



REDSUN SERVICES GROUP LIMITED

弘陽服務集團有限公司

(incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立的有限公司)

Stock Code 股份代號：1971

2021
ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT
環境、社會及管治報告





ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會 及管治報告

We provide community value-added services to residential property owners and residents to improve their living experiences with an aim to preserve and increase the value of their properties. Our community value-added services for residential properties primarily include, among others, (i) property brokerage services, (ii) property decoration services, (iii) community convenience services, (iv) common area value-added services and (v) assets management services.

我們向住宅物業業主及住戶提供社區增值服務，以改善其居住體驗，旨在實現其物業保值增值。住宅物業的社區增值服務主要包括(i)房產中介服務；(ii)美居服務；(iii)社區便民服務；(iv)公共區增值服務；及(v)資產管理服務等。



弘陽服務

社區增值服務

Redsun Services
Community value-added services



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

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ABOUT THIS REPORT

Overview

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

Period Covered by the Report

The Report covers the period from 1 January 2021 to 31 December 2021 (the “**Reporting Period**”). Retrospective reference may be made where applicable.

Scope and Coverage of the Report

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

Basis of Preparation

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

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

關於本報告

概覽

本報告是弘陽服務集團有限公司發佈的第二份《環境、社會及管治報告》(以下簡稱「**ESG**」報告或「**本報告**」)，面向各利益相關方，重點披露本集團在經濟、環境、社會及管治方面的管理、實踐與績效。本報告呈現內容部分涉及本集團母公司弘陽集團有限公司(以下簡稱「**弘陽集團**」)。

報告時間範圍

本報告覆蓋的周期為2021年1月1日至2021年12月31日(即「**報告期內**」)，部分內容追溯以往年份。

報告範圍及邊界

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

編製依據

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

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

Sources and Warranty of Reliability

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

Languages and Formats

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

Confirmation and Approval

The Report was approved by the Board of Directors on 24 March 2022 after confirmation by the management.

Contact Details

Email: rsuntouzizhe@rsun.com

Address: Hong Yang Building, No. 9 Daqiao North Road, Pukou District, Nanjing, Jiangsu Province

資料來源及可靠性保證

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

報告語言及形式

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

確認及批准

本報告經管理層確認後，於2022年3月24日獲董事會通過。

聯系方式

郵件：rsuntouzizhe@rsun.com

地址：江蘇省南京市浦口區大橋北路9號弘陽大廈

CHAIRMAN'S STATEMENT

2021 marked the anniversary of Redsun Services' listing and the eighteenth anniversary of Redsun Services' establishment. After 18 years of deep cultivation, Redsun Services never left behind its original vision of "penetrating the Greater Jiangsu Region, strengthening foothold in the Yangtze River Delta Region, following steps of Hong Yang Group Company to serve for urban development" (做透大江蘇，深耕長三角，跟隨弘陽集團的腳步，做城市發展的服務者). In Jiangbei New District of Nanjing, we established a service ecosystem with Hong Yang Plaza as the centre and a coverage of 8 kilometers, which provided services including residential and commercial properties, theme parks and government public buildings. Founding on high-quality property management services, we insisted to identify customers' diversified needs and build an ecosystem of community value-added services surrounding our customers. We forged ahead, embraced challenges and overcame difficulties, leading us to achieve rapid growth with quality in both scale and results.

In 2021, we empowered our high-quality services with technology and innovation. By fully upgrading Redsun Mode, introducing the new "Redsun Housekeeper" service products and establishing an all-round integrated platform for "Hongtu" intelligent services, we were gradually transforming from traditional property to intelligent property and continually uplifted customer satisfaction, which led to the formation of a positive cycle. During the Reporting Period, while we were providing high-quality property management services to customer as we always did, we also proactively explored new fields and expanded scope of services to achieve leapfrog development among areas of public services, non-residential property services, rental and sale in communities, community decoration and community e-commerce, so as to create sustainable values for customers in long run.

We remained steadfast on the path of green development to live a green life and give the city a better environment. By constantly upgrading our environmental management system, we actively implemented various measures to save energy and reduce wastes and organized promotional activities to protect the environment in diversified ways. With practical actions surrounding ecological civilization and philosophy of green development, we strived to have the concept of sustainable development and green living deeply rooted in mind of every employee and property owners. During the

董事長致辭

2021年，是弘陽服務上市的一週年，也是弘陽服務成立的十八週年。18年的砥礪深耕，弘陽服務始終不忘「做透大江蘇，深耕長三角，跟隨弘陽集團的腳步，做城市發展的服務者」的初心，在南京江北，落地了以弘陽廣場為中心，輻射江北8公里的服務生態圈，服務業態包括住宅、商業、主題樂園、政府公建項目。我們堅持以高品質物管服務為基礎，深挖客戶的多樣化需求，建立圍繞客戶的增值服務生態圈，實幹篤行，攻堅克難，實現規模與業績雙線的高質高速增長。

2021年，我們以科技創新賦能高品質服務，全面升級弘陽模式，全新上線「弘管家」服務產品，全方位打造「弘圖」智能化服務集合平台，逐步完成從傳統型物業向智慧型物業的升級，不斷提高客戶滿意度，形成正向循環。報告期內，我們在始終如一地為客戶提供高質量物管服務的同時，仍積極開拓新賽道，拓寬服務邊界，實現在公共服務、非住宅物業服務、社區租售、社區美居、社區電商等領域的跨越式發展，為客戶創造長期、可持續價值。

我們堅持踐行綠色發展之路，還綠意於生活，予城市以美好。我們不斷完善環境管理體系，積極落實各項節能降耗舉措，組織開展多元環境保護宣貫活動，以實際行動貫徹生態文明與綠色發展理念，努力將可持續發展與綠色生活理念根植於每一位員工與業主的心中。報告期內，我們結合企業發展現狀，制定環境目標及相應的實施舉措，為進一步提升綠色營運水平明

Reporting Period, we devised environmental objectives and their responding measures, taking into account our current development status, so as to further clarify the direction for our green operating standard. We paid constant attention on risks arising from climate change, we identified and assessed the potential impacts that brought by climate change to the Company, so as to minimize the impacts of extreme weathers on our operation. We are exploring and transforming to a low-carbon company.

Redsun Services has been adhering to “talent-driven development” and promoting “be hardworking and contributor oriented”. We respect and appreciate talents that we evaluate them objectively and fairly, so that our employees could achieve a sense of accomplishment in working and gain a sense of happiness from living. In 2021, we launched the “Hong Star Newbie” program to recruit new members for the corporate’s long-term development. We established a care fund specially for our employees to protect those fighting for Redsun Services. We paid attention to development of our first tier employees and formed a cultivating model of “three types of talents”. We appreciated every contribution from our employees and introduced diversified incentive measures to stimulate their potentials continuously.

We actively assumed our corporate social responsibility to achieve win-win situation with sincere cooperation and to give back to society with charity works. Cooperating with suppliers, we built a responsible and sustainable supply chain together to enhance their sense of corporate social responsibility. At the same time, we actively promoted development of the industry by various cooperative projects with an aim to create a bright future. For public welfare, Redsun Services constantly spread love and warmth with practical actions of organizing charity activities. During the post-pandemic period, we worked with the community on joint prevention and control of the pandemic to protect community safety, so as to contribute our effort for China in fighting against the pandemic.

Looking back to the eventful years of endeavor and perseverance, we stucked together during difficult times. In the future, Redsun Services will continue to adhere to its ideal of treating customers with sincerity and providing them with excellent services as it always does. We treat our employees as our family, treat the property owners with sincerity and contribute to the society with a pure heart. We will persevere in the sustainable development and develop with high-quality and stability.

確方向。我們持續關注氣候變化風險，針對氣候變化對企業造成的潛在影響進行了識別與評估，以降低極端天氣對營運造成的影響，逐步探索企業低碳轉型。

弘陽服務始終堅持「以人才驅動發展」，鼓勵「以拚搏者和貢獻者為本」，尊重、珍視人才，客觀公平評價人才，幫助員工在工作中獲得成就感，在生活中獲得幸福感。2021年，我們開展「弘星生」計劃，為企業的長期發展輸送新鮮血液；我們專門設立員工關愛基金，為拚搏的弘陽服務人們設立一道道護城牆；我們關注一線員工發展，定製了「三類人才」培養模式；我們珍視員工的每一份貢獻，設立了多元化的激勵措施，不斷激發員工潛能。

我們積極承擔企業社會責任，以真誠合作互促共贏，以點滴善舉回饋社會。我們協同供應商打造負責任、可持續的供應鏈，帶動供應商提高企業社會責任感，同時，通過各類合作共建項目，積極推動行業發展，共築美好未來。在社會公益方面，弘陽服務持續以實際行動傳遞企業的大愛和溫暖，開展公益慈善活動，在後疫情期間，與社區聯防聯控，構築起守護社區安全的銅牆鐵壁，為國家抗疫貢獻企業力量。

回首崢嶸歲月，我們篳路藍縷，風雨同舟。未來，弘陽服務將繼續懷揣理想，一如既往地用心詮釋以誠待客，卓越服務，以家人之心對待員工，以真誠之心對待業主，以赤子之心回報社會，堅持做一個長期主義者，走高質量穩健發展之路。

ABOUT US

Since establishing in Nanjing in 2003, Redsun Services has been adhering to its original vision of “making lives warmer (讓生活更有溫度)”. Starting from three major areas of property management, non-property owners value-added and community value-added, we are expanding our market while strengthening foothold in the Yangtze River Delta Region. We endeavor to achieve the goal of “becoming a respected operator of good life”.

CORPORATE PROFILE

Overview of Corporate

Redsun Services Group Limited (stock code: 01971.HK) is a comprehensive community service provider with national first class property management qualification and integrated with residential property services and commercial property services.

Since its listing in July 2020, Redsun Service has been adhering to its core value of “professionalism and building credibility for the long term” and establishing itself with excellent service quality and brand recognition. While satisfying differentiated needs of different users and providing comprehensive community services, the Group keeps expanding its market share and promoting city layouts to achieve a steady, high-quality and quick growth in its results.

Through continuous efforts over the years, the Group has established its regional leading position in Jiangsu Province and is well-recognized nationwide. In April 2021, we were awarded by China Index Academy the title of “2021 Top 100 Property Management Companies in China” and ranked 19th in terms of overall strength in the industry.

In the future, we will continue to focus on three aspects of service power, operation power and innovative power to constantly improve our service quality, enhance operational awareness and activate innovative momentum. We build up core competitiveness, so as to pursuit steady and sustainable development on the path of becoming a respected operator of good life.

關於我們

自2003年在南京成立以來，弘陽服務始終秉承「讓生活更有溫度」的初心，從物業管理、非業主增值、社區增值三大領域出發，在深耕長三角地區的同時外拓市場，為實現「成為一家受人尊敬的美好生活營運服務商」的目標而不懈努力。

公司簡介

公司概况

弘陽服務集團有限公司(股份代碼：01971.HK)是一家具有國家一級物業管理資質，集住宅物業服務、商業物業服務為一體的綜合性社區服務供應商。

自2020年7月上市以來，弘陽服務始終秉持「在商言人、誠者致遠」的核心價值觀，立足於過硬的服務質量與良好的品牌效應，在滿足不同用戶差異需求、提供廣泛社區服務的同時，不斷開拓市場、推進城市佈局，以實現業績的平穩、高質量、快速增長。

經過多年的不懈努力，目前本集團已在江蘇省確立了區域領先地位，並在全國範圍內廣受認可。2021年4月，我們榮獲中國指數研究院頒發的「2021中國物業服務百強企業」稱號，行業綜合實力排名第19位。

未來，我們將繼續圍繞服務力、經營力、創新力三個方面，不斷提升服務質量、增強經營意識、激活創新動能，打造企業核心競爭力，在踐行美好生活營運服務的道路上行穩致遠。

Corporate Culture

Over the years, Redsun Services adheres to the original vision of “making lives warmer (讓生活更有溫度)” and endeavors to continue to “provide customers with high-quality services with sincerity, so as to become a respected operator of good life.

公司文化

一直以來，弘陽服務都秉持「讓生活更有溫度」的初心，奉行「以誠待客、卓越服務」的品牌使命，致力於成為一家受人尊敬的美好生活營運服務商。



Corporate Culture of Redsun Services
弘陽服務企業文化

Principal Business

The Group takes the needs of different customers into consideration and provides three major services to property owners, namely property management services, value-added services to non-property owners and community value-added services, so as to create a high-ended and well-recognized property service system with balanced development.

主營業務

本集團充分考量不同客戶的需求，為業主提供物業管理、非業主增值、社區增值三大服務，均衡發展，打造高端且廣受客戶認可的物業服務體系。

1. Property management services

Redsun Services focuses on providing a wide range of property management services to property owners, residents and tenants, including security, cleaning, greening and gardening, facility management, and repairs and maintenance services. In addition, we also provide management services to various commercial properties, such as shopping malls, home improvement and furnishings malls, hotels and theme parks, and others properties such as office buildings and schools.

1. 物業管理服務

弘陽服務專注於為業主、住戶和租戶提供廣泛的物業管理服務，包括保安、清潔、綠化和園藝、設施管理以及維修和保養服務等。除此之外，我們亦向各類商業物業，如商場、家居裝飾及家具商場、酒店及主題公園等，以及寫字樓及學校等其他物業提供管理服務。

2. Value-added services to non-property owners

We provide value-added services specifically to non-property owners and enrich the service contents according to type of owners for them to choose, such as providing consulting services to other property management companies and providing preliminary planning and design consultancy services, sales assistance services and other value-added services to property developers for property development projects.

3. Community value-added services

We provide community value-added services specifically to residential property owners and residents, including property brokerage services, property decoration services, community convenience services, common area value-added services and assets management services, so as to improve their living experiences and preserve and increase the value of their properties.

2. 非業主增值服務

我們針對非物業業主提供增值服務，並根據業主類型豐富服務內容，如向其他物業管理公司提供顧問服務，向地產發展商提供物業發展項目的初步規劃及設計顧問服務、銷售協助服務及其他增值服務，以供客戶選擇。

3. 社區增值服務

我們亦針對住宅物業業主和居民提供社區增值服務，包括房產中介服務、美居服務、社區便民服務、公共區域增值服務、資產管理服務等，旨在改善業主及居民的生活體驗，保護和提升其物產價值。



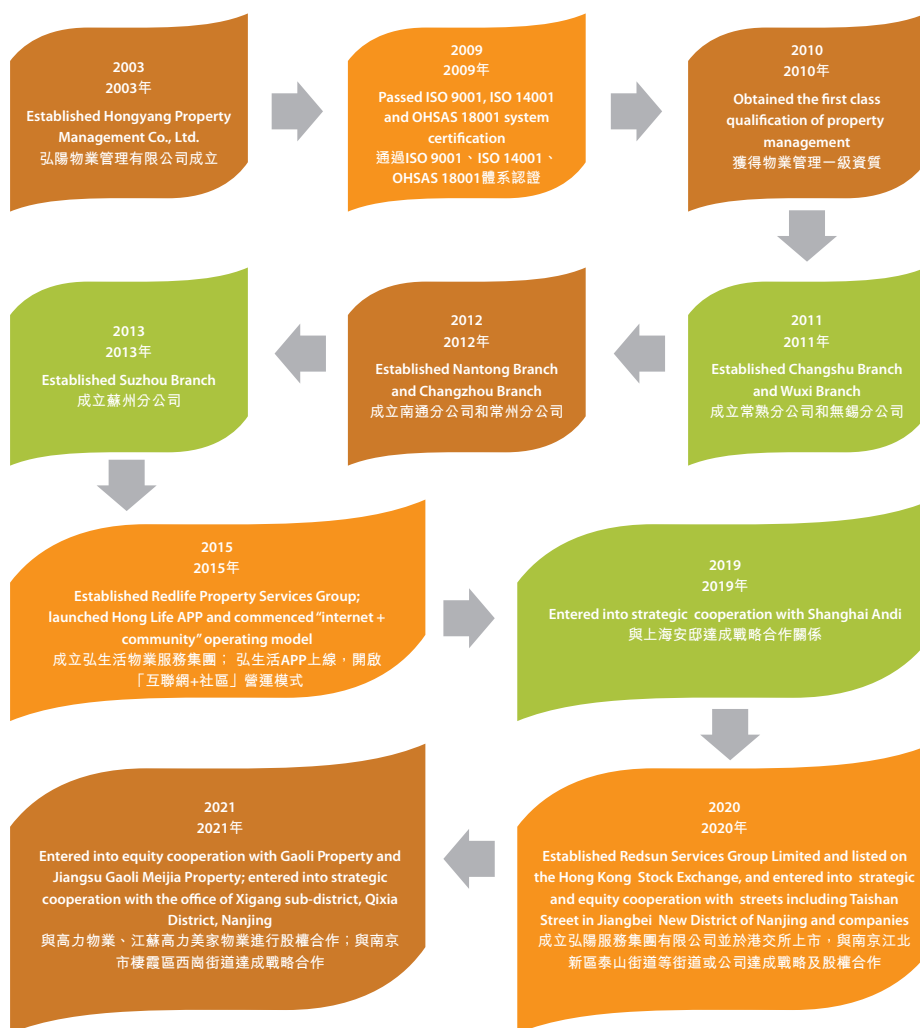
Business Structure of Redsun Services
弘陽服務業務架構

Strategic Development

Under transformation of era, Redsun Services firmly upholds its principle of customer-centered in development. We capture customer needs and give full play to the strategic advantage of the “residential + commercial” dual-driven model. Based on the strategy of penetration in the Greater Jiangsu Region and strengthened foothold in the Yangtze River Delta Region, we put focus on core metropolitan areas including Nanjing, Shanghai, Tianjin, Chongqing, Chengdu, Xi’an, Hefei, Wuhan, Changsha, Nanchang, Foshan and so forth to develop steadily and achieve high-quality and rapid growth in both scale and results. Currently, we are providing relevant services to 59 cities in China, with 335 contracted project accumulated and contracted gross floor area (“GFA”) of 52.6 million sq.m.

戰略發展

弘陽服務堅持以客戶為中心，在時代變革中不斷發展。我們緊抓客戶需求，充分利用「住宅+商業」雙輪驅動模式的戰略優勢，在做透大江蘇、深耕長三角的基礎上，聚焦於南京、上海、天津、重慶、成都、西安、合肥、武漢、長沙、南昌、佛山等核心都市圈，穩健發展，實現規模和業績的高質量、高速增長。目前，我們已為全國59座城市提供相關服務，累積簽約335個項目，簽約建築面積達52.6百萬平方米。



Development History of Redsun Services
弘陽服務發展歷程圖

In addition, we also actively commenced customized private services including house rental and sale and housekeeping that surround needs of customers. We also kept launching subproduct packages such as businesses of property decoration, rental and sale, community e-commerce, etc. Meanwhile, we organized diversified community activities such as community building for customers at different age groups, so as to create a property service system that covers the entire lifecycle and spread warm humane life in community.

In the future, the Group will continue to take Jiangsu Province as the pivot and seize the opportunity presented by the industry development to map its non-residential business portfolio. We will innovate our service system further enhance our regional competitiveness through our professional, high-quality and refined services, as well as ways of high-quality acquisitions and integrations, urban services, cooperation with independent third parties and market-oriented bidding extension cooperative projects.

AWARDS AND ACCOLADES

During the Reporting Period, leveraging its operating motto of treating customers with sincerity, strong and balanced property management ability and results with rapid growth, Redsun Services was well-recognized by the industry and the society. We have been granted the following significant awards in the property service industry:

此外，我們還以客戶需求為核心，積極開展房屋租售、房屋託管等個性化私屬服務，並不斷推出美居、租售、小區電商等業務的子產品包。同時，我們還針對不同年齡層的客戶開展社區共建等多樣化社區活動，以打造全周期的物業服務體系，傳遞有溫度的社區人文生活。

未來，本集團將繼續以江蘇省為支點，緊抓行業發展契機，佈局非住宅業態，並通過專業化、品質化、精細化的服務，以及高質量併購、整合、城市服務、獨立第三方合作、市場化競標外拓項目合作等方式，創新服務體系，進一步增強區域競爭實力。

獎項榮譽

報告期內，弘陽服務憑藉以誠待客的經營理念、強大而均衡的物業管理能力以及快速增長的業績，獲得了行業及社會的廣泛認可。我們斬獲物業服務行業多個重大獎項，如下所示：

DATE 時間	NAME OF AWARD/ ACCOLADE 獎項名稱	GRANTED BY 頒獎機構	PHOTO ILLUSTRATION 獎項圖片
April 2021	Top 19 of 2021 Top 100 Property Management Companies in China	China Index Academy	
2021年4月	2021中國物業服務百強企業TOP19	中指研究院	

DATE 時間	NAME OF AWARD/ ACCOLADE 獎項名稱	GRANTED BY 頒獎機構	PHOTO ILLUSTRATION 獎項圖片
May 2021 2021年5月	2021 China Top 10 Listed Property Management Companies in terms of Growth Potential 2021中國物業服務上市公司成長潛力TOP10	China Index Academy 中指研究院	
May 2021 2021年5月	2021 Top 30 Branded Property Management Companies in East China 2021中國物業服務華東品牌企業30強	Shanghai E-House Real Estate Research Institute, Shanghai Real Estate Measurement Centre 上海易居房地產研究院、上海房地產測評中心	
May 2021 2021年5月	2021 Leading Listed Company in China Property Management Services — Leading Profitability 2021中國物業上市公司領先企業盈利能力領先	Shanghai E-House Real Estate Research Institute, Shanghai Real Estate Measurement Centre 上海易居房地產研究院、上海房地產測評中心	
May 2021 2021年5月	2021 Top 100 of Most Valuable Brand of China Property Management Service 2021中國物業服務企業品牌價值100強	Shanghai E-House Real Estate Research Institute, Shanghai Real Estate Measurement Centre 上海易居房地產研究院、上海房地產測評中心	
May 2021 2021年5月	2021 Featured Brand of China Property Management Service 2021中國物業服務品牌特色企業	Shanghai E-House Real Estate Research Institute, Shanghai Real Estate Measurement Centre 上海易居房地產研究院、上海房地產測評中心	

DATE 時間	NAME OF AWARD/ ACCOLADE 獎項名稱	GRANTED BY 頒獎機構	PHOTO ILLUSTRATION 獎項圖片
June 2021 2021年6月	TOP26 of Top 100 Property Service Companies in 2021 2021年物業服務力百強企業TOP26	Shanghai E-House Real Estate Research Institute, Shanghai Real Estate Measurement Centre 上海易居房地產研究院、上海房地產測評中心	
June 2021 2021年6月	TOP20 Commercial Property Service Companies in 2021 2021商業物業服務力TOP20企業	Shanghai E-House Real Estate Research Institute, Shanghai Real Estate Measurement Centre 上海易居房地產研究院、上海房地產測評中心	
June 2021 2021年6月	Service Power Benchmark Project in 2021 2021年度服務力標桿項目	Shanghai E-House Real Estate Research Institute, Shanghai Real Estate Measurement Centre 上海易居房地產研究院、上海房地產測評中心	
July 2021 2021年7月	2021 Leading Property Service Enterprises in Nanjing in terms of Service Quality 2021南京市物業服務質量領先企業	China Index Academy 中指研究院	
September 2021 2021年9月	2021 Red Property Service Leading Brand in Jiangsu 2021年江蘇省紅色物業服務優秀品牌	Beijing China Index Academy 北京中指信息技術研究院	
September 2021 2021年9月	2021 China Excellent Brand in City Service of Property Service Companies 2021中國城市服務優秀物業品牌企業	Beijing China Index Academy 北京中指信息技術研究院	

DATE 時間	NAME OF AWARD/ ACCOLADE 獎項名稱	GRANTED BY 頒獎機構	PHOTO ILLUSTRATION 獎項圖片
September 2021 2021年9月	2021 China Excellent Brand in Customer Satisfaction of Property Service 2021中國物業服務滿意度優秀品牌	Beijing China Index Academy 北京中指信息技術研究院	
September 2021 2021年9月	TOP35 of 2021 Top 50 of China Property Management Companies 「2021物業服務企業綜合實力50強」榮獲TOP35	Shanghai E-House Real Estate Research Institute, Shanghai Real Estate Measurement Centre 上海易居房地產研究院、上海房地產測評中心	
September 2021 2021年9月	2021 Leading Companies in City Service 2021城市服務領先企業	Shanghai E-House Real Estate Research Institute, Shanghai Real Estate Measurement Centre 上海易居房地產研究院、上海房地產測評中心	
September 2021 2021年9月	2021 Quality Leading Companies in Property Service 2021品質物業領先企業	Shanghai E-House Real Estate Research Institute, Shanghai Real Estate Measurement Centre 上海易居房地產研究院、上海房地產測評中心	
November 2021 2021年11月	2020-2021 TOP30 China Property Companies in terms of Digital Power 2020-2021中國物業企業數字力TOP30	Shanghai E-House Real Estate Research Institute, Shanghai Real Estate Measurement Centre, CRIC 上海易居房地產研究院、上海房地產測評中心、克而瑞	

DATE 時間	NAME OF AWARD/ ACCOLADE 獎項名稱	GRANTED BY 頒獎機構	PHOTO ILLUSTRATION 獎項圖片
December 2021 2021年12月	2021 China Excellent Brand in ESG Development of Property Service Companies 2021中國物業服務ESG發展優秀品牌企業	Beijing China Index Academy 北京中指信息技術研究院	
December 2021 2021年12月	2021 Leading Companies in Nanjing Property Service Market in terms of Market Position 2021年南京市物業服務市場地位領先企業	Beijing China Index Academy 北京中指信息技術研究院	

SUSTAINABLE DEVELOPMENT AND MANAGEMENT

Adhering to the original vision of “making lives warmer (讓生活更有溫度)”, Redsun Services has been staying focus to assume social responsibility and concern about relevant environmental, social and governance matters. We attach importance to sustainable development while realizing corporate economic development. With an improving corporate operating mechanism and refined management operation, we seek to realize an all-win situation among each of the society, industry and corporate value.

