

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)

2019 Environmental, Social and Governance Report

2019環境、社會及管治報告



About this Report

This Environmental, Social and Governance (“**ESG**”) Report (“**ESG Report**”) of Ye Xing Group Holdings Limited (hereinafter referred as “**Ye Xing**”, and together with its subsidiaries, collectively as or the “**Group**”) discloses the performance of the Group in the environmental and social aspects in 2019.

Reporting Boundaries

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

Reporting period: 1 January 2019 to 31 December 2019, the financial period of our Annual Report 2019.

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

Declaration

The board of the Group (the “**Board**”) is responsible for

報告編制說明：

本報告介紹了 2019 年燁星集團控股有限公司（以下簡稱“燁星”）及其子公司（以下合稱“集團”）在環境和社會責任方面的表現。

報告使用範圍

本環境，社會與管理報告的範圍概述了集團重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：2019 年 1 月 1 日至 2019 年 12 月 31 日；2019 年年度財務報告期間

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”）

參考指南

本環境，社會與管理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》而編制，並已遵守“遵守或解釋”的規定。

聲明

本集團的董事會（以下簡稱“董事會”）負責本 ESG 報告中資訊的可靠性和真

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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.

Contact

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

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實性。我們希望通過發佈此 ESG 報告來加強與利益相關者的溝通，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。

聯繫方式

如果您對此 ESG 報告有任何疑問或回饋，請立即通過以下方法與我們聯繫

- 地址：北京市大興區欣榮北大街 45 號院東二側鴻坤物業
- 電話：+86 80251122-8842
- 郵箱：konglg@hongkun.com.cn
- 官方網址：
<http://www.hongkunwuye.com>

Overview

Core Values/ Management Principles

Ye Xing is one of the leading property management service providers located in Beijing, and we always put ESG matters into any business decisions. We will also incorporate ESG value into the long-term business development direction in order to enhance the overall intrinsic value of Ye Xing.

Management Structure

The Group has established a complete and clear ESG management system within the organizational hierarchy. The Board is fully aligned with our ESG commitment and responsible for all ESG decisions, such as evaluating and determining all ESG-related risks, and make 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 service provided by Ye Xing, i.e. property management services, does not cause an extensive impact on the environment. But as a service provider managing over 40 properties in the PRC, we still face numerous issues on environment during the daily operation. The Group is dedicated to minimizing 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. As this is the first year of ESG reporting, all results achieved by the implemented environmental measures are targeted to report during the next reporting period.

概覽

核心價值觀/管理原則

燁星是位於北京的領先物業管理服務提供商之一，我們始終將 ESG 事項納入任何業務決策中。我們還將 ESG 的價值納入長期業務發展方向，以增強燁星的整體內在價值。

管理架構

集團已在組織層次結構內建立了完整，清晰的 ESG 管理體系。董事會完全符合我們的 ESG 承諾，並負責所有 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：

燁星提供的主要服務，即物業管理服務，不會對環境造成廣泛的影響。但是，作為在中國管理 40 多個物業的服務提供商，我們在日常運營中仍然面臨許多環境問題。本集團致力將其業務影響減至最低，以實現長期可持續發展目標。為此，我們獲得了 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。由於這是 ESG 報告的第一年，因此已實施的環境措施所取得的所有結果都將在下一個報告期進行報告。

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On the other hand, the Group has ensured all operations are in compliance with all relevant national and local laws and regulations, and other related industrial standards, such as the *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 record any issues breaching any laws and regulations.

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。

Emissions

During the business operation, all types of emission are strictly controlled and managed under the EMS which could help reduce the overall emission intensity of all managed properties.

Due to the business nature, the major source of gaseous emission is the indirect emission from the use of electricity for building and equipment daily operation, as well as the greenhouse gas (“GHG”) generated from boiler fuel.

For waste, the Group does not generate material hazardous waste but several types of non-hazardous waste, such as general refuse, construction waste. All hazardous waste, 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 “the Waste Classification Guide” and regularly promote such knowledge to the tenants by having campaigns to reduce the generation of non-hazardous waste. The non-hazardous waste will be collected by verified garbage collection service providers and transport them to designated refuse area in the region.

