

# 燁星集團控股有限公司

YE XING GROUP HOLDINGS LIMITED

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立之有限公司)

(Stock Code 股份代號: 1941)

**Environmental, Social and Governance Report**

環境、社會及管治報告

**2020**

## About this Report

This Environmental, Social and Governance (“**ESG**”) Report (“**ESG Report**”) of Ye Xing Group Holdings Limited (hereinafter referred as “**Ye Xing**” or the “**Company**”, and together with its subsidiaries, collectively the “**Group**”) discloses the performance of the Group in the environmental and social aspects in 2020.

## Reporting Boundaries

The scope of this ESG Report summarises the environmental and social performance regarding corporate social responsibility of the Group’s major business operations.

Reporting period: 1 January 2020 to 31 December 2020, the financial period of the Group’s Annual Report 2020.

Business scope: Property management

Geographical scope: The People’s Republic of China (the “**PRC**”)

## Reference Guidelines

This ESG Report has been prepared in accordance with the Environmental, Social and Governance Reporting Guide set out in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “**Listing**”

## 報告簡介

本環境、社會及管治（「**ESG**」）報告（「**本ESG報告**」）介紹了2020年燁星集團控股有限公司（以下簡稱「**燁星**」或「**本公司**」及其子公司（以下統稱「**本集團**」）在環境和社會責任方面的表現。

## 報告範圍

本ESG報告的範圍概述了本集團主要經營業務在環境和社會企業社會責任方面的表現。

報告期間：二零二零年一月一日至二零二零年十二月三十一日，為本集團二零二零年年報之報告期間。

業務範圍：物業管理

地理範圍：中華人民共和國（以下簡稱「**中國**」）

## 參考指引

本ESG報告乃根據香港聯合交易所有限公司《香港聯合交易所有限公司證券上市規則》（「**上市規則**」）附錄27所載《環境、社會及管治報告指引》

Rules”) of The Stock Exchange of Hong Kong Limited and has complied with the provision of “comply or explain”.

而編制，並已遵守「遵守或解釋」的規定。

### Declaration

The board of the Company (the “Board”) is responsible for the reliability and truthfulness of the information in this ESG Report. We would like to enhance the communication with our stakeholders and display the transparency of the Company through the publication of this ESG Report, as well as to achieve sustainable development in the economic, social and environmental aspects.

### 聲明

本公司的董事會（「董事會」）負責本ESG報告中資訊的可靠性和真實性。我們希望通過發佈本ESG報告來加強與持份者的溝通，並展示公司的透明度，並在經濟，社會和環境方面實現可持續發展。

### Access to the Report

The electronic version of this Report will be available at the websites of the Group (<http://www.hongkunwuye.com>) and The Stock Exchange of Hong Kong Limited (<http://www.hkexnews.hk>).

### 報告獲取

本報告電子版可在本集團網站 (<http://www.hongkunwuye.com>) 及香港聯合交易所有限公司網站 (<http://www.hkexnews.hk>) 查閱。

### Contact

Should you have any enquiries or feedback on this ESG Report, please do not hesitate to contact us via the following methods:

- Address: Room 108, No. 45 Xinrong North Street, Xihongmen, Daxing District, Beijing, PRC
- Tel: +86 10-80251122-8842
- Email: [hangchunying@hongkun.com.cn](mailto:hangchunying@hongkun.com.cn)
- Official website: <http://www.hongkunwuye.com>

### 聯絡方式

如果您對本ESG報告有任何疑問或回饋，請通過以下方法與我們聯絡：

- 地址：中國北京大興區西紅門欣榮北大街45號院108號
- 電話：+86 10-80251122-8842
- 電郵: [hangchunying@hongkun.com.cn](mailto:hangchunying@hongkun.com.cn)
- 官方網站： <http://www.hongkunwuye.com>

## Overview

### Management Structure

The comprehensive ESG management structure established by the Group could effectively manage all ESG issues during the operation. The Board has the full responsibility to all ESG decisions, such as evaluating and determining all ESG-related risks, and making sure all measures and internal control system are effective. In addition, the annual ESG performance and report are also examined and reviewed by the Board.

### Environmental Performance

The major operating business of the Group is property management services which does not cause an extensive impact on the environment. But the Group still experienced various environmental issues by managing over 50 properties in the PRC over the year. The Group is dedicated to minimize the impact from its operation to achieve the long-term sustainable development goal. In order to achieve that, we have obtained ISO14001-2015 Environmental Management System (“EMS”) certification which could assist us to effectively manage and control all environmental matters during daily operation.

