



Times Neighborhood Holdings Limited

時代鄰里控股有限公司

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立的有限公司)


Stock Code 股份代號：9928



2022

環境、社會及管治報告

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



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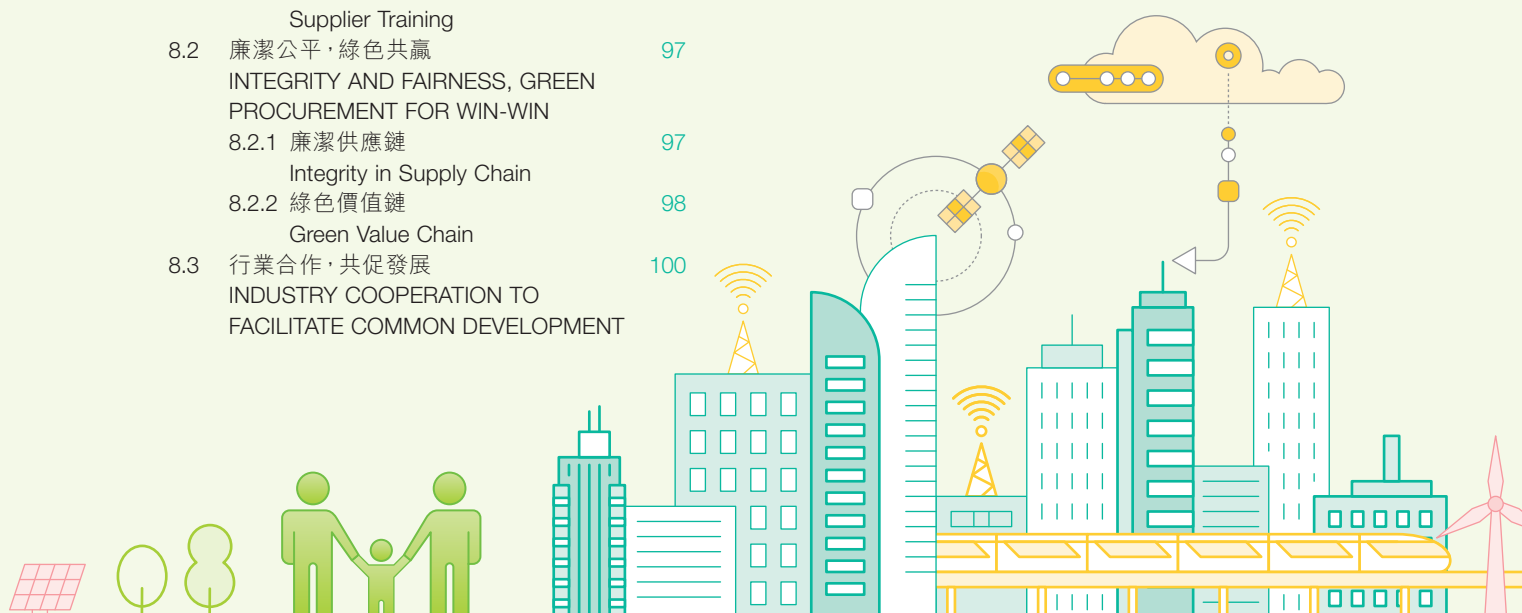
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1. 關於本報告 ABOUT THE REPORT

本報告是時代鄰里控股有限公司 (Times Neighborhood Holdings Limited, 股份代號: 9928.HK) 發佈的第四份環境、社會及管治報告 (Environmental, Social and Governance, 簡稱「ESG」報告), 秉承重要性、量化、平衡及一致性的原則, 重點披露本公司的環境、社會及管治等方面的相關信息、進展與案例。本報告時間跨度為2022年1月1日至2022年12月31日 (「報告期」)。

1.1 編制依據

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

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

匯報原則

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

This report is the fourth Environmental, Social and Governance (“ESG”) Report issued by Times Neighborhood Holdings Limited (Stock Code: 9928.HK), and is based on the principles of Materiality, Quantitative, Balance and Consistency for the purpose of providing information, progress and case studies on the Company’s ESG performances. This report covers the period from 1 January 2022 to 31 December 2022 (the “Reporting Period”).

1.1 BASIS OF PREPARATION

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

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

Reporting Principles

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

1.2 報告範圍及邊界

本報告旨在均衡申述時代鄰里2022年度在ESG方面的表現，除特定說明外，本報告中的政策、聲明、數據、案例之範圍涵蓋本公司所營運的業務。

除特別說明外，本報告以人民幣為法定計量貨幣單位。

1.3 稱謂說明

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

1.4 數據來源及可靠性聲明

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

1.5 確認及批准

本報告經本公司高級管理人員團隊確認後，於2023年3月29日獲本公司董事（「董事」）會（「董事會」）審批通過。

1.6 獲取及回應本報告

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

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

本報告分別以中文及英文編訂。如中英文文本有任何歧義，概以中文文本為準。

1.2 REPORTING SCOPE AND BOUNDARY

The report endeavors to present a balanced representation of the ESG performance of Times Neighborhood in 2022, and the policies, statements, information and case studies of the report cover the operations of the Company except for otherwise specified.

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

1.3 TERMS AND SHORT NAMES

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

1.4 DATA SOURCES AND RELIABILITY STATEMENT

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

1.5 ACKNOWLEDGEMENT AND APPROVAL

This report is approved by the board (the “**Board**”) of directors (the “**Directors**”) of the Company on 29 March 2023 upon the confirmation of the senior management team of the Company.

1.6 ACCESS AND RESPONSE TO THE REPORT

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

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

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



2. 主席寄語 MESSAGE FROM CHAIRMAN

2022年是第二個百年目標的開局之年，也是時代鄰里第二個三年計劃的開局之年。面對複雜多變的國際形勢和嚴峻的疫情，我們以「聚焦發展，行穩致遠」為綱，繼續深耕四大核心城市群，做大做強住宅、產業、公建三大業態，合約項目突破1,000個，合約建築面積（「**建築面積**」）超1.3億平方米。同時，我們堅持長期主義，做確定的事，通過迭代優化「鄰里邦」線上平台，開設鄰里美居門店，堅持「品質零容忍」，啟動「初心計劃2.0」，全方位提升社區生活品質，優化業主的居住體驗。

我們深知全球以及行業給我們帶來的風險，也讓我們在跌宕起伏的一年迎接了不同的挑戰。通過不斷建立健全時代鄰里的公司治理體系，持續優化時代鄰里的ESG經營理念，保持與長期主義同頻，促進可持續發展，讓我們在2022年繼續提升時代鄰里的經營業績，擴大對行業和社會的影響。

長期營運－奠定行穩致遠基礎

我們嚴格依照上市規則，高效開展長期主義的企業管理。我們不斷優化董事會架構，由非執行董事擔任董事會主席，非執行董事佔董事會總人數55.56%，促進董事會向多元化、獨立性和高效成長；對於時代鄰里的持份者，我們對企業戰略、前景與管理等方面充分展開溝通，並充分考慮持份者建議，讓時代鄰里向持份者的希望發展與努力；同時，我們不斷優化內部控制機制與廉潔管理體系，確保公司的運營與管理廉正清風。

The year 2022 is the commencement of the second century goal and the second three-year plan of Times Neighborhood. Amidst the complex and volatile global situation and the severe pandemic, we have continued to cultivate the four core city clusters with a platform of Focused Development and Steady Development, and strengthened the three major business forms of residential, industrial and public construction, with over 1,000 contracted projects and over 130 million sq.m. of contracted gross floor area (the “**GFA**”). At the same time, we are committed to long-termism and doing the definite thing. By iterating and optimizing the “Neighborhood Services” online platform, establishing Neighborhood home service stores, insisting Zero Tolerance for Quality and launching the “Initial Plan 2.0”, we are comprehensively improving the quality of community life and optimizing the living experience of property owners.

We are aware of the risks that the world and the industry impose on us, which have also allowed us to overcome different challenges in a year of ups and downs. By continuously establishing and improving the corporate governance system for Times Neighborhood, constantly optimizing Times Neighborhood’s ESG operation philosophy, staying in line with long-termism, and encouraging sustainable development, we have been able to continue to improve Times Neighborhood’s operating results and magnify our impact on the industry and society in 2022.

LONG-TERM OPERATION – LAYING THE FOUNDATION FOR STEADY

We have been conducting our long-term corporate governance in an efficient manner in strict compliance with the Listing Rules. We continue to optimize the structure of the Board, with a non-executive Director serving as the Chairman of the Board and non-executive Directors accounting for 55.56% of the total number of directors of the Board, to promote the growth of the Board towards diversity, independence and efficiency. For the stakeholders of Times Neighborhood, we carry out thorough communication on corporate strategy, prospect and management, and fully consider the suggestions from stakeholders, allowing Times Neighborhood to develop and work towards the expectations of stakeholders. At the same time, we continue to optimize our internal control mechanism and integrity management system to ensure the integrity of the operations and management of the Company.



初心服務－提升客戶服務體驗

我們不斷優化「創造者文化」，啟動「初心計劃2.0」，從社區管理、綠化及衛生管理、設施管理、安全管理等各維度，全面促進服務品質的提升。同時，時代鄰里深入落實「社區服務」「城市服務」「創新服務」三大業務，倡導僱員主動挖掘自身和項目潛能，為客戶創造更多美好。2022年，我們榮獲「2022中國物業服務百強企業TOP11」「2022中國物業服務上市公司非住宅物業服務TOP4」「2022中國互聯網社區運營領先企業TOP3」等多個獎項。

低碳物業－創造綠色環保生活

我們繼續完善環境管理機制和環境目標，提出《時代社區環境公約》和《時代社區低碳公約》，不斷促進時代鄰里在管社區的環境優化和低碳生活氛圍，持續落實節能降耗、資源節約工作。同時，我們將環保績效納入供應商合作考核，進一步擴大我們低碳營運的社會影響，不斷助力國家「雙碳」目標推進。

INITIAL ASPIRATION IN SERVICES – ENHANCING CUSTOMER SERVICE EXPERIENCE

We continue to optimize the “Creator Culture” and launch the “Initial Plan 2.0” to promote the quality of service in all aspects, including community management, greening and hygiene management, facility management, and safety management. At the same time, Times Neighborhood is thoroughly implementing the three major businesses of “Community Service”, “Urban Service” and “Innovation Service”, and advocating its employees to actively explore their own and project potential to create more benefits for customers. In 2022, we were awarded a number of honors, including “Top 11 in 2022 Top 100 Property Management Companies in China”, “Top 4 of Non-Residential Property Management of the 2022 Property Management Listed Companies in China” and “Top 3 of 2022 Leading Enterprises in Internet Community Operation in China”.

LOW-CARBON PROPERTY – CREATING A GREEN AND ECO-FRIENDLY LIFE

We continue to improve our environmental management mechanism and environmental goals, and propose the *Convention on Environment for Times Communities* (時代社區環境公約) and the *Convention on Carbon Reduction for Times Communities* (時代社區低碳公約) to continuously promote environmental optimization and a low-carbon living style in Times Communities, and continue to implement energy saving and resource conservation efforts. We also incorporated our environmental performance into our supplier cooperation assessment to further expand the social impact of our low-carbon operations and continue to contribute to the national “Carbon Peak and Carbon Neutrality” goals.



2. 主席寄語 MESSAGE FROM CHAIRMAN

多元職場－保護僱員基本權益

我們關注時代鄰里職場的多元化氛圍，尊重並保護僱員的基本權益，並於本年度獲得「2022中國物業管理行業最佳僱主TOP6」的榮譽獎項。我們為僱員提供多元的MPSL序列晉升通道，不斷優化TCE人才測評系統確保僱員能力得到充分釋放。我們積極開展僱員培訓，為僱員提供技能認證補貼機制，提高僱員薪酬績效水平。2022年，我們致力於提升僱員的職業健康安全，項目職業健康安全培訓覆蓋率超80%。

未來，時代鄰里將一如既往秉持「讓更多人享受美好生活」的企業使命，不斷提升企業管治、落實綠色營運、打造質量服務、專注僱員發展等工作，積極承擔企業社會責任。為更多城市、家庭與業主創造更美好的居住環境。

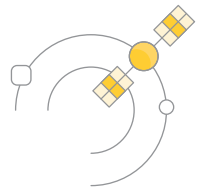
主席兼非執行董事
白錫洪先生

DIVERSITY IN THE WORKPLACE – PROTECTING THE BASIC RIGHTS OF EMPLOYEES

We pay attention to the diversified culture of the workplace of Times Neighborhood, respect and protect the basic rights of employees, and received the honorary award of “Top 6 of 2022 Best Employer in China’s Property Management Industry” this year. We provide employees with multiple pathways to advancement in the MPSL sequence and continuously optimize the TCE talent assessment system to ensure that employees’ abilities are fully unleashed. We actively develop employee training and provide employees with a skill certification subsidy mechanism to improve their salary and performance levels. In 2022, we are committed to improving the occupational health and safety of our employees, with the project occupational health and safety training coverage rate of over 80%.

Looking ahead, Times Neighborhood will continue to uphold the corporate mission of “Bringing a Better Life for More People”, continuously improve corporate governance, implement green operations, build quality services, focus on employee development, and actively assume corporate social responsibility. We will create a better living environment for more cities, families and property owners.

Mr. BAI Xihong
Chairman and Non-executive Director



3. 關於時代鄰里

ABOUT TIMES NEIGHBORHOOD

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

3.1 公司介紹

作為行業領先的現代服務創造者，時代鄰里在快速提升住宅社區業務的基礎上，深入覆蓋城鄉公共機構與空間，以自身資源優勢不斷孵化整合更多業態，以「社區服務、城市服務、創新服務」三大服務匯聚不同行業頂尖創造者，建立「創造者生態平台」，服務覆蓋個人、社區與城市成長發展的全生命週期，堅定地踐行「讓更多人享受美好生活」的企業使命。

3.2 業務介紹

時代鄰里「4度°服務美學」服務體系，從「尺度、溫度、速度、深度」四個維度貫穿與客戶初遇、相識、相知、相伴的所有階段，堅持「安全、舒適、和諧」三大標準。以服務美學賦能美好生活，真正做到讓客戶滿意、驚喜和感動。

社區服務：

- **WECARE 物業服務：**始終堅持以滿足業主需求為第一出發點，確保服務優質、物業服務模式創新，讓更多人享受美好生活。
- **WECARE 標準物業服務模式：**旨在為社區用戶提供基本的優質物業管理服務，涵蓋公共設施及公共區域的安保、清潔、園藝、維修及保養，堅持以高標準的服務滿足客戶需求。

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

3.1 INTRODUCTION TO THE COMPANY

As the industry's leading creator of modern services, Times Neighborhood has, on the basis of rapidly improving the residential community business, profoundly covered urban and rural public institutions and spaces, and continuously nurtured and integrated more business forms with our own resources and advantages, and by bringing together top creators from different industries through the three main services of "Community Services, Urban Services and Innovative Services", "Creator Ecological Platform" is established to allow services covering the entire lifecycle of the growth and development for individuals, communities and cities, and determinedly carried out the corporate mission of "Bringing a Better Life for More People".

3.2 INTRODUCTION TO THE BUSINESS

The "4° Service Aesthetics" service system of Times Neighborhood is based on the four dimensions of "Scale, Temperature, Speed, Depth", which are applied to all stages of first encounter, acquaintance, familiarity and companionship with its customers, persisting in the three standards of "Safe, Comfortable, Harmony". We empower lives with the aesthetics of service, truly satisfying, surprising and inspiring our customers.

Community Services:

- **WECARE Property Services:** We always adhere to the priority of meeting the needs of property owners, and on the basis of ensuring service quality, innovate property service mode, so that more people can enjoy a better life.
- **WECARE Standard Property Service Mode:** It aims to provide basic quality property management services for community users. It covers security, cleaning, gardening, repair and maintenance of public facilities and public areas, while adhering to providing high-standard services to meet customer needs.



3. 關於時代鄰里 ABOUT TIMES NEIGHBORHOOD

- **WECARE 優選物業服務模式：**旨在為社區用戶提供全天候、一站式的優質管家服務；通過區域專屬管家、專屬服務熱線等多種渠道及時滿足用戶需求，構築和諧、友愛、舒心的社區生活。
- **WECARE 卓越物業服務模式：**根據社區用戶偏好，提供涵蓋衣、食、住、行全方位需求的定制化服務，包括組織定制私人活動、健身與休閒活動等，為用戶提供卓越服務體驗。
- **WECARE 營銷案場服務：**通過有溫度的精細化專業服務，提升客戶對項目的認同感、信任感，助力地產營銷，帶動樓盤銷售。
- **WECARE 標準營銷案場服務模式：**從委託方的服務需求出發，融入時代營銷案場高標準服務，致力於為客戶提供安全、有溫度的服務體驗。
- **WECARE 優選案場服務模式：**針對高端目標客戶群，提供安全、舒適、有溫度的專業營銷案場服務體驗，營造賓至如歸的服務氛圍。
- **WECARE 卓越營銷案場服務模式：**旨在為超高端目標客戶群提供「尊貴、精緻、無微不至」的全過程服務體驗，打造榮耀至極的服務氛圍。
- **WECARE Selected Property Service Mode:** It aims to provide round-the-clock one-stop quality housekeeping service, to meet community user needs in time and build a harmonious, friendly and comfortable community life based on multiple channels such as regional special housekeeper and special service hotline.
- **WECARE Extraordinary Property Service Mode:** According to the preferences of community users, it provides customized services covering a full range of clothing, food, housing and transportation needs, including organizing customized private activities, fitness and leisure activities, to provide users with extraordinary services.
- **WECARE On-site Marketing Services:** With devoted refined professional services, it aims to enhance customers' sense of identity and trust in the project, to help with marketing, and to promote real estate sales.
- **WECARE Standard On-site Marketing Services Mode:** Starting from the service needs of the client, we put forward high-standard service of the on-site marketing, and strive to provide clients with safe and devoted service experience.
- **WECARE Selected On-site Marketing Services Mode:** For the high-end target clients, we provide safe, comfortable, devoted professional on-site marketing services, in order to create a home-like service atmosphere.
- **WECARE Extraordinary On-site Marketing Services Mode:** It aims to provide ultra high-end target clients with "Noble, Delicate and Meticulous" whole-process services, in order to create a glorious service atmosphere.

城市服務：

- **安全秩序：**通過智能化系統管理治安、交通及人員出入、消防、應急、防疫等。
- **生態環境：**提供綠化園林養護、垃圾分類及清運、保潔及四害消殺、污水及河涌治理等服務。
- **城市煥新：**提供基礎設施改造升級、公共康樂場所打造、城鄉外立面、道路美化、節能改造等服務。
- **公共協管：**提供基礎設施維護、交通及停車場協管、違章搭建管控、五小行業及攤販監管等服務。
- **特色文化：**提供公共知識普及及宣傳、全民健身健康計劃、社區特色活動組織等服務。
- **特色經營：**提供空間租售及代營運服務、社區團購及配送服務、家政服務等服務。

創新服務：

- **鄰里邦：**時代鄰里旗下的社區一站式家庭服務平台，能在線滿足社區用戶物業繳費、智能門禁、投訴報修等基礎物業服務需求，同時也可為用戶提供商品購物、拎包入住、家庭出遊、社區家政、房屋翻新、優惠充值等多種生活服務。

Urban Services:

- **Safe Order Services:** To manage security, transportation and resident traffic, fire safety, emergency and epidemic prevention through smart systems.
- **Eco-environmental Services:** To provide services such as garden maintenance, garbage classification and clearance, cleaning and hazards elimination, sewage and river treatment.
- **Urban Renewal Services:** To provide services such as infrastructure renovation and upgrade, build public recreation facilities, urban and rural appearance, road beautification, energy-saving reconstruction.
- **Public Co-management Services:** To provide services such as infrastructure maintenance, traffic and parking management, control of illegal construction, supervision for five small industries and vendors.
- **Characteristic Cultural Services:** To provide services such as publicity of public knowledge, the National Fitness and Health Plan, organization of characteristic community activities.
- **Characteristic Business Services:** To provide services such as real estate rental and sales and agent operation services, community group-buying and delivery services, housekeeping service.

Innovative Services:

- **Neighborhood Services:** One-stop house service platform of Times Neighborhood. It can meet the needs of community users online with basic property services such as property service payment, intelligent access control, complaint and repair. It also provides users with various life services such as commodity shopping, home full-furnishing, family trip, community housekeeping, housing renovation and preferential recharge.



3. 關於時代鄰里 ABOUT TIMES NEIGHBORHOOD

- **FEELLINK – 鄰里智聯**：以家庭、社區、商企、城市服務四大板塊為核心，深度應用5G、互聯網、物聯網、大數據應用、人工智能等技術，支撐傳統基礎設施轉型升級，將各板塊服務領域的數據接入與匯聚、整合與處理，集成運用智能一體化、數字化創新管理模式，完善提升管理服務效能與水平，致力建設構造管理智能化、服務精準化於一體的智慧家居、智慧社區、智能園區、智能城市，為客戶提供一個安全、舒適、便利的現代化、智慧化空間環境。
- **鄰里電梯**：多家電梯子公司+多個戰略合作一線電梯品牌，業務覆蓋廣東省，工程實力突出，售後保障完善。
- **鄰里星選**：時代鄰里旗下為業主提供高品質商品和貼心服務的社區電商購物平台；通過與百餘家知名品牌建立合作，精選優質品牌產品，覆蓋日常所需；並設立定期抽查商品質量檢測報告等機制，從源頭把控商品質量。先後建立無人貨架、前置倉等業務，通過智能化設備，打通線上線下購物場景，為業主提供更便捷隨心的購物體驗。
- **本地生活**：時代鄰里積極探索的社區生活服務以家庭為核心，與優質供應商進行深度合作，打造專業、強有力的隊伍，以優質、優惠、省心的服務解決業主的各項生活煩惱，推出包括家政服務、素質教育、周邊旅遊、社區康養等一系列本地生活服務。
- **FEELLINK – Neighborhood Intelligence**: With family, community, enterprises, and urban service being four major businesses, FEELLINK has been taking full advantage of depth application of 5G, Internet, Internet of Things, big data application and artificial intelligence, to support the transformation and upgrading of traditional infrastructure. It collects and processes data from all service ranges, and applies an intelligent digital management mode, to improve the efficiency and level of management service. FEELLINK aims to build smart homes, communities, parks and cities with intelligent management and refined services, and to provide clients with a safe, comfortable and convenient modern, intelligent environment.
- **Neighborhood Elevator**: Multiple elevator branch companies+strategic cooperation with many first-class elevator brands. With outstanding engineering strength and after-sale services, the business scope has extended to the whole territory of Guangdong Province.
- **Neighborhood Star Selection**: The community e-business shopping platform of Times Neighborhood that provides high-quality commodities and devoted services. Through cooperation with more than 100 well-known brands, we will select high-quality brand products to cover daily needs of property owners; and set up mechanisms such as periodical commodity quality inspection to control commodity quality from the source. The unmanned shelves, front warehouses and other businesses are established successively, and through intelligent equipment, online and offline shopping scenarios are synchronized, to provide property owners with more convenient shopping experience.
- **Neighborhood Life**: The community life service actively explored by Times Neighborhood takes the family as the core. Times Neighborhood cooperates deeply with high-grade suppliers to create a professional and forceful team. It provides services of high quality with reasonable prices and worry-free services for property owners to solve their various life troubles. Besides, Times Neighborhood has released a series of services including domestic services, education for all-round development, periphery tours, community-based wellness, etc.



3. 關於時代鄰里

ABOUT TIMES NEIGHBORHOOD

- **鄰里美居：**致力於研究全生命週期住宅產品使用需求，結合當代審美，優化空間規劃，為住宅及商業辦公客戶提供一站式裝修、家具採購解決方案。
- **鄰里置業：**鄰里置業依託時代鄰里集團社區資源以及物業服務，為房地產企業提供整合營銷服務，為購房者提供綜合資產管理服務。面向全國，深耕大灣區，充分發揮物業擁有的社區資源作用，以在管社區為圓心，輻射周邊3公里，掌握多方位房源信息數據，配備知名地產行業團隊，具有營銷豐富經驗與專業知識，為每位客戶評估置業內容價值。服務範圍涵蓋一手、二手房產租售、車位銷售、商鋪租售等服務。堅持以「服務貼心、省時合心、安全方案、託管省心、費用稱心」這五大理念為客戶提供專業服務。
- **鄰里諮詢：**通過打造完善的人才培訓體系、搭建線上線下知識管理平台，幫助不同發展階段、不同專業線的僱員快速成長；未來將作為獨立第三方專業諮詢、培訓機構，為公司創新發展作重要支撐。
- **鄰里廣告：**專注生活服務類品牌的整合營銷，自帶媒介資源、流量池，全案服務成就滿分營銷。
- **鄰里前介：**為建設單位提供項目工程諮詢顧問服務與銷售案場顧問服務，涵蓋物業管理全生命週期。
- **Neighborhood Home:** We are committed to studying the needs of overall residential products, optimizing space planning based on contemporary aesthetics, and providing one-stop decoration and furniture purchasing solutions for residential and commercial office customers.
- **Neighborhood Properties:** Relying on the community resources and property services of Times Neighborhood Group, Neighborhood Property provides integrated marketing services for real estate enterprises and comprehensive asset management services for home buyers. With a nation-wide insight, Neighborhood Property has been centering mainly on the Greater Bay Area, taking full use of community resources, and providing services for clients within 3 kilometers around the communities. Neighborhood Property masters multi-directional housing information data, equips itself with well-known real estate teams with profound marketing experience and professional knowledge, and provides clients with valuable real estate assessment. Its business scope covers first-hand and second-hand house rent and sales, parking space sales, shop rental and sales, etc. Neighborhood Property has been adhering to the Five-Devotion service philosophy of “Devotion in Service, Time-saving, Safety, Entrusted Management and Charges” in order to provide clients with professional services.
- **Neighborhood Consultation:** By building a perfect talent training system and an online and offline knowledge management platform, we will help employees in different development stages and on different professional lines with rapid personal growth. In the future, it will serve as an independent third-party professional consulting and training institution, providing major support for the innovation and development of the Company.
- **Neighborhood Marketing:** Specializing in integrated marketing for life-service brands with own media resources and traffic. Devoted service guarantees satisfying marketing.
- **Neighborhood Preliminary Intervention:** Provide project engineering and sales on-site consulting services for construction units, covering the whole life cycle of property management.



3. 關於時代鄰里 ABOUT TIMES NEIGHBORHOOD

3.3 2022年關鍵績效

- **財務表現：**
資產總額：人民幣2,928,883千元
權益總額：人民幣1,689,988千元
收入：人民幣2,606,042千元
母公司擁有人應佔核心淨利潤
(不包括非經常性開支)：
人民幣143,305千元
- **業務表現：**
服務城市：88個
合約建築面積：134.1百萬平方米
合約項目：1,064個
在管建築面積：118.7百萬平方米
在管項目：956個
- **環境數據：**
溫室氣體排放量：
25,969.02噸CO₂e
溫室氣體排放密度：
9.96噸CO₂e/
人民幣百萬元收入
綜合能耗量：46,095.65兆瓦時
總耗水量：996,880.47立方米
- **安全與健康：**
項目安全培訓覆蓋率：80%
大型消防演練場數：82場
- **僱員發展：**
僱員人數：9,128人
受訓僱員覆蓋率：100%
僱員受訓平均時長：27.14小時
僱員整體滿意度：82分

3.3 KEY PERFORMANCES OF 2022

- **Financial Performance:**
Total assets: RMB2,928,883,000
Total equity: RMB1,689,988,000
Revenue: RMB2,606,042,000
Core net profit attributable to owners of the parent (excluding the non-recurring expenses):
RMB143,305,000
- **Business Performance:**
Cities served: 88
Contracted GFA: 134.1 million m²
Contracted projects: 1,064
GFA under management: 118.7 million m²
Projects under management: 956
- **Environmental Data:**
Greenhouse gas emissions:
25,969.02 tonnes CO₂e
Greenhouse gas emissions intensity:
9.96 tonnes CO₂e
per revenue in RMB (million)
Total energy consumption: 46,095.65 MWh
Total water consumption: 996,880.47 m³
- **Safety and Health:**
Project safety training coverage rate: 80%
Number of large-scale fire drills: 82
- **Employee Development:**
Number of employees: 9,128
Coverage rate of employees trained: 100%
Training hours completed per employee: 27.14 hours
Overall employee satisfaction: 82 points



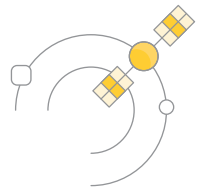
3.4 榮譽列表

3.4 TABLE OF HONORS

榮譽 Honors	頒發單位 Awarding Units
2022物業上市公司領先企業ESG可持續發展TOP5 Top 5 of 2022 Leading Enterprises of Property Listed Companies in ESG Sustainability	上海易居房地產研究院 Shanghai E-House Real Estate Research Institute
2022中國物業服務ESG發展優秀企業TOP6 Top 6 of 2022 Outstanding Property Service Enterprise in ESG Development in China	北京中指信息技術研究院(「中指院」) Beijing China Index Information Technology Academy (“CIA”)
2022中國物業服務百強企業TOP11 Top 11 in 2022 Top 100 Property Management Companies in China	中指院 CIA
2022中國物業服務企業綜合實力500強TOP18 Top 18 in 2022 Top 500 Property Service Enterprises in Comprehensive Strengths in China	中國物業管理研究協會(「中物研協」) China Property Management Research Institution (“CPMRI”)
2022物業服務企業上市公司TOP14 Top 14 of 2022 Property Management Enterprise Listed Companies	上海易居房地產研究院 Shanghai E-House Real Estate Research Institute
中國物業服務百強企業成長性領先企業TOP6 Top 6 Leading Enterprises in the Top 100 Property Management Enterprises in Growth in China	中指院 CIA
2022中國物業服務上市公司成長潛力TOP6 Top 6 of 2022 Property Management Listed Companies in Growth Potential in China	中指院 CIA
2022中國物業服務上市公司非住宅物業服務TOP4 Top 4 of Non-Residential Property Management of the 2022 Property Management Listed Companies in China	中指院 CIA
2022中國專項物業服務力優秀企業－住宅物業 2022 Outstanding Enterprises in Specialized Property Management in China – Residential Properties	中指院 CIA

3. 關於時代鄰里 ABOUT TIMES NEIGHBORHOOD

榮譽 Honors	頒發單位 Awarding Units
2022中國住宅物業服務領先企業TOP9 Top 9 of 2022 Leading Enterprises in Residential Property Management in China	中物研協 CPMRI
2022中國產業園區物業服務領先企業TOP4 Top 4 of 2022 Leading Enterprises in Property Services for Industrial Parks in China	中物研協 CPMRI
2022中國上市物業服務投資價值優秀企業 2022 Outstanding Property Management Listed Enterprises in Investment Value in China	中指院 CIA
2022中國智慧城市服務領先企業TOP6 Top 6 of 2022 Leading Enterprises in Intelligent City Services in China	中指院 CIA
2022中國互聯網社區運營領先企業TOP3 Top 3 of 2022 Leading Enterprises in Internet Community Operation in China	中指院 CIA
2022中國物業服務上市公司市場拓展能力TOP7 Top 7 of Market Expansion Capability of the 2022 Property Management Listed Companies in China	中指院 CIA
2022中國物業服務企業品牌力TOP17 Top 17 of 2022 China Property Management Enterprise in Brand Power	樂居財經 Leju Finance
2022中國特色物業服務領先企業－多元業態綜合服務商 2022 Leading Enterprises in Property Management with Chinese Characteristics – Comprehensive Service Provider of Multiple Formats	中指院 CIA
2022中國物業管理行業最佳僱主TOP6 Top 6 of 2022 Best Employer in China's Property Management Industry	中指院 CIA



4. 深化企業管治

DEEPEN CORPORATE GOVERNANCE

時代鄰里深知良好的企業管治是不斷前進發展的基礎。我們不斷提升自身治理水平，強化ESG管治架構，建立有效穩定的持份者溝通機制，並不斷深化廉潔工作，讓企業在自我革新中實現更高企業價值，致力成為全球卓越的生活服務平台。

Times Neighborhood understands that good corporate governance is the foundation for continuous progress and development. We continue to improve our governance, strengthen our ESG governance framework, establish an effective and reliable stakeholder communication mechanism, and strengthen our integrity efforts to achieve higher corporate value through self-innovation, and strive to become a global platform for excellence in lifestyle services.

4.1 董事會聲明

4.1 BOARD STATEMENT

為配合國家實現「碳中和」目標，董事會高度重視可持續發展管理。本公司根據《ESG報告指引》的要求已建立多層級、高效並可執行的ESG管理體系，持續更新、完善ESG管理架構。董事會在參與、監督本集團ESG事務中發揮主導作用。自2021年，時代鄰里正式成立董事會轄下之ESG委員會，從而加強公司管治層面對ESG相關事宜的參與及監管力度，具體如下：

In line with the goal of achieving the “Carbon Neutrality” of China, the Board gives high priority to sustainable development management. The Company has established a multi-level, efficient and implementable ESG management system in accordance with the requirements of the *ESG Reporting Guide*, and has been continuously updating and improving its ESG management structure. The Board plays a leading role in participating in and overseeing the ESG affairs of the Group. Times Neighborhood has formally established an ESG Committee under the Board since 2021 to strengthen the participation and supervision of ESG-related matters at the corporate governance level. Details are as follows:

1. ESG委員會將結合外部趨勢與本公司ESG工作的推進情況對ESG管理方針及策略的適宜性作出評估，並於必要時進行更新。ESG委員會轄下ESG工作小組將負責推進具體執行層面的工作，包括組織評估、優次排列對本公司具有重要影響的ESG相關議題，及時識別潛在的ESG風險等，並將通過定期ESG專題會議向ESG委員會匯報工作情況及各項新規要求。

1. The ESG Committee will evaluate the appropriateness of the ESG management approach and strategy based on external trends and the progress of the Company's ESG work, and update it when necessary. The ESG Task Force under the ESG Committee will be responsible for taking forward the specific implementation level work, including organizing, evaluating and prioritizing ESG-related issues that have a significant impact on the Company, identifying potential ESG risks in a timely manner, and reporting the work progress and any new regulation required to the ESG Committee through regular ESG special meetings.



