



2023

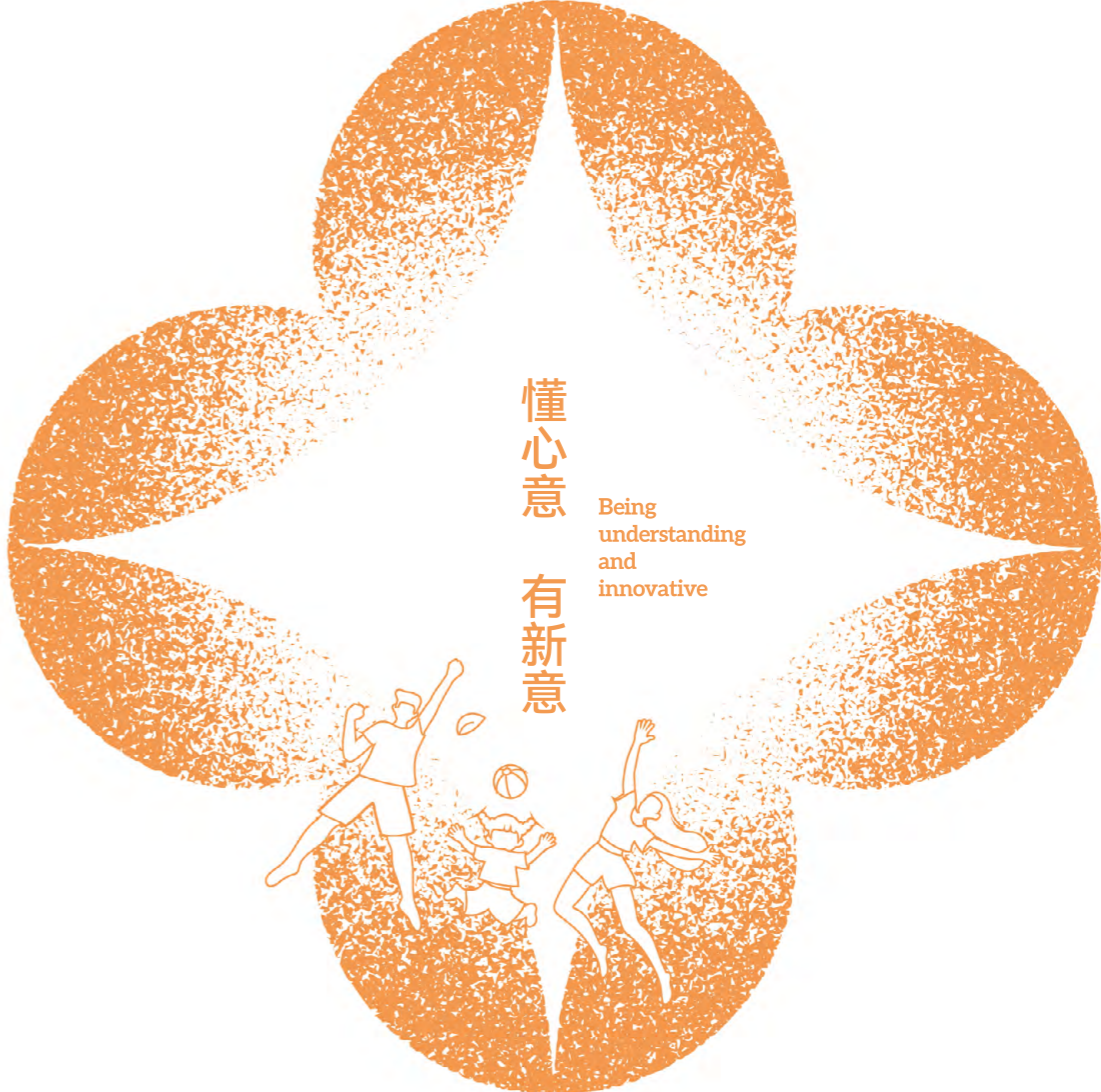
環境、社會及管治報告

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

遠洋服務控股有限公司
SINO-OCEAN SERVICE HOLDING LIMITED

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

股份代號: 06677.HK
Stock Code: 06677.HK



懂心意
有新意

Being
understanding
and
innovative

CONTENTS

目錄

1

走進遠洋服務 ABOUT SINO-OCEAN SERVICE

- 01 關於本報告
About This Report
- 03 董事局聲明
Board Statement
- 07 公司簡介
Company Overview
- 09 業務佈局
Business Presence
- 11 績效榮譽
Performance and Recognitions

2

可持續發展管理 SUSTAINABLE DEVELOPMENT MANAGEMENT

- 15 管理方針
Management Approaches
- 17 企業管治
Corporate Governance
- 19 利益相關方溝通
Stakeholders Engagement
- 21 ESG 議題重要性界定
Identification of Key Issues in ESG

3

合規經營 夯實永續發展基石 COMPLIANCE OPERATION: STRENGTHENING THE FOUNDATION FOR SUSTAINABLE DEVELOPMENT

- 25 健全公司治理
Enhancing Corporate Governance
- 27 堅持廉潔從業
Upholding Integrity

4

客戶導向 聚焦匠心品質動力 CUSTOMER ORIENTATION, FOCUSING ON INGENUITY-DRIVEN QUALITY

- 33 聚集品質服務
Adhering to Service Quality
- 43 保障客戶權益
Ensuring Customer Rights and Interests
- 51 攜手合作共贏
Collaborating for Win-win Progress

5

低碳堅守 構築綠色運營環境 LOW-CARBON COMMITMENT, BUILDING A GREEN OPERATING ENVIRONMENT

- 55 響應“雙碳”目標
Responding to the “Dual Carbon” Goal
- 55 深耕綠色運營
Developing Green Operations
- 62 應對氣候變化
Tackling Climate Change

6

優才匯聚 賦能人本提升活力 TALENT AGGREGATION EMPOWERS HUMAN-CENTRIC VITALITY ENHANCEMENT

- 69 厚植人才沃土
Cultivating a Talent-rich Environment
- 71 保障健康安全
Health and Safety Guarantee
- 74 助力員工成長
Empowering Employee Growth
- 78 溫暖員工生活
Caring About Employees

7

回饋社會 激發社區健康熱忱 GIVING BACK TO SOCIETY, IGNITING COMMUNITY HEALTH ENTHUSIASM

- 81 服務民生所需
Meeting the Needs of the People
- 83 增進社會福祉
Enhancing Social Welfare

- 85 關鍵績效表
Table of Key Performance
- 93 《環境、社會及管治報告指引》索引
ESG Reporting Guide Content Index
- 99 意見反饋表
Feedback Form



ABOUT THIS REPORT

關於本報告

(一) 報告簡介

本報告旨在客觀披露遠洋服務控股有限公司2023年環境、社會及管治(以下簡稱「ESG」)方面之表現，為便於表達，報告表述中分別使用「遠洋服務」、「本公司」、「公司」或「我們」指代遠洋服務控股有限公司；「本集團」或「集團」指代本公司連同其附屬公司。

(二) 報告範圍

報告時間範圍：2023年1月1日至2023年12月31日，與2023年度報告保持一致，部分內容追溯至以往年份。

報告發佈週期：本報告為年度報告，旨在以透明公開的方式披露本公司2023年全年的可持續發展表現，以回應各利益相關方對於本公司可持續發展管理的關注與期望。

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

(三) 資料說明

報告中的財務資料均來自遠洋服務2023年度經審核財務報表，其他資料以2023年為主，部分資料包含以前年度資料。本報告中所涉及貨幣金額以人民幣為計量幣種，特別說明的除外。

(1) REPORT OVERVIEW

This report aims at objectively disclosing the Environmental, Social and Governance (“ESG”) performance of Sino-Ocean Service Holding Limited in 2023. For ease of expression, Sino-Ocean Service Holding Limited is variously referred to as “Sino-Ocean Service”, the “Company” or “We / us” in this report; and the Company together with its subsidiaries are referred to as “our Group” or the “Group” in this report.

(2) SCOPE OF THE REPORT

Period covered by the report: 1 January 2023 to 31 December 2023, which is consistent with that of the 2023 Annual Report, with some contents covering, retrospectively, previous years.

Publication cycle: This report is an annual report with the aim of providing lucid information on the Company’s performance in sustainability in 2023 to respond to stakeholders’ concerns and expectations for the Company’s sustainability management.

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

(3) DATA SOURCES

The financial information set out in the report is derived from the 2023 audited financial statements of Sino-Ocean Service. Other information mainly represents data in 2023, with certain information comprising data for previous years. Monetary amounts contained in this report are denominated in RMB, unless otherwise specified.

(四) 匯報原則

本報告編制依據為香港交易及結算所有限公司發佈的《香港聯合交易所有限公司(「聯交所」)證券上市規則》(「上市規則」)所載附錄C2《環境、社會及管治報告指引》(「聯交所ESG指引」)，遵循重要性、量化、平衡及一致性匯報原則，力求充分反映本集團本年度在ESG方面的管理現狀及績效成果。本報告應與本公司《2023年年度報告》中的「可持續發展報告」、「董事局報告」及「企業管治報告」章節結合閱讀，以幫助讀者更全面地了解本集團的ESG表現。

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

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

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

「一致性」原則：除另有注明外，本報告所披露資料採取與往年一致的統計方法。

(五) 報告獲取

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

遠洋服務控股有限公司

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電話：+8610 8564 2300

網址：www.sinooceanservice.com

電子郵件：ir@sinooceanservice.com

(4) REPORTING PRINCIPLES

The report has been prepared in accordance with the Environmental, Social and Governance Reporting Guide (the “HKEx’s ESG guidelines”) set out in Appendix C2 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) (the “Listing Rules”) published by Hong Kong Exchanges and Clearing Limited. We follow the principles of materiality, quantitative, balance and consistency, and strive to fully represent our current management status and performance results in terms of ESG for the year. This report should be read in conjunction with the sections headed “Sustainability Report”, “Report of the Directors” and “Corporate Governance Report” in the Company’s 2023 Annual Report for a more comprehensive understanding of the Group’s ESG performance.

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

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

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

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

(5) AVAILABILITY OF THE REPORT

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

Sino-Ocean Service Holding Limited

Address: Suite 601, One Pacific Place, 88 Queensway, Hong Kong

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OR

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Tel: +8610 8564 2300

Website: www.sinooceanservice.com

Email: ir@sinooceanservice.com



BOARD STATEMENT

董事局聲明

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

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

管治架構 GOVERNANCE STRUCTURE

遠洋服務高度重視自身的環境、社會及管治（ESG）管理與建設。保證該工作的順利開展，遠洋服務建立了一套完整的管理體系，由董事局作為最高決策層，對ESG工作事宜進行全面監督、風險管理及政策、戰略制定，並規範企業ESG管理架構。可持續發展工作組則負責收集ESG相關資料，對ESG政策及戰略的執行情況進行監督，並定期向決策層進行相關工作的匯報。可持續發展工作組由各部門對接人組成，以遠洋服務現有的ESG方針為基礎，明確各專業崗位在政策及戰略中的工作職責，並設立相關機制以保障ESG戰略的順利運行。

Sino-Ocean Service prioritizes its own environmental, social and governance (ESG) management and development. To ensure effective implementation, we have established a comprehensive management system. The Board of Directors, as the highest decision-making body, oversees all ESG-related matters, manages associated risks, develops ESG policies and strategies, and regulates the corporate ESG management structure. The Sustainability Work Group is responsible for gathering relevant information, supervising policy and strategy implementation, and providing regular progress reports to decision-makers. Comprising officers from various departments, the Sustainability Work Group defines the roles of specialized positions involved in these policies and strategies, and establishes mechanisms to facilitate the smooth execution of the ESG strategy, aligning with the Company’s existing ESG principles.

管理方針及策略 MANAGEMENT APPROACHES AND STRATEGIES

在運營過程中，遠洋服務嚴格遵守ESG相關法律法規，在公司戰略層面強調並融入ESG管理和可持續發展理念，並與涉及到的利益相關方進行多渠道、深度的溝通。本集團通過結合自身業務特點及行業發展大環境，採用國內外同業對標研究、媒體信息分析和內外部利益相關方溝通等方式，利用線上問卷及定向推送調研等方法，對主要利益相關方關注的ESG議題進行重要性評估和優先級排序，從而識別並管理ESG風險（涵蓋對本集團業務的風險），審視ESG相關目標達成情況，積極採納建設性的意見和建議，持續對關鍵議題進行回應，並在本報告中重點闡述其管理及工作績效。

Throughout our operations, Sino-Ocean Service rigorously adheres to ESG-related laws and regulations. We underscore and integrate ESG management and sustainable development concepts at the strategic level, engaging in extensive communication with stakeholders through various channels. The Group leverages its business characteristics and the broader industry development landscape, conducting benchmarking studies with domestic and international counterparts, analyzing media information, and fostering dialogue with internal and external stakeholders. Utilizing methods such as online questionnaires and targeted surveys, we assess the significance and priority of ESG issues to major stakeholders, thereby identifying and managing ESG risks, (including those impacting the Group’s business). We review the achievement of ESG-related objectives, incorporate constructive feedback and suggestions, address key concerns, and underscore our management and operational performance in this report.

目標檢討 PERFORMANCE REVIEW

2023年，董事局重點審視了以下核心工作及進展：

- **合規經營：**遠洋服務以依法治企合規運營、恪守誠信、踐行廉潔為原則並堅持實踐，建立起完整的全面風險管理體系，完善了《薪酬委員會職權範圍》《企業管治政策》《董事及有關僱員進行證券交易之操守準則》《遠洋服務投資併購管理工作指引》等監控制度，切實維護企業的穩健運營和可持續發展。
- **產品與服務：**遠洋服務堅持以行動落實「懂心意·有新意」的服務理念，制定一系列內部管理制度，深挖客戶需求並以此為中心，積極進行品質服務升級，嚴格把控服務質量管理，提升服務效能並升級數智化客戶服務系統，為客戶提供高質量的生活環境及體驗。
- **節能減排與應對氣候變化：**遠洋服務積極響應「雙碳」目標，依法合規運行，並結合自身情況制定了一系列內部環境指導細則，堅持優化環境管理體系，健全環境管理機制，以實踐節能減排相關目標及管理措施，減小公司環境影響，持續提升綠色發展水平。
- **關愛員工：**遠洋服務堅持以人為本，致力於創造多元包容的公司文化，打造公平公正的用人機制，保障員工權益，關注員工健康，不斷完善科學的人才保留、晉升及發展體系，設定相關政策以覆蓋員工全職場生命周期的薪酬福利及關愛，全方位保障員工的職業發展及職場體驗，提升員工的幸福感與歸屬感。
- **回饋社會：**遠洋服務堅持以實際行動支持公益慈善事業，探索民生公共服務，積極參與公益活動並助力鄉村振興，履行企業社會責任。

In 2023, the Board focused on reviewing the following core tasks and their progress:

- **Compliance Operation:** Sino-Ocean Service conducts its operations in strict accordance with laws and regulations, upholding principles of integrity, honesty, and clean governance. We have implemented a comprehensive risk management system and enhanced monitoring mechanisms, including the “Terms of Reference of the Remuneration Committee,” “Corporate Governance Policy,” “Code of Conduct for Securities Transactions by Directors and Relevant Employees,” and “Guidelines for Sino-Ocean Service Investment and M&A Management”.
- **Products and Services:** Sino-Ocean Service adheres to the service philosophy of “Being understanding and innovative”. We have devised a range of internal management systems, delved into customer needs, enhanced service quality, rigorously managed service quality, improved service efficiency, and upgraded our digitalized and smart customer service systems. These efforts are aimed at delivering high-quality living environments and experiences to our customers.
- **Energy Conservation, Emissions Reduction, and Climate Change Response:** Sino-Ocean Service actively addresses the “dual-carbon” objective, ensuring compliance with laws and regulations while developing internal environmental guidelines tailored to our specific circumstances. We are dedicated to enhancing the environmental management system, refining management mechanisms, and implementing energy conservation and emissions reduction initiatives. These measures are aimed at mitigating the Company’s environmental footprint and enhancing our level of green development.
- **Care for Employees:** Sino-Ocean Service adheres to a people-oriented approach and strives to foster a diverse and inclusive corporate culture. We have implemented a fair and equitable employment mechanism, protecting the rights and interests of our employees and prioritizing their health. Moreover, we continuously enhance a systematic approach to talent retention, promotion, and development, while implementing policies that comprehensively address the career lifecycle of our employees, including compensation, benefits, and support. These efforts are aimed at ensuring the career development and workplace satisfaction of our employees, thereby enhancing their sense of happiness and belonging.
- **Giving Back to Society:** Sino-Ocean Service demonstrates its commitment to corporate social responsibility by supporting public welfare and charitable initiatives through practical actions. We actively engage in public service projects aimed at improving people’s livelihoods, participate in various charitable activities, and contribute to rural revitalization efforts. These endeavors reflect our dedication to giving back to society.

董事局作為遠洋服務可持續發展治理的最高責任機構，在過去的一年裏，對ESG管治架構進行了完善，對ESG關鍵議題的識別、ESG目標的設定及達成情況、ESG風險管理進行了審議，從而進一步加強了遠洋服務的ESG管理，更加明確了未來開展ESG工作的重點及方向。本報告期內，董事局及可持續發展工作組亦對ESG目標的完成情況進行定期檢查並開展反思與檢討。本報告旨在客觀披露公司2023年ESG工作進展與成效，並於2024年3月26日由董事局會議審議通過。

In the past year, the Board, as the highest responsible body for sustainable development governance at Sino-Ocean Service, improved the ESG regulatory framework. This included reviewing the identification of key ESG issues, setting and tracking ESG goals, and managing ESG risks, thereby fortifying the Company’s ESG management. The Board also clarified the key tasks and direction for ESG governance moving forward. During the reporting period, both the Board and the Sustainability Work Group also regularly assess and review the attainment of ESG goals. This report aims to objectively disclose the progress and outcomes of the Company’s ESG efforts in 2023, which were reviewed and approved at the Board meeting on 26 March 2024.



1

走進 遠洋服務 ABOUT SINO-OCEAN SERVICE

- 01 關於本報告
About This Report
- 03 董事局聲明
Board Statement
- 07 公司簡介
Company Overview
- 09 業務佈局
Business Presence
- 11 績效榮譽
Performance and Recognitions



在經營過程中努力實現環境、經濟與社會的和諧發展，是企業可持續發展的支柱和關鍵。遠洋服務堅持在公司戰略層面及日常運營管理中融入可持續發展理念，以實現企業的高品質發展。

Striving to achieve the harmonious development of the environment, economy, and society is the pillar and key to sustainable development for enterprises. Sino-Ocean Service steadfastly integrates the concept of sustainable development into our strategic approach and daily operational management to propel our high-quality development.

COMPANY OVERVIEW

公司簡介

遠洋服務控股有限公司作為遠洋集團控股有限公司（「遠洋集團」）（中國領先的綜合性物業開發商，其股份在聯交所主板上市，股份代號：03377.HK）旗下綜合性物業管理服務提供商，擁有超過 26 年的中高端物業運營管理經驗，以及位於一線及新一線核心區域的優質商寫資產的注入，並於 2020 年 12 月正式在香港聯合交易所有限公司主板掛牌上市（股份代號：06677.HK）。

遠洋服務堅持資產價值及美好生活創造者的品牌願景，秉承「匠心服務用戶」初心和使命，通過精細化服務、滿意服務，為廣大業主和客戶創造美好的生活。集團通過整合物業管理和商業運營團隊和資源，構築商業運營核心競爭力，打造全價值鏈服務能力，以成為有品牌的中國優秀物業管理綜合服務商為目標，持續開拓物業管理上下遊業務，塑造具有遠洋服務特質和內涵的商管品牌。我們榮獲中國指數研究院頒發的「2023 中國物業服務百強企業」第 13 位、「2023 中國高端物業服務領先企業」及「2023 中國特色物業服務領先企業—資管運營物業優秀企業」等多項榮譽。

截至 2023 年 12 月 31 日，我們的總合約建築面積達 136.1 百萬平方米，遍及中國 28 個省、直轄市及自治區的 84 個城市。同時，我們在中國的在管物業項目已達 506 個，總在管建築面積達 101.0 百萬平方米，包括 321 個住宅社區、68 個商寫項目及 117 個其他項目。我們的物業管理服務涉及多種物業類型，包括住宅社區、商寫物業（如購物中心、寫字樓）及公共及其他物業（如醫院、學校、政府大樓及公共服務設施）。我們亦向購物中心及寫字樓提供商業運營服務，包括開業前管理服務及運營管理服務。除物業管理及商業運營服務外，我們亦向在管物業的業主及住戶提供各種社區增值服務（包括社區資產增值服務、社區生活服務及物業經紀服務），以及提供非業主增值服務，包括向物業開發商及其他物業管理公司提供的交付前服務、諮詢服務及物業工程服務。

As a subsidiary of Sino-Ocean Group Holding Limited ("Sino-Ocean Group"), a leading comprehensive Property developer in China listed on the Main Board of the Stock Exchange (Stock Code:03377.HK), Sino-Ocean Service Holding Limited is a leading comprehensive property management service provider with over 26 years of experience in managing mid-to-high-end properties and high-quality commercial properties situated in prime areas of first-tier and emerging first-tier cities. In December 2020, it was successfully listed on the Main Board of The Stock Exchange of Hong Kong Limited (Stock Code: 06677.HK).

Adhering to the brand vision of "creator of asset value and better life", Sino-Ocean Service remains true to its original intention and mission of providing excellent service to users. We are dedicated to offering meticulous and satisfactory services to enhance the lives of property owners and customers. By integrating our property management and commercial operation teams and resources, we aim to strengthen our core competitiveness in commercial operations and develop comprehensive service capabilities across the value chain. Our goal is to become a renowned and exceptional property management service provider in China. We are expanding our property management business both upstream and downstream, shaping a distinctive commercial management brand for Sino-Ocean Service. We have been honored with several accolades granted by the China Index Academy including ranked 13th in the "2023 TOP100 Property Management Companies in China", "2023 China High-end Property Service Leading Company", "2023 China Leading Property Management Companies for Feature Properties — Outstanding Enterprise in Asset Management and Operation of Properties", etc.

As of December 31, 2022, our total contracted gross floor area ("GFA") of property management services reached 136.1 million sq.m., covering 84 cities in 28 provinces, autonomous regions, and municipalities in China; our total GFA under management in China reached 101.0 million sq.m. and 506 properties were under our management, including 321 residential communities, 68 commercial properties, and 117 other properties. Our property management services extend to various property types, including residential communities, commercial properties (such as shopping malls and office buildings), and public and other properties (such as hospitals, schools, government buildings, and public service facilities). Additionally, we offer commercial operational services to shopping malls and office buildings, including pre-opening management services and operational management services. Apart from property management and commercial operational services, we provide a wide array of community value-added services to property owners and residents of the properties under our management. These include community asset value-added services, community living services, property brokerage services, as well as value-added services to non-property owners, such as pre-delivery services, consultancy services, and property engineering services to property developers and other property management companies.



遠洋服務主要包括三大業務線：
Sino-Ocean Service has three principal business lines:

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

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

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

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

01
物業管理及商業運營服務
Property management and commercial operational services



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

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

02
社區增值服務
Community value-added services



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

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

03
非業主增值服務
Value-added services to non-property owners



BUSINESS PRESENCE

業務佈局

作為擁有 26 年中高端物業運營管理經驗的綜合性物業管理服務提供商，遠洋服務在持續加碼京津冀、環渤海區域規模優勢的同時，深耕已進入的華南、華東、華中及華西區域。

截至 2023 年 12 月 31 日，一二線城市在管建築面積佔比約為 85%。

As a comprehensive property management service provider with 26 years of experience in operating and managing mid-to-high-end properties, Sino-Ocean Service continues to expand its advantageous business scale in the Beijing-Tianjin-Hebei and Bohai Rim regions while seeking further development in South China, East China, Central China, and West China, where it has an established presence. As of 31 December 2023, GFA under management in first- and second-tier cities accounted for 85% of its total.

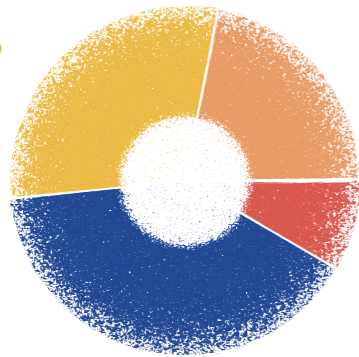
20+

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

85%

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

26.2%



17.0%

15.0%

41.8%

一線 / First-tier

新一線 / New first-tier

二線 / Second-tier

其他城市 / Other cities

分城市類型的在管建築面積佔比

Percentage share of GFA under management by city classification

合約建築面積佔比

Percentage share of contracted GFA

34.6%

京津冀

Beijing-Tianjin-Hebei

19.8%

環渤海

Bohai Rim

15.9%

華東

Eastern China

17.5%

華中及華西

Central and Western China

12.2%










華南

Southern China

PERFORMANCE AND RECOGNITIONS

績效榮譽

績效 PERFORMANCE

儲備規模 Scale of reserve	財務指標 Financial indicators	經營指標 Commercial properties sector
<p> 合約建築面積 136.1百萬平方米 Contracted GFA: 136.1 million sq.m.</p> <p> 在管建築面積 101.0百萬平方米 GFA under management: 101.0 million sq.m.</p> <p> 合約面積第三方項目佔比 55% The third party projects accounted for 55% of the contract area</p>	<p> 收入3,133.2百萬元 Revenue: RMB 3,133.2 million</p> <p> 毛利潤597.7百萬元 Gross profit: RMB 597.7 million</p> <p> 住宅及其他非商業物業 管理服務毛利率16.9% The gross margin of residential and other non-commercial property management services is 16.9%</p>	<p> 滿意度86% Satisfaction rate is 86%</p> <p> 收繳率93% The collection rate is 93%</p> <p> 在管物業費均價 3.3元/平方米/月 The average price of the property fee under manage- ment is RMB3.3 sq.m./month</p>

榮譽 RECOGNITIONS

序號 No.	獲獎主體 Recipient	所獲榮譽 Recognition Received	頒發 / 表彰機構 Awarding/Commending Institution
1	遠洋服務 Sino-Ocean Service	2023 中國物業服務百強企業 (第 13 強) 2023 TOP100 Property Management Companies of China (Ranked 13th)	中國指數研究院 China Index Academy
2	遠洋服務 Sino-Ocean Service	2023 中國物業服務品質領先品牌 2023 Leading Brand in Service Quality in the Property Service Sector of China	中國指數研究院 China Index Academy
3	遠洋服務 Sino-Ocean Service	2023 中國特色物業服務領先企業—資產運營物業 優秀企業 2023 China Leading Property Management Companies for Feature Properties —Outstanding Enterprise in Asset Management and Operation of Properties	中國指數研究院 China Index Academy

序號 No.	獲獎主體 Recipient	所獲榮譽 Recognition Received	頒發 / 表彰機構 Awarding/Commending Institution
4	遠洋服務 Sino-Ocean Service	2023 中國高端物業服務領先企業 2023 China High-end Property Service Leading Company	中國指數研究院 China Index Academy
5	遠洋服務 Sino-Ocean Service	2023 中國物業服務企業品牌價值 100 強 2023 Top100 of China Property Management Companies — Brand Value	克而瑞 CRIC
6	遠洋服務 Sino-Ocean Service	2023 中國物業服務企業綜合實力 20 強 2023 Top20 of China Property Management Companies — Overall Strength	克而瑞 CRIC
7	遠洋服務 Sino-Ocean Service	2023 中國品質物業服務領先企業 2023 Quality Leading Companies of China in Property Service	克而瑞 CRIC
8	遠洋服務 Sino-Ocean Service	2023 中國物企超級服務力 TOP12 2023 TOP12 Property Management Companies of China — Super Servicing Competence	億翰智庫 EH Consulting
9	遠洋服務 Sino-Ocean Service	2023 中國物業服務北京市服務力優質企業 2023 Property Service Companies of China — Premium Servicing Competence — Beijing	億翰智庫 EH Consulting
10	遠洋服務 Sino-Ocean Service	2023 中國上市物業企業中最具長期投資價值 2023 Listed Property Companies of China — Best Long-term Investment Value	億翰智庫 EH Consulting
11	遠洋服務 Sino-Ocean Service	2023 中國上市物業企業 TOP12 2023 TOP12 China Listed Property Companies	億翰智庫 EH Consulting
12	遠洋服務 Sino-Ocean Service	2023 物業服務企業創新能力卓越表現 2023 Superior Performance of properties service — Excellence	觀點指數 GDIRI
13	遠洋服務 Sino-Ocean Service	2023 物業服務企業卓越表現 2023 Annual Superior Performance of properties service	觀點指數 GDIRI
14	遠洋服務 Sino-Ocean Service	最具價值地產及物業公司 Most Valuable Real Estate and Property Service Companies	智通財經 Zhitong Finance
15	遠洋服務 Sino-Ocean Service	最具社會責任感上市公司 Best Listed Companies in Social Responsibilities	智通財經 Zhitong Finance



可持續發展管理 SUSTAINABLE DEVELOPMENT MANAGEMENT

- 15 管理方針
Management Approaches
- 17 企業管治
Corporate Governance
- 19 利益相關方溝通
Stakeholders Engagement
- 21 ESG 議題重要性界定
Identification of key issues in ESG

遠洋服務高度重視環境、社會及管治(ESG)事項，與各內外部利益相關方就相關事項積極溝通，以期實現公司和社會的可持續發展。

Sino-Ocean Service prioritizes environmental, social, and governance (ESG) matters and actively engages with both internal and external stakeholders to advance the Company's and society's sustainable development goals.



