



# 2024

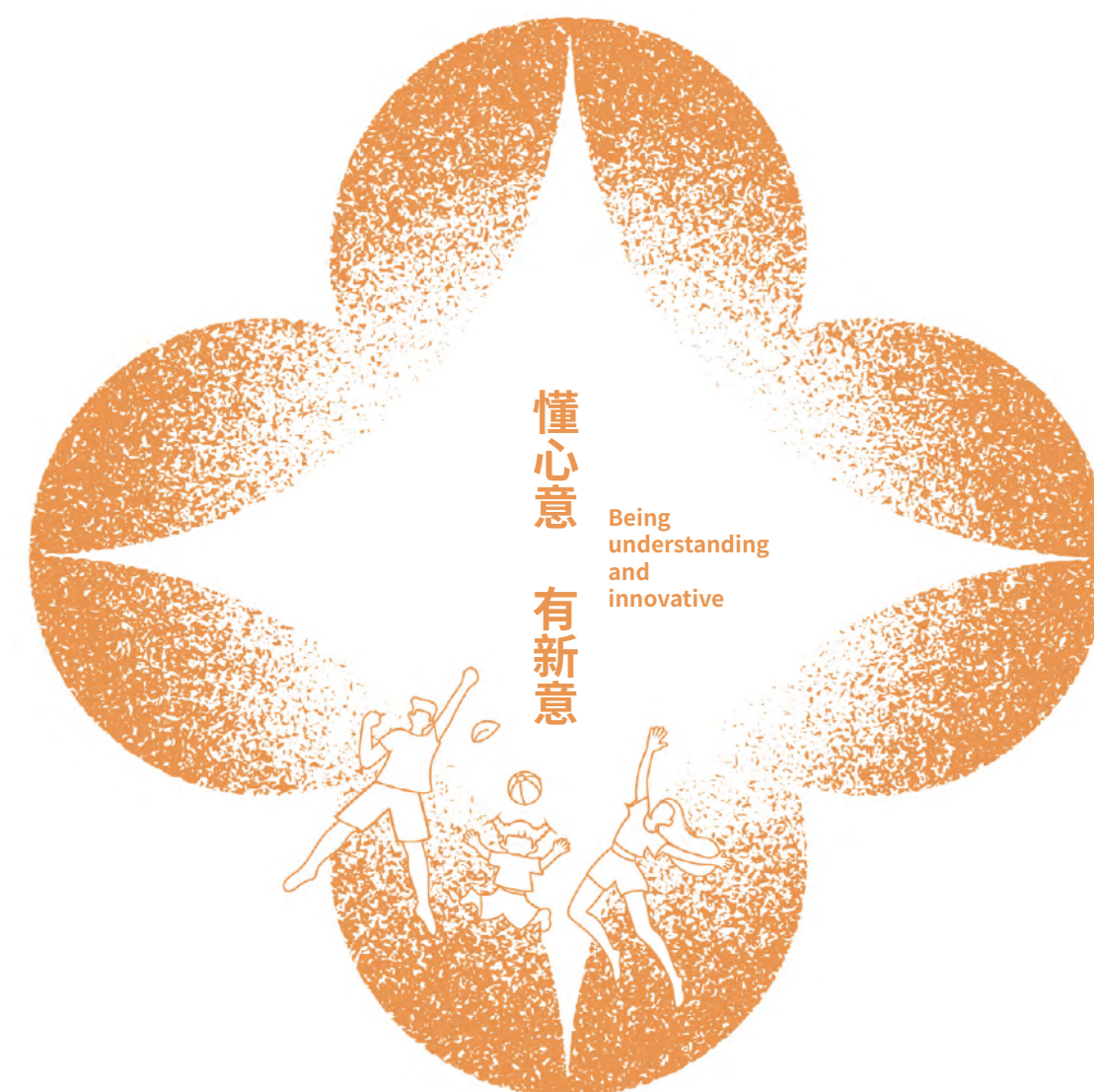
## 環境、社會及管治報告

### ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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

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

股份代號: 06677.HK  
Stock Code: 06677.HK



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# ABOUT THIS REPORT

## 關於本報告

### (一) 報告簡介

本報告旨在客觀披露遠洋服務控股有限公司2024年環境、社會及管治(以下簡稱「ESG」)方面之表現，為便於表達，報告表述中分別使用「遠洋服務」、「本公司」、「公司」或「我們」指代遠洋服務控股有限公司；「本集團」或「集團」指代本公司連同其附屬公司。

### (二) 報告範圍

**報告時間範圍：**2024年1月1日至2024年12月31日，與2024年度報告保持一致，部分內容追溯至以往年份。

**報告發佈週期：**本報告為年度報告，旨在以透明公開的方式披露本公司2024年全年的可持續發展表現，以回應各利益相關方對於本公司可持續發展管理的關注與期望。

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

### (三) 資料說明

報告中的財務資料均來自遠洋服務2024年度經審核財務報表，其他資料以2024年為主，部分資料包含以前年度資料。本報告中所涉及貨幣金額以人民幣為計量幣種，特別說明的除外。

### (1) REPORT OVERVIEW

This report aims at objectively disclosing the Environmental, Social and Governance (“ESG”) performance of Sino-Ocean Service Holding Limited in 2024. For ease of expression, Sino-Ocean Service Holding Limited is variously referred to as “Sino-Ocean Service”, the “Company” or “We/us” in this report; and the Company together with its subsidiaries are referred to as “our Group” or the “Group” in this report.

### (2) SCOPE OF THE REPORT

**Period covered by the report:** 1 January 2024 to 31 December 2024, which is consistent with that of the 2024 Annual Report, with some contents covering, retrospectively, previous years.

**Publication cycle:** This report is an annual report with the aim of providing lucid information on the Company’s performance in sustainability in 2024 to respond to stakeholders’ concerns and expectations for the Company’s sustainability management.

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

### (3) DATA SOURCES

The financial information set out in the report is derived from the 2024 audited financial statements of Sino-Ocean Service. Other information mainly represents data in 2024, with certain information comprising data for previous years. Monetary amounts contained in this report are denominated in RMB, unless otherwise specified.

### (四) 匯報原則

本報告編制依據為香港交易及結算所有限公司發佈的《香港聯合交易所有限公司(「聯交所」)證券上市規則》(「上市規則」)所載之附錄C2《環境、社會及管治報告守則》，遵循重要性、量化、平衡及一致性匯報原則，力求充分反映本集團本年度在ESG方面的管理現狀及績效成果。本報告應與本公司《2024年年度報告》中的「可持續發展報告」、「董事局報告」及「企業管治報告」章節結合閱讀，以幫助讀者更全面地瞭解本集團的ESG表現。

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

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

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

**「一致性」原則：**除另有注明外，本報告所披露資料採取與往年一致的統計方法。

### (五) 報告獲取

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

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電子郵箱：[ir@sinooceanservice.com](mailto:ir@sinooceanservice.com)

### (4) REPORTING PRINCIPLES

The report has been prepared in accordance with the Environmental, Social and Governance Reporting Code set out in Appendix C2 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) (the “Listing Rules”) published by Hong Kong Exchanges and Clearing Limited. We follow the principles of materiality, quantitative, balance and consistency in reporting, aiming to fully reflect our management status and performance results in terms of ESG for the current year. This report should be read in conjunction with the sections headed “Sustainability Report”, “Report of the Directors” and “Corporate Governance Report” in the Company’s 2024 Annual Report to provide readers a more comprehensive understanding of the Group’s ESG performance.

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

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

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

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

### (5) AVAILABILITY OF THE REPORT

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

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# BOARD STATEMENT

## 董事局聲明

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

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

### 管治架構

#### GOVERNANCE STRUCTURE

遠洋服務始終高度重視環境、社會及管治（ESG）事項，將其視為企業可持續發展的核心要務。董事局作為 ESG 管理的最高決策層，持續強化對 ESG 工作的全面監督、風險管理以及政策和戰略的制定，致力於進一步規範和完善企業 ESG 管理架構，確保公司在可持續發展的道路穩步前行。可持續發展工作組負責收集相關資料，監督由董事局制定的ESG政策及戰略的執行情況並定期向決策層匯報相關工作。可持續發展工作組由各部門對接人組成，以遠洋服務現有的ESG方針為基礎，明確各專業崗位在政策及戰略中的工作職責，並設立相關機制以保障ESG戰略的順利運行。

Sino-Ocean Service has always placed great emphasis on environmental, social and governance (ESG) matters, regarding them as a core priority of our sustainability development. The Board, as the highest decision-making body for ESG management, continues to strengthen overall oversight, risk management and the formulation of policies and strategies, related to ESG. They are committed to further regulating and improving corporate ESG management framework to ensure steady progress on the path towards sustainable development. The Sustainability Work Group is responsible for gathering relevant information, supervising the implementation of ESG policies and strategies set by the Board, and regularly reporting on related progress to the decision-making body. Comprising liaisons from various departments, the Sustainability Work Group defines the roles of specialized positions involved in these policies and strategies, and establishes mechanisms to facilitate the smooth execution of the ESG strategy, aligning with Sino-Ocean Service’s existing ESG principles.

### 管理方針及策略

#### MANAGEMENT APPROACHES AND STRATEGIES

本集團嚴格遵循企業運營中涉及到的ESG相關法律法規，持續強化在公司戰略層面的ESG管理和可持續發展理念融合，並通過多種渠道與各利益相關方進行全面、深入且持續的溝通。本集團通過結合自身業務特點及行業發展大環境，採用國內外同業對標研究、媒體資訊分析和內外部利益相關方溝通等方式，對主要利益相關方關注的ESG議題進行了重要性評估及優先順序排序，從而識別和管理ESG風險(包括對本集團業務的風險)，檢討ESG相關目標達成情況，積極採納有建設性的意見與建議，持續對關鍵議題進行回應，並在本報告內對於其管理慣例和工作績效進行重點闡述。

The Group strictly adheres to the ESG-related laws and regulations that apply to corporate operations, continues to strengthen the integration of ESG management and sustainable development concepts at the strategic level of the Company, and engages in comprehensive, in-depth and persistent communication with stakeholders via various channels. By integrating its own business characteristics with the broader industry environment, the Group has conducted a materiality assessment and prioritization of ESG issues that are of concern to key stakeholders. This was achieved through benchmarking studies with domestic and international peers, media information analysis, and engagement with internal and external stakeholders. This process enables the identification and management of ESG risks (including risks to the Group’s businesses), the review of progress toward ESG-related target, and proactive adoption of constructive opinions and suggestions. The Group continuously responds to key issues, and provides a detailed account of its management practices and performance in this report.

### 目標檢討

#### PERFORMANCE REVIEW

2024年，董事局重點審視了以下核心工作及進展：

**合規經營：**遠洋服務堅持依法治企、合規運營，完善風險管理體系，優化內部監控制度，完善《管理層薪酬政策》、《營運獨立性規範》、《審核委員會職權範圍》、《提名委員會職權範圍》、《內部審計管理制度（2024年版）》等內部監控制度，確保企業穩健發展。

**產品與服務：**踐行「懂心意·有新意」理念，強化標準化體系，提升多業態服務品質，升級數智化客戶服務，打造優質生活環境。

**節能減排與氣候變化：**回應「雙碳」目標，落實節能減排措施，識別氣候變化風險，關注轉型機遇，提升可持續發展水準。

**關愛員工：**以人為本，提供職業發展平台，完善薪酬福利及關愛政策，保障員工權益，營造穩定舒適的工作環境。

**回饋社會：**支持公益事業，助力鄉村振興，履行社會責任，創造社會價值。

In 2024, the Board focused on reviewing the following core tasks and their progress:

**Compliance Management:** Sino-Ocean Service adheres to the principles of lawful governance and compliant operation. The Company has enhanced its risk management system, optimized internal control mechanisms and refined internal control policies such as the Management Remuneration Policy, Operational Independenc Standards, Terms of Reference of the Audit Committee, Terms of Reference of the Nomination Committee, and the Internal Audit Management System (2024 Edition) to ensure the steady development of the enterprise.

**Products and Services:** Upholding the philosophy of “Being understanding and innovative”, Sino-Ocean Service strengthens the standardization system, improves multi-format service services, and upgrades digital and intelligent customer services, creating a high-quality living environment.

**Energy Conservation, Emissions Reduction, and Climate Change:** Responding to the “dual-carbon” goal, Sino-Ocean Service implements energy conservation and emissions reduction measures, identifies climate change risks, focuses on transition opportunities, and improves sustainable development levels.

**Employee Care:** Sino-Ocean Service adopts a people-oriented approach, provides career development platforms, and improves compensation, benefits, and support policies, safeguarding employee rights and interests and creating a stable and comfortable working environment.

**Giving Back to Society:** Sino-Ocean Service fulfills its corporate responsibilities and creates social value by supporting public welfare initiatives and contributing to rural revitalization.

董事局作為遠洋服務可持續發展治理的最高責任機構，在過去的一年裡，對ESG管治架構進行了完善，對ESG關鍵議題的識別、ESG目標的設定及達成情況、ESG風險管理進行了審議，從而進一步加強了遠洋服務的ESG管理，更加明確了未來開展ESG工作的重點及方向。本報告期內，董事局及可持續發展工作組亦對ESG目標的完成情況進行了定期審視並開展檢討。本報告旨在客觀披露公司2024年ESG工作進展與成效，並於2025年3月24日由董事局會議審議通過。

In the past year, the Board, as the highest responsible body for sustainable development governance at Sino-Ocean Service, improved the ESG regulatory framework. This included reviewing the identification of key ESG issues, setting and tracking of ESG goals, and management of ESG risks, thereby fortifying the Company’s ESG management. The Board also clarified the key tasks and direction for ESG governance moving forward. During the reporting period, both the Board and the Sustainability Work Group also conducted regular evaluations and reviews of the progress towards ESG goals. This report aims to objectively disclose the progress and outcomes of the Company's ESG efforts in 2024, which were reviewed and approved at the Board meeting on 24 March 2025.



# 走進 遠洋服務

## ABOUT SINO-OCEAN SERVICE

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

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

# COMPANY OVERVIEW

## 公司簡介

遠洋服務控股有限公司作為遠洋集團控股有限公司（「遠洋集團公司」）（中國領先的綜合性物業開發商，其股份在聯交所主板上市，股份代號：03377.HK）旗下綜合性物業管理服務提供者，擁有超過27年的中高端物業運營管理經驗，並於2020年12月正式在聯交所主板掛牌上市（股份代號：06677.HK）。

遠洋服務堅持「資產價值及美好生活創造者」的品牌願景，秉承「匠心服務用戶」初心和使命，通過精細化服務、滿意服務，為廣大業主和客戶創造美好的生活。集團通過整合物業管理資源，打造全價值鏈服務能力，以成為有品牌的中國優秀物業管理綜合服務商為目標，持續開拓物業管理上下游業務。我們榮獲中國指數研究院頒發的「2024中國物業服務百強企業」第12位、「2024中國物業服務百強滿意度領先企業」，克而瑞物管頒發的「2024中國品質物業服務領先企業」等榮譽。

截至2024年12月31日，我們的總合約建築面積達122.3百萬平方米，遍及中國28個省、自治區及直轄市及自治區的86個城市。同時，我們在中國的在管物業項目已達518個，總在管建築面積達92.5百萬平方米。我們的物業管理服務涉及多種物業類型，包括住宅社區、商寫物業（如購物中心、寫字樓）及公共及其他物業（如醫院、學校、政府大樓及公共服務設施）。除物業管理服務外，我們亦向在管物業的業主及住戶提供各種社區增值服務，以及提供非業主增值服務。

As a subsidiary of Sino-Ocean Group Holding Limited (“Sino-Ocean Group Company”), a leading comprehensive property developer in China listed on the Main Board of the Stock Exchange (Stock Code:03377.HK), Sino-Ocean Service Holding Limited is a comprehensive property management service provider with over 27 years of experience in managing mid-to-high-end properties. In December 2020, it was successfully listed on the Main Board of the Stock Exchange (Stock Code: 06677.HK).

Adhering to the brand vision of “creator of asset value and better life”, Sino-Ocean Service remains true to its original intention and mission of providing excellent service to users. We are dedicated to offering meticulous and satisfactory services to enhance the lives of property owners and customers. By integrating our property management resources and forging full value chain capabilities, we aim to become a branded superior comprehensive property management service provider in China. We are expanding our property management business both in upstream and downstream. We have been honored with accolades granted by the China Index Academy including “2024 Top100 Property Management Companies in China (Ranked 12th)”, “2024 Top100 China Leading Property Management Companies in terms of Customer Satisfaction Rate”, and “2024 Quality Leading Companies of China in Property Service” granted by CRIC Property Management.

As of 31 December 2024, our total contracted gross floor area (“GFA”) of property management services reached 122.3 million sq.m., covering 86 cities in 28 provinces, autonomous regions, and municipalities in China; meanwhile, our total GFA under management in China reached 92.5 million sq.m. and 518 properties were under our management. Our property management services extend to various property types, including residential communities, commercial properties (such as shopping malls and office buildings), and public and other properties (such as hospitals, schools, government buildings, and public service facilities). Apart from property management services, we provide a wide array of community value-added services to property owners and residents of the properties under our management as well as value-added services to non-property owners.

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

社區增值服務  
Community value-added services

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

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

物業管理服務  
Property management services

**住宅及其他非商業物業管理服務：**為住宅及其他非商業物業項目（如醫院、公共服務設施、政府大樓及學校）提供一系列物業管理服務，包括秩序維護、清潔、綠化、園藝及維修保養服務。

**商寫物業管理服務：**為購物中心及寫字樓項目提供一系列物業管理服務，包括秩序維護、清潔、綠化、園藝及維修保養服務。

**Property management services on residential and other non-commercial properties:** The Group provides a range of property management services including security, cleaning, greening, gardening and repair and maintenance services for residential and other non-commercial properties (such as hospitals, public service facilities, government buildings, and schools).

**Commercial property management services:** We provide a range of property management services, including, among others, security, cleaning, greening, gardening and repair and maintenance services for shopping malls and office buildings.

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

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

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



# BUSINESS PRESENCE

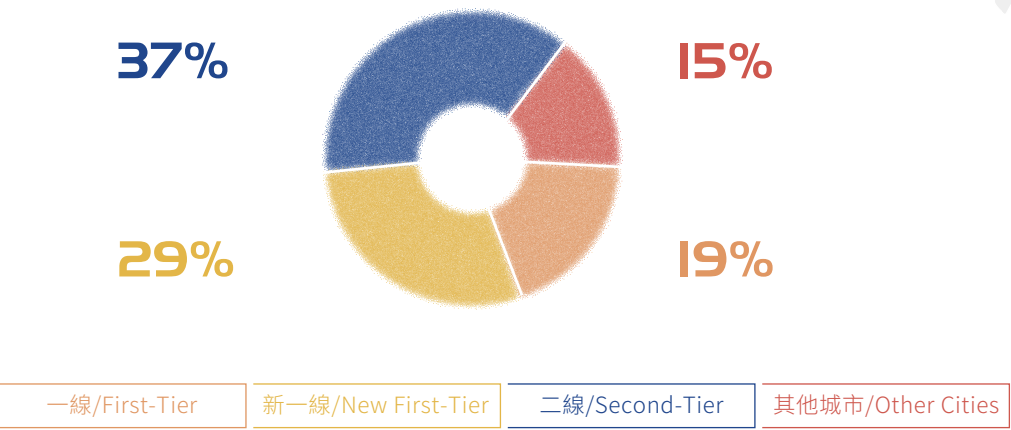
## 業務佈局

作為擁有27年中高端物業運營管理經驗的綜合性物業管理服務提供者，遠洋服務在持續加碼京津冀、環渤海區域規模優勢的同時，深耕已進入的華南、華東、華中及華西區域。

截至2024年12月31日，一二線城市在管建築面積佔比約為85%。分城市類型在管建築面積：一線19%，新一線29%，二線37%，其它城市15%。合約建築面積佔比：京津冀34%，環渤海20%，華東16%，華南11%，華中及華西19%。

As a comprehensive property management service provider with 27 years of experience in operating and managing mid-to-high-end properties, Sino-Ocean Service continues to extend its advantageous business scale to the Beijing-Tianjin-Hebei and Bohai Rim regions while seeking further development in Southern China, Eastern China, Central China, and Western China, where it has an established presence.

As of 31 December 2024, GFA under management in first- and second-tier cities accounted for 85% of its total. Percentage share of GFA under management by city classification: 19% in first-tier cities, 29% in new first-tier cities, 37% in second-tier cities, 15% in other cities. Percentage share of contracted GFA: 34% in Beijing-Tianjin-Hebei, 20% in Bohai Rim, 16% in Eastern China, 11% in Southern China, 19% in Central & Western China.



分城市類型的在管建築面積佔比  
Percentage share of GFA under management by city classification

合約建築面積佔比  
Percentage share of contracted GFA

34%  
京津冀  
Beijing-Tianjin-Hebei

20%  
環渤海  
Bohai Rim

16%  
華東  
Eastern China

19%  
華中及華西  
Central and Western China

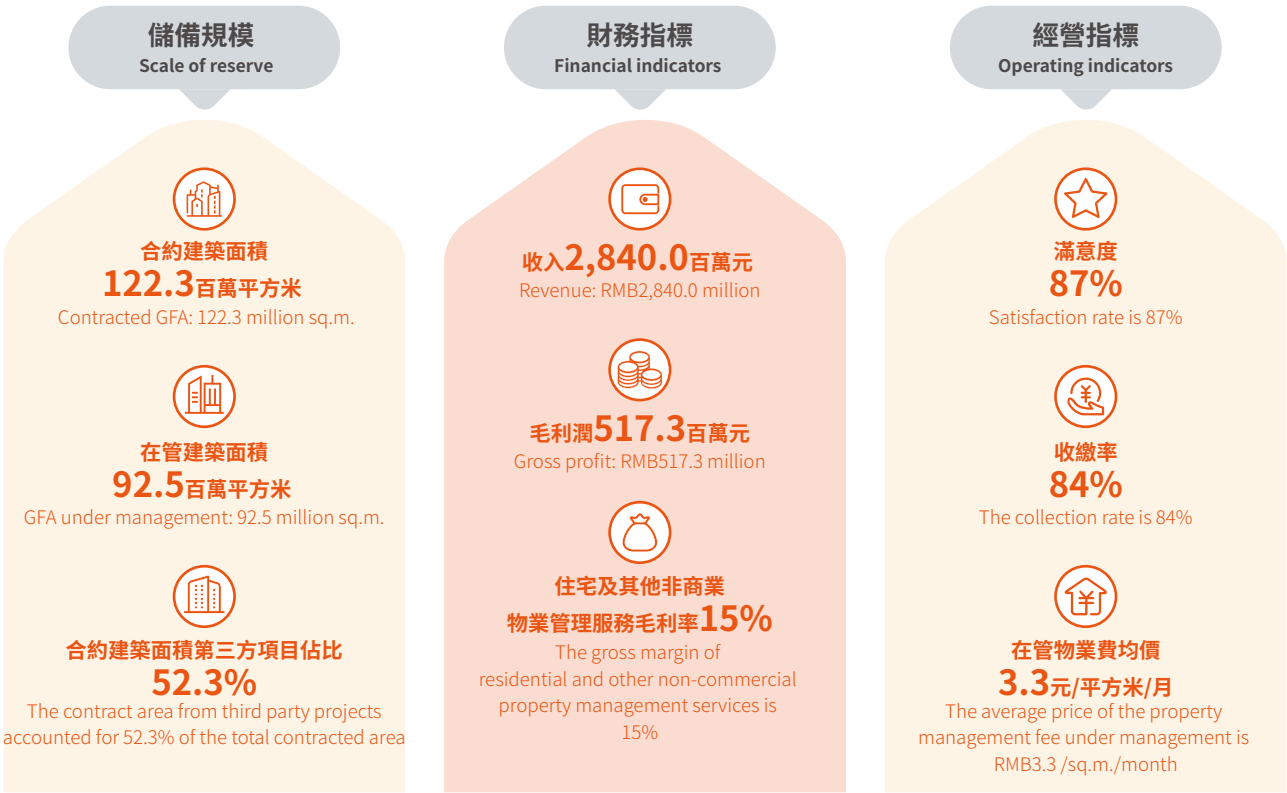
11%  
華南  
Southern China



# PERFORMANCE AND RECOGNITIONS

## 績效榮譽

績效  
PERFORMANCE





# 可持續發展管理

## SUSTAINABLE DEVELOPMENT MANAGEMENT

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

Sino-Ocean Service attaches high importance to environmental, social, and governance (ESG) matters and actively engages with both internal and external stakeholders to advance the progress towards the sustainable development goals for the Company and the society.



# MANAGEMENT APPROACHES

## 管理方針

遠洋服務實行自上而下的雙層責任制管理方針，由董事局統籌領導，可持續發展工作組具體執行，協同推進公司可持續發展戰略的實施與落地。

### 董事局

董事局作為可持續發展治理的最高決策機構，負責制定可持續發展戰略與目標，規範企業ESG管理架構，定期聽取工作匯報，管理ESG相關風險，並對關鍵可持續發展事項做出決策。同時，董事局授權董事或公司秘書負責ESG報告的編制與發佈，並全面監督相關工作的落實與執行，確保可持續發展目標的有效實現。

### 可持續發展工作組

可持續發展工作組由各部門對接人組成，依據各專業領域的職責分工，負責收集相關材料並具體落實可持續發展相關決策，確保戰略目標的執行與推進。

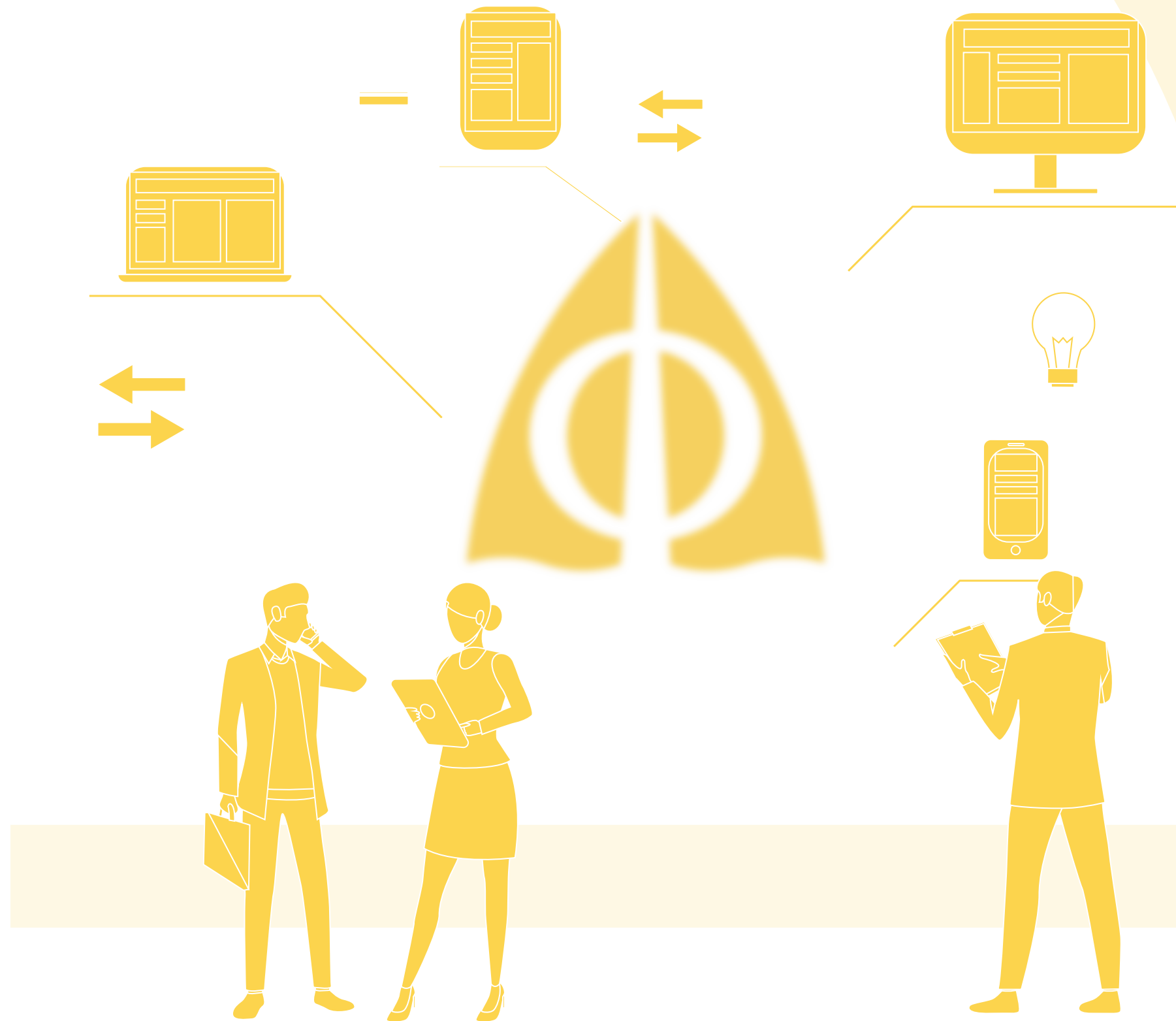
Sino-Ocean Service has implemented a top-down, two-tier accountability management approach, which is led coordinately by the Board and concretely executed by the Sustainability Work Group to jointly promote the implementation of the Company's sustainable development strategies.