4. 深化企業管治 DEEPEN CORPORATE GOVERNANCE

2. ESG委員會負責制定本公司的ESG目標，並持續跟蹤工作進展，協調各個相關部門以促使目標達成，同時將定期監督及檢討ESG目標的達成情況，以適應外部環境與公司業務的最新發展。
3. ESG委員會每年就ESG相關重要事宜如ESG重要議題釐定過程及結果、ESG相關目標的設定及達成進度等向董事會進行至少一次匯報以供董事會定期審視本公司ESG工作的推進情況，並就需改善的地方給予行動建議。
2. The ESG Committee is responsible for formulating the Company's ESG goals, continuously tracking the progress of work, coordinating various relevant departments to promote the achievement of goals, and regularly monitoring and reviewing the achievement of ESG goals to adapt to the latest development of the external environment and the Company's business.
3. The ESG Committee reports to the Board at least once a year on material ESG-related issues, such as the process and results of the determination of material ESG issues, the setting of ESG-related goals and the progress of achieving them, for the Board to review the progress of the Company's ESG work on a regular basis, and to make recommendations on actions to be taken for improvement.

4.2 ESG方針策略

作為中國領先及快速發展的城市綜合服務營運商之一，時代鄰里堅持「4321」核心戰略，為粵港澳大灣區、長三角城市群、成渝城市群、長江中游城市群和其他周邊地區政府、企業單位與住戶提供專業化、標準化的綜合服務。我們立足於「現代服務創造者」的企業定位，堅持創造者「五項原則」（長期主義、變革創新、客戶至上、廉潔自律、合作共贏）。創造者「五項原則」是時代鄰里可持續發展理念的目標性指引，我們將其貫徹於公司治理和業務發展的各方面，持續加強制度建設，形成高效運作、靈活反應的管理機制。在現代服務創造者理念的推動下，時代鄰里積極響應國家「碳中和」的目標要求，在為客戶創造優質服務的同時，秉持不變的服務初心，通過一系列「減碳」行動節能提效，與客戶一起建設美好低碳小區和推動綠色生活方式。

4.2 ESG POLICIES AND STRATEGIES

As one of the leading and fast-growing comprehensive property management service providers in China, Times Neighborhood adheres to the “4321” core strategy and provides professional and standardized comprehensive services for governments, enterprises, institutions and residents in the Guangdong-Hong Kong-Macao Greater Bay Area, the Yangtze River Delta Urban Agglomeration, the Chengdu-Chongqing Urban Agglomeration, the Mid-Yangtze River City Agglomeration and other surrounding areas. We are positioned as a “Modern Services Creator” and adhere to the “Five Principles” of creators (long-termism, reform and innovation, customer first, integrity and self-discipline, and win-win cooperation). The “Five Principles” of the creators are the objective guidelines for the sustainable development concept of Times Neighborhood. We implement them in all aspects of corporate governance and business development, continue to strengthen system construction, and form an efficient and flexible management mechanism. Under the concept of modern service creator, Times Neighborhood actively responds to the national goal of “Carbon Neutrality”, and while creating quality services for customers, embraces its original intention for service provision, conserves energy and improves efficiency through a series of “Carbon Reduction” actions, and works with customers to build beautiful low-carbon communities and promote green lifestyles.



4.3 ESG 管治架構

2022年，我們持續深化由董事會－ESG委員會－ESG工作小組－公司各職能部門組成ESG管治架構，推動本集團ESG管理工作有序進行。

4.3 ESG GOVERNANCE STRUCTURE

In 2022, we continue to strengthen the ESG governance structure composed of the Board – ESG Committee – ESG Task Force – functional departments of the Company to promote the orderly implementation of the Group's ESG management.

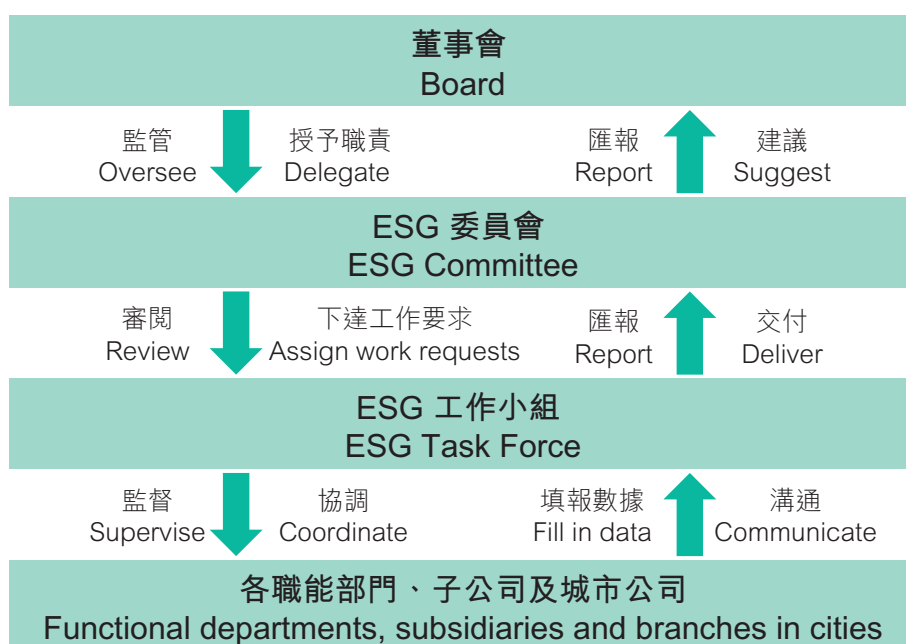
架構 Frameworks	角色 Roles	組成成員 Group Members	具體職責 Specific Responsibilities
董事會 The Board	最高決策層 Top decision-making organization	各董事會成員 Members of the Board 董事會主席：白錫洪 (任ESG委員會主席) Chairman of the Board: BAI Xihong (appointed as the Chairman of the ESG Committee)	詳見「董事會聲明」章節 Please refer to the chapter headed "Board Statement"
ESG委員會 ESG Committee	決策層 Decision-making organization	執行董事：王萌、謝嬈、周銳 Executive Directors: WANG Meng, XIE Rao, ZHOU Rui 獨立非執行董事：雷勝明 Independent non-executive Director: LUI Shing Ming, Brian	詳見「ESG管治架構」章節 Please refer to the chapter headed "ESG Governance Structure"
ESG工作小組 ESG Task Force	監督協調層 Supervision and coordination organization	首席財務官：郭柏成 (任ESG工作小組組長) Chief financial officer: Kwok Pak Shing (appointed as the head of the ESG Task Force) 由相關部門指派成員組成，並設置專人負責統籌 The ESG Task Force is composed of members appointed by relevant departments, and a dedicated person is responsible for the coordination	編制年度ESG報告；跟進ESG績效表現情況；識別ESG風險並向ESG委員會匯報；全面執行集團的ESG工作實踐與活動 To prepare annual ESG reports; to follow up on ESG performances; to identify ESG risks and to report to the ESG Committee; to comprehensively implement the Group's ESG practices and activities

4. 深化企業管治 DEEPEN CORPORATE GOVERNANCE

架構 Frameworks	角色 Roles	組成成員 Group Members	具體職責 Specific Responsibilities
各職能部門、子公司及 城市公司 Functional departments, subsidiaries and branches in cities	執行層 Executive organization	各職能部門、子公司及 城市公司所有人員 All employees of functional departments, subsidiaries and branches in cities	具體執行集團的ESG工作 實踐與活動 To specifically implement the Group's ESG practices and activities

針對ESG管治各層級的具體職責，我們建立了雙向溝通機制，確保ESG策略及工作能夠順利開展並不斷提升ESG工作的效率。

We have established a two-way communication mechanism for the specific responsibilities of each level of ESG governance to ensure the seamless implementation of ESG strategies and work and to continuously improve the efficiency of ESG work.



ESG管治架構圖
ESG Governance Framework

其中，ESG委員會是時代鄰里開展ESG工作的主要組織架構。ESG委員會的目標為協助時代鄰里成為可持續發展的企業，促進集團ESG管理和績效表現不斷提升，增加資本市場對本公司ESG工作的認可。具體職責如下：

1. 指導和檢討集團ESG管理方針及策略的制定，確保其符合實際及適用的法律及監管要求；
2. 監察集團ESG目標的制定和實施，含ESG管理績效目標制定、目標實現進度的檢討、對實現目標之實踐提出建議；
3. 審視外部ESG主要趨勢，將影響集團ESG方針及策略、目標制定的重要趨勢匯報董事會；
4. 識別集團ESG風險與機遇，評估ESG風險與機遇的影響，並就應對ESG風險與機遇向董事會提供建議。

2022年度，本集團共召開1次ESG委員會會議，會議審議集團上一年來ESG工作情況表現，並委派ESG工作小組具體執行本年度ESG工作的具體計劃，有效對本集團的ESG工作進行合理的監督和管控。

Of which, the ESG Committee is the main organizational structure for Times Neighborhood to carry out ESG work. The object of the ESG Committee is to assist Times Neighborhood to becoming a sustainable enterprise, promoting the continuous improvement of the Group's ESG management and performance, and increasing the capital market's recognition of the Company's ESG work. Specific responsibilities are as follows:

1. Direct and review the development of the Group's ESG management approaches and strategies to ensure that they are in line with the actual and applicable legal and regulatory requirements;
2. Oversee the formulation and implementation of the Group's ESG targets, including the formulation of ESG management performance targets, review of progress in achieving the targets, and make recommendations on the practice of achieving the targets;
3. Review external ESG major trends and report to the Board on important trends impacting the Group's ESG approach and strategy and the setting of objectives;
4. Identify the Group's ESG risks and opportunities, assess the impact of ESG risks and opportunities, and provide recommendations to the Board on addressing ESG risks and opportunities.

In 2022, the Group held 1 ESG Committee meeting to review the performance of the Group's ESG work in the previous year and appointed the ESG Task Force to implement specific plans for ESG work in the current year, in order to effectively carry out reasonable supervision and control of the Group's ESG work.

4. 深化企業管治 DEEPEN CORPORATE GOVERNANCE

4.4 重大性分析

重大性議題是本集團ESG委員會與ESG工作小組主要工作之一。通過與持份者的深入溝通以及對未來ESG形勢的分析，我們開展2022年度的重大性議題分析過程。

4.4.1 持份者溝通

時代鄰里重視來自持份者的聲音。我們通過報告、調研問卷或其他平台的各種渠道，與持份者（包括企業高管、僱員、客戶／業主／租戶／消費者、投資者／股東／分析員、供應商、政府與監管機構、業界協會／專業機構等）進行深入地交流，知悉持份者在ESG方面所關注的事項和議題，響應他們的關切與要求，實現共同發展。

4.4 MATERIALITY ANALYSIS

Materiality issues are one of the main tasks of our ESG Committee and ESG Task Force. Through in-depth communication with stakeholders and analysis of the future ESG landscape, we have initiated the materiality analysis process for 2022.

4.4.1 Communication with Stakeholders

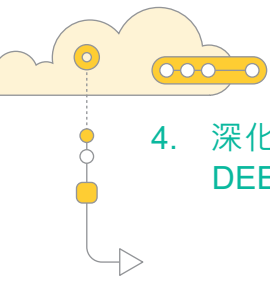
Times Neighborhood values the voices of stakeholders. We communicate with our stakeholders (including executives, employees, customers / property owners / tenants / consumers, investors/shareholders/analysts, suppliers, governments and regulators, industry associations / professional bodies) through various channels such as reports, research questionnaires or other platforms to understand their ESG concerns and issues, and to respond to their concerns and requests for mutual development.

持份者 Stakeholders	溝通方式 Methods of communication	主要訴求 Main demands
政府與監管機構 Governments and regulators	定期走訪 Regular visits 政策溝通 Policy communication 舉辦或參加會議 Hosting or attending meetings 公開活動 Public events	滿足監管合規要求 Meeting regulatory and compliance requirements 按時依法足額納稅 Paying taxes on time and in full 響應國家政策號召 Responding to national policies 促進地方經濟發展 Facilitating local economic development
投資者／股東 Investors/shareholders	股東會議 Shareholder meeting 財務報告 Financial report 官方網站 Official website 分析員簡報 Analyst briefing 公開報道 Public report	維持穩定投資回報 Maintaining stable returns on investment 提升公司商業價值 Enhancing the commercial value of the Company 保障企業信息透明 Ensuring transparency of corporate information 保護股東投資權益 Protecting investment rights of shareholders



4. 深化企業管治 DEEPEN CORPORATE GOVERNANCE

持份者 Stakeholders	溝通方式 Methods of communication	主要訴求 Main demands
客戶／業主／租戶 Customers/property owners/ tenants	物業服務中心 Property service center 客戶服務熱線 Customer service hotline 官方網站 Official website 客戶滿意度調查 Customer satisfaction survey 官方微博與微信 Official Weibo and WeChat accounts 客戶訪談 Customer interview 鄰里邦APP Neighborhood Services APP 常規巡查 Routine inspections	提升客戶服務質量 Improving the quality of customer service 保護客戶信息與私隱 Protecting customers' information and privacy 促進客戶福祉與健康 Facilitating well-being and health of customers 積極推進社區建設 Promoting community building actively 開展綠色物業實踐 Initiating green development philosophy 確保合規負責任營銷 Ensuring compliant and responsible marketing
僱員 Employees	公司內部互聯網 Intranet 僱員會議 Staff meetings 僱員電子信箱 Employees' email 僱員訪談 Employee interview 僱員活動、僱員培訓 Employee activities and trainings 網上意見調查 Online opinion surveys	保障職業健康與安全 Ensuring occupational health and safety 落實僱員培訓與發展 Implementing employee training and development 保護多元平等的職場文化 Protecting a diverse and equal workplace culture 保障僱員權益 Protecting employees' rights 有競爭力的薪酬與福利 Providing competitive remuneration and benefits
供應商及業務夥伴 Suppliers and business partners	直接溝通訪問 Direct communication and visit 網上意見調查 Online opinion survey 供應商會議 Suppliers' meetings 年度審核及評估 Annual review and assessment 承包商會議 Contractors' meetings 招投標活動 Bid invitation and bidding	加強日常溝通交流 Strengthening daily communication 依法履行合同約定 Performing contractual agreements according to law 踐行誠實守信經營 Conducting business with honesty and integrity 打造責任供應鏈 Creating a responsible supply chain



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持份者 Stakeholders	溝通方式 Methods of communication	主要訴求 Main demands
媒體 Media	媒體發佈會 Press conferences 媒體採訪 Media interview 媒體拜訪 Media visits	提升企業透明度 Improving corporate transparency 履行企業社會責任 Fulfilling corporate social responsibility
公益組織／社會組織 Non-profit organizations/ social organizations	公益活動合作 Engaging in social welfare activities 訪問與調查 Interviews and surveys	投入公益慈善事業 Investing in social welfare and charity activities 堅持綠色低碳營運 Upholding green and low-carbon operations 促進社區文化發展 Promoting cultural development in the community



4.4.2 重要性議題分析

4.4.2 Material Issues Analysis

<p>議題庫更新 Updating issue database</p>	<p>以《ESG 報告指引》為基礎，參考全球報告倡議(GRI, Global Reporting Initiative)所建議的披露議題，通過回顧2021年重要性議題，結合企業業務實際及發展規劃、同行企業ESG管理實踐以及持份者的意見，我們梳理2022年ESG重要性議題清單，共計23項議題。</p> <p>Based on the <i>ESG Reporting Guide</i>, with reference to the <i>Global Reporting Initiative</i> (GRI), we reviewed the issues of importance in 2021, and combined with the actual business and development plans of enterprises, ESG management practices of peer companies and the opinions of stakeholders, we compiled a list of 23 ESG issues of importance in 2022.</p>
<p>持份者參與 Involvement of stakeholders</p>	<p>通過問卷調查形式，獲得持份者調研信息。本次調研範圍覆蓋企業董事、高級管理層、中級管理層、政府及監管機構、投資者／股東、客戶／業主／租戶／消費者、僱員、業界協會／專業機構、供應商等各類別持份者。</p> <p>We obtained information from stakeholders by conducting surveys. The scope of the survey covered the Directors, senior management, middle management, government and regulatory authorities, investors/shareholders, customers/property owners/tenants/consumers, employees, industry associations/professional institutions, suppliers and other stakeholders.</p>
<p>議題評估 Assessment of issues</p>	<p>根據各持份者關注焦點，從「對時代鄰里的重要性」和「對外部持份者的重要性」兩大維度進行議題重要性評估，分析得出重要性議題矩陣及列表，其中，高度重要議題9個，中度重要議題13個，一般重要議題1個。</p> <p>Based on each stakeholder's concerns, we have evaluated the materiality of issues from two dimensions, namely "Importance to Times Neighborhood" and "Importance to external stakeholders". As a result, we have obtained a matrix and a list of material issues, including 9 issues of high materiality, 13 issues of moderate materiality and 1 issue of general materiality.</p>
<p>審核確認 Approval and confirmation</p>	<p>將持份者參與方案、實施過程及重要性議題評估結果呈交管理層，由管理層確認通過。</p> <p>The participation and implementation process of stakeholders and the results of assessment of materiality issues were submitted to the management for approval and confirmation.</p>

4. 深化企業管治 DEEPEN CORPORATE GOVERNANCE

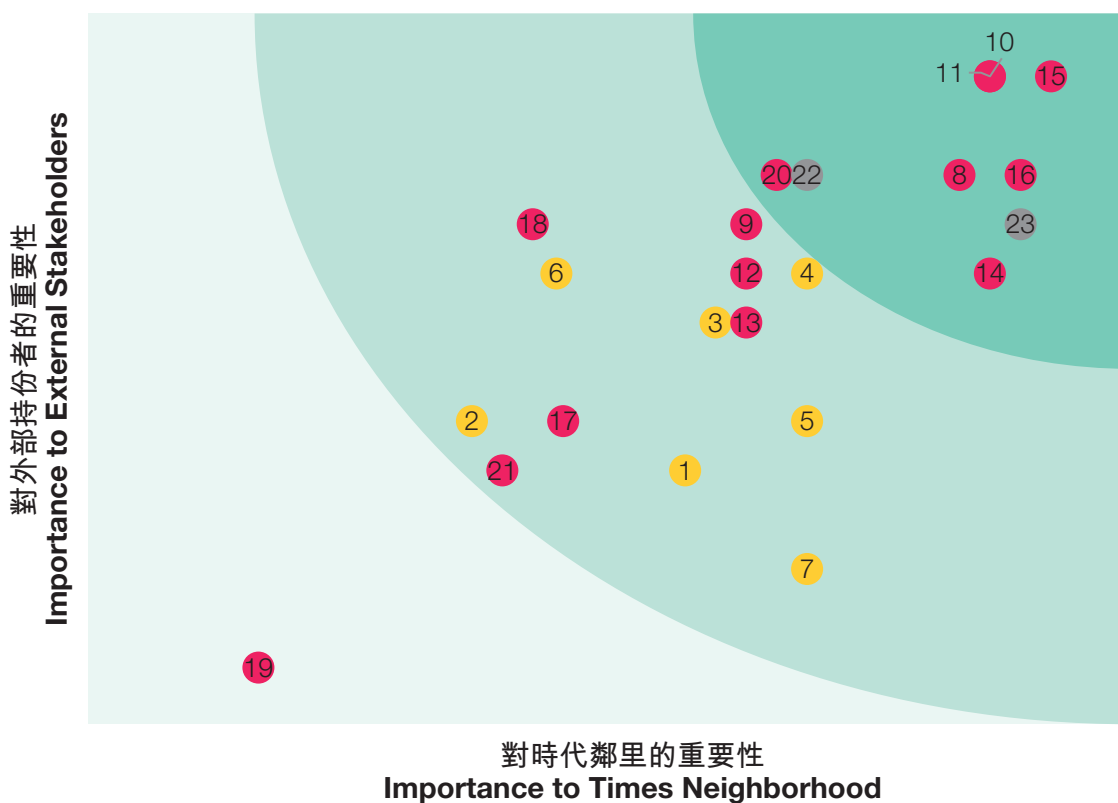
4.4.3 重要性議題

根據重要性原則，基於對持份者問卷調研結果的分析，從「對時代鄰里的重要性」和「對外部持份者的重要性」兩個維度對ESG議題進行排序，繪製出時代鄰里2022年ESG重要性議題矩陣：

4.4.3 Material Issues

According to the materiality principle and based on the analysis of the results of stakeholder questionnaires, ESG issues are ranked according to the two dimensions of “Importance to Times Neighborhood” and “Importance to external stakeholders”, and Times Neighborhood ESG Materiality Matrix in 2022 is drawn:

時代鄰里2022年ESG重要性議題矩陣
Times Neighborhood ESG Materiality Matrix in 2022



- 環境議題 Environmental Issue
- 社會議題 Social Issue
- 管治議題 Governance Issue



重要性議題列表
List of material issues

議題分類 Classification of Issues	排序 Rank	序號 No.	範疇 Category	議題 Issues
高度重要議題 Issues of high materiality	1	15	社會 Social	服務質量與客戶滿意度 Service quality and customer satisfaction
	2	10	社會 Social	職業健康與安全 Occupational health and safety
	3	11	社會 Social	僱員培訓與發展 Employee training and development
	4	16	社會 Social	客戶信息與私隱保護 Customer information and privacy protection
	5	8	社會 Social	僱員多元化 Employee diversity
	6	23	管治 Governance	企業管治 Corporate governance
	7	14	社會 Social	客戶福祉與健康安全 Well-being, health and safety of customers
	8	22	管治 Governance	反貪腐 Anti-corruption
	9	20	社會 Social	參與社區建設 Participation in community construction

4. 深化企業管治 DEEPEN CORPORATE GOVERNANCE

重要性議題列表
List of material issues

議題分類 Classification of Issues	排序 Rank	序號 No.	範疇 Category	議題 Issues
中度重要議題 Issues of moderate materiality	10	9	社會 Social	僱員權益與福利 Interests and benefits of employees
	11	4	環境 Environmental	能源管理 Energy management
	12	12	社會 Social	防止僱傭童工及強制勞工 Prevention of child labour and forced labour
	13	13	社會 Social	負責任的供應鏈管理 Responsible supply chain management
	14	3	環境 Environmental	廢棄物管理 Waste management
	15	5	環境 Environmental	水資源管理 Water resources management
	16	18	社會 Social	知識產權保護 Protection for intellectual property rights
	17	6	環境 Environmental	氣候變化應對 Climate change response
	18	1	環境 Environmental	綠色物業管理 Green property management
	19	7	環境 Environmental	綠色辦公 Green office
	20	17	社會 Social	創新服務與智慧物業 Innovative services and intelligent property
	21	2	環境 Environmental	溫室氣體排放管理 Management of greenhouse gas emissions
	22	21	社會 Social	參與公益慈善及志願活動 Participation in charity and voluntary activities
	一般重要議題 Issue of general materiality	23	19	社會 Social

4.5 合規管理

本集團希望透過透明方式營運時代鄰里的內部管理及具體業務。我們建立完善的企業合規管治制度體系，並輔以全面的內部控制系統和嚴格的反貪腐處理機制，對企業進行有效、高效、足效的管控，維持高水平的企業管理。

4.5.1 董事會治理

我們深知董事會的有效性、多元化對提升企業管治水平的重要意義。我們制定了董事會成員多元化政策，定期檢討董事會是否滿足要求，並定期審閱制度的有效性。同時，我們定期就獨立非執行董事的有效性與獨立性進行檢討與確認，確保時代鄰里董事會合規且正常運行，奠定企業可持續發展的基礎。

報告期末，董事會成員中，董事會主席由非執行董事白錫洪先生擔任，並確認所有獨立非執行董事均符合上市規則第3.13條規定的獨立性。

董事會轄下之提名委員會在甄選成員候選人時，嚴格考慮包括（但不限於）年齡、性別、文化、教育背景、專業經驗、技能、學歷背景及服務年限等因素，以任人唯才的原則，在確保董事會有效運作的前提下保持適當平衡和多元。

4.5 COMPLIANCE MANAGEMENT

The Group aims to operate the internal management and specific business of Times Neighborhood through a transparent approach. We have established a comprehensive corporate compliance and governance system, supplemented by a comprehensive internal control system and a stringent anti-corruption mechanism, to maintain a high level of corporate management through effective, efficient and adequate control of the business.

4.5.1 Governance of the Board

We recognize the importance of the effectiveness and diversity of the Board to enhance corporate governance. We have established the *Board Diversity Policy*, regularly review whether the Board meets the requirements, and regularly review the effectiveness of the system. At the same time, we regularly review and verify the effectiveness and independence of the independent non-executive Directors to ensure the compliance and proper operation of the Board of Times Neighborhood, and to establish the foundation for sustainable corporate development.

At the end of the Reporting Period, among the members of the Board, the Chairman of the Board was Mr. BAI Xihong, a non-executive Director, and it was confirmed that all independent non-executive Directors complied with the independence requirements set out in Rule 3.13 of the Listing Rules.

The Nominating Committee of the Board, in selecting candidates, strictly considers factors including (but not limited in) age, gender, culture, educational background, professional experience, skills, academic background and length of service, and maintains an appropriate balance and diversity while ensuring the effective operation of the Board, based on the principle of meritocracy.



4. 深化企業管治 DEEPEN CORPORATE GOVERNANCE

4.5.2 內部控制

風險伴隨著企業發展，我們必須正視所處或即將面臨的經營風險。我們嚴格開展公司的內部控制工作，制定並更新《時代鄰里集團審計監察管理制度》《時代鄰里員工紅線制度》，通過開展風險自查、常規審計、專項審計、離任審計、風險檢查等內部控制機制形成完善的時代鄰里風險管理體系，確保公司高效運轉、合規管治。

我們制定《時代鄰里企業風險治理規劃方案（2021年—2023年）》，對公司各層級進行分級風險評估工作，同時針對人力資源、行政管理、經營風險、安全與品質管理和財務管理等因發生風險進行風險評估，並形成公司《風險清單》和《內控缺陷匯總表》進行梳理和確定。

2022年，本集團共完成區域公司和附屬子公司年度常規審計12項、專項審計11項、離任審計5次、項目巡查28次以及各類風險檢查4期，並完成年度內審報告與風險檢查報告。同時，我們針對政策變化、合規經營、能耗管理、利益衝突、制度建設等風險領域開展為期3個月的風險專項檢查，全方位識別評估公司的內部控制情況和潛在風險。

4.5.2 Internal Control

Risk accompanies corporate development, and we must address the operational risks we are or will be exposed to. We strictly carry out the internal control work of the Company, formulate and update the *Management Policy of Times Neighborhood Group on Audit and Supervision* (時代鄰里集團審計監察管理制度) and the *Employee Red Line Policy of Times Neighborhood* (時代鄰里員工紅線制度), and establish a sound risk management system of Times Neighborhood through internal control mechanisms such as risk self-examination, regular audit, special audit, post-employment audit and risk inspection to ensure the efficient operation and compliance of the Company.

We formulated the *Times Neighborhood Enterprise Risk Management Planning Program (2021-2023)* (時代鄰里企業風險治理規劃方案(2021年—2023年)) to conduct graded risk assessment work at all levels of the Company, as well as risk assessment for risks arising from human resources, administration, operation risks, safety and quality management and financial management, and formed the Company's *Risk Checklist* (風險清單) and the *Internal Control Deficiency Summary Sheet* (內控缺陷匯總表) for compilation and verification.

In 2022, the Group completed 12 annual regular audits, 11 special audits, 5 post-employment audits, 28 project inspections and 4 risk inspections of regional companies and subsidiaries, and completed annual internal audit reports and risk inspection reports. At the same time, we conducted a three-month risk-specific inspection focusing on risk areas such as policy changes, compliance operation, energy consumption management, conflict of interest and system construction to identify and evaluate the internal control situation and potential risks of the Company in all aspects.



[案例] 中部區域公司開展常規審計

我們對時代鄰里中部區域公司開展常規審計工作。在審計過程中，我們發現該區域部分項目存在如「初心計劃」執行不力、電子巡更系統點位設置不合理、能耗水電未落實精細化管理等審計風險點。發現問題後我們當即告知相關部門並要求整改，報告期末，中部區域公司審計問題整改完成率達100%，完成年度整改要求。

[Case] Conducting regular audit of the Central Region of the Company

We conducted a regular audit of the Central Region of Times Neighborhood. In the course of the audit, we found that some projects in the region had audit risks such as ineffective implementation of the “Initial Plan”, unreasonable setting of electronic patrol system points, and failure to implement refined management of energy consumption, water and electricity. After the problems were found, we immediately informed the relevant departments and requested rectification. At the end of the Reporting Period, the completion rate of rectification of audit issues of the Central Region reached 100%, completing the annual rectification requirements.



於中部區域長沙梅溪領峰項目開展常規性審計
圖為項目審計後草坪修繕前後對比圖

Conducted regular audits at Changsha Meixi Lingfeng Project in Central Region
The photos show the before and after of the lawn renovation after the project audit



4. 深化企業管治 DEEPEN CORPORATE GOVERNANCE

4.5.3 廉正自律

廉正自律是企業管治的基礎。我們審計監察中心在董事會轄下審計委員會的指導下，嚴格落實反腐倡廉工作。我們更新了《時代鄰里集團反商業賄賂管理制度》《時代鄰里集團反舞弊管理制度》，制定《時代鄰里投訴舉報管理制度》，健全和完善時代鄰里防止賄賂、勒索、欺詐和洗錢的制度體系，明確時代鄰里對腐敗及違反商業道德現象零容忍的態度，不斷提升自身反腐敗、反勒索、反欺詐和反洗錢能力。

我們要求，2022年新入職的僱員必須簽訂《時代鄰里員工廉潔從業承諾書》，簽訂率達100%；同時新合作或續簽合同的供應商也均須簽訂《廉潔合作協議》，簽訂率為100%，有效確保時代鄰里最主要的持份者—僱員與供應商能夠與時代鄰里一起，共同營造廉正清風的工作與合作氛圍。

- **反貪腐審查**

我們嚴格落實對公司內部的舞弊事件的審查工作，對於各區域公司及附屬子公司貪腐、舞弊現象進行審查和迅速的處理。同時，我們對僱員開展4期的工作作風檢查，防止出現形式主義、失職瀆職、違反廉潔自律的情況出現。

2022年，時代鄰里提出或已審結的貪污訴訟案件數為0。

4.5.3 Integrity and Self-discipline

Integrity and self-discipline are the foundation of corporate governance. Our Audit and Supervision Center under the guidance of the Audit Committee of the Board, strictly implements anti-corruption and integrity promotion work. We have updated the *Management Policy of Times Neighborhood Group on Anti-Commercial Bribery* (時代鄰里集團反商業賄賂管理制度) and the *Management Policy of Times Neighborhood Group on Anti-Corruption* (時代鄰里集團反舞弊管理制度), formulated the *Complaint Reporting Management System of Times Neighborhood* (時代鄰里投訴舉報管理制度), in order to enhance and improve Times Neighborhood's system for preventing bribery, extortion, fraud and money laundering, to state clearly that Times Neighborhood has a zero-tolerance attitude towards corruption and violations of business ethics, and to continuously reinforce its capabilities in anti-corruption, anti-extortion, anti-fraud and anti-money laundering.

We require employees commencing employment in 2022 to sign the *Integrity Undertakings of Times Neighborhood Employees* (時代鄰里員工廉潔從業承諾書) with a 100% signing rate. At the same time, suppliers of new or renewed contracts are also required to sign the *Integrity Cooperation Agreement* (廉潔合作協議) and the signing rate is 100%, effectively ensuring that Times Neighborhood's most important stakeholders – employees and suppliers – can work together with Times Neighborhood to create a corruption-free working and cooperation environment.

- **Anti-corruption Review**

We strictly implement the review of internal frauds, and we review and promptly handle any corruptions and frauds in our regional companies and subsidiaries. At the same time, we conducted four work style inspections of our employees to prevent formalism, dereliction of duty, and breaches of integrity.

In 2022, the number of corruption legal cases filed or concluded by the Times Neighborhood was zero.



4. 深化企業管治 DEEPEN CORPORATE GOVERNANCE

• 反貪污培訓

時代鄰里重視培養僱員的廉潔意識，希望僱員以高標準高要求約束自己，了解時代鄰里的道德紅線，不斷提升反腐敗能力。2022年，審計監察中心聯合鄰里學院共組織企業內部廉潔培訓9次，覆蓋人數1,000餘人次。

- **針對中高層管理人員：**我們對進行廉潔現場培訓授課，詳細介紹公司廉潔制度及內部監察體系，並選取典型違規舞弊案件作案例警示，不斷提升僱員責任意識和廉潔觀念；
- **針對區域管理層：**我們區域公司和附屬子公司會針對自己公司的管理層再進行單獨的廉潔培訓，針對區域高風險的廉潔問題進行側重宣貫，如我們在佛肇區域開展了管理層廉潔培訓，多方面提升管理層反腐敗意識；
- **針對新僱員：**我們開展了4期新僱員入職廉潔培訓，每個季度舉行一次，向新僱員介紹時代鄰里的反腐敗原則和零容忍態度，並分享舞弊案件經過加深新僱員對舞弊後果的認知，提升反舞弊識別的能力；
- **針對全體僱員：**我們召開2022年時代鄰里企業文化宣貫大會（廉潔），向全體僱員強調廉潔自律對自己、對部門、對公司以及對社會的重要性，加深僱員對時代鄰里反貪腐零容忍態度的認知；

• Anti-corruption Training

Times Neighborhood values the development of employees' awareness of integrity and hopes that employees will regulate themselves with high standards and requirements, understand the ethical red lines of Times Neighborhood, and continuously improve their ability to combat corruption. In 2022, the Audit and Supervision Center and the Neighborhood College organized 9 internal integrity training sessions, covering more than 1,000 people.

