



Radiance Holdings (Group) Company Limited

金輝控股(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: 9993)

2024 環境、社會
及管治報告
**Environmental, Social
and Governance Report**



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Chairman's Statement

主席報告

Dear shareholders, employees, customers, partners, and community members,

Greetings to you all!

As we reflect on 2024, I am proud to share Radiance's continued progress in embedding sustainability into every facet of our operations. Guided by our core values of integrity, innovation, and responsibility, we have strengthened our governance framework, deepened stakeholder engagement, and advanced our commitment to creating shared value for society and the environment.

This year, the board of directors (the "Board") reaffirmed its oversight of the ESG strategy, building on the materiality assessment conducted previously. Our strategic priorities encompass four pillars — Operating Practices, Working Environment, Environmental Protection, and Social Responsibility — to align our actions with stakeholder expectations and global sustainability standards. Through diverse communication channels, including surveys, town halls, and partnerships, we engaged employees, investors, suppliers, and communities to ensure our initiatives resonate with their needs.

In 2024, Radiance delivered over 27,000 high-quality homes across 22 cities, a testament to our unwavering focus on craftsmanship and customer satisfaction. Projects like the Chunxi Road Commercial Infrastructure and Shanghai Sofitel earned international acclaim, reflecting our commitment to innovation and sustainable design. Additionally, we achieved a 95.32% employee training rate, marking our dedication in investing in our valued employees. Initiatives such as flexible work arrangements, health subsidies, and gender-inclusive policies further solidified our reputation as a progressive employer. Our efforts were recognised with prestigious accolades, including the "Top 30 Chinese Real Estate Enterprise for Human Capital Value 2024" and "Top 30 Best Employer in Chinese Real Estate 2024," underscoring our leadership in talent development and operational resilience.

Climate action took centre stage in 2024. We reduced greenhouse gas emissions intensity by 28% compared to our 2023 baseline and planted 8,168 trees to offset carbon impacts. Our green production strategies, such as prefabricated materials and Building Information Modelling ("BIM") technology, minimised waste and energy consumption, while paperless offices and electric vehicle infrastructure underscored our commitment to resource efficiency. Proactive climate risk management, including updated emergency protocols for extreme weather, ensured business continuity amid growing environmental challenges.

As we navigate a constantly evolving landscape, Radiance remains steadfast in aligning with the United Nations Sustainable Development Goals ("SDGs"). We will continue to innovate low-carbon technologies, enhance supply chain transparency, and invest in communities where we operate. The Board and I are confident that our collective efforts will drive long-term value for stakeholders while safeguarding the planet for future generations.

On behalf of the Board, I extend our heartfelt gratitude to our employees for their dedication, our shareholders for their trust, and our partners and customers for their unwavering support. Together, we will illuminate a brighter, more sustainable future.

Yours faithfully,

Lam Ting Keung

Chairman

Radiance Holdings (Group) Company Limited

尊敬的各位股東、員工、客戶、合作夥伴及社區成員，

大家好！

回顧2024年，本人非常自豪與大家分享金輝在將可持續發展融入我們營運的方方面面所取得的持續進展。在誠信、創新及責任等核心價值的引導下，我們已強化治理架構、深化持份者參與，並推進了我們為社會及環境創造共享價值的承諾。

這一年，董事會（「董事會」）以先前進行的重要性評估為基礎，再次確認其對環境、社會及管治策略的監督。我們的策略重點包括四大支柱——運營常規、工作環境、環境保護及社會責任，使我們的行動符合持份者的期望及全球可持續發展標準。我們透過各種不同的溝通渠道，包括調查、公聽會及夥伴關係，讓員工、投資人、供應商及社區參與其中，以確保我們的措施與彼等的需求產生共鳴。

2024年，金輝於22個城市交付了超過27,000套高品質住宅，此乃我們對匠人精神及客戶滿意的堅定不移的關注。春熙路商業項目及上海索菲特酒店等項目贏得國際讚譽，體現我們對創新及可持續設計的承諾。此外，我們的員工培訓率達到95.32%，標誌著我們致力於投資於我們珍視的員工。靈活工作安排、健康補助及性別共融政策等措施進一步鞏固了我們作為進步僱主的聲譽。我們的努力已贏得諸多殊榮，包括「2024中國房地產人力資本價值30強」及「2024中國房地產最佳僱主30強」，凸顯了我們在人才發展及營運應變力方面的領導地位。

氣候行動是2024年的重點。與2023年的基線相比，我們的溫室氣體排放強度降低了28%，並已種植8,168棵樹來抵消碳影響。我們的綠色生產策略（如裝配式物料及建築信息模擬（「建築信息模擬」）技術）將廢棄物及能源消耗降至最低，而無紙辦公室及電動車基礎設施則強調了我們對資源效率的承諾。前瞻性的氣候風險管理，包括針對極端天氣的最新應急方案，在日益嚴峻的環境挑戰中確保了業務的連續性。

在不斷發展的環境中，金輝始終堅持與聯合國可持續發展目標（「可持續發展目標」）保持一致。我們將繼續創新低碳技術，提高供應鏈透明度，並投資於我們營運所在的社區。本人與董事會深信，我們的共同努力將為持份者創造長期價值，同時為後代保護地球。

在此，我謹代表董事會衷心感謝員工的貢獻、股東的信任，以及合作夥伴及客戶堅定不移的支持。我們將攜手點亮更光明、更可持續的未來。

此致

林定強

主席

金輝控股（集團）有限公司

About this Report 關於本報告

Radiance Holdings (Group) Company Limited (stock code: 9993.HK) (hereinafter referred to as the “Group” or “we”) is pleased to publish its annual Environmental, Social and Governance (“ESG”) Report (the “Report”) for the period from 1 January 2024 to 31 December 2024 (the “Reporting Period”). This is our fifth annual ESG Report, which outlines our policies, objectives and practices on ESG-related issues. It demonstrates our commitments to sustainable development and aims to provide comprehensive information to our stakeholders. Unless otherwise stated, the environmental and social key performance indicators disclosed in this Report cover the property development business of the Group and its subsidiaries. During the Reporting Period, the Group’s total revenue was RMB24,766 million.

This Report has been prepared in accordance with the Environmental, Social and Governance Reporting Guide as set out in Appendix C2 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”), and complies with the “mandatory disclosure requirements” in Part B and “comply or explain” provisions in Part C of the ESG Reporting Guide. This Report has been reviewed and approved for publication by the Board of the Group.

The information and data disclosed in this Report were derived from the Group’s statistical reports and internal documents, which have been reviewed by relevant departments. For quick reference, please refer to the section headed “Content Index of ESG Reporting Guide”. The Group is responsible for the authenticity, accuracy and completeness of the contents of this Report, and confirms that there are no false records, misleading statements or material omissions in this Report. The Group strictly complies with the following reporting principles of materiality, quantitative, balance and consistency.

金輝控股(集團)有限公司(股票代碼: 9993.HK) (以下簡稱「本集團」或「我們」)欣然發佈其於二零二四年一月一日至二零二四年十二月三十一日期間(「報告期」)的年度環境、社會及管治(「環境、社會及管治」)報告(「本報告」)。這是我們發布的第五份年度環境、社會及管治報告,當中闡明我們在環境、社會及管治事宜上的政策、目標和實踐,展示了我們在可持續發展上的決心,旨在為各方持份者提供全面的信息。除非另有說明,本報告披露的環境和社會關鍵績效覆蓋本公司及其附屬公司的物業開發業務。報告期內,本集團的總收入為人民幣24,766百萬元。

本報告依據香港聯合交易所有限公司(「聯交所」)《證券上市規則》附錄C2所載的《環境、社會及管治報告指引》進行編製,並切實遵守環境、社會及管治報告指引B部分之「強制披露規定」及C部分「不遵守就解釋」條文。本報告已由本集團董事會審查,並准予發佈。

本報告披露的信息和數據均來自本集團的統計報告和內部文件,已由相關部門完成審核。如欲快速查詢,請參閱「環境、社會及管治報告指引內容索引」章節。本集團對報告內容的真實性、準確性和完整性負責,確認不存在任何虛假記載、誤導性陳述或重大遺漏,嚴格遵守下列重要性、量化、平衡和一致性的報告原則。

About this Report 關於本報告

Principles 原則	Relevant Responses 相關回應
Materiality 重要性	The Group has invited the important stakeholders to participate in the stakeholder engagement activity, and disclosed the importance of these identified issues in this Report. The scope of disclosure includes "Operating Practices", "Working Environment", "Environmental Protection" and "Social Responsibility". For more details, please refer to the subsections of "Stakeholder Engagement" and "Materiality Assessment" under the "Sustainability Governance" section. 本集團邀請重要持份方參與持份方活動，並於本報告中按照該等所識別議題的重要性進行披露。披露的範疇包括「運營常規」、「工作環境」、「環境保護」和「社會責任」。更多詳細資訊，請參閱「可持續發展治理」章節下的「持份者參與」和「重要性評估」小節。
Quantitative 量化	Quantitative key performance indicators (the "KPI" or "KPIs") and environmental targets disclosed in this Report have been reviewed and are presented on an annual basis. Relevant information, measurement methods, assumptions and calculation tools are all disclosed in the "KPI Summary" section. 本報告所披露的量化關鍵績效指標和環境目標皆已審視，並按年度進行對比展示。相關信息、測量方法、假設和計算工具均披露於「關鍵績效指標總匯」章節。
Balance 平衡	This Report discloses the Group's ESG performance from a true, accurate and complete perspective, covering relevant policies, objectives and specific practices. 本報告以真實、準確且完整的視角披露了本集團在環境、社會及管治方面的表現，涵蓋相關的政 策、目標和具體實踐。
Consistency 一致性	Unless otherwise stated, the KPIs, disclosure scope and business scope of this Report are consistent with those of the previous years, and have been prepared in accordance with the ESG Reporting Guide of the Stock Exchange. 除非另有說明，本報告的關鍵績效指標、披露範圍和業務範圍與往年保持一致，均根據聯交所《環境、社會及管治報告指引》編製。

Your opinions or suggestions on this Report and the Group's ESG performance are highly valued. You are welcome to share your thoughts with us by email at irhk@radiance.com.cn. This Report is available in both Chinese and English, which are published in electronic form on the official website of the Group at www.radiance.com.cn and the HKEXnews website of the Stock Exchange at www.hkexnews.hk. If there is any inconsistency between the Chinese and English versions, the Chinese version shall prevail.

我們高度重視閣下對本報告以及本集團在環境、社會及管治方面表現的意見或建議。歡迎閣下電郵至 irhk@radiance.com.cn 與我們分享您的想法。本報告設有中文和英文兩個版本，均在本集團官方網站 www.radiance.com.cn 以及聯交所披露易網站 www.hkexnews.hk 以電子形式發佈。中英文版本若有任何出入，請以中文版為準。

BUSINESS OVERVIEW

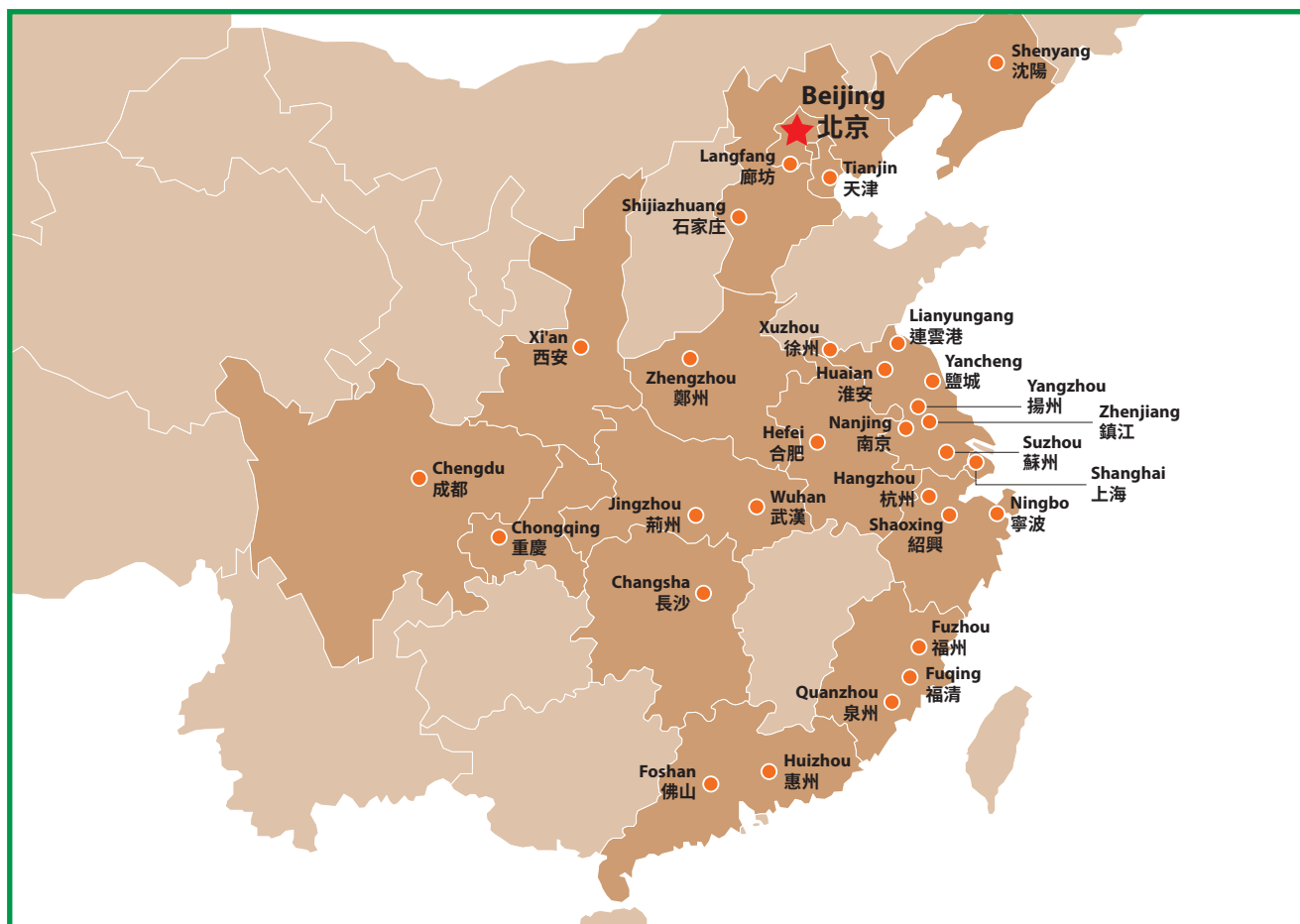
Radiance Holdings (Group) Company Limited is a large-scale real estate developer and is primarily engaged in real estate development, property leasing, commercial operation and hotel operation. It possesses the National Class 1 Real Estate Development Qualification and the National Class 1 Gold Property Qualification. With over twenty-seven years of experience, we operate in eight regions and more than 20 core cities in the People's Republic of China (the "PRC" or "China"), including Beijing, Shanghai, Xi'an, Wuhan, Fujian, Zhejiang, Chongqing, and so on.

With the mission of "build properties with craftsmanship and make homes better", we have established and provided five residential property series, namely the New Block series (悠步系), the Elite's Mansion series (雲著系), the King's Garden series (銘著系), the Metropolitan series (大城系) and the Air City series (望雲系). In 2024, we delivered 27,000+ high-quality homes across 22 cities, with many delivered ahead of schedule. This achievement underscores our dedication to fulfilling promises and our exceptional execution capabilities, reflecting a focus on long-term value and customer satisfaction.

業務概述

金輝控股(集團)有限公司是一家以房地產開發、物業租賃、商業運營、酒店運營為主營業務的大型地產開發企業，擁有國家一級房地產開發資質和國家一級金牌物業資質。憑借逾二十七年的經驗，我們已將業務開展至中華人民共和國(「中華人民共和國」或「中國」)八大區域及二十餘個核心城市，包括北京、上海、西安、武漢、福建、浙江、重慶等。

我們以「用心建好房，讓家更美好」為使命，建立並提供了悠步系、雲著系、銘著系、大城系及望雲系五種住宅物業系列。於2024年，我們在22個城市交付了27,000多套高品質住宅，其中許多住宅提前交付。該成就突顯了我們履行承諾的決心和我們卓越的執行能力，反映了我們對長期價值和客戶滿意度的重視。



Radiance National Strategic Layout
金輝集團全國策略佈局圖

About Radiance 關於金輝

AWARDS IN 2024

Our exceptional corporate system and operational strength are evidenced by a multitude of national and international industry awards, encompassing overall performance, landscape design, and fine decoration. These accolades underscore the Group's development trajectory. Notably, during the Reporting Period, the Group received distinguished awards from prestigious institutions, including the "Top 30 Chinese Real Estate Enterprise for Human Capital Value 2024" and a "Top 30 Best Employer in Chinese Real Estate 2024" Radiance also proudly received the "Annual Stable Development Enterprise" (see images below), further solidifying its industry leadership and commitment to excellence.

2024年榮譽

我們卓越的企業體系及營運實力從眾多國內外行業獎項中可見一斑，該等獎項涵蓋整體表現、景觀設計及精緻裝飾。該等榮譽彰顯本集團發展軌跡。值得注意的是，於報告期內，本集團榮獲「2024中國房地產人力資本價值30強」及「2024中國房地產最佳雇主30強」等權威機構頒發的卓越獎項，金輝亦榮獲「年度穩健發展企業」（見下圖），進一步鞏固其行業領導地位及追求卓越的承諾。



MANAGEMENT STRUCTURE OF SUSTAINABLE DEVELOPMENT

We understand that business activities are closely related to social development, and the establishment of a top-down and responsible sustainability governance framework not only helps the Group improve operational efficiency and safeguard the interests of shareholders, but also fulfils its sustainability commitments and meets the expectations of all stakeholders.

The Board of the Group will continue to improve the internal ESG working mechanism through a regular review of strategic sustainability planning and management. It has the highest supervision authority for the Group's ESG strategy and management and it will make appropriate amendments when necessary. Through dedicated discussions in annual board meetings, the Board evaluates advancements in environmental goals, social initiatives, and governance practices, ensuring alignment with our long-term ESG strategy. This structured review process enables informed decision-making and reinforces our commitment to continuous improvement in sustainability performance.

