



德信盛全服务
DEXIN SHENGQUAN SERVICE

Dexin Services Group Limited **德信服务集团有限公司**

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立的有限公司)

Stock Code 股份代號 : 2215

2021

環境、社會及管治報告

Annual Environmental, Social and Governance Report

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ABOUT THIS REPORT

Dexin Services Group Limited (the “Company”) (Stock Code: 2215.HK) (together with its subsidiaries, collectively “Dexin Group”, this “Group”, “we” or “us”), is pleased to release the first Environmental, Social, and Governance Report (the “ESG Report” or this “Report”). It aims to openly and transparently display the Group’s strategies and efforts to fulfill our corporate social responsibility and promote sustainable development in the past year. This Report also sets out the Group’s performance in environmental, social, and governance (“ESG”) and the programs and actions implemented in response to the expectations of various stakeholders. In the future, we will continue to enhance the quality of our products and services, strive to promote environmental and social sustainability and create more value for the ecosystem, customers, employees, and shareholders.

For more information on the Group’s corporate governance framework and practices, please refer to the Corporate Governance Report in the Group’s Annual Report for the year ended 31 December 2021.

Scope of this Report

This Report covers the period from 1 January 2021 to 31 December 2021 (the “Year”). The information contained in this Report covers the Group’s main business segments including property management services, non-owner value-added services and value-added community services operated in the People’s Republic of China (the “PRC”). Taking into account the significance of the operating system, business contribution, and business development of each business for the year, the business entities included in the reporting scope are:

- (1) Dexin Shengquan Property Services Limited; and
- (2) Dexin Property Services Co.

The environmental key performance indicators (“KPIs”) cover the performance of the headquarters offices of the above two business entities. The Group would continue to review the business areas covered by its KPIs, and it would actively prepare to expand the scope of disclosure of ESG report and improve the Group’s sustainability blueprint in the future.

Reporting framework

This Report has been prepared in accordance with the “mandatory disclosure” and “comply or explain” provisions of the Environmental, Social and Governance Reporting Guide (the “ESG Guide”) as set out

關於本報告

德信服務集團有限公司（「本公司」）（股份代號：2215）連同旗下附屬公司（合稱「德信集團」、「本集團」或「我們」）欣然發佈我們首份《環境、社會及管治報告》（「ESG報告」或「本報告」）。本報告旨在以公開透明的方式披露本集團過去一年在履行企業社會責任及實踐可持續發展的策略和工作，也會闡述本集團在環境、社會及管治（即為Environmental, Social and Governance）（「ESG」）方面的表現及就回應各利益相關方的期望所實施的方案及行動。未來，我們會不斷提高產品和服務品質，同時也致力推動環境及社會可持續發展，為生態環境、客戶、員工及股東創造更大價值。

如欲索取有關本集團企業管治框架及做法的更多資料，請參閱本集團二零二一年十二月三十一日止《年度報告》之企業管治報告。

報告範圍

本報告以本集團財政年度為報告週期，報告期為二零二一年一月一日至二零二一年十二月三十一日（「本年度」），本報告所載的資料涵蓋本集團於中華人民共和國（「中國」）所經營的物業管理服務、非業主增值服務及社區增值服務的相關業務，綜合本年度各項業務的經營體系、營業貢獻及業務發展等重要性衡量，納入統計範圍的業務實體包括：

- 1) 德信盛全物業服務有限公司；及
- 2) 德信物業服務有限公司。

當中環境方面的關鍵績效指標（「關鍵績效指標」）覆蓋以上兩間業務實體之總部辦公室的表現。本集團將持續審視其關鍵績效指標所覆蓋的業務範疇，未來會積極籌備擴大ESG報告的披露範圍及完善本集團的可持續發展藍圖。

報告框架

本報告乃根據香港聯合交易所有限公司（「聯交所」）證券上市規則附錄二十七所載《環境、社會及管治報告指引》（「ESG指引」）中的「強制披露」及「不遵守就解釋」條文所

in Appendix 27 of the Rules Governing the Listing of Securities issued by The Stock Exchange of Hong Kong Limited (the “Stock Exchange”). The content index of the ESG Guide set out in Appendix II to this Report summarizes the Group’s application of the ESG Guide and cross-references to the relevant sections of this Report.

Reporting principles

In preparing this Report, the Group has made disclosures in accordance with the principles set out in the Stock Exchange’s ESG Guide:

Materiality

The content of the ESG report is to determine relevant risks and opportunities through engaging stakeholders and conducting materiality assessment, including identifying issues related to ESG, collecting and examining the opinions from internal management and different stakeholders, assessing the relevance and importance of the issues, so as to formulate and verify the data in the report. This Report covers the material issues and related impacts concerned by different stakeholders.

Quantitative

The KPIs disclosed in the ESG report are supported by quantitative data and measurable criteria. The statistical data, calculation tools, methods, reference data, and sources of conversion factors are disclosed in the reporting of emissions data and energy consumption.

Consistency

To maintain the comparability of ESG’s performance between years, the Group adopts consistent reporting framework and calculation methodologies as far as reasonably practicable. If there are any changes to the methodologies used or the relevant KPIs, the Group will present and explain them in the corresponding sections.

Release method and feedback

An electronic version of this Report is available for viewing and downloading from the website of the Stock Exchange (www.hkexnews.hk) and the official website of Dexin Group (www.dexinfuwu.com). If there is any discrepancy between the English and Chinese versions of this Report, the Chinese version shall prevail.

If you have any inquiries about this Report or comments and suggestions on the Group’s sustainability performance, please contact us at ir@shengquanwuye.com.

編制。載於本報告附錄二之ESG指引內容索引概括了本集團應用ESG指引之範圍及交互參照本報告相關章節的資料。

報告準則

在編制本報告的過程中，本集團依照聯交所ESG指引所規定的原則作披露，即：

重要性

ESG報告的內容乃透過接觸持份者及進行重要性評估以釐定有關風險及機會，當中包括識別與ESG相關的議題、收集並審視內部管理層及不同持份者的意見、評估議題的相關及重要程度以編制及核實報告的數據。本報告涵蓋了不同持份者所關注的重要議題及相關影響。

量化

ESG報告中披露的關鍵績效指標已獲量化數據及可衡量的準則支持，當中使用的統計數據、計算工具、方法、參考資料，以及轉換因子來源均在匯報排放數據及能源消耗時予以披露。

一致性

為保持ESG表現的年度可比性，本集團在合理可行的情況下盡量採用一致的匯報及計算方法。如所使用的方法或相關關鍵績效指標有作出任何變更，本集團會在相應章節呈列並解釋。

發佈方式及回饋

本報告的電子版本可於聯交所網站 (www.hkexnews.hk) 及德信集團官方網站 (www.dexinfuwu.com) 查閱及下載。如本報告的中英文本有任何差異，概以中文版本為準。

若閣下有任何有關本報告的查詢，或對本集團的可持續發展表現有任何意見及建議，請透過電郵至 ir@shengquanwuye.com 與我們聯絡。

ABOUT DEXIN SERVICES

Headquartered in Hangzhou, the Group is a comprehensive property management service provider with a rich and extensive management portfolio in the Yangtze River Delta region. In addition to mid-to high-end residential properties, the Group actively expands the development of the non-residential property segments, including shopping malls, office buildings, industrial parks, schools, hospitals, transportation hubs, and religious scenic spots. It implements the development idea of the market-oriented operation. Since its establishment, the Group has established a brand image of quality property management services by providing various residential and non-residential properties through three business lines: property management services, non-owner value-added services, and value-added community services. The Group has been ranked among the top 100 property management service companies in China for eight consecutive years. Its business operations are highly recognized in the property management industry in China where the Group has established its leading position in the property management service market in Eastern China.

On 15 July 2021, Dexin Services Group was successfully listed on the Main Board of the Stock Exchange, marking a new journey for the development of the Group. In the future, the Group would stick to the development policy of “people-oriented, relying on science and technology”, adhere to the cultural concept of “establishing integrity, walking the right path, and being authentic” and be committed to creating the brand characteristics of “Zhiji service accompanied by love”. At the same time of transformation, we also strive to improve the quality of services, hoping to satisfy customers with our high-quality and standardized benefits, and become a service provider of urban life in the future.

Awards and Commendations

Since its establishment, the Group has been working hard in two significant areas, including property management and value-added services (including non-owner value-added services and value-added community services). It is fortunate to be recognised as a national property services Class I qualified enterprise. From a whole industry chain perspective, the Group has been developing six significant service segments:

- Residential property services
- Property business services
- Urban services
- Lifestyle services
- Engineering consultancy services
- Intelligent technology services

In addition, the Group served as the official property service provider of the 19th Asian Games in Hangzhou by virtue of its excellent proper

關於本集團

本集團是一家總部位於杭州，深耕於長江三角洲地區的綜合性物業管理服務提供者，擁有豐富而廣泛的管理業態。除了中高端住宅，本集團積極拓展非住宅物業板塊的發展，包括商場、辦公寫字樓、產業園區、學校、醫院、交通樞紐和宗教景區等，履行市場化運營發展思路。自成立以來，本集團通過三條業務線為住宅和非住宅物業提供多種服務，即物業管理服務、非業主增值服務及社區增值服務，樹立起優質物業管理服務的品牌形象。本集團已經連續八年躋身於中國物業服務企業百強，其業務經營在中國物業管理行業備受肯定，也確立了我們在華東地區物業服務市場的領先地位。

2021年7月15日，德信服務集團成功在香港聯交所主板上市，標誌著本集團的發展邁上新征程。未來，本集團將堅持“以人為本，以科技為依託”的發展方針，秉承“樹正氣、走正道、做正品”的文化理念，致力於打造“知己服務有愛相伴”的品牌特色，在追求數位轉型的同時也努力提高服務品質，希望能讓客戶滿意我們高品質、標準化的服務，成為未來城市生活關係服務商。

獎項與表彰

自成立以來，本集團在物業管理和增值服務兩大領域不斷耕耘，有幸能成為國家物業服務一級資質企業，以全產業鏈視角進行產業佈局，致力發展六大板塊：

- 住宅物業服務
- 產商服務
- 城市服務
- 生活服務
- 工程諮詢服務
- 智慧科技服務

此外，本集團憑藉卓越的體育運動場館物業服務質素成為杭州第19屆亞運會官方物業服務供應商，反映業界及社會對本集團的服務品質和良好市場口碑的肯定及認同。在集團上下齊心努力之下，本集團在本年度榮獲多個獎項與認可，未來我們會繼續砥礪前行，希望為客戶創造幸福家園和美好生活。

ty service quality in sports venues, reflecting the recognition and acknowledgment of the industry and the community for the Group's service quality and good market reputation. With the concerted efforts of the Group, the Group has won many awards and recognitions during the Year. We would continue to forge ahead in the future, hoping to create happy homes and better lives for our customers.

Name of award 獲獎名稱	Award certificate 獎項證書	Name of award 獲獎名稱	Award certificate 獎項證書
中國物業服務百強企業TOP25 Top 25 China Property Services Company in Top 100 Enterprises		中國物業成長性品牌企業 China Property Growth Brand Enterprise	
物業服務力華東區域五十強企業 Property Service Power Top 50 Enterprises in East China Region		中國物業服務企業品牌價值100強 華東品牌企業30強 op 100 Chinese property service enterprises in terms of brand value, Top 30 brand enterprises in East China	
物業服務力杭州十強企業 Property Service Power Top 10 Enterprises in Hangzhou		中國物業服務企業潛力獨角獸 China Property Services Enterprise Potential Unicorns	
中國物業服務市場化運營領先品牌企業 China's leading brand enterprise for market-oriented operation of property services		第六屆金港股年度最具價值物業公司 The 6th Golden HK Stock Most Valuable Property Company	

Industry conferences and forums

The Group has actively participated in influential forums and strategic summits in the property management industry. On the one hand, the Group would share its experience and discuss market trends and the industry's future development with its peers. On the other hand, the Group would keep abreast of market trends while helping to promote the development and progress of the property management industry in the PRC, contributing to the quality development of society and enhancing the value of sustainable urban development. During the Year, the Group participated in several industry conferences and forums, including:

- Research Conference of "2021 China Top 100 Property Service Companies"
- Research Conference of "2021 China Real Estate and Property Listed Companies"
- Research Conference of "2021 China Real Estate Brand Value"
- "Brand Building Forum for Property Management Industry in 2021"
- "2021 (the 5th) China Real Estate New Era Gala"
- "2021 (the 4th) Annual Financial Forum and Financial Night"
- "2021 Good Life Service Innovation Summit & Good Life Service Plan Results Launch"

行業會議及論壇

一直以來，本集團積極參與物業管理行業裏具影響力的論壇及戰略峰會，在分享自身經驗的同時也能與同行討論市場趨勢及行業未來發展，在掌握市場的動向的同時也協助推動中國物業管理行業的發展及進步，為社會高品質發展和提升城市可持續發展的價值作出貢獻。本年度，本集團參與了多個行業會議及論壇，包括：

- 2021中國物業服務百強企業研究成果發佈會
 - 2021中國房地產及物業上市公司研究成果發佈會
 - 2021中國房地產品牌價值研究成果發佈會
 - 2021年物業管理行業品牌建設論壇
 - 2021（第五屆）中國房地產新時代盛典
 - 2021（第四屆）樂居財經年度論壇暨財經之夜
 - 2021美好生活服務創新峰會暨美好生活服務計畫成果發佈會
 - 2021（浙江）城市領跑者頒獎盛典暨行業高峰論壇
 - 中國物業管理協會第五屆理事會第五次全體會議
 - 杭州市物業管理協會第五屆會員大會
- 在未來，本集團會繼續鞏固自身在物業管理和增值服務產業鏈的戰略佈局，致力優化產品和服務品質，不斷強化自身市場的競爭力。

“2021 (Zhejiang) City Leader Award Ceremony and Industry Summit Forum

“The Fifth Plenary Session of the Fifth Council of China Property Management Association”

“The Fifth General Meeting of Hangzhou Property Management Association”

The Group would continue to consolidate its strategic layout in the property management and value-added services industry chain, strive to optimize the quality of products and services, and continuously strengthen its competitiveness in the market.

The Board Statement and ESG governance

Good ESG governance lays the foundation for sustainable development. A robust ESG governance structure would help enhance the Group's ESG performance and help us manage the risks and opportunities of our business operations in a better way. The Group has formulated an Environmental, Social, and Corporate Governance Policy, which sets out the ESG management structure and management strategy to pursue business development while fulfilling our ESG commitments. As the highest decision-making body of ESG in the bank, the Company bears ultimate responsibility for ESG's work. The Company's Board of Directors (the "Board") assumes the responsibility of formulating the Group's ESG strategy, ensuring appropriate and effective ESG risk management and internal control systems. The Board will monitor the performance of the Group's ESG policy in each unit, regularly review the implementation of the ESG policy and ensure that the Group's ESG governance complies with the requirements of the relevant regulatory bodies. The Board also keeps abreast of the latest market developments and international trends in the ESG field through regular annual meetings and dedicated reports. In the meantime, the Board carefully reviews the potential sustainability risks and opportunities faced by the Group and adjusts its operational policies as appropriate to minimize the negative impact on the Group's business development. The Board also monitors the preparation of the annual ESG report to ensure that its content and quality are compliant and meet the requirements of the Board.

In addition, under the supervision of the Board, the Group has established an ESG Working Group (the "Working Group") comprising senior management and other staff with knowledge of ESG. The Working Group is responsible for improving the setup of the Company's ESG governance structure, ensuring that the company can effectively identify the ESG risks it faces, and formulating management policies and practice plans for each ESG risk. During the Year, the Working Group developed a series of actions to address the Group's environmental management and social responsibility performance in environmental protection, employee care, corporate operations, community investment, etc. It also worked with external independent consultants

董事會聲明及ESG管治

優良的ESG管治為企業可持續發展打下根基，而穩健的ESG管治架構將有助提升集團的ESG表現，同時協助我們更好的掌握業務營運所遇到的風險與機遇。本集團已制定環境、社會及企業管治政策，清楚列明ESG管理架構及管理方針，使我們在追求業務發展的同時能實踐對環境、社會及企業管治方面的承諾。本公司董事會（「董事會」）作為本行ESG最高決策機構，對ESG工作承擔最終責任，承擔起制定集團ESG策略的職責，確保設立合適及有效的ESG風險管理及內部監控系統，並會監督集團的ESG政策在各個單位的表現，同時亦會定期檢討ESG政策的實施情況及確保本集團的ESG管治符合相關監管機構的規定。董事會亦會每年定期舉行會議及專題報告等溝通渠道以了解最新的ESG市場發展及國際趨勢，謹慎審視本集團所面對的潛在可持續發展風險與機遇，並適時調整營運方針，以減低對集團業務發展的負面影響。董事會也會監督年度ESG報告的編制，確保其內容及質量合規並符合董事會的要求。

此外，在董事會的督導之下本集團成立了ESG工作領導小組（「工作小組」），成員由高級管理層及其他具備ESG方面知識的員工組成。工作小組肩負起完善公司ESG管治架構的設置，確保公司能有效識別所面臨的ESG風險，並針對各項ESG風險制定管理政策和實踐計畫。在本年度，工作小組針對本集團在環境保護、關愛員工、企業運營、社區投資等環境管理和社會責任方面的表現制定了一系列的行動，並與外聘獨立顧問公司共同商討有關本集團的ESG事宜，包括進行重要性評估以甄別重要ESG議題，數據收集及分析等，而部份董事會成員亦參與其中給予意見，最終釐定本集團需要重點關注的ESG議題，以規劃本集團未來的ESG發展方向及部署。

to discuss ESG issues related to the Group, including conducting materiality assessment to identify important ESG issues and collecting and analysing data. Some members of the Board also gave their opinions in the process, and finally identified the ESG issues that the Group needs to focus on to plan the future ESG development direction and the deployment of the Group.

The Working Group would implement ESG-related strategies and action plans, regularly report and review progress and performance against ESG-related targets to the Board through Board meetings, and implement improvement plans to ensure that ESG performance continues to improve and meet the targets set by the Board.

工作小組將會實踐ESG相關策略及行動方案，並透過董事會會議定期向董事會匯報及檢討ESG相關目標的進度和工作表現，有需要時會推行改善方案以確保我們的ESG表現能持續改善並達至董事會所制定的目標。

STAKEHOLDER ENGAGEMENT

The Group attaches great importance to stakeholders' views and maintaining close contact and effective communication with them for the long-term development of the Group. Therefore, we have established diversified communication channels to reach out to stakeholders in various fields through different online and offline means. In this way, the Group can understand the views and opinions of internal and external stakeholders to assist the Group in formulating sustainable development strategies that can better balance the interests of the environment and various stakeholders of society.

Stakeholder communication

The Group has established a series of communication channels and platforms to fully understand the concerns and expectations of various stakeholders on the Group's ESG performance and provide timely responses.