- **For middle and senior management:** We conducted on-site integrity training courses to introduce the Company's integrity system and internal monitoring system in detail, and selected typical cases of non-compliance and fraud as case warnings to continuously enhance employees' awareness of their responsibilities and integrity concepts;
- **For regional management:** Our regional companies and subsidiaries will conduct separate integrity training for the management of their respective companies, focusing on publicity for high-risk integrity issues in the region, such as the integrity training for the management of the Foshan-Zhaoqing region, to enhance the awareness of anti-corruption among the management in various aspects;
- **For new employees:** We conducted four quarterly orientation and integrity training sessions for new employees to introduce them to the anti-corruption principles and zero-tolerance principle of Times Neighborhood, and to share fraud cases to enhance their awareness of the consequences of fraud and improve their anti-fraud identification skills;
- **For all employees:** We held the 2022 Times Neighborhood Corporate Culture Promotion and Implementation Conference (Integrity) to emphasize to all employees the importance of integrity and self-discipline to themselves, their departments, the Company and society, and to increase employees' awareness of Times Neighborhood's zero-tolerance approach to anti-corruption;

4. 深化企業管治 DEEPEN CORPORATE GOVERNANCE

- 針對專業職能線僱員：我們開展了2期客助守衛官廉潔培訓和2022屆卓越項目營運官廉潔培訓，針對這些在關鍵管理崗位的僱員，我們詳細介紹其所處崗位容易發生且忽略的腐敗風險點，全面武裝反腐敗識別能力，確保時代鄰里營運範圍的最小處也能夠防範腐敗風險的發生。
- For employees in professional functional positions:** We conducted 2 sessions of integrity training for customer assistance officers and 2022 integrity training for excellent project operations officers. For these employees in key management positions, we introduce in detail the corruption risks that are prone to occur and easily overlooked in their positions, and comprehensively equip anti-corruption identification capabilities to ensure that corruption risks can be prevented even in the smallest areas in the operation of Times Neighborhood.

[案例] 時代鄰里召開2022企業文化宣貫暨創造者宣誓大會

2022年3月14日，為進一步加強鄰里人對企業文化的認同感與執行力，增強團隊廉潔作風建設，助推公司的長期可持續發展，我們舉辦2022企業文化宣貫暨創造者公約宣誓大會，我們要求僱員秉持創造者的五項原則，即長期主義、變革創新、客戶至上、廉潔自律和合作共贏，並要求僱員繼續堅守本心，以廉潔文化築就時代鄰里長期發展的根基。大會結束之際，與會者參與集體宣誓，保證自身遵守《創造者公約》，永葆初心、恪守自律。

[Case] Times Neighborhood held 2022 Corporate Culture Promotion and Implementation and Creators' Oath Meeting

In order to further strengthen the sense of identity and execution of the corporate culture for the employees of Times Neighborhood, enhance the construction of the team's integrity style, and promote the long-term sustainable development of the Company, we held the 2022 Corporate Culture Promotion and Implementation and Creators' Oath Meeting on 14 March 2022. We require our employees to uphold the five principles of the Creator, namely, Longtermism, Change & Innovation, Client priority, Honest and self-disciplined, and Cooperation and win-win. We also require them to stay true to the original intention and build the foundation for the long-term development of Times Neighborhood with a culture of integrity. At the end of the conference, the participants took a collective oath to commit themselves to the *Creators' Convention* (創造者公約), to keep their originality and self-discipline.



2022企業文化宣貫暨創造者宣誓大會現場

At the 2022 Corporate Culture Promotion and Implementation and Creators' Oath Meeting



反貪污培訓指標 Anti-corruption training indicators	單位 Unit	2022年數據 Data of 2022
參加反貪污培訓的董事人次 Number of Directors attending anti-corruption training	人次 People	5
參加反貪污培訓僱員人次 Number of employees attending anti-corruption training	人次 People	1,000
向董事提供的反貪污培訓總時長 Total hours of anti-corruption training provided to Directors	小時 Hour	5
向僱員提供的反貪污培訓總時長 Total hours of anti-corruption training provided to employees	小時 Hour	1,000

• 舉報機制

我們制定《時代鄰里投訴舉報管理制度》並重視來自任何渠道對任何持份者相關的投訴與舉報，僱員若發現在職或離職僱員、供應商、僱員親屬、客戶及其他合作夥伴出現違法違紀違規、貪污腐敗、歧視、騷擾、侮辱、失職瀆職、欺詐和危害信息安全等行為，均可向本集團審計監察中心舉報。

• Reporting Mechanism

We formulated the *Complaint Reporting Management System of Times Neighborhood* (時代鄰里投訴舉報管理制度) and value complaints and reports from any channel related to any stakeholder. Employees may report to the Group's Audit and Supervision Center if they find violations of laws and regulations, corruption, discrimination, harassment, insult, dereliction of duty, fraud and information security threats committed by current or former employees, suppliers, relatives of employees, customers and other partners.



4. 深化企業管治 DEEPEN CORPORATE GOVERNANCE

- **舉報流程**：我們秉持對公司實施監督和嚴格責任追究的原則，要求當審計監察中心收到實名舉報3個工作日內或匿名舉報5個工作日內，查實並分析相關舉報信息，並開始投訴舉報處理流程。我們對投訴舉報進行分級分類處理，對於一般性舉報，審計監察中心派專人與相關部門組成專門調查組展開調查；對於重大投訴舉報，審計監察中心上報董事會，並據指示處理。我們要求，所有投訴舉報須於30日內完成處理，並書面或電話告知舉報人，若因舉報事項複雜，則需向舉報人說明情況，延長答覆時間，但最長不得超過60日。所有舉報皆出具完整書面報告，並對觸犯相關規定的被投訴人進行嚴格追究和處理。

截至2022年12月31日，我們共接獲實名和匿名舉報129條，已結案127條，2條未結案舉報均為12月接獲，已於2023年1月10日結案，結案率達100%。

- **舉報人保護機制**：我們制定《時代鄰里投訴舉報管理制度》要求對舉報人及重要線索提供者的相關信息進行保密，如相關調查人員泄露舉報人信息，會對調查人員進行嚴厲處罰，同時，我們僅委派一名僱員專項負責投訴舉報信息的獲取及後期跟進處理，當開展調查或轉辦投訴舉報信息時我們要求進行脫敏處理，防止泄露涉及舉報人身份的信息。

- **Reporting Process**: We uphold the principle of supervision and strict accountability for the Company and require the Audit and Supervision Center to verify and analyze the information reported within 3 business days of receiving a report submitted under a real name or within 5 business days of receiving a report submitted by anonymous sources, and to start the complaint reporting process. We classify complaints and reports into different categories. For general reports, the Audit and Supervision Center sends its staff and relevant departments to form a special investigation team to conduct investigations; for major complaints, the Audit and Supervision Center reports them to the Board and handles them according to instructions. We require that all reports of complaints be processed within 30 days and that the whistleblower be notified in writing or by telephone. If the report is complex, we will need to explain the circumstances and extend the response time to the whistleblower for a maximum of 60 days. All reports are fully documented in writing, and complainants who violate the relevant regulations are strictly prosecuted and punished.

As of 31 December 2022, we have received 129 reports submitted by named and anonymous sources, 127 of which have been concluded, and 2 unresolved reports, both received in December, were concluded on 10 January 2023, with a conclusion rate of 100%.

- **Whistleblower Protection Mechanism**: We established the *Complaint Reporting Management System of Times Neighborhood* (時代鄰里投訴舉報管理制度), which requires that the information of whistleblowers and important clues providers be kept confidential, and if the relevant investigator leaks the information of the informant, the investigator will be severely punished. At the same time, we assign one employee to be specifically responsible for the acquisition of complaint information and follow-up processing. When conducting an investigation or forwarding information about a complaint, we require masking to prevent the disclosure of information involving the identity of the informant.



4.5.4 知識產權保護

我們嚴格遵守《中華人民共和國商標法》《中華人民共和國著作權法》《中華人民共和國專利法》《中華人民共和國反不正當競爭法》等法律法規要求，採取法律手段管理與保護時代鄰里的專利、著作權、商標等知識產權。同時，我們也充分尊重他人的知識產權，鼓勵和保護公平競爭，預防和嚴禁任何形式的侵權行為，盡力維護自己與他人的合法權益不受侵害。

- 知識產權數據

知識產權類別 Intellectual Property Category	單位 Unit	2022年數據 Data of 2022
已獲得商標數目 Number of trademarks obtained	件 Item	284
已獲得著作權數目 Number of copyrights obtained	件 Item	146
已獲得專利數目 Number of patents obtained	件 Item	12

4.5.4 Protection for Intellectual Property Rights

We strictly comply with the requirements of laws and regulations including the *Trademark Law of the People's Republic of China*, the *Copyright Law of the People's Republic of China*, the *Patent Law of the People's Republic of China* and the *Law of the People's Republic of China Against Unfair Competition*, take legal measures to manage and protect the patents, copyrights, trademarks and other intellectual property rights of Times Neighborhood. At the same time, we also fully respect the intellectual property rights of others, encourage and protect fair competition, prevent and strictly prohibit any form of infringement, and do our best to protect ourselves and others from infringement of their legitimate rights.

- Intellectual Property Data



5. 打造品質服務 CREATE QUALITY SERVICES

面對客戶日益變化的需求，不斷變革創新、不斷積極進取是物業行業發展的方向標，也是時代鄰里發展的方向標。在堅持做好高品質與高標準基礎服務的同時，我們秉持不變初心，立足於客戶需求，用服務賦能品牌，為業主持續提供特色品質服務。

In response to the ever-changing needs of our customers, continuous innovation and proactive advancement are the direction of the development of the property industry and the development of Times Neighborhood. While insisting on high quality and high standard of basic services, we uphold the initial intention, focus on customer needs, empower the brand with services, and provide unique quality services to the property owners.

5.1 用心服務，滿意鄰里

時代鄰里始終堅持以開放之心、赤誠之意、匠心之志，「用心」服務好每一位業主，秉承「讓物業更美好」的企業使命，從「心」出發，為業主提供貼心、放心和安心的服務。我們不斷優化和完善《時代鄰里品質中心作業指導書》《時代鄰里客戶助理作業指導書》《時代鄰里客戶拜訪與客戶畫像工作要求》等內部管理文件，紮實時代鄰里客戶服務體系，不斷提升客戶滿意度。

5.1 DEDICATED SERVICES FOR THE SATISFACTORY NEIGHBORHOOD

Times Neighborhood always adheres to the corporate mission of “making properties better” and provides property owners with caring, reassuring and safe services from the heart with an open heart, sincere intentions and craftsmanship. We continue to optimize and improve internal management documents such as the *Guidelines for the Operation of Quality Center of Times Neighborhood* (時代鄰里品質中心作業指導書), the *Guidelines for the Operation of Customer Assistant of Times Neighborhood* (時代鄰里客戶助理作業指導書), the *Guidelines for the Customer Visit and Customer Profiling Work Requirements of Times Neighborhood* (時代鄰里客戶拜訪與客戶畫像工作要求) to solidify the customer service system of Times Neighborhood and continuously improve the customer satisfaction.

5.1.1 客戶服務體系

為了更好履行「品質讓客戶驚喜，服務讓客戶感動」的經營理念，使業主享有最安心可靠的健康生活空間，時代鄰里以「現代服務創造者」為企業定位，將「創造服務」融入到企業的服務理念中，並凝練出了「人人都是創造者」的品牌主張，不斷推動服務革新。我們搭建了完善的客戶管理體系，嚴格規範各項客戶服務工作，定期對各項目的品質提升計劃的實施情況進行監督及考核，以切實提升業主的生活幸福感。

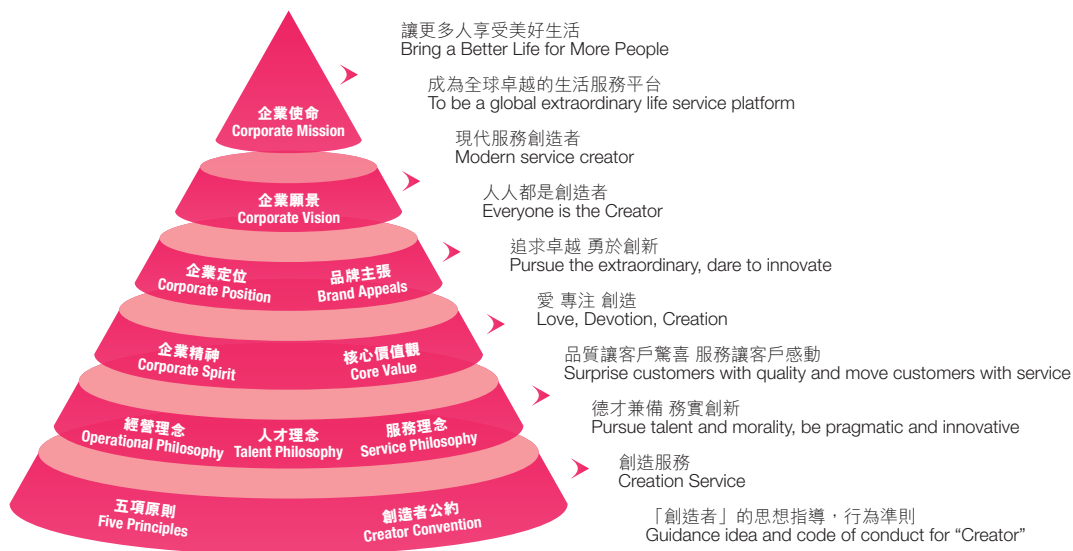
5.1.1 Customer Service System

In order to better fulfill the operation philosophy of “Surprise Customers with Quality and Move Customers with Service” and to enable property owners to enjoy the most secure and reliable healthy living space, Times Neighborhood has taken “Modern Services Creator” as its corporate positioning, integrated “Creating Service” into its service philosophy, and developed the brand proposition of “Everyone is the Creator” to continuously promote service innovation. We have set up a sound customer management system, strictly standardized various customer service work, and regularly supervised and assessed the implementation of the quality improvement plan for each project, in order to practically enhance property owners' sense of happiness in life.



5. 打造品質服務 CREATE QUALITY SERVICES

- 創造者文化構成：**我們希望，在時代鄰里，從基層到管理層，不同崗位的僱員，對每一位客戶都有自己獨特的理解，對自身的價值也有獨特的理解。
- Composition of Creator Culture:** We hope that in Times Neighborhood, employees in different positions, from the entry-level to the management level, will have their own unique understanding of each customer and their own values.



創造者文化構成

Composition of Creator Culture

[案例] 研製新型防洪擋板，創造者高效應對氣候風險

時代鄰里粵北區域公司團隊為解決暴雨颱風天氣設置防洪沙袋耗時久的問題，特別成立專項研究小組，研究設計新型防洪擋板，擋板封堵人力時間成本從15人20分鐘大大縮減至3人1分鐘，並成功申請專利，實現低成本、高效率防洪防汛，降低氣候變化應對的風險。

[Case] New flood control baffle developed, Creators respond efficiently to climate risks

In order to address the time-consuming issue of placing sandbags for flood control during heavy rains and typhoons, Northern Guangdong Regional Corporation Team of Times Neighborhood set up a special research team to examine and design a new type of flood control baffle, which greatly reduces the time cost of setting up barriers from 15 people 20 minutes to 3 people 1 minute, and successfully applied for a patent to achieve low-cost, high-efficiency flood control and reduce the risk of climate change response.



「看見每一位創造者」系列專題海報
Poster of "We See Every Creator" series

5. 打造品質服務 CREATE QUALITY SERVICES

5.1.2 應對客戶投訴

時代鄰里堅持「讓每個心聲都有回聲」的理念，讓每個客戶的心聲或投訴都能得到妥善和圓滿的解決。我們建立400全國服務熱線、公眾號、投訴信箱、現場聯繫以及「鄰里邦」線上投訴等多個反饋渠道，接獲來自不同地區，不同類型的投訴。

- **投訴處理機制**

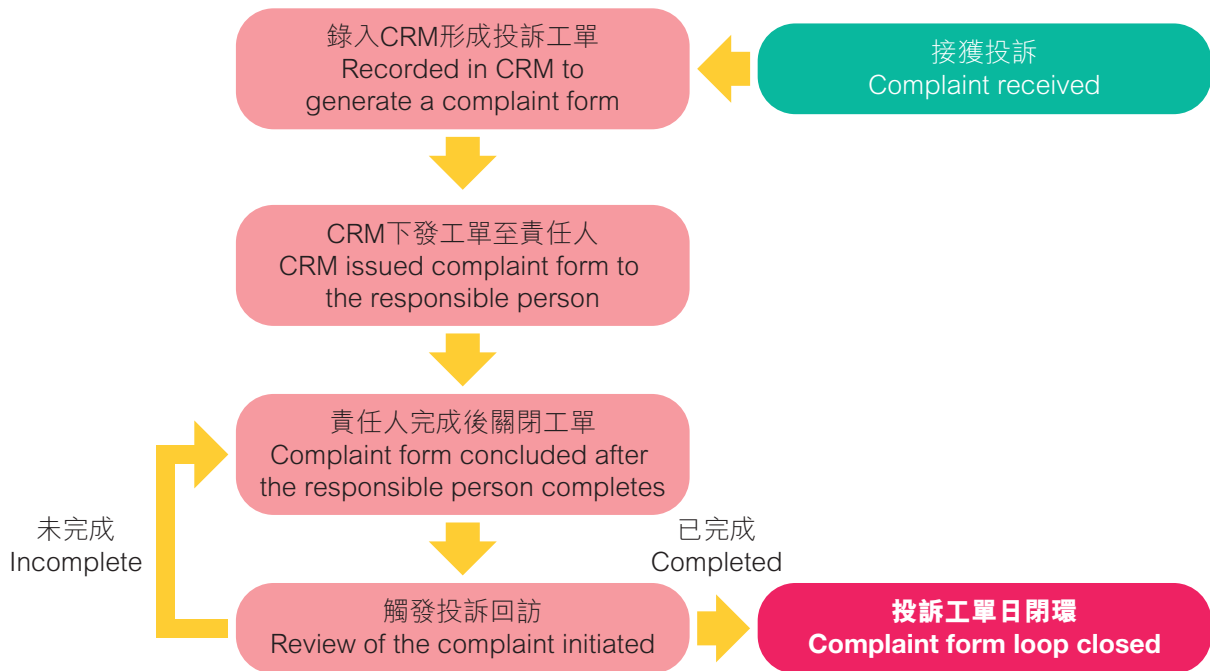
我們建立了系統的投訴處理機制。我們要求在接獲投訴後，及時將投訴全部錄入CRM系統以形成投訴單，並通過系統派單落實跟進責任人。責任人完成處理後通過系統關單，隨即觸發投訴回訪工作。

5.1.2 Responding to Customer Complaints

Times Neighborhood adheres to the concept of “Echoing to Every Voice” to ensure that every customer’s voice or complaint can be properly and satisfactorily settled. We have established multiple feedback channels, including a 400 National Service Hotline, public accounts, complaint mailboxes, on-site contact, and the Neighborhood Services APP online complaints, to receive different types of complaints from different regions.

- **Complaint Handling Mechanism**

We have established a systematic complaint handling mechanism. After receiving a complaint, we request that all complaints be entered into the CRM system in a timely manner to form a complaint form, and that the person responsible for follow-up be assigned through the system. The person responsible for handling the complaint will pass through the system to conclude the case and immediately initiate a review of the complaint.



投訴處理流程
Complaint handling process

我們通過對全流程的追蹤，以及對管理流程的持續優化，努力提升客戶投訴處理水平。優化包括對客戶投訴執行分級分類管理，若住戶針對同一問題投訴反映三次以上，我們將對樓盤現場管理進行整體性跟蹤檢查，住戶亦可持續上訪至總部進行面對面投訴；對於投訴處理情況，我們對客戶進行回訪，直至客戶滿意後方可關閉投訴單。2022年，時代鄰里共收到客戶投訴14,043宗，關單率高達92.45%。

5.1.3 客戶滿意度

2022年，我們對客戶滿意度指標體系的調整，加大對業務流程的梳理與優化力度，重點調整了服務類績效考核制度中客戶滿意度調研相關目標值情況，涉及指標包括物業服務滿意度、社區安全管理滿意度、社區清潔衛生滿意度、社區綠化養護滿意度、公共設施維護滿意度等，全方面細化與明確調研重點。2022年，我們的客戶滿意度調研分數為76.03。

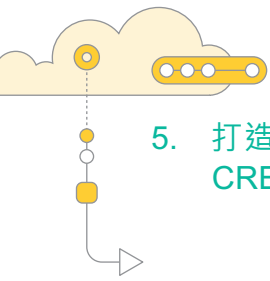
根據滿意度調查結果與業主反映情況，我們將對共性問題進行全面整改，以「專業度、有形度、同理度、反應度、信賴度」五大滿意度指數測量升級改造成果，對特性問題我們將安排一對一響應，並進行事後回訪，全力提升客戶滿意度。

We strive to improve the level of customer complaint handling by tracking the entire process and continuously optimizing the management process. Optimization includes the implementation of hierarchical and categorical management of customer complaints. If a resident complains about the same problem more than three times, we will conduct an overall follow-up inspection of the on-site management of the building, and the resident may continue to visit the headquarters for face-to-face complaints. For the handling of complaints, we review with the customer until the customer is satisfied before concluding the complaint form. In 2022, Times Neighborhood received 14,043 complaints from customers, with a 92.45% conclusion rate.

5.1.3 Customer Satisfaction

In 2022, we made adjustments to the customer satisfaction index system, increased our strength in organizing and optimizing business processes, and focused on adjusting the target values related to customer satisfaction surveys in the service performance assessment system, involving indicators such as satisfaction with property services, satisfaction with community safety management, satisfaction with community cleanliness and hygiene, satisfaction with community greening and maintenance, and satisfaction with public facility maintenance, to refine and clarify the focus of the survey. In 2022, our customer satisfaction survey score was 76.03.

Based on the results of the satisfaction survey and the feedback from the property owners, we will carry out comprehensive rectification of the common issues and measure the results of the upgrading and renovation with the five satisfaction indices of "Professionalism, Visibility, Empathy, Responsiveness and Reliability". We will arrange one-on-one response to the characteristics of the issue, and conduct follow-up reviews to improve customer satisfaction.



5. 打造品質服務 CREATE QUALITY SERVICES

- 「神秘訪客」計劃

「神秘訪客」計劃由時代中國控股有限公司及其附屬公司統籌聘請第三方專業機構以客戶第一視角於每個季度對項目現場進行服務體驗檢查，後出具檢查報告，由時代鄰里及時跟進並整改。2022年「神秘訪客」計劃檢查範圍涵蓋121個已交付項目及33個銷售案場，其中對於已交付項目檢查，時代鄰里年度整體得分的目標完成率達100%，在安全管理、環境衛生及設施設備等專業模塊得分均超出目標值。對於檢查報告中展現出的失分模塊，各區域公司及各部門梳理並明確了失分點及相應解決方案，以持續跟進並提升服務品質。

- “Mysterious Visitors” Program

The “Mysterious Visitors” program is coordinated by Times China Holdings Limited and its subsidiaries to engage a third-party professional organization to conduct quarterly service experience checks on project sites from a customer’s perspective, and then issue inspection reports for timely follow-up and rectification by Times Neighborhood. The 2022 “Mysterious Visitors” program covered 121 delivered projects and 33 sales sites, of which 100% of the overall annual scores of Times Neighborhood were achieved in the delivered projects, with scores exceeding targets in the safety management, environmental hygiene and facilities and equipment modules. For the modules where we lost points in the inspection report, all regional companies and departments have analyzed and clarified the points of failure and corresponding solutions to continuously follow up and improve the service quality.

[專題] 初心計劃2.0，
持續提供品質生活

為了更好秉承「品質讓客戶驚喜，服務讓客戶感動」的經營理念，堅持「用服務創造美」，2022年時代鄰里啟動「初心計劃2.0」，圍繞「品質零容忍」原則和「品質幫扶」、「標杆打造」兩大建設，開展初心、美顏、煥新、安心四大行動，聚焦服務、環境、工程、安全等模塊，為客戶提供閉店門鎖檢查、免費地墊沖洗、綠化補植等服務，以全方位提升社區生活品質。

[FEATURE] INITIAL PLAN 2.0 –
CONTINUOUSLY PROVIDING
QUALITY OF LIFE

In order to better adhere to the business philosophy of “Surprise Customers with Quality and Move Customers with Service” and insist on “Creating Beauty with Service”, Times Neighborhood launched the “Initial Plan 2.0” in 2022, focused on the principle of “Zero Tolerance for Quality” and the two major initiatives of “Quality Assistance” and “Benchmark Building”. We commenced the four major actions, namely Initial Action, Beautification Action, Renovation Action and Safety Action, and focused on modules such as service, environment, engineering and safety, in order to improve the quality of community life in all aspects by providing customers with services such as closed door lock inspection, free carpet cleaning, greening and replanting.

初心計劃2.0
Initial Plan 2.0



1 個原則
Principle

品質零容忍
Zero Tolerance for Quality



2 大建設
Major Initiatives

品質幫扶
Quality Assistance
標杆打造
Benchmark Building



4 大行動
Major Actions

初心行動
Initial Action
美顏行動
Beautification Action
煥新行動
Renovation Action
安心行動
Safety Action

2022年「初心計劃2.0」行動指南
2022 “Initial Plan 2.0” Action Guide



5. 打造品質服務 CREATE QUALITY SERVICES

- **初心行動**

「初心行動2.0」堅持「回歸服務初心，提升服務質量」的宗旨，2022年重點聚焦與服務工具升級、管家崗位優化、網格化營運、客戶拜訪及客戶畫像的完善。為深入了解業主需求，時代鄰里全年上門拜訪超12萬次，拜訪業主超14.1萬人，通過與業主面對面交流溝通收集業主意見和建議，針對性地提出整改措施並及時向業主反饋進度。同時，我們積極升級溝通工具，將傳統管理與數字化管理進行有機結合，用企業微信連接36萬家業戶微信，賦予業主更多功能和服務，實現客戶營運線上化、服務標準化，實現服務+經營效能提升。

- **Initial Action**

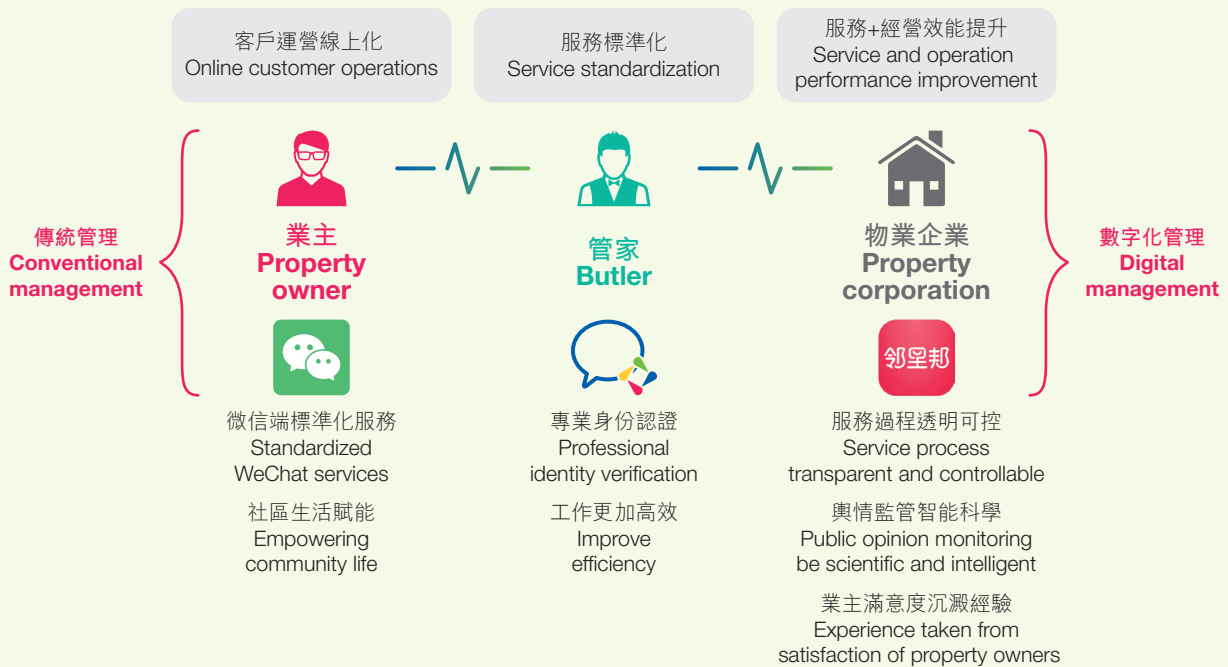
“Initial Action 2.0” adhered to the objective of “Returning to the Original Intention in Services and Improving the Quality of Service” and focused on service tool upgrade, butler position optimization, grid-based operation, customer visits and customer profiling improvement in 2022. In order to gain a better understanding of the needs of property owners, Times Neighborhood made over 120,000 visits throughout the year, visiting more than 141,000 property owners, collecting the opinions and suggestions through face-to-face communication with property owners, proposing rectification measures and providing timely feedback to property owners on the progress. At the same time, we actively upgrade our communication tools, organically combine traditional management with digital management, link 360,000 WeChat accounts of property owners and tenants with WeCom, and give owners more functions and services to enable online customer operation and standardization of services, thus achieving improved service and operational efficiency.

[案例] 傳統物業數字化升級，實現科學智能的服務體驗

2022年時代鄰里全面啟動使用企業微信，通過傳統管理和數字化管理的有機結合，對業主、管家、物業產品進行全方面的關聯和管控。在業主端推行微信標準化服務，為社區生活賦能。在管家層進行專業身份認證，提高工作效率。在物業企業端靈活運用鄰里邦APP，使工單服務過程透明可控，輿情監管科學智能。

[Case] Digital upgrade of traditional properties to achieve a scientific and intelligent service experience

In 2022, Times Neighborhood comprehensively activated the use of WeCom, through the organic combination of conventional management and digital management, to carry out all-round association and control of property owners, butlers and property products. We are empowering community life by implementing standardized WeChat services for property owners. We perform professional identity verification at the butler level to improve efficiency. The Neighborhood Services APP is flexibly used in the property enterprise to make the work order service process transparent and controllable, and allow public opinion monitoring be scientific and intelligent.



2022年時代鄰里全面推廣企業微信應用
Times Neighborhood comprehensively launched the application of WeCom in 2022

5. 打造品質服務 CREATE QUALITY SERVICES

- 美顏行動

美顏行動是「初心行動2.0」中第二項特色舉措。時代鄰里每週在園區重點區域，通過細化服務行動、優化服務標準，讓業主在高頻場景傳遞服務溫度，以高品質服務提升用戶感知。2022年時代鄰里在外圍、主出入口、主幹道、單元樓等地方開展美顏清潔行動共計11,560次，做到無積水、無雜物、無垃圾、無油漬；我們還聚焦地下車庫、人行道等清掃「難點」，推動自動化工具試點，主動探索自動化設備作業場景的可行性，穩步將清潔設備覆蓋率提升至90%，以提高項目服務質量，實現項目降本增效。

- Beautification Action

Beautification Action is the second feature of the “Initial Action 2.0”. By refining service actions and optimizing service standards in key areas of the communities every week, Times Neighborhood allows property owners to experience warmth in service in highly common areas and enhance user perception with high-quality services. In 2022, a total of 11,560 cleaning activities were carried out in the periphery, main entrances and exits, main roads, and apartment buildings to ensure that there is no accumulation of water, clutter, garbage, or grease. We also focus on underground garages, sidewalks and other difficulties of cleaning, promote the pilot of automated tools, proactively explore the feasibility of automated equipment operating environments, and steadily increase the coverage of cleaning equipment to 90%, in order to improve the quality of project services and achieve project cost reduction and efficiency.

[案例] 步道改造升級，打造美觀園林環境

園區的汀步小道是業主偏愛的散步好去處，時代鄰里對其進行升級改造，在原有的基礎上拓寬或者鋪設新的小路，不僅讓環境更美觀，讓業主更便利，還打造了一條愜意的休閒之路。

[Case] Walkway renovation and upgrade to create a beautiful garden environment

The Tingbu trail in the communities is a popular place for property owners to take a walk. Times Neighborhood has upgraded and renovated it, widening on top of the original paths or paving new paths, not only making the environment more aesthetic and convenient for the property owners, but also creating a pleasant path for leisure.



美顏行動步徑美化前後效果圖
Before and after effect of beautifying the walking trail



• 煥新行動

煥新行動是「初心行動2.0」的重點工作。時代鄰里通過翻新公共設施、設備維修與更換、對園區地磚進行修復鋪設與養護，給業主帶來更美好的居住體驗。2022年時代鄰里有效實施了滿意度提升工程合計392項，其中包括道釘加裝、井蓋翻新等園區美化51項；牆面美化、樓棟翻新等主路徑美化164項；雨水篦子加裝隔網、井口防墜網等設施設備改造與加裝177項，讓社區面貌煥然一新。我們還對18個停車場煥新升級，達成智慧節電、降本增效的目的；對123個工程倉庫進行標準化升級，達到規範物資驗收入庫、科學高效運作的目的；對園區機房進行翻新，更新標識標牌並組織了154場「設備房開放日」活動。

• Renovation Action

Renovation Action is the focus of the “Initial Action 2.0”. By renovating public facilities, repairing and replacing equipment, and restoring and maintaining the tiles in the communities, Times Neighborhood has brought a better living experience to the property owners. In 2022, Times Neighborhood effectively implemented 392 satisfaction improvement projects in total, including 51 park beautification projects such as the addition of road studs and the renovation of manhole covers; and 164 main path beautification projects such as facade beautification and building renovation; and 177 facilities and equipment renovations and additions such as the addition of rainwater grates and manhole fall prevention nets, giving the community a new look. We also upgraded 18 parking lots to achieve smart power saving and cost reduction; upgraded 123 engineering warehouses to achieve the purpose of standardizing material inspection and storage as well as scientific and efficient operation; renovated machine rooms in the garden area, updated signage and organized 154 “Equipment Room Open Day” activities.

[案例] 機房翻新維修，保障設備運轉高效及安全

時代鄰里的優化煥新是對「創造美好生活」的落實與執行。我們對項目的設施設備機房進行煥新管理與煥新行動。工作人員在日常養護的基礎上對設備進行翻新，更新標識標牌等，提高機房美觀度，保障設施設備高效運轉。

[Case] Machine room renovation and maintenance to ensure efficient and safe equipment operation

The optimization and renewal of Times Neighborhood is the implementation and execution of “Creating a Better Life”. We manage and implement the renovation of the project facilities and equipment rooms. The staff refurbishes the equipment on the basis of daily maintenance and updates the logo and signs to improve the aesthetics of the machine room and ensure efficient operation of the facilities and equipment.



