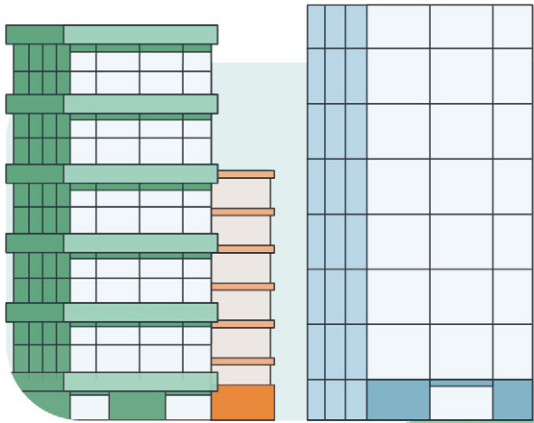


# 2022

## 朗诗绿色生活 环境、社会及管治报告 Landsea Green Life 2022 ESG Report



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# 報告編制說明

## Reporting Instructions

本報告是朗詩綠色生活服務有限公司第 3 份《環境、社會及管治（ESG）報告》，向投資者等利益相關者披露了公司在經營中對於可持續發展議題所秉持的理念、建立的管理方法、推行的工作與達到的成效。

This is the third Environmental, Social and Governance (ESG) Report of Landsea Green Life Service Company Limited, which discloses to stakeholders such as investors the Company's principles on the issue of sustainable development in its operation, the management methods established, the work implemented and the effect achieved.

## 報告範圍

### Reporting Scope

本報告範圍涵蓋朗詩綠色生活服務有限公司及其附屬公司（簡稱“朗詩綠色生活”“公司”“我們”）。除非特別說明，與朗詩綠色生活（股票代碼：1965.HK）同期合併財務報表範圍一致。

This report covers Landsea Green Life Service Company Limited and its subsidiaries (referred to as "Landsea Green Life" or the "Company" or "We"). The entities covered in this report, unless otherwise specified, are consistent with the scope of consolidated financial statements in the annual report of Landsea Green Life (stock code: 1965.HK).

## 報告期間

### Reporting Period

本報告期間為 2022 年 1 月 1 日至 2022 年 12 月 31 日。本報告中的資料如無特別說明，均為此期間內資料。

The report covers the period from January 1, 2022 to December 31, 2022. Data herein, if not otherwise specified, are all data from this time range.

## 編制依據

### Reporting Framework

本報告依據香港證券交易所《環境、社會與管治報告指引》（2022 年 1 月 1 日起生效版）。

This report is prepared pursuant to the "Environmental, Social and Governance Reporting Guide" (ESG Reporting Guide effective since January 1, 2022) of the Hong Kong Stock Exchange.

## 資料說明

### Reporting Data

報告中資料和案例來自公司實際運行的正式記錄。

The data and cases herein come from the official records of the actual operation of the Company.

報告中的財務數據均以人民幣為單位。財務數據與公司年度財務報告不符的，以年度財務報告為準。

The financial data in the report are all in RMB. In the event that any financial data is inconsistent with the Company's annual financial report, the annual financial report shall prevail.

## 報告獲取方式

### Accessibility

本報告通過電子版形式發佈，發佈平台包括證券交易所指定的資訊披露平台，亦可於公司官方網站中公告及通函頁面

(<https://www.landseawy.com/>) 線上流覽或下載。

This report is released in electronic form on such platforms as the information disclosure platform designated by the stock exchange. This report is also available for browsing or downloading at the Company's official website in the section headed "Announcements and Circulars" (<https://www.landseawy.com/>).

## 報告編制原則

### Reporting Principles

#### 重要性

##### Materiality

公司識別出投資者等利益相關者關注的實質性議題，作為本報告匯報重點。本報告中對實質性議題的匯報同時關注公司運營涉及的行業特徵以及所在地區特徵。實質性議題的分析過程及結果詳見本報告實質性議題分析章節。

The Company identifies substantial issues that investors and other stakeholders are concerned with as the focus of reporting herein. While reporting substantial issues, this report also pays attention to the industry characteristics involved in the Company's operation and the characteristics of the location of the Company. See the sections about importance analysis herein for the details of the analysis process and results of substantial issues.

#### 平衡性

##### Balance

本報告內容反映客觀事實，對涉及公司正面、負面的資訊均予以不偏不倚的披露。公司對本報告範圍內的對象，通過上海青悅信用資料庫開展檢索，在報告期間內未發現應當披露而未披露的負面事件。

This report provides objective facts and discloses KPIs involving both positive and negative information. The Company has searched about the objects within the reporting coverage via the Shanghai Qingyue Credit Data Database and has not discovered any negative event that should be disclosed but has not been disclosed in the reporting time range.

#### 量化及一致性

##### Quantitative and consistency

本報告披露關鍵定量績效指標，並披露連續三年的歷史資料。本報告對同一指標在不同報告期內的統計及披露方式保持一致；若統計及披露方式有更改，在報告附注中予以充分說明，以便利益相關者進行有意義的分析。

This report discloses key quantitative performance indicators and historical data for three consecutive years. This report is consistent with the statistics and disclosure methods of the same indicator in different reporting periods; any changes in statistics and disclosure methods are fully explained in the notes to the report so that stakeholders can make meaningful analysis.

# 01

## 關於朗詩綠色生活 About Landsea Green Life

- 業務佈局  
Business Layout
- 公司理念  
Business Philosophy
- 2022 年度 ESG 領域主要榮譽  
2022 Major ESG Awards



## 關於朗詩綠色生活 About Landsea Green Life

朗詩綠色生活服務有限公司成立於 2005 年，是一家深耕長三角、佈局全國，快速成長的綠色生活服務提供者。

朗詩綠色生活連續多年獲得“中國物業服務百強企業”“中國物業服務百強服務品質領先企業”“華東物業服務領先品牌”“年度責任感企業”等榮譽，行業排名逐年提升，2022 年位列物企百強第 23 位。

朗詩綠色生活提倡通過社區的綠色運營來持續改善人居生活體驗。2020 年 8 月，上海朗詩虹橋綠郡獲得全球首個 BREEAM In-Use V6 住宅類項目運營認證。2021 年 12 月，南京朗詩鐘山綠郡獲得全球首個 BIU-V6 住宅類項目運營最高級別 6 星認證，成為與國際接軌、國內領先的綠色運營標桿項目，印證了朗詩綠色生活對於可持續建築及環境維護的服務能力，已具備全球範圍內的標杆效應。

Landsea Green Life Service Co., Ltd. (hereinafter referred to as "Landsea Green Life", "Company" or "we"), founded in 2005, is a fast-growing green life service provider deeply engaged in the Yangtze River Delta, with a nationwide layout.

Landsea Green Life has won the honors of "China's Top 100 Property Service Enterprises", "China's Top 100 Property Service Quality Leading Enterprises", "East China Property Service Leading Brand" and "Annual Responsibility Enterprise" for many consecutive years, and its industry ranking has improved year by year, ranking 23rd among the Top 100 Property Enterprises in 2022.

Landsea Green Life advocates the continuous improvement of the living experience through the green operation of the community. In August 2020, Shanghai Landsea Hongqiao Green County obtained the world's first BREEAM In-Use V6 residential project operation certification. In December 2021, Nanjing Landsea Zhongshan Green County obtained the world's first BIU-V6 residential project operation highest level 6-star certification. These have become an internationally-certified and nationally leading projects, demonstrating that Landsea Green Life's service capabilities of sustainable buildings and environmental maintenance have set up a benchmark for the world.

### 公司名稱 Company Name

朗詩綠色生活服務有限公司  
Landsea Green Life Service Company Limited

### 總部地址 Headquarters Address

中國江蘇省南京市  
Nanjing, Jiangsu, China

### 主要業務 Main businesses

物業管理服務、非業主增值服務、社區增值服務  
Property management service, value-added services for non-property owners, and community value-added services

### 主要運營地 Main cities of operation

南京、上海、杭州、深圳等 36 個城市  
36 cities such as Nanjing, Shanghai, Hangzhou and Shenzhen



## 業務佈局 Business Layout

依託十餘年專業綠色社區運營服務經驗，朗詩綠色生活堅持以客戶為導向，致力於打造及營運溫情社區，為廣大客戶提供多元化的物業管理服務、非業主增值服務以及社區增值服務，服務項目涵蓋住宅、寫字樓、公共設施、醫院、學校、產業園區、銀行等多種業態。

截至 2022 年 12 月 31 日，朗詩綠色生活已進駐全國 36 個城市，在管項目達到 203 個，在管面積達到 2,918 萬平方米，合約面積達到 3,709 萬平方米，服務業主數量超過 24 萬戶。

Landsea Green Life has more than ten years of professional green community service experience, sticks to the customer-oriented approach and is committed to building warm communities and providing diversified property management services for property owners, value-added services to non-property owners and community value-added services. The types of properties we have managed include residential buildings, office buildings, public facilities, schools, industrial parks, hospitals, and bank outlets.

As of December 31, 2022, Landsea Green Life had 203 service projects in 36 cities. Gross floor area ("GFA") under management reached 29.18 million square meters and GFA according to management agreements reached 37.09 million square meters, involving more than 240,000 property owners.

## 公司理念 Business Philosophy

朗詩綠色生活恪守“人本、陽光、綠色”的核心價值觀，致力於成為最受客戶信賴的生活服務商，引領綠色健康生活，與客戶攜手共創美好未來。

Landsea Green Life sticks to the core values of being "people-oriented, positive and green" and is dedicated to becoming the most trustworthy life services provider, leading a green and healthy life, and creating a better future together with our customers.



## 2022 年度 ESG 領域主要榮譽 2022 Major ESG Awards

2022 年，朗詩綠色生活連續第三年榮獲北京中指資訊技術研究院頒發的“2022 年中國物業管理年度社會責任感企業”證書。同時，公司還榮獲“2022 年中國物業服務 ESG 發展優秀企業”，並入選 2022 中國物業服務上市公司 ESG 測評報告“2022 中國物業服務上市公司 ESG 實踐優秀企業”“2022 中國物業服務上市公司環境責任 (E) 優秀企業”“2022 中國物業服務上市公司社會責任 (S) 優秀企業”及“2022 中國物業服務上市公司公司治理 (G) 優秀企業”榮譽榜單。此外，公司在每日經濟新聞舉辦的 2022 第十二屆中國價值地產年會上，榮獲“年度價值綠色企業”。

In 2022, Landsea Green Life won "2022 China Leading Property Management Enterprise in Terms of Social Responsibility" issued by the Beijing China Index Academy for the third year in a row. Meanwhile, the Company also won the honor "2022 China Top Property Services Enterprise in ESG Development." It was also selected into the honorary list of "2022 China's Top Listed Property Services Companies in ESG Practices," "2022 China's Top Listed Property Services Companies in Environmental Responsibility (E)," "2022 China's Top Listed Property Services Companies in Social Responsibility (S)" and "2022 China's Top Listed Property Services Companies in Corporate Governance (G)." In addition, the Company won the "Annual Value Green Enterprise" at the 12th Annual Meeting of China Value Real Estate held by National Business Daily in 2022.

★



**【2022 年中國物業管理年度社會責任感企業】**  
2022 China's Leading Property Management Enterprise in Terms of Social Responsibility

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**【2022 年中國物業服務 ESG 發展優秀企業】**  
2022 China's Top Property Services Enterprise in ESG Development

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**【2022 年年度價值綠色企業】**  
2022 Annual Value Green Enterprise

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**【2022 年中國物業服務品牌特色企業——綠色運營】**  
2022 Featured Brand of China Property Management Service: Green Operation



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**【2022 中國物業服務雇主品牌影響力領先企業】**  
2022 China's Leading Property Service Employer Brand

# 02

## ESG 管治 ESG Governance

- 董事會 ESG 管治聲明  
The Board Statement of ESG Governance
- 利益相關者溝通  
Stakeholder Communication and Engagement
- 實質性議題分析  
Materiality Issue Assessment



## ESG 管治 ESG Governance

### 董事會 ESG 管治聲明 The Board Statement of ESG Governance

### 董事會對 ESG 事宜的管治 Supervision of the Board of Directors on ESG Matters

朗詩綠色生活搭建了自上而下的環境、社會及管治（ESG）管理架構。朗詩綠色生活董事會作為決策機構，承擔 ESG 戰略和信息披露的整體責任；管理層負責推進董事會決策的落實，並向董事會匯報 ESG 工作進展及成果；管理層下設 ESG 工作小組，負責開展利益相關者溝通、ESG 信息披露與報告編制等具體 ESG 工作的執行。

Landsea Green Life has established a top-down Environmental, Social and Governance management structure. As the decision-making body, the Board of Directors of Landsea Green Life bears the overall responsibility for ESG strategy and information disclosure. The management is responsible for pushing forward the implementation of the decisions of the Board of Directors and reporting the progress and achievements of ESG work to the Board of Directors. Under the Management an ESG working group has been set up, which carries out specific ESG work, such as communication with stakeholders, ESG information registration, and report preparation, among others.



## 朗詩綠色生活 ESG 工作職責

### ESG Responsibilities of Landsea Green Life



#### 董事會的 ESG 職責

##### ESG Responsibilities of the Board of Directors

董事會是 ESG 管理的最高決策機構，其主要職責包括：

Board of Directors, as the highest decision-making body of ESG management, shoulders the following main responsibilities:

- (a) 監督公司之可持續發展管治的實踐、發展策略，確保健全、良好的 ESG 治理及保障各利益相關者的利益。
- (a) Supervise the Company's practice and development strategy of sustainable development governance, ensure sound and good ESG governance and safeguard the interests of all stakeholders.
- (b) 確保公司在識別、防控 ESG 相關風險的管理，以及內部控制體系的有效性。
- (b) Ensure the company's management in identifying, preventing and controlling ESG-related risks and the effectiveness of its internal supervision and control system.



#### 管理層的 ESG 職責

##### ESG Responsibilities of the Management

管理層支持董事會履行決策職責，其主要職責包括：

The Management supports the Board of Directors to perform decision-making duties, and its main responsibilities include:

- (a) 指導和檢討朗詩綠色生活 ESG 管理方針及策略的制定，確保其與時並進、切合所需，並符合適用的法律及監管要求；
- (a) Guide and review the formulation of the ESG management policy and strategy of Landsea Green Life to ensure that the policy and strategy keep pace with the times, and meet demand and the applicable legal and regulatory requirements;
- (b) 監察朗詩綠色生活 ESG 目標的制定和實施，包括：制定朗詩綠色生活 ESG 管治績效目標，檢討目標實現的進度，並就實現目標所需採取的行動提供建議；
- (b) Supervise the formulation and implementation of the objectives of Landsea Green Life's ESG goals, including: formulate the ESG management performance goals of Landsea Green Life; review the progress of achieving the goals, and provide suggestions on the actions necessary to achieve the goals;
- (c) 監察外部 ESG 趨勢，將影響公司 ESG 方針及策略、目標制定的重要趨勢匯報董事會；
- (c) Monitor external ESG trends, and report important trends that affect the company's ESG policies, strategies and objectives to the Board of Directors;
- (d) 指導和檢討朗詩綠色生活重要 ESG 議題的識別和排序；
- (d) Guide and review the identification and sequencing of important ESG issues of Landsea Green Life;



#### 管理層的 ESG 職責

##### ESG Responsibilities of the Management

- (e) 審閱年度《環境、社會及管治報告》及其他 ESG 相關披露信息，並向董事會提出建議以供批准；
- (e) Review the annual Environmental, Social and Governance Report and other disclosed information relevant to ESG, and make recommendations to the Board of Directors for approval;
- (f) 識別與朗詩綠色生活有關的 ESG 風險與機遇，評估此類風險或機遇對公司的影響，並就風險或機遇的應對向董事會提供建議。
- (f) Identify ESG risks and opportunities related to Landsea Green Life, evaluate the impact of such risks or opportunities on the company, and provide suggestions to the Board of Directors on how to deal with the risks or opportunities.



#### ESG 工作小組的 ESG 職責

##### ESG Responsibilities of the ESG Working Group

ESG 工作小組由物業管理中心、人力行政中心等 ESG 工作相關部門各派成員組成，其責任包括：

The ESG Working Group consists of members from various departments related to ESG work, such as the Property Service Center, HR & Administration Center, etc. Its responsibilities include:

- (a) 根據朗詩綠色生活 ESG 管治方針和策略、目標，制定具體 ESG 工作計劃並執行；
- (a) Formulate specific ESG work plans according to the Landsea Green Life ESG management policy, strategy and objectives and implement those plans;
- (b) 定期統計、分析 ESG 績效資料，並提交管理層審議以使其瞭解朗詩綠色生活 ESG 管治績效目標實現進度；
- (b) Regularly count and analyze ESG performance data, and submit it to the Management for review so that the Management is informed of the progress of achieving the ESG management performance goals of Landsea Green Life;
- (c) 定期檢索 ESG 負面信息，並提交管理層以使其知曉朗詩綠色生活 ESG 風險；
- (c) Regularly check ESG negative information and submit it to the Management so that the Management is informed of the ESG risks of Landsea Green Life;
- (d) 協助編制年度 ESG 報告，並提交管理層和董事會審議及批准予以披露；
- (d) Assist in preparing the annual ESG report and submit it to the Management and the Board of Directors for consideration and approval for disclosure;
- (e) 提交管理層和董事會制定 ESG 決策所需用的其他資料；
- (e) Submit other information needed by the Management and the Board of Directors to make ESG decisions; and
- (f) 管理層授予的其他職責。
- (f) Other responsibilities assigned by the Management.

## ESG 管治方針與策略：ESG 目標及 2022 年度進展

### ESG governance policy and strategy: ESG goals and progresses in 2022

可持續發展已成為全球發展的核心議題之一，而企業的 ESG 管治與實踐則是推動可持續發展的重要基礎。朗詩綠色生活作為負責任的物業服務提供者，以“引領品質生活，共創美好未來”為使命，持續提升 ESG 管治水平，打造可持續社區，助力可持續城市建設。

Sustainable development has become one of the core issues of global development, and corporate ESG management and practice is an important foundation to promote sustainable development. Landsea Green Life, as a responsible property service provider, with the mission of "Lead life services, create a wonderful future", constantly improves ESG management level, builds sustainable communities and boosts sustainable urban construction.

為確保朗詩綠色生活 ESG 策略的有效性，董事會每年審視公司重要 ESG 議題的識別結果，確保公司的 ESG 策略涵蓋重要的 ESG 議題。確定重要性的過程將遵循以下原則：

To ensure the effectiveness of the ESG strategy of Landsea Green Life, the Board of Directors examines the identification results of important ESG issues of the Company every year to ensure that the Company's ESG strategy covers important ESG issues. The process of determining importance will abide by the following principles:

- 納入重要利益相關者的意見，識別重要利益相關者關注的 ESG 議題；
- Incorporate the opinions of important stakeholders and identify ESG issues concerning important stakeholders;

- 參考管理層及 ESG 領域專家的意見，並對標優秀同業，識別對公司業務有重要影響的 ESG 議題。

- Incorporate opinions of Management and ESG experts, conduct peer analysis and ultimately identify ESG issues with an important impact on the company's business;

由董事會審視將利益相關者關注度高的議題且對公司業務有重要影響的議題作為高實質性 ESG 議題。

The Board of Directors examines the issues that are highly concerned by stakeholders and have an important impact on the company's business as important ESG issues.

公司已對標聯合國可持續發展目標（Sustainable Development Goals，簡稱 SDGs），參考英國建築研究院（Building Research Establishment，簡稱 BRE）綠色建築運營標準（BREEAM In-Use，簡稱 BIU），制定了領先、科學的 2025 年 ESG 發展策略，聚焦“溫暖包容”“安全健康”“綠色低碳”三大領域，不斷提升公司 ESG 表現，為實現全球可持續發展目標做出貢獻。

In an effort to achieve the United Nations Sustainable Development Goals (SDGs) and with reference to the BREEAM In-Use (BIU) of the Building Research Establishment (BRE), the Company has formulated a leading and scientific ESG development strategy for 2025, focusing on the three major areas of being "warm and inclusive," "safe and healthy," and "green and low-carbon," constantly improving the Company's ESG performance, and contributing to the achievement of the global sustainable development goals.

#### 朗詩綠色生活 2025 年 ESG 發展策略及目標制定原則

#### Landsea Green Life's principles for formulating ESG development strategy and goals 2025

##### 領先性 Leading



積極回應聯合國可持續發展目標，以自身行動承接可持續發展目標。

In active response to the sustainable development goals of the United Nations, Landsea Green Life undertakes the sustainable development goals with their own actions.

對標 BREEAM In-Use 評估維度，接軌行業領先的可持續發展評價體系。

Being benchmarked against BREEAM In-Use assessment dimension, Landsea Green Life follows the industry-leading sustainable development assessment system.

##### 科學性 Scientific



對標聯交所新版《ESG 報告指引》目標設定要求。

Strive to meet the goal setting requirements in the new version of ESG Reporting Guidelines of the Hong Kong Stock Exchange.

綜合分析朗詩綠色生活同業企業歷史資料制定 ESG 量化目標。

Conduct a comprehensive analysis of historical data of Landsea Green Life peers and develop ESG quantitative objectives.

選定合理的基準年與目標年，統計口徑清晰。

Select reasonable base year and target year with a definite statistical caliber.



公司在“溫暖包容”“安全健康”“綠色低碳”三大領域中制定了明確的 ESG 量化績效目標。董事會於每年上半年審視公司上一年度 ESG 績效及 ESG 績效目標達成情況，並於 ESG 報告中披露，從而推動 ESG 績效目標的實現。

The Company has set clear ESG quantitative performance goals in the three areas of being “warm and inclusive”, “safe and healthy”, and “green and low-carbon”. In the first half of each year, the Board of Directors examines the company's ESG performance and the achievement of ESG performance goals in the previous year, and discloses it in the ESG report, so as to push forward the realization of ESG performance goals.

