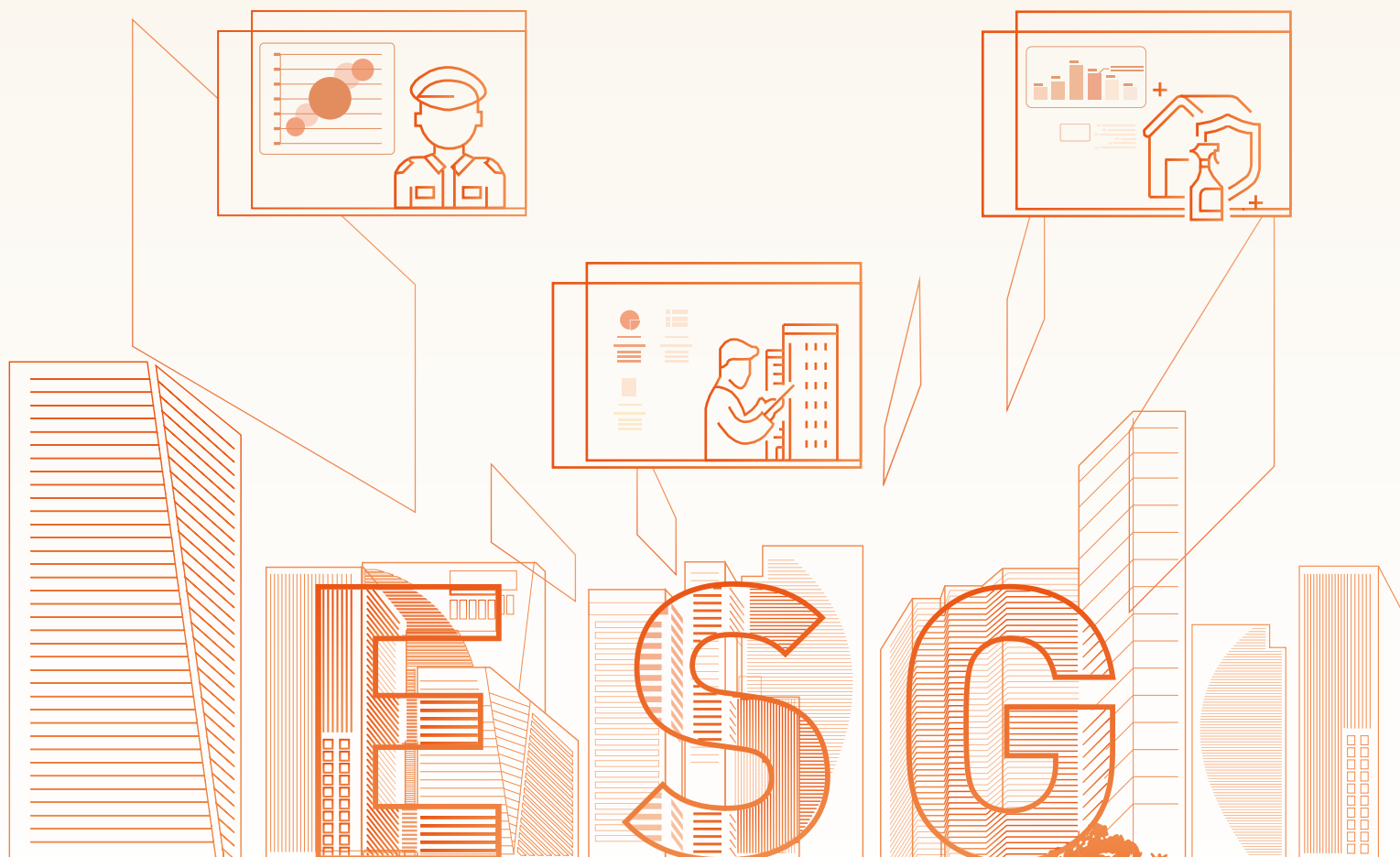
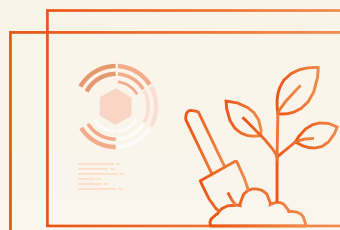


2021

遠洋服務控股有限公司

環境、社會及管治報告

2021 ENVIRONMENTAL,
SOCIAL AND GOVERNANCE REPORT



遠洋服務控股有限公司

SINO-OCEAN SERVICE HOLDING LIMITED

(於開曼群島註冊成立的有限公司)

(Incorporated in the Cayman Islands with limited liability)

股份代號: 06677.HK Stock Code: 06677.HK



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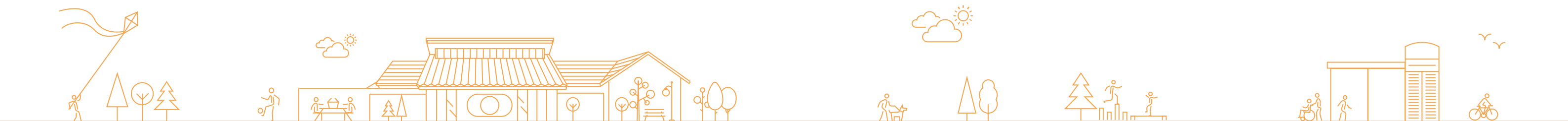
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關於本報告

ABOUT THIS REPORT

(一) 報告簡介

本報告旨在客觀披露遠洋服務控股有限公司2021年環境、社會及管治(以下簡稱「ESG」)方面之表現,為便於表達,報告表述中分別使用「遠洋服務」、「本公司」、「公司」或「我們」指代遠洋服務控股有限公司;「本集團」或「集團」指代本公司連同其附屬公司。

(二) 報告範圍

報告時間範圍:2021年1月1日至2021年12月31日,與2021年度報告保持一致,部分內容追溯至以往年份及延展至2022年3月。

報告發佈週期:遠洋服務連續兩年發佈《環境、社會及管治報告》,本報告為年度報告,旨在以透明公開的方式披露本公司2021年全年的可持續發展表現,以回應各利益相關方對於本公司可持續發展管理的關注與期望。

披露範圍:本報告披露範圍覆蓋遠洋服務控股有限公司總部連同其所屬區域公司、業務中心及附屬公司。

(三) 資料說明

報告中的財務資料均來自遠洋服務2021年度經審核財務報表,其它資料以2021年為主,部分資料包含以前年度資料。本報告中所涉及貨幣金額以人民幣為計量幣種,特別說明的除外。

(1) REPORT OVERVIEW

This report aims at objectively disclosing the Environmental, Social and Governance ("ESG") performance of Sino-Ocean Service Holding Limited in 2021. For ease of expression, Sino-Ocean Service Holding Limited is variously referred to as "Sino-Ocean Service", the "Company" or "we / us" in this report; and the Company together with its subsidiaries are referred to as "our Group" or the "Group" in this report.

(2) SCOPE OF THE REPORT

Period covered by the report: 1 January 2021 to 31 December 2021, with some contents covering, retrospectively, previous years and, prospectively, March 2022.

Publication cycle: Sino-Ocean Service has released the ESG Report for two consecutive years. This report is an annual report with the aim of providing lucid information on the Company's performance in sustainability in 2021 to address stakeholders' concerns and expectations for the Company's sustainability management.

Reporting scope: The disclosure scope of this report covers the headquarters and regional companies, business centres and subsidiaries of Sino-Ocean Service Holding Limited.

(3) DATA SOURCES

The financial information set out in the report is derived from the 2021 audited financial statements of Sino-Ocean Service. Other information represents mainly data for 2021, with certain information comprising data for previous years. Monetary amounts contained in this report are denominated in RMB, unless otherwise specified.

(四) 匯報準則

本報告編制依據為香港交易及結算所有限公司發佈的《香港聯合交易所有限公司(「聯交所」)證券上市規則》(「上市規則」)所載之附錄二十七《環境、社會及管治報告指引》,遵循重要性、量化、平衡及一致性匯報原則,力求充分反映本集團本年度在ESG方面的管理現狀及績效成果。本報告應與本公司《2021年年度報告》「可持續發展報告」及「企業管治報告」章節結合閱讀,以幫助讀者更全面地瞭解本集團的ESG表現。

「重要性」原則:本報告已在編制過程中識別主要利益相關方及其關注的ESG議題,並根據其關注議題的相對重要程度,在本報告中做有針對性的披露。

「量化」原則:本報告採用量化資料的方式展現環境與社會層面的關鍵績效指標,有關本報告中關鍵績效指標的計量標準、方法、假設及/或計算工具、以及使用的轉換係數來源,均已在相應位置進行了說明。

「平衡」原則:本報告不偏不倚地呈報本集團的表現,避免可能會不恰當地影響報告讀者決策或判斷的選擇、遺漏或呈報格式。

「一致性」原則:除另有注明外,本報告所披露資料採取與往年一致的統計方法。

(五) 報告獲取

本報告以電子檔發佈供讀者參閱,可在公司官方網站及聯交所網站獲取。為減少環境負擔,本公司鼓勵及推薦您參閱電子版本。若本公司股東(「股東」)需獲取本報告印刷本,可通過以下方式聯繫我們:

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電話: +852 2899 2880
或
地址:北京市朝陽區朝陽體育中心東側路甲518號A座2層
電話: +8610 8564 2300
網址: www.sinooceanservice.com
電子郵件: ir@sinooceanservice.com

(4) REPORTING PRINCIPLES

The report has been prepared in accordance with the "Environmental, Social and Governance Reporting Guide" set out in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the "Stock Exchange") (the "Listing Rules") published by Hong Kong Exchanges and Clearing Limited. We follow the principles of materiality, quantitative, balance and consistency, and strive to fully represent our current management status and performance results in terms of ESG for the year. This report should be read in conjunction with the sections headed "Sustainability Report" and "Corporate Governance Report" in the Company's 2021 Annual Report for a more comprehensive understanding of the Group's ESG performance.

"Materiality": This report has been prepared to identify key stakeholders and their concerns about ESG issues, and to make targeted disclosures based on the relative materiality of their concerns.

"Quantitative": This report presents the key metrics at the environmental and social levels in quantitative terms, and the measurement criteria, methodologies, assumptions and/or calculation tools for the key performance indicators ("KPIs") in this report, as well as the sources of conversion factors used, are described in the corresponding places.

"Balance": This report provides an unbiased picture of the Group's performance and avoids selections, omissions, or presentation formats that may inappropriately influence a decision or judgment by the report reader.

"Consistency": Unless otherwise indicated, the statistical methods used in this report is consistent with those used for previous years.

(5) AVAILABILITY OF THE REPORT

This report is published in electronic format for viewing by readers and can be accessed on the Company's website (www.sinooceanservice.com) and the website of the Stock Exchange (www.hkexnews.hk). To alleviate burden on the environment, the Company encourages and recommends you to read the electronic version. If the shareholders of the Company (the "Shareholders") would like to obtain a printed copy of this report, they could contact us at:

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公司簡介

COMPANY OVERVIEW

遠洋服務控股有限公司是一家綜合性物業管理服務商，在中華人民共和國（「中國」）擁有廣泛的地理覆蓋範圍。由2020年12月17日起，本公司於香港聯合交易所有限公司主板上市（股份代號：06677）。根據中國指數研究院的資料，我們榮膺「2021中國物業服務百強企業」第12強、「2021中國特色物業服務領先企業—高端商寫」、「2021中國物業服務專業化運營領先品牌企業」、「2021物業服務平台優秀品牌」等多項榮譽。

我們的歷史可追溯至1997年，開展物業管理服務之初乃專注於遠洋集團控股有限公司（中國領先的綜合性物業開發商，其股份在聯交所主板上市，股份代號：03377）所開發的物業。自彼時起，我們的地理覆蓋範圍已自京津冀區域擴展至環渤海區域及中國其他區域（主要集中在中國一二線城市）。我們的總部位於北京，截至2021年12月31日，我們擁有248家附屬公司及分公司，遍及中國24個省、自治區及直轄市。

截至2021年12月31日，我們物業管理服務的總合約建築面積達105.9百萬平方米，遍及中國24個省、自治區及直轄市的78個城市，總在管建築面積達73.5百萬平方米，在管物業項目已達360個，包括239個住宅社區、41個商寫物業及80個其他物業。我們的物業管理服務涉及多種物業類型，包括住宅社區、商寫物業（如購物中心、寫字樓）及公共及其他物業（如醫院、學校、政府大樓及公共服務設施）。我們亦向購物中心及寫字樓提供商業運營服務，包括開業前管理服務及運營管理服務。除物業管理及商業運營服務外，我們亦向在管物業的業主及住戶提供各種社區增值服務（包括社區資產增值服務、社區生活服務及物業經紀服務），以及提供非業主增值服務，包括向物業開發商及其他物業管理公司提供的交付前服務、諮詢服務及物業工程服務。

Sino-Ocean Service Holding Limited is a comprehensive property management service provider with extensive geographic coverage in the People's Republic of China (the "China"). The Company was listed on the Main Board of The Stock Exchange of Hong Kong Limited (stock code: 06677) since 17 December 2020. According to China Index Academy, we received awards such as the "2021 TOP 100 Property Management Companies in China" (Ranked 12th), "2021 China Leading Property Management Companies in terms of High-end commercial office building", "2021 China Specialized Operational Leading Brand of Property Service Companies" and "2021 Excellent Platform Brand of Property Service Companies".

Our history can be traced back to 1997 when we commenced property management services with an initial focus on properties developed by Sino-Ocean Group Holding Limited, a leading comprehensive property developer in China, and the shares of which are listed on the Main Board of the Stock Exchange (stock code: 03377). Since then, we have expanded our geographic coverage from the Beijing-Tianjin-Hebei region to the Bohai Rim region and other regions across China, with a focus on first-tier and second-tier cities in China. Headquartered in Beijing, we had 248 subsidiaries and branch offices across 24 provinces, autonomous regions and municipalities in China as at 31 December 2021.

As of 31 December 2021, our total contracted GFA of property management services reached 105.9 million sq.m., covering 78 cities across 24 provinces, autonomous regions and municipalities in China, total GFA under management reached 73.5 million sq.m. and 360 properties were under our management, including 239 residential communities, 41 commercial properties and 80 other properties. Our property management services cover a wide range of property types, including residential communities, commercial properties (such as shopping malls and office buildings) and public and other properties (such as hospitals, schools, government buildings and public service facilities). We also provide commercial operational services to shopping malls and office buildings, including pre-opening management services and operation management services. In addition to property management services and commercial operational services, we also provide a variety of community value-added services to property owners and residents of the properties under our management, including community asset value-added services, community living services and property brokerage services, and value-added services to non-property owners, including pre-delivery services, consultancy services and property engineering services to property developers and other property management companies.



物業管理及商業運營服務

Property management and commercial operational services

包括兩大業務線：
Include two principal business lines:

為(i)業主及住戶以及物業開發商提供秩序維護、清潔、綠化、園藝及維修保養服務等住宅及其他非商業物業管理服務；和
(ii)購物中心及寫字樓項目提供開業前管理服務及運營管理服務以及一系列物業管理服務的商寫運營及物業管理服務。

(i)Provision of residential and other non-commercial property management services including security, cleaning, greening, gardening and repair and maintenance services to property owners and residents as well as property developers; and
(ii)Provision of commercial operational and property management services including pre-opening management services and operation management services as well as a range of property management services for shopping malls and office buildings.



社區增值服務

Community value-added services

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



非業主增值服務

Value-added services to non-property owners

是面向物業開發商及其他物業管理公司等非業主，提供交付前服務、諮詢服務以及物業工程服務等。

Provision of services including, among others, pre-delivery services, consultancy services and property engineering services to non-property owners, such as property developers and other property management companies.



業務佈局
BUSINESS PRESENCE

作為專注中國中高端物業二十餘年的綜合性物業管理服務提供商，遠洋服務持續加碼京津冀、環渤海區域的規模優勢，深耕已進入的華南、華東、華中及華西區域，一二線城市在管建築面積佔比約為92%。

As a comprehensive property management services provider focused on mid-to-high-end properties in China with a track record of over 20 years, we continue to enhance our advantageous business scale in the Beijing-Tianjin-Hebei region and Bohai Rim region, while seeking further development in Southern China, Eastern China, Central and Western China where we have already established our presence. We have a dominant share of GFA under management of approximately 92% in first-tier and second-tier cities.

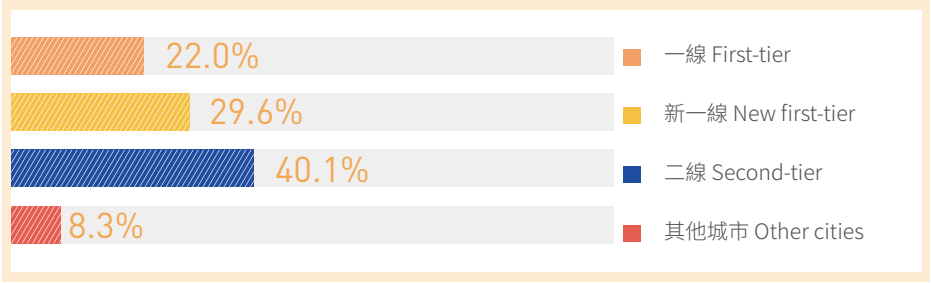
20+

專注高端物業服務20餘年
Focus on high-end property services for more than 20 years

92%

一二線城市在管建築面積佔比
Percentage share of GFA under management in first-tier and second-tier cities

分城市類型在管建築面積
GFA under management by city classification



京津冀
Beijing-Tianjin-Hebei

30.5%

環渤海
Bohai Rim

22.6%

華中及華西
Central and Western China

15.6%

華東
Eastern China

15.4%

華南
Southern China

15.9%

合約建築面積佔比

Percentage share of contracted GFA

瀋陽 3.0 百萬平方米 Shenyang 3.0 million sq.m.

大連 12.9 百萬平方米 Dalian 12.9 million sq.m.

北京 14.1 百萬平方米 Beijing 14.1 million sq.m.

天津 7.5 百萬平方米 Tianjin 7.5 million sq.m.

石家莊 4.9 百萬平方米 Shijiazhuang 4.9 million sq.m.

青島 3.2 百萬平方米 Qingdao 3.2 million sq.m.

上海 2.1 百萬平方米 Shanghai 2.1 million sq.m.

杭州 4.0 百萬平方米 Hangzhou 4.0 million sq.m.

溫州 3.6 百萬平方米 Wenzhou 3.6 million sq.m.

武漢 4.6 百萬平方米 Wuhan 4.6 million sq.m.

長沙 3.0 百萬平方米 Changsha 3.0 million sq.m.

中山 10.3 百萬平方米 Zhongshan 10.3 million sq.m.

2021績效

PERFORMANCE IN 2021

儲備規模 Scale of reserve	財務指標 Financial indicator	商寫業態 Commercial properties sector
<div><div>• 合約建築面積</div><div>105.9 百萬平方米</div></div> <div><div>• 在管建築面積</div><div>73.5 百萬平方米</div></div> <div><div>• 全年外拓合約建築面積</div><div>25.0 百萬平方米</div></div>	<div><div>• 收入人民幣約</div><div>2,965.6 百萬元</div></div> <div><div>• 毛利率</div><div>28 %</div></div> <div><div>• 核心利潤率</div><div>15 %</div></div>	<div><div>• 商寫板塊收入人民幣約</div><div>462.1 百萬元</div></div> <div><div>• 在管商寫物業平均物業管理費</div><div>人民幣 14.0 元/平方米/月</div></div>
Contracted GFA 105.9 million sq.m.	Revenue approximately RMB 2,965.6 million	Revenue from commercial segment approximately RMB 462.1 million
GFA under management 73.5 million sq.m.	Gross profit margin 28%	Average property management fees for commercial properties under management RMB 14.0 / sq.m./ month
Yearly contractd GFA through third-party expansion 25.0 million sq.m.	Core profit margin 15%	

2021榮譽

AWARDS AND HONOURS IN 2021

序號 No.	獲獎主體 Recipient	所獲榮譽 Honour received	頒發 / 表彰機構 Awarding / commending institution
1	遠洋服務 Sino-Ocean Service	2021 中國物業服務百強企業（第 12 強） 2021 TOP 100 Property Management Companies in China (Ranked 12 th)	中國指數研究院 China Index Academy
2	遠洋服務 Sino-Ocean Service	2021 中國特色物業服務領先企業「高端商寫」 2021 China Leading Property Management Companies in terms of High-end commercial office building	中國指數研究院 China Index Academy
3	遠洋服務 Sino-Ocean Service	2021 中國物業服務專業化運營領先品牌企業 2021 China Specialized Operational Leading Brand of Property Service Companies	中國指數研究院 China Index Academy
4	遠洋服務 Sino-Ocean Service	2021 物業服務平台優秀品牌 2021 Excellent Platform Brand of Property Service Companies	中國指數研究院 China Index Academy
5	遠洋服務 Sino-Ocean Service	2021 中國物業服務企業商業物業服務 10 強 2021 TOP 10 Property Management Companies (Commercial Property Management Services) in China	億翰嘉和家業 Yihan Jiahe Family

序號 No.	獲獎主體 Recipient	所獲榮譽 Honour received	頒發 / 表彰機構 Awarding / commending institution
6	遠洋服務 Sino-Ocean Service	2021 中國物業服務企業單坪創收 10 強 2021 TOP 10 Property Management Companies in China in terms of Revenue Generating Capacity per sq.m.	億翰嘉和家業 Yihan Jiahe Family
7	遠洋服務 Sino-Ocean Service	2021 中國物業服務企業上市公司 20 強 2021 TOP 20 Listed Company of China Property Management Service	上海易居房地產研究院 E-House China R&D Institute
8	遠洋服務 Sino-Ocean Service	2021 年度影響力物業服務企業 30 強 2021 Influential Property Management Companies (TOP 30)	觀點指數研究院 Guandian Index Academy
9	遠洋服務 Sino-Ocean Service	2021 中國物業服務企業社區增值服務運營標杆企業 2021 Model Property Management Companies (Community Value-added Service Operation) in China	億翰嘉和家業 Yihan Jiahe Family
10	遠洋服務 Sino-Ocean Service	2021 中國物業服務企業綜合實力 TOP 30 2021 TOP 30 Property Management Companies in China in terms of Comprehensive Strengths	億翰嘉和家業 Yihan Jiahe Family
11	遠洋國際中心 Sino-Ocean International Centre	BOMA 國際認證 BOMA International Certification	國際建築業主與管理者協會 Building Owners and Managers Association (BOMA) International
12	大連遠洋鑽石灣一區 Dalian Ocean Diamond Bay Area 1	2021 年中國物業服務行業示範基地 2021 China Property Management Industry Demonstration Site	中國指數研究院 China Index Academy
13	瀋陽遠洋基業物業管理有限公司 Shenyang Ocean Foundation Property Management Co., Ltd.	2021 年度生活垃圾分類示範物業公司 2021 Annual Household Waste Classification Demonstration Property Company	瀋陽市生活垃圾分類工作領導小組辦公室 Shenyang Household Garbage Classification Work Leading Group Office
14	遠洋無錫萬和酈園項目 Ocean (Wuxi) Wanhe Liyuan Project	無錫市級園林居住區 Wuxi City Garden Residential District	無錫市市政和園林局 Wuxi Municipal and Parks Bureau
15	天津遠洋香奈項目 Tianjin Ocean Xiangnai Project	2021 年度天津市爭當為人民服務先進項目 - 優秀住宅項目 2021 Advanced Project for Serving the People in Tianjin - Excellent Housing Project	天津市物業管理協會 Tianjin Property Management Association
16	遠洋服務華東區域上海公司 Sino-Ocean Service -Eastern China region Shanghai Company	上海市物業管理行業協會誠信企業 AAA Shanghai AAA Credit Rating for Property Management Enterprises	上海市物業管理行業協會 Shanghai Property Management Association
17	遠洋服務華東區域上海公司 Sino-Ocean Service -Eastern China region Shanghai Company	上海市物業服務企業綜合能力評定二星級企業 2-star rating for Property Service Enterprise Comprehensive Ability Assessment in Shanghai	上海市物業管理行業協會 Shanghai Property Management Association
18	遠洋萬和公館 Ocean Wanhe Residence	首都綠化美化花園式單位 Capital Landscaping Garden-style Units	首都綠化委員會 Capital Greening Committee
19	武漢遠洋莊園項目 Wuhan Ocean Manor Project	武漢市園林式社區 Wuhan City Garden Community	武漢市綠化委員會 Wuhan Greening Committee

董事局聲明
BOARD STATEMENT

SINO-OCEAN SERVICE



管治架構
Governance structure

管理方針及策略
Management approaches and strategies

目標檢討
ESG performance review

遠洋服務董事局（以下簡稱「董事局」）保證本報告內容不存在任何虛假記載、誤導性陳述或重大遺漏，並對董事局的ESG監督及管理工作作出如下聲明：

The board of directors of Sino-Ocean Service (the "Board") guarantees that there are no false records, misleading statements, or major omissions in the contents of this report, and we make the following statement on the ESG supervision and management of the Board:

為確保可持續發展工作順利開展，由董事局作為ESG管理的最高決策層，全面監督ESG工作事宜，制定ESG政策及戰略，並規範企業ESG管理架構；本集團ESG工作組負責收集相關資料及監督由董事局制定的ESG政策及戰略的執行情況並定期向決策層匯報相關工作。ESG工作組由各部門對接人組成，以公司現有的ESG方針為依託，明確各專業崗位在戰略中的工作職責，設立相關機制保障其順利運行。

To ensure the smooth development of sustainability work, the Board acts at the supreme management for ESG management to oversee all affairs relating to ESG, formulate policies and strategies for ESG and regulate the corporate ESG management structure. The Company's Sustainability Work Group is responsible for collecting relevant information, supervising the execution of ESG policies and strategies formulated by the Board, and reporting relevant work to the management on a regular basis. Formed by the corresponding officers of various departments, the Sustainability Work Group elucidates the duties of various specialised positions in the strategy and established relevant mechanisms to safeguard stable operation according to the Company's current ESG principles.