STAKEHOLDER ENGAGEMENT

We attach great importance to the communication with our stakeholder groups. During the Reporting Period, we took the initiative to understand the views and concerns of stakeholders on the Group's operations through diverse communication channels, so as to ensure that the Group's sustainable development management can meet their expectations. The following table lists the key stakeholder groups and the corresponding communication channels:

可持續發展管理架構

我們深明商業活動與社會發展息息相關，而制定一個自上而下、負責明確的可持續發展管理框架不僅能幫助本集團提高運營效率、維護股東利益，同時還能履行其可持續發展承諾，並滿足各方持份者的期望。

本集團董事會將會通過定期回顧可持續策略規劃及管理的方式不斷完善內部的環境、社會及管治工作機制。董事會對集團的環境、社會及管治策略和管理具有最高監督權，並會在需要時進行適當的修改。透過年度董事會會議的專題討論，董事會評估環境目標、社會倡議及治理實務的進展，確保符合我們的長期環境、社會及管治策略。這一結構化的審查程序使我們能夠作出明智決策，並加強我們對持續改善可持續發展績效的承諾。

持份者參與

我們十分重視與各持份者群體的溝通。報告期內，我們通過多元化的溝通渠道，主動了解持份者對本集團運營的看法和關注，以確保本集團可持續發展管理的工作能符合其期許。下表列出了主要持份者群體，以及相應的溝通渠道：

Key Stakeholder Groups 主要持份者群體	Communication Channels/Feedback Methods 溝通渠道／反饋方式
Employees 員工	<ul style="list-style-type: none"> Employee activities Internal publications (Group and project press releases) Employee performance appraisal 員工活動 內部刊物 (集團和項目新聞稿) 員工績效考核
Shareholders/Investors 股東／投資者	<ul style="list-style-type: none"> Annual General Meeting/Extraordinary General Meeting Investor meetings Results presentation Announcements 年度股東大會／特別股東大會 投資者見面會 業績發佈會 公告
Government and regulatory authorities 政府及監管機構	<ul style="list-style-type: none"> On-site research Interviews 現場調研 會談
Partners/Suppliers 合作夥伴／供應商	<ul style="list-style-type: none"> Supplier qualification review Supplier communication meeting 供應商資質審核 供應商交流大會
Customers/Property owners 客戶／業主	<ul style="list-style-type: none"> Customer satisfaction survey Customer service hotline Official media platform 客戶滿意度調查 客服專線 官方媒體平台
Public welfare and community organisations 公益及社區組織	<ul style="list-style-type: none"> Press releases/announcements Public welfare undertakings 新聞稿／公告 公益事業

MATERIALITY ASSESSMENT

In recognition of the relevance and importance of the identification and management of ESG-related issues to the sustainable development of the Group, it commissioned an independent sustainability consultancy to assist in conducting a comprehensive materiality assessment in 2022. Through online surveys, we were able to understand and analyse the views of various stakeholders on the Group's material issues, so as to ensure that we can prioritise the most important and urgent issues and clarify the focus of our sustainability management in the future. As shown in the table below, we have adopted a three-step approach to assess the materiality of ESG issues:

重要性評估

由於認識到環境、社會及管治相關議題的識別與管理對本集團可持續發展具有密切性和重要性，本集團於2022年委託了一家獨立的可持續發展顧問公司進行全面的重要性評估。通過線上調研的方式，我們得以了解和分析各持份群體對本集團重要議題的觀點，從而確保我們能夠優先考慮最為重要和緊迫的事宜，明確我們未來可持續發展管理工作的重點。如下表所示，我們採用了三步法以評估環境、社會及管治議題的重要性：

Step 1: Identification 步驟一：識別

Potential material ESG issues have been identified with reference to:

- Previous ESG reports of the Group
- ESG reports of domestic and international industry peers

The criteria for selecting material ESG issues include whether the issue has a significant impact on stakeholders' assessment and decision-making, and whether it reflects the Group's material environmental and social impacts. Through these criteria, we have identified and defined 24 material topics.

通過參考以下資料識別潛在的重要環境、社會及管治議題：

- 本集團過往的環境、社會及管治報告
- 國內外業界同行的環境、社會及管治報告

選擇重要環境、社會及管治議題的標準包括該議題是否對持份者的評估和決策產生重大影響，以及是否反映了本集團的重大環境和社會影響。通過這些標準，我們確定並定義了二十四個重要議題。

Step 2: Prioritisation 步驟二：優先排序

Different stakeholder groups have been chosen to participate based on their influence on the Group. We have distributed a standard questionnaire to stakeholders to ensure a consistent and systematic assessment of material issues. Stakeholders were tasked to rate the relative importance of the identified ESG issues.

- 2 members of the Board and senior management ranked the importance of material issues on the sustainable development of the Group.
- 32 employees, 6 customers, 10 suppliers/contractors, and 6 other stakeholders ranked the importance of material issues based on their preferences and expectations.

不同的持份者群體根據他們對本集團的影響而被選擇參與。我們向持份者分發了標準問卷，以確保對重要議題進行一致和有系統性的評估。持份者的任務是對已確定的環境、社會及管治議題的相對重要性進行評級。

- 2名董事與管理層成員就重要議題對本集團可持續發展的重要性進行排序。
- 32名員工、6名客戶、10名供應商或承包商、以及6名持份者根據自己的喜好和期望對重要議題的重要性進行排序。

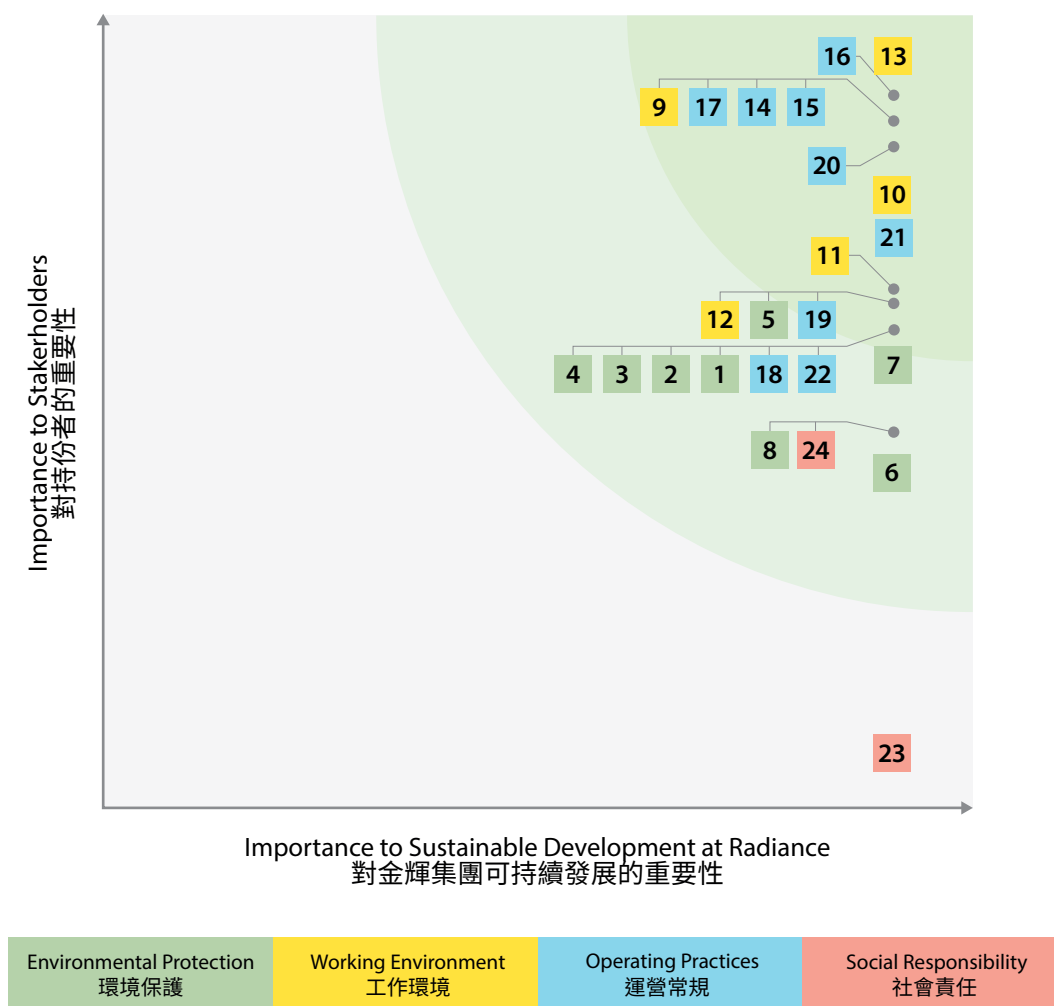
Step 3: Validation and Review 步驟三：驗證及審核

The management team of the Group confirmed and validated the list of material issues disclosed in this Report. The identified material topics and results have been reviewed by the Board to ensure that these are relevant and material to the Group.

本集團管理層確認並驗證本報告中披露的重要議題清單。董事會審查了已識別的重要議題和結果，以確保彼等與本集團具有相關性和重要性。

The following matrix and table show the results of the materiality assessment conducted in 2022, which reflect the prioritisation of material ESG issues based on the two dimensions of importance to the Group's sustainable development (represented by Board members and senior management), and importance to stakeholders (represented by employees, customers, suppliers or contractors, and other stakeholders). Since there were no major changes in the strategic direction of the Group during the Reporting Period, the Board has decided to focus on the materiality assessment results of 2022. The disclosure of our ESG performance in this Report will be structured based on the previously determined materiality order. Looking ahead, we will continue to identify material ESG-related issues that may become relevant and subsequently update the material aspect list. We will also maintain ongoing and consistent communications with our key stakeholders.

以下的矩陣和表格顯示了2022年重要性評估的結果，其反映了基於重要環境、社會及管治議題對集團可持續發展（由董事與管理層代表）及對持份者（由員工、客戶、供應商或承包商等代表及其他持份者）的重要性兩個維度的優先順序。由於本集團的策略方向在報告期內並無發生重大變化，董事會決定重點關注2022年的重要性評估結果。在本報告中，我們將按照早前已確定的重要性順序重點披露我們的環境、社會及管治績效。展望未來，我們將繼續識別可能會變得相關的環境、社會及管治相關重要議題，並於其後更新重要性議題清單。我們還將繼續進行重要性評估，以便與主要持份者群體保持持續一貫的溝通。



Materiality Ranking 重要性排名	Name of Issue 議題名稱	Issue No. 議題序號
1	Employee Health and Safety 員工健康與安全	13
2	Anti-fraud and Corruption 反舞弊腐敗	16
3	Staff Salaries and Benefits 員工薪資與福利	9
4	Customer Service and Satisfaction 客戶服務與滿意度	14
5	Customer Privacy and Information Security 客戶隱私與信息安全	15
6	Construction Safety and Product Quality 施工安全與產品質量	17
7	Compliance and Stable operation 合規及穩健運營	20
8	Staff Training and Development 員工培訓與發展	10
9	Economic Performance and Investors' Interests 經濟績效與投資者權益	21
10	Reasonable Marketing and Promotion 合理營銷與宣傳	19
11	Waste Disposal and Recycling 廢棄物處理與循環利用	5
12	Equal and Diversified Employment 平等與多元化僱傭	11
13	Talent Attraction and Retention 人才吸引與留存	12
14	Green Building 綠色建築	1
15	Energy Use and Carbon Neutrality 能源使用與碳中和	2
16	Use of Water Resources and Sewage Treatment 水資源使用與污水處理	3
17	Environmental Impact of Materials Purchased 採購物料的環境影響	4
18	Supply Chain ESG Screening and Management 供應鏈ESG篩選與管理	18
19	Intellectual Property Protection 知識產權保護	22
20	Land Development and Biodiversity 土地開發與生物多樣性	7
21	Green Technology Innovation 綠色技術創新	8
22	Community Development 社區發展	24
23	Response to Climate Change and Natural Disasters 應對氣候變化與自然災害	6
24	Public Welfare and Charity 公益慈善	23

SUSTAINABLE DEVELOPMENT STRATEGY

Through close contact with stakeholders and based on the results of the above materiality analysis and average scores calculation, we have identified “Operating Practices” as the most important aspect, followed by “Working Environment”, “Environmental Protection” and “Social Responsibility”. Therefore, these four aspects determine the overall direction and action plans of the Group’s ESG strategy. We will further integrate elements of environmental and social responsibility into our operations, so as to continuously optimise our management within the four key pillars. All changes shall be approved by the Board.

In addition, by benchmarking against international standards, we expect to keep pace with the global sustainable development agenda. Guided by the United Nations’ Sustainable Development Goals (“SDGs”), we have actively incorporated sustainability goals that are relevant to our business and operations into our ESG strategy. To achieve balanced growth, we will continuously expand our business and systematically optimise our ESG management, ensuring a harmonious balance between fulfilling social responsibilities, creating social value, and fostering high-quality corporate development. The Group will also regularly review the aligned SDGs to ensure that operations are in line with the industrial and worldwide sustainable development trends.

可持續發展策略

我們通過與持份者密切聯繫，並根據上述重要性分析和平均得分計算的結果，識別出「運營常規」為最重要的範疇，其次是「工作環境」、「環境保護」、以及「社會責任」。因此，這四大範疇決定了本集團環境、社會及管治策略的總體方針和行動部署。我們會進一步將環境與社會責任要素注入營運的各個層面，務求於四大範疇內不斷優化管理。所有變更均需董事會準予。

此外，通過對標國際標準，我們期望與全球可持續發展的議程保持一致。我們以「聯合國可持續發展目標」為指引，積極將與我們的業務和運營相關的可持續發展目標納入我們的環境、社會及管治策略中。為實現均衡增長，我們將不斷拓展業務，有系統地優化環境、社會及管治方面的管理，確保在履行社會責任、創造社會價值及促進企業優質發展之間取得和諧平衡。本集團亦會定期檢討掛鈎的可持續發展目標，以確保運營與行業及全球可持續發展趨勢保持一致。

The Group adheres to the spirit of craftsmanship and always strictly controls project management. We are well aware that the quality of construction is closely related to corporate development, which is also the foundation of an enterprise. In the face of the complex and ever-changing market environment, we have continued to fulfil our corporate social responsibility by taking “ensuring quality and delivery” as the primary objective of project management. We have not only focused on managing the environmental and social impacts throughout the entire project lifecycle, but are also dedicated to providing customers with high-quality, compliant and continuously innovative products and services.

BUSINESS ETHICS AND CONDUCT

The Group fully understands that corporate sustainable development is inseparable from sound business practices. In the daily operation and supervision, we have clarified the business ethics within the Group, including but not limited to strengthening anti-corruption awareness, securing customer privacy and information, and protecting intellectual property (“IP”) rights. During the Reporting Period, the Group did not encounter any cases of non-compliance in relation to the infringement of customer privacy, IP rights, anti-corruption and other violations of business ethics.

Anti-fraud and Corruption

Radiance does not tolerate any forms of fraudulent acts, such as business collusion and override, bribery, extortion, corruption or money laundering. The approval of the Party Committee of Radiance Plaza in Beijing and the Party Committee of Radiance has demonstrated our determination and actions to promote corporate integrity. The Group strictly abides by the Interim Provisions on Banning Commercial Bribery, the Code of Corporate Governance Practices published by the Stock Exchange and other relevant regulations to fight corruption. It has formulated and enforced internal system documents such as the Relevant Provisions on the Undertaking of Radiance Businesses by Employees’ Relatives, the Integrity Agreement, the Standardised Requirements for Radiance Sunshine Declaration and the Administrative Measures for Internal Audit of Radiance Construction Projects. These documents were prepared by the Audit and Supervision Department and approved by the Board of the Group, with the purpose of resolutely eliminating all kinds of corruption and building a comprehensive integrity system. During the Reporting Period, the Group did not organise anti-corruption training for its employees as relevant personnel have mostly undertaken such training in recent years and hence possess up-to-date knowledge. There were neither legal cases related to corruption brought against the Group or its employees, nor any fines, penalties or sanctions imposed on the Group or its employees.

本集團秉承工匠精神，始終嚴控工程管理。我們深知，工程品質與企業發展密切相關，也是企業的立身之本。面對複雜多變的市場環境，我們依然持續踐行企業社會責任，將「保品質，保交付」作為項目管理的首要任務，聚焦項目的全生命週期的環境及社會影響管理，致力於為客戶提供高品質、合規、持續創新的產品及服務。

商業道德及操守

本集團深知企業的可持續發展與良好的商業實踐密不可分。在日常運營及監管中，我們明確規範了集團內部的商業操守，包括但不局限於強化反腐倡廉意識、保障客戶隱私與信息安全、保護知識產權（「知識產權」）等。報告期內，本集團未面臨任何侵犯客戶隱私、知識產權、反貪污和其他違反商業操守的違規案件。

反舞弊腐敗

金輝集團不容忍任何形式的欺詐行為，如商業勾結及越權、賄賂、敲詐、腐敗或洗錢。北京金輝大廈黨委會和金輝集團黨委會獲得批復，這體現了我們促進企業廉政建設的決心和行動。本集團嚴格遵守《關於禁止商業賄賂行為的暫行規定》、聯交所發佈的《企業管治常規守則》及其他反腐敗的相關規定，制定並執行由審計監察部編製、集團董事長審批的《關於員工親屬承接金輝業務的相關規定》、《廉潔協議》、《金輝集團陽光宣言規範要求》、《金輝集團建設項目內部審計管理辦法》等內部制度文件，堅決杜絕一切貪腐行為，全面構建廉政體系。報告期內，本集團並無為其僱員舉辦反貪污培訓，乃由於相關人員於近年大多已接受有關培訓，因此具備最新的知識。本公司概無針對本集團或其僱員而作出有關貪污行為的法律案件，或對本集團或其僱員作出任何罰款、處罰或制裁。

Operating Practices 運營常規

As highlighted in the Standardised Requirements for Radiance Sunshine Declaration, sales personnel must follow the formal selling procedures to handle all the businesses. It is strictly prohibited to sell properties with extra prices and no institutions or individuals are allowed to charge any unspecified fees. Radiance only accepts payments to the Company's designated account and strictly prohibits any staff member (including but not limited to sales representatives, financial personnel, and other service personnel in the sales process) from receiving customer payments into their personal accounts under any circumstances. Once discovered, it will be considered as corrupt and fraudulent behaviour and will be handed over to judicial authorities for further handling. In addition, by setting up a channel for integrity and accountability on our WeChat official account and a section of "Radiance Integrity and Accountability" on Feishu, we hope to publicise the importance of integrity to our employees on a daily basis.

For the supply chain, the Group's Management Centre and all subsidiaries require partners to sign the Supplier Integrity Agreement when signing all business contracts. The document clearly stipulates that bribery shall not be solicited or accepted in any form. Employees shall not provide convenience in winning the bid or disclose confidential information for any reason during the company's bidding process. Once it is found that suppliers or institutions are involved in corruption, we have the right to terminate their contracts and hold them accountable for the breach of contracts. This is the eighth year since the Group joined the China Enterprise Anti-Fraud Alliance in 2017. We aim to fulfil our corporate social responsibility by publishing and sharing corruption-related relevant information on the China Enterprise Anti-Fraud Alliance platform, so as to promote the excellence and flow of risk information in the industry and create an honest atmosphere for society.

Whistleblowing

In order to encourage our stakeholders including employees, customers and business partners to report and disclose any misconduct in a safe and effective manner, the Group has formulated and implemented the Administrative Measures for Complaints and Reports of Radiance. Within the Radiance Integrity Agreement, the Bidding Documents, the Standardised Requirements for Radiance Sunshine Declaration and the Risk Reminder for Customer Payment, we have set out the email address (jhsj@radiance.com.cn) and the telephone number (+8618073068889/400-1118-365) as the channels for anonymous reporting. All subsidiaries of the Group are required to display the whistleblowing channels publicly, so that employees, customers and business partners can clearly acquire relevant information and protect their rights and interests.