領域 Pillars	ESG 量化績效目標 ESG Quantitative Goals	2022 年目標完成情況 Progresses in 2022
<b>溫暖包容</b> Warm and Inclusive	到 2025 年，員工培訓覆蓋率達 <b>100%</b> By 2025, the employee training coverage will reach <b>100%</b>	2022 年，員工培訓覆蓋率達 <b>70.01%</b> In 2022, the employee training coverage reached <b>70.01%</b>
<b>健康安全</b> Healthy and Safe	<p>運維社區每年舉行至少 <b>2</b> 次突發事件演習 In projects under our operation &amp; maintenance, at least <b>2</b> emergency drills are conducted each year</p> <p>員工、執行董事反貪污培訓覆蓋率為 <b>100%</b> The anti-corruption training coverage of employees and executive directors is <b>100%</b></p> <p>運維每月對社區健身設施、無障礙設施維護 <b>2</b> 次及以上，確保設備設施完備 The operation &amp; maintenance department shall maintain the community fitness facilities and barrier-free facilities <b>2</b> or more every month to ensure that the facilities are intact</p>	<p>運維社區每年平均舉行了 <b>2</b> 次突發事件演習，完成至少 <b>2</b> 次的目標 In projects under our operation &amp; maintenance, at least <b>2</b> emergency drills were conducted each year. The goal of at least <b>2</b> drills has been completed</p> <p>員工、執行董事反貪污培訓覆蓋率為 <b>100%</b>，達到既定目標 The anti-corruption training coverage of employees and executive directors was <b>100%</b>, and the goal has been reached</p> <p>運維每月對社區健身設施、無障礙設施維護至少 <b>4</b> 次，超過至少 <b>2</b> 次的目標 The operation &amp; maintenance department maintained the community fitness facilities and barrier-free facilities for at least <b>4</b> times a month to ensure that the facilities are intact, exceeding the goal of at least <b>2</b> times</p>

領域 Pillars	ESG 量化績效目標 ESG Quantitative Goals	2022 年目標完成情況 Progresses in 2022
<b>綠色低碳</b> Green and low-carbon	<p><b>應對氣候變化</b> Climate change mitigation and adaptation 2023 年，實現<b>範圍一</b>的碳中和； 2025 年，實現<b>範圍二</b>的碳中和； 力爭 2030 年，實現<b>範圍三</b>（價值鏈）的碳中和 In 2023, realize <b>carbon neutrality in Scope 1</b>; in 2025, realize <b>carbon neutrality in Scope 2</b>; and strive to achieve carbon neutrality in Scope 3 (value chain) by 2030</p> <p><b>能源管理</b> Energy Management 2025 年單位面積綜合能耗 2020 年下降 <b>10%</b> Comprehensive energy consumption per unit area decreased by <b>10%</b> in 2020</p> <p><b>水資源管理</b> Water Management 2025 年單位面積水資源消耗較 2020 年降低 <b>15%</b> The consumption of water resources per unit area in 2025 will be <b>15%</b> lower than that in 2020</p> <p><b>廢棄物管理</b> Waste management 2025 年無害廢棄物回收利用率達到 <b>50%</b> The recycling rate of non-hazardous waste will reach <b>50%</b> by 2025 有害廢棄物 <b>100%</b> 合規處理 <b>100%</b> compliant disposal of hazardous waste</p>	<p><b>應對氣候變化</b> Climate change mitigation and adaptation 範圍一：減少燃油機具使用、線上會議代替出行拜訪 Scope 1: Reduced the usages of fuel-powered equipments and machine and adapted virtual meeting instead of on-site visit 範圍二：執行能源管理問責制度 Scope 2: Implemented accountability in energy management 範圍三：與南京大學（溧水）生態環境研究院開發“低碳社區智慧管理平台”，推進範圍三（價值鏈）的碳中和目標達成 Scope 3: Developed the carbon reduction and green operation and maintenance system with the Lishui Institute of Ecological Environment, Nanjing University</p> <p><b>能源管理</b> Energy Management 2022 年單位面積綜合能耗較 2020 年下降 <b>75.01%<sup>1</sup></b> Comprehensive energy consumption per unit area decreased by <b>75.01%<sup>1</sup></b> in 2022</p> <p><b>水資源管理</b> Water Management 2022 年單位面積水資源消耗較 2020 年降低 <b>18.02%</b> The consumption of water resources per unit area in 2022 was <b>18.02%</b> lower than that in 2020</p> <p><b>廢棄物管理</b> Waste management 2022 年無害廢棄物回收利用率達到 <b>77.2%</b> The recycling rate of non-hazardous waste reached <b>77.2%</b> in 2022 有害廢棄物 <b>100%</b> 合規處理 <b>100%</b> compliant disposal of hazardous waste</p>

註：[1] 2022 年，由於公司規模擴大，辦公區域的單位面積擴大，單位面積綜合能耗也相應減少。

Note: [1] In 2022, comprehensive energy consumption per unit area decreased due to increasing unit area caused by business expansion.

## 利益相關者溝通 Stakeholder Communication and Engagement

朗詩綠色生活重視各利益相關者的意見，包括股東與投資者，客戶、政府及監管機構等。為了深入瞭解各方關注重點與要求，朗詩綠色生活與利益相關者建立常態化的溝通機制，將利益相關者關注的議題納入公司的運營和決策過程中，並積極回應利益相關者的要求和期望，同時提升公司的可持續發展能力。

Landsea Green Life values the opinions of all stakeholders, including shareholders, investors, employees, customers, suppliers, communities, industries, governments, and regulatory agencies. In order to gain insights into the concerns and demands of all parties, Landsea Green Life establishes a regular communication mechanism with stakeholders, incorporated stakeholders' concerns into the company's operations and decision-making processes, and actively responded to stakeholders' demands and expectations, while increasing its capabilities for sustainable development.



### 公司主要利益相關者及溝通方式

#### Stakeholder Communication and Engagement Channels

主要利益相關者 Main Stakeholders	股東與投資者 Shareholders and investors	政府及監管機構 Government and regulatory agencies	客戶（業主、租戶） Clients (property owners and tenants)	供應商 Suppliers	員工 Employees	行業夥伴 Industry	社區 Community
<b>溝通管道</b> Communication Channels	<ul style="list-style-type: none"> <li>• 股東大會 General meeting of shareholders</li> <li>• 信息披露 Information disclosure</li> <li>• 路演 Roadshow</li> </ul>	<ul style="list-style-type: none"> <li>• 項目合作 Project cooperation</li> <li>• 會議交流 Communication meetings</li> <li>• 監督檢查 Supervision and inspection</li> </ul>	<ul style="list-style-type: none"> <li>• 客戶滿意度調查 Customer satisfaction survey</li> <li>• 業主見面會、400 等溝通管道 Meeting with property owners, "400" hotline, and other communication channels</li> <li>• 社區活動 Community activities</li> </ul>	<ul style="list-style-type: none"> <li>• 供應商評估與審核 Supplier evaluation and audit</li> <li>• 供應商履約評估 Supplier evaluation for contract fulfillment</li> </ul>	<ul style="list-style-type: none"> <li>• 定期會議 Regular meetings</li> <li>• 員工活動 Staff activities</li> <li>• 投訴與回饋 Complaints and feedback</li> </ul>	<ul style="list-style-type: none"> <li>• 行業協會組織 Industry associations</li> <li>• 行業會議 Industry conference</li> </ul>	<ul style="list-style-type: none"> <li>• 社區活動 Community activities</li> <li>• 定期溝通 Regular communication</li> <li>• 微信等媒體溝通 WeChat and other media for communication</li> </ul>
<b>關注議題</b> Concerned Issues	<ul style="list-style-type: none"> <li>• 合規運營 Compliance operation</li> </ul>	<ul style="list-style-type: none"> <li>• 合規運營 Compliance operation</li> <li>• 反腐敗 Anti-corruption</li> <li>• 排放物管理 Waste management</li> <li>• 綠色運營 Green operation</li> <li>• 水資源管理 Water management</li> <li>• 應對氣候變化 Climate change mitigation and adaptation</li> </ul>	<ul style="list-style-type: none"> <li>• 服務品質 Service quality and satisfaction</li> <li>• 客戶安全與健康 Customers' safety and health</li> <li>• 客戶資訊與私隱保護 Customer data and privacy protection</li> </ul>	<ul style="list-style-type: none"> <li>• 供應鏈管理 Supply chain management</li> <li>• 反腐敗 Anti-corruption</li> </ul>	<ul style="list-style-type: none"> <li>• 員工權益與福利 Employee's right and benefit</li> <li>• 員工培訓與發展 Employee training and development</li> <li>• 職業健康與安全 Occupational health and safety</li> </ul>	<ul style="list-style-type: none"> <li>• 知識產權保護 Intellectual property protection</li> </ul>	<ul style="list-style-type: none"> <li>• 社區共建 Community support</li> <li>• 社會公益 Charity and volunteering</li> </ul>

## 實質性議題分析 Materiality Issue Assessment

2022年，公司按照實質性議題界定與識別、實質性議題評估與篩選的程式，依據香港聯合交易所有限公司《環境、社會及管治報告指引》和全球報告倡議組織《可持續發展報告標準》，結合朗詩綠色生活的社會責任理念、戰略和業務重點，對標國內外同行業優秀報告，識別出20項對公司和利益相關者關注的重要環境、社會與管治議題。公司連同專家，從對利益相關者的重要性，以及對公司的重要性兩個方面，對實質性議題的進行排序。

In 2022, based on the Environmental, Social and Governance Reporting Guide issued by HKEX and the Guideline of Sustainable Development Report issued by the Global Reporting Initiative (GRI), combined with the company's corporate social responsibility concept, strategy and business focus, as well as domestic and global peer benchmark, Landsea Green Life identified 20 important environmental, social and governance issues most relevant to the company and its stakeholders. By consulting experts, the Company prioritizes substantial issues against two dimensions, that is, impact on its stakeholders and impact on company itself.

### 實質性議題分析過程

#### Process of Materiality Issue Assessment

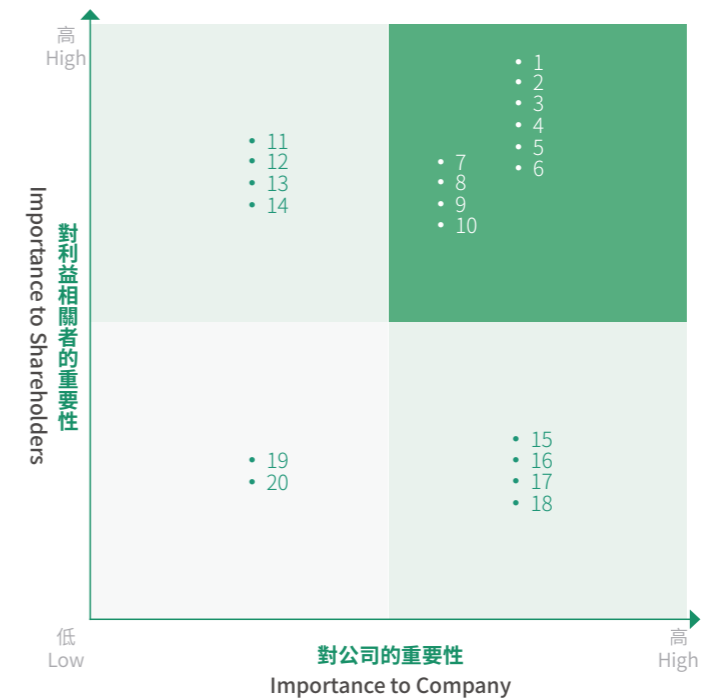


### 議題調整說明

#### Issue Adjustment Statement

議題 Issue	狀態 Status	說明 Statement
能源管理 Energy Management	增加 Added	該議題對公司利益相關者的重要性在增加，並符合公司的 ESG 管理目標 This issue is increasingly important to stakeholder and to Company's ESG Goals
廢水管理 Wastewater Management	議題拆分 Restated	公司重新定義議題 This issue is redefined by the Company
廢棄物管理 Waste Management		
經濟績效 Economic Performance	刪除 Deleted	在 ESG 方面，該議題對公司利益相關者的重要性在下降 This issue is decreasingly important to stakeholders in ESG-related area

## 實質性議題矩陣 Materiality Matrix



高實質性議題 High-material Issues	較高實質性議題 Relatively high-material Issues	一般實質性議題 Material Issues
1 服務品質與滿意度 Service Quality and Satisfaction	11 職業健康與安全 Occupational Health and Safety	19 供應鏈管理 Supply Chain Management
2 客戶信息與私隱保護 Customer Information and Privacy Protection	12 智慧物業 Smart Property Management	20 社區公益 Charity and Volunteering
3 綠色運營 Green Operation	13 員工培訓與發展 Employee Training and Development	
4 客戶安全與健康 Customer Safety and Health	14 全方位生活服務管理 Comprehensive Life Service Management	
5 合規運營 Compliance Management	15 廢水管理 Wastewater Management	
6 反腐败 Anti-corruption	16 廢棄物管理 Waste Management	
7 員工權益與福利 Employee's Right and Benefit	17 水資源管理 Resource Management	
8 社區共建 Community Support	18 能源管理 Energy Management	
9 知識產權保護 Intellectual Property Protection		
10 應對氣候變化 Climate Change Mitigation and Adaption		



# 03

## 公司管治責任 Corporate Governance Responsibilities

- 董事會多元化  
Diversity on the Board of Directors
- 風險管理  
Risk Management
- 合規經營  
Compliance Management
- 反貪污與反賄賂  
Anti-corruption and Whistle-blowing



## 公司管治責任

### Corporate Governance Responsibilities

#### 董事會多元化

#### Diversity on the Board of Directors

朗詩綠色生活建立職責明確的公司管治機制。董事會下設審核委員會、薪酬委員會、提名委員會。朗詩綠色生活充分考慮董事的專業背景、性別、年齡等因素，以推動董事會多元化發展。朗詩綠色生活董事會共有 8 名董事構成，其中 3 名董事為獨立非執行董事，占比 37.5%。現任董事中有 3 名女性董事，占比 37.5%。同時，董事擁有金融、會計、工商管理、工程等專業背景及豐富行業經驗，以綜合視角和觀念引領公司發展。

Landsea Green Life has established a corporate governance mechanism with clearly defined responsibilities. Under the Board of Directors, there are the Audit Committee, the Remuneration Committee and the Nomination Committee. Landsea Green Life fully considers the professional background, gender, age and other factors of directors to promote the diversified development of the Board of Directors. The Board of Directors of Landsea Green Life consists of 8 directors, of which 3 directors are independent non-executive directors, accounting for 37.5%. There are 3 female directors now, accounting for 37.5%. Meanwhile, the directors come from different professional backgrounds such as finance, accounting, business administration, engineering and have rich industry experience, leading the Company's development with comprehensive perspectives and concepts.



**37.5%**

女性董事占比  
Ratio of Female Directors



**37.5%**

獨立非執行董事占比  
Ratio Of Independent Non-executive Directors

#### 風險管理

#### Risk Management

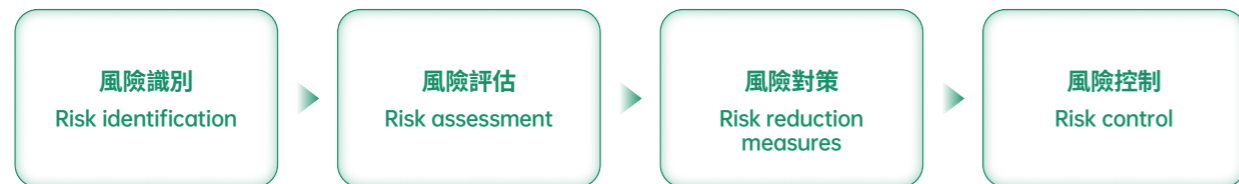
朗詩綠色生活不斷完善風險管理的組織體系，識別存在于體系策劃、企業宗旨變化、戰略變化、內外部環境變化、組織及其背景、利益相關者的需求和期望變化等方面的風險與機遇，持續優化風險管理流程與制度，切實提升全面風險管理能力。

Landsea Green Life has been improving its organizational system of risk management to identify risks and opportunities in system planning, changes in corporate mission, strategic changes, changes in internal and external environments, changes in organization and its background, and changes in the needs and expectations of stakeholders, while keeping optimizing risk management processes and systems to effectively improve its overall risk management capabilities.



### 風險管理流程

#### Risk Management Process



2022年，朗詩綠色生活識別了品質與安全風險、供應鏈風險、員工風險、氣候變化及廢棄物管理等風險。公司執行層收集、分類在經營過程中發生的各項風險，並向管理層匯報，最後管理層商議並指導編制《綠色生活風險一本通》。公司結合風險發生的可能性及影響程度進行風險評估及處理等級劃分，制定相應的風險管理對策，便於開展風險控制工作。

In 2022, Landsea Green Life identified such risks as quality and safety risks, supply chain risks, employee risks, climate change and waste management risks. The executive team of the Company collected and classified various risks in the process of operation and management, and report to the Management which discussed and supervised the formulation of Risk Examination Brochure of Landsea, The Company assessed and compartmentalized risks based on probability and severity of impact, strategized corresponding risk management plan and react accordingly.

### 公司的主要運營風險

#### Main Operational Risks of the Company



### 經營風險

#### Operational Risk



## 合規經營 Compliance Management

朗詩綠色生活以合規經營為履行社會責任的基礎。公司在環境、員工僱傭、薪酬、福利、反歧視、平等機會、工作時數、假期、解僱、職業健康及安全、產品和服務信息與商業標識、市場營銷等方面依法合規經營。報告期內，公司未獲悉主要供應商在商業道德、環境保護、人權及勞工措施上出現重大違法違規經營事件。

Landsea Green Life regards compliance operation as the foundation for fulfilling its social responsibilities. The Company operates in compliance with laws and regulations in terms of environment, recruitment, salary, benefits, anti-discrimination, equal opportunities, working hours, holidays, decruitment, occupational health and safety, information and business logos of product and service, and marketing. During this reporting period, in the knowledge of the Company, there was no confirmed major non-compliance incident in relation to business ethics, environmental protection, human rights and labour practices by major suppliers in terms of business ethics, environmental protection, human rights, and labour practices.

公司遵守的主要的法律法規及相關規定見下表：

See the following table for the main laws, rules and regulations complied by the Company:

### 產品責任 Product responsibility

《中華人民共和國產品品質法》《中華人民共和國消費者權益保護法》《中華人民共和國建築法》《中華人民共和國廣告法》《中華人民共和國民法典》《中華人民共和國商標法》《中華人民共和國著作權法》《中華人民共和國政府採購法》及《中華人民共和國招標投標法》等

Law of the People's Republic of China on Product Quality, Law of the People's Republic of China on the Protection of Rights and Interests of Consumers, Construction Law of the People's Republic of China, Advertising Law of the People's Republic of China, Civil Code of the People's Republic of China, Trademark Law of the People's Republic of China, The Copyright Law of the People's Republic of China, Government Procurement Law of the People's Republic of China and The Bidding Law of the People's Republic of China, etc.

### 環境保護 Environmental protection

《中華人民共和國環境保護法》《中華人民共和國大氣污染防治法》《中華人民共和國固體廢棄物污染防治法》《中華人民共和國水污染防治法》《中華人民共和國循環經濟促進法》等

Environmental Protection Law of the People's Republic of China, Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution, Law of the People's Republic of China on the Prevention and Control of Solid Waste Pollution, Law of the People's Republic of China on the Prevention and Control of Water Pollution, Circular Economy Promotion Law of the People's Republic of China, etc.

### 僱傭與勞工 Recruitment and labour

《中華人民共和國勞動法》《中華人民共和國勞動合同法》《中華人民共和國民法典》《中華人民共和國未成年人保護法》《中華人民共和國社會保險法》《中華人民共和國就業促進法》等

The Labour Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China, Civil Code of the People's Republic of China, the Law of the People's Republic of China on the Protection of Minors, the Social Insurance Law of the People's Republic of China, the Employment Promotion Law of the People's Republic of China, etc.

### 職業健康與安全 Occupational health and safety

《中華人民共和國勞動法》《中華人民共和國勞動合同法》《中華人民共和國民法典》《中華人民共和國職業病防治法》等

The Labour Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China, Civil Code of the People's Republic of China, Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases, etc.

### 反貪污 Anti-corruption

《中華人民共和國民法典》《中華人民共和國刑法》《中華人民共和國治安管理處罰法》《中華人民共和國反不正當競爭法》《中華人民共和國反壟斷法》《中華人民共和國監察法》《物業管理條例》《企業內部控制應用指引》等

The Civil Code of the People's Republic of China, the Criminal Law of the People's Republic of China, the Law of the People's Republic of China on Public Security Administration Punishments, the Law of the People's Republic of China for Countering Unfair Competition, the Anti-Monopoly Law of the People's Republic of China, the Supervision Law of the People's Republic of China, the Property Management Regulations, and the Guidelines for the Application of Internal Control in Enterprises, among others.

2022 年，審計監察部對朗詩綠色生活旗下合資公司——安居朗詩物業服務（揚州）有限公司開展合規經營專項審計。審計監察部工作人員總計識別 13 項待提升項，並向公司管理層及安居朗詩物業服務（揚州）有限公司出具專項審計報告並要求整改。安居朗詩物業服務（揚州）有限公司依據審計結果完成整改，並完善了內部控制體系。

In 2022, the Audit and Supervision Department conducted an audit on the compliance management of Anju Landsea Property Service (Yangzhou) Co., Ltd., a joint venture under Landsea Green Life. The staff of the Audit and Supervision Department identified 13 items to be improved, and issued an audit report to the Management of the Company and Anju Landsea Property Services (Yangzhou) Co., Ltd., requiring rectification. Anju Landsea Property Service (Yangzhou) Co., Ltd. completed the rectification according to the audit results and improved its internal control system.