MANAGEMENT APPROACHES

管理方針



遠洋服務建立了由董事局統籌負責的自上而下可持續發展管理體系。

Sino-Ocean Service has established a top-down sustainable development management system coordinated by the Board.

董事局

由董事局作為可持續發展治理的最高責任機構，負責可持續發展戰略和目標的制定，規範企業 ESG 管理架構，定期聽取匯報，管理 ESG 相關風險，對關鍵可持續發展事項進行決策，授權董事或公司秘書處理及發布 ESG 報告，並全面監督相關工作落實情況。

The Board

As the highest governing body for sustainable development governance, the Board is responsible for developing sustainable development strategies and goals, standardizing the Company's ESG management framework, receiving regular briefings, managing ESG-related risks, making decisions on critical sustainable development matters, authorizing directors or company secretary to handle and publish ESG reports, and providing comprehensive oversight of relevant initiatives.

可持續發展工作組

可持續發展工作組由各部門對接人組成，根據各專業在戰略中的職責，負責收集相關材料及可持續發展相關決策的具體落實。

The Sustainability Work Group

The Sustainability Work Group, comprised of representatives from various departments, is responsible for gathering relevant materials and executing specific decisions related to sustainable development based on their respective strategic responsibilities.

CORPORATE GOVERNANCE

企業管治

董事局效能 CAPACITY OF THE BOARD

遠洋服務嚴格遵守《中華人民共和國公司法》《中華人民共和國證券法》等法律法規及聯交所等資本市場監管規則，搭建起高效穩健的公司治理架構。2023年，為符合《企業管治守則》最新要求，公司經董事局審議通過修訂《薪酬委員會職權範圍》、《企業管治政策》及《董事及有關僱員進行證券交易之操守準則》並進行發布執行。

Sino-Ocean Service strictly complies with relevant laws and regulations, such as the “Company Law of the People’s Republic of China” and the “Securities Law of the People’s Republic of China”, as well as the regulatory rules of capital markets such as the Stock Exchange, to establish an efficient and robust corporate governance structure. In 2023, to comply with the latest requirements of the “Corporate Governance Code”, the Company revised the “Terms of Reference of the Remuneration Committee”, “Corporate Governance Policy”, and the “Code of Conduct for Directors and Relevant Employees in Securities Transactions”. These revisions were reviewed and approved by the Board, and subsequently issued for implementation.

公司以聯席主席帶領董事局作為最高決策機構，制定發展戰略、定期檢討組織架構，監控業務活動、管理層表現及可持續發展表現，以確保公司的平穩持續運營，保障利益相關方的合法權益。董事局下設三個專業委員會：審核委員會、薪酬委員會、提名委員會，各委員會依據明晰的職權範圍認真履行職責。三個專業委員會中均有獨立非執行董事擔任主席或委員，以確保董事局可獲得獨立的觀點和意見。

Led by the joint-chairmen, the Board serves as the highest decision-making body of the Company. It formulates development strategies, conducts regular reviews of organizational structures, and monitors business activities, management performance, and sustainable development initiatives. This oversight is crucial for ensuring the Company’s smooth and continuous operation, as well as safeguarding the legitimate rights and interests of stakeholders. The Board comprises three committees: the Audit Committee, Remuneration Committee, and Nomination Committee, each of which diligently executes its responsibilities according to predefined terms of reference. These committees are chaired by or include members who are independent non-executive directors, ensuring that independent views and input are available to the Board.

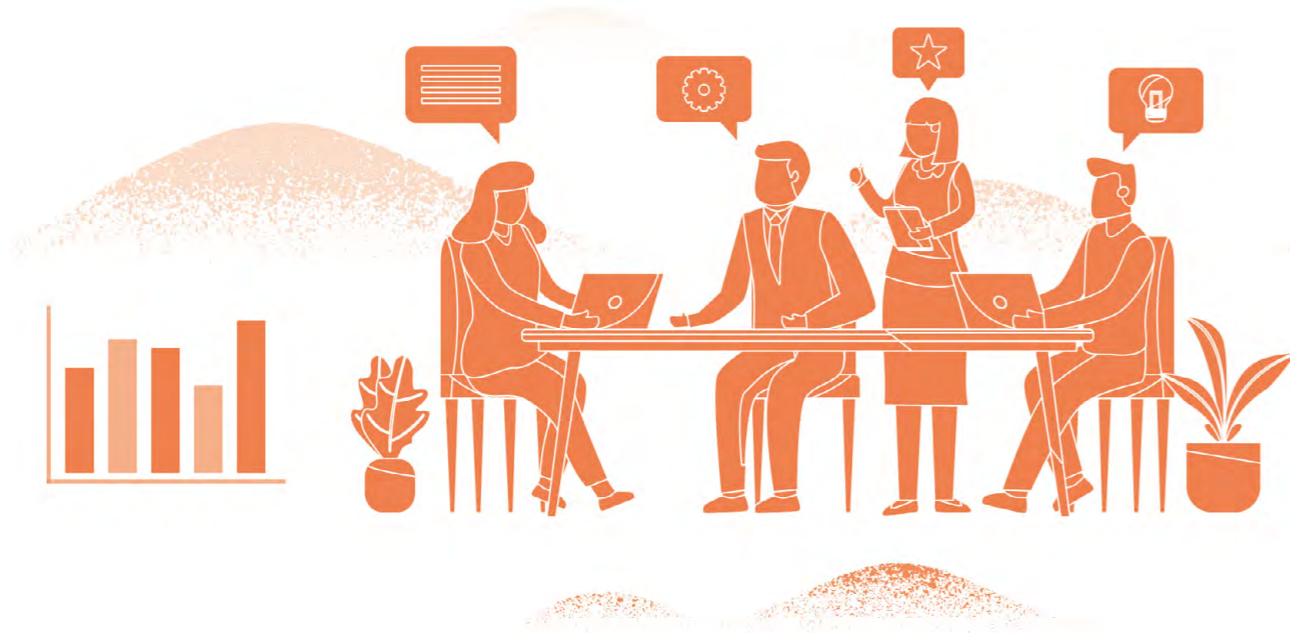
審核委員會 Audit Committee	<p>檢討及監督集團的財務報告程序，審閱本集團的財務資料，審議核數師之任命、獨立性、報酬以及任何與核數師之罷免及辭職相關事宜，監察審核程序，檢討及監察本集團的現有及潛在風險及內部監控系統以及履行董事局委派的其他職責及責任，以符合可持續發展的相關要求。</p> <p>It reviews and supervises the financial reporting process of our Group, reviews the Group’s financial information, considers the appointment, independence and remuneration of the auditors and any matters related to the removal and resignation of the auditors, oversees the audit process, reviews and oversees the existing and potential risks and internal control system of our Group and performs other duties and responsibilities as assigned by the Board to ensure compliance with relevant sustainability requirements.</p>
提名委員會 Nomination Committee	<p>檢討董事局的架構、人數、組成及多元化（包括但不限於性別、年齡、文化及教育背景、專業技能、知識及經驗方面），以符合可持續發展的相關要求。</p> <p>It reviews the structure, size, composition, and diversity of the Board (including but not limited to gender, age, cultural and educational backgrounds, expertise, knowledge, and experience) to ensure that they conform to the requirements of sustainable development.</p>
薪酬委員會 Remuneration Committee	<p>檢討董事及高級管理人員的薪酬政策及架構，並就僱員福利安排向董事局提供建議，以符合可持續發展的相關要求。</p> <p>It reviews the policy and structure for remuneration of the Directors and senior management and makes recommendations to the Board on employees’ benefits to ensure compliance with relevant sustainability requirements.</p>

公司嚴格遵守聯交所關於董事獨立性的要求，規範和強化董事局運作機制。與此同時，我們在選取董事局候選人或任命董事時充分考慮候選人的性別、民族、年齡、專業能力等多元背景，以提高董事局決策的科學性和專業性，保障投資者權益。獨立非執行董事主要通過參與董事局及董事局委員會會議及向公司了解情況等方式監督相關議題。

截至報告期末，遠洋服務董事局共計7位董事，其中執行董事2位（其中一位為女性），非執行董事2位，獨立非執行董事3位。

The Company strictly adheres to the requirements of the Stock Exchange regarding the independence of directors, standardizing and strengthening the operational mechanism of the Board. At the same time, we place significant emphasis on considering candidates’ diverse backgrounds, encompassing factors such as gender, ethnicity, age, and professional abilities, during the selection and appointment of directors. This approach enhances the scientific and professional decision-making processes of the Board and serves to safeguard the rights and interests of investors. Independent non-executive directors primarily supervise relevant issues by participating in board and board committees meetings and understanding the Company’s situation.

As of the end of the reporting period, Sino-Ocean Service’s Board comprises a total of 7 directors, consisting of whom there are two executive directors (including one female executive director), two non-executive directors, and three independent non-executive directors.



STAKEHOLDERS ENGAGEMENT

利益相關方溝通

遠洋服務認真傾聽利益相關方訴求，以此作為我們開展可持續發展工作的重要參考。我們持續加強與利益相關方的溝通和聯絡，並依據自身業務特點和主要利益相關方溝通結果總結出主要利益相關方及主要的溝通與反饋渠道。

Sino-Ocean Service takes the demands of stakeholders seriously, using them as an important reference for our sustainable development efforts. We continuously strengthen communication and interaction with stakeholders and based on the characteristics of our business and the feedback from main stakeholders, we summarize the main stakeholders and the primary communication and feedback channels.

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



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

IDENTIFICATION OF KEY ISSUES IN ESG

ESG 議題重要性界定

重要性議題評估與排序

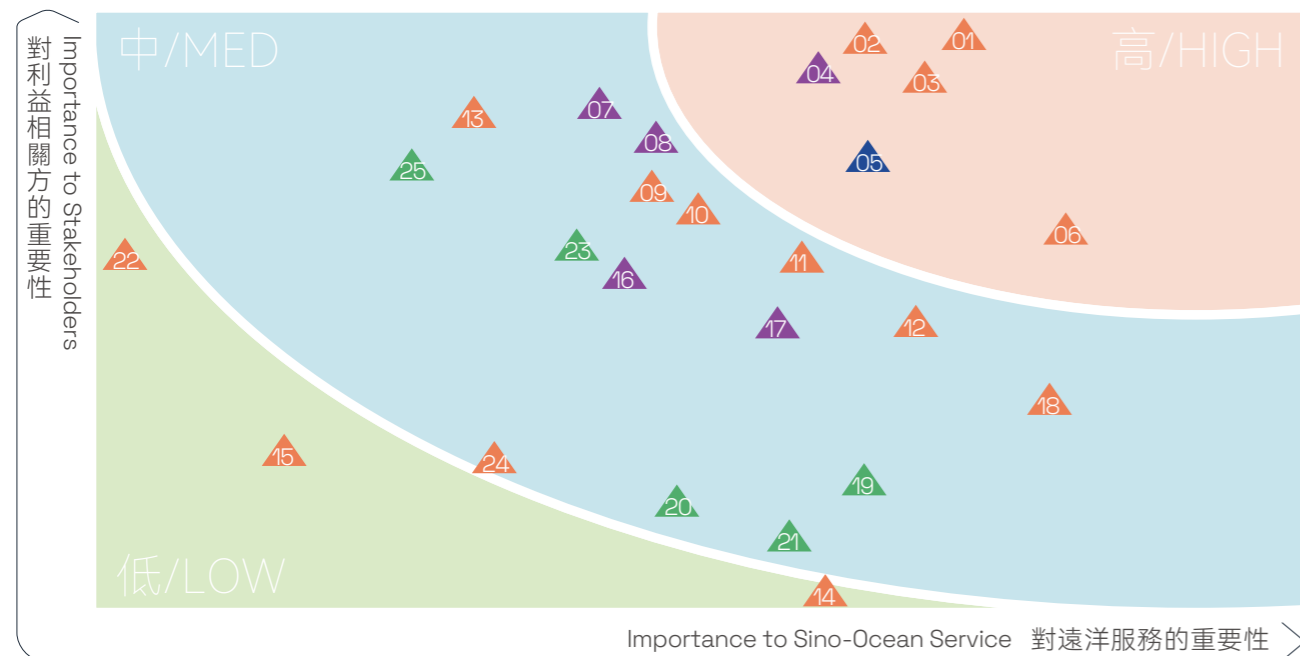
ASSESSMENT AND PRIORITIZATION OF MATERIAL ISSUES

2023年，我們重新審視原有的重要性議題清單，深入洞察行業和監管發展趨勢，參考同行的最佳實踐，對 ESG 重大性議題清單進行了重新梳理。我們對各項議題進行了調研、分析和評估，並通過問卷調查方式收集了各方利益相關者對遠洋服務環境、社會和管治管理及披露的意見和期望，總結形成了新的 ESG 實質性議題矩陣和清單，包含經濟、環境、社會和治理四個領域共 25 個議題。

In 2023, we re-examined the original list of key issues, delved into industry and regulatory trends, and referenced best practices among peers to reorganize the list of material ESG issues. We conducted research, analysis, and evaluation of each issue and collected opinions and expectations from stakeholders regarding Sino-Ocean Service's ESG management and disclosure through questionnaires. This process led to the formulation of a new substantive ESG issue matrix and list, comprising 25 issues across the economic, environmental, social, and governance domains.



- ▲ 環境議題 · Environmental issues
- ▲ 社會議題 · Social issues
- ▲ 管治議題 · Governance issues
- ▲ 經濟議題 · Economic issues



議題重要性 Materiality of the Topic	序號 No.	議題 Topic
高度重要議題 Highly material	01	優質服務 Premium services
	02	客戶滿意度 Customer satisfaction
	03	客戶健康與安全 Customer health and safety
	04	合規經營 Operations in compliance with laws and regulations
	05	經濟效益 Economic benefit
	06	員工薪酬與福利 Remuneration and benefits of employees
中度重要議題 Moderately important issues	07	商業道德 Business ethics
	08	利益相關方溝通 Stakeholder communication
	09	信息安全與隱私保護 Information security and privacy protection
	10	員工培訓與發展 Employee training and development
	11	員工平等與多元化 Employee equality and diversity
	12	員工權益保障 Guarantee of employee rights and interests
	25	水資源節約 Water resource saving
	14	社區發展 Community development
	23	溫室氣體排放與氣候變化 Greenhouse gas emissions and climate change
	16	供應鏈風險評估 Supply chain risk evaluation
	17	供應商管理 Supplier management
	18	職業健康與安全 Occupational health and safety
	19	能源節約 Energy conservation
	20	廢棄物管理 Waste management
21	減少污染物排放 Pollutant discharge reduction	
24	公益慈善 Charity	
一般重要議題 General important issues	15	知識產權保護 Intellectual property rights protection
	22	負責任營銷 Responsible marketing
	13	智慧物業服務 Smart property services



合規經營 夯實永續發展基石

COMPLIANCE OPERATION: STRENGTHENING THE FOUNDATION FOR SUSTAINABLE DEVELOPMENT

25 健全公司治理
Enhancing Corporate Governance

27 堅持廉潔從業
Upholding Integrity



遠洋服務深知，健康長久的公司發展離不開對合規運營的堅守。公司通過健全公司治理，堅持廉潔從業為公司的可持續發展提供堅實的後盾。

Sino-Ocean Service recognizes profoundly that its healthy and sustainable development hinges on unwavering compliance operations. Through strengthening corporate governance and upholding integrity in its operations, the Company establishes a robust foundation for its sustainable growth.

ENHANCING CORPORATE GOVERNANCE

健全公司治理



遠洋服務嚴格遵守《中華人民共和國公司法》、聯交所《企業管治守則》各項條文，制定《全面風險管理制度》並建立了全面系統的公司治理體系，確保公司運營合法合規。公司建立了由董事局、管理層、風險控制部以及其他各職能部門、各所轄單位和全體員工共同參與的全面風險管理體系，在各單位間明確工作界面劃分，落實風險管理責任，實現風險分層管理，最終達到公司利益最大化的目的。

Sino-Ocean Service strictly complies with the provisions of the "Company Law of the People's Republic of China" and the "Corporate Governance Code" on The Stock Exchange of Hong Kong Limited. The Company has developed "Comprehensive Risk Management System" and established a systematic corporate governance framework to ensure legal and compliant operations. This framework encompasses the involvement of the Board, management, risk control department, and other functional departments, as well as all subsidiaries and employees. It aims to ensure clear division of work interfaces, implementation of risk management responsibilities, attainment of risk stratification management, and ultimately, maximization of the Company's interests.

為確保公司風險管理制度的有效性，我們對公司內部風險監控工作進行定期檢查。我們通過財務、運營、法規及風險管理的全方位審查，系統性地識別出公司日常運營過程中存在的經營、管理缺陷及潛在風險，並及時協同相關單位制定風險應對策略。對已識別的風險事項，我們要求相關部門進行跟蹤並定期向審核委員會提交報告，以確保公司整體業務運作效率。

To ensure the effectiveness of the Company risk management system, we conduct regular inspections of internal risk monitoring activities. Through comprehensive reviews of finance, operations, regulations, and risk management practices, we systematically identify operational and managerial deficiencies, as well as potential risks in the Company's daily operations. We promptly collaborate with relevant departments to devise risk response strategies, and require relevant departments to track identified risks and regularly submit reports to the Audit Committee to ensure the overall operational efficiency of the Company.

2023年，我們進一步完善了《薪酬委員會職權範圍》《企業管治政策》《董事及有關僱員進行證券交易之操守準則》《遠洋服務投資併購管理工作指引》等監控制度，切實保障企業的穩健運行和健康發展。公司圍繞“堅定戰略、自立自強”的經營工作要求，堅持“重業務、重實效、重處置”的專業工作原則，努力處置和化解當前風險，識別和控制潛在風險，賦能業務的同時，充分發揮風控在公司治理中的重要作用，形成事前風險防範，事中風險控制，事後風險處置的完整工作閉環，全面提升風險意識和管控能力。經過項目風險清單梳理、業務運營政策風險監控、投訴舉報梳理等多維度梳理、分析及評估，本年度未發現經營重大風險事項與ESG重大風險事項。

In 2023, we further improved monitoring systems such as the "Terms of Reference of the Remuneration Committee", "Corporate Governance Policy", "Code of Conduct for Securities Transactions by Directors and Relevant Employees", and "Guidelines of Sino-Ocean Service for Investment and M&A Management". These improvements were implemented to safeguard the stable operation and healthy development of the Company. Centered around the operational requirements of "firm strategies and self-reliance", and following the principles of "emphasizing business, practical results, and disposal", we focused on disposing of and resolving current risks, as well as identifying and controlling potential risks. By empowering business operations and leveraging the significant role of risk control in corporate governance, we established a comprehensive work cycle of risk prevention, control, and management. This approach significantly enhanced our risk awareness and control capabilities. Through multidimensional sorting, analysis, and evaluation of project risk lists, operational policy risk monitoring, and complaint reporting, no significant operational or ESG-related risks were identified during the year.

<p>董事會 Board of Directors</p>	<ul style="list-style-type: none"> • 風險管理的最高機構 • 負責領導和審議公司整體風險管理工作 • 根據風險評估，確定公司總體部署 • The highest authority for risk management • Lead and review the overall risk management work • Determine the Company's overall deployment based on risk assessments
<p>風險控制部 Risk Control Department</p>	<ul style="list-style-type: none"> • 風險管理工作的日常組織機構 • 製定《遠洋服務全面風險管理製度》並監督執行 • 每年末提出次年內部審計計劃 • 起草《公司風險管控報告》，提交公司審核委員會審議 • The department for daily risk management work • Develop the "Comprehensive Risk Management System of Sino-Ocean Service" and supervise its implementation • Propose an internal audit plan for the next year at the end of each year • Draft the "Risk Control Report of the Company", and submit it to the Audit Committee for review
<p>管理層 Management</p>	<ul style="list-style-type: none"> • 部門 / 單位的風險管理責任人 • 負責相應重大風險的管理工作 • 負責協調、落實本單位的風險管理日常工作 • The risk management responsible person for departments/organizations • Manage significant risks • Coordinate, and implement the daily risk management work
<p>各職能部門、所轄單位 Functional Departments and Subsidiaries</p>	<ul style="list-style-type: none"> • 風險管理工作的責任單位和日常執行機構 • 負責本單位風險管理監測活動與具體風險管理工作 • 定期對管理層報告進行分析、回顧 • The responsible organizations and daily execution agencies for risk management work • Monitor activities and specific risk management work • Regularly analyze and review management reports

案例：開展董事合規培訓

CASE STUDY: CONDUCTING DIRECTOR COMPLIANCE TRAINING

2023年12月22日，遠洋服務邀請境外合規律師通過線上視頻方式對全體董事開展董事培訓，培訓內容包括須予公布的交易 / 關連交易的披露責任，《上市規則》針對董事承諾的更新條款以及聯交所有關ESG的要求與新規，並配合違規案例進行講解，切實鞏固董事在上市公司管理方面的合規意識及對董事職責的認識。

On December 22, 2023, Sino-Ocean Service invited overseas compliance lawyers to conduct training for all board directors via a video link. The training covered the responsibilities of discloseable transactions/connected transactions disclosure, updates to the directors' undertaking under the "Listing Rules", as well as the requirements and new regulations relating to ESG from the Stock Exchange. The training was supplemented with explanations of violation cases, to raise the compliance awareness of directors in the management of listed companies and enhance their understanding of responsibilities as directors.



▲ 公司董事參加合規培訓
The Company's directors attending compliance training

UPHOLDING INTEGRITY

堅持廉潔從業

遠洋服務始終堅持廉潔從業，始終堅持對腐敗事件零容忍，從內部制度、舉報渠道、廉潔培訓等多方面保障公司保持廉潔運營。

Sino-Ocean Service has consistently upheld integrity and maintained a zero-tolerance policy towards corrupt practices. Through various means such as internal systems, reporting channels, and integrity training, the Company is committed to ensuring clean operations.

加強廉政建設

INTENSIFYING INTEGRITY EFFORTS

遠洋服務嚴格遵循《中華人民共和國刑法》《中華人民共和國反不正當競爭法》《中華人民共和國反洗錢法》《最高人民法院、最高人民檢察院關於辦理貪污賄賂刑事案件適用法律若干問題的解釋》《最高人民法院關於審理貪污、職務侵佔案件如何認定共同犯罪幾個問題的解釋》《國家工商行政管理局關於禁止商業賄賂行為的暫行規定》《防止賄賂條例》（香港法例第 201 章）等與賄賂、勒索、欺詐和洗錢相關的法律法規，制定並修訂《反貪污及賄賂政策》《員工違紀處理辦法》《回避處理辦法》《監察案件檢查與審理工作辦法》《舉報與申訴工作辦法》《舉報政策》等一系列內部政策，並應用於遠洋服務控股有限公司及全部所屬單位。

為將廉政建設落實到每一位員工，公司在《員工手冊》中，明確規定了員工的基本紀律守則和行為規範，並通過《員工違紀處理辦法》《回避處理辦法》進一步細化了紀律守則，明確了制度面前人人平等，有紀必行，違紀必究的工作原則。公司採用辦公平台系統（BPM 系統）向所有員工公開並要求落實廉政相關內部制度。

此外，公司所有管理人員以及各區域大部分項目新入職人員均需按規定簽署《廉潔自律承諾書》，對不公權私用、不化公為私、不鋪張浪費、不包庇違法違規人員等具體事項進行承諾，共同聯手打造公司廉潔生態圈。2023 年，遠洋服務未發生貪污、賄賂、勒索、欺詐、洗錢等重大法律訴訟案件。

Sino-Ocean Service strictly abides by laws and regulations in relation to bribery, extortion, fraud and money laundering, including the "Criminal Law of the People's Republic of China", "Anti-Unfair Competition Law of the People's Republic of China", the "Anti-Money Laundering Law of the People's Republic of China", the "Interpretation of the Supreme People's Court and the Supreme People's Procuratorate on Several Issues Concerning the Application of Law in the Handling of Criminal Cases of Embezzlement and Bribery", the "Interpretations of the Supreme People's Court on Certain Issues relating to the Ascertainment of Complicity in the Trial of Cases of Corruption and Embezzlement Through Official Capacities", the "Interim Provisions of the State Administration for Industry and Commerce on Banning Commercial Bribery", and "Cap. 201 Prevention of Bribery Ordinance of Hong Kong". We developed or revised some of our internal policies, including the "Anti-corruption and Anti-bribery Policy", the "Measures for the Handling of Staff Violation of Discipline", the "Administrative Measures on Abstention", the "Administrative Measures for the Inspection and Trial of Supervisory Cases", the "Administrative Measures on Whistleblowing and Appeal", and the "Whistleblowing Policy". These policies are applied across Sino-Ocean Service Holding Limited and all its subsidiaries to ensure ethical conduct and compliance with legal requirements.

To instill a culture of integrity among all employees, Sino-Ocean Service has established clear and concise disciplinary rules and behavioral norms in the "Employee Handbook". Through the implementation of "Employee Disciplinary Measures" and "Avoidance Handling Measures", the Company has provided further elaboration on disciplinary rules, clarifying the principle that everyone is equal before the system, and emphasizing the work principle of adherence to rules and accountability for violations. The Company utilizes the Business Process Management (BPM) system to disseminate and enforce internal integrity-related regulations.

In addition, all management personnel and the majority of newly hired staff in various regions are required to sign the "Undertaking of Business Integrity and Self-discipline". By signing this undertaking, individuals pledge to refrain from abusing power for personal gain, converting public resources for personal use, engaging in extravagance and waste, and covering up illegal activities. Through these measures, we collectively strive to cultivate a clean and ethical environment within the Company. In 2023, Sino-Ocean Service did not encounter any material legal disputes, such as corruption, bribery, extortion, fraud, or money laundering, demonstrating our steadfast commitment to integrity and compliance.

