

2022



環境、社會及管治報告

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



遠洋服務控股有限公司

SINO-OCEAN SERVICE HOLDING LIMITED

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

股份代號: 06677.HK Stock Code: 06677.HK



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ABOUT THIS REPORT

關於本報告

(一) 報告簡介

本報告旨在客觀披露遠洋服務控股有限公司2022年環境、社會及管治(以下簡稱「ESG」)方面之表現，為便於表達，報告表述中分別使用「遠洋服務」、「本公司」、「公司」或「我們」指代遠洋服務控股有限公司；「本集團」或「集團」指代本公司連同其附屬公司。

(二) 報告範圍

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

報告發佈週期：本報告為年度報告，旨在以透明公開的方式披露本公司2022年全年的可持續發展表現，以回應各利益相關方對於本公司可持續發展管理的關注與期望。

報告範圍：本報告範圍覆蓋遠洋服務控股有限公司總部連同其所屬區域公司、業務中心、附屬公司及分公司，業務範圍包括集團的物業管理及商業運營服務、社區增值服務及非業主增值服務。

(三) 資料說明

報告中的財務資料均來自遠洋服務2022年度經審核財務報表，其他資料以2022年為主，部分資料包含以前年度資料。本報告中所涉及貨幣金額以人民幣為計量幣種，特別說明的除外。

(1) REPORT OVERVIEW

This report aims at objectively disclosing the Environmental, Social and Governance ("ESG") performance of Sino-Ocean Service Holding Limited in 2022. For ease of expression, Sino-Ocean Service Holding Limited is variously referred to as "Sino-Ocean Service", the "Company" or "we / us" in this report; and the Company together with its subsidiaries are referred to as "our Group" or the "Group" in this report.

(2) SCOPE OF THE REPORT

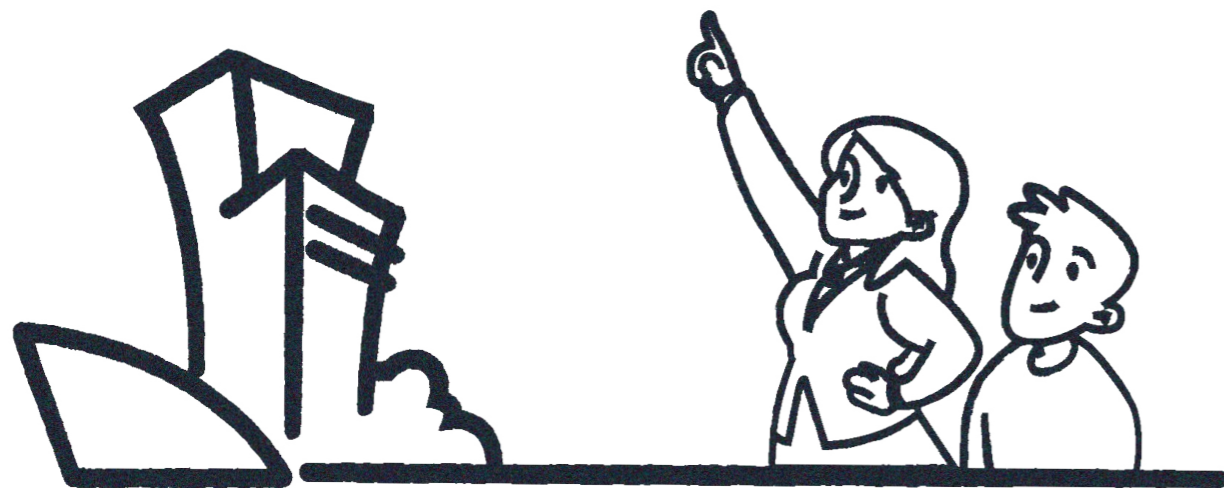
Period covered by the report: 1 January 2022 to 31 December 2022, which is consistent with that of the 2022 Annual Report, with some contents covering, retrospectively, previous years.

Publication cycle: This report is an annual report with the aim of providing lucid information on the Company's performance in sustainability in 2022 to respond to stakeholders' concerns and expectations for the Company's sustainability management.

Reporting scope: The scope of this report covers the headquarters and regional companies, business centres, subsidiaries and branch companies of Sino-Ocean Service Holding Limited, and the business scope includes, among others, property management and commercial operational services, community value-added services and value-added services to non-property owners.

(3) DATA SOURCES

The financial information set out in the report is derived from the 2022 audited financial statements of Sino-Ocean Service. Other information represents mainly data for 2022, with certain information comprising data for previous years. Monetary amounts contained in this report are denominated in RMB, unless otherwise specified.



(四) 匯報原則

本報告編制依據為香港交易及結算所有限公司發佈的《香港聯合交易所有限公司(「聯交所」)證券上市規則》(「上市規則」)附錄二十七所載之《環境、社會及管治報告指引》(「聯交所ESG指引」)，遵循重要性、量化、平衡及一致性匯報原則，力求充分反映本集團本年度在ESG方面的管理現狀及績效成果。本報告應與本公司《2022年年度報告》中的「可持續發展報告」、「董事局報告」及「企業管治報告」章節結合閱讀，以幫助讀者更全面地了解本集團的ESG表現。

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

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

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

「一致性」原則：除另有注明外，本報告所披露資料採取與往年一致的統計方法。

(五) 報告獲取

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

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電子郵件：ir@sinoceanservice.com

(4) REPORTING PRINCIPLES

The report has been prepared in accordance with the Environmental, Social and Governance Reporting Guide (the "HKEx's ESG guidelines") set out in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the "Stock Exchange") (the "Listing Rules") published by Hong Kong Exchanges and Clearing Limited. We follow the principles of materiality, quantitative, balance and consistency, and strive to fully represent our current management status and performance results in terms of ESG for the year. This report should be read in conjunction with the sections headed "Sustainability Report", "Report of the Directors" and "Corporate Governance Report" in the Company's 2022 Annual Report for a more comprehensive understanding of the Group's ESG performance.

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

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

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

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

(5) AVAILABILITY OF THE REPORT

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

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BOARD STATEMENT

董事局聲明

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

The Board of Directors of Sino-Ocean Service (the "Board") warrants that this report contains no false representations, misleading statements, or material omissions and makes the following statement on the Board's ESG supervision and management:

管治架構 Governance Structure

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

Sino-Ocean Service prioritizes environmental, social and governance (ESG) matters. The Board of Directors, as the highest decision-making body for ESG management, oversees all ESG-related matters, manages ESG-related risks, develops ESG policies and strategies, and regulates the corporate ESG management structure to ensure the smooth progress of sustainability work. The Sustainability Work Group gathers relevant information, supervises the implementation of the Board's ESG policies and strategies, and reports progress to the management regularly. Formed by the corresponding officers of various departments, the Sustainability Work Group elucidates the duties of various specialised positions in the strategy and established relevant mechanisms to safeguard stable operation according to the Company's current ESG principles.

管理方針及策略 Management Approaches and Strategies

本集團嚴格遵循企業運營中涉及到的ESG相關法律法規，將ESG管理納入公司戰略層面，並通過多種渠道與各利益相關方進行廣泛深入溝通。本報告期內，我們結合自身業務特點及行業發展環境，採用國內外同業對標研究、媒體資訊分析和內外部利益相關方溝通等方式，對主要利益相關方關注的ESG議題進行了重要性評估及優次排序，識別和管理ESG風險(包括對本集團業務的風險)，檢討ESG相關目標達成情況，積極採納有建設性的意見與建議，持續對關鍵議題展開回應，並在本報告內對於ESG關鍵議題的管理慣例和工作績效進行重點闡述。

The Group strictly adheres to the ESG-related laws and regulations that apply to corporate operations, incorporates ESG management into the Company's strategies, and engages in extensive and in-depth communication with stakeholders via various channels. During the reporting period, combined with our own business characteristics and industry development environment, we conducted benchmarking surveys with domestic and international peers, analyzed media information, and communicated with internal and external stakeholders, which assessed the importance of ESG topics concerning major stakeholders to determine the priority, identified and managed ESG risks (including risks to the Group's businesses) and reviewed the progress of ESG-related target. And we actively adopted constructive opinions and suggestions, continued to respond to key issues, and focused on the management practices and work performance of ESG key issues in this report.

目標檢討

ESG Performance Review

2022年，董事局重點審視了以下核心工作及進展：

- **合規管理：**遠洋服務始終堅持依法治企、合規運營、恪守誠信、踐行廉潔原則，對《員工違紀處理辦法》、《反貪污及賄賂政策》、《舉報政策》等風險管理、內部監控制度進行了完善，切實保障企業的穩健運行和健康發展。
- **產品與服務：**遠洋服務深入貫徹「懂心意·有新意」的服務理念，積極推動數智化客戶服務系統，完善客戶滿意度溝通回饋體系，強化客戶安全責任防護，為客戶提供更具價值的生活環境及體驗。
- **負責任採購：**遠洋服務堅持公平、公正的招采原則，嚴格遵循《採購管理規範》制度，杜絕一切不正當採購行為，積極推進責任採購，引領產業鏈的綠色與可持續發展。
- **節能減排與應對氣候變化：**遠洋服務堅守綠色發展理念和綠色運營宗旨，積極回應雙碳目標，結合自身發展情況，制定節能減排相關環境目標及管理措施，積極應對氣候變化。
- **關愛員工：**遠洋服務堅持以人為本，不斷完善科學的人才保留、晉升及發展體系，設計貫穿員工全職場生命週期的薪酬福利及關愛政策，全方位保障員工的職業發展及職場體驗，提升員工的幸福感與歸屬感。

In 2022, the Board focused on reviewing the following core tasks and their progress:

- **Compliance Management:** Sino-Ocean Service always conducted itself in persistent adherence to corporate governance in accordance with law and operational compliance as well as the value of faithfulness and integrity. The Company has improved the risk management and internal control systems including "Measures for the Handling of Staff Violation of Discipline", "Anti-corruption and Anti-bribery Policy" and "Whistleblowing Policy" in genuine protection of the Company's stable operation and healthy development.
- **Products and Services:** Sino-Ocean Service adheres to the service philosophy of "Being understanding and innovative" The Company has promoted a digital and intelligent customer service system, improved the communication and feedback system for customer satisfaction, and reinforced the responsibility and protection of customer safety. These changes have resulted in a more valuable living environment and customer experience.
- **Responsible Procurement:** Sino-Ocean Service strictly adheres to the "Procurement Management Regulations" and upholds the principles of fair and impartial procurement. It has eradicated all unethical purchasing practices and encouraged ethical purchasing, thereby driving the industrial chain's green and sustainable development.
- **Energy Conservation, and Response to Climate Change:** Sino-Ocean Service upholds the idea of green development and the objectives of green operations. In an active response to the goals of carbon peaking and carbon neutrality, the Company set environmental goals and management measures related to energy conservation and emission reduction based on its conditions as a way to actively respond to climate change.
- **Care for Employees:** In firm adherence to a people-oriented principle, improvements are made to Sino-Ocean Service's staff retention, promotion and development regime on a consistent basis and a remuneration and staff care policy that covers the entire life cycle of staff career has been designed to safeguard employees' career development and work experience on all fronts and enhance their sense of happiness and belonging.

2022年，董事局針對ESG管治架構的完善、ESG關鍵議題識別、ESG目標設定、ESG目標達成情況及ESG風險管理進行了審議，進一步加強了公司ESG管理，明確ESG工作重點方向。本報告期內，本公司已修訂環境發展目標以更好地審視和管理公司的環境影響，董事局及可持續發展工作組將對ESG目標的完成情況進行定期審視並開展檢討。

本報告旨在客觀披露公司2022年ESG工作進展與成效，並於2023年3月31日由董事局會議審議通過。

In 2022, the Board reviewed the improvement of ESG regulatory framework, identification of key ESG issues and ESG goals setting and tracking, managing ESG risk, further strengthened the Company's ESG management and clarified the key direction of ESG governance. The Company revised its environmental development goals during the reporting period in order to better assess and manage its environmental impact. The Board and the Sustainability Work Group will regularly examine and review ESG goals' attainment.

This report aims to objectively disclose the progress and outcomes of the Company's ESG work in 2022, which was reviewed and approved at the Board meeting on 31 March 2023.



走進遠洋服務
About
Sino-Ocean Service

可持續發展管理
Sustainable Development
Management

夯實基礎
Reinforce
the Foundation

守護環境
Protect the
Environment

關懷民生
Make People's
Lives Better

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走進遠洋服務
About
Sino-Ocean Service



01

ABOUT SINO-OCEAN SERVICE 走進遠洋服務

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

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

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COMPANY OVERVIEW

公司簡介

遠洋服務控股有限公司是業內領先的綜合性物業管理服務商，擁有 25 年的中高端物業運營管理經驗。遠洋服務始終堅持以「資產價值及美好生活創造者」為品牌願景，致力於成為有品牌的中國優秀物業管理綜合服務商，物業管理上下游業務的開拓者，持續發揮公司在中高端物業領域的經驗，為各業態的資產增值、資產保值進行保駕護航。2020 年 12 月 17 日，遠洋服務在聯交所主板正式上市，股份代號：06677.HK。

我們的歷史可追溯至 1997 年，最初為遠洋集團控股有限公司（「遠洋集團」）（中國領先的綜合性物業開發商，其股份在聯交所主板上市，股份代號：03377.HK）提供物業管理相關服務。經過 25 年的努力和奮鬥，遠洋服務逐步整合物業管理和商業運營團隊和資源，構築商業運營核心競爭力，打造全價值鏈服務能力，已成長為一家主營業務突出、業績增長穩定、服務業務多元、經營區域廣闊的綜合性物業管理服務提供者。

截至 2022 年 12 月 31 日，我們的總合約建築面積達 149.8 百萬平方米，遍及中國 28 個省、直轄市及自治區 92 個城市，同時我們在中國的在管物業項目已達 519 個，總在管建築面積達 100.8 百萬平方米，包括 299 個住宅社區、75 個商寫物業及 145 個其他物業。我們的物業管理服務涉及多種物業類型，包括住宅社區、商寫物業（如購物中心、寫字樓）及公共及其他物業（如醫院、學校、政府大樓及公共服務設施）。我們亦向購物中心及寫字樓提供商業運營服務，包括開業前管理服務及運營管理服務。除物業管理及商業運營服務外，我們亦向在管物業的業主及住戶提供各種社區增值服務（包括社區資產增值服務、社區生活服務及物業經紀服務），以及提供非業主增值服務，包括向物業開發商及其他物業管理公司提供的交付前服務、諮詢服務及物業工程服務。

Sino-Ocean Service Holding Limited is an industry-leading provider of comprehensive property management services with 25 years of experience operating and managing mid-to-high-end properties. Persistently following the brand vision "asset value and quality life maker", Sino-Ocean Service is dedicated to becoming a branded superior integrated property management service provider in China as well as a developer of the upstream and downstream property management business. It constantly leverages its experience in mid-to-high-end properties to preserve and increase property asset value. On 17 December 2020, the Company was listed on the Main Board of the Stock Exchange of Hong Kong (Stock Code: 06677.HK).

Our history can be traced back to 1997 with an initial focus on properties developed by Sino-Ocean Group Holding Limited ("Sino-Ocean Group"), a leading comprehensive property developer in China listed on the Main Board of the Stock Exchange (Stock Code: 03377.HK). Sino-Ocean Service has integrated its property management and commercial operation teams and resources, built its core competitiveness of commercial operations, and developed service capabilities for the entire value chain over a 25-year period of effort and struggle. The Company has evolved into a comprehensive property management service provider with an outstanding main business, consistent performance growth, diverse service offerings, and a broad business area.

As of 31 December 2022, our total contracted GFA of property management services reached 149.8 million sq.m. covering 92 cities in 28 provinces, autonomous regions, and municipalities in China; our total GFA under management reached 100.8 million sq.m. and 519 properties were under our management, including 299 residential communities, 75 commercial properties, and 145 other properties. Our property management services cover a wide range of property types, including residential communities, commercial properties (such as shopping malls and office buildings), and public and other properties (such as hospitals, schools, government buildings, and public service facilities). We also provide commercial operational services to shopping malls and office buildings, including pre-opening management services and operation management services. In addition to property management services and commercial operational services, we also provide a variety of community value-added services to property owners and residents of the properties under our management, including community asset value-added services, community living services and property brokerage services, and value-added services to non-property owners, including pre-delivery services, consultancy services and property engineering services to property developers and other property management companies.

149.8 合約建築面積
百萬平方米
Contracted GFA
million sq.m.

100.8 在管建築面積
百萬平方米
GFA under management
million sq.m.



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

為 (i) 業主及住戶以及物業開發商提供秩序維護、清潔、綠化、園藝及維修保養服務等住宅及其他非商業物業管理服務；和

(ii) 購物中心及寫字樓項目提供開業前管理服務及運營管理服務以及一系列物業管理服務的商寫運營及物業管理服務。

(i) Provision of residential and other non-commercial property management services including security, cleaning, greening, gardening and repair and maintenance services to property owners and residents as well as property developers; and

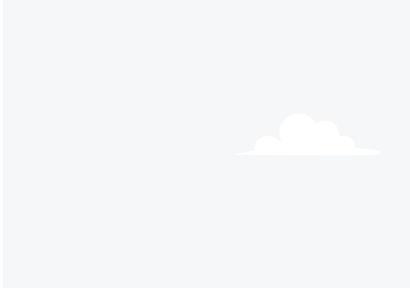
(ii) Provision of commercial operational and property management services including pre-opening management services and operation management services as well as a range of property management services for shopping malls and office buildings.



物業管理及商業運營服務
Property management and commercial operational services

是面向業主及住戶提供社區資產增值服務、社區生活服務及物業經紀服務，以解決他們的生活及日常所需。

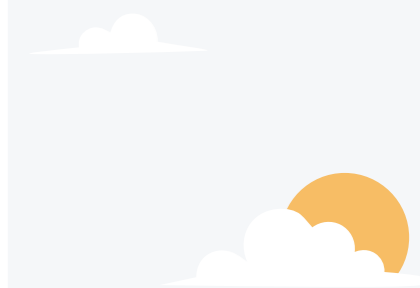
Provision of community asset value-added services, community living services and property brokerage services to property owners and residents to address their lifestyle and daily needs.



社區增值服務
Community value-added services

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

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



非業主增值服務
Value-added services to non-property owners

BUSINESS PRESENCE

業務佈局

作為擁有 25 年中高端物業運營管理經驗的綜合性物業管理服務提供者，遠洋服務在持續加碼京津冀、環渤海區域規模優勢的同時，深耕已進入的華南、華東、華中及華西區域。
截至 2022 年 12 月 31 日，一二線城市在管建築面積佔比約為 86%。

As a comprehensive property management service provider with 25 years of experience in operating and managing mid-to-high-end properties, Sino-Ocean Service continues to expand its advantageous business scale in the Beijing-Tianjin-Hebei and Bohai Rim regions while seeking further development in South China, East China, Central China, and West China, where it has an established presence.

As of 31 December 2022, Sino-Ocean Service's GFA under management in first- and second-tier cities accounted for 86% of its total.



20+

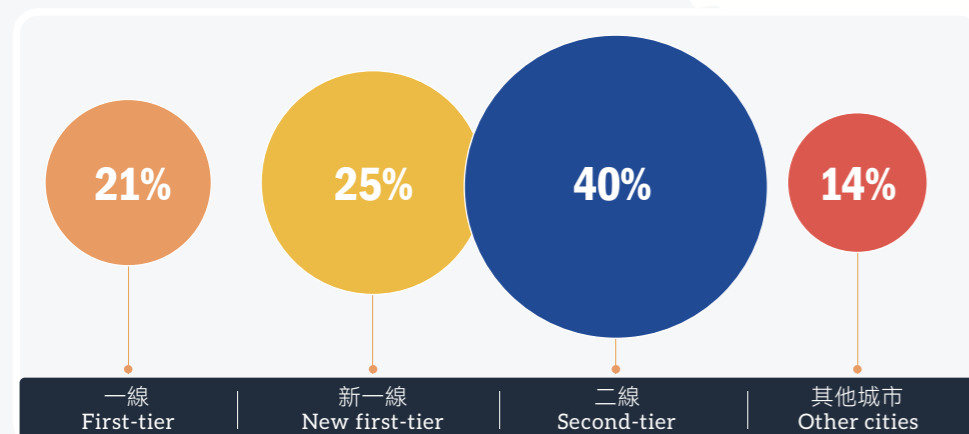
專注高端物業服務 20 餘年
Focus on high-end property services for more than 20 years

86%

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

分城市類型在管建築面積

GFA under management by city classification



合約建築面積佔比

Percentage share of contracted GFA

33%

京津冀

Beijing-Tianjin-Hebei

- 北京 16.2 百萬平方米 Beijing 16.2 million sq.m.
- 天津 9.6 百萬平方米 Tianjin 9.6 million sq.m.
- 石家莊 6.2 百萬平方米 Shijiazhuang 6.2 million sq.m.

20%

環渤海

Bohai Rim

- 瀋陽 3.3 百萬平方米 Shenyang 3.3 million sq.m.
- 大連 12.5 百萬平方米 Dalian 12.5 million sq.m.
- 青島 3.9 百萬平方米 Qingdao 3.9 million sq.m.

18%

華東

Eastern China

- 上海 5.6 百萬平方米 Shanghai 5.6 million sq.m.
- 杭州 3.7 百萬平方米 Hangzhou 3.7 million sq.m.
- 溫州 3.8 百萬平方米 Wenzhou 3.8 million sq.m.

16%

華中及華西

Central and Western China

- 武漢 5.6 百萬平方米 Wuhan 5.6 million sq.m.
- 長沙 2.7 百萬平方米 Changsha 2.7 million sq.m.

