

# 燐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)

# 2022

## Environmental, Social and Governance Report

### 環境、社會及管治報告



# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 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” or the “Company”, and together with its subsidiaries, collectively the “Group”) discloses the performance of the Group in the environmental and social aspects in 2022.

### 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 2022 to 31 December 2022, the financial period of the Group’s Annual Report 2022.

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 and has complied with the mandatory disclosure requirements and the provision of “comply or explain”.

### 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.

### 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>).

### 報告簡介

本環境、社會及管治(「ESG」)報告(「本ESG報告」)介紹了二零二二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：二零二二年一月一日至二零二二年十二月三十一日，即為本集團二零二二年年報之報告期間。

業務範圍：物業管理

地理範圍：中華人民共和國(「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》而編製，並已遵守強制性披露規定及「遵守或解釋」的規定。

### 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，並展示本公司的透明度，並在經濟、社會和環境方面實現可持續發展。

### 取得本報告

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



Environmental, Social and Governance Report (Continued)  
環境、社會及管治報告(續)

## 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: zhangchunying@hongkun.com.cn
- Official website: <http://www.hongkunwuye.com>

## Chairman Statement

I am pleased to present the Environmental, Social and Governance (ESG) Report of Ye Xing Group for the year 2022. This report demonstrates our commitment to sustainable development and our efforts to create value for our customers, employees, shareholders and society.

The year 2022 was a challenging one for our business, as we faced the impact of the COVID-19 pandemic and the restrictions imposed by the Chinese government to contain the virus. Despite the difficulties, we took responsibility to keep our workplace clean and safe for our staffs and frontline workers, and ensured the continuity and quality of our services to our customers.

As a leading property management company in China, the Group upholds the Group's service philosophy of "creating an enjoyable living environment" (讓人們住的開心), takes customers as the core and quality as the cornerstone, constantly enriches services and drives innovation, and achieves multi-dimensional and steady development while maintaining stable performance growth. We also keep extending our services around upstream and downstream property management, while not ignoring the arising ESG issues.

One of our key focuses is to cultivate green ecology and practice the new property management concept of sustainable development. By formulating detailed green management and maintenance plans, system management, green plant maintenance, energy and water conservation, pollution prevention and control, garbage classification, personnel training, behavior guidance and other scientific management and technical means, the Group will continue to explore the depth of service, deepen humanistic care, and practise the green property management concept with wisdom, in order to maximize the purpose of saving resources and protecting the environment, and create a green, environmentally friendly and harmonious cultural atmosphere in the community.

## 聯絡方式

如果您對本ESG報告有任何疑問或反饋，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：zhangchunying@hongkun.com.cn
- 官方網站：<http://www.hongkunwuye.com>

## 主席報告

我很高興提交燁星集團二零二二年環境、社會和管治(ESG)報告。這份報告表明了我們對可持續發展的承諾，以及我們為客戶、員工、股東和社會創造價值的努力。

二零二二年對我們的業務來說是一個具有挑戰性的一年，因為我們面臨著新冠肺炎疫情的影響以及中國政府對遏制該病毒的限制。儘管困難重重，我們仍有責任為員工和一線員工保持工作場所的清潔和安全，並確保我們為客戶提供服務的連續性和品質。

作為中國領先的物業管理公司，本集團秉承「讓人們住的開心」的服務理念，以客戶為核心，以品質為基石，不斷豐富服務，推動創新，在保持業績穩定增長的同時，實現多維度穩健發展。我們還不斷圍繞上下游物業管理擴展服務，同時不忽視由此產生的ESG事項。

我們關注的重點之一是培育綠色生態，踐行可持續發展的物業管理新理念。通過制定詳細的綠色管理和維護計劃、系統管理、綠色植物維護、節能節水、污染防治、垃圾分類、人員培訓、行為指導等科學管理和技術手段，本集團將不斷探索服務深度，深化人文關懷，以智慧踐行綠色物業管理理念，最大限度地達到節約資源、保護環境的目的，在社區營造綠色、環保、和諧的文化氛圍。



Environmental, Social and Governance Report (Continued)  
環境、社會及管治報告(續)**Chairman Statement (Continued)**

Another important aspect of our ESG strategy is to enhance our governance structure and internal control system. A designated team of staff is assigned to handle all ESG-related issues within the Group and provide material information to the Board from time to time. A well-established ESG management system has also assigned staff in different department to tackle different ESG issues, such as worker safety, energy usage, etc. With the well-implemented ESG data management system, we are able to evaluate, prioritize, set goals and target to further improve our ESG performance, to align with the national regulatory requirements.

