集團遵守《中華人民共和國勞動法》、《中華人民共和國職業病防治法》及其他中國適用法律及法規。於報告期間，本集團並不知悉任何違反有關提供安全工作環境及保障僱員免受職業性危害而對本公司有重大影響的相關法律及法規的情況(二零二二年：無)。

於報告期間，在我們的業務營運中並無出現工傷事故(二零二二年：8宗；二零二一年：9宗)，並無因工傷導致損失工作日(二零二二年：52個；二零二一年：40個)。於二零二一年至二零二三年的過往三個報告年度各年，並無發生工作相關的死亡事故。

B. SOCIAL ASPECT

B. 社會層面

Safety Training and Prevention Demonstration

Annually, we held a series of practical training and seminars to enhance the occupational safety awareness of our staff and provided best practice guidance on management services to enrich their occupational knowledge and strengthen their adaptability. The Group believes that providing training to our staff with respect to their soft skills in crisis management as well as upgrading the safety hardware in the community are both important pillars to safeguard the health and safety of staff and also property owners. Fire safety management, flood prevention management, elevator maintenance and epidemic control and prevention are our core aspects to safeguard workplace safety. Regular fire drills were conducted to rehearse the set emergency plans to enhance our employee's resilience during accidents. Safety equipment is subject to regular inspection under closed-loop management to ensure in proper order and allow strict rectification of any problems timely noted with the applicable requirements. With these safety prevention measures, we aim to further improve the safety awareness of our staff and also our customers and establish a safe, stable and harmonious workplace and community.

安全培訓及防範演練

每年本集團會舉辦一系列實用訓練及講座提高員工在職安全意識，並針對他們的管理服務提供最佳實踐指引以擴闊他們的職場知識及增強其應變能力。本集團認為就於危機處理上的軟技能與提升社區安全保護硬件設備為員工提供訓練，兩者在保障員工以及業主安全均為重要基石。防火安全管理、防汛管理、電梯維護和疫情防控為守護我們的安全工作場所的核心關注方向。本集團定期舉行消防演練並預演已制定的應變方案，提升員工在緊急事故發生時的應變能力。對安全設備在閉環管理下定期作出檢查，以確保其狀態良好，並及時將有問題之發現嚴格按適用要求整改。通過這些安全防範措施，本集團希望進一步增強員工和客戶的安全防範意識，並營造一個安全、穩定、和諧的工作場所和社區。

Case: Fire Safety 案例：消防安全

The Group always strives to enhance the awareness of fire safety of all staff and promote a safe community, During the Reporting Period, in order to implement the workplace safety policy of “預防為主，防消結合” in an effective manner, each property under management held fire drills in the second half of the year.

本集團始終致力提高全體員工的消防安全意識，促進社區安全，於報告期間，為有效落實「預防為主，防消結合」的安全生產政策，各管理物業於下半年均進行了消防演習。

Epidemic Controls and Prevention

Ensuring the well-being and safety of our clients and employees within our managed communities and workplaces has always been our utmost priority. In light of the influenza outbreak and adherence to regular epidemic control and prevention protocols, the Group proactively responded and implemented precautionary measures to combat the spread of the influenza virus within the society.

- Regular sanitation management in public areas, buildings and facilities and perform frequent disinfection in key areas;
- Strict prevention, access control, identification track and temperature checks at community entrances and exits;
- Frequent temperature checks daily on staff to monitor any irregularities;
- Arrange designated garbage bins to collect the used epidemic prevention materials and centralise the disposal process properly to reduce transition;
- Facilitate and coordinate the daily grocery shopping for property owners at safe and convenient conditions during necessary quarantine period;
- Encourage mask-wearing by staff and customers in indoor areas.

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

疫情控制及防護

於我們管理的社區及工作場所內確保我們的客戶及僱員的福祉及安全，始終為我們的首要任務。鑒於流感爆發及遵守常態化疫情防控方案，本集團積極應對並實施預防措施，防止流感病毒於社會上傳播。

- 定期對公共區域、樓宇及設施進行衛生管理，並經常對重點區域進行消毒；
- 社區出入口嚴格防範、門禁、身份追蹤及體溫檢測；
- 每日定期檢測員工體溫，以監查任何異常情況；
- 安排專用垃圾箱收集使用過的防疫物資，以妥善程序集中處置減少回轉；
- 在必需檢疫隔離期間，協助及安排業主在安全便利的條件下進行日常食品採購；
- 鼓勵員工及顧客在室內區域戴口罩。