暢通舉報通道

PROVIDING OPEN REPORTING CHANNELS FOR WHISTLEBLOWING

遠洋服務建立了完善的反腐敗舉報與監察機制。董事局作為反賄賂、反腐敗的最高管理機構，全面承諾對任何形式的貪污、賄賂、欺詐和洗錢採取零容忍態度，全方位監督公司商業道德事宜。風險控制部負責日常管理並審視舉報事項，通過秘密調查確定相關案件是否違反法律或違反《反貪污及賄賂政策》。所有涉嫌腐敗問題的調查結果均會轉達至企業負責人，重大事件上報公司審核委員會並由審核委員會決定處理方式。

公司制定《舉報政策》，積極鼓勵各利益相關方舉報違紀行為並暢通多元化的舉報通道。公司各利益相關方均可通過公開舉報電子郵箱、公開舉報電話、郵寄信件或現場來訪的方式進行實名或匿名舉報。公司通過各區域辦公區及接待前台設立違紀舉報公示牌，在辦公網站開通“違紀舉報”專欄，在合同中標明舉報方法等手段，保證舉報途徑公開透明。

完善舉報人保護機制

IMPROVING THE WHISTLEBLOWER PROTECTION MECHANISM

遠洋服務在《舉報政策》中明確規定了舉報人保護機制，並嚴格執行《遠洋服務控股有限公司舉報與申訴工作辦法》，對舉報的登記受理、處理工作予以規範化、程序化，對舉報人、申訴人和舉報、申訴內容嚴格保密，要求任何組織和個人不得向被舉報人和無關人員泄露相關信息。同時要求舉報人的舉報內容應客觀、真實，不得捏造、杜撰、歪曲事實，不得陷害他人。《舉報政策》已在公司官網公開以供所有利益相關方查看監督。

Sino-Ocean Service has established a sound reporting and supervision mechanism to combat corruption effectively. As the highest governing body for anti-bribery and anti-corruption measures, the Board is committed to a zero-tolerance approach towards any form of corruption, bribery, fraud, and money laundering, overseeing corporate ethics comprehensively. The Risk Control Department is responsible for the daily management and review of reported issues, conducting confidential investigations to ascertain whether the cases violate the law or the Anti-corruption and Anti-bribery Policy. The results of all investigations related to corruption are communicated to corporate leaders, and significant incidents are reported to the Audit Committee for decision-making on the appropriate course of action.

The Company has developed a "Whistleblowing Policy" to promote the reporting of misconduct by stakeholders through various channels. Stakeholders have the option to report misconduct anonymously or with their identities disclosed through the public reporting email, public reporting hotline, letters, or in-person visits. The Company has displayed misconduct reporting signs in office and reception areas, opened a Misconduct Reporting section on the office website, and specified reporting methods in contracts to ensure transparency and openness in reporting channels.

Sino-Ocean Service has clearly defined the whistleblower protection mechanism in the "Whistleblowing Policy" and strictly adheres to the "Sino-Ocean Service Holding Limited Whistleblowing and Complaint Handling Procedures". We standardize and proceduralize the registration, acceptance, and processing of whistleblowing to ensure fairness and transparency. We strictly maintain confidentiality for whistleblowers, complainants, and the content of whistleblowing and complaints. Any organization or individual is prohibited from disclosing relevant information to the subject of the whistleblowing and unrelated individuals. At the same time, whistleblowers must provide objective and truthful information, refrain from fabricating, concocting, or distorting facts, and avoid harming others. The "Whistleblowing Policy" has been disclosed on the Company's website for supervision by all stakeholders.

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堅持廉潔教育

UPHOLDING INTEGRITY EDUCATION

遠洋服務重視廉潔教育宣貫，特別是針對易發、多發腐敗的重點環節、重要崗位人員的監督和宣貫。公司定期組織董事及全體員工進行從業教育及廉潔培訓，提升員工職業道德修養，構築廉潔從業的底線思維。2023年，公司採取線上線下相結合的方式，以“廉潔從業教育”為主題，共舉辦34場反貪污培訓，覆蓋董事、管理層及員工共計近7,000人，培訓參與時長合計超過7,000小時。公司同時組織參訓人員完成在線考試，強化培訓效果。

Sino-Ocean Service places significant emphasis on integrity education and dissemination, particularly targeting supervision and promotion among key sectors and personnel vulnerable to corruption. The Company regularly conducts training sessions and integrity education programs for directors and all employees to enhance their professional ethics and foster a culture of integrity. In 2023, the Company organized 34 anti-corruption training sessions under the theme “Integrity Education”, utilizing a blend of online and offline formats. These sessions were attended by directors, management, and employees, with nearly 7,000 participants collectively, and a cumulative training duration exceeding 7,000 hours. Furthermore, the Company administered online examinations to participants to reinforce the effectiveness of the training.

案例：遠洋服務開展2023年度業務執行合規及廉潔從業培訓

CASE STUDY: SINO-OCEAN SERVICE CONDUCTED COMPLIANCE AND INTEGRITY TRAINING FOR BUSINESS EXECUTION IN 2023

2023年10月，遠洋服務在集團層面開展業務執行合規及廉潔從業培訓，集團全體員工通過線上及線下方式參加培訓。培訓圍繞集團風險管理體系的介紹，強調在當前市場環境下，合規管理作為企業管理三大支柱之一的重要性。

In October 2023, Sino-Ocean Service conducted compliance and integrity training for business execution, with all employees of the Group participated either virtually or physically. The training focused on introducing the Group's risk management system and emphasized the importance of compliance management as one of the three pillars of corporate governance in the current market environment.



▲集團合規培訓
The Group's compliance training

案例：華中華西區域開展2023年度廉潔從業與合規建設培訓會議

CASE STUDY: SINO-OCEAN SERVICE CONDUCTED AN INTEGRITY AND COMPLIANCE TRAINING SESSION IN CENTRAL AND WESTERN CHINA IN 2023

2023年5月16日，為提高員工風險合規和廉潔從業意識，公司組織開展廉潔從業與合規建設培訓會議，公司首席投資官、區域總經理及項目群骨幹人員近百人通過線上線下方式參加培訓。培訓會上，區域風控專業負責人著重講解職場違法違規典型案例以及遠洋服務廉潔合規製度，鞏固參會人員對於職務類違法犯罪行為嚴重後果的認識。

On May 16, 2023, to enhance employees' awareness of risk compliance and integrity in their work, the Company organized an integrity and compliance training session. Nearly 100 key personnel, including the Chief Investment Officer, regional general managers, and project team members, participated in the training session either virtually or physically. The regional risk control specialist emphasized typical cases of workplace illegal activities and introduced the integrity and compliance regulations of Sino-Ocean Service, consolidating participants' understanding of the severe consequences of illegal acts in their positions.



▲遠洋服務華中華西區域廉潔從業與合規建設培訓會議
An integrity and compliance training session held by Sino-Ocean Service in Central and Western China

案例：商寫業務中心開展2023年度合規建設及廉潔從業培訓會議

CASE STUDY: THE COMMERCIAL PROPERTIES BUSINESS CENTRE OF SINO-OCEAN SERVICE CONDUCTED COMPLIANCE AND INTEGRITY TRAINING IN 2023

2023年11月1日，遠洋服務商寫業務中心開展《合規建設及廉潔從業》主題培訓，培訓介紹職場典型違規違紀案件，強調管理幹部要嚴格執行公司制度，杜絕管理漏洞。同時，培訓就公司廉潔從業與風險控制體系建設情況、集團管理要求、廉潔從業風險、合規建設等多方面進行了詳細的介紹，提醒管理幹部時刻加強對自身團隊的廉潔從業教育和培訓，重點對項目全員強調和宣導公司的廉潔從業要求。商寫業務中心高管、片區負責人、項目負責人、職能負責人共30位核心管理團隊成員參加培訓。

On November 1, 2023, the Commercial Properties Business Centre of Sino-Ocean Service organized a training session “Compliance and Integrity in Practice”. It covered typical cases of workplace violations and emphasized that management personnel must strictly adhere to corporate regulations to eliminate management loopholes. In addition, it also provided detailed introductions on the Company's integrity and risk control system, the Group's management requirements, integrity risks, and compliance development. It reminded management personnel to continuously strengthen integrity education and training within their teams, emphasizing the Company's requirements for integrity in all projects. A total of 30 core members of the management team, including executives of the Commercial Properties Business Centre, area managers, project leaders, and functional managers, participated in the training.



▲遠洋服務商寫業務中心開展合規建設及廉潔從業培訓
Commercial Properties Business Centre of Sino-Ocean Service conducting compliance and integrity training

案例：遠洋服務執行合規及廉潔從業考試

CASE STUDY: SINO-OCEAN SERVICE COMPLIANCE AND INTEGRITY PRACTICE EXAMINATION

2023年底，為加強年內業務執行合規及廉潔從業培訓落實效果，遠洋服務組織業務執行合規及廉潔從業培訓考試，共計5,418名員工參加考試，通過率達到97.42%。公司通過培訓與考試結合的方法，確保合規與廉潔深入每一位員工心中。

At the end of 2023, to strengthen the effectiveness of the compliance and integrity practice training conducted throughout the year, Sino-Ocean Service organized a compliance and integrity practice examination. 5,418 employees participated, with a pass rate of up to 97.42%. By combining training with examinations, the Company ensures that compliance and integrity are deeply ingrained in the minds of every employee.



客戶導向 聚焦匠心品質動力

CUSTOMER ORIENTATION, FOCUSING ON INGENUITY-DRIVEN QUALITY

- 33 聚集品質服務
Adhering to Service Quality
- 43 保障客戶權益
Ensuring Customer Rights and Interests
- 51 攜手合作共贏
Collaborating for Win-win Progress



遠洋服務始終以責任作為提供優質服務的驅動力，提升服務品質並提供社區關懷，從客戶的需求出發，充分保障客戶權益，致力於與供應商攜手合作共贏，為用戶提供最具匠心的服務品質。

Sino-Ocean Service always regards responsibility as the driving force behind providing high-quality services, enhancing service quality, and offering community care. Starting from the needs of customers, we are committed to safeguarding their rights and interests and strive to collaborate with suppliers for mutual success. Our aim is to provide users with the most ingenious service quality.

ADHERING TO SERVICE QUALITY

聚集品質服務

遠洋服務嚴格遵守《中華人民共和國廣告法》《中華人民共和國產品品質法》《中華人民共和國消費者權益保護法》《中華人民共和國反不正當競爭法》等法律法規，制定《物業前期工作管理辦法》《物業前介管理制度》《遠洋服務聯合檢查管理辦法》《物業前介審圖工作指引》《知識沈澱管理辦法》等系列內部管理制度，始終以客戶需求為中心，堅持客戶至上、責任營銷的負責任態度，優化客戶服務體驗，提升服務品質。

遠洋服務已取得 ISO9001 質量管理體系、ISO 45001 職業健康安全管理体系、ISO14001 環境管理体系、ISO 50001 能源管理体系認證、ISO/IEC 27001 信息安全管理体系認證等證書，採取最嚴格的品質監控措施，確保達到高品質的標準。在服務體系的標準化和服務品質高要求的基礎上，遠洋服務不斷突破自我，在物業管理領域達到更高品質，遠洋光華國際項目 C 座獲得了 BOMA 國際 360 認證，實現服務品質與管理團隊能力在比肩國際、與時俱進的又一次跨越。

Sino-Ocean Service strictly adheres to the "Advertising Law of the People's Republic of China", the "Product Quality Law of the People's Republic of China", the "Law of the People's Republic of China on the Protection of the Rights and Interests of Consumers", the "Anti-Unfair Competition Law of the People's Republic of China" and other applicable laws and regulations. In terms of internal management, the Company has developed policies such as the "Measures for the Early Phase of Property Management", the "Management System for Property Management Early Intervention", the "Joint Inspection Management Measures of Sino-Ocean Service", the "Guidelines for Plan Approval in Property Management Early Intervention" and the "Management Measures for Knowledge Precipitation". We prioritize customer needs and maintain a customer-first and responsible marketing approach to optimize customer service experiences and enhance service quality.

Sino-Ocean Service has obtained certifications such as ISO 9001 Quality Management System, ISO 45001 Occupational Health and Safety Management System, ISO 14001 Environmental Management System, ISO 50001 Energy Management System, and ISO/IEC 27001 Information Security Management System, etc. These certifications reflect our commitment to maintaining the highest standards of quality. We employ stringent quality control measures to ensure compliance with these high-quality standards. Leveraging standardized service systems and adhering to stringent service requirements, Sino-Ocean Service continuously strives for excellence in property management. Tower C of the Sino-Ocean Guanghua International Project has obtained BOMA International 360 certification, marking another leap forward in service quality and management team capabilities in line with international standards and staying abreast of trends.



▲ 質量管理體系認證
Quality management system certifications

注重服務質量 COMMITTING TO SERVICE QUALITY

物業管理 PROPERTY MANAGEMENT

遠洋服務作為一家綜合性物業管理服務提供商，在中國提供物業管理服務超過 20 年，擁有廣闊的地域分布及強大的品牌認知度。我們始終秉持“懂心意·有新意”的服務理念，基於規範完善的物業管理體系為業主提供中高端品質服務；秉承“共同成長·建築健康”的品牌理念，不斷優化物理健康環境，營造舒適的社區環境與氛圍，打造社區鄰裏文化，構建和諧健康的社區環境。

本集團的物業管理服務涉及多種物業類型，包括住宅社區、商寫物業（如購物中心、寫字樓）及公共及其他物業（醫院、學校、政府大樓及公共服務設施等）。

住宅物業管理 RESIDENTIAL PROPERTY MANAGEMENT

本集團為住宅物業提供涵蓋從建築設計規劃階段到交付入住後的全生命周期服務。在觀察到業主日趨多元化需求後，本集團針對此類需求變化，重新修訂了《住宅服務體系標準化場景白皮書》，打造了“全齡健康”、“全天陪伴”以及“貼心陪伴”三大服務主題，為物業管理服務搭建了可執行、可落地的標準化體系，讓每位業主都能享有同樣的優質服務。

As a comprehensive property management service provider, Sino-Ocean Service has been delivering property management services in China for over 20 years, boasting extensive geographical coverage and strong brand recognition. We steadfastly adhere to the service philosophy of "Being understanding and innovative", providing mid-to-high-end quality services to property owners through a standardized and comprehensive property management system. Following the brand concept of "Growing Together and Building Health", we continuously optimize the physical environment, cultivate a comfortable community atmosphere, promote neighborhood culture, and foster a harmonious and healthy community environment.

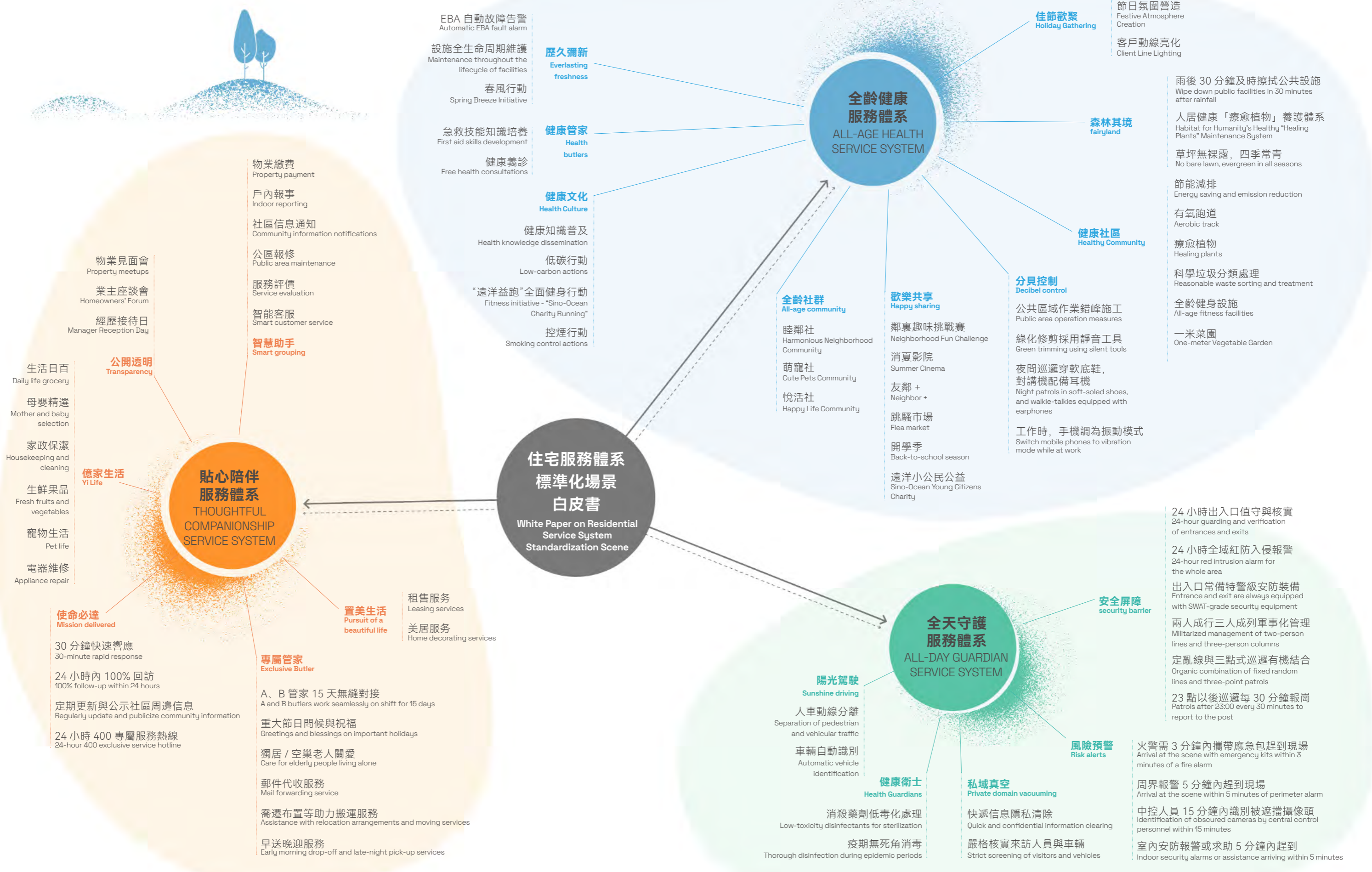
The Group's property management services encompass various property types, including residential communities, commercial properties (e.g. shopping centers and office buildings), as well as public and other properties (e.g. hospitals, schools, government buildings, public service facilities, etc.).

The Group provides comprehensive lifecycle services for residential properties, spanning from architectural design and planning to delivery and occupancy. In line with the evolving needs of homeowners, we have updated the "White Paper on Residential Service System Standardization Scene" to address these changing demands. Through this revision, we have introduced three major service themes: "All-age Health," "24/7 Companion," and "Intimate Companion". These themes establish an executable and implementable standardized system for property management services, ensuring that every homeowner can access the same high-quality services.

案例：遠洋服務昆明天鉅小區項目獲得“2023中國標桿物業服務項目” CASE STUDY: SINO-OCEAN SERVICE'S TIANBO COMMUNITY PROJECT IN KUNMING AWARDED "2023 MODEL PROJECTS OF PROPERTY MANAGEMENT SERVICE IN CHINA"

昆明天鉅小區深耕服務品質，打磨服務細節，通過一系列貼心服務，為業主提供最優質、最貼心的品質服務；
The Tianbo Community project in Kunming, meticulously cultivates service quality and refines service details. Through a series of thoughtful services, it provides homeowners with the highest quality and most considerate services:

溫馨提示 Warm reminders	節日問候 Holiday greetings	主動幫助 Proactive assistance	2023中國標桿物業服務項目 2023 Model Projects of Property Management Service in China 蘇州遠洋標桿物業管理有限公司雲南分公司 昆明天鉅小區 住宅
針對園區發生的各類情況，第一時間進行各類安全防範工作提醒；每日推送天氣預報宣傳海報，便於業主及時添加衣物和出行安排； Timely reminders on various security precautions for incidents in the community; and daily delivery of weather forecasts and promotional posters to facilitate homeowners in adding clothing and making travel arrangements promptly.	發送傳統節日祝福，以及業主的生日問候及祝福； Sending traditional holiday blessings, as well as birthday greetings and blessings to homeowners.	在園區內見到業主手提重物或搬運物品時，主動上前協助。 Offering assistance when seeing homeowners carrying heavy items or moving objects within the community.	▲ 昆明天鉅小區獲得“2023中國標桿物業服務項目” The Tianbo Community in Kunming awarded "2023 Model Projects of Property Management Service in China"



公共及其他物業管理 MANAGEMENT OF PUBLIC AND OTHER PROPERTIES

遠洋服務憑借自身在商寫業態的豐富管理經驗，逐步切入物流園、醫院、學校、政府大樓等公共服務設施的物業管理。

Drawing upon its extensive management experience in commercial properties, Sino-Ocean Service has progressively ventured into property management for public service facilities, including logistics parks, hospitals, schools, and government buildings.

醫院 Hospitals

我們根據醫療業態下的多樣化業務需求，開發了物業管理和設施設備運維的雙重業務體系。在物業管理上，提供全方位的服務，除傳統的保潔服務外，還包括如病人、醫療器械、檢查標本的運送，並額外提供專業陪護、導醫導診的增值服務。在醫療設施設備運維上，為醫療機構提供電力質量保障、環境管控和設備管理服務。

We have developed a dual business system for property management and facility equipment operation and maintenance to address the diverse business requirements in the medical field. In terms of property management, we offer comprehensive services, encompassing traditional cleaning services along with patient transportation, medical equipment handling, and specimen transportation. Additionally, we provide value-added services such as professional accompaniment and medical guidance. For facility equipment operation and maintenance, we deliver services to medical institutions focused on power quality assurance, environmental control, and equipment management.

物流園 Logistics parks

我們針對物流企業客戶需求，打造了物流園項目管理體系和業務標準。同時，在業務開展過程中，輔以定制化和精细化管理措施，幫助物流企業客戶提高效率，打造高滿意度的物流服務體驗。

We have developed a project management system and business standards specifically designed for logistics parks, catering to the requirements of logistics enterprises. In the process of business development, we have implemented customized and refined management measures to assist logistics business clients in enhancing efficiency and ensuring a high level of satisfaction in their logistics service experience.

商寫物業管理 Commercial property management

遠洋服務精耕中高端商寫服務，通過 20 餘載的商寫服務經驗，對商務運營及服務市場有著深刻理解。通過整合商寫服務資源、優化商寫服務場景，實現商寫品牌與能力量變”到“質變”的躍遷。本集團為商寫物業提供全景物業管理服務，包括前期介入規劃、諮詢顧問服務、物業管理及運營服務、FM 綜合設施管理的全流程專業服務。

Sino-Ocean Service focuses on mid-to-high-end commercial property services, capitalizing on over 20 years of experience in this sector to develop a deep understanding of business operations and service markets. Through the integration of commercial property service resources and optimization of service scenarios, we have successfully transitioned from focusing on quantity to emphasizing quality. We provide comprehensive property management services for commercial properties, including early-stage planning intervention, consulting services, property management and operation services, and comprehensive facilities management services.

We provide diversified attentive services. In addition to basic property management services, we provide additional commercial services such as food delivery and storage, mail handling, licensing agency, and conference services within 100 meters of the building. Aligned with international service standards, we have introduced the concept - "Four-season Service", which aims to enhance customer touchpoints by adjusting environmental temperature and decoration within the building to create a more pleasing atmosphere. This concept focuses on various dimensions including aesthetics, air quality, and soothing ambient sounds. In addition, we have also placed great importance on environmental protection in building operation management. Through the implementation of advanced energy control monitoring systems, we actively promote energy conservation and the utilization of renewable energy sources, thus fostering a greener and healthier office environment for property owners. During the reporting period, Sino-Ocean Service's commercial property services have been honored with 8 international certifications (3 BOMA, 3 LEED, and 2 WELL), 1 Golden Key Certification, 2 national certifications, and 1 municipal certification.

我們提供多元化的貼心服務，除了物業管理的基礎服務外，還在樓宇 100 米服務提供外賣寄放、郵務處理、證照代理、會議服務等貼心商業服務。我們與國際服務標準接軌，提出“四季服務”理念，通過樓宇內的環境溫度和氣氛裝飾的變化，從美妝美陳、空氣香氛、曼妙音效等多維度著手，提升客戶接觸點的服務品質。此外，我們高度重視樓宇運營管理的環保，通過能源管控監測系統平台推進節能改造與可再生能源使用，為業主創造更綠色健康的辦公環境。報告期內，遠洋服務商寫物業服務榮獲 8 項國際認證 (BOMA 3 項, LEED 3 項, WELL 2 項)，金鑰匙認證 1 項，國優認證 2 項，市優認證 1 項。

案例：遠洋服務亮相 2023 BOMA 行業年會 CASE STUDY: SINO-OCEAN SERVICE APPEARED AT THE BOMA 2023

2023 年 9 月，遠洋服務參加 2023 年 BOMA 中國（第十一屆）行業年會”。本次年會以“高質量運營重塑 ESG 與資產增值新時代”為主題，圍繞 ESG 與資產增值、招商租聘及運營品質進行深入探討。遠洋服務受邀參加並就寫字樓長效運營解決方案、資產增值保值解決方案內容進行展示，展現了遠洋服務在商業寫字樓物業服務領域的專業風範。

In September 2023, Sino-Ocean Service participated in the "2023 BOMA China (11th) Industry Annual Conference". The theme of this annual conference was "Reshaping the New Era of ESG and Asset Appreciation with High-Quality Operations", focusing on in-depth discussions regarding ESG and asset appreciation, investment and leasing, and operational quality. Sino-Ocean Service was invited to participate and demonstrate solutions for long-term office building operations and asset appreciation and preservation, to display its professional expertise in commercial property services.



▲ 商寫業務中心參加 BOMA 行業年會
The Commercial Properties Business Centre of Sino-Ocean Service attending the BOMA Annual Conference

關注客戶需求 FOCUSING ON CUSTOMER NEEDS

遠洋服務始終將客戶的服務需求放在第一位，並致力於滿足客戶的服務需求。在業務開展中，我們洞察客戶在日常生活中的真實需求，並深入推進精細服務，為業主提供專業的貼心服務與便捷的生活服務，讓業主無需為生活瑣事煩心，享受輕鬆自在的生活。

我們同樣關注業主在資產類增值服務上的需求。考慮到資產類交易的重要性，我們通過嚴謹和科學的方式洞察和了解客戶需求，並針對性地提供資產類服務解決客戶痛點，盡力保障客戶的需求及痛點得到解決。

Sino-Ocean Service always prioritizes fulfilling customer service needs. In our business operations, we observe the genuine needs of customers in their daily lives. We strive to enhance our services by offering professional and thoughtful assistance, as well as convenient living services to property owners. This approach ensures that our customers can enjoy a relaxed and comfortable life without being burdened by trivial matters.

We also pay attention to the needs of property owners in asset value-added services. Recognizing the importance of asset transactions, we meticulously observe and comprehend customer needs in a rigorous and scientific manner. We then provide targeted asset services to address specific customer pain points, ensuring that their needs and concerns are effectively met.

便民服務設施

Convenient service facilities

智能快遞櫃、電動自行車充電樁、電動汽車充電樁、直飲水機、智能便利櫃、自助洗車等

Electric bicycle charging stations, electric vehicle charging stations, direct drinking water dispensers, and smart convenience cabinets, etc.

便民活動

Convenience activities

清洗地墊、磨剪子、理髮、維修小家電等

Rug cleaning, scissor sharpening, haircuts, and small home appliance repairs, etc.

獨居老人

Elderly residents living alone

建立老人服務檔案並定期拜訪，日常生活所需，如代購、買藥等

Establishing service records for the elderly, regularly visiting them, and providing daily necessities such as shopping and purchasing medicine.

長期外出業主

Long-term absentee owners

提供寵物 / 植物代管服務，開窗通風等服務

Providing pet/plant care services, and window ventilation, etc.

遠洋服務洞察客戶需求舉措

MEASURES TAKEN BY SINO-OCEAN SERVICE TO UNDERSTAND CUSTOMER NEEDS



在美居業務上，針對老房裝修需求分散，家裝公司成本高的痛點，在個性化家裝服務的基礎上，通過篩選優質產品，為遠洋服務的業主提供套餐式的煥新服務，幫助業主更快、更便捷、更放心地完成房屋煥新。在房屋經紀業務上，我們為客戶提供內容全面的購房指導書，包括小區基本介紹、相關費用說明、好房推薦、歷史成交一覽表等內容，為客戶提供全面、真實的信息，堅持負責任營銷。

營造健康社區

BUILDING A HEALTHY COMMUNITY

在社區環境管理上，遠洋服務提出“歷久彌新”、“分貝控制”、“森林其境”的管理目標。在社區硬件上，通過專業管理以及自主開發的EBA智能化系統，整合設施運行、實現設備健康“診斷”，保持建築內設施處於良好狀態，讓家常住常新。在社區軟件上，關注園林景觀，通過宿根植物、草花、灌木、喬木組合，打造多層次園林景觀，做到四季有景、三季有花，通過色彩、氣味等搭配營造綠色療愈空間；我們更關注居住環境的健康舒適，在日常作業中關注聲音管理，配置靜音軟鞋底與對講耳機，同時對施工作業時間進行管控，通過靜音作業，給業主安靜美好的陪伴。

In the area of home improvement, to tackle the challenges of dispersed demand for old house renovations and the high costs associated with home decoration companies, Sino-Ocean Service provides package-style renovation services rooted in personalized home decoration services. Through the selection of premium-quality products, we assist homeowners under Sino-Ocean Service in completing house renovations swiftly, conveniently, and confidently. At housing brokerage meetings, we provide clients with comprehensive homebuying guides, including basic neighborhood introductions, explanations of costs, recommended properties, and a summary of historical transactions. This approach ensures that clients receive thorough and authentic information while adhering to responsible marketing practices.

