

# 2022

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



**蘇新美好生活服務股份有限公司**  
**SUXIN JOYFUL LIFE SERVICES CO., LTD.**

(a joint stock company incorporated in the People's Republic of China with limited liability)  
(於中華人民共和國註冊成立的股份有限公司)

STOCK CODE 股份代號: 2152



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# ABOUT THIS REPORT

## 關於本報告

### Overview

This Environmental, Social and Governance Report (hereinafter referred to as the “ESG Report” or “this Report”) issued by Suxin Joyful Life Services Co., Ltd. (hereinafter referred to as the “Company”, “SUXIN SERVICE” or “We”), which focuses on the disclosure of the Company’s management, practice and performance in environmental, social and governance aspects for all stakeholders of the Company.

### Reporting Period

This annual report covers the sustainable development performance from January 1, 2022 to December 31, 2022 (the “Reporting Period”), with some contents dating back to previous years.

### Reporting Scope and Boundary

This report covers all businesses directly controlled by SUXIN SERVICE, including city services, commercial property management services and residential property management services.

#### \* (1) City Services

We assist local governments and public authorities in their provision of city services to improve local residents’ living experience and environment. Our city services include (i) municipal infrastructure services primarily intended for public infrastructure, where we (a) provide cleaning, landscaping or maintenance services for urban roads, trams and tram platforms, (b) provide regular inspection and maintenance services for water supply networks and street lighting under our management, and (c) provide renovation services for the facades of buildings along major city roads; (ii) public facility management services primarily covering public buildings (such as museums, libraries, arts and sports centers, city parks, and office buildings of public administrative departments), where we provide basic property management services, including cleaning, order maintenance, horticultural landscaping, repair and maintenance services; and (iii) operation of the waste collection centers.

#### (2) Commercial Property Management Services

We provide extensive commercial property management services, including basic property management services and value-added services, for property developers, owners and tenants. Commercial properties under our management include industrial parks and manufacturing plants, office buildings, condominiums and commercial complexes.

#### (3) Residential Property Management Services

We provide extensive residential property management services, including basic property management services and value-added services, for owners and residents.

#### (4) Property Leasing Services

We own certain investment properties which are leased out to third-party tenants as staff dormitories or offices. We charge rental fees and management fees.

### 報告簡介

本報告是蘇新美好生活服務股份有限公司（以下簡稱「公司」、「蘇新服務」或「我們」）發佈的《環境、社會及管治報告》（以下簡稱「ESG 報告」或「本報告」），面向公司各利益相關方，重點披露報告期內公司在環境、社會及管治方面的管理、實踐與績效。

### 報告時間範圍

本報告為年度報告，覆蓋的週期為 2022 年 1 月 1 日至 2022 年 12 月 31 日（即「報告期內」）的可持續發展表現，部分內容追溯以往年份。

### 報告範圍及邊界

本報告覆蓋蘇新服務直接控制的所有業務，包括城市服務、商業物業管理服務、住宅物業管理服務。<sup>1</sup>

#### \* (1) 城市服務

我們協助地方政府及公共權力部門提供城市服務，以改善當地居民的生活體驗及環境。我們的城市服務包括 (i) 主要針對公共基礎設施的市政基礎設施服務，其中，我們 (a) 為城市道路、有軌電車及有軌電車月臺提供清潔、綠化或維護服務，(b) 為供水網路及在管路燈提供定期檢查及維護服務，及 (c) 為城市主幹道沿線建築物的外牆提供翻新服務；(ii) 主要針對公共大樓（如公共博物館、圖書館、藝術及體育中心、城市公園以及公共行政部門的辦公樓宇）的公建項目管理服務，其中，我們提供基本物業管理服務，包括清潔、秩序維護、園藝景觀，以及維修及保養服務；及 (iii) 垃圾集運中心的運營。

#### (2) 商業物業管理服務

我們向物業開發商、業主及租戶提供廣泛的商業物業管理服務，包括基本物業管理服務及增值服務。我們在管的商業物業包括工業園區及製造工廠、辦公樓宇、公寓及商業綜合體。

#### (3) 住宅物業管理服務

我們向業主及住戶提供廣泛的住宅物業管理服務包括基本物業管理服務及增值服務。

#### (4) 物業租賃服務

我們擁有若干投資物業，作為員工宿舍或辦公室出租予第三方租戶。我們收取租金及管理費。

# ABOUT THIS REPORT

## 關於本報告

### References

This report is prepared with reference to the Appendix 27 Environmental, Social and Governance Reporting Guide (the "Guide") in the Listing Rules by the Stock Exchange of Hong Kong Limited (the "Stock Exchange"). The content index of the Guide is specified in Appendix III to this report.

The contents of this report have been developed in accordance with a systematic process. The processes include: identifying and ranking key stakeholders, identifying and ranking ESG-related material issues, deciding the boundaries of ESG reports, collecting relevant documents and data, preparing reports based on the information and reviewing the information in the reports to ensure the completeness, accuracy, truthfulness and timeliness of the contents in the reports.

This report adheres to the reporting principles of materiality, quantitative, balance and consistency .

**1.Materiality:** Through continuous communication with stakeholders and taking into account its strategic development and business operations, the Board identifies many important sustainable development issues, and disclosed the risks and management initiatives in environmental, social and governance.

**2.Quantitative:** The Company has disclosed its environmental and social key performance indicators in a measurable way, and provided textual explanations on quantitative information.

**3.Balance:** The Company has explained in detail the sustainable development matters that have a significant impact on its business, including the results achieved and the challenges it faces. The report should avoid selections, omissions, or presentation formats that may inappropriately influence a decision or judgment by the report reader.

**4.Consistency:** The Company will ensure that the disclosure scope and reporting methods of the Report are generally consistent every year, making the Company's performance comparable for its stakeholders. Any changes to the KPI assumptions and calculation should be clearly disclosed to inform the stakeholders.

### 編寫參照標準

本報告依據香港聯合交易所有限公司（以下簡稱「聯交所」）上市規則附錄二十七《環境、社會及管治報告指引》（以下簡稱《指引》）進行編制。《指引》內容索引載於本報告附錄三。

本報告內容是按照一套有系統的程序而制定的。有關程序包括：識別和排列重要的利益相關方、識別和排列 ESG 相關重要議題、決定 ESG 報告的界限、收集相關材料和數據、根據資料編製報告和對報告中的資料進行審閱等步驟進行編製，以確保報告內容的完整性、準確性、真實性和及時性。

本報告遵循重要性、量化、平衡、一致性的匯報原則進行編制。

**1. 重要性：**通過與持份者持續溝通交流，結合公司發展戰略和業務運營情況，董事會對與可持續發展有關的議題進行重要性評估，並決定披露環境、社會及管治風險和管理舉措。

**2. 量化：**對本公司的環境和社會關鍵績效指標進行量化披露，同時針對量化資訊予以文字闡釋。

**3. 平衡：**本公司已詳盡闡釋業務中有重大影響的可持續發展事宜，當中包括工作成果及所面對的挑戰，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。

**4. 一致性：**本公司將確保報告的披露範圍與匯報方法每年均能保持大體一致，以利益相關方對本公司績效進行比較。倘相關假設或計算方法出現任何變動，會明確披露以告知持份者。

# ABOUT THIS REPORT

## 關於本報告

### Data Source & Assurance of Reliability

The information and data disclosed in this report are derived from the Company's official documents, statistical reports and relevant public information. The Company undertakes that there are no false records or misleading statements in this report, and is responsible for the authenticity, accuracy and completeness of the contents.

### Confirmation and Approval

The Board of Directors (the "Board") and senior management team of the Company have reviewed and approved this report and warrant that no presence of false records, misleading statements or major omissions will be found in this report.

### Access and Feedback to the Report

This report is prepared in Chinese and English respectively. The Chinese version shall prevail in case of any discrepancies found between the Chinese version and the English version. The electronic format of this report is available for downloading at the Stock Exchange website ([www.hkexnews.hk](http://www.hkexnews.hk)) and the official website of the Company ([www.suxinfuwu.com](http://www.suxinfuwu.com)).

For further enquiries, comments or suggestions on the Report, please contact the Company by email at [investors@suxinfuwu.com](mailto:investors@suxinfuwu.com).

### 數據來源及可靠性保證

本報告披露的信息和數據來源於公司正式文件、統計報告及有關公開資料。公司承諾本報告不存在任何虛假記載或誤導性陳述，並對內容真實性、準確性和完整性負責。

### 確認及批准

公司的董事會和高級管理人員團隊已審批本報告，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。

### 獲取及回應本報告

本報告分別以中文和英文編製。如中英文文本有任何差異，請以中文文本為準。本報告電子版可以在香港聯合交易所網站([www.hkexnews.hk](http://www.hkexnews.hk))及本公司網站([www.suxinfuwu.com](http://www.suxinfuwu.com))查閱和下載。

如您有進一步查詢，或對本報告有任何意見或建議，請通過電子郵件 [investors@suxinfuwu.com](mailto:investors@suxinfuwu.com) 與公司聯繫。

# ABOUT SUXIN SERVICE

## 關於蘇新服務

### Company Profile

SUXIN SERVICE, founded in 1994, was restructured and changed to a joint stock company with limited liability in April 2021 and was listed on the Main Board of the Stock Exchange on August 24, 2022 (stock code: 2152.HK), after raising net proceeds of HK\$ 176 million in its initial public offering, becoming the first state-owned property management enterprise in Jiangsu Province to be listed in Hong Kong. Suzhou Sugaoxin Group Co., Ltd. together with its subsidiary Sugaoxin Chengjian Development (Suzhou) Co., Ltd. and other H-share shareholders hold 69.12%, 5.10% and 25.78% of the shares in the Company respectively. SUXIN SERVICE has 11 subsidiaries.

SUXIN SERVICE focuses on the two business segments of city services and property services, and actively expands its business in operation and management of talent apartments as well as property and asset management to complete the strategic transformation from a traditional property service company into an integrated city service and property service provider. As of December 31, 2022, the Company provided municipal infrastructure services for 13 projects and was entrusted with the construction and operation of three waste collection centers, with a total maximum capacity of handling 1,200 metric tons of domestic waste and 50 metric tons of bulky waste per day. There are 87 property projects under its management, with a total area of 7 million square meters, including industrial parks, office buildings and residential properties. SUXIN SERVICE provides premium services to the Suzhou Museum, Jiangsu Medical Device Technology Industrial Park, SND International Commerce Tower and Mingcheng Garden, and is actively expanding its value-added business network such as housing brokerage, property sales office services, catering services and community elderly care.

### 公司概況

蘇新服務，成立於 1994 年，2021 年 4 月重組改製整體變更為股份有限公司，於 2022 年 8 月 24 日在香港聯合交易所主板上市（股份代號 2152.HK），首發募集資金淨額 1.76 億港幣，成為江蘇省首家港股上市的國有物業企業。蘇州蘇高新集團有限公司及其下屬蘇高新城建發展（蘇州）有限公司和其他 H 股股東分別持股 69.12%、5.10% 和 25.78%。蘇新服務旗下有 11 家子公司。

蘇新服務專註於城市服務與物業服務兩大業務板塊，並積極拓展人才公寓運營管理及物業資產管理業務，完成從傳統意義上的物業服務公司到綜合性城市服務及物業服務提供商的戰略轉型。截至 2022 年 12 月 31 日，本公司為 13 個項目提供市政基礎設施服務，委聘建設及運營 3 個垃圾處理中心，合計最大處理量為每天 1,200 噸生活垃圾及每天 50 噸大件垃圾，在管物業項目 87 個，在管面積 7 百萬平方米，包括產業園區、寫字樓及住宅等多種業態。蘇新服務打造了蘇州博物館、江蘇醫療器械科技產業園、蘇州高新廣場及名城花園等精品服務項目，並積極拓展房屋經紀、案場服務、餐飲服務及社區養老等增值業務。

# COMPANY PROFILE

## 公司概況

As the member unit of China Property Management Institute, executive member unit of Jiangsu Real Estate Association, and vice-president unit of Suzhou Property Management Association, SUXIN SERVICE's total revenue ranks first among Suzhou property enterprises, and has been awarded the "Top 100 Property Service Companies of China" and "Leading Service Enterprises in Smart Cities in China" by China Index Academy (CIA) for several consecutive years. Many public facilities and property projects have won national, provincial and municipal excellent projects. SUXIN SERVICE won the 46th place among the Top 100 Property Service Companies of China in 2022.

作為中國物業管理協會理事單位、江蘇省房地產協會常務理事單位、蘇州市物業管理協會副會長單位，蘇新服務總收入在蘇州物業企業中排名第一，連續數年榮登中國指數研究院發佈的「中國物業服務百強企業」、「中國智慧城市服務領先企業」榜單，多個公建項目和物業項目獲得國家、省市級優秀項目。蘇新服務獲 2022 年度中國物業服務百強企業第 46 名。



# EVENTS OF THE YEAR

## 年度大事

### SUXIN SERVICE successfully listed on the Main Board of the Stock Exchange

In August 2022, SUXIN SERVICE was successfully listed on the Main Board of the Stock Exchange, and became the first district and county level state-owned property service provider to go public, the first state-owned property service provider in Jiangsu Province to be listed, and the first state-owned enterprise in Suzhou that went public in the Stock Exchange, making greater contribution as a state-owned enterprise to the achievement of “2 zones 2 vanguards” goal of Suzhou New District (SND).

### Deeply integrating into the SND city services holistic reform process

As the Implementation Plan for SND City Maintenance Holistic Reform was rolled out and implemented, the Company has undertaken the integrated operation and management of city maintenance in the business innovation functional area (Shishan Hengtang Street and Fengqiao Street) and the advanced manufacturing functional area (Economic Development Zone (town)). New city maintenance services for municipal street lights, landscape lighting, municipal sporadic project maintenance, traffic safety facilities, power supply facilities, bus station maintenance, public toilets, etc., were added to the portfolio of services.

### Promoting smart city sanitation service system

SUXIN SERVICE expedites digital collaboration and pushes for smart service upgrade. The Company's integrated customer service center and smart property service system have conflated to boost the service level with the means of smart technologies and the establishment of the IoT system.

### 蘇新服務在香港聯合交易所 主板成功掛牌上市

2022年8月，蘇新服務成功在香港聯合交易所主板成功掛牌上市，成為全國第一家區縣級國有物業上市企業，江蘇省第一家國有物業行業上市企業，蘇州市第一家國有港股上市企業，為高新區「兩區兩前列」做出更大的國企貢獻。

### 深度融入高新區城市服務一體化 改革進程

隨著《蘇州高新區城市維護一體化改革實施方案》的推行和落實，公司承接了商務創新功能區（獅山橫塘街道、楓橋街道）、先進製造功能區（經開區（鎮））區域內城市維護一體化運營管理。新增了市政路燈、景觀亮化、市政零星養護、交安設施、電力設施、公交月臺維保、公共衛生間等城市維護項目養護工作。

### 推進智慧城市環衛服務系統

蘇新服務加快數位協同，推進智慧服務升級，公司一體化客服中心和智慧物業服務系統一體化全面進行，以智能化技術為手段，進行物聯系統搭建，大幅提升服務水準。

# EVENTS OF THE YEAR

## 年度大事

### The 2022 Taihu Science City Functional Area

SND will vigorously promote the development of Taihu Science City with Nanjing University-Suzhou Campus as the centerpiece. In 2022, the Company moved into the project department of Nanjing University to contribute to urban development and provided 10 kindergartens and elementary school in the area with quality, efficient and thoughtful services for teachers and students, created a clean, pleasant and orderly campus environment and maintained the orders of education.

### The First People's Hospital of Kunshan (Eastern Medical Center)

SUXIN SERVICE officially moved into the First People's Hospital of Kunshan (Eastern Medical Center), which is one of the priority livelihood projects in Kunshan, covering a total area of 310,200 square meters, with the first phase construction area of 236,700 square meters. Based on the goal of "five ones", the Company strives to construct an all-round quality service objective system by leveraging its extensive management experience.

### Shushan Village Scenic Area

SUXIN SERVICE moved into Shushan Village Scenic Area in 2022. This village is located in the northwest of SND, with a total area of 5.2 square kilometers, including 1600 mu (approximately equal to 263.6 acres) of pear orchards, 1000 mu of tea plantations, 2000 mu of plum forests and other ecological orchards, and has won the "national civilized village", "national ecological village" and other honorary titles. The Company is committed to providing considerate and professional high-quality property management services for owners and visitors.

### 2022年太湖科學城功能片區

蘇州高新區將以南京大學蘇州校區為核心大力推動太湖科學城建設，2022年公司進駐南京大學項目部助力城區建設，並承接區內10所幼稚園和小學，為師生提供優質、高效、周到的服務，營造整潔優美、文明向上的良好校園環境，維護正常的教學秩序。

### 昆山市第一人民醫院 (東部醫療中心)

蘇新服務正式進駐昆山市第一人民醫院(東部醫療中心)，該項目是昆山市重點民生實事工程之一，總佔地面積31.02萬平方米，一期建築面積23.67萬平方米。公司力求通過運用自身積累的豐富管理經驗，按「五個一」的目標，構造一個全方位的優質服務目標體系。

### 樹山村景區

2022年，蘇新服務進駐樹山村景區位於蘇州高新區西北部，總面積5.2平方公里，其間1600畝梨園、1000畝茶園、2000畝楊梅林等生態果園，先後獲得「全國文明村」、「國家級生態村」等榮譽稱號。公司致力於為業主及遊客提供人性化、專業化的高品質物業管理服務。

# HONORS AND AWARDS OF THE YEAR

## 年度榮譽

### Honors and Awards of the Year

April 2022  
2022 Leading City Services Companies in China

April 2022  
2022 Top 100 Property Management Companies of China

May 2022  
2022 Property Management Company Worth Focusing by Capital Market

August 2022  
Enterprise with Harmonious Labor Relationship in Suzhou High-tech Zone (Huqiu District)

September 2022  
Enterprise with Vocational Qualification Level Accreditation

September 2022  
2022 Leading Brand in the PRC Property Management Industry in Specialized Operations with brand value of RMB1 billion

December 2022  
Five-star Member of Suzhou Property Management Institute in 2022

As of 31 December 2022, SUXIN SERVICE received a total of 130 honorary titles, including 30 national-level honors, 24 provincial-level honors and 48 municipal-level honors.

### 年度榮譽

2022年4月  
2022中國城市服務領先企業

2022年4月  
2022中國物業服務百強企業

2022年5月  
2022值得資本市場關注的物業服務企業

2022年8月  
蘇州高新區(虎丘區)勞動關係和諧企業

2022年9月  
職業技能等級認定企業

2022年9月  
2022中國物業服務企業專業化運營領先品牌企業(品牌價值10億元)

2022年12月  
2022年度蘇州市物業管理協會五星會員單位

截止至2022年12月31日，蘇新服務共獲得130項榮譽稱號，其中獲得30項國家級榮譽，24項省級榮譽，48項市級榮譽。

# FUTURE STRATEGY

## 未來戰略

### Future Strategy

As the residential property management market became increasingly competitive, SUXIN SERVICE has gradually shifted its strategic focus to non-residential projects and redeployed manpower and resources from residential projects to non-residential projects under its management.