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

B. SOCIAL ASPECT
B. 社會層面

B3: DEVELOPMENT AND TRAINING

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

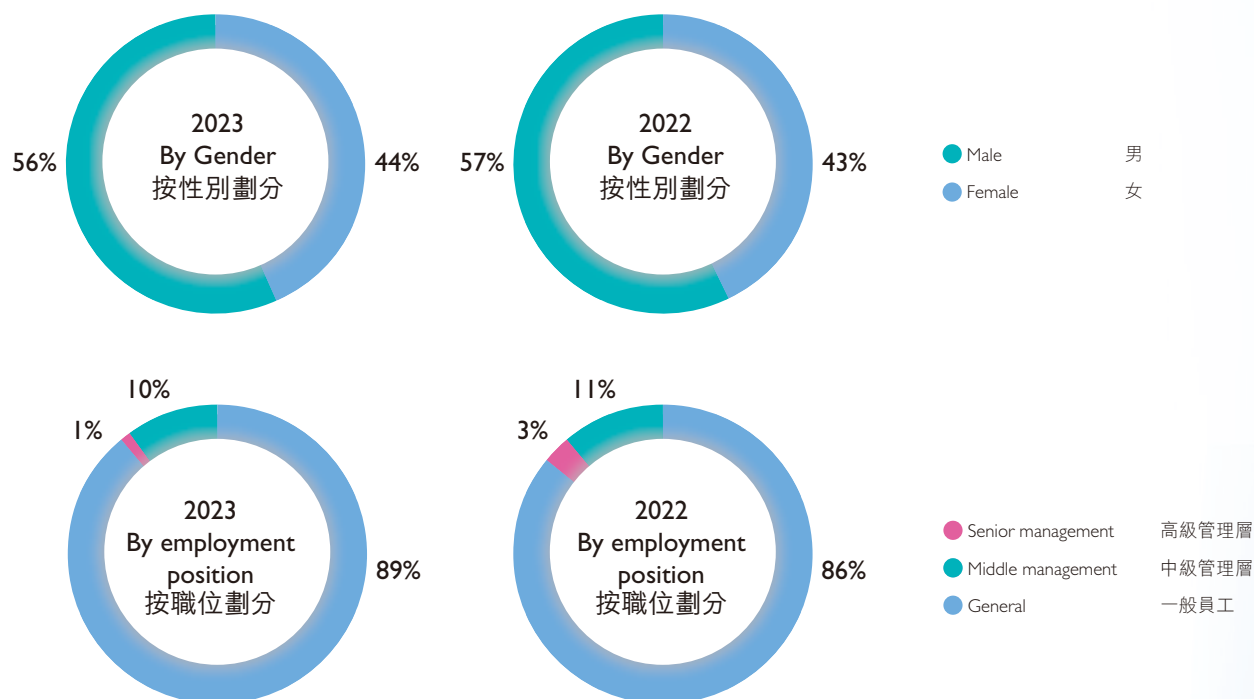
B3：發展及培訓

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

Proportion of trained employees (%)	受訓僱員比例(百分比)	2023 二零二三年	2022 二零二二年
By gender	按性別劃分		
• Male	• 男	98%	100%
• Female	• 女	98%	93%
By employment position	按職位劃分		
• Senior management	• 高級管理層	100%	100%
• Middle management	• 中級管理層	100%	100%
• General	• 一般員工	98%	97%
Overall	整體	99%	97%

Composition breakdown of trained employees

受訓僱員組成



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

此外，按性別及職位劃分的每名僱員完成的平均培訓時數如下：

Average training hours completed (hours/employee)	平均培訓完成時數 (小時/僱員)	2023 二零二三年	2022 二零二二年
By gender	按性別劃分		
• Male	• 男		21.5
• Female	• 女	24.7	29.0
By employment position	按職位劃分		
• Senior management	• 高級管理層	24.6	33.7
• Middle management	• 中級管理層	25.7	27.6
• General	• 一般員工	24.2	25.6
Overall	整體	24.6	25.0

B. SOCIAL ASPECT

B. 社會層面

We always acknowledge the importance of talent development in the Group's sustainable development. Every year, the Group's administrative department is responsible for formulating annual staff training plan in accordance with the Group's development objectives and regular needs. During the Reporting Period, we have launched a series of training programmes to our employees to refresh their knowledge and enhance the quality of their services. To uphold our services quality, understand the frontline staff different situation scenario and timely respond to their views, the Group always seeks for improvements on the trainings by conducting assessment and collecting feedback from the participants. This can help the Group continuously improve the training programs covering all-round aspects offered to all levels of employees so as to enhance their job performance.

我們認同人才發展對本集團的持續業務發展至關重要。每年本集團管理部負責根據本集團發展目標及僱員需求制訂年度員工培訓計劃。於報告期間，我們為僱員展開一系列培訓計劃，更新員工知識和提升其服務質素。為維護我們的服務質量，了解前線員工所遇的不同情景個案，並及時回應員工意見，本集團通常透過評估及收集參與者的反饋尋求對培訓進行改進。這有助於本集團持續改進為各級員工提供涵蓋全方面的培訓項目，從而提升其工作表現。

Case: Property Services Skill Competition 案例：物業服務技能競技比賽

Our Group always places service quality as our top priority, demonstrating our brand value to the community. In October 2023, the Group organised the fifth session of various skill-set competitions for frontline staff to participate and compete in teams to prove their professional property service skills and knowledge in four fundamental areas covering customer services, public order management, cleaning and engineering maintenance. For example, we participated in a recent skill competition organized by the local authority in Zhengzhou with other property services companies. Through participation in these regular internal and external competitions, our staff refreshed their technical knowledge and requirements, fostered their responsive adaptability and motivated with team spirit.