本集團嚴格遵循企業運營中涉及到的ESG相關法律法規，將ESG管理納入公司戰略層面，並通過多種渠道與各利益相關方進行廣泛深入溝通。本報告期內，我們結合自身業務特點及行業發展環境，採用線上問卷及定向推送調研的方式，對主要利益相關方關注的ESG議題進行了重要性評估，積極採納有建設性的意見與建議，持續對關鍵議題展開回應，並在本報告內對於ESG關鍵議題的管理慣例和工作績效進行重點闡述。

The Group strictly follows the ESG-related laws and regulations involved in enterprise operation, incorporates ESG management into the Company's strategic level, and conducts extensive and in-depth communication with various stakeholders through various channels. During the reporting period, combined with our own business characteristics and industry development environment, we used online questionnaires and targeted push research to evaluate the importance of ESG issues concerned by major stakeholders. And we actively adopted constructive opinions and suggestions, continued to respond to key issues, and focused on the management practices and work performance of ESG key issues in this report.

2021年，董事局重點審視了以下核心工作及進展：

合規管理：遠洋服務在堅守依法治企、合規運營、恪守誠信、踐行廉潔的同時，不斷完善《全面風險管理制度》等風險管理制度，促進規範化管理提升，降低企業運營風險。

產品與服務：遠洋服務致力於為業主及住戶營造更具價值的生活環境及體驗，通過專注為客戶創造優越價值，提供令其滿意的服務，從而建立及維持可持續的長期客戶關係。

節能減排與應對氣候變化：遠洋服務積極響應雙碳目標，結合自身發展情況，制定節能減排相關環境目標及管理措施，以應對氣候變化風險及機遇。

關愛員工：遠洋服務秉持以人為本的用人理念，積極履行企業公民責任，為員工提供實現自身價值的平台。

In 2021, the Board focused on reviewing the following core work and progress:

Compliance Management: The Company further improved and strictly implemented the "Comprehensive Risk Management System" and a culture of compliance has been fostered, while measures to reduce risks in business operations have been implemented.

Products and Services: Sino-Ocean Service aims to create a more valuable living environment and experience for owners and residents, and to build and maintain sustainable long-term customer relationships by focusing on creating superior value for customers and providing services to their satisfaction.

Energy Conservation and Response to the Climate Change: In active response to the nation's call for carbon peaking and carbon neutrality, Sino-Ocean Service set a series of environmental goals and management measures related to energy conservation and emission reduction based on its development to cope with the risks and opportunities of climate change.

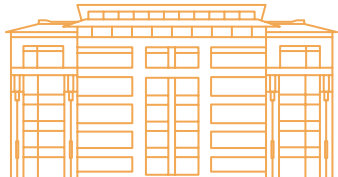
Cares for Employees: Sino-Ocean Service upholds a people-oriented employment philosophy, actively fulfils its corporate citizenship responsibilities, and provides a platform for employees to realize their values.

2021年，董事局針對ESG管治架構的完善、ESG關鍵議題識別及ESG目標設定進行了審議，進一步加強了公司ESG管理，明確ESG管治工作重點方向。本報告期內，本公司已修訂環境發展目標以更好地審視和管理公司的環境影響，董事局及可持續發展工作組將對ESG目標的完成情況進行定期審視並開展檢討。

本報告旨在客觀披露公司2021年ESG工作進展與成效，並於2022年3月經由董事局會議審議通過。

In 2021, the Board reviewed the improvement of ESG regulatory framework, identification of key ESG issues and ESG goals setting, further strengthened the Company's ESG management and clarified the key direction of ESG governance. During the reporting period, the Company has revised environmental development goals to better examine and manage the Company's environmental impact. The Board and the Sustainability Work Group will regularly review and oversee the ESG goals attainment.

The purpose of this report is to objectively disclose the progress and effectiveness of the Company's ESG work in 2021, which was reviewed and approved at the Board meeting in March 2022.



可持續 發展管理

SUSTAINABILITY MANAGEMENT



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

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

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管理方針
MANAGEMENT APPROACH

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

企業管治
CORPORATE GOVERNANCE

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

截至2021年12月31日，董事局由七名董事組成，包括兩名執行董事、兩名非執行董事、三名獨立非執行董事。遠洋服務致力維持完善的企業管治，努力提升營運透明度，保障股東和業務夥伴的權益，以及增加股東所持股份的價值。因此，董事局設有三個董事局委員會以監督本公司的具體事務，包括企業管治相關事務，三個董事局委員會包括審核委員會、提名委員會和薪酬委員會。

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

提名委員會檢討董事局的架構、規模、組成及多元化（包括但不限於性別、年齡、文化及教育背景、專業技能、知識及經驗方面），並根據本身的業務模式及不時的特定需要去考慮各種因素。提名委員會將不時討論就執行董事局成員多元化的可計量目標，並向董事局提出採納建議，以達符合可持續發展的相關要求。提名委員會將每年根據董事局成員多元化政策檢討董事局按多元化範疇之組成，並監察本政策的執行，以確保本政策行之有效。董事局之特色乃其豐富之多元化，不論是就性別、年齡、專業背景及技術而言。

The Board appreciates the importance of sustainability for the Company and the society and firmly believes that sustainability is conducive to the Company's business growth. Therefore, the Board is committed to maintaining a high level of sustainability, ensuring sound corporate governance, safeguarding employees' interests, protecting the environment, and maintaining active communication and sound relations with stakeholders.

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

As of 31 December 2021, the Board comprised seven Directors, including two executive Directors, two non-executive Directors (the "NEDs") and three independent non-executive Directors (the "INEDs"). Sino-Ocean Service is committed to maintaining comprehensive corporate governance, increasing operational transparency, safeguarding interests of the Shareholders and business partners, and enhancing Shareholders' value. Accordingly, the Board has established three Board committees to supervise the Company's affairs, including matters relating to corporate governance. The three Board committees include the Audit Committee, Nomination Committee and Remuneration Committee.

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

The Nomination Committee reviews the structure, size, composition, and diversity of the Board (including but not limited to gender, age, cultural and educational background, professional skills, knowledge, and experience) and considers various factors in the light of its business model and specific needs from time to time. The Nomination Committee will from time to time discuss and make recommendations to the Board on the implementation of measurable targets for diversity of Board members to achieve compliance with the relevant requirements for sustainable development. The Nomination Committee will review the composition of the Board by diversity category annually in accordance with the board diversity policy and monitor the implementation of this policy to ensure that it is effective. The Board is characterized by its rich diversity in terms of gender, age, professional background, and skills.

截至2021年12月31日的董事局組成分析載於下圖：

An analysis of the composition of the Board as of 31 December 2021 is set out in the figure below:

董事人數 No. of Directors	性別 Gender	類別 Category	年齡組別 Age group	服務年期 Length of service	技能、知識及經驗 Skills, knowledge and experience
7	女性 Female	執行董事 Executive Directors			
6					
5		非執行董事 NEDs	50 歲以下 Below 50		
4				五年以下 Below 5 years	
3	男性 Male				
2		獨立非執行董事 INEDs			
1			50 歲或以上及 60 歲以下 50 or above and below 60		

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

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

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

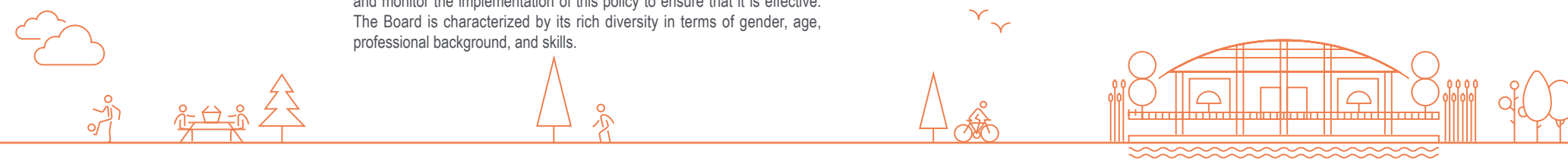
In addition to the above, the Company also places a strong emphasis on communication with Shareholders and protection of Shareholders' interest. Annual general meetings and extraordinary general meetings will be held in accordance with the Articles of Association of the Company and the Listing Rules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

公司亦按照監管機構對信息披露的相關規定，堅守高度披露的準則，在合理、切實可行的範圍內，定期或隨時對特殊事實情況進行真實、準確、完整、合規的披露，使公眾能平等、適時及有效地取得所披露消息。自公司上市至2021年12月31日止在信息披露方面，堅持既有的及時、高效率和高標準，確保相關信息通過聯交所、公司官網和其他渠道及時進行披露。

The Company also provides disclosures of specific matters in a true, accurate, complete and compliant manner on a regular basis or from time to time, to the extent reasonable and practicable, in accordance with relevant provisions of the regulatory authorities on information disclosure and in strict adherence to high disclosure standards, so that the public can access information disclosed in an equal, timely and effective manner. During the period from the listing of the Company to 31 December 2021, the Company has persisted in timely information disclosure with high efficiency and high standards and ensured the timely disclosure of the relevant information via the Stock Exchange's website, the Company's website and other channels.

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

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



利益相關方溝通

STAKEHOLDERS ENGAGEMENT

遠洋服務堅持與投資者/股東、政府及監管機構、員工、合作夥伴、業主及客戶、社區在內的六大利益相關方保持多渠道、積極的雙向溝通協作，攜手各方共同實現經濟、社會和環境價值的可持續發展。

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



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

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

ESG議題重要性界定

IDENTIFICATION OF KEY ISSUES IN ESG

為確保環境、社會及管治工作科學、高效開展，覆蓋各利益相關方關注的重點與基本訴求，公司通過有效方法管理核心議題。To ensure that our ESG work is conducted in a scientific and efficient manner and covers the key, basic concerns of stakeholders, the Company manages key issues through effective methods.

第一步：

議題識別

Step one: identifying the issues

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

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

第二步：

開展調研

Step two: research and investigation

採用線上問卷和定向推送調研的方式向各利益相關方發佈 ESG 實質性議題調查問卷，利益相關方從自身角度出發對議題進行打分並回收問卷。

A questionnaire on ESG materiality was sent to stakeholders in the form of online poll and designated tweet. Stakeholders rate the issues according to their own concerns.

第三步：

建立ESG議題重要性矩陣

Step three: development of the ESG materiality matrix

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

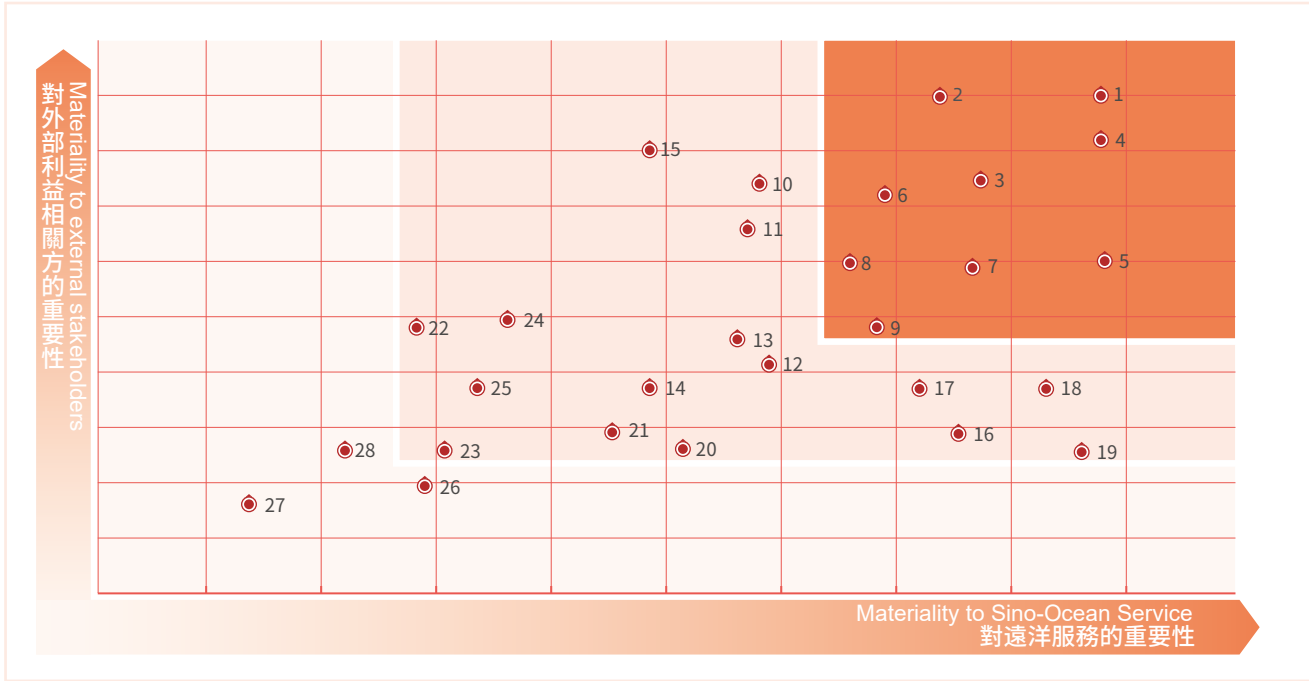
Based on the results of the poll, the importance of each issue was analysed from both the external and the internal perspectives. Based on the results of the analysis, the key issues were prioritised in two dimensions, “materiality to external stakeholders” and “materiality to Sino-Ocean Service”, and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

ESG議題分析結果顯示：利益相關方最為關注公司在社會責任、客戶責任和環境保護方面的表現，包括：抗擊新冠肺炎疫情及復工復產、產品安全與品質管理、提升服務品質、提升客戶滿意度、控制二氧化碳等溫室氣體的排放、減少污染物的排放等。公司將於本報告後續章節對上述議題進行詳細披露，以回應各利益相關方的關注。

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

遠洋服務實質性議題分析矩陣

Materiality matrix of Sino-Ocean Service



議題重要性 Materiality of issue	序號 No.	議題 Issue
高度重要議題 Highly material	1	抗擊新冠肺炎疫情及復工復產 Fight against COVID-19 and resumption of work and production
	2	產品安全與品質管理 Product safety and quality control
	3	提升服務品質 Enhancement of service quality
	4	提升客戶滿意度 Enhancement of customer satisfaction
	5	控制二氧化碳等溫室氣體的排放 Control of carbon dioxide and other greenhouse gas ("GHG") emissions
	6	減少污染物的排放 Reduction of pollutant discharge
	7	應對氣候變化 Addressing climate change
	8	注重員工職業安全與健康 Emphasis on staff occupational safety and health
	9	客戶安全與健康 Customer safety and health

議題重要性 Materiality of issue	序號 No.	議題 Issues
中度重要議題 Moderately material	10	助力脫貧攻堅與鄉村振興有效銜接 Assisting in effective connection of poverty aid and rural revival
	11	完善供應鏈管理體系 Improvement of supply-chain management regime
	12	組織或參與慈善活動、志願者活動 Organisation of or involvement in charitable and volunteering activities
	13	合法僱傭與薪資福利保障 Legal employment and security in remuneration and benefits
	14	保護客戶的個人隱私安全 Protection of customers' personal privacy and security
	15	堅持守法合規經營 Persisting in legal compliance of operations
	16	妥善處置有害及無害廢棄物 Proper disposal of hazardous and non-hazardous waste
	17	尊重和保護知識產權 Respect for and protection of intellectual property rights
	18	參與地區建設，支援社區發展 Involvement in local construction and support for community development
	19	健全員工培訓體系，暢通晉升通道 Improvement of staff training regime and promotion pathways
	20	產品知識普及 Promulgation of product knowledge
	21	降低能源消耗量 Reduction of energy consumption
	22	降低水資源消耗量 Reduction of consumption of water resources
	23	管控供應鏈的環境及社會風險 Management of environmental and social risks associated with the supply chain
	24	暢通員工民主溝通渠道 Providing a smooth channel for democratic communication with staff
一般重要議題 Generally material	25	減少業務對天然資源的影響 Reducing the impact of our business on natural resources
	26	完善公司治理 Improvement of corporate governance
	27	防範貪污腐敗 Prevention of corruption
	28	促進供應商提供綠色產品與服務 Procuring supply of green products and services by suppliers

23

REINFORCE THE FOUNDATION
AND STRENGTHEN COMPLIANCE MANAGEMENT

加強合規管理
夯實基礎



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

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

24 合規為基，築牢公司治理
CONSOLIDATE CORPORATE GOVERNANCE BASED ON COMPLIANCE

25 廉潔透明，完善廉潔體系
INTEGRITY AND TRANSPARENCY, IMPROVE THE INTEGRITY SYSTEM

30 可持續發展為本，推進供應鏈管理
PROMOTE SUSTAINABLE SUPPLY CHAIN MANAGEMENT

33 以人為本，提供至臻服務
ADHERE TO THE PEOPLE-ORIENTED AND PROVIDE EXCELLENT SERVICES

合規為基 築牢公司治理

CONSOLIDATE CORPORATE
GOVERNANCE BASED ON COMPLIANCE

嚴控風險管理

Strict control of risk management

遠洋服務擁有獨立且經驗豐富的管理團隊負責制定公司策略指引，監督公司業務表現。同時，我們建立了完善的管理體系，以確保風險管理以及相應內部監控系統有效性，為公司和利益相關方帶來長遠利益。

Sino-Ocean Service has an independent and experienced management team responsible for setting the Company's strategic guidelines and monitoring its business performance. At the same time, we have established a comprehensive management system to ensure the effectiveness of risk management and corresponding internal control systems for the long-term benefit of the Company and its stakeholders.

2021年公司進一步完善了《全面風險管理制度》《內部審計管理制度》等14個風險管理制度並嚴格執行。通過建立、制定及管理內部監控系統的程序，培養合規文化，實施各項措施識別、評估及管理業務營運風險。本公司風險控制部進行例行檢查，並報告任何不合規情況，以確保嚴格遵守相關法律法規。成立審核委員會，監督財務記錄、內部監控程序及風險管理系統。委任專業公司作為合規顧問，聘請外部法律顧問，確保公司遵守相關法律規範和監管要求。

In 2021, the Company further improved and strictly implemented 14 risk management systems such as the "Comprehensive Risk Management System" and the "Internal Audit Management System". Procedures of the internal control systems have been developed, formulated, and managed and a culture of compliances has been fostered, while measures to identify, assess and manage risks in business operations have been implemented. The Risk Management Department of the Company conducts routine inspections and reports any non-compliance to ensure stringent adherence to relevant laws and regulations. An Audit Committee is established for the supervision of financial records, internal control processes and risk management systems, while professional institutions are appointed as compliance consultants and external legal counsels are engaged to ensure compliance with relevant legal norms and regulatory requirements.

本年度，我們未發現ESG相關重大風險。若識別出ESG相關風險，公司將依據《全面風險管理制度》及相關專業制度規範，對ESG相關風險實施分類管理、建立風險資訊清單、制定風險應對措施並及時開展整改。

During this year, we did not identify any significant ESG-related risks. If ESG-related risks are identified, the Company will implement classified management of ESG risks, establish a risk information list, formulate risk response measures, and make rectification in a timely manner in accordance with the "Comprehensive Risk Management System" and the relevant regulations.

廉潔透明 完善廉潔體系

INTEGRITY AND TRANSPARENCY,
IMPROVE THE INTEGRITY SYSTEM

公司嚴格遵循《中華人民共和國反不正當競爭法》《最高人民法院、最高人民檢察院關於辦理貪污賄賂刑事案件適用法律若干問題的解釋》《最高人民法院關於審理貪污、職務侵佔案件如何認定共同犯罪幾個問題的解釋》等法律法規，進一步修訂《違紀處理辦法》《回避管理辦法》《監察案件檢查與審理管理辦法》《舉報與申訴管理辦法》，防止賄賂、腐敗、欺詐及洗黑錢等不正當競爭，推進廉潔建設。公司董事及員工每年需接受廉潔從業教育及合規培訓；通過日常內部審計工作發現的違規問題及線索及時移交監察處理。2021年，本公司或其僱員均未發生貪污、賄賂、勒索、欺詐及洗黑錢等重大法律訴訟案件。

In strict compliance with the Law of the People's Republic of China Against Unfair Competition, the Interpretations of the Supreme People's Court and the Supreme People's Procuratorate on Certain Issues relating to Laws Applicable to Criminal Cases of Corruption and Bribery and the Interpretations of the Supreme People's Court on Certain Issues relating to the Ascertainment of Complicity in the Trial of Cases of Corruption and Embezzlement Through Official Capacities and other laws and regulations, the Company has further revised the "Measures for the Handling of Disciplinary Violations", the "Administrative Measures on Abstention", the "Administrative Measures for the Inspection and Trial of Supervisory Cases" and the "Administrative Measures on Whistleblowing and Appeal" to prevent bribery, corruption, fraud, money laundering and other behaviours of improper competition and promote honesty and integrity. All the employees shall receive integrity education and compliance training every year. The violation problems and clues found through daily internal audit work shall be transferred to supervision in a timely manner. In 2021, neither the Company nor any of its employees was subject to any significant lawsuits relating to corruption, bribery, extortion, fraud, or money laundering.

廉潔體系建設

Developing a regime of business integrity

為強化公司管理，建設「開放、透明、分享、責任」的企業，遠洋服務積極推進廉潔體系建設，優化崗位分工，暢通舉報通道，完善處理流程，保障公司快速、持續、穩定、健康發展。

To enhance the Company's management and to develop an "open, transparent, sharing and responsible" enterprise, the Company has been actively advancing the development of a regime of business integrity by optimising the division of duties, providing open reporting channels, and improving the handling process for whistleblowing, to safeguard rapid, continuous, stable, and healthy development for the Company.