持份者參與

本集團高度重視持份者的意見，亦深明與持份者保持密切聯繫和有效溝通對企業長遠發展的重要性。因此，我們建立了多元化的溝通渠道，希望可以透過線上、線下等不同方式接觸各領域的持份者，瞭解內部及外部持份者的觀點和意見，以協助本集團制定更能平衡環境及社會各方利益的可持續發展策略。

持份者溝通

本集團已成立一系列溝通渠道及平台，以全面瞭解各持份者對本集團ESG表現的關注點和期望，從而提供適時的回應。

Stakeholders 持份者	Expectations and Requirements 期望與要求	Communication and response methods 溝通與回應方式
政府及監管機構 Government and Regulators	<ul style="list-style-type: none"> • 遵守法律法規 Compliance with laws and regulations • 帶動地方就業 Promoting local employment • 按時納稅 Pay taxes on time 	<ul style="list-style-type: none"> • 定期匯報資訊 Regular reporting of information • 檢查及監督 Inspection and supervision
股東 Shareholder	<ul style="list-style-type: none"> • 收益回報 Earnings return • 合規運營 Compliant operations • 提升公司價值 Increase Company value • 資訊透明及高效溝通 Information transparency and efficient communication 	<ul style="list-style-type: none"> • 股東大會 Shareholders' meeting • 集團公告及通函 Group announcements and circulars • 電郵、電話通訊及公司網站 Email, telephone communication and company website
合作夥伴 Partners	<ul style="list-style-type: none"> • 誠信經營 Integrity in business • 公平競爭 Fair Competition • 依法履約 Performance of contracts in accordance with law • 互利共贏 Mutual Benefits 	<ul style="list-style-type: none"> • 審查與評估會 Review and evaluation session • 商務溝通 Business communication • 洽談合作 Negotiate cooperation
客戶 Clients	<ul style="list-style-type: none"> • 優質產品及服務 Quality products and services • 依法履約 Performance of contracts in accordance with law • 誠信經營 Integrity in business 	<ul style="list-style-type: none"> • 客戶服務中心及熱線 Customer service center and hotline • 客戶意見調查 Customer opinion survey • 客戶溝通會議 Customer communication Meeting • 社交媒體平台 Social media platforms • 回訪 Calling for feedback

Stakeholders 持份者	Expectations and Requirements 期望與要求	Communication and response methods 溝通與回應方式
環境 Environment	<ul style="list-style-type: none"> 達標排放 Achievement of emission standards 節能減排 Energy saving and emission reduction 合規排放 Compliant emissions 合理用水 Reasonable water use 	<ul style="list-style-type: none"> 與當地環境部門交流 Communication with local environmental authorities 調研檢查 Research and Inspection
行業 Industry	<ul style="list-style-type: none"> 促進行業發展 Drive industry development 	<ul style="list-style-type: none"> 參與行業論壇 Participation in industry forums 考察互訪 Exchange visits
員工 Employees	<ul style="list-style-type: none"> 權益維護 Rights and benefits protection 職業健康及安全 Occupational health and safety 薪酬福利 Compensation and benefits 職業發展 Career development 人文關懷 Humanity care 	<ul style="list-style-type: none"> 員工溝通會 Employee communication meeting 公司內刊和內聯網 Company newsletter and intranet 員工信箱 Employee mailbox 培訓與工作坊 Training and workshops 員工活動 Employee activities 職工代表大會 Staff congress
社區及人民 Community and People	<ul style="list-style-type: none"> 改善社區環境 Improving the community environment 參與公益事業 Get involved in charity work 資訊公開透明 Open and transparent information 	<ul style="list-style-type: none"> 公司網站 Company website 公司公告 Company announcements and circulars 傳媒採訪 Media interviews 社交媒體平台 Social media platforms

Materiality assessment

For the Group, understanding the thoughts and opinions of stakeholders is inextricably linked to the formulation of the Group's overall ESG development strategy. In addition to the communication channels listed above, we also collect the views and expectations of management and staff on ESG-related issues through questionnaires to understand the importance of different sustainability issues to the Group's development. The information and data collected therein will be analyzed and combined with the materiality maps¹ provided by reputable external organizations. With the assistance of third-party ESG consultants, ESG issues of higher relevance and importance to the Group would be screened out. The Group eventually identified nine material ESG issues, which would form the basis for the Group's resource allocation and ESG risk management direction in ESG.

重要性評估

對本集團而言，了解持份者的想法和意見與制訂集團整體ESG發展策略的關係密不可分。除了上述所列的溝通渠道外，我們亦通過問卷調查的方式收集管理層及員工對ESG相關議題的看法及期望，深入瞭解不同可持續發展議題對集團發展的重要性。當中所收集的資料及數據經分析後，將結合知名外部機構提供的重要性圖譜¹，並在第三方環境、社會及管治顧問的協助下篩選出對本集團而言關聯性及重要性較高的ESG議題。本集團最終識別出9項重大ESG議題，為本集團於ESG方面之資源配置及ESG風險管理路向定下基礎。

Category 範疇	Important Topics 重要議題	Corresponding sections 對應章節
環境保護 Environmental Protection	<ul style="list-style-type: none"> ●環境事故預防及處理 Environmental accident prevention and treatment 	<ul style="list-style-type: none"> ●6.1 環境管理體系 6.1 Environmental Management System
僱傭合規 Employment Compliance	<ul style="list-style-type: none"> ●僱傭合規 Employment Compliance ●薪酬及福利 Compensation and Benefits ●晉升及發展 Promotion and Development 	<ul style="list-style-type: none"> ●5.1 人才招聘及僱傭合規 5.1 Talent Acquisition and Employment Compliance ●5.2 薪酬及晉升 5.2 Salary and Promotion ●5.3 員工福利及活動 5.3 Employee Benefits and Activities ●5.4 培訓與發展 5.4 Training and Development
營運管理 Operations Management	<ul style="list-style-type: none"> ●客戶服務管理 Customer Service Management ●客戶健康與安全 Customer Health and Safety ●客戶資訊安全與保護 Customer Information Security and Protection ●智慧物業服務發展 Smart Property Service Development ●反貪污 Anti-Corruption 	<ul style="list-style-type: none"> ●4.1 保障服務品質 4.1 Guarantee service quality ●4.3 客戶健康與安全 4.3 Customer Health and Safety ●4.4 維護客戶權益 4.4 Maintain customer rights and interests ●4.6 智慧科技管理 4.6 Smart Technology Management ●8. 廉潔經營 誠信致遠 8. Integrity and honesty in business

¹The materiality maps referenced in the materiality assessment include the ESG Industry Materiality Map and the SASB Materiality Map provided by MSCI and the Sustainability Accounting Standards Board (SASB), respectively.

¹重要性評估已參考由明晟公司 (MSCI) 提供的ESG行業重大性地圖及永續會計準則委員會 (SASB) 提供的重要性圖譜。

KEEP IMPROVING SERVICE QUALITY

As a branded property management service provider, the Group strives to improve the quality of property management services and enhance customer satisfaction with the goal of "Being Your Life Companion". The Group is strictly in accordance with the Product Quality Law of the People's Republic of China, Urban Real Estate Management Law of the People's Republic of China, Regulation on Realty Management of the People's Republic of China and other laws and regulations. The Group also formulated a series of internal systems and guidelines to ensure that our services comply with national standards and ensure that customers enjoy high-quality and satisfactory service experience. We would continue to strengthen the supervision of property management service quality, improve the management system of property management services, strengthen the training of relevant personnel, and conduct regular performance analysis, evaluation and review to form a virtuous cycle of continuous improvement.

Guaranteed service quality

The Group is committed to providing excellent property management services and has built a comprehensive quality operation system for the quality of property management services. The quality management system we have established has been certified to the international standard of ISO 9001:2015. We would design, develop and plan property management service projects under customer requirements and industry standards and regulations for property management services. At the same time, the Group has also established clear, well-defined standards and operational guidance-type documents for our staff to provide professional and excellent property management services by following the relevant system documents. We would continuously inspect and monitor the process of property management services to strictly control the quality of property management services to meet the requirements of our clients.

The Group's quality management system is a three-tier control system based on headquarters, regions and local property service centers. To continuously improve the service quality of our regional companies and property service centers, we have formulated a perfect "Quality Inspection and Assessment Management Method System". The Group's Operations and Quality Control Center would conduct comprehensive inspections of the on-site quality issues of each regional company and property service center through joint inspections, mystery visits and the sky-eye surveillance system. It would evaluate on-site quality management work, issue quality rectification orders for on-site quality defects and hidden dangers, and require rectification within a limited time. Relevant departments or units must

精益求精 服務品質為上

作為一家具品牌特色的物業管理服務商，本集團致力以“你的生活知己”為目標藍圖，不斷改進物業管理服務的品質，提升客戶的滿意度。本集團嚴格依照《中華人民共和國產品質量法》、《中華人民共和國房地產管理法》及《中華人民共和國物業管理條例》等法律規章，制定了一系列內部制度和指引來確保我們的服務符合國家標準，務求讓客戶享受到優質及滿意的服務體驗。我們會繼續加強對物業服務品質的監督，不斷完善物業服務的管理制度，強化相關人員的培訓，並定期開展績效分析、評估和檢討，形成持續改進的良性循環。

保障服務品質

本集團致力提供卓越的物業管理服務，並對物業管理服務的質量搭建了全面的品質運營體系，我們所建立的質量管理體系已獲ISO 9001:2015的國際標準認證。我們會根據顧客的要求和物業管理服務的行業標準和規範進行物業管理服務項目的設計開發和策劃等，同時建立清晰、明確的標準及作業指導類文件讓員工能依照相關制度文件提供專業及卓越的物業管理服務。我們亦會持續檢查及監督物業管理服務的過程，嚴格控制物業管理服務的質量，以符合客戶的要求。

本集團的質量管理系統是一個基於總部、地區、物業服務中心的三級管控體系，為不斷提升本集團各區域公司、各物業服務中心的服務質量，我們已制定完善的《品質檢查考核管理辦法》。集團運營品控中心會透過聯合檢查、神秘訪查、天眼系統等方式對各區域公司及物業服務中心的現場品質問題進行全面檢查，評估現場品質管理工作，並對現場品質缺陷和隱患下達品質整改令，要求限時整改。相關部門或單位必須落實項目整改方案，並持續監督改善進度，直至服務質量符合標準要求。本集團會確保所有項目維持優質的物業管理服務，並持續改進服務質素，讓客戶滿意我們提供的服務。

implement the project rectification plan and continuously monitor the improvement progress until the service quality meets the standard requirements. The Group would ensure that all projects maintain quality property management services and constantly improve service quality so that our customers are satisfied with our services.

Customer feedback

Customers' opinions are crucial to the Group's continuous service quality improvement. Therefore, the Group places great importance on customers' opinions and satisfaction with the Group's services. We have an Owner Satisfaction Control Procedure to collect, analyze and process information from our customers and improve customer satisfaction. We use various communication channels to collect customers' opinions and suggestions, such as face-to-face interviews, letters communication and telephone calls. We also invite our customers to fill out customer satisfaction surveys every year to understand their satisfaction with our services and collect relevant thoughts. All the information collected would be statistically analyzed to understand the needs and expectations of our customers and to identify areas for improvement and review against our quality objectives for continuous improvement of our quality management system.

Besides, customers can reflect their opinions and complaints to the Group through different channels such as the customer service hotline and online media. The Group has established a sound complaint handling management system to handle customer opinions and complaints, ensure those complaints can be solved in a timely and reasonable manner, protect customers' rights and interests, and maintain and enhance the company's reputation. The Group's 400 Customer Service Center is the management department for dealing with customer opinions and complaints. It is responsible for collecting, classifying and recording property owners' views, suggestions and complaints as well as analyzing and determining the category of complaint responsibility. The relevant responsible department would handle the complaints according to the three principles of "Principle of timeliness and accuracy", "Principle of honesty and credit" and "Principle of professionalism and humanity". The department will analyze the causes and propose corrective or preventive measures to solve customers' actual problems as far as possible, to meet the requirements and expectations of customers and enhance the satisfaction of property owners. After the complaints are handled, the 400 Customer Service Center would be responsible for calling for feedback and recording the property owners' opinions. The relevant information would be formed into a monthly analysis and submitted to the responsible person as a basis for regular review and improvement of service quality.

During the Year, the Group did not receive any major customer complaints against the Group's services.

客戶意見回饋

客戶的意見對本集團持續改進服務質量至關重要，因此本集團十分重視客戶的意見及對本集團的服務滿意度。我們設有《業主滿意控制程序》，負責收集、分析與處理客戶的信息，並對客戶滿意度進行管理。我們利用各種溝通渠道，如面談、信函電話等方式收集客戶的意見和建議。我們亦會每年邀請客戶填寫顧客滿意度調查表，以瞭解顧客對公司服務的滿意程度及收集相關意見。所有收集所得的資料將會進行統計分析，以瞭解顧客的需求和期望，同時識別本集團需改進的方面，並對照公司的質量目標進行檢討，持續完善品質管制系統。

此外，客戶可從客戶服務熱線、網路媒體等不同途徑向本集團反映意見及作出投訴。本集團已建立完善的《投訴處理管理制度》處理客戶意見和投訴，確保客戶投訴能及時、合理地得到解決，保障客戶權益，維護和提升公司聲譽。本集團的400客戶服務中心是處理客戶意見和投訴的管理部門，負責收集、分類及記錄客戶的意見、建議和投訴，並進行分析判定投訴責任類別。相關負責部門會根據「及時準確原則」、「誠實信用原則」及「專業、人性原則」的三大原則認真處理客戶意見和投訴，分析原因，並制定相關的糾正跟進計畫，盡可能解決客戶實際問題，以滿足客戶的要求和期望，提升業主滿意度。投訴處理完成後，400客戶服務中心會負責回訪，並對業主意見進行記錄，相關資料會形成月度分析推送相關領導，以作為定期檢討及改善服務質量的依據。

本年度，本集團並未接獲針對本集團服務的重大客戶投訴個案。

Customer health and safety

The Group attaches great importance to the health and safety of our property owners and customers. We strictly abide by the laws and regulations, such as the Work Safety Law of the People's Republic of China and the Fire Protection Law of the People's Republic of China. We have taken a series of measures to create a harmonious and safe community environment and to protect the personal safety and health of our property owners and customers.

Security risk detection and early warning

Our staff are aware of the need to take precautionary measures and identify safety hazards in our daily property management work to create a safe working and living environment for our residents and staff. If we discover any hanging ceiling or chandelier, we would arrange for maintenance and alert the residents to stay away from the area to avoid injury to passersby. If we discover any hidden danger of electric shock, such as dust and rust in the power supply and distribution system, aging wires, and exposed cores, we will arrange for engineering staff to deal with it promptly. When there are piles of debris in the management area, we will clean them up in advance to avoid fire caused by the debris. We would try our best to find out the potential hazards and eliminate the related safety problems to protect the safety and health of our employees and customers.

Emergency Preparedness Handling

To enable the Group's staff to respond quickly and accurately to emergencies, the Group has developed a standard emergency handling system that sets out the emergency handling procedures to be followed by each department in different emergencies. Under the condition of ensuring the safety of all staff, owners and customers as the primary consideration, each department must respond quickly, control the development of the situation and isolate the scene of the incident, thus minimizing the impact on employees and residents. Our standard contingency plans can handle emergencies such as flammable gas leakage, fire, rainstorm, typhoon, power outage, elevator trapped, conflict incidents, etc. We also perform regular drills and training to enhance our staff's awareness and familiarity with the emergency response plan.

Control and Management of Epidemic Situation

Since there are sporadic community outbreaks of COVID-19, the Group has formulated standardized operational guidelines for epidemic prevention and control of COVID-19 to standardize the operating standards of epidemic prevention work, improve the quality of epidemic prevention work and protect the health of staff and residents. We would promptly activate the epidemic prevention plan according to the government's epidemic prevention requirements. We would ensure that the staff, materials and facilities are in place as soon as possible, disinfect key areas, close and control entrances and exits, strengthen publicity and education, and provide convenience services, etc. We would implement temperature check and symptom screening for staff before they work. As needed, staff must wear

客戶健康與安全

本集團高度重視業主及客戶的健康與安全，嚴格遵守《中華人民共和國安全生產法》、《中華人民共和國消防法》等法律法規，我們已採取一系列措施，以營造和諧安全的社區環境，保障業主及客戶的人身安全與健康。

安全隱患排查預警

本集團的員工具備防範預警意識，在日常物業管理工作中排查存在的安全隱患，為住戶及員工創造一個安全的工作及生活環境。我們在日常巡查時留意物業設施運作狀況，如發現天花板、吊燈有懸掛不良情況，我們會及時安排維修並做好警戒提示住戶遠離該區域，避免懸掛物傷及途人。當發現供配電系統出現塵鏽、電線老化、線芯裸露等有可能發生觸電的隱患時，我們會及時安排工程人員處理。當管理區域內有亂堆亂放的雜物，我們會提前進行清理，避免堆積引起火災。我們會盡可能找出安全隱患，並消除相關安全問題，保障員工及客戶的安全和健康。

應急預案處理

為讓本集團的員工能對突發情況作出敏捷及準確的回應，本集團已制定常見應急預案處理制度，明確闡述在不同突發情況下各部門應遵循的應急處理程序，在保障所有工作人員、業主及客戶的安全作為首要考慮條件下，各部門須快速反應，控制事態發展，並隔離事發現場，盡量減少對員工及住戶的影響。我們的常見應急預案處理能應付不同類型的應急狀況，例如：易燃氣體洩漏、火警、暴雨、颱風、停電、電梯困人、衝突事件等。我們亦會定期進行演習及安排培訓，加強員工的危機處理意識及熟習應急預案處理方法。

防疫管控

新型冠狀病毒偶爾出現零星社區爆發的情況，因此，本集團針對新型冠狀病毒的防疫管控制定了防疫標準化作業指引，以規範防疫工作的作業標準，提高防疫工作的質量，保障員工及住戶的健康。根據政府的防疫要求，我們會及時啟動防疫方案，確保組織人員和物資設施盡快到位，對關鍵部位進行消殺、出入口封閉控制、加強業主宣傳和提供業主便民服務等。我們會於上崗前為工作人員實施體溫檢測及症狀排查，工作人員值班時必須佩戴口罩，並按需要佩戴手套、防護服、護目鏡等。園區會實施封閉式管理，人行及車輛出入口會實施封閉控制，所有進出人員及車輛需核實登記，並進行體溫檢測。工作人員會定時於電梯轎廂、大堂通道、戶外設施、停車場、園區綠化地面等不同園區範圍內進行全面消毒，確保符合衛生環境要求。

masks, gloves, protective clothing, goggles, etc. The park would be managed securely, with entrances and exits of pedestrian and vehicle controlled. All people and vehicles entering and leaving the park would be verified and registered, and their temperature would be checked. Staff would regularly disinfect different park areas, such as elevator cars, lobby passages, outdoor facilities, parking lots, and the park's green space, to ensure compliance with the requirements of a hygienic environment. As residents need to be isolated in their homes and cannot go out, we also provide considerate shopping, delivery, and garbage disposal services to meet the regular needs of residents, and provide assistance when appropriate. Moreover, we set up audio, banners, posters, etc., at the park's main entrance and regularly broadcast epidemic prevention information to disseminate epidemic prevention science.



因應業主需家居隔離，不便外出，我們亦提供貼心的代購、配送、丟垃圾等服務，並定期瞭解住戶的需求，適時提供協助。而且，我們在園區主入口設置音響、橫幅、海報等，定時播放防疫知識廣播，加強住戶的防疫科普知識。



Safeguarding the rights and interests of customers

Regarding the protection of customer privacy, the Group attaches great importance to the security of the personal information of property owners and residents. We strictly comply with the Law of the People's Republic of China on the Protection of Consumer Rights and Interests and other related laws and regulations. We would collect and use customer information lawfully, and the use of customer information is limited to the means specified in the contract. Our Confidentiality Rules and Regulations also regulates confidentiality requirements. Employees are required to sign an information confidentiality management agreement, regardless of whether they are on or off the job, to protect the company's trade secrets and the security of customer information. In case of loss or potential leakage, employees must immediately report the failure and take remedial measures to minimize the impact. All confidential documents are kept by the person in charge and stored in equipment that meets confidentiality requirements. All personal documents are strictly forbidden to be sold, abandoned, or destroyed without authorization. If confidential documents need to be destroyed, they shall be implemented by two or more staff members after approval by the company leadership. For employees who do not comply with the company's regulations, resulting in the leakage of confidentiality, we would give disciplinary sanctions, dismissal, or even criminal responsibility following the relevant laws and regulations as well as the Company's internal regulations on rewards and punishments.