On the other hand, the Group is in compliance with all relevant national and local laws and regulations, and other related industrial standards, such as the

## 概覽

### 管理架構

本集團已建立了全面的ESG管理架構，能夠有效管理運營期間的所有ESG問題。董事會完全負責所有ESG決策，例如評估和確定與ESG相關的所有風險，並確保所有措施和內部控制體系均有效。此外，董事會還對年度ESG績效和報告進行了審查。

### 環境表現

本集團的主要營運業務為物業管理服務，其不會對環境造成廣泛的影響。但是，本集團過去一年在中國管理超過50個項目，仍然面臨多個環境問題。本集團致力將自身業務產生的影響減至最低，以實現長期可持續發展目標。為此，我們取得了ISO14001-2015環境管理體系（「EMS」）認證，可幫助我們在日常運營中有效管理和控制所有環境事項。

另一方面，本集團已確保所有業務均符合所有相關國家和地方法律法

*Environmental Protection Law of the PRC, the Law on the Prevention and Control of Atmospheric Pollution, the Law on the Prevention and Control of Water Pollution, the Law on the Prevention and Control of Solid Waste Pollution, the Energy Conservation Law of the PRC, and the Environmental Impact Assessment Law of the PRC.*

During the reporting period, the Group did not discover any issues breaching any laws and regulations.

## **Emissions**

All operating activities are strictly monitored by the Group under the EMS, in order to control the overall emission intensity of all managed properties. The major source of gaseous emission is the indirect emission from the use of electricity for building and equipment in daily operation, as well as the greenhouse gas (“**GHG**”) generated from boiler fuel.

The operating business of the Group does not generate material amount of hazardous wastes but several types of non-hazardous wastes, such as general refuse, construction waste. All hazardous wastes, mainly are toner cartridge, are securely stored in designated area and collected by certified waste collectors to process the waste properly. On the other hand, we established “Waste Classification Guide” (垃圾分類指導書) and regularly promote such knowledge to the tenants to reduce the generation of non-hazardous wastes. The non-hazardous wastes

規，以及其他相關行業標準，例如《中華人民共和國環境保護法》，《大氣污染防治法》，《水污染防治法》，《固體廢物污染防治法》，《中華人民共和國節能法》和《中國環境影響評價法》。報告期內，本集團未發現任何違反法律法規的問題。

## **排放物**

所有經營活動均由本集團按 EMS 嚴格監控，以控制所有在管項目的整體排放密度。氣體排放的主要來源是建築和設備日常運行中使用電力所產生的間接排放，以及鍋爐燃料產生的溫室氣體（「**GHG**」）。

本集團的經營業務不產生大量有害廢物，但產生幾種無害廢物，如一般垃圾、建築廢物。所有有害廢物，主要是碳粉盒，均安全地存放在指定區域，並由認可的廢物收集者收集，以妥善處理。另一方面，我們制定了垃圾分類指導書，並定期向住戶推廣這方面的知識，以減少無害廢物的產生。無害廢物將由經過驗證的垃圾收集服務提供者收

will be collected by verified garbage collection service providers and transported to designated refuse area in the region.

集，並運至區域內指定的垃圾區。

And we also ensure that the disposal of wastes from our managed properties have strictly complied with the *Law of the PRC on Solid Waste Pollution Prevention and Control*, the *Regulations on the Administration of Hazardous Waste Transfers*, the *National Hazardous Waste List*, the *Green Construction Guidelines* and other related laws and regulations.

同時我們確保嚴格按照《中華人民共和國固體廢物污染環境防治法》，《危險廢物轉移管理條例》，《國家危險廢物清單》，《綠色建築指南》和其他相關法律法規，處理在管項目產生的廢物。

As our business is concentrated in the office and the emission measures mentioned above are difficult to measure, we have not been able to quantify the effectiveness of emission.