## 反貪污與反賄賂

### Anti-corruption and Whistle-blowing

朗詩綠色生活依據《中華人民共和國刑法》《中華人民共和國反不正當競爭法》《中國人民共和國反洗錢法》等法律法規及相關規定，開展反貪污、反賄賂的管理工作。

朗詩綠色生活堅持朗詩控股<sup>1</sup>“四不鐵律”要求，在反貪污、反腐敗方面與朗詩控股制度統一，標準統一，執行朗詩控股《反腐敗條例》《朗詩控股廉潔從業規範手冊》《朗詩控股審計監察制度》。公司堅決貫徹“不行賄受賄、不偷稅漏稅、不做假賬、不欺騙客戶”的“四不鐵律”，捍衛企業文化和價值觀。

公司反貪污及反賄賂主責部門為原朗詩綠色生活監察室升級成立的審計監察部。審計監察部由朗詩綠色生活總裁直接領導，聯合朗詩控股審計監察部，全面統籌朗詩綠色生活反貪污、反賄賂、反舞弊工作。2022年，公司對貪污與賄賂風險較高的崗位和業務進行預警處理，並展開相應管理行動。

Landsea Green Life conducts anti-corruption and anti-bribery management in accordance with the Criminal Law of the People's Republic of China, Law of the People's Republic of China for Countering Unfair Competition, Law of the People's Republic of China for Anti-Money Laundering and other relevant regulations.

Landsea Green Life enforces the requirements of the Landsea Holding's<sup>1</sup> "four iron disciplines", and is unified with the the Landsea Holdings' system and standards in anti-corruption. It implements the Group's Anti-corruption Regulations, Integrity Practice Manual of the Landsea Holdings and Audit and Supervision System of the Landsea Holdings. Landsea Green Life resolutely implements the strict requirements of the "four iron disciplines", that is, "no bribery, no tax evasion, no false accounting and no cheating on customers", defending the corporate culture and values.

The Company's main anti-corruption and anti-bribery department is the Audit and Supervision Department upgraded from the original Landsea Green Life Supervision Office. The Audit and Supervision Department, directly led by the President of Landsea Green Life, comprehensively coordinates the anti-corruption, anti-bribery and anti-fraud work of Landsea Green Life in collaboration with the Audit and Supervision Department of the Landsea Holdings. In 2022, the Company conducted early warning procedures for employees and businesses unites with high risks of corruption and bribery, and launched corresponding management actions.

公司設有舉報專線、舉報電子信箱、來訪接待室等，並將舉報管道通過公示方式對外公開。員工、舉報者及利益相關者可就貪污、賄賂、勒索、欺詐及洗黑錢等事件向公司進行投訴和舉報。公司對收到的實名舉報，有舉報必查，並且將查證結果回饋舉報人。對匿名舉報，先進行評估，初步開展調查，如屬於不實舉報則無義務進行回饋。審計監察部依據《反腐敗條例》條例，對任何舉報均予嚴格保密，對查實的舉報，根據公司制度對被舉報人進行相應的處罰，如涉嫌違法犯罪的，將移送至公安司法機關進行處理。

2022年，朗詩綠色生活積極開展各類線上線下反貪污與反賄賂培訓，全年累計開展線下專題培訓6次，線上專題培訓3次，培訓內容涵蓋反腐敗、反商業賄賂、廉潔文化建設等。反貪污與反賄賂培訓覆蓋的員工比達100%，累計培訓員工超3,000人。報告期內，公司未發生貪污，賄賂、勒索及洗黑錢的事件，也未有上述事項引起的訴訟案件發生。

In terms of whistle-blowing procedures, the Company has a reporting hotline, a reporting email address, a reception room for informants, etc., and the reporting channels are made public through public notices. Employees, whistleblowers and stakeholders can file a report to the Company about corruption, bribery, extortion, fraud and money laundering. The Audit and Supervision Department will investigate after receiving a complaint and let the informants and whistleblowers know of the verification results. Anonymous reports shall be assessed first, and an initial investigation shall be carried out. If it is a false report, the Company has no obligation to give feedback. In accordance with the Anti-corruption Regulations, the Company will keep any report strictly confidential. For any verified report, the Company will punish the accused person according to the Company's systems. Any case suspected of violating the law and committing a crime will be transferred to the public security and judicial organs for handling.

In 2022, Landsea Green Life actively conducted various online and offline anti-corruption and anti-bribery training programs, including 6 offline and 3 online training programs throughout the year, covering anti-corruption, anti-commercial bribery, and clean governance culture cultivation. The proportion of employees covered by anti-corruption and anti-bribery training programs reached 100%, with more than 3,000 employees trained. The reporting period saw no incidents of corruption, bribery, extortion or money laundering in the Company, and no litigation cases caused by appeals.

### 培養廉潔文化

#### Cultivate a Culture of Clean Governance

##### 全體員工培訓 All Employee Training

公司每年開展反貪污培訓，並對全體員工的職務行為進行規範管理。培訓採取線上線下結合的方式。同時，公司開展常態化廉潔宣貫活動，宣導廉政法律法規及公司“四不鐵律”要求和制度。2022年，反貪污及反賄賂培訓覆蓋員工比例為100%。

The Company conducts anti-corruption training every year, and regulates the duty behavior of all employees. Training is conducted both online and offline. At the same time, the Company carries out standard activities to advocate laws and regulations on clean governance and the Company's requirements and systems, "Four Iron Disciplines." In 2022, the coverage of employees by anti-corruption and anti-bribery training reached 100%.

##### 新員工培訓 New Employee Training

朗詩綠色生活將《反腐敗條例》《朗詩控股廉潔從業規範手冊》《朗詩控股審計監察制度》做為新入職員工培訓必修課，培養新員工良好商業道德意識，提高新員工對貪污、賄賂等商業道德風險識別能力。2022年，公司共開展4期新員工培訓，覆蓋約100名新員工。

Landsea Green Life takes "Anti-corruption Regulations," "Integrity Practice Manual of the Landsea Holdings" and "Audit and Supervision System of the Landsea Holdings" as a compulsory course for new employees' training, so as to cultivate new employees' awareness of business ethics and improve their ability to identify business ethics risks such as corruption and bribery. In 2022, the Company carried out four new employee trainings covering about 100 new employees.

##### 執行董事培訓 Executive Director Training

2022年，公司執行董事積極參加反貪污反賄賂培訓，強化廉潔履職意識，人均培訓1小時。

In 2022, the executive directors of the Company actively participated in anti-corruption and anti-bribery training programs and enhanced their awareness of honest performance of their duties. The training session lasted one hour per person.



註：[1] 朗詩控股指朗詩集團股份有限公司，由本公司董事局主席田先生於中國成立及控制。

Note: [1]"Landsea Holdings" refers to Landsea Group Co., Ltd. is a company established in the PRC which is controlled by Mr. Tian, Chairman of the Board.

# 04

## 環境責任 Environmental Responsibilities

- 綠色運營  
Green Operation
- 能源管理  
Energy Management
- 水資源管理  
Water Management
- 廢水管理  
Wastewater Management
- 廢棄物管理  
Waste Management
- 應對氣候變化  
Climate Change Mitigation and Adaptation



## 環境責任 Environmental Responsibilities

### 綠色運營 Green Operation

朗詩綠色生活作為物業服務提供者，致力於為運維的社區以及商業體提供綠色差異化的服務。公司運營過程中對環境的直接影響包括：能源、水資源的使用，以及施工環節產生的噪音、有害/無害廢棄物、廢水排放。公司不涉及工業生產環節，亦不涉及工業原材料的使用；生成的大氣污染物排放量較少。

朗詩綠色生活高度重視環境管理工作，嚴格遵循《中華人民共和國環境保護法》《中華人民共和國節約能源法》《中華人民共和國固體廢物污染環境防治法》等法律法規，建立起完善的環境管理體系，並制定了《環境、職業健康安全運行控制程式》《環境運行控制程式》《環境因素識別與評價控制程式》等內部管控檔，以規範公司在用地、節水、節能和綜合利用可再生能源、噪音管理及突發環境污染事件等方面的實踐，並通過了ISO14001環境管理體系認證（有效期至2024年7月19日）。

公司在保證物業服務品質等基本要求前提下，通過運用綠色技術手段，以及有效的環境宣導，帶動社區居民共同參與環境管理，降低各類物業運行能耗，最大限度地節約資源和保護環境。報告期內，公司未發生違反環境保護相關法律法規的事件。

As a property service provider, Landsea Green Life is committed to providing green and differentiated services for the operation and maintenance of communities and businesses. The direct impact of the Company's operation on the environment includes: the use of energy and water resources in the operation process, as well as the noises, harmful/harmless waste and wastewater discharge generated in the construction process. The Company is not involved in industrial production or the usages of industrial raw materials, and the air pollutant emission is minimal.

Landsea Green Life attaches great importance to environmental management, and strictly follows the Environmental Protection Law of the People's Republic of China, the Energy Conservation Law of the People's Republic of China, the Law of the People's Republic of China on the Prevention and Control of Solid Waste Pollution and other laws and regulations, having established a sound environmental management system, formulated internal control documents such as the Operation Control Program on Environmental and Occupational Health and Safety, the Environmental Operation Control Program", and Control Procedure for Environmental Factor Identification and Assessment in our efforts to regulate the company's practice in land use, water and energy conservation, and comprehensive utilization of renewable energy, noise management and response to environmental pollution emergencies, etc., and pass the ISO14001 environmental management system certification (valid until July 19, 2024).

Under the premise of meeting the fundamental requirements for property service quality and others, the company applies green technology and effective publicity on environmental protection to engage community residents in the environmental management, to lower energy consumption in property management, to conserve resources and to protect environment in the largest extent. During the reporting period, there was no violation against any laws or regulations on environmental protection occurred in the Company.

#### 环境管理方针 Environmental Management Principles

全員環保，預防污染，控制風險，保護家園，遵規守法，持續改進

Full participation in environmental protection, pollution prevention, risk control, home protection, abiding by laws and regulations, and constant improvement





朗詩綠色生活作為行業領先的綠色物業企業，始終聚焦綠色發展，深耕綠色社區運營。2020年，公司率先引入國際先進綠色建築運營理念，參考英國建築研究院綠色建築運營標準，將綠色管理、防災韌性、污染控制、健康福祉、能耗管理、水資源管理、生態環境以及資源循環利用，作為朗詩綠色生活社區綠色管理服務的8大維度，以有溫度的社區服務和專業的綠色管理服務能力驅動可持續社區的持續升級。

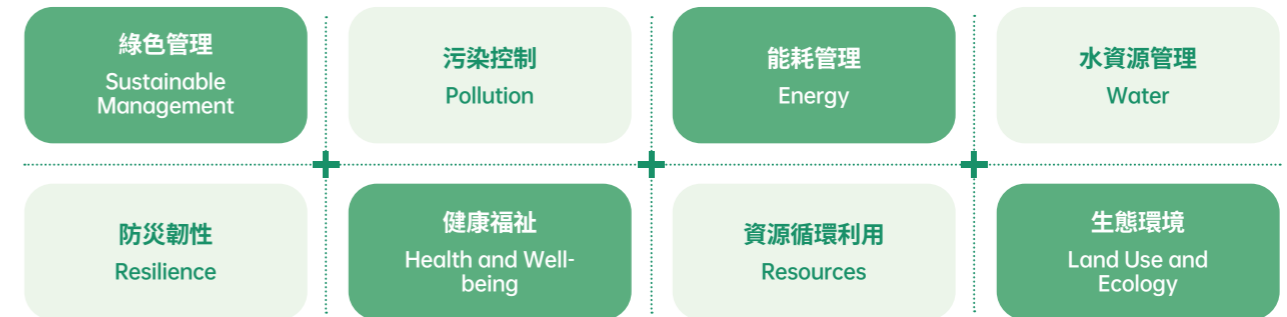
此外，朗詩綠色生活積極發展碳管理人才團隊。公司與英國建築研究院簽署戰略合作協定，聯合培養綠色建築認證評估人才及運維管理人才。報告期內，公司已擁有15名BREEAM綠色運營專家，其中包含3名覆蓋BREEAM全體系的特許從業專家、2名中國區BREEAM綠色運營培訓師、3名建築碳排放管理專家。公司編制適配八大運維體系的《寫字樓基礎物業服務體系檔》管理制度，為朗詩綠色生活在商業物業領域的戰略布局提供綠色差異化服務體系支援。

Landsea Green Life, as a leading green property enterprise in the industry, always focuses on green development and is deeply committed to green community operation. In 2020, the company took the lead in introducing the internationally advanced concept of green building operation. With reference to the green building operation standard of the Building Research Establishment, Landsea Green Life has developed the eight dimensions of sustainable management services in Landsea Green Life communities, including sustainable management, health and well-being, energy, water, resources, resilience, land use and ecology, and pollution, constantly upgrading sustainable communities with warm community services and professional sustainable management service capabilities.

Additionally, Landsea Green Life actively develops a task force for carbon management. The Company has signed a strategic cooperation agreement with the Building Research Establishment of the United Kingdom to jointly train talents for green building certification and evaluation and talents for operation and maintenance. During the reporting period, the Company had 15 BREEAM green operation experts, including 3 licensed experts covering the whole BREEAM system, 2 BREEAM green operation trainers in China, and 3 experts for building carbon emission management. The Company has established the Basic Property Service System Document for Office Buildings, which is suitable for the eight operation and maintenance systems, providing green and differentiated service system support for the strategic layout of Landsea Green Life in the sector of commercial property.

### 朗詩綠色生活八大運維體系

Eight operation & maintenance systems of Landsea Green Life



2022年，朗詩綠色生活繼續深入研究綠色低碳社區建設。公司與南京大學（溧水）生態環境研究院開展以“社區減碳與綠色運維”為題的合作研究，從碳排放管理、能源管理、水資源管理、廢棄物管理等維度構建社區減碳與綠色運維新體系。2022年，合作研究項目聚焦低碳社區管理平台建設及社區堆肥試點工作。

In 2022, Landsea Green Life has continued its study on the development of green and low-carbon communities. The Company and the Lishui Institute of Ecological Environment, Nanjing University have developed a partnership regarding cooperative research on "Community Carbon Reduction and Green Operation and Maintenance," and built a new carbon reduction and green operation and maintenance system for communities from the dimensions of carbon emission management, energy management, water resources management and waste management. In 2022, the cooperative research project focused on the construction of low-carbon community management platforms and the pilot work of community composting.





案例  
Case

低碳社區智慧管理平台

Intelligent management platform for low-carbon communities

2022年，朗詩綠色生活與南京大學（溧水）生態環境研究院共同圍繞社區減碳與綠色運維的主題，合作開展“低碳社區朗詩模式”科學研究，開發“低碳社區智慧管理平台”，從碳排放管理、能源管理、水資源管理、廢棄物管理等維度構建社區減碳與綠色運維新體系。此合作研究項目通過探索和推廣無廢社區建設路徑、社區節能減排措施、社區節約用水與水資源循環利用手段，開發低碳生活社區系統管理平台。

同時，合作研究小組根據水循環系統模擬模型計算出單位面積公區用水參考指標，構建社區水循環系統類比模型，結合實踐建立智慧節水與水資源循環利用系統。報告期內，合作研究小組累計已有7項研究成果，包括5項發明專利，分別是一種無廢社區垃圾管理系統及管理方法、一種無廢社區有機垃圾綜合處理站及其使用方法、一種環保型退化綠地土壤改良劑及使用方法、一種基於物聯網技術的居民社區水資源綜合管理與評估方法、一種智慧社區公區用電碳排放管理方法；2項軟件著作權，分別是低碳社區綠色運營類比系統、低碳社區智慧管理平台系統。

In 2022, Landsea Green Life and the Lishui Institute of Ecological Environment, Nanjing University jointly conducted scientific research on "Landsea Model of Low-carbon Community" around the theme of community carbon reduction and green operation and maintenance, and developed an "intelligent management platform for low-carbon communities" to build a new carbon reduction and green operation and maintenance system for communities from the dimensions of carbon emission management, energy management, water resources management and waste management. This cooperative research project has developed a low-carbon lifestyle community system management platform by exploring and popularizing waste-free community construction paths, community energy conservation and emission reduction measures, community water conservation and water resources recycling measures.

During the reporting period, the co-research group has accumulated 7 research results, including 5 patents, namely, a waste-free community waste management system and management method, a waste-free community organic waste comprehensive treatment station and its use method, an environmentally friendly soil amendment and use method of degraded green space, a comprehensive management and assessment method of residential community water resources based on Internet of Things technology, and a management method of carbon emissions from electricity consumption in smart community public areas; The two copyrights are the low-carbon community green operation simulation system and the low-carbon community smart management platform system.



能源管理  
Energy Management

朗詩綠色生活珍視自然資源，致力於推進資源節約，公司依據《中華人民共和國節約能源法》制定了《能源、資源綜合利用控制程式》，以確保服務過程、辦公區域中對能源節約與合理利用。同時，公司定期對服務和運營中節能降耗、能源綜合利用情況進行考核，建立了完善的能源管理體系。公司人力行政中心主要負責服務過程能源綜合利用的整體規劃與考核，及負責辦公區域能源綜合利用的監督工作。同時，財務管理中心負責公司能源綜合利用的監督管理。公司不涉及工業生產環節，經營環節對環境及自然資源的負面影響較小。

Landsea Green Life cherishes natural resources and is committed to promoting resource conservation. According to the Energy Conservation Law of the People's Republic of China, the company has formulated the Control Procedures for the Comprehensive Utilization of Energy and Resources to ensure the economical and rational utilization of water, electricity, gas, materials and other resources in the process of providing services and in the office area. Meanwhile, the company regularly assesses the energy conservation and consumption reduction and comprehensive utilization of energy in service and operation, having established a sound energy management system. The Human Resource (HR) & Administration Center of the Company is mainly responsible for the overall planning and assessment of comprehensive energy utilization in the service process and the supervision of comprehensive energy utilization in the office area. Meanwhile, the Financial Center is responsible for the supervision and management of the Company's comprehensive energy utilization. The Company is not involved in industrial production, hence the adverse impact on environment and natural resources is minimal.

公司通過了 ISO 50001: 2018 和 RB/T107-2013 能源管理體系認證（有效期至 2024 年 3 月 3 日），持續推進公司能源管理進程。

The Company has certified with the ISO 50001:2018 and RB/T107-2013 energy management system (valid until March 3, 2024), and been constantly promoting the company's energy management process.



主要能源及消耗環節  
Main Energy Type and Consumption

主要能源  
Types of energy

- 外購電力、天然氣、自有車輛燃油
- Purchased electricity, Natural gas, Self-owned vehicle fuel

消耗環節  
Consumption

- 日常辦公能耗、項目辦公用電、公區設施設備用電（路燈、水景等）
- Daily energy consumption in office area, electricity used in projects, and electricity used by facilities and equipment in public areas (road lamps and waterscape, etc.)

## 能源管理與節約主要措施

### Main Measures for Resource Management and Conservation

#### 主要措施 Main Measures



#### 能源管理 Energy Management

- 電工持證上崗，以保證其有能力進行有效的調配與管理，減少電能浪費。  
Recruit electricians with related certificates to ensure that they are capable of effective power distribution and management to reduce the waste of electrical energy.
- 所有照明燈具做到人走燈滅，白天作業場所不得開燈，中午休息時關閉電腦。  
All lighting fixtures should be turned off when people walk away. Do not turn on the lights in the workplace during the day, and turn off the computer during mid-day break.
- 各服務現場按要求配置各種電氣設備，盡可能使用節能電器。各種電線配置項目，不得漏電。對於耗電量大的設備應進行嚴格管理，必要時應“避高峰”。  
Electrical equipment shall be installed at all service sites in line with requirements and energy-saving appliances are preferred. Ensure no electric leakage for all wire configuration items. The energy-consuming devices shall be under strict management and take “off-peak” measures if need be.
- 實施電工巡視，每週一次檢查，對公司各部門用電情況進行監控、指導，發現有浪費現象，應進行糾正。  
Electrician carries out weekly inspections to monitor and guide the electricity consumption and help correct behaviors of waste in various departments.
- 每月分別對公司辦公大樓、服務現場用電量進行統計，如發現異常，則應分析原因、進行改進。  
Calculate the electricity consumption in the office buildings and service sites on a monthly basis. In case of abnormal consumption, figure out the reason and make improvement accordingly.
- 項目優先選用節能型的建築結構、材料、器具和產品，提高保溫隔熱性能，減少採暖、製冷、照明的能耗。  
Give preference to energy-saving building structures, materials, appliances, and products to improve thermal insulation performance and reduce energy consumption for heating, cooling, and lighting.

公司響應《“十四五”節能減排綜合工作方案》等節能倡議，積極加強對服務社區及商業體節能降耗研究與實踐，穩步推動可再生能源和清潔能源在項目上的運用。2022年，朗詩綠色生活在成都熙華府等項目設置了新能源充電車位，助力新能源廣泛運用。

In response to the energy-saving initiatives such as the Comprehensive Work Plan for Energy Conservation and Emission Reduction in the 14th Five-Year Plan Period, the Company proactively strengthens the research and practice of energy conservation and consumption reduction for serving communities and businesses, and steadily promotes the application of renewable energy and clean energy in projects. In 2022, Landsea Green Life equipped parking lots with new energy charging facilities in Chengdu Xihuafu and other projects to boost the wide use of green energy.