誠如《金輝集團陽光宣言規範要求》中強調的，銷售人員必須按照正規銷售程序辦理各項業務。嚴禁加價售房，任何機構和個人不得收取任何不明費用。金輝集團只接受本公司指定賬戶的款項，嚴禁任何工作人員（包括但不限於銷售代表、財務人員及銷售過程中的其他服務人員）在任何情況下以個人賬戶收取客戶付款。一經發現，將視為腐敗和欺詐行為，並將移交司法機關進一步處理。此外，我們還在微信公眾號上創立了廉潔金輝頻道，以及在飛書上設置了「廉潔金輝板塊」，希望向員工日常宣導清廉之風。

針對供應鏈，集團管理中心及各地方公司在簽訂所有業務合同時，要求合作方簽訂《供應商廉潔協議》。該文件明確規定了不得出現任何形式的索賄或受賄，員工不得在公司招標過程中以任何理由提供中標便利或洩露保密信息。對於涉及貪污的合作供應商或機構，一旦發現，我們有權解除其合同並追究違約責任。今年是本集團自2017年加入中國企業反舞弊聯盟以來的第八年。我們將履行企業社會責任，於中國企業反舞弊聯盟平台上發佈並共享與貪污有關的相關信息，以此促進行業間風險資訊的卓越性和流動，為社會營造清廉的風氣。

舉報

為鼓勵包括員工、客戶和業務夥伴在內的持份者以安全有效的方式舉報和披露任何不當行為，本集團制定並實施了《金輝集團投訴舉報管理辦法》。在《金輝集團廉潔協議》、《招標文件》、《金輝集團陽光宣言規範要求》、《客戶付款風險提示》等地方，我們皆列明了匿名舉報的郵箱(jhsj@radiance.com.cn)及電話(+8618073068889/400-1118-365)。本集團內各單位需公開展示舉報渠道，讓員工、客戶和業務夥伴能清晰接收相關資訊並保護自身權益。

We have also assigned dedicated personnel to handle the Group's reporting information to guarantee confidentiality and anonymity throughout the process. The Audit and Supervision Department is responsible for handling all concerns and reports. Customers who face any form of illegal extra charges or private housing transaction during the house purchase process are able to file a real name report or an anonymous complaint via the aforementioned telephone numbers or emails as well as via (kehutousu@radiance.com.cn). We will keep the relevant information confidential and conduct the investigation immediately. It is strictly prohibited to retaliate against whistleblowers or investigators. Meanwhile, the scope of the investigation is divided by region to reduce the chance for employees to inquire about reported situations with each other. Once the allegation is verified, the whistleblower will be rewarded, and any excess payment will be refunded to customers. Next, we will evaluate the degree of violation of the behaviour according to the List of Classification of Audit Opinions and take disciplinary actions when necessary. In particular, leakage of case information will be regarded as the most serious grade of violation.

CUSTOMER PRIVACY AND INFORMATION SECURITY

The Group has strictly implemented a confidentiality system when handling customer privacy information. The relevant information covered by the system includes but is not limited to customer information, financial plans, product details, and the Group's confidential information. In particular, for customer information acquisition, we have designed a decentralised management system that requires specific permissions to access customer information. The Customer Information Management Measures of the Group also stipulates that the customer information for satisfaction follow-up should be rigorously managed and protected. Customers who require follow-up visits will be specifically handled by the Company's Call Centre and hence, will not involve any leakage of customer information.

During the sales process, information protection measures are in place at all stages. Employees are strictly prohibited from downloading or exporting customer information without permission. Any information change initiated by the customer side (e.g., change of contact information) needs to undergo robust identity checks. Employees are required to apply for and obtain relevant approval before the download or export of customer information. If any case of information and data leakage is found, the Group will immediately investigate this matter. Depending on the severity, we are entitled to claim back against the responsible person for all direct or indirect losses caused. If the case is extremely serious, it will be transferred to the local law enforcement authority for further handling.

When entrusting a third party to conduct customer satisfaction surveys, we have set out confidentiality and restriction clauses in the contract for partners to follow. If the third-party company needs to use customer information for research purposes, we will sign relevant customer confidentiality agreements with them to strictly regulate their access to customer data, so as to protect customer privacy and information security to the greatest extent. The customers will also be informed that their data may be shared with third parties.

我們亦指派專人負責處理集團的舉報資訊，使整個過程的保密性和匿名性皆予以保證審計監察部負責處理所有問題和舉報。對於客戶在購房過程中遇到的任何形式的非法額外收費或私下房屋交易，都可以透過上述電話號碼或電郵以及透過(kehutousu@radiance.com.cn)進行實名舉報或匿名投訴。我們將對相關信息保密，並立即開展調查，嚴禁對舉報人或調查人員進行打擊報復。同時，我們會按區域劃分調查範圍，以減少員工間互相打聽舉報情況的機會。若一經查核指控屬實，將對舉報人進行獎勵，而任何額外付款將退還予客戶。其次，我們會根據《審計處理意見等級劃分列表》，對涉事行為的違規程度進行評估，必要時採取懲戒措施。其中，洩露案件資訊行為會被視為最嚴重等級處理。

客戶隱私與信息安全

本集團在處理日常運營會接觸到的隱私資料時，並嚴格執行保密制度，該制度所涵蓋的相關資料包括但不限於客戶信息、財務計劃、產品詳情、集團機密資料等。尤其是對於客戶信息獲取，我們實施分權管理系統，規定了需有特定的權限才能查閱客戶資料。本集團的《客戶信息管理辦法》亦規定，用於滿意度跟進的客戶信息應嚴格管理和保護。需要跟進回訪的客戶，由本公司呼叫中心專門負責，因此將不涉及客戶信息洩露。

在銷售過程中，各個階段均有資訊的保護措施，嚴禁員工私自下載或導出客戶信息。任何由客戶端啟動的資訊變更（例如聯絡資訊變更）均需要經過嚴格的身分檢查。員工需在提出申請並獲得相關審批後方可將客戶資料進行下載或導出。若發現有任何信息數據洩露的情況，本集團會立即展開調查。根據嚴重程度，我們有權對造成的所有直接或間接損失向責任人員進行索回。若情況極其嚴重，案件會移交當地執法部門以作進一步處理。

當委託第三方進行客戶滿意度調查時，我們會在合同中列明保密及限制條款，供合作夥伴遵守。若因調研需要，第三方公司需要使用客戶信息，我們會與該調研公司簽署相關客戶保密協議，嚴格規範他們對客戶數據的取用，以最大程度保障客戶隱私及信息安全。我們亦將通知客戶可能會與第三方共享其數據。

Intellectual Property Protection

The Group hereby complies with the Trademark Law of the PRC, the Patent Law of the PRC and other IP-related laws and regulations. We have standardised the trademark registration and management, and implemented internal management systems to safeguard our intangible brand assets. At the same time, the Group ensures that it will not infringe any trademarks, patents, copyrights or other IP rights of others during its operation.

In accordance with the Group's internal management systems, the relevant files shall be transferred to the administrative department for proper sorting and storage within five days after obtaining the trademark registration documents.

QUALITY REQUIREMENTS AND ASSURANCE

The Group strictly complies with the Construction Law of the PRC, the Production Safety Law of the PRC, the Regulations on the Administration of Work Safety of Construction Projects and other laws and regulations related to engineering construction standards and specifications. The specific job responsibilities, control priorities and management processes of each department and project section have been clarified to regulate the safety management behaviours of subsidiaries and construction units. During the Reporting Period, the Group did not have any non-compliance in relation to construction safety or product quality.

By establishing a multi-dimensional supply chain assessment and monitoring process, we hope to not only strengthen the management and control of supply chain risks, but more importantly, help construction units and contractors improve their sustainability and strive to build a stable, resilient and long-term partnership.

知識產權保護

本集團謹遵《中華人民共和國商標法》、《中華人民共和國專利法》等知識產權相關的法律法規，對商標註冊及管理標準化，落實內部管理的制度，以維護我們無形的品牌資產。同時，並確保本集團在運營過程中不會侵犯任何他人的商標、專利、著作權或其他類知識產權。

按本集團內部管理制度，於取得商標註冊文件後的五日內，把相關檔案移交至行政部門進行妥善的整理及保管。

品質要求及保障

本集團嚴格遵從《中華人民共和國建築法》、《中華人民共和國安全生產法》、《建設工程安全生產管理條例》等有關工程建設標準規範的法律法規，並已明確各部門和項目各環節的具體工作職責、管控重點、以及管理流程，從而規範了各附屬公司及施工單位的安全管理行為。在報告期內，本集團未出現任何於施工安全或產品質量方面的違規情況。

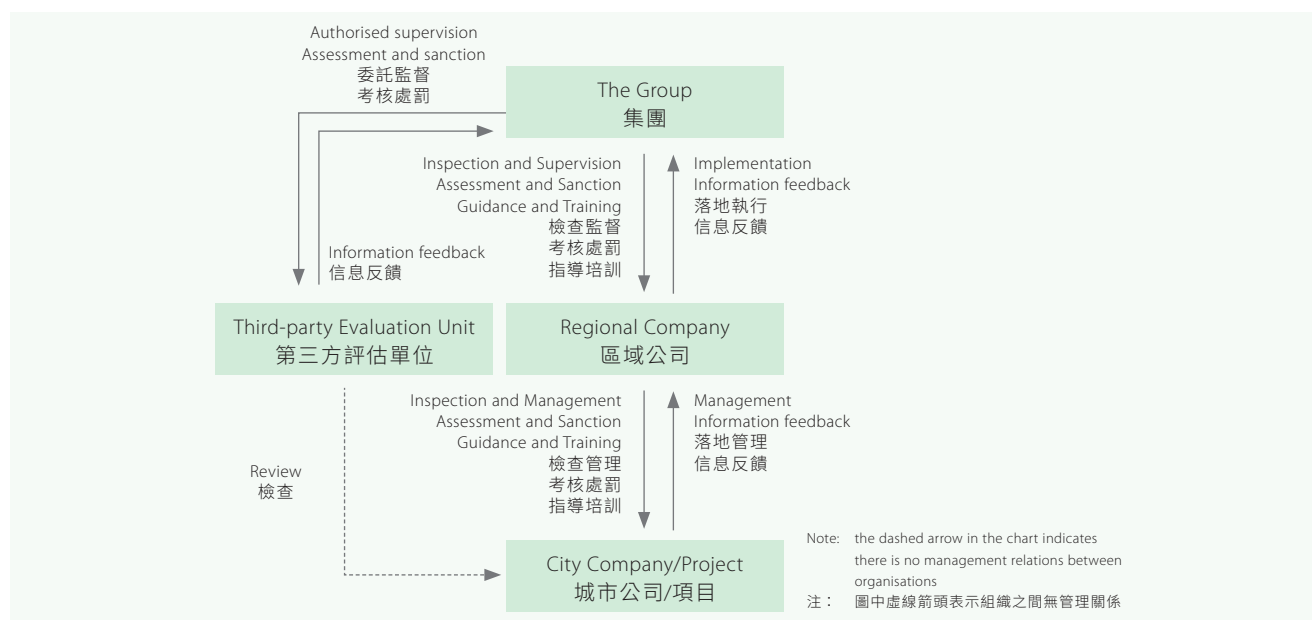
通過建立多維度的供應鏈評估及監管程序，我們不僅希望能強化對供應鏈風險的管理及控制，更重要的是，我們希望能幫助施工單位及承建商提升他們的可持續性，致力打造穩定、堅韌及長久的合作關係。

Construction Safety and Quality

Through implementing the Project Safety Management Measures of Radiance (2020 Edition) formulated by the Engineering Management Centre, our sound Project Safety Management System enables us to rigorously monitor the safety and quality of all projects. As shown in the chart below, the Group has designed the three-level control over engineering safety management. The first level is related to the Group, the second level is related to regional companies and the third level is related to city companies or projects. Units at each level should fulfil their responsibilities in accordance with the formulated regulations, actively communicate with each other and promptly handle any issues or concerns. Regarding the construction safety management of suppliers and contractors, please refer to the sub-section headed "Supply Chain Management" under this chapter.

施工安全與質量

通過貫徹落實工程管理中心制定的《金輝集團工程安全管理辦法（2020版）》，我們健全的工程安全管理體系使我們能夠密切監控所有項目的安全和質量。如下圖所示，本集團已設計工程安全管理的三級控制系統。第一級為集團，第二級為區域公司，第三級為城市公司或項目。每一級需按照制定的規定各司其職，積極互相溝通，及時處理各種問題或疑慮。有關供應商和承建商的施工安全管理，請參閱本章節下的「供應鏈管理」分節。



Three-level Management and Control Chart of Project Safety Management
工程安全管理三級管控圖

In order to ensure project quality and improve construction efficiency, the Group has formulated a series of operational guidelines in accordance with the Unified Standards for Construction Quality Acceptance and the Construction Project Supervision Standards. We have developed the Guidance on Quality Control of Radiance Projects, the Management Measures for Engineering Materials, Equipment and Components (2020 Edition), the Management Guidelines for the Protection of Finished Products and the Management Measures for Landscape Engineering Technology Standards of Radiance. Besides, the Group has updated the relevant documents of the Management Measures for Engineering Technology Quality Behaviour of Radiance (2022 Edition) in 2023. According to the requirements of the Group, manufacturers or construction units have to provide relevant equipment qualification certificates before the commencement of the respective project. All cooperative brand owners are required to sign material and equipment contracts and complete the approval process for the contracts. Then, we will conduct relevant parameter testing based on the ex-factory report of the materials and the re-inspection report after the site visit. Only materials that meet the parameter requirements are allowed to be used on-site.

為保證工程質量、提升建設效率，本集團根據《建築工程施工質量驗收統一標準》及《建設工程監理規範》等國家標準及法律法規要求，制定了《金輝集團工程質量重點管控指引》、《工程材料、設備及構配件管理辦法(2020版)》、《工程成品保護管理指引》、《金輝集團景觀工程技術標管理辦法》等一系列操作指引，並於2023年更新了《金輝集團工程技術質量行為管理辦法（2022版）》相關文件。按照集團要求，廠家或施工單位需於各項目啟動前提供相關設備的合格證明，所有合作品牌需簽訂材料設備合同並完成合同審批流程。我們會根據材料的出廠報告以及到場後的復檢報告進行相關的參數檢測，只有滿足參數要求的材料才被允許現場使用。

We have set strict standards for the assessment of seven landscape engineering technologies, including landscape construction requirements, data quality technology requirements, hard landscape, soft landscape engineering, water supply and drainage system, power system and landscape lighting. Accordingly, it has helped to guarantee the Group's management of engineering materials and technical quality, and strictly controlled behaviours such as "stealing materials" and "changing quality". In addition, we have made use of the Goal Nail Engineering Management System to realise the digital management and control of project sites. Through conducting 24/7 online "cloud supervision", we are able to comprehensively ensure the construction quality of our projects nationwide.

Supply Chain Management

For our suppliers and contractors, we have conducted comprehensive supervision and quality management in accordance with the established selection process and assessment standards. To guarantee transparency and fairness, our Tendering Management System employs a comprehensive supplier evaluation process, encompassing entity qualification verification, historical performance tracking, capability assessments, and delivered projects reviews, thus removing potential risks related to bribery, corruption, and safety concerns. During the inventory inspection stage, the requirements for safe and civilised construction and pollution control have been clearly communicated to suppliers and contractors. Those that do not meet environmental and social requirements will not be inspected and approved. Before bidding, we have required the main contractors to disclose the work details through the Model Version before Bidding of General Contractors. Meanwhile, relevant interviews with the supplier's project team have been conducted to verify the accountability of the provided information, so as to facilitate our decision-making process.

During the construction period, we would suggest opening a dedicated bank account for construction workers to ensure that the funds are used exclusively for the project and to avoid labour disputes over the rights and interests of workers. Our safety management team and specialists have also organised safety inspections and evaluations. To proactively ensure quality, random sampling inspections are performed on materials exhibiting potential deviations or designated for heightened scrutiny. At the same time, the Group's Engineering Management Centre is responsible for inspecting and guiding the ongoing projects, as well as organising quality and safety training to leverage experiences from successful projects. The Operation and Engineering Department, the Design and Development Department, and the Cost and Procurement Department take charge of promoting suppliers to prioritise using environmentally friendly products and services. For details of our requirements on suppliers' green construction, please refer to the subsection headed "Green Production" under the chapter of "Environmental Protection".

我們對七項景觀工程技術設定了嚴苛的標準評定，其中包括景觀施工進場要求、資料質量科技要求、硬質景觀部分、軟景工程部分、給排水系統、電力系統、景觀照明，確保了本集團在工程材料和技術質量方面的管理，嚴控「偷工減料」、「以次充好」等行為。此外，我們利用金釘子工程管理系统，實現工程現場數位化管控，對我們全國的項目進行了二十四小時線上「雲監工」，以全面保障施工質量。

供應鏈管理

對於我們的供應商和承建商，我們會按照設立的遴選流程和考核標準進行全方位監督和質量管理。為了保證透明度及公平性，我們的招標管理系统採用全面的供應商評估程序，包括實體資格驗證、過往績效追蹤、能力評估及所交付項目審查，從而消除與賄賂、貪污及安全問題相關的潛在風險。於清點檢查階段，已向供應商及承包商明確傳達安全文明施工及污染管控要求。不符合環境及社會要求的供應商及承包商將不予驗收及批准。在招標前，我們會要求總包商通過《總包單位招標前交底模版》進行交底工作。同時，與供應商的項目團隊進行相關訪談，核實所提供信息的責任性，以便於我們的決策過程。

在施工期間，我們建議為建築工人開設專門的銀行賬戶，以確保資金專門用於項目，避免因工人權益問題引發勞資糾紛。我們的安全管理小組及專員會亦有組織安全檢查評估，對產生懷疑或認為需要加強品質控制的物料，我們會進行隨機抽樣檢驗。為了積極確保品質，我們會對可能出現偏差或需要加強檢查的物料進行隨機抽查。同時，集團工程管理中心會對項目進行巡檢和指導，並組織質量安全培訓，利用各項目的成功經驗。運營與工程部、設計與開發部以及成本與採購部負責推動供應商優先使用環保產品及服務。有關我們對供應商綠色施工的要求，請參閱「環境保護」章節的「綠色生產」分節。

In order to further strengthen the environmental and social risk management along the supply chain, the Cost and Procurement Department of the Group has launched the Supplier Management System. Supplier assessments have been conducted quarterly to examine their performance on construction materials, engineering quality, labour safety, and violation records. For main contractors and subcontractors, we would conduct on-site inspections and verifications regarding their factory construction, production equipment settings, and sources of raw materials. We are dedicated to selecting suppliers who use materials and technologies that have insignificant or no impact on both the environment and human health. For suppliers with excellent performance, we will give cash rewards and priority in bidding. If a supplier is found to have committed any breach of contract, including but not limited to violations of relevant environmental and human rights laws and regulations, or evidence of serious quality problems in the project, we will blacklist the supplier involved and suspend business cooperation to minimise supply chain risks.

