

遠洋服務控股有限公司

Sino-Ocean Service Holding Limited

(於開曼群島註冊成立的有限公司) 股份代號: 06677.HK

(Incorporated in the Cayman Islands with limited liability) Stock Code: 06677.HK



遠洋服務控股有限公司

2020 環境、社會及管治報告

2020 ENVIRONMENTAL,
SOCIAL AND GOVERNANCE REPORT



關於本報告

● 報告簡介

本報告覆蓋遠洋服務控股有限公司總部連同其所屬區域、業務中心、附屬公司，為便於表達，報告表述中分別使用“遠洋服務”、“本公司”、“公司”或“我們”指代遠洋服務控股有限公司；“本集團”或“集團”指代本公司連同其附屬公司。

● 報告範圍

報告時間範圍：2020年1月1日至2020年12月31日，部分內容追溯至以往年份及延展至2021年4月。

報告發佈週期：本報告為年度報告，是遠洋服務發佈的首份《環境、社會及管治報告》，旨在以透明公開的方式披露本公司2020年全年的可持續發展表現，以回應各利益相關方對於本公司可持續發展管理的關注與期望。

● 資料說明

報告中的財務資料均來自遠洋服務2020年度經審核財務報告，其它資料以2020年為主，部分資料包含以前年度資料。本報告中所涉及貨幣金額以人民幣為計量幣種，特別說明的除外。

● 匯報準則

本報告編制依據香港聯合交易所有限公司（“聯交所”）證券上市規則（“上市規則”）附錄二十七《環境、社會及管治（ESG）報告指引》（以下簡稱“指引”），遵循指引有關“重要性”、“量化”、“平衡”、“一致性”的匯報原則的要求，通過社會責任重大性分析回應“重要性”原則，通過量化資料清單回應“量化”和“一致性”原則，通過對負面議題及不良績效的檢討回應“平衡”原則。

● 報告獲取

本報告以電子文件發佈供讀者參閱，可在公司官方網站及聯交所網站獲取。為減少環境負擔，本公司鼓勵及推薦您參閱本報告電子版本。

遠洋服務控股有限公司

地址：香港金鐘道88號太古廣場一座601室

電話：+852 2899 2880

或

地址：北京市朝陽區朝陽體育中心東側路甲518號A座2層

電話：+8610 8564 2300

網址：www.sinooceanservice.com

電子信箱：ir@sinooceanservice.com

ABOUT THIS REPORT

● Overview of the Report

This report covers the headquarters and regional companies, business centres and subsidiaries of Sino-Ocean Service Holding Limited. For ease of expression, Sino-Ocean Service Holding Limited is variously referred to as “Sino-Ocean Service”, the “Company” or “we / us”; and the Company together with its subsidiaries are referred to as “our Group” or the “Group” in this report.

● Scope of Reporting

Period covered by the report: 1 January 2020 to 31 December 2020, with some contents covering, retrospectively, previous years and, prospectively, April 2021.

Publication cycle: This report is published on an annual basis and is the first “Environmental, Social and Governance Report” published by Sino-Ocean Service with the aim of providing lucid information on the Company’s performance in sustainability in 2020 to address stakeholders’ concerns and expectations for the Company’s sustainability management.

● Notes on Information Reported

The financial information set out in the report is derived from the 2020 audited financial report of Sino-Ocean Service. Other information represents mainly data for 2020, with certain information comprising data for previous years. Monetary amounts contained in this report are denominated in RMB, unless otherwise specified.

● Reporting Standards

This report has been prepared in accordance with the “Environmental, Social and Governance (ESG) Reporting Guide” (the “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 “Listing Rules”) in compliance with the requirements of the reporting principles of “materiality”, “quantitative”, “balance” and “consistency”. The “materiality” principle is addressed by the materiality analysis of social responsibility, the principles of “quantitative” and “consistency” are addressed through the provision of quantitative information checklists, and the “balance” principle is addressed through reviews on negative issues and underperformance.

● Availability of the Report

This report is published in electronic format for viewing by readers and can be accessed on the Company’s website and the website of the Stock Exchange. To alleviate burden on the environment, the Company encourages and recommends you to read the electronic version of this report.

Sino-Ocean Service Holding Limited

Address: Suite 601, One Pacific Place, 88 Queensway, Hong Kong

Tel: +852 2899 2880

OR

Address: 2nd Floor, Tower A, No. A518 East Road of Chaoyang Sports Center, Chaoyang District, Beijing

Tel: +8610 8564 2300

Website: www.sinooceanservice.com

Email: ir@sinooceanservice.com

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高管致辭

MESSAGE FROM THE SENIOR MANAGEMENT



遠洋服務控股有限公司聯席主席、
執行董事、行政總裁
楊德勇先生

Mr. YANG Deyong

Joint Chairman, Executive Director and

Chief Executive Officer

Sino-Ocean Service Holding Limited

2020 年是極不平凡的一年。面對突如其來的新冠肺炎疫情和嚴峻的經濟形勢，遠洋服務積極進取，力爭上游，逆勢“走出去”，成功登錄聯交所，開啟對接全球資本市場的新階段。在港股上市元年，我們發佈首份《環境、社會及管治報告》，向利益相關方匯報我們在可持續發展管治、客戶服務、環境保護、員工關懷、夥伴合作、社區關愛等方面的承諾和表現，以聆聽各方聲音，提升公司治理水準，開啟高品質發展新篇章。

Year 2020 has been an extraordinary year. Amidst the unexpected COVID-19 pandemic and austere economic landscape and conditions, Sino-Ocean Service remained vigorous in its endeavour for progress. We took “a step out” despite the adverse conditions with a successful listing on the Stock Exchange to unveil a new phase of development underpinned by access to the global capital market. In the first year following the listing of the Company's shares in Hong Kong, we published our first “Environmental, Social and Governance Report” to report to stakeholders our pledge and performance in sustainability management, customer service, environmental protection, staff care, partnerships and community charity, with a view to listening to the voices of various parties and enhancing our corporate governance standards as we embark on a new phase of qualitative development.

我們是抗擊疫情逆流而上的物業人。面對疫情，我們第一時間啟動一級響應，12,000¹名“遠洋服務人”堅守防線，在做好內部防控、環境消毒、嚴格防控和科學宣傳的基礎上，為復工復產做好了充足的準備。為了保障業主們的正常生活，滿足業主的新需求，我們創新無接觸愛心打印服務、無接觸快速接洽服務、無接觸線上維修服務、無接觸繳費服務等服務，始終與每一位業主並肩同行。

We are a property manager that rose to the occasion in the fight against the epidemic. After the outbreak of the epidemic, we promptly activated level-one response with 12,000¹ people of Sino-Ocean Service standing by to guard the line of defence. On the back of internal prevention and control, disinfection of the environment, stringent prevention and control and scientifically sound publicity, we made full preparations for the resumption of work and production. To maintain the normal life of property owners and satisfy their new needs, we introduced innovative services, such as contactless printing service, contactless express service, contactless online maintenance service and contactless payment service, as we pledged to go through this difficult period side by side with each and every property owner.

我們是全心全意服務客戶的物業人。我們始終秉承“懂心意·有新意”的服務理念，以物業服務為根基，以服務平台為介質，以智慧科技為手段，不斷滿足人們對理想生活的追求，用服務構建健康美好生活。目前，我們通過持續豐富服務內容、疊代服務方式，提供高水準的物業管理服務和增值服務，實現基礎物業服務與新型業務的共同發展。同時，我們還打造了多元化智能服務平台，通過億管家、億家生活、億家修、億空間以及電子樓宇自動化（EBA）系統等智能服務平台，為使用者提供便捷可靠的服務，為合作夥伴提升工作效率及降低運作成本，最終與業主、住戶、其他客戶及業務合作夥伴之間形成智能化物業生態圈。

We are a property manager fully dedicated to serving our customers. In persistent adherence to the “being understanding and innovative” principle for services, we seek to fulfil people's quest for a pleasant life by fostering healthy and pleasant living with our services through our service platforms and the employment of smart technologies on the back of property management service. At present, we endeavour to realise the parallel development of primary property management services and innovative services by providing high-standard property management services and value-added services through ongoing enrichment in the substance and generational upgrade in the mode of service. In the meantime, we have built a variety of smart service platforms, such as “Yi Butler”, “Yi Life”, “Yi Maintenance”, “Yi Space” and the electronic building automation (“EBA”) system, to provide users with convenient and reliable services, help business partners to enhance their work efficiency and lower their operating cost, and ultimately develop an intelligent property business ecology with property owners, residents, other customers and business partners.

1 服務人數包括正式及非正式人員。
Including formal and non-formal employees.

我們是守護地球青山綠水的物業人。我們秉持綠色環保理念，不斷完善環境管理，制定環境保護相關制度，制定系列環境目標，開展環境保護相關實踐，努力推動人與自然和諧共生。我們責無旁貸開展垃圾分類工作，因地制宜制定工作方案，以垃圾分類撬動物業服務水準的提升，以服務為先促進垃圾分類的實施，持續改善社區環境、深入推動文明習慣養成的“最後一公里”。

We are a property manager committed to the protection of green mountains and clear waters on Earth. In firm adherence to eco-friendly principles, we make continuous improvements to our environmental management with the formulation of environmental protection systems and a range of environmental objectives and implementation of environmental practices, in a diligent effort to advance the co-existence of humanity and nature in harmony. We have duly implemented waste sorting measures with customised plans for different locations, with a view to driving the improvement of property management service standards through waste sorting actions, as well as procuring the implementation of waste sorting through a service-oriented approach, in a bid to continuously improve the communal environment and accomplish the “last mile” for the fostering of the qualities of civility.

我們是以人為本安全至上的物業人。我們積極回應國家號召，為國家“穩就業”履行社會責任，在東北、華北、西北、華東、華中、華南、西南多個區域的高校中開展新生代招聘工作，讓他們在這裡得到多重賦能，乘風破浪，勇往直前。我們組織專業化培訓，提升員工客服技能，促使服務能力精進不休。我們堅持安全第一，成立安全管理委員會（“安委會”），制定安全管理工作制度，開展安全教育培訓，為業主提供安全保障。

We are a property manager who emphasises priority to people and safety. In vigorous response to the call of the government to fulfil our social responsibility by contributing to “stability in employment” in the country, we have commenced the recruitment of new-generation graduates at tertiary colleges in Northeastern China, Northern China, Northwestern China, Eastern China, Central China, Southern China and Southwestern China, such that these graduates could equip themselves in multiple aspects in preparation for future ventures. We have organised specialised training to enhance staff skills in customer servicing and ensure ongoing improvements to our servicing capabilities. In persistent adherence to the “safety-first” principle, we have established a safety management committee (the “Safety Committee”) and formulated a system for safety management work, while safety education and training has also been implemented, with a view to providing assurance for the safety of property owners.

我們是關愛社區熱心慈善的物業人。我們推出“享生活，優+計劃”，致力於改善社區環境、修繕設施設備，持續開展促進公共健康的社區投入。我們積極推動精準扶貧工作，搭建扶貧對接平台，將扶貧助農的農產品引進社區，幫助各地貧困人口就業增收。我們持續發力公益慈善事業，熱心幫助困難群體，努力繪就和諧社區畫面。

We are a property manager dedicated to community care and charity. We have launched the “Enjoy Life Plus Programme”, a campaign dedicated to the improvement of the communal environment and maintenance of facilities and equipment, in an ongoing community initiative to promote public health. We have been actively involved in defined poverty aid by building platforms that facilitate the matching of providers and receivers of assistance, marketing agricultural products under assistance initiatives in the residential communities and helping impoverished population to secure employment and increase income. With an ongoing commitment to community welfare and charity, we have been dedicated to helping the unprivileged groups in an effort to achieve harmony in the community.

回首過去，我們心懷坦蕩；展望未來，我們胸有成竹。作為綜合性物業管理服務提供者，我們將堅持打造自身能力並整合優質資源，持續豐富服務內容、疊代服務方式、提升服務品質，持續優化基礎服務，開展多元增值服務，不斷滿足業主、客戶和合作夥伴的多元需求。

In retrospect, we should be proud of our efforts. Looking to the future, we are ready and confident. As a provider of comprehensive property management services, we will persist in forging our business capabilities and integrate our premium resources to seek ongoing enrichment in substance, generational upgrade in mode and enhancement in quality for our services, with a view to improving our primary services while diversifying into value-added services, in a bid to fulfil the diverse requirements of property owners, customers and business partners.

走進遠洋服務

ABOUT SINO-OCEAN SERVICE

公司簡介

Company Overview

遠洋服務控股有限公司（股份代號：06677.HK）2020年正式於聯交所主板上市，我們的歷史可追溯至1997年，開展物業管理服務之初乃專注於遠洋集團控股有限公司（中國領先的綜合性物業開發商，其股份在聯交所主板上市，股份代號：03377.HK）所開發的物業，經過23年的努力和奮鬥，已成長為一家主營業務突出、業績增長穩定、服務業務多元、經營區域廣闊、管理團隊精幹、專業口碑優良的綜合性物業管理服務提供者。

Officially listed on the Main Board of the Stock Exchange in 2020, the history of Sino-Ocean Service Holding Limited (stock code: 06677.HK) can be traced back to 1997 when it started to provide property management services, with an initial focus on properties developed by Sino-Ocean Group Holding Limited (a leading comprehensive property developer in China, the shares of which are listed on the Main Board of the Stock Exchange, stock code: 03377.HK). After 23 years of diligent endeavour, we have grown into a comprehensive property management services provider underpinned by distinctive principal operations, stable growth in business results, a diverse range of services, extensive geographic coverage, a high-calibre management team, and excellent business reputation.

遠洋服務堅持通過打造自身能力並整合優質資源，實現了基礎物業服務與新型業務共同發展，業務模式包括三條主要業務線，即物業管理服務、社區增值服務及非業主增值服務。公司持續豐富服務內容、疊代服務方式、提升服務品質，旨在不斷滿足業主、客戶和合作夥伴的多元需求。

Thanks to persistent efforts to forge its business capabilities and integrate premium resources, Sino-Ocean Service has realised the parallel development of its primary property management services and innovative services, underpinned by a business model comprising three principal business lines: property management services, community value-added services and value-added services to non-property owners. The Company seeks ongoing enrichment in substance, generational upgrade in mode and enhancement in quality for its services, in a bid to fulfil the diverse requirements of property owners, customers and business partners.

物業管理服務 Property management services

為業主及住戶以及物業開發商提供秩序維護、清潔、綠化、園藝及維修保養服務等；
Provision of services including, among others, security, cleaning, greening, gardening and repair and maintenance services to property owners and residents, as well as property developers;

社區增值服務 Community value-added services

是面向業主及住戶提供社區資產增值服務、社區生活服務及物業經紀服務，以解決他們的生活及日常所需；
Provision of community asset value-added services, community living services and property brokerage services to property owners and residents to address their lifestyle and daily needs;

非業主增值服務 Value-added services to non-property owners

面向物業開發商及其他物業管理公司等非業主，提供交付前服務、諮詢服務以及物業工程服務等。
Provision of services including, among others, pre-delivery services, consultancy services and property engineering services to non-property owners, such as property developers and other property management companies.

業務佈局

Business Presence

作為專注中國中高端物業二十餘年的綜合性物業管理服務提供者，遠洋服務業務覆蓋範圍涵蓋京津冀、環渤海、華東、華南、華中及華西五大區域。截至2020年12月31日，擁有185家附屬公司及分公司，遍及中國24個省、直轄市及自治區；總合約建築面積達7,108萬平方米，覆蓋62個城市，共計318個物業項目；總在管建築面積達4,545萬平方米，共計238個物業項目，包括184個住宅社區及54個非住宅物業。

As a comprehensive property management services provider focused on mid-to-high-end properties in China with a track record of over 20 years, Sino-Ocean Service has established its business presence in the five major regions of Beijing-Tianjin-Hebei, Bohai Rim, Eastern China, Southern China and Central and Western China. As of 31 December 2020, we had 185 subsidiaries and branch offices across 24 provinces, municipalities and autonomous regions in China; our total contracted GFA reached 71.08 million sq.m. in 318 properties across 62 cities; our total GFA under management reached 45.45 million sq.m. in 238 properties, including 184 residential communities and 54 non-residential properties.

城市佈局優越

Superior presence in cities

持續加碼京津冀、環渤海區域的規模優勢，深耕已進入的華南、華東、華中及華西區域

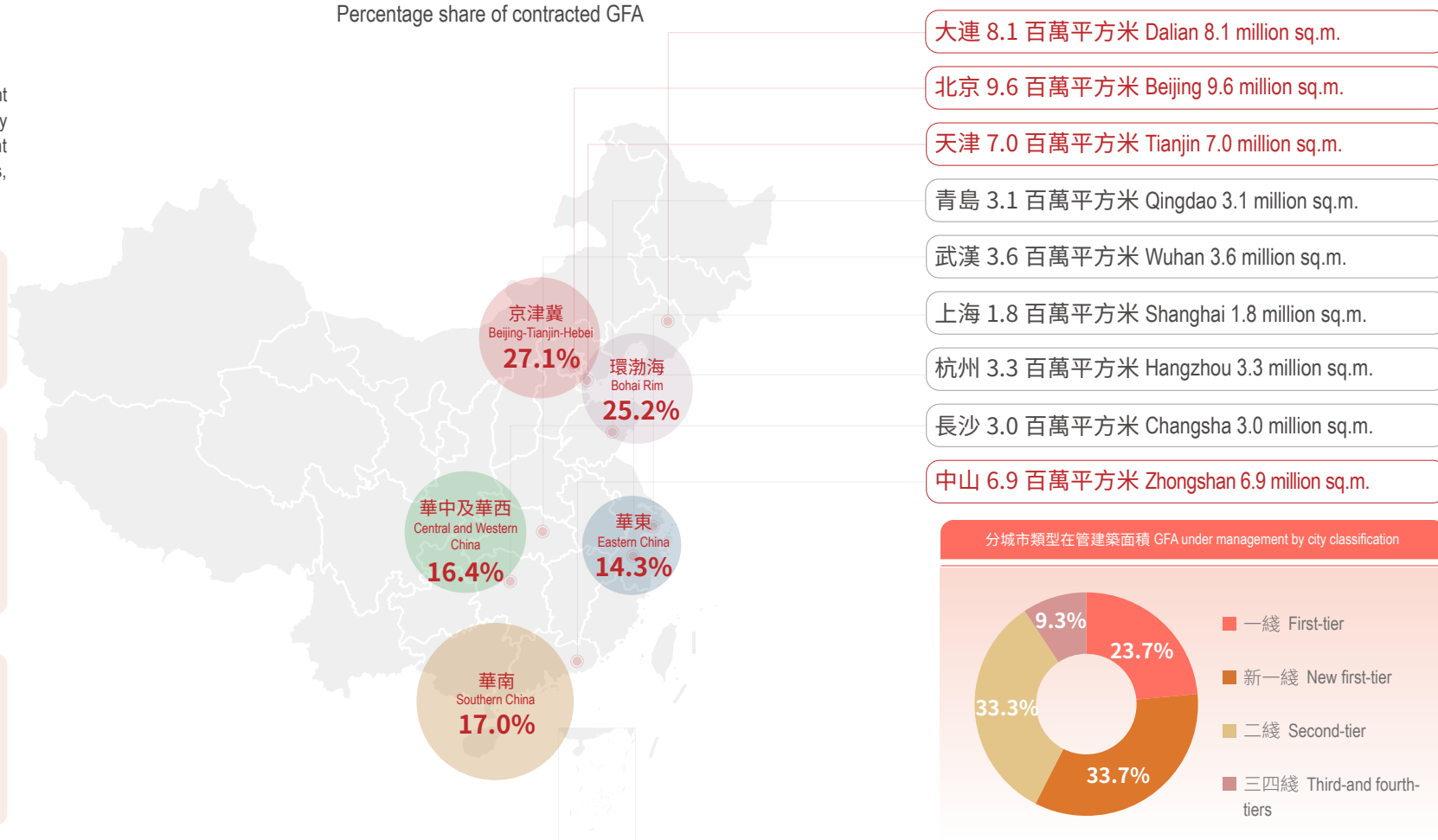
We continue to enhance our advantageous business scale in the Beijing-Tianjin-Hebei region and Bohai Rim region, while seeking further development in Southern China, Eastern China and Central and Western China where we have already established our presence.

一二線城市在管建築面積佔比高達90.7%

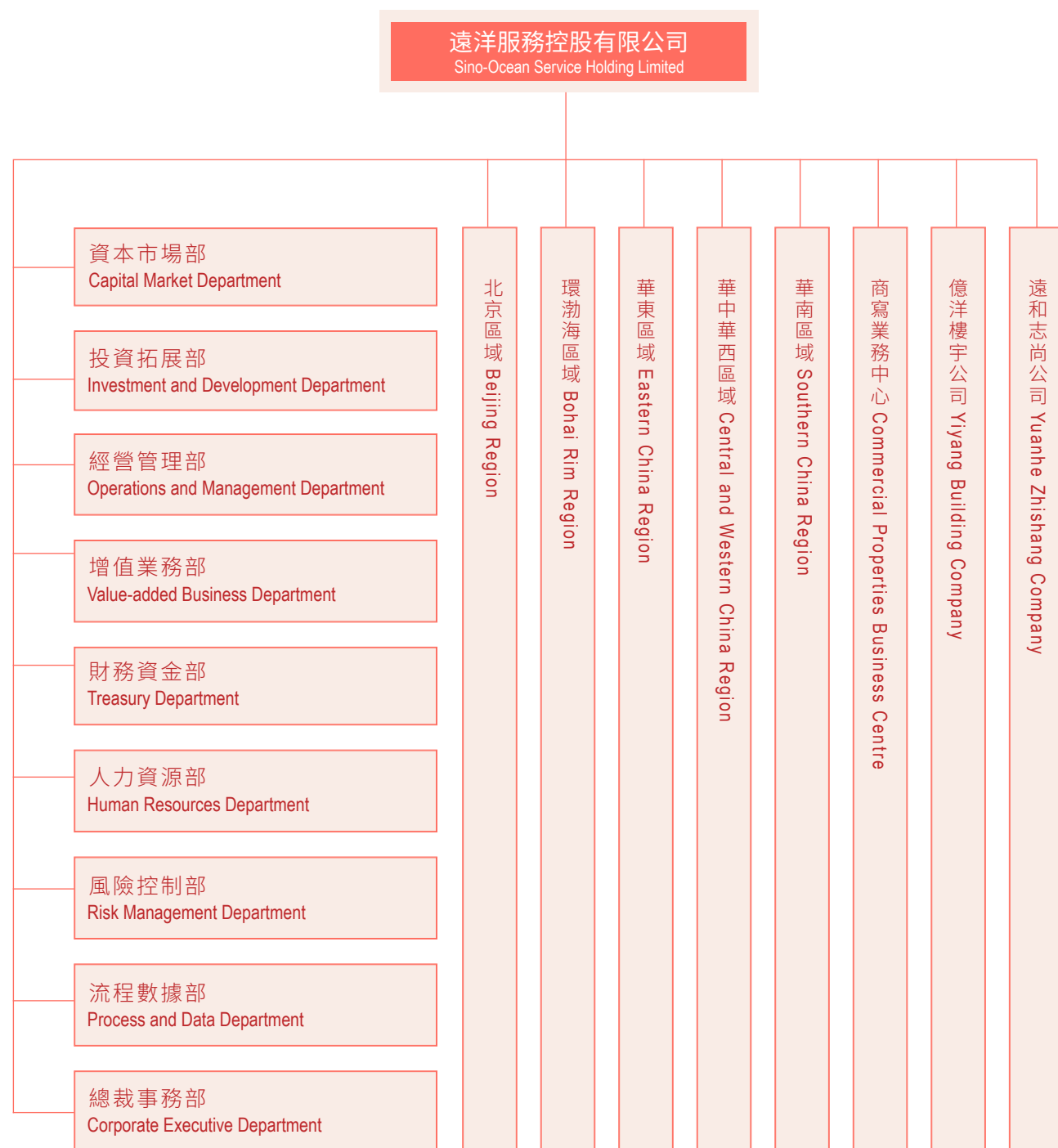
We have a dominant 90.7% share of GFA under management in first-tier and second-tier cities.