煥新行動設備房標識改造前後效果圖

Before and after the renovation of the signs of the equipment room in the Renovation Action

5. 打造品質服務 CREATE QUALITY SERVICES

• 安心行動

安心行動是最大化保護業主生命財產安全而設立的一項行動，一方面通過定期的突發事件應急演練與法律法規教育培訓，使得團隊在面臨險情來臨時能夠迅速響應；另一方面增設各項安全提示牌，排除安全隱患。我們通過智能系統將社區的「物防—技防—人防」科學有機地結合，為業主的居家生活編織了一張無形但可靠的安全防範網。2022年期間，成功防範50起治安盜竊事件，及時撲滅88起火情，排查及整改1,146起安全隱患，用實際行動，為社區安全築起一道道安全防線。

• Safety Action

Safety Action is an action set up to maximize the protection of property owners' lives and properties. On the one hand, through regular emergency drills and legal and regulatory education and training, the team can respond quickly on the occasion of a dangerous situation; on the other hand, there are additional safety signs to eliminate potential safety hazards. Through the intelligent system, we scientifically and organically combine the "Physical Defense - Technical Defense - Human Defense" of the community, creating an invisible but reliable security net for the home life of the property owners. During the year 2022, we have successfully prevented 50 security thefts, put out 88 fires in a timely manner, and investigated and rectified 1,146 major safety hazards, building a line of defense for community safety through practical actions.

[案例] 提升工程維修標準，高效滿足客戶需求

2022年時代鄰里對工程維修服務標準落實提升，明確戶內和公區的維修時限，以高效完成客戶需求。在戶內維修方面，400客服中心或樓盤服務中心接到業主報修後登記信息，5分鐘內在鄰里家APP下單，工程維修人員5分鐘內響應，響應時效較2021年縮短50%。在公區維修方面，在2021年電梯維保考核管理的基礎上進一步強化，2022年設立了電梯關懷金，制定了《電梯困人關懷金設立標準》，以切實加強電梯使用安全管理，保障業主安全舒心出行。

[Case] Improve engineering and maintenance standards to efficiently meet customer needs

In 2022, Times Neighborhood upgraded its engineering and maintenance service standards to clarify the time frame for interior and common area maintenance in order to efficiently complete customer needs. In terms of indoor maintenance, the 400 customer service center or building service center registered the information after receiving the property owner's repair report, and the order will be placed in the Neighborhood Home App within 5 minutes, and the engineering maintenance personnel will respond within 5 minutes, which shortened the response time by 50% compared to 2021. In terms of maintenance in common areas, the elevator maintenance assessment and management were further strengthened on the basis of 2021, and the elevator care fund was established in 2022, and the "Standard for the Establishment of Elevator Care Fund for People Trapped in Elevator" (電梯困人關懷金設立標準) was formulated to practically strengthen the safety management of elevator use and protect property owners' safe and pleasant travel.



時代鄰里強化對客標準，打造高質量的工程團隊

Times Neighborhood strengthens customer standards to create a high-quality engineering team

5.2 悉心關懷，安全鄰里

時代鄰里關注客戶的健康與福祉。我們建立較為完善的客戶安全與健康福祉管理體系，對項目交付、日常管控、安保巡查和裝修安全等問題對社區進行全生命週期的安全管理。同時，我們在「初心計劃2.0」中落實「安心行動」，以專項行動的形式嚴格落實社區健康安全保障，詳見「專題：初心計劃2.0，持續提供品質生活」章節。

5.2.1 產品質量與安全

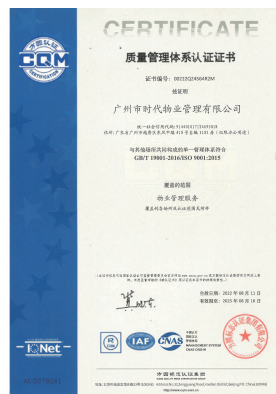
住宅與非住宅產品質量是客戶最關注的物業問題之一。我們已獲得ISO 9001質量管理體系認證，並按要求進行年度審核。

5.2 DEDICATED CARING FOR THE SAFE NEIGHBORHOOD

Times Neighborhood cares about the health and well-being of its customers. We have established a relatively comprehensive customer safety, health and well-being management system to manage the entire life cycle of safety in the community with regard to project delivery, daily control, security inspections and renovation safety. At the same time, we are implementing the Safety Action in the “Initial Plan 2.0”, which is a special action to strictly implement community health and safety protection. For more details, please refer to the chapter headed “Feature: Initial Plan 2.0, Continuously Providing Quality of Life”.

5.2.1 Product Quality and Safety

The quality of residential and non-residential products is one of the most important property concerns for our customers. We are certified to ISO 9001 quality management system and we undergo annual audits as required.



ISO 9001品質管制體系認證證書
ISO 9001 Quality Management System Certification

時代鄰里以高標準、高要求，嚴格落實在管社區的產品質量安全。我們每年召開2次產品質量會議，系統性管控各在管項目質量安全問題，2022年，時代鄰里各區域共召開月度質量會議19次，總部召開半年度會議1次，對每一項質量安全問題進行匯報、採納和關單的全流程管控，不斷完善時代鄰里各在管社區的質量安全問題，為客戶提供一個舒適安全的社區環境。

Times Neighborhood is committed to high standards and high requirements for product quality and safety in communities under control. We hold 2 product quality meetings every year to systematically control the quality and safety issues of each project under our management. In 2022, Times Neighborhood held 19 monthly quality meetings in each region and 1 semi-annual meeting at the headquarters to report, adopt and control the whole process of each quality and safety issue, to continuously improve the quality and safety issues in each community under the management of Times Neighborhood and provide a comfortable and safe community environment for customers.



5. 打造品質服務 CREATE QUALITY SERVICES

• 安全風險管理

2022年，我們針對安全管理風險進行梳理，對訪客管理、裝修管控、安保巡邏、樓宇安全、泳池安全、監控消防、非機動車管控和停車場管理等風險點落實指標管控，對各在管社區的安全管理工作進行全面安全檢查。

• 「百日安全無事故」專項行動

2022年10月，時代鄰里開展主題為「遵守安全生產法、當好第一責任人」的安全專項行動，要求在行動期間不發生消防、治安、生產安全等管理責任事故以及負面影響。

- 開展全員安全生產責任與行為培訓。
- 針對在管社區分別開展一級排查整改和持續排查整改。
- 形成突發事件迅速上報管理機制，確保重大事件8小時內完成所有上報。

• 開展各項安全演練排查工作

2022年，我們開展高頻次、全覆蓋的安全演練。其中，消防演練覆蓋率達100%，同時我們針對各社區安全風險點，開展防汛演練和泳池演練。

- **消防演練：**聯合公安消防、住建部門、房管部門、街道、業戶代表開展四方聯動大型消防演練82場，超8,000名物業工作人員參與。

• Security Risk Management

In 2022, we conducted a review of safety management risks and implemented indicators to control risks such as visitor management, renovation control, security patrols, building safety, pool safety, fire control, non-motorized vehicle control and parking lot management, and conducted a comprehensive safety inspection of safety management in each community under our control.

• “100 Days of Safety without Accidents” Special Action

In October 2022, Times Neighborhood launched a special safety action with the theme of “Comply with the Safety Production Law and Be the First Responsible Person”, requiring that no fire, security, production safety or other management responsibility accidents or negative impacts occur during the action period.

- To conduct training on production safety responsibilities and behaviors for all employees.
- To carry out primary investigation and rectification and continuous investigation and rectification respectively for the communities under management.
- To form a rapid reporting management mechanism for emergencies to ensure that all major incidents are reported within 8 hours.

• Commencement of Various Safety Drills and Inspections

In 2022, we launched high-frequency, full-coverage safety drills. Among them, the coverage of fire drills reached 100%, while we launched flood prevention drills and swimming pool drills for each location in community with safety risks.

- **Fire drills:** We have conducted 82 large-scale fire drills in collaboration with the public security and fire-fighting departments, housing and construction departments, housing management departments, streets and property owners’ representatives, with the participation of over 8,000 property staff.

- **防汛演練：**在成都、廣東、湖南等片區開展廣泛的防汛演練工作，共開展626項安全提升工作，完成率達100%。
- **泳池演練：**對在管社區88個社區泳池開展安全風險排查，並開展相關應急演練，完成率達100%，解決標識、准入機制和救援物資等安全問題。
- **Flood prevention drills:** Extensive flood prevention drills were conducted in Chengdu, Guangdong and Hunan, and 626 safety enhancements were carried out, with a 100% completion rate.
- **Swimming pool drills:** We launched safety risk inspections at 88 community swimming pools in the managed communities and conducted related emergency drills with a completion rate of 100% to address safety issues such as signs, access mechanisms and rescue supplies.

5.2.2 客戶健康與福祉

時代鄰里堅持以客戶健康為標準，提供品質化關懷，不斷提升客戶的健康與福祉。

2022年，是疫情擴散蔓延最嚴重的一年。我們積極為業主打響抗疫保衛戰。我們建立迅速響應機制，僱員衝鋒在抗疫一線，開展全員核酸檢測，優化排隊動線，確保社區居民迅速有序完成核酸檢測；同時，我們積極引導業主佩戴口罩，掃碼測溫，並對社區公共區域開展無死角消毒工作；我們不斷提升疫情期間的服務水平，為社區配備足夠的物資保障，幫助業主取送快遞、送物資上門，權利保障業主的基本要求，為有需要的業主提供服務，全面促進業主在疫情期間的健康與福祉。

5.2.2 Health and Well-being of Customers

Times Neighborhood persists in taking customers' health as the standard, providing quality care and continuously improving customers' health and well-being.

2022 was the most severe year for the spread of the pandemic. We are actively defending ourselves against the pandemic for our property owners. We established a rapid response mechanism, and our employees were eager to fight against the pandemic. We initiated full staff nucleic acid testing and optimized queuing lines to ensure that the residents in the community complete nucleic acid testing in an orderly and swift manner. At the same time, we actively guided property owners to wear masks, check their temperatures, and carry out comprehensive disinfection in public areas of the community. We continued to improve our service level during the pandemic by equipping the community with adequate supplies to help property owners pick up and deliver couriers and supplies to their homes. We are fully committed to protecting the basic requirements of property owners, providing services to those in need, and fully promoting the health and well-being of property owners during the pandemic.



5. 打造品質服務 CREATE QUALITY SERVICES

5.3 智慧生活，創新鄰里

互聯網技術的發展為物業管理行業轉型升級提供強大的技術推動力。時代鄰里秉承「科技讓服務更有效率，服務讓科技更有溫度」的理念，從用戶需求場景出發，以數據為驅動，實現物業管理數字化、智能化，解決業主切身感受的實際問題，讓業主擁有更加便捷舒適的居住體驗。

5.3.1 智慧物業體系

時代鄰里不斷探索科技賦能社區之路，搭建智慧物業業務體系。時代鄰里按照集團新的智能化標準，落實多種場景的智能化應用，對多個項目智慧社區進行智能化改造，包括車庫物聯網照明、智慧人行、智慧車行、視頻AI、智能電錶等，極大提高業主生活的智能化體驗。同時，我們與阿里巴巴、中國移動等多家頭部科技企業達成戰略合作，成立「未來社區聯合實驗室」等，致力於打造全週期、全業態的智慧社區服務生態圈。

為更好實現智慧化物業服務，時代鄰里推出了社區一站式家庭服務平台「鄰里邦」，滿足業主足不出戶實現物業繳費、門禁控制、投訴保修、商品購物等物業及生活服務需求。我們應用5G、互聯網等技術，推出了以家庭、社區、商企、城市服務四大板塊為核心的「鄰里智聯」系統。通過整合運用智能一體化、數字化創新管理模式，時代鄰里不斷完善提升管理服務效能與水平，為業主提供一個舒適、便利的智能化生活環境。

5.3 SMART LIVING FOR THE INNOVATIVE NEIGHBORHOOD

The development of Internet technology provides a strong technical driver for the transformation and upgrading of the property management industry. Times Neighborhood adheres to the concept of “Technology Makes Services More Efficient and Services Make Technology Warmer”, uses the data as the driving force and based on users’ needs to achieve the digitalization and intelligence of property management, addressing the practical issues experienced by property owners and allowing them to have a more convenient and comfortable living experience.

5.3.1 Intelligent Property System

Times Neighborhood has been exploring the road of technology-enabled communities and building a smart property business system. In accordance with the Group’s new intelligent standards, Times Neighborhood has implemented intelligent applications in various settings and carried out intelligent transformation of intelligent communities in a number of projects, including garage IoT lighting, intelligent pedestrian traffic, intelligent car traffic, AI video, and intelligent meters, greatly enhancing the intelligent experience of property owners’ lives. Meanwhile, we have entered into strategic cooperation with several leading technology companies such as Alibaba and China Mobile, and established the “Future Community Joint Laboratory” to build a full-cycle and full-industry smart community service ecosystem.

To better realize intelligent property services, Times Neighborhood has launched a one-stop family service platform, “Neighborhood Services”, to satisfy property owners’ needs for property and lifestyle services such as property payment, access control, complaints and warranties, and merchandise shopping without leaving their homes. By applying 5G and Internet technologies, we have launched the “FEELLINK” system, which focuses on four major areas: family, community, business and city services. Through the integrated use of intelligent integration and digital innovation management mode, Times Neighborhood has been improving the efficiency and level of management services to provide a comfortable and convenient intelligent living environment for property owners.

5. 打造品質服務 CREATE QUALITY SERVICES

在實現便捷生活服務方面，時代鄰里推出了「鄰里星選」、「本地生活」兩大平台，通過與中糧、寶潔、聯合利華等百餘家知名品牌建立合作，基於大數據採集與電子零售商城的開發，打通線上線下購物場景，為業主提供更加便捷隨心的購物體驗。

In realizing convenient living services, Times Neighborhood has launched two platforms, “Neighborhood Star Selection” and “Neighborhood Life”. By establishing cooperation with more than 100 famous brands such as COFCO, P&G and Unilever, and based on the development of big data collection and electronic retail mall, we open up online and offline shopping environments to provide property owners with a more convenient and casual shopping experience.



業主可在「鄰里星選」選購優質零售產品

Property owners can shop for quality retail products at the Neighborhood Star Selection

5. 打造品質服務 CREATE QUALITY SERVICES

[案例] 保潔·防疫智能化，提升基礎服務自動化水平

自動清潔：我們在地產中心部署自動清潔機器人，負責1樓至5樓大堂的自動清潔，實現掃洗推一體自由切換。同時我們將機器人自動聯動電梯，配合多傳感器的融合設計，實現自主建圖、迭代、自動路徑規劃，使機器人更加靈活應對各種複雜場景。機器人通過污水循環過濾，自動充電與加排水，實現續航時間最大化，效率和續航雙提升。

智能化抗疫：為了更高效與精準落實抗疫工作，我們部署了多台自動測溫機器人，對進入大樓的人員進行自動紅外測溫並語音播報體溫是否正常和具體數值，及時準確對來往人員進行體溫篩查，盡可能降低病毒傳播風險。

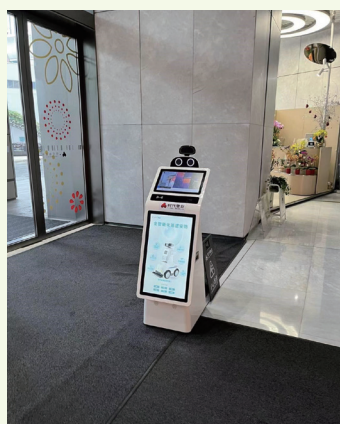


地產中心部署機器人對大堂進行自動清潔
The real estate center deploys robots to automate lobby cleaning

[Case] Cleaning, pandemic prevention intelligence, enhancement of the level of automation of basic services

Automatic cleaning: We have deployed automatic cleaning robots in the real estate center, responsible for automatic cleaning of the lobby from 1st to 5th floors, achieving automatic switching between sweeping, washing and pushing. At the same time, we automatically connect the robot to the elevator, with the integration of multi-sensor design, to achieve independent map building, iteration, automatic path planning, making the robot more flexible to deal with a variety of complex settings. Through sewage recycling and filtration, automatic charging and additional drainage, the robot maximises the duration of work time, and improves both efficiency and duration.

Intelligent anti-pandemic work: In order to be more efficient and accurate in the fight against the pandemic, we have deployed several automatic temperature testing robots to automatically take infrared temperature of people entering the building and announce by voice whether the body temperature is normal and any specific values, to accurately screen the body temperature of people entering and leaving the building in a timely manner and to reduce the risk of virus transmission as much as possible.



大樓入口自動測溫機器人實時進行體溫監測
Automatic temperature measurement robot at the entrance of the building for real-time body temperature monitoring

5.3.2 信息安全與私隱保護

時代鄰里高度重視客戶信息安全及私隱保護，嚴格遵守《中華人民共和國個人信息保護法》等法律法規，制定並實施《時代鄰里信息安全管理制度》《時代鄰里信息化項目全生命週期管理辦法》《員工信息安全守則》，建立完善的信息安全與客戶私隱保護機制，降低本集團信息利用和保護風險。

- **防範機制與措施**

我們要求僱員開展個人信息安全管理工作，參與各項信息安全考核工作，主動防範各類信息安全事件的發生，我們參考ISO 27001信息安全管理体系認證構建完善的信息安全制度，涵蓋業務信息安全、僱員私隱保護、供應商信息管理等範疇，並對信息密碼、訪問控制、物理與環境以及操作等安全性進行嚴格把控。2022年，我們未發生侵害信息安全與私隱保護相關的事件。

2022年，我們與僱員簽訂保密協議覆蓋率為100%。

- **信息安全審計**

為進一步確保信息安全保護工作的有效和順利開展，我們對我們的設備和保護措施進行相關的審計工作。

5.3.2 Information Safety and Privacy Protection

Times Neighborhood highly values customer information security and privacy protection, strictly complies with the *Personal Information Protection Law of the People's Republic of China* and other laws and regulations, formulates and implements the *Information Safety Management System of Times Neighborhood* (時代鄰里信息安全管理制度), the *Information Technology Project Full Lifecycle Management Regulations of Times Neighborhood* (時代鄰里信息化項目全生命週期管理辦法), and the *Code of Conduct for Employee Information Security* (員工信息安全守則), establishes a proper information security and customer privacy protection mechanism, and reduces the risk of information utilization and protection of the Group.

- **Prevention Mechanism and Measures**

We require employees to carry out personal information security management, participate in various information security assessments, and proactively prevent the occurrence of various information security incidents. With reference to ISO 27001 information security management system certification, we have established a comprehensive information security system covering areas such as business information security, employee privacy protection, and supplier information management, as well as strict controls on information and password, access controlling, physical and environmental, and operational security. In 2022, we had no incidents related to violations of information security and privacy protection.

In 2022, we achieved 100% coverage of confidentiality agreements with our employees.

- **Information Security Audit**

To further ensure effective and efficient information security protection, we conduct audits of our equipment and protection measures.



5. 打造品質服務 CREATE QUALITY SERVICES

— 堡壘機用戶審計

按季度進行「堡壘機用戶審計」工作，秉承嚴謹的態度推進信息安全體系建設工作。為了更好地落實私隱保護工作，時代鄰里制定了《VPN授權申請管理程序》《訪問控制管理制度》《賬號和權限安全管理程序》進行賬號管理，並通過「雲堡壘機」和「雲防火牆」的系統管理，同時，定期由第三方對鄰里邦APP及智慧社區項目進行網絡安全等級保護測評，以有效降低私隱數據的網絡系統風險，實現對客戶私隱的全方位保護。

— 系統日誌審計

在時代鄰里信息安全管理体系下，我們對本集團正在運維的28個系統進行常態化維護，我們定期對每個系統的16項指標進行日常評估，檢查系統運行是否異常會存在敏感信息，確保系統正常運作，有效避免本公司及客戶信息的泄露和滅失。

— 信息安全專項審計

時代鄰里審計監察部於2022年對本集團的信息系統管理進行專項審計工作，分別對制度建設、信息系統權限、密碼管理策略、以及數據準確性進行多維度審計，有效發現信息安全管理中的漏洞，並進行迅速整改，不斷提升時代鄰里信息安全管理水平。

— UCloud Host Audit System (堡壘機) User Audit

We conduct the "UCloud Host Audit System User Audit" on a quarterly basis to promote the construction of information security system in a rigorous manner. In order to better implement privacy protection, Times Neighborhood has formulated the *VPN Authorization Application Management Procedures* (VPN授權申請管理程序), *Access Control Management System* (訪問控制管理制度) and *Account and Privilege Security Management Procedures* (賬號和權限安全管理程序) for account management, and managed the system through the UCloud Host Audit System (雲堡壘機) and the Cloud Firewall (雲防火牆). At the same time, a third party regularly conducts network security level protection tests on the Neighborhood Services APP and smart community projects to effectively reduce the network system risk of privacy data and achieve the comprehensive protection of customer privacy.

— System Log Audit

Under the information security management system of Times Neighborhood, we conduct regular maintenance of the 28 systems being maintained by the Group. We regularly conduct daily evaluation of 16 indicators of each system to check whether there is sensitive information in abnormal system operation and ensure the normal operation of the system to effectively prevent the leakage and loss of information of the Company and customers.

— Information Security Special Audit

In 2022, the Audit and Supervision Department of Times Neighborhood conducted a special audit of the Group's information system management. It conducted multi-dimensional audits on system construction, information system permissions, password management strategies, and data accuracy to effectively identify loopholes in information security management and carry out prompt rectification to continuously improve the management level of Times Neighborhood's information security.

• 信息安全培訓

我們開展多維度的信息安全培訓工作，2022年，我們共開展3次培訓，覆蓋70名僱員。

為加強時代鄰里信息安全管
理，時代鄰里在向內部開展網
絡安全培訓及信息安全培訓，
以切實提高僱員信息安全意
識，精確防範各類信息安全事
件的發生。2022年，時代鄰里
進一步將信息安全與僱員個人
獎懲及績效掛鉤，面向全體僱
員實行信息安全考核管理，採
取安全積分機制，通過季度常
規檢查、專項檢查、突擊檢查
多種檢查推進形式，對僱員進
行信息安全考核。同時對考核
提供了明確的裁定申訴渠道，
以規範考核過程，確保結果的
客觀合理。

• Information Security Training

We have started multi-dimensional information security training, and in 2022, we conducted 3 training sessions covering 70 employees.

In order to strengthen the information security management of Times Neighborhood, Times Neighborhood has launched internal network security training and information security training to improve employees' awareness of information security and precisely prevent the occurrence of various information security incidents. In 2022, Times Neighborhood further associated information security with employees' individual incentives, penalties and performance, and implemented information security assessment management for all employees, adopting a security scoring mechanism, and conducting information security assessment for employees through various forms of inspection and implementation, such as quarterly routine inspection, special inspection and surprise inspection. At the same time, the assessment provides clear channels for ruling on complaints to standardize the assessment process and ensure the objectivity and reasonableness of the results.

[案例] 信息管理培訓，提升僱員信息管
理效率

我們加強了對重點客戶信息管理的培
訓力度，從建檔模式、檔案分類以及信
息採集、信息處理歸檔等維度引導僱
員進行高效的客戶信息管理，最大限
度規避信息安全風險。

[Case] Information management training to improve the
efficiency of employee information management

We have strengthened training on key customer information management, guiding employees in efficient customer information management from file creation mode and file classification to information collection and processing and filing to avoid information security risks to the maximum.



通過雲學堂進行重點客戶信息管理培訓
Key customer information management training through YXT (雲學堂)



5. 打造品質服務 CREATE QUALITY SERVICES

- **紅藍對抗演練**

我們邀請第三方參與紅藍對抗演練，對網絡系統進行仿真攻擊。通過第三方集合軟件測試技術對網絡及系統進行入侵嘗試，以發現網絡及資產中存在的風險點。經過為期4天的對抗演練及演練結果分析，我們識別出了一系列網絡安全問題，並通過會議研究制定了相應的解決提升方案，從而有效提高網絡系統的安全水平。

- **應急預案與應對**

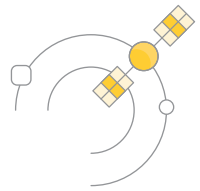
為提高時代鄰里處置信息安全突發事件能力，形成科學、有效、反映迅速的應急工作機制，時代鄰里於2022年6月對原有的《時代鄰里數據安全事件應急預案》進行了修改完善。該應急預案對公司營運全流程中大量客戶數據信息進行規範及定義，確保預案對公司營運相關數據風險的全覆蓋。預案根據影響程度對客戶數據私隱安全事件進行分級，制定相應的安全事件預案及風險提示，最大限度減輕網絡與信息安全突發事件造成的損失，確保客戶數據及信息系統安全，保障信息系統及辦公網絡長期安全穩定運行。

- **Red-Blue Confrontation Drills**

We invite third parties to participate in red-blue confrontation drills to simulate attacks on network systems. We conducted intrusion attempts on the network and system through third-party pooled software testing techniques to identify the risks in the network and assets. After a 4-day confrontation drills and analysis of the drills results, we have identified a series of network security issues and formulated corresponding solutions to enhance the security of the network system through meetings and research in order to effectively improve the security of network systems.

- **Contingency Planning and Response**

In order to strengthen Times Neighborhood's ability to deal with information security emergencies and form a scientific, effective and responsive emergency response mechanism, Times Neighborhood revised and improved the original *Data Security Incident Emergency Plan of Times Neighborhood* (時代鄰里數據安全事件應急預案) in June 2022. The emergency plan regulates and defines a large amount of customer data information in the whole process of the Company's operation, and ensures full coverage of the plan for data risks related to the Company's operation. The plan classifies customer data privacy security events according to the degree of impact and formulates corresponding security event plans and risk warnings to minimize losses caused by network and information security emergencies, ensure the safety of customer data and information systems, and guarantee the long-term safe and stable operation of information systems and office networks.



6. 注重綠色生態 FOCUS ON GREEN ECOLOGY

時代鄰里深知物業行業在碳中和大形勢下的職責與企業義務，我們積極應對氣候變化，深化落實綠色物業在各在管項目的實踐；我們推進綠色辦公，多方面減少自身營運所帶來的氣候與環境的負面影響。同時，我們積極開展社區內的綠色倡導，希望與更多持份者攜手，營造更低碳、更綠色的社區氛圍。

Times Neighborhood is aware of the responsibilities and corporate obligations of the property industry amidst the general trend of the Carbon Neutrality. We are actively responding to climate change and reinforcing the implementation of green properties in all projects under our management, while promoting green office to reduce the adverse climate and environmental impact of our operations in many ways. At the same time, we are actively promoting green initiatives in the community, in hopes of working with more stakeholders to create a greener community atmosphere with a lower carbon footprint.

目標類型 Types of targets	2022年目標 Targets in 2022	目標執行情況 Targets implementation
排放物 Emissions	溫室氣體（範圍1&2）排放密度較2021年度下降3% Greenhouse gas (scopes 1 & 2) emissions intensity decreased by 3% compared to 2021	已達成 Accomplished
廢棄物 Waste	廢棄物（有害及無害廢棄物）排放密度較2021年下降3% Waste (hazardous and non-hazardous waste) emissions intensity decreased by 3% compared to 2021	因廢棄物統計台賬完善，統計數據有所增長 Statistical data increased due to the improvement of waste statistics accounts
能源 Energy	綜合能源消耗密度較2021年下降5% Overall energy consumption intensity decreased by 5% compared to 2021	已達成 Accomplished
用水 Water	耗水密度較2021年下降5% Water consumption intensity decreased by 5% compared to 2021	已達成 Accomplished

目標類型 Types of targets	基準年 Benchmark year	目標描述 Description of targets
排放物 Emissions	2022年 2022	未來三年，溫室氣體排放密度下降3% Reduce the greenhouse gas emissions intensity by 3% in the next three years
廢棄物 Waste	2022年 2022	未來三年，廢棄物密度下降3% Reduce the waste intensity by 3% in the next three years
能源 Energy	2022年 2022	未來三年，能源使用強度下降5% Reduce the energy consumption intensity by 5% in the next three years
用水 Water	2022年 2022	未來三年，水資使用密度下降5% Reduce the water consumption intensity by 5% in the next three years

6. 注重綠色生態 FOCUS ON GREEN ECOLOGY

[專題] 應對氣候變化，承擔可持續責任

時代鄰里深刻意識到氣候變化對企業可持續發展的重要性，我們積極響應國家雙碳目標，將氣候變化風險識別工作納入企業管理的重要部分。我們參照氣候相關財務信息披露工作組（TCFD）的披露方法與建議，開展了氣候變化風險識別。同時，我們抓住機遇，制定了氣候變化風險應對措施，加快推動企業實現綠色轉型，不斷提高我們應對氣候變化風險的工作水平。我們基於兩種典型溫室氣體濃度途徑（RCP2.6與RCP8.5）下的對比情境，通過調研與討論，識別出對於本集團業務營運以及財務帶來一定影響的氣候變化轉型風險和實體風險，如下所示：

[FEATURE] RESPONDING TO CLIMATE CHANGE AND TAKING SUSTAINABLE RESPONSIBILITY

Times Neighborhood is fully aware of the importance of climate change to the sustainable development of enterprises. We actively respond to the national carbon peak and carbon neutrality goals and incorporate climate change risk identification as an important part of our corporate management. We have conducted climate change risk identification with reference to the Task Force on Climate-related Financial Disclosures (TCFD) disclosure methodology and recommendations. At the same time, we have seized the opportunity to develop measures to address the risks of climate change, accelerate the green transformation of enterprise, and continuously improve our efforts to address the risks of climate change. Based on comparative contexts under two representative greenhouse gas concentration pathways (RCP2.6 and RCP8.5), we have identified, through research and discussion, the climate change transition risks and physical risks that have a certain impact on the Group's business operations and finances, which are set out below:

風險類別 Type of Risks		風險參數 Risk Parameters	風險描述 Description of Risks	應對舉措 Countermeasures
轉型風險 Transition risks	政策和法律 Policies and laws	更嚴格的排放量 報告義務及合規要求 More stringent emissions reporting obligations and compliance requirements	隨著碳排放、碳交易等管理措施的完善及實施，國內外均對本集團的排放報告提出了更高的要求。同時，隨著《ESG 報告指引》不時修訂，對溫室氣體排放、減少排放的措施和營運對環境的影響的披露有了更高的要求。 With the improvement and implementation of management measures such as carbon emissions and carbon trading, higher requirements have been imposed on the Group's emissions reporting both domestically and internationally. At the same time, with the revision of the ESG Reporting Guide from time to time, the requirements for disclosure of greenhouse gas emissions, measures to reduce emissions and the impact of operations on the environment have become higher.	本集團加強對環境數據的管理，統一統計口徑，定期收集並審查環境數據，並按照要求披露數據。另一方面，本集團依據實際情況，結合所制定的排放目標和排放計劃，納入到營運計劃中。 The Group will strengthen the management of environmental data, standardize the statistical approaches, collect and review environmental data regularly, and disclose the data as required. On the other hand, the Group will incorporate the emissions targets and emissions plans set in accordance with the actual circumstances into its operation plans.



6. 注重綠色生態 FOCUS ON GREEN ECOLOGY

風險類別 Type of Risks	風險參數 Risk Parameters	風險描述 Description of Risks	應對舉措 Countermeasures
	政策的變化	隨著全球對氣候變化風險的重要性及敏感度越來越高，以及國家「碳达峰碳中和」「十四五規劃綱要」要求的不斷推進，對企業和物業管理行業的監管要求及標準有可能相應提高。本集團需緊跟國家相關政策，緩解合規風險。	本集團積極識別現行的法律法規與政策，解讀相關的政策導向，結合自身的業務和實際需求，制定企業的發展戰略，持續更新和完善企業的管理體系。本集團將根據相關政策的引導方向規範管理、調整經營策略，提倡綠色低碳營運及發展，降低合規風險。
	Changes in policies	With the increasing importance and sensitivity of climate change risks globally, as well as the continuous promotion of the national “Carbon Peak and Carbon Neutrality” and the “14th Five-Year Plan” requirements, the regulatory requirements and standards for enterprises and the property management industry are likely to increase accordingly. The Group needs to remain closely in line with the relevant national policies to mitigate compliance risks.	The Group will actively identify existing laws, regulations and policies, interpret relevant policy directions, combine its own business and actual needs, formulate corporate development strategies, and continuously update and improve its corporate management system. The Group will regulate its management strategies and adjust its business strategies in accordance with the direction of relevant policies, promote green and low-carbon operation and development, and reduce compliance risks.

6. 注重綠色生態 FOCUS ON GREEN ECOLOGY

風險類別 Type of Risks	風險參數 Risk Parameters	風險描述 Description of Risks	應對舉措 Countermeasures
市場	客戶對綠色服務的傾向	客戶可能會更傾向於選擇提供綠色可持續服務的企業，將進一步提升對綠色低碳、智慧物業管理技術的要求。隨著低碳新技術產品（如新能源汽車）推廣和普及，社區硬件面臨改造以滿足服務的需求，可能會導致成本增加；現有高能耗設備設施或面臨提前報廢；節能降耗改造可能會產生新的成本投入。	本集團有序持續提升能源管理效率，開展設施設備升級／改造並推動社區智慧節能。同時，本集團逐步增加對綠色服務的研發投入，並持續關注和參與政府對綠色服務的扶持項目。
Market	Customer preference for green services	Customers may be more inclined to choose enterprises that provide green and sustainable services, and this will further increase the demand for green, low-carbon and smart property management technologies. With the promotion and popularity of new low-carbon technology products (such as new energy vehicles), community hardware will face renovation to meet the demand for services, which may lead to increased costs, the existing high-energy-consuming equipment and facilities may face early retirement, and the energy-saving renovation may generate new cost investment.	The Group continues to improve energy management efficiency, upgrade/transform facilities and promote smart energy saving in the community. At the same time, the Group has gradually increased its investment in research and development of green services, and continues to pay attention to and participate in government support projects for green services.

6. 注重綠色生態 FOCUS ON GREEN ECOLOGY



風險類別 Type of Risks	風險參數 Risk Parameters	風險描述 Description of Risks	應對舉措 Countermeasures
	採購成本上漲	氣候變化可能導致原材料價格上漲，從而導致採購成本上漲。客戶對綠色服務的追求也會推使本集團採納更多綠色供應，也是採購成本上漲的潛在因素。	本集團積極響應環保政策號召，踐行綠色採購理念，希望逐步通過開展綠色供應鏈管理推動供應鏈上下游企業共同實現綠色發展。本集團亦會積極分析採購價格變化趨勢，通過與供應商交流及資源整合，有效管理採購成本上漲風險。
	Increasing procurement costs	Climate change may lead to an increase in raw material prices, which in turn may lead to an increase in procurement costs. The pursuit of green services by customers will also drive the Group to adopt more green supplies, which is also a potential factor for higher procurement costs.	The Group actively responds to the call of environmental protection policy and implements the concept of green procurement, aiming to promote the green development of upstream and downstream enterprises in the supply chain through the development of green supply chain management. The Group will also actively analyze the trend of purchasing price changes and effectively manage the risk of procurement cost increases through communication with suppliers and resource integration.