優化崗位分工

Optimising the division of duties

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

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

暢通舉報渠道

Providing open reporting channels for whistleblowing

嚴格執行《舉報與申訴管理辦法》，由風險控制部設立監察崗位接受員工、供應商及內外部合作方的匿名或實名舉報，調查並登記貪污賄賂、腐敗事件的線索資訊；對舉報的登記受理、處理工作予以規範化、程序化，對舉報人、申訴人和舉報、申訴內容保密，並要求任何組織和個人不得向被舉報人和無關人員洩漏相關資訊。我們要求所有管理人員、部分項目要求新入職人員簽署《廉潔自律承諾書》，並在合同中添加監察舉報郵箱並更新反商業賄賂條款，預防並杜絕新生腐敗，鼓勵員工對違紀線索進行舉報。

The Company strictly implements the “Administrative Measures on Whistleblowing and Appeal”. The Risk Management Department establishes supervisory positions to receive anonymous or real-name reports from employees, suppliers and internal and external partners, investigate and register clues of corruption, bribery and corruption events. The Risk Management Department standardizes and routinizes the registration, acceptance and handling of reports, and keeps the informants, complainants, the contents of reports and complaints confidential, and requires any organizations or individuals shall not disclose relevant information to the person involved in the reports and unrelated personnel. The Company has required all managers and some projects has required new recruits to sign the “Undertaking of Business Integrity and Self-discipline” and added clauses on monitoring and whistleblowing mailbox and anti-commercial bribery in its contracts to prevent and eliminate emerging corruption and encouraged employees to report disciplinary clues.

完善處理流程

Improve the handling process

公司始終堅持實事求是、制度面前人人平等的原則，嚴格執行《監察案件檢查與審理管理辦法》《舉報與申訴管理辦法》等制度。公司採用雙人調查，調查與審批相分離，建立申訴與覆核機制以及投訴、申訴的保密機制，嚴肅執行紀律，保障公司健康可持續發展。

The Company always adheres to the principle of seeking truth from facts and equality in front of the system, and strictly implements the "Administrative measures for the Inspection and Trial of Supervisory Cases", the "Administrative Measures on Whistleblowing and Appeal" and other systems. The Company adopts a two-person investigation, separates investigation from approval, establishes an appeal and review mechanism as well as a confidentiality mechanism for complaints and appeals, strictly enforces discipline, and ensures the healthy and sustainable development of the Company.

自2020年，各單位、項目相繼完成違紀舉報公示牌更新工作，並開展「違紀舉報」公示牌煥新檢查。組織各區域、業務中心、專業公司對全部在管項目「違紀舉報公示牌」設置情況開展全面自查；要求在桌置牌和牆貼牌上公示舉報郵箱、舉報電話，並標明舉報範圍。2021年，公司通過檢查，加強了員工對公司廉潔體系建設的重視程度，並進一步拓寬監督舉報渠道。目前，公司在辦公區、345個項目（含案場）共設置公示牌799個，其中桌置牌407個、牆貼牌392個，較去年設置桌置牌182個、牆貼牌174個，有顯著提升。

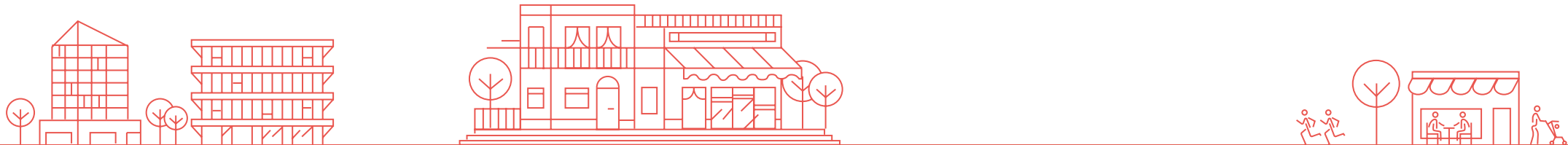
Since 2020, all departments and projects have consistently updated the bulletin boards for reporting violations of discipline, and carried out the inspection of the renewal of the "Disciplinary Report Bulletin Board". A full-scale self-inspection of installation of the bulletin board was organised for all projects under management among all regions, business centres and specialised companies requiring the display of the mailbox and telephone number for reporting and the indication of the reporting scope on desktop notice boards and wall-mounted notice boards. In 2021, we have strengthened employees' attention to the construction of integrity system of the Company and further broadened the channels of supervision and reporting through the inspection. At present, the Company has set up a total of 799 bulletin boards in the office area and 345 projects (including the site), including 407 desktop notice boards and 392 wall-mounted notice boards, compared with last year, there were 182 desktop notice boards and 174 wall-mounted notice boards, which was a significant increase.

我們對違紀舉報郵箱及電話進行公示，為公司內部、外部合作方、客戶群眾針對公司員工、部門發生的違紀問題提供有效舉報途徑，對違反規定並構成犯罪的員工，將被移送司法機關處理；公司要求各項目在業務場所張貼公司禁止個人帳戶收款提示，告知客戶如發現私人帳戶接受業主繳費的，通過違紀舉報途徑進行舉報。

We publicize the disciplinary reporting email address and phone number to provide effective reporting channels for internal and external partners and customers to report violations committed by the Company's staff and departments. Staff who have violated regulations and committed criminal offences will be handed over to the judicial authorities. The Company requires each project to post a reminder that the Company forbids employees from using private accounts to receive payments in the business and inform owners that they can report any such cases through the disciplinary reporting channels.

本年度，遠洋服務統一協同辦公平台系統（「BPM系統」）「違紀舉報」專欄上線。我們通過此專欄向遠洋服務全員進行宣貫，進一步拓寬和暢通了違紀舉報渠道，為反貪污案件的線索搜集與查辦助力。員工可以通過內部流程系統進行舉報；同時，我們也會在BPM系統中發佈相應的處分通知。

This year, the "Disciplinary Reporting" column in Sino-Ocean Service's unified collaborative business process management system ("BPM system") was launched. Through this column, we publicized to all the members of Sino-Ocean Service, further broadened and opened up the channels of disciplinary reporting, and helped to collect and investigate clues of anti-corruption cases. Employees can make reports through the internal process system, meanwhile, we will also issue corresponding disciplinary notices in the BPM system.



廉潔從業教育
INTEGRITY EDUCATION

員工廉潔自律承諾
Staff undertaking of business integrity and self-discipline

為貫徹執行公司「弘揚正氣、廉潔自律，簡樸辦公、反對奢華」的中高管行為準則，增強各級管理人員的廉潔自律意識，公司要求所有管理人員及北京區域、華中華西區域、環渤海區域部分項目所有新入職人員簽署《遠洋服務管理人員廉潔自律承諾書》，保證在內外交往中保持簡單透明的業務關係，對有損公司利益及形象的行為進行監督、舉報，不包庇、不袒護違法違規現象和人員。

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

定期開展廉潔從業宣貫工作
Regular promotion of practicing business integrity

公司重視廉潔從業宣貫，特別是對易發、多發腐敗的重點環節、重要崗位人員的監督和宣貫。為進一步提升員工職業道德修養，並結合遠洋服務各項廉潔制度要求，構建廉潔從業的底線思維，2021年公司總部及各重點區域公司共開展以「廉潔從業教育及內部審計合規」為主題的反貪污培訓共計43場，採用線上線下相結合的方式擴大培訓對象範圍，覆蓋董事、管理人員以及員工共計5,000餘人，並組織參訓人員完成在線考試，強化培訓效果。公司亦向董事提供有關法律合規、廉潔從業的培訓，以保障健全的企業管治，確保其繼續在具備全面信息及切合所需的情況下對董事局作出貢獻，參與培訓的董事人數比例為100%。

The Company prioritises the promotion of practicing business integrity, with a special emphasis on supervision and promotion with respect to key segments and personnel of key positions prone to corruption. To further improve the professional ethics of employees, combine with the requirements of the integrity system of Sino-Ocean Service and build a bottom-line mindset of integrity, in 2021, a total of 43 anti-corruption training sessions on the theme of "Integrity Education and Internal Audit Compliance" were conducted at the Company's headquarters and major regional companies by way of a combination of online and offline to expand the scope of training targets, covering a total of more than 5,000 people, including directors, managers, and employees. An online test was organised for participants afterwards to consolidate the effect of training. The Company also provides training on legal compliance and integrity practices to directors to ensure sound corporate governance and to ensure that they contribute to the Board in a well-informed and appropriate manner. The proportion of Directors attending the training is 100%.

案例：廉潔從業培訓
Case: Business Integrity Training

保密規定與廉潔從業培訓：

通過本培訓進一步提升職業道德修養，愛崗敬業、忠於職守、有奉獻精神，結合遠洋服務各項廉潔制度要求，構建廉潔從業的底線思維，並幫助員工職業成長。

第一期“啟航”訓練營：

對新加入遠洋服務的管理者進行風控及廉潔從業宣貫，構建廉潔從業文化。

廉潔從業教育及業務審計合規培訓：

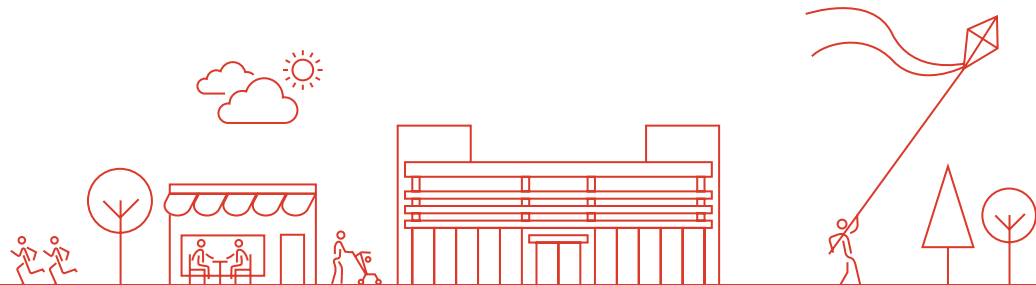
通過本次培訓，本集團進一步明確了風險管理底線，提高員工風險合規和廉潔從業意識。

廉潔從業培訓
Business Integrity Training

廉潔從業教育培訓覆蓋董事、管理人員以及員工共計

5,000餘人

The business integrity education and training covers more than 5,000 people, including directors, management staff and employees



可持續發展為本
推進供應鏈管理

PROMOTE SUSTAINABLE SUPPLY CHAIN
MANAGEMENT

1. 供應商管理
1. VENDOR MANAGEMENT

加強制度建設
Enhancing the development of systems

公司設置採購委員會負責供應商管理與評價機制建設，及戰略採購、集中採購項目類供應商的選定、管理、評價及監督；

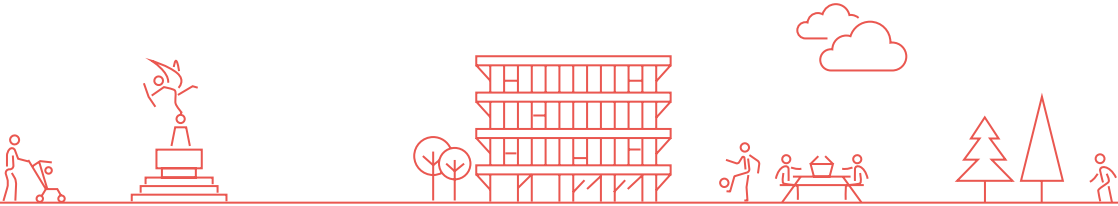
經營管理部管理公司供應商庫，對供應商入庫、出庫、黑名單、考評分級統一管理；

各城市、專業公司及項目積極執行供應商管理制度，提高自身責任交易。公司與供應商合作，遵守「守合同、重信用」，均要求供應商簽署《廉潔自律承諾書》，推動供應商持續履責，共同維護採購環境。

The Company has set up a Procurement Committee to be responsible for the development of a supplier management and evaluation mechanism, as well as the selection, management, evaluation, and supervision of suppliers of items under strategic procurement and centralised procurement;

The Company's database of suppliers is managed by the Operations and Management Department, which supervises the admission, removal, blacklisting, appraisal, and classification of suppliers;

The specialised companies and projects of each city have actively implemented the supplier management system with improved self-responsibility trading. Cooperation between the Company and its suppliers has been based on the "Compliance with contracts and emphasis on creditworthiness". Suppliers are required to sign the "Commitment to Integrity and Self-discipline" to drive continuous fulfilment of duties by suppliers and a joint effort to safeguard the environment for procurement.



責任採購
Responsible procurement

公司嚴格遵循《採購管理規範》，秉持公平、公正的招採原則，確保招採流程合乎商業慣例，絕不容忍在業務運營或供應鏈中出現任何形式的貪污腐敗行為；

同時，我們將社會責任的理念全面融入採購的各個環節，從可持續角度出發，積極踐行綠色採購，持續關注供應商環境及社會責任履行情況；

提升供應鏈人員專業化水準，嚴控採購合規風險，致力於構建透明合規的可持續供應鏈體系。

The Company strictly follows the "Procurement Management Regulations" and adheres to the principle of fair and impartial procurement, ensures that the procurement process is in line with business practices, and never tolerates any form of corruption in business operations or the supply chain;

At the same time, we fully incorporate the idea of social responsibility into all steps of procurement. From the perspective of sustainability, we actively implement green procurement and continuously pay attention to the performance of suppliers' environmental and social responsibilities;

We also focus on improving the professionalism of supply chain personnel, strictly controlling procurement compliance risks, and dedicating ourselves to building a transparent and compliant sustainable supply chain management system.

嚴格供應商入庫
Strict supplier access process

公司重視供應商品質管制，對供應商可能存在的環境及社會風險問題進行識別，編制《遠洋服務採購管理授權審批表》，嚴格審批流程，組織評審組實施供應商現場考察，從服務、業績、人員、公司等多維度進行評審，並編制供應商考察報告，評審合格的供應商進入合格供應商庫，方可開展後續合作。

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

注重履責考評
Emphasis on appraisal of duty fulfilment

為提升供應商可持續履責表現，我們組織需求部門、專業部門定期開展供應商考察，採取月度、季度、年度考評相結合的方式，對與遠洋服務簽訂採購合同的供應商進行考評。使用單位每月對供應商進行履約評價，對履約過程中出現的不符合合同約定或其他明顯的工作過錯的供應商進行約談，填寫「供應商約談記錄表」，給出處理建議和明確整改時間，並跟蹤整改結果，以此作為參考調整供應商等級，對考評不合格且整改未達標供應商進行更換。不定期對各城市、專業公司已評審供應商進行抽查，抽查數量每年不低20%。此外，在供應商季度考評中，我們將供應商使用環保設備或材料的情況納入考評項，並優先選擇提供環保產品或服務的供應商。

To enhance suppliers' performance in continuous duty fulfilment, we organize demand and professional departments to conduct regular supplier inspections. A combination of monthly, quarterly, and annual appraisal has been adopted to assess suppliers which have signed purchase contracts with Sino-Ocean Service. Departments as service users provide assessment on suppliers' contract performance each month and hold meetings with suppliers who did not comply with the contract or who committed other notable errors during the course of performance. A "Suppliers' Meeting Record" will be completed, providing suggestions for solving the issues and specifying the timeframe for rectification. The rectification status will be monitored and based on which the suppliers' classification might be revised, while suppliers that have failed the appraisal and further failed to rectify according to required standards will be replaced. No less than 20% of the suppliers of city companies and specialised companies that have passed the assessment are randomly inspected from time to time each year. In addition, in the quarterly evaluation of suppliers, we take into account the use of environmental-friendly equipment or materials by suppliers, and give priority to suppliers that provide environmental friendly products or services.



以人為本 提供至臻服務

ADHERE TO THE PEOPLE-ORIENTED
AND PROVIDE EXCELLENT SERVICES

實施分級管理

Management by tier

我們根據年度考評的結果，將供應商劃分為戰略供應商、優秀供應商、合格供應商和不合格供應商四個等級類別，並實行動態管理，激勵共同履責，踐行可持續發展。公司建立黑名單制度，由各項目每月確認，被列入供應商黑名單的供應商，將取消入庫資格，五年內不得進入。同時，我們積極對供應鏈各個環節的環境及社會風險進行識別，確保供應商遵守本地法律法規，以促進供應商環境與社會風險管理水準的提升。

Based on the results of the annual evaluation, suppliers are classified into four tiers, namely, strategic suppliers, excellent suppliers, compliant suppliers, and non-compliant suppliers, and are subject to dynamic management to encourage joint fulfilment and pursuit of sustainable development. The Company has established a blacklist system, which is confirmed by each project monthly. Suppliers who are included in the supplier blacklist will be disqualified and not be allowed access for five years. At the same time, we actively identify environmental and social risks in all aspects of the supply chain to ensure that suppliers comply with local laws and regulations to promote the improvement of suppliers' environmental and social risk management.

2021年
遵守遠洋服務
供應商管理制度

750家供應商

In 2021, 750 suppliers complied with the Sino-Ocean Service supplier management system

對與遠洋服務
簽訂採購合同的
供應商進行考評

20%年抽查率

Evaluate suppliers who have signed purchase contracts with Sino-Ocean Service, with an annual sampling rate of 20%

助力供應商成長

Supporting the development of suppliers

公司視供應商為長期合作夥伴，不斷加強與供應商的溝通與交流，積極為供應商提供反腐倡廉、秩序專業、環境專業等相關培訓，幫助供應商更快成長，推動可持續發展的供應鏈建設。

The Company regards suppliers as long-term partners and consistently enhances communication with them. We actively provide anti-corruption, discipline and environmental training for suppliers to supporting their development and promote the construction of a sustainable supply chain.

遠洋服務嚴格遵守《中華人民共和國廣告法》《中華人民共和國產品品質法》《中華人民共和國消費者權益保護法》《中華人民共和國反不正當競爭法》等與產品服務廣告的傳播推廣、產品服務標籤相關的法律法規，切實保障客戶的合法權益；

通過提升服務品質、落實安全責任、強化產權保護等提高客戶滿意度、提升品牌知名度，努力發展成為中國領先的專注中高端物業的綜合性物業管理服務提供者、資產價值及美好生活的創造者。

Sino-Ocean Service genuinely protects customers' lawful interests in stringent compliance with the Advertising Law of the People's Republic of China, the Product Quality Law of the People's Republic of China, the Law of the People's Republic of China on the Protection of the Rights and Interests of Consumers, the Law of the People's Republic of China Against Unfair Competition and other laws and regulations pertinent to the propagation and promotion of advertisements for products and services and labels of products and services;

We seek to enhance customer satisfaction and brand recognition by improving service quality, implementing safety responsibility and strengthening protection of property rights, as we endeavour to grow into a leading comprehensive property management service provider in China focused on mid-to-high-end properties and an asset value and quality life maker.

1.精研客戶滿意

1. ENHANCE CONSUMER SATISFACTION

遠洋服務一直秉承「懂心意·有新意」的服務理念，旨在提供可使生活便利的優質物業管理服務，並為業主及住戶營造更具價值的生活環境及體驗。憑藉綜合優質服務，公司贏得全國性的良好聲譽。

In persistent adherence to the service philosophy of "Being understanding and innovative", Sino-Ocean Service aims to provide premium property management services that make available conveniences in daily life and foster a more valuable living environment and experience for property owners and residents. The Company has garnered nationwide reputation for its high-quality and comprehensive services.

(1) 客戶溝通

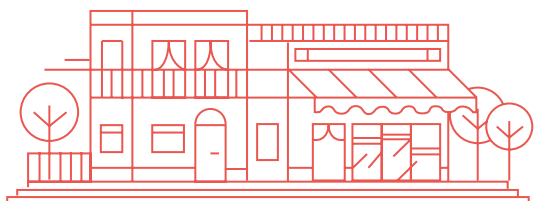
(1) COMMUNICATION WITH CUSTOMERS

公司積極探索客戶關係管理，旨在通過專注為客戶創造優越價值，並提供令其滿意的服務，從而建立及維持可持續的長期客戶關係。公司定期在業主和住戶中進行滿意度調查，開展神秘客戶調查，通過電話查詢積極發現問題；

編制年度和月度物業管理工作報告，供所管理社區的所有業主查閱；開通資訊服務平台、24小時為業主和住戶提供服務的免費客服熱線等多個客戶溝通渠道，更好了解及應對客戶的需求和要求。2021年，公司未收到來自客戶對公司營運或商業信譽造成重大不利影響的投訴。

The Company has been actively engaged in customer relationship management with the aim of building and maintaining sustainable, long-term customer relationships by focusing on creating superior value for customers and providing services to their satisfaction. The Company conducts satisfaction survey among property owners and residents on a regular basis, complemented by mystery customer surveys and proactive telephone enquiries to identify potential issues.

Annual and monthly property management work reports have been prepared for inspection by all owners of the communities under our management. Multiple channels for communication with customers, including an information service platform and a toll-free customer service hotline serving property owners and residents on a 24-hour basis, have been established for a better understanding and response to customers' needs and demands. In 2021, the Company has not received any complaints from customers that have had a significant adverse impact on the Company's operations or business reputation.





客戶滿意度調查

Customer satisfaction survey

聘請獨立第三方研究員進行業主及住戶滿意度調查，隨時監督客戶滿意度，糾正物業管理服務中的不足之處，通過提升優質物業管理服務的聲譽來繼續提高公司的品牌知名度。根據專業第三方（賽惟諮詢）的調查結果，2021年我們的客戶滿意度為86%，與2020年持平，高於行業平均滿意度。

Independent third-party researchers have been engaged to conduct customer satisfaction survey with our property owners and residents to monitor the customer satisfaction level from time to time and to rectify any deficiency in our property management services, such that our brand recognition will be enhanced through our reputation for the provision of premium property management services. According to the results of professional independent surveys conducted by Savi Consulting, our customer satisfaction rate in 2021 is 86%, which is similar to that of 2020 and higher than the average satisfaction rate for the industry.

客戶回饋管理

Customer feedback management

在日常業務營運過程中，公司重視服務品質評價，鼓勵業主或住戶面對面或通過電話與物業管理人員聯繫，主動解決業主和住戶有關服務品質以及提供此類服務所用材料的回饋、建議和投訴。遠洋服務通過「400呼叫中心」與項目服務品質監督等方式，傾聽客戶心聲，快速響應、處理與反饋。2021年遠洋服務累計受理各類客訴3,536單（包含投訴、諮詢、建議等），投訴處理率100%，客戶投訴滿意率96%。在處理客戶投訴時，我們在符合服務標準的前提下追尋「略高原則」，以贏得客戶理解與滿意。

The Company values the feedback on its service quality in day-to-day business operation. Property owners and residents are encouraged to contact our property management officers through personal visits or telephone calls, while the Company adopts a proactive approach to deal with any feedback, suggestions and complaints of property owners and residents in relation to service quality or materials used in the provision of services. Through the "400 Contact Centre" and project service quality supervision, Sino-Ocean Service listens to the voice of customers, responds quickly, processes, and gives feedback. In 2021, Sino-Ocean Service handled 3,536 counts of customer claim orders (including complaints, consultation, and suggestions) with a 100% claim settlement rate and 96% customer claim satisfaction rate. In handling customer complaints, we pursue the "Slightly Better Principle" under the premise of meeting our service standards to win customer understanding and satisfaction.



對於收到的投訴，物業管理團隊一般需要在兩小時內回覆，據投訴的性質及嚴重程度，負責人員將在必要時前往有關物業解決問題；
The property management team is generally required to respond to a complaint within two hours after receipt. The officer in-charge will visit the property concern where necessary to solve the issue, depending on the nature and seriousness of the complaint;



根據內部監控政策，建立內部程序記錄、處理及回應客戶的回饋、建議和投訴，通過在內部系統上創建日誌來記錄、分析及評估此類客戶回饋，並由項目管理團隊定期審查及監控處理進度，確保及時處理、解決所有投訴；

Internal monitoring procedures have been established for the recording and handling of and response to customers' feedback, suggestions, and complaints in accordance with internal control policies. Such customer feedback is recorded, analysed, and assessed through the generation of daily logs in the internal system, and the progress of handling is regularly examined and monitored by the project management team to ensure timely handling and settlement of all complaints;



針對發現的任何問題，召開會議並及時組織和實施整改措施。
Meetings will be held to address any issues identified and corrective measures will be organised and implemented in a timely manner.