合約建築面積佔比

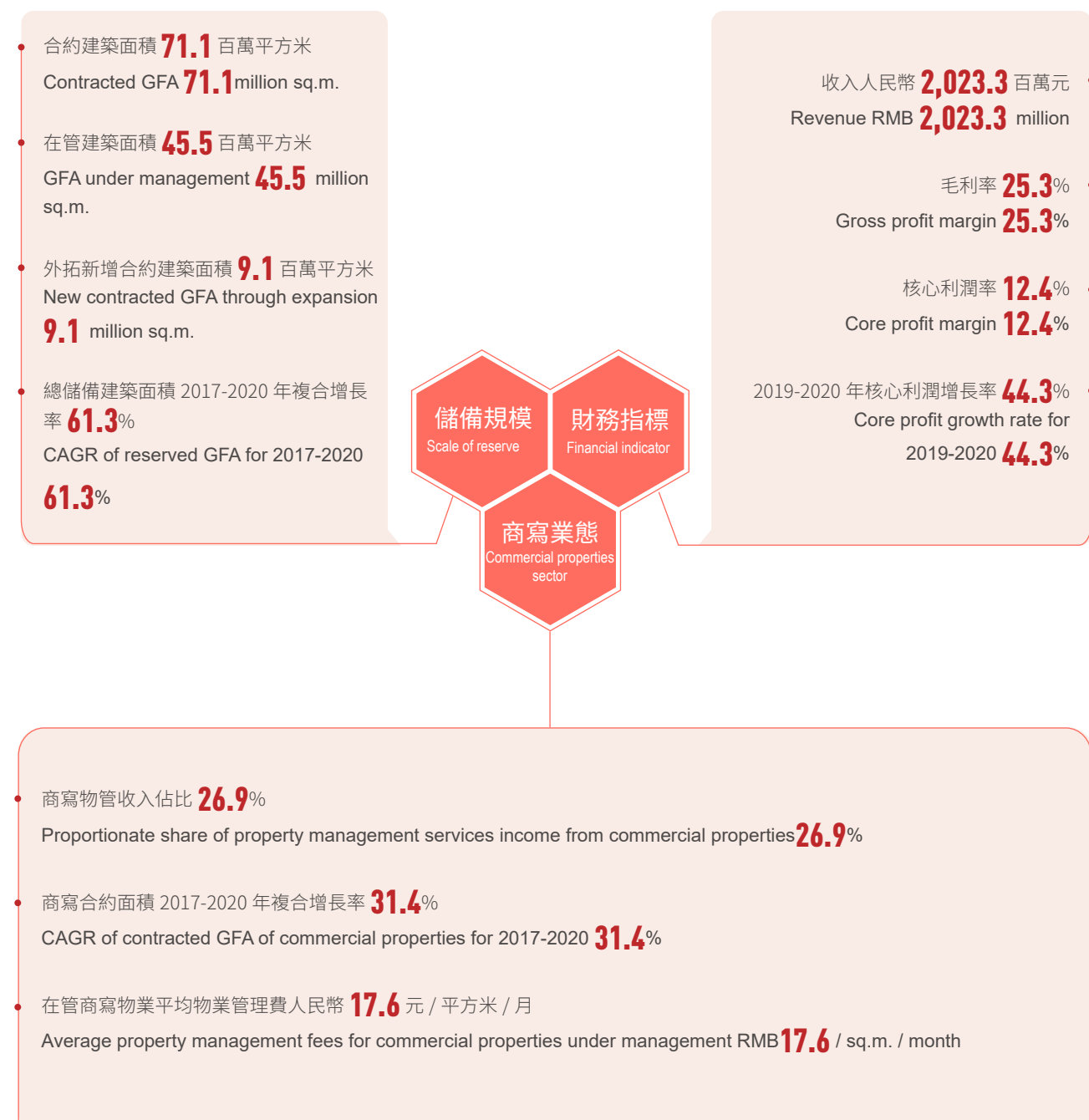
Percentage share of contracted GFA



組織架構 Organisational Structure



2020 年績效 Performance in 2020



2020 年榮譽 Honours in 2020

序號 No.	獲獎主體 Recipient	所獲榮譽 Honour received	頒發 / 表彰機構 Awarding / commending institution
1	遠洋億家物業服務股份有限公司 (“遠洋億家”) Ocean Homeplus Property Service Corporation Limited (“Ocean Homeplus”)	AAA級信用企業 AAA Corporate Credit Rating	華夏中投(北京)國際信用評估有限公司 Huaxia CIC (Beijing) International Credit Appraisal Co., Ltd.
2	遠洋億家 Ocean Homeplus	浙江省AAA物業服務企業信用等級認證 Zhejiang Province AAA Credit Rating for Property Management Enterprises	浙江省物業服務企業信用平台 Zhejiang Province Credit Platform for Property Management Enterprises
3	青島遠基物業管理有限公司 Qingdao Ocean Foundation Property Management Co., Ltd.	全省物業服務行業文明創建標兵企業 Provincial Vanguard Enterprise for Civility Contributions in Property Management Sector	山東省住房和城鄉建設廳 Department of Housing and Urban-Rural Development of Shandong Province
4	上海遠基物業管理有限公司 Shanghai Ocean Foundation Property Management Co., Ltd.	上海市物業行業管理行業誠信承諾企業 (2020-2021年度) A Creditworthy Enterprises of Property Sector and Management Sector in Shanghai (2020-2021) A	上海市物業管理行業協會 Shanghai Property Management Association
5	北京遠洋大廈項目 Ocean Plaza (Beijing) Project	中國商務寫字樓測評五星級評價 5-star rating for Commercial Properties in China	中國房地產協會商業文化旅遊地產委員會 Commercial and Tourism Real Estate Professional Committee of China Real Estate Association
6	北京遠洋國際中心 Ocean International Center (Beijing)	中國服務示範企業 Model Company of China Service	中國金鑰匙 Golden Keys China
7	遠洋億家 Ocean Homeplus	2020物業服務企業品牌價值100強 2020 Top 100 Most Valuable Brand of Property Management Service	中國物業管理協會、上海易居房地產研究院及中國房地產測評中心 China Property Management Institute, Shanghai E-House China R&D Institute and China Real Estate Appraisal
8	遠洋億家 Ocean Homeplus	2020物業服務企業潛力獨角獸 2020 Potential Unicorn of Property Management Service	中國物業管理協會、上海易居房地產研究院及中國房地產測評中心 China Property Management Institute, Shanghai E-House China R&D Institute and China Real Estate Appraisal
9	遠洋億家北京遠洋國際中心 Ocean Homeplus - Ocean International Center (Beijing)	2020中國物業服務行業示範基地-北京遠洋國際中心 2020 China Property Management Industry Demonstration Site – Ocean International Center (Beijing)	中國指數研究院 China Index Academy

序號 No.	獲獎主體 Recipient	所獲榮譽 Honour received	頒發 / 表彰機構 Awarding / commending institution
10	遠洋億家-北京遠洋沁山水 Ocean Homeplus - Ocean Landscape Eastern Area (Beijing)	2020中國物業服務行業示範基地-北京遠洋沁山水 2020 China Property Management Industry Demonstration Site – Ocean Landscape Eastern Area (Beijing)	中國指數研究院 China Index Academy
11	遠洋億家 Ocean Homeplus	2020中國物業服務百強企業 2020 Top 100 Property Management Companies in China	中國指數研究院 China Index Academy
12	遠洋億家 Ocean Homeplus	2020中國物業服務百強成長性領先企業 2020 Top 100 Property Management Companies in China in terms of Growth Potential	中國指數研究院 China Index Academy
13	遠洋億家 Ocean Homeplus	2020中國商業物業管理優秀企業 2020 Excellent Property Management Companies in China in terms of Commercial Property Management Services	中國指數研究院 China Index Academy
14	遠洋億家 Ocean Homeplus	2020中國主要城市物業服務優秀企業——北京TOP10 2020 Top 10 Property Management Companies in Beijing	中國指數研究院 China Index Academy
15	遠洋億家 Ocean Homeplus	2020藍籌物業百強企業 2020 Top 100 Blue Chip Property Management Companies	經濟觀察報 Economic Observer
16	遠洋服務 Sino-Ocean Service	2020中國物業服務防疫滿意度企業20強 2020 Top 20 Most Satisfactory Enterprise in Epidemic Prevention	樂居財經 Leju Finance
17	遠洋億家 Ocean Homeplus	2020華北品牌物業服務企業10強 2020 Top 10 Most Valuable Brand of Property Management Service in Northern China	中國物業管理協會、上海易居房地產研究院及中國房地產測評中心 China Property Management Institute, Shanghai E-House China R&D Institute and China Real Estate Appraisal
18	遠洋億家北京遠洋天著客服主管何冠華 He Guanhua, Head of Customer Service Ocean Homeplus – The CBD's Private Palace (Beijing)	“物業英雄”紀念章 “Property Heroes” Medal	樂居財經 Leju Finance
19	遠洋億家天津遠洋萬和四季管家周麗梅 Zhou Limei, Housekeeper Ocean Homeplus – Ocean Seasons (Tianjin)	“物業英雄”紀念章 “Property Heroes” Medal	樂居財經 Leju Finance
20	遠洋服務 Sino-Ocean Service	2020年度卓越服務企業 2020 Excellent Service Enterprise	《華夏時報》社 China Times

可持續發展管理

SUSTAINABILITY MANAGEMENT

努力實現經營過程中環境、經濟與社會三方面的協調發展，是企業得以可持續發展的核心與關鍵。為此，遠洋服務不斷將可持續發展理念融入公司戰略及日常運營管理中，致力於實現企業的高品質發展。

The attainment of environmental, economic and social development in a coordinated manner in the course of operation is central and crucial to the sustainable development of an enterprise. As such, Sino-Ocean Service has incorporated the sustainability concept into its strategy and day-to-day business management, in a bid to achieve qualitative corporate development.

管理方針

Management Approach

遠洋服務董事局（“董事局”）認同可持續發展對公司及社會的重要性，堅信促進可持續發展有助實現公司業務增長。因此，董事局持續致力保持高度可持續發展，維持良好的企業管治、保障勞工權益、保護環境，並與各持份者維持積極溝通與良好關係。

The board of directors of Sino-Ocean Service (the “Board”) appreciates the importance of sustainability for the Company and the society and firmly believes that sustainability is conducive to the Company’s business growth. Therefore, the Board is committed to maintaining a high level of sustainability, ensuring sound corporate governance, safeguarding employees’ interests, protecting the environment and maintaining active communication and sound relations with stakeholders.

遠洋服務可持續發展管理原則為分兩層負責制，為確保可持續發展工作順利開展，由董事局作為可持續發展管理的最高決策層，全面監督可持續發展工作事宜，制定可持續發展政策及戰略，並規範企業 ESG 管理架構；本公司可持續發展工作組（“可持續發展工作組”）負責收集相關資料及監督由董事局制定的可持續發展政策及戰略的執行情況並定期向決策層匯報相關工作。可持續發展工作組由各部門對接人組成，以公司現有的可持續發展方針為依託，明確各專業在戰略中的工作職責，設立相關機制保障其順利運行。

In principle, sustainability management at Sino-Ocean Service is implemented through a two-tier accountability system. To ensure the smooth development of sustainability work, the Board acts at the supreme decision-making body for sustainability management to oversee all affairs relating to sustainability, formulate policies and strategies for sustainability and regulate the corporate ESG management structure. The sustainability work group of the Company (the “Sustainability Work Group”) is responsible for collecting relevant information, supervising the execution of sustainability policies and strategies formulated by the Board, and reporting relevant work to the decision-making body on a regular basis. Formed by the corresponding officers of various departments, the Sustainability Work Group elucidates the duties of various specialised positions in the strategy and established relevant mechanisms to safeguard smooth operation according to the Company’s current sustainability principles.

企業管治

Corporate Governance

自公司上市以來，董事局及管理層承諾實現及保持高水準企業管治，確保公司廉潔運營商業環境和維持投資者對本公司信心的關鍵因素。管理層亦積極留意香港與海外的最新企業管治發展。由聯席主席帶領的董事局職責是達成公司目標，制定發展戰略，制定可持續發展展開、執行的各項工作事宜，定期檢討組織架構，定期監控業務活動、管理層表現及可持續發展的表現，以保障及提升本公司及其股東利益。

Since the listing of the Company, the Board and management have undertaken to achieve and sustain high standards in corporate governance, in order to ensure the Company’s business integrity and maintain the key factors underlying investors’ confidence in the Company. The management also actively keep track of latest developments in corporate governance in overseas markets as well as Hong Kong. The duty of the Board, under the leadership of the Joint Chairmen, is to attain the Company’s goals, formulate development strategy and formulate tasks for the roll-out and execution of sustainable development, review the organisational structure on a regular basis, and monitor business activities, management performance and sustainability performance on a regular basis, with a view to safeguarding and enhancing the interest of the Company and its shareholders.

截至 2020 年 12 月 31 日，董事局由七名董事組成，包括兩名執行董事、兩名非執行董事、三名獨立非執行董事。遠洋服務致力維持完善的企業管治，努力提升營運透明度，保障股東和業務夥伴的權益，以及增加股東所持股份的價值。因此，董事局設有三個董事局委員會以監督本公司的具體事務，包括企業管治相關事務，三個董事局委員會包括審核委員會、提名委員會和薪酬委員會。

As at 31 December 2020, the Board comprised seven Directors, including two executive Directors, two non-executive Directors and three independent non-executive Directors. Sino-Ocean Service is committed to maintaining comprehensive corporate governance, increasing operational transparency, safeguarding interests of shareholders and business partners and enhancing shareholders’ value. Accordingly, the Board has established three Board committees to supervise the Company’s affairs, including matters relating to corporate governance. The three Board committees include the Audit Committee, Nomination Committee and Remuneration Committee.

董事局審核委員會檢討及監督集團的財務報告程序，審閱本集團的財務資料，審議核數師之任命、獨立性、報酬以及任何與核數師之罷免及辭職相關事宜，監察審核程序，檢討及監察本集團的現有及潛在風險以及履行董事局委派的其他職責及責任，以達符合可持續發展的相關要求。

The Audit Committee of the Board reviews and supervises the financial reporting process of our Group, reviews the Group’s financial information, considers the appointment, independence and remuneration of the auditors and any matters related to the removal and resignation of the auditors, oversees the audit process, reviews and oversees the existing and potential risks of our Group and performs other duties and responsibilities as assigned by the Board to ensure compliance with relevant sustainability requirements.

董事局提名委員會檢討董事局的架構、人數、組成及多元化（包括但不限於性別、年齡、文化及教育背景、專業技能、知識及經驗方面），以達符合可持續發展的相關要求。

The Nomination Committee of the Board reviews the structure, size, composition and diversity (including but not limited to gender, age, cultural and educational background, professional skills, knowledge and experience) to ensure compliance with relevant sustainability requirements.

董事局薪酬委員會檢討董事及高級管理人員的薪酬政策及架構，並就僱員福利安排向董事局提供建議，以達符合可持續發展的相關要求。

The Remuneration Committee reviews the policy and structure for remuneration of the Directors and senior management and makes recommendations to the Board on employees’ benefits to ensure compliance with relevant sustainability requirements.

除以上外，公司重視與股東的溝通，保障股東的權益，將按照公司組織章程細則及上市規則，通過舉行股東周年大會和股東特別大會，使股東通過股東大會行使自身權利及表達意見。另外，設立資本市場部，負責投資者關係工作，以保證雙向溝通、回應股東及公眾人士的查詢及盡力保護中小投資者的利益，以符合可持續發展的相關要求。

In addition to the above, the Company also places a strong emphasis on communication with shareholders and protection of shareholders’ interest. Annual general meetings and extraordinary general meetings will be held in accordance with the Articles of Association of the Company and the Listing Rules to enable shareholders to exercise their rights and express their views through such general meetings. Moreover, the Capital Market Department responsible for investor relations has been established to ensure two-way communication, response to enquiries of the shareholders and the public, and protection of minority investors’ interests in compliance with relevant sustainability requirements.

公司亦按照監管機構對信息披露的相關規定，堅守高度披露的準則，在合理、切實可行的範圍內，定期或隨時對特殊事實情況進行真實、準確、完整、合規的披露，使公眾能平等、適時及有效地取得所披露消息。自公司上市至 2020 年 12 月 31 日止在信息披露方面，堅持既有的及時、高效率和高標準，確保相關信息通過聯交所、公司官網和其他渠道及時進行披露。

The Company also provides disclosures of specific matters in a true, accurate, complete and compliant manner on a regular basis or from time to time, to the extent reasonable and practicable, in accordance with relevant provisions of the regulatory authorities on information disclosure and in strict adherence to high disclosure standards, so that the public can access information disclosed in an equal, timely and effective manner. During the period from the listing of the Company to 31 December 2020, the Company had persisted in timely information disclosure with high efficiency and high standards and ensured the timely disclosure of the relevant information via the Stock Exchange, the Company’s website and other channels.

董事局相信通過以上的各項機制及管治安排，將能實現可持續發展及有助實現公司業務增長的目標。

The Board believes the aforesaid mechanisms and governance arrangements will facilitate sustainable development and the attainment of the Company's target in business growth.

利益相關方溝通 Engagement with Stakeholders

遠洋服務堅持與投資者 / 股東、政府及監管機構、員工、合作夥伴、業主及客戶、環境、社區在內的七大利益相關方保持多渠道、積極的雙向溝通協作，攜手各方共同實現經濟、社會和環境價值的可持續發展。

Sino-Ocean Service persists in active two-way communication and coordination through multiple channels with seven major stakeholders, namely, investors / shareholders, government and regulatory authorities, employees, business partners, property owners and residents, the environment and the community, joining forces with various parties to realise sustainability in economic, social and environmental values.

利益相關方 Stakeholder	期望與需求 Expectations and demands	溝通與回應 Communication and response
投資者/股東 Investors / shareholders	財務業績 Financial results 公司透明度 Corporate transparency 權益保障 Protection of interests	提升公司持續盈利能力 Sustainable profitability enhanced 日常信息披露 Information disclosure in daily operation 完善溝通機制 Communication mechanism improved
政府及監管機構 Government and regulatory authorities	遵紀守法 Legal compliance 依法納稅 Tax payment in accordance with law	合規經營 Operational compliance 主動納稅 Proactive tax payment
員工 Employees	薪酬及福利保障 Assurance for remuneration and benefits 健康的工作環境 Healthy workplace 職業培訓與晉升 Vocational training and promotion 工作生活平衡 Work-life balance	有競爭力的薪酬體系 Competitive remuneration regime 員工健康與安全 Staff health and safety 員工發展與培訓 Staff development and training 員工關愛活動 Staff care initiatives

利益相關方 Stakeholder	期望與需求 Expectations and demands	溝通與回應 Communication and response
合作夥伴 Business partners	合作共贏 Cooperation and mutual success 公平公正 Fairness and impartiality 共同成長 Mutual growth	完善供應商管理制度 Supplier management system improved 搭建夥伴溝通平台 Partner communication platform built
業主及客戶 Property owners and residents	物業服務品質 Quality of property management service 客戶信息保護 Protection of customer information 提升客戶滿意度 Enhancement of customer satisfaction	提升產品服務品質 Product and service quality enhanced 完善客戶溝通機制 Customer communication mechanism improved 投訴及處理機制 Complaint handling mechanism 消費者權益及隱私保護 Protection of consumer interests and privacy afforded
環境 Environment	保護社區環境 Protection of the community environment 節能減排 Energy conservation and reduction of emission 應對氣候變化 Addressing climate change	加強環境管理 Environmental management enhanced 環境保護及資源使用 Environmental protection and use of resources 踐行綠色運營 Green operation implemented
社區 Community	營造和諧社區環境 Fostering harmonious community environment 促進就業 Promoting employment 公益慈善 Community welfare and charity 關注弱勢群體 Concern for underprivileged groups	宣傳社區文化 Community culture promoted 創造就業機會 Employment opportunities created 開展公益項目 Community welfare projects launched 志願者服務 Volunteering service

ESG 議題重要性界定

Defining Materiality of ESG Agenda

為確保環境、社會及管治工作科學、高效開展，覆蓋各利益相關方關注的重點與基本訴求，公司通過有效方法管理核心議題。

To ensure that our ESG work is conducted in a scientific and efficient manner and covers the key, basic concerns of stakeholders, the Company manages core issues through effective methods.

第一步：議題識別

Step one: identifying the issues

在報告編制初期，深入研究，通過對標同行業優秀報告內容、開展實質性議題調研及回應指引披露要求等方式，識別出利益相關方高度關注、與公司履責工作密切相關的 28 個 ESG 實質性議題，將其作為報告信息披露的重點內容。

During the initial stage of report preparation, in-depth investigation was conducted and 28 material ESG issues of important concern to the stakeholders and closely related to the Company's duty fulfilment, as identified by reference to outstanding reports of peers, research on material issues and guidelines for disclosure, were adopted as the key contents of information disclosure in this report.

第二步：開展調研

Step two: research and investigation

採用線上問卷和定向推送的方式向各利益相關方發佈 ESG 實質性議題調查問卷，利益相關方從自身角度出發對議題進行打分，回收有效問卷共計 168 份。

A questionnaire on ESG materiality was sent to stakeholders in the form of online poll and designated tweet. Stakeholders rate the issues according to their own concerns. A total of 168 valid questionnaires has been collected.