維護客戶權益

在保護客戶隱私方面，本集團高度重視業主及住戶的個人信息安全，嚴格遵守《中華人民共和國消費者權益保護法》等法律法規。我們會以合法的形式收集及使用客戶資訊，對客戶資訊的使用限於合約中列明的途徑。我們的保密制度亦規範保密要求，員工需簽署信息保密管理協定，不論在職或離職後也須保護公司商業機密及客戶的信息安全。如有遺失或可能發生洩露時，員工須立即上報，並採取補救措施，以減低受影響程度。所有保密文件由專人負責，並存放在符合保密要求的設備內。所有保密文件嚴禁出售、遺棄或擅自銷毀，需要銷毀保密文件的，經公司領導批准後，由兩個以上工作人員實施。對於員工因不遵守公司規定，造成洩密事件，我們會依照有關法規及公司的獎懲規定，給予紀律制裁、解僱，甚至追究刑事責任。

During the Year, the Group was not involved in any legal proceedings and did not receive any complaints regarding the Group's breach of customer privacy.

Protect intellectual property

The Group respects intellectual property rights and strictly complies with the relevant laws and regulations, such as the Law of the People's Republic of China on the Protection of Intellectual Property Rights, the Patent Law of the People's Republic of China, and the Trademark Law of the People's Republic of China. The Group's intellectual property management practices have set out the responsibilities of each functional department to effectively protect the Company's intellectual property rights, including patents, copyrights, trademarks, trade secrets, etc. Each department shall promptly report newly generated intellectual property rights to the Human Resources Administration Center. The Human Resources Administration Center shall uniformly handle the relevant intellectual property rights declaration, registration and other protection procedures. No one shall use their authority or use other improper means to copy, publish or disclose the company's intellectual property rights. Any unit or person who infringes on the Group's intellectual property rights would be transferred to the relevant administrative department in accordance with law.

In addition, the Group issues guidelines on the computer software installation application for the employees to ensure that they are installing genuine software and do not infringe the intellectual property rights of others. We also take various measures to ensure that the software installed on the Group's computers is licensed and legal.

During the Year, the Group was not involved in any legal proceedings relating to the Group's violation of intellectual property rights.

Smart technology management

The Group is constantly pursuing innovation and integrating intelligent technology elements into our traditional park management services to enhance the living experience of our property owners and customers in all aspects and create high-end smart parks. We have added intelligent technology applications to our operation services, essential services, office services, considerable environmental energy, and significant security. For example, we have added intelligent access control, parking, visitor/monitoring, and alarm center modules to create a security smart management system. Meanwhile, through the interactive environmental energy monitoring management system, we have completed remote control of the energy consumption system to realize low-carbon and energy-saving management of the park.

本年度，本集團未曾接獲任何有關本集團違反客戶隱私的法律訴訟個案。

保護知識產權

本集團尊重知識產權，並且嚴格遵守《中華人民共和國知識產權保護法》、《中華人民共和國專利法》和《中華人民共和國商標法》等相關法律及法規。本集團的知識產權管理辦法已明確訂明各職能部門的職責，以有效保護公司的知識產權，包括專利權、著作權、商標權、商業機密等。各部門應及時將新產生的知識產權向人力行政中心申報，並由人力行政中心統一辦理相關的知識產權申報、登記等保護手續。任何人不得利用職權或採用其他不正當手段將公司的知識產權複製、發表或洩露。任何侵犯本集團知識產權的單位或人士將交由相關行政部門依法處置。

此外，本集團就僱員申請可安裝的電腦軟件發出指引，確保其安裝的是正版軟件，以免侵犯他人的知識產權。同時，我們亦採取各種措施，確保本集團的電腦中所安裝的軟件均取得相關的許可認證，並且屬合法。

在本年度內，本集團未曾接獲任何有關本集團違反知識產權的法律訴訟個案。

智慧科技管理

本集團不斷追求創新，在傳統園區管理服務基礎上融入智慧科技元素，全方面提升業主和客戶的居住體驗，打造高端智慧園區。我們已於運營服務，基礎服務，辦公服務，大環能及大安防中增添智慧科技應用。例如：我們增加智慧門禁、智能停車訪客 / 監控、報警中心模組等，打造大安防智慧管理體系；同時通過環境能源互動式監測管理系統，完成能耗系統遠端控制，實現園區低碳節能管理。



Hangzhou Airport City Alibaba Cloud Smart Low Carbon Building and Operation
杭州空港城阿里雲智慧低碳建築及運營

The Hangzhou Airport City Industrial Park project includes office buildings, hotels, shopping centers, and other complex businesses, with a large flow of people and high requirements for energy control of equipment and facilities in public area. Through preliminary intervention, the Group proposed to create a "low-carbon building and operation" solution in conjunction with Alibaba Cloud to build a cloud-based intelligent operation and management for the park, which creates energy-saving and emission-reducing economic publicity benefits. Primary low-carbon innovative technology tools include:

- Energy consumption management of building facilities and equipment, including comprehensive energy consumption monitoring, which forms a detailed analysis of energy schemes based on data to achieve cost reduction and efficiency.
- Through the R.B.A. equipment detection linkage work order system, we use equipment connected to the network to form timely repair work orders, reduce energy costs caused by equipment failure
- Introduction of solar street lights and other intelligent public area equipment, using Alibaba Cloud I.O.T. platform LoraWAN technology to build an integrated solution

杭州空港城產業園項目包括辦公樓、酒店、購物中心等複合業態，人員流動大，對公區設備設施能耗管控要求極高。本集團通過前期介入，提出聯合阿里智慧打造「低碳建築及運營」方案，為園區打造基於雲服務的智慧運營管理，創造節能減排經濟宣傳效益。主要低碳智慧科技手段包括：

- 建築設施設備能耗管理，包括能耗全方位監控，在完善資料的基礎上形成詳細的能源方案分析，實現降本增效。
- 通過RBA設備檢測聯動工單系統，設備連接網路及時形成報修工單，降低因為設備故障造成的能源成本。
- 引進太陽能路燈等智慧公區設備，利用阿里雲IOT平台LoraWAN技術，構建一體化解決方案。

We fully build a 1+N technology service system for residents, centering on the Zhiji platform as the core and unifying various I.O.T. devices into the Zhiji platform through standardized standards to achieve overall support and control of intelligent services and business promotion. So users can experience all community services with Dexin Life APP, WeChat mini-program or WeChat Official Accounts, which is convenient and fast. The services we provided include but are not limited to:

- Online payment: property owners can quickly pay their property fees online and check the bill details with one click
- Online repair report: property owners can report repairs through the WeChat app and can also check the progress of repairs in real-time
- Senseless owner access: property owners only need to use the Dexin Life APP to enter and exit the district without any restriction by face identification system. The access control identification system can automatically identify the owner and open the door actively.
- One-stop shopping for goods: The owner can purchase daily necessity in the online shopping mall with home delivery service in our Dexin Life APP

我們為住戶全力構建1+N的科技服務體系，圍繞知己平台作為核心，將各種物聯設備通過規範標準後統一接入知己平台，實現智慧服務及業務推廣的總體支撐與管控，用戶僅憑德信生活APP、微信小程序、微信公眾號即可場景化體驗所有社區服務方便快捷。我們提供的服務包括但不限於：

- 線上繳費：業主可輕鬆線上繳納物業費，並可一鍵查詢繳費帳單明細
- 線上報修：業主可透過微信小程序報修，也能即時查詢維修進度
- 無感式業主通行：業主只需利用德信生活APP錄入人臉，就可無阻礙進出社區，門禁識別系統能自動識別業主身份並主動開門
- 一站式物品採購：德信生活APP提供送貨到家的日常生活物資採購商城
- 線上化場館預定：集聚社區場地資源上線知己平台，社區住戶通過德信生活APP進行場館預定
- 線上化活動報名：物業通過知己平台發佈社區活動，業主可以在德信生活APP上進行活動查閱和報名

- Online venue booking: Gathering information about community venue resources on the Zhiji Platform, community residents make venue booking through Dexin. Life APP
- Online activity registration: The property publishes community activities through the Zhiji platform, and the owner can check and register activities on the Dexin life app.



问卷调查



天涯若比邻



德信生活
Dexin Life App

PEOPLE-ORIENTED AND CARING FOR EMPLOYEES 以人為本 關愛員工

As a responsible employer, the Group strictly abides by the Labor Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China, the Social Insurance Law of the People's Republic of China and other relevant laws and regulations. We continue to improve human resources management and labor systems to ensure employee compliance and reasonable protection of employees' legitimate rights and interests. The Group's Human Resources Administration Center and Regional Human Resources Administration Department have formulated a series of management measures to regulate the evaluation mechanism for job recruitment and promotion under the principles of objectivity, fairness, and reasonableness, providing a truly fair and just employment environment for employees.

During the Year, the Group was not involved in any employment-related irregularities that had a material impact on the Group.

Talent recruitment and employment compliance

To ensure the timeliness of the Group's talent pool, the Human Resources Department of the Group publishes recruitment information through diversified recruitment channels, including online recruitment, on-site job fairs, headhunting agencies, and university publicity and recruitment, following the "Recruitment and Hiring Management Practice Guidelines". The Group carries out recruitment work based on the principles of "Advocacy of merit and talent", "Rigorous assessment", "Comprehensive evaluation", and "Merit-based recruitment" to identify employees with potential development. The hiring process would be monitored to ensure the quality and diversity of the talent brought in and to avoid hiring based on gender, sexual orientation, disability, age, race, nationality, family status, or any other legally protected factors so as to ensure an equal competitive hiring mechanism. Equal opportunity and anti-discrimination principles apply to all employee activities and human resources matters, including recruitment, promotion, transfer, reward and training.

When employees are interviewed, the Human Resources Department will verify the applicant's supporting documents, such as I.D. card, work experience and education certificate, to confirm whether their age, identity, education and appearance are consistent with the supporting documents. So the Group can avoid hiring children or illegal workers. If it is verified that the employee has provided false information, we would immediately dismiss the employee concerned. The Employee Handbook, the Employee Job Description and the Employment Contract would clearly state the job duties, the duration of the employment contract, the work location, working hours and holidays,

作為負責任的僱主，本集團嚴格遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《中華人民共和國社會保險法》等相關法律和法規，並持續完善人力資源管理體系及勞動制度，確保僱傭合規及員工的合法權益得到合理保障。本集團的人力行政中心及區域人力行政部制定了一系列的人力資源部管理辦法，以客觀、公平、合理的原則規範崗位招聘、晉升等評估機制，致力為員工提供真正公平公正的僱傭環境。

本集團於本年度並沒有牽涉任何有關僱傭且對本集團有重大影響的違法違規事件。

人才招聘及僱傭合規

為確保本集團人才儲備的及時性，本集團的各單位人力資源部門根據《招聘與錄用管理作業指引》，透過多元化的招聘途徑，包括網路招聘、現場招聘會、中介獵頭公司、院校宣傳招聘等方式發佈招聘資訊，並以德才兼備、嚴格考核、綜合評價、擇優錄用的原則開展招聘工作，發掘具發展潛力的僱員。而僱傭聘用過程將受到監督，確保引進人才質量過關、人才背景多元化，避免因性別、性取向、殘疾、年齡、種族、國籍、家庭狀況或其他任何受法律保護的因素作為人才僱傭依據，確保形成平等競爭的用工用人機制。平等機會及反歧視原則亦適用於全體員工活動及人力資源事項，包括招聘、升職、轉崗、獎勵及培訓等方面。

員工在面試時，人力資源部會核實應聘者的證明文件，如身份證、工作經歷、學歷證明等以確認其年齡、身份、學歷及相貌等與其提供的證明文件是否一致，避免僱用童工或黑工。如經核實員工提供虛假資料，我們會即時解僱相關員工。而《員工手冊》、《員工崗位說明書》及《勞動合同》中都會清楚列明崗位職責、勞動合同期限、工作地點、工作時間與休假、勞動報酬與權益等，確保雙方瞭解僱傭情況、聘約平等合規及防止強制勞工。如員工需安排加班我們會以補休或加班工資的形式補償員工的超時工作，避免強迫勞動。

labor compensation and rights, etc., ensuring that both parties understand the employment situation, equal compliance with the employment contract and that forced labor is not permitted. If employees are required to work overtime, we will compensate them for overtime work in compensatory time off or overtime pay to avoid forced labor. We are committed to safeguarding the legitimate rights and interests of employees and creating a fair, healthy, safe and promising work environment throughout the operation. We hold regular meetings to discuss and review the compliance of our employment system and thoroughly investigate and punish violations for avoiding employment risks such as child labor, forced labor and discrimination.

If an employee's resignation is received, the Human Resources Department will initiate the exit sign-off procedure, and the resigning employee will be required to follow the handover procedures. The Human Resources Department would conduct an exit interview with the departing employee to understand the reasons for his/her departure and his/her evaluation and suggestions to the Group.

Salary and promotion

Following the Attendance Management System, Performance Management System and Remuneration Management System established by the Group, the Group attracts and retains talents with a scientific, reasonable and market-competitive remuneration system and promotion path. We would make overall salary adjustments by considering employees' past performance, appraisal results and market salary changes. We have also set up transparent and standardized employee performance appraisal indicators, programs and target responsibility statements to allow employees to develop their careers in a planned manner. We would praise and reward employees with excellent performance and behavior, such as offering appropriate quarterly or annual performance bonuses and promotion opportunities. For employees who fail to complete the performance plan effectively, their supervisors would initiate an interview with them. They would analyze the reasons for poor performance and provide feedback on specific performance improvement measures to understand the shortcomings of the Group in business operation or human resource management and make improvements and assist employees in going higher and further in their career planning.

而在營運的過程中，本集團致力維護員工的合法權益和締造公平、健康、安全及具發展潛力的工作環境，本集團舉行定期會議，討論及檢視僱傭制度的合規情況，對違規事件徹底調查處分，避免童工、強迫勞動與歧視等僱傭風險。

倘若接獲員工的請辭，人力資源部會啟動離職簽批程序，辭職員工需按流程辦理交接手續，人力資源部會與離職員工進行離職面談，以了解其離職原因及對本集團的評價和建議。

薪酬及晉升

本集團根據其所訂立的《考勤管理制度》、《績效管理制度》及《薪酬管理制度》，明確以科學、合理、具有市場競爭力的薪酬體系及晉升路徑吸引和挽留人才。我們會結合員工過往工作表現、績效考核結果、市場薪酬變化進行整體性薪酬調薪。我們亦設立清晰且規範的員工績效考核指標、方案以及目標責任書，讓員工有規劃地發展事業。對於工作業績及行為表現優秀的員工，我們會嘉許表揚，如適當發放季度或年度績效獎金，甚至給予晉升機會。而針對未能有效完成績效計畫的員工，上級領導會主動與其進行面談，一起分析績效不佳的原因並回饋具體的績效改進措施，從中瞭解集團在業務經營或人力資源管理上的短板並作出改善，協助員工在職涯規劃的道路上走得更高更遠。

Employee benefits and activities

The Group attaches great importance to the well-being of its employees and upholds the spirit of being people-oriented. In addition to providing our employees with good development opportunities and competitive remuneration packages, we also actively improve the Group's employee welfare system. To enhance the satisfaction of our employees, we have formulated the "Welfare Management Measures of Dexin Shengquan Property Services Limited Headquarters". In addition to the national mandatory welfare items, including pension insurance, medical insurance, work injury insurance, unemployment insurance, maternity insurance and housing provident fund, we also provide diversified welfare for all employees, including holiday benefits, labor insurance benefits under high temperature, team building benefits, meal allowance, birthday benefits, maternity benefits, etc. In addition, we provide transportation allowance, communication allowance and health checkups according to the job nature. We also offer critical illness insurance, hospitalization medical insurance, accidental injury insurance, accidental expense reimbursement, group medical insurance and group term life insurance. These insurances make employees feel at ease and motivate them to serve the company for a long time and grow together with us.

Moreover, we provide subsidies for title and qualification examinations and reward benefits for those whose positions are required to hold a certificate, in order to improve the professional level of our staff. When employees complete external training and assessments and obtain title or qualification certificates, we would subsidize a certain amount of tuition fees, textbook fees, examination registration, etc.. We also provide monthly certification bonus benefits to encourage employees to obtain professional qualifications and improve service levels. Besides, Shengquan Property Services Co., Ltd. has joined hands with the Aopeng Distance Education Center of Central Telegraphic University and Nankai University to launch online higher education, which covers 45 majors, and all employees can enjoy education subsidies. Employees can apply for subsidies with their tuition invoices to the Human Resources Administration Center, submit graduation certificates, examination results, and other information, and then they will be granted a one-time tuition subsidy after examination and approval.

In addition to work, the Group also cares about our employees' spiritual and mental health. During the Year, the theme of Dexin Brand Day was "Being together, being grateful". The successful development of the Group is indeed attributable to the efforts and dedication of all staff members, who have always stood by their posts and provided professional property management services regardless of bad weather and epidemic outbreaks. Therefore, we have organized a series of staff care activities to thank staff for their loyalty and dedication and let them enjoy a fun time, so as to enhance their sense of belonging to the Company.

員工福利及活動

本集團十分重視員工的福祉，秉持著以人為本的精神，我們除了致力為員工提供良好的發展空間及具競爭力的薪酬待遇外，我們也積極完善集團的員工福利制度。為了提升員工滿意度，本集團制定了《德信盛全物業服務有限公司總部福利管理辦法》，除了國家強制規定辦理的相關保障類福利項目，即養老保險、醫療保險、工傷保險、失業保險、生育保險及住房公積金外，我們也為全體員工提供多元化福利，具體包括節日福利、高溫勞保福利、團建福利、工作餐補貼、生日福利、生育賀儀、奠儀及傷病慰問等，同時也會根據崗位工作性質而特別提供交通補貼、通訊補貼和健康體檢等福利。此外，我們也以團體投保方式，為集團員工提供重大疾病保險、住院定額醫療保險、意外傷害保險、意外費用補償團體醫療保險及團體定期壽險等，讓員工感到安心的同時也激勵員工為企業長期服務，與我們共同成長。

此外，為提升員工的專業水平，我們為任職有持證要求的崗位職員提供職稱及資格證考證補貼和持證獎勵福利。當員工完成外部培訓及考試，並取得職稱證書或資格證書，我們會補貼一定金額的學費、教材費及考試報名等，並每月提供持證獎勵福利，以鼓勵員工考取專業資格，提升服務水準。此外，盛全物業服務股份有限公司聯合中央電大奧鵬遠端教育中心，與南開大學開展網路高等學歷教育，當中涵蓋了共45個專業，旗下所有員工可享有教育補貼。員工可憑學費發票向人力行政中心提出補助申請，同時呈報畢業證書、考試成績等資料，經審核批准後給予一次性學費補助。

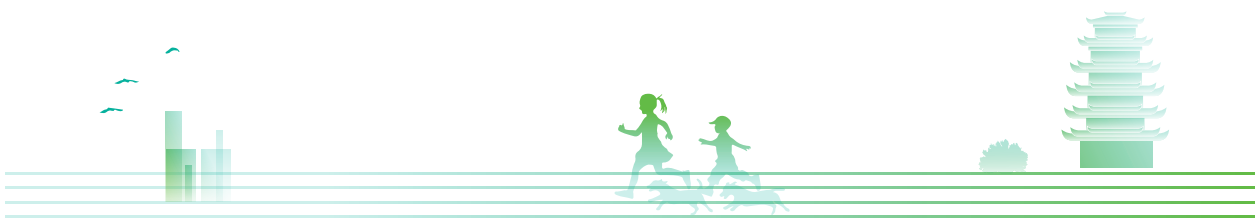
在工作之餘，本集團也很關顧員工的心靈及精神健康。本年度，德信品牌日活動的主題為「知己同行 感恩有你」，本集團得以成功發展實在有賴全體員工的努力和付出，不論惡劣天氣及疫情爆發，本集團的員工一直堅守崗位，提供專業的物業管理服務。因此，我們舉辦了一系列的員工關懷活動，感謝員工的盡忠職守，同時讓員工享受歡樂的時光以及增強對公司的歸屬感。

新生代有話說

The new generation has something to say

The Group has permanently attached great importance to the succession of generations, and we are concerned about the growth of new generations in our company. Therefore, we have launched the “New Generation Power”, “New Moment Power” and “New Glow Power” programs to attract and train high potential talents in different ways to provide values to the Group. We would also listen to the voices of the new generation and let them give their thoughts in the form of short videos.