由於我們的業務集中在辦公室，並且上述排放措施難以衡量，因此我們無法量化排放控制措施的效率。

## Major Gas Emission Indicators

## 主要氣體排放指標

Direct Emissions 直接排放	Unit 單位	Emission in 2020 二零二零年排放量
Carbon Dioxide (CO <sub>2</sub> ) 二氧化碳 (CO <sub>2</sub> )	Tonnes 噸	706.54
Methane (CH <sub>4</sub> ) 甲烷 (CH <sub>4</sub> )	Tonnes 噸	0.02
Nitrous Oxide (N <sub>2</sub> O) 一氧化二氮 (N <sub>2</sub> O)	Tonnes 噸	0.74
Nitrogen Oxides (NO <sub>x</sub> ) 氧化氮 (NO <sub>x</sub> )	Tonnes 噸	22.41
Sulphur Oxides (SO <sub>x</sub> ) 硫氧化物 (SO <sub>x</sub> )	Tonnes 噸	0.74
Particulate Matter (PM) 懸浮粒子 (PM)	Tonnes 噸	1.65
Total Greenhouse Gas (GHG) Emissions 溫室氣體總排放量	Unit 單位	Emission in 2020 二零二零年排放量
Direct emission from combustion 燃燒直接排放	t-CO <sub>2</sub> eq. 二氧化碳當量	589.08
Direct emission from vehicles 車輛直接排放	t-CO <sub>2</sub> eq. 二氧化碳當量	135.39
Indirect emission from electricity consumption 用電間接排放	t-CO <sub>2</sub> eq. 二氧化碳當量	5.86
Indirect emission from flight 航空間接排放	t-CO <sub>2</sub> eq. 二氧化碳當量	0.63
Emission Intensity (per employee) 排放密度 (每位僱員)	Unit 單位	Emission in 2020 二零二零年排放量
Direct emissions from combustion 燃燒直接排放	t-CO <sub>2</sub> eq. 二氧化碳當量	1.0035
Direct emission from vehicles 車輛直接排放	t-CO <sub>2</sub> eq. 二氧化碳當量	0.2307
Indirect emission from electricity consumption 用電間接排放	t-CO <sub>2</sub> eq. 二氧化碳當量	0.0100
Indirect emission from flight 航空間接排放	t-CO <sub>2</sub> eq. 二氧化碳當量	0.0011

## Major Waste Generation Indicators

### 主要廢物產生指標

Waste Types 廢物種類	Unit 單位	Consumption in 2020 二零二零年消耗量
Non-Hazardous Waste 無害廢物	Tonnes 噸	440.0
Hazardous Waste 有害廢物	Tonnes 噸	0.05
Waste Intensity (per employee) 廢物密度 (每位僱員)	Unit 單位	Consumption in 2020 二零二零年消耗量
Non-Hazardous Waste 無害廢物	Tonnes 噸	0.75
Hazardous Waste 有害廢物	Tonnes 噸	0.0001



## Water Discharge

The Group is clearly aware that reducing water consumption is the major solution to reduce the discharge of wastewater. Therefore, the Group has introduced several water saving measures, the details of which can be referred to the paragraph headed “Use of Resources” below, to control the use of water of all managed properties. Nevertheless, the Group has strictly complied with the *Water Pollution Control Law of the PRC*, the *Urban Sewage Treatment Plant Pollutant Discharge Standards* and other related laws and regulations.

All sewage is connected to the government sewage pipelines and transferred to the local sewage treatment plant. All sewage systems are daily monitored by the Group to prevent any potential leakage.

## Use of Resources

The Group has paid tremendous efforts in managing the use of resources over the years. Energy efficiency and water usage are the two major topics the Group strives to improve.

In order to achieve resource efficiency, the Group has adopted the following measures:

- Issued “Energy Efficiency Guide” to provide guidance to property management office in every managed property on implementing energy-

## 排水量

本集團清楚地認識到，減少用水量是減少污水排放的主要解決辦法。因此，本集團推出了多項節水措施，以控制所有在管項目的用水，更多的細節將於下文「資源利用」一段中進一步詳述。此外，本集團嚴格遵守《中華人民共和國水污染防治法》、《城市污水處理廠污染物排放標準》等相關法律法規。

所有污水都連接到政府污水管道，並轉移到當地的污水處理廠。本集團每天對污水系統進行監控，以防止任何潛在的洩漏。

## 資源利用

多年來，本集團在管理資源利用方面付出了巨大的努力。能源效益和水的使用是本集團努力改進的兩大主題。

本集團採取了以下措施，以提高資源效益：

- 發佈《能源效益指南》，為每個在管項目的物業管理辦公室提供實施節能措施的指南；

saving measures;

- Installed energy-saving lighting system in basement carparks;
- Adopted progressive pricing scheme for water usage to avoid abusive use of water;
- Signed landscape service contracts with related parties with water usage limit clause;
- Conducted regular checks and maintenance on all drainage system to ensure no leakage issues;
- Recorded the usage of water and electricity monthly by installing water and electricity meters to ensure no abnormalities;
- Adopted biological control and drug purification to reduce the changing frequency of water bodies, which could save more than 50% of original water usage.

