



朗詩綠色生活  
— LANDSEA GREEN LIFE —

股票代碼  
1965.HK

# 2024

## 朗詩綠色生活

### 環境、社會及管治(ESG)報告

Environmental, Social and Governance Report



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# 報告編制說明

## REPOPRTING INSTRUCTIONS

本報告為朗詩綠色生活服務有限公司第 5 份《環境、社會及管治（ESG）報告》（以下簡稱「本報告」），旨在向各利益相關方展示公司在運營中所秉持的 ESG 理念、建立的管理體系、實施的工作與取得的成效。

This is the 5<sup>th</sup> Environmental, Social and Governance (ESG) Report of Landsea Green Life Service Company Limited. (referred to as "the Report"), which aims to demonstrate to all stakeholders the Company's ESG philosophy, management system, initiatives and achievements in its operations.

## 報告範圍

### Reporting Scope

本報告範圍涵蓋朗詩綠色生活服務有限公司及其附屬公司（以下簡稱「朗詩綠色生活」「本公司」「公司」）。除特別說明外，本報告與朗詩綠色生活（股票代碼：1965.HK）同期合併財務報表範圍一致。

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

本報告涉及的合併報告範圍子公司的全稱及簡稱請見下表：

The scope of consolidated reports covered in this report, the full name and abbreviation of subsidiaries are shown in the table below:

企業全稱 Full Name	企業簡稱 Abbreviation
安徽新地銳意物業服務有限公司 Anhui Xindi Ruiyi Property Service Co., Ltd.	朗詩新地銳意 Landsea Xindi Ruiyi

## 報告時間

### Reporting Period

本報告期間為 2024 年 1 月 1 日至 2024 年 12 月 31 日，本報告中的數據如無特別說明，均為此期間內數據。此外部分內容適當追溯或延伸。

The Report covers the period from January 1, 2024 to December 31, 2024. Data herein, if not otherwise specified, are all from this time range.

## 編制依據

### Reporting Framework

本報告依據香港證券交易所《環境、社會與管治報告守則》（2025 年 1 月 1 日生效版本）編制，依據聯交所要求對全部適用指標作「不披露就解釋」處理，同時遵守重要性、平衡性、量化及一致性原則，識別重要性議題並作回應，披露關鍵數據計算方法與係數，不偏不倚地披露正面及負面信息，保障讀者獲取的信息對稱與透明。本報告同時參考聯合國可持續發展目標（UNSDGs）等國際可持續發展標準，以促進公司實踐與國際接軌。

The Report is prepared pursuant to the *Environmental, Social and Governance Reporting Code* (Effective since January 1, 2025) of the Hong Kong Stock Exchange. It adheres to the "comply or explain" approach for all applicable indicators as required by the Exchange, while strictly following the principles of materiality, balance, quantification, and consistency. It identifies and responds to material issues, discloses the calculation methods and coefficients of key data, and impartially presents both positive and negative information to ensure information symmetry and transparency for readers. The Report also references international sustainability standards such as the United Nations Sustainable Development Goals (UNSDGs) to align the Company's practices with global norms.

## 數據說明

### Data Declaration

本報告中數據和案例來自公司實際運行的正式記錄。除特別說明外，本報告中的財務數據均以人民幣為單位。如出現財務數據與公司年度財務報告不符，以年度財務報告為準。

The data and case studies in the Report are derived from the Company's official operational records. Unless otherwise specified, all financial data in the Report are denominated in Renminbi. In the event of any discrepancy between the financial data in this Report and the Company's annual financial report, the latter shall prevail.

## 報告獲取與反饋

### Accessibility and Feedback

本報告通過電子版形式發佈，發佈平台包括證券交易所指定的資訊披露平台（<https://www1.hkexnews.hk>），亦可於公司官方網站（<http://www.landsea.hk/c/csr.php>）在線瀏覽或下載。

The Report is released in electronic form and is available on the information disclosure platform designated by the stock exchange (<https://www1.hkexnews.hk>) and can also be accessed or downloaded online on the Company's official website (<http://www.landsea.hk/c/csr.php>).

如對本報告中的內容有任何意見或建議，請參見附錄 2 讀者意見反饋表進行反饋。

Any comments or suggestions concerning the content of the Report may be submitted via the Reader Feedback Form in Appendix 2.



# 董事長致辭

## MESSAGE FROM THE CHAIRMAN

2024 年是朗詩綠色生活上市的第三周年。回顧這一年，朗詩綠色生活以「責任」為核心，踐行可持續發展的理念，關注社會需要，完善公司治理，追求卓越服務品質，堅守綠色生活的初心，用實際行動傳遞了溫暖與希望，肩負起對社會的堅實承諾。

This is the 5th Environmental, Social and Governance (ESG) Report of Landsea Green Life Service Company Limited. (referred to as "the Report"), which aims to demonstrate to all stakeholders the Company's ESG philosophy, management system, initiatives and achievements in its operations.

**點滴行動，是我們對責任有力的詮釋。**在千里外的青海玉樹拉布，朗詩希望小學的孩子們收到了我們送去的 334 套冬衣，溫暖了孩子們的身體，也點亮著他們的未來。在社區，我們堅持做公益的堅守者，為業主提供各類便民服務與公益活動，讓綠色幸福生活的理念融入每一個家庭的日常。

**扎實治理，是我們對責任價值的追求。**我們以董事會為核心領導，不斷完善公司治理架構，細化各層級職責，正確把握公司的戰略與發展方向；我們搭建三層級風險管理架構，識別重大風險並進行有效防控；我們定期開展反腐敗、反賄賂的管理工作，與所有常規物業從業人員、房屋租售從業人員簽署《廉潔自律承諾書》，全年未發生任何貪污賄賂事件。

**幸福社區，是我們對責任品質的堅持。**「引領生活服務，創造美好生活」作為我們堅定不移的使命和宗旨，引領著我們通過「物業 + 城市服務」的模式，成為「產城融合」的堅定參與者；推動著我們構建 36.5°社區星級管家客戶服務體系，確保服務的高標準和高品質。

**Every action defines our commitment to responsibility.** In Labu, Yushu, Qinghai Province, which is thousands of miles away, the children of Landsea Hope Primary School received 334 sets of winter clothes from us. These clothes not only warmed the children's bodies but also illuminated their future. In our communities, we remain steadfast as practitioners of public welfare, providing owners with a variety of convenient services and public welfare activities, integrating the concept of green and happy living into the daily lives of every family.

**Robust governance reflects our pursuit of responsibility.** We center on the board to refine the governance structure, clarify responsibilities at all levels, and ensure a correct strategic direction. A three - tier risk management framework is in place to identify and mitigate major risks. We regularly implement anti - corruption and anti - bribery measures, signing the "Integrity Commitment Letter" with all property management and real estate trading staff. No corruption or bribery incidents occurred in the Year.

**Happy communities embody our dedication to responsibility.** "Leading life services and creating a better life" is our unwavering mission and purpose, driving us to participate firmly in "industry - city integration" through the "property + city service" model. It further propels us to build the 36.5° community star - butler customer service system to ensure high - quality and high - standard services.

**綠色生態，是我們對責任使命的堅守。**作為物業管理公司，我們嚴格遵守國家環境相關法律法規，建立全方位綠色運營管理體系，並已通過 ISO14001 環境管理體系認證，確保運營活動符合環保要求。我們將「綠色」與「可持續」理念根植於社區建設，形成一套完備的可持續社區綠色管理服務體系，為可持續發展事業貢獻朗詩綠色生活力量。

三載同行，時而勵新！跨越三年時光，我們深知作為企業，肩上承載的不僅是服務的品質，更有社會責任的使命。我們願以綠色為底色，以責任為擔當，持續踐行可持續發展理念，為社區、為社會、為環境貢獻更多溫暖與力量。「三時而勵」不僅僅是口號，更是對綠色生活理念的堅守、對服務品質的不懈追求、對社會責任的堅實擔當，對守護美好生活的鄭重承諾！

Three-year journey, ever-renewing commitment! Spanning a triennial odyssey, we profoundly recognize that as an enterprise, our shoulders bear not merely the onus of service excellence but also the imperative of social responsibility. We are resolute in adopting green as our foundational hue and responsibility as our guiding principle, steadfastly embodying the ethos of sustainable development to bestow greater warmth and fortitude upon communities, society, and the environment. The mantra of "Triennial Renewal" transcends mere rhetoric; it encapsulates our unwavering fidelity to the green living paradigm, our relentless quest for service supremacy, our robust assumption of social obligations, and our solemn pledge to safeguard the sanctity of a better life!





# 關於朗詩綠色生活

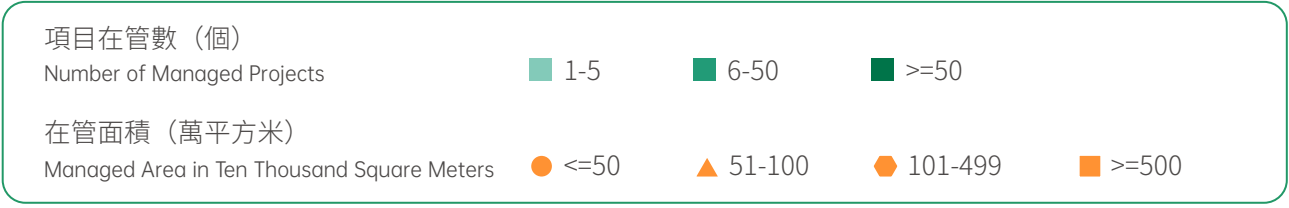
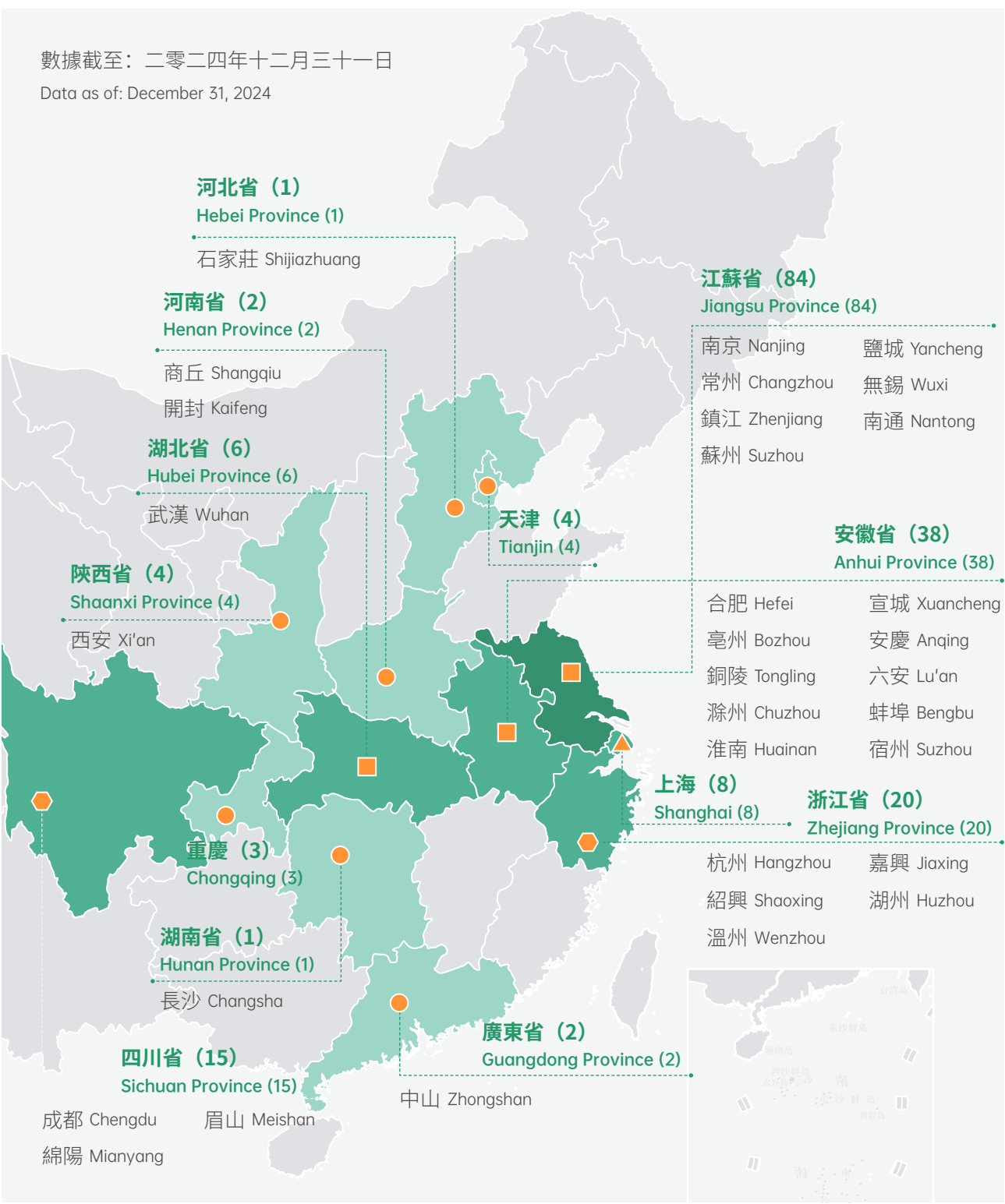
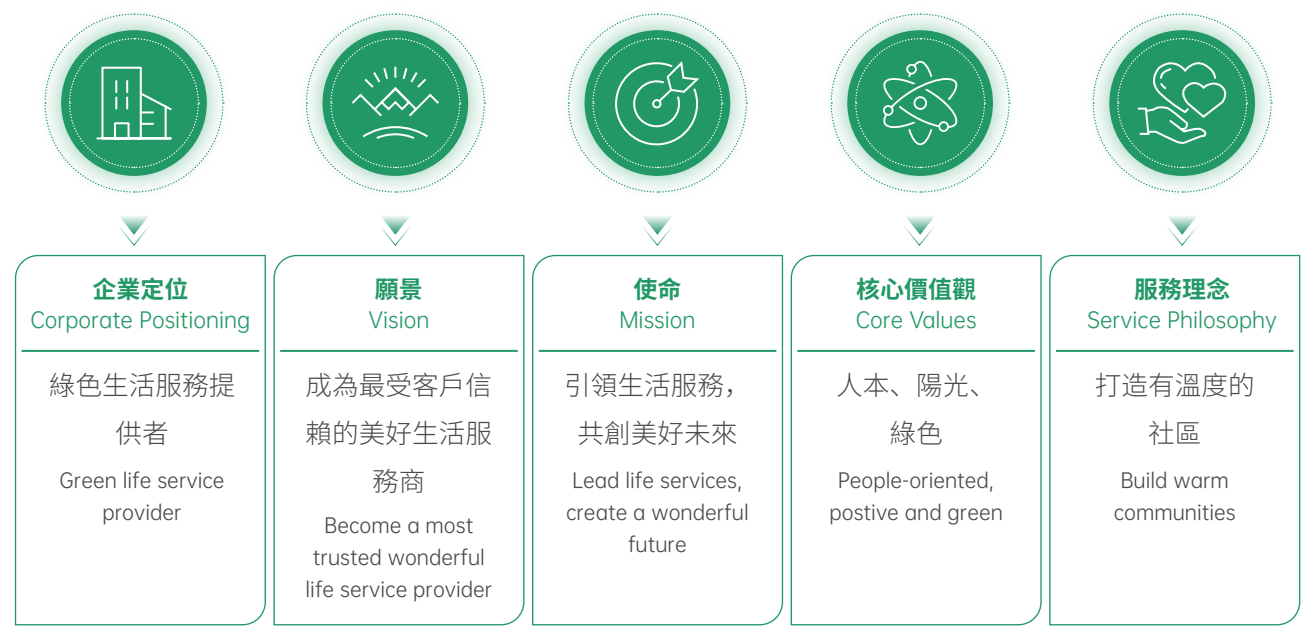
## ABOUT LANDSEA GREEN LIFE

朗詩綠色生活成立於 2005 年，是一家深耕長三角、佈局全國、快速成長的綠色生活服務提供者。公司堅持「以客戶為中心」的服務理念，圍繞業主需求的痛點開展服務優化與創新，同時聚焦綠色低碳、可持續、有溫度的社區運營，不斷從傳統物業服務商向綠色生活服務商轉型，致力於為業主提供有溫度的服務，創造美好綠色生活。

依託十餘年專業綠色社區運營服務經驗，以及行業領先的客戶滿意度，朗詩綠色生活堅持以客戶導向，為廣大客戶提供多元化的物業管理服務、非業主增值服務、社區增值服務以及長租公寓諮詢管理服務，開展包括：全委服務、顧問諮詢、股權合作、單項委託等全價值鏈服務的市場合作，服務項目涵蓋：住宅、辦公大樓、租賃性公寓、公共設施、產業園區、醫院、銀行網點、交通樞紐、高校、文旅景區等多種業態。

Founded in 2005, Landsea Green Life is a rapidly growing green lifestyle service provider that focuses on the Yangtze River Delta region and has a nationwide presence. The Company adheres to the service philosophy of "customer centricity," optimizing and innovating services around the pain points of residents' needs. At the same time, it focuses on green and low-carbon, sustainable, and warm community operations, continuously transforming from a traditional property service provider to a green lifestyle service provider. It is committed to offering warm services to residents and creating a beautiful green lifestyle.

With over a decade of professional experience in green community operations and industry-leading customer satisfaction, Landsea Green Life maintains a customer-oriented approach. It provides a wide range of property management services, non-owner value-added services, community value-added services, and long-term rental apartment consulting and management services. The Company engages in full value chain market cooperation, including full delegation services, advisory consulting, equity cooperation, and single-item delegation. Its service projects cover a variety of business types, such as residential properties, office buildings, rental apartments, public facilities, industrial parks, hospitals, bank branches, transportation hubs, universities, and cultural tourism attractions.



## 獎項與榮譽 Awards and honors



2024 年 4 月，朗詩綠色生活榮登「中國物業服務百強企業」第 22 位，連續 8 年進入榜單

In April 2024, Landsea Green Life ranked 22nd on "2024 Top 100 Property Management Companies in China", marking its eighth consecutive year of inclusion



2024 年 4 月，朗詩新地銳意位列「中國物業服務百強企業」第 79 名

In April 2024, Landsea Xindi Ruiyi ranked 79th in "2024 Top 100 Property Management Companies in China"



2024 年 5 月，朗詩綠色生活於中國物業綜合實力百強企業中連獲「2024 中國物業綜合實力百強第 22 名」「2024 中國物業高品質服務力百強企業」「2024 中國物業服務企業華東 30 強」

In May 2024, Landsea Green Life was awarded 22nd place in the "2024 Top 100 Property Management Companies in China", recognized in the "2024 Top 100 High-quality Service Property Management Companies in China", and ranked within the "2024 Top 30 Property Management Companies in East China"



2024 年 5 月，朗詩綠色生活榮獲「2024 中國物業企業綜合實力第 21 名」「2024 中國物業服務公建物業服務樣本標杆企業」「2024 中國物業服務特色物業樣本標杆企業」「2024 中國物業服務華東區域競爭力領先企業」

In May 2024, Landsea Green Life won the "2024 China Property Enterprise Comprehensive Strength 21st", "2024 China Property Service Public Property Service Sample Benchmarking Enterprise", "2024 China Property Service Characteristic Property Sample Benchmarking Enterprise", "2024 China Property Service East China Regional Competitiveness Leading Enterprise"

2024 年 6 月，朗詩綠色生活榮獲「2024 年中國上市物企最佳 ESG 實踐」

In June 2024, Landsea Green Life won the "2024 ESG Best Practice of China Listed Property Management Service Companies"



2024 年 8 月，朗詩綠色生活連獲不凡·2024 中國房地產品牌價值峰會「2024 中國上市物業企業第 20 名」「2024 中國上市物業企業最具發展特色 10 強」及「2024 中國物業企業 ESG 評級 -BBB」

In August 2024, Landsea Green Life earned accolades at the 2024 China Real Estate Brand Value Summit, ranking 20th among China's listed property companies, securing a spot in the top 10 for development characteristics, and receiving a BBB ESG rating.



2024 年 11 月，朗詩綠色生活榮獲「2024 中國物業企業服務力第 18 名」「2024 南京市住宅類資產保值類先鋒物企」「2024 蘇州市住宅類資產保值力先鋒物企」殊榮；南京·海玥名都項目榮獲「2024 中國住宅類資產優質保值力項目」稱號，蘇州朗詩朗科街區項目榮獲「2024 中國住宅物業服務標杆項目」稱號

In November 2024, Landsea Green Life was awarded "2024 China Property Enterprise Service Force Top 18", "2024 Nanjing Residential Asset Preservation Pioneer Property Enterprise" and "2024 Suzhou Residential Asset Preservation Pioneer Property Enterprise". Nanjing·Haiyue Mingdu project was honored with the title of "2024 Residential Asset Quality Preservation Project", and Suzhou Landsea Langke Street project was recognized as the "2024 China Residential Property Service Benchmark Project"



2024 年 12 月，朗詩綠色生活於「第九屆智通財經資本市場年會暨上市公司頒獎典禮」榮獲「最具價值地產及物業公司」

In December 2024, Landsea Green Life was awarded "Most Valuable Real Estate and Property Company" at the 9th Zhongtong Finance Capital Market Annual Meeting and Listed Company Awards Ceremony





## 可持續發展管治體系 SUSTAINABLE DEVELOPMENT MANAGEMENT SYSTEM

朗詩綠色生活始終以責任為基石，秉持「提供有溫度的服務，創造美好綠色生活」的核心理念，持續精進 ESG 管理體系，致力於打造可持續發展的社區生態，為城市的綠色未來貢獻力量。

Landsea Green Life has always taken responsibility as its foundation and adhered to the core concept of “providing warm services and creating a beautiful green lifestyle.” It continuously refines its ESG management system and is committed to building a sustainable community ecosystem, contributing to the green future of cities.

公司以聯合國可持續發展目標（SDGs）為指引，結合英國建築研究院（BRE）的綠色建築運營標準（BREEAM In-Use，簡稱 BIU），制定了前瞻性、科學化的 2025 年 ESG 發展戰略。該戰略圍繞「溫暖包容」「安全健康」「綠色低碳」三大核心維度展開，旨在全面提升企業的 ESG 實踐水準，為全球可持續發展目標的實現注入動力。

Guided by the United Nations Sustainable Development Goals (SDGs) and incorporating the green building operation standards of the UK Building Research Establishment (BRE) — specifically the BREEAM In-Use (BIU) standards — Landsea Green Life has formulated a forward-looking and scientific ESG development strategy for 2025. This strategy focuses on three core dimensions: “Warmth and Inclusion,” “Safety and Health,” and “Green and Low-Carbon.” It aims to comprehensively enhance the company’s ESG practice level and inject momentum into the realization of global sustainable development goals.