On behalf of the Board, I would like to express my sincere gratitude to all our staff for their hard work and dedication in this challenging year. I would also like to thank our customers, shareholders and other stakeholders for their continued support and trust in us. We will strive to uphold our vision of creating an enjoyable living environment for everyone, and contribute to a better future for our society.

**Wu Guoqing**  
Chairman

28 April 2023

**主席報告(續)**

我們ESG戰略的另一個重要方面是加強我們的管治結構和內部控制系統。由指定的員工團隊負責處理集團內所有ESG相關事項，並不時向董事會提供重要資訊。完善的ESG管理系統還指派不同部門的員工來解決不同的ESG問題，如工人安全、能源使用等。通過實施良好的ESG資料管理系統，我們能夠評估、確定優先順序、設定目標和指標，以進一步提高我們的ESG績效，從而符合國家監管要求。

我謹代表董事會，對我們所有員工在這充滿挑戰的一年中的辛勤工作和奉獻精神表示衷心的感謝。我還要感謝我們的客戶、股東和其他持份者對我們的持續支援和信任。我們將努力維護我們的願景，讓人們住得開心，為我們的社會創造更美好的未來做出貢獻。

主席  
吳國卿

二零二三年四月二十八日



Environmental, Social and Governance Report (Continued)  
環境、社會及管治報告(續)

## Overview Management Structure

The Group has established a comprehensive ESG management structure that effectively manages all ESG issues during operation. The Board is fully responsible for all ESG decisions, including evaluating and determining all ESG-related risks and ensuring that all measures and internal control systems are effective. Additionally, the Board examines and reviews the annual ESG performance and report.

## Stakeholder Identification and Communication

The Group has incorporated stakeholder engagement into our ESG Report to better understand their concerns. The Group believes that this would significantly improve our ESG performance from day-to-day. The Group has engaged different types of stakeholders, such as the Board of Directors, employees, and suppliers, to provide valuable comments on our ESG issues. As a result, the Group could harness this information to further improve our internal control system and corporate governance structure. The table below summarizes the key methods we use to communicate with our stakeholders.

## 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事宜。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。

## 持份者的識別及溝通

為了更好地理解持份者的關注，我們將持份者參與納入了本ESG報告中。我們相信，這將大大提高本集團的日常ESG績效。我們委託了不同類型的持份者，如董事會、員工、供應商等，就我們的ESG事宜提供有價值的意見。因此，我們可以利用這些資訊進一步完善內部控制體系和公司治理結構。下表總結了與持份者溝通的關鍵方法。



Environmental, Social and Governance Report (Continued)  
環境、社會及管治報告(續)**Overview (Continued)**  
**Stakeholder Identification and Communication**  
**(Continued)**

	Types of Stakeholders	Focus Topics	Means of Communication
Internal Stakeholders	Board of Directors	Risk management Corporate operating conditions Corporate reputation	Consultation via phone calls and emails Direct communication Company conference Suggestion box
	Employees	Occupational training and development Remuneration and benefit Health and safety	Consultation via phone calls and emails Direct communication Meetings Suggestion Box
External Stakeholders	Shareholders/ Investors	Stable investment returns Information disclosure	Annual general meeting Consultation via phone calls and emails Annual report
	Suppliers/ Customers	Sound performance of contract Standard supplier management and procurement process Establishment of complaint system	Annual report Meetings
	Distributors	Complete information exchange system Steady and stable supply of products	After-sales opinion box Consultation via phone calls and emails Meetings
	Government and Regulators	Operation in compliance with laws and regulations	Annual report Meetings
	Community	Contribution to community development	Annual report Community service