為對我們的社區展現品牌理念，本集團時刻置服務質素至最高位置。於二零二三年十月，本集團舉辦第五屆不同技能大賽，讓前線員工以團隊形式參與競賽，展示彼等於客戶服務、公共秩序管理、清潔及工程維護四個基礎領域的專業物業服務技能和知識。例如，我們參與了最近一場由地方機構與其他物業服務公司於鄭州市舉辦的職工技術運動會。通過定期參與此等內部和外部技能競賽，參賽者對技術知識及規範進行溫故知新外，也提升其迅速應變能力及增強員工間的團隊精神。



B. SOCIAL ASPECT

B. 社會層面

B4: LABOUR STANDARDS

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

During the Reporting Period, the Group was not aware of any non-compliance with relevant laws and regulations that have a significant impact on the Company relating to preventing child and forced labour (2022: nil).

B4：勞工準則

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

於報告期間，本集團並不知悉有任何違反有關防止童工及強制勞工而對本公司有重大影響的相關法律及規例的情況(二零二二年：無)。

OPERATING PRACTICES

B5: SUPPLY CHAIN MANAGEMENT

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

During the Reporting Period, the Group had 119 suppliers (2022: 117 suppliers) which were all located in the PRC. With the principles of fairness and impartiality and incorporation of sustainable development factors, the Group makes comprehensive appraisals on suppliers based on factors such as suppliers' quality of the goods and services, efficiency, qualifications and experience to determine our Qualified Supplier List. We review the background information of suppliers at least once a year and classify them into different grades according to their performance, qualifications and credit. To ensure the service quality of the Group, disqualified suppliers will be removed from our Qualified Supplier List. Procurement tender/quotation invitations will only be sent to suppliers on our Qualified Supplier List.

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

營運慣例

B5：供應鏈管理

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

於報告期間，本集團擁有119名供應商（二零二二年：117名供應商），全位於中國。本集團貫徹公平公正原則並顧及可持續發展方面的因素，按照供應商的貨品及服務品質、效率、資歷及經驗等因素對其進行綜合評估，確定《合格供方名單》。我們每年至少會對供應商的背景資料進行覆核一次，並通過綜合績效、資歷及信用評價對供應商進行評分定級。為保障本集團的服務質素，表現不合格的供應商會從《合格供方名單》中刪除。採購招標／報價邀請將僅發送予名列《合格供方名單》的供應商。

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

B. SOCIAL ASPECT

B. 社會層面

B6: PRODUCT AND SERVICES RESPONSIBILITY

As a property management service provider, we commit to taking responsibility of the quality management of our product and service. The Group follows the Regulation on Property Management of PRC and has formulated and implemented the Property Management Quality Management Measures and other applicable laws and regulations. With our efforts, the Group has continuously obtained an ISO 9001:2015 Quality Management System certificate for our property management service. To improve our service, the Group's complaint-handling policy is strictly in accordance with regulatory standards to ensure that customers' opinions are heard and responded in a timely manner.

During the Reporting Period, the Group was not aware of any non-compliance with relevant laws and regulations that have a significant impact on the Company relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress (2022: nil).

During the Reporting Period, we responded to 200,645 service requests (2022: 119,516) from customers with 196,184 requests (2022: 113,618) being satisfactorily resolved, at a completion rate of 97.8% (2022: 95.7%). Our scores in the overall 2023 service satisfaction survey on office buildings and apartments are 98 marks (2022: 98) and 90 marks (2022: 87), respectively. Our customer satisfaction survey results strongly demonstrated a solid trustworthy foundation between customers and us. During the Reporting Period, 5 complaints (2022: 3) related to the property management services were received by the Group. We will continue to ensure all our communication channels, including the Ai Ban mobile application, the WeChat platform the Company, the customer hotline, and the notice board, etc available to allow us readily to respond to customer needs or queries and further uplift customer satisfaction for the Group's sustainable development.

B6：產品及服務責任

作為物業管理服務提供商，我們誠懇擔當對產品及服務的質量管理的責任。本集團遵循《中華人民共和國物業管理條例》，制定並實施《物業服務品質管理辦法》及其他適用法律及法規。通過我們的努力，本集團物業管理服務已持續取得ISO 9001：2015質量管理體系認證。為提高我們的服務，本集團投訴處理政策嚴格遵守監管標準，確保已聽取並儘快回應客戶之意見。

於報告期間，本集團並不知悉有任何違反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而對本公司有重大影響的相關法律及規例的情況(二零二二年：無)。