Compliant Operations

Redsun Services seeks to safeguard the interests of all stakeholders as a whole and realize sustainable development for the corporate by constantly improving its corporate operating mechanism and internal management system and effectively managing potential risks. The Group strictly complies with China’s law and regulations and the Group’s internal ordinance and systems, constantly enhances its risk control system, implements measures regarding the three major campaigns and Top Ten Goals and achieves efficient implementation, so as to safeguard operation safety.

Business Ethics

Redsun Services remains its steadfast commitment to combating all forms of corruptions and creating a corruption-free and transparent working environment. We strictly comply with laws and regulations including the Anti-Money Laundering Law of the People’s Republic of China, the Anti-Unfair Competition Law of the People’s Republic of China and the Interim Regulations Concerning the Prohibition of Commercial Briberies. To further improve our integrity system, we have devised and implemented Redsun Group’s System of Declaration of Conflict of Interests (弘陽物業集團利益衝突申報制度) and the List of Prohibited Acts and Behaviors of Corruption (員工禁止舞弊行為列示一覽表) on the basis of currently existing policies, which set out specific procedures for handling declarations of conflicts of interests. In order to maintain a fair and equitable working environment, we have been devoting effort to spread the anti-corruption culture and raise staff awareness against corruption.

可持續發展管理

弘陽服務秉承「讓生活更有溫度」的初心，長期保持專注、執著的精神，積極承擔社會責任，持續關注環境、社會及管治相關事宜。我們在實現企業經濟發展的同時注重可持續發展，不斷完善企業營運機制，實現精細化管理營運，在社會、行業、企業價值上實現三贏。

合規營運

弘陽服務通過不斷完善企業營運機制及內部管理體系，有效管理潛在風險，保障各利益相關方的整體利益，實現企業的可持續發展。本集團嚴格遵守國家法律法規和集團內部規章制度，不斷健全風險控制體系，圍繞三大攻堅戰、十大目標的主題制定相關措施並實現高效落實，保障營運安全。

商業道德

弘陽服務堅決打擊任何形式的貪污、腐敗行為，致力於打造廉潔、透明的工作氛圍。我們嚴格遵守《中華人民共和國反洗錢法》、《中華人民共和國反不正當競爭法》及《關於禁止商業賄賂行為的暫行規定》等法律法規，為進一步健全廉政體系，我們在已有政策方針的基礎上制定並實施《弘陽物業集團利益衝突申報制度》和《員工禁止舞弊行為列示一覽表》，明確利益衝突申報處理方法，傳播陽光文化，提高員工廉潔意識，為維護公平公正的企業氛圍努力。

Case
案例

The Third
Anti-corruption
Promotion Month
第三屆廉正文化
主題宣傳月

May, 2021 is the Third Anti-corruption Promotion Month of Hong Yang Group Company, during which various activities were held by Redsun Services, including speeches with themes of anti-corruption, interpretation of policies and cases, ceremony of pledge and signing honesty commitment letter by all employees, review of real cases and so forth. The activities interpreted the core and values of corruption-free culture in detailed, and stressed that: Everyone should remain the original vision, keep in mind the "red line" of morality at all times and stick to the "bottom line" of honesty. We should pursuit proper income and healthy growth to consciously resist the erosion of various unhealthy practices. We must not tolerate, connive or harbour, but instead must firmly resist and bravely report corruptive and manipulative acts around us. We should take the initiative to protect the Company's interest and let corruption-free culture be the style and motto that deeply rooted in every Rrunner's mind. Together we create a fair,

practical and realistic and responsible and pragmatic working environment, so that the Company and the employees can go further.

According to statistics, during the Anti-corruption Promotion Month, we organized a total of 29 speeches about corruption-free, which covered 8 regional companies including the Group's headquarters and Nanjing Company, Southern Jiangsu Region Company and Central China Region Company and accumulated over 3,300 training participants.

2021年5月是弘陽集團第三屆廉正文化宣傳月，弘陽服務相應開展了廉正主題宣講、政策與案例解讀、全員宣誓及簽署廉潔承諾書儀式、回顧真實案例等活動。活動詳細解讀了廉正文化的核心與價值觀，並重點強調：每位員工都應保持初心，時刻牢記道德「紅線」，堅守廉潔「底線」，追求陽光收入、健康成長，自覺抵制各種不良風氣的侵蝕，對身邊的貪腐和徇私舞弊的現象不包容、不縱容、不包庇，堅決抵制，勇於揭發，主動維護公司利益，讓廉正文化成為每位弘陽人骨子裏的風格和理念，共同攜手營造公平、公正、實事求是、擔當務實的工作氛圍，讓公司和員工一同走的更遠。

經統計，廉正文化宣傳月期間，我們共組織廉正宣講29場，覆蓋集團總部及南京公司、蘇南區域公司、華中區域公司等8個區域公司，參與培訓人數達3,300餘人。



In terms of complaints and whistle blowing, the Group has issued Redsun Complaints and Whistle-blowing Management Policy (弘陽投訴舉報管理辦法) and set various reporting channels, including the official WeChat account, customer service hotline, mailbox and others.

We clearly stipulate protective measures for whistleblower in the Redsun Complaints and Whistle-blowing Management Policy, which include protections of personal data and filed materials of the whistleblower and impose relevant punishments on retaliation against whistleblower. During the Reporting Period, we updated the management policy, which emphasized on protection and reward towards whistleblowers, prohibition on leakage of personal data of a whistleblower and the details of his/her filing and strict prohibition on any transmission of the filed materials to the complained entity(ies) or individual(s). We have established a stringent accountability mechanism for retaliation against the whistleblower.

In terms of procedures for complaining and whistle blowing, whistleblower should first reflect to the management department with the corresponding function. If the whistle-blower receives no response after the abovementioned procedure, or is not able to follow the abovementioned procedure, one may report to the risk control centre. Complaints or whistle blowing received will be passed to different entities for further handling according to their contents. Complaints or whistle blowing taken up will then be passed to respective handling department and the relevant department will be responsible for investigation and verification.

關於投訴舉報事件，本集團設置有專門的《弘陽投訴舉報管理辦法》和官方投訴舉報微信號、客服熱線、郵箱等各類舉報渠道。

我們在《弘陽投訴舉報管理辦法》中明確規定對舉報人的保護措施：需對舉報人個人信息、舉報材料等進行保護，同時針對向舉報人打擊報復的行為需執行相關懲罰措施。報告期內，我們對該管理辦法進行更新，強調對舉報人的保護、獎勵，禁止洩漏舉報人的個人信息和舉報內容，嚴禁將舉報材料交給被舉報單位和個人，對於打擊報復舉報人的行為，我們設有嚴厲責任追究機制。

對於投訴舉報流程，舉報人應先向有對應職能的管理部門進行反映。在按以上程序反映未果，或不便按上述流程反映的，可舉報到風控中心。根據投訴舉報的業務內容，分別交由不同主體接收和處理。投訴舉報信息受理後會按受理要求傳達至處理部門，由相關責任部門負責調查核實。

Receiving complaints and whistle blowing 投訴舉報的接收

Normal procedure: Report to higher management, one should report to the management department with the corresponding function if available to receive a positive communication.

正常流程：逐級反映，集團內有對應職能管理部門的應向該管理部門反映，正向溝通。

Special occasions: If the whistle-blower receives no response after the report procedure, or is not able to follow the normal procedure, one may directly report to the risk control centre.

特殊情況：程序反映未果，或不便按正常流程反映的，可直接向風控中心舉報。



Handling of different business contents 不同業務內容的處理

Risk control centre of the Group: Whistle blowing and complaints relating to corruption.

集團風控中心：舞弊、廉潔相關的舉報和投訴。

Different units and staff: Whistle blowing and complaints relating to working contents that they manage or are responsible for.

各級單位和工作人員：所管理、負責的工作內容相關的舉報投訴。

400 Customer service hotline of the Group: Whistle blowing and complaints relating to customer services.

公司400客服熱線：客戶服務相關的舉報投訴。



Taking up complaints and whistle blowing 投訴舉報的受理

Complaints or whistle blowing taken up will then be passed to respective handling department and the relevant department will be responsible for investigation and verification. Any acts of corruption or mismanagement verified will be duly handled according to the seriousness of the case and the specific situation.

投訴舉報信息受理後按受理要求傳達至處理部門，由相關責任部門負責調查核實，對於查實存在舞弊或管理缺失的行為，根據情節輕重及具體情況進行嚴肅處理。

Procedures of complaining and whistle blowing 投訴舉報流程

For better staff awareness in compliance of laws and against corruption, Redsun Services organized anti-corruption training to Directors and all staff. During the Reporting Period, we organized 1 anti-corruption training to the Board and a total of 8 anti-corruption training to the staff. During the Reporting Period, the Group had no cases relating to corruption or bribery.

為加強員工遵紀守法、廉潔從業意識，弘陽服務對董事及所有員工開展反貪污培訓。報告期內，我們向董事會開展1次反貪污培訓，累計對員工開展8次反貪污培訓。報告期內，本集團未發生貪污賄賂相關案件。

Risk Management and Control

Our overall development objective is “zero material risk in listing compliance and zero material risk in operating management”. To reduce the risk of huge economic losses that the Company may suffer from risk events, we devised internal systems including the System for Administering Risk Control Information (風控信息管理制 度) and Measures for Administering Regional Risk Control and Post-holding Personnel (Trial) (區域風控兼崗人員管理辦法(試行)). We published the List of Risk Management and Control (風險管控清單) on the OA platform and interpreted the handling mechanism of daily risks in detail. During the Reporting Period, we updated the List of Top Ten Operating Risks (十大經營風險清單) to summarize and list out the potential operating risks during the Group’s operation that need to be managed and controlled with emphasis. At the same time, we established a reporting and handling mechanism for significant and emergent risk events.

Redsun Services has realized the change from post-stage control to pre-stage and current-stage control, and achieved effective control of the whole lifecycle of the Company’s operations. Going forward, Redsun Services will continue to optimize and enhance its risk control system, attend to the development and application of risk control models, and seek to make a step forward towards fortifying product standardization.

風險管控

我們的總體發展目標為「上市合規零重大風險、零重大經營管理風險」。為降低因風險事件造成公司蒙受巨大經濟損失的風險，我們制定了《風控信息管理制 度》、《區域風控兼崗人員管理辦法(試行)》等內部制 度，在OA平台上發佈《風險管控清單》並詳細解讀了 日常風險的處理應對機制。報告期內，我們對《十大 經營風險清單》進行更新，對集團經營中潛在且需要 重點管控的經營風險進行總結列示，同時，建立重 大、突發風險事件的上報及處理機制。

弘陽服務已實現從初始的事後監管到事前、事中監管的蛻變，達成對公司經營全生命周期的有效監管。未來，弘陽服務還將持續優化、完善風險管控體系，繼續關注風險管控模型的開發及運用，力求在產品標準化打造中更上一層。

In our intensive efforts to fortify product standardization, we will strengthen the formation of regional risk control taskforce, continue to press ahead on the “Four Deeds”, enhance our business management system, and work out our dedicated risk control solutions for issues of key weaknesses and difficulties.

我們將從強化區域風控小組建設、在「四化」上持續發力、完善業務管理系統、並對痛難點問題形成專題風控，著手產品標準化的深入打造。

Formation of taskforce 小組建設

- To strengthen the formation of regional risk control taskforce, paying attention to the implementation of “grasping control of risks in operations”
強化區域風控小組的建設，注重「在經營中抓風控」的落地
- To strengthen the appraisal of staff members concurrently responsible for regional risk control, paying attention to the pre-stage control of risks
加強對區域風控兼崗人員的考核，注重風險的前期管控

Development of the “Four Deeds” 發展「四化」

- To strengthen the formation of standardization of system, standardization of work and products, digitalization of operational management, and standardization of internal system and work within a department
加強制度規範化、工作和產品標準化以及經營管理數字化、部門內部制度體系及工作標準化建設

Dedicated risk control solutions 專題風控

- To work out dedicated risk control solutions for issues of weaknesses and difficulties, and gather efforts to resolve major conflicts
對痛難點問題形成專題風控，集中力量解決主要矛盾

Lifecycle management 全周期管理

- To support business departments (e.g. post-investment management, tendering and procurement management, multiple business process management and so forth), strengthen the pre-stage and current-stage control of risks, foster the enhancement of control mechanism in business departments and the upgrade of IT-based management system
協助業務部門（如：投後管理、招採管理、多經業務過程管理等）強化對風險的事前、事中管控，推動業務部門管控機制迭代及信息化管理系統升級

Information Security and Privacy Protection

Redsun Services attaches high importance to information security and privacy protection for its customers. We strictly complies with national laws and regulations including the System for Administering the Graded Protection of Information Security (信息安全等級保護管理制度) and keeps improving our system for information security and privacy management. By devising our own System for Controlling Risks Pertaining to Information Security (信息安全風險管理制度), it seeks to regulate, among others, network security management, information platform security management, password management, confidentiality management and software management. Meanwhile we have issued the Operating Guide for E-commerce Platform System Administrators to regulate the operations made by system administrators of e-commerce platforms, whereby we require that data shall be backed up and maintained properly to avoid data theft.

信息安全及隱私保護

弘陽服務重視客戶的信息安全及隱私保護，嚴格遵守《信息安全等級保護管理制度》等國家法律法規，不斷完善信息安全及隱私管理體系，通過制定《信息安全風險管理制度》，對網絡安全管理、信息平台安全管理、密碼管理、保密管理、軟件管理等方面進行了規範。同時，我們發佈《電商平台系統管理員作業指導書》，對電商平台系統管理員的操作進行規範，要求做好數據的備份和保存，防止數據被盜。

Network security management 網絡安全管理

- To strengthen firewalls, install antivirus software in servers with regular update, and conduct testing
加強防火牆，服務器需安裝病毒軟件且定期升級、進行檢測
- To strengthen management of suppliers; permission is required for suppliers to be connected to the internal information platform or database, and operation log is maintained
強化對供應商的管理，供應商需經許可才可連接內部信息平台或數據庫且保留操作日誌

Information platform security management 信息平台安全管理

- System administrators conduct regular safety checks and maintenance to system
系統管理員對系統進行定期安全檢查和維護
- System administrators set scope of authority; corresponding application processes should be followed before obtaining user authority
系統管理員設置權限，用戶權限獲取必須履行相應申請流程

Password management 密碼管理

- Users' awareness of safety management is strengthened, whereby password will not be divulged, documents involving confidential information shall be encrypted and stored separately; accounts of departing employees shall be closed upon departure.
用戶加強安全管理意識，密碼不外泄，涉及公司機密文件應加密單獨儲存；離職員工脫崗後關停賬號

Confidentiality management 保密管理

- Users shall comply with rules of corporate confidentiality management, without divulgence of corporate data, information and so forth to external parties
用戶必須遵守企業保密管理規定，不得向外洩漏企業數據、資料等

Software management 軟件管理

- Software with lawful authorization shall be used
使用具有合法授權的軟件

Protection of Intellectual Property Rights

Redsun Services attaches high importance to the protection and management of intellectual property rights. In strict compliance with the national requirements of laws and regulations including the Copyrights Law of the People's Republic of China, the Trademark Law of the People's Republic of China and the Patents Law of the People's Republic of China, we manage the intellectual property rights on the principles of compliance with laws and regulations, standardized administration, and division of labour. Whilst protecting our own interests in intellectual property rights by way of trademark registration, patent application and so forth, we work with different parties to guard ourselves against acts of infringement of rights.

Responsible Marketing

Any marketing and promotion activities conducted by Redsun Services are in strict compliance with laws and regulations and industry norms including the Advertising Law of the People's Republic of China and the Law of Protection of Consumer Interests of the People's Republic of China. Internally, the Manuals for Managing Redsun Brands are in place, to ensure that the form and substance of all marketing are proper and compliant, without exaggerated or false contents. The Group strives to uplift the level of its brand management, safeguard its own legitimate interest, and perform its duties owed to stakeholders. During the Reporting Period, no penalty had been imposed by regulatory bodies on us for any violation of relevant laws and regulations due to marketing activities.

知識產權保護

弘陽服務高度重視知識產權的保護與管理，嚴格遵守《中華人民共和國著作權法》、《中華人民共和國商標法》、《中華人民共和國專利法》等國家法律法規，制定《知識產權管理制度》，秉持合法合規、規範管理、分工協作的原則對知識產權進行管理。在通過商標註冊、專利申請等方式維護自身知識產權權益的同時，攜同各方抵制各類侵權行為。

負責任營銷

弘陽服務開展的任何營銷宣傳活動，均嚴格遵守《中華人民共和國廣告法》、《中華人民共和國消費者權益保護法》等法律法規及行業規範，並在內部制定《品牌管理手冊》，確保所有營銷內容及形式均符合合規性和恰當性，防止出現誇大或存在虛假情況的活動內容。集團致力於提高自身品牌管理水平，保護企業自身的合法權益，切實履行對各利益相關方的責任。報告期內，我們未發生因市場營銷違反相關法律法規而受到監管機構處罰的事件。

ESG Work Mechanism

The notion of sustainable development is embedded in the Group's strategic development goals and is put to implementation in our daily corporate operation and management as well as innovative activities, testifying the Group's proactive performance of its social responsibilities and efforts to creating a society of sustainable development. To ensure the efficacy of ESG management, the Group's top-down ESG management structure has been formed, with a 3-tier hierarchy consisting of the Board of Directors, the ESG taskforce and ESG key functional departments each of which taking charge of well-defined duties in a coordinated manner. In particular, the Board of Directors takes charge of leading ESG-related management tasks; the ESG taskforce comprising the finance department, risk control department, human resources department, community-connect business department, data and information department, investment and development department, operational management department and so forth, is authorized by the Board of Directors to guide the ESG key functional departments to embark upon ESG-related tasks and to report ESG matters to the Board of Directors.

ESG工作機制

本集團將可持續發展理念植入我們的戰略發展目標中，並貫穿落實到企業日常經營管理和創新活動，積極擔負自己的社會責任，為打造可持續發展社會出力。為確保ESG管理成效，本集團形成了自上而下的ESG管理架構，由董事會、ESG工作小組、ESG關鍵職能部門三級構成，各級職責分工明確、協調統一。其中董事會負責統領ESG相關管理工作，ESG工作小組由財務部、風控部、人力資源部、社商經營事業部、數據信息部、投資發展部以及營運管理部等部門組成，經由董事會授權引導各職能部門開展ESG相關工作並向董事會匯報ESG事宜。

Board of Directors 董事會

- To pay attention to latest ESG development in the industry and within Redsun Services;
關注行業及弘陽服務的ESG發展動態；
- To assess the risks and opportunities highlighted by the ESG taskforce;
評估ESG工作小組提出的風險和機遇；
- To regularly review the status of attainment of pre-set ESG goals and propose direction for future development;
定期檢討ESG目標完成情況並提出未來發展方向；
- To approve the ESG report.
審批ESG報告。

ESG taskforce ESG工作小組

- To monitor ESG-related policies and practices on a regular basis and ensure that the group complies with the relevant legal and regulatory requirements;
日常監察ESG有關的政策及常規，確保企業符合相關法律及監管要求；
- To identify, monitor and address the ESG issues related to Redsun Services and concerned by stakeholders;
識別、監察及應對與弘陽服務相關及利益相關方關注的ESG議題；
- To report to the Board of Directors the effectiveness of related work and management on a regular basis;
定期向董事會匯報相關工作和管理的有效性；
- To take charge of monitoring the implementation of goals for environmental protection, review the progress of attainment of goals, and report results of work to the Board of Director on a regular basis.
負責監察環境目標的實施情況，回顧目標完成進度並定期向董事會匯報工作成果。

Functional departments 各職能部門

- To implement tasks related to the strategies and goals of and management approaches to sustainable development, and incorporate the elements of sustainable development to daily operation.
落實可持續發展戰略、目標及管理方針等相關工作，將可持續發展元素融入日常營運中。

Statement of the Board of Directors

As the top leadership in steering the sustainable development of Redsun Services, the Board of Directors is responsible for assessing and reviewing the risks associated with sustainable development, ensuring that appropriate and effective direction and management system of sustainable development are in place, and shouldering the ultimate responsibilities of devising ESG management strategies and related goals, review of progress of achieving goals as well as ESG performance.

Each year, the Board of Directors is involved in assessing materiality issues, determining priorities and making final confirmation. At the same time, the Board of Directors reviews and manages ESG risks on a regular basis, and conducts materiality analysis on such risks as identified, taking into account the materiality to the stakeholders. Meanwhile, the Board of Directors is also responsible for reviewing the progress of attaining ESG goals and propose direction for ESG development going forward based on the status of completion.

During the Reporting Period, the ESG taskforce took the lead in embarking upon the identification and control of risks associated with climate change, and collaborated with functional departments in devising corresponding measures to address such risks. Meanwhile, four goals for environmental protection together with roadmap for implementation are formulated based on the operation status of the Group. The ESG taskforce communicates with and reports to the Board of Directors on the results of ESG work comprising the risks associated with climate change and goals for environmental protection. Such results of ESG work is to be implemented by the respective functional departments taking charge of the corresponding proposals, reflecting amendments and guiding opinions given by and upon approval by the Board of Directors, under the supervision of the Board of Directors and coordination of the ESG taskforce.

