

ZHENRO 正榮服務

ZHENRO SERVICES GROUP LIMITED
正榮服務集團有限公司

(於開曼群島註冊成立的有限公司)
(incorporated in the Cayman Islands with limited liability)

股份代號 Stock Code : 6958

2020

Environmental, Social and
Governance Report

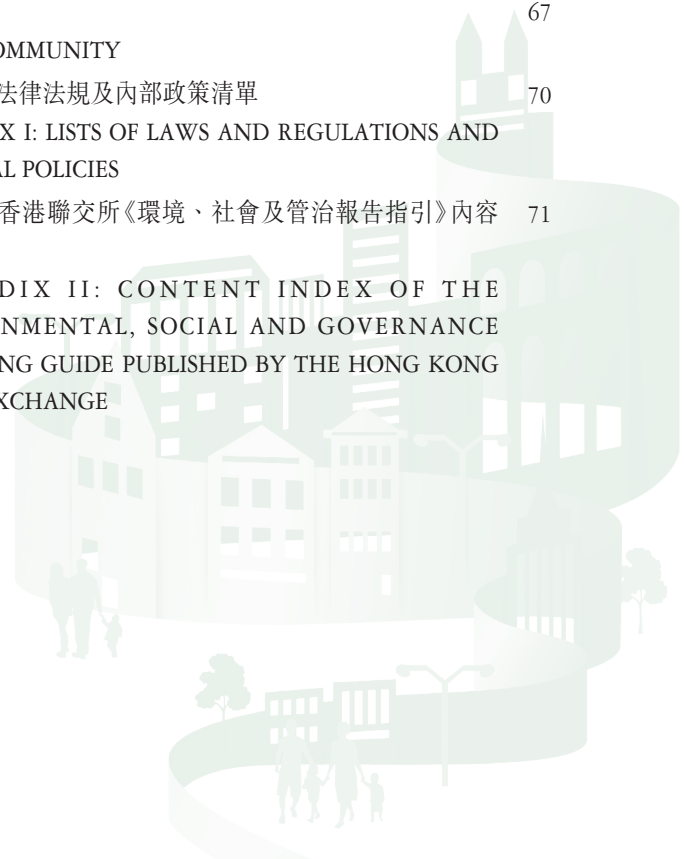
環境、社會及
管治報告



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關於本報告

ABOUT THIS REPORT

概覽

本報告是正榮服務集團有限公司發佈的第一份《環境、社會及管治報告》(以下簡稱「ESG」報告)，面向公司各利益相關方，重點披露本集團在經濟、環境、社會及管治方面的管理、實踐與績效。

報告時間範圍

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

報告範圍及邊界

本報告覆蓋正榮服務集團有限公司及其子公司(以下簡稱「本集團」「正榮服務」或「我們」)。

報告準則

本報告編製參考香港聯合交易所有限公司(以下簡稱「聯交所」)上市規則附錄二十七《環境、社會及管治報告指引》進行編製。

本報告按照識別和排列重要的利益相關方，以及ESG相關重要議題、決定ESG報告的界限、收集相關材料和數據、根據資料編製報告和對報告中的資料進行檢視等步驟進行釐定，以確保報告內容的完整性、實質性、真實性和平衡性。

資料來源及可靠性保證

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

OVERVIEW

This is the first Environmental, Social and Governance Report (the “ESG Report”) published by Zhenro Services Group Limited, reporting to all stakeholders of the Group with focused disclosures on the Group’s management, practice and performance in economic, environmental, social and governance terms.

PERIOD COVERED BY THE REPORT

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

COVERAGE AND BOUNDARY OF THE REPORT

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

REPORTING STANDARD

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

The scope of the ESG Report, the collection of relevant materials and data, its preparation based on available information and the review of information set out in the Report have been determined on the basis of the identification and priority of the importance of stakeholders and the material issues relating to ESG, to ensure the completeness, materiality, truthfulness and balance of the Report.

SOURCE OF INFORMATION AND WARRANTY OF RELIABILITY

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

關於本報告

ABOUT THIS REPORT

報告語言及形式

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

報告編製流程

本報告經過工作小組組建、資料收集、利益相關方訪談、利益相關方問卷調研、框架確定、報告編寫、報告設計、部門與高層審核等環節完成編製。

確認及批准

本報告經管理層確認後，於2021年3月26日獲董事會通過。

LANGUAGE AND FORMAT OF THE REPORT

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

PREPARATION PROCEDURES OF THE REPORT

The Report has been prepared following the sequence of forming the working group, collecting information, communicating with stakeholders, conducting a questionnaire on stakeholders, confirming the framework; redacting, designing and validating the report by related departments and the senior management.

CONFIRMATION AND APPROVAL

The Report was approved by the Board of Directors on 26 March 2021 after confirmation by the management.

董事長致辭

CHAIRMAN'S STATEMENT

20年風雨兼程、20年砥礪奮進，正榮服務對美好生活的追求，從未改變。正榮服務秉承「服務為你，陪伴由心」的理念，致力於持續為客戶提供優質服務，同時始終把握可持續發展機遇，貫徹可持續發展理念，構建可持續發展新格局。2020年是不平凡的一年，也是充滿意義的一年。這一年，正值正榮服務成立二十載，我們成功上市，邁向廣闊的星辰大海。

2020年，正榮服務憑藉全國佈局、快速成長、多業態發展的優異表現，躋身2020中國物業服務企業19強，榮獲「2020中國物業服務百強企業」、「2020中國物業服務百強滿意度領先企業」等榮譽。我們堅持全國佈局與區域深耕，全年新進常州、濟南、寶雞等21座城市，實現服務版圖再突破；收穫滁州白鷺島度假村，實現服務業態再突破；堅持「住宅+非住宅」雙輪驅動、多元均衡的發展戰略，實現綜合服務能力再突破。

作為一家以「滿足人們美好生活」為宗旨的城市運營平台，正榮服務積極把握綠色機遇，打造城市綠色服務空間。我們秉承綠色發展理念，始終堅持節能降耗、綠色運營，在為客戶提供高質量服務的同時，降低對環境的影響，通過推進多種社區環保行動，共建文明城市，打造綠色、和諧、自然的人居環境。

秉承「正直構築繁榮」的核心價值觀，正榮服務將人才儲備視作可持續增長的關鍵因素之一。我們通過持續提升員工福利與關愛，不斷完善中長期激勵機制落地，為員工打造安全、舒適、自由、平等的工作氛圍，加強人才吸引和文化建設，激發內生動力，培育公司新的發展動能，助員工與企業共同成長。

Through 20 years of diligent cultivation and forward movement, Zhenro Services remains committed to its pursuit of a good life. By upholding the concept of “providing heartfelt and personalised services with a sense of companionship (服務為你，陪伴由心)”, Zhenro Services strives to provide continuous high-quality services to customers while seizing the opportunities brought by sustainable development and implementing the concept of sustainable development, thereby building a new layout of sustainable development. 2020 is both an extraordinary year and a meaningful year. This year marks the 20th anniversary of the establishment of Zhenro Services as well as our successful listing, to embrace vast and indefinite opportunities in the future.

In 2020, given its excellent performance in national distribution, rapid growth and multi-sector development, Zhenro Services was one of the 2020 Top 19 China Property Management Companies, and was awarded the “2020 China Top 100 Property Management Companies”, “2020 China Top 100 Leading Enterprises in terms of Property Service Satisfaction”, etc. By insisting on both national distribution and regional penetration, we entered the markets in 21 additional cities, including Changzhou, Jinan and Baoji during the whole year, making a new breakthrough in our service presence; acquired the Bailu Island Resort in Chuzhou, making a new breakthrough in our service sector; insisted on a diversified and balanced development strategy with dual drivers of “residential + non-residential”, making a new breakthrough in our comprehensive service ability.

As an urban operation platform with the purpose of “catering to people’s needs for a good life”, Zhenro Services proactively captured the opportunities arising from green development to create green service space in the city. We upheld the concept of green development, and adhered to energy conservation and consumption reduction and green operation, to mitigate our impacts on the environment while providing high-quality services to customers. Meanwhile, we promoted various community environmental protection campaigns, to co-build a civilised city and create a green, harmonious and natural living environment.

Upholding the core value of “Attaining prosperity with integrity”, Zhenro Services regards talent reserve as one of the key factors for its sustainable growth. Through continuous enhancement of employee benefit and care, we continued to improve and implement a medium- and long-term incentive mechanism, and created a safe, comfortable, free and equal working atmosphere. Moreover, we strengthened talent attraction and cultural construction, stimulated endogenous power, and cultivated new growth drivers for the Group, with a view to helping our employees grow together with the Group.

董事長致辭

CHAIRMAN'S STATEMENT

作為美好生活的共建者，正榮服務積極探索社區共建共治共享模式，落地「你好，社區」等社區行動計劃，搭建社區行動參與平台，凝聚多方力量，推動社區發展，共建美好家園，共創健康、互助、幸福的社區美好生活。

作為有著高度社會責任感的企業，正榮服務在壯大自身實力的同時，以幸福奮鬥者的姿態擔起新時代賦予的使命與重任，以正直善良之心，誠信擔責之行，始終堅定守護企業公民的社會角色，尊重並順應時長，敬畏並緊跟時代，感恩並回饋社會。

隨著國家「碳達峰、碳中和」目標的提出，可持續發展也迎來了新的機遇。「浪潮翻湧揚帆起，功不唐捐終入海」，展望未來，正榮服務仍將投身創建美好生活的歷史征程，堅守可持續發展理念，取得更加矚目的長遠發展。

As a co-builder of a good life, Zhenro Services actively explored a model for joint community contribution, governance and sharing. We implemented “Hello, Community” and other community action plans, established a platform for participation in such actions and united multiple forces to facilitate the community development, co-build a beautiful homeland, and co-create a healthy, mutual-assistance and happy life in the community.

As an enterprise with a strong sense of social responsibility, Zhenro Services, in addition to consolidating its own strengths, also bears the mission and major task in the new era as a fighter for happiness. We shoulder our responsibilities with integrity and kindness in the social capacity of a corporate citizen at all times. Meanwhile, we respect and conform to the times while awing for and keeping pace with the times, and feel grateful for and give back to the society.

With the target of “carbon peaking and carbon neutrality” raised by the state, sustainable development has also embraced new opportunities. “Set sail on the rough sea, and all your efforts will pay off.” Looking ahead, Zhenro Services will still commit itself to the historical course of building a good life, and uphold the concept of sustainable development to achieve more notable long-term development.

走進正榮服務

ABOUT ZHENRO SERVICES

公司簡介

正榮服務成立於2000年，總部位於上海。2020年7月10日，正榮服務正式在香港交易所主板掛牌上市（股票代碼：06958.HK）。本集團是一家全國佈局、快速成長的綜合性物業管理服務提供商，為住宅和非住宅物業提供多樣化的物業管理服務，截至2020年，在42個城市擁有234個在管項目，覆蓋長三角、海峽西岸、中西部及環渤海四大區域，業務涵蓋住宅物業及政府公建、寫字樓、工業園區、學校等多種類非住宅物業。

正榮服務秉承「服務為你，陪伴由心」的理念，致力於為客戶提供涵蓋整個物業管理價值鏈的多方位高品質綜合性服務，努力打造自身的物業管理服務生態體系，在全國化佈局、業務均衡發展、服務品質、高效管理運營、人才團隊建設等方面都保持良好的競爭優勢。

CORPORATE PROFILE

Established in 2000, Zhenro Services is headquartered in Shanghai. On 10 July 2020, Zhenro Services was officially listed on the main board of the Hong Kong Stock Exchange (stock code: 06958.HK). The Group is a nationwide, fast-growing and comprehensive property management service provider, offering diversified property management services for residential and non-residential properties. As of 2020, we had 234 projects under management in 42 cities that span across four major regions, namely, the Yangtze River Delta Region, the Western Straits Region, the Midwest Region and the Bohai Rim Region. Our business serves a wide range of residential properties and non-residential properties such as government and public facilities, office buildings, industrial parks and schools.

By upholding the concept of “providing heartfelt and personalised services with a sense of companionship (服務為你，陪伴由心)”, Zhenro Services strives to provide customers with diversified, comprehensive and high-quality services that encompass the entire value chain of property management, thereby building our own property management service ecosystem, and maintaining our strong competitive strengths in terms of national distribution, balanced business development, service quality, efficient management and operation, and talent team building, etc.

公司文化

Corporate Culture

企業核心價值觀： Corporate core value:

- 正直構築繁榮以正直善良之心，誠信擔責之行，推動企業發展，助力社會繁榮
- Attain prosperity with integrity, and shoulder our responsibilities with integrity and kindness to promote corporate development and contribute to social prosperity

企業願景： Corporate vision:

- 打造幸福企業，成就共創、共擔、共享的價值分享平台
- Create a happy enterprise, and establish a value-sharing platform for joint contribution, shared responsibility and sharing

企業經營理念： Corporate operating philosophy:

- 深入客戶思維，一切從客戶角度思考問題、解決問題
- Deeply understand customers' thinking to consider and resolve issues from their prospective

企業使命： Corporate mission:

- 追求匠心品質，用心打造人本主義的產品及服務
- Pursue superior quality and be dedicated to creating humanistic products and services

企業組織文化： Corporate organisational culture:

- 建立精英團隊，培養和依靠精英團隊實現企業目標
- Build and cultivate an elite team to achieve corporate goals by virtue of such team

走進正榮服務

ABOUT ZHENRO SERVICES

主營業務

正榮服務的主營業務為物理管理服務、非業務增值服務及社區增值服務，多維度打造客戶綜合服務產品，涵蓋整個物業管理價值鏈。

Principal Activities

Zhenro Services is principally engaged in property management services, value-added services to non-property owners and community value-added services, and develops a broad range of comprehensive customer service products that encompass the entire value chain of property management.

物業管理服務

Property management services

- 向物業開發商、業主及住戶提供一系列的物業管理服務。包括：住宅及非住宅清潔服務、安全秩序服務、園藝服務和工程維修服務。
- Provision of a wide range of property management services to property developers, property owners and residents, including cleaning services, security services, landscaping services and repair and maintenance services at both residential and non-residential properties.

非業主增值服務

Value-added services to non-property owners

- 向非業主（主要包括物業開發商）提供全方位的物業相關解決方案。包括：協銷服務、為滿足我們的客戶特定需求而需要量身定做的額外定制服務、房屋維修服務、前期規劃及設計服務和交付前檢驗服務。
- Offering a comprehensive range of property-related solutions to non-property owners, which mainly are property developers, including sales assistance services, additional tailored services customised to meet specific needs of our customers on an as-needed basis, housing repair services, preliminary planning and design consultancy services and pre-delivery inspection services.

社區增值服務

Community value-added services

- 向物業和住戶提供社區增值服務。包括：家居生活服務、車位管理、租賃協助、公共區域增值服務及其他服務，以提升客戶居住體驗，促進客戶物業的保值和增值。
- Provision of community value-added services to property owners and residents, including home-living services, car park management, leasing assistance, common area value-added services and other services to improve the living experience of our customers and to maintain and enhance the value of their properties.

其中，物業管理服務業務線是本集團的基礎，通過擴大業務規模、增加業主及住戶社區數量，為業主提供增值服務；非業主增值服務業務線有助於本集團盡早接觸物業開發項目以及與物業開發商建立及培養業務關係，從而提升正榮服務的競爭優勢，確保獲得物業管理服務訂約；全面的社區增值服務業務線有助於增強本集團與客戶的關係，提升客戶滿意度及忠誠度。此三條業務線將繼續助力正榮服務獲得更大市場份額及擴大在中國的業務範圍。

Among them, property management services are the basic business line of the Group, which provides value-added services to property owners through expanding business scale and increasing the number of property owners and residents communities; the business line of value-added services to non-property owners helps the Group to access to property development projects as early as possible and to forge and cultivate business relationships with property developers, thereby enhancing the competitive strengths of Zhenro Services and ensuring a property management service contract will be entered into; the business line of comprehensive community value-added services helps the Group to strengthen its relationships with customers and improve customer satisfaction and loyalty. Such three business lines will continue to assist Zhenro Services to secure a larger market share and expand its business presence in the PRC.

走進正榮服務

ABOUT ZHENRO SERVICES

報告期內，本集團一如既往堅持「雙輪驅動」、多元化的項目組合，深耕四大熱點區域，拓展業務運營實現規模經濟，推動行業地位和品牌價值的持續躍升。我們持續加強與第三方物業發展商的通力協作，通過多渠道的市場拓展和戰略性投資收併購物業管理公司及專業公司，積極創新，致力於本集團的物業管理組合及社區增值服務多樣化。同時，本集團通過升級信息技術系統，進一步提升運營效率，實現成本效率最大化，擴大已佈局區域的市場佔有率及進軍有增長潛力的新市場。

責任運營

正榮服務推行高標準高水平的企業管治理念，致力於打造「正直構築繁榮」的企業文化，以正直善良之心，誠信擔當之行，推動企業發展，助力社會繁榮。本集團通過提升企業責任，建設穩健透明的內控審計體系，倡導反腐倡廉的工作氛圍，優化營商環境，提升服務水平，從而有效規範企業風險，促進投資者關係，推動企業可持續發展。

During the Reporting Period, the Group adhered to, as always, the “dual-property type business” and diversified project portfolio, and was deeply engaged in the four key areas, and expanded the business operations to achieve economies of scale, so as to promote the continuous improvement in our position in the industry and our brand value. We continued to strengthen the cooperation with third-party property developers, acquired or merged with property management companies and professional companies through multi-channel market expansions and strategic investments, and made active innovations, so as to enable the diversification of the Group’s property management portfolio and community value-added services. Meanwhile, the Group upgraded our information technology system to further boost our operational efficiency and maximise our cost efficiency, while expanding the market share of deployed areas and entering new markets with growth potentials.

RESPONSIBLE OPERATIONS

Zhenro Services implements a concept of high-standard and high-level corporate governance. We are committed to building the corporate culture of “Attaining prosperity with integrity”, and shoulder our responsibilities with integrity and kindness to promote corporate development and contribute to social prosperity. Through enhancing our corporate responsibilities, the Group has established a healthy and transparent internal control and audit system, advocated a working atmosphere of anti-corruption, optimised our business environment, and improved our service level, thereby effectively regulating enterprises risks, promoting investor relations and driving the sustainable development of the enterprise.

走進正榮服務

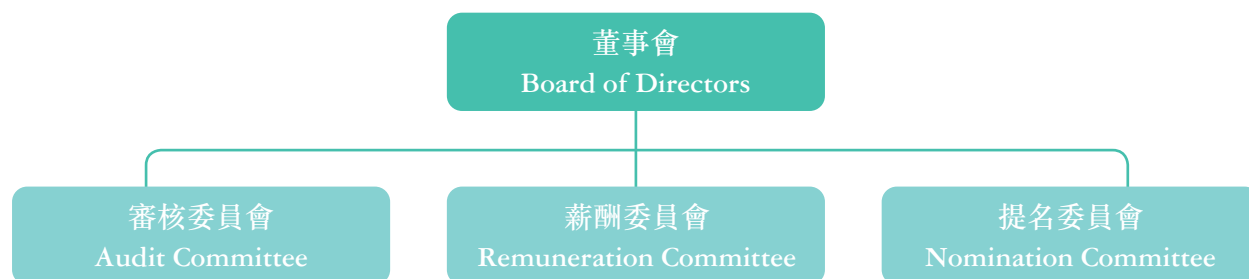
ABOUT ZHENRO SERVICES

企業管治

本集團按照《中國人民共和國公司法》《聯交所證券上市規則》附錄十四所載的企業管治守則及企業管治報告（《企業管治守則》）的原則及守則條文等相關要求，專注於持正、問責、透明、獨立、盡責及公平原則，致力於維護及強化高標準的企業管治，以保障股東的利益、提高企業價值和規範問責制度。董事會下設三個董事委員會，即審核委員會、薪酬委員會、提名委員會。其中，審核委員會通過檢討及監督本集團的財務報告程序及內部監控系統、風險管理及內部審核，並向董事會提供建議及意見。薪酬委員會建立、檢討及就董事會及高級管理層的薪酬政策訂立正式及透明的程序向董事會提出建議。提名委員會每年檢討董事會架構、人數及組成並擬對董事會做出的變動提出建議。

Corporate Governance

In accordance with the relevant requirements of the Company Law of the People's Republic of China, and the principles and code provisions of the Corporate Governance Code and Corporate Governance Report (the "Corporate Governance Code") contained in Appendix 14 to the Rules Governing the Listing of Securities on the Stock Exchange, and with a focus on the principles of integrity, accountability, transparency, independence, responsibility and fairness, the Group strives to maintain and enhance high standards of corporate governance, so as to safeguard the interests of shareholders, increase the corporate value and regulate the accountability system. The Board has three Board committees, namely the audit committee, the remuneration committee and the nomination committee. In particular, the audit committee reviews and supervises the financial reporting process and internal control system, risk management and internal audit of the Group, and provides recommendations and advice to the Board. The remuneration committee establishes, reviews and provides advice to the Board on the policies concerning the remuneration of the directors and senior management and on the establishment of a formal and transparent procedure for developing such policies. The nomination committee reviews the structure, size and composition of the Board annually and makes recommendations to the Board regarding any proposed changes to the Board.



