

Rsun 弘陽

弘陽地產集團有限公司
Redsun Properties Group Limited



ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT
環境、社會及管治報告

2022



(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立的有限公司)

Stock Code 股份代號: 1996

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ABOUT THIS REPORT

Overview

This is the fifth “**Environmental, Social and Governance Report**” (“**the Report**” or the “**ESG Report**”) published by Redsun Properties Group Limited, reporting to all stakeholders of the Company with focused disclosure on the Group’s management, practice and performance in economic, environmental, social and governance terms. Part of this Report involves disclosures relating to Hong Yang Group Co., Ltd. (“**Hong Yang Group Company**”), the parent company of the Group.

Period Covered by the Report

The Report covers the period from 1 January 2022 to 31 December 2022 (the “**Reporting Period**”). Retrospective reference may be made where applicable.

Scope and Coverage of the Report

The Report covers Redsun Properties Group Limited and its subsidiaries (the “**Group**”, “**Redsun Properties**”, “**we**” or “**us**”).

Basis of Preparation

The Report has been prepared with reference to the Environmental, Social and Governance Reporting Guide set out in appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “**Stock Exchange**”).

The scope of the ESG Report, the collection of relevant materials and data, preparation of the report based on available information and the review of information set out in the Report have been determined on the basis of the identification and priority of importance of stakeholders and the material issues relating to ESG, to ensure the completeness, materiality, truthfulness and balance of the Report.

關於本報告

概覽

本報告是弘陽地產集團有限公司發佈的第五份《環境、社會及管治報告》(以下簡稱「本報告」或「ESG報告」)，面向公司各利益相關方，重點披露本公司在經濟、環境、社會及管治方面的管理、實踐與績效。本報告呈現內容部分涉及本集團母公司弘陽集團有限公司(以下簡稱「弘陽集團」)。

報告時間範圍

本報告覆蓋的週期為2022年1月1日至2022年12月31日(即「報告期」內)，部分內容追溯以往年份。

報告範圍及邊界

本報告覆蓋弘陽地產集團有限公司及其子公司(以下簡稱「本集團」、「弘陽地產」或「我們」)。

編製依據

本報告編製參考香港聯合交易所有限公司(以下簡稱「聯交所」)上市規則附錄二十七《環境、社會及管治報告指引》進行編製。

本報告按照識別和排列重要的利益相關方，以及ESG相關重要議題、決定ESG報告的界限、收集相關材料和數據、根據資料編製報告和對報告中的資料進行檢視等步驟進行釐定，以確保報告內容的完整性、實質性、真實性和平衡性。

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Sources and Warranty of Reliability

Data and information disclosed in the Report are derived from the Group's statistical reports and formal documents, after the verification of relevant departments. The Group undertakes to the effect that the Report does not contain any misrepresentation or misleading statements, and takes responsibility for the truthfulness, accuracy and completeness of the Report.

Preparation Process of the Report

The Report was prepared through the taskforce establishment, data collection, stakeholder interviews, stakeholder questionnaire survey, framework determination, report compilation, report design, review and approval by departments and senior management and other procedures.

Confirmation and Approval

The Report was approved by the Board of Directors on 30 March 2023 after confirmation by the management.

資料來源及可靠性保證

本報告披露的信息和數據來源於本集團統計報告和正式文件，並通過相關部門審核。本集團承諾本報告不存在任何虛假記載或誤導性陳述，並對內容真實性、準確性和完整性負責。

報告編製流程

本報告經過工作小組組建、資料收集、利益相關方訪談、利益相關方問卷調研、框架確定、報告編寫、報告設計、部門與高層審核等環節完成編製。

確認及批准

本報告經管理層確認後，於2023年3月30日獲董事會通過。

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CHAIRMAN'S STATEMENT

I am grateful for your care and strenuous support for Redsun Properties. It is an honor to take this opportunity of publishing the ESG Report 2022 to keep the society and stakeholders informed of our exploration in sustainable development as well as our enforcement and lines of thought in performing our social responsibilities.

In face of the industry-wide situation and the challenges posed by COVID-19 pandemic, Redsun Properties forged ahead and responded in a positive manner with the certainty underpinned by its prudent operation. With adherence to the strategic layout of "Penetrating the Greater Jiangsu Region, Strengthening Foothold in the Yangtze River Delta Region and Expanding into Core Cities", Redsun Properties continued to intensify its advantages of dual-driven development and intensification, and to fabricate high-quality products and services with superior cost-rated performance. While gaining customers' ongoing trust and support, it strives to lay solid foundation for the brand's long-lasting development and build up good reputation.

Upholding the corporate value of "Professionalism and Building Credibility for the Long Term", Redsun Properties is committed to transparent and compliant operation, forming a clean and corruption-free working environment, ironing operational risks in different perspectives, coordinating fraud management along the entire industry chain and at every segment, and building a corporate image of integrity.

董事長致辭

感謝各位讀者一直以來對弘陽地產的關注與大力支持，我們非常榮幸借發佈2022年《環境、社會及管治報告》之機，向社會各界及利益相關方展示我們在可持續發展方面的深耕探索，以及在履行社會責任道路上的實踐與思考。

面對行業局勢和新冠疫情的挑戰，弘陽地產砥礪前行，以審慎經營的確定性積極應對，貫徹「做透大江蘇、深耕長三角、做強中心城」的佈局戰略，不斷深化雙輪驅動及集約化的優勢，持續打磨高品質、高性價比的產品與服務，在積累客戶信任與支持的同時，為品牌夯實長續發展的根基，樹立良好口碑。

弘陽地產秉持「在商言人，誠者致遠」的企業價值觀，堅持透明合規經營，構建清廉自守的工作氛圍，全方位梳理運營風險，統籌協調全產業鏈及各個環節的廉政管理，塑造正直誠信的企業形象。

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2022 was a “Customer Value Year” of Redsun Properties. We focused on a long-term development path centered at customer value. With the corporate vision of “Becoming a Respected Creator of a Better Life”, we sought to fabricate superior products and services, contributing Redsun’s power to creating a better life. We continued to uplift product strengths and saw quality delivery as our first priority. With sophistication, we focused on forming our product standardization system, remained our adherence to superior quality, and took into account customers’ needs in their daily lives, thereby delivering healthy-friendly and environment-friendly products of superior quality entailing smart technology. Seeking to uplift our service power, we extended quality assurance to the stage of service delivery, permeating the entire lifecycle of customer services, providing products of better quality to customers with attentive services, forming the “31998” delivery password, upgrading “Redsun Life Heart Service System 2.0”, and supporting quality delivery and in turn better customer satisfaction.

With positive response to China’s strategic layout, Redsun Properties has been exploring green and low-carbon construction in such segments as development, design, construction and operation, making an effort in fostering the transformation of itself and the industry towards a green and low-carbon direction. With the in-depth enforcement of the design concept of green construction, we have been delivering benchmarking projects in this aspect. Numerous measures have been implemented in construction and operation processes to minimize our environmental footprint, foster energy saving and emission reduction, as well as conservation of resources. Meanwhile, the Group worked with industry peers in establishing a database of “carbon neutrality supply chain”, paving way for the industry’s path to carbon neutrality and peaking of carbon emission.

2022年是弘陽地產的客戶價值主題年，我們聚焦以客戶價值為導向的長期主義發展路徑，秉持「成為受人尊敬的美好生活創造者」的企業願景，竭力打造卓越的產品和服務，為創造美好生活貢獻弘陽力量。我們持續提升產品力，將品質交付作為首要任務。我們精工卓著，重點打造產品標準化體系，堅守優良品質的同時深切考量客戶日常生活中的需求，為客戶傾情打造綠色健康、智慧科技的高品質產品。我們著力升級服務力，將品質保障延伸到交付服務階段，深入客戶服務全生命週期，以更貼心的服務向客戶提供更優質的產品，匠心打造「31998」交付密碼，升級迭代「弘心服務體系2.0」，助力品質交付與客戶滿意度提升。

弘陽地產積極響應國家戰略部署，不斷探索在開發、設計、施工以及運營等各個環節的綠色低碳建設，著力深化自身及整個行業的綠色低碳轉型。我們深入貫徹綠色建築設計理念，持續打造綠色建築標桿項目；我們在建造和運營過程中多措並舉，致力減少我們的環境足跡，推進節能減排與資源節約。同時，本集團攜手同行共建「碳中和供應鏈」數據庫，為建築業達成「雙碳」目標添磚加瓦。

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An outstanding team of talents is precious assets of Redsun Properties, fueling our high-quality and sustainable development. Upholding our people-centered notion, we strive to providing a fair, impartial, diverse, embracing, harmonious and healthy working environment for our employees. Essentially safeguarding employees' basic rights and interests, we care about and support their work and life in a thorough manner. While ongoing improvements are made to our internal talent management system, we support employees' development, assist them in gaining a sense of mission, a sense of significance and a sense of value, thereby facilitating their mutual growth with Redsun.

While focusing on its own high-quality development, the Group thoroughly implements its social responsibilities and gives back to society by widely gathering collective efforts, in the form of precise help, anti-epidemic and disaster relief, and donation to education. In 2022, we joined efforts with Jiangsu Province Youth Development Fund and released our plan of donating to the construction of a new batch of "Dream Huts", creating homes with love and care and tailoring "Dream Huts" for the children.

Looking back and ahead, against the backdrop of the successive launch of favorable policies and the rebound of the industry and market, Redsun Properties will grasp the opportunities, respond to challenges, remain resilient, hold onto its beliefs and actions, adhere to the notion of "building cities with credibility", and remain faithful to the original resolution of making good products, delivering good services and creating values for customers and society.

It is our strong beliefs that greatness shines amidst upheavals, just like gold coming forth as wave washes away sand; that the future is not going to disappoint, so long as we remain faithful to our original resolution.

優秀的人才隊伍是弘陽地產寶貴的財富，是我們高質量、可持續發展的不竭動力。我們秉持「以人才為本」的理念，致力為員工建設公平公正、多元共融、和諧健康的工作氛圍。我們切實保障員工基本權益，在工作和生活中給予員工全方位的關懷與幫助，不斷完善內部人才管理體系，助力員工發展，幫助員工找到工作的使命感、意義感、價值感，實現員工與弘陽攜手共成長。

在專注自身高質量發展的同時，本集團深度實踐社會責任，通過精準幫扶、抗疫救災、教育助學等形式，廣泛凝聚力量回饋社會。2022年，我們聯合江蘇省青少年發展基金會，全新發佈「夢想小屋」捐建計劃，以愛築家，為孩子們定製心中的「夢想小屋」。

回首過去，展望未來，在利好政策陸續出台、行業市場企穩回升的大背景下，弘陽地產將抓住機遇，應對挑戰，保持韌性，篤信篤行，繼續堅守「誠者築城」的理念，始終秉承做好產品、做好服務、為客戶和社會創造價值的初心。

弘陽地產堅信，大浪淘沙，始見真金，我們不負初心，未來必不負我們。

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ABOUT REDSUN PROPERTIES

Corporate Profile

Corporate Overview

Redsun Properties (01996.HK) became listed on the Main Board of the Hong Kong Stock Exchange in July 2018. As a role model for the sustainable development of mid-sized property developers, it adheres to the corporate value of "professionalism and building credibility for the long term". Redsun Properties explores life aesthetics with property owners, non-owner customers and employees in practices, and strives to become a provider of dream life services.

關於弘陽地產

公司簡介

公司概况

弘陽地產(01996.HK)於2018年7月在香港聯合交易所主板上市企業，作為中型房企可持續發展樣本，秉持「在商言人，誠者致遠」的企業價值觀，在實踐中與業主、非業主客戶、員工共同探索生活美學，致力於成為夢想生活的服務商。

Corporate Mission 企業使命

- Making lives warmer
讓生活更有溫度

Corporate Vision 企業遠景

- Becoming a respected creator of a better life
成為受人尊敬的美好生活創造者

Core Value 核心價值觀

- Professionalism and building credibility for the long term
在商言人、誠者致遠

Corporate Spirit 企業精神

- Health, hard work and benevolence
健康、拼搏、大愛

Talent Motto 人才理念

- Be hardworking and contributor oriented
以拼搏者和貢獻者為本

Team Culture 團隊文化

- Practicality, vitality and affinity
務實簡單、活力陽光、人文關懷

Corporate Cultural Ideals of Redsun Properties
弘陽地產企業文化理念

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Adhering to a customer-centered development strategy, the Group constantly seeks to uplift its product strength and service power. By creating three major residential product series, namely “Times Series”, “Sunrise Joy Series” and “Imperial Sunlight Series”, a full-cycle “Redsun Life Heart Service System” has been put in place. Standardizations such as “transparent construction site”, “quality delivery”, “refresh plan” and so forth are targeted to fabricate high-quality products and provide warm services. During the Reporting Period, Redsun Properties was ranked No. 436 among the China Top 500 list by the Fortune in 2022. Going forward, Redsun Properties will continue to refine its products and services, to win customers with its own solid strengths.

本集團堅持以客戶為中心的發展戰略，持續提升產品力和服務力，構建了時光系、昕悅系、宸暉系三大住宅產品線，建立全週期的「弘心服務體系」，以「透明工地」、「品質交付」、「煥新計劃」等標準動作，打造匠心產品，提供暖心服務。報告期內，弘陽地產位列2022年《財富》中國500強排行榜第436位。未來，弘陽地產將繼續精進產品與服務力，以實力打動客戶。



Times Series

- The dream homes for first-time buyers, catering to the urban lifestyle of convenience, health and freedom for youngsters

時光系

- 契合都市青年便捷、健康、自由生活方式的夢想首居



Sunrise Joy Series

- The communities that appeal to people of all ages, dedicated to growing families of happiness

昕悅系

- 專為幸福成長家庭打造的全齡宜居社區



Imperial Sunlight Series

- Finely fabricated high-end residences based on modern technology

宸暉系

- 以現代科技理念打造的精工高端住宅

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Strategic Development

Guided by the strategic layout of “Penetrating the Greater Jiangsu Region, Strengthening Foothold in the Yangtze River Delta Region and Expanding into Core Cities”, Redsun Properties has been expanding its advantages of dual-driven¹ development and intensification to establish deep presence in premium metropolitan areas of China such as the middle reaches and downstream of Yangtze River, the Greater Bay Area, the Chengdu-Chongqing region and the Shandong Peninsula. With precise and concentrated layout, the advantages of dual-driven development as well as competitive products and services, Redsun Properties has always maintained its stable development. The extensive and diversified channels, adequate and reasonable land bank, high-quality and healthy layout and effective strategies, form the solid foundation upon which the Group can attain sustainable, stable and high-quality development.

戰略發展

在「做透大江蘇、深耕長三角、做強中心城」的佈局戰略的指引下，弘陽地產不斷擴大雙輪驅動¹和集約化的優勢，深耕長江中下游地區、大灣區、成渝、山東半島等全國優質都市圈。憑藉精準深耕的佈局、雙輪驅動優勢以及有競爭力的產品與服務，弘陽地產始終保持穩健發展。通過豐富多元的渠道，充足合理的土地儲備，優質健康的佈局和積極有效的策略，為本集團實現持續穩健有質量的發展提供了堅實的基礎。

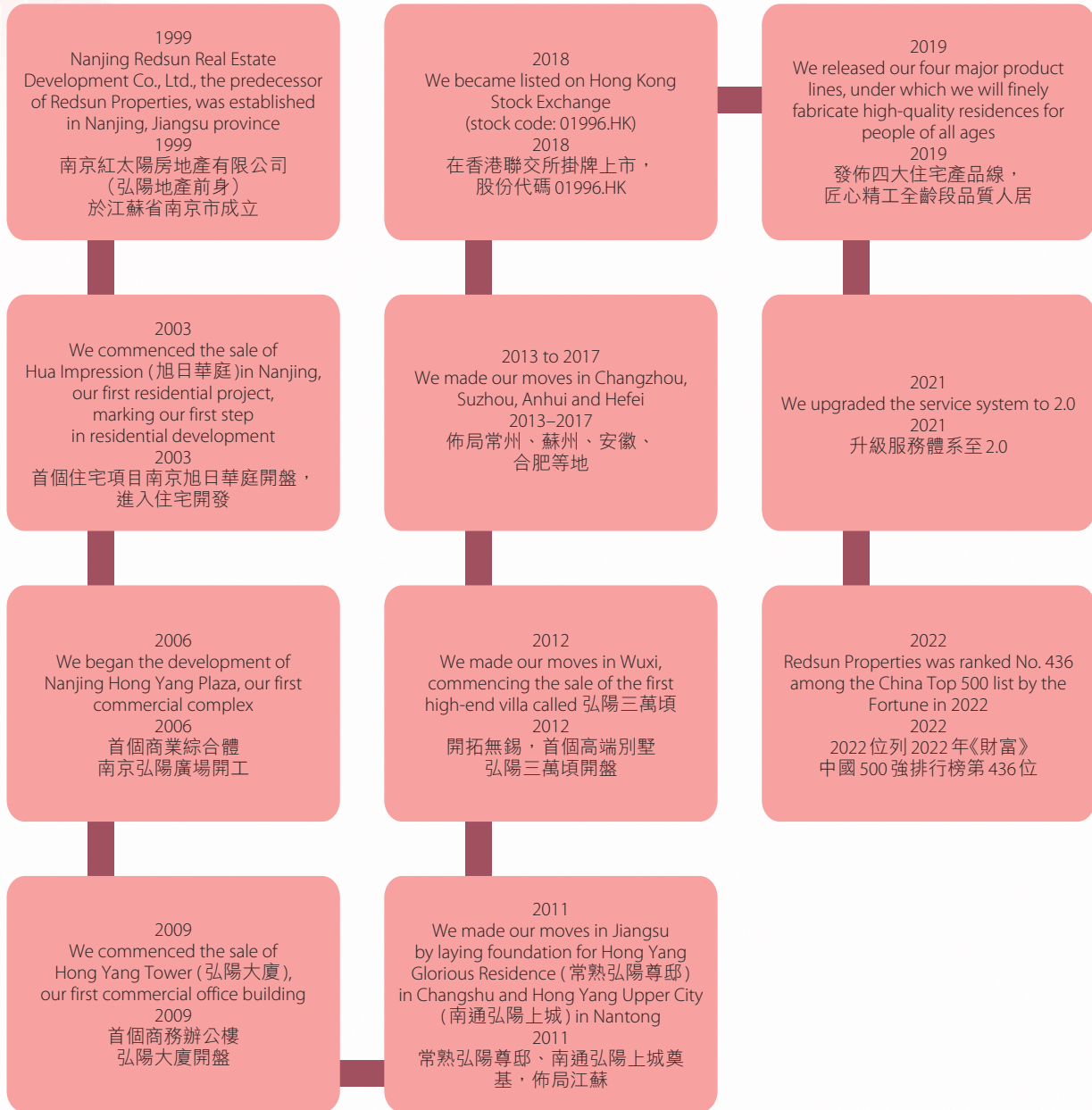


Business Layout of Redsun Properties
弘陽地產業務佈局

¹ The dual-driven strategy of Hong Yang Group Company: Dual-driven development in property development and commercial real estate, attaching importance to the synergic effect between commerce and real estate, which can empower and foster each other.