In terms of community environment management, Sino-Ocean Service has proposed the management objective - “Renewing Continuously”, “Decibel Control”, and “Forest Atmosphere”. In terms of community hardware, through professional management and the independently developed EBA system, we have integrated facility operations, achieved equipment health “diagnosis”, and maintained the facilities within the building in good condition, ensuring that they remain fresh and new. In terms of community software, we have focused on landscaping by combining perennial plants, flowers, shrubs, and trees to create a multi-level garden landscape that offers scenic views and blossoms in three seasons. With colour and aroma combinations, we have created green therapeutic spaces. And we have paid greater attention to the health and comfort of the living environment, with a focus on sound management in daily operations. We have provided quiet companionship to homeowners by using soundproof soles and intercom headsets, and controlled construction operation times to ensure a quiet and pleasant environment for residents.

在社區氛圍上，遠洋服務通過“佳節歡聚”、“全齡社群”及“歡樂共享”拉進鄰裏關係，打造和睦社區。我們根據不同節日對社區進行氛圍裝飾，在園區的主出入口、景觀區域進行定制化燈光亮化與布景，營造溫馨美好佳節氛圍。我們組織了滿足老少同樂活動的睦鄰社、滿足愛寵業主的萌宠社以及滿足社區活動需求的悅活社，幫助同路知己建立美好鏈接，構建鄰裏親密關係。我們始終宣貫“幼有所樂、親子相伴、親睦友鄰、老有所享”的鄰裏文化，舉辦跳蚤市場、“星空影院”、“夏日全民大作戰”等多彩的社文活動，為業主提供歡樂共享的平台。

In terms of community atmosphere, Sino-Ocean Service fosters harmonious neighborhoods through “festive gatherings”, “inter-generational communities”, and “joyful sharing”. We decorated the community according to different festivals, customizing lighting and scenery at the main entrances and landscape areas to create a warm and festive atmosphere. We organized the Harmonious Neighborhood Community, hosting activities for all ages to enjoy together, the Cute Pets Community, catering to pet owners, and the Happy Life Community, providing community activities, to help like-minded neighbors establish good connections and build close relationships within the neighborhood. We have always promoted a culture of neighborliness where children enjoy activities, families bond, neighbors connect, and seniors find enjoyment. We hosted diverse cultural and social activities such as “Flea Markets”, “Outdoor Cinemas”, and “A Spree for All”, providing residents with platforms for joyful sharing.

遠洋服務重視“健康”，不僅是建築健康，更重要是業主健康。我們在日常運營中關注節能減排，通過優化運營方式、實施節能改造等手段，打造“低碳建築”，響應“雙碳”號召。我們為業主定期組織健康知識分享與體檢，並參加急救知識培訓、應急事件培訓，在緊急情況發生時為住戶及時疏通“生命通道”，守護業主及住戶生命安全。在此基礎上，我們倡導運動健康，在社區內規劃綠色有氧跑道，優化全齡健身設施，並開展健康知識講座、綠色低碳行動、遠洋益跑等活動，將健康文化融入日常生活。

Sino-Ocean Service prioritizes “health”, focusing not only on building health but more importantly on resident health. In our daily operations, we emphasize energy conservation and emission reduction, creating “low-carbon buildings” through optimized operational methods and energy-saving renovations in response to the call for “dual carbon”. We have regularly organized health knowledge sharing sessions and physical examinations for residents, participated in first aid and emergency training, and promptly cleared “life passages” for residents in emergencies to safeguard their lives. Building upon this foundation, we have been advocating physical fitness by planning green aerobic tracks within the community, optimizing multi-age fitness facilities, and conducting health knowledge lectures, green low-carbon initiatives, and Sino-Ocean Charity Runs, etc. to integrate a culture of health into daily life.



提升服務效能
ENHANCING SERVICE EFFICIENCY

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

Sino-Ocean Service constantly promotes advancements in standardized, automated, digital, and intelligent management technology. By adopting an end-to-end customer service model comprised of owner application, property management software as a service (SAAS) system, and system integration, the Company establishes smart communities and elevates the quality of customer service.

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

Sino-Ocean Service constantly optimizes our community resource management system and electronic building automation system (EBA System), while also upgrading our digital and intelligent service framework. In response to the increasingly diverse needs of our customers, the Company manages online projects and visualizes data management through the community resource management system. Leveraging the EBA System, we offer specialized customer services across three sectors: operations, community, and owners. Through an integrated intelligent community management platform, we provide convenience to owners, residents, and customers, creating a safe, comfortable, and convenient smart living community. Here, individuals derive happiness from a better life facilitated by technology.

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

The application of digital and intelligent services allows us to provide services more seamlessly. We harness cutting-edge technologies, including the Internet of Things and cloud computing, to develop platforms such as “Yi Butler”, “Yi Life” and EBA System. With a dedicated operation and maintenance team, we ensure the security of our digital and intelligent customer service systems and provide ongoing support to guarantee the quality of life for owners and residents. Furthermore, continuously optimize and upgrade our digital and intelligent systems to cater to the increasingly diverse needs of our customers and enhance the overall digital and intelligence levels of our communities.



<p>億管家 Yi Butler</p>	<p>實現內外部協同管理的平台，及時、高效地了解客戶需求變化，以便為業主及住戶提供迅速的回饋機制；2023年，遠洋服務對億管家收費系統進行了升級，提升了平台工作效率和業主的使用體驗。</p> <p>It is a platform that achieves internal and external collaborative management, and can promptly and efficiently understand changes in customer demands, in order to provide a rapid feedback mechanism for owners and residents. In 2023, Sino-Ocean Service upgraded the Yi Butler charging system, enhancing platform efficiency and user experience.</p>
<p>億家生活 Yi Life</p>	<p>為業主及住戶訪問及使用公司服務，包括一站式小區生活服務的綜合服務平台。</p> <p>It serves as a comprehensive service platform for owners and residents to access and use company services, including one-stop community services.</p>
<p>EBA</p>	<p>實現設備的遠端監控，對社區內的設備及基礎設施進行智慧化管理，收集設備運行資訊，識別的異常資訊並通過億家修派單給員工，自動化分配和使用人力資源，高效管理園區內設施，實現智慧系統直接調配資源的高效化服務。</p> <p>It remotely monitors equipment and intelligently manages the equipment and infrastructure in the community. It collects information on equipment operation, identifies abnormalities, and assigns maintenance tasks via Yi Maintenance. It automatically allocates and utilizes human resources to efficiently manage the facilities in the community, enabling efficient services with direct allocation of resources by an intelligent system.</p>
<p>主數據 Master Data</p>	<p>實現企業客戶信息、產品信息、供應商信息等數據的集中管理，確保不同部門和系統間數據的一致性，從而更加準確和完整地進行數據質量管理、數據共享和集成以及數據安全和權限管理工作。更好地保證了數據質量和客戶隱私保護。</p> <p>It centralizes the management of business customer information, product information, and supplier information, etc., to ensure the consistency of data between different departments and systems, thereby enabling more accurate and complete data quality management, data sharing and integration, as well as data security and permission management. This better guarantees data quality and customer privacy protection.</p>

ENSURING CUSTOMER RIGHTS AND INTERESTS

保障客戶權益

遠洋服務全心全意保障每壹位客戶的權益，守護客戶安全與隱私，提高客戶滿意度。

Sino-Ocean Service wholeheartedly guarantees the rights and interests of every customer, protecting their safety and privacy, and enhancing customer satisfaction.

夯實安全管理

STRENGTHENING SAFETY MANAGEMENT

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

在公司運營上，遠洋服務以安全第一作為公司安全管理的核心與基礎，嚴格遵循《中華人民共和國安全生產法》《中華人民共和國消防法》《中華人民共和國道路交通安全法》等國家法律法規，並更新迭代《遠洋服務安全管理工作制度》等內部管理制度，成立安全管理委員會全面管理安全事務，確保公司的各項工作安全運行。報告期內，遠洋服務安委會結合“遠洋質造檢查軟件”數智化系統，通過項目自查、平台遠程評估等先進技術分類分級監管戶主及住戶的高頻重大安全風險隱患，應對並及時整改隨時可能出現的安全隱患。

2023年，我們在提升服務品質、升級安全管理措施以及保護業主安全、杜絕消防隱患方面，針對性升級了“全天守護”服務體系，全方位為業主提供多層次安全管理：

Sino-Ocean Service follows the guiding principles of “safety first, prevention-oriented, and comprehensive governance”, providing clear operational norms for property personnel. We emphasize the principles of accountability - “Whoever is in charge is responsible, and whoever is on duty is responsible”, and adopt a “people-oriented, education-oriented, and scientific management” approach. We conduct regular training sessions on fire, theft, explosion prevention, and emergency handling for property personnel, prioritizing the safety of our customers through continuous education and implementation of safety protocols.

In its operations, Sino-Ocean Service places safety as the core and foundation of its safety management. We strictly adhere to national laws and regulations such as the “Work Safety Law of the People’s Republic of China”, “Fire Control Law of the People’s Republic of China”, and “Road Traffic Safety Law of the People’s Republic of China”. We have continually updated and iterated internal management systems such as the “Sino-Ocean Service Safety Management Work System” and established a Safety Management Committee to comprehensively manage safety affairs, ensuring safe operations of all activities of the Company. During the reporting period, the Safety Committee of Sino-Ocean Service, in conjunction with the “Sino-Ocean Quality Inspection Software” intelligent system, applied advanced technologies such as project self-inspection and platform remote assessment to categorize and grade high-frequency and major safety risks and hazards for homeowners and residents., and addressed and promptly rectified potential safety hazards that could arise at any time.

In 2023, we made targeted upgrades to the “All-day Guardianship” service system to enhance service quality, upgrade safety management measures, and protect the safety of homeowners. These upgrades were specifically designed to eliminate fire hazards and provide comprehensive, multi-level security management for homeowners:



安全屏障: Security barricade:

多層次安全守護，24小時園區守護，多頻次園區巡查，配置特警級巡邏裝備，打造遠洋社區專屬“護衛隊”。人防+物防+技防相結合，配合全域紅外防入侵系統，實行“定亂線”與“多點式”巡邏相結合。

Multi-level security protection, 24-hour park surveillance, and frequent park patrols equipped with special police-grade patrol gear, to build an exclusive “Guardian Team” for Sino-Ocean communities; combining physical, human, and technical defenses, along with full coverage of infrared intrusion detection system, and the implementation a combination of “fixed disorder lines” and “multi-point” patrols.



風險預警: Risk alert:

未雨綢繆，應急有道，提升團隊應急能力，做到“迅速出警，使命必達”。護航安全分秒必爭，火警3分鐘內攜帶應急包趕到現場，周界報警5分鐘內趕到現場，中控人員15分鐘內識別被遮擋攝像頭。

Prepare in advance with a clear plan for emergencies to enhance team emergency response capabilities, ensuring “swift response and mission completion”; every second counts for safety, when the fire alarm goes off, personnel should arrive at the scene within 3 minutes carrying emergency kits. Similarly, personnel should respond within 5 minutes when the perimeter alarms are triggered, and control personnel should identify blocked cameras within 15 minutes.



陽光駕駛: Sunshine driving:

針對車輛管理，對車行動線進行拆解，在出入口、坡道、人行道、拐彎處等多點位進行安全管控，將人行與車行進行區隔。

For vehicle management, we analyzed vehicle routes and implemented safety measures at various points such as entrances, ramps, sidewalks, and turns to ensure the separation of pedestrian and vehicle traffic.



兒童安全: Child safety:

秩序門崗對單獨外出的兒童進行詢問、確認。

Gatekeepers are instructed to inquire about and confirm the identity of children who are unaccompanied when leaving.



健康衛士: Health guardian:

“綠色”守護，為健康加碼。遠洋服務關注園區綠色健康，通過環保藥劑的使用，守護環境安全，重點區域消殺，減少病毒細菌傳播，守護健康安全。

Enhancing health with “green” protection. Sino-Ocean Service focuses on green and healthy parks, safeguarding environmental safety through the use of eco-friendly agents, targeted area disinfection, reducing the spread of viruses and bacteria, and safeguarding health and safety.

遠洋服務安全管理細節
SINO-OCEAN SERVICE SAFETY MANAGEMENT DETAILS

1.

出入口設 24 小時專人值班。嚴格執行門崗“攔、問、測、記、報”的“五字管控法”標準，嚴格管控外來人員，落實登記制度。

Entrance and exit points are staffed with personnel on duty 24 hours a day. Strictly adhere to the “five-word control method” standard at gate posts, which includes “stop, question, measure, record, and report”, to strictly control external personnel, and implement a registration system.



2.

門崗配置各類防爆物資包及便民設施，包括防暴物資櫃、防暴盾、防暴叉、防刺背心、防割手套、強光手電、防暴噴霧等，保障危急情況下業主安全。

Gate posts are equipped with various types of explosion-proof equipment and convenience facilities, including riot gear cabinets, riot shields, riot forks, stab-proof vests, cut-resistant gloves, high-intensity flashlights, and riot sprays, to ensure the safety of homeowners in critical situations.



3.

為加強巡邏有效性，降低巡邏軌跡固定化帶來的風險，遠洋服務制定四套巡邏管理方案，每季度更換一套。巡邏人員採用耳聽、鼻嗅、眼觀方式每 2 小時巡視 1 次園區周界系統、門禁系統、設備設施，發現有異常情況及時進行處理，發現可疑人員進行驅離。

To enhance the effectiveness of patrols and reduce the risks associated with fixed patrol routes, Sino-Ocean Service has developed four sets of patrol management plans, with one set changed every quarter. Patrol personnel conduct inspections of the perimeter system, access control system, and facilities every two hours using listening, smelling, and visual observation methods. Any abnormalities are promptly addressed, and suspicious individuals are removed.



4.

制定 24 項突發事件應急預案，定期組織人員進行演練。每年 6 月、11 月進行 2 次消防應急演練，設置天氣預警人員針對惡劣天氣情況實時預警，每年 4-5 月份開展防汛應急演練。每年開展 1 次電梯困人應急演練等。

24 emergency response plans have been developed for sudden incidents and drills have been conducted on a regular basis. Emergency fire drills are held twice a year in June and November, with weather warning personnel providing real-time alerts for severe weather conditions. Flood control emergency drills are held in April and May. An annual emergency drill is held for elevator entrapment on an annual basis.



火災預警 Fire warning

1. 發生火災報警巡邏人員 3 分鐘內攜帶消防應急包到達現場處理，對報警周邊 10 米範圍進行檢查。
2. 初起小火使用滅火器材即時撲滅。
3. 火勢較大時啟動項目消防應急預案，並由第一責任人撥打 119 報警電話請求支援，期間義務消防隊緊急集合到場控制火勢，疏散人員。

1. Personnel conducting patrols arrive at the scene within 3 minutes of a fire alarm, carrying firefighting emergency kits and inspecting the surrounding area within a 10-meter radius of the alarm.
2. Extinguishing small fires immediately using fire extinguishing equipment.
3. Immediately initiate the project fire emergency plan for larger fires, and the first responsible person calls 119 for support, while volunteer fire brigade members urgently gather to control the fire and evacuate people.

防汛、防洪 Flood prevention and control

1. 設置天氣預警員，專人預警。
2. 每年 4-5 月前完成對樓頂排水設施、園區雨水井、地下空間污水泵巡視檢查，確保能夠正常使用。
3. 每年 4-5 月份開展全員參與的防汛實戰演練。
4. 每年汛期設置專用防汛物資庫房，物資數量與台賬匹配，設置責任人專人管理。
5. 車庫出入口配備足量擋水板或防汛沙袋，擋水板高度不低於 60cm，沙袋儲備保障堆碼最高不低於 30cm。

1. Set up weather warning officers for specialized weather warnings.
2. Complete inspections of rooftop drainage facilities, park rainwater wells, and underground sewage pumps before April-May each year to ensure they are functioning properly.
3. Conduct flood control drills involving all staff members from April to May each year.
4. Set up dedicated flood control material warehouses during the flood season, matching the quantity of materials with the inventory, and assigning dedicated personnel for management.
5. Equip the garage entrance with sufficient flood barriers or flood bags, with a barrier height of no less than 60cm and a maximum stack height of flood bags not less than 30cm.



5.

根據閉路監控鏡頭監控區域的重要程度，建立一般鏡頭和關鍵鏡頭清單，24 小時實時監控。遮蔽攝像鏡頭 15 分鐘，中控室監控崗位能及時發現。通過密切監視出入管理服務區域人員情況，發現可疑人員及時通知就近崗位人員監視和處理，並跟蹤處理結果。

Based on the importance of monitored areas captured by CCTV cameras, a list of general and critical camera locations is established for 24-hour real-time monitoring. If a camera is obscured, the control room monitoring station can promptly detect it within 15 minutes. By closely monitoring the personnel in the service area of the access management, suspicious individuals are promptly reported to nearby personnel for monitoring and handling, and the results are tracked and followed up.

6.

每天對裝修現場進行安全檢查，每周開展園區安全檢查，每月對消防設備設施進行覆蓋式檢查，檢查問題 100% 落實整改。

Safety inspections are carried out at construction sites on a daily basis, safety inspections in the park on a weekly basis, and comprehensive inspections of firefighting equipment and facilities on a monthly basis, to ensure 100% rectification of identified issues.



案例：安委會開展“119消防月”專題活動

CASE STUDY: SAFETY COMMITTEE STAGED A SPECIAL EVENT FOR THE “MONTH OF FIRE PREVENTION 119”

2023年11月，遠洋服務安委會號召各單位開展“119消防月”專題動員會，落實安全生產工作，保障各單位轄區項目園區安全運營。

各單位積極分享交流，並在各單位現場積極圍繞“119消防月”隱患專項排查，應急預案專項演練、高頻重大風險隱患快速推進整改，確保活動開展的有效性。

In November 2023, the Safety Committee of Sino-Ocean Service called on various departments to hold a special event for the “Month of Fire Prevention 119”, to implement safety production and ensure the safe operations of project parks in each department’s jurisdiction.

Each department shared and exchanged experiences, and conducted special inspections for fire hazards, emergency plan drills, and expedited rectification of high-frequency and major risk hazards, to ensure the effectiveness of the event.



案例：安全生產月主題培訓

CASE STUDY: TRAINING FOR THE “SAFETY PRODUCTION MONTH”

2023年6月，遠洋服務根據國務院安委會要求開展安全生產月專題活動，各單位平台的安全負責人、督導轄區項目的安全生產管理人員共同參與安全主題培訓與宣講。會後，各單位開展安全生產月專題會，由各單位根據自身業務情況擬定專題培訓課件，培養安全專業培訓導師，開展安全管理經驗分享，實現安全重點管控。截至2023年12月31日，遠洋服務全國在管項目共計321個且均開展安全主題培訓及落實宣傳工作，管理人員參與共計424名。

In June 2023, Sino-Ocean Service conducted special activities for the “Safety Production Month” in accordance with the requirements of the Safety Committee of the State Council. Safety managers from various departments and safe production management personnel overseeing projects participated in safety-themed training and lectures. Afterwards, each department held special sessions, during which they developed training materials tailored to their own business situations, trained professional trainers, shared experiences in safety management, and implemented key safety controls. As of December 31, 2023, Sino-Ocean Service had 321 projects nationwide under management, all of which conducted safety-themed training and implemented publicity efforts, with 424 management personnel participating.



遠洋服務重點關注安全風險管理，公司更新迭代《安全委員會管理辦法》《遠洋服務安全危險源辨識工作指引》《重點信息上報安全工作指引》等內部制度，不斷完善安全風險管理體系，最大限度地降低公司的安全隱患，預防安全事故的發生。遠洋服務通過風險管理工作，護航業主及住戶的生活安全，打造安全舒適的居住環境。2023年，遠洋服務進行危險隱患排查整改累計16次，安全宣傳提示累計36次，救援應急預案演練累計121次。

Sino-Ocean Service focuses on safety risk management. The Company has continuously updated internal regulations such as the “Safety Committee Management Measures”, “Sino-Ocean Service Hazard Identification Work Guidelines”, and “Key Information Reporting Safety Work Guidelines” to improve the safety risk management system and minimize safety hazards, thereby preventing safety accidents. With risk management efforts, Sino-Ocean Service ensures the safety of homeowners and residents, creating a safe and comfortable living environment. In 2023, Sino-Ocean Service conducted 16 rounds of inspections and rectifications for hazardous hidden dangers, 36 instances of safety publicity and reminders, and 121 emergency rescue drills.

排查安全隱患 Inspection of safety hazards	開展對所屬各單位的安全管理隨機巡檢，宣導公司內部協同合作，共同查找隱患、及時整改銷項，確保整改率100%；	Conduct random inspections of safety management in various departments, advocate internal cooperation within the Company, and jointly identify hazards and promptly rectify and eliminate them, to ensuring a 100% rectification rate.
安全風險台賬管理 Safety risk ledger management	針對運營管理薄弱環節，管理重要部位痕跡、防範安全設備設施運行故障，保障高危作業安全，並制定月度安全風險雙控管理台賬。	Target weak points in operational management, manage important areas, prevent failures of safety equipment and facilities, ensure the safety of high-risk operations, and develop monthly safety risk dual-control management ledgers.
整改安全隱患 Rectification of safety hazards	按照“四不放過”原則落實安全隱患整改工作，即：核實隱患原因不放過、落實整改和預防措施不放過、教育責任者和群眾不放過、處罰責任者不放過；	Implement the “four no excuses” principle in rectifying safety hazards, including: no excuses on verification of the causes of hazards, the implementation of rectification and preventive measures, educating responsible parties and the public, and the punishing responsible parties.

提升客戶滿意度 ELEVATING CUSTOMER SATISFACTION

聆聽客戶聲音 LISTENING TO CUSTOMERS

遠洋服務不斷提高客戶服務標準，加強與客戶溝通，積極應對客戶投訴。公司借助“管家”服務平台，採取線上線下結合的方式快速響應客戶需求。客戶線上可通過億家生活APP、400客戶、項目服務前台電話、微信客戶端等方式快速聯絡管家，線下可直接前往物業中心進行溝通。

Sino-Ocean Service has continuously elevated its customer service standards by bolstering communication channels with customers and promptly addressing their concerns. Utilizing the “Butler” service platform, we employ a combination of online and offline methods to swiftly attend to customer needs. Customers can reach out to their butlers quickly through various channels, including the Yi Life app, 400 customer service hotline, project service front desk phone numbers, and WeChat. Offline communication can also be conducted by visiting the property center directly.

公司通過社區活動、入戶拜訪、項目經理接待日等面對面溝通方式，結合億家生活APP、遠洋全國客戶服務熱線、微信、短信/彩信通知發布平台、通知欄、公示欄等媒介打開客戶溝通渠道，對戶主的關鍵訴求展開電話訪談和面談，定向化了解業主及住戶需求以實施改進方案。同時，公司開設管家熱線，設置100%暢通率的要求，如未及時接通，須在30分鐘內完成回撥。管家休息期間預備替班管家負責接聽，並公示夜間值班電話。2023年，公司未收到來自客戶對公司營運或商業信譽造成重大不利影響的投訴。

The Company has applied various face-to-face communication methods such as community events, home visits, and project manager reception days, and combined mediums such as the Yi Life app, Sino-Ocean Service’s national customer service hotline, WeChat, SMS/MMS notification platforms, notice boards, and public bulletin boards to open communication channels with customers. We have conducted telephone interviews and face-to-face discussions to address key concerns of homeowners, allowing for a targeted understanding of their needs and the implementation of improvement plans. In the meantime, the Company has set up a Butler Hotline with a requirement for a 100% connection rate; any unanswered calls must be returned within 30 minutes. We have designated backup butlers to cover during rest periods, and posted night shift contact numbers publicly. In 2023, the Company did not receive any complaints from customers that significantly impacted its operations or commercial reputation.

投訴處理 RESPONDING TO COMPLAINTS

遠洋服務積極面對客戶投訴，制定項目客服經理協同處理的應對流程。公司根據投訴的性質和嚴重性，創建日誌記錄投訴內容，以便問題回饋與風險評估。公司物業管理團隊必要時前往客戶所在物業，回訪業主，詢問業戶滿意程度、密切關注業戶訴求。公司項目管理團隊定期審查，編制月度分析報告，召開研討投訴分析會，落實整改工作並實施風險監控，並對重大威脅安全事件第一時間預警，落實業主利益保護。2023年，公司收到有效投訴1523單，較去年大幅下降，投訴解決率100%。投訴問題集中表現在停車場系統問題，針對該問題，公司對停車場管理系統進行了全面升級，得到了較好的用戶反饋。

Sino-Ocean Service manages customer complaints through established response procedures led by project customer service managers. We document complaint details in a log based on the nature and severity of each issue to provide feedback and assess risks. When necessary, our property management team visits customers' properties, follows up on complaints, and gauges customer satisfaction, closely monitoring their needs. Our project management team regularly reviews and compiles monthly analysis reports, hosts complaint analysis seminars, implements corrective actions, and monitors risks. We also promptly alert stakeholders to major security incidents, safeguarding homeowners' interests. In 2023, we received 1,523 valid complaints, marking a significant decrease from the previous year, with a 100% resolution rate. These complaints mainly revolved around parking system issues. To address this, we conducted a comprehensive upgrade of the parking management system, which garnered positive feedback from users.

關注客戶滿意度 FOCUSING ON CUSTOMER SATISFACTION

遠洋服務關注業主對服務的感知及感受，將第三方滿意度調研作為每年的重點工作之一，深入了解客戶最真實的反饋。通過億管家系統，公司的客服人員會分析總結業主關注點和問題集中項，根據調研結果不斷調整服務細節，以提升服務品質。報告期內，遠洋服務多次開展客戶滿意度調查，定期監督客戶滿意度調查結果。2023年用戶整體滿意度達到86%，在同行業處於中高位水平。

Sino-Ocean Service prioritizes homeowners' experiences regarding our services, making third-party satisfaction surveys a key annual undertaking to gain genuine feedback from customers. Using the Yi Butler system, our service personnel can analyze and summarize homeowners' concerns and focal points, enabling us to tailor service details based on survey findings to improve service quality. Throughout the reporting period, we conducted numerous customer satisfaction surveys and consistently monitored the results. In 2023, overall user satisfaction reached 86%, positioning us at a high level within the industry.

強化隱私保護 INCREASING PRIVACY PROTECTION

遠洋服務嚴格遵守《中華人民共和國網絡安全法》《中華人民共和國個人資訊保護法》等法律法規，制定《客戶資訊檔案管理作業指導書》加強客戶資訊保護，實現客戶資訊體系的規範化管理。目前公司已通過ISO/IEC 27001:2013信息安全管理体系認證。

遠洋服務從細節處保護業主隱私安全，制定“隱私政策”條款，對客戶資料訪問和使用權限設置嚴格的授權限制，採取許可權申請和訪問的雙重記錄模式監控訪問資料，並通過“阿裏雲伺服器”進行存儲，強化客戶隱私保護機制的可信賴性。同時，我們協助業主進行快遞單隱私信息清除，以及對訪客進行嚴格核實、登記，維護客戶私域真空，保障客戶信息及隱私安全。

2023年，遠洋服務未發生任何使用者隱私資料泄露、資料丟失、系統遭非法訪問事件，全年系統無故障率99%。報告期內，公司未發生涉及客戶隱私泄露的負面輿情或舉報。

Sino-Ocean Service strictly follows relevant laws and regulations, such as the “Cybersecurity Law of the People's Republic of China” and the “Personal Information Protection Law of the People's Republic of China”. We have formulated the “Operational Guidelines on the Management of Customer Information Files” to bolster the protection of customer information and ensure standardized management of our customer information system. Additionally, the Company has obtained ISO/IEC 27001:2013 certification for information security management systems.