### 朗詩綠色生活 2025 年 ESG 發展策略及目標制定原則

#### Principles for the formulation of Landsea Green Life's 2025 ESG strategy and targets

##### 領先性 Leading

- 積極回應聯合國可持續發展目標，以自身行動承接可持續發展目標。

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

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

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

##### 科學性 Scientific

- 對標聯交所新版《ESG 報告守則》目標設定要求。

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

- 綜合分析朗詩綠色生活同業企業歷史資料制定 ESG 量化目標。

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

- 選定合理的基準年與目標年，統計口徑清晰。

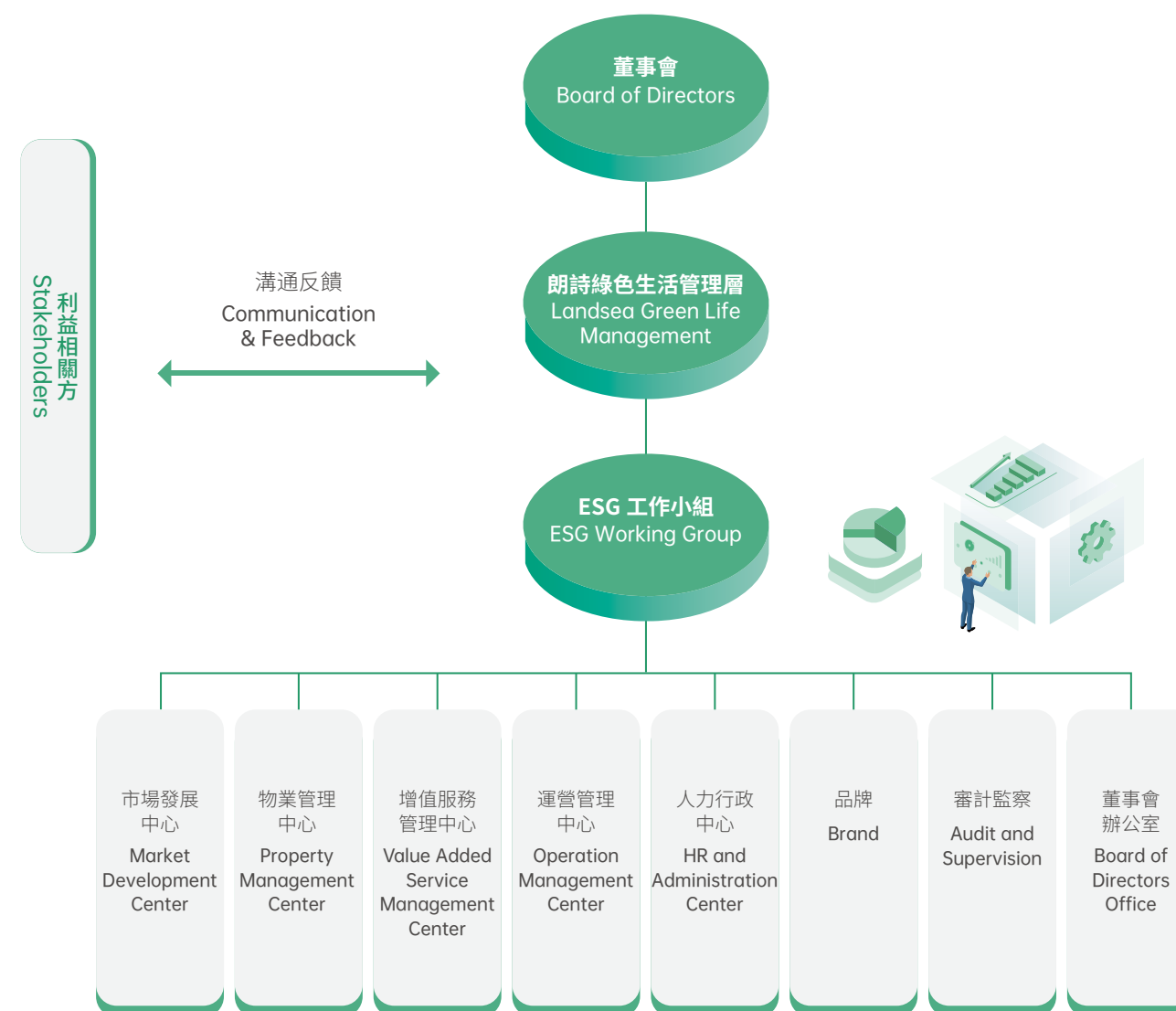
Select a reasonable base year and target year with a definite statistical caliber.

## ESG 管治架構 ESG Governance Structure

本公司將董事會作為公司 ESG 工作的最高責任與指揮機構；由管理層負責推進董事會決策的落實，並向董事會匯報 ESG 工作進展及成果；其下設 ESG 工作小組，負責開展利益相關方溝通、ESG 信息披露與報告編製等具體 ESG 工作的執行。

The Company has designated the Board of Directors as the highest authority and command body for the Company's ESG work. The management is responsible for implementing the decisions of the Board and reporting to the Board on the progress and outcomes of ESG work. An ESG working group has been established to undertake specific ESG tasks, including stakeholder communication, ESG information disclosure, and the preparation of ESG reports.

### 朗詩綠色生活 ESG 管治架構 ESG governance structure of Landsea Green Life









# 利益相關方溝通與重要性議題評估

## Stakeholder Engagement and Materiality Assessment

本公司將傾聽與回應作為企業可持續發展的重要基石，建立了常態化的溝通機制。2024 年，我們通過定期調研、座談會、意見反饋平臺等多種形式，廣泛收集客戶、員工、合作夥伴及社區等 7 類主要利益相關方的訴求與期望；積極回應利益相關方的關切，將反饋融入 ESG 戰略與實踐，確保決策透明、行動有效，持續提升企業社會責任履行水平，推動與利益相關方的共同成長。

The Company regards listening and responding as key pillars of sustainable development, establishing a regular communication mechanism. In 2024, through various means such as regular surveys, focus group discussions, and feedback platforms, we widely collected the demands and expectations of seven major groups of stakeholders, including customers, employees, partners, and communities. We actively responded to the concerns of stakeholders, integrated their feedback into our ESG strategy and practices, ensured transparent decision-making and effective actions, and continuously enhanced our corporate social responsibility performance, driving co-growth with stakeholders.



	 主要利益相關方群體 Key Stakeholders	 股東與投資者 Shareholders and Investors	 政府及監管機構 Government and Regulatory Agencies	 客戶（業主、租戶） Clients (Property Owners and Tenants)	 供應商 Suppliers	 員工 Employees	 行業夥伴 Industry	 社區與環境 Community and Environment
溝通渠道 Communication Channels	<ul style="list-style-type: none"><li>股東大會 General meeting of shareholders</li><li>信息披露 Information disclosure</li><li>路演 Roadshow</li><li>公司調研 Company investigation</li></ul>	<ul style="list-style-type: none"><li>項目合作 Project cooperation</li><li>會議交流 Conference exchanges</li><li>監督檢查 Supervision and inspection</li></ul>	<ul style="list-style-type: none"><li>客戶滿意度調查 Customer satisfaction survey</li><li>業主見面會 Meeting with property owners</li><li>400 熱線 "400" hotline</li><li>其他社區活動 Other communication channels</li></ul>		<ul style="list-style-type: none"><li>供應商評估與審核 Supplier assessment and auditing</li><li>招採平台 Procurement platform</li></ul>	<ul style="list-style-type: none"><li>定期會議 Regular meetings</li><li>員工活動 Employee activities</li><li>投訴與反饋 Complaints and feedback</li></ul>	<ul style="list-style-type: none"><li>行業協會 Industry associations</li><li>論壇與會議 Forums and conferences</li></ul>	<ul style="list-style-type: none"><li>社區活動 Community activities</li><li>微信等媒體溝通平台 WeChat and other media communication platforms</li><li>環保活動 Environmental activities</li></ul>
關注議題 ESG Issues	<ul style="list-style-type: none"><li>合規運營 Compliance operation</li><li>風險管理 Risk management</li><li>公司管治 Corporate governance</li></ul>	<ul style="list-style-type: none"><li>客戶安全與健康 Customer safety and health</li><li>商業道德與反腐败 Business ethics and anti-corruption</li><li>廢棄物與排放物管理 Waste and emission Manmagement</li><li>綠色建築機遇與捕捉 Opportunities for green buildings</li></ul>	<ul style="list-style-type: none"><li>服務品質與滿意度 Service quality and satisfaction</li><li>客戶安全與健康 Customers' safety and health</li><li>社區共建 Community support</li><li>全方位生活服務管理 Comprehensive life service management</li></ul>		<ul style="list-style-type: none"><li>供應鏈管理 Supply chain management</li><li>合規運營 Compliance operation</li><li>綠色運營 Green operation</li></ul>	<ul style="list-style-type: none"><li>員工權益與福利 Employee right and benefit</li><li>員工培訓與發展 Employee training and development</li></ul>	<ul style="list-style-type: none"><li>行業共建 Industry co-construction</li><li>客戶信息與隱私保護 Customer information and privacy protection</li></ul>	<ul style="list-style-type: none"><li>社區共建 Community support</li><li>公益與慈善 Public welfare and philanthropy</li><li>負責任營銷 Responsible marketing</li></ul>

重要性議題評估  
Material Issue Assessment

本年度，本公司結合行業趨勢、政府監管重點及自身發展需求，動態更新年度重要性議題，更新 4 項議題，議題庫中共有 21 項議題，確保 ESG 戰略與內外部環境變化同步，持續提升可持續發展實踐。

In the Year, the Company dynamically updated its annual materiality issues in response to industry trends, regulatory priorities, and its own development needs. Four issues were updated, bringing the total number of issues in the materiality issue library to 21. This ensures that the Company's ESG strategy evolves in tandem with changes in the internal and external environment, thereby continuously enhancing its sustainable development practices.

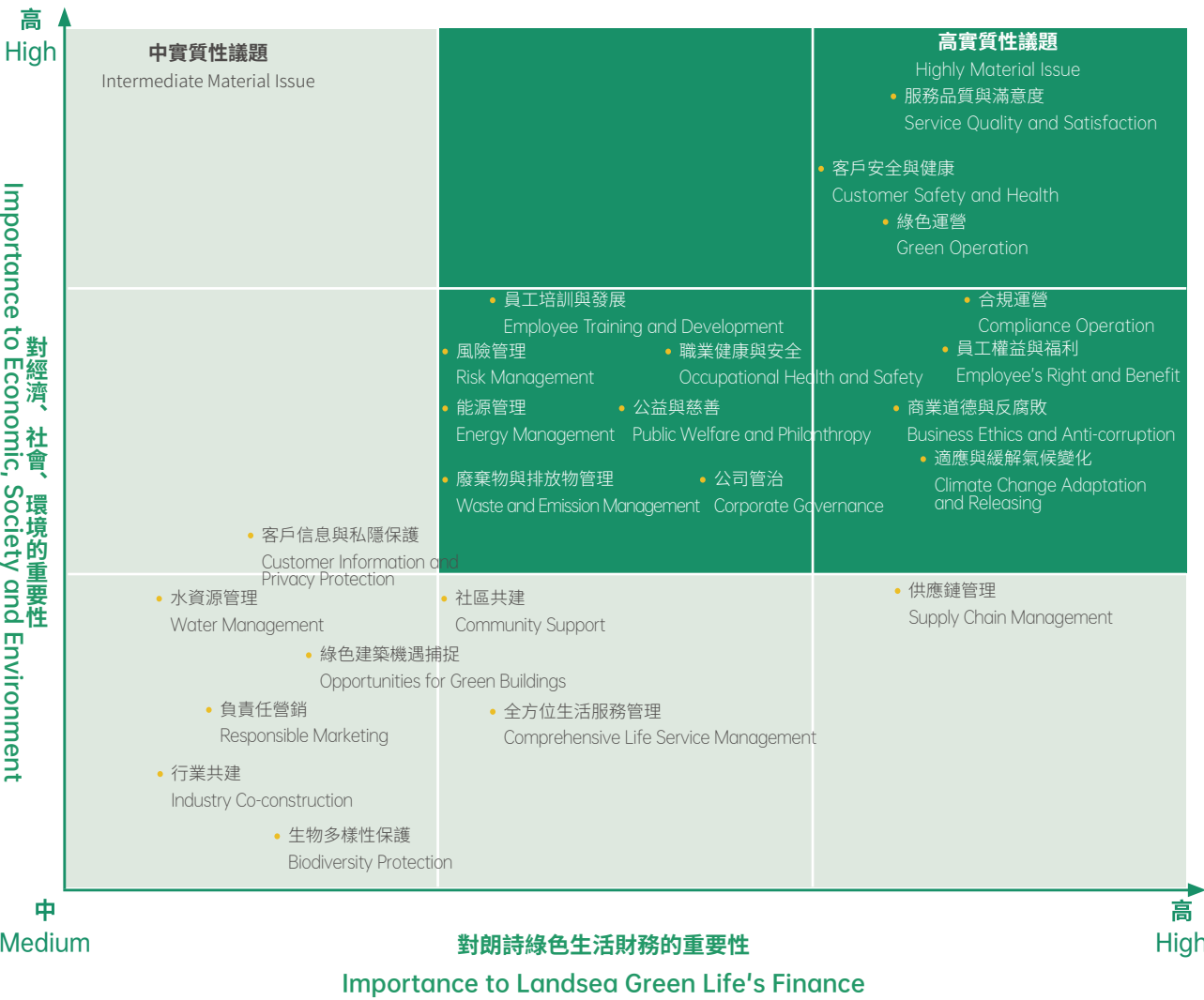
重要性議題更新流程  
Materiality Topic Update Process



年度重要性議題變動情況說明  
Annual Adjustments in Materiality Topics

維度 Dimension	重要性議題變動情況 Annual Adjustments in Materiality Topics	重要性程度調整 Adjustment of Materiality Levels
 環境 Environmental	<p>將「應對氣候變化」更名為「適應與緩解氣候變化」，旨在緊扣和回應朗詩綠色生活 2025 年與 2030 年碳達峰碳中和目標與實踐。</p> <p>Rename "Responding to Climate Change" to "Adapting to and Mitigating Climate Change" to closely align with and respond to Landsea Green Life's carbon peak and carbon neutrality goals and practices for 2025 and 2030.</p>	不變 Maintained
 社會 Social	<p>將「社區公益」更名為「公益與慈善」，旨在擴大議題涵蓋範圍，本年度，我們的公益慈善行為實現了「走出社區」，充分發揮企業家精神，肩負起更大的社會責任。</p> <p>Rename "Community Public Welfare" to "Public Welfare and Charity" to expand the scope of the issue. This Year, our philanthropic actions have "stepped out of the community," fully leveraging the spirit of entrepreneurship and shouldering greater social responsibility.</p>	不變 Maintained
 管治 Governance	<p>將「知識產權保護」改為「行業共建」，旨在聚焦於朗詩綠色生活在行業中的地位與貢獻。</p> <p>Rename "Intellectual Property Protection" to "Industry Co-construction" to focus on Landsea Green Life's position and contributions within the industry.</p>	上調 Upgraded
 環境 Environmental	<p>將「反腐敗」更名為「商業道德與反腐敗」，旨在擴大議題涵蓋範圍，本年度，我們將廉政建設擴大至整個價值鏈，提升遵守商業道德的重要性。</p> <p>Rename "Anti-corruption" to "Business Ethics and Anti-corruption" to broaden the scope of the issue. This Year, we have extended the focus on integrity to the entire value chain, enhancing the importance of adhering to business ethics.</p>	下調 Downgraded

朗詩綠色生活 2024 年度 ESG 重要性議題矩陣  
Material Issue Matrix of Landsea Green Life in 2024





## 專題 FEATURE

# 凝聚點點星火 引領責任傳遞

## GATHERING SPARKLING LIGHTS, LEADING THE RELAY OF RESPONSIBILITY

朗詩綠色生活始終致力於通過點滴公益行動匯聚成大愛善舉。我們牢守初心，致力於以實際行動傳遞愛與希望，讓每一份微小的努力匯聚成推動社會進步的正能量，共同書寫美好未來的篇章。

Landsea Green Life has always been committed to gathering acts of kindness through small-scale public welfare actions. We remain true to our original aspiration, dedicated to conveying love and hope through practical actions, allowing every small effort to accumulate into positive energy that promotes social progress, and together, we write a new chapter for a better future.

### 朗詩公益行動發展歷程

#### Landsea Green Life Public Welfare Action Development History

01

援建「朗詩五權希望小學」  
Supporting the Construction of "Landsea Wuquan Hope Primary School"

2008 年 6 月至 2011 年底，斥資 1,500 萬元援建四川省廣元市旺蒼縣五權鎮「朗詩五權希望小學」。

From June 2008 to the end of 2011, invested 15 million yuan to support the construction of "Landsea Wuquan Hope Primary School" in Wuquan Town, Wangcang County, Guangyuan City, Sichuan Province.

02

設立「朗詩綠苗助學」  
Establishing the "Landsea Green Sprout Scholarship"

以助學為善，2008 年設立「朗詩綠苗助學」，幫助貧困家庭的學生實現讀書夢想，為偏遠地區教育尋找出路，愛心捐助逾百萬元，累計資助五權希望小學、拉布希望小學、布拖縣拖覺鎮女子班共計 908 名貧困學生完成其學業。

With a commitment to educational assistance, the "Landsea Green Sprout Scholarship" was established in 2008 to help students from impoverished families achieve their dreams of education and to find solutions for education in remote areas. Over one million yuan has been donated in love, supporting a total of 908 students from impoverished backgrounds to complete their studies at Wuquan Hope Primary School, Labu Hope Primary School, and the female class in Tuoguo Town, Butuo County.

03

援建「拉布朗詩希望小學」  
Supporting the Construction of "Labu Landsea Hope Primary School"

2010 年 7 月至 2011 年 11 月，再斥資 1,000 多萬援建青海省玉樹州稱多縣拉布鄉「拉布朗詩希望小學」。

From July 2010 to November 2011, over 10 million yuan was invested to support the construction of the "Labu Landsea Hope Primary School" in Labu Township, Chengduo County, Yushu Prefecture, Qinghai Province.

04

成立「朗詩公益基金會」  
Establishing the "Landsea Public Welfare Foundation"

2014 年投入 200 萬元成立朗詩公益基金會，持續推動教育人文、社區服務發展，以身作則踐行企業社會責任。

In 2014, an investment of 2 million yuan was made to establish the Landsea Public Welfare Foundation, continuously promoting the development of educational humanities and community services, and setting an example in fulfilling corporate social responsibility.

05

發起「綠色蓓蕾行動」  
Launch of the "Green Buds Initiative"

2016 年 11 月發起「綠色蓓蕾行動」，利用自身在綠建領域二十多年的經驗和技術，為北京、天津、上海、蘇州、南京、合肥、杭州、成都、武漢、保定 10 座城市共計 12 家幼兒園進行免費除霾新風系統改造，高效改善室內空氣品質。

In November 2016, the "Green Buds Initiative" was initiated, leveraging over two decades of experience and technology in the green construction field to provide free air purification and fresh air system upgrades to a total of 12 kindergartens across 10 cities including Beijing, Tianjin, Shanghai, Suzhou, Nanjing, Hefei, Hangzhou, Chengdu, Wuhan, and Baoding, efficiently improving indoor air quality.

06

設立「朗詩教育基金」  
Establishing the "Landsea Education Fund"

2016 年 11 月於東南大學設立「朗詩教育基金」，支援暑期貴州支教活動。

In November 2016, the "Landsea Education Fund" was established at Southeast University with an investment of 2 million yuan to support summer teaching activities in Guizhou.



07

捐贈醫療物資，共援抗疫前線  
Donation of Medical Supplies to Support the Frontline in the Fight Against COVID-19

2020 年 1 月 30 日，朗詩捐贈人民幣 1,000 萬元用於從海外購買緊缺醫療物資，支援疫區一線工作人員，給予醫療戰線工作人員最切實的醫療防護保障。

On January 30, 2020, Landsea donated 10 million RMB to purchase urgently needed medical supplies from overseas to support frontline workers in the epidemic area, providing the most practical medical protection for medical staff.

08

參與「中國扶貧基金會陽光跑道建設」  
Contributing to the "Sunshine Track Project" by the China Foundation for Poverty Alleviation

2021 年 10 月朗詩綠色生活參與中國扶貧基金會陽光跑道建設倡議，詩友公社號召朗詩全國跑友「捐贈步數，助力跑道」，累計捐步達 630.8 萬。

In October 2021, Landsea Green Life engaged in the "Sunshine Track Project" initiated by the China Foundation for Poverty Alleviation. The Poetry Friends Commune rallied Landsea's nationwide running enthusiasts to "contribute steps to aid in track construction," amassing a total of 6.308 million steps donated.

09

共建「社區公益圖書館」  
Co-construction of "Community Public Libraries"

2022 年 3 月朗詩綠色生活開展陽光置換活動，詩友公社號召業主共建共用，累計捐贈 9,335 本書籍，在朗詩 47 個社區成立 47 個圖書館。

In March 2022, Landsea Green Life launched the Sunshine Exchange initiative, with the Poetry Friends Commune calling on homeowners to co-construct and share resources, leading to a total of 9,335 books donated and the establishment of 47 libraries across 47 Landsea communities.

10

發起「用衣份愛造一片林」公益活動  
Launching the "Clothing Love, Forest Creation" Public Welfare Activity

2022 年 11 月朗詩綠色生活發起「用衣份愛造一片林」公益活動，截至目前收集舊衣物 641.21kg，在甘肅民勤認領樹苗，已種植樹木 59 棵。

In November 2022, Landsea Green Life initiated the "Clothing Love, Forest Creation" charity event. As of now, 641.21kg of used clothing has been collected. saplings have been adopted in Minqin, Gansu, and 59 trees have been planted.

11

朗詩綠色生活承接愛心接力棒  
Landsea Green Life Takes on the Baton of Love Relay

2024 年 6 月，朗詩綠色生活承接愛心接力棒，重新踏上了去遠在玉樹拉布的朗詩希望小學的旅程，在寒潮來臨前為孩子們送上了第一件「羽絨校服」。

In June 2024, Landsea Green Life took on the baton of love and embarked on a journey to Labu, Yushu, to visit the Landsea Hope Primary School again. Before the cold wave hit, they delivered the first set of "down school uniforms" to the children.

## 責任跨越千里，重新鍛造公益力量

### Responsibility Spans Miles, Rekindling the Force of Philanthropy

2024 年是朗詩綠色生活上市的三周年，朗詩綠色生活重新來到遠在玉樹拉布的朗詩希望小學。該學校為玉樹全州第一所災后投入使用的小學，也是朗詩援建的第二所希望小學，承擔著周邊千余山區人口的基礎教育重任。

The year 2024 marks the third anniversary of Landsea Green Life's listing. Landsea Green Life revisits the Labu Landsea Hope Primary School, located far in Yushu. This school was the first primary school in the entire Yushu prefecture to be put into use after the disaster and is also the second hope primary school built with Landsea's support, taking on the important task of providing basic education for over a thousand people in the surrounding mountainous areas.

#### 首件「羽絨校服」 The first "down jacket school uniform"

我們爭分奪秒地啟動了 334 套冬裝校服定製計劃，希望孩子們在寒潮來臨之前能夠穿上禦寒的新衣，這也是孩子們的首套羽絨校服。

We initiated a plan to customize 334 sets of winter school uniforms at a breakneck pace, hoping that the children could wear the new cold-resistant clothes before the cold wave arrived; this was also the first set of down school uniforms for the children.



身穿羽絨校服的孩子們  
Children within down jackets

從校服原料選擇、生產到成品打樣，我們嚴格把控、層層把關，確保捐贈校服高標準、高品質要求，歷時 58 天將捐贈的 334 套定製校服趕在寒潮前送達學校，隨校服送達的還有文具和 49 個孩子的心願禮物。

From the selection of school uniform materials, production to the final sampling, we strictly controlled and checked each step to ensure that the donated school uniforms met high standards and quality requirements. It took 58 days to deliver the 334 customized uniforms to the school before the cold wave hit. Along with the uniforms, we also sent stationery and wish gifts for 49 children.



