



REDSUN SERVICES GROUP LIMITED

**弘陽服務集團有限公司**

(incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立的有限公司)

Stock Code 股份代號：1971



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2020

**環境、社會及管治報告2020**

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### ABOUT THIS REPORT

#### Overview

This is the first “Environmental, Social and Governance Report” (the “**ESG Report**” or the “**Report**”) published by Redsun Services Group Limited, reporting to all stakeholders with focused disclosure on the Group’s management, practice and performance in economic, environmental, social and governance terms. Part of this Report involves disclosures relating to Hong Yang Group Co., Ltd. (“**Hong Yang Group Company**”), the parent company of the Group.

#### Period Covered by the Report

The Report covers the period from 1 January 2020 to 31 December 2020 (the “**Reporting Period**”). Retrospective reference may be made where applicable.

#### Scope and Coverage of the Report

The Report covers Redsun Services Group Limited and its subsidiaries (the “**Group**”, “**Redsun Services**”, “**we**” or “**us**”).

#### Basis of Preparation

The Report has been prepared with reference to the Environmental, Social and Governance Report Guide set out in appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “**Stock Exchange**”). The scope of the ESG Report, the collection of relevant materials and data, its preparation based on available information and the review of information set out in the Report have been determined on the basis of the identification and priority of importance of stakeholders and the material issues relating to ESG, to ensure the completeness, materiality, truthfulness and balance of the Report.

### 關於本報告

#### 概覽

本報告是弘陽服務集團有限公司發佈的第一份《環境、社會及管治報告》(以下簡稱「**ESG**」報告或「**本報告**」)，面向各利益相關方，重點披露本集團在經濟、環境、社會及管治方面的管理、實踐與績效。本報告呈現內容部分涉及本集團母公司弘陽集團有限公司(以下簡稱「**弘陽集團**」)。

#### 報告時間範圍

本報告覆蓋的週期為2020年1月1日至2020年12月31日(即報告期內)，部分內容追溯以往年份。

#### 報告範圍及邊界

本報告覆蓋弘陽服務集團有限公司及其子公司(以下簡稱「**本集團**」、「**弘陽服務**」或「**我們**」)。

#### 編製依據

本報告編製參考香港聯合交易所有限公司(以下簡稱「**聯交所**」)上市規則附錄二十七《環境、社會及管治報告指引》進行編製。本報告按照識別和排列重要的權益人，以及ESG相關重要議題、決定ESG報告的界限、收集相關材料和數據、根據資料編製報告和對報告中的資料進行檢視等步驟進行釐定，以確保報告內容的完整性、實質性、真實性和平衡性。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### Sources and Warranty of Reliability

Data and information disclosed in the Report are derived from the Group's statistical reports and formal documents, after the verification of relevant departments. The Group undertakes to the effect that the Report does not contain any misrepresentation or misleading statements, and takes responsibility for the truthfulness, accuracy and completeness of the Report.

#### Languages and Formats

The Report is available in electronic version, in Chinese language and English language. For more information regarding Redsun Services' background, business development and philosophy of its sustainable development, please refer to the official website of Redsun Services (<http://www.rsunservice.hk/>).

#### Confirmation and Approval

The Report was approved by the Board of Directors on 23 March 2021 after confirmation by the management.

#### Contact Details

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### CHAIRMAN'S STATEMENT

For 17 years since its inception, Redsun Services has always sought to be an enterprise of conscience, with steadfast adherence to the motto of "professionalism and building credibility for the long term" by actively performing its social responsibilities. Year 2020 was a special year, when COVID-19 started to draw the society's attention to the nature and value of property enterprises in terms of the provision of public services. In 2020, amidst the dual pressure from COVID-19 and market plunge, we successfully became listed on the Hong Kong Stock Exchange. On a new starting point, we uphold the strategy of "penetrating the Greater Jiangsu Region, strengthening foothold in the Yangtze River Delta Region and expanding into major metropolitan areas" (做透大江蘇、深耕長三角、佈局都市圈) to achieve rapid growth with quality.

#### 資料來源及可靠性保證

本報告披露的信息和數據來源於本集團統計報告和正式文件，並通過相關部門審核。本集團承諾本報告不存在任何虛假記載或誤導性陳述，並對內容真實性、準確性和完整性負責。

#### 報告語言及形式

本報告設有中文和英文版，並以電子版形式供參閱。如想了解更多關於弘陽服務的背景、業務發展和可持續發展理念，歡迎瀏覽弘陽服務官方網站 (<http://www.rsunservice.hk/>)。

#### 確認及批准

本報告經管理層確認後，於2021年3月23日獲董事會通過。

#### 聯繫方式

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### 董事長致辭

弘陽服務自成立17年來，一直堅持「在商言人、誠者致遠」的價值觀，積極踐行社會責任，踏踏實實做一家良心企業。2020年是一個特殊的年份，受新冠疫情的影響，社會各界開始普遍關注物業企業的社會公共服務屬性和公共服務價值。2020年，我們頂住了疫情防控和市場震蕩帶來的雙重壓力，成功登錄香港交易所。面對新的起點，我們堅持「做透大江蘇、深耕長三角、佈局都市圈」的戰略，實現有質量的快速增長。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

For customer services, Redsun Services has established a service system that advocates harmonious community upon a “customer-oriented” principle, with comprehensive coverage of all life services being delivered in the form of smart communities. We integrate online and offline services through an intelligent service collection platform and a perfect management system. Through the Red Life APP, the “400” call center and customer service centers, we provide customers with both convenient and fast online service mode and offline service space for face-to-face communication and interaction to meet the needs of different customer groups. For environmental protection, we build green and environment-friendly spaces for work and living. Optimized energy saving design and the use of energy saving facilities minimize energy consumption in the course of operation and ensure the reasonable use of energy resources. We organize a wide range of environment-related activities and promote a culture of sustainable development in office spaces as well as venues of operations. For employment, we keep improving our staff benefits and employee care initiatives, provide safe, comfortable, free and fair working atmosphere, enhance our attractiveness to talents for an overall upgrade of staff quality, incentivize internal momentum, and in turn support the mutual growth of employees and the enterprise. For industrial cooperation, we are well aware that the property industry is inherently one that carries social responsibilities by nature, where industry players are endowed with higher social values than commercial values. We continually explore business development in the management of livelihood-related services, by collaborating with governments and universities in forming new modes of operation, with a view to creating larger service values and social values. For charity, Redsun Services actively assumes the social responsibilities as a major enterprise. Since the outbreak of COVID-19, we have proactively integrated resources available from different channels and formed a cooperation mechanism with participation from the government, business enterprises, social organizations and community residents, to join hands in fighting the pandemic.

在客戶服務方面，弘陽服務建立並倡導和諧社區的服務體系，始終以「一切以客戶為導向」，打造全生活服務體系，構建智慧社區。我們通過智能化服務集合平台和完善的管理體系，融合線上線下服務，通過弘生活APP、400呼叫中心、客戶服務中心，為客戶提供方便快捷的在線服務方式和面對面溝通互動的線下服務空間，滿足不同客戶群體的需求；在環境保護方面，我們打造綠色、環保居住環境和工作環境，通過優化節能設計、應用節能設施，減少運營過程中的能源消耗、確保能源合理使用。我們開展多樣化環保活動，推動辦公室及運營地的可持續發展文化；在員工僱傭方面，我們持續提升員工福利與關愛，為員工打造安全、舒適、自由、平等的工作氛圍，加強人才吸引和綜合素質提升，激發內生動力，助力員工與企業共同成長；在行業合作方面，我們深知物業行業本身就是一個帶有社會責任屬性的行業，企業社會價值更加高於商業價值。我們不斷探索、發展城市民生服務管理領域，與政府和高校攜手共建運營新模式，旨在創造更大的服務價值與社會價值；在社會公益方面，弘陽服務積極承擔大企業社會責任，新冠肺炎疫情爆發以來，通過整合各方資源，建立起政府、企業、社會組織和社區居民多方參與合作機制，共同團結抗疫。

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In our future development, we will continue to adhere to the original vision of “making lives warmer (讓生活更有溫度)” and firmly capture the opportunities presented by the high-quality economic development of China and the favorable policies available in the Yangtze River Delta Region, by providing its customers with warm property management services, upgraded community value-added services, and deeply-filled value-added services to non-property owners, and reward on its staff members and shareholders with high-quality sustainable growth. Meanwhile, we will focus on the three dimensions of “expanding scale, increasing revenue and improving services”, aiming at achieving a rapid growth with quality, and becoming a venerable good life operator.

### ABOUT REDSUN SERVICES

#### Corporate Profile

Established in Nanjing in 2003, Redsun Services is a fast-growing comprehensive community service provider with a regional focus on the Yangtze River Delta. It commands a regional leading position in the property management market of Jiangsu province and well-recognized nationwide. In pursuit of its vision of “making lives warmer” (讓生活更有溫度), Redsun Services has provided and endeavors to continue to “provide customers with high-quality services with sincerity (以誠待客，卓越服務)”. We were recognized as one of the Top 100 Property Management Companies by China Index Academy for four consecutive years since 2017 and ranked 25th among the 2020 Top 100 Property Management Companies.

Adhering to its belief of “good service comes with good reputation and good reputation comes with good future”, Redsun Services commits itself to delivering good services with love and dedication and uses its actual deeds to let residents genuinely feel the warmth. Upholding the notion of “making lives warmer” (讓生活更有溫度), Redsun Services marches forward, aiming at becoming a venerable good life operator.

在未來的發展中，我們將繼續秉承「讓生活更有溫度」的初心，緊抓國家經濟高品質發展和長三角經濟帶政策的機遇，以有溫度的物業管理服務、有濃度的社區增值服務、有厚度的非業主增值服務回饋客戶，以高質量、可持續的增長回饋全體員工及廣大股東。同時，我們將圍繞拓規模、增營收、優服務三大維度，實現有質量的快速增長，成為一家受人尊敬的美好生活運營服務商。

### 關於弘陽服務

#### 公司簡介

弘陽服務於2003年在南京成立，是一家深耕長三角地區、增長迅速的綜合社區服務供應商，在江蘇省物業管理市場處於區域領先地位，並在全國範圍內得到認可。弘陽服務以實現「讓生活更有溫度」為願景，一直奉行「以誠待客，卓越服務」的客戶服務理念。自2017年以來，弘陽服務連續四年被中國指數研究院評為物業服務百強企業之一，並於2020年物業服務百強企業排名第25位。

弘陽服務始終相信「好服務，好聲譽，好聲譽，好未來」，用心做好服務，用愛做好服務，用實際行動，讓社區居民真切感受到溫暖。弘陽服務秉承「讓生活更有溫度」的信念，砥礪前行，立志成為受人尊敬的美好生活運營服務商。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

Leveraging the “dual-driven”<sup>1</sup> development strategy of Redsun Group, and being a hands-on good life operator, Redsun Services is well-versed with customer needs and commits itself to creating a property service system that covers the entire lifecycle; in terms of discipline, environment, engineering and customer services, it provides safe and rest-assuring living environment to property owners and contributes to the properties’ value preservation and appreciation. Redsun Services focuses on major metropolitan areas including Nanjing, Shanghai, Tianjin, Chongqing, Chengdu, Xi’an, Hefei, Wuhan, Changsha and so forth. As at the end of the Reporting Period, the Group had three major business lines namely property management services, community value-added services and value-added services to non-property owners, which constitute the comprehensive services that we provide customers with and cover the entire property management value chain:

受益於弘陽集團「雙輪雙翼」<sup>1</sup>發展戰略，弘陽服務作為美好生活運營服務的深入踐行者，深諳客戶需求，致力於打造全週期的物業服務體系，從秩序、環境、工程和客服四個方面，為業主提供安全、安心的居住環境，實現房屋的保值與增值。弘陽服務聚焦於南京、上海、天津、重慶、成都、西安、合肥、武漢、長沙等核心都市圈。截至報告期末，本集團已擁有物業管理服務、社區增值服務及非業主增值服務三條主要業務線，構成我們向客戶提供的綜合服務並覆蓋整個物業管理價值鏈：

#### PROPERTY MANAGEMENT SERVICES

#### 物業管理服務

- Residential properties: security, cleaning, greening and gardening, facility management, and repairs and maintenance services
- Commercial properties: shopping malls, home improvement and furnishings malls, hotels and them park
- Other properties: office buildings, schools and so forth
- 住宅物業：安保、清潔、綠化及園藝、設施管理及維修保養服務
- 商業物業：購物中心、家居裝飾、傢俱商城、酒店及主題公園
- 其他物業：寫字樓、學校等

#### VALUE-ADDED SERVICES TO NON-PROPERTY OWNERS

#### 非業主增值服務

- Consulting services to other property management companies, helping them provide better services to their customers
- Preliminary planning and design consultancy services to property developers for property development projects
- Sales assistance services to property developers
- Inspection services to property developers
- 向其他物業管理公司提供顧問服務，向客戶提供更好的服務
- 向房地產開發商提供房地產開發項目前期規劃及設計諮詢服務
- 向房地產開發商提供協銷服務
- 向房地產開發商提供驗收服務

#### COMMUNITY VALUE-ADDED SERVICES

#### 社區增值服務

- Property brokerage services
- Property decoration services
- Community convenience services
- Common area value-added services
- Assets management services
- 房產中介服務
- 美居服務
- 社區便民服務
- 公共區增值服務
- 資產管理服務

<sup>1</sup> The “dual-driven” development strategy as in “dual-driven in property and commerce and dual-driven in property and capital” proposed by Redsun Group

<sup>1</sup> 弘陽集團提出的「地產商業雙輪驅動 物業資本雙翼齊飛」這一「雙輪雙翼」發展戰略

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### Awards and Accolades

The Group appreciates the recognitions from society and seeks to live up to expectations in the course of its ongoing development. During the Reporting Period, the Group was granted the following awards and accolades:

#### 獎項榮譽

本集團珍視社會給予的每一次認可，致力於在不斷發展的同時滿足各方期望。報告期內，本集團獲得的主要榮譽如下：

DATE 時間	NAME OF AWARD/ACCOLADE 獎項名稱	GRANTED BY 頒獎機構	PHOTO ILLUSTRATION 獎項圖片
13 May 5月13日	Top 100 Property Management Companies in China 中國物業服務百強企業	China Index Academy 中指研究院	
26 May 5月26日	Potential Unicorn Property Service Company 物業服務企業潛力獨角獸	China Property Management Institute 中國物業管理協會	
28 May 5月28日	Top 10 Capital Attention China Property Management Company 中國物業企業資本關注度十強	EH Consulting 億翰智庫	
12 August 8月12日	Top 100 Blue Chip Property Companies 藍籌物業百強企業	The Economic Observer 經濟觀察報	
18 August 8月18日	Top 40 China Property Companies in terms of branding value 中國房企品牌價值TOP40	EH Consulting 億翰智庫	
20 August 8月20日	Top 50 China Property Companies in terms of overall strength 中國房企綜合實力TOP50	EH Consulting 億翰智庫	
16 November 11月16日	IPO Award for Best Growth Potential 最具成長力IPO獎	Gelonghui 格隆匯	

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#### REDSUN • SUSTAINABLE DEVELOPMENT AND MANAGEMENT

Energy conservation, reduction of waste disposal and emission, and in turn lessening the burden on the environment of the planet earth in the course of production and operation whilst developing business at the same time have become a widely-regarded issue in recent years. The Group sees environmental, social and governance as an integral part of corporate management. It seeks to continually optimize its management system and upgrade corporate system while growing its financial strengths, so as to make greater contributions to sustainable social and corporate development together with its stakeholders in tandem with the enhancement of customer, shareholder and staff satisfactions.

#### Compliant Operations

Redsun Services seeks to safeguard the interests of all stakeholders as a whole by ceaselessly uplifting its internal corporate management and proactively identifying potential risk factors and devising contingency plans. The Group's ongoing enhancement of its risk control construction is by means of a top-down risk management regime encompassing a headquarters-regional companies-project commencement hierarchy, where business risk items of each business line are further identified by reference to the top ten risk items and contingency plans against risks are devised. For the risks within a business line, the Group has in place a three-tier alert control and three lines of defense against risks. In addition, the Group advocates risk awareness to its senior management and internal staff members, by means of specifying categories, clarifying rules, explaining cases and adjusting mechanisms, for enhancing their awareness in this aspect.