COMPLIANCE AND ROBUST OPERATION

The Group always adheres to the corporate core values of “customer first” and “courageous responsibility” and gives top priority to customer satisfaction and quality service. We strictly abide by the Law of the PRC on the Protection of Consumer Rights and Interests, the Regulations on the Administration of Development and Operation of Urban Real Estate, the Law of the PRC on the Administration of Urban Real Estate and other relevant laws, regulations and industry guidelines. By publishing the Standard Requirements for Show Houses Display, the Operation Guidelines for Contract Drawings, the Public Announcement of House Purchase Process, the Radiance Sunshine Declaration, the Standardisation of the Receiving Party of Engineering Contracts and the Change of Engineering Contract Management System (2024 Trial Version), these guidelines have helped to ensure that business practices such as sales, promotion, and delivery can safeguard customer rights and operational compliance. During the Reporting Period, the Group did not have any material non-compliance incidents relating to its operations.

為進一步加強供應鏈的環境及社會風險管理，本集團成本與採購部已啟動供應商管理系統。每季度對供應商進行評估，檢查其在施工材料、工程質量、勞工安全及違規記錄等方面的表現。對於總包商及分包商，我們會對其工廠建設、生產設備設置、原材料來源等進行實地考察及核實。我們致力於選擇使用對環境及人類健康影響不大或沒有影響的材料和技術的供應商。對於表現優異的供應商，我們將給予現金獎勵及招投標優先權。若發現供應商有任何違約行為，包括但不限於違反相關環境及人權法律法規，或在項目中出現嚴重質量問題的證據，我們會把該涉事供應商列入黑名單，並終止業務合作，以最大可能地降低供應鏈風險。

合規及穩健運營

本集團始終秉持著「客戶第一」、「勇於擔當」的企業核心價值觀，把客戶滿意和品質服務放在首位。我們嚴格遵守《中華人民共和國消費者權益保護法》、《城市房地產開發經營管理條例》、《中華人民共和國城市房地產管理法》等相關法律法規及行業準則。通過發佈《樣版間展示標準要求》、《合同附圖操作指引》、《購房流程公示》、《金輝集團陽光宣言》、《工程契約接收方標準化》及《工程契約變更管理系統（2024年試行版）》等指引，以確保銷售、宣傳及交付等商業行為可保障客戶權益及營運合規。報告期內，本集團未發生任何與運營有關的重大違規事件。

Customer Service and Satisfaction

Radiance has established a comprehensive standardised customer service system. As listed in the Introduction of Radiance Customer Service, our service scope includes:

- provide the Sunshine Declaration to inform customers about unfavourable factors and risks before the sale;
- arrange a dedicated person to follow up the sales services after signing the housing contract;
- inform customers of the housing progress and surrounding facilities periodically;
- hold a pre-acceptance activity before the delivery;
- provide professional building collection and inspection services when customers complete the delivery procedures;
- conduct follow-up visits within approximately six months after the housing delivery;
- provide home warranty services during the warranty period, and give relevant reminders to customers before the warranty period expires.

When customers have opinions on or dissatisfaction with our products or services, they are welcome to directly contact us through the Group's 365 Service Supervision Hotline (400-1118-365) and other complaint channels. We will listen to their feedback in a timely manner and take effective measures to improve our services. The Administrative Measures for Customer Group Complaints and Key Complaints prepared by the Customer Relationship Department and approved by the Department of Human Resources clearly sets out the main conditions to define a key complaint. Based on the scope, the form, and the impact of the issue, all complaints will be classified into three levels, each with corresponding measures in place.

According to our Residential Customer Satisfaction Score Sheet, the satisfaction score is composed of 11 indicators, including delivery service, housing quality, complaint handling, and property service. During the Reporting Period, our overall customer satisfaction was 80%, and the survey cycle involved a grinding period (refers to an initial phase of intense effort to improve customer satisfaction) of 84% and a stable period (refers to the settled satisfaction level once operations normalise) of 73%.

客戶服務與滿意度

金輝集團建立了一套全面的標準化客戶服務體系。如《金輝集團客戶服務簡介》中所列，我們的服務範圍包括：

- 售前提供《陽光宣言》，告知客戶不利因素及風險；
- 簽訂購房合同後，安排專人跟進銷售服務；
- 定期向客戶通報房屋進度及周邊配套設施情況；
- 交房前，舉行預驗收活動；
- 客戶完成交房手續後，提供專業的收樓驗房服務；
- 交房後約六個月內，進行跟蹤回訪；
- 保修期內提供房屋保修服務，並在保修期屆滿前對客戶進行相關提醒。

當客戶對我們的產品或服務有意見或不滿時，歡迎通過集團365服務監督熱線(400-1118-365)及其他投訴渠道直接與我們聯繫。我們將及時聽取客戶的反饋意見並採取有效措施改進我們的服務。由客戶關係部編製、人力部審核批示的《客戶群訴及關鍵投訴管理辦法》清楚列明瞭介定為關鍵投訴的主要條件。根據事件的廣泛性、形式及影響作為標準，投訴被分為三個級別，每級配有相應的管理辦法。

根據我們的《住宅客戶滿意度得分表》，滿意度分值由交付服務、房屋質量、投訴處理、物業服務等十一個指標組合而成。報告期內，我們的整體客戶滿意度為80%，調研週期涉及磨合期(指為提高客戶滿意度而密集努力的初始階段)為84%及穩定期(指營運正常化後的穩定滿意度水平)為73%。

Meanwhile, we have integrated all complaints into the Complaint Schedule. The detailed information about the region, project name, time and content of reporting, method and type of reporting, and status of the matter have been clearly recorded. This not only helps us to ensure all complaints can be properly handled and the progress can be tracked, but also serves as an important basis for our post-event review to prevent similar incidents from happening again. During the Reporting Period, we have received a total of 12,496 (2023:13,086) complaints, most of which have been resolved.

Reasonable Marketing and Promotion

The Group strictly regulates the sales advertisements, announcements, promotional materials, sample houses and sand table models displayed on our website, at sales centres and construction sites. According to the Standard Requirements for Sample Houses prepared by the Customer Relationship Department and reviewed by the Operation Management Centre, the overall delivery standards have to be set at the entrance of the model houses. All displays must be clearly visible with standardised requirements on the size of the displayed text. If delivery standards are inconsistent with the actual delivery, special reminders must be provided in the corresponding section to explain the actual delivery situation. For parts without physical sample displays, a sample display manual is required.

The Group has always paid attention to any potential improper promises of advertising. The Customer Service Department and the Marketing Department have used inspection reports to regularly check and score the business entities mentioned in advertisements. In order to enhance the accountability and transparency of the house purchase process, the Group has published the Standardised Guidelines for Sunshine Declaration Display on Sites and the Requirements for Standardised Purchase Process Disclosure to publicly display information such as the purchase and delivery process, public payment accounts, and audit reporting channels. By standardising the information display, we are able to make sure that all customers receive the same information to make rational purchasing decisions, thus avoiding information bias and differential treatment. For further details regarding the risk auditing and reporting, please refer to the "Anti-fraud and Corruption" sub-section.

Since the launch of the Observing Home System in 2022, we have transformed the traditional residential sales channels and showcased the building construction process to customers in a visual and experiential manner. From the project sales to the construction stage until the final delivery, we have regularly provided various activities, such as real-life demonstrations, open days and live broadcasts of construction sites, and pre-delivery inspections, to give householders a better understanding of the construction progress and housing quality. Moreover, we view the delivery of a property as a promise fulfilled, a "love poem to future living". Our commitment to exceeding expectations is embodied in our newly upgraded delivery system, marked by the "Delivery 100 IP" initiative. This signifies a comprehensive enhancement of our processes, ensuring an efficient and high-quality handover of properties. With over two decades of experience and a strong track record, we have evolved our focus from simply guaranteeing delivery to prioritising quality, product excellence, and superior service.

同時，我們會把所有的投訴整合到《投訴明細表》中，並清楚紀錄有關地區、項目名稱、報事時間和內容、報事方式及類別，以及事項的狀態。這不僅可以幫助我們確保每一件投訴都被妥善處理，並跟進類似事件進展，同時也成為我們事後檢討的重要依據，以防止同樣的事件再次發生。報告期內，我們共接獲12,496件（2023年：13,086件）投訴案件，其中大多數已妥善解決。

合理營銷與宣傳

本集團嚴格規範我們在我們的網站、銷售中心和建築工地等處展示的銷售廣告、公告、宣傳材料、樣版間和沙盤模型。根據客戶關係部編寫、運營管理中心審核的《樣版間展示標準要求》，總體交付標準需設於樣版間入口，所有展示必須清晰可見，對展示文字的大小亦有標準化要求。對於交付標準展示與實際交付不一致的部分，需要在對應的部分張貼特別提示並做出實際交付情況的描述。對於無實體樣版展示的部分，則需要提供樣版展示手冊。

本集團始終重點關注廣告宣傳中是否有不當的承諾。客戶服務及營銷部門會利用檢查報告來定期對廣告中的經營主體進行檢查和評分。為提高購房過程的責任心和透明度，本集團發佈了《網站陽光宣言公示標準化指引》和《購房過程標準化公示要求》，公開公示購房交房流程、公開付款賬目、審核申報渠道等信息。通過規範信息公示，確保所有客戶獲得相同的信息，從而做出理性的購買決策，避免信息偏差及區別對待。有關風險審計和報告的進一步詳情，請參閱「反舞弊腐敗」分節。

自2022年啟動「看鑒家」體系以來，我們顛覆傳統的住宅銷售管道，將房屋建造過程對客戶視覺化、體驗化呈現。從項目銷售到建設階段，直至最終交付兌現，我們會定期通過實景展示、工地開放日及工地直播、交付預驗收等多種形式、多種途徑的開放體驗，讓業主更進一步的了解施工進展和房屋質量。此外，我們將物業交付視為承諾的兌現，是一首「獻給未來生活的愛情詩」。我們對超越期望的承諾體現在全新升級的交付體系中，並以「交付100 IP」計劃為標誌。這意味著我們將全面提升交付流程，確保物業能夠高效且高品質地移交。憑藉超過二十年的經驗與卓越的成績，我們已將重點從單純保證交付發展到優先重視品質、卓越產品和優質服務。

Working Environment 工作環境



Undoubtedly, employees are our valuable assets, as the growth of the corporation is inseparable from the strength of the united and cooperative employees. Therefore, attracting and retaining talent is an important part of our sustainable development strategy. We also care about the health and well-being of our employees and workers along the supply chain. By implementing a comprehensive human resources management system, we have protected the legal rights and interests of employees in terms of recruitment, promotion, training, working hours, remuneration and benefits.

EMPLOYEE HEALTH AND SAFETY

The Group has formulated a set of occupational health and safety guidelines in accordance with the Production Safety Law of the PRC, the Law of the PRC on the Prevention and Control of Occupational Diseases, the Regulation on Work-Related Injury Insurance and other relevant laws and regulations. These guidelines demonstrate some common safety protection measures, set out general procedures and precautions for safe work, and clarify the main responsible persons of different positions. Through on-site investigation, we have identified hidden construction dangers and created the Safety Risk List, which outlines different types of risks and corresponding mitigation measures. The identified risks include management risks, construction risks, climate risks and other common occupational hazards.

The Human Resources and Administration Centre takes the responsibility of organising annual body check-ups for employees, where the medical examination reports will be provided to each individual. During the Reporting Period, the number of days lost due to work-related injuries was 366 days and 3 people experienced work-related injuries. There were no cases of work-related fatalities and no cases of health and safety-related litigation against the Group or its employees in the past three years (including the Reporting Period).

無庸置疑，員工是我們集團的寶貴財富，因為一個企業的茁壯成長與團結合作的員工力量是密不可分的。故此，吸納和挽留人才是我們可持續發展策略中非常重要的一部分。對於供應鏈上的員工和工人，我們同樣會去關注他們的健康和福祉。我們用全面的人力資源管理制度，保障員工在招聘、晉升、培訓、工時、薪酬、福利等方面的合法權益。

員工健康與安全

本集團根據《中華人民共和國安全生產法》、《中華人民共和國職業病防治法》、《工傷保險條例》及其他相關法律法規，制定了一套職業健康安全指引。該等指引展示了一些常見的安全保護措施，列明瞭安全工作的一般程序和注意事項，並明確了不同崗位的主要負責人。通過現場調查，我們發現了施工隱患，並制定了《安全風險清單》，列出了不同類型的風險和相應的緩解措施。確定的風險包括管理風險、施工風險、氣候風險及其他常見的職業危害。

人力行政中心負責組織員工進行年度體檢，並提供每位員工體檢報告。報告期內，工傷損失天數為366天，工傷人數為3人。過去三年（包括報告期）內無發生因工死亡案件，亦無針對本集團或員工而提起的健康安全相關訴訟案件。

We prioritise safety by mandating the formulation of comprehensive safety objectives and emergency plans before commencing construction on all projects. Designated personnel must hold relevant certificates or licenses related to safety construction management, such as special equipment and high-altitude operations, before entering the construction site for work. During the construction phase of the projects, organisations at all levels have to set up safety inspection teams. We maintain a safe construction environment through a robust system of regular and ad-hoc safety inspections, coupled with prompt corrective actions. This includes rigorous monthly inspections of protective measures for high-altitude operations, ensuring comprehensive safety oversight.

To empower employees to prioritise safety, we provide ongoing training and resources, including instruction on identifying, controlling, and preventing workplace hazards. This proactive approach cultivates a safety-conscious workforce. Through case studies and analyses, our employees have become familiar with safety regulations and protective measures, which helps to reduce common occupational safety hazards. In particular, the promotion of fire safety knowledge and skills is undoubtedly a key task for real estate operation and management. The following diagram illustrates the process of our fire drills. By inviting our employees and residents to participate, we hope to improve their fire safety awareness and fire safety skills. In our daily practices, we have regularly inspected facilities and equipment, such as the fire service host, fire water system, smoke emission and alarm system to detect any potential fire hazards, so as to ensure the normal operation of the fire service system.

我們以安全第一，規定所有項目在開工前必須制定全面的安全目標與應急計劃。相關人員在進入施工現場工作前，須持有與安全管理相關的證書或執照，例如特種設備操作證及高空作業證等。在項目的施工階段，各級組織必須設立安全檢查小組。我們通過建立完善的定期與不定期安全檢查制度，並及時採取糾正措施，來維護安全的施工環境。這包括每月對高空作業的防護措施進行嚴格檢查，確保全面的安全監管。

為了讓員工能夠將安全放在首位，我們提供持續的培訓與資源，包括指導員工如何識別、控制及預防工作場所的潛在危險。這種主動的方式有助於培養員工的安全意識，打造一支注重安全的團隊。其中，普及消防安全知識及技能無疑是物業運營和管理的一項重點工作。下圖展示了我們完整的消防安全演習流程，通過邀請我們的員工及居民進行實操演練，我們希望能提高他們的消防安全意識和消防技能。在平日，我們亦會定期對消防主機、消防水系統、排煙及報警系統等設施設備進行檢查，排查消防隱患，以保證消防系統的正常運行。



Simulation of fire in resident
模擬住宅區發生火災



Fire safety personnel
消防人員就位



Immediate initiation of
emergency procedures
項目立即啟動應急程序



Outage and lock ladder
斷電、鎖梯



Fire extinguishment preparation
滅火準備



Fire Extinguishing
滅火

EMPLOYEE REMUNERATION AND BENEFITS

In order to standardise remuneration management and payment to attract and retain outstanding talents, the Human Resources and Administration Management Centre of the Group has published the Remuneration Management System of Radiance (2020 Version). We aim to improve our performance-oriented salary principle, standardise the responsibilities of human resources at all levels, adjust the salary packages based on the actual situation of the country and the market, and clarify the rules for bonus distribution.

In line with national regulations, Radiance offers a comprehensive suite of leave benefits to all employees, encompassing public holidays, sick leave, work-related injury leave, personal leave, marital leave, maternity leave, funeral leave, and paid annual leave, as detailed in our Attendance and Leave Management System (2017 Edition). During the Reporting Period, the Group strictly complied with all laws and regulations, and did not face any violations in terms of remuneration and benefits practices.

At the same time, we are committed to paying attention to the occupational health and wellbeing of our employees. The Welfare Management System of Radiance (2023 Edition) published by the Human Resources and Administration Management Centre has further strengthened the management of employee benefits and enhanced employees' sense of belonging and cohesion. In addition to the Five Insurances and One Fund, we have provided employees with various work subsidies, such as off-site work subsidies, high-temperature work subsidies, transportation and meal subsidies, and annual health checks. During festivals, we have prepared holiday gifts and festival fees, and also coordinated with subsidiaries to organise various forms of employee engagement activities. For employees' families, we have given housing purchase discounts, condolences and marriage gifts.

員工薪資與福利

為規範薪酬管理和支付，吸引和保留優秀人才，本集團的人力行政管理中心發佈了《金輝集團薪酬管理制度（2020版）》，旨在完善以業績為導向的定薪原則，規範各級人力職責，結合國家和市場實際調整薪酬方案，並明確獎金發放規則。

根據國家相關規定，金輝集團為全體員工提供全面的假期福利，包括公眾假期、病假、工傷假、事假、婚假、產假、喪假及帶薪年假等，詳情請參閱《金輝集團考勤與假期管理制度（2017年版）》。報告期內，本集團嚴格遵守各項法律法規，未有任何薪資或福利方面違規的行為。

同時，我們致力於關注我們員工的職業健康和福利。人力行政管理中心刊發《金輝集團福利管理制度（2023版）》，以進一步加強對員工福利的管理，增強員工對公司的歸屬感和凝聚力。除五險一金外，我們為員工提供了各類工作補貼，如異地工作補貼、高溫工作補貼，以及交通和膳食補貼，並每年組織體檢。逢年過節，我們會準備節日賀禮及過節費，聯動地方分公司，組織各種形式的員工參與活動。對於員工的家庭上，我們會提供購房優惠、慰唁金和結婚賀金。

We champion gender equality and value the well-being of our female employees. In full compliance with the Law of the People's Republic of China on the Protection of Women's Rights and Interests and the Special Provisions on the Labour Protection of Female Employees, we foster a supportive and inclusive work environment. This commitment is further demonstrated through initiatives such as arranging special events on International Women's Day, designed to enhance communication and strengthen camaraderie. By promoting work-life balance and fostering a sense of belonging, we aim to create a workplace where all employees can thrive.

EMPLOYEE TRAINING AND DEVELOPMENT

In order to empower the professionalism of employees and stimulate their growth, we have launched the Radiance Training and Development Management System (2020 Edition). The comprehensive talent training system aims to facilitate the integration of new employees, learning and exchange among current employees, managerial echelon training, and continuous improvement of executives. We have also committed to regularly reviewing the established training mechanisms and management processes to ensure that our multilevel training courses are targeted and effective, and can meet the skill development needs of employees within different job functions and positions. During the Reporting Period, 42.78% (2023: 95.32%) of the Group's employees have received training, and the average training hours is 1.56 hours (2023: 17.09 hours). For detailed data on training, please refer to the "KPI Summary" section.