第三步：建立 ESG 議題重要性矩陣

Step three: development of the ESG materiality matrix

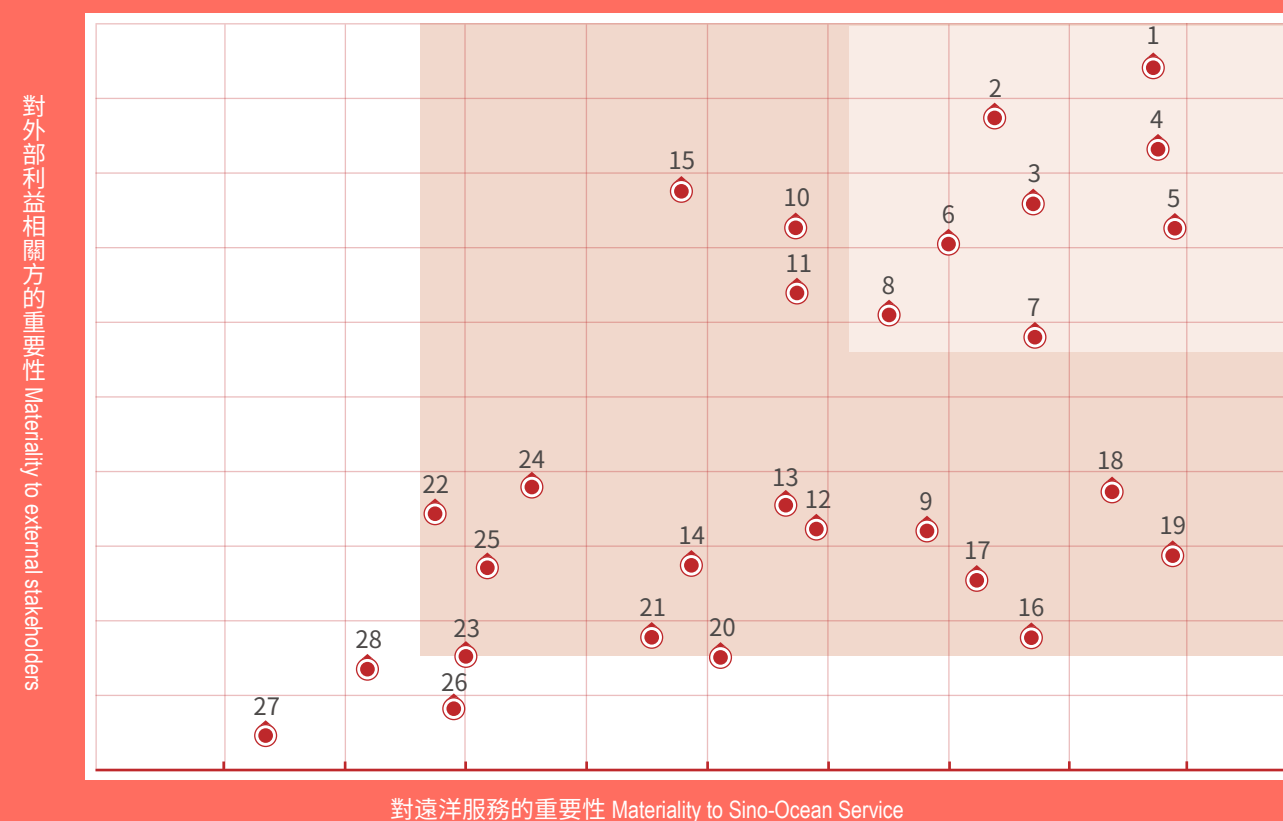
根據調查結果，對每個議題從內外兩個角度進行重要程度分析；根據分析結果，從“對外部利益相關方的重要性”及“對遠洋服務的重要性”兩個維度對核心議題進行排序，形成 ESG 議題重要性矩陣。

Based on the results of the questionnaire, the importance of each issue was analysed from both the external and the internal perspectives. Based on the results of the analysis, the core issues were prioritised in two dimensions, “materiality to external stakeholders” and “materiality to Sino-Ocean Service”, and an ESG materiality matrix is formed.

2020 年度的 ESG 議題分析結果顯示：利益相關方最為關注公司在社會責任、客戶責任和環境保護方面的表現，包括：抗擊新冠肺炎疫情及復工復產、產品安全與品質管制、提升服務品質、提升客戶滿意度、減少污染物的排放等。公司將於本報告後續章節對上述議題進行詳細披露，以回應各利益相關方的關注。

The analysis of ESG issues for 2020 has indicated that: stakeholders were most concerned with the Company's performance in social responsibility, accountability to customers and environmental protection, including: fight against COVID-19 and resumption of work and production, product safety and quality control, enhancement of service quality, enhancement of customer satisfaction and reduction of pollutant discharge, among others. The Company will provide detailed disclosures in respect of the aforesaid issues in the following chapters of this report to address the concerns of stakeholders.

遠洋服務實質性議題分析矩陣 Materiality matrix of Sino-Ocean Service



議題重要性 Materiality of issue	序號 No.	議題 Issue
高度重要議題 Highly material	1	抗擊新冠肺炎疫情及復工復產 Fight against COVID-19 and resumption of work and production
	2	產品安全與品質管制 Product safety and quality control
	3	提升服務品質 Enhancement of service quality
	4	提升客戶滿意度 Enhancement of customer satisfaction
	5	減少污染物的排放 Reduction of pollutant discharge
	6	應對氣候變化 Addressing climate change
	7	注重員工職業安全與健康 Emphasis on staff occupational safety and health
	8	客戶安全與健康 Customer safety and health
中度重要議題 Moderately material	9	助力脫貧攻堅與鄉村振興有效銜接 Assisting in effective connection of poverty aid and rural revival
	10	完善供應鏈管理體系 Improvement of supply-chain management regime
	11	組織或參與慈善活動、志願者活動 Organisation of or involvement in charitable and volunteering activities
	12	合法僱傭與薪資福利保障 Legal employment and security in remuneration and benefits
	13	保護客戶的個人隱私安全 Protection of customers' personal privacy and security
	14	堅持守法合規經營 Persisting in legal compliance of operations

議題重要性 Materiality of issue	序號 No.	議題 Issue
中度重要議題 Moderately material	15	妥善處置有害及無害廢棄物 Proper disposal of hazardous and non-hazardous waste
	16	控制二氧化碳等溫室氣體的排放 Control of carbon dioxide and other greenhouse gas ("GHG") emissions
	17	尊重和保護知識產權 Respect for and protection of intellectual property rights
	18	參與地區建設，支援社區發展 Involvement in local construction and support for community development
	19	健全員工培訓體系，暢通晉升通道 Improvement of staff training regime and promotion pathways
	20	產品知識普及 Promulgation of product knowledge
	21	降低能源消耗量 Reduction of energy consumption
	22	降低水資源消耗量 Reduction of consumption of water resources
	23	管控供應鏈的環境及社會風險 Management and control of environmental and social risks associated with the supply chain
	24	暢通員工民主溝通渠道 Providing a smooth channel for democratic communication with staff
一般重要議題 Generally material	25	減少業務對天然資源的影響 Reducing the impact of our business on natural resources
	26	完善公司治理 Improvement of corporate governance
	27	防範貪污腐敗 Prevention of corruption
	28	促進供應商提供綠色產品與服務 Procuring supply of green products and services by suppliers

責任 專題一

IN FOCUS 1

疫情當前

AGAINST THE EPIDEMIC

物業英雄逆流而上

PROPERTY HEROES RISING TO THE OCCASION

2020年，新冠肺炎疫情對各行各業產生了巨大影響，物業企業作為疫情防控工作的重要一員，在抗擊疫情的過程中起到了銜接業主和疫情防控的重要作用，體現出應有的社會擔當。遠洋服務積極回應，嚴守防疫第一線，遠洋服務人在自己的工作崗位上，用自己的行動全力服務，保障每位業主的平安與健康。

The COVID-19 pandemic in 2020 has had a material impact on all industries. As an important part of the anti-epidemic initiative, property enterprises played the significant role of connecting the property owners and epidemic control measures in the fight against the epidemic, underlying their commitment to the society. Sino-Ocean Service held firm the first line of defence in active response, as its staff dedicated their full effort at their respective positions to protect the safety and health of each property owner.

2020年4月16日，一則名為《物業英雄》的專題紀錄片正式登陸央視CCTV2《經濟半小時》欄目。該專題片展現了全國物業管理行業在新冠肺炎疫情發生後，為抗疫防疫工作作出的巨大努力。其中，遠洋服務積極防控疫情的畫面展現其中，受到中央電視台點讚。

On 16 April 2020, a documentary titled "Property Heroes" was officially aired during the CCTV2 programme "30-minute Economic News". The documentary reported on the enormous effort in epidemic prevention made by the nationwide property management sector after the outbreak of COVID-19. Scenes of the vigorous anti-epidemic effort of Sino-Ocean Service were shown in the documentary as the Company was singled out by CCTV for praise.

科學部署，用心做好疫情防控工作

Epidemic prevention and control backed by scientific planning and dedication

疫情爆發後，遠洋服務總部第一時間啟動一級回應，升級完善《遠洋防控“新型冠狀病毒”應急處理預案》，明確防控原則、防控機構、工作職責、應急報告、防控工作要求，全面貫徹國家對疫情防控的決策部署。

After the outbreak of the epidemic, the headquarters of Sino-Ocean Service promptly activated level-one response and upgraded the "Ocean Emergency Response Plan for the Prevention and Control of COVID-19", specifying the principles of epidemic prevention and control, organisation responsible for epidemic control, tasks and duties, emergency reports and requirements of anti-epidemic measures, in full implementation of the nation's decisions and plans for epidemic control.

全國所有城市和在管項目，成立疫情防控工作小組，啟動疫情應急預案，積極組織開展疫情防控工作。積極開展疫情知識學習，對在崗人員進行疫情應急預案宣講，讓工作人員瞭解新型冠狀病毒；同時，為應對疫情防控形勢，公司全力做好物資準備，並做好預防措施，提前確保應對得力。

Epidemic control task forces were set up at all city companies and projects under management across the nation. With the activation of the anti-epidemic emergency plan, epidemic control measures were vigorously rolled out. Training in knowledge of the epidemic was organised, while in-service staff were briefed on the anti-epidemic emergency plan, so that they could gain understanding of COVID-19. Meanwhile, in response to developments in epidemic control, the Company made a full effort to prepare for supplies and put in place preventive measures to ensure effective response ahead of time.



開展疫情應急預案宣講 Staff briefing on the anti-epidemic emergency plan

快速響應，用情築牢健康安全防線

Rapid response: reinforcing the line of safety defence with compassionate effort

疫情襲來，封城、封閉社區，物業人的崗位變成了防疫的重要戰場，讓平常的工作也變得危機四伏。“遠洋服務人”堅守防線，始終與每一位業主並肩同行。遠洋服務人面對新的挑戰，有效管控，深挖服務細節，通過無接觸愛心打印服務、無接觸快遞接力服務、無接觸線上維修服務、無接觸繳費服務等創新型服務形式，為業主提供全方位服務。同時，遠洋服務人主動加入各地社區志願者行列，通過佈置核酸檢測現場、參與秩序維護等具體工作，為業主築牢健康防線。

With the onslaught of the epidemic, residential communities or even cities were being locked down. The workplace of property managers became an important battleground in the fight against the epidemic, and an ordinary job became a dangerous task. The people of Sino-Ocean Service have nevertheless persisted in their line of defence to stand by each property owner. In the presence of new challenges, the people of Sino-Ocean Service exercised effective management and attended to great details in their services, providing comprehensive services to property owners through innovative offerings, such as contactless printing service, contactless delivery service, contactless online maintenance service and contactless payment service, among others. In the meantime, the people of Sino-Ocean Service joined the ranks of local community volunteers in proactive moves and contributed to health protection for property owners by helping with the set-up of nucleic acid test sites and order maintenance.



物業人員對社區進行消毒 Property management staff carrying out disinfection within the residential community



物業人員對業主常去區域進行消毒 Property management staff carrying out disinfection in areas frequented by property owners



物業人員為業主提供採買送貨上門服務 Property management staff providing delivery services to property owners



項目部為業主派發防疫包 Project Department distributing anti-epidemic kits to property owners



社區封閉管理，對進出人員進行登記、查驗健康碼 Management work during community lockdown, such as entry and exit registration and health code inspection



物業志願者配合政府進行核酸檢測工作 Volunteers from property management assisting in the nucleic acid tests conducted by the government

業主對遠洋服務愛的表白 Words of appreciation from property owners



“遠洋新幹線小區物業服務中心在疫情期間對防疫工作非常盡心盡力，對社區門崗嚴格管控，疫情期間服務有序，使業主出入和居家都倍感安心。”

——天津遠洋新幹線業主

“The Property Management Centre of Ocean Express community was very dedicated to their duties in fighting the epidemic, exercising stringent control over entrance security of the complex such that we all felt at ease whether going out or staying at home.”

—— Owner, Ocean Express (Tianjin)

“平時工作挺忙，真的沒有時間觀察物業人員的日常工作，這段時間因為疫情的影響，才有機會親眼目睹了物業人員的艱辛。特別是在全國防疫形勢如此嚴峻的情形下，物業人員依舊在崗位上堅守，讓我們業主的心裡感覺到了安全和溫暖。”

——天津曠世新城項目業主

“I had been usually too busy to notice the daily work of the property management officers, until during the epidemic, when I had the opportunity to witness the difficult task they had. Their commitment and dedication amidst the nation's critical fight against the epidemic has been particularly heart-warming and reassuring for owners like us.”

—— Owner, Minmetals City (Tianjin)

“在疫情嚴峻的情況下，遠洋服務客服人員不懼病毒感染的風險，無私提供幫助，讓我感受到在緊張隔離氣氛中的一絲溫暖。”

——中山遠洋翡翠郡項目業主

“Under the grim epidemic conditions, the customer service officers of Sino-Ocean Service were dauntless in the face of infection risks and selflessly offered assistance, which was really heart-warming amidst the tense atmosphere of quarantine isolation.”

—— Owner, Ocean Emerald (Zhongshan)



責任 專題二

IN FOCUS 2

PROPERTY MANAGEMENT FOR AN INTELLIGENT FUTURE
TECHNOLOGY-ENABLED
物業管理科技萬象
智享未來

隨著物聯網、傳感網、網絡通信技術等資訊技術不斷更新完善，傳統物業管理模式必將轉型升級。遠洋服務與時俱進，致力於實施標準化、自動化、數字化以及智能化管理，不斷探索、完善自身產品與服務運營體系，產品歷經數次升級疊代，打造“業主應用端 + 物業端軟件即服務（SAAS）系統端 + 系統集成端”的新型智慧社區解決方案。

With the ongoing advancement of information technologies such as the Internet of Things, sensor networks and network communication technologies, the traditional property management model will inevitably be transformed and upgraded. Keeping pace with such advancement, Sino-Ocean Service is committed to the implementation of standardised, automated, digitalised and intelligent management, as it continues to explore ways to improve its operating regime for products and services. Its products have undergone several generational upgrades towards the creation of a novel smart community solution featuring “owner application end + property-end software as a service (SAAS) system end + systems integration end”.

系統升級，智能科技賦能物業服務

Property management empowered by systems upgrade and smart technology

隨著全業務報表系統、社區資源管理系統、繳費智能系統和智能家居系統陸續升級上線運行，遠洋服務將圍繞經營、社區、業主三大維度，實現大數據平台和服務平台突破性升級，應用智能科技為服務賦能。

With the successive upgrade and operation of the full-business reporting system, community resource management system, smart payment system and smart home system, Sino-Ocean Service will achieve breakthrough and upgrade in its big data platform and servicing platform pivoting on the three major dimensions of operation, community and property owners, in a bid to empower its services with intelligent technologies.



遠洋服務社區資源管理系統

Sino-Ocean Service community resource management system

實現收費資源線上管理、線上預定、線上簽約、線上支付、線上續費等功能。

Providing functions such as online management of payment collection resources, online booking, online contract signing, online payment and online renewal, among others.



物業繳費智能系統

Smart payment system for property management

實現多場景（微信、App、POS、分享二維碼、短信通知等）繳費支持，通過億家生活統一訂單系統、繳費流水實時進入繳費系統，自動核銷、自動對賬，有效提升客服收款、財務對賬的工作效率。

Providing support for fee payments in multiple scenarios (WeChat, App, POS, shared QR code and SMS notification), this system facilitates the integration of ordering systems through “Yi Life”, real-time recording of payments in the payment system, automatic write-off and automatic bill checking, effectively enhancing the efficiency of customer service payment collection and financial bill checking.



智能家居系統

Smart home system

業主通過智能家居 App 可隨時隨地了解住宅燈光、空調、新風、窗簾、門禁、溫度等相關情況並進行管理與控制，通過情景管理可批量管理室內智能家電、方便業主快捷舒心管理。

Through the Smart Home App, property owners can view the status of the lightings, air-conditioning, ventilation, curtain, door security and temperature at their homes anytime, anywhere for management and control. Through scenario management, indoor smart home appliances can be centrally managed by the owners with ease and convenience.



報表系統

Reporting system

從經營、財務、增值等管理維度進行賦能，為企業提供經營數據分析平台和服務管理平台。

Empowering through management dimensions such as operation, finance and added value and providing an operating data analysis platform and a service management platform to the enterprise.

搭建平台，打造智能化物業生態圈

Building a platform to create an intelligent property business ecology

遠洋服務通過億管家、億家生活、億家修、億空間以及 EBA 系統等多元化智能服務平台，為使用者提供便捷可靠的服務，為合作夥伴提升工作效率、降低運作成本，最終與業主、住戶、其他客戶及業務合作夥伴之間實現智能化物業生態圈。

Through a variety of smart service platforms, including “Yi Butler”, “Yi Life”, “Yi Maintenance”, “Yi Space” and the EBA system, Sino-Ocean Service provides users with convenient and reliable services, help partners to enhance their work efficiency and lower operating cost, and ultimately develop an intelligent property business ecology with property owners, residents, other customers and business partners.

為內部服務平台，便於更好地管理線上線下業主及住戶的多樣化需求，對物業進行外部及內部管理的實用助手。

An internal service platform that facilitates better management of the diverse needs of property owners and residents through both online and offline means and a useful assistant for external and internal management of properties.

億管家
Yi Butler

億家生活
Yi Life

EBA

億空間
Yi Space

為一個可供業主及住戶於社區獲取便捷存儲服務的應用程序。

An App that enables property owners and residents to obtain convenient storage services in the community.

億家修
Yi Maintenance

是一個擁有逾 600 名專業工程師的服務平台，專注於公用設施及電氣產品的維護以及住宅社區的室內裝修。

A service platform supported by over 600 professional engineers and focuses on the maintenance of public facilities and electrical appliances, as well as interior renovation of residential communities.

為業主及住戶訪問及使用公司服務，包括一站式社區生活服務的綜合服務平台。

An integrated service platform through which property owners and residents can access and engage the Company's services, including one-stop daily community services.

EBA 的開發旨在對受管社區的設備及設施進行智能化管理，其可通過億管家收集設備運行信息，及時發現公司設備及設施的錯誤及異常，並向員工自動派單。借助 EBA 系統，能夠實現遠端設備監控，有效分配人力資源並提升物業管理效率。

EBA has been developed with the aim of implementing smart management on equipment and facilities at residential communities under management. It is capable of collecting information on the operation of equipment through "Yi Butler" to identify in a timely manner any error and abnormality in the Company's equipment and facilities and generate automatic job assignments to staff. With the EBA system, equipment control can be implemented on the remote end, allowing more effective allocation of human resources and therefore greater efficiency in property management.



案例：科技護航，提升園區品質

Case study: Enhancing the quality of the residential community with the aid of technology

上海遠洋美蘭公寓項目自交付後一直按照遠洋服務標準化管理體系管理運營，依託“億管家”、“億家生活”和“EBA”實現科技化、智能化管理。該項目使用先進的門禁系統和停車場管理系統，守護客戶的生命、財產安全；依託遠洋服務“億家生活”的管理系統，實現業主線上報事報修、員工線上搶單回應等功能，提升了服務速度，優化了客戶體驗。

Since its delivery, Ocean Meilan Apartments in Shanghai has been managed in accordance with the standardised management regime of Sino-Ocean Service with the aid of technology and intelligent features on the back of "Yi Butler", "Yi Life" and "EBA". The project adopts an advanced door security system and a carpark management system to safeguard the lives and properties of customers. The "Yi Life" management system of Sino-Ocean Service enables property owners to report incidents and order for repair services and staff to reply and confirm orders through online means, thereby facilitating faster services and bringing better experience for customers.



上海遠洋美蘭公寓項目科技護航 Technological applications at Ocean Meilan Apartments, Shanghai

遠航築基

夯實奮進底盤

FOUNDATION FOR THE FUTURE

FORGING A SOLID BEDROCK FOR PROGRESS

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SERVICE EXCELLENCE

遠洋服務始終堅持依法治企、合規運營，恪守誠信、踐行廉潔，積極打造責任供應鏈，夯實服務基礎，共創美好未來。

Sino-Ocean Service persists in corporate governance in accordance with the law, operational compliance, business integrity and practicing business integrity. We have been actively engaged in the building of a responsible supply chain and a solid foundation for our services for the creation of a bright future.

完善 公司治理

PERFECTION IN CORPORATE GOVERNANCE

遠洋服務擁有一支獨立且經驗豐富的管理團隊，成立董事局、審核委員會、薪酬委員會、提名委員會的管理體系，董事局由兩名執行董事、兩名非執行董事及三名獨立非執行董事組成，負責制定公司策略指引，監督公司業務表現，確保風險管理以及相應內部監控系統有效性，為公司和利益相關方帶來長遠利益。

Sino-Ocean Service is supported by an independent and experienced management team and has established a management regime comprising the Board, the Audit Committee, the Remuneration Committee and the Nomination Committee. The Board, comprising two executive Directors, two non-executive Directors and three independent non-executive Directors, is responsible for formulating strategic guidelines for the Company, supervising its business performance, and ensuring the effectiveness of risk management and the corresponding internal control system, in order to generate long-term benefits for the Company and its stakeholders.

強化監督執紀：公司始終堅持實事求是、制度面前人人平等的原則，堅決做到事實清楚、證據確鑿、定性量紀準確、處理恰當、手續完備、程序合法，制定《遠洋服務控股有限公司監察案件檢查與審理管理辦法》，促進公司監察案件檢查與審理工作規範化、制度化，提高辦案效率，保證辦案品質，強化制度執行力。採用雙人調查、調查與審批相分離，建立申訴與覆核機制以及投訴、申訴的保密機制等，嚴肅執紀紀律，保障公司健康可持續發展。

Strengthening supervision and discipline enforcement: In persistent adherence to the principles of pragmatism and equality under the corporate institutions, the Company is determined to procure factual clarity, conclusive evidence, accuracy in quantitative disciplinary actions, proper handling, comprehensive formalities and lawful procedures. In this connection, the “Sino-Ocean Service Holding Limited Administrative Measures for the Inspection and Trial of Supervisory Cases” have been formulated to facilitate the regulation and institutionalisation of the Company’s inspection and trial of supervisory cases, increase the efficiency and ensure the quality of case investigation and strengthen the enforcement of systems and institutions. Two investigators are appointed for each case, while investigation and approval are segregated. An appeal and review mechanism, as well as a mechanism for keeping complaints and appeals confidential, have been developed as part of our rigorous implementation of disciplinary requirements to safeguard the healthy and sustainable development of the Company.