本集團一直高度重視世代的傳承，我們關注新生代在公司的成長。因此我們推出了新生力、新矩力、新熠力等管理培訓生項目，以不同方式吸納及培養高潛力人才，為集團增添新力量。我們也會聆聽新生代的心聲，以短視頻的形式展示他們工作中的點點滴滴及讓他們說出心裏話。



夏季送清涼慰問

Sending benefits in summer

In the hot summer, the temperature is unbearable. Many property service staff work outdoors, including order maintainers, cleaning staff, landscapers, engineering maintenance staff and customer service housekeepers, still keep their posts at a high temperature. To thank the frontline staff for their selfless efforts, the Group organized a series of summer cooling activities and procured a series of cool and refreshing materials, such as watermelon, mineral water, chrysanthemum tea and some standard summer medicine. We also sent cool and refreshing materials to each district, city company and project to express our gratitude to the frontline staff who persist in their work under the high temperature.



炎炎夏日，酷暑難耐，一眾在室外工作的物業工作人員，包括秩序維護員、保潔員、綠化員、工程維修員和客服管家依舊在高溫中堅守崗位。為答謝前線員工的無私付出，本集團的華中大區組織開展夏日送清涼活動，採購了一系列清涼消暑物資，如西瓜、礦泉水、菊花茶和一些常用防暑藥品，送至各片區、城市公司以及項目上，向在高溫下堅持工作的一線員工們表示感謝和慰問。

總裁下午茶暢談未來 President afternoon tea to talk about the future



本集團深明員工凝聚公司的向心力是推動公司長遠發展的關鍵因素。本年度舉辦了“在一起，創未來”總裁下午茶活動。德信服務執行董事兼總裁唐俊杰、常務副總裁劉義兵、首席人力資源官趙麗湘與20多名高潛員工、骨幹員工及部門負責人面對面暢談感想，共話未來。與會的每位夥伴依次分享了自己在工作中的感悟和收獲，也對未來工作的規劃、發展提出了自己的想法與建議。與此同時，唐總、劉總及部門負責人分別向團隊夥伴送上寄語，加油鼓勁，並給出指導建議。總裁下午茶活動讓公司高層有機會與員工互相交流，增進瞭解，也讓員工更積極為公司的目標而奮鬥。

The Group understands that the centripetal force of the employees is the key factor to drive the company's long-term development. We held the "Being Together, Create Future" President's Afternoon Tea event during the Year. Mr. Tang Junjie, Executive Director and President of Dexin Services, Mr. Liu Yibing, Executive Vice President, and Ms. Zhao Lixiang, Chief Human Resources Officer, met with more than 20 high potential employees, key employees, and department heads. Each partner shared their insights and gains in their work and put forward their ideas and suggestions for future work planning and development. At the same time, Mr. Tang, Mr. Liu, and the department heads sent messages to the participants, cheered them up, and gave guidance and suggestions. The president's afternoon tea activity allows the company's top management to communicate with employees and enhance understanding with the staff. It makes the team more active to strive for the company's goals.



藍絲帶互助基金 Blue Ribbon Mutual Fund

With the spirit of "Together Creating, Together Sharing, and Together Working," the Group established the "Dexin Service Blue Ribbon Mutual Aid Fund" and raised RMB 1 million in the first phase as a mutual benefit fund for the enterprise, establishing a mutual aid mechanism for employees and giving them more solid support and protection.

本集團秉持著“共創，共用，共擔”的三共精神，成立了“德信服務藍絲帶互助基金”，並在首期募集了100萬元人民幣的啟動金作為企業互助公益基金，確立了員工互助機制，也讓員工從此有了更堅實的支撐和保護。

Training and development

As human resources are the inherent driving force for sustainable development, the Group attaches great importance to cultivating talents. In addition to allocating resources to provide diversified vocational training for our employees, we also encourage our employees to pursue further studies. We wish they would grow together with the Group and increase the company's core competitiveness while continuously enhancing their self-worth, thus creating a win-win situation for both the Company and the employees.

Orientation training

To assist new employees in integrating into the Dexin family, the Group's Human Resources Department would provide orientation training for each new employee. The training enables them to have a better understanding of the company's development strategy, corporate culture, management system, rights and obligations and other related content. Thereby, new employees can familiarize themselves with the Group and the systems and process of their jobs as soon as possible to enhance their efficiency, execution and communication skills. In addition, the Group's Operations and Quality Control Center would also provide theoretical and practical training programmes on property management professionalism and etiquette for new employees. These training programmes can deepen new employees' understanding of the Group's brand impression to demonstrate professional, standardized and outstanding service quality and practice the corporate culture of the public.

In addition to the lecture training, the Group also arranges a series of outdoor activities, training camps and group competitions for the new employee. The new employee can build team spirit, deepen communication between departmental staff, and improve teamwork through ice-breaking activities, brain games and group discussions, thus allowing new employees to quickly integrate into the work environment and deepening their sense of belonging and responsibility.



培訓與發展

人力資源是企業可持續發展的內在推動力，因此本集團十分重視人才的培養。除了投放資源為員工提供多元化的職業培訓外，我們也鼓勵員工積極學習進修，期望員工與集團共同成長，在持續提升自我價值的同時也增加了企業的核心競爭力，從而創造出企業與員工互惠互利的雙贏局面。

入職培訓

為協助新入職的員工融入德信的大家庭，本集團的人力資源部門會為每一位新加入的員工提供入職培訓，讓他們對公司的發展策略、企業文化、管理制度、權利和義務等相關內容有更充分的瞭解，從而協助新員工盡快熟悉集團及工作崗位的制度和流程，以提升其效率、執行力及溝通能力。此外，本集團的運營品控中心也會為新入職的員工提供物業管理專業及禮儀方面的理論和實踐培訓，加深員工對集團品牌印象的瞭解，從而表現出專業、規範、出色的服務品質，實踐公示的企業文化。

除了講授的培訓外，本集團也為新員工安排一連串的戶外活動、集訓營及團體競賽，在破冰活動、腦力遊戲、小組討論等活動建立團隊精神，深化部門員工之間的交流，提高團隊的合作能力，從而讓新員工快速融入工作環境，加深其歸屬感及責任感。



新員工培訓 New Employee Orientation

Professional Training

In addition to the orientation training for newcomers, the Group also regularly organizes training activities to enhance professional skills of employees, increase employees' understanding of market trends and better match their job skills. Such trainings enable them to fully develop their talents, seize opportunities to advance in the workplace, grow with the Group and accomplish the goal of mutual progress. During the Year, the Group launched the "2021 Total Training Plan," which focused on the three goals of "Results", "Implementation" and "Empowerment". We would train talents in three aspects: "Construction of grassroots training system", "Training of key positions with qualification," and "Training empowerment and activation". We would focus our resources on the qualification of the critical talent echelon and train the new generation of professional core talents for the Group. At the same time, we implement a three-tier training system from headquarters to regions to projects, unifying the training operation and verification standards so that training can be carried out in a hierarchical and orderly manner. In addition, we have set up a cloud-based online learning library where employees can complete job learning maps and earn learning points through the "Cloud Learning Hall" to motivate students to learn. The Group has also set up a "training resource sharing mechanism," which allows training resources and teacher pools to be shared among headquarters, regions and projects simultaneously, enabling greater resource sharing and faster and wider dissemination of knowledge.

In addition, the Group has also established a team of internal trainers to provide professional training to our employees. The Human Resources Administration Center at the Group's headquarters would regularly organize trainer certification training every year by arranging different training tours, thematic seminars and online learning programs to improve trainers' competence and quality continuously. We also have a trainer assessment and incentive system to stimulate the trainers' enthusiasm and creative ability.

The Group also organized different professional training programs to enhance our staff's professional knowledge and skills in different positions. The following are examples of the professional training organized by the Group during the Year.

專業培訓

除了提供給新人的入職培訓外，本集團也定期舉辦提升職業技能的培訓活動，增加員工對市場發展趨勢的瞭解，從而更配合崗位工作技能所需，讓員工更充分地發揮自身才華，在職場中把握機遇積極上進，與集團一起成長，完成共同進步的目標。本年度，本集團開展了《2021年德信盛全培訓計畫》，圍繞“結果”、“落地”、“賦能”三個目標，從“基層培訓體系建設”、“關鍵崗位資質認證培養”和“培訓賦能與啟動”三方面進行人才培養。我們會集中投放資源在關鍵人才梯隊的資質認證上，為本集團培訓專業的新一代核心人才。同時，我們推行總部-區域-項目三級培訓體系，統一培訓操作方式與檢核標準，使培訓工作分級有序地推進。另外，我們更建立了雲端線上學習庫，員工可以透過“雲學堂”完成崗位學習地圖並賺取學習積分，以激勵學員的學習積極性。本集團也架設了“培訓資源分享機制”，讓總部、區域、項目間培訓資源和師資庫可以同步共享，更大程度實現資源共享，讓知識得以更快、更廣的傳播。

此外，本集團也設立了內訓師團隊，向員工提供專業的培訓。總部人力行政中心每年將定期組織培訓師認證培訓，透過安排不同培訓巡講、主題研討、線上學習計畫等，以不斷提高培訓師的能力素養。我們同時設有培訓師考核激勵制度，以激發培訓師的工作熱情和創造能力。

本集團亦舉辦了不同類型的專業培訓項目，以提升不同崗位員工的專業知識和技能。以下是本年度本集團舉辦的專業培訓案例。

面試官資格培養與認證培訓 Interviewer qualification development and certification training

The Group provides interviewer qualification training for staff responsible for recruitment and other management matters to enhance their talent identification ability. Such training help identify, recognize and deploy outstanding talents more precisely according to the company's development, departmental requirements and positions.

本集團為總部及各區域公司招聘及其他管理人員提供面試官資格培訓，以提升他們人才識別能力，並根據公司發展、部門要求和崗位更精確的發掘、識別和配置優秀人才。



第一屆職業經理人培訓 The first professional manager training

To ensure the management ability and comprehensive quality level of the Group's managers are competent to meet the requirements of their positions, the Group organized the first phase of professional manager training and certification in 2021 so as to strengthen the competence and quality of managers' cultural identity, mindset, work results, team management and personal effectiveness.

為確保本集團管理人員的管理能力與綜合素質水準勝任崗位要求，本集團組織了2021年第一期職業經理人培養與認證，目的是加強管理人員的文化認同、思維模式、工作結果、團隊管理和個人效能等能力素質。



《新法背景下物業服務行業熱點問題解讀》培訓 Training on "Interpretation of Hot Issues in Property Service Industry in the Context of the New Law"

Under the promulgation of the new Civil Code, the Group's Legal Risk Control Center explained to the Group's management the impact of the enactment of the Civil Code on the property industry and direction. And the Group invited external experts to provide "Interpretation of Hot Issues in the Property Service Industry in the Context of the New Law" and "Property Selection and Hiring Sharing", so that employees can grasp critical information and further reduce legal risks in their daily work.

在新《民法典》的頒佈下，本集團的法務風控中心為集團管理人員講解《民法典》的頒佈對物業行業及管理工作的影響，並邀請外部專家為提供《新法背景下物業服務行業熱點問題解讀》、《物業選聘分享》等內容，讓員工掌握重點資訊，在日常工作中進一步降低法律風險。



Occupational health and safety

As a responsible employer, the Group is committed to creating a healthy and safe workplace for our employees. We strictly comply with the Work Safety Law of the People's Republic of China, the Law of the People's Republic of China on the Prevention and Control of Occupational Diseases, the Fire Protection Law of the People's Republic of China and other occupational health and safety-related laws and regulations. We are committed to reducing the health and safety risks encountered in the working environment of property management services. In addition, we identify factors that pose risks to our employees' occupational health and safety as far as possible and formulate appropriate mitigation measures to create a good working environment for our employees to feel at ease and secure. During the Year, the Group did not have any cases of violation of health and safety-related laws and regulations.

The Group attaches great importance to health and safety in the workplace. Our occupational health and safety management system has been certified to meet the international standard ISO 45001:2018, covering property management services' occupational health and safety management activities. The Group adheres to the principle of "Safety and Prevention First" and aims to eliminate the occurrence of significant casualties and fire accidents. The Group would proactively conduct hazard identification and O.H.S. risk assessment to understand the potential hazards in implementing property management service projects and office processes, such as infrastructure, equipment, materials, physical and material conditions in the workplace, the design of work areas, project implementation, machinery and equipment, operating procedures and work organization, including the needs and capabilities of the employees involved, etc., and grade their severity treatment. The Group has formulated a series of internal operational guidelines, such as "Hazard Identification and Risk Evaluation Control Procedures", "Safety and Fire Control Procedures", "Safety Operating Procedures for Working at Height for Cleaning Services" and "Safety Operating Procedures for Security Services," and other documents related to occupational safety control procedures. Such guidelines are committed to strengthening labor protection measures and actively conducting safety hazard and safety risk checks to provide employees and contractors with a safe and compliant working environment.

Suppose an unfortunate industrial accident occurs, regardless of the severity of the consequences. In that case, the Group will conduct a thorough investigation to understand and review the cause and handling of the accident. The responsible person shall fill out the "Investigation of Workplace Accident Report" and "Accident Investigation Form" to assist the Group in formulating a response plan and improvement measures to prevent the recurrence of workplace accidents.

職業健康與安全

作為負責任的僱主，本集團致力為員工締造一個健康及安全的工作場所，並嚴格遵守《中華人民共和國安全生產法》、《中華人民共和國職業病防治法》、《中華人民共和國消防法》等職業健康與安全相關法律法規。我們致力減低物業管理服務工作環境中所遇到的健康與安全風險，盡可能識別對員工職業健康和 safety 造成風險的因素，並制定相應的緩解措施以打造良好的工作環境，讓員工感到安心放心。本年度，本集團並沒有任何違反健康與安全相關法律和法規的個案。

本集團高度重視工作場所的健康及安全，我們的職業健康安全管理體系已通過ISO 45001:2018國際標準認證，範圍覆蓋了我們物業管理服務所涉及的職業健康安全活動。本集團秉持著“安全第一、預防為主”的原則，以杜絕重大傷亡事故、火災事故發生作為目標。本集團會主動進行危險源辨識和職業健康安全風險評估，瞭解物業管理服務項目實施及辦公過程的潛在危險源，例如：工作場所的基礎設施、設備、材料、物質和物理條件；工作區域、項目實施、機器設備、操作程序和工作組織的設計，包括對涉及員工的需求和能力等，並對其嚴重程度進行分級處理。本集團已制定了一系列的內部操作指引，例如：《危險源辨識、風險評價控制程序》、《安全、消防控制程序》、《保潔服務高空作業安全操作規程》及《保安服務安全操作規程》等有關職業安全控制程序的文件，致力加強勞動保護措施及積極進行安全隱患排查及安全風險排查，為員工及承包商員工提供安全合規的工作環境。

若不幸發生工傷事故，不論其後果嚴重與否，本集團都會進行徹底調查，以瞭解及檢討事故的起因和處理情況，而相關負責人員須填寫《工傷事故報告調查書》及《事故調查表》，協助集團制定應對方案及改善措施，避免再次發生工傷事故。

To enhance our staff's occupational health and safety awareness, the Group's Human Resources Administration Centre would conduct property occupational safety training for staff, taking into account the actual work requirements of each department, with the aim of:

- To end the staff's violation mentality with warning education, such as the destructive influence of fluke, inertia, paralysis, risk-taking and bravado in the workplace.
- Ensure that operators at each job are aware of specific measures for labor protection and safe operation.
- Each employee would know how to avoid and respond to emergencies, fire accidents, etc.

The Group hopes to effectively improve the overall safety quality of the staff through safety training, establish safety concepts, correct safety attitudes and prevent safety risks.

PROTECT THE ENVIRONMENT AND BUILD A LOW-CARBON COMMUNITY

The Group follows the national strategy of green and low-carbon development and takes the initiative to fulfill its carbon-neutral transformation responsibility, and pays attention to the negative impact that its operation may have on the natural environment. We strictly comply with laws and regulations such as the Environmental Protection 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, the Law of the People's Republic of China on the Prevention and Control of Environment Pollution Caused by Solid Wastes, among others. We also continuously optimize the environmental management system, take different environmental management measures, and strive to build a low-carbon and environment-friendly sustainable development community. During the Year, the Group was not involved in or discovered any violations any environment-related laws and regulations.

Environmental management system

The Group's environmental management system has passed the ISO 14001:2015 international standard certification. The comprehensive environmental management system enables the Group to properly manage the environmental impact of the company's operations and reduce the risk of environmental accidents. The Group's environmental management system has identified the environmental factors that we can control and influence in our operations and services and their associated environmental impacts. We identify and evaluate the environmental factors in raw material acquisition, service design and

為了提升員工的職業健康安全意識，本集團的人力行政中心會結合各部門的實際工作需求對員工進行物業職業安全培訓旨在：

- 以警示教育杜絕員工的違章心態，如在工作中抱有僥倖心理、惰性心理、麻痹心理、冒險心理和逞能心理等不良影響；
- 確保每個工作崗位的操作人員均瞭解勞動保護與安全作業的具體措施；
- 讓每個員工清楚緊急事故及消防事故下的避險和應變救援方法等。

本集團冀望透過安全培訓有效提升集團員工的整體安全素質，樹立安全觀念，端正安全態度，防範安全風險。

保護環境 打造低碳社區

本集團緊隨國家的綠色低碳發展戰略，主動履行碳中和轉型發展的職責，亦重視自身在運營中可能對自然環境所產生的負面影響。我們嚴格遵守《中華人民共和國環境保護法》、《中華人民共和國水污染防治法》、《中華人民共和國大氣污染防治法》、《中華人民共和國固體廢棄物污染環境防治法》等法律法規，不斷優化環境管理體系及採取不同環境管理措施，努力打造低碳環保的可持續發展社區。本年度，本集團並無涉及或發現任何違反環境相關法律及法規的行為。

環境管理體系

本集團的環境管理體系已通過ISO14001：2015國際標準認證，完善的環境管理體系讓本集團能妥善管理公司營運所產生的環境影響，以及減低發生環境事故的風險。本集團的環境管理體系已確定我們的營運活動和服務中能夠控制和能夠施加影響的環境因素及其相關的環境影響。在考慮生命週期觀點下，對原材料獲取、服務設計開發、物業管理服務項目實施、運輸和交付、使用、壽命結束後處理和最終處置中的環境因素進行了識別和評價，並執行《環境因素識別與評價控制程序》。環境管理體系亦針對本集團各項業務活動涉及

development, property management service project implementation, transportation and delivery, use, end-of-life post-processing and final material disposal from the life cycle perspective. We also conduct the "Environmental Factor Identification and Evaluation Control Procedures". The environmental management system formulates implementation plans for environmental objectives and indicators for the critical environmental factors and unacceptable risks involved in various business activities of the Group. Based on the analysis results of risks and opportunities, it controls critical environmental factors and unacceptable risks, and implements environmental safety performance reviews to monitor the effectiveness of these controls to ensure that the risk of environmental incidents is minimized.