Sino-Ocean Service protects homeowners' privacy and security meticulously by establishing provisions for a “privacy policy”. We enforce strict authorization restrictions for accessing and utilizing customer data. To monitor data access, we have implemented a dual-record mode for permission application and access. Furthermore, we store data using “Alibaba Cloud Servers” to bolster the reliability of our customer privacy protection mechanism. Concurrently, we assist homeowners in removing private information from express receipts and rigorously verify and register visitors to uphold homeowners' privacy and ensure the security of customer information.

In 2023, Sino-Ocean Service experienced no incidents of user privacy data leakage, data loss, or unauthorized system access. The system maintained a faultless rate of 99% throughout the year. Moreover, during the reporting period, the Company did not encounter any negative public opinion or reports regarding breaches of customer privacy.

知識產權保護 PROTECTING INTELLECTUAL PROPERTY RIGHTS

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

Sino-Ocean Service strictly abides by all applicable laws and regulations, encompassing the “Copyright Law of the People's Republic of China”, “Trademark Law of the People's Republic of China”, “Patent Law of the People's Republic of China”, and “Civil Code of the People's Republic of China”. We have developed internal policies such as the “Ocean Homeplus Notice on Regulating Promotional Contents” to refine our intellectual property management system and fortify intellectual property protection. Additionally, Sino-Ocean Service has instituted the “Intellectual Property Management Regulations” to govern the registration, usage, and safeguarding of trademarks, software, and other intellectual property rights, including patents, copyrights, and design rights. These measures serve to enhance awareness of intellectual property protection among the Company and its employees.



COLLABORATING FOR WIN-WIN PROGRESS

攜手合作共贏

遠洋服務嚴格遵守《中華人民共和國招標投標法》，堅持公正、公平的招採原則，杜絕一切採用偽造、冒用、發布虛假諮詢等不正當手段從事市場交易、損害對手利益的行為，積極推進責任採購和綠色採購。

Sino-Ocean Service strictly adheres to the "Tendering and Bidding Law of the People's Republic of China", upholding the principles of fairness and impartiality in procurement. We prohibit all actions that involve improper engagement in market transactions and detrimentally affect the interests of competitors, such as forgery, impersonation, and the dissemination of false information. Additionally, we advocate for responsible and green procurement practices.

公司成立採購委員會負責採購過程中的各項事宜，通過制定《採購計劃管理制度》《招標採購管理制度》《供應商管理制度》《供應商考評辦法》等一系列內部制度，對供應商分類、入庫考察、定期評價等相關內容進行了詳細的規定。公司要求所有供應商必須遵守《供應商管理制度》相關規定。

The Company has established a Procurement Committee tasked with overseeing various aspects of the procurement process. We have developed several internal systems, including the "Procurement Plan Management System", "Tendering and Procurement Management System", "Supplier Management System", and "Supplier Evaluation Method", to facilitate detailed provisions for supplier classification, entry inspection, and regular evaluation. Sino-Ocean Service mandates that all suppliers adhere to the relevant provisions outlined in the "Supplier Management System".

採購委員會職能:	Functions of the Procurement Committee:
1. 負責規範遠洋服務招標採購機制，明確招標採購過程中的職責；	1. Standardizing the tendering and procurement mechanism of Sino-Ocean Service, and clarifying the responsibilities during the tendering and procurement process;
2. 負責招標採購模式的研究及應用；	2. Managing the research and application of tendering and procurement models;
3. 負責採購的過程管控、風險管控；	3. Managing process control and risk management during procurement.
4. 負責採購供應商的選定、管理、評價及監督；	4. Managing selection, management, evaluation, and supervision of procurement suppliers.

截至 2023 年 12 月 31 日，公司供應商累計共有 742 家，具體分布情況如下：

As of December 31, 2023, the Company had 742 suppliers, distributed as follows:



供應商分級管理

SUPPLIER GRADING MANAGEMENT

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

Sino-Ocean Service implements supplier grading management and maintains a supplier restriction list. At the end of each year, the Company conducts supplier grading based on the results of the annual evaluation. We categorize suppliers as strategic, excellent, compliant, or non-compliant suppliers. In the case of non-compliant suppliers, we compile a list of restricted suppliers and stipulate that they cannot enter the supplier pool for five years.

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

Sino-Ocean has established a three-level quality control system and internal subcontractor evaluation system to construct a quality monitoring framework. We conduct regular inspections and spot checks on our own properties according to quality standards and regularly monitor and evaluate subcontractors. Moreover, we consistently assess subcontractors' performance. If a subcontractor does not meet the stipulated agreement standards, falls short in annual performance evaluations, or fails to achieve customer satisfaction levels, we take decisive action by terminating their contracts. Such subcontractors are also precluded from future engagements with the Company.

供應商定期評價

REGULAR SUPPLIER EVALUATION

遠洋服務對核心供應商開展月度、季度、年度考評，對供應商履約情況、商業道德、職業健康源泉、員工權益、環境保護等多個維度進行評價，對涉及違規行為的供應商進行約談並要求及時整改。約談後公司會根據約談記錄表進行整改結果評估，若違規行為仍存在，公司會結合履約考評對供應商進行扣款或解除合同。

Sino-Ocean Service conducts monthly, quarterly, and annual evaluations of core suppliers, assessing them based on performance, business ethics, occupational health and safety, employee rights and interests, and environmental protection. If suppliers are found to be in violation of regulations, they are interviewed and promptly required to rectify the issues. Following the interview, the Company assesses the results of the rectification based on the interview records. If violations persist, the Company may impose penalties or terminate their contracts based on performance evaluations.

開展陽光採購

TRANSPARENT PROCUREMENT

遠洋服務堅持陽光採購，採購過程中堅持公平、公正、透明的原則，堅決抵制不正當競爭。公司招採過程嚴格按照制度體系要求開展，在招採過程中保證三方以上共同參與，共同評估決策，同時進行過程監督和整體合規性把關。公司大力推動招採電子化，推動每一個過程和動作都受到監督，使招採過程進一步透明化、合規化，降低人為操作的空間。2023 年，公司繼續要求所有供應商在簽署合同時必須簽訂《廉潔自律承諾書》，要求供應商在職業健康、商業道德等方面作出承諾。

Sino-Ocean Service upholds transparent procurement practices, adhering to the principles of fairness, impartiality, and transparency while strongly opposing unfair competition. In compliance with our institutional guidelines, we ensure the involvement of at least three parties in every bidding process, promoting collective decision-making and oversight to uphold the integrity of our procurement activities. Sino-Ocean Service actively promotes digital procurement to monitor every process and action, thereby enhancing transparency and compliance while reducing opportunities for human manipulation in the procurement process. In 2023, the Company continued to require all suppliers to sign a "Commitment to Integrity and Self-discipline" when signing contracts, requiring suppliers to commit to standards regarding occupational health and business ethics.

供應商 ESG 風險管理

SUPPLIER ESG RISK MANAGEMENT

遠洋服務將供應商的 ESG 管理納入風險識別的範圍，要求供應商提供質量體系、環境體系、職業健康安全體系等體系認證，通過現場考察、資格審查等方式優選供應商，從源頭規避供應商 ESG 風險。在選擇供應商時，公司踐行綠色採購的理念，充分考慮供應商的環保水平，優先選擇環境友好、能耗低的供應商。

Sino-Ocean Service has incorporated supplier ESG management into its risk identification scope, requiring suppliers to provide certifications for quality, environmental, as well as occupational health and safety systems, etc. Through methods such as on-site inspections and qualification assessments, we meticulously choose suppliers to minimize ESG risks from the source. When selecting suppliers, we embrace the principles of green procurement by evaluating the environmental practices of our suppliers. We give preference to those who demonstrate a commitment to environmental sustainability and the use of low-energy processes.



低碳堅守 構築綠色運營環境

LOW-CARBON COMMITMENT, BUILDING A GREEN OPERATING ENVIRONMENT

- 55 響應“雙碳”目標
Responding to the “Dual Carbon” Goal
- 55 深耕綠色運營
Developing Green Operations
- 62 應對氣候變化
Tackling Climate Change



保護生態環境，應對氣候變化，節約能源資源，是全球面臨的共同挑戰。遠洋服務秉承綠色發展理念，主動識別與應對氣候風險，逐步強化環境管理體系，建立健全環境管理機制，切實將低碳減排融入日常運營的各個方面。通過提高資源利用效率，降低污染物環境影響，加強生態環境建設，持續提升可持續發展水平。

Protecting the environment, tackling climate change, and conserving energy and resources are shared global challenges. Sino-Ocean Service, adhering to the principles of green development, has actively identified and addressed climate risks. We have progressively strengthened our environmental management system to incorporate low-carbon development and emissions reduction into various aspects of our daily operations. By improving resource utilization efficiency, we have contributed to reducing the environmental impact of pollutants, fostering a healthier environment, and advancing sustainable development goals.

RESPONDING TO THE “DUAL CARBON” GOAL

響應“雙碳”目標

遠洋服務嚴格遵守《中華人民共和國環境保護法》、《中華人民共和國大氣污染防治法》、《中華人民共和國水污染防治法》、《中華人民共和國固體廢棄物污染防治法》、《中華人民共和國環境噪聲污染防治法》等各項環保法律法規，在內部針對各項排放和資源使用制定指導細則，健全環境管理體系，推動各子公司及項目公司獲得 ISO 14001 環境管理體系認證，充分衡量並持續減少自身運營對環境影響，系統化提升自身的環境績效表現，努力實現與自然環境的和諧共生。報告期內，本公司未因環保管理原因發生環境處罰事件。

Sino-Ocean Service strictly complies with various environmental protection laws and regulations such as the “Environmental Protection Law of the People’s Republic of China”, “Law of the People’s Republic of China on the Prevention and Control of Atmospheric Pollution”, “Law of the People’s Republic of China on the Prevention and Control of Water Pollution”, “Law of the People’s Republic of China on the Prevention and Control of Solid Waste Pollution”, and “Law of the People’s Republic of China on the Prevention and Control of Environmental Noise Pollution”. Internally, we have formulated guiding regulations for emissions and resource utilization and have enhanced our environmental management system. We have also encouraged our subsidiaries and project companies to obtain ISO 14001 environmental management system certification. Additionally, we have assessed and mitigated the environmental impact of our own operations and systematically enhanced our environmental performance, aiming to achieve harmonious coexistence with the natural environment. During the reporting period, the Company did not incur any environmental penalties due to environmental management reasons.

DEVELOPING GREEN OPERATIONS

深耕綠色運營

遠洋服務踐行綠色營運的理念，不斷完善環境管理體系，全面加強能源管理、資源管理、及廢棄物管理，提升資源利用效率，探尋低碳轉型道路，實現與環境和諧相處。

Sino-Ocean Service is committed to green operations and has continuously enhanced its environmental management system. We have comprehensively strengthened energy, resource, and waste management processes, thereby increasing resource utilization efficiency. Additionally, we are actively exploring the path of low-carbon transformation, aiming to achieve harmonious coexistence with the environment.

排放物管理 EMISSIONS MANAGEMENT

遠洋服務的主營業務決定其涉及排放物主要為廢氣、廢水、噪聲。2023 年，公司遵循相關法律法規，優化更新內部管理規定及各項作業指導書，並針對不同的排放類型優化減排措施，確保將排放要求貫徹施工建設、運營維護等各環節中。

The primary emissions of Sino-Ocean Service stem from exhaust gas, wastewater, and noise due to its business nature. In 2023, the Company diligently adhered to relevant laws and regulations. We optimized and updated internal management regulations and various operational guides while enhancing emission reduction measures tailored to different types of emissions. This approach ensured that emission requirements were effectively implemented across construction, operation, and maintenance processes.

排放類型 Types of emissions	指導文件 Guidance documents	減排措施 Emission reduction measures
廢氣 Exhaust gas	<p>法律法規 National laws and regulations 《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”</p> <p>內部制度 Internal regulations 《寫字樓及商業中央空調運行規定》 《電梯設備維護作業指導書》 《安防系統維護作業指導書》 《高低壓配電設備維護作業指導書》 《消防系統維護作業指導書》</p> <p>“Regulations for the Operations of Office Buildings and Commercial Central Air Conditioning” “Manual for Elevator Equipment Maintenance” “Manual for Security System Maintenance” “Manual for High and Low Voltage Distribution Equipment Maintenance” “Manual for Fire System Maintenance”</p>	<ul style="list-style-type: none"> 定期對相關設備進行檢查和維護。包括但不限於鍋爐、發電機、空調系統和其他可能產生廢氣的設備。通過定期檢查，及時發現並修復設備故障，減少廢氣排放。 裝修現場規範圍擋減少揚塵與噴塗氣體外散。 Regular inspection and maintenance of relevant equipment, including but not limited to boilers, generators, air conditioning systems, and other equipment that may emit exhaust gas. Through regular inspections, promptly identify and repair equipment failures to reduce exhaust gas emissions. Standardize the scope of construction site barriers to reduce dust and spray gas dispersion.
廢水 Wastewater	<p>法律法規 National laws and regulations 《中華人民共和國水污染防治法》 《排汙許可管理條例》</p> <p>“Law of the People’s Republic of China on the Prevention and Control of Water Pollution”</p> <p>“Regulations on the Management of Pollutant Discharge Permission”</p> <p>內部制度 Internal regulations 《共用設施維護作業指導書》 《節能降耗管理規範》 《給排水系統維護作業指導書》</p> <p>“Manual for Maintenance of Common Facilities”</p> <p>“Regulations on Management of Energy Conservation and Consumption Reduction”</p> <p>“Manual for Water Supply and Drainage System Maintenance”</p>	<ul style="list-style-type: none"> 定期對廢水處理設備進行檢查和維護，確保正常運行和有效處理，防止因設備故障導致廢水處理效果不佳。 利用景觀水系再利用澆灌綠地。 自建中水泵房，收集並處理生活水、雨水，再利用至綠化澆灌、道路沖洗、家庭坐便器沖洗等。 Regular inspection and maintenance of wastewater treatment equipment to ensure normal operation and effective treatment, preventing poor wastewater treatment due to equipment failures. Reuse landscape water systems for green space irrigation. Construct a dedicated reclaimed water pumping station to collect and treat domestic water and rainwater for reuse in irrigation, road washing, and household toilet flushing, etc.
噪音 Noise	<p>法律法規 National laws and regulations 《中華人民共和國環境噪聲污染防治法》 “Law of the People’s Republic of China on the Prevention and Control of Environmental Pollution”</p> <p>內部制度 Internal regulations 《住宅裝飾裝修管理作業指導書》 《寵物管理作業指導書》 《設備房標準化指導書》</p> <p>“Manual for Management of Residential Decoration and Renovation” “Manual for Pet Management”</p> <p>“Manual for Standardized Operations of Equipment Rooms”</p>	<ul style="list-style-type: none"> 科學規劃施工時間；合理安排施工工序。 機房設置隔音牆、隔音門、隔音窗等，以減少噪音的傳播。 要求公共區域使用擴音器等高噪音設備，必須事先獲得相關部門的批准，並遵守規定的噪音標準。 Reasonably plan construction schedules and arrange construction processes. Install soundproof walls, doors, and windows in equipment rooms to reduce noise transmission. Require prior approval from relevant departments and compliance with specified noise standards for the use of noisy equipment such as amplifiers in public areas.

廢棄物管理 WASTE MANAGEMENT

遠洋服務嚴格遵循國家及行業的相關法律法規對經營過程中產生的廢棄物進行管理。本公司固體廢棄物涉及有害廢棄物和無害廢棄物。無害廢棄物主要有木質材料垃圾、混凝土、金屬類垃圾、廢棄砂漿等，有害廢棄物主要有廢油漆和油漆容器、廢棄的防水塗料、過剩的木材防腐劑、醫療廢棄物等。

2023年，公司修訂體系文件《垃圾消納管理作業指導書》，要求有害及無害廢棄物均需達到無害化轉移率100%，並與專業服務供方簽訂《生活垃圾清運合同》，《廚餘垃圾清運合同》，《建築垃圾清運合同》規範各類廢棄物的處理及清運。對於有害廢棄物，我們集中分類收集後統一交給第三方專業處置公司處理。對於無害廢棄物，我們遵循減量化、資源化原則分類處理，以期盡量減少對環境的影響。報告期內，遠洋服務獲得垃圾分類服務能力十星級認證。

Sino-Ocean Service strictly follows relevant national and industrial laws and regulations for the management of waste generated during its operations. The Company's solid waste includes hazardous and non-hazardous waste. Non-hazardous waste primarily includes wood material waste, concrete, metal waste, and waste mortar. Hazardous waste primarily includes waste paint and paint containers, discarded waterproof coatings, excess wood preservatives, and medical waste.

In 2023, the Company revised the "Manual for Waste Disposal Management", stipulating that both hazardous and non-hazardous waste must achieve a 100% harmless transfer rate. Additionally, Sino-Ocean Service entered contracts with professional service providers for the disposal and transportation of various waste types, including the "Domestic Waste Collection Contract", "Kitchen Waste Collection Contract", and "Construction Waste Collection Contract", to standardize waste handling and transportation procedures. For hazardous waste, we centrally collect and classify it before transferring it to third-party professional disposal companies. Regarding non-hazardous waste, we adhere to reduction and resource utilization principles for classification and disposal, with the aim of minimizing environmental impact as much as possible. During the reporting period, Sino-Ocean Service obtained a ten-star certification for waste classification service capability.

	無害廢棄物 Non-hazardous waste	有害廢棄物 Hazardous waste
可回收物 Recyclables	分類裝袋，送至指定地點集中存放。 Classify and bag, then send to designated locations for centralized storage.	公司嚴格遵照《中華人民共和國固體廢物污染環境防治法》及《危險廢物轉移管理辦法》，將電池、電器、手機、塗改液瓶等有毒有害固體廢物運送到指定的垃圾存放處分類存放。 Strictly follow the "Law of the People's Republic of China on the Prevention and Control of Solid Waste Pollution" and the "Measures for the Administration of the Transfer of Hazardous Wastes", and transport toxic and harmful solid wastes such as batteries, electrical appliances, cell phones, and correction fluid bottles to designated waste storage areas for classified storage.
廚餘垃圾 Kitchen waste	裝袋入桶，聯繫專門單位每天定時清運。 Bag and place in bins, and contact a designated agency for regular daily collection.	
綠化垃圾 Green waste	填埋滙肥，肥料可增加綠地內肥力，以實現變廢為寶。 Buried and composted, the compost can enhance soil fertility in green areas, turning waste into treasure.	



案例：北京遠洋大廈設立廚餘垃圾就地減量試點 CASE STUDY: A PILOT PROJECT FOR ON-SITE REDUCTION OF KITCHEN WASTE IN THE SINO-OCEAN BUILDING IN BEIJING

遠洋服務關注到餐廚垃圾佔據寫字樓垃圾清運量的30%-40%，成為生活垃圾的重要組成部分，以有機物為中心的餐廚垃圾是商寫業態的生活垃圾附二次污染的主要根源。為推進垃圾減量，遠洋服務以北京遠洋大廈為試點對廚餘垃圾就地減量進行積極探索，安裝餐廚垃圾就地減量發酵處理設備，採用好氧發酵處理的方式對廚餘垃圾進行無害化，減量化，資源化的方式轉化成符合國家標準的有機肥，既解決了廚餘垃圾變味發臭問題，又實現了廚餘垃圾處理後資源循環再利用、變廢為寶。目前，遠洋大廈的廚餘垃圾設備日處理量可達3,000公斤。

Sino-Ocean Service recognizes that kitchen waste constitutes 30%-40% of the total waste generated in office buildings, making it a significant component of domestic waste. Additionally, organic kitchen waste is identified as the primary source of secondary pollution in commercial properties. To promote waste reduction, Sino-Ocean Service embarked on exploring on-site kitchen waste reduction initiatives at the Sino-Ocean Building in Beijing. We installed on-site fermentation equipment for kitchen waste reduction and implemented aerobic fermentation to transform kitchen waste into harmless and organic fertilizer, in compliance with national standards. This approach effectively addressed issues related to odor and decay from kitchen waste while facilitating resource recycling and reuse, thereby transforming waste into valuable resources. Currently, the kitchen waste equipment in the Sino-Ocean Building has a daily processing capacity of up to 3,000 kilograms.



▲ 廚餘垃圾循環利用
Kitchen Waste Recycling



▲ 廚餘垃圾處理室
Kitchen waste processing room

能耗及水資源管理

ENERGY CONSUMPTION AND WATER RESOURCES MANAGEMENT

遠洋服務在建設經營各個環節充分考慮能源及水資源利用效率。公司嚴格遵守《中華人民共和國節約能源法》《中華人民共和國水法》等法律法規，建立《節能降耗管理規範》，遵循依法管理、技術進步、降耗增效、有效監督、持續發展的原則，對電力、天然氣、汽油等消耗材料加強管理，打造資源節約型企業。

2023年，公司進一步優化了能源管理體系，對不同區域的能源開展精細化管理，並在能源和水資源利用方面分別制定了總體目標要求。我們於年初落實區域能源管控目標責任制，要求相關人員簽訂目標責任書，並對各項目的能源使用情況進行月度調查和評估，分析能源使用中存在的問題和浪費現象，找出節能潛力。公司要求各項目及時調整、縮短室外路燈和地燈、室內走廊等照明系統的開啟時間，同時鼓勵、實施車庫照明、空調運行等能源優化改造項目，從而進一步降低各項目的能源消耗和成本。報告期內，我們在部分項目園區亞克力燈罩更換為透光性較好的玻璃燈罩，將園區18W路燈調整為15W，在保證同樣照明效果的前提下減少電力使用。

在水資源管理方面，遠洋服務要求各項目調節衛生間馬桶、洗手池放水閥，調整並縮短水系開啟時間，減少水量流失。此外，本年度公司加強各項目跑冒滴漏問題追查工作，並對問題點進行處理維護。在日常進行綠化灌溉時，我們多採用毛細微噴頭、帶孔塑料多孔式軟管、多孔噴頭等節水設施，通過逐步滲透及定時定點定量灌溉避免水體流失，減少綠化水成本。

Sino-Ocean Service prioritizes the efficient utilization of energy and water resources across construction and operation phases. We adhere strictly to laws and regulations, including the "Energy Conservation Law of the People's Republic of China" and the "Water Law of the People's Republic of China". Furthermore, we have established the "Regulations on Energy Conservation and Consumption Reduction Management", abiding by principles such as lawful management, technological progress, consumption reduction, efficiency enhancement, effective supervision, and sustainable development. We have enhanced the management of materials such as natural gas, and gasoline to foster a resource-saving enterprise.

In 2023, the Company took further steps to optimize its energy management system by implementing refined management of energy across different regions and establishing overarching goals for energy and water resource utilization. At the beginning of the year, we introduced a regional energy control target responsibility system, requiring relevant personnel to sign responsibility agreements. Additionally, we conducted monthly investigations and evaluations of energy usage in each project, analyzing issues and waste in energy consumption to identify potential energy-saving opportunities. We mandated all projects to promptly adjust and reduce the operating time of outdoor streetlights, ground lights, and indoor corridor lighting systems. Furthermore, we encouraged and implemented energy optimization initiatives such as upgrading garage lighting and air conditioning systems, thereby further reducing energy consumption and project costs. During the reporting period, we replaced acrylic lampshades with glass lampshades in specific project areas to improve the efficiency of light output. Additionally, we replaced 18W streetlights with 15W equivalents, effectively reducing electricity usage while maintaining the same level of lighting effectiveness.

In terms of water resources management, Sino-Ocean Service has required all projects to adjust the flush valves of toilets and sinks, as well as to modify and shorten the duration of water system operation to reduce water wastage. In addition, we intensified our efforts to detect and address leaks, ensuring timely repairs and maintenance. During our regular landscaping activities, we employed water-efficient technologies like capillary micro-sprinklers, perforated porous plastic hoses, and porous nozzles. These measures are designed to reduce water loss through precise and controlled irrigation, thereby lowering the overall water consumption and cost associated with maintaining green spaces.



▲ 綠化灌溉節水裝置
Water-saving irrigation device for greening

▼ 2023年遠洋服務資源使用目標 Goal of Sino-Ocean Service for resource use in 2023

目標類型 Type of the goal	目標內容 Content of the goal	達成方式 Ways to attain the goal	達成方式 Status
能源使用 總體目標 Overall goal of energy use	存量項目能源消耗年度目標下降1%，新增項目能源消耗下降15% Reduce annual energy consumption by 1% for existing projects and by 15% for new projects.	不斷更新節能舉措，提升可再生能源使用比例，降低整體能耗水平。 Continuously update energy-saving measures, increase the proportion of renewable energy use, and reduce overall energy consumption levels.	公司總體能源消耗單方1.66元/m ² ，較同期下降5% The Company's overall energy consumption is RMB 1.66/m ² , a decrease of 5% compared to the same period.
水資源消耗 總體目標 Overall goal of water resources consumption	北區項目保持同期年度使用不增長 For projects in the northern region, maintain the same level of use as the previous year. 南區項目同期下降1% For projects in the southern region, decrease use by 1% compared to the same period.	積極開展處理水、雨水再利用，減少路面沖洗； 在簽署的第三方保潔服務合同中要求利用機械洗地車、高壓水槍進行路面沖洗、車庫清洗等，減少水管沖洗。 Engage in water treatment and rainwater reuse to reduce surface cleaning. Require the use of mechanical floor scrubbers and high-pressure water guns for surface cleaning and garage cleaning in signed third-party cleaning service contracts to reduce water pipe flushing.	水消耗單方0.215元/m ² ，較同期下降3% Water consumption is RMB 0.215/m ² , a decrease of 3% compared to the same period.

案例：合肥萬和雲錦項目改造雨水回收再利用

CASE STUDY: RAINWATER RECYCLING AND REUSE FOR THE WANHE YUNJIN PROJECT IN HEFEI

合肥萬和雲錦項目對雨水回收系統進行改造，通過在提升泵並接壓力罐的加壓方式，以及在輸出管道增加閘門直連綠化和保潔用水管網，將原綠化用水和保潔用水從自來水管道切換至雨水回收利用系統，年內節約自來水達1800噸。

The Wanhe Yunjin project in Hefei renovated its rainwater harvesting system by upgrading pumps and connecting pressure tanks, as well as adding valves to directly link the output pipes to the greenery and cleaning water network. This switch from tap water to rainwater recycling for irrigation and cleaning purposes saved 1,800 tons of tap water annually.



▲ 工作人員對雨水回收系統進行檢修改造
Workers revamping the rainwater recycling system

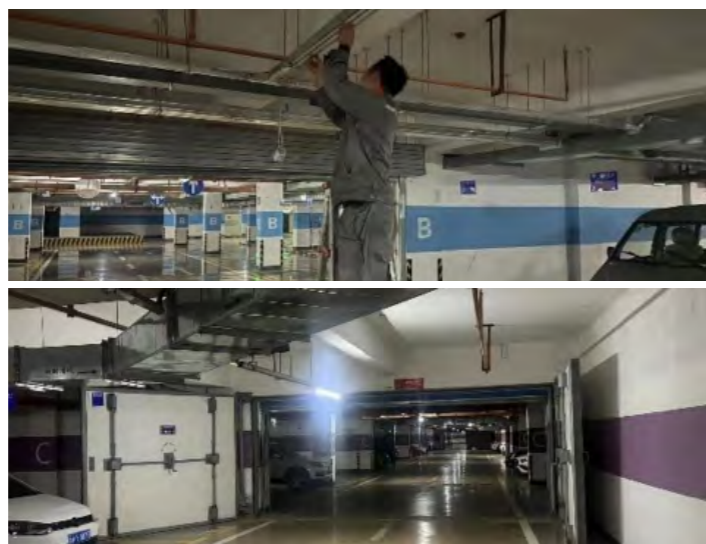


案例：昆明彩虹天地商業廣場日光燈節能改造

CASE STUDY: ENERGY-SAVING TRANSFORMATION OF DAYLIGHT LAMPS AT THE RAINBOW PLAZA IN KUNMING

昆明彩虹天地商業廣場項目有庫主車道常亮日光燈 350 盞，每盞功率為 18W，24 小時耗電 151.2 度 / 天。為對日光燈進行精準管控，避免能源浪費，將常亮日光燈改造成人體感應日光燈。改造後，每天耗電為 67.2 度，全年可節約用電 24,192 度。

The Rainbow Plaza project in Kunming had 350 constant-on daylight lamps on the main lanes, each with a power of 18W, consuming 151.2 kWh/day for 24 hours. To precisely control the daylight lamps and avoid energy wastage, they were transformed into motion-sensing lamps. After the transformation, the daily power consumption reduced to 67.2 kWh, resulting in an annual electricity saving of 24,192 kWh.