SUXIN SERVICE plans to implement the following strategies to fortify our market position and achieve further expansion: (i) further expand our business operations and consolidate our competitive advantages in Suzhou and the Yangtze River Delta region; (ii) continue to diversify our portfolio of city services and property management services; (iii) increase investment in technology and smart operations to improve customer experience and operational efficiency; and (iv) continue to attract, cultivate and retain talent.

### 未來戰略

由於住宅物業管理市場日益激烈競爭，蘇新服務逐步將公司戰略重點轉向非住宅項目，並將若干人力及資源由住宅項目重新調配至在管非住宅項目。

蘇新服務計劃實施以下策略，鞏固市場地位並實現進一步擴張：(i) 進一步拓展我們在蘇州及長江三角洲地區的業務運營並鞏固競爭優勢；(ii) 繼續多元化城市服務及物業管理服務組合；(iii) 增加對技術及智能運營的投資，以提高客戶體驗及運營效率；(iv) 繼續吸引、培養並挽留人才。

# SUSTAINABLE DEVELOPMENT GOVERNANCE

## 可持續發展管治

### Sustainable Development Governance

With China's urbanization development in recent years and due to the increasing demand for property management, SUXIN SERVICE has been growing its business presence. As a leading property management service provider rooted in the Yangtze River Delta Region, we shoulder social responsibilities and create a better living environment for owners, while providing premium services. We have responded to the most important issues in society and the environment, and integrated sustainable development issues into our decision-making and operations, hoping to build a green economy together, and create a sustainable business and living environment for the people while helping rejuvenate the society.

### 可持續發展管治

隨著近年國內城鎮化發展，物業管理的需求日益增加，蘇新服務的業務持續擴大。作為長三角地區物業管理領先企業，我們在提供優質服務的同時，肩負社會責任，為業主創造美好生活的環境。我們響應社會和環境方面的最重要議題，將可持續發展議題融入公司的決策與經營中，期望能推動綠色經濟，在幫助社會復甦的同時為人民構建可持續的營商和居住環境。

# BOARD STATEMENT

## 董事會聲明

### Board Statement

The environmental regulations for sustainable development issues around the globe are constantly changing. The Company's Board of Directors is well aware of the significance of managing sustainable development risks and seizing opportunities. For the property management industry, day-to-day business is challenged by risks in finance, operation and compliance that are brought by ESG issues. It is the Board's responsibility to assess and manage the relevant risks. From climate change to employees' occupational health and safety, and to customer privacy, we always respond to the issues proactively. Based on the current three lines of defense model in risk management, the Board will further improve and strengthen risk management, and incorporate sustainable development considerations into the risk management system and long-term strategies.

SUXIN SERVICE's Board assumes the supervisory responsibility for ESG matters. The Company strictly follows the sustainable development roadmap formulated by the Board, steadily promotes its sustainable development work, and continues to perfect the governance structure for sustainable development. The Board is fully responsible for the Company's sustainable development strategies while supervising its sustainable development directions and strategies. In addition, the Board regularly supervises and reviews the performance of the Company's sustainable development strategies and policies, as well as the implementation of related measures, and revises relevant policies when necessary to echo the Company's business development.

### 董事會聲明

全球可持續發展議題的監管環境正不斷變化。公司董事會深明管理可持續發展風險及把握當中機遇的重要性。對於物業管理行業而言，日常營運面對著與環境、社會和管治相關的財務、營運及合規等風險。董事會有責任評估和管理相關風險。由氣候變化到員工職業安全與健康，以至客戶私隱，我們均以積極態度應對。基於現行的三道防線風險管理體系，董事會將進一步完善加強風險管理，把可持續發展的考慮納入風險管理體系和長遠策略。

蘇新服務董事會承擔環境、社會及管治事宜的監管責任。公司嚴格遵循董事會制定的可持續發展路線圖，穩步推進公司可持續發展工作，持續完善可持續發展管治架構。董事會對公司可持續發展策略工作承擔全部責任，負責監督公司可持續發展方向及策略。董事會負責定期監督檢視公司可持續發展策略政策成效，以及相關措施的進度，並適時修訂相關政策，以配合公司業務發展。

# SUSTAINABLE DEVELOPMENT STRATEGIES

## 可持續發展策略

### Sustainable Development Strategies

In a city, property management is a must for ensuring basic production and quality of life, and echoing the concept of sustainable development under the dual carbon goals has become its priority. SUXIN SERVICE has been committed to the concept of sustainable development, supported the Sustainable Development Goals (SDGs) of the United Nations, proactively carried out ESG practices, and fulfilled its responsibilities for sustainable development of the city. In day-to-day business and decision-making, we use professional services to support business performance and value creation, facilitate sustainable development of cities and communities, and help achieve balance and coordination in the development of economy, environment and society. We always try to align our carbon reduction commitments with the latest climate science and industry best practices, as well as rising expectations from stakeholders.

Guided by the goals of "carbon peak and carbon neutrality", SUXIN SERVICE knows well its duty to assist national and regional governments to achieve carbon neutrality. This year, we have reviewed the existing environmental management measures and set our directional environmental goals based on the national environmental policies. We will regularly review the effectiveness of the goals and gradually establish specific quantitative targets so that stakeholders can keep track of the progress of our environmental management work. We will implement our sustainable development governance structure and plans to build a solid foundation for sustainable development. In addition, we will seize opportunities for sustainable development and properly manage risks, hoping to use our own advantages, rich property management experience and innovative management technologies in the future to create a sustainable living and working environment for customers and communities.

### 可持續發展策略

物業管理關係到城市基本生產和生活品質保障，在雙碳目標下貫徹可持續發展理念已經十分迫切和重要。蘇新服務始終貫徹可持續發展理念，支持聯合國可持續發展目標（SDGs），積極開展 ESG 實踐，為城市可持續發展盡職履責。我們在日常運營和決策中，以專業服務支撐經營業績和價值創造，促進城市與社區可持續發展，助力實現經濟、環境與社會均衡協調發展。我們不斷調整減碳承諾，以符合最新的氣候科學與行業的最佳實踐，以及持份者日益高漲的期望。

在「碳達峰 碳中和」目標指引下，蘇新服務對於協助國家及地區政府實現碳中和責無旁貸。本年度，我們檢視了現有的環境管理措施，根據國家環境政策導向訂立了公司方向性環境目標。公司將定期檢視目標的成效，並逐步建立具體量化目標，以便持份者更準確地瞭解公司環境管理的工作進程。公司將貫徹落實其可持續發展管治架構及計劃，為可持續發展工作打造穩健基礎。同時，公司將把握可持續發展機遇，妥善管理風險，期望未來能利用自身優勢，運用豐富的物業管理經驗及創新管理技術，為客戶及社區創造可持續的生活和工作環境。

# SUSTAINABLE DEVELOPMENT STRATEGIES

## 可持續發展策略

SUXIN SERVICE has prepared a "Stage-by-stage ESG Roadmap". It moves towards clear goals step by step, prioritizes missions for improvement of ESG performance to facilitate related work, and includes continuity of work plans into its considerations to build solid foundation for the sustainable development strategies.

### Stage 1: Lay the foundation

A sound governance structure is the cornerstone of an organization's ESG development, so this stage aims to get the management highly involved. In addition, the Company also puts its focus on improving data integrity and comparability of its ESG reports.

### Stage 2: ESG Development Efforts

Improvement of the ESG governance structure: Get the management involved in ESG efforts, so as to drive the promotion and implementation of ESG development goals and strategies.

Upgrade of the data integrity and quality: To establish a reliable ESG information management system, the Company examines the collection, reporting and internal control processes of relevant data to upgrade the integrity and quality of reported data.

Formulation of the climate change policy: To cope with the impact of climate change on the Company and to echo the national policy on climate change, the Company is formulating the climate change policy covering all business operations.

### Stage 3: Enhance the performance

Upon laying a solid foundation for sustainable development, the Company plans to further strengthen the management of climate change in the following year. Based on in-depth knowledge of stakeholders' expectations, the Company sets aggressive and purposeful goals to enhance ESG performance and disclosure.

蘇新服務制訂了「階梯型 ESG 發展路線圖」。公司向著清晰的目標循序漸進，就 ESG 發展績效提升定下緩急次序，使相關工作得以順利開展；並考慮工作計劃的延續性，令可持續發展策略能建基於穩妥的基礎上。

### 第一階段：奠定基礎

穩建的管治架構為企業 ESG 發展的基石，故本階段以提升管理層的參與為目標。同時，公司的另一個焦點是提升其環境、社會及管治報告的數據誠信及可比性。

### 第二階段：ESG 發展工作

完善 ESG 治理結構：提升管理層對社會、環境、治理事宜的參與度，以促進 ESG 發展目標及策略的推進和實施。

提升數據誠信質量：為建立可靠的環境、社會及管治信息管理體系，公司檢視相關資料的收集、匯報和內部控制流程，以提升報告數據的完整性和資料質量。

制訂氣候變化政策：為應對氣候變化對公司帶來的影響，並配合國家對於氣候變化的政策，公司正制訂氣候變化政策，涵蓋公司的所有業務營運。

### 第三階段：增強表現

當奠定堅實的可持續發展基礎後，公司計劃於第二年進一步加強對氣候變化的管理；透過深入瞭解持份者的期望，制訂進取而務實的目標，加強公司環境、社會及管治的表現和披露。



# INTERACTIONS WITH STAKEHOLDERS

## 利益相關方溝通

### Plan for Interactions with Stakeholders

We have formulated a three-year plan for interactions with stakeholders to communicate with various types of internal and external stakeholders in different ways to know their concerns and expectations. We establish continuous communication with stakeholders through the following ways:

### 制訂利益相關方的溝通計劃

我們制訂為期三年的持份者溝通計劃，透過不同方式與各類別的內部和外部持份者進行溝通，瞭解其關注和期望。我們建立從下列渠道持續保持與利益相關方的溝通：

Stakeholder 利益相關方	Expectation and Demand 期望與需求	Major Communication Way 主要溝通渠道	Communication and Feedbacks 溝通與回應
Shareholders/ investors 股東 / 投資者	Sustainable and sound financial performance, interest protection, transparency, risk control 可持續穩健財務業績、權益保護、透明度、風險管控	General meetings, public information disclosure, investors meetings, regular report, ESG meetings, roadshows, hotline/email for investor contact 股東大會、公開信息披露、投資者會議、定期報告、ESG 會議、路演、投資者聯繫電話 / 郵箱	Improve profitability, hold general meetings, routine information disclosure, optimize risk control systems 提升盈利能力、召開股東大會、日常信息披露、優化風控體系
Customers 客戶	High-quality service, safe and clean environment, community activities, information security and privacy protection 高品質服務、安全清潔的環境、社區活動、信息安全與隱私保護	The Company's official website, customer service hotline, customer feedbacks, routine communication and Email 公司官方網站、客服電話、客戶回訪、日常交流和 Email	Improve service quality, data safety and information management, compliant marketing 提升服務品質、數據安全與信息管理、合規行銷
Staff 員工	Health and safety, remuneration and benefits, training, career development platform, protection of lawful interests and rights 健康與安全、薪酬福利、培訓、職業發展平臺、合法權益保護	Agreement, employee interview and questionnaire, project discussion group, employees' meetings 協議、員工面談和意見調查表、項目討論小組、員工會議	Perfect remuneration system, optimize employee development and promotion mechanisms, establish employee communication channels 完善的薪酬體系、優化工員工發展晉升機制、建立員工溝通渠道

# INTERACTIONS WITH STAKEHOLDERS

## 利益相關方溝通

Stakeholder 利益相關方	Expectation and Demand 期望與需求	Major Communication Way 主要溝通渠道	Communication and Feedbacks 溝通與回應
Suppliers 供應商	Cooperation with integrity and mutual benefits, equal competition, business ethics, common growth 誠信合作與共贏、公平競爭、商業道德、共同成長	Cooperation agreement, supplier conferences, telephone or on-site follow up, routine transaction and Email 合作協議、供應商會議、電話或實地回訪、日常交易和Email	Build supplier management system, establish communication platform, perform agreement 建立供應商管理體系、搭建溝通平台、履行協議
Community/ the public 社區 / 社會公眾	Protect the natural environment, improve service quality, support public welfare, promote harmonious community 保護自然環境、提升服務品質、支持社會公益、促進和諧社區	Community activities, volunteer activities, donations, media information, official website, WeChat official account 社區活動、義工活動、捐贈、媒體信息、官網、公眾號	Adhere to green operation, support social activities, care poverty groups 堅持綠色運營、支持社會活動、關愛貧困群體
Supervisory authorities 監管機構	Comply with the law, compliant operation, pay taxes in accordance with the law, support local development, support primary governance 遵紀守法、合規經營、依法納稅、支持地方發展、支持基層治理	Report on the government work conference, special project research / report, routine communication 政府工作會議匯報、專項調研 / 匯報、日常溝通	Operate in compliance with the law, pay taxes, implement relevant policies, carry out public welfare activities 合規經營、納稅、落實相關政策、開展公益活動

# INTERACTIONS WITH STAKEHOLDERS

## 利益相關方溝通

### Assessment of Material Issues

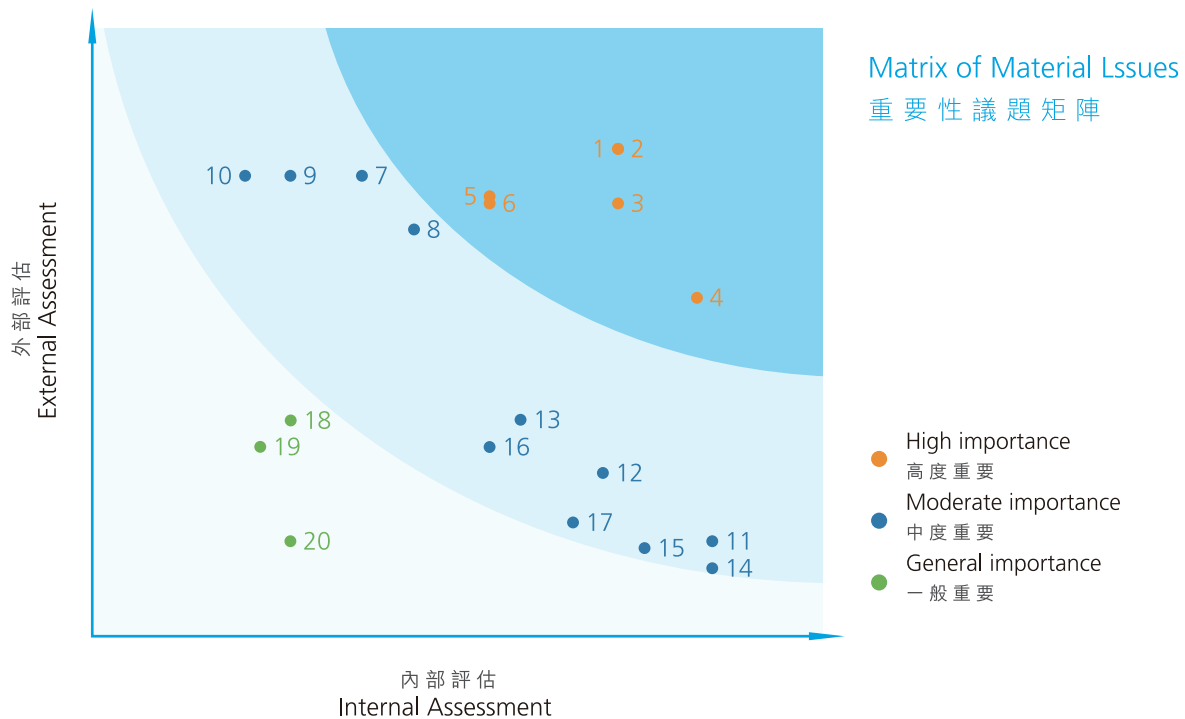
We attach great importance to interactions with stakeholders, and have established a normalized interaction channel with key stakeholders. Through a comprehensive understanding of the requirements, opinions and suggestions of all parties, we never stop making efforts to maximize the shared value with all stakeholders. Our key stakeholders are customers, suppliers and business partners, distributors, investors, employees, government and regulatory authorities, social organizations / media, etc. We proactively exchange with stakeholders on our sustainable development performance, and take the concerns and expectations of stakeholders as the key basis for our improvement and optimization in sustainable development management decisions and day-to-day business.

Based on the results of interactions with stakeholders, the Board identifies many important sustainable development issues, covering ESG governance, employee well-being, business ethics, environmental management, etc., and makes these issues the focus of sustainable development reports during the Reporting Period. We describe our work progress and future plans in all respects during the Reporting Period in different chapters of this Report.

### 重要性議題評估

我們高度重視利益相關方溝通，與重要利益相關方建立了常態化溝通機制，通過全方位瞭解各方要求、意見和建議，不斷追求與各權益人共同價值最大化。與我們關係密切的利益相關方包括客戶、供貨商及商業合作夥伴、經銷商、投資者、員工、政府及監管部門、社會組織 / 媒體等。我們積極與利益相關方就我們的可持續發展表現進行溝通，將利益相關方的關注點和期望作為我們在可持續發展管理決策和日常運營中改善和優化的重點依據。

綜合與持份者溝通結果，董事會明確多項可持續發展重要議題，涵蓋 ESG 治理、員工福祉、商業道德、環境管理等多個範疇，並將這些議題作為報告期內可持續發展匯報的重點。我們通過本報告不同章節，描述公司報告期內各範疇的工作進程和未來計劃。



# INTERACTIONS WITH STAKEHOLDERS

## 利益相關方溝通

Importance to Stakeholders 對利益相關方的重要性	No. 序號	Material Issues 重要性議題
High importance 高度重要	1	Service quality 服務品質
	2	Customer relationship 客戶關係
	3	Rights and interests of employees 員工權益
	4	Energy conservation & emissions reduction 節能減排
	5	Employment management 僱傭管理
	6	Information security 信息安全
Moderate importance 中度重要	7	Public Welfare 社會公益
	8	Property rights protection 產權維護
	9	Use of water 水資源使用
	10	Waste emission 廢物排放
	11	Energy management 能源管理
	12	Equality and diversification 平等多元
	13	Suppliers evaluation 供應商評估
	14	Environment management 環境管理
	15	Ecological protection 生態保護
	16	Occupational health 職業健康
	17	Performing duties with integrity 廉潔從業
General importance 一般重要	18	Technology innovation 技術創新
	19	Promotion and development 晉升發展
	20	Climate risks response 應對氣候風險

# INTERACTIONS WITH STAKEHOLDERS

## 利益相關方溝通

### Quantitative Environmental Management Goals

In line with the business development of the Company, we set quantitative environmental targets, such as GHG emission targets, energy conservation targets and waste generation targets, to reduce the impact of our services on the environment.