**概覽(續)**  
**持份者的識別及溝通(續)**

	持份者類別	關注主題	溝通方式
內部持份者	董事會	風險管理 企業營運條件 企業聲譽	諮詢電話及電郵 直接溝通 公司會議 意見箱
	僱員	職業培訓及發展 薪酬及福利 健康及安全	諮詢電話及電郵 直接溝通 會議 意見箱
外部持份者	股東/投資者	穩定的投資回報 信息披露	股東週年大會 諮詢電話及電郵 年報
	供應商/客戶	良好履行合同 標準的供應商管理和採購流程 設立投訴機制	年報 會議
	分銷商	完善的信息交換系統 安全及穩定的產品供應	售後意見箱 諮詢電話及電郵 會議
	政府及監管機構	合法合規地營運	年報 會議
	社區	為社會發展作出貢獻	年報 社會服務



Environmental, Social and Governance Report (Continued)  
環境、社會及管治報告(續)

## Overview (Continued) Materiality Assessment

The Group conducted a materiality assessment last year to incorporate stakeholders' feedback on sustainability topics in this year's ESG report and understand the material topics of our ESG work. Material topics are evaluated and assessed externally and internally according to their impact on business. The Group believes that conducting the materiality assessment biannually is appropriate given that the business of the Group does not experience material changes. The Group has identified the following major concerns of stakeholders: waste management, occupational health and safety, employees' rights, emission-related regulations, and customer data protection and privacy. You can refer to the 2021 ESG report for detailed results of the materiality assessment.

## Environmental Performance

The Group's major operating business is property management services which does not cause an extensive impact on the environment. However, the Group still experienced various environmental issues by managing over 50 properties in the PRC over the year. The Group is dedicated to minimizing the impact from its operation to achieve long-term sustainable development goals. To achieve that, the Group has 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 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 breaches of laws and regulations.

## 概覽(續) 重要性評估

本集團去年進行了重要性評估，將持份者對可持續性主題的反饋納入今年的ESG報告，並了解我們ESG工作的實質性主題。重要的主題根據其對業務的影響進行外部和內部評估。本集團認為，鑒於本集團的業務沒有發生重大變化，每兩年進行一次重要性評估是適當的。本集團已確定持份者的主要關注點如下：廢物管理、職業健康與安全、員工權利、排放相關法規以及客戶資料保護和隱私。有關重要性評估的詳細結果，請參閱2021 ESG報告。

## 環境表現

本集團的主營業務是物業管理服務，不會對環境造成廣泛影響。然而，本集團於過去一年在中國管理著超過50個項目，仍面對各種環境問題。本集團致力於最大限度地減少運營帶來的影響，以實現長期可持續發展目標。為了實現這一目標，集團已獲得ISO14001-2015環境管理體系(「EMS」)認證，這將有助於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》、《中華人民共和國固體廢物污染環境防治法》、《中華人民共和國節約能源法》和《中華人民共和國環境影響評價法》。報告期內，本集團未發現任何違反法律法規的問題。



Environmental, Social and Governance Report (Continued)  
環境、社會及管治報告(續)**Environmental Performance (Continued)**  
**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. The non-hazardous wastes will be collected by verified garbage collection service providers and transported to designated refuse area in the region.

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.

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.

**環境表現(續)**  
**排放物**

本集團在環境管理體系下嚴格監控所有經營活動，以控制所有管理項目的總體排放強度。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危險廢物，而是產生幾種類型的非危險廢物，如一般垃圾、建築垃圾。所有危險廢物，主要是碳粉盒，都被安全地存放在指定的區域，並由經過認證的廢物收集器收集，以正確處理廢物。無害廢物將由經過驗證的垃圾收集服務提供者收集，並運送到該地區的指定垃圾區。

我們在管項目的廢物處理嚴格遵守了《中華人民共和國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》、《綠色施工指南》和其他相關法律法規。

由於我們的業務集中在辦公室，而且上述排放措施很難衡量，我們無法量化排放的有效性。





Environmental, Social and Governance Report (Continued)  
環境、社會及管治報告(續)

**Environmental Performance (Continued)**  
**Emissions (Continued)**  
**Major Gas Emission Indicators**

Direct Emissions	Unit	Emission in 2022
Carbon Dioxide (CO <sub>2</sub> )	Tonnes	942.4
Methane (CH <sub>4</sub> )	Tonnes	0.0008
Nitrous Oxide (N <sub>2</sub> O)	Tonnes	0.0004
Nitrogen Oxides (NO <sub>x</sub> )	Tonnes	4.6
Sulphur Oxides (SO <sub>x</sub> )	Tonnes	0.01
Particulate Matter (PM)	Tonnes	0.34