▲ 遠洋服務人員對日光燈進行改造調試
Sino-Ocean Service personnel modifying and testing the daylight lamps

案例：工程部採取零成本/低成本能源管控措施

CASE STUDY: THE ENGINEERING DEPARTMENT APPLIED ZERO/LOW-COST ENERGY MANAGEMENT MEASURES

遠洋服務商寫能源工程部積極採取零成本 / 低成本能源管控措施，成效顯著。公司於年初即明確能源管控目標，通過月度調查評估，及時發現能源浪費問題並優化使用。我們根據天氣變化調整供冷供暖溫度，縮短照明系統開啓時間，同時鼓勵實施能源優化改造項目。我們同時對衛生間和水系設備也進行精細調節，減少水量流失。此外，加強跑冒滴漏問題追查，嚴控綠化用水。這些措施的實施，有效降低了能源消耗和成本，實現了能源的高效利用。

Sino-Ocean Service's Energy Engineering Department for Commercial Properties adopted zero/low-cost energy management measures that produced significant results. At the beginning of the year, the Company defined energy management objectives, and promptly identified energy waste issues through monthly surveys and assessments, and carried out optimization accordingly. We adjusted cooling and heating temperatures based on weather changes, reduced lighting system operating hours, and encouraged the implementation of energy optimization projects. Fine adjustments were also made to restroom and water system equipment to minimize water loss. And efforts were also intensified to trace and rectify leaks, with strict control over water usage for landscaping. These measures led to an efficient energy utilization as they helped reduce energy consumption and costs.



▲ 遠洋服務進行能源管控檢查
Sino-Ocean Service conducting energy management inspections

TACKLING CLIMATE CHANGE

應對氣候變化

氣候變化已成為全人類面對的共同挑戰，減緩氣候變化的行動刻不容緩。遠洋服務支持全球氣候行動，參照氣候相關財務信息披露工作組（TCFD）和國際可持續準則理事會（ISSB）發布的《國際財務報告可持續披露準則第 2 號——氣候相關披露》的框架與建議，對氣候變化治理體系、風險與機遇的識別、管理和目標等方面進行披露。

Climate change represents a critical challenge for humanity, necessitating immediate and effective action. Sino-Ocean Service stands behind global efforts to address climate change and transparently discloses aspects pertaining to climate change governance systems, risk and opportunity identification, management, and goals. We adhere to the framework and recommendations set forth by the Task Force on Climate-related Financial Disclosures (TCFD) and the International Sustainability Standards Board (ISSB), as outlined in the "International Financial Reporting Sustainable Disclosure Standards No. 2 - Climate-related Disclosures".

治理 GOVERNANCE

遠洋服務將應對氣候變化作為一項重要議題，由遠洋服務管理層統籌可持續發展管理體系，支持公司運營的綠色轉型，促進公司業務為碳中和作出更大貢獻。

At Sino-Ocean Service, responding to climate change is a critical concern. Our management team actively governs our sustainable development strategy, steering the company toward green operational practices and amplifying our efforts to achieve carbon neutrality.

戰略 STRATEGY

遠洋服務持續發力於賦能價值鏈上下遊，在持續減少自身建設運營中溫室氣體排放的同時，積極宣貫節能減排意識，呼籲員工、供應商、業主、合作夥伴更多地參與進企業的減排行為當中，共同助力“雙碳”目標的實現。

Sino-Ocean Service remains committed to empowering the value chain both upstream and downstream, actively reducing greenhouse gas emissions in its development and operations. We advocate for energy conservation and emissions reduction awareness throughout our organization. Furthermore, we encourage the active participation of employees, suppliers, property owners, and partners in our emissions reduction efforts, working together to achieve the "dual-carbon" goals.

案例：“地球一小時”主題宣傳活動

CASE STUDY: A PROMOTION EVENT THEMED "EARTH HOUR"

在 2023 年世界地球日期間，遠洋服務積極響應遠洋集團活動，與世界自然基金會攜手，在遠洋光華國際樓宇外已有立面屏幕、室內電子屏幕推廣地球壹小時活動和相關宣傳海報，號召業主、商戶、租戶、消費者、員工等及社會各界跟隨遠洋服務壹起參與到關燈行動中，向公眾傳遞保護地球的綠色理念。

On the 2023 World Earth Day, Sino-Ocean Service responded to the activities of Sino-Ocean Group by collaborating with the World Wide Fund for Nature to promote the Earth Hour event and relevant publicity posters on the facade screens and indoor electronic screens of Sino-Ocean Guanghua International Building, calling on property owners, merchants, tenants, consumers, employees, and various sectors of the society to join Sino-Ocean Service in the lights-off action to promote the green concept of protecting the Earth to the public.



▲ 遠洋服務響應“地球一小時”活動
Sino-Ocean Service responding to the event "Earth Hour"

風險管理 RISK MANAGEMENT

遠洋服務主動識別、適應氣候變化帶來的物理風險與轉型風險，對不同類型的潛在風險制定相應的預防措施與管理辦法，力求實現全面識別、科學評估、有效預防、有序管控。

Sino-Ocean Service has taken proactive steps to identify and adapt to the physical and transitional risks posed by climate change. We have developed preventive measures and management methods tailored to different types of potential risks, with the goal of achieving comprehensive identification, scientific assessment, effective prevention, and orderly control.



▼表：氣候變化風險識別及應對
Table: Identification of and response to climate change risks

風險類型 Risk type	風險描述 Risk description	應對措施 Mitigation measures
實體風險 Physical risk	<p>急性風險 Acute risk</p> <p>洪水、高溫、颱風等極端天氣頻發，將導致供電、供水、網絡故障，破壞園區設施，損害員工及業主的安全，從而增加遠洋服務穩定運營風險。</p> <p>Frequent extreme weather events such as floods, high temperatures, and typhoons have the potential to cause power supply, water supply, and network failures, as well as damage to park facilities, and pose risks to the safety of employees and owners. These events increase the operational stability risk of Sino-Ocean Service.</p>	<ul style="list-style-type: none"> 密切關注氣象預報。 制定《特殊天氣清潔作業指導書》等相關文件。 對物業工作人員開展應急培訓。 為運營設施等建立容災機制。 <p>-Closely monitor weather forecasts.</p> <p>-Develop documents such as the "Guidelines on Cleanup Operations in Special Weather Conditions".</p> <p>-Conduct emergency training for property personnel.</p> <p>-Establish contingency mechanisms for operational facilities.</p>
	<p>慢性風險 Chronic risk</p> <p>全球氣候逐漸變暖和海平面上升將對遠洋服務項目建設運營產生影響。</p> <p>The gradual warming of the global climate and rising sea levels will have implications for the development and operations of Sino-Ocean Service's projects.</p>	<ul style="list-style-type: none"> 持續關注氣候變暖趨勢報告。 在易受此影響的項目設施購買及維護時將此類因素納入考慮。 <p>-Continuously monitor reports on the trend of climate warming.</p> <p>-Consider these factors when purchasing and maintaining facilities for projects vulnerable to these impacts.</p>
轉型風險 Transition risk	<p>政策與法律風險 Policy and legal risk</p> <p>碳交易、碳稅、環保稅等政策逐漸落實，綠色低碳轉型勢在必行，對於遠洋服務節能減排實踐提出了更高的要求。</p> <p>The gradual implementation of policies such as carbon trading, carbon taxes, and environmental taxes underscores the urgent need for transitioning to green and low-carbon practices, imposing higher requirements on Sino-Ocean Service's energy-saving and emission reduction efforts.</p>	<ul style="list-style-type: none"> 優化能源精细化管理，提升能源利用效率。 優先選擇應用可再生能源和使用低能耗設備。 <p>-Optimize refined management of energy to improve energy utilization efficiency.</p> <p>-Prioritize the application of renewable energy and low-energy consumption equipment.</p>
	<p>監管機構對於企業申報的環境數據的準確性有更高要求，增加遠洋服務環境信息統計壓力及合規風險。</p> <p>Regulators are imposing higher requirements for the accuracy of environmental data reported by companies, increasing the pressure and compliance risks for Sino-Ocean Service's environmental information statistics.</p>	<ul style="list-style-type: none"> 嚴格按照合規要求進行信息披露。 使用數字化管理系統統計經營過程中的環境數據。 <p>-Strictly adhere to compliance requirements for information disclosure.</p> <p>-Use digital management systems to record environmental data during operations.</p>
	<p>技術風險 Technical risk</p> <p>政府對低碳事項的關注增加，遠洋服務在生產運營中需為低碳投入更多成本。</p> <p>With the government's increasing focus on low-carbon initiatives, Sino-Ocean Service must allocate more costs for low-carbon inputs in its production and operations.</p>	<ul style="list-style-type: none"> 持續推進低碳節能技術改造。 通過資源循環利用減少低碳投入成本。 選擇更加節能環保的產品及供應商。 <p>-Continuously advance the transformation of low-carbon and energy-saving technologies.</p> <p>-Reduce low-carbon input costs through resource recycling.</p> <p>-Select raw materials and suppliers that prioritize energy efficiency and environmental friendliness.</p>
	<p>市場風險 Market risk</p> <p>市場對低碳節能公司及產品的偏好日益明顯，增加遠洋服務低碳運營的壓力。</p> <p>The market's growing preference for low-carbon and energy-saving companies and products is becoming increasingly apparent, putting pressure on Sino-Ocean Service's low-carbon operations.</p>	<ul style="list-style-type: none"> 研判市場動向，將此因素納入新項目布局考慮。 實行綠色採購，優先選擇環保物料。 <p>-Assess market trends and consider this factor in new project layout considerations.</p> <p>-Implement green procurement practices and prioritize the use of environmentally friendly materials.</p>
<p>聲譽風險 Reputational risk</p> <p>應對氣候變化工作未達到利益相關方的預期，可能導致對遠洋服務的商譽造成負面影響。</p> <p>Failure to meet stakeholders' expectations regarding climate change initiatives may lead to negative impacts on the reputation of Sino-Ocean Service.</p>	<ul style="list-style-type: none"> 加強利益相關方溝通，充分了解其訴求。 積極宣貫公司在綠色低碳方面的進展，如資源回收利用、減少溫室氣體排放等。 配合遠洋集團《碳中和戰略及路徑規劃》中的減排目標及行動計劃，落實有效的溫室氣體排放行動，並定期披露減排措施及成效。 <p>-Strengthen communication with stakeholders to fully understand their demands.</p> <p>-Promote the Company's progress in green and low-carbon initiatives, such as resources recycling and reuse, and greenhouse gas emissions reduction.</p> <p>-Implement effective greenhouse gas emission reduction actions and regularly disclose emission reduction measures and their effectiveness, based on the emission reduction goals and action plans outlined in Sino-Ocean Group's "Carbon Neutrality Strategy and Path Planning".</p>	

氣候變化為本公司帶來風險的同時也帶來了機遇。為此，我們不僅對上述氣候變化風險進行識別和響應，也高度關注氣候變化轉型機遇，並努力將這些機遇轉化融入到企業未來發展中。

Climate change presents both risks and opportunities for the Company. As such, we have not only identified and responded to the climate change risks mentioned above but also closely monitored the opportunities for transformation arising from climate change. We strive to integrate these opportunities into the future development of Sino-Ocean Service.

機遇 Opportunities	機遇描述 Description of opportunities	
資源效率 Resource efficiency	提高能效機遇 The opportunity to improve energy efficiency	隨著更低碳的技術不斷推出，遠洋服務可利用新興技術優化自身運營過程中的能源消耗，提高建設運營過程中資源和能源效率降低運營成本。 With the continuous introduction of lower-carbon technologies, Sino-Ocean Service can optimize energy consumption in its operational processes, improve resource and energy efficiency during development and operation, and reduce operational costs.
產品與服務 Products and services	行業發展機遇 The opportunity for industry development	國家對新能源、循環經濟越來越關注和利好，如遠洋服務在物業行業率先大幅開展此類項目，業務需求量將大幅提升，從而提高市場競爭力。 With the growing national attention and favorable policies towards new energy and the circular economy, if Sino-Ocean Service takes the lead in significantly expanding such projects in the property industry, the demand for its business will greatly increase, thereby enhancing its market competitiveness.

▲表：氣候變化機遇
Table: Opportunities arising from climate change

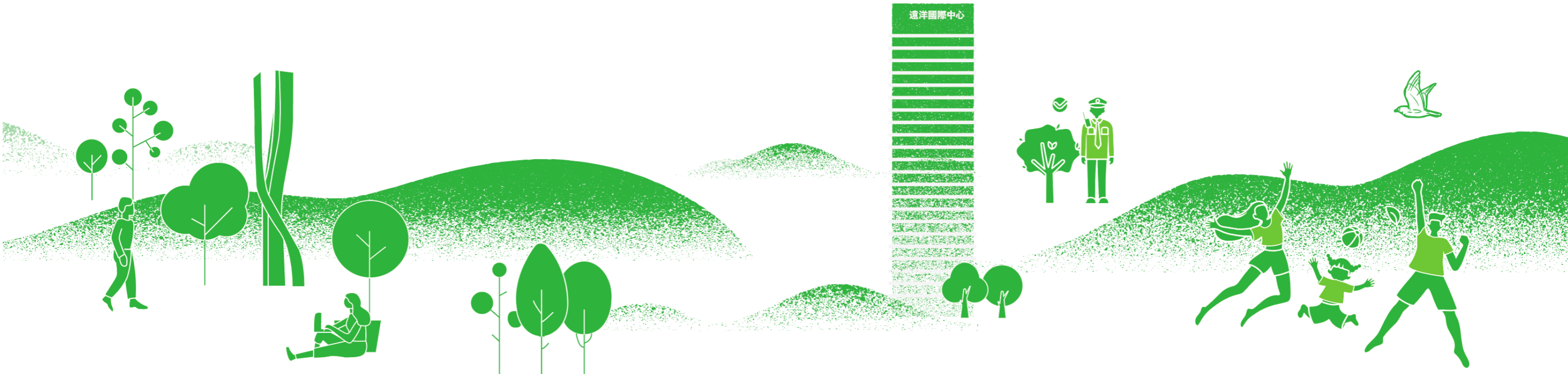
指標和目標 INDICATORS AND TARGETS

為響應國家“雙碳”目標和遠洋集團《碳中和戰略及路徑規劃》，遠洋服務已承諾在 2050 年實現運營碳中和。2023 年，公司結合實際情況，明確應對氣候變化的行動，在節約能源、改善排放物管理方面採取相關措施以減少碳排放，並不斷審視實踐活動，適時調整。未來，我們進一步完善策略制定、風險管理、指標和目標識別與管理，攜手各界一起應對氣候變化，共同實現綠色發展。

In response to the national “dual carbon” goals and Sino-Ocean Group’s “Carbon Neutrality Strategy and Pathway Planning”, Sino-Ocean Service has committed to achieving operational carbon neutrality by 2050. In 2023, the Company has defined actions to address climate change, implementing measures to reduce carbon emissions through energy conservation and emissions management. We continuously review and adjust our practices as needed. In the future, we will further refine our strategy development, enhance risk management, and identify and manage indicators and targets. We are dedicated to working collaboratively with all sectors to address climate change and achieve sustainable development.

目標類型 Type of target	目標內容 Content of target
排放目標 Emissions target	以 2018 年為基準，至 2025 年絕對碳排放 / 能源強度減少 35%。 Achieve a 35% reduction in absolute carbon emissions/energy intensity by 2025 compared to the 2018 baseline.
	2050 年實現“淨零排放”。 Achieve “net-zero emission” by 2050.

▲表：遠洋服務環境目標
Table: Environmental targets of Sino-Ocean Service





優才匯聚
 賦能人本提升活力
 TALENT AGGREGATION
 EMPOWERS
 HUMAN-CENTRIC VITALITY
 ENHANCEMENT

- 69 厚植人才沃土
Cultivating a Talent-rich Environment
- 71 保障健康安全
Health and Safety Guarantee
- 74 助力員工成長
Empowering Employee Growth
- 78 溫暖員工生活
Caring about Employees



遠洋服務將員工視為企業發展的基石，是助力我們實現“資產價值及美好生活創造者”願景的原動力。我們秉持相互尊重、共同成長的原則，制定全方位的員工權益及福利保障體系，為員工提供暢通的發展渠道，營造綠色健康的辦公環境，讓員工充分體會本公司的溫暖與關懷，為公司發展增添活力。

Sino-Ocean Service regards employees as the cornerstone of its corporate development, serving as the driving force behind our vision of "creating asset value and a better life". We prioritize mutual respect and growth, fostering a comprehensive system of employee rights and welfare benefits. We offer clear pathways for employee development and cultivate a green, healthy office environment, ensuring our employees feel valued and cared for, thereby energizing the Company's growth trajectory.

CULTIVATING A TALENT-RICH ENVIRONMENT

厚植人才沃土



遠洋服務堅持平等僱傭的原則，積極踐行以人為本的管理理念，建立健全內部人力資源管理制度，貫徹落實員工各項基本權益保障。公司嚴格遵守《中華人民共和國勞動法》《中華人民共和國勞動合同法》《中華人民共和國社會保險法》《中華人民共和國婦女權益保障法》《中華人民共和國未成年保護法》《禁止使用童工規定》等有關法律法規，建立並不斷完善《招聘管理制度》《薪酬管理制度》《福利管理制度》《績效體系管理手冊》等內部用工規章制度和人力資源管理體系。我們建立了平等民主的溝通機制，通過定期組織開展新員工座談會，員工懇談會及人力資源政策制度培訓溝通會等方式，認真聆聽員工心聲，並同步提高員工參與公司民主管理的積極性、主動性和創造性。2023年，公司未出現任何重大勞工糾紛。

Sino-Ocean Service adheres to the principle of equal employment, practices a people-oriented management philosophy. We have established a robust internal human resources management system to implement various measures ensuring the protection of basic employee rights. The Company strictly adheres to relevant laws and regulations, including the "Labour Law of the People's Republic of China", "Labour Contract Law of the People's Republic of China", "Social Insurance Law of the People's Republic of China", "Law on the Protection of Women's Rights and Interests of the People's Republic of China", "Law of the People's Republic of China on the Protection of Minors", and "Regulations on the Prohibition of the Use of Child Labour". We have build and developed and refined internal employment regulations and human resources management systems such as the "Recruitment Management System", "Remuneration Management System", "Welfare Management System", and "Performance Management Manual". Our egalitarian and democratic communication mechanism fosters open dialogue, with platforms such as meetings for new employees, employee discussion sessions, and human resources policy training and communication sessions. These initiatives enhance employees' enthusiasm, initiative, and creativity, enabling them to actively participate in the Company's democratic management. In 2023, the Company did not encounter any major labour disputes.

合法僱傭

LAWFUL EMPLOYMENT

公司遵循《中華人民共和國勞動合同法》《中華人民共和國勞動合同法實施條例》等法律法規，確保招聘各環節有據可依、規範高效開展，以合法公正、平等自願、協商一致、誠實信用的原則建立勞動體系，不因員工的民族、種族、性別、宗教、年齡、婚姻狀況等因素而影響錄用、待遇、晉升、解聘等。2023年，遠洋服務踐行企業社會責任，為殘障人士提供就業機會，累計僱傭40餘名殘疾員工。

我們採取平等自願、協商一致的原則與所有全職員工簽署《勞動合同》，切實保障員工的合法權益。此外，我們建立嚴格的內部用人監管機制，用專業嚴謹的背景調查核實新員工提報材料，預防公司聘用童工等不合規用工行為出現。2023年，公司未出現任何僱傭童工或強制勞工的情況，如發現此類違規情況，我們將嚴格依國家關於禁止聘用童工及強制勞工的法律法規處理違規事項，並

The Company follows laws and regulations such as the "Labour Contract Law of the People's Republic of China", the "Regulations on the Implementation of the Labour Contract Law of the People's Republic of China" to ensure that the recruitment process is evidence-based, standardized, and efficient. Our labour system operates on principles of legality, fairness, equality, voluntariness, consensus through consultation, honesty, and trustworthiness. We make employment, treatment, promotion, and dismissal decisions irrespective of factors such as ethnicity, race, gender, religion, age, or marital status. In 2023, Sino-Ocean Service demonstrated its commitment to corporate social responsibility by providing employment opportunities for individuals with disabilities, employing over 40 disabled individuals.

We sign labour contracts with all full-time employees based on the principles of equality, voluntariness, and mutual agreement to safeguard their legal rights and interests. Additionally, we have established strict internal employment supervision mechanisms and conduct thorough background checks on new employees to prevent any instances of child labour. In 2023, the Company did not employ any child labour or forced labour. In the event of such violations, we take strict measures in accordance with national laws and regulations prohibiting the employment of child labour and forced labour, and relevant individuals receive punishment according to the provisions of the "Employee Manual".

Besides, the Company strictly adheres to laws and regulations such as the "Labour Contract Law of the People's Republic of China", the

按照《員工手冊》中的規定對造成此類事件的相關人員進行處罰。

除此之外，公司嚴格遵照《中華人民共和國勞動合同法》《中華人民共和國勞動合同法實施條例》等法律法規，嚴格履行相關權利義務，維護勞務派遣員工權益。如發生對勞務派遣員工權益進行侵害的情況，我們將按照《員工手冊》、《員工違紀處理辦法》中的規定對造成此類事件的相關人員進行處罰。

薪酬福利

REMUNERATION AND BENEFITS

遠洋服務致力於建立市場化的薪酬福利體系，為員工提供與個人能力和業績產出高度匹配的薪酬福利。公司參照行業實踐，根據員工崗位性質和價值貢獻方式的不同，劃分為管理、業務發展、職能、服務四個序列，並針對性設計薪酬結構，差異化組合崗位工資、績效工資和激勵各類收入，並明晰各類收入兌現規則，保障全體員工個人價值體現最大化。為充分調動員工的主動性與積極性，我們適時啟動薪酬迭代機制，將員工收入與工作產出貢獻關聯兌現，鼓勵多勞多得，並持續優化物業費收繳、增值業務開展、滿意度提升等正向激勵機制，有效強化員工工作的自驅力。

我們依法為員工繳納養老、失業、工傷、生育、醫療等政府規定的社會保險以及住房公積金，並提供元旦節、春節、勞動節、國慶日的豐富慰問福利和年假、婚假、喪假、產假、產檢假、哺乳假等多種帶薪假期，幫助員工維護家庭與工作之間的平衡。此外，我們為員工補充投保商業保險、組織定期體檢，全力呵護員工身體健康，增強員工在公司中的歸屬感。

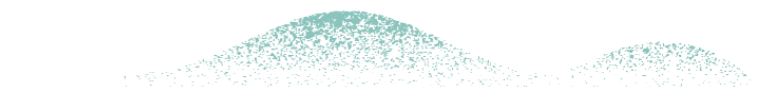
員工滿意度

EMPLOYEE SATISFACTION

遠洋服務從員工全職業周期出發，致力於與員工保持良好的互動關係，通過定期組織新員工座談會、員工懇談會等方式，構建員工與公司之間的有效溝通渠道，及時了解員工訴求，切實幫助員工解決工作及生活中的問題。



"Regulations on the Implementation of the Labour Contract Law of the People's Republic of China" and its implementing regulations, to fulfill relevant rights and obligations, and safeguard the rights and interests of dispatched workers. In case of any violations of the rights and interests of dispatched workers, we enforce disciplinary action in accordance with the provisions outlined in the "Employee Manual" and the "Employee Disciplinary Measures".



Sino-Ocean Service is committed to establishing a market-oriented system of remuneration and benefits, to provide employees with remuneration and benefits that align closely with individual capabilities and performance. The Company draws on industry practices and classifies positions into four sequences: management, business development, function, and service, based on the nature of the employees' role and the way they contribute value. Tailored remuneration structures are designed accordingly, combining base salaries, performance-based pay, and various incentive incomes in a differentiated manner, with clear rules for delivering each type of income, to ensure that the individual value of all employees is maximized. To fully motivate employees and enhance their enthusiasm, we have implemented a remuneration iteration mechanism that ties employee income to job performance contributions, incentivizing greater rewards for greater efforts. Additionally, we continuously optimize positive incentive mechanisms such as property fee collection, value-added business development, and satisfaction improvement to bolster employees' self-motivation in their roles.

We have diligently fulfilled our legal obligations by providing employees with social insurance coverage, including pension, unemployment, work-related injury, maternity, and medical insurance, as mandated by the government, along with housing provident fund contributions. Additionally, we offer a comprehensive range of welfare benefits for occasions such as New Year's Day, Spring Festival, Labour Day, and National Day, as well as various types of paid leave including annual leave, marriage leave, bereavement leave, maternity leave, prenatal examination leave, and breastfeeding leave. These benefits assist employees in maintaining a healthy balance between their personal and professional lives. Moreover, we supplement commercial insurance for employees and organize regular physical examinations to ensure their physical well-being and foster a strong sense of belonging within the Company.

Sino-Ocean Service prioritizes fostering a positive and interactive relationship with employees throughout their entire career journey. Through organizing regular activities such as new employee meetings and employee discussion sessions, we have established effective communication channels between employees and the Company. This enables us to promptly address employee concerns, assist them in resolving work-related issues, and provide support for personal matters.



HEALTH AND SAFETY GUARANTEE

保障健康安全

員工職業健康安全是遠洋服務發展的基礎，我們致力提高公司防範事故發生的能力，保障員工在生產勞動的過程中不受職業病危害因素的影響。我們嚴格遵守《中華人民共和國職業病防治法》《中華人民共和國勞動法》《中華人民共和國勞動合同實施條例》《工傷保險條例》《女職工勞動保護規定》《中華人民共和國職業病防治法》等法律法規，進一步完善《遠洋服務安全管理工作手冊》，並設立了員工定期體檢、工傷管理、消防管理及緊急預案等相關制度，為員工提供宣傳預防、過程防護、健康監控的全周期健康安全保障。

Ensuring the occupational health and safety of our employees are the foundation of Sino-Ocean Service's development. We are dedicated to bolstering our accident prevention measures and guaranteeing that employees operate in environments free from occupational hazards. We strictly comply with laws and regulations such as the "Occupational Disease Prevention and Control Law of the People's Republic of China", "Labour Law of the People's Republic of China", "Regulations on the Implementation of the Labour Contract Law of the People's Republic of China", "Regulations on Work Injury Insurance", "Regulations on the Labour Protection of Female Workers", and "Occupational Disease Prevention and Control Law of the People's Republic of China". Additionally, we continuously refine "Sino-Ocean Service Safety Management Work Manual" and implement systems covering regular employee physical examinations, work injury management, fire safety, and emergency protocols. Through comprehensive initiatives encompassing awareness campaigns, procedural safeguards, and health monitoring, we ensure the holistic protection of our employees' health and safety throughout their employment cycle.

員工健康管理 EMPLOYEE HEALTH MANAGEMENT

遠洋服務高度重視健康與安全管理工作，圍繞健康安全管理體系、預防工傷事故和制定員工健康檔案三方面制定目標體系，切實保障健康與安全管理工作的落實。

在實際工作中，我們根據不同崗位特性，設立了靈活的混合工時管理制度，從而保證確保員工工作和休息時間符合國家及當地法律法規。同時，我們為員工補充投保商業保險，並組織定期體檢，為員工健康全面保駕護航。此外，我們積極開展情緒調解及心理健康講座，幫助員工用科學方法緩解和疏導心理壓力及負面情緒，並為無法自行疏導的員工提供專業心理醫生，進行一對一電話或線上輔導服務，全力維護員工的身體健康與生命安全權益。

2023年，遠洋服務旗下遠洋億家已獲得ISO 45001職業健康安全管理體系認證。報告期內，遠洋服務未發生工亡事故。

Sino-Ocean Service lays a solid emphasis on health and safety management, and has established a goal system around three aspects: health and safety management system, prevention of work-related accidents, and establishment of employee health records, to ensure the implementation of health and safety management work.