(2) 客戶信息保護

(2) PROTECTION OF CUSTOMER INFORMATION

遠洋服務嚴格遵守《中華人民共和國網路安全法》《中華人民共和國個人信息保護法》等法律法規及關於信息安全與隱私保護的相關規定，制定《客戶信息檔案管理作業指導書》，以規範客戶檔案管理，確保客戶信息完整、準確與安全，更好地對客戶開展服務。客戶信息檔案通過書面資料保存與系統管理兩種方式，分別保存於檔案室與客戶關係管理（CRM）系統。各項目設立獨立檔案室並配置檔案櫃，由專人進行檔案室管理，嚴格執行檔案借閱管理制度。待客戶基礎信息錄入CRM系統後，管家根據管轄權限經審批後可對信息進行查詢及更新。

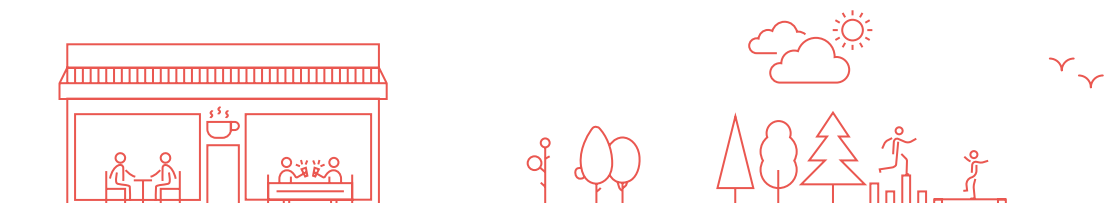
In strict compliance with laws and regulations such as the Cybersecurity Law of the People's Republic of China, the Personal Information Protection Law of the People's Republic of China and pertinent provisions on information security and privacy protection, the Company has formulated the "Guidebook for the Management and Operation of Customer Information Files" to regulate the management of customer files and ensure the completeness, accuracy, and safety of customers information, such that better services could be provided to customers. Customer information archives are stored in the archives room and the customer relationship management (CRM) system by two ways: written data preservation and system management. Each project sets up an independent archive room and configures the archive cabinet, which is managed by special personnel and strictly implements the archive lending management system. After the basic customer information is input into the CRM system, the butler can query and update the information after approval according to the jurisdiction.

針對公司運營的各類APP，我們制定專門的「隱私政策條款」，並在各APP中發佈，以便客戶了解自身權益。我們對電子版客戶信息文件資料加密處理，設置存取權限，在沒有得到授權或批准的情況下，嚴禁透露給內部無關人員和外部人員。為進一步保障信息系統與使用者隱私資料安全，公司將使用者隱私相關的資料存儲在設立有專門的防火牆和權限存取機制的「阿里雲伺服器」；

並明確信息系統安全運行的責任部門，規範信息系統的權限管理、突發事故處理、機房管理、資料備份及恢復等具體工作。2021年，公司發生使用者隱私資料洩露0次、資料丟失0次、系統被非法訪問0次、全年系統無故障率100%。本年度未發生客戶隱私相關洩露事件和輿情。

For each type of APP operated by the Company, we formulate special "Privacy Policy Terms" and publish them in each APP so that customers can understand their rights and interests. Electronic files containing customer information are encrypted and access to such files is subject to clearance. Unauthorised or unsanctioned disclosure of such information to irrelevant internal staff and external parties is strictly prohibited. To further ensure the security of information system and user privacy data, the Company stores user privacy-related data in "Elastic Compute Service" with special firewall and access mechanism;

A designated department has been assigned with the responsibility of ensuring safe operation of information systems, while specific tasks, such as clearance management for information systems, response to emergencies, server room management, data back-up and recovery, have all been provided for in regulated terms to safeguard data security of information systems. In 2021, the Company recorded 0 instances of leakage of private data of users, 0 instances of inadvertent loss of data and 0 instances of illicit system access and a 100% clean sheet against system breakdown for the year. No customer privacy-related leakage events and public opinion incidents occurred during the year.



2.服務品質提升
2. ENHANCING SERVICE QUALITY

遠洋服務注重多方面品質管理，不斷提升服務品質，始終維持優質及差異化的業務水準，強化服務水準，以維護品牌形象、不斷提高品牌知名度並打造行業標杆。我們通過強化員工的最新知識及技術水準，並以專業物業管理團隊與線上服務平台相結合的方式提升客戶滿意度及忠實度；始終為業主提供不斷優化的高品質服務，持續提升業主及住戶的生活體驗及滿意度，創建更加健康便利的生活社區。

Sino-Ocean Service pays attention to quality management in various aspects, continuously improves service quality, always maintains high-quality and differentiated business standards, strengthen service levels to maintain brand image, continuously improves brand reputation and builds industry benchmarks. We enhance customer satisfaction and loyalty by strengthening the latest knowledge and technical standards of our employees, and combine a professional property management team with an online service platform. We always provide owners with continuously optimized high-quality services, continue to improve the life experience and satisfaction of owners and residents, and create a healthier and more convenient living community.

(1) 優化品質管理

(1) OPTIMISING QUALITY MANAGEMENT

服務品質及品質控制是遠洋服務業務長期致勝的關鍵。公司通過建立全面的品質控制制度及專業的品質控制團隊，以專注於在整個運營過程中維持服務標準、使服務流程標準化及監督服務品質。

Service quality and quality control is the key to the long-term success of Sino-Ocean Service business. By establishing a comprehensive quality control system and professional quality control team, the Company focuses on maintaining consistent service standards, standardising service procedures and monitoring service quality throughout its operation.



(2) 提升服務效能

(2) ENHANCING THE EFFECTIVENESS OF SERVICE

遠洋服務致力於推進標準化、自動化及數字化管理，以優化運營流程、提升效率及客戶體驗，力求通過資訊化技術增強競爭力，站在行業發展的前端。公司目前已開始利用多種智能化系統，以改善業主及住戶的居住體驗。

Sino-Ocean Service is committed to the advancement of standardised, automated, and digitalised management for the optimisation of operating processes and enhancement of efficiency and customer experience, and strive to enhance competitiveness through information technology to stand at the forefront of industry development. The Company has started to utilize various intelligent systems to improve the living experience of owners and residents.



物業管理服務

Property management services

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

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

第三方分包商管理

Management of third-party contractors

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

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

標準化

Standardisation



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

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

自動化

Automation



採用自動化系統，確保員工在提供物業管理服務時遵守品質標準，更好地為業主服務。

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

數字化

Digitalisation



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

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

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

With the continuous updating and improvement of information technologies such as Internet of Things, sensor network and network communication technology, the traditional property management model will be transformed and upgraded. Sino-Ocean Service keeps pace with the times, is committed to implementing standardized, automated, digital, and intelligent management, and constantly explores and improves its own product and service operation system. The products have been upgraded and replaced several times to create a new smart community solution of "owner application end + property end software as a service (SAAS) system end + system integration end".

(3) 系統升級，智慧科技赋能物業服務**(3) PROPERTY MANAGEMENT EMPOWERED BY
SYSTEMS UPGRADE AND SMART TECHNOLOGY**

隨著全業務報表系統、社區資源管理系統、繳費智慧系統和智慧家居系統陸續升級上線運行，遠洋服務將圍繞經營、社區、業主三大維度，實現大數據平台和服務平台突破性升級，應用智慧科技為服務赋能。通過「遠洋服務社區資源管理系統」，我們實現了項目資源線上管理，提高了資產盤點效率，線上分析等線上流程化管理，通過視覺化管理與統計分析，即時掌握資源情況，知道運營策略與推廣計劃。

With the successive upgrade and operation of the complete service statement system, community management system, smart payment system and smart home system, Sino-Ocean Service will achieve breakthrough and upgrade in its big data platform and servicing platform pivoting on the three major dimensions of operation, community and owners, in a bid to empower its services with intelligent technologies. Through the Sino-Ocean Service Community Resource Management System, we have realized the online management of project resources and improved the efficiency of asset inventory, online analysis, and other online process management. Through visual management and statistical analysis, we can grasp the situation of resources and know the operation strategy and promotion plan on time.

搭建平台，打造智能化物業生態圈**Building a platform to create an intelligent property business ecology**

遠洋服務通過億管家、億家生活、億家修、億空間以及電子樓宇自動化 (EBA) 系統等多元化智能服務平台，為使用者提供便捷可靠的服務，為合作夥伴提升工作效率、降低運作成本，最終與業主、住戶、其他客戶及業務合作夥伴之間實現智能化物業生態圈。同時，我們的多元化智能服務平台均設有專門的運營維護團隊，負責向用戶提供技術支援，保障智能化物業生態圈平穩運行。

Through a variety of smart service platforms, including "Yi Butler", "Yi Life", "Yi Maintenance", "Yi Space" and the electronic building automation (EBA) system, Sino-Ocean Service provides users with convenient and reliable services, helps partners to enhance their work efficiency and lower operating cost, and ultimately develops an intelligent property business ecology with property owners, residents, other customers, and business partners. Meanwhile, our diversified intelligent service platform has operation and maintenance teams, which is responsible for providing technical support to users and ensuring the stable operation of the intelligent property ecosystem.

**億管家
Yi Butler**

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

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

**億家生活
Yi Life**

為業主及住戶訪問及使用公司服務，包括一站式社區生活服務的綜合服務平台；

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

**億家修
Yi Maintenance**

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

A service platform supported by professional engineers and focused on the maintenance of public facilities and electrical appliances, as well as interior renovation of residential communities;

**億空間
Yi Space**

是一個可供業主及住戶於社區獲取便捷存儲服務的應用程式；

An APP that enables property owners and residents to obtain convenient storage services in the community;

EBA

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

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

(4) 建設幸福家園**(4) BUILDING HAPPY HOMES**

遠洋服務以客戶滿意為中心，高效回應各項訴求，讓客戶擁有便捷、可靠、滿意、驚喜的服務體驗，營造和諧幸福社區。公司圍繞業主及社區住戶家庭生活所需，深耕社區零售、美居、養老等業務。依託自身基礎物業服務優勢，我們全面整合各類專業資源，有針對性地向社區內業主和住戶提供高品質、多種類的服務和產品，滿足業主與使用者的多元需求，努力與國家宣導的「城市一刻鐘便民生活圈建設」同步，發展社區便民服務。

The Company addresses various demands in a highly efficient manner with the primary aim of ensuring customer satisfaction, such that customers could experience services that are convenient, reliable, satisfactory, and full of surprises, while blissful and harmonious communities will be created. Focusing on the needs of the owners and community residents' family life, the Company has deeply cultivated the business of community retail, pension and so on. Relying on the advantages of our own basic property services, we fully integrate various professional resources, providing high-quality and diverse services and products to owners and residents in the community, and meeting the diversified needs of owners and users, and strive to synchronize with the "construction of a quarter-hour convenient living circle in the city" advocated by the government to develop community convenience services.



精細服務有品質

OFFERING QUALITY THROUGH REFINED SERVICES

遠洋服務致力於以卓越服務能力為客戶創造高品質的美好生活，以匠人精神將用心服務浸透到每一個瑣碎日常。本年度，公司全面提升團隊綜合服務素質，加強對員工與人溝通及協作能力的培訓，並樹立正確的職業理念。為了給業主提供更優質，更全面的服務，我們實行「樓管責任制」，即每棟樓均有管家，為所管轄區域的業主及時、高效地處理訴求，不斷優化、完善服務體系流程，打造規範化、精準化物業管理制度。

Sino-Ocean Service is committed to providing pleasant living with premium quality to customers on the back of its excellent servicing ability, providing meticulous service with fine craftsmanship that takes care of every minute detail in daily life. This year, the Company has improved the quality of the team's comprehensive service, strengthened the training of the employee's communication and cooperation ability with setting up the correct career philosophy. To provide owners with better and more comprehensive services, we implement the "Building Management Responsibility System", each building has a butler, for the area under the jurisdiction of the owners of the timely and efficient processing demands, constantly optimize, and improve the service system process, to create a standardized and accurate property management system.

案例：與業主共度佳節 CASE: CELEBRATING THE FESTIVALS WITH THE OWNERS

歡樂鬧元宵：

我們為業主準備了手工製作燈籠、套圈、剪紙等互動環節，與業主共同構建友好關係，營造良好的文化氛圍。

Happy Lantern Festival:

We prepared interactive activities such as handmade lanterns, rings, and paper cutting for the owners to build a friendly relationship with the owners and create a good cultural atmosphere.



共度中秋佳節：

通過設計各類手工製作、觀影、晚會演出、中秋廟會等豐富多彩的活動，物業員工與遠洋業主一起共同度過團圓美好的中秋月夜。

Enjoy the Mid-Autumn Festival together:

Through participating in the design of various handmade activities, watching movies, evening performances, Mid-Autumn festival temple fair, and other colourful activities, the employees, and the property owners spent a happy Mid-Autumn festival night.



人文關懷有溫度

HEART-WARMING CARE FOR THE PEOPLE



遠洋服務組織開展多種形式的線上線下社文活動，為不同年齡、不同需求的業主提供多層次、多類型的服務，增進與業主之間的情感，營造和諧的鄰里關係，打造最有溫度的生活禮遇。
Sino-Ocean Service has organised a variety of online and offline social and cultural activities to provide services at multiple levels and in multiple categories for property owners of different age groups and with different needs. Such activities have enhanced our bond with property owners, fostered harmonious neighbourhoods and provided a most heart-warming experience.



遠洋服務搭建「睦鄰社、悅活社、萌寵社」三大社群，吸引業主及社區住戶參與線上討論和線下活動，宣導積極的生活方式。我們開展多種社區文化活動，並在日常生活中，從節日活動、健康義診、便民服務等維度出發，豐富社區居民的日常生活。

Sino-Ocean Service has built three communities, namely "Harmonious Neighbourhood Community", "Happy Life Community" and "Cute Pets Community", to attract owners and community residents to participate in online discussions and offline activities and advocate a positive lifestyle. We carry out a variety of community cultural activities and enrich the daily life of community residents from the perspectives of festival activities, health clinics and convenient services.



為建立和諧社區，遠洋服務定期公示業主管理公約，在宣傳欄中對文明養犬、高空拋物、安全提示等內容進行定期宣傳，並通過朋友圈、微信消息推送等形式向業主宣傳營造和諧社區小貼士。通過全員公區巡檢、高空置物巡查及裝修巡視，對社區內出現違反公約約定的行為及時勸止，營造良好的社區氛圍。

To build a harmonious community, Sino-Ocean Service regularly publishes the owner management conventions, publicizes civilized dog raising, high altitude throwing, safety tips and other contents in the publicity column, and promotes tips for building a harmonious community to owners through Moments, WeChat news push and other forms. Through the inspection of the public area, high vacancy and decoration, the behaviours violating the convention are stopped in time to create a good community atmosphere.

睦鄰社：

針對老人和兒童，營造老少同樂健康生活，定期舉行營造健康生活的活動，包含：童星文藝匯演、塗鴉大賽、才藝大比拼、親子DIY等；

Harmonious Neighbourhood Community:

For the elderly and children, create a happy and healthy life for the elderly and children, and regularly hold activities to create a healthy life, including children's star art show, graffiti competition, talent competition, parent-child DIY, etc;



悅活社：

針對全員社區、營造園區健康生活，組織城市跑、健康跑、趣味運動會，建立線上線下社群，供業主交流心得；

Happy Life Community:

For the whole community, create a healthy life in the park, organize urban running, healthy running and fun games, and establish online and offline communities for owners to exchange experience;



萌寵社：

針對空巢老人、獨生子女、單身貴族，不僅是一個愛寵業主的交流空間，也是與萌寵相關生活方式的美好體現。

Cute Pets Community:

For elderlies living alone, only children and single nobles, it is not only a communication space for pet owners, but also a beautiful embodiment of the lifestyle related to cute pets.



防控疫情有保障

PREVENTION AND CONTROL OF THE EPIDEMIC IS GUARANTEED

2021年度，新冠肺炎疫情不斷反覆，物業人的崗位變成了防疫的重要戰場。我們遵守《遠洋防控「新型冠狀病毒」應急處理預案》，明確防控原則、防控機構、工作職責、應急報告、防控工作要求，全面貫徹國家對疫情防控的決策部署。全國所有城市和在管項目，成立疫情防控工作小組，啟動疫情應急預案，積極組織開展疫情防控工作。積極開展疫情知識學習，對在崗人員進行疫情應急預案宣講，讓工作人員了解新型冠狀病毒；

同時，為應對疫情防控形勢，公司全力做好物資準備，並做好預防措施，提前確保應對得力。

In 2021, with the continuous recurrence of COVID-19, the position of the property management has become an important battlefield for epidemic prevention. We abided by the "Sino-Ocean Service Emergency Response Plan for the Prevention and Control of COVID-19", specifying the principles of epidemic prevention and control, organisation responsible for epidemic control, tasks and duties, emergency reports and requirements of anti-epidemic measures, in full implementation of the nation's decisions and plans for epidemic control. Epidemic control task groups were set up at all city companies and projects under management across the nation. With the activation of the anti-epidemic emergency plan, epidemic control measures were vigorously rolled out. Training in knowledge of the epidemic was organised, while in-service employees were briefed on the anti-epidemic emergency plan, so that they could gain understanding of COVID-19 prevention;

Meanwhile, in response to developments in epidemic control, the Company made a full effort to prepare for supplies and put in place preventive measures to ensure effective response ahead of time.

「遠洋服務人」堅守防線，始終與每一位業主並肩同行。遠洋服務人面對新的挑戰，有效管控，深挖服務細節，通過無接觸愛心列印服務、無接觸快遞接力服務、無接觸線上維修服務、無接觸繳費服務等創新型服務形式，在疫情期間為業主提供全方位服務。

同時，遠洋服務人主動加入各地社區志願者行列，通過佈置核酸檢測現場、參與秩序維護等具體工作，為業主築牢健康防線。

The Sino-Ocean Service has persisted in their line to stand by each property owner. Facing the new challenges, Sino-Ocean Service staff practiced effective management and focused on great details in their services, providing comprehensive services to property owners through innovative offerings, such as contactless printing service, contactless delivery service, contactless online maintenance service and contactless payment service, among others.

Meanwhile, Sino-Ocean Service staff joined the ranks of local community volunteers in proactive moves and contributed to health protection for property owners by helping with the set-up of nucleic acid test sites and on-site maintenance.



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物業人員
對社區進行消毒

Property management staff carrying out disinfection within the residential community



>

物業志願者配合政府
進行核酸檢測工作

Volunteers from property management assisting in the nuclei acid tests conducted by the government



<

社區封閉管理
對進出人員進行登記、查驗健康碼

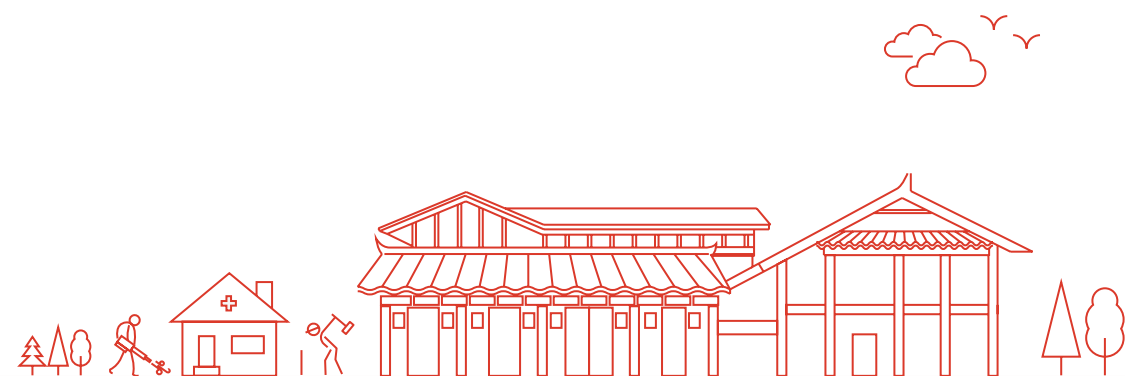
Management work during community closure, such as entry and exit registration and health code inspection



>

設置1米間隔
降低疫情傳播風險

Set one-meter interval to reduce the risk of epidemic transmission



3. 落實安全責任

3. IMPLEMENTING RESPONSIBILITY FOR SAFETY

安全管理工作是遠洋服務一切經營指標順利達成的有利保障，因此遠洋服務以「安全第一、預防為主、綜合治理」為指導方針，堅持「誰主管誰負責、誰在崗誰負責」以及「以人為本、教育先導、科學管理」兩項工作原則，注重在管項目日常安全管控工作。

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

(1) 安全生產管理

(1) PRODUCTION SAFETY MANAGEMENT

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

公司成立安全管理委員會（「安委會」），進一步完善安全生產管理體系，築牢安全生產防線。安委會針對公司運營態安全管控需求，結合遠洋服務全國各單位的安全管理架構體系及屬地安全法規內容，定期組織各單位平台安全專業人員召開日常管控標準研討分析會，編寫擬定安全管理工作指引，進一步加強危險源辨識工作，減少安全隱患，確保安全生產。

同時，我們定期向員工提供安全培訓，以提高員工的安全意識，避免發生各類安全事故。本年度我們組織重點項目、單位進行專題宣傳培訓七次，共組織培訓管理人員298人次，並對培訓內容進行專項考核，考試合格率为100%。

2021年，本公司未發生較大及以上生產安全事故。

(2) 安全宣傳教育

(2) SAFETY PROMOTION AND EDUCATION

為確保員工具備「安全第一，預防為主」的意識，清楚相關安全基本常識、應急處置措施、崗位危險源及控制辦法，嚴格按照安全操作規程工作，公司依照《安全宣傳教育工作制度》要求，結合公司全國在管項目安全風險評估中潛在的突出問題隱患，開展員工安全教育培訓，確保新員工接受「三級安全教育」和相關安全技能培訓，鼓勵安全管理人員取得相關資格或執業資格證書，開展形式多樣的安全常識普及活動。

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

The Company established a Safety Management Committee to further improve the safety production management system and build a solid safety production defence line. In response to the safety management and control needs of the Company, the Safety Management Committee regularly organizes platform safety professionals from all units to hold daily management and control standards seminars and analysis, and compiles and draws up guidelines for safety management work, in combination with the safety management framework system and territorial safety laws and regulations of each unit of Sino-Ocean Service across the country, to further strengthen the identification of hazard sources, reduce potential safety risks, and ensure safe production.

At the same time, safety production training has been provided to employees on a regular basis to enhance their safety awareness and prevent the occurrence of safety incidents. This year, we organized key projects and units to conduct special publicity training seven times, and organized a total of 298 management staff to participate in the training, and a special assessment of the training content was conducted, which has a 100% pass rate.

In 2021, the Company did not have significant or above production safety accidents.

To ensure staff awareness of the priority of safety and the focus on prevention, understanding of basic safety rules, emergency measures, source of hazards at various positions and control measures, as well as stringent adherence to operational safety protocols, the Company has conducted safety education and training for staff in accordance with the "Regulations on Safety Promotion and Education", combining with the potential outstanding problems and potential risks in the safety risk assessment of the Company's national projects under management, to ensure that new employees would receive "Three-tier Safety Education" and relevant training in safety skills, while encouraging safety managers to obtain relevant qualifications or professional certifications and launching a wide range of activities to propagate knowledge in safety.



案例：反恐防暴技能培訓與防汛培訓 Case: Anti-terror and anti-riot skills training and flood control training

2021年10月，遠洋服務各項目團隊陸續開展「強素質，煉精兵」的專業技能強化培訓，以加強安全服務隊伍建設和人員培養。我們聘請專業職能人員對有關部門進行指導，開展關於反恐防暴等專業領域的強化培訓，並結合區域天氣特點，進行了防汛技能培訓，針對在面對洪澇災害時的提前預防、應急救援、物資應用方面提供相應的培訓課程。



反恐防暴技能培訓 與防汛培訓

Anti-terror and anti-riot skills training and flood control training

In October 2021, Sino-Ocean Service project teams carried out intensive professional skills training to strengthen safety service team construction and personnel training. We hired professionals to provide guidance to relevant departments, carried out intensive training on anti-terrorism, anti-riot and other professional fields, and conducted flood prevention skills training based on regional weather characteristics, and provided corresponding training courses for advance prevention, emergency rescue and material application in the face of flood disasters.