嚴控風險管理：建立、制定及管理內部控制系統的程序，培養合規文化，實施各項措施識別、評估及管理業務營運風險。風險管理部門進行例行檢查，並報告任何不合規情況，以確保嚴格遵守相關法律法規。成立審核委員會，監督財務記錄、內部控制程序及風險管理系統，委任專業公司作為合規顧問，聘請外部法律顧問，確保公司遵守相關法律規範和監管要求。

Stringent risk management: Procedures of the internal control system have been developed, formulated and managed and a culture of compliance has been fostered, while measures to identify, assess and manage risks in business operations have been implemented. The risk management department conducts routine inspection and reports any non-compliance to ensure stringent adherence to relevant laws and regulations. The Audit Committee has been established for the supervision of financial records, internal control processes and risk management systems, while a professional institution has been appointed as compliance advisor and independent legal counsels have been engaged to ensure the Company’s compliance with pertinent laws and regulatory requirements.

踐行 廉潔從業

PRACTICING BUSINESS INTEGRITY

公司嚴格遵循《中華人民共和國刑法》、《最高人民法院、最高人民檢察院關於辦理貪污賄賂刑事案件適用法律若干問題的解釋》、《最高人民法院關於審理貪污、職務侵佔案件如何認定共同犯罪幾個問題的解釋》等法律法規，制定《違紀的處理辦法》、《回避管理辦法》、《舉報與申訴管理辦法》，防止賄賂、腐敗、欺詐及洗黑錢等不正當競爭，推進廉潔建設。2020年，本公司未發生貪污、賄賂、勒索、欺詐及洗黑錢等法律訴訟案件。

In strict compliance with the Criminal Law of the People’s Republic of China, the Interpretations of the Supreme People’s Court and the Supreme People’s Procuratorate on Certain Issues relating to Laws Applicable to Criminal Cases of Corruption and Bribery and the Interpretations of the Supreme People’s Court on Certain Issues relating to the Ascertainment of Complicity in the Trial of Cases of Corruption and Embezzlement Through Official Capacities and other laws and regulations, the Company has formulated the Measures for the Handling of Disciplinary Violations, Administrative Measures on Abstention and Administrative Measures on Whistleblowing and Appeal to prevent bribery, corruption, fraud, money laundering and other behaviours of improper competition and promote honesty and integrity. In 2020, the Company was not subject to any lawsuits relating to corruption, bribery, extortion, fraud or money laundering.

廉潔體系建設

Developing a regime of business integrity

為強化公司管理，建設“開放、透明、分享、責任”的企業，公司積極推進廉潔體系建設，優化崗位分工，暢通舉報通道，保障公司快速、持續、穩定、健康發展。

To enhance the Company’s management and to develop an “open, transparent, sharing and responsible” enterprise, the Company has been actively advancing the development of a regime of business integrity by optimising the division of duties and providing smooth channels for whistleblowing, in order to safeguard rapid, continuous, stable and healthy development for the Company.

優化崗位分工：公司通過內部審計工作、監察工作，從過程監督和事後控制的角度，防止貪腐行為。審計崗位定期、有計劃開展審計工作，對發現的問題提出整改建議、彌補風險漏洞，將審計報告涉及違紀違規問題，移交公司監察進行處理；監察崗位接收員工、供應商、內外部合作方的匿名或實名舉報，調查並登記舞弊事件的線索信息，確定處理方案；風險管理部門對舉報進行處理，從而營造風清氣正、健康向上的職場環境。

Optimising the division of duties: The Company prevents corruption by way of process supervision and posterior control through internal audit and monitoring work. The audit function conducts audit work on a regular and systematic basis and proposes rectifications for issues identified and risk loopholes. Violations identified in the audit report are referred to the Company for further action. The monitoring function receives anonymous or named whistleblowing from staff, suppliers and other internal or external partners, conducts investigation and records information that provides leads to alleged embezzlement, and determines plans for addressing such issues. The risk management department handles the whistleblowing reports to foster a decent, healthy and positive workplace ambience.

暢通舉報渠道：公司在合同中添加監察舉報郵箱和反商業賄賂條款，預防並杜絕新生腐敗；各單位、項目的指定位置設立違紀舉報公示牌並公示違紀舉報郵箱及電話，為公司內部、外部合作方、客戶群眾針對公司員工、部門發生的違紀問題提供有效舉報途徑，對違反規定並構成犯罪的員工，將被移送司法機關處理。

Providing smooth channels for whistleblowing: The Company has added clauses on monitoring and whistleblowing mailbox and anti-commercial bribery in its contracts to prevent and eliminate any possibility of corruption. Notice boards for reporting malpractices displaying the mailbox and telephone number for reporting have been installed at designated locations at the units and project sites to provide internal members of the Company, external partners and customers with effective channels for the reporting of violations committed by the Company's staff and departments. Staff who have violated regulations and committed criminal offences will be handed over to the judicial authorities.



案例：積極自查自糾，加強廉潔建設 Case study: Active self-inspection and self-rectification to enhance development of a workplace with business integrity

2020年11月24日，遠洋服務發佈《關於組織開展在管項目“違紀舉報公示牌”設置情況自查的通知》，組織各城市、專業公司對全部在管項目“違紀舉報公示牌”設置情況開展全面自查，要求桌置牌上公示舉報郵箱、舉報電話；牆貼牌除公佈舉報郵箱、電話外，標明舉報範圍，經統計，公司共設立桌置牌182個、牆貼牌174個。

On 24 November 2020, Sino-Ocean Service published the “Notice on the Launch of Self-inspection of the Installation of ‘Notice Board for Reporting Violations’ at Projects under Management” to organise a full-scale self-inspection of the installation of the “Notice Board for Reporting Violations” at all projects under management among each city company and specialised company, requiring the display of the mailbox and telephone number for reporting on desktop notice boards and the indication of the scope for reporting, in addition to the mailbox and telephone number for reporting, on wall-mounted notice boards. Statistics indicate that the Company has installed 182 desktop notice boards and 174 wall-mounted notice boards.

廉潔從業教育 Education in business integrity

公司持續強化黨風廉政建設，壓實主體責任，黨員幹部帶頭落實“勤儉辦企”，反對形式主義、官僚主義、享樂主義和奢靡之風。堅持把黨員幹部的理論學習、正反典型教育、廉潔教育貫穿始終，築牢思想防線。通過談心談話，互查互動，參加兩新書記例會及黨風廉政建設培訓等活動，抓教育轉化，促認識提升，塑造弘揚正氣的良好氛圍。

The Company has been engaged in a consistent effort to strengthen the development of operations with business integrity in adherence to Communist Party of China (“CPC”) principles, reinforcing the accountability of the principals as CPC-member officers are required to lead by example in diligence and thriftiness and disprove formalism, bureaucratic practices, hedonism and extravagance. Theory learning, education in both positive and negative examples and education in practicing business integrity should be persistently implemented among CPC-member officers to fortify the defence line in mental terms. Through initiatives such as personal conversation sessions, mutual inspection, attendance of routine meetings for the secretaries of new economic organisations and new social organisations, and training sessions for operations with business integrity based on CPC principles, we emphasise conversion of thinking through education and facilitate better understanding, in a bid to foster a sound ambience of decency and honesty.

員工廉潔自律承諾：為貫徹執行公司“弘揚正氣、廉潔自律，簡樸辦公、反對奢華”的中高管行為準則，增強各級管理人員的廉潔自律意識，公司要求所有管理人員、部分區域/城市公司已要求所有新入職人員簽署《遠洋服務管理人員廉潔自律承諾書》，保證在內外交往中保持簡單透明的業務關係，對有損公司利益及形象的行為進行監督、舉報，不包庇、不袒護違法違規現象和人員。

Staff undertaking of business integrity and self-discipline: To implement the Company's code of conduct for middle and senior management staff, namely, “decency, self-discipline in business integrity, frugal office and non-extravagance” and enhance the awareness for self-discipline in business integrity on the part of management staff at various grades, the Company has requested all management personnel, and some regional / city companies have requested all new employees, to sign the “Sino-Ocean Service Management Personnel Undertaking of Business Integrity and Self-discipline”, pursuant to which they pledge to maintain simple and transparent business relationships in all internal or external engagements and to supervise and report conducts that compromise the Company's interests and image and refrain from condoning incidents of violations or unduly protecting personnel that have committed violations.

定期開展廉潔從業宣貫工作：公司重視廉潔從業宣貫，特別是對易發、多發腐敗的重點環節、重要崗位人員的監督和宣貫。2020年公司總部及各重點區域公司共開展“廉潔從業教育及內部審計合規”宣貫7場，採用線上線下相結合的方式擴大培訓對象範圍，覆蓋董事、全國項目專業A崗以上管理人員、新員工650餘人，並組織參訓人員完成線上考試，強化培訓效果。

Regular promotion of practicing business integrity: The Company prioritises the promotion of practicing business integrity, with a special emphasis on supervision and promotion with respect to key segments and personnel of key positions prone to corruption. In 2020, 7 training sessions of “Education on business integrity and internal audit compliance” were held at the headquarters and major regional companies by way of a combination of online and offline means to allow a larger group of participants, which covered more than 650 Directors, nationwide project management personnel at Grade A or above and new employees. An online test was organised for participants afterwards to consolidate the effect of training.

培訓覆蓋全國項目
專業A崗以上管理
人員、新員工

650 餘人

Training covered more than 650 nationwide project management personnel at Grade A or above and new employees



廉潔從業培訓 Training in business integrity practices

城市公司 Local company	培訓主題 Training theme	解決的主要問題 Major problems solved	培訓宣貫對象 Target participants
總部 Headquarters	風險管理與廉潔從業培訓 Risk management and business integrity training	向新員工介紹授權管理、合同管理等注意事項，提示廉潔從業底線事項 New staff were introduced to matters pertaining to authorisation management and contract management and reminded of bottom-lines in business integrity	新生代新員工 New-generation new staff
總部 Headquarters	風險管理與廉潔從業培訓 Risk management and business integrity training	讓新員工瞭解風險管理以及風險管理體系、風險控制專業，知悉並理解法律風險管控要點，提高廉潔從業意識，嚴守合規從業要求 New staff were given understanding of risk management, the risk management regime and risk control as a specialised job, awareness and understanding of key points in legal risk control and their awareness of business integrity and requirement for strict compliance was enhanced	新生代新員工 New-generation new staff
總部 Headquarters	廉潔從業教育及業務審計合規培訓 Business integrity education and business audit compliance training	使參訓人員瞭解內部審計體系、監察體系的工作模式、工作重點，提升員工合規經營意識以及廉潔從業意識 Participants were given understanding of the operating models and key tasks of the internal audit regime and supervisory regime and their awareness of operational compliance and business integrity was enhanced	全國項目專業 A 崗以上管理人員 Nationwide project management personnel at Grade A or above
北京公司 Beijing Company	風險管理與廉潔從業培訓 Risk management and business integrity training	對新項目人員開展風險管理和廉潔從業宣貫 Risk management and business integrity was propagated to new project staff	太原晉春秋項目人員 Staff of Villa Epoch (Taiyuan)
北京公司 Beijing Company	風險管理與廉潔從業培訓 Risk management and business integrity training	對新項目人員開展風險管理和廉潔從業宣貫 Risk management and business integrity was propagated to new project staff	西安遠洋落子棲項目人員 Staff of Sino-Ocean Repose Project (Xi'an)
上海公司 Shanghai Company	風險管理與廉潔從業培訓 Risk management and business integrity training	向項目人員宣貫廉潔辦公廉潔從業要求、提升廉潔從業意識 Requirements for integrity in office operation and in business practices were propagated to project staff and their awareness of business integrity was enhanced	無錫遠洋太湖宸章項目經理、客服、工程及秩序 Managers and staff of customer service, maintenance and order of Taihu Milestone (Wuxi)
遠和志尚 Yuanhe Zhishang	風險管理與廉潔從業培訓 Risk management and business integrity training	向遠和志尚新員工介紹授權管理、合同管理等注意事項，宣貫廉潔從業底線事項 Matters pertaining to authorisation management and contract management were introduced and bottom-lines in business integrity were propagated to new staff of Yuanhe Zhishang	遠和志尚新員工、人力 New employees and HR staff of Yuanhe Zhishang

可持續 供應鏈

A SUSTAINABLE SUPPLY CHAIN

為進一步加強和規範供應商管理，創造公開、公平、公正的良性競爭環境，打造可持續發展的供應鏈，遠洋服務遵守《中華人民共和國招標投標法》，制定《供應商管理制度（試行）》，明確各採購部門崗位職責，指導公司供應商管理工作。公司要求合作的供應商通過 ISO 質量體系認證或相關的質量保障體系，且具備質量、環境、職業健康安全管理体系認證證書。2020 年，遵守遠洋服務供應商管理制度的供應商共 682 個。

To further enhance and regulate supplier management, foster an open, fair, just and positive competition and build a sustainable supply chain, Sino-Ocean Service has formulated the "Supplier Management System (Trial)" in accordance with the Bidding Law of the People's Republic of China to stipulate the duties of various positions at the procurement departments and provide instructions for the Company's supplier management. The Company requires partnering suppliers to have passed ISO quality system accreditation or relevant quality assurance systems and hold certificates of quality, environmental, occupational, health and safety management system accreditation. In 2020, there were 682 suppliers who were in compliance with the supplier management system of Sino-Ocean Service.

供應商管理 Supplier management

加強制度建設：公司設置採購委員會負責供應商管理與評價機制建設，及戰略採購、集中採購項目類供應商的選定、管理、評價及監督；總裁事務部管理公司供應商庫，對供應商入庫、出庫、黑名單、考評分級統一管理；各城市、專業公司及項目積極執行供應商管理制度，提高自身責任交易。公司與供應商合作，遵守“守合同、重信用”，均要求供應商簽署《廉潔自律承諾書》，推動供應商持續履責，共同維護採購環境。

Enhancing the development of systems: The Company has formed a Procurement Committee to be responsible for the development of a supplier management and evaluation regime, as well as the selection, management, evaluation and supervision of suppliers of items under strategic procurement and centralised procurement. The Company's database of suppliers is managed by Corporate Executive Department, which oversees the admission, removal, blacklisting, appraisal and classification of suppliers. The city companies, specialised companies and projects have actively implemented the supplier management system with increased accountability. Cooperation between the Company and its suppliers has been based on the "compliance with contracts and emphasis on creditworthiness". Suppliers are required to sign the "Integrity and Self-discipline Commitment" to drive continuous fulfilment of duties by suppliers and a joint effort to safeguard the environment for procurement.

嚴格供應商入庫：公司重視供應商質量管制，編制《遠洋服務採購管理授權審批表》，嚴格審批流程，組織評審組實施供應商現場考察，從服務、業績、人員、公司等多維度進行評審，並編制供應商考察報告，評審合格的供應商進入合格供應商庫，方可開展後續合作。

Stringent process for admission of suppliers: With a strong emphasis on the management of suppliers' quality, the Company has formulated the "Sino-Ocean Service Procurement Management and Authorisation Approval Form" to implement a stringent approval process. Assessment teams have been organised to conduct on-site investigation of suppliers, which are evaluated in terms of multiple dimensions, such as service, business results, staff and corporate conditions. Supplier investigation reports have been prepared afterwards and cooperation with suppliers will only commence after they have passed the evaluation and been admitted to the database of qualified suppliers.

注重履責考評：為提升供應商可持續履責表現，採取月度、季度、年度考評相結合的方式，對與遠洋服務簽訂採購合同的供應商進行考評。使用單位每月對供應商進行履約評價，對履約過程中出現的不符合合同約定或其他明顯的工作過錯的供應商進行約談，填寫“供應商約談記錄表”，給出處理建議和明確整改時間，並跟蹤整改結果，以此作為參考調整供應商等級，對考評不合格且整改未達標供應商進行更換。不定期對各城市、專業公司已評審供應商進行抽查，抽查數量每年不低於 20%。

Emphasis on appraisal of duty fulfilment: To enhance suppliers' performance in continuous duty fulfilment, a combination of monthly, quarterly and annual appraisal has been adopted to assess suppliers which have entered into purchase contracts with Sino-Ocean Service. Departments as service users provide assessment on suppliers' contract performance each month and hold meetings with suppliers who did not comply with the contract or who committed other notable errors during the course of performance. A "Suppliers' Meeting Record" will be completed, providing suggestions for solving the issues and specifying the timeframe for rectification, and tracking rectification results, on the basis of which the suppliers' classification might be revised, while suppliers that have failed the appraisal and further failed to rectify according to required standards will be replaced. No less than 20% of the suppliers of city companies and specialised companies that have passed the assessment are randomly inspected from time to time each year.

實施分級管理：將供應商劃分為戰略供應商、優秀供應商、合格供應商和不合格供應商四個等級類別，並實行動態管理，激勵共同履責，踐行可持續發展。建立黑名單制度，由各項目每月確認，被列入供應商黑名單供應商，將取消入庫資格，五年內不得准入，促進供應商環境與社會風險管理水平的提升。

Management by tier: Suppliers are classified into four tiers, namely, strategic suppliers, excellent suppliers, compliant suppliers and non-compliant suppliers, and are subject to dynamic management to encourage joint fulfilment and pursuit of sustainable development. A blacklist system has also been created, whereby the projects confirm each month the names of blacklisted suppliers, which will be disqualified for admission and banned for five years, with a view to facilitating improvements in supplier's standard in environmental and social risk management.

責任採購 Responsible procurement

公司嚴格遵循《採購管理規範》，將社會責任的理念全面融入採購的各個環節，從可持續角度出發，積極踐行綠色採購；提升供應鏈人員專業化水平，嚴控採購合規風險。

In strict accordance with its "Procurement Management Regulations", the Company incorporates the idea of social responsibility into all steps of procurement and actively implements green procurement on the basis of sustainability. The professional standards of supply chain staff have been enhanced and stringent control has been exercised over compliance risks in procurement.

2020 年公司組織專業舉辦
秩序專業培訓

58 場

58 professional training
sessions in order
maintenance organised by
the Company in 2020

參訓人員

3,000 多人次

More than 3,000 participants
taking part

提供 至臻服務

SERVICE EXCELLENCE

助力供應商成長 Assisting in the growth of suppliers

公司視供應商為長期合作夥伴，不斷加強與供應商的溝通與交流，積極為供應商提供反腐倡廉、秩序專業、環境專業等相關培訓，幫助供應商更快成長，推動可持續發展的供應鏈建設。2020 年公司組織專業舉辦服務技能、收費車場管理、停車場管理、供方管理與服務、品質管理、崗位職責、禮儀禮貌等秩序專業培訓 58 場，參訓人員 3,000 多人次；組織突發事件上報培訓、防颱防汛、疫情防控、特殊天氣清潔作業、機械工具安全培訓等環境專業 48 場。

The Company regards suppliers as long-term partners and consistently enhances communication and exchange with them. Training in anti-corruption, order maintenance and environmental care is actively provided to suppliers to facilitate their rapid growth and drive the development of a sustainable supply chain. In 2020, the Company organised 58 professional training sessions in order maintenance, covering aspects such as servicing skills, toll carpark management, carpark management, supplier management and service, quality management, job duties and etiquette, with more than 3,000 participants in enrolment. In addition, 48 professional environmental training sessions covering aspects such as emergency reporting, protection against typhoon and flood, epidemic prevention and control, cleaning under inclement weather conditions and mechanical instrument safety training, were held.

遠洋服務嚴格遵守《中華人民共和國廣告法》等與產品服務廣告的傳播推廣、產品服務標籤相關的法律法規，切實保障客戶的合法權益；通過提升服務品質、落實安全責任、強化產權保護等提高客戶滿意度、提升品牌知名度，努力發展成為中國領先的專注中高端物業的綜合物業管理服務提供商、健康生活的創造者。

Sino-Ocean Service genuinely protects customers' lawful interests in stringent compliance with the Advertising Law of the People's Republic of China and other laws and regulations pertinent to the propagation and promotion of advertisements for products and services and labels of products and services; we seek to enhance customer satisfaction and brand recognition by improving service quality, implementing safety responsibility and strengthening protection of property rights, as we endeavour to grow into a leading comprehensive property management services provider in China focused on mid-to-high-end properties and a facilitator of healthy life.

精研客戶滿意 Meticulous pursuit of customer satisfaction

遠洋服務一直秉承“懂心意·有新意”的服務理念，旨在提供可使生活便利的優質物業管理服務，並為業主及住戶營造更具價值的生活環境及體驗。憑藉綜合優質服務，公司贏得全國性的良好聲譽。截至 2020 年 12 月 31 日，公司獲得逾 20 項國家級物業管理獎項或認可。

In persistent adherence to the service philosophy of "being understanding and innovative", Sino-Ocean Service aims to provide premium property management services that make available conveniences in daily life and foster a more valuable living environment and experience for property owners and residents. The Company has garnered nationwide reputation for its high-quality and comprehensive services. As of 31 December 2020, the Company had won over 20 national-level awards or recognitions for property management.

客戶關係管理 Customer relationship management



客戶滿意度

86%

Customer satisfaction rate
86%

客訴解決率

100%

Customer claim settlement
rate 100%

公司積極探索客戶關係管理，旨在通過專注為客戶創造優越價值，並提供令其滿意的服務，從而建立及維持可持續的長期客戶關係。公司定期在業主和住戶中進行滿意度調查，開展神秘客戶調查，通過電話查詢積極發現問題；編制年度和月度物業管理工作報告，供所管理社區的所有業主查閱；開通資訊服務平台、24小時為業主和住戶提供服務的免費客服熱線等多個客戶溝通渠道，更好了解及應對客戶的需求和要求。根據賽惟諮詢（一間專注於房地產客戶關係的獨立研究所）的資料，於2019年我們的客戶滿意度為86%；2020年，我們的客戶滿意度與2019年持平，高於行業平均滿意度。公司未收到來自客戶對公司營運或商業信譽造成重大不利影響的投訴。

The Company has been actively engaged in customer relationship management with the aim of building and maintaining sustainable, long-term customer relationships by focusing on the delivery of premium value to customers and provision of services to their satisfaction. The Company conducts satisfaction survey among property owners and residents on a regular basis, complemented by mystery customer surveys and proactive telephone enquiries to identify issues. Annual and monthly property management work reports have been prepared for inspection by all owners of the communities under our management. Multiple channels for communication with customers, including an information service platform and a toll-free customer service hotline serving property owners and residents on a 24-hour basis, have been established for a better understanding and response to customers' needs and demands. Our customer satisfaction rate for 2019 was 86% according to Savi Consulting, an independent researcher focused on real estate customer relationship. We maintained the customer satisfaction rate for 2020 which was higher than the average satisfaction rate for the industry. The Company has not received any complaints from our customers that may have a material adverse impact on its operations or business reputation.

客戶滿意度調查：聘請獨立第三方研究員進行業主及住戶滿意度調查，隨時監督客戶滿意度，糾正物業管理服務中的不足之處，通過提升優質物業管理服務的聲譽來繼續提高公司的品牌知名度。

Customer satisfaction survey: Independent third-party researchers have been engaged to conduct satisfaction survey with our property owners and residents in order to monitor the customer satisfaction level from time to time and to rectify any deficiency in our property management services, such that our brand recognition will be enhanced through our reputation for the provision of premium property management services.