### 量化環境管理工作目標

為配合公司的業務發展，我們制訂量化的環境目標，如溫室氣體排放目標、節能目標、廢棄物產生目標等，減少營運對環境帶來的影響。

### Disclosure of TCFD Response Plan

Based on the Task Force on Climate-Related Financial Disclosures (TCFD) recommendations, we devoted ourselves to the work on climate-related financial risk and opportunity response plan, and analyzed the risks and opportunities that climate change brings to the Company. We disclose information about the Company's governance, strategy, risk management, as well as indicators and targets related to climate change.

### 披露TCFD應對方案

根據氣候相關財務資訊披露工作組（TCFD）建議，開展氣候相關財務風險及機遇應對方案工作，分析氣候變化對公司構成的風險及機遇。披露有關公司與氣候變化相關的治理、策略、風險管理及指標和目標的資訊。

# COMBATING CLIMATE CHANGE

## 應對氣候變化

### Risk Management System

Risk management is an integral part of all processes of the Company and is critical to its long-term growth and sustainable development. As a result, we incorporate risk management into our business and decision-making processes, including strategy formulation, business development, business planning, capital allocation, investment decisions, internal controls and day-to-day operations. We bring together the management from different departments to discuss and identify climate-related risks and to exactly identify them in the context of industry-level risk reviews, materiality assessments and selected scenarios.

As part of our overall risk management framework, the risk actor of climate change is taken into account in identifying, assessing and managing all other types of risks. The Company's risk management framework consists of four main elements: risk management concept, risk tolerance, risk governance structure, and risk management process.

### Risk Management Concept

We recognize that risk management is part of the responsibility of every employee and that effective implementation of the risk management framework requires the development of staff's risk awareness and perfect integration with the corporate culture. Therefore, we incorporate risk management into our business and decision-making processes, including strategy formulation, business development, business planning, capital allocation, investment decisions, internal controls and day-to-day operations.

Set clear risk management objectives: for decision-making, focus on identifying and managing critical risks that affect the Company's practice of business strategies and objectives; for operation, focus on identifying, analyzing, assessing and mitigating all operational hazards and risks, providing a safe, healthy, efficient and environmentally friendly working environment, taking into account public safety and health, reducing environmental impact, and ensuring asset integrity and adequate insurance.

### 風險管理體系

風險管理是公司所有流程不可或缺的一部分，對公司的長期增長與可持續發展至關重要。因此，風險管理被納入公司各項業務及決策流程中，包括策略制定、業務發展、業務規劃、資金分配、投資決定、內部監控及日常營運。我們召集不同部門的管理層，討論識別氣候相關風險；針對行業層面風險審查、重要性評估結果和選定的情境，以準確識別與氣候相關的風險。

作為公司整體風險管理架構的一部分，我們在識別、評估及管理所有其他類型風險時會一併考量氣候變化風險因素。公司的風險管理架構包含四個主要元素：風險管理理念、風險承受能力、風險管治架構，以及風險管理流程。

### 風險管理理念

我們意識到風險管理是每位員工的責任，要有效推行公司的風險管理架構，需要培養同事的風險意識，並將之深植於機構文化中。因此我們把風險管理納入公司各項業務及決策流程中，包括策略制定、業務發展、業務規劃、資金分配、投資決定、內部監控及日常營運。

設定明確的風險管理目標：在決策層面，專注識別和管理影響公司實踐業務策略和目標的重大風險；在營運層面，著眼於識別、分析、評估和緩解營運上的所有危害和風險，提供安全、健康、有效率和環境友善的工作環境，同時顧及公眾安全和健康，減少對環境的影響，並確保資產的完整性及有足夠的保險保障。

# COMBATING CLIMATE CHANGE

## 風險管理體系

### Risk Tolerance

Risk tolerance refers to the nature and level of risk an entity is willing to stomach in order to achieve its strategy and business objectives. In accordance with the Company's vision and stakeholders' expectations, we only accept calculated risks that are in line with its strategies and capabilities, can be measured and managed, and do not expose the Company to:

- (1) Risks affecting the health and safety of employees, contractors and the public;
- (2) Substantial financial loss that influences its financial soundness and ability to execute its business strategies;
- (3) Material breaches of laws and regulations that may result in penalties or the loss of significant operations and commercial licenses;
- (4) Serious damage to its reputation and brand; and
- (5) Disruption of operations that may seriously affect many communities; as well as serious environmental incidents.

### 風險承受能力

風險承受能力是指公司為實現策略和業務目標，而願意承擔的風險性質和程度。按公司的發展願景及持份者的期望，我們只會接受符合其策略和能力、可以被掌握和管理，以及不會使公司出現下列狀況的合理風險：

- (1) 影響員工、承辦商及公眾健康與安全的危險情況；
- (2) 重大財務損失，影響公司的財務穩健性及執行業務策略的能力；
- (3) 嚴重違反法規，導致可能被罰款或損失重要的營運與商業牌照；
- (4) 嚴重損害公司聲譽和品牌；
- (5) 營運中斷，可嚴重影響廣大社群；及嚴重環境事故。

# COMBATING CLIMATE CHANGE

## 風險管理體系

### Risk Governance Structure

風險管治架構

Risk Management and Control Rights and Responsibilities

執行風險及監控權責

**Business units, functional departments and individuals:**  
業務單位、職能部門及個人：

Identify and assess major risks in respective areas of responsibility, make effective risk management decisions, formulate risk mitigation strategies, and enhance risk awareness;

負責識別和評估職責範圍內的主要風險，做出有效的風險管理決策、制定風險緩解策略，並提高風險意識；

Implement and report risk management activities in day-to-day operations to ensure that risk management processes and mitigation plans are in line with the Company's good practices and guidelines; and 於日常營運中執行及匯報風險管理工作，確保風險管理流程和緩解計劃符合公司制定的良好實務與指引；

Appoint risk managers or coordinators to facilitate communication, experience sharing and risk reporting.

及委任風險管理人員或統籌人員，促進溝通交流、經驗分享及風險匯報。

Monitoring and Supervision

監控及監察

**Functional departments:**

公司職能部門：

Departments responsible for finance, risk management, internal control, tax, operations, information technology, law, human resources and sustainable development:

負責財務、風險管理、內部監控、稅務、營運、資訊科技、法律、人力資源及可持續發展的部門：

Formulate relevant policies, standards, procedures and guidelines; and 制定相關的公司政策、標準、程序和指引；

Supervise the risk management and monitoring activities of business units in relation to their functions.

及監督業務單位在相關職能上的風險管理及監控活動。



# COMBATING CLIMATE CHANGE

## 風險管理體系

### Risk Governance Structure

風險管治架構

#### Independent Verification

獨立鑒證

#### Internal audit department:

公司內部審計部：

Conduct independent evaluations of the effectiveness of the risk management framework.

就風險管理架構的成效進行獨立評估。

#### Management Supervision and Communication

管理層監督及溝通

#### General Manager and Executive Committee:

公司總經理及公司執行委員會：

Lead and offer guidance to the Company to balance risk and development opportunities;

肩負領導角色和提供指引，平衡風險與發展機會；

Make reviews and report to the Board through the Audit and Risk Committee on the critical risks affecting the Company and their potential impacts, evolution and mitigation measures; and

檢討及透過審核及風險委員會，向董事會彙報影響公司的重大風險，及其潛在影響、演變和緩解措施；

Ensure that the effectiveness of the risk management framework is reviewed at least annually and confirmed to the Board through the Audit and Risk Committee.

確保至少每年檢討一次風險管理架構的成效，並透過審核及風險委員會向董事會作出確認。

#### Supervision by the Board

董事會監督

#### Audit and Risk Committee on behalf of the Board:

代表董事會的審核及風險委員會：

Assess and determine the nature and level of risks that the Board is willing to accept in furthering the Company's strategic objectives;

評估及釐定董事會在推進公司策略目標方面，所願意接納的風險性質及程度；

Ensure that an appropriate and effective risk management framework is in place and maintained; and

確保設立及維持一個合適和有效的風險管理架構；

Supervise the management of risk identification, reporting and mitigation.

監督風險識別、匯報及緩解的管理工作。

# COMBATING CLIMATE CHANGE 風險管理體系

## Risk Management Process

The key to risk management is the integration of risk management processes into business and decision-making processes, including strategy formulation, business development, business planning, capital allocation, investment decisions, internal controls and day-to-day operations.

### The core processes include:

- C. Establish scope, background and risk criteria;
- R. Identify risks based on relevant, appropriate and up-to-date information;
- A. Analyze risks, and take into account the sources, consequences, possibilities, events, circumstances, as well as existing controls and their effectiveness;
- F. Assess risks and their levels based on established criteria and prioritize risk management activities; and
- W. Develop and implement monitoring measures and mitigation plans.

## 風險管理流程

風險管理的關鍵是整合流程，即把風險管理程序併入業務及決策流程中，包括策略制定、業務發展、業務規劃、資金分配、投資決定、內部監控及日常營運。

### 核心流程包括：

- C 確立範圍、背景及風險準則；
- R 根據相關、適當及最新資訊識別風險；
- A 對風險進行分析，周詳考慮風險來源、後果、可能性、事件、情境、以及現行監控措施及其有效性；
- F 根據既定準則評估風險及分級，並為風險管理工作制訂優先次序；
- W 制訂及推行監控措施和緩解計劃。

# SHORT-, MEDIUM- AND LONG-TERM CLIMATE RISKS

## 氣候短中長期風險

### Short-, Medium- and Long-Term Climate Risks

GHG emissions from human production and living activities have contributed to a sustained rise in the global average temperature, and critical climate-related risks have emerged. In the "status quo" scenario, where global average temperatures are expected to rise by about 3 °C to 4 °C, the physical risks are more significant and disruptive than in other scenarios. The risk of extreme weather events such as super typhoons can lead to sudden impacts that directly damage real assets.

Physical climate risks have the potential to compromise the integrity of an entity's assets or affect the provision of services. SUXIN SERVICE is located in Suzhou, Jiangsu Province, China. Rooted in the Yangtze River Delta Plain and the Taihu Lake Plain, Suzhou is a humid monsoon region in the north subtropical zone, in which few earthquakes occur, and the main natural disasters are floods and tropical storms.

Transition risks are those associated with the transition to a lower-carbon economy as a result of policy, legal, technological and market changes that place greater demands on climate change mitigation and adaptation. We need to keep in touch with stakeholders and understand their expectations to ensure that the transformation plan will enable us to meet the requirements of regulatory change, market structure, technological development or public expectations, so as to protect the Company from critical transformation risks.

### 氣候短中長期風險

人類生產生活活動排放的溫室氣體使全球平均氣溫持續上升，與氣候有關的重大風險已經出現。在「維持現狀」的情境下，預期全球平均氣溫上升約攝氏 3 至 4 度，實體風險要比其他情境影響更大，破壞性更強。超強颱風等極端天氣事件風險可引致突發性影響，直接對實體資產造成損害。

實體氣候風險有可能損害公司資產的完整性或對服務提供造成影響。蘇新服務位於中國江蘇省蘇州市。蘇州地處長江三角洲平原和太湖平原，屬於北亞熱帶濕潤季風氣候區，鮮有地震發生，主要的自然災害有洪災和熱帶風暴。

過渡風險是由於政策、法律、技術及市場變化，提出應對減緩及適應氣候變化的更高要求，成為過渡至更低碳經濟有關的風險。我們必須不斷與利益相關者接觸，並瞭解他們的期望，以確保轉型計劃能使我們符合監管變化、市場結構、技術發展或公眾期望等各方面要求，以免公司陷入重大的轉型風險。

# SHORT-, MEDIUM- AND LONG-TERM CLIMATE RISKS

## 氣候短中長期風險

### Identifying short-, medium- and long-term risks

We prepare the Risk & Opportunity Identification and Evaluation Form by bringing together different departments to make a risk list, and sort out and determine ESG-related risks identified or unidentified; the person in charge of the Audit and Risk Committee, the person in charge of ESG development and other interested parties communicate with each other to help identify ESG risks through different actions and processes; accurately define the impact of ESG risks on the Company and the root causes of risks.

### 識別短中長期風險

我們通過各部門編寫《風險和機遇識別評價表》，以建立企業風險清單，梳理並確定有哪些 ESG 相關風險已被或尚未被識別出；審核及風險委員會責任人、ESG 發展負責人及其他利益相關方展開溝通，通過不同行動和流程助力 ESG 風險識別；精準定義 ESG 風險對企業的影響以及風險的根源。

Term 期限	Risk 風險	Opportunity 機遇
Short-term (within 1 year) 短期 (0 至 1 年)	Extreme weather events damage the Company's real assets 極端天氣事件損害公司實體資產	Enhance the Company's flood control and disaster emergency management capabilities 增強公司防洪抗災應急管理能力
Medium-term (1-5 years) 中期 (1 至 5 年)	Implement low-carbon policies for the property management services industry, such as carbon pricing or tightening emission standards 落實針對物業管理服務行業的低碳政策，包括碳定價或提高排放標準	Figure out measures to reduce carbon emissions step by step, such as increasing greenery in exterior spaces 尋找降低碳排放的遞減措施，如增加外部空間的綠化面積
Long-term (over 5 years) 長期 (5 年以上)	There is a risk of banning fossil fuels 存在禁止使用化石燃料的風險	Replace part of fossil fuel with cleaner solar energy 採用更清潔的太陽能來替代化石燃料的使用範圍
	Changing climate patterns affect the performance of renewable energy assets 氣候模式變化影響可再生能源資產表現	Explore zero-carbon businesses 探索零碳排放的商業領域

# SHORT-, MEDIUM- AND LONG-TERM CLIMATE RISKS

## 氣候短中長期風險

### Matching businesses with major risks

### 將業務與重大風險對應

Physical Risks 實體風險	Impact 影響	Impact on Finance 對財務的影響	Response 應對措施
Floods 洪災	Sudden 突發性 Short-term 短期	<p>Torrential rains can cause flooding in waterlogged river basins, while high water levels during high tides, combined with torrential rains, can cause flooding in coastal areas. 暴雨可導致積水流域的河道出現洪災；而在漲潮期間，水位高升加上暴雨天氣，為沿海地區帶來洪災。</p> <p>The Company's main business is in the Yangtze River Delta Region, which is most vulnerable to flooding due to its proximity to the coast or rivers. The risks to these assets include: 公司主要業務板塊在長三角地區，因臨近海岸或河流，最易受洪災影響。該等資產面對的風險包括：</p> <p>Health and safety risks to personnel 人員的健康和安全風險</p> <p>Increase of capital spending due to damage to equipment and infrastructure by floods 設備與基礎設施遭大水損毀，導致資本開支增加</p> <p>More operating expenses brought by additional fuel, labour and insurance costs 額外的燃料、勞工和保險成本導致營運開支增加</p> <p>Supply disruptions due to flooded accesses 出入通道被淹沒，導致供應中斷</p> <p>Less revenue due to falling business in severe weather. 暴烈天氣業務減少可能導致收入減少</p>	<p>Build floodwalls and increase runoff storage 修建防護牆及增加徑流蓄水量</p> <p>Develop appropriate flood control measures for the assets, including the use of surface drainage systems and the installation of floodgates and flood dams 為資產制定適合的防洪措施，包括採用地面排水系統、安裝防水閘及防洪壩</p> <p>Increase pumping facilities to prevent regional waterlogging 增加抽水設施，防止區域內澇</p>
Tropical Storms 熱帶風暴	Sudden 突發性 Short-term 短期	<p>Tropical storms (cyclones and typhoons) blow through most of the Company's operations, causing devastating climate and weather disasters. The severity of such disasters depends on the maximum wind speed. Because its assets are widely located in the Yangtze River Delta Region, the Company is vulnerable to tropical storms and facing the following potential impacts: 公司大部分營運地區都會受熱帶風暴（旋風和颱風）吹襲，引發破壞力極大的氣候災害。此類災害的嚴重程度取決於最大風速。由於公司資產覆蓋範圍廣泛在長三角地區，因此易受到熱帶風暴侵害，並具有以下潛在影響：</p>	<p>Reinforce the building structure 加固建築物架</p> <p>Reinforce the foundation of the building and adjacent slopes 為建築物的地基及附近的斜坡進行加固</p>

# SHORT-, MEDIUM- AND LONG-TERM CLIMATE RISKS

## 氣候短中長期風險

Physical Risks 實體風險	Impact 影響	Impact on Finance 對財務的影響	Response 應對措施
		<p>Safety risks to personnel 人員的安全風險</p> <p>Direct damage to infrastructure or indirect damage by the collapse of trees, transmission towers and utility poles; Capital expending increase by severely damaged cables, transformers and substations 基礎設施直接受損，或間接受到樹木、輸電塔和電線杆倒塌所造成的破壞。嚴重受損的電纜、變壓器和變電站均可能使相關的資本開支增加</p> <p>Operating expenses incurred for maintenance, additional manpower, liability and insurance. 維修工程、額外人手、責任和保險費用產生營運開支。</p>	<p>Make more efforts in agriculture and forestry to reduce the risk of tree overgrowth 加強農林護理，以降低樹木過度生長引致的風險</p>
Transition Risks 過渡風險	Impact 影響	Impact on Finance 對財務的影響	Response 應對措施
Carbon Neutrality 碳中和	Medium- and Long-term 中長期	<p>Increased operating expenses arising from the procurement of more environmentally friendly materials and resources 採購更為環保的物料和資源而增加營運開支</p>	<p>Optimize the management of carbon assets, tap the full potential of carbon assets, achieve value preservation and appreciation, reduce performance costs, and improve operating efficiency. 優化碳資產的管理，盤活碳資產、實現保值增值、降低履約成本、提高經營效率。</p>

We listen attentively to the views and suggestions of stakeholders in the process of establishing and implementing ESG risk response measures. Use strategic solutions created with the new ideas of experts to combat risks, helping the Company to turn ESG risks into opportunities, and create more value for the Company.

我們在建立和執行 ESG 風險應對措施的過程中，用心聽取利益相關方的意見和建議。採用各領域專家為風險應對提供新思路、幫助創造戰略性的解決方案，幫助公司將 ESG 風險轉變為機遇，為企業創造價值。

# RESPONSE MEASURES TO CLIMATE RISKS

## 氣候風險應對措施

### Response Measures to Climate Risks

As a responsible enterprise, SUXIN SERVICE pays close attention to national policies and action plans on climate change, and proactively explores new low-carbon development models to contribute to the fight against climate change.