#### 案例 Case

#### 南京項目車庫節能改造 Energy-saving renovation of garages in Nanjing

2022年，朗詩綠色生活採用“紅外線感應+區域自由組網”技術，對南京部分項目地庫進行節能改造。經測算，在保證監控系統用電平穩的基礎上，將實現80%的節能效果。報告期內，朗詩綠色生活已對11個項目車庫進行節能改造，並在上海、蘇州、成都等城市逐步推進。

In 2022, Landsea Green Life adopted the technologies of “infrared sensing + regional free networking” to carry out energy-saving transformation for underground garages in some projects in Nanjing. It is estimated that 80% energy will be saved on the basis of ensuring the stable power supply of the monitoring system. During the reporting period, Landsea Green Life carried out energy-saving renovation on garages of 11 projects, and gradually promoted the practice in Shanghai, Suzhou, Chengdu and other cities.

## 水資源管理 Water Management

朗詩綠色生活嚴格遵守《中華人民共和國水法》，制定了《能源、資源綜合利用控制程式》，規範水資源管理工作。公司使用的水資源主要來自市政供水，用於運維項目的綠化養護、清潔衛生、園林水景，以及公司的日常辦公，無求取適用水源方面的問題。

朗詩綠色生活採用雨水回收系統，利用收集、沉澱、過濾後的雨水作為綠化用水，提升水資源利用率。2022年公司運維的蘇州吳越熙華雅苑社區年回收雨水累計達1,161噸，回收的雨水能夠覆蓋綠化用水的44%以上；公司運維的合肥天元雅居社區年回收雨水達1,200噸，回收的雨水能夠實現綠化用水的全量覆蓋。

Landsea Green Life strictly abides by the Water Law of the People's Republic of China, and has formulated the Control Procedure for Comprehensive Utilization of Energy and Resources to standardize the management of water resources. The water resources used by the Company mainly come from municipal water supply, which is used for gardening, operation maintenance projects, cleaning and sanitation, garden waterscape, and routine office work of the Company. There is no issue in finding suitable water sources.

Landsea Green Life adopts a rainwater harvesting system, which uses collected, precipitated and filtered rainwater as greening water to improve the utilization rate of water resources. In 2022, the Wuyue Xihua Yayuan Community in Suzhou operated by the Company, recycled 1,161 tons of rainwater, which could cover more than 44% of the water used for greening. The Tianyuan Yaju Community in Hefei operated by the company, recycles 1,200 tons of rainwater every year, which could cover all the water used for greening.

此外，公司構建了社區公區需水量模型，通過模擬測算全年常規用水量，以評估社區用水情況的合理性。報告期內，公司通過該分析模型，發現運維的某社區存在水耗異常問題，經現場調查發現管道滲漏，公司開展維修工作，及時解決水耗異常現象，避免水資源因管道滲漏而造成的浪費。

Additionally, the Company builds a water demand model for community public areas, and calculated the annual water consumption by simulation to evaluate the appropriateness of the water consumption of a community. During the reporting period, the Company found abnormal water consumption in a Community in Wuhan through the model, and later through on-site investigation, pipeline leakage was found. The Company carried out maintenance work to solve the abnormal water consumption in time and avoid the waste of water resources caused by pipeline leakage.

### 水資源管理與節約主要措施

#### Main Measures for Water Management and Conservation

##### 主要措施 Main Measures



##### 在運維項目中：

##### In operation and maintenance projects:

- 定期對用水、技術改造等方面的節能降耗工作進行考核總結，推進有效的節能措施，改進不完善的地方，強化疏忽的地方，為今後開展節能工作提供可靠依據。

Regularly assess and summarize the energy-conserving and consumption-reducing work in water use and technical transformation, promote effective energy-saving measures, remove shortcomings, make up for omissions, and provide reliable basis for future energy-saving work.

- 供水、用水裝置均按照國家有關規範及產品標準要求設計和安裝。

Water supply and water use devices are designed and installed according to relevant national specifications and product standards.

- 項目設專人定期檢查各用水設備和管道，如發現漏水現象，馬上通知維修。

Special personnel are assigned to regularly check the water equipment and pipelines. In case of water leakage, immediately notify the maintenance department.

- 項目每月對公共區域、辦公區用水量進行統計，如發現用水異常，則應分析原因，進行改進。

Calculate the water consumption in public areas and office areas on a monthly basis. In case of abnormal water consumption, figure out the reasons and make improvement accordingly.

##### 在日常辦公中：

##### In routine office work:

- 辦公場所、各項目必須選用節水型設備、節水器具。

Use water-conserving appliances in offices and operations projects.

## 廢水管理 Wastewater Management

朗詩綠色生活產生的廢水，主要來源於物業服務提供過程的空調循環水線和冷卻塔檢修排放廢水、水箱清洗廢水、管道試壓廢水、沖洗地面廢水、其它施工廢水以及生活污水等。公司制定了《廢水管理程序》，對物業服務等活動所產生的廢水進行有效控制，降低水體環境負荷。物業管理中心負責施工廢水、生活污水及辦公區域污水排放管理及監控。同時，物業管理中心積極落實廢水管理培訓，提高員工廢水管理意識。

The wastewater produced by Landsea Green Life mainly arises from the provision of property services, mainly from air-conditioning circulating water line, cooling tower maintenance, water tank cleaning, pipeline pressure test, ground cleaning, other construction activities, and domestic sewage. The Company has formulated Wastewater Management Procedures to effectively control the wastewater from property services and reduce the load of water environment.

The Property Management Center is responsible for the management and monitoring of construction wastewater, domestic sewage and sewage discharge in office areas. At the same time, the Center proactively organizes wastewater management trainings to improve employees' awareness of wastewater management.

### 廢水控制和污染預防措施

#### Measures for Wastewater Control and Pollution Prevention

##### 廢水類別 Classification

##### 控制及預防措施 Preventions and Control Measures



##### 工業污水 Industrial Wastewater

監督各施工單位在工程開工前，設置若干個排水地溝和沉澱池。砂石沖洗廢水、混凝土攪拌廢水、混凝土養護廢水、浸泡粘土磚、瓷磚等廢水、沖洗地面廢水等施工廢水先經排水地溝流項目池沉澱，沉澱後的淨水可循環使用或市政污水管網或河流。

Supervise each construction unit to set up several drainage ditches and sedimentation tanks before starting construction. Wastewater from sand and gravel washing, concrete mixing and curing, clay bricks and ceramic tiles soaking, and ground cleaning at the construction site should be channeled through the drainage ditches to the sedimentation tanks. The clean water after sedimentation can be recycled for use or discharged into municipal sewage network or river.

施工過程中各種高濃度的有機溶劑、化學廢液（油漆等）、油類不得倒入污水管或排水地溝或沉澱池，可使用容器專門收集，統一處理。

During the construction process, various high-concentration organic solvents, chemical waste liquids (paints, etc.), and oils must not be poured into sewage pipes, drainage ditches or sedimentation tanks. They should be collected into special containers for unified treatment.

滴在地上的油品和化學品應使用抹布擦拭乾淨，禁止用水沖洗流入下水道。使用無磷洗衣粉，不在水池中或沉澱池中沖洗“油抹布”“油拖把”。

Oils and chemicals dropped on the ground should be wiped clean. It is forbidden to flush them into the sewer. Use non-phosphorus detergent. Do not wash "oil-stained rag or mops" in the sink or sedimentation tank.

各施工現場可在大門的出入口設置機動車輛沖洗站，嚴禁在施工現場沖洗汽車，以免將油污沖入下水道。

Set up motor vehicle cleaning station at the entrance and exit of each construction site. It is strictly forbidden to wash vehicles at the construction site to avoid oil contamination in the sewer.



廢水類別 Classification	控制及預防措施 Preventions and Control Measures
 <b>工業污水</b> Industrial Wastewater	<p>經常清洗污水管道，防止管道堵塞。 Clean sewage pipes frequently to prevent pipe blockage.</p>
 <b>生活污水</b> Industrial Wastewater	<p><b>食堂污水</b> Canteen sewage</p> <p>食堂污水排放口應設置隔油池或過濾網，並及時清理。濾出的生活垃圾按《廢棄物管理程式》執行。 The sewage outlets in the canteen should be installed with grease traps or filters that should be cleaned up in time. The filtered domestic waste should be disposed in accordance with the "Waste Management Procedures".</p> <p>食堂、盥洗室、淋浴間的下水管線應設置過濾網，並應與市政污水管線連接，保證排水通暢。 The sewer pipelines in the canteens, washrooms and showers should be installed with filters and connected with municipal sewage pipelines to ensure unobstructed drainage.</p> <p><b>廁所污水</b> Toilet sewage</p> <p>廁所的化糞池應做抗滲處理。由廁所清潔員定期查廁所內設備的運行情況。 The septic tank in the toilets should go through anti-permeability processing. The functioning of facilities in the toilets should be checked regularly by cleaners.</p> <p>各種生活污水經化糞池處理後排放，由公司物業管理中心、項目負責定期與市環衛部門聯繫處理。 All types of domestic sewage can be discharged only after being treated in septic tanks. The company's property service center and the project team shall contact with the municipal environmental sanitation department regularly on this issue.</p> <p>各施工現場必要時應設置臨時衛生間和臨時化糞池，所有生活污水必須排入臨時化糞池。 Temporary toilets and temporary septic tanks should be installed at each construction site when necessary. All types of domestic sewage must be discharged into temporary septic tanks.</p>
 <b>雨水</b> Rainwater	<p>設專門的雨水管道，禁止將污水排入雨水管道。 Set up a special rainwater pipe. It is prohibited to discharge sewage into the rainwater pipe.</p> <p>施工、生活垃圾不允許露天堆放，以確保雨水不被污染。 Construction and domestic garbage are not allowed to be stacked in the open to prevent the pollution of rainwater.</p>

## 廢棄物管理 Waste Management

朗詩綠色生活產生的無害廢棄物主要包括在辦公過程中產生的濕垃圾、乾垃圾、廢紙及其他可回收垃圾；產生的有害廢棄物主要包括廢棄燈管、廢油漆桶、過期消殺藥劑等。公司制定了《廢棄物管理程序》《危險廢棄物處理申請單》《廢棄物登記處理記錄表》等廢棄物管理制度和相關過程管理工具，通過對不同廢棄物分類處置，避免對環境造成負面影響。

The non-hazardous waste generated by Landsea Green Life mainly includes wet waste, dry waste, paper and other non-hazardous waste generated in the office. The hazardous waste mainly includes discarded lamps, waste paint buckets, expired sanitize chemicals. The company has introduced Waste Management Procedures, Application Form for Hazardous Waste Disposal, Log Sheet for Registration and Disposal of Waste, and other regulations and tools for waste management. According to the relevant procedures, non-hazardous and hazardous wastes have been properly disposed to avoid negative impacts on the environment.

人力行政中心負責監督公司內部廢棄物的收集、分類、標識和處理。公司各城市公司負責項目施工或服務過程中廢棄物的收集、分類、標識和處理。

The human resources & administration center is responsible for supervising the collection, classification, identification and disposal of non-hazardous and hazardous wastes within the Company. Each branch of the Company is responsible for the collection, classification, identification and disposal of non-hazardous and hazardous wastes according to the relevant procedures during construction or services.

對於可回收廢棄物，例如廢塗料桶、廢包裝袋、廢包裝繩、廢鐵、廢紙，更換後的水、暖、電器材料等，公司進行分類收集，促進廢棄物的回收再利用，提高資源使用效率。

For recyclable waste, including waste paint buckets, waste packing bags and threads, waste iron, waste paper, as well as replaced water, heating and electrical materials, the Company conducts separate collection to promote the recycling and reuse of waste and improve efficiency of resource utilization.

同時，公司開展員工培訓，加強不同崗位員工對廢棄物的識別、危害及處理辦法的認識，持續強化員工自我保護與環境保護意識，以更好地規範廢棄物管理實踐。

In addition, the Company conducts staff training to help them better understand the identification and disposal of waste, increase their awareness of self-protection and environmental protection, and better regulate the waste management in practice.

公司自 2021 年發起社區堆肥項目，旨在實現廢棄物減量、改善土壤品質、減少碳排放的目標。目前，公司已連續兩年在南京朗詩鐘山綠郡試點開展社區堆肥項目，實現 40% 廚餘垃圾就地無害化處理。同時，公司積極推動其他社區開展垃圾堆肥項目，目前已在天地新城等社區展開。

Since the Company launched a community composting project in 2021 to achieve the goals of reducing waste, improving soil quality and reducing carbon emissions, the Company has piloted community composting project in Landsea Zhongshan Green Country Community in Nanjing for two consecutive years, realizing on-the-spot harmless treatment of 40% of the kitchen waste. Meanwhile, the Company has actively promoted other communities to carry out waste composting projects, and communities such as Tiandi New Town are now carrying out such project.



## 廢棄物分類處置方式

### Waste Disposal Methods by Classification

廢棄物類別 Classification	廢棄物類型 Types of Waste	處置方式 Disposal Methods
廚餘垃圾 Kitchen Waste	社區內餐前生廚餘、餐後熟廚餘  Raw kitchen waste before cooking and cooked kitchen waste after meals in communities	<ul style="list-style-type: none"> <li>試點項目通過有機固廢的方式對廚餘垃圾進行降解，最後作為有機肥料應用於社區綠化景觀；其餘項目通過原始裝桶的方式由廚余垃圾車輛清運出場</li> <li>In the pilot project, kitchen waste is degraded through organic solid waste treatment, and finally applied as organic fertilizer to community greening landscape. The rest of the waste will be removed from the site by kitchen waste trucks in the original way of barrel loading.meals in communities</li> </ul>
綠化垃圾 Green Waste	修剪維護社區內景觀產生的枯枝、枯葉等  Dead branches and leaves, etc. produced by landscape maintenance in communities	<ul style="list-style-type: none"> <li>試點項目通過與廚餘垃圾有機結合的方式降解處理，最後作為有機肥料應用於社區綠化景觀；其餘項目通過捆紮或裝袋由專用車輛清運出場</li> <li>In the pilot project, waste is degraded by organically combining with kitchen waste, and finally applied to community greening landscape as organic fertilizer. The rest of the waste will be removed from the site by special vehicles after being bundled or bagged.</li> </ul>
有害廢棄物 Hazardous Waste	廢棄燈管、廢油漆桶、過期消毒藥劑等  Discarded lamps and paint buckets, expired disinfectant, etc.	<ul style="list-style-type: none"> <li>嚴格按照國家要求進行收集、儲存和運輸，並及時運往所在地環保部門指定的地點堆放或按指定的具有經營許可證的單位委託處理，避免造成環境污染</li> <li>Hazardous waste shall be collected, stored, and transported in strict accordance with national requirements. The hazardous waste shall be promptly transported to locations designated by the environmental protection department or specified units with operating license for disposal, in a bid to avoid environmental pollution.</li> </ul>
建築垃圾 Construction Waste	社區內施工、裝修所產生的渣土、棄土等  Dregs and spoil produced by construction and decoration in communities	<ul style="list-style-type: none"> <li>裝袋裝車，最後由貨車清運出場</li> <li>Bagged and loaded to trucks and moved out by trucks</li> </ul>

廢棄物類別 Classification	廢棄物類型 Types of Waste	處置方式 Disposal Methods
可回收廢棄物 Recyclable Waste	廢塗料桶、廢包裝袋、廢包裝繩、廢鐵、廢紙，更換後的水、暖、電器材料等  waste paint buckets, waste packing bags and threads, waste iron, waste paper as well as replaced water, heating and electrical materials, etc.	<ul style="list-style-type: none"> <li>將可回收廢棄物收集、標識、登記、分類存放</li> <li>供方能回收的，盡可能讓供方回收，公司內部能廢物利用的，應盡可能利用，不能利用的，待有一定量時，由人力行政部統一送廢舊物質回收站，並做好廢棄物處理記錄</li> <li>Recyclable waste shall be collected, marked, registered, and stored by category.</li> <li>Let the suppliers recycle the waste within their capabilities. The company should make the best use of the recyclable waste within its capabilities. As for the remaining recyclable waste, the Human Resource and Administrative Department shall deliver it to the waste recycling station and make a record of the waste disposal.</li> </ul>
其他垃圾 Other waste	社區內日常生活產生的垃圾  Waste produced from daily life in communities	<ul style="list-style-type: none"> <li>裝桶裝車，由其他垃圾車輛清運出場</li> <li>Barreled and loaded to be removed by other waste trucks</li> </ul>

## 應對氣候變化

### Climate Change Mitigation and Adaptation

全球氣候變化不僅帶來極端天氣現象，更嚴重影響各類經濟及社會活動。為更好地應對氣候變化的潛在風險與機遇，朗詩綠色生活按照識別、評估和篩選的程式，辨別與自身運營相關的氣候變化風險並進行評估。公司策劃應對風險的措施包括消除風險源、改變風險的可能性和後果、分擔風險，或通過明智決策推遲風險等。朗詩綠色生活還將對風險控制措施的有效性進行評價，直到風險控制目標達成。

Global climate change not only results extreme weathers, but also exerts severe impact on various economic and social activities. In order to better cope with the potential risks and opportunities brought by climate change, Landsea Green Life identifies and evaluates the climate change risks related to its own operation according to the procedures of identification, evaluation and screening. The measures planned by the Company to deal with risks include eliminating risk sources, changing the possibility and consequences of risks, sharing risks, or delaying risks through wise decisions, among others. Landsea Green Life will also evaluate the effectiveness of risk control measures until the realization of risk control objectives.

氣候變化潛在風險識別與分析

Identification and Analysis of Potential Risks of Climate Change

氣候變化主要風險識別 Identification of major risks of climate change		潛在財務影響 Potential Financial Impact	應對措施 Coping Measures
<b>法律法規風險</b> Legal and Regulatory Risks	由於未符合氣候相關政策或法律被依法追究法律責任的風險和消費者投訴風險。 Risk of legal liability and consumer complaint due to failure to comply with climate-related policies or laws.	運營成本↑ Operating Cost ↑	● 監測氣候變化，減少經營活動的碳強度。 Monitor climate change and reduce carbon intensity of business activities.
<b>急性氣象風險</b> Acute Meteorological Risks	劇烈的氣象變化如颱風、洪水等極端天氣或自然災害，可能影響基礎設施安全。 Severe meteorological changes such as typhoons, floods and other extreme weather or natural disasters may affect the safety of infrastructure.	運營收入↓ Operating Income ↓ 運營成本↑ Operating Cost ↑	● 監測氣象變化，制定氣象變化應對方案，建立較為完善的極端天氣應急管理方案。 Monitor the meteorological changes, formulate the response plan for meteorological changes, and establish a relatively perfect emergency management plan for extreme weather.
<b>聲譽風險</b> Reputation Risk	公司若消極過渡至低碳經濟，客戶或社會對公司的看法會影響公司聲譽 If the Company passively transits to low-carbon economy, customers' or the society's opinion about the Company may affect its reputation.	運營收入↓ Operation Income ↓	● 輸出朗詩綠色生活綠色運維能力，為更廣泛地區的綠色運維提供經驗支持。 Export the green operation and maintenance ability of Landsea Green Life, and provide experience support for the green operation and maintenance in a wider area.
<b>市場風險</b> Market Risks	公眾對綠色生活的關注度越來越高，若沒有提供綠色物業的解決方案可能造成消費者流失。 The public is paying more and more attention to green life. If the solution of green property is not provided, it may lead to the loss of consumers.	運營收入↓ Operating Income ↓	● 強化朗詩綠色生活在綠色生活、資源保護和廢棄物處理方面的貢獻宣傳。 Strengthen the contribution publicity of Landsea Green Life in green life, resource protection and waste disposal.