Total Greenhouse Gas (GHG) Emissions	Unit	Emission in 2022
Direct emission from combustion	t-CO <sub>2</sub> eq.	941.5
Direct emission from vehicles	t-CO <sub>2</sub> eq.	1.0
Indirect emission from electricity consumption	t-CO <sub>2</sub> eq.	65,768.8
Indirect emission from flight	t-CO <sub>2</sub> eq.	78.5

Emission Intensity (per employee)	Unit	Emission in 2022
Direct emissions from combustion	t-CO <sub>2</sub> eq.	1.2
Direct emission from vehicles	t-CO <sub>2</sub> eq.	0.001
Indirect emission from electricity consumption	t-CO <sub>2</sub> eq.	85.2
Indirect emission from flight	t-CO <sub>2</sub> eq.	0.1

Waste Types	Unit	Consumption in 2022
Non-hazardous Waste	Tonnes	35,146.0
Hazardous Waste	Tonnes	0.1

Waste Intensity (per employee)	Unit	Consumption in 2022
Non-hazardous Waste	Tonnes	45.5
Hazardous Waste	Tonnes	0.0001

**Water Discharge**

The Group has introduced several water saving measures to control the use of water of all managed properties. 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.

**環境表現(續)**  
**排放物(續)**  
**主要氣體排放指標**

直接排放	單位	二零二二年排放量
二氧化碳(CO <sub>2</sub> )	噸	942.4
甲烷(CH <sub>4</sub> )	噸	0.0008
一氧化二氮(N <sub>2</sub> O)	噸	0.0004
氧化氮(NO <sub>x</sub> )	噸	4.6
硫氧化物(SO <sub>x</sub> )	噸	0.01
懸浮粒子(PM)	噸	0.34

溫室氣體總排放量	單位	二零二二年排放量
燃燒直接排放	二氧化碳當量	941.5
車輛直接排放	二氧化碳當量	1.0
用電間接排放	二氧化碳當量	65,768.8
航空間接排放	二氧化碳當量	78.5

排放密度(每位僱員)	單位	二零二二年排放量
燃燒直接排放	二氧化碳當量	1.2
車輛直接排放	二氧化碳當量	0.001
用電間接排放	二氧化碳當量	85.2
航空間接排放	二氧化碳當量	0.1

廢物種類	單位	二零二二年消耗量
無害廢物	噸	35,146.0
有害廢物	噸	0.1

廢物密度(每位僱員)	單位	二零二二年消耗量
無害廢物	噸	45.5
有害廢物	噸	0.0001

**排水量**

本集團採取了多項節水措施，以控制所有在管項目的用水。本集團嚴格遵守《中華人民共和國水污染控制法》、《城鎮污水處理廠污染物排放標準》及其他相關法律法規。

所有污水均接入政府污水管道，並輸送至當地污水處理廠。本集團對所有污水系統進行日常監控，以防止任何潛在的洩漏。



Environmental, Social and Governance Report (Continued)  
環境、社會及管治報告(續)**Environmental Performance (Continued)**  
**Use of Resources**

The Group has made significant efforts to manage its resource usage over the years, with a focus on improving energy efficiency and water usage.

To achieve resource efficiency, the Group has implemented several measures, including issuing an “Energy Efficiency Guide” to provide guidance to property management offices in every managed property on implementing energy-saving measures, installing energy-saving lighting systems in basement carparks, adopting a progressive pricing scheme for water usage to avoid abusive use of water, signing landscape service contracts with related parties with water usage limit clauses, conducting regular checks and maintenance on all drainage systems to ensure no leakage issues, recording the usage of water and electricity monthly by installing water and electricity meters to ensure no abnormalities, and adopting 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, and 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. Hence, the Group did not record any packaging materials during the reporting period.

The Group has adopted smart intelligent service to monitor the usage of resource from the users and the Group has the ability to further improve the usage efficiency of different kinds of resources in the future. In coming years, the Group is targeted to improve all kinds of resource usage efficiency, including energy and water usage.