本集團企業管治架構

Corporate Governance Structure of the Group

(更多內容請參考正榮服務2020年年報中企業管治報告)

(For more information, please refer to the Corporate Governance Report in the 2020 annual report of Zhenro Services)

走進正榮服務

ABOUT ZHENRO SERVICES

風險管理

正榮服務一直高度重視風險管理和內部監控，嚴格遵守《中華人民共和國審計法》等有關法律法規、規章和香港聯合交易所《企業管治守則》以及《公司章程》的規定。經過多年的發展，我們已建立起有效的企業全面風險管控機制，持續加強風險管理文化建設，促進風險管理工作的有效推進，確保本集團有效穩健的運營。

本集團已實施各項風險管理政策及措施以識別、評估、管理及監控我們營運產生的風險。本集團總部及轄下各部門管理層亦據此設計並實施了一系列財務、營運、合規相關的執行流程及控制措施，以保障該等系統的有效性。本集團董事會有責任維持穩健及有效的風險管理和內部監控系統，定期審閱及監察風險管理及內部監控系統的成效，每年度編製風險管理報告，持續全面提升內部各個部門的風險管理能力。同時，我們委任獨立內控顧問審核本集團的內部控制並向董事會提供所發現問題有關的推薦與建議。針對該等結果及推薦建議，實施整改及改進措施。

Risk Management

Zhenro Services has been attaching great importance to risk management and internal control in strict compliance with the Audit Law of the People's Republic of China and other relevant laws, regulations and rules as well as the Corporate Governance Code issued by the Hong Kong Stock Exchange and the Articles of Association. Through years of development, we have put in place an effective and comprehensive corporate risk management mechanism, continued to step up efforts in risk management culture construction, and promoted the effective advancement of risk management work, thereby ensuring the effective and stable operations of the Group.

The Group has implemented various risk management policies and measures to identify, assess, manage and monitor the risks arising from our operations. On this basis, the management of the Group's head office and its departments have also designed and implemented a series of executing processes and control measures relating to finance, operation and compliance in order to ensure the effectiveness of such systems. The Board of the Group is responsible for maintaining a sound and effective risk management and internal control system, reviewing and monitoring the effectiveness of such risk management and internal control system on a regular basis, preparing a risk management report on a yearly basis, and improving the risk management capabilities of each internal department in a comprehensive manner. Meanwhile, we have engaged an independent internal control consultant to review the internal control of the Group and provide to the Board the recommendations and advice on the issues so identified. For such results and recommendations, we will implement rectification and improvement measures.

走進正榮服務

ABOUT ZHENRO SERVICES

反貪腐

正榮服務堅持「正直構築繁榮以正直善良之心，誠信擔責之行」的企業核心價值觀，嚴格遵守《中華人民共和國公司法》《中華人民共和國反洗錢法》《中華人民共和國反不正當競爭法》及《關於禁止商業賄賂行為的暫行規定》等法律法規。我們堅持對舞弊行為「零容忍」的原則，將「不假、不貪、不賄」作為員工底線，要求調動內外資源，在行業內營造公平競爭、誠信廉潔的良好氛圍，優化營商環境。

本集團制定了《正榮物業採購招標管理制度》等內部管理流程，堅決防範貪腐現象。我們要求所有招標採購工作依照「合法合規、透明公開」的原則開展，中標單位均需簽訂《廉政合作協議》，執行招採人員需通過相關工具網站進行關聯性調查，確保無相關股東聯繫。每一季度本集團都會統一組織，針對新入職主管級別以上的員工參加反貪腐培訓。報告期內，本集團共向397人次提供反貪腐相關員工培訓，已審結的反貪腐相關訴訟案件為0件。

Anti-corruption

Zhenro Services adheres to the corporate core value of “Attaining prosperity with integrity, and shouldering our responsibilities with integrity and kindness”, and strictly observes the Company Law of the People’s Republic of China, the Anti-Money Laundering Law of the People’s Republic of China, the Anti-Unfair Competition Law of the People’s Republic of China, the Interim Provisions on Prohibiting Commercial Bribery and other laws and regulations. We insist on the principle of “zero tolerance” towards corrupt practices, and regard “zero fraud, zero corruption and zero bribery” as the bottom-line requirements for employees, requiring them to make use of both internal and external resources to cultivate a sound atmosphere of fair competition, honest and integrity in the industry, to optimise our business environment.

The Group has developed the Management System on Procurement and Tender of Zhenro Property and other internal management procedures to firmly avoid the occurrence of corruption. We require all tendering and procurement work shall be conducted on the principles of legality, compliance, transparency and openness, all entities that win the bids shall enter into the Agreement on Cooperation with Integrity, and the personnel in charge of procurement and tendering shall be subject to a relevance investigation via relevant tools or websites to ensure they have no shareholder relations. The Group will organise, on a quarterly basis, a collective training on anti-corruption for newly-recruited personnel at the director level or above. During the Reporting Period, the Group provided relevant employee training on anti-corruption with a total of 397 participants, and there was no concluded legal case regarding anti-corruption.

走進正榮服務

ABOUT ZHENRO SERVICES

獎項榮譽

2020年，本集團在中國指數研究院發佈的中國物業服務百強企業綜合實力排名中位列第19位，同時榮列中國物業管理協會理事單位、江西省物業管理行業協會常務副會長單位、福建省物業管理協會副會長單位、合肥市物業管理協會理事單位。正榮服務品牌價值不斷躍升，投資價值獲多方認可，報告期內，我們榮獲如下獎項：

AWARDS AND HONOURS

In 2020, the Group ranked 19th among the China Top 100 Property Management Companies in terms of overall strength released by the China Index Academy, and was honoured to be a council member of China Property Management Association, an executive vice president of Jiangxi Property Management Association, a vice president of Fujian Property Management Association and a council member of Hefei Property Management Association. With a continual increase in the brand value of Zhenro Services and recognition of our investment value by multiple parties, we obtained the following awards during the Reporting Period:

頒發機構 Awarding body	獎項 Awards
中指研究院、中國物業服務價格指數系統 China Index Academy, China Property Service Price Index System	2020中國物業服務百強企業(第19名) 2020 China Top 100 Property Management Companies (Top 19) 2020中國物業服務百強滿意度領先企業 2020 China Top 100 Leading Enterprises in terms of Property Service Satisfaction
億翰智庫、嘉和家業 YIHAN Zhiku, Jiahe Jiaye	2020中國物業企業綜合實力第16名 2020 China Property Management Companies in terms of Overall Strength (Top 16) 2020中國物業企業成長性10強 2020 China Top 10 Property Management Companies in terms of Growth 2020中國物企超級服務力30強 2020 China Top 30 Property Management Companies for Superior Service Capabilities 2020中國物業企業客戶滿意度模範企業50強 2020 China Top 50 Model Property Management Companies for Customer Satisfaction 2020中國物業企業品牌價值20強 2020 China Top 20 Real Estate Enterprises Brand Value
中國城鎮建設發展中心、廣東時代傳媒 China Centre for Urban Development, Guangdong Times Media	2020中國物業管理貼心管家 2020 China Property Management Caring Butler
格隆匯大中華區最佳上市公司•2020 Gelonghui Greater China Best Listed Companies 2020	2020最佳IPO獎 2020 Best IPO Award

走進正榮服務

ABOUT ZHENRO SERVICES

頒發機構 Awarding body	獎項 Awards
證券日報2020第三屆中國房地產資本峰會 Securities Daily, 2020 3rd China Real Estate Capital Summit	最具價值投資獎 Most Valuable Investment Award
智通財經第五屆金港股年度頒獎盛典 Zhitong Financial, 5th Golden Hong Kong Stocks Awards Ceremony	最佳物業公司 Best Property Management Companies 最受投資者歡迎新股公司 Most Popular New IPO Companies
福建省物業管理協會 Fujian Property Management Association	二零二零年度模範會員單位 2020 Model Member Unit
福州市物業管理協會 Fuzhou Property Management Association	防控新冠肺炎疫情工作先進單位 Advanced Unit for COVID-19 Pandemic Prevention and Control
湖南省物業管理行業協會 Hunan Property Management Association	湖南省先進物業服務企業 Advanced Property Service Enterprise in Hunan Province



1 2020中國物業服務百強企業 (第19)
2020 China Top 100 Property Management Companies (Top 19)

2 2020中國物業服務百強滿意度領先企業
2020 China Top 100 Leading Enterprises in terms of Property Service Satisfaction

3 2020中國物業企業綜合實力 (第16名)
2020 China Property Management Companies in terms of Overall Strength (Top 16)

4 2020中國物業企業成長性10強
2020 China Top 10 Property Management Companies in terms of Growth

5 2020中國物企超級服務力30強
2020 China Top 30 Property Management Companies for Superior Service Capabilities

走進正榮服務 ABOUT ZHENRO SERVICES



走進正榮服務

ABOUT ZHENRO SERVICES

虹橋·正榮中心

HONGQIAO ZHENRO CENTRE

上海市物業管理行業協會
Shanghai Property Management Association
二零二零年度上海市物業管理優秀
示範項目
2020 Shanghai Excellent Property
Management Demonstration Project



南昌正榮·潤園

NANCHANG ZHENRO RIVAGE GARDEN

南昌市物業管理協會
Nanchang Property Management Association
示範住宅小區
Demonstration Residential Community



走進正榮服務

ABOUT ZHENRO SERVICES



推動企業發展

PROMOTING CORPORATE DEVELOPMENT

健全的ESG管理體系是推動ESG管理的根本保證。正榮服務高度重視對ESG的管治，不斷完善ESG管理體系，力求將其科學化、規範化，讓ESG管治要素滲透到企業經營的各個領域。

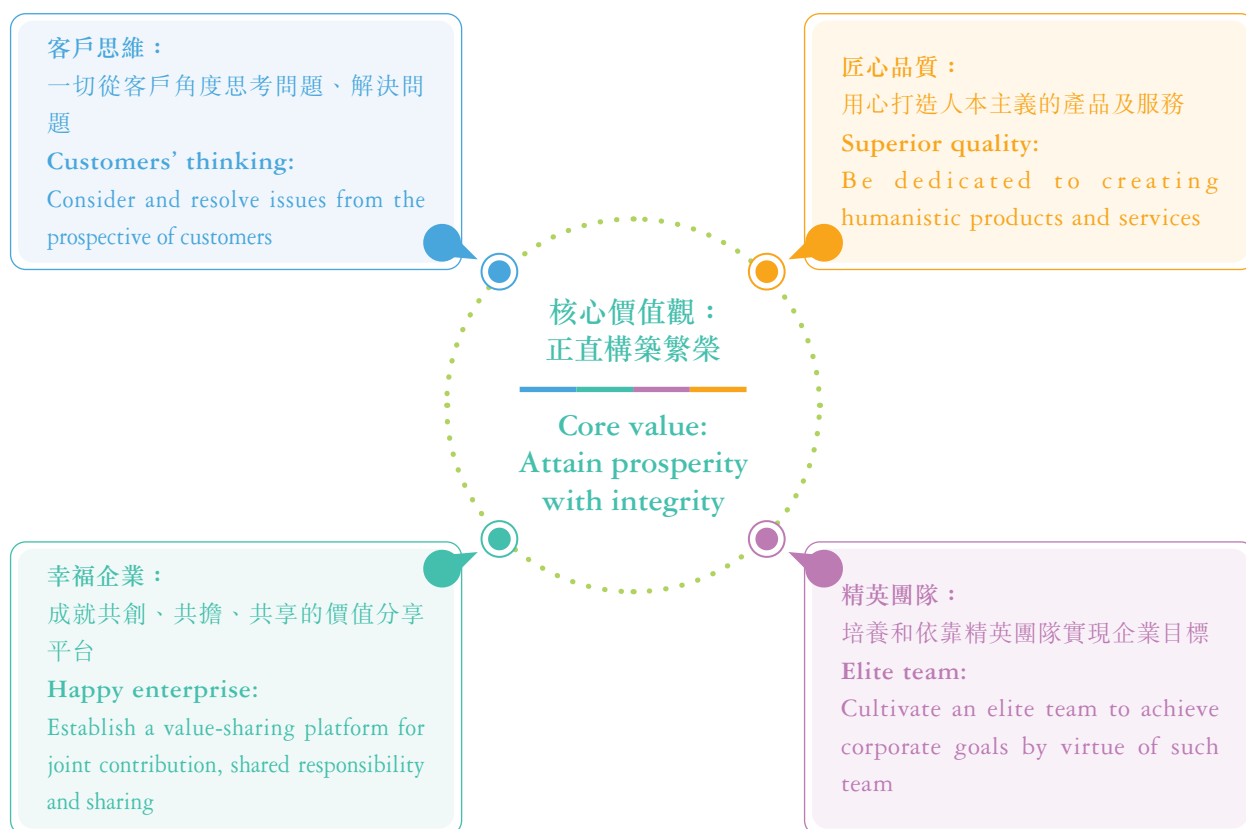
ESG工作機制

我們一直秉承「客戶優先」的原則，將客戶作為全部工作的中心，用心打造人本主義的產品及服務，堅持用高於行業的標準來要求自己，為打造更加專業的團隊而不斷努力。在業務運營過程中，正榮服務以維系生態健康為根基，努力為客戶創造更多的價值，回饋社會。我們在堅持創新驅動發展的同時，不斷完善行業機制，促進行業發展，並用心集結更多的社會力量，以推動人、環境和社會的可持續發展。

A sound ESG management system is a basic guarantee to the promotion of ESG management. Zhenro Services highly values ESG governance, continues to perfect its ESG management system to achieve a scientific and standardised one, and incorporates ESG governance elements into every link of its operations.

ESG WORK MECHANISM

By upholding the principle of “customer first” and with customers at the core of all our work, we have been dedicated to creating humanistic products and services. We insist on requirements which are stricter than the industry standards to build a more professional team with ongoing efforts. During its business operation, Zhenro Services endeavours to create more value to its customers and repay the society on the basis of maintaining ecological health. We continue to improve the industry mechanism and promote the industry development while insisting on an innovation-driven development. Moreover, we unite more social forces with all efforts to encourage the sustainable development of the humankind, the environment and the society.



推動企業發展

PROMOTING CORPORATE DEVELOPMENT

ESG管治

為使ESG管治工作可以高效快速地落實，正榮服務建立了由董事委員會、ESG工作小組、各職能部門及下屬公司構成的可持續發展管治架構，確保正榮服務ESG管理和相關信息披露工作可以有效運營。

本集團董事委員會作為本集團最高的權利決策機構，審核委員會、薪酬委員會及提名委員會協助董事會負責ESG管治工作，為可持續發展保駕護航，共同承擔ESG工作的整體責任。為有效提升ESG的管理水平，董事會將持續加強ESG風險管理工作，完善ESG管理機制，助力ESG管治平穩地運行。ESG工作小組負責統籌並落實董事會決議，溝通協調ESG相關事務，組織編製ESG報告，並定期向董事會匯報ESG工作進展。各職能部門及下屬公司負責推進並落實ESG工作小組制定的工作計劃，匯報ESG相關工作進度與數據，全面執行ESG相關管理工作。

利益相關方溝通

正榮服務的可持續發展離不開與各利益相關方的信任。同時，本集團認為及時了解利益相關方的訴求也有助於我們識別潛在的風險和機遇，所以我們始終通過有效的溝通途徑與利益相關方保持密切聯繫。通過實際行動積極主動的回應所收集的相關訴求，以推動企業的可持續發展。

本集團不斷落實發展計劃，建立常態化的多元溝通機制，與客戶、員工、投資者、政府等各利益相關方保持良好溝通，深入了解各方的意見、訴求和建議，將利益相關方的各關注點融入本集團的運營和決策過程，實現ESG高水平治理與企業的長效發展。

ESG Governance

For the purpose of efficient and rapid implementation of ESG governance work, Zhenro Services has established a sustainable development governance structure comprising the Board committees, ESG work group, various functional departments and subsidiaries, to ensure the effective operation of the ESG management and related information disclosure of Zhenro Services.

The Board committees of the Group, as the highest decision-making body of the Group, include the audit committee, the remuneration committee and the nomination committee, which assist the Board to take charge of ESG governance work, guarantee the sustainable development, and jointly bear the full responsibility for ESG-related work. To effectively advance the ESG management level, the Board will continue to strengthen ESG-related risk management and improve ESG management mechanism, to contribute to the stable operation of ESG governance. The ESG work group is responsible for coordinating and implementing the Board resolutions, communicating and coordinating on ESG-related matters, preparing an ESG report, and regularly reporting to the Board the progress of ESG-related work. Various functional departments and subsidiaries are responsible for promoting and implementing the work plan formulated by the ESG work group, reporting the progress of and data on ESG-related work, and fully implementing ESG-related management work.

COMMUNICATION WITH STAKEHOLDERS

The trust from all stakeholders is crucial to the sustainable development of Zhenro Services. Meanwhile, the Group believes that gaining an understanding of the appeals of stakeholders timely also helps us to identify potential risks and opportunities. As such, we always maintain close contacts with stakeholders through effective communication channels. We actively respond to the relevant appeals so collected with practical actions, thereby promoting the sustainable development of the enterprise.

The Group constantly implements its development plans and establishes a normalised and diverse communication mechanism to maintain good communications with all stakeholders, such as customers, employees, investors, government, etc., and deeply understand their views, appeals and suggestions. Also, we incorporate the concerns of all stakeholders into the operation and decision-making process of the Group, in order to achieve high-level ESG governance and long-term development of the enterprise.

推動企業發展

PROMOTING CORPORATE DEVELOPMENT

報告期內，我們的主要利益相關方包括以下七大類：

During the Reporting Period, our main stakeholders include the 7 major groups below:

利益相關方 STAKEHOLDERS	關注的主要議題 KEY ISSUE OF CONCERN	溝通回應方式 WAYS OF COMMUNICATION AND RESPONSE	頻率／次數 FREQUENCY
股東／投資者 Shareholders/investors	經濟績效 合法合規 風險管理 Financial performance Compliance with laws and regulations Risk management	<ul style="list-style-type: none"> – 股東大會 – 投資者見面會 – 業績發佈會 – 新聞稿／公告 – 現場調研 – General meetings – Investor conferences – Conferences for disseminating business results – Press releases/ announcements – On-site visits 	股東大會每年一次 投資者見面會及現場調研不定期舉行 General meetings are held once a year Investor conferences and on-site visits are arranged at irregular intervals
政府／監管機構 Government/regulatory bodies	合法合規 信息安全 反腐敗 Compliance with laws and regulations Information security Anti-corruption	<ul style="list-style-type: none"> – 現場調研 – 會談 – On-site visits – Seminars 	不定期 At irregular intervals
合作夥伴 Business partners	信息安全 行業交流 Information security Exchanges with industry peers	<ul style="list-style-type: none"> – 現場調研 – 會談 – On-site visits – Seminars 	不定期 At irregular intervals

推動企業發展

PROMOTING CORPORATE DEVELOPMENT

利益相關方 STAKEHOLDERS	關注的主要議題 KEY ISSUE OF CONCERN	溝通回應方式 WAYS OF COMMUNICATION AND RESPONSE	頻率／次數 FREQUENCY
客戶 Customers	信息安全 客戶服務質量 客戶敏感信息管理 智能化物業發展	<ul style="list-style-type: none"> – 線上推廣 – 電話／電子郵件 – 微信／微博 – 問卷 – 會談 	不定期 At irregular intervals
員工 Employees	薪酬福利 員工健康與安全 員工發展與培訓	<ul style="list-style-type: none"> – 員工面談 – 內部電郵 – 內部微信公眾號 	不定期 At irregular intervals
媒體與公眾 Media and the public	合法合規 業務對社會的影響	<ul style="list-style-type: none"> – 新聞稿／公告 – 採訪 – 會議 	不定期 At irregular intervals
社區公眾 Community	社區貢獻 公益慈善	<ul style="list-style-type: none"> – 現場調研 – 會談 	不定期 At irregular intervals

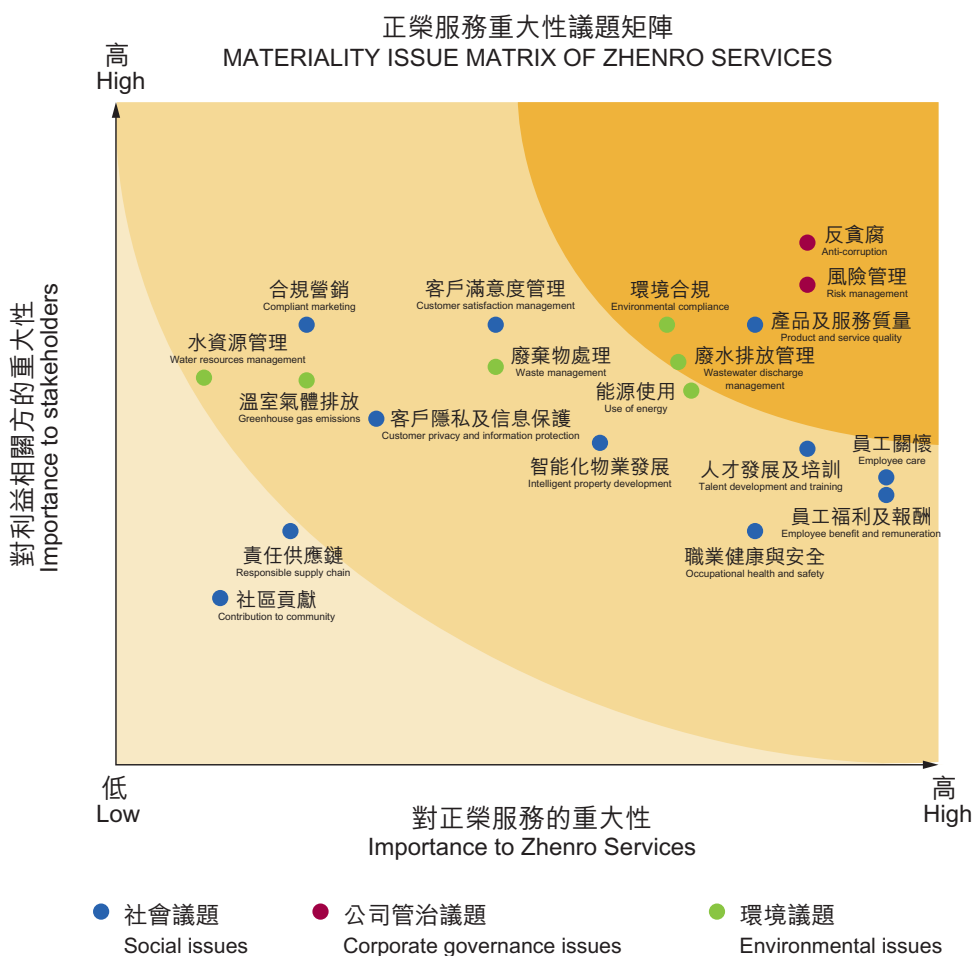
推動企業發展 PROMOTING CORPORATE DEVELOPMENT

ESG重大性議題

報告期內，我們從對正榮服務戰略運營影響程度以及對利益相關方影響程度兩個方面，結合媒體分析、行業對標、內外部利益相關方問卷調查結果對各項議題的重要程度進行排序，識別出對於本集團高度重要的5項ESG議題，中度重要的12項ESG議題，以及低度重要的2項ESG議題。高度重要包括反貪腐、風險管理、產品及服務質量、環節合規、廢水排放管理，我們將會在本報告內詳細披露相關內容。

ESG MATERIALITY ISSUES

During the Reporting Period, we identified 5 ESG issues which are highly important, 12 ESG issues which are moderately important and 2 ESG issues which are lowly important to the Group by ordering the importance of various issues in terms of their influence on the strategic operation of Zhenro Services and their influence on stakeholders, taking into account media analysis, industry benchmarks, and outcomes of questionnaires conducted with internal and external stakeholders. Those highly important ESG issues include anti-corruption, risk management, product and service quality, environmental compliance and wastewater discharge management, which constitute the key parts of the contents of the Report, which are disclosed in details herein.