董事會聲明

作為弘陽服務可持續工作的最高領導者，董事會負責評估和審閱公司有關可持續發展的風險，確保公司設立合適及有效的可持續發展方針及管理體系，對ESG管理策略、相關目標制定、目標進度檢討以及ESG表現肩負最終責任。

董事會每年參與到對重大性議題的評估、優先級排序及最終確認的過程中，定期對ESG風險進行回顧與管理，並結合對於利益相關方的重要性對識別的風險進行重大性分析。同時，對ESG目標的進度進行檢討並基於完成情況提出未來ESG發展方向。

報告期內，由ESG工作小組牽頭開展氣候變化風險識別管治，並協同各職能部門制定相應的風險應對措施，同時，基於本集團營運現狀擬定四項環境目標及實施路徑。ESG工作小組將包含氣候變化風險及環境目標在內的ESG工作成果向董事會進行溝通及匯報，經由董事會提出修改和指導意見並審批通過後，在董事會的監督和ESG工作小組的統籌下，由各職能部門負責相關方案的落地執行。

Communication with Stakeholders

The Group's development would not have been possible without the support of the stakeholders. We adhere firmly to forming a communication mechanism with a multitude of channels, to sincerely listen to and respond to the expectations and concerns of different stakeholders, so as to will achieve sustainable development in economic, social and environmental sense jointly with our stakeholders. The stakeholders identified mainly include property owners/tenants, suppliers/contractors, local governments and regulatory bodies, shareholders and investors, employees, industry associations, the media and the public, and residents in the local community. A number of effective long-term ways of communication, whether formal or informal and online or offline, have been established, via which we can listen to the suggestions of our stakeholders, provide targeted responses and adopt strategic implementation, with a view to fostering long-term cooperation and development. The issues of concern from the perspectives of different stakeholders during the Reporting Period are listed below:

利益相關方溝通

本集團的發展離不開各類利益相關方的支持，我們始終堅持構建多元化的溝通機制，真誠地聆聽並響應不同利益相關方的期望與關切，攜手各方共同實現經濟、社會和環境價值的可持續發展。我們所識別的利益相關方主要包括業主／租戶、供應商／承包商、地方政府與監管機構、股東及投資者、員工、行業協會、媒體與公眾、當地社區居民。現已建立多種（正式和非正式、線上和線下）有效的長期溝通方式，以聽取利益相關方的建議，從而進行針對性的回應和戰略性的落實，以促進和企業的長期合作和發展。下表列出報告期內不同利益相關方組別重點關注的議題：

Stakeholder 利益相關方	Key issue of concern 關注的主要議題	Ways of communication and response 溝通回應方式	Frequency 頻率／次數
Shareholders/investors 股東／投資者	Financial performance Compliance with laws and regulations Risk management 經濟績效 合法合規 風險管理	— General meetings — Investor conferences — Conferences for disseminating business results — Press releases/announcements — On-site visits — 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 are held at least once a year Investor conferences and on-site visits are arranged at irregular time intervals 股東大會每年最少舉行一次 投資者見面會及現場調研不定期舉行
Governments/regulatory bodies 政府／監管機構	Compliance with laws and regulations Information security Anti-corruption 合法合規 信息安全 反腐敗	— On-site visits — Seminars — 現場調研 — 會談	At irregular time intervals 不定期

Stakeholder 利益相關方	Key issue of concern 關注的主要議題	Ways of communication and response 溝通回應方式	Frequency 頻率/次數
Business partners	Administering intellectual property rights Information security Exchanges with industry peers Business risks	— On-site visits — Seminars	On a monthly basis
合作夥伴	知識產權管理 信息安全 行業交流 業務風險	— 現場調研 — 會談	月度走訪
Customers	Information security Quality of customer services Management of sensitive customer information	— Online promotion — Telephone/Email — WeChat/Weibo — Questionnaire — Seminars	At irregular time intervals
客戶	信息安全 客戶服務質量 客戶敏感信息管理	— 線上推廣 — 電話/電子郵件 — 微信/微博 — 問卷 — 會談	不定期
Employees	Remuneration package Employee health and safety Employee development and training	— Interviews with employees — Internal emails — Internal WeChat account	At irregular time intervals
員工	薪酬福利 員工健康與安全 員工發展與培訓	— 員工面談 — 內部電郵 — 內部微信公眾號	不定期
Media and the public	Compliance with laws and regulations Impact of business on society	— Press releases/announcements — Press interview — Meetings	At irregular time intervals
媒體與公眾	合法合規 業務對社會的影響	— 新聞稿/公告 — 採訪 — 會議	不定期
Community	Contribution to community Charity and benevolence	— On-site visits — Seminars	At irregular time intervals
社區公眾	社區貢獻 公益慈善	— 現場調研 — 會談	不定期

ESG Materiality Issues

During year 2021, on the basis of the result of materiality issues in year 2020, the Group held more than 10 sessions of in-depth discussions with internal stakeholders. Taking into account the Group's direction of strategic development and stakeholders' opinions from the surveys conducted, the issues were further streamlined, giving rise to 22 issues of materiality, of which 6 are issues of high materiality, 11 are issues of moderate materiality and 5 are issues of low materiality. In particular, product safety and quality together with customer service changed from issues of moderate materiality to issues of high materiality as they became issues of concern of all stakeholders.

ESG 重大性議題

2021年，本集團基於2020年重要性議題結果，對內部利益相關方開展十餘場深度訪談，通過結合本集團戰略發展方向和利益相關方的調查意見，對議題進行進一步梳理，共總結出22項重要議題，包括6項高度重要議題，11項中度重要議題及5項低度重要議題。其中，產品安全與質量及客戶服務議題因受到各利益相關方的關注，由中度重要性議題上升為高度重要性議題。

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



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

PREMIUM SERVICES

Since its inception 18 years ago, Redsun Services has always stayed true to its aspiration. Adhering to the “customer-centered” service philosophy, we insist on constantly improving our own service quality to think ahead of the residents’ expectations. We are committed to becoming a “respected operator of good life” and building up high-quality services throughout the entire lifecycle, thereby constantly extending the value chain of property management services. While upgrading the residential services product brand, we meticulously create the non-residential service product brand in joint efforts with Huidehang to meet the differentiated needs of different customers, focusing on bringing better living experience to people.

DEVOTED IN SERVICES

We firmly believe that only by constantly improving the product experience, service experience and customers’ experience as well as continuously polishing our products and services to perfection and creating values for customers can we facilitate the healthy, stable and high-quality development of the Company. Under the guidance of the “customer-centered” service philosophy, we constantly dig deep into customer needs and widen the service boundaries to reconstruct the property service value model. We expand the community value-added services and value-added services to non-property owners based on the property management services. We are customer value-oriented in order to better interpret the good vision of “making lives warmer (讓生活更有溫度)” of Redsun Services.

品質服務

弘陽服務成立18年以來，始終不忘初心，秉承「以客戶為中心」的服務理念，堅持不斷提升自身服務品質，先於居者所想。我們致力於成為「受人尊敬的美好生活營運服務商」，構建高品質全生命周期服務，不斷延伸物業管理服務價值鏈，在升級住宅服務產品品牌的同時，聯合匯得行精心打造非住宅服務產品品牌，滿足不同客戶的差異化要求，專注於給人們帶來更美好的生活體驗。

深耕服務

我們堅信，唯有不斷提高產品體驗、服務體驗和客戶體驗，持續將產品和服務打磨到極致，為客戶創造價值，才能推動公司健康、穩定、高質量發展。在「以客戶為中心」服務理念的指引下，我們不斷深挖客戶需求，拓寬服務邊界，重構物業服務價值模式。我們以物業管理服務為基礎，擴展社區增值服務及非業主增值服務，以客戶價值為導向，更好地詮釋弘陽服務「讓生活更有溫度」的美好願景。

PROPERTY MANAGEMENT SERVICES

As a comprehensive property management service provider with core competitiveness, Redsun Services has established a management system with diversified sectors and extensive layers. Improving from the initial basic property service system to the present whole-lifecycle property service system, expanding from the single residential service to services in various business fields and progressing from the limited community services to diversified urban services, through high-quality mergers, acquisitions and integrations, in-depth urban service capabilities, independent third-party cooperation and full entrustment cooperation, Redsun Services has realized the coordinated development of diversified business sectors.

While enriching our services, we keep in mind to focus on the high-quality coordinated development of different niche sectors. To meet the needs of different customers, we have established differentiated service product systems and tailor-made customized institutional standards for different product systems in pursuit of high-quality and stable development.

物業管理服務

作為一家具備核心競爭力的綜合性物業管理服務提供商，弘陽服務已建立一個業態多元、層次豐富的管理體系。從最初的物業基礎服務體系完善到目前的全生命周期物業服務體系，從單一的住宅服務擴展到各類商業領域的服務，從局限的小區服務走向多元的城市服務，弘陽服務通過高質量併購與整合、深化城市服務能力、獨立第三方合作以及全委項目合作，實現多元業態協同發展。

在豐富服務的同時，我們不忘聚焦各細分領域的高品質協同發展。為滿足不同客戶的需求，我們建立了差異化的服務產品系，並針對不同產品體系制定個性化制度標準，追求高質量、穩健的發展。

Honghui Services
弘暉服務

Division A
A標



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

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

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

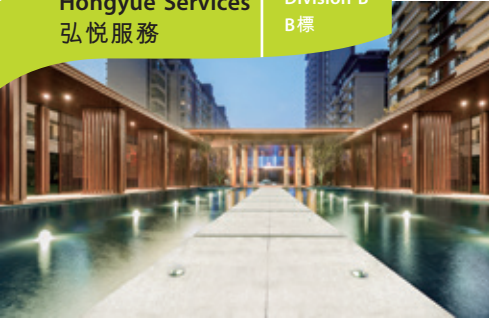
服務特色：聚焦客戶滿意；服務轉換滿意，滿意贏得「買單」

- **SUBDIVIDING BASIS:** the housing price is higher than the average price of the surrounding 3-kilometer property projects; property fees are priced above the local government’s guidance price ceiling (excluding public energy costs)

細分依據：房屋價格高於周邊三公里樓盤的平均價格；物業費定價高於當地政府指導價最高限價（不含公共能耗費）

Hongyue Services
弘悅服務

Division B
B標



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

產品定位：指標均好，產品適配，持續健康

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

服務特色：主流服務產品線，服務標準適配可複製，持續健康營運

- **SUBDIVIDING BASIS:** all non-Division A and Division C projects will be incorporated into Division B

細分依據：非A標、C標項目均納入B標

Hongxiang Services
弘享服務

Division C
C標



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

產品定位：風險防控、主營扭虧、經營提效

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

服務特色：守底線，共享集約，管理提效、杜絕業務底線和風險類事件

- **SUBDIVIDING BASIS:** the housing price is lower than 10% of the average price of the surrounding 3-kilometer property projects; property fees are priced below RMB1.4/sq.m./month

細分依據：房屋價格低於周邊三公里樓盤的平均價格10%；物業費定價低於1.4元/平方米/月

Non-residential business services
非住業態服務



- **SUBDIVIDING BASIS:** items other than residences

細分依據：除住宅以外的項目

Dually-driven by the “residential + commercial” model, Redsun Services is in pursuit of a high-speed and high-quality development path that features both scale and quality. We are in strict compliance with the laws and regulations such as the Urban Real Estate Administration Law of the People’s Republic of China (《中華人民共和國城市房地產管理法》) and the Regulation on Realty Management (《物業管理條例》), and customize property service standard systems in respect of different product series. We are genuinely customer-centered and focus on providing high-quality standardized services. The Group has established residential operation system and non-residential operation system to realize categorized management for residential and commercial property services.

During the Reporting Period, the residential operation system has been upgraded to version 2.0. Based on the construction of service product series, we modified the service standards in respect of Divisions A, B and C and tailor-made customized institutional standard documents for different customer groups. Besides, in respect of non-residential business services, we have developed non-residential operation system 1.0 to ensure the successful handover and smooth operation of business, facilitate the retention and renewal of service contracts, and realize the value of investment and cooperation.

在「住宅+商業」的雙輪驅動下，弘陽服務追求規模與質量齊飛的高速高質發展路徑。我們嚴格遵循《中華人民共和國城市房地產管理法》、《物業管理條例》等法律法規，針對不同產品系定製物業服務標準體系，始終以客戶為中心，專注提供高質量的標準化服務。本集團已建立住宅營運體系與非住營運體系，實現住宅與商業物業服務分類管理。

報告期內，住宅營運體系已更新2.0版本，基於服務產品系的建設，修訂了針對A、B、C標的服務標準，為不同客戶群體制定個性化制度標準文件。此外，針對非住業態服務，我們建立了非住營運體系1.0，以保障業務的順利交接及平穩運行，助力服務合同的保有與續簽，實現投資合作價值。

Residential operation system 2.0
住宅營運體系2.0

- Differentiated management is conducted for different residential product series from various dimensions such as quality service differentiations, internal assessment requirements and personnel configuration standards; 從品質服務差異、內部考核要求、人員配置標準等多個維度對不同住宅產品系進行差異化管理；
- In respect of property-related business, differentiated service menus are also formulated to provide services of different service levels in aspects such as sales center, pre-referral and one-unit-one-inspection, thereby constantly improving customer experience. 在地產關聯業務方面，同樣制定差異化服務菜單，在案場、前介、一戶一驗等環節提供不同產品等級的服務，不斷提升客戶體驗。

Non-residential operation system 1.0
非住營運體系1.0

- Focus is put on improving the on-site business quality of key business processes and key touchpoints; 重點改善關鍵業務流程和關鍵觸點的現場業務品質；
- Smooth communication channels with customers are established to keep abreast of the major demands and expectations from customers for the purpose of gaining the trust and support of property owners with professional and caring services. 與客戶建立暢通的溝通渠道，及時了解客戶的重點訴求與期望，以專業貼心的服務獲取業主的信任與支持。

To ensure effective operation of residential operation system 2.0 and non-residential operation system 1.0, we have formulated their corresponding standardized documents to specify the duties of each functional department, supervise and govern each operation and management task. Thus far, the Group has formulated 85 operation and management documents for residential operation system 2.0, which provide strong support for the successful commencement of business.

為確保住宅營運體系2.0與非住營運體系1.0的有效運行，我們制定了與其相對應的標準化文件，以明確各職能部門的職責，指導及規範各項營運管理工作。本集團目前針對住宅營運體系2.0制定的營運管理文件已達85個，為業務的順利開展提供有力支撐。

Catalogue for residential business service 2.0
住宅業態服務產品書2.0

- 85 operation and management documents
- 營運管理文件85個
- 27 operation guides for posts
- 崗位操作指南27個
- 223 quality records
- 質量運行記錄223個

Catalogue for non-residential business service 1.0
非住業態服務產品書1.0

- 121 operation and management documents
- 營運管理文件121個
- 187 quality records
- 質量運行記錄187個

COMMUNITY VALUE-ADDED SERVICES

Redsun Services is committed to being customer needs-oriented to develop caring community business. To create all-round community service system, we provide the newly upgraded Redsun Housekeeper services for customers. While maintaining the high quality of our basic property services, we further raise the levels of family affection, specialization and intellectualization of our services. With meticulous, professional and caring services, we explore more possibilities of convenience and happiness for customers.

Redsun Services devotes itself to creating five major community value-added service product lines with distinctive features which fit in with three major community value-added service platforms. Through online and offline integrations, we are committed to providing great service experience with warmth and ingenuity to customers. During the Reporting Period, Redsun Services launched a total of over 500 wonderful community activities including "Drying Festival" and "Starry Film Festival", where more than 300,000 property owners were attracted to participate, which truly brought a warm, great and harmonious life for more families with sincere services.

社區增值服務

弘陽服務致力於以客戶需求為導向，建設有溫度的社區商業。為打造全方位的社區服務體系，我們為客戶提供全新升級的弘管家服務，在保持基礎物業服務高品質的同時，進一步提升服務親情化、特色化、智能化水平，以細節、專業、貼心的服務，為客戶探尋更多便利與幸福的可能。

弘陽服務潛心打造5大獨具特色的社區增值服務產品線，匹配3大社區增值服務平台，線上與線下相融合，致力於為客戶帶來溫馨細緻的美好服務體驗。報告期內，弘陽服務開展包括「晾曬節」、「星空電影節」在內的共500餘場精彩的社區活動，吸引超過30萬業主參與其中，真正做到以真誠的服務，為更多家庭帶來溫馨、美好、和諧的生活。

Five major community value-added service product lines
5大社區增值服務產品線

- Community commercial value-added service
社區商業增值服務
- Redsun Property Decoration Centre
弘陽美居中心
- Hong Life Rental & Sales Centre
弘生活置業租售中心
- Community resource value-added service
社區資源增值服務
- Community asset operation service
社區資產營運服務

Three major community value-added service platforms
3大社區增值服務平台

- Red Life APP
弘生活APP
- Pin Hi Hi mini app
拼嗨嗨小程序
- Red Space mini app
弘空間小程序

Case
案例

**THE "RSUNNERS FESTIVAL"
ACTIVITIES IN 2021**
2021「弘人節」活動

Through community cultural activities, as represented by "Rsunners Festival", Redsun Services narrows the distance with customers. The four major theme activities of "Rsunners Festival", namely sports season, family day, thanksgiving season and neighborhood day, created warmer neighborhood relationship and brought more interesting community life for customers.

弘陽服務通過以「弘人節」為代表的社區文化活動拉近與客戶之間的距離，「弘人節」四大主題活動運動季、家庭日、感恩季、鄰里日為客戶營造更有溫度的鄰里關係，帶來更加有趣的社區生活。



Case
案例



THE “REJUVENATION
WITH HEART AND
LOVE FOR FAMILY
PLAN” PROGRAM IN
2021
2021年度「以心煥
新，愛家計劃」

2021 was the fourth year since Redsun Services initiated the rejuvenation program. In the past four years, in order to keep every owner's home as good as new, Redsun has invested up to ten million of capital in building a “heart-relieving, heart-comforting and heart-warming” Redsun community with ingenuity. Co-organized by Redsun Properties and Redsun Services, the rejuvenation action in 2021 had an increase in the regions it covered this year as compared with the one three years ago where 5 regions including the Nanjing region, southern Jiangsu region, central Jiangsu region, Anhui-Jiangxi region and Shandong-Huaiyang region were linked together to form a wider coverage.

Community spaces have been particularly important for people's leisure and daily life today when the epidemic has become a routine. In 2021, Redsun Services continuously fostered the rejuvenation program and put specific emphasis on the improvement of leisure support and road landscape for the community. In respect of the content of rejuvenation, focus is put on the rejuvenation of children's recreations, rejuvenation of amenities, rejuvenation of landscapes, rejuvenation of basements and rejuvenation of graffiti, where we earnestly implement a series of measures such as redecoration of pavilions, increase in number of courier lockers, installation of roofs for non-motor vehicle garages, addition of security booths at entrances, etc., to make the communities and homes which have been delivered for many years take on a new look and have a warm upgrade.

This rejuvenation program encompassed a total of 43 projects with around 132 improvement and redecoration items, which created a warm community full of vitality from all directions and dimensions and fulfilled our care for property owners with down-to-earth actions.

2021年是弘陽服務啟動煥新計劃的第四年，四年來，為了讓每一位業主的家一直保持美好如新的模樣，弘陽集團已累計投入超千萬資金，用心構築「安心、舒心、暖心」的弘陽社區。2021年煥新行動由弘陽地產和弘陽服務聯手實施，相比前三年，今年覆蓋區域有所增加，南京區域、蘇南區域、蘇中區域、皖贛區域、魯淮區域5個區域聯動，覆蓋面更廣。

在疫情常態化的今天，社區空間對於人們的休閒與日常生活而言變得尤為重要。2021年，弘陽服務繼續推進煥新計劃，著力改善社區的休閒配套與道路景觀，在煥新內容上專注兒童游樂煥新、便民煥新、景觀煥新、地庫煥新與塗鴉煥新多個方面，認真落實涼亭整改、增加快遞櫃、非機動車庫頂棚安裝、入口增加門崗站台等一系列措施，讓交付多年的社區家園煥然一新，溫馨升級。

本次煥新計劃共涵蓋43個項目、約132個提升整改項，全方位多維度營造富有生命力的溫馨社區，用實際行動兌現對業主的關愛。



Value-added services to non-property owners

The value-added services to non-property owners of Redsun Services aims to provide property developers and other property management companies with professional and customized services, the content of which cover preliminary planning and design consultancy services to property developers for property development projects (including sales assistance services such as visitor reception, cleaning, security inspection and maintenance), post-delivery acceptance services as well as advisory services to other property management companies. By constantly accelerating the development pace of value-added services to non-property owners, Redsun Services seeks to ensure that the three major business lines all keep pace with each other. While maintaining the high-quality community services, we also promote the development of the industry to meet the multi-faceted needs of our customers and guard thousands of happy homes with in all sincerity.

Safety Protection

Protecting the health and safety of stakeholders is the foundation of Redsun Services to provide high-quality property services. In strict compliance with the laws and regulations such as Production Safety Law of the People's Republic of China and Fire Control Law of the People's Republic of China, the Group constantly strengthens the building of its internal safety management system, where we conduct safety risk screening on a regular basis and organize safety training and emergency drills for employees during our daily operation in order to protect the personal and property safety of property owners and employees and safeguard the orderly development of the Company.

非業主增值服務

弘陽服務的非業主增值服務致力於為房地產開發商及其他物業管理公司提供專業的定製化服務，服務內容涵蓋向房地產開發商提供的房地產開發項目前期規劃及設計諮詢服務，包括訪客接待、清潔、安保檢查及維護的協銷服務、交付後的驗收服務以及向其他物業管理公司提供的顧問服務。弘陽服務力求不斷加快非業主增值服務的發展步伐，確保三大主營業務航道齊頭並進，在保持高品質社區服務的同時推動行業發展，滿足客戶的多方位需求，用心安守千萬幸福家。

安全保障

保障利益相關方的健康與安全是弘陽服務提供高品質物業服務的基礎。本集團嚴格遵守《中華人民共和國安全生產法》、《中華人民共和國消防法》等法律法規，不斷加強內部安全管理體系建設，定期開展安全風險排查活動，日常開展員工安全培訓與應急演練活動，維護業主及員工的生命財產安全，保障公司的有序發展。

Safety Management

Redsun Services always regards the protection of personal and property safety of property owners as its primary responsibility. We have devised and implemented systems relating to safety management, including the “Operating Guide for Orderly and Professional Internal Management”, the “Operating Guide for Safety Examination”, the “Operating Guide for Fire Safety Management” and the “Operating Procedures for Handling Emergencies”. At the same time, we have devised work plan for safety risk identification, which sets out 13 margins and control standards applicable to six major segments including fire safety, electricity supply and distribution, elevators, employees’ behaviour, special-purpose operations and common spaces, so as to take preventive measures against safety risks and provide property owners with a secure, worry-free and heart-comforting life.

Ceaselessly upgrading the safety protection capabilities of its business premises, Redsun Services puts safety protection into practice in any and every aspect of community services to safeguard the health and safety of property owners. During the Reporting Period, no major injury has occurred within the business scope of the Group.

安全管理

弘陽服務始終將保障業主生命財產安全視為首要責任，我們制定並下發了《秩序專業內務管理作業指導書》、《安全檢查作業指導書》、《消防管理作業指導書》、《突發事件處置作業流程》等安全管理制度，同時制定安全風險識別工作計劃，針對消防、供配電、電梯、員工行為、特種作業、公共空間六大模塊設立了十三條紅線管控標準，以做到將安全風險防範於未然，為業主提供更加安全、省心、舒心的生活。

弘陽服務不斷提升業務營運場所的安全保障能力，將安全保障落實到社區服務的方方面面，為業主的健康安全保駕護航。報告期內，本集團業務營運範圍內未發生重大傷害事件。



Besides, the Group attaches great importance to the operational risks arising from extreme weather conditions. We proactively safeguard the safety of property owners through identification and formulation of tackling measures. During the Reporting Period, Redsun Services devised and publicized risk management systems in relation to extreme weather, such as “Notice on Bettering the Flood Prevention Work during the Rainy Season in 2021”, “Notice on Typhoon and Flood Prevention from July to September 2021” and “Notice on Launching the Winterizing Work Requirements and Standards” in proactive response to various kinds of extreme weather conditions and emergencies. We are well-prepared beforehand to minimize the loss.