6. 注重綠色生態 FOCUS ON GREEN ECOLOGY

風險類別 Type of Risks	風險參數 Risk Parameters	風險描述 Description of Risks	應對舉措 Countermeasures
聲譽	客戶對社會責任的重視	社會及客戶越來越注重企業社會責任履責的表現。	<p>本集團堅持可持續發展的道路，逐步開展綠色服務轉型，迎合客戶的需求。本集團通過多樣化傳播渠道展現企業社會責任，並已先後發起「時代社區「減碳」生活倡議」、「時代公約」、「我是鄰里減碳官」，與客戶一起建設美好低碳社區和推動綠色生活方式。</p>
Reputation	Customers' focus on social responsibility	Society and customers are increasingly concerned about the performance of corporate social responsibility.	<p>本集團參與認可度高的國際可持續發展評級，於2022年6月完成標準普爾的ESG評核，綜合評分63分。</p> <p>The Group adheres to the path of sustainable development and has been gradually transforming its green services to meet the needs of its customers. The Group demonstrates its corporate social responsibility through various communication channels and has launched the "Times Community Carbon Reduction Lifestyle Initiative", the "Convention of the Times" and the "I am the Carbon Reduction Officer in Neighborhood" to build a better low-carbon community and promote a green lifestyle together with its customers.</p> <p>The Group participates in a highly recognized international sustainability rating and completed an ESG assessment by Standard & Poor's in June 2022 with a composite score of 63.</p>

6. 注重綠色生態 FOCUS ON GREEN ECOLOGY



風險類別 Type of Risks		風險參數 Risk Parameters	風險描述 Description of Risks	應對舉措 Countermeasures
實體風險	急性風險	颱風、洪水等極端天氣事件嚴重程度提高	極端天氣事件會影響本集團在管物業及場所、客戶和人員的安全，影響勞動力管理和規劃。	<p>本集團制定應對極端天氣的風險應急機制，優化應對極端天氣的應急管理流程，積極開展應急演練。</p> <p>本集團與廣州氣象公服中心已開展氣象服務戰略合作，為本集團在管物業、場所、設施提供雷電防護裝置檢測、精準氣象預測服務（如突發災害性天氣減災提醒、智能化樓宇顯示、智能氣象站、氣象科普等）與氣象災害防禦知識培訓。</p> <p>The Group formulated a risk response mechanism for extreme weather, optimized the emergency management process for extreme weather, and actively conducted emergency drills.</p> <p>The Group and Guangzhou Meteorology Bureau Public Service Center have commenced strategic cooperation on meteorological services, providing lightning protection device testing, accurate meteorological forecasting services (such as emergency catastrophic weather mitigation alerts, intelligent building displays, intelligent meteorological stations, and meteorological science training) and training on meteorological disaster prevention knowledge for the Group's properties, venues and facilities under its management.</p>
Physical risks	Acute risks	Increasing severity of extreme weather events such as typhoons and floods	Extreme weather events can impact the safety of the Group's properties and venues under management, customers and personnel, and affect workforce management and planning.	

6. 注重綠色生態 FOCUS ON GREEN ECOLOGY

風險類別 Type of Risks	風險參數 Risk Parameters	風險描述 Description of Risks	應對舉措 Countermeasures
慢性風險	海平面上升	本集團部分營運地位於中國沿海省份，海平面上升可能會導致營運區域的變化和服務內容的變化。	本集團對慢性氣候風險進行前瞻性風險識別及評估，並納入規劃考慮因素；同時，本集團緊密關注天氣預報以確保作出及時、充足的準備，保障工作客戶及人員安全。
Chronic risks	Rising sea levels	Some of the Group's operations are located in the coastal provinces of China and the rising sea level may lead to changes in the areas of operation and the content of services.	The Group conducts prospective risk identification and assessment of chronic climate risks and takes them into account in its planning. At the same time, the Group monitors weather forecasts closely to ensure timely and adequate preparation for the safety of customers and staff.

[案例] 極端天氣應對，確保業主人身安全

我們深知氣候變化帶來的極端天氣對我們業務營運的危害，我們的管家團隊已建立完善的惡劣天氣應對機制。其中，針對排水系統方面，團隊全員會在惡劣天氣來臨前後，逐個排查積水點，不放過任何一點堵塞物，最大限度地避免造成大範圍積水，降低極端天氣帶來的氣候風險。

[Case] Responding to extreme weather and ensuring the personal safety of property owners

We are fully aware of the hazards of extreme weather brought about by climate change to our business operations, and our butler team has put in place a comprehensive severe weather response mechanism. Among such mechanism, for the drainage system, the entire team will check the water accumulation spots one by one before and after the occurrence of extreme weather, without missing any blockage, to avoid causing extensive water accumulation to the maximum extent possible and reduce the climate risk brought by extreme weather.



管家疏通排水系統現場
Butlers unblocking drainage system



6.1 綠色物業，低碳生活

我們始終致力於為客戶打造綠色物業服務，嚴格遵守《中華人民共和國環境保護法》《中華人民共和國節約能源法》等法律法規，更新並完善《時代鄰里集團綠化養護工作標準》《環境因素識別與評價控制程序》《環境監測與合規性評價控制程序》及《節能監測管理規定》等與物業環境相關的綠色管理制度，並嚴格依照ISO 14001環境管理體系建立與完善我們的環境管理架構與體系，形成完善的綠色物業服務管理。時代鄰里已獲得ISO 14001環境管理體系認證證書。

6.1 GREEN PROPERTY AND LOW-CARBON LIFESTYLE

We are always committed to creating green property services for our customers, and strictly abide by laws and regulations such as the *Environmental Protection Law of the People's Republic of China* and the *Law of the People's Republic of China on Energy Conservation*, and update and improve our property environment-related green management policies such as the *Greening and Maintenance Work Standards of Times Neighborhood Group* (時代鄰里集團綠化養護工作標準), the *Control Procedure for Identification and Evaluation of Environmental Factors* (環境因素識別與評價控制程序), the *Control Procedure for Environmental Monitoring and Compliance Evaluation* (環境監測與合規性評價控制程序) and the *Regulations on the Management of Energy Conservation and Monitoring* (節能監測管理規定). We have established and improved our environmental management framework and system in strict accordance with the ISO 14001 environmental management system to form a comprehensive green property service management. Times Neighborhood has obtained the ISO 14001 environmental management system certification.



ISO 14001環境管理體系認證證書
ISO 14001 Environmental Management System Certification

報告期內，本集團未違反任何有關環境保護的法律或造成任何影響環境和自然資源的重大事件，也未被告知任何環境領域的處罰和訴訟。本集團持續識別和管理經營活動對資源利用和環境的影響，積極響應與環境保護相關的政策。

During the Reporting Period, the Group has not violated any laws relating to environmental protection or caused any major incidents affecting the environment and natural resources, nor has it been notified of any penalties and litigation in the environmental field. The Group continuously identifies and manages the impact of its business operations on resource utilization and the environment and therefore has actively responded to the environmental protection related policies.



6. 注重綠色生態 FOCUS ON GREEN ECOLOGY

能耗與資源管理能有效減輕碳排放負荷，促進時代鄰里低碳發展。我們圍繞「公共電能管理」和「公共水能管理」兩大主題開展節電、節水、減排等多方面的專項行動，實現建築空間的節能降耗，助力國家實現「雙碳」目標。

6.1.1 能耗管理

我們認為，只有對在管社區的能耗進行綜合管控與分析，才能達到最佳的節能減排成果。時代鄰里在項目上搭建設施設備智能巡檢系統，對供配電、供水、排污、消防等重點系統機房設備進行自動巡檢，並上線數據自動記錄，形成運行趨勢，自動診斷異常等功能，實現對在管社區進行日常高頻次運檢和數字化管控，在落實安全運維的同時，降低了能耗的使用。

我們不斷深入對在管社區的節能改造工作，不斷針對樓層照明和車庫照明的升級改造。我們在部分項目已鋪開對結合聲、光、紅外、微波感應控制的智能LED燈具的使用，通過燈具對環境變化的自主識別和調節亮度明暗，實現節能降耗的目的。2022年，我們共對18個停車場開展智慧節電改造。

Energy and resource management can effectively reduce the load of carbon emissions and promote the low-carbon development of Times Neighborhood. We have launched special actions to conserve electricity and water, and reduce emissions by focusing on the themes of “Public Energy Management” and “Public Water Management” to achieve energy saving and consumption reduction in the building space and contribute to the national carbon peak and carbon neutrality goals.

6.1.1 Energy Consumption Management

We believe that the best energy saving and emissions reduction results can only be achieved through comprehensive control and analysis of the energy consumption of the communities under our management. Times Neighborhood builds an intelligent inspection system for facilities and equipment on its projects, and through automatic inspection of equipment rooms of key systems such as power supply and distribution, water supply, sewage and fire prevention, automatic online recording of data, operation trends formation, automatic abnormality diagnosis and other functions, it achieves daily frequent operational inspection and digital control of the communities under management, reducing energy consumption while implementing safe operation and maintenance.

We continue to transform energy efficiency in our managed communities, and continuously upgrade floor lighting and garage lighting. We have rolled out the use of smart LED lighting that integrates sound, light, infrared, and microwave sensor control in some of our projects to achieve the objective of energy saving and consumption reduction through automatic recognition of environmental changes in the lighting and adjustment of brightness. In 2022, we have launched the smart power saving renovation for 18 parking lots.



[案例] 雷達照明升級，智慧節電

2022年，廣州時代雅苑對地下車庫的日光燈照明進行雷達控制升級，通過更換燈管、調整燈具線路等方式達到有人員或車輛經過時保持常亮，無人員或車輛經過時保持25%亮度的效果，解決地庫照明能耗佔比較高、能源浪費較大的問題，達到智慧節電、降本增效的目標。

[Case] Radar lighting upgrade for smart power saving

In 2022, Guangzhou Times Yayuan upgraded the radar control of the daylight lighting in the underground garage, and by replacing the lamps and adjusting the wiring of the lighting fixtures to achieve the effect of maintaining constant brightness when people or vehicles pass by and 25% brightness in the absence of people or vehicles, which addresses the issue of high energy consumption and energy waste in the basement lighting, and reaches the goal of intelligent power saving, cost reduction and efficiency.



廣州時代雅苑地下車庫現場
Underground garage of Guangzhou Times Yayuan

6. 注重綠色生態 FOCUS ON GREEN ECOLOGY

6.1.2 水資源管理

水資源管理是時代鄰里的重點工作之一。截至報告期末，公司在管社區均不在水資源保護區內。取水方面，時代鄰里在管社區均來自市政供給；排水方面，時代鄰里在管社區生活污水均按照市政要求排放，求取適用水源上沒有問題，暫無水資源方面壓力，亦未對當地水源造成負面影響。

為減少水資源的浪費與不合理使用的現象，我們積極開展綠化精準灌溉，開展智慧節水工作，同時，我們對空調冷凝水、雨水等進行回收，用於地面沖洗和綠化灌溉，推動時代鄰里各社區的水資源循環利用。

6.1.2 Water Resources Management

Water resources management is one of the priorities of Times Neighborhood. As of the end of the Reporting Period, none of the communities under the Company's management were within the Water Resources Protection District. In sourcing water, the communities under management of Times Neighborhood are supplied by the municipalities; in discharging water, the domestic sewage of the communities under management of Times Neighborhood is discharged in accordance with the requirements of the municipalities, thus there is no issue in sourcing water that is fit for purpose, nor pressure on water resources for the time being and there is no negative impact on the local water sources.

In order to reduce the waste and unreasonable use of water resources, we are actively developing accurate watering for the landscape and smart water conservation. At the same time, we recycle air conditioning condensate and rainwater for floor cleaning and landscape watering, thus promoting the recycling of water resources in Times Neighborhoods.

[案例] 精準灌溉，促進節水型社會

三水時代南灣深入開展精準灌溉和智慧節水工作。項目通過天氣變化和土壤含水量等實際情況，利用自動化控制技術控制綠化噴灌系統，實施精確灌溉，有效地提高綠化灌溉管理水平。同時，對綠化灌溉用水建立非傳統水源收集處理機制，珍惜每一分水資源，有效節約項目公區用水。

[Case] Accurate watering promotes a water-saving society

Times Nanwan in Sanshui has extensively carried out accurate watering and smart water conservation. The project uses automatic control technology to control the green sprinkler system and implement accurate watering according to the actual conditions such as weather changes and soil moisture content, which effectively improves the level of watering management of the landscapes. At the same time, a non-traditional water collection and treatment mechanism has been established for landscape watering, to cherish all water resources and effectively conserve water in the common areas of the projects.



三水時代南灣實施精準灌溉
Accurate watering implemented at Times Nanwan in Sanshui

6.1.3 廢棄物管理

各物業在處理排放物時，嚴格遵守國家和地方的法律法規，堅決執行所在地垃圾分類的有關要求，對垃圾實行嚴格的分類儲存和處理，落實減量化、無害化原則，減少廢棄物對環境的負面影響。

我們對在管社區的垃圾收集站點及宣傳欄開展了升級改造，明確告知業主各項垃圾分類標準，同時，我們在各社區還設置了多處智能分類投放箱，能更準確地分辨垃圾類型。時代鄰里拍攝「垃圾分類」環保主題宣傳片，開設垃圾分類宣傳欄，通過生動有趣的推廣形式宣傳垃圾分類概念，引導社區業主樹立綠色健康的生活態度，以期不斷改善社區環境。

6.1.3 Waste Management

Each property strictly complies with national and local laws and regulations when dealing with discharges, strictly implements the local relevant requirements for waste sorting, implements stringent waste sorting storage and treatment, implements the principles of reduction and harmlessness, and reduces the negative impact of waste on the environment.

We have upgraded the waste collection stations and bulletin boards in the communities under management to clearly inform the property owners of the waste sorting standards. At the same time, we have also set up a number of smart sorting bins in each community, which can more accurately identify the type of waste. Times Neighborhood has produced a promotional video on the theme of “Waste Sorting” and set up a waste sorting bulletin board to promote the concept of waste sorting in a dynamic and interesting way and to guide property owners in our communities to develop a green and healthy attitude towards life, with a view to continuously improving the community environment.

[案例] 垃圾分類，落實時代號召

佛山時代家物業服務團隊成立了垃圾分類專項小組，率先購置分類垃圾桶，利用多種渠道宣傳，引導業主正確投放垃圾，不斷提升垃圾分類、訴求處理等工作水平，獲得了佛山市里水鎮「垃圾分類先進單位」榮譽稱號。

[Case] Waste sorting to implement the call of Times

Foshan Times Home property service team set up a special group for waste sorting, took the lead in purchasing waste-sorting bins, used various channels to promote and guide property owners to correctly drop off garbage, and continuously improved the level of waste sorting and demand handling, and won the honorary title of “Advanced Unit for Waste Sorting” in Lishui Town, Foshan City.



時代家獲佛山市里水鎮「垃圾分類先進單位」

Times Home won the title of “Advanced Unit for Waste Sorting” in Lishui Town, Foshan City

6. 注重綠色生態 FOCUS ON GREEN ECOLOGY

6.2 綠色辦公，以身作則

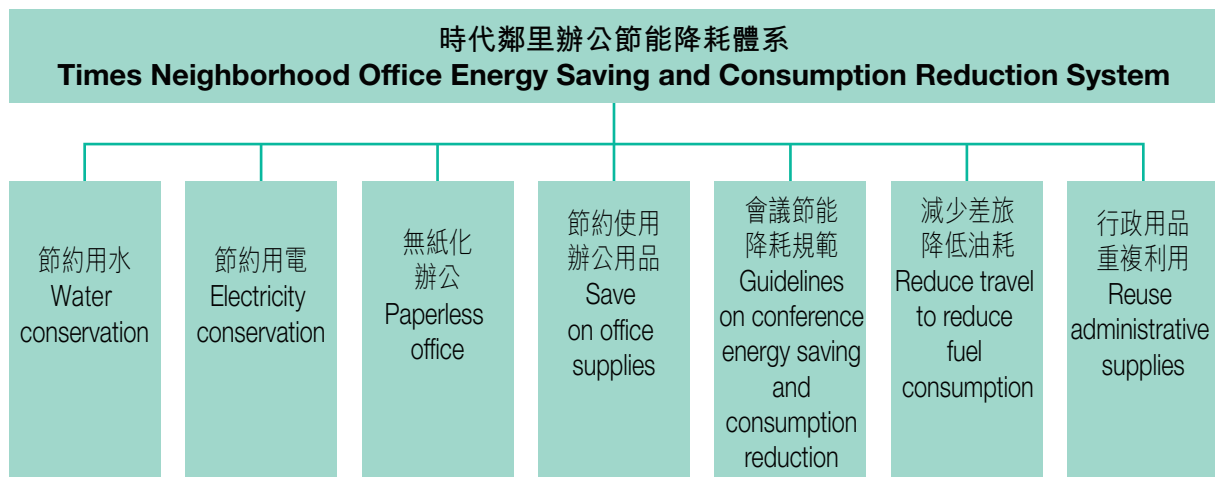
時代鄰里深知，在自己的營運區域開展綠色辦公是我們踐行低碳理念的重要方式，並將可持續發展融入我們的生活辦公各環節。報告期內，我們制定並更新《時代鄰里辦公環境與節能降耗管理制度》《行政辦公管理與員工行為規範》等內部管理文件，明確對時代鄰里的辦公環境、降低能耗和節約資源等維度進行全面管理，規範僱員養成綠色環保的習慣，營造低碳營運氛圍。

對於辦公區域的環境管理，我們號召僱員保持辦公區域清潔，並在辦公區域廣泛種植綠植，營造綠色的辦公氛圍。同時，我們對辦公區域的能源消耗和資源管理進行體系化管控，全面促進我們營運範圍的節能降耗工作，助力時代鄰里成為低碳發展、綠色健康的可持續發展企業。

6.2 GREEN OFFICE TO LEAD BY EXAMPLE

Times Neighborhood understands that implementing green office in our own operation area is an important way for us to practice low-carbon concept and it can integrate sustainable development into all aspects of our life in office. During the Reporting Period, we formulated and updated internal management documents such as the *Office Environment and Energy Saving Management System of Times Neighborhood* (時代鄰里辦公環境與節能降耗管理制度) and the *Guidelines on Administration and Office Operation Management and Staff Behaviour* (行政辦公管理與員工行為規範) to clearly and comprehensively manage the office environment, reduce energy consumption and conserve resources in Times Neighborhood, to regulate employees to develop green and environmental habits and to create a low-carbon operating environment.

For the environmental management of the office area, we encourage our employees to keep the office area clean and plant greenery extensively in the office area to create a green office environment. At the same time, we systematically control the energy consumption and resource management in our office area, and comprehensively promote energy saving and consumption reduction in our operation area, helping Times Neighborhood to become a low-carbon development, green and healthy sustainable enterprise.



時代鄰里辦公節能降耗體系
Times Neighborhood Office Energy Saving and Consumption Reduction System



- **節約用水**：倡導僱員自覺養成節約用水習慣，並要求定期進行用水設備的維護管理和定期檢查管道滲漏情況，以免造成水資源的不必要浪費；
- **節約用電**：對辦公區域照明設備和辦公設備的開閉情況進行較為嚴格的規定，杜絕照明設備「長明燈」、辦公設備「長待機」和製冷設備「低溫度」現象，並進行定期的日常巡檢，確保所有用電設備處於關閉狀態；
- **無紙化辦公**：倡導使用電子統計表格、線上共享文檔等方式替代紙質記錄，加強打印用紙管控，並減少會議和匯報材料的紙質傳閱；
- **節約使用辦公用品**：遵循「物盡其用、杜絕浪費」的原則，鼓勵僱員通過以舊換新方式領用，提升各類辦公用品回收利用率，不再在辦公區域放置一次性用品，並對辦公用品制定每月採購計劃，按實際需求採購；
- **會議節能降耗規範**：鼓勵內部會議採用線上形式開展，號召線下會議盡量減少瓶裝水和一次性水杯的使用，並及時關閉會議室屏幕、空調、照明等設備；
- **減少差旅降低油耗**：嚴格執行公務用車派車要求，減少用車，充分運用遠程監控等信息化手段減少不必要差旅，並要求各部門合理安排出差人員；
- **行政物品重複利用**：要求行政部門按需採購裝飾品、活動物料和禮品並開展充分循環利用，妥善管理行政資產。
- **Water conservation**: Promote employees to consciously develop the habit of water conservation, and require regular maintenance and management of water-using equipment and regular inspection of pipeline leaks to avoid unnecessary waste of water resources;
- **Electricity conservation**: Impose stricter regulations on the on and off of lighting and office equipment in the office area to eliminate the phenomenon of lighting equipment “Long-term Lighting”, office equipment “Long-term Standby” and cooling equipment “Low Temperature” and to conduct regular daily inspections to ensure that all electricity-using equipment is always off;
- **Paperless office**: Promote the use of electronic statistical forms and online document sharing as an alternative to paper records, strengthen control of paper printing, and reduce the circulation of paper for meetings and reports;
- **Save on office supplies**: Follow the principle of “Making the Best Use of Materials and Eliminating Waste”, encourage employees to obtain new supplies by trading in old ones, improve the recycling rate of various office supplies, stop placing disposable supplies in office areas, and develop a monthly purchasing plan for office supplies and purchase them according to actual demand;
- **Guidelines on conference energy saving and consumption reduction**: Encourage internal meetings to be conducted online, and for offline meetings, minimize the use of bottled water and disposable cups, and turn off conference room screens, air conditioners, lights and other equipment in a timely manner;
- **Reduce travel to reduce fuel consumption**: Strictly enforce the requirements for the assignment of official vehicles, reduce the use of vehicles, make full use of information technology such as remote monitoring to reduce unnecessary travel, and require all departments to make reasonable arrangements for business travelers;
- **Reuse administrative supplies**: Require administrative departments to purchase and fully recycle decorations, event materials and gifts as needed and to properly manage administrative assets.

6. 注重綠色生態 FOCUS ON GREEN ECOLOGY

對於上述環境管理和節能降耗管理工作，時代鄰里要求各級行政部門開展定期、頻繁的巡查工作，確保綠色辦公有效實施，以身作則。各級行政部門負責人作為辦公室環境、節能降耗管理規範巡查第一責任人，會同相關人員對營運範圍7大重點辦公區域開展日常巡查。同時，我們積極對各項目開展行政巡檢，檢查各項目辦公室環境與節能降耗執行情況。

For the environmental management and energy saving and consumption reduction management work mentioned above, Times Neighborhood requires all levels of administration departments to carry out regular and frequent inspections to ensure the effective implementation of green office and lead by example. The person in charge of each level of administrative departments, as the first responsible person for office environment and energy saving and consumption reduction management inspection, will inspect the 7 key office areas in the operation areas with relevant staffs on a daily basis. At the same time, we actively carry out administrative inspections of each project to inspect the office environment of each project and the implementation of energy saving and consumption reduction.

[案例] 5S管理，夯實綠色辦公成果

我們希望僱員通過身邊的小事維護大家共同的辦公環境。我們鼓勵並號召僱員保持辦公區域清潔、積極整理自己的工位，保持辦公環境的秩序，營造清潔、綠色、整齊的時代鄰里辦公氛圍，讓廣大僱員享受綠色辦公成果。

[Case] 5S management to consolidate the results of green office

We aim to maintain the common office environment through the minor efforts of our employees. We encourage and urge employees to keep the office area clean, actively tidy up their workstations, and maintain the order of the office environment to create a clean, green, and tidy office environment in Times Neighborhood, allowing all employees to enjoy the benefits of a green office.



時代鄰里綠色辦公海報
Green Office Poster of Times Neighborhood

6.3 綠色生態，你我共建

在不斷深化開展時代鄰里綠色服務的過程中，我們深刻認識到全球氣候變化的應對和國家「雙碳」目標的實現需要更多人的力量。我們通過號召在管社區的業主和租戶，參與到我們的低碳行動中來，讓更多人了解並致力於為碳減排和綠色生態共享自己的一份力量。

- 環境公約

在深度踐行綠色物業服務的過程中，我們通過不斷發現社區環境管理的突出問題，以及治理過程中呈現的難點痛點，形成了時代鄰里的《時代社區環境公約》，積極倡導和號召業主及租戶在公共設施、花草樹木、公共空間、裝修管理和用火安全等方面約束自身行為，謀求社區最大化的環境利益，營造良好的綠色生態社區氛圍。

6.3 GREEN ECOLOGY WE BUILD TOGETHER

In the course of continuously furthering the development of green services of Times Neighborhood, we are fully aware of the need for the efforts of more people to respond to the global climate change and to achieve the national carbon peak and carbon neutrality goals. By encouraging property owners and tenants in the communities under our management to participate in our low-carbon initiatives, we are raising awareness and making a commitment to share our contribution to carbon reduction and green ecology.

- Environmental Convention

As we thoroughly practice green property services, and by continuously discovering the prominent problems of community environmental management, as well as the difficulties and weaknesses present in the process of governance, we have formed the *Times Community Environmental Covenant* (時代社區環境公約) of Times Neighborhood. It actively advocates and encourages property owners and tenants to be disciplined in public facilities, plants and trees, public space, renovation management and fire safety, to maximize the environmental benefits of the community and to create a good green ecological community atmosphere.



《時代社區環境公約》海報

Poster of *Times Community Environmental Covenant*

6. 注重綠色生態 FOCUS ON GREEN ECOLOGY

[案例] 開展世界無煙日，促進生態和諧

2022年5月31日，時代鄰里秉承世界無煙日主題—「煙草威脅環境」，開展主題為「關愛家人 保護環境」的無煙日活動，號召業主減少抽煙頻次，不要在電梯中吸煙、不要隨意丟棄煙頭，關注兒童呼吸健康，並宣導建設美好時代社區的環保理念。我們邀請業主在孩子的見證下於《時代社區環境公約》和禁煙承諾書上簽下自己的名字，成為孩子的榜樣，並以實際行動保護我們的環境。

- **以煙換糖**：業主拿出手中的香煙，為孩子們換取糖果。時代鄰里希望通過這樣的交換，換回業主的健康和快樂，以及清新的空氣和美好的生活。
- **環保拾煙**：我們向孩子派發紙杯與夾子，鼓勵孩子參與拾煙行動，我們向撿拾20個煙頭的孩子贈送一盆綠植，培養孩子無煙和綠色環境保護意識。

[Case] Promoting World No Tobacco Day fostering ecological harmony

On 31 May 2022, in line with the theme of World No Tobacco Day – “Tobacco: Threat to Our Environment”, Times Neighborhood launched a No Tobacco Day campaign with the theme of “Caring for the Family and Protecting the Environment”, encouraging property owners to reduce the frequency of smoking, avoid smoking in elevators and littering cigarette butts, pay attention to children’s respiratory health, and promote the environmental protection concept of creating a beautiful Times Community. We invite property owners to sign their names on the *Times Community Environmental Covenant* (時代社區環境公約) and the No-smoking Commitment in the presence of their childing to become a role model for their childing and to take practical actions to protect our environment.

- **Cigarettes for Candies**: Property owners exchanged their cigarettes for candies for their children. Through this exchange, Times Neighborhood hopes to restore the property owners’ health and happiness, as well as fresh air and quality of life.
- **Environmental Protection Cigarette Clean Up**: We distributed paper cups and clips to the children and encouraged them to participate in cigarette picking. We offered a pot of green plants to the children who picked up 20 cigarette butts to foster their awareness of smoke-free and green environment protection.



「關愛家人保護環境」主題活動現場
“Caring for the Family and Protecting the Environment”
theme event



禁煙承諾書簽署現場
Signing the No-smoking Commitment



以煙換糖活動現場
Cigarettes for Candies activity



環保拾煙活動現場
Eco-friendly Cigarette Pick-up activity

• 低碳公約

基於2021年「鄰里減碳官」的成功實踐經驗，我們於本年度進一步開展「美好回收計劃—時代鄰里減碳生活季」行動。我們基於創造者文化精神和助力「雙碳」目標的初心，制定《時代社區低碳公約》和《減碳倡議書》，向社區業主和租戶號召減少對水資源、電力、油耗、集中能耗、塑料等能源和資源的使用，並倡導垃圾分類和舊物回收利用，讓業主通過身邊的小事進一步促進低碳社區的建設，助力國家碳達峰與碳中和的宏偉目標。

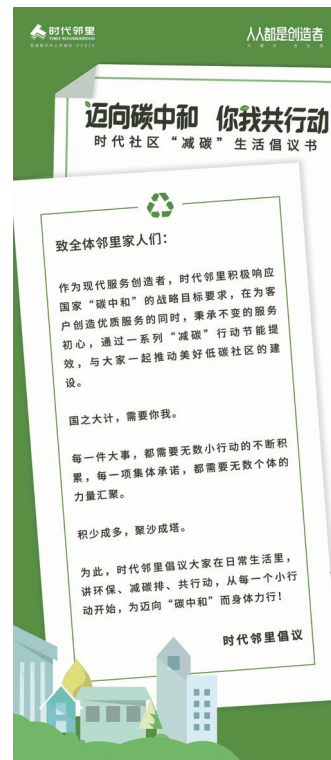
• Low-Carbon Convention

Based on the successful experience of the “Carbon Reduction Officer in Neighborhood” in 2021, we further rolled out the “Good Recycling Program – Carbon Reduction Season of Times Neighborhood” campaign this year. Based on the Creator’s culture principle and the initial intention to contribute to the carbon peak and carbon neutrality goals, we formulated the *Convention on Carbon Reduction for Times Communities* (時代社區低碳公約) and the *Carbon Reduction Proposal* (減碳倡議書) to encourage property owners and tenants in our communities to reduce the use of energy and resources such as water, electricity, fuel consumption, centralized energy consumption, and plastics, and to promote waste sorting and recycling of used items, enabling property owners to further promote the construction of a low-carbon community through minor efforts and contribute to the national carbon peaking and carbon neutrality goals.



《時代社區減碳公約》海報

Poster of *Convention on Carbon Reduction for Times Communities*



《減碳倡議書》海報

Poster of *Carbon Reduction Proposal*



6. 注重綠色生態 FOCUS ON GREEN ECOLOGY

[案例]「讓美好回收為地球減負」，踐行 低碳生活

2022年12月4日，時代鄰里開展第一期「減碳生活季」行動，我們在佛山時代城2期通過有機減碳、舊衣換綠、低碳露營等環保形式，促進業主參與到綠色環保的生活方式當中來，促進業主養成低碳習慣，對正在成長的少年兒童也具有一定教育意義。

- **有機低碳**：我們誠邀業主將家中廢棄的電池、塑料瓶、易拉罐集中起來，於活動當天進行分類投放，並邀請業主簽署社區減碳公約，推廣綠色的生活方式；
- **舊衣換綠**：我們通過閑置衣物換取盆栽的方式，推動業主將閑置衣物捐贈給有需要的人，在促進衣物流動的同時，為家中增添綠色；
- **低碳露營**：在戶外休閒盛行的今天，露營在成為新潮流的同時也增加了一次性產品的使用。我們倡導業主在享受戶外活動的同時，盡量使用環保水杯和環保袋，真正做到零廢棄和低碳環保。

2022年12月8日至2023年1月20日，我們在鄰里邦APP正式開展「美好回收計劃—2022時代鄰里減碳生活季」線上活動，在管社區所有業主均可通過廢棄電池回收於舊衣捐贈等方式換取鄰里邦APP線上積分。

[Case] “Recycle the good and reduce the bad for Planet Earth”, practicing low-carbon life

On 4 December 2022, Times Neighborhood kicked off the first phase of the “Carbon Reduction Season” campaign. In Foshan Times City Phase 2, we promote property owners to participate in a green environment protection lifestyle through Organic Carbon Reduction, Used Clothes for Green Plants, Low-carbon Camping and other forms of environmental protection, and facilitate property owners to develop low-carbon habits, which has educational significance for the development of adolescents and children.

- **Organic Carbon Reduction**: We invite property owners to collect used batteries, plastic bottles and drink cans to sort them according to categories on the date of event, and invite property owners to sign the *Convention on the Carbon Reduction for Communities* (社區低碳公約) to promote a green lifestyle;
- **Used Clothes for Green Plants**: We encourage property owners to donate used clothes to those in need and receive potted plants in return, so they can add greenery to their homes while promoting the circulation of clothes;
- **Low-carbon Camping**: As outdoor leisure is popular nowadays, and camping has become a new trend, the use of disposable products increased. We advocate property owners to use eco-friendly water cups and bags as much as possible when enjoying outdoor activities to truly achieve zero waste and low-carbon environmental protection.

From 8 December 2022 to 20 January 2023, we officially launched the “Good Recycling Program – Carbon Reduction Season of Times Neighborhood 2022” online campaign on the Neighborhood Services APP, where all property owners in the communities under our management can redeem the Neighborhood Services APP online points by recycling used batteries and donating used clothes.



6. 注重綠色生態
FOCUS ON GREEN ECOLOGY



塑料瓶分類投放
Sorting Plastic Bottles



簽署社區減碳公約
Signing the Convention on Carbon Reduction for Communities



舊衣換綠現場
At the Used Clothes for Green Plants



低碳露營氛圍
At the Low-carbon Camping

美好回收计划
让美好回收 为地球减负

为营造节能减排新风尚、构建低碳社区生活，全国所有在管社区定于2022年12月8日起全面启动“美好回收计划-2022时代邻里减碳生活季”活动。

活动期间，凡对客服中心进行**废电池回收**及**旧衣服捐赠**的业主，皆可获赠**邦豆**（用作邻里邦APP消费抵扣）。

活动时间
2022年12月8日至
2023年1月20日

活动对象
全体业主

活动地点
客户服务中心

礼品发放条件

旧衣捐赠		废电池回收	
衣服捐赠数量	兑换邦豆数量	回收电池数量	兑换邦豆数量
1件	300颗	3节	200颗
3件	500颗	5节	400颗
5件	800颗	7节	600颗
7件及以上	1000颗	10节及以上	1000颗

*活动详情请咨询项目管家

扫描下方二维码
下载邻里邦APP
关注时代物业公众号
了解活动详情

「美好回收計劃」—2022時代鄰里減碳生活季」海報
Poster of "Good Recycling Program – Carbon Reduction Season of Times Neighborhood 2022"

7. 承擔僱主責任

UNDERTAKE EMPLOYER RESPONSIBILITY

人才是企業的核心競爭力。時代鄰里重視僱員成長，通過和諧平等的僱傭管理和專業化的培養體系，構建多元化職業發展途徑，為僱員搭建起施展才華的舞台和實現價值的平台，鼓勵僱員與公司攜手同行，共創價值。

Talent is the core competitiveness of an enterprise. Times Neighborhood values the growth of its employees. Through harmonious and equal employment management and a professional training system, Times Neighborhood has established diversified career development paths and built a platform for employees to demonstrate their talents and realize their values, encouraging them to join hands with the Company and create values together.