打造品質服務

CREATING QUALITY SERVICES

正榮服務秉承「服務為你，陪伴由心」的理念，致力於為客戶提供涵蓋整個物業管理價值鏈的多方位高品質綜合性服務，努力打造自身的物業管理服務生態體系。我們利用豐富的行業經驗為客戶提供多元化的服務項目，全力保障住戶安全，積極探索客戶需求，充分體現我們卓越的服務質量。

竭誠服務

作為一家成立了20年綜合性物業管理服務提供商，我們通過物業管理服務、非業主增值服務和社區增值服務三條業務主線，為住宅和非住宅物業提供多樣化的物業管理服務，用實際行動打造誠意服務。

我們通過三個品牌向客戶提供服務，以滿足特定客戶群的不同需求，包括針對住宅物業提供的物業管理服務品牌「榮服務」，提供多樣增值服務的品牌「榮享家」以及針對商業物業、寫字樓及其他非住宅物業的物業管理服務品牌「榮企」。

By upholding the concept of “providing heartfelt and personalised services with a sense of companionship (服務為你，陪伴由心)”, Zhenro Services strives to provide customers with diversified, comprehensive and high-quality services that encompass the entire value chain of property management, thereby building our own property management service ecosystem. Leveraging on our rich experience in the industry, we provide customers with diversified service offerings, make every endeavour to protect the safety of residents, and actively explore customer needs, to fully demonstrate our excellence in service quality.

DEDICATED SERVICES

As a comprehensive property management service provider established for 20 years, We provide diversified property management services for both residential and non-residential properties through our three main business lines, namely, property management services, value-added services to non-property owners and community value-added services, and create dedicated services with practical actions.

We provide services to customers under three brands, to cater to different needs of specific customer groups, including “Rong Service” (榮服務), a brand targeting provision of property management services to residential properties, “Rong Enjoy” (榮享家), a brand targeting provision of diversified value-added services, and “Rong Business” (榮企), a brand targeting provision of property management services to commercial properties, office buildings and other non-residential properties.

打造品質服務

CREATING QUALITY SERVICES

報告期內，本集團開展了「進歩行動」基礎品質專項提升工作，從服務提質（優化服務標準和服務品質）、人員提質（提升專業能力和人員效能）、運營提質（改善運營效率和管理水平）三個方面進行包括6大場景，23項服務以及7大專項的提升工作。

During the Reporting Period, the Group carried out a special improvement practice in basic quality named “Improvement Action (進歩行動)”, with 7 major special improvements covering 6 major scenarios and 23 services in terms of service quality improvement (improvement in service standard and service quality), personnel quality improvement (improvement in professional competence and personnel efficiency) and operational quality improvement (improvement in operational efficiency and management level).

6大場景 6 major scenarios

- BI規範：統一整齊可辨識；
- 服務意識：主動禮貌勤觀察；
- 快速響應：信息傳遞及時可靠；
- 公區設施：完好美觀可使用；
- 安全秩序：杜絕隱患保安心；
- 園區環境：整齊悅目有創意
- BI standard: Uniform, orderly and identifiable;
- Service awareness: Active, polite and observant;
- Rapid response: Timely and reliable information transmission;
- Public facilities: Intact, artistic and usable;
- Security: Elimination of hazards to ensure security;
- Park area environment: Tidy, pleasing and creative

7大專項工作 7 major special improvements

- 基層崗位提效；
- 車輛秩序管理；
- 客訴響應提升；
- 門崗標準打造；
- 標杆項目打造；
- 星級管家建設；
- 品牌主題活動
- Primary post efficiency improvement;
- Car order management;
- Improvement in response to customer complaint;
- Establishment of standards for department positions;
- Development of benchmarking projects;
- Construction of star-level butlers;
- Brand themed activities

正榮服務品質專項提升舉措

Special quality improvement practice of Zhenro Services

物業管理服務

本集團積極打造衣、食、住、行、樂、商六個維度織成的業主服務需求網，向物業開發商、業主及住戶提供一系列的物業管理服務，包括住宅及非住宅物業的清潔服務、安全秩序服務、園藝服務及工程維修服務，並在此之下分成48個服務小項，分別制定詳細的服務標準及操作程序，以確保我們的服務質量達致優質標準。此外，

Property Management Services

The Group has actively developed a property owner service need network covering six dimensions, namely, clothing, food, housing, transportation, entertainment and business, to provide a series of property management services to property developers, property owners and residents, including cleaning services, security services, landscaping services and repair and maintenance services at both residential and non-residential properties. We have subdivided such services into 48 sub-services with detailed service standards and operating procedures in place for each sub-service, to ensure our service quality will

打造品質服務

CREATING QUALITY SERVICES

我們提供差異化服務，包括「榮服務1.0」、「榮服務2.0」和「榮服務2.0+」，並提供定制服務以迎合不同的客戶需求和預算。

meet high-quality standards. Furthermore, we provide differentiated services, including “Rong Service 1.0”, “Rong Service 2.0” and “Rong Service 2.0+”, and offer tailored services, thereby catering to different customers’ needs and budgets.

清潔服務

Cleaning services

- 為物業單位及公用區域（可能包括樓梯、走廊、會所及地庫）提供清潔服務。
- Providing cleaning services for property units and common areas which may include staircases, hallways, clubhouses and basements.

安全秩序服務

Security services

- 提供的日常安全秩序服務包括（其中包括）交通管理、巡邏、視頻監控、停車場安保、應急響應、進入管制及訪客管理。
- The security services provided on a daily basis include, among others, traffic management, patrolling, video surveillance, car park security, emergency response, entry control and visitor management.

園藝服務

Landscaping services

- 為我們的在管物業的綠化環境提供園藝服務，主要包括修剪、植物澆水及施肥。
- Providing landscaping services which mainly include pruning, plant watering and fertilisation for the greenery of our managed properties.

工程維修服務

Repair and maintenance services

- 通常負責確保電梯系統、供配電系統、供水及排水系統、消防系統及位於公用區域的其他設施及設備處於良好的工作狀態。
- Generally responsible for ensuring elevator systems, power supply and distribution systems, water supply and drainage systems, fire extinguishing systems and other facilities and equipment located in common areas are in good working order.

基礎物業服務內容

Contents of basic property services

本集團通過建立集中制度提升流程標準化。根據以往問題積累的管理經驗、數據及知識，我們制定了各項程序來定期監控及審查服務質量。此外，對於在管物業，我們採取了一系列舉措保障我們的表現符合相關物業管理服務協議所載的標準及客戶的預期。同時，為了業主及住戶的利益，我們亦可能不時在我們的在管物業中組織社會活動。截至2020年12月31日，我們僱傭3,334名現場人員提供物業管理服務，並委聘104家選定外包商提供若干物業管理服務。

We have established a centralised system to improve the standardisation of our procedures. Based on our management experiences, information and knowledge built on previous issues, we have formulated various procedures to regularly monitor and review our service quality. Also, for properties under our management, we have adopted a series of measures to ensure that our performance meets the standards set forth in the respective property management service agreements and our customers’ expectations. Meanwhile, from time to time, we may also organise social events for the benefit of property owners and residents at the properties we manage. As of 31 December 2020, we employed 3,334 on-site personnel to provide property management services, and engaged 104 selected contractors to provide certain property management services.

打造品質服務

CREATING QUALITY SERVICES

非業主增值服務

由於我們的業務與客戶的日常生活需求及喜好緊密相連，我們認為不斷提升服務質量及提供最符合客戶喜好及需求的相關增值服務對我們而言至關重要。我們向非業主（主要包括物業開發商）提供全方位的物業相關業務解決方案。我們的非業主增值服務主要包括：協銷服務（協助物業開發商展示及推廣其物業、清潔及保養、安全秩序及訪客管理）、為滿足我們客戶特定需求而按需要量身定製的額外定制服務、房屋維修服務、前期規劃及設計服務和交付前檢驗服務。

Value-added Services to Non-property Owners

As our business is closely linked with the needs and preferences of our customers' daily lives, we believe that it is vital for us to continue to improve our service quality and offer pertinent value-added services that best meet our customers' preferences and requirements. We offer a comprehensive range of property-related business solutions to non-property owners, which primarily include property developers. Our value-added services to non-property owners primarily include: sales assistance services (involving assistance to property developers in showcasing and marketing their properties, cleaning and maintenance, security and visitor management), additional tailored services customised to meet specific needs of our customers on an as-needed basis, housing repair services, preliminary planning and design consultancy services and pre-delivery inspection services.

協銷服務

Sales assistance services

- 我們在物業開發的早期與物業開發商簽訂合同，以提供協銷服務。
- We are contracted by property developers at an early stage of property development to provide sales assistance services.

額外定制服務

Additional tailored services

- 我們與物業開發商簽訂合同，以提供額外定制服務，包括按照有關客戶可能就其物業要求直接向該等客戶提供或者就其物業的特定區域或設施提供清潔、安全秩序及其他類似服務。
- We are contracted by property developers to provide additional tailored services, including cleaning, security and other similar services directly to such customers as may be required by such customers for their properties or in relation to particular areas or facilities of their properties.

房屋維修服務

Housing repair services

- 我們提供有關新建成住宅及非住宅物業的房屋維修服務。於交付後，業主或住戶可能會發現新完工物業存在滲漏及牆壁裂縫等質量問題。物業開發商隨後將會與我們聯絡以解決該等質量問題。
- We offer housing repair services in relation to newly completed residential and non-residential properties. After delivery, property owners or residents may discover quality issues with newly-completed properties such as leaks and cracked walls. The property developer would then liaise with us to resolve those quality issues.

前期規劃及設計服務

Preliminary planning and design consultancy services

- 我們向預期利用我們的專業知識改善其銷售及營銷表現的物業開發商提供前期規劃及設計服務。我們的服務包括在施工階段的現場諮詢，協助物業開發商評估各種規劃文件，場檢查協助服務等。
- We provide preliminary planning and design consultancy services to property developers who expect to use our expertise to improve their sales and marketing performance. Our services include on-site consultations during the construction phase, assistance to property developers in assessing various planning documents, on-site inspection assistance services, etc.

交付前檢驗服務

Pre-delivery inspection services

- 物業開發商會聘用我們在建設服務完成後對物業進行常規質量查驗。
- We may be employed by property developers to conduct routine quality inspection of properties once the construction services have been completed.

非業主增值服務

Value-added services to non-property owners

打造品質服務

CREATING QUALITY SERVICES

社區增值服務

正榮服務致力於用心打造人本主義的產品及服務，憑藉我們在物業管理方面的經驗，我們向在管物業的業主及住戶提供社區增值服務，以解決客戶有關生活方式的需求，提升生活體驗並創造更加健康便利的社區，提高我們的品牌知名度並提升客戶對我們的忠誠度。

我們通過了解客戶衍生的生活需求，提供多樣化的社區增值服務，包括家居生活服務、車位管理、租賃協助和其他服務、房地產經紀服務及公共區域增值服務等，進而豐富客戶的居住體驗。

Community Value-added Services

Zhenro Services is dedicated to creating humanistic products and services. Leveraging on our experience in property management, we provide community value-added services to property owners and residents of our managed properties to address customers' lifestyle needs, enhance their living experience and create a healthier and more convenient community, which will, in turn, elevate our brand name and increase customer loyalty to us.

By gaining an understanding of customers' derivative lifestyle needs, we provide diversified community value-added services, including home-living services, car park management, leasing assistance and other services, property agency services and common area value-added services, in order to enrich customers' living experiences.

家居生活服務

Home living services

- 我們提供家居生活服務，以改善住戶的生活體驗，其中可能包括清潔、團購、交鑰匙裝修以及家居維修及公用事業費用收取服務。
- We offer home-living services to improve the living experiences of residents, which may include cleaning, group purchase, turnkey furnishing and home maintenance and utility fee collection services.

車位管理、租賃協助和其他服務

Car park management, leasing assistance and other services

- 我們的管理服務一般包括進出管控、監控及收取停車費。
- Our management services generally include entry or exit control, surveillance and collection of parking fees.
- 我們向業主及物業開發商提供物業及停車位相關的房地產經紀服務，其涉及對於物色租戶或買家方面的協助、營銷以及聯繫及協調潛在租戶與買家。
- We provide property agency services to property owners and property developers in relation to properties and parking spaces that involve assisting in the searches for tenants or buyers, marketing and liaising and coordination with potential tenants or buyers.

公共區域增值服務

Common area value-added services

- 我們向業主提供若干增值服務，例如公共區域廣告位（如地庫、電梯及外牆廣告位）以及公共區域租賃。
- We provide property owners with certain value-added services such as advertising in common areas, for example, basements, elevators and outer wall advertising spaces, and rental of common areas.

打造品質服務

CREATING QUALITY SERVICES

隱私安全

客戶的隱私與信息安全是我們保障高品質服務的重要基礎之一。我們嚴格遵守《中華人民共和國網絡安全法》《信息安全等級保護管理辦法》等法律法規，制定一系列措施嚴格保護客戶的信息安全，包括設置員工的權限，規範員工正確使用信息系統等。具體措施如下：

Privacy Security

Customer privacy and information security are one of the important basics for ensuring our high-quality services. In strict accordance with the Network Security Law of the People's Republic of China, the Administrative Measures for the Graded Protection of Information Security and other laws and regulations, we have developed a series of measures to strictly protect the security of customer data, including employee access permission, regulated use of information system by staff, etc. Detailed measures are as follows:

客戶數據收集

Collection of customer data

- 我們僅在獲得客戶同意後才會收集對我們提供物業管理服務而言屬必要的客戶數據。
- We only collect customer data to the extent necessary for us to provide property management services with the consent of the customers.

第三方數據獲取

Data access by third parties

- 我們對任何第三方獲得及使用該等數據進行嚴格控制，如商戶提供入室家政服務時，必須通過正榮服務提供的平台與業主進行聯繫，通過物業平台接收業主訂單，不允許商家直接聯繫客戶。
- We have imposed strict controls on the access to, and usage of, those data by any third parties. For example, for merchants providing indoor housekeeping services, they must contact with property owners and receive their orders via the property platform provided by Zhenro Services. Merchants are not allowed to contact with customers directly.

僱員數據訪問

Data access by employees

- 任何業務部門或分公司的僱員須輸入彼等各自的僱員身份證號碼及密碼方能進入其數據系統。數據的處理、分類、管理及使用將根據我們的數據隱私及數據安全政策進行。
- Employees of any business departments or branches shall sign into the data system with their respective employee ID and password. Processing, sorting, management and use of data shall be carried out in accordance with our data privacy and data security policies.

員工權限

Access rights of employees

- 我們根據員工職位及職責對其進行分類，授予彼等不同的訪問權限，採用密碼控制及其他技術手段，只有必要人員才能訪問特定保密資料。
- We classify our employees based on their positions and responsibilities and grant them different access rights, and adopt password control and other technical means such that only necessary personnel could access certain confidential information.

定期檢查

Regular check

- 我們定期檢查系統日志（系統用戶的行為均記錄於此），進一步確保信息安全。
- We regularly check our system logs, in which system users' behaviours are recorded, to further ensure information security.

門禁系統

Access system

- 我們的機房及電子設備亦均有門禁及控制系統，未經授權不得入內。
- We also have access and control system to our computer rooms and electronic equipment, under which any unauthorised entry is not allowed.

打造品質服務 CREATING QUALITY SERVICES

品質保障

正榮服務堅信客戶的意見是我們的財富，我們堅持以客戶意見為標尺持續提升管理。我們要求員工擁有「客戶思維」，一切從客戶角度思考問題、解決問題，以達到我們對客戶負責、對社會負責的高品質服務標準。

質量管控

在發展過程中，我們將服務質量視為提高客戶滿意度及品牌認可度的關鍵。為確保有效和一貫地提供優質服務，我們嚴格遵守《中華人民共和國消費者權益保護法》等法律法規，並在報告期內對《客戶檔案管理規程》《微信管家管理規程》《客戶接待管理規程》等服務質量監督及維護程序與制度進行修訂，旨在規範我們所有的管理項目，全方位增強服務質量體系建設。我們的質量管理及質量控制體系涵蓋了物業項目交付前端管理及交付後期的運營管理，對物業管理業務線的標準及流程進行了明確定義。在質量管理體系方面，我們成功取得ISO 9001:2015認證，並獲得一級物業資質證書、「AAA級重合同守信用企業」「中國誠信示範企業」等認證。

QUALITY ASSURANCE

Zhenro Services firmly believes that customer opinions are our treasures, to which we stick as the benchmark to continuously improve our management. We require our staff to possess “customer thinking”, that is, pondering and resolving issues from the customers’ perspective, to achieve the high-quality service standards of being accountable to both our customers and the society.

Quality Control

During the process of our development, we regard our service quality as a key to improving customer satisfaction and brand recognition. To ensure the effective and consistent provision of quality services, we strictly comply with the Law of People’s Republic of China on the Protection of Consumer Rights and Interests and other laws and regulations, and have revised procedures and systems on service quality supervision and maintenance during the Reporting Period, such as the Customer File Management Protocol, WeChat Butler Management Protocol, Customer Reception Management Protocol, with an aim to regulate all of our management projects and comprehensively enhance the construction of the service quality management system. Our quality management and quality control system covers pre-delivery property project management and post-delivery operation management, and clearly defines the standards and procedures of property management business lines. In respect of quality management system, we have successfully obtained ISO 9001:2015 certification, and also acquired the first class property qualification certificate, “AAA-level Enterprise for Observing Contract and Keeping Promise”. “China Integrity Demonstration Enterprise” and other certifications.



ISO 9001:2015 認證
ISO 9001:2015 Certification



AAA級重合同守信用企業
AAA-level Enterprise for Observing Contract and Keeping Promise



中國誠信示範企業
China Integrity Demonstration Enterprise

打造品質服務

CREATING QUALITY SERVICES

客戶反饋

我們相信客戶的反饋和建議對我們的業務至關重要。為及時有效地管理客戶的反饋和投訴，我們已設立400服務熱線來記錄、處理和響應反饋、建議和投訴，並對我們的響應結果進行後續審查。我們亦實施「2157」客戶投訴管理程序，確保客戶提出的問題均獲得及時處理及解決。我們還鼓勵員工以各種方式收集客戶意見，其中包括實地走訪、與客戶會面以及匿名客戶調查。

Customer Feedback

We believe that customer feedback and opinions are significant to our business. In order to manage customers' feedback and complaints in a timely and effective manner, we have set up a 400 service hotline to record, handle and respond to feedback, opinions and complaints, and conducted a subsequent review on the responding results. We have also implemented the "2157" customer complaint management process to ensure that the problems proposed by customers can be handled and resolved timely. We also encourage our staff to collect customers' opinions through various approaches, including, among others, on-site visits, face-to-face meetings with customers and anonymous customer questionnaire.



2小時

- 信息接收後2小時內與客戶解釋、安撫及疏導；
- 如需向責任部門瞭解情況的，立即與責任部門溝通，必要時要求責任部門立即現場處理解決。

2 Hours

- Explain, console and persuade customers within 2 hours after receipt of information;
- Immediately communicate with responsible departments if it is necessary to understand the circumstance from the responsible departments, and require the responsible departments to handle and cope with the problem on site if necessary.