此外，本集團十分重視極端天氣對營運帶來的風險，通過識別及制定應對舉措，積極保障業主安全。報告期內，弘陽服務制定並宣貫《關於做好2021年梅雨季節防汛工作的通知》、《關於2021年7-9月防台防汛工作的通知》、《關於開展防寒防凍工作要求及標準的通知》等極端天氣風險管理制度，積極應對各類極端天氣突發情況，提前做好鋪排工作，將損失最小化。

Fire Safety Management 消防管理

- Preventive Work: equip each area with corresponding type of firefighting equipment and facilities; ensure unobstructed safety passages and exits on each floor and clear posting of safety evacuation instructions;
預防工作：各區域配置相應種類滅火器材及設施；保證樓層安全通道及出口暢通，安全疏散指示標識明確；
- Safety inspection: organize fire safety inspections before long vacations such as Spring Festival, May Day and National Day; organize monthly special inspection and testing for fire extinguishers and hydrants; inspect the fire safety in the service area under management for each post on a daily basis;
安全檢查：在春節、「五一」、「十一」等長假前組織消防安全大檢查；每月組織對滅火器、消防栓進行專項檢查、測試；各崗位每天對管理服務區域內消防安全情況進行檢查；
- Tackling measures: strictly implement the fire operation approval system; carry out fire drills on a regular basis.
應對措施：嚴格落實動火作業審批制度；定期開展消防演習工作。

Winterizing Management 防寒防凍管理

- Advance warning: make use of friendly reminder and publicity in the community;
提前預警：進行社區溫馨提示宣傳；
- Safety inspection: carry out blanket troubleshooting by carefully examining the public water pipes and fire hydrants exposed outdoors in the community in order to prevent the impact on the daily life of property owners from low-temperature, rainy and snowy weather;
安全檢查：開展地毯式排查，對小區內暴露在室外的公共水管、消防栓等仔細檢查，防止低溫雨雪天氣影響業主日常生活；
- Tackling measures: keep a stock of winterizing emergency supplies with the location convenient for supply transportation as much as possible to enable the reserves of anti-freezing and anti-slippery supplies; implement anti-freezing management for facilities and equipment by protecting each exposed pipeline and fire hydrant with a winter coating.
應對措施：設立防寒防凍應急物資倉庫，位置盡可能選擇便於物資搬運，落實防凍防滑物資儲備；實施設施設備防凍管理，為每一處裸露在外的管路、消防栓裹上一層「冬衣」。

Flood Prevention Management 防汛管理

- Advance warning: pay timely attention to weather conditions and give advance warning to property owners in time in case of extreme weather.
提前預警：及時關注天氣狀況，極端天氣發生時及時向業主提前預警。
- Safety inspection: carry out comprehensive inspections and eliminate potential safety hazards in time to protect the safety of property owners.
安全檢查：開展全面巡查，及時排除安全隱患，保障業主安全。
- Tackling measures: Deploy standby personnel to hurry to the water-accumulated area to pump the water away; ensure normal operation of facilities and equipment in the whole area; actively keep property owners informed of the status quo and handling in the area and calm down the property owners in time while carrying out the flood prevention work in emergencies.
應對措施：備勤人員迅速響應趕往積水區域，使用水泵抽排支援；保障全園區設施設備正常運行；開展緊急防汛工作的同時，將園區現狀和處理動態積極反饋業主並及時安撫業主情緒。

Tackling management for emergencies 突發事件應對管理

Case
案例

Staying true to
aspiration and be
undaunted by
rainstorms
不忘初心，無懼風雨

In July 2021, under the attack of typhoon "In-Fa", many places were raged by severe floods. Subsidiaries of Redsun Services based in Nanjing, southern Jiangsu, central Jiangsu, Zhejiang, Hefei and Chuzhou initiated the plan for flood prevention and disaster relief at once and made all employees stick to their post, closely monitoring the weather changes and taking timely measures in response to the impact of typhoon.

Before the rainstorms approach, all subsidiaries of Redsun Services have been well-prepared for the flood prevention work such as pipeline dredging where they thoroughly examined the dredging of pipelines, piled up flood prevention sandbags and made concerted efforts to prevent against floods and disasters. Besides, Redsun Services actively took various measures and geared up for typhoons, which include sending flood and storm prevention messages to property owners at once, reminding property owners to close their doors and windows, eliminating the hidden danger of falling objects; stabilizing the lamp poles and surveillance poles in the area; examining the lightning protection facilities on the roofs, reminding property owners to keep their belongings indoors, etc. With actions, we are at the forefront of protecting our home against floods.

During the rainstorm, we immediately laid out the flood control ditches and carried out flood control and rescue work in full swing. We also assigned water pumps urgently at key entrances to facilitate the discharge of water so that the potential safety hazards can be eliminated. At the core and critical locations such as entrances and exits of underground garages as well as power distribution rooms, order maintainers or engineers were stationed around the clock. Despite the rainstorms, Rsunners put up a shelter with physical efforts to protect the home they cherish.

2021年7月，颱風「煙花」來襲，多地遭遇特大水災，弘陽服務南京公司、蘇南公司、蘇中公司、浙江公司、合肥公司、滁州公司在第一時間啟動了防汛救災預案，全員上崗，時刻關注天氣變化，及時採取措施應對颱風帶來的影響。

暴雨來臨前，弘陽服務各公司提前做好管道疏通等防汛工作，全面排查管道疏通情況，堆積防汛沙袋，齊心協力防汛抗災。此外，弘陽服務積極採取多項措施全面備戰暴雨，包括第一時間向業主發送防汛防風信息，提醒業主關好門窗，排除高空墜物隱患；檢查小區內的路燈桿、監控桿牢固程度；對樓宇頂層避雷設施進行檢查，提醒業主回收物品等，用行動，守護在家園防汛第一線。

暴雨發生時，我們第一時間佈置防洪溝渠，全力開展防汛搶險工作，並在重點入口處緊急調用水泵助排，消除安全隱患。在地下車庫出入口、配電房等核心關鍵位置，均有秩序隊員或工程師日夜駐守，在風裡雨裡用弘陽人的身軀築起防水牆，守護美好家園。



Safety Training

In order to effectively protect the health and safety of property owners, Redsun Services regularly provides employees with knowledge education and business skills training on production safety. We actively carry out various kinds of emergency drills to strengthen the employees' awareness of safety risk prevention. By implementing the safety management policies and systems thoroughly, we ensure safe and stable operation of Redsun Community so that Redsun's property owners can live at ease and feel relieved.

During the Reporting Period, Redsun Services has held a total of 24 meetings on safety with over 230 staff participating in the safety education trainings. Meanwhile, in order to strengthen the fire emergency handling capacities, the Group has organized a total of 437 emergency fire drills with the number of people participating in the drills totaling 49,536. Through ongoing drills and inspections, we serve as a strong and reliable backup for property owners in defending a happy living in the residence.

安全培訓

為切實保障業主的健康安全，弘陽服務定期對員工進行安全生產常識教育及業務技能培訓，積極開展各類突發事件應急演練，加強員工的安全風險防範意識，貫徹落實安全管理政策及體系，確保弘陽社區安全穩定營運，讓弘陽業主住的安心、住的放心。

報告期內，弘陽服務共開展安全會議24次，參與安全教育培訓人數達230餘人。同時，為提高消防應急處理能力，本集團共組織事故應急消防演練437場，參加演練人數達49,536人次，通過反複的演練與檢查，為業主建立起堅實可靠的後盾，守護案場的美好生活。



Fire safety drill
消防安全演練



Customer Communication

Redsun Services attaches great importance to setting up transparent, efficient and regular communication channels with customers. We always adhere to the professional and standardized management and the foundation principle of being customer-oriented. We are open-minded to listen to the concern of property owners, keep records of the issues earnestly and give timely response, thereby continuously increasing customer satisfaction and creating a harmonious community. Redsun Services establishes deep connection with customers by answering customer service hotline and visiting customers, and puts itself in the shoes of property owners to solve their problems. During the Reporting Period, the Group received 8,416 complaints from customers throughout the year with a customer complaint completion rate of 100%. We will continue to create values for customers with meticulous services.

Customer Satisfaction

Constantly increasing customer satisfaction and always giving a heartwarming home to every customer are not only the aspiration of Redsun but also what Redsun has always been doing. It is to our firm belief that only by adhering to the “customer-centered” service philosophy, respecting the customers, revering the market, presenting good products and services to customers and staying true to our aspiration can we keep progressing amid the intense competition. We strictly comply with the laws and regulations including the Law of Protection of Consumer Interests of the People’s Republic of China, devise and implement various internal systems such as “Rules for Administering Customer Complaints”, “Property Group Rules for Administering Customer Complaints” and “Redsun Services Classification of Complaints”, and establish comprehensive diversified communication channels, which help us better fulfil our commitments to customers.

客戶溝通

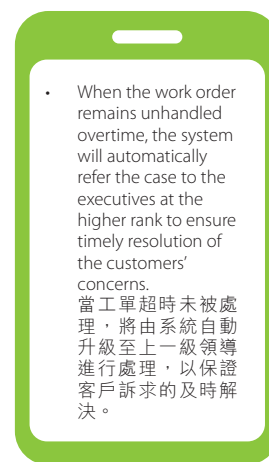
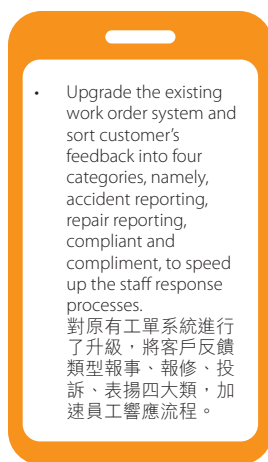
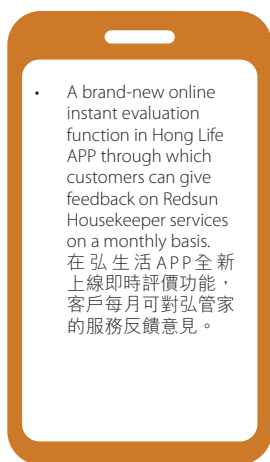
弘陽服務十分重視與客戶建立透明、高效、常態化的溝通渠道，始終堅持專業化、標準化管理、以客戶為導向的基本原則，虛心聽取業主訴求，認真記錄問題，及時響應，不斷提高客戶滿意度，構建和諧美好社區。弘陽服務通過接聽客服熱線、客戶拜訪等方式與客戶建立深度連接，設身處地為業主著想，解決他們遇到的問題。報告期內，本集團全年收到的客戶投訴量為8,416件，客訴關閉率達100%，我們持續以細致入微的服務，為客戶創造價值。

客戶滿意度

不斷提升客戶滿意度，讓每位客戶的家永遠溫暖美好是弘陽的初心，更是弘陽一直在做的事情。我們堅信，秉承「以客戶為中心」的服務理念，尊重客戶，敬畏市場，將好產品、好服務呈現給客戶，不忘初心，才能夠在激烈的競爭中不斷前進。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，制定並實施《客戶投訴管理辦法》、《物業集團客戶投訴管理辦法》以及《弘陽服務責任投訴等級明細表》等多項內部制度，建立完善的多樣化溝通渠道，以幫助我們更好地履行對客戶的承諾。

In case of doubts, customers can communicate with us through various channels such as dialing the “400” customer service hotline, Hong Life APP and Redsun Housekeeper one-on-one direct feedback. We strictly carry out the “3611” Mechanism of Response to Customer Complaints comprising “30-minute response, 60-minute feedback, 1-day quick handling and 1-day active revisit” to ensure standardized management of customer communication. During the Reporting Period, Redsun Services continuously improved and optimized its internal complaint channel and complaint handling mechanism:

當問題出現時，客戶可通過撥打400客服熱線、弘生活APP、弘管家一對一直接反饋等多種渠道進行溝通。我們嚴格執行「30分鐘響應，60分鐘反饋，1天快速處理，1天主動回訪」的「3611」客訴響應機制，以確保客戶溝通標準化管理。報告期內，弘陽服務不斷完善優化內部投訴渠道及投訴處理機制：



On this basis, Redsun Services also organized diversified activities such as the “Management to Listen” Program and Zero-Distance Action to bring customers closer to properties, understand the real needs of customers and ensure that every customer's concerns are solved.

在此基礎上，弘陽服務還舉辦了「聆聽行動」及「零距離行動」等多樣化活動，以拉近客戶與物業的距離，了解客戶的真實需求，確保每一位客戶的訴求都得以解決。

Case
案例



“Management to Listen” Program
聆聽行動

We solve customers' problems and improve service reputations. Since its inception in 2020, the “Management to Listen” Program has brought customers closer to properties through the scenario of providing active service. We pay visits to customers, satisfy their inner expectations and listen to their true voices. In June 2021, “Heart for You, Happy Companion” Program, a plus version of Redsun Services' “Management to Listen” Program, provided resident-friendly household maintenance free of charge, during which we paid visits to over 100,000 property owners under more than 100 projects in 6 areas and solved the needs of property owners for more than 630 times. We called on property owners and provided free

cleaning of air-conditioning filters as well as maintenance of faucets and pipes, serving more than 500 property owners in nearly 50 projects.

「解決客戶問題、提升服務口碑」，自2020年開展至今，聆聽行動通過提供主動服務的場景拉近客戶與物業的距離，走進客戶家裏走到客戶內心，聆聽真實聲音。2021年6月，弘陽服務聆聽行動plus版「弘心為您，幸福同行」專項免費便民入戶保養活動，在6個區域超100個項目走訪業主超100,000戶，解決超630條業主需求，免費上門為業主進行空調過濾網清洗、水龍頭養護、水管管道養護，在近50個項目中，上門服務超500戶業主。



Case
案例

Zero-Distance
Action
零距離行動

"Being customer-centered, adhering to service quality, creating good services from the needs of customers and making customers enjoy a wonderful life" is the aspiration Redsun Services always sticks to. In order to be practical in giving ear to customers, since 2020, Redsun Services carried out the "Zero-Distance Action" for the second year, where managers were stationed at the service frontline to listen to the concerns from property owners and discover the frontline service issues. We tailored enhancement proposals to impart a feeling of dedication of Redsun Services and a sense of wellbeing of living in Redsun Community to property owners. During the Reporting Period, Redsun Services paid visits to nearly 700 property owners and received more than 200 issues from them under the "Zero-Distance Action — 400 Senior Managers Online" Program it held. With more than 100 property owners no longer expressing their dissatisfaction, we have been practically listening to owners' concerns and unswervingly marching forward to the goal of realizing longer-term customer value management.

「以客戶為中心，堅守服務品質，從客戶需求出發打造好服務，讓客戶享受美好生活。」是弘陽服務一直堅守的初心。為切實傾聽客戶心聲，自2020年開始，弘陽服務連續2年開展「零距離行動」，管理者走進服務一線，了解業主訴求，發現一線服務問題，針對性制定提升方案，讓業主能夠深切感受到弘陽服務的用心，體驗居住在弘陽社區的幸福感。報告期內，弘陽服務舉辦的「零距離行動 — 400高管在線」共計回訪近700位業主，收集業主訴求超200條，不滿意轉化逾100位，切實聆聽業主聲音，向實現更長期的客戶價值管理的目標紮實邁進。



It is the unremitting pursuit of Redsun Services to gain insight into consumers' demand and feedback everywhen and everywhere on our service throughout the entire product lifecycle, so that we can always follow up owners' feeling with professional and personalized service to increase customer satisfaction in all aspects. During the Reporting Period, we conducted customer satisfaction surveys in various forms such as self-investigation, group-based 400 phone survey and entrustment with independent third-party research institutions to care for the genuine feelings of customers and specifically enhance the level of our own service and management.

深入洞察客戶對於弘陽服務全生命周期服務的每一個時點、每一個細節的需求和反饋，以專業化和人性化的服務，時刻追蹤客戶感受，全面提升客戶滿意度，是弘陽服務不懈的追求。報告期內，我們通過項目自行摸排、集團400電話調研、委託獨立的第三方調研機構等多種形式進行客戶滿意度調查，了解客戶的真實感受，有針對性地提升自身服務及管理水平。

In 2021, Redsun Services scored 88 in the overall satisfaction survey. Based on the customer satisfaction survey results, we uplifted customer satisfaction through various means to strengthen the customers' confidence and trust in us, laying a solid foundation for the long-term development of the Group.

2021年，弘陽服務綜合滿意度調查得分為88分。基於客戶滿意度調查結果，我們通過多種途徑提升客戶滿意度，加強客戶對我們的信心及信賴度，為集團長遠發展打下堅實的基礎。

All-year-round community cultural activities:
全年社區文化活動：

The community cultural activities of Redsun Services go on four seasons throughout the year where various activities are carried out around special themes and convenient services to enhance customers' living experience and create a harmonious community atmosphere. 弘陽服務社區文化活動貫穿一年四季，各類活動圍繞特色主題及便民服務展開，以提升客戶居住體驗，打造和美社區氛圍。

Creation of five-heart practical scenarios:
五心實用場景打造：

We interpret the caring and personalized life experience through creation of a diversified and whole-process community lifestyle to let every customer enjoy the Redsun-style wonderful life that is "heart-relieving, heart-comforting, heart-reassuring, heart-delighting and heart-warming". 通過營造多元化、全周期社區生活方式，演繹溫情化、個性化的生活體驗，讓每一位客戶都能感受到「安心、舒心、放心、開心、貼心」的弘陽式美好生活。

Creation of aboveground and underground homeward transits:
地上地下歸家動線打造：

Redsun Services standardizes the creation of aboveground and underground dual transits which involve 12 full-process services and more than 300 touch points. By optimizing their homecoming journey, we endeavor to emphasize a sense of homecoming and bring a wonderful homecoming experience to property owners. 弘陽服務標準定制了地面、地下雙重動線打造，涉及12個全流程服務，300多條觸點，致力通過優化歸家路線，強化歸家儀式感，給業主帶來美好的歸家體驗。

Rejuvenation action:
煥新行動：

We carry out the rejuvenation and renovation action under four major themes of "Love for Home with Warmth", "Love for Home with Neighbors", "Love for Home with Children" and "Love for Home in Sports", improving the recreational and supporting facilities in the community to make it more livable. 圍繞溫暖愛家、鄰趣愛家、童夢愛家、運動愛家四大主題開展煥新改造行動，改善社區的休閒配套設施，讓社區更加宜居。

Smart Empowerment

Under the general context where the notion of "smart living" in global property industry is developing rapidly, based on its insight into the industry, Redsun Services considers the cost, efficiency, user experience and strategies of property service enterprises from the bottom. We innovate four smart platforms from group to region, and then to projects. Through the provision of digital empowerment services, we set up a customer-centered smart community ecosystem, which realize the digitalization of property management and gradually completes the upgrading from conventional properties to smart properties.

智慧賦能

在全球物業「智慧生活」理念迅速發展的大背景下，弘陽服務基於對行業的洞見，從底層思考物業服務企業的成本、效率、用戶體驗和戰略，從集團到區域，再到項目，創新四大智慧平台，通過數字賦能服務，構建以客戶為中心的智慧社區生態系統，實現物業管理數字化，逐步完成從傳統型物業向智慧型物業的升級。



Four major smart platforms under the Redsun Mode 2.0
弘陽模式2.0四大智慧平台

In 2021, Redsun Services created the “Hongtu” smart services gathering platform which was used for improving operation efficiency, realizing early warning management, data sharing, etc. Meanwhile, Redsun Services continued with the development of Hong Life APP, which was incorporated into the Redsun Mode 2.0, fully-fledged to provide basic services such as self-service payment. With the addition of the one-button instant evaluation function for repair reporting, consultation and complaint, it also supported the value-added services such as e-commerce group buying and home decoration. We set up service archives throughout the entire lifecycle to facilitate the Company’s quick response to industry reforms using smarter and swifter digital management. In realizing high degree of intercommunication between people and people, people and objects, and people and things, we improve the sense of comfort, convenience and happiness in living.

2021年，弘陽服務打造「弘圖」智能化服務集合平台，提升經營效能，實現預警管理、數據共享等。同時，弘陽服務持續開發弘生活APP，結合弘陽模式2.0進行全面升級，提供自助繳費等基礎服務，新增一鍵報修、諮詢、投訴即時評價功能，還支持電商團購、家居裝修等增值服務；建立全生命周期服務檔案，用更智能、更敏捷的數字化營運幫助公司快速應對行業變革，全方位佈局美好生活，實現人與人、人與物、人與事的高度互通，提升業主的生活舒適度、服務便捷度和居住幸福感。

Case
案例

Smart Community Pilot Project
智慧社區試點項目

Redsun Services is committed to building a linkage between smart perception system and unified work order platform as a means to take quick response and action against owners’ issues and bring deeper and wider services to owners. During the Reporting Period, Redsun Services has completed the launching of Smart Community Pilot Project, which, through smart video analysis, identifies the behaviors such as falling, wandering, lingering and intruding of individuals, vehicle lane occupation (electric vehicles) and leaving of objects, enabling frontline staff to carry out early warning and handling quickly.

弘陽服務致力於搭建智慧感知系統與統一工單平台間的橋樑，實現業主問題快速響應處理，為業主帶來更具深度和廣度的服務。報告期內，弘陽服務完成智慧社區試點項目落地，通過智能視頻分析算法，識別人員跌倒、徘徊、滯留、闖入、車輛佔道（電動車）、物品遺留等行為，為一線員工快速預警處置賦能。



ENVIRONMENTAL PROTECTION

Environmental issues have become a major concern in recent years. Redsun Services always follows the direction of sustainable development between economic benefit and green operation. We implement the concept of environmental protection thoroughly and insist on going green and low carbon. While optimizing our services, we will improve the Group's environmental performance and make greater contributions to the society and all stakeholders.

Environmental Management

Redsun Services adheres to the aspiration of becoming "a respected operator of good life". In addition to practicing the motto of "treating customers with sincerity, providing them with excellent services", we actively perform duties in respect of environmental management and put green development policies into practice. In strict compliance with relevant laws and regulations on environmental management, such as the Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》), the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution Caused by Solid Wastes (《中華人民共和國固體廢物污染環境防治法》), the Energy Conservation Law of the People's Republic of China (《中華人民共和國節約能源法》), the Water Pollution Prevention and Control Law of the People's Republic of China (《中華人民共和國水污染防治法》) and the Rules for the Administration of Domestic Trash (《生活垃圾管理條例》), the Group devised and implements a total of 28 environmental management policies which cover cleaning, biological control, greening, trash collection, special climate response etc. Also, we constantly improve the internal environmental management system such as the "Operating Guide for Environmental Supervisors/Managers" (《環境監控／管理員操作指南》) and the "Operating Guide for Environmental Experts" (《環境專家操作指南》), so as to identify the risks within the whole Group that may have a negative impact on the environment and formulate control measures for the sake of gradual optimization. During the Reporting Period, there were no administrative penalties imposed for breaches of environmental protection-related laws.

環境保護

環境問題已成為近年來不可忽視的存在，弘陽服務始終走經濟效益與綠色營運的可持續發展之路，深入貫徹環境保護理念，堅持綠色低碳，在優化服務的同時，提升集團的環境表現，致力於為社會和各利益相關方做出更大貢獻。

環境管理

弘陽服務秉持著成為「受人尊敬的美好生活營運服務商」的初心，在踐行「以誠待客，卓越服務」之外，還積極實踐環境管理的職責，踐行綠色發展方針。本集團嚴格遵守《中華人民共和國環境保護法》、《中華人民共和國固體廢棄物污染環境防治法》、《中華人民共和國節約能源法》、《中華人民共和國水污染防治法》、《生活垃圾管理條例》等環境管理相關法律法規，制定並實施覆蓋清潔、生物防治、綠化、垃圾清收、特殊氣候應對等方面共28項環境管理政策，並不斷完善《環境監控／管理員操作指南》、《環境專家操作指南》等內部環境管理體系，對在全集團範圍內可能產生環境負面影響的風險進行識別並制定管控措施，逐步優化。報告期內，未有因違反環境保護相關法例而被行政處罰的情況。

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

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



GB/T 24001-2016/ISO
14001: 2015 environmental
system certification
GB/T 24001-2016/ISO
14001: 2015 環境體系認證

Identification and Measures of Environmental Risk Factors

Attaching great importance to the environmental risks in the course of operation, Redsun Services actively adopts relevant risk identification and tackling measures. During the Reporting Period, we further improved the "Environmental Factors and Environmental Management Plan", in which we mainly analyzed the impact on fire, disinfection and fertilization as well as solid waste discharge.