#### 弘陽 • 可持續發展管理

如何在發展業務的同時節約能源，減少廢棄物排放，減輕生產經營活動對地球環境的負擔已經成為近年來被廣泛關注的話題。本集團將環境、社會及管治視作企業管理中必不可少的部分，力爭在發展經濟效益的同時，持續優化公司管理體系、完善公司制度，旨在讓客戶、股東、員工滿意度提升的同時，連結各利益相關方為社會及公司的可持續發展做出更大的貢獻。

#### 合規運營

弘陽服務致力於通過不斷完善企業內部管理、通過主動識別潛在風險並制定應急預案，以保障各利益相關方的整體利益。本集團持續完善風險控制建設，通過集團總部 — 區域公司 — 項目開展自上而下的風險管理，藉由十大風險清單進一步對各個業務線的業務風險清單進行識別並制定風險應急預案。對於業務條線中的風險，本集團設置三個級別的預警管控和三道風險防線。此外，本集團向高管和內部員工開展風險意識宣貫，通過理類別、明規則、講案例、調機制等途徑，提高風險意識。



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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#### Business Ethics

Redsun Services adopts a “zero tolerance” policy against corruption. Strictly complying with laws and regulations including the Anti-Money Laundering Law of the People’s Republic of China, the Anti-Unfair Competition Law of the People’s Republic of China and the Interim Regulations Concerning the Prohibition of Commercial Briberies, the Group remains its steadfast commitment to combating corruptions, briberies, fraudulent acts and so forth. In order to share and disseminate the “sunshine culture” in a timely manner, to create a corruption-free working atmosphere for its staff members, and to make available a working environment that facilitates fair cooperation, mutual trust and a win-win situation for its business partners, the Group has devised its Redsun Group’s System of Declaration of Conflict of Interests (弘陽物業集團利益衝突申報制度) and the List of Prohibited Acts and Behaviors of Corruption (員工禁止舞弊行為列示一覽表), on the basis of Hong Yang Group Company’s Rules for Administering Complaints and Whistle-blowing (投訴舉報管理辦法) and its official WeChat account for filing complaints and whistle-blowing named “Corruption-free Redsun” (廉正弘陽). Redsun Services’ own codifications stated above set out specific procedures for handling declarations of conflicts of interests and specific acts and behaviors which are considered corruptive and therefore prohibited, whereby the prevention against corruptions can be further solidified and working environment favorable to fair competition can be made available.

Various channels for filing complaints and whistle-blowing are available at the Group, for example the Chairman of the Board’s Mailbox for Complaints and Whistle-blowing, the Audit and Surveillance Center’s Mailbox for Whistle-blowing, the Audit and Surveillance Center’s Hotline for Complaints and Whistle-blowing and so forth. Upon receiving a whistleblower’s filing, the risk control department of the Group will, in a timely manner, take up the case, ascertain the approach to investigation, issue its investigation report and recommendations, and give timely feedback on the result of investigation. Meanwhile, the personal data of a whistleblower and the details of his/her filing are to be handled in strict confidence. Any transmission of the filed materials to the complained entity(ies) or individual(s) is strictly prohibited. Any indulgence or shelter of the complained or any retaliation against the complainant will be duly accounted for by the Group.

#### 商業道德

弘陽服務堅持對貪腐現象「零容忍」，本集團嚴格遵守《中華人民共和國反洗錢法》、《中華人民共和國反不正當競爭法》及《關於禁止商業賄賂行為的暫行規定》等法律法規，堅決打擊貪污、賄賂、欺詐等行為。為了及時分享和傳播「陽光文化」，為員工營造廉潔的工作氛圍，為合作夥伴帶來平等合作、互信共贏的合作環境，本集團在弘陽集團的《投訴舉報管理辦法》、官方投訴舉報微信號「廉正弘陽」的基礎上，制定了《弘陽物業集團利益衝突申報制度》和《員工禁止舞弊行為列示一覽表》，明確利益衝突申報處理方法，禁止舞弊的行為，以進一步保障貪腐現象的防範，營造公平競爭的工作環境。

本集團設有各類投訴舉報渠道，如董事長投訴舉報郵箱、審計監察中心舉報郵箱、審計監察中心投訴舉報電話等。在接到舉報後，本集團風控部門會及時進行受理、確認調查方式，出具調查報告及建議，並對調查結果給予及時反饋。同時，我們對舉報人的個人信息及舉報內容嚴格保密，嚴禁將舉報材料轉交給被舉報單位或個人，對於縱容、包庇被舉報人或打擊報復舉報人，本集團會嚴厲追究相應責任。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

For better staff awareness against corruption and to create a sound and clean-handed atmosphere entailing integrity, promotion and training activities in advocacy of anti-corruption are organized from time to time for the Group's various functional units. During the Reporting Period, a total of six training sessions in advocacy of anti-corruption were organized and were joined by 326 participants. During the Reporting Period, the Group had no corruption cases being handled by any judiciary bodies.

#### Protection of Intellectual Property Rights

In strict compliance with the requirements of laws and regulations relating to the protection of intellectual property rights including the Copyrights Law of the People's Republic of China, the Trademark Law of the People's Republic of China and the Patents Law of the People's Republic of China, we devised and issued the System for Administering Intellectual Property Rights (知識產權管理制度) during the Reporting Period. The System enables the standardized administration of patents and technical knowhow, trademark rights, copyrights, trade secrets and other intellectual property rights protected by China's laws and regulations, contributing to the continuous uplift of the Group's level of administration of intellectual property rights.

#### Information Security and Privacy Protection

In the course of building an ecosystem of good living, information security and privacy protection have become important factors of increasing concern of customers. We strictly comply with laws and regulations including the System for Administering the Graded Protection of Information Security (信息安全等級保護管理制度), and have devised our own System for Controlling Risks Pertaining to Information Security (信息安全風險管控制度) which regulates, among others, network security and information platform security. For network security, we require our internal staff members to regularly adjust their firewall strategy and strengthen the supervision and examination of computer viruses. For business partners such as suppliers, unauthorized connection to production setting or database of the company's internal information platform is not allowed. In the course of administering information platform security, our system administrators regularly arrange for security examinations and maintenances and, pursuant to the Procedures for Application for Information System Authorizations (信息系統權限申請流程), administer data authorizations on the information platform to prevent divulgence of information on customers.

為加強員工的廉潔意識，營造誠信廉潔的良好氛圍，本集團對各個職能部門定期開展反貪腐宣貫培訓活動。報告期內，共計開展反貪腐相關培訓6次，參與人數為326人。報告期內，本集團未發生移送司法的貪污訴訟案件。

#### 知識產權保護

我們嚴格遵守《中華人民共和國著作權法》、《中華人民共和國商標法》、《中華人民共和國專利法》等保護知識產權法規的相關要求，於報告期內製定並下發《知識產權管理制度》，對專利權及技術秘密、商標權、著作權、商業秘密以及國家法律規定保護的其他知識產權進行了規範管理，不斷提升知識產權管理水平。

#### 信息安全及隱私保護

在美好生活的生態構建中，信息安全和隱私保護成為客戶越來越關注的重要因素。我們嚴格遵守《信息安全等級保護管理制度》等法律法規，並在制定的《信息安全風險管控制度》文件中，對網絡安全、信息平台安全等內容進行了規範。針對網絡安全，我們要求內部員工定期對防火牆策略進行調整，並加強對計算機病毒的監控和檢測；對於供應商等合作夥伴，在未經許可的情況下，不能連接公司內部信息平台的生產環境或數據庫。在信息平台安全管理中，我們系統管理員會定期組織安全檢查及維護工作，並通過《信息系統權限申請流程》進行信息平台的數據權限管理，防止客戶信息的泄露。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

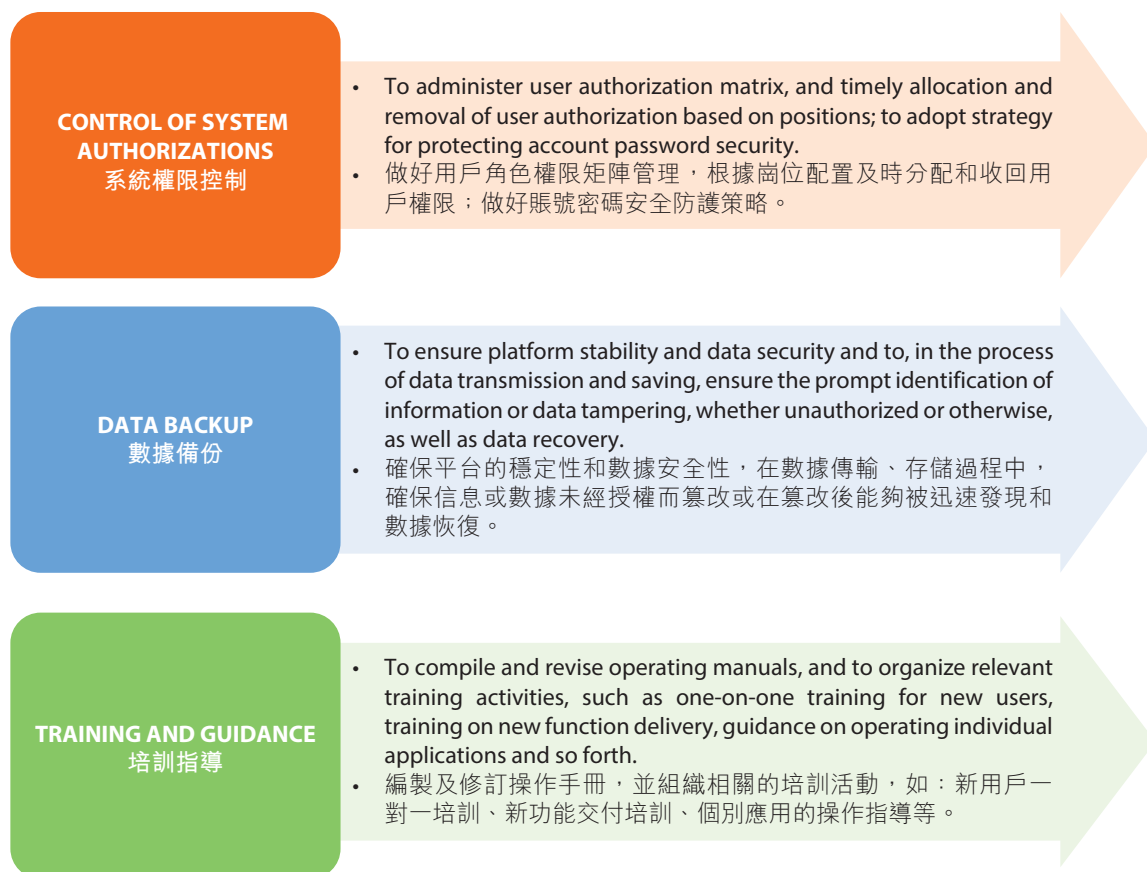
### 環境、社會及管治報告

Further, for attaining an increasingly higher level of administration of our own platform system, we have adopted procedures such as control of system authorizations, data backup and training and guidance to ensure the security, confidentiality and completeness of personal data. During the Reporting Period, we had no incidence of significant customer privacy intrusion or loss of customer data.

此外，為不斷規範我們自有平台系統的管理水平，我們從系統權限控制、數據備份、培訓指導等流程來確保個人數據的安全性、保密性和完整性。報告期內，我們未發生重大的侵犯客戶隱私或丟失客戶數據的事件。

#### ADMINISTERING CUSTOMER PRIVACY

##### 客戶隱私管理



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

### Administering Customer Privacy

During the Reporting Period, we organized the “Network Security Promotion Month” activity for all staff members of the Group. We used our office software to deliver and promote knowledge relating to network security, to continually uplift staff members’ awareness of privacy and information security, in pursuit of the culture construction in respect of information security of the company.

### 客戶隱私管理

報告期內，我們針對全員開展「網絡安全宣傳月」活動，並借助我們的辦公軟件對網絡安全相關知識進行推送和宣貫，不斷提升員工的隱私及信息安全意識，構建公司的信息安全文化建設。



“Network Security Promotion Month” activity  
「網絡安全宣傳月」宣貫活動

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### ESG Work Mechanism

The notion of social responsibilities is embedded in the Group's strategic development goals and is put to implementation in our daily corporate operation and management as well as innovative activities. To ensure the efficacy of ESG management and to further safeguard the operation of the company, our directors are fully responsible for matters related to ESG management, coordinate the direction of ESG strategies and corporate development, and continue to strengthen corporate governance. An ESG taskforce has been formed comprising members from the finance department, risk control department, human resources department, social and commercial operations department, data and information department, investment strategies department and operational management department, to implement policies related to ESG in day-to-day work.

#### Communication with Stakeholders

It is the Group's belief that the synchronized progression and advancement hand-in-hand with its stakeholders represents a long-lasting momentum to drive the corporate development of the Group. To fully comprehend the needs of our stakeholders and listen to the society's expectations on the Group, we have identified those stakeholders which are closely related to our corporate development on the basis of our own scope of business and nature of operation, created a multitude of channels and built a real-time, effective and long-lasting communication mechanism, and also responded specifically to stakeholders with actual deeds. During the Reporting Period, by various means (formal and informal, online and offline), the Group enabled stakeholders' participation in our major decision-making processes and other adjustments in strategies, and also obtained their views and expectations, so that the Group is in a better position to devise more effective management decisions.

#### ESG工作機制

本集團將社會責任理念植入我們的戰略發展目標中，並貫穿落實到企業日常經營管理和創新活動中。為確保ESG管理成效，進一步保障公司經營，我們的董事會全權負責ESG管理的相關事務，協調ESG戰略方向與企業發展方向的統一，持續強化公司管治。財務部、風控部、人力資源部、社商經營事業部、數據信息部、投資戰略部以及運營管理部等各部門專員組成了ESG工作小組，在日常工作中落實ESG相關決策。

#### 利益相關方溝通

本集團相信，與利益相關方攜手進步是驅動企業發展的長期動力。為全面瞭解利益相關方需求，聽取社會各界對本集團的期待，我們基於自身業務範圍、經營性質對與公司發展有密切聯繫的利益相關方進行識別，並打造多元化溝通渠道，建立實時的、有效的、長期的溝通機制，並以實際行動對利益相關方作出針對性響應。報告期內，本集團通過多種（正式或非正式、線上及線下）方式讓利益相關方參與我們推行重大決策及其他戰略調整的過程，並瞭解利益相關方觀點及期望，以幫助本集團制定更有效的管理決策。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

STAKEHOLDER 利益相關方	KEY ISSUE OF CONCERN 關注的主要議題	WAYS OF COMMUNICATION AND RESPONSE 溝通回應方式	FREQUENCY 頻率/次數
Shareholders/investors	Financial performance Compliance with laws and regulations Risk management	<ul style="list-style-type: none"> <li>— General meetings</li> <li>— Investor conferences</li> <li>— Conferences for disseminating business results</li> <li>— Press releases/ announcements</li> <li>— On-site visits</li> </ul>	General meetings are held at least once a year Investor conferences and on-site visits are arranged at irregular time intervals
股東/投資者	經濟績效 合法合規 風險管理	<ul style="list-style-type: none"> <li>— 股東大會</li> <li>— 投資者見面會</li> <li>— 業績發佈會</li> <li>— 新聞稿/公告</li> <li>— 現場調研</li> </ul>	股東大會每年最少舉行一次 投資者見面會及現場調研不定期舉行
Government/regulatory bodies	Compliance with laws and regulations Information security Anti-corruption	<ul style="list-style-type: none"> <li>— On-site visits</li> <li>— Seminars</li> </ul>	At irregular time intervals
政府/監管機構	合法合規 信息安全 反腐敗	<ul style="list-style-type: none"> <li>— 現場調研</li> <li>— 會談</li> </ul>	不定期
Business partners	Administering intellectual property rights Information security Exchanges with industry peers	<ul style="list-style-type: none"> <li>— On-site visits</li> <li>— Seminars</li> </ul>	At irregular time intervals
合作夥伴	知識產權管理 信息安全 行業交流	<ul style="list-style-type: none"> <li>— 現場調研</li> <li>— 會談</li> </ul>	不定期

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

STAKEHOLDER 利益相關方	KEY ISSUE OF CONCERN 關注的主要議題	WAYS OF COMMUNICATION AND RESPONSE 溝通回應方式	FREQUENCY 頻率/次數
Customers 客戶	Information security Quality of customer services Management of sensitive customer information 信息安全 客戶服務質量 客戶敏感信息管理	— Online promotion — Telephone/Email — WeChat/Weibo — Questionnaire — Seminars — 線上推廣 — 電話/電子郵件 — 微信/微博 — 問卷 — 會談	At irregular time intervals 不定期
Employees 員工	Remuneration package Employee health and safety Employee development and training 薪酬福利 員工健康與安全 員工發展與培訓	— Interviews with employees — Internal emails — Internal WeChat account — 員工面談 — 內部電郵 — 內部微信公眾號	At irregular time intervals 不定期
Media and the public 媒體與公眾	Compliance with laws and regulations Impact of business on society 合法合規 業務對社會的影響	— Press releases/announcements — Press interview — Meetings — 新聞稿/公告 — 採訪 — 會議	At irregular time intervals 不定期
Community 社區公眾	Contribution to community Charity and benevolence 社區貢獻 公益慈善	— On-site visits — Seminars — 現場調研 — 會談	At irregular time intervals 不定期

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

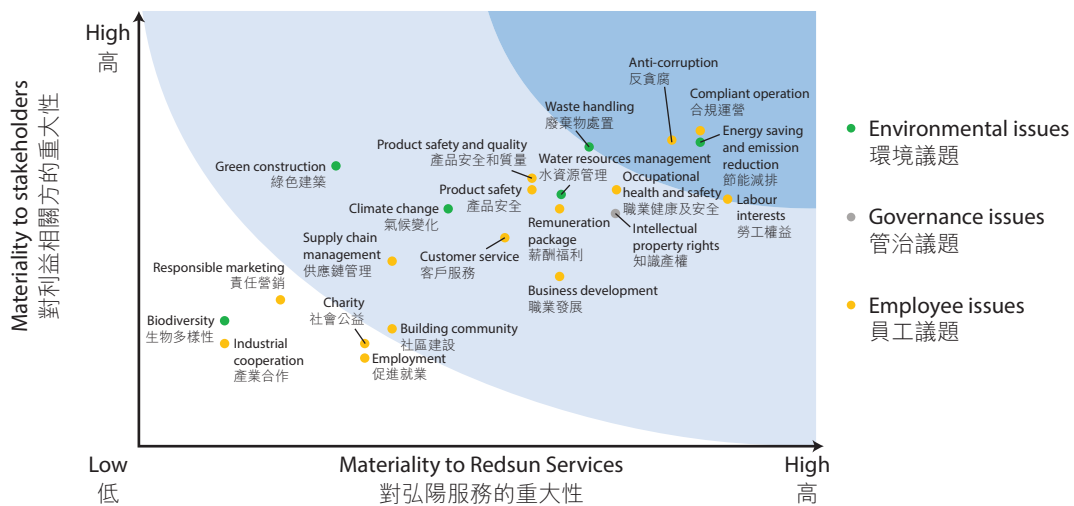
### ESG Materiality Issues

During the Reporting Period, we identified 5 ESG issues which are highly important, 12 ESG issues which are moderately important and 5 ESG issues which are lowly important to the Company by ordering the importance of various issues in terms of their influence on the Group's strategic operation and their influence on stakeholders, taking into account media analysis, industry benchmarks, on-site interviews and outcomes of questionnaires conducted with internal and external stakeholders. Those highly important ESG issues constitute the key parts of the contents of this Report, which are disclosed in details in this Report.