In terms of work arrangements, we have implemented a flexible mixed working hour management system tailored to the unique demands of various roles, ensuring adherence to national and local laws regarding employees' work and rest schedules. Additionally, we have improved our employee benefits by offering supplemental commercial insurance and organizing routine health check-ups to comprehensively safeguard their well-being. Furthermore, we have conducted emotional mediation sessions and psychological health workshops to equip employees with scientifically-backed methods for managing psychological stress and negative emotions effectively. For those in need of additional support, we have provided access to professional psychologists for personalized one-on-one telephone or online counseling services, ensuring the full protection of employees' physical health and safety rights and interests.

In 2023, Sino-Ocean Service's subsidiary Yuanyang Yijia obtained ISO 45001 Occupational Health and Safety management system certification. During the reporting period, Sino-Ocean Service did not experience any work-related fatalities.

員工職業健康安全 2023 年度目標

Objective for occupational health and safety of employees in 2023

提高職業健康安全管理水平 Enhancing the Level of Occupational Health and Safety Management

加強職業健康安全管理體系建設，積極開展職業健康安全培訓和教育，提高員工的安全意識和應急處理能力。

Strengthening the construction of the occupational health and safety management system, and conducting occupational health and safety training and education, to improve employees' safety awareness and emergency response capabilities.

減少工傷事故發生 Reducing the Occurrence of Work-related Accidents

規範化作業流程，加強對工作場所的定期隱患排查，及時整改。

Standardizing operating procedures, strengthening regular hazard inspections in the workplace, and promptly rectifying any identified issues.

提高員工健康素質加強職業健康管理 Improving Employee Health and Wellness and Strengthening Occupational Health Management

建立健全員工健康檔案，定期進行健康體檢，及時發現和處理健康問題。

Establishing and maintaining comprehensive employee health records, conducting regular health check-ups, and promptly identifying and addressing health issues.

遠洋服務亦重視對員工的職業健康培訓，我們遵循《員工職業健康安全》政策定期開展系統化的安全培訓及知識講座，提升員工安全健康意識，營造公司健康工作氛圍。

Sino-Ocean Service places significant emphasis on the occupational health training of its employees. We adhere to our "Employee Occupational Health and Safety" policy by consistently conducting comprehensive safety training sessions and knowledge lectures. These initiatives aim to enhance employees' awareness of safety and health matters, fostering a healthy and secure working environment throughout the Company.

案例：應急救護知識健康安全講座

CASE: A LECTURE ON THE FIRST AID KNOWLEDGE FOR HEALTH AND SAFETY

2023年，遠洋服務總部面向全體員工開展了應急救護知識健康安全講座。課程邀請急救領域專家——首都醫科大學附屬北京朝陽醫院急診科副主任、北京市心肺腦復甦重點實驗室副主任唐教授，結合物業行業特色專項定制了應急救護知識課程，針對如何進行心肺復蘇、熱射病急救及生活常見緊急情況救護等課題進行講解。參加本次課程線上、線下培訓的員工共100餘名。

In 2023, Sino-Ocean Service headquarters conducted a lecture on the first aid knowledge for health and safety for all employees. It invited emergency medical expert, Professor Tang, Deputy Director of the Emergency Department of Beijing Chaoyang Hospital Affiliated to Capital Medical University and Deputy Director of the Key Laboratory of Cardiopulmonary Cerebral Resuscitation in Beijing, to customize a special emergency first aid knowledge lecture tailored to the characteristics of the property industry, explaining topics such as cardiopulmonary resuscitation, thermoplegia first aid, and emergency rescue of common life-threatening situations. More than 100 employees participated in the lecture either virtually or physically.



應急救護知識健康安全講座現場
A lecture on the first aid knowledge for health and safety





案例：社區公益消防宣講指導
CASE: GUIDANCE ON COMMUNITY FIRE SAFETY

遠洋服務長期開展消防知識培訓等公益知識培訓，用以提升居民防火意識。2023年12月19日消防大隊蒞臨柳州天悅做消防安全公益講解工作，並對現場防火用品如何快速使用做出了詳細講解。此次消防宣講指導，進一步加強了園區消防安全管理工作，切實增強了園區安全防範和抵禦火災的能力，消除園區存在的火災隱患，確保了園區的平安穩定。

Sino-Ocean Service has long been conducting non-profit training on fire safety to enhance residents' awareness of fire prevention. On December 19, 2023, the fire brigade visited Liuzhou Tianyue Community to conduct fire safety lectures and provided detailed explanations on how to quickly use fire-fighting equipment on-site. It further strengthened the community's fire safety management, enhanced its ability to prevent and resist fires, eliminated fire hazards in the community, and ensured the safety and stability of the community.



▲ 遠洋服務員工參加消防培訓
Sino-Ocean Service employees participating in fire safety training

強化安全意識
ENHANCING SAFETY AWARENESS

遠洋服務依據《安全宣傳教育工作制度》管理條例，定期對員工組織安全培訓與培訓專項考核，不斷加強員工的安全意識。2023年，遠洋服務安委會組織“兩年以內進場項目”“超高層”重點項目進行專題宣傳培訓累計13次，參與培訓管理人員累計343人次，專項考核考試合格率达到100%。截至2023年12月31日，遠洋服務未發生較大及以上的生産安全事故。

Sino-Ocean Service diligently adheres to the “Safety Publicity and Education Work System” regulations by consistently organizing safety training and specialized assessments for employees to continually bolster their safety consciousness. In 2023, the Sino-Ocean Service Safety Committee successfully conducted 13 specialized publicity and training sessions for key projects, including “projects within two years of entry” and “super high-rise” projects. These sessions involved 343 management personnel, all of whom achieved a 100% passing rate in the specialized assessment exams. As of December 31, 2023, Sino-Ocean Service had not encountered any major or severe production safety accidents.



EMPOWERING EMPLOYEE GROWTH

助力員工成長

遠洋服務重視員工全職業周期發展及人才梯隊建設，參照內部《晉升及組織任命管理辦法》《職級管理辦法》為員工暢通職業學習與發展路徑，同時搭建了以培訓制度、講師、課程及億家學院為資源保障的培訓體系，為不同崗位的員工根據其個人能力及職業發展需求進行科學的培訓與測評，慎重選拔出人才庫，建立完善的人才梯隊培養機制。在商寫服務人才培養上，通過多個國際國內不動產領域標桿性專業體系認證工作的經年打磨，遠洋服務已培養出能夠滿足業主戰略發展需要的人才隊伍，為落地國際管理體系提供人才支持與質量保障。

遠洋服務內部培養體系針對基層員工、中層員工及高層員工分別設置不同的培訓課程，以個性化提升員工的專業技術能力、服務能力、品質能力、團隊管理能力、經營管理能力及經營意識。針對基層員工，以提升專業技術能力、服務能力為主；中層員工則側重提升品質能力、服務設計能力、團隊管理能力及經營能力；而高管則以提升經營思維，同行業及跨行業對標學習為主。

2023年，我們持續開展各項培訓共計7,949場，參與培訓達92,634人次，員工培訓總時數為195,710小時。

Sino-Ocean Service has placed a solid emphasis on the full-cycle development of employees and talent development. Utilizing internal management methods like the “Promotion and Organizational Appointment Management Measures” and the “Rank Management Measures”, we have delineated clear career progression paths for employees. Moreover, we have implemented a robust training system bolstered by training institutions, instructors, courses, and the Yijia Academy. This framework ensures tailored and systematic training and assessment aligned with the unique capabilities and career growth aspirations of employees across various roles. We prudent talent pool selection and the establishment of a comprehensive talent echelon cultivation mechanism. In particular, within commercial writing services, our dedication to talent development is evident through obtaining multiple international and domestic benchmark professional system certifications in the real estate field. This investment has cultivated a skilled workforce capable of meeting the strategic development requirements of property owners, providing crucial support and quality assurance for the implementation of international management standards.

Sino-Ocean Service's internal training system sets different training courses for grassroots, middle-level, and senior-level employees, with the aim of enhancing their professional competencies, service capabilities, quality standards, team management skills, business operating capability, and awareness. Grassroots employees primarily focus on refining their professional skills and service capabilities. Middle-level employees concentrate on elevating quality standards, service design capabilities, team leadership skills, and business capabilities. Senior executives prioritize honing their business thinking, drawing insights from industry peers, and engaging in cross-industry benchmarking initiatives.

In 2023, we conducted 7,949 training sessions, with 92,634 participants, totalling 195,710 training hours for employees.



新員工培訓 NEW EMPLOYEE TRAINING

遠洋服務重視新入職員工培訓。為提升培訓效能，本年度公司疊代新員工培訓方式，採用總部統籌線上學習與業務單元組合特色學習相結合的形式，全面加速新員工職業化程度。其中總部統籌線上學習覆蓋公司介紹、經營管理工具介紹、體系介紹、安全管理課程、職業素養課程，使新員工充分熟悉公司管理工具。業務單元特色課程則重點介紹業務單元及不同地域的業務開展特點，提升新員工融入工作環境進度。我們依靠形式多樣的培訓活動，持續賦能新員工。

Sino-Ocean Service values the training of newly recruited employees. To improve training efficiency, the Company iterated its approach to new employee training, combining centralized online learning at headquarters with specialized training tailored to individual business units. During the year, this approach aimed to expedite the comprehensive professional development of new employees. Centralized online learning covered essential topics such as company introduction, business management tools, system operations, safety protocols, and professional ethics, ensuring that new hires were well-versed in company procedures. Additionally, specialized training for business units focused on familiarizing employees with the unique characteristics and regional business development strategies, facilitating their seamless integration into the work environment. Through these diverse training initiatives, we continuously empower our new employees.

案例：“啟航計劃”華東區域新員工入職培訓 CASE: "SET SAIL PROGRAMME" - INDUCTION TRAINING IN SINO-OCEAN SERVICE'S EAST CHINA REGION

2023年10月，遠洋服務華東區域開展“啟航計劃”新員工入職培訓會，旨在幫助員工快速融入公司，提升歸屬感與使命感。本次培訓涵蓋《遠洋服務企業文化及華東區域概況》《多種經營基礎知識講解》《新員工入職安全培訓》《業主投訴案例分享》《把服務做到極致》五大板塊，使新員工快速熟悉公司概況，並對多種經營和物業服務有了更深入的了解，進一步理清工作思路，為共同開展多種經營工作新局面奠定了基礎。

In October 2023, Sino-Ocean Service's East China region conducted the "Set sail Programme" - induction training session, aimed at helping employees integrate quickly into the Company and enhancing their sense of belonging and mission. It covered five main sections: "Sino-Ocean Service Corporate Culture & East China Region Overview", "Explanation of Various Management Fundamentals", "Induction Training on Safety", "Sharing of Owner Complaint Cases", and "Delivering Exceptional Service", enabling new employees to quickly familiarize themselves with the company profile and gain a deeper understanding of various management and property services. It further clarified their work ideas, laying the foundation for jointly embarking on a new phase of diversified management work.



▲ “啟航計劃”新員工入職培訓合影
Group photo of new employees in the "Set sail Programme" - induction training

技能培訓 SKILLS TRAINING

公司著力提升專業技能人才能力，致力提高服務專業水準，追求卓越表現。2023年，為提升員工客戶服務意識，助力服務標準落地及業務高質量發展，我們面向一線各專業線員工開展以賽代練、以考促學的活動。

The Company is committed to enhancing the capabilities of professional talents, striving to improve the professional standards for service excellence. In 2023, we prioritized bolstering employees' customer service awareness and supporting the implementation of service standards and high-quality business development. To achieve this, we organized activities such as simulated practice sessions and learning through examinations for frontline professionals.

案例：一線員工《標準的服務白皮書》落地培訓 CASE: TRAINING FOR FRONTLINE EMPLOYEES - "STANDARD SERVICE WHITE PAPER" LANDING TRAINING

為提升一線員工服務能力，落實公司服務標準。2023年，我們組織《標準服務白皮書》培訓，通過三天、五城、六個業務單元的巡回培訓，有效提升服務標準一體化進程，並培養了一批長期在一線工作的課程培訓講師，為轉訓工作打下堅實基礎。培訓覆蓋業務單元轉訓講師及部分項目對客員工233人，後續各項目開展轉訓工作覆蓋員工超4,000人。

To enhance the service capabilities of frontline employees and implement the Company's service standards, we organized training on the "Standard Service White Paper" in 2023. Through a three-day tour covering five cities and six business units, we promoted the integration of service standards and cultivated a group of long-term frontline trainers, laying a solid foundation for training. The training covered 233 employees who were converted into trainers in various business units, and subsequent training covered over 4,000 employees across various projects.



Group photo of the training - "Standard Service White Paper" training photo



關鍵人群培訓 CORE EMPLOYEE TRAINING

公司重視員工職業發展，於本年度開展“引航計劃暨城市公司總訓練營”和升級版“遠航計劃暨項目經理共創營”，重點提升管理崗位經營意識、經營能力、服務意識、拓展能力及管理能力。同時，我們組織開展“續航計劃暨項目專業A崗訓練營”，在為業主提供更加優質服務的同時，兼顧員工職業發展及公司梯隊建設需要。



The Company values the career development of its employees. This year, we organized the Guiding Plan and Urban Company General Training Camp, along with the upgraded version of the Voyage Plan and Project Manager Co-Creation Camp. These initiatives focused on enhancing the awareness and capabilities of management positions in operations, service delivery, expansion, and overall management skills. Additionally, we conducted the Continuation Plan and Project Professional A Post Training Camp, which aimed to deliver higher-quality services to clients while addressing the career development needs of our employees and nurturing our talent pool.

案例：“續航計劃”培訓活動 CASE: TRAINING - “CONTINUATION PLAN”

遠洋服務聚焦項目專業A崗服務能力，致力完善項目經理梯隊建設，於本年度組織“續航計劃暨項目專業A崗訓練營”，進一步提升項目專業A崗的專業能力、服務能力、和團隊管理能力。

Sino-Ocean Service focuses on enhancing the service capabilities of project professional A posts and is committed to improving the development of project manager talent pools. During the year, we organized the “Continuation Plan and Project Professional A Post Training Camp” to further enhance the professional skills, service capabilities, and team management abilities of project professional A posts.



▲ “續航計劃”培訓合照
Group photo of the training - “Continuation Plan”

CARING ABOUT EMPLOYEES

溫暖員工生活

本集團高度關注員工福祉，積極開展豐富多彩的文體活動，並為員工提供適時有效的幫助，提升員工對公司的認同感和歸屬感，致力成為員工最堅實的後盾和最貼心的夥伴。2023年，我們組織12次生日會，其他各式各樣活動包括司慶活動、籃球比賽、足球比賽、羽毛球比賽等，不斷豐富員工的文化體驗。

The Group prioritizes the well-being of its employees and has organized a range of cultural and sports activities, providing timely and effective support to enhance their sense of belonging to the Company. We strive to be the most reliable support and caring partner for our employees. In 2023, we hosted 12 birthday parties and various events such as anniversary celebrations, basketball and football matches, and badminton competitions, among others, to continually enrich the cultural experiences of our employees.

員工生日會
Employee birthday party



員工籃球賽
Employee basketball match



員工羽毛球賽
Employee badminton match



員工足球賽
Employee football match



“3·8 婦女節”
手工創作活動
Handicraft on the international Women's Day



案例：華中華西區域舉行 “月團圓 悅中秋”第三季度員工生日會

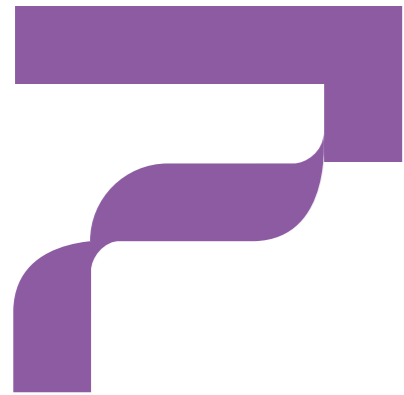
CASE: “MONTHLY REUNION, JOYFUL MID-AUTUMN” - Q3 EMPLOYEE BIRTHDAY PARTY IN SINO-OCEAN SERVICE' CENTRAL AND WESTERN CHINA REGION

2023年9月28日，華中華西區域舉辦題為“月團圓 悅中秋”第三季度員工生日會，為公司十餘名壽星員工送上生日祝福與慰問，本次活動有效增強了華中華西區域團隊的向心力和凝聚力，提升了員工的歸屬感和幸福指數。

On September 28, 2023, the Central and Western China region of Sino-Ocean Service held the third-quarter employee birthday party - “Monthly Reunion, Joyful Mid-Autumn”, sending birthday blessings to more than ten employees. The event enhanced the cohesion of the Central and Western China region team, and increased employees' sense of belonging and happiness.



▲ 圖：員工生日會合照
Group photo of the employee birthday party



回饋社會 激發社區健康熱忱

GIVING BACK TO SOCIETY, IGNITING COMMUNITY HEALTH ENTHUSIASM

81 服務民生所需
Meeting the Needs of the People

83 增進社會福祉
Enhancing Social Welfare



遠洋服務致力於做推動社會進步的實踐者、社區發展的聚力者。我們用實際行動傳播愛的力量，支持公益慈善事業，著力滿足更多人對於美好生活的期待與向往，助力社會繪就可持續發展的幸福圖景。

Sino-Ocean Service is committed to being a proactive force for social progress and community development. Through tangible actions, we aim to spread the power of compassion, support public welfare initiatives and charitable endeavors, and endeavor to fulfill the hopes and aspirations of more individuals for a better life. In doing so, we contribute to the creation of a sustainable and joyful future for society.

MEETING THE NEEDS OF THE PEOPLE

服務民生所需



遠洋服務積極探索民生公共服務，制定了《客戶社文活動作業指導書》，通過開展各類暖民、惠民的公益社群活動，吸引業主從參與線上討論到參加線下活動，滿足群眾的多樣性需求，促進社區人與人之間的和諧交流。

Sino-Ocean Service has been actively engaging in public services for the community and has developed the "Customer Social and Cultural Activities Operation Guidebook". Through organizing a wide array of warm-hearted and beneficial community activities, we have successfully encouraged homeowners to participate, bridging the gap between online discussions and offline events, catering to diverse needs, and fostering harmonious communication among community members.

案例：“物業+養老”新模式 CASE: THE NEW MODEL - "PROPERTY + ELDERLY CARE"

為加快推進基本養老服務體系建設，2023年9月6日，遠洋服務首個社區養老服務驛站遠洋天地家園養老服務驛站正式揭牌，成為北京唯一入選“物業服務+居家養老”試點項目。遠洋天地家園養老服務驛站為老人提供康復理療、功能康復訓練、術後護理等居家護理服務；居家保潔、助浴、陪同就醫等生活照料服務；健康檢查、健康狀況評估等健康服務；此外還有適老化改造、助餐服務以及書法、繪畫等豐富的文化活動，為老年人提供安全溫暖的生活環境，提升生活質量和幸福感。



To accelerate the development of the basic elderly care service system, on September 6, 2023, the first community elderly care service station, Sino-Ocean Tiandi Home Care Service Station, was officially inaugurated. It became the only pilot project in Beijing selected for the "property service + home-based elderly care" initiative. The station provides elderly individuals with home care services such as rehabilitation therapy, functional rehabilitation training, and postoperative care, as well as daily care services including home cleaning, assistance with bathing, and accompanying medical visits, among others. It also offers health services such as health checks and health assessments, renovation for the elderly, and assistance with dining as well as cultural activities such as calligraphy and painting. These services aim to provide elderly people with a safe and warm living environment, enhancing their quality of life and sense of happiness.

案例：愛心義診進家園 CASE: FREE MEDICAL CONSULTATION IN THE COMMUNITY

遠洋服務建立獨居老人關愛台賬，定期組織健康知識分享與體檢。2023年，在華東區域、北京等各地為群眾提供免費義診活動，普及健康知識、傳播健康理念，不僅幫助業主了解了自身身體狀況，還增強了自我健康意識。



博悅花園項目在2月、5月、7月、12月分別特邀請上海健康管理中心健康管理師至物業開展健康諮詢活動；天津晶品軒項目特邀武警醫院專家坐診；遠洋新天地在園區內開展中醫把脈、測血壓、諮詢血糖，慢性病等義診服務。



Sino-Ocean Service has established a care ledger for elderly individuals living alone, regularly organizing health knowledge sharing sessions and check-ups. In 2023, in various regions including the East China region and Beijing, free medical consultation events were provided to the public, disseminating health knowledge and promoting healthy lifestyles. These activities not only helped homeowners understand their own health status but also enhanced their self-awareness regarding health.

At the Boyue Garden project, health consultation activities were held in February, May, July, and December, with invited health management experts from the Shanghai Health Management Center providing consultations at the property. At the Jingpinxuan project in Tianjin, experts from the Armed Police Hospital were invited to provide consultations. Also, at the Sino-Ocean New World project, traditional Chinese medicine pulse diagnosis, blood pressure measurement, measure the level of blood glucose and consultations on chronic diseases were conducted within the community.

案例：為放學孩童保駕護航 CASE: SAFEGUARDING SCHOOLCHILDREN AFTER SCHOOL

2023年12月25日，在車流高峰期間，贛州紅星國際廣場員工化身志願者，自發指揮現場交通，帶領剛放學的小朋友們有序過馬路，時刻觀察環境情況，提醒小朋友不亂跑，為孩子們架起安全橋梁。



On December 25, 2023, during peak traffic hours, employees of the Ganzhou Red Star International Plaza volunteered to direct traffic on-site, to ensure that schoolchildren who had just finished school could cross the road in an orderly manner. They constantly observed the environment, and reminded the children not to run around, to make the children safe.



ENHANCING SOCIAL WELFARE

增進社會福祉

遠洋服務積極履行企業社會責任，為推進公益慈善事業高質量發展作出積極貢獻。2023年，我們開展了慈善捐助、實體救助、助農等一系列公益活動，盡己所能助力鄉村振興，宣傳守望相助精神，促進社會實現共同富裕。

Sino-Ocean Service actively fulfills its corporate social responsibility and plays a positive role in advancing the high-quality development of public welfare and charitable initiatives. In 2023, we undertook various public welfare activities, including charitable donations, tangible assistance, and support for agricultural initiatives, striving to aid rural revitalization, foster a spirit of mutual assistance, and contribute to the pursuit of common prosperity within society.



案例：“一張紙獻愛心”公益捐贈活動

CASE: A CHARITY DONATION EVENT - "ONE SHEET OF PAPER, ONE ACT OF LOVE"

遠洋服務萬和公館聯合中華慈善總會開展“一張紙獻愛心”活動，本次公益捐贈專項用於救助困難家庭先心病兒童和包蟲病患者，中華慈善總會授予萬和公館“愛心社區”榮譽稱號和“情系業主辦實事，公益善舉暖人心”榮譽錦旗。此次活動營造了慈善有愛、互幫互助的良好氛圍，未來公司仍將繼續搭建公益平台，持續傳遞愛心。

Sino-Ocean Service's Wanhe Mansion, in collaboration with the China Charity Federation, organized the event - "One Sheet of Paper, One Act of Love". This charitable donation was specifically allocated to assist families in need with children suffering from congenital heart disease and patients with echinococcosis. The China Charity Federation awarded Wanhe Mansion the honorary title - "Heartwarming Community" and presented them with a plaque of honor for "Caring for Owners and Conducting Practical Activities, Warming Hearts with Public Welfare Deeds". This event fostered a charitable atmosphere of love and mutual assistance, and the Company will continue to build on this platform for public welfare, perpetuating the spirit of love.



案例：愛心助農 冬季送溫暖

CASE: LOVING ASSISTANCE TO FARMERS, BRINGING WARMTH IN WINTER

2023年12月，遠洋服務山東公司到唐王鎮進行愛心助農活動，員工們不畏寒潮、深入田頭，幫助菜農進行收割、裝車。為了緩解農戶白菜質押的問題，公司自願採購了一批蔬菜，將承載百財寓意最高品質的白菜送到業主家中，通過這樣的愛心助農方式，向社會傳遞正能量。

In December 2023, Sino-Ocean Service's Shandong branch conducted a loving assistance to farmers event in Tangwang Town. Despite the cold weather, employees ventured into the fields to help farmers with harvesting and loading. To alleviate the problem of farmers pledging their cabbage, the Company voluntarily purchased a batch of vegetables. They delivered these top-quality cabbages, carrying the highest auspicious meaning, to the owners' homes. With this act of loving assistance to farmers, the Company spread positive energy throughout the society.



案例：小公民成長實踐基地

CASE: CHILDREN'S GROWTH HUB

2023年小公民成長實踐基地的成立，是遠洋服務對兒童成長性關懷的公益實踐。由遠洋公益之帆聯合，圍繞小公民成長系列活動，組織開展了涵蓋知識科普、公益征集、親子互動等活動，讓孩子與家長共同參與，提供親子高質量陪伴的平台，也為兒童打造和諧、美好的社區氛圍。

The establishment of the Children's Growth Hub in 2023 represents Sino-Ocean Service's philanthropic practice in caring for children's growth. In collaboration with Sino-Ocean Philanthropy Sail, various activities centered around children's growth were organized, including knowledge popularization, philanthropic collections, and parent-child interactions. These activities encouraged children and parents to participate together, providing a platform for high-quality parent-child relationships and creating a harmonious and pleasant community atmosphere for children.

遠洋服務還為社區提供愛心義賣活動，招募小業主體驗愛心雜貨鋪公益文創義賣，通過文創義賣的方式助力山區孩子，積極向小業主們宣傳社會責任意識，鼓勵和號召更多的社會力量積極投身到公益事業中。

Sino-Ocean Service also organized charity sales activities for the community, recruiting young homeowners to experience philanthropic creative merchandise stalls. Through the sale of creative merchandise, efforts were made to support children in mountainous areas. This approach helped promote social responsibility awareness among young homeowners and encourage and call for more social forces to engage in philanthropic endeavors.



案例：“愛與溫馨，情暖陽光”慰問陽光家園啟智托養院

CASE: "LOVE AND WARMTH, BRIGHTENING SUNSHINE" - VISIT AND SUPPORT TO THE SUNSHINE HOME ENLIGHTENMENT CARE CENTER

遠洋服務天津濱海新區分公司黨支部來到濱海陽光家園啟智托養院走訪慰問，積極履行社會責任，與托養院負責人進行了深入溝通，為這裏的孩子們帶來關心和問候。慰問團看望了托養院內的100餘名心智障礙的孩子，一行為陽光家園啟智托養院送來米、面、油、奶制品等生活物資，累計捐助近6,000元。

The Sino-Ocean Service Party Branch of Tianjin Binhai New Area visited the Sunshine Home Enlightenment Care Center in Binhai, to fulfill its social responsibility. They engaged in in-depth communication with the responsible personnel of the care center, bringing care and greetings to the children there. The team visited more than 100 children with intellectual disabilities in the care center and donated food supplies such as rice, flour, oil, and dairy products, totaling nearly RMB 6,000 in contributions.



案例：扶持教育，助力學生成長

CASE: SUPPORTING EDUCATION TO HELP CHILDREN'S GROWTH

2023年六一兒童節之際，遠洋服務走進大連莊河市步雲山鄉中心小學，聯合大連萬裏愛心會，愛心業主一對一為15名困難家庭送上助學款9,000元，公司還為孩子們帶來了嶄新的書包和運動服，累計捐助近2.4萬元。

On Children's Day in 2023, Sino-Ocean Service visited the Buyunshan Township Central Primary School in Zhuanghe City, Dalian, in collaboration with the Dalian Wanli Love Association. One-on-one support was provided to 15 children from disadvantaged families, with RMB 9,000 in educational assistance funds. The Company also provided the children with brand new school bags and sportswear, with a cumulative donation of nearly RMB 24,000.