氣象風險危險源識別與評價表

Identification and Evaluation of Meteorological Risk Sources

氣象風險類型 Type of meteorological risks	危險源 Source of risks	風險等級 Risk level			潛在影響 Potential impact	應對措施 Coping measures
		正常 Normal	異常 Abnormal	緊急 Emergency		
雷 / 暴雨天氣 Thunderstorm/ rainstorm weather	外立面懸掛物 / 高大樹木 Facade hangers/tall trees		√		墜落傷害 Falls take damage	巡查加固 Patrol reinforcement
	陽台或窗台上可移動物品 Movable items on balcony or windowsill		√		墜落傷害 Falls take damage	及時溝通提醒業主 Communicate with and remind the property owner in time
	排水設施 Drainage facilities			√	內澇、人身傷害 Internal waterlogging and personal injury	提前加大疏通頻率 Increase dredging frequency in advance
	避雷設施 Lightning protection facilities			√	雷擊、火災 Lightning strike, fire	定期檢查 Periodic inspection
	室外電線路 Outdoor electric circuit			√	觸電、斷電 Electric shock, power failure	定期檢查 Periodic inspection
	地下停車場 Underground parking lot		√		內澇、財產損失 Waterlogging and property loss	沙袋加築 Sandbag wall construction
	天氣因素產生的垃圾 Garbage generated by weather factors		√		劃傷、內澇、疫情 Scratch, waterlogging, epidemic	及時清理、消殺滅菌 Timely cleaning, disinfection and sterilization

氣象風險類型 Type of meteorological risks	危險源 Source of risks	風險等級 Risk level			潛在影響 Potential impact	應對措施 Coping measures
		正常 Normal	異常 Abnormal	緊急 Emergency		
大風、沙塵天氣 Windy and dusty weather	外立面懸掛物 / 高大樹木 Facade hangers/tall trees		√		墜落傷害 Falls take damage	巡查加固 Patrol reinforcement
	陽台或窗台上可移動物品 Movable items on balcony or windowsill		√		墜落傷害 Falls take damage	及時溝通提醒業主 Communicate with and remind the property owner in time
	公共設施設備 Public facilities and equipment		√		設備損壞 Equipment damage	密切監視、及時處理 Close monitoring and timely treatment
大(濃)霧天氣 Heavy (thick) foggy weather	公共照明裝置 Public lighting devices		√		人身傷害 Personal injury	及時開啟 Turn on lighting in time
	項目內車輛 Vehicles in the project		√		交通事故、財產損失 Traffic accidents and property loss	加強疏導、提醒慢行 Strengthen guidance and remind people to go slow
高溫 / 乾旱天氣 High temperature/ dry weather	違法犯罪人員 Offenders		√		人身傷害、財產損失 Personal injury and property loss	加強各出入口控制 Strengthen control of each entrance and exit
	外牆玻璃、瓷磚等 Glass, ceramic tile, etc.		√		爆裂脫落、人身傷害 Burst, personal injury	加強檢查 Strengthen inspection
	供配電系統 Power supply and distribution system		√		火災、觸電 Fire, electric shock	預先檢修 Pre-overhaul
雨雪冰凍天氣 Frozen rain and snow weather	體質、免疫力較差人群 People with poor constitution and immunity		√		高溫中暑 Heat stroke	服務中心貯備藥物 Stock drugs in service center
	綠化植物 Greening plants		√		乾涸枯死 Dry up and die	加強澆灌養護 Strengthen irrigation and maintenance
	喜溫細菌 / 蚊蟲 Thermophilic bacteria/ mosquitoes		√		疾病疫情 Disease and epidemic	加強消殺 Strengthen disinfection
雷 / 暴雨天氣 Thunderstorm/ rainstorm weather	體質 / 免疫力較差人群 People with poor constitution/ immunity		√		疾病疫情 Disease and epidemic	通知 / 提醒抗寒抗凍 / 貯備凍傷藥物 Notify/remind property owners of cold and antifreeze/stock frostbite drugs
	公共設施設備 Public facilities and equipment		√		設備損壞 Equipment damage	加強檢查 / 採取保溫措施 Strengthen inspection/ take heat preservation measures
	交通動線 Traffic line		√		交通事故、人員摔傷 Traffic accidents, personal injuries	加強疏導、積極除冰除雪 Strengthen grooming and actively remove ice and snow
	綠化植物 Greening plants		√		垮塌倒伏 Collapse and lodging	積極修剪、除冰除雪 Active pruning, deicing and snow removal

注：正常風險等級，即作業活動或設備等按其工作任務連續長時間進行工作的狀態；異常風險等級，即作業活動或設備等週期性或臨時性進行工作的狀態，如設備的開啟、停止、檢修等狀態；緊急情況，即發生火災、水災、交通事故等狀態。

Note: The normal risk level refers to the state in which operation activities continue or equipment work continuously for a long time according to their tasks; the abnormal risk level refers to the state in which operation activities are conducted or equipment only work periodically or temporarily, for example, the start, stop and maintenance of equipment, etc.; and emergency refers to fire, flood, traffic accident, etc.



# 05

## 社會責任 Social Responsibilities

- 服務品質與滿意度  
Service Quality and Satisfaction
- 客戶安全與健康  
Customer Safety and Health
- 社區共建  
Community Support
- 客戶信息與私隱保護  
Customer Information and Privacy Protection
- 供應鏈管理  
Supply Chain Management
- 員工權益及福利  
Employee's Right and Benefit
- 職業健康與安全  
Occupational Health and Safety
- 員工培訓與發展  
Employee Training and Development
- 公益慈善與志願服務  
Charity and Volunteering



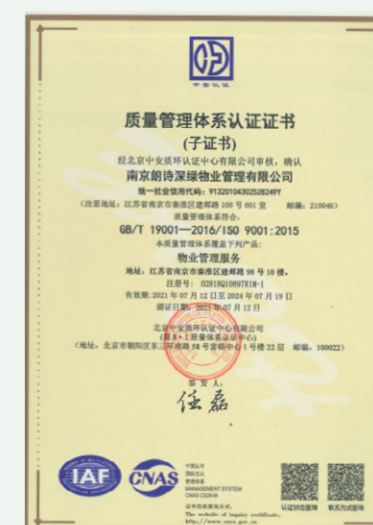
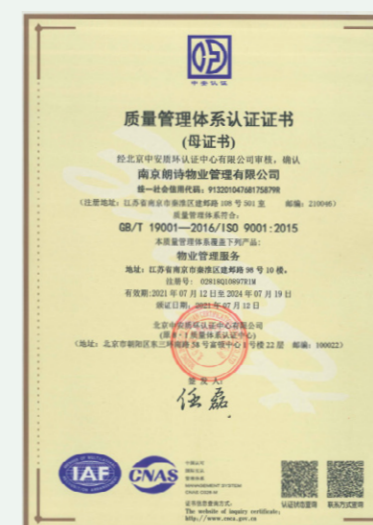
## 社會責任 Social Responsibilities

### 服務品質與滿意度 Service Quality and Satisfaction

#### 提升客戶服務 Enhancing Customer Services

朗詩綠色生活堅持“引領生活服務，共享美好未來”為使命，全力打造 36.5°社區星級管家的客戶服務體系運營機制。管家作為客戶服務核心觸點，為客戶提供一站式、主動性的服務。朗詩綠色生活物業管理服務品質亦得到了外部的認可，通過了 ISO 9001: 2015 質量管理體系認證（有效期至 2024 年 7 月 19 日）。由於公司的業務不涉及產品製造，因此不涉及產品召回。

Landsea Green Life upholds the mission to Lead life services, create a wonderful future and therefore strives to build a 36.5° community star-rated stewards customer service system operation mechanism. As the core contacts of customer service, stewards provide one-stop and active service for customers. The service quality of Landsea Green Life's property management has also been assured by the independent third party, passing the ISO 9001: 2015 Quality Management System certification (valid until July 19, 2024). As the Company's business does not involve product manufacturing, no product recall procedure is needed.



### 36.5°社區星級管家體系

#### 36.5° Community Star-Rated Steward System

- 「3」

  - 三級品質管控：總部、城市、項目
  - Three-tier quality control: Headquarters, city, and project

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- 「6」

  - 六大客戶感知體系：滿足感、信任感、歸屬感、身份感、自豪感、新鮮感
  - Six perception senses of customers: satisfaction, trust, belonging, identity, pride, and freshness

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- 「5」

  - 五維觸點服務標準：視覺、聽覺、嗅覺、味覺、觸覺
  - Five-dimension contact service standard: vision, hearing, smell, taste, and touch

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- 「°」

  - 兩個維度考核指標：滿意度、親密度
  - Two-dimension assessment index: satisfaction and closeness

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- ☆

  - 全方位的星級服務品質
  - All-around star-rated service quality

朗詩綠色生活制定了《星級管理制度》《星級管家激勵考核標準》《寫字樓客服服務體系》，以規範提供服務流程，確保品質服務。2022年，公司更新客服模組品質巡檢標準，並在第三季度開展全國大巡檢工作，提高服務品質。同時，公司統籌開展全國管家集訓工作，明確執行《星級管家激勵考核機制》，提高星級管家服務水準，確保品質服務。報告期內，公司認證220名符合要求的星級管家，其中一星管家176名，二星管家35名，三星管家9名。

Landsea Green Life formulated the Star-rating Management System, the Star-rated Butler Incentive and Assessment Standard, and the Office Building Customer Service System to standardize the service delivery process and ensure quality service. In 2022, the Company updated the quality inspection standards of its customer service modules, and launched a nationwide inspection in the third quarter to improve service quality. Meanwhile, the Company coordinated the butler training work nationwide, unequivocally implemented the Star-rated Butler Incentive and Assessment Mechanism, improved the service level of star-rated butlers, and ensured quality service. During the reporting period, the Company certified 220 qualified star-rated butlers, including 176 one-star butlers, 35 two-star butlers and 9 three-star butlers.

### 2022年客戶服務培訓體系

#### 2022 Customer Service Training System

- 聚沙行動 “Grains of Sand” Training

  - 2022年，物業管理中心向公司全國客服人員開展聚沙行動培訓，培訓通過線下課堂方式進行，對全體客服人員的服務行為進行規範管理。
  - In 2022, the Property Management Center conducted “Grains of Sand” training for the Company’s customer service staff nationwide. Through offline classes, the training regulated the service behaviors of all customer service staff.

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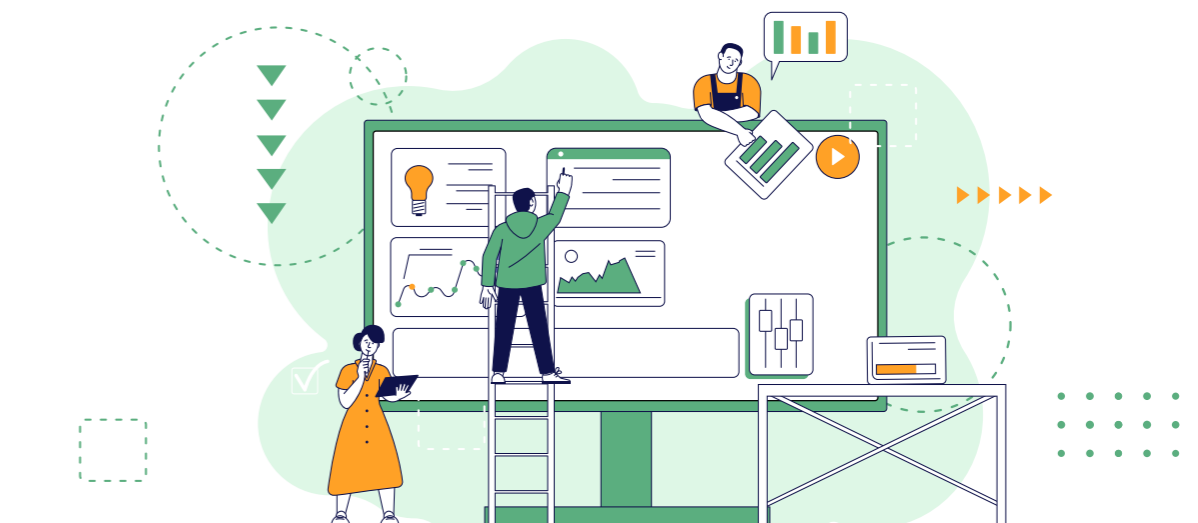
- 星級管家認證培訓 Star-rated Butler Certification Training

  - 公司將《朗詩綠色生活管家星級管理制度》作為新星級管家認證必修課，提高全國客服團隊溝通協調能力、分析能力與行銷能力。
  - The Company regards the the Star-rating Management System of Landsea Green Life as a compulsory course for the certification of new star-rated butlers, so as to improve the communication and coordination ability, analysis ability and marketing ability of the national customer service team.

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- 客服輪訓 Customer Service Rotation Training

  - 2022年，物業管理中心組織全體管家參加客服輪訓，持續學習《星級管家考核標準》，提高服務意識。
  - In 2022, the Property Management Center organized all the butlers to participate in customer service training and continue to study the Star-rated Butler Incentive and Assessment Standard, so as to improve their service awareness.



## 客戶溝通渠道

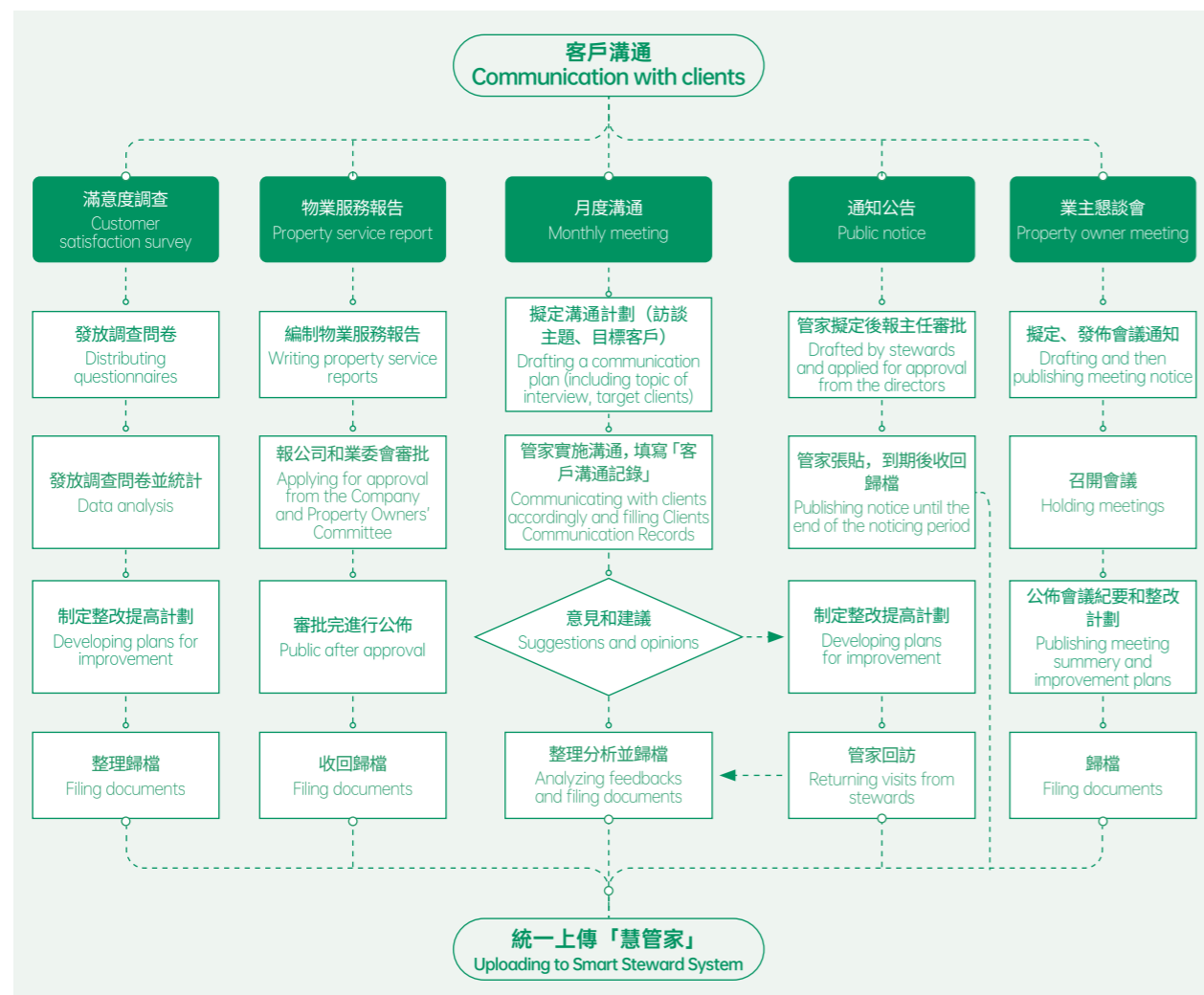
### Customer Communication Channels

朗詩綠色生活嚴格遵守《中華人民共和國消費者權益保護法》等法律法規與相關規定，制定《客戶溝通工作指導書》《客戶要求處理工作指導書》《客戶溝通會管理作業指導書》等制度，對客戶溝通、投訴處理相關的工作要求等進行明確規定，簡化服務流程，快速解決客戶要求，提升客戶服務體驗。

Landsea Green Life strictly complies the regulations on consumer rights and operator obligations as stipulated in the Law of the People's Republic of China on the Protection of Consumer Rights and Interests, formulated the Guide on Customer Communication, Guide on Handling Customer Requests, Guide on the Management of Customer Communication Meetings, and other relevant bylaws to elaborate on the process and effects of handling customer complaints as well as the requirements for employees in this regard, in a bid to ensure timely and proper reception and handling of customers' requests, to improve customer services.

## 客戶溝過程式

### Customer Communication Procedures



## 提升客戶滿意度

### Improve Customer Satisfaction

提升客戶滿意度是朗詩綠色生活品質服務的重點工作之一，由公司物業管理中心直接負責客戶滿意度工作。2022年，公司共開展了4次客戶滿意度調研工作，總體得分為88分，並通過對調研結果進行分析，物業管理中心開展了針對性的提升督導工作，促使各城市公司提升滿意度。

Improving customer satisfaction, one of the key tasks of Landsea Green Life's quality services, is directly in the charge of the company's Property Service Center. In 2022, the company conducted four customer satisfaction surveys. The overall 2022 satisfaction score of Landsea Green Life is 88 points. Through the analysis of the survey results, the Property Service Center supervised and guided the targeted improvement work, which significantly enhanced the satisfaction of the company in various cities.

## 朗詩綠色生活客戶滿意度 2022 年提升措施

### Landsea Green Life' Measures for Improving Customer Satisfaction in 2022





## 客戶投訴處理

### Customer Complaint Management

公司秉持以人為本的理念，以客戶為導向，積極解決客戶投訴，尋找處理問題的平衡點，旨在快速、高效地解決客戶投訴的實際問題，提升客戶滿意度。2022 年，公司投訴處理率達 100%。

Adhering to the people-oriented concept, the Company puts consumers first, proactively responds to customer complaints, seeks for a balance point to deal with problems in a quick and efficient manner, and strives to improve customer satisfaction. In 2022, the Company's complaint handling rate reached 100%.

## 客戶投訴處理原則

### Principles for Handling Customer Complaints



#### 合規性原則 Compliance Principle

- 以國家相關房地產、物業法律法規、管理辦法以及雙方約定的合同及相關協定等為依據和前提。  
Abide by relevant national laws, regulations and administrative measures on real estate and property management, as well as signed contracts and related agreements.



#### 專業性原則 Professional Principle

- 在規定時間內及時回應客戶，並進行有效處理，不能及時處理的應關注處理進展情況，並適時通知客戶、與客戶溝通  
Respond to customer requests within the time limit and in an effective manner. Closely follow the progress of issues that cannot be solved promptly, keep the customers updated, and communicate with customers;
- 在處理過程中，按照專業標準與要求，注重承諾和契約；  
In the process of response, follow professional standards and requirements and attach importance to promises and contracts;
- 認真履行處理結果，做好跟蹤回訪工作。  
Earnestly implement the solutions and do a good job of follow-up visits.



#### 客戶至上原則 Customer-first Principle

- 對客戶體恤、尊重；在不涉及重大原則的前提下，要從人性化角度出發，盡可能多給予客戶方便，多為客戶著想；  
On the premise of not violating major principles, try to be caring and provide customers with the greatest convenience and think in customers' shoes;
- 涉及補償、賠償問題時要綜合衡量業主的利益。  
On issues concerning compensations, take full account of the property owners' interests.

## 客戶安全與健康

### Customer Safety and Health

朗詩綠色生活持續從人防、物防、技防三方面著手，提高社區安全保障能力，確保社區安全。公司積極引入智慧人行、車行系統，規範外來人員、車輛管理，保障園區有序、安全運行；有序鋪排智慧安防，以“人工智慧 + 物聯網”預防及排查偷盜、失火等潛在風險，保障客戶人身、資產安全。公司積極打造微型消防站，定期組織消防演習、開展消防系統排查，提升火災防控能力。

Landsea Green Life, with focuses on civil air defense, physical defense and technical defense, constantly improves community security and ensures community safety. The Company actively introduces smart pedestrian and garage systems, regulates the management of people and vehicles from outside the communities, and reinforce the orderly and safe operation of the communities; arranges smart security in an orderly manner, controls and investigates into potential risks such as theft and fire with "Artificial Intelligence + Internet of Things" technologies to ensure our customers' personal and asset safety; and actively builds miniature fire stations, regularly organizes fire drills and conducts fire-fighting system inspections, and enhances fire control capabilities.

## 社區消防管理體系

### Community Fire Control Management System

#### 1

##### 組建義務消防團隊

##### Establish a Voluntary Fire Control Brigade

- 配備有 4 人以上的義務消防隊。義務消防隊設總指揮及通訊、滅火、疏散、救護、警戒小組  
Establish a voluntary fire control brigade of more than 4 people, which shall have a general commander and communication, fire fighting, evacuation, rescue and alert teams.
- 義務消防隊每日兩次電子巡邏  
The voluntary fire brigade conducts electronic patrol twice a day.
- 定期組織消防演習及消防末端測試  
Organize regular fire drills and fire terminal tests.

#### 2

##### 檢查維護消防設備

##### Examine and Maintain Fire Control Equipment

- 定期對電氣火災檢測、火宅自動報警、監控等系統的維護、保持充分的警戒度  
Regularly examine fire detection, maintain automatic fire alarm and monitoring systems, and maintain sufficient vigilance.
- 定期維護消防供配電、消火栓、自動噴淋、氣體滅火等設備  
Regularly maintain power supply and distribution equipment, fire hydrants, automatic sprinklers, gas fire control and other equipment.

### 3 智慧消防新模式 Smart Modes of Fire Control

- 科技賦能防災，積極搭建數字化管控平台，提升風險預判及應對能力  
Empower disaster prevention with science and technology, actively build a digital management and control platform, and improve the capability of risk prediction and response.
- 為消防設備賦二維碼，智慧化巡查，記錄消防系統全生命週期運行情況  
Assign QR codes to fire control equipment, conduct smart inspections, and record the operation of the fire control system throughout its life cycle.
- 為消防水箱安裝電子液位元感測器，即時智慧檢測水箱水位  
Install an electronic liquid level sensor to detect the water level of the water tank smartly in real time.
- 為管線加裝智慧數顯壓力開關，保障管網壓力正常  
Install smart digital display pressure switch for pipelines to ensure normal pressure of the pipeline network.
- 試點佈設智慧監管設施設備  
Pilot the layout of smart supervision facilities and equipment.
- 植入智慧檢測預警與煙感報警系統，自動檢測充電器功率，保障用電安全  
Implant a smart detection and early warning and smoke alarm system to automatically detect the power of chargers to ensure electrical safety.