13%

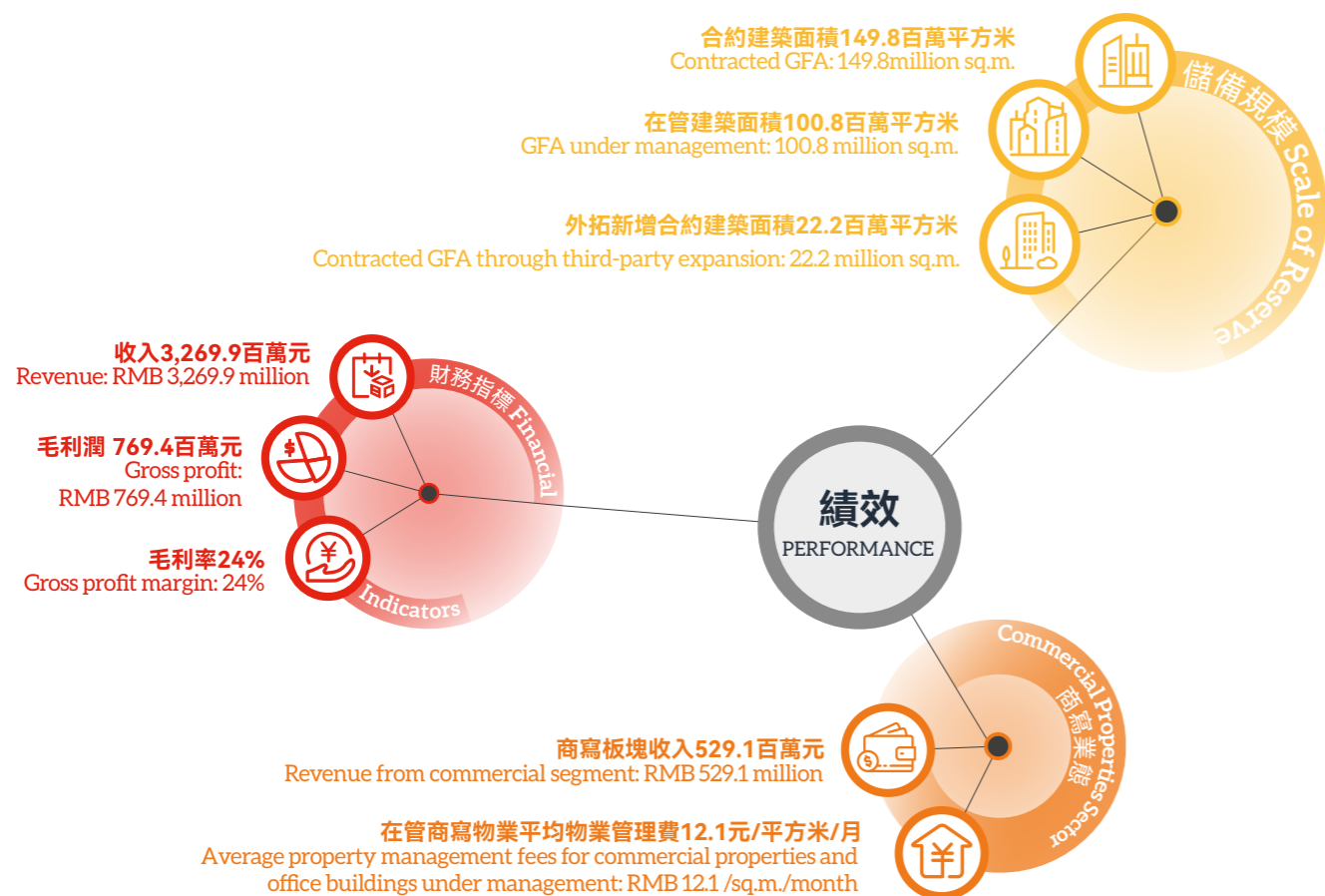
華南

Southern China

- 中山 10.5 百萬平方米 Zhongshan 10.5 million sq.m.

PERFORMANCE AND RECOGNITIONS

績效榮譽



榮譽 RECOGNITIONS

序號 No.	獲獎主體 Recipient	所獲榮譽 Recognition Received	頒發 / 表彰機構 Awarding/Commending Institution
1	遠洋服務 Sino-Ocean Service	2022 中國物業服務百強企業 (第 12 強) 2022 TOP100 Property Management Companies of China (Ranked 12 th)	中國指數研究院 China Index Academy
2	遠洋服務 Sino-Ocean Service	2022 中國高端物業服務領先企業 2022 China Leading Property Management Companies — High-end Properties	中國指數研究院 China Index Academy
3	遠洋服務 Sino-Ocean Service	2022 中國商業物業服務力優秀企業 2022 Outstanding Companies of China in Commercial Property Servicing Competence	中國指數研究院 China Index Academy

序號 No.	獲獎主體 Recipient	所獲榮譽 Recognition Received	頒發 / 表彰機構 Awarding/Commending Institution
4	遠洋服務 Sino-Ocean Service	2022 中國辦公物業服務力優秀企業 2022 Outstanding Companies of China in Office Property Servicing Competence	中國指數研究院 China Index Academy
5	遠洋服務 Sino-Ocean Service	2022 中國物業服務百強企業成長性領先企業 2022 Leading Growth Companies in TOP100 Property Service Companies of China	中國指數研究院 China Index Academy
6	遠洋服務 Sino-Ocean Service	2022 中國物業服務品質領先品牌 2022 Leading Brand in Service Quality in the Property Service Sector of China	中國指數研究院 China Index Academy
7	遠洋服務 Sino-Ocean Service	2022 中國物業企業綜合實力 TOP20 2022 TOP20 Property Management Companies of China in Comprehensive Strengths	億翰智庫 EH Consulting
8	遠洋服務 Sino-Ocean Service	2022 中國上市物業企業 TOP20 2022 TOP 20 Listed Property Management Companies of China	億翰智庫 EH Consulting
9	遠洋服務 Sino-Ocean Service	2022 中國物業服務華北區域競爭力領先企業 2022 Leading Property Service Companies of China in Competitive Strengths — Northern China	億翰智庫 EH Consulting
10	遠洋服務 Sino-Ocean Service	2022 中國物業服務客戶滿意度模範企業 2022 Model Property Service Companies of China (Customer Satisfaction)	億翰智庫 EH Consulting
11	遠洋服務 Sino-Ocean Service	2022 中國物業服務品牌價值領先企業 2022 Leading Property Service Companies of China in Brand Value	億翰智庫 EH Consulting
12	遠洋服務 Sino-Ocean Service	2022 中國物業服務成長性優秀企業 2022 Outstanding Growth Companies in the Property Service Sector of China	億翰智庫 EH Consulting
13	遠洋服務 Sino-Ocean Service	2022 中國物業服務紅色物業標杆企業 2022 Red Properties Benchmark Companies in the Property Service Sector of China	億翰智庫 EH Consulting
14	遠洋服務 Sino-Ocean Service	2022 中國物業服務商業物業服務領先企業 2022 Leading Commercial Property Service Companies in the Property Service Sector of China	億翰智庫 EH Consulting
15	遠洋服務 Sino-Ocean Service	2022 中國上市物業企業長期投資價值十強 2022 TOP10 Listed Property Management Companies of China in Long-term Investment Value	億翰智庫 EH Consulting
16	遠洋服務 Sino-Ocean Service	“六力評價”綠色城市運營商 Green City Operator under “Six Strengths Assessment”	金融界 JRJ.com

02

SUSTAINABLE DEVELOPMENT MANAGEMENT 可持續發展管理

遠洋服務不斷將可持續發展理念融入公司戰略及日常運營管理中，致力於實現企業的高品質發展。公司堅持提供優質產品和服務，積極回應利益相關方要求和期待，努力在踐行可持續發展理念、履行社會責任、建設優秀服務型企業方面成為典範。

Sino-Ocean Service incorporates the concept of sustainable development into its strategies and day-to-day operation to achieve qualitative corporate development. The Company insists on providing premium products and services and actively responds to stakeholders' demands and expectations. We aspire to be a model for implementing the concept of sustainable development, fulfilling social responsibility, and building a service-oriented company of excellence.

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Stakeholders Engagement
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Identification of Key Issues in ESG

遠洋服務



MANAGEMENT APPROACH

管理方針

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

遠洋服務可持續發展管理原則分為兩層負責制，為確保可持續發展工作順利開展，由董事局作為可持續發展管理的最高決策層，全面監督可持續發展工作事宜，制定可持續發展政策及戰略，並規範企業ESG管理架構。

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

The sustainability management principle of Sino-Ocean Service is a two-level responsibility system. As the highest decision-making body in sustainability management, the Board oversees all sustainability-related matters, develops sustainability policies and strategies, and regulates the corporate ESG management structure to ensure that sustainability work proceeds smoothly.



董事局

以為股東創造長期的可持續增長及為利益相關方創造長期價值為目標，制定可持續發展政策及戰略。

The Board

develops sustainability policies and strategies with an aim to create enduring and sustainable growth for the Shareholders and long-term value for stakeholders.



可持續發展工作組

由各部門對接人組成，以公司現有的可持續發展方針為依託，明確各專業在戰略中的工作職責，設立相關機制保障其順利運行，並負責收集相關資料及監督其執行情況，定期向決策層匯報。

The Sustainability Work Group

is made up of department coordinators, defines the responsibilities of dedicated positions in ESG strategies, and has put in place mechanisms to ensure that these strategies run smoothly in accordance with the Company's current ESG guiding policy. It collects relevant information, monitors the implementation of the Board's ESG policies and strategies, and regularly reports progress to the management.

CORPORATE GOVERNANCE

企業管治

遠洋服務董事局及管理層嚴格遵守聯交所ESG指引，不斷完善公司治理體系，承諾實現及保持高水準企業管治。由聯席主席帶領的董事局職責是達成公司目標，制訂發展戰略，制訂可持續發展展開、執行的各項工作事宜，定期檢討組織架構，定期監控業務活動、管理層表現及可持續發展的表現，以保障及提升本公司及股東利益。公司堅持誠信經營，持續推進合規管理，保證運營廉潔高效，以切實維護投資者權益，持續提升公司價值。

截至2022年12月31日，董事局由七名董事組成，包括兩名執行董事、兩名非執行董事、三名獨立非執行董事。遠洋服務致力維持完善的企業管治，努力提升營運透明度，保障股東和業務夥伴的權益，以及增加股東所持股份的價值。因此，董事局設有三個董事局委員會以監督本公司的具體事務，包括企業管治相關事務，三個董事局委員會包括審核委員會、提名委員會和薪酬委員會：

The Board and management of Sino-Ocean Service are constantly improving the corporate governance system and committing to achieving and maintaining high-standard corporate governance in strict compliance with the HKEx's ESG guidelines. The Board, led by the joint chairman, is in charge of achieving the Company's objectives, developing development strategies, and formulating tasks for the roll-out and execution of sustainable development, reviewing the organisational structure on a regular basis, and monitoring business activities, management performance and sustainability performance on a regular basis, with a view to safeguarding and enhancing the interest of the Company and the Shareholders. The Company maintains management integrity and advances compliance management to ensure clean and efficient operations, protect investors' rights and interests, and increase the Company's value.

As of 31 December 2022, the Board comprised seven Directors, including two executive Directors, two non-executive Directors (the "NEDs") and three independent non-executive Directors (the "INEDs"). Sino-Ocean Service is committed to maintaining comprehensive corporate governance, increasing operational transparency, safeguarding interests of the Shareholders and business partners, and enhancing Shareholders' value. Accordingly, the Board has established three Board committees to supervise the Company's affairs, including matters relating to corporate governance. The three Board committees include the Audit Committee, Nomination Committee and Remuneration Committee.

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

董事局提名委員會檢討董事局的架構、人數、組成及多元化（包括但不限於性別、年齡、文化及教育背景、專業技能、知識及經驗方面），以達符合可持續發展的相關要求。

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

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

The **Nomination Committee of the Board** reviews the structure, number, composition, and diversity of the Board (including but not limited to gender, age, cultural and educational backgrounds, expertise, knowledge, and experience) to ensure that they conform the requirements of sustainable development.

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

公司重視與股東的溝通，保障股東的權益，將按照公司組織章程細則及上市規則，通過舉行股東周年大會和股東特別大會，使股東通過股東大會行使自身權利及表達意見。年內，公司已舉辦一次股東周年大會及一次股東特別大會。另外，設立資本市場部，負責投資者關係工作，以保證雙向溝通、回應股東及公眾人士的查詢及盡力保護中小投資者的利益，以符合可持續發展的相關要求。

公司亦按照監管機構對資訊披露的相關規定，堅守高度披露的準則，在合理、切實可行的範圍內，定期或隨時對特殊事實情況進行真實、準確、完整、合規的披露，使公眾能平等、適時及有效地取得所披露消息。自公司上市至2022年12月31日止在資訊披露方面，堅持既有的及時、高效率和高標準，確保相關資訊通過聯交所、公司官網和其他渠道及時進行披露。

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

The Company also places a strong emphasis on communication with Shareholders and protection of Shareholders' interest. Annual general meetings and extraordinary general meetings will be held in accordance with the Articles of Association of the Company and the Listing Rules to enable Shareholders to exercise their rights and express their views through such general meetings. In 2022, the Company convened one annual general meeting and one extraordinary general meeting. Moreover, the Capital Market Department responsible for investors relations has been established to ensure two-way communication, response to enquiries of the Shareholders and the public, and protection of minority investors in compliance with relevant sustainability requirements.

The Company also provides disclosures of specific matters in a true, accurate, complete and compliant manner on a regular basis or from time to time, to the extent reasonable and practicable, in accordance with relevant provisions of the regulatory authorities on information disclosure and in strict adherence to high disclosure standards, so that the public can access information disclosed in an equal, timely and effective manner. During the period from the listing of the Company to 31 December 2022, the Company has persisted in timely information disclosure with high efficiency and high standards and ensured the timely disclosure of the relevant information via the Stock Exchange's website, the Company's website and other channels.

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

 董事人數 No. of Directors	1	2	3	4	5	6	7
 性別 Gender	女性 Female						男性 Male
 類別 Category	執行董事 Executive Directors		非執行董事 NEDs		獨立非執行董事 INEDs		
 年齡組別 Age group	50 歲以下 Below 50		50 歲或以上及 60 歲以下 50 or above and below 60				
 技能、知識及經驗 Skills, knowledge and experience	<ul style="list-style-type: none"> 於物業開發、建設管理、物業管理及物業投資方面的經驗 Exeprience in property development, construction management, property management and property investment 企業戰略與風險管理 Corporate strategies and risk management 資本市場、投資管理、資產管理和融資 Capital market, investment management, asset management and finance 法律與合規諮詢 Legal and compliance 會計及財務管理 Accounting and financial management 教育 Education 經濟學 Economics 上市公司的企業管治 Listed company corporate governance 						

STAKEHOLDERS ENGAGEMENT

利益相關方溝通

遠洋服務堅持與投資者/股東、政府及監管機構、員工、合作夥伴、業主及客戶、環境、社區在內的七大利益相關方保持多渠道、積極的雙向溝通協作，攜手各方共同實現經濟、社會和環境價值的可持續發展。我們重視我們的利益相關方及其對我們業務和 ESG 問題的意見，並努力理解、回應和解決主要問題。為促進與利益相關方的溝通，我們擁有多元化的溝通渠道，並努力根據他們的反饋實施我們的 ESG 戰略。

Sino-Ocean Service persists in active two-way communication and coordination through multiple channels with seven major stakeholders, namely, investors/shareholders, government and regulatory authorities, employees, business partners, property owners and residents, the environment, and communities, joining forces with various parties to realise sustainability in economic, social and environmental values. We value our stakeholders and their comments on our business and ESG issues by striving to understand, respond and address the main concerns. To facilitate communication with our stakeholders, we have a diverse group of communication channels, and we strive to implement our ESG strategies based on their feedback.

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

利益相關方 Stakeholder	期望與需求 Expectations and demands	溝通與回應 Communication and response
合作夥伴 Business partners	合作共贏 Cooperation and mutual success 公平公正 Fairness and impartiality 共同成長 Mutual growth	完善供應商管理制度 Supplier management system improved 搭建夥伴溝通平台 Partner communication platform built
業主及客戶 Property owners and residents	物業服務品質 Quality of property management service 客戶資訊保護 Protection of customer information 提升客戶滿意度 Enhancement of customer satisfaction	提升產品服務品質 Product and service quality enhanced 完善客戶溝通機制 Customer communication mechanism improved 投訴及處理機制 Complaint handling mechanism 消費者權益及隱私保護 Protection of consumer interests and privacy afforded
環境 Environment	保護社區環境 Protecting community environment 節能減排 Energy conservation and emission reduction 應對氣候變化 Responding to climate change	加強環境管理 Enhancing environmental management 環境保護及資源使用 Environmental protection and the use of resources 踐行綠色運營 Performing green operations
社區 Community	營造和諧社區環境 Fostering harmonious community environment 促進就業 Promoting employment 公益慈善 Community welfare and charity 關注弱勢群體 Concern for underprivileged groups	宣傳社區文化 Community culture promoted 創造就業機會 Employment opportunities created 開展公益項目 Community welfare projects launched 志願者服務 Volunteering service

IDENTIFICATION OF KEY ISSUES IN ESG

ESG 議題重要性界定

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

第一步：議題識別 Step one: identifying the issues

在報告編制初期，深入研究，通過對標同行業優秀報告內容、開展實質性議題調研及回應指引披露要求等方式，識別出利益相關方高度關注、與公司履責工作密切相關的 20 個 ESG 實質性議題，將其作為報告資訊披露的重點內容。

During the initial stage of report preparation, in-depth investigation was conducted and 20 key ESG issues of important concern to the stakeholders and closely related to the Company's duty fulfilment, as identified by reference to outstanding reports of peers, research on key issues and guidelines for disclosure, were adopted as the material contents of information disclosure in this report.

第二步：開展調研 Step two: research and investigation

對各利益相關方組別進行調查，邀請利益相關方從自身角度評價各議題的重要性程度。向公司的高級管理人員徵求意見，從公司角度評估議題對遠洋服務的重要性。

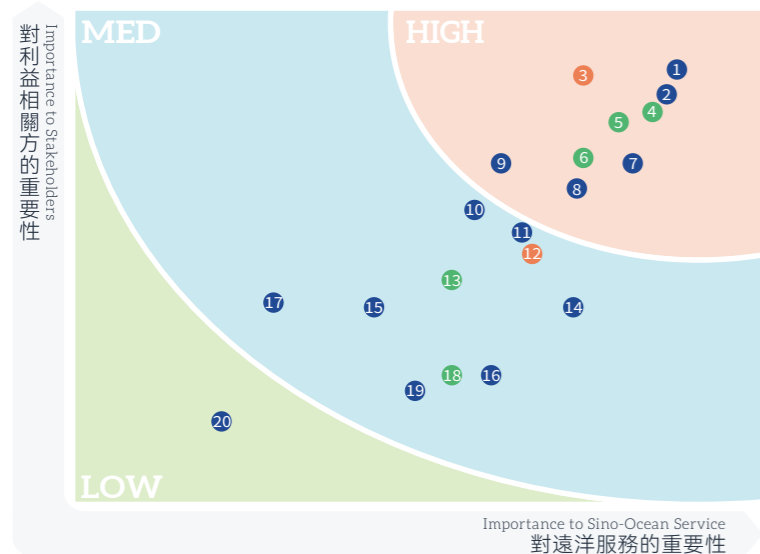
Surveys were conducted for stakeholder groups. Stakeholders were invited to assess the importance of each topic from their perspectives. Opinions were solicited from the Company's senior management to assess the importance of the topics to Sino-Ocean Service from a corporate perspective.

第三步：建立 ESG 議題重要性矩陣 Step three: development of the ESG materiality matrix

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

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

遠洋服務實質性議題分析矩陣 ESG Materiality Matrix of Sino-Ocean Service



- 環保議題
Environmental issues
- 社會議題
Social issues
- 管治議題
Governance issues

議題重要性 Materiality of the Topic	序號 No.	議題 Topic
高度重要議題 Highly material	1	提供優質產品與服務 Providing premium products and services
	2	客戶滿意度 Customer satisfaction
	3	防範貪污腐敗 Preventing corruption
	4	溫室氣體排放 Greenhouse gas ("GHG") emissions
	5	污染物排放 Pollutant discharge
	6	應對氣候變化 Responding to climate change
	7	員工健康與安全 Employees' health and safety
	8	客戶安全與健康 Customer safety and health
	9	供應鏈管理 Supply chain management
中度重要議題 Moderately important issues	10	員工權益與關懷 Employees' rights and interests and care for employees
	11	客戶隱私保護 Protection of customer privacy
	12	合法合規運營 Operations in compliance with laws and regulations
	13	廢棄物管理 Waste management
	14	推動行業進步 Promoting industry advancement
	15	知識產權保護 Protection of intellectual property rights
	16	社區發展與社會影響 Community development and social impact
	17	員工培訓與發展 Employee training and development
	18	節能降耗 Energy conservation and consumption reduction
19	供應鏈環境及社會風險 Environmental and social risks in the supply chain	
一般重要議題 General important issues	20	助力脫貧攻堅與鄉村振興 Supporting poverty alleviation and rural revitalization

03

REINFORCE THE FOUNDATION AND INSIST ON COMPLIANCE MANAGEMENT 夯實基礎·堅持合規管理

遠洋服務通過完善公司治理體系，誠信經營，廉潔運營，打造責任供應鏈，升級客戶服務體驗，為公司穩定發展提供保障。

Sino-Ocean Service insists on operational faithfulness and integrity by strengthening its corporate governance system. A responsible supply chain has been established, and customer service experience has been enhanced, ensuring the Company's steady growth.

- 30 完善公司治理
Improve Corporate Governance
- 31 恪守廉潔底線
Abide by Integrity Principles
- 34 打造責任供應鏈
Forster a Responsible Supply Chain
- 37 升級服務體驗
Upgrade Service Experience
- 45 深化客戶滿意度溝通
Improve Communication for Customer Satisfaction



IMPROVE CORPORATE GOVERNANCE

完善公司治理

ABIDE BY INTEGRITY PRINCIPLES

恪守廉潔底線



遠洋服務嚴格遵循法律法規，不斷完善廉潔建設，暢通舉報通道，完善舉報人保護機制持續推進廉潔培訓宣教工作，加強公司內部管理，規範公司廉潔運營。

Sino-Ocean Service strictly follows all laws and regulations and work hard to maintain our integrity. We have open reporting channels and a solid mechanism to protect whistle-blowers, and we are constantly improving our integrity training and education. We have strengthened internal management to ensure the operational integrity of the Company.

遠洋服務擁有系統的公司治理體系，董事局作為風險管理的最高機構，授權風險控制部對公司風險進行核查，不斷提升對運營和ESG風險的預防能力，為公司及其利益相關方的利益發展提供保障。

Sino-Ocean Service has an extensive corporate governance system in place. The Risk Control Department is authorised by the Board, which is the highest body for risk management to monitor corporate risks and continuously improve the ability to prevent operational and ESG risks to protect the interests of the Company and our stakeholders.

- ➔ 公司高度重視公司風險管理，制定《全面風險管理制度》，對公司風險管理進行規範。公司通過對風險進行識別、評估、梳理與監控，並依據風險管理事項制定並落實公司風險管理目標及應對措施，編制主要經營風險的評估結果和管控情況，以風險管控報告的形式上報審核委員會和董事局。
- ➔ 遠洋服務規範公司ESG風險管理。公司通過分類管理ESG相關風險、建立風險資訊清單、制定風險應對策略構建ESG風險管理體系。
- ➔ 此外，遠洋服務聘請外部法律顧問，進一步地確保公司在嚴格遵守法律法規的規範和監管下穩健運營。

The Company highly prioritised the corporate risk management. We have a "Comprehensive Risk Management System" in place for regulatory purposes. We identify, assess, summarise, and monitor risks, set corporate risk management targets, and implement countermeasures for specific risk management issues. We compile the assessment results, as well as the management and control progress of major business risks, into risk management and control reports, which we submit to the Audit Committee and the Board.

Sino-Ocean Service standardises our corporate ESG risk management and categorise ESG-related risks. We have created a risk information database, risk response strategies and an ESG risk management system.