¹ 弘陽集團雙輪驅動戰略：商業、地產雙輪驅動，著重發揮商業與地產的協同效應，相互賦能、互相促進。

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History of development of Redsun Properties
弘陽地產發展歷程

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Awards and Accolades

With steady business development, Redsun Properties garnered various awards and accolades from governmental bodies, the industry and the media during the Reporting Period. Be it for comprehensive strengths, growth, brand influence or product strengths, all of these recognitions are testimony of our outstanding corporate development, furnishing sustainable incentives for our focus and concentration and our forging ahead along the path of sustainable and stable development. During the Reporting Period, with its premium products and services, Redsun Properties was ranked No. 10 in the *List of Sales Performance of Real Estate Enterprises in Jiangsu 2022* and No. 5 in terms of sales area; and ranked No. 3 in the *List of Sales Performance of Local Real Estate Enterprises in Jiangsu 2022* and No. 2 in terms of sales area.

獎項榮譽

弘陽地產各項事業穩步前行，於報告期內獲得來自政府、行業、媒體授予的諸多獎項榮譽。無論是綜合實力還是成長性，無論是品牌力還是產品力，我們獲得的榮譽，都是企業卓越成長的見證，這些認可將持續激勵我們深耕聚焦，在可持續穩健發展的道路上砥礪前行。報告期內，弘陽地產以卓越的產品與服務，位列《2022年江蘇省房地產企業銷售業績排行榜》第十名，銷售面積第五名；位列《2022江蘇本土房地產企業銷售業績排行榜》第三名，銷售面積第二名。

Name of Award 獎項名稱	Awarding body 頒獎機構	Depiction 獎項實體
“Friends of Hope” Recognition 「希望之友」稱號	China Youth Development Fund 中國青少年發展基金會	
Star of Glory Annual Project 2022 2022年光彩之星年度項目	China Society for Promotion of the Guangcai Program 中國光彩事業促進會	
4 th Jiangsu's Excellent Overseas Chinese Enterprises 第四屆江蘇省優秀僑資企業	Jiangsu Overseas Merchants, Jiangsu Office of Commerce, Jiangsu Taxation Bureau 江蘇省僑商、江蘇省商務廳、 江蘇省稅務局	


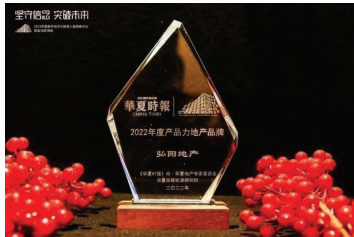

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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Name of Award 獎項名稱	Awarding body 頒獎機構	Depiction 獎項實體
Real Estate Enterprises with Social Responsibilities 2022 2022年度社會責任房地產企業	Leju Finance Research Institute 樂居財經研究院	
Real Estate Brands with Spirit of Craftsmanship 2022 2022年度工匠精神地產品牌	chinatimes.net.cn 華夏時報	
Real Estate Companies with Fortitude and Stable Development 2022 2022年度勇毅前行穩健發展地產公司	investor.org.cn 投資者網	
Outstanding Employers 2022 2022年度非凡僱主	liepin.com 獵聘	

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MANAGEMENT OF SUSTAINABLE DEVELOPMENT

Under the good-faith vision of fostering the industry's sustainable development, Redsun Properties is constantly exploring a development mode that unites its own value with social value, with a view to leading society towards green, low-carbon, harmonious and sustainable development. We keep improving our ESG governance structure, attend and respond to the requests and expectations of stakeholders, and implement and enforce the notion of sustainable development in operation. Going forward, we will continue to capture development opportunities, proactively perform its social responsibilities, coordinate various working partners, and join hands to build a sustainable future.

ESG Working Mechanism

Redsun Properties regards ESG governance as a cornerstone for sustainable corporate development, as well as a key condition for living up to the corporate vision of "Becoming a Respected Creator of a Better Life". A three-tier ESG governance structure is in place, comprising of the Board of Directors, ESG taskforce and functional departments, to implement our ESG concepts in our daily operation. In particular, the Board of Directors is the most superior body for ESG governance, responsible for coordinating and monitoring ESG matters. The ESG taskforce is in charge of the daily management of ESG matters. Functional departments are in charge of fostering and implementing the concrete work related to ESG.

可持續發展管理

弘陽地產懷揣推動行業可持續發展的美好願景，不斷探索自身價值與社會價值融合統一的發展模式，引領社會綠色、低碳、和諧、可持續發展。我們不斷完善ESG治理架構，關注並回應各利益相關方訴求與期望，在經營活動中踐行和落實可持續發展理念。未來，我們將繼續把握發展機遇，積極履行社會責任，協同多方合作夥伴，共築可持續發展的未來。

ESG工作機制

弘陽地產將ESG治理作為企業可持續發展的基石，也是貫徹「成為受人尊敬的美好生活創造者」企業願景的重要條件。我們已建立由董事會、ESG工作小組、各職能部門組成的ESG三級治理架構，將ESG理念貫徹落實於企業日常運營中。其中，董事會是ESG管治的最高負責機構，負責統籌和監督ESG各項工作；ESG工作小組負責ESG事宜日常管理工作；各職能部門負責推動和落實ESG相關具體工作。

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Redsun Properties ESG Governance Structure and Duties
弘陽地產 ESG 治理架構及職責

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Statement of the Board of Directors

Duties of the Board of Directors

As the top leadership in steering the ESG work of the Group, the Board of Directors of Redsun Properties is responsible for the ESG strategy and related matters of the Group in strict accordance with the relevant requirements such as the *Environmental, Social and Governance Reporting Guide* set out in Appendix 27 to the Listing Rules of the Stock Exchange, including the establishment of ESG strategic guidelines, target setting and progress monitoring, ESG risk assessment and confirmation and ESG performance monitoring, approval of the annual ESG report, etc.

Risk Management

The Group regularly assesses the risks associated with ESG. The ESG taskforce is responsible for making recommendations to the Board on the management and control of the relevant risks. Based on the development of the industry and Redsun Properties, as well as the opinions and feedback from stakeholders, the Board participates in the assessment of and is responsible for making decisions on the risks associated with ESG of Redsun Properties and the level of significance, and closely monitors the progress of the relevant risk management work, to ensure that all significant risks associated with ESG are put under control in a timely manner.

Day-to-day implementation

The ESG taskforce under the Board regularly reports to the Board of Directors on ESG-related matters, including but not limited to the implementation of day-to-day ESG tasks, progress of the compilation of the annual ESG report, identification of risks of climate change, and integrates the sustainable development element into daily operations with the support of various functional departments in combination with the Board of Directors' opinions and directions.

Material ESG Issues

We maintain regular and close communication with internal and external stakeholders to identify and assess ESG issues, determine the materiality of the respective issues, ensure that we formulate corresponding strategies and objectives in response to the ESG issues sorted out, thereby living up to the expectations of the respective stakeholders.

董事會聲明

董事會職責

作為本集團ESG管治的最高領導機構，弘陽地產董事會嚴格按照聯交所上市規則附錄二十七《環境、社會及管治報告指引》等相關要求，對集團ESG策略和相關事宜承擔總體責任，包括ESG戰略方針的設立、目標的制定及進度監督、ESG風險的評估與確認與ESG表現的監督、年度ESG報告審批等。

風險管理

本集團定期針對ESG相關風險展開評估，由ESG工作小組負責向董事會就相關風險管控提出建議。董事會依據行業及弘陽地產的發展動態，利益相關方的意見及反饋，每年參與評估並負責決議弘陽地產ESG事宜相關風險及重要性，並密切監督ESG風險管理工作開展情況，確保所有重大性ESG風險得到及時有限的管控。

日常實施

董事會下設ESG工作小組，定期向董事會匯報ESG相關事宜，包括但不限於日常ESG工作實施情況、年度ESG報告進度、氣候變化風險識別等，並結合董事會的意見及指導方向，在各職能部門的支持下，將可持續發展元素融入到日常的運營中。

重要的ESG議題

我們定期與內外部利益相關方緊密交流，從而識別和評估ESG議題，釐定有關議題的重要性，確保我們針對梳理後的ESG議題制定相應戰略和目標，以滿足利益相關方的期望。

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Stakeholder Communications

We actively and intensively communicate with stakeholders on ESG-related issues. Since our establishment, via a diversified array of communication channels, we have thoroughly understood and actively responded to the demands and opinions of the customers, shareholders and investors, employees, government and regulatory bodies, suppliers, media, communities and other stakeholders, to provide sound guidance for enhancing our ESG management.

利益相關方溝通

我們積極與各利益相關方針對ESG相關議題進行深度溝通。自成立以來，我們通過多樣化的溝通渠道，全面深入了解並積極回應客戶、股東及投資者、僱員、政府與監管機構、供應商、媒體、社區等各方訴求與意見，為ESG管理提升工作提供有力的指導方向。

Stakeholder groups 利益相關方類別	Expectations 期望	Ways of communication and response 溝通與回應方式
Customers 客戶	Product innovation Quality assurance Dedicated services Customer interests 產品創新 質量保證 竭誠服務 客戶權益	<ul style="list-style-type: none"> • Company homepage • WeChat official account • Performance Report • Survey on customer satisfaction and feedback of opinions • Customer service hotline • Redsun Life Heart Club, Redsun Life official account • Day-to-day exchanges and phone calls • 公司主頁 • 微信公眾號 • 業績報告 • 客戶滿意度調查和意見反饋 • 客戶服務熱線 • 弘心會、弘生活公眾號 • 日常交流和電話
Shareholders and investors 股東及投資者	Economic performance Corporate governance 經濟績效 企業管治	<ul style="list-style-type: none"> • General meetings • Listed information disclosure • Company announcements and conferences • 股東大會 • 上市信息披露 • 公司公告與發佈會

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Stakeholder groups 利益相關方類別	Expectations 期望	Ways of communication and response 溝通與回應方式
Employees 僱員	Remuneration and benefits Trainings and development Employee care Health and safety 薪酬福利 培訓與發展 員工關懷 健康與安全	<ul style="list-style-type: none"> • Surveys • Activities held by unions and the Party • Employees trainings and employees activities • Morning meetings for full team • Staff representative meetings • Letters from core management to employees • 問卷調查 • 工會及黨群活動 • 僱員培訓及僱員活動 • 全員晨會 • 員工代表大會 • 核心管理層致員工信
The government and regulatory bodies 政府與監管機構	Compliance management Leading healthy development of industry Supporting local development 合規管理 引領行業健康發展 支持地方發展	<ul style="list-style-type: none"> • Seminars • Press conferences • Implementing state policies • Accepting investigation • Submission of compliance reports in accordance with the regulatory requirements • Honest operations and paying tax in accordance with the law • Actively shouldering social responsibilities • 座談會 • 專題發佈會 • 落實國家政策 • 接受檢查 • 提交符合監管要求的合規報告 • 誠信經營和依法納稅 • 主動承擔社會責任

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Stakeholder groups 利益相關方類別	Expectations 期望	Ways of communication and response 溝通與回應方式
Suppliers 供應商	Fair and open tender process Win-win cooperation Integrity and fulfilment of promises 公平公開的招標過程 雙贏合作 誠信履約	<ul style="list-style-type: none"> • Mails • Supplier meetings • Regular communication via phone calls • 郵件 • 供應商大會 • 定期溝通電話
Media 媒體	Transparent information disclosure Fulfilment of corporate citizen's responsibilities 透明的信息披露 履行企業公民責任	<ul style="list-style-type: none"> • News conference • Mails • Phone calls • 新聞發佈會 • 郵件 • 電話
Community 社區	Social responsibilities 社會責任	<ul style="list-style-type: none"> • Participation in various charity events • 參與各類公益活動

In 2022, we further fortified our communication with investors and analysts. Through WeChat, teleconference, mails, meetings, etc., we have established close and regular communication relationship with them. We regularly send out monthly emails to investors with our contract sales data and newsletters. Latest updates on significant business progress are provided to the media through press releases or to investors through emails, to ensure the timeliness and transparency of relevant information and enable stakeholders to better understand the actual situation of the company. During the Reporting Period, the Group convened one shareholders' meeting and a total of more than 100 stakeholder meetings.

2022年，我們進一步加強了與投資者、分析師的溝通與交流，通過微信、電話會議、郵件、會面等方式建立密切且常態化的溝通關係。我們每月定期向投資者郵件發送本集團的合約銷售數據及企業通訊。當有新的重大業務進展時，我們會向媒體發佈新聞稿或通過電子郵件向投資者發送最新信息，確保相關信息的及時性和透明度，幫助利益相關者更好地了解公司的實際情況。報告期內，本集團共召開1次股東大會，累計召開100餘次持份者會議交流。

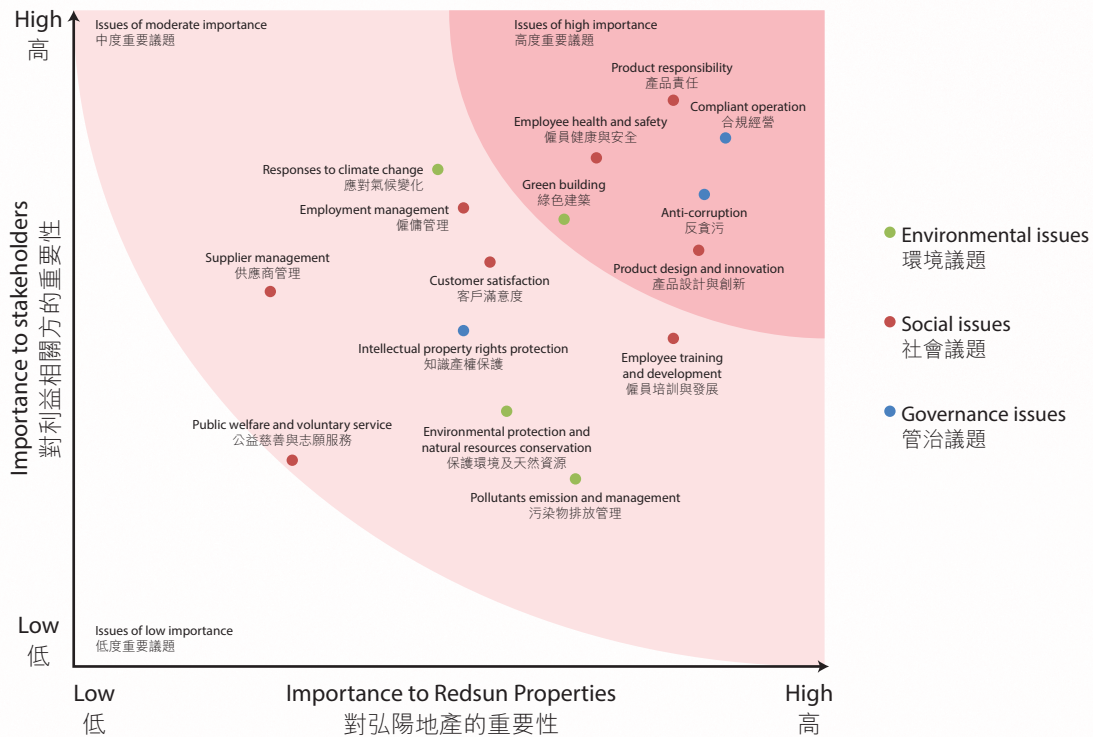
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ESG Materiality Issues

Taking into account the demands from stakeholders and collection of public information, Redsun Properties regularly identifies, analyzes and sorts out ESG issues and assesses the level of attention paid by stakeholders to the respective issues. By conducting analysis, a materiality issue matrix can be devised to help understanding the stakeholders' expectations on us regarding ESG issues. In 2022, the Group had 15 materiality issues, including six issues of high importance and nine issues of moderate importance.

ESG重大性議題

結合利益相關方訴求以及公開信息收集，弘陽地產定期對ESG議題進行識別、分析和梳理，評估出持份者對各相關議題的關注程度，通過分析形成重大性議題矩陣，以了解各持份者對我們在ESG方面的期望。2022年本集團重要性議題共15項，包括6項高度重要性議題和9項中度重要性議題。



2022 Materiality Matrix of Redsun Properties
2022年弘陽地產重大性議題矩陣

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Issues of high importance	高度重要議題
Product responsibility	產品責任
Compliant operation	合規經營
Employee health and safety	僱員健康與安全
Anti-corruption	反貪污
Green building	綠色建築
Product design and innovation	產品設計與創新
Issues of moderate importance	中度重要議題
Responses to climate change	應對氣候變化
Employment management	僱傭管理
Customer satisfaction	客戶滿意度
Supplier management	供應商管理
Intellectual property rights protection	知識產權保護
Employee training and development	僱員培訓與發展
Environmental protection and natural resources conservation	保護環境及天然資源
Public welfare and voluntary service	公益慈善與志願服務
Pollutants emission and management	污染物排放管理

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DEDICATED GOVERNANCE

Redsun Properties is committed to transparent and compliant operations and strives to build up a clean brand of integrity. While expanding its own business layout development, it keeps on enhancing its system of corporate risk identification, management and control, strengthening its internal compliance management, smoothing its whistleblowing mechanism, and actively engaging in anti-corruption education, with a view to creating a healthy atmosphere of corporate operation.

Risk Management

Redsun Properties strictly complies with laws and regulations including the *Company Law of the People's Republic of China*, the *Regulatory Requirements of the Stock Exchange*, the *Auditing Law of the People's Republic of China*, *Provisions of the State Auditing Administration on Internal Auditing* and the *China Internal Auditing Standards* and constantly improves its risk management system. Taking into account the operation of Redsun Properties, a number of internal management systems have been put in place, including the *Internal Audit System of Redsun Properties Group Limited*, the *Internal Audit Management Measures*, the *Risk Control Guidelines*, the *Staff Conduct Management Standards* and so forth, thereby clearly defining the closed-loop risk control processes from pre-stage identification of risks to internal audit supervision and rectification, strengthening the role of internal audit and internal control in enhancing management level, and providing procedures and methods for the reasonable assurance of the overall objectives of risks management.

精心管治

弘陽地產堅持透明合規經營，致力於打造廉潔誠信品牌。在拓展自身業務佈局的同時，不斷健全企業風險識別和管控體系，加強內部合規管理，暢通舉報機制，積極開展廉潔教育，營造健康的企業運營氛圍。

風險管理

弘陽地產恪守《中華人民共和國公司法》、《聯交所監管要求》、《中華人民共和國審計法》、《審計署關於內部審計工作的規定》、《中國內部審計準則》等法律法規，持續完善風險管理體系，結合弘陽地產經營狀況，制定《弘陽地產集團有限公司內部審計制度》、《內部審計管理辦法》、《風險控制指引》、《員工職務行為管理準則》等多項內部管理制度，明確從風險前期識別到內部審計監督整改的閉環風險管控流程，加強內部審計、內控在提升管理水平中的作用，為實現風險管理的總體目標提供合理保證的過程和方法。

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We have established a set of relatively refined risk identification procedures. By setting risk control targets, we holistically sorted out the risks existing in the operational processes and compiled a list of top ten risks of the year, which will help to identify the direction and key ideas of risk management in the next year.