1天

- 項目在1個工作日內與客戶形成初步解決方案；
- 區域公司對接人將投訴處理單反饋至總部呼叫中心。

1 Day

- Formulate initial resolutions for the project with customers within 1 working day;
- The person in charge of the regional company shall offer the complaint handling form to the call centre of the head office.

5天

- 基本問題，5天內關閉客戶投訴，進行滿意度預回訪；
- 對接人反饋處理單至總部呼叫中心。

5 Days

- Close customer complaints against fundamental problems within 5 days, and it is prepared to pay a satisfaction return visit;
- The person in charge shall offer the handling form to the call centre of the head office.

7天

- 因延期導致處理時限超過5天的，每7天(含前面5天)進行處理過程跟進，告知客戶進展；
- 正常處理時限超過5天的，每7天進行處理過程跟進，告知客戶進展。

7 Days

- For handling period exceeding 5 days due to postponement, the handling process shall be followed up every 7 days (preceding 5 days inclusive) and customers shall be informed of the progress;
- For normal handling period exceeding 5 days, the handling process shall be followed up every 7 days and customers shall be informed of the progress.

「2157」客戶投訴管理程序 "2157" Customer Complaint Management Process

同時，為了更好的了解客戶對我們的服務品質的評價，我們聘請第三方調研機構以短信及電話方式對項目入住期業主開展滿意度調研，年中與年底分別開展一次，調研結果以得分卡、原始數據及分析報告的形式幫助我們的業務分析及服務質量改進。

Meanwhile, in order to better understand the assessment of customers towards our service quality, we have engaged a third-party research institution to conduct a satisfaction research on property owners during project occupancy period by way of message and telephone at the middle and end of a year respectively. The research results are in forms of score cards, original data and analysis reports to help us improve our business analysis and service quality.

打造品質服務 CREATING QUALITY SERVICES

為了進一步提升客戶的滿意度，我們提出了「四大進步」行動，希望客戶快樂安居、生活無憂。

In order to further improve customers' satisfaction, we have proposed the "Four Improvements" action, hoping that customers live a happy and carefree life.

進步行動 Improvement Action



主動提供服務：及時瞭解客戶需求，在客戶提出需要之前，在力所能及及確保安全的範圍內主動幫助客戶

Proactively offer services: understand customer demands timely, and proactively assist customers within the scope of the ability and safety before customers propose their requests



前台服務升級：起身問候，起立送別；唱收唱付，雙手接物；檯面整潔、座椅歸位；便民物品：藥箱、老花鏡、放大鏡、針綫盒、便民卡

Reception service upgrade: stand up and make regards, and stand up and have farewell; voice out the amount when receipt and settlement, and receive things with both hands; tidy desk with the original arrangement of chair; convenient materials: medical box, reading glasses, magnifying glasses, sewing box, and convenience card



管家微信溝通術語要求：語氣溫婉禮貌，給與客戶家人般的感覺，提升感受；遇事不推諉，主動跟進反饋

Terminology terms required for butlers during the communication in WeChat: gentle and polite tone, which gives a home-like feeling to customers and improves experience; proactive follow up feedback without avoiding responsibility



項目經理接待日開展：業主問題建議，做好記錄並給予合理的回覆與解答。每月活動總結，調整相應策略，同時記錄表存檔

The conduct of project manager reception day: well record and give reasonable response and answer to the problems and suggestions of property owners. Make conclusion on activities monthly, adjust strategies accordingly, and meanwhile, save in the record form

打造品質服務

CREATING QUALITY SERVICES

南京正榮潤峯2020年客戶滿意度調查

2020年，南京正榮潤峯虛心聽取業主的建議與意見，每月開展項目經理接待會、每季度開展業主懇談會活動，了解業主的訴求、走進業主的心聲，針對業主提出的問題進行整改與完善，共同致力於美好家園的建設。在此基礎上，南京正榮潤峯還採取了以下措施進一步提升客戶滿意度：

1. 制定年度走訪計劃，收集業主意見及心聲，管家進行跟進直至完成
2. 力所能及的為業主提供服務，如幫助外出的業主照看家中的植物或寵物、幫助新入住的業主搬家服務等等
3. 關心獨自居住的老人生活並及時給予幫助，同時給他們的子女報個平安，讓不在身邊的子女也得到放心同時感受到物業的熱心服務
4. 開展業主感興趣的社區活動，如端午節送艾葉上門、攆蛋友誼賽

在全面的服務提升與改善下，我們2020年的客戶滿意度調查高達92分。

2020 CUSTOMER SATISFACTION INVESTIGATION OF NANJING ZHENRO RUNFENG

In 2020, Nanjing Zhenro Runfeng listened to suggestions and opinions of property owners with a humble attitude, conducted a project manager reception meeting on a monthly basis, and carried out an earnest talk event among property owners on a quarterly basis to understand the appeals of property owners, listen to their voices and rectify and improve the issues proposed by them to jointly strive to build a beautiful home. On this basis, Nanjing Zhenro Runfeng has also adopted the following measures to further improve customer satisfaction:

1. Formulate annual visit plan, and collect property owners' opinions and demands which will be followed up by butlers until completion
2. Try our best to provide services to property owners, for example, helping property owners who are not at home take care of plants and pets and offer those who are new residents house moving services and so on
3. Care about the life of the elderly who live independently and offer them help, and meanwhile, call their children to make their children at ease without being at home and also feel the warm services of the property
4. Conduct community events in which property owners are interested, such as delivery of mugwort to home during the Dragon Boat Festival and card play friendly match

Upon overall improvement and perfection of our services, we were scored at 92 in our customer satisfaction investigation in 2020.

打造品質服務

CREATING QUALITY SERVICES

智能創新

正榮服務始終堅持科技驅動發展。通過在信息化方面的不斷投入，持續投資信息技術，我們正逐步從勞動密集型物業管理服務提供商轉型為一家更好地配備數字化系統的企業，以提供更多的多元化物業管理服務。2020年在品質服務標準化、客戶經營等領域取得豐碩成果。

在品質服務標準化方面，本集團將服務品質與管理風控共同推進，持續提升服務品質標準並強化落地，完成品質核查、工程巡檢標準迭代升級，其中包括3大業態7大類169項標準，巡檢核查任務完成率達到93%。

在客戶經營方面，本集團持續優化「榮智慧」客戶平台，並強化與正榮地產的服務協同。圍繞「榮智慧」管理平台，建設社區資源、車位銷售、二手租售等社區增值服務系統，持續深化挖掘「榮服務」與業主的共同價值，共同建設有家客戶服務平台，為客戶提供置業安居一站式服務體驗，持續提升客戶體驗。

此外，我們採用數字車輛道閘，以減少安全服務人員的數量。我們還升級了設備管理系統，將設備管理、維護及監控合併在一起並集中，從而降低了員工成本，同時提高了運營效率。

Intelligence and Innovation

Zhenro Services always insists that technology drives development. Through continuous input in informatisation and continuous investment in information technology, we are transforming gradually from a labour-intensive property management service provider to an enterprise equipped with better digital systems, so as to provide more diversified property management services. In 2020, we have obtained great achievements in fields like quality service standardisation, customer operation, etc.

For quality service standardisation, the Group jointly promotes service quality and risk control and management, continuously improves service quality standards and enhances the implementation thereof, completes quality inspection and iterative upgrade of engineering route inspection standards, which include 169 standards under 7 large categories in 3 major sectors with 93% completion rate of route inspection missions.

For customer operation, the Group continues to optimise “Rong Wisdom” customer platform and enhances the service coordination with Zhenro Real Estate. Centring on the “Rong Wisdom” management platform, we have constructed a community value-added service system covering community resources, parking space sales, and second-hand leasing and sales, continued to deeply explore the common value between “Rong Service” and property owners, and jointly established a household customer service platform to offer customers one-stop service experience of property purchase and settlement, and continuously improve customers’ experience.

In addition, we have adopted digital vehicle road gate in order to reduce the number of security service personnel. We have also upgraded equipment management systems to consolidate and centralise management, maintenance and monitoring of equipment so as to reduce staff costs while improving operating efficiency.

打造品質服務

CREATING QUALITY SERVICES

「榮智慧」服務軟件

我們利用「榮智慧」服務軟件記錄及整理客戶投訴、客戶反饋及我們的回覆，從而監督和維持服務質量。該服務軟件使我們能夠收集及管理客戶詢問、要求及反饋，整理並追蹤我們的回覆及跟進，並對有關事項進行內部評估及記錄。

藉助「榮智慧」服務軟件，我們通過客戶常用的第三方開發的實時通訊軟件與客戶聯絡，為客戶帶來便利及提高客戶體驗。該通訊渠道將客戶的查詢、要求及投訴傳輸至我們的內部系統，然後隨即由我們的員工審閱及處理。

“RONG WISDOM” SERVICE SOFTWARE

We record and manage customer complaints, customer feedback and our replies thereto by use of “Rong Wisdom” service software to supervise and maintain our service quality. This service software enables us to collect and manage inquiries, requests and feedback of customers, sort out and track our replies and follow-ups, and conduct an internal assessment and record in respect of relevant issues.

Leveraging on “Rong Wisdom” service software, we contact customers through real-time communication software, which is developed by a third party and commonly used by the customers, for the convenience of customers and improvement of their experience. This communication channel transfers inquiries, requests and complaints of customers to our internal systems, which will then be reviewed and handled by our staff immediately.

責任營銷

我們承諾在運營過程中合法合規開展營銷活動。我們嚴格遵守《中華人民共和國廣告法》《物業管理條例》等法律法規，並制定了《正榮服務物業市場准入規範》《正榮服務物業市場拓展管理規範》《正榮服務物業外拓項目立項指引》等相關管理制度與規範。

我們建立了由總部至分子公司的營銷管理體系，由總部的市場營銷部負責制定我們的整體營銷策略、謀劃營銷及銷售方面的相關公司政策、促進各分子公司間的培訓及協作。分公司負責執行我們的營銷策略、進行業務拓展、管理我們投標方面的工作及探索其他擴張可能性。通過全面管控，我們保證所有對外輸出廣告的合法性及相關內容的準確性與真實性，切實保障客戶的合法權益，杜絕一切違規營銷的方式與途徑。

Responsible Marketing

We are committed to conducting marketing activities in compliance with laws and regulations during our operation. We strictly complied with the Advertising Law of the People’s Republic of China, the Property Management Regulations and other laws and regulations, and established the Property Market Entry Rules of Zhenro Services, the Management Rules on Property Market Expansion of Zhenro Services, the Guidelines for the Establishment of Property Expansion Projects of Zhenro Services and other relevant management systems and rules.

We have established a marketing management system from the head office to branch offices. The marketing department of the head office is responsible for setting up our overall marketing strategies, proposing relevant company policies regarding marketing and sales, and promoting the training and coordination among branch offices. Branch offices are responsible for implementing our marketing strategies, carrying out business expansions, managing works related to tendering and exploring other possibility for expansion. Through comprehensive management and control, we guarantee the legality of all output advertisements and the accuracy and authenticity of relevant contents, earnestly protect the legal interests of customers and prevent all illegal marketing manners and channels.

打造品質服務 CREATING QUALITY SERVICES

安全保障

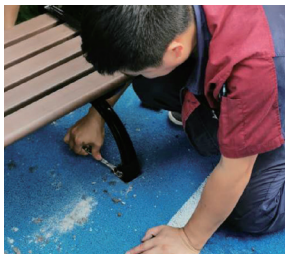
住戶健康與安全

我們承諾將客戶的安全作為考慮一切的前提，制定一系列的安全管理措施來保障每一位客戶的安全，包括定期維護、安全巡檢、安全演練等。

SAFETY GUARANTEE

Residents' Health and Safety

We undertake to regard customer safety as a top priority, and have formulated a series of safety management measures to safeguard the safety of each customer, including regular maintenance, route safety inspection, safety drill, etc.

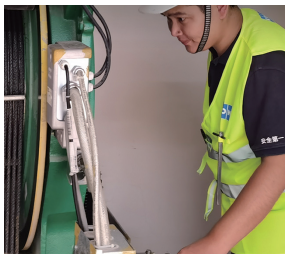


公共設施：

我們保證在日常巡檢中發現問題及時維修處理；保障現場品質的持續性和成新度

Public facilities:

We guarantee that the problems discovered during the daily route inspection will be resolved timely; ensure the continuity and depreciation rate of on-site quality



電梯維修：

我們定期檢查設備是否運行正常，養護規範、維修及時，在轎廂張貼檢驗合格標誌，保障緊急通話系統清晰

Elevator maintenance:

We regularly check whether the equipment operates in normal basis, and have a normalised maintenance, make repair timely, post qualified inspection marks inside the lift car and guarantee clear communication in the emergency call system



入戶維修：

我們針對入戶維修制定了一系列的規範，保障客戶的安全隱患得到解決的同時，得到標準化的入戶維修服務

Household repair:

We have established a series of regulations concerning household repair to ensure that potential safety risks faced by customers can be solved while they can be offered standardised household repair services

南京正榮潤峯安全活動

SAFETY ACTIVITIES CONDUCTED BY NANJING ZHENRO RUNFENG

正榮潤峯在2020年7月項目開展了正榮安全家活動，讓參與的業主了解防空防災知識、自救互救技能，提升了應急能力。

Zhenro Runfeng carried out the Zhenro Safe Home Event in July 2020, allowing participating property owners to understand knowledge about air defense and disaster prevention and skills related to self-rescue and mutual rescue, which improved their ability at coping with emergency.



打造品質服務 CREATING QUALITY SERVICES

消防安全演練

「安全第一、預防為主」是安全生產基本方針，企業必須把預防事故作為安全生產工作的著眼點和落腳點，進行主動的、超前的管理。消防安全在物業管理中重中之重，貫穿全年工作。

2020年，項目義務消防隊通過「日檢查、月培訓、季訓練」提高員工處理突發火災事件的能力，預防火災發生。同時，我們邀請居民共同參與「群防群治服務中心」定期組織的家庭防火安全宣傳，對消防器材使用進行了講解示範。在此基礎上，我們聯合政府消防部門給業主進行了現場演練，同時對火中逃生注意事項進行宣講。參加消防演練的社區居民紛紛表示消防安全工作與居民的生活息息相關，並對小區的消防工作表示認可。



FIRE SAFETY DRILL

“Safety Foremost and Prevention Orientation” is the fundamental principle of safe production. An enterprise must put prevention of accidents as the starting point and focus of safe production work, and conduct proactive and advanced management. Fire safety is the top priority in property management work throughout the year.

In 2020, the voluntary fire team of the project improved the ability of our staff at dealing with contingent fire events through “Daily inspection, monthly training and quarterly practice”, to prevent the occurrence of fire. Meanwhile, we invited residents to jointly participate in the home fire safety publicity activity organised regularly by “Group Prevention and Cure Service Centre”, to explain and demonstrate the use of fire equipment. In this regard, we conducted an on-site drill for property owners jointly with the governmental fire department and at the same time, publicised the important points during the escape from fire. Community residents who participated in the fire drill considered that fire safety work is closely related to their life and recognised the fire work in the community.



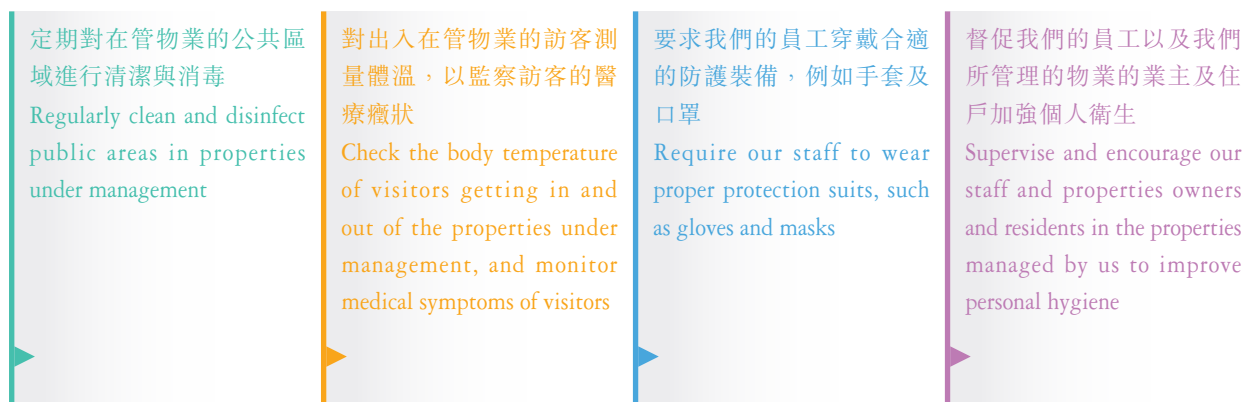
打造品質服務 CREATING QUALITY SERVICES

疫情安全防護

2020年的新冠疫情為我們的安全管理帶來了新的挑戰。為了更好的保障客戶在疫情期間的安全，我們提出了一整套的安全管控方案，要求所有在管物業加強衛生與預防措施。報告期間，正榮服務的在管項目無一例新冠病毒感染案例，並多次受到政府及相關部門表揚。

Epidemic Safety Protection

In 2020, the COVID-19 outbreak brought new challenges to our safety management. To better safeguard customers' safety during the epidemic, we proposed a full set of safety control plans and required all properties under management to enhance sanitary and prevention measures. During the Reporting Period, the projects under management of Zhenro Services had no COVID-19 infected cases, and were praised by the government and relevant authorities for several times.

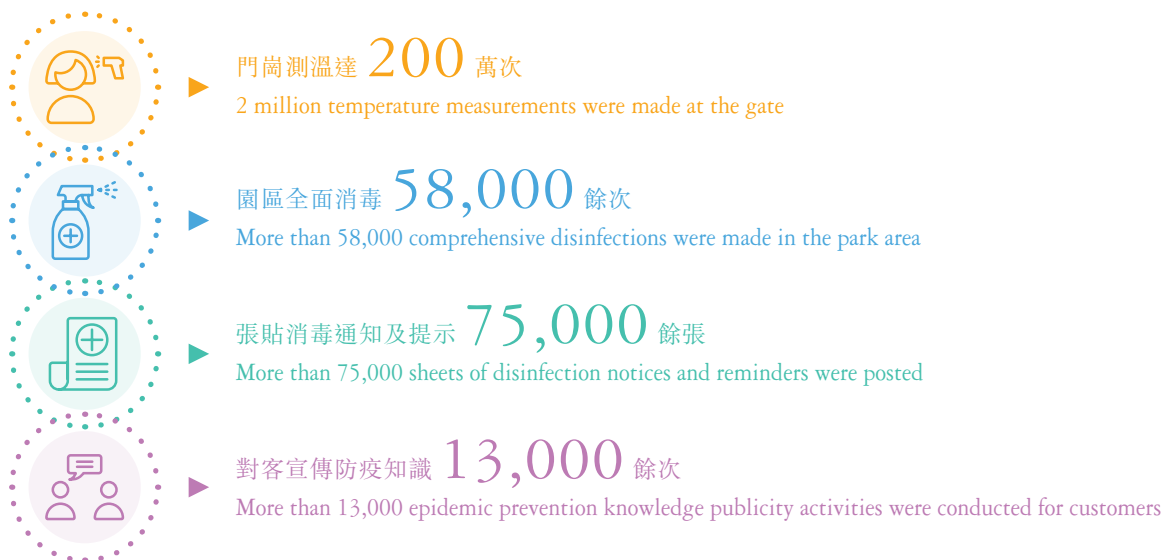


疫情防控措施

Epidemic Prevention and Control Measures

疫情期間，在全國的正榮服務小區：

During the epidemic, at the communities of Zhenro Services across the country:



打造品質服務 CREATING QUALITY SERVICES

在疫情期間，正榮物業管理的小區裡，有一群「逆行」的平凡英雄，他們或是放棄回家探親的機會，或是提前返回所在的崗位。他們夜以繼日、齊心協力，以責任之心之行，守護社區，抵禦疫情，為廣大業主帶去安心。

During the epidemic, there was a group of “retrograde” ordinary heroes in the community managed by Zhenro Property. They either gave up the opportunity of going home to visit relatives or returned to the position ahead of schedule. They worked together day and night and acted with a sense of responsibility to protect the community and fight against the epidemic, bringing peace of mind to the property owners.



為控制疫情擴散，強化園區管控，客服主管帶領客服人員為業主家人採購防疫用品、時蔬、肉類，並在小區設立臨時菜市場，為業主家人提供生活便利，面對行動不便的業主，則將蔬菜送到其家中。

In order to control the spread of the epidemic and strengthen management and control in the park area, the customer service supervisor led the customer service staff to purchase epidemic prevention supplies, seasonal vegetables and meat for the property owners' families, and set up a temporary vegetable market in the community to facilitate the life for the property owners' families. Door delivery of vegetables are available to the property owners who are disabled.

此外，她還每天使用酒精或 84 消毒液對單元大廳、園區遊樂園、公區設施、地下車庫、扶手把手、電梯轎箱、電梯按鈕等業主頻繁接觸的位置，進行無死角覆蓋消毒，為的就是保障小區衛生安全，讓業主過個安心年。

Furthermore, she also used alcohol or 84 disinfectant to disinfect unit hall, amusement park, public facilities, underground parking lot, armrest handle, lift car, lift button and other places that property owners touch frequently with no-dead-end coverage, to protect the health and safety of the community, letting owners to celebrate the Spring Festival peacefully.