### The Board

As the highest decision-making body for sustainable development governance, the Board is responsible for developing sustainable development strategies and goals, standardizing the Company's ESG management framework, reviewing regular progress reports, managing ESG related risks, and making decisions on critical sustainable development matters. Additionally, the Board authorizes directors or the company secretary to oversee the preparation and publication of ESG reports, and to fully supervise the implementation and execution of related work to ensure the effective achievement of the sustainable development goals.

### The Sustainability Work Group

The Sustainability Work Group, comprising representatives from various departments, is responsible for gathering relevant materials and executing specific decisions related to sustainable development according to the division of responsibilities in each professional field, so as to ensure the implementation and advancement of the strategic objectives.



# CORPORATE GOVERNANCE

## 企業管治

### 董事局效能

遠洋服務嚴格遵守《中華人民共和國公司法》、《中華人民共和國證券法》等法律法規及聯交所監管規則，持續完善公司治理體系，提升治理水準。公司已建立規範的治理架構，制定並實施完善的政策與程序，確保管理規範、決策科學、監督有效，為持續穩健發展奠定堅實基礎。

2024年，根據企業管治守則及業務發展需要，公司經董事局及/或相关董事局委员会審議通過並修訂了《管理層薪酬政策》、《營運獨立性規範》、《審核委員會職權範圍》、《提名委員會職權範圍》等文件，確保制度滿足要求。

公司實行聯席主席領導的董事局治理模式，董事局作為最高決策機構，負責制定發展戰略、監督業務活動、評估管理層及可持續發展表現，定期審視組織架構，以保障並提升公司及股東整體利益。董事局下設審核委員會、薪酬委員會、提名委員會三個專業委員會，各委員會職責明確，獨立非執行董事在其中擔任主席或委員，確保決策的獨立性與科學性，為公司治理提供多元化視角與專業意見。

### CAPACITY OF THE BOARD

Sino-Ocean Service strictly complies with relevant laws and regulations, such as the “Company Law of the People’s Republic of China” and the “Securities Law of the People’s Republic of China”, as well as the regulatory rules of the Stock Exchange, continuously improving its corporate governance system and enhancing its governance level. The Company has established a standardized governance structure, formulated and implemented sound policies and procedures to ensure standardized management, scientific decision-making and effective supervision, laying a solid foundation for sustainable and steady development.

In 2024, in accordance with the Corporate Governance Code and business development needs, the Company’s Board and/or relevant Board Committees considered, approved and revised the “Management Remuneration Policy”, “Operational Independence Standards”, “Terms of Reference of the Audit Committee” and “Terms of Reference of the Nomination Committee” to ensure that the system meets the requirements.

The Company adopts a Board governance model led by the co-chairman. The Board, as the highest decision-making body, is responsible for formulating development strategies, overseeing business activities, evaluating the performance of the management and sustainable development, and reviewing the organizational structure on a regular basis in order to safeguard and enhance the interests of the Company and shareholders as a whole. The Board has established three professional committees, namely the Audit Committee, the Remuneration Committee and the Nomination Committee, with defined responsibilities for each committee, in which the independent non-executive directors serve as chairpersons or members, to ensure the independence and scientificity of decision-making, and to provide diversified perspectives and professional advice on corporate governance.

遠洋服務始終將董事局的獨立性和多元化作為公司治理的重要組成部分，公司遵循聯交所關於董事獨立性的要求，持續優化和提升董事局的運作效率。

在董事局成員的選拔或委任過程中，公司秉持多元化原則，全面考量候選人的性別、民族、年齡及專業背景等多維度因素，以更好地應對複雜多變的經濟市場環境，進一步提升董事局決策的科學性、專業性和有效性。

截至2025年3月24日，即本報告日期，公司董事局由7名董事組成，包括3名執行董事（其中1名為女性）、1名非執行董事、3名獨立非執行董事，各位董事分別在物業開發、物業管理、投資、財務、客戶服務及公司治理等領域具有豐富的經驗。獨立非執行董事通過積極參與董事局及其委員會的各項會議，並深入瞭解公司運營狀況，有效履行其監督相關議題的職責，為公司的可持續發展提供有力保障。

Sino-Ocean Service always regards the independence and diversity of the Board as an important part of corporate governance. The Company follows the requirements of the Stock Exchange on directors' independence and continuously optimises and enhances the operational efficiency of the Board.

In the process of selecting and appointing Board members, the Company upholds the principle of diversity, comprehensively considering factors such as gender, ethnicity, age and professional background to better cope with the complex and ever-changing economic market environment. This approach further enhances the scientific, professional and effective decision-making of the Board.

As of 24 March 2025, i.e. the date of this report, the Board of the Company comprises seven directors, including three executive directors (including one female executive director), one non-executive director and three independent non-executive directors, each of whom has extensive experience in the fields of property development, property management, investment, finance, customer service and corporate governance respectively. By actively participating in the meetings of the Board and its committees and gaining an in-depth understanding of the Company’s operations, the independent non-executive directors effectively fulfil their duties in overseeing the relevant issues and provide strong assurance for the sustainable development of the Company.



審核委員會  
Audit Committee

檢討及監督集團的財務報告程序，審閱本集團的財務資料，審議核數師之任命、獨立性、報酬以及任何與核數師之罷免及辭職相關事宜，監察審核程序，檢討及監察本集團的現有及潛在風險及內部監控系統以及履行董事局委派的其他職責及責任，以符合可持續發展的相關要求。

It reviews and supervises the financial reporting process of our Group, reviews the Group’s financial information, considers the appointment, independence and remuneration of the auditors and any matters related to the removal and resignation of the auditors, oversees the audit process, reviews and oversees the existing and potential risks and internal control system of our Group and performs other duties and responsibilities as assigned by the Board to ensure compliance with relevant sustainability requirements.



提名委員會  
Nomination Committee

檢討董事及本公司高級管理人員的任命、續聘及罷免，董事局的架構、人數、組成及多元化（包括但不限於性別、年齡、文化及教育背景、專業技能、知識及經驗方面及董事局多元化政策，並評估獨立非執行董事的獨立性），以符合可持續發展的相關要求。

It reviews the appointment, reappointment and removal of the directors and senior management of the Company, the structure, size, composition, and diversity of the Board (including but not limited to gender, age, cultural and educational backgrounds, expertise, knowledge, and experience) and the Board diversity policy, and assess the independence of the independent non-executive directors of the Company to ensure compliance with relevant sustainability requirements.



薪酬委員會  
Remuneration Committee

檢討董事及高級管理人員的薪酬政策及架構，並就董事及高級管理人員的薪酬待遇向董事局提供建議，以符合可持續發展的相關要求。

It reviews the policy and structure of the remuneration for and the remuneration package of the directors and the senior management and makes recommendations to the Board to ensure compliance with relevant sustainability requirements.





# STAKEHOLDERS ENGAGEMENT

## 利益相關方溝通

遠洋服務始終將利益相關方的訴求作為可持續發展工作的核心依據。我們通過持續深化與各利益相關方的溝通機制，結合業務特點及溝通回饋，系統梳理了關鍵利益相關方及其主要溝通渠道，確保資訊傳遞的及時性和有效性。

Sino-Ocean Service always takes the demands of stakeholders as the core basis for sustainable development. By continuously deepening the communication mechanism with stakeholders, we have systematically sorted out key stakeholders and their main communication channels, taking into account business characteristics and communication feedback, to ensure the timeliness and effectiveness of information transmission.

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

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

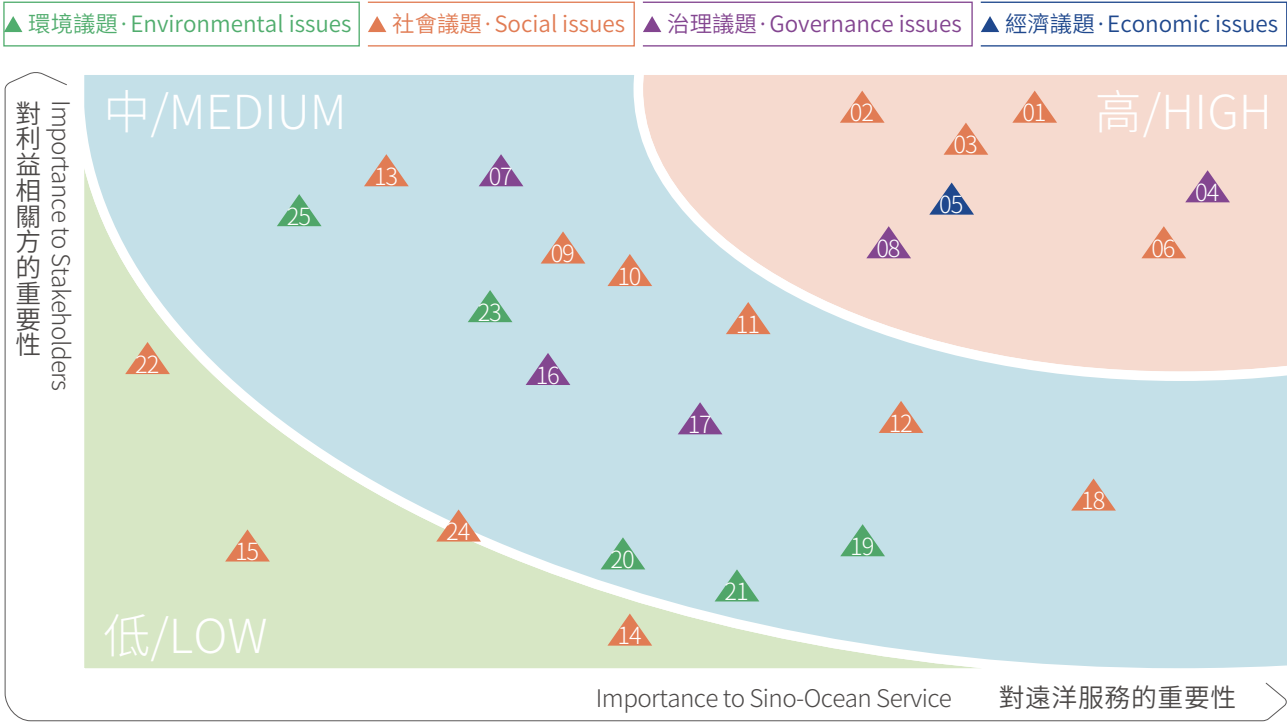
# IDENTIFICATION OF KEY ESG ISSUES

## ESG重大性議題界定

### 重要性議題評估與排序 ASSESSMENT AND PRIORITIZATION OF MATERIAL ISSUES

2024年，我們系統推進ESG重要性議題評估工作：基於國際主流ESG標準框架，對標行業最佳實踐，結合監管政策趨勢研判、行業深度分析及管理層戰略洞察，對ESG議題清單進行全面升級。通過整合歷年利益相關方調研資料，採用多維評估模型，最終確立了包含經濟、環境、社會和治理四大維度的25項核心議題矩陣，顯著提升了議題體系的戰略適配性和實踐指導價值。

In 2024, we systematically promoted the assessment of ESG material issues: based on the framework of international mainstream ESG standards, benchmarking against industry best practices, and combining the research and judgement of regulatory policy trends, in-depth analysis of the industry and management’s strategic insights, we comprehensively upgraded the list of ESG issues. By integrating the stakeholder survey data over the years and adopting a multi-dimensional assessment model, a matrix of 25 core issues including the four dimensions of economy, environment, society and governance was finally established, which significantly improved the strategic adaptability and practical guidance value of the issue system.



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



# 合規經營 夯實永續發展基石

## COMPLIANCE OPERATION: STRENGTHENING THE FOUNDATION FOR SUSTAINABLE DEVELOPMENT

遠洋服務深知健康、長久的發展離不開對合規管理的堅守。公司通過不斷完善健全公司治理，強化內部控制，堅持廉潔從業，為可持續發展提供堅實的後盾。

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





# IMPROVING THE RISK MANAGEMENT SYSTEM

## 完善風險管理體系

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

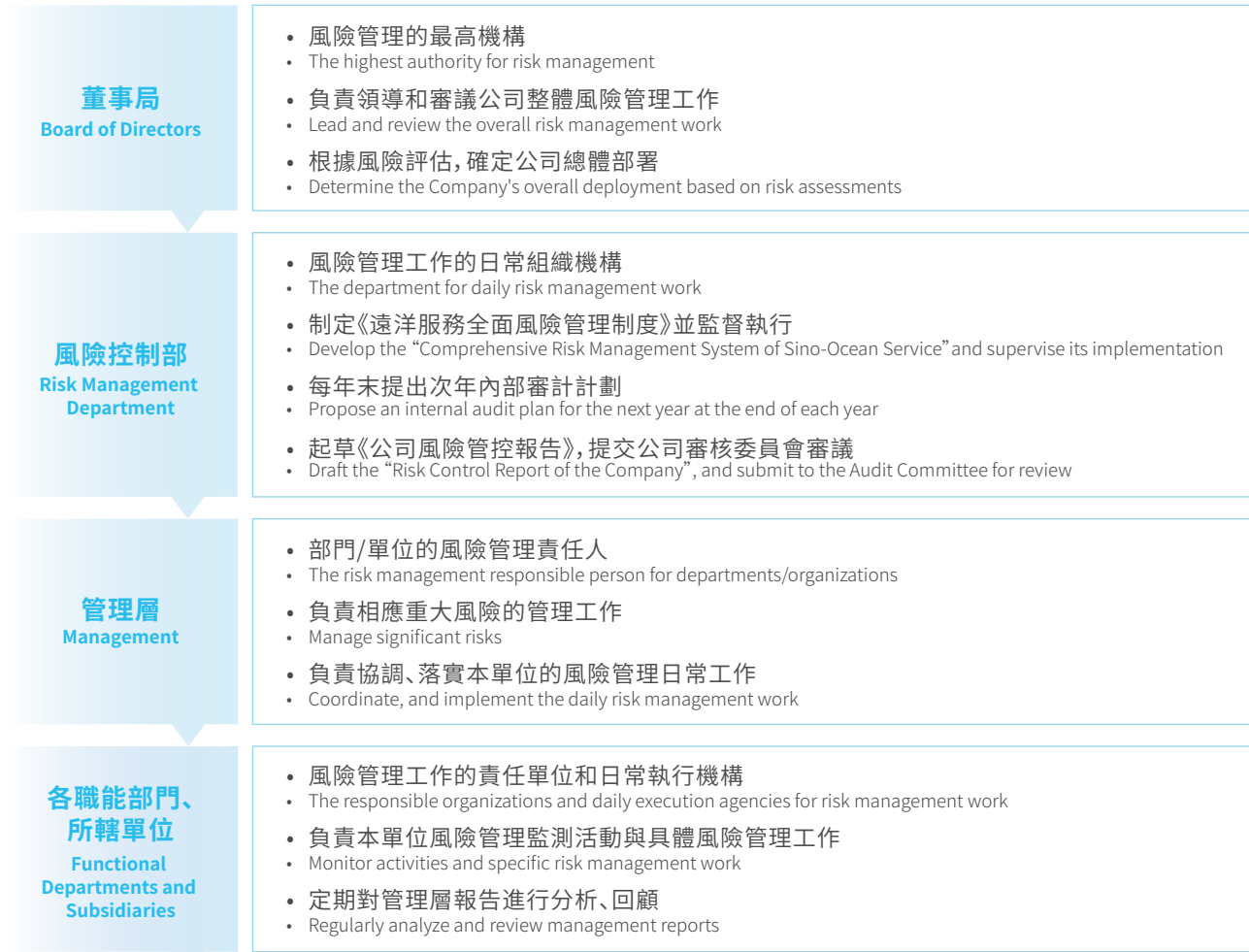
Sino-Ocean Service strictly complies with the provisions of the “Company Law of the People’s Republic of China” and the “Corporate Governance Code” issued by the Stock Exchange. The Company has developed “Comprehensive Risk Management System” and established a systematic corporate governance framework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

為持續提升公司風險管理水準，強化風險管理制度的有效性和執行力，報告期內，公司已完成對內部風險監控體系的系統性審查與優化。本次審查涵蓋財務、運營、法規及風險管理等關鍵領域，通過全面排查，系統識別了日常運營中的管理薄弱環節及潛在風險隱患。公司已協同各相關部門制定並實施了相應的風險應對策略。針對重點關注的風險事項進行落實管控，主要應對措施包括：

- 1 各責任部門須建立風險事項跟蹤機制，實施動態監控；
- 2 定期向公司審核委員會提交風險管控進展報告；及
- 3 嚴格執行風險應對措施，確保公司整體業務運營的安全性與高效性。

In order to continuously improve the Company’s risk management level and strengthen the effectiveness and execution of the risk management system, during the reporting period, the Company has completed a systematic review and optimisation of its internal risk monitoring system. The review covered key areas such as finance, operations, regulatory and risk management, and systematically identified management weaknesses and potential risks and dangers in daily operations through a comprehensive examination. The Company has formulated and implemented corresponding risk response strategies in collaboration with all relevant departments. The main countermeasures for the implementation and control of risk matters of key concern include:

- 1 Each responsible department shall establish a tracking mechanism for risk matters and implement dynamic monitoring;
- 2 Submit risk management and control progress reports to the Audit Committee of the Company on a regular basis; and
- 3 Strictly implement risk response measures to ensure the safety and efficiency of the Company’s overall business operations.



### 開展董事合規培訓 CONDUCTING DIRECTOR COMPLIANCE TRAINING

為強化董事合規意識，遠洋服務邀請合規律師，以線上視頻方式開展董事培訓，培訓內容包括須予公佈的交易/關連交易的披露責任、上市公司的董事責任、不競爭契據相關要求，並配合違規案例進行講解，切實鞏固董事在上市公司管理方面的合規意識及對自身職責的認識。

To strengthen directors’ compliance awareness, Sino-Ocean Service invited compliance lawyers to conduct director training via online video. The training covered topics such as disclosure responsibilities for notifiable transactions/connected transactions, directors’ responsibilities in listed companies, and requirements related to deed of non-competition. Real-life violation cases were also explained to solidify directors’ understanding of compliance and their responsibilities in managing a listed company.



▲ 公司董事參加合規培訓  
Company Directors Attending Compliance Training

### 開展員工上市公司合規管理培訓 CONDUCTING EMPLOYEE TRAINING ON LISTED COMPANY COMPLIANCE MANAGEMENT

為提升全員合規意識，公司於報告期內開展上市公司合規管理培訓。培訓內容涵蓋：上市合規管理背景、交易類型判斷及合規流程、上市公司法律法規要點及同業案例分析。本次培訓幫助全體員工深入理解合規管理、風險把控及合規業務開展，提升了風險管理意識。

In order to enhance the compliance awareness of all staff, the Company conducted listed company compliance management training during the reporting period. The training content covered: background of listed compliance management, judgement of transaction types and compliance process, key points of laws and regulations of listed companies and case analysis among the peers. The training helped all staff to deeply understand compliance management, risk control and compliance business development, and enhanced their awareness of risk management.



▲ 員工參加上市公司合規管理培訓  
Employees Attending Compliance Management Training for Listed Companies

同時，公司從制度完善與風險管控兩方面採取以下措施：

**制度完善方面：**報告期內，公司對多項核心制度進行了修訂和完善，包括《管理層薪酬政策》、《提名委員會職權範圍》、《審核委員會職權範圍》及《營運獨立性規範》等，旨在為公司的平穩運行和健康發展提供制度保障。

**風險管控方面：**公司堅定做服務業的戰略定力，堅持「可持續高品質發展」的經營原則，積極構建全方位、多層次的風險防控體系：

1. 構建閉環管理體系：形成「事前風險防範、事中風險控制、事後風險處置」的完整閉環，實現風險管控的全流程覆蓋。
2. 強化風險識別與評估：通過項目風險清單梳理、業務運營政策風險監控、投訴舉報整理等多維度分析，有效識別並控制潛在風險。
3. 提升全員風險意識：通過培訓宣導、案例分享等方式，全面提升全員風險意識和管控能力。

得益於上述措施，報告期內，公司未發現重大經營風險事項及ESG相關重大風險事項。

Meanwhile, the Company has taken the following measures in terms of system improvement and risk management and control:

**System improvement:** During the reporting period, the Company revised and improved a number of core systems, including the “Management Remuneration Policy”, “Terms of Reference of the Nomination Committee”, “Terms of Reference of the Audit Committee” and the “Operational Independence Standards”, with a view to providing systemic safeguards for the smooth operation and healthy development of the Company.

**Risk management and control:** The Company is firmly committed to the strategic strength of the service industry, adheres to the operating principle of “sustainable and high-quality development”, and actively builds an all-round, multi-level risk prevention and control system:

1. Building a closed-loop management system: forming a complete closed-loop of “pre-event risk prevention, in-process risk control, and post-event risk disposal” to achieve the whole process coverage of risk management and control.
2. Strengthening risk identification and assessment: effectively identifying and controlling potential risks through multi-dimensional analyses such as combing project risk lists, monitoring business operation policy risks, and collating complaints and reports.
3. Enhancing the risk awareness of all employees: comprehensively improving the risk awareness and management and control ability of all employees through training and publicity, case sharing, etc.

Thanks to the above measures, the Company did not identify any significant operational and ESG-related risks during the reporting period.



# UPHOLDING INTEGRITY IN BUSINESS PRACTICES

## 堅持廉潔從業

遠洋服務始終重視廉政建設，對貪污腐敗及舞弊等違反商業道德的行為採取零容忍的態度，不斷完善廉潔管理體系，通過健全內部制度、暢通舉報渠道、開展廉潔培訓等多種方式，保障公司維持廉潔運營。

Sino-Ocean Service always attaches great importance to integrity building, adopting a zero-tolerance attitude towards violations of business ethics such as corruption, bribery and fraud. It continuously improves its integrity management system by improving internal systems, establishing accessible reporting channels and conducting integrity training among other measures to ensure the maintenance of ethical operations.

### 加強廉政建設 INTENSIFYING INTEGRITY EFFORTS

遠洋服務嚴格遵循《中華人民共和國刑法》、《中華人民共和國反不正當競爭法》、《中華人民共和國反洗錢法》、《最高人民法院、最高人民檢察院關於辦理貪污賄賂刑事案件適用法律若干問題的解釋》、《最高人民法院關於審理貪污、職務侵佔案件如何認定共同犯罪幾個問題的解釋》、《國家工商行政管理局關於禁止商業賄賂行為的暫行規定》、《防止賄賂條例》(香港法例第201章)等與賄賂、勒索、欺詐和洗錢相關的法律法規。報告期內，為充分發揮內部審計在內部控制和風險管理中的積極作用，修訂更新了《內部審計管理制度(2024年版)》。此外，公司已制定並完善了《反貪污及賄賂政策》、《員工違紀處理辦法》、《迴避處理辦法》、《監察案件檢查與審理工作辦法》、《舉報與申訴工作辦法》、《舉報政策》等內控政策，致力於持續推進廉政管理，塑造廉潔合規的企業文化。

為將廉政建設落實到每一位員工，公司在《員工手冊》中，明確規定了員工的基本紀律守則和行為規範，並通過《員工違紀處理辦法》、《迴避處理辦法》進一步細化了紀律守則並明確了制度面前人人平等，有紀必行，違紀必究的工作原則。公司採用辦公平台系統(BPM系統)向所有員工公佈，並通過不定期培訓的方式強化員工對行為規範、紀律守則的學習及認識。

此外，公司所有管理人員以及各區域大部分項目新入職人員均需按規定簽署《廉潔自律承諾書》，承諾不假公濟私、不化公為私、不鋪張浪費、不包庇違法違規人員，保證不損害公司和員工利益。2024年，遠洋服務未發生貪污、賄賂、勒索、欺詐、洗錢等重大法律訴訟案件。

Sino-Ocean Service strictly abides by laws and regulations in relation to bribery, extortion, fraud and money laundering, including the “Criminal Law of the People’s Republic of China”, “Anti-Unfair Competition Law of the People’s Republic of China”, the “Anti-Money Laundering Law of the People’s Republic of China”, the “Interpretation of the Supreme People’s Court and the Supreme People’s Procuratorate on Several Issues Concerning the Application of Law in the Handling of Criminal Cases of Embezzlement and Bribery”, the “Interpretations of the Supreme People’s Court on Certain Issues relating to the Ascertainment of Complicity in the Trial of Cases of Corruption and Embezzlement Through Official Capacities”, the “Interim Provisions of the State Administration for Industry and Commerce on Banning Commercial Bribery”, and “Prevention of Bribery Ordinance” (chapter 201 of Laws of Hong Kong). During the reporting period, in order to give full play to the positive role of internal audit in internal control and risk management, the Internal Audit Management System (2024 Edition) was revised and updated. The Company has also formulated and perfected internal control policies such as the “Anti-corruption and Anti-bribery Policy”, the “Measures for the Handling of Staff Violation of Discipline”, the “Measures for Avoiding Conflict of Interest”, the “Measures for Inspection and Examination of Monitored Cases”, the “Measures for Whistleblowing and Complaints”, and the “Whistleblowing Policy”, committing to continuously promoting integrity management and creating a clean and compliant corporate culture.

To ensure integrity building is implemented for every employee, Sino-Ocean Service has clearly defined the basic disciplinary rules and behavioral norms in the “Employee Handbook”. In addition, the “Employee Disciplinary Measures” and “Avoidance Handling Measures” further detail these rules and emphasize the principle of equality before the system, where rules must be enforced and violations must be addressed. The Company utilizes the Business Process Management (BPM) system to communicate these rules to all employees, and reinforce their understanding through irregular training on behavioral standards and disciplinary rules.