於報告期間，響應客戶服務請求次數200,645次(二零二二年：119,516次)，滿意地解決了其中的196,184次請求(二零二二年：113,618次)，完成率達97.8%(二零二二年：95.7%)。我們於二零二三年寫字樓服務及公寓服務的綜合滿意度調查得分分別為98分(二零二二年：98分)及90分(二零二二年：87分)。從客戶滿意度調查結果高度反映我們與客戶已建立堅實的互信基礎。於報告期間，本集團接獲5宗有關物業管理服務的投訴(二零二二年：3宗)。我們持續確保愛辦手機應用程序、本公司微信平台、客戶熱線及佈告欄等所有溝通渠道均可運作，使我們能夠迅速回應客戶需求或查詢，並進一步提升客戶滿意度達至集團持續發展。

Honours and Awards

During the Reporting Period, we have been granted the following significant honours and awards in the property service industry:

1. Top 30 of 2023 Top 100 Property Service Companies in China
2. China's Leading High-End Property Services Company
3. Henan Luxury Management Expert Leader

榮譽及獎項

於報告期間，我們在物業服務行業獲得以下重大榮譽及獎項：

1. 中國物業服務百強企業Top 30
2. 中國高端物業服務領先企業
3. 河南豪宅管理專家領航者



B. SOCIAL ASPECT
B. 社會層面

4. 2023 Zhengzhou Property Service Benchmark Project – Zensun International Building 4. 2023鄭州市物業服務標桿項目－正商國際大廈



5. 2023 Zhengzhou Property Service Benchmark Project – Zensun Jingkai Plaza 5. 2023鄭州市物業服務標桿項目－正商經開廣場



Customer satisfaction and recognition

In response to the Zhengzhou Rainstorm on 20 July 2021, the Group promptly activated our emergency plan in our communities and collaborated with the local government on flood control and relief operations. Our dedicated staff worked tirelessly, day and night, to ensure the safety and well-being of our property owners. The courage, professionalism, and perseverance displayed by our staff were highly appreciated and acknowledged by our customers and industry authorities. Each expression of gratitude and recognition symbolized our unwavering commitment to serving our community.

While the issue has now passed, we remain committed to being prepared in the event of similar incidents in the future. We understand the importance of being proactive and will continue to enhance our emergency response procedures. By maintaining our focus on providing warm services in our daily operations, we aim to exert a positive influence on the community and uphold our mission.

Protection of Customer Data Privacy

The Group recognises the importance of our customer's information and their privacy, policies were in place in relation to the administration and handling process of the relevant customer records. These measures include: customer data is only accessible by delegated employees; statements and declarations for information collection for business use to inform customers with their consent through the Ai Ban mobile application; proper documentary records, etc. Meanwhile, the Group adheres to the information security policy to ensure the safety and stability of our information system in the protection of data. Customer confidentiality policy of the Group is in place in accordance with the Staff Handbook to ensure compliance with relevant laws and regulations, including the Consumer Protection Law of the PRC. During the Reporting Period, there were no complaints (2022: nil) on leakage of customers' data and information or violation of customer's privacy.

客戶評價及認可

於二零二一年七月二十日，在應對鄭州暴雨水災中，本集團迅速在我們的社區激活緊急計劃，並與地方政府合作抗洪及拯救行動。我們敬業的員工不辭辛苦、日以繼夜工作，以確保業主的安全及福祉。因此，我們員工在抗汛期間表現出的英勇、專業及堅毅一致獲到我們的客戶及行業機構高度評價及認可。每份感謝及認可都象征著我們服務社區的堅定承諾。

儘管該事件已經過去，但我們仍致力於為未來發生類似事件做好準備。我們深知未雨綢繆的重要性，並將繼續加強我們的應急程序。於日常營運中，我們將通過專注於提供有溫度的服務為社區散發積極的影響，並恪守我們的宗旨。

保障客戶數據私隱

本集團深明客戶資料及私隱的重要性，並已制定有關管理及處理相關客戶記錄程序的政策。該等措施包括：客戶數據僅可由專責員工存取；告知客戶有關通過愛辦手機應用程式收集資料作商業用途的聲明及申報並獲取客戶同意；妥善保存文件記錄等。同時，本集團遵守資訊保安政策，確保我們的資訊系統在保護數據方面安全穩定。本集團已根據員工手冊制定客戶保密政策，以確保遵守相關法律及法規，包括《中華人民共和國消費者權益保護法》。於報告期間，並無接獲有關外洩客戶數據資料或違反客戶私隱的投訴(二零二二年：無)。

B. SOCIAL ASPECT

B. 社會層面

Protection of Intellectual Properties

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

B7: ANTI-CORRUPTION

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

The Group has established a whistle-blowing policy to provide employees with a confidential platform to raise concerns about any suspected cases of misconduct and malpractice through email and hotline. All reported cases are promptly and thoroughly investigated by the internal audit department under the audit committee. The Group will absolutely ensure the identity of the whistleblower and the contents of the report are strictly confidential.