新春佳節期間，因新型冠狀病毒肺炎的出現，導致許多行業被迫停業延期復工，但物業一線員工依然堅守崗位，衝在疫情防控的第一線，曹師傅就是其中的一員。

During the Spring Festival, a large number of industries were forced to suspend operation and postpone resumption of work due to the COVID-19 outbreak, but frontline property personnel still stuck to their posts and rushed to the front line of the epidemic prevention and control. Mr. Cao was one of them.

為做好排查工作，門崗師傅主動前往門崗參與疫情防控工作。如今，正值返工高峰，園區人員流動性增大，曹師傅則參與到針對人員出入的重點部位，進行消殺。

To ensure investigation work, the staff working at the gate took the initiative to participate in the epidemic prevention and control work. Nowadays, during the peak of returning to work, the mobility of people was increasing, thus, Mr. Cao disinfected the key areas where people may enter and exit.

又由於疫情突然，形勢嚴峻，口罩、護目鏡等物資嚴重不足，曹師傅一人扛起，親力親為，繼續堅守崗位，同他身後的正榮物業一線員工一起，構築起小區疫病防控的第一道防線！

Given the sudden outbreak of the epidemic and its severe tendency and insufficiency of materials, such as masks and goggles, Mr. Cao took up all the work on his own and continued to stick to his post, working together with frontline personnel of Zhenro Property behind him to build the first line of defense for epidemic and disease prevention and control of the community !

擔責綠色發展

TAKING THE RESPONSIBILITY FOR GREEN DEVELOPMENT

作為一家以「滿足人們美好生活」為宗旨的城市運營平台，正榮服務在為客戶提供優質服務的同時，充分考慮對環境的影響，致力於為客戶提供自然、健康、可持續的綠色服務。

本集團始終堅持綠色發展理念，嚴格遵守《中華人民共和國環境保護法》等相關法律法規，並制定了《環境因素的識別與評價程序》《污染物管理程序》等管理制度。同時，我們制定了《對相關方施加影響管理程序》，對相關方的環境保護提出要求，全面降低全產業鏈的環境影響。我們已於2017年取得ISO 14001環境管理體系認證，並不斷推進環境管理體系的完善與發展。

As an urban operation platform with the purpose of “catering to people’s needs for a good life”, Zhenro Services takes into full consideration the impact on the environment while providing customers with quality services, striving to offer natural, healthy, sustainable green services to customers.

The Group has always adhered to the concept of green development, complied strictly with the Environmental Protection Law of the People’s Republic of China and other relevant laws and regulations, and formulated the Procedures for Identifying and Evaluating Environmental Factors, the Pollutant Management Procedures and other management rules. Meanwhile, we have developed the Management Procedures on the Influence Exerted on Interested Parties, putting forward requirements for environmental protection of interested parties to fully reduce the impact of the whole industry chain on the environment. We have obtained ISO 14001 Environmental Management System certification in 2017 and continued to promote the improvement and development of the environmental management system.



ISO 14001環境管理體系認證

ISO 14001 Environmental Management System Certification

本集團為保證環境管理體系的有效運作，每季度均開展對環境保護指標、管理方案、法律法規遵守情況的監督檢查，並定期針對垃圾分類、水電節約、粉塵和噪聲、食堂及飲用水等方面的具體實施情況開展檢查。報告期內，我們無因違反環境法律而遭受任何罰款或重大行政處罰。

節能降耗

能源和資源的消耗會對人類賴以生存的環境造成直接的威脅，作為具有社會責任感的「美好城市建設者」，正榮服務始終珍惜自然賜予人類的資源及能源，並在創建美好城市生活的同時，打造城市與自然的和諧共生。

In order to ensure the effective operation of the environmental management system, the Group carries out the supervision and examination on environmental protection index, management plans, compliance with laws and regulations on a quarterly basis, and regularly checks specific implementation in terms of garbage classification, water and electricity saving, dust and noise, canteen and drinking water. During the Reporting Period, we did not suffer any fine or material administrative penalty due to violation of environmental laws.

ENERGY SAVING AND CONSUMPTION REDUCTION

The consumption of energy and resources will pose a direct threat to the environment on which human beings depend. As a “good city constructor” with a sense of social responsibility, Zhenro Services always cherishes resources and energy that nature bestows on human beings and creates a harmonious coexist between city and nature while creating a good city life.

擔責綠色發展

TAKING THE RESPONSIBILITY FOR GREEN DEVELOPMENT

能源管理

隨著國家「碳中和」和「碳減排」願景的提出，正榮服務高度重視自身經營活動帶來的碳足跡。在運營過程中，我們嚴格控制能源消耗，創造節能運營模式，努力降低溫室氣體排放，為拯救全球氣候變暖做出自己的一份貢獻。報告期內，我們通過開展多項節能降耗措施，降低能源使用，提高能源利用率，降低溫室氣體的排放。

Energy Management

With the introduction of the visions of “carbon neutrality” and “carbon emissions reduction” by the state, Zhenro Services pays high attention to the carbon footprint from its business activities. During the process of our operation, we strictly control the consumption of energy, create a business model of energy saving, and strive to reduce greenhouse gas emissions, making our contribution to coping with global climate warming. During the Reporting Period, through carrying out various energy saving and consumption reduction measures, we reduced the use of energy, improved energy utilisation efficiency and reduced greenhouse gas emissions.



景觀照明

Landscape lighting

- 採用光控模式，隨天氣變化控制開啟景觀照明。
- Adoption of light-control mode to turn on the landscape lighting controlled by weather changes.



地下車庫感應燈

Motion-sensor light in the underground garage

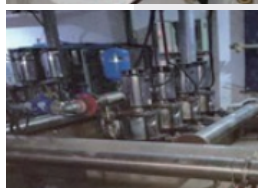
- 採用隔一亮一模式，降低照明開啟數量；
- 地庫進行微亮 LED 節能燈改造。
- Adoption of alternative illumination model so as to reduce the number of lighting;
- Improvement in glimmering LED energy saving lamp in the underground garage.



電梯空調自動啟停控制

Automatic start-stop control of air conditioning in the elevator

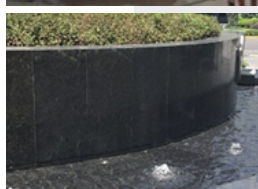
- 安裝自動啟停控制；
- 自動休眠時間調整為 15 分鐘，增強節能效果
- Installation of automatic start-stop control;
- Adjustment of auto sleep time to 15 minutes for the purpose of enhancing the energy saving effects



恒壓變頻管中泵節能改造

Improvement in constant voltage and inverted pump for energy saving

- 安裝恒壓變頻管中泵，採用閉環調速原理替代多級離心
- Installation of constant voltage and inverted pump and adoption of close-loop speed adjustment principle to replace multistage centrifuge



園區噴泉

Fountain in the park area

- 在滿足業主需求的同時，制定噴泉開啟時間，降低能源消耗。
- Formulation of start-up time for the fountain while catering to the needs of property owners with a view to reducing energy consumption.



設備房照明

Lighting in the equipment room

- 要求機房照明處於關閉狀態，每周巡視時對照明進行檢查；
- 多個照明光源設備房預留個別照明，其它進入後開啟。
- Lighting in the equipment room is required to be turned off and lighting check at the time of weekly inspection;
- Separate lighting is illuminated in the equipment room with various lighting sources while others turn on upon entry of people.

節能降耗措施

Measures on energy saving and consumption reduction

擔責綠色發展

TAKING THE RESPONSIBILITY FOR GREEN DEVELOPMENT

報告期內，能源使用及溫室氣體排放¹情況如下：

During the Reporting Period, energy usage and greenhouse gas emissions¹ are as follows:

指標 Index	單位 Unit	2020年 2020
外購電力使用 Use of purchased electricity	千瓦時 kWh	3,470,083
綜合能源消耗總量 Total comprehensive energy consumption	噸標煤 tonne of coal equivalent	426
單位收益能耗消耗量 Energy consumption per unit revenue	噸標煤萬元收入 tonne of coal equivalent per ten thousand revenue	0.004
溫室氣體排放總量 Total greenhouse gas emissions	噸二氧化碳當量 tonne CO ₂ equivalent	2,441
單位收益溫室氣體排放量 Greenhouse gas emissions per unit revenue	噸二氧化碳當量／萬元收入 tonne CO ₂ equivalent/ten thousand revenue	0.022

水資源管理

我們深知水資源的重要性，嚴格開展水資源的使用管理。本集團辦公用水為城市自來水，由市政管網供水，在獲取水資源方面無特殊情況。在日常運營和辦公過程中，我們通過推廣節水理念、使用節水器具、精細化計量用水量等措施，降低水資源浪費，提高水資源使用效率並提高全員節水意識，為打造節水型社會做出貢獻。

Water Resources Management

We deeply understand the importance of water so we conduct stringent use management of water resources. The water used for the offices of the Group is urban tap water, which is supplied by the municipal pipeline network, and there is no special issue in obtaining suitable water sources. During the process of ordinary operation and office, we reduce water waste, promote water utilisation efficiency and raise the staff's awareness of water conservation by ways of promoting the concept of saving water, using water saving equipment, meticulous measurement for water consumption so as to make contributions to a water-saving society.

報告期內，水資源²使用情況如下：

During the Reporting Period, use of water² is as follows:

指標 Index	單位 Unit	2020年 2020
用水量 Water consumption	噸 tonne	4,765
單位收益用水量 Water consumption per unit revenue	噸／萬元收入 tonne/ten thousand revenue	0.043

1 本集團的能源種類主要來源於外購電力，數據僅包括上海正榮中心辦公環節，相應產生的綜合能耗及溫室氣體排放亦同。

1 The types of the Group's energy are mainly sourced from purchased electricity. Such data only includes the office link of Shanghai Zhenro Centre, which also applies to the generation of comprehensive energy consumption and greenhouse gas emissions.

2 數據僅包含上海虹橋正榮中心辦公用水。

2 The data only includes the water used for the offices of Shanghai HongQiao Zhenro Centre.

擔責綠色發展

TAKING THE RESPONSIBILITY FOR GREEN DEVELOPMENT

排放管理

為了加強公司污水、廢氣及噪聲控制管理，減少對地域環境及人員健康的不利影響，本集團制定了《污染物管理程序》，要求各公司需對運營區域內排放進行例行監測，並定期對監測設備進行維護與保養，同時嚴格監控在環境保護方面的表現以及運行情況。

廢水管理

本集團對運營過程中產生的廢水進行嚴格的管理，嚴格執行各運營地的地方污水排放限值，每年一次委託具有專業資質的第三方公司對污水排放的各項指標進行監測，保證出水指標符合排放要求。同時，我們為了降低對水資源的污染，減少廢水排放，我們在日常管理中制定了以下要求：

EMISSION MANAGEMENT

For the purposes of strengthening the management of sewage, exhaust gas and noise control of the Group, as well as reducing the adverse impacts on regional environment and employees' health, the Group has established the Pollutant Management Procedures, which required each company to conduct routine inspection on emissions in the operational regions, carry out repair and maintenance of monitoring equipment on a regular basis, meanwhile, stringently monitor the performance and operation in respect of environmental protection.

Wastewater Management

The Group exercises strict management on wastewater generated from the operation and implements the limits for local sewage discharge of each operation site in a stringent manner, and engages a qualified third party company to monitor all indexes of sewage discharge annually to ensure that effluent indicators meet the requirements of discharge. In the meantime, we have established the following requirements during the ordinary management aiming at mitigating water pollution and wastewater discharge:



- 廢油、廢化學品等對環境會造成較大危害的液體禁止排入下水道。

- Liquids, which will cause hazardous impacts on the environment such as waste oil and waste chemicals, are prohibited from discharging into the sewer.



- 禁止將廢渣沖入下水道（如各種廢棄物、泥土、垃圾等）。

- Waste residues, including various wastes, dirt and garbage, are prohibited from pouring into the sewer.



- 垃圾必須運到指定地點，不得露天擺放，以防雨天污水流入雨水管道。

- All wastes must be sent to the designated place but not in the open air, to prevent the sewage from flowing into the rainwater pipe on rainy days.



- 禁止在公司內沖洗汽車，以免將油污沖入雨水或污水管道。

- Vehicle washing is prohibited within the Company, to prevent oil pollutant from flowing into the rainwater or sewage pipe.



- 滴在地上的油及化學品要用抹布擦拭乾淨再放入指定的地方，禁止用沖洗流入下水道。

- Oil and chemicals dripped on the ground shall be placed in the designated place after cleaning with cloth, and must not be flowed into the sewer by washing.

擔責綠色發展

TAKING THE RESPONSIBILITY FOR GREEN DEVELOPMENT

報告期內，廢水³產生情況如下：

During the Reporting Period, the generation of waste water³ is as follows:

指標 Index	單位 Unit	2020年 2020
廢水排放量 Waste water discharge	噸 tonne	3,812
單位收益廢水排放量 Waste water discharge per unit revenue	噸／萬元收入 tonne/ten thousand revenue	0.035

廢氣管理

鑒於我們的行業屬性，公司廢氣排放處於較低水平。為降低廢氣排放量，我們對本集團自有車輛進行嚴格管理。本集團所有的汽車應每年定期年審，確保廢氣排放達到法規要求。此外，我們要求廢氣量產生較多、對環境影響較大的設備必須設有排氣處理裝置，並對廢氣排放的各項指標進行監測，以確保廢氣排放達到法規要求。

Exhaust Gas Management

Due to our business nature, exhaust gas emissions of the company are of an insignificant level. To reduce exhaust gas emissions, we have carried out strict management of self-owned vehicles of the Group. All vehicles of the Group shall have annual verification regularly to ensure that exhaust gas emissions meet the regulatory requirements. In addition, we required that the equipment which generated a large amount of exhaust gas and caused a great impact on the environment should be installed with exhaust gas treatment devices, and all indexes of exhaust gas emissions shall be monitored so as to ensure exhaust gas emissions meet the regulatory requirements.

廢棄物管理

本集團制定了《固體廢棄物管理規定》，並要求各地區公司及項目結合當地政府要求，積極實行垃圾分類政策。正榮服務的管理項目在各屬地的垃圾分類試點建設及分類推廣等方面均得到了當地政府的肯定與表揚。我們在日常經營及辦公過程中產生的無害廢棄物主要包括廚餘垃圾、辦公紙張、廢棄包裝物等。產生的有害廢棄物主要包括硒鼓、墨盒、辦公廢舊電子設備等。以上廢棄物均已按照合規的方式進行了相應的處理和回收。

Waste Management

The Group has established the Solid Waste Management Regulations, which required each regional company and project to comply with the requirements of the local governments and proactively implement garbage sorting policy. The projects managed by Zhenro Services have received recognition and praise from the local governments in terms of the pilot establishment of garbage sorting spots in all operating places and promotion of garbage sorting. The non-hazardous waste generated in our normal operations and office mainly includes kitchen waste, office paper, and packaging waste, etc. The hazardous waste generated mainly includes toner cartridges, ink cartridges, waste electronic office equipment, etc. These wastes above have been disposed and recycled with compliance.



開展的垃圾分類活動

Garbage sorting activities conducted

3 數據僅包含上海虹橋正榮中心辦公用水

3 The data only includes the water used for the offices of Shanghai HongQiao Zhenro Centre

擔責綠色發展

TAKING THE RESPONSIBILITY FOR GREEN DEVELOPMENT

報告期內，廢棄物⁴產生情況如下：

指標 Index	單位 Unit	2020年 2020
無害廢棄物總量(噸) Total non-hazardous wastes (tonne)	噸 tonne	125,252
單位收益無害廢棄物排放量 Total non-hazardous wastes per unit revenue	噸／萬元收入 tonne/ten thousand revenue	1.136

噪聲管理

降低噪音產生始終是我們為客戶提供服務時的重要考慮因素，我們對噪聲大的設備均進行了隔聲防震。同時我們也充分保證員工在工作過程中免受噪聲影響，一旦工作現場噪聲超出崗位限值要求時，我們對員工提供必要的聽覺保護措施，並定期對噪聲狀況進行監測。

綠色行動

守護地球，人人有責。具有匠心精神的正榮服務持續推廣綠色理念，聯動更多的員工、社區及業主，積極參與環保公益行動，共建美好家園。

During the Reporting Period, waste generation⁴ is as follows:

Noise Management

Reducing the noise generation has always been a significant factor considered by us in offering services to our customers. We have conducted acoustic insulation and vibration prevention for noisy equipment. Meanwhile, we also fully ensure that our staff will be free from the impact of noise during their work. Once the noise of working environment exceeds its requirement of position limit, we will provide necessary auditory protection for our staff and conduct regular monitoring on noise.

GREEN ACTIONS

Every human being is responsible for protecting the earth. With the spirit of craftsmanship, Zhenro Services continues to promote the green concept, and encourages more staff, communities and property owners to actively participate in public welfare actions on environmental protection and to co-build a good homeland.

4 本集團無害廢棄物主要為廚餘垃圾，且廢棄物排放量未覆蓋行政辦公環節

4 Non-hazardous wastes of the Group are mainly kitchen wastes and waste emissions do not cover the process of administration

擔責綠色發展

TAKING THE RESPONSIBILITY FOR GREEN DEVELOPMENT

「不塑之約」主題活動

正榮服務啟動「不塑之約」環保主題活動，通過提倡綠色生活方式，推動全員減少一次性塑料製品使用，從源頭上抑制「白色污染」。我們提倡在日常辦公和生活中，減少一次性紙杯、塑料瓶的使用，通過出門攜帶可重複使用的環保袋等行為，減少消耗保鮮膜；與家人和朋友分享減塑生活。

“No Plastic” Themed Activity

Zhenro Services launched the “No Plastic” themed activity for environmental protection through the promotion of a green lifestyle, with a view to promoting all of its staff to reduce the use of disposable plastic products and prevent “plastic pollution” from the source. We advocate less use of disposable paper cups and plastic bottles in the course of ordinary office and daily life. The consumption of plastic wraps may be reduced by way of taking reusable recycling bags when shopping, thereby sharing plastic reduction life with family and friends.



擔責綠色發展

TAKING THE RESPONSIBILITY FOR GREEN DEVELOPMENT

共創「文明城市」

正榮服務積極響應南京市文明城市創建號召，開展「春風行動」「進步行動」住宅小區專項整治行動。一方面，我們積極宣傳垃圾分類知識，讓垃圾分類工作得到廣大社區居民的理解與認同，認真抓好垃圾分類宣傳、入戶入企指導等工作，引導大眾小手拉大手，用自己的行動影響身邊的人，早日養成垃圾分類的好習慣。另一方面，我們定期對小區周圍紅線外綠地垃圾、路邊石縫雜草進行全面清理，改善社區街道環境。同時，我們也加大對小區內的雜物垃圾、衛生死角進行的專項整治和消殺作業力度，縱深推進精細化作業，全面清除小區衛生死角和保潔盲區，持續改善市容環境衛生狀況，全力助力南京文明城市建設。

Co-creating “A Civilised City”

In active response to the call of establishment of a civilised city in Nanjing, Zhenro Services conducted special rectification actions such as “Spring Action” and “Progress Action” in residential communities. On one hand, we actively publicise garbage sorting knowledge to gain the understanding and recognition of the residents in the community for our work on garbage sorting, pay attention to the publicity of garbage sorting and the provision of guidance to specific household and enterprise, guide the masses hand in hand to influence their acquaintance through their practical actions and form a good habit of garbage sorting as soon as possible. On the other hand, we conduct complete cleaning regularly for garbage in surrounding community and weeds by the roadside for improving the street environment of the community. Meanwhile, we also step up efforts in the specialised rectification of sundries in the community and the operation for disinfection and sterilisation in sanitary blind spots, enhance the meticulous operation, comprehensively clean the sanitary blind spots in the community, and continue to improve the city image and its sanitary conditions, thereby making full contributions to the establishment of a civilised city in Nanjing.



擔責綠色發展

TAKING THE RESPONSIBILITY FOR GREEN DEVELOPMENT

「環保進社區」

為響應蘇州垃圾分類「新時尚」的號召，讓「環保」走進社區深入居民心中。我們在蘇州獨墅湖畔的吳中區郭巷街道正榮國領小區舉辦了一場別開生面的「變廢為寶、益起行動」環保公益活動。繽紛多彩的繪本賞析、落葉貼畫、變廢為寶及手織捕夢網等有趣的體驗，讓參與活動的小朋友們深刻感受到保護環境的重要意義。

“Environmental Protection in the Community”

In response to the call of “New Fashion” of garbage sorting in Suzhou, and making the concept of “Environmental Protection” deeply rooted in the mind of residents in the community, we held a spectacular charity activity for environmental protection, namely “Turning Trash into Treasures and Taking Actions Together” at the Zhenro Guoling Community along the lakeside of Dushu Lake in Guoxiang Street, Wuzhong District, Suzhou. Through interesting experiences, such as appreciation for colourful picture books, posting fallen leaves on a piece of paper as a picture, activities like turning trash into treasures and knitting dream catchers, the children participating in this activity deeply recognised the importance of environmental protection.