**環境表現(續)**  
**資源利用**

多年來，本集團在管理資源使用方面做出了重大努力，重點是提高能源及水使用效率。

為了提高資源效率，本集團實施了多項措施，包括發佈《能源效率指南》，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導、在地下停車場安裝節能照明系統、採用累進式用水定價方案以避免濫用水、與關連方簽訂具有用水限制條款的園林服務合同、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、通過安裝水錶和電錶每月記錄水電使用情況，以確保無異常情況、採用生物防治和藥物淨化降低水體變化頻率，可節約50%以上的原始用水。

本集團只使用由供應商經市政管道供應的水，未發現現取水源有異常。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。

本集團已採用智能服務監控用戶的資源使用情況，未來有能力進一步提高各類資源的使用效率。在未來幾年，集團的目標是提高各種資源的使用效率，包括能源和水的使用。



Environmental, Social and Governance Report (Continued)  
環境、社會及管治報告(續)

**Environmental Performance (Continued)**  
**Use of Resources (Continued)**  
**Major indicators for resource consumption**

Resource Consumption	Unit	Consumption in 2022
Electricity	Kilowatt per hour	10,780
Gasoline	Litre	370
Diesel	Litre	1,180
Water	Tonnes	11,290

  

Resource Consumption Intensity (per employee)	Unit	Consumption in 2022
Electricity	Kilowatt per hour	14.0
Gasoline	Litre	0.5
Diesel	Litre	1.5
Water	Tonnes	14.6

**The Environment and Natural Resources**

All related environment risks have been taken into consideration by the Group during all business stages. The Group continuously planted trees and greenify the surrounding environment of the managed properties. Due to the business nature of the Group, we have a minimal impact to the environment and natural resources.

**Climate Change**

Climate change may bring unprecedented impact to the society, including our business operations. Ye Xing is highly aware of the climate-related risks and strives to reduce the exposure to these risks.

As a leading property management service provider, the material climate change impact to our business would be extended rainy periods and extreme winter season. We have provided adequate protective equipment for our staff to ensure their safety at work. During 2022, there is no material climate-related event identified that may seriously impact our business operation. The Group plans to put more resources into monitoring the industry and national policy establishment and development regarding climate change in the coming years.

**環境表現(續)**  
**資源利用(續)**  
**資源消耗的主要指標**

資源消耗	單位	二零二二年消耗
電力	千瓦時	10,780
汽油	升	370
柴油	升	1,180
水	噸	11,290

  

資源消耗密度(每位僱員)	單位	二零二二年消耗
電力	千瓦時	14.0
汽油	升	0.5
柴油	升	1.5
水	噸	14.6

**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。本集團一直有種植樹木，並綠化在管項目的周邊環境。由於集團的業務性質，我們對環境和自然資源的影響很小。

**氣候變化**

氣候變化可能會給社會帶來前所未有的影響，包括我們的商業運營。燁星高度意識到與氣候相關的風險，並努力減少這些風險。

作為一家領先的物業管理服務提供者，氣候變化對我們業務的重大影響將是延長雨季和極端冬季。我們為員工提供了足夠的防護設備，以確保他們在工作中的安全。於二零二二年期間，並無可能嚴重影響我們業務運營的重大氣候相關事件。本集團計劃在未來幾年投放更多資源來監測行業和國家氣候變化政策的制定及發展。



Environmental, Social and Governance Report (Continued)  
環境、社會及管治報告(續)

## Social Performance Employment

Ye Xing has employed 772 full-time employees in China in 2022, of which female employees accounted for 47.6%, and the labour contract signing rate was 100%, and it 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.

The Human Resources Department has created several policies to meet statutory requirements, including the “Employment Management Handbook” (《招聘管理手冊》), “Remuneration and Welfare Management 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》). These policies ensure that all employees are treated equally in an open, fair, and discrimination-free environment. The Group regularly reviews and updates these policies to provide the best protection for employees and enhance their loyalty to the Group.

The recruitment policy outlines hiring processes with principles of “open recruitment,” “equal competition,” “not overstaffing,” and “allocate the right position to the right person” to align with the Group’s business strategy development. The Group recruits talents from various platforms, such as posting job advertisements online, internal referrals, and campus recruitment, to source the most suitable candidates.