In addition, all management personnel and most newly hired staff at regional projects are required to sign the “Undertaking of Business Integrity and Self-discipline”, pledging to avoid using public resources for personal gain, prevent the misuse of company assets, refrain from extravagance and waste and not shield individuals in illegal or non-compliant activities, ensuring no harm is done to the Company or its employees. In 2024, Sino-Ocean Service did not encounter any material legal dispute involving corruption, bribery, extortion, fraud, or money laundering.

### 暢通舉報通道 PROVIDING OPEN REPORTING CHANNELS FOR WHISTLEBLOWING

遠洋服務建立了完善的反腐敗舉報與監察機制。公司董事局是反賄賂、反腐敗工作的最高管理機構，全面承諾對任何形式的貪污、賄賂、欺詐和洗錢採取零容忍態度，全方位監督公司商業道德事宜。風險控制部作為反賄賂、反腐敗工作的歸口管理部門，負責對貪污賄賂、腐敗行為的舉報進行受理及處理，通過秘密調查確定相關案件是否違反法律或違反《反貪污及賄賂政策》。風險控制部會將所有有關的舉報問題，包括任何調查結果轉達至企業負責人，並將所涉重大事件上報董事局審核委員會，並按審核委員會的決定採取符合公司最佳利益的行動。

公司制定了《舉報政策》，構建了多元化的監督舉報渠道體系以保障舉報途徑的暢通，公司各利益相關方均可通過公開舉報電子郵箱、公開舉報電話、郵寄信件或現場來訪的方式，對發現的貪污案件進行實名或匿名舉報。公司在辦公平台主頁設立違紀舉報板塊，在各公司辦公區/項目的接待前台、服務中心項目牌旁、服務承諾牌旁、員工中心等位置設立違紀舉報公示牌，接收違紀線索舉報，對相關舞弊事項線索進行調查並嚴肅處理。

Sino-Ocean Service has established a sound reporting and supervision mechanism to combat corruption effectively. As the highest governing body for anti-bribery and anti-corruption measures, the Board of the Company is committed to a zero-tolerance approach towards any form of corruption, bribery, fraud, and money laundering, overseeing corporate ethics comprehensively. As the central management department of anti-bribery and anti-corruption work, the Risk Management Department is responsible for accepting and handling reports of corruption, bribery and corruption and conducting confidential investigations to ascertain whether the cases violate the law or the Anti-corruption and Anti-bribery Policy. The Risk Management Department will relay all relevant reporting issues, including any findings, to corporate leaders, report material matter to the Audit Committee of the Board, and take action in the best interests of the Company as determined by the Audit Committee.

The Company has developed a “Whistleblowing Policy” to establish a diversified system of supervision and reporting channels to ensure smooth reporting channels. Stakeholders have the option to report corruption cases identified anonymously or in real name through email or hotline for reporting, letters, or in-person visits. The Company has set up a disciplinary reporting board on the home page of the office platform, and set up disciplinary reporting boards at the reception desk of Company’s office area/project, next to the project board of the service center, next to the service commitment board, and the staff center, etc., to receive disciplinary reporting clues, investigate and seriously deal with relevant fraud clues.



完善舉報人保護機制  
IMPROVING THE WHISTLEBLOWER PROTECTION MECHANISM

遠洋服務在《舉報政策》中明確規定了對舉報人的保護和支持，並嚴格執行《遠洋服務控股有限公司舉報與申訴工作辦法》，對舉報的登記受理、處理工作予以規範化、程序化，我們對舉報者的個人資訊及舉報內容予以嚴格保密，並對調查結果基於積極溝通和及時回饋，不得向被舉報人和無關人員洩露相關資訊，堅決處理對舉報人、證人打擊、威脅、報復等侵害舉報人權利的行為。同時要求舉報人不得捏造、杜撰、歪曲事實，不得以陷害他人為目的，保證舉報資訊的真實性和客觀性。《舉報政策》已刊登於公司官網。

Sino-Ocean Service has clearly defined the whistleblower protection and support in the “Whistleblowing Policy” and strictly adheres to the “Sino-Ocean Service Holding Limited Whistleblowing and Complaint Handling Procedures”. We standardize and proceduralize the registration, acceptance, and processing of whistleblowing to ensure fairness and transparency. We strictly maintain confidentiality for the personal information of whistleblowers and the content of whistleblowing and complaints, and make positive communication and timely feedback on the investigation results. It shall not disclose relevant information to the accused and unrelated persons, and resolutely deal with acts that infringe upon the rights of whistleblowers or witness, such as attacks, threats, and retaliations. At the same time, whistleblowers are required not to fabricate, distort or misrepresent facts, nor use the reporting process to maliciously accuse others, ensuring the authenticity and objectivity of the reported information. The “Whistleblowing Policy” has been published on the Company’s official website.

舉報電子郵箱 Email for whistleblowing	舉報電話 Tel for whistleblowing	郵寄地址 Address
fengxianjc@sinooceanservice.com	+8610 5929 9365	中國北京市朝陽區東四環中路56號 遠洋國際中心A座3層
fengxianjc@sinooceanservice.com	+8610 5929 9365	3rd Floor, Tower A, Ocean International Center, 56 Dongsihuanzhonglu, Chaoyang District, Beijing, PRC

堅持廉潔教育  
UPHOLDING INTEGRITY EDUCATION

為扎實推進廉潔企業建設，遠洋服務始終將廉潔教育作為企業文化建設的重要內容，積極組織開展形式多樣的反腐倡廉主題活動，著力營造風清氣正的企業氛圍。

2024年，公司總部及各區域公司以「廉潔從業教育及內部審計合規」為主題，累計開展反貪污培訓42場。培訓採用線上線下相結合的方式，覆蓋本集團董事、管理人員及採購等關鍵崗位員工共計7,400餘人。培訓內容緊密結合公司廉潔制度要求，深入剖析典型案例，引導員工築牢廉潔從業思想防線，切實增強遵規守紀的自覺性和堅定性。

為鞏固培訓成效，公司組織全體參訓人員進行了線上考試，進一步強化了學習效果。下一步，公司將持續深化廉潔教育，完善制度建設，強化監督執紀，為公司高品質發展提供堅強保障。

In order to promote the construction of a clean enterprise, Sino-Ocean Service always regards clean governance education as an important part of corporate culture construction, actively organizing and carrying out a variety of anti-corruption and clean themed activities, and striving to create a clean and positive corporate atmosphere.

In 2024, under the theme of “Integrity Education & Internal Audit Compliance”, both the corporate headquarters and regional offices of Sino-Ocean Service organized 42 anti-corruption training sessions. The training adopted a combination of online and offline training, covering more than 7,400 employees in key positions such as directors, management and procurement of the Group. The contents of the training were closely integrated with the requirements of the Company’s integrity system, and typical cases were analysed in depth, so as to guide the staff to build up the ideological line of defence for clean business and to enhance their self-consciousness and firmness in complying with the rules and regulations.

In order to consolidate the effectiveness of the training, the Company organized an online examination for all participants, which further strengthened the learning effect. In the next step, the Company will continue to deepen integrity education, improve system construction, strengthen supervision and discipline, and provide strong protection for the Company’s high-quality development.



2024年度廉潔從業及合規培訓  
INTEGRITY AND COMPLIANCE TRAINING IN 2024

2024年7月，為強化全員廉潔從業意識，提升合規管理水準，遠洋服務總部牽頭開展廉潔從業及合規培訓。本次培訓圍繞最新風險管理體系，並重點強調合規管理作為企業管理三大支柱之一的重要性。

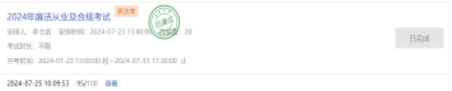
為加強廉潔從業及合規培訓的落實效果，公司組織廉潔從業及合規培訓考試，共計5,507名員工參加考試，考試通過率達到99.49%。公司通過培訓與考試結合的方法，確保廉潔從業與合規深入每一位員工心中。

In July 2024, to strengthen integrity awareness of all employees and enhance compliance management capabilities, Sino-Ocean Service headquarters led the organization of integrity and compliance training. The training centred on the latest risk management system and highlighted the importance of compliance management as one of the three pillars of corporate management.

To enhance the effectiveness of the integrity and compliance training, the Company organized a compliance examination which was attended by 5,507 employees, achieving a pass rate of 99.49%. By combining training and examination, the Company ensures that integrity and compliance principles are deeply ingrained in every employee.



▲ 遠洋服務總部廉潔從業及合規培訓（線下場）  
Integrity and Compliance Training at Sino-Ocean Service Headquarters (Offline Session)



▲ 遠洋服務廉潔從業及合規培訓考試結果  
Integrity and Compliance Training Exam Result of Sino-Ocean Service

案 例  
CASE

區域細化廉潔從業及合規培訓  
REGIONAL SEGMENT OF INTEGRITY AND COMPLIANCE TRAINING

2024年11月，遠洋服務北京區域開展廉潔從業宣講，就制度審批流程的執行落實、違規違紀問題的常見情形兩個方面詳細解讀，嚴格執行各項工作標準。

In November 2024, the Beijing Region of Sino-Ocean Service carried out a lecture on integrity, interpreting in detail the implementation of the system and approval process, and common situations of violation of disciplinary issues, so as to strictly implement various work standards.



▲ 遠洋服務北京區域廉潔從業及合規培訓  
Integrity and Compliance Training for the Beijing Region of Sino-Ocean Service

遠洋服務華中區域開展廉潔從業及合規培訓，從廉潔從業相關管理制度出發，鞏固了員工違紀行為的認定及處理方式、迴避管理辦法、保密管理制度、職務類違法行為的法律規範等知識要點。

Central China Region of Sino-Ocean Service carried out integrity and compliance training, focusing on relevant management system for ethical business practices. The training reinforced key knowledge points such as the identification and handling of employee misconduct, conflict of interest management, confidentiality management systems, and legal norms for job-related offences.



▲ 遠洋服務華中區域廉潔從業及合規培訓會議  
Integrity and Compliance Training Conference of the Central China Region of Sino-Ocean Service

案 例  
CASE



# 客戶導向 聚焦匠心品質動力

## CUSTOMER ORIENTATION, FOCUSING ON INGENUITY-DRIVEN QUALITY

遠洋服務始終以責任為核心驅動力，持續提升服務品質並踐行社區關懷。我們堅持以客戶需求為導向，切實保障客戶權益，同時與供應商攜手合作、實現共贏，致力於為使用者提供精益求精的匠心服務。

Sino-Ocean Service always regards responsibility as the core driving force, and continues to improve service quality and practice community care. We adhere to the customer demand-oriented principle, effectively protect the rights and interests of customers and collaborate with suppliers to achieve win-win results, committing to providing users with excellence in the ingenuity of the service.





# COMMITTING TO SERVICE QUALITY

## 恪守服務品質

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

遠洋服務已取得ISO9001品質管制體系、ISO 45001職業健康安全管理體系、ISO14001環境管理體系、ISO 50001能源管理體系認證、ISO/IEC 27001資訊安全管理體系認證等證書，採取嚴格的品質監控措施，確保達到高品質的標準。

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

Sino-Ocean Service has obtained certifications such as ISO 9001 Quality Management System, ISO 45001 Occupational Health and Safety Management System, ISO 14001 Environmental Management System, ISO 50001 Energy Management System, and ISO/IEC 27001 Information Security Management System, etc. These certifications reflect our commitment to maintaining the highest standards of quality. We employ stringent quality control measures to ensure compliance with these high quality standards.



▲ 遠洋服務所獲認證證書  
Certificates Obtained by Sino-Ocean Service



## 注重服務品質 COMMITTING TO SERVICE QUALITY

### 物業管理 PROPERTY MANAGEMENT

遠洋服務作為一家擁有20多年經驗的綜合性物業管理服務提供者，在中國市場具備廣泛的地域覆蓋和強大的品牌影響力。我們以「將品質服務帶給每一個人」為願景，秉持「用心、可靠、專業」的價值觀，依託規範完善的物業管理體系，為業主提供中高端品質物業管理服務。我們致力於優化社區物理健康環境，營造舒適宜居的社區氛圍，推動鄰里文化建設，構建和諧健康的社區生態。

公司物業管理服務涵蓋多元業態，包括住宅社區、商業及寫字樓，以及公共及其他物業（如醫院、學校、政府大樓和公共服務設施等），為業主提供全方位、專業化的物業管理服務解決方案。

### 住宅物業管理 RESIDENTIAL PROPERTY MANAGEMENT

公司為住宅物業提供從建築設計規劃到交付入住後的全生命週期服務。基於對業主日益多元化需求的洞察，我們推出「全齡健康」、「全天守護」和「全心陪伴」三大服務主題，構建了一套可執行、可落地的標準化服務體系，確保每位業主都能享受到一致的高品質服務體驗。

### 北京遠洋萬和公館項目獲得「北京市住宅物業管理示範項目」 BEIJING OCEAN CROWN PROJECT AWARDED “BEIJING RESIDENTIAL PROPERTY MANAGEMENT DEMONSTRATION PROJECT”

北京遠洋萬和公館項目持續提升服務品質，通過硬件升級與軟性服務提升，致力於為業主打造高品質的居住體驗，具體舉措如下：

Beijing Ocean Crown Project continues to improve its service quality, and is committed to creating a high-quality living experience for property owners through hardware upgrades and soft service enhancements, with the specific measures as follows:

便民服務 Convenient service	在物業前台設立「便民服務櫃」提供輪椅及急救物品等 “convenience service counter” are set up at the front counters of properties to provide wheelchairs and first aid items
貼心服務 Considerate service	提供快遞代收、家務等增值服務 providing express collection, housekeeping and other value-added services
社區煥新 Community rejuvenation	更換兒童遊樂區地坪，改善園區綠化品質 replacement of children’s play area flooring to improve the greening quality of the park area
和諧鄰里 Harmonious neighbourhood	定期舉辦「童樂節」、便民服務日等活動，拉近鄰里關係 regular activities such as “Children’s Music Festival” and Citizen Service Day are held to promote closer neighbourhood relations



▲ 北京遠洋萬和公館項目獲得「北京市住宅物業管理示範項目」  
Beijing Ocean Crown Project Awarded “Beijing Residential Property Management Demonstration Project”

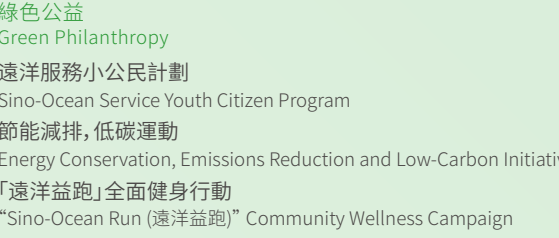




遠洋集團作為「建築·健康」踐行者，於2015年率先開放體系化打造健康和諧人居之路，遠洋服務秉承「共同成長·建築健康」的品牌理念，不斷優化物理健康環境，營造舒適的社區環境與氛圍，打造社區鄰里文化，更從健康文化與思想的引導，構建和諧健康的社區環境。



As a practitioner of “Building•Health”, Sino-Ocean Group took the lead in 2015 to systematically create a healthy and harmonious living environment. Adhering to the brand concept of “Joint Growth, Building Health”, Sino-Ocean Service continuously optimizes the physical health environment, creates a comfortable community environment and atmosphere, creates a community neighborhood culture, and builds a harmonious and healthy community environment guided by health culture and ideology.



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

遠洋服務憑藉在商寫業態的豐富管理經驗，制定了《非住服務體系標準化白皮書》，逐步拓展至物流園、醫院、學校、政府大樓等公共服務設施的物業管理領域，提供專業化、標準化的服務解決方案。

Drawing upon its extensive management experience in commercial properties, Sino-Ocean Service has formulated the White Paper on Standardization of Non-residential Service System, and has progressively ventured into property management for public service facilities, including logistics parks, hospitals, schools, and government buildings, providing professional and standardised service solutions.

<p><b>醫院</b></p> <p>針對醫療業態的多樣化需求，我們在醫院物業管理中，全面覆蓋院感防護、環境消殺、設施維護、綠化美化、治安消防、醫療運送、專業陪護、導醫導診及後勤餐飲等服務。通過完善的管理流程和應急預案，確保醫院環境安全、高效運營，為患者和醫護人員打造高品質的就醫環境。</p>	<p><b>Hospitals</b></p> <p>In view of the diversified needs of the medical field, our hospital property management covers a full range of services such as hospital-acquired infection prevention, environmental decontamination, facility maintenance, landscaping, security and firefighting, medical transportation, professional escort, medical guide and logistics catering. Through perfect management processes and emergency plans, we ensure the safe and efficient operation of the hospital environment so as to create a high-quality medical environment for patients and healthcare staff.</p>
<p><b>物流園</b></p> <p>我們為物流企業量身定制項目管理體系和業務標準，結合精細化運營措施，助力客戶提升效率與服務品質。通過專業化管理，遠洋服務為物流園區提供高滿意度的服務體驗，滿足客戶的多樣化需求。</p>	<p><b>Logistics parks</b></p> <p>We design customised project management systems and operational standards for logistics enterprises, to enhance the efficiency and service quality of our customers, with the combination of refined operational measures. Through professional management, Sino-Ocean Service provides logistics parks with a highly satisfactory service experience to meet the diversified needs of customers.</p>

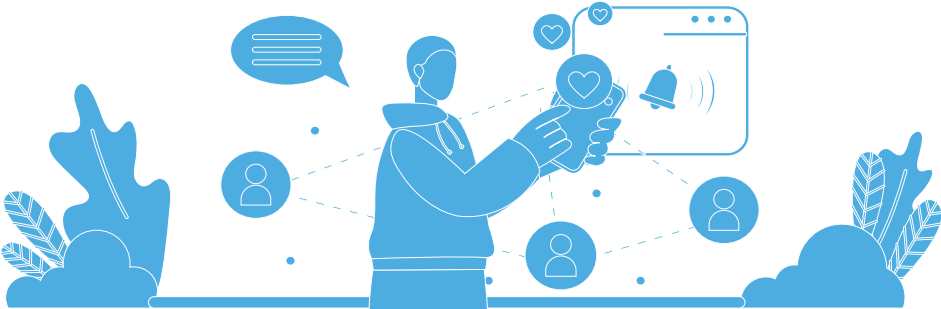
商寫物業管理  
COMMERCIAL PROPERTY AND BUILDING MANAGEMENT

遠洋服務聚焦高端商寫領域，以20餘年行業經驗為基礎，打造「商務尊享」服務體系。依託「健康運營、資產增值、能源管理、智慧樓宇」四大核心模組，通過「全域健康+全需定制+全維共贏」三大理念，提供定制化高端物業服務。

我們創新採用「1-ALL全員聯動」及首接負責機制，實現跨部門快速回應。延伸構建百米服務生態圈，涵蓋外賣代管、證照代辦、會議支援等12項增值服務。同步推進綠色運營戰略，借助智慧能源監測平台實施節能改造，構建LEED級可持續辦公空間，實現服務效率與客戶滿意度雙提升。

Focusing on high-end commercial property and building sector, Sino-Ocean Service has built a “Business Privilege” service system based on more than 20 years of experience in the industry. Relying on the four core modules of “Healthy Operation, Value-added Assets, Energy Management and Intelligent Buildings”, we provide customised high-end property services based on the three concepts of “Overall Health, Overall Customisation and Overall Win-Win”.

We have adopted the innovative “1-ALL staff liaison” and the first-response mechanism to achieve rapid cross-departmental response. We have also extended our 100-metre service eco-circle to include 12 value-added services such as takeaway management, licensing and conference support. We simultaneously promoted the green operation strategy, implementing energy-saving reforms with the help of an intelligent energy monitoring platform, and constructing LEED-certified sustainable office space to achieve double improvement in service efficiency and customer satisfaction.



關注客戶需求  
FOCUSING ON CUSTOMER NEEDS

遠洋服務始終以業主需求為核心，致力於提供卓越的服務體驗。我們使用科學方法洞察客戶的日常生活需求和對增值服務的需求，並設計對應的服務產品和服務體系，為業主提供專業、貼心的居家生活解決方案。

Sino-Ocean Service is committed to providing an outstanding service experience by placing the needs of property owners at the centre of our approach. We use scientific methods to understand our customers’ daily needs and demand for value-added services, and design corresponding service products and service systems to provide professional and considerate home living solutions for our property owners.

<p></p> <p><b>便民生活類</b> Convenient Life Category</p>	<ul style="list-style-type: none"><li>服務設施：電動自行車/電動汽車充電樁、直飲水機、智能便利櫃等</li><li>便民活動：清洗地墊、理髮、維修小家電等</li><li>獨居老人：為社區中老年人免費提供阿茲海默症早前期免費篩查；聯合社區醫院每月開展義診活動；每半年為60歲以上老人提供免費體檢</li></ul> <ul style="list-style-type: none"><li>Service facilities: charging piles for e-bikes/electric vehicles, direct drinking water dispensers, smart convenience cabinets, etc</li><li>Convenient activities: cleaning floor mats, hairdressing, repairing small household appliances, etc</li><li>Elderly living alone: offering free Alzheimer’s disease screening service for the elderly in the community; launching monthly voluntary medical activities in conjunction with community hospitals; providing free medical check-ups for the elderly aged 60 or above every six months</li></ul>
<p></p> <p><b>社區增值服務類</b> Community Value-added Services Category</p>	<ul style="list-style-type: none"><li>生活服務：基於社區類需求分析，引入市場化合作商，提供匹配服務，新增自助洗車設施</li><li>不動產服務：提供房屋託管服務，涵蓋出租、美化、保潔等一站式管理；以及「維修+裝修」服務，提供有償維修、局部改造及翻新服務</li></ul> <ul style="list-style-type: none"><li>Living services: based on community-based demand analysis, market-based partners were introduced to provide matching services, and self-service car wash facilities were added</li><li>Real estate services: providing housing management services, including one-stop management of leasing, landscaping and cleaning; and “Repair + Renovation” services, offering paid repair, partial renovation and refurbishment services</li></ul> <p>關注不同業主群體的聲音，引入「三方共治」模式，讓業主參與到社區治理中，及時、高效地滿足業主所需，導入政府資源，提升業主的幸福感和滿意度。</p> <p>We are concerned about the voices of property owners, and have introduced a “tripartite governance” model that allows property owners to participate in community governance, meets their needs in a timely and efficient manner, and channels government resources to enhance their sense of well-being and satisfaction.</p> <ul style="list-style-type: none"><li>議事廳：針對業主關心的問題，社區、業主代表、物業三方議事，共同協調推動問題解決</li><li>政府賦能社區品質提升：借助政府資源，促進社區品質建設，開展多樣化民生活動，提升居民幸福感</li></ul> <ul style="list-style-type: none"><li>Conference room: in response to issues of concern to property owners, the community, property owner representatives and property management hold tripartite meetings to jointly coordinate and promote problem solving</li><li>Government-empowered community quality enhancement: with the help of government resources, we can promote the quality construction of community and carry out a variety of civic activities to enhance the residents’ sense of well-being</li></ul>

蘇州灣天鉞項目通過三方協同模式改善出行  
SUZHOU BAY TIANPO PROJECT IMPROVES MOBILITY THROUGH TRIPARTITE COLLABORATION MODEL

遠洋服務蘇州灣天鉞社區因住宅與商業街相鄰，常面臨交通擁堵問題。為確保業主出行安全與暢通，社區、業主代表及物業三方共同協商，將原雙行道調整為單行道，並安排專職安管人員指揮交通，該舉措獲得業主好評。

As the residential and commercial streets are adjacent to each other, Sky Masion in Suzhou Bay of Sino-Ocean Service often faces traffic congestion. In order to ensure travel safety and smoothness of the property owners, the community, property owners’ representatives and the property management jointly negotiated to adjust the original two-way streets to one-way street and arranged for full-time security personnel to direct the traffic, which was well received by the property owners.



▲ 現場交通管理  
Onsite Traffic Management

案 例  
CASE



營造健康社區  
BUILDING A HEALTHY COMMUNITY

遠洋服務將可持續發展理念深度融入日常運營管理，致力於打造綠色、健康、低碳的社區環境，助力實現「可持續」發展目標。  
Sino-Ocean Service integrates the concept of sustainable development into its daily operation and management, and is committed to creating a green, healthy and low-carbon community environment to help realise the goal of “sustainable” development.

社區改造前後對比  
Comparison of Community Before  
And After Transformation



社區療癒花園  
Healing Garden in the Community



在社會責任方面，我們注重社區文化建設，打造「友鄰+」社文活動IP，宣導全齡同樂與親子陪伴，營造和諧友愛的社區氛圍。我們通過組織綠色健康主題活動、運動社群及低碳生活宣導，推動社區居民形成健康、環保的生活方式。此外，我們高度關注業主健康，不僅定期舉辦健康知識分享、體檢活動，還開展急救知識培訓及應急事件演練，確保在緊急情況下能夠快速回應，為住戶疏通「生命通道」，切實守護業主生命安全。

In terms of social responsibility, we focus on building community culture, creating the “Neighbor +” social and cultural activity IP, advocating all-age fun and parent-child companionship, and creating a harmonious and friendly community atmosphere. Through organizing green and healthy themed activities, sports communities and low-carbon living initiatives, we promote the development of healthy and environmentally friendly lifestyles among community residents. In addition, we are highly concerned about the health of property owners, not only regularly organize health knowledge sharing, physical examination activities, but also carry out first aid knowledge training and emergency drills to ensure that in case of emergency, we can respond quickly, open up the “emergency access” for the residents, and effectively protect the lives and safety of property owners.

社區活動  
Community Activities



在環境方面，我們持續推進社區提質改造，開展「匠心築家」品質提升行動，通過園區設施設備養護、綠化升級、建築維護等多維度煥新，確保建築「常住常新」。

In terms of the environment, we continued to promote the quality of the community by launching “Craftsmanship” quality enhancement action, and ensured “maintained as new” building through the maintenance of park facilities and equipment, green upgrading, building maintenance, and other multi-dimensional renewal initiatives .

社區活動  
Community Activities



在社區治理方面，我們與業主、社區等多方共同參與社區治理，確保決策透明、執行高效，為業主創造安全、舒適、可持續的居住環境。

In terms of community governance, we work with property owners, communities and other parties to participate in community governance to ensure transparent decision-making and efficient implementation, creating a safe, comfortable and sustainable living environment for property owners.

提升服務效能  
ENHANCING SERVICE EFFICIENCY

遠洋服務持續推進標準化、自動化、數位化及智慧化管理技術的全面升級，通過業主應用端、物業端SaaS系統及系統集成端，構建端到端的客戶服務模式，打造智慧社區，顯著提升服務品質。

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

數智化服務的廣泛應用使我們能夠更高效地落實服務。遠洋服務依託物聯網、雲計算等先進技術，推出「億管家」和「億家生活」平台，為業主提供智慧化生活解決方案。

The extensive application of digital services allows us to provide services more efficiently. Relying on advanced technologies such as the Internet of Things (IoT) and cloud computing, Sino-Ocean Service has launched the “Yi Butler” and “Yi Life” platforms to provide owners with intelligent living solutions.

為確保系統穩定運行，我們配備專屬運維團隊，保障數智化服務系統的安全性與可靠性。同時，我們持續優化升級各類數智化系統，在滿足客戶需求迭代的同時，不斷提升社區整體數智化水準，引領智慧社區新標桿。

To ensure stable system operation, we have a dedicated operation and maintenance team to safeguard the security and reliability of our digital and intelligent service system. Furthermore, we continuously optimize and upgrade our digital systems to meet evolving customer needs while continuously improving the overall digital standard of the community and leading a new benchmark for smart communities.