**案例:防患未然、平安你我——119消防演習****Case: Prevention is better than cure, safety for all - 119 firefighting drill**

本年度，遠洋服務各業務單元積極開展消防教育、消防演練，並組織消防安全知識大賽等活動，以增強員工消防安全意識、消防安全預防能力及突發事件應急處置能力。

2021年11月，遠洋服務華南區域組織開展了以「落實消防責任、防範安全風險」為主題的消防技能知識比賽。本次比賽通過競賽、演練等形式，對各項目的消防知識，滅火、救援、逃生等應急技能進行了全面的考核，檢驗了員工日常消防培訓及演練的成效。

This year, all business units of Sino-Ocean Service actively carried out firefighting education and drills, and organized activities such as firefighting knowledge contests to enhance employees' fire safety awareness, fire safety prevention capabilities and emergency response capabilities.

In November 2021, Sino-Ocean Service Southern China Region organized a firefighting skills knowledge competition with the theme of "Implementing firefighting responsibilities and preventing safety risks". Through competitions, drills, and other forms, we conducted a comprehensive assessment of firefighting knowledge, firefighting, rescue, escape, and other emergency skills, and checked the effectiveness of employees' daily firefighting training and drills.

119消防演習 119 firefighting drill**(3) 安全隱患管理****(3) POTENTIAL SAFETY HAZARD MANAGEMENT**

為加強遠洋服務安全管控，及時發現事故隱患、控制事故發生和建立良好的安全生產作業環境和秩序，公司更新完善《遠洋服務安全檢查及隱患整改工作制度》《應急回應方案》《安全事故報告和調查處理工作制度》。2021年，公司共進行11次危險隱患排查整改，23次安全宣傳提示，101次救援應急預案演練，全力以赴保障業主美好生活安全。

To enhance the safety control of Sino-Ocean Service, identify hazardous incidents in a timely manner, control the occurrence of incidents and establish a sound environment for safe production operation and order, the Company has formulated the "Sino-Ocean Service Safety Inspection and Hazard Rectification Work System", "Emergency Response Plan" and "Safety Incident Reporting and Inspection Work System". In 2021, the Company conducted 11 times of hazard inspection and rectification, 23 sessions of safety promotion and reminders and 101 drills of emergency rescue plans, in a full effort to safeguard the pleasant living and safety of property owners.

安全隱患檢查**Inspection of potential safety hazards**

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

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

安全隱患整改**Rectification of potential safety hazards**

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

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



安全風險台賬管理
Safety risk ledger management

遠洋服務安委會對同行業安全事故頻發的原因進行總結，結合全國在管項目安全設備設施運行期間易出現故障隱患，日常維護管理薄弱環節，匯總制定月度安全風險雙控管理台賬，主要針對日常重要部位管理痕跡、安全設備設施運行故障制定防範措施、高危作業安全保障工作執行進行全面安全綜合評估，同時完善各項安全管理標準，實現安全風險分級管控，逐項防範安全隱患。

The Safety Committee of Sino-Ocean Service summarizes the causes of frequent safety accidents in the industry, combines with the hidden dangers of failures that easily occur during the operation of safety equipment and facilities, and the weak links in daily maintenance and management in the projects under management nationwide, and formulates a monthly safety risk dual control management ledger. It mainly focuses on the management traces of daily important parts, the formulation of preventive measures for the operation failure of safety equipment and facilities, and the comprehensive safety assessment of the implementation of high-risk operation safety assurance work to achieve safety risk classification and control and prevent safety hazards item by item.

「安全生產月」活動
Safety production month

遠洋服務安委會根據全國物業行業安全管控法規要求，組織各單位召開安全生產月啟動專題會，以研究可能影響項目一線安全運營的安全風險問題，指導全國平台安全專業人員擬定專題培訓課件，培養安全專業培訓講師，賦能項目安全管控專業技能，將安全突發事件風險前置，預控安全事故發生。通過本次安全生產月活動，遠洋服務各單位對消防安全管理標準進行了完善，並已完成多項安全專項集中整治。

According to the national property industry safety management and control regulations, Sino-Ocean Service Safety Management Committee organizes various units to hold a special meeting on the launch of the safety production month to study safety risks that may affect the safe operation of the front-line project, and guide the national platform safety professionals to formulate special training courseware to train safety professional training lecturer, empower project safety management and control professional skills, pre-position the risk of safety emergencies, and pre-control the occurrence of safety accidents. Through this safety production month activity, each unit of Sino-Ocean Service has improved its fire safety management standards and completed a number of special safety concentrated rectifications.

(4) 安全體系建設
(4) SECURITY SYSTEM CONSTRUCTION

打造立體安全防護體系
Creating a three-dimensional security protection system

為打造滿足住戶居住安寧、生活安全需求的安心社區，從全時段智慧安防、全方位周密物防以及個性化軟性人防三大維度組成多重防護措施。通過人工智能 (AI) 分析、智慧視頻巡邏等先進科技手段實現全時段智慧安防；

通過社區內外全覆蓋的樓宇門禁系統、防爬刺障礙設施、緊急一鍵報警按鈕、巡邏電動車等安全系統以及全域紅防入侵報警器、特警級安防器械等安全設施實現全方位的周密物防；

通過打造軍事化安全管理團隊、規劃多套夜間交叉巡更線路、嚴格出入口核實機制、重視兒童單獨出行等措施實現個性化軟性人防，打造立體安全防護體系，為業主及社區住戶守護安心家園，實現社區安全零死角。

To create a safe community to meet the needs of residents for peace and safety, multiple protection measures are combined from three dimensions of intelligent protection, comprehensive protection against objects and personalized soft protection against others. Full-time intelligent security is achieved through artificial intelligence (AI) analysis, intelligent video patrol and other advanced scientific and technological means;

Comprehensive protection against objects is achieved through the full coverage of the community inside and outside the building access control system, anti-climbing and thorn obstacle facilities, emergency one-button alarm button, patrol electric cars and other security systems, as well as the whole area red anti-intrusion alarm, special police security equipment and other security facilities;

Personalized soft protection against others is achieved through building a military-style safety management team, planning several sets of night cross-patrol routes, strict entry-exit verification mechanism, emphasizing children's independent travel and other measures to achieve personalized soft civil air defence, building a three-dimensional safety protection system, for owners and community residents to protect their homes.

兼顧安全與隱私
Taking into account both security and privacy

遠洋服務始終秉持兼顧安全與隱私的服務理念，在安全防護體系覆蓋到全領域之時，力求避免使業主及社區住戶對於生活、資訊的隱私性產生疑慮。

為協調安全與隱私之間的平衡，公司踐行回避式社區深度打理，提供「隱形化」的安全服務。通過從安保著裝、巡邏行為到噪音監測對全方位服務細節的嚴格把控。

Sino-Ocean Service always upholds the service concept of balancing security and privacy. When the security protection system covers the whole field, we strive to avoid causing owners and community residents to have doubts about the privacy of life and information.

To strike a balance between security and privacy, the Company practices evasive community management and provides "invisible" security services, through strict control of all service details, from security attire to patrolling to noise monitoring.



4.強化產權保護

4. STRONGER PROTECTION OF PROPERTY RIGHTS

知識產權是公司強大品牌知名度至關重要的組成部分，是業務不可或缺的一部分，對客戶忠誠度及日後發展至關重要。公司嚴格遵守《中華人民共和國著作權法》《中華人民共和國商標法》《中華人民共和國專利法》《中華人民共和國民法典》等法律法規，制定並實施《遠洋億家關於規範宣傳內容的通知》等內部政策，規範知識產權的管理工作，加大知識產權保護力度，持續完善知識產權風險防範機制。目前，公司已註冊多項知識產權。

Intellectual property rights represent a critical component constituting the Company's strong brand reputation and an essential part of its business crucial to customer loyalty and its future development. The Company strictly complies with laws and regulations such as the Copyright Law of the People's Republic of China, the Trademark Law of the People's Republic of China, the Patent Law of the People's Republic of China and the Civil Code of the People's Republic of China, and has formulated and implemented internal policies such as "Sino-Ocean Homeplus Notice on Regulating Promotional Contents" to regulate the management of intellectual property rights, enhance protection of intellectual property rights, and continue to improve the intellectual property risk prevention mechanism. Currently, the Company has registered several intellectual property rights.



共創綠色未來

ENERGY SAVING AND EMISSION REDUCTION TO
BUILD A GREEN FUTURE TOGETHER

節能減排



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

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

52 響應號召，加強環境管理

RESPOND TO THE CALL TO STRENGTHEN ENVIRONMENTAL MANAGEMENT

54 節能減排，踐行綠色運營

ENERGY SAVING AND EMISSION REDUCTION, PRACTICE GREEN OPERATION

59 綠色生活，應對氣候變化

LIVE GREEN AND RESPOND TO CLIMATE CHANGE

響應號召，加強環境管理
RESPOND TO THE CALL TO STRENGTHEN ENVIRONMENTAL MANAGEMENT



遠洋服務積極回應國家對於生態和環境保護的號召，重視自身在運營中可能對自然環境所產生的負面影響，嚴格遵守《中華人民共和國環境保護法》《中華人民共和國固體廢物污染環境防治法》《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》《中華人民共和國大氣污染防治法》等法律法規，制定《垃圾清運管理》《遠洋生活垃圾分類管理制度》等制度，指導相關人員更好開展環保實踐，努力推動人與自然和諧共生。

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

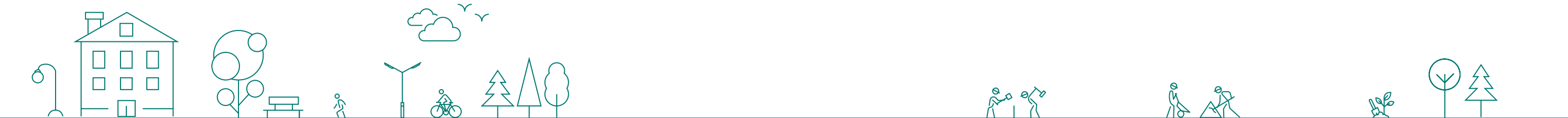
為滿足環境及社區發展需求，遠洋服務制定系列環境目標，協助國家或社會應對可持續發展及氣候變化挑戰。具體目標的設定情況如下：

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

議題 Agenda	目標 Goals
氣候變化 Climate change	<p>將氣候變化風險融入企業風險管理體系及策略 Including the risk of climate change in our corporate risk management regime and strategies</p> <ul style="list-style-type: none">● 向審核委員會匯報包括氣候變化在內的環境、社會及管治的風險水平 Report of the risk levels of ESG scopes (including climate change) to the Audit Committee● 2023 年前完成《遠洋服務氣候變化行動宣言實施策略》及業務部門可持續發展戰略的制定 Completing the formulation of the "Sino-Ocean Service Statement and Implementation Strategy on Climate Change Initiatives" and sustainability strategies for business departments by 2023
碳排放目標 Carbon emission target	<ul style="list-style-type: none">● 到 2025 年，範圍 1+2 碳排放強度（以二氧化碳當量 / 萬元營業收入為單位）降低 15%（以 2020 年為基準） By 2025, Scope 1+2 carbon emissions intensity (in terms of CO2-equivalent/RMB10,000 revenue) is reduced by 15% (based on 2020)
廢棄物 Waste	<p>無害廢棄物管理 Non-hazardous waste management</p> <ul style="list-style-type: none">● 100% 委托有相關許可的機構處置 100% entrusted to relevant licensed institutions to comply with the disposal <p>有害廢棄物管理 Hazardous waste management</p> <ul style="list-style-type: none">● 100% 委托第三方有資質單位合規處置 100% entrusted to third-party qualified institutions to comply with the disposal
能源效益 及可再生資源 Energy efficiency and renewable resources	<p>繼續在現有和新管理的物業中納入節能舉措，並增加可再生能源在能源使用中的比例，以幫助集團整體減少能耗。</p> <p>Continue to implement energy efficiency measures in existing and new projects and increase the proportion of renewable energy in energy use to help reduce the Group's overall energy consumption.</p>
水資源 Water resources	<p>最大程度減少業務運營過程中的用水量，節水目標優於國家「十四五」節水目標。</p> <p>Minimize water consumption during business operations and achieve water conservation goals better than the national "14th Five-Year Plan" water conservation goals.</p>

本年度，遠洋服務母公司遠洋集團制定了「2050碳中和計劃」，因此，我們在此基礎上對環境數據進行了盤查覆核，並修訂了目標，以設立更加契合公司發展趨勢的節能減排目標。

This year, Sino-Ocean Service's parent company, Sino-Ocean Group has formulated the "2050 Carbon Neutrality Plan". Therefore, we have reviewed the environmental data on this basis and revised the targets in order to establish energy saving and emission reduction targets that are more in line with the Company's development trend.



節能減排, 踐行綠色運營

ENERGY SAVING AND EMISSION REDUCTION, PRACTICE GREEN OPERATION

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

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

1. 排放物管理

1. EMISSION AND DISCHARGE MANAGEMENT

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

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

廢棄物處理
Waste disposal



嚴格落實分類管理要求, 與有資質的協力廠商簽訂《生活垃圾清運合同》《廚餘垃圾清運合同》, 集中收集、分類堆放, 按照相關要求統一處理, 進行專業清運及消納, 禁止在場地內填埋, 避免污染土壤和地下水。

In stringent implementation of sorting requirements and signing "Household Garbage Cleaning Contract" and "Kitchen Waste Cleaning Contract" with qualified third parties, waste is collected centrally and placed separately according to its types after sorting. Disposal is handled centrally in accordance with relevant requirements. Waste is transported and eliminated professionally and landfill within the site is prohibited to avoid pollution of the soil and underground water.

減少噪音污染
Reduction of noise pollution



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

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

減少廢氣排放
Exhaust emissions reduction



北京遠洋風景項目對底商鍋爐進行改造, 有機熱載體鍋爐改造水冷預混熱水機組, 既能保障室內溫度處於人體舒適溫度範圍內, 又能大幅降低用量, 減少廢氣排放。

The Ocean Prospect (Beijing) Project reformed the bottom boiler and the organic thermal plant boiler into the water-cooled premixed hot water unit, which can not only guarantee the indoor temperature within the comfortable temperature range of human body, but also significantly reduce the usage and waste emission.

可回收物 Recyclable items	分類裝袋, 送至指定地點、倉庫集中存放。 Sorted and put into different bags for transportation to designated sites or warehouses for centralised storage.
有害廢棄物 Hazardous waste	執行《中華人民共和國固體廢物污染環境防治法》及《危險廢物轉移管理辦法》, 垃圾分揀時發現的有毒有害固體廢物(如電池、電器、手機、塗改液瓶等)會被運送到指定的垃圾存放處分類存放。 In compliance with the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste and the Law of the People's Republic of China on Hazardous Waste Transfer Management Measures, toxic and hazardous solid waste (such as batteries, electrical appliances, cell phones and correction fluid bottles) found during waste sorting will be moved to a designated waste storage point for separate storage.
廚餘垃圾 Kitchen waste	餐廳的廚餘垃圾使用垃圾袋、垃圾桶裝, 並聯繫回收廚餘垃圾的單位每天定時清運。 Kitchen waste from diners is put into garbage bags or garbage bins and collected by kitchen waste handling companies daily at regular hours.
綠化垃圾 Green waste	綠化垃圾採取粉碎後填埋沤肥的方式, 以實現變廢為寶。 Green waste is crushed and composted in landfills to achieve reuse.

案例: 開展垃圾分類宣傳, 宣導綠色生活方式

CASE: CARRY OUT GARBAGE CLASSIFICATION PUBLICITY AND ADVOCATE A GREEN LIFESTYLE

2021年11月, 遠洋服務北京區域麗景長安項目開展生活垃圾分類宣傳活動, 宣導業主從日常落實垃圾分類開始, 積極踐行綠色生活, 共同改善生態環境。麗景長安項目通過懸掛條幅、印發傳單、開展「垃圾快速投放」小遊戲及現場講解垃圾分類知識及重要性等多種宣傳方式宣導居民垃圾分類。

In November 2021, Sino-Ocean Service Beijing area Lijing Chang'an Project launched a domestic waste classification publicity campaign, advocating owners to start from the daily implementation of waste classification, actively practice green life, and jointly improve the ecological environment. The Lijing Chang'an Project advocates garbage classification for residents through various publicity methods such as hanging banners, printing, and distributing flyers, launching a "quick dumping of garbage" game, and explaining the knowledge and importance of garbage classification on the spot.



2.資源使用

2. USE OF RESOURCES

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

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

(1) 節能措施

(1) ENERGY-SAVING MEASURES

<div>節電措施</div> <div>Electricity-saving measures</div>	<ul style="list-style-type: none">● 優先選用環保型、節能型電器和設備，逐步淘汰高能耗、低能效設備； Priority is given to eco-friendly, energy-saving electrical appliances and equipment, while equipment with high-energy and low-energy efficiency are progressively phased out;● 對照明用電嚴格控制，做到隨手關燈，杜絕長明燈現象； Stringent control is exercised in respect of power consumption for lightings, as lights are switched off whenever they are not needed to avoid keeping lights on for long hours;● 對空調等大功率的電器，做到用時合電閘，不用時隨手將電閘拉下，避免電能損失； For electrical appliances with larger power output, the switches are only turned on when the appliances are in use and turned off whenever they are not in use to prevent the loss of power;● 嚴格執行《寫字樓及商業中央空調運行規定》，夏季空調溫度設置不低於 26 攝氏度，冬季不高於 20 攝氏度，無人時不開空調，開空調時關閉門窗。 Strictly implement the "Office Building and Commercial Central Air Conditioning Operation Regulations", whereby the temperature is set at not lower than 26 °C in summer and not higher than 20 °C in winter; air-conditioners are turned off when no one is present, and doors and windows are closed when air-conditioners are turned on.
<div>燃油控制</div> <div>Fuel control</div>	<ul style="list-style-type: none">● 根據車輛狀況及運輸距離制定油耗指標； Fuel consumption indicators are set according to the conditions of vehicles and the distance of transit;● 按時對車輛進行保養和維護； Maintenance of vehicles is carried out regularly;● 在集體活動中提倡合乘公務用車，距離較近時盡可能不使用車輛，提高車輛的使用效率。 Shared use of business vehicles during group activities is advised, while the use of vehicles for short-distance travel is discouraged, with a view to increasing the efficiency of vehicle use.



案例：上海遠洋萬和四季項目物聯網車場改造

CASE: INTERNET OF THINGS (IOT) GARAGE RENOVATION OF OCEAN SEASONS (SHANGHAI) PROJECT

上海遠洋萬和四季項目積極回應國家「雙碳」戰略佈局，先人一步，從節能減排，創建節約型社區入手，力做綠色能源革命的先行者，對地庫停車場進行節能改造。

在改造之前，地庫照明為24小時常亮狀態，且每天80%以上的時間處於無效照明狀態，燈具長時間運行，導致燈具溫度過高，散熱差，燈具損壞率也大幅提高，增加了維護工作量和成本。因此我們決定引入「物聯網車場照明系統」，以提高能源使用效率，減少維護成本。

物聯網車場照明系統可以根據有人無人自動調節亮度並自訂調節休眠時間，帶給業主即時動態跟隨式照明體驗，行人行車安全性強，體驗感好；通過識別人車，按需照明，碎片化自主節能，更加節能高效。同時，本照明系統也有效延長燈具使用壽命，降低了燈具維護的成本。改造後的節能率高達73%，預計一年可為項目節省約5萬餘度電。

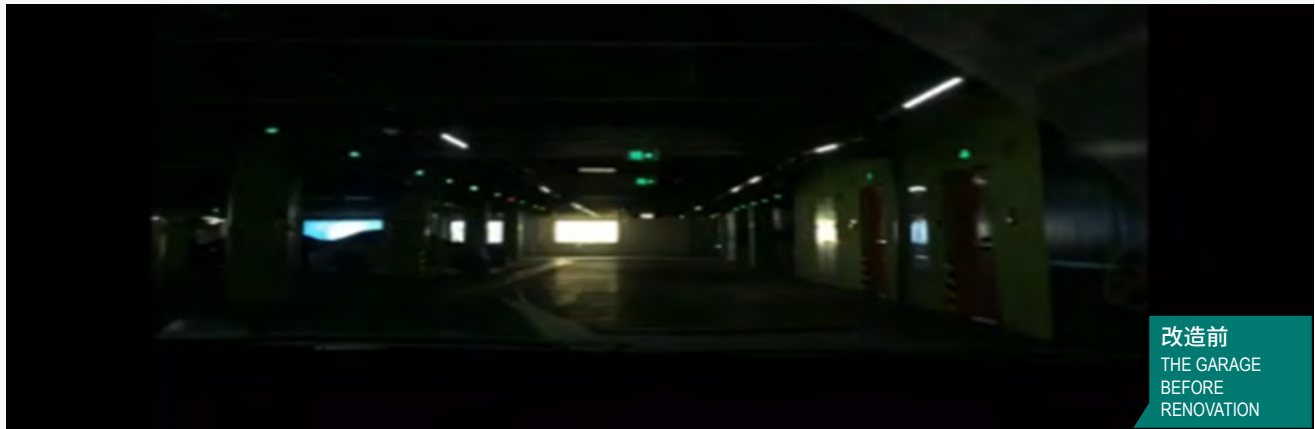
73% 節能率
73% energy saving rate

50,000 /度每年
50,000 kWh / annual electricity saving

Ocean Seasons (Shanghai) Project actively responds to the national "Carbon peaking and carbon neutrality" strategic layout and takes the lead by starting from energy conservation and emission reduction, creating a conservation-oriented community, being the pioneer of green energy revolution and carrying out energy-saving transformation on the basement parking lot.

Before the renovation, the lighting in the basement was always on for 24 hours, and more than 80% of the time was in invalid lighting state every day. The long-time operation led to high temperature and poor heat dissipation of lamps, and the damage rate of lamps was also greatly increased, which increased the maintenance workload and cost. As a result, we decided to introduce the "IoT Garage Lighting System" to improve energy efficiency and reduce maintenance costs.

The IoT Garage Lighting System can automatically adjust the brightness and customize the dormancy time according to the presence and absence of people, bringing real-time dynamic following lighting experience to the owners. Pedestrians have strong driving safety and good experience. It can realize on-demand lighting and fragmentation of autonomous energy saving by identifying people and vehicles, which is more energy-saving and efficient. At the same time, the lighting system can effectively prolong the service life of lamps and lanterns and reduce the maintenance cost of lamps and lanterns. After the renovation, the energy saving rate is as high as 73%, which is expected to save about 50,000 kWh of electricity for the project in a year.



改造前
THE GARAGE
BEFORE
RENOVATION



改造後
THE GARAGE
AFTER
RENOVATION



(2) 節水措施
(2) WATER CONSERVATION MEASURES

遠洋服務用水主要來自市政管網自來水，主要包含日常服務用水、辦公用水、綠化用水。本公司在求取適用水源方面沒有任何問題。公司採取系列有效措施，減少用水消耗量。

Water consumed by Sino-Ocean Service is primarily sourced from the municipal water supply network and used mainly in daily services, offices, and the green landscape. The Company has no problems in obtaining the applicable water source. We have adopted a range of effective measures to reduce water consumption.

規範作業
Standardized operation

嚴格按作業規範進行作業，嚴禁浪費水的現象發生；

Operations are conducted in strict accordance with regulations and wasteful consumption of water is strictly prohibited;

及時維修
Timely maintenance

設專人對管線、閥門、水龍頭等進行定期檢查維修，發現跑、冒、滴、漏等現象，及時安排專人維修更換；

Regular inspection and maintenance of pipelines, valves and faucets is conducted by dedicated staff and repair and replacement are arranged in a timely manner in case of leaks, outflows, drips or seepages;

合理用水
Rational water use

合理使用開水和瓶裝礦泉水，禁止用桶裝礦泉水洗茶具、洗手、澆灌花木等；

Reasonable use of boiled water and bottled mineral water is advised, and the use of mineral water in barrels for washing tea sets, handwashing and watering plants are prohibited;

循環用水
Circulating water

自建中水泵房，將收集到的雨水、生活污水經過處理後用至澆灌綠地，澆灌花木及沖刷馬桶等，減少廢水產生，節約用水；

Self-built water pump house is accomplished, the rainwater and domestic sewage collected are treated and used to irrigate green space, flowers trees, and used to flush toilets, reducing the amount of wasted water;

按需供水
On demand water supply

直連自來水管網，無需水池水箱，利用自來水原有壓力實現大幅節能。自來水壓力滿足需求時，設備自動停機，自動根據用水量調節配套水泵的轉速、運轉台數；

Direct connection to the tap water network, eliminating the need for a water tank, and using the original tap water pressure to save energy. When the tap water pressure meets the demand, the equipment will stop automatically and adjust the speed and number of running pumps according to the water consumption automatically;

避免污染
Avoid pollution

採用全封閉無負壓供水設備，避免污染物進入供水系統及與空氣接觸所造成的二次污染。

Fully adoption of enclosed non-negative pressure water supply equipment to avoid secondary pollution caused by pollutants entering water supply system and contacting with air.