客戶回饋管理：在日常業務營運過程中，公司重視服務品質評價，鼓勵業主或住戶面對面或通過電話與物業管理人員聯繫，主動解決業主和住戶有關服務品質以及提供此類服務所用材料的回饋、建議和投訴。2020年遠洋服務累計受理各類客訴4,499單（包含投訴、諮詢、建議等），客訴解決率100%。

Customer feedback management: The Company values feedback on its service quality in day-to-day business operation. Owners or residents are encouraged to contact our property management officers through personal visits or telephone calls, while the Company adopts a proactive approach to deal with any feedback, suggestions and complaints of property owners and residents in relation to service quality or materials used in the provision of services. In 2020, Sino-Ocean Service handled 4,499 customer claim orders (including complaints, consultation and suggestions) with a 100% customer claim settlement rate.



客戶信息保護 Protection of customer information

公司嚴格遵守《中華人民共和國網絡安全法》等法律法規及關於信息安全與隱私保護的相關規定，制定《客戶信息檔案管理作業指導書》，規範客戶檔案管理，確保客戶信息完整、準確與安全，更好地對客戶開展服務。對電子版客戶信息文件資料加密處理，設置存取權限，在沒有得到授權或批准的情況下，嚴禁透露給內部無關人員和外部人員。明確信息系統安全運行的責任部門，並規範信息系統的權限管理、突發事故處理、機房管理、數據備份及恢復等具體工作，以保障信息系統的數據安全。2020年，公司發生使用者隱私數據洩露0次、數據丟失0次、系統被非法訪問0次、全年系統無故障率100%。

In strict compliance with laws and regulations such as the Cybersecurity Law of the People's Republic of China and pertinent provisions on information security and privacy protection, the Company has formulated the "Guidebook for the Management and Operation of Customer Information Files" to regulate the management of customer files and ensure the completeness, accuracy and safety of customers information, such that better services could be provided to customers. Electronic files containing customer information are encrypted and access to such files is subject to clearance. Unauthorised or unsanctioned disclosure of such information to irrelevant internal staff and external parties is strictly prohibited. A designated department has been assigned with the responsibility of ensuring safe operation of information systems, while specific tasks, such as clearance management for information systems, response to emergencies, server room management, data back-up and recovery, have all been provided for in regulated terms to safeguard data security of information systems. In 2020, the Company recorded 0 instances of leakage of private data of users, 0 instances of inadvertent loss of data and 0 instances of illicit system access and a 100% clean sheet against system breakdown for the year.

2020年公司發生使用者隱私數據洩露

0次

In 2020, the Company recorded 0 instances of leakage of private data of users

全年系統無故障率

100%

100% clean sheet against system breakdown for the year

服務品質提升 Enhancing service quality

公司高度重視維持優質及差異化的服務水準，以維護品牌形象。注重多方面品質管理，不斷提升服務品質；強化員工的最新知識及技術水準，通過專業物業管理團隊與線上服務平台相結合的方式提升客戶滿意度及忠實度；為業主提供豐富多樣的社區生活服務，提升業主及住戶的生活體驗，創建更加健康便利的生活社區。

The Company places a strong emphasis on maintaining its superior and distinguished service standards for the upholding of its brand image. With a strong focus on quality management in multiple aspects, we are committed to the ongoing enhancement of our service quality. Staff have been provided with the latest updates on relevant know-how and skills, while customer satisfaction and loyalty has been enhanced through the work of our professional property management teams in combination with our online service platforms. A variety of daily-life community services have been provided to owners to enrich the experience of property owners and residents and foster a healthier and more convenient residential community.

優化品質管理 Optimising quality management

公司優先考慮服務的品質，並認為品質控制是業務長期致勝的關鍵。公司已建立全面的品質控制制度及專業的品質控制團隊，專注於在整個運營過程中維持服務標準、使服務流程標準化及監督服務品質。

Service quality is always a priority for the Company, which believes that quality control is crucial to long-term business success. The Company has developed a comprehensive quality control system and professional quality control team, which are focused on maintaining consistent service standards throughout the process of operation, standardising service procedures and supervising the quality of services.

物業管理服務：公司已取得 ISO9001 證書，採納嚴格的品質監控措施，以確保達到品質標準。公司在總部、區域辦事處及現場物業管理處設立三級品質控制制度。為實施品質控制標準及具體的運作程序，總部品質控制人員會對管理的物業進行檢查，定期在總部及區域辦事處層面對主要項目進行內部品質檢查，隨時對其他項目進行抽查，在管物業的管理處每日、每週及每月進行自我檢查。

Property management services: The Company has obtained ISO9001 certification and stringent quality control measures have been adopted to ensure compliance with relevant quality standards. The Company has set up a three-tier quality control system covering its headquarters, regional offices and on-site property management offices. Quality control personnel from the headquarters would conduct inspections on properties under management for the implementation of quality control standards and specific operating procedures. Internal quality reviews on major projects are conducted regularly at the headquarters and regional offices, while other projects are inspected on a random basis from time to time. The management offices of our properties under management conduct self-inspection on a daily, weekly and monthly basis.

第三方分包商管理：在與分包商簽訂協議時，規定所提供服務的詳細品質標準，定期監控及評估分包商表現，在分包商的服務未達到協定標準時採取必要整改措施。實施分包商內部及外部評估制度，針對分包商提供的服務品質在業主和住戶中進行調查。根據分包商的表現對其進行分類，若分包商未達到標準、未能令業主滿意或未通過年度績效考核，將會自合格分包商名單中除名，不再聘請除名或列入黑名單的分包商。

Management of third-party contractors: Detailed quality standards for the services to be provided are stipulated in the agreements with sub-contractors. The performance of sub-contractors is monitored and evaluated on a regular basis and necessary rectification measures are adopted when the services of sub-contractors do not meet the agreed standards. Internal and external evaluation systems for sub-contractors have been implemented, under which surveys on the service quality of sub-contractors are conducted among property owners and residents. Sub-contractors are classified based on their performance and those who do not meet the standards or perform to the property owners' satisfaction or have failed annual performance reviews will be removed from our list of qualified sub-contractors. Sub-contractors who have been removed from the list or blacklisted will not be hired again.

提升服務效能 Enhancing the effectiveness of service

公司致力於實施標準化、自動化及數位化管理，以優化運營流程、提升效率及客戶體驗，竭力通過信息技術升級來加強競爭力。公司已實施多種系統，改善業主及住戶的居住體驗。

The Company is committed to the implementation of standardised, automated and digitalised management for the optimisation of operating processes and enhancement of efficiency and customer experience, in a relentless effort to bolster competitiveness through information technology upgrades. The Company has implemented a range of systems for the improvement of property owners' and residents' living experience.

標準化 Standardisation

建立標準化的運營模式及有效的內部管理體系，根據 ISO 認證的品質標準制定內部指引及書面運營手冊，載列標準化運營流程。

A standardised operating model and an effective internal management regime have been built and internal guidelines and a handbook for operations setting out standardised operating procedures have been formulated according to ISO-accredited quality standards.

自動化 Automation

採用自動化系統，確保員工在提供物業管理服務時遵守品質標準，更好為業主服務。

Automated systems have been adopted to ensure staff compliance with quality standards during the provision of property management services, in order to better serve property owners.

數字化 Digitalisation

與數據管理及雲計算服務供應商合作，實施客戶關係管理系統及業務流程管理系統，旨在更加個性化、及時的服務管理客戶文件及數據，以及對在管物業的整體運營狀況進行大數據分析，發現客戶需求及行為方式，更好地制定服務程序及業務策略。通過實施各種系統，如財務管理系統、報告及維修系統、工程管理系统，使業務運營數字化，從而更好監控在管物業設施，提升服務效率及品質。

Customers relationship management systems and business process management systems have been implemented in cooperation with data management and cloud computing service providers, with the aim of serving and managing customer files and data in a more customised and timely manner, as well as conducting big-data analysis on the overall operating conditions of properties under management to identify customers' needs and behavioural patterns, so as to better formulate service procedures and business strategies. The implementation of the financial management system, reporting and maintenance system and engineering management system, among others, has facilitated the digitalisation of our business operation and enabled better control over the facilities at properties under management, thereby enhancing the efficiency and quality of our services.

建設幸福家園 Building happy homes

公司以客戶滿意為中心，高效回應各項訴求，讓客戶擁有便捷、可靠、滿意、驚喜的服務體驗，營造和諧幸福社區。杭州遠洋大河宸章項目榮獲 2020 年度杭州市“美好家園”住宅社區稱號。

The Company addresses various demands in a highly efficient manner with the primary aim of ensuring customer satisfaction, such that customers could experience services that are convenient, reliable, satisfactory and full of surprises, while blissful and harmonious communities will be created. In this connection, the Sino-Ocean Grand Canal Milestone (Hangzhou) Project received the title of “Pleasant Homeland” residential community of Hangzhou in 2020.

精細服務有品質 Offering quality through refined services

遠洋服務致力於以卓越服務能力為客戶創造高品質的美好生活，以匠人精神將用心服務浸透到每一個瑣碎日常。Sino-Ocean Service is committed to delivering pleasant living with premium quality to customers on the back of its excellent servicing ability, providing meticulous service with fine craftsmanship that takes care of every minute detail in daily life.



天津遠洋服務舉辦健康義診、助學打印、地面維修等多項活動，為了保障業主出行的便捷與安全，特意開啟“亮燈行動”，對園區線路進行檢測維修，點亮業主回家的路。

Sino-Ocean Service, Tianjin organised a range of activities, such as free medical consultation, printing services for students, and ground surface maintenance. To provide convenience to and ensure the safety of property owners, a “Light-up Initiative” was launched to carry out test and maintenance of electric wires in the residential complex and light up the road home for property owners.

深圳遠洋服務每月開展刀具打磨、理髮、清洗地墊、修鞋補衣等愛心活動，以點滴服務，溫暖業主的心。

Sino-Ocean Service, Shenzhen provided heart-warming services, such as kitchen utensil sharpening, haircuts, mat cleaning, shoe repair and clothes mending, to property owners each month.

湖南遠洋服務開展經理接待日，安裝大堂直飲水機，提供涼茶派送、測量血壓等便民服務。

Sino-Ocean Service, Hunan hosted a Manager’s Reception Day and installed a drinking facility at the entrance hall, while providing other conveniences such as free herbal tea drinks and blood pressure measurement.

大連遠洋服務開展感恩教師節便民服務，免費提供入戶空調清洗以及水電路檢修。

Sino-Ocean Service, Dalian provided free services for on-site cleaning of air-conditioners and maintenance of water and power supply facilities in celebration of the Teachers’ Festival.



“經理接待日”活動 “Manager’s Reception Day” activity



“便民服務日”活動 “Convenience Services Day” activity



地面維修 Ground maintenance



早送晚迎 Greeting at the entrance

人文關懷有溫度 Heart-warming care for the people

遠洋服務組織開展多種形式的線上線下社文活動，為不同年齡、不同需求的業主提供多層次、多類型的服務，增進與業主之間的情感，營造和諧的鄰里關係，打造最有溫度的生活禮遇。

Sino-Ocean Service has organised a variety of online and offline social and cultural activities to provide services at multiple levels and in multiple categories for property owners of different age groups and with different needs. Such activities have enhanced our bond with property owners, fostered harmonious neighbourhoods and provided a most heart-warming experience.



北京遠洋服務舉辦線下社文活動近百次，開展開學季、親子運動會、跳蚤市場、垃圾分類引導節、文明養犬、中秋送祝福晚會、手工DIY等精彩活動，營造良好的社區氛圍。

Sino-Ocean Service, Beijing organised nearly 100 sessions of offline social and cultural activities, hosting spectacular events such as the school commencement season, parent-child sports day, flea market, garbage sorting guidance, pet-keeping guides, Mid-Autumn well-wishing celebrations and DIY handicraft, among others, in a bid to foster a positive community ambience.

天津遠洋服務舉辦9月社文活動月、十一8天樂等活動，營造溫馨歡樂的節日氣氛，得到業主們一致好評。

Sino-Ocean Service, Tianjin organised a social and cultural month campaign in September and an 8-day fun programme during the National Day holidays to foster a joyous and affable festive mood, much to the delight of the property owners.

山東遠洋服務開展電影放映、開學有禮、“你的多餘我的多餘”等活動，豐富了社區居民的業餘生活。

Sino-Ocean Service, Shandong organised movie viewing sessions, school commencement services and collection of surplus items in an enrichment of residents’ leisure life.



中山尚東新天地項目開展“歡慶六一·悅讀與心共享”活動“June 1st Celebrations - Reading Day” activity at Shangdong New World (Zhongshan)



“做小小志願者 過別樣兒童節”主題活動“Volunteering - A Special Children's Day” campaign



大連“在億起 享生活”便民大集活動“Homeplus Convenience Services Day” in Dalian



天津紅熙郡項目“六一寶貝愛牙活動”“June 1st Children Dental Care Activity” at Royal River (Tianjin)

落實安全責任

Implementing responsibility for safety

安全管理是一切工作的基礎保障，遠洋服務以“安全第一、預防為主、綜合治理”為指導方針，堅持“誰主管誰負責、誰在崗誰負責”，堅持“以人為本、教育先導、科學管理”兩項工作原則，注重內部各項工作中的安全。

Safety management is the fundamental assurance for all operations. Sino-Ocean Service adopts the “priority of safety, focus on prevention and comprehensive governance” as its guiding principle and adheres to the two operation principles of “whoever is in charge and whoever is on duty shall be responsible” and “people-oriented, guided by education, scientific management”, and pays attention to safety in all operations.

安全生產管理

Production safety management

遠洋服務依照《中華人民共和國安全生產法》、《中華人民共和國消防法》、《中華人民共和國道路交通安全法》等國家相關法律法規、行業規範、集團安全制度要求，結合區域、業務中心、專業公司及項目實際需求，加強遠洋服務安全管理工作，制定《遠洋服務安全管理工作制度》，明確各項安全工作制度、辦法，嚴格監督落實。

In accordance with the Production Safety Law of the People's Republic of China, Fire Control Law of the People's Republic of China, Road Traffic Safety Law of the People's Republic of China and other pertinent national laws and regulations, industry conventions and requirements under the Group's safety regulations and taking into account the actual needs of regional companies, business centres, specialised companies and projects, Sino-Ocean Service has enhanced its work in safety management and formulated the “Sino-Ocean Service Safety Management Work System” to specify various regulations and measures on safety work for stringent supervision and implementation.

公司成立安委會，由公司行政總裁擔任主任、公司副總裁擔任副主任，各區域、管理公司、專業公司、總部職能部門負責人為安委會委員，築牢安全生產防線。建立職業安全和衛生系統，實施 ISO14001、BS-OHSAS18001 標準，並定期向員工提供安全培訓，以提高員工的安全意識，避免發生各類安全事故。2020 年，公司未發生較大及以上生產安全事故，安全秩序服務上半年收到業主錦旗 51 次，業主表揚信 68 次，業主到前台表揚 75 次，業主電話表揚 102 次。

The Company has established a Safety Committee led by the Chief Executive Officer of the Company as convenor and the Vice President of the Company as deputy convenor and comprising the principals of the regional companies, management companies, specialised companies and functional departments at the headquarters as Committee members, forming a strong line of defence for production safety. An occupational safety and health system implementing ISO14001 and BS-OHSAS18001 standards has been established, while safety training has been provided to staff on a regular basis to enhance their safety awareness and prevent the occurrence of safety incidents. In 2020, the Company did not experience any significant production safety incidents, while receiving 51 commendation banners, 68 commendation letters, 75 commendations personally given at front desk and 102 commendations via phone calls from property owners during the first half of the year for its services in maintaining safety and order.

安全宣傳教育

Safety promotion and education

為確保員工具備“安全第一，預防為主”的意識，清楚相關安全基本常識、應急處置措施、崗位危險源及控制辦法，嚴格按照安全操作規程工作，公司依照《安全宣傳教育工作制度》要求，開展員工安全教育培訓，確保新員工接受“三級安全教育”和相關安全技能培訓，鼓勵安全管理人員取得相關資格或執業資格證書，開展形式多樣的安全常識普及活動。

To ensure staff awareness of the priority of safety and the focus on prevention, understanding of basic safety rules, emergency measures, source of hazards at various positions and control measures, as well as stringent adherence to operational safety protocols, the Company has conducted safety education and training for staff in accordance with the “Regulations on Safety Promotion and Education” and ensured that new employees would receive “three-tier safety education” and relevant training in safety skills, while encouraging safety managers to obtain relevant qualifications or professional certificates and launching a wide range of activities to propagate knowledge in safety.



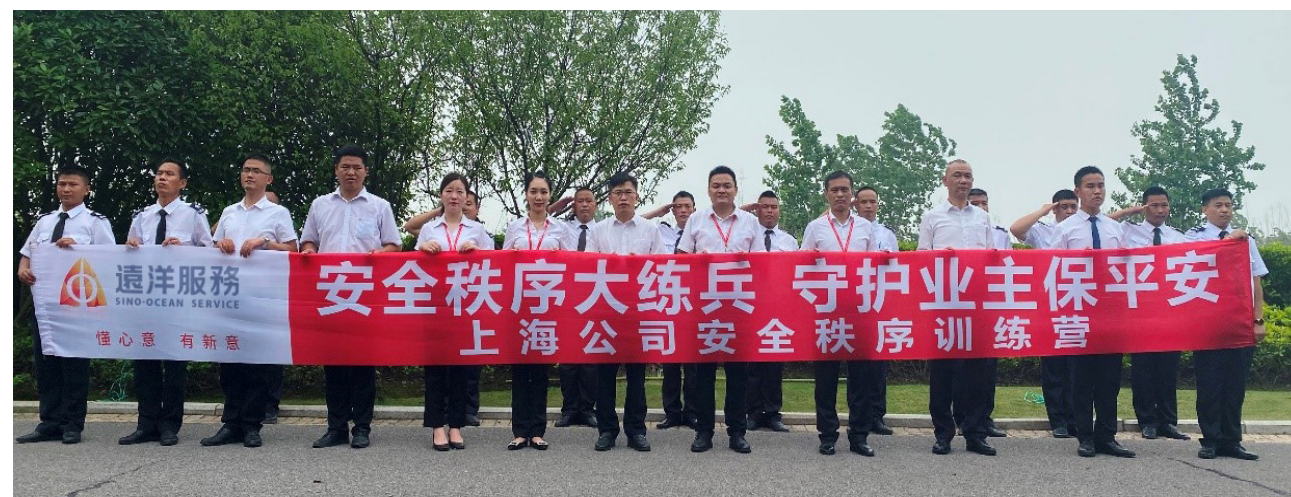
安全宣傳教育 Safety promotion and education

案例：遠洋服務上海公司開展 2020 年安全秩序訓練營系列活動

Case study: 2020 safety and order maintenance training camp series of Sino-Ocean Service, Shanghai

2020 年 7 月，遠洋服務上海公司舉行安全秩序訓練營系列活動，通過安全預案培訓、危險源隱患排查整改、安全宣傳提示、應急救援演練、安全生產月等安全管理計畫，提升公司在組織建設、制度保障、人員培養等方面的安全保障和應急救援的能力。一直以來，公司嚴格落實日檢查、周巡查、月排查制度，制定詳細工作計畫，定期組織開展安全巡查檢查，通過高標準培訓合格上崗，打造了一支專業、高效的安全鐵軍，為業主提供安全秩序保障。

In July 2020, Sino-Ocean Service, Shanghai organised a safety and order maintenance training camp series to enhance the Company's capability in safety assurance and emergency aid in terms of organisation, institutional assurance and staff training through safety management plans such as safety plan training, hazard source investigation and rectification, safety promotion and reminders, emergency rescue drill, production safety month and others. The Company has stringently implemented the system of daily inspection, weekly patrol inspection and monthly individual inspection with the formulation of detailed work plans and regular safety patrolling inspection. A professional and efficient safety workforce has been established through high-standard training to provide property owners assurances in safety and order maintenance.



遠洋服務上海公司安全秩序訓練營 Safety and order maintenance training camp of Sino-Ocean Service, Shanghai

安全隱患管理

Potential safety hazard management

為加強遠洋服務安全管控，及時發現事故隱患、控制事故發生和建立良好的安全生產作業環境和秩序，公司制定《遠洋服務安全檢查及隱患整改工作制度》、《應急回應方案》、《安全事故報告和調查處理工作制度》。2020 年，公司共進行 36 次危險隱患排查整改，41 次安全宣傳提示，209 次救援應急預案演練，全力以赴保障業主美好生活安全。

To enhance the safety control of Sino-Ocean Service, identify potential hazardous incidents in a timely manner, control the occurrence of incidents and establish a sound environment for safe production operation and order, the Company has formulated the "Sino-Ocean Service Safety Inspection and Potential Hazard Rectification Work System", "Emergency Response Plan" and "Safety Incident Reporting and Inspection Work System". In 2020, the Company conducted 36 counts of potential hazard inspection and rectification, 41 sessions of safety promotion and reminders and 209 drills of emergency rescue plans, in a full effort to safeguard the pleasant living and safety of property owners.



安全隱患檢查 Inspection of potential safety hazards

遠洋服務總部、區域 / 業務中心 / 專業公司及項目根據公司制度要求，定期開展安全檢查、隱患整改工作，確保整改或有效控制率 100%。總部由公司安委會至少每半年組織實施，並結合其他管理工作對所屬各單位進行安全管理隨機巡檢，公司對安全檢查做好檢查台帳，將每次檢查、整改的情況做好詳細記錄。

The headquarters, regional / business centres / professional companies and projects of Sino-Ocean Service conduct regular safety inspection, and potential hazard rectification in accordance with the Company's regulations and requirements to ensure 100% rectification and effective control. Inspection at the headquarters is organised by the Company's Safety Committee at least semi-annually and random inspection of safety management at subsidiary units is conducted together with other management work. The Company keeps proper record books for safety inspection to record details of each inspection and rectification.



安全隱患整改 Rectification of potential safety hazards

對存在安全隱患的項目，本著“四不放過”原則，即存在隱患的原因沒查清不放過、整改和預防措施沒落實不放過、責任者和群眾沒受到教育不放過、責任者沒受到處罰不放過，制定專項整改方案，明確整改責任人、完成整改時間節點，積極按期、按品質完成整改，回覆整改完成情況，對於整改後的工作及時納入常態化管理。

In respect of projects subject to potential safety hazards, we adhere to the principle of persistent enforcement in four aspects: persistent enforcement until the cause of potential hazards is investigated, persistent enforcement until rectification and preventive measures are implemented, persistent enforcement until the responsible parties and the mass are duly edified, and persistent enforcement until the responsible parties are penalised. Specific rectification plans have been formulated stating the responsible person for rectification and the timeframe for completion, such that rectification will be completed according to quality requirements and the status of completion will be reported, while post-rectification work will also be included as part of normal management tasks.