報告期內，針對提升物業管理服務體驗及管理效率，我們著重提升以下系統功能：  
During the reporting period, we focused on upgrading the following system functions in order to enhance property management service experience and management efficiency:

序號 No.	系統 System	功能 Function
1	業戶系統 Owners' system	管理業戶資訊，以提供精準服務 The system manages the information of owners to provide accurate services
2	智慧停車 Smart parking management platform	提升業主停車體驗及打通快捷支付 Enhancing the parking experience of owners and facilitating express payment
3	收費系統 Charging system	提升業主繳費體驗 Enhancing the payment experience of property owners



# ENSURING CUSTOMER RIGHTS AND INTERESTS

## 保障客戶權益

遠洋服務全心全意保障每一位客戶的權益，守護客戶安全與隱私，提高客戶滿意度。  
Sino-Ocean Service wholeheartedly guarantees the rights and interests of every customer, protecting their safety and privacy, and enhancing customer satisfaction.

### 夯實安全管理 STRENGTHENING SAFETY MANAGEMENT

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

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

2024年，我們持續細化「全天守護」服務體系，升級安全管理措施，全方位為業主提供多層次安全管理：

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

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

In 2024, we constantly refined our “All-day Guardianship” service system and upgraded our safety management measures to provide comprehensive, multi-level security management for homeowners:

	<b>安全屏障</b> Security barrier	24小時園區守護，配備特警級裝備，結合人防、物防、技防，配合紅外防入侵系統，實行「定線+多點」巡邏，打造專屬「護衛隊」。 24-hour park surveillance, equipped with special police-grade patrol gear, human, physical and technical defenses, along with full coverage of infrared intrusion detection system, the implementation of “fixed disorder lines + multi-point” patrols, to build an exclusive “Guardian Team”.
	<b>風險預警</b> Risk alert	強化應急能力，快速回應：火警3分鐘到場，周界報警5分鐘到位，中控15分鐘內識別遮擋攝像頭。 Enhance emergency response capabilities and swift response: personnel should arrive at the scene in 3 minutes when the fire alarm goes off; respond within 5 minutes when the perimeter alarms are triggered, and control personnel should identify blocked cameras within 15 minutes.
	<b>陽光駕駛</b> Sunshine driving	優化車行動線，在出入口、坡道等關鍵點位實施安全管控，實現人車分流。 Traffic lanes were optimized by implementing safety control at key points such as entrances and ramps to realize the separation of pedestrian and vehicular traffic.
	<b>兒童安全</b> Child safety	秩序門崗對單獨外出兒童進行詢問與確認，確保安全。 Gatekeepers are instructed to inquire about and confirm the identity of children who are unaccompanied when leaving to ensure safety.
	<b>健康衛士</b> Health guardian	使用環保藥劑，重點區域消殺，減少病毒傳播，守護園區綠色健康環境。 The use of eco-friendly agents, targeted area disinfection, reducing the spread of viruses and bacteria, and safeguarding the green and healthy environment of the park.

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



## 1.

◀ 門崗專人值班  
Dedicated Guard On-duty at the Gate

出入口設24小時專人值班。嚴格執行門崗「放、攔、盯、幫、登」的「五字管控法」標準，嚴格管控外來人員，落實登記制度。

Entrance and exit points are staffed with personnel on duty 24 hours a day. The “five-word control method” standard, namely “release, stop, watch, help and register”, is strictly executed at gate posts to strictly control external personnel, and implement a registration system.

## 2.

門崗微型物資站 ▶  
Gate Sentry as a Micro Supplies Station

門崗配置各類防爆物資包及便民設施，包括防暴物資櫃、防暴盾、防暴叉、防刺背心、防割手套、強光手電筒、防暴噴霧等。

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



## 3.

◀ 園區巡邏人員定時巡查  
Regular Patrols by Park Patrol Officers

每季度更新巡邏管理方案，巡邏人員採用耳聽、鼻嗅、眼觀方式每2小時巡視1次園區周界系統、門禁系統、設備設施，發現有異常情況及時進行處理。

The patrol management program is updated quarterly. Patrol personnel conduct inspections of the perimeter system, access control system, and facilities every two hours by listening, smelling, and visual observation. Any abnormalities are promptly addressed.



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



4.

◀ 園區中央監控系統  
Centralized Surveillance System of the Park

根據監控區域的重要性，劃分一般鏡頭和關鍵鏡頭清單，實施24小時即時監控。中控室能在15分鐘內發現鏡頭遮蔽情況，並密切監視出入人員，發現可疑人員及時通知就近崗位處理並跟蹤結果。

According to the importance of the surveillance area, the list of general and critical cameras is divided and 24-hour real-time surveillance is implemented. The central control room can find out camera obscuration within 15 minutes, and closely monitor the entry and exit of people, and notify the nearest post in a timely manner to deal with suspicious individuals and track the results.



7.

◀ 每日安全檢查  
Daily Safety Inspection

每天對現場進行安全檢查，每週開展部門級園區安全檢查，每月組織開展項目級安全檢查，檢查問題100%落實整改。

Daily on-site safety inspections, weekly departmental campus safety inspections, monthly project-level safety inspections, and 100% of identified issues are rectified.

案 例  
CASE

遠洋服務開展「119消防月」專題活動  
SINO-OCEAN SERVICE'S "119 FIRE CONTROL MONTH" SPECIAL EVENT

2024年11月，遠洋服務安委會組織各項目開展「119消防月」專題動員會，落實安全生產，保障園區安全運營。各項目積極開展隱患排查、應急演練及風險整改，確保活動實效。

In November 2024, the Safety Committee of Sino-Ocean Service held a "119 Fire Control Month" special event to implement safety production and ensure the safe operation of the park. Inspections for fire hazards, emergency drills and risk rectification were also conducted actively to ensure the effectiveness of the activity.



▲ 「119消防月」消防演練現場  
"119 Fire Control Month" Fire Control Drill Site

案 例  
CASE

安全生產月主題培訓  
"SAFETY PRODUCTION MONTH" TRAINING

2024年6月，遠洋服務響應國務院安委會要求，開展安全生產月活動，組織各項目安全負責人及管理人員參與安全培訓。截至2024年底，安全培訓覆蓋率達到100%。另外，遠洋服務安委會組織「特種設備安全專項」、「超高層消防管理」等專題培訓，累計7次，參與培訓管理人員累計216人次，專項考核考試合格率達100%。

In June 2024, Sino-Ocean Service responded to the request of the Safety Committee of the State Council by launching a safety production month activity. It organized safety training for project safety officers and managers. By the end of 2024, the coverage rate of safety training reached 100%.

In addition, the Safety Committee of Sino-Ocean Service organized training on topics such as "Special Equipment Safety Project" and "Ultra-high-level Fire Management" for a total of 7 times, with 216 management participants and a 100% passing rate of the special examination.



▲ 安全生產月主題培訓  
Safety Production Month Training

遠洋服務重點關注安全風險管理，公司更新迭代《安全管理底線追責標準》、《遠洋服務安全危險源辨識工作指引》、《重點資訊上報安全工作指引》等內部制度，不斷完善安全風險管理體系，最大限度地降低公司的安全隱患，預防安全事故的發生。遠洋服務通過風險管理工作，護航業主及住戶的生活安全，打造安全舒適的居住環境。2024年，遠洋服務進行危險隱患排查整改累計23次，安全宣傳提示累計41次，救援應急預案演練累計136次。

Sino-Ocean Service focuses on safety risk management. The Company continuously updates internal regulations such as the "Safety Management Bottom Line Accountability Standards", "Sino-Ocean Service Hazard Identification Work Guidelines", and "Key Information Reporting Safety Work Guidelines" to improve the safety risk management system and minimize safety hazards, thereby preventing safety accidents. With risk management efforts, Sino-Ocean Service ensures the safety of homeowners and residents, creating a safe and comfortable living environment. In 2024, Sino-Ocean Service conducted 23 rounds of inspections and rectifications for hazardous hidden dangers, 41 instances of safety publicity and reminders, and 136 emergency rescue drills.

5.

突發事件應急預演 ▶  
Emergency Response Drill

組織建立項目微型消防站，配備專業物資，定期開展培訓及拉練，提升員工對突發事件的應急處理能力。

A specialized micro fire station is established, which is equipped with professional materials, and training and drills are conducted regularly to enhance employees' emergency response capabilities to unexpected events.



6.

◀ 定期開展安全演練  
Regular Safety Drills

制定24項突發事件預案，定期組織演練。每年6月及11月開展消防演練，4-5月開展防汛演練，並即時預警惡劣天氣。另外，每年開展電梯困人應急演練。

Response plans are developed for 24 types of emergencies and drills are organized regularly. Fire drills are conducted in June and November each year, and flood control drills are conducted in April and May, with immediate warning of inclement weather. In addition, emergency drills for elevator entrapment are conducted annually.



## 提升客戶滿意度 ELEVATING CUSTOMER SATISFACTION

### 暢通溝通渠道 SMOOTH COMMUNICATION CHANNELS

遠洋服務持續提升服務標準，通過多渠道、多層次的溝通方式，積極應對業主建議與投訴。公司通過「管家」服務平台，採用線上線下相結合的模式，確保業主需求得到快速回應。線上，業主可通過億家生活APP、400客服熱線、項目服務前台電話及微信用戶端等多種方式便捷聯繫管家；線下，客戶可直接前往物業服務中心進行面對面溝通。此外，公司推行雙管家輪值制度，並設立管家熱線，確保100%暢通率，同時公示夜間值班電話，保障全天候服務。

為深化與業主的互動，公司定期舉辦社區活動、入戶拜訪及項目經理接待日等面對面交流活動。針對業主的關鍵訴求，公司通過電話訪談和面談等方式，精準瞭解需求並制定改進方案。2024年，公司未收到任何對營運或商業信譽造成重大不利影響的客戶投訴。

Sino-Ocean Service continued to improve its service standards and actively responded to owners’ suggestions and complaints through multi-channel and multi-level communication. Through the “Yi Life” service platform, the Company adopts an online and offline mode to ensure that owners’ needs are quickly responded to. Online, owners may conveniently contact their housekeepers through the Yi Life app, 400 customer service hotline, project service front desk phone numbers and WeChat; offline, customers may go directly to the property service center for face-to-face communication. In addition, the Company implements a double housekeeper duty system and set up a housekeeper hotline to ensure 100% connection rate, while publicizing the night duty telephone number to ensure round-the-clock service.

In order to deepen interaction with property owners, the Company regularly organizes community events, home visits, project manager reception days and other face-to-face communications. To address the key requests of property owners, the Company conducts telephone and face-to-face interviews to accurately understand their needs and formulate improvement plans. In 2024, the Company did not receive any complaints from customers that significantly impacted its operations or commercial reputation.



▲ 遠洋服務工作人員與業主互動  
Interaction between Sino-Ocean Service Staff and Homeowners

### 投訴處理 RESPONDING TO COMPLAINTS

遠洋服務高度重視客戶投訴，建立了由項目客服經理協同處理的標準化應對流程。根據投訴性質與嚴重程度，公司系統記錄投訴內容，便於後續追蹤與風險評估。物業管理團隊定期回訪業主，深入瞭解滿意度及訴求，確保問題得到及時關注與解決。項目管理團隊每月編制投訴分析報告，召開專題會議，落實整改措施並實施風險監控，對重大安全隱患第一時間預警，切實保障業主權益。2024年，公司有效投訴量顯著下降，投訴解決率達100%。針對投訴集中的停車場系統問題，公司已完成全面升級，獲得用戶積極回饋。

Sino-Ocean Service attaches great importance to customer complaints and has established a standardized response process that is handled jointly by project customer service managers. We document complaint details in a log based on the nature and severity of each issue for follow-up feedback and risk assessment. The property management team regularly visits owners to gain an in-depth understanding of their satisfaction and requests, ensuring that issues are addressed and resolved in a timely manner. The project management team compiles monthly complaint analysis report, holds special meetings, implements corrective measures and risk monitoring, and provides early warning for major safety hazards to protect owners’ rights and interests. The year 2024 saw a significant drop in the number of valid complaints in the Company, with the complaint resolution rate reaching 100%. With regard to the parking system, which is the focus of complaints, the Company has completed a comprehensive upgrade and received positive feedback from users.

### 關注客戶滿意度 FOCUSING ON CUSTOMER SATISFACTION

遠洋服務始終將業主的服務體驗置於重要位置，並將第三方滿意度調研作為年度重點工作之一，旨在深入瞭解客戶最真實的回饋與需求。通過億管家系統，公司客服團隊對業主關注的重點問題和集中回饋進行深入分析，並基於調研結果持續優化服務細節，不斷提升服務品質。報告期內，遠洋服務開展客戶滿意度調查，並定期跟蹤監督調查結果，確保服務改進措施的有效落實。2024年，用戶整體滿意度達到87%，在同行業中位於中高位水準。

Sino-Ocean Service always prioritizes the service experience of homeowners and considers third-party satisfaction surveys as one of its key annual tasks to gain genuine feedback and needs of customers. Through the Yi Butler system, our customer service team may conduct in-depth analyses on key issues of concern and feedback from customers, and constantly optimize service details based on survey results in order to keep improving service quality. During the reporting period, Sino-Ocean Service carried out customer satisfaction surveys and regular follow-up supervision of survey results to ensure the effective implementation of service improvement measures. In 2024, overall user satisfaction reached 87%, positioning us at a mid-to-high level within the industry.

## 強化隱私保護 INCREASING PRIVACY PROTECTION

遠洋服務嚴格遵循《中華人民共和國網路安全法》和《中華人民共和國個人資訊保護法》等法律法規，並制定了《客戶資訊檔案管理作業指導書》，以加強客戶資訊的保護，實現客戶資訊管理體系的規範化。目前，公司擁有ISO/IEC 27001:2013資訊安全管理體系認證。

在保護業主隱私安全方面，遠洋服務從細節入手，制定了「隱私政策」條款，對客戶資料的訪問和使用權限設置了嚴格的授權限制。公司採用許可權申請和訪問記錄的雙重監控模式，並通過「阿裡雲伺服器」進行資料存儲，確保客戶隱私保護機制的可信賴性。此外，遠洋服務還協助業主清除快遞單上的隱私資訊，並對訪客進行嚴格核實和登記，維護客戶私域安全，全面保障客戶資訊及隱私安全。

2024年，遠洋服務在客戶隱私保護方面取得了顯著成效，全年未發生任何使用者隱私資料洩露、資料丟失或系統被非法訪問的事件，系統無故障率達到99%。報告期內，公司未收到任何涉及客戶隱私洩露的負面輿情或舉報。

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

In terms of protecting the privacy and security of owners, Sino-Ocean Service has formulated a “privacy policy” in detail, setting strict authorization restrictions on the access and use of customer information. The Company applies a dual-monitoring model to license application and access records, and stores data through the “Alibaba Cloud Servers” to ensure the reliability of the customer privacy protection mechanism. In addition, Sino-Ocean Service also helps owners clear the private information on courier orders and strictly verifies and registers visitors to maintain the security of customers’ private domains, thus comprehensively safeguarding customers’ information and privacy.

In 2024, Sino-Ocean Service achieved remarkable results in customer privacy protection, with no incidents of user privacy data leakage, data loss or unauthorized access to the system throughout the year, and the system maintained a faultless rate of 99%. Moreover, during the reporting period, the Company did not receive any negative public opinion or report regarding breaches of customer privacy.



## 知識產權保護 PROTECTING INTELLECTUAL PROPERTY RIGHTS

遠洋服務嚴格遵守《中華人民共和國著作權法》、《中華人民共和國商標法》、《中華人民共和國專利法》、《中華人民共和國民法典》等法律法規，並依據其制定了《遠洋億家關於規範宣傳內容的通知》等內部政策，持續完善知識產權管理體系，提升知識產權保護水準。此外，遠洋服務還專門制定了《知識產權管理規範》，對商標、軟件、專利、版權、外觀設計等知識產權的註冊、使用及保護進行了詳細規定，旨在進一步增強公司及員工的知識產權保護意識，確保各項知識產權得到有效管理和維護。

Sino-Ocean Service strictly abides by all applicable laws and regulations, encompassing the “Copyright Law of the People’s Republic of China”, “Trademark Law of the People’s Republic of China”, “Patent Law of the People’s Republic of China”, and “Civil Code of the People’s Republic of China”. We have developed internal policies such as the “Ocean Homeplus Notice on Regulating Promotional Contents” to optimize the intellectual property rights management system and raise the level for protection of intellectual property rights. In addition, Sino-Ocean Service has also instituted the “Intellectual Property Management Regulations”, which contains detailed provisions on the registration, use and protection of intellectual property rights such as trademarks, software, patents, copyrights and designs, with the aim of further enhancing the awareness of the Company and its employees of intellectual property rights protection and ensuring the effective management and maintenance of various intellectual property rights.



# COLLABORATING FOR WIN-WIN PROGRESS

## 攜手合作共贏

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

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

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

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

採購委員會職能 FUNCTIONS OF THE PROCUREMENT COMMITTEE
1.負責規範遠洋服務招標採購及成本管理機制及相關制度，明確招採及成本管理過程中的專業架構及工作職責； 2.負責制定年度成本採購戰略方向及成本指標，審議實施計劃； 3.負責遠洋服務戰略採購、集中採購等重大採購事項的實施方案、核心供應商建設的審議及決策； 4.負責採購模式的研究及應用。
1. Standardizing the tendering, procurement and cost management mechanism and relevant rules of Sino-Ocean Service, and clarifying professional structure and roles and responsibilities during the tendering, procurement and cost management process; 2. Formulating annual cost procurement strategic direction and cost budgets, and scrutinizing the implementation plan; 3. Implementation planning for strategic procurement, centralized procurement and other major procurement issues, and the review and decision-making on the construction of core suppliers for Sino-Ocean Service; 4. Being responsible for the research and application of procurement models.

### 供應商分級管理 SUPPLIER GRADING MANAGEMENT

遠洋服務通過實施供應商分級管理和供應商限制名單機制，全面提升供應鏈管理水準。每年年末，公司根據供應商的年度考評結果進行分級，將其劃分為戰略供應商、優秀供應商、合格供應商和不合格供應商四類。對於不合格供應商，公司會將其納入供應商限制名單，並明確規定這些供應商在五年內不得進入供應商庫，以確保供應鏈的高品質和高可靠性。

此外，遠洋服務建立了三級品質控制制度和分包商內部評估制度，構建了完善的品質監控體系。公司嚴格按照品質標準要求，對自有物業進行定期檢查和抽查，同時對分包商進行定期監控與評估。以分包商協議為考核依據，公司對未達到協議標準、未通過年度績效考核或未能滿足客戶滿意度的分包商採取除名措施，並終止合作關係，從而確保服務品質的持續提升和客戶滿意度的最大化。

Sino-Ocean Service comprehensively improves its supply chain management through the implementation of supplier grading management and supplier restriction list mechanism. At the end of each year, the Company grades its suppliers based on the annual supplier evaluation results and divides them into four categories: strategic suppliers, excellent suppliers, compliant suppliers and non-compliant suppliers. For non-compliant suppliers, the Company includes them in the list of restricted suppliers and clearly stipulates that these suppliers are not allowed to enter the supplier pool within five years to ensure the high quality and reliability of the supply chain.

In addition, Sino-Ocean Service has established a three-level quality control system and internal subcontractor evaluation system to construct a comprehensive quality monitoring framework. The Company conducts regular inspections and spot checks on our own properties according to quality standards and regularly monitors and evaluates subcontractors. Taking the subcontractor agreements as the basis for assessment, the Company takes measures to remove from the list and terminate the cooperation relationship with those subcontractors who fail to meet stipulated agreement standards, fall short in annual performance evaluations or fail to achieve customer satisfaction, so as to ensure the continuous improvement of service quality and the maximization of customer satisfaction level.

### 供應商定期評價 REGULAR SUPPLIER EVALUATION

遠洋服務建立了完善的供應商考評機制，對核心供應商實行月度、季度和年度多維度的綜合評價。考評內容涵蓋供應商的履約情況、商業道德、職業健康與安全、員工權益以及環境保護等關鍵領域。對於存在違規行為的供應商，公司會進行約談並要求其限期整改。約談後，公司將根據約談記錄表對整改結果進行評估。若供應商未能有效整改或違規行為持續存在，公司將結合履約考評結果，採取扣款或解除合同等措施，以確保供應鏈管理的規範性和可持續性。

Sino-Ocean Service has established a comprehensive supplier evaluation mechanism by performing monthly, quarterly and annually multi-dimensional and comprehensive evaluations on its core suppliers. The evaluation covers key areas such as supplier performance, business ethics, occupational health and safety, employee rights and interests, and environmental protection. For suppliers with violations, the Company will conduct interviews and require them to rectify the issues within a certain period of time. Following the interview, the Company will assess the results of the rectification based on the interview records. If the supplier fails to rectify effectively or the violation persists, the Company will take measures such as imposition of penalties or termination of the contract based on the performance evaluation results, in order to ensure the standardization and sustainability of supply chain management.

截至2024年12月31日，公司供應商累計共有1,302家，具體分佈情況如下：

As of 31 December 2024, the Company had 1,302 suppliers in total, which were distributed as follows:





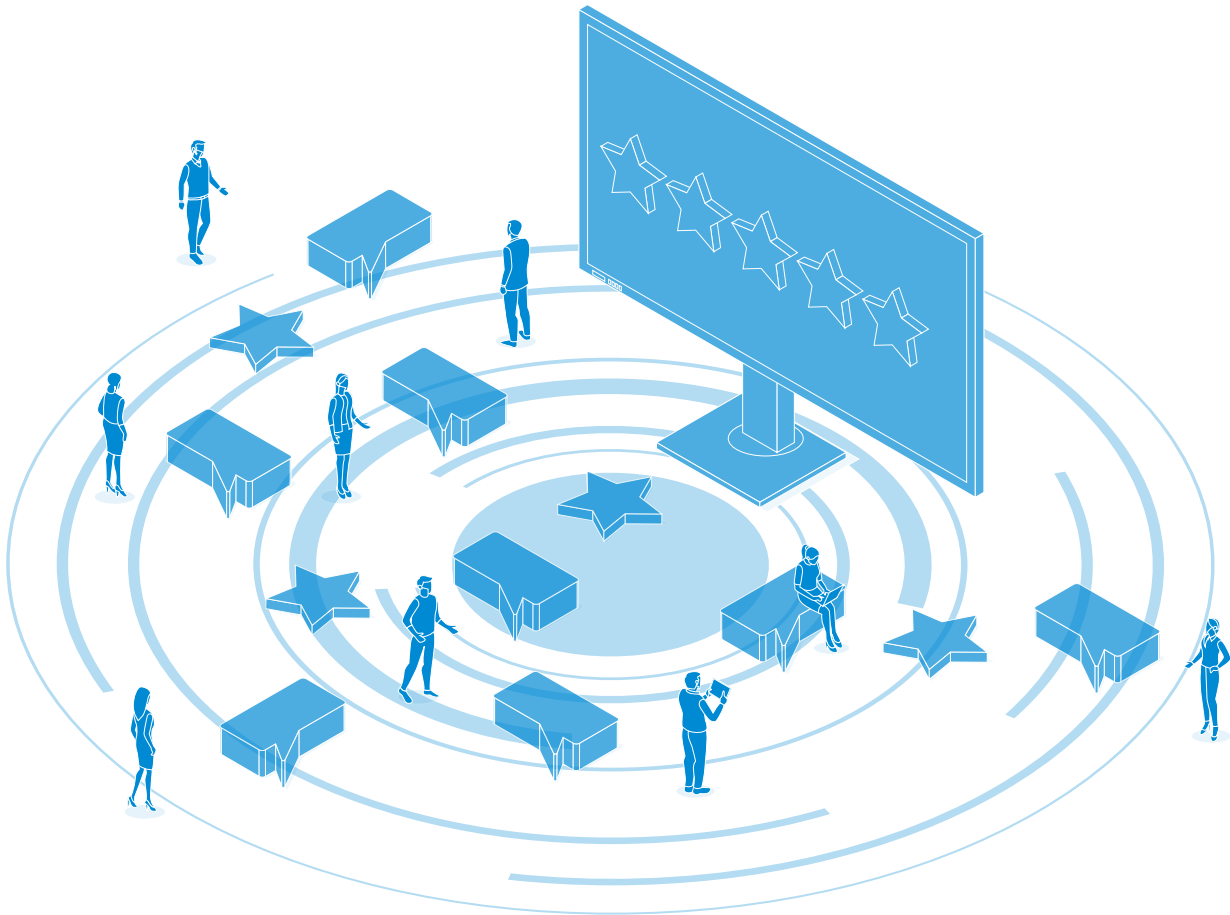
## 開展陽光採購 TRANSPARENT PROCUREMENT

遠洋服務始終堅持陽光採購原則，在採購過程中嚴格遵循公平、公正、透明的準則，堅決杜絕任何形式的不正當競爭。公司嚴格按照制度體系要求開展招採工作，確保每次採購至少有三方共同參與評估和決策，並對全過程進行監督和合規性審查。為提升採購透明度和規範性，公司已全面實現招採電子化，開標、評標和定標等關鍵環節均受到嚴格監督，進一步推動了採購流程的透明化和合規化。

在貨物採購方面，遠洋服務採用京東工採平台進行線上採購，確保採購價格公開透明。2024年，公司進一步強化供應商管理，並繼續要求所有供應商在簽署合同時必須簽訂《廉潔自律承諾書》，承諾遵守職業健康、商業道德等相關要求，從源頭上保障採購行為的廉潔性和合規性。

Sino-Ocean Service always upholds transparent procurement principle, strictly follows the principles of fairness, impartiality, and transparency in the procurement process, and resolutely eliminates any form of unfair competition. The Company carries out procurement in strict accordance with the requirements of its institutional system, ensuring that at least three parties are jointly involved in the evaluation and decision-making of each procurement, and that the entire process is monitored and reviewed for compliance. In order to enhance the transparency and standardization of procurement, the Company has fully realized e-procurement, and the key links such as bid opening, bid evaluation and bid finalization are strictly supervised, which further promotes the transparency and compliance of the procurement process.

In terms of goods procurement, Sino-Ocean Service adopts the Industrial Service Platform for online procurement to ensure open and transparent procurement prices. In 2024, the Company further strengthened its supplier management, and continued to require all suppliers to sign a “Commitment to Integrity and Self-discipline” when signing contracts, committing to comply with relevant requirements on occupational health and business ethics, thereby safeguarding the integrity and compliance of procurement behavior at source.



## 供應商ESG風險管理 SUPPLIER ESG RISK MANAGEMENT

遠洋服務逐步將供應商的ESG管理整合至風險管理體系，通過系統化評估機制強化供應鏈ESG管控。具體而言，公司建立了多維度的供應商納入標準，要求供應商必須提供ISO 9001品質管制體系、ISO 14001環境管理體系、ISO 45001職業健康安全管理体系等國際認證，並通過現場審核、資質驗證等嚴格篩選程序，從源頭上有效防範ESG風險。在供應商選擇過程中，公司積極踐行綠色採購戰略，將環保績效作為關鍵評估指標，重點考察供應商生產設備能效等級、原材料環保屬性及全生命週期環境影響，確保供應鏈的可持續發展。

Sino-Ocean Service has gradually incorporated the ESG management of its suppliers into its risk management system, and strengthened ESG control in the supply chain through a systematic assessment mechanism. Specifically, the Company has established multi-dimensional supplier admission standards, requiring suppliers to provide international certifications such as ISO 9001 quality management system, ISO 14001 environmental management system, and ISO 45001 occupational health and safety management system, as well as strict screening procedures such as on-site audits and qualification verification, to effectively guard against ESG risks from the source. In the process of supplier selection, the Company actively practices green procurement strategy and takes environmental performance as a key assessment indicator, focusing on the energy efficiency level of suppliers' production equipment, the environmental attributes of raw materials and the environmental impact of the whole life cycle to ensure the sustainable development of the supply chain.