Based on the Environmental Protection Law of the People's Republic of China, the Law of the People's Republic of China on Environmental Impact Assessment and other laws and regulations, we have adopted relevant systems, including the Provisions on the Assessment of Major Environmental Factors and the Procedures for the Identification and Review of Environmental Factors, to make quantitative evaluation of environmental factors, and determine the major environmental factors of the Company based on the impact of environmental factors on the environment. We enhance our capacity to cope with the impacts of climate change by guiding management policies and response measures for mitigation, adaptation and resilience to climate change. SUXIN SERVICE has long focused on building a green home. It knows well the impact of climate change on its operations, which could hinder its business development. Property management companies bear the brunt of extreme weather events caused by climate change. Extreme weather events such as hurricanes and floods can cause damage to property projects or disruption to the supply chain, which not only increases operating costs but also threatens the personal safety of customers. We are well aware that the risks of climate change to business operations do not end there, and that the real-time or long-term physical risks arising from climate change and the associated risks of the transition to a low-carbon economy, including changes in policies and regulations, technical requirements and market trends, can impact our business operations.

We proactively address climate risks and formulate the Climate Change Response Policy to manage the relevant risks and opportunities. The policy aims to reduce pollution and carbon emission, promote green development, and provide guidelines for business units to tackle climate change:

### 氣候風險應對措施

蘇新服務作為一家負責任的企業，密切關注國家對氣候變化的相關政策及行動計劃，積極探索低碳發展新模式，為應對氣候變化貢獻力量。

我們依據《中華人民共和國環境保護法》《中華人民共和國環境影響評價法》等法律法規通過制定《重大環境因素評價規定》《環境因素識別及評審程序》等相關制度，對環境因素進行量化評價，根據環境因素對環境影響的程度大小，確定組織的重大環境因素。以指引減緩、適應和抵禦氣候變化的管理方針及應對措施，增強我們應對氣候變化影響的能力。蘇新服務長久以來以構建綠色家園為重要發展理念，明白氣候變化會給企業營運帶來的影響，可阻礙企業業務發展。面對氣候變化引致的極端天氣事件，物業管理企業首當其衝會受到影響。極端天氣事件如颶風、洪水等可令物業項目遭受損壞或供應鏈中斷，這不但增加營運成本，更會威脅到客戶人身安全。我們深明氣候變化對營運的風險絕不止於此，因氣候變化而引致的即時或長期實體風險，以及向低碳經濟轉型的相關風險，包括政策和法規的改變、技術需求、市場趨勢等，均可對企業營運造成影響。

我們積極應對相關氣候變化風險，著手制訂《應對氣候變化政策》，以管理相關風險及機遇。該政策以減污降碳、綠色發展為主要導向，為各業務單位提供應對氣候變化的方針指引：

# RESPONSE MEASURES TO CLIMATE RISKS

## 氣候風險應對措施

### Policy Guideline 政策指引

### Highlights 重點內容

Make more efforts to control GHG emissions  
加大溫室氣體排放控制力度

Accelerate the implementation of the Management Measures for the Assessment of Energy Conservation and Emission Reduction, and implement measures to reduce GHG emissions from day-to-day operations, facilitating the mitigation of climate change.  
加快推行《節能減排考核管理辦法》，實行各項措施，減少日常營運產生的溫室氣體排放，貢獻於減緩氣候變化。

Construct green and low-carbon transportation  
構建綠色低碳交通

Speed up the establishment of an "intensive, efficient, green and intelligent" urban waste transfer service system. Adjust the transport structure and reduce the frequency of use of minivans.  
加快建立「集約、高效、綠色、智能」的城市垃圾轉運服務體系。調整運輸結構、減少小箱車的運輸頻率。

Reduce non-carbon dioxide GHG emissions  
非二氧化碳溫室氣體減排

Strictly follow the Regulation on the Administration of Ozone Depleting Substances and restrict the use of hydrofluorocarbons (HFCs).  
嚴格遵守《消耗臭氧層物質管理條例》，限控氫氟碳化物（HFCs）的使用。

Establish an emergency response mechanism for environmental extremes  
建立惡劣環境應急響應機制

Conduct regular assessments of property projects and maintain close communication with suppliers to ensure good resilience of the property and its supply chain to extreme weather events due to climate change.  
定期為物業項目進行評估，並與供應商維持緊密溝通，確保物業及其供應鏈有足夠能力抵禦因氣候變化引致的極端天氣事件。

Perform the duty of continuous public disclosure  
履行持續公開披露職責

Disclose continuously the information about climate change management to improve the transparency of the Company's information disclosure.  
持續披露氣候變化管理信息，提高公司信息披露的透明度。



# PERFORMING ENVIRONMENTAL RESPONSIBILITIES

## 履行環保職責

### Environmental Management System

The Company is a city service and property management service provider deeply rooted in the Yangtze River Delta Region, especially in Suzhou. Our focus on city environment, citizen wellbeing and commitment to customer satisfaction have shaped our brand image for high-calibre services. Our customer-oriented culture leads us to move forward and create a new way to provide better services for customers. For example, we are improving service quality, reducing reliance on manual labour and boosting operational efficiency by using information and intelligence technologies to enable real-time location and inspections and online interaction with employees along with data analysis and implementing smart city service system through:

- (i) the data monitoring system, which will enable us to
  - (a) obtain the location, cleaning mileage and operational trajectory of the vehicles providing cleaning services in real time;
  - (b) facilitate real-time monitoring of the cleaning staff on duty and their working status, as well as any emergency situations;
  - (c) record and snapshot the vehicles entering and leaving the waste collection center and monitor the whole process of waste transfer on screen; and
- (ii) the administrative support and management system, which will enable us to process and analyze the operational data through the data analysis and visualization system to help adjust the work plan and labour dispatch.

### 環境管理體系

公司是一家深耕長三角地區，尤其是蘇州的城市服務及物業管理服務提供商。我們對城市環境、人們健康福祉及客戶滿意度的專注樹立了我們的優質服務品牌形象。我們以客戶為中心的文化引領我們邁步向前和開闢新途為客戶提供更佳服務。例如，我們通過以下方式推行智慧城市服務系統，利用信息和智能技術實現即時定位巡檢、與員工在線互動及數據分析，提升服務質量，減少對人工勞動的依賴並提升運營效率：

- (i) 透過數據監控系統，我們將能夠
  - (a) 實時獲取提供清潔服務的作業車的位置、清潔里程及操作軌跡；
  - (b) 方便實時監測當值清潔人員及其工作狀況，以及發生的任何緊急情況；
  - (c) 對進出垃圾集運中心的車輛進行記錄及抓拍，並在熒幕上監控垃圾轉移的全過程；及
- (ii) 通過行政支持及管理系統，我們將能夠通過數據分析及可視化系統對運營數據進行處理和分析，幫助調整工作計劃和勞務派遣。

# ENVIRONMENTAL MANAGEMENT SYSTEM

## 環境管理體系

We proactively promote the governance and improvement of eco-environment while adhering to the development of core business without any hesitation. We have obtained ISO14001:2015 environmental management system certification, and developed 50 master processes, 109 management specifications and working guidelines, among which, there are HJ100 Pollution Control Procedure, HJ400 Energy and Resources Management Procedure, HJ500 Solid Waste Pollution Control Procedure, HJ700 Control Procedure for Environment Performance Monitoring, etc. We are committed to improving our environmental performance in the four areas of carbon emissions, waste reduction, energy use and water efficiency through the achievement of our environmental objectives, and fulfilling our corporate responsibility for the environment and ecology.

我們在立足主營業務發展不動搖的基礎上，積極推動生態環境的治理和改善工作。我們已獲 ISO14001:2015 環境管理體系認證，制定了 50 項主流程，109 項管理規範及工作指引。其中包括《HJ100 污染控制程序》《HJ400 能源和資源管理程序》《HJ500 固體廢棄物污染控制程序》《HJ700 環境績效監測控制程序》等。我們致力於通過環境目標的實現提升企業在碳排放量、廢棄物減少、能源使用及用水效益四個方面的環境績效表現，切實履行對環境與生態的企業責任。

# ENERGY AND RESOURCES MANAGEMENT

## 能源與資源管理

### Energy and Resources Management

During the reporting period, the main energy sources employed by SUXIN SERVICE in its production and operations were direct energy sources such as diesel, gasoline and natural gas, and indirect energy sources such as outsourced electricity. We have established the energy management team for the systematic management of the four aspects of energy supply, equipment management, energy statistics and energy saving assessment, and have developed energy saving and consumption reduction programs according to the Energy and Resources Management Procedure and the situation of each business segment.

### Direct energy management

The direct energy consumption mainly goes to small diesel power generation facilities and waste transferring vehicles. SUXIN SERVICE has established and complied with internal control procedures such as Equipment and Facilities Management System, Power Supply Equipment Management System and Weak Electricity System Management to reduce carbon emissions from direct energy consumption. Reduce energy consumption through a series of measures such as standardized management, improved operating efficiency of property equipment and facilities, energy-saving equipment renovation, and energy consumption monitoring with intelligent means.

On equipment and facilities management, the Company inspects equipment installations regularly and replaces or conducts maintenance to equipment that consumes excessive energy; We strictly control the transport load of vehicles to prevent excessive energy consumption caused by overloaded transportation. Progressively develop and use small solar panels for electricity generation to reduce GHG emissions from diesel power generation and pollutants from waste oil seepage.

In 2022, the Company's direct energy consumption stood at 7,303.32 MWh, with a direct energy consumption intensity of 0.56 kWh/1,000 m<sup>2</sup>.

### 能源與資源管理

報告期內，蘇新服務在生產運營過程中主要使用的能源有柴油、汽油、天然氣等直接能源，以及外購電力等間接能源。我們成立了能源管理小組，對能源供應、設備管理、能源統計和節能考核四個方面進行系統化的管理，並根據《能源和資源管理程序》及各業務板塊自身情況制定適宜的節能降耗方案。

### 直接能源管理

直接能源消耗主要用於小型柴油發電設施、垃圾中轉運輸車。為了減少直接能源產生的碳排放，蘇新服務建立並遵守《設備設施管理制度》《供電設備管理制度》《弱電系統管理》等內控程序。通過規範化管理，提高物業設備設施營運效率、開展節能設備改造、利用智慧手段監測能耗等系列措施，降低能源消耗。

針對設備設施管理，公司定期檢驗設備裝置並對能耗過高設備進行更換或保養；嚴格控制車輛的運輸量，防止過載運輸造成的能源過高消耗。逐步開發並使用小太陽能板發電，來降低柴油發電造成的溫室氣體排放，和廢油滲出而產生污染物。

2022年，公司直接能源消耗量為7,303.32兆瓦時，直接能源消耗密度為0.56千瓦時/千平方米。

# ENERGY AND RESOURCES MANAGEMENT

## 能源與資源管理

### Indirect energy management

Indirect energy consumption mainly goes to public lighting systems, central air conditioning systems, and other equipment and instruments. To reduce carbon emissions from electricity consumption, SUXIN SERVICE strictly abides by national laws and regulations such as the Energy Conservation Law of the People's Republic of China, and tallies energy consumption on a monthly basis as per the requirements of our internal policy of Public Energy Consumption Management Regulations. Energy consumption is compared and analyzed regularly to ensure that abnormalities in energy consumption can be followed up and dealt with in a timely manner. The Company's power consumption was 10,202.21 MWh during the reporting period.

### Water Management

In the course of business operation, SUXIN SERVICE actively advocates water conservation, reinforces the recycling of water, and strictly abides by the Water Pollution Prevention and Control Law of the People's Republic of China, Urban Drainage and Sewage Treatment Regulations and other laws and regulations. We have developed the Wastewater Discharge Management Regulations to control the wastewater discharge from the property service site and to clarify the discharge standards and major control indicators for wastewater after secondary biochemical treatment. We have also developed systems such as the Operational Management Guideline for Water Supply and Drainage Systems to refine the management of water. Water used by SUXIN SERVICE all came from municipal water during 2022, and there were no challenges in securing water supply.

The Company's water usage mainly goes to daily services provision, property, office, road cleaning, station cleaning, greening, etc. SND currently has two water plants with an ample total water supply capacity of 300,000 cubic meters per day. Nevertheless, we still focused on reducing water consumption at the source and studied and analyzed our customers' water use. At the first line of defense in water management, we promoted the use of different water saving devices (e.g., sensor taps and sensor flushing systems) to our customers during the reporting period, and published guidelines on water saving to employees, tenants and customers to reduce water consumption. In addition, we carried out regular inspection and maintenance of the water supply system to prevent waste due to water leakage. In 2022, the Company's water consumption stood at 587,536.5 cubic meters, down 14.71% from the previous year.

### 間接能源管理

間接能源消耗主要用於公共照明系統、中央空調系統、其他設備儀器。為了降低電力消耗產生的碳排放量，蘇新服務嚴格遵守《中華人民共和國節約能源法》等國家法律法規，並根據內部政策《公共能耗管理規程》的要求，按月統計能源消耗情況，定期對能源消耗情況進行對比與分析，以確保能耗出現異常情況時能夠及時跟進並處理。報告期內，公司耗電量為 10,202.21 兆瓦時。

### 水資源管理

蘇新服務在營運過程中，積極提倡節約用水和加強水資源回收利用，嚴格遵守《中華人民共和國水污染防治法》《城鎮排水與污水處理條例》等法律法規，結合蘇新服務的項目營運需求，我們制定了《廢水排放管理規定》，對物業服務現場廢水排放進行控制，明確二級生化處理的廢水排放標準和主要控制指標，我們制定了如《給排水系統作業管理指導書》等制度，細化對水資源的管理。2022 年，蘇新服務的用水全部來自市政用水，並無求取適用水源上的困難。

公司用水主要涉及日常服務用水、物業用水、辦公用水、道路清洗用水、站內清洗用水、綠化用水等。蘇州高新區現有兩個自來水廠，總供水能力 30 萬立方米 / 日，水資源供給充足。但我們仍著重於源頭減少水資源耗用，並以瞭解和分析客戶用水情況。作為水資源管理第一道防線，報告期內向客戶推廣不同節水器具（如：感應式水龍頭及感應式沖水系統等）的使用，及向員工、租戶和客戶發佈節水指南，以降低水資源消耗。此外，我們也定期檢查及維修供水系統，以免因漏水而造成浪費。2022 年，公司用水量為 587,536.5 立方米，較上年下降 14.71%。

# ENERGY AND RESOURCES MANAGEMENT

## 能源與資源管理

### Management of energy saving assessment

As one of the key elements in the sustainable development strategy, “energy efficiency in buildings” has become increasingly important in modern life. During the reporting period, the newly built project in Huanshan Road altered the orientation and shape of the building to increase the heat insulation efficiency of exterior walls, appropriately controlled the ratio of windows to walls to allow the cross ventilation, and adopted materials with good heat and sound insulation and fireproof performance.

On the front of energy saving in lighting, green lighting products is used. Lighting sources, lamps and ballast with high luminous efficiency, long life and good colour rendering are promoted. Flexible use of power switches, which are switched on when there are actual needs and turned off for unnecessary places at any time to save electricity. Street lights for outdoor lighting and lawn lights used dual light source lamps so that half of the lamps can be turned off after midnight. In the meantime, ballasts that automatically reduce the power of the bulb are used after midnight to reduce the power consumed by bulbs.

On the front of water conservation, variable frequency valves and balancing valves are used in the water supply system, and nationally recommended water-saving appliances are used. Appropriate number of water meters tailored to various uses and divisions of zones are installed to conserve water and conduct balancing tests. Promote the use of rainwater collection and recycling system, roof greening and water storage, and reclaimed water recycling technology for the sustainable development of environment when the condition permits.

### 節能考核管理

「建築節能」作為可持續發展的戰略核心內容之一，在現代生活中已經顯得越來越重要。報告期內新建設環山路項目通過改變建築物朝向形狀、增加外牆保溫隔熱效能、適當控制窗牆比組織穿堂風通過，採用保溫隔熱、隔聲、隔火性能良好的材料。

在照明節能方面，採用綠色照明產品，推廣高光效、長壽命、顯色性好的光源、燈具和鎮流器。開關設置靈活，根據實際情況開啟，不需要部分可以隨時關閉，以節約用電。室外照明路燈及草坪燈均採用雙光源燈具，以便下半夜關掉一半燈具，同時下半夜採用能自動降低燈泡功率的鎮流器，以降低燈泡消耗的電能。

在用水節能方面，供水系統採用變頻閥和平衡閥，採用國家推薦的節水器具，根據不同用途及分區設置適當數量的水錶以節約用水和進行平衡測試。條件成熟時推廣使用雨水收集及回收利用系統，屋頂綠化蓄水、中水回收技術等實現環境的可持續發展。

# ENERGY AND RESOURCES MANAGEMENT

## 能源與資源管理

### Target setting 目標制定

Firstly, the Accounting and Finance Department organizes all relevant departments of the Company to set saving targets for electricity, water, gasoline and copy paper for office use for the current year based on the actual numbers from the previous year. The saving targets are integrated into the Company's management objectives and indicators for management after approved by management representative.

首先，由計財部組織公司各相關部門根據上一年實績，制定本年度的電、水、油、辦公用複印紙的節約目標，經管理者代表批准，節約目標納入公司管理目標及指標中進行管理。

Secondly, the personnel in charge of each department refines and breaks down the saving targets according to the Company's objectives, and develops the department's electricity, water, gasoline and paper saving targets and associated measures. The detailed targets for the Company headquarters are set by the Operation Department.

其次，各部門負責人根據公司目標予以細化、分解，組織制定本部門的用電、用水、用油、用紙節約目標及相關措施對策；公司本部細化目標由運營部負責制定。

### Target implementation 目標實施

The Accounting and Finance Department is responsible for the monthly transcription and statistics of electricity and water consumption of the whole Company and the status of the targets for the month, compiling the Monthly Report on Electricity Consumption and Monthly Report on Water Consumption.

由計財部負責每月抄報、統計全公司當月用電、用水情況及當月目標達成情況，形成《用電情況月報》《用水情況月報》。

The General Affairs Department is responsible for the monthly statistics of automobile fuel consumption and the status of the targets for the month to develop the Monthly Report on Gasoline Consumption.

由綜合部負責每月統計汽車用油情況及當月目標達成情況，形成《汽油消耗月報》。

The Accounting and Finance Department shall submit all monthly reports to the management representative by the 10th of the subsequent month.

計財部應將所有月報在下月10日前提交給管理者代表。

The heads of the departments concerned shall develop corresponding management regulations or operation instructions as required as per the saving targets and schedule, and implement them after approval by the management representative.

根據節約目標和計劃，有關部門負責人應根據需要制訂相應的管理規定或作業指導書，並經管理者代表批准後實施。

# ENERGY AND RESOURCES MANAGEMENT

## 能源與資源管理

Energy conservation is achieved through management of energy saving assessment, replacement of energy-saving lighting fixtures, and control of air-conditioning temperature in public areas in 2022. We have implemented the following cost reduction and efficiency improvement programs:

The renovation of the light source for the lighting of the main building's public area kicked off earlier. At first, in order to help owners to improve their marketing performance, LED light sources at the lobby, the vacant floor and floors of important clients were renovated. The renovation results were rather satisfactory and we engaged in monthly procurement subsequently and took steps to renovate the rest floors.