Emission management

Waste Management

The Group's day-to-day office operations and property management projects involve waste disposal and recycling. Our goal is to dispose of waste properly, enhance separation and recycling and commission qualified collectors to handle hazardous waste.

Non-hazardous waste generated by the Group's offices is mainly general office waste. Waste separation bins are also provided in the offices to collect recyclables such as waste paper, metal and plastic. All non-hazardous waste would be collected, disposed and recycled by appropriate and legal means. In addition, the Group's staff would generate hazardous waste such as used ink cartridges, lamps and batteries during office work. They would be separately collected and stored by the Group and handed over to qualified professional companies for disposal. The Group would continue to improve the existing waste management policy and actively encourage employees to separate waste and reduce unnecessary waste.

We also have a comprehensive waste management program for the property projects managed by the Group. Waste generated on the projects, including recyclable waste, hazardous waste, food waste, green waste, and construction waste, would be appropriately disposed of. Domestic waste and food waste are separated and put out at regular intervals according to community requirements. We seek the consent and suggestion of most property owners to set up waste separation points and waste removal and transfer points in the community. We sign a waste removal contract with a qualified unit approved by the local city administration authority, which cleans up the separated waste every day and transfers the garbage to the designated location of the local government for dumping. For the small amount of hazardous waste generated, such as waste oil, waste paint and other hazardous waste generated by project engineering personnel during the maintenance of facilities and equipment in the park, the Group collects and stores them separately and hands them over to qualified professional companies for disposal. All construction waste

的重要環境因素和不可接受風險制定環境目標指標實施方案，並基於風險和機遇的分析結果，對重要環境因素和不可接受風險進行控制，以及實施環境安全績效考核，以監測這些控制措施的有效性，確保發生環境事故的風險減至最低。

排放物管理

廢棄物管理

本集團的日常辦公室營運及物業管理項目會涉及廢棄物處理及回收。我們的目標是妥善處置廢棄物，加強分類回收利用，並委託合資格收集商處理有害廢棄物。

本集團辦公室所產生的無害廢棄物主要為一般辦公廢物，辦公室內亦設有垃圾分類回收筒以回收廢棄紙張、金屬及塑膠等可回收物。所有無害廢棄物將通過適當及合法之方式收集、處置及回收。另外，本集團員工辦公過程中也會產生廢舊墨盒、燈管及電池等有害廢棄物，本集團會進行單獨收集存放，並交由有資質的專業公司進行處理。本集團將繼續完善現有的廢棄物管理政策，積極鼓勵員工進行廢棄物分類及減少產生不必要的廢棄物。

針對本集團管理的物業項目，我們也設有完善的廢棄物管理方案，項目上產生的垃圾，包括可回收垃圾、有害垃圾、廚餘垃圾、綠化垃圾和裝修建築垃圾均會得到妥善處理。生活垃圾與廚餘垃圾實行垃圾分類，並按照社區要求進行定點定時分類投放。我們爭取廣大業主的同意與建議在社區設立垃圾分類點及垃圾清運中轉點，我們與地方城市管理局認可資質單位簽訂垃圾清運合同，其每天對分類垃圾進行清理，並把垃圾轉運至當地政府的指定位置傾倒。針對產生的少量有害廢棄物，如項目工程人員在園區設施設備維修過程中產生的廢機油、廢油漆等有害廢棄物，本集團對其進行單獨收集存放，並交由有資質的專業公司進行處理。所有裝修建築垃圾會實行袋裝化，並委託當地專業清運公司進行清運。由於綠化垃圾量不多，我們會委託專業的綠化養護公司將綠化垃圾托運至其單位場地進行粉碎，粉碎後可加工成營養土或種植基質，此措施能有助提高回收利用率。此外，我們亦和社區組織合作在園區內設立舊衣物回收箱，方便業主捐贈舊衣物，以支持環保和做慈善用途。本集

would be bagged and entrusted to local professional removal companies for removal. As the amount of green waste is small, we would commission a professional greening maintenance company to consign the green manure to their premises for grinding. After grinding, it can be processed into nutrient soil or planting substrate and help improve the recycling rate. In addition, we also cooperate with community organizations to set up used clothing collection bins in the park to facilitate property owners to donate used clothing to support environmental protection and charity purposes. The Group also reinforces the importance of waste separation and low carbon living among residents. The Group has set up a community green experience hall, including waste separation education, interactive physical games, toys made from second-hand waste, and green plants are grown with organic fertilizer made from perishable waste. Residents can adopt plants or take organic fertilizers home to grow by themselves and learn the importance of waste separation.

In addition, the Group has established a system for setting standards for domestic waste separation facilities in new residential communities, both as an essential consideration for basic property services and as a green operation requirement for frontline staff, especially cleaning posts. Given the Group's outstanding performance in waste separation management, the Group has also been successively awarded the titles of Model District for Waste Separation and Advanced Unit for Waste Separation.

團亦加強居民的垃圾分類及低碳生活的重要性。本集團設立社區綠色環保體驗館，不僅有垃圾分類宣教、互動體感遊戲、二手廢品製作的玩具，亦有用於展示由易腐垃圾做成的有機肥料種植的綠色植物。居民可以領養植物，也可以把有機肥料拿回家自己種植，親身了解垃圾分類的重要性。

此外，本集團已建立新建住宅社區生活垃圾分類設施設置標準的相關制度，既作為基礎物業服務的重要考慮，同時也是對一線員工特別是保潔崗的綠色作業要求。鑒於本集團在垃圾分類管理上的卓越表現，本集團也陸續獲得垃圾分類示範小區及垃圾分類先進單位的稱號。



Air pollutant emissions

The Group's business operations are mainly conducted in the office, and a small number of air pollutants are generated from daily office use of vehicles. Although the Group's air pollutant emissions are limited, the Group has set directional targets to maintain and minimize air pollutant emissions. The Group has regularly maintained and repaired its fleet of vehicles to maintain efficient operation and avoid additional fuel consumption and air pollutant generation due to reduced vehicle performance. The Group also ensures that there are no idle vehicles with running engines to reduce vehicle emissions further.

空氣污染物排放

本集團的業務營運主要在辦公室內進行，而日常辦公用車則會產生少量空氣污染物。雖然本集團的空氣污染物排放有限，但本集團已訂立方向性目標，希望能維持並盡可能地減少空氣污染物的排放量。本集團已定期為公司車隊進行保養及維修，以維持車輛高效能運作，避免車輛因效能降低而消耗更多燃料及產生額外的空氣污染物。本集團亦確保無空轉車輛運行引擎，進一步降低車輛廢氣排放。

Resource usage management

Energy saving

To implement the company's energy conservation measures and achieve the goal of reducing energy consumption as much as possible, the Group has formulated a series of energy conservation management systems such as the "Energy Conservation Implementation Plan" and "Energy Conservation Management Measures". The Group requires employees to attach great importance to energy conservation and establish the green concept of "energy conservation and consumption reduction, starting from me" in the workplace. Employees are required to save energy and reduce waste in their daily work, for example, turning off lights, air conditioners and other electrical appliances when leaving the office to minimize power consumption. We also set the office temperature above 26°C to save energy. To strengthen the awareness of energy saving among employees, we also conduct energy-saving check days and energy-saving competitions to check and evaluate the energy-saving habits of our employees.

The Group also instills the importance of energy-saving and carbon reduction to the property owners. We not only display posters advocating energy saving on the bulletin boards in the district but also hold seminars on "Energy Saving for All, Building a Saving Community" in the property owners' clubhouse, and share with the property owners the saving measures in their daily life. For those property owners who are influential in saving energy, we would give public praise and tribute to them to promote all residents to build a harmonious and beautiful saving community together.

In addition to enhancing the energy-saving knowledge of our staff and property owners, our property management projects have also carried out several energy-saving reform measures, such as using Internet of Things lights for basement lighting, implementing regional networking and group control, realizing dynamic follow-up lighting and self-defined adjustment of brightness and extension time under different modes, so as to reduce unnecessary energy waste. We have also installed intelligent control systems for elevator machine rooms, elevator cabs, and equipment room air conditioners in summer so that engineers can monitor and manage the operation of related facilities more effectively. In addition, our self-managed domestic water pump room also introduces intelligent stacked pressure energy-saving pumps, which save energy by an average rate of 40% compared to traditional inverter pumps.

Cherish water

The Group aims to reduce the consumption of water as much as possible. We post water-saving slogans in our bathrooms to remind our staff to conserve water. We also conduct regular hidden water leakage tests and meter readings to check for hidden leaks. If there is a leak in the water supply equipment, we would immediately arrange for engineering staff to carry out repairs. For property projects with water system landscaping, we would reuse the water bodies to water

資源使用管理

節約能源

為貫徹實施公司節約能源的措施，達到盡可能減低能源消耗的目標，本集團已制訂《創建節能實施計畫》、《節能管理辦法》等一系列節約能源的管理制度，要求員工高度重視節能工作，藉此於工作場所樹立“節能降耗，從我做起”的綠色用電觀念。員工需從日常工作中節省能源，減少浪費，例如：離開辦公室時需關燈、空調以及其他電器，減少電能消耗。我們亦將辦公室溫度設定在26°C以上，以節約能源。為加強員工的節能意識，我們也開展節能檢查日和節能競賽等形式，以檢查及評估員工的節能習慣。

本集團亦向業主灌輸節能減碳的重要性，我們不但在社區內的宣傳欄長期展示宣導節約的海報，我們更會在業主會所舉辦“全民節能，共建節約型社區”座談會，與業主交流日常生活中的節約措施。對於在節約方面成效顯著的業主，我們會進行公開表揚與致敬等措施，務求能推動全體住戶共同構建和諧、美好的節約型社區。

本集團除了加強員工和業主的節能知識外，我們的物業管理項目也進行了多項節能改造措施，例如：地下室照明採用物聯網燈，實行區域聯網、分組控制，實現動態跟隨式照明及自訂調節不同模式下的亮度及延長時間，以減少不必要的能源浪費。我們也於夏季電梯機房、電梯轎廂、設備房空調加裝智慧化控制系統，使工程人員能更有效地監測及管理相關設施的運行狀況。另外，我們的自管生活水泵房也引進智慧疊壓節能水泵，節能效果同比傳統變頻水泵節電平均40%。

珍惜用水

本集團以盡可能減低水資源的消耗作為目標。本集團於衛生間張貼節水標語，時刻提醒員工節約用水。我們亦會定期進行隱蔽水管滲漏測試及查閱水錶讀數，以檢查有無隱蔽的漏水現象。如供水設備出現漏水，我們會即時安排工程人員進行維修。對於有水系景觀的物業項目，我們會重複利用水體澆灌綠化，減少水資源的消耗。於本年度，本集團沒有任何與求取適用水源相關的問題。

the greenery to reduce water consumption. During the Year, the Group did not encounter any problems in sourcing suitable water sources.

**Dexin Yinshuwan won the honor of Water-saving Residential District in Zhejiang Province
德信銀樹灣榮獲浙江省節水型居民社區榮譽**

The Dexin Yinshuwan Project, managed by the Group, has responded positively to the government's creation of water-saving residential communities, implemented strict water resource management, steadily promoted water conservation and won the honor of water-saving residential community in Zhejiang Province. Yinshuwan has completed several secondary water renovation projects, including replacing outdoor domestic water supply pipes, pipe water supply riser of pipeline well, installing one-household-one-meter water meters, domestic water supply pump room, and domestic pump room automatic control security and telemetry systems, and strict control of water pipeline leakage. At the same time, regular unique pipeline leak detection, daily inspection of facilities and equipment and timely maintenance have been carried out to avoid running, bubbling, dripping and leakage of water.

In addition, the community pool has also installed a pool water circulation system to purify the pool water daily. After professional inspectors have tested the water quality, the daily water injection and drainage volume are determined. For greening water, our experienced greening staff would control the irrigation water consumption with seasonal differences to avoid surface runoff and effectively improve water utilization. In addition, we also promote water conservation and environmental protection to the property owners through various channels, such as bulletin boards, banners and floor signs, so that the concept of scientific water use and water conservation is deeply rooted in people's hearts.

本集團管理的德信銀樹灣項目積極回應政府開展的節水型居民社區創建活動，實行嚴格水資源管理，穩步推動節水工作，榮獲浙江省節水型居民社區榮譽。銀樹灣社區已完成多項二次用水改造工程，包括更換室外生活給水管道、管道井給水立管，安裝一戶一表水錶、生活給水泵房、生活泵房自控安防及遠傳系統，嚴格控制自來水管道漏損。同時，通過定期專項管道查漏，每日設施設備巡查並進行及時維修，避免跑、冒、滴、漏等情況發生。

另外，社區泳池也安裝了泳池水循環系統，每日淨化泳池用水，經過專業檢測人員對水質檢測過之後，確定每日注水量及排水量。針對綠化用水，我們經驗豐富的綠化人員會結合季節差異，控制灌溉用水量，避免產生地面徑流，有效提升水資源利用率。此外，我們亦通過宣傳欄、橫幅、地插宣傳牌等多種渠道，向業主宣傳節水環保行動，讓科學用水、節約用水的觀念深入人心。



Good use of paper

We also promote green paper usage and ask our staff to reuse paper or use double-sided paper as much as possible. We post notices at prominent places next to printers to remind staff to use double-sided photocopying or re-use paper to improve office paper utilization and reduce waste. The Group also promotes a paperless office environment and asks employees to use email as much as possible to minimize paper use.

善用紙張

本集團亦提倡綠色用紙，要求員工盡可能重複使用或雙面使用紙張，我們於打印機旁邊當眼處張貼告示，提醒員工採用雙面影印或使用再用紙，以提升辦公紙張利用率，減少浪費。本集團亦推動無紙化辦公環境的建設，要求員工盡可能利用電郵傳遞資訊以減少紙張的使用。

Boosting carbon neutrality

Climate change has a long-term impact on society and the natural environment, and addressing climate change has become one of the most significant and pressing challenges of our time. The Group has taken a proactive approach to identify the risks and opportunities associated with climate change and has formulated strategies to address climate change based on the Group's business conditions to mitigate the risks the Group faces. To reduce the negative impact of climate change and in response to the country's carbon neutrality targets of achieving carbon peaking by 2030 and carbon neutrality by 2060, the Group has put in place various carbon reduction measures. And the Group proactively reduces the carbon footprint of its operations to mitigate the negative impact on the climate and the environment. At the same time, the Group has actively undertaken the social responsibility of low-carbon green development. We publish the industry's first carbon-neutral white paper in collaboration with the Planning Institute of Zhejiang University to summarize the experience of Dexin Services in practicing low-carbon management. The Group also pioneered the "Total Life Cycle of Low-Carbon Operation" and "T.H.I.N.K. Property Carbon Neutrality Management System" in the property management industry, providing carbon-neutral transformation action ideas for the whole life cycle of operation management in the industry.

Addressing Climate Change

Climate change is a global challenge, and businesses are exposed to climate-related risks. We have conducted climate-related risk assessment by regularly identifying, assessing, managing and monitoring climate-related risks and determining the appropriate level of climate-related risks that can be tolerated. We integrate climate-related risk management into the Group's operational activities to mitigate the Group's operational risks.

As of the date of this Report, the Group has identified the following climate change-related risks and impacts.

助力碳中和

氣候變化對整個社會以及自然環境均帶來長遠影響，而應對氣候變化已成為當今時代最重大而迫切的挑戰之一。本集團已採取積極的態度主動識別氣候變化所伴隨的風險及機遇，並根據集團經營狀況制定應對氣候變化的策略以減低集團所面對的風險。為減緩氣候變化所帶來的負面影響，以及回應國家力爭於2030年前碳達峰及2060年前實現碳中和的雙碳目標，本集團已制定多種減碳措施，主動減少集團營運的碳足跡以緩和對氣候及環境所造成的負面影響。同時，本集團積極承擔低碳綠色發展的社會責任，聯合浙江大學規劃院發佈行業首份碳中和白皮書，總結德信服務實踐低碳管理工作的經驗，開創性地在物管行業中提出“低碳運營的全生命週期”，以及“T.H.I.N.K.物業碳中和管理體系”，對行業全生命週期的運營管理提供碳中和轉型行動思路。

應對氣候變化

氣候變化是當前全球面對的挑戰，企業也要面臨與氣候相關的風險。本集團已進行完善的氣候變化相關的風險評估，我們定期識別、評估、管理及監察氣候相關風險，並判斷可承受氣候相關風險的適當水平，而我們亦會將氣候相關風險管理納入集團營運活動中，以減低集團的營運風險。

