



时代邻里  
TIMES NEIGHBORHOOD

Times Neighborhood Holdings Limited

時代鄰里控股有限公司

(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：9928



CREATE  
SERVICE

創造服務

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

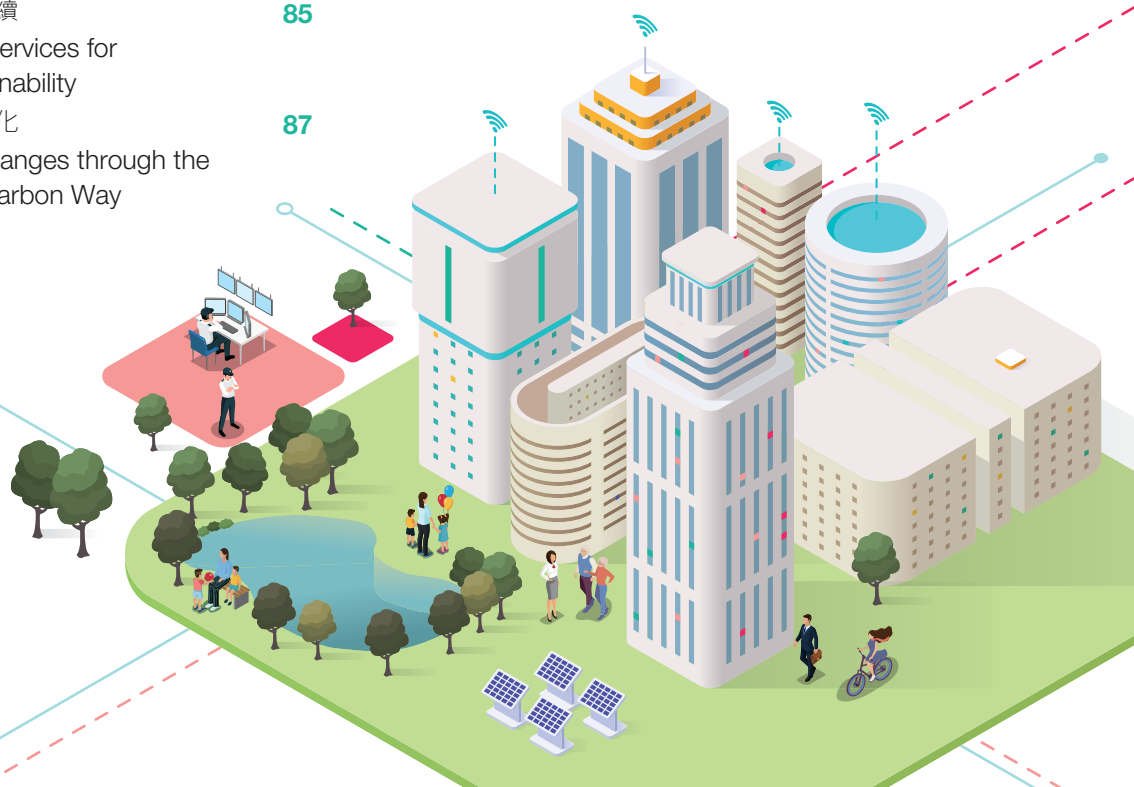
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# 關於本報告

## ABOUT THE REPORT

本報告是時代鄰里控股有限公司 (Times Neighborhood Holdings Limited, 股份代號: 9928.HK) 發佈的第三份環境、社會及管治 (Environmental, Social and Governance, 簡稱「ESG」) 報告, 秉承重要性、量化、平衡及一致性的原則, 重點披露本公司的環境、社會及管治等方面的相關信息、進展與案例。本報告時間跨度為2021年1月1日至2021年12月31日(「報告期」)。

### 編製依據

本報告已遵守香港聯合交易所有限公司(「聯交所」)頒佈的《香港聯合交易所有限公司證券上市規則》(「上市規則」)附錄二十七《環境、社會及管治報告指引》(「指引」)載列的所有條文。《指引》內容索引載於本報告第11章。

本報告內容是按照一套有系統的程序而制定的。有關程序包括: 識別重要利益相關方、識別和排列ESG重要議題、決定本報告的界限、收集相關材料和數據、對數據進行審閱、根據資料編製本報告。

### 匯報原則

本報告載列本公司如何識別和釐定重要ESG因素, 以量化方式披露關鍵績效指標(「KPI」), 並提供所用標準、方法、假設、轉換因素及/或計算工具的資料來源。本報告中的統計方法及KPI盡量與去年一致, 如有任何變更已進行說明, 並已在適當的情況下提供比較數據。

### 報告範圍及邊界

本報告旨在均衡申述時代鄰里2021年度在ESG方面的表現, 除特定說明外, 本報告中的政策、聲明、數據、案例之範圍涵蓋本公司所營運的業務。

除特別說明外, 本報告以人民幣為法定計量貨幣單位。

This report is the third Environmental, Social and Governance (“ESG”) Report issued by Times Neighborhood Holdings Limited (Stock Code: 9928.HK), and is based on the principles of materiality, quantitative, balance and consistency for the purpose of providing information, progress and case studies on the Company’s environmental, social and governance performances. This report covers the period from 1 January 2021 to 31 December 2021 (the “Reporting Period”).

### BASIS OF PREPARATION

This report has complied with all the provisions set out in the “Environmental, Social and Governance Reporting Guide” (環境、社會及管治報告指引) (the “Guide”) in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (香港聯合交易所有限公司證券上市規則) (the “Listing Rules”) issued by The Stock Exchange of Hong Kong Limited (the “Stock Exchange”). The relevant content index of the Guide is set out in Chapter 11 of this report.

The content of this report is prepared in accordance with a set of systematic procedures, including identifying major stakeholders, identifying and ranking material ESG issues, determining the scope of this report, collecting relevant materials and data, reviewing those data, and preparing this report based on such information.

### Reporting Principles

This report sets out how the Company identifies and determines material ESG factors, discloses key performance indicators (“KPIs”) in a quantitative manner, and provides information sources on the standards, methodologies, assumptions, conversion factors and/or calculation tools used. The statistical methods and KPIs in this report are as consistent as possible with those of last year. Any changes have been explained and comparative data have been provided where appropriate.

### SCOPE AND REPORTING BOUNDARY

The report endeavors to present a balanced representation of the ESG performance of Times Neighborhood in 2021, and the policies, statements, information and case studies of the report cover the operations of the Company except for otherwise specified.

Unless otherwise stated, RMB is used in the report as its legal currency.

## 稱謂說明

為了方便表述和閱讀，本報告中的「時代鄰里」「本公司」「公司」均指代時代鄰里控股有限公司。「本集團」「集團」「我們」指代時代鄰里控股有限公司及其附屬公司。

## 數據來源及可靠性聲明

本報告的數據和案例主要來源於公司統計報告、相關文件。公司承諾本報告不存在任何虛假記載、誤導性陳述，並對其內容真實性、準確性和完整性負責。

## 確認及批准

本報告經本公司高級管理人員團隊確認後，於2022年3月31日獲本公司董事（「董事」）會（「董事會」）審批通過。

## 獲取及回應本報告

本報告可以在聯交所網站([www.hkexnews.hk](http://www.hkexnews.hk))及本公司網站(<http://www.shidaiwuye.com>)查閱和下載。

如閣下希望進一步查詢，或對本報告有任何意見或建議，請通過電子郵件 [sdllir@timesgroup.cn](mailto:sdllir@timesgroup.cn) 與本公司聯繫。

本報告分別以中文及英文編訂。如中英文文本有任何歧義，概以中文文本為準。

## TERMS AND SHORT NAMES

For the convenience of expression and reading, “Times Neighborhood”, “the Company” and “Company” used herein shall refer to Times Neighborhood Holdings Limited. “The Group”, “Group” and “we” shall refer to Times Neighborhood Holdings Limited and its subsidiaries.

## DATA SOURCES AND RELIABILITY STATEMENT

The data and cases used herein mainly come from the statistical reports and relevant documents of the Company. The Company guarantees that the report does not contain any false information and misleading statement, and undertakes responsibilities for the contents of the report as to its authenticity, accuracy and completeness.

## ACKNOWLEDGEMENT AND APPROVAL

This report is approved by the board (the “**Board**”) of directors (the “**Directors**”) of the Company on 31 March 2022 upon the confirmation of the senior management team of the Company.

## OBTAIN AND RESPONSE TO THE REPORT

This report can be accessed and downloaded from the websites of the Stock Exchange ([www.hkexnews.hk](http://www.hkexnews.hk)) and the Company (<http://www.shidaiwuye.com>).

If you would like to make further enquiries, or any comments or suggestions regarding this report, please contact the Company by email at [sdllir@timesgroup.cn](mailto:sdllir@timesgroup.cn).

This report is prepared in both Chinese and English. In case of any inconsistency, the Chinese version shall prevail.

## MESSAGE FROM CHAIRMAN

2021年是國家「十四五」規劃的開局之年，也是時代鄰里第一個三年計劃的收官之年。面對充滿挑戰的市場環境和反復無常的疫情，我們腳足幹勁、奮勇前進，深耕四大核心城市群，聚焦核心業態，成功突破年內在管面積1億平方米；同時，我們依託科技賦能，打造全生命周期的「科技+服務」平台，聚焦物業管理與增值服務「雙輪驅動」，實現社區增值服務收入翻倍增長，用嶄新的業績達成第一階段三年計劃完美收官。

VUCA時代下，企業面臨的風險不斷增加，業務模式和組織結構也將遭受到更多挑戰，我們深知需擺脫傳統的業務思維，堅定將ESG管理理念融入主營業務經營體系，以期從本質上預防「黑天鵝」的來襲。同時，為切實踐行ESG管理理念，我們於2021年正式成立ESG委員會（「ESG委員會」），主導審視和指導本公司ESG管理方針和策略以及制定ESG目標並定期檢討其進度，加強公司管治層面對ESG相關事宜的參與及監管力度。

### 「精細治理」— 多元革新共營質量物業

在品質服務方面，我們一如既往致力於社區營運，通過「初心計劃」等品質提升行動，從社區管理、綠化及衛生管理、設施管理、安全管理各方面，提升服務品質、改善社區環境，進一步提升客戶滿意度，本年度業主滿意度平均得分為88.75，同比去年上升7.94%。同時，我們利用科技賦能業務開展，以智慧服務實現提質增效，推動產業數字化轉型，提升企業核心競爭力，實現企業高質量且可持續發展。此外，時代鄰里堅持貫徹「創造服務」的服務理念和「人人都是創造者」的品牌主張，倡導員工主動挖掘自身和項目潛能，為客戶創造更多美好。2021年，我們榮獲「中國物業服務上市公司成長潛力TOP 7」、「2021中國品質物業服務領先企業」等多個獎項。

2021 marked the opening year of the National 14th Five-Year Plan and the closing year of the first three-year plan of Times Neighborhood. Facing the challenging market environment and the volatile epidemic, we have been working hard and moving forward, cultivating four core city clusters, focusing on core business modes, and area under management successfully exceeded 100 million square meters during the year; at the same time, relying on technology, we were able to build a “technology + service” platform for the whole life cycle, focusing on the “two-wheel drive” of property management and value-added services, achieving a doubling of community value-added service revenue, and closing the first phase of the three-year plan perfectly with new performance.

In the era VUCA as the risks faced by enterprises continue to increase, the business model and organizational structure will also be subject to more challenges. We are aware of the need to break away from traditional business thinking and firmly integrate ESG management concepts into our main business operation system in order to essentially prevent “black swans” from striking. At the same time, in order to implement the ESG management concept, we formally established an ESG Committee (the “ESG Committee”) in 2021 to take the lead in reviewing and guiding our ESG management policy and strategies as well as setting ESG objectives and regularly reviewing their progress, and to strengthen the participation and supervision of ESG-related issues at the corporate governance level.

### “REFINED GOVERNANCE” – PROVIDE QUALITY PROPERTY MANAGEMENT WITH DIVERSIFIED INNOVATIONS

In terms of quality service, we are committed to community operation as always, and through quality improvement actions such as the “Initial Project”, we have improved our service quality and community environment in terms of community management, greening and sanitation management, facility management and safety management to further enhance customer satisfaction. The average owner satisfaction score for the year was 88.75, representing a 7.94% increase comparing with last year. At the same time, we use technology to empower business development, achieve quality and efficiency improvement with intelligent services, promote digital transformation of the industry, enhance the core competitiveness of our enterprise, and achieve high-quality and sustainable development. In addition, Times Neighborhood insists on implementing the service concept of “Create Service” and the brand initiative of “Everyone is a Creator”, advocating employees to take the initiative to explore their own and project potential to create a better lifestyle for customers. In 2021, we were awarded with various honors such as “Top 7 Listed Property Management Companies in China in terms of Growth Potential” and “2021 Leading China Enterprise in Property Service Quality”.



## 「低碳營運」— 環保經營共享綠色生活

在低碳營運方面，我們已制定相應的環境管理目標並將項目節能降耗指標與負責人績效掛鉤，通過規範景觀水系、照明系統、電梯設備等10大項42分項的節能減排措施，全方位落實辦公場所、項目營運和社區公區的節能減排工作。同時，我們在挑選供應商時亦將環保績效納入考量，盡可能攜手合作夥伴共同減輕對環境的影響，扎實推進綠色低碳營運。

## 「以人為本」— 攜手員工共赴美好未來

在人力資本方面，我們關注每一位員工的發展，依據人員及崗位特性制定多元化的培訓方案，如針對應屆畢業生的「新菁英計劃」和領導力發展的「航計劃」等。我們規範晉升渠道，並從2020年起建立TCE人才測評體系以確保員工能夠在最適合的崗位最大程度施展其才華。同時，我們更新《利益共享制度》為經營指標超額獎勵機制，進一步提高員工的薪酬績效水平。2021年，員工整體滿意度指數為88.88，時代鄰里亦榮獲由中指院頒發的「2021中國物業管理行業最佳僱主」獎項。

未來，時代鄰里將一如既往秉持「讓更多人享受美好生活」的企業使命，通過持續提升企業管治水平、推進綠色低碳營運、打造品質服務、專注員工發展等，堅定踐行企業社會責任。不忘初心，致力於將更美好的居住體驗帶給更多的城市與家庭。

主席兼非執行董事  
白錫洪先生

## “LOW-CARBON OPERATION” – PROMOTE ENVIRONMENTAL PROTECTION DURING THE OPERATION TO CONTRIBUTE TO A GREEN LIFE

In terms of low-carbon operation, we have formulated corresponding environmental management objectives and linked the energy-saving and consumption-reduction indicators of projects with the performance of responsible personnel. Through regulating the energy-saving and emission-reduction measures of 42 sub-items under 10 major items, including landscape water system, lighting system and elevator equipment, we have comprehensively implemented the energy-saving and emission-reduction work in office premises, project operations and community public areas. Meanwhile, we also take environmental protection performance into consideration when selecting suppliers, and work with partners to reduce the impact on the environment as much as possible to promote green and low-carbon operations in a solid manner.

## “PEOPLE-ORIENTED” – JOIN HANDS WITH EMPLOYEES FOR A BETTER FUTURE

In terms of human capital, we pay attention to the development of each employee and formulate diversified training programs based on the characteristics of personnel and positions, such as the “New Elite Training Program” for fresh graduates and the “Leadership Plans” for leadership development. We have regulated the promotion channels and established the TCE talent evaluation system since 2020 to ensure that employees can fully display their talents in the most suitable positions. Meanwhile, we updated the “Benefit Sharing System” (利益共享制度) as the excess reward mechanism for business indicators to further improve the salary and performance level of employees. In 2021, the overall employee satisfaction index was 88.88, and Times Neighbourhood was awarded the “2021 Best Employer in China’s Property Management Industry” by China Index Academy.

In the future, Times Neighborhood will continue to uphold the corporate mission of “Bringing a Better Life for More People” and practice corporate social responsibility in a firm to manner by continuously improving corporate governance, promoting green and low-carbon operations, creating quality services and focusing on employee development. We are committed to bringing a better living experience to more cities and families without forgetting our original intention.

Mr. BAI Xihong  
Chairman and Non-executive Director

### 3.1 公司介紹

本集團創立於1998年，時代鄰里控股有限公司股份於2019年12月19日在聯交所主板上市(股份代號：9928.HK)，是中國領先及快速發展的現代服務業集團。

作為中國物業服務百強企業，我們始終堅持「讓更多人享受美好生活」的企業使命以及「品質讓客戶驚喜，服務讓客戶感動」的經營理念，深耕粵港澳大灣區並佈局全國市場，在快速提升住宅社區業務的基礎上，深入覆蓋城鄉公共機構與空間，以自身資源優勢不斷孵化整合更多業態，已發展成集社區服務、城市服務、創新服務為一體的大型綜合服務平台企業。通過打造綜合生活服務平台，創新智能、便捷的生活模式，為客戶提供高標準高品質的物業管理服務以及社區增值服務。

### 3.1 INTRODUCTION TO THE COMPANY

The shares of Times Neighborhood Holdings Limited were listed on the Main Board of the Stock Exchange (Stock Code: 9928.HK) on 19 December 2019. Founded in 1998, the Group is a leading and fast-growing modern service enterprise in China.

As one of the Top 100 Property Management Service Companies in China, we have always adhered to the corporate mission of “Bringing a Better Life for More People” and the business concept of “Surprise clients with quality, move clients with service”, deeply engaged in the Guangdong-Hong Kong-Macao Greater Bay Area and established our presence in the national market. On the basis of rapidly improving the residential community business, we have deeply covered urban and rural public institutions and spaces, and continuously nurtured and integrated more business forms with our own resources and advantages, and have developed into a large-scale comprehensive service platform enterprise integrating community services, urban services and innovative services. By building a comprehensive living services platform and innovating an intelligent and convenient living model, we provide customers with high-standard and high-quality property management services and community value-added services.



### 3.2 業務介紹

時代鄰里從「尺度、溫度、速度、深度」四個維度打造「4° 服務美學」服務體系，堅持「安全、舒適、和諧」標準，開拓社區服務、城市服務、創新服務三大業務，提供覆蓋個人、社區與城市發展的全生命周期服務。

#### ► 社區服務

我們秉承標準、優選與卓越的三大物業服務模式，為業主、用戶及開發商提供物業、營銷案場的社區服務。在物業服務方面，我們的服務涵蓋公共設施及公共區域的安保、清潔、園藝、維修及保養等方面，並通過管家服務與專屬熱線，及時滿足客戶要求。我們在提供高服務標準的同時，根據客戶的需求提供衣、食、住、行全方位定制化服務，組織健身、休閒與其他私人活動，構築和諧、友愛、舒心的社區。在營銷案場服務方面，我們在營銷案場通過安全、舒適、溫度的專業營銷案場服務，為客戶提供「尊貴、精緻、無微不至」的體驗，營造賓至如歸的服務氛圍。

### 3.2 INTRODUCTION TO THE BUSINESS

Times Neighborhood builds its “4° Service Aesthetics” services system from the four dimensions of “scale, temperature, speed and depth”, adheres to the “safety, comfort and harmony” standards, expands three major businesses of community services, urban services and innovative services, and provides full life cycle services covering personal, community and urban development.

#### ► Community services

We provide property owners, users and developers with community services at property and sales offices by adhering to the three major property service models of standard, selected and extraordinary. In terms of property services, our services cover security, cleaning, gardening, repair and maintenance of public facilities and common areas, and meet customers' requirements in a timely manner through butler services and special hotlines. While providing high service standards, we provide comprehensive customized services for clothing, food, housing and transportation according to the preferences of community users, organize fitness, leisure and other private activities, and build a harmonious, friendly and comfortable community. In terms of sales office services, we provide customers with “noble, delicate and meticulous experience” through safe, comfortable and warm professional on-site marketing services to create a home-like service atmosphere.

### 3 關於時代鄰里 ABOUT TIMES NEIGHBORHOOD

#### ► 城市服務

我們提供包括生態環境、城市煥新、安全秩序、公共協管、特色文化以及特色經營在內的六大城市服務，積極為社會公共服務出一分力。在環境治理方面，我們通過生態環境服務與城市煥新服務，對基礎設施、公共場所以及綠化園林進行升級與美化，提升市容市貌。在公共秩序維護方面，我們提供安全秩序服務與公共協管服務，通過智能化手段為網絡安全、疫情防控、社區消防與安全鑄就堅硬屏障；我們參與城市交通以及五小行業經營的公共協管工作，堅定維護社會秩序。在特色服務方面，我們提供特色文化服務與特色經營服務，在公共知識宣傳、組織各類社區的文化活動中，我們向社會倡導積極向上、和諧共建的思想；我們積極孵化特色經營業務，根據民生需求提供社區團購、家政、養老以及健康體檢等服務，積極拓寬服務網絡，推進國家公共服務治理能力現代化。

#### ► 創新服務

我們堅持以市場需求為導向，不斷洞察社會發展趨勢，提供智慧服務、生活服務、美居服務、資產服務以及綜合服務在內的創新服務，從個人到家庭，從社區到城市，從基礎服務細節到全新業務形態，時代鄰里不斷發掘創新可能。

#### ► Urban services

We provide six major urban services, including ecological environment, urban renewal, safe and service, public co-management, characteristic cultural and characteristic business services, and actively contribute to community public services. In terms of environmental governance, we upgrade and beautify infrastructure, public places and green gardens through the ecological environment services and urban renewal services to enhance the appearance of cities. In terms of public order maintenance, we provide security and order services and public co-management services, and create a strong barrier for network security, pandemic prevention and control, community fire prevention and safety through intelligent means. We participate in the public co-management of urban transportation and the operation of the five small industries and vendors to firmly maintain social order. In terms of featured services, we provide characteristic cultural services and characteristic operation services. In the publicity of public knowledge and the organization of cultural activities in various communities, we advocate the idea of positive and harmonious co-construction to society. We actively incubate featured businesses, provide community group-buying, housekeeping, elderly care and health examination services according to the needs of people's livelihood, actively expand service network, and promote the modernization of national public service governance capabilities.

#### ► Innovative services

We adhere to the market demand-oriented approach, constantly gain insight into the development trends of society, and provide innovative services including smart services, life services, home services, assets services and comprehensive services. From individuals to families, from communities to cities, from basic service details to new business, Times Neighborhood continues to explore innovation possibilities.

### 3.3 2021年關鍵績效

#### 財務表現：

- 資產總額：3,268,735人民幣千元
- 權益總額：1,933,369人民幣千元
- 營業額：2,719,747人民幣千元
- 母公司擁有人應佔核心淨利潤：330,500人民幣千元

#### 業務表現：

- 服務城市：87個
- 合約面積：132.0百萬平方米
- 合約項目：1,038個
- 在管面積：105.5百萬平方米
- 在管項目：901個

#### 環境數據<sup>1</sup>：

- 溫室氣體排放量：41,162.38噸
- 溫室氣體排放密度：15.13噸／百萬元營業額
- 綜合能耗量：71,880.58兆瓦時
- 總耗水量：3,500,863.82立方米

#### 安全與健康：

- 安全檢查次數：1,632次
- 大型應急演練開展次數：6次(覆蓋136個住宅項目)
- 參與應急演練人次：7.2萬人次
- 協助核酸檢查採樣人次：超過27萬人次

#### 員工發展：

- 報告期末員工人數：10,268人
- 受訓僱員百分比：100%
- 人均受訓時長：42.13小時
- 員工整體滿意度指數：88.88

<sup>1</sup> 環境數據涵蓋時代鄰里的辦公區域(包括公司總部、各城市公司)及由本公司進行物業管理的項目經營類數據(包括物業管理處及非公攤部分)

### 3.3 KEY PERFORMANCES OF 2021

#### Financial Performance:

- Total assets: RMB3,268,735,000
- Total equity: RMB1,933,369,000
- Turnover: RMB2,719,747,000
- Core net profit attributable to owners of the parent: RMB330,500,000

#### Business Performance:

- Cities served: 87
- Contracted area: 132.0 million sq.m.
- Contracted projects: 1,038
- Area under management: 105.5 million sq.m.
- Projects under management: 901

#### Environmental data<sup>1</sup>:

- Greenhouse gas emissions: 41,162.38 tonnes
- Greenhouse gas emission intensity: 15.13 tonnes per millions of revenue (RMB)
- Total energy consumption: 71,880.58 MWh
- Total water consumption: 3,500,863.82 cubic meters

#### Safety and health:

- Number of safety inspections: 1,632
- Number of large-scale emergency drills conducted: 6 (covering 136 residential projects)
- Number of people participating in emergency drills: 72,000
- Number of times assisting in nucleic acid testing sampling: over 270,000

#### Employee Development:

- Number of employees at the end of the Reporting Period: 10,268
- Percentage of employees trained: 100%
- Hours of training per capita: 42.13 hours
- Overall employee satisfaction index: 88.88

<sup>1</sup> The environmental data covers the office area of Times Neighborhood (including the company's headquarters and branches in cities) and the operation data of the projects which property management was handled by the Company (including the property management office and the non-public portion)

### 3 關於時代鄰里 ABOUT TIMES NEIGHBORHOOD

#### 3.4 榮譽列表

#### 3.4 TABLE OF HONORS

榮譽 Honors	頒發單位 Awarding Units
2021中國物業服務百強企業TOP 12 12th in the Top 100 Property Management Companies in China in 2021	中國指數研究院(「中指院」) China Index Academy (“CIA”)
2021中國特色物業服務領先企業－多元業態綜合服務商 China Leading Property Management Companies in Terms of Characteristic Services in 2021 – Integrated Service Provider for Diversified Business Forms	中指院 CIA
2021中國物業服務多種經營優秀企業－鄰里邦 China’s Excellent Property Management Companies with Diversified Operations in 2021 – Neighborhood Services	中指院 CIA
2021中國智慧城市服務領先企業 China Leading Property Management Companies in Smart City Services in 2021	中指院 CIA
2021中國物業服務企業品牌價值100強 China’s Top 100 Property Management Companies in Terms of Brand Value in 2021	中國物業管理協會(「中物協」) China Property Management Institute (“CPMI”)
2021中國上市物業服務企業TOP 20 China’s Top 20 Listed Property Management Companies in 2021	億瀚智庫 Yihan Think Tank
2021中國上市物業服務投資價值優秀企業 Excellent Listed Property Management Enterprises with Investment Value in China in 2021	中指院 CIA
2021中國物業服務企業上市公司TOP 15 China’s Top 15 Listed Property Management Companies in 2021	中物協 CPMI

榮譽 Honors	頒發單位 Awarding Units
2021中國物業上市公司市場拓展領先企業 China's Leading Listed Property Company in Market Expansion in 2021	中物協 CPMI
2021年中國物業創新力企業 China's Company with Property Innovation in 2021	樂居財經 Leju Finance
2021中國物業服務專業化運營領先品牌企業 China's Leading Brand Enterprise in Terms of Professional Operation of Property Management in 2021	中指院 CIA
2021中國住宅物業服務領先企業 China's Leading Residential Property Management Company in 2021	中國物業管理研究協會(「中物研協」) China Property Management Research Institution ("CPMRI")
廣東省物業管理行業發展40週年品牌標桿企業 Brand Benchmarking Enterprise for the 40th Anniversary of Development of the Property Management Industry in Guangdong	廣東省物業管理行業協會 Guangdong Property Management Industry Association
2021粵港澳大灣區物業服務市場地位領先企業 Leading Enterprise in the Property Management Market in the Guangdong-Hong Kong-Macao Greater Bay Area in 2021	中指院 CIA
2021廣東省物業服務綜合發展實力企業TOP 8 Top 8 Companies in Comprehensive Development Strength of Property Services in Guangdong in 2021	廣東省物業管理行業協會 Guangdong Property Management Industry Association
中國領先地產科技企業50 China's Top 50 Leading Real Estate Technology Companies	畢馬威 KPMG

#### 4.1 董事會聲明

在全球政治、經濟與自然環境高度不確定的背景下，時代鄰里對於ESG工作的關注與日俱增。2021年是時代鄰里在ESG工作方面飛速進展的一年，我們正式成立了董事會轄下之ESG委員會，從而加強公司管治層面對ESG相關事宜的參與及監管力度，具體如下：

- i. ESG委員會將結合外部趨勢與本公司ESG工作的推進情況對ESG管理方針及策略的適宜性作出評估，並於必要時進行更新。ESG委員會轄下ESG工作小組將負責推進具體執行層面的工作，包括組織評估、優次排列對本公司具有重要影響的ESG相關議題，及時識別潛在的ESG風險等，並將通過定期ESG專題會議向ESG委員會匯報工作情況。
- ii. ESG委員會負責制定本公司的ESG目標，並持續跟踪工作進展，協調各個相關部門以促使目標達成，同時將定期監督及檢討ESG目標的達成情況，以適應外部環境與公司業務的最新發展。
- iii. ESG委員會每年就ESG相關重要事宜如ESG重要議題釐定過程及結果、ESG相關目標的設定及達成進度等向董事會進行至少一次匯報以供董事會定期審視本公司ESG工作的推進情況，並就需改善的地方給予行動建議。

#### 4.2 ESG方針策略

作為中國領先及快速發展的城市綜合服務營運商之一，時代鄰里堅持「4321」核心戰略，為粵港澳大灣區、長三角城市群、成渝城市群、長江中游城市群和其他周邊地區的政府、企事業單位與住戶提供專業化、標準化的綜合服務。我們立足於「現代服務創造者」的企業定位，堅持創造者「五項原則」（長期主義、變革創新、客戶至上、廉潔自律、合作共贏）。創造者「五項原則」是時代鄰里可持續發展理念的目標性指引，我們將其貫徹於公司治理和業務發展的各方面，持續加強制度建設，形成高效運作、靈活反應的管理機制。

#### 4.1 BOARD STATEMENT

Against the backdrop of high uncertainties in global politics, economy and natural environment, Times Neighborhood has been paying more attention to ESG work. 2021 is a year of rapid progress for Times Neighborhood in ESG work. We have formally established an ESG Committee under the Board to strengthen the participation and supervision of ESG-related matters at the corporate governance level. Details are as follows:

- i. The ESG Committee will evaluate the appropriateness of the ESG management approach and strategy based on external trends and the progress of the Company's ESG work, and update it when necessary. The ESG working group under the ESG Committee will be responsible for taking forward the specific implementation level work, including organizing the evaluation and prioritizing ESG-related issues that have a significant impact on the Company, identifying potential ESG risks in a timely manner, and reporting the work to the ESG Committee through regular ESG special meetings.
- ii. The ESG Committee is responsible for formulating the Company's ESG goals, continuously tracking the progress of work, coordinating various relevant departments to promote the achievement of goals, and regularly monitoring and reviewing the achievement of ESG goals to adapt to the latest development of the external environment and the Company's business.
- iii. The ESG Committee reports to the Board at least once a year on material ESG-related issues, such as the process and results of the determination of material ESG issues, the setting of ESG-related goals and the progress of achieving them, for the Board to review the progress of the Company's ESG work on a regular basis, and to make recommendations on actions to be taken for improvement.