## 社區共建 Community Support

### 全方位生活服務管理 All-round Life Service Management

為了滿足客戶在社區生活中的各項需求，構建便利的社區“生活圈”，朗詩綠色生活向業主及住戶提供多元化的物業管理服務。2022年，我們在夯實基礎物業服務品質之上，不斷創新豐富服務內容，發力康養、家政、資產運營、社區零售、綜合城市服務等多種場景的服務佈局，開發滿足客戶需求的增值服務產品，為客戶提供全方位生活服務，構建便利“生活圈”。

To meet customers' needs in community life and build a convenient community "life circle", Landsea Green Life provides diversified property management services to property owners and residents. In 2022, on the basis of consolidating the quality of basic property services, we constantly innovated and enriched service content, exerted our efforts in services of various scenarios such as health care, housekeeping, asset operation, green home renovation, community retail and integrated urban services, and developed value-added service products that meet customer needs, providing customers with all-round life services and building a convenient "life circle".

### 朗詩綠色生活社區服務內容 Landsea Green Life's Community Service Content



到家服務  
Home Delivery Service

打造朗詩優選商城，為業主提供商品配送到家的服務。城市公司商服部門融合區域優質資源，推出多種甄選產品，打造專供果園基地，如永興火山荔枝王果園基地。

We have set up the Landsea Online Mall, offering home delivery services to property owners. The Business Service Department of the Company's city branches integrates regional high-quality resources to provide a variety of selective products and build special orchard bases, such as the Yongxing Volcano Litchi King Orchard Base.



家政服務  
Housekeeping Service

為周邊社區業主提供保潔、保姆、家政培訓等家政服務，並積極開展節能減排行動。通過優化拖地打掃環節，實現每次每戶家庭保潔可以節約用水 5-8L 用水，全年可節約水資源約 10 噸。

We have built a home service platform, offering home services such as cleaning, babysitting, household appliance cleaning, and dry cleaning for property owners, while actively promoting energy conservation and emission reduction actions in the process of business development. For instance, we have optimized the process of mopping with estimated 5-8L water reduction, which can save approximately 10 tons of water per year.

### 案例 Case

#### 《視覺化手冊——工程篇》 Visualized Manual: Engineering

2022年，朗詩綠色生活發佈《視覺化手冊——工程篇》，內容涵蓋機房、供配電、消防、排水、電梯、弱電智能化、倉庫、入戶維修八個專業視角，提供圖文並茂作業流程與標準解讀，提升一線人員綜合素質，維護設備良好運營狀態，為社區安全提供保障。

In 2022, Landsea Green Life released Visualized Manual: Engineering, covering eight professional aspects: computer room, power supply and distribution, fire control, drainage, elevator, weak current intelligence, warehouse and home maintenance, which provides illustrated operation procedures and standard interpretation to improve the comprehensive quality of front-line personnel, maintain the good operation state of equipment and guarantee community safety.





“健康 + 樂趣”康養模式  
“Health+Fun” Retirement Services

為長者提供基礎生活、康養、頤養服務，開展老年興趣課堂、健康管理、中醫保健養生、短途旅行等。

We provide basic life, health care and fitness services for the elderly, and offer hobby classes, health management, traditional Chinese medicine health care and short trips for them.



為長者提供康養服務  
Provide caring services for the elderly



社區零售  
Community Retail

疫情封控期間，朗詩綠色生活社區新零售業務順勢而起。公司通過肉禽蛋奶等物資的入戶配送，為業主居生活提供保障。2022 年 10 月，在公司社區零售平台朗詩優選的組織下，部分詩友自駕至陽澄湖蓮花島，賞江南風景，品正宗美蟹。

During the COVID-19 pandemic, the new retail business unit in Landsea Green Life communities emerged. The Company guaranteed the owner's living through the household distribution of materials such as meat, poultry, eggs and milk. In October 2022, with the organization of Landsea Online Mall, the Company's community retail platform, some Landsea members drove to Lotus Island in Lake Yangcheng to enjoy the beautiful scenery in the south of the Yangtze River and taste authentic crabs.



租售服務  
Rental and Sales Services

成立朗詩租售中心為朗詩業主提供房屋資產管理服務，目前已覆蓋南京、上海、蘇州、杭州、無錫、常州、成都、武漢等 10 座大中小城市，為超過 90,000 名客戶提供專業服務，業務類型包括二手房業務、新房業務、資產管理、權證代辦、賦能合作等。

Landsea Green Life Rental and Sales Center has been established to provide housing asset management services for Landsea property owners. By far, the center has covered more than 10 large, medium and small cities such as Nanjing, Shanghai, Suzhou, Hangzhou, Wuxi, Changzhou, Chengdu, and Wuhan, providing professional services to more than 90,000 customers. Its business types include second-hand house sales, new house sales, asset management, warrant agency, empowerment cooperation, among others.

社區溝通與發展

Community Communication and Development



詩友公社是朗詩綠色生活旗下社區文化子品牌，致力於提高居民與社區的粘合力。截至 2022 年底，詩友公社已衍生出 19 個不同主題的社群，開展 616 場社群活動（含社區活動、社群活動及共創活動），覆蓋超 100 個社區，累計參與詩友超 49,000 人。此外，公司發佈《社區社團發展指引手冊》等多份實操性指導手冊，助力運維社區的管家推進詩友公社發展。

The Landsea Friends is a sub-brand of community culture under Landsea Green Life, dedicated to increasing the stickiness between customers and community. By the end of 2022, the Landsea Friends had developed 19 clubs with different themes, and carried out 616 activities (including community activities, club activities and co-creation activities), covering over 100 communities, with a total participation of over 19,000 Landsea members. In addition, the Company issued a number of practical instruction manuals such as “Guidelines for the Development of Community Organizations” to help the butlers of the communities operated by the Company promote the development of the Landsea Friends.

19 個不同主題社群

19 clubs with different themes

616 場社群活動

616 club activities

覆蓋 100+ 個社區

Cover 100+ communities

超 49,000 名詩友參與

Over 49,000 the Landsea Friends members participated

“詩友公社小程序”上線運行，流覽量已達 19 萬次

The “Landsea Friends Mini Program” was launched, having been browsed for 190,000 times

案例  
Case

詩友公社“2022 百團溢彩·奇趣冰淇淋環遊記”

“2022 Ice Cream Tour for Environmental Protection” of the Landsea Friends

2022 年，朗詩綠色生活發起了一場 37 天冰淇淋環遊記的活動。小小的冰淇淋車先後走進全國 15 座城市，98 個社區。本次活動為鼓勵詩友們使用環保器具，特意設置了自帶容器享綠色環保價的規則，提高詩友的低碳環保意識。在業主們的積極參與下，共有 508 位詩友自帶容器盛裝冰淇淋，共建低碳環保社區生活模式。

In 2022, Landsea Green Life launched a 37-day Ice Cream Tour for 98 communities of 15 cities in China. To encourage the Landsea Friends members to use environmental protection appliances, the rule of bringing their own containers to enjoy green environmental protection prices was set up to raise their awareness of low-carbon lifestyle for environmental protection. With the active participation of the property owners, a total of 508 the Landsea Friends members brought their own ice cream containers to support a low-carbon and environmentally friendly community lifestyle.



案例  
Case

“碳循美好”社區減碳行動  
“Carbon Cycling for a Better Community” Action

朗詩綠色生活連續 2 年，連同南京大學組織開展廚餘垃圾堆肥的創新實踐。本次行動安排科學小實驗與堆肥實操，提高業主對於廚餘堆肥的認識度，體驗堆肥的過程與成果，在業主們的深度參與下，公司將持之以恆推動無廢社區的建設。

Landsea Green Life has been organizing innovative practices of kitchen waste composting for two consecutive years in collaboration with Nanjing University for 2 years. Scientific experiments and composting practices are carried out to improve the property owners' awareness of kitchen waste composting, and let them experience the process and achievements of composting. With the deep participation of property owners, the Company will continue to promote the development of waste-free communities.

公司明確規定嚴禁向公司以外的任何單位及個人提供客戶信息。電子版及信息管理平台的客戶資料應設置存取權限與密碼，除物業服務中心負責人、前台文員及對應管家外，其餘人員未經許可不得隨意借閱。

The company has made it clear that it is strictly prohibited to provide customer data to any unit or individual outside the company. Authority and password are required to access the digital customer data and the management platform of customer data. Except for the person in charge of the property service center, the front desk clerk and the corresponding steward, other staff members are not allowed to get access to customer data without permission.

公司通過品質核査的方式，對物業管理中心在客戶資訊資料及物品管理進行現場核査，如不滿足公司在客戶資訊與隱私保護方面的要求，將推進整改，出具整改報告並進行二次核査，以保障客戶資訊與隱私安全。

The Company conducts on-site verification for property management center regarding the management of customer information and privacy protection. If it does not meet the Company's requirements in customer information and privacy protection, the Company will activate reformation, issue reformation reports and conduct further verification to ensure customer information and privacy security.

## 客戶信息與私隱保護 Customer Information and Privacy Protection

朗詩綠色生活在為業主服務的過程中，主要會接觸到客戶個人身份資訊、家庭成員、住址等有關信息，為了保障客戶私隱安全，朗詩綠色生活嚴格遵守《中華人民共和國網路安全法》，以及關於信息安全與私隱保護的相關法律法規，制定《客戶資料管理工作指導書》，通過了 GB/T 22080-2016/ISO/IEC 27001: 2013 物業管理服務涉及的信息安全管理活動認證（有效期至 2024 年 6 月 21 日）。公司不斷規範客戶信息資料的管理，確保客戶資料的管理連續性、完好性和保密性及借閱等有序管理。

In the process of serving the property owners, Landsea Green Life may have access to information of customers' personal identity, family members, home addresses, etc. In order to protect customers' privacy, Landsea Green Life strictly abides by the Network Security Law of the People's Republic of China and relevant laws and regulations on information security and privacy protection. In addition, the company has formulated the Guide on Customer Information Management and passed GB/T 22080-2016/ISO/IEC 27001: 2013 certification of information security management involved in property management services (valid until June 21, 2024). The Company constantly standardizes and reviews the management of customer information to ensure the continuity, integrity, confidentiality in the process, as well as the orderly management of information requests for reference.



## 知識產權保護 Intellectual Property Protection

朗詩綠色生活根據國家和行業有關知識產權的法律、法規和規章，結合公司的實際情況，規範公司知識產權的管理工作，並明確責任和義務，保護公司知識產權不受侵害，打擊侵犯公司知識產權的違法行為。

In accordance with national and industrial laws, regulation and rules on intellectual property, Landsea Green Life commits to protect the company's intellectual property rights from infringement, and promptly crack down on illegal acts via a well-established intellectual property management with well-defined responsibilities and obligations.

知識產權管理工作是公司管理體系中具有戰略意義的基礎性管理環節。公司全面推進知識產權的整體管理工作，將知識產權工作納入公司的研發、運營、市場等各環節的管理工作中。在保護自身知識產權的同時，亦尊重他人勞動成果，不侵害他人知識產權，不盜用、不模仿他人專利技術，不侵犯他人註冊商標專用權。

Intellectual property management is a fundamental link of strategic significance in the company's management system. The company promotes the overall management of intellectual property rights in an all-round manner and incorporates intellectual property work under the management of R&D,

operation, marketing, and other links. While protecting the company's own intellectual property rights, we also respect other people's achievements, do not infringe upon others' intellectual property rights, do not misappropriate or imitate others' patented technologies, and do not infringe upon others' exclusive right to use registered trademarks.

2022 年，朗詩綠色生活和南京大學合作的科研小組就 5 項科研成果申請發明專利，就 2 項科研成果申請軟件著作權。報告期內，公司未發生侵害他人知識產權的事件，也未有上述事項引起的訴訟案件發生。

In 2022, the scientific research team of Landsea Green Life and Nanjing University applied 5 patents and 2 copyrights for research findings. During the Reporting Period, there were no incident of infringement of others' intellectual property rights, and no litigation cases arising from the above matters occurred.



## 供應鏈管理 Supply Chain Management

朗詩綠色生活主要的供應商，根據業務口徑分為常規服務類、商業增值類、工程維修改造類、日常經營類；按具體內容分為秩序服務、日常清潔、綠化養護、商業合作、管理諮詢、工程維修、工程改造、辦公物資、服裝等；按合作性質分為戰略供應商和普通供應商；其中，公司重點管理常規服務類及工程維修改造類供應商。公司重點關注供應商的品質、環境、社會風險、售後服務等方面，並每年對供應商開展資質、環境及社會責任感等方面的評估工作。在 2022 年，公司制定並頒佈執行《招標管理制度》《招標採購立項管理規定》《城市服務類外包採購管理規範》等供應商管理制度，規範服務類外包供應商的屬地化採購管理流程，有效管理因降低環境風險而引起的財務風險。同時，朗詩綠色生活共評估考核 188 家供應商，其中獲評 A 級供應商 23 家，B 級供應商 114 家。95% 供應商達到公司《供應商管理制度》中對合規性、環保安全、品質管制體系等要求及考核標準。9 家供應商因低於公司評分要求、不服從管理、或有對公司聲譽造成負面影響之嫌，被剔除出朗詩綠色生活供應商合作名冊。

The main suppliers of Landsea Green Life can be classified into routine services, commercial value-added, engineering maintenance and renovation, and daily operation suppliers according to their business specialty. According to the specific content, they are classified into suppliers of orderly service, daily cleaning, greening and maintenance, business cooperation, management consulting, engineering maintenance, engineering renovation, office supplies, clothing, among others. According to the nature of cooperation, they are classified into strategic suppliers and ordinary suppliers. Among them, the Company focuses on the management of conventional service suppliers and engineering maintenance and transformation suppliers. With attention mainly on suppliers' quality, environment, social risks and after-sales service, the Company evaluates suppliers' qualifications, environment and social responsibilities every year. In 2022, the Company formulated, promulgated and implemented supplier management systems such as Bidding Management System, Regulations on Bidding and Procurement Management and Regulations on Urban Service Outsourcing and Procurement Management, standardized the localized procurement management process of service outsourcing suppliers, and effectively managed financial risks caused by reducing environmental risks. Meanwhile, Landsea Green Life assessed 188 suppliers, including 23 A-level suppliers and 114 B-level suppliers. And 95% of the suppliers met the requirements and assessment standards of compliance, environmental protection and safety, quality management system in the Company's Supplier Management System. Nine suppliers were excluded from the cooperation list because they did not meet the Company's rating requirements, not comply with supply chain policy or have likelihoods of negative impacts on the Company's reputation.



**188** 家 /suppliers

累計評估供應商數  
Accumulated number of suppliers  
evaluated



**95%**

供應商考核通過率  
Ratio of suppliers passing  
evaluation

## 供應鏈社會責任管理 Social Responsibility Management of Suppliers

公司制定的《供應商管理制度》明確了供應商資質要求和管理規定，保障供應商引進的公正公開。2022 年，朗詩綠色生活與所有供應商簽署《廉潔協議》杜絕不合法的採購行為，與供應商共同構建清爽、健康的商業合作關係。

此外，對於其他社會相關風險，公司主要通過天眼查、國家企業信用信息公示系統等合作廠商查詢平台進行識別，重點關注勞工糾紛、侵權等問題，對於出現勞工糾紛等違規情況的供應商，將慎重與其展開合作。

The Supplier Management System formulated by the Company defines the qualifications required to be a supplier and management regulations to ensure the fair and open introduction of suppliers. In 2022, Landsea Green Life signed the Integrity Agreement with all its suppliers, putting an end to illegal purchasing activities, and jointly building a clean and healthy business cooperation relationship with suppliers.

In addition, for other social risks, the Company mainly identifies them through third-party inquiry platforms such as Tianyancha and the National Enterprise Credit Information Publicity System, focusing on issues such as labor disputes and infringement, and will be cautious about suppliers who violate regulations such as labor disputes.

## 供應商環境責任管理 Environmental Responsibility Management of Suppliers

朗詩綠色生活在自身建立起完善的環境管理體系的基礎上，同樣也關注供應商的環境風險管理。為了強化供應鏈環境風險管理，公司制定了《對相關方施加影響控制程式》《相關方環保要求》等制度和標準，以促進供應鏈上的利益相關者瞭解公司一體化的管理體系，促使其自覺保證產品 / 服務品質、保護環境。

On the basis of a sound environmental management system, Landsea Green Life also pays attention to the environmental risk management of its suppliers. In order to strengthen the environmental risk management in the supply chain, the Company has formulated a series of regulations and standards, such as the Stakeholder Influence Control Program and the Environmental Requirements for Related Parties, so that the relevant parties in the supply chain could better understand the Company's integrated management system and take the initiative to guarantee the quality of their products/services and protect the environment.

公司對重點供應商進行不定期的監督與檢查，檢查內容包括是否因環境問題受到利益相關者的投訴或受到上級主管部門或環保部門的處罰；污染物排放是否達標，或已有明顯的削減等。此外，公司每年以文件的形式向對應的供應商宣傳公司的一體化方針、環境常識等，不斷提高供應商在環境方面的管理水平。

The Company conducts unscheduled supervisions and inspections on key suppliers. The inspections are conducted to check whether there are complaints from related parties or punishments by higher-level authorities or environmental protection departments as a result of environmental violations, whether pollutant discharge is up to standard or has been significant reduced, among others. Furthermore, the Company sends written documents to relevant parties every year to promote its integrated policy and general knowledge on environmental protection, to continuously improve the management level of suppliers in terms of product/service quality and environmental protection.



朗詩綠色生活積極推動綠色供應鏈和綠色環保材料運用，優先甄選綠色供應商。公司對供應商產品和服務的環保等級視為重要考核點進行關注，強調材料的綠色環保，重視日常經營中材料的回收及往復使用。根據《招標購管理制度》，公司針對環境、勞工、道德等方面表現不佳的供應商，採取約談整改、取消合作的手段進行管控，同時所有供應商均納入供應商黑灰名單進行管理。公司通過在合同中納入乙方義務對分包商的健康與安全培訓進行管理，同時需查驗分包商相關體系認證證書及利益相關者要求的執行情況；此外，公司還通過准入考察、日常考核、飛行檢查、年度履約評估等系統方式對已有供應商的辦公環境、設施設備功效、員工管理、企業責任等方面進行考核、評估，其中飛行檢查全年 2-3 次，日常考核每月一次，確保供應商符合公司要求。

Landsea Green Life actively promotes the green supply chain and the use of environmentally friendly materials and prefers green suppliers. The Company is concerned with the environmental protection level of suppliers' products and services as an important assessment point, stresses the use of environmentally friendly materials, and attaches importance to the recycling and reuse of materials in daily operations. According to the Management System of Bidding and Procurement, with regard to suppliers with poor performance in the aspects of environment, labor and ethics, the Company will regulate them by means of talks, rectification and cancellation of cooperation according to the specific circumstances, and all such suppliers will be included in the black and gray lists of suppliers for management. The Company manages the subcontractors' health and safety training by including Party B's obligations in the contract, and at the same time, makes it compulsory to check the subcontractors' relevant system certification and the implementation of the requirements of relevant parties; in addition, the Company also assesses and evaluates the existing suppliers' office environment, facilities and equipment efficiency, staff management, corporate responsibility, etc. through access inspection, daily assessment, unannounced inspection, annual performance assessment and other systematic ways, including 2-3 unannounced inspections a year and daily assessment once a month to ensure that the suppliers meet the Company's requirements.



## 員工權益及福利 Employee's Right and Benefit

朗詩綠色生活嚴格遵守《中華人民共和國勞動法》《中華人民共和國民法典》《中華人民共和國社會保險法》及《中華人民共和國勞動爭議調解仲裁法》等法律法規，制定了《朗詩物業員工錄用相關規定》《人力資源管理手冊》《員工關係管理制度》《績效管理指引辦法》《考勤管理制度》等制度，尊重和保護員工的合法權益。

Landsea Green Life strictly complies with Labour Law of the People's Republic of China, Labour Contract Law of the People's Republic of China, Social Insurance Law, Law on Mediation and Arbitration of Labour Dispute, and other relevant laws and regulations. In addition, the company formulated the Regulations on Employment of Landsea Property Management Staff, Human Resources Management Manual, Staff Relationship Management System, Performance Assessment Guide, Attendance Management System, and other regulations to protect the legitimate rights and interests of employees.

公司在人力資源管理的全過程中，平等原則貫穿始終，在招聘、晉升、培訓、薪資、福利待遇等方面，不因年齡、性別、籍貫、宗教信仰、婚姻狀況或殘疾等非工作因素對員工歧視或差別待遇，努力創造公平競爭、公開選拔、公開有序的人才流動機制。公司秉承“從

人力到人才，不斷升級人才素質和結構”的雇傭理念，開放內部招聘、校園招聘、社會招聘、獵頭招聘等多種招聘管道，在《員工關係管理制度》中規定招聘許可權、面試和筆試篩選、審批錄用、入職引導等各項程式，確保公司內外部招聘機制的科學性和合理性。公司落實身份核實和背景調查制度，以杜絕雇傭童工或強制勞工現象。

The Company upholds the principle of equality in the entire process of the human resources management, covering recruitment, promotion, training, salary, and benefits. Employees, regardless of age, gender, native place, religious belief, marital status, or disability, are all treated equally without discrimination. The Company is committed to creating a talent mobility mechanism featuring fair competition, open selection, and order. With a view to "constantly upgrading the quality and structure of human resources", the Company recruits employees through multiple channels, including internal recruitment, campus recruiting, and head-hunting. Staff Relationship Management System elaborates on the hiring authority, recruitment based on interviews and written examinations, approval for recruitment, guidance for new recruits, among others, in a bid to ensure the scientific and rational recruitment, both internal and external. The Company implements identity verification and reference check systems to avoid the child or forced labour.