我們已搭建較為完善的風險識別流程，通過設定風險控制目標，對運營過程中存在的風險進行全方位梳理，整理出年度十大風險清單，以此確定下一年風險管理工作方向與重點。



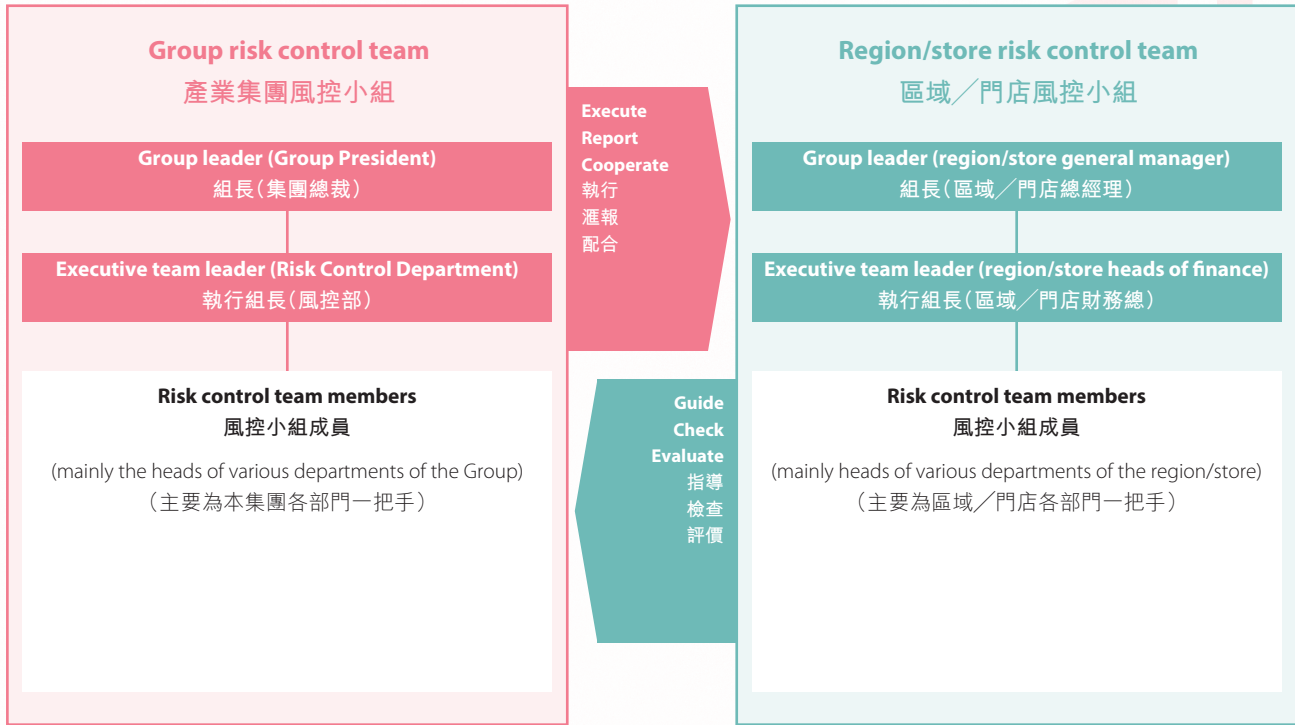
List of Top Ten Risks of Redsun Properties in 2022
2022年弘陽地產十大風險清單

In order to effectively manage the potential risks in the course of operation, Redsun Properties has established two-tier risk prevention and control teams at the group level and the region/store level to enhance the level of compliance and risk avoidance capability from the organizational structure level.

為有效管理運營過程中的潛在風險，弘陽地產設立了產業集團和區域/門店兩級風險防控小組，從組織架構層面提高合規水平和防風險能力。

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Two-tier Risk Prevention and Control Teams
兩級風險防控小組

Meanwhile, Redsun Properties conducts internal audit that covers all regions every year, to fully identify and effectively manage the potential risks in the course of operation. In the *Internal Audit System of Redsun Properties Group Limited*, we have clearly defined the rights, duties and procedures of internal audit, mechanism for the use and rectification of audit outcome, the principles of handling accountability and so forth, ensuring the objectivity, accuracy and effectiveness of the internal audit, investigation and inspection reports of the Group, which represents effective means available to Redsun Properties for identifying the potential risks in the course of operation. For the common problems identified in internal audit, we require all hierarchical levels to check their own management loopholes, conduct their self-examination in a serious manner, and trace the process of rectification, to effectively enhance the risk management level of Redsun Properties. During the Reporting Period, we conducted 35 internal audits that covered the entire group.

此外，弘陽地產每年開展覆蓋全區域的內審工作，以實現對經營過程中的潛在風險進行全面識別和有效管理。我們在《弘陽地產集團有限公司內部審計制度》中明確包括內部審計職責權限和程序、審計結果運用整改機制、責任追究處理原則等方面，保證本集團內審、調查和檢查報告的客觀性、準確性和有效性，成為弘陽地產識別運營過程中潛在風險的有效手段。針對內審中發現的共性問題，要求各層級對照檢查自身存在的管理漏洞，認真開展自查工作，並跟蹤整改情況，有效提升弘陽地產風險管理水平。報告期內，我們共計開展覆蓋全集團的內審35次。

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Business Ethics and Anti-Corruption

Maintaining its stance of zero-tolerance for violation of business ethics and malpractice, Redsun Properties strictly complies with laws and regulations such as the *Company Law of the People's Republic of China*, the *Criminal Law of the People's Republic of China* and the *Anti-Unfair Competition Law of the People's Republic of China*, and has formulated internal rules and systems including the *Management System Against Malpractice and Implementation Rules on Managing Whistleblowing*. It has always constrained itself and its employees with the highest standards of business ethics and committed to combating any forms of corruption and malpractice, striving to create an atmosphere of fairness and impartiality. During the Reporting Period, there were no corruption lawsuits against Redsun Properties.

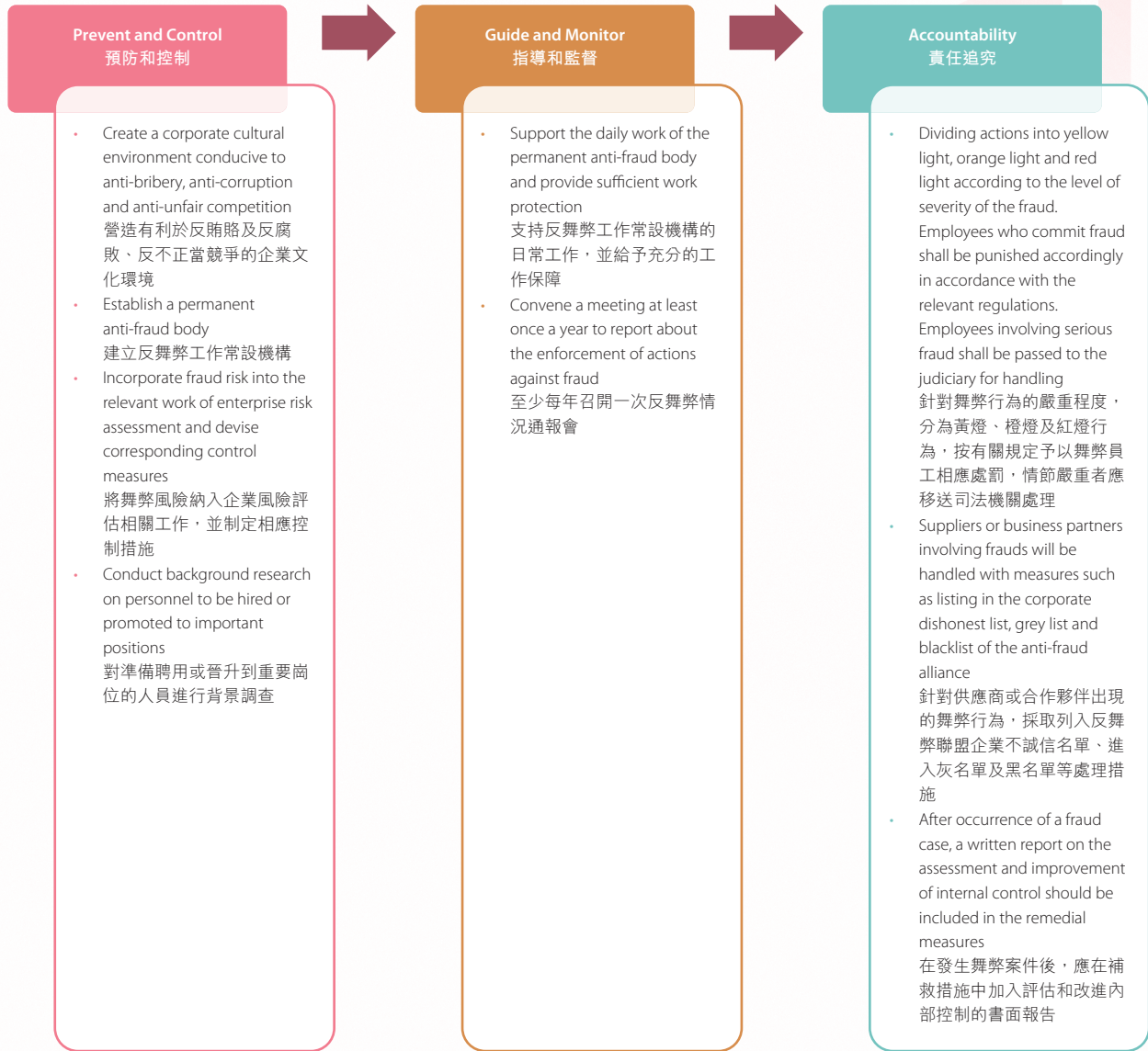
To ensure that business activities are conducted based on the highest ethical standards, the Group has established a sound system of business ethics governance, that involves the collaboration between internal and external parties to achieve the bilateral supervision in our anti-corruption efforts. An audit committee under the Board of Redsun Properties is in place, to take charge of supervising and managing issues related to the Group's internal control. By setting up policies related to business ethics such as *Integrity Commitments*, *Management Code of Staff Conduct* and *Management Measures for Suppliers of Redsun Properties Group*, we have established an anti-fraud management system, to direct the management and control of our anti-corruption efforts, regulate the business behavior of employees and suppliers, ensure that the rights and interests of stakeholders are not prejudiced, and create the atmosphere of a clean enterprise of integrity.

商業道德與反貪腐

弘陽地產對違反商業道德和營私舞弊行為秉持零容忍態度，嚴格遵守《中華人民共和國公司法》、《中華人民共和國刑法》、《中華人民共和國反不正當競爭法》等法律法規，制定《反舞弊管理制度》、《舉報管理實施細則》等內部規章制度，始終以最高標準的商業準則約束自身和員工，堅決打擊任何形式的舞弊行為，致力於營造公平公正的氛圍。報告期內，弘陽地產未發生貪污訴訟案件。

為了確保以最高道德標準約束商業活動的開展，本集團建立了健全的商業道德管治體系，由內外部共同協作實現廉潔管理工作的雙向監管。弘陽地產董事會下設立審計委員會，負責監督管理集團內部控制相關問題。我們通過制定《廉潔承諾書》、《員工職務行為管理準則》、《弘陽地產集團供應商管理辦法》等商業道德相關政策，建立反舞弊管理機制，指導反貪腐管控工作的開展，規範員工和供應商的商業行為，保證利益相關方的權益不受損害，營造廉政誠信的企業氛圍。

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Anti-fraud Management Mechanism
反舞弊管理機制

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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While continuously improving the anti-fraud mechanism, we also attach importance to the establishment and optimization of a whistleblowing and complaint mechanism. We welcome all parties to report any acts of violation of business ethics by the Group or its employees by way of phone calls, emails or messages to our WeChat official account.

在不斷完善反舞弊機制的同時，我們亦注重舉報投訴機制的建設、優化工作。我們歡迎各方通過電話、郵箱、微信公眾號留言等方式反映集團及其員工違反商業道德的情況。

Phone number and WeChat official account

舉報電話、舉報微信號

- 13524050333

Email address

舉報郵箱

- lzhy@rsun.com

Department to take up reports

舉報受理部門

- Risk Control Department of Redsun Properties
弘陽地產風控部

WeChat official account

微信公眾號

- Risk Control Department of Hong Yang Group Company
弘陽集團風控部

Address to take up mails

舉報監督郵件受理地址

- 27th Floor, Hong Yang Building, No. 9 Daqiao North Road, Pukou District, Nanjing, Jiangsu Province
南京市浦口區大橋北路9號弘陽大廈27樓

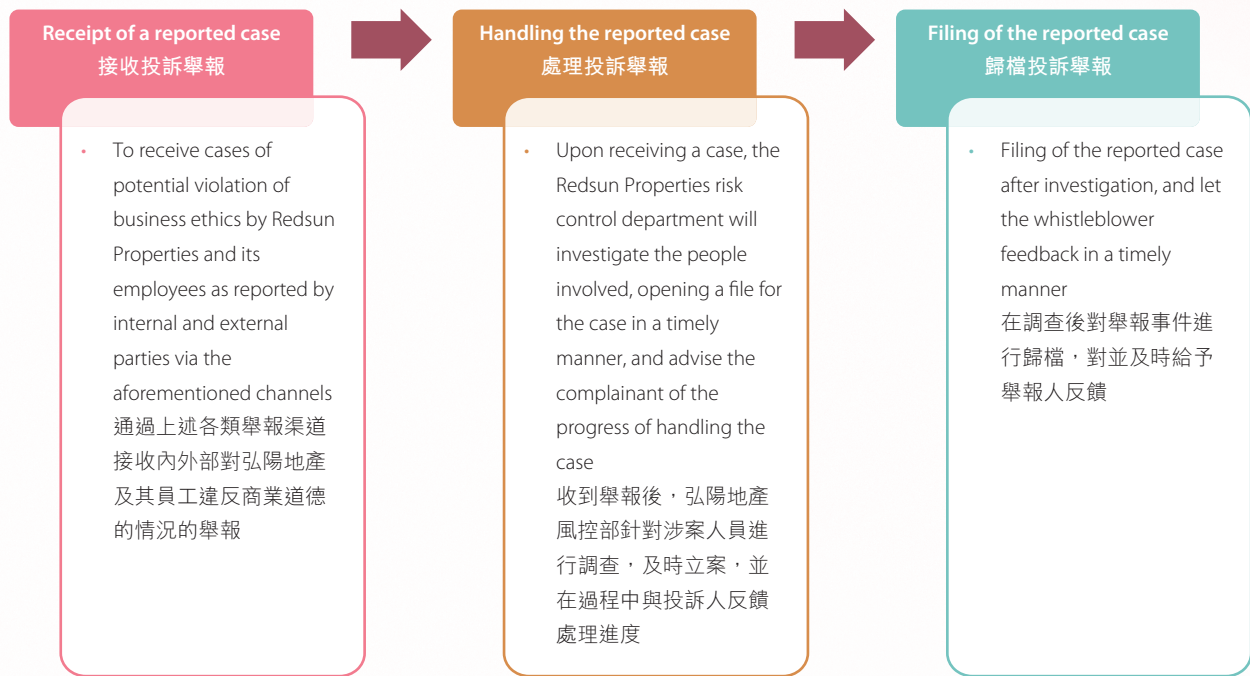
Ways of whistleblowing against corruption
反舞弊舉報途徑

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Upon receiving a reported incident, the risk control department of the Group will conduct in-depth investigation of reported incident as well as the people involved. After investigation, the reported case will be filed and feedback will be provided to the whistleblower in a timely manner.

在接到舉報之後，本集團風控部將會對舉報內容涉及的人員、事件展開深入調查，在調查後對舉報事件進行歸檔並及時給予舉報人反饋。



Procedure of handling reported cases
舉報處理流程

In the course of handling reported cases, we strictly comply with the relevant provisions in the *Implementation Rules on Managing Whistleblowing*, protect the privacy of the whistleblower and, without the consent of the whistleblower, will not disclose or leak the personal data of the whistleblower. Where the whistleblower is injured as a result of the violation of confidentiality and where acts of retaliation occur against the whistleblower, we will strictly handle according to the relevant requirements.

在處理舉報事件的過程中，我們嚴格遵守《舉報管理實施細則》中的相關規定，保護舉報人隱私，舉報人的個人信息未經舉報人同意，嚴禁公開和洩漏。對於違反保密規定使舉報人受到傷害，以及發生針對舉報人的打擊報復事件的情況，我們將依據相關規定嚴肅處理。

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Redsun Properties is strict on the anti-corruption management along the entire industry chain and at different segments of it. While the exercise of power is constrained by strict internal control system, we adopt various methods to solidly and effectively commence the promotion about anti-corruption. We regularly arrange trainings on occupational ethics related to anti-corruption and anti-fraud, enabling employees to understand the relevant laws and regulations and the rules and systems of the Group in a holistic manner and strengthening their senses of honesty and anti-corruption. During the Reporting Period, both online and offline modes were adopted by Redsun Properties to organize trainings on business ethics and integrity, for encouraging employees to learn from practice and creating a compliant atmosphere. During the Reporting Period, one training session on anti-corruption was arranged for the Board, one was arranged for the senior management, and five were arranged for the employees, adding up to seven in aggregate for the whole year. There were 1,054 participants inclusive of members of the Board, senior management and employees.

弘陽地產嚴格把控全產業鏈、各個環節的廉政管理。以嚴格內控制度制約權力運行的同時，採取多種形式，紮實有效地開展廉政宣傳工作。我們定期開展反貪腐反舞弊相關的職業道德培訓，讓員工全面了解相關法律法規和集團規章制度，強化誠信廉潔意識。報告期內，弘陽地產採用線上線下相結合的方式開展商業道德和廉潔宣貫培訓，鼓勵員工從實踐中領悟真知，營造合規氛圍。報告期內，共計向董事會開展1次反貪污培訓，向高級管理層開展1次反貪污培訓，向員工開展5次反貪污培訓，全年累計開展7次反貪污培訓，董事會、高級管理層及員工在內參與人次達1,054人。

Integrity Promotion Month under the theme "Heart of a Child; Working together in harmony" 「赤子之心、和衷共濟」廉正文化宣傳月

To create a business environment that is corruption-free, impartial, upright and with integrity, Redsun Properties actively responded to the Integrity Promotion Month under the theme "Heart of a Child; Working together in harmony" initiated by Hong Yang Group Company. During the event, a total of 5 presentations were organized online or offline, covering more than 1,000 employees and intensively introducing Redsun's integrity bottle line, integrity culture and integrity system. It analyzed the anti-fraud trend in the real estate industry, and analyzed key cases, to fortify the anti-corruption awareness of employees.

為營造廉潔、公正、陽光、誠信的商業環境，弘陽地產積極響應弘陽集團主導開展的「赤子之心、和衷共濟」廉正文化宣傳月活動。活動期間共展開線上線下宣講5次，覆蓋1,000餘名員工，深入介紹弘陽廉正底線、廉正文化、廉正體系，分析地產行業反舞弊形勢，同時對重點案例進行剖析，強化員工反貪腐意識。



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Protection of Intellectual Property Rights

Redsun Properties has always attached importance to the protection of intellectual property rights. It strictly complies with the *Intellectual Property Law of the People's Republic of China* and other national laws and regulations, formulated and implemented internal rules and systems including the *Media Management Measures*, the *New Media Governance System*, the *Visual Identification Management Measures*, and the *Poster Design and Picture Font Copyright Management Standard*, constantly improving the intellectual property protection mechanism, and formulating procedures and penalty requirements for handling copyright violations.

Redsun Properties respects intellectual property rights and attaches great importance to original copyrights, effectively avoiding potential intellectual property risks during operations by purchasing gallery, video library and font library. Regarding brand management, we actively protect the intellectual property rights of the Redsun Properties brand by establishing a brand trademark system with "Redsun" as the core, and registering corporate IP images and product line trademarks. Regarding new media channel management, we have set out detailed requirements for the entire process, including new media registration and the relevant graphic publishing and operation management, in the *Redsun New Media Management Code*, and established brand visual identity system ("VI") management measures, poster design and image font copyright management measures, thereby managing new media channels in a holistic manner, effectively aligning the brand image and ensuring safe and efficient operation. In addition, in the process of cooperation with third parties, we urge them to strictly control the approval process and use images and fonts in social media in a cautious manner.