Radiance has provided diverse training courses and programmes for employees at different levels and categories, including external and internal training, job rotation, as well as annual course incentive plans to improve employees' hard and soft skills and enhance their work motivation. During the Reporting Period, these programs included case study analyses of hotel project issues, exploration of fourth-generation residential practices, examination of trends in residential landscape design, strategies for demand-driven product development and marketing, effective sales techniques, and methods for achieving cost efficiency and quality enhancement. These initiatives reflect our commitment to fostering a culture of continuous learning and empowering our employees to excel in their roles.

In order to continuously support employee development and offer professional and high-quality products and services to customers, our managers and employees at all levels have participated in the annual cycle process of performance target setting, performance counselling, performance assessment and evaluation, application of performance results, and performance target enhancement. It can be said that we have recruited and retained talents not only to provide a clear career development path, but also a long-term and comprehensive training system as well as a passionate and open team atmosphere.

我們倡導性別平等，並高度重視女性員工的福祉。我們嚴格遵守《中華人民共和國婦女權益保障法》及《女職工勞動保護特別規定》，致力於營造一個支持性與包容性的工作環境。我們通過在國際婦女節安排專題活動等舉措，進一步展現這一承諾，促進員工之間的溝通與團隊凝聚力。我們致力於推動工作與生活的平衡，並培養員工的歸屬感，旨在打造一個讓所有員工都能茁壯成長的工作場所。

員工培訓與發展

為賦能員工專業素養，激發員工成長，我們推出了《金輝集團培訓發展管理制度（2020版）》。旨在促進新員工融入、現員工學習交流、管理者階梯培養、高管持續精進的完善人才培養體系。我們還承諾定期檢討已建立的培訓機制及管理流程，確保多層次的培訓課程具有針對性和有效性，以此滿足不同職能及崗位員工的發展訴求。報告期內，本集團的受訓員工百分比為42.78%（2023年：95.32%），受訓員工的平均培訓時數1.56小時（2023年：17.09小時）。有關培訓的詳細數據，請參閱「關鍵績效指標總匯」章節。

金輝集團已為不同層級、不同類別的員工提供了多樣化的培訓課程及項目，包括外部培訓、內部培訓、輪崗以及年度課程激勵計劃等，以提高員工的軟硬技能，增強員工的工作積極性。於報告期內，該等計劃包括對酒店項目問題的案例分析、探索第四代住宅實踐、研究住宅景觀設計趨勢、以需求驅動的產品開發與營銷策略、有效的銷售技巧，以及實現成本效益與質量提升的方法。該等舉措反應我們致力於培養持續學習的文化，並讓我們的員工在各自的崗位上發揮所長。

為了持續支持員工發展，為客戶帶來專業、優質的產品和服務，我們的各級管理者和員工共同參與績效目標製定、績效輔導溝通、績效考核評價、績效結果應用、績效目標提升的年度循環過程。可以說，我們不僅有清晰的職業發展路徑、更有長期並完善的培養體系以及激情而開放的團隊氛圍廣納英才並留住人才。

EQUAL AND DIVERSIFIED EMPLOYMENT

Radiance is committed to fostering a respectful and equitable workplace where every employee is valued. In full compliance with the Labour Law of the PRC, the Labour Contract Law of the PRC, and other relevant regulations, we have established comprehensive guidelines for employee relations. These are detailed in the Employee Handbook of Radiance (2020 Second Edition) and the Recruitment Management System of Radiance (2020 Revised Edition), developed and maintained by our Human Resources and Administration Centre. These documents reflect our dedication to fair employment practices and ensure a harmonious and productive work environment for all.

We guarantee that the recruitment, development and promotion, salary adjustment and bonus incentive shall be based on employees' qualifications and work performance, and they shall not be treated differently due to their gender, age, race, disability, religious belief or family status. Our unified recruitment management system ensures a standardised and merit-based approach to talent acquisition and development. Employee selection is based on comprehensive evaluations, including performance reviews, annual talent assessments, on-site investigations, and organisational recommendations. Career advancement is driven by performance, with reviews conducted by managers at all levels according to their respective authority. The external recruitment and campus recruitment process across all subsidiaries of the Group have been standardised to guarantee fairness and transparency. During the Reporting Period, the Group did not have any violations of legislation relating to the labour practices of recruitment, promotion, equal opportunity, diversity and anti-discrimination.

The Group strictly complies with the Law of the PRC on the Protection of Minors and the Provisions on the Prohibition of Using Child Labour, and prohibits any forced labour and child labour within the workplace. The Attendance and Leave Management System of Radiance (2017 Edition) sets out that employees' maximum working time should be eight hours per day and forty hours per week. For applicants under the age of 16, the Group will refuse to handle the admission procedures. If child labour is unintentionally recruited, we will immediately terminate the labour contract of the person concerned and contact his/her legal guardian for further handling. Subsequently, we will notify the relevant departments for investigation and review our procedures to prevent the recurrence of similar incidents. At the same time, we have required third parties to clearly state the relevant provisions on prohibiting all contractors from employing child labour or forced labour in the service contractor contract, and submit the contractor's list of employees to the Group for record keeping.

平等與多元化僱傭

金輝集團致力於營造一個尊重及平等的工作環境，讓每位員工都受到重視。我們嚴格遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》及其他相關法規，並制定全面的員工關係指引。該等指引詳見由人力資源及行政中心編製及維護的《金輝集團員工手冊（2020年第二版）》及《金輝集團招聘管理制度（2020年修訂版）》。該等文件體現了我們對公平僱傭實踐的承諾，並確保為所有員工提供一個和諧且高效的工作環境。

我們承諾，員工的招聘、發展晉升、薪酬調整、獎金激勵等均均以員工自身的資歷和工作表現為依據，不會因性別、年齡、種族、殘疾、宗教信仰或家庭狀況而受到區別對待。我們統一的招聘管理制度可確保採用標準化、擇優錄用的方式進行人才招聘與發展。員工的選拔基於全面的評估，包括績效考核、年度人才評估、現場調查及組織推薦。職業發展以績效為導向，並由各級管理層根據其各自的權限進行審核。本集團所有附屬公司的外部招聘和校園招聘流程均已實現標準化，保證了招聘的公正性和透明度。報告期內，本集團在招聘、晉升、平等機會、多元化和反歧視等勞動實踐方面並無任何違法行為。

本集團嚴格遵從《中華人民共和國未成年人保護法》和《禁止使用童工規定》，嚴禁在工作場所出現任何強迫勞動和童工問題。《金輝集團考勤休假管理制度（2017版）》規定，員工每天最長工作時間為八小時，每周最長工作時間為四十小時。對於年齡低於16歲的應聘者，本集團將拒絕辦理入職手續。若發生誤聘童工的事件，我們會立即終止當事人的勞動合約，並聯繫他/她的法定監護人作進一步處理。隨後，我們會通知有關部門進行調查，並檢討我們的程序，以避免類似事件再次發生。同時，我們也會要求第三方在服務承包商合同上，需清楚列明嚴禁各承建商聘用童工或強制勞工的相關條款，並將承包商員工名單交給本集團備案。

Environmental Protection

環境保護



Radiance recognises the growing impact of climate change and its associated physical and transition risks to the Company. These risks pose significant challenges to our business strategies, financial performance, and long-term development. As a responsible real estate developer committed to delivering high-quality products and services, we also prioritise minimising our environmental footprint and resource consumption.

To achieve this, we have implemented a comprehensive green development strategy, encompassing green production, green technology, and green office initiatives. This strategy is supported by a robust framework of policies and codes aligned with national laws, regulations, and industry standards. Through proactive climate-related risk assessments and mitigation efforts, we actively address climate-related challenges. We are dedicated to promoting low-carbon operations and sustainable development within the construction industry and collaborating with stakeholders and industry peers to create a more sustainable future.

GREEN PRODUCTION

We consciously abide by the Environmental Protection Law of the People's Republic of China, the Law of the People's Republic of China on the Prevention and Control of Water Pollution and other relevant laws and regulations on emissions and the environment. The Group has established the Administrative Measures for Quality Behaviour of Engineering Technology of Radiance (2022 Edition), which clarifies the operational standards and requirements related to environmental protection, energy conservation, emission reduction, and other environmental aspects of its businesses. In order to reduce our construction impact on the environment and natural resources, the Engineering Quality Department of the Operation Management Centre has implemented the Key Points of Project Safety Inspection and Control. During the Reporting Period, the Group was not aware of any violations relating to emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.

Risk Management

Before the commencement of a project, we have clearly mandated each functional department to comply with a series of construction management policies. These documents have been prepared by the Engineering Management Centre and reviewed and approved by the Group's Operation Centre, including the Green Construction Management System, the Construction Site Waste Management Regulations and the Construction Site Wastewater Discharge Management Measures.

金輝集團意識到氣候變化及其相關的實體風險及轉型風險對本公司的影響與日俱增。該等風險對我們的業務策略、財務表現及長期發展構成重大挑戰。作為一家致力於提供高質量產品與服務的負責任房地產開發商，我們亦將盡量減少對環境的影響及資源消耗列為優先事項。

為實現此目標，我們實施全面的綠色發展策略，涵蓋綠色生產、綠色技術及綠色辦公舉措。該策略由一系列符合國家法律法規及行業標準的健全政策與規範框架所支持。通過積極的氣候相關風險評估與緩解措施，我們積極應對氣候相關挑戰。我們致力於推動建築行業的低碳運營與可持續發展，並與持份者及業界同行合作，共同創造更可持續發展的未來。

綠色生產

我們自覺遵守國家制定的《中華人民共和國環境保護法》、《中華人民共和國水污染防治法》及其他針對排放及環境的相關法律法規，制定了《金輝集團工程技術質量行為管理辦法（2022版）》，明確了環境保護及節能減排等其他環保方面的操作標準和要求。為減少施工對環境及天然資源造成重大影響，運營管理中心工程品質部於今年實施了《工程安全檢查管控要點》。報告期內，本集團未發現任何與廢氣排放、向水及土地排放以及產生有害及無害廢物有關的違規行為。

風險管理

項目開始前，我們明確授權各職能部門需遵守由工程管理中心編製、集團運營中心審核批示的一系列施工管理政策，包括《綠色施工管理制度》、《建築施工現場廢棄物管理規定》、《施工現場污水排放管理辦法》。

The relevant survey content in the engineering survey reports has been studied by us to identify potential climate risks at the construction site. To this end, we have prepared the Emergency Plan for Extreme Weather, the Emergency Plan for Fire Prevention and the Emergency Plan for Health and Epidemic Prevention, which provides all our employees and contractors with guidance and measures to cope with different emergencies. For more details regarding the identification of and responses to climate risks, please refer to the "Climate Change" section in this chapter.

我們會研究工程勘察報告的相關勘察內容，對施工現場可能遇到的氣候風險進行識別。為此，我們編製《極端天氣應急預案》、《消防應急預案》、以及《衛生防疫應急預案》，為我們的所有員工及承包商提供了應對各類突發事件的指引及辦法。有關識別及應對氣候風險的詳細資料，請參閱本章的「氣候變化」一節。

The Emergency Plan for Extreme Weather 極端天氣應急計劃	
Risk Name 風險名稱	Response Measures 應對辦法
High Temperature 高溫天氣	<ol style="list-style-type: none"> Flexibly adjust the construction time according to the requirements of the local government to avoid high-temperature operation; Prepare a heatstroke prevention and cooling plan, provide heat-relief items and medicines, and promote knowledge of avoiding heatstroke or post heatstroke treatment; Cooperate with construction units to manage the sanitation of the project canteen during the summer. <ol style="list-style-type: none"> 根據當地政府要求，靈活調整施工時間，避免高溫作業； 制定防暑降溫計劃，提供防暑降溫物品及藥品，並宣傳防暑降溫及中暑急救知識； 配合施工單位做好夏季工程食堂的衛生管理。
Typhoon 颱風	<ol style="list-style-type: none"> Staff evacuation: establish a project emergency team, pay attention to typhoon-related information at all times, notify project personnel and all team operators, make preparations for evacuation and transfer at any time according to weather changes and the requirements of the competent authorities, and prepare sufficient evacuation materials (such as food, water, etc.); Transfer of important equipment and facilities: secure transfer of transferable equipment (such as computers) important to the project; Transfer of inside information: <ol style="list-style-type: none"> All information on the site (e.g., civil engineering, safety) shall be sorted and summarised, and the packaging boxes shall be transferred under conditions permitted by time; If time is not allowed, the following important technical information shall be transferred first: <ol style="list-style-type: none"> Preliminary statutory procedures; Start-up report, drawing review record, record for check of foundation subsoil; Acceptance record, product quality certification documents, inspection test reports; Visa sheets and design changes; Construction drawings, etc.; Organise relevant personnel to conduct a comprehensive safety inspection in a timely manner, including large-scale machinery and slope safety. <ol style="list-style-type: none"> 人員撤離：建立項目應急小組，時刻關注颱風相關信息，通知項目各崗位人員及所有班組作業人員，根據天氣變化和主管部門要求，隨時做好撤離疏散，轉移的準備工作，並準備充足的撤離物資（如食物、水等）； 重要設備設施轉移：對項目的重要可轉移的設備（如電腦）進行安全轉移； 內業資料的轉移： <ol style="list-style-type: none"> 時間允許的條件下，應將現場所有資料（如土建、安全）分類進行整理匯總，打包裝箱進行轉移； 時間不允許的條件下，應首先轉移以下重要技術資料： <ol style="list-style-type: none"> 前期法定程序文件； 開工報告、圖紙會審記錄、地基驗槽記錄； 驗收記錄、產品質量證明文件、檢試驗報告； 簽證單、設計變更； 施工圖紙等； 及時組織有關人員進行一次全面的安全檢查，包括大型機械、邊坡安全。

Project Impact Management

In terms of the selection of construction materials for our projects, we always prioritise purchasing materials that can minimise or avoid wet work and sewage, such as solar panels, gypsum slurry, Autoclaved Aerated Concrete ("AAC") partitions, prefabricated laminated panels, and finished mortar and finished doses. After the commencement of the project, we followed the procedures to reduce, recycle and detoxify all the waste at the construction site. The Group has asked relevant departments to carry out anti-moisture, anti-rust, anti-sunscreen and anti-deterioration work in the storage warehouses for raw materials and finished products to reduce unnecessary material consumption and promote resource reuse. Our goal is to save materials from the source, while strictly monitoring the classification, storage and disposal of all kinds of wastes during the construction process. Except for wastewater, emissions, and noise, all projects of the Group have no other significant impact on the surrounding environment or natural resources.

For unavoidable wastewater, we have constructed drainage ditches and set up a sediment pond before discharging into the main ditch outside the drainage ditch, so as to intercept sediments and reduce the possibility of clogging the construction site or rivers. We strictly prohibited any untreated wastewater from being directly discharged into the municipal sewage network. In the office and living areas, we have also set up filters and grease traps to separate grease from wastewater. This effectively avoids blockage, siltation, odour and unhygienic environment when wastes are discharged into sewers or drains due to the accumulation of oil pollution. For the discharge of water pollutants that may exceed national regulations, employees of the Company have to fill in the Discharge Declaration and Registration Form and submit it to the relevant local competent authorities before the project commences. During the Reporting Period, we have posted water-saving slogans near water facilities to enhance employees' awareness of water conservation.

項目影響管理

在項目建築材料的選擇方面，我們始終優先選購可最大限度減少或避免濕作業和污水排放的材料，如太陽能板、石膏砂漿、蒸壓加氣混凝土（「AAC」）隔牆板、預製疊合板，以及成品砂漿及成品缸。項目工程啟動後，我們會對施工現場產生的廢棄物實行減量化、資源化、無害化。本集團要求相關部門對原材料和成品的儲存倉庫進行防潮、防銹、防曬、防變質等工作，減少不必要的材料消耗並推動資源再利用。我們旨在從源頭節約用料，並嚴格監控各類廢物的分類、儲存和處置。除廢水、廢氣和噪音外，本集團所有項目均未對周圍環境及自然資源造成其他重大影響。

對於無可避免的廢水，我們已建造排水溝，並在排入排水溝外的主溝前設置沉澱池，以攔截沉澱物，減少堵塞施工現場或河流的可能性。在辦公及生活區域，我們亦設置了過濾器及隔油池，以分離油脂與廢水。此舉可有效避免因油污積聚而導致廢物排入下水道或排水溝時造成的堵塞、淤積、異味及不衛生的環境。對於可能超出國家規定的水污染物排放，本公司員工須在項目開始前填寫《排放申報及登記表》並提交至當地相關主管部門。於報告期內，我們在用水設施附近張貼節水標語，以提高員工的節水意識。



Environmental Protection 環境保護

Secondly, the Engineering Management Department of the Group has regularly conducted special inspections on regional functional departments and project management to regulate exhaust emissions, minimising air pollution through refined control measures. All exhaust emissions from construction vehicles, machinery and equipment comply with national and local emission standards. In order to control the emission of fine particulate matter, environmental monitoring sensors have been installed at all sites to monitor the air quality of construction sites in real time, and corresponding emission reduction measures have been taken in a timely manner. We have also implemented for cannons, fences and spraying facilities to reduce the impact of dust on surrounding communities. For equipment that generates noise during the construction process, a special device has been installed to isolate the noise and reduce noise decibels to a reasonable range. Despite our ongoing efforts to implement sustainable construction practices, we regret to report that exhaust gas emissions increased by 317% in 2024 compared to our 2021 baseline. This rise was primarily driven by increased fuel consumption from construction machinery and vehicles usage. As a result, we did not meet our target of reducing pollutant emissions by five percent in 2024 compared to the base year 2021. We acknowledge this setback and nevertheless remain dedicated to strengthening our environmental performance. Moving forward, we will encourage the replacement of gasoline-powered fleet vehicles with electric vehicles to reinforce our dedication and will provide regular updates on our progress in future reports.

Responsible Supply Chain

We have departments responsible for promoting suppliers to use more environmentally friendly products and services, which are divided into landscape and non-landscape categories. The landscape-related activities are managed by the Design and Development Centre, whereas the non-landscape-related activities are managed by the Operation Management Centre. When selecting suppliers, the Group gives priority to suppliers who have obtained environmental quality management system certifications such as ISO14001 or whose materials and technologies have little or no impact on the environment and human health. In terms of material selection, we require suppliers or contractors to first consider the possible impact of materials on the environment and human health. We also encourage them to actively respond to national policies to adopt technologies such as Prefabricated Construction ("PC") materials, finished bathrooms and prefabricated machine rooms, which can reduce on-site construction, control waste gas and wastewater discharge from the source and the generation of construction wastes. For further information regarding the environmental management and assessment of suppliers, please refer to the sub-section of "Supply Chain Management".