#### 4.2 ESG POLICIES AND STRATEGIES

As one of the leading and fast-growing comprehensive property management service providers in China, Times Neighborhood adheres to the "4321" core strategy and provides professional and standardized comprehensive services for governments, enterprises, institutions and residents in the Guangdong-Hong Kong-Macao Greater Bay Area, the urban agglomerations in Yangtze River Delta, Chengdu-Chongqing urban agglomerations, the mid-stream urban agglomerations of Yangtze River and other surrounding areas. We are positioned as a "modern services creator" and adhere to the "five principles" of creators (long-termism, reform and innovation, customer first, integrity and self-discipline, and win-win cooperation). The "five principles" of the creators are the objective guidelines for the sustainable development concept of Times Neighborhood. We implement them in all aspects of corporate governance and business development, continue to strengthen system construction, and form an efficient and flexible management mechanism.



### 4.3 ESG管治架構

為了進一步統籌ESG管治工作，我們於2021年正式設立ESG委員會。目前的ESG管治架構由董事會－ESG委員會－ESG工作小組－公司各職能部門，自上而下組成，共同推動本集團ESG管理工作有序進行。

- 董事會作為本公司最高決策機構，指引公司可持續發展方向，並承擔公司ESG事宜的整體責任。我們嚴格依據董事會成員多元化政策，選聘董事時充分考慮包括但不限於性別、年齡、專業、經驗、文化及教育等背景，所有董事會提名及委任均以任人唯賢基準原則。未來，董事會將加強ESG風險管理工作，承擔ESG風險管理的內部監控責任，保障公司發展及各利益相關方的長遠效益；
- ESG委員會統籌本公司的ESG管治工作，對董事會負責，定期向董事會匯報關於ESG工作的重大事宜。ESG委員會負責制定ESG策略，審視和監督ESG政策及目標達成進度，以及審閱ESG報告。
- ESG工作小組承擔ESG監督協調職能，落實ESG委員會決議、溝通協調ESG相關事務、組織編製年度ESG報告，每年度定期向ESG委員會匯報相關工作執行情況。
- 公司各職能部門、子公司及城市公司ESG工作執行機構，實施ESG工作小組訂立的ESG計劃，切實記錄、匯報ESG相關數據，全面落實ESG相關管理執行工作。

### 4.3 ESG GOVERNANCE STRUCTURE

To further coordinate the ESG governance work, we officially established the ESG Committee in 2021. The current ESG governance structure is composed of the Board – ESG Committee – ESG task group – functional departments of the Company from top to bottom to jointly promote the orderly implementation of the Group's ESG management.

- As the top decision-making organization of the Company, the Board is responsible for providing guidance on the Company's sustainable development and undertakes overall responsibility for the Company's ESG issues. We strictly follow the board diversity policy, and fully consider the background including but not limited to gender, age, profession, experience, culture and education when selecting and appointing directors. All Board nominations and appointments are made on a merit basis. In the future, the Board will strengthen ESG risk management and assume responsibilities for internal control of ESG risks management to protect the development of the Company and the long-term benefits of each stakeholder.
- The ESG Committee organizes the Company's ESG governance and is accountable to the Board. It regularly reports to the Board on major issues related to ESG work. The ESG Committee is responsible for formulating ESG strategies, reviewing and monitoring the progress of achieving our ESG policies and objectives, and reviewing the ESG reports.
- The ESG task group is responsible for supervising and coordinating the Company's ESG issues, implementing decisions from the ESG Committee, communicating and coordinating ESG-related affairs, organizing the preparation of the annual ESG reports and regularly reporting to the ESG Committee on the implementation of relevant work on an annual basis.
- As executive organizations for ESG works, the Company's functional departments, subsidiaries and branches in cities will implement the ESG plan formulated by the ESG task group, effectively record and report ESG-related information, and fully put into practice the ESG-related management work.

## 4 責任管治踐行者

### RESPONSIBLE GOVERNANCE PRACTICES

<p>最高決策層 Top decision-making organization 董事會 <b>The Board</b></p>	<ul style="list-style-type: none"><li>• 確定ESG管理方針、策略及目標 Determine ESG management approach, strategies and objectives</li><li>• 審批ESG報告披露信息及資料 Approve ESG report disclosure information and data</li><li>• 對ESG策略及匯報承擔全部責任 Take full responsibility for ESG strategies and reporting</li></ul>
<p>決策層 Decision-making organization ESG委員會 <b>ESG Committee</b></p>	<ul style="list-style-type: none"><li>• 對董事會負責，匯報關於ESG工作的重大事宜 Be accountable to the Board and report on major issues related to ESG work</li><li>• 審視ESG策略，包括識別、評估及管理ESG風險和重大性議題，並向董事會提供依據 Review ESG strategies, including identifying, assessing and managing ESG risks and material issues, and provide the basis for the Board</li><li>• 審視和監督ESG政策、管理及目標進度，向董事會匯報並提出建議 Review and monitor ESG policies, management and target progress, report to the Board and make recommendations</li><li>• 審閱ESG報告，並向董事會提出建議 Review ESG reports and make recommendations to the Board</li></ul>
<p>監督協調層 Supervision and coordination organization ESG工作小組 <b>ESG task group</b></p>	<ul style="list-style-type: none"><li>• 履行執行層面的職責，籌備ESG委員會會議，並執行ESG委員會的有關決議 Perform duties at the executive level, prepare meetings of the ESG Committee and implement relevant resolutions of the ESG Committee</li><li>• 起草ESG政策及目標，落實ESG工作，並定期向ESG委員會匯報工作進展 Draft ESG policies and targets, implement ESG work, and report work progress to the ESG Committee on a regular basis</li><li>• 召開ESG專題會議 Convene ESG meetings</li></ul>
<p>執行層 Executive organization 各職能部門、子公司及城市公司 <b>Functional departments, subsidiaries and branches in cities</b></p>	<ul style="list-style-type: none"><li>• 執行董事會和ESG委員會的相關決議 Execute relevant resolutions of the Board and the ESG Committee</li><li>• 落實ESG相關文件、數據的收集、記錄及匯報工作 Implement the collection, recording and reporting of ESG-related documents and data</li><li>• 落實集團可持續發展理念、策略及管理措施 Implement the Group's sustainable development philosophy, strategies and management measures</li></ul>

#### 4.4 利益相關方溝通

時代鄰里重視聆聽利益相關方的聲音，通過報告、意見調查或其他平台的各種渠道，與利益相關方(包括企業高管、員工、客戶/業主/租戶/消費者、投資者/股東/分析員、供應商、政府與監管機構、業界協會/專業機構等)保持緊密交流，了解利益相關方所關注的事項和議題，回應他們的關切與訴求，實現共同發展。

#### 4.4 COMMUNICATING WITH STAKEHOLDERS

Times Neighborhood attaches great emphasis on the opinion of stakeholders. We communicate with stakeholders (including the senior management of enterprises, employees, customers/property owners/tenants/consumers, investors/shareholders/analysts, suppliers, governments and regulators, industry associations/professional institutions, etc.) through various channels, such as reports, opinion surveys or other platforms, to understand their concerns and issues and to meet the expectations and demands of stakeholders, with a view to achieving mutual development.

利益相關方 Stakeholders	溝通方式 Methods of communication	主要訴求 Main demands
 員工 Employees	公司內部互聯網 Intranet 員工會議 Staff meetings 員工電子信箱 Employees' email 員工訪談 Employee interview 員工活動、員工培訓 Employee activities and trainings 網上意見調查 Online opinion surveys	完善職業培訓機制 Improving the vocational training mechanism 有競爭力的薪酬福利 Providing competitive remuneration and benefits 保障職業健康與安全 Ensuring occupational health and safety 平等包容的企業文化 Creating equal and inclusive corporate culture

## 4 責任管治踐行者 RESPONSIBLE GOVERNANCE PRACTICES

利益相關方 Stakeholders	溝通方式 Methods of communication	主要訴求 Main demands
 客戶／業主 Customers/property owners	物業服務中心 Property service center 客戶服務熱線 Customer service hotline 官方網站 Official website 客戶滿意度調查 Customer satisfaction survey 官方微博與微信 Official Weibo and WeChat accounts 客戶訪談 Customer interview 鄰里邦APP "Neighborhood Services" APP 常規巡查 Routine inspections	維護安全宜居環境 Maintaining a safe and livable environment 提供貼心服務體驗 Providing caring service experience 保障客戶私隱 Protecting customers' privacy 確保合規負責營銷 Ensuring compliant and responsible marketing 倡導綠色發展理念 Initiating green development philosophy
 投資者／股東 Investors/shareholders	股東會議 Shareholders meeting 財務報告 Financial report 官方網站 Official website 分析員簡報 Analyst briefing 公開報道 Public report	維持穩定投資回報 Maintaining stable returns on investment 提升公司商業價值 Enhancing the commercial value of the Company 保障企業信息透明 Ensuring transparency of corporate information 保護股東投資權益 Protecting investment rights of shareholders

## 4 責任管治踐行者

### RESPONSIBLE GOVERNANCE PRACTICES

利益相關方 Stakeholders	溝通方式 Methods of communication	主要訴求 Main demands
 供應商及業務夥伴 Suppliers and business partners	直接溝通訪問 Direct communication and visit 網上意見調查 Online opinion survey 供應商會議 Suppliers' meetings 年度審核及評估 Annual review and assessment 承包商會議 Contractors' meetings 招投標活動 Tendering and bidding activities	加強日常溝通交流 Strengthening daily communication 依法履行合同約定 Performing contractual agreements according to law 踐行誠實守信經營 Conducting business with honesty and integrity 打造責任供應鏈 Creating a responsible supply chain
 政府與監管機構 Governments and regulators	定期走訪 Regular visits 政策溝通 Policy Communication 舉辦或參加會議 Hosting and attending meetings 公開活動 Public events	滿足監管合規要求 Meeting regulatory and compliance requirements 按時依法足額納稅 Paying taxes on time and in full 響應國家政策號召 Responding to national policies 支持地方經濟發展 Supporting local economic development
 媒體 Media	媒體發佈會 Press conference 媒體採訪 Media interview 媒體拜訪 Media visits	提升企業透明度 Improving corporate transparency 履行企業社會責任 Fulfilling corporate social responsibility

## 4 責任管治踐行者 RESPONSIBLE GOVERNANCE PRACTICES

利益相關方 Stakeholders	溝通方式 Methods of communication	主要訴求 Main demands
 公益組織／社會組織 Non-profit organizations/ social organizations	公益活動合作 Engaging in social welfare activities 訪問與調查 Interviews and surveys	投入公益慈善事業 Investing in social welfare and charity activities 堅持綠色低碳營運 Upholding green and low-carbon operations 保障社區安全有序 Ensuring the safety and order of the community 促進社區文化發展 Promoting cultural development in the community 防控疫情常態化 Normalizing the prevention and control of the pandemic

### 4.5 重要性議題

本公司聘請外部專業顧問一同回顧與評估本年度ESG重要性議題，通過審閱2020年重要性議題、結合2021年公司業務發展與營運情況，同時參考同行企業ESG管理實踐等綜合考量並篩選更新得出本公司2021年ESG重要性議題清單。通過問卷調研等多渠道溝通的方式瞭解利益相關方對公司經營重要性議題的意見與建議，並對相關議題按優先級排序形成重要性矩陣，將重要性議題評估報告呈交管理層及董事會確認通過，為本公司的ESG工作提供參考。

### 4.5 MATERIAL ISSUES

The Company engaged an external professional consultant to review and assess the material ESG issues of the year. By reviewing the material issues of 2020, combining the business development and operation of the Company in 2021 while referring to the ESG management practices of peer companies, the Company selected and updated the list of material ESG issues of 2021. Through multi-channel communication such as questionnaire survey, we understood the opinions and suggestions of stakeholders on material issues of the Company's operation, formed a materiality matrix based on the priority of relevant issues, and submitted the materiality assessment report to the management and the Board for confirmation and approval, so as to provide reference for the Company's ESG work.



4.5.1 議題重要性分析過程

4.5.1 Materiality analysis process of issues

<p>議題庫建立 Establishing issue database</p>	<p>根據上市規則附錄二十七《環境、社會及管治報告指引》為基礎，參考全球報告倡議 (GRI, Global Reporting Initiative) 所建議的披露議題，審視上一年度時代鄰里ESG管理相關議題，結合時代鄰里2021年業務發展情況與利益相關方訴求，並參考同行企業ESG管理實踐，綜合考量並篩選更新得出時代鄰里2021年ESG管理的議題庫，共計23項議題。</p> <p>Based on the “ESG Reporting Guide” (環境、社會及管治報告指引) set out in Appendix 27 to the Listing Rules, with reference to the Global Reporting Initiative (GRI), we review the ESG management related issues of Times Neighborhood in the previous year, combine the business development of Times Neighborhood in 2021 and the demands of stakeholders, and refer to the ESG management practices of peer companies. We comprehensively consider, select and update the issue database of ESG management of Times Neighborhood in 2021, with a total of 23 issues.</p>
<p>利益相關方參與 Involvement of stakeholders</p>	<p>通過問卷調查形式，獲得利益相關方原始調研信息。本次調研範圍覆蓋企業董事、高級管理層、中級管理層、員工、投資者／股東／分析員、客戶／業主／租戶／消費者、業界協會／專業機構／政府及監管機構、供應商等各類別利益相關方，回收有效問卷共1,206份。</p> <p>We obtained original information from stakeholders by conducting surveys. The scope of the survey covered the directors, senior management, middle management, employees, investors/shareholders/analysts, customers/owners/tenants/consumers, industry associations/professional institutions/governments, regulatory authorities, suppliers and other stakeholders, and a total of 1,206 valid questionnaires were collected.</p>
<p>議題評估 Assessment of issues</p>	<p>根據各利益相關方關注焦點，從「對公司的重要性」和「對外部利益相關方的重要性」兩大維度進行議題重要性評估，分析得出重要性議題矩陣及列表，其中，高度重要議題7個，中度重要議題15個，一般重要議題1個。</p> <p>Based on each stakeholder’s concerns, we have evaluated the materiality of issues from two dimensions, namely “Importance to the Company” and “Importance to external stakeholders”. As a result, we have obtained a matrix and a list of material issues, including 7 issues of high materiality, 15 issues of moderate materiality and 1 issue of general materiality.</p>
<p>審核確認 Approval and confirmation</p>	<p>將利益相關方參與方案、實施過程及重要性議題評估結果呈交管理層，由管理層確認通過。</p> <p>The participation and implementation process of stakeholders and the results of assessment of materiality issues are submitted to the management for approval and confirmation.</p>

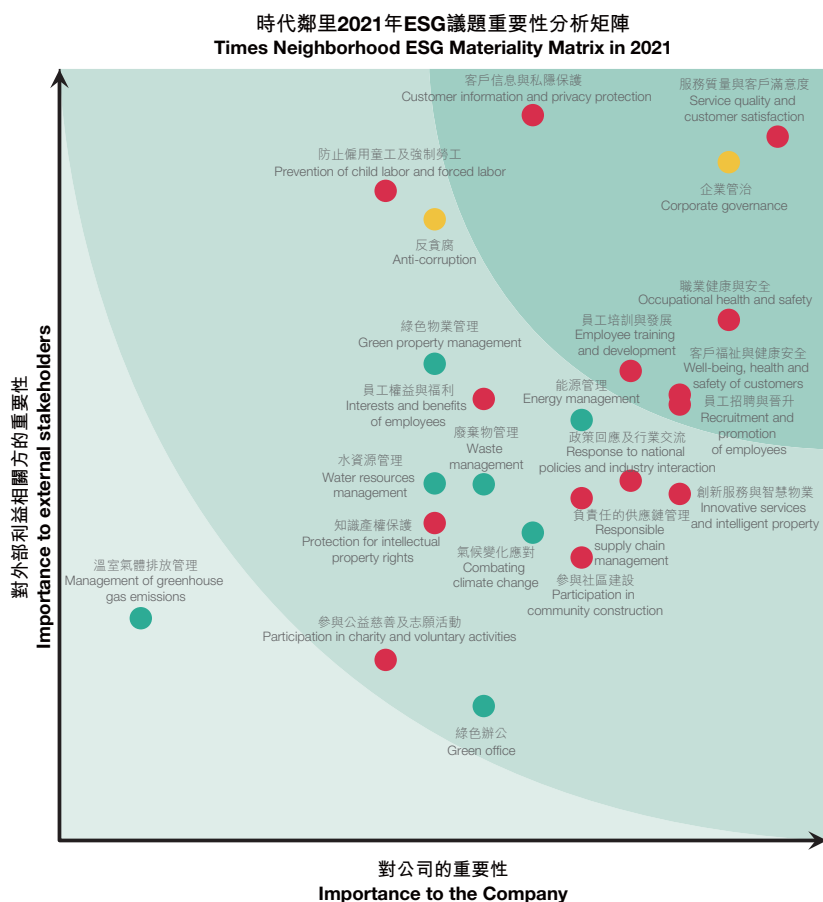
## 4 責任管治踐行者 RESPONSIBLE GOVERNANCE PRACTICES

### 4.5.2 重要性議題

根據實質性原則，基於對利益相關方問卷調研結果的分析，從「對公司的重要性」和「對外部利益相關方的重要性」兩個維度對ESG議題進行排序，繪製出時代鄰里2021年ESG重要性議題矩陣：

### 4.5.2 Material issues

According to the materiality principle and based on the analysis of the results of stakeholder questionnaires, ESG issues are ranked according to the two dimensions of “Importance to the Company” and “Importance to external stakeholders”, and Times Neighborhood ESG Materiality Matrix in 2021 is drawn:



根據上述重要性評估結果顯示，高度重要議題分別為服務質量與客戶滿意度、企業管治、職業健康與安全、客戶信息與私隱保護、客戶福祉與健康安全、員工招聘與晉升及員工培訓與發展。我們將重點關注相應議題的表現，持續與利益相關方溝通交流，不斷完善ESG管治水平。

According to the results of the above materiality assessment, the issues of high importance are service quality and customer satisfaction, corporate governance, occupational health and safety, customer information and privacy protection, well-being, health and safety of customers, recruitment and promotion of employees, and employee training and development. We will focus on the performance of the corresponding issues, continue to communicate with stakeholders, and constantly improve the level of ESG governance.

## 4 責任管治踐行者 RESPONSIBLE GOVERNANCE PRACTICES

時代鄰里2021年ESG議題列表  
List of ESG issues of Times Neighborhood in 2021

議題分類 Classification of issue	排序 Rank	類別 Category	題目／選項 Heading/item
高度重要議題 Issues of high materiality	1	社會 Social	服務質量與客戶滿意度 Service quality and customer satisfaction
	2	管治 Governance	企業管治 Corporate governance
	3	社會 Social	職業健康與安全 Occupational health and safety
	4	社會 Social	客戶信息與私隱保護 Customer information and privacy protection
	5	社會 Social	客戶福祉與健康安全 Well-being, health and safety of customers
	6	社會 Social	員工招聘與晉升 Recruitment and promotion of employees
	7	社會 Social	員工培訓與發展 Employee training and development
中度重要議題 Issues of moderate materiality	8	管治 Governance	反貪腐 Anti-corruption
	9	社會 Social	創新服務與智慧物業 Innovative services and intelligent property
	10	環境 Environmental	能源管理 Energy management
	11	社會 Social	政策回應及行業交流 Response to national policies and industry interaction
	12	社會 Social	負責任的供應鏈管理 Responsible supply chain management
	13	社會 Social	員工權益與福利 Interests and benefits of employees
	14	社會 Social	參與社區建設 Participation in community construction
	15	社會 Social	防止僱傭童工及強制勞工 Prevention of child labor and forced labor
	16	環境 Environmental	氣候變化應對 Combating climate change
	17	環境 Environmental	綠色物業管理 Green property management
	18	環境 Environmental	廢棄物管理 Waste management
	19	環境 Environmental	水資源管理 Water resources management
	20	社會 Social	知識產權保護 Protection for intellectual property rights
	21	環境 Environmental	綠色辦公 Green office
	22	社會 Social	參與公益慈善及志願活動 Participation in charity and voluntary activities
一般重要議題 Issue of general materiality	23	環境 Environmental	溫室氣體排放管理 Management of greenhouse gas emissions

## 4 責任管治踐行者

### RESPONSIBLE GOVERNANCE PRACTICES

#### 4.6 倡廉善治

時代鄰里重視陽光廉潔的企業文化建設，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》《中華人民共和國反洗錢法》等相關法律法規，制定《時代鄰里集團反商業賄賂管理制度》《時代鄰里集團反舞弊管理制度》《時代鄰里集團反洗錢管理辦法》《時代鄰里集團審計監察管理制度》等內部制度，完善反腐敗制度建設，構建內部監督問責機制，健全投訴舉報制度，培養員工廉潔自律意識，營造陽光廉潔的企業氛圍。

##### 4.6.1 廉潔自律

時代鄰里重視培養員工廉潔意識，積極開展面向各層級的廉潔教育培訓，塑造全體員工的廉潔自律意識。

- 針對中高層管理人員：開展工作作風培訓，通過對當前存在問題和典型案例的剖析討論，端正工作作風，灌輸負責任、敢擔當的責任意識及廉潔自律的職業觀念；
- 針對專業職能線（如：工程管理）及區域公司核心管理管理團隊：開展內部專題風險防控措施培訓，強化公司廉潔政策、廉潔文化以及風控知識的宣貫；
- 針對新員工：開展入職廉潔教育，為新員工傳遞公司廉潔政策和觀念。

2021年，時代鄰里內部共開展反腐倡廉培訓10期，向董事及員工提供反貪腐培訓超過1,200小時，參訓人數600餘人。

#### 4.6 PROMOTING ANTI-CORRUPTION AND GOOD GOVERNANCE

Times Neighborhood attaches great importance to building the corporate culture of transparency and integrity, and strictly abides by relevant laws and regulations including the Company Law of the PRC (中華人民共和國公司法), the Anti-Unfair Competition Law of the PRC (中華人民共和國反不正當競爭法) and the Anti-Money Laundering Law of the PRC (中華人民共和國反洗錢法), and formulates internal management systems including Management Policy of Times Neighborhood Group on Anti-Commercial Bribery (時代鄰里集團反商業賄賂管理制度), the Management Policy of Times Neighborhood Group on Anti-Corruption (時代鄰里集團反舞弊管理制度), the Management Measures of Times Neighborhood Group on Anti-Money Laundering (時代鄰里集團反洗錢管理辦法) and Management Policy of Times Neighborhood Group on Audit and Supervision (時代鄰里集團審計監察管理制度). We improve the anti-corruption system, build an internal supervision and accountability mechanism, improve the complaint and reporting system, cultivate employees' awareness of integrity and self-discipline, and create a transparent and honest corporate atmosphere.

##### 4.6.1 Integrity and self-discipline

Times Neighborhood attaches great importance to cultivating employees' awareness of integrity, and actively carries out integrity education and training at all levels to shape the awareness of integrity and self-discipline of all employees.

- For middle and senior management personnel, we carry out work style training, and through the analysis and discussion of existing problems and typical cases, we emphasize on upright work style and instill the sense of responsibility, as well as the professional concept of integrity and self-discipline;
- For professional functional positions (e.g., engineering management) and core management teams of regional companies, we carry out internal special risk prevention and control measures training to strengthen the publicity and implementation of the Company's integrity policies, integrity culture and knowledge of risk control;
- For new employees, we carry out induction integrity education to convey the Company's integrity policies and concept to new employees.

In 2021, Times Neighborhood has conducted a total of 10 training sessions on integrity and anti-corruption within the Company, providing directors and employees with over 1,200 hours of trainings for anti-corruption, covering more than 600 participants.

案例：開展內部管理人員廉潔從業培訓

為端正工作作風、加強廉潔自律，時代鄰里於2021年8月面向中高層管理人員開展廉潔從業培訓，本次培訓由集團審計監察中心孫明祥先生擔任講師，線上線下共有200餘人參訓。我們就當前部分管理人員的不良工作作風以及潛在的腐敗風險進行深度剖析和討論，並對近期發生在身邊的管理層內部腐敗及舞弊案件進行警示。通過此次培訓，參訓人員對應遵守的職業操守和素養有了更加深刻的理解，同時也充分認識到公司對貪腐行為零容忍的態度，起到較好的警示教育作業，有助於企業營造廉潔經營的氛圍。

Example: Conduct integrity training for internal management personnel

In order to maintain a positive working style and strengthen integrity and self-discipline, Times Neighborhood carried out integrity training for middle and senior management in August 2021. Mr. Sun Mingxiang from the Audit and Supervision Center of the Group served as a lecturer, and more than 200 people participated in the training online and offline. We conducted in-depth analysis and discussion on the current poor working style of some management personnel and potential corruption risks, and warned about the recent internal corruption and fraud cases of the management around us. Through this training, participants had a deeper understanding of the professional ethics and quality that they shall abide by. At the same time, they were fully aware of the Company's zero-tolerance attitude towards corruption as the training demonstrated warning and educational effects, which helped the Company to create an atmosphere of integrity operation.



審計監察中心孫明祥先生進行廉潔從業培訓  
Integrity training by Mr. Sun Mingxiang from the Audit and Supervision Center

## 4 責任管治踐行者

### RESPONSIBLE GOVERNANCE PRACTICES

#### 4.6.2 內部監察問責機制

時代鄰里持續強化企業管治，加強公司廉潔文化的制度體系建設。公司制定並實施《時代鄰里集團審計監察管理制度》等反貪腐監督與管理制度，以進一步防治舞弊，降低公司經營風險，保障公司健康、穩定、可持續性發展。

我們落實員工的反貪腐責任，指導廉潔自律開展工作。公司制定並實施《時代鄰里下屬公司兼職監察員設置及激勵方案》，建立員工兼職監察員機制，完善公司內控工作，加強內部審計檢查監督力度。公司亦制定《時代鄰里集團禮金、禮品處理辦法》《時代鄰里集團利益衝突申報制度》《時代鄰里員工紅線制度》《時代鄰里集團員工廉潔守則》等一系列廉潔從業細則，嚴格界定違紀紅線，規範業務活動中的員工行為，從根本上防範行賄活動。我們通過與員工簽訂《時代鄰里員工廉潔從業承諾書》，培養員工嚴守職業紀律的意識，進一步將責任落實到位。

時代鄰里定期開展反貪污審計工作，確保每個分公司、業務線每年至少進行一次審計，審計方式分為常規審計及專項審計。審計部門出具報告，督促被審單位及時進行整改。針對違規舞弊現象，我們根據情節嚴重性，給予通報批評、警告記過、降職降薪以及解僱的處分，如果觸犯國家法規，則移交司法機關處理。

#### 4.6.2 Internal supervision and accountability mechanism

Times Neighborhood continues to enforce corporate governance and strengthen the system construction of the Company's integrity culture. The Company has formulated and implemented anti-corruption supervision and management systems such as the Management Policy of Times Neighborhood Group on Audit and Supervision (時代鄰里集團審計監察管理制度) to further prevent fraud, reduce the Company's operational risks and ensure the healthy, stable and sustainable development of the Company.

We implement the anti-corruption responsibility of employees and guide the work of integrity and self-discipline. The Company has formulated and implemented the Employment and Incentive Plans for Part-time Supervisors of Affiliated Companies of Times Neighborhood (時代鄰里下屬公司兼職監察員設置及激勵方案), and established the mechanism for employees to act as part-time supervisors, with a view to improving the internal control of the Company and strengthening the inspection and supervision of internal audit. The Company has also formulated a series of rules on integrity practices such as the Measures of Times Neighborhood Group on Dealing with Cash and Gifts (時代鄰里集團禮金、禮品處理辦法), the Report Policy of Times Neighborhood Group on Conflicts of Interest (時代鄰里集團利益衝突申報制度), the Employee Red Line Policy of Times Neighborhood (時代鄰里員工紅線制度) and the Employee Integrity Code of Times Neighborhood Group (時代鄰里集團員工廉潔守則), to strictly define the red line against disciplinary violations, regulate the behavior of employees in business activities, and prevent bribery activities at root. By signing the Integrity Undertakings of Times Neighborhood Group Employees (時代鄰里員工廉潔從業承諾書) with employees, we nurture employees' awareness of strict professional ethics and further put responsibilities in place.

Times Neighborhood regularly conducts anti-corruption audit to ensure that each branch and business line performs audit at least once a year. The audit methods are classified into regular and special audits. The audit department issues a report to urge the audited units to rectify in a timely manner. For violations of regulations and fraud, we shall impose punishments including criticism, warning and record, demotion and salary reduction and dismissal according to the seriousness of the case. If the case violates national regulations, it will be transferred to the judicial authority for handling.