In the course of our daily operations, we conduct inspections, corrective actions and reviews from time to time. In case of any incidents of infringing images during our day-to-day inspection, we liaise with the Group's legal department and handle them in a timely, objective and fair manner in accordance with the facts and evidence. At the same time, we seek to raise awareness of intellectual property rights compliance among employees through regular IPR-related training and case sharing.

As of 31 December 2022, Redsun Properties had a total of 28 existing trademarks.

知識產權保護

弘陽地產一貫重視對知識產權的保護，嚴格遵守《中華人民共和國知識產權法》等國家法律法規，制定並執行《媒介管理辦法》、《新媒體管治制度》、《視覺識別管理辦法》、《海報設計與圖片字體版權管理規範》等內部規章制度，不斷健全知識產權保護機制，制定版權違規處理流程和處罰要求。

弘陽地產尊重知識產權，高度重視原創版權，通過購買圖庫、視頻庫和字庫，有效避免運營過程中的潛在知識產權風險。在品牌管理方面，我們通過建立以「弘陽」為核心的品牌商標體系，並註冊企業IP形象，產品線商標，積極保護弘陽地產品牌知識產權。在新媒體渠道管理方面，我們在《弘陽新媒體管理規範》中對包括新媒體註冊登記、圖文發佈、運營管理等方面的全流程要求和規範進行了詳細規定，並配套建立了品牌視覺識別系統（「VI」）管理辦法、海報設計與圖片字體版權管理辦法，全面管理新媒體渠道，有效統一對外品牌形象，確保運營安全和高效。此外，在於第三方合作過程中，我們督促其嚴格把關審核流程，嚴謹使用社交媒體中的圖片、字體。

在日常運營過程中，我們不定期開展日常巡檢、糾偏、復盤，針對日常巡檢的侵權圖片等事件，聯動本集團法務，遵照事實和依據，及時、客觀、公正處理。同時，我們通過定期開展知識產權相關培訓、案例分享等，提升全員知識產權合規意識。

截至2022年12月31日，弘陽地產現有商標總量為28件。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

QUALITY OF INGENUITY

Adhering to a customer-centered notion, Redsun Properties is actively engaged in product innovation, research and development, constantly improves its customer service system, and continually uplifts its product strength and service power, to bring excellent experience to customers with the delivery of high-quality products and premium services.

Product Innovation

Under the corporate vision of “Becoming a Respected Creator of a Better Life”, Redsun Properties always seeks to thoroughly understand customer needs, continually fosters the formation of a product standardization system, focuses on product innovation and upgrade, and explores the development of green and healthy residences, in order to fabricate superior products and ceaselessly expand the scope of better life created for its customers.

In the first half of 2022, the Group focused on forming and refining the 239N standardization system including 2 R&D principles, 3 product lines, 9 product systems, and N product highlight modules. The highlight modules were counter-encapsulated based on the effect of implementation. In the second half of the year, we further streamlined and focused on product system upgrade, changing the standardization system from 239N to 2398, whereby we focused on tracing the implementation of eight highlight modules, and underwent product upgrade on the basis of the trend of the Group’s strategic transformation, regional conglomeration of customers, internal and external benchmarking and so forth. In addition, a “Little Red Kids” IP has been implanted in five major systems, including basement delineation system, large community landscape signage system, decorative system such as manhole covers and fire hydrants, building signage system, and small landscape ornaments, to achieve a unified corporate image and inject warmth into the community space while reflecting the project’s fine quality and providing emotional memory to customers.

匠心品質

弘陽地產以客戶為中心，積極開展產品創新研發，不斷完善客戶服務體系，持續提升產品力和服務力，以高品質的產品、優質的服務為客戶帶來卓越的體驗。

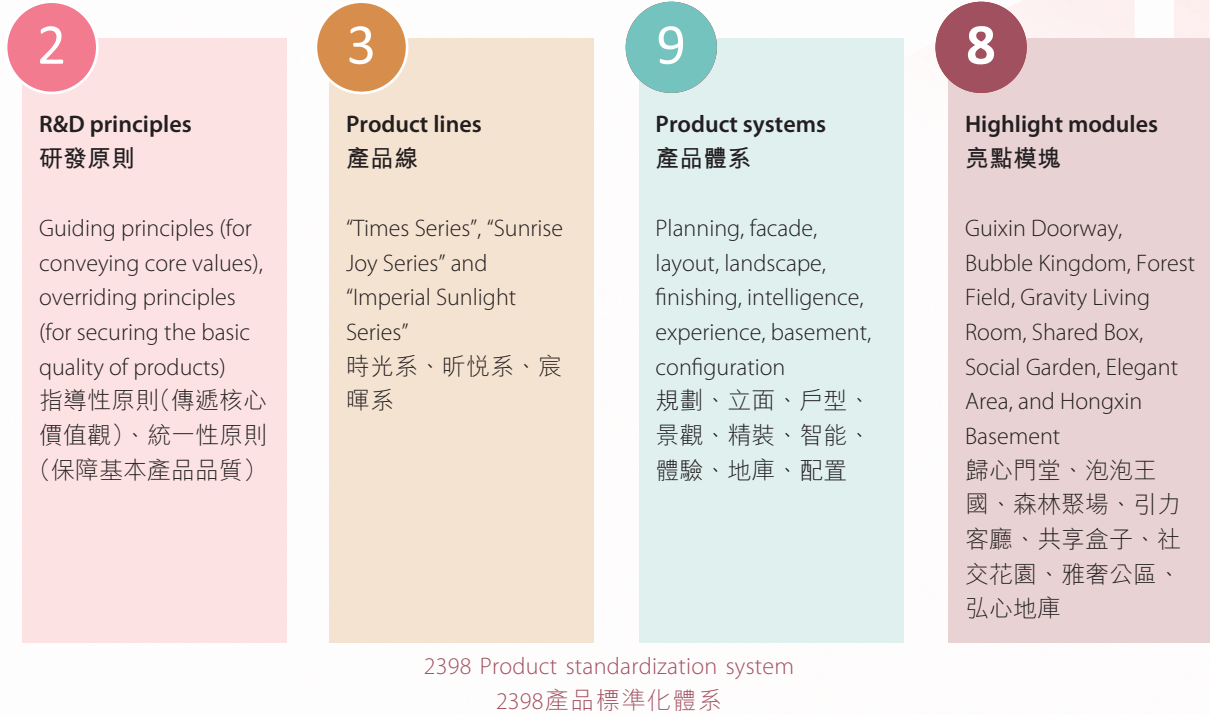
產品創新

秉承著「成為受人尊敬的美好生活創造者」的企業願景，弘陽地產深挖客戶需求，持續推進產品標準化體系建設，聚焦產品創新與迭代升級，探索開發綠色健康住宅，打磨優質產品，不斷拓寬為客戶創造美好生活的邊界。

2022年上半年，本集團重點建立並完善了2個研發原則、3個產品線、9個產品體系、N個產品亮點模塊的239N標準化體系，對亮點模塊根據落地效果反封裝。下半年，我們進一步精簡聚焦產品體系升級，將標準化體系由239N迭代為2398，重點跟蹤八大亮點模塊落地，並根據集團戰略轉型趨勢、區域客群聚焦、內外部對標等，實現產品迭代升級。此外，我們在地庫劃線系統、大區景觀標識系統、井蓋及消火栓等美化系統、樓宇標識系統、景觀小型擺件等五大系統中植入小弘人IP，實現企業形象的統一，在體現項目精工品質、向客戶提供情感記憶點的同時，為社區空間注入溫度。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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R&D and innovation represent the first power to drive the development of the Company. Attaching great importance to product R&D, and on the foundation of standardization system, the Group adopts diversified measures to continually foster product research and innovation. Meanwhile, by establishing our Hongzhu Ingenuity Award, we incentivize the ongoing product innovation in the design-inclusive delivered projects in terms of quality of effect, customer recognition and management implementation, with a view to forging products of high quality.

研發與創新是引領公司發展的第一動力。本集團高度重視產品研發，以標準化體系為基礎，通過多樣化的措施持續推進產品研究及創新。此外，我們還通過設置弘築匠心獎，從效果品質、客戶認可度、管理落地三個方面激勵設計操盤的交付項目持續開展產品創新，打造品質樓盤。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Insights into the trend of market and industry

洞察市場及行業趨勢

- We monitor changes in the market and industry in terms of product quality improvement and trendy practices, and use them as the basis for timely adjustment of the product innovation direction. We also conduct in-depth study on outstanding projects such as their clubhouses, sunken courtyard, common area, basement, landscape, community entrance, social attributes and so forth, thereby actively explore the path to product innovation suitable for the future development of Redsun Properties
 監測產品品質提升、流行趨勢等方面的市場及行業形勢變化，並以此為依據及時調整產品創新方向。深度研究優秀項目會所、下沉庭院、公區、地庫、景觀、社區入口、社交屬性體現等優秀案例，積極挖掘適合弘陽地產未來發展路徑的產品創新之路

R&D on green and healthy elements of projects

開展綠色健康專項研發

- With the theme of green and health, we collaborate with suppliers in the home technology field to carry out R&D and innovation regarding home technology, sponge city and rainwater recycling. We conduct inspection on the implementation of sponge city projects and make conclusions on the optimized technological measures, which are applied to projects including Grand One, Metropolitan and Puyue Residence
 以綠色健康為主題，與科技住宅廠家聯動，開展科技住宅、海綿城市、雨水回收等專項研發創新。對海綿城市項目落地進行考察，並總結優化技術措施，運用於弘著大觀、大都會、璞悅門第等項目

Review and iteration of the standardized implementation

復盤迭代標準化落地

- Depending on product structure, we conduct monthly sharing and review sessions for the implementation of standardization. As of the end of the Reporting Period, 51 standard nodes have been iterated, from which we have compiled standardization manuals covering interior lighting, hard landscaping, overhead structures, basement delineation and signage and so forth, guiding the projects towards rapid implementation while ensuring design effects
 依託產品結構，對標準化落地情況開展月度分享復盤。截至報告期末，已迭代了51個標準節點，形成了室內燈光照明、景觀硬質鋪裝、架空層、地庫劃線和標識標牌等標準化手冊，指引項目在保證設計效果的同時實現快速落地

Regular internal training

常態化內部培訓

- We carry out regular internal training in the form of excellent interior design cases and trend sharing, lectures by design masters and so forth, thereby continuously improve the professional level of our designers
 開展室內設計優秀案例與流行趨勢分享、設計大師講座等形式的常態化內部培訓，持續提升設計人員專業水平

Matching the needs of all ages

匹配全齡活動需求

- We seek to reshape product experience by matching the needs of all ages, as exemplified in the homecoming pattern, dual lobby above ground and underneath, quality basement, ancillary space and so forth
 圍繞歸家動線、地上地下雙大堂、品質地庫、配套空間等，匹配全齡活動需求，重塑產品體驗感

Product R&D and innovation
 產品研發及創新舉措

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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The Group focuses on creating residential products with “Intelligent” as the core, reforming the way living space is integrated with daily life, truly integrating intelligent technology into the building itself and the living facilities. The Group seeks to create an intelligent living system that caters to owners’ actual living needs, such as no-touch community access, convenient control by “intelligent control elf”, and real-time monitoring of exiting elderly and children.

本集團重點打造以「智慧」為核心的住宅產品，革新居住空間與日常生活結合方式，將智慧科技真正融入建築本身及生活配套中，打造無感社區通行、智控精靈便捷操控、老幼離園實時監控等以業主實際生活場景為落腳點的智慧人居系統。

Creating intelligent homes by “Intelligent Control Elf” and “No-touch Residential Area”

「智控精靈」與「零感住區」打造智慧住宅

Tapping the recent hot topics in town such as E-bike fires and children lost, Redsun Properties analyzes customers’ concerns and pain points in terms of safe living and convenient living, and focuses on creating two intelligent IPs, namely “Intelligent Control Elf” and “No-touch Residential Area”, using leading technology to help the daily safety management and services in communities, and using a full-coverage intelligent system to create community living under digitalized and intelligent management.

弘陽地產結合時下電瓶車起火、兒童丟失等社會熱點話題，分析客戶在安全生活、便捷生活等方面的關注點和痛點，重點打造「智控精靈」和「零感住區」兩大智慧IP，利用領先科技助力社區日常安全管理與服務，運用全覆蓋的智能化系統，打造數字化、智慧化管理的社區生態。

Intelligent residential IP is gradually implemented at many of the Group’s projects to create Redsun Properties’ intelligent residential products. For example, the Lakeside Yunjing project in Chengdu has incorporated such systems as in-home intelligent voice, one-touch scenario control and face recognition to provide convenient living. Systems such as Eyes of Angel and Hawk Eye Protection are also available to enhance security for owners. As of the end of the Reporting Period, the physical showroom of the project has been open to the public and has received positive comments from internal and external parties.

本集團諸多項目均在逐步落地智慧住宅IP，打造弘陽地產智慧住宅產品。例如，成都湖畔雲璟項目嵌入了戶內智能語音、一鍵場景控制、人臉識別等系統，提供便捷生活，還運用天使之眼、鷹眼防護等系統為業主提升安全保障。截至報告期末，該項目實體展示區已對外呈現，並獲得了內外一致的好評。



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Based upon customer experience, Redsun Properties strives to uplift living by exploring new approaches to healthy residences, from the perspectives of construction, gardening, space, property and elements of intelligence. The notion of healthy residences has been embodied in some of the Group's projects such as Lishui Xiyue Garden in Nanjing, Grand One in Huai'an and Central Mansion in Yangzhou, where the relationship between human beings and construction has been optimized with such elements as fresh air filtration, water quality control, high-quality lighting, temperature and humidity control, green travel and fitness design, thereby bringing superior living quality to customers.

弘陽地產以客戶體驗為導向，探索實踐健康住宅新模式，從建築、園林、空間、物業、智能化等方面提升居住感受。本集團通過南京溧水熹樾花園、淮安泓著大觀及揚州和光昕悅等項目具像化了健康住宅理念，以新風過濾、水質控制、高質量照明、溫濕度控制、綠色出行、健身設計等方面作為切入點，優化人與建築關係，為客戶營造優享品質生活。

Healthy and natural living experience — Lishui Xiyue Garden in Nanjing

健康自然的居住體驗 — 南京溧水熹樾花園

At Lishui Xiyue Garden in Nanjing, we seek to provide customers with high-quality and healthy living experience. Equipped with fresh air system, central air conditioning, water purifiers, high-quality recreational and sports facilities, natural living room and eco-friendly building materials, the project takes care of the customers' health in terms of air, water and temperature. Various fitness facilities such as a circular running track are in place, to cater to the different fitness needs of residents of different age groups. The planting of ornamental flowers and the availability of functional landscaping at outdoor spaces are designed to create a vibrant and comfortable natural environment.

南京溧水熹樾花園致力於為客戶提供高品質的健康居住體驗，通過預留新風系統、中央空調、淨水器點位，配置高品質康體設施，自然客廳及環保板材等，為客戶提供空氣、水、溫度全方位健康呵護。本集團為客戶配置了環形跑道等各類健身設施，關注各年齡段人群差異化的生活健身需求，並在戶外種植了各種特色觀賞花卉與功能性景觀等，打造活力舒朗的自然環境。



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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Empowering a better life — Huai'an Grand One awarded WELL certification 「為美好生活賦能」— 淮安泓著大觀項目榮獲WELL健康建築認證

Fully fostering healthy living, Redsun Properties engages itself in green construction in various cities. During the Reporting Period, adhering to our original intention of designing eco-friendly and healthy buildings, and founding upon the ten WELL standards, we built a physical display area and sample rooms for Grand One, which was awarded the WELL healthy residence certification for maintaining healthy homes while pursuing the ultimate aesthetics.

弘陽地產全面推行健康人居生活，在多個城市打造健康建築。報告期內，我們秉持環保健康的設計初衷，基於WELL十大標準，打造了淮安泓著大觀項目的實景示範區與樣板間，在追求極致審美的同時，維護健康住宅，榮獲WELL健康住宅認證。

Bearing in mind the city, planning, landscape, space layout, intelligent security and services, the Grand One project is made to be multidimensional with six aspects of living-enabled features, encompassing the “Elephant Storage + Healthy Residence + Honey Kitchen” modules in screening high-quality products and building exquisite living environment. Tangibly, the whole living space is equipped with central air conditioning, household floor heating, intelligent air monitoring system, seven layers of waterproof insulation, double water purification, water-saving faucets, water-saving toilets, natural living rooms and so forth, to provide a healthy internal environment and enhance the living experience of customers. At the same time, the community is also equipped with several facilities to accommodate social functions, such as the Bubble Kingdom for kids, the Vitality HUB for youngsters, and the Alice Garden in LOHAS Plaza, to extend the beauty of living.

泓著大觀項目圍繞城市、規劃、景觀、空間佈局、智能安防及服務等方面，打造HO-ME 6維人居，構建專屬化的六維生活禮序，以「大象收納+健康住宅+Honey廚房」模塊甄選優質產品，打造高奢人居生活。精裝配置全屋中央空調、新風系統、家庭地暖、七重防水保溫層、雙重淨水、節水龍頭、節水馬桶、自然客廳等標準，促進建築內部環境健康，提高客戶居住體驗。同時，社區搭載兒童家園 — 泡泡王國、青年場所 — 活力HUB、樂活廣場 — 愛麗絲花園等多個社交場所，延申生活之美。



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Against the backdrop of macroeconomic transformation and upgrading and urbanization construction, Redsun Properties, while adhering to its core business, actively explores new approaches to the integrated development between real estate and cities by building projects such as Nanjing Hong Yang Plaza and Changzhou Redsun 1936. With urban innovation as the carrier, economic development as the root and history and culture as the core, Redsun Properties seeks to achieve the positive interaction between industry, cities and people, and drive the sustainable development of society in every aspect.

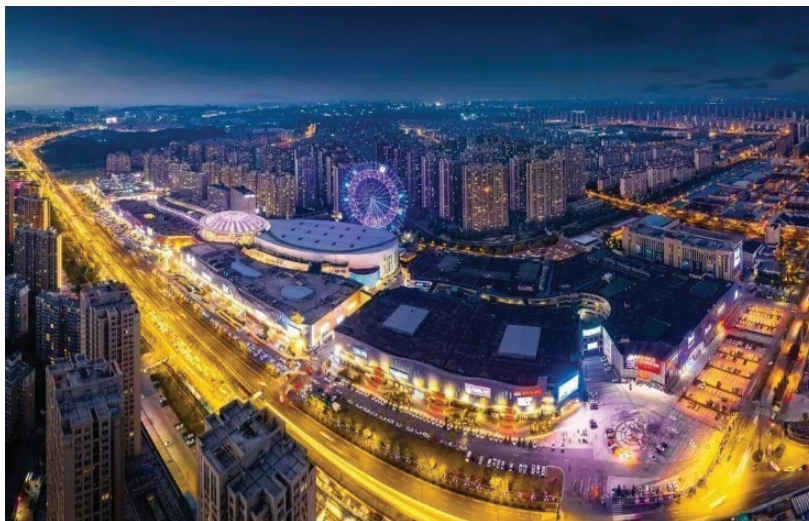
在宏觀經濟轉型升級、城鎮化建設不斷推進的大背景下，弘陽地產在堅守主航道的同時，通過打造南京弘陽廣場、常州弘陽1936等項目，積極發掘地產與城市融合發展的新模式，以城市革新為載體、經濟發展為根本、歷史文化為內核，實現產業、城市與人的良性互動，驅動社會全方位可持續發展。

Nanjing Hong Yang Plaza

南京弘陽廣場

Based on the dual-driven strategy of Hong Yang Group, Redsun Properties participated in the joint development of Nanjing Hong Yang Plaza. As the first mega cultural, commercial and tourism complex integrating “Double mall + Amusement and Performance”, Nanjing Hong Yang Plaza has successfully identified a new real estate commercial model with a closed loop full-chain transformation, achieved the mixed offering of shopping centers, theme amusement, star hotels, nighttime economy streets and central showgrounds, thereby effectively integrating the functions of culture, tourism, leisure, shopping and human living, and unlocking the multiple possibilities of commercial space.