### ESG重大性議題

報告期內，我們從對本集團戰略運營影響程度以及對利益相關方影響程度兩個方面，結合媒體分析、行業對標、現場訪談及內外部利益相關方問卷調查結果對各項議題的重要程度進行排序，識別出對於本公司高度重要的5項ESG議題，中度重要的12項ESG議題，以及低度重要的5項ESG議題。高度重要的ESG議題構成本報告內容的重點部分，我們將會在本報告內詳細披露相關內容。

MATERIALITY MATRIX OF REDSUN SERVICES GROUP LIMITED  
弘陽服務集團有限公司重大性矩陣



Issues of high materiality 高度重大性議題		
Waste handling 廢棄物處置	Energy saving and emission reduction 節能減排	Labour interests 勞工權益
Anti-corruption 反貪腐	Compliant operation 合規運營	
Issues of moderate materiality 中度重大性議題		
Green construction 綠色建築	Water resources management 水資源管理	Climate change 氣候變化
Intellectual property rights 知識產權	Occupational health and safety 職業健康及安全	Privacy and information security 隱私及信息安全
Product safety and quality 產品安全與質量	Remuneration package 薪酬福利	Customer service 客戶服務
Career development 職業發展	Supply chain management 供應鏈管理	Charity 社會公益
Issues of fair materiality 一般重大性議題		
Biodiversity 生物多樣性	Responsible marketing 責任營銷	Industrial cooperation 產業合作
Building community 社區建設	Employment 促進就業	

■ Environmental issues 環境議題  
■ Governance issues 管治議題  
■ Employee issues 員工議題



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### REDSUN • QUALITY SERVICES

Attaching importance to the good living of property owners, Redsun Services endeavours to building a system of full living services and serving each and every property owner and his/her family. We recognize the needs of property owners, continually uplift customer satisfaction, aiming to achieve good living by way of delivering full-process and fully-resourced living services with warmth.

##### Dedicated Services

Committed to building a comprehensive service and product system, Redsun Services has built its core business covering the three services namely basic property services, value-added property services and harmonious community services, forming close linkage among quality services throughout the entire lifecycle, thereby delivering good living to property owners.

##### Basic Property Service System

The basic property service system entails standards that customers can visualize. Manuals of standards are in place to enable such visualization in basic construction, equipment and facilities management and services. Based on the management of community objects, we strive to build up the level of refined management for basic property services such as safety and security management, environmental management, equipment maintenance and customer services. In addition, based on the particular product system and positioning, we seek to deliver quality and harmonious living for residents by setting a graded "Redsun property service and product prototype" set of standards.

#### 弘陽 • 品質服務

弘陽服務以業主的美好生活為準則，致力於打造全生活服務體系，至臻服務於每位業主和家人。我們深度洞察業主需求，持續提升客戶滿意度，旨在通過全流程、全資源的溫度生活服務，助力兌現美好生活。

##### 竭誠服務

致力於搭建完善的服務產品體系，弘陽服務建立核心業務的基礎物業服務、增值物業服務和和諧社區服務三大服務體系，將全生命週期的品質服務環環相扣，為萬千弘陽業主貼心護航美好生活。

##### 基礎物業服務體系

基礎物業的服務體系標準落地，是成為客戶動線的可視化標準。我們對基礎工程和設備設施管理和服務標準建立標準化手冊、可視化服務標準。基於對社區「物」的管理，我們在安防管理、環境管理、設備維護、客戶服務等基礎服務中，努力打造基礎物業服務的精益化管理水平。此外，基於不同的產品體系及定位，我們通過構建「弘陽物業服務產品模型」分級標準，營造居住者優質和諧的生活場景。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告



**PRODUCT POSITIONING:** Smart community, “highly satisfied” customer base, service innovation, industry signpost and brand premium, delivering prestiged service experience to customers, and convenience in experiencing high-tech smart community

**SERVICE FEATURES:** Focus on customer satisfaction; Service brings about satisfaction, and satisfaction brings about sales orders

**產品定位：**智慧社區、「高滿」客群、服務創新、行業標桿、品牌溢價，給客戶帶來尊享式服務體驗，體驗科技智慧社區的便捷

**服務特色：**聚焦客戶滿意；服務轉換滿意，滿意贏得「買單」



**PRODUCT POSITIONING:** Attaining average standard, with suitable products and sustainable and healthy development

**SERVICE FEATURES:** Mainstream service product line, with suitable and replicable service standards, and sustainable and healthy operation

**產品定位：**指標均好，產品適配，持續健康

**服務特色：**主流服務產品線，服務標準適配可複製，持續健康運營



**PRODUCT POSITIONING:** Risk prevention and control, mainly for loss mitigation and operation enhancement

**SERVICE FEATURES:** Bottom-line services with sharing, enhanced management, to avoid touching business bottom lines and to guard against risk-related events

**產品定位：**風險防控、主營扭虧、經營提效

**服務特色：**守底線，共享集約，管理提效、杜絕業務底線和風險類事件

#### Value-added Property Service System

Redsun Services' provision of customized value-added services brings happiness and peace of mind to property owners living in Redsun communities. Our apprehension and integration of community resources supports the creation of an ecosystem of community value-added services encompassing move-in ready residences, elderly care community, time-sharing education, domestic services, community e-commerce, community finance, groceries, group purchasing and so forth.

#### 增值物業服務體系

弘陽服務以定製化的增值服務，讓業主感受到居住在弘陽社區的貼心和幸福。我們通過社區資源的洞察和整合，努力構建起包括拎包入住、社區養老、分時教育、家政服務、社區電商、社區金融、生活超市、團購業務等服務在內的社區增值服務生態體系。

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

### Harmonious Community Service System

As a good life operator, Redsun Services has established and advocated a harmonious community service system. On a customer-oriented approach, we are concerned about the creation of service scenarios vis-à-vis property owners as well as their feelings towards the services provided. We are committed to bringing a good life to property owners, in a hope to create a pleasant community culture with strong neighborhood bonding.

During the Reporting Period, by organizing vivid activities full of fun and love, we shared community good life with property owners, tagging our Redsun communities with a label of “communities of warm neighborhood”.

### 和諧社區服務體系

作為美好生活運營服務商，弘陽服務建立並倡導和諧社區的服務體系，我們堅持「一切以客戶為導向」的出發點，關注業主的服務場景營造和業主的服務感受，持續為更多城市、更多業主帶來美好歸心生活，期望營造愉悅、睦鄰的社區文化。

報告期內，我們通過組織舉辦充滿關愛、生動活潑的精彩活動，真正做到弘陽與業主共享社區美好生活，不斷將「溫度社區，溫情鄰里」打造成為我們弘陽社區最飽滿的標籤。



Volunteering services offered to residents  
志願便民活動



Festival for Redsun's Property Owners  
弘人節活動



Starlight Film Festival  
星空電影節活動



Live show in Mid-autumn Festival  
中秋晚會活動

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### CASE 案例

#### KICKING OFF THE “REJUVENATION WITH HEART AND LOVE FOR FAMILY PLAN” PROGRAM IN 2020 啟動2020年度「以心煥新，愛家計劃」

Community spaces are important for linking up cities with residential areas; important carrier of good life scenarios; and important places for communication and exchanges among neighbours. It was the third consecutive year since 2018 that Redsun Services spent special-purpose funds on uplifting the quality of old communities that had been delivered quite some years ago. These represented enhancements in both a tangible and intangible sense, in that they improved property owners' experience as well as their sensations, seeing their lives lightened up with every single change in life scenarios.

During the Reporting Period, we kicked off the “Rejuvenation With Heart And Love For Family Plan” program in 2020. By having interviews and researches with property owners, we listened to the genuine feelings of property owners, dug into the genuine needs of old property owners regarding community areas and supporting facilities, and pragmatically furnished solutions of comfortable living experience to property owners, well ahead of schedule. The program lasted for 102 days covering more than 60 projects in seven cities, with more than 150 enhancement projects, refreshing community spaces for more than 120,000 property owners and bringing forth happy lives.

社區空間是城市與住宅銜接的重要場所，它是美好生活場景的重要載體，也是鄰里交流的重要場地。自2018年起，弘陽服務已連續三年投入專項資金用於已交付多年的老社區品質改善提升，聚焦業主感知及體驗方面的軟硬件提升，基於每個細微生活場景的改變，為生活增添色彩。

報告期內，我們啟動2020年度「以心煥新，愛家計劃」，通過對社區業主的走訪、調研，傾聽業主真實心聲，挖掘老業主對配套、園區更深層次的需求，切實為業主提供更加超前舒適的人居體驗解決方案。本次計劃共歷時102天，覆蓋7個城市60餘個項目，超過150個提升整改項目，為12餘萬業主煥新社區空間，喚醒幸福生活。



# 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

#### Safety Protection

Redsun Services remains its utmost concerns about the safety of stakeholders. By upgrading safety management system, regularly identifying safety risks and devising corresponding measures, raising employees' safe operation capability and enhancing physical installations, it seeks to protect the safety of all stakeholders at all of its operations.

#### Safety Management

The Group has devised and implemented systems and processes relating to safety management, including the "Operating Guide for Orderly and Professional Internal Management", the "Operating Guide for Safety Examination", the "Operating Guide for Fire Safety Management" and the "Operating Procedures for Handling Emergencies". To prevent potential safety risks, the Group has devised clear work plan for safety risk identification, which sets out 12 standards applicable to six safety red lines for business segments including fire safety, electricity supply and distribution, elevators, employees' behaviour, special-purpose operations and common spaces. In addition, the Group regularly commences risk-related investigations and assessment and safety examination, devises problem-specific rectification plans, with pre-set timelines and specifying responsible persons.

The Group ceaselessly fosters the maintenance and upgrade of safety system applicable to communities for which the Group manages properties. By upgrading smart safety equipment and remote update of surveillance system, the Group makes ongoing effort to provide safety protection capability to the respective venues of operations. During the Reporting Period, we commenced the "Rejuvenation With Heart And Love For Family Plan" program. We conducted full-scale examination and testing on the operation of safety-related equipment and facilities including engine room, pump room, fire safety system, surveillance system, door access system, vehicle management system, electronic fences etc. Emergency call buttons are also installed in all new residential projects, thereby providing safer community lives to all stakeholders.

#### 安全保障

弘陽服務始終關注利益相關方的安全，通過完善安全管理體系、定期識別安全風險並制定相應措施、提高員工安全運營的能力、提升硬件配置，保障業務運營所在地各利益相關方的安全。

#### 安全管理

本集團制定並實施《秩序專業內務管理作業指導書》、《安全檢查作業指導書》、《消防管理作業指導書》、《突發事件處置作業流程》等安全管理相關制度流程。為預防潛在的安全風險，本集團制定了明確的安全風險識別工作計劃，針對識別出的具有較大安全風險的事項，編撰涵蓋消防、供配電、電梯、員工行為、特種作業、公共空間六大模塊業務安全紅線十二條標準。此外，本集團定期開展風險調研與評估、安全檢查，針對問題制定整改計劃，明確完成時間節點及責任人。

本集團不斷推進物業管理社區安全體系的維護、升級，通過智能安全設備升級、遠程監控系統更新，不斷提供業務運營場所的安全保障能力。報告期內，我們開展「以心煥新，愛家計劃」活動，對重點設備機房、泵房、消防系統、監控系統、門禁系統、車輛管理系統、電子圍欄等安全類設施設備運行情況進行全面檢查檢測，並在新項目住宅中安裝緊急呼叫按鈕，為各利益相關方提供級更加安全的社區生活。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### Management of Patrolling and Surveillance

#### 巡邏、監控管理

- 24-hour manned roster, closely monitoring the situations at every single corner in the communities
- 24-hour non-stop safety patrol on all key areas including community main passages, key equipment and engine rooms, and also areas with surveillance blindspots
- 人員24小時值守，密切關注園區各個角落動態
- 社區主幹道、重要設備機房、監控盲區等重點區域24小時不間斷安全巡查

#### Management of doorways and fencing walls

#### 門崗、圍牆管理

- The use of facial recognition systems and door-access card system at all exits and entrances
- 24-hour duty services at main exits and entrances
- The installation of number plate recognition system at all entrances to carparks
- The installation of electronic fences at fencing walls for all-weather control
- 出入口採用人臉識別系統、門禁刷卡系統
- 主出入口24小時執勤服務
- 車庫入口安裝車牌識別系統
- 圍牆安裝電子圍欄，全天候佈控

#### Regular safety skill-drills

#### 定期安全演練

- Skill-drill activities are held once a month, simulating scenarios in fire safety, stranded elevators, flood fighting, trapping burglars and so forth
- Regular examination of fire safety passages and, working with local police stations and competent fire-safety departments, centralize the handling of obstacles at fire-safety passages
- Organizing fire safety promotion activities per half year
- Organizing a large-scale fire safety skill-drill session on 9 Nov every year in collaboration with the fire services, the communities, property owners and employees
- 每月組織一次各類應急演練，包括消防、電梯困人、抗洪防汛、盜竊入侵圍捕
- 定期檢查消防通道是否暢通，聯動轄區派出所、消防主管部門對消防通道堆物行為進行集中整治
- 每半年組織一次消防安全宣傳
- 每年119宣傳日聯合消防大隊、社區、業主、員工舉辦一次大型消防演練

Meanwhile, the Group stresses the safety of children, older adults and the elderly. We have made available accessible passages and buttons for disabled people in elevators, provided safety and protection alerts at fitness equipment and children's playground facilities, made plastic slip-proof pavements, added edge guards and corner protectors and so forth, ensuring safety in the elderly and children during their journeys and living.

During the Reporting Period, the Group had no material injuries within its scope of business operations.

此外，本集團注重保障住戶中老人、兒童的安全。我們在園區內設置無障礙通道、安裝電梯殘疾人面板，在健身器材與兒童遊樂設施出均做好防護及安全提醒、鋪設塑膠防滑地坪、拐角防護處理等，全面保護老人、兒童的出行與生活安全。

報告期內，本集團業務運營範圍內未發生重大傷害事件。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### Safety Training

To ensure the implementation of safety policies and management system and to boost the safety protection capability of the communities, the Group develops trainings for its employees on the handling of emergencies every month, which cover the identification of dangerous sources, risk assessment and risk control. Regular trainings on operating standards, trainings on safety awareness and trainings on knowledges about first-aid are conducted.

#### 安全培訓

為確保安全政策和管理制度的具體落實，增強社區安全保障能力，本集團每月向員工開展突發事件處理培訓，對危險源辨識、風險評價和風險控制培訓，定期開展作業標準培訓，安全意識培訓、急救知識培訓等培訓活動。

#### CASE 案例

### WINTER MASS TRAININGS: "SOLIDIFYING FOUNDATIONS AND TRAINING UP ELITES"

#### 「夯實基礎、苦練精兵」冬季大練兵活動

During the Reporting Period, we commenced two winter mass training activities. By training "order keepers" in a multi-dimensional and multifaceted manner, the quality of property services can be enhanced. Pursuant to the winter mass training activities, a series of standardized management practices are commenced, focusing on standardizing documentations that record the quality of order, organization and implementation of safety management, how to improve property decoration and management, and position operating standards. Simulation exercises and on-the-go trainings are also used to strengthen employees' understanding of business and also their ability in overall businesses.