Furthermore, Sino-Ocean Service retains external legal counsels to help ensure that the Company operates in strict accordance with all applicable laws, regulations and regulatory requirements.

加強廉政建設

Intensify Integrity Efforts

遠洋服務嚴格遵循《中華人民共和國刑法》《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》《最高人民法院、最高人民檢察院關於辦理貪污賄賂刑事案件適用法律若干問題的解釋》《最高人民法院關於審理貪污、職務侵佔案件如何認定共同犯罪幾個問題的解釋》《國家工商行政管理局關於禁止商業賄賂行為的暫行規定》《防止賄賂條例》（香港法例第201章）等與賄賂、勒索、欺詐和洗錢相關的法律法規，制定並修訂《反貪污及賄賂政策》《員工違紀處理辦法》《回避處理辦法》《監察案件檢查與審理工作辦法》《舉報與申訴工作辦法》《舉報政策》等內部政策，致力於持續推進廉政管理，塑造廉潔合規的企業文化。

遠洋服務不斷完善的廉潔體系，秉承「重業務、重實效、重處置」的工作原則，對潛在的貪污行為進行防範、管控及監管，形成事前風險防範、事中風險控制、事後風險處置的完整工作閉環，有效促進精細化管理。此外，公司管理人員及各區域大部分項目新入職人員均需按規定簽署《廉潔自律承諾書》，共同攜手打造廉潔生態圈。2022年，遠洋服務及其員工未發生貪污、賄賂、勒索、欺詐及洗黑錢等重大法律訴訟案件。

Sino-Ocean Service strictly abides by laws and regulations in relation to bribery, extortion, fraud and money laundering, including the Criminal Law of the People's Republic of China, Anti-Unfair Competition Law of the People's Republic of China, the Anti-Money Laundering Law of the People's Republic of China, the Interpretation of the Supreme People's Court and the Supreme People's Procuratorate on Several Issues Concerning the Application of Law in the Handling of Criminal Cases of Embezzlement and Bribery, the Interpretations of the Supreme People's Court on Certain Issues relating to the Ascertainment of Complicity in the Trial of Cases of Corruption and Embezzlement Through Official Capacities, the Interim Provisions of the State Administration for Industry and Commerce on Banning Commercial Bribery, and Cap. 201 Prevention of Bribery Ordinance of Hong Kong. We develop or revise some of our internal policies, including the "Anti-corruption and Anti-bribery Policy", the "Measures for the Handling of Staff Violation of Discipline", the "Administrative Measures on Abstinence", the "Administrative Measures for the Inspection and Trial of Supervisory Cases", the "Administrative Measures on Whistleblowing and Appeal", and the "Whistleblowing Policy". These are part of our efforts to continuously progress integrity management and shape a corporate culture of integrity and compliance.

Our integrity system is constantly being improved. We prevent, control and monitor potential corruption by concentrating on business, effectiveness, and handling. To promote refined management, we have established a complete closed loop that includes risk prevention prior to incidents, risk control during incidents and risk disposal after incidents. Furthermore, in accordance with the regulations, the Company's management and new recruits for most regional projects must sign the "Undertaking of Business Integrity and Self-discipline". The Company has gathered forces to create an ecosystem of integrity. Sino-Ocean Service and its employees faced no major legal proceedings in 2022 related to corruption, bribery, extortion, fraud, or money laundering.

暢通舉報通道

Provide Open Reporting Channels for Whistleblowing

遠洋服務堅持制度面前人人平等，有紀必行，違紀必究的工作原則，由風險控制部負責員工、供應商以及內外合作方的舉報工作，接收舉報資訊後負責調查並登記，並將重大案件匯報至審核委員會。

公司暢通監督舉報渠道，各利益相關方可以通過公開舉報電子郵箱、公開舉報電話、郵寄信件或來訪的方式，對發現的貪污案件進行實名或匿名舉報。2022年，公司在管項目的違紀舉報公示牌進行換新，並更新線上的遠洋服務統一協同辦公平台系統(BPM系統)的違紀舉報專欄。

Sino-Ocean Service upholds the values of equality before the system, strict observance of all rules, and serious consequences for rule-breakers. The Risk Control Department is responsible to the reports by our employees, suppliers, and internal and external partners. The department will begin an investigation and keep records after receiving a report. The Audit Committee will be consulted on important cases.

We have unrestricted channels for supervision and reporting. Stakeholders can use the public reporting e-mail, the public reporting hotline, letters, or visits to report corruption cases they come across in either their real names or anonymously. We updated the disciplinary reporting section of the Sino-Ocean Service's unified collaborative business process management system (the BPM system) in 2022 and renewed the notice board for disciplinary reporting for projects that are being managed.

完善舉報人保護機制

Improve the Whistle-blower Protection Mechanism

公司董事局已採納《舉報政策》，積極鼓勵各利益相關方舉報違紀行為，要求舉報人不得捏造、杜撰、歪曲事實，不得以陷害他人為目的，保證舉報資訊的真實性和客觀性。

同時公司設立舉報人保護機制，嚴格保密舉報人的相關資訊，並要求舉報受理人員不得洩露舉報人及被舉報人的個人資訊，以及舉報內容等。

《舉報政策》已刊登於公司官網。

Our Board has adopted the "Whistleblowing Policy" to encourage stakeholders to report any instances of misconduct. At the same time, whistle-blowers must avoid falsifying, fabricating, or distorting facts, as well as framing others for the purpose, and must ensure the authenticity and objectivity of the information they report.

We have put in place a whistleblower protection mechanism to ensure that the whistleblower's information is kept strictly confidential. The staff handling the report must not reveal the personal information of the whistleblowers or the person being reported, as well as the report's content.

The "Whistleblowing Policy" has been published on the website of the Company.

堅持培訓宣教

Insist on Training and Promotion

公司對腐敗事件始終堅持零容忍的態度，董事局已採納《反貪污及賄賂政策》以防止在任何業務及交易中出現貪污及賄賂的情況。每年定期組織董事及全體員工進行從業教育及合規廉潔培訓，從上至下增強公司全體的廉潔意識。2022年，遠洋服務公司採用線上線下相結合的方式共舉辦反貪污培訓共計39次，廉潔從業培訓覆蓋董事、高管及員工，參與總人數共計7,173人，培訓小時數共計11,238小時。

《反貪污及賄賂政策》已刊登於公司官網。

The Company has a zero-tolerance policy for acts of corruption. The Board has adopted the "Anti-corruption and Anti-bribery Policy" to prevent corruption and bribery in any business transactions. Every year, we routinely arrange directors and all employees to attend professional development and compliance and integrity training to raise overall company awareness of integrity from the top. In 2022, Sino-Ocean Service held a total of 39 anti-corruption training sessions by way of a combination of online and offline, covering a total of 7,173 people, including directors, senior management, and employees, with a total of 11,238 training hours.

The "Anti-corruption and Anti-bribery Policy" has been published on the website of the Company.

案例：廉潔從業培訓

Case: Business Integrity Training

保密規定培訓： Confidentiality training

公司通過組織本培訓旨在提高全體員工的保密意識，提升員工的職業道德素養，堅守道德與法律的底線，共促企業與員工的長遠發展。

This training aims to improve all employees' confidentiality awareness and professional ethics, encourage them to follow moral principles and the law, and promote the Company's and employees' long-term development.

新員工入職培訓： Onboarding training for new employees

為塑造廉潔的企業環境，公司對新入職員工，包括管理層和基層員工進行風險管理和廉潔從業相關培訓。

To foster a corporate culture of integrity, the Company provides risk management and professional integrity training to newly recruited management members and primary-level employees.

廉潔從業教育及業務審計合規培訓： Business integrity education and business audit compliance training

通過本培訓進一步強化廉潔文化建設，提高員工對內控合規的認識，傳達廉潔精神，從嚴從實抓好保密與廉潔工作宣傳教育，以提前化解和消除風險隱患，築牢內控案防的「防火牆」。

Through this training, the Company strengthens our integrity culture and raise employee awareness of internal control and compliance. In order to resolve and eliminate hidden risks in advance and to create a firewall for internal control and incident prevention, we spread the spirit of integrity, launch practical promotion and education on confidentiality and integrity, and strictly adhere to pertinent plans.



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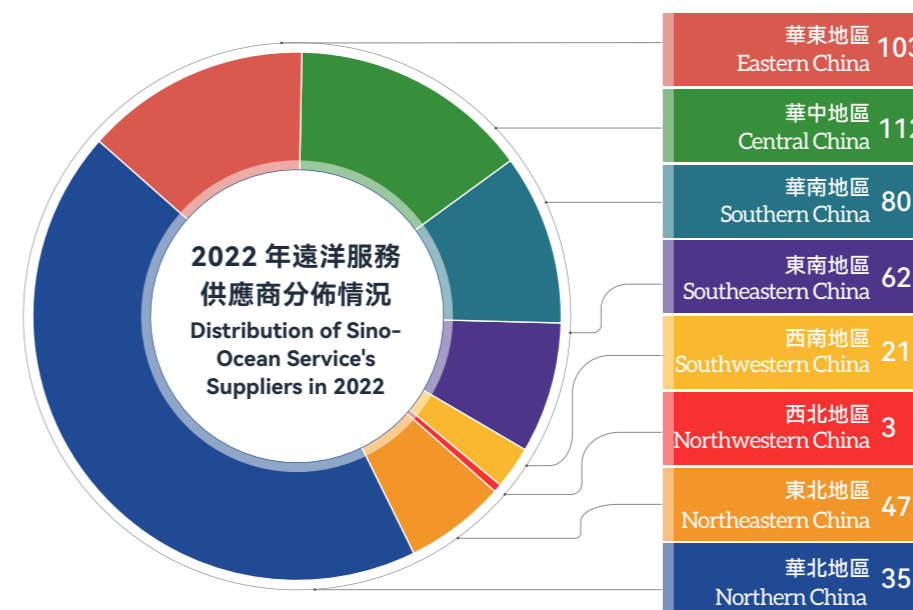
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FORSTER A RESPONSIBLE SUPPLY CHAIN

打造責任供應鏈

遠洋服務嚴格遵循《中華人民共和國招標投標法》法律法規，制定《供應商管理制度（試行）》《採購管理規範》制度，堅持公平、公正的招採原則，杜絕一切採用偽造、冒用、發佈虛假資訊等不正當手段從事市場交易、損害競爭對手利益的行為，積極推進責任採購，致力於引領產業鏈的綠色與可持續發展。公司積極將履行社會責任的理念和要求全面融入企業的採購全過程，以保證企業所採購的產品和服務。

Sino-Ocean Service strictly adheres to the Bidding Law of People's Republic of China and other applicable laws and regulations, and formulated a "Supplier Management Regulations (Trial)" and "Procurement Management Regulations", follows the principle of fairness and impartiality in procurement and prohibits all acts of improperly engaging in market transactions and harming competitors' interests, such as forgery, masquerades, and the dissemination of false information. We promote responsible procurement and are dedicated to driving green and sustainable development throughout the industrial chain. We are incorporating the concept and requirements of social responsibility into the entire procurement process of the Company to ensure that the products and services purchased by the Company are of high quality.



供應鏈制度建設

Establishment of the Supply Chain System

遠洋服務堅持守合同、重信用的合作原則，成立採購委員會並制定《供應商管理制度（試行）》，由公司經營管理部組織並實施供應商開發、註冊及資料評審管理工作，協同組織需求部開展供應商考察，推進供應商考評分級管理。2022年，公司全部在管項目嚴格遵守供應商管理機制，供應商《廉潔自律承諾書》簽署率達100%。

Sino-Ocean Service persistently adheres to the compliance with contracts and emphasis on creditworthiness and set up a Procurement Committee and formulated a "Supplier Management System (Trial)". The Operations and Management Department of the Company plans and executes supplier acquisition, registration, and data review management and works with the Organisation Demand Department to inspect supplier, conduct evaluation and classification of suppliers. In 2022, all of the Company's projects strictly adhered to the supplier management mechanism, and 100% of the suppliers signed the "Commitment to Integrity and Self-discipline".

供應商 ESG 風險管理

ESG Risk Management over Suppliers

為實現產業經濟與環境的雙重發展，遠洋服務將供應商的ESG風險納入風險識別的範圍，考評供應商設備、材料及服務的環保水準，鼓勵供應商預防、減輕和應對ESG風險，降低對環境及社會造成的不良影響，確保供應鏈的合法性和可持續性。遠洋服務在甄別供應商資質的流程中，對供應商的品質、環境、職業健康安全等方面設定考核標準。在擇選供應商時，公司優先擇選提供環保產品及服務的供應商。

To protect the environment while boosting the industrial economy, Sino-Ocean Service incorporated supplier ESG risks into the scope of risk identification and assessed the environmental protection performance of suppliers' equipment, materials and services, encouraging suppliers to prevent, mitigate, and responding to ESG risks to reduce negative environmental and social impacts while ensuring supply chain compliance and sustainability. During the verification process, we set quality, environmental, and occupational health and safety standards for suppliers. When choosing suppliers, we prioritise those who offer environmentally friendly products and services.

責任採購

Responsible Procurement

遠洋服務採用線上招標採購的方式，通過系統完成開標、評標、定標工作，實現招標採購透明化。同時，公司持續跟進供應商履約過程，對出現供應商履約問題進行及時地跟蹤處理，嚴格執行供應商季度考核並落實獎懲，保證供應商的管理品質，實現陽光透明的營商環境建設。

To achieve transparent bidding and procurement, Sino-Ocean Service uses online bidding and procurement, in which bid opening, evaluation and determination are completed systematically. We continuously monitor the performance of our suppliers and promptly track and resolve any issues that arise. We rigorously evaluate suppliers every quarter and offer rewards or punishments to ensure effective supplier management and a bright and transparent business environment.

嚴格供應商入庫

Strict Supplier Access Process

遠洋服務依據《遠洋服務採購管理授權審批表》嚴控供應商品質，開展供應商入庫評審。公司組織審評組從服務、業績、人員、公司等多個方面對供應商進行現場考察，篩選符合評審要求的供應商納入供應商庫。截至2022年12月31日，遠洋服務供應商累計共有781家，具體分佈情況如上：

In accordance with the "Sino-Ocean Service Procurement Management and Authorisation Approval Form", Sino-Ocean Service strictly monitors the quality of suppliers and conducts supplier admission reviews. The Assessment team of the Company inspects suppliers on-site for their services, performance, personnel and corporate conditions to determine which ones meet the requirements and could admit to the database of qualified suppliers. As of 31 December 2022, Sino-Ocean Service had a total of 781 suppliers and details of distribution are as above:



注重履責考評

Emphasis on Duty Fulfilment Appraisals

實施分級管理

Management by Tier

攜手供應商共發展

Common Progress with Suppliers

遠洋服務按照月度、季度、年度的週期對已經通過認證及正在為公司提供服務的供應商進行績效考核和供應商入庫評審，並針對主要類別的供應商增加供應商履約評審。公司不定期跟蹤供應商考評結果，如發現供應商在履約期間存在任何有關商業道德、安全、健康、員工權益和環境保護等方面的違規行為，採取嚴厲的整改措施。公司約談存在違規行為的供應商，確定整改時間並填寫供應商約談記錄表。根據整改結果評估，若違規行為仍存在，公司會結合履約考評對供應商進行扣款，直至解除合同。

Sino-Ocean Service conducts supplier admission reviews and appraisals monthly, quarterly, and annually on suppliers that have passed the certification and that are currently providing services to the Company. Specially, we have extra reviews for contract fulfilment of suppliers under major categories. We have additional reviews for suppliers' contract fulfilment in major categories. We keep track of supplier evaluation results from time to time. The Company will take strict rectification measures if a supplier violates business ethics, safety, health, employee rights, or environmental protection during contract performance. The Company will hold regulatory discussions with the supplier, determine the time limit for rectification, and fill out a record form for the conversation. The Company will withhold the amount due to the supplier based on the performance evaluation until the contract is terminated if the evaluation of rectification results reveals that the violation still exists.

遠洋服務實施供應商分級管理和供應商限制名單機制。公司每年末根據供應商年度考評結果展開供應商分級，將供應商分類為：戰略供應商、優秀供應商、合格供應商和不合格供應商。通過與各項目每月評估結果確認，公司篩選出供應商限制名單，並規定納入限制名單的供應商五年內不得進入供應商庫。

Sino-Ocean Service implements supplier management by tier and supplier blacklist system. At the end of each year, the Company classifies the suppliers as strategic suppliers, excellent suppliers, compliant suppliers and non-compliant suppliers based on their annual evaluation. Based on the monthly assessment results of our projects, the Company established a blacklist system and stipulated that suppliers who are included in the supplier blacklist are not allowed access for five years.

供應商作為公司的長期合作夥伴，與公司的利益密切相關。為打造優質的供應鏈體系，遠洋服務在供應商註冊時附廉潔協議，督促供應商學習，協助供應商掌握廉潔運營的基本知識。此外，公司關注供應商可持續能力，不定期地開展秩序專業、環境專業相關培訓，形成互信互賴、合作共贏的發展戰略。

Suppliers are long-term partners who have a close relationship with the Company's interests. In order to create a premium supplychain system, Sino-Ocean Service attaches an integrity agreement to the supplier registration to encourage suppliers to learn and master the fundamentals of operational integrity. We also emphasise supplier sustainability and offer professional training on order and environment from time to time. The above-mentioned measures constitute a development strategy based on mutual trust, mutual dependence and collaboration for win-win outcomes.

UPGRADE SERVICE EXPERIENCE

升級服務體驗

遠洋服務嚴格遵守《中華人民共和國廣告法》《中華人民共和國產品品質法》《中華人民共和國消費者權益保護法》《中華人民共和國反不正當競爭法》等法律法規，制定《物業前期工作管理辦法》《物業前介管理制度》《遠洋服務聯合檢查管理辦法》《物業前介審圖工作指引》《知識沉澱管理辦法》等系列內部管理制度，以客戶需求為中心，圍繞資訊化客戶服務平台，高效暢通的客戶溝通機制，健全的資訊管理系統以及開展社區關愛活動為主體，優化客戶服務體驗，提升客戶服務滿意度。

Sino-Ocean Service strictly adheres to the Advertising Law of the People's Republic of China, the Product Quality Law of the People's Republic of China, the Law of the People's Republic of China on the Protection of the Rights and Interests of Consumers, the Anti-Unfair Competition Law of the People's Republic of China and other applicable laws and regulations. In terms of internal management, the Company formulated policies such as the "Measures for the Early Phase of Property Management", the "Management System for Property Management Early Intervention", the "Joint Inspection Management Measures of Sino-Ocean Service", the "Guidelines for Plan Approval in Property Management Early Intervention" and the "Management Measures for Knowledge Precipitation". We always prioritise the needs of our customers, optimise customer service experience and enhance customer satisfaction, primarily through using our IT-based customer service platform, efficient and unblocked customer communication mechanism, sound information management system and community care events.

服務品質升級

Service Quality Upgrade

遠洋服務通過建立全面的品質控制制度及專業化服務團隊結合數智化服務平台，優化品質管理，提高公司整體服務效能並開展社區關愛模式，專注於公司運營過程服務流程標準化及服務品質的提升。

By establishing a comprehensive quality control system and a professional service team, as well as utilising our digital intelligence service platform, Sino-Ocean Service optimises quality management, enhances the overall effectiveness of our services, and implements a Community Care Model that focuses on standardising service processes and improving service quality throughout the Company's operations.



UPGRADE SERVICE



走進遠洋服務
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可持續發展管理
Sustainable Development Management

夯實基礎
Reinforce the Foundation

守護環境
Protect the Environment

關懷民生
Make People's Lives Better

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優化品質管理
Optimise Quality Management

遠洋服務通過設立三級品質控制制度和分包商內部評估制度，構建品質監控體系，按照品質標準要求對自有物業進行定期的檢查和抽查，對分包商進行定期監控與評估。公司按照分包商協議作為考核標準，對未達到協議標準、未通過年度績效考核以及未達到客戶滿意度的分包商採取除名措施，將不再聘請。2022年，公司取得ISO 9001證書，達到品質標準要求。

Through the three-tier quality control system and internal evaluation system for sub-contractors, Sino-Ocean Service develops a quality control regime, conducts inspections to self-owned properties on both regular and random basis based on quality standards, monitors and evaluates the subcontractors on regular basis. The Company uses the sub-contractor agreement as an evaluation criterion. Contractors who fail to meet agreed-upon standards, pass annual performance reviews, and satisfy customers will be removed from our list of qualified sub-contractors and will not be hired again. In 2022, the Company obtained ISO9001 certification and achieved the quality standards.

提高服務效能
Enhance Service Efficiency

遠洋服務持續推進標準化、自動化、數位化以及智慧化管理技術升級，通過業主應用端、物業端軟體即服務（SAAS）系統端、系統集成端形成端到端的客戶服務模式，打造智慧社區，提升客戶服務品質。

Sino-Ocean Service constantly promotes advancements in standardised, automated, digital and intelligent management technology. Through the end-to-end customer service model formed by owner application end, property end software as a service (SAAS) system end and system integration end, the Company builds smart communities and enhances customer service quality.

數智化客戶服務系統
Digital and Intelligence Customer Service System

遠洋服務持續優化社區資源管理系統和電子樓宇自動化系統（「EBA System」），升級數智化的服務體系，為客戶賦能。公司通過社區資源管理系統，開展線上項目管理，實現管理資料的視覺化，滿足日益反覆運算的客戶需求。公司使用EBA System，分為經營、社區、業主三個板塊專攻客戶服務，以一體化的智慧社區管理平台便捷業主、居民以及客戶，為業主打造安全、舒適、便利的智慧生活社區，感受應用科技提升生活品質的幸福。

數智化服務的普及助力公司更加便捷地落實服務，遠洋服務使用物聯網、雲計算等先進技術，打造億管家、億家生活、億家修、億空間以及EBA System。為保證業主及住戶的生活品質，公司特設置專屬運維團隊服務於業主及住戶，維護數智化客戶服務系統的應用安全，運維保障。同時，對各類數智化系統優化升級，滿足日益反覆運算的客戶需求的同时提升社區整體的數智化水準。

Sino-Ocean Service constantly optimising our community resource management system and electronic building automation system ("EBA System"), as well as upgrading our digital and intelligent service regime to empower the clients. To meet the increasingly diverse needs of customers, the Company manages online projects and visualises data management through the community resource management system. Using EBA System, the Company provides specialised customer services in three sectors, including operations, community and owners. With an integrated intelligent community management platform, we bring convenience to owners, residents and customers, and create a safe, comfortable and convenient smart living community for owners, where they find happiness from a better life brought by technology.

Thanks to the wider application of digital and intelligent services, the Company is providing services more easily. Sino-Ocean Service applies cutting-edge technologies, including Internet of Things and cloud computing, to develop "Yi Butler", "Yi Life", "Yi Maintenance", "Yi Space" and EBA System. We have a dedicated operation and maintenance team to maintain the security of digital and intelligent customer service system and provide operation and maintenance support to ensure quality of life for owners and residents. Furthermore, we optimise and upgrade digital and intelligent systems to meet increasingly diverse customer needs and to enhance communities' overall digital and intelligence levels.