基於弘陽集團的雙輪驅動戰略，弘陽地產參與聯合打造南京弘陽廣場。南京弘陽廣場作為首個「雙Mall+遊樂演藝」相融合的超大型文商旅綜合體，探索出了全鏈路轉化閉環的全新商業地產模式，實現了購物中心、主題遊樂、星級酒店、夜經濟雙街、中心秀場多元業態聯動，有效融合文化、旅遊、休閒、購物、人居等功能，刷新了商業空間的多種可能。



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Changzhou Redsun 1936

常州弘陽1936

Leveraging natural resources including the Beijing-Hangzhou Grand Canal, historic and cultural preservation constructions, industrial heritage from modern and contemporary times, the history, culture and celebrities of Changzhou and so forth, Changzhou Redsun 1936 has participated in renovating eight heritage protection constructions including the Tripartite Chamber, the Dust Filter Tower and the Old Factory Gate. Meanwhile, it has innovatively designed new venues for cultural tourism including textile art exhibition, coffee leisure, old-day-style commerce, children's playground, livehouse stage and so forth, as well as shopping center of 120,000 square meters and old-day-style street area of 50,000 square meters, creating a new commercial landmark of textile-themed cultural tourism alongside the canal.

常州弘陽1936項目依託京杭大運河、歷史文保建築、近現代紡織工業遺存及常州歷史文化名人等天然資源，在修繕三方廳、濾塵塔、老廠門等8處文物保護建築的同時，創新性地設計了紡織藝術展覽、咖啡休閒、民國風情商業、兒童樂園、Livehouse舞台等文旅新場景，以及12萬平方米的購物中心與5萬平方米的民國風情街區，打造運河邊紡織主題文旅商新地標。



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Committed to forging high-quality products, Redsun Properties garnered a number of awards for product design and R&D during the Reporting Period, achieving full recognition in the industry. During the Reporting Period, Redsun Properties received the following design awards:

弘陽地產致力於打磨優質產品，在報告期內，榮獲多項產品設計研發獎項，取得了業內充分的認可。報告期內，弘陽地產所獲設計類獎項有：

Project 獲獎專題	Name of Award 獎項名稱	Particulars 獲獎情況
Central Mansion 和光昕悅	MUSE Design Awards Titan Property Awards World Design Awards MUSE設計獎 Titan地產設計大類 世界設計獎	Architectural Design Gold Award Platinum Award World Design Awards 2022 建築金獎 鉑金獎 2022年世界設計獎
Xiyue Garden 熹樾花園	Aesthetics Vogue 美尚獎	Technology and Literary Values — Silver Award 科技文藝價值銀獎
Atmosphere of Mind 玖樾印象	DNA Paris Design Awards DNA法國巴黎設計大獎	Award of Excellence 優秀獎
Grand One 泓著大觀	CREDAWARD 地產設計大獎	Residence — Architectural Design Excellent Award 居住類建築佳作獎



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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Quality Assurance

For Redsun Properties, product quality has always been the crux of corporate development. We have established a comprehensive quality management system, and firmly controlled the quality of products and services from the perspectives of construction and delivery to create products of ingenuity and enhance the warmth of services.

Quality Management

Redsun Properties strictly complies with the relevant laws and regulations in industry standards in relation to quality, including the *Product Quality Law of the People's Republic of China*, the *Urban Real Estate Administration Law of the People's Republic of China*, the *Standardized Specifications for Engineering Construction Safety and Technology (GB 50870-2013)*. It has formulated the internal system of *Construction Assessment Management System*, which covers project quality monitoring and management, evaluation, rewards and punishments and so forth, to regulate internal quality management and strictly implement quality assurance.

品質保障

弘陽地產一直恪守精工品質的企業發展之本，建立全方位的質量管理體系，從建造、交付等角度牢牢把控產品與服務質量，打造匠心產品，提升暖心服務。

質量管理

弘陽地產嚴格遵守《中華人民共和國產品質量法》、《中華人民共和國城市房地產管理法》、《建築施工安全技術統一規範》(GB 50870-2013)等質量相關法律法規及行業標準，制定《工程考核管理制度》內部制度，涵蓋工程質量監控與管理、評估及獎懲等內容，以規範內部質量管理工作，嚴格落實品質保障。

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Arrays of Managements under the Construction Assessment Management System 《工程考核管理制度》 管理方向

Modelling Guide 樣板引路	Standardizing the implementation standards of modeling guide in important processes, massive fine decoration, delivery standards and so forth. The modelling must be verified and accepted by the Project Department and completed for the operators before construction in large area; 規範了重要工序、批量精裝修、交房標準等方面的樣板引路執行標準，樣板需經過項目部驗收並對操作人員完成交底後方可大面積施工；
Materials Sealing Sample 材料封樣	Requiring the project to have an independent sealed sample warehouse and establish a ledger to verify and accept the quality of all incoming materials under the principles of authenticity, process control and prior prevention; 要求項目需具備獨立封樣庫房並建立台賬，以貨真價實、進程控制、事先預防的原則，驗收所有進場材料質量；
Field Measurement 實測實量	The construction unit needs a 100% full coverage of measurement, and the Supervision Department and the Project Department need to conduct sample checking in a proportionate way; 施工單位需100%全覆蓋實測工作，並由監理部與項目部按比例抽查實測區；
Checking of Suspension Points 停止點檢查	The key processes are controlled, and the acceptance conclusion can either be pass or fail. If the suspension point of the previous process does not pass inspection, the construction of the next process cannot be carried out; 對關鍵工序進行管控，驗收結論只有通過或不通過。上道工序停止點檢查未通過，不能進行下道工序施工；
Closing Down for Quality Safety 質量安全拉閘	When the quality safety of the project has such defects that it triggers the conditions for closing down, we will close down the project. Construction cannot be resumed until the problem is rectified and the project is verified and accepted; 當項目質量安全存一定的問題且其影響程度達到拉閘條件時，我們將對項目進行拉閘處理，並待其整改合格、通過驗收後，方可合閘恢復施工；
Three Joint Inspections 三大聯檢	Including verification and acceptance of display area, site opening and delivery verification and acceptance; 包括示範區驗收、工地開放及交付驗收；

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To ensure the impartiality, independence and professionalism of our quality assessment, we conduct third-party quality assessment inspections on a quarterly basis. During the Reporting Period, the Group conducted a total of four third-party process assessments, covering the civil construction and fine decoration processes, thereby further ensuring that product quality satisfies the delivery standards.

為確保質量評估工作的公正性、獨立性與專業性，我們每季度開展第三方質量評估檢查。報告期內，本集團共開展4次第三方過程評估，覆蓋土建、精裝等過程，進一步確保產品質量達到交付標準。



Dimensions of third-party quality assessment
第三方質量評估維度

Product and service quality is closely related to customers. Redsun Properties not only attaches great importance to quality management in the construction stage, but also implements quality assurance measures in the stage of service delivery. A multi-dimensional, full-cycle quality management system has been put in place, covering Transparent Construction Site, “31998” delivery password, Hongxin Delivery System, Real Time Evaluation System and so forth.

產品及服務品質與客戶息息相關。弘陽地產不僅嚴抓建造施工階段的質量管理，也將品質保障舉措落實到了交付服務階段，建立包含透明工地、交付密碼「31998」、弘心交付體系、即時評價系統等多維度的全週期質量管理體系。

Fully apprehending our customers’ concerns about construction quality and its progress, we have created the “Transparent Construction Site” to openly display the standards, using the dual mode of online cloud live broadcast and offline quality model room display, so that customers can know how the quality of their homes is ensured in the construction process. In the delivery stage, the Group has created an exclusive “31998” delivery password, which strictly controls a number of benchmarks such as completion acceptance records, site openness, overall delivery rate and satisfaction rate during the settling-in period.

我們充分理解客戶對建築品質與工程進展的關心，匠心打造了「透明工地」開放展示標準，運用線上雲直播與線下品質樣板間展示的雙模式，讓客戶切身知悉家的品質生長過程。在交付階段，本集團打造了專屬的交付密碼「31998」，嚴格管控竣工驗收備案取得情況、工地開放、總體交付率及磨合期滿意度等多項指標。

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3: Three months before contract delivery, a record certificate of completion and acceptance has to be obtained
合同交付前三個月，要取得竣工驗收備案證

1: One month before contract delivery, the site has to be 100% opened
合同交付前一個月 100% 工地開放

9: Defect rectification rate should not be less than 95% following pre-delivery property inspection
交付前物業一戶一驗問題整改率不低於 95%

9: Delivery rate should not be less than 90% for high-rise buildings and should not be less than 60% for villas three months after delivery
交付後三個月交付率高層不低於 90%，別墅不能低於 60%

8: Satisfaction rate during the post-delivery settling-in period cannot be less than 80 points
交付後磨合期滿意度不能低於 80 分

“31998” delivery password
交付密碼「31998」

Meanwhile, we have also established the Hongxin Delivery System, which allows customers to book delivery in advance online and receive one-on-one inspection services on site. Interactive sessions such as ribbon-cutting, photo-taking and lucky draws are made available to help customers achieve “what they need and what they want”. To listen to customers’ opinions in real time, we have also introduced Real Time Evaluation System to investigate customers’ experience and feelings in the whole cycle of their home purchases, so as to adjust potential problems in a timely manner and better serve our customers.

同時，我們還建立了弘心交付體系，讓客戶可以在線上提前預約交付，並獲得現場一對一全程陪驗服務。陪驗現場設置有剪綵、留影、抽獎等互動環節，助力客戶實現「心之所需，心之所願」。為實時聆聽客戶聲音，我們還引入了即時評價系統調查客戶置業全週期的體驗與感受，以便及時調整潛在問題，更好地為客戶服務。



Quality and progress displayed through
Transparent Construction Site
透明工地展示品質與進度



One-on-one inspection services enabled
by the Hongxin Delivery System
弘心交付體系全程陪驗房

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During the Reporting Period, Redsun Properties did not occur any significant product quality incident.

Formation of Quality Culture

Founding upon quality development since its inception, Redsun Properties is committed to raising the quality awareness of all employees and creating a quality culture. We organize regular project quality training for employees and working partners to nurture a sense of responsibility for quality and to continuously improve the quality assurance capability of our internal and external teams.



Internal training organized by Redsun Properties
弘陽地產內部培訓

We conduct monthly online video training, covering the Group's management system, common quality problems on construction sites and so forth. Each Project Department must participate in the training and pass the assessment

每月開展線上視頻培訓，內容包括集團管理制度、現場常見質量問題等，各個項目部需參與培訓並通過考核

報告期內，弘陽地產未發生任何重大產品質量事件。

質量文化建設

質量發展是立業之本，弘陽地產致力於提升全員質量意識，營造質量文化氛圍。我們面向員工與參建方定期開展項目質量培訓，樹立全員堅守品質的責任感，持續提升內外部團隊質量保障能力。



Regular quality training organized by projects
項目定期組織質量培訓

The Project Department organizes quality training twice a month for internal staff and our working partners, covering the craftsmanship involved on construction sites, relevant quality standards, the relevant engineering management system of Redsun Properties and so forth

項目部針對內部人員及各參建方開展每月兩次培訓，內容包括現場涉及的工藝工法、相關質量標準、弘陽地產相關工程管理制度等

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Sincere Service

Putting customers first and pinpointing a long-term development path as directed by its customer value strategy, Redsun Properties strives to understand what customers think, solve their worries and do what they need in order to provide them with services of higher quality.

Customer Service System

Adhering to the service philosophy of “Quality First and Customer First”, the Group takes customers’ recognition as a benchmark for its service delivery. While the customer-first core value is deeply rooted in its culture, the Group seeks thorough understanding of customers’ needs and provides them with sincere services. In 2022, which was the customer value year of Redsun Properties, we upheld the value proposition “向陽而生，弘心綻FUN” and focused on the core “Customer-centered” and “Operation-centered” strategies, by continually uplifting the standardization of our products and services, improving the full-journey experience of customers, and continually enhancing the operation value of Redsun Properties.

Committed to its “customer-centered” notion, the Group has established and fine-tuned its full-cycle customer service systems, namely “1+8+X”, Redsun Life Heart Service System 2.0 and the 12 Standard Actions at the Sales Stage.

竭誠服務

弘陽地產始終把客戶放在第一位，標定了以客戶價值戰略為導向的長期主義發展路徑，致力於懂客戶所想、解客戶所憂、做客戶所需，為客戶提供更優質的服務。

客戶服務體系

本集團秉持「品質第一，客戶至上」的服務理念，以客戶認可為服務標準，將客戶至上的核心價值觀深植於內心深處，精研客戶需求，竭誠為客戶服務。2022年是弘陽地產的客戶價值主題年，我們秉承「向陽而生，弘心綻FUN」的價值主張，圍繞「以客戶為中心」和「以經營為中心」的戰略核心，持續升級產品與服務標準化，改善客戶全程體驗，持續提升弘陽地產經營價值。

本集團堅持以客戶為中心，建立並完善了全週期的客服體系「1+8+X」、弘心服務體系2.0以及銷售階段12項標準動作。

1

- 1 customer strategic map of Redsun: Precise positioning of the pace from three perspectives, namely operation cycle, customer life cycle and business cycle
1張弘陽客戶戰略地圖：圍繞運營週期、客戶生命週期、業務週期三個視角，精準定位作戰地圖節奏

8

- 8 business acts of Redsun customer service: Risk control, delivery, complaints, satisfaction management, segment management, related business management, 400 Business Center and service system management
8項弘陽客服業務動作：風險控制、交付、投訴、滿意度管理、條線管理、關聯業務管理、400業務中心、服務體系管理

X

- X assisting acts: Including 50 questions on project positioning and 180 questions on construction drawing review
X個支撐動作：包括項目定位50問，施工圖審圖180問等

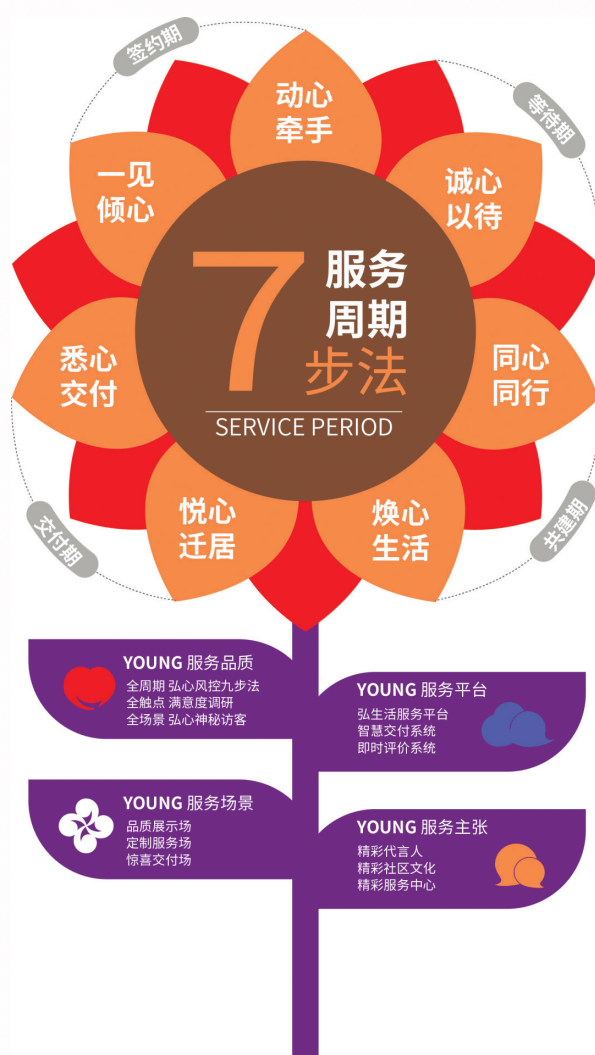
“1+8+X” customer service system of Redsun Properties
弘陽地產「1+8+X」客服體系

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On the basis of “Seven Steps of Redsun Life Heart Service”, integrating the “Four Values” of service quality, service platform, service scenarios and service proposition, and upon the “Four Periods” of signing period, waiting period, delivery period and joint construction period, the Group has established Redsun Life Heart Service System 2.0 to provide diversified and comprehensive services that precisely cater to the services needs of customers at different stages. In particular, we have devised 12 standard actions at the sales stage to standardize our sales behavior.

本集團基於「弘心服務七步法」，融合服務品質、服務平台、服務場景、服務主張「四大價值」，圍繞簽約期、等待期、交付期及共建期「四大週期」，搭建了弘心服務體系2.0，提供全方位、多樣化的服務，精準滿足客戶各階段服務需求。其中，我們形成了銷售場景下的12項標準動作，規範銷售行為。



Four Periods of the Seven Steps of Redsun Life Heart Service Standard
弘心七步法服務標準的四大週期

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12 Standard Actions in the Sales Stage
銷售階段12項標準動作示例

During the Reporting Period, for the customer service system, the Group upgraded service tools including its customer management system, Redsun Life Heart Club official account and so forth, to ensure that the best services will be provided to its customers going forward.

報告期內，本集團針對客戶服務體系開展了客戶管理系統、弘心會公眾號等服務工具升級，確保在今後的工作中為客戶提供最佳服務。

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Customer management system 客戶管理系統

- Digitally-enabled service power upgrade, couple with online risk control, delivery by appointment, online home inspection, online reporting of incidents and request for repair, customer activities, instant evaluation and other functions to provide customers with more convenient services.
- 數字賦能服務力升級，配置了線上風險管控、預約交付、線上驗房、線上報事報修、客戶活動、即時評價等功能，為客戶提供更加便捷的服務。

Redsun Life Heart Club official account 弘心會公眾號

- On Redsun Life Heart Club official account, three fixed columns, namely Rsun People Channel, Hongxin Family Letter and Hongxin Standard, have been set up to convey the brand concept and service standard of Redsun Life Heart Service, and have achieved the functions of Rsun People's Day themed activities consultation, project progress broadcast, basic information inquiry of the Group's projects on sale, owner certification bundling, reporting of incidents and request for repair, complaint consultation and so forth, so that owners can get exclusive answers at the first time. As of the end of the Reporting Period, the number of subscribers of the official account had reached 34,844.
- 弘心會公眾號設置了弘人頻道、弘心家書以及弘心標準三大固定欄目，傳遞弘心服務的品牌理念及服務標準，實現了弘人節主題活動諮詢、工程進展播報、全集團在售項目基本信息查詢、業主認證綁定、報事報修、投訴諮詢等功能，便於業主第一時間獲得專屬解答。截至報告期末，公眾號粉絲量已達34,844。

Customer Satisfaction Management

With the original intention of "Creating a better life for customers", Redsun Properties takes customer satisfaction as an important benchmark for the ongoing upgrade of our products and service system. During the Reporting Period, the Group continued to adopt the *Special Reward and Punishment Management Measures for Large-scale Operation of Redsun Properties*. At the same time, the Golden Delivery Award and the Best Service Award of the Year have been set up to link customer satisfaction with staff performance, emphasizing the importance of customer satisfaction and motivating employees to continuously improve services and bring excellent experiences to customers. Meanwhile, in the *Centre Management Manual*, we have added contents related to satisfaction return visit to ensure that all improvements are put into practice.