報告期內，我們共計開展兩次冬季大練兵活動，通過對秩序人員進行多維度、多層次的訓練，助力物業服務品質的提升。冬季大練兵活動圍繞秩序質量記錄文件規範、安全管理組織與實施、如何做好物業裝修管理、崗位操作標準開展一系列標準化管理踐行培訓，並通過模擬練習、實操培訓加強員工對業務理解的同時，提升綜合業務能力。



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

Meanwhile, the Group recognizes that the safety levels at communities are closely related to the safety awareness of stakeholders as well as their safety rescue capability. To enhance the emergency rescue capability of stakeholders, the Group also collaborates with local fire services departments and proactively commences fire safety skill-drill activities.

此外，本集團明白社區的安全水平與各利益相關方的安全意識水平及安全救援能力息息相關，為提高各利益相關方的應急救援能力，本集團聯動消防大隊，積極開展消防演習活動。

#### CASE 案例

#### Fire drill called “Caring about fire safety and ensuring peaceful life” 「關注消防、平安你我」消防演習

The Group adheres to the main vision of fire safety, namely “fire prevention as the base, with firefighting as support”. To raise safety awareness among property owners and employees regarding fire safety, raise the ability to extinguish fire at an early stage, and disseminate knowledges on fire fighting and evacuation, we organized fire safety skill-drill and also seminars on fire safety knowledges.

In 2020, the Group’s Redsun Services Jiangbei Company worked with government bodies such as Jiangbei New District Taishan Party Construction Alliance to commence its annual fire safety skill-drill. Meanwhile, more than 30 communities under Redsun Services Jiangbei Company also commenced 20 fire skill-drill sessions out of their own free will. To upgrade the promotion of safety awareness, the Group also invited Jiangbei New District Fire Squadron to kick off a seminar on fire safety knowledge, which drew attention to the importance of fire safety by illustrating cases, and also taught the knowledge on how to prevent and extinguish fire, and also the key points for escaping from a fire field.

本集團積極貫徹「預防為主，防消結合」的消防工作方針。為提高業主、員工消防安全意識，提升撲滅初期火災的能力，傳播滅火、疏散等相關常識，我們組織開展了消防安全演習與消防安全知識講座。

2020年，本集團弘陽服務江北公司聯合江北新區泰山黨建聯盟等政府力量開展年度消防安全演習。同時，弘陽服務江北公司30多個社區也自行開展了20場消防安全演習。為提高安全意識宣貫力度，本集團還邀請江北新區消防中隊開展了一場消防安全知識講座，通過案例的形式警示消防安全重要性，教導防火、滅火常識，講解火場逃生的要領。



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### Communication with Customers

Redsun Services gives high regards to the establishment of close customer relationship. By creating a professional and fine-tuned system for customer communication and services, by understanding customer needs, and by obtaining customers' feedback, the Group aims to provide solutions to the satisfaction of customers, and ceaselessly create values for customers.

#### Customer Satisfaction

Redsun Services is committing to providing services of the highest quality to its customers. It remains open to listening to the views and needs of property owners. During the Reporting Period, founding upon the Rules for Administering Customer Complaints (客戶投訴管理辦法) issued by Hong Yang Group Company, we issued and implemented the Property Group Rules for Administering Customer Complaints (物業集團客戶投訴管理辦法). Meanwhile, based on the actual business position, and upon the Redsun Services Classification of Complaints (弘陽服務責任投訴等級明細表), the classification, principles for handling, requirements for handling and relevant appraisal mechanism were clarified and specified.

Our channels for customer complaints and feedback mainly include: customer complaints by phone, customer complaints by APP and direct feedback via Hong Butler. For each channel of feedback, we have established comprehensive mechanisms of feedback in tackling problems, and continually uplift our service quality by means of fine-tuned management. During the Reporting Period, we prepared and established the "400" call center, where service hotlines are available to collect and classify property owners' views and opinions, record the same in the system and devise corresponding rectification and follow-up plans, and ultimately uplift customers' satisfaction with our services. On this foundation, and by launching the "Management to Listen" Program (聆聽行動) and the "3611" Mechanism of Response to Customer Complaints ("3611"客戶投訴響應機制), we seek to pursue fine-tuned service level and enable customers to feel the philosophy and value of quality services.

#### 客戶溝通

弘陽服務高度重視客戶緊密關係的建立，通過構建專業化、精細化客戶溝通服務體系，通過了解客戶要求，獲取客戶反饋，為客戶提供滿意的解決方案，不斷為客戶創造價值。

#### 客戶滿意度

弘陽服務致力於為客戶提供最優質的服務，始終以開放的心態傾聽業主的意見及需求。報告期內，我們在弘陽集團下發的《客戶投訴管理辦法》基礎上，發佈並實施《物業集團客戶投訴管理辦法》，並根據實際的業務情況，在《弘陽服務責任投訴等級明細表》中，對我們的投訴的等級定義、處理原則、處理要求以及相關的考核機制進行了明確和要求。

我們的客戶投訴及反饋渠道主要包括：客戶電話投訴、客戶APP投訴以及通過弘管家直接反饋。針對各種反饋渠道，我們已建立完善的問題處理反饋機制，通過精益化管理持續提升我們的服務質量和品質。報告期內，我們籌備並成立了400呼叫中心，通過服務熱線的形式對我們業主的意見和建議進行分類收納、錄入系統並制定相關的整改跟進計劃，最終實現客戶服務滿意度的提高。並在此基礎上，我們通過推出「聆聽行動」和「3611」客戶投訴響應機制，不斷追求精益化服務水平，讓客戶感受優質的服務理念和價值。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

CASE  
案例

#### KICKING OFF THE “MANAGEMENT TO LISTEN” PROGRAM 啟動「聆聽行動」

To gradually raise our level of customer services, the program conducts one-on-one online or offline communications with property owners to whom the service is delivered, proactively listens to the view and opinions of the property owners on our property services, and pushes and supervises rectifications via the customer service work order system.

為穩步提升客戶服務水平，該計劃對所有交付的業主進行一對一線上或線下的溝通，主動傾聽業主對物業服務的意見和建議，並通過客服工單系統推送和監督整改工作。



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### CASE 案例

### LAUNCH OF "3611" MECHANISM OF RESPONSE TO CUSTOMER COMPLAINTS 推出「3611」客戶投訴響應機制

To gradually uplift our level of customer service, during the Reporting Period, the "3611" Mechanism of Response to Customer Complaints ("3611"客戶投訴響應機制) was launched, whereby:

- 3: Responses to a customer's views must be responded within 30 minutes;
- 6: Basic problems must be solved within 60 minutes or, where a solution is not yet available, a response must be given to the customer within 60 minutes;
- 1: For problems not readily solvable, the reason must be communicated to the customer within 60 minutes, and written solution must be given to customer within 1 day, maintaining full communication with customer;
- 1: After communicating with customer, re-visit must be completed within 1 business day.

The mechanism of response enables the provision of professional and highly effective feedback on solution to customers, and let them feel the standardized and well-regulated services for customer complaints.

為穩步提升客戶服務水平，報告期內，弘陽服務推出「3611客戶投訴響應機制」，即：

- 3：客戶報事必須在30分鐘內響應；
- 6：普通問題60分鐘內解決，若無法解決，必須在60分鐘給客戶答覆；
- 1：不能立即解決的事項，60分鐘內向客戶告知原因，1天內給與書面解決方案，並與客戶充分溝通；
- 1：報事完畢後，1個工作日內完成回訪；

通過該響應機制，可為客戶提供專業、高效的解決方案反饋，讓用戶感受到規範化、標準化的客訴服務。



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

To uplift the overall customer satisfaction and to define improvements needed to satisfy customer needs in a targeted manner, by means of the channels and dimensions namely the “400” call center and third-party agencies for satisfaction investigation, we embark upon investigation and analysis of satisfaction, so that we can fully uplift customer satisfaction with our service and management level.

為了提升客戶對我們的整體滿意度，有針對性地明確滿足客戶需求的改進方向，我們通過400呼叫中心和第三方滿意度調查機構兩個渠道和維度開展滿意度調查及分析工作，以全面提升客戶對我們服務及管理水平的滿意度。

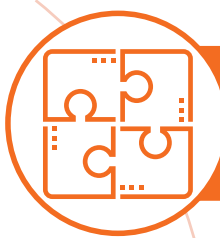


CHANNELS OF SATISFACTION INVESTIGATION  
滿意度調查渠道

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

To uplift satisfaction, we have adopted a multitude of measures:

為了提升滿意度，我們採取了多樣化舉措：



We have devised 4 measures for uplifting satisfaction, namely “safeguarding bottom line, regular training, focusing on process and keeping warmth”;  
制定「守底線、常訓練、重過程、保溫度」4項滿意度提升舉措；



Incorporating the outcome of monthly satisfaction investigation on regional company to the performance appraisal of that regional company;  
區域公司月度滿意度調查結果納入區域公司績效考核中；



We used mails or the system to push the opinions and views of property owners; the system will then follow up on the completion of any rectification;  
通過郵件或系統方式將業主的意見和建議推送項目，並系統跟進後續的整改完成情況；

### MEASURES FOR UPLIFTING SATISFACTION

#### 滿意度提升舉措

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### Responsible Marketing

During the course of marketing and services, the Group strictly complies with laws and regulations and industry norms including the Advertising Law of the People's Republic of China and the Law of Protection of Consumer Interests of the People's Republic of China, to ensure that commercial promotions are conducted in a strict and compliant manner. To ensure that writers and reviewers of information for external dissemination can better comprehend the contents for external dissemination, we govern the introduction and release of projects or contents that violate laws and public morals, thereby ensuring that our consumption groups receive accurate and true promotions. During the Reporting Period, no penalty had been imposed by regulatory bodies on us for any violation of relevant laws and regulations due to marketing activities.

To regulate the Group's acts on external dissemination of information, and effectively foster the institutionalization and standardization of brand building, we strictly complied with the Manuals for Managing Redsun Brands (弘陽集團品牌管理手冊), which requires that all members shall strictly comply with the management requirements set out in the manual in the course of brand building, advertising and promotion, with a view to jointly protecting the brand image and reputation of the Company and ceaselessly uplift the level of brand management of the Company.

#### Smart Technology and Innovation

Redsun Services expedites the application of digital technology, by building on the empowerment of technology and using smart technology to improve and uplift the quality of property services. In the course of shared outcomes of digital research and development and innovation, we uphold the importance of strengthening the protection of intellectual property rights, customer information security and privacy protection, seeking to continue to explore the future of the industry in the role of a leader.

#### 責任營銷

在營銷和服務的過程中，本集團嚴格遵守《中華人民共和國廣告法》、《中華人民共和國消費者權益保護法》等法律法規及行業規範，確保商業宣傳工作合規性和嚴謹性。為了使對外傳播信息撰寫者和審核者更好地把握對外傳播的內容，我們對不符合法律及公共道德經營項目或內容進行了引進及發佈等方面的要求，保證我們的消費群體接收到準確且真實的宣傳。報告期內，我們未發生因市場營銷違反相關法律法規而受到監管機構處罰的事件。

為規範本集團對外傳播信息行為，有效推進品牌建設體系化和標準化，我們嚴格遵循弘陽集團制定的《弘陽集團品牌管理手冊》，要求全體成員在品牌建設和宣傳推廣過程中，嚴格按照手冊中的管理要求，共同維護品牌形象和聲譽，不斷提高公司的品牌管理水平。

#### 智能科創

弘陽服務加速應用數字科技，以科技賦能平台，用「智慧」改善和提升物業服務的質量。我們在共享數字研發和創新成果的過程中，始終注重加強知識產權保護和客戶信息安全及隱私保護，努力以引領者的角色持續探索行業未來。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### Enhancements in Service Efficacy

To better link up our service system to the ecosystem of happy community, we are thoroughly grasping the development trend of the property service industry. By using mobile internet, internet of things and big data technology, supported by the Red Life APP smart service platform, Redsun Services smart control platform, we are in search of a more convenient and more smart community that adopts a “community+internet” O2O service model. Founding on our superb property service experience, we have firmly held onto the value premium of services, dug into customer needs, and built up sound reputation of services and also achieved the strengths of community comprehensive services with interactive online and offline elements.

#### 服務效能提升

為了更好的將我們的服務體系貫穿幸福社區的生態體系中，我們在深刻把握物業服務業的發展趨勢，運用移動互聯網、物聯網、大數據技術，以弘生活APP智慧服務平台、弘陽服務智能管控平台為支撐，探索以「社區+互聯網」的O2O服務模式，讓社區更便捷、更智慧。我們以極致的物業服務體驗為基礎，緊抓服務價值溢價，深挖客戶需求，形成了良好的服務口碑與線上線下互動的社區綜合服務優勢。

#### CASE 案例

#### REDSUN TOWN INTEGRATED PLATFORM 弘陽智慧小鎮一體化平台

Whilst providing more diversified and comprehensive services with warmth to customers, Redsun Services embraces the internet of things and has built a Redsun Smart Town Integrated Platform that encompasses “business integration + intelligent IOT”. The integrated smart platform is supported by a frontline platform (namely the “Red Life APP”) and middle platforms (namely business middle platform, IOT middle platform and data middle platform), thereby continually uplift the daily management efficiency and operating capability, and providing property owners with one-stop community services. With the innovative technology, the platform was awarded with the “2020 award for innovation in digitized application in China property industry”.



在為客戶提供更加多元、全面、有「溫度」的同時，弘陽服務通過擁抱物聯網，打造出「業務一體化+智慧物聯」的弘陽小鎮一體化平台。該智慧一體化平台由前臺(即「弘生活APP」)及中臺(包括業務中臺、物聯中臺及數據中臺)為支撐，不斷提升日常的管理效率及運營能力，為業主提供社區一站式服務。該平台憑藉創新的技術屬性，榮獲「2020年度中國地產數字力應用創新獎」。



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### REDSUN • ENVIRONMENTAL PROTECTION

Redsun Services attaches importance to green operation. By upgrading its environmental management system, raising employees' and property owners' environmental awareness, implementing missions of energy saving and emission reduction, and smart applications, the Group seeks to achieve green, environment-friendly living spaces and workplaces.

##### Green Design

In compliance with the Law of Energy Saving of the People's Republic of China, and by means of optimizing energy saving design and using energy saving equipment, the Group ensures the reasonable utilization of energy, reduces energy use in the course of operation, and raises energy utilization rate.

During the early-stage involvement before we take charge of managing properties, we participate in the planning design and construction of properties, and identify and improve potential energy saving loopholes, so that we can keep uplifting the community's capability in energy saving and wastage reduction. The Group's team on early-stage involvement keeps tracing the problems on energy saving and wastage reduction as exposed in the property management stage by those clubhouses already delivered and communities already occupied. The team will propose recommendations on energy saving and wastage reduction to the design management team, in order to foster the upgrade of energy saving designs.

#### 弘陽 • 環境保護

弘陽服務注重綠色運營，通過完善環境管理體系、提高員工及業主的環保意識、踐行節能減排方針、智能化運用等途徑，致力於實現綠色、環保居住環境和工作環境。

##### 綠色設計

本集團遵循《中華人民共和國節約能源法》，通過優化節能設計、應用節能設施，以確保能源的合理利用、減少運營過程中的能源消耗、提高能源使用率。

我們會在接管物業之前的前期介入過程中參與物業的規劃設計和建設，發現並改善潛在的節能缺口，以不斷提升社區節能降耗的能力。本集團物業前期介入小組不斷關注已交付會所、入住小區在物業管理階段暴露的節能降耗問題，並向設計管理部門提出節能減排的建議，推動節能設計的完善。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### DESIGN FOR ENERGY SAVING AND EMISSION REDUCTION

##### 節能減排設計



- The use of LED in illumination where long-hour usage is required
- 長時間使用的照明燈採用LED光源
- The use of both sensory and one-touch switches in public illuminations, and to avoid the use of incandescent lamps
- 在公共照明區域採用感應和觸摸式開關，同時避免白熾燈的使用
- Reduction of late night brightness by using multiple clock control in illuminations for greenery areas
- 園林景觀燈採取多路時鐘控制，降低後半夜可照度
- The use of control design with separate time, separate regions and separate modes for greenery areas and for carparks
- 園區和地庫照明採用分時分區分路控制設計



- The design of measurement lists to record the use of electricity in public areas, so that each unit (block) can be measured separately and fee charges may differentiate
- 設計計量分表統計公共用電，做到各單元(幢)能獨立統計，差別收費
- All electricity switches in clubhouses are labelled to show the level of energy saving. On/off-as-you-go versus long-lasting switch-on are in place, catering to lamps which consume more energy and those which consume less energy
- 會所內部所有的電燈開關均有節電標識，針對高耗能和低耗能的電燈分別設置即開即關與可常開的要求



- The location and route of trash collection are taken into account in property design plan, based on government's requirements on trash classification
- 根據政府垃圾分類要求將垃圾收集點及垃圾收集動線規劃設計納入地產設計圖中

#### Green Operation

In strict compliance with the Law of Promotion of Clean Production of the People's Republic of China, the Group has devised 26 internal policies and systems for environmental management, covering greening, trash handling, dedicated cleaning, prevention and control of harmful living things, environmental service providers and so forth. The Group has also devised internal guidelines such as the "Operating Guide for Environmental Supervisors/Managers" and the "Operating Guide for Environmental Experts", thereby ensuring the level of environmental management in a holistic manner and ceaselessly improve environmental performance.