2022年，公司通過朗詩綠色生活官網、人才招聘網站等平臺，為1,911人提供了就業機會。同時，公司也為在校學生提供各類實習機會。

報告期內，公司未發生與員工招聘與解僱、工時與假期、晉升與平等機會、反歧視及多元化和勞工準則相關的違法違規情況。公司亦沒有僱傭童工或強制勞工的事件發生。但是，如果發現此類事件，公司將向有關部門報告，積極採取管理措施，杜絕此類事情再次發生。

In 2022, the Company provided employment opportunities for 1,911 people through the channels of Landsea Green Life official website, recruitment websites and other platforms. Meanwhile, the Company also provided various internship opportunities for college students.

During the reporting period, there were no violations of any laws and regulations related to employee recruitment and dismissal, working hours and holidays, promotion and equal opportunities, anti-discrimination and diversity, or labor standards. There are no incidents of child or forced labour at the Company. However, if such incidents are discovered, such practice will be eliminated by having the forced labour reported to the relevant authorities and the child labour dismissed.

### 員工僱傭和基本權益制度概覽

#### Overview of the Employees' Recruitment and Basic Rights

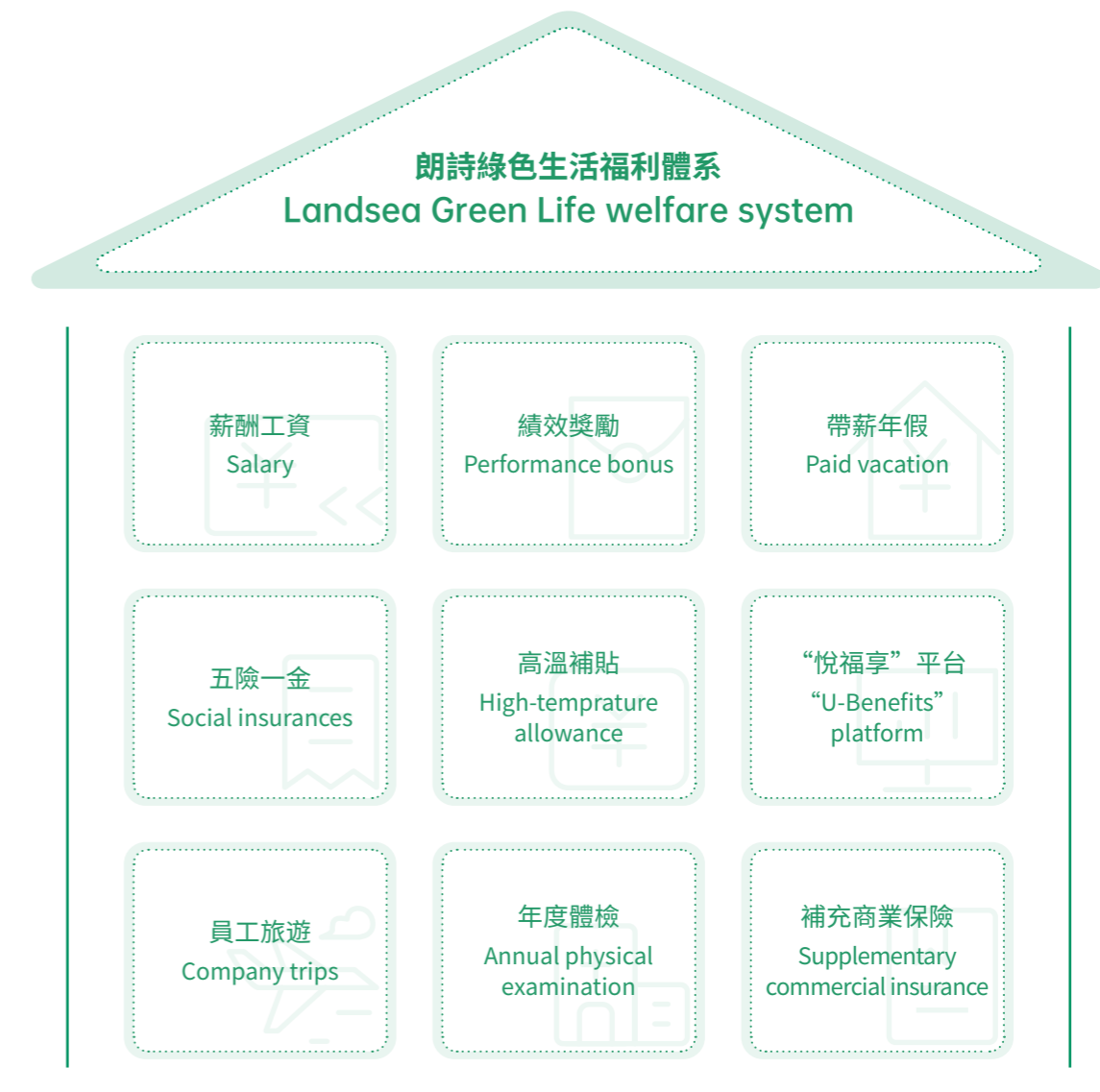
 <p><b>僱傭與薪酬</b> Recruitment &amp; Salary</p>	<p><b>薪酬:</b> 制定與發放符合法律法規的要求; 實施定崗、定編、定員統一管理; <b>Salary:</b> The salary is determined and distributed in accordance with the relevant laws and regulations. Determine the number of positions, the size of staff, and the allocation of personnel under unified management system.</p> <p><b>招聘:</b> 公開、平等僱傭, 禁止童工、強制勞工; <b>Recruitment:</b> Recruitment in the principle of transparency and equality. Child and forced labour are prohibited.</p> <p><b>解僱:</b> 制定《員工關係管理制度》, 規範和完善員工離職管理。 <b>Dismissal:</b> Formulate the Staff Relationship Management System to regulate and improve the management of staff dismissal.</p>
 <p><b>晉升發展</b> Promotion</p>	<p><b>晉升:</b> 制定明確的員工考核和晉升制度, 設置崗位晉升制度, 設置崗位晉升和職級晉升雙通道; 建立: “考德” “考能” “考績” “考潛能” 的晉升考核體系; 依據個人發展意願, 從專業發展、管理發展兩個方向為員工建立清晰的職業發展路徑。 <b>Promotion:</b> Develop a clarified system for employee evaluation and promotion; set up dual channels for promotion in terms of position and rank; establish a promotion evaluation system by measure of morality, capabilities, performance, and potential; and design a clear career development path for employees in professionalism and management based on their person wishes.</p>
 <p><b>工時與休假</b> Working Hours &amp; Holiday</p>	<p><b>工時:</b> 實行每週5天工作日, 每週工作40小時; <b>Working hours:</b> 5 working days a week, 40 hours a week;</p> <p><b>加班:</b> 實行加班審批制度, 針對加班時間, 員工可申請調休或加班費; <b>Overtime:</b> Implement overtime approval system. Employees can apply for time off or pay for overtime.</p> <p><b>休假:</b> 依法享受國家法定假日、年休假、婚嫁、喪假、女員工產假、男員工護理假、哺乳假、計劃生育假、育兒假、獨生子女護理假。 <b>Holiday:</b> Employees enjoy national holidays, annual leave, marriage leave, funeral leave, maternity leave for female employees, nursing leave for male employees, breastfeeding leave, and family planning leave, parenting leave and one-child care leave.</p>

公司積極依法落實員工福利相關政策。公司在保障員工依法取得勞動報酬及享有法定社會保險、享有休息時間等合法權利的基礎上，為全體員工提供帶薪假期、員工旅遊，並為部分員工購買補充商業保險。此外，公司建立了“悅福享”福利平台，通過多種激勵方式，第一時間傳達企業對員工的關懷，並定期組織各類騎行及球類活動，豐富員工生活。

In line with policies relating to employee welfare, the Company provides all employees with paid holidays and company trips, apart from legitimate rights to salaries, statutory social insurances and breaks. In addition, the Company provides some staff members with supplementary commercial insurances. Moreover, the Company has established a welfare platform “U-Benefits” to show its care for employees through various incentives, and regularly organizes all kinds of cycling and ball games to enrich the lives of employees.

### 朗詩綠色生活福利體系

#### Landsea Green Life welfare system



案例  
Case

員工跑團

Employee Jogging Club

2022年，朗詩綠色生活的員工跑團，更是以“多城聯動、線上同步”的方式，踐行了“志存高遠 腳踏實地 百折不撓”的司訓。同時，公司每年定期組織各類騎行及球類活動，旨在活躍和豐富員工們的業餘生活，促進員工間的相互交流，增強集體凝聚力，展現出積極向上、勇於攀登、開拓進取的精神風貌。



In 2022, Land Sea Green Life's Employee Jogging Club practiced the Company's motto of "Aspiring High with Feet on Ground and Forging Ahead with an Indomitable Will" in the way of "multi-city linkage and online synchronization." At the same time, the Company regularly organizes various kinds of cycling and ball games every year, aiming to enliven and enrich employees' life in their spare time, promote communication among employees, cement collective cohesion, and boost the spirit of being positive, perseverant and pioneering.

同時，朗詩綠色生活重視女性員工關懷，在給予女性員工平等的職業發展通道和培訓、深造機會的基礎上，為女性員工提供多樣的關懷活動。

At the same time, Landsea Green Life attaches great importance to female employees by offering a variety of care activities for female employees on the basis of giving them equal career development channels and opportunities for training and further study.

案例  
Case

三八婦女節

International Women's Day

2022年的國際婦女節，朗詩綠色生活開展了面向公司全體女性員工的關懷活動。節日當天，公司給女性放假半天，安排看電影和學習花藝兩項節日活動。女性員工可以根據自己的興趣報名參與。

On International Women's Day in 2022, Landsea Green Life launched an event for all female employees of the Company. On this day, the Company offered women a half-day leave, and arranged two activities: watching movies and learning floral art. Female employees could sign up for participation according to their own interests.

## 職業健康與安全 Occupational Health and Safety

朗詩綠色生活關注員工職業健康與工作環境的安全，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》等法律法規。

Landsea Green Life is concerned with the occupational health of employees and the safety of the working environment, and abides by the Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases, the Law of the People's Republic of China on Production Safety and other laws and regulations.

公司制定了《職業健康安全運行控制程序》《應急防護操作手冊》《危險源辨識、風險評價和控制程序》等制度，建立了突發事件分級管理體系，明確具體操作規範及相關危險事件的應急預案及措施，共制定了21個安全應急預案。公司建立了完善的職業健康安全管理體系，通過了GB/T 45001—2020/ISO 45001:2018職業健康安全管理體系認證（有效期至2024年7月19日）。

The Company has formulated procedures and measures such as Occupational Health and Safety Operation Control Procedures, Emergency Protection Manual, Hazard Source Identification, Risk Evaluation and Control Procedures. A graded management system for emergencies has been set up to clarify specific operating norms and emergency plans and measures in response to related hazardous events, incorporating a total of 21 safety emergency plans. The Company established a sound occupational health and safety management system, and passed the GB/T 45001-2020/ISO 45001:2018 occupational health and safety management system certification (valid until July 19, 2024).



## 安全管理架構和職責

### Safety Management Structure and Responsibilities

管理架構 Management Structure	職責 Responsibilities
總經理 General Manager	<ul style="list-style-type: none"> <li>安全管理第一負責人 Person of primary responsibility for safety management</li> </ul>
人力資源部 HR Department	<ul style="list-style-type: none"> <li>監督勞動防護用品配置和實施情況 Supervise the allocation and use of labour protection equipment.</li> <li>組織職業健康培訓 Organize training on occupational health.</li> <li>組織職業健康體檢 Organize physical examinations for occupational health;</li> <li>參與因公傷亡事故的調查和結果認定 Participate in the investigation and result determination of work-related casualties.</li> </ul>
總經理 General Manager	<ul style="list-style-type: none"> <li>負責該部門職業健康安全運行過程的具體實施 Responsible for the departmental operation based on occupational health and safety.</li> </ul>

公司在各服務中心點設置服務中心緊急情況應急小組，組長由服務中心主任擔任，管家及班長為小組責任成員。服務中心應急小組負責各緊急狀態下應急準備與響應的組織與監督工作，同時還負責日常工作中《應急防護手冊》的編制和適宜性審核。

The Company sets up emergency response teams at each service center. The team is led by the director of the service center, comprising stewards and leaders of other teams. The emergency response team at the service center is responsible for the organization and supervision of preparedness and response in various emergencies. It is also responsible for the preparation and suitability review of the Emergency Protection Manual in daily work.



朗詩綠色生活安全管理的工作重點為建立相應的預防管理措施，每年開展審計工作，準備必要的應急及防護器材，並加強巡邏檢查、加強崗位人員防護意識教育。2022 年，公司積極開展職業健康與安全的培訓，培訓內容涵蓋突發事件處置培訓、安全作業規範培訓、預防火災及消防知識培訓、物業安全生產風險管控培訓等，累計參加培訓員工達 393 人。報告期內，公司未發生工傷死亡事件。

The safety management of Landsea Green Life focuses on establishing corresponding preventive management measures, which will be reviewed annually, providing necessary emergency and protective equipment, strengthening patrol inspection and enhancing employees' protection awareness in their services. In 2022, the Company actively carried out occupational health and safety training, covering training on coping with emergency, safety operation standard, fire prevention and firefighting knowledge, and property safety production risk management, etc. A total of 393 employees participated in the training. During the reporting period, no work-related death occurred in the Company.

## 職業安全培訓內容

### Contents of Occupational Safety Training

**安全體系及標準化培訓**  
Safety System and Standardized Training

- 培養安全生產意識  
Cultivate the awareness of safety in production
- 提高安全知識水準  
Enhance the level of knowledge on safety
- 提升安全管理能力  
Improve the ability of safety management

**職業健康與安全培訓**  
Training on Occupational Health and Safety

- 增強員工職業健康安全意識，規避勞動風險  
Enhance employees' awareness of occupational health and safety and avoid labor risks
- 普及職業病防治法律、法規、規章和操作流程  
Educate employees regarding the laws, regulations, rules and operating procedures of occupational disease prevention and control
- 教育正確使用職業病防護設備和個人防護用品  
Instruct on the correct use of equipment for occupational disease prevention and personal protection

**消防應急演練**  
Fire Control Emergency Drills

- 幫助員工瞭解消防安全知識，提升火災應急能力  
Help employees understand knowledge on fire safety and improve their capabilities for fire emergency response
- 幫助員工掌握防火應急機制，熟悉防火緊急疏散程式和線路  
Help employees master the fire control and related emergency mechanisms and be familiar with the evacuation procedures and routes

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## 員工培訓與發展 Employee Training and Development

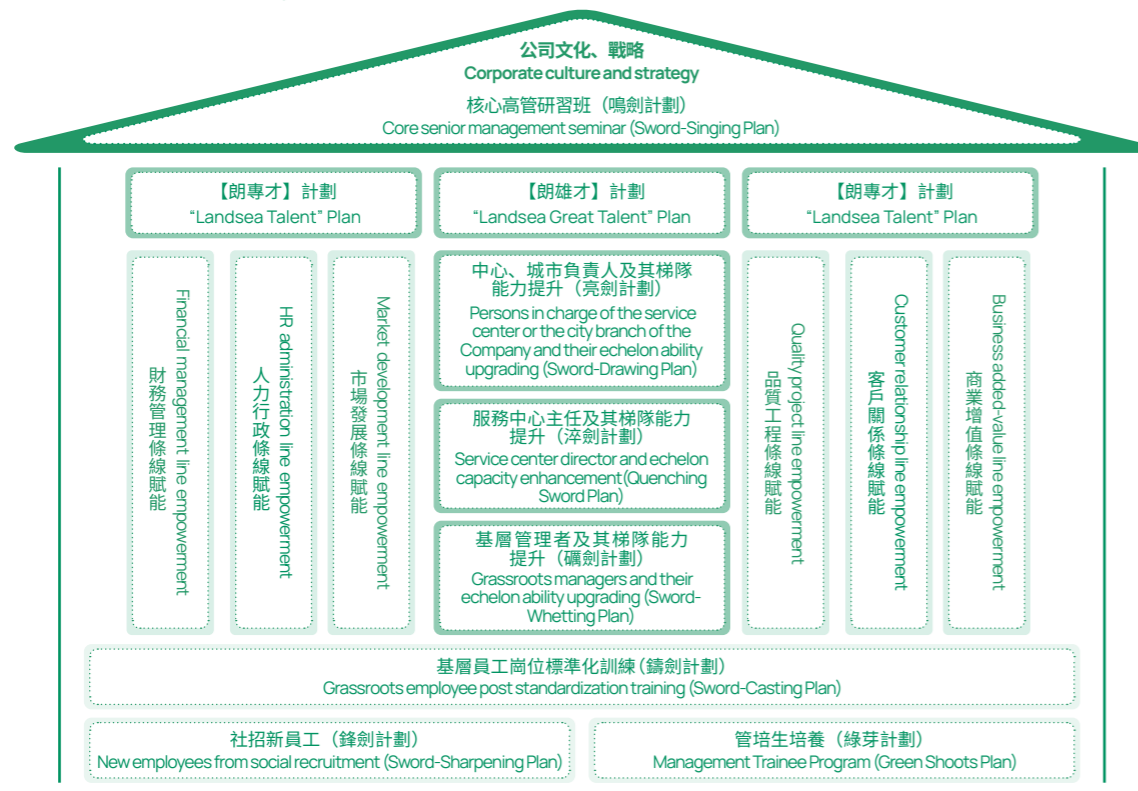
朗詩綠色生活心繫員工成長與發展，建立完善的培訓體系和職業晉升通道。公司基於能力驅動的長期人才發展方式和基於業務驅動的短期業務發展的培訓體系“講物堂”，圍繞關鍵人群、核心崗位和重點區域，採用差異化學習激勵、集約化資源管理和多樣化培訓手段，為員工提供滿足不同需求的、有針對性的培訓。

Landsea Green Life emphasizes employees' growth and development, in an effort to build a learning organization. The Company has established the "Lecture Hall", a training system based on ability-driven long-term talent development and business-driven short-term business development. With the focus on key groups, core positions and key areas, the Company adopts differentiated learning incentives, intensive resource management, and diversified training methods to provide employees with targeted training to meet their various needs.

公司針對新員工設立了封劍計劃、綠芽計劃、鑄劍計劃，針對現有一線員工、管理和後備管理人員設立了朗專才、朗雄計劃，針對公司管理團隊和高潛人員設立鳴劍計劃，全方位、多層次促進員工與公司一起成長。

The Company sets up Sword-Sharpening Plan, Green Shoots Plan and Sword-Casting Plan for new employees, Landsea Great Talent and Landsea Talent plans for existing front-line employees, managers and reserve managers, and Sword-Singing Plan for the Company's management team and high-potential personnel, so as to promote employees to grow together with the company in an all-round manner and at multiple levels.

### 朗詩綠色朗詩綠色生活培訓體系 Landsea Green Life's Training System



2022 年，朗詩綠色生活投入 74 萬元用於員工培訓，旨在提高員工的管理能力和專項技能，提升員工對企業認同感與團隊凝聚力。公司以線上線下相容的形式開展培訓累計達 89 場，內容涵蓋通識類知識、專項技能提升、管理能力提升。

In 2022, Landsea Green Life invested RMB 740,000 in employee training, for the purpose of improving employees' management ability and special skills, and enhancing their sense of corporate identity and team cohesion. The Company conducted a total of 89 training sessions both online and offline, covering general knowledge, special skills improvement and management ability improvement.



### 案例 Case

#### “亮劍計劃”——項目總經理經營管理能力提升營 “Sword-Drawing Plan”: project manager's management ability improvement camp

2022 年，公司組織開展了以提升項目總經理管理能力為目標的“亮劍計劃”項目。本項目將在經營拓展、團隊賦能、商業創新三個方向培養和提高項目總經理的能力。成長營於 2022 年 5 月 20 日正式啟動，線上線下授課形式，截至 2022 年底已開展 7 期，本項目旨在培養專業穩重的職業項目總經理，為公司發展提供堅實的人才支撐。

In 2022, the Company organized and launched the "Sword-Drawing Plan" with the goal of improving the management ability of project managers. This project will cultivate and improve the ability of the project managers in three directions: business development, team empowerment and business innovation. The ability improvement camp was officially launched on May 20, 2022, with online and offline teaching. By the end of 2022, it had been held for seven times. The purpose of this project is to train professional and stable general managers and provide solid talent support for the Company's development.