強化產權保護

Stronger protection of property rights

知識產權是公司強大品牌知名度至關重要的組成部分，是業務不可或缺的一部分，對客戶忠誠度及日後發展至關重要。公司嚴格遵守《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》、《中華人民共和國侵權責任法》等法律法規，制定並實施《遠洋服務關於規範宣傳內容的通知》等內部政策，規範知識產權的管理工作，加大知識產權保護力度，公司已註冊多項知識產權，截至 2020 年 12 月 31 日，公司在中國註冊 3 個商標、18 項專利、35 項軟件著作權及 4 個域名及在香港註冊 6 個域名，未發生任何嚴重侵犯第三方知識產權的行為。

Intellectual property rights represent a critical component constituting the Company's strong brand reputation and an essential part of its business, and are crucial to customer loyalty and its future development. The Company strictly complies with laws and regulations such as the Copyright Law of the People's Republic of China, Trademark Law of the People's Republic of China, Patent Law of the People's Republic of China and Tort Law of the People's Republic of China, and has formulated and implemented internal policies such as the "Sino-Ocean Service Notice on Regulating Promotional Contents" to regulate the management of intellectual property rights and enhance protection of intellectual property rights. The Company has registered a number of intellectual property rights. As at 31 December 2020, the Company had registered 3 trademarks, 18 patents, 35 software copyrights and 4 domain names in China and 6 domain names in Hong Kong, and no serious infringement of the intellectual property rights of third parties has occurred.

守青護綠 共建綠色家園

PROTECTING THE LUSH LANDSCAPE
BUILDING A GREEN HOME TOGETHER

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遠洋服務秉持綠色環保理念，不斷完善環境管理；重視運營過程中的環境影響，科學使用資源，高效管理排放物；注重環境及天然資源保護，積極應對氣候變化，為建設綠色地球家園貢獻力量。

Sino-Ocean Service consistently improves its environmental management in adherence to eco-friendly principles; the environmental impact of our operations is a matter of high priority for us, as we seek to employ resources in a scientific manner and manage emissions with high efficiency; we emphasise protection of the environment and natural resources and actively address climate change to contribute our effort to the building of earth into a green home.

52 頂層設計 • 加強環境管理
ENHANCING ENVIRONMENTAL MANAGEMENT THROUGH TOP-LEVEL DESIGN

53 始終踐行 • 堅持綠色運營
PERSISTENT PRACTICE OF GREEN OPERATION

58 事無鉅細 • 宣導綠色生活
PROMOTING GREEN LIVING THROUGH EVERY DETAIL

頂層設計 加強環境 管理

ENHANCING ENVIRONMENTAL MANAGEMENT THROUGH TOP- LEVEL DESIGN

遠洋服務積極回應國家對於生態和環境保護的號召，重視自身在運營中可能對自然環境所產生的負面影響，嚴格遵守《中華人民共和國環境保護法》、《中華人民共和國水污染防治法》、《中華人民共和國大氣污染防治法》、《中華人民共和國固定廢棄物污染環境防治法》等法律法規，遵守《遠洋集團應對氣候變化政策》、《遠洋集團能源政策》、《遠洋集團環保政策》等規定，制定《綠化養護作業指引》、《綠化專業崗位職責》、《垃圾清運管理》、《遠洋生活垃圾分類管理制度》等制度，指導相關人員更好開展環保實踐，努力推動人與自然和諧共生。

In active response to the nation's call for ecological and environmental protection, Sino-Ocean Service deals with the possible negative impact on the natural environment of its operations as a matter of high priority in strict compliance with laws and regulations such as the Environmental Protection Law of the People's Republic of China, Water Pollution Prevention and Control Law of the People's Republic of China, Atmospheric Pollution Prevention and Control Law of the People's Republic of China and Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes and in accordance with regulations such as "Sino-Ocean Group Policy on Climate Change", "Sino-Ocean Group Energy Policy" and "Sino-Ocean Group Policy on Environmental Protection". Regulations such as the "Guidelines for Green Landscape Maintenance Operation", "Duties of Specialised Job Positions for Green Landscape Maintenance", "Management of Garbage Disposal and Transportation" and "Sino-Ocean Management System for Household Waste Sorting" have also been formulated to provide relevant staff with guidance for better environmental protection practices, with a view to promoting the co-existence of humanity and nature in harmony.

為滿足環境問題及社區發展需求，遠洋服務制定系列環境目標，協助國家或社會應對可持續發展及氣候變化挑戰。

To meet the requirements arising from environmental issues and community development, Sino-Ocean Service has set out a range of environmental goals to assist the nation or society in addressing the challenges of sustainable development and climate change.

始終踐行 堅持綠色 運營

PERSISTENT PRACTICE OF GREEN OPERATION

遠洋服務在項目運營過程中重視考慮可持續發展因素，提升能源利用效率，降低污染排放，實現與環境的和諧相處。

Sino-Ocean Service always takes the sustainability factor into consideration in the process of project operation as it seeks to operate in harmony with the environment by enhancing its energy utilisation ratio and reducing pollution and discharge.

排放物管理 Emission and discharge management

公司推行《有害及無害廢棄物處置制度》，對日常服務中產生的垃圾進行分類處理，減少環境污染；對項目運營過程中產生的廢氣、廢水和噪音進行有效控制，持續改進周邊環境。

In accordance with the "Regulations for the Disposal of Hazardous Waste and Non-hazardous Waste" implemented by the Company, waste generated in daily services is handled through sorting to reduce environmental pollution. Exhaust gas, sewage and noise generated during the course of project operation have been subject to effective control in an ongoing effort to improve conditions of the surrounding environment.

廢棄物處理：嚴格落實分類管理要求，集中收集、分類堆放，按照相關要求統一處理，禁止在場地內填埋，避免污染土壤和地下水。

Waste disposal: In stringent implementation of sorting requirements, waste is collected centrally and placed separately according to types after sorting. Disposal is handled centrally in accordance with relevant requirements and landfill within the site is prohibited to avoid pollution of the soil and underground water.


議題 Agenda 目標 Goals

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|------------------------|--|
| 氣候變化
Climate change | <p>將氣候變化風險融入企業風險管理體系及策略。 Inclusion of the risk of climate change in our corporate risk management regime and strategies.</p> <ul style="list-style-type: none"> 2021 年前，將包括氣候變化在內的環境、社會及管治範疇納入年度風險庫
Inclusion of ESG scopes (including climate change) in our annual risk database by 2021 向審核委員會匯報包括氣候變化在內的環境、社會及管治範疇的風險水平
Report of the risk levels of ESG scopes (including climate change) to the Audit Committee 2023 年前完成《遠洋服務氣候變化行動宣言實施策略》及業務部門可持續發展戰略的制定
Completing the formulation of the "Sino-Ocean Service Statement and Implementation Strategy on Climate Change Initiatives" and sustainability strategies for business departments by 2023 |
|------------------------|--|

- | | |
|------------------------|---|
| 溫室氣體排放
GHG emission | <p>住宅項目 Residential projects</p> <ul style="list-style-type: none"> 以 2020 年為基準，2023 年實現在管住宅項目碳排放降低 3%
Reduction of carbon emission by residential projects under our management by 3% by 2023, as compared to 2020 <p>商寫項目 Commercial projects</p> <ul style="list-style-type: none"> 以 2020 年為基準，2023 年實現在管商寫項目碳排放降低 3%
Reduction of carbon emission by commercial projects under our management by 3% by 2023, as compared to 2020 |
|------------------------|---|

議題 Agenda 目標 Goals

- | | |
|---|---|
| 廢棄物
Waste | <ul style="list-style-type: none"> 2021 年 -2022 年，不少於 10 個住宅項目、不少於 10 個商寫項目開展試點垃圾分類，加強業主、租戶的參與，提高社會的垃圾分類率
During the period 2021-2022, trial operation of waste sorting will be implemented at not fewer than 10 residential projects and 10 commercial projects to enhance involvement of property owners and tenants and increase the waste sorting rate of the society as a whole |
| 能源效益及可再生資源
Energy efficiency and renewable resources | <p>住宅項目 Residential projects</p> <ul style="list-style-type: none"> 2021 年底前，在管住宅項目高能耗燈具 80% 更換為 LED 燈具
Replacement of 80% of the lightings with high energy consumption levels with LED lightings at residential projects under our management by the end of 2021 以 2020 年為基準，實現 2023 年能源消耗密度降低 5%
Reduction of energy consumption intensity by 5% by 2023, as compared to 2020 <p>商寫項目 Commercial projects</p> <ul style="list-style-type: none"> 2021 年底前，在管商寫項目高能耗燈具 80% 更換為 LED 燈具
Replacement of 80% of the lightings with high energy consumption levels with LED lightings at commercial projects under our management by the end of 2021 以 2020 年為基準，實現 2023 年能源消耗密度降低 5%
Reduction of energy consumption intensity by 5% by 2023, as compared to 2020 |
| 水資源
Water resources | <ul style="list-style-type: none"> 以 2020 年為基準，2023 年項目耗水密度降低 3%
Reduction of water consumption intensity at projects by 3% by 2023, as compared to 2020 |



可回收物
Recyclable items

分類裝袋，送至指定地點、倉庫集中存放
Sorted and put into different bags for transportation to designated sites or warehouses for centralised storage



有害廢棄物
Hazardous waste

執行 Q/ZYJD 39302《固定廢棄物管理規定》及 Q/ZYJD 39311《化學危險品管理規定》，垃圾分揀時發現的有毒有害固體廢物（如電池、電器、手機、塗改液瓶等）會被運送到指定的垃圾存放處分類存放
In compliance with Q/ZYJD 39302 "Regulations on Solid Waste Management" and Q/ZYJD 39311 "Regulations on Management of Dangerous Chemicals", toxic and hazardous solid waste (such as batteries, electrical appliances, cell phones and correction fluid bottles) found during waste sorting will be moved to a designated waste storage point for separate storage



廚餘垃圾
Kitchen waste

餐廳的廚餘垃圾使用垃圾袋、垃圾桶裝，並聯繫回收廚餘垃圾的單位每天定時清運
Kitchen waste from diners is put into garbage bags or garbage bins and collected by kitchen waste handling companies daily at regular hours



垃圾分類 Waste sorting

案例：瀋陽遠洋公館嘗試使用超敏蛋白複合酶降解技術處理廚餘垃圾
Case study: Trial application of hypersensitive protein composite enzyme degradation technology for kitchen waste processing at Ocean Residence (Shenyang)

瀋陽遠洋公館作為瀋陽市垃圾分類試點社區之一，在瀋陽公司支持和項目實踐的推動下，園區垃圾分類工作進展良好。

As one of the designated residential communities for the trial operation of waste sorting in Shenyang, Ocean Residence (Shenyang) has been making sound progress in waste sorting within the complex with support of Shenyang Company and efforts to drive project implementation.

瀋陽遠洋公館引進運用“超敏蛋白複合酶降解技術”對廚餘垃圾進行分解的廚餘垃圾處理器，每台廚餘垃圾處理器每天可處理300餘公斤廚餘垃圾，每天約有120餘公斤的廚餘垃圾投遞，使瀋陽遠洋公館垃圾分類工作順利開展。該項目積極宣傳廚餘垃圾處理器如何將廚餘垃圾轉化為蒸汽，一一解答業主提出的疑問，設計投放記錄環節向投放次數多的業主頒發小禮品，鼓勵大家正確處理廚餘垃圾，共同建設美好家園。

Ocean Residence (Shenyang) has installed kitchen waste processors that apply the "hypersensitive protein composite enzyme degradation technology" for the degradation of kitchen waste. Each kitchen waste processor has a designed capacity of more than 300kg of kitchen waste per day, while the volume of kitchen waste fed to the system daily was approximately 120kg or above, enabling the smooth launch of waste sorting at Ocean Residence (Shenyang). The project has actively promoted the ability of the kitchen waste processor to convert kitchen waste into steam, while queries of the property owners have been answered to their satisfaction. All disposals to the system have been recorded and souvenir gifts have been presented to property owners with the frequent disposals to encourage proper handling of kitchen waste and a joint effort to build a pleasant home.



小知識 Cool Tips

超敏蛋白複合酶降解技術可將廚餘垃圾就地轉化為蒸汽和少量氮氣，排放氣體經檢測符合環保要求，此技術已應用在航太、軍事、高鐵、醫藥、農作物、畜牧業、環境治理、污水治理等領域。

The hypersensitive protein composite enzyme degradation technology is capable of instantly converting kitchen waste into steam and a small amount of nitrogen, with gas emissions confirmed by tests to be in compliance with environmental requirements. This technology has been applied in the aerospace, military, high-speed railway, medicine, agricultural, cattle husbandry, environmental treatment and sewage treatment sectors.

減少噪音污染：遵循《中華人民共和國環境噪聲污染防治法》，合理安排施工工序，減少噪音對周邊居民的影響。

Reduction of noise pollution: In compliance with the Law of the People's Republic of China on Prevention and Control of Pollution from Environmental Noise, construction work procedures have been reasonably arranged to reduce the impact of noise on residents in the neighbourhood.



武漢遠洋心漢口物業工作人員時刻進行裝修管控，控制噪音產生的時間及分貝 Property management staff at Heart of Hankow (Wuhan) monitoring the renovation work to ensure that noise is only generated during designated hours and within prescribed limits

資源使用 Use of resources

遠洋服務制定《節能降耗控制程序》，規範公司對能源、資源的有效控制及合理利用，降低生產成本，提高企業經濟、社會效益。本年度內，公司在求取適用水源上未存在任何問題。

Sino-Ocean Service has formulated the "Control Procedures for Energy Conservation and Consumption Reduction" to provide for the Company's effective control and reasonable use of energy and resources, in order to lower production costs and enhance the economic and social efficiency of the Company. During the year, the Company did not encounter any problem in sourcing water that was fit for purpose.

節能措施 Energy-saving measures

- 優先選用環保型、節能型電器和設備，逐步淘汰高能耗、低能效設備；
Priority is given to eco-friendly, energy-saving electrical appliances and equipment, while equipment with high energy consumption levels and low energy efficiency are progressively phased out;
- 對照明用電嚴格控制，做到隨手關燈，杜絕長明燈現象；
Stringent control is exercised in respect of power consumption for lightings, as lights are switched off whenever they are not needed to avoid keeping lights on for long hours;
- 對空調等大功率的電器，做到用時合電閘，不用時隨手將電閘拉下，避免電能損失；
For electrical appliances with larger power output, such as air-conditioners, the switches are only turned on when the appliances are in use and turned off whenever they are not in use to prevent the loss of power;
- 嚴格執行空調運行規定，夏季空調溫度設置不低於 26 攝氏度，冬季不高於 20 攝氏度，無人時不開空調，開空調時關閉門窗。
The use of air-conditioners is subject to stringent rules, whereby the temperature is set at not lower than 26 °C in summer and not higher than 20 °C in winter; air-conditioners are turned off when no one is present, and doors and windows are closed when air-conditioners are turned on.



節電措施 Power-saving measures

- 根據車輛狀況及運輸距離制定油耗指標；
Fuel consumption indicators are set according to the conditions of vehicles and the distance of transit;
- 按時對車輛進行保養和維護；
Maintenance of vehicles is carried out according to regular schedules;
- 在集體活動中提倡合乘公務用車，距離較近時盡可能不使用車輛，提高車輛的使用效率。
Shared use of business vehicles during group activities is advised, while the use of vehicles for short-distance travel is discouraged, with a view to increasing the efficiency of vehicle use.



燃油控制 Fuel control

節水措施 Water conservation measures

遠洋服務用水主要來自市政管網自來水，主要包含日常服務用水、辦公用水、綠化用水。公司採取系列有效措施，減少用水消耗量。

Water consumed by Sino-Ocean Service is primarily sourced from the municipal water supply network and used mainly in daily services, offices and the green landscape. The Company has adopted a range of effective measures to reduce water consumption.

- 嚴格按作業規範進行作業，嚴禁浪費水的現象發生；
Operations are conducted in strict accordance with regulations and wasteful consumption of water is strictly prohibited;
- 設專人對管線、閥門、水龍頭等進行定期檢查維修，發現跑、冒、滴、漏等現象，及時安排專人維修更換；
Regular inspection and maintenance of pipelines, valves and faucets is conducted by dedicated staff and repair and replacement is arranged in a timely manner in case of leaks, outflows, drips or seepages;
- 合理使用開水和瓶裝礦泉水，禁止用桶裝礦泉水洗茶具、洗手、澆灌花木等；
Reasonable use of boiled water and bottled mineral water is advised, and the use of mineral water in barrels for washing tea sets, handwashing and watering plants is prohibited;
- 澆灌花木、沖刷馬桶一律使用中水。
Recycled water is used for plant watering and toilet flushing.



案例：北京遠洋天地生活供水系統無負壓改造 Case study: Negative pressure-free conversion of the domestic water supply system at Ocean Paradise (Beijing)

2020 年，北京遠洋天地項目對生活供水泵房系統進行無負壓改造，項目完成後有效改善了機房環境，避免二次供水污染；同時，也達到節能降耗結果，經當期對比供水系統用電可節能 35%。

In 2020, the domestic water supply pump system at Ocean Paradise (Beijing) underwent negative pressure-free conversion. Upon completion, the environment of the pump room has been improved and pollution during secondary water supply could be avoided. Meanwhile, energy conservation and reduction of consumption has also been achieved, as the water supply system has recorded a 35% reduction in power consumption based on comparative data for the current period.



北京遠洋天地項目生活供水泵房系統 Domestic water supply pump system at Ocean Paradise (Beijing)

事無鉅細 宣導綠色 生活

PROMOTING GREEN LIVING THROUGH EVERY DETAIL

為宣導綠色生活，遠洋服務推出“享生活，優+計劃”，致力於改善社區環境、修繕設施設備，持續開展促進公共健康的社區工作，不斷改善社區環境。

To promote green living, Sino-Ocean Service has launched the “Enjoy Life Plus Programme” dedicated to the improvement of the community environment and maintenance of facilities and equipment, in an ongoing community initiative to promote public health and improve the neighbourhood environment.

環境及天然資源保護 Protection of the environment and natural resources

遠洋服務作為服務企業對環境及天然資源未產生較大的負面影響，通過《綠化養護作業指引》、《綠化專業崗位職責》等文件的制定，為業主構建美麗家園；通過保護生物多樣性、防止土壤及水資源污染等措施，維護生態環境的健康可持續發展。

As a servicing enterprise, Sino-Ocean Service does not have any material impact on the environment and natural resources. Through the formulation of documents such as “Guidelines for Green Landscape Maintenance Operation” and “Duties of Specialised Job Positions for Green Landscape Maintenance”, beautiful homes have been structured for property owners. Through measures to protect bio-diversity and prevent the pollution of soil and water resources, the healthy and sustainable development of the eco-environment has been safeguarded.



對園區綠植分級養護，保護生物多樣性；
Classified maintenance of green landscape and plantation for the protection of bio-diversity;

規範殺蟲劑、除草劑、化肥、農藥等化學藥品的使用，優先選用環保藥品，避免對土壤和地下水環境的損害。



Regulated use of chemicals such as pesticide, herbicide, chemical fertilisers and agricultural chemicals, giving preference to the use of eco-friendly products to avoid harm to the soil and underground water environment.

應對氣候變化 Addressing climate change

遠洋服務在項目運營過程中積極採取多項措施減緩氣候變化，制定策略適應氣候變化。

Sino-Ocean Service has actively adopted a number of measures in the process of project operation to mitigate the impact of climate change and formulated strategies for adaptation to climate change.

減緩氣候變化 Mitigating climate change



在採購過程中考量氣候變化因素，鼓勵使用低碳環保物料；
The climate change factor has been taken into consideration during procurement and the use of low-carbon, eco-friendly materials is encouraged;



設定減排目標，減少碳排放。
Targets for the reduction of carbon emission have been set.

鼓勵員工、供應商、業主、租戶及其他客戶在日程業務活動中減少碳排放；



Staff, suppliers, property owners, tenants and other customers have been encouraged to reduce carbon emission during the course of daily operation;

適應氣候變化 Adapting to climate change

為守護業主的安全防線，遠洋服務制定《特殊作業指導》，規範降雪、暴雨、大風、沙塵等特殊天氣情況下的應對措施；同時，組織應對特殊天氣的實戰演練，應對氣候變化。

To safeguard the defence line for protecting the safety of property owners, Sino-Ocean Service has formulated the “Special Operating Guide” to provide for response measures in the event of inclement weather, such as snowing, rainstorm, strong wind and sand and dust storm. Meanwhile, drills for inclement weather have been organised as part of the effort to address climate change.



案例：遠洋服務迎戰“海高斯”，為業主築牢安全防線 Case study: Sino-Ocean Service battled “Typhoon Higos” as it fortified the line of defence for the safety of property owners

2020年8月19日凌晨，颱風“海高斯”在廣東珠海登陸，離中山距離約45公里，中心附近最大風力12級。遠洋服務中山公司聞“風”而動，迅速迎“戰”。從8月17日開始，中山公司迅速集結，全面做好颱風“海高斯”正面襲擊廣東的預警防禦，為築牢業主第一安全線主動而為。颱風當天，各部門堅守崗位，共派出四百多人趕赴現場清理倒下的大樹、垃圾和堆積的樹木殘枝的清運，儘快恢復阻塞路段，讓業主不受出行影響，並得到業主的大量點讚。

In the early hours of 19 August 2020, “Typhoon Higos” landed at Zhuhai, Guangdong, approximately 45 km from Zhongshan, with a 12th grade wind force near the centre. Sino-Ocean Service Zhongshan Company swiftly geared up to prepare for the ravaging of the typhoon. Zhongshan Company has been rapidly assembling its resources since 17 August to prepare for the direct hit of “Typhoon Higos” at Guangdong, making proactive moves to fortify the first line of defence for the safety of property owners. On the day of the typhoon, all departments attended to their duties with unwavering effort, as more than 400 workers were sent out to remove fallen trees, garbage and tree debris, swiftly clearing up blocked roads to ensure that the access for property owners would not be affected. The effort won overwhelming praise from the owners.



遠洋服務迎戰“海高斯” Sino-Ocean Service battled “Typhoon Higos”



案例：“巴威”肆虐，遠洋服務全程“抗颶” Case study: Sino-Ocean Service fought against the ravaging “Typhoon Bavi”

2020年，“巴威”颱風北上，大連面臨了一場前所未有的颱風考驗，遠洋服務人上下一心、不離不棄，他們風裡雨裡，無所畏懼，用鋼鐵般的意志和堅定的責任心保衛家園，守護著每一位業主。

公司上下制定縝密防汛方案，各項目提前對社區的排洪設施進行逐一排查，緊急佈置防汛沙袋和抽水設備，做好業主溫馨提示、同步發佈園區動態，重點關注業主集中關心事項，同時對業主車輛進行引導，防止出現意外，公司全員隨時待命，為業主保駕護航！

In 2020, “Typhoon Bavi” trended north as Dalian faced an unprecedented test of typhoon. United efforts and dedicated, the people of Sino-Ocean Service dauntlessly protected all property owners and safeguarded their homes against the typhoon with ironclad determination and steadfast commitment.