綠色生活，應對氣候變化
LIVE GREEN AND RESPOND TO CLIMATE CHANGE

為宣導綠色生活，改善社區環境、修繕設施設備，遠洋服務持續開展促進公共健康的社區工作，不斷改善社區環境。

To advocate green living, Sino-Ocean Service continues to carry out community work to promote public health, renovate facilities and equipment, and continuously improve the community environment.

1.環境及天然資源保護
1. PROTECTION OF THE ENVIRONMENT AND NATURAL RESOURCES

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

- 對園區綠植分級養護，保護生物多樣性；
- 規範殺蟲劑、除草劑、化肥、農藥等化學藥品的使用，優先選用環保藥品，避免對土壤和地下水環境的損害。

As a servicing enterprise, Sino-Ocean Service does not have any material impact on the environment and natural resources. Through the formulation of documents such as "Guidelines for Green Landscape Maintenance Operation" and "Duties of Specialised Job Positions for Green Landscape Maintenance", we aim to build pleasant living environment for our clients. Through measures of protecting biodiversity and prevent the pollution of soil and water resources, the healthy and sustainable development of the eco-environment has been safeguarded.

- Classified maintenance of green landscape and plantation for the protection of biodiversity;
- Regulated use of chemicals such as pesticide, herbicide, chemical fertilisers, and agricultural chemicals, giving preference to the use of eco-friendly products to avoid harm to the soil and underground water environment.

2.應對氣候變化
2. ADDRESSING CLIMATE CHANGE

遠洋服務意識到氣候變化的緊迫性，並深入理解和踐行綠色發展的觀念。主動識別、適應氣候變化對自身業務帶來的影響，同時努力在運營過程中減緩氣候變化。我們在採購過程中考量氣候變化因素，鼓勵使用低碳環保物料；並鼓勵員工、供應商、業主、租戶及其他客戶在日程業務活動中減少碳排放；同時，我們設定減排目標，減少碳排放。

我們將氣候風險類型分為實體風險與轉型風險，並對相應風險進行具體化預防與管理，以積極回應國家「碳達峰」和「碳中和」的號召。

Sino-Ocean Service recognizes the urgency of climate change and deeply understands and practices the concept of green development. We proactively identify and adapt to the impact of climate change on our business and strive to mitigate climate change in our operations. The climate change factor has been taken into consideration during the procurement process and the use of low-carbon, eco-friendly materials is encouraged; We encourage our employees, suppliers, property owners, tenants and other customers to reduce carbon emissions in their business activities; Besides, targets for the reduction of carbon emission have been set.

We classify the types of climate risks into physical risks and transition risks and take specific measures to prevent and manage corresponding risks, so as to actively respond to the national call for "carbon peak" and "carbon neutrality".



風險類型 Risk type	潛在風險辨別與評估 Potential risk identification and assessment	應對舉措 Response measures
實體風險 Physical Risk	<p>1. 全球氣候變暖效應造成局地性極端天氣增加，例如颱風、暴雨、冰雹等。</p> <p>The global warming effect causes an increase in local extreme weather, such as typhoons, rainstorms, hailstorms, etc.</p>	<p>1. 制度與管理：遠洋服務規範特殊天氣情況下的應對措施；同時，組織應對特殊天氣的實戰演練，應對氣候變化。</p> <p>System and management: Sino-Ocean Service standardizes response measures in extreme weather conditions; at the same time, we organize practical exercises to cope with extreme weather and climate change.</p>
	<p>2. 對物業服務潛在影響，包括：極端氣候導致固定資產損壞；高溫熱浪等氣候使得空調耗電增加；給員工上下班出行帶來的風險等。</p> <p>Potential impact on property services, such as damage to fixed assets due to extreme weather; air conditioning power consumption increased due to heat waves and other weather; risks to employees traveling to and from work, etc.</p>	<p>2. 具體管理措施 Specific management measures</p> <p>（1）及時通報：密切關注氣候部門提供的極端天氣事件預報，及時告知業主緊急天氣的最新資訊，提醒業主做好個人安全財產保障，並加強社區巡查排除安全隱患。</p> <p>Timely notification: Sino-Ocean Service pays close attention to the forecast of extreme weather events provided by the Climate Department so as to timely inform the property owners of the latest information on emergency weather, remind them to ensure their personal safety and property protection, and strengthen community inspections to eliminate potential safety hazards.</p> <p>（2）緊急預案：物業中心及時發佈極端天氣應急預案，提醒員工做好安全巡查和應急處理工作，必要時進行人員疏散或設施管理，將業主損失降至最低。</p> <p>Emergency planning: The property management centre issues emergency plans for extreme weather in a timely manner, reminding employees to do safety inspections and emergency handling, conducting evacuation or facility management if necessary, and minimizing property owners' losses.</p> <p>3. 培養預防意識：為增強員工的警覺性，並採取全面的預防措施，回應政府極端天氣員工辦公建議，實行錯峰或者居家辦公。</p> <p>Cultivate awareness of prevention: To enhance the alertness of employees and take comprehensive preventive measures, the Company implements off-peak or home office in response to the government's suggestions for employees working in extreme weather.</p>
轉型風險 Transition Risk	<p>國民經濟整體向低碳轉型過程中，可能新增低碳政策，從而增加運營成本。</p> <p>The overall transition of the national economy to low carbon may add new low-carbon policies and thus increase operating costs.</p>	<p>1. 遠洋服務在採購過程中考量氣候變化因素，鼓勵使用低碳環保物料。</p> <p>Sino-Ocean Service takes climate change into account in the procurement process and encourages the use of low-carbon and environmentally friendly materials.</p> <p>2. 遠洋服務鼓勵員工、供應商、業主、租戶及其他客戶在日常業務活動中減少碳排放。</p> <p>Sino-Ocean Service encourages employees, suppliers, property owners, tenants and other customers to reduce carbon emissions in their business activities.</p> <p>3. 開展更加精細化的能源管理，制定能源使用目標，提升能源使用效率；使用清潔能源，逐步使用太陽能等新能源。</p> <p>Sino-Ocean Service carries out more refined energy management, sets energy use targets, and improves energy use efficiency; We use clean energy and gradually use new energy such as solar energy.</p>

(1) 以實際行動應對氣候變化

(1) TAKING ACTIONS TO RESPOND THE CLIMATE CHANGE

遠洋服務規範特殊天氣情況下的應對措施，以守護業主的安全防線；同時，組織應對特殊天氣的實戰演練，積極應對氣候變化。

Sino-Ocean Service standardizes the response measures to extreme weather conditions to guard the safety line of owners; meanwhile, we organize practical exercises to cope with extreme weather and actively respond to climate change.

案例：「風雨下的堅守」華南區域物業人抗擊風雨

CASE: "PERSEVERANCE IN THE STORM", EMPLOYEES IN SOUTHERN CHINA REGION OF SINO-OCEAN SERVICE RESIST STORM DAMAGE

2021年10月，華南地區受「秋汛」影響，局部地區遭受大風、暴雨等惡劣天氣侵害。暴風雨來襲之際，華南區域物業團隊未雨綢繆，監控室秩序人員及社區各樓棟管理人員開展監控巡查，做到即時監測意外，有事即時救援。為保障居民居家無恙，遠洋物業工程人員巡檢社區機房，維護設備安全。當社區車庫出現積水時，華南區域物業團隊第一時間清理車庫積水，全心全意為業主的生命財產安全、出行保駕護航。此外，華南區域物業工程團隊不懼風雨，及時檢查並疏通排水管道，防止社區水淹。風雨過後，園林、環境人員對社區進行全面清掃。遠洋服務始終堅守「匠心服務用戶」初心，持續為廣大用戶的生命財產安全保駕護航，為用戶「遮風擋雨」。

In October 2021, Northeastern China was affected by the "Autumn Flood", and some areas suffered bad weather such as strong winds and heavy rains. When the storm struck, the property team in Southern China region took precautions, and the order maintenance personnel of the monitoring room and the management personnel of each building in the community carried out monitoring and inspection to monitor accidents in real time and rescue immediately. To ensure that residents were safe at home, Sino-Ocean property engineers inspected the equipment room of the community to maintain the safety of equipment. When there was water accumulation in the garage of the community, the property team cleaned up the water in the garage for the first time, and wholeheartedly escorted the owner's life and property safety as well as their commute. In addition, the property engineering team in Southern China region was not afraid of wind and rain, and timely inspected and dredged drainage pipes to prevent flooding in the community. After the wind and rain, the garden and environmental personnel carried out a comprehensive cleaning of the community. Sino-Ocean Service always adheres to the original intention of "serving customers with an artisan's spirit", continues to protect the safety of the lives and properties of our residents, and "shields residents from the storm".

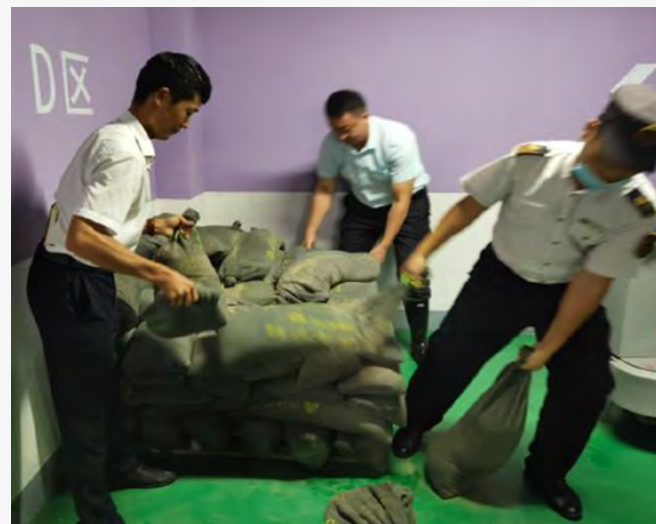




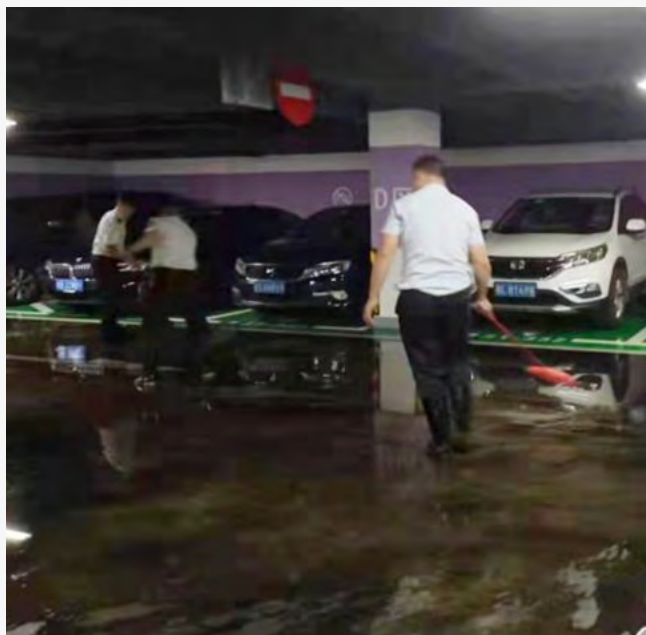
進行設備巡檢
Conduct equipment inspections



疏通排水管道
Dredge drainage pipes



清理車庫積水
Clean up the garage from standing water



案例：暴雪來襲，遠洋服務兼顧抗疫除雪

CASE: WHEN THE SNOWSTORM CAME, SINO-OCEAN SERVICE TAKES INTO ACCOUNT THE FIGHT AGAINST THE EPIDEMIC AND SNOW CLEANING

2021年11月，東北地區大範圍降溫並伴隨雨雪天氣，各城市發佈暴風雪預警。雨雪交加，面對疫情和惡劣天氣，環渤海區域駐守在各城市一線的遠洋服務物業人員齊心協力，守護業主平安。收到預警通知後，遠洋服務各項目提前做好溫馨提示，及時播報導路及天氣情況。同步組織協調社區核酸檢測和掃雪工作，環渤海區域统一部署，要求各公司/項目群隨時關注天氣情況提前做好除雪準備，全員集結隨時待命，並利用大型機械設備助力掃雪進度，以確保業主早晚回家路面乾淨無濕滑。

In November 2021, the Northeastern China experienced widespread temperature drop accompanied by heavy rain and snow, and cities issued a warning of a blizzard. In the face of the epidemic and bad weather, Sino-Ocean Service property personnel stationed in the front line of various cities in the Bohai Rim region worked together to protect the safety of owners. After receiving the early warning notice, Sino-Ocean Service projects made warm reminders in advance and reported on the road and weather conditions in a timely manner. Nucleic acid testing and snow cleaning were simultaneous organized and coordinated in the community. The unified deployment of the Bohai Rim region required companies/project groups to pay attention to the weather conditions at any time and prepare for snow removal in advance, all staffs were assembled and ready to standby. We used large mechanical equipment to help the snow sweeping progress which ensure that the owners go home easily in the morning and evening.



和諧共榮 情繫萬戶千家

HARMONY AND PROSPERITY CARE FOR THOUSANDS OF HOUSEHOLDS



遠洋服務秉持以人為本的用人理念，積極履行企業公民責任，為員工提供實現自身價值的平台，真誠回饋社會，為建設和諧社會貢獻力量。

In vigorous performance of its responsibility as a corporate citizen, Sino-Ocean Service adheres to the people-oriented concept of employment and provides a platform for employees to fulfil their potential and reward the community with genuine efforts, playing its part in fostering harmony in the society.

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關愛員工,成就員工發展

CARE FOR EMPLOYEES TO ACHIEVE EMPLOYEE DEVELOPMENT

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

Sino-Ocean Service adheres to the principle of people-oriented and guarantees the basic rights and interests of employees. We carry out diversified staff training and provide a smooth pathway for staff development, and care for the daily life of staff in the creation of a blissful enterprise.

1.保障員工權益

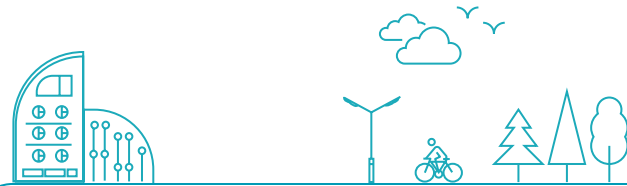
1. PROTECTING EMPLOYEES' INTERESTS

遠洋服務嚴格遵守《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》《中華人民共和國婦女權益保障法》《中華人民共和國未成年人保護法》《禁止使用童工規定》等有關法律法規,不斷完善人力資源管理體系,保障員工享有勞動權利和履行勞動義務。公司一直致力於與員工保持良好的關係,通過定期組織開展新員工座談會等方式,構建員工與公司之間的有效溝通渠道,切實幫助員工解決工作及生活中的問題,2021年度,公司未出現任何重大勞務糾紛。

In accordance with the Labour Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China, the Social Insurance Law of the People's Republic of China, the Law of the People's Republic of China on the Protection of Rights and Interests of Women, the Law of the People's Republic of China on the Protection of Minors, the Prohibition of Child Labour and other pertinent laws and regulations, Sino-Ocean Service consistently improves its human resources management system to safeguard workers' entitlement to labour rights and performance of labour duties. The Company has always maintained sound working relations with its employees and has established effective communication channels between employees and the Company by regularly organizing new employee symposiums, hoping to help employees solve problems effectively in work and life. In 2021, the Company did not appear any significant labour disputes.

本年度公司持續對員工管理制度進行優化,制定了員工獎懲、晉升及組織任命、薪酬及績效等管理辦法。同時,我們通過線上直播宣貫、線上發佈學習兩種形式向員工科普人力資源政策,全方面明確規範工作流程及標準。

This year, the Company continues to optimize the employee management system, and has formulated the management methods of compensation and dismissal, promotion and appointment, and salary and performance. At the same time, we popularize human resource policies to employees through online broadcasting and online publishing and learning, to clarify and standardize working procedures and standards in all aspects.



合法僱傭：

公司嚴格遵照《中華人民共和國勞動合同法》《中華人民共和國勞動合同法實施條例》等法律法規,堅持合法聘用及解聘員工,並致力於營造多元化的工作氛圍,杜絕因民族、種族、年齡、性別、婚姻狀況、宗教信仰等不同,給予員工差別化對待,為所有員工提供平等的工作機會。公司堅持平等自願、協商一致原則與所有全職員工簽署《勞動合同》,堅決抵制任何形式的僱傭童工、強制勞工及歧視行為;並對僱傭童工、強制勞工、歧視情況進行內部監督,鼓勵員工舉報相關違法違規行為。我們充分考慮員工的能力及意願,在招聘及錄用過程中對面試者年齡資訊進行嚴格審查,並在新員工入職時,對其年齡等相關資訊進行核驗,以保護員工的合法權益。本公司自成立以來未出現任何僱傭童工或強制勞工的情況;如發現此類違規情況,我們將按照《員工手冊》中的規定對造成此類事件的相關人員進行處罰。公司根據不同崗位特性,安排員工實行標準工時工作制、綜合計算工時工作制或不定時工作制度。對於不能安排固定工作班次的特殊崗位,我們根據崗位性質合理安排工作,確保員工工作和休息時間符合國家及當地法律法規。此外,我們為殘障人士提供就業機會,本年度累計僱傭50餘名殘疾員工。

Lawful employment:

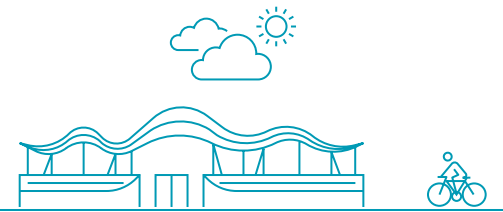
The Company strictly abides by the Labour Contract Law of the People's Republic of China, the Regulations on the Implementation of the Labour Contract Law of the People's Republic of China and other laws and regulations, adheres to the legal recruitment and termination, and is committed to creating a diversified working atmosphere; never treats any candidates differently based on their ethnicity, race, age, gender, marital status and religious beliefs, and all employees have been provided with equal job opportunities. The Company persists in the signing of the "Labour Contract" with all full-time employees based on the principles of equality, voluntariness, and consensus through negotiation. Child labour, forced labour or discrimination in any form is resolutely resisted. Internal supervision is carried out in respect of child labour, forced labour and discrimination, and employees are encouraged to report related violations. We fully consider the ability and willingness of employees, strictly review the age information of interviewees during the recruitment and hiring process and verify the age and other related information of new employees when they enter the job, so as to protect the legitimate rights and interests of employees. Since our incorporation, no incidents of child labour, forced labour or discrimination has been reported. If such cases are identified, punishment will be implemented in accordance with pertinent provisions in the "Sino-Ocean Service Employees Handbook". The Company implements the systems of standard work hours, consolidate work hours or irregular work hours for employees based on the characteristics of different job positions. In respect of special job positions that for which fixed shifts are impracticable, the off-duty day and the daily duty hours of the employees will be determined according to individual positions, subject to pertinent provisions of national and local laws and regulations. In addition, we provide job opportunities for people with disabilities and have employed more than 50 disabled employees this year.

薪酬福利：

遠洋服務堅持從員工利益出發,為員工提供具有競爭力的薪酬以及公平、公開、合理的職業晉升平台。公司持續提升薪酬管理市場化水平,搭建市場化薪酬激勵體系,開展深入的薪酬調研,根據員工工作性質和價值貢獻方式的不同,按管理序列、業務發展序列、職能序列、服務序列四個序列分別設置針對性、差異化的薪酬結構和激勵計劃,力求為員工提供更具有市場競爭力的薪酬福利,以吸引、保留、激勵員工。公司不斷完善落實員工福利,為員工繳納養老、失業、工傷、生育、醫療等政府規定的社會保險以及住房公積金,確保員工享有年假、婚假、喪假、產假、產檢假、哺乳假等帶薪假期;此外,我們定期組織員工進行體檢,全面保障員工身體健康。

Remuneration and benefits:

Sino-Ocean Service adheres to the interests of employees and provides employees with competitive salaries and a fair, open, and reasonable career promotion platform. The Company continues to improve the compensation management level, build a market-oriented salary incentive system, conduct in-depth salary research, and set up targeted and differentiated salary structures and incentive plans in the management sequences, business development sequence, functional sequence, service sequence according to the nature of employees' work and value contribution methods, striving to provide employees with more market-competitive compensation and benefits to attract, retain and motivate employees. The Company continuously improves and implements employee benefits, pays social insurance and housing provident fund stipulated by the government such as pension, unemployment, work injury, maternity, medical treatment for employees, and ensures that employees enjoy annual leave, marriage leave, bereavement leave, maternity leave, pregnancy check leave, breastfeeding leave, and other paid holidays. In addition, we regularly organize employees to conduct physical examinations to comprehensively protect the health of employees.



員工滿意：

公司堅持對員工負責,注重傾聽員工心聲,加強員工與管理層的雙向溝通,使員工的訴求能得到及時、公正的解決,為員工創造一個良好的工作和個人發展環境,提高員工滿意度。當員工認為自己受到不平等、不公正對待或對某些問題處理有疑問時,可以向其所在部門主管提出,相關人員積極配合員工,盡快給出答覆或處理決定,並對所有申訴事宜嚴格保密,保證客觀公正。根據《舉報與申訴管理辦法》規定,舉報人可通過電子郵件、信件、電話、來訪等形式向風險控制部進行舉報。對舉報人、申訴人和舉報、申訴內容保密,任何組織和個人不得向被舉報人和無關人員洩漏相關資訊。

Employees' satisfaction:

The Company persists in accountability to employees and places a strong emphasis on listening to the voice of employees and enhancing two-way communication between employees and the management, such that employees' demands can be settled in a fair and timely manner, and a sound environment for work and personal development will be created for employees and a higher level of employees' satisfaction will be attained. An employee who believes he or she has been subject to unfairly or unjust treatment or is suspicious about the way certain issues have been handled, he or she may bring it to the attention of his or her department leader. The relevant personnel should actively support such employee and provide a response or relevant decision as soon as practicable. The subject matter of the complaint should be kept strictly confidential, and objectivity and impartiality should be ensured. According to the "Administrative Measures on Whistleblowing and Appeal", the whistleblower can report to the Risk Management Department of the Company through email, letter, telephone, visit and other forms. The whistleblower, the complainant and the contents of the report and complaint are required to keep confidential, and no organization or individual shall disclose relevant information to the informant and irrelevant personnel.



2.關注員工健康

2. FOCUSING ON EMPLOYEES' HEALTH



員工健康管理：

Employee health management:



遠洋服務始終將員工視為公司最為重要的資產。本年度，我們致力於將關於員工職業健康安全的理念與期望整合，完善了《遠洋服務安全管理工作手冊》，為促進相關政策制度的落實、監察及改善提供高效制度支撐。我們持續保障正式員工及外包員工的健康安全，並遵從法律法規要求，為員工打造安全、健康及舒適的工作環境。

同時，我們通過系統化的《員工職業健康安全》課程進行覆蓋全員的健康管理培訓，以提升員工的健康管理意識。

Sino-Ocean Service always regards employees as the Company's most important asset. During the year, we committed to integrating the concepts and expectations of employees' occupational health and safety and improved the "Sino-Ocean Service Safety Management Work Manual" to provide efficient institutional support for promoting the implementation, monitoring and improvement of relevant policies and systems. We continue to protect the health and safety of regular employees and outsourced employees and comply with laws and regulations to create a safe, healthy, and comfortable working environment for employees.

At the same time, we conduct health management training covering all employees through the systematic employee occupational health and safety course to enhance employees' awareness of health management.