環境風險因素識別及措施

弘陽服務十分重視營運過程中的環境風險，積極採取相關風險識別和應對措施。報告期內，我們進一步完善了《環境因素、環境管理方案》，其中針對火災、消毒施肥、固體廢棄物排放方面的影響進行了重點分析。

Fire 火災

- To solve the risks of fire and environmental pollution as a result of natural gas leakage, aging of electrical appliances and wires, failure and short circuit of high voltage equipment, blockage of fire escape, etc., we actively respond through measures such as preparing contingency plans in advance and conducting regular fire drills.
為解決天然氣泄漏、用電器及電線老化、高壓設備故障短路、消防通道堵塞等造成的火災及環境污染風險，我們通過預先編製應急預案及定期開展消防演練等措施，積極應對。

Disinfection and fertilization 消殺施肥

- To solve the soil and water pollution issues as a result of spraying of disinfectants and pesticides, we adopt unified and centralized tackling measures to reduce relevant pollution risks effectively.
為解決消毒液、殺蟲劑噴灑等造成的土壤及水體污染問題，我們對其採取統一集中處理的措施，有效降低相關污染風險。

Solid waste discharge 固廢排放

- To solve the environmental pollution and resource consumption issues as a result of the waste discharge such as paint coating, oily solids and trash, we formulate corresponding management plan to identify and inform the public about the waste produced. We also set up classification labels and corresponding containers at the garbage storage sites. Meanwhile, we sign garbage disposal agreements with relevant environmental sanitation offices or their affiliated organizations, and special solid wastes shall be centrally collected by manufacturers or qualified third parties.
為解決油漆塗料、含油固體及垃圾等廢棄物排放引起的環境污染和資源消耗問題，我們制定相應管理方案，對產生的廢棄物進行識別及宣傳，並在垃圾存放點建立分類標識和相應容器。同時，我們與相關環衛所或其下屬組織簽訂垃圾處理協議，對於特殊的固體廢棄物交由生產廠家或有資質的第三方統一收集。

Green Operation

In the course of operation, Redsun Services always complies strictly with the laws and systems such as the Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》), the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution Caused by Solid Wastes (《中華人民共和國固體廢物污染環境防治法》) and the Water Pollution Prevention and Control Law of the People's Republic of China (《中華人民共和國水污染防治法》). Upholding the green development concept, we advocate and implement green operation measures to use resources and reduce pollution more efficiently, and take active response to the operation risks brought by climatic changes.

綠色營運

弘陽服務在營運過程中始終嚴格遵守《中華人民共和國環境保護法》、《中華人民共和國固體廢棄物污染環境防治法》、《中華人民共和國水污染防治法》等法律制度，秉承綠色發展理念，倡導及實施綠色營運舉措以更有效地使用資源、減少污染，並積極應對由於氣候變化帶來的營運風險。

To better perform our corporate duties in the environmental aspects, during the Reporting Period, we have set environmental performance targets and corresponding implementation measures in four aspects: energy, carbon emissions, waste management and water use efficiency. After approval from the Board, they are officially promoted and implemented at the Group-wide level to devote green development of the enterprise.

為更好的履行企業在環境方面的責任，報告期內，我們設立能源、碳排放、廢棄物管理、用水效益四個方面的環境績效目標及相應的實施舉措，並經董事會審批，正式在全集團層面進行推廣、落實，賦能企業綠色發展。

Emission target 排放量目標

Gradually establish the carbon emission management system and strive to reduce carbon emissions year by year
逐步建立碳排放管理體系，力爭實現碳排放量逐年降低

- Improve the data management and collection system for property projects under management
完善對在管物業項目的數據管理、收集體系
- Gradually explore new opportunities such as carbon compensation and carbon elimination
逐步開展針對碳補償、碳消除等新機遇的探索

Waste management target 廢棄物管理目標

Further strengthen the intensity of waste management and ensure proper disposal of all wastes
進一步加強廢棄物管理力度，確保所有廢棄物合規處置

- Conduct staff training on proper disposal of wastes and raise their awareness and capabilities in proper disposal of wastes
開展員工廢棄物合規處置培訓，提升員工廢棄物合規處置意識及能力

Energy efficiency target 能源使用效益目標

Continuously improve the energy management system and improve energy efficiency
持續完善能源管理體系，提升能源使用效率

- Phase out the property service facilities with high energy consumption
逐步淘汰高能耗的物業服務設施
- Conduct publicity and training on energy conservation on energy conservation for property owners, partners and employees
對業主、合作夥伴和員工開展節能相關的宣貫及培訓
- Gradually explore the development opportunities of renewable resources
逐步探索可再生資源發展機遇

Water use efficiency target 用水效益目標

Increase investment in water-saving processes and technologies and improve water use efficiency
加大節水工藝及技術的投入，提高用水效益

- Actively explore water-saving facilities and water treatment technologies
積極探索節水型設施及水處理技術
- Strengthen the water-saving awareness among employees, partners and property owners
加強對員工、合作夥伴及業主的節水意識宣貫



Water Resources Management

With reference to the Rules for Administering the Conservative Use of Urban Water (城市節約用水管理規定), the Opinion Concerning the Strengthened Water Saving in Industrial Uses (關於加強工業節水工作的意見) and relevant regulations in each operating location, by means of measures including promotion of water saving and the recycled use of water resources, the upgrade of water-saving equipment and enhancement of technical transformation, the Group manages to reduce unnecessary water wastage and hence optimize our efficiency. During the Reporting Period, the Group did not encounter issues on the access of adequate water sources.

To enhance the efficiency of water use in the business area of Redsun Services, the Group has implemented the following measures:

水資源管理

本集團參照《城市節約用水管理規定》、《關於加強工業節水工作的意見》等各營運地適用條例，在營運過程中提倡節約用水以及水資源的循環利用，通過與設備升級，加大節水技術改造力度，有效減少不必要的水資源消耗以優化使用效率。報告期內，我們在求取適用水源上未存在任何問題。

為提升弘陽服務營運範圍內的水資源使用效率，我們實施以下措施：

Design of rain-recycle system 雨水回收設計

- Through design and installation of rain-recycle system, the utilization of water resources was enhanced by means of collection and re-use
通過設計、安裝雨水回收系統，對雨水進行收集再利用，提高水資源利用率

Use of recycled water from pools 池塘水源利用

- Water recycled from pools in the Group's projects is used for watering trees and other plants in the communities, thus achieving secondary use of resources
將項目景觀池塘中的利用水定期更換後用於社區內樹木與植物的澆灌，以達到資源的二次利用

Energy Management

The Group has put energy saving and wastage reduction being our key concern in the course of operations and strictly abided Law of Energy Saving of the People's Republic of China《中華人民共和國節約能源法》and other regulations. By means of measures including application of energy-saving design, reasonable allocation of the use or resources, continuous supervision and control over energy consumption, strengthened compliance of corporate use of energy, technological upgrade of system and equipment and optimized management of energy consumption at different parts of operation, the Group maximizes and enhances energy efficiency. Meanwhile, we proactively encourage to increase the ratio of video conference organized by our staff, which further reduces unnecessary resources wastage.

We adopt corresponding energy saving and wastage reduction measures in different phases of projects to minimize energy wastage. In the earlier phase of projects, we reduce unnecessary electricity wastage and hence optimize utilization primarily through initiatives including transforming illumination mode and time switch upgrade.

能源管理

本集團將節能降耗作為營運過程中關注的重點，嚴格貫徹《中華人民共和國節約能源法》等法律法規。我們通過應用節能設計、合理配置資源、定時監測能耗情況、加強企業能源使用規範、技術改進系統設備等措施，對營運過程各個環節的能源消耗情況進行優化管理，以最大化提升能源使用效率。同時，我們積極倡導公司員工加大視頻會議佔比，進一步減少不必要的資源浪費。

針對項目的各個階段，我們採取相應的節能降耗舉措，以最大程度地降低能源消耗。在項目前介階段，我們主要通過照明模式以及時控器改造等措施，減少不必要的電力浪費從而優化使用效率。

Energy saving and wastage reduction initiatives in early phase of projects

項目前介階段的節能降耗舉措

- Replaced standard LED in the original design to radar sensory lighting to achieve approximately 70% energy saving rate.
將原設計中的普通LED照明改為雷達感應照明，點位光源節電率約70%左右。
- Air conditioner blinds were changed from fixed blinds to open blinds, to minimize damage in later stage and lifted the resource utilization by around 30%.
空調機位百葉由之前的固定頁強制統一改為開扇式，減少後期損壞，資源利用率提升約30%。
- Implemented renovation in air-conditioning plant rooms with energy efficient sockets and adoption of temperature-time dual control system, to accomplish high efficiency in energy saving and waste reduction.
實施空調機房插座節能植入改造，改為溫控+時控雙結合的控制方式，達到了節能降耗的高效益。
- Upgraded Dong Fang Hong Town (東方紅郡) project's illumination system from touch-activated time delay switch to sound-light control switch, which reduced electricity consumption in public illumination and received positive feedback from property owners.
東方紅郡項目將原有的人工觸摸延時開關改造為聲光控開關，減少了公共區域的照明用電，得到業主廣泛好評。

Case
案例



Upgrade of time control switch in Jiu Yue Fu (玖悦府) project
玖悦府項目時控器改造

The original lighting circuit system in Jiu Yue Fu (玖悦府) project was controlled by physical touch, which led to more manpower and energy wastage as well as higher electricity expenses incurred for the 24-hour running air-conditioning engine room during the summer.

To further increase the energy efficiency, we upgraded the original lighting circuit to include both time control and shunt time control and adjusted illumination period based on the actual situation on site. The technical upgrade has achieved significant results by reducing energy consumption by 75% compared to that of last year. Meanwhile, we installed air-conditioning time-control switches in the elevator

machine room. The 12-hour power supply setting, which covers the peak hours and yet does not affect normal operation, maximizes energy utilization rate.

玖悦府項目原先的照明回路為物理控制方式，一方面導致人力投入及能耗提高，另一方面由於夏季機房空調全天候啟動導致較高用電成本。

為了進一步提高能源使用效率，我們使用時間控制器及分路時間控制器對原有回路進行改造，並根據現場實際情況調整照明時間。技術改造完成後，能耗較上一年同比下降75%，效果十分顯著。此外，我們在電梯機房安裝空調時控器，採用12小時供電模式，在覆蓋使用高峰期的同時也不影響正常營運，最大限度地提升了能源使用率。



Solar lighting
太陽能照明燈



Solar lighting set up on pavement and lawns inside the community
在園區道路及草坪設置太陽能照明燈

Solar panel
太陽能光板



Solar panel set up on some pavement
在部分路面鋪裝太陽能光板

From the middle to late stage of projects, we adopted measures, including illumination hours and brightness control in different locations, to optimize energy saving:

項目中後期階段，我們通過控制照明時間及亮度措施對各個場所進行節能優化：

Energy saving and wastage reduction measures at the operation stage of projects

項目營運階段的節能降耗舉措

- Reduction of brightness in machine rooms and warehouses

降低機房和庫房照明亮度

- Shortening illumination hours in greenery areas, for instance, deferring opening time and earlier turn off

靈活縮短室外景觀燈的開啟時間，如開啟的時間推後、關閉時間提前等

- The use of combination of light and grey illumination design in motor vehicle garage, in compliance with national standards

機動車庫的照明，則是在保證國家規範照明要求下，統一以一亮一滅的方式開啟

- The use of sound-activated control switch in non-auto warehouses, other than the use of pilot lamps for surveillance in selected areas

對於非機動車照明節能除部分長明燈外(照顧監控需要)，統一採取聲控開關

Wastes Management

In strict compliance with Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste 《中華人民共和國固體廢物污染環境防治法》 and other state rules and regulations, and in proactive response to the requirements of corresponding cities' government, Redsun Services has commenced wastes management work in a reasonable and progressive manner. Property operation department from the headquarter has undertaken surveillance and tracking tasks for various types of wastes controls in the whole company; The project department and environment department of each project are in charge of the centralized control management including the collection, classification and channeling of wastes produced in the course of service delivery at the regions that they are responsible for, as well as the contract management of recycling and handling entities. The subsidiaries, branches, and procurement entities under the Group have entered into cooperation agreements with entities to which the handling of wastes are outsourced, and set out pre-defined requirements on wastes management, including renovation waste/domestic trash cleaning and delivery agreement. We stipulates that refurbishment wastes must be collected in bags and stored centrally at the temporary collection points that are labelled and fenced, and must be cleared away within a certain period of time.

廢棄物管理

弘陽服務嚴格遵守《中華人民共和國固體廢物污染環境防治法》等國家法律法規，積極響應相關市政府文件要求，合理有序地開展廢棄物管理工作。在全公司範圍內，由總部物業營運部對各類污染控制進行督查控制和跟蹤管理；各項目部和環境部門負責託管區域服務過程中產生廢棄物的歸口控制管理，包括廢棄物收集、分類及處置去向安排，並對回收和處理單位實施合同控制管理；集團各分子公司及採購部門與外包單位簽訂合作協議，就廢棄物管理給予明確要求，如環境端口的裝修/生活垃圾清運協議等。我們對於產生的裝修垃圾均要求進行成袋收集、儲存在設有標識與防護的臨時集中擺放點，並確保在一定的時間內清運。

Case
案例

“Carbon neutral and trash classification cabin”
「碳中和垃圾分類小屋」

Besides fulfilling our responsibilities, we have established additional “Carbon neutral and trash classification cabin” in communities, and placed promotional materials about trash classification, both by means of illuminated signs for promotion and wall-carried advertisements, to promote our green environmental motto to property owners, staff and other stakeholders and also to guide tenants to carry forward trash classification work together through raising property owners’ awareness of trash classification.

在履行自身的職責之外，我們還通過在社區內增設「碳中和垃圾分類小屋」、放置燈牌及牆體式垃圾分類標語等方式，向業主、員工及其他利益相關方宣揚我們的綠色環保理念，提升業主的垃圾分類意識並引導住戶一同推進垃圾分類工作。



During the Reporting Period, our environmental performances were as follows:

報告期內，我們的環境績效如下：

TYPE 類別	UNIT 單位	USAGE IN 2020 2020年使用量	USAGE IN 2021 2021年使用量
Consumption of water resources 水資源消耗			
Water for municipal use 市政用水	Tonnes 公噸	1,174,442.26	2,622,557.08
Intensity of consumption of water resources 水資源消耗密度	Tonnes/ten thousand revenue 公噸／萬元收入	15.30	23.21
Discharge of waste water 廢水排放			
Volume of discharge of waste water 廢水排放量	Tonnes 公噸	939,553.81	2,098,045.66

TYPE 類別	UNIT 單位	USAGE IN 2020 2020年使用量	USAGE IN 2021 2021年使用量
Hazardous wastes			
有害廢棄物			
Disposed toners and ink cartridges 廢硒鼓墨盒	Kg 千克	9.30	10.50
Batteries 廢電池	Kg 千克	9.30	10.50
Other wastes 其他廢棄物	Kg 千克	9.30	10.50
Total volume of hazardous wastes 有害廢棄物總量	Kg 千克	27.90	31.50
Intensity of hazardous wastes 有害廢棄物密度	Kg/million revenue 千克／百萬元收入	0.04	0.03
Non-hazardous wastes			
無害廢棄物			
Office waste 辦公室廢棄物	Kg 千克	38,495.00	40,140.00
Printing paper 列印用紙	Kg 千克	465.00	525.00
Other wastes 其他廢棄物	Kg 千克	3,757.00	3,909.00
Total volume of non-hazardous wastes 無害廢棄物總量	Kg 千克	42,717.00	44,574.00
Intensity of non-hazardous wastes 無害廢棄物密度	Kg/ten thousand revenue 千克／萬元收入	0.56	0.39
Consumption of energy¹			
能源消耗¹			
Electricity purchased ² 外購電力 ²	kWh 千瓦時	35,773,150.33	88,733,900.15
Indirect consumption of energy 間接能源消耗量	tonnes of standard coal 噸標煤	4,396.52	10,905.40
Consolidated energy consumption 綜合能耗	tonnes of standard coal 噸標煤	4,396.52	10,905.40
Intensity of consolidated energy consumption 綜合能耗密度	tonnes of standard coal/ ten thousand revenue 噸標煤／萬元收入	0.06	0.10

¹ Energy consumption: calculation is in accordance with General rules for calculation of the comprehensive energy consumption (GB/T 2589-2020).

能源消耗：依據《綜合能耗計算通則》(GB/T 2589-2020)計算。

² During the Reporting Period, the use of electricity purchased increased significantly as compared with last year, as the data range included those of the companies acquired.

本報告期內，外購電力使用較往年增幅較大，是由於數據範圍增加收購公司。

TYPE 類別	UNIT 單位	USAGE IN 2020 2020年使用量	USAGE IN 2021 2021年使用量
Total volume of greenhouse gas emission³			
溫室氣體總排放量³			
Scope 2 greenhouse gas emission 範疇二溫室氣體排放量	tonnes of CO ₂ equivalent 噸二氧化碳當量	25,123.79	59,089.68
Total greenhouse gas emission 溫室氣體排放總量	tonnes of CO ₂ equivalent 噸二氧化碳當量	25,123.79	59,089.68
Intensity of greenhouse gas emission 溫室氣體排放密度	tonnes of CO ₂ equivalent/ ten thousand revenue 噸二氧化碳當量／萬元收入	0.33	0.52

Combating climate change

In view of high concern on risks and opportunities arising from climate change in the current global context, Redsun Services adheres to the motto of Paris Agreement and proactively participates in activities that strive to achieve the goal stated in “peaking CO₂ emission by 2030” and “achieving carbon neutrality by 2060”. The Group attaches great importance to operational risks arising from climate change and stringently examines the climate and environmental impact caused by our own business. We proactively undertake our responsibilities on environment and empower transformation into low-carbon enterprise through initiatives including green office, green operation and green publication. According to recommendations of TCFD (Task Force on Climate-related Financial Disclosures), we have identified risk parameters in both physical and transition aspects, that will bring impact to our business, based on the situation comparison between two representative concentration pathways of greenhouse emission (RCP2.6 and RCP8.5). We also evaluated the degree of impact from various types of risks and their responses, providing us guidance for transforming into green and low-carbon business model in the future.

應對氣候變化

面對當前國際背景下對於氣候變化風險和機遇的高度關注，弘陽服務遵循《巴黎協議》理念，積極參與「2030碳達峰、2060碳中和」目標的踐行。本集團高度重視由於氣候變化帶來的營運風險，亦嚴格審視自身業務對氣候環境帶來的影響，主動承擔環境責任，通過綠色辦公、綠色營運以及綠色宣貫等舉措賦能企業低碳轉型。我們依照TCFD (Task Force on Climate-related Financial Disclosures 氣候相關財務信息披露工作組) 的建議，基於兩種典型溫室氣體濃度途徑 (RCP2.6與RCP8.5) 下的對比情境識別出將對本集團產生影響的實體風險及轉型風險參數，並評估了各類風險的影響程度與應對舉措，為我們未來向綠色低碳發展模式轉變提供指引。

³ Greenhouse gas emission: The Group does not involve in scope 1 greenhouse gas emission and scope 2 greenhouse gas emission indirectly arising from external purchased electricity. Electricity emission factor refers to “Average Carbon Dioxide Emission Factors of China’s Regional Power Grids in 2011 and 2012. Calculation of Greenhouse gas emission volume is reference to the Guide to Calculating and Reporting Greenhouse Gas Emission in Industry and Other Sectors (Trial) (工業其他行業企業溫室氣體排放核算方法與報告指南(試行)) issued by the National Development and Reform Commission of the People’s Republic of China.

溫室氣體排放：本集團不涉及範疇一溫室氣體排放；範疇二溫室氣體排放來自外購電力產生間接排放。電力排放因子採用《2011年和2012年中國區域電網平均二氧化碳排放因子》；溫室氣體排放量計算參照中華人民共和國國家發展和改革委員會發佈的《工業其他行業企業溫室氣體排放核算方法與報告指南(試行)》。

Type of risk 風險類型		Risk parameter 風險參數	Response 應對舉措
Physical risk 實體風險	Acute 急性	Typhoon, flood, drought, extremely hot and cold weather and other extreme weather events 颱風、洪水、乾旱、極端高溫和寒冷氣候等極端天氣事件	<ul style="list-style-type: none"> Devise contingency plans in response to impact of acute weather events and conduct emergency drills regularly; 制定應急預案以應對突發天氣事件對服務的影響，並定期開展應急演練；
	Chronic 慢性	Impact of change in temperature and rainfall, sea level rise and others 氣溫與降雨量的變化，海平面上升等影響	<ul style="list-style-type: none"> Identify and evaluate forward-looking risks arising from chronic climate risks and include these considerations in our service planning; 對慢性氣候風險進行前瞻性風險識別及評估，並納入服務內容規劃的考量因素； Closely monitor weather forecast to ensure timely and adequate preparation, and safeguard staff and property owners. 緊密關注天氣預報以確保作出及時、充足的準備，保障工作人員及業主安全。
Transition risk 過渡風險	Policies and legal 政策和法律	Introduction of energy saving and emission reduction related policies 節能減排相關政策出台	<ul style="list-style-type: none"> Keep abreast of the updates of relevant supervision rules and regulations and execute timely updates on our management documents; 隨時關注相關監管法律法規的更新，及時對自身管理文件進行更新；
		More stringent reporting on emission volume and compliance requirements 更嚴格的排放量報告義務及合規要求	<ul style="list-style-type: none"> Continuous update and optimize management system of our enterprise; 持續更新和完善企業的管理體系；
		Change in requirements and standards for property supervision 物業監管要求及標準變化	<ul style="list-style-type: none"> Include environmental factors in the course of service manual planning and project management; 在服務內容規劃及項目管理的過程中將環保因素納入考量；
			<ul style="list-style-type: none"> Continuously input the concept of energy saving and emission reduction in the course of service manual planning and implementation; 持續將節能減排理念納入服務內容規劃及實施的過程中；
			<ul style="list-style-type: none"> Proactively explore and progressively attempt carbon reduction opportunities including carbon offset and carbon elimination; 積極探索並逐步嘗試碳補償、碳消除等減碳新機遇；

Type of risk 風險類型	Risk parameter 風險參數	Response 應對舉措
Technology 技術	Transformation of low emission service 低排放服務轉型	<ul style="list-style-type: none"> Keep abreast of opportunities arising technological advances and relevant supporting policies of government; 持續關注新技術機遇及相關政府鼓勵政策；
	Renovation, maintenance and management of low emission facilities 低排放設施的改造、維護及管理	<ul style="list-style-type: none"> Strengthen feasibility study of projects and lower risks of investment failure and unstable result; 加強項目可行性分析，降低投資失敗及效果不穩定等風險；
Market 市場	Tendency of green services of property owners 業主對綠色服務的傾向	<ul style="list-style-type: none"> Progressively increase investments in research and development of green services; 逐步增加對綠色服務的研發投入；
	Rising purchasing costs 採購成本上漲	<ul style="list-style-type: none"> Keep abreast of and participate in government supported green services projects; 持續關注並參與政府對綠色服務的扶持項目； Monitor price fluctuation and trends of supplies, and ensure efficient risk control of rising purchasing cost by means of communication with suppliers and resources integration; 關注採購品價格變化趨勢，通過與供應商交流及資源整合，有效管理採購成本上漲風險；
Reputation 聲譽	Property owners' emphasis on corporate responsibilities 業主對企業責任的重視	<ul style="list-style-type: none"> Carry out transformation of green services steady to meet customers' demand; 逐步開展綠色服務轉型以迎合客戶的需求；
	Interest-related entities' concern on negative news 利益相關方對負面消息的關注	<ul style="list-style-type: none"> Pay additional attention on sustainable development and climate change related disclosure requirement; demonstrate corporate social responsibilities through diversified communication channels whilst ensuring compliance of regulations at the same time; 加強關注可持續發展及氣候變化相關披露要求，在確保合規的同時，通過多樣化傳播渠道展現企業社會責任；
		<ul style="list-style-type: none"> Participate in international and domestic green environmental campaigns with high degree of recognition and applicability to raise our competitiveness in the industry. 參與認可度高或適用性強的國際和國內綠色環保活動，提升行業競爭力。

Green Culture

Redsun Services always makes sustainable development of the Group and our places of operations as the important goal. By taking proactive action, the Group seeks to establish multiple types of green culture and continually raise the environmental awareness of property owners and employee, so as to promote the green concept into the internal department of the Group and the communities.