保護知識產權

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

B7：反貪污

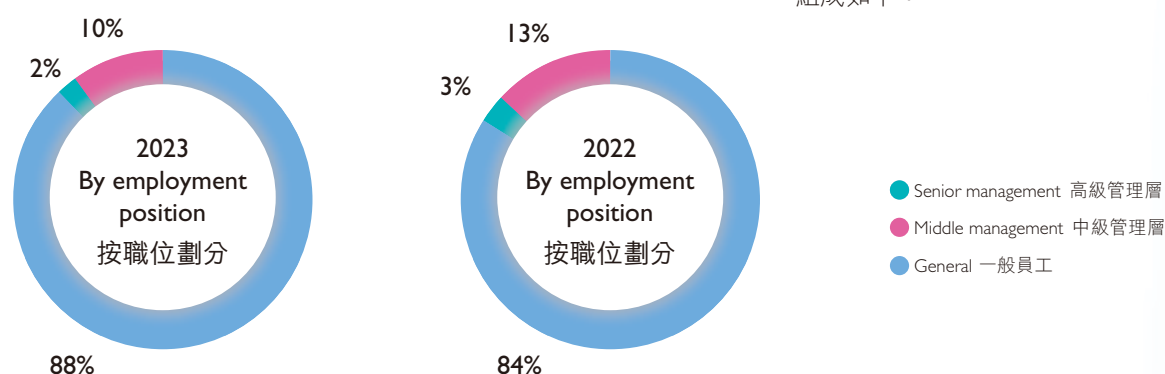
本集團在其營運中保持高水平的商業誠信。我們不容忍任何形式的貪污、賄賂、勒索、欺詐、洗黑錢及盜用公款行為。我們要求我們的僱員遵守員工手冊中列出的反貪污要求。一旦發現並核實不當行為案件，僱員將受到紀律處分，並在必要時向執法機關匯報案件。

本集團已制定舉報監督政策，為僱員提供保密平台，讓僱員通過電子郵件及電話熱線舉報任何涉嫌的不當行為及瀆職行為。所有舉報事件均由審核委員會內部轄下的審核監督部門迅速徹底調查。本集團將絕對確保對舉報者身份及對舉報內容嚴格保密。

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

During the Reporting Period, the Group was not aware of any non-compliance with relevant laws and regulations that have a significant impact on the Company relating to relating to bribery, extortion, fraud and money laundering (2022: nil).

Every year, the Group provides regular anti-corruption training sessions to employees at all levels from Directors, to senior management, to general staff to promote corporate governance integrity and also raise staff awareness towards anti-corruption issues. At the end of the Reporting Period, 69% (2022: 70%) of our staff have received the anti-corruption training. The composition breakdown of trained employees by employment position was as follows:



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

於報告期間，本集團並不知悉有任何違反有關防止賄賂、勒索、欺詐及洗黑錢而對本公司有重大影響的相關法律及規例的情況(二零二二年：無)。

每年本集團定期為全體員工(由上至董事、高級管理層下至一般員工)提供反貪污培訓課程，以提倡企業管治誠信並提高員工對反貪污事件意識。於報告期間末，69%(二零二二年：70%)的員工已接受反貪污培訓。按職位劃分的受訓僱員組成如下：

Anti-corruption Training	反貪污培訓	Number of employees received training		Average training hours completed per trained employee	
		2023 二零二三年	2022 二零二二年	2023 二零二三年	2022 二零二二年
By employment position	按職位劃分				
• Directors and Senior management	• 董事及高級管理層	8	14	8.0	6.0
• Middle management	• 中級管理層	46	58	4.3	3.6
• General	• 一般員工	386	362	3.7	2.6
Total	整體	440	434	3.9	2.9

B. SOCIAL ASPECT

B. 社會層面

COMMUNITY

B8: COMMUNITY INVESTMENT

The Group recognizes that our community constitutes the foundation for the Group's sustainable development. Adhering to our mission of "providing warm services", we promote our warm services for customers and also extend to our community. As a socially responsible property services company, the Group is committed to understanding the needs of the communities in which we operate and is dedicated to providing support and contribution to our communities, with aims to promote our corporate culture and deliver the concept of caring for needy in our community neighbourhood and spreading to our society.

Annually, the Group plans various community activities such as volunteer visits, convenience services and social recreational and cultural activities, etc. to engage with the community. We are committed to devoting our time and assigning corporate resources through these community campaigns each with different themes when conducting the annual plans. In future, the Group will continue to exert our community care through community involvement with a vision of strengthening community networks and bringing an inclusive society for all individuals enjoy equality and respect.