其次，本集團工程管理部定期對區域職能部門及項目管理進行專項檢查，以規範廢氣排放，通過精細化的防控措施將空氣污染降至最低。所有施工車輛、機械及設備的廢氣排放均符合國家及地方排放標準。為控制微細顆粒物的排放，所有工地均安裝了環境監測傳感器，以實時監測施工現場的空氣質量，並及時採取相應的減排措施。我們亦採用炮霧機、圍擋及噴淋設施，以減少粉塵對周邊社區的影響。對於施工過程中產生噪音的設備，我們已安裝專用裝置以隔離噪音，並將噪音分貝降低至合理範圍。儘管我們持續致力實施可持續發展施工常規，惟我們遺憾地報告，與2021年基線相比，2024年廢氣排放量增加317%。該增加乃主要由於建築機械及車輛使用的燃料消耗增加所致。因此，我們未能實現於2024年污染物排放較2021基準年減少5%的目標。我們承認這一挫折，惟仍將繼續致力加強我們的環境表現。展望未來，我們將鼓勵以電車取代油車車隊，以鞏固我們的承諾，並將在未來報告中定期提供最新動態。

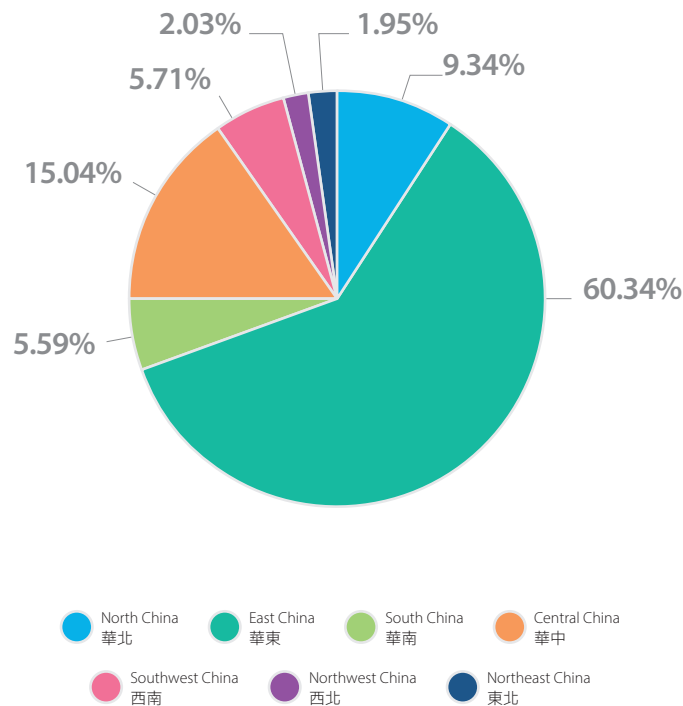
負責任的供應鏈

我們設有部門負責推動供應商使用更環保產品及服務，該等產品及服務分為景觀類及非景觀類。與景觀有關的活動由設計及開發中心管理，而與景觀無關的活動則由運營管理中心管理。在揀選供應商時，本集團會優先選用通過ISO14001等環境質量管理體系認證的供應商，或其材料及技術對環境和人體健康影響很小或並無影響的供應商。在選材方面，我們要求供應商或承建商首先需要考慮材料對環境及人類健康可能造成的影響，鼓勵他們積極響應國家政策採用PC預製材料、成品衛浴、裝配式工房等技術，減少現場施工，從源頭控制廢氣和廢水排放，以及建築廢料的產生。有關供應商的環境管理及評估的進一步資料，請參閱「供應鏈管理」分節。

At the same time, we have set up the relevant clauses of civilised construction in the contract, which stipulates that construction contractors shall adopt pollution management and control plans for noise, dust and waste on the construction site. Specifically, for waste management, engineering contractors are required to classify wastes into general or hazardous wastes, and then sub-divide them into non-recyclable or special treatment. In line with the categories of hazardous wastes specified in the Directory of National Hazardous Wastes, hazardous wastes shall be arranged for separate storage. The stored containers must clearly display information about the name and quantity of the waste, before arranging qualified recyclers to recycle the waste. If the local housing and construction bureaus or industrial and commercial authorities have special environmental requirements on noise or emission levels, suppliers and contractors are required to strictly follow the requirements and take immediate action to comply. During the Reporting Period, we have cooperated with a total of 12,435 suppliers across the country, and the pie chart below demonstrates their regional distribution. For more details on the distribution of suppliers, please refer to the "KPI Summary" section.

同時，我們在與承包商簽訂的合同中設置了文明施工相關條款，明確要求工程承包商對施工現場採取噪音、粉塵、廢棄物等污染管控方案。具體而言，在廢棄物管理上，工程承包商首先需要按照一般性或危險性將廢棄物進行分類，再細分為不可回收或需要特殊處理。根據《國家危險廢物名錄》內規定的危險廢物類別，危險性廢物需分開存放在獨立位置。存放的容器必須明確顯示廢棄物的名稱及數量等信息，然後再安排具備資質的回收商回收廢棄物。倘若當地住建局或工商部門對噪音或排放水平有特殊的環保要求，供應商及承建商必須嚴格遵守要求，並立即採取行動予以遵守。報告期內，我們共與12,435家全國各地供應商進行了合作，供應商的地區分佈如下圖所示。有關供應商分佈的更多細節，請參閱「關鍵績效指標總匯」章節。

Regional Distribution of Suppliers 供應商的地區分佈



GREEN OFFICE

We always keep in mind the national development guidance that “lucid waters and lush mountains are invaluable assets”. Apart from purchasing office supplies that meet green and environmental standards, the Group also vigorously promotes the operating model of paperless and low-carbon office. By integrating the concepts of resource conservation and environmental protection into daily work and life, we aim to continuously enhance the environmental awareness of our employees and promote the sustainable development of Radiance.

Paper

In order to reduce paper usage, we have posted reminders in the office to encourage our employees to use electronic documents instead of paper printing as much as possible. In principle, we require electronic circulation of company documents and are no longer using any paper materials for internal meetings. If paper documents are needed for business needs, black and white and double-sided printing are preferred. As shown below, we have also placed recycling baskets next to printers to strengthen the management of wastepaper in the offices. Unavoidable single-sided printing materials which do not contain any confidential information can be recycled and reused for invoice posting or informal documents. The fourth Friday of each month is known as the “No Printing Day” of the Group. By using our Huiyao Cloud printing back-office system, we collected the total printing data, colour printing data, and single-sided printing data once a month, and published the statistical results in our monthly non-printing daily posters to continuously practice the concept of paperless office. The Group has successfully maintained the annual paper consumption below our 2021 baseline, thereby achieving our environmental targets for waste management. During the Reporting Period, our paper recycling accounted for 3.76% (2023: 9.48%) of our total paper purchase. Looking ahead, we aim to improve paper recycling rate by 5 percent by 2027 as compared to 2024 base year, showcasing our support for the circular economy.

綠色辦公

我們牢記國家「綠水青山就是金山銀山」的發展方針。除了採購符合綠色環保標準的辦公用品外，本集團還大力推廣無紙化、低碳化辦公的運營模式通過將節約資源、保護環境的理念融入日常工作生活中，不斷提高員工的環保意識，促進金輝集團的可持續發展。

紙張

為節約用紙，我們會在辦公室內設置節約用紙的提示語、鼓勵盡量用電子文檔代替紙質打印。原則上，我們要求公司文件以電子方式傳閱，內部會議不再使用任何紙質材料。如果因業務需要必須紙質文件，則優先選擇黑白及雙面打印。如下圖所示，我們還在打印機旁放置了回收籃，以加強辦公室內的廢紙管理。無法避免的單面打印材料，只要不包含任何機密信息，均可回收再利用，用於貼發票或非正式文件。我們還將每月的第四個星期五設為「無打印日」，通過利用我們的輝耀雲打印後臺系統，我們會每月統計一次總打印數據、彩色打印數據、和單面打印數據，並將統計結果發布於我們每月製作的無打印日海報中，持續踐行無紙化辦公理念。本集團已將每年的用紙量成功維持在低於我們2021年基線的用量，藉此實現我們對於廢棄物管理的環境目標。報告期內，我們的廢紙回收量佔我們紙張總購買量的3.76%（2023年：9.48%）。展望未來，我們的目標是到2027年紙張回收率較基準年2024年提高5%，展現我們對循環經濟的支持。

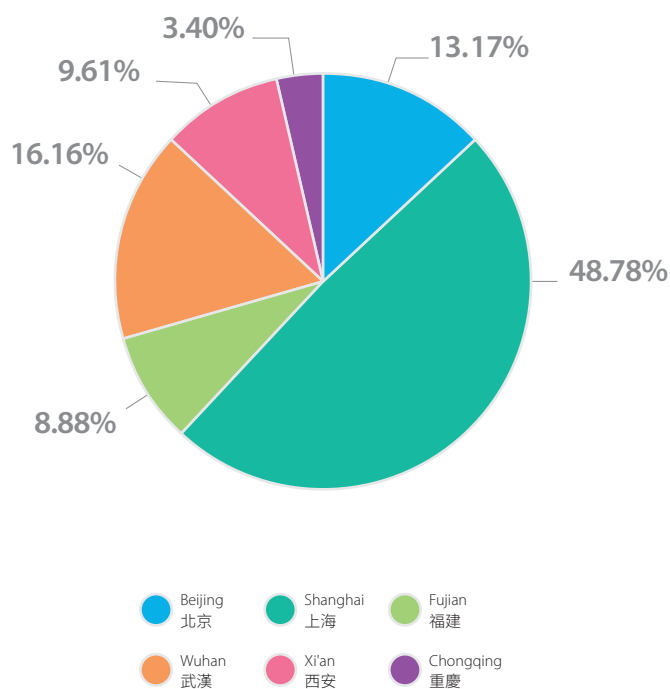


Wastepaper recycling baskets and paper saving slogans placed next to printers
打印機旁放置的廢紙回收筐及紙張節約標語

During the Reporting Period, we have planted 8,168 (2023: 14,681) trees in various project cities across China, hoping to offset the carbon dioxide generated during our construction and operation. The diagram below illustrates the geographical distribution of the Group's planted trees.

報告期內，我們於全國各項目城市共種植樹木8,168棵（2023年：14,681棵），希望通過植樹造林來抵消我們在建設和運營期間產生的二氧化碳。下圖列示本集團植樹的地理分佈情況。

Geographical Distribution of Planted Trees 種植樹木的地理分佈



Energy and Emissions

Radiance actively promotes energy conservation through a multi-faceted approach. We have issued daily energy-saving reminders and strategically placed signage to encourage the responsible use of lighting and air conditioning. Furthermore, we have optimised office space utilisation by introducing mobile workstations and centralised working areas, reducing overall energy consumption.

We are committed to enhancing operational efficiency and minimising our environmental impact. For instance, we have streamlined office layouts, promoted shared workspaces and reduced the number of executive offices. To further reduce our carbon footprint, we actively encourage the use of remote video conferencing for meetings and inspections, minimising unnecessary travel and the use of meeting rooms. This is reinforced by the “Notice on Improving Meeting Efficiency and Streamlining Meeting Materials” issued in 2022, which promotes the use of online platforms like Huiyao and telephone conferencing for internal communication.

Furthermore, we encourage employees to utilise public transportation or electric vehicles for commuting. Our parking lots are equipped with electric vehicle charging facilities, and new projects include provisions for charging infrastructure. For company vehicles, regular maintenance ensures optimal engine performance and reduced emissions. Through these initiatives, we have achieved a 5% reduction in energy consumption by 2024 compared to our 2021 baseline. By 2027, we aim to maintain total energy consumption intensity (by gross floor area) below 2024 base year and reduce total greenhouse gas emissions (including scope 1 and 2) by 10 percent as compared to 2024 base year. This commitment to energy efficiency and reduced emissions underscores our dedication to environmental sustainability.

能源及排放

金輝集團通過多方面的措施積極推動節能減排。我們發布了日常節能提醒，並在適當位置設置標識，鼓勵合理使用照明及空調。此外，我們通過引入移動工作站及集中工作區域，優化辦公空間的利用率，從而降低整體能耗。

我們致力於提升運營效率並將對環境的影響降至最低。例如，我們精簡辦公室佈局，推廣共享工作空間，並減少高管辦公室數量。為了進一步減少碳足跡，我們積極鼓勵使用遠程視頻會議進行會議及檢查，以減少不必要的差旅及會議室使用。該項措施得到了2022年發佈的《關於提升會議效率、精簡會議材料的通知》的支持，其提倡使用輝耀及電話會議等線上平台進行內部溝通。

此外，我們鼓勵員工使用公共交通工具或電動車通勤。我們的停車場配備電動車充電設施，新項目亦包含充電基礎設施的規劃。對於公司車輛，我們通過定期維護確保其發動機性能達到最佳狀態並減少廢氣排放。透過該等措施，於2024年，我們已將能源消耗較2021年基線減少5%。到2027年，我們的目標是將總能源消耗強度（按樓面面積計算）維持在低於基準年2024年的強度，且溫室氣體排放總量（包括範圍一及範圍二）較基準年2024年減少10%。該項對能源效率提升及減排的承諾，突顯了我們對環境可持續發展的堅定決心。

Water

Water-saving reminder slogans have been displayed around pantries, restrooms, and water dispensers within the office (see images below). The main water source of the Group is municipal water, so the Group did not face any issues in sourcing water fit for purpose during the Reporting Period. The Group's goal in water resource conservation is that the annual water consumption shall not exceed the baseline year of 2021. During the Reporting period, the total water consumption was 25,370.37 cubic meter, representing a 94.54% decrease as compared to 2021 baseline (2021:464,834.63 cubic meters). By 2027, we aspire to maintain water consumption intensity (by gross floor area) below 2024 base year by introducing more progressive measures such as installing rain barrels or small-scale rainwater collection systems used for outdoor greenery at Radiance's properties.

水

我們在辦公室的茶水間、衛生間、飲水處等區域張貼了節約用水的提示標語(如下圖)。本集團的用水來源為市政用水，因此本集團在報告期內於選取適合用途的水源方面沒有面臨任何問題。本集團在水資源方面的目標為，每年的耗水量將不超過基準年2021年的用量。報告期內，總用水量為25,370.37立方米，較2021年基線減少94.54%（2021年：464,834.63 立方米）。到2027年，我們矢志透過引入更先進的措施，例如在金輝物業中安裝用於室外綠化的雨水桶或小型雨水收集系統，將耗水強度(按樓面面積計算)維持在低於基準年2024年的強度。



Water-saving slogans in office areas
辦公區域內的節水標語

Waste

In order to manage domestic waste in an orderly manner and build an environmentally friendly office environment, we have guided our employees to dispose of waste in line with the specific classification guidelines enacted in the office. For example, employees in our Beijing subsidiary have separated waste into corresponding collection containers for recycling according to the classification of kitchen waste, recyclable waste, hazardous waste and other waste in accordance with the Regulations on the Administration of Domestic Waste in Beijing.

In other subsidiaries, we have collectively stored the waste batteries used in electronic devices such as mice and remote controls, before handing them over to office management or cleaning companies for treatment. The used toner and ink cartridges of printers are collected by suppliers for further handling. We encourage everyone to bring their own cups while strictly controlling the use of bottled mineral water and disposable paper cups, so as to reduce the consumption of plastic bottles and paper cups. At the same time, we have advocated the use of public garbage bins in office buildings as much as possible to reduce the number of garbage bins in offices and the use of plastic garbage bags. In conclusion, we have successfully reduced the purchase and consumption of plastic barrels and plastic bags.

廢棄物

為了有序管理生活垃圾，構建環境友好型辦公環境，我們會指導我們的員工在辦公室按照已頒佈的具體分類指南處理垃圾。比如，對於我們在北京的附屬公司員工，根據《北京市生活垃圾管理條例》，我們會按照廚餘垃圾、可回收物、有害垃圾、其他垃圾的分類，將垃圾分別投入相應標識的收集容器進行回收。

在其他附屬公司，我們亦會集中收集用於鼠標、遙控等電子設備中的電池，再交由辦公室管理處或清潔公司回收。打印機用過的碳粉及墨盒由供應商回收後再處理。我們鼓勵大家自備水杯，嚴控小瓶礦泉水和一次性紙杯使用量，從而減少塑膠瓶和紙杯的消耗。同時，我們提倡盡量使用寫字樓的公共垃圾桶，減少辦公位垃圾桶數量以及塑料垃圾袋的使用，故此有效減少了塑料桶和塑料袋的採購與消耗。

GREEN TECHNOLOGY

Radiance is committed to leveraging its core business strengths to drive a low-carbon transition within the real estate industry. We integrate national green and healthy building standards throughout the entire property lifecycle, from design and development to operation. This commitment is further reinforced by our ongoing investment in research and development, as well as the application of green and energy-saving building systems. By deploying advanced technologies, we effectively minimise the environmental impact of our buildings, including operational carbon emissions.

This approach not only enhances the competitiveness of our products but also provides residents with a tangible experience of the benefits of green technology, including environmental protection, increased resource efficiency, and reduced resource consumption. We believe that sustainable practices and innovation go hand-in-hand, creating value for both the environment and our customers.

At the same time, systematic emission reduction measures have been implemented according to the different geographical locations of our projects. To mitigate transition risks identified in our climate risk assessment, we have adopted advanced technologies to accelerate digitalisation and improve work efficiency. We have applied the Building Information Modeling to the construction of hotel projects and residential garages. The model can consolidate all electromechanical pipelines, and conduct reasonable distribution and integration on computers to guide the construction process of different pipelines. It helps to eliminate the problem of traditional stack-up of single-layer pipelines and effectively increases the net height of indoor space. Meanwhile, Building Information Modeling provides the conditions for material installation and avoids the unnecessary waste of materials. Compared with traditional methods, it is more efficient for functional use, follow-up inspection and maintenance, allowing more reasonable adjustments to the construction period to improve the construction and operational efficiency.

綠色技術

金輝集團致力於利用其核心業務優勢，推動房地產行業的低碳轉型。我們將國家綠色健康建築標準融入從設計、開發到運營的物業全生命週期。該承諾通過我們持續的研發投入及綠色節能建築系統的應用得到進一步加強。透過部署先進技術，我們有效減少建築物對環境的影響，包括營運時的碳排放量。

該做法不僅提升了我們產品的競爭力，還讓居民切身體驗到綠色技術帶來的好處，包括環境保護、資源效率提升及資源消耗降低。我們相信，可持續發展實踐與創新相輔相成，為環境及客戶創造價值。

同時，我們還根據項目的不同地理位置實施系統性減排措施。為降低氣候風險評估中發現的轉型風險，我們採用先進技術加快數字化進程，提高工作效率。我們於建造酒店項目以及住宅車庫時運用了建築資訊模型。該模型會對所有機電管線進行整合，並在計算機上進行合理的排佈和集成，從而指導不同管線的施工工序，免去了傳統單層管線堆疊的問題，有效提升了室內空間的淨高。同時，建築資訊模型為材料安裝提供了條件，避免了不必要的材料浪費。與傳統方法相比，它在功能使用、後續檢查和維修方面都更有效，從而讓工期能更合理地進行調整，大大提高了施工和運營效率。

Radiance is a leader in sustainable urban development, leveraging innovative technologies to minimise its environmental impact and create exceptional living spaces. Our commitment to excellence has been recognised with numerous prestigious domestic and international awards. During the reporting period, our Chunxi Road Project was honoured as the “Best Retail Architecture Sichuan Province, China” at the 2024-2025 Asia Pacific Property Awards, showcasing our ability to deliver world-class sustainable projects. Furthermore, multiple Radiance construction projects received distinguished recognition from the TIAN TIAN International Award Committee. These accolades include the Gold Award for the Baodi 51 Display Zone, the Platinum Award for the Shanghai Sofitel, and the Excellence Award for the Quanzhou 14 Display Zone 2. Domestically, for instance, our Central Elite’s Mansion in Shijiazhuang was awarded the Second Prize of the Hebei Provincial Excellent Project by the Hebei Engineering Survey, Design and Consulting Association. These achievements (see pictures below) underscore our dedication to pushing the boundaries of sustainable development and creating lasting value for our communities.