客戶滿意度管理

弘陽地產襟懷「為客戶創造美好生活」的初心，將客戶滿意度作為我們不斷升級產品與服務體系的重要抓手。報告期內，本集團沿用《弘陽地產大運營專項獎罰管理辦法》，並設置了黃金交付獎、年度最佳服務大獎等，將客戶滿意度與員工績效掛鉤，強調客戶滿意度的重要性，激勵員工持續提升服務，為客戶帶來卓越的體驗。同時，我們在《呼叫中心管理手冊》一制度中增加滿意度回訪相關內容，確保各項改進工作落到實處。

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To foster enhancement in quality and efficacy of the transformation of products and services to customer value, we participated in two Hong Yang Group Company Customer Value Day symposiums during the Reporting Period to help improve customer satisfaction. During the Reporting Period, the Group's cumulative annual customer satisfaction score reached 85 with positive customer feedback.

為推進產品與服務到客戶價值轉化的提質增效，我們在報告期內參加了兩場弘陽集團客戶價值日大會，助力客戶滿意度提升。報告期內，本集團累計年度客戶滿意度達85分，取得了積極正面的客戶反饋。

Customer Value Day Symposium

客戶價值日大會

In January 2022, Hong Yang Group Company held the 2021 annual "Customer Value Day" symposium. As an important point of implementing the "customer-centered" strategy, Redsun Properties effectively guided its business by means of real-life cases review and target anchoring, and converted customer expectations, demands and real feedback into the basis and guidelines for product and service improvement. In July of the same year, we conducted an in-depth analysis and conclusion of the work achieved at the 2022 semi-annual customer value day symposium of Hong Yang Group Company, and clearly defined the future goals and directions.

2022年1月，弘陽集團2021年「客戶價值日」年度專題會順利召開。作為「以客戶為中心」戰略的重要落腳點，弘陽地產通過實戰復盤、目標錨定等手段有效指導業務，將客戶期望、需求和真實反饋，匯結為產品力與服務力提升的依據與準則。同年7月，我們在弘陽集團2022半年度客戶價值日大會中，對工作達成情況進行了深入剖析與總結，明確了未來目標及方向。



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Creating A Better Life

To better safeguard the full experience of customers, Redsun Properties has carried out customer communication activities in different scenarios to create a better life for customers based on its own commercial value.

締造美好生活

為更好地保障客戶全程體驗，弘陽地產開展了不同場景下的客戶交流活動，立足於自身商業價值為客戶締造美好生活。

Refresh with Heart — Love Home Plan 以心煥新 — 愛家計劃

Based on the motto of “Customers shall not suffer, even if we are in difficult time”, we have carried out the “Refresh with Heart — Love Home Plan” for five consecutive years, in which we renovated, maintained and upgraded the communities of projects already delivered, thereby uplifting the living quality of the property owners. During the Reporting Period, Resun Properties joined hands with Redsun Services to extend the coverage of the plan to Nanjing, southern Jiangsu, Shandong-Anhui and western regions, with the four themes of “Warm Home, Neighborhood Fun, Children’s Dream and Sportsmen’s Passion”, whereby 159 projects were refreshed and had a warm start again.

我們秉承「再苦不能苦客戶」的宗旨，持續5年開展「以心煥新 — 愛家計劃」，對已交付項目園區進行翻新、養護和升級，不斷提升業主居住品質。報告期內，弘陽地產聯動弘陽服務，兩方合力將計劃覆蓋範圍擴展至南京、蘇南、魯皖、西部區域，圍繞「溫暖愛家、鄰趣愛家、童夢愛家、運動愛家」四大煥新主題，惠及159個項目以心煥新，溫暖再起航。



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Rsunner Festival Activities in Different Seasons

弘人節四季活動

To organize vivid activities for the communities, we created an exclusive "Rsunner Festival" tailor-made for the property owners, with different features for different seasons of the year, such as the Redsun Sports Season in Spring and the Redsun Family Day in Summer, portraying the magnificence and diversity of community life and enriching the many aspects of Redsun-style happiness. 為打造繽紛社區活動，我們為業主定製了專屬特色節日「弘人節」，圍繞春夏秋冬四個季節，開展春季弘人運動季、夏季弘人家庭日等活動，描繪精彩多元的社區生活，豐盈弘陽式幸福的多面。



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While safeguarding the services to and experience of the property owners, we are committed to building closer connection with the tenants and providing multi-faceted services to them, to create a better business environment. We provide a variety of free services to the tenants and offer help in a timely manner when they are in need. In addition, during the COVID-19 pandemic, we conducted training for all employees on the prevention and control of infectious diseases, and engaged in deeds of care and support by providing free distribution of pandemic prevention materials to tenants in need, in order to help them better surmount the impact of the pandemic.

在保障業主服務與體驗的同時，我們亦致力於與商戶建立更深入的連接，開展多方位的商戶服務活動，助力塑造一個更美好的商業環境。我們為商戶提供多樣的免費服務，在商戶困難時及時提供幫助。此外，在疫情期間我們面向全體職工開展預防控制傳染病等疫情知識培訓，並開展了困難商戶防疫物資免費發放等疫情期間關懷與幫扶，幫助其更好地應對疫情影響。



Cleaning and maintaining air conditioners for tenants free of charge
免費幫商戶空調清洗保養



Providing water truck services to help caterers when water supply was suspended
提供水車服務幫扶餐飲商戶
度過停水難關



Maintaining air conditioners for tenants free of charge
免費為商戶保養空調

Customers' Rights

Redsun Properties attaches importance to customer experience and has created a service and compliant handling system with standardization, systematization and specialization, to ensure efficient, accurate and attentive solutions to solving customers' problems and protect their legitimate rights and long-term interests.

客戶權益

弘陽地產重視客戶體驗，打造了具備規範化、系統化、專業化的服務與訴求處理體系，確保高效、準確、貼心地解決用戶問題，保障客戶合法權益與長期利益。

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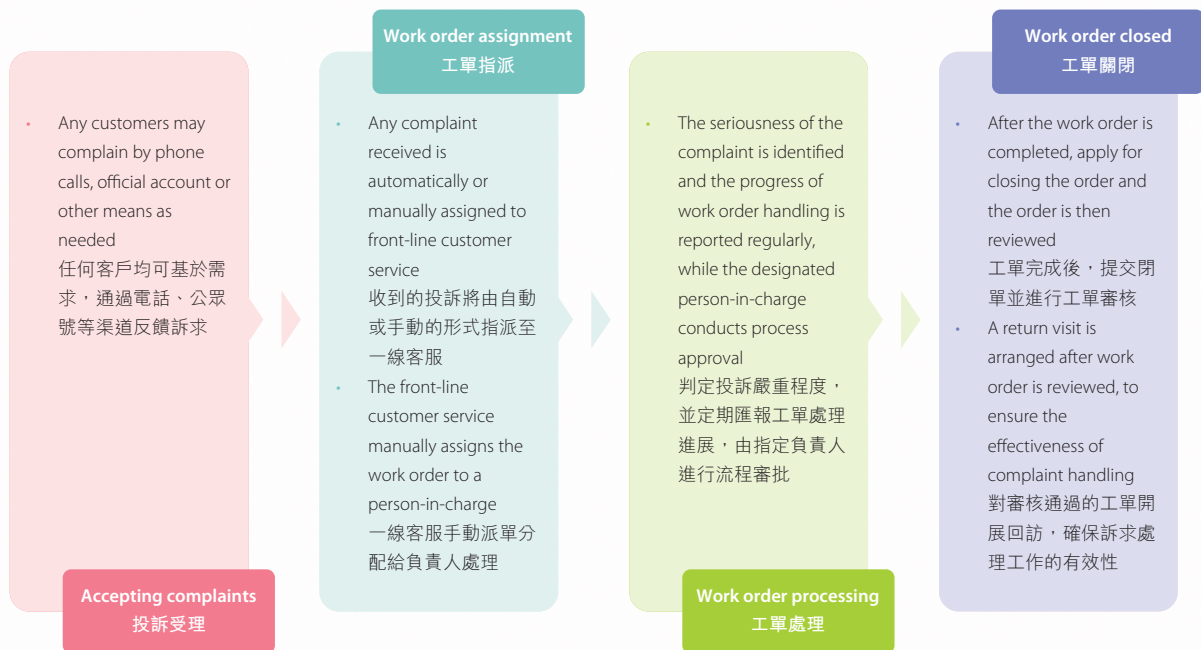
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Responding to Demands

Customer complaints are important in driving our ongoing improvement. During the Reporting Period, Redsun Properties further improved the *Management Measures for Customer Complaints and Major Crisis Events*, by adding a new mechanism of deducting points for major complaints and petitions on the basis of the adjustment of assessment benchmarks and target values. Based on the *Special Reward and Punishment Management Measures for Large-scale Operation of Redsun Properties*, customer satisfaction has been linked up with staff performance, to motivate the team to continuously improve service quality and enhance the efficiency of resolving complaints.

訴求響應

客戶訴求是我們持續改進的重要動力。報告期內，弘陽地產進一步完善《客戶投訴與重大危機事件管理辦法》，在調整考核指標及目標值的基礎上新增了重大投訴與上訪扣分機制，並以《弘陽地產大運營專項獎勵管理辦法》為依據，將客戶滿意度與員工績效掛鉤，激勵團隊持續改善服務質量與提升訴求解決效率。



Process of complaint handling
投訴處理流程

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To understand and respond to customers' opinions and suggestions in a timely manner and to ensure the smooth flow of customer communication and feedback channels, we have set up a multi-scenario customer complaint channel to ensure that every voice of the customers is heard, every complaint is taken seriously and every problem is resolved. During the Reporting Period, the Group received a total of 2,531 customer complaints, with a 99% rate of contacting customers within 30 minutes from receiving an order, a 100% closure rate of customer complaints, and approximately 87% rate of customer satisfaction.

為及時了解、解決客戶意見及建議，保障客戶溝通反饋渠道的暢通，我們設置了多場景的客戶投訴渠道，確保客戶的每個聲音都被聽見、每個訴求都被重視、每個問題都能解決。報告期內，本集團共接到客戶投訴2,531起，30分鐘接單聯繫客戶比例達99%，客訴關閉率100%，投訴客戶滿意度約為87%。



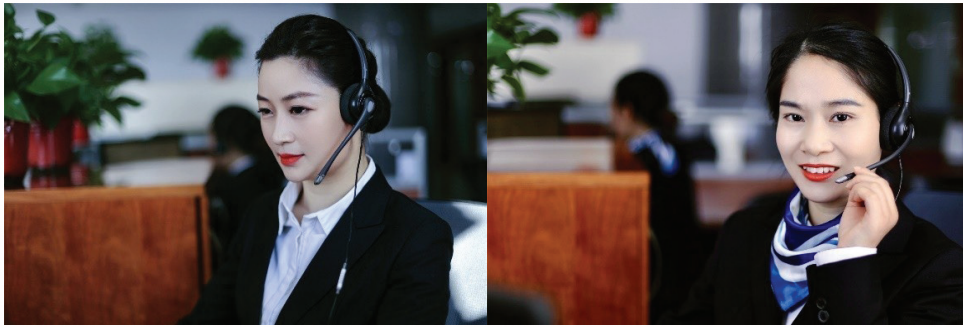
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400 customer service hotline 400客戶服務熱線

During the Reporting Period, holistic enhancements were made to the Redsun customer service hotline to raise our service standards. We upgraded single connection, provided timely, standardized and professional answers to customer questions through unified organization, system and management of the information technology platform, and served on the basis of 24-hour per day and 365 days per year, contact within 30 minutes, visit within 60 minutes and return visit within 48 hours.

報告期內，我們全面升級弘陽客戶服務熱線，提升服務標準，升級單一接線體質，通過統一組織、制度及信息化平台的管理，提供客戶問題解答的及時性、規範性及專業性，兌現365天24小時守候，30分鐘聯繫，60分鐘上門，48小時回訪。



According to the positions of the respective employees, the Group provides customized training on customer complaint handling, to continuously improve the employees' attention to customer complaint handling and key competencies. On a quarterly basis, we organize cornerstone meeting training, in a mixed online and offline mode, for all members of the customer service team. For areas and personnel with weak customer complaint handling, we organize online training at irregular time internals, covering personnel in relation to customer service, housing repair, sales and marketing and so forth, to make up for the shortcomings of staff capabilities and provide strength for the protection of customer rights and interests.

本集團根據員工崗位，提供定製化客戶投訴處理培訓，持續提升員工對客戶投訴處理的重視程度與關鍵能力。我們每季度一次針對客服全員，開展線上線下結合的基石會議培訓，並針對薄弱區域與薄弱人員不定期開展線上培訓，範圍覆蓋客服、房屋維保、營銷等人員，補足員工能力短板，為客戶權益保障提供力量。



Customer service line meeting, Hong Yang Group Company

弘陽集團客服條線會議

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Privacy and Information Security

Redsun Properties adheres to putting customers' interests first, strictly protecting customers' personal information and safeguarding their legitimate rights and interests against infringement. We strictly comply with laws and regulations such as the *Property Law of the People's Republic of China* and the *Personal Information Protection Law of the People's Republic of China*, and have formulated internal systems such as the *Call Centre Management Manual* to regulate the work related to the management of customer information confidentiality and clearly define a strict responsibility and punishment system. During the Reporting Period, Redsun Properties did not have any major incident on the leakage of customer privacy.

隱私安全

弘陽地產堅持以客戶利益為先，嚴格保護客戶個人信息，保障其合法權益不受侵害。我們嚴格遵守《中華人民共和國物權法》、《中華人民共和國個人信息保護法》等法律法規，並以此指導制定了《呼叫中心管理手冊》等內部制度，規範客戶信息保密管理相關工作，並明確了嚴格的責任處罰制度。報告期內，弘陽地產未發生任何重大客戶隱私泄露事件。

Restrictions on employees 人員規範

- It is strictly prohibited to pry into or ask other employees for information that has nothing to do with their job responsibilities.
嚴禁任何員工向其他崗位員工窺探或過問職責外的信息。
- It is strictly prohibited to print and copy all kinds of information and materials of the Company without permission, and spread them outside without authorization.
嚴禁任何員工私自列印、複製公司各類信息資料，不得在不經允許的前提下對外傳播。

Authority management 權限管理

- Assign customer information access permission according to the responsible area and project.
依據管轄區域與項目下發客戶信息查看權限。
- The opening of the customer's system authority can only be operated with the consent of the department leader.
由部門領導同意後方可開通客戶系統權限。

Methods of punishment 處置手段

- Anyone who finds any leakage of secrets in any link must report to the manager/supervisor within 10 minutes, and the manager/supervisor must report to the head of the centre within 10 minutes.
所有員工需在任何失密、泄密現象發生後的10分鐘內向經理/主管報告，經理/主管則需在10分鐘內報告給中心領導。
- For those employees who are involved in the loss or leakage of confidential information, serious warning shall be given to those with minor circumstances, and dismissal and other punishment shall be given to those with serious circumstances.
對於失密、泄密事件相關責任人員，將嚴重警告情節較輕者，對情節嚴重者予以辭退等處置。

Measures of customer privacy protection
客戶隱私保護舉措

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Responsible Marketing

Upholding the principles of responsible marketing, Redsun Properties complies with laws and regulations including the *Advertising Law of the People's Republic of China*, the *Law of the People's Republic of China on the Protection of Consumer Rights and Interests* and so forth, and has formulated and implemented internal systems including the *IP Image Basic Regulation Manual*, the *Visual Identity System*, the *Redsun Short Video Management Regulation*, the *Redsun New Media Management Regulation*, to standardize the Group's communication and marketing processes.

To ensure the authenticity and reliability of the information conveyed, based on the *Brand Management System*, we have standardized the handling of communication content, standardized the management review process and established a compliant communication mechanism. Based on the *Redsun New Media Management Regulation*, the Group has standardized the division of responsibilities, content release and audit, account management and other operational standards of our new media accounts for new media registration, graphic release and operation management, and established the *Brand Visual Identity System (VI) Management Measures* and *Poster Design and Picture Font Copyright Management Measures* to unify the Group's external brand information and eliminate false propaganda and excessive marketing.

責任營銷

弘陽地產秉持負責任的營銷原則，遵守《中華人民共和國廣告法》、《中華人民共和國消費者權益保護法》等法律法規，制定並實施《IP形象基礎規範手冊》、《視覺識別系統》、《弘陽短視頻管理規範》、《弘陽新媒體管理規範》等內部制度，標準化集團傳播與營銷流程。

為確保傳達信息的真實、可靠，我們基於《品牌管理制度》，標準化處理傳播內容，規範化管理審核流程，建立合規溝通機制。本集團依據《弘陽新媒體管理規範》，針對新媒體註冊登記、圖文發佈、運營管理等方面，規範了我們新媒體賬號的職責分工、內容發佈與審核、賬號管理等運營標準，並建立了《品牌視覺識別系統(VI)管理辦法》與《海報設計與圖片字體版權管理辦法》，統一集團對外品牌信息，杜絕虛假宣傳與過度營銷。



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ENVIRONMENTAL RESPONSIBILITY

Always putting the mission of green development into practice, Redsun Properties has actively responded to the state's call for energy conservation and emission reduction, and vigorously promoted green design, green building, green construction and green operation through ongoing enhancement of its environmental management system to ensure the transformation of each business segment to low-carbon economy and foster sustainable urban development. At the same time, having the notion of sustainability embodied in our corporate strategy, we continue to foster the effective combination of environmental protection and financial tools, with the release of the *Green Financing Framework of Redsun Properties* featured by our corporate characteristics. We continuously improve the level of green financial management and seek to contribute to society with green financing.

Environmental Management

Environmental Management System

Redsun Properties strictly complies with laws and regulations including the *Environmental Protection Law of the People's Republic of China*, the *Law of the People's Republic of China on Appraising of Environmental Impacts*, the *Law of the People's Republic of China on the Prevention and Control of Water Pollution*, the *Atmospheric Pollution Prevention and Control Law of the People's Republic of China*, the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste*, and the *Energy Conservation Law of the People's Republic of China*. It has formulated and issued internal systems including the *Environmental Management Manual*, the *Business Environment Management Regulations and Standards of Redsun*, the *Environmental Management Regulations and Standards of Redsun Commercial Home Shopping Malls*, and the *Operation Guidelines for Energy Conservation and Consumption Reduction*, to manage relevant efforts related to environmental protection in a standardized manner. In 2022, the Group was not subject to significant fines or penalties for violating any environmental laws and regulations.