We completed the renovation of the lighting source in the corridor, bathroom and stairwell of the main building's public area in 2022. After the renovation, the electricity cost can be saved by about RMB 7,700 per month and about RMB 93,000 per year according to the calculation of light sources and lamps.

In 2022, we implemented the program of gradually replacing light strips in the elevator halls of each floor, in which 28W fluorescent tubes were replaced with 16W LED tubes, and 66 tubes per floor for the middle and low areas. After the completion of main building's renovation, the electricity cost can be saved by RMB 8,000 per month and RMB 96,000 per year.

2022年，通過節能考核管理、更換節能燈具、控制公共區域空調溫度等方式，達到了節能的管理目的。我們實施了如下降本增效方案：

主樓公區照明光源改造，這項工作啟動較早，起初是配合業主單位行銷提升，對大堂、整層空置和重要客戶樓層進行了LED光源改造，改造後效果比較理想，後續我們用了一年多的時間每月進行採購，統籌時間分樓層進行改造。

2022年，我們完成主樓公區走廊衛生間樓梯間照明光源改造，改造完成後按照光源燈具計算每月可節約電費約7,700元，全年節省約9.3萬元。

2022年我們實施樓層電梯廳燈帶逐步改造方案，28W日光燈管改16W LED燈管，中低區每層66根，主樓全部改造完成後每月可節電8,000元，全年節約成本9.6萬元。

# EMISSION MANAGEMENT

## 排放物管理

### Emission Management

SUXIN SERVICE regards environmental compliance as the foundation and bottom line of green management. We comply strictly with the laws, regulations and other standards of the locations where we operate to ensure that the environmental stresses arising from our operations are kept under control and we strive for progressive improvements in environmental performance through process management and initiatives optimization.

### Wastewater discharge

In terms of wastewater discharge, the main wastewater discharge of SUXIN SERVICE comes from domestic water. We strictly abide by the discharge standards and implement a drainage system that separates rainwater from wastewater. Rainwater and wastewater are conveyed to the river and municipal network respectively to avoid pollution caused by wastewater entering the river directly. For wastewater treatment, the wastewater is discharged to the municipal sewage network after treated by the plant's self-built leachate treatment facilities. In 2022, the Company discharged a total of 11,190 metric tons of wastewater, including 3,709 metric tons from Science & Technology City and 7,481 metric tons from Jinshan Road.

### Exhaust emissions

In terms of exhaust emissions, the main types of emissions from the SUXIN SERVICE are nitrogen oxides, sulfur oxides and particulate matter, all of which come from exhaust emissions of vehicles. We reduce emissions from both the source and the process respectively to further reduce emissions and environmental impact. At the source, electric or hybrid vehicles are given preference to be included in the Company's fleet of vehicles, reducing the emissions released from gasoline combustion through the alternative use of new energy vehicles. And during the process, we use reasonable route planning and regular vehicle maintenance to reduce unnecessary gasoline consumption and exhaust emissions. SUXIN SERVICE emitted 43,891.26 kg exhaust gases in 2022.

### 排放物管理

蘇新服務將環境合規視為綠色管理的基礎與底線。我們嚴格遵守營運所在地法律法規與其他標準，確保將企業營運帶來的環境壓力保持在可控範圍內，並致力於通過流程管理與舉措優化來實現環境績效的逐步提高。

### 廢水排放

在廢水排放方面，蘇新服務主要的廢水排放源自生活用水。我們嚴格遵守排放標準，並實行雨污分流的排水體制，分別輸送雨水與廢水到河道和市政管網，避免廢水直接進入河道造成污染。針對污水處理，我們由廠區自建的滲濾液處理設備統一處理後納入市政污水管網。2022年，公司廢水排放共11,190噸，其中科技城3,709噸，金山路7,481噸。

### 廢氣排放

在廢氣排放方面，蘇新服務的主要廢氣類型為氮氧化物、硫氧化物與顆粒物，均來自於車輛使用導致的廢氣排放。為了進一步減少廢氣排放以及對環境的影響，我們分別從產生源頭和使用過程的兩個環節減少廢氣排放。在源頭端，我們優先選擇電動或混動車輛納入公司車隊，通過新能源交通工具的替代使用減少汽油燃燒釋放的廢氣。在過程端，我們採用路線合理規劃和定期保養車輛的方式減少不必要的汽油消耗與廢氣排放。2022年，蘇新服務的廢氣排放量43,891.26千克。



# EMISSION MANAGEMENT

## 排放物管理

### GHG emissions

The business scope of SUXIN SERVICE comprises city services, commercial property management services, residential property management services and property leasing services. As our largest business segment, property management's energy consumption is the main source of GHG emissions in the operation process. We have developed medium and long-term energy saving and emission reduction targets: carbon emissions intensity will be reduced by 20% by 2030 compared to 2021. In order to meet our targets efficiently, we actively seek for opportunities to reduce energy consumption and carbon emissions, and use clean energy to replace fossil fuels.

The total GHG emissions from the Company's mainland operations were 7,563.86 metric tons in 2022. Among them, 5,818.32 metric tons of CO<sub>2</sub> were emitted from outsourced electricity, accounting for approximately 76.92% of the total emissions, and 1,745.54 metric tons of Scope 1 GHG emissions were generated from fossil fuel combustion and refrigerants in the property, accounting for 23.08% of total emissions.

### 溫室氣體排放

蘇新服務的業務範圍包含城市服務、商業物業管理服務、住宅物業管理服務及物業租賃服務。物業管理作為最大的運營板塊，其能源消耗是營運過程中產生的溫室氣體排放主要來源。我們制定了中長期節能減排目標：到2030年，對比2021年，碳排放強度下降20%。為了高效達成目標，我們積極尋求降低能源消耗，減少碳排放的機會，採用清潔能源來代替化石燃料的使用。

2022年，公司內地業務的溫室氣體排放總量為7,563.86噸。其中，外購電力排放二氧化碳5,818.32噸，佔總排放量約76.92%；化石燃料燃燒排放和物業內的製冷劑產生的範圍1溫室氣體排放量為1,745.54噸，佔總排放量的23.08%。

Table GHG Emissions of SUXIN SERVICE in 2022

表 2022 年苏新服务温室气体排放量

	Unit 單位	2022
Scope 1 direct GHG emissions 範圍 1 直接溫室氣體排放	tCO <sub>2</sub> e 公噸二氧化碳當量	1,745.54
Scope 2 indirect GHG emissions 範圍 2 間接溫室氣體排放	tCO <sub>2</sub> e 公噸二氧化碳當量	5,818.32
Total GHG emissions 總溫室氣體排放	tCO <sub>2</sub> e 公噸二氧化碳當量	7,563.86
Emission intensity (Scope 1 & 2) 排放密度 (範圍 1 和範圍 2)	tCO <sub>2</sub> e/km <sup>2</sup> 公噸二氧化碳當量 / 平方千米	580.05

\* Notes: Emission intensity is calculated using the area of properties under management as the denominator for each period of the reporting period.

\* 備註：排放密度採用報告期各個期間在管物業面積作為分母計算。

# EMISSION MANAGEMENT

## 排放物管理

### Solid waste emissions

On waste emissions, the waste generated by SUXIN SERVICE in the course of property management is mainly domestic waste generated in the office area, leachate from garbage compacting and office waste such as paper and ink cartridges. To achieve effective management of waste, we have established the Waste Management System, which clearly defines the specific treatment requirements and operational guidelines for each type of waste in the form of classification. For domestic waste, we faithfully follow the requirements of the Guidelines for Classification of Domestic Waste and promote the knowledge of waste sorting to our employees, clients and related parties through diversified forms of promotion and training to improve overall domestic waste management and treatment capabilities of the value chain. In terms of office waste, we have differentiated the categories of solid waste and hazardous waste and developed corresponding measures to reduce waste emissions by improving the rationality of the use of assets in the office area. The current solid waste statistics are for the second half of 2022 only and cover hazardous and non-hazardous waste generated by owners and property occupants of the projects under management. The Company generated 4,166.20 metric tons of non-hazardous waste and 0.47 metric tons of hazardous waste in the second half of 2022, all of which were entrusted to professional third-party companies for disposal.

### 固體廢棄物排放

在廢棄物排放方面，蘇新服務在物業管理營運過程中產生的廢棄物主要為辦公區產生的生活垃圾、垃圾壓縮產生的滲濾液以及紙張、墨盒等辦公廢棄物。為了對廢棄物進行有效管理，我們建立了《廢棄物管理制度》，以分類形式明確地界定了各類廢棄物的針對性處理要求與操作指引。針對生活垃圾，我們積極落實《生活垃圾分類工作指引》的相關要求，並通過多元化的宣導與培訓形式向員工及客戶等相關方傳遞垃圾分類的知識，提升價值鏈整體的生活垃圾管理與處理水準。針對辦公廢棄物，我們對固體廢棄物與危險廢棄物進行了類別區分和相應的措施制定，通過提升辦公區資產使用的合理性減少廢棄物排放。目前固體廢棄物統計數據僅為 2022 年下半年情況，包含所有在管項目業主及物業使用人產生的有害和無害廢棄物。2022 年下半年，公司產生的無害廢棄物 4,166.20 噸，有害廢棄物 0.47 噸，均委託給專業第三方公司進行處理。

## ENHANCING SERVICE LEVEL 提升服務品質

SUXIN SERVICE not only provides premium services, but also builds mutual trust with stakeholders, effectively improving trust of customers. The Company focuses on promoting a culture of integrity in its daily operations and supply chain cooperation, and is committed to maintaining ethical operations with the premise of protecting the rights and interests of our customers.

### Abiding by Corporate Ethics

Formulating integrity and anti-corruption policies and relevant measures

The Company exercises zero tolerance of any form of corruption, including bribery, extortion, fraud or money laundering, and advocates the thought of "dare not, cannot and not willing to corrupt". We have developed a slew of policies in accordance with the Company Law of the People's Republic of China, Anti-Money Laundering Law of the People's Republic of China and other relevant laws and regulations, including the Measures for the Administration of Anti-Money Laundering Work, Insider Information Management System, Employee Professional Ethics Management System, and Anti-Fraud Management System. These policies regulate the workflow regarding anti-corruption and the various departments are required to faithfully implement the established policies. Meanwhile, we educated our employees on the concept of compliant business conduct and law-abiding by setting up special columns for internal publicity, compiling warning books on typical cases, and organizing visits to anti-corruption education bases. During the reporting period, the Company has developed and improved 12 systems pertinent to compliance and risk control, and has received no corruption litigation cases which had been concluded involving the Company or our employees.

Other than our own employees, we also request our suppliers to comply with their requirements on anti-corruption. In addition, the Company also requires all suppliers to sign the Integrity Cooperation Agreement to prevent any corrupt or bribery practices. The Company conducts annual review of supplier performance, including a review of integrity practices. The Company removed no supplier from the supplier list due to corrupt practices during the reporting period.

蘇新服務不僅提供優質的服務，還與持份者建立互信關係，有效提升了客戶的信任度。公司注重在日常營運及供應鏈合作中推廣廉潔風氣，並以保障客戶權益為服務前提，致力維持符合企業道德的營運。

### 恪守企業道德

制訂廉潔反貪污政策及相關措施

公司絕不容忍任何形式的貪腐行為，包括賄賂、勒索、欺詐和洗黑錢等，並提倡「不敢腐、不能腐、不想腐」思想。我們根據《中華人民共和國公司法》《中華人民共和國反洗錢法》等相關法律法規已制訂一系列政策，包括《反洗錢工作管理辦法》《內幕信息管理制度》《員工職業道德管理制度》《反舞弊管理制度》等。這些政策規範了有關反貪污的工作流程，要求各單位認真執行既定政策。同時，我們通過設立內部宣傳專欄、編製典型案例警示書籍、組織參觀反腐倡廉教育基地等方式，教育員工合規經營、遵紀守法的理念。報告期內，公司制定並完善合規與風險管控相關制度 12 項，未收到涉及公司或其員工提出並已審結的貪污訴訟案件。

除了自身員工，我們亦要求供應商遵守其反貪污行為相關的要求。此外，公司亦要求所有供應商簽署《陽光合作協議》，以避免任何貪污賄賂行為。公司每年均對供應商表現進行審查，當中包括廉潔行為審查。報告期內，公司未有因貪腐行為而將供應商從供應商庫中剔除的個案。

# ABIDING BY CORPORATE ETHICS 恪守企業道德

## Setting up whistle-blowing channels for anti-corruption

We provide whistle-blowing hotline, email, physical addresses, and service monitoring hotline to encourage stakeholders to blow the whistle on any internal or external corruption and bribery, use of public resources for personal gain, money laundering, and other corrupt practices. We pledge to ensure all whistle-blowers have their personal data protected by the Company and that they are not subject to any injustice as a result of their whistle-blowing actions. In response to the whistle-blowing on corruption received, the Company will assign special personnel to investigate. Once the whistle-blowing is proven to be true, the perpetrator will be sentenced to punishment in accordance with the established system, and serious cases will be transferred to the judicial departments.

## Delivering the message of anti-corruption to employees

We delivered the policies and information related to anti-corruption to the employees via our WeChat official account, convergence media platform and anti-corruption training to reinforce their anti-corruption awareness. Provide employees in specific job groups with typical case demonstrations, including various cases in violation of laws and corresponding handling guidelines, on potential corruption risks pertinent to their daily duties. The Company has normalized Party integrity development, organized "five minutes of integrity" anti-corruption training monthly, and forged an atmosphere of integrity and self-discipline across the Company. We also held integrity precaution education campaign for all Party members through publicity events, training, study tours, seminars and other activities to establish and strengthen their awareness from the most fundamental level.

## 設立反貪腐舉報渠道

我們提供監察舉報電話、舉報郵箱、舉報地址、服務監督電話等反貪腐舉報渠道，鼓勵持份者檢舉任何內部或外部貪污賄賂、佔用公共資源謀求私利、洗錢等貪腐行為。我們承諾所有舉報人均受到公司保障其個人資料，確保其不會因舉報行動而受到任何不公對待。針對收到的貪腐行為檢舉，公司將委派專人進行調查，舉報一旦查證屬實將按照既定制度判予處罰，嚴重者將移送司法機關。

## 向員工傳達反貪腐訊息

我們通過微信公眾號、公司融媒體平台宣傳以及反貪腐培訓等活動向員工傳遞反貪腐相關政策及訊息，強化反貪腐意識。通過不同違法案例及對應處理指引，為特定職務群組員工提供切合其日常職務潛在貪污風險的事件提供典型案例示範。公司進行常態化黨風廉政建設，每個月組織「廉情五分鐘」反貪腐相關培訓，在公司上下形成廉潔自律氛圍。我們還通過宣教活動、培訓、參觀學習、專題研討等活動，面向全體黨員開展廉政警示教育，從思想上正本清源、固本培元。

# PROTECTING CUSTOMERS' RIGHTS AND INTERESTS

## 保護客戶權益

### Safeguarding customers' privacy

The Company developed the Whistle-Blowing and Complaint Management System, Employee Professional Ethics Management System and other complaint-related internal management systems in accordance with the Law of the People's Republic of China on the Protection of Consumer Rights and Interests and other relevant regulations in order to receive feedback from owners and customers and resolve their demands in a timely manner. These systems clarified responsibilities of employees and protected privacy of customers. In the meantime, we have set up customer service hotline to ensure timely and effective communication and follow-up of complaints and suggestions and to improve customer satisfaction. Additionally, the Company's Employee Manual spells out specific requirements for customer information protection, stipulating that each service department must protect customers' personal information involved in the service process. Meanwhile, the Company also examines the data and keeps working procedures to stave off information leakage. The Company did not receive any complaints of confirmed infringement of customers' privacy and loss of customer information during the reporting period.

### Ensuring the accuracy of promotional information

In addition to protecting the security of our customers' personal data, we also focus on delivering correct and objective advertising messages to our customers. Based upon the principles of correctness, truthfulness and non-exaggeration, the Quality Management Department strictly reviews all marketing information released to the public, including product brochures, booklets, social media posts and other marketing materials. The Company ensures that the financial, legal and technical related information published is true and reliable. Accurately describe the product or service to prevent misrepresentation or exaggeration of the promotional content and avoid misleading customers or investors. The Company also oversees media management at all levels through a project accountability system, endeavoring to prevent the Company's image being abused while promoting business and brand value.

### 保障客戶隱私

為能及時收到業主和客戶反饋，及時解決業主和客戶訴求，公司依據《中華人民共和國消費者權益保護法》等相關規定制定《舉報投訴管理制度》《員工職業道德管理制度》等投訴相關的內部管理制度，明確員工職責，竭力保障客戶的私隱，同時，設立客服熱線，確保投訴和建議及時有效傳達和跟進，提升客戶滿意度。此外，公司的《員工手冊》對客戶信息保障設有明確要求，規定各服務單位必須保護服務過程中涉及的客戶資料。同時公司亦會檢查資料及保存工作過程，以避免信息洩露事件的發生。報告期內，公司未有收到經證實侵犯客戶私隱及遺失客戶資料的投訴。

### 確保宣傳信息準確

除保障客戶個人資料安全外，我們亦重視向客戶傳遞正確而持平的廣告信息。以正確、真實、不誇大為原則，由品質管理部嚴格審核公開發佈的所有行銷信息，包括產品手冊、宣傳折頁、社交媒體帖文及市場推廣材料等。公司確保所發佈信息真實可靠，包括財務、法務和技術相關信息；準確描述產品或服務的內客，防範宣傳內容失實或誇大，避免客戶、投資者等被誤導。公司亦通過項目負責制監管各級單位的媒體管理執行情況，力求在推廣業務和品牌價值同時，確保公司品牌形象不被濫用。

# IMPROVING SERVICE QUALITY

## 改進服務質量

### Improving Service Quality

SUXIN SERVICE is committed to owners' needs orientation, and provides consistently premium services to owners. We have combined our two business lines (i.e. property management services and value-added services) to form an integrated service platform, through which we can achieve synergy benefits. This effort is conducive to diversifying our revenue sources while providing customers with supplementary services to consolidate our relations with the owners. SUXIN SERVICE values quality as its top priority, combs through patrol inspection standards again, and optimizes the quality management system to improve project utilization rate in the dimension of the two business lines.

In offering services for life, we have developed the standardized Guidelines on the Development of Customer Service Micro-stations at Security Booths and Standardized Guidelines on the Signage for Introducing Life Consultants into the Community, requiring all service departments to get familiar with and strictly abide by the guidelines before taking up duties to ensure proper services provided by SUXIN SERVICE and premium experience for the owners. Moreover, we arranged service personnel including life consultants, and customer service staff and middle management employees of non-residential projects to stand guard during specific hours to serve the needs of owners in a timely manner.

We have applied for and obtained the ISO9001 quality management system certification in an effort to create a perfect quality management system and continuously improve the competitiveness of our products and the attractiveness of our services, striving to bring safe and effective product services and experiences to our customers.

In 2022, the Company invited experts to host professional safety training, and effectively applied the specific requirements in the 15 measures of workplace safety to actual production through online and offline teaching, on-site interactive Q&A and other flexible means.