## 心願禮物 Wish Gifts

在前往拉布希望小學的公益之旅中，我們深切感受到社會各界的溫暖與支援。團隊在途中意外地收到了來自四面八方的善意，來自詩友公社的每一句「願同行」「願助力」，協助達成了 49 位孩子的心願，如同溫暖的陽光與我們寫手照亮了這條公益之路。

On our charitable trip to Labu Hope Primary School, we deeply felt the warmth and support from all walks of life. Our team unexpectedly received goodwill from all directions during the journey, with every "willing to accompany" and "willing to support" from the Poetry Friends Commune helping to fulfill the wishes of 49 children. It was like the warm sunlight, illuminating this path of philanthropy along with us.



受助學生  
Donated student

在本次公益行動中，我們不僅成功落實了拉布希望小學的冬裝校服項目，還同步籌備了一系列滿載愛心的援助計劃，致力於全方位改善孩子們的學習與生活條件：

In this public welfare action, we not only successfully implemented the winter school uniform project for Labu Hope Primary School but also simultaneously prepared a series of aid plans filled with love, dedicated to comprehensively improving the children's learning and living conditions:



為確保公益項目的透明度與公信力，我們通過「朗詩綠色生活」「詩友公社」雙平臺，實時發佈援助動態，包括項目進展、資金使用方式、受助學生反饋等，讓每一份愛心的進展、每一步幫扶的足跡都能得到及時的分享與見證，讓社會各界的善意得到充分的落實與回報。

To ensure the transparency and credibility of the public welfare projects, we use both the "Landsea Green Life" and "Poetry Friends Commune" platforms to release aid updates in real-time, including project progress, methods of fund usage, and feedback from the students being helped. This allows every step of the aid and every advancement of the love to be shared and witnessed in a timely manner, ensuring that the goodwill from all sectors of society is fully implemented and rewarded.

未來，我們將持續關注教育公益領域，不斷探索更多創新的公益模式，為更多需要幫助的兒童提供支持與關愛。

In the future, we will continue to focus on the field of educational philanthropy, constantly exploring more innovative public welfare models, and providing support and care for more children in need.

## 責任始於足下，不斷搭建溝通橋樑

### Responsibility Begins with Stepping Forward, Continuously Building Communication Bridges

希望築就的六月，是無數青春的身影迎來人生節點的重要時刻，朗詩綠色生活人化身為默默的守護者和高考助攻隊，用細緻關懷與專業服務，為每一位追夢少年築起堅實的後盾。

In the hopeful month of June, a time when countless youthful figures reach pivotal moments in their lives, Landsea Green Life's team becomes quiet guardians and a support squad for the college entrance examination. With meticulous care and professional service, they build a solid support for every young dream chaser.

## 愛心助力驛站 Charity Aid Station

在考試前期，為了支援考生們在考試期間能夠更加從容應對，朗詩綠色生活精心準備了「愛心文具包」，希望為考生們提供實際的便利，同時傳遞出一種溫暖與關懷，鼓勵莘莘學子們在學業上追求卓越，勇敢追逐夢想。

In the lead-up to the exams, to support the students in facing their exams with greater ease, Landsea Green Life carefully prepared "Charity Aid Stationery Kits". It is hoped that these kits will provide practical convenience to the students and convey a sense of warmth and care, encouraging the young scholars to pursue excellence in their studies and bravely chase their dreams.



為考生分發「福袋」  
Distributing "Lucky Bags" to examinees



## 靜音模式護考 Silent Mode for Exam Support

為給考生們提供一個安靜的休息和學習環境，朗詩綠色生活於社區中積極開展「靜音行動」，通過業主群、朋友圈、大屏等各種宣導，號召全體社區成員共同努力，降低日常噪音，包括避免晚間大聲交談、裝修施工的管控、遛狗業主友情提醒等，在高考期間攜手創造一個和諧、靜謐的社區環境。

To provide a quiet environment for examinees, Landsea Green Life actively launched a "Silent Action" within the community. Through various channels such as owner groups, social media, and large screens, they called on all community members to work together to reduce daily noise, including avoiding loud conversations at night, controlling construction, and kindly reminding dog owners to be mindful, thus creating a harmonious and tranquil community environment during the examination period.



開展「靜音行動」  
Launching the "Silent Campaign"

## 愛心直通車 Charity Shuttle Service

公司工作人員愛車張貼標識，變身為「高考愛心直通車」，為有需要的考生提供高考接送綠色服務，支持考生輕鬆赴考。

Company staff adorned their cars with signs, transforming them into "College Entrance Exam Charity Shuttle", offering green transportation services to students in need to support them in attending their exams with ease.



「高考愛心直通車」  
"College Entrance Exam Charity Shuttle"

## 公益助考與祝福 Charitable Support and Wishes for Exam Candidates

公司委派黨員帶領、物業管家化身高考志願者，在考點外設置「愛心助考點」，為考生提供文具、飲用水、藥品等；同時於大門口等醒目位置懸掛張貼高考祝福標語，全方位為考生打造貼心的備考環境。

The company dispatched Party members to lead and property managers to serve as volunteers for the college entrance examination. They set up "Charity Aid Stations" outside the examination sites to provide students with stationery, drinking water, medicine, and more. Additionally, they hung and posted encouraging messages for the exams in conspicuous locations such as the main entrance, creating a caring environment for candidates in every way possible.



「愛心助考點」  
"Love Assistance Station"



張貼高考祝福標語  
Posting college entrance exam well-wishes







# 管治履責， 築就穩健發展根基

GOVERNANCE STEWARDSHIP,  
FORGING A FIRM FOUNDATION FOR DEVELOPMENT

本章回應的重要性議題：

Material Topics Addressed in the Chapter:

公司管治

Corporate Governance

合規運營

Compliance Operation

風險管理

Risk Management

客戶信息與隱私保護

Customer Safety and Health

商業道德與反腐敗

Business Ethics and Anti-corruption

本章實踐目標：

UNSDGs Practiced in the Chapter:



## 公司治理與合規經營

### CORPORATE GOVERNANCE AND COMPLIANCE OPERATION

作為一家香港聯交所上市企業，本公司始終恪守《上市規則》的各項要求，制定了《組織章程細則》《審核委員會之職權範圍》以及《薪酬委員會之職權範圍》等一系列管理制度以確保公司管治的規範性和透明度，同時兼顧保障股東和投資者的權益，促進企業價值的持續增長。

As a company listed on the Hong Kong Stock Exchange, we have always adhered to the requirements of the *Listing Rules*. We have established a series of management systems, including the *Articles of Association*, *Terms of Reference for the Audit Committee*, and *Terms of Reference for the Remuneration Committee*, to ensure the standardization and transparency of corporate governance. At the same time, we aim to protect the rights and interests of shareholders and investors and promote the continuous growth of corporate value.

### 董事會效率

#### Board Efficiency

董事會在公司管治中扮演著核心角色，負責監督公司的戰略規劃、決策執行、業務運營以及 ESG 等事務進展，其有效地監督和評估公司的業務表現，確保公司的長期穩定發展。2024 年，董事會共審議 35 件事項，涵蓋資訊披露、合規管理、風險管理、經營業績等內容。

The Board of Directors plays a central role in corporate governance, responsible for overseeing the company's strategic planning, decision execution, business operations, and progress in ESG matters. It effectively supervises and evaluates the company's business performance to ensure long-term stable development. In 2024, the Board considered a total of 35 items, covering information disclosure, compliance management, risk management, and operational performance.



35 件  
items

2024 年，董事會共審議事項  
In 2024, the Board  
considered a total of 35  
items



### 董事會多元化

#### Board Diversity

本公司高度重視董事會成員的多元化，將其視為保持公司競爭力的關鍵因素。為了適應公司的發展策略，由提名委員會定期審查董事會的構成，並在適當的時候提出調整建議。在提名新董事的過程中，委員會將綜合考慮候選人的性別、年齡、文化背景、教育經歷、專業資格以及技能和知識等多方面因素，以此促進董事會成員的多元化，確保董事會能夠從不同角度為公司的長遠發展提供全面的指導和支援。截至 2024 年末，本公司共 3 名獨立非執行董事，4 名女性董事。我們的董事成員擁有多樣化的專業背景，包括金融、會計、工商管理和工程等領域，其豐富行業經驗為公司帶來多元化的視角和創新思維，共同推動公司的持續發展。

The Company places a high value on the diversity of its Board members, viewing it as a key factor in maintaining the company's competitiveness. To align with the company's development strategy, the Nominating Committee regularly reviews the composition of the Board and proposes adjustments when appropriate. In the process of nominating new directors, the committee considers various factors such as the candidate's gender, age, cultural background, educational experience, professional qualifications, as well as skills and knowledge, to promote diversity among Board members and ensure that the Board can provide comprehensive guidance and support for the company's long-term development from different perspectives. By the end of 2024, the Company had three independent non-executive directors and four female directors. Our Board members have diverse professional backgrounds, including finance, accounting, business administration, and engineering, and their extensive industry experience brings a range of perspectives and innovative thinking to the company, collectively driving its continuous development.



3 名  
directors

截至 2024 年末，本公司獨立非執行  
董事共  
By the end of 2024, the Company  
had three independent non-  
executive directors



4 名  
directors

女性董事  
and four female directors

### 信息披露

#### Information Disclosure

本公司嚴格遵守資訊披露制度，確保所有對外披露的資訊符合法律法規及相關規定要求，保障信息透明度。公司通過定期發佈財務報告、年報、ESG 報告等，向股東和投資者披露公司的經營狀況、財務表現及 ESG 實踐成果。公司設立香港辦公室，負責投資者溝通相關事宜。

The Company strictly adheres to the information disclosure system, ensuring that all disclosed information complies with legal regulations and relevant requirements, safeguarding transparency. The Company regularly publishes financial reports, annual reports, ESG reports, etc., to disclose its operational status, financial performance, and ESG achievements to shareholders and investors. The Company has established an office in Hong Kong, responsible for investor relations and communication matters.





## 合規經營 Compliant Operations

本公司基於適用的法律法規及相關規定，制定多維度、多層面管理制度，以規範要求企業在運營過程中的合規行為。公司審計監察部定期開展適用法律法規及相關規定盤查和內部審計工作，識別與公司業務發展相關的條款，並聯合職能部門修訂、新增相應的管理制度。

The Company strictly adheres to applicable laws and regulations, establishing multi-dimensional and multi-layered management systems to regulate compliance behavior during its operations. The Audit and Supervision Department regularly conducts reviews of applicable laws and regulations, as well as internal audits, to identify clauses related to the company's business development and, in conjunction with functional departments, revises and adds corresponding management systems.



2024 年，共計開展 **16** 項審計事項，項目級審計工作 **11** 項，專項審計 **3** 項，提交書面改進建議 **158** 項目，圓滿完成年度審計目標

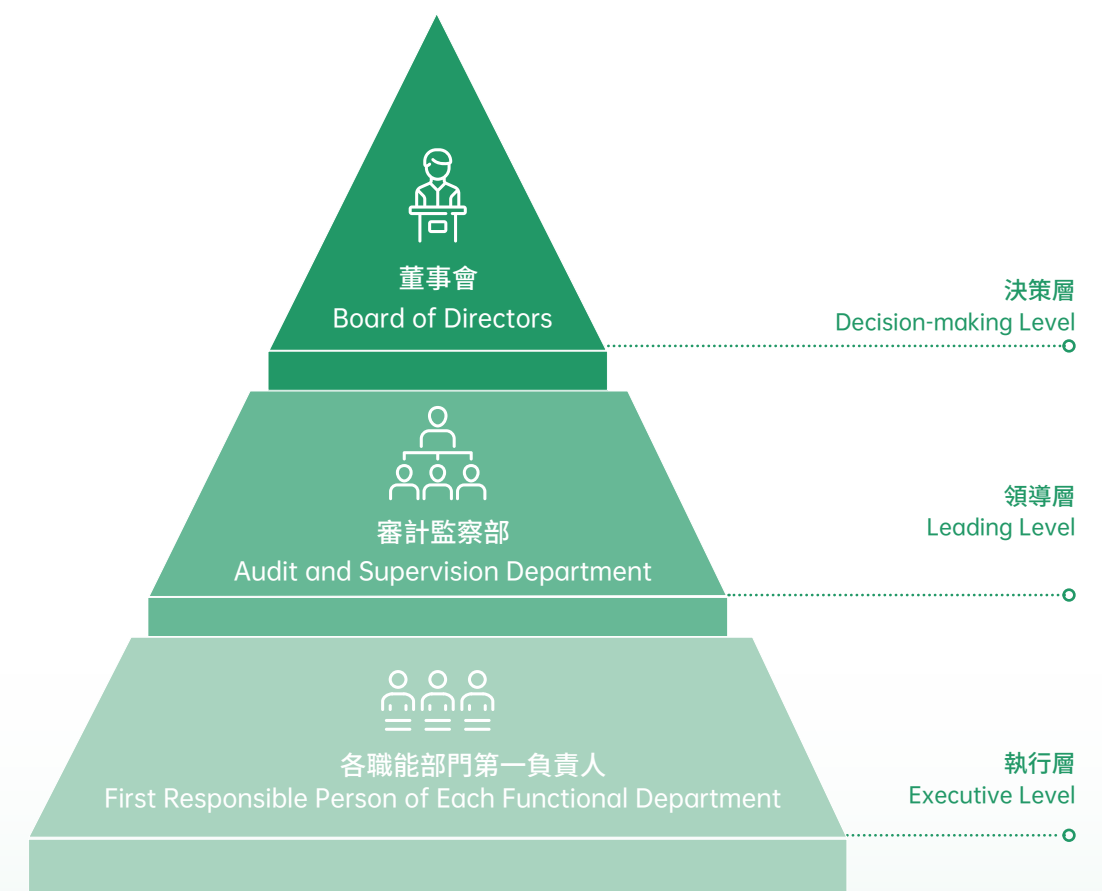
In 2024, a total of **16** audit items were carried out, including **11** project-level audits and **3** special audits, with **158** written improvement suggestions submitted, successfully achieving the annual audit objectives.

## 全面風險管控 COMPREHENSIVE RISK MANAGEMENT

本公司已建立系統化的風險管理組織體系，搭建三層級風險管理架構，以識別公司在系統規劃、企業宗旨、戰略、內外部環境、相關方的需求和期望等方面的變化所引發的風險。2024 年，我們發布了《物業公司舞弊行為糾察清單》，以融合案例的方式將各種隱藏的風險揭示。本年度，公司共識別新風險點 22 個，均已歸納於《風險清單》並積極整改。

The Company has established a systematic risk management organizational system, setting up a three-tiered risk management framework to identify risks triggered by changes in system planning, corporate purpose, strategy, internal and external environments, and the needs and expectations of stakeholders. In 2024, we issued the *Property Company Fraud Detection Checklist*, revealing various hidden risks through case integration. During the Year, the Company identified 22 new risk points, all of which have been included in the *Risk Lists* and actively rectified.

風險管理組織架構  
Risk Management Organizational Structure



## 風險管理培訓 Risk Management Training

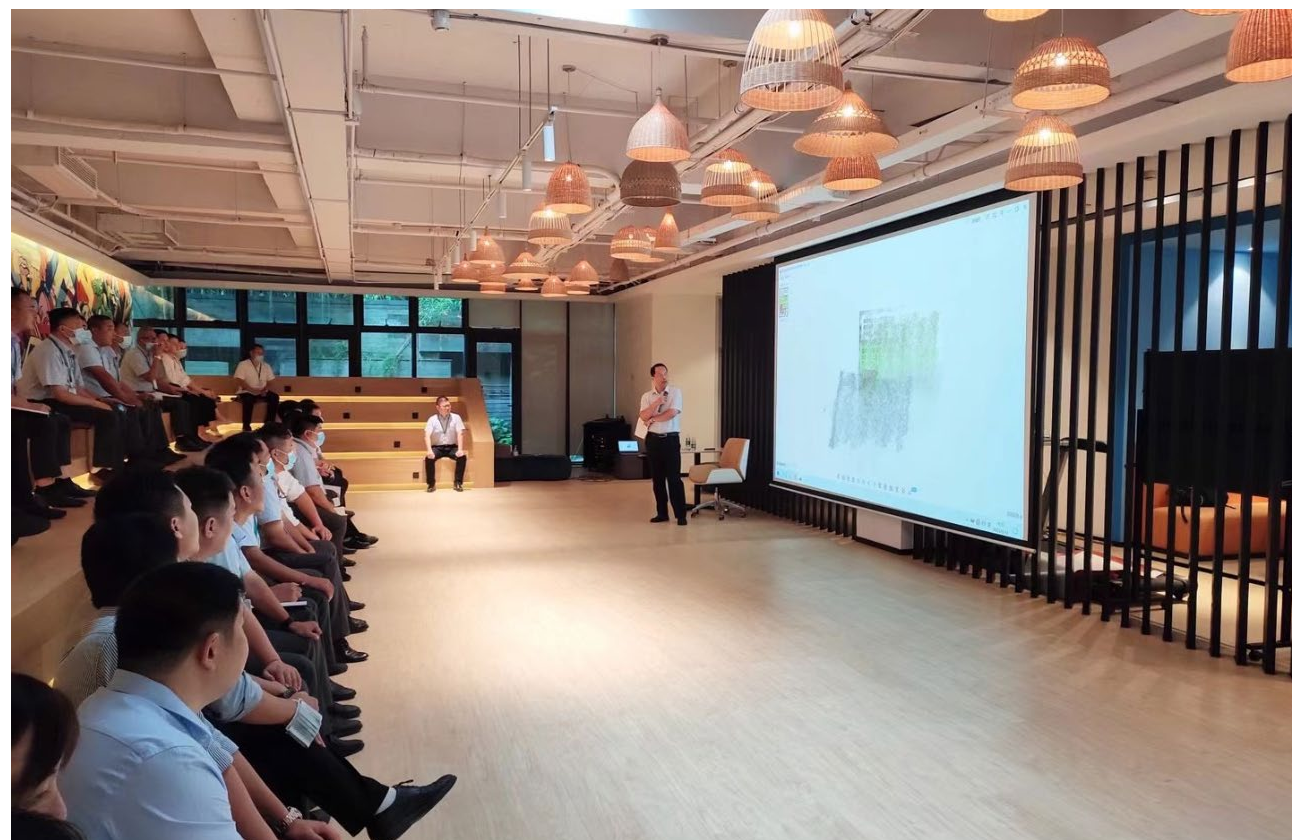
本公司通過系統化的管理、定期的審查和培訓，確保公司能夠有效地識別、評估和控制風險，從而保障公司的穩定運營和可持續發展。2024 年，我們開展的風險管理培訓覆蓋公司管理層、全體員工、城市公司、合資公司等，通過案例教學提升員工的風險控制意識，累計培訓覆蓋逾 3,000 人次。

The Company ensures effective identification, assessment, and control of risks through systematic management, regular reviews, and training, thereby safeguarding the stable operation and sustainable development of the Company. In 2024, our risk management training covered the company's management, all employees, city companies, joint ventures, etc., enhancing employees' risk control awareness through case studies, with cumulative training coverage exceeding 3,000 participants.



3,000 人次  
participants

累計培訓覆蓋逾  
cumulative training coverage exceeding 3,000 participants



風險宣貫培訓會  
Risk dissemination training

## 商業道德與反腐 BUSINESS ETHICS AND ANTI-CORRUPTION

本公司嚴格遵守《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》《中華人民共和國廣告法》等商業道德和反腐敗原則與法規，定期開展反腐敗、反賄賂的管理工作，堅決執行朗詩「不行賄受賄、不偷稅漏稅、不做假賬、不欺騙客戶」的「四不紀律」與集團《反腐敗條例》《朗詩控股廉潔從業規範手冊》《朗詩 控股審計監察制度》，杜絕一切腐敗與不真實營銷等行為。本年度，公司完成廉政宣貫巡檢工作，其中南京項目巡檢覆蓋率達 70%。

The Company strictly adheres to the *Anti-Unfair Competition Law of the People's Republic of China*, the *Anti-Money Laundering Law of the People's Republic of China*, the *Advertising Law of the People's Republic of China*, and other principles and regulations regarding business ethics and anti-corruption. It regularly carries out anti-corruption and anti-bribery management work, firmly enforcing Landsea's "Four No's Discipline" of "no bribery or corruption, no tax evasion, no false accounting, and no deception of customers," as well as the Group's *Anti-Corruption Regulations*, *Landsea Holdings Integrity Code of Conduct Manua*, and *Landsea Holdings Audit and Supervision System*, to eliminate all acts of corruption and dishonest marketing. During the Year, the Company completed anti-corruption propaganda and inspection tours, with a 70% inspection coverage rate for the Nanjing project.

### 廉潔自律承諾書 the Commitment of Integrity and Self-discipline

我們分別與常規物業從業人員、房屋租售從業人員簽署《廉潔自律承諾書（常規物業版）》和《廉潔自律承諾書（涉房版）》，要求新員工入職時簽署《廉潔自律承諾書》，提升員工反腐敗意識。

We sign the *Commitment of Integrity and Self-discipline (General Property Edition)* with regular property service personnel and the *Commitment of Integrity and Self-discipline (Real Estate Edition)* with real estate rental and sales personnel. We require new employees to sign the *Commitment of Integrity and Self-discipline* upon joining, enhancing their awareness against corruption.

### 《廉潔自律承諾書》原則 Principles for the Commitment of Integrity and Self-discipline

- 不索（獲）取個人勞動報酬以外任何利益；  
Do not ask for (or take) any benefits other than personal labor remuneration;
- 與供應商、客戶保持必要的交往距離；  
Keep necessary distance with suppliers and customers;
- 不使用私人賬戶收取公款；  
Do not use private accounts to collect public funds;
- 收到公款及時上交，不挪用、不隱匿、不侵吞；  
Public funds received should be submitted in time and should not be misappropriated, concealed or embezzled;
- 不將租房客源信息洩露給外部仲介；  
Do not disclose any information of the rental and sale of houses to any external intermediaries;
- 不利用公司平台資源做私單，不飛單、不跳單；  
Do not use the Company's platform resources to take any private order, transfer any order to other companies for personal gains or skip any order;
- 不洩露公司商業信息，不洩露業主個人和家庭信息；  
Do not disclose the Company's business information, do not disclose any property owner's personal and family information;
- 不與業主、合作夥伴產生私人借貸及經濟往來；  
Do not initiate private loans and economic exchanges with property owners and partners;
- 不向業主、合作夥伴做未經授權的承諾；  
Do not make unauthorized commitments to property owners and partners;
- 不杜撰、不傳播公司負面信息，不詆毀公司，不毒害團隊文化；  
Do not fabricate or disseminate negative information about the Company, slander the Company or harm the team culture.





## 規範舉報 Regulating Reporting

在廉潔從業監督方面，我們設有舉報熱線、舉報電子郵箱、來訪接待室、陽光朗詩舉報二維碼等舉報管道，並將舉報管道向員工及其他利益相關方公示。

In terms of integrity oversight, we have established reporting hotlines, electronic mailboxes for reports, a reception room for visitors, and a Sunshine Landsea reporting QR code as channels for reporting, and we make these reporting channels public to our employees and other stakeholders.

- 登記  
Registration**  
接待舉報人員，記錄所有舉報事項。  
Receive the whistleblower and record all reported matters.
- 評估  
Assessment**  
評估是否具備調查條件以及其影響。  
Evaluate whether there are conditions for investigation and its potential impact.
- 調查  
Investigation**  
成立調查組，進行調查。  
Establish an investigation team to conduct the inquiry.
- 報告  
Reporting**  
對查實的案件，根據公司制度對相關人員進行相應的處理，如涉嫌違法的，移交至公安司法機關依法處理。  
For verified cases, take appropriate action against the involved personnel according to company policies. If illegal activities are suspected, hand over the case to public security and judicial authorities for legal processing.