#### 4.6.3 舉報機制

時代鄰里持續健全反貪腐投訴舉報機制，保障舉報途徑暢通，對舉報信息實行專人專項管理，對違法違紀行為持零容忍態度。我們持續拓寬反貪腐舉報渠道，舉報人可以通過電話、微信、郵件、信函、面談等方式進行檢舉，通過踐行舉報信息的專人專項管理的要求，全程保護檢舉人的私隱及安全。在接獲舉報信息後，我們第一時間對舉報信息展開外圍調查、知情人訪談等工作，同時收集書面及其他形式證據，分析、研判相關舉報信息，最終確定相關人員責任，對違法違紀人員在公司內網進行通報批評，情節嚴重者將追究其法律責任。

2021年，審計監察中心合計接收各類投訴舉報107件，截至2021年12月31日，90%投訴舉報事件均已跟進處理完畢。

#### 4.6.3 Reporting mechanism

Times Neighborhood continues to improve the anti-corruption complaint and reporting mechanism to ensure that the reporting channels are smooth for access, and special personnel are assigned to manage the reported information, with a zero-tolerance attitude towards violations of laws and disciplines. We continuously broaden the anti-corruption reporting channels. Whistle-blowers can report through phone-calls, WeChat, e-mail, letters, face-to-face conversations, etc. We protect the privacy and ensure the safety of whistle-blowers throughout the process by practicing the requirements for special management of the reported information by special personnel. After receiving the reported information, we immediately carried out external investigations and interviews with insiders on the reported information, collected written and other forms of evidence, analyzed and judged the relevant reported information, finally determined the liabilities of relevant personnel, and publicly criticized the personnel violating the laws and disciplines on the Company's intranet. In serious cases, the personnel will be held accountable for their legal liabilities.

In 2021, the Audit and Supervision Center received a total of 107 complaints and reports. As of 31 December 2021, 90% of complaints and reports have been followed up and accomplished.

## QUALITY SERVICES CREATORS

時代鄰里通過持續更新與建立服務標準、不斷提升服務品質、積極投入社區共建活動等，築牢與客戶的親密關係，攜手創造美好生活。為進一步優化服務質量，我們計劃未來三年內，提升並維持客戶綜合滿意度達90分或以上，為實現該目標，我們將持續執行以下措施：

- 通過建立客戶全生命周期服務標準，實現服務標準化、規範化，提升服務質量；
- 通過「初心計劃」專項品質提升行動，從社區管理、綠化及衛生管理、設施管理、安全管理等方面，提升服務品質；
- 通過「美好創造者」活動，倡導業主監督社區物業服務品質，為服務提升建言獻策，實現共建共治共享。

### 5.1 匠造服務，品質鄰里

時代鄰里始終堅持「品質讓客戶驚喜，服務讓客戶感動」的經營理念，以客戶滿意度為驅動，以客戶需求為導向，嚴格把控服務質量。2021年，我們新制定《區域公司品質分部管理制度》與《時代鄰里外拓項目服務品質管理方案及標準》，明確品質管理工作的職責分工與服務標準，定期對各項目的品質提升計劃的實施情況進行監督與考核，將品質提升情況納入各項目分部的績效考核之中，保障旗下每個項目均將相關的服務體系與服務標準落實到位，為業主提供優質的標準化服務。

By continuously updating and establishing service standards, continuously improving service quality, and actively participating in community building activities, Times Neighborhood has built a close relationship with customers and jointly created a better life. To further optimize our service quality, we plan to improve and maintain our customers' overall satisfaction rate of 90 points or above in the next three years. To achieve this goal, we will continue to implement the following measures:

- By establishing service standards for the whole life cycle of customers, the Company achieves normalization and standardization of services and improves service quality;
- Through the special quality improvement actions under our "Initial Project", we improve service quality in terms of community management, greening and sanitary management, facility management, safety management, etc.;
- Through the "Good Creators" activity, the Company advocates property owners to supervise the quality of community property services and provide comments and suggestions for service improvement, achieving joint construction, governance and sharing.

### 5.1 DEDICATED SERVICES AND QUALITY NEIGHBORHOOD

Times Neighborhood always adheres to the business philosophy of "Surprise clients with quality, move clients with service". Driven by customer satisfaction and guided by customer needs, we strictly control service quality. In 2021, we newly formulated the Quality Management System of Regional Companies (區域公司品質分部管理制度) and the Service Quality Management Plan and Standards for External Expansion Projects of Times Neighborhood (時代鄰里外拓項目服務品質管理方案及標準) to clarify the division of functions and service standards for quality management work, regularly supervise and evaluate the implementation of quality improvement plans for each project, and incorporate quality improvement into the performance assessment of each project segment, ensuring that each of our projects will have the relevant service systems and service standards in place, with an aim to provide owners with high-quality standardized services.

案例：推出「客戶體驗官」「神秘訪客」計劃，保障服務品質

2021年度，除繼續開展總裁巡視活動外，我們新推出「客戶體驗官」計劃與「神秘訪客」計劃，以全面檢視服務及產品標準，及時開展自省自評，切實保障項目品質。

- **客戶體驗官計劃：**為改進時代鄰里基礎物業服務、商業經營產品、信息化管理系統，時代鄰里總裁辦啟用「體驗官」計劃，對各項目進行體驗與評價，以發現服務與產品不足並提出優化建議。「體驗官」將以業主／客戶身份進行體驗，並進行全過程保密，最終「體驗官」會將體驗結果向總裁匯報，並產出體驗報告反饋至公司高層及被評價的公司與部門，我們將根據報告內容及時進行改善提升。
- **神秘訪客計劃：**由時代中國控股有限公司（「時代中國」）及其附屬公司（統稱「時代中國集團」）統籌聘請第三方專業機構以客戶第一視角於每季度對項目現場進行服務體驗，檢查範圍包括交付滿半年的時代鄰里品牌輸出自有項目，在檢查後出具檢查報告，我們將及時跟進整改。

Example: Launch of the “Customer Experience Inspectors” and “Mysterious Visitors” programs to ensure service quality

In 2021, in addition to the president inspection activities, we launched the “Customer Experience Inspectors” program and the “Mysterious Visitors” program to comprehensively review services and product standards for timely self-assessment to effectively ensure project quality.

- **Customer Experience Inspectors program:** In order to improve the basic property services, commercial operation products and information management system of Times Neighborhood, the president office of Times Neighborhood launched the “Experience Inspectors” program to experience and evaluate each project, so as to identify service and product deficiencies and put forward suggestions for optimization. The “Experience Inspectors” will experience as the owners/customers and keep the whole process confidential. The “Experience Inspectors” will report the experience results to the president, and the experience reports will be issued and reported to the senior management of the Company and the companies and departments under evaluation. We will make timely improvements based on the content of the report.
- **Mysterious Visitors program:** Times China Holdings Limited (“Times China”) and its subsidiaries (collectively “Times China Group”) will coordinate and engage a third-party professional institution to perform quarterly service experience inspections on the project sites from customers’ perspective. The scope of inspection covers the self-owned projects under Times Neighborhood brand that have been delivered for over half a year. An inspection report will be issued after inspection, and we will follow up and rectify the matters in a timely manner.

## 5 品質服務創造者 QUALITY SERVICES CREATORS

### 5.2 悉心服務，多彩鄰里

時代鄰里用心關懷業主，以業主的滿意度為驅動，為社區居民提供豐富多樣的便民服務，重視傾聽來自業主的聲音，不斷精進我們的服務，致力於營造溫暖融洽的鄰里氛圍。

#### 5.2.1 暖心服務，幸福體驗

在提供高品質的物業基礎服務之餘，我們以傳統節日、「超級服務日」等節點為契機，舉辦社區節日大型活動，開展系列便民服務，營造和諧友愛的居住氛圍，不斷提升業主幸福感。

### 5.2 DELICATE SERVICES AND COLORFUL NEIGHBORHOOD

Times Neighborhood cares for property owners. Driven by the satisfaction of property owners, Times Neighborhood provides diversified and convenient services for community residents, attaches great importance to listening to the voices of property owners, continuously improves our services, and is committed to creating a warm and harmonious neighborhood atmosphere.

#### 5.2.1 Heart-warming services for happy experience

In addition to providing high-quality basic property services, we take traditional festivals, “Super Service Days” and other events as opportunities to hold large-scale community festival events and carry out a series of convenient services, so as to create a harmonious and friendly living atmosphere and continuously improve the happiness of property owners.



案例：創新開展多項暖心便民服務

我們為業主打造覆蓋全生命周期的服務體驗，在客戶正式成為業主後，我們將安排管家與業主建立微信溝通，每月為業主寄送家書告知房屋建造的進度與動態。在業主入住前，我們將舉辦業主見面會，打造「超級服務日」，為業主提供一系列居住服務。在業主收樓後，我們為業主準備了豐富多樣的社區活動與健康養生增值服務。

Example: Innovatively carry out multiple heart-warming and convenient services

We provide service experience covering the whole life cycle for property owners. After customers officially become property owners, we will arrange butlers to establish WeChat communication with property owners, and send home letters to property owners every month to inform them of the progress and dynamics of house construction. Before owners move in, we will hold owners' meetings. We also organize the "Super Service Days" to provide owners with a series of residential services. After the owners accept the properties, we will have prepared a variety of community activities and value-added services on health and wellness for the owners.



超級服務日便民服務活動  
Convenient services activities on Super Service Day

- **婚慶服務：**時代鄰里為業主提供免費的婚慶服務，在業主預約婚慶服務後，物業工作人員會提前用彩色氣球、喜字等對小區大門及樓棟進行美化裝飾，並在樓宇入口處鋪設紅地毯、安放羅馬柱和花拱門。同時，我們會在新人進入樓棟時為業主提供放禮花及引導服務。
- **Wedding services:** Times Neighborhood provides free wedding services for the owners. After the owners make an appointment for the wedding service, the property management staff will decorate the gates and buildings of the community in advance using colorful balloons and the Chinese character of happiness, and place red carpets, Roman columns and wedding arches at the entrance of the building. We will also provide party poppers and guidance services for the owners when newlyweds enter the building.



## 5 品質服務創造者 QUALITY SERVICES CREATORS

- 趣樂部：**時代鄰里秉承為社區注入美好生活理念，在社區中邀請志趣相投的業主共同組合成立時代趣樂部，為時代業主創造一個充滿趣味、理想的社區。目前時代鄰里旗下多個社區的時代趣樂部已設有時代合唱團、樂器社、時代舞蹈團、籃球社、氣排球社等35個社團。
- Fun Clubs:** Adhering to the philosophy of injecting a better life into the community, Times Neighborhood invites like-minded owners in the community to form the Times Fun Club, creating a fun and ideal community for the owners. At present, many communities of Times Neighborhood have totally set up 35 societies including Times choir, musical instrument club, Times dance group, basketball club, and light volleyball clubs in their Times Fun Clubs.



各類時代鄰里社團  
Various clubs of Times Neighborhood

- 客戶關懷：**時代鄰里針對不同類型的客戶建立記錄台賬，我們定時拜訪獨自生活的孤寡老人，為他們送上關懷與溫暖；我們邀請退伍軍人參加八一建軍節活動，請他們為我們分享過去的軍旅生涯。我們關心每一位特殊又普通的業主，為他們送去暖心的慰問。
- Customer care:** Times Neighborhood establishes record-keeping accounts for different types of customers. We regularly visit the elderly living alone to deliver care and warmth to them. We invited veterans to participate in the event for 1st August Army Day and invited them to share their past military career with us. We care for every ordinary but special property owner and send them warm greetings.

案例：守護美好，同心抗疫

在後疫情時代，我們實施疫情常態化管控措施，制定《新型冠狀病毒防控及確診病例處理指引》，明確小區門崗及銷售大廳的日常防控工作內容及要求，針對可能出現的疫情突發情況，規定確診患者或密接接觸者的管控與場所消毒要求。

2021年面對廣東突如其來的疫情，時代鄰里迅速響應，將社區視作阻止病毒傳播的重要陣地，在廣佛兩地所服務的20多個物業項目中，物業部門各司其職，快速佈置核酸場地，協助政府部門組織並完成超過48次大規模核酸篩查工作，累計排查超過27萬人次。



時代社區有序進行核酸檢測現場  
Nucleic acid testing in a Times community

同時，為進一步防止病毒在社區內蔓延，我們發佈《關於社區居家隔離居民日常垃圾收集的要求》，明確對居家隔離住戶每天所產生的的生活垃圾進行單獨採集與消毒處理，最大限度的減少交叉感染事件發生，堅決守護社區安全。

Example: Protect the beautiful neighborhood and combat the pandemic together

In the post-pandemic era, we implemented normalized control measures for the pandemic, formulated the Guidelines for Prevention and Control of COVID-19 and Handling of Confirmed Cases (新型冠狀病毒防控及確診病例處理指引), and clarified the content and requirements of daily prevention and control work at community gates and sales halls. In response to possible emergencies, we stipulated requirements for the management and control of infected patients or close contacts, as well as the disinfection of premises.

In 2021, in face of the sudden outbreak of the pandemic in Guangdong, Times Neighborhood responded quickly, and regarded the community as an important position to prevent the spread of virus. Among more than 20 property projects served in Guangzhou and Foshan, the property management departments performed their respective duties, quickly arranged nucleic acid testing sites, and assisted government departments in organizing and completing more than 48 large-scale nucleic acid screening work, with a total of more than 270,000 people being tested.



為檢測點配送免費防疫物資、飲用水等  
Distribution of free pandemic prevention supplies and drinking water to testing spots

At the same time, in order to further prevent the spread of virus in the community, we issued the Requirements for Daily Garbage Collection of Community Residents under Home Quarantine (關於社區居家隔離居民日常垃圾收集的要求), which clarified the separate collection and disinfection treatment of daily domestic garbage generated by residents under home quarantine, so as to minimize the occurrence of cross-infection incidents and resolutely protect the safety of the community.



## 5 品質服務創造者 QUALITY SERVICES CREATORS

### 5.2.2 用心傾聽，創造美好

時代鄰里注重提升客戶的居住體驗，用心傾聽來自客戶的聲音，積極跟進用戶的反饋與建議。在投訴處理機制方面，我們持續通過400全國服務熱線記錄客戶訴求，並持續挖掘多種反饋渠道，為客戶提供公眾號、投訴信箱、現場聯繫管家等多種反饋方式。接獲投訴後，我們對客戶投訴執行分級分類管理，若住戶針對同一問題投訴反映三次以上，我們將對樓盤現場管理進行整體性跟蹤檢查，住戶亦可持續上訪至總部進行面對面投訴。收到相關投訴後，我們會將投訴意見記錄在CRM系統之中形成投訴單，並持續進行全過程追蹤管理，對客戶進行回訪，直至客戶滿意後方可關閉投訴單。2021年，時代鄰里客訴處理率保持在100%，關單率高達92%。

在及時有效的跟進客戶的訴求外，我們亦積極開拓創新與業主的溝通渠道。我們提出時代社區人人都是「美好創造者」的理念號召熱心業主群體參與社區共建以響應國家「打造共建共治共享的社會治理格局」號召。業主可通過400熱線與CRM系統反饋小區管理存在的問題，時代鄰里將快速跟進，以期推動實現業主、街道與社區「共建共治共享」，共同創造美好生活。

### 5.2.2 Listening attentively to residents to create better lifestyle

Times Neighborhood attaches great importance to improving the living experience of customers, listens attentively to the voices of customers, and actively follows up on users' feedback and suggestions. As for complaint handling mechanism, we continue to record customer requests via 400 National Service Hotline, and continue to explore various feedback channels to provide customers with several feedback methods such as public accounts, complaint mailbox and on-site contact with butlers. After receiving a complaint, we manage customer complaints under different categories and levels. If a resident complains about the same problem for more than three times, we will conduct an overall follow-up inspection on the on-site management of the property, and such resident can proceed to visit the headquarters for face-to-face complaints. Upon receipt of the relevant complaint, we will record such complaint and opinion in the CRM system to generate a complaint form and continue to track and manage the entire process. We will conduct return visits to the customer and close the complaint form until the customer is satisfied. In 2021, the customer complaint handling rate of Times Neighborhood remained at 100%, and the complaint clearance rate reached 92%.

In addition to timely and effective follow-up on customers' requests, we also actively explore and innovate communication channels with property owners. We put forward the concept that everyone in Times Community is a "Good Creator" and call on enthusiastic property owners to participate in community co-construction in response to the national call for "building a social governance pattern of mutual construction, governance and sharing". Property owners can give feedback on the problems in community management through the 400 National Service Hotline and CRM system, Times Neighborhood will quickly follow suit to promote the achievement of "mutual construction, governance and sharing" of owners, streets and communities in order to jointly create a better life.

## 5 品質服務創造者 QUALITY SERVICES CREATORS

美好創造者成為了我們與業主溝通交流的新紐帶。為更好地了解業主需求，我們制定《2021年客戶滿意度調研方案》，展開半年一次的用戶滿意度調研，調研範圍包括已交付半年的時代鄰里品牌自有項目以及接管滿半年的時代鄰里品牌外拓項目。通過鄰里邦Pro APP向業主推送調研問卷，從物業整體服務、安全管理、衛生清潔、綠化養護、公共設施設備維護、物業人員表現及社區活動組織和文化氛圍等7個維度展開調研，業主可根據實際感受填寫對我們物業服務的意見與感受。2021年，我們回收約12,000份來自時代中國集團自有房產的滿意度調研問卷，約3,000份接管項目的滿意度調研問卷，業主滿意度平均得分為88.75，同比去年上升6.53分，上升率7.94%。

根據滿意度調查結果與業主反映情況，我們將對共性問題進行全面整改，對特性問題我們將安排一對一回應，並進行事後回訪，全力提升客戶滿意度。

The Good Creators have become new links for us to communicate with property owners. In order to better understand the needs of property owners, we have formulated the Customer Satisfaction Survey Plan 2021 (2021年客戶滿意度調研方案) to conduct a half-yearly survey on user satisfaction. The scope of the survey covers the self-owned projects under Times Neighborhood brand that have been delivered for over half a year and the external projects under Times Neighborhood brand which have been taken over under management for more than half a year. Through our Neighborhood Services Pro APP, a survey questionnaire was sent to property owners to conduct survey from seven dimensions, including overall property services, safety management, hygiene and cleaning, greening and maintenance, maintenance of public facilities and equipment, performance of property personnel and organization of community activities and cultural atmosphere. Property owners can fill in their opinion and views on our property services based on their actual feelings. In 2021, we collected approximately 12,000 questionnaires on satisfaction survey from Times China Group's self-owned properties and approximately 3,000 satisfaction surveys from projects under management. The average satisfaction score of owners was 88.75, representing a year-on-year increase of 6.53 points or 7.94%.

Based on the results of the satisfaction survey and the feedback from property owners, we will comprehensively rectify the common problems, arrange one-on-one response to the specific problems, and conduct follow-up visits after the treatment to fully improve customer satisfaction.

## 5 品質服務創造者 QUALITY SERVICES CREATORS

### 5.3 初心不變，滿意鄰里

改革創新貫穿國家發展的各個層面，人民也邁入追求高品質生活的新階段。面對客戶日益變化的需求，不斷變革創新、不斷積極進取，是物業行業發展的方向標，也是時代鄰里發展的方向標。在堅持做好高品質與高標準基礎服務的同時，我們秉持不變初心，立足於客戶需求，驅動服務創新，用服務賦能品牌，不斷為業主打造多樣化的鄰里特色服務。

### 5.3 STAY TRUE TO OUR INITIAL ASPIRATION TO CREATE A SATISFACTORY NEIGHBORHOOD

Reform and innovation permeate all aspects of national development, and people are also entering a new stage of pursuing high-quality life. In face of the ever-changing needs of customers, constant reform and innovation and continuous proactive development are the directions for the development of the property industry, as well as the directions for the development of Times Neighborhood. While maintaining high-quality and high-standard basic services, we adhere to our initial aspiration, promote service innovation based on customer needs, empower brands with services, and constantly create diversified neighborhood featured services for property owners.

#### 案例：滿足人民高質量生活追求－開展「初心計劃」

2021年，時代鄰里開創性的在全國時代社區持續開展服務提升專項計劃－「初心計劃」，從初心、美顏、煥新、安心四大行動維度出發，全方位提升社區品質生活。通過「初心計劃」，我們合計整改問題4萬餘項，問題整改率高達99%，獲得業主一致的認可與好評。

#### Example: Meeting people's pursuit of high-quality life – Launching the “Initial Project”

In 2021, Times Neighborhood continued to carry out a special plan for service improvement in Times communities across the country – “Initial Project”, which aims to improve the quality of community life in all aspects from the four dimensions of initial aspiration, beautification, renovation and safety. Through the “Initial Project”, we rectified over 40,000 problems in aggregate with a problem rectification rate of 99%, which was recognized and praised unanimously by property owners.



「初心計劃」宣傳海報  
Promotion poster for the “Initial Project”

- **初心行動：**為「初心計劃」四大行動中的首要計劃，我們在廣州、佛肇、粵西、粵東、粵北、華中六大區域打造標桿項目，為區域內的項目起到積極的帶動作用，各項目注重傾聽客戶心聲，深入了解業主所需，通過提升檢查力度、提高業主訴求處理質量等工作，推動了鄰里社區的共建共治與共享。隨著工作標準的升級與行動力度的加深，各大區域項目取得增設多項智能化管理設備、質量管理全過程100%監測、清潔效率最高提升33%等多項成果。
- **Initial Action:** It was the primary project of the four major actions of the “Initial Project”. We have established benchmark projects in six major regions, namely Guangzhou, Foshan-Zhaoqing, Western Guangdong, Eastern Guangdong, Northern Guangdong and Central China, which have played a positive role in commencing the projects in the regions. Each project focuses on listening to customers’ voices and deeply understanding the needs of property owners. By enhancing inspection efforts and improving the quality of handling the requests of property owners, we have promoted the mutual construction, governance and sharing of neighborhood communities. With the upgrading of work standards and the strengthening of efforts in actions, major regional projects have attained a number of achievements such as the addition of various intelligent management equipment, 100% monitoring of the whole process of quality management, and the improvement of cleaning efficiency by up to 33%.
- **美顏行動：**為「初心計劃」四大行動中的第二項特色舉措，我們對園區與樓棟的衛生做出極致地要求，樓盤負責人需每周進行三次檢查確保不留衛生死角。同時我們與業主一同描繪創意塗鴉，打造園區特色景觀，改造園區燈光，美化社區家園環境。本次行動共計實現專項部位清潔700萬餘次、燈光裝飾整改1,400餘處、創意塗鴉367處，讓鄰里家園賞心悅目。
- **Beautification Action:** It was the second featured action of the four actions under the “Initial Project”. We maintained high-standard requirements for the hygiene of garden areas and buildings. The persons in charge of the project were required to check three times a week to ensure impeccable environmental hygiene. Meanwhile, we drew creative paintings with the owners to create special landscape for the garden areas, transformed the lighting of the garden areas and beautified the community home environment. This action conducted cleaning of special areas for over 7 million times and rectifications of lightings and decorations for more than 1,400 locations, with 367 creative paintings drawn in aggregate, making the neighborhood homeland a wonderful place.

5 品質服務創造者  
QUALITY SERVICES CREATORS



物業人員辛勤保潔  
Hard work of property management staff



熱心業主參與環境清理  
Enthusiastic property owners participate in clean-up work



修整社區綠化  
Renovation of green area of community



定期消毒  
Regular disinfection



創意塗鴉  
Creative painting



- **煥新行動：**是「初心計劃」的重點工作，我們翻新公共設施，檢修與更換設施設備，鋪設與養護園區地磚，清掏疏通排水渠，通過一系列煥新行動，排查安全隱患，減少防汛災害，全面提高園區環境與設備質量。本次行動有效實施了滿意度提升工程367項，其中包括園區美化156項、園林園建52項與增設便民設施82項，增設康體設施18項，設施設備改造59項，令社區面貌煥然一新。

- **Renovation Action:** It was the key work of the “Initial Project”. We renovated public facilities, repaired and replaced facilities and equipment, laid and maintained the floor tiles in the garden areas, and cleared drainage channels. Through a series of renovation actions, we identified potential safety hazards, reduced flood disasters, and comprehensively improved the environment and equipment quality of the garden areas. This action effectively implemented 367 satisfaction improvement projects, including 156 garden beautification projects, 52 garden construction projects and 82 additional convenience facilities, 18 additional recreational facilities and 59 facility and equipment renovation projects, bringing a new look to the community.



翻新健身器材  
Renovation of fitness equipment

5 品質服務創造者  
QUALITY SERVICES CREATORS



翻新設施設備  
Renovation of facilities and equipment



翻新公共空間  
Renovation of public areas



- **安心行動：**為最大化保護業主的生命財產安全而設立的行動，我們通過定期的突發事件應急演練與法律法規教育培訓，使我們的物業團隊能夠臨危不亂的處理險情；通過增設與翻新安全標識，不斷整治電動車安全隱患問題，為業主構築安全、安心的家園。本次行動共排除安全隱患1,229處；清理小倉庫、小作業間等合計352間；整治無住宿與生產、存儲、經營一體商鋪270多間；新增非機動車臨停點171處；清理園區「殭屍車」1,900多輛，為業主們帶來切實可靠的「安全感」。

- **Safety Actions:** It was an action established to maximize the efforts on protecting the safety and property of property owners. Through regular emergency drills and education and training on laws and regulations, our property management team was able to deal with dangerous situations. By adding and renovating safety signs, we continued to rectify the safety hazards of electric automobile and built a safe and secure home for owners. A total of 1,229 safety hazards were eliminated in this action, clearing a total of 352 small warehouses and small workshops, rectifying over 270 shops without accommodation and shops integrating production, storage and operation. 171 non-motor vehicle parking lots were added and more than 1,900 “zombie cars” in the garden areas were cleared up, bringing real and reliable “sense of security” to property owners.



消防演練  
Fire drill

## 5 品質服務創造者 QUALITY SERVICES CREATORS

案例：時代鄰里堅守標準堅守安全，萬家燈火智慧守護

2021年1月23日，時代鄰里佛肇區域聯合在管超過45個時代社區，於時代南灣紮實開展節前安全送到家暨設備房開放日活動，以保障春節期間佛山時代小區的安全生產工作。活動中設置業主知識問答有獎競猜環節，圍繞門禁安全、乘梯安全、電動車充電安全、消防安全、防詐騙、疫情防控等內容設置題目，進一步提高業主對社區安全生產事務的興趣及認知。此外，時代鄰里向廣大業主公佈了時代鄰里24年技術積累，形成可共同使用和重複性使用的《時代鄰里工程服務崗位手冊》規範標準，保障了維修的有章可循；現場開展應急消防及人身觸電應急演練，提高業主用火用電意識。最後，為實現物業服務的精細化和目標化，時代鄰里依托物聯網技術通過能效通系統將常規的人為管理變成智能系統管理，我們通過向業主開放設備房，讓業主直觀地了解到我們對於安全防範的專業性。

**Example: Times Neighborhood adheres to safety standards and provides smart security for all households**

On 23 January 2021, the Foshan-Zhaoqing regional office of Times Neighborhood, together with over 45 Times communities under management, solidly carried out the pre-holiday safety delivery to home and equipment room open day activity in Ocean Times to ensure the safe production of Times community in Foshan during Lunar New Year. In the activity, a knowledge quiz session with prizes was set up for property owners, focusing on the topics of access control safety, elevator safety, electric vehicle charging safety, fire safety, fraud prevention, pandemic prevention and control, etc., to further raise the interest and awareness of property owners on community safety production affairs. In addition, Times Neighborhood announced to the property owners the result of its 24 years of technology accumulation, which was the Manual for Times Neighborhood Engineering Service Positions (時代鄰里工程服務崗位手冊) for joint and repeated use, ensuring that there are rules to follow for maintenance. On-site emergency fire drills and personal electric shock drills were carried out to improve property owners' awareness of using fire and electricity. Lastly, to achieve the refinement and target of property services, Times Neighborhood relies on the technology of the Internet of Things (IoT) to transform regular manual management into intelligent system management through the energy efficiency communication system. By opening equipment rooms to property owners, we enable property owners to intuitively understand our professionalism in safety prevention.



開放日活動現場  
Open day activity



項目設備房參觀  
Visits to project equipment room

## 5.4 精益創新，智慧鄰里

時代鄰里始終追求為業主提供優質且創新的服務，秉承「科技讓服務更有效率，服務讓科技更有溫度」的理念，我們從用戶需求場景出發，運用多種信息與數字化手段，用科技賦能智慧社區，打造數字物企新名片，讓業主擁有便捷安心的居住體驗。

同時，我們嚴格遵守《中華人民共和國專利法》《中華人民共和國商標法》《中華人民共和國著作權法》《中華人民共和國民法典》等相關法律法規要求，積極開展知識產權保護工作。通過制定《時代鄰里證照、資質產權管理規範》，規範化落實知識產權保護工作，切實保障自身利益。截至2021年12月31日，時代鄰里共持有商標373件、專利8件、軟件著作權95件。此外，我們亦充分尊重合作方的知識產權，嚴格在授權範圍內進行合理使用。

### 5.4.1 科技賦能，智慧社區

時代鄰里自2019年開始不斷探索科技賦能社區之路，與阿里巴巴、中國移動等多家頭部科技企業達成戰略合作，成立了「未來社區聯合實驗室」，致力打造全周期、全業態的智慧社區服務生態圈，逐步形成物業服務標準化、立體化、可視化的管理格局。目前，時代鄰里已實現全部自有在管社區的一體化管理，建立包含物聯網、業務等中台的一體化中台系統，兼容物聯網設備、人行車行等設備，實現全社區的品質服務管理。

## 5.4 INNOVATIVE AND INTELLIGENT NEIGHBORHOOD

Times Neighborhood has always been pursuing high-quality and innovative services for property owners. Adhering to the concept of “technology makes services more efficient and technology makes services warmer”, we use a variety of information technologies and digital means to empower intelligent communities with technology and create a new identity of a digital property enterprise based on user needs, allowing property owners to have a convenient and comfortable living experience.