### 改進服務質量

蘇新服務堅持以業主需求為導向，為業主提供貫徹一致的優質服務。我們將兩大業務線（即物業管理服務及增值服務）組成一個綜合服務平台，通過該平台達成協同效益，有助於我們多元化發展收益來源，同時向客戶提供互補服務，鞏固我們與業主的關係。蘇新服務以兩大業務線為維度，將品質視為生命，重新梳理巡檢標準，優化質量管理體系，提高項目使用率。

在生活服務方面，我們制定了規範化的《關於門崗建設客戶服務微站指引》及《生活顧問進門崗標識標準化指引》制度，要求各服務單位需在上崗前熟知並嚴格遵守指引內容，確保蘇新服務在妥善的管理之餘亦能讓業主享受到優質的服務體驗。此外，我們在特定時間段安排生活顧問、非住宅項目的客服及中層管理人員等服務人員實施站崗，以時滿足業主的需要。

為打造完善的質量管理體系，不斷提升產品競爭力和服務吸引力，我們已申請並獲得 ISO9001 質量管理體系認證證書，力求為客戶帶來安全有效的產品服務與體驗。

2022年，公司邀請專家老師進行安全專業培訓，通過線上線下教學，現場互動問答等靈活多樣的方式，切實把安全生產十五條措施的具體要求落到實處。

# PROTECTING INTELLECTUAL PROPERTY RIGHTS

## 保護知識產權

### Protecting Intellectual Property Rights

SUXIN SERVICE encourages employees to respect and protect intellectual property while actively engaging in innovation, strictly abides by the Copyright Law of the People's Republic of China, Trademark Law of the People's Republic of China, Patent Law of the People's Republic of China and other laws and regulations related to intellectual property, and has developed and implemented the Confidentiality Management Regulations to set out confidentiality duties and safeguard the Company's daily operation and business development.

### 保護知識產權

蘇新服務鼓勵員工在積極創新的同時尊重和保護知識產權的價值，嚴格遵守《中華人民共和國著作權法》《中華人民共和國商標法》《中華人民共和國專利法》等與知識產權相關的法律法規，制定並執行《保密管理規定》，明確保密職責，為公司日常運營和業務開拓提供保障。

# REGULATING SUPPLIERS MANAGEMENT

## 規範供應商管理

### Regulating Suppliers Management

SUXIN SERVICE attaches great importance to the identification of environmental and social risks in the supply chain and promotes sustainable development and transparent procurement. Step up supply chain risk management by taking into account environmental and social factors in all aspects of supplier access and evaluation. We have established Procurement Management Policy, Detailed Rules for the Implementation of Procurement Management, Control Procedures for the Selection, Evaluation and Management of Suppliers and risk contingency plans in reference to laws and regulations such as Tendering and Bidding Law of the People's Republic of China and Interim Measures for Bid-Inviting and Bidding Management of Preliminary Realty Management to identify and accurately address the risks that may occur in the supply chain, such as risks of logistics, information flow, transportation, storage, packaging, distribution & processing, delivery, information processing and many other processes, to ensure the stability of the supply chain.

We recruit suppliers through open bidding, and review the qualifications and performance of suppliers according to the conditions spelled out in the procurement requirements. In the meantime, we conduct regular supplier evaluation annually, covering level of quality, contract honoring, delivery capability, after-sales service, prices, etc. Eventually, the corresponding procurement department implements graded management of suppliers based on the evaluation results, and takes out unqualified suppliers to guarantee the high quality of supply chain and products. The Company had 186 registered suppliers, predominantly in East China in the reporting period, all of which have gone through the supplier review process. Moreover, we have adopted the internal procurement system of SUXIN SERVICE according to the procurement and supply needs to further reinforce supplier information management and procurement efficiency.

Preferences are given to environmentally friendly products, such as LED (Light Emitting Diode). We worked with suppliers providing environmental protection and greening services on the development of green supply chain while offering pleasant environmental experiences to customers.

### 規範供應商管理

蘇新服務高度重視供應鏈的環境和社會風險識別，提倡可持續發展和陽光採購。在供應商准入、評估等各環節充分考量環境、社會相關因素以強化供應鏈風險管理。我們依據《中華人民共和國招標投標法》《前期物業管理招投標管理暫行辦法》等法律法規，通過建立《採購管理制度》《採購管理實施細則》《供方選擇、評價與管理控制程序》及風險應急預案，對供應鏈中可能發生的物流、信息流，涉及運輸、儲存、包裝、流通加工、配送，信息處理等諸多過程的風險及時識別、準確處理，以確保供應鏈的穩定性。

我們以公開招標的方式准入供應商，根據採購需求規定的供應商條件對供應商提供的資質和業績情況進行審查，同時我們每年定期進行合作供應商統一評價，評價內容包含質量水準、合同履約、交貨能力、售後服務、價格水平等內容，最終由採購歸口部門依據考評結果對供應商實施分級管理，淘汰不合格供應商，保障供貨渠道和產品的高質量。報告期內，公司在冊供應商 186 家，主要位於華東地區，已全部經過供應商審查流程，並根據採供需求使用蘇新服務內部採購系統，進一步加強供應商信息管理和採購業務效率。

我們優先選用環保產品，如 LED (Light Emitting Diode, 發光二極體) 燈具，並通過與提供環境保護和綠化服務的供應商合作，在給予客戶優美環境體驗的同時，共同打造綠色供應鏈。



# BUILDING A HARMONIOUS SOCIETY TOGETHER

## 共建和諧社會

Enterprise accountability underpins its businesses, and SUXIN SERVICE is active in taking up corporate responsibilities and engaging in community services. We held various community events to maintain sound mutual communication with communities, listened to the needs and suggestions of communities, encouraged employees to actively take part in community voluntary services, and were committed to creating a mutually supportive and win-win community environment and societal atmosphere of warmth and harmony.

### Employee Hiring and Remuneration

While complying with the Labour Law of the People's Republic of China, Labour Contract Law of the People's Republic of China, Law of the People's Republic of China on the Protection of Minors, Provisions on the Prohibition of Using Child Labour, and Law of the People's Republic of China on the Protection of Women's Rights and Interests, SUXIN SERVICE has established within the Company the Recruitment and Employment Management System and Management System for Labour Contract and Labour Service Agreement to ensure the Company's hiring activities are in compliance with laws and regulations.

The Company adheres to the principle of equal employment, fully respects the diversity of its employees, and eliminates any form of child labour, forced labour, and discrimination on the basis of gender, age, race, nationality, religious beliefs, political affiliation, etc., providing equal and healthy opportunities to all employees. We conduct strict review on the proof of identity submitted by employees to ensure that they are of legal working age as they are hired. Moreover, we encourage employees to balance their work and life, and helped them to better strike the balance through a variety of leisure programs. We consistently adopted new channels and methods of recruitment, and launched the "hiring one-two-punch" and "internal referral" featured programs extended from the existing 4 principles of hiring. We actively took part in job fairs for the disabled and searched extensively for talents matching the Company's business needs and values. As of December 31, 2022, the Company had a total of 1,341 employees, of which 63% were male and 37% female, with an overall employee turnover rate of 16%.

企業責任是業務的根基，蘇新服務主動承擔社會責任，積極投入社區服務之中，舉辦各項社區活動，與社區保持良好的雙向溝通，聽取社區民眾的需求與建議，鼓勵員工積極參與社區志願者行動之中，致力營造互助、共贏的社區環境，良好、和諧的社會氛圍。

### 員工僱傭與薪酬

蘇新服務在遵守《中華人民共和國勞動法》《中華人民共和國勞動合同法》《中華人民共和國未成年保護法》《禁止使用童工規定》《中華人民共和國未成年保護法》《中華人民共和國婦女權益保護法》等相關法律法規的同時，在內部制定了《招聘錄用管理制度》和《勞動合同及勞務協議管理制度》，確保公司僱傭的合法合規。

公司堅持平等僱傭原則，充分尊重員工的多元化，杜絕任何形式的僱傭童工、強迫勞動，以及性別、年齡、種族、國籍、宗教信仰、政治立場等歧視行為，為員工提供平等健康的工作機會。在員工入職時，我們會對員工提交的身份證明進行嚴格審核，確保員工達到法定的工作年齡。此外，我們鼓勵員工勞逸結合，通過開展豐富多彩的員工活動，讓員工更好地平衡工作與生活。我們在招聘渠道和方式上不斷推陳出新，在公司原有的四大招聘原則的基礎之上，通過開展「招聘組合拳計劃」和「內推計劃」特色招聘活動，積極參與殘疾人招聘會，廣泛尋求與公司業務需求相匹配，價值觀相契合的棟樑之才。截至 2022 年 12 月 31 日，公司員工總數 1,341 人，其中男性員工佔比 63%，女性員工佔比 37%，員工總體流失率 16%。

# EMPLOYEE HIRING AND REMUNERATION

## 員工僱傭與薪酬

Remuneration and benefits at SUXIN SERVICE are ascertained according to the principles of external competitiveness and internal fairness as well as strategic fitness, and are established based on a combination of salary research, status of the job market and business performance. The Company has formulated the Management Measures for Employee Remuneration and Benefits to better attract, retain and motivate employees with great potential, and developed the structure of the remuneration with the two dimensions of "salary level" and "salary scale" based on the intrinsic values of the posts. Remuneration for employees consists of basic salary, Remuneration for employees consists of basic salary and performance-based salary, and is adjusted according to business development, annual appraisal results and career development potential of the individual employee. We are committed to securing benefits for our employees and making them happiness while protecting their basic rights and interests.

蘇新服務的薪資福利將外部競爭性與內部公平性以及戰略匹配性作為原則，基於薪資調研、崗位市場及業務狀況等因素綜合確立。為了更好地吸納、保留並激勵高潛力員工，公司特制定《員工薪酬福利管理辦法》，並依據不同崗位內在價值的差異性，制定了以「薪等」與「薪級」兩個維度構成的寬帶式薪酬體系架構。員工薪酬由基本工資、績效工資、福利與年度效益獎組成，並按業務發展以及員工年度考核結果、發展潛力等因素進行薪資調整。我們在保障員工基本權益的同時，致力為員工謀福利，提升員工幸福感。

# EMPLOYEE HEALTH AND SAFETY

## 員工健康與安全

### Employee Health and Safety

The physical and mental health of our employees is a constant focus of SUXIN SERVICE. We have formulated the Procedures for Identification and Evaluation of Hazard Sources, Hazardous Operation Control Procedure, Management Procedures for Employee Occupational Health and Safety, Control Procedures for Equipment of Employee Labour Protection Supplies, Requirements for Labour Protection of Special Employees and other systems by strictly abiding by the Law of the People's Republic of China on the Prevention and Control of Occupational Diseases, Work Safety Law of the People's Republic of China and other relevant laws and regulations.

We hold regular safety awareness training and safety events annually, encouraged staff to improve their professional skills, organized various competitions and instructed the management process of work-related injury, so as to ensure the fitness of employees and raise safety awareness among employees. In 2022, the Company has invested RMB 136,400 in occupational injury insurance and conducted 11 training sessions on safety for our subsidiaries, lasting for a total of 52 hours and covering 70% of staff. There were no work-related fatalities at SUXIN SERVICE in 2022.

### 員工健康與安全

保障員工的身心健康是蘇新服務持續關注的重點。我們嚴格遵守《中華人民共和國職業病防治法》《中華人民共和國安全生產法》等相關法律法規，制定《危險源辨識、評價程序》《危險作業控制程序》《員工職業健康安全管理程序》《員工防護勞保用品配備控制程序》《特殊職工的勞動保護要求》等制度。

我們每年定期舉辦安全意識培訓課程及安全活動、倡導員工提升自身專業技能、組織各式競賽活動、指導工傷管理流程，以此保障員工身體健康，提高員工健康安全意識。2022年，公司已投入職業傷害險 13.64 萬元，並面向旗下子公司開展了 11 期安全教育主題培訓，期間覆蓋人員達 70%，培訓總時長達 52 小時。2022 年，蘇新服務未出現因工亡故人員。

# EMPLOYEE TRAINING AND DEVELOPMENT

## 員工培訓與發展

### Employee Training and Development

SUXIN SERVICE has developed a complete talent training system to improve the caliber of our staff, and formulated corresponding training plans for employees at different rankings based on it. Online and offline training are combined to continuously empower our employees and broaden their horizon. To support talent ladder development at SUXIN SERVICE, we also establish the key position talent succession mechanism, tap internal talent, and guarantee the sustainable development of talent for key posts. During the reporting period, SUXIN SERVICE conducted "1+1" talent stocktaking in units of companies, functional divisions and business divisions, and developed 3 to 5 year development plans for reserve and alternate talent.

We have conducted a series of training programs covering management and professional skills such as property management training, training on computer use and customer service training for employees in different positions, spanning a total of 35 types of training courses, 47 sessions, involving 1,595 trainees and a total of 372 training hours, with an annual expenditure of RMB 616,900 based on the talent growth program during the reporting period.

We have also organized the registration for the various certification exams in a variety of occupations and professions, with the Company bearing the relevant costs to ensure the personnel in each project conforms to the standardized operation process and provides better security and more professional property management services for our clients, aiming to encourage employees to elevate themselves to industry recognized professional standards.

Moreover, SUXIN SERVICE constantly revamps the Rotation and Mandatory Leave System for Key Posts, Employee Training Management System, Internal Lecturer Management System and other related systems to improve career development channels for employees and develop a sensible and well-crafted promotion system. The Company refined the requirements in employee evaluations, standardized performance appraisal criteria, and updated the requirements for promotion and the Newly Appointed Executives Selection Procedures to clarify the promotion path and necessary conditions on service time. Preferences are given to internal employees when there are job vacancies to provide a fair, open and just career development platform for every employee.

### 員工培訓與發展

為提升員工的專業素養，蘇新服務搭建了完善的人才培養體系，並在此基礎上針對不同層級的員工制定相應的培養計劃，通過線上線下相結合的培訓方式，不斷為員工賦能，開闊其職業視野。此外，為助力蘇新服務人才梯隊建設工作，建立重點崗位人才繼任機制，挖掘內部人才，保障重點崗位人才可持續發展，報告期內，蘇新服務以公司、職能部門、事業部為單位開展「1+1」人才盤點工作，為後備人才、候補人才制定為期三到五年的培養計劃方案。

報告期內，我們依託於人才發展體系，針對不同崗位員工，分別開展物業管理培訓、計算機培訓、客服培訓等一系列涵蓋管理和專業技能方面的培訓項目，共涉及35類培訓課程，累計培訓次數47次，受訓人員1,595人次，培訓總時長372小時，年度培訓支出61.69萬元。

為了保證各項目人員符合標準化作業流程，為客戶提供更好的安全保障和更專業的物業服務，我們還會定期組織各類職業和專業相關的認證考試報名工作，並由公司承擔相應費用，以鼓勵員工進行自我提升，達到具備行業認可的職業水準。

此外，為了完善員工職業發展通道，制定科學合理的人才晉升體系，蘇新服務不斷優化《關鍵崗位輪崗和強制休假制度》《員工培訓管理制度》《內部講師管理制度》等相關制度，細化對員工的考核要求，規範員工的績效考核標準，同時更新了晉升要求和《新任幹部選拔流程》等晉升流程，明確了晉升的路徑和滿足任職時效的必要條件，並在有職位空缺的情況下，會優先考慮內部員工的晉升，為每一位員工提供公平、公開、公正的職業發展平台。

# EMPLOYEE COMMUNICATION AND CARE

## 員工溝通與關懷

### Employee Communication and Care

Employees are the driving force behind business growth and caring for employees is vital to forging a company of harmony and the important means to boost unity within the company. SUXIN SERVICE stepped up caring for employees and communication with them, continued to perfect our human resources policies, organized regular activities to promote the sense of well-being and belonging among the employees in addition to securing a safe and harmonious working environment for our employees.

The Company is consistently engaged in effective communication with employees, and devotes to providing a better working environment for employees to achieve a better vision together. During the reporting period, the Company listened to the voice of employees through the official WeChat platform and holding interviews with employees who had left the Company, and improved and revamped the management of the Company according to the feedback to reduce employee turnover rate. The Company received a total of 1,269 customer complaints, 100% of which were handled properly in 2022.

Moreover, we continued to host employee activities and scaled up caring for female employees in addition to daily caring to improve happiness among our employees.

### 員工溝通與關懷

員工是企業發展的動力源泉，關愛員工是構建和諧企業的核心所在，是提升企業凝聚力的重要途徑。蘇新服務在為員工提供安全和諧的工作環境的基礎上，加強員工關懷，注重員工溝通，不斷完善人力資源政策，定期組織開展活動，以此增強員工幸福感與歸屬感。

公司始終堅持與員工保持有效溝通，致力為員工提供更好的工作環境，共同實現美好願景。報告期內，公司通過微信公眾平台、與離職員工進行訪談等方式瞭解員工的心聲，並根據員工的反饋對公司管理進行改善和優化，力爭降低員工流失率。2022年，公司共收到客戶投訴數量1,269件，投訴處理完成率100%。

此外，我們在對員工進行日常關懷的基礎上，持續舉辦員工活動、加強女性員工關懷，致力提升員工內心幸福感。

# COMMUNITY CO-BUILDING AND PUBLIC WELFARE

## 社區共建與公益

### Community Co-Building and Public Welfare

Active engagement in public welfare projects is a social responsibility of businesses, which is also the exact recipe for long-term development of enterprises. SUXIN SERVICE has consistently complied with the Guiding Rules on House-owner Convention and House-Owner Committee, Regulations on Security Administration of Large-scale Mass Activities and other regulations, stayed true to "improving the happiness of the communities", actively participated in public welfare activities, served and given back to society, built up social cohesion, and serviced communities to boost the image of the Company. The Company invested a total of RMB 472,200, 11,923 hours and 162 people in public welfare projects during the reporting period.

### 社區共建與公益

熱心參與社會公益事業是企業應當履行的社會責任，也是企業長期發展的確切需要。蘇新服務始終遵守《業主委員會和業主委員會指導準則》《大型群眾性活動管理條例》等法規，保持「提高居民幸福感」的初心，積極投入社會公益活動之中，服務社會、回饋社會、增強社會凝聚力、造福社群，以此提升公司品牌榮譽。報告期內，公司累計投入公益活動資金為 47.22 萬元，投入總時長 11,923 小時，投入服務人數 162 人。

# APPENDIX I: ESG KEY PERFORMANCE INDICATORS (KPIs) IN 2022

## 附錄一：2022年度ESG關鍵績效指標

Notes on environmental KPIs: Unless otherwise stated, the environmental KPIs cover the period from 1 January 2022 to 31 December 2022. The scope of the environmental data covers the Company and its subsidiaries, excluding Suzhou Kings Tower Development & Management Co., Ltd. and Suzhou Kejin Property Services Co., Ltd.