#### 綠色運營

本集團嚴格遵守《中華人民共和國清潔生產促進法》，制定26個環境管理的內部政策制度，涵蓋綠化、垃圾處理、專項清潔、有害生物防治、環境類服務商等，並通過制定《環境監控/管理員操作指南》、《環境專家操作指南》等內部指引，全方位確保環境管理水平，不斷改善環境表現。

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

The Group traces and manages the supervision and control of pollution and energy consumption throughout the Company, and commences segregated control and management for pollutants namely noises, solid disposals, waste water and so forth which are produced in the managed areas. Meanwhile, in order to upgrade the system of waste management, we have also devised the framework for waste collection, classification and disposal, and imposed contract-based controlled management for waste collectors and processors.

Since 2012, Redsun Services has remained steadfast to implementing the standard for quality and environmental system, which has passed GB/T 24001-2016/ISO 14001 : 2015 environmental system certification.

本集團對全公司範圍內各類污染控制和能源消耗的督查控制進行跟蹤管理，針對託管區域服務過程中產生的噪聲、固體廢棄物、廢水等污染物，開展歸口控制管理。同時，為完善廢棄物管理體系，我們還制定了廢棄物收集、分類及處置去向安排，並對回收和處理單位實施合同控制管理。

自2012年以來，弘陽服務堅持貫徹執行質量和環境體系標準，目前已通過GB/T 24001-2016/ISO 14001 : 2015環境體系認證。

GB/T 24001-2016/ISO 14001 :  
2015 Environmental System Certification  
GB/T 24001-2016/ISO 14001 :  
2015環境體系認證



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### *Water Resources Management*

With reference to the Rules for Administering the Conservative Use of Urban Water (城市節約用水管理規定), the Opinion Concerning the Strengthened Water Saving in Industrial Uses (關於加強工業節水工作的意見) and the Rules for Administering Water Resources in Nanjing (南京市水資源管理辦法), and by means of measures including the recycled use of water resources, the upgrade of water-saving equipment and technology, the regular repair and maintenance of equipment, the Group seeks to reduce the consumption of water resources. To raise the recycled use of water resources, water recycled from pools in the Group's projects is used for watering trees and other plants in the communities.

#### *Energy Management*

The Group is concerned about energy saving and wastage reduction in the course of operations. Unnecessary wastage of resources can be minimized by reasonable allocation of the use of resources and strengthened management of corporate use of energy. By using a data information platform, we have automated, IT-based and centralized management of data on corporate consumption of energy. Supervision and control over the wastage of energy at different parts of operation enables the improved and enhanced use of energy saving measures. Meanwhile, the renovation and upgrade of our facilities such as smart applications and illumination can uplift our service efficiency and minimize the wastage of resources.

#### *水資源管理*

本集團參照《城市節約用水管理規定》、《關於加強工業節水工作的意見》、以及《南京市水資源管理辦法》，通過水資源循環利用、節水設備與技術升級、設備定期檢修維護等措施，減少水資源的消耗。為提高水資源循環利用率，本集團將項目景觀池塘的利用水定期更換後用於社區內樹木與植物的澆灌。

#### *能源管理*

本集團關注運營過程中的節能降耗，通過對資源使用進行合理分配、加強企業用能管理，減少不必要的資源消耗。我們通過數據信息平台，對企業能源消耗數據進行自動化、信息化和集中化的管理，對各環節能源消耗進行監控，以便於節能措施的改善、提升。同時，我們通過智能化應用、照明等設施的改造升級，提升服務效率，減少資源浪費。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### *Wastes Management*

Minimizing the generation of wastes and reasonable handling of wastes are an integral part of the Group's efforts in minimizing environmental impacts in the course of its business operation. The order department and environmental department of each project of the Group are in charge of the collection, classification and channeling of wastes produced in the course of service delivery at the regions that they are responsible for, as well as the management of recycling and handling entities. The subsidiaries, branches and procurement entities under the Group have pre-defined requirements regarding the entities to which the handling of wastes are outsourced, and agreements have been entered into to ensure strict enforcement by the relevant entities. For refurbishment wastes produced in the course of renovation works of property owners, the Group stipulates that wastes must be collected in bags and stored centrally at the temporary collection points that are labelled and fenced, and must be cleared away within a certain period of time. In addition, for minimizing resources wastage and environmental pollution, recycling and reuse of resources are always the priority choices for our handling of wastes. Recyclable wastes are collected regularly and handled separately.

#### *廢棄物管理*

減少廢棄物的產生及合理處置是本集團在業務運營中減少環境影響的重要部分。本集團各項目秩序部及環境部門負責託管區域服務過程中廢棄物的收集、分類、處置去向安排、以及回收和處理單位管理。本集團各分子公司、採購單位對於外包廢棄物處理單位明確要求，並簽訂協議確保有關單位的嚴格執行。本集團對業主裝修過程中產生的裝修垃圾均要求進行成袋收集、儲存在設有標識與防護的臨時集中擺放點，並確保在一定的時間內清運。此外，為減少資源浪費與環境污染，我們在處置廢棄物時優先考慮資源的回收、再利用，並定期對可回收廢棄物進行收集，並統一進行處置。

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

In proactive response to the government's call, and pursuant to the requirements of the Rules for Administering the Classification of Domestic Trash in Nanjing (南京市生活垃圾分類管理辦法), the Rules for Fostering the Administration of Domestic Trash in Nanjing as published by the of the Nanjing Municipal Government's General Office (市政府辦公廳關於印發南京市全面推進生活垃圾管理條例) and Proposed Implementation of Trash Classification of Jiangbei New District in 2020 (2020年江北新區垃圾分類工作實施方案), the Group has commenced trash classification and fostered the handling of domestic trash at fixed times and places. To support the implementation of trash classification, we treat the planning and design for the trash collection points and trash collection routes as a standardized arrangement as part of the early-stage involvement<sup>2</sup> and foster such implementation in particular. Meanwhile, to raise property owners' awareness of trash classification, we have placed additional promotional materials about trash classification, both by means of illuminated signs for promotion and wall-carried advertisements.

本集團積極響應政府號召，根據《南京市生活垃圾分類管理辦法》、《市政府辦公廳關於印發南京市全面推進生活垃圾管理條例》、《2020年江北新區垃圾分類工作實施方案》等文件要求，開展垃圾分類，推進生活垃圾定時定點投放工作。為助力垃圾分類工作的實施，我們將垃圾收集點及垃圾收集動線規劃設計納入並作為前介<sup>2</sup>標準化重點推進。同時，為提升業主垃圾分類的意識，我們在社區內增設放置燈牌式垃圾分類宣傳、牆體式垃圾分類宣傳。

Before  
改造前



After  
改造後



Before  
改造前



After  
改造後



### Refreshed promotions for trash classification 垃圾分類改造

<sup>2</sup> Early-stage involvement in property management refers to the process of property management companies' involvement in the planning design and construction of properties before it takes charge of managing properties.

<sup>2</sup> 即「物業管理前期介入」，指物業管理公司在接管物業之前，就參與物業的規劃設計和建設的過程。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

TYPE 類別	UNIT 單位	USAGE IN 2020 2020年使用量
<b>Consumption of water resources</b>		
<b>水資源消耗</b>		
Water for municipal use 市政用水	Tonnes 公噸	1,174,442.26
Intensity of consumption of water resources 水資源消耗密度	Tonnes/ten thousand revenue 公噸／萬元收入	15.30
<b>Discharge of waste water</b>		
<b>廢水排放</b>		
Volume of discharge of waste water 廢水排放量	Tonnes 公噸	939,553.81
<b>Hazardous wastes</b>		
<b>有害廢棄物</b>		
Disposed toners and ink cartridges 廢硒鼓墨盒	Kg 千克	9.30
Batteries 廢電池	Kg 千克	9.30
Other wastes 其他廢棄物	Kg 千克	9.30
Total volume of hazardous wastes 有害廢棄物總量	Kg 千克	27.90
Intensity of hazardous wastes 有害廢棄物密度	Kg/ten thousand revenue 千克／萬元收入	3.63
<b>Total volume of non-hazardous wastes</b>		
<b>無害廢棄物總量</b>		
Office waste 辦公室廢棄物	kg 千克	38,495.00
Printing paper 打印用紙	Kg 千克	465.00
Other wastes 其他廢棄物	kg 千克	3,757.00
Total volume of non-hazardous wastes 無害廢棄物總量	Kg 千克	42,717.00
Intensity of non-hazardous wastes 無害廢棄物密度	Kg/ten thousand revenue 千克／萬元收入	0.56

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

TYPE 類別	UNIT 單位	USAGE IN 2020 2020年使用量
<b>Consumption of energy</b>		
<b>能源消耗</b>		
Electricity purchased 外購電力	kWh 千瓦時	35,773,150.33
Indirect consumption of energy 間接能源消耗量	tonnes of standard coal 噸標煤	4,396.52
Consolidated energy consumption 綜合能耗	tonnes of standard coal 噸標煤	4,396.52
Intensity of consolidated energy consumption 綜合能耗強度	tonnes of standard coal/ten thousand revenue 噸標煤／萬元收入	0.06
<b>Total volume of greenhouse gas emission</b>		
<b>溫室氣體總排放量</b>		
Scope 2 greenhouse gas emission 範疇二溫室氣體排放量	tonnes of CO2 equivalent 噸二氧化碳當量	25,123.79
Total greenhouse gas emission 溫室氣體排放總量	tonnes of CO2 equivalent 噸二氧化碳當量	25,123.79
Intensity of greenhouse gas emission 溫室氣體排放密度	tonnes of CO2 equivalent/ten thousand revenue 噸二氧化碳當量／萬元收入	0.33



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### Green Culture

Redsun Services is committed to promoting a culture of sustainable development in offices and places of operations. We foster green offices, commence various environmental activities to continually raise the environment awareness of employees and property owners and advocate the green development of the corporation.

#### Advocating Green Offices

The Group proactively advocates green offices and has formulated corresponding measures for energy saving. At offices, it is required to switch off power of equipment when not in use. Inspection checks are conducted in person to ensure implementation as such, and to avoid equipment from staying in a power-ready state for a long time. Paperless offices are proactively promoted. Electronic versions are used for circulation of documents. Double-sided printing is required to minimize the use of office papers. For daily consumables such as refills for pens and gloves, one-for-one exchange is required for any replacement, and the returned used materials so collected are discarded regularly by warehouse keepers. Meanwhile, we also encourage employees to use public transport for their journeys.

#### Environmental Activities

To arouse property owners' and employees' awareness of energy saving and environmental protection and empower the construction of green communities, during the Reporting Period, the Group organized trainings on energy saving and environmental protection as well as promotional activities. At our daily sub-team meetings, we express the requirements of organizing trainings on energy saving and environmental protection to all departments, which would commence their respective training activities; such sort of trainings are also included in the various business trainings. We also organize activities for building community environment and community culture, advocate property owners' involvement in activities such as Beautiful City and Community (美城美園), Earth Hour, Charitable Walks and so forth, calling for property owners' response to and involvement in contributing to the community environment.

#### 綠色文化

弘陽服務致力於推動辦公室及運營地的可持續發展文化。我們協力推進綠色辦公、開展多樣的環保活動，不斷提高員工與業主的環保意識，弘揚企業的綠色發展。

#### 倡導綠色辦公

本集團積極倡導綠色辦公，並制定了相應節能措施。辦公區落實人離關電的要求，設有專人進行落實檢查，避免設備長期通電待機。積極推進無紙化辦公，通過使用電子文檔進行文件的傳閱，打印時採用正、反兩面的打印方式，減少辦公用紙的使用。對於筆芯、手套等日常勞保易耗品均奉行以舊換新的領用原則，倉庫保管員會定期、統一銷燬回收舊品。同時，我們還鼓勵員工採用公共交通出行。

#### 開展環保活動

為提高業主與員工的節能環保意識、賦能綠色社區的建設，報告期內，本集團針對業主及員工開展節能環保培訓及宣貫活動。我們會在日常班組會議上向各部門傳達節能環保的培訓要求，並由各部門具體開展相關培訓活動，同時各類業務培訓中均會穿插節能環保方面的培訓。我們還組織社區環境共建社區文化活動，倡導業主參與美城美園、地球日熄燈一小時、公益徒步等活動，號召業主積極響應及參與小區環境共治。

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

CASE  
 案例

“Earth Hour” Lights-off Activity  
 「地球一小時」熄燈活動

During the Reporting Period, to advocate green living, and in response to the call of the World Wide Fund for Nature (WWF) for actions to combat global climate change, we commenced an “Earth Hour” Lights-off Activity. We invited property owners to turn off, for one hour, non-essential electric products, to enjoy the natural darkness and sounds bestowed by our universe.

報告期內，為倡導綠色生活，響應世界自然基金會(WWF)應對全球氣候變化的倡議，我們開展了「地球一小時」的關燈活動。我們邀請業主關閉不必要的耗電產品一小時，將璀璨的星河還給黑夜，聆聽自然的聲音。



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### REDSUN · PRESSING AHEAD TOGETHER

Talents are the core powerhouse of an enterprise to drive the steady and sustainable corporate development. We fully respect and protect the basic interests of each and every employee. Employee management system is revised and upgraded from time to time. While aiming to build up a fair and equitable, energetic, highly efficient and harmonious working environment, we also care about employees' growth and their benefits. We attempt to line up employees' benefits and corporate benefits and work together with them in achieving the strategic goals of the enterprise.

#### Overview of Workforce

Redsun Services remains its steadfast adherence to its motto of "Talents are the base of prosperous growth and development, both of a state and of a business" (國以才立，業以才興). On the basis of protecting the basic interests of our employees, we recruit talents from three channels, namely external recruitment, internal referral and re-joining. By having a structure of management over interviewers, interview processes, grant of job offers and reference checks, corruptive and manipulative acts can be avoided in the recruitment process. Meanwhile, with the Group's priority management of internal talents, it integrates internal human resources to make sure that all positions are filled with quality talents and all talents are put in the suitable positions.

We keep our workforce structure under regular optimization, integrating human resources and reasonably allocating according to age, gender, functions, geographical regions and so forth, and fostering effective cooperation among employees. During the Reporting Period, the Group had a total headcount of 4,119.

#### 弘陽 · 攜手共進

人才是企業穩步和可持續發展的核心力量。我們充分尊重和保護每一位員工的基本權益，不斷更新員工管理制度，完善員工管理體系，在致力打造一個公平公正、陽光活力、高效和諧工作環境的同時，關注員工成長，注重員工福利，將員工利益與企業利益結合在一起，為實現企業的戰略目標而共同奔跑。

#### 員工概況

弘陽服務始終堅持「國以才立，業以才興」的人才理念。我們在保障員工基本權益的基礎上，從外部招聘、內部推薦和二次入司三個渠道進行人才引進，通過面試官管理、面試流程管理、錄用管理和背景調查管理，避免在面試過程中出現徇私舞弊的現象。同時，本集團通過內部人才優先管理，整合內部人才資源，讓每一個崗位有優質的人才，每一個人才在適合的崗位。

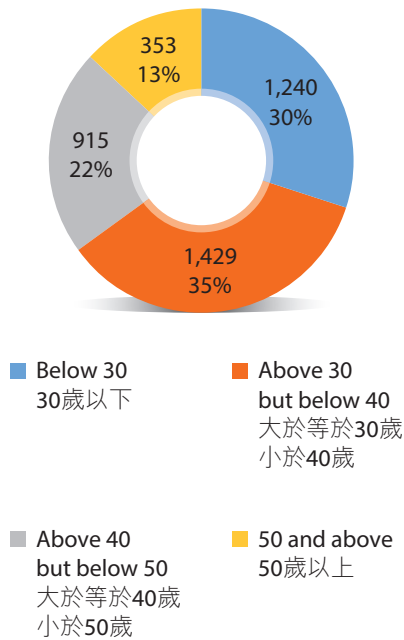
我們不斷優化員工結構，整合員工資源，從年齡、性別、職能、區域等方面進行合理配置，促進員工之間有效合作。本報告期內，集團員工共計4,119人。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

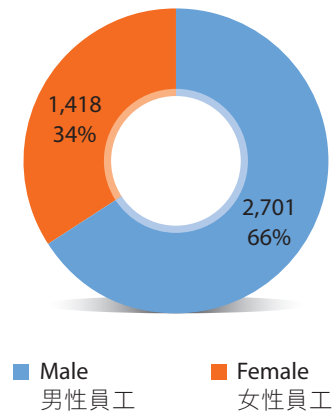
Breakdown by age (Number of people)

按年齡劃分員工情況(人)



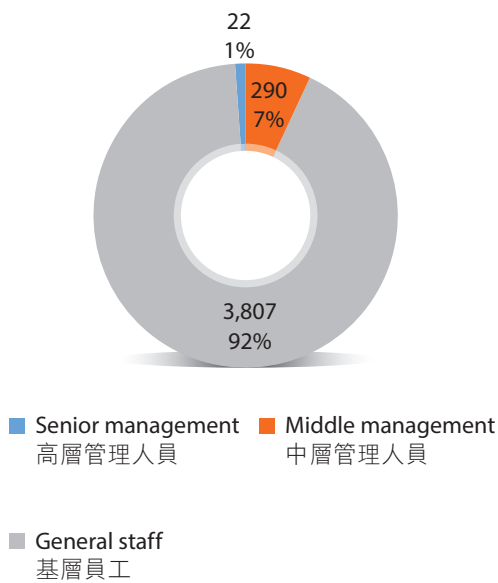
Breakdown by gender (Number of people)

按性別劃分員工情況(人)



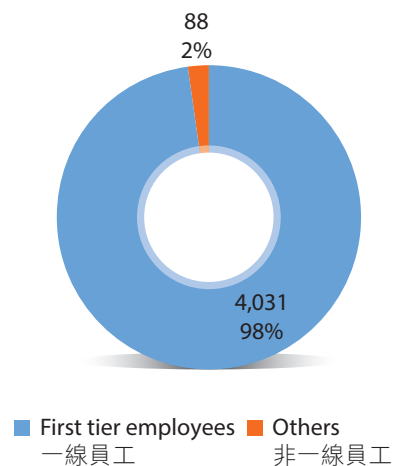
Breakdown by job position (Number of people)

按職級劃分員工情況(人)



Breakdown by position (Number of people)

按崗位劃分員工情況(人)



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### Employee Care

In strict compliance with the laws and regulations relating to labour and social security including the Labour Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China and the Social Insurance Law of the People's Republic of China, Redsun Services enters into labour contracts with all employees, prohibiting forced labour or the use of child labour while requiring the timely payment of remuneration and contribution to social insurance and the provision of safe workplaces, protecting the legitimate interests of employees against infringement.