Meanwhile, we strictly abide by the Patent Law of the PRC (中華人民共和國專利法), the Trademark Law of the PRC (中華人民共和國商標法), the Copyright Law of the PRC (中華人民共和國著作權法), the Civil Code of the PRC (中華人民共和國民法典) and other relevant laws and regulations, and actively carry out intellectual property protection. By formulating the Regulations on the Management of Licenses, Qualifications and Property Rights of Times Neighborhood (時代鄰里證照、資質產權管理規範), the Company standardized the protection of intellectual property rights and effectively protected its own interests. As of 31 December 2021, Times Neighborhood held 373 trademarks, 8 patents and 95 software copyrights. In addition, we also fully respect the intellectual property rights of our partners and use them reasonably and strictly within the scope of authorization.

### 5.4.1 Technology empowerment and intelligent communities

Since 2019, Times Neighborhood has been exploring the road to empowering communities with technology. It has entered into strategic cooperation with several leading technology companies such as Alibaba and China Mobile, and established the “Future Community Joint Laboratory” to build a full-cycle and full-industry smart community service ecosystem, gradually forming a standardized, three-dimensional and visualized management layout of property services. At present, Times Neighborhood has achieved the integrated management of all communities under its own management, established an integrated middle platform system comprising the IoT, business and other middle platforms, which is compatible with the equipment for the IoT and the facilities for pedestrian and vehicles, and achieved the quality service management of the whole community.

## 5 品質服務創造者 QUALITY SERVICES CREATORS

### 案例：時代傾城智能物業項目

時代傾城項目進行了多方位的智能技術佈局，在安全方面結合視頻人工智能(AI)系統完成了電子圍欄設置，將人防與技防相結合，及時對電瓶車上電梯、佔用消防通道等存在安全隱患的行為進行監測與提醒，同時安排物業安保人員7x24小時在管控中心監視社區的車輛、人員進出動態和設備設施營運情況，全方位守護業主平安。

在設備方面，時代傾城完成對人行門禁、攝像頭與設施設備傳感器等末端硬件設備的統一接入與管理，引入無人掃地車、智能垃圾投放櫃等智能保潔設備，不斷為社區注入新鮮的科技元素。

### Example: Intelligent Property Project of Times King City

Times King City Project has deployed intelligent technology in multiple directions. In terms of safety, it has completed the setting of electronic fences along with the AI video system, combined the human defense with technology prevention, and monitored and pointed on the behaviors with potential safety hazards in a timely manner such as electric automobiles getting on elevators and occupying fire exits. At the same time, it has arranged property security personnel to monitor the vehicles, people movement and equipment and facilities operation in the community 24/7 in the control center, so as to protect the safety of property owners in an all-round way.

In terms of equipment, Times King City has completed the unified access and management of terminal hardware equipment such as the access control of pedestrians, cameras and the sensors of facilities and equipment, and introduced intelligent hygiene equipment such as unmanned sweeping vehicles and intelligent garbage disposal cabinets, continuously injecting fresh technological elements into the community.



智慧巡更  
Intelligent patrol



智能垃圾投放櫃  
Intelligent garbage disposal cabinets



智慧物業不僅能為業主帶來便捷舒適的生活，更能助力我們實現可持續發展的物業管理。2021年，我們持續開發智能化技術在社區中的應用場景，利用物聯網技術實現節能化設施改造，全方位打造兼具智能便捷與節能環保的智慧社區。

Intelligent properties not only bring convenient and comfortable life to property owners, but also help us achieve sustainable property management. In 2021, we continued to develop the application scenarios of intelligent technology in the community, and used the IoT technology to achieve the transformation of energy-saving facilities, with a view to building smart, convenient, energy-saving and environmentally friendly intelligent communities in an all-round way.

### 案例：時代外灘智慧社區

時代外灘項目是時代鄰里融合「物業服務+生活服務」，率先實現線上線下融合發展的智慧物業社區，2021年，廣州時代外灘榮獲「2021大灣區物業服務企業標桿項目」。

- **智能監控系統：**時代外灘社區內通過智能監控系統實現了實時自動預警、自助派單、線上線下融合巡查，實現安全管理零死角，遠程掌握重點區域的情況，為現場關於電梯消防、防疫等管理提供強大保障，全方位保障社區安全。

### Example: Times Bund Smart Community

Times Bund Project is an intelligent property community where Times Neighborhood integrates “property services + life services” and takes the lead in achieving online and offline integrated development. In 2021, Guangzhou Times Bund won the title of “2021 Greater Bay Area Property Service Enterprise Benchmark Project”.

- **Intelligent monitoring system:** Times Bund community has achieved real-time automatic early warning, self-service dispatch, online and offline integrated inspection through the intelligent monitoring system, achieving thorough safety management and remote control of key areas, providing a strong guarantee for on-site management of elevator fire prevention and pandemic prevention, and comprehensively ensuring community safety.



智能監控系統  
Intelligent monitoring system

## 5 品質服務創造者 QUALITY SERVICES CREATORS

- **智慧綠化系統：**時代外灘項目進行智慧綠化噴灌改造，自動噴灌系統會根據天氣變化情況與土壤含水量實現自動澆灌，減少無效灌溉，在環境保潔方面應用智能掃地機器人，實現水資源、人力資源、營運成本的節約。
- **Intelligent greening system:** Times Bund Project carried out renovation work on intelligent greening sprinkler irrigation. The automatic sprinkler system achieved automatic irrigation based on weather changes and soil moisture content to reduce invalid irrigation. Intelligent sweeping robots were applied for environmental protection to achieve conservation of water resources, human resources and operating costs.



智能掃地機器人  
Intelligent sweeping robot



智慧噴淋系統  
Intelligent sprinkler system

5.4.2 應用升級，嶄新體驗

為進一步提升用戶使用體驗，為業主提供更方便快捷的服務，我們不斷升級優化智能應用平台，2021年，我們全新升級並推出鄰里邦Pro APP，對界面視覺呈現進行全面的美化升級，推出四大亮點功能，滿足業主多方面的需要。

- **線上繳費功能：**鄰里邦Pro APP可以清晰地呈現每月的物業扣費記錄，並為業主提供一鍵清繳物業費用與開具電子發票的功能，業主可使用邦豆兌換物業券，實現更優惠的線上繳費。
- **Online payment function:** Neighborhood Services Pro APP can clearly present the monthly property fee deduction records, and provide property owners with a one-click function of paying property fees and accessing electronic invoices. Property owners may use Bangdou to redeem property coupons to obtain more online payment preferential offers.
- **房屋報修功能：**業主可使用鄰里邦Pro APP在線上提交報修申請，實現房屋問題的自助下單，並可以實時查看維修接單進程，更高效快捷的處理房屋維修問題。
- **House maintenance reporting function:** The property owners can use Neighborhood Services Pro APP to submit repair applications online to place self-service orders regarding the problems of their homes and view the progress of maintenance orders in real-time, and deal with housing maintenance problems more efficiently and quickly.

5.4.2 Upgrades in application for new experience

In order to further improve user experience and provide more convenient and efficient services to property owners, we have continuously upgraded and optimized the intelligent application platform. In 2021, we upgraded and launched Neighborhood Services Pro APP to comprehensively beautify and upgrade the visual display of the interface, and launched four highlight functions to meet the needs of property owners in various aspects.

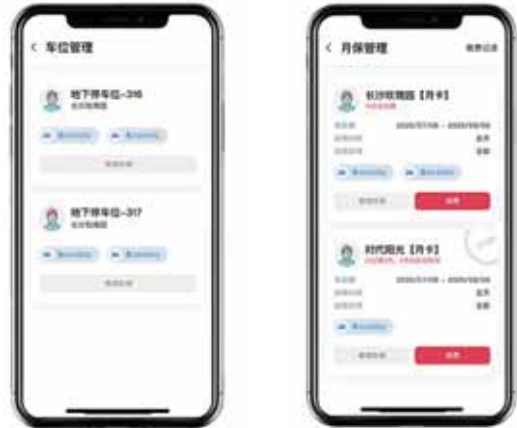




## 5 品質服務創造者

### QUALITY SERVICES CREATORS

- ▶ **車輛管理功能：**實現全程線上管理車輛綁定與月卡續費功能，無需業主前往物業管理處辦理相關業務，更加高效省時。
- ▶ **Vehicle management function:** The binding and monthly card renewal function for vehicle management can be fully performed online without the need for property owners to go to the property management office to handle relevant business, which is more efficient and time-saving.



- ▶ **園區服務功能：**業主可使用智能門禁實現藍牙一鍵開門，同時部分小區新增訪客邀請功能，業主可在親友來訪前提前錄入訪客信息，便可為親友開通暢行小區的權限。此外，為滿足業主更多的基礎實用需求，增加考勤打卡、會議預訂、團購優惠、通知公告、樓巴服務等功能，圍繞用戶實際需求，提升用戶黏性，同時提高用戶活躍度。
- ▶ **Garden area service function:** Property owners can use intelligent access control to open gates with one click via Bluetooth. At the same time, some communities have added visitor invitation functions. Property owners may enter visitors' information before relatives and friends make their visits and allow the access of relatives and friends to their communities. In addition, in order to meet more basic and practical needs of property owners, functions such as check-ins, meeting reservations, group purchase discounts, notices and announcements, and shuttle bus services were added to increase user loyalty and user activity based on their actual needs.



### 5.4.3 悉心維護，鑄牢保障

時代鄰里重視保障客戶私隱信息，保障業主基本權益。我們積極研讀新出台的《中華人民共和國個人信息保護法》，審視自身信息處理環節的全流程，更新並嚴格執行《時代鄰里數據安全管理規範》，設置數字化委員會與數據保護官等專業化數據安全管理團隊，明確數據安全管理單位與業務單位的數據安全管理職責，對客戶數據、業務數據、公司數據等敏感數據實施分類與分級管理後，根據具體使用場景實施不同級別的管控措施，實現數據採集、傳輸、存儲、處理、交換、銷毀的全生命周期管理，堅決守衛客戶信息安全。

為做好一切準備防止信息洩露情況發生，我們防微杜漸，制定《時代鄰里數據安全事件應急預案》，明確數據安全事件分級原則，同時成立應急工作組，對應急事件級別進行研判，快速出具應急處置方案，如客戶信息資料洩露事件，後台系統將啟動阻斷功能，採取及時的制止及補救措施，防止加密文件外傳。

### 5.4.3 Dedicated to protecting and securing property owners' privacy and rights

Times Neighborhood attaches great importance to protecting customer privacy information and protecting the basic rights and interests of property owners. We actively studied the newly issued Personal Information Protection Law of the PRC (中華人民共和國個人信息保護法), and in response reviewed the whole process of our own information processing, updated and strictly implemented the Regulations on Data Security Management of Times Neighborhood (時代鄰里數據安全管理規範). We have set up professional data security management teams such as the digital committee and data protection officer, clarified the data security management responsibilities of data security management units and business units, and implemented different levels of management and control measures according to specific scenarios after classifying and applying hierarchical management to sensitive data such as customer data, business data and company data, in order to achieve full life cycle management of data collection, transmission, storage, processing, exchange and destruction, and to resolutely safeguard customer information security.

In order to make all preparations to prevent information leakage, we have formulated the Data Security Incident Emergency Plan of Times Neighborhood (時代鄰里數據安全事件應急預案) to clarify the principles used to classify data security incidents. Meanwhile, we have established an emergency working group to study and judge the level of emergency incidents, and quickly issue emergency response plans. For example, in the event of a customer information data leakage, the back-office system shall activate the blocking function to stop and take remedial measures in a timely manner to prevent the transmission of encrypted documents.

5 品質服務創造者  
QUALITY SERVICES CREATORS



數據安全事件應急處置流程  
Emergency handling procedures of data security accidents

我們持續審視自身的信息保護工作，採取以下手段強化數據安全管理：

- 在個人信息管理方面，我們明確可能存在的相關風險，進行風險評估後，從業務流程、信息處理、人員管理、技術開發等多個方面制定相應的控制策略，形成定期審查、監控的機制；
- 在內部信息管理方面，我們規定，使用外網登錄內網辦公系統時需經過雙因子登錄驗證。內網構建了4項准入機制，防止惡意信息竊取；
- 在業務運行過程控制方面，對外服務的相關內容，如網頁、聊天工具、郵件等進行安全防護。做到識別敏感數據，防止信息外傳；
- 定期聯合安全專家階段性地進行實戰攻防演練，以洞察安全管理體系是否存在漏洞；
- 持續完善防火牆安全防護系統，對異常數據流進行阻斷。

We continuously review our own information protection work and adopt the following measures to strengthen data security management:

- In terms of personal information management, we clarify the potential related risks, formulate corresponding control strategies from various aspects such as business procedures, information processing, personnel management and technology development after risk assessment, and form a mechanism for regular review and monitoring;
- In terms of internal information management, we require two-factor authentication for logging into the intranet office system with external network. The intranet has established 4 access mechanisms to prevent malicious information stealing;
- In terms of business operation process control, relevant contents of external services, such as web pages, chat tools, e-mails, etc., are protected. Sensitive data are identified to prevent external transmission of information;
- Regularly cooperate with security experts to carry out practical attack and defense drills in stages to find out if there is any loophole in the security management system;
- Continuously improve the firewall security protection system to block abnormal data flow.

## 5 品質服務創造者 QUALITY SERVICES CREATORS

為提高員工對信息安全及客戶隱私保護的重視度，我們每年組織內部相關員工展開至少一次信息泄露事件應急演練，要求相關人員在演練後根據演練中存在的問題及疏漏進行總結與評估，提出響應改進措施並撰寫總結報告。同時開展內部專項治理，開展信息安全普及講堂與宣傳活動，有針對性地加強公司內部對信息安全的理解，建設安全文化、培養員工保護信息安全的工作習慣。

In order to enhance employees' awareness of information security and customer privacy protection, we organize emergency drills for information leakage incidents for relevant internal employees at least once a year and require relevant personnel to summarize and evaluate the problems and negligence in the drills afterwards, propose corresponding improvement measures and prepare summary reports. At the same time, the Company performs internal special governance, and organizes information security popularization lectures and promotion activities, in order to strengthen the Company's internal understanding of information security, build a security culture, and cultivate employees' working habits to protect information security.



時代鄰里信息安全普及與宣傳內容  
Popularization and promotion of information security of Times Neighborhood

2021年，時代鄰里嚴格按照規程保護客戶信息，未接到有關侵犯客戶私隱權及遺失客戶資料的實證投訴與監管機關的投訴，也未從外部個人或機構收到經有關機構證實的關於客戶隱私的投訴。

In 2021, Times Neighborhood strictly protected customer information in accordance with the regulations and did not receive any substantiated complaints regarding breaches of customer privacy, loss of customer information and complaints from regulatory authorities, nor did we receive any verified complaints regarding customer privacy from external individuals or institutions.

## GROWING WITH EMPLOYEES

時代鄰里高度重視員工的發展，期望通過平等僱傭、專業培育、細心關注和貼心守護，努力為員工打造公平公正的僱傭環境和安全健康的工作環境。通過建立多通道的職業發展路徑，落實完善的績效激勵體系，組織多樣化的關懷活動等，致力於構造僱傭關係和諧的企業。

我們於「選、育、用、留」四個維度設置相關目標，切實保障企業與員工共同茁壯成長：

- 選：保持晉升通道通暢，2022年內部晉升率維持在45%左右；
- 育：增加員工自主學習積極性，2022年要求每位員工學習培訓量不低於45小時；
- 用：開展鄰里百才計劃，打造時代鄰里管理人才梯隊，2022年推出100位項目營運標桿；
- 留：提高員工歸屬感，2022年員工滿意度不低於88分。

### 6.1 平等僱傭，權益保障

時代鄰里嚴格遵守《中華人民共和國勞動法》《中華人民共和國勞動合同法》《中華人民共和國婦女權益保障法》等國家法律法規的規定，並以此為依據，詳細制定了《廣州市時代物業管理有限公司人事管理手冊》《人才培育手冊》等內部管理制度以完善公司內部的人力資源管理工作，如規範招聘標準、工作時數、待遇與福利、晉升制度、假期管理、退休解僱等，保障勞工合法權益。

Times Neighborhood attaches great importance to the development of employees, and expects to strive to create a fair and just employment environment and a safe and healthy working environment for employees through equal employment, professional education, whilst being attentive and caring to employees. Through establishing multi-channel career development paths, implementing a sound performance incentive system and organizing diversified caring activities, the Company is committed to building an enterprise with harmonious employment relations.

We set relevant targets in the four dimensions of “selection, education, deployment and retention” to ensure that the Company and its employees can grow together:

- Selection: Maintaining smooth promotion channels and maintaining an internal promotion rate of approximately 45% in 2022;
- Education: Increasing the enthusiasm of employees for self-learning and requiring each employee to participate in no less than 45 hours of learning and training in 2022;
- Deployment: Carrying out the Neighborhood Hundred Talent Program, building a team of management talents for Times Neighborhood and launching 100 project operation benchmarks in 2022;
- Retention: Enhancing employees’ sense of belonging to procure that employee satisfaction rate will be not less than 88 points in 2022.

### 6.1 EQUAL EMPLOYMENT AND RIGHTS PROTECTION

Times Neighborhood strictly complies with the Labor Law of the PRC (中華人民共和國勞動法), Labor Contract Law of the PRC (中華人民共和國勞動合同法), the Law of the PRC on the Protection of Rights and Interests of Women (中華人民共和國婦女權益保障法) and other national laws and regulations. On this basis, we have formulated detailed internal management systems, such as the Personnel Management Manual of Guangzhou Times Property Management Co., Ltd. (廣州市時代物業管理有限公司人事管理手冊) and the Talent Training Manual (人才培育手冊), to improve the Company’s internal human resource management, such as standard recruitment, working hours, benefits and welfare, promotion system, holiday management, retirement and dismissal, etc., to protect the legitimate rights and interests of employees.

## 6 員工發展同行者 Growing With Employees

我們堅持貫徹平等、非歧視的用工政策，公平公正地對待不同國籍、種族、性別、宗教信仰和文化背景的員工，努力打造多樣性及包容性的職場環境。同時，我們遵守國際勞工組織(ILO)及聯合國全球契約關於人權的規定，堅決杜絕僱用童工和強迫勞動。我們已制訂標準聘用程序及全面的招聘政策，嚴禁於任何業務中僱用童工及強制勞工，並重視僱員的合法權益。於招聘過程中，我們會對應徵者進行背景調查，通過審視他們的醫檢證書、學歷證書及身份證檢查他們的年齡，以免非法僱用童工。在報告期內，本公司沒有發生過強制勞工和聘用童工的情況。

我們基於公司發展和業務需求，持續加大人才招聘力度，通過校園招聘與社會招聘相結合，持續為公司輸送新興動力。自2017年開通校園招聘渠道後，我們在各地高校開展招聘會及雙選會，通過總部進行統籌與最終面試、招聘後由鄰里學院做針對性培養的模式，吸引並培養了一大批優秀應屆生人才。本年度「新菁英」秋季招聘中，我們組織校園宣講會、雙選會23場，到場人數2,000餘人，現已錄取優秀全日制本科生60餘人。此外，我們已建立內部員工推薦人才的獎勵制度，鼓勵員工通過內部交互平台推薦合適人才。

截至2021年12月31日，時代鄰里員工總人數為10,268人，其中女性員工比例為41.37%，按年齡段劃分人數為29歲及以下為1,912人，30-49歲為4,946人，50歲以上為3,410人。

We adhere to equal and non-discriminatory employment policies. We treat employees of different nationalities, races, genders, religious beliefs and cultural backgrounds fairly and equally, and strive to create a diverse and inclusive workplace environment. At the same time, we abide by the requirements of the International Labor Organization (ILO) and the United Nations Global Compact on human rights, and resolutely eliminate the employment of child labor and forced labor. We have established standardized recruitment procedures and comprehensive employment policies to prohibit the employment of child labour and forced labour in any business, and value the legitimate rights and interests of employees. During the recruitment process, we will conduct background checks on candidates to examine their age through reviewing their medical examination certificates, academic certificates and identity cards in order to avoid illegal use of child labour. During the Reporting Period, the Company did not employ any forced labor or child labor.

Based on the Company's development and business needs, we constantly increase our efforts regarding talent recruitment, and continue to provide the Company with new impetus through the combination of campus recruitment and community recruitment. Since the opening of campus recruitment channels in 2017, we have carried out job fairs and two-way selection job fairs in colleges and universities in various places. We have attracted and trained a large number of outstanding fresh graduates through the coordination and final interview by the headquarters and targeted trainings by the Neighborhood College after recruitment. During the autumn recruitment of "new elites" this year, we organized 23 campus promotion seminars and two-way selection job fairs, with more than 2,000 attendees. We have recruited more than 60 outstanding full-time undergraduates. In addition, we have established a reward system for internal employees to recommend talents and encourage employees to recommend suitable talents through our internal interactive platform.

As of 31 December 2021, Times Neighborhood has a total of 10,268 staff members, of whom approximately 41.37% are female staff, 1,912 are 29 years old and below, 4,946 are 30-49 years old and 3,410 are 50 years old and above.



## 6.2 專業培育，加碼成長

時代鄰里注重員工的長久發展，為員工提供了完善的培訓方案，我們設立「時代鄰里學院」，編製人才培育手冊，為員工培訓提供組織依靠和制度指引。同時公司建立多通道、多方向的晉升體制，為員工成長晉升提供客觀公正的評判依據，助力形成良好健康的公司氛圍。2021年，我們修訂《時代鄰里員工職業資格證書津貼管理制度》及《時代鄰里員工學分管理制度》，將每年度獲取學分情況納入晉升考核標準並同步增加獲取學分的方式以提升員工主動學習的積極性。

## 6.2 PROFESSIONAL TRAINING FOR EMPLOYEE DEVELOPMENT

Times Neighborhood attaches great importance to the long-term development of employees and provides them with comprehensive training programs. We established the “Times Neighborhood College” and prepared a talent training manual to provide employees with systematic and professional trainings. At the same time, the Company has established a multi-channel and multi-direction promotion system to provide an objective and fair evaluation basis for the growth and promotion of employees, facilitating the formation of a good and healthy corporate atmosphere. In 2021, we revised the Allowance Management System for Employees’ Professional Qualification Certificate of Times Neighborhood (時代鄰里員工職業資格證書津貼管理制度) and the Employee Credit Management System of Times Neighborhood (時代鄰里員工學分管理制度) to include credits obtained annually into the promotion assessment criteria whilst simultaneously increasing the ways to obtain credits to enhance the enthusiasm of employees in active learning.

### 案例：「時代學堂」線上學習平台

時代學堂是時代鄰里學院的線上學習平台，具有豐富的線上功能及資源，以幫助員工高效、便捷地掌握專業職業技能。時代學堂在新員工在入職後，將為員工提供針對性學習崗位技能，了解公司文化，協助員工快速適應崗位職責及要求。2021年，我們重塑時代學堂App的7大學習專區，實現線上學習場域多樣化，累計在線知識3,077項，新上線課程560門，涵蓋品質服務、經營拓展、領導力管理等主題。截至報告期末，微課年學習達466,000人次。

### Example: Online learning platform “Times Institute”

Times Institute is the online learning platform of Times Neighborhood College, with rich online functions and resources to help employees master professional and vocational skills in an efficient and convenient manner. After new employees join the Company, Times Institute will provide them with targeted learning skills, let them understand the Company’s culture, and help them quickly adapt to their job responsibilities and requirements. In 2021, we reconstructed the seven learning zones of the Times Institute App to achieve diversified online learning domains, with a total of 3,077 online learning items and 560 new online courses, covering topics such as quality service, business expansion and leadership management. As at the end of the Reporting Period, the number of attendance of annual micro-courses was 466,000.

## 6 員工發展同行者 Growing With Employees

### 6.2.1 多元培訓，煥新人才

時代鄰里充分考慮到不同階段、不同崗位員工的特點，通過開設應屆生人才培訓的「新菁英培訓計劃」、專業力發展培訓的「優+賦能計劃」、領導力發展培訓的「航計劃」及舉辦技能競賽等方式，制定針對性的培訓活動及面向不同業務線條的培訓項目，培訓對象涵蓋新員工、在崗人員、特殊工種人員和轉崗人員等全部員工，提升員工整體的業務素質和工作效率，以滿足日益增長的客戶需求。

### 6.2.1 Diversified training to attract new talents

Taking into full account the characteristics of employees at different stages and positions, Times Neighborhood has formulated targeted training activities and training programs catered to different business lines through launching the “New Elite Training Program” for fresh graduates training, the “Excellent + Empowerment Program” for professional development training and the “Leadership Plans” for leadership development training, as well as organizing skill competitions. The training targets cover all employees including new employees, on-the-job employees, employees of special works and transferred employees, with a view of improving the overall business quality and work efficiency of employees and meeting the growing needs of customers.



案例：時代鄰里「優+賦能計劃」

時代鄰里「優+賦能計劃」是時代鄰里學院展打造的專業力發展計劃，項目以時代鄰里各專業線員工為對象，安排專業提升課程。2021年開辦「優+賦能計劃」14期，覆蓋管家線、工程線、前期案場線、客戶助理線，培訓總學時11,309小時；全面提升專業線人員理論知識及業務技能，為企業品質服務奠定良好基礎。

Example: Times Neighborhood's "Excellent + Empowerment Program"

Times Neighborhood's "Excellence + Empowerment Program" is a professional development program established by Times Neighborhood College. The project is targeted at employees under various professional lines of Times Neighborhood and arranges professional improvement courses. In 2021, we launched 14 sessions of "Excellent + Empowerment Program", covering the butler line, engineering line, preliminary case line and customer assistant line, with a total of 11,309 training hours. The Company comprehensively improved the theoretical knowledge and business skills of personnel under professional line, laying a solid foundation for corporate quality services.



「優+賦能計劃」案場骨幹特訓營  
"Excellence + Empowerment Program"  
case scenario special training camp for leaders



「優+賦能計劃」標桿管家特訓營  
"Excellence + Empowerment Program"  
benchmark special training camp for butlers



「優+賦能計劃」客助守衛官特訓營  
"Excellence + Empowerment Program"  
special training camp for security officers

## 6 員工發展同行者 Growing With Employees

### 案例：時代鄰里「航計劃」領導力發展計劃

時代鄰里「航計劃」是時代鄰里學院打造的領導力發展計劃，「航計劃」人才項目是以時代鄰里管培生及中、高層管理者為對象，精準區分學員，對標制定課程。「航計劃」分為「啟航計劃」、「助航計劃」、「遠航計劃」、「領航計劃」。其中「助航計劃」通過組織項目負責人持續研修，提升人才管理能力。2021年開辦「助航計劃－項目運營官研修班」3期，培訓總學時2,836小時；每次培訓課程之後，時代鄰里學院均安排學員使用各種複盤工具，對所學知識進行梳理複習，以固化知識，實現長效機制。

### Example: Times Neighborhood's Leadership Plans

Times Neighborhood's Leadership Plans are a series of leadership development plans designed by Times Neighborhood College. The Leadership Plans are talent development programs targeting the management trainees and middle and senior management personnel of Times Neighborhood, which accurately classify trainees and design courses under different objectives. The Leadership Plans are divided into "Sailing Plan", "Aid Plan", "Voyage Plan" and "Navigation Plan". Among them, the "Aid Plan" arranges continuous education for project leaders and improves their management capabilities. In 2021, the Company held 3 sessions of "Aid Plan – Seminars for project operation officers" with a total of 2,836 training hours. After each training course, Times Neighborhood College arranged trainees to use various review tools to sort out and review knowledge points so as to consolidate their learning for long-term results.



「助航計劃」項目運營官研修班  
Seminars for project operation officers under "Aid Plan"

案例：創星力培養機制

2021屆創星力培養機制，包含賦能課堂、輪崗實踐、交流學習和成長任務四大模塊，並通過輪崗實踐使創星力全方位了解企業各核心業務板塊；同時定期組織高管分享、往屆優秀管培成長分享、辯論賽、外部參訪、座談會等。2021年賦能課堂共組織3期訓練營，培訓內容涵蓋行業調研、企業歷程、通用技能、業務知識、管理模型、沙盤模擬等，受訓總人次94人，培訓總時長5,592小時，幫助員工加速成長。

Example: Star Training Mechanism

The Star Training Mechanism 2021 comprises of four modules, namely empowerment classroom, rotation practices, exchange learning and growth tasks, and enables participants of the Star Training Camp to have a comprehensive understanding of each core business segment of the enterprise through rotation practices. At the same time, we regularly organize sharing sessions by senior management, sharing sessions by previous excellent management trainees, debate competitions, external visits, symposiums, etc. In 2021, a total of 3 training camps were organized under the empowerment classroom, covering industry research, corporate history, general skills, business knowledge, management models, sandboxie simulation, etc., with a total of 94 trainees and a total of 5,592 hours of training, which helped to accelerate the growth of staff.



「啟航計劃」創星力集訓  
Star Training Camp under "Sailing Plan"



## 6 員工發展同行者 Growing With Employees

### 案例：舉辦第一屆現代服務創造者大賽

2021年5至9月，時代鄰里舉辦第一屆現代服務創造者大賽，圍繞品質服務、行業發展等話題，以辯論賽的形式開展，9大賽區聯動，初賽合計147名選手參加，篩選47人進入複賽，賽前47人全程參與賦能集訓；複賽通過哩哩哩網站進行全網公開直播，線上直播最高峰6,209人同時觀看；總決賽現場參加超過300人，打造行業首個創造者文化IP(知識產權)，以思辯的力量激發員工創造力。

### Example: Organizing the first Modern Service Creator Competition

From May to September 2021, Times Neighborhood held its first modern service creator competition. Focusing on quality service, industry development and other topics, the competition was carried out in the form of debate competitions. The competitions were held in nine regions. A total of 147 players participated in the first round, and 47 of them were selected to participate in the second round. All 47 players participated the empowerment training before the second round. The live broadcasts of the second round were displayed on the Bilibili website, which saw 6,209 people watching the live broadcast at the same time at its peak. Over 300 people came to watch the final round, where the first creator cultural IP (Intellectual Property) in the industry was created, and stimulated employees' creativity with the power of thinking.