# 低碳堅守 構築綠色運營環境

## LOW-CARBON COMMITMENT, BUILDING A GREEN OPERATING ENVIRONMENT

面對全球氣候變化、生態保護和資源節約的緊迫挑戰，遠洋服務始終秉持綠色發展理念，將低碳減排融入日常運營，致力於識別並應對氣候風險、完善環境管理體系、提升資源利用效率、減少污染物排放，以及加強生態保護與建設。我們堅信，綠色發展是企業可持續發展的必由之路。遠洋服務將持續努力，為建設綠色未來貢獻力量。

In the face of the pressing challenges of global climate change, ecological protection and resource conservation, Sino-Ocean Service adheres to the concept of green development, integrating low carbon practices and emission reduction into its daily operations, and committing itself to identifying and responding to climate risks, improving the environmental management system, enhancing resource utilization efficiency, reducing pollutant emissions, as well as strengthening ecological protection and restoration and improvement. We firmly believe that green development is the essential path to sustainable development. Sino-Ocean Service will continue its efforts to contribute to building a green future.



# RESPONDING TO THE “DUAL CARBON” GOAL

## 響應「雙碳」目標

遠洋服務嚴格遵守《中華人民共和國環境保護法》、《中華人民共和國大氣污染防治法》、《中華人民共和國水污染防治法》、《中華人民共和國固體廢棄物污染防治法》、《中華人民共和國環境雜訊污染防治法》等環保法律法規，在業務條線針對排放與資源使用制定詳細指導細則，完善環境管理體系，推動各子公司獲得ISO 14001環境管理體系認證。

我們持續評估並減少運營對環境的影響，系統化提升環境績效，致力於實現與自然環境的和諧共生。報告期內，公司未發生因環保管理問題導致的環境處罰事件。

Sino-Ocean Service strictly complies with various environmental protection laws and regulations such as the “Environmental Protection Law of the People’s Republic of China”, “Law of the People’s Republic of China on the Prevention and Control of Atmospheric Pollution”, “Law of the People’s Republic of China on the Prevention and Control of Water Pollution”, “Law of the People’s Republic of China on the Prevention and Control of Solid Waste Pollution”, and “Law of the People’s Republic of China on the Prevention and Control of Environmental Noise Pollution”. We have formulated detailed guiding regulations for emissions and resource utilization and have enhanced our environmental management system. We have also encouraged our subsidiaries to obtain ISO 14001 environmental management system certification.

We consistently assess and mitigate the environmental impact of our operations and systematically enhances our environmental performance, aiming to achieve harmonious coexistence with the natural environment. During the reporting period, the Company did not incur any environmental penalties due to environmental management issues.

# DEVELOPING GREEN OPERATIONS

## 深耕綠色運營

遠洋服務致力於綠色運營，不斷完善環境管理體系，全面強化能源、資源及廢棄物的管理，提升資源使用效率，積極探索低碳轉型路徑，實現與自然環境的和諧共生。

Sino-Ocean Service is committed to green operations, constantly improving its environmental management system, comprehensively strengthening the management of energy, resources and waste, enhancing resource utilization, and actively exploring the path of low-carbon transformation to achieve harmonious coexistence with the natural environment.

### 排放物管理 EMISSIONS MANAGEMENT

在物業管理業務中，主要排放物包括廢氣、廢水和噪音。報告期內，公司嚴格遵守相關法律法規，持續優化內部管理規定及作業指導書，並針對不同排放類型實施針對性減排措施，確保將排放控制要求全面落實到綠化、保潔、保安等日常業務環節中。

In the property management business, major emissions include exhaust gas, wastewater and noise. During the reporting period, the Company strictly complied with relevant laws and regulations by constantly optimizing its internal management regulations and operational guidelines, and implementing targeted emission reduction measures tailored to different types of emissions to ensure that the emission control requirements were fully implemented in the daily operations of greening, cleaning and security services.

排放類型 Types of emissions	指導文件 Guidance documents	減排措施 Emission reduction measures
噪音 Noise	<p><b>法律法規：</b></p> <ul style="list-style-type: none"><li>《中華人民共和國環境污染防治法》</li></ul> <p><b>內部制度：</b></p> <ul style="list-style-type: none"><li>《住宅裝飾裝修管理作業指導書》</li><li>《寵物管理作業指導書》</li><li>《設備房標準化指導書》</li></ul> <p><b>Laws and regulations:</b></p> <ul style="list-style-type: none"><li>“Law of the People’s Republic of China on the Prevention and Control of Environmental Pollution”</li></ul> <p><b>Internal regulations:</b></p> <ul style="list-style-type: none"><li>“Manual for Management of Residential Decoration and Renovation”</li><li>“Manual for Pet Management”</li><li>“Manual for Standardized Operations of Equipment Rooms”</li></ul>	<ul style="list-style-type: none"><li>精細管理施工，科學規劃時間，避開居民休息，優化工藝，採用低噪音技術，合理安排高噪音作業，減少對周邊環境影響。</li><li>綜合降噪，在噪音源區域建隔音屏障，用高性能材料建隔音牆，安裝專業隔音門窗，配備消聲器、減震裝置，確保噪音程度符合標準。</li><li>生態降噪，在聲源與敏感區之間設多層綠化帶，選用吸聲效果好的植物，形成立體綠化屏障，實現雜訊生態治理。</li><li>管控公共區域噪音，對擴音設備使用實施許可管理，制定嚴格噪音標準，配備聲級監測設備，確保公共活動噪音符合標準，維護社區聲環境。</li><li>We adopt a refined management approach by scientifically avoiding construction at residents’ rest periods, optimizing process, adopting low-noise technology, and reasonable arrangement of high-noise operations, to reduce impact on the surrounding environment.</li><li>We reduce noise in a comprehensive manner by building noise barriers in noise source areas, constructing sound-isolating walls using high-performance materials, installing professional soundproof doors and windows, and equipping mufflers and vibration-damping devices to ensure noise levels meet relevant standards.</li><li>Ecologically, we reduce noise by setting up multi-layer green belts between sound sources and sensitive areas and choosing plants with good sound-absorbing effect, to form three-dimensional green barriers, and realize ecological noise management.</li><li>We control noise in public areas by adopting permit management for the use of sound amplification equipment, formulation of strict noise standards, and provision of sound level monitoring equipment to ensure standards for noise from public activities are met and community acoustic environment is maintained.</li></ul>
	<p><b>法律法規：</b></p> <ul style="list-style-type: none"><li>《中華人民共和國大氣污染防治法》</li></ul> <p><b>內部制度：</b></p> <ul style="list-style-type: none"><li>《寫字樓及商業中央空調運行規定》</li><li>《電梯設備維護作業指導書》</li><li>《安防系統維護作業指導書》</li><li>《高低壓配電設備維護作業指導書》</li><li>《消防系統維護作業指導書》</li></ul> <p><b>Laws and regulations:</b></p> <ul style="list-style-type: none"><li>“Law of the People’s Republic of China on the Prevention and Control of Atmospheric Pollution”</li></ul> <p><b>Internal regulations:</b></p> <ul style="list-style-type: none"><li>“Regulations for the Operations of Office Buildings and Commercial Central Air Conditioning”</li><li>“Manual for Elevator Equipment Maintenance”</li><li>“Manual for Security System Maintenance”</li><li>“Manual for High/Low Voltage Power Distribution Equipment Maintenance”</li><li>“Manual for Fire Protection System Maintenance”</li></ul>	<ul style="list-style-type: none"><li>建立設備全生命週期管理體系，制定預防性維護計劃，重點針對鍋爐、發電機、空調系統等廢氣排放源設備開展定期巡檢與效能評估。通過智慧化監測平台即時追蹤設備運行狀態，建立故障預警機制，確保設備始終處於最佳運行工況，最大限度降低廢氣排放。</li><li>實施能源系統整體優化工程，推進供暖製冷設備節能改造，全面升級LED智慧照明系統，部署建築能源管理系統（BEMS）。通過物聯網技術實現用能設備的智慧調控，建立能源使用KPI考核體系，實現能源消耗的精細化管理與持續優化。</li><li>嚴格執行綠色施工標準，施工現場實施全封閉管理，設置高效除塵圍擋系統。採用低揮發性有機化合物（VOC）環保塗料，配備移動式焊煙淨化器和噴塗廢氣處理裝置，確保施工過程揚塵及有害氣體排放符合環保要求。</li><li>We established a full life-cycle management system for equipment, formulated a preventive maintenance plan, and carried out regular inspections and performance evaluations of exhaust gas-emitting equipment, such as boilers, generators and air-conditioning systems. Through the intelligent monitoring platform, the operating status of the equipment is tracked in real time, and a failure warning mechanism has been established to ensure that the equipment is always in the best operating condition and to minimize exhaust gas emission.</li><li>We thoroughly optimized the energy system, promoted energy-saving transformation of heating and cooling equipment, comprehensively upgraded the LED intelligent lighting system, and deployed the building energy management system (BEMS). Intelligent regulation and control of energy-using equipment is realized through Internet of Things (IoT) technology, and a KPI appraisal system for energy use has been established to achieve fine management and continuous optimization of energy consumption.</li><li>We strictly enforce green construction standards. The construction sites are under close-loop management, and a highly efficient dust-removing enclosure system is set up. Low VOC environmentally friendly paints are used, and mobile welding smoke purifiers and spraying exhaust gas treatment devices are equipped to ensure that dust and harmful gas emissions during the construction process comply with environmental requirements.</li></ul>

排放類型 Types of emissions	指導文件 Guidance documents	減排措施 Emission reduction measures
廢水 Wastewater	<p><b>法律法規：</b></p> <ul style="list-style-type: none"><li>《中華人民共和國水污染防治法》</li><li>《排污許可管理條例》</li></ul> <p><b>內部制度：</b></p> <ul style="list-style-type: none"><li>《共用設施維護作業指導書》</li><li>《節能降耗管理規範》</li><li>《給排水系統維護作業指導書》</li></ul> <p><b>Laws and regulations:</b></p> <ul style="list-style-type: none"><li>“Law of the People’s Republic of China on the Prevention and Control of Water Pollution”</li><li>“Regulations on the Management of Pollutant Discharge Permission”</li></ul> <p><b>Internal regulations:</b></p> <ul style="list-style-type: none"><li>“Manual for Maintenance of Common Facilities”</li><li>“Regulations on Management of Energy Conservation and Consumption Reduction”</li><li>“Manual for Water Supply and Drainage System Maintenance”</li></ul>	<ul style="list-style-type: none"><li>建立健全廢水處理設施運維管理體系，制定標準化巡檢規程和維護保養計劃。通過安裝線上監測設備，即時監控處理效果關鍵指標，建立故障快速回應機制，確保廢水處理系統持續穩定運行，出水水質穩定達標。</li><li>構建水資源循環利用系統，將景觀水體納入再生水利用網路，經生態淨化處理後用於園區綠化灌溉，實現水資源的梯級利用和生態循環。</li><li>推行生態綠化養護方案，採用有機肥料替代化學肥料，引入生物防治技術減少農藥使用。建立土壤檢測機制，根據檢測結果精準施肥，有效防控面源污染，保護地下水資源。</li><li>建設智慧化中水回用系統，集成生活污水和雨水收集、處理、回用功能。經深度處理後達到回用水標準，用於綠化灌溉、道路清洗、景觀補水及沖廁等非飲用用途，顯著提高水資源利用效率。</li><li>開展多層次節水宣傳教育，通過數位化宣傳平台、社區環保主題活動等形式，向業主普及節水技術和水資源管理知識。建立節水激勵機制，鼓勵居民參與節水實踐，培育社區節水文化。</li></ul>
		<ul style="list-style-type: none"><li>We established a sound operation and maintenance management system for wastewater treatment facilities, and formulated standardized inspection protocols and maintenance plans. Key indicators on treatment effect are monitored in real time through the online monitoring equipment installed, and a rapid response mechanism has been established to ensure ongoing smooth operation of the wastewater treatment system and qualified water discharge.</li><li>We created a water resources recycling system, incorporating landscape water bodies into the recycled water utilization network for reuse in greening irrigation of the park after ecological purification and treatment, achieving layered utilization and ecological recycling of water resources.</li><li>We implemented an ecological greening maintenance programme by replacing chemical fertilizers with organic fertilizers and introducing biological control techniques to reduce the use of pesticides. A soil testing mechanism has been established, and fertilizers are applied accurately according to the results of the tests, effectively preventing and controlling surface pollution and protecting groundwater resources.</li><li>We built an intelligent water reuse system integrating the collection, treatment and reuse of domestic sewage and rainwater. After deep treatment, the water reuse standard is met, and the recycled water is then used for non-potable purposes such as greening irrigation, road cleaning, landscape water replenishment and toilet flushing, which significantly improves water resources utilization efficiency.</li><li>We carry out multi-level water conservation publicity and education, and popularize water conservation techniques and water resource management knowledge among property owners through digital publicity platforms and community environmental protection activities, and have established a water conservation incentive mechanism to encourage residents to participate in water conservation practices and cultivate a water conservation culture in the community.</li></ul>

廢棄物管理  
WASTE MANAGEMENT

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

2024年，公司根據《垃圾消納管理作業指導書》，要求有害及無害廢棄物均需達到無害化轉移率100%，並與專業服務供方簽訂《生活垃圾清運合同》，《廚餘垃圾清運合同》，《建築垃圾清運合同》規範各類廢棄物的處理及清運。對於有害廢棄物，我們集中分類收集後統一交給協力廠商專業處置公司處理。對於無害廢棄物，我們遵循減量化、資源化原則分類處理，以期儘量減少對環境的影響。報告期內，遠洋服務獲得垃圾分類服務能力十星級認證，同時，我們在管的多個項目獲得「垃圾分類示範社區」榮譽。

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

In 2024, in accordance with the “Manual for Waste Disposal Management”, the Company required that both hazardous and non-hazardous waste must achieve a 100% harmless transfer rate. Additionally, Sino-Ocean Service entered contracts with professional service providers for the disposal and transportation of various waste types, including the “Domestic Waste Collection Contract”, “Kitchen Waste Collection Contract”, and “Construction Waste Collection Contract”, to standardize waste handling and transportation procedures. For hazardous waste, we centrally collect and classify it before transferring it to third-party professional disposal companies. Regarding non-hazardous waste, we adhere to reduction and resource utilization principles for classification and disposal, with the aim of minimizing environmental impact as much as possible. During the reporting period, Sino-Ocean Service obtained a ten-star certification for waste classification service capability, and a number of projects under our management were awarded the honor of “Waste Sorting Demonstration District”.

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

**大連鑽石灣項目榮獲「垃圾分類工作優秀志願服務隊」稱號**  
DALIAN DIAMOND BAY PROJECT (大連鑽石灣項目) WON THE TITLE OF “EXCELLENT VOLUNTEER SERVICE TEAM FOR WASTE SORTING”.

積極回應國家垃圾分類政策，遠洋服務通過制定詳細的垃圾分類方案、加強宣傳教育、優化垃圾桶佈局及設置、強化日常監督等一系列措施，全面推進垃圾分類工作，並取得顯著成效。

大連鑽石灣項目在廚餘垃圾分揀方面表現突出，通過細緻的分揀工作，廚餘垃圾分揀量從最初20-30公斤/日穩步提升至80-100公斤/日，為垃圾分類工作的深入開展奠定了堅實基礎。該項目憑藉卓越的垃圾分類表現，榮獲大連市甘井子區政府及城市管理局頒發的「垃圾分類工作優秀志願服務隊」稱號。

In order to actively respond to the national garbage classification policy, Sino-Ocean Service has comprehensively promoted garbage classification through a series of measures such as formulating a detailed garbage classification plan, strengthening publicity and education, optimizing the layout and setup of waste bins, and reinforcing daily supervision, and has achieved remarkable results.

The Dalian Diamond Bay Project (大連鑽石灣項目) achieved outstanding performance in food waste sorting. Through meticulous sorting work, the amount of food waste sorted has steadily increased from 20-30 kg/day to 80-100 kg/day, laying a solid foundation for the in-depth development of waste classification. The project was awarded the title of “Excellent Volunteer Service Team for Waste Sorting” by the Dalian Ganjingzi District Government and Urban Management Bureau for its outstanding performance in waste sorting.

案 例  
CASE



大連鑽石灣項目  
獲獎獎牌  
Dalian Diamond Bay  
Project Award Medal



能耗及水資源管理  
ENERGY CONSUMPTION AND WATER RESOURCES MANAGEMENT

為了積極回應國家節能減排政策，踐行可持續發展理念，遠洋服務在經營各個環節中，重視能源及水資源利用效率的提升。公司嚴格遵守《中華人民共和國節約能源法》、《中華人民共和國水法》等相關法律法規，並依據《節能降耗管理規範》，遵循「依法管理、技術進步、降耗增效、有效監督、持續發展」的原則，全面加強對天然氣、汽油等消耗材料的管理，致力於打造資源節約型企業。

2024年，公司進一步優化了能源管理體系，對不同區域實施能源精細化管理，並在能源和水資源利用方面分別制定了總體目標要求。具體措施如下：

In order to actively respond to the national policy of energy conservation and emission reduction and practice the concept of sustainable development, Sino-Ocean Service prioritizes efficient energy and water resources utilization across various operation phases. We adhere strictly to laws and regulations, including the “Energy Conservation Law of the People’ s Republic of China” and the “Water Law of the People’ s Republic of China”. Furthermore, we comprehensively enhanced the management of natural gas, gasoline and other consumables in accordance with the “Regulations on Energy Conservation and Consumption Reduction Management” and principles of “lawful management, technological progress, consumption reduction, efficiency enhancement, effective supervision, and sustainable development”, to foster a resource-saving enterprise.

In 2024, the Company further optimized its energy management system by implementing refined management of energy across different regions and established overarching goals for energy and water resource utilization. Specific measures are described below:

能源管理優化  
Optimizing energy  
management

- **目標責任制落實：**公司於年初推行區域能源管控目標責任制，要求相關人員簽訂目標責任書，明確節能目標和責任。
- **月度調查與評估：**對各項目的能源使用情況進行月度調查和評估，深入分析能源使用中存在的問題和浪費現象，挖掘節能潛力。
- **照明系統優化：**要求各項目按季節變化及時調整並縮短室外路燈、地燈及室內走廊照明系統的開啟時間，同時積極推進車庫照明、空調運行等能源優化改造項目，有效降低能源消耗和運營成本。
- **技術改造：**報告期內，公司在部分項目園區將亞克力燈罩更換為透光性更好的玻璃燈罩，並將園區18W路燈調整為LED15W，在確保照明效果的前提下，顯著減少了電力使用。

- **Implementing a target responsibility system:** At the beginning of the year, the Company introduced a regional energy control target responsibility system, requiring relevant personnel to sign responsibility agreements to define their energy conservation objectives and duties.
- **Monthly investigations and evaluations:** The Company conducted monthly investigations and evaluations of energy usage in each project, deeply analyzing issues and waste in energy consumption to explore potential energy-saving opportunities.
- **Optimizing Lighting System:** The Company mandated all projects to promptly adjust and reduce the operating time of outdoor streetlights, ground lights, and indoor corridor lighting systems in response to seasonal changes. Furthermore, we positively implemented energy optimization initiatives such as upgrading garage lighting and air conditioning systems, thereby effectively reducing energy consumption and operating costs.
- **Upgrading Technology:** During the reporting period, the Company replaced acrylic lampshades with glass lampshades in specific project areas to improve the efficiency of light output. Additionally, we replaced 18W streetlights with LED 15W equivalents, significantly reducing electricity usage while maintaining optimal lighting effectiveness.

水資源管理優化  
Optimizing water  
resources management

- **設備調節與維護：**公司要求各項目對衛生間馬桶、洗手池放水閥定時檢查維修，景觀水系固化開啟時間，減少水量流失。同時，加強各項目「跑冒滴漏」問題的追查與維護，確保設施正常運行。
- **節水灌溉技術：**在日常綠化灌溉中，廣泛採用毛細微噴頭、帶孔塑膠多孔式軟管、多孔噴頭等節水設施，通過逐步滲透及定時定點定量灌溉，有效避免水體流失，降低綠化用水成本。

- **Equipment Adjustment and Maintenance:** The Company required regular inspections and maintenance of flush valves of toilets and sinks in each project, as well as the setting of fixed operating duration of landscape water feature to reduce water wastage. Additionally, we intensified the investigation and resolution of water leakage, ensuring the normal operation of facilities.
- **Water-efficient Irrigation Technology:** During our regular landscaping activities, we widely employ water-efficient facilities like capillary micro-sprinklers, perforated porous plastic hoses, and porous nozzles. These measures are designed to reduce water loss through precise and controlled irrigation, thereby effectively lowering the overall water consumption and cost associated with maintaining green spaces.

2024年遠洋服務資源使用目標  
GOAL OF SINO-OCEAN SERVICE FOR RESOURCE USE IN 2024

<b>目標類型</b> Type of the goal	能源使用總體目標 Overall goal of energy use
<b>目標內容</b> Content of the goal	水、電、氣三類資源的消耗總量保持同期年度使用不增長 The total consumption of water, electricity, and gas resources remains unchanged as compared to the same period and does not increase annually
<b>達成方式</b> Ways to attain the goal	<ul style="list-style-type: none"><li>● 改造老舊社區的設施設備</li><li>● 更新節能舉措，提升可再生能源使用比例</li><li>● 開展處理水、雨水再利用，減少路面沖洗</li><li>● 在簽署的協力廠商保潔服務合同中要求利用機械洗地車、高壓水槍進行路面沖洗、車庫清洗等，減少水管沖洗</li></ul> <ul style="list-style-type: none"><li>● Renovation of facilities and equipment in old residential areas</li><li>● Update energy-saving measures and increase the proportion of renewable energy use</li><li>● Carry out water treatment and rainwater reuse to reduce road flushing</li><li>● In the signed third-party cleaning service contract, it is required to use mechanical floor scrubbers and high-pressure water guns for road washing, garage cleaning, etc., to reduce water pipe flushing</li></ul>
<b>達成情況</b> Status	公司總體能源成本，在剔除價格影響及規模變動差異後，與去年同期基本持平 The overall energy cost of the Company, after excluding price impacts and differences in scale changes, is basically the same as the same period last year

北京遠洋大廈項目對中央空調系統實施節能改造  
ENERGY-SAVING TRANSFORMATION OF CENTRAL AIR CONDITIONING SYSTEM IN OCEAN PLAZA (BEIJING) PROJECT

遠洋服務商寫業務中心對北京遠洋大廈中央空調系統實施了節能改造，通過搭建製冷系統能耗計量分析平台、引入WISDOM V3.0智慧控制系統、升級冷卻塔、冷卻泵及冷凍泵，並加裝溫濕度感測器等設備，實現了系統的智能化運行。經三組資料對比測試，預計節能效果可達22%。

The Commercial Properties Business Centre of Sino-Ocean Service implemented an energy-saving transformation for the central air conditioning system in Ocean Plaza (Beijing). Intelligent operation of system has been achieved by establishing a cooling system energy consumption measurement and analysis platform, introducing the WISDOM V3.0 intelligent control system, upgrading cooling towers, cooling pumps, and chilled water pumps, and installing temperature and humidity sensors. Based on comparative tests of three sets of data, the projected energy-saving effect is estimated to reach 22%.



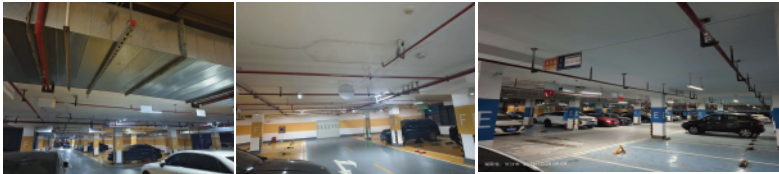
▲ 工作人員對中央空調系統實施節能改造  
The staff implementing an energy-saving transformation on the central air conditioning system

案 例  
CASE

長沙遠洋外灘壹號項目節能燈改造  
ENERGY-SAVING LIGHTING TRANSFORMATION OF CHANGSHA SINO-OCEAN BUND NO.1 PROJECT

長沙遠洋外灘壹號項目將車庫現有800盞18W LED照明燈改為200盞3-15W雷達感應燈，改造後，預計節約用電1,350度/月。

The Changsha Sino-Ocean Bund No.1 project (長沙遠洋外灘壹號項目) replaced the existing 800 units of 18W LED lights in the garage with 200 units of 3-15W radar sensor lights. After the transformation, the project is expected to save 1,350 kWh of electricity per month.



▲ 節能燈改造  
Energy-saving Lighting Transformation

案 例  
CASE



# TACKLING CLIMATE CHANGE

## 應對氣候變化

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

### 治理 GOVERNANCE

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

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

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

### 戰略 STRATEGY

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

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

同時，遠洋服務積極維護園區綠色生態，打造人與自然和諧共處的社區環境。我們在社區內精心規劃綠化景觀，種植多樣化的植被，包括喬木、灌木和花卉，形成層次分明的綠化帶。同時，定期修剪、澆灌和施肥，確保植物健康生長，吸收社區排放的二氧化碳，釋放氧氣，達到減排效果。

At the same time, Sino-Ocean Service is actively committed to maintaining the green ecosystem within its parks, creating a harmonious community environment where humans and nature coexist. We meticulously plan landscaping within the community, planting a diverse range of vegetation, including trees, shrubs, and flowers, to form multi-layered green belts. Additionally, we conduct regular pruning, watering, and fertilizing to ensure the healthy growth of plants, which absorb carbon dioxide from community activities and release oxygen, thereby achieving emission reduction effects.

### 榮譽 HONOR

晉中紅星天鉞「山西省園林小區」，北京遠洋萬和城「首都綠化美化花園式社區」

Jinzhong Red Star Tianbo has been awarded the title of “Shanxi Provincial Garden Community (山西省園林小區)”, while Sino-Ocean Harmony (Beijing) has been recognized as a “Capital Landscaping Garden-style Community (首都綠化美化花園式社區)”.

### 案例 CASE





### 「地球一小時」主題宣傳活動 A PROMOTION EVENT THEMED “EARTH HOUR”

遠洋服務作為WWF中國2024「地球一小時」合作夥伴，於3月22日在遠洋國際中心開展「回箱行動」，鼓勵客戶用廢舊紙箱、塑膠瓶等換取綠植。活動共回收33公斤紙盒、3.7公斤塑膠，送出700多份綠植，攜手商戶共倡綠色生活，助力環保未來。

As a WWF China 2024 “Earth Hour” partner, Sino-Ocean Service launched the “Box Recycling Initiative” on March 22 at the Ocean International Center, encouraging customers to exchange used cardboard boxes and plastic bottles for green plants. The event successfully collected 33 kg of cardboard and 3.7 kg of plastic, while distributing over 700 green plants. This initiative, in collaboration with tenants, promoted green living and contributed to a sustainable future.