時代鄰里通過「選、育、用、留」四個維度設置相關目標，切實保障企業與僱員共同茁壯成長：

Times Neighborhood sets relevant targets in the four dimensions of "Selection, Education, Deployment and Retention" to ensure that the Company and its employees can grow together:

- **選：**保持晉升通道通暢，2022年內部晉升率達23.66%；2023年通過人才測評覆蓋達標準率達到80%；
- **育：**增加僱員自主學習積極性。2022年要求每位僱員學習培訓量不低於22學時，2023年要求每位僱員學習培訓量不低於25學時；
- **用：**開展項目運營官培訓，選拔優秀項目運營官82人，2023年開展一專多能，打造複合型人才；
- **留：**提高僱員歸屬感，2022年僱員滿意度不低於82分。

- **Selection:** Maintaining smooth promotion channels, the internal promotion rate in 2022 reached 23.66% and the coverage attainment rate for passing talent assessment in 2023 reached 80%;
- **Education:** Increasing the enthusiasm of employees for self-learning, requiring each employee to participate in no less than 22 hours of learning and training in 2022 and requiring each employee to participate in no less than 25 hours of learning and training in 2023;
- **Deployment:** Developing training for project operation officers, selecting 82 outstanding project operation officers and develop One Expert with Multiple Skills in 2023 to foster composite talents;
- **Retention:** Enhancing employees' sense of belonging to procure that employee satisfaction rate was not less than 82 points in 2022.

7.1 平等僱傭，細心呵護

7.1 EMPLOYMENT EQUALITY AND ATTENTIVE CARE

為保障僱員合法權益，建立良好的勞動關係，時代鄰里建立完善的僱傭管理機制，致力於保護所有僱員的合法權益，為僱員提供有競爭力的薪酬與豐富的關懷與福利。

In order to protect the legitimate rights and interests of employees and to establish positive labour relations, Times Neighborhood has established a comprehensive employment management mechanism and is committed to protecting the legitimate rights and interests of all employees and providing them with competitive remuneration and substantial care and benefits.



7. 承擔僱主責任 UNDERTAKE EMPLOYER RESPONSIBILITY

7.1.1 權益保護

時代鄰里嚴格遵守《中華人民共和國勞動法》《中華人民共和國勞動合同法》等國家法律法規的規定，制定《廣州市時代物業管理有限公司人事管理手冊》，堅決杜絕因性別、年齡、種族、國籍、宗教信仰、或其他社會及個人因素導致的歧視行為，依法給予所有僱員及候選者平等的工作機會。

時代鄰里擁護《世界人權宣言》《工商企業與人權指導原則》（*Guiding Principles on Business and Human Rights*）、國際勞工組織（ILO）的國際勞工標準、《安全和人權自願原則》等與人權有關的國際準則，堅持落實平等、非歧視的用工政策。本集團尊重每個人獨一無二的特質，致力於提供多元共融平等的工作環境，反對並禁止任何人對他人進行身體、心理或口頭上的歧視、騷擾和侮辱行為，全面保障僱員在招聘入職、晉升、離職、解僱、工作時數、薪酬福利、私隱等方面的合法權益。

本公司嚴禁任何營運單位及合作夥伴聘用任何種類的童工和強迫勞工，與所有正式僱員簽訂勞動合同，與實習生及臨時工等簽訂勞務合同，開展標準化人事管理。於招聘過程中，我們會對應徵者進行背景調查，通過審視他們的醫檢證書、學歷證書及身份證檢查他們的年齡，以免非法僱用童工。若出現僱傭童工或強迫勞工等情況，我們將依法立即解除勞動合同，保障勞動者合法勞動權利，同時，就相關情況進行審查並向有關部門報告。在報告期內，本公司沒有發生過強制勞工和聘用童工的情況。

7.1.1 Protection of Interests

Times Neighborhood strictly complies with the *Labour Law of the People's Republic of China* and the *Labor Contract Law of the People's Republic of China* (中華人民共和國勞動合同法) and other national laws and regulations, and we have formulated the *Personnel Management Manual of Guangzhou Times Property Management Co., Ltd.* (廣州市時代物業管理有限公司人事管理手冊), we strongly discourage discrimination on the basis of gender, age, race, nationality, religion, or other social or personal factors, and provide equal work opportunities for all employees and candidates in accordance with the law.

Times Neighborhood upholds international standards related to human rights, such as the *Universal Declaration of Human Rights*, the *Guiding Principles on Business and Human Rights*, the *International Labour Standards of the International Labour Organization (ILO)*, and the *Voluntary Principles on Security and Human Rights*, and adheres to an equal and non-discriminatory employment policy. The Group respects the unique characteristics of each individual and strives to provide a diversified, inclusive and equal work environment. We oppose and prohibit any physical, psychological or verbal discrimination, harassment and humiliation against others, and fully protect the legal rights of employees in terms of recruitment and entry, promotion, termination, dismissal, working hours, remuneration and benefits, and privacy.

The Company strictly prohibits any kind of child labour and forced labour by any operating units and partners, and enters into labour contracts with all regular employees and labour contracts with interns and temporary workers to carry out standardized personnel management. During the recruitment process, we will conduct background checks on candidates to examine their age through reviewing their medical examination certificates, academic certificates and identity cards in order to avoid illegal use of child labour. If violations in relation to child labour and forced labour are found, we shall immediately terminate their labour contracts to protect their legitimate labour rights, as well as review the issues and report them to the relevant authorities. During the Reporting Period, the Company did not employ any forced labour or child labour.



7. 承擔僱主責任 UNDERTAKE EMPLOYER RESPONSIBILITY

2022年，我們在制度中明確對外包人員的管理釐清各外包單位入離職工作流程及資料清單，提高了對外包單位人事變動的有效管理。除此之外，2022年我們調整用工模式，針對女性、大齡、實習生、返聘等情況採取靈活用工的同時，將部分用工權限下放至項目，由項目面向社會發佈用工需求，極大提高了用工及人事管理效率。

In 2022, we specified the management of outsourced personnel in our system to clarify the workflow and information list for onboarding and offboarding of each outsourced unit to improve the effective management of personnel changes in outsourced units. In addition, we adjusted the employment model in 2022, adopting flexible employment for female, elderly, interns and returning employees, and at the same time delegated part of the employment authority to the projects, so that the projects can distribute the employment requirements to society, greatly improving the employment and personnel management efficiency.

[案例] 上線人力資源管理新系統，提升人才管理效率

2022年，時代鄰里上線了新的人力資源管理系統，形成以業務、數據驅動的高效閉環，通過實時掌握人力資源信息數據，提煉有價值的人力資源分析指標，輔助決策方案的規劃和制定，極大推動了僱員人事管理全生命週期流程提速增效。

時代鄰里人力資源管理系統的功能亮點主要涉及組織管理、招聘管理、僱員管理、考勤管理、人才發展、薪資管理、流程引擎等方面，對人力資源信息及人事管理流程進行可視化追蹤及管理，同時實現精準核算與私隱保護，為時代鄰里及僱員實現便捷準確的流程支持。

[Case] New human resources management system launched to enhance talent management efficiency

In 2022, Times Neighborhood launched a new human resources management system, forming an efficient closed loop driven by operations and data. By acquiring human resources information and data in real time, valuable human resources analysis indicators are refined to assist in the planning and formulation of decision-making solutions, which greatly promotes the speed and efficiency of the whole lifecycle process of employee personnel management.

The functional highlights of the human resources management system of Times Neighborhood mainly involve organization management, recruitment management, employee management, attendance management, talent development, remuneration management and process engine. It provides visual tracking and management of human resources information and personnel management processes, while achieving precise calculation and privacy protection, enabling convenient and accurate process support for Times Neighborhood and its employees.



7. 承擔僱主責任 UNDERTAKE EMPLOYER RESPONSIBILITY

7.1.2 薪酬福利

僱員是時代鄰里不斷前進的動力，只有讓僱員在時代鄰里的工作具有獲得感與幸福感，我們的企業的發展才能長期向好。

- **僱員薪酬：**

時代鄰里為所有僱員提供具有市場競爭力的報酬，我們每年更新績效考核方案，為僱員提供合理的薪酬保障。僱員薪酬由基本工資、基本績效、年終獎、相關補貼構成。為了更好調動僱員的工作積極性，我們提供固定頻率的晉升和調薪，吸引、激勵並留住人才，讓僱員在實現個人價值最大化的同時獲得相匹配的薪酬。

- **非薪酬福利：**

我們亦根據國家規定，為符合條件的僱員提供社會保險、公積金、僱主險和福利假期，在中秋、春節等節假日開展僱員節日關懷等。疫情期間，我們積極關注僱員受封控情況，為封控項目的僱員提供到位的物資保障，努力提高僱員的企業歸屬感與工作動力。

7.1.2 Remuneration and Benefits

Employees are the driving force behind the continuous progress of Times Neighborhood, and our company can only develop prosperously in the long run, if we can give our employees a sense of satisfaction and happiness in their work at Times Neighborhood.

- **Employee Remuneration:**

Times Neighborhood offered a competitive remuneration to all employees. We updated our performance appraisal program annually to provide reasonable remuneration protection for our employees. Employee remuneration consisted of basic salary, basic performance, year-end bonus, and related allowances. In order to better motivate our employees, we provided regular promotions and salary adjustments to attract, motivate and retain talents, so that employees can maximize their personal value with matching salaries.

- **Non-remuneration Benefits:**

We also provided social insurance, provident fund, employer's insurance, welfares, and leaves for eligible employees in accordance with national regulations, and provided employees with holiday care during festivals such as Mid-Autumn Festival and Lunar New Year. During the pandemic, we actively paid attention to the situation of employees quarantined, provided quarantined employees with supplies, and strived to enhance employees' sense of belonging and motivation to work.



7. 承擔僱主責任 UNDERTAKE EMPLOYER RESPONSIBILITY

7.1.3 僱員溝通

我們尊重僱員的合法權益，實施了覆蓋線上線下的多維度民主管理。2022年，我們開展了職工大會、座談會等多種正式活動，並開展了「僱員滿意度調查」，充分了解工會及僱員在權益保障方面的關注重點，為僱員提供暢所欲言的機會。

- **溝通渠道：**

為了實現暢通的運營管理，我們為僱員搭建多種溝通渠道。通過郵件、OC及企業微信等，我們及時收集、記錄僱員溝通意見，並對僱員提出的相關問題進行合理的解答，以及時採納並調整與僱員息息相關的管理工作。

- **僱員滿意度：**

2022年，我們面向所有符合調查條件的鄰里僱員，圍繞「公司整體評價」「行政後勤與文化活動」「組織氛圍」「培訓晉升與人力」四個模塊開展僱員滿意度調查。調查範圍覆蓋13個區域公司，共回收了8,050份有效樣本，有效率為92.98%，僱員整體滿意度為82分。我們非常重視調研結果，對於僱員集中反饋較為薄弱的環節，我們逐一開展了管理提升工作，切實解決僱員的合理建議與需求。

7.1.3 Employee Communication

We respect the legal rights of our employees and have implemented multi-dimensional democratic management, both online and offline. In 2022, we launched a variety of formal activities such as staff meetings and seminars, while we carried out the “Employee Satisfaction Survey” to fully understand the concerns of the union and employees regarding to their rights and interests, and provided employees with the opportunity to speak up.

- **Communication Channel:**

In order to achieve smooth operation management, we have built various communication channels for employees. Through emails, OC and WeCom, we collected and recorded employees' communication opinions in a timely manner, and provided reasonable answers to employees' questions, so that we can adopt and adjust the management work that is closely related to employees in a timely manner.

- **Employee Satisfaction:**

In 2022, we conducted an employee satisfaction survey of all eligible employees of the Neighborhood in four modules: “Overall Company Evaluation”, “Administrative and Cultural Activities”, “Organizational Atmosphere” and “Training and Promotion and Human Resources”. The survey covered 13 regional companies and 8,050 valid samples in total were collected, with an effective rate of 92.98% and an overall employee satisfaction score of 82 points. We attached great importance to the results of the survey, and we have carried out management improvement work in each of the areas where employees' feedback suggested further enhancement, so as to practically address the reasonable suggestions and needs of our employees.



7. 承擔僱主責任 UNDERTAKE EMPLOYER RESPONSIBILITY

7.1.4 僱員關懷

我們為僱員提供多元化的關懷活動，我們開設「鄰里優家」企業內部公眾號，為僱員提供平時工作學習的答疑解惑，關懷活動及防汛與疫情提示，多方面多維度保護僱員，讓僱員感受家一般的氛圍。同時，我們在節假日都會向僱員發放禮品或開展專屬活動，提升僱員在公司的幸福感。

7.1.4 Caring for Employees

We provided employees with diversified care activities. We set up the internal official WeChat account “Neighborhood You+” (鄰里優家) to provide employees with answers to questions about work and study, care activities and tips on flood and pandemic prevention, so that employees can be protected in a multi-dimensional way, making a home-like atmosphere for them. At the same time, we gave out gifts to our employees during holidays or launched exclusive activities to enhance their happiness in the Company.

[案例] 開展花藝活動，定格母親節美好瞬間

2022年5月，我們製作手工花藝，贈送給職場母親，表達我們對偉大母親的致敬。同時，我們在線上開展了「定格美好時光」的線上母親節活動，讓僱員在參與活動時喚起與母親的回憶，表達對母親的情意，促進僱員反哺家庭，享受家庭溫暖。

[Case] Floral activities to capture the best moment of Mother's Day

In May 2022, we have made handmade floral bouquets for working mothers as a gratitude for their contribution. Meanwhile, we launched an online Mother's Day activity — Capturing the Best Moment, which allowed employees to participate in activities that brought back memories of their mothers, to express their feelings for their mothers, and encouraged them to raise their families and enjoy the heartiness of their homes.



職場母親收穫的花藝

The bouquets received by working mothers

7. 承擔僱主責任 UNDERTAKE EMPLOYER RESPONSIBILITY

7.2 關注健康，安全防範

時代鄰里十分重視工作場所的健康及安全，深知職業健康安全是企業可持續發展不可或缺的一部分。我們遵循《中華人民共和國安全生產法》《中華人民共和國職業病防治法》《中華人民共和國突發事件應對法》等法律法規，制定了《質量、環境、職業健康安全管理手冊》《環境和職業健康安全控制程序》等職業健康安全相關文件，以有效降低僱員傷害風險，全面提升職業健康安全管理水平。

7.2.1 安全管理

時代鄰里致力於管理僱員職業健康安全問題。我們基於ISO 45001構建完整的職業健康安全管理體系，明確了各相關崗位職責、質量方針和企業職業健康安全價值觀，不斷提高公司整體預防危險和傷害的能力，降低事故發生的頻率或減少事故帶來的傷害程度。2022年8月，我們獲得ISO 45001職業健康安全管理體系認證證書。

7.2 CARING FOR HEALTH AND SAFETY

Times Neighborhood attached great importance to health and safety in the workplace and understood that occupational health and safety management is an integral part of sustainable corporate development. We followed the laws and regulations such as *the Work Safety Law of the People's Republic of China*, *the Law of the People's Republic of China on Prevention and Control of Occupational Diseases*, and *the Emergency Response Law of the People's Republic of China*, and formulated occupational health and safety related documents such as *Management Manual on Quality, Environment and Occupational Health and Safety* (質量、環境、職業健康安全管理手冊), and *Control Procedure for Environmental and Occupational Health and Safety* (環境和職業健康安全控制程序), etc., to effectively reduce the risk of employee injury and to improve the overall occupational health and safety management level.

7.2.1 Safety Management

Times Neighborhood was committed to managing employee occupational health and safety issues. We constructed a complete occupational health and safety management system based on ISO 45001, which clarified the responsibilities of each relevant position, quality policy and corporate occupational health and safety values to continuously improve the Company's overall ability to immunize against hazards and injuries, reduce the frequency of accidents or reduce the extent of injuries caused by accidents. In August 2022, we received the ISO 45001 Occupational Health and Safety Management Systems Certification.



ISO 45001職業健康安全管理體系認證證書

ISO 45001 Occupational Health and Safety Management Systems Certification



7. 承擔僱主責任 UNDERTAKE EMPLOYER RESPONSIBILITY

基於不斷形成並完善的職業健康安全管理体系，我們開展並落實一系列安全生產保護舉措。基於物業僱員在社區的生產生活場景，我們為僱員發放必要的勞保用品，組織開展全面的安全檢查，並組織「百日安全無事故」專項行動，多維度、多層次確保僱員職業健康與生產安全。

Based on the continuous formation and improvement of the occupational health and safety management system, we have launched and implemented a series of safety and production protection measures. According to the production and living scenarios of property employees in the community, we provided employees with necessary labour protection products, organized comprehensive safety inspections, and initiated a “100-Day without Accidents” targeted campaign to ensure employees’ occupational health and production safety in multiple dimensions and at multiple levels.

7.2.2 安全文化

為更好規避工傷及安全風險，我們定期組織安全培訓，包括僱員安全檢查培訓、交通事故培訓、每年兩次消防應急演練等，使僱員了解、掌握勞動保護方面的法律、法規、規章和標準，增強自我保護意識，提高防護技能。2022年，我們也根據具體業務開展相應安全培訓，如泥水培訓、運營培訓，以及覆蓋面較廣的季度培訓，通過領導動員與工程技能規範化指導，有效規避僱員工作中的安全風險。2022年，時代鄰里職業健康安全培訓在項目上覆蓋率超過80%，辦公僱員覆蓋率超過30%。

7.2.2 Security Culture

In order to better avoid work-related injuries and safety risks, we organized regular safety training, including employee safety inspection training, traffic accident training, and fire emergency drills twice a year, so that employees can understand and familiarize with labour protection laws, regulations, rules and standards, enhanced their awareness of self-protection, and improved their protection skills. In 2022, we also launched corresponding safety training according to specific businesses, such as masonry training, operation training, and quarterly training with wider coverage, so as to effectively avoid safety risks in the workplace for employees through leading mobilization and engineering skills standardized guidance. In 2022, the coverage rate of Times Neighborhood’s occupational health and safety training in the project exceeded 80%, with more than 30% in office employees coverage rate.

7. 承擔僱主責任 UNDERTAKE EMPLOYER RESPONSIBILITY

[案例] 開展電梯安全宣傳，倡導安全用梯

2022年7月，時代鄰里組織各在管項目開展電梯安全宣傳，以「安全乘梯·文明乘梯」為主題，開展「電梯安全宣傳月」宣傳教育活動，向我們的僱員以及部分業主普及電梯安全常識，倡導關注電梯安全、監督電梯安全、維護電梯安全，積極營造「電梯安全，你我有責」的良好氛圍。

[Case] Launching elevator safety promotion to advocate safe use of elevators

In July 2022, Times Neighborhood organized all the projects under management to launch promotion on elevator safety and education activities under the theme of “Safe and Civilized Use of Elevators”. We actively created a good culture of “Mutual Responsibility for Elevator Safety” by initiating the “Elevator Safety Promotion Month” to familiarize our employees and some property owners with elevator safety, and to advocate attention to, supervision of, and maintenance of elevator safety.



僱員、業主學習電梯安全知識

Employees and property owners learned about elevator safety



7. 承擔僱主責任 UNDERTAKE EMPLOYER RESPONSIBILITY

7.2.3 職業健康

為了幫助僱員了解工作場所的健康風險和職業病危害，及其對僱員個人健康的影響，時代鄰里鼓勵全體僱員定期體檢，為符合條件的僱員提供年度免費體檢福利，並由專業人士協助對診斷結果進行一對一與多渠道的解讀指導。同時，我們為僱員提供豐富的職業健康關懷活動，促進僱員身心健康。

在疫情期間，公司積極做好疫情防控後勤保障，為僱員提供疫情防控物資，保障崗位工作安全。定期宣傳疫情防控溫馨提示，加強僱員自我防護意識。

7.2.3 Occupational Health

In order to familiarize employees with the health risks and occupational hazards in the workplace and the impacts on their personal health, Times Neighborhood encouraged all employees to conduct regular medical checkups, and provided annual free medical checkup benefits to eligible employees, with professional assistance in one-on-one and multi-channel explanation of diagnostic results. At the same time, we provided employees with a wealth of occupational health care activities to promote their physical and mental health.

During the pandemic, the Company proactively ensured the logistics of the pandemic prevention and control, provided employees with supplies for prevention and control of the pandemic, and ensured the work safety at posts. We regularly promoted caring tips on pandemic prevention and control to enhance employees' awareness of self-protection.

[案例] 開展「悅動計劃」，促進僱員身心健康

2022年8月至11月，我們邀請全體僱員參與時代鄰里的悅動計劃，並開展促進職業健康的「全民挑戰賽」活動，鼓勵全體僱員通過線上線下打卡的方式參與到燃脂操和健身課當中，減少職業病危害，同時積極組織形式豐富的健身活動，如羽毛球、籃球、爬山等運動。並通過多種形式科普與職業健康及減重相關的知識，促進僱員的職業身心健康。

[Case] Launching Workout with Joy Program (悅動計劃) to improve employees' physical and mental health

From August to November 2022, we invited all employees to participate in the Times Neighborhood's Workout with Joy Program and launched the "Championships for All" (全民挑戰賽) to promote occupational health, encouraging all employees to participate in fat-burning exercises and fitness classes through clocking in and out online and offline. In addition to reducing the risk of occupational diseases, we also actively organized a variety of fitness activities, such as badminton, basketball and hiking. And we improved employees' occupational physical and mental health by sharing knowledge related to occupational health and weight loss.



悅動計劃海報

Poster of workout with Joy Program



7. 承擔僱主責任 UNDERTAKE EMPLOYER RESPONSIBILITY

7.3 專業培育，成長護航

我們非常重視對優秀人才的培養，並致力於協助他們在時代鄰里追求長遠的事業發展。我們通過專業性系統化的培訓計劃，綜合提升僱員業務技能水平、思維素質和團隊管理能力，為公司輸送經過系統培養並富有奮鬥進取精神的優秀人才。

7.3.1 能力培養

時代鄰里堅信培養優秀僱員是企業發展的基礎，我們為僱員提供豐富的知識培訓和能力培養課程，不斷提高僱員的基礎知識水平和工作技能，滿足公司快速發展過程中的人才儲備需求。我們根據僱員的不同層次和類型，建立了完善的培訓體系。

- **新入職的僱員培訓：**

為了使其更快融入企業，更好地理解企業文化，我們推出了《新人帶教計劃》，通過體系化的課程及帶教人的引導，協助新僱員適應新崗位。同時我們在線上平台進行跟蹤，通過線上《新員工入職培訓記錄卡》實時記錄僱員培訓進度，以最大程度實現培訓流程的直觀便捷。

7.3 NURTURING PROFESSIONALS AND GUARDING THEIR GROWTH

We attached great importance to the cultivation of talented people and were committed to assisting them in pursuing long-term career development in Times Neighborhood. Through our professional and systematic training programs, we were able to comprehensively enhance our employees' business skills, mindset quality and team management abilities, and provided the Company with systematically trained and motivated talents.

7.3.1 Develop Capability

Times Neighborhood firmly believes that cultivating excellent employees is the basis for corporate development. We offer a wide range of knowledge training and competency development programs for our employees to continuously improve their basic knowledge and vocational skills to meet the demand for talent reserves during the rapid development of the Company. We have established a comprehensive training system according to the different levels and types of employees.

- **Training for New Employees:**

In order to make new employees integrate into the company faster and understand our corporate culture better, we have launched the *New Employee Orientation Program* (新人帶教計劃) to help new employees adapt to their new positions through systematic courses and guidance from instructors. At the same time, we tracked the progress of employee training in real time through our online platform, the *New Employee Orientation Training Record Card* (新員工入職培訓記錄卡), in order to maximize a straightforward and convenient training process.



7. 承擔僱主責任 UNDERTAKE EMPLOYER RESPONSIBILITY

- **業務培訓：**

時代鄰里高度關注僱員業務能力與素質的提高，持續對僱員業務培訓體系進行更新，根據業務及相關制度的變化進行更新調整。2022年，我們基於管家職責的調整，更新了包括「鄰里邦APP系統操作」「企業微信管理辦法」「環境類供方管理」「客戶畫像管理」等課程內容，通過線上考試和現場實操等多種考核相互配合，優化業務培訓模式，提高管家對數字化業務的實際執行能力。

- **領導力培訓：**

時代鄰里認同科學決策是企業發展的關鍵。我們在內部開展了「項目營運官培訓」，由總裁領導班子代教，分為春季班、秋季班兩期，擇優針對項目經理和項目負責人進行規劃力、決策力、領導力、組織力的個性化提升。2022年，我們的培訓對象篩選主要根據業績，結合項目級和城市級考核評價結果，優選30人參與個性化、有針對性的培訓。

- **Business Training:**

Times Neighborhood paid great attention to the improvement of employees' business ability and quality, and continued to update its employee training system with adjustments made in accordance with changes in business and related systems. In 2022, based on the adjustment of butlers duties, we updated the courses' outline including "Neighborhood Services APP System Operation", "Enterprise WeChat Management Method", "Environmental Supplier Management" and "Customer Profiling Management", etc. Through the combination of examinations in different manners, such as online examinations and on-site practical examinations, we optimized the business training mode and improved the practical execution ability of butlers in digital business.

- **Leadership Training:**

Times Neighborhood recognizes that scientific decision-making is the key to corporate development. We have launched the internal "Project-operating Officer Training", which was taught by the president's leadership team and divided into two sessions, the spring and fall, especially for project managers and project leaders to enhance their capabilities of planning, leading and organizing. In 2022, our training targets were selected based on performance, combined with project-level and city-level assessment and evaluation results, while 30 people were selected to participate in personalized and targeted training.



7. 承擔僱主責任

UNDERTAKE EMPLOYER RESPONSIBILITY

- 技能發展：

為進一步規範公司證書管理，鼓勵僱員積極主動提升自身專業技能，時代鄰里制定了《時代鄰里員工職業資格證書津貼管理制度（2022版）》，在原有的資格證書清單及津貼基礎上進行調整，並新增了更換證書津貼的具體流程，引導僱員進行學歷提升及業務技能認證。該管理制度對不同職業證書進行詳細認定，為僱員提供不同標準的月度津貼、福利假期、優先晉升渠道等薪酬與福利，讓能力更高的僱員獲得額外的薪酬保障。2022年，時代鄰里共有超過1,000名僱員參與業務相關證書報考。

- **Skill Development:**

In order to further standardize the Company's certificate management and encourage employees to actively improve their professional skills, Times Neighborhood has formulated the *Allowance Management System for Employees' Professional Qualification Certificate of Times Neighborhood (2022 Edition)* (時代鄰里員工職業資格證書津貼管理制度(2022版)), with an adjustment based on the original list of qualifications and allowances, and an addition with a specific process for certificate replacement allowances to guide employees to upgrade their academic qualifications and business skills certification. The management system provided detailed recognition of different occupational certificates and provided employees with different standards of pay and benefits such as monthly allowances, welfare leave, and priority promotion channels, so that employees with higher abilities could enjoy an additional pay protection. In 2022, more than 1,000 employees of Times Neighborhood in total participated in business-related certificate examinations.

7.3.2 職業發展

時代鄰里擁有契合企業發展的僱員晉升發展機制，以保證企業人才的穩定。我們為每位僱員量身定制年度績效項目，由部門根據個人業務，分類別填報績效指標。績效指標涵蓋部門增長任務達成、職能核心能力培養、職業規劃目標等多方面，通過定量指標及定性指標結合，對僱員的個人能力及工作態度進行合理客觀的評價，積極搭建公平、公正、客觀、準確的績效評價體系及職業晉升渠道，也為公司帶來更多的發展機遇。

7.3.2 Career Development

Times Neighborhood established a promotion and development mechanism in line with the Company development for employees to ensure the stability of corporate talent. We customized annual performance items for each employee, and the department filed in performance indicators by category, which was based on individual performance. The performance indicators covered various aspects such as the achievement of departmental growth tasks, the cultivation of core competencies and career planning goals, etc. Through a combination of quantitative and qualitative indicators, a reasonable and objective evaluation of employees' personal abilities and work attitudes, an proactive establishment of a fair, just, objective and accurate performance evaluation system and career promotional path, the Company could enjoy more development opportunities.

- 晉升原則：

- **德能和業績並重：**晉升需全面考慮僱員的個人素質、能力以及在工作中取得的成績。

- **Principles on Promotion:**

- **Morality and performance:** We comprehensively consider the personal qualities, capabilities and achievements of employees for promotion.



7. 承擔僱主責任

UNDERTAKE EMPLOYER RESPONSIBILITY

- **逐級與越級晉升結合：**原則上逐級晉升，為公司做出突出貢獻或有特殊才幹者，可以越級晉升。
- **縱向與橫向晉升結合：**僱員可以沿一條通道晉升，也可以隨著發展方向的變化而調整晉升通道。
- **能升能降：**根據績效考核結果，僱員職位可升可降。職位空缺時，優先考慮內部人員，在沒有合適人選時，考慮外部招聘。

內部競聘時採用公開、公平、公正等競爭原則。

- **僱員晉升發展通道**

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

- **Combining progressive promotion with accelerated promotion:** Principally, employees are promoted on a progressive basis. Employees who have made outstanding contributions to the Company or with special talents can skip ranks in promotion.
- **Combining vertical promotion with horizontal promotion:** Employees can be promoted along the line, or via the promotion channel of another development direction.
- **Promotion and demotion:** The position of an employee may be upgraded or degraded based on their performances. Where vacancies occur, internal staff will be prioritized for consideration and external recruitment will be considered when no suitable candidate is available.

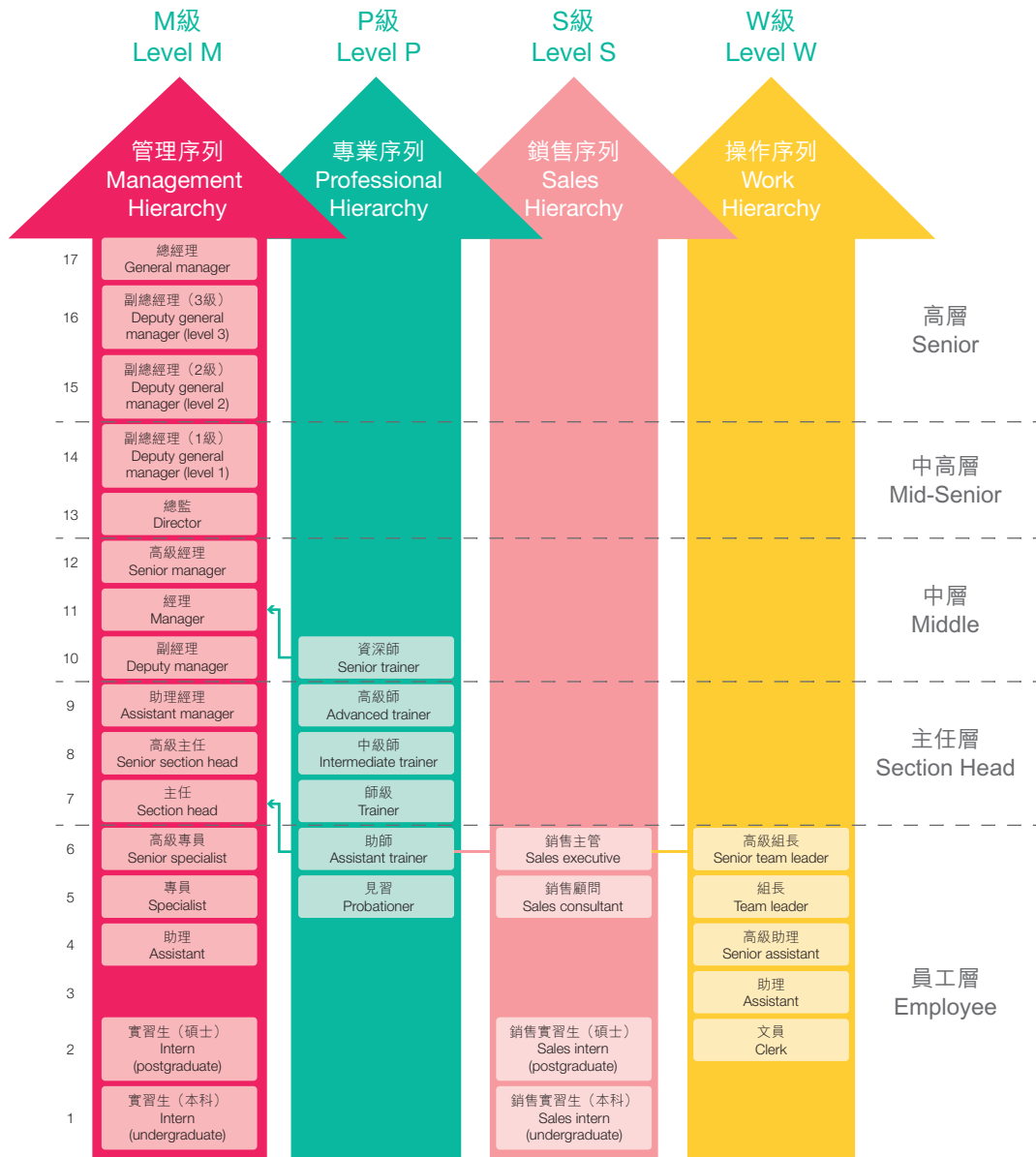
Internal competition for promotion will comply with the principles of openness, fairness and impartiality.