攜手和諧共進

PRESSING AHEAD TOGETHER IN HARMONY

正榮服務始終秉承「正直構築繁榮」的核心價值觀，用心打造「人本主義」的企業環境，以「正直陽光」為核心凝聚人才，以「構築事業」為平台發展人才，以「榮耀共享」為目標激勵人才。在保障權益、溝通關愛、人才發展和健康安全方面四駕齊驅，助力成就幸福企業。

員工概況

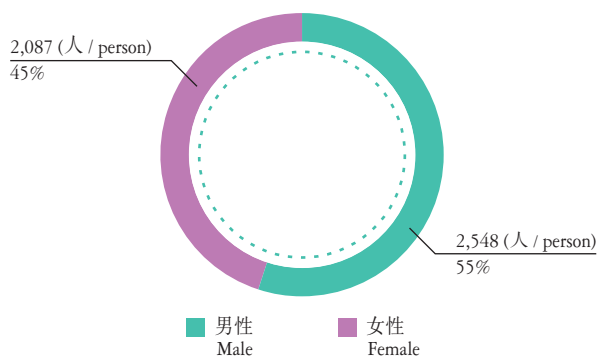
正榮服務嚴格遵守《中華人民共和國勞動法》和《中華人民共和國未成年人保護法》《中華人民共和國勞動合同法》、國際勞工組織《強迫勞動公約》(第29號)的《禁止使用童工規定》等法律法規，核查候選人身份文件以確保彼等達到僱傭的法定年齡。與僱員簽署僱傭合約或協議時，我們準確傳達工作地點、時間、勞務報酬的條款，以預防非法動用童工及強迫勞動力。正榮服務尊重並保護員工的各項合法權益，致力於通過不斷完善僱傭管理政策，營造多元平等的工作氛圍。通過整合員工資源，我們從年齡、僱傭類型、性別、職級、職能等方面進行合理和高效的配置，員工結構不斷得到優化。在報告期內，本集團員工共計4,635人，按性別、僱傭類型、年齡、職級、職能劃分的情況如下：

By upholding the core value of “Attaining prosperity with integrity”, Zhenro Services has been dedicated to creating a humanistic enterprise environment, with “integrity and positive” at its core to gather talents, “building career” as its platform to nurture talents, and “shared glory” as its goal to motivate talents. Zhenro Services strives to establish a happy enterprise as driven by four wheels in terms of guaranteeing interests, communication and care, talent development, and health and safety.

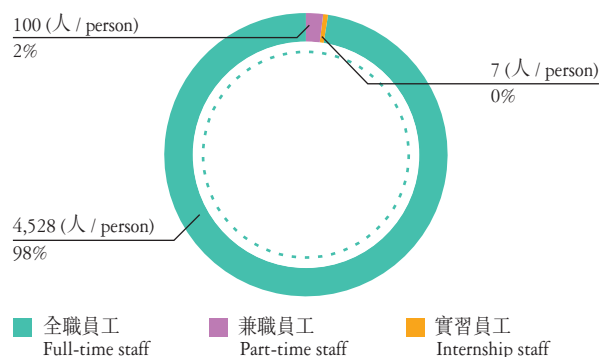
OVERVIEW OF WORKFORCE

In strict compliance with the laws and regulations, such as the Labour Law of the People’s Republic of China and the Law of the People’s Republic of China on the Protection of Minors, the Labour Contract Law of the People’s Republic of China, the Provisions on the Prohibition of Using Child Labour in the Forced Labour Convention (NO.29) of the International Labour Organisation, Zhenro Services checks the identity documents of the candidates to ensure that they have reached the legal age of employment. When signing employment contracts or agreements with employees, we accurately convey the terms of working place, time, labour remuneration to prevent illegal use of child labour and forced labour. Zhenro Services respected and protected the legitimate rights and interests of staff, and stayed committed to creating a diverse and equal working atmosphere through continuous improvement in employment management policies. By consolidating employee resources, we made a reasonable and effective allocation in terms of age, employment type, gender, rank and function, with continuously optimised staff structure. During the Reporting Period, the Group had a total workforce of 4,635, details of which by gender, employment type, age, rank and function are as follow:

按性別劃分的員工人數(人,%)
Number of staff by gender (person, %)



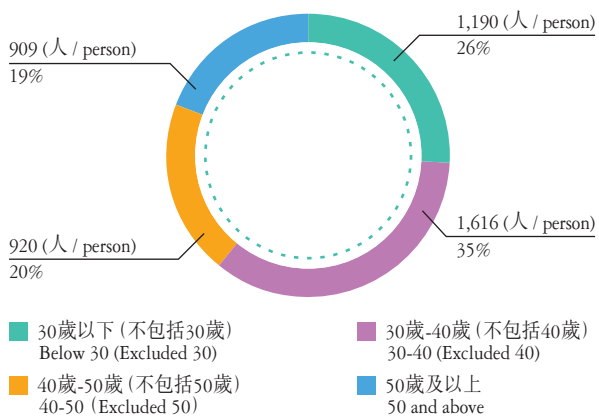
按僱傭類型劃分的員工人數(人,%)
Number of staff by employment type (person, %)



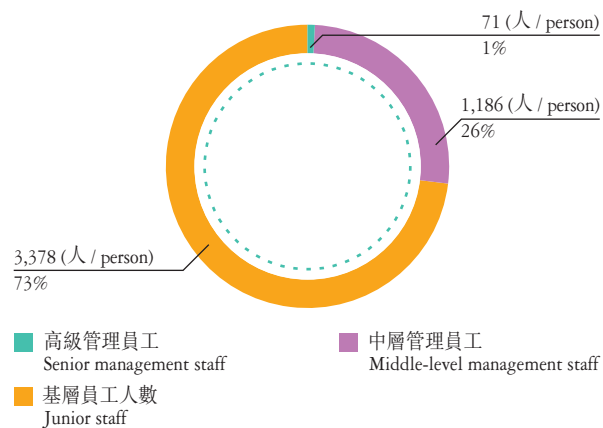
攜手和諧共進

PRESSING AHEAD TOGETHER IN HARMONY

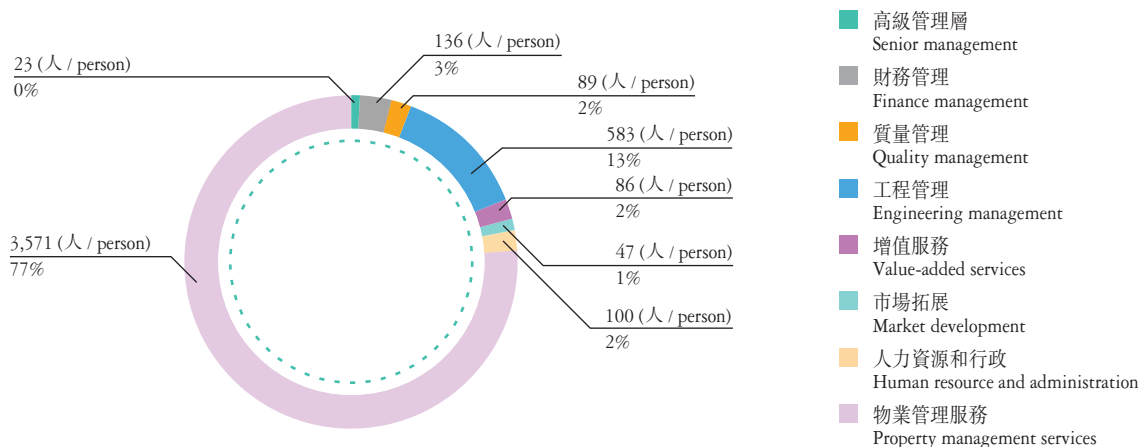
按年齡劃分的員工情況 (人, %)
Number of staff by age (person, %)



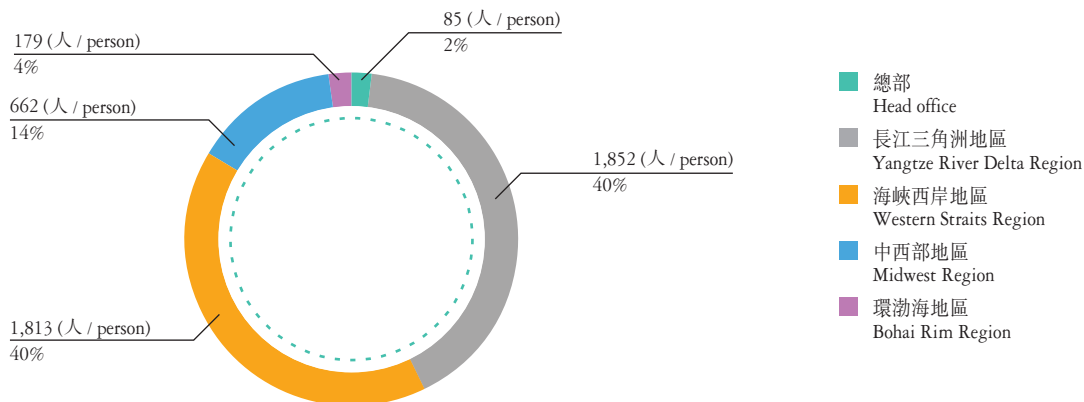
按職級劃分的員工人數 (人, %)
Number of staff by rank (person, %)



按職能劃分的員工人數 (人, %)
Number of staff by function (person, %)



按地區劃分的僱員總數 (人, %)
Total number of employees by geographical region (person, %)



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溝通關愛

2020年，正榮服務對福利制度、異地工作福利、薪酬制度方面進行了優化，提高人力管理水平，進一步提升對人才的吸引力及僱主品牌建設。正榮設立一系列政策吸引人才及保障僱員權利。正榮為保障僱員權利及利益，嚴格禁止任何無理由解僱。為確保機會平等，正榮反對任何形式的歧視。僱員於其招聘、晉升、解聘、培訓、工作表現評估、薪金及福利方面並不會因其性別、年齡、宗教、種族、殘障等因素而遭受歧視。此外，正榮已制定多元化政策。正榮招聘具備不同資格、背景及經歷的人才。在福利制度方面，本集團基於市場標準逐步擴大了福利的享受範圍；在異地工作福利制度方面，本集團鼓勵增強了相關福利標準，規範了探親費、住房補貼等項目，保障了在異地工作的員工；在薪酬制度方面，本集團優化薪酬結構，增加激勵維度，調整薪酬寬帶，增強了市場競爭力。

報告期內，除了法定福利以外，正榮服務還為員工提供了其他豐厚的公司福利。

COMMUNICATION AND CARE

In 2020, Zhenro Services optimised its benefits system, off-site work benefits and remuneration system and improved human resources management, further enhancing the attractiveness to talents and employer's brand building. Zhenro has set a range of policies to attract talents and protect employees' rights. Zhenro strictly prohibits any unreasonable dismissal to protect the rights and interests of employees. In order to ensure equal opportunity, Zhenro opposes any form of discrimination. Employees are not discriminated against based on their gender, age, religion, race, disability, etc. in their recruitment, promotion, dismissal, training, job performance evaluation, salary and welfare. Additionally, Zhenro has formulated diversity policies. Zhenro recruits talents with different qualifications, backgrounds, and experiences. In terms of benefits system, the Group has gradually widened its benefits scope based on market standards; as for off-site work benefits system, the Group has improved relevant benefit standards and standardised payment for family visit, housing allowances and other items to safeguard employees who work on an off-site basis; as for remuneration system, the Group has optimised its compensation structure, increased incentive dimensions and adjusted remuneration bands, so as to strengthen its market competitiveness.

During the Reporting Period, apart from statutory benefits, Zhenro Services also offered other generous company benefits to its staff.

法定福利 Statutory Benefits

- 社會保險（社會養老保險、醫療保險、失業保險、工傷保險、生育保險）、住房公積金，根據國家及地方相關規定執行；
- 高溫費，依據室內外不同崗位，按照一定標準執行。
- Social insurance (social endowment insurance, medical insurance, unemployment insurance, work-related injury insurance, maternity insurance), housing provident fund to be paid in accordance with relevant national and local regulations;
- High temperature allowances, to be paid for different positions, outdoors and indoors, subject to certain standards.

公司福利 Company Benefits

- 勞動福利：意外傷害團體險、年度體檢；
- 工作時長與節日福利：加班費或補假、節日禮金；
- 其他福利：購房福利、異地工作福利、生日禮金、結婚禮金、慶生賀禮、住院慰問、慰唁金、交通補貼、用餐補貼。
- Labour benefits: Accident injury group insurance, annual physical examination;
- Working hours and holiday benefits: Overtime pay or compensatory leave, holiday bonus;
- Other benefits: Property purchase benefits, off-site work benefits, birthday bonus, wedding bonus, birthday gifts, hospitalisation condolence, condolence payment, transportation allowance, meal allowance.

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溝通渠道

為及時了解員工的心聲，我們設立一系列溝通渠道，確保內部交流暢通高效。我們在本集團總部、各區域公司設置員工關係專員崗及員工服務熱線，接收和處理員工的想法和建議，保證在正常工作日36小時內給予答覆，並為員工的身份保密。此外，我們會組織氛圍調研，通過專業的第三方，圍繞員工體驗，開展調研活動，並採納調研結果建議，提升員工滿意度及敬業度。

正榮服務2020年開展的員工溝通

員工懇談會

本集團至少每半年召開一次員工懇談會，各區域公司懇談會每半年覆蓋一次。2020年，本集團共計組織60餘場次員工懇談會，主要針對員工工作及生活的心聲，新員工融入適應，以及公司發展建議等進行座談。

Communication Channels

In order to timely understand our staff's opinions, we have set up a series of communication channels to ensure smooth and effective internal communications. We have established designated posts for employee relations and employee service hotlines at the Group's head office and regional companies to receive and handle employees' ideas and suggestions, ensure a reply will be provided within 36 hours on normal working days and keep confidential the identity of such employees. In addition, we will organise and conduct a survey on atmosphere through a professional third party by focusing on staff experiences. The results and suggestions of such survey will be adopted to improve staff satisfaction and engagement.

COMMUNICATIONS BETWEEN ZHENRO SERVICES AND ITS STAFF IN 2020

Earnest talks with employees

The Group holds an earnest talk with employees at least every half year, while each regional company holds a talk every half year. In 2020, the Group held a total of more than 60 staff talks, which mainly covered staff's voice on work and life, the integration and adaption of new staff, and the advice on the Company's development.



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幹部懇談會

針對核心管理人員，本集團於2020年10月開展了幹部懇談會，坦誠開放、以人文本、復盤反思、完善自身，協同發展的理念深入核心管理幹部的內心，有效的促進了管理團隊的凝聚和業務目標的達成。

關愛員工

正榮服務積極落實企業文化精神，體現正榮服務的溫暖與關愛，及時緩解員工在遇到突發重大困難時的經濟壓力，提升員工幸福感，致力於及時緩解員工在遇到突發重大困難時的經濟壓力，主要幫扶突發重大困難。主要包括：

- 重大疾病，醫療費用數額巨大且無力承擔者（參加醫療及其它商業保險，費用足可報銷者除外）；
- 突遇變故（如交通事故、工傷事故、其它意外事故、罪案波及、家庭不測等）導致個人或家庭生活面臨較大困難者；
- 遭受自然災害（如火災、水災、風災、地震、泥石流、火山爆發、海嘯等非人力因素所能控制的各類災害），個人或家庭生活難以為繼者。

Earnest talks with leaders

For core management staff, the Group carried out an earnest talk with leaders in October 2020. Through this talk, the concepts of honest and openness, people orientation, review and reflection, self-improvement and collaborative development were deeply rooted in the leaders' hearts, which effectively promoted the cohesion of the management team and the achievement of our business goals.

Employee Care

Zhenro Services actively implemented the spirit of its corporate culture, which mirrored its warmth and care. We promptly eased staff's economic pressure in case of sudden and major difficulties to increase their sense of happiness. We primarily provided assistance to deal with sudden and major difficulties, mainly including:

- Major diseases with huge medical expenses that employees cannot afford (except for those fully covered by medical and other commercial insurance);
- Sudden changes (such as traffic accident, work-related injury accident, other accidents, crime ripple, family misfortune, etc.) resulting in greater difficulties in employees' personal or family life;
- Natural disasters (such as fire, flood, wind, earthquake, mudslide, volcanic eruption, tsunami and other types of disasters that are beyond human control) resulting in difficulties in employees' maintaining their personal or family life.

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人才發展

正榮服務一直以來都把人才作為組織戰略重要的一個部分，不斷在發展路徑上對標優化，以達成保留人、發展人、賦能人的組織戰略。本集團的人才發展可以分為管理序列和專業序列兩個維度，並結合職責、崗位、和管理內容進行劃分，一方面加強了集團內部對職責和崗位的範圍區分，一方面可以更好地利用資源來滿足客戶的不同需求。

員工培訓活動

2020年10月23日，來自皖津、滬蘇、南京3個區域的43名秩序精英齊聚南京，開展了為期3天的集訓之旅。此次培訓中，總司秩序負責人對日常秩序工作管理、外包方管控以及項目秩序負責人定位等進行了細緻的講解，大大提升了項目秩序負責人專業知識及職業素養。更有多位物業前輩從安全管理、對客技巧等進行案例分析，提升了培訓人員對客的服務意識。這次「星火訓練」訓練營活動得到了各部門和區域的大力支持，理論與實操結合，在一個個有趣且充滿管理智慧的活動中，學員們迎來了成長與蛻變。

TALENT DEVELOPMENT

Zhenro Services has always regarded talents as an important part of its organisational strategies and made constant benchmarks and optimisations along its development path to achieve its organisational strategies of retaining, developing and energising talents. The talent development of the Group may be divided into two dimensions: management sequence and profession sequence, based on duties, positions and management contents. Such division has, on one hand, improved the distinction between the scope of the duties and positions within the Group, and on the other hand, enabled better use of resources to meet customers' various demands.

Staff Training Activities

On 23 October 2020, 43 elites in order management from three regions, including Anhui-Tianjin, Shanghai-Suzhou and Nanjing, gathered in Nanjing for a three-day intensive training trip. During such training, the person in charge of order in the head company gave a detailed explanation on daily order work management, control over contractors and positioning of the person responsible for project order, which greatly enriched the professional knowledge of the staff responsible for project order and improved their professionalism. Moreover, a number of property seniors conducted case analysis on safety management and customer service skills to enhance the awareness of customer service among the trainees. The "Spark Training" training camp has gained extensive support from each department and regional company. The participants have grown and improved by combining theories and practices in various interesting and management-wise activities.



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此外，正榮服務建立關鍵崗位人員培養項目（榮之將），校招管培生培養項目（榮之星），以進一步提高員工服務知識技能水平。

Besides, Zhenro Services has established a training programme for key positions (Ro's General) and a training programme for management trainees from school recruitment (Ro's Star) to enrich staff's service knowledge and improve their skills.

榮之將

針對新入職及新晉升的項目／片區經理崗位人員進行培養。主要從業務提升、領導力培養、戰略思維培養等幾個部分進行賦能。每期訓練營貫穿1年，設置2-3次集中培訓。

Ro's General

This programme aims to cultivate project or regional manager who is newly recruited and newly promoted, mainly empowering in terms of business improvement, leadership cultivation and strategic thought training. Each training camp runs for 1 year, with 2-3 sessions of intensive training.

榮之星

針對當期應屆本科及碩士研究生，尋找未來企業的中高層管理人才和專業人才。為吸引優秀的同學加入，提供了市場市場競爭力的薪酬和福利，以及入職後2年內根據不同崗位設置的置業發展規劃。在每屆榮之星入職後2年的時間內，從集團層面給與強關注，組織3-4次全國性集中培訓，安排1對1專門教練帶導強勢護航。

Ro's Star

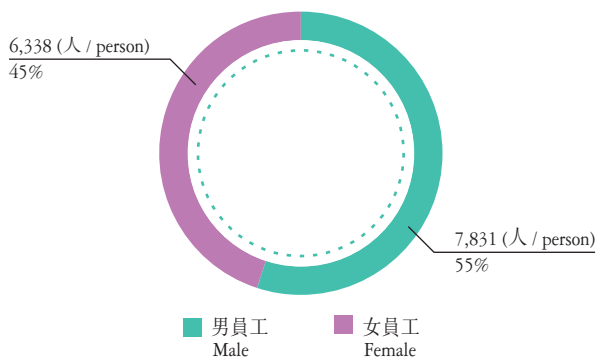
This programme aims to seek future middle and senior management talents and professionals for enterprise among current fresh undergraduates and postgraduates. In order to attract excellent students, we offer market competitive remuneration and benefits and set up career development plan within 2 years after employment according to different positions. During the 2 years after employment of Ro's Stars for each session, we will pay high attention to them at the Group level, organise 3-4 sessions of national intensive training, and arrange one-on-one special coach to lead the strong escort.