The Group strives to prevent employment discrimination based on nationality, age, ethnicity, religion, gender, marital status, pregnancy, sexual orientation, or political stance. All applicants are qualified for application and selection.

The Group has established a comprehensive performance and promotion system that provides a transparent and fair platform for employees to advance their careers in Ye Xing. The annual performance appraisals evaluate employees’ capability. Based on their suitability and contribution, the Group provides fair promotions in salary and position as rewards for outstanding employees.

All employees are entitled to the Group’s benefits, including paid leaves, marriage leaves, and maternity leaves that strictly comply with national standards.

## 社會表現 僱傭

於二零二二年，燁星於中國共僱用了772名全職員工，其中女性員工佔47.6%，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《職工帶薪年休假條例》以及其他相關的國家勞動法律法規，以保護我們的員工。於報告期內，未發現與僱傭法律法規有關的違規問題。

為符合法定要求，人力資源部制定各種政策，包括《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》。這些政策確保所有員工都在完全開放、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、血統、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，本集團將在薪酬和職位上給予公平的晉升，以獎勵優秀員工。

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。



Environmental, Social and Governance Report (Continued)  
環境、社會及管治報告(續)

## Social Performance (Continued) Employment (Continued) Major indicators for employment in 2022

	Number of Employees	Employee turnover rate
<b>By gender</b>		
Male	405	20.4%
Female	367	19.2%
<b>By age group</b>		
Aged 30 or below	148	25.3%
Aged 31-40	368	21.0%
Aged 41-50	184	13.2%
Aged 51 or above	72	17.2%
Overall	772	19.8%

### Health and Safety

Ye Xing is committed to complying with all relevant laws and regulations related to workplace health and safety, including the Labour Law of the PRC, the Fire Prevention Law of the PRC, the Prevention and Control of Occupational Diseases of the PRC, and the Regulations on Work-related Injury Insurances. The company has implemented an occupational health and safety management system (OHSMS) that complies with GB/T28001:2017 standards to effectively control health and safety risks in the workplace.

The company has also established "Environmental and Occupational Health and Safety Operation Control Procedures" to provide standard operating procedures for handling emergency incidents. Ye Xing's environment, health, and safety (EHS) department conducts regular self-reviews of all workplace injuries and accidents to evaluate the effectiveness of current measures and handle employees' work injuries. The company periodically reviews and conducts safety inspections for OHSMS to improve the workplace environment continuously and ensure employee well-being. During the reporting period, Ye Xing was not aware of any non-compliance issues regarding relevant laws and regulations that may significantly impact its ability to provide a safe working environment.

Ye Xing provides regular training programs to its staff to improve their health and safety awareness. If any serious safety incidents are identified, Ye Xing would immediately investigate the situation. The company has a clear outline of emergency response, responsibilities, and remediation plans to minimize work-related risks in the workplace. In 2022, Ye Xing lost 72 days due to work injury, but no fatal incidents were recorded during the past three years.

## 社會表現(續) 僱傭(續) 二零二二年僱傭主要指標

	員工人數	員工 流失比率
<b>按性別</b>		
男性	405	20.4%
女性	367	19.2%
<b>按年齡組別</b>		
30歲或以下	148	25.3%
31歲-40歲	368	21.0%
41歲-50歲	184	13.2%
51歲或以上	72	17.2%
整體	772	19.8%

### 健康和 safety

燁星致力於遵守與工作場所健康安全相關的所有法律法規，包括《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》和《工傷保險條例》。公司實施了符合GB/T28001：2017標準的職業健康安全管理體系（「OHSMS」），以有效控制工作場所的健康安全風險。

本集團還制定了《環境與職業健康安全運行控制程式》，為處理突發事件提供標準操作程式。本集團的環境、健康和 safety（「EHS」）部門定期對所有工傷和事故進行自我審查，以評估當前措施的有效性，並處理員工的工傷。公司定期對職業健康安全管理體系進行審查和 safety 檢查，以持續改善工作環境，確保員工健康。報告期內，本集團未發現任何可能對其提供安全 work 環境的能力產生重大影響的相關法律法規不合規問題。

本集團定期為員工提供培訓計劃，以提高他們的健康和 safety 意識。如果發現任何嚴重的 safety 事件，本集團會立即調查情況。公司有一個明確的應急回應、責任和補救計劃大綱，以最大限度地減少 work 場所的 work 風險。於二零二二年，本集團工傷損失了72天，但在過去三年中均沒有記錄到致命事件。



Environmental, Social and Governance Report (Continued)  
環境、社會及管治報告(續)**Social Performance (Continued)**  
**Employment (Continued)****Development and Training**

Ye Xing has made significant efforts to provide the best training resources to its employees and improve their capabilities. The company believes that such measures can help create a healthy workplace, high-quality employees, and better employee loyalty.