- **Employee Promotion and Development Channels**

Based on the characteristics of different business lines, we have formulated promotion and development channels covering four dimensions, namely Management Hierarchy (Level M), Professional Hierarchy (Level P), Sales Hierarchy (Level S) and Work Hierarchy (Level W), to ensure that employees in different positions can grow accordingly.

7. 承擔僱主責任 UNDERTAKE EMPLOYER RESPONSIBILITY

員工晉升發展通道
Employee promotion and development channels



員工晉升發展通道
Employee promotion and development channels



8. 攜手夥伴共贏

WORK TOGETHER FOR WIN-WIN COOPERATION

時代鄰里致力於搭建互惠共贏的合作關係，通過不斷深化招標採購流程管理及供應商管理機制，細化供方管理要求，並積極推動供應商落實社會責任、倡議和政策要求，以保證供應鏈合理與持續運轉，實現供應鏈可持續性及效益最大化。

Times Neighborhood has been committed to building a mutually beneficial partnership by continuously strengthening the management of the bid invitation and bidding procurement process and supplier management mechanism, refining supplier management requirements, and actively promoting the implementation of social responsibilities, initiatives and policy requirements by suppliers to ensure a rational and sustainable operation of the supply chain and to achieve the sustainability and benefits maximization in supply chain.

8.1 規範採購，多級把控

時代鄰里高度關注供應鏈管理，修訂並持續更新供應商管理制度，明確了供應商入庫流程，細化了供應商評級管理程序，努力規範招採流程，同時開展了一系列專項培訓，切實提升招採及供應商管理的工作效率。

8.1 STANDARDIZED PROCUREMENT AND MULTI-LEVEL CONTROL

Times Neighborhood is highly concerned about supply chain management. We have revised and continuously updated our supplier management system, clarified our storage process for suppliers, refined our supplier rating management procedures, standardized our procurement process, and launched a series of special training programs to practically improve our efficiency in procurement and supplier management.

8.1.1 供應商管理

為確保時代鄰里開展有序的供應鏈管理，我們制定並更新《時代鄰里集團合作商管理制度》，明確供應商線上履約評估機制以及供應商履約評估體系。同時，我們制定《時代鄰里集團招投標管理制度》，完善招標評標及相關審批流程，逐步落實並明確相關部門職責，確保招標有序、陽光進行，保證項目高效營運。

8.1.1 Supplier Management

To ensure that Times Neighborhood has launched an orderly management of the supply chain, we have formulated and updated the *Partner Management System of Times Neighborhood Group* (時代鄰里集團合作商管理制度) to clarify the online supplier performance evaluation mechanism and the supplier performance evaluation system. At the same time, we have formulated the *Bid Invitation and Bidding Management System of Times Neighborhood Group* (時代鄰里集團招投標管理制度), to improve the bid invitation and bidding evaluation and related approval process, and gradually implemented and clarified the responsibilities of relevant departments, which ensured an orderly bid invitation and bidding process in a transparent manner, and efficiently operated projects.



8. 攜手夥伴共贏

WORK TOGETHER FOR WIN-WIN COOPERATION

- 供應商採購入庫機制

時代鄰里力爭在做到負責任採購的同時，通過提高入庫門檻及增加履約評估標準等，規範各類供應商管理表現。2022年，我們繼續採用ERP系統對供應商進行入庫考核評估管理，嚴格控制合作商入庫標準。通過對評估及審批流程的可視化，實現對供應商的動態管理。

- **入庫前管理：**資質初審、經營狀況、人員架構、企業背景、主要設備、合規審查等方面考察；
- **考查形式：**工廠考察、公司考察、業績及案例考察、現場問詢、候補考察；
- **考察方案：**判斷合作商類型、確定考查形式、確定主要考查內容；
- **考察人員及職責：**編訂合作商考察作業指引、管理合作商數據庫、成立考察小組；
- **考察結束及入庫：**組織合作商考察評分、出具考察報告、線上入庫審批、後續入庫告知。

- **Procurement Storage Mechanisms for Suppliers**

In addition to responsible procurement, Times Neighborhood strived to standardize the management performance of various suppliers by raising the threshold for storage and increasing performance evaluation standards. In 2022, we continued to use the ERP system to manage suppliers' storage assessment and evaluation, and strictly controlled the storage standards of our partners. Through the visualization of the evaluation and approval process, we realized the dynamic management of suppliers.

- **Management before storage:** Preliminary review on qualifications, operating performance, personnel structure, corporate background, major equipment, compliance review, etc;
- **Forms of inspection:** Factory visit, company visit, results and case inspection, on-site inquiry, and supplementary visit;
- **Inspection plan:** Identifying the type of partners, and determining the form of inspection and its focus;
- **Inspectors and their responsibilities:** Preparing inspection guidelines for partners, managing the database of partnership, and establishing inspection team;
- **Storage after inspection:** Calculate the inspection score for partners, issuing inspection report, submitting online storage approval, and issuing notification on follow-up storage.



8. 攜手夥伴共贏

WORK TOGETHER FOR WIN-WIN COOPERATION

- 供應商評級管理

時代鄰里根據定期通過賦分評級的模式對供應商進行評級管理，根據得分情況劃分供應商類別。針對不同分數段的供應商，我們制定了相應的激勵機制、終止合作機制、黑名單機制，以妥善激勵並規範供應商管理及工作情況，並在最大程度降低供應鏈風險。

- **Supplier Rating Management**

Times Neighborhood regularly carries out rating management on suppliers with a rating model, and classifies them based on their scores. For suppliers with different scores, we have developed corresponding incentive mechanisms, termination mechanisms, and blacklisting mechanisms to properly motivate and regulate supplier management and work conditions, and to our best to minimize supply chain risks.

[案例] 自動化升級，促進供應鏈成長

2022年，我們深化供應鏈改革，努力提升管理效能。我們開展清潔設備自動化升級，向項目投入常規類、手持式、駕駛式設備，設備配備達成率達到100%，最大程度降低人工成本。同時，我們建立倉庫數據管理系統，目前已全部完成三大倉庫¹管理系統的初始化。

[Case] Automation upgrade to promote the growth of supply chain

In 2022, we intensified our supply chain reform and strived to improve management efficiency. We launched an automated upgrade of cleaning equipment and invested in conventional, hand-held and driver-type equipment to the project, and achieved a 100% equipment equipping rate to minimize labour costs. At the same time, we established a warehouse data management system and have now completed the initialization of all three major warehouses¹ management systems.



項目使用半自動化清潔設備

A semi-automated cleaning equipment used in the project

¹ 三大倉庫含行政倉（164個）、前置倉（244個）、工程倉（139個）

¹ Three major warehouses including administrative warehouses (164), front warehouses (244), engineering warehouses (139)

8. 攜手夥伴共贏 WORK TOGETHER FOR WIN-WIN COOPERATION

8.1.2 供應商培訓

為了與供應商達成良好溝通，確保其充分理解並落實時代鄰里的需求及規範，我們定期與供應商開展培訓與宣講活動。培訓內容涵蓋綠化養護及保潔類工作交流及政策制度宣貫。通過培訓宣講，我們向供應商明確了相關工作內容及頻率，強調了檢查驗收標準，積極引導供應商高效率、高標準完成協定工作內容。2022年，我們共針對30家供應商開展相關培訓與溝通5場，參與培訓人數共計120人，切實提升了供應商工作效率。

8.1.2 Supplier Training

In order to reach a good communication with our suppliers and to ensure that they fully understand and implement the needs and regulations of Times Neighborhood, we conducted regular training and presentations with our suppliers. The training covered the job sharing and the policy and system promotion and implementation of green maintenance and janitorial work. Through training and presentations, we clarified the relevant content and frequency of work to suppliers, emphasized the inspection and acceptance standards, and actively guided suppliers to complete the agreed work in a highly efficient and high standard. In 2022, we conducted 5 training sessions for 30 suppliers, with 120 participants in total, to actually improve their working efficiency.



與供應商進行綠化養護工作交流及培訓
Sharing and training with suppliers
on green maintenance work



組織供應商保潔類宣講
Organizing suppliers to
conduct cleaning work presentation



8.2 廉潔公平，綠色共贏

開展廉潔合作，綠色採購是時代鄰里不斷提升自身可持續發展水平的重要基礎。只有保持供應鏈長遠穩定發展，才能不斷鑄就時代鄰里的服務品質和管治保障。

8.2.1 廉潔供應鏈

時代鄰里積極倡導陽光交易，堅持以高標準引導僱員貫徹落實廉潔採購的要求，通過多部門逐級監控與多責任人審核相互監督、要求供應商簽署廉潔協議等方式，保障公平、公正的商業環境，維護合作雙方的共同利益。

- 時代鄰里僱員反貪腐承諾明確列示於《防止賄賂及反貪污政策》和《行為守則》中，規定任何僱員都不應接受包括供應商和承包商在內的業務合作夥伴的利益、禮品或款待。並且，我們也在日常培訓中注重僱員廉潔意識的培養和提升，要求大家嚴守職業底線。
- 2022年，我們在《公共區域日常保潔承包合同》《智能化系統工程合同》等招標採購合同中附帶相關廉潔條款，要求供應商在簽署項目合同的同時完成廉潔協議的簽署，以增強供應商依法經營、廉潔從政意識，引導供應商完善自我約束、自我監督機制，有效防止違法違紀行為的發生。

8.2 INTEGRITY AND FAIRNESS, GREEN PROCUREMENT FOR WIN-WIN

The development of clean cooperation and green procurement is an important foundation for Times Neighborhood to continuously improve its sustainability. Only by maintaining a stable long-term development of the supply chain can enhance Times Neighborhood's service quality and governance.

8.2.1 Integrity in Supply Chain

Times Neighborhood proactively advocated for a transparent trading, while we insisted on leveraging high standards to guide its staff to implement the requirements of procurement with integrity thoroughly, and ensured a fair and impartial business environment to protect the common interests of both parties through multi-department monitoring level by level, mutual supervision by multiple responsible persons and the request for suppliers to sign up integrity agreements.

- The anti-corruption commitment of the employees of Times Neighborhood is clearly stated in the *Anti-bribery and Anti-corruption Policies* (防止賄賂及反貪污政策) and the *Codes of Conduct* (行為守則), which stipulate that no employee shall accept any benefits, gifts or hospitality from business partners, including suppliers and contractors. We also focus on cultivating and raising employees' awareness of integrity in training, and require them to build a firm occupational bottom line.
- In 2022, we attached relevant integrity clauses to bidding and procurement contracts such as the *Contract for Daily Cleaning of Public Areas* (公共區域日常保潔承包合同) and the *Contract for Intelligent System Engineering* (智能化系統工程合同), and required suppliers to complete the signing of integrity agreements while signing project contracts, so as to enhance suppliers' awareness of operating in accordance with the law and upholding integrity in politics, and guide suppliers to improve their self-restraint and self-monitoring mechanisms, which effectively prevented the occurrence of illegal and undisciplined behaviors.



8. 攜手夥伴共贏

WORK TOGETHER FOR WIN-WIN COOPERATION

- 公司審計部門將不定時通過電話訪問、問卷調查等形式對供應商進行調查訪問，一旦發現問題將立即要求相關人員、部門進行整改並依情節輕重予以相應處罰。

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

8.2.2 綠色價值鏈

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

- The audit department of the Company will interview our suppliers through phone and questionnaires on an irregular basis. Once issues are discovered, we will request relevant personnel and departments to rectify immediately, and impose penalty in accordance with the severity of issues.

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

8.2.2 Green Value Chain

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



8. 攜手夥伴共贏

WORK TOGETHER FOR WIN-WIN COOPERATION

2022年，我們更新並實施了《巡盤檢查標準4.0》，對部分項目的清潔、綠化養護、四害消殺、消防維保、電梯維保、工程物資採購、外包單位人員管理等方面開展巡檢核查，通過單項賦分加和的方式對供應商效能指標進行評分評定，盡可能減少項目營運的環境的影響。

In 2022, we updated and implemented the *Inspection Standard on Site 4.0* (巡盤檢查標準4.0) to carry out inspection and verification in terms of cleaning, green maintenance, pest control, fire maintenance, elevator maintenance, procurement of engineering materials, and management of outsourced unit personnel in some projects, etc. The performance indicators of suppliers are rated and evaluated by adding up individual points to minimize the impact on the environment of project operations.

[案例] 持續綠色標準化工作，促進可持續供應鏈

我們在在開展可持續供應鏈的過程，著重就環境、工程、管理三大方面開展供應鏈綠色標準化行動，不斷優化我們的供應量ESG發展水平。通過制定工作標準以及建立測算模型，審查供應商環境、職業健康、質量管理體系認證證書，不斷針對承包商提供的綠色服務進行檢查，確保符合時代鄰里的綠色採購標準。

[Case] Continuing green standardization efforts by promoting sustainable supply chain

In the process of developing a sustainable supply chain, we focused on green standardization of the supply chain in three major areas: environment, engineering, and management, and continuously optimized the ESG development level of our supply chain. Through the establishment of work standards and measurement models, we review suppliers' environmental, occupational health, and quality management system certifications, and continuously inspected the green services provided by contractors to ensure compliance with the Times Neighborhood's green procurement standards.

8. 攜手夥伴共贏

WORK TOGETHER FOR WIN-WIN COOPERATION

8.3 行業合作，共促發展

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

- **時代鄰里美居戰略峰會：**2022年1月5日，「2022年時代鄰里美居戰略峰會」在廣州白雲國際單位隆重舉辦。鄰里美居重新定義「物業+家居企業」的合作模式，從住宅到公建、從家裝到工裝，積極深化合作廣度與深度，成立2年銷售額即突破「億元」大關。本次大會以「時代聚能，共創輝煌」為主題，邀請全國各地近200多位核心商家代表出席，共建新型合作模式，共繪發展新藍圖。
- **觀點數字化未來發展大會：**2022年5月18日，時代鄰里信息數據與研發中心總經理何文鋒受邀出席由觀點機構主辦的「應變而變未來的命題」2022觀點數字化未來發展大會，通過分享建立全生命週期的「科技+服務」核心平台的長期發展戰略，以及從信息化、數據化、平台化三個層面構築時代鄰里數字化建設成果與經驗。

8.3 INDUSTRY COOPERATION TO FACILITATE COMMON DEVELOPMENT

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

- **Times Neighborhood Renovation Strategy Summit:** On 5 January 2022, the “2022 Times Neighborhood Renovation Strategy Summit” was held in Guangzhou Baiyun International Unit. As Times Neighborhood Renovation redefined the cooperation mode of “Property+Home Enterprise”, from residential to public construction, from home decoration to industrial decoration, and actively strengthened the cooperation in a profound and extensive manner, the sales volume exceeded a hundred million in 2 years after its establishment. With the theme of “Times to Gather Energy and Create Brilliance Together”, the conference invited more than 200 representatives of core businesses from all over China to build a new cooperation model and draw a new blueprint for development.
- **Viewpoint Digitalization Future Development Conference:** On 18 May 2022, Mr. He Wenfeng, the general manager of information data and R&D center of Times Neighborhood, was invited to attend the 2022 Viewpoint Digitalization Future Development Conference organized by viewpoint organization with the theme of “Adapt to Change in the Face of the Future Topic”, and shared his success and experience in the establishment of long-term development strategy of full-lifecycle “Technology+Service” core platform, and the digital establishment of Times Neighborhood in the era shaped by three elements, informationization, digitalization and platformization.



時代鄰里信息數據與研發中心總經理何文鋒分享現場
The sharing of Mr. He Wenfeng, the general manager of information data and R&D center of Times Neighborhood



8. 攜手夥伴共贏

WORK TOGETHER FOR WIN-WIN COOPERATION

- 第十五屆中國物業服務百強企業家峰會**：2022年4月26日，時代鄰里積極參與由中指院、中國房地產TOP10研究組主辦的「2022中國物業服務百強企業研究成果發佈會暨第十五屆中國物業服務百強企業家峰會」，並榮獲中國物業服務百強企業TOP11、中國物業服務ESG發展優秀企業、中國物業管理行業最佳僱主等殊榮。
- The 15th China Property Services Top 100 Entrepreneurs Summit**: On 26 April 2022, Times Neighborhood proactively participated in the “2022 China Top 100 Property Service Enterprises Research Results Release Conference and the 15th China Top 100 Property Service Entrepreneurs Summit” organized by CIA and China Real Estate Top 10 Research Group, and won the awards of Top 11 in Top 100 Property Management Companies in China, Outstanding Property Service Enterprise in ESG Development in China, and Best Employer in China’s Property Management Industry.



時代鄰里榮獲中國物業服務百強企業TOP 11證書
Times Neighborhood was awarded the certificate of TOP 11 in the Top 100 Property Management Companies in China

- 樂居財經年度論壇暨財經之夜**：2022年8月19日，由中國房地產產業協會、全國工商聯家具裝飾業商會共同指導的2022（第五屆）樂居財經年度論壇暨財經之夜在杭州啟幕。時代鄰里憑藉優質的服務及持續提升的品牌影響力，榮獲「2022年卓越物業品牌企業」的殊榮。
- Leju Finance Annual Forum and Financial Night**: On 19 August 2022, the fifth Leju Finance Annual Forum and Financial Night in 2022, jointly hosted by China Real Estate Association and National Federation of Industry and Commerce Furniture and Decoration Association in Hangzhou. With quality services and continuous improvement of brand influence, Times Neighborhood was honored as the “2022 Property Brand Excellence Company”.



時代鄰里榮獲2022年卓越物業品牌企業
Times Neighborhood was awarded the 2022 Property Brand Excellence Company



論壇現場
The forum



9. 助力社會和諧

CONTRIBUTE TO SOCIAL HARMONY

社會是企業賴以生存的必備環境，企業無法脫離社會而生存，只有促進社會和諧發展，才能讓企業在更公平的環境中成長。時代鄰里秉持「讓更多人享受美好生活」的企業使命，積極參與社會各界的交流活動，向社區進行投資，並致力於公益慈善，為社會的公平發展與和諧共生貢獻時代鄰里的力量。

9.1 多元投入，反哺社區

時代鄰里深知，我們開展業務需要所在社區業主和租戶的支持，對社區進行投資，幫扶社區，並繼續圍繞「如何服務更多的人」及「如何提供美好的生活」兩大關鍵議題，不斷改善社區服務，是我們不斷發展和前進的基礎。

我們認為，業主與租戶不僅需要我們提供綠色、健康和可持續的服務，更需要我們對社區內有需要的人給予充分的關懷，從而促進和諧社區的氛圍建設，讓更多的業主得到心靈上的慰藉與愉悅。

- **社區多元化守護**

社區建設的一大主題便是「家庭」，我們致力於加強對所在社區的女性關懷，促進社區多元化氛圍建設，讓更多的女性得到社會的尊重與關懷。

The survival of an enterprise is based on society, as they are inextricably intertwined. Only the harmonious society could provide a fairer environment for enterprises to grow prosperous. With the corporate mission of “Bring a Better Life for More People”, Times Neighborhood proactively participated in social exchange activities, invested in the community, and was committed to public welfare and charity, dedicating ourselves to the fair development and harmonious coexistence of society.

9.1 DIVERSIFIED ENGAGEMENT AND FEEDING TO THE COMMUNITY

We believe that the support of our property owners and tenants in the community is necessary for our business. While our development and progress have built on the investment in and the assistance for our communities, we will continue focus on two major issues, “How to Serve More People” and “How to Provide A Better Life”, to improve our community services.

We believe that there is a need of property owners and tenants for not only our green, healthy and sustainable services, but also a full care to those in need in the community, which could improve a harmonious community atmosphere and providing more property owners with spiritual solace and pleasure.

- **Community Diversity Guardianship**

With “Family” being a major theme in community building, we strived to strengthen the care for women in our communities, and lighten a diverse community atmosphere, enabling more women to get respect and care from society.

[案例] 關懷偉大女性，創造社區美好

2022年3月8日，為關懷社區女性，尊重女性在社會和家庭的付出，我們在社區邀請各位女性業主參與花藝手作沙龍、美麗定制坊、戶外瑜伽體驗、時代騎士團、女神旗袍秀，展現女性獨特魅力，致敬「時代女神」，同時增進社區鄰居之間的情誼。

- **插花DIY活動**：我們邀請專業花藝老師指導，讓女性業主參與專屬的插花DIY活動，活動現場其樂融融，也讓廣大女性業主陶冶情操。
- **專業護理**：我們邀請多位專業護理師，為女性業主提供美甲、修眉、修手和養生刮痧等免費護理服務，為平日裡忙碌的女性業主帶來一次放鬆享受的體驗。
- **瑜伽健身活動**：部分社區舉辦大型戶外瑜伽健身活動，邀請多位女性業主一起共度這一次愉悅身心的旅程，享受健康美好的身心體驗。

[Case] Caring for great women and creating a better community

On 8 March 2022, in order to care for women in the community and respect their contribution in society and family, we invited all female property owners in the community to participate in flower workshop, beauty customization workshop, outdoor yoga activities, Times Knight Club, and goddess in Cheongsam show to demonstrate the unique charm of women and pay tribute to the “Goddess of Times”, as well as to enhance the friendship between neighbors in the community.

- **Flower Arranging Activities**: We invited professional florists to guide the event, allowing female property owners to participate in the floral arranging activities, and cultivate their tastes.
- **Professional Wellbeing Services**: We invited a number of professional beauticians to provide free care services such as manicure, eyebrow trimming, hand care and Gua Sha for female property owners, bringing a relaxing and enjoyable experience for busy female property owners during weekdays.
- **Yoga Fitness**: A big outdoor event for yoga and fitness was initiated in some communities, which invited many female property owners to spend a pleasant journey together and enjoy a healthy and beautiful physical and mental experience.

9. 助力社會和諧 CONTRIBUTE TO SOCIAL HARMONY

— **旗袍秀活動**：為展現不同年齡段的女性之美，部分社區開展別開生面的旗袍秀戶外活動，女性業主身著旗袍華裝，在回廊中停駐，在花田中漫步，盡顯東方韻味。

— **Cheongsam Show**: In order to show the beauty of women of different ages, a unique activity of outdoor cheongsam show was launched in some communities, in which female property owners dressed in cheongsam, paused in the cloister and rambled in the flower field, showing the oriental charm.



插花DIY活動現場
Flower Arranging Activities



免費護理現場
Free Wellbeing Services



瑜伽健身現場
Yoga Fitness



旗袍秀現場
Cheongsam Show



• 社區環保行動

時代鄰里充分尊重社區業主享有綠色清新環境和享受環保健康生活的權利，具體實踐詳見「綠色生態，你我共建」章節。

• Community Environmental Action

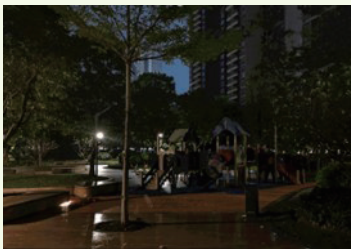
Times Neighborhood fully respects the rights of property owners in the community to enjoy a green and fresh environment and a healthy lifestyle, and for details of specific practices, please refer to the section “Green Ecology We Build Together”.

[案例] 熄燈一小時呼籲，「行動共創未來」

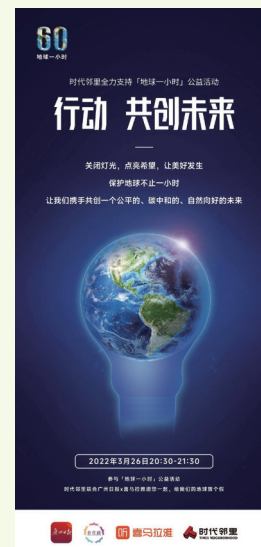
2022年3月26日，時代鄰里呼籲在管社區業主和租戶在世界地球日熄燈一小時，參與「地球一小時」活動，熄滅家中、辦公場所不必要的燈光、關閉手機亮光，同呼籲業主從日常小事中踐行我們的環保理念，致力引領綠色生活，打造低碳示範社區。

[Case] A call for lights off one hour in “Action for the Future”

On 26 March 2022, Times Neighborhood called on property owners and tenants in our communities under management to turn off their lights for one hour on World Earth Day and participate in the “Earth Hour” campaign by turning off unnecessary lights in their homes and offices and lowering cell phone brightness, encouraging property owners to practice our environmental philosophy through small daily tasks. We are committed to leading a green lifestyle and creating a low-carbon model community.



「行動 共創未來」活動現場
The “Action for the Future” event



「行動 共創未來」活動海報
Poster of the “Action for the Future” event

9. 助力社會和諧 CONTRIBUTE TO SOCIAL HARMONY

• 社區傳統氛圍

我們為業主提供各類傳統節日活動，通過多種傳統節日習俗幫助業主表達對美好生活的夙願與寄託，支持社區的心理建設。2022年，我們開展元宵包湯圓，端午童趣活動和中秋遊園會等活動，促進社區享受濃厚的傳統節日氣氛。

• Traditional Festivals in the Community

We offered a variety of traditional festive activities for property owners to express their long-cherished wishes and trust for a better life and to support the psychological development of the community through various traditional festive customs. In 2022, we have held different activities such as making rice dumplings in the Lantern Festival, playing childish games in the Dragon Boat Festival and organizing the Mid-Autumn Festival parade to lighten a strong traditional festive atmosphere in the community.

[案例] 與社區共建，迎冬奧，慶元宵

2022年，我們在時代鄰里各社區廣泛開展豐富多彩的元宵活動，讓廣大業主感受年味，讓更多堅守一線或者未能歸家的管家和業主體驗家的溫暖。我們邀請業主與管家共同合作製作「冰墩墩」湯圓，舉辦元宵遊園會活動，讓業主在社區就能體驗猜燈謎、做彩燈、捏泥塑等傳統節日活動，深受業主喜愛。

[Case] Celebrating the Winter Olympics and the Lantern Festival with the community

In 2022, we have launched a variety of interesting lantern festival activities in all communities of the Times Neighborhood, so that all property owners can experience a taste of Lunar New Year and more butlers and property owners, who stayed on task or cannot return home, can feel the heartiness of home. We invited property owners and butlers to come together in making “Bing Dwen Dwen” rice dumplings, while holding a lantern parade, so that property owners were able to enjoy traditional festive activities such as guessing the answers of lantern riddles, making lanterns and clay sculptures in the community, which were well highly appreciated by property owners.



時代鄰里各社區開展各類元宵活動

Times Neighborhood communities initiated various Lantern Festival activities



9.2 慈善關愛，回饋社會

時代鄰里致力於組織或參與公益慈善事業，通過自己的力量回饋社會。我們於2022年繼續依託時代基金會，積極承擔社會責任，助力外部社會健康發展。未來，我們希望進一步助力社會公益事業，更加積極地參與到醫療健康、教育建設和特殊群體關愛等多種慈善活動，創造更美好的生活。

9.2 CHARITY AND CARE AND GIVING BACK TO THE COMMUNITY

Times Neighborhood was committed to organizing or participating in charitable events with the dedication to giving back to the community. In 2022, we continued to rely on the Times Foundation to actively assume social responsibility and contribute to the healthy development of the external community. Going forward, we hope to provide further assistance to social welfare businesses, and participate in different charity activities more actively, including healthcare, education and establishment, and caring for special groups, thus creating a better life for all.

[案例]「田埂花開」藝術節，為鄉村孩子打開心靈視窗

為了讓更多人發現美、感受美、創造美，時代教育、時代公益基金會、時代鄰里聯合發起第三屆「田埂花開」藝術節，共收到來自廣東省44個城市5,830份藝術作品，並於2022年11月在線上開展名為「漂浮藝術館」的電子公益畫展，展覽共展示54位來自鄉村的孩子的作品，讓更多人了解田埂孩子們的童趣與精神世界，支持鄉村藝術的素質教育。

[Case] Opening the window of rural children minds through the “Blossoming Flowers on the Ridges of the Field” Art Festival

Times Education, Times Foundation and Times Neighborhood jointly launched the third “Blossoming Flowers on the Ridges of the Field” Art Festival, to show a way for more people to discover beauty, feel beautiful and create beauty, which received 5,830 artworks from 44 cities in Guangdong Province. In November 2022, we also launched an electronic public exhibition called the “Floating Art Museum” online, which showcased the artworks of 54 children from rural areas, allowing more people to understand the childishness and spiritual world of the ridge children, and supporting quality education of rural arts.



「田埂花開」藝術節獲獎作品

Awarded artworks in the “Blossoming Flowers on the Ridges of the Field” art festival

9. 助力社會和諧 CONTRIBUTE TO SOCIAL HARMONY

[案例] 鄰里糖水鋪，關愛環衛工人

2022年，我們試點時代鄰里社區茶飲文化服務IP，在擴大品牌影響力的同時，我們不忘為在附近開展城市環境服務的環衛工人在炎炎夏日下提供製作好的糖水，致敬他們通過辛勤勞動為城市保潔作出的巨大貢獻，從小事做起，為社會傳遞一分溫情。

[Case] Caring for Sanitation worker with the offer of dessert soup in neighborhood

In 2022, we have piloted the Times Neighborhood Community Tea and Beverage Cultural Service IP Scheme. While expanding the influence of our brand, we also provided pre-made dessert soup for sanitation workers who offered urban environmental services in the neighborhood in the summer sun. We appreciated for their great contribution for urban cleaning through hard work. Let's starting from small things and spreading love to society.



管家向環衛工人捐贈清涼糖水

Providing sanitation workers with cool dessert soup by butlers



10. 可持續發展綜述

OVERVIEW OF SUSTAINABLE DEVELOPMENT

10.1 政策列表

10.1 THE LIST OF POLICIES

ESG 指標 ESG Indicator	遵守國家政策 Compliance with National Policies	內部政策 Internal Policies
A 環境 Environmental		
A1 排放物 Emissions	《中華人民共和國固體廢物污染環境防治法》 Law of the People's Republic of China on Prevention and Control of Environmental Pollution by Solid Waste 《中華人民共和國大氣污染防治法》 Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution 《中華人民共和國循環經濟促進法》 Circular Economy Promotion Law of the People's Republic of China	《質量、環境、職業健康安全管理手冊》 Management Manual on Quality, Environment and Occupational Health and Safety 《質量、環境、職業健康安全程序文件》 Procedure Document on Quality, Environment and Occupational Health and Safety 《環境因素識別與評價控制程序》 Control Procedure for Identification and Evaluation of Environmental Factors 《環境監測與合規性評價控制程序》 Control Procedure for Environmental Monitoring and Compliance Evaluation 《環境、職業健康安全不符合控制程序》 Control Procedure for Environment and Occupational Health and Safety Non-Conformance 《噪聲管理規定》 Regulations on Noise Management 《三廢排放管理規定》 Regulations on the Management of Three Wastes Emission
A2 資源使用 Use of Resources	《中華人民共和國節約能源法》 Law of the People's Republic of China on Energy Conservation 《中華人民共和國可再生能源法》 Renewable Energy Law of the People's Republic of China 《中華人民共和國水法》 Water Law of the People's Republic of China	《物業公共能耗計量及考核辦法》 Measures on Measuring and Assessing Public Energy Consumption of Properties 《行政辦公管理與員工行為規範》 Guidelines on Administration and Office Operation Management and Staff Behaviour 《關於行政辦公厲行節約、節能降耗的通知》 The Notice on Strict Exercise of Resource Saving, Energy Conservation and Consumption Reduction for Administration and Office Operation

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

ESG 指標 ESG Indicator	遵守國家政策 Compliance with National Policies	內部政策 Internal Policies
A3 環境及 天然資源 The Environment and Natural Resources	《建築工程綠色施工評價標準》 GB/T 50640—2010 Evaluation Standard for Green Construction of Buildings GB/T 50640— 2010 《中華人民共和國環境保護法》 Environmental Protection Law of the People’s Republic of China 《中華人民共和國環境影響評價法》 Law of the People’s Republic of China on Evaluation of Environmental Effects 《綠色社區創建行動方案》 Green Community Creation Action Plan	《節能監測管理規定》 The Regulations on the Management of Energy Conservation and Monitoring 《物業公共能耗計量及考核辦法》 Measures on Measuring and Assessing Public Energy Consumption of Properties 《環境因素識別與評價控制程序》 Control Procedure for Identification and Evaluation of Environmental Factors 《環境監測與合規性評價控制程序》 Control Procedure for Environmental Monitoring and Compliance Evaluation
A4 氣候變化 Climate Change	《低碳社區試點建設指南》（發改辦氣候 [2015]362號） Low Carbon Community Pilot Construction Guide (Development and Reform Office Climate [2015] No. 362)	《節能監測管理規定》 The Regulations on the Management of Energy Conservation and Monitoring 《關於行政辦公厲行節約、節能降耗的通知》 The Notice on Strict Exercise of Resource Saving, Energy Conservation and Consumption Reduction for Administration and Office Operation
B 社會 Social		
B1 僱傭 Employment	《中華人民共和國勞動法》 Labour Law of the People’s Republic of China 《中華人民共和國勞動合同法》 Labor Contract Law of the People’s Republic of China 《中華人民共和國就業促進法》 Law of the People’s Republic of China on Promotion of Employment 《中華人民共和國社會保險法》 Social Insurance Law of the People’s Republic of China	《廣州市時代物業管理有限公司人事管理手冊》 Personnel Management Manual of Guangzhou Times Property Management Co., Ltd. 《人才培育手冊》 Talent Training Manual 《利益共享制度》 Benefit Sharing System



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

ESG 指標 ESG Indicator	遵守國家政策 Compliance with National Policies	內部政策 Internal Policies
B2 健康與安全 Health and Safety	《中華人民共和國勞動法》 Labour Law of the People's Republic of China 《中華人民共和國消防法》 Fire Protection Law of the People's Republic of China 《中華人民共和國安全生產法》 Law of the People's Republic of China on Work Safety 《中華人民共和國職業病防治法》 Law of the People's Republic of China on Prevention and Control of Occupational Diseases 《中華人民共和國突發事件應對法》 Emergency Response Law of the People's Republic of China 《工傷保險條例》 Work-related Injury Insurance Regulations	《質量、環境、職業健康安全手冊》 Management Manual on Quality, Environment and Occupational Health and Safety 《質量、環境、職業健康安全程序文件》 Procedure Document on Quality, Environment and Occupational Health and Safety 《時代鄰里集團安全管理制度》 Safety Management System of Times Neighborhood Group 《時代鄰里集團風險管理制度》 Risk Management System of Times Neighborhood Group 《工程管理線作業指導書》 Guidelines for the Operation of Engineering Management Line 《環境因素、危險源辨別與風險評價控制程序》 Control Procedure for Environmental Factors, Hazard Source Identification and Risk Evaluation 《環境和職業健康安全控制程序》 Control Procedure for Environmental and Occupational Health and Safety 《環境、職業健康安全監視和測量控制程序》 Control Procedure for the Monitoring and Measurement of Environmental and Occupational Health and Safety 《關於社區居家隔離居民日常垃圾收集的要求》 Requirements for Daily Garbage Collection of Community Residents under Home Quarantine
B3 發展及培訓 Development and Training	–	《人才培育手冊》 Talent Training Manual 《時代鄰里員工職業資格證書津貼管理制度》 (2022版) Allowance Management System for Employees' Professional Qualification Certificate of Times Neighborhood (2022 Edition) 《時代鄰里員工學分管理制度》 Employee Credit Management System of Times Neighborhood
B4 勞工準則 Labour Standards	《禁止使用童工規定》 Provisions on Prohibition of Child Labour 《中華人民共和國勞動法》 Labour Law of the People's Republic of China 《中華人民共和國社會保險法》 Social Insurance Law of the People's Republic of China	《廣州市時代物業管理有限公司人事管理手冊》 Personnel Management Manual of Guangzhou Times Property Management Co., Ltd.