Green Offices

We always strive to build a green office environment whilst exploring our green development pathway. We advocate the concept of paper and power saving by means of implementing paperless offices, promoting the use of energy efficient equipment. We also encourage the conservation of water, electricity, paper and use of office supplies and advocate the use of public transport for creating better lives from low carbon consumption, so that sustainable development becomes an integral part in the daily work environment.

綠色文化

弘陽服務始終將集團及營運地的可持續發展作為重要目標，並積極採取行動致力於建設多種類型的綠色文化，不斷提高業主與員工環保意識，將綠色理念推廣至集團內部和社區。

綠色辦公

我們在探索綠色發展道路的同時，始終致力於打造綠色辦公環境。我們倡導「節紙節電」理念，踐行無紙化辦公，推廣使用節能設備，鼓勵員工節約用水、用電、用紙以及辦公用品的消耗，倡導公共交通，積極營造低碳美好生活，將可持續發展融入到日常的辦公環境中。



Green office initiatives
綠色辦公舉措

Environmental Activities

To enhance the environmental awareness of property owners and employee and increase the effort of green culture establishment, during the Reporting Period, we have proactively commenced multiple activities about green environment publicity and training including constantly fostering the participation of planting activities by property owners and employees and calling property owners to involve in co-management of communities. Meanwhile, aiming at strengthening environmental awareness of employees and undertaking our management responsibilities towards the communities, we commenced energy saving and environment related training at different internal departments, refined various rules and measures, and communicated corresponding requirements in daily meetings and business workshops.

環保活動

為增強業主與員工的環保意識，加大綠色文化建設力度，報告期內，我們積極開展多項綠色環保宣貫與培訓活動，不斷推進業主與員工參與植樹活動，號召業主參與社區環境的共同治理，同時我們在內部由各個部門開展具體的節能環保培訓，細化各項規範措施，並在日常會議及業務培訓中傳達相關要求，以強化員工的環保意識，擔負起社區環境的治理責任。

Arbor Day Campaign

植樹節活動

On 12 March 2021, which was also the annual Arbor Day, Redsun Services Nanjing Company's Solaris Loving City Section 2 and Upper City Zone 2 commenced "Embrace spring, from seed to green" tree planting activity. Property owners enthusiastically joined the activity and planted green that belongs to themselves piece by piece by hands, making great effort to establish a healthier and warmer home and to raise the environmental awareness of our children.

2021年3月12日，恰逢一年一度的植樹節到來之際，弘陽服務南京公司旭日愛上城二部、上城二區開展了「擁抱春天 播種綠意」的植樹活動，業主們踴躍參與，親手種下一顆顆屬於自己心中的綠色，為創建更加健康溫馨的家園、提升小朋友的環保意識作出努力。



TOGETHER FOR A SHARED FUTURE

Redsun Services attaches strategic high level of importance to talent cultivation and ability development, with adherence to driving business development with talents. With the formulation of a series of policies and systems, the basic interests and reasonable requests of employees are fully guaranteed. This creates a favorable atmosphere for team development and helps every employee to realize individual values from their works, and we therefore work together in achieving Redsun-style satisfactory services.

Overview of Employee

On the notion of talent management, the Group remains its principle of “Be hardworking and contributor” oriented and respect every talent. In strict compliance with the oriented laws and regulations relating to labour and social security including the Labour Law of the People’s Republic of China, the Labour Contract Law of the People’s Republic of China and the Social Insurance Law of the People’s Republic of China, Redsun Services’ employment adheres to prohibit forced labour or the use of child labour, stop any types of discrimination behavior and protect the legitimate interests of employees against infringement, aiming to build up a fair and equitable working environment and a diversified composition of our workforce.

During the Reporting Period, we conducted optimization for eight talent acquisition management procedures, namely recruitment demand, internal referral, re-joining, interview officials, interview workflow, employment, background due diligence and prioritization of internal talents so that we can allocate our human resources using a more scientific and reasonable approach and shortlist the talents of top quality.

We recruit different types of talents from a multitude of channels, including experienced from public recruitment, young talents from campus recruitment as well as internal recruitment and internal transfer.

攜手共進

弘陽服務將人才培養和能力發展擺在戰略高度，堅持以人才驅動發展。通過制定一系列的政策制度，充分保障員工的基本權益和合理訴求，打造良好的團隊發展氛圍，並且助力每一位員工實現在工作中的個人價值，為實現弘陽式美好服務共同努力。

員工概況

在人才理念方面，本集團始終以「拼搏者與貢獻者」為本，尊重每一位人才。弘陽服務嚴格遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《中華人民共和國社會保險法》等勞動保障法規，禁止強制勞工、使用童工，杜絕任何形式的員工歧視行為，保障所有員工的合法權益不受侵犯，致力於打造公平公正的工作環境，努力實現多元化的員工構成。

報告期內，我們對招聘需求管理、內部推薦管理、二次入司管理、面試官管理、面試流程管理、錄用管理、背景調查管理、內部人才優先管理八個方面進行了優化，以更加科學、合理地配置公司人力資源和進行優質人才的挑選。

我們主張多元化的招聘渠道，通過社會招聘不斷引智納才，通過校園招聘積極向集團輸送年輕才幹，同時開展內部招聘，支持內部轉崗。

“Redsun Star” Plan

「弘星生」計劃

“Redsun Star” plan is positioned as elite recruitment, which focuses on job training on a regional/project basis and characterizes with “high standard, high focus, high development”, aims to shortlist outstanding graduates who are down-to-earth, working with heart and brain and living with dream. With on-going focus and training, the stars will become the pillars and top management of Redsun Services in the future.

Redsun Services campus recruitment, with a slogan “Thriving All the Way, Shining as Stars” (一路弘途 燦若繁星), ended in a satisfactory way in early November 2021. Senior employees of Redsun Services have shared their own experience and provided valuable suggestions to students who were planning careers. Students had the chance to understand the latest industry development and learn more the Redsun culture. Meanwhile, with the help of guided tour of Nanjing head office and typical projects in commercials and properties area, students had in-depth knowledge about Redsun Services.

「弘星生」計劃定位於精英招聘，側重區域／項目崗位培養，具有「高標準、高關注、高發展」的特色，旨在選拔腳踏實地、用心用腦、懷揣夢想的優秀畢業生，通過公司的持續關注和培養，成為弘陽服務未來的中流砥柱和將帥之才。

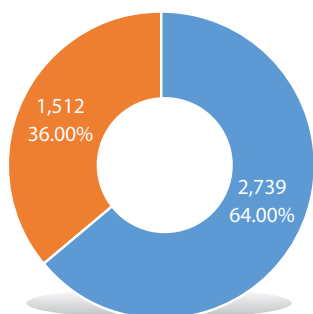
2021年「一路弘途 燦若繁星」弘陽服務校園招聘在11月初圓滿結束，活動中弘陽服務的資深員工結合自身實際經驗，為正在進行職業規劃的同學提供了寶貴的建議，幫助同學們了解行業發展現狀，進一步認識弘陽文化。同時，為幫助同學們深入了解弘陽服務，帶領大家參觀了南京總部和商業、物業各業態的典型項目。



As of 31 December 2021, the Group had a total headcount of 4,251. The breakdowns of headcount by different classification are shown in the following:

截至2021年12月31日，集團員工共計4,251人，不同類別的僱員情況如下：

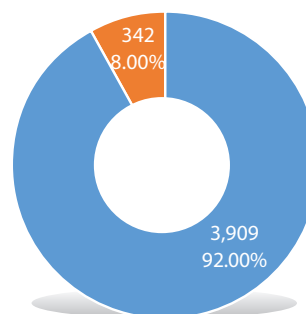
Breakdown by gender (Number of people)
 按性別劃分(人)



■ Male
 男性員工總數

■ Female
 女性員工總數

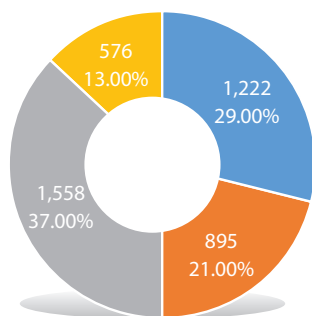
Breakdown by position (Number of people)
 按崗位類型劃分(人)



■ First-tier employees
 一線員工

■ Others
 非一線員工

Breakdown by age (Number of people)
 按年齡劃分(人)



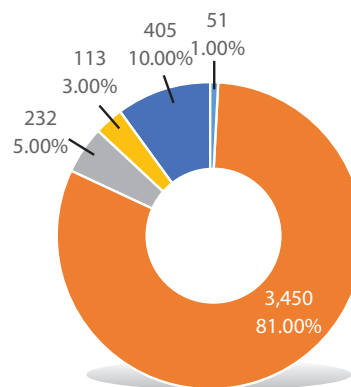
■ Below 30 (exclusive of 30)
 30歲以下員工總數
 (不包括30歲)

■ 30 to 40 (exclusive of 40)
 30-40歲員工總數
 (不包括40歲)

■ 40 to 50 (exclusive of 50)
 40-50歲員工總數
 (不包括50歲)

■ 50 or above
 50歲及以上員工總數

Breakdown by region (Number of people)
 按區域劃分(人)



■ Headquarters
 總部

■ Southwestern region
 西南地區

■ Central region
 華中地區

■ Yangtze River Delta region
 長江三角洲地區

■ Southern region
 華南地區

Employee Care

The Group provides comprehensive benefits and protection to our employees and value their contributions significantly as we see employees being family members of the Group. We fully respect the opinions of employees. After setting up a communication mechanism which is open and equitable, a bilateral communication channel between corporate management and employees is established, through which we resolve employees' key concerns on corporate and personal development issues. In addition to that, we emphasize work life balance and encourage our employees to participate in various types of activities that are organized by the Group.

Remuneration and Benefits

Building on the people-oriented corporate culture, the Group attracts and retains talents, and encourages employees' motivation, by offering competitive remuneration packages and benefits together with a caring corporate atmosphere. Apart from the statutory benefits and various holidays stipulated by the state rules and regulations and our corporate system, the Group also provided home ownership incentives, consolation money for significant family issues, cash gift during festivals, birthdays and weddings. We show our care and concern to employees' health by organizing body check at induction and on an annual basis.

員工關愛

本集團始終以家人之心對待員工，為員工提供了全面的福利和保障，對員工價值高度關注。我們充分尊重員工意見，通過設置開放、公正的溝通機制，在企業管理層和員工之間建立起雙向溝通渠道，解答員工關注的企業、個人發展等熱點問題。另外，我們還強調生活和工作的平衡，開設了各種員工活動鼓勵大家積極參加。

薪酬福利

本集團提供有競爭力的薪資和福利以鼓勵員工工作積極性、建立關愛員工的企業氛圍、幫助企業吸引和保留人才，實現以人為本。除了享有國家法律法規和公司制度規定的各類假期和國家法定福利外，本集團還為員工提供購房優惠、重大家事慰問金、節日生日婚禮禮金等。我們用心關注員工的身體健康，提供新員工入職體檢和員工的年度體檢。

Types of statutory benefits 法定福利項目	Types of corporate benefits 公司福利項目
<ul style="list-style-type: none"> Statutory holidays (New Year's day, Chinese New Year, Ching Ming Festival, Labor Day, Dragon Boat Festival, Mid-Autumn Festival, National Day and so forth) 法定節假日(元旦、春節、清明節、勞動節、端午節、中秋節、國慶節等) Statutory leaves (annual leaves, sick leaves, marriage leaves, maternity leaves, carer's leaves, work-related injury leaves, bereavement leaves and so forth) 法定假期(年休假、病假、婚假、產假、護理假、工傷假、喪假等) Five insurance and one housing fund contribution 五險一金 High temperature allowance 高溫津貼 	<ul style="list-style-type: none"> Supplemental commercial insurance 補充商業保險 Allowances: meal, communication, secondment, secondary position, length of service, transport, certificate, computer purchase and so forth 津貼：餐貼、通訊、外派、副職、司齡、交通、證書、自購電腦等 Cash gift and compassionate allowances: festivals, birthday, marriage, hospitalization cash, consolation money and so forth 禮金：節日、生日、結婚、生育、結婚、住院慰問金、喪葬慰問金等 Employee care fund 員工關愛基金 Home ownership incentive 購房優惠 Employee activities: birthday party, team building, geek walk, geek run, celebration for corporate anniversaries, women caring activities (Women's Day, Mother's Day), children caring activities and so forth 員工活動：生日會、團建、極客行、極客遠征、集團司慶、女性(三八節、母親節)關懷活動、兒童節關懷活動等

We have established a care fund to offer help and care to employees in difficulties. An employee may apply for the use of the staff care fund when the employee or his/her children, spouse, parents suffer from serious illness or accidents causing serious injuries or fatality, or when the employee's direct family suffers significant financial loss due to force majeure in significant natural disaster.

對於特殊困難員工，我們設立關愛基金，當員工本人或其子女、配偶、父母患重大疾病或人身重大意外傷害、死亡或者員工本人家庭遭遇重大自然災害等不可抗力因素產生的財產重大損失時可向公司申請使用關愛基金。

We also set up a multitude of employee incentive measures including incentives for short-term goal to medium-to-long term performance, staged incentives and results-based incentives, and incentives linked to a special project and a single indicator.

我們還設有多樣化的員工激勵措施，包括從短期節點激勵到中長期業績激勵，從過程激勵到結果激勵，從專項激勵到單項激勵。



Redsun Services' various talent incentive measures

弘陽服務各項人才激勵舉措

Communication with Employees

Redsun Services extremely cares about our employees, and we listen and respond to their thoughts and requests diligently. We put in place an open, fair and systematic communication including channels of induction training, interview upon job promotion, performance appraisal, talents review, job promotion and salary adjustment, employee forum, face-to-face with general manager, research of corporate engagement level and reasonable suggestions, which encourage employees to put forward their opinions and suggestions and help lift service level at Redsun Services continually.

Regarding complaints, when the employees consider that they are under unfair treatment or their personal interests are being undermined, or they have different opinions on the Group's measures of operation and management, or when any requirements of the Company are found to be violated, the employees can select the appropriate channels and file their complaints/reflections to the Company. Such channels include reflection to the immediate supervisor, direct complaints to the human resources and administration department, or complaints to the sub-team leaders. Upon receipt of complaints, we would conduct fact-checking, handle the case accordingly, and track the related processes.

Employee Activities

The Group always pays attention to the cultural lives of our employees. We endlessly enrich the atmosphere of staff activities in the company and commence different teambuilding and communist party building activities regularly. These staff activities also help to build up proactive and motivated corporate culture, strengthen employee cohesion and increase happiness of employees.

員工溝通

弘陽服務十分關注員工，用心傾聽、響應員工真實心聲和訴求。提供開放、公正、系統的溝通機制，包括入職培訓、轉正述職、績效考核、人才盤點、晉升與調薪、員工座談會、總經理面對面、組織敬業度調研、合理化建議等渠道，鼓勵員工提出想法和建議，幫助弘陽服務持續提升。

申訴方面，當員工認為自己受到不公正對待或個人利益受損，或對公司經營管理措施有不同意見，或發現有違反公司各項規定的情況時，可選擇適當的申訴渠道向公司申訴／反映。申訴途徑包括逐級反映、直接向人力行政部或分管領導申訴，收到投訴後我們會對投訴內容進行核實，進行相應的處理，並追蹤處理進程。

員工活動

本集團始終關注員工的文化生活，不斷豐富公司的活動氛圍，定期開展多種團建、黨建活動，建設積極向上的企業文化，增強員工凝聚力，提高員工幸福感。

Badminton game in Southern Jiangsu region

蘇南區域羽毛球PK賽



Staff birthday party in Shandong-Anhui region

魯皖地區員工生日會



Celebration activities at Redsun Services Group's 25th anniversary

弘陽服務集團25周年慶活動

On 28 May 2021, Redsun Services celebrated its 25th anniversary since its establishment. Redsun Services organized fun sports games and ceremony to celebrate this special day. During the ceremony, the 25 years of history and experience of Redsun Services was reviewed, and the general manager of Redsun Services Southwest Branch gave speech and passed on message to the Southwest branch team.

At the fun sports day, there were various challenging games including super relay, four-dimensional tug of war, memory game card, super obstacles competition, through which team spirit was built. Redsun Services also prepared special celebration event with employees with May birthdays celebrating together with the Company, making their birthdays meaningful in this joyful atmosphere.

2021年5月28日迎來了弘陽集團成立25周年。弘陽服務為慶祝這個特別的日子，舉辦了趣味運動會和慶典儀式。慶典回顧了弘陽集團25年經歷，弘陽服務西南公司總經理進行致辭並對弘陽服務西南公司團隊寄語。

在趣味運動會中，我們進行了超級大接力、四向拔河、連連看、超級障礙賽等挑戰活動，通過各項活動凝聚團隊精神。弘陽服務還準備了特別的慶祝環節，5月生日的員工與公司同慶生日，在歡樂的氛圍中度過一個有意義的生日。



Development of Talents

Redsun Services attaches high importance to employees' cultivation and development and understands very well that seizing development opportunities of employees is the instrumental to the success of Redsun Services during the 14th five-year period. We strength and optimize our talent team by means of conducting specialized cultivation for employees, consolidating professional skills of employees internally, acquiring new talents externally, exploring cultivation strategy that is suitable for corporate development and internal promotion system.

人才發展

弘陽服務十分重視員工的培養與發展，深知在「十四五」的浪潮下牢牢抓住人才發展機遇是企業乘風破浪的底蘊。我們通過加強人才梯隊化建設對員工進行針對性培養，對內夯實現有員工專業技能，對外挖掘優秀新人潛能，探索適合企業發展的培養策略和內部晉升制度來優化人才通道。

Staff Training

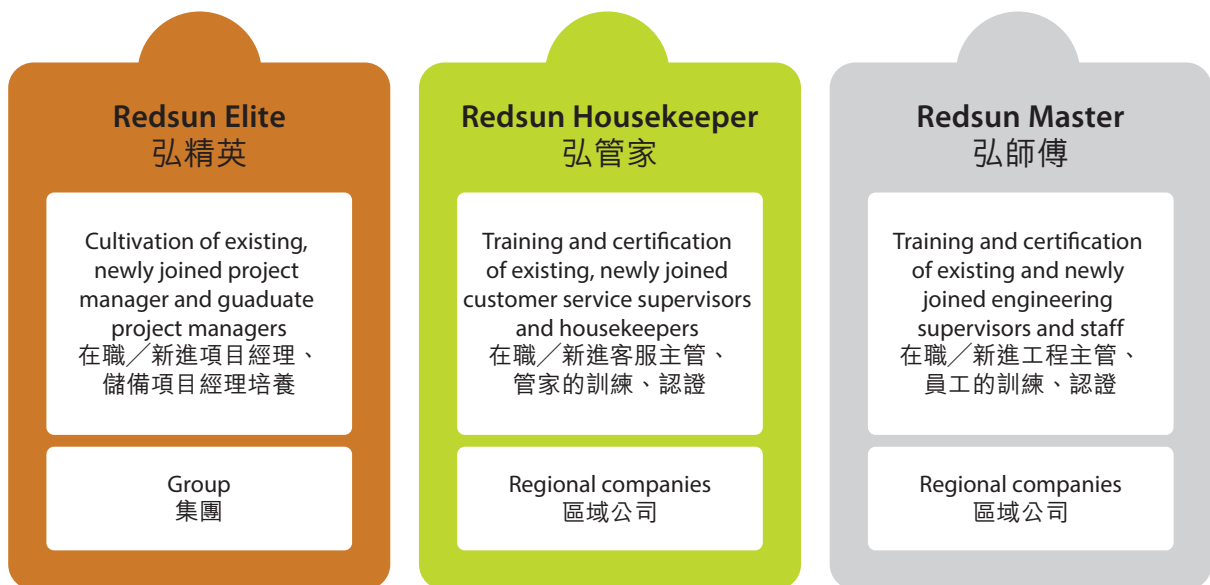
Redsun Service are dedicated to cultivating the key talents and talent reserve of the Group by means of establishing a comprehensive development path for talents, setting up critical requirements of qualification and ability and provided cultivation program corresponding to different tiers of talents. With the formulation of relevant internal mechanisms, our training program is optimized continually, and course management is standardized. This guarantees the quality of our training and provides opportunities to train up customer service awareness of employees, sense of self-motivation and management and leadership skills on problem solving.

Based on the different characteristics of each job position, we continue to enhance the fundamental training for our first-tier business. During the Reporting Period, we formed a “three-type talents” cultivation program in a targeted manner, which aims to provide categorization training based on the system of “group-regional companies”, covering offline training for professional personnel, online curriculum and industry exchange and other modes of training.

員工培養

弘陽服務致力於培養集團關鍵人才與後備梯隊，本集團設立了完善的人才發展路徑，對應不同職級的人才，設置關鍵素質能力要求，以及不同的培養項目，高度重視人才隊伍的建設。我們通過制定相關內部制度，不斷優化培訓流程，規範課程管理，從而保證培訓質量，為員工的客戶服務意識、自我驅動力、管理及帶領團隊持續解決問題的能力提供實踐支持。

我們不斷加強一線業務基礎培訓，根據不同的崗位特點，在報告期內，針對性定製了「三類人才」的培養模式，以「集團 — 區域公司」體系進行分類培養，內容涵蓋線下專業人員授課、網絡課程學習、行業交流等多樣化形式。



During the Reporting Period, based on different training targets, the Group provided the corresponding training activities.