### 6.2.2 合理晉升，暢通渠道

時代鄰里已建立規範的員工晉升發展機制並配合制定科學詳盡的晉升管理辦法，以指導和規範公司平等晉升行為。我們建立多元化晉升發展渠道，重視每位員工的才華，為員工搭建更寬更廣的舞台；提供公平、公正、客觀、準確的評價和晉升機會，給與員工充分發揮自己的平台，以期提升員工的核心競爭力 and 公司的凝聚力。

#### 晉升原則

- 德能和業績並重：晉升需全面考慮員工的個人素質、能力以及在工作中取得的成績；
- 逐級晉升與越級晉升相結合：原則上逐級晉升，為公司做出突出貢獻或有特殊才幹者，可以越級晉升；
- 縱向晉升與橫向晉升相結合：員工可以沿一條通道晉升，也可以隨著發展方向的變化而調整晉升通道；
- 能升能降：根據績效考核結果，員工職位可升可降。職位空缺時，首先考慮內部人員，在沒有合適人選時，考慮外部招聘；
- 內部競聘時採用公開、公平、公正等競爭原則。

### 6.2.2 Reasonable and smooth promotion channels

Times Neighborhood has established a standardized employee promotion and development mechanism and formulated scientific and detailed promotion management measures to guide and regulate the equal promotion within the Company. We have established diversified promotion and development channels to attach importance to the talent of each employee and to build a broader platform for employees. We have provided fair, impartial, objective and accurate evaluation and promotion opportunities for employees to give full play to their own platforms, so as to enhance the core competitiveness of employees and the cohesion of the Company.

#### Principles on Promotion

- Morality and performance: we comprehensively consider the personal qualities, capabilities and achievements of employees for promotion;
- Combining progressive promotion with accelerated promotion: principally, employees are promoted on a progressive basis. Employees who have made outstanding contributions to the Company or with special talents can skip ranks in promotion;
- Combining vertical promotion with horizontal promotion: employees can be promoted along the line, or via the promotion channel of another development direction;
- Promotion and demotion: the position of an employee may be upgraded or degraded based on their performances. Where vacancies occur, internal staff will be prioritized for consideration and external recruitment will be considered when no suitable candidate is available;
- Internal competition for promotion will comply with the principles of open, fair and just competition.

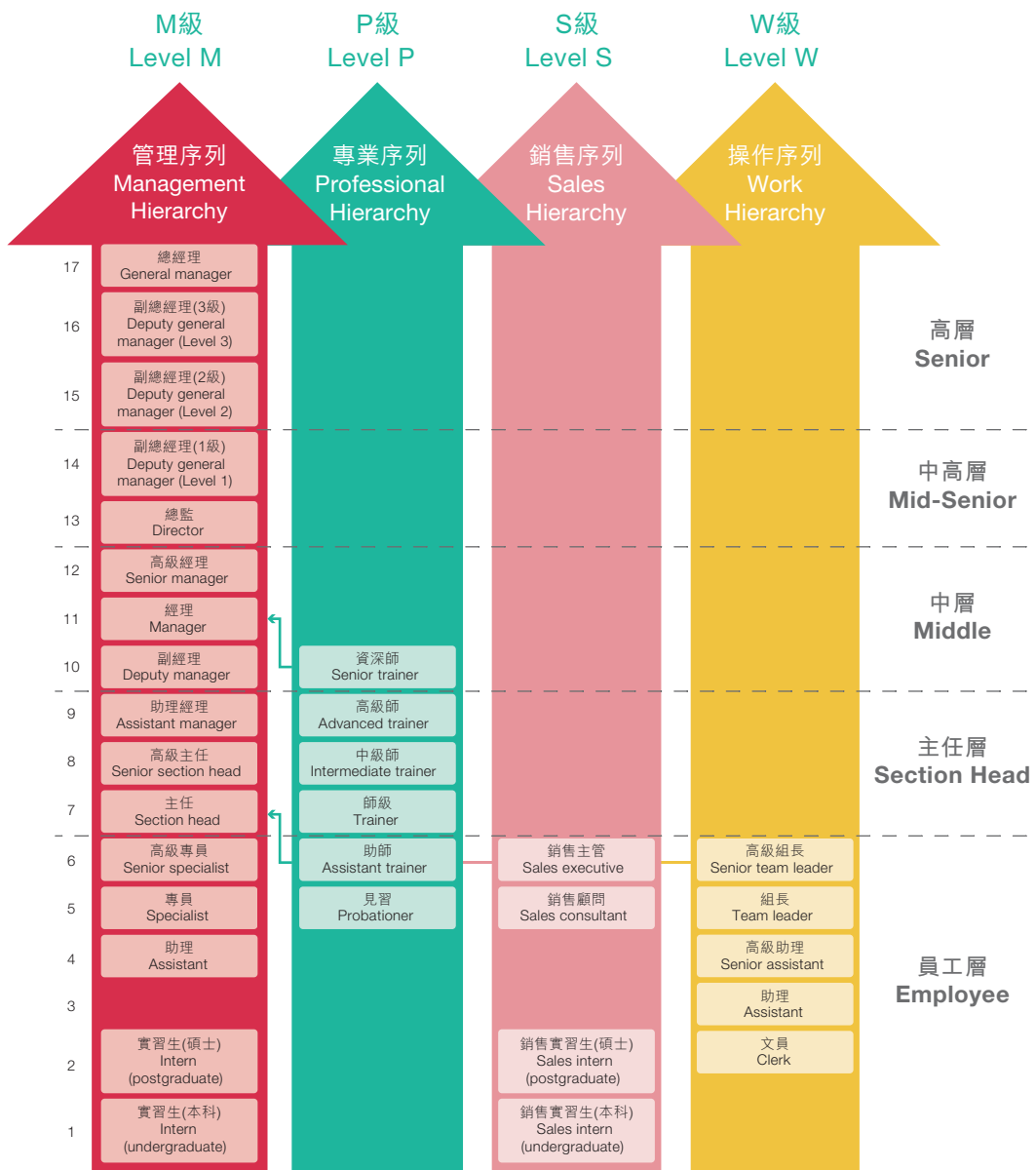
## 6 員工發展同行者 Growing With Employees

我們結合不同業務線條特性制定涵蓋管理序列(M級)、專業序列(P級)、銷售序列(S級)和操作序列(W級)四個維度的晉升發展通道，以確保不同崗位的員工均能獲得相應成長。

Based on the characteristics of different business lines, we have formulated promotion and development channels covering four dimensions, namely management hierarchy (Level M), professional hierarchy (Level P), sales hierarchy (Level S) and work hierarchy (Level W), to ensure that employees in different positions can grow accordingly.

### 員工晉升發展通道

#### Employee promotion and development channels



員工晉升發展通道

Employee promotion and development channels

2021年人才流動管理平台重新升級，系統能通過關鍵詞組合「公司+職位+工作城市」實現崗位精準搜索；此外，員工可提前在人才流動管理平台中提前設置「競聘崗位意願」，上線空缺崗位時，系統將自動推薦符合意願的崗位，並發送通知，提醒員工，以免錯過競聘報名時間。為促動全公司的人才流動，時代鄰里累計開發5個與平台相關的微課，推送7期公眾號推文。

In 2021, the talent flow management platform was re-upgraded, and the system can now perform precise searches for job positions through the combination of search keywords “company + position + working city”. In addition, employees can indicate the “willingness to compete for job positions” in advance on the talent flow management platform. When vacancies are available online, the system will automatically recommend positions that meet their wishes and send notices to remind employees to avoid missing the registration time. In order to boost the talent flow of the Company in whole, Times Neighborhood has developed a total of 5 micro-courses related to the platform and issued the posts in 7 phases on its public account.

2021年人才盤點882個崗位，累計開展11期內部空缺崗位競聘，共計758個崗位，內部晉升332人，內部晉升率為44%。

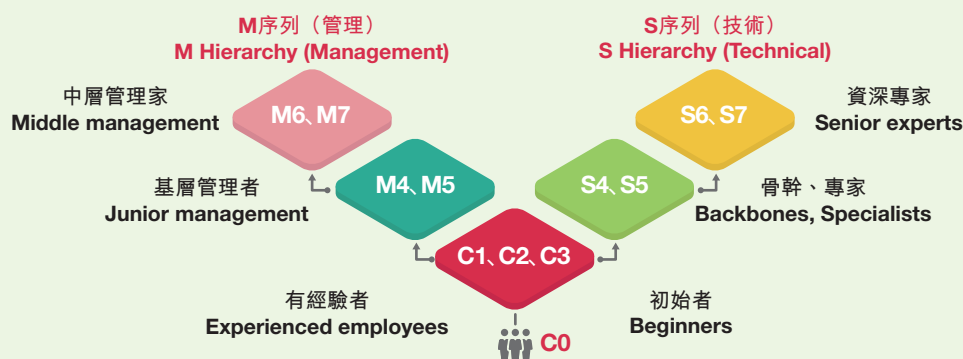
In 2021, the Company sorted out 882 job positions for talents, and carried out 11 rounds of internal vacancies recruitment with 758 positions in aggregate, under which 332 employees have been promoted internally, with an internal promotion rate of 44%.

### 案例：開展TCE人才評測，助力人崗匹配

為營造公平、公正、公開、合理的晉升機制，時代鄰里自2020年起搭建TCE人才評測體系對晉升人員進行全面評價以確保員工能力與崗位的匹配性。目前，時代鄰里TCE評測已覆蓋包含前期客助、接待、管家、工程、成熟客助、項目管理、智聯運維、人事、行政在內的9大專業模塊。截至2021年12月31日，公司共開展9期TCE人才評測，評測總人次達7,318人次，對比2020年增加3,137人次，評測總體覆蓋率達到87%，對比2020年上漲35%。

### Example: Commencing TCE (Talent Capability Evaluation) to help matching talents and job positions

To create a fair, just, open and reasonable promotion mechanism, Times Neighborhood has established a TCE talent evaluation system to comprehensively evaluate the promoted personnel since 2020 to ensure the matching of employees' capabilities with their positions. At present, Times Neighborhood's TCE has covered nine professional modules including front-end customer assistance, reception, housekeeping, engineering, mature customer assistance, project management, intelligent operation and maintenance, human resources and administration. As of 31 December 2021, the Company conducted a total of 9 TCE talent evaluation sessions, with a total of 7,318 people evaluated, representing an increase of 3,137 people evaluated as compared to that in 2020, and the overall assessment coverage rate reached 87%, representing an increase of 35% as compared to that in 2020.



## 6 員工發展同行者 Growing With Employees

### 6.2.3 責任考核，激勵發展

時代鄰里依據《廣州市時代物業管理有限公司人事管理手冊》通過設定對應考核關鍵績效指標（結合崗位的工作職責及業務線的工作特點）、規範考核範圍、確定考評細則、扣罰要求和評分依據等建立規範的績效考核制度。我們定期開展績效考評以評估員工整體工作完成情況，同時執行相應的獎懲措施。此外，為提升員工履職的積極性，我們給予員工在晉升考核期間享受與晉升後職位相同的薪酬待遇。

為調動員工積極性，提升其對企業營運的責任感和參與感，本年度我們對《利益共享制度》進行更新，由去年的超額共享方案改為針對經營指標進行超額獎勵，將創新業務（如增值服務、社區多種經營等）作為指標主要內容，以促進業務人員對推進新業務落地進行思考。除團隊業績外，員工推動新業務（如新車位、零售業務）發展可獲得額外的個人佣金，以進一步提高員工薪酬績效水平。

### 6.3 貼心守護，積極溝通

時代鄰里為員工提供多方面的福利保障，包括帶薪年假，病假婚假、通訊費、交通費等；為管理層員工更多福利關懷，包括結婚、生育關懷等，維護和保障員工權益。

### 6.2.3 Responsibility assessment and incentivizing development

Times Neighborhood has formulated a standardised performance assessment system, by setting the key performance indicators for assessment (which incorporate job duties and the job characteristics of business lines), specifying the scope of assessment, defining the details of assessment, penalty requirements and grading basis in accordance with the Personnel Management Manual of Guangzhou Times Property Management Co., Ltd. (廣州市時代物業管理有限公司人事管理手冊). Performance assessment is carried out regularly to assess the general condition on task completion of our staff, and corresponding award or penalty will be given at the same time. In addition, in order to encourage employees to perform their duties actively, employees will be entitled to the remuneration equivalent to the promoted position during the period of promotion assessment.

To enhance the enthusiasm of our employees and their sense of responsibility and sense of participation in corporate operation, we have updated the Benefit Sharing System (利益共享制度) this year. The plan of sharing excess profit adopted last year has been replaced by one that rewards the excess profit in accordance with operational indicators, with innovative business (for example, value-added services, diversified operations of community) is set as the key content of the indicator, thus encouraging business personnel to provide thinking on promoting the implementation of new business. Apart from the team performance, an individual commission will be provided to staff who promote the development of the new businesses (for example, new parking space, retail business), so as to further enhance the level of employees' remuneration performance.

### 6.3 PROTECTING OUR STAFF WITH CARE, AND ACTIVE COMMUNICATION

Times Neighborhood provides a diversified welfare protection to our staff, including paid annual leave, sick leave and marriage leave, communication fees, transportation fees, etc. Further welfare benefits are available to management staff, including marriage and maternity care, to safeguard and protect the rights and interests of our staff.

## 6 員工發展同行者 Growing With Employees

我們也用心關注員工生活需求，對不同的員工開設節日關懷，針對全體員工，舉辦中秋、端午、元宵等傳統節日關懷活動和員工生日會活動；針對女性員工，組織女神節、母親節關懷活動；針對男性員工，組織父親節關懷活動；針對少數民族員工，在其節日可享受特殊假期福利，如廣西少數民族節日潑水節。同時我們積極改善員工生活條件，完善宿舍的基礎配置，將生活區進行環境美化；將食堂服務外包，以提供良好用餐體驗，保障員工的幸福度；我們定期組織團建活動，舉辦公司周年慶活動，增強員工凝聚力；在嚴寒酷暑時期，為一線員工增加特殊物資補給，6至10月份及時補充清涼飲品與物資、11至2月送溫暖物資，關懷員工的健康福祉。

We also care about our staff's living needs wholeheartedly, and we provide our festive care to our staff. We hold activities on traditional festivals like Mid-Autumn Festival, Dragon Boat Festival, and Lantern Festival for all staff. We also organize staff birthday parties, caring activities for Women's Day and Mother's Day for all female staff, and Father's Day activities for our male staff. For staff of ethnic minorities, they are entitled to a special holiday welfare during their ethnic festivals, such as the Water-Sprinkling Festival, a festival of the minority from Guangxi. We also take the initiative to improve the living standards of our staff. Basic facilities of our dormitory are enhanced, and landscaping is carried out in the living area. Our canteen is outsourced in order to provide a good dining experience and to safeguard the happiness of our staff. Team building activities are regularly held and anniversary activities are also held to enhance the cohesiveness of our staff. We specifically provide special items to our frontline staff during the period of extreme hot or cold weather as we care about the health and welfare of our staff. For example, we provide chilled drinks and cooling materials in a timely manner between June and October, while materials for keeping warm are provided from November to February.



團建活動  
Team building activity



公司周年慶活動  
Anniversary activity



冬日送暖  
Providing materials for keeping warm during winter



清涼一夏  
Cooling materials are provided during summer



## 6 員工發展同行者 Growing With Employees

### 員工溝通

我們積極與員工溝通，通過樓盤溝通會及月度例會的方式，了解員工的職業需求，並逐級進行解決。

為全面深入調查了解員工需求及意見建議，時代鄰里每年開展覆蓋總部及各區域範圍內的員工滿意度調查，調查內容涉及整體評價、行政工作、組織氛圍、人力與培訓等四大領域。滿意度調查由線上、線下問卷與訪談的形式開展，同時實施連續每年的員工滿意度指數變化跟蹤。截至2021年度，員工整體滿意度指數為88.88，相較2020年度的92.36有所下降，未來我們將對員工集中提出的反饋意見，實施重點分析並迅速改善，提升員工的體驗感與幸福感。

### 6.4 關注健康，安全防範

員工是物業服務的核心參與者，關注員工職業健康安全問題是時代鄰里首要責任之一。我們遵循《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》《中華人民共和國突發事件應對法》等法律法規，制定《質量、環境、職業健康安全控制程序》《環境因素、危險源辨別與風險評價控制程序》《環境和職業健康安全控制程序》《環境、職業健康安全監視和測量控制程序》等職業健康安全相關文件，切實保障員工身心健康。

### Communication with staff

We actively communicate with our staff. We understand the professional requirements of our staff through the communication session of residential projects and monthly regular meetings, and provide the solution from each and every level.

In order to obtain a deep understanding of the needs of our staff and their opinion and suggestions, each year Times Neighborhood carries out a satisfaction survey to our staff in the headquarters and every region, which focuses on four main areas, namely overall comments, administrative works, corporate atmosphere, and human resources and training. Satisfaction survey comprises online and offline questionnaire and interview, and the change in staff satisfaction index is tracked every year. As of 2021, the overall satisfactory index of staff is 88.88, a decrease from 92.36 in 2020. In the future, for feedback raised by our staff, we will analyze them and improve such instances in a swift manner, in order to enhance the experience and happiness of our staff.

### 6.4 CARING FOR EMPLOYEES' HEALTH AND SAFETY

Since employees are the core participants of property services, Times Neighborhood takes primary responsibility for employees' occupational health and safety. We have formulated documents related to occupational health and safety, including the Management Manual on Quality, Environment and Occupational Health and Safety (質量、環境、職業健康安全手冊), the Control Procedure for Environmental Factors, Hazard Source Identification and Risk Evaluation (環境因素、危險源辨別與風險評價控制程序), the Control Procedure for Environmental and Occupational Health and Safety (環境和職業健康安全控制程序), and the Control Procedure for the Monitoring and Measurement of Environmental and Occupational Health and Safety (環境、職業健康安全監視和測量控制程序), in accordance with the Production Safety Law of the PRC (中華人民共和國安全生產法), the Law of the PRC on the Prevention and Control of Occupational Diseases (中華人民共和國職業病防治法) and the Emergency Response Law of the PRC (中華人民共和國突發事件應對法), in order to protect the physical and mental health and safety of all employees in a practical manner.



時代鄰里已獲得「ISO 45001:2018職業健康安全管理體系」認證，我們將持續完善項目安全管理水平，為所有員工的安全健康保駕護航。

### 職業健康與安全

為保障員工的職業健康與安全，時代鄰里為員工提供定期體檢服務，體檢後公司積極邀請體檢中心、醫院醫生為員工進行體檢情況解讀，並開放一對一電話諮詢等方式，為員工提供諮詢和報告解讀途徑，讓員工更清晰地了解自身的身體健康狀況。2021年，公司員工整體身體情況良好，未出現重大職業健康問題。同時員工的心理健康也不容忽視，我們與時代基金會合作，組織心理健康諮詢講座，定期開展員工心理諮詢，圍繞工作、個人生活等困惑，邀請諮詢師一對一開展諮詢，為員工的身心健康保駕護航。

Times Neighborhood obtained “ISO 45001: 2018 Occupational Health and Safety Management Systems” (ISO 45001:2018職業健康安全管理體系) certification. We will improve the project safety management level continuously, in order to safeguard the safety and health of all staff.

### Occupational health and safety

To protect the occupational health and safety of our staff, Times Neighborhood provides regular physical examination services to our staff. After the physical examination is completed, the Company actively invites doctors from physical examination centers and hospitals to explain the physical examination results for employees, and provides channels such as one-to-one consultations via telephone for employees to seek consultation and report explanation, so that employees can have a clear understanding of their own health conditions. In 2021, the Company’s employees were generally in good health and there were no major occupational health problems. The psychological health of our staff has not been neglected, so we cooperate with Times Foundation to organize talks on psychological health consultation, and provide regular psychological health consultation to our staff, with focuses on works and individual life. Consultants are invited to provide individual consultation in order to protect the psychological health of our staff.

## 6 員工發展同行者 Growing With Employees

### 安全營運

我們定期召開安全工作會議，落實安全生產責任制；編製《工程管理線作業指導書》，規範安全操作；及時進行危險源辨識，減輕安全隱患；開展月度、季度安全教育培訓，提升全員安全意識；組織應急演練活動，增加突發情況應對能力；編製工程設施設備安全風險管控案例分析，強化安全風險處置經驗。

此外，為了確保有效監督施工現場情況，及時對現場的安全問題作出處理，時代鄰里對突發事件設置了響應機制，要求一線人員在發現問題後第一時間上報項目負責人，並要求相關負責人根據事件性質，在指定時間內作出回應並上報系統。

### Safe operation

We hold safety work meetings regularly, and mechanism of responsibility for safe production is implemented. Guidelines for the Operation of Engineering Management Line (工程管理線作業指導書) is compiled to regulate safe operation. Identification of hazard source is implemented in a timely manner to minimize safety hazards. Monthly and quarterly education trainings on safety are being held to enhance the safety awareness of all staff. Contingency drills are carried out to enhance the responsiveness to emergency. Case analysis on the management and control of safety risks of engineering facilities and equipment is compiled to strengthen the experience on handling safety risks.

In addition, in order to effectively monitor the conditions of construction sites and handle safety issues in a timely manner, Times Neighborhood has set up a response mechanism for emergencies, which requires frontline personnel to report to the person in charge of the project as soon as possible after discovering the problem. It also requires the person in charge to respond and report to the system within the specified time according to the nature of the incident.



安全生產討論會  
Discussion on safe production



安全學習  
Session on safety learning

案例：定期開展應急演練活動

為提升突發情況的應急處置能力，時代鄰里結合應急預案定期開展演練活動：

- 電梯困人的應急預案演練：每半年開展一次，邀請電梯維保單位及業主共同參與；
- 防颱風災害天氣的演練：每半年開展一次；
- 突發停水停電的演練：每半年開展一次；
- 火災演練：每半年開展一次，邀請街道、社區、當地消防部門、業主等共同參與。

Example: Regular contingency drills

To enhance the ability on handling contingency, Times Neighborhood carries out drills on the followings in accordance with the emergency plan:

- Emergency drill for rescuing people trapped in elevator: It is held semi-annually, and the maintenance services provider of elevators and owners are invited to participate;
- Drill on prevention of disaster brought by typhoon and severe weather: It is held semi-annually;
- Drill on unexpected suspension of water and electricity supply: It is held semi-annually;
- Fire drill: It is held semi-annually, and subdistrict, community, local fire department and owners are invited to participate.

2019至2021年間，時代鄰里共發生2宗工亡事故，一宗為員工上班期間突發疾病(2019年)，另一宗為上下班途中發生交通事故(2020年)。事故發生後，我們主動為職工親屬提供精神安慰和物質支持，並協助其依據《工傷保險條例》領取喪葬補助金、供養親屬撫恤金和工亡補助金。與此同時，我們通過定期進行員工體檢情況分析解讀、開展道路交通安全培訓等方式，努力避免類似事故重複發生。

Two work-related fatalities were recorded for Times Neighborhood between 2019 and 2021. The incident in 2019 took place during work and was caused by an acute disease, while the incident in 2020 was caused by a traffic accident during commute. We took the initiative to reach the relatives of the staff concerned after the incident to provide our psychological and material support. We also assisted the relatives to claim burial grant, dependent pension and grant for work-related fatality according to Regulations on Work-Related Injury Insurance (工傷保險條例). Meanwhile, we strive to prevent similar incidents to happen again through regular analysis and interpretation of the physical examination results for employees, and the commencement of road safety training.

## BUILDING RESPONSIBLE SUPPLY CHAIN

時代鄰里高度重視供應鏈管理，於本年度修訂《時代鄰里集團招投標管理制度》《時代鄰里集團合作商管理制度》相關條款，細化招標策劃方案，簡化招定標流程，有效提升招採工作效率。同時，持續完善「時代鄰里集團SRM採購系統」「EBS合同管理系統」「時代鄰里費控系統」等招採關聯系統在內部招採管理工作的應用。我們力爭做到負責任採購的同時，通過提高入庫門檻及增加履約評估標準等，間接規範各類合作企業在ESG管理方面的表現，以此帶動多行業、全供應鏈的負責行為，構建良性的產業生態系統。

2021年，時代鄰里根據四大區域（大灣區、華中、成渝、長三角四個城市群）佈局合作單位，截至2021年12月31日，共有577家供應商，均為中國內地供應商（包含廣東省內479家及廣東省外98家）。

Times Neighborhood attaches great importance to the supply chain management, and revised the relevant terms of the Tender and Bidding Management System of Times Neighborhood Group (時代鄰里集團招投標管理制度) and the Partner Management System of Times Neighborhood Group (時代鄰里集團合作商管理制度) during the year. We refined the plan on tendering and bidding strategy and simplified the tender and bidding procedures, thus enhancing the working efficiency on tendering and bidding effectively. Meanwhile, we continuously improved the application of our tender and procurement systems including the “SRM Procurement System of Times Neighborhood Group” (時代鄰里集團SRM採購系統), the “EBS Contract Management System” (EBS合同管理系統) and the “Cost Control System of Times Neighborhood” (時代鄰里費控系統) in the internal tender and procurement management work. We strive to carry out responsible procurement, and at the same time, we regulate the ESG management performance of our partners in an indirect manner through enhancing the acceptance standard and increasing the evaluation standard for contract performance, with the aim to drive responsible operation across industries and along the whole supply chain to build a sound industrial ecosystem.

In 2021, Times Neighborhood made arrangements with its partnership for four main areas, i.e. the four urban agglomerations in Greater Bay Area, Central China, Chengdu-Chongqing and Yangtze River Delta. As of 31 December 2021, there are 577 suppliers, all of which are suppliers from Mainland China, among which 479 are situated within Guangdong Province, and the remaining 98 are situated outside Guangdong Province.

## 7.1 規範採購，嚴控質量

### 採購階段

時代鄰里嚴格把控招採全部過程，制定一系列包括合作商入庫管理、合作商考察、考察方案與人員職責、考察結束及入庫等環節的管控要求。在明確採購目標後，招採部門組織並建立考察小組，聯合時代鄰里集團監察部、各專業線部門、地區公司等成員，建立多部門協作實施、多角度聯合考察、多人員參與負責的規範採購把控網絡，嚴控合作商入庫標準。本年度我們提高對合作方相應資質、信用等級等方面的要求以降低供應鏈風險。

### 供應商入庫流程

#### Storage procedure for suppliers

- 入庫前管理：資質初審、經營狀況、人員架構、企業背景，主要設備、合規審查等方面考察  
Management before storage: preliminary review on qualifications, operating conditions, personnel structure, corporate background, major equipment, compliance review, etc.
- 考察形式：工廠考察、公司考察、業績及案例考察、現場問詢、後補考察  
Forms of inspection: factory visit, company visit, results and case inspection, on-site inquiry, and supplementary visit
- 考察方案：判斷合作商類型、確定考察形式、確定主要考察內容  
Inspection plan: identifying the type of partners, and determining the form of inspection and its focus
- 考察人員及職責：編訂合作商考察作業指引、管理合作商數據庫、成立考察小組  
Inspectors and their responsibilities: preparing inspection guidelines for partners, maintaining the database of partnership, and establishing inspection team
- 考察結束及入庫：組織合作商考察評分、出具考察報告、線上入庫審批、後續入庫告知  
Storage after inspection: calculate the inspection score for partners, issuing inspection report, submitting online storage approval, and issuing notification on follow-up storage

## 7.1 REGULATING PROCUREMENT AND PLACING STRICT CONTROL ON QUALITY

### At procurement stage

Times Neighborhood strictly controls the whole procurement process, and has developed a series of management and control requirements for different aspects including storage management and partner inspections, inspection plans and responsibilities of personnel, and end of inspection and storage. Once the procurement goals are clarified, the procurement department will organize and establish an inspection team to work with members of the supervision department of Times Neighborhood Group, various line departments and branches in regions, etc. A standardized procurement network consists of cross-department cooperation, joint inspection and multi-sectoral participation to provide stringent control over the storage standards for our partners. During the year we enhanced the requirements for our partners in different aspects, including their corresponding qualifications, credit level, etc., thus minimizing the supply chain risk.

## 7 責任供應響應者

### BUILDING RESPONSIBLE SUPPLY CHAIN

#### 履約階段

在供應商履約階段，我們定期(月度、季度、半年度、年度)對供應商進行考核評級，根據《合格供應商評級標準》從資質考察、人員專業性、經營情況等維度進行履約評估並調整相應等級。此外，針對風險較高或具代表性的工程項目，我們還通過定期開展飛行檢查以進行更全面的質量管控。本年度，我們持續完善供應商履約考核，通過明確考核人員要求、細化處理履約評估表等，進一步規範供應商履約考核要求。同時，為更好地識別供應鏈各環節的環境及社會風險，我們對供應商的ESG表現予以一定比重的考評分值，將是否具備ISO系列(如ISO 9001、ISO 14001、ISO 45001)管理體系認證、環境管理績效等因素納入考評範疇。

依據考評結果，對於優秀供應商我們將給予激勵，針對考核不達標的供應商我們將進行約談並要求其立刻整改，若拒不整改或整改仍不達標我們將執行清退政策並考慮將其列入供應商黑名單處理。本年度，我們對兩家品質評級不達標的工程合作商進行扣罰，並終止與其中一家的合作關係。

此外，為保證服務質量及保障客戶健康安全，時代鄰里通過不定期抽檢等措施嚴格把控現場維修維保等物資材料的質量，要求供應商立即進行更換不達標產品，如該供應商多次出現質量問題，我們將對其執行清退處理。

除履約考評外，我們通過定期溝通交流、組織供應商培訓等活動不斷完善公司招採系統建設，持續提升供應鏈管理效率和管理水平。

#### At contract performance stage

Our suppliers are being assessed and graded on a regular basis (monthly, quarterly, semi-annually and annually) throughout the fulfillment of their contracts. Their contract performance is being assessed in aspects such as qualification, professionalism of team and business conditions, and the rating of suppliers will be adjusted based on evaluation results according to the Rating Standards for Qualified Suppliers (合格供應商評級標準). In addition, for engineering projects with higher risk or of significance, we conduct a more comprehensive quality management and control through the regular unannounced inspections. During the year, the assessment requirements of contract performance for suppliers were being improved continuously. Such requirements were further regulated through clearly defining the requirements for assessors and refining the assessment form for contract performance. Meanwhile, to identify the environmental and social risks in each section of the supply chain in a better way, scores of a certain weighting are given to the ESG performance of our suppliers, and factors such as whether our suppliers possess the ISO series (for example, ISO 9001, ISO 14001, ISO 45001) management system qualifications and their performance on environmental management are included in assessment parameters.