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

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 the emission control measures during the reporting period. The effectiveness of the measures is expected to report next year.

排放物

在業務運營過程中，所有類型的排放都受到環境管理體系的嚴格控制和管理，這有助降低所有管理資產的總體排放強度。

由於業務性質，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）

就廢物而言，本集團不會產生重大危險廢物，而是產生幾種非危險廢物，例如一般垃圾，建築廢物。所有危險廢物（主要是碳粉盒）均安全地存儲在指定區域中，並由合格的廢物收集者收集以正確處理廢物。另一方面，我們建立了“垃圾分類指導書”，並通過開展減少非危險廢物產生的運動，定期向住戶宣傳這些知識。經認證的垃圾收集服務提供商將收集非危險廢物，並將其運送到該地區的指定垃圾區域。

此外，我們還確保嚴格按照我們的《固體廢物污染防治法》，《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，嚴格管理公司經營物業產生的廢物。

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，因此我們本年度暫時無法量化排放控制措施的有效性。控制措施的有效性預計會在下年度報告。

Major Gas Emission Indicators

主要氣體排放指標

Direct Emissions (直接排放)	Unit (單位)	Emission in 2019 (2019 年排放量)
Carbon Dioxide (CO2) 二氧化碳(CO2)	Tonnes 噸	635.6
Methane (CH4) 甲烷 (CH4)	Tonnes 噸	0.01
Nitrous Oxide (N2O) 氧化亞氮(N2O)	Tonnes 噸	0.001
Nitrogen Oxides (NOx) 氧化氮 (NOx)	Tonnes 噸	3.74
Sulphur Oxides (SOx) 硫氧化物 (SOx)	Tonnes 噸	0.004
Particulate Matter (PM) 顆粒物 (PM)	Tonnes 噸	0.28
Total Greenhouse Gas (GHG) Emissions (溫室氣體總排放量)	Unit (單位)	Emission in 2019 (2019 年排放量)
Direct emission from combustion 燃燒直接排放	t-CO2 eq. 二氧化碳當量	635.5
Direct emission from vehicles 車輛直接排放	t-CO2 eq. 二氧化碳當量	0.8
Indirect emission from electricity consumption 用電間接排放	t-CO2 eq. 二氧化碳當量	6,454.9
Emission Intensity (per employee) (人均排放強度)	Unit (單位)	Emission in 2019 (2019 年排放量)
Direct emissions from combustion 燃燒直接排放	t-CO2 eq. 二氧化碳當量.	0.59

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Direct emission from vehicles 車輛直接排放	t-CO2 eq. 二氧化碳當量	0.001
Indirect emission from electricity consumption 用電間接排放	t-CO2 eq. 二氧化碳當量	6.04

Major Waste Generation Indicators

主要廢物產生指標

Waste Types (廢物種類)	Unit (單位)	Consumption in 2019 (2019 年消耗量)
Non-Hazardous Waste 非危險廢物	Tonnes 噸	16,509.6
Hazardous Waste 危險物	Tonnes 噸	0.05
Waste Intensity (per employee) (人均廢物強度)	Unit (單位)	Consumption in 2019 (2019 年消耗量)
Non-Hazardous Waste 非危險廢物	Tonnes 噸	15.4
Hazardous Waste 危險物	Tonnes 噸	0.00005

Water Discharge

We believe the issues of wastewater discharge can be effectively controlled by reducing water consumption. And therefore, the Group has introduced several water-saving measures, which would further detail in 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, Urban Sewage Treatment Plant Pollutant Discharge Standards and other related laws and regulations.

All sewage is connected to the government sewage pipeline and transferred to the local sewage treatment plant. The Group has monitored the sewage system daily to prevent any potential leakage.

Use of Resource

Resource efficiency is one of the top priorities in the Group’s ESG target. And we have paid efforts in saving energy and water, which are the major resources that have been used for daily operation.