金輝集團是可持續城市發展的領導者，利用創新技術最大限度地減少其對環境的影響，並創造卓越的生活空間。我們對卓越的追求獲得了眾多國內外知名獎項的認可。於報告期內，我們的春熙路項目榮獲2024-2025年亞太房地產大獎「中國四川省最佳零售建築」獎，展示了我們打造世界級可持續發展項目的能力。此外，金輝集團的多個建設項目獲得了天壇國際獎委員會的殊榮，包括寶坻51展示區的金獎、上海索菲特酒店的鉑金獎，以及泉州14展示區2的卓越獎。在國內，例如我們位於石家莊的中央精英大廈獲得了河北省工程勘察設計諮詢協會頒發的河北省優秀工程二等獎。該等成就（見下圖）彰顯了我們致力於推動可持續發展，為社區創造持久價值的決心。



CLIMATE CHANGE

Radiance acknowledges that climate change has become a serious challenge for real estate enterprises. The urgent, unexpected and widespread nature of climate-related risks may disrupt business operations, damage physical assets, and influence business modes and financial conditions. In this context, the Group has conducted a systematic climate-related risk assessment during the Reporting Period to understand and manage potential physical and transition risks.

The Group has identified and evaluated the physical and transition risks from two aspects, which are the likelihood of the event occurring and the severity of its impact on the Group. Based on the assessment result, the table below summarises the type of climate-related risks that are material to the Group as they are very likely to adversely affect the Group’s strategy and operation in either the short- or long-term.

氣候變化

金輝集團認識到，氣候變化已成為房地產企業面臨的嚴峻挑戰。與氣候相關的風險具有緊迫性、突發性及廣泛性，可能會擾亂企業經營、破壞實體資產、影響業務模式及財務狀況。在此背景下，本集團於報告期內進行了系統的氣候相關風險評估，以了解及管理潛在的實體風險及轉型風險。

本集團從事件發生的可能性及對本集團影響的嚴重性兩個方面識別及評估實體風險及轉型風險。根據評估結果，下表概述對本集團屬重大（因該等風險極有可能在短期或長期內對本集團的策略及運營產生不利影響）的氣候相關風險類型。

Type of the Risk 風險類別	Name of the Risk 風險名稱	Potential Impacts 潛在影響
Material Physical Risks 重大實體風險		
Acute 急性	Extreme precipitation 極端降水	<ul style="list-style-type: none">Increased working days lost due to weather interruptionDisrupted supply chainWrite off or early scrapping of existing assetsIncreased maintenance costs for infrastructure天氣中斷導致工作日損失增加供應鏈中斷撇銷或提前報廢現有資產基礎設施維護成本增加
	Typhoons 颱風	
Chronic 長期	Flooding 洪水	<ul style="list-style-type: none">Decreased outdoor working efficiencyDisrupted supply chainIncreased working days lost due to high temperatureIncreased health risks among outdoor workers室外工作效率降低供應鏈中斷高溫導致工作日損失增加增加戶外工人的健康風險
	Global warming 全球變暖	
Material Transition Risks 重大轉型風險		
Market 市場	Increasing raw material costs 原材料成本增加	<ul style="list-style-type: none">Increased costs lead to reduced revenues成本增加導致收入減少
	Customer demands for sustainability-related products and services 客戶對可持續發展相關產品及服務的需求	
Reputation 聲譽	Investors' attention to climate change and sustainability 投資者對氣候變化和可持續發展的關注	<ul style="list-style-type: none">Increased risk of divestment when investor expectations are not met當投資者的期望得不到滿足時，撤資風險增加
Technology 技術	Transition towards low-carbon technology 向低碳技術轉型	<ul style="list-style-type: none">Increased expenses for the research and development of new technologyWrite off or early scrapping of existing assets新技術研發費用增加撇銷或提前報廢現有資產
Policies and Regulations 政策及法規	The updated ESG reporting requirements of the Stock Exchange 聯交所更新的環境、社會及管治報告規定	<ul style="list-style-type: none">Increased litigation risk for non-complianceIncreased operating costs to meet the disclosure requirementsWrite off or early scrapping of existing assets如不合規，訴訟風險增加為滿足披露要求而增加的運營成本撇銷或提前報廢現有資產

In response to these identified climate risks, we have actively set out mitigation plans and procedures within the aforementioned environmental-related company policies such as the Emergency Plan for Extreme Weather for all employees to understand and follow. For instance, in anticipation of extreme weather events such as heavy rainfall or typhoons, we issue advance notices based on weather forecasts and implement emergency protocols, including work schedule adjustments. We maintain emergency supplies to safeguard employees and company assets, ensuring business continuity. Comprehensive safety inspections are conducted to identify and address potential hazards. This robust emergency response mechanism prioritises the safety of our personnel and property. Following any extreme weather event, we conduct thorough investigations and implement timely recovery measures to minimise disruptions. Furthermore, we have developed a comprehensive heatstroke prevention plan for periods of high temperatures. This includes providing heatstroke warning alerts, distributing relief items and medications to outdoor workers, and flexibly adjusting outdoor work schedules based on weather forecasts and operational conditions. This approach ensures personnel safety while minimising any impact on project progress.

For measures taken to address transition risks, please find them in the subsection titled "Green Technology" within this chapter. Looking ahead, the Group will periodically review its climate governance and operational practices to make sure both its business impacts on climate change and the impacts of climate change on its businesses can be properly handled and minimised.

針對已識別的氣候風險，我們於上述與環境相關的公司政策中積極制定了緩解計劃及程序，如《極端天氣應急計劃》，供全體員工學習及遵守。例如，在預期會發生大雨或颱風等極端天氣事件時，我們會根據天氣預測預先發出通知，並實施應急預案，包括調整工作安排。我們備有應急物資，以保障員工及公司資產安全，確保業務持續運作。我們會進行全面的安全檢查，識別及處理潛在風險。此完善的應急機制旨在優先保障人員及財產安全。在極端天氣事件結束後，我們會進行詳細調查並及時採取恢復措施，以盡量減少對業務的影響。此外，我們已制定針對高溫時期的全面中暑預防計劃。該計劃包括提供中暑警報、向戶外工作人員派發消暑物品及藥物，並根據天氣預報及營運情況靈活調整戶外工作安排。此舉旨在確保人員安全，同時將對項目進度的影響降至最低。

有關應對轉型風險的措施，請參閱本章「綠色技術」小節。展望未來，本集團將定期審查我們的氣候治理及運營常規，以確保其業務對氣候變化的影響以及氣候變化對其業務的影響均能得到妥善處理並降到最低。

Social Responsibility 社會責任

As a socially responsible enterprise, while striving to achieve its steady development, the Group always gives back to society through practical actions. We have collaborated with non-governmental organisations and launched various voluntary public welfare activities to promote social welfare, such as poverty alleviation, sports sponsorship, and education and teaching assistance. The Group is committed to creating value for the people, seeking happiness, and contributing to the sustainable development of society.

During the past few years, Radiance initiated the "Spectral Community" IP, which covered a series of services and products around various aspects of the community. By focusing on parent-child relationships, youth education, elderly care, forums, fitness and outdoor activities, neighbourhood relationships, and public welfare activities, we hope to strengthen interpersonal communication and connections, thus opening up a diversified "Spectral Mode" of communities.

作為一家具有社會責任的企業，在努力達成穩健發展的同時，本集團始終不忘以實際行動回饋社會。我們與非政府組織合作，開展扶貧濟困、體育贊助、興學助教等各類志願公益活動推動社會公益事業的發展。本集團致力於為人民群眾創造價值、謀取福祉，在社會可持續發展的道路上添磚加瓦。

於過去數年，金輝集團啟動了「光譜社區」IP，圍繞社區的方方面面，推出了一系列服務及產品。我們希望通過聚焦親子關係、青少年教育、老年關懷、論壇、健身及戶外活動、鄰里關係、公益活動等方面，加強人與人之間的溝通及聯繫，從而開啟社區多元化的「光譜模式」。



Advertisements for the "Spectral Community" IP
「光譜社區」IP 廣告

PUBLIC WELFARE AND CHARITY

Since its inception, Radiance has prioritised children's well-being, striving to cultivate brighter futures. In 2021, the company launched the transformative Jin Cai Ying Miao Program, a dedicated initiative focused on educational equity. This program has resulted in the construction of over 100 "Jin Cai Yi Zhi Yuan" preschools in underserved villages and counties within Liangshan Prefecture, providing critical early childhood education access. Beyond infrastructure, the "Wake Up of Sleeping Toys Project" delivers essential material support and emotional comfort to vulnerable rural children, fostering a sense of belonging and care. Radiance amplifies its impact by actively engaging the broader community through diverse public welfare activities and sports events. These initiatives serve as a catalyst, inspiring other corporations and individuals to participate, ultimately contributing to improved health, happiness, and overall welfare within society and local communities.

公益慈善

自成立以來，金輝一直將兒童的福祉放在首位，致力於培育更光明的未來。2021年，本公司推出了具有變革性的「金彩英苗計劃」，此乃一項專注於教育公平的專項計劃，並已在涼山州服務不足的村縣建設了100多所「金彩益智園」學前教育機構，提供重要的兒童早期教育機會。除基礎設施之外，「沉睡玩具喚醒計劃」為農村弱勢兒童提供必要的物質支持與情感慰藉，以此培養歸屬感與關懷。透過多樣化的公益活動和體育賽事，我們積極吸引更多廣泛的社區參與，從而擴大金輝的影響力。這些舉措可發揮催化作用，激勵其他企業和個人參與，最終為改善社會及當地社區的健康、幸福和整體福利作出貢獻。

Laws and Regulations 法律與法規

The Group strives to regulate business behaviours with the highest ethical standards. We not only aim for our own sustainable development, but also actively undertake our responsibilities to all stakeholder groups, the environment and the society. We are committed to strictly complying with all regulatory requirements on construction and operation, recruitment and training, and the environment and natural resources. The following table sets out the relevant laws and regulations that the Group has complied with during the Reporting Period. The relevant sections above also reiterate the laws and regulations that have a significant impact on the Group.

本集團致力於用最高的道德標準來規範業務行為。我們不僅以自身的可持續發展為目標，同時也積極承擔對所有持份者群體、環境和社會的責任。我們承諾，會嚴格遵守所有關於建設和運營、招聘和培訓以及環境和自然資源的監管要求。下表列出了本集團在報告期內所遵守的相關法律法規。上文相關章節亦重申了對本集團有重大影響的法律法規。

Section 章節	Laws and Regulations (edition) 法律與法規 (版本年份)
Operating Practices 運營常規	<ul style="list-style-type: none"> • Production Safety Law of the People's Republic of China (2021) • 中華人民共和國安全生產法(2021) • Fire Prevention Law of the People's Republic of China (2021) • 中華人民共和國消防法(2021) • Product Quality Law of the People's Republic of China (2018) • 中華人民共和國產品質量法(2018) • Anti-Unfair Competition Law of the People's Republic of China (2019) • 中華人民共和國反不正當競爭法(2019) • Patent Law of the People's Republic of China (2020) • 中華人民共和國專利法(2020) • Copyright Law of the People's Republic of China (2020) • 中華人民共和國著作權法(2020) • Advertising Law of the People's Republic of China (2021) • 中華人民共和國廣告法(2021) • Trademark Law of the People's Republic of China (2019) • 中華人民共和國商標法(2019) • Regulations for the Operations of Urban Property Development (2020) • 城市房地產開發經營管理條例(2020) • Law of the People's Republic of China on Urban Real Estate Administration (2019) • 中華人民共和國城市房地產管理法(2019) • Law of the People's Republic of China on the Protection of Consumer Rights and Interests (2024) • 中華人民共和國消費者權益保障法(2024) • Construction Law of the People's Republic of China (2019) • 中華人民共和國建築法(2019) • Regulations on the Administration of Work Safety of Construction Projects (2004) • 建設工程安全生產管理條例(2004)

Section 章節	Laws and Regulations (edition) 法律與法規 (版本年份)
Working Environment 工作環境	<ul style="list-style-type: none"> • Labour Law of the People's Republic of China (2018) • 中華人民共和國勞動法(2018) • Labour Contract Law of the People's Republic of China (2021) • 中華人民共和國勞動合同法(2021) • Law of the People's Republic of China on the Prevention and Control of Occupational Diseases (2018) • 中華人民共和國職業病防治法(2018) • Provisions on the Administration of Occupational Health Management at Workplace (2021) • 工作場所職業衛生管理規定(2021) • Social Insurance Law of the People's Republic of China (2018) • 中華人民共和國社會保險法(2018) • Regulation on Work-Related Injury Insurance (2010) • 工傷保險條例(2010) • Regulations on Paid Annual Leave for Employees (2007) • 職工帶薪年休假條例(2007) • Measures for Public Holidays for National Annual Festivals and Memorial Days (2024) • 全國年節及紀念日放假辦法(2024) • Law of the People's Republic of China on the Protection of Women's Rights and Interests (2023) • 中華人民共和國婦女權益保障法(2023) • Special Rules on the Labour Protection of Female Employees (2012) • 女職工勞動保護特別規定(2012) • Law of the People's Republic of China on the Protection of Minors (2020) • 中華人民共和國未成年人保護法(2020) • Provisions on the Prohibition of Using Child Labour (2002) • 禁止使用童工規定(2002)
Environmental Protection 環境保護	<ul style="list-style-type: none"> • Environmental Protection Law of the People's Republic of China (2014) • 中華人民共和國環境保護法(2014) • Law of the People's Republic of China on the Prevention and Control of Environmental Pollution Caused by Solid Waste (2020) • 中華人民共和國固體廢物污染環境防治法(2020) • Law of the People's Republic of China on Environmental Impact Assessment (2018) • 中華人民共和國環境影響評價法(2018) • Law of the People's Republic of China on the Prevention and Control of Water Pollution (2017) • 中華人民共和國水污染防治法(2017) • Law of the People's Republic of China on the Prevention and Control of Pollution from Environmental Noise (2018) • 中華人民共和國環境噪音污染防治法(2018) • Regulations of the People's Republic of China on the Administration of Construction Project Environmental Protection (2017) • 中華人民共和國建設項目環境保護管理條例(2017)

KPI Summary

關鍵績效指標總匯

Environmental KPIs ¹ 環境關鍵績效指標 ¹	Unit 單位	2023	2024
Exhaust Air Emissions² 廢氣排放²			
Nitrogen oxides (NO _x) 氮氧化物(NO _x)	kg 千克	210.35	238.64
Sulphur oxides (SO _x) 硫氧化物(SO _x)	kg 千克	1.52	0.61
Particulate Matter (PM) 懸浮粒子(PM)	kg 千克	15.49	17.43
Total exhaust air emissions 廢氣排放總量	kg 千克	227.36	256.68
Greenhouse Gas Emissions 溫室氣體排放量			
Scope 1 Greenhouse Gas ("GHG") emissions 範圍一溫室氣體 (「溫室氣體」) 排放	tCO ₂ e- 噸二氧化碳當量	276.03	110.24
Scope 2 GHG emissions ³ 範圍二溫室氣體排放 ³	tCO ₂ e- 噸二氧化碳當量	1,865.00	1,422.09
Total Scope 1 and 2 GHG emissions ⁴ 範圍一及範圍二溫室氣體總排放量 ⁴	tCO ₂ e- 噸二氧化碳當量	2,141.03	1,532.32
GHG emissions intensity (by gross floor area, ("GFA")) 溫室氣體排放密度 (按總建築面積計)	tCO ₂ e-/m ² 噸二氧化碳當量／平方米	0.11	0.09
GHG emissions intensity (by total number of full-time employees, ("FTE")) 溫室氣體排放密度 (按全職員工總數計)	tCO ₂ e-/person 噸二氧化碳當量／人	1.57	2.15
Accumulated planting of trees 累計種植樹木	trees 棵	28,994	37,162

¹ As all figures are rounded to two decimal places, there might be slight discrepancies when summing up.

² The emission factors used in the calculation of exhaust air emissions are derived in accordance with the Hong Kong Environmental Protection Department's Vehicle Emission Calculation Model (EMFAC-HK Vehicle Emission Calculation) and the United States Environmental Protection Agency's Vehicle Emission Modelling Software-MOBILE6.1, as well as the *Emission Factors for Greenhouse Gas Inventories (2023)* of the United States Environmental Protection Agency.

³ The emission factors of Scope 2 GHG emissions in 2023 and 2024 are derived in accordance with the *China Regional Power Grids Carbon Dioxide Emission Factors (2023)* published by the Chinese Academy of Environmental Planning and the *Announcement of 2022 Electricity CO₂ Emission Factors* published by the National Bureau of Statistics of China and the Ministry of Ecology and Environment of the PRC respectively..