### 案例 CASE

此外，3月23日20:30，遠洋大廈、遠洋國際中心A座、遠洋光華國際及北京賽爾科技創新產業園等多座樓宇同步熄燈一小時，以實際行動響應「為地球獻出一小時」的號召。

Additionally, on 23 March at 8:30 p.m., multiple buildings, including Ocean Plaza, Tower A, Ocean International Center, Ocean Office Park, and Beijing Sail Innovation Industrial Park (北京賽爾科技創新產業園), simultaneously turned off their lights for one hour to actively respond to the call of “Give an Hour for Earth”.

遠洋光華國際中心在「地球一小時」關燈前後

Before and after the “Earth Hour” lights-off event in Ocean Office Park



風險管理  
RISK MANAGEMENT

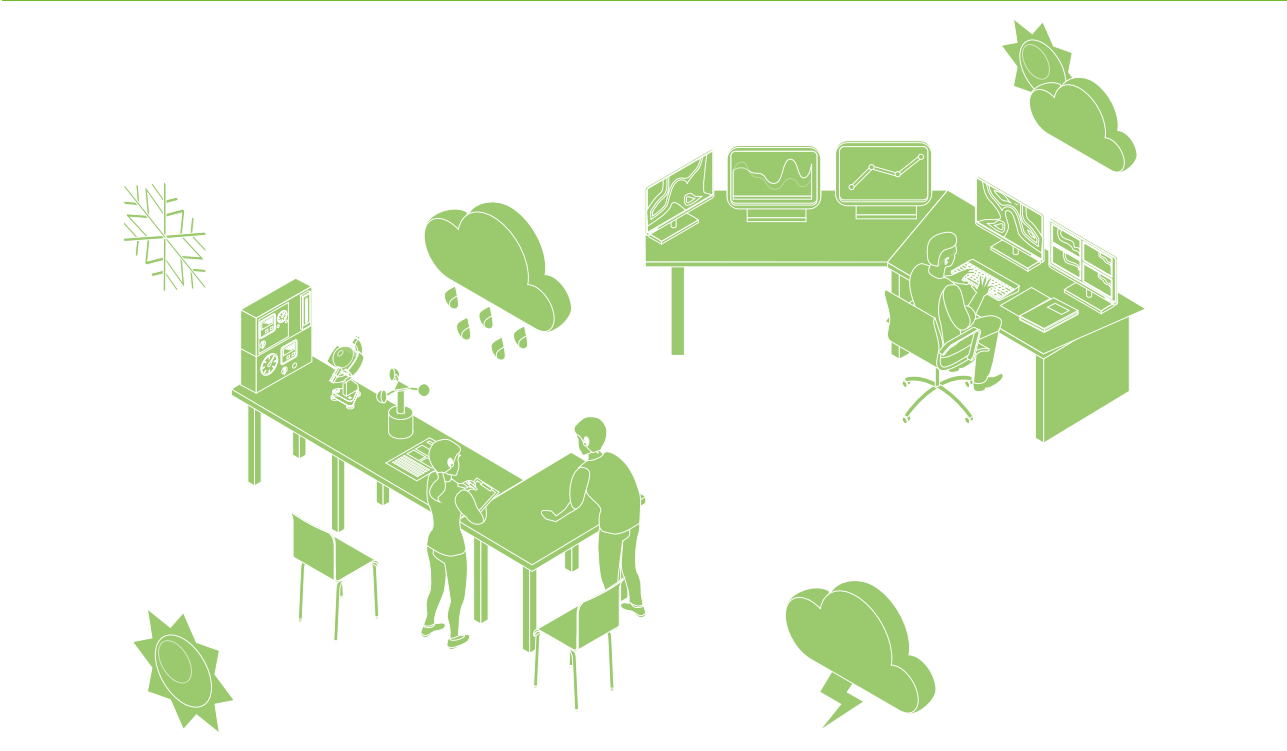
遠洋服務主動識別、適應氣候變化帶來的物理風險與轉型風險，對不同類型的潛在風險制定相應的預防措施與管理辦法，力求實現全面識別、科學評估、有效預防、有序管控。

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

▼ 氣候變化風險識別及應對 Climate Change Risk Identification and Response

風險類型 Risk type	風險描述 Risk description	應對措施 Mitigation measures
實體風險 Physical risk	<p>急性風險 Acute risk</p> <p>洪水、高溫、颱風等極端天氣頻發，將導致供電、供水、網路故障，破壞園區設施，損害員工及業主的安全，從而增加遠洋服務穩定運營風險。</p> <p>Frequent extreme weather events such as floods, high temperatures, and typhoons have the potential to cause power supply, water supply, and network failures, as well as damage to park facilities, and pose risks to the safety of employees and owners. These events increase the operational stability risk of Sino-Ocean Service.</p>	<ul style="list-style-type: none"><li>制定《特殊天氣清潔作業指導書》等相關文件。</li><li>對物業工作人員開展應急培訓。</li><li>為運營設施等建立容災機制。</li><li>改造排水系統以防止暴雨引發積水問題</li><li>使用耐高溫、耐寒的建築材料提高設施的耐久性</li><li>Develop documents such as the “Guidelines on Cleanup Operations in Special Weather Conditions”.</li><li>Conduct emergency training for property personnel.</li><li>Establish contingency mechanisms for operational facilities.</li><li>Upgrade the drainage system and prevent waterlogging issues caused by heavy rain.</li><li>Utilizing high-temperature and frost-resistant building materials to enhance the durability of facilities.</li></ul>
	<p>慢性風險 Chronic risk</p> <p>全球氣候逐漸變暖和海平面上升將對遠洋服務項目建設運營產生影響。</p> <p>The gradual warming of the global climate and rising sea levels will have implications for the development and operations of Sino-Ocean Service’ s projects.</p>	<ul style="list-style-type: none"><li>持續關注氣候變暖趨勢報告。</li><li>在易受此影響的項目設施購買及維護時將此類因素納入考慮。</li><li>Continuously monitor reports on the trend of climate warming.</li><li>Consider these factors when purchasing and maintaining facilities for projects vulnerable to these impacts.</li></ul>
轉型風險 Transition risk	<p>政策與法律風險 Policy and legal risk</p> <p>碳交易、碳稅、環保稅等政策逐漸落實，綠色低碳轉型勢在必行，對於遠洋服務節能減排實踐提出了更高的要求。</p> <p>The gradual implementation of policies such as carbon trading, carbon taxes, and environmental taxes underscores the urgent need for transitioning to green and low-carbon practices, imposing higher requirements on Sino-Ocean Service’ s energy-saving and emission reduction efforts.</p> <p>監管機構對於企業申報的環境資料的準確性有更高要求，增加遠洋服務環境資訊統計壓力及合規風險。</p> <p>Regulators are imposing higher requirements for the accuracy of environmental data reported by companies, increasing the pressure and compliance risks for Sino-Ocean Service’ s environmental information statistics.</p>	<ul style="list-style-type: none"><li>優化能源精細化管理，提升能源利用效率。</li><li>優先選擇應用可再生能源和使用低能耗設備。</li><li>Optimize refined management of energy to improve energy utilization efficiency.</li><li>Prioritize the application of renewable energy and low-energy consumption equipment.</li></ul>
	<p>技術風險 Technical risk</p> <p>政府對低碳事項的關注增加，遠洋服務在生產運營中需為低碳投入更多成本。</p> <p>With the government’ s increasing focus on low-carbon initiatives, Sino-Ocean Service must allocate more costs for low-carbon inputs in its production and operations.</p>	<ul style="list-style-type: none"><li>持續推進低碳節能技術改造。</li><li>通過資源循環利用減少低碳投入成本。</li><li>選擇更加節能環保的產品及供應商。</li><li>Continuously advance the transformation of low-carbon and energy-saving technologies.</li><li>Reduce low-carbon input costs through resource recycling.</li><li>Select raw materials and suppliers that prioritize energy efficiency and environmental friendliness.</li></ul>

風險類型 Risk type	風險描述 Risk description	應對措施 Mitigation measures
轉型風險 Transition risk	<p>市場風險 Market risk</p> <p>市場對低碳節能公司及產品的偏好日益明顯，增加遠洋服務低碳運營的壓力。</p> <p>The market’s growing preference for low-carbon and energy-saving companies and products is becoming increasingly apparent, putting pressure on Sino-Ocean Service’s low-carbon operations.</p>	<ul style="list-style-type: none"><li>• 研判市場動向，將此因素納入新項目佈局考慮。</li><li>• 實行綠色採購，優先選擇環保物料。</li><li>• Assess market trends and consider this factor in new project layout considerations.</li><li>• Implement green procurement practices and prioritize the use of environmentally friendly materials.</li></ul>
	<p>聲譽風險 Reputational risk</p> <p>應對氣候變化工作未達到利益相關方的預期，可能導致對遠洋服務的商譽造成負面影響。</p> <p>Failure to meet stakeholders’ expectations regarding climate change initiatives may lead to negative impacts on the reputation of Sino-Ocean Service.</p>	<ul style="list-style-type: none"><li>• 加強利益相關方溝通，充分瞭解其訴求。</li><li>• 積極宣貫公司在綠色低碳方面的進展，如資源回收利用、減少溫室氣體排放等。</li><li>• 配合遠洋集團公司《碳中和戰略及路徑規劃》中的減排目標及行動計劃，落實有效的溫室氣體排放行動，並定期披露減排措施及成效</li><li>• Strengthen communication with stakeholders to fully understand their demands.</li><li>• Promote the Company’s progress in green and low-carbon initiatives, such as resources recycling and reuse, and greenhouse gas emissions reduction.</li><li>• Implement effective greenhouse gas emission reduction actions and regularly disclose emission reduction measures and their effectiveness, based on the emission reduction goals and action plans outlined in Sino-Ocean Group Company’s “Carbon Neutrality Strategy and Roadmap Planning”.</li></ul>



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

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

▼ 氣候變化機遇 Opportunities Brought by Climate Change

機遇 Opportunities	機遇描述 Description of opportunities	
資源效率 Resource efficiency	提高能效機遇 The opportunity to improve energy efficiency	隨著新技術不斷推出，遠洋服務可利用新興技術優化自身運營過程中的能源消耗，提高能源效率降低運營成本。 With the continuous introduction of new technologies, Sino-Ocean Service can optimize energy consumption in its operational processes, improve energy efficiency, and reduce operational costs.
產品與服務 Products and services	服務升級機遇 The opportunity to upgrade services	遠洋服務可圍繞環保和健康理念，為業主提供更多健康類的增值服務，實現服務升級。 Sino-Ocean Service can focus on environmental and health concepts to provide property owners with more health-oriented value-added services, achieving a service upgrade.
	行業發展機遇 The opportunity for industry development	國家對新能源、循環經濟越來越關注和利好，如遠洋服務開展綠色建築運維服務，為樓宇提供全方位的綠色運維服務，業務需求量有望大幅提升，從而提高市場競爭力。 With the growing national attention and favorable policies towards new energy and the circular economy, if Sino-Ocean Service launches green building operation and maintenance services to provide comprehensive green solutions for building operations and maintenance, the demand for its services is expected to rise significantly, thereby enhancing its market competitiveness.

指標和目標  
INDICATORS AND TARGETS

為踐行國家「雙碳」目標和遠洋集團公司《碳中和戰略及路徑規劃》，遠洋服務已承諾在2050年實現運營碳中和這一重要目標。

2024年，公司結合實際情況，明確應對氣候變化的行動，在節約能源、改善排放物管理方面採取各種有效措施以減少碳排放，並不斷審視實踐活動，適時調整相關措施及策略。

未來，我們進一步完善策略制定、風險管理、指標和目標識別與管理，攜手各界一起應對氣候變化，共同探索綠色發展之路，為實現人與自然和諧共生、推動可持續發展貢獻力量。

In performing the national “dual carbon” goals and Sino-Ocean Group Company’ s “Carbon Neutrality Strategy and Roadmap Planning” , Sino-Ocean Service has committed to achieving this important goal of carbon neutrality in its operations by 2050.

In 2024, the Company has defined practical actions to address climate change, implemented various effective measures to reduce carbon emissions through energy conservation and emissions management. We also continuously reviewed our practices and adjusted our relevant measures and strategies when needed.

In the future, we will further refine our strategy development, risk management, and indicators and targets identification and management. We are dedicated to working collaboratively with all sectors to address climate change and jointly explore a pathway to green development, contributing to the harmonious coexistence of humans and nature and advancing sustainable development.

▼ 遠洋服務環境目標 Environmental Targets of Sino-Ocean Service

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







# 優才匯聚 賦能人本提升活力

TALENT AGGREGATION  
EMPOWERS  
HUMAN-CENTRIC  
VITALITY ENHANCEMENT

遠洋服務始終將員工視為企業發展的核心力量，是實現「成為有品牌的優秀物業綜合服務商」願景的關鍵動力。我們秉持相互尊重、共同成長的理念，建立全面的員工權益與福利保障體系，為員工提供職業發展通道，讓員工感受到關懷與溫暖，共同為公司發展注入活力。

Sino-Ocean Service considers its staff as the driving force that helps us to fulfill the vision of “becoming a branded superior comprehensive property management service provider”. In line with the principle of mutual respect and common growth, we have developed a comprehensive regime for the protection of staff privileges and benefits, provided career development paths for staff, such that the Company’s kindness and care is appreciated by staff, who will thus provide more vibrance for the Company’s development.



# CULTIVATING A TALENT-RICH ENVIRONMENT

## 厚植人才沃土

遠洋服務堅持平等僱傭的原則，積極踐行以人為本的管理理念，建立健全內部人力資源管理制度，貫徹落實員工各項基本權益保障。公司嚴格遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《中華人民共和國社會保險法》、《中華人民共和國婦女權益保障法》、《中華人民共和國未成年人保護法》、《禁止使用童工規定》等有關法律法規，建立並不斷完善《招聘管理制度》、《薪酬管理制度》、《福利管理制度》、《績效體系管理手冊》等內部用工規章制度和人力資源管理體系。我們建立了平等民主的溝通機制，通過定期組織開展新員工座談會，員工懇談會及人力資源政策制度培訓溝通會等方式，認真聆聽員工心聲，並同步提高員工參與公司民主管理的積極性、主動性和創造性。2024年，公司未出現任何重大勞工糾紛。

Sino-Ocean Service adheres to the principle of equal employment, and practices a people-oriented management philosophy. We have established a robust internal human resources management system to implement various measures ensuring the protection of basic employee rights. The Company strictly adheres to relevant laws and regulations, including the “Labour Law of the People’s Republic of China”, “Labour Contract Law of the People’s Republic of China”, “Social Insurance Law of the People’s Republic of China”, “Law on the Protection of Women’s Rights and Interests of the People’s Republic of China”, “Law of the People’s Republic of China on the Protection of Minors”, and “Regulations on the Prohibition of the Use of Child Labour”. We have built and developed and refined internal employment regulations and human resources management systems such as the “Recruitment Management System”, “Remuneration Management System”, “Welfare Management System”, and “Performance Management Manual”. Our egalitarian and democratic communication mechanism fosters open dialogue, with platforms such as meetings for new employees, employee discussion sessions, and human resources policy training and communication sessions. These initiatives enhance employees’ enthusiasm, initiative, and creativity, enabling them to actively participate in the Company’s democratic management. In 2024, the Company did not encounter any major labour disputes.

### 合法僱傭 LAWFUL EMPLOYMENT

遠洋服務嚴格遵守《中華人民共和國勞動合同法》及其實施條例等法律法規，確保招聘流程規範高效、有據可依。我們秉持合法公正、平等自願、協商一致、誠實信用的原則，構建勞動體系，杜絕因員工的民族、種族、性別、宗教、年齡、婚姻狀況等因素影響其錄用、待遇、晉升或解聘。2024年，我們積極履行企業社會責任，為殘障人士提供就業機會，累計僱傭41名殘疾員工。

在與員工建立勞動關係時，遠洋服務始終堅持平等自願、協商一致的原則，依法簽署《勞動合同》，切實保障員工的合法權益。同時，我們建立了嚴格的內部用人監管機制，通過專業嚴謹的背景調查核實新員工材料，杜絕聘用童工等不合規行為。2024年，公司未發生任何僱傭童工或強制勞工的情況。如發現此類違規行為，我們將依據國家相關法律法規及《員工手冊》的規定，嚴肅處理相關責任人。

此外，公司嚴格履行《中華人民共和國勞動合同法》及其實施條例規定的權利義務，切實維護勞務派遣員工的合法權益。如發生侵害勞務派遣員工權益的情況，公司將依據《員工手冊》及《員工違紀處理辦法》的規定，對相關責任人進行嚴肅處理，確保員工權益得到充分保障。

Sino-Ocean Service strictly abides by the “Labour Contract Law of the People’s Republic of China” and its implementation regulations and other laws and regulations to ensure that the recruitment process is standardized, efficient and evidence-based. We uphold the principles of legality, fairness, equality, voluntariness, consensus through consultation, honesty, and trustworthiness to build a labor system. We make employment, treatment, promotion, or dismissal decisions irrespective of factors such as ethnicity, race, gender, religion, age, or marital status. In 2024, we actively performed corporate social responsibility by providing employment opportunities for individuals with disabilities, employing 41 disabled individuals in total.

When establishing labor relations with employees, Sino-Ocean Service always adheres to the principles of equality, voluntariness, consensus through consultation, and signs the labour contracts in accordance with the law to effectively protect the legitimate rights and interests of employees. At the same time, we have established a strict internal employment supervision mechanism, to verify the materials of new employees through professional and rigorous background checks, and eliminate non-compliance such as child labor. In 2024, the Company did not encounter any instance of child labour or forced labour. In the event of such violations, we will seriously deal with the relevant responsible persons in accordance with relevant national laws and regulations and the provisions of the “Employee Manual”.

In addition, the Company strictly fulfills the rights and obligations stipulated in the “Labour Contract Law of the People’s Republic of China”, and its implementation regulations, and earnestly protects the legitimate rights and interests of dispatched workers. In case of any violations of the rights and interests of dispatched workers, the Company will take serious action against the relevant responsible persons in accordance with the provisions of the “Employee Manual” and the “Employee Disciplinary Measures” to ensure that the rights and interests of employees are fully protected.

### 薪酬福利 REMUNERATION AND BENEFITS

為建立更具競爭力的薪酬福利體系，激發員工創造力和積極性，遠洋服務持續優化薪酬管理機制和完善福利保障體系：

In order to establish a more competitive remuneration and benefits system and stimulate the creativity and enthusiasm of employees, Sino-Ocean Service continues to optimize the remuneration management mechanism and improve the welfare system:

薪酬體系優化 Remuneration system optimization	差異化薪酬設計 Differentiate remuneration design	深入分析各崗位價值貢獻，差異化設計薪酬結構，將崗位工資、過程績效、年度績效及多樣化激勵有效結合，確保薪酬與崗位價值、工作量和貢獻度相匹配 Through in-depth analysis of the value and contribution of each position, differentiated design of the remuneration structure, the effective combination of job salary, process performance, annual performance and diversified incentives, ensure that the remuneration matches the value of the position, workload and contribution.
	績效激勵機制完善 Improve performance incentive mechanism	<ul style="list-style-type: none"><li>明確績效評估標準與兌現規則，建立績效與收入的直接關聯，提升員工工作目標感</li><li>迭代增值業務拓展、服務品質提升、客戶滿意度提升等激勵機制，鼓勵員工創造更大價值</li><li>Clarify performance evaluation standards and delivering rules, establish a direct correlation between performance and income, and enhance employees’ sense of purpose.</li><li>Iterate incentive mechanisms for value-added business development, service quality improvement, and customer satisfaction enhancement to encourage employees to create greater value</li></ul>
	激勵兌現及時性提升 Improve the timeliness of incentive deliver	優化獎勵發放流程，確保員工在取得優秀工作成果後能夠及時獲得相應回報，提升員工獲得感和積極性 Optimize the incentive delivery process to ensure that employees are rewarded correspondingly in a timely manner after achieving excellent work results, and enhance the sense of achievement and motivation of employees.
福利保障體系完善 Improved welfare system	法定福利 Statutory benefit	依法為員工繳納養老、失業、工傷、生育、醫療等社會保險及住房公積金 Providing employees with social insurance coverage, including pension, unemployment, work-related injury, maternity, and medical insurance, along with housing provident fund contributions in accordance with the law
	帶薪假期 Paid holidays	提供年假、婚假、喪假、產假、產檢假、哺乳假等多種帶薪假期，幫助員工平衡工作與生活 Providing annual leave, marriage leave, bereavement leave, maternity leave, prenatal examination leave, and breastfeeding leave and other paid holidays to help employees balance work and life
	節日福利 Benefits for occasion	元旦節、春節、勞動節、國慶日等節日為員工發放節日慰問品，傳遞公司關懷 On New Year’s Day, Spring Festival, Labour Day, National Day and other festivals, holiday condolences are distributed to employees to convey the Company’s care
	健康保障 Health protection	為員工補充商業保險，並組織定期體檢，關注員工身心健康 Adding commercial insurance for employees, and organizing regular medical checkups, paying attention to the physical and mental health of employees

### 員工滿意度 EMPLOYEE SATISFACTION

遠洋服務秉持「以人為本」的理念，從員工全職業週期出發，致力於與員工保持良好互動，構建和諧融洽的員工關係。公司定期舉辦員工座談會，搭建員工與公司的交流渠道，保證員工訴求被傾聽，知悉並處理，讓員工感受到公司的關懷與支持，攜手員工共築美好未來。

Adhering to “people-oriented” philosophy, Sino-Ocean Service is committed to maintaining good interaction with its employees and building harmonious employee relations from the perspective of their entire career cycle. The Company regularly organizes staff seminars to establish communication channels between employees and the Company, ensuring that employees’ demands are heard, understood and handled, so that employees can feel the Company’s care and support, and join hands with us to build a better future.

# HEALTH AND SAFETY GUARANTEE

## 保障健康安全

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

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

### 員工健康管理 EMPLOYEE HEALTH MANAGEMENT

遠洋服務始終將健康與安全管理視為重中之重，並構建了一套全面的目標體系，從持續完善健康安全管理体系、全力預防工傷事故、建立健全員工健康檔案三個方面系統推進，確保各項舉措有效落實。

2024年，遠洋服務旗下遠洋億家已獲得ISO 45001職業健康安全管理体系認證，標誌著公司在職業健康安全管理体系方面達到國際標準。報告期內，遠洋服務未發生工亡事故。

Sino-Ocean Service always regards health and safety management as a top priority, and has established a comprehensive set of target systems to ensure the effective implementation of various initiatives by systematically promoting from three aspects: continuously improving the health and safety management system, making every effort to prevent work-related accidents, and establishing and improving employee health records.

In 2024, Sino-Ocean Service’s subsidiary Ocean Homeplus obtained ISO 45001 Occupational Health and Safety management system certification, signifying that the Company has reached international standards in occupational health and safety management. During the reporting period, Sino-Ocean Service did not experience any work-related fatalities.

### 員工職業健康安全2024年度目標 OBJECTIVE FOR OCCUPATIONAL HEALTH AND SAFETY OF EMPLOYEES IN 2024

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

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

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

規範化作業流程，加強對工作場所的定期隱患排查，及時整改。

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

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

建立健全員工健康檔案，定期進行健康體檢，及時發現和處理健康問題。

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

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

遠洋服務高度重視員工的職業健康與安全，嚴格遵循《員工職業健康安全》政策，定期開展系統化的安全培訓和知識講座，提升員工的安全健康意識，營造健康、安全的工作環境。

在日常運營中，我們根據各崗位特點，推行靈活的混合工時管理制度，確保員工的工作和休息時間符合國家及地方法律法規要求。同時，公司為員工額外投保商業保險，並組織定期體檢，從身體健康層面為員工提供全方位保障。

除了關注員工的身體健康，我們還高度重視員工的心理健康。通過定期開展情緒調節和心理健康講座，邀請專業講師傳授科學方法，幫助員工有效緩解心理壓力、疏導負面情緒。對於無法排解心理困擾的員工，我們提供一對一專業心理諮詢服務，通過電話或線上輔導，全力支援員工的心理需求，切實維護員工的身心健康與生命安全權益。

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

In our daily operation, we implement a flexible mixed working hours management system according to the characteristics of each position to ensure that the working and resting time of our employees meets the requirements of national and local laws and regulations. At the same time, the Company maintains supplementary commercial insurance for employees and organizes regular medical checkups to provide employees with all-round protection in terms of physical health.

In addition to paying attention to the physical health of our employees, we also attach great importance to their mental health. Through regular emotional regulation and mental health lectures, and inviting professional lecturers to teach scientific methods, we help employees effectively relieve psychological pressure and channel negative emotions. For employees who are unable to resolve their psychological distress, we provide one-on-one professional psychological counseling services, through telephone or online counseling, to fully support the mental health needs of our employees, and to effectively safeguard their physical and mental health and life safety rights and interests.

### 中醫問診週 TCM CONSULTATION WEEK

遠洋服務邀請中醫為員工提供診療服務，包括推拿、刮痧、拔罐、針灸等，幫助緩解頸椎、腰椎、肩周關節痛、腸胃病、失眠等問題。同時，根據員工的健康狀況，定制個性化調理方案，宣導健康生活方式。

Sino-Ocean Service invited TCM physicians to provide employees with diagnostic and treatment services, including massage, skin scraping, cupping and acupuncture, to help alleviate pain in cervical spine, lumbar spine and peri-shoulder joint , as well as gastrointestinal disorders, insomnia and other problems. At the same time, personalized conditioning programs are customized according to employees’ health conditions to promote a healthy lifestyle.

中醫問診現場  
TCM Consultation Site



### 案例 CASE

### 心理健康講座 MENTAL HEALTH LECTURES

遠洋服務邀請北京師範大學心理學專家開展員工心理健康講座，圍繞「心理調節、自我關懷、發現力量」三大主題，說明員工找到身心平衡和幸福感。

Sino-Ocean Service invited experts in psychology from Beijing Normal University to give lectures on employee mental health, focusing on the three main themes of “psychological regulation, self-care, and discovery of strength” to help employees find physical and mental balance and a sense of well-being.

心理培訓現場  
Psychological Training Site



### 案例 CASE



開展健康安全培訓  
CONDUCTING HEALTH AND SAFETY TRAINING

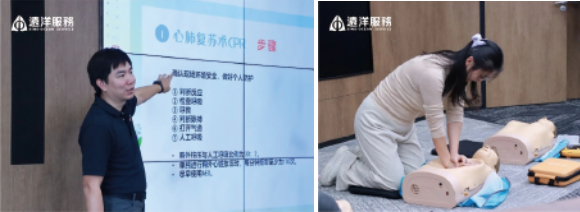
遠洋服務依據《安全宣傳教育工作制度》管理條例，定期對員工組織安全培訓與培訓專項考核。報告期內，公司組織了應急救護健康安全講座、「119消防月」等安全宣傳講座，加深健康安全意識。

Sino-Ocean Service diligently adheres to the “Safety Publicity and Education Work System” regulations by consistently organizing safety training and specialized assessments for employees. During the reporting period, the Company organized emergency rescue health and safety lectures, “119 Fire Control Month” and other safety publicity lectures to deepen health and safety awareness.