The Company has formulated a detailed flood prevention plan, whereby the projects conducted inspection on all flood drainage facilities of the residential communities ahead of the typhoon in advance and urgently deployed sandbags for flood prevention and water pump equipment, while sending warm reminders to the property owners and updates on the preparations of residential areas, with a special focus on the major concerns of the owners. In the meantime, traffic marshalling was put in place to prevent accidents. All Company staff were on standby for the protection of the owners.

懷恩沃土 惠澤民生萬家

BENEFITS FOR ALL
IN GRATEFUL REWARD TO THE MOTHERLAND

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遠洋服務積極履行企業公民責任，助力員工實現自身價值，真誠回饋社會，為建設和諧社會貢獻力量。

In vigorous performance of its responsibility as a corporate citizen, Sino-Ocean Service helps its staff to fulfil their potential and reward the community with genuine efforts to play its part in fostering harmony in the society.

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GENEROUS REMUNERATION FOR EMPLOYEES IN GRATEFUL REWARD FOR STAFF DEDICATION

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懷恩辛勞 優遇員工

GENEROUS REMUNERATION FOR EMPLOYEES IN GRATEFUL REWARD FOR STAFF DEDICATION

遠洋服務堅持以人為本，保障員工基本權益；進行多元化的員工培訓，通暢員工發展通道；關懷員工生活，打造幸福企業。

Sino-Ocean Service persists in the protection of fundamental staff interests with a people-oriented approach, the provision of a diverse range of staff training and a smooth pathway for staff development, and care for the daily life of staff in the creation of a blissful enterprise.

保障員工權益 Protecting staff interests

遠洋服務根據《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》等有關法律法規，持續完善人力資源管理制度，保障勞動者享有勞動權利和履行勞動義務。公司一直與員工保持良好的工作關係，2020年未出現任何重大勞工糾紛。

In accordance with the 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 and other pertinent laws and regulations, Sino-Ocean Service consistently improves its human resources management system to safeguard workers' entitlement to labour rights and performance of labour duties. The Company has always maintained sound working relations with its staff, and no material labour disputes were reported in 2020.

合法僱傭 Lawful employment

公司堅持合法聘用及解聘員工，鼓勵和尊重人才多元化，公平對待不同性別、年齡、民族和文化背景的員工，為所有員工提供平等的工作機會。公司堅持平等自願、協商一致原則與所有全職員工簽訂個人勞動合同，嚴禁和抵制任何形式的僱傭童工、強制勞工、歧視行為，並對僱傭童工、強制勞工、歧視情況進行內部監督，鼓勵員工舉報相關違法違規行為，自成立以來未出現任何僱傭童工、強制勞工、歧視情況，如發現此類違規情況，將按照《遠洋服務員工手冊》相關規定進行處罰。招聘時，系統篩查發現年齡低於16周歲的應聘者時將會發出預警，無法進行入職流程。公司根據不同崗位特性，安排員工實行標準工時工作制、綜合計算工時工作制或不定時工作制度，對於不能安排固定工作班次的特殊崗位，員工的休息日和每日的上班時間將依照工作崗位確定，但須符合國家及當地法律法規的相關規定。

The Company insists that staff employment and dismissal should be conducted in a lawful manner. We encourage and respect diversity in talents, as staff of different genders, age, races and cultural backgrounds have been treated in a fair manner and all staff have been provided with equal job opportunities. The Company persists in the signing of personal labour contracts with all full-time staff based on the principles of equality, voluntary action and agreement through negotiation, and child labour, forced labour or discrimination in any form is strictly prohibited and rejected. Internal supervision is carried out in respect of child labour, forced labour and discrimination, and staff are encouraged to report violations of laws and regulations in this regard. Since our incorporation, no incidents of child labour, forced labour or discrimination has been reported. If such violation cases are identified, punishment will be implemented in accordance with pertinent provisions in the "Sino-Ocean Service Staff Handbook". During applicant screening, warnings are automatically generated if an applicant is found to be under 16, and the applicant will not be considered for employment. The Company implements the systems of standard work hours, consolidate work hours or irregular work hours for staff based on the characteristics of different job positions. In respect of special job positions that for which fixed shifts are impracticable, the off-duty day and the daily duty hours of the staff will be determined according to individual positions, subject to pertinent provisions of national and local laws and regulations.

薪酬福利 Remuneration and benefits

公司堅持價值相匹配、崗動薪動、即時評價、差異化原則，制定《遠洋服務物業員工福利與工作補貼管理規定》，為員工提供具有市場競爭力的薪酬，針對不同級別的員工實行不同種類的激勵計劃；根據國家和當地相關制度的規定，依法繳納養老、失業、工傷、生育、醫療等政府規定的社會保險以及住房公積金；確保員工享有年假、婚假、喪假、產假、產檢假、哺乳假等帶薪假期；定期組織員工體檢，全面保障員工身體健康。

In persistent adherence to the principles of compatibility in value, movement in remuneration in tandem with position mobility, instant assessment and differentiation, the Company has formulated the "Sino-Ocean Service Administrative Regulations for Property Staff Benefits and Work Subsidies". Competitive remuneration has been offered to staff and different types of incentive schemes have been provided to staff at different grades; payments for social insurance required by the government, such as retirement, unemployment, work injury, maternity and medical insurances, and housing provident fund have been made in accordance with the law in compliance with pertinent national and local regulations; staff entitlements to paid leaves, including annual leave, marriage leave, bereavement leave, maternity leave, pregnancy check leave, nursing leave and others, are ensured; staff health checks have been organised on a regular basis to afford comprehensive protection for staff health.

員工滿意 Staff satisfaction

公司堅持對員工負責，注重傾聽員工心聲，加強員工與管理層的雙向溝通，使員工的訴求能得到及時、公正的解決，為員工創造一個良好的工作和個人發展環境，提高員工滿意度。當員工認為自己受到不平等、不公正對待或對某些問題處理有疑問時，可以向其所在部門主管提出，相關人員會應積極配合員工，儘快給出答覆或處理決定，並對所有申訴事宜嚴格保密，保證客觀公正。

The Company persists in accountability to staff and places a strong emphasis on listening to the voice of staff and enhancing two-way communication between staff and the management, such that staff demands can be settled in a fair and timely manner, and a sound environment for work and personal development will be created for staff and a higher level of staff satisfaction will be attained. An employee who believes he or she has been subject to unfairly or unjust treatment or is suspicious about the manner in which certain issues have been handled, he or she may bring it to the attention of his or her department head. The relevant personnel should actively support such employee and provide a response or relevant decision as soon as practicable. The subject matter of the complaint should be kept strictly confidential, and objectivity and impartiality should be ensured.



助力員工發展 Assisting in staff development

為保障公司人才梯隊建設，公司採用高效的人力資源體系，本着公平、公開、公正的原則開展內部晉升工作，規範核心管理人員晉升流程，制定《遠洋服務員工晉升管理制度》、《遠洋服務2020年核心人員崗位晉升標準（試行）》。針對有不同技能要求和事業追求的不同職務員工，實施差異化培養，通過線下“面對面”和線上“億家學院”授課相結合的方式，開展員工賦能工作，進行業績評估及激勵計劃。截至2020年12月31日，共計4,463門線上課程，2020年度根據業務需求進行線上直播課程44次、舉辦專題活動18次。

To safeguard the building of the Company's talent succession team, the Company has adopted a highly efficient human resources regime. Internal promotion and the promotion process of core management personnel have been administered and regulated according to the principle of fairness, openness and impartiality in accordance with the "Sino-Ocean Service System for the Administration of Staff Promotion" and "Sino-Ocean Service Standards for Promotion to Core Positions 2020 (Trial)" that have been formulated. Differentiated training has been provided to staff of different positions with different skill requirements and career aspirations. Through a combination of offline "in-person" meetings and online "Homeplus Academy" lectures, staff empowerment, performance appraisal and incentive schemes were implemented. As at 31 December 2020, 4,463 online courses were held. In 2020, 44 online livecast courses and 18 activities on special topics were organised according to business requirements.



入職培訓：公司每雙月組織一次入職培訓，包括企業發展與文化、公司規章制度、安全培訓等內容，並輔以視頻的形式直觀了解公司的服務標準和流程，同時指派經驗豐富的經理擔任新入職應屆畢業生的導師，量身提供培訓和指導。新員工進入相應的工作崗位，由部門或項目負責人對其進行崗位培訓，了解崗位職責、部門相關規章制度、相應工作流程等，幫助新員工適應團隊合作。

Induction training: Induction training held on a bi-monthly basis includes training on corporate development and culture, corporate rules and regulations and safety issues and is complemented by videos that provide a direct visual presentation of the Company's service standards and processes. Experienced managers are assigned as mentors to fresh graduates joining the Company to provide tailor-made training and instructions. New staff taking up a position will be trained by the relevant department or project principal in relation to duties of the job, as well as pertinent rules and regulations and work processes of the department, such that the new staff could be adapted to team cooperation.



案例：遠見未來，億萬可能

Case study: A prospective future with infinite possibilities

2020年，遠洋服務積極回應國家號召，為國家“穩就業”提供助力，在多個區域的高校中開展新生代招聘工作。9月21日，全國72名新生代參加了為期5天的“課程+活動+班級組織”三位一體集訓，20位中高層現場參與，從職場人、物業人、遠洋人和新生代四個方面對文化認同與基礎知識進行雙重賦能。培訓設置職場工作坊、行業趨勢認知等12門內外部特色課程，開營/結營儀式、團隊拓展、項目參觀、學長交流會等5大項團隊活動，班會、晨練、總部參觀、團隊任務4大項班級活動，助力新生代們與遠洋服務共同成長。

In 2020, Sino-Ocean Service commenced the recruitment of new-generation graduates at tertiary colleges in various regions in vigorous response to the call of the government to contribute to the “stability in employment”. On 21 September, 72 new-generation graduates from different parts of the nation participated in a 5-day training camp featuring “lectures + activities + class organisation”, where 20 intermediary / senior management personnel provided training on the two aspects of cultural identity and basic knowledge from four perspectives: that of a professional, a property manager, a Sino-Ocean staff and a new-generation graduate. The training session arranged 12 internal or external feature courses, such as vocational workshops and talks on industry trends, which were complemented by 5 team activities, namely, the opening / closing ceremony, team development, project visit and interaction with seniors, as well as 4 class group activities, namely class assemblies, morning drills, visits to headquarters and team mission, all of which were aimed at facilitated mutual growth of the new-generation graduates and Sino-Ocean Service.



新生代集訓營 Training camp for new-generation graduates

技能培訓：公司根據發展情況及管理中遇到的問題對員工進行專項培訓，鼓勵支援員工參加非公司組織的有關專業物業管理或其工作相關的外部培訓，並為合格員工提供外部培訓教育補貼。對於國家法律法規規定須持證上崗的特殊崗位，員工須持有效上崗資格證方可上崗，崗位資格證書年審及培訓費用由公司承擔。

Skills training: The Company conducts special training for staff based on its development and problems encountered during management. We also encourage and support staff enrolment in training organised by third parties other than the Company on professional property management or otherwise relating to their work, as external training or education subsidies will be provided to eligible staff. A staff must be in possession of valid certificates before taking up a position which in accordance with national laws and regulations could only be undertaken by personnel holding such certificate. The fees for annual review of such job position certificate and related training fees shall be borne by the Company.



案例：第五屆最美物業人技能大賽

Case study: The Fifth Best Property Manager Skills Contest

2020年11月30日，遠洋服務第五屆最美物業人客服專業技能大比拼圓滿落幕。此次評選歷時5個月，涉及145個在管項目和60餘個案場，覆蓋33,000餘人次，更加注重賽前的覆蓋式培訓。通過此次評選活動，使得公司在創新服務模式的基礎上，聚焦能力建設，有力夯實了專業服務能力。

On 30 November 2020, the Fifth Property Manager Customer Service Skills Contest of Sino-Ocean Service was drawn to a close. The contest lasted for 5 months, during which 145 projects under management and more than 60 sites, involving more than 33,000 participants, were adjudicated, with a special emphasis on pre-contest overall training. Through the contest, the Company was able to focus on the building of capabilities on the back of innovative service models and solidly bolster its ability in specialised services.



第五屆最美物業人技能大賽 The Fifth Best Property Manager Skills Contest

關愛員工生活

Caring for the daily life of staff

為增進員工身心健康，增強企業的凝聚力，公司積極組織團隊建設，推行黨建文化，開展各項體育、文化、娛樂、報告會等集體活動，關心員工、關心困難員工生活。2020年遠洋服務山東公司為困難家庭員工組織三次愛心募捐活動，公司員工紛紛伸出援助之手，踴躍捐款，三次共籌得善款人民幣41,491元，並分別送往員工手中。

To improve staff health and enhance unity within the enterprise, the Company has been actively engaged in the organisation of team-building activities, promotion of the CPC culture, launch of group activities such as sports, cultural performances, entertainment and reporting sessions, as well as staff care, especially for those staff facing difficulties. In 2020, Sino-Ocean Service Shandong Company organised three charitable donations for underprivileged staff families, which were met with enthusiastic response from other staff. Donations with a total amount of RMB41,491 were raised and delivered to the staff concerned.



組織迎新晚會 Welcoming party for new staff

案例：多方聯動，打造紅色物業 Case study: Creation of "Red" properties through collaboration of multiple parties

2020年7月1日，遠洋服務舉辦“紅色物業和諧社區”授牌儀式、頌黨恩朗誦會、重溫“入黨宣誓詞”等迎“七一”黨建主題活動，共同慶祝中國共產黨建黨99周年，以黨建引領的幸福社區，攜手員工打造新時代主題紅色文化。

On 1 July 2020, Sino-Ocean Service held a host of "July 1st" CPC organisation development activities, including the "Red Property and Harmonious Community" plaque awarding ceremony, recitation performance in honour of the CPC and reiteration of the "CPC Oath", among others, in celebration of the 99th anniversary of the CPC, with the aim of building blissful communities under the guidance of CPC organisation development and the fostering of the Red culture for a new era in association with the staff.

案例：遠洋服務組織開展庫布齊沙漠拓展活動 Case study: Sino-Ocean Service outward bound activity in Kubuqi Desert

為增強核心管理團隊的凝聚力，促進團隊溝通與融合，遠洋服務於2020年9月19日舉行核心管理人員秋季戶外拓展活動，管理團隊35人進行了一場庫布齊沙漠毅行之旅。在活動前期，負責人對活動場地踩點，制定應急預案，同時，為參與者購買保險，全力保障參與人員的生命安全。活動當天，經過短時間高效的分組、領裝備、食物和水，管理團隊全副武裝，徒步前行15公里。小組成員發揮團隊高效合作力量，相互扶持前行，一個也不落下，一個也不掉隊，為活動畫上了完美句號。

To enhance team unity and promote team communication and integration for the core management, Sino-Ocean Service organised an autumn outward bound activity for core management officers on 19 September 2020, as 35 members of the management team embarked on an expedition challenge in Kubuqi Desert. Prior to the activity, staff in charge scouted the site and formulated contingency plans. Meanwhile, insurance policies were taken out for the participants to provide full protection for their safety. On the day, after spending brief moments on efficient grouping and collection of gear, food and water, the management team went on a 15-km hike in full gear. Team members helped each in highly efficient collaboration and completed the trip in a perfect manner, with no team member falling behind or getting lost.



遠洋服務庫布齊沙漠毅行 Sino-Ocean Service expedition challenge in Kubuqi Desert

懷恩社會 公益奉獻

CONTRIBUTION TO COMMUNITY WELFARE IN GRATEFUL REWARD TO THE SOCIETY

遠洋服務關注民生和社會進步，聚焦扶貧助農，熱心公益慈善，助力社區發展，努力實現企業與社區的和諧共建。

Sino-Ocean Service is concerned with people's livelihood and social progress, with a special focus on assistance for the poor and the agricultural workers. We are dedicated to community welfare and charity and seek to contribute to community development, in an effort to achieve co-development of the enterprise and the community in harmony.

共建和諧社區 Together we build a harmonious community

遠洋服務堅持發展成果與社區共用，制定《客戶社文活動作業指導書》，借助企業優勢服務社區居民，組織開展助學濟困、關愛弱小、改善民生等活動，以實際行動助力社區和諧。

Sino-Ocean Service is committed to sharing the results of its development with the community. In this connection, the "Guidebook for Operation of Customers' Social and Cultural Activities" has been formulated, in a bid to serve residents in the community by leveraging the Company's advantages. Activities such as education aid for the poor, care for the underprivileged and improvements to people's livelihood have been organised to promote social harmony through concrete actions.



案例：慰問孤寡老人，冬季暖人心

Case study: Heart-warming visits to lone elderlies during winter

關愛老人、關注空巢老人是遠洋服務物業服務的重點之一，為使老人不再感到孤單和寂寞，項目組定期組織人員上門看望老人，在生活和精神上給予老人關心和照顧。2020年10月30日，青島藍山灣三期物業服務中心工作人員到業主家中對孤寡老人和老幹部進行慰問看望，並送上慰問品。在走訪中，工作人員與老人促膝交流，囑咐老人注意身體，遇到困難及時向物業反映，多向物業提出意見和建議，充分彰顯公司“懂心意·有新意”的服務理念。

Care for the elderly, especially those living alone, is one of the focuses of the property management services of Sino-Ocean Service. To ease their feeling of loneliness, the projects organise regular visits to the elderly to provide physical care and emotional support. On 30 October 2020, staff of the property management centre of A Blue Mountains Place Phase III, Qingdao paid visits to elderly residents and retired cadres living alone in the houses of property owners. They brought along gifts and had good chats with these senior citizens, encouraging them to stay healthy and approach the property management to bring up any issues they encounter or to furnish suggestions. The visits have been a fine testimony of the Company's servicing philosophy underscored by "being understanding and innovative".



慰問孤寡老人 Paying visit to an elderly resident who lives alone



慰問老幹部 Paying visit to a retired cadre

聚力精準扶貧

Focused on defined poverty aid

2020年是決勝全面小康、決戰脫貧攻堅收官之年。遠洋服務積極推動精準扶貧工作，搭建扶貧對接平台，將扶貧助農的農產品引進社區，發揮全國佈局的優勢幫助各地貧困人口就業增收。

Year 2020 was the concluding year for the building of a generally affluent society and the critical battle against poverty. Sino-Ocean Service vigorously promoted defined poverty aid by building platforms that facilitate the matching of providers and receivers of assistance, marketing agricultural products under assistance initiatives in the residential communities and helping impoverished population to secure employment and increase income leveraging the advantage of its nationwide business presence.

熱心公益慈善

Dedication to community welfare and charity

公司在慈善方面持續發力，通過公益活動，啟動社區的力量，幫助困難群體，助力公益事業發展，踐行責任擔當。2020年，公司慈善捐贈總投入人民幣2.54百萬元。

The Company makes consistent effort in charity and motivates the community to help underprivileged groups through community welfare initiatives, in a bid to facilitate the development of community welfare in fulfilment of its responsibility. In 2020, the Company committed RMB2.54 million in charitable donations.



遠洋服務瀋陽公司舉辦“愛心助力成長”捐助儀式
The donation ceremony of the "Charity for Growth" initiative of Sino-Ocean Service Shenyang Company



案例：民族文化進遠洋——共建公益遠洋社區

Case study: National culture at Sino-Ocean – building Ocean communities that are committed to public welfare

為傳承和發揚中華優秀傳統文化，增強遠洋業主對中華優秀傳統文化的認同感、歸宿感和自豪感，遠洋服務瀋陽分公司與中華少年兒童慈善救助基金會民族文化圓夢寶貝項目合作設立“民族兒童文學讀書及影視教育實踐基地”，建立公益合作戰略關係。2020年11月28日，實踐基地舉行揭牌儀式，公司邀請故宮博物館老師帶來一場“故宮歷史文化進遠洋”的公益講座，使在場嘉賓享受了一場文化盛宴。未來，公司將繼續擔負起社會公益責任，吸引各界人士積極參與，為公益事業的發展做出新的貢獻。

To promote traditional Chinese culture and enhance its appreciation, affiliation and prestige among Sino-Ocean property owners, Sino-Ocean Service Shenyang Company established the "National Children Literature Reading and Video Education Base" in cooperation with the National Culture Dream-come-true Babies Project under China Charities Aid Foundation for Youths and Children in a strategic relationship for joint effort in community welfare. At the unveiling ceremony of the base held on 28 November 2020, the Company invited the Palace Museum to host a lecture entitled "Palace Museum History and Culture at Sino-Ocean", treating the attending guests with a cultural feast. In the future, the Company will continue to shoulder responsibilities in social welfare and solicit vigorous involvement from all sectors to make new contributions to the development of community welfare.



“民族兒童文學讀書及影視教育實踐基地”揭牌儀式
Unveiling ceremony for the "National Children Literature Reading and Video Education Base"



“遠洋服務在文化活動方面一直做得很好，此次公益合作具有十分重要的意義，今後我們業主也會繼續支持遠洋服務的公益活動。”

——活動當天到場的業主

"Sino-Ocean Service has always been outstanding in organising cultural activities, and this collaboration in community welfare is very meaningful. In future, we as owners will continue to support the community welfare initiatives of Sino-Ocean Service."

—— Owner present at the event



未來展望 OUTLOOK

回顧 2020 年，戮力同心、艱苦奮鬥！遠洋服務成功在聯交所主板掛牌上市，既是踏浪前行的里程碑，也是揚帆遠航的新起點。

新的一年，遠洋服務將保持高度的透明度和良好的公司治理結構，著力廉潔文化建設，自上而下積極打造陽光、健康、透明的氛圍；堅持打造自身能力並整合優質資源，持續豐富遠洋服務內容、疊代服務方式、提升服務品質，實現基礎物業服務與新型業務共同發展，不斷滿足業主、客戶和合作夥伴的多元需求。

展望 2021 年，百舸爭流、不負韶華！遠洋服務將圍繞公司戰略部署，繼續堅持“懂心意·有新意”理念，與各界攜手同行、凝心聚力，打造以環境、社區、合作夥伴為主體的共生共益的生態圈，共享服務美好。

In retrospect, 2020 has been a year of challenging venture taken on with united effort. Sino-Ocean Service was successfully listed on the Main Board of the Stock Exchange, marking an important milestone in our sail as well as a new starting point for further voyage.

In the new year, Sino-Ocean Service will maintain a sound corporate governance structure underpinned by a high level of transparency, with a special emphasis on fostering a culture of business integrity, as all staff will be vigorously involved in the creation of a sunshine, healthy and transparent atmosphere. We will persist in forging our business capabilities and integrate our premium resources to seek ongoing enrichment in substance, generational upgrade in mode and enhancement in quality for Sino-Ocean Service, with a view to the parallel development of our primary property services and innovative services, in an effort to fulfil the diverse requirements of property owners, customers and partners.

Looking to 2021, we will seize every moment and strive to excel in competition. In accordance with our strategic planning, Sino-Ocean Service will continue to work with various parties with united effort in adherence to our service philosophy of “being understanding and innovative” in the creation of an ecology of mutual prosperity for the environment, the community and the business partners, such that the excellence of our services will bring benefit to all.