We provide incentives to outstanding suppliers according to the assessment results, whereas for suppliers not meeting the assessment standards, we will meet them and request them to rectify the issues immediately. If they refuse to rectify the issues or if the rectification still does not meet the standards, we will remove them from our list, and may consider blacklisting them. During the year, we imposed penalties on two engineering partners whose quality gradings did not meet our standards, and we have terminated the partnership with one of such partners.

In addition, to guarantee the service quality and to safeguard the health and safety of customers, Times Neighborhood strictly controls the quality of materials used in on-site maintenance through irregular spot checks, and requests suppliers to replace the unqualified products immediately. If a supplier has quality issues repeatedly, we will remove it from the approved list.

In addition to assessing contract performance, we continuously enhanced the efficiency of the supply chain management and the management level by having regular communication and organizing supplier training activities, with an aim to improve the tender and procurement system of the Company continuously.



案例：組織供應商開展「時代鄰里費控系統」線上付款系統培訓

本年度「時代鄰里費控系統」新增供應商自主請款、發票自主檢驗等功能，我們於2021年7月組織供應商開展費控系統新功能操作培訓，逾110家合作單位負責人到場參與。培訓圍繞推廣供應商自行線上請款系統，指導掌握請款流程，進行發票自主檢驗等主題開展，有效提升採招業務工作效率。

**Example: Commencing the training on the online payment system of “Times Neighborhood Cost Control System” for suppliers**

Functions including self-request of payment and self-inspection of invoice by suppliers were added into the “Times Neighborhood Cost Control System” during the year. Therefore, we held a training about the operation of new functions on the cost control system for suppliers in July 2021, where persons in charge from more than 110 partners attended. The training focused on promoting the online self-request of payment for suppliers, and guiding them to understand the procedure for requesting payment and self-inspection on invoice. Such training effectively enhanced the working efficiency of tendering and bidding businesses.



## 7 責任供應響應者

### BUILDING RESPONSIBLE SUPPLY CHAIN

#### 7.2 廉潔採購，共建公平

##### 廉潔採購

時代鄰里堅持以高標準引導員工貫徹落實廉潔採購的要求，通過多部門聯合監控、多責任人共同審核、簽署廉潔協議等方式，嚴格杜絕招採過程中的貪腐現象。

- 時代鄰里員工反貪承諾明確列示於《防止賄賂及反貪污政策》和《行為守則》中，規定任何員工都不應接受包括供應商和承辦商在內的業務合作夥伴的利益、禮品或款待。並且，我們也在日常培訓中注重員工廉潔意識的培養與提升，要求大家嚴守職業底線；
- 在與供應商簽署的《廉潔協議》中，清楚規定簽署雙方不得以任何理由向對方提供任何形式的財產性或非財產性利益，如有違法違紀行為應及時向監督單位反應和舉報；與此同時，我們將陽光倡議書附於所有合同中，倡議書中明確公司在反腐倡廉方面的要求；
- 公司審計部門將不定時通過電話訪問、問卷調查等形式對供應商進行調訪，一旦發現問題將立即要求相關人員、部門進行整改並依情節輕重予以相應處罰。

#### 7.2 PROCUREMENT WITH INTEGRITY AND FAIR COOPERATION

##### Procurement with Integrity

Times Neighborhood insists on leveraging high standards to guide its staff to implement the requirements of procurement with integrity thoroughly, and strictly forbids corruptions in the procurement through multi-department monitoring, joint review by multiple responsible persons and the signing of integrity agreements.

- The anti-corruption commitment of the staff of Times Neighborhood is clearly stated in the Anti-bribery and Anti-corruption Policies (防止賄賂及反貪污政策) and Codes of Conduct (行為守則), which stipulate that no employee shall accept any benefits, gifts or hospitality from business partners, including suppliers and contractors. We also focus on cultivating and raising employees' awareness of integrity in training, and require them to build a firm occupational bottom line;
- We enter into the Integrity Agreement (廉潔協議) with suppliers, which stipulates that neither party shall render property or non-property interests in any form to the other for any reason. Any violations of laws and disciplines shall be promptly reported to the supervisory unit. Meanwhile, the Transparency Proposal (陽光倡議書) is attached to every contract, clearly defining the requirements on promotion of anti-corruption by the Company;
- The audit department of the Company will interview our suppliers through phone interviews and questionnaires on an irregular basis. Once issues are discovered, we will request relevant personnel and departments to rectify immediately, and impose penalty in accordance with the severity of issues.

## 7 責任供應響應者 BUILDING RESPONSIBLE SUPPLY CHAIN

報告期內，我們沒有在知情的情況下與任何違反我們的防止賄賂及反貪污政策的供應商或承辦商進行合作。

During the Reporting Period, to the best of our knowledge, we did not cooperate with any supplier or contractor who violated our anti-bribery and anti-corruption policies.

### 案例：開展合作商反貪腐培訓

2021年5月，時代鄰里召開合作商大會，此次大會約有200家合作單位近300人參加。會上，我們對合作商進行反貪腐方面的培訓，強調招採過程中時代鄰里對反貪腐方面的要求，並就攜手共建陽光廉潔的企業招採文化進行宣貫導入。

### Example: Commencement of anti-corruption training for partners

Times Neighborhood held a partner meeting in May 2021, and nearly 300 representatives from around 200 partners participated. During the meeting, we provided anti-corruption training to our partners, and emphasized Times Neighborhood's requirements on anti-corruption during the tendering and bidding procedure. We also promoted and introduced the culture of practicing transparent and clean corporate tendering and bidding together to our partners during the meeting.



## 7 責任供應響應者

### BUILDING RESPONSIBLE SUPPLY CHAIN

#### 反不當競爭

時代鄰里嚴格遵守《中華人民共和國反不正當競爭法》等相關法律法規，支持公平競爭，禁止供應商進行任何形式的不當競爭行為，以維護供應鏈公平、公正、公開。同時，我們通過對員工進行培訓宣貫以提升其在反不當競爭方面的意識。

#### Anti-unfair competition

Times Neighborhood strictly abides by relevant laws and regulations, including the Anti-Unfair Competition Law of the PRC (中華人民共和國反不正當競爭法), and supports fair competition. Times Neighborhood forbids its suppliers from carrying out any forms of unjustifiable competition, in order to maintain a fair, just and open supply chain. Meanwhile, we provide training and promotion to our staff to enhance their awareness on anti-unfair competition.

### 7.3 綠色採購，和諧共贏

時代鄰里積極響應環保政策號召，踐行綠色採購理念，並希望通過開展綠色供應鏈管理推動供應鏈上下游企業共同實現綠色發展。在選擇供應商時，我們優先考慮環保績效出色如具有相應環保證書（ISO 14001、綠色工廠等）認證的供應商；當進行供應商考核時，我們將環境因素納入技術評估範圍，並對具有相應環保證書／獎項的供應商進行加分。如針對環境服務類、工程服務類和保潔服務類供應商，我們將深入考察其在綠化養護、節水節電、防塵防噪、施工排污、消殺藥品使用等方面的工作表現，盡可能減少項目營運對環境的影響。

### 7.3 GREEN PROCUREMENT FOR WIN-WIN COOPERATION

Times Neighborhood actively responds to the call of environmental protection policies, implements the concept of green procurement, and hopes to help from the upper and lower streams of the supply chain to implement green development together through green supply chain management. When selecting suppliers, priority will be given to suppliers with outstanding environmental protection performance, like possessing relevant environmental protection certificates (ISO 14001, green factory, etc.). When assessing suppliers, environmental factors are included in technical assessment parameters, and extra points will be given to those suppliers with relevant environmental protection certificates/awards. For suppliers of environmental services, engineering services and cleaning services, we will carry out a thorough inspection on their performance on greening and maintenance, water and electricity conservation, dust and noise prevention, construction and sewage discharge, and the usage of disinfectants, so as to minimize the effect to the environment of the project operation.

時代鄰里作為綠色服務的倡導者，堅持用可持續發展的眼光看待行業的發展，通過不斷提升自身節能降耗水平、環境管理能力，積極響應國家綠色環保政策。我們持續健全環境管理體系，將綠色發展落實到日常營運及項目管理中；並通過向員工、業主等宣導節能降耗、降本增效理念，致力於攜手打造低碳、舒適、健康的工作及生活環境。

我們嚴格遵守《中華人民共和國環境保護法》《中華人民共和國節約能源法》《中華人民共和國固體廢物污染環境防治法》等相關法律法規，制定《環境因素識別與評價控制程序》《環境監測與合規性評價控制程序》《環境、職業健康安全不符合控制程序》《噪聲管理規定》《三廢排放管理規定》及《節能監測管理規定》等內部制度，不斷完善環境管理工作流程，切實推進節能減排項目落地，貫徹落實綠色服務理念。

本年度，我們已獲得「GB/T 24001-2016/ISO 14001:2015環境管理體系」認證：

As an advocate of green services, Times Neighborhood insists on treating the industry development from the perspective of sustainable development. We actively respond to the green and environmental protection policies of the PRC through continuous enhancement in our levels of energy conservation and consumption reduction, and our ability on environmental management. Our environmental management system is being improved continuously, and green development shall be implemented in the daily operation and project management. We join hands with our staff and owners on building a low-carbon, comfortable and healthy working and living environment through our promotion of energy conservation, consumption reduction, cost reduction and efficiency enhancement.

We strictly comply with relevant laws and regulations including the Environmental Protection Law of the PRC (中華人民共和國環境保護法), Law of the PRC on Conserving Energy (中華人民共和國節約能源法) and the Law of the PRC on the Prevention and Control of Environmental Pollution by Solid Wastes (中華人民共和國固體廢物污染環境防治法), and have formulated internal systems like the Control Procedure for Identification and Evaluation of Environmental Factors (環境因素識別與評價控制程序), the Control Procedure for Environmental Monitoring and Compliance Evaluation (環境監測與合規性評價控制程序), the Control Procedure for Environment, Occupational Health and Safety Non-Conformance (環境、職業健康安全不符合控制程序), the Regulations on Noise Management (噪聲管理規定), the Regulations on the Management of Three Wastes Emission (三廢排放管理規定) and the Regulations on the Management of Energy Conservation and Monitoring (節能監測管理規定) in order to continuously improve the working procedure for environmental management, promote the implementation of energy conservation and emission reduction projects in a practical manner, and implement the rationale of green services thoroughly.

We were awarded the certification of “GB/T 24001-2016/ISO 14001:2015 environmental management systems” during the year:



時代鄰里環境管理體系認證證書

Certificate of environmental management systems for Times Neighborhood

## 8 綠色服務倡導者

### ADVOCATING GREEN SERVICES

#### 8.1 綠色物業，篤定前行

時代鄰里已依據聯交所指引制定2022年環境管理目標：

- 排放量目標：溫室氣體(範圍1&2)排放密度較2021年度下降3%
- 減廢目標：廢棄物(有害及無害廢棄物)排放密度較2021年下降3%
- 能源使用效益目標：綜合能源消耗密度較2021年下降5%
- 用水效益目標：耗水密度較2021年下降5%

為確保上述環境管理目標順利達成，2021年度我們制定節能減排執行動作的指引文件，通過規範景觀水系統、照明系統、電梯設備等10大項42分項的節能減排措施，全方位落實辦公場所、公區設備、社區綠化的節能減排工作。同時，為進一步規範公司各樓盤能源管控，我們制定《物業公共能耗計量及考核辦法》，對資源進行分類管理並提供相應的節能改造方法，並通過將項目節能降耗指標與負責人績效掛鉤的方式，切實推動節能減排工作的開展，努力實現可持續發展的管理目標。

#### 8.1 DETERMINED IN PROMOTING GREEN PROPERTIES

Times Neighborhood has set the following environmental management targets for 2022 in accordance with the Stock Exchange guidelines:

- Emission Target: greenhouse gas (GHG) emission (scope 1&2) intensity decreased by 3% compared with 2021
- Waste Reduction Target: reduce the emission intensity of waste (hazardous and non-hazardous waste) by 3% compared with 2021
- Energy Use Efficiency Target: reduce the overall energy consumption intensity by 5% compared with 2021
- Water Consumption Efficiency Target: reduce water consumption intensity by 5% compared with 2021

In order to ensure the successful achievement of the above environmental management objectives, in 2021, we formulated the guidance documents for the implementation of energy conservation and emission reduction. By regulating 42 energy conservation and emission reduction measures under 10 major items, such as landscape water system, lighting system and elevator equipment, we comprehensively implemented energy conservation and emission reduction in office premises, public area facilities and community greening. Meanwhile, in order to further regulate the energy management and control of each property of the Company, we have formulated the Measures on Measuring and Assessing Public Energy Consumption of Properties (物業公共能耗計量及考核辦法) to classify and manage resources and provide corresponding energy-saving transformation methods, and effectively promote the implementation of energy-saving and emission-reduction work by linking the energy-saving and consumption-reduction indicators of projects with the performance of responsible persons, striving to achieve the management goal of sustainable development.



## 8.2 綠色營運，愛護環境

社區營運是維持小區高質量發展，促進人與自然和諧共生的重要環節。時代鄰里將綠色低碳的理念融入項目管理，打造舒適、綠色、健康人居的同時，大力開展社區能源節約、水資源管理以及垃圾分類的工作，全方位打造可持續發展社區。

### 節能降耗

提高能源使用效率是促進節能減排的重要手段。時代鄰里持續推進社區照明設備的升級改造工作，改造區域的照明設備，以及在部分項目落成物聯網照明控制系統，通過節能設備與智慧化手段提升節能降耗的工作質量。

2021年8月，時代鄰里統籌各區域開展LED雷達感應燈改造工作，共改造項目54個，採購燈具24,006隻，投入改造費用75.77萬元，整體用電節省率為10%，預計一年節省電費124.6萬元。

## 8.2 GREEN OPERATION TO PROTECT ENVIRONMENT

Community operation is an integral part of maintaining a high-quality development for communities and facilitating the harmonious symbiosis between human and the nature. Times Neighborhood incorporates the green and low-carbon concept into its project management to create a comfortable, green and healthy habitat, while vigorously implementing works on energy conservation, water resources management and refuse sorting to strive to build a community with sustainable development in a comprehensive manner.

### Energy conservation and consumption reduction

Enhancing energy consumption efficiency is an important means to facilitate energy conservation and emission reduction. Times Neighborhood continues to upgrade and transform the lighting equipment for communities through improving the lighting of different regions, and installing the IoT lighting control system in some projects. As such the quality of works on energy conservation and consumption reduction is being enhanced through energy conservation equipment and smart measures.

In August 2021, Times Neighborhood coordinated the commencement of transformation works for LED radar motion sensor lighting for all regions, which comprises a total of 54 transformation projects with 24,006 lamps procured. A total of RMB757,700 of transformation cost was incurred with an electricity conservation rate of 10%, and it is estimated that a total of RMB1,246,000 of electricity cost can be saved in a year.

## 8 綠色服務倡導者

### ADVOCATING GREEN SERVICES

#### 案例：時代外灘打造物聯網照明控制系統

為實現節能降耗的效果，時代外灘打造物聯網照明控制系統，共改造物聯網園區高杆路燈120盞，安裝物聯網控制模塊1台。該系統配備物聯網LED燈具，根據日照情況調控的照明度；並自動生成分析報表，監控設備運行狀態和能耗情況。通過系統遠程管理、快速響應、節能降耗的特點，時代外灘實現多項目的遠程數字化和可視化管理，減少人員維護並節約20-30%能耗，提高用電效能。

#### Example: IoT lighting control system is installed in Times Bund

To achieve energy conservation and consumption reduction, an IoT Lighting Control System is installed in Times Bund. A total of 120 road lightings with tall pole within the IoT area have been transformed, and one IoT Control Module is installed. This system is equipped with IoT LED lights, and illumination is adjusted in accordance with the sunlight conditions. An analysis report is automatically generated to monitor the operation and energy consumption status of different equipment. With the characteristics of remote management, swift response and energy conservation and consumption reduction of the system, Times Bund achieved the remote, digitalized and visualized management for a number of projects, reduction in the number of personnel incurred for maintenance, and reduction in energy consumption by 20% to 30%, thereby enhancing the efficiency of electricity consumption.



### 節約水資源

時代鄰里用水主要來自市政供水，暫無求取水源方面的壓力。為減少水資源的浪費與不合理使用的現象，時代鄰里推動老舊小區的供水管道排查工作，針對問題制定相關措施，監督漏水排查的整改情況。同時我們提高物業用水的效率，升級植物噴灌設備，實現精準灌溉，進一步節約水資源，降本增效。

2021年，我們在44個樓盤加裝489個水電錶，實現物業共用設施設備分區域、分系統單獨計量，避免水資源管控難度大的問題，大幅提高能耗異常排查的精度與效率。

### Saving water resources

The water consumption of Times Neighborhood is mainly from municipal water supply, and there is no pressure in sourcing water for the time being. To minimize the waste of water resources and the unreasonable usage of water resources, Times Neighborhood promotes the inspection works of water pipes located in old communities. Corresponding measures are being formulated to tackle the problem and monitor the rectification on the outcome of leakage inspection. Meanwhile, we have enhanced the efficiency of water usage of our properties by upgrading plants watering facilities to achieve accurate watering, which further saves water resources, resulting in a decrease in cost and enhancement in efficiency.

We installed 489 additional water and electricity meters in 44 residential projects in 2021. Being able to measure the water and electricity usage of facilities and equipment shared by our properties separately by region or by system avoids the great difficulty in managing and controlling water resources, significantly enhancing the accuracy and efficiency of inspection on abnormalities energy consumption.

## 8 綠色服務倡導者 ADVOCATING GREEN SERVICES

### 案例：廣州區域公司開展老舊小區項目漏水排查

2021年8月，時代鄰里召開能耗難點幫扶分析會，針對廣州公司共計10個能耗過高項目重點梳理幫扶，並成立幫扶小組，明確組長、組員的責任，落實匯報機制，推進整改措施的落實。

在工作推進過程，一方面，我們開展漏水排查與修復，累計排查9個重點樓盤，維修漏水點71個，預計全年節約費用228萬元。另一方面，針對情況複雜的漏水情況，我們為3個項目制定漏水整改措施及方案，全方位解決項目跑水漏水、水電費分攤不清晰等問題。

### Example: Regional companies from Guangzhou commenced the water leakage inspection for old communities

In August 2021, Times Neighborhood held a meeting for assisting and analyzing locations with difficulties in reducing energy consumption. A total of ten projects of the Guangzhou branches have the issue of over-consumption of energy, and they are identified as the targets for aiding. Assisting groups are being set up and responsibilities of leader and members are clearly stated. Reporting mechanism is implemented to facilitate the implementation of rectification measures.

While the rectification works are being advanced, we commenced the inspection and repair of water leakage. A total of nine focus residential projects are being inspected and a total of 71 leaks are being repaired. It is expected a total of RMB2.28 million can be saved for the whole year. On the other hand, for leakage with complicated circumstance, we formulated leakage rectification measures and solution for three projects, to solve the leakage and the unclear apportionment of water and electricity charges of projects in a comprehensive manner.



案例：時代外灘打造智慧園林灌溉系統

為提高小區綠化用水效率，改善小區生態環境，2021年我們在時代外灘的項目推廣智慧園林灌溉系統，提升小區灌溉的智能化、標準化。灌溉系統設置隱蔽式噴淋裝置，通過平台化管理的方式，遠程監測小區綠植養護工作，實現精準灌溉與定期養護，改造後每1萬平方綠化面積可以減少1人配置，共節省30-50%人員配備以及30%綠化用水量。

Example: The smart watering system for the gardens of Times Bund

A smart watering system for the gardens was promoted in our Times Bund project in 2021, in an effort to enhance the efficiency on water usage for the greening of the community and optimize the ecology of the community, which helps the watering of the community to be done in a more smart and standardized way. This watering system utilizes concealed sprinklers and through managing the watering via a platform, the maintenance of greening and plants of the community could be monitored in a remote manner, and accurate watering and regular maintenance could be achieved. After transformation, personnel needed for every 10,000 square meters of greening area could be reduced by one, and 30-50% of personnel and 30% of water usage for greening could be reduced.





## 8 綠色服務倡導者 ADVOCATING GREEN SERVICES

### 案例：時代鄰里充分提高公區水資源效率

- 順德時代傾城：項目充分利用河涌水，水源經過沉澱過濾後用於社區清潔以及景觀綠化；
- 廣州時代南灣：項目重複利用景觀地表水，用於園林灌溉。

### Example: Times Neighborhood abundantly enhanced the utilization efficiency of water resources of public area

- Times King City in Shunde: This project makes full use of river water. Water from this source is sedimented and filtered before it is used for cleaning the community and landscape greening.
- Ocean Times in Guangzhou: Surface water is recycled for watering the garden in this project.





### 固體廢棄物規範管理

時代鄰里嚴格遵循相關法律法規同時積極響應國家垃圾分類的政策，為實現廢棄物「減量化、資源化、無害化」目標添磚加瓦。此外，我們通過與相關企業進行資源整合，加強業務上的合作，持續提升固體廢棄物管理工作水平。

根據時代鄰里的業務性質和實際營運情況，有害廢棄物主要來自物業營運專案、辦公環境所產生的廢日光燈管、廢印表機硒鼓/墨水匣、廢電池等，針對該類廢棄物我們委託供應商或有資質的機構進行回收或處置；無害廢棄物主要來自物業營運專案、辦公環境所產生的辦公生活垃圾及廚餘垃圾（少量自營食堂），我們通過垃圾分類篩選出可回收部分與不可回收部分，其中可回收部分按制度要求妥善進行回收處理，不可回收部分則交由專業的環衛機構或其他有資質的協力廠商機構進行處置。我們通過推行垃圾分類、綠色辦公等舉措，持續減少廢棄物的產生。

### 8.3 綠色辦公，並肩同行

為進一步打造環境友好的企業形象，時代鄰里將節能降耗、可持續發展的環保理念融入日常辦公中。本年度，我們制定《行政辦公管理與員工行為規範》，在用水、用電、用紙與會議四個方面明確辦公室節能管理規範，合理配置資源；發佈《關於行政辦公屬行節約、節能降耗的通知》，號召員工厲行勤儉節約、節能環保的工作生活習慣；並於鄰里優家公眾號及公司郵箱定期推送辦公室節能降碳相關倡議和通知，從小事做起，從自身做起，營造綠色辦公環境，與自然和諧共生。

### Regulated management on solid waste

Times Neighborhood strictly follows the relevant laws and regulation while actively responding to the waste sorting policy of the PRC and providing its assistance on achieving “reducing, recycling, and rendering harmless wastes”. In addition, we have strengthened our business cooperation through resource integration with related companies to continuously improve our management on solid wastes.

According to the business nature and actual operation of Times Neighborhood, hazardous waste mainly comes from waste fluorescent lamps, waste printer cartridges/ink cartridges, waste batteries, etc. generated from property operation projects and office environment. We engaged suppliers or qualified organisations to recycle or dispose of such wastes. Non-hazardous wastes mainly come from office domestic wastes and food wastes (a small number of self-operated canteens) produced in property operation projects and office environment. Through waste sorting, recyclable and non-recyclable wastes are sorted, the recyclable wastes are properly recycled according to the requirements of the system, while the non-recyclable part is handed over to professional environmental protection organizations or other qualified third-party organizations for disposal. We continue to reduce waste generation by implementing measures such as waste separation and green office.

### 8.3 GREEN OFFICE FOR JOINT COLLABORATION

In order to further enhance our environmentally friendly corporate image, Times Neighborhood incorporates the environmental protection concept of energy conservation, consumption reduction and sustainable development into its daily office operation. During the year, we established the Guidelines on Administration and Office Operation Management and Staff Behaviour (行政辦公管理與員工行為規範), which clearly states the parameters of energy conservation management in the office from four areas, namely water usage, electricity usage, paper usage and conference, so as to allocate resources reasonably. Times Neighborhood also published The Notice on Strict Exercise of Resource Saving, Energy Conservation and Consumption Reduction for Administration and Office Operation (關於行政辦公屬行節約、節能降耗的通知), in order to encourage the staff to strictly exercise the work and living habits of resource saving, energy conservation and environmental protection. Initiatives and notices on energy conservation and carbon reduction at office will be regularly posted on the official Wechat account “Neighborhood You+” (鄰里優家) and sent via Company email. We build a green office environment by starting with little things by ourselves, in order to achieve the harmonious symbiosis with the nature.

## 8 綠色服務倡導者

### ADVOCATING GREEN SERVICES

- **節約用水，減少浪費：**為減少水資源耗用量，我們倡導員工養成節約用水習慣，並加強用水設備的維護保養，堅決杜絕跑冒滴漏現象；
- **節電照明，提升能效：**為有效提升照明系統能效，我們持續開展照明設施節能改造工作，採用節能燈泡替換原先高耗能燈泡，並於辦公區域張貼節能環保溫馨提示，以提升員工環保意識，推進節能降耗目標的達成；
- **循環用紙，綠色環保：**為提高紙張使用效率，我們從源頭上限量採購、於辦公區域設置紙張回收區；同時鼓勵員工優先採用線上辦公，減少列印次數；
- **遠程會議，降低能耗：**為降低辦公出行所帶來的能源消耗，我們在所有城市公司安裝遠程會議系統，通過遠程視頻溝通的形式實現日常溝通及會議，盡可能避免不必要的差旅，有效減少交通過程中的能源消耗及碳排放。
- **Water conservation to minimize wastage:** to minimize the consumption of water resources, we advocate our staff to have a habit of water conservation. We also strengthen the repair and maintenance of water equipment to eliminate leakage;
- **Electricity-saving lighting to enhance energy efficiency:** To enhance the energy efficiency of the lighting system, Times Neighborhood continues to carry out energy-saving renovation projects on lighting systems, by replacing the original high energy consumption bulbs with energy efficient ones and posting energy-saving and environmental protection tips in the office area to enhance the environmental protection awareness of the staff, thus facilitating the achievement of the Company's energy conservation and consumption reduction target;
- **Recycling and reuse of papers for promoting environmental protection:** In order to enhance the consumption efficiency of office supplies, Times Neighborhood limits the purchase of paper from sources and sets a special area to recycle used papers in the office area; meanwhile staff are encouraged to handle office works through online means first, in order to minimize the number of times on printing;
- **Remote conferences to reduce energy consumption:** To reduce energy consumption incurred in business trips, Times Neighborhood has installed remote conference systems in all branches in cities. Regular communication and meetings are conducted through video conferences to avoid unnecessary business trips, thus effectively reducing the energy consumption and carbon emission during transportation.

## 8.4 綠色服務，倡導持續

時代鄰里做建設美好社區的倡導者，向廣大業主倡導社區共建，共創美好的理念。我們開展社區綠化活動，邀請業主為潔淨、健康的社區出一分力。此外，我們響應國家垃圾回收的政策，加大垃圾分類的宣傳力度，將垃圾分類、變廢為寶的環保理念厚植每個居民的心中。

## 8.4 PROVIDING GREEN SERVICES FOR ADVOCATING SUSTAINABILITY

As the advocator of building a better community, Times Neighborhood advocates to all owners the concept of building the community together to create a better future. We commenced the community greening activity and invited owners to contribute to the cleanliness and health of the community. In addition, to respond to the waste recycling policy of the PRC, we enhance the promotion of waste sorting, to implant the environmental protection concept of waste sorting and recycling in the mind of every resident.

### 案例：時代鄰里攜手業主共創綠色社區

提升社區環境人人有責，時代鄰里為提升業主對營造綠色社區的責任感，2021年11月11日，我們攜手時代中國在10大城市120多個社區，開展為期兩天的「一起掃除道」活動。活動中，物業人員分區域帶領業主重點對綠化帶、花壇、景觀內白色垃圾、煙頭、落葉等雜物進行清理，大家一起分工合作，解決社區衛生問題，共享社區綠化的勞動成果。

### Example: Times Neighborhood joins hand with owners on building a green community

It is everybody's responsibility to enhance the environment of the community. To enhance the sense of responsibility of owners in creating a green community, on 11 November 2021, we joined hands with Times China to commence the two-day activity of "Cleaning the Passage Together" in more than 120 communities in ten main cities. During the activity, property management personnel and owners were grouped by area, and property management personnel led owners to clean focus areas including green belts, flower beds and landscapes. Wastes such as plastic, cigarette butts and fallen leaves were cleaned. Those who participated in this activity worked in cooperation to solve the hygiene issues of the community, enjoying the results of community greening.



## 8 綠色服務倡導者 ADVOCATING GREEN SERVICES

### 案例：時代鄰里倡導垃圾分類

我們在社區管治方面，積極配合政府部門、街道辦和居委會，主動設置垃圾分類回收點，合理設置投放時間。我們在建設與升級垃圾分類的基礎設施同時，大力推進垃圾分類的宣傳，開展社區趣味活動，寓教於樂，增強居民垃圾分類的意識。

### Example: Times Neighborhood advocates the waste sorting

On community governance side, we actively cooperate with government departments, sub-district offices and residents' committees, take the initiative to set up waste sorting and recycling stations, and set reasonable time for waste disposal. While we establish and upgrade the infrastructure for waste sorting, we place great effort on promoting waste sorting, and commence community fun activities to strengthen the awareness of residents on waste sorting through education and entertainment.