The Group only consumes water supplied from municipal pipelines, no abnormalities in sourcing water were observed. Furthermore, as the major business of the Group is property management, no significant amount of packaging materials will be consumed under the Group's daily operations and hence, the Group did not record any packaging materials during the reporting period.

- 地下室停車場安裝了節能照明系統;
- 對用水採取漸進式定價方案, 避免濫用水;
- 與關聯方簽訂了園林服務合同, 並有用水限制條款;
- 對所有排水系統進行定期檢查和維護, 以確保沒有洩漏問題;
- 通過安裝水電表每月記錄一次水電使用情況, 以確保沒有異常情況;
- 採用生物防治和藥物淨化, 減少水體變化頻率, 可節省原用水量的 50% 以上。

本集團只使用市政管道供水, 未發現求取水源有異常。此外, 由於本集團的主要業務為物業管理, 本集團日常經營不會消耗大量包裝材料, 因此本集團在報告期內沒有記錄任何包裝材料。

## Major indicators for resource consumption

### 資源消耗的主要指標

Resource Consumption 資源消耗	Unit 單位	Consumption in 2020 二零二零年消耗
Electricity 電力	Kilowatt Per Hour 千瓦時	9,600
Gasoline 汽油	Litre 升	50,000
Diesel 柴油	Litre 升	890
Water 水	Tonnes 噸	8,900
Resource Consumption Intensity (per employee) 資源消耗密度 (每位僱員)	Unit 單位	Consumption in 2020 二零二零年消耗
Electricity 電力	Kilowatt Per Hour 千瓦時	16.35
Gasoline 汽油	Litre 升	85.18
Diesel 柴油	Litre 升	1.52
Water 水	Tonnes 噸	15.16

## The Environment and Natural Resources

All related environment risks have been taken into consideration by the Group during all business stages. The Group has planted 860 trees with height over 5 meters in 2020, which could offset more than 1.9 tonnes of carbon dioxide in the atmosphere annually.

## Social Performance

### Employment

Ye Xing has employed 720 full-time employees in 2020, of which female employees accounted for 53.6%, and the labour contract signing rate was 100%, and has complied with all laws and regulations, such as the *Labour Law of the PRC*, the *Labour Contract Law of the PRC*, the *Employment Promotion Law of the PRC*, the *Labour Dispute Mediation and Arbitration Law of the PRC*, the *Regulation on the Annual Leave of Employees* and other relevant national labour laws and regulations, to protect our employees. No non-compliance issues related to employment laws and regulations were observed during the reporting period.

In order to meet these statutory requirements, the Human Resources Department has formulated "Employment Management Handbook" (《招聘管理手冊》), "Remuneration and Welfare Management

## 環境與自然資源

本集團在所有業務階段均已考慮所有相關環境風險。本集團在二零二零年種植了860棵高度超過5米的樹木，每年可抵消大氣中1.9噸以上的二氧化碳。

## 社會表現

### 僱傭

燁星於二零二零年僱用了720名全職員工，其中女性員工佔比為53.6%，而全體員工勞動合同簽訂率為100%，並遵守了《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《中華人民共和國就業促進法》、《中華人民共和國勞動爭議調解仲裁法》及《員工年假條例》以及其他國家相關勞動法律法規，保護我們的員工。於本報告期內，未發現與僱傭法律法規有關的違規問題。

為符合這些法定要求，人力資源部制定了《招聘管理手冊》，《薪酬福利管理規定》，《考勤管理規定》和《商業行為準則》。如政策

Regulations” (《薪酬福利管理規定》), “Attendance Management Regulations” (《考勤管理規定》) and “Code of Business Conduct” (《商業行為準則》). As stated in the policies documents, all employees are treated equally in a completely open, fair and discrimination-free environment. All policies will be regularly reviewed and updated by the Group in order to provide the best protection to the employees, which could also enhance their loyalty to the Group. All hiring processes are outlined in the recruitment policy with principles of “open recruitment”, “equal competition”, “not overstaffing” and “allocate the right position to the right person” to be in line with the business strategy development of the Group. We usually recruit talents from various platforms, such as posting job advertisement online, internal referral and campus recruitment, in order to source the most suitable candidates for the Group. The Group strives to prevent employment discrimination on the grounds of nationality, age, ethnicity, religion, gender, marital status, pregnancy, sexual orientation, or political stance and all applicants are qualified for application and selection.