優化社區關愛模式

Optimise the Community Care Model

遠洋服務定期公示業主的管理公約，通過宣傳欄對業主行為進行文明宣導，明確寵物餵養的系列規定，嚴禁高空拋物等危險性行為，宣導業主間互相監督與促進，營造協力打造文明社區的意識。同時，通過微信消息推送，朋友圈分享等線上方式分享共建文明、和諧、幸福社區的小貼士，並安排全區範圍的定期巡檢，對高空室外物品擺放進行巡視，以最大程度杜絕一切不文明的行為和消防安全隱患。

Sino-Ocean Service regularly publishes the owner management conventions and publicises owners through the publicity column with defining a set of rules for pet feeding, prohibiting risky behaviours such as high altitude throwing. We encourage owners to supervise and promote mutually in order to create the concept of civilised community. In the meantime, we share tips for building civilised, harmonious and happy community online such as WeChat news push and Moments, and organise regular community-wide inspections of the placement of outdoor overhead items in order to avoid any potentially uncivilised behaviours and fire safety hazards.

服務精細化 Refined Services

遠洋服務實行樓管責任制引領客戶服務體系，確保每棟樓均有專屬管家，以滿足轄區內業主及住戶的生活訴求並協同合作，共同落實社區整體行服務，營造規範化、人情化社區氛圍。

Sino-Ocean Service implements the building management responsibility system to lead our customer service regime. We make certain that each building has a dedicated butler to meet the needs of the owners and residents. Butlers collaborate with owners to serve the entire community and to create a standardised and caring environment.

案例：遠洋服務溫暖業主服務

Case: Sino-Ocean Service Brings Warmth to Owners

2022年春節期間，遠洋服務通過在遠洋社區佈置節日裝飾、加強巡邏力度、暢通24小時服務熱線等多種方式，保障全域項目內的業主及住戶感受春節喜悅氛圍的同時，為業主節日安全保駕護航。

During the Chinese New Year in 2022, Sino-Ocean Service decorated the community with festive decorations, stepped up patrols, and maintained 24-hour service hotlines. These moves ensured that owners and residents in all Sino-Ocean Service's projects enjoyed the Chinese New Year, while keeping them safe.

案例：黨建引領社區服務升溫

Case: Party Building Leads the Upgrade of Public Services in the Community

2022年，遠洋服務堅持以黨建為引領，促紅色物業社區建設。公司開展便民惠民服務活動，以修理事物、設置理髮攤位、洗刷攤位以及經理接待日等多種方式，零距離服務業主及住戶，攜手共建和諧社區家園。

In 2022, Sino-Ocean Service insisted on Party building to lead the construction of red communities. The Company hosted convenience events including repairing, hairdressing stalls, scrubbing stalls and the Managers' Reception Day. Through close services, Sino-Ocean Service worked hand in hand with owners and residents to build a harmonious community.



社區關愛

Community Care

遠洋服務搭建睦鄰社、悅活社、萌寵社三個社區群，定制不同的服務主體專項活動，滿足業主及住戶的生活需求，構建社區關愛新模式。

Sino-Ocean Service has built three community chat groups for each community: the Harmonious Neighbourhood Community, the Happy Life Community and the Cute Pets Community. They provide customised events for different groups to meet the needs of owners and residents and build a new model of community care.

睦鄰社

Harmonious Neighbourhood Community

面向老人和兒童的社區服務平台，以促進健康生活活動為主，通過文藝匯演、才藝比拼、親子活動等，促進父母間的相互陪伴。

A community service platform for the elderly and children with focus on healthy lifestyle events, providing opportunities for parents and children to spend time together through cultural performances, talent shows and parent-child events.

悅活社

Happy Life Community

面向園區內部全體業主和住戶，致力於營造健康生活氛圍，組建酷跑、城市跑、趣味運動會等活動，並組建社區群，提供分享交流運動心得的平台。

It is designed for all owners and residents in the community and is dedicated to creating a healthy living atmosphere. It organises events such as Cool Runs, City Runs and fun games. It also establishes community groups to provide a platform for sharing and exchanging of sports tips.

萌寵社

Cute Pets Community

面向寵物愛好者，提供園區內針對空巢老人、獨生子女、單身貴族以萌寵為中心，拓展社交圈。

It is designed for pet lovers. With pets as the centrepiece, it expands the social circle for elderlies living alone, only children and single nobles in the community.

案例：「友鄰+」系列主題活動：

Case: The "Friendly Neighbors+" Series Theme Events:

全民作戰

快樂狂歡

A Spree for All

2022年，遠洋服務以「不玩水，不夏天；無泡泡，不童年」為主題，舉辦花式戲水活動，帶動社區內業主及住戶感受水上項目的夏日狂歡。

In 2022, Sino-Ocean Service organised a fancy water event with the theme "No water, no summer; no bubbles, no childhood". In the event, owners and residents in the community had fun in the summer fever.



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案例：「友鄰+」系列主題活動：
Case: The "Friendly Neighbors+" Series Theme Events:

親子時光
浪漫一夏
Family Hours in Summer

2022年夏天，遠洋服務舉辦露天觀影活動，社區居民在夏日璀璨的星空下，與家人同聚看露天電影，留下美好的回憶。

In the summer of 2022, Sino-Ocean Service hosted an open-air film watching event. Community residents gathered under the bright summer stars to watch a film with their families and made memories.



炎炎夏日
清爽過夏
A Fresh Summer

2022年夏天，遠洋服務開啟夏日送清涼活動，並舉辦便民大集，通過為業主及住戶提供綠豆湯、洗車、清洗地墊等方式，提供溫馨服務。

In the summer of 2022, Sino-Ocean Service kicked off a Fresh Summer campaign with a convenience bazaar, providing owners and residents with considerate services including offering green bean soup, car washing and mat cleaning.



友鄰競技
健康宣導
A Competition for Health

2022年，遠洋服務舉辦「小小世界盃」足球比賽，借助友鄰競技賽，引導社區形成良好的健康運動氛圍，促進社區居民提升健康意識。

In 2022, Sino-Ocean Service organised a Little World Cup football match. In this friendly match, it promoted a healthy sporting atmosphere in the community and enhanced the health awareness among residents.



養老服務
Elderly Care Services



遠洋服務秉承「建築·健康」的理念，聯合養老品牌「椿萱茂」和海醫匯診所等資源，共同打造社區養老服務平台，致力於提供可信賴的居家養老服務。

Sino-Ocean Service adheres to the philosophy of "Building·Health". We work with the elderly care brand such as Senior Living Lamore and Haiyihui Clinic to create a community elderly care service platform dedicated to providing reliable elderly care services at home.

- 公司搭建線上智慧平台和線下服務輕空間，設計「五心」產品矩陣，覆蓋居住、飲食、生活、娛樂和助醫全週期的養老需求。
- 此外，公司不斷挖掘長者需求，針對客服管家展開老人心理培訓，幫助管家讀懂長者需求，同時在社區推廣老人寄養、國內旅居等服務。
- 2022年，遠洋服務入選為住建部及北京市民政局的社區養老試點單位。

The Company established an online intelligent platform and an offline service space, as well as a "Five Hearts" product matrix, to address the needs of the elderly in housing, food, living, entertainment and medical assistance.

Furthermore, we continue to investigate the needs of the elderly and provide psychological training to our customer service bulter in order to help them understand the needs of the elderly. We also promote foster care and domestic residency services for the elderly in the community.

In 2022, Sino-Ocean Service was chosen as a pilot entity for community-based elderly care services by the Ministry of Housing and Construction and the Beijing Bureau of Civil Affairs.



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疫情防控
Prevention and Control of the Epidemic

遠洋服務以保障業主及住戶的安全生活為宗旨，嚴格遵守《遠洋服務「新型冠狀病毒」應急處理預案》制度，全力開展抗擊疫情防控措施。公司成立疫情防控小組部署疫情防控工作，制定應急預案，並積極開展疫情防控宣貫，強化社區內業主及住戶的自我安全防範意識，建立牢固的安全防線。2022年疫情期間，公司組建服務團隊，兼顧社區範圍內消毒工作和居民生活保障工作。

Sino-Ocean Service commits to ensuring our residents and owners are safe. In strict accordance with the "Sino-Ocean Service Emergency Response Plan for the Prevention and Control of COVID-19", we made every effort to combat the pandemic. The Company set up the epidemic control task group to deploy epidemic control task, formulated anti-epidemic emergency plans, and actively promoted prevention and control of the epidemic in order to enhance the awareness of self-protection and precaution for owners and residents of communities and to build a solid defence. During the pandemic in 2022, the Company established a service team for community-wide disinfection and protection of residents' lives.

疫情防控服務團隊開展全方位、多頻次的社區內消毒工作

The COVID-19 prevention and control service team conducted comprehensive and frequent disinfection in the community.



物業管家為獨居老人提供醫藥物資並增設上門服務

Property butlers provided medical supplies and additional home services for the elderlies living alone.



遠洋服務擔任社區採購員，嚴格篩選、集中配送菜品

Sino-Ocean Service acted as a community buyer, strictly selected and distributed food in a centralized manner.



IMPROVE COMMUNICATION FOR CUSTOMER SATISFACTION

深化客戶滿意度溝通

遠洋服務致力於構建完善高效的客戶服務體系，通過加強客戶溝通，識別客戶需求，以最直觀的方式根據客戶的回饋了解客戶期望，明確公司服務有待提高的方面，形成從客戶聲音洞察到體驗問題的識別至優化改善的全面閉環。

Sino-Ocean Service is committed to developing a customer service regime that enhances efficiencies. We further understand customer expectations and needs by listening to them directly in order to improve customer communication. We have created a thoroughly closed loop from insight into customer voice to the identification, optimisation, and improvement of experience issues as a result, identifying areas for improvement in the Company's services.

客戶溝通

Customer Communication

遠洋服務不斷提高客戶服務標準，加強與客戶溝通，積極應對客戶投訴。公司通過「管家」服務平台，設置主片區和副片區並存的服務方式，充分保證客戶服務，實現迅速回應和回饋客戶訴求的機制。公司通過社區活動、回訪、刊物入戶發放等溝通方式，結合億家生活APP、遠洋全國客戶服務熱線、微信、短信/彩信通知發佈平台、通知欄、公示欄等媒介打開客戶溝通渠道，對戶主的關鍵訴求展開電話訪談和面談，定向化了解業主及住戶需求以實施改進方案。同時，公司開設管家熱線，設置100%暢通率的要求，如未及時接通，須在30分鐘內完成回撥。管家休息期間預備替班管家負責接聽，並公示夜間值班電話。2022年，公司未收到來自客戶對公司營運或商業信譽造成重大不利影響的投訴。

Sino-Ocean Service keeps raising the customer service standards, enhancing communication with customers, and actively addressing customer complaints. Through the Butler service platform, the Company set up a mechanism of primary and secondary service areas to fully guarantee customer service and provide prompt response and feedback. Through the Yi Life APP, Sino-Ocean Service's national customer service hotline, WeChat, SMS/MMS notification platforms, notice boards, and public notice boards, the Company opens up customer communication channels, neighbourhood events, follow-up calls, and the distribution of publications to households. We conduct phone and face-to-face interviews with owners and residents through these channels to understand their key demands and to develop and implement targeted improvement plans. In the meantime, the Company runs a Butler hotline with a requirement of 100% response rate. If incoming call could not put through immediately, a call-back must be made within 30 minutes. In 2022, the Company has not received any complaints from customers that have had a significant adverse impact on the Company's operations or business reputation.

滿意度調查

Satisfaction Surveys

遠洋服務聘請協力廠商開展客戶滿意度調查，定期監督客戶滿意度調查結果。對物業管理中存在瑕疵的方面，參考調查結果，對標優秀同行採取改進方案，聚焦全年的客戶服務短板問題。2022年公司客戶滿意度為90%，高於行業平均滿意度。Sino-Ocean Service engaged coordinated companies to conduct customer satisfaction surveys and track the results on a regular basis. We adopt improvement plans for any flaws in property management based on the results and benchmarking against excellent peers. Throughout the year, we also focused on customer service shortcomings. The Company's customer satisfaction rate in 2022 was 90%, which was higher than the industry average.

客訴應對機制

The Customer Complaint Response Mechanism

遠洋服務積極面對客戶投訴，制定項目客訴經理協同處理的應對流程。公司根據投訴的性質和嚴重性，創建日誌記錄投訴內容，以便問題回饋與風險評估。公司物業管理團隊必要時前往客戶所在物業，回訪業主，詢問業戶滿意程度、密切關注業戶訴求。公司項目管理團隊定期審查，編制月度分析報告，召開研討投訴分析會，落實整改工作並實施風險監控。公司對重大威脅安全事件，第一時間預警，落實業主利益保護。2022年遠洋服務累計受理各類客訴1,983單，其中包括投訴、諮詢、建議等，同比減少1,553單；投訴處理率100%，客戶投訴滿意率97%。

Sino-Ocean Service actively responds to customer complaints and has worked with project customer service managers to develop a collaborative response process. Depending on the nature and severity of the complaint, the Company creates a log to record complaint information for feedback and risk assessment. If necessary, our property management team will pay a visit to the owner in the property to determine their level of satisfaction and to listen to their requests. The project management team at the Company conducts regular reviews, prepares monthly analysis reports, holds discussion and complaint analysis meetings, implements corrective actions and monitors risks. We received 1,983 counts of customer claim orders in 2022, including complaints, inquiries and suggestions, with a decrease of 1,553 counts YOY, as well as a 100% claim settlement rate and 97% customer claim satisfaction rate.

強化客戶資訊保護

Enhancing the Protection of Customer Information

遠洋服務依照《中華人民共和國網路安全法》《中華人民共和國個人資訊保護法》等法律法規，制定《客戶資訊檔案管理作業指導書》加強客戶資訊保護，並通過ISO/IEC 27001資訊安全體系認證，進一步完善客戶資訊體系的規範化管理。

Sino-Ocean Service developed "Operation Guidelines on the Management of Customer Information Files" in accordance with the Cybersecurity Law of the People's Republic of China, the Personal Information Protection Law of the People's Republic of China and other relevant laws and regulations to better protect customer information. The standardised management of our customer information system has been further improved as a result of passing the ISO/IEC 27001 Information Security System certification.

客戶檔案保護系統

The Customer File Protection System

遠洋服務為客戶服務創建檔案室與客戶管理系統，即CRM系統，從書面資料保存模式升級至書面保存與系統管理相容的方式，將客戶資訊檔案保存進行升級，並在各個項目設置專屬的檔案室管理人員，協助客戶錄入基礎資訊至CRM系統，並對許可權把控嚴格的設置，授權批准後才可在CRM系統訪問資訊。

Sino-Ocean Service developed the archives room and a customer relationship management (CRM) system for customer service. We have transitioned from paper-based data storage to a combination of written data preservation and system management for the storage of customer information. In each project, we have designated archive managers to assist customers in entering basic information into the CRM system. Permissions are strictly controlled, while only authorised personnels can be permitted to access data in the CRM system.

客戶隱私保護機制

The Customer Privacy Protection Mechanism

遠洋服務制定「隱私政策條」款，將安全列入客戶保護重點項。公司對客戶隱私資料訪問和使用權限設置嚴格的授權限制，採取許可權申請和訪問的雙重記錄模式監控訪問資料，並通過「阿里雲伺服器」進行存儲，強化客戶隱私保護機制的可信賴性。2022年，公司發生使用者隱私資料洩露0次、資料丟失0次、系統被非法訪問0次、全年系統無故障率99%。截至報告期止，遠洋服務未發生涉及客戶隱私洩露的事件或負面輿情。

Sino-Ocean Service formulated a "Privacy Policy Terms" and has made security one of our top priorities for customer protection. We impose strict authorisation restrictions on access and use of customer privacy data, and we monitor access data using a dual record approach (permission and access application). The data is stored in "Elastic Compute Service", which makes our customer privacy protection mechanism more reliable. In 2022, the Company recorded 0 instances of leakage of private data of users, 0 instances of inadvertent loss of data and 0 instances of illicit system access and a 99% clean sheet against system breakdown for the year. As of the reporting date, no customer privacy-related leakage events and negative public opinion incidents occurred.



落實安全責任

Implementing Responsibility for Safety

遠洋服務堅持「安全第一、預防為主、綜合治」理指導方針，明確物業人員的操作規範，堅持「誰主管誰負責、誰在崗誰負責」和「以人為本、教育先導、科學管理」兩項工作原則，積極做好防火、防盜、防爆以及應對各類突發事件的處理工作，並對物業人員定期開展安全教育培訓與檢查，深刻落實客戶安全的責任。

Sino-Ocean Service insists on the guiding principle of "Priority of safety, focuses on prevention and comprehensive governance", and adheres to the two operation principles of "Whoever is in charge and whoever is on duty shall be responsible" and "People-oriented, guided by education, scientific management". We have a clear code of conduct for property management staff. We take precautions to avoid emergencies like fire, theft, explosions and other emergencies, and regularly provide safety education training and inspection to property management staff. By doing this, we practically fulfil our obligation to ensure our customers' safety.

安全管理體系

The Safety Management System

遠洋服務以安全第一作為公司安全管理的核心與基礎，嚴格遵循《中華人民共和國安全生產法》《中華人民共和國消防法》《中華人民共和國道路交通安全法》等國家法律法規，並更新修訂《遠洋服務安全管理工作制度》等內部管理制度，成立安全管理委員會全面管理安全事務，確保公司的各項工作安全運行。2022年，遠洋服務取得ISO 45001認證。

2022年，遠洋服務結合數智化系統，通過數位員工（AI）、智慧視頻巡邏等先進技術全方位全時段地監管戶主及住戶的安全，社區內外設有樓宇門禁系統、防爬刺障礙設施、緊急一鍵報警按鈕、巡邏電動車等序列安全保護系統，在社區內部署紅防入侵報警器應對隨時可能發生的安全隱患。此外，公司組建安全管理團隊，佈置交叉的夜間巡視路線、社區出入口嚴密核查、對獨自出行的未成年提高重視，形成專向的人性化管理體系，為業主及住戶的安全保駕護航，實現絕對的社區安全治理。

Sino-Ocean Service prioritises safety as the foundation and core of our safety management. We strictly adhere to the Production Safety Law of the People's Republic of China, the Fire Protection Law of the People's Republic of China, the Road Traffic Safety Law of the People's Republic of China and other pertinent national laws and regulations and revised the "Sino-Ocean Service Safety Management Work System" and other internal management systems. A Safety Management Committee is established with overall responsibility for managing safety matters to ensure the Company's safe operations. In 2022, Sino-Ocean obtained a ISO 45001 certification.

In 2022, combined with digital and intelligent system, Sino-Ocean Service monitors the safety of owners and residents on all front and at all times through advanced technologies such as digital soft (AI) and intelligent video patrols. Numerous security protection systems have been installed throughout the community, including the building access control system, anti-climbing barriers, the emergency one-button alarm, and electric patrol vehicles, as well as anti-intrusion alarms for security hazards that may occur at any time. Additionally, we have organised cross-route night patrol routes and set up security management teams. We set up thorough inspections at the entrances and exits to our community, and pay special attention to children travelling by themselves. In order to safeguard our owners and residents and achieve complete safety in the neighbourhood, we have created a committed and compassionate management system.

安全宣傳教育

Safety Promotion and Training

遠洋服務依據《安全宣傳教育工作制度》管理條例，定期對員工組織安全培訓與培訓專項考核。為實現安全理念與實際工作有效結合，公司組織各單位現場簽訂「百日安全無事故」安全責任書，輔助推進公司的安全管理工作。

2022年，公司組織組織重點項目、單位進行專題宣傳培訓累計11次，參與培訓管理人員累計321人次，專項考核考試合格率达到100%。截至2022年12月31日，遠洋服務未發生較大及以上的生產安全事故。

In accordance with the "Regulations on Safety Promotion and Education", Sino-Ocean Service organises regular safety training and special assessments for our employees. We organise subsidiaries to sign a safety commitment of "100 Days of Safety without Accidents" on site to advance the Company's safety management to effectively integrate safety concepts into our practise.

In 2022, we organized key projects and units to conduct special publicity training 11 times, and organized a total of 321 management staff to participate in the training, and a special assessment of the training content was conducted with 100% pass rate. As of 31 December 2022, Sino-Ocean Service did not have any significant or above production safety accidents.

案例：安全生產月開展落實安全責任，推動安全發展為主題培訓與教育

Case: Training and Education on Fulfilling Safety Responsibility and Promoting Safe Development in the Safety Production Month

2022年6月，遠洋服務開展安全生產月專項活動，各單位平台的安全負責人、督導轄區項目的安全生產管理人員共同參與安全主題培訓與宣講。截至2022年12月31日，遠洋服務全國在管項目共計298個且均開展安全主題培訓及落實宣傳工作，管理人員參與共計213名。

In June 2022, Sino-Ocean Service launched a special campaign, the safety production month. Officers in charge of safety in various units and platforms and safety production managers attached training and promotion sessions of safety. As of 31 December 2022, all 298 projects under Sino-Ocean Service's management nationwide had launched safety-themed training and promotion, with a total attendance of 213 managers.



案例：開展「百日安全無事故」專題活動

Case: The "100 Days of Safety without Accidents" Special Campaign

2022年10月，遠洋服務安委會號召各單位開展「百日安全無事故活動」專題動員會，落實安全生產工作，保障各單位轄區項目園區安全運營。

各單位積極分享交流，並在各單位現場簽訂「百日安全無事故」安全責任書，確保活動開展的有效性。

In October 2022, Sino-Ocean Service's Safety Management Committee called on all units to host a special mobilisation convention on "100 Days of Safety without Accidents" to ensure work safety and the safe operation of projects in the respective district of various units. Each units actively shared and exchanged ideas and signed the safety commitment of "100 Days of Safety without Accidents" to ensure the effectiveness of the campaign.



安全風險管理

Safety Risk Management

遠洋服務重點關注安全風險管理，公司更新《遠洋服務安全管理指引》《安全檢查及整改工作指引》《安全事故報告和調查處理工作制度》等內部制度，修訂《住宅物業各專業崗位主要例行事務標準》及系列工作手冊，不斷完善安全風險管理體系，最大限度地降低公司的安全隱患，預防安全事故的發生。遠洋服務通過風險管理工作，讓航業主及住戶的生活安全，打造安全舒適的居住環境。2022年，遠洋服務進行危險隱患排查整改累計12次，安全宣傳提示累計31次，救援應急預案演練累計112次。

Safety risk management is the prime concern of Sino-Ocean Service. Among other internal systems, the Company updated the "Sino-Ocean Service Safety Management Work Guidelines", the "Safety Inspection and Rectification Guidelines" and the "Safety Incident Reporting and Inspection Work System", and revised "Major Routine Matters Standards for Professional Positions in Residential Properties" and serial of work manuals, to constantly enhancing the safety risk management system and reduce the Company's hazards and prevent safety accidents. Sino-Ocean Service protects lives of owners and residents and develops a safe and comfortable living environment by risk management. In 2022, the Company conducted 12 times of hazard inspection and rectification, 31 sessions of safety promotion and reminders and 112 drills of emergency rescue plans.