TABLE OF KEY PERFORMANCE

關鍵績效表

類別 Scope	指標 Indicator	單位 Unit	2023	2022	2021
溫室氣體 GHG					
	溫室氣體排放量 ^{3,4} GHG emission ^{3,4}	噸二氧化碳 Tonne carbon dioxide	121,459.70	114,752.75	80,865.16
	溫室氣體排放密度 ⁵ GHG emission intensity ⁵	噸二氧化碳 / 百萬平方米 Tonne carbon dioxide / million sq.m.	1,202.57	1,138.42	1,100.45
	人均溫室氣體排放 ⁶ GHG emission per capita ⁶	噸二氧化碳 / 人 Tonne carbon dioxide / person	13.38	11.27	10.76
	營業收入溫室氣體排放密度 ⁷ Intensity of GHG emission in term of revenue ⁷	噸二氧化碳 / 萬元營業收入 Tonne carbon dioxide / RMB ten thousand revenue	0.39	0.35	0.27
直接排放 (範圍一) Direct emission (Scope 1)					
噸二氧化碳 Tonne carbon dioxide					
	汽油 Gasoline	噸二氧化碳 Tonne carbon dioxide	22.96	3.89	20.60
	柴油 Diesel	噸二氧化碳 Tonne carbon dioxide	43.02	22.02	3.39
	天然氣 Natural gas	噸二氧化碳 Tonne carbon dioxide	1,342.78	1,320.30	1,202.21
	製冷劑 Refrigerant	噸二氧化碳 Tonne carbon dioxide	1,108.28	1,257.28	1.23
間接排放 (範圍二) Indirect emission (Scope 2)					
噸二氧化碳 Tonne carbon dioxide					
	外購電力 Purchased electricity	噸二氧化碳 Tonne carbon dioxide	116,254.04	108,688.39	79,637.73
	外購熱力 Outsourced heat	噸二氧化碳 Tonne carbon dioxide	2,688.62	3,460.87	/
	廢氣排放 Exhaust emissions	噸 Tonne	/	/	0.0038
能源 Energy					
	能源消耗總額 ⁸ Total energy consumption ⁸	千個千瓦時 '000 kWh	217,532.48	205,949.36	143,315.41
	能源消耗密度 ⁵ Energy consumption intensity ⁵	千個千瓦時 / 百萬平方米 '000 kWh / million sq.m.	2,153.79	2,043.15	1,950.29

類別 Scope	指標 Indicator	單位 Unit	2023	2022	2021	
直接能源消耗 Direct energy consumption			6,899.63	6,633.56	6,245.31	
消耗的非可再生資源 Non-renewable energy consumed			6,899.63	6,633.56	6,245.31	
環境 ^{1,2} Environment ^{1,2}	汽油 Gasoline	千個千瓦時 '000 kWh	91.77	15.54	84.17	
	柴油 Diesel	千個千瓦時 '000 kWh	160.86	82.32	12.88	
	天然氣 Natural gas	千個千瓦時 '000 kWh	6,646.99	6,535.70	6,148.26	
	間接能源消耗 Indirect energy consumption			210,632.86	199,315.80	137,070.10

注釋: Notes:

- 本年度環境關鍵績效指標披露範圍包括：總部、5個區域公司、1個業務中心及2個事業公司的辦公區，在管506個項目的辦公區及物業管理公共區，以及所有非外包員工食堂。2023年度及2022年度環境數據統計口經進一步完善，2021年度未能拆分的部分租戶環境數據已與2023年度及2022年度進行了拆分。
The scope of disclosure for the environmental KPIs for the year included: the office areas of the headquarters, 5 regional companies, 1 business centre and 2 specialised companies, the office areas and property management public areas of 506 projects under management, and all self-owned cafeterias. In 2023 and 2022, the environmental data statistics scale was further improved, and some tenants' environmental data that could not be separated in 2021 were separated in 2023 and 2022.
- 數據換算方法及系數主要參考聯交所的指引文件《如何編製環境、社會及管治報告》之《附錄二：環境關鍵績效指標匯報指引》，個別數據換算方法及系數參考文件參見後述註解。
The data conversion methods and coefficients were mainly based on the guidance documents of the Stock Exchange, "How to prepare an ESG Report - Appendix 2: Reporting Guidance on Environmental KPIs". For the reference documents of data conversion methods and coefficients of certain data, please refer to the following notes.
- 溫室氣體排放量 = 不可再生能源溫室氣體排放量 + 為消耗而購買的電力、熱力產生的溫室氣體排放量 + 制冷劑產生的溫室氣體排放量。
GHG emission = GHG emission from non-renewable energy + GHG emission of electricity purchased for consumption + GHG emission from refrigerants.
- 溫室氣體主要源自於本集團能源及燃料消耗。2023年，我們根據聯交所刊載的《環境關鍵績效指標匯報指引》、《企業溫室氣體排放核算方法與報告指南發電設施（2022年修訂版）》、《IPCC第六次評估報告》以及《中國24個行業溫室氣體排放核算方法與報告指南》中建議的計算系數與公式進行計算。GHG emission primarily comes from the consumption of the Group's energy and fuel. In 2023, we calculated the data based on the coefficients and formulas advised in the "GHG Protocol", the "Reporting Guidance on Environmental KPIs" published by the Stock Exchange, the "Corporate Greenhouse Gas Emission Accounting Methods and Reporting Guidelines for Power Generation Facilities (2022 Revision)", the "Fifth Assessment Report of IPCC" and the "Guidelines for Accounting Methods and Reporting of Greenhouse Gas Emissions of 24 Industries in China".
- 密度數值是以本集團截至2023年12月31日止的在管建築面積為除數計算。
The intensity values are arrived at based on the GFA under management of the Group for the year ended 31 December 2023 as denominator.
- 人均溫室氣體排放是以本集團截至2023年12月31日止的總員工數為除數計算。
GHG emission per capita is arrived at based on the total staff headcount of the Group for the year ended 31 December 2023 as denominator.
- 營業收入溫室氣體排放密度是以本集團截至2023年12月31日止年度的營業收入為除數計算。
Intensity of GHG emission in term of revenue is arrived at based on the revenue of the Group for the year ended 31 December 2023 as denominator.
- 能源消耗主要包括汽油、柴油、天然氣、電力和熱力。2023年能源消耗量數據是根據電力及燃料的消耗量及《綜合能耗計算通則（GB/T 2589-2020）》提供的有關轉換因數進行計算。
Energy consumption mainly includes gasoline, diesel, natural gas and electricity. In 2023, energy consumption data is calculated based on the consumption of electricity and fuel, and the conversion factors provided in the "General Rules for Calculation of the Comprehensive Energy (GB/T 2589-2020)".

類別 Scope	指標 Indicator	單位 Unit	2023	2022	2021	
環境 ^{1,2} Environment ^{1,2}	外購電力 Purchased electricity	千個千瓦時 '000 kWh	203,847.17	190,581.08	137,070.10	
	外購熱力 Outsourced heat	千個千瓦時 '000 kWh	6,785.69	8,734.72	/	
	可再生能源消耗 Renewable energy consumption	千瓦時 kWh	2,779.35	/	/	
	耗水量 Water consumption					
	總耗水量 ⁹ Total water consumption ⁹	立方米 Cubic metre	3,815,444.24	2,584,822.30	2,638,413.82	
	耗水密度 ⁵ Water consumption intensity ⁵	立方米 / 百萬平方米 Cubic metre / million sq.m.	37,776.68	25,643.08	35,904.60	
	污水排放量 Sewage discharge	立方米 Cubic metre	2,461,249.68	1,775,361.11	1,120,035.15	
	廢棄物 Waste					
	無害廢棄物 ¹⁰ Non-hazardous waste ¹⁰	噸 Tonne	4,503.89	2,273.33	9,629.44	
	有害廢棄物 ¹¹ Hazardous waste ¹¹	噸 Tonne	3.53	2.12	0.51	
	無害廢棄物產生密度 ⁵ Non-hazardous waste discharge intensity ⁵	噸 / 百萬平方米 Tonne / million sq.m.	44.59	22.55	131.04	
	有害廢棄物產生密度 ⁵ Hazardous waste discharge intensity ⁵	噸 / 百萬平方米 Tonne / million sq.m.	0.03	0.02	0.0069	
	資源消耗量 Resource consumption volume					
總耗紙量 Total paper consumption	千克 Kg	13,709.91	13,616.25	6,870		
總耗紙密度 Total paper consumption intensity	千克 / 百萬平方米 Kg / million sq.m.	135.74	135.08	/		

注釋: Notes:

9 本集團水資源主要來自於雨水、市政自來水供水、中水、飲用純淨水等，主要用途包括生活用水、飲用水、綠化帶灌溉用水等，水資源消耗總量包括數據披露範圍內辦公區及售樓處的所有水資源消耗。
The water resources of the Group were mainly derived from municipal water supply, recycled water and purified drinking water. They were mainly used in domestic water consumption, as drinking water and for landscape irrigation, among others. The total volume of water consumption included all consumption of water resources at the office areas and property sales offices within the scope of data disclosure.

10 本集團運營涉及的無害廢棄物主要包括木質材料垃圾、金屬垃圾、混凝土垃圾、殘食垃圾及辦公垃圾。
Non-hazardous waste relating to the Company's operations primarily includes wood material waste, metal waste, concrete waste, food residue and office waste, etc.

11 本集團運營涉及的有害廢棄物主要包括廢油漆和油漆容器、硒鼓及墨盒及廢棄電子電器。
Hazardous waste relating to the Company's operations primarily includes waste paint and paint containers, toner cartridges, ink cartridges, and wasted electronic products and electrical appliances, etc.

類別 Scope	指標 Indicator	單位 Unit	2023	2022	2021
僱傭 Employment					
	正式合約員工總人數 Total headcount of employees under formal contract	人 Person	9,081	10,179	7,516
按性別劃分 By gender					
	男性員工數 Headcount of male employees	人 Person	5,168	5,922	4,484
	女性員工數 Headcount of female employees	人 Person	3,913	4,257	3,032
按僱傭類型劃分 By employment type					
	全職 Full-time	人 Person	8,028	9,219	7,027
	兼職 Part-time	人 Person	1,053	960	489
按年齡劃分 By age					
	30歲以下 30 or below	人 Person	1,693	2,084	2,021
	30歲 - 50歲 (包含30歲及50歲) 30-50 (including 30 and 50)	人 Person	5,076	5,546	4,412
	50歲以上 Above 50	人 Person	2,312	2,549	1,083
按地區劃分 By geographical region					
	總部 Headquarters	人 Person	95	132	121
	北京區域 Beijing region	人 Person	672	670	742
	環渤海區域 Bohai Rim region	人 Person	1,393	1,118	1,250
	華東區域 Eastern China region	人 Person	2,706	3,437	725
	華南區域 Southern China region	人 Person	1,376	1,193	1,289
	華中華西區域 Central and Western China region	人 Person	1,135	1,097	703
	商寫業務中心 Commercial properties business centre	人 Person	636	734	553

類別 Scope	指標 Indicator	單位 Unit	2023	2022	2021
社會 Society	北京億洋時代樓宇科技有限公司 Beijing Yiyang Times Building Technology Co., Ltd.	人 Person	898	1,553	1,754
	北京遠和志尚科技服務有限公司 Beijing Yuanhe Zhishang Technology Service Co., Ltd.	人 Person	161	245	379
	遠洋機電設備公司員工人數 Number of Employees of Sino-Ocean Electrical & Mechanical Equipment Co.	人 Person	9	-	-
	員工流失率¹² Staff turnover rate ¹²				
	年度員工流失率 Annual staff turnover rate	%	34.8	33.6	31.6
	按性別劃分 By gender				
	男性員工流失率 Male staff turnover rate	%	33.9	32.2	30.8
	女性員工流失率 Female staff turnover rate	%	35.9	35.4	32.7
	按年齡劃分 By age				
	30歲以下員工流失率 Turnover rate of staff aged 30 or below	%	47.5	45.7	41.1
	30歲 - 50歲員工流失率 Turnover rate of staff aged 30-50	%	30.4	29.1	28.3
	50歲以上員工流失率 Turnover rate of staff aged above 50	%	32.0	30.4	22.5
	按地區劃分 By geographical region				
	總部員工流失率 Staff turnover rate - Headquarters	%	18.1	20.5	16.6
	北京區域員工流失率 Staff turnover rate - Beijing region	%	27.9	32.2	26.1
	環渤海區域員工流失率 Staff turnover rate - Bohai Rim region	%	27.7	33.4	35.8
華東區域員工流失率 Staff turnover rate - Eastern China region	%	41.6	28.3	38.0	
華南區域員工流失率 Staff turnover rate - Southern China region	%	35.2	42.5	39.8	

注釋:

Notes:

12 流失率的計算公式為：流失率 = 離職人數 / (離職人數 + 年末人數) × 100%
The formula for calculating the attrition rate is: Attrition Rate = Number of Dismission / (Number of Dismission + End-of-year Headcount) × 100%.

類別 Scope	指標 Indicator	單位 Unit	2023	2022	2021
社會 Society	華中華西區域員工流失率 Staff turnover rate - Central and Western China region	%	33.5	41.0	29.6
	商寫業務中心員工流失率 Staff turnover rate - Commercial properties business centre	%	24.5	22.8	26.0
	北京億洋時代樓宇科技有限公司員工流失率 Staff turnover rate - Beijing Yiyang Times Building Technology Co., Ltd.	%	29.1	26.7	24.1
	北京遠和志尚科技服務有限公司員工流失率 Staff turnover rate - Beijing Yuanhe Zhishang Technology Service Co., Ltd.	%	55.9	64.6	26.8
	遠洋機電設備公司員工流失率 Number of Employees of Sino-Ocean Electrical & Mechanical Equipment Co.	%	0	-	-
	健康與安全 Health and safety				
	因工作關係死亡人數 Number of work-related fatalities	人 Person	0	0	0
	因工作關係死亡比率 Ratio of work-related fatality	%	0	0	0
	因工傷損失總工作日數 Lost days due to work injury	天 day	1,809	1,415.5	823
	發展與培訓 Development and training				
	受訓總人數 Total number of staff attended training	人 Person	9,081	9,878	7,488
	按性別劃分 By gender				
	男性員工受訓百分比 Male staff training ratio	%	56.9	58.10	61.12
	女性員工受訓百分比 Female staff training ratio	%	43.1	41.90	38.88
	按僱員類別劃分 By employee category				
	高級管理層受訓百分比 Senior management training ratio	%	0.1	0.13	0.18
中級管理層受訓百分比 Middle management training ratio	%	1.2	1.19	1.52	
非管理層人員受訓百分比 Non-management personnel training ratio	%	98.7	98.68	98.30	

類別 Scope	指標 Indicator	單位 Unit	2023	2022	2021
社會 Society	全體員工總受訓時長 Total staff training hours	小時 Hour	195,710	160,510.40	117,651.50
	全體員工受訓平均時長 ¹³ Average staff training hours ¹³	小時 Hour	21.55	16.25	15.71
	按性別劃分 By gender				
	男性員工受訓平均時長 ¹³ Average training hour of male staff ¹³	小時 Hour	18.55	13.40	12.84
	女性員工受訓平均時長 ¹³ Average training hour of female staff ¹³	小時 Hour	25.51	20.20	20.22
	按僱員類別劃分 By employee category				
	高級管理層受訓平均時長 ¹³ Average training hour of senior management ¹³	小時 Hour	38.08	36.60	36.15
	中級管理層受訓平均時長 ¹³ Average training hour of middle management ¹³	小時 Hour	55.83	39.40	39.86
	非管理層人員受訓平均時長 ¹³ Average training hour of non-management personnel ¹³	小時 Hour	21.12	15.94	15.30
	供應鏈管理 Supply-chain management				
	供應商總數量 Total number of suppliers	家 Unit	742	781	750
	按地區劃分 By geographical region				
	東北地區 Northeastern China region	家 Unit	68	47	112
	華北地區 Northern China region	家 Unit	210	353	447
	華東地區 Eastern China region	家 Unit	233	103	74
華中地區 Central China region	家 Unit	72	112	40	

類別 Scope	指標 Indicator	單位 Unit	2023	2022	2021
社會 Society	華南地區 Southern China region	家 Unit	27	80	51
	東南地區 Southeastern China region	家 Unit	67	62	0
	西南地區 Southwestern China region	家 Unit	51	21	26
	西北地區 Northwestern China region	家 Unit	14	3	0
	執行供應商管理制度的供應商數量 Number of suppliers subject to the supplier management system	家 Unit	742	781	750
	產品責任 Product responsibility				
	受理各類客訴（包含投訴、諮詢、建議等）總數量 Total number of customer complaints (including complaints, consultation and suggestions) received	單 Case	1523	1,983	3,536
	客訴解決率 Customer complaint settlement	%	100	100	100
	反貪污 Anti-corruption				
	針對公司或員工的貪污訴訟案件數 Number of corruption lawsuits against the Company or its employees	件 Case	0	0	0
	社區投資 Community investment				
	慈善及其他用途之捐款約為 Donations for charitable and other purposes are approximately	人民幣萬元 RMB ten thousand	29.5	2.3	31.0

注釋： Notes:

13 受訓平均時長是以本集團員工截至2023年12月31日止年度的受訓總人數為除數計算。
The average training hours is calculated by dividing the total number of trainees of the Group's employees for the year ended 31 December 2023.

ESG REPORTING GUIDE

CONTENT INDEX

《環境、社會及管治報告指引》索引

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs	披露情況 Disclosure Status	在報告中的位置 Page Number	
ESG 管理 ESG Management			
管治架構 Governance Structure			
由董事局發出的聲明，當中載有下列內容： 1. 披露董事局對環境、社會及管治事宜的監管； 2. 董事局的環境、社會及管治管理方針及策略，包括評估、優次排列及管理重要的環境、社會及管治相關事宜（包括對發行人業務的風險）的過程；及 3. 董事局如何按環境、社會及管治相關目標檢討進度，並解釋它們如何與發行人業務有關聯。 A statement from the board containing the following elements: 1. a disclosure of the board's oversight of ESG issues; 2. the board's ESG management approach and strategy, including the process used to evaluate, prioritise and manage material ESG-related issues (including risks to the issuer's businesses); and 3. how the board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer's businesses.	已披露 Disclosed	P3-P4	
匯報原則 Reporting Principles			
描述或解釋在編備環境、社會及管治報告時如何應用匯報原則（重要性、量化、一致性）。 A description of, or an explanation on, the application of the following Reporting Principles in the preparation of the ESG report (Materiality, Quantitative, Consistency).	已披露 Disclosed	P1-P2	
匯報範圍 Reporting Boundary			
解釋環境、社會及管治報告的匯報範圍，及描述挑選哪些實體或業務納入環境、社會及管治報告的過程。若匯報範圍有所改變，發行人應解釋不同之處及變動原因。 A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. If there is a change in the scope, the issuer should explain the difference and reason for the change.	已披露 Disclosed	P1-P2	
A. 環境 A. Environmental			
A1: 排放物 A1: Emissions			
一般披露 General disclosure	有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的政策及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	已披露 Disclosed	P55-P61
A1.1	排放物種類及相關排放數據。 The types of emissions and respective emissions data.	已披露 Disclosed	P55-P61, P85-P86

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs	披露情況 Disclosure Status	在報告中的位置 Page Number	
A1.2	直接（範圍 1）及能源間接（範圍 2）溫室氣體排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	已披露 Disclosed	P85
A1.3	所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	已披露 Disclosed	P87
A1.4	所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	已披露 Disclosed	P87
A1.5	描述所訂立的排放量目標及為達到這些目標所採取的步驟。 Description of emissions target(s) set and steps taken to achieve them.	已披露 Disclosed	P55-P61
A1.6	描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。 Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	已披露 Disclosed	P55-P61
A2: 資源使用 A2: Use of Resources			
一般披露 General disclosure	有效使用資源（包括能源、水及其他原材料）的政策。 Policies on the efficient use of resources, including energy, water and other raw materials.	已披露 Disclosed	P59-P61
A2.1	按類型劃分的直接及 / 或間接能源（如電、氣或油）總耗量（以千個千瓦時計算）及密度（如以每產量單位、每項設施計算）。 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	已披露 Disclosed	P85-P87
A2.2	總耗水量及密度（如以每產量單位、每項設施計算）。 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	已披露 Disclosed	P87
A2.3	描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。 Description of energy use efficiency target(s) set and steps taken to achieve them.	已披露 Disclosed	P59-P61
A2.4	描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	已披露 Disclosed	P59-P61

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露情況 Disclosure Status	在報告中的位置 Page Number
A2.5	製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位佔量。 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	不適用 Not applicable	鑒於本集團運營不涉及實體產品生產，且運營中使用的自有包裝物數量微小，因此該指標不適用於本集團。 Given that the Group's operations do not involve the production of physical products and that the amount of own packaging used in its operations is minimal, this indicator is not applicable to the Group.
A3: 環境及天然資源 A3: The Environment and Natural Resources			
一般披露 General disclosure	減低發行人對環境及天然資源造成重大影響的政策。 Policies on minimising the issuer's significant impacts on the environment and natural resources.	已披露 Disclosed	P55-P61
A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	已披露 Disclosed	P55-P61
A4: 氣候變化 A4: Climate Change			
一般披露 General disclosure	識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。 Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	已披露 Disclosed	P62-P66
A4.1	描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	已披露 Disclosed	P63-P64
B. 社會 B. Social			
僱傭與勞工常規 Employment and Labour Practices			
B1: 僱傭 B1: Employment			
一般披露 General disclosure	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的政策及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	已披露 Disclosed	P69-P78

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露情況 Disclosure Status	在報告中的位置 Page Number
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.	已披露 Disclosed	P88-P89
B1.2	按性別、年齡組別及地區劃分的僱員流失比率。 Employee turnover rate by gender, age group and geographical region.	已披露 Disclosed	P89-P90
B2: 健康與安全 B2: Health and Safety			
一般披露 General disclosure	有關提供安全工作環境及保障僱員避免職業性危害的政策及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	已披露 Disclosed	P43-P48 P71-P73
B2.1	過去三年（包括匯報年度）每年因工亡故的人數及比率。 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	已披露 Disclosed	P90
B2.2	因工傷損失工作日數。 Lost days due to work injury.	已披露 Disclosed	P90
B2.3	描述所採納的職業健康與安全措施，以及相關執行及監察方法。 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	已披露 Disclosed	P43-P48 P71-P73
B3: 發展及培訓 B3: Development and Training			
一般披露 General disclosure	有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	已披露 Disclosed	P74-P77
B3.1	按性別及僱員類別（如高級管理層、中級管理層等）劃分的受訓僱員百分比。 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	已披露 Disclosed	P90-P91
B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。 The average training hours completed per employee by gender and employee category.	已披露 Disclosed	P90-P91
B4: 勞工準則 B4: Labour Standards			
一般披露 General disclosure	有關防止童工或強制勞工的政策及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	已披露 Disclosed	P69-P70
B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。 Description of measures to review employment practices to avoid child and forced labour.	已披露 Disclosed	P69-P70
B4.2	描述在發現違規情況時消除有關情況所採取的步驟。 Description of steps taken to eliminate such practices when discovered.	已披露 Disclosed	P69-P70

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露情況 Disclosure Status	在報告中的位置 Page Number
運營慣例 Operating Practices			
B5: 供應鏈管理 B5: Supply Chain Management			
一般披露 General disclosure	管理供應鏈的環境及社會風險政策。 Policies on managing environmental and social risks of the supply chain.	已披露 Disclosed	P51-P52
B5.1	按地區劃分的供應商數目。 Number of suppliers by geographical region.	已披露 Disclosed	P51, P91-P92
B5.2	描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及相關執行及監察方法。 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	已披露 Disclosed	P51-P52
B5.3	描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	已披露 Disclosed	P51-P52
B5.4	描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	已披露 Disclosed	P51-P52
B6: 產品責任 B6: Product Responsibility			
一般披露 General disclosure	有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的政策及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	已披露 Disclosed	P33-P50
B6.1	已售或已運送產品總數中因安全與健康理由而須回收的百分比。 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	不適用 Not applicable	鑒於本集團運營不涉及實體產品生產，且運營中使用的自有包裝物數量微小，因此該指標不適用於本集團 Given that the Group's operations do not involve the production of physical products, this indicator is not applicable to the Group
B6.2	接獲關於產品及服務的投訴數目以及應對方法。 Number of products and service related complaints received and how they are dealt with.	已披露 Disclosed	P48-P49, P92
B6.3	描述與維護及保障知識產權有關的慣例。 Description of practices relating to observing and protecting intellectual property rights.	已披露 Disclosed	P50

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露情況 Disclosure Status	在報告中的位置 Page Number
B6.4	描述質量檢定過程及產品回收程序。 Description of quality assurance process and recall procedures.	已披露 Disclosed	P33-P34; 鑒於運營不涉及實體產品生產，因此「產品回收程序」部分不適用於本集團 P33-P34; and since the operations do not involve the production of physical products, the "recall procedures" section is not applicable to the Group
B6.5	描述消費者資料保障及私隱政策，以及相關執行及監察方法。 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	已披露 Disclosed	P50
B7: 反貪污 B7: Anti-corruption			
一般披露 General disclosure	有關防止賄賂、勒索、欺詐及洗黑錢的政策及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	已披露 Disclosed	P27-P30
B7.1	於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	已披露 Disclosed	P27, P92
B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	已披露 Disclosed	P28
B7.3	描述向董事及員工提供的反貪污培訓。 Description of anti-corruption training provided to directors and staff.	已披露 Disclosed	P29-P30
社區 Community			
B8: 社區投資 B8: Community Investment			
一般披露 General disclosure	有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。 Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	已披露 Disclosed	P81-P84
B8.1	專注貢獻範疇（如教育、環境事宜、勞工需求、健康、文化、體育）。 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	已披露 Disclosed	P81-P84
B8.2	在專注範疇所動用資源（如金錢或時間）。 Resources contributed (e.g. money or time) to the focus area.	已披露 Disclosed	P81-P84, P92

FEEDBACK FORM

意見反饋表

尊敬的讀者：

您好！十分感謝您閱讀《遠洋服務控股有限公司2023年環境、社會及管治報告》。我們非常重視並期望聆聽您對遠洋服務在環境、社會及管治方面的管理、實踐和報告的回饋意見。為進一步提升我們的工作水準並使下一份報告更符合您的期望，懇請您協助完成回饋意見表中提出的相關問題，並選擇以下方式回饋給我們。

地址：香港金鐘道88號太古廣場一座601

電話：+852 2899 2880

地址：北京市朝陽區朝陽體育中心東側路甲518號A座2層

電話：+8610 8564 2300

您的信息

姓名：_____

工作單位：_____

職務：_____

聯繫電話：_____

傳真：_____

電子郵箱：_____

意見反饋

1、您對本報告的總體評價是

好 較好 一般 較差 差

2、您認為本報告是否能反映遠洋服務對經濟、社會和環境的重大影響？

高 較高 一般 較低 低

3、您認為本報告所披露資訊、資料、指標的清晰、準確、完整度如何？

好 較好 一般 較差 差 不了解

4、您最滿意本報告哪一方面？

5、您希望進一步了解哪些資訊？

6、您對我們今後發佈報告還有哪些建議？

DEAR READERS,

Thank you for reading the 2023 Environmental, Social and Governance Report of Sino-Ocean Service Holding Limited. Your feedback on the ESG management, practice and reporting of Sino-Ocean Service is very important to us and we look forward to hearing from you. To further enhance the standard of our work and enable the publication of a report in closer tandem with your expectations in the next cycle, please complete the below feedback questionnaire and send us your feedback in the following ways.

Address: Suite 601, One Pacific Place, 88 Queensway, Hong Kong

Tel: +852 2899 2880

Address: 2nd Floor, Tower A, No. A518 East Road of Chaoyang Sports Center, Chaoyang District, Beijing

Tel: +8610 8564 2300

Your Information

Name: _____

Company: _____

Job Title: _____

Tel: _____

Faxes: _____

Email: _____

FEEDBACK

1. Your overall evaluation of this report is

Excellent Good Average Fair Poor

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

High Relatively High Average Relatively Low Poor

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

Excellent Good Average Fair Poor No Idea

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

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

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

遠洋服務控股有限公司

Sino-Ocean Service Holding Limited

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