案例  
Case

“朗專長計劃”——常規經營能力提升營

“Landsea Talent Plan”: regular operation ability promotion camp

2022年，公司組織開展了以強化公司項目管理層的常規經營能力為目標的“朗專長計劃”的培養項目。本項目重點宣貫常規經營預算及立項流程、常規成本管控與庫存管理、常規現金流及指標分析等，旨在提高項目管理層的風險管控能力。截至2021年底，以開展7期次，累計參培人員167人次，為公司項目管理輸送優秀人才。

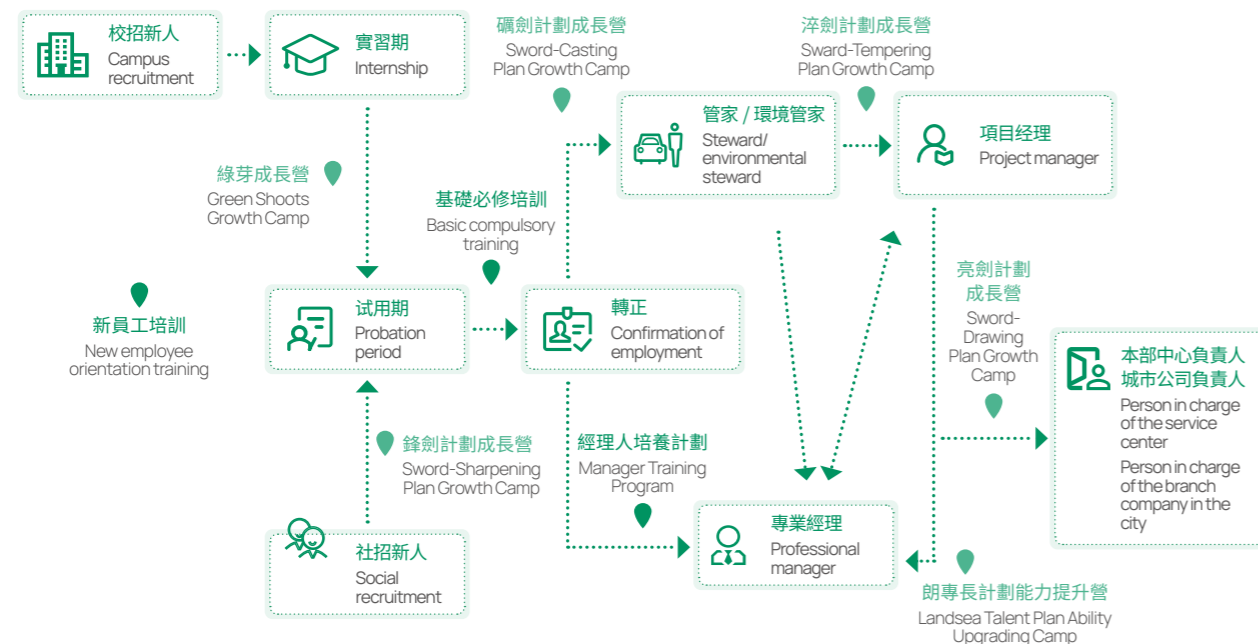
In 2022, the Company organized and carried out the training project of “Landsea Talent Plan” with the goal of strengthening the routine operation ability of the Company’s project management and a focus on publicizing the routine operating budget and project establishment process, routine cost control and inventory management, routine cash flow and index analysis, for the purpose of improving the risk control ability of the project management. By the end of 2021, seven sessions had been held, with a total of 167 participants, providing excellent talents for the Company’s project management.

在員工晉升及發展方面，朗詩綠色生活制定清晰、透明的員工晉升通道。公司為每個崗位設置明確崗位職責，以有效的考評和晉升政策激勵員工加強自我提升，促進職業發展。公司鼓勵員工結合自身能力和意願，做好個人職業發展規劃。

In terms of employee promotion and development, Landsea Green Life has established clear and transparent channels for employee promotion. The Company defines clear job responsibilities for each post, and encourages employees to strengthen self-improvement and promote career development with effective evaluation and promotion policies. The Company encourages employees to make personal career development plans according to their own abilities and aspirations.

員工個人職業晉升路徑

Employee’s personal career promotion path



公益慈善與志願服務  
Charity and Volunteering

朗詩綠色生活心繫社區健康，積極參與公益慈善與志願服務，為社區防疫提供支援。2022年，朗詩綠色生活在上海疫情封控期間，積極投入社區防疫志願工作中，執行疫情防控措施。以上海朗詩未來街區為例，公司共為業主運送各類生活物資超10萬件，協助組織核酸檢測超60次、派送抗原測試劑超20次。同時，公司聯合“春雨醫生”積極開展線上心理輔導活動。

Concerned with community health, Landsea Green Life actively participates in charity and voluntary services, and provides support for community pandemic prevention. In 2022, during the COVID-19 pandemic in Shanghai, Landsea Green Life actively participated in community pandemic prevention volunteer work and implemented pandemic prevention and control measures. In the Shanghai Landsea Future Block, for example, the Company delivered more than 100,000 pieces of daily necessities to property owners, assisted in organizing nucleic acid detection for more than 60 times, and delivered antigen detection kits for more than 20 times. Meanwhile, the Company cooperated with “Dr. Spring Rain” to offer online psychological counseling.

案例  
Case

羅店醫院志願服務

Volunteer services in Luodian Hospital

2022年4月，朗詩綠色生活積極參與上海羅店醫院抗疫工作中。122名朗詩綠色生活員工，24小時嚴正以待，累計服務約1,089名重症新冠病患，運送及派發生活用品，參與環境採樣，收集醫療廢棄物等。

In April 2022, Landsea Green Life actively participated in pandemic control in Shanghai Luodian Hospital. A total of 122 employees of Landsea Green Life were on standby 24 hours a day, serving about 1,089 patients suffering from severe COVID-19, delivering and distributing daily necessities, participating in environmental sampling, and collecting medical wastes, etc.





# 關鍵量化績效表

## ESG Quantitative Performance

### 環境績效

#### Environmental Performance

指標 <sup>1</sup> KPIs <sup>1</sup>	單位 Unit	2020 年	2021 年	2022 年
在管項目數量 Number of projects under management	個 Number	123	151	203
其中，獲得綠色建築相關認證的項目數量 Number of projects with relevant certification for green building	個 Number	36	46	53
獲得綠色建築相關認證項目的比率 The ratio of projects with relevant certification for green building	%	34.40	30.46	26.11
汽油用量 Gasoline consumption	升 Liter	3,380.00	10,720.83	8,769.30
柴油用量 Diesel consumption	升 Liter	0	7,644.71	3,110.17
耗電量 Electricity consumption	千瓦時 kWh	1,505,910.00	4,580,580.00	5,420,472.39
單位面積耗電量 Electricity consumption per unit area	千瓦時 / 平方米 kWh/m <sup>2</sup>	330.00	108.82	82.46
綜合能耗 Energy Consumption	千瓦時 kWh	1,505,940.75	4,580,754.59	5,420,583.52
單位面積綜合能耗 Energy Consumption per unit area	千瓦時 / 平方米 kWh/m <sup>2</sup>	330.01	108.83	82.46
耗水量 <sup>2</sup> Water consumption <sup>2</sup>	立方米 m <sup>3</sup>	26,560.86	200,669.00	313,090.61
單位面積耗水量 Water consumption per unit area	立方米 / 平方米 m <sup>3</sup> /m <sup>2</sup>	5.81	4.77	4.78
所產生的無害廢棄物總量（辦公） <sup>3</sup> Total amount of non-hazardous waste (office) <sup>3</sup>	噸 tonnes	1.29	48.42	375.00
所產生的有害廢棄物總量（辦公） Total amount of hazardous waste (office)	噸 tonnes	0.20	12.97	6.86
單位面積所產生的無害廢棄物（辦公） Total amount of non-hazardous waste (office) per unit area	千克 / 平方米 kg/m <sup>2</sup>	0.28	1.15	5.70
單位面積所產生的有害廢棄物（辦公） Total amount of hazardous waste (office) per unit area	千克 / 平方米 kg/m <sup>2</sup>	0.04	0.31	0.10
生活垃圾回收利用率 <sup>4</sup> Recycle rate of household waste <sup>4</sup>	%	—	—	7.72

指標 <sup>1</sup> KPIs <sup>1</sup>	單位 Unit	2020 年	2021 年	2022 年
範圍一溫室氣體排放量 <sup>5</sup> Greenhouse gas emissions in Scope 1 <sup>5</sup>	噸二氧化碳當量 tCO <sub>2</sub> e	9.15	125.00	293.64
範圍二溫室氣體排放量 <sup>6</sup> Greenhouse gas emissions in Scope 2 <sup>6</sup>	噸二氧化碳當量 tCO <sub>2</sub> e	918.76	2,675.00	3,091.30
溫室氣體排放總量（範圍一、範圍二） Greenhouse gas emissions (Scope 1 and Scope 2)	噸二氧化碳當量 tCO <sub>2</sub> e	927.91	2,800.00	3,384.94
單位面積溫室氣體排放量（範圍一、範圍二） Greenhouse gas emissions (Scope 1 and Scope 2) per unit area	噸二氧化碳當量 / 平方米 tCO <sub>2</sub> e/m <sup>2</sup>	0.20	0.07	0.05
範圍三溫室氣體排放量 <sup>7</sup> Greenhouse gas emissions in Scope 3 <sup>7</sup>	噸二氧化碳當量 tCO <sub>2</sub> e	—	61,216	52,630.76
溫室氣體排放總量（範圍一、範圍二、範圍三） Greenhouse gas emissions (Scope 1, Scope 2 and Scope 3)	噸二氧化碳當量 tCO <sub>2</sub> e	927.91	64,016	56,015.70

注：

[1] 2022 年，由於公司規模擴大，環境績效（除範圍三溫室氣體排放量、溫室氣體排放總量（範圍一、範圍二、範圍三）外）的資料統計範圍為南京總部辦公區、南京城市公司、蘇南區域公司（含安居朗詩、朗詩海湖）、上海城市公司、杭州城市公司、武漢城市公司、成都城市公司、深圳城市公司、天津城市公司、新地銳意辦公區，以及各城市公司下轄的在管項目辦公區。

[1] In 2022, the environmental performance data, excluding Greenhouse gas emission in Scope 3 and Greenhouse gas emission (Scope 1, Scope 2 and Scope 3) covered the office area of the Nanjing headquarters and the office areas of the subsidiary companies in Nanjing, Sunan (including the projects, namely An Ju Landsea and Landsea Hai Hu), Shanghai, Hangzhou, Wuhan, Chengdu, Shenzhen, Tianjin and Xin Di Rui Yi as well as the projects under management of all city subsidiaries.

[2] 2022 年，公司規模擴大，在管項目辦公區增加，耗水量也相應增加。

[2] In 2022, increases on water consumption was due to operation expansion.

[3] 2022 年，公司規模擴大，以及武漢城市公司和上海城市公司開展辦公區域翻新裝修項目，無害廢棄物產生量也相應增加。

[3] In 2022, increases on the amount of non-hazardous waste were due to renovation project conducted by subsidiary companies in Wuhan and Shanghai as well as operation expansion.

[4] 該指標為 2022 年新增環境績效指標，生活垃圾回收利用率 = 可回收垃圾總量 / 所產生無害廢棄物總量（辦公）。

[4] this KPI is newly added, measured by the amount of recyclable household waste dividing by the amount of non-hazardous waste (office).

[5] 範圍一溫室氣體排放主要來自於自有車輛汽油消耗及空調製冷劑產生的溫室氣體。自 2021 年開始，公司擴大統計範圍，範圍一溫室氣體排放包括自有車輛汽油消耗、自有車輛柴油、自有廚房液化石油氣燃燒、自有維修設備汽油 / 柴油燃燒、二氧化碳滅火器 / 空調製冷劑逸散產生的溫室氣體排放。2022 年，公司在 2021 年範圍一收集口徑基礎上，將二氧化碳滅火器填充量納入統計口徑範圍，並將持續完善溫室氣體範圍一統計口徑，提升數據的準確性。此外，2022 年，公司規模擴大，在管項目增加，範圍一溫室氣體排放量也相應增加。同時，公司減少柴油車的使用，以減少燃油產生的碳排放量，故柴油用量下降。排放量根據使用資料及相關排放係數進行計算，計算公式及排放係數參考 GHG protocol《溫室氣體核算體系：企業核算與報告標準》及香港聯合交易所發佈的《環境關鍵績效指標匯報指引》，部分因數採用《中國產品全生命週期溫室氣體排放係數庫》中的相關因數。

[5] Scope 1 GHG emissions are mainly from the consumption of gasoline by owned vehicles and air-conditioner. Starting from 2021, Scope 1 will be expanded to include GHG emissions from LPG combustion in our own kitchens, gasoline/diesel combustion in our own maintenance equipment, and CO<sub>2</sub> fire extinguishers/refrigerant escape from air conditioners. In 2022, the company includes CO<sub>2</sub> fire extinguishers fillers in scope 1. In 2022, increases on Scope 1 GHG emissions are due to operations expansion. Meanwhile, company reduced the uses of diesel fuel vehicles for carbon emission reduction. The calculation is based on GHG Accounting System of GHG Protocol: Accounting and Reporting Standards for Enterprises as well as the "Environmental Key Performance Indicators Reporting Guidelines" issued by HKEX. Some of the factors are related to the GHG Emission Coefficient database of Chinese Products in the whole life cycle. Emissions are calculated based on vehicle fuel consumption data and related emission coefficients.

[6] 範圍二溫室氣體排放主要來自於公司外購電力產生的溫室氣體。2022 年計算依據中國生態環境部《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》，電網排放係數取 0.5703t CO<sub>2</sub>/MWh。

[6] Scope 2 Greenhouse gas emissions are mainly generated by the Company's outsourcing of electricity. Emissions are calculated according to latest power consumption data and power grid emission coefficient provided by Ministry of Ecology and Environment of the People's Republic of China (0.5703t CO<sub>2</sub>/MWh).

[7] 公司自 2021 年起對範圍三溫室氣體排放量展開核算，範圍三溫室氣體排放包括員工使用交通工具、採購的辦公用品、公共區域運行、公共區域維修、公共區域園林維護造成的排放。範圍三溫室氣體排放量計算依據 GHG protocol《溫室氣體核算體系：企業核算與報告標準》，部分因數採用《中國產品全生命週期溫室氣體排放係數庫》中的相關因數。

[7] In 2021, the Company will calculate GHG emissions in Scope 3, including emissions caused by operation of public areas, maintenance of public areas, and garden maintenance of public areas. The calculation of GHG emissions in Scope 3 is based on GHG Protocol GHG Accounting system: Accounting and Reporting Standards for Enterprises, some of the factors are related to the GHG Emission Coefficient database of Chinese Products in the whole life cycle. equipment.



## 社會績效 Social Performance

### 員工僱傭 Employment

指標 KPIs	單位 Unit	2020 年	2021 年	2022 年
員工總數 <sup>1</sup> Total employees <sup>1</sup>	人 person	2,865	3,444	3,866
男性員工 Number of male employees	人 person	1,821	2,098	2,334
女性員工 Number of female employees	人 person	1,044	1,346	1,532
全職勞動合同工 Number of full-time contract workers	人 person	2,857	3,444	3,743
全職勞務派遣工 Number of full-time dispatched workers	人 person	0	0	25
兼職員工 Number of Part-time employees	人 person	0	0	0
其他僱傭形式員工 <sup>2</sup> Number of other forms of employment <sup>2</sup>	人 person	8	0	98
50 歲以上的員工 Number of employees aged over 50	人 person	224	419	527
30 歲至 50 歲的員工 Number of employees aged between 30 and 50	人 person	1,667	2,180	2,591
30 歲以下的員工 Number of employees aged below 30	人 person	974	845	748
在中國大陸工作的員工 Number of employees in Chinese mainland	人 person	2,865	3,440	3,860
在港澳台及海外工作的員工 Number of employees in HK, Macau, Taiwan and overseas	人 person	0	4	6
中級管理層以上女性員工占比 Proportion of female employees above mid-level management	%	41.27	41.33	29.15
員工流動率 <sup>1</sup> Employee turnover rate <sup>1</sup>	%	54.14	62.63	33.46
男性員工流動率 Turnover rate of male employees	%	58.65	67.54	33.57
女性員工流動率 Turnover rate of female employees	%	46.26	54.98	33.29
30 歲以下員工流動率 Turnover rate of employees under 30	%	71.05	49.57	47.73
30 至 50 歲員工流動率 Turnover rate of employees aged between 30 and 50	%	46.73	53.53	28.90

指標 KPIs	單位 Unit	2020 年	2021 年	2022 年
50 歲以上員工流動率 Turnover rate of employees aged over 50	%	35.71	32.46	31.47
中國大陸員工流動率 Turnover rate of employees in Chinese mainland	%	54.14	62.63	33.46
港澳台及海外工作員工流動率 Turnover rate of employees in HK, Macau, Taiwan and Overseas	%	0	0	0
違反員工僱傭及勞工法律法規所受處罰的次數 Number of penalties for violation of employment and labour law and regulation	次 Number	0	0	0
因工作關係而死亡的員工人數 Number of deaths due to work-related issues	人 person	0	0	0
因工傷損失的工作日數 workday loss due to work injury	日 Day	1,226	1,143	1,186
員工培訓覆蓋率 Percentage of employees trained	%	60.54	76.05	72.01
培訓覆蓋的男性員工的比例 Percentage of male employees trained	%	31.40	63.69	63.86
培訓覆蓋的女性員工的比例 Percentage of female employees trained	%	68.60	36.31	36.14
培訓覆蓋的高級管理層員工的比例 Percentage of senior management trained	%	1.95	0.95	0.97
培訓覆蓋的中級管理層員工的比例 Percentage of middle management trained	%	13.97	5.80	7.11
培訓覆蓋的基層員工的比例 Percentage of junior management trained	%	84.08	93.24	91.88
員工接受培訓平均小時數 Average number of training hours completed per employees	小時 Hour	1.83	1.84	1.78
男員工接受培訓平均小時數 Average number of training hours completed by male employees	小時 Hour	1.59	1.93	1.81
女員工接受培訓平均小時數 Average number of training hours completed by female employees	小時 Hour	1.96	1.70	1.65
高級管理層接受培訓平均小時數 Average number of training hours completed by senior management	小時 Hour	8.00	14.00	12.11
中級管理層接受培訓平均小時數 Average hours of training completed by middle management	小時 Hour	6.00	12.00	12.62
基層員工接受培訓平均小時數 Average number of training hours completed by junior management	小時 Hour	1.61	1.27	1.03

注:

[1] 2022 年，由於公司規模擴大，員工規模相較於 2021 年有較大幅度增長。

[1] Total number of employees increased due to operation expansion in 2022.

## 產品責任

### Product Responsibility

指標 KPIs	單位 Unit	2020 年	2021 年	2022 年
在客戶私隱方面發生違法違規事件的總數 Total number of reported non-compliance incidents on customer privacy	件 Case	0	0	0
在市場推廣方面發生違法違規事件的總數 Total number of reported non-compliance incidents on marketing	件 Case	0	0	0
所提供的產品和服務在健康與安全、標籤方面發生違法違規事件的總數 Total number of reported non-compliance incidents on the health & safety and labeling of the products and services provided	件 Case	0	0	0
經證實的侵犯客戶私隱權及遺失客戶資料的投訴次數 Total number of complaints received due to violation of customer privacy and loss of customer data	件 Case	0	0	0
接獲關於產品及服務的投訴數目 Total number of complaints received on products and services	件 Case	1,239	1,165	1,281
投訴處理率 Complaints resolution rate	%	100.00	100.00	100.00
客戶滿意度 Customer satisfaction	分 Score	90.00	88.00	88.00

## 營運慣例

### Business Practice

指標 KPIs	單位 Unit	2020 年	2021 年	2022 年
供應商總數 Total number of suppliers	家 One	290	322	323
大陸地區的供應商數 Number of suppliers in Chinese mainland	家 One	283	304	315
海外及港澳台地區的供應商數 Number of suppliers in overseas and Hong Kong, Macao and Taiwan	家 One	7	18	8
按公司的供應商評估制度執行環境、勞工、道德等方面表現評估的供應商數 Number of suppliers receiving environmental, labour, and ethical performance assessment according to the company's supplier evaluation system	家 One	159	157	188
通過環境、勞工、道德等方面評估的供應商數量 The number of suppliers that passed environmental, labour, ethical evaluations	家 One	129	105	179

指標 KPIs	單位 Unit	2020 年	2021 年	2022 年
匯報期內對發行人或其員工提出並已審結的貪污訴訟案件數 Number of legal cases regarding corruption brought against the Company or its employees	件 piece	0	0	0
反貪污培訓覆蓋的員工比例 Proportion of employees who received anti-corruption training	%	100	100	100
員工人均接受反貪污培訓小時數 Average number of anti-corruption training hours per employee	小時 Hour	4.00	1.20	1.00
反貪污培訓覆蓋的董事會成員比例 Proportion of board members who received anti-corruption training	%	100	42.85	37.5
董事人均接受反貪污培訓小時數 Hours of anti-corruption training for each board member	小時 Hour	4.00	2.00	2.00

注:

[1] 公司每年開展供應商環境、勞工、道德等方面的評估，根據評估結果淘汰或更換供應商。

[1] The Company will conduct Supplier Assessment on Environmental, Social and Moral issues, and eliminate suppliers based on the assessment results.

## 社區與公益

### Community Support

指標 KPIs	單位 Unit	2020 年	2021 年	2022 年
社區文體活動小時數 <sup>1</sup> Hours of recreational and sports activities in the community <sup>1</sup>	小時 Hour	812	3,351	3,693
社區文體活動參與人次 <sup>2</sup> Number of participants in the recreational and sports activities in the community <sup>2</sup>	人 Person	25,000	110,000	49,027
社區公益投入 <sup>3</sup> Amount of community investment <sup>3</sup>	元 Yuan	—	—	190,142
志願者活動小時數 <sup>4</sup> Hours of volunteering <sup>4</sup>	小時 Hour	—	—	1,386

注:

[1] 此數據僅統計服務體驗中心（含詩友公社）線上及線下活動小時數，不含城市項目自行組織的社區活動。

[1] The statistics only cover the hours of online and offline activities of the Service Experience Center (including the Landsea Friends), excluding the community activities organized by the urban project teams.

[2] 2022 年，社區文體活動參與人次減少主要受疫情影響，故社區文體活動參與人次減少。

[2] In 2022, the Landsea Friends activities and participants decreased due to Covid-19 lockdown.

[3][4] 指標為 2022 年新增社區與公益類績效指標。

[3][4] Newly added KPIs to demonstrate Landsea Green Life's contributions to community and charity work.

## 聯交所《環境、社會及管治報告指引》索引表

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註

[1] 本公司在中國參與提供物業管理服務、非業主增值服務及社區增值服務。因此，不涉及成品的包裝材料及工業原材料的使用。

[1] Inapplicable as the Company is involved in the provision of property management services, non-owner value-added services, and community value-added services in the PRC. As such, there is no packaging material and raw material used for finished products.

[2] 本公司在中國參與提供物業管理服務、非業主增值服務及社區增值服務。因此，不涉及產品召回。

[2] Inapplicable as the Company is involved in the provision of property management services, non-owner value-added services, and community value-added services in the PRC. As such, there are no products sold or shipped subject to recalls for safety and health reasons.



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