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

ESG 指標 ESG Indicator	遵守國家政策 Compliance with National Policies	內部政策 Internal Policies
B5 供應鏈管理 Supply Chain Management	《中華人民共和國招標投標法》 Law of the People's Republic of China on Bid Invitation and Bidding	《時代鄰里集團合作商管理制度》 Partner Management System of Times Neighborhood Group 《時代鄰里集團招投標管理制度》 Bid Invitation and Bidding Management System of Times Neighborhood Group 《合格供應商評級標準》 Rating Standards for Qualified Suppliers 《廉潔協議》 Integrity Agreement
B6 產品責任 Product Responsibility	《中華人民共和國商標法》 Trademark Law of the People's Republic of China 《中華人民共和國廣告法》 Advertisement Law of the People's Republic of China 《中華人民共和國專利法》 Patent Law of the People's Republic of China 《中華人民共和國著作權法》 Copyright Law of the People's Republic of China 《中華人民共和國產品質量法》 Law of the People's Republic of China on Product Quality 《中華人民共和國消費者權益保護法》 Law of the People's Republic of China on Protection of Consumer Rights and Interests 《中華人民共和國數據安全法》 Data Security Law of the People's Republic of China 《中華人民共和國個人信息保護法》 Personal Information Protection Law of the People's Republic of China	《時代鄰里區域公司質量分部管理制度》 Quality Management System of Regional Companies of Times Neighborhood 《時代鄰里外拓項目服務質量管理方案及標準》 Service Quality Management Plan and Standards for External Expansion Projects of Times Neighborhood 《時代鄰里工程服務崗位手冊》 Manual for Engineering Service Positions of Times Neighborhood 《時代鄰里項目運營決策管理流程》 Management Procedures of Times Neighborhood for Project Operation and Decision-making 《時代鄰里項目運營全生命週期管理制度》 Full Lifecycle Management System for Project Operation of Times Neighborhood 《時代物業「向日葵」質量及服務標準》 Quality and Service Standards of Times Property for Sunflower Model 《時代物業「金百合」質量及服務標準》 Quality and Service Standards of Times Property for Golden Lily Model 《時代物業「鬱金香」質量及服務標準》 Quality and Service Standards of Times Property for Tulip Model 《時代鄰里數據安全管理規範》 Regulations on Data Security Management of Times Neighborhood 《時代鄰里數據安全事件應急預案》 Data Security Incident Emergency Plan of Times Neighborhood 《業戶信息管理規程》 Regulations on the Management of Property Owner Information 《信息安全應急預案》 Emergency Plan on Information Security



10. 可持續發展綜述

OVERVIEW OF SUSTAINABLE DEVELOPMENT

ESG 指標 ESG Indicator	遵守國家政策 Compliance with National Policies	內部政策 Internal Policies
B7 反貪腐 Anti-corruption	《中華人民共和國公司法》 Company Law of the People's Republic of China 《中華人民共和國反洗錢法》 Anti-Money Laundering Law of the People's Republic of China 《中華人民共和國反壟斷法》 Anti-monopoly Law of the People's Republic of China 《中華人民共和國反不正當競爭法》 Law of the People's Republic of China Against Unfair Competition 《關於禁止商業賄賂行為的暫行規定》 Interim Provisions on Prohibiting Commercial Bribery	《時代鄰里集團反商業賄賂管理制度》 Management Policy of Times Neighborhood Group on Anti-Commercial Bribery 《時代鄰里防止賄賂及反貪污政策》 Anti-bribery and Anti-corruption Policies of Times Neighborhood 《時代鄰里集團反舞弊管理制度》 Management Policy of Times Neighborhood Group on Anti-Corruption 《時代鄰里集團反洗錢管理辦法》 Management Measures of Times Neighborhood Group on Anti-Money Laundering 《時代鄰里集團管理人員廉潔自律管理規定》 Integrity and Self-discipline Regulations for the Management of Times Neighborhood Group 《時代鄰里集團禮金、禮品處理辦法》 Measures of Times Neighborhood Group on Dealing with Cash and Gifts 《時代鄰里集團利益衝突申報制度》 Report Policy of Times Neighborhood Group on Conflicts of Interest 《時代鄰里集團審計監察管理制度》 Management Policy of Times Neighborhood Group on Audit and Supervision 《時代鄰里集團員工廉潔從業承諾書》 Integrity Undertakings of Times Neighborhood Group Employees 《時代鄰里集團員工廉潔守則》 Employee Integrity Code of Times Neighborhood Group 《時代鄰里員工紅線制度》 Employee Red Line Policy of Times Neighborhood 《時代鄰里管理人員守則》 Code for Employee Management of Times Neighborhood
B8 社區投資 Community Investment	《中華人民共和國公益事業捐贈法》 Welfare Donations Law of the People's Republic of China 《中華人民共和國慈善法》 Charity Law of the People's Republic of China	-

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

10.2 關鍵績效列表¹

10.2 TABLES OF KPIs¹

環境類數據列表²

List of Environmental Data²

ESG 指標 ESG Indicator	單位 Unit	2020年數據 Data of 2020	2021年數據 Data of 2021	2022年數據 Data of 2022
A1 排放物 Emissions				
A1.1 排放物種類及相關排放數據 The types of emissions and respective emissions data				
氮氧化物	千克	440.84	57.11	38.40
Nitrogen oxides	Kilogram			
硫氧化物	千克	0.17	0.66	1.60
Sulfur oxides	Kilogram			
顆粒物	千克	41.76	4.83	2.84
Particulate matter	Kilogram			
A1.2 溫室氣體排放量及密度³ Greenhouse gas emissions and intensity³				
範圍一：直接溫室氣體排放量	噸	197.98	439.92	261.13
Scope 1: Direct greenhouse gas emissions	Tonne			
範圍二：間接溫室氣體排放量	噸	33,058.20	40,722.46	25,707.90
Scope 2: Indirect greenhouse gas emissions	Tonne			
溫室氣體排放總量	噸	33,256.18	41,162.38	25,969.02
Total greenhouse gas emissions	Tonne			
溫室氣體排放密度	噸／人民幣百萬元收入	18.91	15.13	9.96
Intensity of greenhouse gas emissions	Tonne/revenue in RMB (million)			
A1.3 所產生有害廢棄物總量及密度 Total hazardous waste produced and intensity				
廢日光燈管 ⁴	個／千克	23,522	994.20	5,491.57
Waste fluorescent tubes ⁴	Item/kilogram			
廢打印機硒鼓／墨盒	個／千克	378	207.37	957.88
Waste printer toner cartridge/ink cartridge	Item/Kilogram			
廢電池	千克	1,650.76	508.05	801.56
Waste batteries	Kilogram			
廢棄電子產品	千克	/	/	802.74
Electronic waste	Kilogram			
有害廢棄物總量	千克	/	1,709.62	8,053.76
Total hazardous waste	Kilogram			
有害廢棄物密度	千克／人民幣百萬元收入	/	0.63	3.09
Hazardous waste intensity	Kilogram/revenue in RMB (million)			



10. 可持續發展綜述

OVERVIEW OF SUSTAINABLE DEVELOPMENT

環境類數據列表²
List of Environmental Data²

ESG 指標 ESG Indicator	單位 Unit	2020年數據 Data of 2020	2021年數據 Data of 2021	2022年數據 Data of 2022
A1.4 所產生無害廢棄物總量及密度				
Total non-hazardous waste produced and intensity				
無害廢棄物總量	噸	/	641.26	1,104.57
Total non-hazardous waste	Tonne			
無害廢棄物密度	噸／人民幣百萬元收入	/	0.24	0.42
Non-hazardous waste intensity	Tonne/revenue in RMB (million)			
A2 資源使用				
Use of Resources				
A2.1 按類型劃分的直接及間接能源總耗量及密度⁵				
Direct and indirect energy consumption by type in total and intensity⁵				
綜合能源消耗量	兆瓦時	39,786.47	71,880.58	46,095.65
Comprehensive energy consumption	MWh			
綜合能源消耗密度	兆瓦時／人民幣百萬元收入	22.63	26.43	17.69
Comprehensive energy consumption intensity	MWh/revenue in RMB (million)			
直接能源消耗量	兆瓦時	750.74	1,790.29	1,017.80
Direct energy consumption	MWh			
間接能源消耗量	兆瓦時	39,035.73	70,090.29	45,077.85
Indirect energy consumption	MWh			
外購電力	兆瓦時	39,035.73	70,090.29	45,077.85
Electricity purchased	MWh			
液化石油氣	噸	/	21.44	3.53
Liquified Petroleum Gas	Tonne			
天然氣	立方米	/	20,200.00	415.00
Natural gas	m ³			
煤氣	立方米	/	/	1,134.00
Gas	m ³			
柴油	升	65,567.74	86,612.51	44,583.16
Diesel	Litre			
汽油	升	11,799.15	47,006.62	58,442.14
Petrol	Litre			
煤油	升	/	/	20.00
Kerosene	Litre			
A2.2 總耗水量及密度⁶				
Water consumption in total and intensity⁶				
總耗水量	立方米	3,890,705.62	3,500,863.82	996,880.47
Total water consumption	m ³			
耗水密度	立方米／人民幣百萬元收入	2,212.64	1,287.20	382.53
Water consumption intensity	m ³ /revenue in RMB (million)			

10. 可持續發展綜述

OVERVIEW OF SUSTAINABLE DEVELOPMENT

社會類數據列表⁷
List of Social Data⁷

ESG 指標 ESG Indicator	單位 Unit	2020年數據 Data of 2020	2021年數據 Data of 2021	2022年數據 Data of 2022
B1 僱傭 Employment				
B1.1 按性別、僱傭類型、年齡組別及地區劃分的僱員總數 Total workforce by gender, employment type, age group and geographical region				
僱員總數 Total number of employees	人 Headcount	8,129	10,268	9,128
按性別劃分 By gender				
男性 Male	人 Headcount	4,882	6,020	5,568
女性 Female	人 Headcount	3,247	4,248	3,560
按僱傭類型劃分 By employment type				
全職僱員 Full-time employees	人 Headcount	/	10,268	9,128
兼職僱員 Part-time employees	人 Headcount	/	0	0
按僱傭類別劃分 By employee category				
高級管理層 Senior management	人 Headcount	31	33	31
中級管理層 Middle management	人 Headcount	276	373	335
基層僱員 Entry-level employees	人 Headcount	7,822	9,862	8,762
按年齡劃分 ⁸ By age group ⁸				
在職29歲及以下 Existing employees aged 29 and below	人 Headcount	2,104	1,912	1,447
在職30-49歲 Existing employees aged 30-49	人 Headcount	3,655	4,946	4,462
在職50歲及以上 Existing employees aged 50 and above	人 Headcount	2,370	3,410	3,219



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

社會類數據列表⁷
List of Social Data⁷

ESG 指標 ESG Indicator		單位 Unit	2020年數據 Data of 2020	2021年數據 Data of 2021	2022年數據 Data of 2022
按地區劃分 By geographical region	中國內地	人	8,125	10,261	9,125
	Chinese Mainland	Headcount			
	其中·廣東省內	人	7,663	6,092	5,009
	Among which, inside Guangdong Province	Headcount			
	廣東省外	人	462	4,169	4,116
Outside Guangdong Province	Headcount				
中國港澳台地區	人	4	7	3	
China's Hong Kong, Macao and Taiwan regions	Headcount				
B1.2 按性別、年齡組別及地區劃分的僱員流失比率⁹					
Employee turnover rate by gender, age group and geographical region⁹					
僱員總流失比率		%	/	38.55	31.94
Total employee turnover rate					
按性別劃分 By gender	男性	%	/	39.36	28.36
	Female	%	/	37.41	36.79
按年齡劃分 ⁸ By age group ⁸	在職29歲及以下	%	/	50.08	42.71
	Existing employees aged 29 and below				
	在職30-49歲	%	/	36.96	28.41
Existing employees aged 30-49					
在職50歲及以上	%	/	29.49	29.43	
Existing employees aged 50 and above					
按地區劃分 By geographical region	中國內地	%	/	38.56	31.93
	Chinese Mainland				
	其中·廣東省內	%	/	42.43	38.13
	Among which, inside Guangdong Province				
	廣東省外	%	/	28.89	22.12
Outside Guangdong Province					
中國港澳台地區	%	/	0.00	37.50	
China's Hong Kong, Macao and Taiwan regions					

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

社會類數據列表⁷
List of Social Data⁷

ESG 指標 ESG Indicator	單位 Unit	2020年數據 Data of 2020	2021年數據 Data of 2021	2022年數據 Data of 2022	
B2 健康與安全 Health and Safety					
B2.1 過去三年因工亡故人數及比率 Number and rate of work-related fatalities occurred in each of the past three years					
因工亡故人數 ¹⁰	人	1	0	2	
Number of work-related fatalities ¹⁰	Headcount				
因工亡故比率	%	0.01	0	0.02	
Rate of work-related fatalities					
B2.2 因工傷損失工作日數 Lost days due to work injury					
因工傷損失工作日數	天	889	1,143	778	
Lost days due to work injury	Day				
工傷次數	次	43	102	98	
Number of work injuries	Case				
B3 發展與培訓 Development and Training					
B3.1 按性別和僱員類型劃分的受訓僱員百分比¹¹ The percentage of employees trained by gender and employee category¹¹					
受訓僱員佔僱員總百分比	%	100	100	100	
Percentage of employees trained to total number of employees					
性別	男性受訓僱員百分比	%	60.06	58.63	61.00
Gender	Percentage of male employees trained				
	女性受訓僱員百分比	%	39.94	41.37	39.00
	Percentage of female employees trained				
僱傭類型	高級管理層受訓百分比	%	0.38	0.32	0.34
Employee category	Percentage of senior management employees trained				
	中級管理層受訓百分比	%	3.40	3.63	3.67
	Percentage of middle management employees trained				
	基層僱員受訓百分比	%	96.22	96.05	95.99
	Percentage of entry-level employees trained				



10. 可持續發展綜述

OVERVIEW OF SUSTAINABLE DEVELOPMENT

社會類數據列表⁷
List of Social Data⁷

ESG 指標 ESG Indicator		單位 Unit	2020年數據 Data of 2020	2021年數據 Data of 2021	2022年數據 Data of 2022
B3.2 按性別及僱員類別劃分，每名僱員完成受訓的平均時數¹²					
The average training hours completed per employee by gender and employee category¹²					
	全體僱員平均受訓時數 Average training hours for entire employees	小時 Hour	60.07	42.13	27.14
性別 Gender	男性僱員平均受訓時數 Average training hours for male employees	小時 Hour	60.71	42.13	25.49
	女性僱員平均受訓時數 Average training hours for female employees	小時 Hour	59.10	42.13	29.71
僱傭類型 Employee category	高級管理層平均受訓時數 Average training hours for senior management	小時 Hour	31.48	42.13	90.45
	中級管理層平均受訓時數 Average training hours for middle management	小時 Hour	14.28	42.13	94.95
	基層僱員平均受訓時數 Average training hours for entry-level employees	小時 Hour	61.80	42.13	24.32
B5 供應鏈管理					
Supply Chain Management					
B5.1 按地區劃分的供應商數目					
Number of suppliers by geographical region					
	供應商總數 Total number of suppliers	個 Entity	453	577	715
地區 Geographical region	中國內地：廣東省內供應商數目 Chinese Mainland: Number of suppliers in Guangdong Province	個 Entity	375	479	596
	中國內地：廣東省外供應商數目 Chinese Mainland: Number of suppliers outside Guangdong Province	個 Entity	78	98	119
B5.2 執行有關慣例的供應商數目					
Number of suppliers where the practices are being implemented					
	執行有關慣例的供應商數目 Number of suppliers where the practices are being implemented	個 Entity	/	/	715

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

社會類數據列表⁷
List of Social Data⁷

ESG 指標 ESG Indicator	單位 Unit	2020年數據 Data of 2020	2021年數據 Data of 2021	2022年數據 Data of 2022
B6 產品責任				
Product Responsibility				
B6.2 接獲關於產品及服務的投訴數目				
Number of products and service related complaints received				
接獲投訴總量 Number of total complaints received	次 Time	7,286	8,501	14,043
其中·安全類投訴 Among which, the number of complaints on security	次 Time	1,024	2,829	2,387
服務類投訴 Service-related complaints	次 Time	5,217	3,421	7,458
工程類投訴 Engineering-related complaints	次 Time	1,045	2,251	2,711
其他投訴 Other complaints	次 Time	/	/	1,487
接獲業主表揚次數 Number of praises received from property owners	次 Time	747	966	302
B7 反貪污				
Anti-corruption				
B7.1 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果				
Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases				
提出並已審結的貪污訴訟案件的數目 Number of concluded legal cases regarding corrupt practices	件 Case	0	0	0
B7.3 描述向董事及僱員提供的反貪污培訓				
Description of anti-corruption training provided to directors and staff				
參加反貪污培訓的董事人數 Number of Directors participated in anti-corruption training	人 Headcount	/	2	5
向董事提供的反貪污培訓總時長 Total number of hours on anti-corruption training provided to Directors	小時 Hour	/	6	5
參加反貪污培訓的僱員人數 Number of staff participated in anti-corruption training	人 Headcount	/	612	1,000
向僱員提供的反貪污培訓總時長 Total number of hours of anti-corruption training provided to staff	小時 Hour	/	1,224	1,000



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

社會類數據列表⁷
List of Social Data⁷

ESG 指標 ESG Indicator	單位 Unit	2020年數據 Data of 2020	2021年數據 Data of 2021	2022年數據 Data of 2022
B8 社區投資 Community Investment				
B8.2 在專注範疇所動用資源 Resources contributed to the focus area				
公益慈善捐贈總投入 Total investment in charitable donations	人民幣千元 RMB (thousand)	3,910	825.4	—
其中：醫療方面投入 Among which, investment in medical care	人民幣千元 RMB (thousand)	/	104.0	—
社區方面投入 Investment in community	人民幣千元 RMB (thousand)	/	417.9	—
扶貧援助方面投入 Investment in poverty alleviation and assistance	人民幣千元 RMB (thousand)	/	5.3	—
藝術方面投入 Investment in arts	人民幣千元 RMB (thousand)	/	133.3	—
其他方面投入 Investment in other areas	人民幣千元 RMB (thousand)	/	164.9	—
僱員參與公益／義工活動統計 Statistics on employees participation in community welfare/volunteer services	人次 Headcount	2,613	632	—

註：

- 2022年度全年時代鄰里 ESG 數據統計範圍與年報一致。
- 環境類數據涵蓋時代鄰里的辦公區域（包括公司總部、各城市公司以及下屬子公司），以及由本公司進行物業管理的物業經營類數據（包括物業管理處及非公攤部分的廢棄物、能源能耗、水消耗及碳排放量），數據來源均為相關費用繳費清單與統計台賬。

Notes:

- The scope of ESG data of Times Neighborhood for the entire year of 2022 is consistent with that of the annual report.
- The environmental data covers the office areas of Times Neighborhood (including the headquarters, branches in cities and its subsidiaries) and the operational data (including waste, energy consumption, water consumption and carbon emissions of the property management office and non-contributory parts) of the properties managed by the Company, which are sourced from related payment list and statistical ledger.

10. 可持續發展綜述

OVERVIEW OF SUSTAINABLE DEVELOPMENT

3. 溫室氣體排放統計範圍：二氧化碳；其中，直接溫室氣體排放（範圍一）的計算公式參考中華人民共和國國家發展與改革委員會發佈的《公共建築運營企業溫室氣體排放核算方法和報告指南（試行）》，間接溫室氣體排放（範圍二）的排放係數參考中華人民共和國生態環境部發佈的《關於做好2023-2025年發電行業企業溫室氣體排放報告管理有關工作的通知》所載2022年度全國電網平均排放因子（0.5703tCO₂/MWh）。
 - a) 「一致性」說明：為使外購電力的溫室氣體排放變化能作有意義比較和監測，本報告間接溫室氣體排放中用電量所產生的碳排放統一採納中國生態環境部於相關年份發佈的中國電力二氧化碳排放係數進行計算。
 4. 2020年產生量以個為統計單位，2021年與2022年產生量以千克為統計單位。
 5. 本集團年度消耗能源類型含公務車燃油、僱員食堂燃料及外購電力，數據來源為相關費用的繳費單以及行政統計台賬。其中，能耗係數通過《綜合能耗計算通則》GB/T 2589-2020進行計算。
 6. 本集團用水量主要為市政管網供水，有害廢棄物、無害廢棄物、用水等數據來源均為繳費單、財務報銷記錄以及行政台賬記錄。
 7. 社會類數據涵蓋時代鄰里年報範圍，如無特別說明，數據計算過程均為公司內部台賬統計。
 8. 按年齡劃分釋義：在職29歲及以下僱員即29歲（含29歲）以下的僱員；在職50歲及以上僱員即50歲（含50歲）以上的僱員。
3. Greenhouse gas emissions statistics scope: CO₂; of which, the calculation formula of direct greenhouse gas emissions (scope 1) is based on the *Guidelines for Accounting Methods and Reporting Greenhouse Gas Emissions of Public Building Operation Enterprises (Trial)* (公共建築運營企業溫室氣體排放核算方法和報告指南（試行）) issued by the National Development and Reform Commission of the People's Republic of China, and the emission factors of the indirect greenhouse gas emissions (scope 2) are based on the average emission factor of the national grid (0.5703tCO₂/MWh) in 2022 under the *Notice on the Sound Management of Greenhouse Gas Emission Reports of Power Generation Enterprises in 2023-2025* (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) issued by the Ministry of Ecology and Environment of the People's Republic of China.
 - a) The description of "Consistency": to facilitate meaningful comparison and monitoring of changes in greenhouse gas emissions from purchased electricity, the carbon emissions from electricity consumption in the indirect greenhouse gas emissions produced in this report are consistently calculated with the adoption of the CO₂ emission factors for electricity in China issued by the Ministry of Ecology and Environment of the PRC in the relevant year.
 4. The amount generated in 2020 was counted in item, and the amount generated in 2021 and 2022 was counted in kilogram.
 5. The Group's energy consumption category for this year includes fuel for official cars and employees' canteen, and electricity purchased, in accordance with the data sourced from related payment list and statistical ledger. Among them, energy dissipation coefficient is calculated based on the *General Principles for Calculation of the Comprehensive Energy Consumption* (綜合能耗計算通則) (GB/T 2589-2020).
 6. The Group's water consumption is mainly supplied by the municipal pipeline network, and the data for hazardous waste, non-hazardous waste and water consumption is sourced from payment slips, financial reimbursement records and administrative ledger records.
 7. The social data covers the scope of the Times Neighborhood Annual Report, and unless otherwise specified, the data calculation process is based on the Company's internal ledger.
 8. Defined by age: Existing employees aged 29 and below means employees aged below 29 (including 29), while existing employees aged 50 and above means employees aged 50 and above (including 50).



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

9. 僱員流失比率計算公式為：流失僱員數（該類別）／（期初僱員數（該類別）+ 該年度新招聘僱員數（該類別））。
- a) 「一致性」說明：時代鄰里2021年使用的僱員流失比率計算公式為：流失僱員數（該類別）／（期初僱員數（該類別）+ 該年度新招聘僱員數（該類別）），2022年數據處理沿用該公式，以便保持一致性。
10. 2宗因工亡故事件原因：兩名僱員均為在崗期間突發疾病身亡，公司結合相應保險政策規定對兩名僱員進行賠付，後續本集團將不斷優化僱員職業健康安全防護。
11. 某類別受訓僱員佔受訓僱員百分比的計算公式為：該類別受訓僱員人數／受訓僱員人數。
12. 某類別僱員平均受訓時數的計算公式為：該類別僱員總受訓時數／該類別受訓僱員人數。
- a) 「一致性」說明：時代鄰里2021年使用的僱員平均受訓時數計算公式為：該類別僱員總受訓時數／該類別受訓僱員人數，2022年數據處理沿用該公式，以便保持一致性和數據有效性。
9. The calculation formula of employee turnover rate is: number of turnover (of that category)/(number of employees at the beginning of the period (of that category) + number of new hires in the year (of that category)).
- a) The description of “Consistency”: the calculation formula used by Times Neighborhood for employee turnover rate in 2021 was: Number of employees lost (in that category)/(Number of employees at the beginning of the period (in that category) + Number of new hires in that year (in that category)), and the formula was used for 2022 data processing to maintain consistency.
10. The reasons for 2 cases of work-related fatalities: there were two employees died of sudden illness while on duty, and the Company paid for both employees in accordance with the corresponding insurance policies. The Group will continue to optimize occupational health and safety protection for employees in the future.
11. The calculation formula for the percentage of employees trained by employee category is: Number of employees trained in that category/ Number of employees trained.
12. The calculation formula for the average training hours by employee category is: Total training hours for employees in that category/ Number of employees trained in that category.
- a) The description of “Consistency”: the calculation formula used by Times Neighborhood in 2021 for the average training hours of employee was: Total training hours for employees in that category/Number of employees trained in that category, and the formula was used for 2022 data processing to maintain consistency and data validity.

11. 聯交所《ESG報告指引》內容索引

ESG REPORTING GUIDE CONTENT INDEX OF THE STOCK EXCHANGE

序號	關鍵績效指標	報告章節	備註
No.	KPIs	Reporting Chapters	Remarks
A 環境			
Environmental			
層面A1：排放物			
Aspect A1: Emissions			
	一般披露	6.1, 10.1	
	General Disclosure		
	有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的：		
	(a) 政策；及		
	(b) 遵守對發行人有重大影響的相關法律及規例的資料。		
	Information on:		
	(a) the policies; and		
	(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.		
A1.1	排放物種類及相關排放數據。 The types of emissions and respective emissions data.	10.2	
A1.2	直接（範圍1）及能源間接（範圍2）溫室氣體排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	10.2	
A1.3	所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	10.2	
A1.4	所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	10.2	
A1.5	描述所訂立的排放量目標及為達到這些目標所採取的步驟。 Description of emissions target(s) set and steps taken to achieve them.	6, 6.1	
A1.6	描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。 Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	6, 6.1	



11. 聯交所《ESG報告指引》內容索引

ESG REPORTING GUIDE CONTENT INDEX OF THE STOCK EXCHANGE

序號	關鍵績效指標	報告章節	備註
No.	KPIs	Reporting Chapters	Remarks
層面A2：資源使用			
Aspect A2: Use of Resources			
一般披露		6.1, 10.1	
General Disclosure			
有效使用資源（包括能源、水及其他原材料）的政策。			
Policies on the efficient use of resources, including energy, water and other raw materials.			
A2.1	按類型劃分的直接及／或間接能源（如電、氣或油）總耗量（以千個千瓦時計算）及密度（如以每產量單位、每項設施計算）。	10.2	
Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).			
A2.2	總耗水量及密度（如以每產量單位、每項設施計算）。	10.2	
Water consumption in total and intensity (e.g. per unit of production volume, per facility).			
A2.3	描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	6, 6.1	
Description of energy use efficiency target(s) set and steps taken to achieve them.			
A2.4	描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	6, 6.1	
Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.			
A2.5	製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位估量。	不適用	
Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.		Not applicable	
層面A3：環境及天然資源			
Aspect A3: The Environment and Natural Resources			
一般披露		6.1, 6.3, 10.1	
General Disclosure			
減低發行人對環境及天然資源造成重大影響的政策。			
Policies on minimising the issuer's significant impacts on the environment and natural resources.			
A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	6.1, 6.3	
Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.			

11. 聯交所《ESG報告指引》內容索引 ESG REPORTING GUIDE CONTENT INDEX OF THE STOCK EXCHANGE

序號	關鍵績效指標	報告章節	備註
No.	KPIs	Reporting Chapters	Remarks
層面A4：氣候變化			
Aspect A4: Climate Change			
	一般披露 General Disclosure	6, 10.1	
	識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。 Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.		
A4.1	描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	6	
B 社會			
Social			
層面B1：僱傭			
Aspect B1: Employment			
	一般披露 General Disclosure	7.1, 10.1	
	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的：		
	(a) 政策；及		
	(b) 遵守對發行人有重大影響的相關法律及規例的資料。		
	Information on:		
	(a) the policies; and		
	(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.		
B1.1	按性別、僱傭類型（如全職或兼職）、年齡組別及地區劃分的僱員總數。 Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	10.2	
B1.2	按性別、年齡組別及地區劃分的僱員流失比率。 Employee turnover rate by gender, age group and geographical region.	10.2	



11. 聯交所《ESG報告指引》內容索引

ESG REPORTING GUIDE CONTENT INDEX OF THE STOCK EXCHANGE

序號	關鍵績效指標	報告章節	備註
No.	KPIs	Reporting Chapters	Remarks
層面 B2：健康與安全			
Aspect B2: Health and Safety			
	一般披露	7.2, 10.1	
	General Disclosure		
	有關提供安全工作環境及保障僱員避免職業性危害的：		
	(a) 政策；及		
	(b) 遵守對發行人有重大影響的相關法律及規例的資料。		
	Information on:		
	(a) the policies; and		
	(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.		
B2.1	過去三年（包括匯報年度）每年因工亡故的人數及比率。 Number and rate of work-related fatalities occurred in each of the past three years, including the reporting year.	10.2	
B2.2	因工傷損失工作日數。 Lost days due to work injury.	10.2	
B2.3	描述所採納的職業健康與安全措施，以及相關執行及監察方法。 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	7.2	
層面 B3：發展及培訓			
Aspect B3: Development and Training			
	一般披露	7.3	
	General Disclosure		
	有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。		
	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.		
B3.1	按性別及僱員類別（如高級管理層、中級管理層）劃分的受訓僱員百分比。 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	10.2	
B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。 The average training hours completed per employee by gender and employee category.	10.2	

11. 聯交所《ESG報告指引》內容索引 ESG REPORTING GUIDE CONTENT INDEX OF THE STOCK EXCHANGE

序號	關鍵績效指標	報告章節	備註
No.	KPIs	Reporting Chapters	Remarks
層面 B4：勞工準則			
Aspect B4: Labour Standards			
	一般披露 General Disclosure	7.1, 10.1	
	有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.		
B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。 Description of measures to review employment practices to avoid child and forced labour.	7.1	
B4.2	描述在發現違規情況時消除有關情況所採取的步驟。 Description of steps taken to eliminate such practices when discovered.	7.1	
層面 B5：供應鏈管理			
Aspect B5: Supply Chain Management			
	一般披露 General Disclosure	8.1, 10.1	
	管理供應鏈的環境及社會風險政策。 Policies on managing environmental and social risks of the supply chain.		
B5.1	按地區劃分的供應商數目。 Number of suppliers by geographical region.	10.2	
B5.2	描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	8.1, 10.2	
B5.3	描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	8.2	
B5.4	描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	8.2	



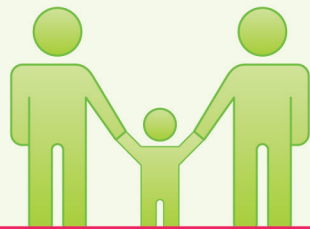
11. 聯交所《ESG報告指引》內容索引

ESG REPORTING GUIDE CONTENT INDEX OF THE STOCK EXCHANGE

序號	關鍵績效指標	報告章節	備註
No.	KPIs	Reporting Chapters	Remarks
層面 B6：產品責任			
Aspect B6: Product Responsibility			
	一般披露	5.1, 10.1	
	General Disclosure		
	有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的：		
	(a) 政策；及		
	(b) 遵守對發行人有重大影響的相關法律及規例的資料。		
	Information on:		
	(a) the policies; and		
	(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.		
B6.1	已售或已運送產品總數中因安全與健康理由而須回收的百分比。	不適用	
	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable	
B6.2	接獲關於產品及服務的投訴數目以及應對方法。	5.1, 10.2	
	Number of products and service related complaints received and how they are dealt with.		
B6.3	描述與維護及保障知識產權有關的慣例。	4.5	
	Description of practices relating to observing and protecting intellectual property rights.		
B6.4	描述質量檢定過程及產品回收程序。	5.1	
	Description of quality assurance process and recall procedures.		
B6.5	描述消費者資料保障及私隱政策，以及相關執行及監察方法。	5.3	
	Description of consumer data protection and privacy policies, and how they are implemented and monitored.		

11. 聯交所《ESG報告指引》內容索引 ESG REPORTING GUIDE CONTENT INDEX OF THE STOCK EXCHANGE

序號	關鍵績效指標	報告章節	備註
No.	KPIs	Reporting Chapters	Remarks
層面 B7：反貪污			
Aspect B7: Anti-corruption			
	一般披露 General Disclosure	4.5, 10.1	
	有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.		
B7.1	於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	10.2	
B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	4.5	
B7.3	描述向董事及員工提供的反貪污培訓。 Description of anti-corruption training provided to directors and staff.	4.5, 10.2	
層面 B8：社區投資			
Aspect B8: Community Investment			
	一般披露 General Disclosure	9.1	
	有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。 Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.		
B8.1	專注貢獻範疇（如教育、環境事宜、勞工需求、健康、文化、體育）。 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	5, 9.1	
B8.2	在專注範疇所動用資源（如金錢或時間）。 Resources contributed (e.g. money or time) to the focus area.	10.2	



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