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

- Issued “the Energy Efficiency Guide” to provide guidance to property management office in every managed property on implementing energy-saving measures.
- Installed energy-saving lighting system in underground car park.
- Adopted progressive pricing scheme for water usage to avoid abusive use of water.
- Signed landscape service contract with related parties with water usage limit clause.
- Conduct regular checks and maintenance on all drainage system to ensure no leakage issues;
- Record the usage of water and electricity monthly by

排水量

我們相信可以通過減少用水來有效控制廢水排放問題。因此，本集團已採取了多種節水措施，以控制所有託管物業的用水，這些措施將在下文“資源使用”一節中進一步詳細介紹。儘管如此，本集團仍嚴格遵守《中華人民共和國水污染控制法》，《城市污水處理廠污染物排放標準》及其他相關法律法規。

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

資源效率是集團 ESG 目標的重中之重。我們已經在節約能源和水方面進行了努力，這是用於日常運營的主要資源。

為了提高資源效率，本集團採取了以下措施：

- 發佈《能源效率指南》，為每個託管物業的物業管理辦公室提供實施節能措施的指南。
- 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。
- 與關聯方簽訂了景觀服務合同，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

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installing water and electricity meters to ensure no irregularities.

- Adopted biological control and drug purification to reduce the changing frequency of water bodies, which could save more 50% of original water usage.

Being the first reporting year of the Group's ESG report, the results of the measures have not been recorded and the Group expects the achieved results will be available in the following reporting period. Besides, since Ye Xing only consumes water from the supplies from municipal pipelines, no abnormalities in sourcing water were observed. Furthermore, as the major businesses of the Group are 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.

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。

作為本集團 ESG 報告的第一個報告年，尚未記錄這些措施的結果，並且本集團希望所取得的成果將在下一個報告期提供。此外，由於燁星僅從市政管道的供水中消耗水，因此未觀察到供水異常。此外，由於本集團的主要業務是物業管理，因此本集團的日常經營活動不會消耗大量包裝材料，因此，本集團在報告期內未記錄任何包裝材料

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 2019 (2019 年的消費)
Electricity (電力)	Kilowatt Per Hour (每小時千瓦)	10,580.0
Gasoline (汽油)	Litre (升)	300.0
Diesel (柴油)	Litre (升)	2,623.0
Water (水)	Tonnes (噸)	317,249.8
Resource Consumption Intensity (per employee) 資源消耗強度 (每位員工)	Unit (單位)	Consumption in 2019 (2019 年的消費)
Electricity (電力)	Kilowatt Per Hour (每小時千瓦)	9.9
Gasoline (汽油)	Litre (升)	0.3

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Diesel (柴油)	Litre (升)	2.5
Water (水)	Tonnes (噸)	296.8

The Environment and Natural Resources

All related environment risks have been under consideration during all business stages by the Group. And the Group has planted 1,291 trees with height over 5m in 2019, which could offset more than 2.9 tonnes of carbon dioxide in the atmosphere annually.

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。該集團在2019年種植了1,291棵高度超過5米的樹木，每年可抵消大氣中2.9噸以上的二氧化碳。

Social Performance

Employment

Ye Xing 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”, “Remuneration and Welfare Management Regulations”, “Attendance Management Regulations” and “Code of Business Conduct”. As stated in the policies documents, all employees are treated equally with a complete 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 as well. The hiring process is outlined in the recruitment policy with principles of “open recruitment”, “equal competition”, “not overstaffing” and “allocate the right position to the right person” to in line with the business strategy development of the Group. We usually recruit talents from various platform, 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, race, religion, gender, marital status, pregnancy, sexual orientation, or political stance and all applicants are qualified for

社會表現

僱傭

燁星已遵守所有法律法規，例如《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》，《中華人民共和國勞動法》，《職工帶薪休假條例》以及其他相關的國家勞工法律法規，以保護我們的員工。報告期內，未發現與僱傭法律法規有關的違規問題。

為了滿足這些法定要求，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》。如政策檔中所述，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，以為雇員提供最佳保護，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。我們通常從各種平臺招聘人才，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，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。

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. According to their suitability and contribution, the Group will provide a fair promotion in salary and position as a reward for the outstanding employee.

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.