報告期內，本集團基於不同的培訓對象，開展了相應的培訓活動。

Redsun Elite
弘精英

- Commencement of two phases of training for existing and newly joined project managers (one phase training of online and one phase training of offline)

開展2期在職／新進項目經理培訓(1期線上、1期線下)

- Commencement of one phase of cultivation of reserve project managers

開展1期儲備項目經理培養

Redsun Housekeeper, Redsun Master
弘管家、弘師傅

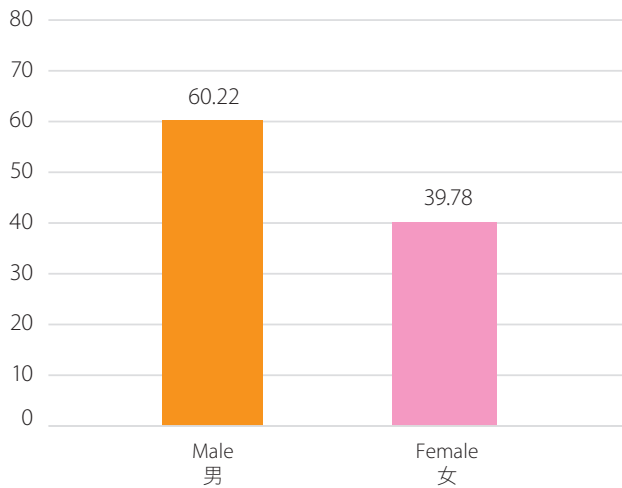
- Regional companies carry out training based on monthly targeted coverage ratio and the Group then makes the results announcement

區域公司每月按照指定覆蓋率培訓，集團進行結果公示

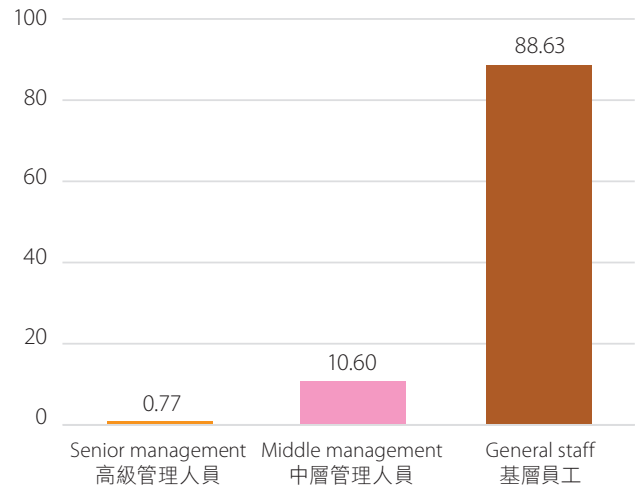
Overview of training statistics for Redsun Services in 2021 is shown below:

弘陽服務2021年具體培訓數據如下：

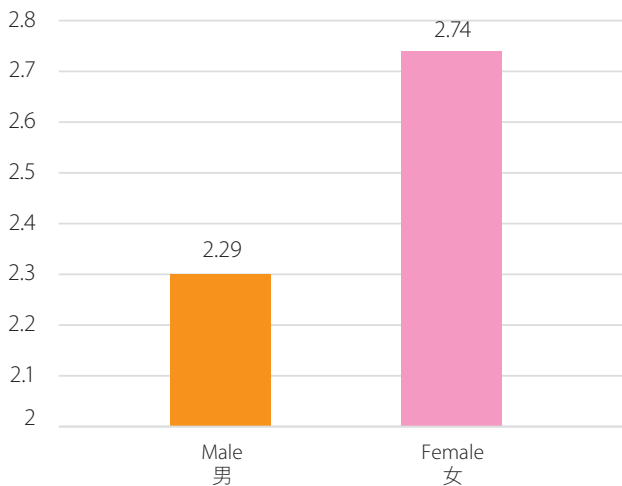
Percentage of trained employees by gender (%)
按性別劃分的受訓僱員百分比 (%)



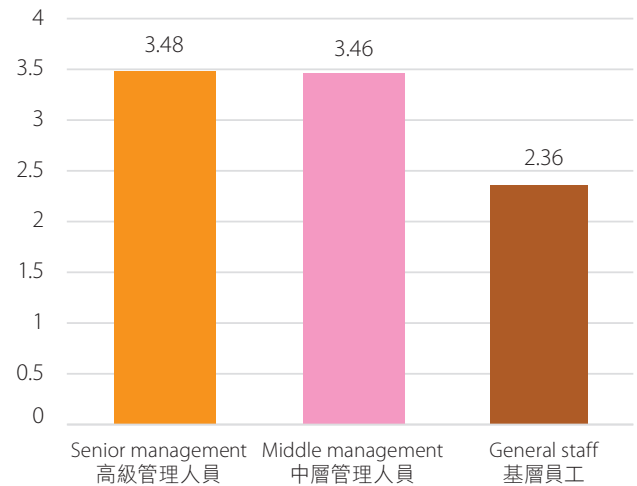
Percentage of trained employees by job position (%)
按職級劃分的受訓僱員百分比 (%)



Average training hours of employees by gender (hours)
按性別劃分的員工平均培訓時數 (小時)



Average training hours of employees by job position (hours)
按職級劃分的員工平均培訓時數 (小時)



Promotion mechanism

Following the principle of open, equitable and fair, the Group has built a clear and definite promotion channel for employees. Based on the internal promotion management system and cultivation methodology, corresponding cultivation programs are designed for different ranks of employees and requirements on key qualifications and abilities are set.

Redsun Services has nine job ranks as well as different job functions and lines of business. This broad spectrum of internal development paths for talents has established fundamentals for the career planning of our employees. The continuous improvement and optimization of rank system together with defined development paths for various job positions and ranking has provided an open growth space for employees.

Employee retention

Based on the basic interest protection of employees, Redsun Services has initiated a series of measures to reduce employee turnover rate and stabilize the corporate development in the long run.

晉升機制

本集團構建了明確的員工晉升通道，始終遵循「公開、公正、公平」的原則，依據內部晉升管理制度和培養辦法，對不同職級的員工分別設計相應培養項目，並設有關鍵素質能力要求。

弘陽服務設置九個職級以及不同職能和業務條線，廣闊的內部人才發展路徑為員工的職業規劃奠定了基礎，通過不斷完善和優化職級體系，明確各個職位類別與職級的發展通道，為員工提供開放的發展空間。

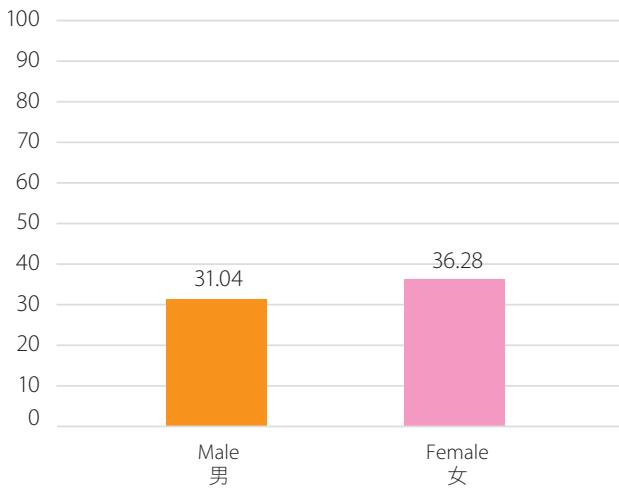
員工保留

弘陽服務在保障員工基本權益的基礎上，主動採取一系列措施以降低員工流失率，穩定企業的長遠發展。

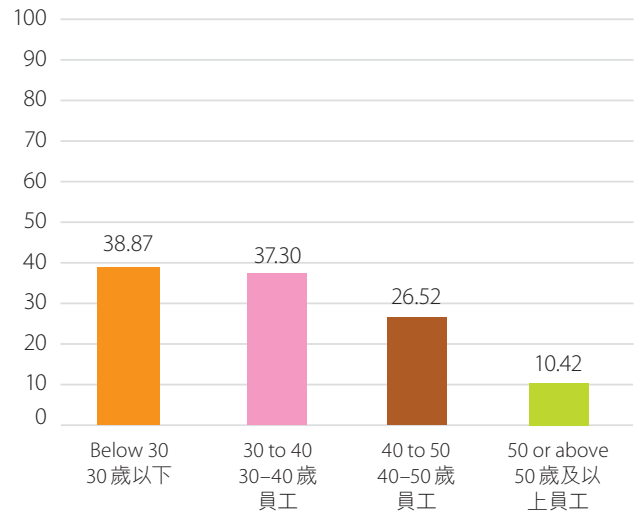


During the Reporting Period, the Group's analysis of turnover rate by gender, age and geographical region are as follows: 報告期內，本集團按性別及年齡劃分的流失率為：

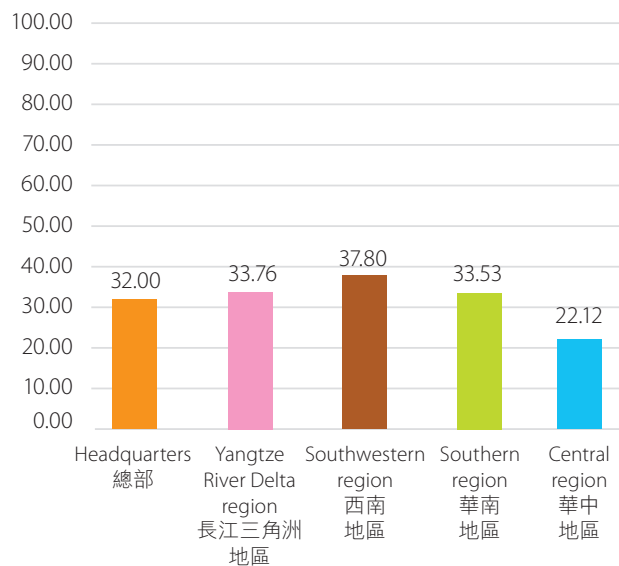
Turnover rate by gender (%)
按性別劃分的員工流失率 (%)



Turnover rate by age (%)
按年齡劃分的員工流失率 (%)



Turnover rate by geographical region (%)
按地區劃分的員工流失率 (%)



Health and Safety

Redsun Services attaches high importance to the occupational health and safety of employees. We strictly abide by Production Safety Law of the People's Republic of China, Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases and other national institution of law. In accordance with standards stated in ISO 45001 Occupational Health and Safety Management Systems (OHSMS), we specified the behaviors for occupation health and safety management and established Safety Inspection and Work Instruction Manual and Fire Safety Management and Work Instruction Manual and other internal management systems. Meanwhile, we have set up a three-layer inspection mechanism which specifies the departmental responsibilities of each unit as well as safety production and operation standards, aiming to further improve the prevention mechanism and hence protect the health of safety of our employees.

To work against the potential significant risks arising from business operation, the Group has formulated strict requirements on risk identification and conducted analysis of risk factors and their possible outcomes, to improve and optimize the control measures continually. During the Reporting Period, the major risks identified by the Group include strike by object, vehicle related injury, machine related injury, electric shock, scalds, fire disaster, fall from height, physical exploration, poisoning and others.

健康安全

弘陽服務高度關注員工的職業健康與安全，嚴格遵守《中華人民共和國安全生產法》、《中華人民共和國職業病防治法》等國家法律制度，以ISO 45001職業健康安全管理体系標準來規範職業健康安全管理行為，制定了《安全檢查作業指導書》、《消防管理作業指導書》等內部管理制度。同時，建立三重檢查機制，明確各單位部門職責，規範安全生產營運標準，進一步完善預防機制從而保障我們員工的健康與安全。

針對營運過程中可能出現的重大風險，本集團制定了嚴格的風險識別要求，並分析危險因素以及可能導致的後果，不斷優化和完善控制措施。報告期內，本集團識別的主要風險包括物體打擊、車輛傷害、機械傷害、觸電、燙傷、火災、高空墜落、物理爆炸、中毒及其他。



SIGNIFICANT RISK CONTROL MEASURES
重大風險控制措施

During the last three years, the Group did not have any work-related fatality. During the Reporting Period, work-related injury totaled 24 incidents and related loss of working hours was 4,542 hours.

本集團過去三年內未發生員工因工死亡事件。報告期內，發生員工工傷事件24起，因工損失工作時數4,542小時。

COOPERATION FOR ALL WIN

Redsun Services has always taken the stable and win-win social cooperation as a continuous driving force to promote the sustainable development of the enterprise. Adhering to the cooperation concept of win-win cooperation with partners, Redsun Services actively undertakes the responsibility of establishing a legal and compliant supply chain. We build a benchmark with quality, promote innovation with science and technology, constantly improve ourselves, strive to promote the development of the industry, work with partners from all sectors of society to explore new tracks, give back to society and create the future in a variety of ways.

Supplier Management

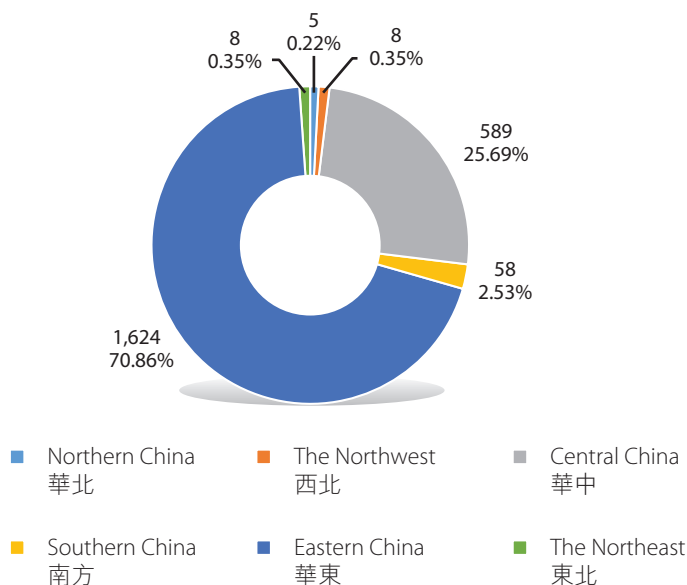
Establishing a fair and transparent supply chain is the cornerstone of the stability, health and long-term development of an enterprise. In order to ensure the quality and safety of the Group's products and services, Redsun Services has established a comprehensive supply chain management system, formulated clear assessment objectives and standards in terms of supplier access, supplier evaluation, supplier control processes and many other aspects, and standardized supplier management processes. At the same time, Redsun Services actively communicates with suppliers and feeds back to them, regularly carries out supplier trainings, establishes good cooperative relations with upstream and downstream, and improves the stability of daily operation business. As of December 31, 2021, we have 2,292 suppliers in total. The suppliers are divided by region as follows:

合作共贏

弘陽服務始終將穩定共贏的社會合作視為推動企業可持續發展源源不斷的動力，秉承與合作夥伴攜手共贏的合作理念，積極承擔建立合法合規供應鏈的責任。我們以品質打造標桿，以科技助力創新，堅持不斷完善自我，努力推動行業發展，攜手社會各方合作夥伴開拓新賽道，通過多種方式回饋社會、共創未來。

供應商管理

建立公正、透明的供應鏈是企業穩定、健康、長遠發展的基石。為確保本集團產品與服務的質量與安全，弘陽服務建立了完善的供應鏈管理制度，在供應商准入、供應商評價、供應商管控流程方面制定明確的考核目標及標準，規範供應商管理流程。同時，弘陽服務積極與供應商進行溝通反饋，定期開展供應商培訓，與上下游建立良好的合作關係，提升日常營運業務的穩定性。截至2021年12月31日，我們共擁有2,292家供貨商，各供貨商按地區劃分如下：



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

Supplier Management System

Redsun Services strives to build a fair, just and open platform, join hands with the majority of partners, focus on customers and continue to provide satisfactory services. In 2021, Redsun Services continued to implement the Supplier Management Rules, implement strict bidding requirements and a supervision mechanism, further implement the management system from three aspects (i.e. circulation classification, standardized management and outsourcing control), effectively integrate resources and create high-quality services.

Redsun Services has established an explicit supplier access system. We adhere to the bidding policy of "Selective, High-Integrity, Premium-Quality and Promoting Efficiency", and conduct multi-dimensional investigation on warehousing suppliers from the aspects of their qualifications, cooperation experience and industry influence. In order to ensure the high level of the quality, experience and satisfaction of our service, we require the suppliers undertaking the project to provide the specific qualification certificate for undertaking the project and the performance certificate for undertaking the same type of project. For the suppliers from special industries, we require them to provide the industry license to ensure the compliant operation of the business. In addition, in order to control the ESG risk of its supply chain, Redsun Services takes into account the environmental and social performance of suppliers, gives priority to enterprises that have received ISO certification, have a greening rate of no less than 30% of their plants, or that energy conservation and emission reduction meet the local government standards. At the same time, we require partners to provide their employees' working hours and regular health certificates, and we also cooperate with suppliers to build a responsible and sustainable supply chain.

供應商管理體系

弘陽服務著力打造一個公平、公正、公開的平台，攜手廣大合作夥伴，以客戶為中心，持續提供讓客戶滿意的服務。2021年，弘陽服務繼續堅持落實《供應商管理規程》，執行嚴格的招標要求和監督機制，從動線分級、標準化管理、外包管控三個方面深入履行管理制度，有效整合資源，打造優質服務。

弘陽服務建立了明確的供應商准入制度，秉承「擇優，誠信，品質，增效」的招標方針，從資質條件、合作經驗、行業影響力等方面對待入庫供應商進行多維度考察。為保證服務的高品質、高體驗、高滿意度，對應承接項目的供應商，我們要求其提供具體承接本項目的資質證書以及承接同等類型項目的業績證明；對於來自特殊行業的供應商，我們要求其提供行業從業許可證，保證業務的合規營運。此外，為控制供應鏈的ESG風險，弘陽服務還將供應商的環境及社會表現納入考量範圍，優先選擇通過ISO認證、企業廠房的綠化率不低於30%、節能減排達到當地政府標準的企業，同時要求合作方提供其職工作業時間及定期健康證明，協同供應商打造負責任、可持續的供應鏈。

When cooperating with suppliers, Redsun Services has established a perfect supplier assessment mechanism to ensure the service quality of suppliers. The Group has formulated the Annual Evaluation Form of Suppliers and the Detailed Rules and Regulations for Service Inspection/Assessment Scoring to evaluate the comprehensive performance of suppliers, and divides suppliers into five levels (i.e. excellent, good, qualified, unqualified and blacklisted) according to the evaluation results, so as to do a good job in hierarchical management of suppliers, establish an effective incentive mechanism and cultivate an excellent supplier team of Redsun Services. During the Reporting Period, the Group continuously improved the supplier assessment system and added the three guarantees of “sanitation, security and greening” into the supplier assessment indicators simultaneously, so as to ensure that the supplier’s daily performance is consistent with our overall goal.

Supplier Integrity Management

Redsun Services firmly adheres to a zero tolerance policy against data fraud and malpractice in the supply process, and regards it as the bottom line that must be adhered to in good faith operation. We regard supplier partners as a corporate community and are committed to building a clean and honest defense line with suppliers, maintaining a disinterested corporate culture and building a win-win cooperative relationship. We inspect the business ethics of suppliers in different links. Before warehousing, we require suppliers to sign the Clean and Honest Administration Cooperation Agreement and include relevant disinterested bidding commitments in the bidding documents. We also carry out irregular compliance audit on suppliers, adhere to the bottom line and carry out integrity cooperation.

Supplier Communication

Redsun Services attaches importance to its communication with suppliers. By holding supplier meetings, organizing regular interviews based on supplier evaluation results, and carrying out supplier training, Redsun Services actively expands its cooperation channels with suppliers, shares ESG related knowledge (e.g. safety and civilization, business ethics and environmental protection) with suppliers, and helps suppliers actively fulfill their corporate social responsibilities while improving their business level, ensuring that the supplier and Redsun Services have the same goal and make common progress.

在與供應商的合作過程中，為確保供應商服務質量，弘陽服務設立了完善的供應商考核機制。本集團制定《供應商年度評估表》及《服務檢查／考核評分細則》表，對供應商的綜合表現進行評估，並依據評估結果將供應商分為優秀、良好、合格、不合格以及黑名單五個等級，對供應商做好分級分層管理，並建立有效的激勵機制，培養弘陽服務優秀的供應商隊伍。報告期內，本集團不斷完善供應商考核體系，將「保潔、保安、綠化」三保業務同步加入供應商考核指標，以確保供方的日常履約工作與我們的整體目標保持一致。

供應商廉潔管理

弘陽服務對供應過程中出現的數據造假及營私舞弊行為堅決秉持零容忍的態度，並將其作為誠信經營必須堅守的底線。我們將供應商夥伴視為企業共同體，致力於與供應商共築廉潔防線，維護廉正企業文化，打造攜手共贏的合作關係。我們在不同環節均對供應商的商業道德進行考察，入庫前即要求供應商簽訂《廉政合作協議》，在招標過程文件中包含相關廉潔投標承諾，同時，我們還會對供應商開展不定期合規審計，堅持守住底線，開展陽光合作。

供應商溝通

弘陽服務重視與供應商溝通，通過召開供應商大會、依據供應商評估結果組織定期約談、開展供應商培訓等方式，積極拓寬與供應商的合作渠道，向供應商分享安全文明、商業道德、環境保護等ESG方面相關知識，幫助在供應商提高業務水平的同時積極履行企業社會責任，確保供應商與弘陽服務統一目標、共同進步。

In order to promote the project process and solve the problems in business cooperation smoothly and timely, we actively carry out all kinds of formal and informal communication with suppliers. In our daily work, we solve the challenges and problems in the cooperation with suppliers through telephone contact and meetings. Furthermore, the Group carries out formal communication with suppliers at least once a month, holds supplier conferences every year, looks forward to the future while reviewing the past, and establish a cooperative relationship to achieve win-win cooperation.

為推動項目進程，順利、及時解決業務合作中的問題，我們積極與供應商開展各類正式及非正式溝通。日常工作中，我們通過電話聯系及召開會務等方式與供應商共同解決合作中的挑戰及問題，在此基礎上，本集團每月至少與供應商進行一次正式溝通，每年度舉辦供應商大會，在回顧過去的同時展望未來，凝聚攜手共贏的合作關係。

2021 Supplier Conference

2021年供應商大會

At the 2021 Supplier Conference, Redsun Services adhered to the core values of “Educating People While Doing Business and Being Sincere to Realize a Lofty Ideal”, Redsun Services introduced the integrity corporate culture of the Group to supplier partners and introduced the supplier incentive mechanism of the Group in detail. The excellent partners were commended, and the partners were encouraged to work together with us to achieve the goal of satisfaction.

在2021年度供應商大會上，弘陽服務秉承「在商言人，誠者致遠」的核心價值觀，向供應商合作夥伴介紹了集團的廉正企業文化，並詳細介紹了集團的供應商激勵機制，對優秀合作夥伴進行了表彰，與合作夥伴共同奮鬥，奔向目標滿意度。



Strategic Cooperation

Redsun Services makes full use of its own advantages and specialties to actively carry out business cooperation. Thanks to the cooperation with other enterprises and the government, Redsun Services works with third-party partners to bring each other's advantages into blossom, expand, strengthen and refine its business, and strive to be a service provider for urban development and a contributor to the property industry.

戰略合作

弘陽服務充分利用自身優勢與特長，積極開展業務合作，通過企企合作、政企合作等方式，與第三方夥伴強強聯合、優勢互補，將業務做大、做強、做精，爭當城市發展的服務者、物業行業的貢獻者。

Cooperation with Other Enterprises

In 2021, Redsun Services established a strategic cooperation with several independent third parties, constantly enriched its business layout and filled the gaps in subdivided fields, so as to maintain its strong core competitiveness in the field of property management and achieve win-win results.

企企合作

2021年，弘陽服務與多個獨立第三方達成戰略合作，不斷豐富自身業態佈局，填補細分領域空白，以保持在物業管理領域強有力的核心競爭力，實現多方共贏。

Redsun Services Established a strategic cooperation with Anhui Shui'an Construction Group Co., Ltd.

弘陽服務與安徽水安建設開發有限公司達成戰略合作

During the Reporting Period, Redsun Services actively implemented the three key strategies of "Expanding scale, Increasing revenue and Improving service", followed the trend of enterprise strategic transformation and upgrading, and established a strategic cooperation with Anhui Shui'an Construction Group Co., Ltd. The two sides have carried out all-round in-depth cooperation in the fields of Services at the sales office, early-stage intervention, early-stage property services, asset Services and so on. This cooperation is the recognition of Anhui Shui'an Construction Group Co., Ltd. on Redsun Services brand, property service ability and service quality, and also marks a strategic step of Redsun Services in the field of independent third-party cooperation.

報告期內，弘陽服務積極踐行「拓規模、增營收、優服務」三大攻堅戰略，緊跟企業戰略轉型升級的大步伐，與安徽水安建設開發有限公司達成戰略合作。雙方圍繞案場服務、前期介入、前期物業服務、資產服務等領域開展全方位的深度合作。此次合作是安徽水安建設開發有限公司對弘陽服務品牌、物業服務能力以及服務品質的認同，也標誌著弘陽服務在獨立第三方合作領域跨出戰略性的一步。



Redsun Services has settled in Wangu Mobile Network Science and Technology Park

弘陽服務入駐萬谷移動互聯科技園

Wangu Mobile Network Science and Technology Park is located in Yuhuatai District, Nanjing, China. There are 9 office buildings and 2 talent apartments in the industrial park. The cooperation project of Redsun Services takes mobile Internet as the leading industry and provides an incubation platform for entrepreneurs. It is the first industrial park project signed by Redsun Services, which is of great significance. Redsun Services plans to build Wangu Mobile Network Science and Technology Park into a benchmark project of industrial park service, and meet the rigorous service standards of the industrial park.

萬谷移動互聯科技園位於南京市雨花台區，地處中國南京軟件谷，產業園共9幢辦公大樓，2棟人才公寓。弘陽服務的本次合作項目以移動互聯為主導產業，為創業者提供孵化平台，是弘陽服務簽約的首個產業園項目，具有里程碑式的重要意義。弘陽服務計劃將萬谷移動互聯科技園打造成產業園服務的標桿項目，以高要求高水準滿足產業園的服務標準。



**Huidehang Elite Property has established a strategic cooperation
with Union Hospital Tongji Medical College of Huazhong University of Science and Technology**
匯得行精英物業與華中科技大學同濟醫學院附屬協和醫院達成戰略合作

In 2021, Huidehang Elite Property under Redsun Services officially established a cooperative relationship with Union Hospital Tongji Medical College of Huazhong University of Science and Technology, and successfully entered the medical service industry. Medical property service, as a professional subdivided property service field, has stringent requirements on the management ability and professional standards of property companies. Redsun Services will perfect the basic service construction as a prerequisite in the future, continue to strengthen the improvement of service quality, and guard a healthy life with Wuhan citizens. This cooperation is the result of Redsun Services 'continuous improvement of market competitiveness, and it is also another outstanding achievement in our market-oriented operation.