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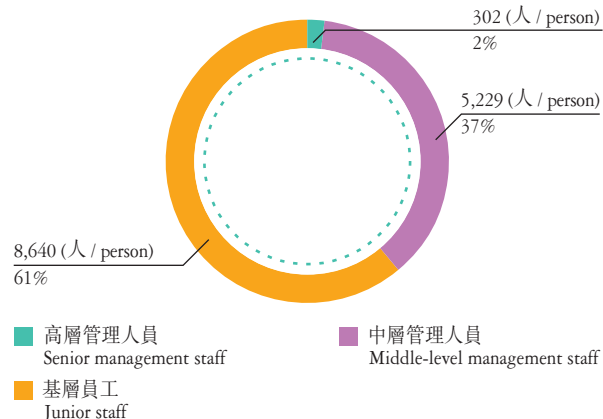
報告期內，本集團為員工開展了28,341小時培訓，人均受訓時數為6.11小時，具體員工培訓情況如下：

During the Reporting Period, the Group provided its staff with training for 28,341 hours, with 6.11 hours of training for each staff. The details of employee training are as follow:

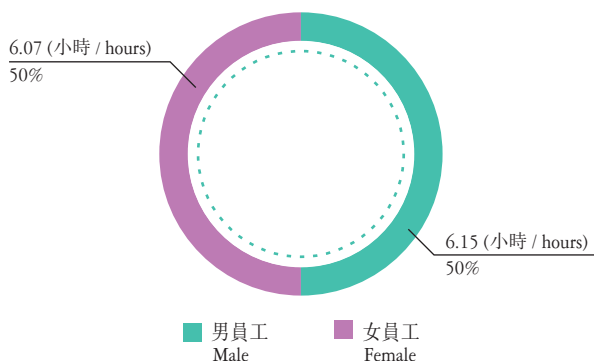
按性別劃分受訓僱員情況 (人, %)
Number of staff trained by gender (person, %)



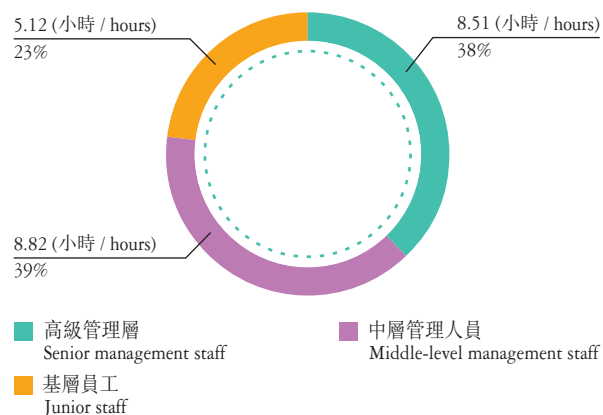
按職級劃分的受訓僱員情況 (人, %)
Number of staff trained by rank (person, %)



按性別劃分的員工平均培訓時數 (小時, %)
Average training hours per staff by gender (hours, %)



按職級劃分的員工平均培訓時數 (小時, %)
Average training hours per staff by rank (hours, %)



員工激勵

正榮服務制定並落實一系列激勵政策和方案鼓勵員工不斷提升。一方面，我們制定了年度激勵方案，本著激勵優先、激勵創新、提高服務團隊整體的積極性和戰鬥力的原則，進一步明確了分配原則，促進增值業務、輕資產和市場拓規模及滿意度的全面提升。

Employee Incentives

Zhenro Services has formulated and implemented a series of incentive policies and plans to encourage continuous improvement of employees. On one hand, we have formulated annual incentive plans to further clarify the principle of allocation and promote the overall improvement in value-added businesses, light assets, market expansion scale and satisfaction, under the principles of incentive priority, innovation motivation and improvement of the overall enthusiasm and combativeness of the service team.

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針對一線員工，在區域公司管理上，正榮服務拿出一定資金作為及時激勵，主要通過員工在一線勞動中創造的對客服務的亮點案例及公司內部的創新等行為，給與員工及時的獎勵和認可。同時，協同業務市場拓展、增值服務部門優化提佣方案，聚焦規模增長，鼓勵全民營銷，分配比例大幅傾向一線業務人員，在激勵金額同比持平的基礎上實現業績翻倍。

健康安全

正榮服務嚴格遵守有關健康及安全的相關法律法規，例如《中華人民共和國職業病防治法》《工作場所職業衛生監督管理規定》《職業病分類與目錄》等。

正榮服務尤其重視員工的健康和安全。針對一線不同業務崗位，我們為員工配備了完善的安全防護措施以最大程度保障工作安全。在工作流程上，針對不同業務場景，我們制定並不斷完善的操作指引、流程工作手冊，並向員工解讀工作注意事項，確保員工按規範流程就行工作，降低勞動風險。2020年，本集團獲得了ISO 45001:2018認證，並將持續開展體系運行及認證審核工作。

For frontline staff, Zhenro Services reserved certain funds as in-time incentives in the management of regional companies, mainly rewarding and recognising, on a timely basis, the employees who have created highlighted cases in customer services and made innovations within the Group and other behaviours at the front line. At the same time, we focused on scale growth and encouraged universal marketing while collaborating with the business market expansion and value-added service departments to optimise the commission raising plan. A larger proportion of the incentives were preferentially allocated to frontline business personnel, and their performance was doubled on the basis of the same amount of incentive year-on-year.

HEALTH AND SAFETY

Zhenro Services strictly abided by the relevant laws and regulations about health and safety, such as the Law of the People's Republic of China on the Prevention and Control of Occupational Diseases, Regulations on the Supervision and Administration of Occupational Health at Work Sites, the Classification and Catalogue of Occupational Diseases, etc.

Zhenro Services attached special importance to its employees' health and safety. For different business positions at the front line, we have equipped our employees with safety protective equipment to ensure their work safety to the greatest extent. In respect of work procedures, we have developed and continuously improved operation guideline and process brochures for various business scenarios and explained work precautions to employees to make sure that staff work in accordance with the standardised procedures and reduce labour risks. In 2020, the Group obtained ISO 45001:2018 certification and will continue to carry out system operation and certification audit.



正榮服務ISO 45001:2018認證證書
Zhenro Services ISO 45001:2018 Certification

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安全培訓

在新員工入職時，我們會提供入職引導計劃和新員工培訓，針對安全操作規範進行培訓和宣導，並根據崗位需要進行崗位實操。同時，我們計劃基於本集團線上平台，將培訓課程轉化為動畫的方式，以便於員工隨時隨地學習。區域公司也會不定期開展崗位技能培訓和比拼，與外部消防部門聯動進行消防演練，通過業務實操，幫助員工了解和演練應急預案，規避勞動風險。

針對一線不同業務崗位，我們會為員工配備完善的安全防護措施，包括齊全的勞動保護物資，例如口罩、防護服、絕緣手套、絕緣鞋、安全繩、秩序安防裝備等，來最大程度保障工作安全。

本集團對相關專業員工要求持證上崗，並出資讓員工學習考取相關崗位的資質證書和上崗證，做到安全防範全覆蓋，最大限度地保障員工的健康安全。報告期內，本集團尚未發生因死亡事件，發生員工工傷事件8起，因工傷損失工作日數為173天。

疫情防護

新冠疫情期間，本集團各區域公司成立員工異常情況應急小組，在出現異常情況時進行信息內外部上報、整體聯動指揮、員工情緒安撫等工作。在復產復工的過程中，本集團落實了一系列防護舉措。報告期內，本集團已經累計為防疫工作投入超過150萬元。

Safety Training

Upon employment of new staff, we will provide induction guidance and induction training, conduct training and instruction for safety operation norms and carry out practical exercises according to the needs of positions. Meanwhile, we plan to convert training courses into animation on the basis of the Group's online platform, so that employees can study at anytime and anywhere. The regional companies also carried out job skills training and competition from time to time, and conducted fire drills in conjunction with external fire departments to help employees understand and rehearse emergency plans and avoid labour risks through business practical exercises.

For different business positions at front line, we have equipped our employees with perfect safety protective equipment to safeguard their work safety to the largest extent, including complete labour protective materials, such as facial masks, protective suits, insulated gloves, insulated shoes, safety ropes and security equipment.

The Group required relevant professional personnel to work with licenses, and funded employees to study and obtain qualifications and work permits of relative positions, so as to achieve full coverage of security precautions and maximise the protection of employees' health and safety. During the Reporting Period, the Group had no fatalities, but with 8 cases of employee work-related injuries and 173 days lost due to work-related injuries.

Epidemic Prevention and Protection

During the COVID-19 epidemic, various regional companies of the Group have established their abnormality contingency teams to report information internally and externally, implement overall linkage and command and calm the employees when abnormal conditions occur. During the resumption of production and work, the Group has implemented a series of prevention and protection measures. During the Reporting Period, the Group has invested over RMB1.50 million in epidemic prevention work.

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正榮服務新冠 疫情防護舉措 Epidemic prevention and protection measures taken by Zhenro Services

及時跟進員工異常情況，並根據公司突發事件上報規則及時上報防控，所有員工崗前都必須測溫，體溫超過37.3度不得上崗，一旦發燒發熱需立即上報，即時安排隔離，員工相互補位來保障正常工作

Following up on any abnormal conditions of employees in a timely manner, and reporting for prevention and control in a timely manner according to the Company's emergency reporting rules. All employees must measure their temperature before work. If any person's body temperature exceeds 37.3 degree, such person will not be allowed to work. Once any person has a fever, such person shall report immediately and be subject to relevant quarantine immediately. Employees shall take over each other's position to ensure normal work

為所有在崗員工配置口罩等防護用具，當班人員班前、班後需測量體溫並留存記錄

Providing protective equipment such as facial masks for all employees on duty. Employees on duty shall measure and record their temperature both before and after work

對公共區域、辦公區域、宿舍區域、食堂區域等地定期進行消毒清潔、通風；

Regular disinfection, cleaning and ventilation of public areas, office areas, dormitory areas, dining halls and other areas;

根據屬地情況提前準備必要應急物資，包括一次性口罩、手套、防護服、飲用水、方便面乾糧等

Preparing emergency supplies (including disposable masks, gloves, protective garments, drinking water, instant noodles, solid food, etc.) in advance in accordance with the local situations

針對在防疫期間表現突出的員工，根據《正榮物業及時管理制度》申請給予員工獎勵

Employees with outstanding performance during the epidemic prevention period were rewarded in accordance with the Timely Management System of Zhenro Property

各區域公司成立員工異常情況應急小組，在出現異常情況時進行信息內外部上報、整體聯動指揮、員工情緒安撫等工作

Various regional companies have established abnormality contingency teams to report information internally and externally, implement overall linkage and command and calm the employees when abnormal conditions occur

參與抗疫的一線家屬給予補貼2,000元/家，共計4.4萬；參與抗疫員工抗疫津貼100元/人，每周評選抗疫明星300元/人，持續一個月

Family members who participated in the fight against the epidemic were given a subsidy of RMB2,000 per family, totalling RMB44,000; the anti-epidemic allowance for employees was RMB100/person, and reward for the selected anti-epidemic stars every week was RMB300/person, which lasted for one month

此外，本集團提供了和疫情相關的補貼及獎勵。針對在防疫期間表現突出的員工，根據《正榮物業及時管理制度》申請給予員工獎勵；針對參與抗疫的一線員工家屬，給予抗疫補貼，並於每周評選抗疫明星予以獎勵。

In addition, the Group provided subsidies and incentives relating to the epidemic. Employees with outstanding performance during the epidemic prevention period were rewarded in accordance with the Timely Management System of Zhenro Property; family members who participated in the fight against the epidemic were given anti-epidemic allowances, and the selected anti-epidemic stars every week were also rewarded.



疫情期間員工關懷獎勵

Care and rewards for employees during the epidemic

構築誠信合作

ESTABLISHING COOPERATION WITH INTEGRITY

在發展過程中，正榮服務將服務質量視為提高客戶滿意度及品牌認可度的關鍵，積極攜手合作夥伴開展誠信、互惠合作，共築可持續發展。

供應商管理

本集團始終堅持嚴格的供應商評估標準，嚴格遵守《中華人民共和國招標投標法》等相關法律法規，制定並不斷完善《正榮物業採購招標管理制度》《正榮服務招標採購及供應商管理制度》等集團內部的供應商管理制度，並建立覆蓋合作全過程的供應鏈管理體系，以確保供應鏈管理水平不斷提升。

基於三大業務線，本集團的供應商主要是提供清潔、安全秩序、園藝及若干工程維修服務的外包商。我們對供應商設有嚴格的准入考察機制，在供應商准入之前，我們會採用實地考察、溝通交流、資料審查等形式對其進行多維度的評估，確保其滿足准入要求。此外，供應商准入之前需要在供應鏈管理平台上傳企業專業資質、典型案例等相關資料，通過我方相關責任人審批後方可進入供方庫。

對於現有供應商，我們會對其實施日常檢查和月度／季度／不定期質量督導檢查。其中，在日常檢查中，我們根據合同和公司的品質要求，對供應商服務實施日常管理，對供應商的服務質量進行日常檢查；在月度／季度／不定期質量督導檢查中，我們對供應商的履約情況進行不定期檢查，對於履約過程未嚴格按照合同約定履約的情況，我們嚴格根據客觀情況進行現場記錄。基於檢查結果，我們針對供應商履約情況進行打分，並要求供應商限時整改。

During its development, Zhenro Services has regarded its service quality as a key to improvement of customer satisfaction and brand recognition, and actively cooperated with its partners on an honesty and mutually-beneficial basis to co-promote sustainable development.

SUPPLIER MANAGEMENT

The Group always adheres to strict supplier evaluation standards. In strict compliance with the Law of the People's Republic of China on Tendering and Bidding and other relevant laws and regulations, we have formulated and continuously improved our internal supplier management systems, such as the Procurement and Tendering Management System of Zhenro Property and the Tendering and Procurement and Supplier Management System of Zhenro Services. Also, we have established a supply chain management system covering the whole process of cooperation to ensure the continuous improvement of our supply chain management system.

Based on our three major business lines, the suppliers of the Group are contractors who mainly provide cleaning, security, landscaping and certain repair and maintenance services. We have set a strict entry inspection mechanism for suppliers. Before entry of suppliers, we will evaluate them from the prospective of multiple dimensions through on-site visits, communications and information review to ensure they meet the entry requirements. In addition, before entry, suppliers are required to upload relevant information such as corporate qualification and typical cases on our supply chain management platform, and will enter our supplier pool after approval by our relevant responsible persons.

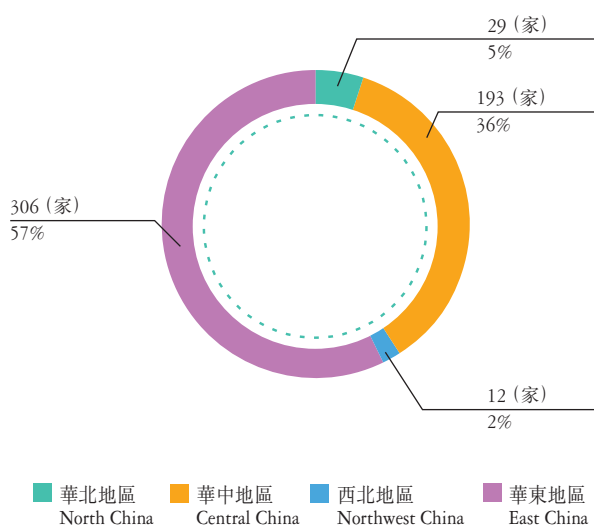
For the existing suppliers, we will carry out a daily inspection and monthly/quarterly/irregular quality supervision and inspection on such suppliers. In particular, in daily inspection, we will conduct daily management on suppliers' services and daily inspection on their service quality according to the contract and the quality requirements of the Company; in monthly/quarterly/irregular quality supervision and inspection, we will inspect the performance of suppliers on an irregular basis. For those who fail to perform the contract in strict accordance with the provisions therein, we will make on-site records strictly based on the objective conditions. Based on the inspection results, our suppliers will be scored in terms of their performance and be required to make rectifications within a prescribed period.

構築誠信合作 ESTABLISHING COOPERATION WITH INTEGRITY

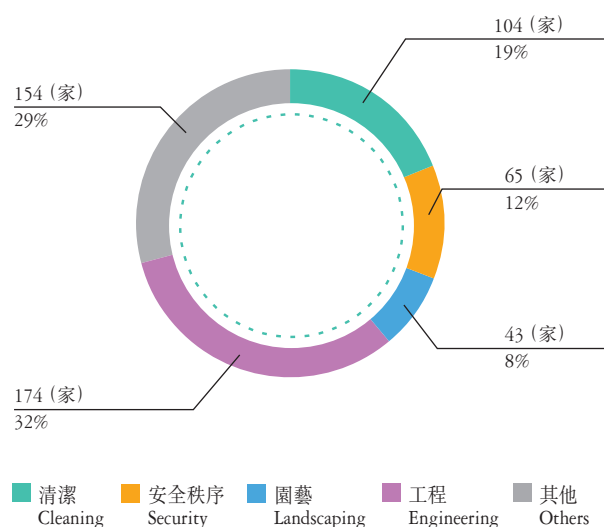
截至2020年12月31日，我們已經有分佈在全國不同區域的供應商共計540家，供應商詳情如下：

For the year ended 31 December 2020, we have a total of 540 suppliers distributed in various regions across the country. Details of suppliers are as follows:

按地區劃分供應商數量
Number of suppliers by region



按類型劃分的供應商數量
Number of suppliers by category



此外，本集團堅持公開公正的陽光採購。供應商在入庫前需簽訂《廉政合作協議》，招標過程文件中有相關的廉潔投標承諾。本集團對於有誠信不佳行為或違反誠信約定的供應商採取零容忍態度，將供應商資質資信作為入庫重點考察要素。

In addition, the Group adheres to sunlight procurement in an open and fair manner. Suppliers must enter into the Agreement on Cooperation with Integrity before entering our supplier pool, with relevant integrity bidding commitments included in the tendering process documents. The Group adopts a zero-tolerance attitude towards suppliers who are in bad faith or violate the integrity commitments, and considers the qualification and integrity of suppliers as an important factor for their entry.

構築誠信合作

ESTABLISHING COOPERATION WITH INTEGRITY

供應商培訓與溝通

為促進公司供應商品質與服務的提升，達到雙方共贏，共同進步的目標，正榮服務對供應商合同履約情況進行季度復盤與年度評估。同時根據供應類別，組織供應定期進行面對面溝通，宣貫，同時按照項目的具體情況組織供應商定期進行現場培訓。

Trainings of and Communications with Suppliers

In order to improve the quality and services of the Group's suppliers for the purposes of win-win and common progress, Zhenro Services conducts quarterly review and annual evaluation on the contract performance of the suppliers. At the same time, according to the supply category, we also organise face-to-face communications and publicity for suppliers on a regular basis and regular on-site trainings for them in accordance with the specific situation of the projects.



供應商一對一交流會
Suppliers' one-on-one communication



供應商季度復盤會議
Suppliers' quarterly review meeting



保潔供應商現場培訓
Cleaning suppliers' on-site training

構築誠信合作

ESTABLISHING COOPERATION WITH INTEGRITY

戰略合作

在「推動企業發展，助力社會繁榮」的核心價值觀的引領下，正榮服務積極參與行業共建，通過政企合作、協會參與、聯盟共建等方式，與其他單位共建合作平台，共同尋求成長，在促進企業成長的同時，助力行業發展和社會進步。

STRATEGIC COOPERATION

As guided by the core value of “promoting corporate development and contributing to society prosperity”, Zhenro Services actively participated in joint construction of the industry and worked together with other entities to build a cooperation platform through government-enterprise cooperation, association participation, alliance co-building and other means for seeking common growth, thereby promoting its corporate growth while contributing to the industry development and social progress.

正榮服務與福州鼓樓區政府開展戰略合作

2020年11月9日，福州市鼓樓區政府與正榮服務戰略合作簽約儀式在鼓樓區鼓東街道中山社區隆重舉行。未來將與正榮服務在改善提升社區物業服務水平方面進行深度合作，共同為鼓東街道提供專業性、智能化、便捷化等物業服務，不斷推動人居環境再上新台階，城市品質再上新層次，進一步擦亮省會核心城區的「鼓樓名片」。

ZHENRO SERVICES CONDUCTED STRATEGIC COOPERATION WITH THE GOVERNMENT OF GULOU DISTRICT, FUZHOU

On 9 November 2020, the signing ceremony for strategic cooperation between the government of Gulou District, Fuzhou and Zhenro Services was held at Zhongshan Community, Gudong Street, Gulou District. In the future, the government of Gulou District, Fuzhou will deeply cooperate with Zhenro Services in improving community property services to jointly provide professional, intelligent and convenient property services to Gudong Street, and continuously optimise the living environment and the city quality so as to shine the “Gulou Card” in the core urban area of the provincial capital.



構築誠信合作 ESTABLISHING COOPERATION WITH INTEGRITY

與南京玄武環境集團合資成立城市服務合資公司

2020年11月16日，正榮服務與南京玄武環境集團在南京玄武環境總部舉行合資合作簽約儀式，雙方將合作成立城市服務合資公司，共同佈局城市綜合運營服務、政府資產服務、舊城改造等業務。

在積極參與政企合作、助力城市發展的同時，報告期內，正榮服務也積極參與企業合作和行業協會建設，通過尋求企業協作和行業共建，促進自身發展。

A JOINT VENTURE FOR URBAN SERVICES WAS ESTABLISHED JOINTLY WITH NANJING XUANWU ENVIRONMENTAL GROUP (南京玄武環境集團)

On 16 November 2020, the signing ceremony for joint venture cooperation between Zhenro Services and Nanjing Xuanwu Environmental Group (南京玄武環境集團) was held at the head office of Nanjing Xuanwu Environmental. Both parties will cooperate to establish a joint venture for urban services and jointly deploy businesses such as comprehensive urban operation services, government asset services, urban renewal, etc.

During the Reporting Period, in addition to active participation in government-enterprise cooperation to promote urban development, Zhenro Services also actively participated in enterprise cooperation and construction of industry association to promote self-development through seeking enterprise cooperation and joint construction of the industry.