常態化防疫舉措：

Regular epidemic prevention measures:



2021年度，在新冠肺炎疫情不斷反覆的背景下，遠洋服務不可避免地受到多方面衝擊。我們積極應變、主動求變，在為股東謀求更多利益的同時，將疫情防控工作常態化，在所有在管項目所在地成立疫情防控小組，主動承擔企業社會責任，多措並舉，為員工築牢健康防線。我們持續遵守《防控「新型冠狀病毒」管控方案》《遠洋防控「新型冠狀病毒」應急處理預案》，完善預防措施，做好物資準備；

我們將疫情防控數字化，引進推出自動測溫與消毒系統、人臉識別系統，即時監測員工身體狀況。同時，我們積極對在崗人員進行疫情應急預案宣講，以提升員工防疫意識。

In 2021, under the context of repeated COVID-19 outbreaks, the Company was inevitably impacted in many ways. While seeking more benefits for Shareholders, we have normalized the epidemic prevention and control work, set up epidemic prevention and control teams in all the project locations, proactively assumed corporate social responsibility, and adopted multiple measures to build a healthy defence line for employees. We continue to comply with the "Control Plan for Prevention and Control of COVID-19" and the "Sino-Ocean Emergency Response Plan for Prevention and Control of COVID-19", improve preventive measures and make good material preparations;

We digitize epidemic prevention and control by introducing an automatic temperature measurement and disinfection system and a facial recognition system, so as to monitor the physical condition of employees in real time. Meanwhile, we actively promote the epidemic emergency plan to the staff on duty to enhance their awareness of epidemic prevention.

3.助力員工發展

3. ASSISTING IN THE STAFF DEVELOPMENT



遠洋服務重視員工全周期職業發展及人才梯隊建設，我們採用高效的人力資源體系，本著公平、公開、公正的原則開展內部晉升工作，規範核心管理人員晉升流程。我們持續完善《遠洋服務員工晉升管理制度》《培訓管理辦法》等制度，針對具備不同技能及不同事業追求的員工，實施差異化培養，通過線下、線上兩種方式，開展員工賦能工作，進行業務評估及激勵計劃，鼓勵員工最大限度地發揮自己的才能。本年度，我們發佈線上課程50餘門，開展線下業務培訓200餘場，受訓員工總數共7,488人，佔員工總人數的99.63%，員工受訓平均時長為15.71小時，通過培訓提升員工業務能力，發掘員工潛力。同時，我們「以點帶線」，通過開展培訓以營造公司良好的學習氛圍，促進員工與公司共同發展。

Sino-Ocean Service values the full-cycle career development of employees and the construction of talent echelon. We have adopted a highly efficient human resources regime. Internal promotion and the promotion process of core management personnel have been administered and regulated according to the principle of fairness, openness, and impartiality. We continue to improve the "Sino-Ocean Service System for the Administration of Staff Promotion", the "Management Measure for Employee Training of Sino-Ocean Service" and other systems, and implement differentiated training for employees with different skills and career pursuits. Through a combination of offline meetings and online lectures, we implemented employee empowerment, performance appraisal and incentive schemes, and encourage employees to maximize their talents. This year, Sino-Ocean Service released more than 50 online courses and carried out more than 200 on-site business training with a total of 7,488 employees trained, accounting for 99.63% of the total number of employees, and the average length of training for employees was 15.71 hours, to improve employees' business ability and explore their potential. At the same time, we "lead from the point to line", aiming to create a good learning atmosphere of the Company through the training, as well as promoting the common development of employees and the Company.

新員工培訓：

New employee training:



公司每雙月組織一次入職培訓，針對不同層級員工，形成統一課件包，包括企業戰略及概況、各業務體系介紹、規章制度、辦事流程等內容，全國各業務單元線上線下同步開展，並實行認證通關制、確保新員工培訓效果，並提升新員工信任融入程度。

The Company organizes bi-monthly induction training for employees at different levels, forming a unified courseware package, including various contents such as enterprise strategy and overview, introduction of each business system, rules and regulations, work processes, etc, which is carried out simultaneously online and offline in each business unit nationwide, and implements a certification and customs clearance system to ensure the effectiveness of new employee training and enhance the degree of trust and integration of new employees.

技能培訓：

Skills training:



各業務單元結合公司發展戰略及業務需求，通過集訓營、專題培訓、主題分享、優秀案例交流等多種形式對各專業線進行賦能提升。組織員工學習考取相關職業證書，參與政府端組織的「以訓興業」技能培訓。

In combination with the Company's development strategy and business needs, each business unit will be empowered and improved through intensive training camp, special training, theme sharing, excellent case exchange and other forms of professional lines. The Company also organizes employees to study and obtain relevant vocational certificates, and participate in the skills training of "Training for Business Development" organized by the government.

關鍵人群培訓：

Core employee training:



公司開展關鍵人群集訓，以項目經理、新生代等梯隊人才為主要受眾，識別高潛人才，加強梯隊建設。

The Company carries out intensive training for key groups with project managers, new generation, and other echelon talents as the main audience, identifies high potential talents and strengthens echelon construction.

**案例：項目經理培訓**
CASE: PROJECT MANAGER TRAINING

2021年9月，公司組織50名項目經理參加培訓。本次培訓圍繞內部標準宣貫、運營管理能力提升、增值業務三個方面展開，通過內外部課程、項目考察交流、內部優秀案例分享等多種形式促進不同業務單元的項目經理交流探討、精進業務能力。

In September 2021, Sino-Ocean Service organized 50 project managers to attend the training. This training focused on the promotion and implementation of internal standards, improvement of operation management ability, and value-added business. Through internal and external courses, project investigation and exchange, internal excellent case sharing and other forms, we can promote communication and discussion among project managers of different business units and improve their business ability.

項目經理培訓
Project manager training**案例：新生代集訓**
CASE: NEW GENERATION EMPLOYEE TRAINING

2021年，針對公司新生代員工組織開展了以「千帆競發、乘風破浪」及「新生力量、揚帆啟航」為主題的訓練營。結合本公司項目經理培養模型，從基礎通識、經營能力、管理能力、職業素養多個方面進行授課。我們為員工安排了職業性格測評以及團隊任務，幫助新生代員工在更好地認知自己的同時，加強同事間的互相了解，營造良好的氛圍。通過集訓，員工可以更加明確地規劃自己的發展方向，並制定有效的行動計劃。

In 2021, Sino-Ocean Service organized training camps with the theme of "Brave the winds and waves" and "New force, make sail and set sail" for the new generation of employees. Combined with the project manager training model of our company, the course was taught from many aspects including basic general knowledge, operation ability, management ability and professional accomplishment. We have arranged professional personality assessment and team tasks for employees to help the new generation of employees to better understand themselves, strengthen mutual understanding among colleagues, and create a good atmosphere. Through intensive training, employees can more clearly plan their own development direction and make effective action plans.

新生代集訓
New generation training**4.關愛員工生活****4. CARING FOR THE DAILY LIFE OF EMPLOYEES**

遠洋服務秉承以人為本的理念，關愛員工生活、關注員工健康、關心員工家庭。2021年公司總部及下屬各單位共舉辦戶外拓展、專業技能競賽、競技運動比賽等員工活動140餘次。我們通過多樣的員工活動，鼓舞員工士氣、提高員工凝聚力，並鼓勵員工利用業餘時間發展健康愛好，平衡工作與生活。

Sino-Ocean Service adheres to the people-oriented concept, caring for employees' life, health, and family. In 2021, the Company's headquarters and its subordinate units have held more than 140 employee activities such as outward bound, professional skills competition and competitive sports competition. Through a variety of employee activities, we encourage employee morale and cohesion, and encourage them to develop healthy hobbies and balance work and life in their spare time.



公司領導為員工送
「秋天的第一杯茶」

The management
sent "the first cup of
tea in autumn" to the
employees

**案例：「秋天的第一杯茶」道一聲辛苦，道一句祝福**
CASE: "THE FIRST CUP OF TEA IN AUTUMN" FOR CONDOLENCE AND APPRECIATION

2021年初秋，遠洋服務管理層到項目慰問堅守一線的員工，為員工送去「秋天的第一杯茶」和其他慰問物資。副總裁兼商寫業務中心總經理蔣雪對堅守在一線的員工表示感謝，叮囑員工要合理休息、及時換崗，注重自身身體健康。

一件件慰問品、一句句關心的話語，沁潤著一線職工的心田。被慰問員工紛紛表示，會將這份關懷轉化為工作動力，以更加飽滿的熱情堅守自己的工作崗位，以勤勞的汗水和卓有成效的勞動，為遠洋服務貢獻力量。

In the early autumn of 2021, the management of Sino-Ocean Service visited the project team and sent "the first cup of tea in autumn" and other consolation materials to the employees. Ms. Jiang Xue, the vice president and general manager of Commercial Properties Business Centre, expressed her appreciation to the employees who stick to the front line and told them to take a reasonable rest, change their posts in time and pay attention to their own health.

A piece of condolence, a sentence of concern, can warm the heart of the frontline workers. The visited employees all expressed that they would turn this care into work motivation, stick to their jobs with more enthusiasm, and contribute to the Company with hard work and strengths.

案例：三八婦女節活動

CASE: THE INTERNATIONAL WOMEN'S DAY ACTIVITIES ON MARCH 8TH

2021年3月8日為第111個「國際勞動婦女節」，為慶祝婦女節到來，遠洋服務總部及業務單位開展了婦女節主題活動。

To celebrate the arrival of the 111th International Women's Day on 8 March 2021, the headquarters and business units of Sino-Ocean Service held activities themed on the Women's Day.

- 遠洋服務總部及專業公司在總部辦公區共同舉辦了香薰製作活動；
- 北京區域同步開展普法宣傳、多肉盆栽及鮮花團扇活動；
- 商寫業務中心開展口紅製作、溫暖下午茶活動；
- 華東區域、華中華西區域均為女性員工送上精美花束和紀念品。

- Sino-Ocean Service headquarters and specialised companies organized the aromatherapy production activities in the headquarters office area;
- In Beijing Region, we carried out legal publicity, potted succulents, and flower circular fan activities simultaneously;
- The Commercial Properties Business Centre also carried out lipstick making, warm afternoon tea activities;
- Beautiful bouquets and souvenirs were sent to female employees in companies of Eastern and Central and Western China employees.



三八婦女節活動
The International Women's Day activities on March 8th

案例：遠洋寶貝，快樂童年——華東區域為員工子女發放六一兒童節大禮包

CASE: HAPPY CHILDHOOD - DISTRIBUTED CHILDREN'S DAY GIFT PACKAGES FOR EMPLOYEES' CHILDREN IN EASTERN CHINA REGION

「去瘋、去玩、去享受陽光雨露的滋養」，懷揣著這樣的期待，2021年六一兒童節，遠洋服務華東區域為300餘名員工子女精心準備了作為六一驚喜的快樂大禮包，每個禮包都由公司親手搭配、貼著遠洋服務的定制貼紙，承載著無限的期待和祝福。

「遠洋寶貝」拿到禮物開心同樂
Children received their gifts with happiness altogether



"Go play, enjoy the sunshine and dew nourish", along with such expectations, on June 1 Children's Day in 2021, Sino-Ocean Service in Eastern China region has prepared happy surprise packages for more than 300 employees' children. Each package of the Company and collocation is handed out with the Sino-Ocean Service stickers, bearing the great expectation and blessings.



案例：員工有信仰、組織有力量——觀影《長津湖》

CASE: ORGANIZING EMPLOYEES TO WATCH THE MOVIE, THE BATTLE AT LAKE CHANGJIN

為了讓員工深刻體會「破局突圍，決勝出城」的含義，2021年10月15日商寫業務中心組織觀影《長津湖》活動，並為員工準備了神秘禮物，使員工觀影時更有代入感。通過本次活動，員工們不忘歷史，學習革命精神，以最飽滿的狀態投入到日常的工作當中。

To let employees deeply understand the meaning of "breaking through the encirclement and winning out of the city", on 15 October 2021, the Commercial Properties Business Centre organized the film viewing activity of The Battle at Lake Changjin, and prepared mysterious gifts for employees to make employees feel more empathetic when watching the film. Through this activity, employees will not forget history, learn the revolutionary spirit, and devote themselves to their daily work in the fullest state.

觀影《長津湖》活動

The film viewing activity of The Battle at Lake Changjin



鄰里和諧
促進社區繁榮

NEIGHBORHOOD HARMONY PROMOTES
COMMUNITY PROSPERITY

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

Sino-Ocean Service is concerned with people's livelihood and social progress, with a special focus on public welfare. We are dedicated to community development, to achieve co-development of the enterprise and the community in harmony.

1. 共建和諧社區
1. BUILD A HARMONIOUS COMMUNITY TOGETHER

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

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

案例：慰問孤寡老人，冬季暖人心
CASE: HEART-WARMING CARING TO LONE ELDERLIES DURING THE WINTER

關愛老人、關注空巢老人是遠洋服務物業服務的重點之一。2021年，本公司舉辦「重陽敬老獻愛心」活動，由各項目分別組織社區衛生服務站醫護人員和志願者為社區的老人們開展「義剪義診」、「入戶檢修水電路」、「家政清潔」等關愛老人活動，在活動期間，工作人員對孤寡老人進行慰問，為老人進行家庭大掃除並為老人送上水餃、重陽糕等節日食物，並囑咐老人注意身體，遇到困難及時向物業反應，充分彰顯公司「懂心意·有新意」的服務理念。

Caring for the elderly, especially those living alone, is one of the focuses of the property management services of Sino-Ocean Service. In 2021, the Company held the "Respecting and loving the Elderly" activity in the Double Ninth Festival. Medical personnel and volunteers at community health service stations organized by each project have carried out "Free Haircuts and Free Consultation", "Household Maintenance of Water and Electricity", "Housekeeping" and other elderly care activities. During the event, the employees paid visits to the lonely elderly, cleaned up their houses, and delivered festive food such as dumplings and Chongyang cake. Besides, we encouraged the elderly to stay healthy and to approach the property management to bring up the difficulties they encounter, fully demonstrating the Company's servicing philosophy underscored by "Being understanding and innovative".

慰問孤寡老人活動
Visit the elderly residents who live alone



2. 踐行健康社區
2. PRACTICING GREEN COMMUNITY

遠洋服務秉承「建築·健康」的理念，緊隨城市更新的步伐，開展「老小區 新綠色 健康 +」環保公益項目，採用環保再生材料對老舊小區進行翻新，並最大程度運用太陽能供電，升級打造新型綠色環保社區。「老小區 新綠色 健康 +」環保公益項目是我們探索老舊小區環保健康發展的新開端，也是落實減碳與城市可持續發展的新實踐。在為小區帶來煥然一新的面貌的同時，滿足市民綠色生活及健康居住的需求，提升城市、社區品質，滿足人民群眾美好生活的需要，推動城市高質量發展。

With the concept of "Building·Health", Sino-Ocean Service follows the pace of urban renewal and carries out the "Greener Old Community Healthier Life" environmental charity project to renovate old neighbourhoods with environmentally friendly recycled materials and maximize the use of solar power to upgrade and create new green communities. The "Greener Old Community Healthier Life" project is a new beginning for us to explore the development of environmental protection and health in old neighbourhoods, as well as a new practice to implement carbon reduction and sustainable urban development. While bringing a new look to the neighbourhood, it will meet the public's demand for green living and healthy living, improve the quality of the city and community, meet the people's needs for a better life, and promote high-quality urban development.

案例：「老小區 新綠色 健康 +」環保公益項目
CASE: "GREENER OLD COMMUNITY HEALTHIER LIFE" CHARITY PROGRAM

遠洋天地小區是一處有著20年樓齡的老舊小區，也是由遠洋集團、遠洋服務、「建築·健康2030」聯盟成員等多方共同參與策劃的「老小區 新綠色 健康 +」環保公益項目首個試點工程。本項目從健康運動、健康生活、健康文化、健康可持續四大方面結合小區情況和和建築健康理論進行專項研究。重點為小區新增了長者空間、分齡兒童活動空間、一米菜園、變速環形塑料跑道、全齡戶外健身館、陽光草坪、療愈植物群落等多個功能性區域。同時，在改造中充分採用新技術、新能源及環保材料，如自動手部消毒機、太陽能充電、原有材料重覆利用、國際領先的環保塑料等，貫徹環保、健康理念。改造完畢後，建成已逾二十年的遠洋天地小區煥然一新。

The Ocean Paradise is a 20-year-old community, and it is also the first pilot project of the "Greener Old Community Healthier Life" charity project, which was jointly planned by Sino-Ocean Group, Sino-Ocean Services and members of the "Building·Health 2030" Alliance. The project carried out special research from four aspects—healthy exercising, healthy living, health culture and health sustainability based on the conditions of the community and building healthy theory. Particularly, the renovation added a range of functional areas for the community, including an elderly space, an activity space for children of different ages, a one-meter vegetable garden, a variable-speed circular plastic runway, an outdoor gym for all ages, a sunny lawn, and a healing plant community. In the meantime, new technologies, new energy sources and eco-friendly materials were widely applied in the renovation, such as automatic hand disinfectants, solar charging, reuse of original materials, and internationally leading eco-friendly plastics, with a view to adopting the principles of environmental protection and health. After the renovation, Ocean Paradise, which has been built for more than 20 years, took on a new look.

遠洋天地小區改造
The Ocean Paradise renovation



3.熱心公益慈善
3. COMMITMENT TO CHARITY

公司在慈善方面持續發力，通過公益活動，啟動社區的力量，幫助困難群體，助力公益事業發展，踐行責任擔當。本集團2021年作慈善及其他用途之捐款約為人民幣31萬元。

The Company continues to make efforts in charity, activating the power of the community, helping the needy groups, contributing to the development of public welfare, and practicing responsibility through public welfare activities. The Group's donations for charitable and other purposes in 2021 were approximately RMB310,000.

案例：圓夢助學公益活動
CASE: PUBLIC WELFARE ACTIVITY OF SUPPORTING STUDENTS IN NEED

2021年5月，遠洋服務青島項目群、公建項目群以及職能平台骨幹、黨員代表等來到平度大澤山鎮長樂小學，為脫貧地區的學生們帶來最需要的學習用品，以實際行動助力鄉村教育。通過本次活動，我們定向資助5名長樂小學的學生，累計募捐善款共人民幣5,750元。

In May 2021, Sino-Ocean Service Qingdao project group, public construction project group, backbone of functional platform and Party member representatives came to Changle Primary School in Dazeshan Town, Pingdu to bring the most needed school supplies to students in poverty-stricken areas and help rural education with practical actions. Through this activity, we provided designated financial sponsorships to five students of Changle primary school and raised a total of RMB5,750.

長樂小學公益活動
Public welfare activity in Changle primary school



案例：遠洋益跑，益動椿萱
CASE: OCEAN MARATHON, CHARITY RUNNING PROGRAM

2021年4月，「遠洋益跑」活動在全國34城同步開跑，共計約8,000人熱情參與。參與者完成指定公里數後，將由公司捐出公益金用於各類公益活動。在關注參賽志願者身體健康的同時，還在比賽過程中最大限度地向公眾展示遠洋集團「建築·健康」的理念，通過本次活動，讓健康和公益惠及社會。

In April 2021, the "Ocean Marathon" charity running program started simultaneously in 34 cities across China, with a total of about 8,000 enthusiastic participants. After the participants completing the designated running miles, the Company has made donations for various public welfare activities. While paying attention to the physical health of the participating volunteers, Sino-Ocean Service also showed the Company's health concept of "Building-Health" to the public to the greatest extent during the competition. Through this activity, health and public welfare can benefit to society.

遠洋益跑活動
Ocean Marathon, charity running program



附錄

APPENDIX

關鍵績效表

TABLE OF KEY PERFORMANCE

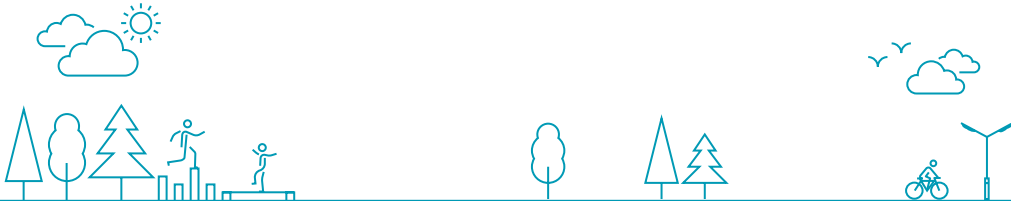
類別 Scope	指標 Indicator	單位 Unit	2021
環境 ^{1, 2} Environment ^{1, 2}	溫室氣體 GHG		
	溫室氣體排放量 ^{3, 4} GHG emission ^{3, 4}	噸二氧化碳 Tonne carbon dioxide	80,865.16
	溫室氣體排放密度 ⁵ GHG emission intensity ⁵	噸二氧化碳 / 百萬平方米 Tonne carbon dioxide / million sq.m.	1,100.45
	人均溫室氣體排放 ⁶ GHG emission per capita ⁶	噸二氧化碳 / 人 Tonne carbon dioxide / person	10.76
	營業收入溫室氣體排放密度 ⁷ Intensity of GHG emission in term of revenue ⁷	噸二氧化碳 / 萬元營業收入 Tonne carbon dioxide / RMB ten thousand revenue	0.27
	直接排放（範圍一） Direct emission (Scope 1)	噸二氧化碳 Tonne carbon dioxide	1,227.43
	汽油 Gasoline	噸二氧化碳 Tonne carbon dioxide	20.60
	柴油 Diesel	噸二氧化碳 Tonne carbon dioxide	3.39
	天然氣 Natural gas	噸二氧化碳 Tonne carbon dioxide	1,202.21
	製冷劑 Refrigerant	噸二氧化碳 Tonne carbon dioxide	1.23
	間接排放（範圍二） Indirect emission (Scope 2)	噸二氧化碳 Tonne carbon dioxide	79,637.73
	外購電力 Purchased electricity	噸二氧化碳 Tonne carbon dioxide	79,637.73
	廢氣排放 Exhaust emissions	噸 Tonne	0.0038
	氮氧化物 NOx	噸 Tonne	0.0036
	二氧化硫 SO2	噸 Tonne	0.0002
能源 Energy	能源消耗總額 ⁸ Total energy consumption ⁸	千個千瓦時 '000 kWh	143,315.41

類別 Scope	指標 Indicator	單位 Unit	2021
環境 ^{1, 2} Environment ^{1, 2}	能源消耗密度 ⁵ Energy consumption intensity ⁵	千個千瓦時 / 百萬平方米 '000 kWh / million sq.m.	1,950.29
	直接能源消耗 Direct energy consumption	千個千瓦時 '000 kWh	6,245.31
	消耗的不可再生資源 Non-renewable energy consumed	千個千瓦時 '000 kWh	6,245.31
	汽油 Gasoline	千個千瓦時 '000 kWh	84.17
	柴油 Diesel	千個千瓦時 '000 kWh	12.88
	天然氣 Natural gas	千個千瓦時 '000 kWh	6,148.26

注釋： Notes:			
1	本年度環境關鍵績效指標披露範圍包括：總部、5 個區域公司、1 個業務中心及 2 個專業公司的辦公區，在管 360 個項目的辦公區及物業管理公共區，以及所有非外包員工食堂。本年度環境數據統計口徑進一步完善，上年度未能拆分的部分租戶環境數據本年度進行了拆分。 The scope of disclosure for the environmental KPIs for the year included: the office areas of the headquarters, 5 regional companies, 1 business centre and 2 specialised companies, the office areas and property management public areas of 360 projects under management, and all cafeterias for non-contract staff. This year, the environmental data statistics scale was further improved, and some tenants' environmental data that could not be separated in the previous year were separated this year.		
2	數據換算方法及系數主要參考聯交所的指引文件《如何編備環境、社會及管治報告》之《附錄二：環境關鍵績效指標匯報指引》，個別數據換算方法及系數參考文件參見後述注解。 The data conversion methods and coefficients were mainly based on the guidance documents of the Stock Exchange, "How to prepare an ESG Report - Appendix 2: Reporting Guidance on Environmental KPIs". For the reference documents of data conversion methods and coefficients of certain data, please refer to the following notes.		
3	溫室氣體排放量 = 不可再生能源溫室氣體排放量 + 為消耗而購買的電力產生的溫室氣體排放量 + 製冷劑產生的溫室氣體排放量。 GHG emission = GHG emission from non-renewable energy + GHG emission of electricity purchased for consumption + GHG emission from refrigerants.		
4	溫室氣體主要源自於本集團能源及燃料消耗。本年度，我們根據聯交所刊載的《環境關鍵績效指標匯報指引》、《企業溫室氣體排放核算方法與報告指南發電設施（2022 年修訂版）》、《IPCC 第五次評估報告》以及《中國 24 個行業溫室氣體排放核算方法與報告指南》中建議的計算系數與公式進行計算，並對 2020 年溫室氣體排放的指標系數和歷史數據進行核查和調整。2020 年的溫室氣體排放數據調整為 128,545.87 噸二氧化碳當量，密度為 0.64 噸二氧化碳當量每萬元營業收入。 GHG emission primarily comes from the consumption of the Group's energy and fuel. This year, we calculated the data based on the coefficients and formulas advised in the "GHG Protocol", the "Reporting Guidance on Environmental KPIs" published by the Stock Exchange, the "Corporate Greenhouse Gas Emission Accounting Methods and Reporting Guidelines for Power Generation Facilities (2022 Revision)", the "Fifth Assessment Report of IPCC" and the "Guidelines for Accounting Methods and Reporting of Greenhouse Gas Emissions of 24 Industries in China". In addition, the index coefficient and historical data of GHG in 2020 were checked and reconciled, the GHG emission for 2020 is reconciled to 128,545.87 tonnes of carbon dioxide equivalent, with an intensity of 0.64 tonnes of carbon dioxide equivalent per RMB ten thousand revenue.		
5	密度數值是以本集團截至 2021 年 12 月 31 日止的在管建築面積為除數計算。 The intensity values are arrived at based on the GFA under management of the Group for the year ended 31 December 2021 as denominator.		
6	人均溫室氣體排放是以本集團截至 2021 年 12 月 31 日止的總員工數為除數計算。 GHG emission per capita is arrived at based on the total staff headcount of the Group for the year ended 31 December 2021 as denominator.		
7	營業收入溫室氣體排放密度是以本集團截至 2021 年 12 月 31 日止年度的營業收入為除數計算。 Intensity of GHG emission in term of revenue is arrived at based on the revenue of the Group for the year ended 31 December 2021 as denominator.		
8	能源消耗主要包括汽油、柴油、天然氣和電力。本年度，能源消耗量數據是根據電力及燃料的消耗量及《綜合能耗計算通則（GB/T 2589-2020）》提供的有關轉換因數進行計算，並對 2020 年能源消耗量資料的因數和歷史資料進行核查和調整，2020 年能源消耗總額數據調整為 233,378.67 千個千瓦時，密度為 5,134.84 千個千瓦時每百萬平方米。 Energy consumption mainly includes gasoline, diesel, natural gas and electricity. This year, energy consumption data is calculated based on the consumption of electricity and fuel, and the conversion factors provided in the "General Rules for Calculation of the Comprehensive Energy (GB/T 2589-2020)". In addition, the index coefficient and historical data of energy consumption in 2020 are checked and reconciled, the total data for energy consumption in 2020 is reconciled to 233,378.67 '000 kWh with a density of 5,134.84 '000 kWh per million square meter.		