2021年，弘陽服務旗下的匯得行精英物業正式與華中科技大學同濟醫學院附屬協和醫院建立合作關係，成功踏入醫療服務領域。醫療物業服務，作為一個專業細分的物業服務領域，對物業公司的管理能力和專業標準有著更加嚴格的要求，弘陽服務未來將以不斷完善基礎服務建設為前提，持續加強服務品質的提升，與武漢市民一起守護健康生活。此次合作是弘陽服務不斷提升市場競爭力的結果，也是我們市場化營運中取得的又一卓越成果。



Joint Construction through the Cooperation between Redsun Services and the Government

Redsun Services actively participates in social public governance, works closely with the government, gives full play to its advantages in urban management, municipal maintenance, property service, parking lot management, citizen service and public resource management and other fields, improves the service level and management efficiency of the whole street with advanced property service system and governance mechanism, explores new businesses, and strives to become the new main force of street comprehensive governance services.

政企共建

弘陽服務積極參與社會公共治理，與政府緊密合作，發揮自身在城市管理、市政養護、物業服務、停車場管理、市民服務、公共資源管理經營等方面的優勢，以先進的物業服務體系和治理機制，提升整個街道服務水平和管理效率，拓展新業務範疇領域，致力成為街道綜合治理服務的新主力軍。

Redsun Services has established a strategic cooperation agreement with Xigang Street, Qixia District, Nanjing

弘陽服務與南京市棲霞區西崗街道達成戰略合作協議

In 2021, Redsun Services signed a strategic cooperation agreement with Xigang Street, Qixia District, Nanjing and established a strategic partnership. During the Reporting Period, we successively settled in Jing Du Ming Garden (晶都銘苑), Feng Xia Ya Garden (楓霞雅苑), Shang Ju Garden (賞菊苑), Buqing Garden (步青苑) and Guan Mei Dong Garden (觀梅東苑) and other communities in Xigang Street. At present, we serve many resettlement houses and old communities with a total area of 28.13 square kilometers in the area under the jurisdiction of Xigang Street. We provide classified operation services for living garbage in the area, improve the living environment and pay attention to the health of residents. We also save resources and promote economic benefits. Redsun Services focuses on assisting the street to steadily promote the transformation of old residential areas, focusing on the construction of humanistic community and the release of life value of "making lives warmer", shaping a better quality of life experience and taking urban services to a higher level.

2021年，弘陽服務與南京市棲霞區西崗街道簽訂戰略合作協議，建立了戰略合作夥伴關係。報告期內，我們陸續進駐西崗街道晶都銘苑、楓霞雅苑、賞菊苑、步青苑、觀梅東苑等多個小區，目前服務西崗街道所轄區域內總面積28.13平方公里內的多個安置房和老舊小區，對於轄區內的生活垃圾分類營運服務，改善生活環境，關注居民健康；同時節約使用資源，促進經濟效益。弘陽服務專注於協助街道穩步推進老舊小區改造，圍繞「讓生活更有溫度」的人文社區構建和生活價值釋放，塑造美好的品質生活體驗，將城市服務作深做透。



Industry development

Redsun Services actively participates in industry alliances and summits, cooperates with all partners to exchange and learn industry experience, looks forward to the future challenges and opportunities of the property service industry, and jointly explores new trends, new directions and new models of industry development.

行業發展

弘陽服務積極參與行業聯盟及峰會，協同各方夥伴交流學習行業經驗，展望物業服務行業未來的挑戰與機遇，共同探索行業發展的新趨勢、新方向、新模式。

2021 China Real Estate Strategy Summit

2021年中國房地產業戰略峰會

In September 2021, Redsun Services participated in the 2021 China Real Estate Strategy Summit. At the summit, Yang Dawei, General Manager of Redsun Services' social business operation division, served as a guest of the Forum on "Value Innovation and Decryption of the "Small Community "Economy under Mass Consumption", and shared Redsun Services' diversified business ideas and excellent experience in community resource integration.

2021年9月，弘陽服務參加2021年中國房地產業戰略峰會，在會上，弘陽服務社商經營事業部總經理楊大為擔任「價值創新，解密大消費下的「小社區」經濟」論壇嘉賓接受採訪，對弘陽服務的多種經營思路及在社區資源整合上的優秀經驗進行分享。



2021 Better Life Innovation Summit

2021年美好生活創新峰會

In December 2021, the Group participated in the Better Life Innovation Summit and gathered with hundreds of industry leaders (e.g. industry experts and scholars, leaders of top property management enterprises, star professional managers and representatives of preferred property management service providers) nationwide to share the ways of enterprise innovative management and jointly explore the development trend of property industry.

At the meeting, Redsun Services won many awards for its premium service and outstanding achievements in the field of community value-added services. The awards are as follows: "2021 Top 50 Enterprises with Outstanding Property Management in East China", "2021 Top 10 Enterprises with Outstanding Property Management in Nanjing", "Outstanding Value-added Services Launched by 2021 Top 500 Property Management Service Providers — Pin Hi Hi (拼嗨嗨)" and "2021 Benchmark Project of Excellence in Property Management — Nantong Hong Yang Upper City (南通弘陽上城)".

2021年12月，本集團參加美好生活創新峰會，與全國範圍內業界專家學者、頂尖物企掌門人、明星職業經理人、物業優選服務商代表等數百位行業翹楚匯聚一堂，分享企業創新經營之道，共同探討物業產業發展趨勢。

會上，弘陽服務憑藉卓越的品質服務，以及在社區增值服務領域取得的突出成果，榮獲「2021物業服務力華東區域五十強企業」、「2021物業服務力南京十強企業」、「2021物業服務企業500強優選服務商增值服務 — 拼嗨嗨」、「2021物業管理卓越標桿項目 — 南通弘陽上城」等多項榮譽。



A CARING SOCIETY

Adhering to the original intention of “making lives warmer”, Redsun Services vigorously promotes social public welfare undertakings. We focus on people’s livelihood, environmental protection, voluntary service and other fields, contribute through volunteering activities and material donation, together with owners and medical staff to fight the Covid-19 and offer society love and warmth.

Building a Beautiful Community

As an in-depth practitioner of better life operation services, Redsun Services strives to provide high-quality services to owners. We are also committed to delivering the humanistic community life with warmth. We have actively organized and carried out various public welfare activities to provide convenience services for the community, fulfilled our original intention and mission with practical actions, showed our passion for public welfare, and gained wide recognition from owners and all sectors of society. As of December 31, 2021, Redsun Services has invested a total of RMB5.49 million in community cultural activities and community public welfare, and has carried out about 1,200 public welfare activities with 3,400 participants.

On December 12, 2021, Redsun Services won the title of “Loving Care Workplace” in the public welfare activity of “Passing on the Spirit from Generation to Generation. Daxing is Manifestation of Loving Care” sponsored by Daxing town government, Shushan District Public Welfare Center and Yaohai District Civil Affairs Bureau of Hefei City, Anhui Province.

溫暖社會

弘陽服務秉承「讓生活更有溫度」的初心，大力推進社會公益事業，我們重點關注民生、環保、志願服務等多個領域，通過志願服務、物資捐贈等方式貢獻力量，攜手業主及醫務工作人員，共同抗擊新冠疫情，用愛心和溫暖回饋社會。

美好社區

弘陽服務作為美好生活營運服務的深入踐行者，努力為業主提供優質服務的同時，致力於傳遞有溫度的社區人文生活。我們積極組織開展各項公益活動，為社區提供便民服務，用實際行動踐行初心和使命，發揚熱心公益的志願服務精神，收獲了業主及社會各界的廣泛認可。截至2021年12月31日，弘陽服務在社區文化活動、社區公益方面共計投入人民幣549萬元，累計開展公益活動約1,200場，參與人數達3,400人次。

2021年12月12日，在安徽省合肥市大興鎮政府、蜀山區公益中心及瑤海區民政局主辦的「薪火相傳，興中有愛」公益活動中，弘陽服務獲得「愛心單位」稱號。



“Loving Care Workplace” awarded by Daxing Town People’s Government of Yaohai District, Hefei
合肥市瑤海區大興鎮人民政府頒發的「愛心單位」稱號

We work together with property owners to build a beautiful community. In 2021, Redsun Services organized many community convenience activities and established community washing and beauty stores to effectively advance the convenience of the community.

我們與業主共進，協力打造美好社區。2021年弘陽服務多次組織社區便民活動，成立社區洗美門店，有效提升業務社區的便利性。

**We offer property management services with the spirit of CPC in mind,
making people's life easier and better than ever before.**

紅色物業，便民惠民

Adhering to the fine tradition of "not afraid of hardship and fatigue", Redsun Services carries out convenient service activities of doing good deeds and doing practical things for the majority of property owners in the form of "Party and League Activity Day". From April to June 2021, the Nanjing branch, Sunan branch, Chuzhou branch and Hefei branch of Redsun Services successively carried out free medical consultation, haircut, carpet cleaning, home appliance maintenance and other convenient service activities. When offering services, CPC members were active and dedicated. They constantly strengthened themselves and their service awareness, and passed on the spirit of "Red Property" to create a better future with substantive actions.

弘陽服務秉承「不怕苦，不怕累」的優良傳統，以「黨團活動日」的形式，開展為廣大業主辦好事、辦實事的便民服務活動。2021年4月-6月，弘陽服務南京公司、蘇南公司、滁州公司、合肥公司等陸續開展義診、理髮、清洗地毯、維修家電等便民服務活動。在服務中，黨員們積極踴躍，盡心竭力，在服務項目中不斷強化自身修養，提升服務意識，發揚「紅色物業」精神，以實質行動為美好賦能。



Redsun Services actively responds to the national call for “Rural Revitalization” and contributes “Redsun’s power” to loving and helping farmers.

弘陽服務積極響應國家「鄉村振興」的號召，為愛心助農貢獻「弘陽力量」。

Supporting Rural Communities • Xinjiang Little White Apricots

愛心助農計劃 • 新疆小白杏

During the Reporting Period, we carried out a rural supporting program in Kuqa County, Xinjiang, and selected the local Xinjiang little white apricots with the reputation of “white honey hanging on trees” as a targeted product when offering help. We carried out sales and promotion through Internet channels. For each box of little white apricot sold, we donated RMB3 to needy children, which is expected to help 10 underprivileged children realize their dream of going to school.

報告期內，我們對新疆庫車縣開展愛心助農計劃，精選當地有著「掛在樹上的白色蜂蜜」美譽的新疆小白杏作為幫扶產品，我們借助互聯網渠道開展銷售推廣，每銷售一件新疆小白杏，我們還會為貧困兒童捐贈3元助學金，預計能夠幫助10位貧困兒童實現上學夢想。



Fight against the Pandemic

In terms of fighting against Covid-19, Redsun Services strictly implemented its pandemic prevention and control work and paid close attention to the pandemic situation. In view of the capricious pandemic, we timely adjusted the pandemic prevention level, arranged 24-hour sentry duty, increased the disinfection and sterilization frequency in key areas, strengthened employee protection measures and logistics support, and repeatedly issued pandemic prevention and control guidelines through the public account to build a defense line for the health and safety of property owners.

During the Spring Festival in 2021, Redsun Services actively responded to the national call for “celebrating the Spring Festival locally”, issued suggestions to property owners and employees through multiple channels, e.g. Wechat Moments, Wechat groups and bulletin boards, and sent welfare packages to encourage “celebrating the Spring Festival locally”. On the premise of “no contact”, we provided warm-hearted services, e.g. buying vegetables, walking dogs, package collection, homeschooling and Redsun Education for people who are in their quarantine, the elderly living alone and other property owners in need.

抗擊疫情

面對新冠疫情，弘陽服務嚴格落實疫情防控工作，密切關注疫情動態。針對新冠疫情的反覆，我們及時調整防疫工作等級，在門崗設置24小時輪流值班人員，針對重點區域加大消毒頻次，加強員工保護措施和後勤物資保障，並在公眾號多次發佈疫情防控指南，為業主的健康安全構築防線。

2021年春節期間，弘陽服務積極響應國家「就地過年」的號召，通過朋友圈、微信群、公告欄等多渠道向業主、員工發出倡議，並送出福利慰問禮包，鼓勵「就地過年」。在「無接觸」的前提下，我們為居家隔離人員、獨居老人等有需要的業主提供買菜上門、遛狗、快遞代取、居家開課小弘人助學等暖心服務。



Offering Gift Bags for 2021 Spring Festival
2021年春節慰問禮包發放

We are concerned about the pandemic prevention work across the country, pay attention to the health and living needs of people and anti-pandemic workers, build an anti-pandemic defense line with various government departments, partners and social organizations, forge ahead with the country and people, help pandemic prevention in multiple directions and angles with practical actions, and demonstrate our sense of responsibility.

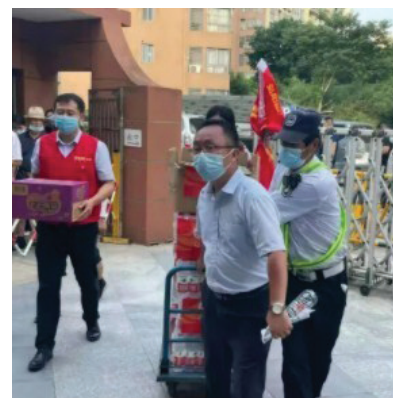
我們心繫全國各地疫情防護工作，關注疫區人民和抗疫工作者的健康與生活需求，與政府部門、合作夥伴及社會組織共建抗疫防線，與國家和人民同頻共振，以實際行動多方位、多角度助力疫情防護，彰顯責任與擔當。

Redsun Services Helps Combat Pandemic in Nanjing

弘陽服務助力南京疫情防護工作

On July 20, 2021, COVID-19 was found at Nanjing Lukou International Airport, and the management team of Redsun Services Nanjing branch responded quickly. The emergency plan was executed immediately, and the pandemic prevention requirements were urgently deployed. We conducted strict control in each park, and conveyed the progress of pandemic prevention and control to property owners through multiple channels to appease them. Many projects of Nanjing branch have become nucleic acid testing points. Redsun Services staff and street staff have always stood side by side at the front line of anti-pandemic, helping to do a good job in team guidance, information registration and maintaining order. Redsun Services also sent a vanguard of Party members to bring mineral water and other goods and materials to the citizens who lined up for testing. Redsun Services go to the front line of anti-pandemic and go into the masses to continuously contribute to winning the war of prevention and control of the pandemic.

2021年7月20日，南京祿口機場發現新冠疫情，弘陽服務南京公司管理團隊迅速響應，第一時間啟動應急預案，緊急部署防疫要求。我們在各園區進行嚴格管控，同時多渠道向業主傳遞疫情防護進展，安撫業主情緒。南京公司多個項目成為核酸檢測點，弘陽服務工作人員與街道工作人員始終並肩堅守在抗疫前線，協助做好隊伍引流、信息登記、維持秩序等工作，弘陽服務還派出黨員先鋒隊，為排隊檢測的市民帶來了礦泉水等物資。弘陽服務深入到抗疫一線，深入到群眾當中，為打贏疫情防護阻擊戰不斷貢獻力量。



Redsun Services Helps Combat Pandemic in Guangzhou and Foshan

弘陽服務助力廣佛戰疫

In June 2021, the COVID-19 prevention and control in Guangzhou and Foshan was in a serious and complex situation. We immediately organized volunteer teams to deliver protective goods and materials, e.g. masks mineral water and energy drinks to the community workers and medical workers, so as to ensure the safety of front-line staff during the pandemic prevention and control period, and provide strong support in fight against the pandemic.

2021年6月，廣州、佛山新冠疫情防控形式嚴峻複雜，我們立即組織志願者團隊，向社區工作人員及醫務工作者輸送防護口罩、礦泉水、功能飲料等一線急需物資，保障一線工作人員在疫情防控時期的安全，為抗擊疫情提供強有力的支持。



Redsun Services Helps Combat Pandemic in Wuhan

弘陽服務全力支持武漢抗疫工作

In August 2021, Redsun Services donated 1,300 N95 masks, 9,700 medical surgical masks and 450 sets of protective clothing to Wuhan Jiangxia Economic Development Investment Group Co., Ltd.* (武漢市江夏經濟發展投資集團有限公司), which undertook the task of pandemic prevention and control designated by the government, to provide assistance for the pandemic prevention and control in Wuhan. At the same time, Redsun Services actively devoted itself to combat the pandemic every day with warm and professional services. We advance side by side with the people in the area where the pandemic spreads.

2021年8月，弘陽服務向承接政府統一部署疫情防控任務的武漢市江夏經濟發展投資集團有限公司捐贈N95口罩1,300個，醫用外科口罩9,700個，防護服450套，為武漢市疫情防控工作提供幫助。同時，弘陽服務以暖心、專業的服務積極投身抗擊疫情的每一天，與疫區人民同呼吸，共發展。



APPENDIX I: THE ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE CONTENT INDEX PUBLISHED BY HKEX

附錄一：香港聯交所《環境、社會及管治報告指引》內容索引

ENVIRONMENTAL, SOCIAL AND GOVERNANCE ASPECTS, GENERAL DISCLOSURES AND KPIS 環境、社會及管治範疇與一般披露及關鍵績效指標	SECTION IN THE REPORT 所在章節
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**Environmental
環境**

Aspect A1 層面A1	Emissions 排放物	
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	ENVIRONMENTAL PROTECTION 環境保護
KPI A1.1 關鍵績效指標A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	GREEN OPERATION 綠色營運
KPI A1.2 關鍵績效指標A1.2	Greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 溫室氣體總排放量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	GREEN OPERATION 綠色營運
KPI A1.3 關鍵績效指標A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	GREEN OPERATION 綠色營運
KPI A1.4 關鍵績效指標A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	GREEN OPERATION 綠色營運

ENVIRONMENTAL, SOCIAL AND GOVERNANCE ASPECTS, GENERAL DISCLOSURES AND KPIS 環境、社會及管治範疇與一般披露及關鍵績效指標		SECTION IN THE REPORT 所在章節
KPI A1.5 關鍵績效指標A1.5	Description of emissions target(s) set and steps taken to achieve them. 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	GREEN OPERATION 綠色營運
KPI A1.6 關鍵績效指標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. 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	GREEN OPERATION 綠色營運
Aspect A2 層面A2	Use of Resources 資源使用	
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。 Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc. 資源可用於生產、儲存、運輸、樓宇、電子設備等。	ENVIRONMENTAL PROTECTION 環境保護
KPI A2.1 關鍵績效指標A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility). 按類型劃分的直接及／或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)。	GREEN OPERATION 綠色營運
KPI A2.2 關鍵績效指標A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 總耗水量及密度(如以每產量單位、每項設施計算)。	GREEN OPERATION 綠色營運
KPI A2.3 關鍵績效指標A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	GREEN OPERATION 綠色營運
		GREEN CULTURE 綠色文化

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KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	GREEN OPERATION
關鍵績效指標A2.4	描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	綠色營運
KPI A2.5	Total packaging material used for finished products and with reference to per unit produced.	The Group's business operation uses less packaging materials and complies with the laws and regulations of the place where the business operates.
關鍵績效指標A2.5	製成品所用包材料的總量及每生產單位佔量。	本集團在業務營運過程涉及包裝材料的使用量小，均根據業務營運所在地法律法規進行合規處置。
Aspect A3 層面A3	The Environment and Natural Resources 環境及天然資源	
General Disclosure 一般披露	Policies on minimising the issuer's significant impacts on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	ENVIRONMENTAL PROTECTION 環境保護
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	GREEN OPERATION
關鍵績效指標A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	綠色營運
		GREEN CULTURE 綠色文化

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Aspect A4
層面A4

Climate Change
氣候變化

General Disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 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。	GREEN OPERATION 綠色營運
KPI A4.1 關鍵績效指標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. 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。	GREEN OPERATION 綠色營運

Social
社會

Aspect B1
層面B1

Employment
僱傭

General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 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： (a) 政策；及 (b) 對發行人有重大影響的相關法律及規例的資料。	TOGETHER FOR A SHARED FUTURE 攜手共進
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ENVIRONMENTAL, SOCIAL AND GOVERNANCE ASPECTS, GENERAL DISCLOSURES AND KPIS 環境、社會及管治範疇與一般披露及關鍵績效指標		SECTION IN THE REPORT 所在章節
KPI B1.1 關鍵績效指標B1.1	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	OVERVIEW OF EMPLOYEE 員工概況
KPI B1.2 關鍵績效指標B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	DEVELOPMENT OF TALENTS 人才發展
Aspect B2 層面B2	Health and Safety 健康與安全	
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	HEALTH AND SAFETY 健康安全
KPI B2.1 關鍵績效指標B2.1	Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率。	HEALTH AND SAFETY 健康安全
KPI B2.2 關鍵績效指標B2.2	Lost days due to work injury. 因工傷損失工作日數。	HEALTH AND SAFETY 健康安全
KPI B2.3 關鍵績效指標B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored. 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。	HEALTH AND SAFETY 健康安全

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Aspect B3 層面B3	Development and Training 發展及培訓	
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 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。 Training refers to vocational training. It may include internal and external courses paid by the employer. 培訓指職業培訓，可包括由僱主付費的內外部課程。	DEVELOPMENT OF TALENTS 人才發展
KPI B3.1 關鍵績效指標B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比。	DEVELOPMENT OF TALENTS 人才發展
KPI B3.2 關鍵績效指標B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	DEVELOPMENT OF TALENTS 人才發展
Aspect B4 層面B4	Labour Standards 勞工準則	
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	OVERVIEW OF EMPLOYEE 員工概況
KPI B4.1 關鍵績效指標B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	OVERVIEW OF EMPLOYEE 員工概況
KPI B4.2 關鍵績效指標B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	OVERVIEW OF EMPLOYEE 員工概況

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Aspect B5 層面B5	Supply Chain Management 供應鏈管理	
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	SUPPLIER MANAGEMENT 供應商管理
KPI B5.1 關鍵績效指標B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	SUPPLIER MANAGEMENT 供應商管理
KPI B5.2 關鍵績效指標B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored. 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。	SUPPLIER MANAGEMENT 供應商管理
Aspect B6 層面B6	Product Responsibility 產品責任	
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤、私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	PREMIUM SERVICES 品質服務
KPI B6.1 關鍵績效指標B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 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。	The Group does not involve product recall in the process of business operation. 本集團在業務營運過程中不涉及產品召回。

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KPI B6.2 關鍵績效指標B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	CUSTOMER COMMUNICATION 客戶溝通
KPI B6.3 關鍵績效指標B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	COMPLIANT OPERATIONS 合規營運
KPI B6.4 關鍵績效指標B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	The Group does not involve product recall in the process of business operation. 本集團在業務營運過程中不涉及產品召回。
KPI B6.5 關鍵績效指標B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored. 描述消費者數據保障及私隱政策，以及相關執行及監察方法。	COMPLIANT OPERATIONS 合規營運
Aspect B7 層面B7	Anti-corruption 反貪污	
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	COMPLIANT OPERATIONS 合規營運
KPI B7.1 關鍵績效指標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. 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。	COMPLIANT OPERATIONS 合規營運
KPI B7.2 關鍵績效指標B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	COMPLIANT OPERATIONS 合規營運

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Aspect B8
層面B8

Community Investment
社區投資

General Disclosure 一般披露	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. 有關以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。	A CARING SOCIETY 溫暖社會
KPI B8.1 關鍵績效指標B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	BUILDING A BEAUTIFUL COMMUNITY 美好社區 FIGHT AGAINST THE PANDEMIC 抗擊疫情
KPI B8.2 關鍵績效指標B8.2	Resources contributed (e.g. money or time) to the focus area. 在專注範疇所動用資源(如金錢或時間)。	BUILDING A BEAUTIFUL COMMUNITY 美好社區 FIGHT AGAINST THE PANDEMIC 抗擊疫情



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