社區

B8：社區投資

本集團認為社區建構為我們持續發展的重要基石。我們秉承「做有溫度的服務」的宗旨，一直向客戶推行溫暖服務，同時亦延伸至我們的社區。作為具有社會責任的物業服務公司，本集團盡心了解我們營運所在社區的需要，並致力對社區提供支持和貢獻，展現本集團的企業文化，及在社區鄰里推廣關懷弱小的風尚。

每年本集團計劃不同社區活動，例如義工探訪、便民服務以及社區休閒文化活動等，與社區建立聯繫。我們在制作年度計劃時，致力於透過舉辦這些不同主題的社區活動向社區投入時間、調配公司資源。展望未來，本集團將繼續透過參與社區關懷社區，並盼望加強社區互助網絡，建立共融社會，讓每人可享有平等及尊重。

Case: Free Health Consultation 案例：健康義診

The Group motivates our employees to participate in various voluntary events to extend our contribution to the community. During the Reporting Period, the Group organized free health consultations to support the local communities. 本集團鼓勵員工參與各種義工活動以增加對社區的貢獻。於報告期間，本集團組織健康義診以幫助當地社區。



Case: Convenience Services 案例：便民服務

During the Reporting Period, we took the initiative to carry out several public welfare activities and offered convenience services to support our community. Our convenience services included free haircut service, free car wash service, free carpet cleaning service, etc, which successfully assisted our busy property owners and community needy to solve their daily hassles, saving their time and cost. After launching these public welfare services, the Group received numerous appreciation and feedback with high recognition of our caring and considerable support. Through these public welfare campaigns, it strengthened our interaction with staff, property owners, and the community and also deepened our understanding of the community's needs, providing us more insights in remodelling our service areas, enhancing our service quality and contributing to the investment value of the Group.

於報告期間，我們積極組織多場公益活動，為支援社區提供便民服務。我們的便民服務(包括免費理髮服務、免費洗車服務、免費地毯清潔服務等)成功協助我們忙碌的業主以及社區內有需要人士，解決其生活瑣事並節省其時間及成本。在舉辦這些公益活動後，本集團收到居民對我們的暖心及周到支持投以無數廣泛認可的感謝及反饋。通過這些公益活動，加強了我們與員工、業主及社區的交流，加深對社區需要的了解，從而提供更多新視野以調整我們的服務範疇、提升服務質素，並為本集團貢獻更多的投資價值。

B. SOCIAL ASPECT

B. 社會層面

Case: Community Cultural Activities 案例：社區文化活動

The Group acknowledges the importance of building a deeper connection between property owners and us in the community neighbourhood. We foster to create such a harmonious and warming community atmosphere to demonstrate our corporate social responsibility. During the Reporting Period, community cultural activities in different festive seasons were held and listed as follows:

- May: Mother's Day
- June: Children's Day
- June: Dragon Boat Festival
- August: Chinese Valentine's Day
- September: Mid-Autumn Festival
- December: Winter Solstice

本集團重視於業主與我們之間建立更深厚的社區鄰里聯繫。我們致力推動建設和諧和溫暖的社區氣氛，充分展現我們的企業社會責任。於報告期間，我們在不同節日舉辦的社區文化活動所列如下：

- 五月：母親節
- 六月：兒童節
- 六月：端午節
- 八月：七夕節
- 九月：中秋節
- 十二月：冬至

Case: Entrepreneur Social Community Club 案例：社區企業家俱樂部

To better cater for the needs of our property owners, especially from non-residential community, we founded an entrepreneur social club “興業有道” to liaise with business customers in our community. We have arranged business visits and liaised exhibitions to reinforce more business communication across different industries, foster the exchange of experiences and ideas among the club members and effectively help build up their business connections and demonstrate their business development strategies.

為更好地響應尤其在非住宅社區的業主需要，本集團創辦企業家俱樂部「興業有道」，聯繫社區內的商業客戶。我們組織商業訪談、聯繫商務展覽，加強跨行業的商業溝通，促進企業會員之間的經驗和意見交流，從而更有效地協助他們建立其商業網絡及制定商業發展策略。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING INDEX

環境、社會及管治報告索引

Subject areas, aspects, general disclosures and Key Performance Indicators (KPIs)		Disclosure	Section/Remarks
主要範疇、層面、一般披露及關鍵績效指標		披露情況	章節／備註
A. Environmental 環境			
AI: Emissions 排放物 General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	Disclosed 已披露	AI: Emissions AI: 排放物
KPI AI.1 關鍵績效指標AI.1	The types of emissions and respective emissions data 排放物種類及相關排放數據	Not applicable 不適用	The Group did not own sources that generate direct emissions. 本集團並無擁有會產生直接物排放的來源。
KPI AI.2 關鍵績效指標AI.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility) 直接(範圍1)及能源間接(範圍2)溫室氣體排放量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)	Disclosed 已披露	AI: Emissions – GHG Emission AI: 排放物 – 溫室氣體排放
KPI AI.3 關鍵績效指標AI.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility) 所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)	Not applicable 不適用	The Group did not produce hazardous waste during the operation. 本集團在其營運過程中並無產生有害廢棄物。
KPI AI.4 關鍵績效指標AI.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility) 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)	Disclosed 已披露	AI: Emissions – Hazardous and Non-hazardous Waste AI: 排放物 – 有害及無害廢棄物
KPI AI.5 關鍵績效指標AI.5	Description of emission target(s) set and steps taken to achieve them 描述所訂立的排放量目標及為達到這些目標所採取的步驟	Disclosed 已披露	AI: Emissions – GHG Emission AI: 排放物 – 溫室氣體排放
KPI AI.6 關鍵績效指標AI.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟	Disclosed 已披露	AI: Emissions – Hazardous and Non-hazardous Waste AI: 排放物 – 有害及無害廢棄物