構築誠信合作 ESTABLISHING COOPERATION WITH INTEGRITY

福建省物業管理協會第四屆代表大會
The 4th Conference of Fujian Property Management Association

2020中國地產時代奧斯卡
2020 Oscar of China Real Estate Era

2020中國物業服務百強企業研究成果發佈會
2020 China Top 100 Property Management Companies Press Conference on Research Results

行業活動
Industry activities

2020年嘉和家業物業總裁會
2020 Jiaye Jiaye Property President Conference

2020年中國物業企業綜合實力百強峰會
2020 Summit for China Property Management Companies in terms of Overall Strength

「大中華區最佳上市公司•2020」頒獎典禮
The Best Listed Companies of Greater China 2020 Awards Ceremony

2020第三屆中國房地產資本峰會 – 乘風•求變物業管理資本論壇
2020 3rd China Real Estate Capital Summit – Ride the Wind and Seek for Variety Property Management Capital Forum

2020第三屆中國房地產資本峰會 – 乘風•求變物業管理資本論壇

2020年12月25日，《證券日報》社主辦的「2020第三屆中國房地產資本峰會 – 乘風•求變物業管理資本論壇」在京成功召開。正榮服務管理層帶來了主題為「上市後中型物業的挑戰及應對」的演講。管理層現場總結出物業經理人的「六脈神劍」理論：懂行業、懂戰略、懂管理、懂經營、懂科技、懂資本。

2020 3rd China Real Estate Capital Summit – Ride the Wind and Seek for Variety Property Management Capital Forum

On 25 December 2020, the 2020 3rd China Real Estate Capital Summit – Ride the Wind and Seek for Variety Property Management Capital Forum hosted by Securities Daily was successfully held in Beijing. The management of Zhenro Services, delivered a speech themed with “Challenges of Medium-Sized Properties after Listing and Solutions thereto”, and summed up the Six Vital Points theory for property managers at the site: having a knowledge in industry, strategies, management, operation, technologies and capital.

助力社會繁榮

CONTRIBUTING TO SOCIAL PROSPERITY

正榮服務積極投身於社會公益事業，秉承著「大企業社會責任觀」的指導思想，以實際行動推動社會發展，促進企業與社會的良性互動。

攜手並肩

2020年，正榮集團通過正榮公益基金會設立1,200萬元的新冠肺炎疫情防控專項基金會，先後向武漢紅十字會和莆田紅十字會分別捐贈現金300萬元和200萬元，向上海閔行區捐贈200萬元，福建光彩事業促進會捐贈200萬元。專項用於當地疫情抗擊及防治活動。在開通支持抗疫綠色通道支持全國民間組織開展補充性疫情防護，累計資助抗疫公益項目37個，已覆蓋10個省份，以及包含1個全國性普及項目；聯合正榮服務聚焦社區防疫需求，發起「社區抗疫正榮志願行動」，已支持南京、莆田、上海、長沙等地11個公益行動小組，開展城市社區防疫工作。

Zhenro Services actively devotes itself to social public welfare by upholding the guiding ideology of “social responsibility view of large enterprise” and drives the social development with practical actions to promote the benign interaction between the enterprise and the society.

PRESSING AHEAD TOGETHER

In 2020, Zhenro Group set up a special fund of RMB12,000,000 for COVID-19 epidemic prevention and control through Zhenro Foundation, and successively donated RMB3,000,000 in cash to Wuhan Red Cross and RMB2,000,000 in cash to Putian Red Cross. RMB2,000,000 in cash was donated to Shanghai Minhang District, and RMB2,000,000 in cash was donated to Fujian Glorious Business Promotion Association. Such special funds were used for the local epidemic fight and prevention and control activities. We launched a green channel to support nationwide supplemental anti-epidemic activities. With this fund, we financially support up to 37 anti-epidemic public welfare programs, covering 10 provinces, and including a nationwide program. Focusing on the needs of community epidemic prevention, Zhenro Services launched “community anti-epidemic Zhenro volunteer activities” to support up to 11 public welfare communities in Nanjing, Putian, Shanghai, Changsha, etc. to conduct urban community anti-epidemic work.

助力社會繁榮

CONTRIBUTING TO SOCIAL PROSPERITY

社區抗疫

2020年2月3日至4日，正榮服務福建區域、江西區域，在正榮公益基金會的支持下，成立社區抗疫公益行動小組，深入一個個社區單元，開展系統抗「疫」志願行動，向社區弱勢群體、一線防疫的重點群體以及存在困境的小區，送上急需的物資與關愛。在莆田荔園華府小區，社區抗疫公益行動小組為莆田荔園華府小區及延壽大廈小區物業單位捐助口罩1,000個，消毒水100斤，測溫儀1把，一次性手套500副，洗手液120瓶，以緩解小區防疫物資緊張，為物業同行齊心共抗疫情，提供寶貴援助。

Anti-epidemic in the Communities

From 3 to 4 February 2020, Fujian regional company and Jiangxi regional company of Zhenro Services set up a community anti-epidemic public welfare action group with the support of Zhenro Foundation and visited each community unit to conduct systematic anti-epidemic volunteer actions, offer supplies in urgent need and care to the disadvantaged groups in the communities, key groups at the front line of anti-epidemic and the communities in need. The community anti-epidemic public welfare action group donated 1,000 pieces of facial masks, 50 kg disinfectant water, one thermodetector, 500 pairs of one-off gloves, 120 bottles of sanitisers for property units of the Putian Liyuan Huafu Community and the Yanshou Building Community to alleviate the tension of epidemic prevention materials in such communities, providing the property counterparts with valuable assistance to work together to fight against the epidemic.



圖為社區抗疫公益行動小組的志願者前往施工現場，為一線建設者提供防護物資及慰問品，致敬為疫情防控貢獻關鍵力量的一線人員。

The picture shows the volunteers from the community anti-epidemic public welfare action group going to the construction site to provide protective materials and condolences to the frontline builders, paying tribute to the frontline personnel who have contributed key forces to the prevention and control of the epidemic.

助力社會繁榮

CONTRIBUTING TO SOCIAL PROSPERITY

美好社區

正榮服務堅持「追求匠心品質，用心打造人本主義的產品及服務」的企業使命，以傳遞幸福為己任，希望業主們購買的不僅是合適的住所，更是一個有溫度、有價值、有情懷的社區家園。

正榮服務通過聚焦提升社區共建共治共享的行動計劃「你好社區」，踐行企業社會責任，搭建社區行動參與平台，凝聚多方力量，實現健康、互助、幸福的社區美好生活。

「你好•社區」

作為正榮「你好•社區」品牌IP落地的重要參與方與執行者，正榮服務在2020年推進主題社區共建活動、參與社區微基金等項目的基礎上，為開啟特色社區治理模式制定長期發展規劃，並在春節期間開展以「暖心到家」為主題的「你好•社區」新春關愛系列活動。

「暖心到家」系列活動包含「快樂社區、溫暖友鄰、悉心防疫」三大主題，以社區氛圍、線上社群融合、社區關愛為主線，將在全國正榮社區開展百餘場次各種形式的新春活動，覆蓋近萬名就地過年、獨居老人、防疫工作者等特殊群體，以暖心服務為正榮業主的新春佳節添「牛氣」，為踐行企業社會責任邁出新年第一步。

GOOD COMMUNITY

Zhenro Services adheres to its corporate mission of “pursuing superior quality and being dedicated to creating humanistic products and services” and takes it as its mission to spread happiness, hoping that the owners will buy not only a suitable residence, but also a warm, valuable and sentimental community home.

Zhenro Services practices its corporate social responsibilities, establishes community action participation platform and unites multiple forces by focusing on an action plan of “Hello, Community” to enhance community co-construction, co-governance and sharing, to realise a healthy, friendly, happy and good life in the community.

“Hello • Community”

As an important participant and executor of the implementation of Zhenro “Hello • Community” brand IP, Zhenro Services, on the basis of promoting themed community co-construction, participating in community micro fund and other projects in 2020, formulated a long-term development plan for launching a model of community governance with distinctive features, and carried out a series of “Hello • Community” New Year care activities with the theme of “Delivering Warmth to Home” during the Spring Festival.

The “Delivering Warmth to Home” series of activities included three major themes of “Happy Community, Warm Neighbours, and Careful Epidemic Prevention”. With community atmosphere, online community integration and community care as the main line, more than 100 New Year activities of various forms were carried out at Zhenro’s communities across the country, covering nearly 10,000 special groups, such as those who stay in the place where they work during the Spring Festival, the elderly who live alone, and epidemic prevention workers to add “Niuqi” (a kind of spirit) for Zhenro’s property owners during the Spring Festival with warm services, taking the first step for practicing corporate social responsibilities in a new year.



助力社會繁榮 CONTRIBUTING TO SOCIAL PROSPERITY

月圓悅歡喜|正榮服務「你好•社區」邁出新一步

正逢中秋佳節之際，正榮服務滬蘇區域虹橋正榮府聯合正榮地產、正榮公益基金會、街道委員及周邊社會組織，共同舉辦了中秋主題遊園晚會。並在社區公共空間舉辦了媽媽市集、繪本閱讀、趣味遊戲等暖場活動，豐富了線下活動吸引了大量業主參加。此次活動不僅是一場社區節日歡慶，更是一次得到大量業主支持和參與的「共建共享」行動，成為「你好•社區」IP在正榮社區落地的有力嘗試。

Happy with Full Moon Zhenro Services “Hello • Community” Took the First Step

On the occasion of the Mid-Autumn Festival, Hongqiao Zhenro Mansion of Zhenro Services in Shanghai-Jiangsu region held an evening party with the theme of Mid-Autumn Festival jointly with Zhenro Property, Zhenro Foundation, street committee and peripheral social organisations. Mother bazaar, picture books reading, funny games and other warm-up activities were also held in the public spaces of the community to enrich the offline activities, attracting a large number of property owners to participate. This event was not only a community festival celebration, but also a “co-construction and sharing” action with the support and participation of a large number of property owners. It has become a powerful attempt in the implementation of the “Hello Community” IP in Zhenro’s community.



助力社會繁榮 CONTRIBUTING TO SOCIAL PROSPERITY

你好社區|社區微基金開放申請，支持社區組織共建美好社區

作為「你好社區」品牌項目的重要組成部分，正榮服務開展社區微基金活動，目的以回應社區發展現狀和需求，遵循「及時、靈活、有效」的自主理念，本集團通過提供資金支持的形式，支持與陪伴社區服務機構以及社區成長，促進社區自治共治，打造共建共治平台，鼓勵社區參與，激發社區活力，促進社群融合。2020年，社區微基金第一期開放申請，共有31家機構、42個項目參與申請，經過初審、複審，最終確定資助8個社區公益項目。

“Hello, Community” The Community Micro Fund is Available for Application to Support the Community and Organisations to Co-construct a Good Community

As an important part of “Hello, Community” brand project, Zhenro Services conducts community micro fund activities for the purposes of responding to the current status and needs of community development and following the independent concept of “timeliness, flexibility and effectiveness”. The Group supports and accompanies the growth of community service agencies and community in the form of providing financial assistance to promote community autonomy and co-governance, create co-construction and co-governance platform, encourage community participation, energise the community and promote community integration. In 2020, community micro fund phrase I was opened for application, and a total of 31 organizations and 42 programs participated in the application. After preliminary examination and reexamination, we finally decided to fund 8 community public welfare projects.



附錄一：法律法規及內部政策清單

APPENDIX I: LISTS OF LAWS AND REGULATIONS AND INTERNAL POLICIES

法律法規：

《中國人民共和國公司法》
《聯交所證券上市規則》
《中華人民共和國審計法》
《中華人民共和國公司法》
《中華人民共和國反洗錢法》
《中華人民共和國反不正當競爭法》
《關於禁止商業賄賂行為的暫行規定》
《中華人民共和國網絡安全法》
《信息安全等級保護管理辦法》
《中華人民共和國消費者權益保護法》

《中華人民共和國廣告法》
《物業管理條例》
《中華人民共和國環境保護法》
《中華人民共和國勞動法》
《中華人民共和國未成年人保護法》
《中華人民共和國招標投標法》

內部政策

《正榮物業採購招標管理制度》
《廉政合作協議》
《客戶檔案管理規程》
《微信管家管理規程》
《客戶接待管理規程》
《正榮服務控股集團物業市場准入規範（2021年試行版）》
《正榮服務控股集團物業市場拓展管理規範（2021年試行版）》
《正榮服務控股集團物業外拓項目立項指引（2021年試行版）》
《環境因素的識別與評價程序》
《污染物管理程序》
《對相關方施加影響管理程序》
《污染物管理程序》
《固體廢棄物管理規定》
《正榮物業及時管理制度》
《正榮物業採購招標管理制度》
《正榮服務招標採購及供應商管理制度》

Laws and Regulations:

Company Law of the People's Republic of China
Rules Governing the Listing of Securities on the Stock Exchange
Audit Law of the People's Republic of China
Company Law of the People's Republic of China
Law of the People's Republic of China on Anti-money Laundering
Law of the People's Republic of China on Anti-Unfair Competition
Interim Provisions on Prohibiting Commercial Bribery
Network Security Law of the People's Republic of China
Administrative Measures for the Graded Protection of Information Security
Law of the People's Republic of China on the Protection of Consumer Rights and Interests

Advertising Law of the People's Republic of China
Property Management Regulations
Environmental Protection Law of the People's Republic of China
Labour Law of the People's Republic of China
Law of the People's Republic of China on the Protection of Minors
Law of the People's Republic of China on Tendering and Bidding

Internal Policies

Procurement and Tender Management System of Zhenro Property
Agreement on Cooperation with Integrity
Customer File Management Protocol
WeChat Butler Management Protocol
Customer Reception Management Protocol
Property Market Access Rules of Zhenro Services Holdings Group (2021 Trial)

Management Rules on Property Market Expansion of Zhenro Services Holdings Group (2021 Trial)
Guidelines for the Establishment of Property Extension Projects of Zhenro Services Holdings Group (2021 Trial)
Procedures for Identifying and Evaluating Environmental Factors
Pollutant Management Procedures
Management Procedures on the Influence Exerted on Interested Parties
Pollutant Management Procedures
Solid Waste Management Regulations
Timely Management System of Zhenro Property
Procurement and Tendering Management System of Zhenro Property
Tendering and Procurement and Supplier Management System of Zhenro Services

附錄二：香港聯交所《環境、社會及管治報告指引》內容索引

APPENDIX II: CONTENT INDEX OF THE ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE PUBLISHED BY THE HONG KONG STOCK EXCHANGE

環境、社會及管治範疇與一般披露及關鍵績效指標(KPI)			所在章節
Environmental, Social and Governance Aspects, General Disclosures and Key Performance Indicators (KPIs)			Section in the Report
環境			環境
Environmental			Environmental
		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：	擔責綠色發展
		Information on:	Taking the
			Responsibility for
			Green Development
一般披露	(a)	政策；及	
General	(a)	the policies; and	
Disclosure	(b)	遵守對發行人有重大影響的法律及規例的數據。	
	(b)	compliance with laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and nonhazardous waste.	
A1：	A1.1	排放物種類及相關排放數據	排放管理
排放物	A1.1	The types of emissions and respective emissions data	Emission Management
A1:	A1.2	溫室氣體總排放量及密度	節能降耗
Emissions	A1.2	Greenhouse gas emissions in total and intensity	Energy Saving and Consumption
	A1.3	所產生有害廢棄物總量及密度	Reduction
	A1.3	Total hazardous waste produced and intensity	排放管理
	A1.4	所產生無害廢棄物總量及密度	Emission Management
	A1.4	Total non-hazardous waste produced and intensity	排放管理
	A1.5	描述減低排放量的措施及所得成果	Emission Management
	A1.5	Description of emissions target(s) set and steps taken to achieve them	排放管理
	A1.6	描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果	Emission Management
	A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them	排放管理

附錄二：香港聯交所《環境、社會及管治報告指引》內容索引

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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.	節能降耗 Energy Saving and Consumption Reduction
A2.1 A2.1	按類型劃分的直接及／或間接能源（如電，氣或油）總耗量及密度 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total and intensity	節能降耗 Energy Saving and Consumption Reduction
A2.2 A2.2	總耗水量及密度 Water consumption in total and intensity	節能降耗 Energy Saving and Consumption Reduction
A2 : 資源 使用 A2: Use of Resources	A2.3 A2.3	描述能源使用效益計劃及所得成果 Description of energy use efficiency initiatives and results achieved
	A2.4 A2.4	描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果 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
	A2.5 A2.5	製成品所用包材料的總量及每生產單位估量 Total packaging material used for finished products and with reference to per unit produced
		不適用，本集團業務運營不涉及製成品及包裝 Not applicable as no finished products and packaging are involved in the Group's business operation

附錄二：香港聯交所《環境、社會及管治報告指引》內容索引

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A3： 環境及 天然資源 A3： Environment and Natural Resources	一般披露	減低發行人對環境及天然資源造成重大影響的政策。	擔責綠色發展
	General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	Taking the Responsibility for Green Development
	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	擔責綠色發展
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	Taking the Responsibility for Green Development
A4： 氣候變化 A4： Climate Change	一般披露	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	節能降耗
	General disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer	Energy Saving and Consumption Reduction
	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。	
	A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	
社會 Social		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：	攜手和諧共進
		Information on:	Pressing Ahead
		(a) 政策；及	Together in Harmony
	一般披露	(a) the policies; and	
	General Disclosure	(b) 遵守對發行人有重大影響的相關法律及規例的資料。	
		(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	
B1： 僱傭 B1： Employment	B1.1	按性別、僱傭類型、年齡組別及地區劃分的僱員總數	員工概況
	B1.1	Total workforce by gender, employment type, age group and geographical region	Overview of Workforce
	B1.2	按性別、年齡組別及地區劃分的僱員流失比率	將在未來開展精細 化管理
	B1.2	Employee turnover rate by gender, age group and geographical region	Subject to refined management in the future

附錄二：香港聯交所《環境、社會及管治報告指引》內容索引

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		有關提供安全工作環境及保障僱員避免職業性危害的：	健康安全
		Information on:	Health and Safety
	一般披露	(a) 政策；及	
	General	(a) the policies; and	
	Disclosure	(b) 遵守對發行人有重大影響的相關法律及規例的資料。	
B2：		(b) compliance with relevant laws and regulations that have a significant	
健康與安全		impact on the issuer relating to providing a safe working environment	
B2:		and protecting employees from occupational hazards.	
Health and	B2.1	因工作關係而死亡的人數及比率	健康安全
Safety	B2.1	Number and rate of work-related fatalities occurred	Health and Safety
	B2.2	因工傷損失工作日數	健康安全
	B2.2	Lost days due to work-related injuries	Health and Safety
	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	健康安全
	B2.3	Description of occupational health and safety measures adopted, how they are	Health and Safety
		implemented and monitored	
	一般披露	有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	人才發展
	General	Policies on improving employees' knowledge and skills for discharging duties	Talent Development
	Disclosure	at work. Description of training activities.	
B3：	B3.1	按性別及僱員類別劃分的受訓僱員百分比	人才發展
發展及培訓	B3.1	The percentage of employees trained by gender and employee category	Talent Development
B3:	B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數	人才發展
Development	B3.2	The average training hours completed per employee by gender and employee	Talent Development
and Training		category	
		有關防治童工或強制勞工的：	員工概況
		Information on:	Overview of
	一般披露	(a) 政策；及	Workforce
	General	(a) the policies; and	
	Disclosure	(b) 遵守對發行人有重大影響的相關法律及規例的資料。	
B4：		(b) compliance with relevant laws and regulations that have a significant	
勞工準則		impact on the issuer relating to preventing child and forced labour.	
B4:	B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工	員工概況
Labour	B4.1	Description of measures to review employment practices to avoid child and	Overview of
Standards		forced labour	Workforce
	B4.2	描述在發現違規情況時消除有關情況所採取的步驟	員工概況
	B4.2	Description of steps taken to eliminate such practices when discovered	Overview of
			Workforce

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B5： 供應鏈管理 B5： 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.	供應商管理 Supplier Management
	B5.1	按地區劃分的供應商數目 Number of suppliers by geographical region	供應商管理 Supplier Management
	B5.2	描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	供應商管理 Supplier Management
	B5.2	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： Information on: (a) 政策；及 the policies; and (b) 遵守對發行人有重大影響的相關法律及規例的資料。 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.	打造品質服務 Creating Quality Services
B6： 產品責任 B6： Product Responsibility	一般披露 General Disclosure		
	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，本集團業務運營不涉及產品召回 Not applicable as the recovery of products is not involved in the Group's business operation
	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 services-related complaints received and how they are dealt with	品質保障 Quality Assurance
	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	竭誠服務 Dedicated Services
	B6.4	描述質量檢定過程及產品回收程序 Description of quality assurance process and recall procedures	不適用，本集團業務運營不涉及產品召回 Not applicable as the recovery of products is not involved in the Group's business operation
	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, how they are implemented and monitored	不適用，本集團業務運營不涉及知識產權 Not applicable as intellectual property rights are involved in the Group's business operation
	B6.5		
	B6.5		
	B6.5		
	B6.5		

附錄二：香港聯交所《環境、社會及管治報告指引》內容索引

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		有關防治賄賂，勒索，欺詐及洗黑錢的：	責任運營
		Information on:	Responsible Operations
一般披露		(a) 政策；及	
General Disclosure		(a) the policies; and	
		(b) 遵守對發行人有重大影響的相關法律及規例的資料。	
		(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	
B7:			
反貪污			
B7:	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	責任運營
Anti-corruption	B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases	Responsible Operations
	B7.2	描述防範措施及舉報程序，以及相關執行及監察方法	責任運營
	B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	Responsible Operations
		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。	助力社會繁榮
一般披露			Contributing to Social Prosperity
General Disclosure		Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	
B8:			
社區投資			
B8:	B8.1	專注貢獻範疇	助力社會繁榮
Community Investment	B8.1	Focus areas of contribution	Contributing to social prosperity
	B8.2	在專注範疇所動用資源	助力社會繁榮
	B8.2	Resources contributed to the focus area	Contributing to Social Prosperity

zhenro正榮服務
ZHENRO SERVICES GROUP LIMITED
正榮服務集團有限公司