To standardize and promote sustainable and systematic training at Ye Xing, the company has formulated its training management system to improve overall performance, accelerate business development, and achieve its business goals. Ye Xing has developed a professional education and learning application that includes topics such as customer service, engineering, environment, safety, and quality management for all new and current employees with different seniority levels to improve their job skills. Currently, there are more than 800 courses available on the application. In addition, Ye Xing has formulated "Hong Kun Property Online Learning Platform Management Rules" to maintain the quality of all educational content on the platform.

Furthermore, Ye Xing utilizes the platform to provide induction and on-the-job training to new and existing employees, respectively. New employees and management trainees receive two days of induction training, while project managers receive two five-day trainings. Training content is specifically assigned according to their job roles.

**Major indicators for development and training**

Training	Percentage of employees trained (%)	Average training hours (hours/employees)
	2022	2022
<b>By employment category</b>		
Senior Management	100	400
Middle Management	100	13,224
General	100	33,040
<b>By gender</b>		
Male	100	60.5
Female	100	60.5

**社會表現(續)****僱傭(續)****發展與培訓**

本集團為員工提供最好的培訓資源並為提高他們的能力做出了重大努力。本公司認為，這些措施有助於創造一個健康的工作場所、高品質的員工和更好的員工忠誠度。

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五天的培訓。培訓內容根據其工作角色專門分配。

**發展與培訓的主要指標**

培訓	二零二二年 已培訓員工 比例(%)	二零二二年 平均 培訓小時 (小時/員工)
	<b>按員工分類</b>	
高級管理層	100	400
中級管理層	100	13,224
一般員工	100	33,040
<b>按性別</b>		
男性	100	60.5
女性	100	60.5



Environmental, Social and Governance Report (Continued)  
環境、社會及管治報告(續)

## Social Performance (Continued) Employment (Continued)

### 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 established long-term business partnerships with its service suppliers, such as sanitary, gardening, intelligence, electrical and mechanical maintenance, and fire safety. To effectively manage its suppliers, Ye Xing has formulated "Tendering and Procurement Management Regulations" (《物業公司招標採購管理規定》) to standardize the tendering procedures. Suppliers have to pass several criteria, such as track record, related certification, service quality, and price before being enlisted in the "Qualified Supplier List". Ye Xing annually reviews and evaluates its suppliers' performance. Any suppliers with unsatisfactory performance will be put into the "Watchlist", and Ye Xing will perform more frequent inspections during their service period to further determine the business relationship. During the reporting period, Ye Xing has selected more than 500 suppliers under the abovementioned tendering procedures.

In addition, Ye Xing has introduced environmental, social, and governance requirements for selecting suppliers. Suppliers are required to provide ESG or EHS related evidence during the selection process. Suppliers with well-implemented environmental management systems are highly preferred by Ye Xing. To ensure that suppliers' ESG performance is well maintained, Ye Xing reviews their ESG performance once every two years. Ye Xing identifies environmental and social risks along the supply chain by conducting an analysis of shortlisted suppliers. The Group keeps track of the data to ensure that all suppliers are well aware of all related risks.

## 社會表現(續)

### 僱傭(續)

#### 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》、《禁止使用童工規定》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、智能、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）。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都將被列入「觀察名單」，並且我們將在服務期內對其進行更頻繁的檢查，以進一步決定業務關係。於報告期間，本集團經上述招標程序選擇了超過500間供應商。

此外，我們引入了選擇供應商的環境、社會和治理要求。供應商需要在選擇過程中提供ESG或EHS相關證據。本集團優先選擇環境管理體系實施良好的供應商。為確保供應商的ESG績效得到良好維護，本集團將每兩年對其ESG績效進行一次審查。本集團通過對候選供應商進行分析，以識別供應鏈中的環境及社會風險。本集團會對有關數據進行追蹤，並確保所有供應商對有關的風險有清晰的了解。