附錄

APPENDIX

關鍵績效表

Table of Key Performance

類別 Scope	指標 Indicator	單位 Unit	2020
	溫室氣體 GHG		
	溫室氣體排放量 ^{3、4} GHG emission ^{3,4}	噸二氧化碳 Tonne carbon dioxide	938,104.00
	溫室氣體排放密度 ⁵ GHG emission intensity ⁵	噸二氧化碳 / 平方米 Tonne carbon dioxide / sq.m.	0.02
	人均溫室氣體排放 ⁶ GHG emission per capita ⁶	噸二氧化碳 / 人 Tonne carbon dioxide / person	158.25
	直接排放 (範圍一) Direct emission (Scope 1)	噸二氧化碳 Tonne carbon dioxide	2,420.52
	汽油 Gasoline	噸二氧化碳 Tonne carbon dioxide	28.36
	柴油 Diesel	噸二氧化碳 Tonne carbon dioxide	27.51
	天然氣 Natural gas	噸二氧化碳 Tonne carbon dioxide	2,364.65
環境 1、2 Environment 1,2	間接排放 (範圍二) Indirect emission (Scope 2)	噸二氧化碳 Tonne carbon dioxide	935,683.48
	外購電力 Purchased electricity	噸二氧化碳 Tonne carbon dioxide	241,684.45
	外購蒸汽供暖 Purchased steam for heat supply	噸二氧化碳 Tonne carbon dioxide	693,850.85
	製冷劑 Refrigerant	噸二氧化碳 Tonne carbon dioxide	148.18
	能源 Energy		
	能源消耗總額 ⁷ Total energy consumption ⁷	千個千瓦時 '000 kWh	2,057,276.46
	能源消耗密度 ⁵ Energy consumption intensity ⁵	千個千瓦時 / 平方米 '000 kWh / sq.m.	0.05
	直接能源消耗 Direct energy consumption	千個千瓦時 '000 kWh	11,986.52
	消耗的不可再生能源 Non-renewable energy consumed	千個千瓦時 '000 kWh	11,986.52

類別 Scope	指標 Indicator	單位 Unit	2020
	能源 Energy		
環境 1、2 Environment 1,2	汽油 Gasoline	千個千瓦時 '000 kWh	113.91
	柴油 Diesel	千個千瓦時 '000 kWh	105.28
	天然氣 Natural gas	千個千瓦時 '000 kWh	11,767.33
	間接能源消耗 Indirect energy consumption	千個千瓦時 '000 kWh	2,045,289.94
	外購電力 Purchased electricity	千個千瓦時 '000 kWh	293,141.33
	外購蒸汽供暖 Purchased steam for heat supply	千個千瓦時 '000 kWh	1,752,148.61

- 1 本年度環境關鍵績效指標披露範圍包括：總部、5 個區域公司、1 個業務中心及 2 個專業公司的辦公區，在管 238 個項目公司的辦公區及物業管理公共區，以及所有非外包員工食堂。
The scope of disclosure for the environmental key performance indicators ("KPIs") for the year included: the office areas of the headquarters, 5 regional companies, 1 business centre and 2 specialised companies, the office areas and property management public areas of 238 companies of projects under management, and all cafeterias for non-contract staff.
- 2 數據換算方法及系數主要參考聯交所的指引文件《如何編備環境、社會及管治報告》之《附錄二：環境關鍵績效指標匯報指引》，個別數據換算方法及系數參考文件參見後述注解。
The data conversion methods and coefficients were mainly based on the guidance documents of the Stock Exchange, "How to prepare an ESG Report - Appendix 2: Reporting Guidance on Environmental KPIs". For the reference documents of data conversion methods and coefficients of certain data, please refer to the following notes.
- 3 溫室氣體排放量 = 不可再生能源產生的溫室氣體排放量 + 為消耗而購買的電力、蒸汽產生的溫室氣體排放量 + 製冷劑產生的溫室氣體排放量。
GHG emission = GHG emission from non-renewable energy + GHG emission of electricity and steam purchased for consumption + GHG emission from refrigerants.
- 4 溫室氣體排放數據依據公司能源及燃料消耗估算所得。中國各電網碳排放系數參考國家發展和改革委員會 2012 年發佈的《2012 年中國區域電網基線排放因子》。
GHG emission data were based on estimates of the Company's energy and fuel consumption. The carbon emission coefficient of power grids in China was based on the "2012 Baseline Emission Factors for Regional Power Grids in China" published by the National Development and Reform Commission in 2012.
- 5 密度數值是以本公司截至 2020 年 12 月 31 日止的在管建築面積為除數計算。
The intensity values were arrived at based on the GFA under management of the Company as at 31 December 2020 as denominator.
- 6 人均溫室氣體排放是以本公司截至 2020 年 12 月 31 日止的總員工數為除數計算。
GHG emission per capita is arrived at based on the total staff headcount of the Company as at 31 December 2020 as denominator.
- 7 能源消耗總額 = 消耗的不可再生能源總量 + 為消耗而購買的電力、供暖和蒸汽量的總和。
Total energy consumption = total volume of non-renewable energy consumed + the sum of volume of electricity, heat supply and steam purchased for consumption.

類別 Scope	指標 Indicator	單位 Unit	2020
環境 1、2 Environment 1,2	耗水量 Water consumption		
	總耗水量 ⁸ Total water consumption ⁸	立方米 Cubic metre	7,188,406.46
	耗水密度 ⁵ Water consumption intensity ⁵	立方米 / 平方米 Cubic metre / sq.m.	0.16
	污水排放量 Sewage discharge	立方米 Cubic metre	5,985,471.30
	節水率 Water conservation ratio	%	7.95
	廢棄物 Waste		
	無害廢棄物 ⁹ Non-hazardous waste ⁹	噸 Tonne	13,566.30
	無害廢棄物 (回收) Non-hazardous waste (recycled)	噸 Tonne	1,612.30
	有害廢棄物 ¹⁰ Hazardous waste ¹⁰	噸 Tonne	20.85
	有害廢棄物 (回收) Hazardous waste (recycled)	噸 Tonne	20.59
	無害廢棄物排放密度 ⁵ Non-hazardous waste discharge intensity ⁵	噸 / 平方米 Tonne / sq.m.	0.000298
	有害廢棄物排放密度 ⁵ Hazardous waste discharge intensity ⁵	噸 / 平方米 Tonne / sq.m.	0.00000046
	回收率 Recycling rate	%	12.02

8 本公司水資源主要來自於市政自來水供水、中水、飲用純淨水等，主要用途包括生活用水、飲用水、售樓處綠化帶灌溉用水等，水資源消耗總量包括數據披露範圍內辦公區及售樓處的所有水資源消耗。

The water resources of the Company were mainly derived from municipal water supply, recycled water and purified drinking water. They were mainly used in domestic water consumption, as drinking water and for landscape irrigation at the property sales office, among others. The total volume of water consumption included all consumption of water resources at the office areas and property sales offices within the scope of data disclosure.

9 本公司運營涉及的無害廢棄物主要包括混凝土以及自有食堂產生的餐廚垃圾等。

Non-hazardous waste generated by the Company's operations included mainly concrete and kitchen waste of the owned cafeterias.

10 本公司運營涉及的有害廢棄物主要包括醫療廢物、廢油漆和油漆容器等。

Hazardous waste generated by the Company's operations included mainly medical waste, waste paint and paint containers.

類別 Scope	指標 Indicator	單位 Unit	2020
環境 1、2 Environment 1,2	資源消耗量 Resource consumption volume		
	總耗紙量 Total paper consumption	千克 kg	78,446.86
	R-22 (二氟一氯甲烷) R-22 (chlorodifluoromethane)	千克 kg	61.00
	R-134a (1, 1, 1, 2-四氟乙烷) R-134a (1,1,1,2-Tetrafluoroethane)	千克 kg	30.00
社會 Social	僱傭 Employment		
	正式合約員工總人數 Total headcount of employees under formal contract	人 Person	5,928
	按性別劃分 By gender		
	男性員工數 Headcount of male employees	人 Person	3,612
	女性員工數 Headcount of female employees	人 Person	2,316
	按僱傭類型劃分 By employment type		
	全職 Full-time	人 Person	5,681
	兼職 Part-time	人 Person	247
	按僱員類別劃分 By employee category		
	高級管理層 Senior management	人 Person	12
	中級管理層 Middle management	人 Person	61
普通員工 General staff	人 Person	5,855	

類別 Scope	指標 Indicator	單位 Unit	2020
社會 Social	按年齡劃分 By age		
	29歲及以下 29 or below	人 person	1,424
	30歲-50歲 (包含30歲及50歲) 30-50 (including 30 and 50)	人 person	3,672
	50歲以上 (不包含50歲) Above 50 (excluding 50)	人 person	832
	按學歷劃分 By academic qualification		
	碩士及以上學歷 Master's degree or above	人 person	57
	本科學歷 Undergraduate	人 person	960
	大專學歷 Tertiary college	人 person	1,626
	高中及以下學歷 Secondary school or below	人 person	3,285
	按地區劃分 By geographical region		
	總部 Headquarters	人 person	85
	北京區域 Beijing region	人 person	631
	環渤海區域 Bohai Rim region	人 person	1,314
	華東區域 Eastern China region	人 person	666
	華中華西區域 Central and Western China region	人 person	380
	華南區域 Southern China region	人 person	1,022
	商寫業務中心 Commercial properties business centre	人 person	484
	億洋樓宇公司 Yiyang Building Company	人 person	1,342
	遠和志尚公司 Yuanhe Zhishang Company	人 person	4
	員工流失率 Staff turnover rate		
年度員工流失率 Annual staff turnover rate	%	30.6	

類別 Scope	指標 Indicator	單位 Unit	2020
社會 Social	按性別劃分 By gender		
	男性員工流失率 Male staff turnover rate	%	29.9
	女性員工流失率 Female staff turnover rate	%	31.6
	按年齡劃分 By age		
	29歲及以下員工流失率 Turnover rate of staff aged 29 or below	%	37.8
	30歲-50歲員工流失率 Turnover rate of staff aged 30-50	%	28.2
	50歲以上員工流失率 Turnover rate of staff aged above 50	%	26.7
	按地區劃分 By geographical region		
	總部員工流失率 Staff turnover rate - Headquarters	%	30.3
	北京區域員工流失率 Staff turnover rate - Beijing region	%	26.2
	環渤海區域員工流失率 Staff turnover rate - Bohai Rim region	%	30.4
	華東區域員工流失率 Staff turnover rate - Eastern China region	%	31.9
	華中華西區域員工流失率 Staff turnover rate - Central and Western China region	%	26.9
	華南區域員工流失率 Staff turnover rate - Southern China region	%	36.2
	商寫業務中心員工流失率 Staff turnover rate - Commercial properties business centre	%	39.7
	億洋樓宇公司員工流失率 Staff turnover rate - Yiyang Building Company	%	23.9
	健康與安全 Health and safety		
	2020年度內因工作關係死亡人數 Number of work-related fatality 2020	人 Person	0
	2019年度內因工作關係死亡人數 Number of work-related fatality 2019	人 Person	0
	2018年度內因工作關係死亡人數 Number of work-related fatality 2018	人 Person	0

類別 Scope	指標 Indicator	單位 Unit	2020
	2020年度內因工作關係死亡比率 Ratio of work-related fatality 2020	%	0
	2019年度內因工作關係死亡比率 Ratio of work-related fatality 2019	%	0
	2018年度內因工作關係死亡比率 Ratio of work-related fatality 2018	%	0
	因工傷損失總工作日數 Lost days due to work injury	天 Day	310
	發展與培訓 Development and training		
	受訓總人次 Total number of times for training	人次 Number of times	44,926.00
	按性別劃分 By gender		
	男性員工受訓百分比 Male staff training ratio	%	59.85
	女性員工受訓百分比 Female staff training ratio	%	40.15
	按僱員類別劃分 By employee category		
社會 Social	高級管理層受訓百分比 Senior management training ratio	%	0.18
	中級管理層受訓百分比 Middle management training ratio	%	1.06
	普通員工受訓百分比 General staff training ratio	%	98.76
	全體員工總受訓時長 Total staff training hours	小時 Hour	102,261.00
	按性別劃分 By gender		
	男性員工受訓平均時長 ¹¹ Average training hour of male staff ¹¹	小時 Hour	2.34
	女性員工受訓平均時長 ¹¹ Average training hour of female staff ¹¹	小時 Hour	2.19
	按僱員類別劃分 By employee category		
	高級管理層受訓平均時長 ¹¹ Average training hour of senior management ¹¹	小時 Hour	4.49
	中級管理層受訓平均時長 ¹¹ Average training hour of middle management ¹¹	小時 Hour	5.10
普通員工受訓平均時長 ¹¹ Average training hour of general staff ¹¹	小時 Hour	2.24	

類別 Scope	指標 Indicator	單位 Unit	2020
	供應鏈管理 Supply-chain management		
	供應商總數量 Total number of suppliers	個 Unit	682
	按地區劃分 By geographical region		
	東北地區 Northeastern China region	個 Unit	91
	華北地區 Northern China region	個 Unit	412
	華東地區 Eastern China region	個 Unit	70
	華中地區 Central China region	個 Unit	25
	華南地區 Southern China region	個 Unit	73
	西南地區 Southwestern China region	個 Unit	11
社會 Social	執行供應商管理制度的供應商數量 Number of suppliers subject to the supplier management system	個 Unit	682
	產品責任 Product responsibility		
	受理各類客訴（包含投訴、諮詢、建議等）總數量 Total number of customer complaints (including complaints, consultation and suggestions) received	單 Case	4,499
	客訴解決率 Customer complaint settlement	%	100
	反貪污 Anti-corruption		
	針對公司或員工的貪污訴訟案件數 Number of corruption lawsuits against the Company or its employees	件 Case	0
	社區投資 Community investment		
	公益慈善捐贈總投入 Total amount of charitable donations	人民幣百萬元 RMB million	2.54
	志願服務人次 Number of times taking part in volunteering service	人次 Number of times	54,340
	志願服務時間 Volunteering service hours	小時 Hour	218,440

11 受訓平均時長是以本公司員工截至 2020 年 12 月 31 日止年度的受訓總人次為除數計算。
The average training hours are arrived at based on the total number of times for the Company's staff receiving training during the year ended 31 December 2020 as denominator.

《環境、社會及管治報告指引》索引 ESG Reporting Guide Content Index

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露情況 Disclosure status	在報告中的位置 Page number
A. 環境 Environmental			
A1: 排放物 Emissions			
一般披露 General disclosure	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政策及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and GHG emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	已披露 Disclosed	P52-P55
A1.1	排放物種類及相關排放數據。 The types of emissions and respective emissions data.	已披露 Disclosed	P53-P55, P72-P75
A1.2	直接（範圍 1）及能源間接（範圍 2）溫室氣體排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	已披露 Disclosed	P72
A1.3	所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	已披露 Disclosed	P74
A1.4	所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	已披露 Disclosed	P74
A1.5	描述所訂立的排放量目標及為達到這些目標所採取的步驟。 Description of emissions target(s) set and steps taken to achieve them.	已披露 Disclosed	P52-P53
A1.6	描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。 Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	已披露 Disclosed	P53-P55

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露情況 Disclosure status	在報告中的位置 Page number
A2: 資源使用 Use of Resources			
一般披露 General disclosure	有效使用資源（包括能源、水及其他原材料）的政策。 Policies on the efficient use of resources, including energy, water and other raw materials.	已披露 Disclosed	P56-P57
A2.1	按類型劃分的直接及 / 或間接能源（如電、氣或油）總耗量（以千個千瓦時計算）及密度（如以每產量單位、每項設施計算）。 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	已披露 Disclosed	P72-P73
A2.2	總耗水量及密度（如以每產量單位、每項設施計算）。 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	已披露 Disclosed	P74
A2.3	描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。 Description of energy use efficiency target(s) set and steps taken to achieve them.	已披露 Disclosed	P53, P56-P57
A2.4	描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。 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.	已披露 Disclosed	P53, P56-P57
A2.5	製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位佔量。 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	不適用 ¹ N/A	不適用 ¹ N/A
A3: 環境及天然資源 The Environment and Natural Resources			
一般披露 General disclosure	減低發行人對環境及天然資源造成重大影響的政策。 Policies on minimising the issuer's significant impacts on the environment and natural resources.	已披露 Disclosed	P58
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。 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	已披露 Disclosed	P58

¹ 公司屬於服務性質的企業，不涉及產品生產製造，不涉及產品包裝。
The nature of the Company's business relates to the provision of service which does not involve the manufacturing of products or product packaging.

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露情況 Disclosure status	在報告中的位置 Page number
A4: 氣候變化 Climate Change			
一般披露 General disclosure	識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。 Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	已披露 Disclosed	P58-P59
A4.1	描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	已披露 Disclosed	P58-P59
B. 社會 Social			
僱傭及勞工常規 Employment and Labour Practices			
B1: 僱傭 Employment			
一般披露 General disclosure	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的政策及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies and 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.	已披露 Disclosed	P62-P63
B1.1	按性別、僱傭類型（如全職和兼職）、年齡組別及地區劃分的僱員總數。 Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	已披露 Disclosed	P75-P76
B1.2	按性別、年齡組別及地區劃分的僱員流失比率。 Employee turnover rate by gender, age group and geographical region.	已披露 Disclosed	P76-P77
B2: 健康與安全 Health and Safety			
一般披露 General disclosure	有關提供安全工作環境及保障僱員避免職業性危害的政策及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies and 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.	已披露 Disclosed	P46-P49
B2.1	過去三年（包括匯報年度）每年因工亡故的人數及比率。 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	已披露 Disclosed	P77-P78

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露情況 Disclosure status	在報告中的位置 Page number
B2.2	因工傷損失工作日數。 Lost days due to work injury.	已披露 Disclosed	P78
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。 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	已披露 Disclosed	P46-P49
B3: 發展與培訓 Development and Training			
一般披露 General disclosure	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。 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	已披露 Disclosed	P63-P65
B3.1	按性別及僱員類別（如高級管理層、中級管理層）劃分的受訓僱員百分比。 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	已披露 Disclosed	P78
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。 The average training hours completed per employee by gender and employee category.	已披露 Disclosed	P78
B4: 勞工準則 Labour Standards			
一般披露 General disclosure	有關防止童工或強制勞工的政策及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	已披露 Disclosed	P62
B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。 Description of measures to review employment practices to avoid child and forced labour.	已披露 Disclosed	P62
B4.2	描述在發現違規情況時消除有關情況所採取的步驟。 Description of steps taken to eliminate such practices when discovered.	已披露 Disclosed	P62
營運慣例 Operating practices			
B5: 供應鏈管理 Supply Chain Management			
一般披露 General disclosure	管理供應鏈的環境及社會風險政策。 Policies on managing environmental and social risks of the supply chain.	已披露 Disclosed	P37-P39
B5.1	按地區劃分的供應商數目。 Number of suppliers by geographical region.	已披露 Disclosed	P78-P79

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs	披露情況 Disclosure status	在報告中的位置 Page number
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。 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	已披露 Disclosed	P37-P38
B5.3 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	已披露 Disclosed	P37-P38
B5.4 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	不適用 ¹ N/A	不適用 ¹ N/A
B6: 產品責任 Product Responsibility		
一般披露 General disclosure 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政策及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies and 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.	已披露 Disclosed	P39-P41
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。 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	不適用 ² N/A	不適用 ² N/A
B6.2 接獲關於產品及服務的投訴數目以及應對方法。 Number of products and service related complaints received and how they are dealt with.	已披露 Disclosed	P40
B6.3 描述與維護及保障知識產權有關的慣例。 Description of practices relating to observing and protecting intellectual property rights.	已披露 Disclosed	P49
B6.4 描述品質檢定過程及產品回收程序。 Description of quality assurance process and recall procedures.	不適用 ² N/A	不適用 ² N/A

1 公司大部分是服務類型的採購，主要是人員的服務，物料採購僅限於辦公用品，低值易耗品，以及一些 3C 產品，不會涉及現場監造，也基本不會接觸生產商。

Most purchases of the Company involved services, including mainly services by staff. The purchase of supplies was limited to office supplies, low-value consumables and certain 3C products that did not involve on-site production and basically did not require encounter with the manufacturers.

2 公司屬於服務性質的企業，不涉及產品生產製造，不涉及產品回收。

The nature of the Company's business relates to the provision of service which does not involve the manufacturing of products or product recalls.

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs	披露情況 Disclosure status	在報告中的位置 Page number
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。 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	已披露 Disclosed	P41
B7: 反貪污 Anti-corruption		
一般披露 General disclosure 有關防止賄賂、勒索、欺詐及洗黑錢的政策及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	已披露 Disclosed	P33-P35
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。 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.	已披露 Disclosed	P33,P79
B7.2 描述防範措施及舉報程序，以及相關執行及監察方法。 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	已披露 Disclosed	P33-P36
B7.3 描述向董事及員工提供的反貪污培訓。 Description of anti-corruption training provided to directors and staff.	已披露 Disclosed	P34-P36
社區 Community		
B8: 社區投資 Community Investment		
一般披露 General disclosure 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。 Policies on community engagement to understand the needs of the communities where the Company operates and to ensure its activities take into consideration the communities' interests.	已披露 Disclosed	P67-P69
B8.1 專注貢獻範疇（如教育、環境事宜、勞工需求、健康、文化、體育）。 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	已披露 Disclosed	P67-P69
B8.2 在專注範疇所動用資源（如金錢或時間）。 Resources contributed (e.g. money or time) to the focus area.	已披露 Disclosed	P67-P69,P79

意見回饋 FEEDBACK

尊敬的讀者：

Dear Readers,

您好！十分感謝您閱讀《遠洋服務控股有限公司 2020 年環境、社會及管治報告》。我們非常重視並期望聆聽您對遠洋服務在環境、社會及管治方面的管理、實踐和報告的回饋意見。為進一步提升我們的工作水準並使下一份報告更符合您的期望，懇請您協助完成二維碼中的相關問題，我們非常期待聽到您的意見和建議！

Thank you for reading the Environmental, Social and Governance Report 2020 of Sino-Ocean Service Holding Limited. Your feedback on the ESG management, practice and reporting of Sino-Ocean Service is very important to us and we look forward to hearing from you. To further enhance the standard of our work and enable the publication of a report in closer tandem with your expectations in the next cycle, please complete the questionnaire accessible via the QR code. We earnestly look forward to hearing your views and suggestions.



遠洋服務控股有限公司 Sino-Ocean Service Holding Limited

地址:香港金鐘道88號太古廣場一座601室

Address: Suite 601, One Pacific Place, 88 Queensway, Hong Kong

電話:Tel: + 852 2899 2880

地址:北京市朝陽區朝陽體育中心東側路甲518號A座2層

Address: 2nd Floor, TowerA, No. A518 East Road of Chaoyang Sports Center, Chaoyang District, Beijing

電話:Tel: +8610 8564 2300 網址:Website: www.sinooceanservice.com 電子信箱:Email: ir@sinooceanservice.com