環境關鍵績效指標說明：除另外說明，環境部分關鍵績效指標覆蓋時間範圍為2022年1月1日至2022年12月31日。環境數據範圍覆蓋公司及子公司，不包括蘇州金獅大廈發展管理有限公司、蘇州科錦物業服務有限公司。

Environmental Indicators 環境範疇指標	Unit 單位	Data 數值
A1.1 Types of emissions and respective emissions data A1.1 排放物種類及相關排放數據 <sup>2</sup>		
Nitrogen oxide 氮氧化物	kg 千克	40,859.86
Sulfur oxide 硫氧化物	kg 千克	9.18
PM 顆粒物	kg 千克	3,022.22
A1.2 Direct and indirect GHG emissions A1.2 直接及能源間接溫室氣體排放量		
GHG Emissions 溫室氣體排放總量 <sup>3</sup>	tCO <sub>2</sub> e 噸二氧化碳當量	7,563.86
GHG emissions (Scope 1) 溫室氣體排放量(範圍一) <sup>4</sup>	tCO <sub>2</sub> e 噸二氧化碳當量	1,745.54
GHG emissions (Scope 2) 溫室氣體排放量(範圍二) <sup>5</sup>	tCO <sub>2</sub> e 噸二氧化碳當量	5,818.32

\* <sup>2</sup> The Company's emissions of pollutants mainly come from vehicles for transportation and power generators. The emission of nitrogen oxides is calculated based on vehicle mileage with reference to the Reporting Guidance on Environmental KPIs published by the Stock Exchange.

\* 公司污染物排放主要來源於運輸車輛及發電機，氮氧化物排放量按照車輛行駛里程計算，參照聯交所《環境關鍵績效指標匯報指引》。

<sup>3</sup> Include direct GHG (Scope 1) and indirect GHG (Scope 2).

<sup>3</sup> 包括直接溫室氣體(範圍一)和間接溫室氣體(範圍二)。

<sup>4</sup> Scope 1: GHG emissions are mainly generated from the combustion of fuels to generate electricity, heat or steam from stationary sources (other than electrical installations), such as gas stoves in non-outsourced employee canteen and boilers, the combustion of fuels for company vehicles, and the release of HFCs and perfluorocarbons (PFCs) and other fugitive emissions from the use of refrigeration and air conditioning equipment and fire suppression systems. The data of emission is calculated with reference to the Appendix II: Reporting Guidance on Environmental KPIs by the Stock Exchange.

<sup>4</sup> 直接溫室氣體(範圍一)產生來源包括固定源(電力裝置除外)燃燒燃料用以產生電力、熱能或蒸汽時的排放，例如非外包僱員食堂燃氣灶、鍋爐等、公務車輛燃燒燃料，及使用冷凍、空調設備和滅火系統時釋放的氫氟碳化物及全氟化碳以及其他逃逸性排放，排放數據計算方法參照香港聯交所《附錄二：環境關鍵績效指標匯報指引》。

<sup>5</sup> Indirect GHG (Scope 2) mainly comes from outsourced electricity, and the calculation is performed in reference to the Notice on the Management of Greenhouse Gas Emissions of Enterprises in the Power Generation Industry for 2023-2025 issued by the Ministry of Ecology and Environment, which uses the average emission factor of 0.5703t CO<sub>2</sub>/MWh for the national grid in 2022.

<sup>5</sup> 間接溫室氣體(範圍二)主要來自於外購電力，計算過程參考了生態環境部發佈的《關於做好2023-2025年發電行業企業溫室氣體排放報告管理有關工作的通知》，採用2022年度全國電網平均排放因數為0.5703t CO<sub>2</sub>/MWh。

# APPENDIX I: ESG KEY PERFORMANCE INDICATORS (KPIs) IN 2022

## 附錄一：2022年度ESG關鍵績效指標

Environmental Indicators 環境範疇指標	Unit 單位	Data 數值
A1.3 Total hazardous waste generated A 1.3 所產生有害廢棄物總量 <sup>6</sup>		
Total hazardous waste 有害廢棄物總量	metric ton 噸	0.47
A1.4 Total non-hazardous waste generated A 1.4 所產生無害廢棄物總量 <sup>7</sup>		
Office and household waste generated 辦公生活垃圾產生量	metric ton 噸	4,166.20
A2.1 Direct and/or indirect energy consumption by type in total and intensity A 2.1 按類型劃分的直接及間接能源總耗量及密度		
Total energy consumption 能源總耗量	MWh 兆瓦時	17,505.53
Energy consumption intensity 能源耗量密度	MWh/1,000 m <sup>2</sup> 兆瓦時 / 千平方米	1.34
Direct energy consumption 直接能耗量 <sup>8</sup>	MWh 兆瓦時	7,303.32
Indirect energy consumption (Outsourced electric power) 間接能耗量 (外購電力)	MWh 兆瓦時	10,202.21
A2.2 Water consumption in total and intensity A 2.2 總耗水量及密度		
Total water consumption 總耗水量	m <sup>3</sup> 立方米	587,536.50
Total water consumption intensity 總耗水密度	m <sup>3</sup> /1,000 m <sup>2</sup> 立方米 / 千平方米	45.06

\* <sup>6</sup> Hazardous waste includes waste batteries, ink cartridges, used engine oil and used paint buckets. The current data only covers the second half of 2022 and includes hazardous waste generated by owners and property occupants of the projects under management.

<sup>7</sup> Non-hazardous waste includes office and household waste, food waste, etc. The current data only covers the second half of 2022 and includes non-hazardous waste generated by owners and property occupants of the projects under management.

<sup>8</sup> Direct energy consumption mainly consists of gasoline, diesel and natural gas. The computation is performed in reference to the Appendix II: Reporting Guidance on Environmental KPIs by the Stock Exchange.

\* <sup>6</sup> 有害廢棄物包含廢電池、墨盒、廢機油、廢油漆桶等，目前數據僅為2022年下半年數據，包含所有在管項目業主及物業使用人產生的有害廢棄物。

<sup>7</sup> 無害廢棄物總量包括辦公生活垃圾、廚餘垃圾等，目前數據僅為2022年下半年數據，包含所有在管項目業主及物業使用人產生的無害廢棄物。

<sup>8</sup> 直接消耗能源主要為汽油、柴油、天然氣，數據計算方法參考香港聯交所《附錄二：環境關鍵績效指標匯報指引》。



# APPENDIX I: ESG KEY PERFORMANCE INDICATORS (KPIs) IN 2022

## 附錄一：2022年度ESG關鍵績效指標

Notes on social KPIs: Unless otherwise stated, the social KPIs cover the period from 1 January 2022 to 31 December 2022. The scope of the social KPIs data covers the Company and its subsidiaries, excluding Suzhou Kings Tower Development & Management Co., Ltd. and Suzhou Kejin Property Services Co., Ltd.

社會關鍵績效指標說明：除另外說明，社會部分關鍵績效指標覆蓋時間範圍為2022年1月1日至2022年12月31日。社會範疇關鍵績效指標數據範圍覆蓋公司及子公司，不包括蘇州金獅大廈發展管理有限公司、蘇州科錦物業服務有限公司。

Social Indicators 社會範疇指標		Unit 單位	Data 數值
B1 Employment B 1 僱傭			
B1.1 Total workforce by gender, employment type, age group and geographical region B 1.1 按性別、僱傭類型、年齡組別及地區劃分的僱員總數			
Total number of employees 員工總數		person 人	1,341
Number of full-time employees 全職員工人數		person 人	1,341
Number of part-time employees 兼職員工人數		person 人	0
Gender 按性別劃分	Male 男	person 人	844
	Female 女	person 人	497
	Female management employees 管理層員工女性佔比	%	28
	Primary female employees 基層員工女性佔比	%	31
Age group 按年齡組別劃分	Under 30 30歲以下	person 人	107
	30-50 30-50歲	person 人	617
	Over 50 50歲以上	person 人	617
Geographical region 按地區劃分	China (the Chinese mainland) 中國大陸	person 人	1,341
	China (Hong Kong, Macao and Taiwan) and foreign countries 港澳台及海外地區	person 人	0

**Social Indicators**  
社會範疇指標

**Unit**  
單位

**Data**  
數值

**B1.2 Employee turnover rate by gender, age group and geographical region**  
B 1.2 按性別、年齡組別及地區劃分的僱員流失比率<sup>9</sup>

**Total turnover rate**  
總流失率

% 16.00

**Gender**  
按性別劃分

**Male**  
男

% 44.00

**Female**  
女

% 56.00

**Age group**  
按年齡組別劃分

**Under 30**  
30歲以下

% 9.43

**30-50**  
30-50歲

% 34.43

**Over 50**  
50歲以上

% 56.13

**Geographical region**  
按地區劃分

**China (the Chinese mainland)**  
中國大陸

% 16.00

**China (Hong Kong, Macao and Taiwan) and foreign countries**  
港澳台及海外地區

% 0.00

**B2 Health and Safety**  
B 2 健康與安全

**B2.1 Number of work-related fatalities** 2022  
occurred in the past three years

person  
人 0

**B 2.1 過去三年因工作關係而死亡的人數** 2021

person  
人 1

2020

person  
人 0

**B2.1 Rate of work-related fatalities** 2022  
occurred in the past three years

% 0.00

**B 2.1 過去三年因工亡故比率<sup>10</sup>** 2021

% 0.07

2020

% 0.00

\*

**B2.2 Lost days due to work injury**  
因工傷損失工作日數

**Number of lost days due to work injury**  
因工傷損失工作日數

day  
日 570

\* <sup>9</sup> Turnover rate is calculated by: number of employees in a category lost / total number of employees \* 100.

\* <sup>9</sup> 僱員流失比率計算公式：某類別僱員流失人數 / 僱員總數 \* 100。

<sup>10</sup> Rate of work-related fatalities = number of work-related fatalities / total number of employees \* 100.

<sup>10</sup> 因工傷造成的死亡比率 = 因工傷造成的死亡人數 / 僱員總人數 \* 100。

# APPENDIX I: ESG KEY PERFORMANCE INDICATORS (KPIs) IN 2022

## 附錄一：2022年度ESG關鍵績效指標

Social Indicators 社會範疇指標		Unit 單位	Data 數值
B3 Development and Training B3 發展與培訓			
B3.1 Percentage of employees trained by gender and employee category B3.1 按性別及僱員類別劃分的受訓僱員百分比			
Number of training in the year 年度培訓課程數量 <sup>11</sup>		— 項	35
Total expenditure of training in the year 年度培訓總支出		RMB 元	61.69
Total length of training in the year 年度培訓總時長 <sup>12</sup>		hour 小時	372
Average length of training per employee 員工平均培訓時長 <sup>13</sup>		hour 小時	51.43
Total coverage of employee training 員工培訓總覆蓋率		%	100
Gender 按性別劃分 <sup>15</sup>	Male 男	%	64.80
	Female 女	%	35.20

\* <sup>11</sup>Only the training organized by the Human Resources Department of the Company headquarters is counted, and the training organized by other departments of the Company and subsidiaries are not included for the time being due to the lack of data

<sup>12</sup>Total training hours for the 35 courses organized by the Human Resources Department

<sup>13</sup>Only the 35 courses organized by the Human Resources Department are counted. The formula for calculating the average length of training per employee: Average length of training completed per employee = total length of training in the year / total number of employees trained.

<sup>14</sup>Although the explicit statistics only covers the 35 courses organized by the Company's Human Resources Department, and data for other training such as project training, special skills training and routine training are not available at the moment, but it is estimated that the training by the Company and its subsidiaries covered all employees.

<sup>15</sup>For training organized by Human Resources Department only, the percentage of male employees trained = the number of male employees trained / the number of employees trained \* 100; the percentage of female employees trained = the number of female employees trained / the number of employees trained \* 100.

\* <sup>11</sup>僅統計公司本部人力資源部組織的培訓，因數據缺失暫不包括公司其他部門組織的培訓和分子公司開展的培訓。

<sup>12</sup>僅統計公司本部人力資源部組織的35項課程培訓時長合計。

<sup>13</sup>僅統計人力資源部組織的35項課程培訓，員工平均培訓時長計算公式：每名僱員平均完成受訓時數 = 年度員工受訓總時長 / 受訓僱員總人數。

<sup>14</sup>雖然僅公司人力資源部組織的35項課程有明確統計數據，其他培訓如項目培訓、專項技能培訓、日常培訓等暫無數據，但經估算，公司及分子公司培訓為全覆蓋。

<sup>15</sup>僅指人力資源部組織的培訓，受訓男性僱員佔比 = 受訓男員工 / 受訓僱員人數 \* 100；受訓女性僱員佔比 = 受訓女員工 / 受訓僱員人數 \* 100。

# APPENDIX I: ESG KEY PERFORMANCE INDICATORS (KPIs) IN 2022

## 附錄一：2022年度ESG關鍵績效指標

Social Indicators 社會範疇指標		Unit 單位	Data 數值
Rank 按職級劃分 <sup>16</sup>	Senior Management 高級管理層	%	3.07
	Middle Management 中級管理層	%	19.45
	Primary employees 基層員工	%	77.48
B3.1 Percentage of employees trained by gender and employee category B 3.1 按性別及僱員類別劃分的受訓僱員百分比			
Gender 按性別劃分	Male 男	hour 小時	56.16
	Female 女	hour 小時	47.02
Rank 按職級劃分	Senior Management 高級管理層	hour 小時	11.55
	Middle Management 中級管理層	hour 小時	53.31
	Primary employees 基層員工	hour 小時	51.39
B5 Supply Chain Management B 5 供應鏈管理			
B5.1 Number of suppliers by region B 5.1 按地區劃分的供應商數目			
Geographical region 按地區劃分	China (the Chinese mainland) 中國大陸	— 個	186
	China (Hong Kong, Macao and Taiwan) and foreign countries 港澳台及海外地區	— 個	0

\* <sup>16</sup>The percentage of employees in the specific rank trained = the number of employees in the specific rank trained / the number of employees trained \* 100.

\* <sup>16</sup> 受訓某職級人員佔比 = 受訓該職級人數 / 受訓人數 \* 100。

# APPENDIX I: ESG KEY PERFORMANCE INDICATORS (KPIs) IN 2022

## 附錄一：2022年度ESG關鍵績效指標

Social Indicators 社會範疇指標		Unit 單位	Data 數值
<b>B6 Product Responsibility</b> B 6 產品責任			
<b>B6.2 Number of products and service related complaints received</b> B 6.2 接獲關於產品及服務的投訴數目			
Number of complaints 投訴數量		— 次	1,269
Number of customer complaints handled 客戶投訴處理數量		— 次	1,269
Response completion rate of complaint 投訴完成回應率		%	100
<b>B7 Anti-corruption</b> B 7 反貪污			
<b>B7.1 Number of concluded legal cases regarding corrupt practices</b> B 7.1 已審結的貪污訴訟案件的數目			
		— 件	0
<b>B7.3 Anti-corruption training provided to directors and staff</b> B 7.3 向董事及員工提供的反貪污培訓			
Number of participants in the training 參與培訓人次	Director 董事	attendance 人次	9
	Staff 員工	attendance 人次	1,332
<b>B8 Community Investment</b> B 8 社區投資			
Funds 動用的資金		attendance 人民幣 / 萬元	47.22
Manpower 動用的人力		person 人	162
Time 動用的時間		hour 小時	11,923

# APPENDIX II: LIST OF LAWS, REGULATIONS AND INTERNAL POLICIES

## 附錄二：法律法規及內部政策清單

ESG Indicators ESG 指標	Laws and Regulations 遵守法律法規	Internal Policies 內部制度
	Environmental Protection Law of the People's Republic of China 《中華人民共和國環境保護法》	Provisions on the Assessment of Major Environmental Factors 《重大環境因素評價規定》
A1 Emissions A1 排放物	Law of the People's Republic of China on Environmental Impact Assessment 《中華人民共和國環境影響評價法》	Procedures for the Identification and Review of Environmental Factors 《環境因素識別及評審程序》
	Water Pollution Prevention and Control Law of the People's Republic of China 《中華人民共和國水污染防治法》	Environmental Management Programme(s) Control Procedure 《環境管理方案控制程序》
A2 Use of Resources A2 資源使用	Water Law of the People's Republic of China 《中華人民共和國水法》	Pollution Control Procedure 《污染控制程序》
	Law of the People's Republic of China on the Prevention and Control of Environment Pollution Caused by Solid Waste 《中華人民共和國固體廢物污染環境防治法》	Hazardous Chemical Management Procedure 《化學危險品管理程序》
A3 The Environment and Natural Resources A3 環境及天然資源	Law of the People's Republic of China on Noise Pollution Prevention and Control 《中華人民共和國環境噪聲污染防治法》	Procedures for Imposing Influences on the Environment of Relevant Parties 《對相關方環境施加影響程序》
	Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution 《中華人民共和國大氣污染防治法》	General Rules of Energy Source and Resource Management 《能源和資源管理程序》
A4 Climate Change A4 氣候變化	Marine Environment Protection Law of the People's Republic of China 《中華人民共和國海洋環境保護法》	Solid Waste Pollution Control Procedure 《固體廢棄物污染控制程序》
	Energy Conservation Law of the People's Republic of China 《中華人民共和國節約能源法》	Procedures for the Environmental Management of Newly Built, Renovated and Expanded Projects 《新、改、擴建項目環境管理程序》
	Administrative Regulations of the People's Republic of China on the Prevention of Marine Environment Pollution Caused by Land-based Pollutant 《中華人民共和國防治陸源污染物污染損害海洋環境管理條例》	Measuring Method of Regional Noise 《區域噪聲測量方法》
	Directory of National Hazardous Wastes 《國家危險廢物名錄》	

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# APPENDIX II: LIST OF LAWS, REGULATIONS AND INTERNAL POLICIES

## 附錄二：法律法規及內部政策清單

### ESG Indicators ESG 指標

### Laws and Regulations 遵守法律法規

### Internal Policies 內部制度

ESG Indicators ESG 指標	Laws and Regulations 遵守法律法規	Internal Policies 內部制度
	<p>Work Plan for Controlling Greenhouse Gas Emissions during the 13th Five-Year Period 《「十三五」控制溫室氣體排放工作方案》</p> <p>Administrative Measures for Urban Living Garbage 《城市生活垃圾管理辦法》</p> <p>Provisions on the Administration of Urban Construction Garbage 《城市建築垃圾管理規定》</p> <p>Regulations on the Administration of City Appearance and Environmental Sanitation 《城市市容和環境衛生管理條例》</p>	
B1 Employment B1 僱傭	<p>Labour Law of the People's Republic of China 《中華人民共和國勞動法》</p> <p>Labour Contract Law of the People's Republic of China 《中華人民共和國勞動合同法》</p>	<p>Recruitment and Employment Management System 《招聘錄用管理制度》</p>
B3 Development and Training B3 發展與培訓	<p>Employment Promotion Law of the People's Republic of China 《中華人民共和國就業促進法》</p>	<p>Management System for Labour 《勞動合同寄勞務協議管理制度》</p> <p>Attendance and Leave Management System 《考勤及請休假管理制度》</p>
B4 Labour Standards B4 勞工準則	<p>Social Insurance Law of the People's Republic of China 《中華人民共和國社會保險法》</p> <p>Law of the People's Republic of China on the Protection of Minors 《中華人民共和國未成年人保護法》</p> <p>Law of the People's Republic of China on the Protection of Women's Rights and Interests 《中華人民共和國婦女權益保護法》</p> <p>Provisions on Minimum Wages for Enterprises 《企業最低工資規定》</p> <p>Provisions on the Prohibition of Using Child Labour 《禁止使用童工規定》</p>	<p>Rotation and Mandatory Leave System for Key Posts 《關鍵崗位輪崗和強制休假制度》</p> <p>Employee Turnover Management System 《員工離職管理制度》</p> <p>Employee Professional Ethics Management System 《員工職業道德管理制度》</p> <p>Newly Appointed Executives Selection Procedures 《新任幹部選拔流程》</p>