In 2020, the Group conducted a survey on staff dedication, which revealed a score of 84, remaining flat compared to the previous year. Going forward, the Group plans to build an even more dedicated workforce by providing incentives, learning and development opportunities and more open atmosphere for the expression of opinions, thereby achieving both staff satisfaction and corporate development. During the Reporting Period, the turnover rate of the Group's first tier employees was 11.11%.

#### Remuneration Package

The Group attracts and retains talents by offering competitive remuneration packages, which are determined based on the individual's duties and the prevailing market rate at the locality, together with a caring corporate culture. In tandem with uplifting our service quality to ensure that high-end services are provided to customers and further diversifying our sources of revenue, the Group has earmarked approximately 10% of the proceeds from equity financing for the ongoing recruitment of talents and the improvement of staff training and staff fringe benefits, with a view to supporting the sustainable business development of the Group.

#### 員工關愛

弘陽服務嚴格遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《中華人民共和國社會保險法》等勞動及社會保障法規，按要求與全體員工簽訂勞動合同，禁止強制勞工及使用童工，按時支付薪酬及繳納社會保險、提供安全工作場所等，以保障員工合法權益不受侵犯。

2020年，本集團開展了員工敬業度調查，調查結果為84分，與上年度持平，本集團未來計劃通過激勵、學習與發展和聆聽溝通打造更敬業的員工隊伍，實現員工滿意與企業發展的共贏。報告期內，本集團一線員工的流失率為11.11%。

#### 薪酬福利

本集團根據員工職責及該地區目前市場水平釐定，通過提供具有競爭力的薪資待遇和關愛的企業文化來吸引和留住人才。提升我們的服務質量，以確保向客戶提供高端服務，並進一步多元化收益來源，本集團將股權籌集款項約10%用於繼續招募人才以及改善員工培訓及員工福利制度，以支持業務的可持續發展。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

During the Reporting Period, apart from the state-stipulated basic staff benefits, the Group also provided other benefits and allowances, including but not limited to the following:

報告期內，本集團除了為員工提供國家規定的基礎福利之外，還為員工提供其他的福利津貼，包括但不限於以下：

HOLIDAY ENTITLEMENTS 假期	INSURANCE 保險	ALLOWANCE/COMPASSIONATE BENEFITS 津貼／禮金
<ul style="list-style-type: none"> <li>Statutory holidays (New Year's Day, Chinese New Year, Dragon Boat Festival, Mid-Autumn Festival and so forth)</li> <li>Statutory leaves (annual leaves, marriage leaves, sick leaves, maternity leaves and so forth)</li> <li>法定節假日(元旦、春節、端午節、中秋節等)</li> <li>法定假期(年休假、婚假、病假、產假等)</li> </ul>	<ul style="list-style-type: none"> <li>Social insurance (Basic pension fund, basic health insurance, work-related injury insurance, unemployment insurance, maternity insurance)</li> <li>Housing fund</li> <li>Supplemental commercial insurance (accident-related injury insurance and accident-related medical insurance)</li> <li>社會保險(基本養老保險、基本醫療保險、工傷保險、失業保險、生育保險)</li> <li>住房公積金</li> <li>補充商業保險(意外傷害保險、意外醫療保險)</li> </ul>	<ul style="list-style-type: none"> <li>High temperature allowance</li> <li>Employee care fund</li> <li>Annual body check-up</li> <li>Long-term service allowance</li> <li>Certificate subsidy</li> <li>高溫津貼</li> <li>員工關愛基金</li> <li>員工年度體檢</li> <li>司齡津貼</li> <li>證書補貼</li> </ul>

#### STAFF BENEFITS

##### 員工福利

#### Employee Support

The Group fully recognizes that corporate development would not have been possible without the contribution of each employee. To offer help and care to those employees in difficulties, the Group has established a staff care fund. An employee may apply for the use of the staff care fund when his/her difficulties meet the following conditions for using the fund:

- When the employee or his/her children, spouse or parents suffer(s) from serious illness or accidents causing serious injuries or fatality;
- When the employee's direct family suffers significant financial loss due to force majeure in significant natural disaster.

#### 員工幫扶

本集團深知企業的發展離不開每一名員工的默默奉獻。為了能在員工困難之時給予關懷和幫助，本集團設立了員工關愛基金。當本集團員工所面臨的困境觸發以下關愛基金使用的條件時，員工可以申請使用員工關愛基金：

- 員工本人或其子女、配偶、父母患重大疾病或人身重大意外傷害、死亡；
- 員工本人家庭遭遇重大自然災害等不可抗力因素產生的財產重大損失。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

In 2020, the Group upgraded the fund so that the targeted beneficiaries extended from employees to property owners and tenants. In case of difficulties caused by serious illness, serious bodily harm, significant financial loss and so forth, the staff care fund may lend a helping hand promptly, providing the warmth of protection and the love of safeguard.

#### *Communication with Employees*

The Group strives to create a simple and sunshining atmosphere of communication. An open, fair and systematic communication mechanism is in place, whereby staff seminars, general manager's meetings, survey on staff dedication, irregular survey of satisfaction and so forth are available to ensure that there are always some channels of communication with the employees and channels of information dissemination.

Besides, we also encourage employees to express their opinions and suggestions on work to their supervisors directly, which would be helpful for continually enhancing the services offered by Redsun Services. When the employees consider that they are under unfair treatment or their personal interests are being undermined, or when they have different opinions on the Group's measures of operation and management, or when any requirements of the Company are found to be violated, the Group encourages the employees to select the appropriate channels and file their complaints/reflections to the Company. Such channels include feedback to the immediate supervisor, direct complaints to the human resources and administration department, or complaints to the sub-team leaders.

#### *Staff Activities*

In 2020, the Group proactively responded to the 3C healthy program initiated by Redsun Group, namely Club, Calorie and Care. On a nationwide basis, a number of staff fitness clubs were formed, to continually practice the geek spirit of "Health, Hard Work and Benevolence".

2020年，本集團對關愛基金進行升級，幫扶對象從公司員工擴展到業主、商戶。在遭遇重大疾病、人身重大傷害、財產重大損失等困難時，關愛基金可以及時伸出援助之手，為他們送上一份溫暖保障和愛的守護。

#### *員工溝通*

本集團致力於營造簡單、陽光的溝通氛圍，制定開放、公正、系統的溝通機制，通過員工座談會、總經理面對面、敬業度調研、不定期滿意度調研等方式，確保員工溝通有窗口，信息傳遞有渠道。

此外，我們還鼓勵員工直接向上級就工作提出意見和建議，幫助弘陽服務持續提升。當員工認為受到不公正對待或個人利益受損，或對本集團經營管理措施有不同意見，或發現有違反公司各項規定的情況時，本集團鼓勵員工選擇適當的申訴渠道向公司申訴／反映。申訴途徑包括逐級向上反饋、直接向人力行政部或分管領導申訴。

#### *員工活動*

2020年，本集團積極響應弘陽集團發起的3C健康計劃，貫徹「樂聚(CLUB)、樂動(CALORIE)、愛無限(CARE)」，在全國累計組建了多支員工健身俱樂部，持續踐行「健康、拚搏、大愛」的極客精神。

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

Meanwhile, the Group has high regards for the bodily health of its employees. Various outdoor team building activities are organized to encourage employees' active participation in sports activities, to boost their bodily health, enrich their lives, raise their satisfaction as well as happiness.

此外，本集團非常重視員工的身體健康，多次組織戶外的團建活動，鼓勵員工積極參與體育運動，增強員工體魄，豐富員工生活，提高員工滿意度及幸福感。

Team building in  
Zhejiang region  
浙江區域團建



Team building in  
Jiangnan region  
江南區域團建



Badminton competition in  
Jiangsu region  
江蘇區域羽毛球比賽



### Redsun Services' staff team building and sports activities 弘陽服務員工團建、體育活動

During the Reporting Period, the Group did not have any work-related fatality. Work-related injury totaled 6 incidents and the 200,000-rated loss of working hours<sup>3</sup> was 3.43.

報告期內，本集團未發生員工因工死亡事件，發生員工工傷事件6起，二十萬工時傷害率<sup>3</sup>為3.43。

### Development of Talents

The Group considers that employees' growth and development are instrumental to sustainable corporate development. By devising a holistic talent cultivation program and incentive scheme, a comprehensive talent cultivation strategy and internal promotion system, we are able to strengthen team building, uplift team capability and provide talents to support the business development of the Group.

### 人才發展

本集團認為員工的成長和發展是企業可持續發展的關鍵，通過制定全面的人才培養計劃和激勵計劃，完善的人才培養策略和內部晉陞制度來加強團隊建設，提高團隊能力，併為本集團業務發展提供人才通道。

<sup>3</sup> 200,000-rated loss of working hours = (number of people injured/actual total working hours) × 200,000

<sup>3</sup> 二十萬工時傷害率 = (傷害人數/實際總工時) × 200,000



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### Staff Training

Based on the requirements of the particular positions at different levels, the Group has devised a series of training activities, namely “Redsun methodology training program”, “Leadership scheme”, “Litigation agent training”, “Brigadier scheme” and so forth, to ensure employees at different levels may achieve personal development and uplift their ability in the Group. In addition, the Group has also formed a systematic “five talents program” centered at the whole progress of talent cultivation and development, thereby raising talents’ quality and expanding the pool of talents. Meanwhile, the Group provides clear career path for its employees, to satisfy the needs for talents at different business segments and hierarchical levels.

During the Reporting Period, based on different training programs, the Group provided the corresponding trainings as follows:

#### 員工培訓

本集團根據各個階層的崗位需求，制定了「弘陽工作法培訓課程」、「領軍計劃」、「訴訟代理人培訓」及「準將計劃」等一系列的培訓活動，保證各個階層的員工都能在集團實現自我的發展和能力的提升。此外，本集團還圍繞人才培養和發展的全流程形成了系統的「五才計劃」，提高人才質量、增加人才庫。此外，本集團為員工提供清晰的發展道路，保障不同業務模塊、不同層級的人才需求。

報告期內，本集團基於不同的培訓計劃，開展了相應的培訓：

#### Redsun methodology training program

#### 弘陽工作法培訓課程

- In April 2020, via online learning, the Group provided the “Redsun methodology — highly efficient meetings” course to 95 employees.
- In December 2020, via online learning, the Group provided the “Redsun methodology — structural thinking and systematic projection” course to 156 employees.
- 2020年4月，本集團通過線上授課的方式為95名員工提供「弘陽工作法 — 高效會議」課程。
- 2020年12月，本集團通過線上授課的方式為156名員工提供「弘陽工作法 — 結構思維與系統呈現」課程。

#### Leadership scheme

#### 領軍計劃

- In July 2020, the Group provided the “Leadership scheme” training course to 23 employees. The course covered strengthening the panoramic vision of business and awareness of risk control and so forth.
- On 9 October 2020, the Group provided the “Leadership scheme” training course to 26 employees. The course covered the digest of strategic planning, analysis of cases of investment laws and regulations, the importance of team efforts and so forth.
- 2020年7月，本集團向23名員工提供「領軍計劃」培訓課程，課程內容包括強化業務全景、風險管控意識等。
- 2020年10月9日，本集團向26名員工提供“領軍計劃”培訓課程，課程內容包括戰略規劃解讀、投資法律法規案例分析、群策群力市拓沙盤等。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### Litigation agent training

#### 訴訟代理人培訓

- In July 2020, the Group provided the “Litigation agent” training course to 104 employees. The course covered the validity of litigation agents, the qualification and legal status of litigation agents, the scope of rights of litigation agents, the approach adopted by litigation agents, the formation, change and release of the litigation agent relationship and so forth.
- 2020年7月，本集團向104名員工提供「訴訟代理人」培訓課程，內容包括訴訟代理的效力、訴訟代理人的資格和法律地位、訴訟代理權的範圍、訴訟代理的方法、訴訟代理關係的發生、變化和消滅等。

#### Brigadier scheme

#### 準將計劃

- In August 2020, the Group provided the “Brigadier scheme” training course to 50 employees. The course covered external counterparts, scenario-based leadership and so forth.
- 2020年8月本集團向50名員工提供「準將計劃」培訓課程，培訓內容包括外部對標、情境領導等。

### Staff training programs

#### 員工培訓課程

Driving business development with talents and forging a talents supply chain for the property group are the strategic missions of the Group. To cultivate a high-performance culture that attaches importance to fighters and contributors, and adopt the change to “prioritizing internal talents supply”, in 2020, the Group’s project of Achieving Performance and Training People Effectively (達至績效高效育才) was duly launched in Nanjing. Managers were arranged to participate in a one-day activity of team learning, joint innovation, self-evaluation and hands-on practice, to put theories to the actual management practice as a manager, truly practice their counselling methods, turn knowledge into management acts and behaviors, uplift their own leadership and also train people effectively, thereby achieving performance.

以人才驅動業務，打造物業集團人才供應鏈是本集團的戰略任務。為打造「拚搏者、貢獻者為本」的高績效文化，實現「內部人才供應優先」轉變，2020年，本集團《達至績效高效育才》項目在南京正式啟動。管理者通過為期一天的團隊學習、共創、自評測試、實戰演練，把理論結合到管理者實際管理工作中，真正落地輔導方法，把知識及時轉化為管理動作和行為，提升自我領導力的同時高效育才，達至績效。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT  
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Scenario-based training to learn the do's and don'ts  
場景重現，求知糾偏



Learning the do's and don'ts and identifying weak areas through role plays, observing behaviors, small group discussions, and manager's self reflection on management scenarios.

通過角色扮演、行為觀察、小組研討，管理者反思自我管理情境，發現不足，求知糾偏。

Thinking out of the box and achieving self-enhancement  
打破慣性，精進自我



By case illustrations, scenario-based simulations, joint innovation and so forth, the lecturer guided the managers through brainstorming and appreciation of the underlying logic of the course.

講師通過案例展示、情景模擬、團隊共創等方式不斷引導管理者碰撞和共識課程底層邏輯。

**“Achieving Performance and Training People Effectively” project in 2020**

2020年《達至績效高效育才》項目

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

During the Reporting Period, the Group provided 45,516 hours of staff training, with an average of 11.05 hours per employee. Details are as follows:

報告期內，本集團向全體員工提供了共計45,516小時的員工培訓，員工平均受訓時長為11.05小時，員工受訓詳情如下：

CATEGORY 類別	UNIT 單位	2020 2020年
<b>Hours of training by gender and category</b> 按性別與僱員類別劃分的培訓時數		
Total hours of training of male employees 男性員工總培訓時數	hours 小時	30,041
Total hours of training of female employees 女性員工總培訓時數	hours 小時	15,475
<b>Average hours of training by gender</b> 按性別劃分的員工平均培訓時數		
Average hours of training of male employees 男性員工平均培訓時數	hours 小時	11.12
Average hours of training of female employees 女性員工平均培訓時數	hours 小時	10.91
<b>Total hours of training by job position</b> 按職級劃分的員工總培訓時數		
Total hours of training of senior management 高級管理層總培訓時數	hours 小時	1,634
Total hours of training of middle management 中層管理人員總培訓時數	hours 小時	8,725
Total hours of training of general staff 基層員工總培訓時數	hours 小時	35,157
<b>Average hours of training by job position</b> 按職級劃分的員工平均培訓時數		
Average hours of training of senior management 高層管理層平均培訓時數	hours 小時	74.28
Average hours of training of middle management 中層管理人員平均培訓時數	hours 小時	30.09
Average hours of training of general staff 基層員工平均培訓時數	hours 小時	9.23

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### REDSUN • COOPERATION FOR WIN-WIN

Redsun Services is committed to providing high-quality services to property owners. We continually optimize our supply chain management and establish fair and transparent supply chain. Meanwhile, we are concerned about the future of the property industry and join hands with the rest of the industry to explore new models of industrial development and identify new opportunities.