## 信息安全與隱私保護 INFORMATION SECURITY AND PRIVACY PROTECTION

朗詩綠色管理高度重視信息安全管理與保護等相關工作，於公司內部分條線搭建起完善制度與管理體系，定期開展系列培訓，以求最大程度上保障公司信息和客戶隱私安全。

Landsea Green Life places a high emphasis on information security management and protection, establishing comprehensive systems and management frameworks within the company. Regular series of training are conducted to ensure the maximum level of protection for the company's information and customer privacy safety.

### 信息安全 Information Security

本公司交由運營管理中心的信息部門專項負責資訊安全工作，嚴格遵循《中華人民共和國網路安全法》以及相關的資訊安全與隱私保護法律法規，於內部建立了線上及線下的信息網路安全防護體系，以確保數據的安全性。對於所有資訊類合作供應商，公司在合同條款中明確約定了保密義務，確保第三方合作過程中的資訊安全。

The Company entrusts the Information Department under the Operations Management Center with special responsibility for information security. It strictly follows the *Cybersecurity Law of the People's Republic of China* and other relevant information security and privacy protection laws and regulations. An online and offline information network security protection system has been established within the company to ensure data security. For all information-related cooperative suppliers, the company clearly stipulates confidentiality obligations in the contract terms to ensure information security during third-party cooperation processes.



朗詩綠色管理信息安全體系認證  
Information security management system certification of Landsea Green Management

本年度，我們常態化開展季度系統巡檢工作，對系統的功能穩定性、數據（含客戶數據）異常等進行定期巡檢排查，並根據巡檢情況出台相應的管理規範，確保系統的安全性和數據的完整性。

During the Year, we conducted regular quarterly system inspections to check for functional stability of the system and anomalies in data, including customer data. Based on the inspection results, corresponding management regulations were issued to ensure the security of the system and the integrity of the data.



## 客戶隱私保護 Customer Privacy Protection

為了最大程度上保障客戶的隱私安全，本公司對所有可能會接觸到客戶的個人身份信息、家庭成員、住址等敏感信息的工作人員定期開展培訓，並依據 GB/T22080-2016/ISO/IEC27001:2013 物業管理服務涉及的信息安全管理活動認證制定了《客戶資料管理工作指導書》，嚴禁向公司以外的任何單位及個人提供客戶信息。

To ensure the utmost protection of our customers' privacy, the Company regularly conducts training for all employees who may encounter sensitive information such as personal identification, family members, and addresses. In accordance with the GB/T22080-2016/ISO/IEC27001:2013 certification for information security management activities related to property management services, we have established the *Customer Data Management Work Guidance* to strictly prohibit the provision of customer information to any units or individuals outside the company.



### 朗詩綠色管理客戶隱私保護措施

#### Landsea Green Life's Customer Privacy Protection Measures

##### 訪問許可權控制 Access Permission Control

電子版及資訊管理平臺的客戶資料應設置訪問許可權與密碼，除物業服務中心負責人、前臺文員及對應管家外，其他人員未經許可不得隨意訪問。

Customer data on electronic versions and information management platforms should be set with access permissions and passwords. Except for property service center managers, front desk clerks, and corresponding property managers, other personnel are not allowed to access the data without permission.

##### 應急回應機制 Emergency Response Mechanism

建立了資訊安全事件的應急響應機制，一旦發現資訊洩露或濫用的情況，立即啟動應急預案，採取有效措施防止資訊進一步洩露，並及時通知相關方。

An emergency response mechanism for information security incidents has been established. In case of information leakage or misuse, the emergency plan is immediately activated to take effective measures to prevent further disclosure and notify relevant parties in a timely manner.

##### 培訓與教育 Training and Education

定期對員工進行資訊安全和隱私保護的培訓，提高員工的保密意識和責任感。

Regular training on information security and privacy protection is conducted for employees to enhance their awareness and sense of responsibility for confidentiality.

##### 保密協定 Confidentiality Agreements

與員工簽訂保密協議，明確禁止向公司以外的任何單位及個人提供客戶資訊。

Confidentiality agreements are signed with employees, explicitly prohibiting the provision of customer information to any units or individuals outside the company.

## 知識產權保護 Intellectual Property Protection

本公司根據國家和行業有關智慧財產權的法律、法規和規章，結合公司的實際情況，規範公司智慧財產權的管理工作，同時定期對員工進行智慧財產權相關的培訓，提高員工的智慧財產權意識和保護能力。此外，在保護自身知識產權的同時，公司亦尊重他人勞動成果，不侵害他人智慧財產權，不盜用、不模仿他人專利技術，不侵犯他人註冊商標專用權。

In accordance with national and industry laws, regulations, and rules related to intellectual property, and in conjunction with the actual situation of the Company, we regulate the management of intellectual property rights (IPR). We also regularly conduct IPR-related training for employees to enhance their awareness and protection capabilities. In addition to protecting our own intellectual property, the Company respects the fruits of others' labor, does not infringe upon others' intellectual property rights, does not pirate or imitate others' patented technology, and does not violate others' exclusive rights to registered trademarks.







# 社會履責， 繪就美好幸福社區

SOCIAL STEWARDSHIP,  
CONSTRUCTING A BEAUTIFUL AND HAPPY COMMUNITY

本章回應的重要性議題：  
Material Topics Addressed in the Chapter:

服務品質與滿意度  
Service Quality and Satisfaction

客戶安全與健康  
Customer Safety and Health

員工權益與福利  
Employee's Right and Benefit

員工培訓與發展  
Employee Training and Development

職業健康與安全  
Occupational Health and Safety

供應鏈管理  
Supply Chain Management

社區共建  
Community Support

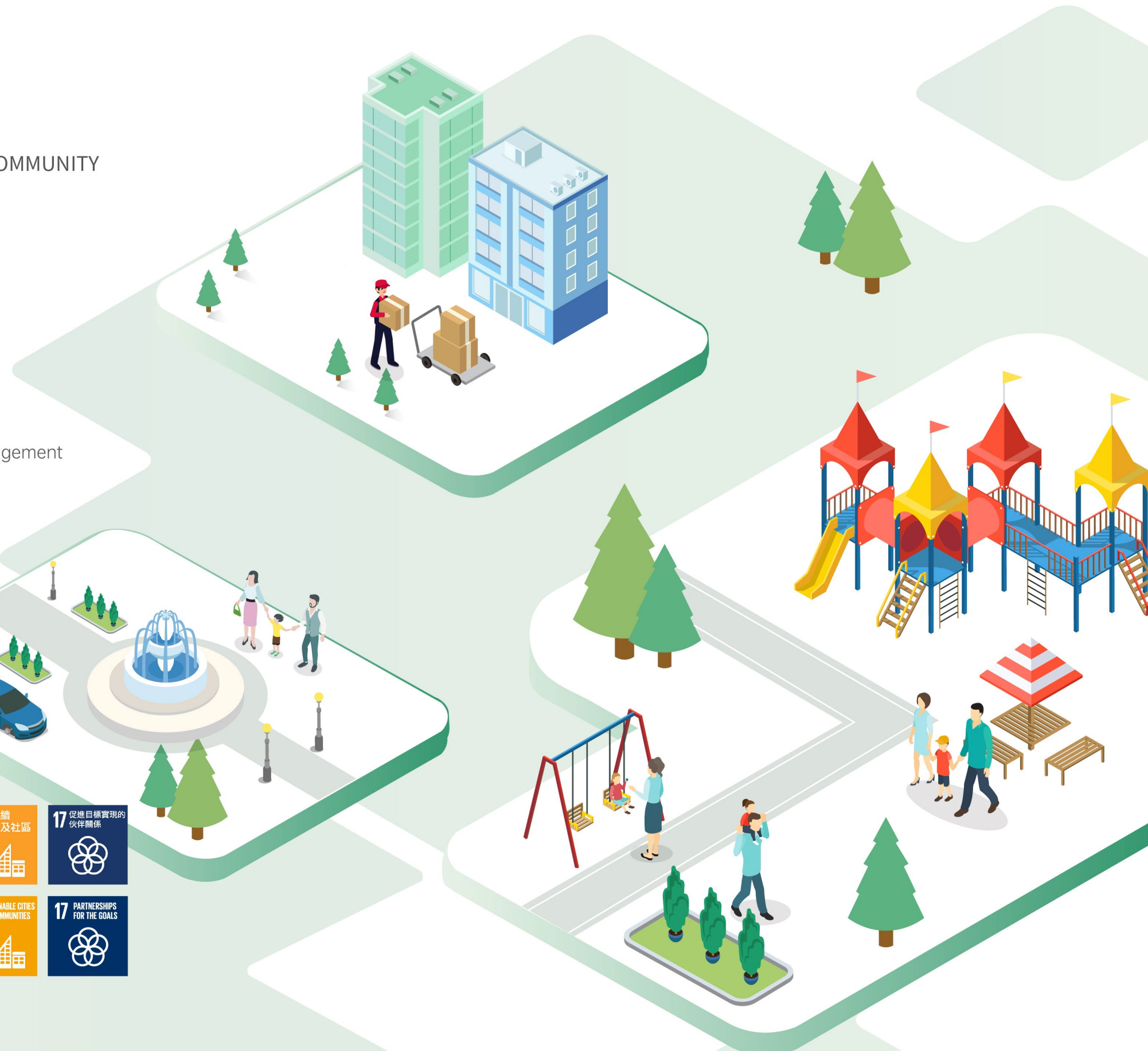
綠色建築機遇捕捉  
Opportunities for Green Buildings

全方位生活服務管理  
Comprehensive Life Service Management

負責任營銷  
Responsible Marketing

行業共建  
Industry Co-construction

本章實踐目標：  
UNSDGs Practiced in the Chapter:





## 共創美好社區 Co-creating a Better Community

我們始終堅信社區是連接人與人、人與自然、人與社會的紐帶。本公司致力於通過不斷地探索和實踐，為居民打造一個更加宜居、可持續和充滿活力的社區環境；助力產城融合，在各區域內打造高層次人才「舒適住宅+舒心服務」生活圈。

We are convinced that communities serve as a vital link connecting people to each other, nature, and society. The Company is dedicated to creating a more livable, sustainable, and vibrant community environment for residents through ongoing exploration and practice. We also support the integration of urban and industrial development by establishing a high - level talent - oriented “comfortable housing + quality services” living circle within each region.

## 精耕城市服務，建設美好城市「新」空間 Refining Urban Services to Create a “New” Urban Space

本公司積極佈局綠色城市生活服務，管理多個城市公園和廣場，通過「物業+城市服務」的模式，以溫度深耕城市服務，賦能城市治理，成為城市更新建設的堅定參與者。

The Company actively lays out green urban lifestyle services, managing multiple urban parks and squares. Through the “property + urban services” model, it refines urban services with warmth, empowers urban governance, and becomes a steadfast participant in urban renewal and construction.



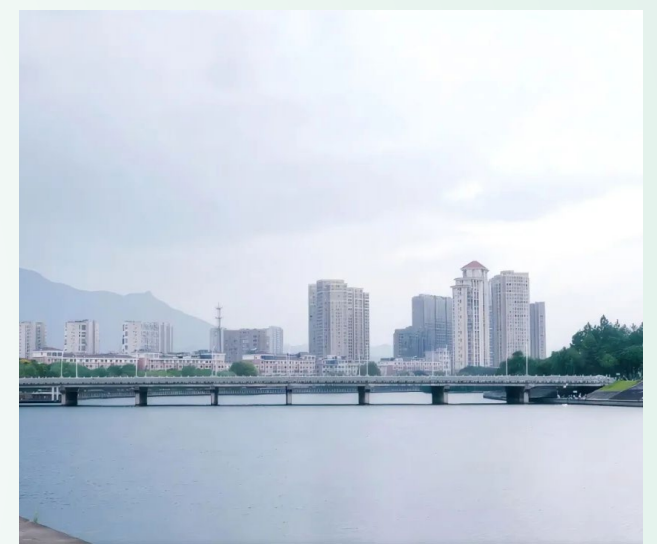
東陽濕地公園  
Dongyang wetland park



猴塘文化公園  
Houtang cultural park



北岸文創公園  
North shore creative park



南岸藝術公園  
South shore art park



## 社區活動 Community Activities

本公司通過精心策劃和組織的社區活動，讓「溫馨」成為我們社區的代名詞。2024 年，我們於全國各項目根據年度社區文化活動計劃，通過節日的環境佈置、活動創新及業主需求，共組織社文活動 1,006 起，大大提高了客戶感知度和歸屬感，感受朗詩綠色生活社區的人文氣息及色彩。

Through meticulously planned and organized community events, our company has made "warmth" synonymous with our communities. In 2024, based on the annual community cultural activity plan, we organized 1,006 social and cultural activities across all our projects nationwide, focusing on holiday decorations, innovative activities, and meeting the needs of homeowners. This significantly enhanced customer perception and sense of belonging, allowing them to experience the cultural atmosphere and vibrancy of Landsea Green Life communities.

### 案例 Case 與社區「詩友」喜迎龍年 Celebrating the Year of the Dragon with Community "Poetry Friends"

春節作為中國最重要的傳統節日，朗詩綠色生活通過在社區組織寫福字、貼春聯、贈送銀柳和懸掛紅色燈籠等活動，傳遞節日祝福，增強社區節日氛圍，使社區煥發節日光彩。

The Spring Festival, as the most important traditional holiday in China, was marked by Landsea Green Life through organizing activities in the community such as writing "fu" characters, pasting spring couplets, giving out willow branches, and hanging red lanterns to convey holiday blessings, enhance the festive atmosphere, and bring a festive glow to the community.



社區組織寫福字  
Organizing community "Fu" character writing sessions



為社區居民送上首份「紅火」祝福  
Delivering the First "Prosperous" blessings to community residents

### 案例 Case 激活商務社群——寫字樓垂直馬拉松活動 Activating the Business Community - Vertical Marathon in the Office Building

2024 年 5 月，正值初夏時節，由朗詩詩友公社發起、聯合子公司新地銳意與業主，於安徽之門新地中心寫字樓舉辦了為期 2 日的「征服城市之巔」2024 第六屆全民健身跑樓體能競賽，以「馬拉松垂直跑，丈量城市高度」為主題，旨在號召全民健身與運動，增強體魄，守護健康。

In May 2024, at the beginning of summer, initiated by the Poetry Friends Commune of Landsea, in conjunction with the subsidiary Landsea Xindi Ruiyi and property owners, a two-day "Conquer the City Summit" 2024 Sixth National Fitness Vertical Marathon was held in the Xindi Center office building at the Gateway of Anhui. With the theme "Vertical Marathon Run, Measure the Height of the City," the event aimed to call for national fitness and sports, to strengthen physique and protect health.

健身跑競賽所在地總高 215 米、共 51 层高、1,296 個階梯，將合肥市安徽廣電中心、天鵝湖、大蜀山三大地標名勝風景盡收眼底。本次共有 186 名參賽選手化身為矯健的運動員，迎着 30°C + 的熱浪，蓄力攀登，逐夢制高點，並於參賽後贏得多項榮譽與參賽禮品。

The fitness run competition took place in a location with a total height of 215 meters, 51 floors, and 1,296 steps, offering a panoramic view of Hefei's three major landmarks: Anhui Radio and Television Center, Swan Lake, and Mount Daxiu. A total of 186 participants took on the role of agile athletes, facing the heatwave of over 30° C, and climbed with vigor to chase their dreams to the highest point, winning numerous honors and participant gifts after the competition.

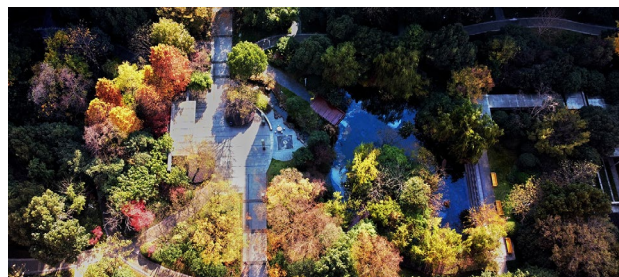


馬拉松活動集結現場  
Marathon event assembly site

### 案例 Case 秋季攝影大賽 Autumn Photography Competition

落葉紛飛、秋意漸濃。2024 年 11 月，朗詩綠色生活舉辦了一年一度的秋季攝影大賽，鼓勵居民捕捉社區內自然風光和生活瞬間，通過藝術形式展現社區的美好，同時為居民提供一個展示個人才華的平台。

As leaves flutter and the autumn atmosphere thickens, in November 2024, Landsea Green Life held its annual Autumn Photography Competition. This event encourages residents to capture the natural scenery and life moments within the community, showcasing the beauty of the community through artistic expression, while also providing a platform for residents to display their personal talents.



過往大賽入圍作品  
Previous competition finalist works



# 高質量客戶服務

## High-Quality Customer Service

本公司秉承「引領生活服務，創造美好生活」的使命，旨在構建一個 36.5°社區星級管家的客戶服務體系，確保客戶服務的高標準和高品質，全方位提升星級服務品質。

The Company adheres to the mission of "Leading Lifestyle Services, Creating a Better Life," aiming to build a 36.5 ° community star-rated stewards customer service system to ensure high standards and quality of customer service, and to comprehensively enhance the quality of star-level services.

### 36.5°社區星級客戶服務體系內涵 36.5° Community Star-Rated Stewards Customer Service System

3

- 三級品質管控：總部、城市、項目

Three-tier quality control: Headquarters, city, and project

6

- 六大客戶感知體系：滿足感、信任感、歸屬感、身份感、自豪感、新鮮感

Six perception senses of customers: satisfaction, trust, belonging, identity, pride, and freshness

5

- 五維觸點服務標準：視覺、聽覺、嗅覺、味覺、觸覺

Five-dimension contact service standard: vision, hearing, smell, taste, and touch

- 兩個維度考核指標：滿意度、親密度

Two-dimension assessment index: satisfaction and closeness

- 全方位的星級服務品質

All-around star-rated service quality

我們將管家作為客戶服務的核心接觸點，為客戶提供一站式、主動性的服務。本年度，我們繼續完善修訂了《管家星級管理制度》，明確了管家各項工作要點及標準，並通過明確的考評標準，督促客服人員提升服務品質。此外，公司還更新了客服模組的品質巡檢標準，並在所有項目中開展了巡檢工作，確保客服類品質服務工作的落實。

We position the butler as the core touchpoint for customer service, providing customers with one-stop, proactive services. During the Year, we continued to refine and revise the Butler Star-Level Management System, clarifying the key points and standards for the butler's various tasks, and using clear assessment criteria to encourage customer service staff to enhance service quality. In addition, the company updated the quality inspection standards for the customer service module and conducted inspections across all projects to ensure the implementation of customer service quality work.

### 物業管理服務質量管理體系認證證書 Property management service quality management system certification certificate





我們通過定期滿意度調查、物業服務報告、月度溝通、通知公告以及業主懇談會等方式深入了解客戶訴求與所需，完善和提升自身服務水準。本年度，我們共計開展了4次客戶滿意度調研工作，有效樣本數量為15,642個，整體得分約85分。

We conduct regular satisfaction surveys, property service reports, monthly communications, announcements, and owner meetings to deeply understand customer demands and needs, improving and enhancing our own service level. This Year, we have carried out a total of 4 customer satisfaction researches, with an effective sample size of 15,642, and an overall score of approximately 85 points.

### 客戶溝通程式 Customer Communication Procedures



為了做好服務保障工作，本公司下發了《微信小程序操作手冊》，旨在指導客服人員通過微信小程序更好地服務業主。同時我們為客戶設有暢通的400服務熱線，要求所有客戶投訴事件均持續追蹤至處理閉環，本年度我們保持客戶投訴處理率100%。

To ensure quality service, the Company issued the WeChat Mini Program Operation Manual, aiming to guide customer service staff to better serve homeowners through the WeChat Mini Program. At the same time, we have a smooth 400 service hotline for customers, requiring all customer complaints to be continuously tracked until resolved. This Year, we maintained a 100% customer complaint resolution rate.



### 客戶投訴處理程式 Customer Complaint Management Procedure



## 守護前行 Guardian of the Journey

本公司通過 24 小時緊急服務、貼心的改造與維護以及數字化工具，守護每一位社區業主的滿意度和幸福感。

The Company safeguards the satisfaction and well-being of every community resident through 24-hour emergency services, considerate renovations and maintenance, as well as digital tools.

便民工程隊  
Convenience Engineering Team

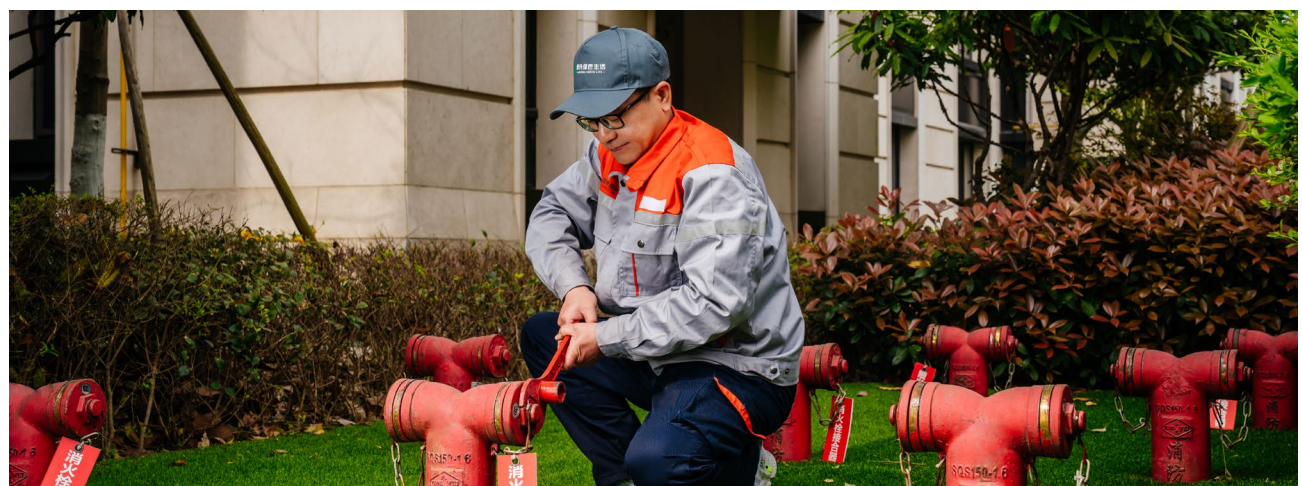
我們建立了便民工程隊和配套的快速響應機制，以提供周到細緻的服務，確保無論是緊急維修還是日常諮詢，都能提供及時的解決方案。2024 年，工程團隊全年完成工單 274,727 單、設備巡檢 362,285 次，設備維護 33,477 次，綜合完成率 98.4%，滿意度 100%，以專業化標準確保社區設施安全運行。

The Company has established a Convenience Engineering Team with a supporting rapid response mechanism to deliver meticulous and thoughtful services. This ensures timely solutions whether for emergency repairs or daily inquiries. In the Year 2024, the engineering team completed 274,727 work orders, conducted 362,285 equipment inspections, and performed 33,477 equipment maintenance tasks, achieving a 98.4% overall completion rate and 100% satisfaction rate. These professional standards guarantee the safe operation of community facilities.