The Group has also setup a comprehensive performance and promotion system to provide a transparent and fair platform to our employees to advance their career in Ye Xing. We base on the annual performance appraisals to evaluate the employees’ capability. And according to their suitability and contribution, the Group will provide a

文件中所述，所有員工都應在完全開放，公平和無歧視的環境下得到平等對待。本集團將定期檢討及更新所有政策，以為僱員提供最佳保護，同時也可提高其對本集團的忠誠度。招聘政策中概述了所有招聘流程，並遵循「公開招聘」，「平等競爭」，「不超員」和「將合適的職位分配給合適的人」的原則，以符合本集團業務戰略的發展。我們通常從各種平台招聘人才，例如線上發佈招聘廣告，內部推薦和校園招聘，以尋找最適合本集團的候選人。本集團努力防止基於國籍，年齡，種族，宗教，性別，婚姻狀況，懷孕，性取向或政治立場的就業歧視，所有申請者都有資格申請和選擇。

本集團亦建立了一套完善的績效和晉升制度，為我們的員工提供了一個透明，公平的平台，以促進他們在燁星的事業。我們基於年度績效評估來評估員工的能力。並且，根據他們的適合性和貢獻，本集團將

fair promotion in salary and position as a reward for the outstanding employees.

在薪酬和職位上給予公平的晉升，以獎勵優秀員工。

Nonetheless, all employees are entitled to the Group's benefits, including paid leaves, marriage leaves and maternity leaves which are strictly complied with the national standard.

此外，所有員工均有權享受本集團的福利，包括嚴格遵守國家標準的帶薪假，結婚假和產假。

## Major indicators for employment in 2020

### 二零二零年僱傭主要指標

	Number of Employees 員工人數	Employee turnover rate 員工流失比率
<i>By gender</i> 按性別		
<i>Male</i> 男性	334	61.9%
<i>Female</i> 女性	386	50.1%
<i>By age group</i> 按年齡組別		
<i>Aged 30 or below</i> 30歲或以下	207	66.2%
<i>Aged 31-40</i> 31歲 - 40歲	367	51.7%
<i>Aged 41-50</i> 41歲 - 50歲	112	47.2%
<i>Aged 51 or above</i> 51歲或以上	34	48.5%
<i>Overall</i> 整體	720	56.4%

## Health and Safety

Ye Xing strives to comply with all the laws and regulations relevant to workplace health and safety, in particular the *Labour Law of the PRC*, the *Fire Prevention Law of the PRC*, the *Prevention and Control of Occupational Diseases of the PRC*, the *Regulations on Work-related Injury Insurances*, as well as to implement the management system of occupational health and safety.

The Group has obtained GB/T28001:2017 occupational health and safety management system (“OHSMS”) to effectively control the workers’ health and safety risks within the workplace. The Group stipulated “Environmental and Occupational Health and Safety Operation Control Procedures” (“環境和職業健康安全運行控制程序”) to provide standard operating procedures, such as handling of emergency incidents. The environment, health and safety (“EHS”) department performs regular self-review for all workplace injuries and accidents, to evaluate the effectiveness of current measures, as well as to handle employees’ work injuries. For the OHSMS, the Group will periodically review and conduct safety inspections to improve the workplace environment and ensure the wellbeing of employees continuously. During the reporting period, the Group was not aware of any non-compliance issues regarding relevant laws and regulations, which may significantly impact the Group to provide a safe working environment.

## 健康和 safety

燁星致力於遵守與工作場所健康和 safety 有關的所有法律法規，特別是《中華人民共和國勞動法》，《中華人民共和國消防法》，《中華人民共和國職業病防治法》，《工傷保險條例》，以及實施職業健康安全管理体系。

本集團已取得GB / T28001: 2017 職業健康安全管理体系「OHSMS」），以有效控制工人在工作場所的健康和 safety 風險。本集團規定了《環境和職業健康與安全操作控制程序》，以提供標準操作程序，例如處理緊急事件。環境，健康與 safety（「EHS」）部門會對所有工作場所的傷害和事故進行定期的自我審查，以評估當前措施的有效性以及處理員工的工傷情況。對於OHSMS，本集團將定期審查並進行安全檢查，以改善工作場所環境並確保員工的持續健康。於報告期內，本集團未發現有關法律法規存在的違規問題，可能對本集團提供安全的工作環境產生重大影響。

## Development and Training

Ye Xing has put a great effort on development training to provide the best training resources to the employees and improves their capability. We firmly believe such measure could help to create a healthy workplace, high quality of employees, as well as better loyalty of our employees.