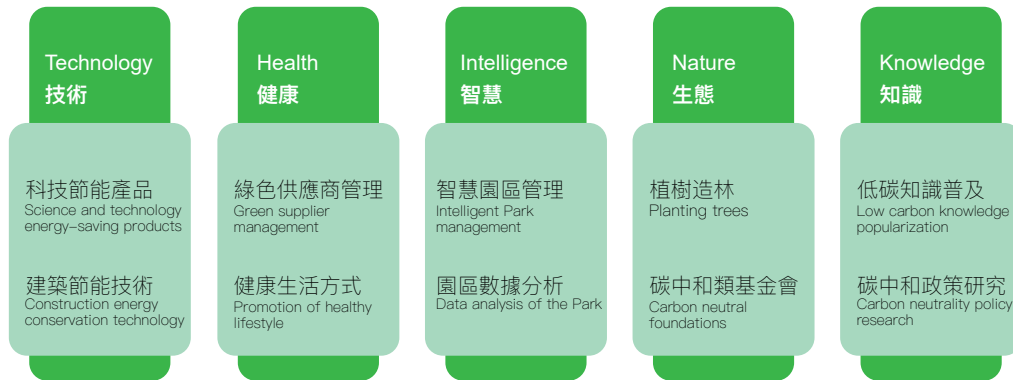
目前為止，本集團識別到以下氣候變化相關風險和影響：



《德信服務碳中和白皮書》
Carbon Neutral White Paper by Dexin Services

Risks 風險	Impact 影響
<p>降雨模式改變和天氣模式的極端變化風險，如暴雨、暴風雪</p> <p>Risk of changes in rainfall patterns and extreme changes in weather patterns, such as heavy rainfall, snowstorms</p>	<p>有機會造成建築物受損，導致維護及維修成本增加</p> <p>Opportunity to cause damage to the building, resulting in increased maintenance and repair costs</p>
<p>消費者偏好轉變風險，如偏好低碳環保物業管理方式</p> <p>Risk of shifting consumer preferences, such as preference for low-carbon and environmentally friendly property management practices</p>	<p>為迎合消費者的偏好，需採購節能設備，妥善處理及回收廢棄物，導致投入及營運成本上升</p> <p>In order to meet consumer preferences, energy-saving equipment needs to be purchased and waste properly disposed of and recycled, resulting in higher input and operating costs</p>
<p>To effectively mitigate the impacts caused by climate-related risks to the Group, we have adopted a series of risk mitigation measures. We are actively exploring the incorporation of climate-resilient elements into our property management projects, such as enhancing the resilience of buildings to cope with extreme weather through design and proper maintenance. We also maintain comprehensive insurance coverage for properties and possessions vulnerable to severe weather damage or another climate change-induced damage to minimize financial losses to the Group. We would ensure that adequate resources are available to address climate-related risks and take remedial measures. The Group would continue to review and improve the Group's climate change and energy policies. We also accelerate the promotion of energy-saving and carbon reduction programs, actively seek to incorporate green and low-carbon elements in our property management services to minimize carbon emissions generated from our business operations.</p>	<p>為有效減緩氣候相關風險對本集團的影響，我們已採取一系列的風險緩和措施。我們積極研究在物業管理項目中增添具氣候抗禦力的元素，例如透過設計和適當的維修保養，提升樓宇的適應力以增強項目應付極端天氣的韌性。我們也為容易受極端天氣破壞或其他由氣候變化引起的損壞之物業和財產購買全面的保險，以減低對本集團的經濟損失。我們會確保準備充足的資源，以應對氣候相關風險及採取相關補救措施。本集團會持續檢討並完善集團的氣候變化和能源政策，加快推進節能減碳的方案，並積極尋求在物業管理服務中加入綠色低碳元素，盡力減低業務營運所產生的碳排放。</p>
<p>The Group understands that the frequency and severity of extreme weather caused by climate change will increase. Therefore, the Group has formulated contingency plans to deal with severe weather conditions like typhoons and rainstorms. Also, the Group has instructed all departments to respond promptly and minimize the impact of severe weather on the Group and its residents while protecting the health and safety of residents and staff. After extreme weather events, we have also formulated a recovery plan. We would arrange for our staff to clear the debris and repair the damaged facilities as soon as possible to reduce the environmental safety risks and return the community environment to normal as quickly as possible.</p>	<p>本集團明白氣候變化所引發的極端天氣的頻率及嚴重性將會增加，因此，本集團已針對颱風和暴雨等惡劣天氣狀況制定應急處理方案，指導各部門迅速應對，在保障住戶及員工的健康和安全的前提下，盡可能減低惡劣天氣對本集團及住戶的影響。於極端天氣事件發生後，我們亦制定復原計劃，我們會派員儘快清理雜物及維修受損壞的設施，減低環境安全風險，使社區環境儘快回復正常狀況。</p>
<p>Active promotion of carbon neutrality</p> <p>The low carbon transformation of property management is inextricably linked with sustainable development. We believe that moving towards green transformation development can reduce energy consumption and contribute to the Group's market competitiveness. The Group actively promotes the development of carbon neutrality in the industry. We have released the industry's first carbon-neutral white paper—"Dexin Services Carbon Neutral White Paper", which focuses on deeply integrating dual carbon services with property services. We proposed the T.H.I.N.K. carbon-neutral property management system,</p>	<p>積極推動碳中和</p> <p>物業管理的低碳轉型和可持續發展密不可分，我們相信走向綠色轉型發展既可降低能耗，又有助於本集團的市場競爭力。本集團積極推動行業碳中和發展，我們發佈了行業首部碳中和白皮書《德信服務碳中和白皮書》，內容圍繞如何將雙碳服務與物業服務深度結合在一起。我們提出T.H.I.N.K碳中和物業管理體系，針對行業全生命週期的運營管理，從技術賦能(T-technology)、健康生活(H-health)、智慧大腦(I-intelligence)、生態補償(N-nature)、知識宣貫(K-knowledge)五大服務平台構建碳中和物業管理體系。</p>

which targets the whole life cycle of the industry's operation and management. In addition, we build the carbon-neutral property management system from the five major service platforms of technology empowerment (T-technology), healthy living (H-health), intelligent brain (I-intelligence), natural compensation (N-nature) and knowledge dissemination (K-knowledge).



The Group adopts the T.H.I.N.K. carbon-neutral property management system in several property management projects to continuously promote low carbon service innovation and integrate the dual carbon concept into the community, led by the new development concept of green, innovation and sharing. We have evaluated and practiced various emission reduction measures, utilized renewable energy technologies for energy-saving renovation, and used supporting information management systems to enhance energy utilization efficiency.

Energy efficiency retrofit using renewable energy technologies

The Group has established a joint venture with a leading domestic zero-carbon integrated solution provider. The Group also builds a Dexin Services carbon-neutral asset management platform to evaluate the potential of various renewable energy utilization equipment and solutions to maximize the utilization of renewable energy.

本集團在多個物業管理項目正在使用T.H.I.N.K.碳中和物業管理體系，不斷推動低碳服務創新，以綠色、創新、共享的新發展理念為引領，把雙碳理念融入社區。我們已進行多種減排措施的評估與實踐，利用可再生能源技術進行節能改造，並利用配套信息化管理系統提升能源利用效率。

利用可再生能源技術進行節能改造

本集團與國內領先的零碳綜合解決方案服務商成立合資公司，搭建德信服務碳中和資產管理平台，評估各類可再生能源利用設備及解決方案的可能性，最大程度實現可再生能源的利用。

**Huzhou Hete Industrial Park plant roof photovoltaic solar panel renovation
湖州赫特產業園廠房屋頂光伏太陽能電板改造**

Taking advantage of the high energy consumption characteristics of the auto parts processing and manufacturing business in Huzhou Hete Industrial Park, the Group promoted Huzhou Hete Auto Parts Co., Ltd. and LONGi to sign the "Project Cooperative Development Agreement" of roof distributed photovoltaic power generation. The construction of distributed photovoltaic power generation facilities will be carried out on the existing roofs of public areas, factory workshops, staff houses and other buildings to maximize the utilization of renewable energy. The installed photovoltaic capacity is about 10MWp, and the annual carbon emission reduction is expected to reach 6,000 tons of carbon dioxide equivalent.

本集團針對湖州赫特產業園區汽車零部件加工製造業務高耗能的特點，推動湖州赫特汽車零部件公司和隆基簽訂屋頂分布式光伏發電《項目合作開發協議書》，利用公共區域、工廠車間、員工住宅等現有屋面樓頂開展分布式光伏發電設施建設，最大程度實現可再生能源的利用。目前光伏裝機容量約為10MWp，預計年碳減排量可達6000噸二氧化碳當量。

Supporting information management system to enhance energy utilization efficiency

The Group monitors projects' energy consumption and carbon emissions in real-time through an online energy consumption monitoring system, an energy low-carbon management system, and an intelligent management system. These systems meet the requirements of the Ministry of Industry and Information Technology's energy consumption monitoring specifications to achieve automated management and intelligent management and enhance energy efficiency.

配套資訊化管理系統提升能源利用效率

本集團通過符合工信部能耗監測規範要求的能耗線上監測系統、能源低碳管理系統、智慧管理系統等，對項目的能耗及碳排放進行即時監測，實現自動化管理和智慧管理，提升管理能效。

Hangzhou Wings Integrated Energy Saving and Low Carbon Management Program 杭州之翼綜合節能低碳管理方案

The Group has designed a comprehensive energy-saving and low-carbon management plan for Hangzhou Wings through office time and big data analysis, office energy consumption characteristics and employee energy usage. For example, adopting intelligent control systems to control lighting in public areas in zones, groups and times; adopting automatic dimming devices to reduce illumination in time according to the flow of people; assuming sound control, light control and human induction to switch lights in stairwells and other areas automatically; and reasonably controlling the central air conditioning temperature and opening time. Through the energy low-carbon management system and intelligent management system, the overall carbon emission of Hangzhou Wings is in a scientific and reasonable range.

本集團通過辦公時間及大數據分析、辦公能耗特性及員工能源使用情況設計了杭州之翼綜合節能低碳管理方案，如採用智慧控制系統，分區、分組及分時控制公共區域照明；根據人流採用分時段降低照度自動調光裝置；在樓梯間等區域採用聲控、光控及人體感應等方式自動開關燈；合理控制中央空調溫度及開啟時間等。通過能源低碳管理系統及智慧管理系統使杭州之翼的整體碳排放處於科學合理的範圍。

The Group's goal is to reduce greenhouse gas emissions as much as possible. To promote the concept of a low carbon working mode, the Group has formulated the "Dexin Staff Low Carbon Behaviour Manual" to encourage the practice of low carbon office behavior among our staff. We also encourage online video conferencing to reduce the carbon emissions generated from business trips. The Group's Human Resources Centre provides professional training to property management staff before starting work, especially on the operational considerations of green building technologies such as solar energy, sprinkler irrigation and rainwater recycling equipment to ensure an orderly and effective operation process. We would also invite industry experts to enhance theoretical and practical learning of carbon reduction in the property industry through seminars.

本集團的目標是盡可能地減少溫室氣體排放。為推行低碳辦公理念，本集團編制了「德信員工低碳行為手冊」，倡導員工踐行低碳辦公行為。我們亦鼓勵線上視像會議，以減少外出公幹所產生的碳排放。本集團的人力資源中心會在物業管理人員上崗之前提供專業的培訓，尤其是綠色建築技術如太陽能、噴灌、雨水回收設備等運行注意事項，確保運行過程有序有效。我們更會邀請行業專家，以座談會的方式加強員工對於物業行業減污降碳的理論與實踐學習。

SUPPLY CHAIN MANAGEMENT AND WIN-WIN COOPERATION

Good supply chain management helps improve the quality of products and services and reduce the environmental and social risks arising from poor supply chain management during operations. The Group understands that sustainable supply chain management will have a positive impact on its business operations. Therefore, we strictly comply with the laws and regulations related to the property management service industry and supply chain management, including the Bidding Law of the People's Republic of China, the Government Procurement Law of the People's Republic of China and the Regulation on Realty Management of the People's Republic of China. According to the operation status of the Group, the Supplier Management System is formulated to standardize the supplier management system of the Group and strengthen the procedures such as supplier admission and evaluation mechanism. We also communicate with our suppliers on a regular basis and strive to maintain and deepen long-term relationships with quality suppliers to ensure stable product supply and quality service, and pursue mutually beneficial and win-win development with our partners.

Supplier management system

To ensure that the Group procures quality products and services and to enhance the quality of the Group's property management services, the Group has formulated the Supplier Management System Guidelines to regulate supplier management. We have established a unified supplier evaluation system for supplier selection and evaluation in a standardized and regulated manner. All departments of the Group will carry out procurement, verification and control work at different stages of the supply chain in accordance with the Supplier Management System Guidelines to minimize environmental and social risks in the supply chain.

Supplier selection and evaluation

The Group is committed to improving the supply chain engagement system and has established strict guidelines in the selection process of suppliers and partners. The Group will strictly examine the qualification of suppliers. After initial screening and evaluation, we will implement on-site inspection and assessment, conduct evaluation according to legal compliance, fairness and impartiality principles, and then proceed with the admission process once the audit is passed. To strengthen the assessment of environmental and social factors of suppliers, we use ISO 9001 quality management system, ISO 14001 environmental management system, OHSAS 18001 occupational safety and health management system and other certifications as the selection criteria

供應管控 合作共贏

良好的供應鏈管理有助於提高產品質量及服務品質，降低企業在營運過程中因供應鏈管理不善所帶來的環境及社會風險。本集團明白可持續發展的供應鏈管理會為業務經營帶來積極正面的影響，因此我們嚴格遵守物業管理行業及供應鏈管理相關的法律法規，包括《中華人民共和國招標投標法》、《中華人民共和國政府採購法》及《中華人民共和國物業管理條例》等，並根據集團經營狀況訂立了《供應商管理制度》以規範集團的供應商管理系統，強化供應商准入、評估機制等程式；同時也定期與供應商進行溝通交流，致力維繫和深化與優質供應商長期合作關係，確保產品供應穩定及服務品質優質，並與合作夥伴一起追求互利共贏的發展。

供應商管理制度

為確保本集團採購優質的產品和服務，提升本集團的物業管理服務質素，本集團制訂了《供應商管理制度》以規範供應商管理。我們建立了統一的供應商評價體系，以標準、規範的方式進行供應方選擇及評價。本集團的各個部門會根據《供應商管理制度》的指引開展供應鏈中不同環節的採購、核查、管控工作，盡最大力度降低供應鏈中的環境和社會風險。

供應商篩選及評估

本集團致力完善供應鏈聘用體系，在遴選供應商及合作夥伴的過程中制定了嚴格的指引。本集團會嚴格審查供應商資格，經初步篩選與評價後，我們會實施現場考察與評估，按照合法合規、公平、公正的原則進行評審，審核通過後便會進行入庫流程。本集團為加強對供應商環境及社會因素的評估，我們以ISO 9001質量管制體系、ISO 14001環境管理體系、OHSAS 18001職業安全健康管理體系等認證作為供應商准入的篩選條件。同時，我們會要求供應商簽署《供應商廉潔承諾書》，確保其在入圍、招標比價過程、合同的訂立、履行過程中廉潔自律，不會通過圍串標、行賄等非正常手段獲取項目或合作，亦不可違反任何商業道德的行為。我們通過制定系列資質審查要

for supplier entry. At the same time, we ask our suppliers to sign the “Supplier Integrity Commitment Form” to ensure their integrity and self-discipline in shortlisting, bidding, contracting and performance so that they will not obtain projects or cooperation by abnormal means such as bid-rigging or bribery, nor violate any business ethics. We set up a series of qualification requirements to ensure the quality of service of performing suppliers and reduce the environmental and social risks in the supply chain.

The Group conducts annual performance appraisals of the cooperative suppliers. We conduct comprehensive appraisal based on the supplier's product or service quality, contract performance, after-sales service, quality of materials, communication and coordination efficiency, team management ability, corporate integrity, and other evaluation criteria. The final supplier's annual comprehensive evaluation score will affect the supplier's rating. Qualified suppliers can enter the company's qualified supplier list, and excellent suppliers enjoy priority cooperation rights. On the contrary, suppliers with unqualified scores will be removed from the supplier list and those suppliers who violate the Group's supplier management rules will be blacklisted.

Green procurement

The Group advocates the concept of green procurement in suppliers selection. We combine the traditional values of property enterprises with the concept of green development and strives to create a sustainable supply chain. In the process of supplier admission, we will require suppliers to sign the Green Supplier Commitment Form to ensure that the products they supply comply with the “Green Supply Chain Management Evaluation Requirements” in Appendix 3 of the “Notice of the General Office of the Ministry of Industry and Information Technology on the Construction of Green Manufacturing System”. Such requirement can ensure that the Group's manufacturing, packaging, storage, transportation, and service comply with the Ministry of Industry and Information Technology requirements. The suppliers must also regularly provide monitoring reports issued by recognized testing organizations for verification.

In addition, the Group classifies supplier categories into two categories, material category and non-material category, through our OA system. We reduce the waste of resources and the high cost of single-unit cooperation by categorizing suppliers for procurement and outsourcing services and establishing strategic pooling of suppliers to achieve intra-regional sharing of equipment and tools and significantly reduce the overall procurement cost of the Company.

The Group is actively taking action to reduce carbon emissions in the supply chain. We will further establish a green and low-carbon management mechanism for suppliers, add a green and low-carbon supplier undertaking to the supplier induction process and require

求，以保障履約供應商的服務質量，並減低供應鏈的環境及社會風險。

本集團每年對合作的供應商進行績效考核，我們根據供應商的產品或服務質量情況、合同履約情況、售後服務情況、物資配備質量、溝通協調效率、團隊管理能力、企業誠信等評審準則進行綜合考評，最終的供應商年度綜合考評得分將會影響供應商的評級。合格的供應商能進入公司合格供應商庫，優秀供應商更享有優先合作權。相反，評分不合格的供應商將從供應商庫中剔除，如供應商因違犯本集團的供應商管理規定更會被列入黑名單。

綠色採購

在供應商的選擇上，本集團提倡綠色採購的理念，將物業企業的傳統價值和綠色發展理念相結合，致力打造可持續發展供應鏈。在供應商准入的過程中，我們會要求供應商簽署《綠色供應商承諾書》，確保其供應的產品符合《工業和資訊化部辦公廳關於開展綠色製造體系建設的通知》中附件3《綠色供應鏈管理評價要求》，以保證本集團的生產製造、包裝、存儲、運輸、服務過程均符合工信部要求，供應商亦需定期提供認可的測試機構出具的監測報告以供核實。

另外，本集團通過線上OA系統將供應商種類分為物料類、非物料類兩大類別。我們通過供應商的分類採購以及服務外包，同時建立戰略集採供應商，實現設備、工具區域內共享，減少資源浪費和單體合作高成本的情況，大幅度降低公司整體採購成本。

此外，本集團積極採取行動降低供應鏈的碳排放，我們將進一步建立供應商綠色低碳管理機制，在供應商入庫環節中增加綠色低碳供應商承諾書，要求供應商定期提供產品綠色低碳相關認證及監測報告，以實際行動推動供應鏈實現碳減排。我們亦

suppliers to regularly provide green and low-carbon product related-certification and monitoring reports to take practical actions to promote reduction of carbon emissions in the supply chain. We will also invite suppliers' representatives to sign the "Green Manufacturing Pact for Dexin Service Supply Chain", launch the first "Carbon Neutral" initiative in the property industry, and establish a pool of members of the "Carbon Neutral" initiative for service providers of Dexin.

INTEGRITY AND HONESTY IN BUSINESS

The Group has always adhered to the core values of "Cultivating righteousness", "Walking the right path" and "Doing the right thing" (the "Three Righteous Cultures") and follows ethical business standards in its business operations. We are committed to creating a fair, open and equitable work environment for all employees and promoting a culture of internal integrity; we also require our employees to adhere to professional ethics and adopt a "Zero Tolerance" attitude towards fraud and corruption. The Group will regularly review the effectiveness of our anti-corruption practices and systems to minimize the risk of corruption in the course of business.

Anti-corruption management

The Group strictly complies with national laws and relevant regulations such as the Company Law of the People's Republic of China, the Anti-Unfair Competition Law of the People's Republic of China and the Interim Provisions on Prohibition of Commercial Bribery to ensure the compliance with business operations and is committed to preventing any form of corrupt and illegal acts. The Group's Audit and Supervision Center has compiled a series of disciplinary conduct standards regulating employees and suppliers, such as the "Regulations on the Management of Functional Conduct of Dexin Group Employees", "Regulations on the Management of Conflict of Interest of Dexin Group Employees" and "Supplier Integrity Pledge", which clearly prohibit all corrupt and illegal acts, including asking for bribes, accepting bribes, offering bribes, embezzling, misappropriating and privately disposing of the Group's property, etc. Clear guidelines have also been formulated to prevent violations because of employees' conflict of interest and to prevent loss of interests of the Group and its shareholders. The Group's investigation department will investigate suspected violations of the Company's rules and regulations. If the case is verified upon investigation, we will punish employees who violate the rules and regulations with criticism, demerit, reduction in salary, demotion, or termination of employment contract according to the severity of the circumstances in accordance with the established system; if the behavior constitutes a crime, it will be referred to the

會邀請供應商代表共同簽署《德信服務供應鏈綠色質造公約》發起物業行業首份「碳中和」倡議，並建立德信服務供應商「碳中和」倡議成員庫。

廉潔經營 誠信致遠

一直以來，本集團堅持以“樹正氣”，“走正道”，“做正品”（三正文化）為核心價值，在業務營運中遵循商業道德標準。我們致力為上下員工創造公平、公開、公正的廉潔工作環境，倡導內部廉潔的風氣；同時我們也要求員工恪守職業道德，對欺詐及貪腐行為採取“零容忍”的態度。本集團會定期檢討反貪污規範和制度的成效，盡最大力度降低經營過程中所出現貪污舞弊等風險。

防貪管理

本集團嚴格遵守《中華人民共和國公司法》、《中華人民共和國反不正當競爭法》及《關於禁止商業賄賂行為的暫行規定》等國家法律及相關法規，確保業務經營合規，並致力防止任何形式的貪腐違法行為。本集團的審計監察中心編訂了《德信集團員工職務行為管理規定》、《德信集團員工利益衝突管理規定》及《供應商廉潔承諾書》等一系列規範員工及供應商的紀律行為標準，明確禁止一切舞弊違規的行為，包括索賄、受賄、行賄、侵佔、挪用、私自處分集團財產等，也制定清晰指引防範員工利益衝突的違規行為，防止損害本集團及股東的利益。本集團調查部門會對涉嫌違反公司規定的行為進行案件調查，若經查實，我們會根據所訂立的制度對違反規例的員工依照情節輕重給予批評、記過、降薪、降職或解除勞動合同的處分；若行為構成犯罪的，將移送司法機關處理。對於違反規例的供應商，我們會要求供應商承擔違約責任，並將其列入德信集團永久黑名單及企業反舞弊聯盟黑名單，不允許其通過任何方式與德信集團及下屬各關聯公司有任何業務接觸及合作。

judicial authorities for further action. For suppliers who violate the rules and regulations, we will require them to bear the responsibility for breach of contract and list them in the permanent blacklist of Dexin Group and the blacklist of Corporate Anti-Fraud Alliance. We will not allow them to have any business contact and cooperation with Dexin Group and its affiliated companies.