數字化助力服務品質提升  
Digital Enhancement of Service Quality

我們利用「朗 E 雲線上巡檢系統」實現了對物業管理流程的實時監控和管理，確保了物業服務的標準化和規範化，進而提升物業管理的效率和品質。2024 年，我們通過線上化朗 E 雲系統進行報事報修，超 31 萬余單，完成率達 99.92%。

The Company utilizes the "Lang E-Cloud Online Inspection System" to enable real-time monitoring and management of property management processes. This ensures standardized and regulated property services, thereby improving the efficiency and quality of property management. In 2024, over 310,000 repair and maintenance requests were processed through the online Lang E-Cloud system, with a completion rate of 99.92%.



## 安全至上 Safety First

我們深知一個安全的居住環境是業主健康和幸福生活的前提。本公司不斷強化安全管理措施，制定《突發事件應急處置作業指導書》，指導一線人員就三個級別的客戶安全與健康突發事件發生時有序開展措施，同時建有完備的安全信息上報機制流程，旨在通過先進的技術和專業的團隊，確保每一位業主的居住安全。

We fully recognize that a secure living environment is fundamental to our residents' health and well-being. Our company continuously strengthens safety management measures by formulating the Emergency Response Operations Manual, which guides frontline staff in implementing orderly measures for three levels of resident safety and health emergencies. Additionally, we have established a comprehensive safety information reporting mechanism and procedures. Through advanced technology and professional teams, we are committed to ensuring the residential safety of every resident.





## 安全管理與宣導

### Safety Management & Awareness

我們定期於社區內開展全面的消防安全專項行動，包括消防設施的定期檢查和維護，組織消防演習和安全教育活動，以及加強日常的消防安全巡查等，確保在緊急情況下能夠迅速有效地回應。此外，我們針對電動車充電安全問題，發佈了詳細的安全指南，提醒業主注意充電安全，避免在室內或不安全的環境中充電，確保充電設施的正確使用和維護，從而預防火災的發生。

We regularly carry out comprehensive fire safety campaigns in our communities, including routine inspections and maintenance of firefighting equipment, organizing fire drills and safety education activities, as well as strengthening daily fire safety patrols, to ensure a prompt and effective response in emergencies. Additionally, regarding electric vehicle (EV) charging safety, we have issued detailed safety guidelines to remind residents to pay attention to charging safety, avoid charging indoors or in unsafe environments, and ensure proper use and maintenance of charging facilities, thereby preventing fire incidents.



消防檢查  
Fire safety inspections



發佈電動車充電安全指南  
EV charging safety guidelines issued

面對極端天氣，朗詩綠色生活採取了積極的預防措施。例如，在雪災預警時，公司通過社交媒體和社區公告及時發佈天氣資訊和安全提示，確保業主能夠提前做好準備。同時，公司組織員工進行除雪作業，保障社區道路暢通，並在必要時提供緊急援助。

In the face of extreme weather, Landsea Green Life has adopted proactive measures. For instance, when a snowstorm warning is issued, the Company disseminates weather updates and safety advice in a timely manner via social media and community bulletins, ensuring that residents can get prepared ahead of time. Meanwhile, the Company mobilizes staff to conduct snow-clearing operations, keeping community roads passable, and offers emergency assistance whenever necessary.



除雪作業  
Snow removal operations



鋪設防滑墊保障業主出行安全  
Anti-slip mats ensure resident safety

## 黨建共治

### Party Building Co-governance

本公司充分發揮黨建帶頭作用，通過建立社區黨支部，定期舉辦黨建活動，不斷激發社區共治活力和員工的服務熱情與責任感；積極參與社區治理，通過組織各類公益活動，如法律諮詢、文明宣傳、志願服務等，為居民提供便捷服務，有效提升了社區治理水準。

The Company fully leverages the leading role of Party construction, by establishing community Party branches and regularly holding Party building activities, continuously stimulating the vitality of community co-governance and employees' enthusiasm and sense of responsibility in service; actively participating in community governance, through organizing various public welfare activities, such as legal consultation, civil promotion, and volunteer services, providing convenient services to residents, effectively enhancing the level of community governance.

我們設立「黨員示範崗」以鼓勵黨員在服務中發揮先鋒模範作用，接受居民監督，實實在在地解決業主面臨的最直接、最現實的問題。例如，針對社區停車難、文明養犬等社區治理難題，公司通過議事委員會，集思廣益得到了有效、妥善的解決。

We have established the "Employee Demonstration" to encourage employees to play a pioneering role in service, accept supervision from residents, and effectively solve the most direct and practical issues faced by property owners. For instance, in response to community management challenges such as parking difficulties and civil pet-raising, the Company has gathered collective wisdom through the democratic decision-making committee to achieve effective and proper solutions.

此外，公司還設立了「紅色管家」，將黨建工作深入到服務的第一線，形成了「黨建引領、資源分享、和諧共建」的工作機制。

Additionally, the Company has established the "Red Steward" to deeply integrate their work into the front line of service, forming a working mechanism of "Party building leadership, resource sharing, and harmonious co-construction."



物業黨建聯盟  
Property Management Party Building Alliance



議事委員會民主表決會  
Democratic Decision-Making Committee



紅色管家公告欄  
Red Steward announcement board



## 守護員工福祉 Safeguarding Employee Well-being

本公司嚴格遵守《中華人民共和國勞動法》等相關法律法規，並在此基礎上制定了《朗詩物業員工聘用相關規定》《人力資源管理制度》《員工關係管理辦法》《績效考核制度》及《考勤管理制度》等一系列內部規章，切實尊重和保障員工的合法權益。我們嚴禁任何僱傭童工與強制勞工的情況，一經發現將積極配合相關司法機構嚴查。2024 年，公司在員工招聘與解聘、工時與休假、晉升與平等機會、反歧視及多元化、勞工準則等方面均未發生任何違法違規行為。

The Company strictly complies with the Labor Law of the People's Republic of China and other relevant laws and regulations and has established a series of internal regulations such as the Regulations on Employment of Landsea Property Management Staff, the Human Resources Management Manual, the Staff Relationship Management System, the Performance Assessment Guide, the Attendance Management System, to truly respect and safeguard the legitimate rights and interests of employees. We prohibit any form of child labor and forced labor and will actively cooperate with relevant judicial authorities to investigate upon discovery. In 2024, the Company has not had any illegal or non-compliant behavior in terms of employee recruitment and dismissal, working hours and holidays, promotion and equal opportunities, anti-discrimination and diversity, labor standards, etc.



## 平等招聘 Equal Employment

我們謹遵平等招聘原則，堅決杜絕任何形式的歧視行為。在招聘過程中，我們嚴格遵循公平、公正、公開的原則，不因性別、年齡、種族、宗教信仰等因素對候選人進行區別對待，確保每位求職者都能獲得平等的機會；在職場工作中，尊重每位員工的個性與價值，反對任何形式的歧視與偏見。本年度，我們共提供了多個就業崗位，為解決社會就業問題貢獻綿薄力量。

We adhere to the principle of equal employment and resolutely prohibit any form of discriminatory behavior. In the recruitment process, we strictly follow the principles of fairness, justice, and openness, and do not discriminate against candidates due to gender, age, ethnicity, religious beliefs, or other factors, ensuring that every job seeker has an equal opportunity; in the workplace, we respect the individuality and value of each employee, and oppose any form of discrimination and prejudice. In the Year, we have provided multiple job positions to contribute our modest strength to solving social employment issues.

## 權益與福利 Rights and Benefits

公司全體員工依法享有五險一金等法定社會福利，並提供額外的商業保險作為補充保障，確保員工在工作與生活中無後顧之憂。此外，我們依法為員工提供合理的帶薪假期，同時針對加班員工實施補貼或調休政策，充分保障員工的休息權益。通過構建涵蓋法定福利與個人化關懷的完備福利體系，為員工創造安心、健康的工作環境。

All employees of the Company are entitled by law to statutory social benefits such as the five insurances and one housing fund, and are provided with additional commercial insurance as supplementary protection to ensure employees have no worries in their work and life. In addition, we legally provide employees with reasonable paid leave, and implement compensation or time-off policies for overtime employees, fully safeguarding employees' rest rights. By building a comprehensive benefit system that includes both statutory benefits and personalized care, we create a peaceful and healthy working environment for employees.

朗詩綠色生活福利體系  
Welfare system of Landsea Green Life





## 關注員工身心健康 Supporting Employee Well-being

我們充分關注員工的身心健康與團隊凝聚力，通過組織豐富多彩的活動，為員工創造輕鬆愉悅的工作氛圍，踐行公司「陽光，綠色，人文」的價值觀。

We fully recognize the importance of employee physical and mental well-being and team cohesion. We organize diverse and engaging activities to create a relaxed and enjoyable work environment, embodying the Company values of "Sunny, Green, and People-oriented."

### 案例 Case 南京戰區爬山戶外活動 Nanjing Area Mountain Climbing Outing Activity

2024 年 3 月，南京戰區組織了一場爬山戶外活動，共 26 名員工參與。活動開始前，團隊通過趣味團建小遊戲拉近了彼此距離，不僅豐富了員工的業餘生活，還促進了同事間的溝通與協作。此次活動顯著提升了團隊凝聚力，為後續工作注入了更多活力與默契。

In March 2024, the Nanjing Area organized a mountain climbing outing activity with 26 employees participating. Before the activity began, the team engaged in fun building games to bridge the gap between each other, not only enriching the employees' work life but also promoting communication and cooperation among colleagues. This event successfully enhanced team cohesion and injected more vitality and rapport into subsequent work.

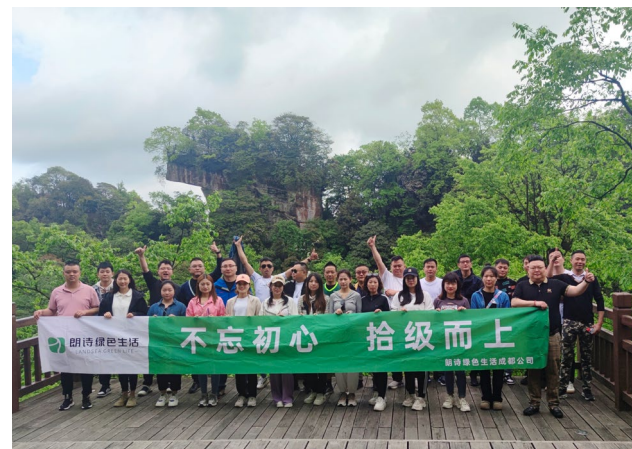


南京戰區戶外登山活動留念  
Souvenir of Nanjing Area outing mountain climbing activity

### 案例 Case 成都戰區天臺山登山活動 Chengdu Area Tianmu Mountain Climbing Activity

2024 年 4 月，成都戰區組織團隊骨幹人員攀登天臺山，以「不忘初心，拾級而上」為主題，激勵團隊在挑戰中堅定信念、勇攀高峰。通過此次活動，團隊成員不僅鍛煉了意志力，還增強了凝聚力和戰鬥力，進一步堅定了攻堅克難的決心，為未來的工作目標奠定了堅實的團隊基礎。

In April 2024, the Chengdu Area organized a team of core staff to climb Mount Tianmu, with the theme "Stay True to the Original Aspiration, Climb Steadily" to encourage the team to strengthen their convictions and bravely reach the summit amidst challenges. Through this activity, team members not only built their willpower but also enhanced their cohesion and teamwork, further solidifying their determination to overcome difficulties and laying a solid team foundation for future work objectives.



成都戰區「不忘初心，拾級而上」主題活動留念  
Souvenir of Chengdu Area "Stay True to the Original Aspiration, Climb Steadily" themed activity

職業健康與安全是朗詩綠色生活員工管理工作的重中之重。我們嚴格遵循《中華人民共和國職業病防治法》《中華人民共和國安全生產法》等法律法規，始終貫徹「以人為本、科學管理、關愛生命、安全至上、關愛員工、綠色發展」的理念，以公司總經理作為第一安全責任人，制定了《職業健康安全運行控制程式》《應急防護操作手冊》《危險源辨識、風險評價和控制程式》等一系列管理制度，明確了具體操作規範及相關危險事件的應急預案與措施，共制定了 21 項安全應急預案，為員工的安全與健康構築了堅實的制度保障，確保每一位員工都能在安全、健康的環境中工作與成長。

Occupational health and safety are of paramount importance in the employee management work of Landsea Green Life. We strictly follow the Occupational Disease Prevention Law of the People's Republic of China, the Work Safety Law of the People's Republic of China, and other relevant laws and regulations, always adhering to the philosophy of "people-oriented, scientific management, caring for life, safety first, caring for employees, and green development". With the company's management as the primary safety responsibility person, we have established a series of management systems such as the Occupational Health and Safety Operation Control Procedures, the Emergency Protection Manual, the Hazard Source Identification, Risk Evaluation and Control Procedures, and a set of specific operating regulations and emergency plans and measures for related hazardous incidents, with a total of 21 safety emergency plans formulated, to build a solid institutional safeguard for the safety and health of employees, ensuring that every employee can work and grow in a safe and healthy environment.

### 安全管理架構和職責 Safety Management Structure and Responsibilities

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



朗詩綠色管理職業健康安全管理體系認證  
Occupational health and safety  
management system certification  
of Landsea Green Life

公司成立應急小組，負責緊急狀態下的應急準備與回應組織及監督工作，並編製和定期更新《應急防護手冊》，確保應急管理工作的規範性與實效性。2024 年，公司在 131 個項目組織了消防應急演練，累計開展 280 場，參與人數超過 5,000 人，有效提升了員工的應急處理能力與安全意識。

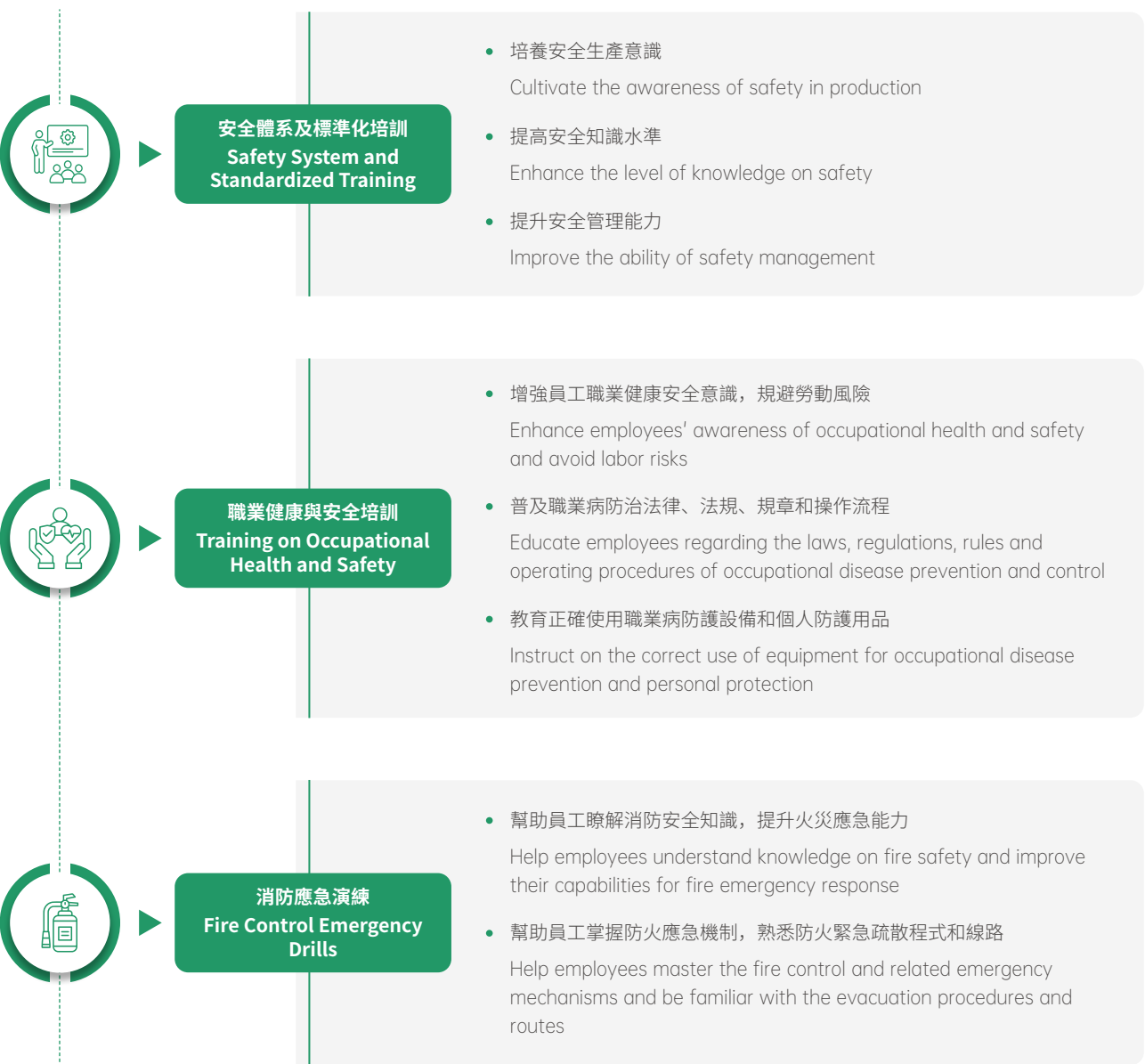
The Company established an emergency team responsible for emergency preparedness and response organization and supervision under emergency conditions, and compiled and regularly updated the Emergency Protection Handbook to ensure the regularity and effectiveness of emergency management work. In 2024, the Company organized fire emergency drills in 131 projects, with a total of 280 sessions, involving more than 5,000 participants, effectively enhancing employees' emergency response capabilities and safety awareness.



公司積極開展職業健康與安全培訓，確保每位員工都具備應對突發情況的能力。公司建立了安全月度報告機制，定期剖析重大風險點並落實整改措施，進一步夯實安全管理基礎。本報告期內，公司未發生工傷死亡事件。

The Company actively conducts occupational health and safety training to ensure that every employee is equipped to handle emergencies. The Company has established a monthly safety report system to regularly analyze major risk points and implement rectification measures, further solidifying the foundation of safety management. Within this reporting period, the Company has not experienced any work-related fatal incidents.

### 職業安全培訓內容 Contents of occupational safety training





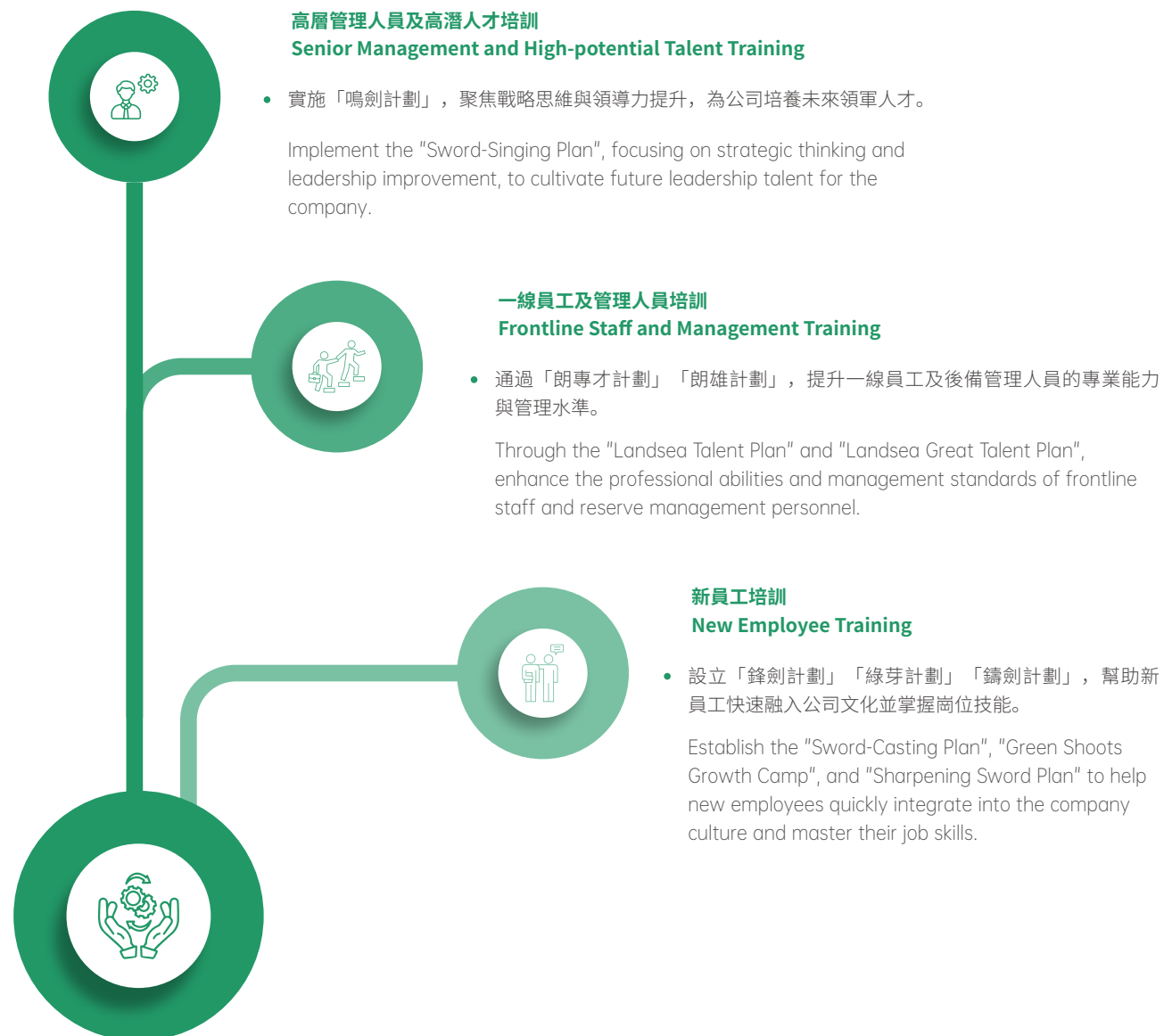
## 發展與晉升 Development and Improvement

我們以「能力驅動」的長期人才發展方式和「業務驅動」的短期業務發展需求為核心，打造了「講物堂」培訓體系。該體系圍繞關鍵人群、核心崗位和重點區域，採用差異化學習激勵、集約化資源管理和多樣化培訓手段，為員工提供滿足不同需求的針對性培訓，助力員工與公司共同成長。

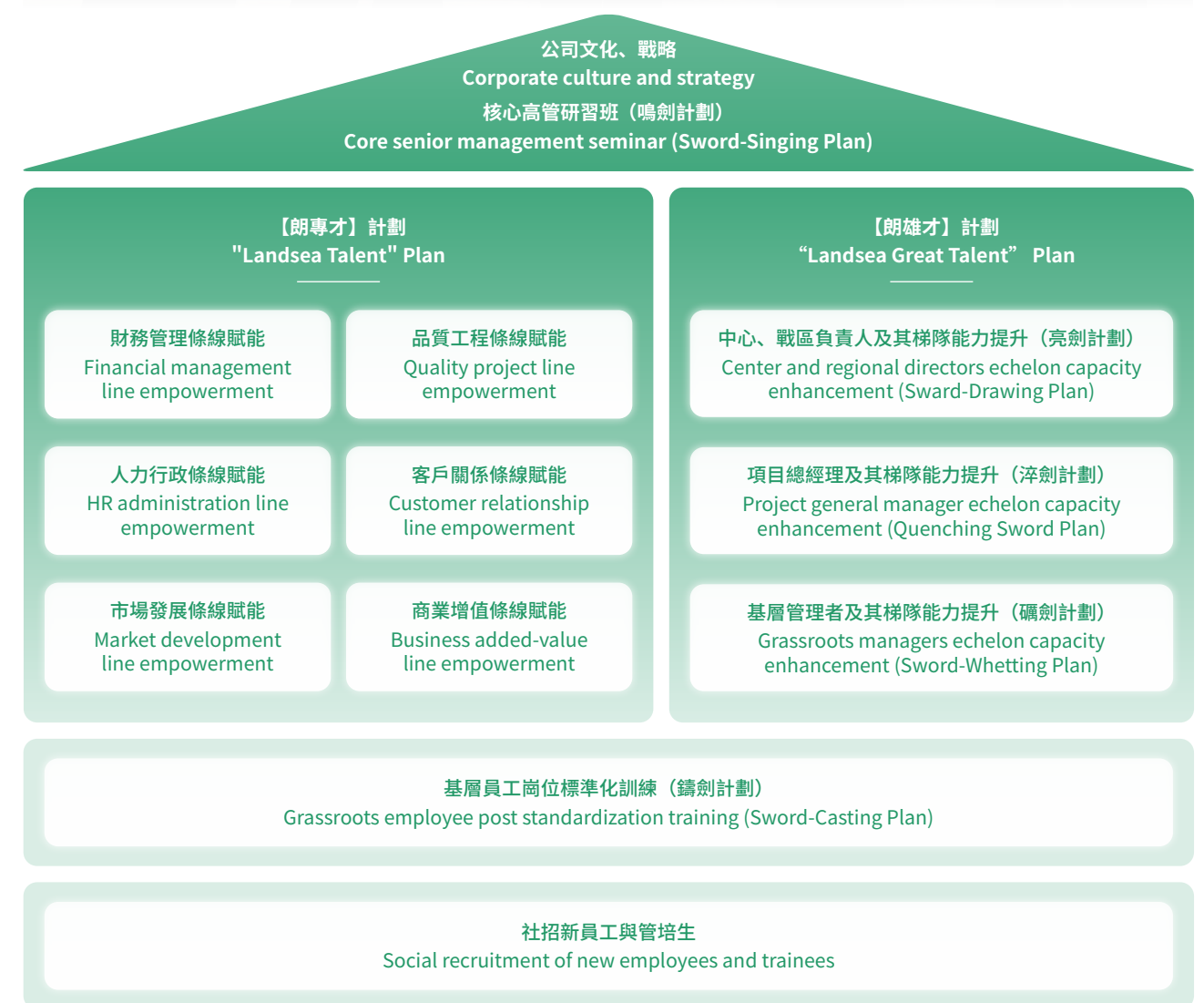
We focus on the long-term talent development approach of "ability-driven" and the short-term business development needs of "business-driven" to create the "Lecture Hall" training system. This system targets key groups, core positions, and key areas, adopting differentiated learning incentives, intensive resource management, and diversified training methods to provide employees with targeted training that meets various needs, helping employees and the company to grow together.