環境責任

弘陽地產始終踐行綠色發展的使命，積極響應國家節能減排的號召，通過不斷完善環境管理體系，大力推動綠色設計、綠色建築、綠色施工、綠色運營等領域，保障各業務環節向低碳經濟轉型，推動城市可持續發展。與此同時，我們將可持續理念貫穿公司戰略，持續推動綠色與金融工具的有效結合，發佈了具有企業特色的《弘陽地產綠色融資框架》，不斷提升綠色金融管理水平，以綠色融資回饋社會。

環境管理

環境管理體系

弘陽地產嚴格遵守《中華人民共和國環境保護法》、《中華人民共和國環境影響評價法》、《中華人民共和國水污染防治法》、《中華人民共和國大氣污染防治法》、《中華人民共和國固體廢物污染環境防治法》、《中華人民共和國節約能源法》等法律法規，制定並頒佈了《環境管理手冊》、《弘陽商業環境管理規定與標準》、《弘陽商業家居商場環境管理規定與標準》、《節能減耗操作指引》等多個內部制度，規範化管理環境保護相關工作。2022年，本集團無因違反環境法律及法規而被處以重大罰款或遭受處罰。

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Environmental Objectives

Based on our own business operation, we have set objectives for sustainable development and roadmap for performance improvement, in the management of energy, wastes, water resources and greenhouse gas emissions. During the Reporting Period, Redsun Properties kept fostering environmental management based on pre-set objectives and took relevant actions, thereby uplifting our environmental performance on an ongoing basis.

環境目標

我們根據自身業務情況，分別在能源、廢棄物、水資源和溫室氣體排放管理上設定可持續發展目標及績效改進方向。報告期內，弘陽地產依據目標持續推進環境管理工作，落實相關行動，不斷提升我們的環境表現。

Energy management 能源管理	Water efficiency 用水效率	Waste management 廢棄物管理	Greenhouse gas emissions 溫室氣體排放
<ul style="list-style-type: none"> Continue to carry out energy-saving training and incentive programs for employees, suppliers and partners 持續開展針對員工、供貨商及合作夥伴的節能降耗的培訓與激勵項目 Explore the possibility of using clean energy 探索清潔能源使用的可能性 	<ul style="list-style-type: none"> Improve the water-saving awareness of employees, suppliers and partners 提高員工、供貨商及合作夥伴節水意識 Explore the application of water-saving facilities and technologies 探索節水設施及技術的應用 	<ul style="list-style-type: none"> Raise awareness of waste classification among employees, suppliers and partners 提高員工、供貨商及合作夥伴垃圾分類意識 Explore the application of recyclable materials 探索可回收材料的應用 Strengthen the implementation of green office (such as paperless office) and other measures 加強綠色辦公(例如無紙化辦公)等措施落地 	<ul style="list-style-type: none"> Improve the carbon emission accounting system and gradually build a carbon emission management system covering all operating places 完善碳排放核算體系，逐步搭建覆蓋所有運營地的碳排放管理體系 Continue to carry out emission reduction actions and strive to maintain and reduce overall carbon emissions 持續開展減排行動，努力維持並降低整體的碳排放量

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Response to Climate Change

Given that the world is highly concerned about issues on climate change, we actively respond to China's target of attaining "carbon neutrality by 2030 and peaking of carbon emission by 2060" and take the initiative to shoulder the responsibility of environmental protection. In accordance with the recommendations of the TCFD (Task Force On Climate-Related Financial Disclosures) recommendations and with reference to two Representative Concentration Pathways (RCP), namely RCP 2.6 and RCP 8.5, we have identified and assessed the physical risks and transitional risk factors that affect the Group, and formulated measures to address them, and in turn to provide guidance for taking a low-carbon approach to construction management and operations in the future.

應對氣候變化

面對當前國際社會對氣候變化議題的高度關注，我們積極回應國家「2030碳中和、2060碳達峰」雙碳目標，主動承擔環境責任，依照TCFD (Task Force On Climate-Related Financial Disclosures, 氣候相關財務信息披露工作組) 的建議，參考兩種典型溫室氣體濃度路徑(Representative Concentration Pathways, RCP) RCP 2.6和 RCP8.5，識別和評估對集團產生影響的實體風險及轉型風險因素，並制定應對措施，為企業未來在施工管理、運營等環節尋求低碳模式轉變提供指引。

Risk types 風險類型		Risk factors 風險因素	Measures 應對舉措
Physical risk	Acute	Extreme weather events such as rainstorm, typhoon, flood, extreme high temperature and cold climate	<ul style="list-style-type: none"> Formulate the <i>Flood Emergency Plan</i> document to provide guidance on the formulation of extreme climate early warning mechanism and emergency plan, and regularly carry out emergency drills; According to the location of the project, incorporate the physical risk into the product design and construction planning to minimize the impact of climate on the construction and mall operation; Monitor extreme weather at any time and make corresponding preparations and response measures in advance or in time to ensure the safety of employees and owners.
	Chronic	Changes in temperature and rainfall	
實體風險	急性	暴雨、颱風、洪水、極端高溫 and 寒冷氣候等極端天氣事件	<ul style="list-style-type: none"> 制定《防汛應急預案》文件以指導公司面對極端氣候時預警機制及應急方案的制定，並定期開展應急演練； 根據項目所在地，將實體風險納入到產品的設計及施工規劃中，儘可能減小氣候對於施工和商場運營的影響； 隨時對極端天氣進行監控，提前或及時做出相應的準備及應對措施，保障員工及業主的安全。
	慢性	氣溫與降雨量的變化等影響	

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Risk types 風險類型	Risk factors 風險因素	Measures 應對舉措	
Transitional risk 轉型風險	<p>Policies and law 政策和法律</p> <p>Technology 技術</p>	<p>Introduction of double carbon and other policies related to energy conservation and emission reduction Stricter emission reporting obligations than ever</p> <p>Promotion of clean energy Transformation, maintenance and management of low emission facilities</p> <p>清潔能源使用的推廣 低排放設施的改造、維護及管理</p>	<ul style="list-style-type: none"> Pay attention to and sort out the update of relevant regulatory laws and regulations related to the Company's business at any time, and timely update the Company's management system and management methods; Continuously disclose the Company's energy and carbon emission related data to meet the requirements of regulatory authorities for relevant data reporting; Continue to carry out energy conservation and emission reduction measures, and explore new opportunities for carbon reduction such as carbon elimination and carbon compensation. 關注並梳理與集團業務相關的監管法規的更新，及時更新管理制度和管理辦法； 不斷向公眾披露公司的能源和碳排放相關數據，滿足監管部門對相關數據報告的要求； 持續開展節能減排措施，探索碳消除、碳補償等減碳新機遇。 Actively pay attention to the development of new technologies in the market and actively explore the opportunities of using clean energy, e.g. solar energy and wind energy; Actively pay attention to the government's incentive policies; Actively carry out green finance projects; Explore the feasibility of green building and low-carbon building projects and realize the implementation of the project when possible; Actively replace old equipment with high emissions and actively carry out energy conservation and emission reduction measures. 積極關注市場清潔新技術的發展，積極探索太陽能、風能等清潔能源的利用機會； 積極關注政府鼓勵政策；積極開展綠色金融項目； 探索綠色建築、低碳建築項目的可行性，在可能的情况下，實現項目落地； 積極替換高排放的老舊設備，開展節能減排措施。

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Risk types 風險類型	Risk factors 風險因素	Measures 應對舉措
Market	Rising demand for green buildings Rising purchase costs	<ul style="list-style-type: none"> Explore the feasibility of green building and low-carbon building projects, and increase investment in relevant projects if possible; Pay attention to the price change trend of purchased products and control the purchase cost of green materials through rational allocation of resources.
市場	綠色建築的需求上漲 採購成本上漲	<ul style="list-style-type: none"> 探索綠色建築、低碳建築項目的可行性，在可能的情况下，加大相關項目的投入； 關注採購品價格變化趨勢，通過合理配置資源，管控綠色材料的採購成本。
Reputation	Media, customers and the public attention to the low-carbon transformation of enterprises Stakeholders' attention to negative information	<ul style="list-style-type: none"> Implement effective compliance, energy and carbon emission management, and listen to the opinions of stakeholders in a timely manner; Actively disclose the practice and performance of enterprises in energy conservation and emission reduction, and integrate energy conservation and emission reduction and green development into enterprise operation management and brand publicity.
聲譽	媒體、客戶及公眾對於企業低碳轉型的關注 利益相關方對負面信息的關注	<ul style="list-style-type: none"> 實施有效的合規、能源及碳排放管理，及時聽取利益相關方的意見； 積極公開企業在節能減排等方面的實踐與績效，將節能減排、綠色發展融合進企業運營管理及品牌宣傳中。

Green Buildings

Adhering to the green ecological and human-centered green architectural design concept, Redsun Properties strictly refers to the Green Building Evaluation Standard GB/T 50378-2019 in the course of architectural design and empowers the green transformation of products by adopting sustainable design and using eco-friendly materials, thereby continuously launching green building exemplars and creating green living space.

綠色建築

弘陽地產秉承綠色生態和以人為本的綠色建築設計理念，在建築設計過程中嚴格參照《綠色建築評價標準》GB/T 50378-2019，通過採用可持續設計、運用環保材料等方式，賦能產品綠色轉型，持續打造綠色建築典範，創造綠色生活空間。

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The green concept has been infiltrated into all aspects, including material saving, energy saving, land saving, resource saving, and pollution reduction, thereby creating green building design planning for the entire life cycle.

我們將綠色理念滲透至各個環節，從節材、節能、節地、節約資源和減少污染多等方面打造全生命週期綠色建築設計規劃。

Eco-friendly materials 環保材料

- Indoor cabinets, storage, flooring materials to improve the formaldehyde level requirements, all MDF requirements density 720-760Kg/cubic meters, environmental protection standards for E1 level to ensure indoor environmental safety
室內櫥櫃、收納、地板選材提高甲醛等級要求，所有中密度纖維板要求密度720-760Kg/立方米，環保標準為E1級，確保室內環境安全
- The use of construction materials that are 20% higher than the national architectural design requirements indicators, and green building materials account for not less than 30% of the materials used in the entire building
採用比國家建築設計要求指標高20%的建築材料，且建築整體綠色建材用料佔比不低於30%
- Promote the use of soundproof glass and soundproof floor slabs to reduce noise interference and enhance the living experience
推進使用隔音玻璃、隔音樓板，減少噪音干擾，提升居住體驗

Energy saving 節能

- The full use of natural resources, providing natural light and good ventilation for indoor through open design, minimize the use of air conditioning and other related equipment, effectively reduce building energy consumption and improve indoor air quality
充分利用自然資源，通過開放式設計為室內提供自然光環境及良好的通風環境，最大限度減少對空調新風等設備的使用，有效降低建築能耗，改善室內空氣品質
- Install sunshade curtains in commercial buildings to block part of the solar radiation and reduce the indoor load
商業建築安裝遮陽天棚簾，阻擋部分太陽輻射，降低室內負荷

Water saving 節水

- By analyzing the site characteristics and landscape effects of specific projects, we use a variety of sponge city design measures such as green roofs, crown retention, permeable paving, green parking lots, green streets, ecological ditch rain gardens, multi-functional storage ponds and so forth to achieve water absorption, water storage and water purification functions, and in turn achieve the free move of rainwater in the project
通過分析具體項目的場地特性以及景觀效果，運用綠色屋頂、冠層截留、透水鋪裝、綠色停車場、綠色街道、生態溝雨水花園、多功能調蓄池等多種海綿城市設計措施組合運用，達到吸水、蓄水、淨水功能，實現雨水在項目中自由遷移

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Land saving 節地

- Most of the projects are high-rise projects, and through reasonable planning, the volume ratio of above-ground buildings is controlled to save land and form a green and ecological community environment
大多數項目為高層項目，通過合理規劃，控制地上建築容積率，節約用地，形成綠色生態的小區環境

We fully practice the green design concept and build high-quality green buildings. During the Reporting Period, 6 projects with green building certification were added to the Group's portfolio, with an additional building certification area of 1.08 million square meters. As of December 31, 2022, a total of 133 projects of Redsun Properties have been certified as green buildings. In the future, we are committed to continually fostering the implementation of green building technologies and continually enhancing the green building certification standards of our development projects.

Assembled construction 裝配式建築

- Vigorously develop more eco-friendly assembly-type buildings, optimize traditional construction sites into factory prefabrication and on-site installation methods, to reduce waste and dust emissions, control noise pollution, and reduce energy consumption
大力發展更具環境友好型的裝配式建築，將傳統施工工地優化為工廠預製+現場安裝方式，減少廢棄物和粉塵排放、控制噪音污染、降低能耗

我們全面踐行綠色設計理念，構建高品質的綠色建築。報告期內，本集團新增綠色建築認證項目6個，新增建築認證面積108萬平方米。截至2022年12月31日，弘陽地產累計共有133個項目獲得綠色建築認證。未來我們致力於持續推進綠色建築技術的落地，不斷提升開發項目綠色建築認證標準。

Green building — Fenglin Residence, Yancheng 綠色建築 — 鹽城鳳麟府

Fenglin Residence adheres to the "green ecology, people-oriented" design concept, and has passed the green building two-star rating, empowering high-quality living experience. The project is committed to creating a healthy and energy-saving life. By installing water purifier point reservation, adopting environmentally friendly panels, water-saving devices, and a natural living room, the project practices the design concept of green, low-carbon, healthy and comfortable in all aspects.

鹽城鳳麟府秉承「綠色生態，以人為本」的設計理念，已通過綠色建築二星級評定，為高品質居住體驗賦能。該項目致力於打造健康節能生活，通過安裝淨水器點位預留、環保板材、節水裝置、自然客廳，全方位踐行綠色低碳、健康舒適的設計理念。

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The rest area with outside seating, the fitness area under the park tree, the greenway with special planting, and ornamental flowers and functional landscape make the activities more diversified and create a vibrant and soothing natural environment enabling the property owners to get in touch with nature to the fullest extent. 休息區外擺座椅、樸樹下的健身場地、綠道特色種植、觀賞花卉、功能性景觀等，使得活動方式多樣化，打造活力舒朗的自然環境使得業主最大限度地接觸自然。



The availability of depressed green space is conducive to the full utilization of water resources, fostering conservation-oriented greening of the community, and increasing soil fertility of green space. 下凹綠地的設置，有利於水資源的充分利用，推動節約型園區綠化、增加綠地的土壤肥力。



We strive to be eco-friendly and advanced in ecological development. The landscape is linked by a circular landscape axis, and the organic linkage of the landscape is achieved through planning techniques; deciduous trees are preferably selected to avoid the sun in summer and enjoy the sun in winter. 致力於環境友好，生態先進。通過環形景觀軸串聯組團景觀，通過規劃手法實現景觀的有機串聯滲透；優選落葉類大喬木，達到夏避陽、冬喜陽。



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Sponge City Paradigm — Changzhou Longyun Tiancheng Project

海綿城市範本 — 常州龍運天城項目

Redsun Properties is concerned about and actively responds to the risks brought by climate change, while striving to enhance the efficiency of the use of resources and actively bringing sponge cities into existence. At Changzhou Longyun Tiancheng project, which is operated as a paradigm of sponge city, rainwater is effectively recycled and reserved, making the ecological factor effect more obvious.

弘陽地產關注並積極應對氣候變化帶來的風險，同時致力提升資源使用效率，積極實踐海綿城市。常州龍運天城項目通過海綿城市範本的運營，使雨水徑流得到有效回收，涵養水源，使生態因子效應更加明顯。



Green Construction

On the foundation of adopting the concept of green design, Redsun Properties also seeks to minimize the negative impact of the construction process on the environment. We have formulated internal management systems such as *Redsun Properties Construction Project Management System and Implementation Rules*, *Redsun Properties Standards of Safe and Civilized Construction*, *Project Assessment Management System* and so forth, and set more stringent construction requirements than national environmental protection standards for contractors to follow. We have included green construction standards in the bidding contracts, strictly implemented the system of responsibility for safe and eco-friendly production, supervised contractors in their implementation of green construction. We seek to ensure the active implementation of environmental protection measures from multiple aspects such as energy saving, water resources management, waste management and dust control to ensure the friendly relationship between project construction and environment and society.

綠色施工

在貫徹綠色設計理念的基礎上，弘陽地產亦致力於最大限度地降低施工建造環節對環境產生的負面影響。我們制定《弘陽地產建設工程管理制度及實施細則》、《弘陽地產安全文明施工標準》、《工程考核管理制度》等內部管理制度，對承建商提出比國家環保標準更為嚴格的施工要求，將綠色環保建造標準寫入招標合同中，嚴格落實安全環保生產責任制，監督承建商執行綠色施工，從節能降耗、水資源管理、廢棄物管理和揚塵控制等多方位確保各項環保措施積極落實，確保工程建設與環境、社會層面友好關係。

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Energy Saving 節能降耗

- Construction sites are installed with solar-energy-powered and energy-saving lights to effectively reduce electricity consumption for on-site lighting
施工現場設置太陽能節能燈具，有效降低現場照明用電
- Energy-saving luminaires, e.g. voice-controlled and light-controlled lighting are preferred for lighting
優先選用聲控、光控照明等節能燈具用於照明
- Formulate reasonable construction energy consumption indicators, adopt energy-saving, efficient and environmental protection construction equipment recommended by the state or industry, and reasonably organize and arrange the construction sequence to make full use of the equipment resources in the operation area
制定合理的施工能耗指標，採用國家或行業推薦的節能、高效、環保的施工機械設備，合理組織施工順序，充分利用工區的公用機械資源
- Regularly record, review and analyze the data of production and domestic power consumption in the construction area and office, thereby forming a regular management mechanism
定期記錄、審核、分析施工區域及辦公室的生產、生活用電數據，形成常態化管理機制
- Reasonably set the automatic control device of temporary power lines and temporary power equipment
合理設置臨電線路及臨電設備的自動控制裝置

Water Resources Management 水資源管理

- Install water recycling device to realize secondary utilization
安裝用水循環回收裝置，實現二次利用
- Design and build drainage ditches, oil separators and other facilities according to standards
按標準設計和修建排水溝、隔油池等設施
- The turbid wastewater generated by cleaning the truck with soil is collected through the drainage and mud sedimentation facilities and discharged to the sedimentation tank for separation
通過排水和泥漿沉澱設施收集清洗帶泥土貨車產生的渾濁廢水，排至沉澱池進行分離
- After the collection of construction water and domestic water, they are discharged through independent pipelines to realize closed-loop treatment of wastewater
施工用水和生活用水完成收集後均有獨立管道排放，實現廢水閉環處理

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Waste Management 廢棄物管理

- Wastes shall be sorted for stacking, recycling and reuse (e.g. different materials such as wood, formwork, steel, pipes, etc. are stacked separately to facilitate secondary recycling)
對垃圾進行分類堆放、回收、再利用(如木方、模板、鋼筋、管材等不同材料分別堆放，方便二次回收利用)
- A centralized garbage dumping area shall be set up during the construction process
施工過程中設置垃圾集中堆放區
- The construction personnel shall be trained to collect garbage at fixed points
對施工人員進行培訓，約束其對垃圾進行定點集中匯集
- Contract construction waste to local urban management and other third-party professional institutions for proper disposal
將建築垃圾承包至當地城管等第三方專業機構進行妥善處置

Dust Control 揚塵控制

- Project construction sites shall be enclosed with fencing walls
各項目施工場地設置封閉圍牆
- Project construction sites shall be equipped with watering trucks and fog gun facilities to reduce dust
各項目施工場地配備灑水車、霧炮設施減少揚塵
- The stacked materials shall be covered with dust net for prevention and control
對於堆放材料採用防塵網覆蓋防治
- Construction sites shall be equipped with dust monitoring equipment and air quality monitoring system to broadcast PM2.5 and other data to achieve the real-time monitoring of dust and other air pollutants
工地現場設置揚塵監測設備以及空氣質量監測系統播報PM2.5等數據，實現揚塵等空氣污染物的實時監控

Green Construction Management Measures
綠色施工管理措施

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Green Operation

Redsun Properties has been practicing green operation since its inception, and has implemented the notion of low-carbon sustainable development into the commercial segment and daily office operation. We have carried out fine control over water and electricity consumption in accordance with the *Hong Yang Commercial and Home Shopping Center Environmental Management Regulations and Standards and Operation Guidelines for Energy Conservation and Consumption Reduction*, and have responded to the notion of green development with actual deeds, actively shouldered the environmental responsibility of the enterprise, and made every effort to provide employees, tenants and customers with eco-friendly, healthy and cozy spaces to build a green and low-carbon home.