#### Supplier Management

The Group has established a comprehensive supply chain management system, encompassing supplier admission system, supplier appraisal system and supplier control processes. Meanwhile, Redsun Services, as part of the anti-corruption league, remains committed to responsible procurement and it collaborates with different parties in building a transparent and fair supply chain.

The Group stresses localized procurement and is actively involved in local economic development, making contribution to the local environment, society and sustainable development. Based on the business characteristics of the particular projects, and upon satisfying the Group's requirements in terms of product offerings, prices, services and after-sale services, the Group prioritizes the engagement of local suppliers. During the Reporting Period, the Group's local procurement in terms of purchase amount accounted for approximately 70% of the total spending on procurement.

#### 弘陽 • 合作共贏

弘陽服務致力於為業主提供高質量的服務，我們不斷優化供應鏈管理，建立公正、透明的供應鏈。同時，我們關注物業行業的未來，攜手行業各方一同探索產業發展新模式、尋找新機遇。

#### 供應商管理

本集團已建立一套完善的供應鏈管理制度，包括供應商準入制度、供應商評價體系、以及供應商管控流程。同時，弘陽服務作為反舞弊聯盟組織的一員，堅持責任採購，協同各方建立透明、公正的供應鏈。

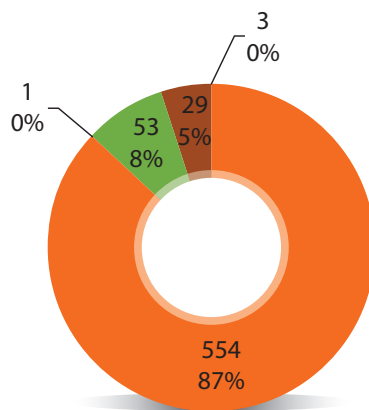
本集團注重本地化採購，積極參與當地經濟發展，為本地區的環境、社會以及可持續發展做出相應的貢獻。根據項目業務特徵，在提供的產品、價格、服務、售後滿足本集團需求的情況下，優先選擇本地供應商。報告期內，本集團的本地採購支出佔比約佔總採購支出的70%。

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

As of 31 December 2020, we had a total of 640 suppliers, which are classified by geographical regions as follows:

截至2020年12月31日，我們共擁有640家供應商，各供應商按地區劃分如下：

**Number of suppliers by geographical regions**  
按地區劃分的供應商數量(家)



- Eastern China region  
華東地區
- Northwestern China region  
西北地區
- Central China region  
華中地區
- Southern China region  
南方地區
- Northern China region  
華北地區

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### Supplier Appraisal

The Group remains its adherence to the principle of “evaluation before admission and engagement”. To regulate the supplier admission management and build a comprehensive supplier management system, the Group has devised a Property Group’s Protocol of Supplier Management (物業集團供應商管理規程), which defines the process of supplier admission, supplier appraisal benchmarks and the graded assessment system, setting out more comprehensive guidelines for the Group’s recruitment of excellent suppliers.

Before admitting a supplier, the Group examines it on-site and prepares an examination report. Upon verification by the examination taskforce, an admission approval process will be initiated, and suppliers that fail the approval process will be included in a restricted supplier list directly. An all-round qualification review is conducted on the supplier by examining its corporate scale, working environment, manpower allocation and organizational structure, overall management model, and those on-site parameters that correspond to the particular category of suppliers. Suppliers that are involved in large-scale service outsourcing and construction projects are required to pass the corresponding ISO certifications; at the same time, its environmental performance including the use of processes that save energy and reduce wastage is also a parameter of our on-site examination.

#### 供應商考核

本集團堅持「先考察再入庫後使用」的原則。為規範供應商準入管理，建立完善的供應商管理體系，本集團制定《物業集團供應商管理規程》，明確了供應商入庫流程、供應商考核指標以及分級評價體系，為集團引入優秀供應商提供更全面的指引。

入庫前，本集團會對供應商開展考察並形成考察報告，經考察小組共同認定合格後發起入庫審批流程，考察不合格的供應商將直接錄入限制使用供應商名錄。通過從公司規模、辦公環境、公司的人員配備以及組織架構、整體管理模式、以及不同類別供應商的相應現場考察維度對供應商開展全方位的資質審查。涉及大型服務外包及工程項目的供應商，我們要求供應商通過相應ISO認證，同時，其環境表現，如是否採用節能降耗工藝，也被納入我們的現場考察維度。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

To ensure a supplier's service delivery and its quality, we conduct weekly and monthly review while the supplier performs its contractual duties. Based on the outcomes of such review, a Detailed Service Examination/Appraisal Scoring (服務檢查/考核評分細則) form will be completed, followed by the issue of a rectification report addressing the underperformed items and a follow-up on such rectification, which will lead to rewards and penalties depending on the particular scenarios. In addition, for those suppliers already admitted, we conduct half-yearly and yearly assessment by referring to the Annual Supplier Assessment Form (供應商年度評估表), which enables the overall assessment of a supplier, spanning across safe and civilized construction, monthly contractual performance, coordination capability of on-site persons-in-charge, and construction process. Suppliers would be classified into five categories namely excellent, good, passed, failed and blacklisted. A supplier assessed to be failed is not allowed to participate in any procurement activities of Redsun Services within 2 years. A blacklisted supplier, that has serious misconduct in the course of cooperation, will be permanently restricted.

#### *Anti-corruptive Supplier Management*

The Group remains its adherence to sunshine procurement, and has zero tolerance for those suppliers that have integrity problems or violate their integrity commitments. We have set out clear channels for filing complaints and whistleblowing, as part of our endeavours to building a corruption-free supply chain. Our examination of suppliers at different parts of cooperation includes the parameter of business ethics. We see a supplier's integrity as an important parameter when deciding whether it can be admitted. An anti-corruption agreement is required to be signed by all suppliers and a compliance audit is conducted at irregular time intervals during the contract performance.

#### *Communication and Collaboration with Suppliers*

To ensure the prompt communication and implementation of our management standards and management requirements, we regularly arrange trainings on core indicators such as safety, anti-corruption and environment. Based on the outcome of supplier assessment, we organize on-site interviews and special-purpose trainings to help suppliers in uplifting their business levels. To ensure that suppliers' quality standards are in line with the Group's, we regularly conduct promotion and training activities on safety civilization, anti-corruption and environment.

為確保供應商服務實施情況與質量，在履約過程中我們開展周檢、月檢，根據檢查結果填寫《服務檢查/考核評分細則》表，針對不合格處出具整改報告並跟進整改，同時對供應商實施相應的懲罰與獎賞。此外，對於已在庫的供應商開展半年度、年度評估，根據《供應商年度評估表》對供應商從安全文明施工、月度履約情況、現場負責人組織協調能力、進度配合等維度進行綜合評估，將供應商分為優秀、良好、合格、不合格、以及黑名單五個等級。被評估為不合格供應商將在兩年內不得參與弘陽服務的各類採購活動，對合作過程中存在嚴重過失而被加入黑名單的供應商將永久限制使用。

#### *供應商廉潔管理*

本集團堅持陽光採購，對於有誠信不佳行為或違反誠信約定的供應商零容忍，同時明確投訴、舉報通道，致力於廉潔供應鏈的建立。我們在不同合作環節對供應商進行的考察中都包含商業道德維度的考察。我們將供應商資質信作為入庫重點考察要素，要求所有合作供方簽訂廉潔協議，並在履約過程中不定期開展合規性審計。

#### *供應商溝通協作*

為確保管理標準、管理要求及時傳達，並落地執行，我們定期開展安全、廉潔、環境等核心指標的培訓活動。根據供應商評估結果組織現場約談、開展專項培訓，協助供應商提升業務水準。為保證供應商與集團的品質標準相匹配，我們定期對供應商開展安全文明、廉潔、環境等核心指標的宣貫、培訓活動。



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

Meanwhile, in the course of projects, we seek to ensure successful project implementation by having timely communications on any issues identified in the course of cooperation, by phone calls or meetings. In addition, there is at least one formal communication per month between the Group and a supplier, apart from the annual suppliers' conference. Excellent suppliers are publicly praised. A platform of exchange and interaction with suppliers is conducive to future cooperation.

Adhering to the motto of "professionalism and building credibility for the long term", the Group cares about coordinated development of supply chain and proactively helps suppliers on overcoming difficult times of operation. During the Reporting Period, to alleviate the impact of COVID-19 on micro and small suppliers, we responded to the government's call and granted to those affected micro and small suppliers tax concessions that were commensurate with the government's tax policy.

#### Strategic Cooperation

Redsun Services embraces the value of "openness, inclusion and mutual benefits and win-win". By working with government bodies, education institutions and other business enterprises, we build a cooperation platform for mutual progression and, upon innovative spirits and a win-win notion, we foster the high-quality development of business enterprises and the industry in line with the new urbanization of the nation.

#### Cooperation with Business Enterprises

We are keen on entering into strategic cooperation with excellent enterprises that share the same values as we do. We continually explore new models and new directions of cooperation, with ongoing upgrade and expansion of our cooperation platform, with a view to achieving mutual victories with our business partners.

此外，在項目過程中，我們通過電話、會務等方式針對合作過程中的問題進行及時溝通，確保項目順利進行。同時，本集團每月至少與供應商開展一次正式溝通，每年會舉辦供應商大會，並對合作優秀的供應商進行表彰，建立與供應商交流、互動的平台，推動未來合作。

本集團秉承「在商言人，誠者致遠」的理念，關注供應鏈的協同發展，積極幫助供應商度過經營難關。報告期內，為減輕新冠疫情對小微供應商的影響，我們響應政府號召，按照稅務政策給予受影響的小微供應商適當的稅率減免政策。

#### 戰略合作

弘陽服務堅持「開放包容、互利共贏」的價值觀，通過政企合作、校企合作、企企合作等方式，建立攜手共進的合作平台，用創新的精神和共贏的理念，推動企業、行業的新型城鎮化高質量發展。

#### 企企合作

我們積極與志同道合的優秀企業達成戰略合作，不斷探索新模式、新方向，不斷升級、擴容合作平台，與合作伙伴攜手共贏。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### Summit for Fintech-Empowered Smart Properties/Smart Cities 2020

##### 2020金融·科技賦能智慧物業／智慧城市高峰論壇

Redsun Services is an active participant in industry summits, for exchanging precious experience with and learning from other property services operators about smart properties, and coordinating different parties in exploring the future digitized and intelligent transformation of the property industry. During the Reporting Period, we participated in the Summit for Fintech-empowered Smart Properties/Smart Cities 2020 organized by China Property Management. The summit enabled thorough discussions and exchanges that focused on issues including the construction of smart properties, reshaping of business models, application of smart technology and smart service innovations. Mr. Luo Yanbing, non-executive director of the Group, participated in the interactive forum named "Smart Properties and Capital Going Public" and gave a talk.

弘陽服務積極參與行業內峰會，交流學習物業服務企業推進智慧物業的寶貴經驗，協同各方共同探索物業行業未來數字化、智能化轉型。報告期內，我們參加《中國物業管理》舉辦的「2020金融·科技賦能智慧物業／智慧城市高峰論壇」。論壇圍繞智慧物業建設、商業模式重構、智能科技應用、智慧服務創新等問題開展深度對話和交流。本集團非執行董事羅艷兵參與互動論壇《智慧物業與資本上市》，並發表演講。

#### China Property New Era Ceremony 2020 — Summit for Good Life Service Innovation 2020

##### 2020中國地產新時代盛典 — 2020美好生活服務創新峰會

At the Summit for Good Life Service Innovation 2020, Mr. Yang Guang, executive director and executive president of Redsun Services, participated in the "Sailing Through the Storm 2020" Top 10 Property CEO Summit Dialogue, and explored how the property management industry responded to the new challenges under COVID-19 and how they grasped opportunities and swiftly developed.

在2020美好生活服務創新峰會的物業分會場「2020美好生活服務創新峰會」上，弘陽服務執行董事兼執行總裁楊光參與「乘風破浪2020」物業十大CEO高峰對話，就物業管理行業如何應對疫情下的新挑戰與如何抓住機遇、快速發展展開了探討。

#### Release of Research Result on the Top 100 China Property Services Enterprises 2020 cum 13th Summit for the Top 100

##### China Property Services Entrepreneurs

##### 2020中國物業服務百強企業研究成果發佈會暨第十三屆中國物業服務百強企業家峰會

During the Reporting Period, Redsun Services participated in the "Release of Research Result on the Top 100 China Property Services Enterprises 2020 cum 13th Summit for the Top 100 China Property Services Entrepreneurs" organized by China Index Academy and China Property Top 10 Research Unit and undertaken by China Index Holding (CIH) and China Index Academy. Mr. Yang Guang, executive president of the Group, participated in interactive dialogue and gave a talk on Redsun Services' "customer-oriented" service system, its responses to COVID-19, community cultural construction and the development direction of Redsun Services going forward.

報告期內，弘陽服務參加由中指研究院、中國房地產TOP10研究組主辦，中指控股(CIH)、中指研究院承辦的「2020中國物業服務百強企業研究成果發佈會暨第十三屆中國物業服務百強企業家峰會」。本集團執行總裁楊光先生參與互動對話，就弘陽服務「一切以客戶為導向」的服務體系、疫情應對舉措、社區文化建設以及弘陽服務未來的發展方向發表了講話。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### Cooperation with Government Bodies and Education Institutions

Redsun Services continually explores and develops the scopes of management for municipal life services, and works with government bodies and tertiary institutions in forging a new model of operation, seeking to create higher service values and social values.

#### 政企、校企共建

弘陽服務不斷探索、發展城市民生服務管理領域，與政府和高校攜手共同打造政企共建運營新模式，致力於創造更大的服務價值與社會價值。

#### CASE 案例

#### “Joint efforts of government body and business enterprise, under coordinated governance” — Strategic cooperation of Redsun Services with Taishan Street 「政企共建、協同治理」— 弘陽服務與泰山街道建立戰略合作關係

During the Reporting Period, Redsun Services entered into strategic cooperation with Taishan Street, Jiangbei New District, Nanjing, by signing a strategic agreement of “joint efforts of government body and business enterprise, under coordinated governance”. By blending our advanced management concepts and standardized work processes and Taishan Street’s city construction, we seek to foster innovative social governance, uplift the efficacy of municipal management, strengthen ecological and environmental protection and refresh city image, thereby bringing new experience of life services to the residents.



報告期內，弘陽服務與南京市江北新區泰山街道建立戰略合作關係，簽署「政企共建、協同治理」的戰略協議。通過將我們先進的管理理念和標準化工作流程與泰山街道城市建設相結合，推進創新社會治理、提升城市管理效能、加強生態環保、改善城市形象，以為市民帶來全新的民生服務體驗。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### CASE 案例

#### “Bold Pursuit Leads to Excellence” — Strategic school-business cooperation between Redsun Services and Changzhou University 「勇追求，自卓越」— 弘陽服務與常州大學盟訂校企戰略合作

To create better conditions and provide more support to university graduates' job search, during the Reporting Period, Redsun Services entered into strategic cooperation with Changzhou University by signing the "School-Business Strategic Cooperation Agreement". Changzhou University issued to Redsun Services the documentation "Learning Base for Changzhou University Students", while Redsun Services issued to Changzhou University the documentation "Redsun Services Group's School-Business Cooperation Base". By organizing tailor-made professional courses, jointly developing the system of training courses, jointly integrating teachers' qualifications, designing tailor-made executive MBA and so forth, Changzhou University and Redsun Services will engage in thorough and comprehensive cooperation to keep enhancing graduates' employability.



為促進高校畢業生就業創造更好的條件和更多的扶持，報告期內，弘陽服務與常州大學達成戰略合作，簽署《校企戰略合作協議》。常州大學向弘陽服務集團授牌：「常州大學大學生學習基地」，弘陽服務集團回授常州大學「弘陽服務集團校企合作基地」。常州大學與弘陽服務將通過開設專業定製班、共同開發培訓課程體系、共同進行師資融合、企業家MBA定製班等方式開展深入、全面的合作，不斷助推高校畢業生提升就業能力。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### REDSUN • WARM SOCIETY

Redsun Services is an enterprise that highly regards human care. We care about people's living and environmental protection and proactively take on social responsibilities. Working closely with various charitable organizations, we try our best and seek to give back to society with our actual deeds, aiming at mutual progression and development with society.

#### Combating COVID-19

Since the start of COVID-19, Redsun Services has always closely monitored the development of the pandemic and activated its emergency plans at the right time, seeking to protect the health and safety of property owners and employees.

At the early stage of COVID-19 outbreak, the Group responded promptly by setting up a backup team for planning any actions against COVID-19 on an urgent basis, which included requiring all employees to report their body temperature and route of journeys of the day, sending daily knowledge on prevention, resolving the procurement of supplies by multiple ways, enquiring about the body health of employees on a daily basis as well as local control policies, conducting disinfection three times a day for office areas and staff dining areas, and allocating preventive supplies such as face masks to employees.