主動設置垃圾分類回收點  
Taking the initiative to set up waste sorting and recycling stations



升級垃圾分類智能回收點  
Upgrading the intelligent recycling station for waste sorting



打造社區垃圾分類宣傳標語  
Creating promotion slogans for waste sorting in community



開展垃圾分類趣味小遊戲  
Offering fun mini games on waste sorting



## 8.5 綠色低碳，應對變化

氣候變化被視為全球最急切的風險之一。時代鄰里明白氣候變化為企業營運帶來的影響可阻礙企業業務發展。面對氣候變化引致的極端天氣事件，物業管理企業將首當其衝受到影響，因此我們主動識別潛在的風險和機遇並採取適當的措施進行積極應對。我們意識到極端天氣事件如颱風、洪水等可令物業項目遭受損壞或供應鏈中斷，這不但增加營運成本，更威脅客戶安全。本公司亦深明氣候變化對營運的風險絕不止於此，因氣候變化而引致的即時或長期實體風險，以至向低碳經濟轉型的相關風險，包括政策和法規的改變、技術需求、市場趨勢等，均可對本公司營運造成影響。

為積極應對氣候變化，我們已訂立環境管理目標並落實節能降耗工作：發佈「減碳公約」號召全體員工開啟低碳節能生活；開展「鄰里減碳官」活動邀請業主加入節能減排行列；與廣州氣象局合作提前識別預防相關氣象災害等。同時，我們已制定並實施關於自然災害應急管理的內部制度及工作指引，逐步完善應對極端天氣的應急響應機制，針對本公司營運過程中可能遭遇的極端天氣制定了應急預案。我們通過定期組織員工有序開展防洪、防颱風等抗險救災應急演練，實時監測應急響應設施設備的運行情況，以提升時代鄰里的應急響應速度與處理能力，確保在各類極端天氣情況下保障客戶的人身財產安全。

## 8.5 RESPONDING TO CHANGES THROUGH THE GREEN AND LOW-CARBON WAY

Climate change is regarded as one of the most imperative risks worldwide. Times Neighborhood understands that the effect brought by climate change to the corporate operation may hinder the business development of the enterprise. In the face of the extreme weather caused by climate changes, property management enterprises have been the first to be affected, so we took the initiative to identify the potential risks and opportunities and actively responded to such risks and opportunities by adopting suitable measures. We are aware that property projects could be damaged or the supply chain may be disrupted due to extreme weather like typhoons and floods, which not only increases the operation cost, but also poses threat to the safety of our customers. The Company also understands that risks on operation brought by climate changes are not limited to those mentioned above. The instant or long-term physical risks caused by climate changes, and risks related to the transformation to low-carbon economy (including changes in policies and regulations, technological requirements, market trends, etc.) could affect the operation of the Company.

To respond to climate change actively, we set up environmental management goals, and works on energy conservation and consumption reduction are implemented. The “Convention on Carbon Reduction” is being published to call for action from staff on commencing a life with low carbon and energy conservation. The activity of “Carbon Reduction Officer in Neighborhood” is started, and owners are invited to join the force of energy conservation and emission reduction. We also cooperate with Guangzhou Meteorological Bureau to identify relevant meteorological disasters in advance for prevention. Meanwhile, we have formulated and implemented the internal systems and working guidelines on contingency management for natural disasters, improving the response mechanism on extreme weather in an orderly manner, and contingency plan related to extreme weather which may faced by the Company during its operation is formulated. Regular and orderly drills on disaster response and rescue (including flooding and typhoon and relevant rescue work) are held for our staff, while the operation of the facilities and equipment for emergency response is being monitored in real time. This is to enhance the ability of Times Neighborhood on responding to emergency and to ensure the safety of the customers and their properties during the occurrence of different types of extreme weather.

## 8 綠色服務倡導者 ADVOCATING GREEN SERVICES

此外，時代鄰里支持氣候相關財務信息披露工作組(TCFD)的建議，理解須因應未來氣候變化可能會帶來的財務風險而儘早部署。本公司將制訂氣候變化政策，從集團層面訂立相關風險管理措施。目前，我們正著手按氣候相關財務披露工作小組的建議，借助TCFD框架系統性地識別潛在的氣候相關風險，籌備於可見將來進行相關的披露工作，逐步提高本公司於氣候變化相關財務風險管理的透明度。

In addition, Times Neighborhood supports the suggestion of Task Force on Climate-Related Financial Disclosures (TCFD), and understands that preparation towards the financial risks that may be brought by climate change in the future should be made in advance. The Company will formulate a climate change policy to introduce relevant risk management measures in the Group's level. At this moment, we are leveraging the framework from TCFD to identify potential climate related risks systematically, and are preparing the relevant disclosure for the foreseeable future according to the suggestion from TCFD, to gradually enhance the transparency on management of financial risk related to climate change of the Company.

### 案例：時代鄰里與廣州氣象局簽訂戰略合作協議

2021年12月，時代鄰里與廣州氣象公共服務中心開展「1+1」的戰略合作。廣州氣象公共服務中心作為戰略合作單位，將為時代鄰里在管物業、場所、設施加強雷電防護裝置檢測、開展氣象災害防禦知識培訓，以及提供包括突發氣象災害減災提醒、智能化樓宇顯示、智慧氣象站、氣象科普在內的精準氣象預測服務。此次合作可有效提升時代鄰里在識別及應對雷電等氣象災害方面的能力，為社區安全與美好生活保駕護航。

### Example: Times Neighborhood entered into strategic cooperation agreement with Guangzhou Meteorological Bureau

The "1+1" strategic cooperation between Times Neighborhood and the Public Services Centre of Guangzhou Meteorological Bureau commenced in December 2021. The Public Services Centre of Guangzhou Meteorological Bureau is the strategic partner, and will strengthen the inspection to lightning protection equipment installed in properties, premises and facilities under the management of Times Neighborhood, commence training on meteorological disaster prevention knowledge, and provide accurate meteorological forecast services, including the notification of the meteorological disaster and its mitigation, smart building display, smart meteorological station, and the popularization of meteorological sciences. This cooperation can effectively enhance the ability of Times Neighborhood in the identification and response to meteorological disasters like lightning, thus safeguarding the safety of the community and the satisfactory livelihood.





案例：時代鄰里開展社區「鄰里減碳官」系列活動

為積極響應國家「3060」雙碳政策，助力實現碳中和目標，我們開展「鄰里減碳官」的系列活動，邀請業主加入到節能減排的行列。自2021年下半年以來，在全國150多個在管社區發佈「我是鄰里減碳官」《時代社區減碳公約》，倡導業主從八件「減碳小事」做起，從衣食住行的民生小事中踐行環保、健康的綠色生活方式。此外，我們同步推出「鄰里減碳官JUMP」線上小遊戲，吸引1,000多名用戶參與其中，引領綠色低碳的生活方式，打造低碳示範社區。

Example: Times Neighborhood kicks off the activity series of “Carbon Reduction Officer in Neighborhood” in the community

We actively respond to the national “3060” carbon peaking and carbon neutrality policy, and assist in achieving the carbon neutral target. We commenced the activity series of “Carbon Reduction Officer in Neighborhood” and invited owners to join us in energy conservation and emission reduction. Since the second half of 2021, the “Convention on Carbon Reduction for Times Communities” (時代社區減碳公約) named “I am the Carbon Reduction Officer in Neighborhood” has been published in more than 150 communities that we managed across the state, advocating owners starting with eight “little things on carbon reduction”, thus implementing environmentally friendly and healthy green living style in their daily life. In addition, we launched the online mini game called “Carbon Reduction Officer in Neighborhood JUMP”, which attracted more than 1,000 users to play the game that introduces a green and low-carbon living style to them, thus building an exemplary low-carbon community.



## BUILDING SOCIAL RESPONSIBILITY TOGETHER

時代鄰里秉持「讓更多人享受美好生活」的企業使命，在尋求自身更好更快發展的同時，始終心系社會，不忘初心。我們持續助力行業發展、投入社區，並借助時代基金會平台積極參與慈善公益活動，一如既往堅定踐行社會責任。

Adhering to the corporate mission of “Bringing a Better Life for More People”, while seeking for the better and swifter development for its own, Times Neighborhood cares about society and remains true to our original aspirations. We continue to facilitate the development of the industry, make investment to the community, and leverage the platform of Times Foundation to actively participate in charity and social welfare activities, firmly implementing our social responsibility as always.

## 9.1 攜手同行，共促發展

時代鄰里積極參與行業交流會，加強與同行業之間的技術交流合作，共同助力行業發展。

## 9.1 JOINING HANDS TO FACILITATE DEVELOPMENT

Times Neighborhood actively participates in industry exchange sessions, in order to strengthen the technological exchange and cooperation with peers, and facilitates the development of the industry.

- 2021年10月27日至29日，「2021廣州國際智慧物業博覽會」與「2021廣州智慧物業管理產業高峰論壇」同期舉行。在主論壇上，時代鄰里執行董事兼行政總裁王萌女士發表題為《解構物企品牌公式》的演講，分享品牌建設與創新的制勝秘訣，致力推進行業健康發展；在分論壇上，時代鄰里副總裁丁志剛先生分享題為《物業開展社區經營的幾點認知》的演講，論述何為社區邏輯下的多元業務，如何根據客情和物業特點打造品牌優勢，提升營銷能力，從而與合作夥伴實現共贏共促，讓營銷與品牌相輔相成。
- 2021年11月16日，由時代傳媒主辦，時代周報、時代財經、時代數據承辦的「2021中國地產時代百強論壇」在廣州圓滿舉行。時代鄰里副總裁兼城市發展中心總經理鄭南書先生受邀出席，並參與《物業崛起房企角力新賽道》圓桌論壇互動，與同行共探物企崛起之道。
- Both Guangzhou Smart Property Management Expo 2021 and 2021 Guangzhou Intelligent Property Management Industry Summit Forum were held from 27 to 29 October 2021. Ms. Wang Meng, the executive Director and chief executive officer of Times Neighborhood, gave a speech titled “Explaining the brand formula for Property Management Enterprises” (解構物企品牌公式) on the Main Forum. She shared tips on brand establishment and innovative ways of winning in the market, dedicated to promote the healthy development of the industry. Mr. Ding Zhigang, the vice president of Times Neighborhood, gave a speech titled “Several Points to Note for Property on Commencing Operation in Community” (物業開展社區經營的幾點認知) in the sub-forum, where he described what diversified businesses are under the logic of a community, and how to build brand advantages according to the customer emotion and the characteristics of the properties, and how to enhance marketing ability to achieve a win-win situation and mutual facilitation with partners and for marketing and brand complement each other.
- The Time Forum of China Real Estate 2021, hosted by Times Media and co-hosted by The Time Weekly, Time News and Datagoo, was held in Guangzhou on 16 November 2021. Mr. Zheng Nanshu, the vice president and the general manager of city development center of Times Neighborhood, was invited to attend the forum, and involved in an interaction in the round-table forum named “The Emerging of Property: A New Arena for Property Management Enterprises” (物業崛起房企角力新賽道), to explore the way for the emergence of property management enterprises.

- 2021年11月19日，時代鄰里信息數據與研發中心總經理何文鋒先生在克而瑞聯合物業CIO俱樂部共同發起的「物業數字力對話」欄目中，就數字化轉型飛速發展的秘訣進行了分享。
- On 19 November 2021, Mr. He Wenfeng, the general manager of information data and research and development center of Times Neighborhood, shared the tips for the rapid development of digitalized transformation in the column “the conversation on the ability of digitalization for properties” co-hosted by CIRC and Property CIO Club.



時代鄰里行政總裁王萌物博會行業分享  
Ms. Wang Meng, the chief executive officer of Times Neighborhood, at the industry exchange session of Guangzhou Smart Property Management Expo 2021



時代鄰里副總裁丁志剛行業分享  
Mr. Ding Zhigang, the vice president of Times Neighborhood, at the industry exchange session



時代鄰里副總裁鄭南書行業分享  
Mr. Zheng Nanshu, the vice president of Times Neighborhood, at the industry exchange session



「物業數字力對話」線上分享會  
The online sharing session “the conversation on the ability of digitalization for properties”

## 9 社會責任共建者

### BUILDING SOCIAL RESPONSIBILITY TOGETHER

#### 9.2 融入社區，共營美好

時代鄰里認為，全面的社區建設是客戶幸福感的重要源泉，並圍繞「如何服務更多的人」及「如何提供美好的生活」兩大關鍵議題，不斷改善社區服務。

我們通過規範內部管理和優化客戶服務來營造友善和諧的社區氛圍，通過強化物業服務理念、構建完善的服務管理體系、優化員工職能配置等方式，健全管理執行系統，提升營運效率。在客戶服務方面，我們積極推進社區建設，舉辦豐富多彩的社區活動，提倡「陪伴型」服務的理念，提升服務水平，努力構建美好和諧社區。

#### 9.2 INTEGRATING INTO THE COMMUNITY TO BUILD A BETTER LIFE TOGETHER

Times Neighborhood believes that a comprehensive community establishment is an important source of happiness for customers, and Times Neighborhood continues to improve the community services by focusing on two main issues, namely “how to serve more people” and “how to provide a better life”.

We create a friendly and harmonious atmosphere through regulating internal management and optimizing customer service, and improve the management execution system as well as enhancing the operating efficiency through different means like strengthening the service philosophy of property management, constructing an improved service management system and optimizing the function of our staff. On customer service side, we actively promote the community establishment, holding fascinating community activities, advocating the concept of providing service of “accompanying”, and enhancing the service level, to strive for building a better and harmonious community.

##### 案例：美好創造節

2021年中秋佳節，時代鄰里舉辦首屆「美好創造節」，攜手時代鄰里創造者們共同創造美好，與全國30多萬家庭，共計百萬名業主一起共同創造佳節的和諧與歡樂。

- 文藝匯演：時代社區擁抱每一位才華橫溢的藝術生活創造者，為他們提供廣闊、活力的展示舞台。

##### Example: Festival for creating a better life

Times Neighborhood held the first “Festival for Creating a Better Life” during the Mid-Autumn Festival in 2021, joining hands with creators of Times Neighborhood to build a better life together, and creating the harmony and joy for the Mid-Autumn Festival with more than 300,000 families and millions of owners across the PRC.

- Cultural performances: Times Communities embrace every talented creator of artistic life, and provide them with a broad and vibrant performing stage.





- 中秋遊園會：為業主們提供豐富多樣的趣味遊戲，創造極致的遊玩體驗。

- Mid-autumn festival fair: Diversified fun games were provided to owners to create a joyful experience.



- 跳蚤市場：我們幫助業主賦予各類舊物以新的用途，珍惜資源，致力於與業主一起創造低碳社區。

- Flea market: We help owners to cherish resources by recycling used goods and providing them with new usage, in order to create a low-carbon community with owners.



## 9 社會責任共建者 BUILDING SOCIAL RESPONSIBILITY TOGETHER

### 案例：社區共建

時代鄰里積極響應國家政策，聯合政府、街道、社區，成立第一批熱心業戶群體——鄰里美好創造者，賦予APP與400VIP通道及定期客戶體驗調研(NPS)，參與社區品質服務建設，從客戶視角出發，開啟社區共建共治新篇章。



### Example: Building the community together

Times Neighborhood actively responds to the national policy, and cooperates with the government, sub-districts and communities to set up one of the first caring owner groups named “Creators for Better Neighborhood”. APP, 400 VIP passages and regular NPS (Net Promoter Score) surveys are provided for them to participate in the establishment of community quality services, and we start the new chapter of co-building and co-governing of communities from the perspective of customers.



## 9.3 慈善關愛，共享溫情

時代鄰里作為領先的物業服務提供者，致力於將細緻和全面的物業服務延伸到社會公益活動中，改善人民福祉。2021年，依托時代基金會，時代鄰里積極承擔社會責任，舉辦了各項公益活動回饋社會，撥派資金投入到公益事業的建設中，為患病員工籌措款項，為運動協會捐贈資金，在關愛內部員工的同時助力外部社會健康發展。未來，我們希望進一步助力社會公益事業，更加積極地參與到救援抗災、醫療健康、教育建設和特殊群體關愛等多種類型的慈善活動中，讓更多人享受美好生活。

## 9.3 SHARING THE WARMTH THROUGH CHARITY DONATIONS

As a leading property services provider, Times Neighborhood strives to extend the fine and comprehensive property services to activities of community welfare to improve the welfare of the people. In 2021, through the cooperation with Times Foundation, Times Neighborhood took social responsibility actively, we held diversified social welfare activities to contribute to the community, gathered funds for the establishment of public welfare businesses, raised funds for staff who suffer from illness, and made contributions to sports associations, in all providing care to our staff whilst facilitating the healthy development of society. Going forward, we hope to provide further assistance to social welfare businesses, and participate in different kinds of charity activities more actively, including rescuing and disaster relief, healthcare, education and establishment, and caring for special groups, thus letting more people enjoy a better life.



**案例：2021時代基金會公益季聯合活動**

在由時代鄰里與時代基金會聯合發動的2021時代基金會公益季活動中，田埂花開社區繪畫大賽：全平台瀏覽量1,206,116，活動參與人數3,104人，作品產出數量3,104幅，投票總數585,359票。

**Example: Joint Activities for 2021 Times Foundation Community Welfare Season**

Times Neighborhood and Times Foundation jointly organized the 2021 Times Foundation Community Welfare Season. During the event, a community drawing competition called “blossoming flowers on the ridges of the field” (田埂花開社區繪畫大賽) was held, recording 1,206,116 views across all platforms, a total of 3,104 participants, total number of works reaching 3,104, and a total of 585,359 votes being recorded.



## 10 可持續發展綜述

# OVERVIEW OF SUSTAINABLE DEVELOPMENT

### 10.1 政策列表

#### 10.1A LIST OF POLICIES

ESG範疇	主要遵守的法律法規	公司部分內部政策
ESG Parameters	Key Laws and Regulations Observed	Certain Internal Policies of the Company
A. 環境 Environmental	<p>《中華人民共和國環境保護法》 Environmental Protection Law of the PRC</p> <p>《中華人民共和國固體廢物污染環境防治法》 Law of the PRC on the Prevention and Control of Environmental Pollution by Solid Wastes</p> <p>《中華人民共和國水污染防治法》 Water Pollution Prevention and Control Law of the PRC</p> <p>《中華人民共和國大氣污染防治法》 Law of the PRC on the Prevention and Control of Atmospheric Pollution</p> <p>《中華人民共和國節約能源法》 Law of the PRC on Conserving Energy</p>	<p>《質量、環境、職業健康安全手冊》 Management Manual on Quality, Environment and Occupational Health and Safety</p> <p>《質量、環境、職業健康安全程序文件》 Procedure Document on Quality, Environment and Occupational Health and Safety</p> <p>《環境因素識別與評價控制程序》 Control Procedure for Identification and Evaluation of Environmental Factors</p> <p>《環境監測與合規性評價控制程序》 Control Procedure for Environmental Monitoring and Compliance Evaluation</p> <p>《環境、職業健康安全不符合控制程序》 Control Procedure for Environment and Occupational Health and Safety Non-Conformance</p> <p>《噪聲管理規定》 Regulations on Noise Management</p> <p>《三廢排放管理規定》 Regulations on the Management of Three Wastes Emission</p> <p>《物業公共能耗計量及考核辦法》 Measures on Measuring and Assessing Public Energy Consumption of Properties</p> <p>《節能監測管理規定》 Regulations on the Management of Energy Conservation and Monitoring</p> <p>《行政辦公管理與員工行為規範》 Guidelines on Administration and Office Operation Management and Staff Behaviour</p> <p>《關於行政辦公厲行節約、節能降耗的通知》 The Notice on Strict Exercise of Resource Saving, Energy Conservation and Consumption Reduction for Administration and Office Operation</p>

ESG範疇 ESG Parameters	主要遵守的法律法規 Key Laws and Regulations Observed	公司部分內部政策 Certain Internal Policies of the Company
B1. 僱傭 Employment	《中華人民共和國勞動法》 Labour Law of the PRC 《中華人民共和國勞動合同法》 Labour Contract Law of the PRC 《中華人民共和國婦女權益保障法》 Law of the PRC on the Protection of Rights and Interests of Women 《中華人民共和國就業促進法》 Law of the PRC on Employment Promotion 《中華人民共和國社會保險法》 Social Insurance Law of the PRC 《禁止使用童工規定》 Prohibition of Child Labour Provisions	《廣州市時代物業管理有限公司人事管理手冊》 Personnel Management Manual of Guangzhou Times Property Management Co., Ltd. 《人才培育手冊》 Talent Training Manual 《利益共享制度》 Benefit Sharing System
B2. 健康與安全 Health and Safety	《中華人民共和國勞動法》 Labour Law of the PRC 《中華人民共和國消防法》 Fire Protection Law of the PRC 《中華人民共和國安全生產法》 Production Safety Law of the PRC 《中華人民共和國職業病防治法》 Law of the PRC on the Prevention and Control of Occupational Diseases 《中華人民共和國突發事件應對法》 Emergency Response Law of the PRC 《工傷保險條例》 Regulations on Work-Related Injury Insurance	《質量、環境、職業健康安全手冊》 Management Manual on Quality, Environment and Occupational Health and Safety 《質量、環境、職業健康安全程序文件》 Procedure Document on Quality, Environment and Occupational Health and Safety 《時代鄰里集團安全管理制度》 Safety Management System of Times Neighborhood Group 《時代鄰里集團風險管理制度》 Safety Management System of Times Neighborhood Group 《工程管理線作業指導書》 Guidelines for the Operation of Engineering Management Line 《環境因素、危險源辨別與風險評價控制程序》 Control Procedure for Environmental Factors, Hazard Source Identification and Risk Evaluation 《環境和職業健康安全控制程序》 Control Procedure for Environmental and Occupational Health and Safety 《環境、職業健康安全監視和測量控制程序》 Control Procedure for the Monitoring and Measurement of Environmental and Occupational Health and Safety 《新型冠狀病毒防控及確診病例處理指引》 Guidelines for Prevention and Control of COVID-19 and Handling of Confirmed Cases 《關於社區居家隔離居民日常垃圾收集的要求》 Requirements for Daily Garbage Collection of Community Residents under Home Quarantine

## 10 可持續發展綜述

### OVERVIEW OF SUSTAINABLE DEVELOPMENT

ESG範疇 ESG Parameters	主要遵守的法律法規 Key Laws and Regulations Observed	公司部分內部政策 Certain Internal Policies of the Company
B3. 發展及培訓 Development and Training	《中華人民共和國勞動法》 Labour Law of the PRC 《中華人民共和國勞動合同法》 Labour Contract Law of the PRC 《中華人民共和國社會保險法》 Social Insurance Law of the PRC	《人才培育手冊》 Talent Training Manual 《時代鄰里員工職業資格證書津貼管理制度》 Allowance Management System for Employees' Professional Qualification Certificate of Times Neighborhood 《時代鄰里員工學分管理制度》 Employee Credit Management System of Times Neighborhood
B4. 勞工準則 Labour Standards	《中華人民共和國勞動法》 Labour Law of the PRC 《中華人民共和國勞動合同法》 Labour Contract Law of the PRC 《中華人民共和國社會保險法》 Social Insurance Law of the PRC	《廣州市時代物業管理有限公司人事管理手冊》 Personnel Management Manual of Guangzhou Times Property Management Co., Ltd.
B5. 供應鏈管理 Supply Chain Management	《中華人民共和國招標投標法》 Tender and Bidding Law of the PRC	《時代鄰里集團合作商管理制度》 Partner Management System of Times Neighborhood Group 《時代鄰里集團招投標管理制度》 Tender and Bidding Management System of Times Neighborhood Group 《合格供應商評級標準》 Rating Standards for Qualified Suppliers 《廉潔協議》 Integrity Agreement

ESG 範疇 ESG Parameters	主要遵守的法律法規 Key Laws and Regulations Observed	公司部分內部政策 Certain Internal Policies of the Company
B6. 產品責任 Product Responsibility	《中華人民共和國商標法》 Trademark Law of the PRC 《中華人民共和國廣告法》 Advertisement Law of the PRC 《中華人民共和國專利法》 Patent Law of the PRC 《中華人民共和國產品質量法》 Product Quality Law of the PRC 《中華人民共和國消費者權益保護法》 Consumer Protection Law of the PRC 《中華人民共和國個人信息保護法》 Personal Information Protection Law of the PRC 《國務院辦公廳關於促進建築業持續 健康發展的意見》 Opinions of the General Office of the State Council on Facilitating Continuous and Healthy Development of the Construction Industry 《國務院辦公廳關於大力發展装配式建築 的指導意見》 Guiding Opinions of the General Office of the State Council on Promoting Fabricated Construction	《時代鄰里區域公司品質分部管理制度》 Quality Management System of Regional Companies of Times Neighborhood 《時代鄰里外拓項目服務品質管理方案及標準》 Service Quality Management Plan and Standards for External Expansion Projects of Times Neighborhood 《時代鄰里工程服務崗位手冊》 Manual for Engineering Service Positions 《時代鄰里項目運營決策管理流程》 Management Procedures of Times Neighborhood for Project Operation and Decision-making 《時代鄰里項目運營全生命周期管理制度》 Full Lifecycle Management System for Project Operation of Times Neighborhood 《時代物業「向日葵」品質及服務標準》 Quality and Service Standards of Times Property for Sunflower Model 《時代物業「金百合」品質及服務標準》 Quality and Service Standards of Times Property for Golden Lily Model 《時代物業「鬱金香」品質及服務標準》 Quality and Service Standards of Times Property for Tulip Model 《時代鄰里數據安全管理規範》 Regulations on Data Security Management of Times Neighborhood 《時代鄰里數據安全事件應急預案》 Data Security Incident Emergency Plan of Times Neighborhood 《業戶信息管理規程》 Regulations on the Management of Property Owner Information 《信息安全應急預案》 Emergency Plan on Information Security 《新型冠狀病毒防控及確診病例處理指引》 Guidelines for Prevention and Control of COVID-19 and Handling of Confirmed Cases 《關於社區居家隔離居民日常垃圾收集的要求》 Requirements for Daily Garbage Collection of Community Residents under Home Quarantine

## 10 可持續發展綜述 OVERVIEW OF SUSTAINABLE DEVELOPMENT

ESG範疇 ESG Parameters	主要遵守的法律法規 Key Laws and Regulations Observed	公司部分內部政策 Certain Internal Policies of the Company
B7. 反貪腐 Anti-corruption	《中華人民共和國公司法》 Company Law of the PRC 《中華人民共和國反洗錢法》 Anti-Money Laundering Law of the PRC 《中華人民共和國反壟斷法》 Anti-Monopoly Law of the PRC 《中華人民共和國反不正當競爭法》 Anti-Unfair Competition Law of the PRC 《關於禁止商業賄賂行為的暫行規定》 Interim Provisions on Prohibiting Commercial Bribery	《時代鄰里集團反商業賄賂管理制度》 Management Policy of Times Neighborhood Group on Anti-Commercial Bribery 《時代鄰里防止賄賂及反貪污政策》 Anti-bribery and Anti-corruption Policies of Times Neighborhood 《時代鄰里集團反舞弊管理制度》 Management Policy of Times Neighborhood Group on Anti-Corruption 《時代鄰里集團反洗錢管理辦法》 Management Measures of Times Neighborhood Group on Anti-Money Laundering 《時代鄰里集團管理人員廉潔自律管理規定》 Integrity and Self-discipline Regulations for the Management of Times Neighborhood Group 《時代鄰里集團禮金、禮品處理辦法》 Measures of Times Neighborhood Group on Dealing with Cash and Gifts 《時代鄰里集團利益衝突申報制度》 Report Policy of Times Neighborhood Group on Conflicts of Interest 《時代鄰里集團審計監察管理制度》 Management Policy of Times Neighborhood Group on Audit and Supervision 《時代鄰里集團員工廉潔從業承諾書》 Integrity Undertakings of Times Neighborhood Group Employees 《時代鄰里集團員工廉潔守則》 Employee Integrity Code of Times Neighborhood Group 《時代鄰里員工紅線制度》 Employee Red Line Policy of Times Neighborhood 《時代鄰里管理人員守則》 Code for Employee Management of Times Neighborhood 《時代鄰里下屬公司兼職監察員設置及激勵方案》 The Employment and Incentive Plans for Part-time Supervisors of Affiliated Companies of Times Neighborhood
B8. 社區投資 Community Investment	《中華人民共和國慈善法》 Charity Law of the PRC	/



10.2 關鍵績效數據列表  
10.2 TABLES OF KPIs

ESG 績效指標 ESG KPIs	單位 Unit	2019年數據 Data of 2019	2020年數據 Data of 2020	2021年數據 Data of 2021
<b>A 環境<sup>1</sup></b> <b>Environmental<sup>1</sup></b>				
<b>A1 排放物</b> <b>Emissions</b>				
<b>A1.1 排放物種類及相關排放數據<sup>2</sup></b> <b>The types of emissions and respective emissions data<sup>2</sup></b>				
氮氧化物	千克	–	440.84	57.11
Nitrogen oxides	Kilogram			
硫氧化物	千克	–	0.17	0.66
Sulfur oxides	Kilogram			
顆粒物	千克	–	41.76	4.83
Particulate matter	Kilogram			
<b>A1.2 直接(範圍1)及能源間接(範圍2)溫室氣體排放量及密度<sup>3</sup></b> <b>Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and intensity<sup>3</sup></b>				
直接溫室氣體排放量(範圍1) <sup>4</sup>	噸	323.18	197.98	439.92
Direct greenhouse gas emissions (scope 1) <sup>4</sup>	Tonne			
間接溫室氣體排放量(範圍2) <sup>5</sup>	噸	18,285.15	33,058.20	40,722.46
Indirect greenhouse gas emissions (scope 2) <sup>5</sup>	Tonne			
溫室氣體排放總量	噸	18,608.33	33,256.18	41,162.38
Total greenhouse gas emissions	Tonne			
溫室氣體排放密度	噸/百萬元營業額	17.21	18.91	15.13
Intensity of greenhouse gas emissions	Tonne/millions of revenue (RMB)			
<b>A1.3 所產生有害廢棄物總量及密度<sup>6</sup></b> <b>Total hazardous waste produced and intensity<sup>6</sup></b>				
廢日光燈管 <sup>7</sup>	根/千克	31,669	23,522	994.20
Total waste fluorescent tubes <sup>7</sup>	Item/kilogram			
廢打印機硒鼓/墨盒 <sup>8</sup>	個/千克	305	378	207.37
Waste printer toner cartridge/ink cartridge <sup>8</sup>	Item/kilogram			
廢電池	千克	482.79	1,650.76	508.05
Waste batteries	Kilogram			
有害廢棄物總量	千克	–	–	1,709.62
Total hazardous waste	Kilogram			
有害廢棄物密度	千克/百萬元營業額			0.63
Hazardous waste intensity	Kilogram/millions of revenue (RMB)			