¹ 由於所有數字均已四捨五入至小數點後兩位，因此相加時可能會存在細微差異。

² 用於計算廢氣排放的排放因子乃按照香港環境保護署汽車排放計算模型(EMFAC-HK Vehicle Emission Calculation)及美國環境保護署的汽車排放模型軟件(Vehicle Emission Modelling Software-MOBILE6.1)以及由美國環境保護署頒佈的《溫室氣體清單排放係數 (2023)》(Emission Factors for Greenhouse Gas Inventories (2023))而得出。

³ 2023年及2024年範圍二溫室氣體排放的排放因子乃按照分別由中國環境規劃院發佈的《中國區域電網二氧化碳排放因子研究 (2023)》以及中國國家統計局和中國生態環境部發佈的2022年電力二氧化碳排放因子的公告而得出。

Environmental KPIs 環境關鍵績效指標	Unit 單位	2023	2024
Hazardous Wastes 有害廢棄物			
Waste ink cartridge 廢棄墨盒	pieces 件	237	277
Waste batteries 廢棄電池	pieces 件	899	763
Total hazardous waste 有害廢棄物總量	pieces 件	1,136	1,040
Hazardous Waste Intensity (by GFA) 有害廢棄物密度 (按總建築面積計)	pieces/m ² 件／平方米	0.06	0.06
Hazardous Waste Intensity (by FTE) 有害廢棄物密度 (按全職員工總數計)	pieces/person 件／人	0.83	1.46
Non-hazardous Wastes 無害廢棄物			
General wastes (office wastes) 一般廢棄物 (辦公室垃圾)	tonnes 噸	288.51	349.74
Papers wastes 廢紙	tonnes 噸	1.10	0.47
Food wastes 食物廢料	tonnes 噸	0.01	0.01
Total non-hazardous wastes 無害廢棄物總量	tonnes 噸	289.62	350.22
Non-hazardous wastes intensity (by GFA) 無害廢棄物密度 (按總建築面積計)	tonnes/m ² 噸／平方米	0.02	0.02
Non-hazardous wastes intensity (by FTE) 無害廢棄物密度 (按全職員工總數計)	tonnes/person 噸／人	0.21	0.49

KPI Summary

關鍵績效指標總匯

Environmental KPIs 環境關鍵績效指標	Unit 單位	2023	2024
Energy Consumption⁴ 能源消耗量⁴			
Total direct energy consumption (fuel) 直接能源消耗總量 (燃油)	mWh 兆瓦時	962.77	400.25
Total indirect energy consumption (electricity) 間接能源消耗總量 (電力)	mWh 兆瓦時	3,421.60	2,365.75
Total energy consumption 能源消耗總量	mWh 兆瓦時	4,384.38	2,766.01
Energy consumption intensity (by GFA) 能源消耗密度 (按總建築面積計)	mWh/m ² 兆瓦時／平方米	0.23	0.16
Energy consumption intensity (by FTE) 能源消耗密度 (按全職員工總數計)	mWh/person 兆瓦時／人	3.21	3.88
Water Consumption 用水量			
Total water consumption 用水總量	m ³ 立方米	92,064.45	25,370.37
Water consumption intensity (by GFA) 用水密度 (按總建築面積計)	m ³ /m ² 立方米／平方米	4.86	1.44
Water consumption intensity (by FTE) 用水密度 (按全職員工總數計)	m ³ /person 立方米／人	67.35	35.58
Office Paper Consumption 辦公紙用量			
Office paper purchased 辦公紙張購買量	kg 千克	11,629.01	12,588.77
Office paper recycled 辦公紙張回收量	kg 千克	1,102.29	473.40
Office paper disposal 辦公紙張處置量	kg 千克	15,638.76	26,917.87
Paper recycling rate 紙張回收率	%	9.48	3.76
Office paper disposal intensity (by GFA) 辦公紙張處置量密度 (按總建築面積計)	kg/m ² 千克／平方米	0.83	1.53
Office paper disposal intensity (by FTE) 辦公紙張處置量密度 (按全職員工總數計)	kg/person 千克／人	11.44	37.75

⁴ In this Report, energy consumption data is presented in megawatt-hours (mWh) instead of kilowatt-hours (kWh) to enhance readability and ensure consistency with prior-year reporting. This unit conversion aligns with industry practices for large-scale energy disclosures and facilitates clearer trend analysis and comparability across reporting periods.

⁴ 在本報告中，能源消耗數據以兆瓦時而非千瓦時呈現，以提升報表的可讀性並確保與過往年報的一致性。此單位換算符合業界針對大規模能源揭露的慣例，並有助於更清晰地分析趨勢及比較不同報告期間的數據。

Social KPIs 社會關鍵績效指標	Unit 單位	2023	2024
Workforce 勞動力			
Total number of employees 員工總數	person 人	1,367	713
By Gender 按性別分			
Male 男	person 人	812	416
Female 女	person 人	555	297
By Employment Type 按僱傭類型分			
Full-time 全職	person 人	1,367	713
Part-time 兼職	person 人	0	0
By Age Group 按年齡組分			
21-30	person 人	334	118
31-40	person 人	879	483
41-50	person 人	130	97
51-60	person 人	24	15
By Region 按地區分			
Group Head Office 集團總部	person 人	113	79
Beijing Company 北京公司	person 人	173	72
Xi'an Company 西安公司	person 人	171	124
Wuhan Company 武漢公司	person 人	198	100
Fujian Company 福建公司	person 人	230	96
Shanghai Company 上海公司	person 人	370	196
Chongqing Area Company 重慶地區公司	person 人	112	46

KPI Summary

關鍵績效指標總匯

Social KPIs 社會關鍵績效指標	Unit 單位	2023	2024
Turnover Rate 流失比率			
Total turnover rate 總流失比率	%	60.10	66.63
By Gender 按性別分			
Male 男	%	60.98	71.34
Female 女	%	58.89	59.86
By Age Group 按年齡組分			
21-30	%	70.39	66.81
31-40	%	57.25	69.46
41-50	%	49.68	53.74
51-60	%	35.71	41.03
By Region 按地區分			
Group Head Office 集團總部	%	38.49	60.42
Beijing Company 北京公司	%	60.32	22.86
Xi'an Company 西安公司	%	52.30	54.92
Wuhan Company 武漢公司	%	56.83	74.50
Fujian Company 福建公司	%	70.27	71.78
Shanghai Company 上海公司	%	67.88	78.8
Chongqing Area Company 重慶地區公司	%	43.93	94.94
Health and Safety 健康與安全			
Number of work-related fatalities 因工亡故人數	person 人	0	0
Number of work-related injuries 因工受傷人數	person 人	4	3
Lost days due to work injury 因工傷損失工作日數	days 日	112	366

Social KPIs 社會關鍵績效指標	Unit 單位	2023	2024
Development and Training 發展及培訓			
Percentage of employees trained 受訓員工百分比	%	95.32	42.78
Average training hours of employees 受訓員工平均時數	hours 小時	17.09	1.56
Percentage of Employees Trained by Gender 按性別分的受訓員工百分比			
Male 男	%	59.71	57.05
Female 女	%	40.29	42.95
Percentage of Employees Trained by Employment Level 按職級分的受訓員工百分比			
Senior Management 高級管理層	%	0.84	0.66
Middle Management 中級管理層	%	5.99	6.89
General Staff 一般員工	%	93.17	92.46
Average Hours of Training per Employee by Gender 按性別分的每位受訓員工平均時數			
Male 男	hours 小時	17.37	1.50
Female 女	hours 小時	16.67	1.65
Average Hours of Training per Employee by Employment Level 按職級分的每位受訓員工平均時數			
Senior Management 高級管理層	hours 小時	31.13	0.55
Middle Management 中級管理層	hours 小時	22.36	1.56
General Staff 一般員工	hours 小時	16.57	1.58
Supply Chain 供應鏈			
Total number of suppliers 供應商總數	units 間	12,235	12,435

KPI Summary

關鍵績效指標總匯

Social KPIs 社會關鍵績效指標	Unit 單位	2023	2024
Number of Suppliers by Geographical Region 按地區分的供應商數目			
North China ⁵ 中國華北地區 ⁵	units 間	1,270	1,162
East China ⁶ 中國華東地區 ⁶	units 間	7,571	7,503
South China ⁷ 中國華南地區 ⁷	units 間	626	695
Central China ⁸ 中國華中地區 ⁸	units 間	1,391	1,870
Southwest China ⁹ 中國華南地區 ⁹	units 間	825	710
Northwest China ¹⁰ 中國西北地區 ¹⁰	units 間	292	252
Northeast China ¹¹ 中國東北地區 ¹¹	units 間	260	243
Products and Services 產品與服務			
Complaints received 投訴接獲事件	cases 宗	13,086	12,496
Anti-corruption 反貪污			
Number of concluded legal cases regarding corrupt practices brought against the Group or its employees 對本集團或其員工提出並已審結的貪污訴訟案件的數目	cases 宗	0	0
Community Investment¹² 社區投資¹²			
Funds contributed to the focus areas 在專注範疇所貢獻的資金	RMB 人民幣	N/A 不適用	N/A 不適用
Time contributed to the focus area 在專注範疇所貢獻的時間	hours 小時	16	0
People contributed to the focus area 在專注範疇所貢獻的人力	person 人	15	0

⁵ North China includes Beijing, Tianjin, Hebei, Shanxi, Inner Mongolia.

⁶ East China includes Shandong, Jiangsu, Anhui, Zhejiang, Fujian, Shanghai.

⁷ Southern China includes Guangdong, Guangxi, Hainan.

⁸ Central China includes Hubei, Hunan, Henan, Jiangxi.

⁹ Southwest China includes Sichuan, Yunnan, Guizhou, Tibet, Chongqing.

¹⁰ Northwest China includes Ningxia, Xinjiang, Qinghai, Shaanxi, Gansu.

¹¹ Northeast China includes Liaoning, Jilin, Heilongjiang.

¹² Due to the inability to collect complete records, figures of 2023 did not fully reflect the actual community contribution of the Group in 2023.

⁵ 中國華北地區包括北京、天津、河北、山西、內蒙古

⁶ 中國華東地區包括山東、江蘇、安徽、浙江、福建、上海

⁷ 中國華南地區包括廣東、廣西、海南

⁸ 中國華中地區包括湖北、湖南、河南、江西

⁹ 中國西南地區包括四川、雲南、貴州、西藏、重慶

¹⁰ 中國西北地區包括寧夏、新疆、青海、陝西、甘肅

¹¹ 中國東北地區包括遼寧、吉林、黑龍江

¹² 由於無法收集完整記錄，2023年的數字並未完全反映本集團於2023年的實際社區貢獻。

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環境、社會及管治報告指引內容索引

Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標	Description 描述	Description of Relevant Chapter(s) or Explanation 相關章節描述或解釋
Mandatory Disclosure Requirements 強制披露規定		
Governance Structure 管治架構	<p>A statement from the Board containing the following elements:</p> <ul style="list-style-type: none"> (i) a disclosure of the Board's oversight of ESG issues; (ii) the Board's ESG management approach and strategy, including the process used to assess, prioritise and manage material ESG-related issues (including risks to the issuer's business); and (iii) How the Board reviews progress made against ESG-related targets and explains how they relate to the issuer's business. <p>由董事會發出的聲明，當中載有下列內容：</p> <ul style="list-style-type: none"> (i) 披露董事會對環境、社會及管治事宜的監管； (ii) 董事會的環境、社會及管治管理方針及策略，包括評估、優次排列及管理重要的環境、社會及管治相關事宜（包括對發行人業務的風險）的過程；及 (iii) 董事會如何按環境、社會及管治相關目標檢討進度，並解釋它們如何與發行人業務有關連。 	<p>Sustainability Governance 可持續發展治理</p> <p>– Management Structure of Sustainable Development —可持續發展管理架構</p>
Reporting Principles 匯報原則	<p>Description or explanation of how the following reporting principles have been applied in the preparation of the ESG Report:</p> <p>Materiality: The ESG Report should disclose: (i) the process for identifying and selecting material ESG factors; and (ii) if the issuer has engaged stakeholders, a description of the identified material stakeholders, and the process and results of the issuer's stakeholder engagement.</p> <p>Quantitative: Information on the standards, methodologies, assumptions and/or calculation tools used, and source of conversion factors used, for the reporting of emissions/energy consumption (where applicable) should be disclosed.</p> <p>Consistency: The issuer should disclose in the ESG report any changes to the methods or KPIs used, if any, or any other relevant factors affecting a meaningful comparison.</p> <p>描述或解釋在編備環境、社會及管治報告時如何應用下列匯報原則：</p> <p>重要性： 環境、社會及管治報告應披露：(i)識別及選擇重要環境、社會及管治因素的過程；及(ii)如發行人已進行持份者參與，已識別的重要持份者的描述及發行人持份者參與的過程及結果。</p> <p>量化： 有關匯報排放量／能源耗用（如適用）所用的標準、方法、假設及／或計算工具的資料，以及所使用的轉換因素的來源應予披露。</p> <p>一致性： 發行人應在環境、社會及管治報告中披露統計方法或關鍵績效指標的變更（如有）或任何其他影響有意義比較的相關因素。</p>	<p>About this Report 關於本報告</p>

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Reporting Scope 匯報範圍	An explanation of the reporting scope of the ESG Report and a description of how the entities or businesses are selected for inclusion in the ESG Report. If the scope of the report changes, the issuer should explain the differences and reasons for such changes. 解釋環境、社會及管治報告的匯報範圍，描述挑選哪些實體或業務納入環境、社會及管治報告的過程。若匯報範圍有所改變，發行人應解釋不同之處及變動原因。	About this Report 關於本報告
“Comply or explain” Provisions 「不遵守就解釋」條文		
A. Environmental A. 環境		
Aspect A1: Emissions 層面A1：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。	Environmental Protection 環境保護 – Green Production —綠色生產 – Green Office —綠色辦公 Laws and Regulations 法律與法規
KPI A1.1 關鍵績效指標A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	KPI Summary 關鍵績效指標總匯
KPI A1.2 關鍵績效指標A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 直接(範圍一)及能源間接(範圍二)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)。	KPI Summary 關鍵績效指標總匯
KPI A1.3 關鍵績效指標A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	KPI Summary 關鍵績效指標總匯
KPI A1.4 關鍵績效指標A1.4	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)。	KPI Summary 關鍵績效指標總匯

Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標	Description 描述	Description of Relevant Chapter(s) or Explanation 相關章節描述或解釋
KPI A1.5 關鍵績效指標A1.5	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。	Environmental Protection 環境保護 – Green Production —綠色生產 – Green Office —綠色辦公
KPI A1.6 關鍵績效指標A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of 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。	Environmental Protection 環境保護 – Green Production —綠色生產 – Green Office —綠色辦公
Aspect A2: Use of Resources 層面A2：資源使用		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源（包括能源、水及其他原材料）的政策。	Environmental Protection 環境保護 – Green Production —綠色生產 – Green Office —綠色辦公
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）。	KPI Summary 關鍵績效指標總匯
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）。	KPI Summary 關鍵績效指標總匯

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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	Environmental Protection 環境保護 – Green Production —綠色生產 – Green Office —綠色辦公 – Green Technology —綠色技術
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。	Environmental Protection 環境保護 – Green Production —綠色生產 – Green Office —綠色辦公
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）每生產單位佔量。	The Group's operations does not involve the use of packaging materials for finished products 本集團的經營不涉及使用成品包裝
Aspect A3: The Environment and Natural Resources 層面A3：環境及天然資源		
General Disclosure 一般披露	Policies on minimising the issuer's significant impact 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。	Environmental Protection 環境保護 – Green Production —綠色生產 – Green Office —綠色辦公
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。	Environmental Protection 環境保護 – Green Production —綠色生產 – Green Office —綠色辦公 – Green Technology —綠色技術

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Aspect A4: Climate Change 層面A4：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。	Environmental Protection 環境保護 – Green Production —綠色生產 – Climate Change —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。	Environmental Protection 環境保護 – Green Production —綠色生產 – Climate Change —氣候變化
B. Social B.社會		
Employment and Labour Practices 僱傭及勞工常規		
Aspect B1: Employment 層面B1：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。	Working Environment 工作環境 – Equal and Diversified Employment —平等與多元化僱傭 – Employee Remuneration and Benefits —員工薪資與福利 Laws and Regulations 法律與法規
KPI B1.1 關鍵績效指標B1.1	Total workforce by gender, employment type (for example, full-time 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。	KPI Summary 關鍵績效指標總匯
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。	KPI Summary 關鍵績效指標總匯

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Aspect B2: Health and Safety 層面B2：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。	Operating Practices 運營常規 – Quality Requirements and Assurance —品質要求及保障 Working Environment 工作環境 – Employee Health and Safety —員工健康與安全 Laws and Regulations 法律與法規
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。	Working Environment 工作環境 – Employee Health and Safety —員工健康與安全 KPI Summary 關鍵績效指標總匯
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。	Working Environment 工作環境 – Employee Health and Safety —員工健康與安全 KPI Summary 關鍵績效指標總匯
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。	Operating Practices 運營常規 – Quality Requirements and Assurance —品質要求及保障 Working Environment 工作環境 – Employee Health and Safety —員工健康與安全

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Aspect B3: Development and Training 層面B3：發展及培訓		
General Disclosure 一般披露	Policies on improving employee's 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。	Working Environment 工作環境 – Employee Training and Development —員工培訓與發展
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。	KPI Summary 關鍵績效指標總匯
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。	KPI Summary 關鍵績效指標總匯
Aspect B4: Labour Standards 層面B4：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. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Working Environment 工作環境 – Equal and Diversified Employment —平等與多元化僱傭 Laws and Regulations 法律與法規
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。	Working Environment 工作環境 – Equal and Diversified Employment —平等與多元化僱傭
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。	Working Environment 工作環境 – Equal and Diversified Employment —平等與多元化僱傭

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Operating Practices 營運慣例		
Aspect B5: Supply Chain Management 層面B5：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。	Operating Practices 運營常規 – Quality Requirements and Assurance —品質要求及保障 Environmental Protection 環境保護 – Green Production —綠色生產 Laws and Regulations 法律與法規
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。	KPI Summary 關鍵績效指標總匯
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。	Operating Practices 運營常規 – Quality Requirements and Assurance —品質要求及保障 Environmental Protection 環境保護 – Green Production —綠色生產
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。	Operating Practices 運營常規 – Quality Requirements and Assurance —品質要求及保障 Environmental Protection 環境保護 – Green Production —綠色生產
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。	Operating Practices 運營常規 – Quality Requirements and Assurance —品質要求及保障 Environmental Protection 環境保護 – Green Production —綠色生產

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Aspect B6: Product Responsibility 層面B6：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。	Operating Practices 運營常規 – Business Ethics and Conduct —商業道德及操守 – Compliance and Robust Operation —合規及穩健運營 – Quality Requirements and Assurance —品質要求及保障 Laws and Regulations 法律與法規
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。	N/A 不適用
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。	Operating Practices 運營常規 – Compliance and Robust Operation —合規及穩健運營 KPI Summary 關鍵績效指標總匯
KPI B6.3 關鍵績效指標B6.3	Description of 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。	Operating Practices 運營常規 – Business Ethics and Conduct —商業道德及操守
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。	Operating Practices 運營常規 – Quality Requirements and Assurance —品質要求及保障
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。	Operating Practices 運營常規 – Business Ethics and Conduct —商業道德及操守

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Aspect B7: Anti-corruption 層面B7：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。	Operating Practices 運營常規 – Business Ethics and Conduct —商業道德及操守 Laws and Regulations 法律與法規
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。	KPI Summary 關鍵績效指標總匯
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。	Operating Practices 運營常規 – Business Ethics and Conduct —商業道德及操守
KPI B7.3 關鍵績效指標B7.3	Description of anti-corruption training provided to directors and employees. 描述向董事及員工提供的反貪污培訓。	Operating Practices 運營常規 – Business Ethics and Conduct —商業道德及操守
Community 社區		
Aspect B8: Community Investment 層面B8：社區投資		
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解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。	Social Responsibility 社會責任 – Public Welfare and Charity —公益慈善
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)。	Social Responsibility 社會責任 – Public Welfare and Charity —公益慈善
KPI B8.2 關鍵績效指標B8.2	Resources contributed (e.g. money or time) to the focus area. 專注範疇資源貢獻(如金錢及時間)。	Social Responsibility 社會責任 – Public Welfare and Charity —公益慈善 KPI Summary 關鍵績效指標總匯



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金輝控股(集團)有限公司