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING INDEX
環境、社會及管治報告索引

Subject areas, aspects, general disclosures and Key Performance Indicators (KPIs) 主要範疇、層面、一般披露及關鍵績效指標	Disclosure 披露情況	Section/Remarks 章節/備註
A2: Use of Resources 資源使用 Policies on the efficient use of resources, including energy, water and other raw materials General Disclosure 一般披露 有效使用資源(包括能源、水及其他原材料)的政策	Disclosed 已披露	A2: Use of Resources A2: 資源使用
KPI A2.1 關鍵績效指標A2.1 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility) 按類型劃分的直接及/或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)	Disclosed 已披露	A2: Use of Resources – Energy Consumption A2: 資源使用 – 能源消耗
KPI A2.2 關鍵績效指標A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility) 總耗水量及密度(如以每產量單位、每項設施計算)	Disclosed 已披露	A2: Use of Resources – Water Consumption A2: 資源使用 – 耗水量
KPI A2.3 關鍵績效指標A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟	Disclosed 已披露	A2: Use of Resources – Energy Consumption A2: 資源使用 – 能源消耗
KPI A2.4 關鍵績效指標A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them 描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟	Disclosed 已披露	A2: Use of Resources – Water Consumption A2: 資源使用 – 耗水量
KPI A2.5 關鍵績效指標A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced 製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位估量	Not applicable 不適用	No packaging materials for finished products was produced by the Group during its operation. 本集團在其營運過程中並無產生用於製造貨品的包裝材料。
A3: The Environment and Natural Resources 環境及天然資源 Policies on minimising the issuer's significant impacts on the environment and natural resources 減低發行人對環境及天然資源造成重大影響的政策 General Disclosure 一般披露	Disclosed 已披露	A3: The Environment and Natural Resources A3: 環境及天然資源

Subject areas, aspects, general disclosures and Key Performance Indicators (KPIs)		Disclosure	Section/Remarks
主要範疇、層面、一般披露及關鍵績效指標		披露情況	章節／備註
KPI A3.1 關鍵績效指標A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動	Disclosed 已披露	A3: The Environment and Natural Resources A3: 環境及天然資源
A4: Climate Change 氣候變化 General Disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策	Disclosed 已披露	A4: Climate Change A4: 氣候變化
KPI A4.1 關鍵績效指標A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動	Disclosed 已披露	A4: Climate Change A4: 氣候變化
B. Social 社會			
Employment and Labour Practices 僱傭及勞工常規			
BI: Employment 僱傭 General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	Disclosed 已披露	BI: Employment BI: 僱傭
KPI BI.1 關鍵績效指標BI.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region 按性別、僱傭類型(如全職或兼職)、年齡組別及地區劃分的僱員總數	Disclosed 已披露	BI: Employment BI: 僱傭

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING INDEX
環境、社會及管治報告索引

Subject areas, aspects, general disclosures and Key Performance Indicators (KPIs)		Disclosure	Section/Remarks
主要範疇、層面、一般披露及關鍵績效指標		披露情況	章節／備註
KPI B1.2 關鍵績效指標B1.2	Employee turnover rate by gender, age group and geographical region 按性別、年齡組別及地區劃分的僱員流失比率	Disclosed 已披露	B1: Employment B1: 僱傭
B2: Health and safety 健康與安全 General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	Disclosed 已披露	B2: Health and Safety B2: 健康與安全
KPI B2.1 關鍵績效指標B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year 過去三年（包括匯報年度）每年因工亡故的人數及比率	Disclosed 已披露	No case of work-related fatalities noted. 未有留意到任何因工作關係而死亡的人數。
KPI B2.2 關鍵績效指標B2.2	Lost days due to work injury 因工傷損失工作日數	Disclosed 已披露	B2: Health and Safety B2: 健康與安全
KPI B2.3 關鍵績效指標B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored 描述所採納的職業健康與安全措施，以及相關執行及監察方法	Disclosed 已披露	B2: Health and Safety B2: 健康與安全
B3: Development and Training 發展及培訓 General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities 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	Disclosed 已披露	B3: Development and Training B3: 發展及培訓
KPI B3.1 關鍵績效指標B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management) 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	Disclosed 已披露	B3: Development and Training B3: 發展及培訓