應急救護知識健康安全講座  
HEALTH AND SAFETY SEMINAR ON EMERGENCY RESCUE KNOWLEDGE

遠洋服務開展急救培訓課程，由美國心臟協會（AHA）專業認證導師進行培訓，致力於讓員工掌握專業的急救技能、為生命健康提供堅實保障。急救課程涵蓋心肺復蘇機AED救護、內科急症救護、外傷包紮和海姆立克法，並現場一對一實操和考核。

Sino-Ocean Service conducts first aid training courses, which are conducted by professional instructors certified by the American Heart Association (AHA), and are committed to equipping employees with professional first aid skills and providing solid protection for life and health. The first aid course covers CPR AED rescue, medical emergency care, trauma dressing and the Heimlich maneuver, with on-site one-on-one practice and assessment.



應急救護知識健康安全講座現場 ▲  
Emergency Rescue Knowledge Health and Safety Lecture Site

案 例  
CASE

SUPPORTING EMPLOYEE DEVELOPMENT  
助力員工成長

遠洋服務始終將員工的全職業週期發展與人才梯隊建設作為重點工作。公司嚴格依據《晉升及組織任命管理辦法》和《職級管理辦法》，為員工提供清晰的職業發展路徑。同時，公司構建了以培訓制度、講師團隊、專業課程體系及億家學院為核心資源的全方位培訓體系。基於這一體系，公司能夠根據不同崗位特點，結合員工個人能力水準及職業發展需求，開展科學、系統的培訓與測評，並通過嚴謹選拔機制，建立公司人才庫。在此基礎上，公司進一步優化了人才梯隊培養機制，為長遠發展儲備了堅實的人才基礎。

Sino-Ocean Service always places emphasis on the full-cycle development of employees and talent development. The Company provides employees with a clear career development path in strict accordance with the “Promotion and Organizational Appointment Management Measures” and the “Rank Management Measures”. At the same time, the Company has built an all-round training system with training mechanism, instructor team, professional course system and Yijia Academy as the core resources. Based on this system, the Company is able to carry out scientific and systematic training and assessment according to the characteristics of different positions, combined with the personal ability level and career development needs of employees, and establish the Company’s talent pool through a rigorous selection mechanism. On this basis, the Company has further optimized the talent echelon cultivation mechanism, reserving a solid talent base for long-term development.

人才培養體系根據不同層級員工的需求提供定制化培訓：

The talent cultivation system provides customized training based on the needs of employees at different levels:

基層員工

重點提升專業技能和服務能力，通過實戰培訓增強服務意識、標準化執行及複雜場景應對能力，以提高整體服務水準。

Grassroots employees

Focusing on improving professional skills and service capabilities, and enhancing service awareness, standardized implementation and complex scene response capabilities through practical training, so as to improve the overall service level.

中層員工

側重培養經營管理、增值業務、團隊管理和客戶服務能力，通過相關課程提升領導力和團隊執行力。

Middle-level employees

Focusing on cultivating business management, value-added business, team management and customer service capabilities, and improving leadership and team execution through relevant courses.

高層管理人員

聚焦戰略思維拓展，通過跨行業對標學習，吸收優秀管理經驗，為公司戰略決策提供創新思路。

Senior management

Focusing on the expansion of strategic thinking, absorbing excellent management experience through cross-industry benchmarking learning, and providing innovative ideas for the Company’s strategic decision-making.

2024年，我們持續開展各項培訓共計8,472場，員工培訓總時數為251,490小時。

In 2024, we conducted 8,472 training sessions, totalling 251,490 training hours for employees.

新員工培訓  
NEW EMPLOYEE TRAINING

新生代訓練營圍繞「職業人、物業人、遠洋人」三個方向，設計了10門課程，涵蓋職場轉型、行業趨勢、企業文化、團隊合作及專業線知識，幫助新生代瞭解行業前景、公司文化及核心業務技能。同時，通過總裁交流、經驗分享、實地考察、團隊活動和導師指導等互動環節，深化對物業管理的理解，助力職業發展。

Focusing on the three directions of “professionals, property workers, and Sino-Ocean workers”, the New Generation Training Camp has designed 10 courses, covering workplace transformation, industry trends, corporate culture, teamwork and professional line knowledge, to help the new generation understand industry prospects, corporate culture and core business skills. At the same time, through interactive sessions such as president exchanges, experience sharing, field trips, team activities and mentor guidance, the participants can deepen their understanding of property management and help our career development.



▲ 「新啟航計劃-2024屆新生代訓練營」合影  
Group photo of “New Sail Program - 2024 New Generation Training Camp”.

技能培訓  
SKILLS TRAINING

遠洋服務視物業管理從業者為社區生活的塑造者，為此開設增值特訓營，培養複合型人才，從客戶需求出發，提供便捷的社區增值服務，提升生活便利性並推動公司增值業務發展。特訓營通過科學的客戶研究工具，說明項目經理洞察客戶需求（如水站、奶站、充電樁等），結合項目實際進行創新，確保增值服務有效實施。

Sino-Ocean Service regards property management practitioners as shapers of community life, and to this end, it has set up a value-added special training camp to cultivate composite talents who can provide convenient community value-added services from the perspective of customers’ needs, enhance the convenience of life and promote the development of the Company’s value-added business. Through scientific customer research tools, the camp helps project managers gain insight into customers’ needs (such as water stations, milk stations, charging piles, etc.) and make innovations in the light of project realities to ensure the effective implementation of value-added services.



▲ 《增值特訓營》合照  
Group photo of the Value-Added Special Training Camp

關鍵人群培訓  
CORE EMPLOYEE TRAINING

遠洋服務推出「2024遠航訓練營」，助力項目管理崗位職業發展。訓練營以「經營思維、團隊管理、客戶導向」為核心，通過三個階段（先導課程與線下集訓、DDI領導力課程與線上集訓、挑戰性任務與述職）在6個月內幫助學員實現管理角色轉型，提升經營、服務及管理能力。課程包括財務演練、經營案例模擬、增值業務工作坊及客戶需求挖掘等，說明學員掌握客戶需求分析、服務細節提升及科學工具運用，推動項目服務品質與經營品質提升。

Sino-Ocean Service launched the “2024 Sailing Training Camp” to help the career development of project management positions. With “management thinking, team management and customer orientation” as the core, the camp helps participants realize the transformation of their management roles and improve their operation, service and management abilities in six months through three phases (introductory course and offline training, DDI leadership course and online training, and challenging tasks and debriefing). The course includes financial exercises, business case simulations, value-added business workshops and customer demand mining, etc., which help participants master customer demand analysis, service detail improvement and the use of scientific tools, and promote the project service quality and operational quality improvement.



▲ 「2024遠航訓練營」合照  
Group photo of the “2024 Sailing Training Camp”.



# CARING ABOUT EMPLOYEES

## 溫暖員工生活

遠洋服務高度重視員工福祉和生活品質，為了豐富員工的業餘生活，緩解工作壓力，公司積極組織開展各類形式多樣、內容豐富的文體活動。

Sino-Ocean Service attaches great importance to the well-being and quality of life of its employees. In order to enrich employees' leisure time and alleviate their pressure of work, the Company actively organized and carried out various kinds of cultural and sports activities in various forms and with rich contents.

### 員工關懷活動

公司定期舉辦員工生日會以及各類節日問候，表達祝福，提升員工幸福感及歸屬感。

#### Employee caring activities:

The Company regularly organizes employee birthday parties and various types of holiday greetings to express blessings and enhance employee happiness and sense of belonging.

### 體育活動

公司定期舉辦各類體育賽事，如籃球和羽毛球友誼賽，以鍛煉身體素質，以及培養競爭意識和團隊精神。

#### Sports activities

The Company regularly organizes various sports events, such as basketball and badminton friendly matches, in order to improve physical fitness, as well as to cultivate a sense of competition and team spirit.

### 團隊建設

公司定期組織各類團隊建設活動，以增進員工之間的瞭解和信任，加強團隊凝聚力。

#### Team building

The Company regularly organizes all kinds of team building activities to enhance the understanding and trust between employees and strengthen team cohesion.

報告期內，我們組織了包括生日會、三八節、夏日送清涼、以及拓展運動等員工活動共計80場，覆蓋全體員工，同時公司也在不斷的豐富員工文化體驗，員工們積極參與好評不斷。

During the reporting period, we organized a total of 80 employee activities, including birthday parties, the Women's Day, Summer Cooling, as well as outreach campaigns, covering all employees, while the Company is constantly enriching the cultural experience of its employees, with active participation and positive response.

### 三八女神節主題DIY活動

#### MARCH 8TH GODDESS DAY THEMED DIY ACTIVITY

遠洋服務為感謝女性員工的貢獻，舉辦了「最美女神節」扭扭棒DIY活動。女性員工們積極參與手工製作，在忙碌中放鬆身心。

In order to appreciate the contribution of female employees, Sino-Ocean Service organized the "Most Beautiful Goddess Day" DIY activity with twisted sticks. The female employees actively participated in the handmade crafts and relaxed in the midst of their busy schedules.



▲ 最美女神節活動現場  
The Most Beautiful Goddess Day Event Site

### 案 例 CASE

### 環渤海區域舉行「冬日暖陽 情滿冬至」活動

#### THE "WINTER WARMTH, WINTER SOLSTICE" ACTIVITY HELD AT BOHAI RIM REGION

遠洋服務環渤海區域在冬至舉辦「包餃子送一線」活動，員工歡聚一堂包餃子，為一線同事送上溫馨慰問和節日的美好祝福。不同顏色餃子不僅承載著對美好未來的期許，也呈現了團隊的凝聚力與創造力。

Bohai Rim region of Sino-Ocean Service held a winter solstice activity called "Dumpling Delivery to the Frontline", in which employees gathered together to make dumplings and send warm condolences and festive blessings to frontline colleagues. Dumplings of different colors not only carried the hope for a better future, but also demonstrated the team's cohesion and creativity.



### 案 例 CASE

### 華南區域員工健身活動

#### SOUTHERN CHINA REGIONAL EMPLOYEE FITNESS ACTIVITY

遠洋服務華南區域開展「衝刺有溫度 加油動力足」活動，組織線上運動打卡，包括徒步、健身操、羽毛球等項目。員工積極參與，展現了健康向上的精神風貌，並通過團隊協作增強了歸屬感。

Southern China region of Sino-Ocean Service launched the "Sprinting with Temperature and Fueling with Power" activity, organizing online sports check-in, including hiking, aerobics, badminton and other activities. Employees actively participated in the activity, demonstrating a healthy and upward spirit and enhancing their sense of belonging through teamwork.

員工活動留影  
Employee activity photo



### 案 例 CASE

### 環渤海區域團隊建設活動

#### TEAM BUILDING ACTIVITIES IN THE BOHAI RIM REGION

遠洋服務環渤海區域組織管理團隊開展7.2公里徒步拓展活動，包括破冰遊戲、打卡挑戰和趣味互動，增強團隊凝聚力和精神力量。

Bohai Rim region of Sino-Ocean Service organized the management team to carry out a 7.2-kilometer walking development activity, including icebreaker games, check-in challenges and fun interactions, to enhance team cohesion and mental strength.



◀ 環渤海區域團隊建設活動  
Team building activities in the Bohai Rim region

### 案 例 CASE



# 回饋社會 激發社區健康熱忱

## GIVING BACK TO SOCIETY, IGNITING COMMUNITY HEALTH ENTHUSIASM

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

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





# SERVING THE PEOPLE' S LIVELIHOOD

## 服務民生

遠洋服務積極探索民生公共服務，致力於打造有溫度、有責任感的社區環境。通過開展各類暖民、惠民的公益社群活動，我們不僅關注社區居民的物質需求，更主動精神層面的關懷與支持，並通過持續開展公益社群活動提升了社區居民的生活品質，以及營造互助友愛、和諧共融的社區氛圍，為構建可持續發展的美好社會貢獻力量。

Sino-Ocean Service has been actively engaging in public services for the community and is committed to creating a warm and responsible community environment. By launching various public welfare activities to warm and benefit the people, we not only pay attention to the material needs of community residents, but also take the initiative to provide emotional and psychological care and support, and through the continuous implementation of public welfare activities, we have improved the quality of life of community residents and created a community atmosphere of mutual help, love and harmony, thus contributing to the construction of a better and more sustainable society.

### 擴張「小公民成長實踐基地」，守護兒童成長

#### EXPANSION OF YOUTH CITIZEN GROWTH PRACTICE BASES TO PROTECT CHILDREN' S DEVELOPMENT

遠洋服務與遠洋之帆公益基金會合作，年內在全國新增8個小公民成長實踐基地。小公民成長實踐基地關注兒童健康，圍繞成長中的「脊柱健康」問題，邀請了國家體育總局運動健康醫學研究中心姚天奇博士講解脊柱健康知識，以及聯合藍天救援隊及社區消防部門，為兒童開展防溺水、地震自救、消防自救等急救知識學習、演練，年內共有超過300組家庭參加小公民成長實踐基地的相關講座及活動。

In collaboration with the Sino-Ocean Charity Foundation, Sino-Ocean Service has added 8 new Youth Citizen Growth Practice Bases across China during the year. Youth Citizen Growth Practice Bases is concerned about children' s health, focusing on the issue of "spinal health" during growth. Dr. Yao Tianqi (姚天奇) , from the Sports Health Medicine Research Centre of the General Administration of Sport of China was invited to give a talk on spinal health, as well as joining hands with the Blue Sky Rescue Team and the community fire departments to provide first aid knowledge study and drills on drowning prevention, self-rescue in earthquakes, and firefighting for the children. During the year, more than 300 groups of families participated in the seminars and activities at Youth Citizen Growth Practice Bases.

### 案例

CASE

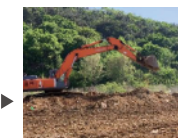


### 參與基層治理，幫助提升鄰近社區環境

#### PARTICIPATING IN GRASSROOTS GOVERNANCE AND HELPING TO ENHANCE THE ENVIRONMENT OF NEIGHBOURING COMMUNITIES

為響應政府提升周邊社區環境的號召，大連遠洋紅星海項目對鄰近的時光的岸社區開展翻新提質行動。在此次行動中，大連遠洋紅星海項目充分發揮了物業管理的專業優勢，徹底清理寄存垃圾與雜物、推行垃圾分類及土地翻新與整理。經過此次整治，時光的岸社區環境煥然一新。

In response to the government' s call to enhance the environment of the surrounding community, Dalian Sino-Ocean Red Star Ocean Project (大連遠洋紅星海項目) launched a renovation and upgrading campaign for the neighbouring Time Coast (時光的岸) community. In this action, the Dalian Sino-Ocean Red Star Ocean Project gave full play to its professional advantage in property management, thoroughly cleaning up the storage of rubbish and sundries, implementing rubbish classification, as well as renovating and tidying up the land. As a result of the renovation, the environment of the Time Coast community has been refreshed and renewed.



清理前  
Before Cleaning

清理後  
After Cleaning

# GIVING BACK TO SOCIETY

## 回饋社會

遠洋服務始終秉持「以人為本、回饋社會」的理念，積極履行企業社會責任，為推進公益慈善事業高品質發展作出積極貢獻。2024年，我們開展了一系列形式多樣、內容豐富的公益活動，以實際行動踐行社會責任，傳遞溫暖與正能量。

Sino-Ocean Service always adheres to the concept of “being people-oriented, giving back to society”, actively fulfilling its corporate social responsibility, and actively contributing to the high-quality development of public welfare and charitable initiatives. In 2024, we launched a series of diversified and rich content public welfare activities, fulfilling our social responsibility through practical actions, and conveying warmth and positive energy.

### 慈善捐助

我們積極參與各類慈善捐助活動，為困難群體提供資金和物資支援，幫助他們改善生活條件，重拾希望

### Charitable Donations

We actively participate in various charitable donations to provide financial and material support to groups in need, helping them to improve their living conditions and regain hope

### 愛心維修

組織專業團隊為社區內的孤寡老人、殘障人士等弱勢群體提供免費家電維修、管道疏通等服務，切實解決他們的生活難題

### Caring Maintenance

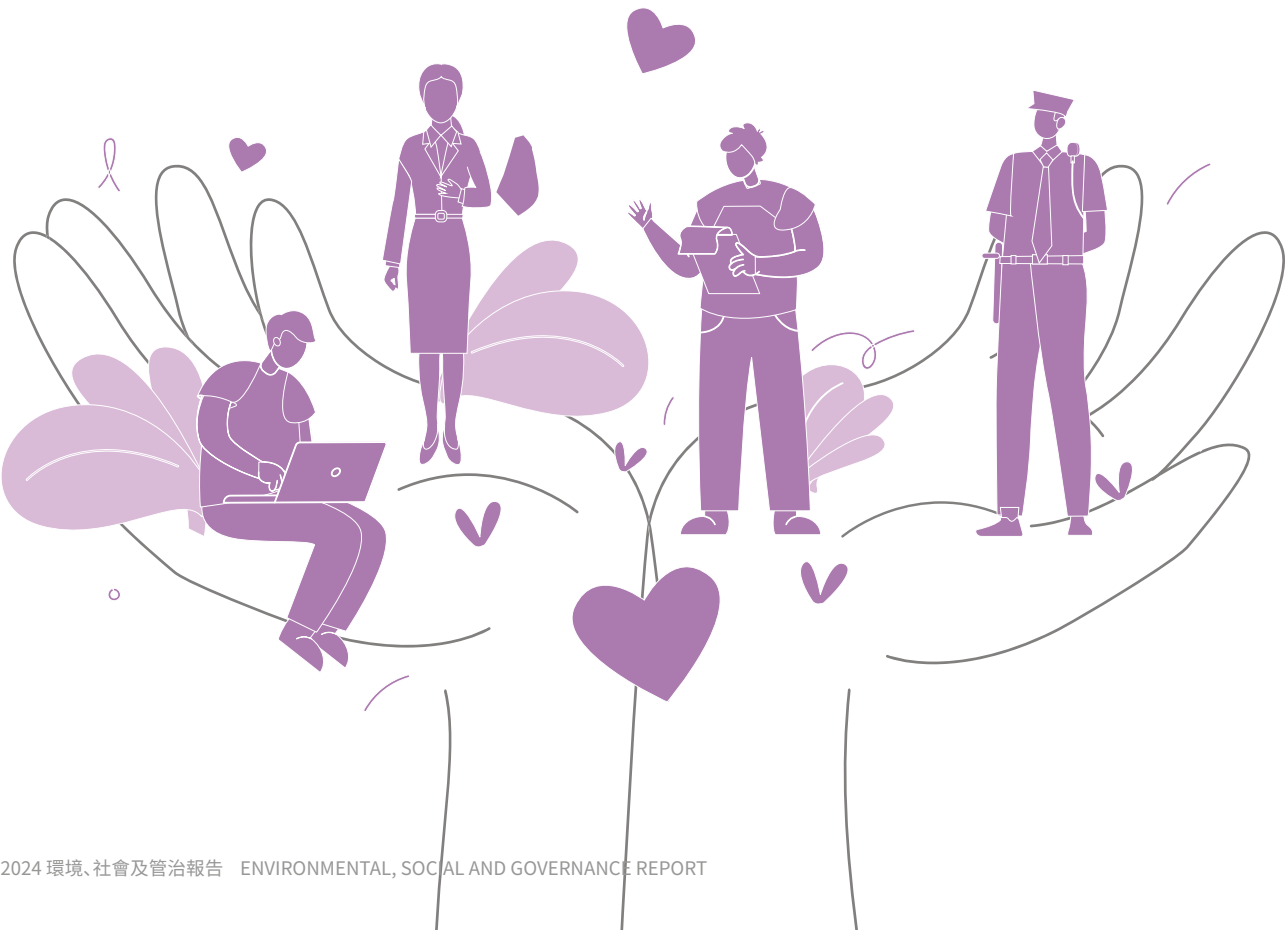
We organize professional teams to provide free home appliance maintenance and plumbing services for the elderly who live without family support, the disabled and other disadvantaged groups in the community to practically solve their living problems

### 公益宣傳

通過線上線下多種渠道，廣泛宣傳守望相助的精神，號召更多人關注公益、參與公益，共同營造和諧友愛的社會氛圍

### Public Welfare Publicity

We widely publicise the spirit of mutual help through various online and offline channels, calling on more people to pay attention to public welfare and participate in public welfare, so as to jointly create a harmonious and caring social atmosphere



### 案例

#### 愛心助學，托舉未來希望 LOVING ASSISTANCE TO STUDENTS, LIFTING UP THE HOPE FOR THE FUTURE

遠洋服務商寫業務中心堅持每年為四川涼山州美姑縣竹庫鄉阿比乃拖小學捐贈生活所需的物資，包含水果、肉罐頭、生活學習用品等。每年2,500元，已持續至今，累計金額10,000元。

The Commercial Properties Business Centre of Sino-Ocean Service insists on donating the necessary materials for the Abinaitu Primary School, Zhuku Township, Meigu County, Liangshan Yi Autonomous Prefecture, Sichuan Province, including fruits, canned meat, and daily school supplies every year. The annual donation of RMB2,500 has continued until now, with a cumulative amount of RMB10,000.



### 案例

#### 誠心助農，「百財」到家 SINCERITY IN HELPING FARMERS, AND BRINGING VEGETABLES AND BLESSINGS TO HOME

2024年11月，山東地區遭遇寒潮侵襲，濟南唐王鎮的農戶們面臨著蔬菜受凍的嚴峻挑戰。為幫助農戶解決滯銷難題，同時回饋業主的支持與厚愛，遠洋天著春秋項目與潮起東方項目攜手發起了「蔬」送美好，「百財」到家的公益活動。在此次活動中，我們採購了超過4,000斤農戶滯銷的白菜，免費贈送給遠洋天著春秋項目的業主，既緩解了農戶的燃眉之急，也為業主送去了冬日的溫暖與關懷。



In November 2024, cold wave hit Shandong region, and the farmers in Tangwang Town, Jinan were faced with the severe challenge of frozen vegetables. In order to help farmers solve the problem of hard-to-sell vegetables, and to repay owners for their support and love, the Sino-Ocean Tianzhu Chunqiu Project (遠洋天著春秋項目) and the Chaoqi Dongfang Project (潮起東方項目) joined hands to launch the public welfare activity of “Bringing Vegetables and Blessings to Home” (「蔬」送美好，「百財」到家). In this activity, we purchased over 2,000 kilograms (more than 4,000 jin) of cabbages that were unsalable for the farmers, and then gave them away for free to the property owners of the Sino-Ocean Tianzhu Chunqiu Project. This not only relieved the farmers’ urgent needs, but also brought warmth and care to the property owners during the winter.

### 案例

#### 關愛自閉症兒童 CARING FOR AUTISTIC CHILDREN

遠洋服務華東區域關注特殊兒童群體成長，為上海飛葉兒童藝術學校自閉症兒童贈送文具、早餐等，共計1,154元，讓這些「星星的孩子」感受到善意與溫暖。

The East China Region of Sino-Ocean Service focuses on the growth of special children. They donated stationery, breakfast and other supplies worth a total of RMB1,154 to autistic children at Shanghai Feiye Children’s Art School (上海飛葉兒童藝術學校), enabling these “children of the stars” to feel kindness and warmth.



### 案例

#### 關注扶貧，關愛退伍老兵 CONCERN FOR POVERTY ALLEVIATION, CARE FOR VETERANS

遠洋服務華中區域武漢公司聯合社區，以社企聯合形式向當地困難低保戶捐贈物資，瞭解實際困難，為其捐贈空調及生活用品。8月1日，贛州遠洋天鉅聯合當地愛康社區召開「八一」建軍節座談會，向當地退役老軍人送上節日祝福與慰問品。

The Wuhan Company of the Central China Region of Sino-Ocean Service, in conjunction with the community, donated supplies to local low-income households in need in the form of a community-enterprise partnership. They also learned about the actual difficulties faced by these households and donated air conditioners and daily necessities to them. On 1 August, the Sino-Ocean Service Tianbo in Ganzhou (贛州遠洋天鉅), together with the local Aikang Community (愛康社區), held a symposium on the “1 August” Army Day. They extended festive greetings and presented consolation gifts to the local retired veterans.