In the view to standardize and promote a sustainable and systematic training of Ye Xing, as well as to create a healthy workplace and enhance the quality of employees, the Group has formulated its training management system to improve overall performance, accelerate business development and realize the Group's business goals. The Group has developed a professional education and learning application which includes the topics of customer services, engineering, environment, safety, as well as quality management for all new and current employees with different seniority to improve their job skills. Currently, there are more than 800 courses available on the application. In addition, the Group has formulated "Hong Kun Property Online Learning Platform Management Rules" (《鴻坤物業線上學習平台管理辦法》) to maintain the quality of all educational contents on the platform.

Furthermore, the Group utilizes the platform to provide induction and on-job training to the new and existing employees respectively. For new employees and management trainees, they will receive a two-

## 發展與培訓

燁星大力發展培訓，為員工提供最好的培訓資源，提高了他們的能力。我們堅信，這樣的措施可以幫助建立一個健康的工作場所，高素質的員工以及更好的員工忠誠度。

為規範和促進燁星的可持續性和系統性培訓，以及建立健康的工作場所並提高員工素質，本集團已制定其培訓管理系統以改善整體績效，加快業務發展並實現本集團的業務目標。本集團已開發出一套專業的教育和學習應用程式，其中包括針對所有不同資歷的新老員工的客戶服務，工程，環境，安全以及品質管理等主題，以提高他們的工作技能。目前，該應用程式上提供了超過800個課程。此外，本集團還制定了《鴻坤物業線上學習平台管理辦法》，以保持平台上所有教育內容的品質。

此外，本集團利用該平台分別為新員工和現有員工提供上崗培訓和在職培訓。對於新員工和管理培訓



days induction training. For project managers, they will receive two five-day trainings. Training contents are specifically assigned according to their job roles.

生，他們將接受為期兩天的入門培訓。對於專案經理，他們將接受為期兩次的五天培訓。培訓內容根據其工作角色專門分配。

## Major indicators for development and training

### 發展與培訓的主要指標

Training 培訓	Percentage of employees trained (%) 已培訓員工比例 (%)	Average training hours (hours/employees) 平均培訓小時(小時/員工)
	2020	2020
By employment category 按員工分類		
Senior Management 高級管理層	54.5%	1.6
Middle Management 中級管理層	97.3%	14.9
General 一般員工	44.8%	2.6
By gender 按性別		
Male 男性	69.2%	7.0
Female 女性	49.5%	4.7

## Labour Standards

Ye Xing strictly abides by the requirements of the *Labour Law of the PRC*, as well as the *Labour Contract Law of the PRC*, the *Provisions on Prohibition of Child Labour of the PRC* and the *Law of the PRC on the Protection of Minors* and restricts the recruitment of child labour and forced labour. Identities of all job applicants must be checked by the Human Resources staff to ensure no non-compliance issues. We check the identification documents of the job seekers during the recruitment to make sure that they have reached the minimum employment age prescribed by laws. We prohibit any form of forced labour and uphold the human rights and labour rights of employees. All related procedures during hiring are all outlined in “Employment Management Handbook”(《招聘管理手冊》). Strict actions will be taken, such as contract termination, when any false information of the employees is discovered.

No non-compliance issues relevant with laws and regulations relating to child and forced labour were discovered by the Group during the reporting period.

## Supply Chain Management

The Group has built a long-term business partnership with its service suppliers, such as sanitary, gardening, intelligence, electrical and mechanical maintenance and fire safety. In order to effectively manage our suppliers, we have formulated

## 勞工準則

燁星嚴格遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《中華人民共和國禁止童工規定》和《中華人民共和國未成年人保護法》的規定，並限制招收童工和強制勞工。人力資源部員工必須檢查所有求職者的身份，以確保不存在違規問題。我們在招聘過程中核對求職者的身份證明文件，確保他們已達到法律規定的最低就業年齡。我們禁止任何形式的強制勞工，維護員工的人權和勞動權利。招聘過程中的所有相關程序都在《招聘管理手冊》中概述。一旦發現員工的任何虛假資訊，將採取嚴厲措施，如終止合同。

在報告期內，本集團未發現與童工和強制勞工有關的法律法規的違規問題。

## 供應鏈管理

本集團已與其服務供應商建立了長期業務合作夥伴關係，例如衛生，園藝，情報，機電維護和消防安全。為了有效管理供應商，我們制

“Tendering and Procurement Management Regulations” (《物業公司招標採購管理規定》) to standardize the tendering procedures for all suppliers. All suppliers have to fulfill several criteria, such as track record, related certification, service quality, price, before being listed in “Qualified Supplier List”. And we will annually review and evaluate the suppliers’ performance. Any suppliers with unsatisfactory performance will be put into the “Watchlist” and we will perform more frequent inspection during their service period to further determine the business relationship. On the other hand, we have started to introduce environment, social and governance requirement for selecting suppliers. And we are gradually increasing the importance of such criteria in the overall selecting processes in order to manage the ESG risks along our supply chain effectively in the long term by having a detailed inspection process for all materials purchased from our suppliers, with all inspection results recorded in standard inspection forms for filing.