Environmental, Social and Governance Report (Continued)  
環境、社會及管治報告(續)**Social Performance (Continued)**  
**Supply Chain Management (Continued)**

	Number of supplier by region in China
Northern China	316
Eastern China	45
Southern China	45
Central China	29

**社會表現(續)**  
**供應鏈管理(續)**

	中國各地區 供應商 數量
華北	316
華東	45
華南	45
華中	29

**Product Responsibility**

To provide our customers with the best property management services, we have invested extensive resources in strict quality control and technologies. We have obtained ISO9001:2001 Quality Control Management System to ensure that our service quality can be maintained on a daily basis. We firmly believe that high-quality control standards can greatly enhance the overall customer service experience. We provide development and training for our employees to minimize all risks during daily operations. On the other hand, we have developed several automated systems and mobile applications, such as Hongkunjui (鴻坤薈), to facilitate service efficiency.

With our implemented online technologies, we are highly aware of our customers' information security. We have 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 system checks, password policy, user authorization, and approval, have been implemented to safeguard users' data. Designated staff will ensure that the collection and storage of all data comply with internal policies and applicable laws and regulations.

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

The Group has formulated "Intellectual Property Maintenance and Protection Management Standards" (《知識產權維護與保護管理標準》) to systematically manage our intellectual property rights. All employees are required to sign an undertaking and confidentiality agreement to ensure that they do not disclose any sensitive information to third parties.

In 2022, we did not receive any material service-related complaints and due to the business nature, statistics for product recall is not applicable for the Group.

**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品質控制管理體系認證，以確保我們的服務品質能保持在日常狀態。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，我們高度重視客戶的資訊安全。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定期更新的防病毒軟體。為了保護用戶數據，本集團已實施了一些策略，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《中華人民共和國專利法》和《中華人民共和國專利法實施細則》，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。

於二零二二年，我們並無收到任何重大服務相關投訴，由於業務性質，產品召回統計資料不適用於本集團。





Environmental, Social and Governance Report (Continued)  
環境、社會及管治報告(續)

## Social Performance (Continued) Anti-corruption

Ye Xing has a zero-tolerance policy for unethical behavior and upholds the highest level of ethical standards. The company advocates integrity and honesty as core values and strictly complies with the Anti-corruption and Bribery Law of the PRC. The Group has formulated an Anti-corruption and Anti-bribery Management System, an Anti-fraud and Anti-money Laundering Internal Control System to prevent corruption, and 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 oversees all business operations and conducts disciplinary inspections, 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 internal institutions' responsibilities and authorities are monitored and recorded to track all rectification processes of the Group's internal control measures. Anti-corruption training is provided to all levels of staff, 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, or money laundering were observed by the Group or brought against the Group or its employees.

## Community Involvement

Over the years, the Group has been actively involved in community service in our surrounding area by encouraging our employees to participate in various community activities such as education, labor, and culture. We firmly believe that as a part of the community, it is our crucial responsibility to consider the interests of the community and build a harmonious relationship with community stakeholders while developing our business. The Group aims to provide relevant data on the resources contributed to the focus areas in our report next year.

## 社會表現(續) 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《中華人民共和國刑事訴訟法》。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，不容忍任何與賄賂、勒索、欺詐和洗黑錢有關，並可能嚴重影響本集團的不合規問題。

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、本公司反腐敗政策的介紹和實施。

在報告期內，本集團並未發現亦無對本集團或其員工提出任何貪污、勒索、賄賂、欺詐和洗黑錢的案件。

## 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，包括教育、工人及文化。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利益相關者建立和諧的關係是一項至關重要的責任。本集團目標在下年度的報告提供為重點領域貢獻資源的有關數據。



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<b>A. Environmental</b>						
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	A2.2	Water consumption in total and intensity	10	A2.2	總耗水量及密度	10
	A2.3	Description of energy use efficiency initiatives and results achieved	9	A2.3	描述能源使用效益計劃及所得成果	9
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved	9	A2.4	描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果	9
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<b>Aspect A3: The Environment and Natural Resources</b>						
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KPI	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	10	A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動	10



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