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*, *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” to provide standard operating procedures, such as handling of emergency incidents. The environment, health and safety (“EHS”) unit 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

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，公平的平臺，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，本集團將在薪酬和職位上給予公平的晉升，以獎勵優秀員工。

儘管如此，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。

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》，《工作法規》，相關的傷害保險，以及實施職業健康安全管理體系。

本集團已獲得 GB / T28001: 2017 職業健康安全管理體系（“OHSMS”），以有效控制工人在工作場所的健康和 safety 風險。該組織規定了《環境和職業健康與 safety 操作控制程式》，以提供標準操作程式，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 safety 檢查，以改善工作場所環境並確保員工的持續健康。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

continuously. During the reporting period, the Group was not aware of any non-compliance issues regarding to relevant laws and regulations, which may significantly impact the Group to provide a safe working environment.

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 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 service, engineering, environment, safety, as well as quality management for all new and current employee 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" 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-day induction training. For project managers, they will receive two-five-day training. Training content is specifically assigned according to their job role.

供安全的工作環境產生重大影響。

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，以及創建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。當前，該應用程式上提供了 800 多種課程。此外，本集團還制定了《鴻坤物業線上學習平臺管理辦法》，以保持平臺上所有教育內容的品質。

此外，本集團利用該平臺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，他們將接受為期五天的培訓。培訓內容根據其工作角色專門分配。

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*, *Provisions on Prohibition of Child Labour of the PRC* and *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 labor and upholds the human rights and labor rights of employees. All related procedures during hiring are all outlined in “the Employment Management Handbook”. Strict actions will be taken, such as contract termination, when any false information of the employees are discovered.

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

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，並限制招募童工和強迫勞動。人力資源人員必須檢查所有求職者的身份，以確保不存在違規問題。我們在招聘過程中會檢查求職者的身份證件，以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迫勞動，並維護員工的人權和勞動權利。雇用過程中的所有相關程式均在“就業管理手冊”中進行了概述。當發現員工的任何虛假資訊時，將採取嚴格的措施，例如終止合同。

在報告期內，本集團未發現與童工和強迫勞動有關的法律法規的違規問題。

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 “Tendering and Procurement Management Regulations” to standardize the tendering procedures. Suppliers have to be passed in several criteria, such as track record, related certification, service quality, price, before enlisted 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 perform more frequent inspections during their service period to further determine the business relationship. On the other hand, we have started to introduce environment, social and governance requirements 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 long term.

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，我們制定了《物業公司招標採購管理規定》，以規範招標程式。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，記錄，相關認證，服務品質，價格）標準。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。

Product Responsibility

In order to provide the best property management service to our clients, the Group has dedicated to investing 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 on a daily basis. 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 risks during daily operation. On the other hand, the Group has developed several automated systems and mobile applications, such as Hongkunjie to facilitate service efficiency.

With the implemented online technologies, we are highly aware of the information security of our customers. The Group has issued “the Customer File Management Operation Guide” to strictly manage the handling procedures of all customers’ sensitive data. All our system has installed anti-virus software with regular updates. Several policies, such as regular system check, password policy, user authorization and approval have been implemented to safeguard user’s data. Designated staff will ensure 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 part 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. The Group formulated “Intellectual Property Maintenance and Protection Management Standards” to systemically manage our intellectual property rights. All employees are required to sign undertaking and confidentiality agreement to ensure not to disclose any

產品責任

為了向客戶提供最佳的物業管理服務，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。為員工提供的開發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率。

借助已實施的線上技術，我們高度瞭解客戶的資訊安全。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式。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，因為它們是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。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

sensitive information to third-party without approval. Furthermore, compliance and copyright training 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 law 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 standards, 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 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". 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.

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集團的理念。

反腐敗

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》。本集團制定了反腐敗和反賄賂管理制度，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。與賄賂，勒索，欺詐和洗錢有關。

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，以跟蹤集團內部控制措施的所有整改過程。

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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 area, 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 relationship with community stakeholders is a crucial responsibility while developing the Group's business.

在報告期內，集團並未發現腐敗，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。正如集團堅信，作為社區的一部分，在發展集團業務時，考慮社區的利益並與社區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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