### **Product Responsibility**

In order to provide the best property management services to our customers, the Group has dedicated to invest extensive resources on strict quality control and technologies. We have obtained ISO9001:2001 Quality Control Management System to ensure our service quality can be maintained in a daily basis.

定了《物業公司招標採購管理規定》，以規範招標程序。在列入「合格供應商清單」之前，供應商必須先通過多個標準（例如，業績記錄，相關認證，服務品質，價格）。而且，我們將每年審查和評估供應商的表現。任何表現不佳的供應商將被列入「觀察名單」，並在服務期內進行更頻繁的檢查，以進一步確定業務關係。另一方面，在選擇供應商的時候將環境，社會和治理要求一併考慮。而且，我們正在通過對從我們的供應商處購買的所有材料進行詳細的檢查過程，並將所有檢查結果記錄在標準檢查表中以備存檔，逐步提高這些標準在整個選擇過程中的重要性，以便長期有效地管理我們供應鏈中的ESG 風險。

### **產品責任**

為了向客戶提供最佳的物業管理服務，本集團致力於在嚴格的品質控制和技術上投入大量資源。我們已經獲得 ISO9001: 2001 品質控制管理體系，以確保我們的服務品質能

And we firmly believe the high standard of quality control could greatly enhance the overall customer service experience. The development and training provided for the employees could minimize all risk during daily operation. On the other hand, the Group has developed several automated system and mobile applications, such as Hongkunhui (鴻坤薈) to facilitate the service efficiency.

With the implemented online technologies, we are highly aware of the information security of our customers. The Group has issued “Customer File Management Operation Guide” (《客戶檔案管理操作指南》) to strictly manage the handling procedures of all customers’ sensitive data. All of our systems have installed anti-virus software with regular updates. Several policies, such as regular systems check, password policy, user authorization and approval have been implemented to safeguard user’s data. Designated staffs will ensure that the collection and storage of all data are complied with the internal policies and applicable laws and regulations.

Ye Xing values its intellectual property rights and the brands as they are the crucial parts of the overall business development of the Group. Therefore, the Group complies with the *Patent Law of the PRC* and the *Implementation Rules of the Patent Law of the PRC* to formulate its own corporate patent management measures.

夠每天保持下去。我們堅信，高標準的品質控制可以大大改善整體客戶服務體驗。為員工提供的發展和培訓可以將日常操作中的所有風險降至最低。另一方面，本集團已開發了多個自動化系統和移動應用程式，例如鴻坤薈以提高服務效益。

借助已實施的線上技術，我們高度瞭解客戶的資訊安全。本集團發佈了《客戶檔案管理操作指南》，嚴格管理所有客戶敏感數據的處理程序。我們所有的系統都安裝了具有定期更新的防病毒軟體。為了保護用戶數據，已實施了一些策略，例如常規系統檢查，密碼策略，用戶授權和批准。指定的人員將確保所有數據的收集和存儲均符合內部政策和適用的法律法規。

燁星重視知識產權和品牌，視它們是本集團整體業務發展的關鍵部分。因此，本集團遵守《中國專利法》和《中國專利法實施細則》，制定了自己的企業專利管理辦法。

The Group formulated “Intellectual Property Maintenance and Protection Management Standards” (《知識產權維護與保護管理標準》) to systemically manage our intellectual property rights. All employees are required to sign undertaking and confidentiality agreement to ensure not to disclose any sensitive information to third parties without approval. Furthermore, compliance and copyright trainings have provided to employees regularly to enhance their awareness of such topics.

In terms of advertising, being one of the leading property management service providers in the PRC, the Group duly manages its brand and marketing strategies in order to comply with the related national laws and regulations, such as the *Advertising Law of the PRC*. The Group has a designated unit to handle all advertising materials. And they would ensure all advertising materials are in line with the Group’s philosophy prior to publication.