知識產權保護

Protection of Intellectual Property Rights

遠洋服務嚴格遵循《中華人民共和國著作權法》《中華人民共和國商標法》《中華人民共和國專利法》《中華人民共和國民法典》等法律法規，制定《遠洋億家關於規範宣傳內容的通知》等內部政策，優化知識產權管理體系，強化知識產權保護力度。遠洋服務亦制定《知識產權管理規範》，對商標、軟件及其他的知識產權包括專利、版權、外觀設計權等的註冊、使用及保護作出規範，進一步加強本公司及員工對知識產權的保護意識。

Sino-Ocean Service strictly abides by all applicable laws and regulations, including the Copyright Law of the People's Republic of China, the Trademark Law of the People's Republic of China, the Patent Law of the People's Republic of China and the Civil Code of the People's Republic of China, and has formulated internal policies such as "Ocean Homeplus Notice on Regulating Promotional Contents" to optimize intellectual property management system and strengthen intellectual property protection. Sino-Ocean Services has also formulated the "Intellectual Property Management Regulations" to regulate the registration, use and protection of trademarks, software and other intellectual property rights, including patents, copyrights, design rights, etc. to further strengthen the Company and its employees' awareness of protection of intellectual property.



<p>排查安全隱患 Identifying Safety Hazards</p>	<p>開展對所屬各單位的安全管理隨機巡檢，宣導公司內部協同合作，共同查找隱患、及時整改銷項，確保整改率 100%；</p> <p>Random inspections for safety management are conducted at all units of the Company. Internal collaboration within the Company is encouraged to find hidden dangers and timely rectify them and ensure a 100% rectification rate.</p>
<p>整改安全隱患 Rectifying Safety Hazards</p>	<p>按照「四不放過」原則落實安全隱患整改工作，即：核實隱患原因不放過、落實整改和預防措施不放過、教育責任者和群眾不放過、處罰責任者不放過；</p> <p>Safety hazards are rectified in accordance with four principles: persistent enforcement until the cause of hazards is investigated thoroughly, persistent enforcement until rectification and preventive measures are implemented, persistent enforcement until the responsible parties and the mass are duly edified, and persistent enforcement until the responsible parties are penalised.</p>
<p>安全風險台賬管理 Safety Risk Ledger Management</p>	<p>針對運營管理薄弱環節，管理重要部位痕跡、防範安全設備設施運行故障，保障高危作業安全，並制定月度安全風險雙控管理台賬；</p> <p>For weaknesses in operational management, traces in important parts are managed to prevent operation failure in safety equipment and facilities and ensure the safety of high-risk operations; a monthly ledger for the double-control and management of safety risks is kept.</p>
<p>安全生產月活動 Safety Production Month</p>	<p>組織各個單位開展安全生產月專題會，擬定專題培訓課件，並培養安全專業培訓講師，開展安全管理經驗分享，提高消防安全管理標準，實現安全重點管控。</p> <p>Units are organised to host thematic conventions for the Safety Production Month and prepare thematic training presentations. Professional safety training instructors are trained to host safety management experience sharing. In this way, fire safety management standards are raised and safety-focused control is achieved.</p>



04

PROTECT THE ENVIRONMENT AND PURSUE GREEN DEVELOPMENT 守護環境·堅持綠色發展

遠洋服務堅守綠色發展理念，強化環境管理；堅持綠色運營宗旨，落實節能減排；堅定綠色生活倡議，積極應對氣候變化。遠洋服務對內不斷提升可持續發展能力，對外不斷輸出可持續發展助力，以綠色實踐為建設環境友好型社會貢獻力量。

Sino-Ocean Service is committed to the concept of green development and is constantly improving environmental management. Guided by the vision of green operations, the Company implements programs to conserve energy and reduce emissions. In addition, the Company adheres to its green lifestyle initiatives and actively responds to climate change. Sino-Ocean Service is internally improving its ability to grow sustainably and externally serves as a driving force in promoting sustainability across our society, contributing to the creation of an environmentally friendly society with green practices.

- 54 加強環境管理
Strengthen Environmental Management
- 56 踐行綠色運營
Pursue Green Operations
- 63 應對氣候變化
Address Climate Change



STRENGTHEN ENVIRONMENTAL MANAGEMENT

加強環境管理

遠洋服務嚴格遵守《中華人民共和國環境保護法》《中華人民共和國固體廢物污染環境防治法》《中華人民共和國節約能源法》《中華人民共和國水污染防治法》《中華人民共和國大氣污染防治法》等法律法規，制定《遠洋生活垃圾分類管理制度》等制度，搭建環境管理制度保障，為開展環保實踐提供指導框架。

Sino-Ocean Service strictly complies with the Environmental Protection Law of the People's Republic of China, the Law of the People's Republic of China on the Prevention and Control of Environment Pollution by Solid Waste, the Energy Conservation Law of the People's Republic of China, the Water Pollution Prevention and Control Law of the People's Republic of China, the Atmospheric Pollution Prevention and Control Law of the People's Republic of China, other applicable laws and regulations. The Company formulated "Sino-Ocean Management System for Household Waste Sorting" to build an environmental management system and provide a guiding framework for environmental practices.

議題 Agenda	持續目標 Continuing Goals
碳排放目標 Carbon emission target	中期目標 Medium-term goal 至2025年碳排放/能源密度減少15% (以2021年為基準年) By 2025, carbon mission/energy intensity is reduced by 15% (compared with the base year of 2021) 長期目標 Long-term goal 2050年實現「淨零排放」 Achieve net zero emissions by 2050
減少廢棄物目標 Waste reduction target	無害廢棄物管理 Non-hazardous waste management 至2025年實現100%無害化轉移率 Achieve 100% harmless treatment by 2025 有害廢棄物管理 Hazardous waste management 至2025年實現100%無害化轉移率 Achieve 100% harmless treatment by 2025

遠洋服務不斷完善環境管理的內部系統，優化環境資料的收集、統計等流程，為進一步開展環境管理工作提供資料支撐。2022年，公司搭建線上環境資料收集平台，明確收集範圍與統計口徑，並在多次培訓與測試後將平台投入使用，提高相關資料收集的精確度與完整性，為公司科學研判業務運營情況、整體提升環境管理能力奠定堅實基礎。

為更好地應對環境風險，遠洋服務取得ISO 14001環境管理體系認證。針對環境風險相關的重要議題，遠洋服務設定具體目標，並根據公司發展趨勢與實踐情況不斷對其更新反覆運算。此外，遠洋服務配合遠洋集團的《碳中和戰略及路徑規劃》對環境目標進行優化完善，力求在環境管理上實現回應國家環保號召、維護社會生態環境、支援企業持續發展的整體最優效益。2022年，遠洋服務環境目標如下：

Sino-Ocean Service continues to improve its internal environmental management system and optimizes environmental data tracking and collection processes in order to provide data support for better environmental management. In 2022, the Company built an online environmental data collection platform, clarified the scope of the collection and specific items, and launched the platform after multiple training sessions and tests. The new platform has increased the accuracy and integrity of collected data, allowing the Company to scientifically evaluate its business operations and thus lay a solid foundation for better overall environmental management performance.

Sino-Ocean Service has obtained ISO 14001 environmental management system certification. In order to better address environmental risks, the Company has established specific objectives for resolving material issues related to environmental risks, and constantly updated them in accordance with its development trends and practices. Furthermore, the Company has refined these objectives in line with Sino-Ocean Group's "Carbon Neutrality Strategy and Pathway Planning" in order to respond to the national call for strengthening environmental management, protecting the ecological environment, supporting corporate sustainability, to achieve greater synergies between these measures. The following are Sino-Ocean Service's environmental goals for 2022:

議題 Agenda	持續目標 Continuing Goals
氣候變化 Climate change	將氣候變化風險納入企業風險管理體系 Incorporate climate change risks into corporate risk management system 向審核委員會匯報包括氣候變化在內的環境、社會及管治的風險水準 Report of the risk levels of ESG scopes including climate change to the Audit Committee 基於當前進展，推進企業可持續發展戰略中的氣候變化管理 Promote climate change management in the Company's sustainable development strategy based on current progress 2022年已提出《遠洋服務氣候變化行動宣言》，2025年在公司層面完成《遠洋服務氣候變化行動宣言實施策略》 Based on the "Sino-Ocean Service Statement on Climate Change Initiatives" issued in 2022, we aim to internally implement the "Sino-Ocean Service Statement and Implementation Strategy on Climate Change Initiatives" by 2025 各業務部門制定符合具體業務情況的可持續發展戰略並落實相應舉措 All business departments create a sustainability strategy that suits their realities and implement the corresponding measures
能源效益及可再生資源 Energy efficiency and renewable resources	不斷更新節能舉措，提升可再生能源使用比例，降低整體能耗水平 Update energy-saving measures, increase the proportion of renewable energy, and reduce overall energy consumption
水資源 Water resources	最大程度減少業務運營用水，實現優於國家「十四五」中提出的節水目標，到2025年，耗水密度減少10%（以2019年為基準年） Minimize water consumption during business operations and outperform the water conservation goals listed in the national "14th Five-Year Plan" and reduce water consumption intensity by 10% by 2025 (compared with the base year of 2019)



走進遠洋服務
About
Sino-Ocean Service

可持續發展管理
Sustainable Development
Management

夯實基礎
Reinforce
the Foundation

守護環境
Protect the
Environment

關懷民生
Make People's
Lives Better

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PURSUE GREEN OPERATIONS

踐行綠色運營

遠洋服務堅持踐行綠色運營，不斷提升低碳運營能力，支援遠洋集團的2050「淨零排放」計劃。公司通過有序分類管理不同排放物，合理高效利用各類能源，減排與節能兩手抓，從而與環境和諧共處，實現穩定運行。

Sino-Ocean Service persistently strives for green operations, continuously improves its low-carbon operational performance, and supports Sino-Ocean Group's "2050 Net Zero Emissions Plan". The Company categorizes waste, manages it in an orderly manner, and uses all types of energy reasonably and efficiently. By taking a holistic approach to emissions reduction and energy conservation, the Company hopes to live in harmony with nature and ensure the stability of its operations.

排放物管理

Emissions and Discharge Management

遠洋服務遵照相關法律法規，將日常運營中產生的廢棄物按標準分類，妥善處理，提高綠色服務水準。公司結合實踐經驗，對項目運營中產生的廢氣、廢水及噪音等其他類型排放進行細緻統計，科學管控，維護周邊公共環境。

Sino-Ocean Service complies with relevant laws and regulations, classifies and treats waste generated during daily operations in accordance with statutory standards, and strives to improve our green services. Combining its practical experience, the Company tracks and collects data on exhaust gas, sewage noise and other types of emissions generated by operational projects. The Company controls and manages the waste in a science-based manner to protect the surrounding environment.

廢棄物處理

Waste Treatment

公司推行《有害及無害廢棄物處置制度》，嚴格落實廢棄物分類管理要求，統一收集，分類存放。公司強化廢棄物處理鏈路管理，與具備相關資質的廠商簽訂《生活垃圾清運合同》《廚餘垃圾清運合同》，確保廢棄物得到專業清運與消納，力求在最大程度上避免環境污染。此外，公司從源頭把控廢棄物的產生和處理流程，堅持在施工前開展工程量評估，避免施工過程中造成不必要的材料浪費，在施工過程中嚴格執行相關標準，減少廢棄物的產生，以實現減廢目標。2022年，公司修訂完善《垃圾消納管理作業指導書》，規範現場建築垃圾、生活垃圾、廚餘垃圾收集流程，實現垃圾收納場所管理。

Sino-Ocean Service implemented the "Policy for the Disposal of Hazardous Waste and Non-hazardous Waste" to rigorously carry out the waste sorting requirements, for that waste should be collected centrally and placed separately according to its types after sorting. The Company has strengthened the management of waste disposal channels and signed the "Household Garbage Cleaning Contract" and the "Kitchen Waste Cleaning Contract" with qualified third parties to ensure proper cleaning, transportation, and disposal of waste and thus minimize pollution. In addition, the company controls the generation and treatment process of waste from the source, insists on conducting engineering quantity assessment before construction, avoids unnecessary material waste during the construction process, strictly implements relevant standards during the construction process, reduces waste production to achieve waste reduction goals. In 2022, the Company updated the "Handbook for Waste Disposal and Management" to standardize the procedures for collecting leftovers, household waste, and construction debris and to regulate garbage storage and treatment sites.



無害廢棄物 Non-hazardous Waste		有害廢棄物 Hazardous Waste
可回收物 Recyclable Items	分類裝袋，送至指定地點集中存放。 Recyclables are sorted, bagged and transported to a designated area for storage.	公司嚴格遵照《中華人民共和國固體廢物污染環境防治法》及《危險廢物轉移管理辦法》，將電池、電器、手機、塗改液瓶等有毒有害固體廢物運送到指定的垃圾存放處分類存放。 In compliance with the Law of the People's Republic of China on the Prevention and Control of Environment Pollution by Solid Waste and the Measures for the Transfer of Hazardous Wastes, Sino-Ocean Service sorts and transports toxic and hazardous waste, such as batteries, electrical appliances, cell phones and correction fluid bottles to a designated storage site.
廚餘垃圾 Kitchen Waste	裝袋入桶，聯繫專門單位每天定時清運。 Kitchen waste is put into garbage bags or cans and then collected by garbage management companies daily at regular hours.	
綠化垃圾 Greening Waste	填埋滷肥，以實現變廢為寶。 Greening waste is crushed and composted in landfills to turn waste into treasure.	

案例：開展垃圾分類宣傳，宣導綠色生活方式

Case: Sino-Ocean Service launched waste sorting awareness campaign to advocate a green lifestyle

2022年初，遠洋服務開展生活垃圾分類服務能力全鏈路升級項目。項目從前端垃圾桶改造，生活垃圾分類宣傳活動，過程管控，後期垃圾分類處理嚴格把控，於2022年8月取得垃圾分類服務能力十星級認證證書。

In early 2022, Sino-Ocean Service launched the full-cycle upgrading campaign on household waste sorting service capability, covering improvements to trash bins during the initial phase, awareness raising on household garbage sorting and process control during the intermediate phase, and rigorous implementation of garbage sorting and disposal procedures during the final phase. The Company received the Ten-Star Certificate on Waste Sorting Service Capability in August 2022.



其他類型排放

Other Types of Emission

公司在相關法律法規的指導下，結合實際運營經驗，針對廢氣、廢水及噪音等項目運營中的主要排放物進行科學管理。利用資源購買發票對各類排放物的排放量進行統計，以實現有效管控；制定針對性指導檔，採取切實可行的減排措施，達成科學減排、保護環境的整體目標。

Sino-Ocean Service manages the major emissions from its operational projects in a science-based manner, such as exhaust gas, sewage and noise, while adhering to pertinent laws and regulations and drawing on its operational experience. The Company uses resource purchase invoices to calculate various types of emissions and implement effective control. The Company has also developed targeted guidance documents and taken workable emissions reduction measures to accomplish the overarching goal of science-based emissions reduction and environmental protection.

排放類型 Emission Types	指導文件 Guidance Documents	減排措施 Emissions Reduction Measures
廢氣 Exhaust Gas	<p>法律法規 Laws and regulations</p> <p>《中華人民共和國大氣污染防治法》 Atmospheric Pollution Prevention and Control Law of the People's Republic of China</p> <p>內部制度 Internal policy</p> <p>《寫字樓及商業中央空調運行規定》 《住宅裝飾裝修管理作業指導書》 《環境因素識別與評價控制程序》 《公區設施日常維修標準》 Office Building and Commercial Central Air Conditioning Operation Regulations Handbook on Management of Decoration in Residential Buildings Control Procedures for Environmental Risk Identification and Evaluation Daily Maintenance Standards of Facilities in Public Areas</p>	<p>規範圍合裝修現場，減少揚塵與噴塗氣體外散； 採用圍合與濕式施工，平整公區，硬化地面，減少揚塵； 採用環境溫度，控制商業、寫字樓空調設備啟停。</p> <p>Properly enclose construction and decoration areas to avoid dust and spread of spraying gas; Combine enclosing and water spraying measures, level the floor of public areas, and build impermeable roads to avoid dust; Control the activation and pause of air conditioning in commercial and office buildings according to the ambient temperature.</p>
廢水 Sewage	<p>法律法規 Laws and policy</p> <p>《中華人民共和國水污染防治法》 Water Pollution Prevention and Control Law of the People's Republic of China</p> <p>內部制度 Internal mechanisms</p> <p>《共用設施維護作業指導書》 《節能降耗管理規範》 Handbook on Maintenance of Public Facilities Management Regulations on Energy Conservation and Consumption Reduction</p>	<p>利用景觀水系再利用澆灌綠地； 自建中水泵房，收集並處理生活水、雨水，再利用至綠化澆灌、道路沖洗、家庭坐便器沖洗等。</p> <p>Reuse landscape water to irrigate the grass; Build a recycled water pump station to collect and treat household wastewater and rainwater and then use it for irrigation, road cleaning and toilet flushing.</p>
噪音 Noise Pollution	<p>法律法規 Laws and regulations</p> <p>《中華人民共和國環境雜訊污染防治法》 Law of the People's Republic of China on Prevention and Control of Pollution from Environmental Noise</p> <p>內部制度 Internal policy</p> <p>《住宅裝飾裝修管理作業指導書》 Handbook on Management of Decoration in Residential Buildings</p>	<p>科學規劃施工時間； 合理安排施工工序。</p> <p>Create a reasonable construction schedule; Arrange proper construction procedures.</p>

資源使用

Use of Resources

遠洋服務認真研習《“十四五”節能減排綜合工作方案》，制定《節能降耗控制程序》《節能降耗管理規範》等內部管理檔，梳理設施設備耗能情況，淘汰高耗能的落後機電；規範求取適用水來源程序，定期監督用水情況。公司通過科學利用能源資源，追求經濟效益與社會效益同步實現最大化。遠洋服務提倡無紙化辦公、打印前事先檢查，避免產生廢紙；打印機默認設置雙面打印、複印，雙面重複利用，減少紙張浪費。

Sino-Ocean Service thoroughly studies the "Comprehensive Work Program during the 14th Five-Year Plan on Energy Conservation and Emissions reduction" and has formulated the "Control Procedures for Energy Conservation and Consumption Reduction" and the "Management Regulations on Energy Conservation and Consumption Reduction". The Company evaluates the energy consumption of equipment, gets rid of outdated, energy-intensive electromechanical equipment, regulates water access procedures, and regularly supervises water use. At Sino-Ocean Service, we responsibly use energy and resources while maximizing economic and social benefits. Sino-Ocean Service advocates paperless office and checking before printing to avoid wasting paper. We also set double-sided printing and copying as the default, using both sides of the paper to reduce paper waste.

節能措施

Energy-saving Measures

公司按照《節能降耗控制程序》，規範統計供熱、製冷、照明等設施設備耗能情況，以項目為單位在系統上進行資料填報，經過區域公司與總部公司雙重校準，為節能改造提供資料支撐。

公司根據北京市發展和改革委員會下發的相關標準，引入專業的協力廠商機構，對中遠酒店物業管理有限公司下的各重點物業項目開展能源審計與碳排放核實，以確認公司排放報告的完整性與準確性，保障公司碳排放報告的可信度。同時，公司通過建立能耗基準資料、對廢棄物進行分類稱重、分表測量，精細化資料記錄，並結合持續性的資料分析，設定節能環保目標，不斷發現節能機會，優化運營管理。公司根據實際情況，針對不同時期項目設計科學可行的節能降耗目標：

Sino-Ocean Service collects data on energy consumption generated by heating, cooling, and lighting facilities and equipment in accordance with the "Control Procedures for Energy Conservation and Consumption Reduction". The Company then submits the relevant data to the internal management system based on the various projects, and the headquarters and subsidiaries double-check the data, providing data support to company-wide energy conservation efforts.

In accordance with the applicable standards issued by the Beijing Municipal Commission of Development and Reform, the Company has enlisted the services of professional third-party institutions to conduct energy audits and carbon emissions inspection on key property projects owned by Zhongyuan Hotel Property Management Limited, in order to ensure the integrity, accuracy and credibility of the Company's carbon emissions report. In the meantime, the Company has established energy conservation and environmental protection goals, constantly identified energy conservation opportunities and optimized its operational management by establishing an energy consumption baseline, sorting and weighing waste, refining data recording methods, and conducting continuous data analysis. We consider the actual situation when developing scientific and feasible energy conservation and consumption reduction objectives for projects at various stages.

項目運行時長 Project Duration	節能降耗目標 Energy Conservation and Consumption Reduction Goals
10 年以上 Over 10 years	保持項目能源消耗水準，不增加額外能耗。 Maintain the current energy consumption level without consuming extra energy.
5 至 9 年 5 to 9 years	深挖項目節能空間，實現能耗節約 2%-5%。 Tap into the energy-saving potential to conserve energy by 2% to 5%.
1 至 4 年 1 to 4 years	全面梳理能耗情況，建立能源消耗台賬； Take stock of the overall energy consumption and create a tally. 參考成熟案例，實現能耗節約 5%-10%。 Learn from best practices and strive to conserve energy by 5% to 10%.