針對不同類型的員工，我們「量身裁定」，配套了不同的培訓體系與計劃：

For different types of employees, we "tailor-made" different training systems and plans:



朗詩綠色生活培訓體系  
Training system of Landsea Green Life



公司進一步優化培訓內容與形式，全面支援業務發展需求。對項目總經理素質模型進行了二次修訂，新增「經營意識」「商業思維」「有效溝通」「合作共贏」「團隊建設」「激勵人心」等核心素質項，以更精準地匹配管理崗位的能力要求。2024 年，我們開展了三期項目總經理訓練營，內容涵蓋經營復盤、案例研討與專業賦能，顯著提升了項目總經理的綜合能力。

The Company further optimized training content and formats to fully support business development needs. The project management quality model was revised for the second time, adding core quality items such as "Business Awareness", "Business Thinking", "Effective Communication", "Cooperation and Win-win", "Team Building", and "Motivating People" to more accurately match the capability requirements of management positions. In 2024, we conducted three project management training sessions, covering business review, case study, and professional skills, significantly enhancing the comprehensive capabilities of project managers.

為進一步儲備高品質管理人才，公司實施了項目總人才盤點工作和儲備項目總選拔工作，共 17 人報名，最終選拔通過 4 人，覆蓋南京、蘇南、滬杭、成都四大戰區，為公司未來發展注入新的活力。

To further prepare high-quality management talent, the Company implemented a project talent inventory and a selection process for project management, with a total of 17 applicants, ultimately selecting and passing 4 individuals, covering Nanjing, Shanghai, Hangzhou, and Chengdu, the four major regions, injecting new vitality into the Company's future development.



2024 年 4 月，聯動培訓  
In April 2024, the joint training initiative



2024 年 5 月，市場拓展頭腦風暴討論會  
In May 2024, the business development brainstorm forum

在員工晉升方面，我們為員工提供了清晰的職級劃分與晉升通道，激發員工的積極性與創造力，2024 年我們進行了如下的調整與更新：

In terms of employee promotion, we provide our staff with clear career levels and advancement pathways to stimulate their enthusiasm and creativity. In 2024, we made the following adjustments and updates:

#### 星級管理制度 (D/0 版) Star Rated Management System (Version D/0)

- 建立項目一線人員的人才梯隊，明確各星級的能力標準、角色定位、工作職責及評定標準，為員工提供清晰的職業發展路徑。

Establishing a talent team for front-line project personnel, clarifying the capability standards, role positioning, job responsibilities, and assessment standards for each star level, providing employees with a clear career development path.

#### 職級序列調整 Adjustment of Position Hierarchy

- 將「服務序列」調整為「項目序列」，並根據星級管理制度拉通職級體系，進一步規範崗位晉升機制。

The "Service Sequence" has been adjusted to the "Project Sequence", and the position hierarchy has been aligned with the star rating management system to further refine the promotion mechanism.

#### 星級梯隊人員評定與發展 Assessment and Development of Star Rated Team

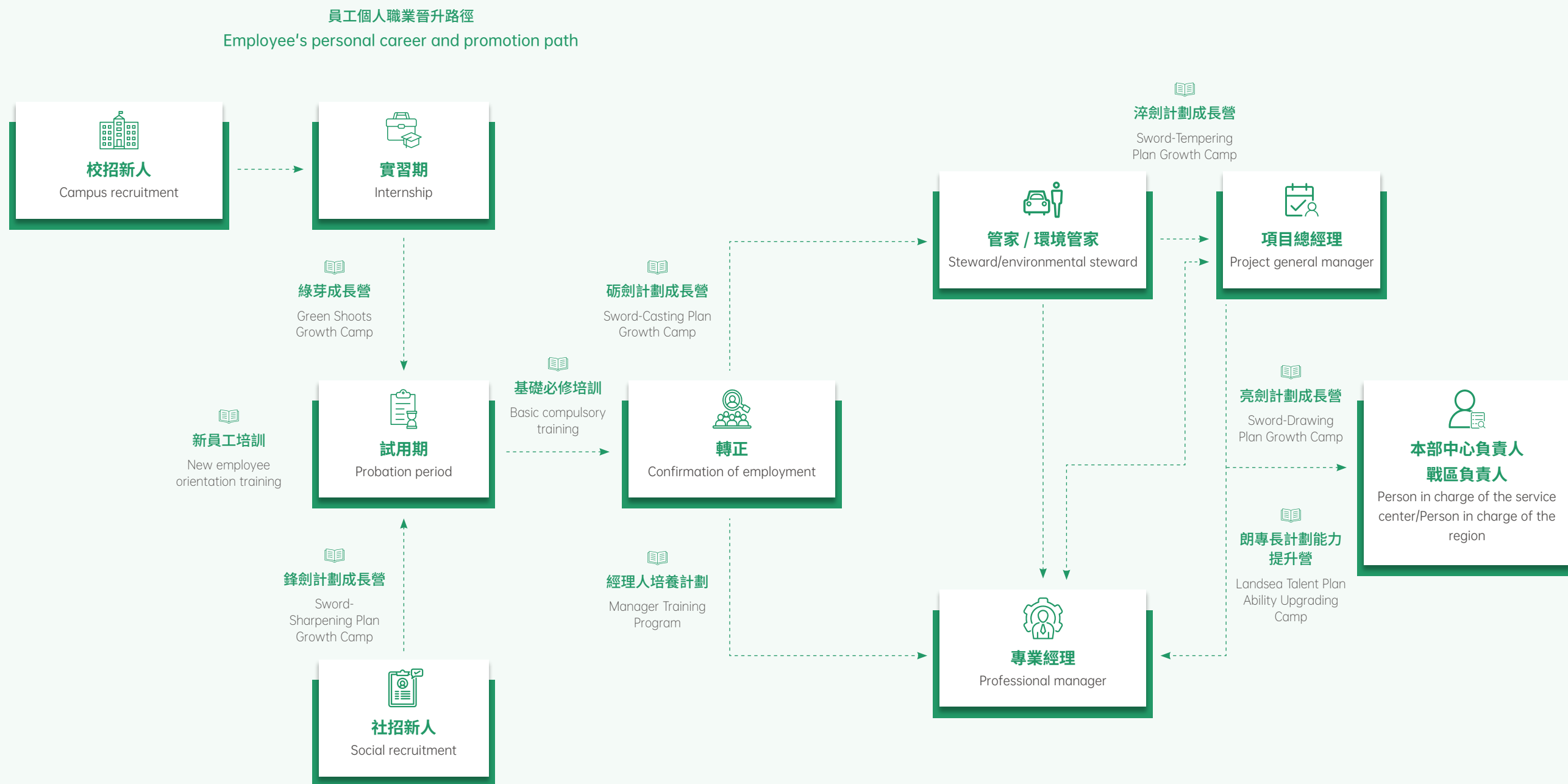
- 針對項目各專業條線負責人進行評級與多維度工作任用，其中一星梯隊 338 人，二星梯隊 103 人，三星梯隊 11 人，為公司人才梯隊建設提供堅實支撐。

Ratings and multi-dimensional job assignments are conducted for personnel in charge of various business lines in projects. There are 338 people in the one-star team, 103 people in the two-star team, and 11 people in the three-star team, providing substantial support for the company's talent team construction.



此外，公司還制定了多項激勵政策，包括《市場拓展激勵管理辦法（D/4 版）》《房屋裝修業務激勵辦法（D/0 版）》《物業費調價激勵辦法（D/0 版）》等，通過合理的激勵機制，調動員工積極性，促進業務高效開展。

Additionally, the Company has established various incentive policies, including the Market Development Incentive Management Regulation (Version D/4), the House Maintenance Business Incentive Regulation (Version D/0), and the Property Fee Adjustment Incentive Regulation (Version D/0), etc. Through a reasonable incentive mechanism, it motivates employees and promotes the efficient development of business.





# 可持續供應鏈管理

## Sustainable Supply Chain Management

本公司嚴格遵守《中華人民共和國採購法》，並於本年度更新發布了《採購管理制度》《供應商管理制度》，在投標時，我們要求所有供應商均簽訂環境 / 職業安全衛生等相關方面的管理協議，並每年度依律對供應商的品質、環境、社會風險、售後服務等方面開展資質和 ESG 評估等核查，規範服務類外包供應商的屬地化採購管理流程，有效管理因降低環境風險而引起的財務風險。

The Company strictly complies with the Procurement Law of the People's Republic of China, and updated and published the Procurement Management System and the Supplier Management System in the current Year. During the bidding process, we require all suppliers to adhere to management agreements related to environmental/occupational safety and health, and conduct annual assessments of suppliers' quality, environment, social risks, and after-sales services based on regulations, including ESG evaluations. We standardize the localized procurement management process for service outsourcing suppliers to effectively manage financial risks arising from reduced environmental risks.



我們通過准入考察、日常考核、飛行檢查、年度履約評估等系統方式對已有供應商的辦公環境、設施設備功效、員工管理、企業責任等方面進行考核、評估，其中飛行檢查全年 2-3 次，日常考核每月一次，確保供應商符合公司要求。2024 年，我們共評估考核 227 家供應商，其中共 217 家通過了環境、道德和勞工安全等方面的評估。

We conduct assessments and evaluations on existing suppliers' office environments, facility equipment effectiveness, staff management, corporate responsibilities, etc., through systematic methods such as access inspection, daily assessment, unannounced inspections, and annual performance evaluation. There are 2-3 unannounced inspections throughout the year and monthly assessments to ensure suppliers meet the Company's requirements. In 2024, we assessed and evaluated a total of 227 suppliers, of which 217 passed the assessments in aspects of environment, ethics, and labor safety.

### 供應商全生命週期管理 Supplier Life Cycle Management

公司對供應商通過全生命週期管理的方式進行分級管理，包括從供應商准入資質、預審到現場對供應商環境、設備、服務品質、合作意願、合作項目的考察准入，再到合作中日常考核。對於環境、勞工、道德等方面表現不佳的供應商，採取約談整改、取消合作的手段進行管控，納入供應商黑灰名單進行管理。

Supplier Life Cycle Management: The Company manages suppliers through life cycle management, including supplier access qualifications, pre-inspection, on-site inspections of suppliers' environments, equipment, service quality, willingness to cooperate, and inspection prior to cooperation projects, followed by daily assessments during cooperation. For suppliers with poor performance in aspects such as environment, labor, and ethics, the Company controls them by means of talks for rectification and cancellation of cooperation, and manages them by including them in the supplier blacklist and greylist.





# 環境履責， 織就綠色和諧生態

ENVIRONMENTAL STEWARDSHIP,  
WEAVING A GREEN AND HARMONIOUS ECOLOGY

本章回應的重要性議題：  
Material Topics Addressed in the Chapter:

綠色運營

Green Operation

適應與緩解氣候變化

Climate Change Adaptation and Releasing

能源管理

Energy Management

廢棄物與排放物管理

Waste and Emission Management

綠色建築機遇捕捉

Opportunities for Green Buildings

水資源管理

Water Management

生物多樣性保護

Biodiversity Protection

本章實踐目標：

UNSDGs Practiced in the Chapter:



## 綠色運營管理 GREEN OPERATION MANAGEMENT

本公司嚴格遵守《中華人民共和國環境保護法》《中華人民共和國節約能源法》《中華人民共和國固體廢物污染環境防治法》等相關法律法規，並在此基礎上制定了一系列管理制度，持續完善綠色運營管理體系，規範了在用地、節水、節能、可再生能源綜合利用、噪音管理及突發環境污染事件等方面的行為，並已通過 ISO14001 環境管理體系認證，確保運營活動符合環保要求。2024 年，公司未發生任何違反環境保護相關法律法規的事件。

The Company strictly complies with relevant laws and regulations such as the *Environmental Protection Law of the People's Republic of China*, the *Energy Conservation Law of the People's Republic of China*, and the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes*. Based on these, the Company has established a series of management systems to continuously improve its green operation management system. This system standardizes the Company's practices in land use, water and energy conservation, comprehensive utilization of renewable energy, noise management, and response to environmental pollution emergencies. The Company has also obtained the ISO 14001 Environmental Management System certification to ensure that its operational activities meet environmental protection requirements. In the Year, the Company had no incidents of violating any laws or regulations related to environmental protection.

可持續社區的建設也是我們的綠色運營理念的表達和實踐之一。我們制定了綠色管理服務體系，從綠色管理、污染控制、能耗管理、生態環境、資源循環利用、水資源管理、健康福祉與防災韌性等八大方面多管齊下，多措並舉地完善可持續社區的綠色建設。

The construction of sustainable communities is also an expression and practice of our green operation philosophy. We have established a green management service system, which takes comprehensive measures in eight major aspects, including green management, pollution control, energy consumption management, ecological environment, resource recycling, water resource management, health and well-being, and disaster resilience, to improve the green construction of sustainable communities.



2024 年環保培訓現場  
Environmental protection training site in 2024



朗詩綠色生活環境管理體系認證證書  
Environmental management system certification of Landsea Green Life

### 朗詩綠色生活綠色運營管理體系 Green operation management system of Landsea Green Management

#### 管理方針 Management Guidelines

全員環保、預防污染、控制風險、保護家園、遵規守法、持續改進  
Full participation in environmental protection, pollution prevention, risk control, home protection, compliance with laws and regulations, and continuous improvement

#### 管理制度 Management Systems

《環境、職業健康安全運行控制程式》《環境運行控制程式》《環境因素識別與評價控制程式》等  
The Environmental, Occupational Health and Safety Operation Control Procedures, the Environmental Operation Control Procedures, the Control Procedures for Environmental Factor Identification and Assessment and other related systems

#### 管理框架 Management Framework

已分別明確人力行政中心、財務管理中心、物業管理中心負責規劃、跟蹤及管理綠色運營績效。  
The Human Resources and Administration Center, the Financial Center, and the Property Management Center have been clearly defined to be responsible for planning, tracking, and managing the performance of green operations.

#### 管理措施 Management Measures

**開展環保培訓：**公司積極識別自身運營過程中對環境的直接影響，攜手員工推進綠色運營工作，本年度共設置 8 個培訓站點，共計 273 名員工參與培訓

**Conduct environmental protection training:** The Company actively identifies the direct impact on the environment during its own operations and works with employees to promote green operations. In the year, a total of 8 training sites were set up, with 273 employees participating in the training.

**開展環境相關法律法規及相關規定盤查：**識別使用條款，並將其更新進朗詩綠色生活管理制度中  
**Conduct a review of environmental-related laws, regulations and relevant provisions:** Identify the terms in use and update them into the management system of Landsea Green Life.

**積極識別運營過程對環境的主要影響：**例如運營過程中能源、水資源的使用，以及施工環節產生的雜訊、有害 / 無害廢棄物、廢水排放。公司不涉及工業生產環節，沒有大氣污染物排放

**Actively identify the main impacts of the operation process on the environment:** For example, the use of energy and water resources in the operation process, as well as the noise, hazardous/non-hazardous waste generated in the construction process and wastewater discharge. The Company is not involved in industrial production, thus causing no air pollutant emission.

**推行綠色運營：**提倡線上會議、紙張雙面列印、隨手關燈、節水宣導等綠色運營舉措，培養員工在日常辦公中養成綠色環保習慣

**Implement green operations:** Advocate green operation measures such as online meetings, duplex printing, turning off the lights when leaving, and water conservation, and urge employees to develop green and environmental protection habits in their routine work.



### 朗詩綠色生活可持續社區綠色管理服務體系

#### Sustainable community green management service system of Landsea Green Life

##### 綠色管理

##### Green Management



在業主的全生活場景與建築的全生命週期內採取可持續服務方式，使得服務目標到位、過程優化、反饋循環，最大限度滿足業主需求。

Adopting sustainable service methods throughout the entire life cycle of the property and the full spectrum of the owner's living scenarios, ensuring that service targets are met, processes are optimized, and feedback is looped back to maximize the satisfaction of the property owners.

##### 污染控制

##### Pollution Control



與社區運營有關的污染（光、聲、排水等）的預防和控制，提供一個健康的生活環境。

Preventing and controlling pollution related to community operations (light, noise, drainage, etc.) to provide a healthy living environment.

##### 能耗管理

##### Energy Management



通過專業優秀的能源管理控制方式，管理社區內能源消耗的各個環節，使得社區的碳排放降到最低，保護環境。

Managing every aspect of energy consumption within the community through professional and excellent energy management practices to minimize carbon emissions and protect the environment.

##### 生態環境

##### Ecological Environment



了解社區現有環境狀況，通過設立對社區景觀的長期管理計劃和手段，使社區和它所處環境生產更廣泛、更友好的融合，提升生物多樣性以及隨之而來的居住幸福感。

Understanding the current environmental conditions of the community, establishing long-term management plans and methods for the community landscape to better integrate with its surroundings, enhance biodiversity, and increase the resulting sense of well-being for residents.

##### 防災韌性

##### Disaster Resilience



對於自然災害，火災等突發災害、與氣候有關的風險以及突發安全性事件等，進行積極主動的管理，確保在受到這些相關影響的情況下能夠迅速恢復。

Actively managing risks related to natural disasters, fires, and other climate-related hazards as well as sudden security incidents to ensure rapid recovery in the event of such impacts.

##### 健康福祉

##### Health and Well-being



在建築內部和外部為業主和使用者提供健康、安全、舒適和無障礙的生活環境。

Providing a healthy, safe, comfortable, and accessible living environment for property owners and users both inside and outside the buildings.

##### 水資源管理

##### Water Resource Management



在社區相關場地的整個運營過程中可持續地用水，減少在建築物的使用壽命內用水。

Sustainably managing water use throughout the entire operation process of the community to reduce water consumption within the lifespan of the buildings.

##### 資源循環利用

##### Resource Recycling



鼓勵責任和循環使用實物資源，以提高社區運營的可持續性。包括可持續性採購、垃圾分類與廢棄資源循環利用等。

Encouraging responsible and circular use of physical resources to enhance the sustainability of community operations, including sustainable procurement, waste sorting, and recycling of waste resources.

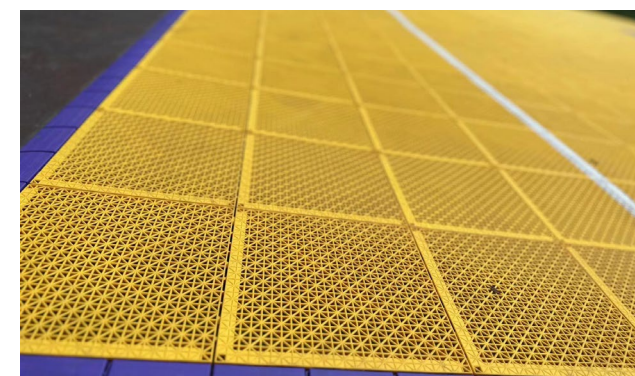


#### 案例 Case

#### 南京朗詩綠熙華府項目籃球場無害改造 Waste-free Transformation of Tennis Courts in Nanjing Landsea Xihua Mansion Project

2024 年，南京朗詩熙華府項目對園區籃球場進行了改造升級，通過外聯合作單位，利用懸浮運動地板 0 成本完成升級改造，全程未使用油漆、水泥等工業材料，時刻踐行綠色運營與可持續社區建設的運營理念。

In 2024, the Nanjing Landsea Xihua Mansion Project undertook a waste-free transformation and upgrade of the courts in the community. Through external collaboration, the upgrade was completed at zero cost using floating sports flooring. Throughout the process, industrial materials such as paint and cement were not used, consistently practicing the concept of green operation and sustainable community development.



籃球場無害改造  
A waste-free transformation and upgrade of the courts



# 能源資源永續利用

## ENERGY RESOURCES SUSTAINABLE USE

### 能耗管理

#### Energy Management

本公司遵守《中華人民共和國節約能源法》，制定了《能源、資源綜合利用管理程序》《寫字樓能源管理作業指導書》《能耗管理規範》等能源綜合管理制度，並制定公區單方節能指標，定期對服務和運營中節能降耗、能源綜合利用情況進行考核。

The Company complies with the *Energy Conservation Law of the People's Republic of China*, and has established energy resource management systems such as the *Control Procedures for the Comprehensive Utilization of Energy and Resources*, the *Work Instructions for Office Energy Management*, and the *Energy Consumption Management Regulations*. The Company has also formulated public area energy-saving indicators and regularly assesses the energy conservation and resource utilization in services and operations.