During the Year, the Group did not have any litigation cases related to corruption or fraud, nor did it violate any laws and regulations related to the prevention of bribery, extortion and fraud.

Anti-corruption training

In order to enhance the employee awareness of anti-corruption and their level of corruption prevention, the Group's internal audit and risk management department regularly organizes training on corruption prevention according to the Group's operation. By sharing thematic cases, explaining laws and analyzing hazards, employees and management are being aware of the risks associated with integrity and fraud issues, and corruption is eliminated through warning and education. In addition, anti-corruption elements are also included in the orientation training for new employees. The risk management department will clearly express the expectations towards the Group's employees to ensure the healthy and long-term development of the Company and safeguard the Group's "Three Righteous Cultures". During the Year, the Group conducted three integrity training sessions to enable our directors and management staff to understand the importance of corporate internal control and integrity and to better understand the Group's integrity rules and work prohibition codes.

Corruption and fraud reporting

In order to create a fair, open and impartial environment and fully utilize the supervision role of employees and external stakeholders on the Group, the Audit and Supervision Center of the Group has formulated the "Integrity Reporting Management System of Dexin Holdings Group" to regulate the reporting work and protect the legitimate rights and interests of whistleblowers acting in good faith. The Audit and Supervision Center of the Group is responsible for the formulation, modification and implementation of the whistleblowing management system; it is also responsible for the acceptance, consideration, investigation, proposed rewards and punishments for whistleblowing matters, and feedback on the processing results; and the supervision of the implementation of the whistleblowing work of the audit teams under its jurisdiction. If employees, suppliers or customers find any corruption or improper acts related to the Group, we encourage internal and external personnel to use the Group's supervision and reporting channels, including telephone, email, the Group's official website and WeChat public number, to report illegal acts to the Group.

本集團於本年度並沒有發生任何有關貪污或舞弊的訴訟案件，亦未有違反任何有關防止賄賂、勒索、欺詐的法律和法規。

反貪培訓

為了加強員工的防腐意識和提升員工防貪水平，本集團的內部審計與風險管部門會根據集團經營的情況，定期舉辦有關防止貪污舞弊的培訓，透過主題案例分享、法例說明及危害分析等內容讓員工及管理層明白廉政舞弊問題所帶來的風險，從警示教育中杜絕貪腐行為。此外，在新員工入職培訓中也包含反貪元素，風險管部門會清晰表達本集團會員工的期望，保障企業健康及長遠發展，捍衛本集團“三正”文化。本年度，本集團開展了3場廉潔培訓，讓公司董事及管理層員工明白企業內控與廉潔自律的重要性，也更瞭解本集團的廉潔規定和工作禁令守則。

貪污舞弊舉報

為創造公平、公開、公正的廉潔工作環境，充分發揮員工和外部持分者對本集團的監督作用，本集團的審計監察中心已制定《德信控股集團廉潔舉報管理制度》規範舉報工作及保護舉報人的合法權益。本集團的審計監察中心肩負起舉報管理制度的制定、修改和實施的責任；也會負責舉報事項的受理、審議、調查、提議舉報獎懲、處理結果回饋；及對所轄各審計組舉報工作的開展情況進行監督。員工、供應商、客戶如發現任何與本集團相關的貪污或不正當行為，我們鼓勵內外部人員利用本集團的監督舉報途徑，包括電話、電郵、集團官方網站及微信公眾號等方式向本集團舉報違法行為。

The Audit and Supervision Center will strictly follow the national laws and regulations together with the Company's rules and regulations to handle the investigation of the reported matters, strictly protect the privacy of the whistleblower, and resolutely safeguard the legitimate rights and interests of the parties, especially the whistleblower and the reported person. The person in charge of the Audit and Supervision Center will conduct a preliminary analysis and formulate countermeasures to the reported content and evidence immediately. If the incident involves significant fraud, the Group will set up a dedicated investigation team to conduct an in-depth investigation, decide whether it is necessary to refer the case to local law enforcement authorities for follow-up action and will report to the Group's top management. Upon completion of the investigation, the Audit & Compliance Centre will submit a Whistleblowing Investigation and Handling Record Form to consolidate and file the findings, investigation and handling opinions and departmental opinions on the reported matters. We will accumulate the Group's ability to prevent and control fraud, extortion, corruption, money laundering and other acts from our operations, actively educate ourselves on integrity and convey our Group's philosophy of practicing with integrity, self-discipline and compliance with the law.

審計監察中心會嚴格遵循國家法律法規、公司規章制度處理舉報事項的調查，嚴密保護舉報人的個人隱私，及堅決維護當事人特別是舉報人和被舉報人的合法權益。審計監察中心負責人會在第一時間對舉報內容及證據進行初步分析及制定應對措施。若事件涉及重大舞弊行為，本集團會成立專責調查小組進行深入調查，決定是否需要轉介當地執法部門立案跟進，並會上報集團最高管理層。在調查工作結束後，審計監察中心會提交《舉報調查處理記錄表》，以整合及存檔舉報事項的調查結果、調查處理意見及部門意見。我們會從經營中累積集團對欺詐、勒索、貪腐、洗黑錢等行為的預防和控制能力，並積極開展廉潔教育，傳遞本集團廉潔、自律、守法的從業理念。

德信集團舉報途徑公示
Channels of corruption complaints and disclosure for Dexin Group

PASSIONATE ABOUT PUBLIC WELFARE AND GIVING BACK TO SOCIETY

With the philosophy of "Take from society, give back to society", the Group actively undertakes corporate social responsibility while pursuing business development and creating a high quality of life services and takes advantage of its resources to proactively care for the disadvantaged. We encourage our employees to participate in charitable activities actively and contribute to the community and the harmonious development of society. During the Year, the Group focused on four areas: "Community Education", "Community Building", "Precise Poverty Alleviation" and "Public Welfare Support". It contributed to the development of public welfare through donations, participation in voluntary services, charitable activities and fundraising.

Community education

We hope that the community is full of development potential and human warmth, so we are committed to providing a bridge of sincere communication and warm connection for each child, each family, and between families by enriching community supporting facilities, improving community services, and building a community platform. We aim to create value for the whole community by accompanying each family to grow together with knowledge.

知己幸福課堂 Zhiji happiness class

In order to actively respond to the national policy of "Double reduction" for students, our Group actively provides community education in the communities, and we have created the "Zhiji Happiness Classroom" in projects like Deqing Times Mansion in Huzhou, to provide students with free "Weekend care" services. "Weekend care" service is an innovative form of after-school service, which improves the quality of after-school activities and gives parents peace of mind. In the future, we will strengthen cooperation with various units and actively carry out weekend care service mechanisms in collaboration with schools, communities, properties and social workers.

為積極回應國家提出的學生“雙減”政策，本集團積極在服務的社區提供社區教育，我們在湖州德清時代公館等項目打造“知己幸福課堂”為學生免費提供“週末託管”服務，以創新的課後服務形式，提升了課後服務的質量，讓家長安心放心。未來，我們會加強與各單位合作，積極開展與學校、社區、物業、社工多方協作的週末託管服務機制的工作。

熱心公益 回饋社會

本集團秉持著“取之社會，用之社會”的理念，在追求業務發展、打造高品質生活服務的同時也積極承擔企業社會責任，發揮自身的資源優勢，主動關懷弱勢社群。我們鼓勵員工身體力行，積極參慈善活動，為社群、為推動社會和諧發展作出貢獻。本年度，本集團聚焦於“社區教育”、“社區營造”、“精準扶貧”和“公益助學”四大範疇，通過捐助，參與志願服務、慈善活動及籌款等方式助力公益事業發展。

社區教育

我們希望社區是可生長、有溫度的，所以我們致力通過豐富社區配套、完善社區服務、搭建社群平台，為每個孩童、每個家庭、家庭和家之間，提供真誠交流的橋樑和有溫度的聯繫，用知心相伴每一戶家庭共同生長，為整個社區創造價值。

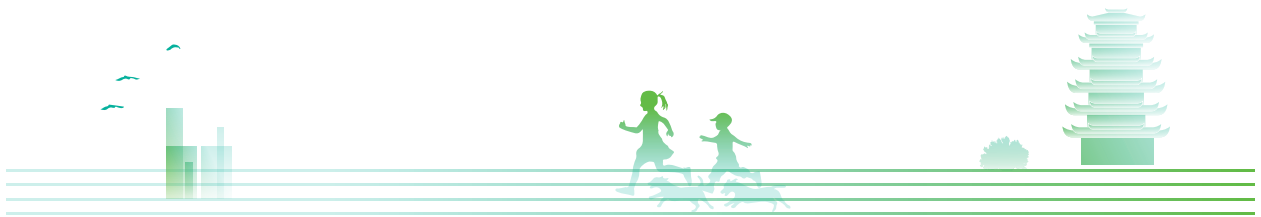


德苗計畫 The Demiao Project

The Demiao Project is an interest-oriented community education program that provides a series of interest-training activities and talent showcases for young Dexin homeowners across the country each summer, allowing children to learn new skills and showcase their talents to other children at the same time. Children not only learn from playing games but also learn from their peers and develop their social circles, allowing parents and children to spend a wonderful summer together.



德苗計畫是一個以兒童興趣為導向的社區教育活動，每年暑假為全國各地的德信小業主提供一系列的興趣培訓的活動與才藝展示的舞臺，讓孩童學習新本領的同時也向其他小朋友展示自己的才藝。孩子不但從玩樂中學習，也能與朋輩相互學習切磋，開拓社交圈子，讓家長和孩子一起度過美好的暑期時光。



垃圾分類、環保生活 Garbage classification and environmental protection

Although garbage separation is a small matter for people's livelihood, it is closely related to green and low-carbon development. The Group is committed to practicing environmental education in the community and setting up waste separation stations to equip the public with the knowledge of waste separation. We have achieved remarkable results in waste separation in our managed projects. Hangzhou Po Lin Spring was awarded the honor of the "Hangzhou Garbage Separation Demonstration District". The Jinhua Jiangnan Courtyard and Huaxin Mansion projects were awarded the honor of the "Zhejiang Province's High Standard Domestic Garbage Separation Demonstration District".



垃圾分類雖然是民生小事，但是與綠色低碳發展息息相關。本集團致力在社區中實踐環保教育，設立垃圾分類回收站，讓大眾掌握垃圾分類的知識。我們在管項目的垃圾分類工作也取得了顯著成效，其中本集團管理的杭州泊林春天獲得杭州市垃圾分類示範社區榮譽、金華江南大院、華欣府邸項目榮獲浙江省高標準生活垃圾分類示範社區榮譽。

Community building

As a responsible property service provider, we have always cared for the feelings of our residents in the past 20 years. In the construction of the Zhiji community, the Group has made scene presets for life in advance and infuses the community with “Zhiji Temperature” in the details of facility usage, service experience and interpersonal interaction. Such community culture meets the living needs of the owners and continuously promotes community culture and neighbourhood emotions, which can bring more warm memories.

德鄰知己節

Dexin Neighbors Zhiji Festival

With the theme of “Good Life, Interesting Neighborhoods”, a series of activities such as 100 Neighborhood Banquets and Home Games will be held in each neighbourhood from time to time. We will deepen the relationship between neighbours and promote the harmony and integration of the community in these activities.

以“好生活，趣鄰里”為主題的德鄰知己節活動會不定期在各個社區開展一系列的活動，例如百家鄰里宴、家園運動會。在鬧哄哄的活動中深化鄰里之間的關係，促進社區的和諧共融。

社區營造

作為一家有承擔的物業服務商，我們在過去二十餘載的時光裡始終關懷並體貼居者的感受，在知己社區的構築中，本集團提前為生活做好場景預設，並於設施使用、服務體驗、人際交往的細節裡為社區注入知己溫度，在滿足業主的生活需求之餘，不斷催生社區文化和鄰里情感，給社區帶來更多的溫情記憶。



杭州東望樂跑團

Hangzhou Dongwang Happy Running Group

We encourage our residents to participate in sports, immerse themselves in the joy of running, enjoy the interaction between people and learn to live a healthier life. In the future, the Group will interpret the proposition of healthy living in a more diversified way to create a healthy life value, make a healthy life in sports and the future will move forward beautifully in the running.

我們鼓勵住戶參與運動，沉浸於奔跑的快樂，享受人與人之間的互動，學會更健康的生活。本集團未來會以更多元化的方式詮釋健康生活的主張，營造陽光、健康的生活價值，讓生活在運動中健康一生，讓未來在奔跑中美好前行。



杭州海德公園書吧 Hangzhou Haide Park Book Bar

To promote reading for all people and create an atmosphere of learning, the Group actively builds a "Shared Book Bar Under the Community," which integrates digitalization, self-help and modernization concepts, providing a good place for residents for reading and self-improvement. In addition to the daily reading area, the book bar also has a special reading corner for young children so that children in the community can have a small space to learn and grow with their friends.

為了推動全民閱讀，營造崇學尚學氛圍，本集團積極打造集數位化、休閒閱讀、自我提升提供了一個好去處。書吧內除了日常閱覽區域，還專門開闢了幼兒閱讀角，讓社區的孩子們擁有一處和朋友共同學習成長的小天地。



自助化、現代化理念於一體的“社區樓下的共享書吧”，為居民還專門開闢了幼兒閱讀角，讓社區的孩子們擁有一處和朋友共

Targeted poverty alleviation

Poverty alleviation has always been an area of concern of the Group, during the Year, we have helped the development of charitable causes through donations, services and joint cooperation. In the future, the Group will participate in more charitable activities in different provinces and regions in China and will continue to deliver the warmth to every corner of China.

扶貧助農 Helping the poor and farmers

As the most vital Party branch and demonstration site of the Party building in Hangzhou, we have reached a new poverty alleviation model and agricultural assistance cooperation with Wencheng, Wenzhou, through field research and communication. The Group established a green product base for owners – alpine green ecological rice planting area, supported rural e-commerce, expanded the sales of local agricultural products through the Group's online platform, with sales of hundreds of thousands of kilograms, and created a new practical model of public welfare and agricultural assistance.

In addition, the party branch leaders also went to poor areas such as Qiandongnan, Enshi in Hubei, and Helan in Ningxia to participate in the activities of poverty alleviation.

德信盛全服務作為杭州市最強黨支部暨黨建示範點，我們通過實地調研和對接，與溫州文成達成扶貧助農合作新模式，建立業主專供綠色產品基地——高山綠色生態大米種植區，並支持農村電商，通過本集團自有的線上平台擴大當地農產品銷路，銷售量達數十萬斤，

，打造公益助農全新的實踐樣板。
此外黨支部領導還深入黔東南、湖北恩施、寧夏賀蘭等貧困地區，實地參與扶貧攻堅戰。

精準扶貧

扶貧一直以來都是本集團非常重視的議題，本年度，我們通過捐贈物資、提供服務和共同合作等方式助力公益事業發展。未來，本集團將在中國多個省份及地區參與更多慈善活動，繼續傳遞德信知己溫暖到中國每一個角落。



暖冬募衣行動 Winter Clothing Donation



德信盛全黨支部與人力行政中心聯合在德信集團總部發起的暖冬募衣公益活動，合共捐贈約一百七十多件衣物。所有捐贈衣物將由仁澤公益承接，合格衣物將會嚴格按程式進行洗滌、消毒、整理、包裝，再安排專門車隊送往有需要的地區。

Dexin Shengquan Party Branch and the Human Resources Administration Center jointly launched a winter clothing donation at Dexin Group headquarters, donating over 170 pieces of clothing. Renze Charity will take over all the donated clothes, and the qualified clothes will be washed, disinfected, sorted and packed in strict accordance with the procedures and then sent to the needy areas by a special fleet.

Public welfare education

Children and youth are the future of our country and the hope of our nation. The Group cares about the development of children and youth and is committed to creating favourable conditions for their growth. We have focused on education and poverty alleviation, and education equity. We have invested a lot of resources in the poor and left-behind children so that they can have a fair opportunity to learn and grow happily while creating their own future through the accumulation of knowledge.

公益助學

少年兒童是祖國的未來，是民族的希望。本集團關心關愛少年兒童發展，致力為他們的茁壯成長創造有利條件。我們重點關注助學扶貧、教育公平等領域，我們已投放大量資源於貧困及留守少年兒童，讓他們得到公平的學習機會，快樂成長，同時透過累積知識創造屬於自己的未來。



自2014年起，本集團與浙江樹人大學合作開展聯合辦班—“德信盛全班”，由本集團與校方聯合招募貧困優學生，並委託校方通過產教結合的方式進行培養，而本集團則為貧困優學生提供全額學費資助。他們大學畢業後會被安排在本集團的平台上茁壯成長，並培養成核心物管人才。本年度，共有19名學生順利完成在校理論學習任務，並正在於公司進行畢業實習，本集團為這屆盛全班學生提供的學費資助金額達30萬元。

Since 2014, the Group has cooperated with Zhejiang Shuren University to conduct a joint class — “Dexin Shengquan Class”. The Group and the university jointly recruit poor and talented students and entrust the university to train them through a combination of industry and education. At the same time, the Group provides a full-tuition fee subsidy for the poor and talented students. After graduation, they will be placed on the Group’s platform to grow and develop into core property management talents. During the Year, 19 students have completed their theoretical studies in school and are now undergoing graduation internships in the Company. The Group has provided tuition fee subsidies amounting to RMB 300,000 for this class of Shengquan students.

德信盛全班 Dexin Shengquan Class

童享藍天計畫 Children's Blue Sky Program



As a “Dexin Blue Scholarship Foundation” member, the Group participated in the “Children’s Blue Sky Plan” to care for the left-behind children. It also launched the donation ceremony of “Zhiji Wish” in Xia Jiang Village, Feng Shuling Town, Chun’an County. The “Children’s Blue Sky Plan” fund plan was set up by the Dexin Blue Scholarship Foundation, which will help disadvantaged children and left-behind children in Chun’an County for a long time. In addition to the establishment of the million fund, Dexin Blue also made full use of its advantages, gathering over 20 groups of caring owners, media friends and other participants in paired assistance.