為科學有序落實節能降耗目標，公司重點關注電能與燃油兩大能耗類別。為更好地實現節約用電，公司優先選用環保型、節能型電器設備，優化用電結構；智能化改造照明用電，杜絕長明燈現象；合理規劃空調等大功率電器使用，避免極端調溫；及時開合電閘，避免電能損失。為提高燃油使用效率，公司定期維護車輛，制定油耗目標，提倡合乘公務用車，引導員工綠色出行。2022年，公司通過了ISO5001能源管理認證，北京遠洋光華國際（C座）通過BOMA中國建築管理卓越(COE)認證。

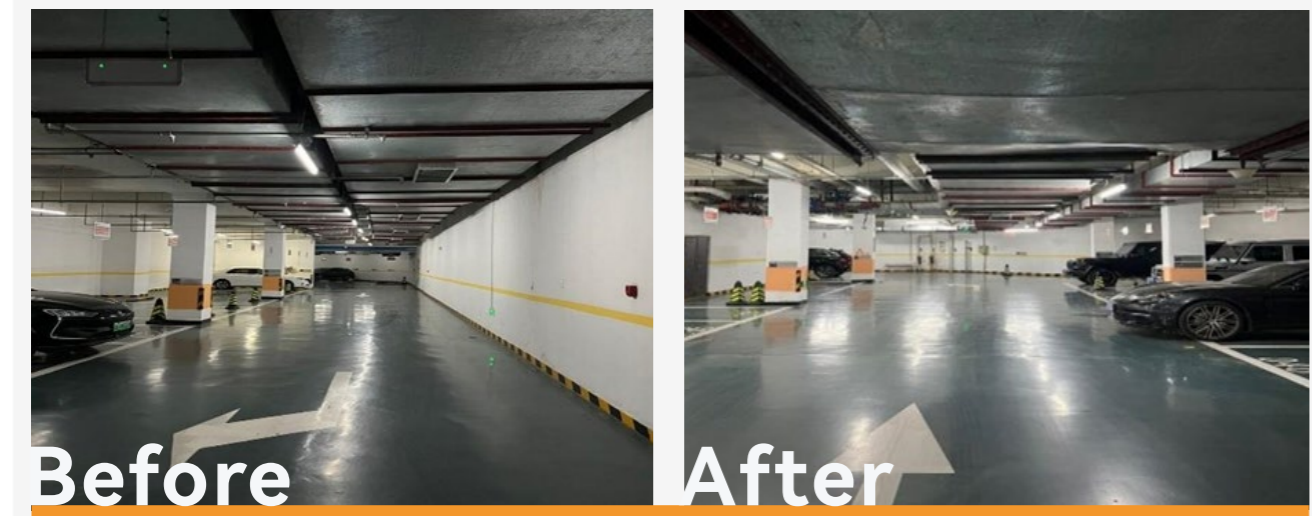
Sino-Ocean Service focuses on electricity and fuel consumption in order to better implement our energy conservation and consumption reduction goals in a scientific and orderly manner. To save electricity, we use energy-saving and environmentally friendly electrical appliances, improve the electricity use structure, and conduct intelligent lighting equipment upgrades to ensure lights are turned off when no one is present. We also wisely use air conditioners and other high-power electrical appliances to avoid extreme temperature regulation. Switches are turned on and off in a timely manner to prevent electricity loss. We perform regular vehicle maintenance, set fuel consumption limits, advocate for sharing corporate vehicles for business purposes and encourage employees to travel green to improve fuel efficiency. In 2022, the Company obtained ISO 5001 energy management certification. BOMA China awarded the Certificate of Excellence (COE) for energy management to Tower C of Ocean Office Park (Beijing).



案例：北京遠洋國際中心 A 座停車場照明改造
Case: Tower A of Ocean International Centre (Beijing) upgraded its lighting devices in the parking garage

2022年2月，北京遠洋國際中心A座正式獲得BOMA BEST®金級認證，是華北地區首個獲得該認證等級的寫字樓。項目運行超15年之久，此次對兩層地下車庫進行了智慧LED照明節能改造，人車行進路線無規則情況下採用「Follow Me」功能，隨人車移動，當車輛通過時，照明由節能模式轉換為正常亮度，在不影響車輛正常通行和使用者體驗的情況下提高能效。相較改造前，節能率超過50%。

In February 2022, Tower A of Ocean International Centre (Beijing) obtained the BOMA BEST® Gold Certification and was the first office building in Northern China to get a gold certificate from BOMA. Having operated for more than 15 years, the project conducted energy conservation upgrading by using intelligent LED lighting in the two-story underground parking garage. A special function called "Follow Me" was added. When a vehicle moves randomly in the parking garage, the function will be activated. That means lighting along the driving route will shift from energy-saving mode to normal mode, therefore increasing energy efficiency without compromising the driver experience or disrupting normal driving. The energy efficiency grew by more than 50% after upgrading.



節水措施
Water Conservation Measures

遠洋服務規範管理取水途徑，主要使用市政管網自來水，在求取適用水源上保持零問題記錄。同時，公司合理規劃用水，將水資源使用情況歸納為日常服務用水、辦公用水、綠化用水三個主要類別，從合理用水、迴圈用水、節約用水、保有水源四個維度，採取系列用水措施，減少用水消耗量。

Sino-Ocean Service regulates the source of water which is primarily sourced from the municipal water supply networks and keeps a record of zero problem in sourcing water that is fit for purpose. Moreover, the Company uses water responsibly and classifies water use into three main categories: daily services, office work, and landscape greening. To reduce water consumption, the Company uses water rationally, recycles saves and protects water sources.

方案維度 Dimensions	系列措施 Measures
<p>合理用水 Rational Water Use</p>	<p>規範自來水、礦泉水、開水等不同水資源的使用場景。 Regulate water use scenarios such as the use of tap water, mineral water and boiled water.</p>
<p>迴圈用水 Recycle Water</p>	<p>自建中水泵房，迴圈使用經處理後的雨水、生活污水。 Build a recycled water pump station to collect and use treated rainwater and domestic sewage.</p>
<p>節約用水 Save Water</p>	<p>定期檢查供水設備，及時處理「跑、冒、滴、漏」等現象； Check water supply equipment regularly and address any water leakage immediately. 定期升級供水系統，結合使用場景，調整改造用水設施； Update the water supply system regularly and adjust water facilities according to use scenarios. 無負壓直連自來水管網，利用水壓反映用水需求，自動按需調配供水速率。 Faucets are connected to the tap water pipe network without negative pressure, so that water supply rates are automatically adjusted according to the water pressure.</p>
<p>保有水源 Protect Water Sources</p>	<p>採用全封閉無負壓供水設備，避免污染物進入供水系統，或水資源與空氣接觸所造成的二次污染。 Totally-enclosed water supply equipment without negative pressure is used to prevent pollutants from entering the pipe network or secondary pollution due to water exposure to air.</p>



案例：北京遠洋萬和城綠化改造
Case: Greening upgrade in Ocean Great Harmony (Beijing)

北京遠洋萬和城園區景觀綠地多為高出路面的鹼性沙壤土地，常規澆水方式難以有效滲透草坪根部，長久會造成局部水土流失。這一現象既給路面保潔帶來額外壓力，又容易造成水資源的額外耗費。項目通過改造澆灌噴頭，優化澆灌工作模式，在完成達標的有效澆水量的同時減少了水資源耗費。萬和城綠化改造後年度耗水量節約30%。

Landscape of Ocean Great Harmony (Beijing) is primarily made up of alkaline sandy soil sloped land higher than the road surface. This means that conventional irrigation can barely get water to the grass's roots, resulting in local water and soil loss over time. This phenomenon not only makes road cleaning more difficult but also consumes more water resources. Sprinklers are upgraded to improve the irrigation pattern and reduce water consumption while meeting effective water use standards. Following the upgrade project, annual water consumption is reduced by 30%.



Before



After

ADDRESS CLIMATE CHANGE

應對氣候變化

遠洋服務重視公共健康，宣導綠色生活。公司積極應對氣候變化，通過不斷更新公共設施，提升服務品質，改善社區環境，建設可持續發展的和諧社區。在《遠洋集團應對氣候變化政策》的指導下，遠洋服務已提出《遠洋服務氣候變化行動宣言》。

Sino-Ocean Service highly values public health and advocates a green lifestyle. We take proactive steps to address climate change, constantly upgrade public facilities to provide better services, improve the community environment, and strive to build harmonious, sustainable communities. Guided by the "Sino-Ocean Group Policy on Climate Change", the Company has formulated the "Sino-Ocean Service Statement on Climate Change Initiatives".

《遠洋服務氣候變化行動宣言》：
"Sino-Ocean Service Statement on Climate Change Initiatives":



我們將承擔環境責任，通過節能的運營和管理方式，提高資源利用效率，減少碳排放；

We are committed to undertake the environmental responsibility by protecting the environment and applying energy-saving operational and management approaches to increase resource use efficiency and reduce carbon emissions;



我們承諾主動宣導供應商和合作夥伴，攜手為應對氣候變化貢獻力量；

We are committed to collaborating proactively with our suppliers and partners to address climate change together;



我們鼓勵環保、低碳的辦公和生活方式，並宣導員工和業主共同踐行。

We encourage environment-friendly and low-carbon ways of work and life and mobilize our employees and homeowners to practice the concept.

保護環境及天然資源

Protecting the Environment and Natural Resources

作為服務企業，公司注重維護社區環境，致力於為業主構建綠色健康的舒適家園。公司制定《綠化養護作業指引》《綠化專業崗位職責》等管理制度，根據園區所在當地的自然環境特點，栽種多種類型園區綠植，分類分級進行養護，建設園區生態，保護生物多樣性。公司尊重園區原有生態迴圈，規範使用殺蟲劑、除草劑、化肥、農藥等化學藥品，防止污染土壤，避免損害地下水環境。

公司通過維護園區綠色生態，致力於打造人與自然和諧共處的社區環境。2022年，遠洋服務未發生對環境及天然資源造成重大負面影響的事件。

As a service provider, Sino-Ocean Service places a high value on protecting the environment of communities and remains dedicated to building green, healthy, and comfortable homes for its owners. The Company formulated the "Guidelines for Green Landscape Maintenance Operation" and the "Duties of Specialized Job Positions for Green Landscape Maintenance", planted a variety of green vegetation in line with the local natural environment, adopted multi-level and multi-layered vegetation care methods, and fostered a healthy ecosystem around the community to protect biodiversity. We respect the original ecosystem and regulate pesticide, herbicide, and fertilizer use to avoid soil and underground water pollution.

By preserving the local green ecology, we hope to create a healthy community where man and nature can coexist in harmony. In 2022, Sino-Ocean Service recorded no incidents that harmed the environment or natural resources.

應對氣候變化 Responses to climate change

遠洋服務深知氣候變化帶來的極端災害天氣對日常穩定運營的潛在威脅，為此，公司制定《特殊天氣清潔作業指導書》，以積極態度與完備預案應對氣候變化。同時，公司主動識別、適應氣候變化帶來的物理風險與轉型風險，對不同類型的潛在風險制定相應的預防措施與管理辦法，力求實現全面識別、科學評估、有效預防、有序管控。

Sino-Ocean Service understands the potential threat of extreme weather events caused by climate change to consistent daily operations. For this reason, the Company has developed the "Guidelines for Cleaning Work under Special Weather Conditions" to respond proactively to climate change with a complete contingency plan. Additionally, the Company takes the initiative to identify and adapt to the physical and transition risks brought by climate change and develops preventive measures and management procedures for different types of potential risks. Our goal is to identify all the risks, evaluate them scientifically, prevent them effectively, and manage them in an orderly manner.



風險類型 Risk Type	實體風險 Physical Risk	轉型風險 Physical Risk
潛在風險辨別與評估 Potential Risk Identification and Assessment	1. 局地性極端災害天氣，例如颱風、暴雨、冰雹等。 Local extreme weather events, such as typhoons, rainstorms and hailstorms. 2. 對物業服務潛在影響，例如損壞園區設施、威脅員工職業安全等。 The potential impact on property services, such as infrastructure damage and a threat to employee occupational safety.	國民經濟整體向低碳轉型過程中，為執行新發佈的低碳政策而增加的運維成本。 The increased operational and maintenance costs due to the implementation of the newly released low-carbon policy as China transitions to a low-carbon economy.
應對舉措 Response Measures	1. 制度政策：System and policy: 《特殊天氣清潔作業指導書》等相關文件。 Institutional documents such as the "Guidelines for Cleaning Work under Special Weather Conditions". 2. 具體措施：Specific measures: (1) 及時通報：將關注氣候部門發佈的極端天氣事件預報及特告知業主，滾動播報最新資訊及應對提示。 Timely notification: We pay close attention to forecasts of extreme weather events provided by the climate agency, update to our homeowners on the latest news, and repeatedly broadcast developments and response tips. (2) 緊急預案：物業中心負責應急指揮，組織員工落實安全巡查和應急處理，必要時疏導人員、調配設施，將業主損失降至最低。 Emergency planning: Emergency coordination is the responsibility of the property management center. It dispatches employees to conduct safety inspections and emergency response tasks, evacuate residents as needed and distribute life-saving equipment to minimize owners' loss. (3) 日常維護：更新在管園區的綠化設施，補充綠植，補種草皮，保持物業服務水準。 Daily maintenance: To maintain high-quality services, we upgrade the green infrastructure in our communities, add turfs and plant more greenery. (4) 強化高危機期管理：在每年汛期或者雪季等極端天氣高發期，安全委員會提前發佈提醒通知與應對指引，指導開展防汛等工作。 Strengthening management during high-risk periods: During flood or snowstorm seasons with a high frequency of extreme weather events, our safety committee will issue alerts and response tips in advance to guide the corresponding response effort. 3. 培養預防意識：Cultivate prevention awareness 設置員工應急培訓計劃，必要時實行錯峰或者居家辦公。 Awareness raising on prevention: We provide employees with an emergency training plan and allow them to work from home or on a staggered schedule when necessary.	1. 打造綠色供應鏈： 推行負責任的採購政策，優先選擇環保物料。 Build green supply chains: We follow a responsible procurement policy and prioritize the use of environmentally friendly materials. 2. 達成綠色發展共識： 聯合其他利益相關方減少日常業務活動碳排放。 Reach consensus on green development: We collaborate with other stakeholders to reduce carbon emissions from day-to-day business operations. 3. 優化能源結構： 反覆運算能耗目標，細化能耗管理，以清潔能源替代傳統能源，提升能源使用效率。 Optimize the energy mix: To increase energy efficiency, we refine energy consumption goals, conduct detailed energy management, and replace traditional energy sources with alternative ones.

案例：開展園區燈具改造，同時實現“節能 + 避險” Case: Carried out lighting upgrading to ensure power conservation and safe travel at night

上海東灘花園項目從2014年交付至今，物業運維情況穩定。2022年，業主回饋社區內夜間燈光亮度不足。遠洋服務在經過多次即時實地走訪、徵詢業主建議後，決定混合使用太陽能高杆燈和普通高杆燈。此項舉措比100%使用普通高杆燈節電，同時有效避免連續陰雨天氣情況下太陽能高杆燈無法發電的風險。該改造共計在9處位置增加高杆燈，圓滿解決業主回饋的問題，為業主夜間出行保駕護航。

Dongtan Villa (Shanghai) Project has enjoyed stable property management since its delivery in 2014. In 2022, many owners noted that the community's lighting at night was inadequate. After multiple field visits and consultations with owners, Sino-Ocean Service decided to add solar high mast lights besides using ordinary lights. This measure can save more electricity compared to the scenario of only using normal high mast lights while avoiding the risk that solar lights will not work on continuous rainy days. The upgrading project saw 9 new high mast lights installed at different locations, addressing residents' complaints and safeguarding their safety when they travel at night.



05

MAKE PEOPLE'S LIVES BETTER AND BENEFIT OUR COMMUNITIES

關懷民生·惠及萬戶千家

遠洋服務將實現自身發展與社會的共贏作為目標，主動承擔推動社區發展與社會進步的責任。我們與員工共同成長，積極回應社區需求，支持並參與公益事業，為實現全社會可持續發展貢獻力量。

At Sino-Ocean Service, we promote social progress while driving corporate development in order to uphold our responsibility for encouraging community development. We develop along with our employees, actively meet people's needs in our community, and play a positive part in charitable causes, all of which help our society progress in a sustainable way.

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Boost The Vitality of Communities

72 關愛員工福祉
Take Care of Our Employees



BOOST THE VITALITY OF COMMUNITIES

激發社區活力

遠洋服務將實現自身發展與社會的共贏作為目標，主動承擔推動社區發展與社會進步的責任。我們與員工共同成長，積極響應社區需求，支持並參與公益事業，為實現全社會可持續發展貢獻力量。

Sino-Ocean Service exercises corporate citizenship, leverages its strengths in talent, technology and management, and uses its own development gains to benefit everyone. The Company explores innovative ways to support community services, launch aid programs for students and those in need, and take care of vulnerable groups as part of its commitment to promote sustainable social development.

共建和諧社區 Building Harmonious Communities Together

為創造和諧的社區文化氛圍，遠洋服務制定了《客戶社文活動作業指導書》，開展多種形式的社區及公益活動，增強社會群體之間的互動和理解，支持不同年齡階段的人群多元發展訴求，將公益和文化有機結合。

Sino-Ocean Service formulated the "Guidebook for Operation of Customers' Social and Cultural Activities" to foster a harmonious cultural environment in communities. The Company organizes a variety of community and philanthropic events to enhance communication and understanding between different social groups and works to address the diverse needs of people of different ages, combining culture and philanthropy seamlessly.

案例：開學有禮，暖心相伴

Case: Giving thoughtful gifts to students starting the new semester to show our love and care

為了鼓勵孩子們以充沛的精力和飽滿的熱情迎接新學期的到來，遠洋服務為各位大小朋友精心準備了內含筆記本、簽字筆、鉛筆盒等學習用品的「開學能量包」，助力孩子們向未來啟航。我們在開學前為小朋友們準備了便民服務，為小朋友們檢查口腔，宣傳防疫小知識，讓小朋友們從健康出發，茁壯成長。

此外，遠洋服務的物業團隊在小朋友們上學路上為構築安全防線，在幼稚園、學校等區域實行單行線通行，上下學執勤護送等等，秩序團隊持續護航小朋友們安全上學。

To encourage students to get ready for the new semester with great energy and enthusiasm, Sino-Ocean Service prepared and distributed the thoughtful "New Semester Energy Package" containing notebooks, pens and pencil boxes. We strive to assist children in embracing a brighter future. We also checked the dental health of students and popularized useful tips on pandemic prevention. We are sure that these convenient services can help children live a healthier life and thrive in the new semester.

Additionally, our property management team has built lines of defense for students on their way to school. We have also implemented a one-way street rule around kindergartens and schools, and escorted students as they go to and return from school. Our team will continue to work to ensure students' safety.



案例：重陽節關懷社區老人活動

Case: Caring the elderly on the double ninth festival

2022年10月，我們聯合志願隊人員在中山遠洋城為社區60歲以上老人開展「情暖金秋，愛在重陽」主題的公益茶話會暨養生課堂活動，向老人們宣傳養生知識，在溫馨愉快的氣氛中傳播志願服務精神、構建了社區和諧健康向上的氛圍。

In October 2022, we partnered with volunteer teams and jointly held a tea party cum healthcare class under the theme of "Warm Golden Autumn, Sharing Love on the Double Ninth Festival" for the elderly aged over 60 years old in Ocean City (Zhongshan). We promoted healthcare knowledge to the elderly, spread the spirit of volunteerism in a happy atmosphere, and contributed to the building of a harmonious and uplifting community.



案例：舉辦社區體育活動

Case: Community sports events were organized

為宣導健康生活，構建社區和諧健康向上的氛圍，北京遠洋天地舉辦業主羽毛球比賽。

Ocean Paradise(Beijing) held a community badminton competition, hoping to advocate a healthy lifestyle and foster a harmonious and uplifting environment in the community.



走進遠洋服務
About
Sino-Ocean Service

可持續發展管理
Sustainable Development
Management

夯實基礎
Reinforce
the Foundation

守護環境
Protect the
Environment

關懷民生
Make People's
Lives Better

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攜手公益前行 Engaging in charity Together

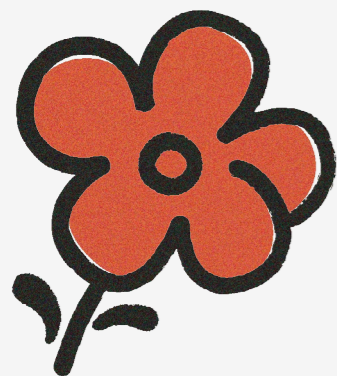
遠洋服務始終用實際行動奉獻愛心、回饋社會，持續致力於與社會公益事業發展，組建公司員工志願團隊，鼓勵並組織員工投身社會公益事業，連接公眾，持續增進民生福祉。

Sino-Ocean Service is committed to giving back to society through practical actions. The Company has consistently contributed to the charitable cause by forming a volunteer team of employees and encouraging them to participate in charitable activities to connect with the public and improve people's well-being.

案例：99 公益日——送你一朵小紅花活動 Case: "Give You a Small Red Flower" activities on 99 Charity Day

2022年99公益日期間，由遠洋集團設立的遠洋之帆公益基金在遠洋國際中心舉辦愛心雜貨鋪義賣活動，通過文創義賣及公益展覽等方式助力山區兒童。遠洋服務的員工積極參與物料搬運，組裝、活動拍攝等現場工作，為公益事業貢獻自己的一份力量。活動當天每一位物業員工都戴上一朵小紅花，讓參與者感受到公益的熱情與溫度。我們希望把孩子們的故事帶給更多的人，鼓勵和號召更多的社會力量積極投身到公益事業中，共同為改善山區兒童學習和生活狀況做出努力。

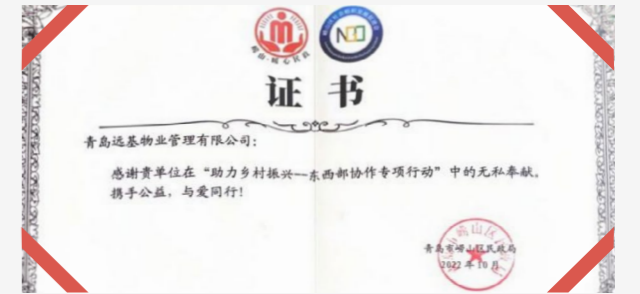
On the 99 Charity Day in 2022, the Sino-Ocean Charity Foundation, established by Sino-Ocean Group, held a charity sale themed "love grocery store" at Ocean International Center to aid children from mountainous areas through sale of cultural and creative products and charity exhibitions. The employees of Sino-Ocean Service played an active part by carrying objects, assembling equipment, and taking photos of the activities, contributing their share to the charitable cause. On the day of the event, each employee wore a small red flower to make participants feel their enthusiasm for charity. We hope to tell these children's stories to more people, and encourage the public to actively participate in philanthropic events, so that we can work together to improve the living standards of children from mountainous areas and create a better learning environment for them.



案例：專項採購助農產品 Case: Assisting in epidemic prevention

為響應青島市「助力鄉村振興——東西部協作專項行動」中，青島遠基物業管理有限公司專項採購助農產品。

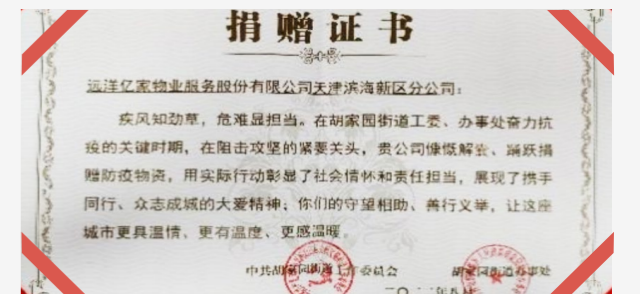
In response to the "Special Action for Promoting Rural Revitalization-East-West Collaboration" in Qingdao, Qingdao Yuanji Property Management Co., Ltd. launched a special program to purchase agricultural products that support farmers.



案例：助力抗擊疫情 Case: Sino-Ocean Service Tianjin aided in pandemic response

2022年疫情期間，遠洋服務天津公司積極助力防疫，為天津市濱海新區胡家園街道工會捐助價值2萬元物資。

In 2022, Sino-Ocean Service Tianjin took active steps to fight against the pandemic and donated basic necessities worth of RMB 20,000 to the Labor Union of Hujiayuan Neighborhood of Binhai New Area in Tianjin.