#### 節能降耗措施

#### Energy Conservation and Consumption Reduction Measures



實施電工巡視，每週一次檢查，對公司各部門用電情況進行監控、指導，發現有浪費現象，應進行糾正；  
Conduct electrical inspections, weekly patrols to monitor and guide the electricity usage of all company departments, correct any wasteful phenomena discovered;



引導員工所有照明燈具做到人走燈滅，白天作業場所不得開燈，中午休息時關閉電腦；  
Encourage employees to turn off lights when leaving, not to turn on lights in the workplace during the day, and turn off computers during lunch breaks;



應用朗綠碳管理系統，收集總部及分子公司季度能源使用、碳排放數據，即時展現碳排放清單、企業碳全景、集團碳全景等，並定期開展數據分析及管理目標進度追蹤；  
Utilize the Landsea Carbon Management System to collect quarterly energy use and carbon emission data of headquarters and subsidiaries, to display carbon emission lists, enterprise carbon panorama, and group carbon panorama in real time, and regularly conduct data analysis and track management goals;



要求物業管理中心每月分別對公司辦公大樓用電量進行統計，如發現異常，則應分析原因、進行改進；  
Require the Property Management Center to make monthly statistics on the electricity consumption of the company's office building, analyze the reasons, and make improvements if abnormalities are found;



開展節能改造，使用太陽能光伏燈、雷達感應燈，如將地庫 15W 照明燈調整為雷達感應燈，在無車輛通過時耗電量僅 1W 左右；  
Carry out energy-saving transformations, use solar PV lamps and radar induction lamps, such as changing the 15W lighting in the basement to radar induction lamps, which can reduce power consumption to about 1W when no vehicles pass;



採購物聯網燈具，逐步更換總部及運維項目的報廢燈具；  
Purchase IoT lamps, gradually replace the lighting fixtures in the headquarters and operation and maintenance projects;



對於多個項目加裝遠端智能能源監控裝置，為公區電耗計量加裝遠端智慧錶，並接入管家後台，便於物業管理團隊遠端、即時監控公區電力消耗績效。  
Install remote intelligent energy monitoring devices for multiple projects, add remote smart meters for public area electricity consumption, and connect them to the steward's backend, facilitating the property management team to remotely and promptly monitor the electricity consumption performance in public areas.



空調溫度節能標識  
Air Conditioning Temperature Energy-saving Labels

### 水資源利用

#### Water Resource Utilization

我們將節水與高效用水作為綠色運營的重要環節。公司的主要水源為市政供水，不存在面臨取水方面的問題，且運營區域均不涉及缺水地區。公司通過制定科學的水資源管理措施，優化用水流程，推廣節水設備與技術，定期開展用水效率評估與改進，確保水資源的高效利用。

We consider water conservation and efficient use as an important part of green operation. The Company's main water source is municipal water supply, with no issues facing water extraction, and the operational areas do not involve water-scarce regions. The Company optimizes water use processes, promotes water-saving equipment and technologies, regularly conducts water efficiency assessments and improvements, ensuring the efficient use of water resources.

節水場景 Water Conservation Scenarios	截至 2025 年底目標 The target by the end of 2025
項目運維 Project Operation and Maintenance	<ul style="list-style-type: none"><li>定期對用水、技術改造等方面的節能降耗工作進行考核總結，推進有效的節能措施，改進不完善的地方，強化疏忽的地方，為今後開展節能工作提供可靠依據</li><li>Regularly assess and summarize energy-saving and consumption-reducing work in water use and technical transformation to promote effective energy-saving measures, improve imperfections, strengthen oversights, and provide a reliable basis for future energy-saving work.</li><li>供水、用水裝置均按照國家有關規範及產品標準要求設計和安裝</li><li>Water supply and use devices are designed and installed according to relevant national standards and product standards.</li><li>項目設專人定期檢查各用水設備和管道，如發現漏水現象，馬上通知維修</li><li>Project personnel regularly inspect water use equipment and pipelines. In case of water leakage, immediately notify maintenance.</li><li>項目每月對公共區域、辦公區用水量進行統計，如發現用水異常，則應分析原因，進行改進</li><li>Projects conduct monthly statistics on water use in public areas and office areas. If abnormal water use is found, analyze the reasons and make improvements.</li><li>構建小區公區需水量模型，透過模擬測算全年常規用水量，以評估小區用水情況的合理性</li><li>Construct public area water demand models for communities to simulate annual regular water consumption and assess the rationality of water use in communities.</li></ul>
日常辦公 Routine Office Work	<ul style="list-style-type: none"><li>規定辦公場所、各項目必須選用節水型設備、節水器具</li><li>Specifications for offices and projects to use water-saving equipment and fixtures.</li></ul>

對於水資源循環，公司建有中水系統和雨水回收系統，將中水和雨水經過處理后用於綠化灌溉、道路清洗及景觀水體補充等場景，大幅減少了對市政用水的依賴。

As for water recycling, the Company has established a greywater system and a rainwater recycling system, which treats greywater and rainwater for use in landscape irrigation, road cleaning, and water feature replenishment, significantly reducing dependence on municipal water supply.



雨水回收池  
Rainwater recycling tank



中水處理系統  
Greywater system



## 廢棄物與排放物管理

### WASTE AND EMISSION MANAGEMENT

本公司嚴格遵守《中華人民共和國環境保護法》《大氣污染防治法》《固體廢物污染環境防治法》《水污染防治法》《循環經濟促進法》《城鎮污水排入排水管網許可管理辦法》等法律法規，制定了完善的廢水、廢棄物管理制度，物業管理部積極組織各類環保方面的培訓，提升員工環境保護與廢物處理的意識。2024年，公司未發生因違反廢棄物排放相關法律法規而受到處罰或訴訟的事件。

The Company strictly complies with the *Environmental Protection Law of the People's Republic of China*, the *Atmospheric Pollution Prevention and Control Law*, the *Solid Waste Pollution Environmental Prevention Law*, the *Water Pollution Prevention and Control Law*, the *Circular Economy Promotion Law*, the *Administrative Measures for Urban Sewage Discharge into Drainage Pipe Network*, and other relevant laws and regulations, establishing a comprehensive waste and emission management system. The Property Management Department actively organizes various environmental protection training to enhance employees' awareness of environmental protection and waste management. In the Year, the Company did not have any incidents of being penalized or sued for violating waste discharge-related laws and regulations.



2024 年，公司**未發生**因違反廢棄物排放相關法律法規而受到處罰或訴訟的事件  
In the Year, the Company did not have any incidents of being penalized or sued for violating waste discharge-related laws and regulations

## 廢氣管理

### Waste Gas Management

本公司涉及的主要廢氣排放場景為辦公車輛、餐飲商戶油煙排放等，不涉及任何重大廢氣排放活動。我們制定有《商鋪管理工作指導書》《商鋪管理服務協定書》等制度，對餐飲商戶油煙排放方面進行了嚴格的要求，保證無任何廢氣違規排放的情況發生。

The main waste discharge scenarios the Company is involved in include office vehicle exhaust, catering merchants' oil fume emissions, etc., without involving any significant waste discharge activities. We have established systems such as the *Business Management Work Instructions* and the *Business Management Service Agreement* to strictly regulate the emissions of catering merchants' oil fumes, ensuring no illegal waste emissions occur.



## 固體廢棄物管理

### Solid Waste Management

為確保廢棄物能夠得到控制和適當處理，減少和控制廢棄物對公司服務現場及周圍環境造成的污染及人身傷害，本公司嚴格執行國家垃圾分類條令，制定有《廢棄物管理程式》《廢水管理程式》《垃圾收集與處理規程》等綜合管理制度，並針對寫字樓等特殊業態制定了《寫字樓垃圾收集與處理規程》和《寫字樓環境垃圾分類作業指導書》，並將確保託管期內無任何環境污染事件發生為目標。

本公司廢棄物主要涉及施工拉圾、生活拉圾和辦公拉圾、有害廢棄物等。對於所有廢棄物均依據《廢棄物管理規定》進行處置，並委託有資質的第三方進行處理；要求各部門將可回收廢棄物收集、标识、登記、分类存放，並盡可能讓供方回收，對於供方不回收的進行、內部廢物利用。

To ensure that waste can be controlled and properly managed, reducing and controlling the pollution and personal harm caused by waste to the Company's service sites and surrounding environment, the Company strictly implements the national waste classification regulations, establishing comprehensive management systems such as the *Waste Management Procedures*, *Wastewater Management Procedures*, and *Waste Collection and Disposal Procedures*, and has formulated special systems like the *Office Waste Collection and Disposal Procedures* and the *Office Environmental Waste Classification Operation Guide*, aiming to ensure no environmental pollution incidents occur during the trusteeship period.

The main types of waste the Company is involved in include construction debris, domestic waste, office waste, and hazardous waste. All waste is disposed of according to the *Waste Management Regulations* and entrusted to qualified third parties for management; departments are required to collect, mark, register, and store recyclable waste by category, and let suppliers recycle to the best of their ability, and internally utilize the waste that cannot be recycled.



公司定期組織漂浮物挑揀活動  
Regularly organizes floating debris removal activities of the Company

## 廢水管理 Wastewater Management

本公司的廢水及污染物主要來自於施工過程中的工業污水以及日常運營中的生活污水，為此我們制定了《廢水管理程序》，對全部活動所產生的廢水進行有效控制，降低水體環境負荷。

The Company's wastewater and pollutants mainly originate from industrial sewage during construction and domestic sewage in daily operations. Therefore, we have established the *Wastewater Management Procedures* to effectively control all wastewater generated from activities and reduce the environmental burden on water bodies.

廢水類型 Types	控制與預防措施 Measures of controlling and preventing
 施工廢水 Construction wastewater	<ul style="list-style-type: none"><li>監督各施工單位在工程開工前，設置若干個排水地溝和沉澱池。砂石沖洗廢水、混凝土攪拌廢水、混凝土養護廢水、浸泡粘土磚、瓷磚等廢水、沖洗地面廢水等施工廢水先經排水地溝流項目池沉澱，沉澱後的淨水可循環使用或排進市政污水管網或河流</li><li>Supervise each construction unit to set up several drainage ditches and sedimentation tanks before starting construction. Wastewater from sand and gravel washing, concrete mixing and curing, clay brick soaking, and ceramic tile soaking, as well as ground cleaning water from construction sites should first flow through the drainage ditches to the sedimentation tanks. The clean water after sedimentation can be recycled or discharged into the municipal sewage network or rivers.</li><li>施工過程中各種高濃度的有機溶劑、化學廢液（油漆等）、油類不得倒入污水管或排水地溝或沉澱池，可使用容器專門收集，統一處理</li><li>During the construction process, various high-concentration organic solvents, chemical waste liquids (such as paint), and oils must not be poured into sewage pipes, drainage ditches, or sedimentation tanks. They should be collected in special containers for unified treatment.</li><li>滴在地上的油品和化學品應使用抹布擦拭乾淨，禁止用水沖洗流入下水道。使用無磷洗衣粉，不在水池中或沉澱池中沖洗「油抹布」「油拖把」</li><li>Oils and chemicals dropped on the ground should be wiped clean with rags. It is forbidden to flush them into the sewer. Use non-phosphorus detergent. Do not wash "oil-stained rags" or "oil-mopped brooms" in the sink or sedimentation tank.</li><li>各施工現場可在大門的出入口設置機動車輛沖洗站，嚴禁在施工現場沖洗汽車，以免將油污沖入下水道</li><li>Each construction site may set up a motor vehicle washing station at the entrance and exit of the main gate. It is strictly forbidden to wash vehicles at the construction site to avoid oil contamination in the sewer.</li><li>日常定期清洗污水管道，防止管道堵塞</li><li>Regularly clean sewage pipes to prevent blockage.</li></ul>
 生活污水 Domestic wastewater	<ul style="list-style-type: none"><li>對於食堂污水，我們將污水排放口應設置隔油池或過濾網，並及時清理，濾出的生活垃圾按《廢棄物管理程式》執行，並在食堂、盥洗室、淋浴間的下水管線應設置過濾網，並應與市政污水管線連接，保證排水通暢</li><li>For canteen sewage, the sewage outlet should be equipped with a grease trap or filter and cleaned up in time. The filtered domestic waste should be disposed of in accordance with the <i>Waste Management Procedures</i>, and the sewer pipelines in the canteens, washrooms, and showers should be installed with filters and connected with municipal sewage pipelines to ensure unobstructed drainage.</li><li>對於廁所污水，我們對化糞池應做抗滲處理，由廁所清潔員定期檢查廁所內設備的運行情況，經化糞池處理後定期與市環衛部門聯繫處理；在施工中要求所有廁所污水必須排入臨時化糞池</li><li>The septic tank in the toilets should undergo anti-permeability processing. The functioning of facilities in the toilets should be regularly checked by cleaners. All types of domestic sewage can only be discharged after being treated in septic tanks. The Company's regular property service center and the project team shall contact with the municipal environmental sanitation department regularly on this issue. Temporary toilets and temporary septic tanks should be installed at each construction site when necessary. All types of domestic sewage must be discharged into temporary septic tanks.</li></ul>
 雨水 Rainwater	<ul style="list-style-type: none"><li>建設專門的雨水管道，防治污水排入</li><li>Set up a special rainwater pipe. It is prohibited to discharge sewage into the rainwater pipe.</li><li>及時清理和隔離地面垃圾，防治雨水富營養化</li><li>Construction and domestic garbage are not allowed to be stacked in the open to prevent the pollution of rainwater.</li></ul>

## 應對氣候變化 ADDRESSING CLIMATE CHANGE

### 管治 Governance

本公司將氣候變化相關事項歸屬於可持續發展管理框架中，並進一步明晰了各層級責任與職權，構建細化的 4 層級管理架構。

The Company will integrate climate change-related matters into the sustainable development management framework, and further clarify the responsibilities and duties at various levels, establishing a detailed four-level management structure.

#### 朗詩綠色生活氣候變化管治架構

#### Landsea Green Life's Climate Change Governance Structure





策略  
Strategy

定期識別、分析與朗詩綠色生活相關的氣候風險及機遇

Regularly identify, analyze, and assess climate risks and opportunities related to Landsea Green Life

開展氣候變化應對培訓

Conduct climate change response training

搭建能源及碳排放數據平台、收集能源消耗及碳排放管理數據

Build a platform for energy and carbon emission data and collect data on energy consumption and carbon emissions management

評估其對業務、運維社區的影響，適時調整氣候變化及業務發展管理策略。

evaluate their impact on business and operation and maintenance communities, and adjust climate change and business development management strategies in a timely manner.

在總部和城市公司全年開展至少三次開展氣候變化應對專項培訓，提升一線人員在應對氣候變化上的專業能力。

Conduct at least three special training sessions on climate change response throughout the year at the headquarters and city branches to improve the professional ability of personnel working at the front line to deal with climate change.

搭建能源及碳排放監控平台，定期收集運維項目及供應商能源消耗及碳排放數據，通過歷史數據識別異常現象，制定整改計劃。

Establish an energy and carbon emission monitoring platform, regularly collect energy consumption and carbon emission data of operation and maintenance projects and suppliers, identify abnormal phenomena through historical data, and formulate rectification plans.

氣候變化潛在風險識別與分析

Climate Change Risk Identification and Analysis

氣候變化主要風險識別 Identify initial risk of climate change		潛在財務影響 Potential financial effect	應對措施 Relating measures
極端天氣風險 Extreme weather	劇烈的氣象變化如颱風、洪水等極端天氣或自然災害，可能影響基礎設施安全。 Severe meteorological changes such as typhoons, floods, and other extreme weather or natural disasters may affect the safety of infrastructure.	運營收入 Revenue 運營成本 Cost	搭建能源消耗及碳排放數據平台，監測氣候變化，減少經營活動的碳強度。 Establish an energy consumption and carbon emissions data platform to monitor climate change and reduce the carbon intensity of operational activities.
法律法規風險 Regular risk	由於未符合氣候相關政策或法律被依法追究法律責任的風險和消費者投訴風險。 Risk of legal liability and consumer complaints due to failure to comply with climate-related policies or laws.	運營成本 Cost	監測氣象變化，制定氣象變化應對方案，建立較為完善的極端天氣應急管理方案。 Monitor meteorological changes, develop response plans for climate variations, and establish a comprehensive emergency management plan for extreme weather events.
聲譽風險 Reputation risk	公司若消極過渡至低碳經濟，客戶或社會對公司的看法會影響公司聲譽。 If the Company passes aggressively to a low-carbon economy, the views of customers or society on the Company may affect its reputation.	運營收入 Cost	輸出朗詩綠色生活綠色運維能力，為更廣泛地區的綠色運維提供經驗支持。 Share Langsha Green Life's green operation and maintenance capabilities to provide experiential support for green operations in broader regions.
市場風險 Market risk	公眾對綠色生活的關注度越來越高，若沒有提供綠色物業的解決方案可能造成消費者流失。 The more attention the public pays to green life, if solutions for green property are not provided, it may lead to the loss of consumers.	運營收入 Cost	強化朗詩綠色生活在綠色生活、資源保護和廢棄物處理方面的貢獻宣傳。 Strengthen the promotion of Langsha Green Life's contributions to green living, resource conservation, and waste management.

氣象風險危險源識別與評價表

Identification and Evaluation of Meteorological Risk Sources

氣象風險類型 Types of meteorological risk	危險源 Source of risk	風險等級 Level of risk			潛在影響 Potential influence	應對措施 Coping Measures
		正常 Normal	異常 Abnormal	緊急 Emergency		
雷 / 暴雨天氣 Thunderstorm/ rainstorm weather	外立面懸掛物 / 高大樹木 Facade hangers/tall trees		✓		墜落傷害 Falls take damage	巡查加固 Patrol reinforcement
	陽台獲窗台上可以動物品 Movable items on balcony or windowsill		✓		墜落傷害 Falls take damage	及時溝通提醒業主 Communicate with and remind the property owner in time
	排水設施 Drainage facilities			✓	內澇、人身傷害 Internal waterlogging and personal injury	提前加大疏通頻率 Increase dredging frequency in advance
	避雷設施 Lightning protection facilities			✓	雷擊、火災 Lightning strike, fire	定期檢查 Periodic inspection
	室外電線路 Outdoor electric circuit			✓	觸電、斷電 Electric shock, power failure	定期檢查 Periodic inspection
	地下停車場 Underground parking lot		✓		內澇、財產損失 Waterlogging and property loss	沙袋加築 Sandbag wall construction
	天氣因素產生的垃圾 Garbage generated by weather factors		✓		劃傷、內澇、疫情 Scratch, waterlogging, epidemic	及時清理、消殺滅菌 Timely cleaning, disinfection and sterilization
	違法犯罪人員 Offenders		✓		人身傷害、財產損失 Personal injury and property loss	加強各出入口控制 Strengthen control of each entrance and exit
	大風、沙塵 天氣 Windy and dusty weather		✓		墜落傷害 Falls take damage	巡查加固 Patrol reinforcement
	公共設施設備 Public facilities and equipment		✓		設備損壞 Equipment damage	及時溝通提醒業主 Communicate with and remind the property owner in time
大（濃）霧 天氣 Heavy (thick) foggy weather	公共照明裝置 Public lighting devices		✓		人身傷害 Personal injury	密切監視、及時處理 Close monitoring and timely treatment
	項目內車輛 Vehicles in the project		✓		交通事故、財產損失 Traffic accidents and property loss	及時開啟 Turn on lighting in time
	違法犯罪人員 Offenders		✓		交通事故、財產損失 Traffic accidents and property loss	加強疏導、提醒慢行 Strengthen control of each entrance and exit
高溫 / 乾旱 天氣 High temperature/dry weather	外牆玻璃、瓷磚等 Glass, ceramic tile, etc.		✓		人身傷害 Burst, personal injury	加強各出入口控制 Strengthen control of each entrance and exit
	供配電系統 Power supply and distribution system		✓		火災、觸電 Fire, electric shock	加強檢查 Strengthen inspection
	體質、免疫力較差人群 People with poor constitution and immunity		✓		疾病疫情 Disease and epidemic	預先檢修 Pre-overhaul
	綠化植物 Greening plants		✓		乾涸枯死 Dry up and die	服務中心貯備藥物 Stock drugs in service center
雨雪冰凍天氣 Frozen rain and snow weather	喜溫細菌 / 蚊蟲 Thermophilic bacteria/ mosquitoes		✓		乾涸枯死 Dry up and die	加強澆灌養護 Strengthen irrigation and maintenance
	體質 / 免疫力較差人群 People with poor constitution/immunity		✓		疾病疫情 Disease and epidemic	加強消殺 Strengthen disinfection
	公共設施設備 Public facilities and equipment		✓		設備損壞 Equipment damage	通知 / 提醒抗寒抗凍 / 貯備凍傷藥物 Notify/remind property owners of cold and antifreeze/stock frostbite drugs
	交通動線 Traffic line		✓		交通事故、人員摔傷 Traffic accidents, personal injuries	加強檢查 / 採取保溫措施 Strengthen inspection/take heat preservation measures
	綠化植物 Greening plants		✓		坍塌倒伏 Collapse and lodging	加強疏導、積極除冰除雪 Strengthen grooming and actively remove ice and snow
			✓			積極修剪、除冰除雪 Active pruning, deicing and snow removal

## 風險管理 Risk Management



基於風險發生概率以及風險影響程度，制定風險管理程序，包括消除風險源、改變風險的可能性和後果、分擔風險，或通過明智決策延緩風險等。朗詩綠色生活還將對風險控制措施的有效性進行評價，直到風險控制目標達成。

Develop risk management procedures based on the probability of risk occurrence and the extent of risk impact, including eliminating risk sources, altering the likelihood and consequences of risks, sharing risks, or mitigating risks through informed decision-making. Langsha Green Life will also evaluate the effectiveness of risk control measures until the risk control objectives are achieved.



定期開展應急演練，提升極端天氣的應對能力。

Conduct regular emergency drills to enhance the capability to respond to extreme weather events.

2024 年，為應對和防範極端天氣，公司常規物業部組織發放防寒防凍、防颱防暑相關工作通知，並要求項目做好物資儲備和應急預案演練等相關工作。

In 2024, to address and prevent extreme weather, the Company's conventional property department organized the distribution of notices related to cold and frost prevention, typhoon and heatstroke preparedness, and required projects to ensure material reserves and emergency plan drills.



防汛演習  
Flood control drill

## 指標及目標 Indicator and Target

- 計算並定期披露「單位面積碳排放」、「人均碳排放目標（勞動合同制員工）」、「單位營收碳排放」指標。
- Calculate and regularly disclose metrics such as "carbon emissions per unit area," "per capita carbon emissions target (for contract employees)," and "carbon emissions per unit of revenue."
- 基於業務模式及發展，制定合適的氣候管理目標，並在年度 ESG 報告披露。
- Establish appropriate climate management goals based on business models and development and disclose them in the annual ESG report.

## 生物多樣性保護 BIO-DIVERSITY PROTECTION

本公司嚴格遵守生態環境及生物多樣性相關法規，制定了《寫字樓生態環境治理作業指導書》以規範在運營過程中對土地、周圍生態環境和生物的影響行為。

The Company strictly abides environmental and bio-diversity regulations, formulating the Work Instruction for Ecological Environment Management of Office Buildings to regulate behaviors that impact land, surrounding ecological environments, and biodiversity during the operation process.

### 生物多樣性保護實踐

#### Practices of bio-diversity protection

##### 生物多樣性保護維度 Dimension of bio-diversity protection

##### 具體舉措 Specific measures

##### 防治土壤污染 Soil pollution prevention



- 規範殺蟲劑、除草劑、化肥、農藥等化學製成品的使用，優先選用更環保的產品，避免對土壤的損害
- Regulate the use of pesticides, herbicides, fertilizers, and other chemical products, and prioritize the use of more environmentally friendly products to avoid soil damage.
- 開展社區堆肥項目，攜手業主推行有機施肥，共築綠色家園
- Conduct community composting projects and work with property owners to promote organic fertilization and build a green home together.