Subject areas, aspects, general disclosures and Key Performance Indicators (KPIs)		Disclosure	Section/Remarks
主要範疇、層面、一般披露及關鍵績效指標		披露情況	章節／備註
KPI B3.2 關鍵績效指標B3.2	The average training hours completed per employee by gender and employee category 按性別及僱員類別劃分，每名僱員完成受訓的平均時數	Disclosed 已披露	B3: Development and Training B3: 發展及培訓
B4: Labour Standards 勞工準則 General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour 有關防止童工及強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	Disclosed 已披露	B4: Labour Standards B4: 勞工準則
KPI B4.1 關鍵績效指標B4.1	Description of measures to review employment practices to avoid child and forced labour 描述檢討招聘慣例的措施以避免童工及強制勞工	Disclosed 已披露	B4: Labour Standards B4: 勞工準則
KPI B4.2 關鍵績效指標B4.2	Description of steps taken to eliminate such practices when discovered 描述在發現違規情況時消除有關情況所採取的步驟	Disclosed 已披露	B4: Labour Standards B4: 勞工準則
Operating Practices 營運慣例			
B5: Supply Chain Management 供應鏈管理 General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain 管理供應鏈的環境及社會風險政策	Disclosed 已披露	B5: Supply Chain Management B5: 供應鏈管理
KPI B5.1 關鍵績效指標B5.1	Number of suppliers by geographical region 按地區劃分的供應商數目	Disclosed 已披露	B5: Supply Chain Management B5: 供應鏈管理
KPI B5.2 關鍵績效指標B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法	Disclosed 已披露	B5: Supply Chain Management B5: 供應鏈管理

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING INDEX
環境、社會及管治報告索引

Subject areas, aspects, general disclosures and Key Performance Indicators (KPIs)		Disclosure	Section/Remarks
主要範疇、層面、一般披露及關鍵績效指標		披露情況	章節／備註
KPI B5.3 關鍵績效指標B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法	Disclosed 已披露	B5: Supply Chain Management B5: 供應鏈管理
KPI B5.4 關鍵績效指標B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法	Disclosed 已披露	B5: Supply Chain Management B5: 供應鏈管理
B6: Product Responsibility 產品責任 General Disclosure 一般披露	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, labelling and privacy matters relating to products and services provided and methods of redress 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	Disclosed 已披露	B6: Product and Services Responsibility B6: 產品及服務責任
KPI B6.1 關鍵績效指標B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons 已售或已運送產品總數中因安全與健康理由而須回收的百分比	Not applicable 不適用	The Group was not involved in product production and manufacturing. 本集團並無參與產品生產及製造。
KPI B6.2 關鍵績效指標B6.2	Number of products and service related complaints received and how they are dealt with 接獲關於產品及服務的投訴數目以及應對方法	Disclosed 已披露	B6: Product and Services Responsibility B6: 產品及服務責任
KPI B6.3 關鍵績效指標B6.3	Description and practices relating to observing and protecting intellectual property rights 描述與維護及保障知識產權有關的慣例	Disclosed 已披露	B6: Product and Services Responsibility B6: 產品及服務責任

Subject areas, aspects, general disclosures and Key Performance Indicators (KPIs)		Disclosure	Section/Remarks
主要範疇、層面、一般披露及關鍵績效指標		披露情況	章節／備註
KPI B6.4 關鍵績效指標B6.4	Description of quality assurance process and recall procedures 描述質量檢定過程及產品回收程序	Not applicable 不適用	The Group did not involve in product production and manufacturing. 本集團並無參與產品生產及製造。
KPI B6.5 關鍵績效指標B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored 描述消費者資料保障及私隱政策，以及相關執行及監察方法	Disclosed 已披露	B6: Product and Services Responsibility B6: 產品及服務責任
B7: Anti-corruption 反貪污 General Disclosure 一般披露	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： (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	Disclosed 已披露	B7: Anti-corruption B7: 反貪污
KPI B7.1 關鍵績效指標B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果	Disclosed 已披露	No concluded legal case regarding corrupt practices was noted. 並不知悉任何已審結貪污訴訟案件。
KPI B7.2 關鍵績效指標B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored 描述防範措施及舉報程序，以及相關執行及監察方法	Disclosed 已披露	B7: Anti-corruption B7: 反貪污
KPI B7.3 關鍵績效指標B7.3	Description of anti-corruption training provided to directors and staff 描述向董事及員工提供的反貪污培訓	Disclosed 已披露	B7: Anti-corruption B7: 反貪污

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING INDEX
環境、社會及管治報告索引

Subject areas, aspects, general disclosures and Key Performance Indicators (KPIs)		Disclosure	Section/Remarks
主要範疇、層面、一般披露及關鍵績效指標		披露情況	章節／備註
Community 社區			
B8: Community Investment 社區投資	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests	Disclosed 已披露	B8: Community Investment B8: 社區投資
General Disclosure 一般披露	有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策		
KPI B8.1 關鍵績效指標B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport) 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)	Disclosed 已披露	B8: Community Investment B8: 社區投資
KPI B8.2 關鍵績效指標B8.2	Resources contributed (e.g. money or time) to the focus area 在專注範疇所動用資源(如金錢或時間)	Disclosed 已披露	B8: Community Investment B8: 社區投資

XINGYE WULIAN SERVICE GROUP CO. LTD.
興業物聯服務集團有限公司