案例：為老年人舉辦反詐活動 Case: Anti-Fraud activities were held for the elderly

我們為60歲以上老人建立服務花名冊，定期走訪慰問，並邀請永定鎮派出所現場進行反詐宣傳，提高居民反詐意識。

We set up a service roster for the elderly over 60 years old, visited them regularly, and invited police officers from the Yongding Town Police Station to offer training and raise their awareness against fraudsters.



案例：溫暖慰問活動 Case: Sino-Ocean Service organized special aid activities

遠洋服務積極參與秦皇島市政府組織的年底送溫暖慰問活動和特殊困難群體救濟救助活動，員工自發開展愛心募捐共計950元。錢款全部移交至中共秦皇島市物業管理協會行業黨委，後續將專款專用於秦皇島市社會福利院的慰問活動。

Sino-Ocean Service took an active part in the activities of helping the vulnerable group facing financial difficulties organized by Qinhuangdao Municipal Government in late 2022. Our employees voluntarily raised a total of RMB950. All the money was transferred to the Industry Committee of the Communist Party of China, and would be used for special aid activities in Qinhuangdao Social Welfare Institute.



TAKE CARE OF OUR EMPLOYEES

關愛員工福祉



遠洋服務堅持以人為本，致力於創造多元包容的公司文化，打造公平公正的用人機制，不斷完善科學的人才保留、晉升及發展體系，設計貫穿員工全職場生命週期的薪酬福利及關愛政策，全方位保障員工的職業發展及職場體驗，提升員工的幸福感和歸屬感。

Sino-Ocean Service adheres to the principle of people-oriented and is committed to fostering a diverse and inclusive corporate culture. The Company establishes a fair and equitable employment system and constantly improves its talent retention, promotion and development system. By implementing compensation, bonus and employee care policies throughout their career in our Company, we seek to ensure employees have smooth career development paths and great workplace experiences, improving their sense of happiness and belonging.

保障員工權益 Protecting Employees' Rights and Interests

遠洋服務十分重視員工在僱傭、薪酬福利等方面的合法權益及合法訴求。公司嚴格遵守《中華人民共和國勞動法》《中華人民共和國勞動合同法》《中華人民共和國社會保險法》《中華人民共和國婦女權益保障法》《中華人民共和國未成年人保護法》《禁止使用童工規定》等有關法律法規，建立並不斷完善《招聘管理制度》《薪酬管理制度》《福利管理制度》《績效體系管理手冊》等內部用工規章制度和人力資源管理體系。我們建立了平等民主的溝通機制，通過定期組織開展新員工座談會，員工懇談會及人力資源政策制度培訓溝通會等方式，向員工宣貫人力資源政策，並及時了解員工所想所需。2022年，公司未出現任何重大勞工糾紛。

Sino-Ocean Service places a high value on employees' legitimate rights, interests, and demands in recruitment, remuneration, and bonus. The Company complies with the Labour Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China, the Social Insurance Law of the People's Republic of China, the Law of the People's Republic of China on the Protection of Rights and Interests of Women, the Law of the People's Republic of China on the Protection of Minors, the Provisions on the Prohibition of Using Child Labour, and other laws and regulations. The Company has also established and improved internal employment rules and human resources management mechanisms such as the Recruitment Management System, the Remuneration Management System, the Welfare Management System, and the Performance System Management Manual. Furthermore, we have established an equitable and democratic communication channel and communicated human resources policies to employees by holding regular new employee symposiums, employee meetings, and training and communication meetings on human resources policies and mechanisms. We have also been eager to know what our employees need or think about the most. The Company had no major labor disputes in 2022.

合法僱傭 Lawful Employment

公司遵循《中華人民共和國勞動合同法》《中華人民共和國勞動合同法實施條例》等法律法規，致力於創造多元、包容的環境，不因員工的民族、種族、性別、宗教、年齡、婚姻狀況等因素而影響錄用、待遇、晉升、解聘等。2022年，遠洋服務踐行企業社會責任，為殘障人士提供就業機會，累計僱傭60餘名殘疾員工。

公司堅持平等自願、協商一致原則與所有全職員工簽署《勞動合同》，並在入職時嚴格審查相關資料，對於年齡堅守底線，堅決抵制任何形式的僱傭童工、強制勞工及歧視行為。2022年，公司未出現任何僱傭童工或強制勞工的情況。如發現此類違規情況，我們將嚴格依國家關於禁止聘用童工及強制勞工的法律法規處理違規事項，並按照《員工手冊》中的規定對造成此類事件的相關人員進行處罰。

Sino-Ocean Service complies with the Labour Contract Law of the People's Republic of China, the Regulations on the Implementation of the Labour Contract Law of the People's Republic of China, other applicable laws and regulations, and it is committed to creating a diverse and inclusive workplace. The Company refrains from making hiring, promotion, remuneration and dismissal decisions based on employees' race, ethnicity, gender, religion, age, or marital status. In 2022, the Company fulfilled its corporate social responsibility by providing employment opportunities for the disabled and hiring more than 60 employees with disabilities.

The Labour Contract is signed on an equitable, voluntary and consensus basis with all full-time employees and their identity documents are strictly reviewed before hiring. We are strongly opposed to all forms of child labor, forced labour, and discrimination. In 2022, the Company had no instances of child labor or forced labor. If such violations occur, we will address them in accordance with applicable laws and regulations on prohibition of child labor and forced labor, and we will punish those responsible in accordance with the provisions of the "Sino-Ocean Service Employees Handbook".

薪酬福利 Remuneration and Benefits

遠洋服務秉持公正、合理的原則，制定了完善的薪酬福利體系，為員工提供有競爭力的薪酬水準和職業發展機會。我們據員工工作性質和價值貢獻方式的不同，按管理、業務發展、職能、服務四個維度對薪酬制度和激勵計劃進行靈活調整，穩步提升員工的滿意度。我們持續優化激勵政策，強化績效導向，明晰員工各類收入與工作產出貢獻的關聯，通過即時激勵、專項激勵、創新激勵等不同方式高效組合，激發員工的主動性與積極性。

我們依法為員工繳納養老、失業、工傷、生育、醫療等政府規定的社會保險以及住房公積金，並提供元旦節、春節、勞動節、國慶日的豐富慰問福利和年假、婚假、喪假、產假、產檢假、哺乳假等多種帶薪假期，幫助員工平衡家庭與工作的關係。此外，我們為員工補充投保商業保險，並組織定期體檢，全面為員工健康保駕護航，增強員工在公司中的獲得感。

In the spirit of equity and fairness, Sino-Ocean Service develops a reasonable remuneration and bonus system, offering its employees a competitive salary package and promising career development opportunities. We take into account our employees' differences in job roles and value creation methods, and adjust the compensation system and incentive program flexibly in accordance with the management, business development, functional, and service pathways. Our goal is to maintain high employee satisfaction. We constantly optimize incentive policies, enhance performance orientation, and define the relationship between pay and output. Furthermore, to encourage our employees' initiative and enthusiasm, we combine real-time incentives, special incentives and innovation incentives.

The Company pays for its employees' five types of social insurance: pension, unemployment, workplace injury, maternity leave, medical insurance, and housing provident fund as required by law. In addition, we provide thoughtful gifts and bonuses on New Year's Day, Spring Festival, International Labor Day and National Day, and we ensure that employees have access to annual leave, marriage leave, bereavement leave, maternity leave, pregnancy checkup leave, breastfeeding leave, and other paid holidays, allowing them to maintain a work-life balance. We also offer supplemental commercial health insurance and conduct regular physical exams to protect employees' health and boost their sense of belonging.

員工滿意 Employee Satisfaction

遠洋服務高度重視員工意見，以制度保障的方式主動搭建自下而上的溝通渠道。我們為員工提供暢通的投訴、舉報違規行為的通道，鼓勵一線員工受到不平等、不公正對待時，直接向部門主管提出建議和意見，確保申訴事件得到及時有效處置。為保障舉報人合法權益，公司設立《舉報政策》，更新並嚴格執行《舉報與申訴工作辦法》，明確了舉報人保護機制，設立了電子郵件、信件、電話、來訪等多種舉報申訴渠道，使登記受理、處理工作規範化、程序化。

公司要求舉報人的舉報內容應客觀、真實，不得捏造、杜撰、歪曲事實，不得陷害他人；對舉報人、申訴人和舉報、申訴內容高度保密，任何組織和個人不得向被舉報人和無關人員洩漏相關資訊。

We value what our employees' opinions at Sino-Ocean Service and put in place a bottom-up communication mechanism. We provide open channels for employees to file complaints and report violations, and we encourage front-line employees to speak directly to the department head when they are treated unfairly or discriminated against so that complaints are handled in a timely and effective manner. To protect whistleblowers' legitimate rights and interests, the Company has developed a "Whistleblowing Policy", updated and strictly implemented the "Administrative Measures on Whistleblowing and Appeal," established clear whistleblower protection mechanisms, and set up various reporting and appeal channels, including e-mail, letters, telephone and visits. The procedures for recording and handling complaints are thus standardized.

The Company requires whistleblowers to provide objective and true information rather than fabricating or distorting the facts to frame others. Furthermore, we keep the informants' and complainants' personal information, as well as their remarks, strictly confidential. Any organization or individual is not permitted to reveal relevant information to the accused or other unrelated personnel.

關注員工健康 Protecting Employees' Health

為營造安全、健康、溫馨的工作環境，遠洋服務開展了多項員工健康管理活動，並時刻關注疫情動態，全力保障員工生命安全和身心健康。

Sino-Ocean Service conducts a variety of employee health management activities, keeps up with the most recent COVID-19 pandemic developments, and makes every effort to safeguard the health and safety of employees in order to promote a safe, healthy, and comfortable workplace.

關愛員工生活 Caring about Employees

遠洋服務關心關愛每一位員工的工作與生活，致力於成為員工最堅實的後盾和最貼心的夥伴。我們為員工組織多種文體活動，豐富員工生活，鼓勵員工快樂工作，提升員工的幸福感、獲得感、滿意度。

We at Sino-Ocean Service care about our employees' work and lives and strive to be great partners and strong supporters. We plan a variety of cultural and sporting events for them to enrich their lives. Our hope is that employees will be able to work cheerfully with a greater sense of belonging and satisfaction.

員工健康管理 Employee Health Management

遠洋服務堅持以人為本，嚴格遵守《中華人民共和國職業病防治法》以滿足員工職業健康安全，為員工提供安全的工作環境為基礎，遵循國家在員工健康與安全方面的法律法規包括《中華人民共和國勞動法》《中華人民共和國勞動合同實施條例》《工傷保險條例》《女職工勞動保護規定》《中華人民共和國職業病防治法》等，並設立了員工體檢，工傷管理，消防管理及緊急預案等相關制度，完善《遠洋服務安全管理工作手冊》，為員工提供宣傳預防、過程防護、健康監控的全週期健康安全保障。

我們對全體員工開展系統化的《員工職業健康安全》培訓，提升員工安全健康意識；在工作中，公司根據不同崗位特性，設立了靈活的混合工時管理制度，合理安排不同崗位的員工實行標準工時工作制、綜合計算工時工作制或不定時工作制度，從而保證確保員工工作和休息時間符合國家及當地法律法規；我們關注員工的體檢資料，2022年未發現規模性職業病情況。此外，我們積極開展情緒調解及心理健康講座，幫助員工用科學方法更好地緩解和疏導心理壓力及負面情緒，為無法自行疏導的員工提供專業心理醫生一對一電話或線上輔導服務，以有效緩解疫情為員工帶來的心理影響。

At Sino-Ocean Service, we take a people-oriented approach and strictly abide by the "Law of the People's Republic of China on Prevention and Control of Occupational Diseases" in safeguarding our employees' occupational health and safety, foster a safe work environment for them, comply with national laws and regulations concerning the safety and health of employees, including the "Labour Law of the People's Republic of China", "Regulations on the Implementation of Labour Contracts of the People's Republic of China", "Regulations on Work-Related Injury Insurance", "Special Provisions on Labour Protection of Female Employees", "Law of the People's Republic of China on Prevention and Control of Occupational Diseases" and set up procedures for employee physical examinations, work-related injury management, fire safety, and emergency planning. The Company has made improvements to the "Sino-Ocean Service Safety Management Work Manual" and offered health and safety assurance measures like raising employee awareness of workplace hazards, providing whole-process prevention and control, and monitoring their health over the course of their careers.

We conduct systemic training on occupational health and safety for employees to increase their safety awareness, and we implement a flexible mixed working hour system that takes into account the different requirements for different job positions. This means that our employees can use a standard working hour system, a cumulative working hour system, or an unfixed working hour system to ensure that their work time and rest breaks meet the standards stipulated in national and local laws and regulations. Furthermore, we have reviewed our employees' physical examination results and discovered no occupational disease clusters in 2022. We have also organized lectures on emotional mediation and mental health to help employees relieve stress and negative emotions using scientific methods, as well as one-on-one phone or online counseling sessions with shrinks for employees who are unable to soothe themselves. We aim to effectively alleviate the negative impact of the COVID-19 pandemic on employees' mental health.

常態化防疫舉措 Regular Pandemic Response Measures

遠洋服務高度重視疫情動態，攜手員工隨機應變，共克時艱。我們嚴格遵守《防控「新型冠狀病毒」管控方案》《遠洋防控「新型冠狀病毒」應急處理預案》，通過宣傳教育提升員工防護意識，完善疫情應急預案，確保基本防疫物資配置充足，並在工作場所配置自動測溫與消毒系統、人臉識別系統，即時監測員工身體狀況，確保員工健康和各項工作穩定運行。

Sino-Ocean Service stays up to date on the latest COVID-19 pandemic news and collaborates with its employees to tide over the challenging times together. The Company strictly follows the "Control Plan for Prevention and Control of COVID-19" and the "Sino-Ocean Emergency Plan for Prevention and Control of COVID-19", launches awareness-raising campaigns to improve employees' ability to prevent the disease, refines the pandemic contingency plan, and ensures an adequate supply of personal protective equipment (PPE) and other necessities. We have also installed automatic temperature check and disinfection equipment, as well as a facial recognition system, to monitor our employees' health and ensure smooth business operations.



圖：遠洋服務組織員工籃球賽
Sino-Ocean Service organized employee basketball competitions



圖：遠洋服務定期為員工舉辦生日會活動
Sino-Ocean Service held birthday parties for employees



圖：“3.8婦女節”之際，遠洋服務為女性員工舉辦手工創作活動
Sino-Ocean Service organized creative handicraft activities for female employees on International Women's Day



助力員工發展
Encouraging employee development

遠洋服務注重品質提升，持續完善《遠洋服務員工晉升管理制度》《培訓管理辦法》等制度，為全體員工打造暢通透明的職業學習與發展通道。面向不同專業服務線和特殊人群，我們建立了針對性、多元化的培訓體系，不斷創新培訓內容和模式，持續升級員工專業能力，希望所有員工可以在這裡獲得終身學習和成長的機會。

為提升員工對於培訓及課程的接受程度，我們在公司內部選拔內部講師，並針對內部講師開展教練賦能型培訓，以提升授課技能。2022年，我們擁有內部講師175人，發佈線上課程50餘門，開展線下業務培訓7,122場，受訓員工總數共9,878人，佔員工總人數的97%，員工受訓平均時長為16.2小時。

Sino-Ocean Service seeks to improve the caliber of its talent teams. The Company constantly improves the Sino-Ocean Service System for the "Administration of Staff Promotion" and the "Management Measure for Employee Training of Sino-Ocean Service", and builds smooth and transparent learning and career development channels for all employees. In order to improve employees' professional capability, we have developed a targeted and diverse training system for employees from various service units and special groups, as well as added more innovative training materials and patterns. We hope our employees can enjoy lifelong learning and growth opportunities here at Sino-Ocean Service.

To make our training and courses more acceptable to employees, we select trainers from our Company and provide them with coaching empowerment training to improve their teaching skills. In 2022, we had 175 internal trainers, released more than 50 online courses, and conducted 7,122 offline business training sessions, covering a total of 9,878 employees which is 97% of our workforce. The average training time per employee was 16.2 hours.

▶ **新員工培訓**
New Employee Training

公司每雙月在全國各業務單元同步開展入職培訓，向不同層級員工介紹企業戰略及概況、各業務體系介紹、規章制度、辦事流程等內容，並實行認證通關制、確保新員工培訓效果，並提升新員工信任融入程度。

Sino-Ocean Service has a bimonthly onboarding program in place for all of its business units in China. New recruits at different levels will learn about the corporate profile and strategies, various business units, rules and regulations, and work procedures. We also use an evaluation-before-passing mechanism to ensure that new employees receive positive learning outcomes and can better identify with our culture.

案例：新生代訓練營
Case: New Recruits Training Camp

公司面向2022屆新生代員工組織開展以「向陽新生、揚帆啟航」為主題的訓練營。結合本公司項目經理培養模型，從基礎通識、經營能力、管理能力、職業素養多個方面進行授課，幫助員工規劃自己的發展方向，並制定有效的行動計劃。在訓練營中通過分組完成任務加強同事間的互相了解，拉近了同事間的距離。



Sino-Ocean Service conducted a training camp for new recruits in 2022 under the theme of "Set sail to embrace a brighter future." Trainers gave lectures on fundamental knowledge, operational capability, management capability, and professionalism based on the internal project manager cultivation model, aiming to help new employees chart a clear path forward and develop effective action plans. Participants were divided into different groups to solve a given task, making them know each other better and faster.

▶ **技能培訓**
Skills Training

2022年，各業務單元結合公司發展戰略及業務需求，通過集訓營、專題培訓、主題分享、優秀案例交流等多種形式對各專業線進行賦能提升，並組織參與政府組織的「以訓興業」技能培訓，鼓勵員工學習考取相關職業證書。

The Company's business units were empowered through intensive training camps, special training sessions, themed sharing meetings, and best practices exchanges based on its development strategy and business needs in 2022. We have also arranged for our employees to participate in skills training programs themed "Training for Business Development" and encouraged them to obtain professional certification.

▶ **關鍵人群培訓**
Core Employee Training

公司開展關鍵人群集訓，向項目經理等高潛人才，根據業務需要搭建全面的專業序列，持續建設專業課程體系，提升管理能力，加強人才梯隊建設。

Sino-Ocean Service provides intensive training to core employees and develops a comprehensive professional portfolio aimed at project managers and other high-potential talents. The Company continuously develops a professional course structure with the goal of improving management capacity and cultivating a strong talent pool.



案例：組織入戶維修資格認證專項培訓
Case: Sino-Ocean Service organized special training on housing maintenance certification

2022年11月，為提升入戶維修專業水準，業務單元組織工程人員開展入戶維修資格認證專項培訓。我們採取現場統一培訓與实操考核結合的方式，說明員工提升專業知識掌握與溝通對客能力，為不斷提高客戶滿意度奠定了良好基礎。

In November 2022, the relevant business units arranged for their engineers to receive special training on housing maintenance certification, in order to improve their professionalism. We combined on-site training and hands-on assessment to help employees deepen their domain knowledge and better communicate with customers, laying a good foundation for higher customer satisfaction.



案例：項目經理訓練營
Case: Project Managers Training Camp

2022年7月，公司組織200餘名項目經理參加培訓。本次培訓圍繞經營管理、品質管理、增值業務開展、員工及財務管理幾個方面展開，通過線上+線下的方式實現項目經理全覆蓋。

In July 2022, Sino-Ocean Service launched the Project Managers Training Camp, which attracted more than 200 project managers. The Training Camp, blending online and offline formats, focused on business management, quality management, value-added operations, and employee and financial management, and covered all project managers.



TABLE OF KEY PERFORMANCE

關鍵績效表

類別 Scope	指標 Indicator	單位 Unit	2022	2021	2020
溫室氣體 GHG					
	溫室氣體排放量 ^{3,4} GHG emission ^{3,4}	噸二氧化碳 Tonne carbon dioxide	114,752.75	80,865.16	938,104.00
	溫室氣體排放密度 ⁵ GHG emission intensity ⁵	噸二氧化碳 / 百萬平方米 Tonne carbon dioxide / million sq.m.	1,138.42	1,100.45	0.02
	人均溫室氣體排放 ⁶ GHG emission per capita ⁶	噸二氧化碳 / 人 Tonne carbon dioxide / person	11.27	10.76	158.25
	營業收入溫室氣體排放密度 ⁷ Intensity of GHG emission in term of revenue ⁷	噸二氧化碳 / 萬元營業收入 Tonne carbon dioxide / RMB ten thousand revenue	0.35	0.27	/
直接排放 (範圍一) Direct emission (Scope 1)					
噸二氧化碳 Tonne carbon dioxide					
環境 ^{1,2} Environment ^{1,2}	汽油 Gasoline	噸二氧化碳 Tonne carbon dioxide	3.89	20.60	28.36
	柴油 Diesel	噸二氧化碳 Tonne carbon dioxide	22.02	3.39	27.51
	天然氣 Natural gas	噸二氧化碳 Tonne carbon dioxide	1,320.30	1,202.21	2,364.65
	製冷劑 Refrigerant	噸二氧化碳 Tonne carbon dioxide	1,257.28	1.23	148.18
	間接排放 (範圍二) Indirect emission (Scope 2)				
噸二氧化碳 Tonne carbon dioxide					
	外購電力 Purchased electricity	噸二氧化碳 Tonne carbon dioxide	108,688.39	79,637.73	241,684.45
	外購熱力 Outsourced heat	噸二氧化碳 Tonne carbon dioxide	3,460.87	/	693,850.85
廢氣排放 Exhaust emissions					
噸 Tonne					
	/		/	0.0038	/
能源 Energy					
千個千瓦時 '000 kWh					
	能源消耗總額 ⁸ Total energy consumption ⁸	千個千瓦時 '000 kWh	205,949.36	143,315.41	2,057,276.46
	能源消耗密度 ⁵ Energy consumption intensity ⁵	千個千瓦時 / 百萬平方米 '000 kWh / million sq.m.	2,043.15	1,950.29	0.05

類別 Scope	指標 Indicator	單位 Unit	2022	2021	2020
環境 ^{1,2} Environment ^{1,2}	直接能源消耗 Direct energy consumption	千個千瓦時 '000 kWh	6,633.56	6,245.31	11,986.52
	消耗的不可再生資源 Non-renewable energy consumed	千個千瓦時 '000 kWh	6,633.56	6,245.31	11,986.52
	汽油 Gasoline	千個千瓦時 '000 kWh	15.54	84.17	113.91
	柴油 Diesel	千個千瓦時 '000 kWh	82.32	12.88	105.28
	天然氣 Natural gas	千個千瓦時 '000 kWh	6,535.70	6,148.26	11,767.33
	間接能源消耗 Indirect energy consumption	千個千瓦時 '000 kWh	199,315.80	137,070.10	2,045,289.94

注釋:

Notes:

- 本年度環境關鍵績效指標披露範圍包括：總部、5 個區域公司、1 個業務中心及 2 個事業公司的辦公區，在管 519 個項目的辦公區及物業管理公共區，以及所有非外包員工食堂。2022 年度及 2021 年度環境數據統計口徑進一步完善，2020 年度未能拆分的部分租戶環境數據已於 2022 年度及 2021 年度進行了拆分。The scope of disclosure for the environmental KPIs for the year included: the office areas of the headquarters, 5 regional companies, 1 business centre and 2 specialised companies, the office areas and property management public areas of 519 projects under management, and all self-owned cafeterias. In 2022 and 2021, the environmental data statistics scale was further improved, and some tenants' environmental data that could not be separated in 2020 were separated in 2022 and 2021.
- 數據換算方法及係數主要參考聯交所的指引文件《如何編制環境、社會及管治報告》之《附錄二：環境關鍵績效指標匯報指引》，個別數據換算方法及係數參考文件參見後述注釋。The data conversion methods and coefficients were mainly based on the guidance documents of the Stock Exchange, "How to prepare an ESG Report - Appendix 2: Reporting Guidance on Environmental KPIs". For the reference documents of data conversion methods and coefficients of certain data, please refer to the following notes.
- 溫室氣體排放量 = 不可再生能源溫室氣體排放量 + 為消耗而購買的電力、熱力產生的溫室氣體排放量 + 製冷劑產生的溫室氣體排放量。GHG emission = GHG emission from non-renewable energy + GHG emission of electricity purchased and heat outsourced for consumption + GHG emission from refrigerants.
- 溫室氣體主要源自於本集團能源及燃料消耗。2022 年，我們根據聯交所刊載的《環境關鍵績效指標匯報指引》、《企業溫室氣體排放核算方法與報告指南發電設施（2022 年修訂版）》、《IPCC 第六次評估報告》以及《中國 24 個行業溫室氣體排放核算方法與報告指南》中建議的計算係數與公式進行計算。GHG emission primarily comes from the consumption of the Group's energy and fuel. In 2022, we calculated the data based on the coefficients and formulas advised in the "Reporting Guidance on Environmental KPIs" published by the Stock Exchange, the "Corporate Greenhouse Gas Emission Accounting Methods and Reporting Guidelines for Power Generation Facilities (2022 Revision)", the "Sixth Assessment Report of IPCC" and the "Guidelines for Accounting Methods and Reporting of Greenhouse Gas Emissions of 24 Industries in China".
- 密度數值是以本集團截至各年度 12 月 31 日止的在管建築面積為除數計算。2020 年溫室氣體排放密度與其他年份不同為噸二氧化碳 / 平方米。The intensity values are arrived at based on the GFA under management of the Group as at 31 December of each year as denominator. The GHG emissions intensity in 2020 is different from other years, at tonne carbon dioxide per square meter.
- 人均溫室氣體排放是以本集團截至各年度 12 月 31 日止的總員工數為除數計算。GHG emission per capita is arrived at based on the total staff headcount of the Group as at 31 December of each year as denominator.
- 營業收入溫室氣體排放密度是以本集團截至各年度 12 月 31 日止該年度的營業收入為除數計算。Intensity of GHG emission in term of revenue is arrived at based on the revenue of the Group for the year ended 31 December of each year as denominator.
- 能源消耗主要包括汽油、柴油、天然氣、電力和熱力。2022 年能源消耗量數據是根據電力及燃料的消耗量及《綜合能耗計算通則（GB/T 2589-2020）》提供的有關轉換因數進行計算。Energy consumption mainly includes gasoline, diesel, natural gas, electricity and heat. Energy consumption data for 2022 is calculated based on the consumption of electricity and fuel, and the conversion factors provided in the "General Rules for Calculation of the Comprehensive Energy (GB/T 2589-2020)".

類別 Scope	指標 Indicator	單位 Unit	2022	2021	2020	
環境 ^{1,2} Environment ^{1,2}	外購電力 Purchased electricity	千個千瓦時 '000 kWh	190,581.08	137,070.10	293,141.33	
	外購熱力 Outsourced heat	千個千瓦時 '000 kWh	8,734.72	/	1,752,148.61	
	耗水量 Water consumption					
	總耗水量 ⁹ Total water consumption ⁹	立方米 Cubic metre	2,584,822.30	2,638,413.82	7,188,406.46	
	耗水密度 ⁵ Water consumption intensity ⁵	立方米 / 百萬平方米 Cubic metre / million sq.m.	25,643.08	35,904.60	0.16	
	污水排放量 Sewage discharge	立方米 Cubic metre	1,775,361.11	1,120,035.15	5,985,471.30	
	廢棄物 Waste					
	無害廢棄物 ¹⁰ Non-hazardous waste ¹⁰	噸 Tonne	2,273.33	9,629.44	13,566.30	
	有害廢棄物 ¹¹ Hazardous waste ¹¹	噸 Tonne	2.12	0.51	20.85	
	無害廢棄物產生密度 ⁵ Non-hazardous waste discharge intensity ⁵	噸 / 百萬平方米 Tonne / million sq.m.	22.55	131.04	0.000298	
	有害廢棄物產生密度 ⁵ Hazardous waste discharge intensity ⁵	噸 / 百萬平方米 Tonne / million sq.m.	0.02	0.0069	0.00000046	
資源消耗量 Resource consumption volume						
總耗紙量 Total paper consumption	千克 Kg	13,616.25	6,870	78,446.86		
總耗紙密度 Total paper consumption intensity	千克 / 百萬平方米 Kg / million sq.m.	135.08	/	/		

注釋：

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

類別 Scope	指標 Indicator	單位 Unit	2022	2021	2020
社會 Society	僱傭 Employment				
	正式合約員工總人數 Total headcount of employees under formal contract	人 Person	10,179	7,516	5,928
	按性別劃分 By gender				
	男性員工數 Headcount of male employees	人 Person	5,922	4,484	3,612
	女性員工數 Headcount of female employees	人 Person	4,257	3,032	2,316
	按僱傭類型劃分 By employment type				
	全職 Full-time	人 Person	9,219	7,027	5,681
	兼職 Part-time	人 Person	960	489	247
	按年齡劃分 By age				
	30歲以下 Below 30	人 Person	2,084	2,021	1,424
	30歲 - 50歲 (包含30歲及50歲) 30-50 (including 30 and 50)	人 Person	5,546	4,412	3,672
	50歲以上 Above 50	人 Person	2,549	1,083	832
	按地區劃分 By geographical region				
	總部 Headquarters	人 Person	132	121	85
	北京區域 Beijing region	人 Person	670	742	631
	環渤海區域 Bohai Rim region	人 Person	1,118	1,250	1,314
	華東區域 Eastern China region	人 Person	3,437	725	666
	華南區域 Southern China region	人 Person	1,193	1,289	1,022
	華中華西區域 Central and Western China region	人 Person	1,097	703	380
商寫業務中心 Commercial properties business centre	人 Person	734	553	484	

類別 Scope	指標 Indicator	單位 Unit	2022	2021	2020
社會 Society	北京億洋時代樓宇科技有限公司 Beijing Yiyang Times Building Technology Co., Ltd.	人 Person	1,553	1,754	1,342
	北京遠和志尚科技服務有限公司 Beijing Yuanhe Zhishang Technology Service Co., Ltd.	人 Person	245	379	4
	員工流失率¹² Staff turnover rate¹²				
	年度員工流失率 Annual staff turnover rate	%	33.6	31.6	30.6
	按性別劃分 By gender				
	男性員工流失率 Male staff turnover rate	%	32.2	30.8	29.9
	女性員工流失率 Female staff turnover rate	%	35.4	32.7	31.6
	按年齡劃分 By age				
	30歲以下員工流失率 Turnover rate of staff aged below 30	%	45.7	41.1	37.8
	30歲 - 50歲員工流失率 Turnover rate of staff aged 30-50	%	29.1	28.3	28.2
	50歲以上員工流失率 Turnover rate of staff aged above 50	%	30.4	22.5	26.7
	按地區劃分 By geographical region				
	總部員工流失率 Staff turnover rate - Headquarters	%	20.5	16.6	30.3
	北京區域員工流失率 Staff turnover rate - Beijing region	%	32.2	26.1	26.2
	環渤海區域員工流失率 Staff turnover rate - Bohai Rim region	%	33.4	35.8	30.4
華東區域員工流失率 Staff turnover rate - Eastern China region	%	28.3	38.0	31.9	
華南區域員工流失率 Staff turnover rate - Southern China region	%	42.5	39.8	36.2	

注釋:

Notes:

¹² 流失率的計算公式為：流失率 = 離職人數 / (離職人數 + 年末人數) × 100%。
The calculation formula for turnover rate is: turnover rate = number of resignations / (number of resignations + number of employees at the end of the year) × 100%.

類別 Scope	指標 Indicator	單位 Unit	2022	2021	2020
社會 Society	華中華西區域員工流失率 Staff turnover rate - Central and Western China region	%	41.0	29.6	26.9
	商寫業務中心員工流失率 Staff turnover rate - Commercial properties business centre	%	22.8	26.0	39.7
	北京億洋時代樓宇科技有限公司員工流失率 Staff turnover rate - Beijing Yiyang Times Building Technology Co., Ltd.	%	26.7	24.1	23.9
	北京遠和志尚科技服務有限公司員工流失率 Staff turnover rate - Beijing Yuanhe Zhishang Technology Service Co., Ltd.	%	64.6	26.8	/
	健康與安全 Health and safety				
	因工作關係死亡人數 Number of work-related fatalities	人 Person	0	0	0
	因工作關係死亡比率 Ratio of work-related fatality	%	0	0	0
	因工傷損失總工作日數 Lost days due to work injury	天 day	1,415.5	823	310
	發展與培訓 Development and training				
	受訓總人數 Total number of staff attended training	人 Person	9,878	7,488	44,926
	按性別劃分 By gender				
	男性員工受訓百分比 Male staff training ratio	%	58.10	61.12	59.85
	女性員工受訓百分比 Female staff training ratio	%	41.90	38.88	40.15
	按僱員類別劃分 By employee category				
	高級管理層受訓百分比 Senior management training ratio	%	0.13	0.18	0.18
中級管理層受訓百分比 Middle management training ratio	%	1.19	1.52	1.06	
非管理層人員受訓百分比 Non-management personnel training ratio	%	98.68	98.30	98.76	

類別 Scope	指標 Indicator	單位 Unit	2022	2021	2020
社會 Society	全體員工總受訓時長 Total staff training hours	小時 Hour	160,510.40	117,651.50	102,261
	全體員工受訓平均時長 ¹³ Average staff training hours ¹³	小時 Hour	16.25	15.71	2.28
	按性別劃分 By gender				
	男性員工受訓平均時長 ¹³ Average training hour of male staff ¹³	小時 Hour	13.40	12.84	2.34
	女性員工受訓平均時長 ¹³ Average training hour of female staff ¹³	小時 Hour	20.20	20.22	2.19
	按僱員類別劃分 By employee category				
	高級管理層受訓平均時長 ¹³ Average training hour of senior management ¹³	小時 Hour	36.60	36.15	4.49
	中級管理層受訓平均時長 ¹³ Average training hour of middle management ¹³	小時 Hour	39.40	39.86	5.10
	非管理層人員受訓平均時長 ¹³ Average training hour of non-management personnel ¹³	小時 Hour	15.94	15.30	2.24
	供應鏈管理 Supply-chain management				
	供應商總數量 Total number of suppliers	家 Unit	781	750	682
	按地區劃分 By geographical region				
	東北地區 Northeastern China region	家 Unit	47	112	91
	華北地區 Northern China region	家 Unit	353	447	412
華東地區 Eastern China region	家 Unit	103	74	70	
華中地區 Central China region	家 Unit	112	40	25	

類別 Scope	指標 Indicator	單位 Unit	2022	2021	2020
社會 Society	華南地區 Southern China region	家 Unit	80	51	73
	東南地區 Southeastern China region	家 Unit	62	0	0
	西南地區 Southwestern China region	家 Unit	21	26	11
	西北地區 Northwestern China region	家 Unit	3	0	0
	執行供應商管理制度的供應商數量 Number of suppliers subject to the supplier management system	家 Unit	781	750	682
	產品責任 Product responsibility				
	受理各類客訴（包含投訴、諮詢、建議等）總數量 Total number of customer complaints (including complaints, consultation and suggestions) received	單 Case	1,983	3,536	4,499
	客訴解決率 Customer complaint settlement	%	100	100	100
	反貪污 Anti-corruption				
	針對公司或員工的貪污訴訟案件數 Number of corruption lawsuits against the Company or its employees	件 Case	0	0	0
	社區投資 Community investment				
	慈善及其他用途之捐款約為 Donations for charitable and other purposes are approximately	人民幣萬元 RMB ten thousand	2.30	31	254

注釋：**Notes:**

¹³ 受訓平均時長是以本集團員工截至各年度 12 月 31 日止該年度的受訓總人數為除數計算。
The average training hours is calculated by dividing the total number of trainees of the Group's employees for the year ended 31 December of each year.



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ESG REPORTING GUIDE CONTENT INDEX

《環境、社會及管治報告指引》索引

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs	披露情況 Disclosure Status	在報告中的位置 Page Number	
ESG 管理 ESG Management			
管治架構 Governance Structure			
由董事會發出的聲明，當中載有下列內容： 1. 披露董事會對環境、社會及管治事宜的監管； 2. 董事會的環境、社會及管治管理方針及策略，包括評估、優次排列及管理重要的環境、社會及管治相關事宜（包括對發行人業務的風險）的過程；及 3. 董事會如何按環境、社會及管治相關目標檢討進度，並解釋它們如何與發行人業務有關連。 A statement from the board containing the following elements: 1. a disclosure of the board's oversight of ESG issues; 2. the board's ESG management approach and strategy, including the process used to evaluate, prioritise and manage material ESG-related issues (including risks to the issuer's businesses); and 3. how the board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer's businesses.	已披露 Disclosed	P8-P9	
匯報原則 Reporting Principles			
描述或解釋在編備環境、社會及管治報告時如何應用匯報原則（重要性、量化、一致性）。 A description of, or an explanation on, the application of the following Reporting Principles in the preparation of the ESG report (Materiality, Quantitative, Consistency).	已披露 Disclosed	P6-P7	
匯報範圍 Reporting Boundary			
解釋環境、社會及管治報告的匯報範圍，及描述挑選哪些實體或業務納入環境、社會及管治報告的過程。若匯報範圍有所改變，發行人應解釋不同之處及變動原因。 A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. If there is a change in the scope, the issuer should explain the difference and reason for the change.	已披露 Disclosed	P6-P7	
A. 環境 A. Environmental			
A1: 排放物 A1: Emissions			
一般披露 General disclosure	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政策及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	已披露 Disclosed	P52-P62
A1.1	排放物種類及相關排放數據。 The types of emissions and respective emissions data.	已披露 Disclosed	P56-P62,P78

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs	披露情況 Disclosure Status	在報告中的位置 Page Number	
A1.2	直接（範圍 1）及能源間接（範圍 2）溫室氣體排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 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).	已披露 Disclosed	P78
A1.3	所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	已披露 Disclosed	P80
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).	已披露 Disclosed	P80
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 emissions target(s) set and steps taken to achieve them.	已披露 Disclosed	P52-P61
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.	已披露 Disclosed	P52-P61
A2: 資源使用 A2: Use of Resources			
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.	已披露 Disclosed	P52-P62
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).	已披露 Disclosed	P78-P80
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).	已披露 Disclosed	P80
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.	已披露 Disclosed	P52-P62
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.	已披露 Disclosed	P55,P61-P62

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露情況 Disclosure Status	在報告中的位置 Page Number
A2.5	製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位佔量。 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	不適用 Not applicable	鑒於本集團運營不涉及實體產品生產，且運營中使用的自有包裝物數量微小，因此該指標不適用於本集團。 Given that the Group's operations do not involve the production of physical products and that the amount of own packaging used in its operations is minimal, this indicator is not applicable to the Group.
A3: 環境及天然資源 A3: The Environment and Natural Resources			
一般披露 General disclosure	減低發行人對環境及天然資源造成重大影響的政策。 Policies on minimising the issuer's significant impacts on the environment and natural resources.	已披露 Disclosed	P52-P62
A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	已披露 Disclosed	P52-P62
A4: 氣候變化 A4: Climate Change			
一般披露 General disclosure	識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。 Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	已披露 Disclosed	P63-P65
A4.1	描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	已披露 Disclosed	P52-P53, P63-P65
B. 社會 B. Social			
僱傭與勞工常規 Employment and Labour Practices			
B1: 僱傭 B1: Employment			
一般披露 General disclosure	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的政策及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	已披露 Disclosed	P72-P77

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露情況 Disclosure Status	在報告中的位置 Page Number
B1.1	按性別、僱傭類型、年齡組別及地區劃分的僱員總數。 Total workforce by gender, employment type, age group and geographical region.	已披露 Disclosed	P81-P82
B1.2	按性別、年齡組別及地區劃分的僱員流失比率。 Employee turnover rate by gender, age group and geographical region.	已披露 Disclosed	P82-P83
B2: 健康與安全 B2: Health and Safety			
一般披露 General disclosure	有關提供安全工作環境及保障僱員避免職業性危害的政策及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	已披露 Disclosed	P47-P50, P74
B2.1	過去三年（包括匯報年度）每年因工亡故的人數及比率。 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	已披露 Disclosed	P83
B2.2	因工傷損失工作日數。 Lost days due to work injury.	已披露 Disclosed	P83
B2.3	描述所採納的職業健康與安全措施，以及相關執行及監察方法。 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	已披露 Disclosed	P47-P50, P74
B3: 發展及培訓 B3: Development and Training			
一般披露 General disclosure	有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	已披露 Disclosed	P76-P77
B3.1	按性別及僱員類別（如高級管理層、中級管理層等）劃分的受訓僱員百分比。 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	已披露 Disclosed	P83
B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。 The average training hours completed per employee by gender and employee category.	已披露 Disclosed	P84
B4: 勞工準則 B4: Labour Standards			
一般披露 General disclosure	有關防止童工或強制勞工的政策及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	已披露 Disclosed	P72-P73
B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。 Description of measures to review employment practices to avoid child and forced labour.	已披露 Disclosed	P72-P73
B4.2	描述在發現違規情況時消除有關情況所採取的步驟。 Description of steps taken to eliminate such practices when discovered.	已披露 Disclosed	P72-P73

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露情況 Disclosure Status	在報告中的位置 Page Number
運營慣例 Operating Practices			
B5: 供應鏈管理 B5: Supply Chain Management			
一般披露 General disclosure	管理供應鏈的環境及社會風險政策。 Policies on managing environmental and social risks of the supply chain.	已披露 Disclosed	P34-P36
B5.1	按地區劃分的供應商數目。 Number of suppliers by geographical region.	已披露 Disclosed	P35,P84-P85
B5.2	描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及相關執行及監察方法。 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	已披露 Disclosed	P34-P36,P85
B5.3	描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	已披露 Disclosed	P34-P36
B5.4	描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	已披露 Disclosed	P34-P36
B6: 產品責任 B6: Product Responsibility			
一般披露 General disclosure	有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的政策及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	已披露 Disclosed	P37-P51
B6.1	已售或已運送產品總數中因安全與健康理由而須回收的百分比。 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	不適用 Not applicable	鑒於本集團運營不涉及實體產品生產，因此該指標不適用於本集團 Given that the Group's operations do not involve the production of physical products, this indicator is not applicable to the Group
B6.2	接獲關於產品及服務的投訴數目以及應對方法。 Number of products and service related complaints received and how they are dealt with.	已披露 Disclosed	P45,P85
B6.3	描述與維護及保障知識產權有關的慣例。 Description of practices relating to observing and protecting intellectual property rights.	已披露 Disclosed	P51

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露情況 Disclosure Status	在報告中的位置 Page Number
B6.4	描述質量檢定過程及產品回收程序。 Description of quality assurance process and recall procedures.	已披露 Disclosed	P37-P39; 且鑒於運營不涉及實體產品生產，因此「產品回收程序」部分不適用於本集團 P37-P39; and since the operations do not involve the production of physical products, the "recall procedures" section is not applicable to the Group
B6.5	描述消費者資料保障及私隱政策，以及相關執行及監察方法。 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	已披露 Disclosed	P46
B7: 反貪污 B7: Anti-corruption			
一般披露 General disclosure	有關防止賄賂、勒索、欺詐及洗黑錢的政策及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	已披露 Disclosed	P30-P33
B7.1	於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	已披露 Disclosed	P31,P85
B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	已披露 Disclosed	P30-P33
B7.3	描述向董事及員工提供的反貪污培訓。 Description of anti-corruption training provided to directors and staff.	已披露 Disclosed	P30-P33
社區 Community			
B8: 社區投資 B8: Community Investment			
一般披露 General disclosure	有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。 Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	已披露 Disclosed	P68-P71
B8.1	專注貢獻範疇（如教育、環境事宜、勞工需求、健康、文化、體育）。 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	已披露 Disclosed	P68-P71
B8.2	在專注範疇所動用資源（如金錢或時間）。 Resources contributed (e.g. money or time) to the focus area.	已披露 Disclosed	P68-P71,P85

FEEDBACK FORM

意見反饋表

尊敬的讀者：

您好！十分感謝您閱讀《遠洋服務控股有限公司2022年環境、社會及管治報告》。我們非常重視並期望聆聽您對遠洋服務在環境、社會及管治方面的管理、實踐和報告的回饋意見。為進一步提升我們的工作水準並使下一份報告更符合您的期望，懇請您協助完成回饋意見表中提出的相關問題，並選擇以下方式回饋給我們。

地址：香港金鐘道88號太古廣場一座601

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您的信息

姓名：_____

工作單位：_____

職務：_____

聯繫電話：_____

傳真：_____

電子郵箱：_____

意見反饋

1、您對本報告的總體評價是

好 較好 一般 較差 差

2、您認為本報告是否能反映遠洋服務對經濟、社會和環境的重大影響？

高 較高 一般 較低 低

3、您認為本報告所披露資訊、資料、指標的清晰、準確、完整度如何？

好 較好 一般 較差 差 不了解

4、您最滿意本報告哪一方面？

5、您希望進一步了解哪些資訊？

6、您對我們今後發佈報告還有哪些建議？

DEAR READERS,

Thank you for reading the 2022 Environmental, Social and Governance Report of Sino-Ocean Service Holding Limited. Your feedback on the ESG management, practice and reporting of Sino-Ocean Service is very important to us and we look forward to hearing from you. To further enhance the standard of our work and enable the publication of a report in closer tandem with your expectations in the next cycle, please complete the below feedback questionnaire and send us your feedback in the following ways.

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Your Information

Name: _____

Company: _____

Job Title: _____

Tel: _____

Faxes: _____

Email: _____

FEEDBACK

1. Your overall evaluation of this report is

Excellent Good Average Fair Poor

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

High Relatively High Average Relatively Low Poor

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

Excellent Good Average Fair Poor No Idea

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

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

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

遠洋服務控股有限公司

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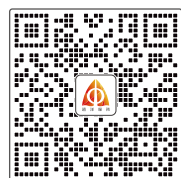
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