# TABLE OF KEY PERFORMANCE

## 關鍵績效表

類別 Scope	指標 Indicator	單位 Unit	2024	2023	2022
環境 <sup>1,2</sup> Environment <sup>1,2</sup>	溫室氣體 GHG				
	溫室氣體排放量 <sup>3,4</sup> GHG emission <sup>3,4</sup>	噸二氧化碳 Tonne carbon dioxide	171,230.51	121,459.70	114,752.75
	溫室氣體排放密度 <sup>5</sup> GHG emission intensity <sup>5</sup>	噸二氧化碳/百萬平方米 Tonne carbon dioxide /million sq.m.	1,851.14	1,202.57	1,138.42
	人均溫室氣體排放 <sup>6</sup> GHG emission per capita <sup>6</sup>	噸二氧化碳/人 Tonne carbon dioxide /person	19.95	13.38	11.27
	營業收入溫室氣體排放密度 <sup>7</sup> Intensity of GHG emission in terms of revenue <sup>7</sup>	噸二氧化碳/萬元營業收入 Tonne carbon dioxide /RMB ten thousand revenue	0.60	0.39	0.35
	直接排放 (範圍一) Direct emission (Scope 1)	噸二氧化碳 Tonne carbon dioxide	3,130.21	2,517.04	2,603.49
	汽油 Gasoline	噸二氧化碳 Tonne carbon dioxide	26.45	22.96	3.89
	柴油 Diesel	噸二氧化碳 Tonne carbon dioxide	29.82	43.02	22.02
	天然氣 Natural gas	噸二氧化碳 Tonne carbon dioxide	1,310.13	1,342.78	1,320.30
	製冷劑 Refrigerant	噸二氧化碳 Tonne carbon dioxide	1,763.81	1,108.28	1,257.28
	間接排放 (範圍二) Indirect emission (Scope 2)	噸二氧化碳 Tonne carbon dioxide	168,100.30	118,942.66	112,149.26
	外購電力 Purchased electricity	噸二氧化碳 Tonne carbon dioxide	159,126.43	116,254.04	108,688.39
	外購熱力 Purchased heat	噸二氧化碳 Tonne carbon dioxide	8,973.87	2,688.62	3,460.87
	廢氣排放 Exhaust emissions	噸 Tonne	/	/	/
	能源 Energy				
	能源消耗總額 <sup>8</sup> Total energy consumption <sup>8</sup>	千個千瓦時 ‘000 kWh	301,083.59	217,532.48	205,949.36
	能源消耗密度 <sup>5</sup> Energy consumption intensity <sup>5</sup>	千個千瓦時/百萬平方米 ‘000 kWh / million sq.m.	3,254.96	2,153.79	2,043.15
	直接能源消耗 Direct energy consumption	千個千瓦時 ‘000 kWh	6,702.55	6,899.63	6,633.56
	消耗的不可再生資源 Non-renewable energy consumed	千個千瓦時 ‘000 kWh	6,702.55	6,899.63	6,633.56

類別 Scope	指標 Indicator	單位 Unit	2024	2023	2022
環境 <sup>1,2</sup> Environment <sup>1,2</sup>	汽油 Gasoline	千個千瓦時 ‘000 kWh	105.71	91.77	15.54
	柴油 Diesel	千個千瓦時 ‘000 kWh	111.50	160.86	82.32
	天然氣 Natural gas	千個千瓦時 ‘000 kWh	6,485.35	6,646.99	6,535.70
	間接能源消耗 Indirect energy consumption	千個千瓦時 ‘000 kWh	294,381.04	210,632.86	199,315.80
	外購電力 Purchased electricity	千個千瓦時 ‘000 kWh	271,732.29	203,847.17	190,581.08
	外購熱力 Purchased heat	千個千瓦時 ‘000 kWh	22,648.75	6,785.69	8,734.72
	可再生能源消耗 Renewable energy consumption	千瓦時 kWh	37,816.85	2,779.35	/
	耗水量 Water consumption				
	總耗水量 <sup>9</sup> Total water consumption <sup>9</sup>	立方米 Cubic metre	4,061,508.31	3,815,444.24	2,584,822.30
	耗水密度 <sup>5</sup> Water consumption intensity <sup>5</sup>	立方米/百萬平方米 Cubic metre / million sq.m.	43,908.20	37,776.68	25,643.08
	污水排放量 Sewage discharge	立方米 Cubic metre	2,985,052.01	2,461,249.68	1,775,361.11
	廢棄物 Waste				
	無害廢棄物 <sup>10</sup> Non-hazardous waste <sup>10</sup>	噸 Tonne	5,132.17	4,503.89	2,273.3
	有害廢棄物 <sup>11</sup> Hazardous waste <sup>11</sup>	噸 Tonne	8.62	3.53	2.12
	無害廢棄物產生密度 <sup>5</sup> Non-hazardous waste discharge intensity <sup>5</sup>	噸/百萬平方米 Tonne / million sq.m.	55.48	44.59	22.55
	有害廢棄物產生密度 <sup>5</sup> Hazardous waste discharge intensity <sup>5</sup>	噸/百萬平方米 Tonne / million sq.m.	0.09	0.03	0.02
	資源消耗量 Resource consumption				
	總耗紙量 Total paper consumption	千克 Kg	17,229.04	13,709.91	13,616.25
	總耗紙密度 Total paper consumption density	千克/百萬平方米 Kg / million sq.m.	186.26	135.74	135.08
社會 Society	僱傭 Employment				
	正式合約員工總人數 Total headcount of employees under formal contract	人 Person	8,585	9,081	10,179
	按性別劃分 By gender				
	男性員工數 Headcount of male employees	人 Person	5,191	5,168	5,922
	女性員工數 Headcount of female employees	人 Person	3,394	3,913	4,257



類別 Scope	指標 Indicator	單位 Unit	2024	2023	2022
社會 Society	按僱傭類型劃分 By employment type				
	全職 Full-time	人 Person	7,398	8,028	9,219
	兼職 Part-time	人 Person	1,187	1,053	960
	按年齡劃分 By age				
	30歲以下 30 or below	人 Person	1,492	1,693	2,084
	30歲-50歲 (包含30歲及50歲) 30-50 (including 30 and 50)	人 Person	5,006	5,076	5,546
	50歲以上 Above 50	人 Person	2,087	2,312	2,549
	按地區劃分 By geographical region				
	總部 Headquarters	人 Person	101	95	132
	北京區域 Beijing region	人 Person	1,046	672	670
	環渤海區域 Bohai Rim region	人 Person	1,463	1,393	1,118
	華東區域 Eastern China region	人 Person	1,506	2,706	3,437
	華南區域 Southern China region	人 Person	1,552	1,376	1,193
	華中華西區域 Central and Western China region	人 Person	1,505	1,135	1,097
	商寫業務中心 Commercial properties business centre	人 Person	755	636	734
	北京億洋時代樓宇科技有限公司 Beijing Yiyang Times Building Technology Co., Ltd.	人 Person	649	898	1,553
	北京遠和志尚科技服務有限公司 <sup>12</sup> Beijing Yuanhe Zhishang Technology Service Co., Ltd. <sup>12</sup>	人 Person	-	161	245
	遠洋機電設備公司員工人數 Number of Employees of Sino-Ocean Mechatronics Equipment	人 Person	8	9	-
	員工流失率 <sup>13</sup> Staff turnover rate <sup>13</sup>				
	年度員工流失率 Annual staff turnover rate	%	29.3	34.8	33.6
	按性別劃分 By gender				
	男性員工流失率 Male staff turnover rate	%	28.0	33.9	32.2
	女性員工流失率 Female staff turnover rate	%	31.1	35.9	35.4

類別 Scope	指標 Indicator	單位 Unit	2024	2023	2022
社會 Society	按年齡劃分 By age				
	30歲以下員工流失率 Turnover rate of staff aged 30 or below	%	43.8	47.5	45.7
	30歲-50歲員工流失率 Turnover rate of staff aged 30-50	%	25.6	30.4	29.1
	50歲以上員工流失率 Turnover rate of staff aged above 50	%	24.3	32.0	30.4
	按地區劃分 By geographical region				
	總部員工流失率 Staff turnover rate - Headquarters	%	16.5	18.1	20.5
	北京區域員工流失率 Staff turnover rate - Beijing region	%	23.2	27.9	32.2
	環渤海區域員工流失率 Staff turnover rate - Bohai Rim region	%	30.0	27.7	33.4
	華東區域員工流失率 Staff turnover rate - Eastern China region	%	35.8	41.6	28.3
	華南區域員工流失率 Staff turnover rate - Southern China region	%	34.5	35.2	42.5
	華中華西區域員工流失率 Staff turnover rate - Central and Western China region	%	30.0	33.5	41.0
	商寫業務中心員工流失率 Staff turnover rate - Commercial properties business centre	%	15.2	24.5	22.8
	北京億洋時代樓宇科技有限公司員工流失率 Employee turnover rate of Beijing Yiyang Times Building Technology Co., Ltd.	%	19.3	29.1	26.7
	北京遠和志尚科技服務有限公司員工流失率 Employee turnover rate of Beijing Yuanhe Zhishang Technology Service Co., Ltd.	%	-	55.9	64.6
	遠洋機電設備公司員工流失率 Employee turnover rate of Sino-Ocean Mechatronics Equipment	%	27.3	0	-
	健康與安全 Health and safety				
	因工作關係死亡人數 Number of work-related fatalities	人 people	0	0	0
	因工作關係死亡比率 Ratio of work-related fatality	%	0	0	0
	因工傷損失總工作日數 Lost days due to work injury	天 day	1,312	1,809	1,415.5
	發展與培訓 Development and training				
	受訓總人數 Total number of staff attended training	人 people	8,585	9,081	9,878
	按性別劃分 By gender				
	男性員工受訓百分比 Male staff training percentage	%	60.5	56.9	58.1
	女性員工受訓百分比 Female staff training percentage	%	39.5	43.1	41.9

類別 Scope	指標 Indicator	單位 Unit	2024	2023	2022
社會 Society	按僱員類別劃分 By employee category				
	高級管理層受訓百分比 Senior management training ratio	%	0.2	0.1	0.1
	中級管理層受訓百分比 Middle management training ratio	%	1.2	1.2	1.2
	非管理層人員受訓百分比 Non-management personnel training ratio	%	98.6	98.7	98.7
	全體員工總受訓時長 Total staff training hours	小時 Hour	251,490	195,710	160,510
	全體員工受訓平均時長 <sup>14</sup> Average staff training hours <sup>14</sup>	小時 Hour	29.29	21.55	16.25
	按性別劃分 By gender				
	男性員工受訓平均時長 <sup>14</sup> Average training hour of male staff <sup>14</sup>	小時 Hour	29.07	18.55	13.40
	女性員工受訓平均時長 <sup>14</sup> Average training hour of female staff <sup>14</sup>	小時 Hour	29.64	25.51	20.20
	按僱員類別劃分 By employee category				
	高級管理層受訓平均時長 <sup>14</sup> Average training hour of senior management <sup>14</sup>	小時 Hour	35.31	38.08	36.60
	中級管理層受訓平均時長 <sup>14</sup> Average training hour of middle management <sup>14</sup>	小時 Hour	55.94	55.83	39.40
	非管理層人員受訓平均時長 <sup>14</sup> Average training hour of non-management personnel <sup>14</sup>	小時 Hour	28.94	21.12	15.94
	供應鏈管理 Supply-chain management				
	供應商總數量 Total number of suppliers	家 Unit	1,302	742	781
社會 Society	按地區劃分 By geographical region				
	東北地區 Northeastern China region	家 Unit	115	68	47
	華北地區 Northern China region	家 Unit	406	210	353
	華東地區 Eastern China region	家 Unit	290	233	103
	華中地區 Central China region	家 Unit	89	72	112
	華南地區 Southern China region	家 Unit	207	27	80
	東南地區 Southeastern China region	家 Unit	18	67	62
	西南地區 Southwestern China region	家 Unit	138	51	21
	西北地區 Northwestern China region	家 Unit	39	14	3
	執行供應商管理制度的供應商數量 Number of suppliers subject to the supplier management system	家 Unit	1,302	742	781

類別 Scope	指標 Indicator	單位 Unit	2024	2023	2022
社會 Society	產品責任 Product liability				
	受理各類客訴 (包含投訴、諮詢、建議等) 總數量 Total number of customer complaints (including complaints, consultation and suggestions) received	單 Case	2,534	1,523	1,983
	客訴解決率 Customer complaint settlement	%	100	100	100
	反貪污 Anti-corruption				
	針對公司或員工的貪污訴訟案件數 Number of corruption lawsuits against the Company or its employees	單 Case	0	0	0
	社區投資 Community investment				
	慈善及其他用途之捐款約為 Donations for charitable and other purposes are approximately	人民幣萬元 RMB ten thousand	67.5	29.5	2.3

注釋 Notes

1. 本年度環境關鍵績效指標披露範圍包括：總部、8個區域公司、1個業務中心及2個事業公司的辦公區，在管518個項目的辦公區及物業管理公共區，以及所有非外包員工食堂。本年度環境數據統計口徑進一步完善，對於在管辦公區及物業管理公共區的覆蓋度增加，以前年度未能拆分的部分租戶環境數據已於本年度進行了拆分。

2. 數據換算方法及係數主要參考聯交所的指引文件《如何編備環境、社會及管治報告》之《附錄二：環境關鍵績效指標匯報指引》，個別數據換算方法及係數參考文件參見後述注解。

3. 溫室氣體排放量=不可再生能源溫室氣體排放量+為消耗而購買的電力、熱力產生的溫室氣體排放量+製冷劑產生的溫室氣體排放量。

4. 溫室氣體主要源自於本集團能源及燃料消耗。2024年，我們根據聯交所刊載的《環境關鍵績效指標匯報指引》、《企業溫室氣體排放核算方法與報告指南發電設施（2022年修訂版）》、《IPCC第六次評估報告》以及《中國24個行業溫室氣體排放核算方法與報告指南》中建議的計算係數與公式進行計算。外購電力的溫室氣體排放係數參考國家生態環境部發佈的2022年全國電力平均二氧化碳排放因數。

5. 密度數值是以本集團截至2024年12月31日止的在管建築面積為除數計算。

6. 人均溫室氣體排放是以本集團截至2024年12月31日止的總員工數為除數計算。

7. 營業收入溫室氣體排放密度是以本集團截至2024年12月31日止年度的營業收入為除數計算。

8. 能源消耗主要包括汽油、柴油、天然氣、電力和熱力。2024年能源消耗量數據是根據電力及燃料的消耗量及《綜合能耗計算通則（GB/T 2589-2020）》提供的有關轉換因數進行計算。

9. 本集團水資源主要來自於雨水、市政自來水供水、中水、飲用純淨水等，主要用途包括生活用水、飲用水、綠化帶灌溉用水等，水資源消耗總量包括數據披露範圍內辦公區及售樓處的所有水資源消耗。

10. 本集團運營涉及的無害廢棄物主要包括木質材料垃圾、金屬垃圾、混凝土垃圾、殘食垃圾及辦公垃圾。

11. 本集團運營涉及的有害廢棄物主要包括廢油漆和油漆容器、硒鼓及墨盒及廢棄電子電器。

12. 因業務調整，於2024年，本集團已將北京遠和志尚科技服務有限公司的員工整合至各區域。

13. 流失率的計算公式為：流失率=離職人數/（離職人數+年末人數）×100%。

14. 受訓平均時長是以本集團員工截至2024年12月31日止年度的受訓總人數為除數計算。
1. The scope of disclosure for the environmental KPIs for the year included: the office areas of the headquarters, 8 regional companies, 1 business centre and 2 specialised companies, the office areas and property management public areas of 518 projects under management, and all self-owned cafeterias. The environmental data statistics scale was further improved during the year. For the increase in the coverage of the office area under management and the public area of property management, some tenants’ environmental data that could not be separated in previous years have been separated during the year.

2. The data conversion methods and coefficients were mainly based on the guidance documents of the Stock Exchange, “How to prepare an ESG Report - Appendix 2: Reporting Guidance on Environmental KPIs”. For the reference documents of data conversion methods and coefficients of certain data, please refer to the following notes.

3. GHG emission = GHG emission from non-renewable energy + GHG emission from electricity purchased for consumption + GHG emission from refrigerants.

4. GHG emission primarily comes from the consumption of the Group’s energy and fuel. In 2024, we calculated the data based on the coefficients and formulas advised in the “GHG Protocol”, the “Reporting Guidance on Environmental KPIs” published by the Stock Exchange, the “Corporate Greenhouse Gas Emission Accounting Methods and Reporting Guidelines for Power Generation Facilities (2022 Revision)”, the “Sixth Assessment Report of IPCC” and the “Guidelines for Accounting Methods and Reporting of Greenhouse Gas Emissions of 24 Industries in China”. The GHG emission coefficient of purchased electricity is calculated with reference to the 2022 national average carbon dioxide emission factors of electricity issued by the Ministry of Ecology and Environment.

5. The intensity values are arrived at based on the GFA under management of the Group as at 31 December 2024 as denominator.

6. GHG emission per capita is arrived at based on the total staff headcount of the Group as at 31 December 2024 as denominator.

7. Intensity of GHG emission in term of revenue is arrived at based on the revenue of the Group for the year ended 31 December 2024 as denominator.

8. Energy consumption mainly includes gasoline, diesel, natural gas, electricity and heat. In 2024, energy consumption data is calculated based on the consumption of electricity and fuel, and the conversion factors provided in the “General Rules for Calculation of the Comprehensive Energy (GB/T 2589-2020)”.

9. The water resources of the Group were mainly derived from rainwater, municipal water supply, recycled water and purified drinking water. They were mainly used in domestic water consumption, as drinking water and for landscape irrigation, among others. The total volume of water consumption included all consumption of water resources at the office areas and property sales offices within the scope of data disclosure.

10. Non-hazardous waste relating to the Company’s operations primarily includes wood material waste, metal waste, concrete waste, food residue and office waste, etc.

11. Hazardous waste relating to the Company’s operations primarily includes waste paint and paint containers, toner cartridges, ink cartridges, and wasted electronic products and electrical appliances, etc.

12. Due to business adjustments, in 2024, the Group has integrated the employees of Beijing Yuanhe Zhishang Technology Service Co., Ltd. into various regions.

13. The formula for calculating the turnover rate is: Turnover Rate = Number of Dismission / (Number of Dismission + End-of-year Headcount) × 100%.

14. The average training hours are calculated by dividing the total number of trainees of the Group’s employees for the year ended 31 December 2024.
- ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2024 環境、社會及管治報告

# ESG REPORTING GUIDE CONTENT INDEX

## 《環境、社會及管治報告指引》索引

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露情況 Disclosure Status	在報告中的位置 Page Number
ESG管理 ESG Management			
管治架構 Governance Structure			
<p>由董事局發出的聲明，當中載有下列內容：</p> <p>1. 披露董事局對環境、社會及管治事宜的監管；</p> <p>2. 董事局的環境、社會及管理方針及策略，包括評估、優次排列及管理重要的環境、社會及管治相關事宜（包括對發行人業務的風險）的過程；及</p> <p>3. 董事局如何按環境、社會及管治相關目標檢討進度，並解釋它們如何與發行人業務有關連。</p> <p>A statement from the board containing the following elements:</p> <p>1. a disclosure of the board' s oversight of ESG issues;</p> <p>2. the board' s ESG management approach and strategy, including the process used to evaluate, prioritise and manage material ESG-related issues (including risks to the issuer' s businesses); and</p> <p>3. how the board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer' s businesses.</p>		已披露 Disclosed	P3-P4
匯報原則 Reporting Principles			
<p>描述或解釋在編備環境、社會及管治報告時如何應用匯報原則（重要性、量化、一致性）。</p> <p>A description of, or an explanation on, the application of the following Reporting Principles in the preparation of the ESG report (Materiality, Quantitative, Consistency).</p>		已披露 Disclosed	P1-P2,P3,P19-P22
匯報範圍 Reporting Boundary			
<p>解釋環境、社會及管治報告的匯報範圍，及描述挑選哪些實體或業務納入環境、社會及管治報告的過程。若匯報範圍有所改變，發行人應解釋不同之處及變動原因。</p> <p>A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. If there is a change in the scope, the issuer should explain the difference and reason for the change.</p>		已披露 Disclosed	P1-P2
A.環境 A. Environmental			
A1：排放物 A1:Emissions			
一般披露 General disclosure	<p>有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的政策及遵守對發行人有重大影響的相關法律及規例的資料。</p> <p>Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and green house gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.</p>	已披露 Disclosed	P53-P58
A1.1	<p>排放物種類及相關排放數據。</p> <p>The types of emissions and respective emissions data.</p>	已披露 Disclosed	P53-P58, P81-P82

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露情況 Disclosure Status	在報告中的位置 Page Number
A1.2	<p>直接（範圍1）及能源間接（範圍2）溫室氣體排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。</p> <p>Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).</p>	已披露 Disclosed	P81
A1.3	<p>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）。</p> <p>Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).</p>	已披露 Disclosed	P82
A1.4	<p>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）。</p> <p>Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).</p>	已披露 Disclosed	P82
A1.5	<p>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。</p> <p>Description of emissions target(s) set and steps taken to achieve them.</p>	已披露 Disclosed	P53-P58,P63
A1.6	<p>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。</p> <p>Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.</p>	已披露 Disclosed	P53-P58
A2：資源使用 A2:Use of Resources			
一般披露 General disclosure	<p>有效使用資源（包括能源、水及其他原材料）的政策。</p> <p>Policies on the efficient use of resources, including energy, water and other raw materials.</p>	已披露 Disclosed	P55,P57-P58
A2.1	<p>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）。</p> <p>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).</p>	已披露 Disclosed	P81-P82
A2.2	<p>總耗水量及密度（如以每產量單位、每項設施計算）。</p> <p>Water consumption in total and intensity (e.g. per unit of production volume, per facility).</p>	已披露 Disclosed	P82
A2.3	<p>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。</p> <p>Description of energy use efficiency target(s) set and steps taken to achieve them.</p>	已披露 Disclosed	P57-P58
A2.4	<p>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。</p> <p>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.</p>	已披露 Disclosed	P57-P58
A2.5	<p>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。</p> <p>Total packaging material used for finished products (in tonnes) and, if appli cable, with reference to per unit produced.</p>	不適用 Not applicable	<p>鑒於本集團運營不涉及實體產品生產，且運營中使用的自有包裝物數量微小，因此該指標不適用於本集團</p> <p>Given that the Group's operations do not involve the production of physical products and that the amount of own packaging used in its operations is minimal, this indicator is not applicable to the Group</p>



主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露情況 Disclosure Status	在報告中的位置 Page Number
A3:環境及天然資源 A3: The Environment and Natural Resources			
一般披露 General disclosure	減低發行人對環境及天然資源造成重大影響的政策。 Policies on minimising the issuer's significant impacts on the environment and natural resources.	已披露 Disclosed	P53-P58
A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	已披露 Disclosed	P53-P58
A4: 氣候變化 A4: Climate Change			
一般披露 General disclosure	識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。 Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	已披露 Disclosed	P59-P63
A4.1	描述已經及可能會對發行人產生影響的重大氣候相關事宜, 及應對行動。 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	已披露 Disclosed	P61-P63
B.社會 B. Social			
僱傭與勞工常規 Employment and Labour Practices			
B1: 僱傭 B1: Employment			
一般披露 General disclosure	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的政策及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	已披露 Disclosed	P67-P74
B1.1	按性別、僱傭類型、年齡組別及地區劃分的僱員總數。 Total workforce by gender, employment type, age group and geographical region.	已披露 Disclosed	P82-P83
B1.2	按性別、年齡組別及地區劃分的僱員流失比率。 Employee turnover rate by gender, age group and geographical region.	已披露 Disclosed	P83-P84
B2:健康與安全 B2: Health and Safety			
一般披露 General disclosure	有關提供安全工作環境及保障僱員避免職業性危害的政策及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	已披露 Disclosed	P41,P69-P71
B2.1	過去三年 (包括匯報年度) 每年因工亡故的人數及比率。 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	已披露 Disclosed	P84

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露情況 Disclosure Status	在報告中的位置 Page Number
B2.2	因工傷損失工作日數。 Lost days due to work injury.	已披露 Disclosed	P84
B2.3	描述所採納的職業健康與安全措施, 以及相關執行及監察方法。 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	已披露 Disclosed	P41-P44,P69-P71
B3:發展及培訓 B3: Development and Training			
一般披露 General disclosure	有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	已披露 Disclosed	P71-P72
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).	已披露 Disclosed	P84-P85
B3.2	按性別及僱員類別劃分, 每名僱員完成受訓的平均時數。 The average training hours completed per employee by gender and employee category.	已披露 Disclosed	P85
B4:勞工準則 B4: Labour Standards			
一般披露 General disclosure	有關防止童工或強制勞工的政策及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	已披露 Disclosed	P67
B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。 Description of measures to review employment practices to avoid child and forced labour.	已披露 Disclosed	P67
B4.2	描述在發現違規情況時消除有關情況所採取的步驟。 Description of steps taken to eliminate such practices when discovered.	已披露 Disclosed	P67
運營慣例 Operating Practices			
B5:供應鏈管理 B5: Supply Chain Management			
一般披露 General disclosure	管理供應鏈的環境及社會風險政策。 Policies on managing environmental and social risks of the supply chain.	已披露 Disclosed	P47-P50
B5.1	按地區劃分的供應商數目。 Number of suppliers by geographical region.	已披露 Disclosed	P48,P85
B5.2	描述有關聘用供應商的慣例, 向其執行有關慣例的供應商數目、以及相關執行及監察方法。 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	已披露 Disclosed	P47-P50,P85
B5.3	描述有關識別供應鏈每個環節的環境及社會風險的慣例, 以及相關執行及監察方法。 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	已披露 Disclosed	P47-P50

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露情況 Disclosure Status	在報告中的位置 Page Number
B5.4	描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	已披露 Disclosed	P47-P50
B6: 產品責任 B6: Product Responsibility			
一般披露 General disclosure	有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的政策及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	已披露 Disclosed	P33-P46
B6.1	已售或已運送產品總數中因安全與健康理由而須回收的百分比。 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	不適用 Not applicable	鑒於本集團運營不涉及實體產品生產，因此該指標不適用於本集團 Given that the Group's operations do not involve the production of physical products, therefore this indicator is not applicable to the Group
B6.2	接獲關於產品及服務的投訴數目以及應對方法。 Number of products and service related complaints received and how they are dealt with.	已披露 Disclosed	P45,P86
B6.3	描述與維護及保障知識產權有關的慣例。 Description of practices relating to observing and protecting intellectual property rights.	已披露 Disclosed	P46
B6.4	描述質量檢定過程及產品回收程序。 Description of quality assurance process and recall procedures.	不適用 Not applicable	鑒於本集團運營不涉及實體產品生產，因此該指標不適用於本集團 Given that the Group's operations do not involve the production of physical products, therefore this indicator is not applicable to the Group
B6.5	描述消費者資料保障及私隱政策，以及相關執行及監察方法。 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	已披露 Disclosed	P46
B7: 反貪污 B7: Anti-corruption			
一般披露 General disclosure	有關防止賄賂、勒索、欺詐及洗黑錢的政策及遵守對發行人有重大影響的相關法律及規例的資料。 Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	已披露 Disclosed	P27-P30
B7.1	於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	已披露 Disclosed	P27,P86
B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	已披露 Disclosed	P28-P29

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露情況 Disclosure Status	在報告中的位置 Page Number
B7.3	描述向董事及員工提供的反貪污培訓。 Description of anti-corruption training provided to directors and staff.	已披露 Disclosed	P29-P30
社區 Community			
B8: 社區投資 B8: Community Investment			
一般披露 General disclosure	有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。 Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities’ interests.	已披露 Disclosed	P39,P77-P80
B8.1	專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	已披露 Disclosed	P77-P80
B8.2	在專注範疇所動用資源(如金錢或時間)。 Resources contributed (e.g. money or time) to the focus area.	已披露 Disclosed	P77-P80,P86

# FEEDBACK FORM

## 意見回饋表

### 尊敬的讀者：

您好！十分感謝您閱讀《遠洋服務控股有限公司2024年環境、社會及管治報告》。我們非常重視並期望聆聽您對遠洋服務在環境、社會及管治方面的管理、實踐和報告的回饋意見。為進一步提升我們的工作水準並使下一份報告更符合您的期望，懇請您協助完成回饋意見表中提出的相關問題，並選擇以下方式回饋給我們。

地址：香港金鐘道88號太古廣場一座601

電話：+852 2899 2880

地址：北京市朝陽區東四環中路56號遠洋國際中心A座3層

電話：+8610 8581 9989

#### 您的資料

姓 名：\_\_\_\_\_

工作單位：\_\_\_\_\_

職 務：\_\_\_\_\_

聯繫電話：\_\_\_\_\_

傳 真：\_\_\_\_\_

電子郵件：\_\_\_\_\_

### 意見回饋

- 您對本報告的總體評價是  
☐好 ☐較好 ☐一般 ☐較差 ☐差
- 您認為本報告是否能反映遠洋服務對經濟、社會和環境的重大影響？  
☐高 ☐較高 ☐一般 ☐較低 ☐低
- 您認為本報告所披露資訊、資料、指標的清晰、準確、完整度如何？  
☐好 ☐較好 ☐一般 ☐較差 ☐差 ☐不瞭解
- 您最滿意本報告哪一方面？
- 您希望進一步了解哪些資訊？
- 您對我們今後發佈報告還有哪些建議？

### DEAR READERS,

Thank you for reading the 2024 Environmental, Social and Governance Report of Sino-Ocean Service Holding Limited. Your feedback on the ESG management, practice and reporting of Sino-Ocean Service is very important to us and we look forward to hearing from you. To further enhance the standard of our work and enable the publication of a report in closer tandem with your expectations in the next cycle, please complete the below feedback questionnaire and send us your feedback in the following ways.

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

Tel: +852 2899 2880

Address: 3rd Floor, Tower A, Ocean International Center, 56 Dongsihuanzhonglu,

Chaoyang District, Beijing

Tel: +8610 8581 9989

#### Your Information

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Job Title: \_\_\_\_\_

Tel: \_\_\_\_\_

Faxes: \_\_\_\_\_

Email: \_\_\_\_\_

### FEEDBACK

- Your overall evaluation of this report is  
☐ Excellent ☐ Good ☐ Average ☐ Fair ☐ Poor
- Do you believe that this report reflects the significant economic, social, and environmental impacts of Sino-Ocean Service?  
☐ High ☐ Relatively High ☐ Average ☐ Relatively Low ☐ Poor
- How clear, accurate and complete do you think the information, data and indicators disclosed in this report are?  
☐ Excellent ☐ Good ☐ Average ☐ Fair ☐ Poor ☐ No Idea
- Which aspect of this report are you most satisfied with?
- What information would you like to know more about?
- What other suggestions do you have for us to publish future reports?



## 遠洋服務控股有限公司

Sino-Ocean Service Holding Limited

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