##### 推行生物防治 Biological control promotion



- 推行生物防治與物理防治的病蟲防治科技，盡可能減少因綠植維護對生物多樣性的影響
- Promote pest control using biological and physical methods to minimize the impact of greening maintenance on biodiversity.

##### 保護自然資源 Natural resource protection



- 建立綠植苗木台賬管理，梳理公司及運維項目的綠植品種、數量等。2024 年，我們已梳理出 69 種喬木，16 種灌木球，25 種灌木，3 種草坪，5 種地被。
- Establish seedling ledger management and organize the varieties and quantities of plants in operation and maintenance projects. In 2024, we have sorted out 69 types of trees, 16 types of shrubby balls, 25 types of shrubs, 3 types of lawns, and 5 types of ground covers.



# ESG 關鍵績效表

## ESG QUANTITATIVE PERFORMANCE

### 環境績效

#### Environmental Performance

指標 Indicator	單位 Unit	2022 年	2023 年	2024 年
在管項目數量 Number of projects under management	個 Number	203	203	188
其中，獲得綠色建築相關認證的項目數量 Number of projects with relevant certification for green building	個 Number	53	60	63
獲得綠色建築相關認證項目的比率 The ratio of projects with relevant certification for green building	%	26.11	29.56	33.51
汽油用量 Gasoline consumption	升 Liter	8,769.30	4,245.00	4,935.00
柴油用量 Diesel consumption	升 Liter	3,110.17	2,079.11	2,175.00
耗電量 Electricity consumption	千瓦時 kWh	5,420,472.39	3,640,636.54	22,989,455.81
單位面積耗電量 Electricity consumption per unit area	千瓦時 / 平方米 kWh/ m²	82.46	43.44	2.73
綜合能耗 Energy Consumption	千瓦時 kWh	5,493,257.58	3,675,870.04	23,082,938.26
單位面積綜合能耗 Energy Consumption per unit area	千瓦時 / 平方米 kWh/ m²	83.57	43.86	2.74
耗水量 Water consumption	立方米 m³	133,999.00	138,277.21	371,509.95
單位面積耗水量 Water consumption per unit area	立方米 / 平方米 m³/m²	2.04	1.65	0.04
所產生的無害廢棄物總量 (辦公) Total amount of non-hazardous waste (office)	噸 Tonnes	375.00	482.60	16,705,478.20
所產生的有害廢棄物統量 (辦公) Total amount of hazardous waste (office)	噸 Tonnes	6.86	15.30	97.20
垃圾回收利用率 Recycle rate of waste	%	7.72	5.76	0.02
範圍一溫室氣體排放量 Greenhouse gas emissions in Scope 1	噸二氧化碳當量 tCO₂e	293.64	324.71	22.62
範圍二溫室氣體排放量 Greenhouse gas emissions in Scope 2	噸二氧化碳當量 tCO₂e	3,091.3	2,115.21	12,336.14
溫室氣體排放績量 (範圍一、範圍二) Greenhouse gas emissions (Scope 1and Scope 2)	噸二氧化碳當量 tCO₂e	3,384.94	2,439.92	12,358.76
單位面積溫室氣體排放量 (範圍一、範圍二) Greenhouse gas emissions (Scope 1and Scope 2) per unit area	噸二氧化碳當量 / 平方米 tCO₂e / m²	0.05	0.03	0.00

### 社會績效

#### Social Performance

### 員工僱傭

#### Employment

指標 Indicator		單位 Unit	2022 年	2023 年	2024 年
員工總數 Total employees		人 Person	3,866	3,346	3,029
按性別劃分 By gender	男性員工 Number of male employees	人 Person	2,334	2,047	1,804
	女性員工 Number of female employees	人 Person	1,532	1,299	1,225
按用工形式劃分 By employment type	全職勞動合同工 Number of full-time contract workers	人 Person	3,743	3,228	2,854
	全職勞務派遣工 Number of full-time dispatched workers	人 Person	25	18	0
	兼職員工 Number of Part-time employees	人 Person	0	0	0
	其他僱傭形式員工 Number of other forms of employment	人 Person	98	100	175
按年齡劃分 By age	50 歲以上的員工 Number of employees aged over 50	人 Person	527	538	606
	30 歲至 50 歲的員工 Number of employees aged between 30 and 50	人 Person	2,591	2,239	2,045
	30 歲以下的員工 Number of employees aged below 30	人 Person	748	569	378
按工作地區劃分 By location	在中國大陸工作的員工 Number of employees in Chinese mainland	人 Person	3,860	3,341	3,024
	在港澳台及海外工作的員工 Number of employees in Hongkong, Macau, Taiwan and overseas	人 Person	6	5	5
員工流失率 <sup>2</sup> Employee turnover rate <sup>2</sup>		%	33.46	39.24	29.61
按性別劃分 By gender	男性員工流失率 Turnover rate of male employees	%	33.57	39.34	29.72
	女性員工流失率 Turnover rate of female employees	%	33.29	39.07	29.44
按年齡劃分 By age	30 歲以下員工流失率 Turnover rate of employees under 30	%	47.73	52.48	48.15
	30 至 50 歲員工流失率 Turnover rate of employees aged between 30 and 50	%	28.90	36.74	26.33
	50 歲以上員工流失率 Turnover rate of employees oged over 50	%	31,47	30.16	48.15
按工作地區劃分 By location	中国大陆員工流失率 Turnover rate of employees in Chinese mainland	%	31.47	39.25	29.63
	港澳台及海外工作員工流失率 Tunover rate of employees in HKMacau,Taiwanand Overseas	%	0	28.57	16.67

<sup>2</sup> 年度員工流失率 = 全年員工離職人數 / 報告期末員工人數；本年度，按類別劃分的員工流失率 = 該類別員工流失人數 / 報告期開始前該類別員工人數。  
<sup>2</sup>The annual employee turnover rate is the number of employees leaving the company during the year divided by the number of employees at the end of the reporting period; the employee turnover rate by category for the current year is the number of employees leaving the category divided by the number of employees in the category before the reporting period.

指標 Indicator		單位 Unit	2022 年	2023 年	2024 年
違反員工僱傭及勞工法律法规所受處罰的次數 Number of penalties for violation of employment and labour law and regulation		次 Number	0	0	0
因工作關係而死亡的員工人數 Number of deaths due to work-related issues		人 Person	0	0	0
因工傷損失的工作日數 Workday loss due to work injury		日 Day	1,186	774	439.50
員工培訓覆蓋率 Percentage of employees trained		%	72.01	76.53	75.90
按性別劃分 By gender	培訓覆蓋的男性員工的比例 Percentage of male employees trained	%	63.86	63.96	47.24
	培訓覆蓋的女性員工的比例 Percentage of female employees trained	%	36.14	36.04	28.66
按職級劃分 By title	培訓覆蓋的高級管理層員工的比例 Percentage of senior management trained	%	0.97	1.16	0.99
	培訓覆蓋的中級管理層員工的比例 Percentage of middle management trained	%	7.11	3.17	2.34
	培訓覆蓋的基層員工的比例 Percentage of junior management trained	%	91.88	95.67	72.57
員工接受培訓平均小時數 Average number of training hours completed by employees		小時 Hour	1.78	9.84	9.62
按性別劃分 By gender	男員工接受培訓平均小時數 Average number of training hours completed by male employees	小時 Hour	1.81	10.74	10.53
	女員工接受培訓平均小時數 Average number of training hours completed by female employees	小時 Hour	1.65	8.41	8.27
按職級劃分 By title	高級管理層接受培訓平均小時數 Average number of training hours completed by senior management	小時 Hour	12.11	7.50	7.23
	中級管理層接受培訓平均小時數 Average hours of training completed by middle management	小時 Hour	12.62	13.79	13.55
	基層員工接受培訓平均小時數 Average number of training hours completed by junior manaaement	小時 Hour	1.03	11.81	9.54
在客戶私隱方面發生違法違規事件的總數 Number of reported non-compliance incidents on customer privacy		件 Case	0	0	0
在市場推廣方面發生違法違規事件的總數 Number of reported non-compliance incidents on marketing		件 Case	0	0	0
所提供的產品和服務在健康與安全、標籤方面发生違法違規事件的總數 Number of reported non-compliance incidents on the health & safety and labeling of the products and services provided		件 Case	0	0	0
經證實的侵犯客戶私隱權及遺失客戶資料的投訴次數 Number of complaints received due to violation of customer privacy and loss of customer data		件 Case	0	0	0
接獲關於產品及服務的投訴數目 Total number of complaints received on products and services		件 Case	1,281	1,296	1,056
投訴處理率 Complaints resolution rate		%	100.00	100.00	100.00
客戶滿意度 Customer satisfaction		分 Score	88.00	86.00	82.42

## 員工僱傭 Employment

指標 Indicator	單位 Unit	2022 年	2023 年	2024 年
供應商總數 Total number of suppliers	家 One	323	382	472
大陸地區的供應商數 Number of suppliers in Chinese mainland	家 One	315	377	472
海外及港澳台地區的供應商數 Number of suppliers in overseas and Hong Kong, Macao and Taiwan	家 One	8	5	0
按公司的供應商評估制度執行環境、勞工、道德等方面表現評估的供應商數 Number of suppliers receiving environmental,labour, and ethical performance assessment according to the company's supplier evaluation system	家 One	188	205	227
通過環境、勞工、道德等方面評估的供應商數量 The number of suppliers that passed environmental, labour ethical evaluations	家 One	179	197	217
對登行人或其員工提出並已審結的貪污訴訟案件數 Number of legal cases regarding corruption brought against the Company or its employees	件 Piece	0	0	0
反貪污培訓覆蓋的員工比例 Proportion of employees who received anti-corruption training	%	100	100	100
員工人均接受反貪污培訓小時數 Average number of anti-corruption training hours per employee	小時 Hour	1.00	1.00	2.00
開展審計項目數量 Number of audit project	个 Count	/	/	56
提交內控改進建議及審計建議數量 Number of internal control improvement suggestions and audit suggestions submitted	个 Count	/	/	158

## 社區與公益 Community and social welfare

指標 Indicator	單位 Unit	2022 年	2023 年	2024 年
社區文體活動小時數 Hours of recreational and sports activities in the community	小時 Hour	3,693	4,293	5,919
社區文體活動參與人次 Number of participants in the recreational and sports activities in the community	人 Person	49,027	71,694	119,636
社區公益投入金額 Amount of community investment	元 Yuan	190,142	/	150,146
志願者活動小時數 Hours of volunterring	小時 Hour	1,386	1,585	1,897



附錄 1: 香港聯交所《ESG 守則》C 部分索引

APPENDIX 1: APPENDIX C2 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING CODE PART C

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs			內容所在章節 Chapter in the Report
A. 環境 Environment			
層面 A1：排放物 Aspect A1: Emissions	一般披露： 有關廢氣排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 註：廢氣排放包括氮氧化物、硫氧化物及其他受國家法律及規例規管的污染物。有害廢棄物指國家規例所界定者。 General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. Note: Air emissions include NOx, SOx, and other pollutants regulated under national laws and regulations. Hazardous wastes are those defined by national regulations.		第三章：環境履責，織就綠色和諧生態 Chapter 3: Environmental Stewardship, Weaving a Green and Harmonious Ecology
	關鍵績效指標 A1.1 KPI A1.1	排放物種類及相關排放數據。 The types of emissions and respective emissions data.	ESG 關鍵績效表 ESG Quantitative Performance
	關鍵績效指標 A1.3 KPI 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).	ESG 關鍵績效表 ESG Quantitative Performance
	關鍵績效指標 A1.4 KPI 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).	ESG 關鍵績效表 ESG Quantitative Performance
	關鍵績效指標 A1.5 KPI 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 emission target(s) set and steps taken to achieve them.	ESG 目標追蹤 ESG Target Tracking
	關鍵績效指標 A1.6 KPI 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.	3.3 廢棄物與排放物管理 3.3 Waste and Emission Management
	一般披露： 有效使用資源（包括能源、水及其他原材料）的政策。 註：資源可用於生產、儲存、運輸、樓宇、電子設備等。 General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials. Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.		第三章：環境履責，織就綠色和諧生態 Chapter 3: Environmental Stewardship, Weaving a Green and Harmonious Ecology
層面 A2：資源使用 Aspect A2: Use of Resources	關鍵績效指標 A2.1 KPI 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).	ESG 關鍵績效表 ESG Quantitative Performance
	關鍵績效指標 A2.2 KPI 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).	ESG 關鍵績效表 ESG Quantitative Performance
	關鍵績效指標 A2.3 KPI 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.	ESG 目標追蹤 ESG Target Tracking
	關鍵績效指標 A2.4 KPI 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.	3.2 能源資源永續利用 3.2 Energy Resources Sustainable Use
	關鍵績效指標 A2.5 KPI 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.	不涉及 <sup>3</sup> Not applicable <sup>3</sup>

<sup>3</sup> 本公司從事服務行業，不涉及任何製成品包裝材料問題。

<sup>3</sup>The Company is engaged in the service industry and does not involve any finished product packaging issues.

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs			內容所在章節 Chapter in the Report
層面 A3：環境及天然資源 Aspect A3: The Environment and Natural Resources	一般披露： 減低發行人對環境及天然資源造成重大影響的政策。 General Disclosure Policies on minimising the issuer's significant impacts on the environment and natural resources.		第三章：環境履責，織就綠色和諧生態 Chapter 3: Environmental Stewardship, Weaving a Green and Harmonious Ecology
	關鍵績效指標 A3.1 KPI 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.	3.1 綠色運營管理 3.1 Green Operation Management 3.5 生物多樣性保護 3.5 Bio-Diversity Protection
B. 社會 Social			
僱傭及勞工常規 Employment and Labour Practices			
層面 B1：僱傭 Aspect B1: Employment	一般披露： 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.		第二章：社會履責，繪就美好幸福社區 Chapter 2: Social Stewardship, Constructing A Beautiful and Happy Community
	關鍵績效指標 B1.1 KPI 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.	ESG 關鍵績效表 ESG Quantitative Performance
	關鍵績效指標 B1.2 KPI 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.	ESG 關鍵績效表 ESG Quantitative Performance
	一般披露： 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.		第二章：社會履責，繪就美好幸福社區 Chapter 2: Social Stewardship, Constructing A Beautiful and Happy Community
層面 B2：健康與安全 Aspect B2: Health and Safety	關鍵績效指標 B2.1 KPI 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.	ESG 關鍵績效表 ESG Quantitative Performance
	關鍵績效指標 B2.2 KPI B2.2	因工傷損失工作日數。 Lost days due to work injury.	ESG 關鍵績效表 ESG Quantitative Performance
	關鍵績效指標 B2.3 KPI 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.	2.2 高質量客戶服務 2.2 High-Quality Customer Service 2.3 守護員工福祉 2.3 Safeguarding Employee Well-Being
層面 B3：發展及培訓 Aspect B3: Development and Training	一般披露： 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。 註：培訓指職業培訓，可包括由僱主付費的內外部課程。 General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. <i>Note: Training refers to vocational training. It may include internal and external courses paid by the employer.</i>		第二章：社會履責，繪就美好幸福社區 Chapter 2: Social Stewardship, Constructing A Beautiful and Happy Community
	關鍵績效指標 B3.1 KPI B3.1	按性別及僱員類別（如高級管理層、中級管理層）劃分的受訓僱員百分比。 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	ESG 關鍵績效表 ESG Quantitative Performance
	關鍵績效指標 B3.2 KPI 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.	ESG 關鍵績效表 ESG Quantitative Performance

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs			內容所在章節 Chapter in the Report
層面 B4：勞工準則 Aspect B4: Labour Standards	一般披露： 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 General Disclosure Information on: (a)the policies; and (b)compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.		第二章：社會履責，繪就美好幸福社區 Chapter 2: Social Stewardship, Constructing A Beautiful and Happy Community
	關鍵績效指標 B4.1 KPI 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.	2.3 守護員工福祉 2.3 Safeguarding Employee Well-Being
	關鍵績效指標 B4.2 KPI 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.	2.3 守護員工福祉 2.3 Safeguarding Employee Well-Being
	營運慣例 Operating Practices		
層面 B5：供應鏈管理 Aspect B5: Supply Chain Management	一般披露： 管理供應鏈的環境及社會風險政策。 General Disclosure Policies on managing environmental and social risks of the supply chain.		第二章：社會履責，繪就美好幸福社區 Chapter 2: Social Stewardship, Constructing A Beautiful and Happy Community
	關鍵績效指標 B5.1 KPI B5.1	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.	ESG 關鍵績效表 ESG Quantitative Performance
	關鍵績效指標 B5.2 KPI B5.2	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.	ESG 關鍵績效表 ESG Quantitative Performance
	關鍵績效指標 B5.3 KPI 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.	2.4 可持續供應鏈管理 2.4 Sustainable Supply Chain Management
	關鍵績效指標 B5.4 KPI 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.	2.4 可持續供應鏈管理 2.4 Sustainable Supply Chain Management
層面 B6：產品責任 Aspect B6: Product Responsibility	一般披露： 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 General Disclosure Information on: (a)the policies; and (b)compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.		第二章：社會履責，繪就美好幸福社區 Chapter 2: Social Stewardship, Constructing A Beautiful and Happy Community 第一章：管治履責，築就穩健發展根基 Chapter 1: Governance Stewardship, Forging a Firm Foundation for Development
	關鍵績效指標 B6.1 KPI 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.	不涉及 <sup>4</sup> Not applicable <sup>4</sup>
	關鍵績效指標 B6.2 KPI 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.	2.2 高質量客戶服務 2.2 High-Quality Customer ServiceESG 關鍵績效表 ESG Quantitative Performance
	關鍵績效指標 B6.3 KPI 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.	1.4 信息安全與隱私保護 1.4 Information Security and Privacy Protection

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs			內容所在章節 Chapter in the Report
層面 B6：產品責任 Aspect B6: Product Responsibility	關鍵績效指標 B6.4 KPI B6.4	描述質量檢定過程及產品回收程式。 Description of quality assurance process and recall procedures.	2.2 高質量客戶服務 2.2 High-Quality Customer Service
	關鍵績效指標 B6.5 KPI 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.	1.4 信息安全與隱私保護 1.4 Information Security and Privacy Protection
層面 B7：反貪污 Aspect B7: Anti-corruption	一般披露： 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 General Disclosure Information on: (a)the policies; and (b)compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.		第一章：管治履責，築就穩健發展根基 Chapter 1: Governance Stewardship, Forging a Firm Foundation for Development
	關鍵績效指標 B7.1 KPI 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.	ESG 關鍵績效表 ESG Quantitative Performance
	關鍵績效指標 B7.2 KPI B7.2	描述防範措施及舉報程式，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.	1.3 商業道德與反腐 1.3 Business Ethics and Anti-Corruption
	關鍵績效指標 B7.3 KPI 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.	ESG 關鍵績效表 ESG Quantitative Performance
社區 Community			
層面 B8：社區投資 Aspect B8: Community Investment	一般披露： 有關以社區參與來瞭解營運所在社區需要和確保其業務活動會考慮社區利益的政策。 General Disclosure 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.		專題：凝聚點點星火 引領責任傳遞 Feature: Gathering Sparkling Lights, Leading the Relay of Responsibility
	關鍵績效指標 B8.1 KPI 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).	專題：凝聚點點星火 引領責任傳遞 Feature: Gathering Sparkling Lights, Leading the Relay of Responsibility
	關鍵績效指標 B8.2 KPI 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.	ESG 關鍵績效表 ESG Quantitative Performance

<sup>4</sup> 本公司從事服務行業，不涉及任何已售或已運送產品總數中因安全與健康理由而須回收的情況。  
<sup>4</sup>The Company is engaged in the service industry and does not involve any products that need to be recycled due to safety and health reasons in the total number of products sold or shipped.



## 附錄 2: 讀者意見反饋表

### APPENDIX 2: READER FEEDBACK FORM

尊敬的讀者：

您好！感謝您閱讀《朗詩綠色生活服務有限公司 2024 年度環境、社會及管治（ESG）報告》（以下簡稱「本報告」），我們在此誠摯地邀請您對本報告提出寶貴的意見和建議，以進一步改善我們的工作。

Dear readers,

Hello! Thank you for reading the *2024 Environmental, Social and Governance (ESG) Report of Landsea Green Life Services Limited* (hereinafter referred to as the "Report"), and we sincerely invite you to submit your valuable comments and suggestions on this Report to further improve our work.

針對下列問題，請在適當處勾選您的選擇

Please select your choice where appropriate for the following questions

選項 Options	打分 Scores
1. 您對本報告的總體滿意度評價 1. Your overall satisfaction rating with the report	<input type="checkbox"/> 非常差 <input type="checkbox"/> 較差 <input type="checkbox"/> 一般 <input type="checkbox"/> 較好 <input type="checkbox"/> 非常好 <input type="checkbox"/> very poor <input type="checkbox"/> average <input type="checkbox"/> good <input type="checkbox"/> very good
2. 本報告完整地回應、披露了利益相關方的議題 2. This report provides a complete response to and disclosure of stakeholder issues	<input type="checkbox"/> 非常差 <input type="checkbox"/> 較差 <input type="checkbox"/> 一般 <input type="checkbox"/> 較好 <input type="checkbox"/> 非常好 <input type="checkbox"/> very poor <input type="checkbox"/> average <input type="checkbox"/> good <input type="checkbox"/> very good
3. 本報告披露的信息及資料清晰、準確、完整 3. The information and materials disclosed in this report are clear, accurate and complete	<input type="checkbox"/> 非常差 <input type="checkbox"/> 較差 <input type="checkbox"/> 一般 <input type="checkbox"/> 較好 <input type="checkbox"/> 非常好 <input type="checkbox"/> very poor <input type="checkbox"/> average <input type="checkbox"/> good <input type="checkbox"/> very good
4. 本報告全面、準確地反映了朗詩綠色生活對社會與環境的重大影響 4. This report comprehensively and accurately reflects the significant impact of Landsea Green Living on society and the environment	<input type="checkbox"/> 非常差 <input type="checkbox"/> 較差 <input type="checkbox"/> 一般 <input type="checkbox"/> 較好 <input type="checkbox"/> 非常好 <input type="checkbox"/> very poor <input type="checkbox"/> average <input type="checkbox"/> good <input type="checkbox"/> very good
5. 本報告的邏輯主線、語言文字、版式設計條理清晰、可讀性強 5. The logical main line, language and layout design of this report are clear and readable	<input type="checkbox"/> 非常差 <input type="checkbox"/> 較差 <input type="checkbox"/> 一般 <input type="checkbox"/> 較好 <input type="checkbox"/> 非常好 <input type="checkbox"/> very poor <input type="checkbox"/> average <input type="checkbox"/> good <input type="checkbox"/> very good

請您對以下問題作出簡要回答

Please provide a brief answer to the following questions

1. 在本報告披露的內容中，您最關心或最滿意的部分有哪些？  
1. What are some of the disclosures in this report that you are most concerned about or satisfied with?

2. 本報告是否存在您所關注卻尚未披露的內容？  
2. Is there anything in this report that you are concerned about but has not yet disclosed?

3. 針對本報告，您是否有其他意見或建議？  
3. Do you have any other comments or suggestions for this report?

您可以通過郵寄、電子郵件或傳真的方式對問卷進行回饋，亦可直接來電說明，我們將充分考慮您的意見和建議。  
You can give feedback to the questionnaire by mail, email or fax, or you can call us directly, and we will fully consider your comments and suggestions.

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