本集團作為德信藍助學基金會發起成員單位，參與了“童享藍天計畫”，關愛困境留守兒童，在淳安縣楓樹嶺鎮下薑村啟動了“知己微心願”捐贈儀式。“童享藍天計畫”百萬元幫扶基金計畫由德信藍助學基金會設立，將長期持續用於幫扶淳安縣的困境兒童和留守兒童。除了設立百萬幫扶基金，德信藍還發揮自身優勢，集結了20組愛心業主、媒體朋友等參與結對幫扶。

APPENDICES

Appendix I: Summary of key performance Indicators

附錄

附錄一：關鍵績效指標總結

Key Performance Indicators 關鍵績效指標		2021年
Air Emissions¹ 廢氣排放¹		
廢氣¹ Exhaust gas ¹		
氮氧化物(千克) Nitrogen oxide (kg)	2.10	
硫氧化物(千克) Sulfur oxide (kg)	0.04	
顆粒物(千克) Particulate matter (kg)	0.15	
Greenhouse gases 溫室氣體		
溫室氣體排放總量(噸二氧化碳當量) ² Total greenhouse gas emissions (tonnes of CO ₂ e) ²	60.17	
範圍1直接溫室氣體排放總量 (噸二氧化碳當量) ³ Scope 1 Total direct GHG emissions (tonnes of CO ₂ e) ³	5.86	
範圍2能源間接溫室氣體排放總量 (噸二氧化碳當量) ⁴ Scope 2 Total indirect GHG emissions from energy sources (tonnes of CO ₂ e) ⁴	50.22	
範圍3其他間接溫室氣體排放總量 (噸二氧化碳當量) ⁵ Scope 3 Total other indirect GHG emissions (tonnes of CO ₂ e) ⁵	4.08	
溫室氣體排放密度(噸二氧化碳當量/僱員) ⁶ Greenhouse gas emission intensity (tonnes of CO ₂ e /employee) ⁶	0.64	
Waste 廢棄物		
無害廢棄物 Non-hazardous waste		
所產生無害廢棄物總量(噸) ⁷ Total amount of non-hazardous waste generated (tonnes) ⁷	47.85	
無害廢棄物密度(噸/僱員) ⁶ Discharge intensity of non-hazardous waste(tonnes/employee) ⁶	0.51	
有害廢棄物 Hazardous waste		
所產生有害廢棄物總量(千克) ⁸ Total amount of hazardous waste generated (kg) ⁸	137.40	
有害廢棄物密度(千克/僱員) ⁶ Discharge intensity of Hazardous waste(kg/employee) ⁶	1.46	
Resource use 資源使用		
能源 Energy		
能源消耗總量(兆瓦時) Total energy consumption (MWh)	95.37	
車輛燃料耗用(兆瓦時) ⁹ Vehicle fuel consumption (MWh) ⁹	23.99	
外購電力(兆瓦時) Purchased electricity (MWh)	71.38	
能源消耗密度(兆瓦時/僱員) ⁶ Energy consumption intensity (MWh/employee) ⁶	1.01	
Use of water 用水		
用水總量(立方米) Total water consumption (m ³)	466	
用水密度(立方米/僱員) ⁶ Density of water used (m ³ /employee) ⁶	4.96	

Notes:

1. Air pollutants are calculated by referring to the emission factors in the "Reporting Guidance on Environmental KPIs" issued by the Stock Exchange.
2. The Group's greenhouse gases include carbon dioxide, methane and nitrous oxide. Greenhouse gas emission data are expressed in carbon dioxide equivalent.
3. The data includes GHG emissions from vehicle fuels and is calculated based on the emission factors in the "Guidelines for Accounting and Reporting of Greenhouse Gas Emissions of Road Transport Corporation (Trial)" issued by the National Development and Reform Commission of the PRC and the "Reporting Guidance on Environmental KPIs" issued by the Stock Exchange.
4. The data includes GHG emissions from the use of purchased electricity and is calculated based on emission factors provided by the National Development and Reform Commission of the PRC.
5. Data includes GHG emissions from employee business travel and electricity for water and wastewater treatment. They are calculated based on the Carbon Emissions Calculator of the International Civil Aviation Organization and the "Reporting Guidance on Environmental KPIs" issued by the Stock Exchange.
6. The intensity is based on the total number of employees in the headquarters office, not the total number of employees within the Group.
7. The data of non-hazardous waste is calculated based on the actual weight and the "Inquiry on the charging standard for volume measurement of non-residential daily waste and food waste" issued by Beijing Municipal Commission of Urban Management.
8. Hazardous waste data are calculated based on actual weight.
9. The data is calculated based on the "Guidelines for Accounting and Reporting of Greenhouse Gas Emissions of Road Transport Corporation (Trial)" issued by the National Development and Reform Commission of the PRC and the "Reporting Guidance on Environmental KPIs" issued by the Stock Exchange.

附注:

1. 空氣污染物乃經參考聯交所發佈的《環境關鍵績效指標報告指引》的排放因子後計算得出。
2. 本集團的溫室氣體包括二氧化碳、甲烷及氧化亞氮。溫室氣體排放數據以二氧化碳當量表示。
3. 數據包括車輛燃料所產生的溫室氣體排放，並根據中國國家發展和改革委員會（「國家發改委」）發佈的《陸上交通運輸企業 — 溫室氣體排放核算方法與報告指南（試行）》及聯交所發佈的《環境關鍵績效指標彙報指引》中的排放因子計算。
4. 數據包括使用外購電力所產生的溫室氣體排放，並根據中國國家發改委提供的排放因子計算。
5. 數據包括員工的商務差旅以及用於水和污水處理的電力所產生的溫室氣體排放，並根據國際民航組織碳排放計算器及聯交所發佈的《環境關鍵績效指標報告指引》中的排放因子計算。
6. 密度乃根據總部辦公室之總人數計算，而非集團總人數。
7. 無害廢棄物數據是根據實際重量及北京市城市管理委員會發佈的《非居民生活垃圾和餐厨垃圾容積計量收費標準查詢》計算所得。
8. 有害廢棄物數據是根據實際重量計算所得。
9. 數據根據中國國家發改委發佈的《陸上交通運輸企業 — 溫室氣體排放核算方法與報告指南（試行）》及聯交所發佈的《環境關鍵績效指標彙報指引》計算所得。

Key performance indicators
關鍵績效指標

Health and Safety
健康與安全

	2019年	2020年	2021年
因工亡故人數 Number of work-related fatality	0	0	0
因工亡故比率(%) Work-related fatality rate (%)	0	0	0
因工傷損失工作日數 Number of lost days due to work injury	0	0	0

Key performance indicators
關鍵績效指標

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

	2021年
華東 East China	12

Key performance indicators
關鍵績效指標

Total number of employees
員工總人數

274

按性別
By gender

男 122
Male

女 152
Female

按年齡
By Age

<30歲 109
<30 years old

30–50歲 120
30–50 years old

>50歲 45
>50 years old

按地區
By Region

中國 274
China

按僱傭類型
By Employment Type

全職 274
Full-time

兼職 0
Part-time

Employee turnover rate (%)¹

員工流失比率(%)¹

按性別
By gender

男 37
male

女 42
female

按年齡
By Age

<30歲 41
The < 30 years old,

30–50歲 38
30 to 50 years old

>50歲 42
> 50

按地區
By Region

中國 40
China

Average training hours per employee (hours) and
percentage of trained employees (%)
僱員平均受訓時數(小時)及受訓僱員百分比(%)

按性別
By gender

男 8.73 (100)
male

女 8.29 (100)
female

按僱員級別
By Employee Level

高級管理層 5.56 (100)
Senior Management

中級管理層 8.58 (100)
Middle Management

一般員工 8.89 (100)
General Employees

Annotations:

1. Employee turnover ratio (%) = Total number of employees turnover in this category / (total number of employees in this category at the end of the reporting period + total number of employees turnover in this category) x 100%

附注:

1. 員工流失比率(%)=該類別流失僱員總數/(匯報期末該類別僱員總數+該類別流失僱員總數)×100%

APPENDICES

Appendix 2:
Index to the Hong Kong Stock Exchange guidelines
on Environmental, Social and Governance Reporting

附錄

附錄二：
香港聯交所《環境、社會及管治報告指引》索引

ESG Aspect ESG層面	General Disclosure and Key Performance Indicators (" KPIs ") 一般披露及關鍵績效指標 (「KPIs」)	Report sections 報告章節
A. Environment A. 環境		
A1: 排放物 A1.Emissions	<p>一般披露 General Disclosure</p> <p>信息关于： (a) 政策；及 (b) 遵守与空气和温室气体排放、向水和土地排放以及产生危险和非危险废物有关的对发行人有重大影响的有关法律和条例。 Information on : (a) the policies; and (b) Compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.</p>	<p>6.2 排放物管理 6.2 Emissions Management</p> <p>6.4 助力碳中和 6.4 Boosting carbon neutrality</p>
	<p>KPI A1.1 排放物種類及相關排放數據。 KPI A1.1 The types of emissions and respective emissions data.</p>	<p>附錄一：關鍵績效指標總結 Appendix I: Summary of Key Performance Indicators</p>
	<p>KPI A1.2 直接（範圍1）及能源間接（範圍2）溫室氣體排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 KPI A1.2 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).</p>	<p>附錄一：關鍵績效指標總結 Appendix I: Summary of Key Performance Indicators</p>
	<p>KPI A1.3 所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 KPI A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).</p>	<p>附錄一：關鍵績效指標總結 Appendix I: Summary of Key Performance Indicators</p>
	<p>KPI A1.4 所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 KPI A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).</p>	<p>附錄一：關鍵績效指標總結 Appendix I: Summary of Key Performance Indicators</p>
	<p>KPI A1.5 描述所訂立的排放量目標及為達到這些目標所採取的步驟。 KPI A1.5 Description of emissions target(s) set and steps taken to achieve them.</p>	<p>6.2 排放物管理 6.2 Emissions Management</p> <p>6.4 助力碳中和 6.4 Boosting carbon neutrality</p>
	<p>KPI A1.6 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。 KPI A1.6 Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.</p>	<p>6.2 排放物管理 6.2 Emissions Management</p>

ESG Aspect ESG層面	General Disclosure and Key Performance Indicators (" KPIs ") 一般披露及關鍵績效指標 (「KPI」)	Report sections 報告章節
A. Environment A. 環境		
A2: 資源使用 A2.Use of Resources	<p>一般披露 General Disclosure</p> <p>有效使用資源(包括能源、水及其他原材料)的政策。 Policies on the efficient use of resources, including energy, water and other raw materials.</p> <p>KPI A2.1 按類型劃分的直接及/或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)。 KPI A2.1 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).</p> <p>KPI A2.2 總耗水量及密度(如以每產量單位、每項設施計算)。 Water consumption in total and intensity (e.g. per unit of production volume, per facility).</p> <p>KPI A2.3 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。 KPI A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them.</p> <p>KPI A2.4 描述求取適用水源上可有任何問題, 以及所訂立的用水效益目標及為達到這些目標所採取的步驟。 KPI A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.</p> <p>KPI 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。 KPI A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.</p>	<p>6.3 資源使用管理 6.3 Resource Usage Management</p> <p>附錄一: 關鍵績效指標總結 Appendix I: Summary of Key Performance Indicators</p> <p>附錄一: 關鍵績效指標總結 Appendix I: Summary of Key Performance Indicators</p> <p>6.3 資源使用管理 6.3 Resource Usage Management</p> <p>6.3 資源使用管理 6.3 Resource Usage Management</p> <p>不適用(本集團業務不牽涉任何包裝物料的使用。) Not applicable (The Group's business does not involve the use of any packaging materials.)</p>
A3: 環境及天然資源 A3.The Environment and Natural Resources	<p>一般披露 General Disclosure</p> <p>減低發行人對環境及天然資源造成重大影響的政策。 Policies on minimizing the issuer's significant impact on the environment and natural resources.</p> <p>KPI 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。 KPI A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.</p>	<p>6. 保護環境 打造低碳社區 6. Protect the environment and build a low-carbon community</p> <p>6. 保護環境 打造低碳社區 6. Protect the environment and build a low-carbon community</p>

ESG Aspect ESG層面	General Disclosure and Key Performance Indicators (" KPIs ") 一般披露及關鍵績效指標 (「KPI」)	Report sections 報告章節
A. Environment A. 環境		

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

6.4 助力碳中和
6.4 Boosting carbon neutrality

KPI 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。

6.4 助力碳中和
6.4 Boosting carbon neutrality

KPI A4.1 Description of the significant climate-related issues which have impacted, and those which may impact the issuer, and the actions taken to manage them.

ESG Aspect ESG層面	General Disclosure and Key Performance Indicators (" KPIs ") 一般披露及關鍵績效指標 (「KPI」)	Report sections 報告章節
B. Society B. 社會		

僱傭及勞工常規 Employment and Labor 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：

- (a) 政策；及
- (b) 遵守對發行人有重大影響的相關法律及規例的資料

Information on
(a)the policies; and
(b)compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.

5. 以人為本 關愛員工
5. People-oriented and caring for employees

KPI 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。

附錄一：關鍵績效指標總結
Appendix I: Summary of Key Performance Indicators

KPI B1.1 Total workforce by gender, employment type (for example, full or part-time), age group and geographical region.

KPI B1.2 按性別、年齡組別及地區劃分的僱員流失比率。
KPI B1.2 Employee turnover rate by gender, age group and geographical region.

附錄一：關鍵績效指標總結
Appendix I: Summary of Key Performance Indicators

ESG Aspect ESG層面	General Disclosure and Key Performance Indicators (" KPIs ") 一般披露及關鍵績效指標 (「KPIs」)	Report sections 報告章節
B. Society B. 社會		
僱傭及勞工常規 Employment and Labor Practices		
B2: 健康與安全 B2:Health and Safety	<p>一般披露 General disclosure</p> <p>有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.</p> <p>KPI B2.1 過去三年（包括匯報年度）每年因工亡故的人數及比率。 KPI B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.</p> <p>KPI B2.2 因工傷損失工作日數。 KPI B2.2 Lost workdays due to work injury.</p> <p>KPI 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。 KPI B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored.</p>	<p>5.5 職業健康與安全 5.5 Occupational Health and Safety</p> <p>附錄一：關鍵績效指標總結 Appendix I: Summary of Key Performance Indicators</p> <p>附錄一：關鍵績效指標總結 Appendix I: Summary of Key Performance Indicators</p> <p>5.5 職業健康與安全 5.5 Occupational Health and Safety</p>
B3: 發展及培訓 B3:Development and Training	<p>一般披露 General Disclosure</p> <p>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。培訓指職業培訓，可包括由僱主付費的內外部課程。 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. Training refers to vocational training. It may include internal and external programs paid by the employer.</p> <p>KPI 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。 KPI B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).</p> <p>KPI 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。 KPI B3.2 The average training hours completed per employee by gender and employee category.</p>	<p>5.4 培訓與發展 5.4 Training and Development</p> <p>附錄一：關鍵績效指標總結 Appendix I: Summary of Key Performance Indicators</p> <p>附錄一：關鍵績效指標總結 Appendix I: Summary of Key Performance Indicators</p>

ESG Aspect ESG層面	General Disclosure and Key Performance Indicators (" KPIs ") 一般披露及關鍵績效指標 (「KPI」)	Report sections 報告章節
B. Society B. 社會		
僱傭及勞工常規 Employment and Labor Practices		
B4: 勞工準則 B4.Labor Guidelines	<p>一般披露 General Disclosure</p> <p>有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child or forced labor.</p> <p>KPI B4.1 描述檢討招聘慣例的措施以避免童工及強制勞工。 KPI B4.1 Description of measures to review employment practices to avoid child and forced labour.</p> <p>KPI B4.2 描述在發現違規情況時消除有關情況所採取的步驟。 KPI B4.2 Description of steps taken to eliminate such practices when discovered.</p>	<p>5.1 人才招聘及僱傭合規 5.1 Talent Recruitment and Employment Compliance</p> <p>5.1 人才招聘及僱傭合規 5.1 Talent Acquisition and Employment Compliance</p> <p>5.1 人才招聘及僱傭合規 5.1 Talent Acquisition and Employment Compliance</p>
營運慣例 Operating Practices		
B5: 供應鏈管理 B5.Supply Chain Management	<p>一般披露 General Disclosure</p> <p>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.</p> <p>KPI B5.1 按地區劃分的供應商數目。 KPI B5.1 Number of suppliers by geographical region.</p> <p>KPI 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、以及相關慣例的執行及監察方法。 KPI B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.</p> <p>KPI 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。 KPI B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.</p> <p>KPI 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。 KPI B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.</p>	<p>7. 供應管控 合作共贏 7. Supply Chain Management and Win-Win Cooperation</p> <p>附錄一：關鍵績效指標總結 Appendix I: Summary of Key Performance Indicators</p> <p>7.2 供應商篩選及評估 7.2 Supplier selection and evaluation</p> <p>7.2 供應商篩選及評估 7.2 Supplier selection and evaluation</p> <p>7.3 綠色採購 7.3 Green Procurement</p>

ESG Aspect ESG層面	General Disclosure and Key Performance Indicators (" KPIs ") 一般披露及關鍵績效指標 (「KPI」)	Report sections 報告章節
B. Society B. 社會		
營運慣例 Operating Practices		

B6: 產品責任
B6.Product Responsibility

一般披露
General Disclosure

4. 精益求精 服務品質為上
4. Excellence in service quality

有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的：

- (a) 政策；及
 - (b) 遵守對發行人有重大影響的相關法律及規例的資料。
- Information on:
- (a) the policies; and
 - (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labeling and privacy matters relating to products and services provided and methods of redress.

KPI 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。

KPI B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.

不適用 (本集團業務不牽涉產品)
Not applicable (The Group's business does not involve products.)

KPI B6.2 接獲關於產品及服務的投訴數目以及應對方法。
KPI B6.2 Number of products and service related complaints received and how they are dealt with.

4.2 客戶意見回饋
4.2 Customer feedback

KPI B6.3 描述與維護及保障知識產權有關的慣例。
KPI B6.3 Description of practices relating to observing and protecting intellectual property rights.

4.5 保護知識產權
4.5 Protection of intellectual property rights

KPI B6.4 描述質量檢定過程及產品回收程序。
KPI B6.4 Description of quality assurance process and recall procedures.

不適用(本集團業務不牽涉產品)
Not applicable (The Group's business does not involve products.)

KPI 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。
KPI B6.5 Description of consumer data protection and privacy policies, and how they are implemented and monitored.

4.4 維護客戶權益
4.4 Safeguarding the rights and interests of customers

ESG Aspect ESG 層面	General Disclosure and Key Performance Indicators (" KPIs ") 一般披露及關鍵績效指標 (「KPI」)	Report sections 報告章節
B. Society B. 社會		
營運慣例 Operating Practices		
B7: 反貪污 B7.Anti-Corruption	<p>一般披露 General Disclosure</p> <p>有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.</p> <p>KPI B7.1 於匯報期內對發行人或其雇員提出並已審結的貪污訴訟案件的數目及訴訟結果。 KPI B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.</p> <p>KPI B7.2 描述防範措施及舉報程序，以及相關執行及監察方法。 KPI B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.</p> <p>KPI B7.3 描述向董事及員工提供的反貪污培訓。 KPI B7.3 Description of anti-corruption training provided to directors and staff.</p>	<p>8. 廉潔經營 誠信致遠 8. Integrity and honesty in business</p> <p>8.1 防貪管理 8.1 Anti-corruption management</p> <p>8.1 防貪管理 8.1 Anti-corruption management</p> <p>8.3 貪污舞弊舉報 8.3 Corruption and fraud reporting</p> <p>8.2 反貪培訓 8.2 Anti-corruption training</p>
社區 Community		
B8: 社區投資 B8.Community Investment	<p>一般披露 General Disclosure</p> <p>有關以社區參與來了解營運所在小區需要和確保其業務活動會考慮小區利益的政策。 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.</p> <p>KPI 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）。 KPI B8.1 Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).</p> <p>KPI B8.2 在專注範疇所動用資源（如金錢或時間）。 KPI B8.2 Resources contributed (e.g. money or time) to the focus area.</p>	<p>9. 熱心公益 回饋社會 9. Passionate about public welfare and giving back to society</p> <p>9. 熱心公益 回饋社會 9. Passionate about public welfare and giving back to society</p> <p>9. 熱心公益 回饋社會 9. Passionate about public welfare and giving back to society</p>



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