# APPENDIX II: LIST OF LAWS, REGULATIONS AND INTERNAL POLICIES

## 附錄二：法律法規及內部政策清單

### ESG Indicators ESG 指標

### Laws and Regulations 遵守法律法規

### Internal Policies 內部制度

	Articles of Association of International Labour Organization 《國際勞工組織章程》	Employee Training Management System 《員工培訓管理制度》
	Discrimination (Employment and Occupation) Convention, 1958 《1958年消除就業和職業歧視公約》	Internal Lecturer Management System 《內部講師管理制度》
	Abolition of Forced Labour Convention, 1957 《1957年廢除強迫勞動公約》	
B2 Health and Safety B2 健康與安全	Labour Law of the People's Republic of China 《中華人民共和國勞動法》	Procedures for Identification and Evaluation of Hazard Sources 《危險源辨識、評價程序》
	Law of the People's Republic of China on the Prevention and Control of Occupational Diseases 《中華人民共和國職業病防治法》	Hazardous Operation Control Procedure 《危險作業控制程序》
	Work Safety Law of the People's Republic of China 《中華人民共和國安全生產法》	Management Procedures for Employee Occupational Health and Safety 《員工職業健康安全管理程序》
	Fire Protection Law of the People's Republic of China 《中華人民共和國消防法》	Control Procedures for Equipment of Employee Labour Protection Supplies 《員工防護勞保用品配備控制程序》
	Emergency Response Law of the People's Republic of China 《中華人民共和國突發事件應對法》	Requirements for Labour Protection of Special Employees 《特殊職工的勞動保護要求》
	Regulations on the Safety Management of Hazardous Chemicals 《危險化學品安全管理條例》	Rotation and Mandatory Leave System for Key Posts 《關鍵崗位輪崗和強制休假制度》
	Regulations on Reporting, Investigation and Disposition of Work Safety Accidents 《生產安全事故報告和調查處理條例》	
	Interim Provisions on Investigation and Treatment of Hidden Dangers in Work Safety Accidents 《安全生產事故隱患排查治理暫行規定》	
	Regulations on Work-Related Injury Insurance of the People's Republic of China 《中華人民共和國工傷保險條例》	



# APPENDIX II: LIST OF LAWS, REGULATIONS AND INTERNAL POLICIES

## 附錄二：法律法規及內部政策清單

### ESG Indicators ESG 指標

### Laws and Regulations 遵守法律法規

### Internal Policies 內部制度

Regulations on Unemployment Insurance of the People's Republic of China

《中華人民共和國失業保險條例》

Provisions on the Supervision and Administration of Occupational Health at Work Sites

《工作場所職業衛生監督管理規定》

Classification and Catalogue of Occupational Diseases

《職業病分類與目錄》

Trial Measures for Maternity Insurance for Enterprise Employees

《企業職工生育保險試行辦法》

### B5 Supply Chain Management B5 供應鏈管理

Tendering and Bidding Law of the People's Republic of China

《中華人民共和國招投標法》

Interim Measures for Bid-Inviting and Bidding Management of Preliminary Realty Management

《前期物業管理招標投標管理暫行辦法》

Measures for the Administration of Bidding for the Government Procurement of Goods and Services

《政府採購貨物和服務招標投標管理辦法》

Government Procurement Law of the People's Republic of China

《中華人民共和國政府採購法》

Regulation on the Implementation of the Government Procurement Law of the People's Republic of China

《中華人民共和國政府採購法實施條例》

Procurement Management Policy

《採購管理制度》

Detailed Rules for the Implementation of Procurement Management

《採購管理實施細則》

Anti-Unfair Competition Law of the People's Republic of China

《中華人民共和國反不正當競爭法》

Anti-Monopoly Law of the People's Republic of China

《中華人民共和國反壟斷法》

Fixed Assets Management System

《固定資產管理制度》

Fund Raising Management System

《籌資管理制度》

# APPENDIX II: LIST OF LAWS, REGULATIONS AND INTERNAL POLICIES

## 附錄二：法律法規及內部政策清單

### ESG Indicators ESG 指標

### Laws and Regulations 遵守法律法規

### Internal Policies 內部制度

B6 Product Responsibility B6 產品責任	Law of the People's Republic of China on the Protection of Consumer Rights and Interests 《中華人民共和國消費者權益保護法》	Funds Management System 《資金管理制度》
	Civil Code of the People's Republic of China 《中華人民共和國民法典》	Measures for the Administration of Online Banking 《網上銀行管理辦法》
	Advertising Law of the People's Republic of China 《中華人民共和國廣告法》	Negotiable Instruments Management System 《票據管理制度》
	Trademark Law of the People's Republic of China 《中華人民共和國商標法》	Basic Financial Accounting System 《財務基礎核算制度》
	Patent Law of the People's Republic of China 《中華人民共和國專利法》	Financial Report Management System 《財務報告管理制度》
	Copyright Law of the People's Republic of China 《中華人民共和國著作權法》	Taxation Management System 《稅務管理制度》
	Product Quality Law of the People's Republic of China 《中華人民共和國產品質量法》	Budget Management System 《預算管理制度》
	Regulation on Realty Management 《物業管理條例》	Contract Management System 《合同管理制度》
	The Administrative Regulations on the Work Safety of Construction Projects 《建設工程安全生產管理條例》	Network Information Security Management System 《網絡信息安全管理制度》
	Regulation on Emergency Responses to Work Safety Accidents 《生產安全事故應急條例》	Business Licenses Management System 《營業執照管理制度》
	Work Safety Law of the People's Republic of China 《中華人民共和國安全生產法》	Guarantee System for Official Travel 《公務出行保障制度》
	Urban Real Estate Administration Law of the People's Republic of China 《中華人民共和國城市房地產管理法》	Seal Management System 《印章管理制度》
	Interim Provisions on Banning Commercial Bribery 《關於禁止商業賄賂行為的暫行規定》	Provisions on the Management of Business Hospitality Expenses 《業務招待費管理規定》
	Code for Fire Protection Design of Buildings GB50016-2014 《建築設計防火規範 GB50016-2014》	

# APPENDIX II: LIST OF LAWS, REGULATIONS AND INTERNAL POLICIES

## 附錄二：法律法規及內部政策清單

### ESG Indicators ESG 指標

### Laws and Regulations 遵守法律法規

### Internal Policies 內部制度

Measures for the Administration of Realty Service Charge  
《物業服務收費管理辦法》

Property Law of the People's Republic of China  
《中華人民共和國物權法》

Special Equipment Safety Law of the People's Republic of China  
《中華人民共和國特種設備安全法》

Regulations on Safety Supervision of Special Equipment  
《特種設備安全監察條例》

Provisions on Reporting and Investigation Handling for Special Equipment Accidents  
《特種設備事故報告和調查處理規定》

Elevator Emergency Guide  
《電梯應急指南》

Regulation on Internal Security and Safeguard for Enterprises and Public Institutions  
《企事業單位內部治安保衛條例》

Regulation on the Administration of Security and Guarding Services  
《保安服務管理條例》

Fire Protection Law of the People's Republic of China  
《中華人民共和國消防法》

Provisions on Investigating Fire Accidents  
《火災事故調查規定》

Water Law of the People's Republic of China  
《中華人民共和國侵權責任法》

Administrative Measures for the Graded Protection of Information Security  
《信息安全等級保護管理辦法》

Regulations of the People's Republic of China on Protecting the Safety of Computer Information Systems  
《中華人民共和國計算機信息系統安全保護條例》

Management System for Business Trip and Travel Expenses  
《差旅費管理制度》

Insurance Management System  
《保險管理制度》

Project Archive Management System  
《項目檔案管理制度》

Sales Price System  
《銷售價格制度》

Management System for the Sales of Office Supplies  
《辦公用品銷售管理制度》

Public Operation Management System  
《公共經營管理制度》

Customer Management System  
《客戶管理制度》

Management System for Collection of Arrears  
《欠費收繳管理制度》

Management System for Accounts Receivable  
《應收款項管理制度》

Management System for the Ancillary Sales of Projects  
《項目配套銷售管理制度》

Project Tendering Management System  
《項目投標管理制度》

Management System for Project Undertaking and Withdrawal  
《項目承接與退管管理制度》

## APPENDIX II: LIST OF LAWS, REGULATIONS AND INTERNAL POLICIES

### 附錄二：法律法規及內部政策清單

#### ESG Indicators ESG 指標

#### Laws and Regulations 遵守法律法規

#### Internal Policies 內部制度

	<p>Information Security Technology—Implementation Guide for Classified Protection of Cybersecurity (GB/T 25058-2019) 《信息安全技術網絡安全等級保護實施指南》(GB/T 25058-2019)</p> <p>Information Technology—Security Techniques—Information Security Management Systems—Requirements (GB/T 22080-2016) 《信息技術安全技術信息安全管理體系要求》(GB/T 22080-2016)</p> <p>Regulations on Security Administration of Large-scale Mass Activities 《大型群眾性活動安全管理條例》</p>	<p>Asset Leasing Management System 《資產出租管理制度》</p> <p>Management System for the Collection of Realty Service Charge 《物業服務費收取管理制度》</p> <p>Measures for the Administration of Sporadic Project Site Verification 《零星工程現場簽證管理辦法》</p> <p>Management System for Repair of Sporadic Projects 《零星工程維修管理制度》</p> <p>Project Maintenance Management System 《工程維保管理制度》</p> <p>Emergency Rescue Plan for Work Safety Accidents 《安全生產事故應急救援預案》</p>
B7 Anti-corruption B7 反貪污	<p>Company Law of the People's Republic of China 《中華人民共和國公司法》</p> <p>Anti-Money Laundering Law of the People's Republic of China 《中華人民共和國反洗錢法》</p> <p>Anti-Unfair Competition Law of the People's Republic of China 《中華人民共和國反不正當競爭法》</p> <p>Interim Provisions on Banning Commercial Bribery 《關於禁止商業賄賂行為的暫行規定》</p>	<p>Measures for the Administration of Anti-Money Laundering Work 《反洗錢工作管理辦法》</p> <p>Insider Information Management System 《內幕信息管理制度》</p> <p>Measures for the Administration of Conflicts of Interest 《利益衝突管理辦法》</p> <p>Provisions for the Administration of Affiliated Transactions 《關聯交易管理規定》</p> <p>Whistle-Blowing and Complaint Management System 《舉報投訴管理制度》</p>

## APPENDIX II: LIST OF LAWS, REGULATIONS AND INTERNAL POLICIES

### 附錄二：法律法規及內部政策清單

ESG Indicators  
ESG 指標

Laws and Regulations  
遵守法律法規

Internal Policies  
內部制度

Internal Audit System  
《內部審計制度》

Anti-Fraud Management System  
《反舞弊管理制度》

Exit Audit System for Employees on  
Key Posts  
《關鍵崗位人員離職審計制度》

B8 Community  
Investment  
B8 社區投資

Guiding Rules on House-owner Convention and  
House-Owner Committee  
《業主大會和業主委員會指導規則》

Regulations on Security Administration of Large-scale  
Mass Activities  
《大型群眾性活動安全管理條例》

Water Law of the People's Republic of China  
《中華人民共和國慈善法》

# APPENDIX III: CONTENT INDEX OF ESG REPORTING GUIDE OF THE HONG KONG STOCK EXCHANGE

## 附錄三：香港聯交所《環境、社會及管治報告指引》內容索引

Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標			Section(s) 所在章節
A. Environmental A. 環境			
Aspect A1: Emissions A1：排放物	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Performing Environmental Responsibilities 履行環保職責
	A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	Emission Management 排放物管理
	A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in metric ton) and, where appropriate, intensity (e.g., per unit of production volume, per facility). 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)。	Emission Management 排放物管理
	A1.3	Total hazardous waste produced (in metric ton) and, where appropriate, intensity (e.g., per unit of production volume, per facility). 所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	Emission Management 排放物管理
	A1.4	Total non-hazardous waste produced (in metric ton) and, where appropriate, intensity (e.g., per unit of production volume, per facility). 所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	Emission Management 排放物管理
	A1.5	Description of emissions target(s) set and steps taken to achieve them. 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	Energy and Resources Management 能源與資源管理 Emission Management 排放物管理

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	A1.6	Description of how hazardous and non-hazardous wastes are handled, measures taken to reduce them and results obtained. 描述處理有害及無害廢棄物的方法、降低產生量的措施及所得成果。	Emission Management 排放物管理
Aspect A2: Use of Resources A2：資源使用	General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源（包括能源、水及其他原材料）的政策。	Energy and Resources Management 能源與資源管理
	A2.1	Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及 / 或間接能源總耗量及密度。	Energy and Resources Management 能源與資源管理
	A2.2	Water consumption in total and intensity. 總耗水量及密度。	Energy and Resources Management 能源與資源管理
	A2.3	Description of energy use efficiency plan(s) and results obtained. 描述能源使用效益計劃及所得成果。	Energy and Resources Management 能源與資源管理
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency improvement plan(s) and results obtained. 描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。	Energy and Resources Management 能源與資源管理
	A2.5	Total packaging material used for finished products and with reference to per unit produced. 製成品所用包裝材料的總量及每生產單位佔量。	Not applicable. The Company is a non-producer, which uses no packaging material. 不適用。公司為非生產性企業，不涉及包裝材料的使用。
Aspect A3: The Environment and Natural Resources A3：環境及天然資源	General Disclosure 一般披露	Policies on minimizing the issuer's significant impacts on the environment and natural resources. 降低發行人對環境及天然資源造成重大影響的政策。	Combat climate change 應對氣候變化 Emission Management 排放物管理

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Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標			Section(s) 所在章節
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 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。	Combat climate change 應對氣候變化 Emission Management 排放物管理
Aspect A4: Climate Change A4：氣候變化	General Disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	Combating Climate Change 應對氣候變化
	A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	Combating Climate Change 應對氣候變化
B. Social B. 社會			
Aspect B1: Employment B1：僱傭	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Building a Harmonious Society Together 共建和諧社會
	B1.1	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	Employee Hiring 員工僱傭 Key Performance Indicators (KPIs) 關鍵績效指標
	B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	Employee Hiring 員工僱傭 Key Performance Indicators (KPIs) 關鍵績效指標



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Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標			Section(s) 所在章節
Aspect B2 Health and Safety B 2 健康與安全	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Employee Health and Safety 員工健康與安全
	B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year. 過去三年（包括匯報年度）每年因工亡故的人數及比率。	Key Performance Indicators (KPIs) 關鍵績效指標
	B2.2	Lost days due to work injury. 因工傷損失工作日數。	Key Performance Indicators (KPIs) 關鍵績效指標
B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	Employee Health and Safety 員工健康與安全	
Aspect B3 Development and Training B 3 發展與培訓	General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	Employee Training and Development 員工培訓與發展
	B3.1	The percentage of employees trained by gender and employee category (e.g., senior management, middle management). 按性別及僱員類別（如高級管理層、中級管理層等）劃分的受訓僱員百分比。	Key Performance Indicators (KPIs) 關鍵績效指標
	B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	Key Performance Indicators (KPIs) 關鍵績效指標

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Subject Areas, Aspects, General Disclosures and KPIs		Section(s)	
主要範疇、層面、一般披露及關鍵績效指標		所在章節	
Aspect B4: Labour Standards B4 勞工準則	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Employee Hiring and Remuneration 員工僱傭與薪酬
	B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	Employee Hiring and Remuneration 員工僱傭與薪酬
	B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	Employee Hiring and Remuneration 員工僱傭與薪酬
Aspect B5: Supply Chain Management B5：供應鏈管理	General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Regulating Suppliers Management 規範供應商管理
	B5.1	Number of suppliers by geographical region. 按地區劃分的供貨商數目。	Key Performance Indicators (KPIs) 關鍵績效指標
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored. 描述有關聘用供貨商的慣例，向其執行有關慣例的供貨商數目、以及有關慣例的執行及監察方法。	Regulating Suppliers Management 規範供應商管理
	B5.3	Policies on managing environmental and social risks of the supply chain. 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。	Regulating Suppliers Management 規範供應商管理 Abiding by Corporate Ethics 恪守企業道德
	B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 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。	Regulating Suppliers Management 規範供應商管理

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Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		Section(s) 所在章節
Aspect B6: Product Responsibility B6：產品責任	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。
		Protecting Customers' Rights and Interests 保護客戶權益 Improving Service Quality 改進服務質量
	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。
		Not applicable. The Company is a non-producer, which does not produce products subject to recalls for safety and health reasons. 不適用。公司為非生產性企業，不涉及因安全與健康理由而須回收的產品。
	B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。
		Key Performance Indicators (KPIs) 關鍵績效指標
	B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。
		Protecting Intellectual Property Rights 保護知識產權
	B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。
		Improving Service Quality 改進服務質量
	B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored. 描述消費者數據保障及私隱政策，以及相關執行及監察方法。
		Protecting Customers' Rights and Interests 保護客戶權益

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Aspect B7: Anti-corruption B7：反貪污	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Abiding by Corporate Ethics 恪守企業道德
	B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	Abiding by Corporate Ethics 恪守企業道德 Key Performance Indicators (KPIs) 關鍵績效指標
	B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	Abiding by Corporate Ethics 恪守企業道德 Key Performance Indicators (KPIs) 關鍵績效指標
	B7.3	Description of anti-corruption training provided to directors and staff. 描述向董事及員工提供的反貪污培訓。	Key Performance Indicators (KPIs) 關鍵績效指標
Aspect B8: Community Investment B8：社區投資	General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來瞭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。	Community Co-Building and Public Welfare 社區共建與公益
	B8.1	Focus areas of contribution (e.g., education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇（如教育、環境事宜、勞工需求、健康、文化、體育）。	Community Co-Building and Public Welfare 社區共建與公益
	B8.2	Resources contributed (e.g., money or time) to the focus area. 在專注範疇所動用資源（如金錢或時間）。	Community Co-Building and Public Welfare 社區共建與公益 Key Performance Indicators (KPIs) 關鍵績效指標



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