## 10 可持續發展綜述 OVERVIEW OF SUSTAINABLE DEVELOPMENT

ESG績效指標 ESG KPIs	單位 Unit	2019年數據 Data of 2019	2020年數據 Data of 2020	2021年數據 Data of 2021
<b>A1.4 所產生無害廢棄物總量及密度</b>				
<b>Total non-hazardous waste produced and intensity</b>				
無害廢棄物總量 <sup>9</sup> Total non-hazardous waste <sup>9</sup>	噸 Tonne	–	–	641.26
無害廢棄物密度 Non-hazardous waste intensity	噸/百萬元營業額 Tonne/millions of revenue (RMB)	–	–	0.24
<b>A2 資源使用</b>				
<b>Use of Resources</b>				
<b>A2.1 按類型劃分的直接及間接能源總耗量及密度<sup>10</sup></b>				
<b>Direct and indirect energy consumption by type in total and intensity<sup>10</sup></b>				
汽油 Petrol	升 Litre	41,072.01	11,799.15	47,006.62
柴油 Diesel	升 Litre	88,043.52	65,567.74	86,612.51
天然氣 Natural gas	萬立方米 Ten thousand m <sup>3</sup>	–	–	2.02
液化石油氣 Liquified Petroleum Gas	噸 Tonne	–	–	21.44
外購電力 Electricity purchased	兆瓦時 MWh	29,007.92	39,035.73	70,090.29
直接能源消耗量 Direct energy consumption	兆瓦時 MWh	1,535.57	750.74	1,790.29
間接能源消耗量 Indirect energy consumption	兆瓦時 MWh	29,007.92	39,035.73	70,090.29
綜合能源消耗量 Comprehensive energy consumption	兆瓦時 MWh	30,543.49	39,786.47	71,880.58
綜合能源消耗密度 Comprehensive energy consumption intensity	兆瓦時/百萬元營業額 MWh/millions of revenue (RMB)	28.25	22.63	26.43
<b>A2.2 總耗水量及密度</b>				
<b>Water consumption in total and intensity</b>				
新水耗用量 Fresh water consumption	立方米 m <sup>3</sup>	–	–	3,498,320.66
外購中水耗用量 (purchased) Reclaimed water consumption	立方米 m <sup>3</sup>	–	–	2,543.16
總耗水量 Total water consumption	立方米 m <sup>3</sup>	3,252,835.13	3,890,705.62	3,500,863.82
耗水密度 Water consumption intensity	立方米/百萬元營業額 m <sup>3</sup> /millions of revenue (RMB)	3,008.26	2,212.64	1,287.20

## 10 可持續發展綜述

### OVERVIEW OF SUSTAINABLE DEVELOPMENT

ESG績效指標 ESG KPIs	單位 Unit	2019年數據 Data of 2019	2020年數據 Data of 2020	2021年數據 Data of 2021
<b>A2.5 製成品所用包裝材料的總量及每生產單位佔量</b>				
<b>Total packaging material used for finished products and with reference to per unit produced</b>				
包裝材料總量	噸	不適用	不適用	不適用
Total packaging materials	Tonne	N/A	N/A	N/A
包裝材料密度	噸／百萬元營業額	不適用	不適用	不適用
Packaging material density	Tonnes/million of revenue	N/A	N/A	N/A
<b>B 社會</b>				
<b>Social</b>				
<b>B1 僱傭</b>				
<b>Employment</b>				
<b>B1.1 按性別、僱傭類型、僱員類別、年齡組別及地區劃分的僱員總數</b>				
<b>Total workforce by gender, employment type, employee category, age group and geographical region</b>				
僱員總數	人	8,050	8,129	10,268
Total number of employees	Headcount			
性別劃分				
By gender				
男性僱員人數	人	3,225	4,882	6,020
Number of male employees	Headcount			
女性僱員人數	人	4,825	3,247	4,248
Number of female employees	Headcount			
僱傭類型劃分				
By employment type				
全職僱員	人	-	-	10,268
Full-time employees	Headcount			
兼職僱員	人	-	-	0
Part-time employees	Headcount			
僱員類別劃分				
By employee category				
高級管理層	人	21	31	33
Senior management	Headcount			
中級管理層	人	170	276	373
Middle management	Headcount			
基層員工	人	7,859	7,822	9,862
Entry-level staff	Headcount			

## 10 可持續發展綜述

### OVERVIEW OF SUSTAINABLE DEVELOPMENT

ESG績效指標 ESG KPIs		單位 Unit	2019年數據 Data of 2019	2020年數據 Data of 2020	2021年數據 Data of 2021
年齡劃分 By age group	29歲及以下僱員人數 Number of employees aged 29 and below	人 Headcount	2,689	2,104	1,912
	30-49歲僱員人數 Number of employees aged 30-49	人 Headcount	3,542	3,655	4,946
	50歲及以上僱員人數 Number of employees aged 50 and above	人 Headcount	1,819	2,370	3,410
地區劃分 By geographical region	中國大陸僱員人數 Number of employees from Mainland China	人 Headcount	8,048	8,125	10,261
	其中，廣東省內僱員人數 Among which, the number of employees from Guangdong Province	人 Headcount	7,644	7,663	6,092
	廣東省外僱員人數 Number of employees from outside of Guangdong Province	人 Headcount	404	462	4,169
	中國港澳台僱員人數 Number of employees from Hong Kong, Macau and Taiwan	人 Headcount	2	4	7

## 10 可持續發展綜述

### OVERVIEW OF SUSTAINABLE DEVELOPMENT

ESG績效指標 ESG KPIs	單位 Unit	2019年數據 Data of 2019	2020年數據 Data of 2020	2021年數據 Data of 2021
<b>B1.2 按性別、年齡組別及地區劃分的僱員流失比率<sup>11</sup></b>				
<b>Employee turnover rate by gender, age group and geographical region<sup>11</sup></b>				
僱員總流失比率 Total employee turnover rate	%	-	-	38.55
性別劃分 By gender				
男性僱員流失比率 Turnover rate for male employees	%	-	-	39.36
女性僱員流失比率 Turnover rate for female employees	%	-	-	37.41
年齡劃分 By age group				
29歲及以下僱員流失比率 Turnover rate for employees aged 29 and below	%	-	-	50.08
30-49歲僱員流失比率 Turnover rate for employees aged 30-49	%	-	-	36.96
50歲及以上僱員流失比率 Turnover rate for employees aged 50 and above	%	-	-	29.49
地區劃分 By geographical region				
中國大陸僱員流失比率 Turnover rate for employees in Mainland China	%	-	-	38.56
其中，廣東省內僱員流失比率 Among which, the employee turnover rate of Guangdong Province	%	-	-	42.43
廣東省外僱員流失比率 Employee turnover rate of outside Guangdong Province	%	-	-	28.89
中國港澳台僱員流失比率 Employee turnover rate of Hong Kong, Macau and Taiwan	%	-	-	0



## 10 可持續發展綜述 OVERVIEW OF SUSTAINABLE DEVELOPMENT

ESG績效指標 ESG KPIs	單位 Unit	2019年數據 Data of 2019	2020年數據 Data of 2020	2021年數據 Data of 2021
<b>B2 健康與安全</b> <b>Health and Safety</b>				
<b>B2.1 過去三年因工亡故人數及比率</b> <b>Number and rate of work-related fatalities occurred in each of the past three years</b>				
因工亡故人數 Number of work-related fatalities	人 Headcount	1 <sup>12</sup>	1	0
因工亡故比率 Rate of work-related fatalities	%	0.01% <sup>12</sup>	0.01%	0
<b>B2.2 因工傷損失工作日數</b> <b>Lost days due to work injury</b>				
因工傷損失工作日數 Number of working days lost due to work-related injuries	天 Day	957	889	1,143
工傷次數 Number of work-related injuries	次 Case	39	43	102
<b>B3 發展及培訓<sup>13</sup></b> <b>Development and Training<sup>13</sup></b>				
<b>B3.1 按性別及僱員類別劃分的受訓僱員百分比</b> <b>The percentage of employees trained by gender and employee category</b>				
受訓僱員佔僱員總百分比 Percentage of employees trained to total number of employees	%	–	100	100
性別劃分 By gender				
男性僱員受訓百分比 Percentage of male employees trained	%	62.60	60.06	58.63
女性受訓僱員百分比 Percentage of female employees trained	%	37.40	39.94	41.37
僱員類別劃分 By employee category				
高級管理層受訓百分比 Percentage of senior management employees trained	%	0.30	0.38	0.32
中級管理層受訓百分比 Percentage of middle management employees trained	%	13.50	3.4	3.63
基層僱員受訓百分比 Percentage of entry-level staff trained	%	86.20	96.22	96.05

## 10 可持續發展綜述

### OVERVIEW OF SUSTAINABLE DEVELOPMENT

ESG績效指標 ESG KPIs		單位 Unit	2019年數據 Data of 2019	2020年數據 Data of 2020	2021年數據 Data of 2021
<b>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</b>					
<b>The average training hours completed per employee by gender and employee category</b>					
僱員平均受訓時數		小時	24.58	60.07	42.13
Average training hours for employees		Hour			
性別劃分	男性僱員平均受訓時數	小時	37.04	60.71	42.13
By gender	Average training hours for male employees	Hour			
	女性僱員平均受訓時數	小時	16.25	59.10	42.13
	Average training hours for female employees	Hour			
僱員類別劃分	高級管理層平均受訓時數	小時	29.19	31.48	42.13
By employee category	Average training hours for senior management	Hour			
	中級管理層平均受訓時數	小時	149.21	14.28	42.13
	Average training hours for middle management	Hour			
	基層員工平均受訓時數	小時	21.87	61.80	42.13
	Average training hours for entry-level staff	Hour			
<b>B5 供應鏈管理</b>					
<b>Supply Chain Management</b>					
<b>B5.1 按地區劃分的供應商數目</b>					
<b>Number of suppliers by geographical region</b>					
供應商總數		個	140	453	577
Total number of suppliers		Entity			
地區劃分	內地：廣東省內供應商數目	個	109	375	479
By geographical region	Mainland: Number of suppliers in Guangdong Province	Entity			
	內地：廣東省外供應商數目	個	31	78	98
	Mainland: Number of suppliers outside Guangdong Province	Entity			

## 10 可持續發展綜述

### OVERVIEW OF SUSTAINABLE DEVELOPMENT

ESG績效指標 ESG KPIs	單位 Unit	2019年數據 Data of 2019	2020年數據 Data of 2020	2021年數據 Data of 2021
<b>B6 產品責任</b> <b>Product Responsibility</b>				
<b>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</b> <b>Percentage of total products sold or shipped subject to recalls for safety and health reasons</b>				
該類產品佔已售／或已運送的總數的百分比 Percentage of such products to total number of products sold or shipped	%	不適用 Not applicable	不適用 Not applicable	不適用 Not applicable
<b>B6.2 接獲關於產品及服務的投訴及表揚數目</b> <b>Number of products and service related complaints and praises received</b>				
接獲投訴總數 Number of total complaints received	次 Time	8,329	7,286	8,501
其中，服務類投訴 Among which, the number of complaints on services	次 Time	5,607	5,217	3,421
安全類投訴 Security-related complaints	次 Time	600	1,024	2,829
工程類投訴 Engineering-related complaints	次 Time	2,122	1,045	2,251
接獲業主表揚次數 Number of praises received from property owners	次 Time	–	747	966

## 10 可持續發展綜述

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ESG績效指標 ESG KPIs	單位 Unit	2019年數據 Data of 2019	2020年數據 Data of 2020	2021年數據 Data of 2021
<b>B7 反貪污</b> <b>Anti-corruption</b>				
<b>B7.1 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果</b> <b>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</b>				
提出並已審結的貪污訴訟案件的數目 Number of concluded legal cases regarding corrupt practices	件 Case	0	0	0
<b>B7.3 描述向董事及員工提供的反貪污培訓</b> <b>Description of anti-corruption training provided to directors and staff</b>				
參加反貪污培訓的董事人數 Number of directors participated in anti-corruption training	人 Headcount	-	-	2
向董事提供的反貪污培訓總時長 Total number of hours on anti-corruption training provided to directors	小時 Hour	-	-	6
參加反貪污培訓的員工人數 Number of staff participated in anti-corruption training	人 Headcount	-	-	612
向員工提供的反貪污培訓總時長 Total number of hours of anti-corruption training provided to staff	小時 Hour	-	-	1,224

## 10 可持續發展綜述

### OVERVIEW OF SUSTAINABLE DEVELOPMENT

ESG績效指標 ESG KPIs	單位 Unit	2019年數據 Data of 2019	2020年數據 Data of 2020	2021年數據 Data of 2021
<b>B8 社區投資</b> <b>Community Investment</b>				
<b>B8.2 在專注範疇所動用資源</b> <b>Resources contributed to the focus area</b>				
公益慈善捐贈總投入 Total investment in charitable donations	萬元人民幣 RMB0'000	0.6	391	82.54
其中：醫療方面投入 Among which, investment in medical care	萬元人民幣 RMB0'000	–	–	10.40
社區方面投入 Investment in community	萬元人民幣 RMB0'000	–	–	41.79
扶貧援助方面投入 Investment in poverty alleviation and assistance	萬元人民幣 RMB0'000	–	–	0.53
藝術方面投入 Investment in arts	萬元人民幣 RMB0'000	–	–	13.33
其他方面投入 Investment in other areas	萬元人民幣 RMB0'000	–	–	16.49
員工參與公益／義工統計 Statistics on staff participation in community welfare/volunteer services	人次 Headcount	51	2,613	632

註：

1. 環境類數據涵蓋時代鄰里的辦公區域（包括公司總部、各城市公司）及由本公司進行物業管理的項目經營類數據（包括物業管理處及非公攤部分）。于本報告期內時代鄰里新增多個在管項目，因此環境類數據與2020年相比有一定程度的增長。
2. 排放物數據主要源於時代鄰里公務車輛行駛過程所產生的氮氧化物、硫氧化物及顆粒物，計算方法參照聯交所文件《附錄二：環境關鍵績效指標彙報指引》。
3. 溫室氣體排放量僅指二氧化碳排放量，不包含其它種類的溫室氣體如甲烷、氧化亞氮等。

Notes:

1. The environmental data covers the office areas of Times Neighborhood (including the headquarters and branches in cities) and the operational data of the projects which property management was handled by the Company (including the property management office and the non-public portion). During the Reporting Period, Times Neighborhood added several new projects under management, so the environmental data has increased to a certain extent compared to 2020.
2. The emission data of the nitrogen oxides, sulphur oxides and particulate matters is mainly generated by the use of the business vehicles of Times Neighbourhood. The calculation method refers to the "Appendix II: Reporting Guidance on Environmental KPIs" (附錄二：環境關鍵績效指標彙報指引) issued by the Stock Exchange.
3. GHG emissions refer only to carbon dioxide emissions and do not include other types of greenhouse gases such as methane, nitrous oxide, etc..

## OVERVIEW OF SUSTAINABLE DEVELOPMENT

4. 範圍1溫室氣體排放主要源於公司營運過程消耗化石燃料所產生的直接溫室氣體排放(如汽油、柴油、天然氣等)，所採用的計算公式為：化石燃料燃燒產生的二氧化碳排放量=燃料消耗量×低位發熱量×單位熱值含碳量×燃料碳氧化率×44/12。
5. 範圍2溫室氣體排放主要源於公司營運過程消耗的外購電力所產生的間接溫室氣體排放，計算方法參照聯交所文件《附錄二：環境關鍵績效指標彙報指引》，其中2019年電力排放因子採用南方區域電網數值(基於每年發佈《中國區域電網基準線排放因子》，2020年電力排放因子參考《2017年度減排項目中國區域電網基準線排放因子》標準，2021年度電力排放因子採用《企業溫室氣體排放核算方法與報告指南發電設施》(環辦氣候[2021]9號)中的電網排放因子0.5810 tCO<sub>2</sub>/MWh。
6. 根據時代鄰里的業務性質和實際營運情況，有害廢棄物主要來自物業營運項目、辦公環境所產生的廢日光燈管、廢打印機硒鼓/墨盒、廢電池。
7. 2019年及2020年產生量以根為統計單位，2021年產生量以千克為統計單位。
8. 2019年及2020年產生量以個為統計單位，2021年產生量以千克為統計單位。
9. 根據時代鄰里的業務性質和實際營運情況，無害廢棄物主要來自物業營運項目、辦公環境所產生的辦公生活垃圾及廚餘垃圾(少量自營食堂)。
10. 直接能源消耗量(單位：兆瓦時)由汽油、柴油、天然氣等相關直接能源耗用量折算得出；間接能源消耗量(單位：兆瓦時)由外購電力折算得出，計算方法參照《綜合能耗計算通則》(GB2589-2020)。
11. 僱員流失比率計算公式為：離職人數(該類別)/(期初僱員數(該類別)+該年度新招聘人數(該類別))。
12. 該宗在2019年發生的工亡事故因結案時間為2022年，故未在2019年ESG報告中展示，現於本報告中進行披露說明。
13. B3培訓相關數據的計算方法參照聯交所文件《附錄三：社會關鍵績效指標彙報指引》。
4. Scope 1 GHG emissions mainly originate from direct GHG emissions from the consumption of fossil fuels during the Company's operations (e.g. gasoline, diesel, natural gas, etc.), and the formula used is: CO<sub>2</sub> emissions from the combustion of fossil fuels = fuel consumption × low level heat generation × carbon content per unit calorific value × fuel carbon oxidation rate × 44/12.
5. Scope 2 GHG emissions mainly originate from indirect GHG emissions from purchased electricity consumed in the Company's operations, calculated with reference to "Appendix II: Reporting Guidance on Environmental KPIs" (附錄二：環境關鍵績效指標彙報指引) issued by the Stock Exchange, in which the 2019 electricity emission factors are adopted from the Southern Regional Grid values (based on the annual release of "China Regional Grid Baseline Emission Factors") (中國區域電網基準線排放因子), The 2020 electricity emission factor refers to the standard of "2017 Annual Emission Reduction Project China Regional Grid Baseline Emission Factor" (2017年度減排項目中國區域電網基準線排放因子), and the 2021 electricity emission factor adopts the grid emission factor of 0.5810 tCO<sub>2</sub>/MWh from the "Corporate Greenhouse Gas Emission Accounting Methodology and Reporting Guide for Power Generation Facilities" (Environment Office Climate [2021] No. 9) (企業溫室氣體排放核算方法與報告指南發電設施(環辦氣候[2021]9號)).
6. According to the business nature and actual operation of Times Neighborhood, hazardous waste mainly comes from waste fluorescent tubes, waste printer toner cartridges/ink cartridges and waste batteries generated from property operation projects and office environment.
7. The amount produced in 2019 and 2020 is counted in item, and the amount produced in 2021 is counted in kilograms.
8. The amount generated in 2019 and 2020 is counted in item, and the amount generated in 2021 is counted in kilograms.
9. According to the business nature and actual operation of Times Neighborhood, the non-hazardous waste mainly comes from office domestic waste and food waste from a small number of self-operated canteen, generated from property operation projects and office environment.
10. Direct energy consumption (unit: MWh) is derived from the conversion of gasoline, diesel, natural gas and other related direct energy consumption; indirect energy consumption (unit: MWh) is derived from the conversion of purchased electricity, calculated with reference to the General Rules for Calculating Comprehensive Energy Consumption (GB2589-2020) (綜合能耗計算通則(GB2589-2020)).
11. The calculation formula of employee turnover rate is: number of leavers (of that category)/(number of employees at the beginning of the period (of that category) + number of new hires in the year (of that category)).
12. The work-related fatality case in 2019 closed in 2022, which explains why the case was not disclosed in the 2019 ESG report and is being disclosed in this report.
13. B3 Training-related data is calculated with reference to the "Appendix III: Reporting Guidance on Social KPIs" (附錄三：社會關鍵績效指標彙報指引) issued by the Stock Exchange.



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主要範疇、層面、一般披露及關鍵績效指標		對應報告章節 Corresponding reporting chapters	備註 Remarks
Subject Areas, Aspects, General Disclosures and KPIs			
<b>A. 環境</b> <b>Environment</b>			
<b>層面A1：排放物</b> <b>Aspect A1: Emissions</b>	<p>一般披露 General Disclosure</p> <p>有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： Information on:</p> <p>(a) 政策；及 the policies; and</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例的資料。 compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.</p>	8,10	<p>報告期內，時代鄰里未發生環境污染事件、無環境行政處罰</p> <p>During the Reporting Period, Times Neighborhood did not incur environmental pollution incidents, and no administrative penalty on environment was imposed to Times Neighborhood</p>
關鍵績效指標A1.1 KPI A1.1	<p>排放物種類及相關排放數據。 The types of emissions and respective emissions data.</p>	10.2	
關鍵績效指標A1.2 KPI A1.2	<p>直接(範圍1)及能源間接(範圍2)溫室氣體排放量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).</p>	10.2	
關鍵績效指標A1.3 KPI A1.3	<p>所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).</p>	10.2	

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Subject Areas, Aspects, General Disclosures and KPIs		Corresponding reporting chapters	Remarks
關鍵績效指標A1.4 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)。 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	10.2	
關鍵績效指標A1.5 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。 Description of emission target(s) set and steps taken to achieve them.	8	
關鍵績效指標A1.6 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。 Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	8	

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主要範疇、層面、一般披露及關鍵績效指標		對應報告章節 Corresponding reporting chapters	備註 Remarks	
Subject Areas, Aspects, General Disclosures and KPIs				
<b>層面A2: 資源使用</b> <b>Aspect A2: Use of Resources</b>	一般披露 General Disclosure  有效使用資源(包括能源、水及其他原材料)的政策。 Policies on the efficient use of resources, including energy, water and other raw materials.	8,10		
	關鍵績效指標A2.1 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)。 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).	10.2	
	關鍵績效指標A2.2 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).	10.2	
	關鍵績效指標A2.3 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。 Description of energy use efficiency target(s) set and steps taken to achieve them.	8	
	關鍵績效指標A2.4 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。 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.	8	
	關鍵績效指標A2.5 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。 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	不適用 Not applicable	



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Subject Areas, Aspects, General Disclosures and KPIs		
<b>B. 社會</b> <b>Social</b>		
<b>僱傭及勞工常規</b> <b>Employment and Labour Practices</b>		
<b>層面B1: 僱傭</b> <b>Aspect B1: Employment</b>	6, 10	
<p>一般披露 General Disclosure</p> <p>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： Information on:</p> <p>(a) 政策；及 the policies; and</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例的資料。 compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.</p>		
<p>關鍵績效指標B1.1 KPI B1.1</p> <p>按性別、僱傭類型(如全職或兼職)、年齡組別及地區劃分的僱員總數。 Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.</p>	6.1, 10.2	
<p>關鍵績效指標B1.2 KPI B1.2</p> <p>按性別、年齡組別及地區劃分的僱員流失比率。 Employee turnover rate by gender, age group and geographical region.</p>	10.2	

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Subject Areas, Aspects, General Disclosures and KPIs				
<b>層面B2:</b> <b>健康與安全</b> <b>Aspect B2:</b> <b>Health and Safety</b>	一般披露 General Disclosure	6,10		
	有關提供安全工作環境及保障僱員避免職業性危害的： Information on:			
	(a) 政策；及 the policies; and			
	(b) 遵守對發行人有重大影響的相關法律及規例的資料。 compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.			
關鍵績效指標B2.1 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。 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	6.4,10.2		
關鍵績效指標B2.2 KPI B2.2	因工傷損失工作日數。 Lost days due to work injury.	10.2		
關鍵績效指標B2.3 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。 Description of occupational health and safety measures adopted, how they are implemented and monitored.	6.4		
<b>層面B3:</b> <b>發展及培訓</b> <b>Aspect B3:</b> <b>Development and Training</b>	一般披露 General Disclosure	6,10		
	有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.			
	關鍵績效指標B3.1 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。 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	10.2	
	關鍵績效指標B3.2 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。 The average training hours completed per employee by gender and employee category.	10.2	



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Subject Areas, Aspects, General Disclosures and KPIs			
<b>層面B4:</b> <b>勞工準則</b> <b>Aspect B4:</b> <b>Labour Standards</b>	<p>一般披露 General Disclosure</p> <p>有關防止童工或強制勞工的： Information on:</p> <p>(a) 政策；及 the policies; and</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例的資料。 compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.</p>	6, 10	<p>報告期內，時代鄰里已遵守有關防止童工、強制勞工等在僱傭方面對公司具有重大影響的法律法規</p> <p>During the Reporting Period, Times Neighborhood complied with the laws and regulations that had a significant impact on the Company concerning such employment aspects as the prevention of child labour and forced labour</p>
	<p>關鍵績效指標B4.1 KPI B4.1</p> <p>描述檢討招聘慣例的措施以避免童工及強制勞工。 Description of measures to review employment practices to avoid child and forced labour.</p>	6.1	
	<p>關鍵績效指標B4.2 KPI B4.2</p> <p>描述在發現違規情況時消除有關情況所採取的步驟。 Description of steps taken to eliminate such practices when discovered.</p>	6.1	

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Subject Areas, Aspects, General Disclosures and KPIs	Corresponding reporting chapters	Remarks
<b>營運慣例</b>		
<b>Operating Practices</b>		
層面B5: 供應鏈管理	一般披露 General Disclosure	7, 10
<b>Aspect B5: Supply Chain Management</b>	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.	
關鍵績效指標B5.1 KPI B5.1	按地區劃分的供貨商數目。 Number of suppliers by geographical region.	7, 10.2
關鍵績效指標B5.2 KPI B5.2	描述有關聘用供貨商的慣例，向其執行有關慣例的供貨商數目，以及相關執行及監察方法。 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	7
關鍵績效指標B5.3 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。 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	7
關鍵績效指標B5.4 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。 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	7

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Subject Areas, Aspects, General Disclosures and KPIs			
<b>層面B6:</b> <b>產品責任</b> <b>Aspect B6:</b> <b>Product Responsibility</b>	<p>一般披露 General Disclosure</p> <p>有關所提供產品和服務的健康與安全、廣告、標籤、私隱事宜以及補救方法的： Information on:</p> <p>(a) 政策；及 the policies; and</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例的資料。 compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.</p>	5, 10	
關鍵績效指標B6.1 KPI B6.1	<p>已售或已運送產品總數中因安全與健康理由而須回收的百分比。 Percentage of total products sold or shipped subject to recalls for safety and health reasons.</p>	不適用 Not applicable	
關鍵績效指標B6.2 KPI B6.2	<p>接獲關於產品及服務的投訴數目以及應對方法。 Number of products and service related complaints received and how they are dealt with.</p>	5.2,10.2	
關鍵績效指標B6.3 KPI B6.3	<p>描述與維護及保障知識產權有關的慣例。 Description of practices relating to observing and protecting intellectual property rights.</p>	5.4	<p>報告期內，時代鄰里嚴格遵守知識產權保護相關法律法規 During the Reporting Period, Times Neighborhood strictly complied with the relevant laws and regulation on the protection of intellectual property rights</p>

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Subject Areas, Aspects, General Disclosures and KPIs		Corresponding reporting chapters	Remarks
關鍵績效指標B6.4 KPI B6.4	描述質量檢定過程及產品回收程序。 Description of quality assurance process and recall procedures.	5.1	
關鍵績效指標B6.5 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。 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	5.4	報告期內，時代鄰里嚴格遵守消費者數據及私隱保護相關法律法規 During the Reporting Period, Times Neighborhood strictly complied with relevant laws and regulations on consumer data and privacy protection

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Subject Areas, Aspects, General Disclosures and KPIs			
<b>層面B7:</b> <b>反貪污</b> <b>Aspect B7:</b> <b>Anti-corruption</b>	<p>一般披露 General Disclosure</p> <p>有關防止賄賂、勒索、欺詐及洗黑錢的： Information on:</p> <p>(a) 政策；及 the policies; and</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例的資料。 compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.</p>	4, 7, 10	<p>報告期內，時代鄰里沒有涉及貪污、賄賂、勒索、欺詐及洗黑錢的訴訟案件發生 Times Neighborhood did not incur any litigation cases involving corruption, bribery, extortion, fraud and money laundering during the Reporting Period</p>
關鍵績效指標B7.1 KPI B7.1	<p>於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.</p>	10.2	
關鍵績效指標B7.2 KPI B7.2	<p>描述防範措施及舉報程序，以及相關執行及監察方法。 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.</p>	4.6, 7.2	
關鍵績效指標B7.3 KPI B7.3	<p>描述向董事及員工提供的反貪污培訓。 Description of anti-corruption training provided to directors and staff.</p>	4.6, 10.2	

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Subject Areas, Aspects, General Disclosures and KPIs	Corresponding reporting chapters	Remarks
<b>社區</b> <b>Community</b>		
<b>層面B8:</b> <b>社區投資</b> <b>Aspect B8:</b> <b>Community Investment</b>	一般披露 General Disclosure	5, 9, 10
	有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。 Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	
<b>關鍵績效指標B8.1</b> <b>KPI B8.1</b>	專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	5.2, 5.3, 9
<b>關鍵績效指標B8.2</b> <b>KPI B8.2</b>	在專注範疇所動用資源(如金錢或時間)。 Resources contributed (e.g. money or time) to the focus area.	9.3, 10.2





Times Neighborhood Holdings Limited  
時代鄰里控股有限公司