類別 Scope	指標 Indicator	單位 Unit	2021
環境 ^{1, 2} Environment ^{1, 2}	間接能源消耗 Indirect energy consumption	千個千瓦時 '000 kWh	137,070.10
	外購電力 Purchased electricity	千個千瓦時 '000 kWh	137,070.10
	耗水量 Water consumption		
	總耗水量 ⁹ Total water consumption ⁹	立方米 Cubic metre	2,638,413.82
	耗水密度 ⁵ Water consumption intensity ⁵	立方米 / 百萬平方米 Cubic metre / million sq.m.	35,904.60
	污水排放量 Sewage discharge	立方米 Cubic metre	1,120,035.15
	廢棄物 Waste		
	無害廢棄物 ¹⁰ Non-hazardous waste ¹⁰	噸 Tonne	9,629.44
	有害廢棄物 ¹¹ Hazardous waste ¹¹	噸 Tonne	0.51
	無害廢棄物產生密度 ⁵ Non-hazardous waste discharge intensity ⁵	噸 / 百萬平方米 Tonne / million sq.m.	131.04
	有害廢棄物產生密度 ⁵ Hazardous waste discharge intensity ⁵	噸 / 百萬平方米 Tonne / million sq.m.	0.0069
	資源消耗量 Resource consumption volume		
	總耗紙量 Total paper consumption	千克 Kg	6,870

注釋： Notes:			
9	本集團水資源主要來自於市政自來水供水、中水、飲用純淨水等，主要用途包括生活用水、飲用水、綠化帶灌溉用水等，水資源消耗總量包括數據披露範圍內辦公區及售樓處的所有水資源消耗。 The water resources of the Group were mainly derived from municipal water supply, recycled water and purified drinking water. They were mainly used in domestic water consumption, as drinking water and for landscape irrigation, among others. The total volume of water consumption included all consumption of water resources at the office areas and property sales offices within the scope of data disclosure.		
10	本集團運營涉及的無害廢棄物主要包括混凝土垃圾、廚餘垃圾及辦公垃圾。 Non-hazardous waste generated by the Group's operations included mainly concrete, kitchen waste and office waste.		
11	本集團運營涉及的有害廢棄物主要包括醫療廢物、廢棄墨盒、廢棄硒鼓和廢棄電池。 Hazardous waste generated by the Group's operations included mainly medical waste, wasted ink cartridges, wasted toner cartridges and wasted battery.		



類別 Scope	指標 Indicator	單位 Unit	2021
社會 Society	僱傭 Employment		
	正式合約員工總人數 Total headcount of employees under formal contract	人 Person	7,516
	按性別劃分 By gender		
	男性員工數 Headcount of male employees	人 Person	4,484
	女性員工數 Headcount of female employees	人 Person	3,032
	按僱傭類型劃分 By employment type		
	全職 Full-time	人 Person	7,027
	兼職 Part-time	人 Person	489
	按年齡劃分 By age		
	29 歲及以下 29 or below	人 Person	2,021
	30 歲 - 50 歲（包含 30 歲及 50 歲） 30-50 (including 30 and 50)	人 Person	4,412
	50 歲以上（不包含 50 歲） Above 50 (excluding 50)	人 Person	1,083
	按地區劃分 By geographical region		
	總部 Headquarters	人 Person	121
	北京區域 Beijing region	人 Person	742
	環渤海區域 Bohai Rim region	人 Person	1,250
	華東區域 Eastern China region	人 Person	725
	華中華西區域 Central and Western China region	人 Person	703
	華南區域 Southern China region	人 Person	1,289
	商寫業務中心 Commercial properties business centre	人 Person	553

類別 Scope	指標 Indicator	單位 Unit	2021
社會 Society	北京億洋時代樓宇科技有限公司 Beijing Yiyang Times Building Technology Co., Ltd.	人 Person	1,754
	北京遠和志尚科技服務有限公司 Beijing Yuanhe Zhishang Technology Service Co., Ltd.	人 Person	379
	員工流失率 Staff turnover rate		
	年度員工流失率 Annual staff turnover rate	%	31.6
	按性別劃分 By gender		
	男性員工流失率 Male staff turnover rate	%	30.8
	女性員工流失率 Female staff turnover rate	%	32.7
	按年齡劃分 By age		
	29 歲及以下員工流失率 Turnover rate of staff aged 29 or below	%	41.1
	30 歲 -50 歲員工流失率 Turnover rate of staff aged 30-50	%	28.3
	50 歲以上員工流失率 Turnover rate of staff aged above 50	%	22.5
	按地區劃分 By geographical region		
	總部員工流失率 Staff turnover rate - Headquarters	%	16.6
	北京區域員工流失率 Staff turnover rate - Beijing region	%	26.1
	環渤海區域員工流失率 Staff turnover rate - Bohai Rim region	%	35.8
	華東區域員工流失率 Staff turnover rate - Eastern China region	%	38.0
	華中華西區域員工流失率 Staff turnover rate - Central and Western China region	%	29.6
	華南區域員工流失率 Staff turnover rate - Southern China region	%	39.8
	商寫業務中心員工流失率 Staff turnover rate - Commercial properties business centre	%	26.0

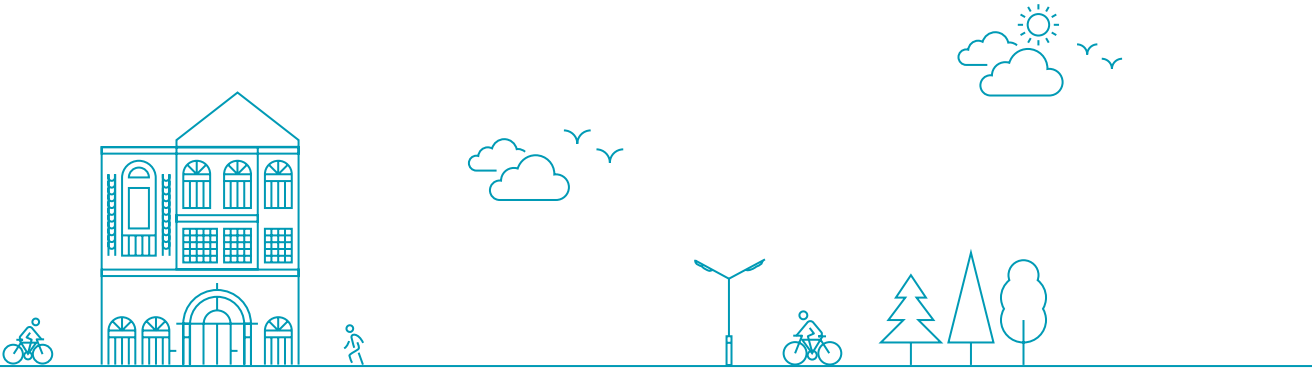
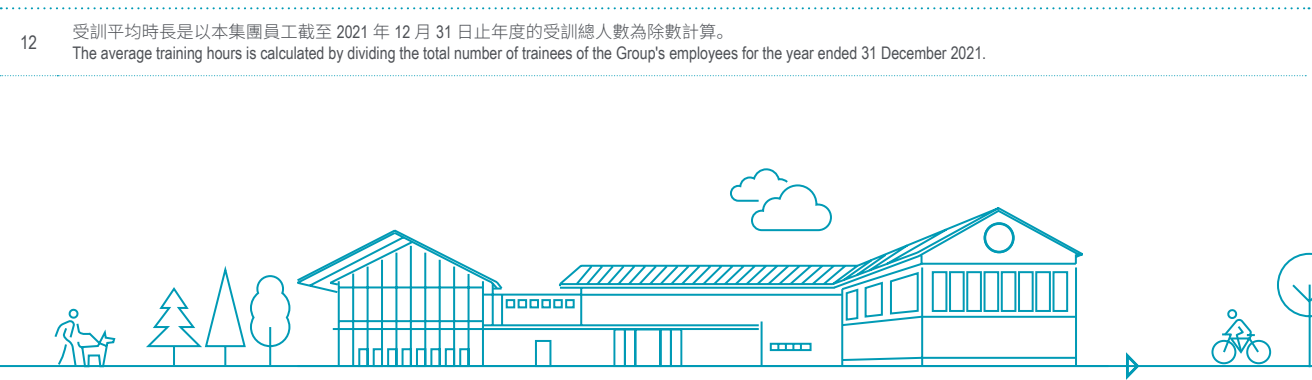
類別 Scope	指標 Indicator	單位 Unit	2021
社會 Society	北京億洋時代樓宇科技有限公司員工流失率 Staff turnover rate - Beijing Yiyang Times Building Technology Co., Ltd.	%	24.1
	北京遠和志尚科技服務有限公司員工流失率 Staff turnover rate - Beijing Yuanhe Zhishang Technology Service Co., Ltd.	%	26.8
	健康與安全 Health and safety		
	2021 年度內因工作關係死亡人數 Number of work-related fatalities 2021	人 Person	0
	2020 年度內因工作關係死亡人數 Number of work-related fatalities 2020	人 Person	0
	2019 年度內因工作關係死亡人數 Number of work-related fatalities 2019	人 Person	0
	2021 年度內因工作關係死亡比率 Ratio of work-related fatality 2021	%	0
	2020 年度內因工作關係死亡比率 Ratio of work-related fatality 2020	%	0
	2019 年度內因工作關係死亡比率 Ratio of work-related fatality 2019	%	0
	因工傷損失總工作日數 Lost days due to work injury	天 Day	823
	發展與培訓 Development and training		
	受訓總人數 Total number of staff attended training	人 person	7,488
	按性別劃分 By gender		
	男性員工受訓百分比 Male staff training ratio	%	61.12
	女性員工受訓百分比 Female staff training ratio	%	38.88
	按僱員類別劃分 By employee category		
	高級管理層受訓百分比 Senior management training ratio	%	0.18
	中級管理層受訓百分比 Middle management training ratio	%	1.52

類別 Scope	指標 Indicator	單位 Unit	2021
社會 Society	非管理層人員受訓百分比 Non-management personnel training ratio	%	98.30
	全體員工總受訓時長 Total staff training hours	小時 Hour	117,651.50
	全體員工受訓平均時長 ¹² Average staff training hours ¹²	小時 Hour	15.71
	按性別劃分 By gender		
	男性員工受訓平均時長 ¹² Average training hour of male staff ¹²	小時 Hour	12.84
	女性員工受訓平均時長 ¹² Average training hour of female staff ¹²	小時 Hour	20.22
	按僱員類別劃分 By employee category		
	高級管理層受訓平均時長 ¹² Average training hour of senior management ¹²	小時 Hour	36.15
	中級管理層受訓平均時長 ¹² Average training hour of middle management ¹²	小時 Hour	39.86
	非管理層人員受訓平均時長 ¹² Average training hour of non-management personnel ¹²	小時 Hour	15.30
	供應鏈管理 Supply-chain management		
	供應商總數量 Total number of suppliers	家 Unit	750
	按地區劃分 By geographical region		
	東北地區 Northeastern China region	家 Unit	112

注釋：
Notes:

¹² 受訓平均時長是以本集團員工截至 2021 年 12 月 31 日止年度的受訓總人數為除數計算。
The average training hours is calculated by dividing the total number of trainees of the Group's employees for the year ended 31 December 2021.

類別 Scope	指標 Indicator	單位 Unit	2021
社會 Society	華北地區 Northern China region	家 Unit	447
	華東地區 Eastern China region	家 Unit	74
	華中地區 Central China region	家 Unit	40
	華南地區 Southern China region	家 Unit	51
	西南地區 Southwestern China region	家 Unit	26
	執行供應商管理制度的供應商數量 Number of suppliers subject to the supplier management system	家 Unit	750
	產品責任 Product responsibility		
	受理各類客訴（包含投訴、諮詢、建議等）總數量 Total number of customer complaints (including complaints, consultation and suggestions) received	單 Case	3,536
	客訴解決率 Customer complaint settlement	%	100
	反貪污 Anti-corruption		
	針對公司或員工的貪污訴訟案件數 Number of corruption lawsuits against the Company or its employees	件 Case	0
	社區投資 Community investment		
	慈善及其他用途之捐款約為 Donations for charitable and other purposes are approximately	人民幣萬元 RMB ten thousand	31



主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露情況 Disclosure Status	在報告中的位置 Page Number
A2.5	製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位佔量。 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	不適用 Not applicable	鑒於本集團運營不涉及實體產品生產，且運營中使用的自有包裝物數量微小，因此該指標不適用於本集團 THE GROUP'S OPERATIONS DO NOT INVOLVE THE PRODUCTION OF PHYSICAL PRODUCTS, AND THE AMOUNT OF PACKAGING USED IN ITS OPERATIONS IS MINIMAL, HENCE THIS INDICATOR IS NOT APPLICABLE TO THE GROUP
A3：環境及天然資源 A3: The Environment and Natural Resources			
一般披露 General disclosure	減低發行人對環境及天然資源造成重大影響的政策。 Policies on minimising the issuer's significant impacts on the environment and natural resources.	已披露 Disclosed	P51-P59
A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	已披露 Disclosed	P59
A4：氣候變化 A4: Climate Change			
一般披露 General disclosure	識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。 Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	已披露 Disclosed	P59-P63
A4.1	描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	已披露 Disclosed	P52-P53,P59-P63
B. 社會 B. Social			
僱傭及勞工常規 Employment and Labour Practices			
B1：僱傭 B1: Employment			
一般披露 General disclosure	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的政策及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	已披露 Disclosed	P66-P67
B1.1	按性別、僱傭類型（如全職或兼職）、年齡組別及地區劃分的僱員總數。 Total workforce by gender, employment type (for example, full- or parttime), age group and geographical region.	已披露 Disclosed	P81-P82
B1.2	按性別、年齡組別及地區劃分的僱員流失比率。 Employee turnover rate by gender, age group and geographical region.	已披露 Disclosed	P82-P83

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露情況 Disclosure Status	在報告中的位置 Page Number
B2：健康與安全 B2: Health and Safety			
一般披露 General disclosure	有關提供安全工作環境及保障僱員避免職業性危害的政策及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	已披露 Disclosed	P44-P49,P68
B2.1	過去三年（包括匯報年度）每年因工亡故的人數及比率。 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	已披露 Disclosed	P83
B2.2	因工傷損失工作日數。 Lost days due to work injury.	已披露 Disclosed	P83
B2.3	描述所採納的職業健康與安全措施，以及相關執行及監察方法。 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	已披露 Disclosed	P44-P49,P68
B3：發展及培訓 B3: Development and Training			
一般披露 General disclosure	有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	已披露 Disclosed	P69-P70
B3.1	按性別及僱員類別（如高級管理層、中級管理層）劃分的受訓僱員百分比。 The percentage of employees trained by gender and employee category (e.g. senior management, middle management)	已披露 Disclosed	P83-P84
B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。 The average training hours completed per employee by gender and employee category.	已披露 Disclosed	P84
B4：勞工準則 B4: Labour Standards			
一般披露 General disclosure	有關防止童工或強制勞工的政策及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	已披露 Disclosed	P66
B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。 Description of measures to review employment practices to avoid child and forced labour.	已披露 Disclosed	P66
B4.2	描述在發現違規情況時消除有關情況所採取的步驟。 Description of steps taken to eliminate such practices when discovered.	已披露 Disclosed	P66
營運慣例 Operating Practices			
B5：供應鏈管理 B5: Supply Chain Management			
一般披露 General disclosure	管理供應鏈的環境及社會風險政策。 Policies on managing environmental and social risks of the supply chain.	已披露 Disclosed	P30-P32

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露情況 Disclosure Status	在報告中的位置 Page Number
B5.1	按地區劃分的供應商數目。 Number of suppliers by geographical region.	已披露 Disclosed	P84-P85
B5.2	描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	已披露 Disclosed	P30-P32,P85
B5.3	描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	已披露 Disclosed	P30-P32
B5.4	描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	已披露 Disclosed	P30-P32
B6：產品責任 B6：Product Responsibility			
一般披露 General disclosure	有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的政策及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	已披露 Disclosed	P33-P50
B6.1	已售或已運送產品總數中因安全與健康理由而須回收的百分比。 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	不適用 N/A	鑒於本集團運營不涉及實體產品生產，因此該指標不適用於本集團 THE GROUP'S OPERATIONS DO NOT INVOLVE THE PRODUCTION OF PHYSICAL PRODUCTS, HENCE THIS INDICATOR IS NOT APPLICABLE TO THE GROUP
B6.2	接獲關於產品及服務的投訴數目以及應對方法。 Number of products and service related complaints received and how they are dealt with.	已披露 Disclosed	P33-P34, P85
B6.3	描述與維護及保障知識財產權有關的慣例。 Description of practices relating to observing and protecting intellectual property rights.	已披露 Disclosed	P50
B6.4	描述質量檢定過程及產品回收程序。 Description of quality assurance process and recall procedures.	已披露 Disclosed	P36-P38; 且鑒於運營不涉及實體產品生產，因此「產品回收程序」部分不適用於本集團 P36-P38; SINCE THE OPERATIONS DO NOT INVOLVE THE PRODUCTION OF PHYSICAL PRODUCTS, HENCE THE "RECALL PROCEDURES" SECTION IS NOT APPLICABLE TO THE GROUP
B6.5	描述消費者資料保障及私隱政策，以及相關執行及監察方法。 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	已披露 Disclosed	P35

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露情況 Disclosure Status	在報告中的位置 Page Number
B7：反貪污 B7：Anti-corruption			
一般披露 General disclosure	有關防止賄賂、勒索、欺詐及洗黑錢的政策及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	已披露 Disclosed	P25-P29
B7.1	於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	已披露 Disclosed	P25, P85
B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	已披露 Disclosed	P24-P28
B7.3	描述向董事及員工提供的反貪污培訓。 Description of anti-corruption training provided to directors and staff.	已披露 Disclosed	P28-P29
社區 Community			
B8：社區投資 B8：Community Investment			
一般披露 General disclosure	有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。 Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	已披露 Disclosed	P74-P77
B8.1	專注貢獻範疇（如教育、環境事宜、勞工需求、健康、文化、體育）。 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	已披露 Disclosed	P74-P77
B8.2	在專注範疇所動用資源（如金錢或時間）。 Resources contributed (e.g. money or time) to the focus area.	已披露 Disclosed	P74-P77,P85

意見反饋

FEEDBACK

尊敬的讀者：

您好！十分感謝您閱讀《遠洋服務控股有限公司2021年環境、社會及管治報告》。我們非常重視並期望聆聽您對遠洋服務在環境、社會及管治方面的管理、實踐和報告的回饋意見。為進一步提升我們的工作水準並使下一份報告更符合您的期望，懇請您協助完成回饋意見表中提出的相關問題，並選擇以下方式回饋給我們。

地址：香港金鐘道88號太古廣場一座601

電話：+852 2899 2880

地址：北京市朝陽區朝陽體育中心東側路甲518號A座2層

電話：+8610 8564 2300

您的信息

姓 名：_____

工作單位：_____

職 務：_____

聯繫電話：_____

傳 真：_____

電子郵件：_____

意見反饋

1、您對本報告的總體評價是

☐ 好 ☐ 較好 ☐ 一般 ☐ 較差 ☐ 差

2、您認為本報告是否能反映遠洋服務對經濟、社會和環境的重大影響？

☐ 高 ☐ 較高 ☐ 一般 ☐ 較低 ☐ 低

3、您認為本報告所披露資訊、資料、指標的清晰、準確、完整度如何？

☐ 好 ☐ 較好 ☐ 一般 ☐ 較差 ☐ 差 ☐ 不了解

4、您最滿意本報告哪一方面？

5、您希望進一步了解哪些資訊？

6、您對我們今後發佈報告還有哪些建議？

DEAR READERS,

Thank you for reading the 2021 Environmental, Social and Governance Report of Sino-Ocean Service Holding Limited. Your feedback on the ESG management, practice and reporting of Sino-Ocean Service is very important to us and we look forward to hearing from you. To further enhance the standard of our work and enable the publication of a report in closer tandem with your expectations in the next cycle, please complete the below feedback questionnaire and send us your feedback in the following ways.

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

Tel: +852 2899 2880

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

Tel: +8610 8564 2300

Your Information

Name: _____

Company: _____

Job Title: _____

Tel: _____

Faxes: _____

Email: _____

FEEDBACK

1. Your overall evaluation of this report is

☐ Excellent ☐ Good ☐ Average ☐ Fair ☐ Poor

2. Do you believe that this report reflects the significant economic, social, and environmental impacts of Sino-Ocean Service?

☐ High ☐ Relatively High ☐ Average ☐ Relatively Low ☐ Poor

3. How clear, accurate and complete do you think the information, data and indicators disclosed in this report are?

☐ Excellent ☐ Good ☐ Average ☐ Fair ☐ Poor ☐ No Idea

4. Which aspect of this report are you most satisfied with?

5. What information would you like to know more about?

6. What other suggestions do you have for us to publish future reports?

遠洋服務控股有限公司

SINO-OCEAN SERVICE HOLDING LIMITED

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