### **Anti-Corruption**

Ye Xing does not tolerate any unethical behavior and upholds the highest level of ethical standard and advocates integrity and honesty as the core values and strictly complies with the Anti-corruption and Bribery Law of the PRC. The Group has formulated the Anti-corruption and Anti-bribery Management System, the Anti-fraud and Anti-money Laundering Internal Control System to prevent corruption, does not tolerate any non-compliance issues with relevant

本集團制定了《知識產權維護與保護管理標準》，以系統地管理我們的知識產權。所有員工都必須簽署承諾和保密協議，以確保未經批准不得將任何敏感資訊透露給第三方。此外，定期向員工提供合規性和版權培訓，以提高他們對此類主題的認識。

在廣告方面，作為中國領先的物業管理服務提供商之一，本集團妥善管理其品牌和行銷策略，以遵守相關的國家法律法規，例如《中國廣告法》。本集團設有指定單位處理所有廣告材料。並且他們會確保所有廣告材料在出版之前都符合本集團的理念。

### **反貪污**

燁星不容忍任何不道德行為，堅持最高道德標準，以誠信和誠實為核心價值觀，嚴格遵守《中華人民共和國反腐敗和賄賂法》。本集團制定了反貪污和反賄賂管理制度，反欺詐和反洗錢內部控制制度，以防止腐敗，不容忍任何可能嚴重影響本集團的相關法律法規違規問題。

laws and regulations that may significantly impact the Group relating to bribery, extortion, fraud and money laundering.

The audit and supervision department will oversee the overall business and conduct disciplinary inspection, including raw material procurement, facilities engineering, business sales, quality supervision. All personnel are required to follow the rules on integrity and self-regulation as stipulated in the “Employment Handbook” (《員工手冊》). All the responsibilities and authorities of internal institutions and personnel are monitored and recorded in order to track all the rectification process of the Group’s internal control measures. Anti-corruption training is provided to all level of staffs, including directors, which includes the basic concept of anti-corruption, introduction of Company’s anti-corruption policy and implementation.

During the reporting period, no cases of corruption, extortion, bribery, fraud and money laundering were observed by the Group.

### **Community Involvement**

Over the year, the Group has actively involved in community service in our surrounding areas, such as encouraging our employees to participate in different community activities. As the Group firmly believes, as a part of the community, considering the interests of the community and building a harmonious

與賄賂，勒索，欺詐和洗黑錢有關。

審計監督部門將監督整體業務並進行紀律檢查，包括原材料採購，設施工程，業務銷售，品質監督。所有人員都必須遵守《員工手冊》中規定的廉正和自律規則。內部機構和人員的所有職責和許可權均受到監控和記錄，以跟蹤本集團內部控制措施的所有整改過程。本集團為包括董事在內的各級員工提供反腐敗培訓，包括反腐敗的基本概念、公司反腐敗政策的介紹和實施。

在報告期內，本集團並未發現貪污，勒索，賄賂，欺詐和洗錢的案件。

### **社區參與**

過去一年，本集團積極參與周邊地區的社區服務，例如鼓勵員工參加各種社區活動。正如本集團堅信，作為社區的一部分，在發展本集團業務時，考慮社區的利益並與社區

relationship with community stakeholders is a crucial responsibility while developing the Group's business. 利益相關者建立和諧的關係是一項至關重要的責任。

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KPI 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	17
	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	17
<b>Operating Practices</b> 營運操作			
<b>Aspect B5: Supply Chain Management</b> 層面 B5: 供應鏈管理			
General Disclosure 一般披露	B5	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	17-18
<b>Aspect B6: Product Responsibility</b> 層面 B6: 產品責任			

ESG Reporting Guidelines Aspects ESG 報告準則層面	Description 描述	Pages/Remarks 頁碼/備註
General Disclosure 一般披露	B6 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labeling and privacy matters relating to products and services provided and methods of redress 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資訊： (a) 政策，及 (b) 對發行人有重大影響的相關法律法規的遵守	18-20
KPI 關鍵績效指標	B6.5 Description of consumer data protection and privacy policies, 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	19-20
<b>Aspect B7: Anti-corruption</b> 層面 B7: 反貪污		
General Disclosure 一般披露	B7 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、欺詐及洗黑錢的政策資訊： (a) 政策，及 (b) 對發行人有重大影響的相關法律法規的遵守	20-21
KPI 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	21
<b>Aspect B8: Community Investment</b> 層面 B8: 社區投資		
General Disclosure 一般披露	B8 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	21



燁星集團控股有限公司  
YE XING GROUP HOLDINGS LIMITED