#### 弘陽 • 溫暖社會

弘陽服務是一家專注於人文關懷的企業，我們關注民生，保護環境，積極承擔社會責任。我們與社會多個公益組織通力合作，全力以赴，用實際行動回饋社會，與社會共進步、共發展。

#### 抗擊疫情

自新型冠狀病毒發生以來，弘陽服務時刻關注疫情發展動態，啟動應急預案，致力於保障業主和員工的健康與安全。

疫情初期，本集團迅速建立戰「疫」行動後勤保障組，緊急部署戰「疫」工作，要求全體員工上報當日體溫及活動軌跡，每天推送防疫知識，多渠道解決疫情物資採購，每日瞭解員工身體狀況和當地管制政策，對辦公區域及員工就餐區域每天進行三次消殺，並且給員工配發口罩等防護用品。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

To secure pandemic prevention and control at the Group's operations, the Group was prompt in kicking off the following:

為了保障本集團業務運營所在地的疫情防控工作，本集團迅速開展瞭如下工作：



### Plans for pandemic prevention 疫情防控部署

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

Meanwhile, the Group proactively integrates resources available from different channels and supports society in fighting the pandemic. A cooperation mechanism has been formed with participation from the government, business enterprises, social organizations and community residents, who share the vision of pandemic prevention. During the Reporting Period, the Group contributed to society's pandemic prevention by way of the following:

此外，本集團積極整合各方資源，助力社會戰疫，建立起政府、企業、社會組織和社區居民多方參與合作機制，共同團結抗疫。報告期內，本集團通過以下方式，為社會抗擊疫情獻力：



Donations for combating COVID-19  
戰疫捐贈

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

Due to its positive performance during COVID-19, the Group was ranked among “Top 30 Property Services Companies in China in 2020 with Satisfactory Performance amidst COVID-19” by Leju Finance.

因疫情期間的積極表現，本集團被樂居財經評選為「2020中國物業服務疫情滿意度企業30強」。



### Good Community

Based on its listing status and backed by tens of thousands of users, the Group is prepared to forge a complete and closed-loop industrial ecosystem, with multiple business sectors that are complementary to each other. The Group proactively explores the needs of residents, integrates resources in society, fosters the construction of harmonious communities of happy neighborhood, supports poverty-alleviation deeds, and shares the construction and enjoyment of good living.

### 美好社區

本集團以上市公司為基礎、上萬用戶為支撐，預備打造完整的產業生態閉環，多業態相互協同促進。本集團積極探索百姓需求，整合社會資源，促進和諧鄰里幸福小區建設，助力扶貧建設，共建共享美好生活。



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### CASE 案例

#### Redsun Services' Green Actions in "Party Activity Day" 弘陽服務「黨團活動日」綠色行動

During the Reporting Period, Redsun Services' Jiangbei Company organized functional departments and volunteers from different regions to attend and participate in community green activities in the form of "Party Activity Day", focusing on the issues of the particular projects. 50 volunteers joined to clear disposed bricks, remove fallen leaves and branches and carry away trashes from daily life, to reinstate the good views in the community. Upholding a "Red Property" spirit, the activity empowered good living with concrete works from volunteers and brought more happy experience to every family member.

報告期內，弘陽服務江北公司以「黨團活動日」的形式聚焦項目現場環境問題，組織職能部門以及各片區志願者前往社區開展社區綠色活動。我們50位志願者齊力清理垃圾磚塊，歸攏枯枝草葉，清運生活垃圾，不放過每一處垃圾，還社區一片美好景緻，不斷發揚「紅色物業」的精神，以實實在在的志願行動為美好生活賦能，為每一位家人帶來更多幸福體驗。



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### CASE 案例

#### Helping farmers with love and boosting cohesion in rural areas 愛心助農，為鄉村振興聚力

During the Reporting Period, Redsun Services collaborated with Zhongshan County People's Government in promoting the mandarin oranges produced in Zhongshan County. We introduced such "winter sweetie" to residents in our communities by on-site promotion activities held in the community. Group purchases were arranged through our platform to bring such high-quality Zhongshan mandarin oranges to more people at low prices. At the same time, we had business discussions with Zhongshan County regarding "how Zhongshan mandarin orange products may form the base upon which we can further strengthen the drive of services, lead an expedited development of the industry, collaborate with various parties and create a sales platform for the industry", and also reached some preliminary agreements on cooperation, with a view to supporting the promotion of the brand of this variety of mandarin oranges.

報告期內，弘陽服務同鐘山縣人民政府合體推廣鐘山貢柑，我們通過社區現場推介活動為社區市民送來了「冬日甜蜜」：通過平台團購合作形式讓更多人以實惠的價格品嚐到優質貢柑。此外，我們與鐘山縣就「如何以鐘山貢柑產品為基礎，進一步強化服務驅動，引領產業加快發展，並聯合多方帶動，打造產業銷售平台」進行了商務洽談，並達成初步合作協議，不斷助力打響貢柑品牌。



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

## APPENDICES

### Appendix I: List of Laws and Regulations and Internal Policies

#### Laws and Regulations:

Anti-Money Laundering Law of the People's Republic of China  
 Anti-Unfair Competition Law of the People's Republic of China  
 Interim Regulations Concerning the Prohibition of Commercial Briberies  
 Copyrights Law of the People's Republic of China  
 Trademark Law of the People's Republic of China  
 Patents Law of the People's Republic of China  
 System for Administering the Graded Protection of Information Security  
 Advertising Law of the People's Republic of China  
 Law of Protection of Consumer Interests of the People's Republic of China  
 Law of Energy Saving of the People's Republic of China  
 Law of Promotion of Clean Production of the People's Republic of China  
 Rules for Administering the Conservative Use of Urban Water  
 Opinion Concerning the Strengthened Water Saving in Industrial Uses  
 Rules for Administering Water Resources in Nanjing  
 Rules for Administering the Classification of Domestic Trash in Nanjing  
 Rules for Fostering the Administration of Domestic Trash in Nanjing as published by the of the Nanjing Municipal Government's General Office  
 Proposed Implementation of Trash Classification of Jiangbei New District in 2020  
 Labour Law of the People's Republic of China  
 Labour Contract Law of the People's Republic of China  
 Social Insurance Law of the People's Republic of China

## 附錄

### 附錄一：法律法規及內部政策清單

#### 法律法規：

《中華人民共和國反洗錢法》  
 《中華人民共和國反不正當競爭法》  
 《關於禁止商業賄賂行為的暫行規定》  
 《中華人民共和國著作權法》  
 《中華人民共和國商標法》  
 《中華人民共和國專利法》  
 《信息安全等級保護管理制度》  
 《中華人民共和國廣告法》  
 《中華人民共和國消費者權益保護法》  
 《中華人民共和國節約能源法》  
 《中華人民共和國清潔產生促進法》  
 《城市節約用水管理規定》  
 《關於加強工業節水工作的意見》  
 《南京市水資源管理辦法》  
 《南京市生活垃圾分類管理辦法》  
 《市政府辦公廳關於印發南京市全面推進生活垃圾管理條例》  
 《2020年江北新區垃圾分類工作實施方案》  
 《中華人民共和國勞動法》  
 《中華人民共和國勞動合同法》  
 《中華人民共和國社會保險法》

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### Internal Policies:

Rules for Administering Complaints and Whistle-blowing  
Redsun Group's System of Declaration of Conflict of Interests  
List of Prohibited Acts and Behaviors of Corruption  
System for Administering Intellectual Property Rights  
System for Controlling Risks Pertaining to Information Security  
Procedures for Application for Information System Authorizations  
Operating Guide for Orderly and Professional Internal Management  
Operating Guide for Safety Examination  
Operating Guide for Fire Safety Management  
Operating Procedures for Handling Emergencies  
Rules for Administering Customer Complaints  
Property Group Rules for Administering Customer Complaints  
Redsun Services Classification of Complaints  
Manuals for Managing Redsun Brands  
Operating Guide for Environmental Supervisors/Managers  
Operating Guide for Environmental Experts  
Property Group's Protocol of Supplier Management  
Detailed Service Examination/Appraisal Scoring  
Annual Supplier Assessment Form  
School-Business Strategic Cooperation Agreement

#### 內部政策：

《投訴舉報管理辦法》  
《弘陽物業集團利益衝突申報制度》  
《員工禁止舞弊行為列示一覽表》  
《知識產權管理制度》  
《信息安全風險管控制度》  
《信息系統權限申請流程》  
《秩序專業內務管理作業指導書》  
《安全檢查作業指導書》  
《消防管理作業指導書》  
《突發事件處置作業流程》  
《客戶投訴管理辦法》  
《物業集團客戶投訴管理辦法》  
《弘陽服務責任投訴等級明細表》  
《弘陽集團品牌管理手冊》  
《環境監控／管理員操作指南》  
《環境專家操作指南》  
《物業集團供應商管理規程》  
《服務檢查／考核評分細則》  
《供應商年度評估表》  
《校企戰略合作協議》

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

Appendix II: The Environmental, Social and Governance Reporting Guide Content Index Published by HKEX

附錄二：香港聯交所《環境、社會及管治報告指引》內容索引

ENVIRONMENTAL, SOCIAL AND GOVERNANCE ASPECTS, GENERAL DISCLOSURES AND KPIS 環境、社會及管治範疇與一般披露及關鍵績效指標(KPI)			SECTION IN THE REPORT 所在章節
<b>Environmental</b>			
<b>環境</b>			
A1: Emissions	General Disclosure	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	REDSUN • ENVIRONMENTAL PROTECTION
A1: 排放物	一般披露	有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的法律及規例的數據。	弘陽·環境保護
	A1.1	The types of emissions and respective emissions data	GREEN OPERATION
	A1.1	排放物種類及相關排放數據	綠色運營
	A1.2	greenhouse gas emissions and intensity	GREEN OPERATION
	A1.2	溫室氣體總排放量及密度	綠色運營
	A1.3	Total hazardous waste produced and intensity	GREEN OPERATION
	A1.3	所產生有害廢棄物總量及密度	綠色運營
	A1.4	Total non-hazardous waste produced and intensity	GREEN OPERATION
	A1.4	所產生無害廢棄物總量及密度	綠色運營
	A1.5	Description of emissions target(s) set and steps taken to achieve them	GREEN OPERATION
	A1.5	描述減低排放量的措施及所得成果	綠色運營
	A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them	GREEN OPERATION
	A1.6	描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果	綠色運營

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ENVIRONMENTAL, SOCIAL AND GOVERNANCE ASPECTS, GENERAL DISCLOSURES AND KPIS 環境、社會及管治範疇與一般披露及關鍵績效指標(KPI)			SECTION IN THE REPORT 所在章節
A2 : Use of Resources	General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	REDSUN • ENVIRONMENTAL PROTECTION
A2 : 資源使用	一般披露	有效使用資源(包括能源、水及其他原材料)的政策。	弘陽•環境保護
	A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total and intensity	GREEN OPERATION
	A2.1	按類型劃分的直接及/或間接能源(如電、氣或油)總耗量及密度	綠色運營
	A2.2	Water consumption in total and intensity	GREEN OPERATION
	A2.2	總耗水量及密度	綠色運營
	A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them	GREEN DESIGN GREEN OPERATION GREEN CULTURE
	A2.3	描述能源使用效益計劃及所得成果	綠色設計 綠色運營 綠色文化
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them	GREEN OPERATION
	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	綠色運營
	A2.5	Total packaging material used for finished products and with reference to per unit produced	The Group's business operations involve minimized use of packaging materials and any of these uses are in compliance with the laws and regulations of the localities where the respective business operations are situated.
	A2.5	製成品所用包材料的總量及每生產單位估量	本集團在業務運營過程涉及包裝材料的使用量較小，均根據業務運營所在地法律法規進行合規處置。

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

ENVIRONMENTAL, SOCIAL AND GOVERNANCE ASPECTS, GENERAL DISCLOSURES AND KPIS 環境、社會及管治範疇與一般披露及關鍵績效指標(KPI)			SECTION IN THE REPORT 所在章節
A3: The Environment and Natural Resources	General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	REDSUN • ENVIRONMENTAL PROTECTION
A3: 環境及天然資源	一般披露	減低發行人對環境及天然資源造成重大影響的政策。	弘陽 • 環境保護
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	GREEN OPERATION
	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	綠色運營
<b>Social</b>			
<b>社會</b>			
B1: Employment	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	RESUN • PRESSING AHEAD TOGETHER
B1: 僱傭	一般披露	有關薪酬及解僱，招聘及晉陞，工作時數，假期，平等機會，多元化，反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	弘陽 • 攜手共進
	B1.1	Total workforce by gender, employment type, age group and geographical region	OVERVIEW OF WORKFORCE
	B1.1	按性別、僱傭類型、年齡組別及地區劃分的僱員總數	員工概況
	B1.2	Employee turnover rate by gender, age group and geographical region	EMPLOYEE CARE
	B1.2	按性別、年齡組別及地區劃分的僱員流失比率	員工關愛

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

ENVIRONMENTAL, SOCIAL AND GOVERNANCE ASPECTS, GENERAL DISCLOSURES AND KPIS 環境、社會及管治範疇與一般披露及關鍵績效指標(KPI)			SECTION IN THE REPORT 所在章節
B2: Health and Safety	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	EMPLOYEE CARE
B2：健康與安全	一般披露	有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	員工關愛
	B2.1	Number and rate of work-related fatalities occurred	EMPLOYEE CARE
	B2.1	因工作關係而死亡的人數及比率	員工關愛
	B2.2	Lost days due to work injury	EMPLOYEE CARE
	B2.2	因工傷損失工作日數	員工關愛
	B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored	EMPLOYEE CARE
	B2.3	描述所採納的職業健康與安全措施，以及相關執行及監察方法	員工關愛
B3: Development and Training	General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	DEVELOPMENT OF TALENTS
B3：發展及培訓	一般披露	有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	人才發展
	B3.1	The percentage of employees trained by gender and employee category	DEVELOPMENT OF TALENTS
	B3.1	按性別及僱員類別劃分的受訓僱員百分比	人才發展
	B3.2	The average training hours completed per employee by gender and employee category	DEVELOPMENT OF TALENTS
	B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數	人才發展



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B4: Labour Standards	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	EMPLOYEE CARE
B4 : 勞工準則	一般披露	有關防治童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	員工關愛
	B4.1	Description of measures to review employment practices to avoid child and forced labour	OVERVIEW OF WORKFORCE EMPLOYEE CARE
	B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工	員工概況 員工關愛
	B4.2	Description of steps taken to eliminate such practices when discovered	OVERVIEW OF WORKFORCE
	B4.2	描述在發現違規情況時消除有關情況所採取的步驟	員工概況
B5: Supply Chain Management	General Disclosure	Policies on managing environmental and social risks of the supply chain.	SUPPLIER MANAGEMENT
B5 : 供應鏈管理	一般披露	管理供應鏈的環境及社會風險政策。	供應商管理
	B5.1	Number of suppliers by geographical region	SUPPLIER MANAGEMENT
	B5.1	按地區劃分的供應商數目	供應商管理
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored	SUPPLIER MANAGEMENT
	B5.2	描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法	供應商管理

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B6: Product Responsibility	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	REDSUN • QUALITY SERVICES
B6 : 產品責任	一般披露	有關所提供產品和服務的健康與安全，廣告，標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	弘陽 • 品質服務
	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	The Group's business operations do not involve any product recall.
	B6.1	已售或已運送產品總數中因安全與健康理由而須回收的百分比	本集團在業務運營過程中不涉及產品召回。
	B6.2	Number of products and service related complaints received and how they are dealt with	COMMUNICATION WITH CUSTOMERS
	B6.2	接獲關於產品及服務的投訴數目以及應對方法	客戶溝通
	B6.3	Description of practices relating to observing and protecting intellectual property rights	SMART TECHNOLOGY AND INNOVATION
	B6.3	描述與維護及保障知識產權有關的慣例	智能科創
	B6.4	Description of quality assurance process and recall procedures	The Group's business operations do not involve any product recall.
	B6.4	描述質量檢定過程及產品回收程序	本集團在業務運營過程中不涉及產品召回。
	B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored	COMPLIANT OPERATIONS
	B6.5	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	合規運營

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

ENVIRONMENTAL, SOCIAL AND GOVERNANCE ASPECTS, GENERAL DISCLOSURES AND KPIS 環境、社會及管治範疇與一般披露及關鍵績效指標(KPI)			SECTION IN THE REPORT 所在章節
B7: Anticorruption	General Disclosure	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.	COMPLIANT OPERATIONS
B7: 反貪污	一般披露	有關防治賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	合規運營
	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	COMPLIANT OPERATIONS
	B7.1	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	合規運營
	B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored	COMPLIANT OPERATIONS
	B7.2	描述防範措施及舉報程序，以及相關執行及監察方法	合規運營
B8: Community Investment	General Disclosure	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.	REDSUN • WARM SOCIETY
B8: 社區投資	一般披露	有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	弘陽·溫暖社會
	B8.1	Focus areas of contribution	COMBATING COVID-19 GOOD COMMUNITY
	B8.1	專注貢獻範疇	抗擊疫情 美好社區
	B8.2	Resources contributed to the focus area.	COMBATING COVID-19 GOOD COMMUNITY
	B8.2	在專注範疇所動用資源	抗擊疫情 美好社區



REDSUN SERVICES GROUP LIMITED

弘陽服務集團有限公司