Green Business

Redsun Properties attaches importance to the “green”-oriented business model and implements and enhances energy-saving and environmental protection measures, including water and electricity control, waste management and other aspects, to create a green and sustainable operation system.

綠色運營

弘陽地產自始堅持踐行綠色運營，將低碳可持續發展理念推行到商業板塊和日常辦公領域。我們依照《弘陽商業家居商場環境管理規定與標準》、《節能降耗操作指引》等制度對水電能耗進行精細化管控，以實際行動回應綠色發展理念，積極承擔企業肩負的環境責任，竭力為員工、租戶和客戶提供環保、健康、舒適的空間，共建綠色低碳的美好家園。

綠色商業

弘陽地產重視以「綠色化」為導向的商業模式，落實完善節能環保措施，包括水電管控、廢棄物管理等各個環節，營造綠色可持續的運營系統。

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Saving on Energy and Water

節能節水

- Develop energy control programs, implement the *Three Off and One Closed Management Regulations*, and holistically check that lights are turned off at stores to avoid unnecessary power consumption
制定能源管控方案、落實《三關一閉管理規定》，全面檢查商舖關燈情況，避免不必要的電力消耗
- Developed the *Time System of Hong Yang Plaza Fountains and Water Features and System of Lighting for Commercially-Lit Façades*, to optimize the operation hours of fountains and lightings, to reasonably reduce energy consumption
制定了《弘陽廣場噴泉、水景運行時間制度》《商業燈光外立面亮化制度》，優化噴泉、燈光運行時間，合理降低能耗
- Exhaust fans are adjusted to run at designated time slots according to the actual use of merchants, which can reduce 2 hours of operation per day; replace the restrooms to induction taps on each floor to save water
排油煙風機根據商戶實際使用情況調整為分時段運行，每天運行可減少2小時；更換每層洗手間至感應水龍頭，節約用水
- Release the *Sunshade Opening and Closing System* to regulate the length of sunshine, real-time control of thermometer lighting, to achieve energy saving and consumption reduction effect; Water tank control valves have been transformed to eliminate leaking and dripping
發佈《遮陽簾開閉制度》，調控場內日照時間長短，實時控制場內溫度計採光，達到節能降耗效果；對水箱控制閥進行改造，杜絕跑冒漏滴

Waste Management

廢棄物管理

- Formulate *Waste Removal Routes and Management Regulations*, which clarifies that food and beverage merchants must use tools that meet the requirements for holding wastes and follow fixed waste removal routes
制定《垃圾清運路線與管理規定》，明確了餐飲商戶必須使用符合要求的工具盛放垃圾以及固定的垃圾清運路線
- Sort and store the waste generated by merchants at fixed points and timely removal
對商戶所產生的廢棄物進行分類、定點存放，並及時進行清運

Commercial segment green operation measures
商業板塊綠色運營舉措

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We continue to improve the green development of our commercial segment and regularly conduct professional training related to energy conservation and environmental protection for our employees.

我們不斷提高商業板塊綠色發展水平，定期對我們的員工開展節能環保相關專業培訓。

Environmental standardization training for commercial engineering department employees

商業工程部員工環境標準化培訓

- In 2022, the Commercial Engineering Department of Redsun Properties conducted 2 trainings to employees in environmental management, with training on *Hong Yang Commercial & Home Shopping Mall Environmental Management Regulations and Standards*, *Waste Classification Management System* and other related environmental protection systems to enhance the implementation of environmental standardization operations.
2022年，弘陽地產商業工程部在環境管理方面向員工開展2次培訓，培訓內容為《弘陽商業家居商場環境管理規定與標準》、《垃圾分類管理制度》等相關環保制度培訓，以提升環境標準化作業實施。



We also actively work closely with merchants to implement the green notion of energy conservation and low-carbon, and strictly require new tenants to comply with the *Redsun Renovation Manual* and other internal environmental protection systems to ensure tenants' support for green operations and continue to build green shopping malls that are energy-saving, eco-friendly and healthy.

我們亦積極與各地商業租戶緊密合作，貫徹節能低碳的綠色理念，嚴格要求入駐商戶遵守《弘陽裝修手冊》等內部環保制度，確保租戶們對綠色運營的支持，持續打造節能環保、健康發展的綠色商場。

Owners to implement mall energy efficiency improvements as a whole

業主實施整體商場節能改造

- Hong Yang Plaza is a commercial complex, where the owners pay for the overall energy-saving renovation, including the construction of a new envelope exterior sun-shading system, the replacement of high-efficiency air-conditioning equipment, the installation of a central air-conditioning energy-saving control system, the replacement of high-efficiency LED luminaires, and the construction of an energy consumption sub-measurement system. Through the comprehensive energy-saving renovation, the annual energy-saving rate of Hong Yang Plaza is 26.31%, with an annual saving of 906.05 tons of standard coal, significantly reducing carbon emissions.
- 弘陽廣場為綜合型商業廣場，業主投入自有資金實施整體節能改造，包括新建圍護結構外遮陽系統、更換高效空調製冷設備、安裝中央空調節能控制系統、更換高效LED燈具、搭建能耗分項計量系統等。通過綜合節能改造，弘陽廣場年節能率為26.31%，年節約標煤906.05噸，大幅減少碳排放。



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Green Office

Redsun Properties actively creates a green and low-carbon environment in its daily work and corporate culture construction, guiding all employees to participate in our eco-friendly office with their practical actions, starting from the smallest drops and leading the new trend of green and low-carbon development.

綠色辦公

弘陽地產在日常工作和企業文化建設中積極營造綠色低碳的環保氛圍，引導全體員工以實際行動加入到環保化辦公的行列，從點滴做起，引領綠色低碳發展新時尚。



Green Office Measures
綠色辦公舉措

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As of 31 December 2022, the environmental performance of Redsun Properties is as follows:

截至2022年12月31日，弘陽地產環境績效表現如下：

Category 類別	Unit 單位	2022 2022年
Emission of air pollutants² 空氣污染物排放²		
Emissions of CO CO排放量	Kg 千克	135.93
Emissions of NO _x NO _x 排放量	Kg 千克	545.09
Emissions of SO _x SO _x 排放量	Kg 千克	0.63
Emissions of PM PM排放量	Kg 千克	1.82
Discharge of Wastewater 廢水排放		
Discharge of wastewater 廢水排放量	Tonnes 公噸	551,991.32

² Air pollutant emissions are calculated with reference to the *How to Prepare an Environmental, Social and Governance Report — Appendix II: Environmental Key Performance Indicator Reporting Guidelines* issued by the Stock Exchange and the *Manual on Accounting Factors for Boiler Production and Emissions* issued by the Ministry of Ecology and Environment of the People's Republic of China.

Since natural gas consists mainly of methane and small amounts of ethane, propane, nitrogen, and butane, with only small amounts of sulfur-containing impurities, sulfur oxide emissions are neglected in the calculations.

² 空氣污染物排放量計算參考聯交所發佈的《如何準備環境、社會及管治報告 — 附錄二：環境關鍵績效指標匯報指引》及中華人民共和國生態環境部發佈的《鍋爐產排污量核算系數手冊》。

由於天然氣主要由甲烷和少量乙烷、丙烷、氮、和丁烷組成，只有少量含硫雜質，硫氧化物排放量在計算過程中忽略不計。

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Category 類別	Unit 單位	2022 2022年
Hazardous Wastes		
有害廢棄物		
Generated from fluorescent tube 熒光燈管產生量	Pieces 個	55
Generated from used batteries 廢舊電池產生量	Kg 千克	6.50
Generated from other electronic wastes 其他電子廢棄物產生量	Kg 千克	2.00
Generated from cartridge 墨盒產生量	Pieces 個	104
Generated from equipment maintenance liquid wastes 設備維護廢液產生量	Liters 公升	35
Non-hazardous Wastes		
無害廢棄物		
General waste/domestic waste generation 一般垃圾/生活垃圾產生量	Tonnes 公噸	684.02
Kitchen waste generated 廚餘垃圾產生量	Tonnes 公噸	78.86
Total non-hazardous wastes 無害廢棄物總量	Tonnes 公噸	762.88
Water Consumption		
水資源消耗		
Municipal water consumption 市政用水	Tonnes 公噸	714,133.99

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Category 類別	Unit 單位	2022 2022年
Energy Consumption³		
能源消耗³		
Purchased electricity 外購電力	MWh 兆瓦時	91,003.19
Total consumption of fuel (automotive petrol) 燃油消耗總量(汽車汽油)	MWh 兆瓦時	369.76
Total consumption of natural gas 天然氣消耗總量	MWh 兆瓦時	3,708.14
Comprehensive energy consumption 綜合能耗	MWh 兆瓦時	95,081.09
Emission of Greenhouse Gas⁴		
溫室氣體排放⁴		
Scope 1 greenhouse gas emissions 範疇一溫室氣體排放量	tCO ₂ e 噸二氧化碳當量	173.64
Scope 2 (electricity) greenhouse gas emissions 範疇二(電力)溫室氣體排放量	tCO ₂ e 噸二氧化碳當量	51,899.12
Greenhouse gas offsets from trees owned by the Company 擁有的樹木帶來的溫室氣體抵消量	tCO ₂ e 噸二氧化碳當量	0.46
Total greenhouse gas emissions 溫室氣體排放總量	tCO ₂ e 噸二氧化碳當量	52,072.31

³ For the calculation of the total amount of automotive petrol consumption and natural gas consumption in the comprehensive energy consumption, please refer to *GB/T 2589-2020 general rules for the calculation of comprehensive energy consumption*, in which the conversion coefficient of natural gas into standard coal is 1.33 kgce/m³.

⁴ Scope 1 greenhouse gas emissions are mainly from gasoline and natural gas consumption, which are calculated according to the National Development and Reform Commission's *Guidelines for Accounting Methods and Reporting of GHG Emissions of Enterprises in Other Industries (Trial)* standard. Scope 2 greenhouse gas emissions mainly come from emissions from the consumption of purchased electricity, calculated based on the 2022 national grid average emission factors in the *Notice on the Management of Greenhouse Gas Emissions Reporting by Enterprises in the Power Generation Industry from 2023 to 2025* issued by the Ministry of Ecology and Environment of the People's Republic of China.

³ 綜合能耗中汽車汽油消耗以及天然氣消耗的總量計算，參考《GB/T 2589-2020綜合能耗計算通則》，其中天然氣折標準煤系數選用1.33 kgce/m³。

⁴ 範疇一溫室氣體排放主要來自於汽油使用和天然氣使用產生的排放，參考國家發改委《工業其他行業企業溫室氣體排放核算方法與報告指南(試行)》標準計算。範疇二溫室氣體排放主要來自於外購電力使用產生的排放，根據中華人民共和國生態環境部發佈的《關於做好2023-2025年發電行業企業溫室氣體排放報告管理有關工作的通知》中2022年度全國電網平均排放因子計算。

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In addition, compared with FY2021, the intensity of environmental indicators is as follows: 此外，與2021財年相比，環境指標密度對比如下：

Category 類別	Unit 單位	2021 2021年	2022 2022年
Discharge of Wastewater 廢水排放			
Wastewater discharge intensity 廢水排放密度	Tonnes/m ² of GFA 公噸/平方米建築面積	0.71	0.25
Non-hazardous Waste 無害廢棄物			
Non-hazardous waste intensity 無害廢棄物密度	Tonnes/m ² of GFA 公噸/平方米建築面積	1.73×10^{-3}	3.50×10^{-4}
Water Consumption 水資源消耗			
Water consumption intensity 水資源消耗密度	Tonnes/m ² of GFA 公噸/平方米建築面積	0.99	0.33
Energy Consumption 能源消耗			
Comprehensive energy consumption intensity 綜合能耗密度	MWh/m ² of GFA 兆瓦時/平方米建築面積	0.13	0.04
Greenhouse gas emission intensity 溫室氣體排放密度	tCO ₂ e/m ² of GFA 噸二氧化碳當量/平方米建築面積	0.07	0.02

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TALENTS-CENTRIC

Redsun Properties believes that talents are the core capital for sustainable development. We actively recruit all kinds of outstanding talents, establish talent management system, continuously put resources to support the growth and development of employees, continuously improve the employee compensation and welfare system, protect the occupational health and safety of employees, carry out a variety of special activities, create a working environment with a sense of belonging, and support the mutual growth of the enterprise and its employees.

Employee Profile

Redsun Properties strictly abides by the *Labor Law of the People's Republic of China*, the *Labor Contract Law of the People's Republic of China*, the *Law of the People's Republic of China on the Protection of Minors* and other relevant labor security regulations, and has formulated and followed internal systems such as the *Recruitment Management System of Redsun Properties Group (2020 Edition)* and the *Employee Relationship Management System of Redsun Properties Group* to protect the legal rights and interests of all employees from infringement. We insist on legal employment, strictly prohibit forced labor and employment of child labor, as well as eliminate linking employment-related policies to personal characteristics such as gender, disability, ethnicity, region, religion, etc. We have zero tolerance for employee discrimination and are committed to building a legally compliant, equal, diverse and inclusive work environment. During the Reporting Period, the Group did not identify any cases of child labor or forced labor.

以人才為本

弘陽地產相信，人才是企業可持續發展的核心資本。我們積極吸納各類優秀人才，建立人才管理體系，持續為員工成長及發展投放資源支持，不斷完善員工薪酬福利體系，保障員工的職業健康安全，開展豐富多彩的特色活動，營造具有歸屬感的工作環境，助力企業和員工共同成長。

員工概況

弘陽地產嚴格遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《中華人民共和國未成年人保護法》等相關勞動保障法規，制定並依照《弘陽地產集團招聘管理制度(2020版)》、《弘陽地產集團員工關係管理制度》等內部制度，保障所有員工的合法權益不受侵犯。我們堅持合法用工，嚴令禁止強制勞工與僱傭童工，同時杜絕將僱傭相關政策與性別、殘疾、民族、地域、宗教等個人特色掛鉤，對於員工歧視行為持零容忍態度，致力於建設打造合法合規、平等、多元、包容的職場環境。報告期內，本集團沒有發現使用童工或強制勞工的情況。

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We are aware that employees are valuable resources of the enterprise and have been actively promoting the introduction of talents into the enterprise and continuously improving the recruitment management system. We have set up diversified recruitment channels to carry out targeted recruitment based on the Group's recruitment needs and allocate the Company's human resources in a reasonable manner.

我們深知員工是企業的寶貴資源，一直以來弘陽地產積極推動企業人才引進，不斷完善招聘管理體系。我們設立了多元化的招聘渠道，依據本集團招聘需求，針對性地開展招聘工作，合理配置公司人力資源。

Recruitment on Campus 校園招聘

- Actively deliver young talents to the Group by building a cooperation platform with local colleges and universities; 通過搭建與地方院校的合作平台，積極向本集團輸送年輕才幹；
- "Redsun Elites" — the campus recruitment plan of marketing elites, who will become responsible for our future marketing business for the Group; 「弘英生」— 營銷精英校園招聘計劃，為我們招攬未來營銷工作業務擔當；
- "Redsun Management Trainees" — Redsun Management Trainees recruitment plan to build a future business backbone and team leader. 「弘鵠生」— 管培生精英招聘計劃，打造未來業務骨幹與團隊領袖。

Recruitment from Society 社會招聘

- Attract talents through special recruitment, internal recommendation, headhunting promotion and other channels, actively attract senior professionals in the industry with similar aspirations, and seek common development with the Company. 通過專項招聘、內部推薦、獵頭推介等多種渠道定向引智納才，積極吸引志同道合的業內資深專才，與弘陽地產共謀發展。

Internal Competitive Recruitment 內部競聘

- For the core vacant positions, the principle of "internal before external" is to give priority to internal training and internal promotion through internal competition, so as to promote the optimization of talent flow and allocation within the Group. 針對核心空缺崗位「先內後外」，以公開、公平、公正為原則通過內部競聘競崗，優先進行內部培養及內部晉升，促進本集團內部人才流動與配置優化。

Main recruitment channels 主要招聘渠道

In order to further standardize and optimize the processes of human resources management, Redsun Properties has built an information-based human resources management platform to efficiently support our human resource management work. In the future, we will continue to promote the construction process of information-based human resources management platform, and the platform will gradually cover the quantitative management of information-based data in the whole life cycle of employees, so as to continuously deepen the work on human resources management.

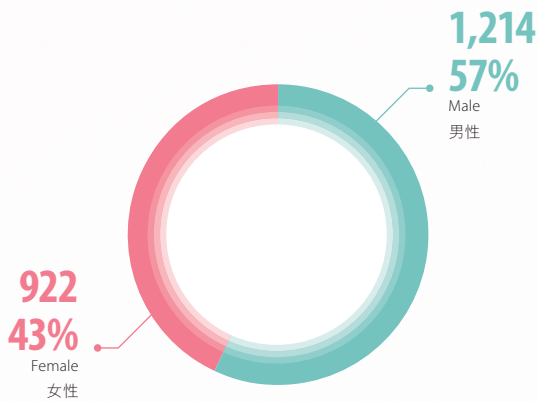
為進一步規範、優化人力資源管理的各項流程，弘陽地產搭建了人力資源管理信息化平台，高效支撐我們的人力資源管理工作。未來，我們將持續推動人力資源管理信息化建設進程，該平台將逐步覆蓋員工全生命週期的信息化數據量化管理，不斷深化人力資源管理工作。

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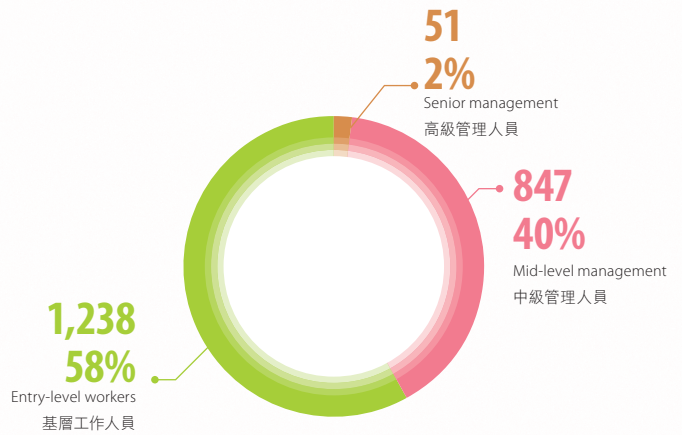
As of 31 December 2022, Redsun Properties has a total of 2,136 employees. The employees are categorized by gender, employment type, age and region as follows:

截至2022年12月31日，弘陽地產員工共計2,136人，員工按性別、僱傭類型、年齡和地區劃分的情況如下：

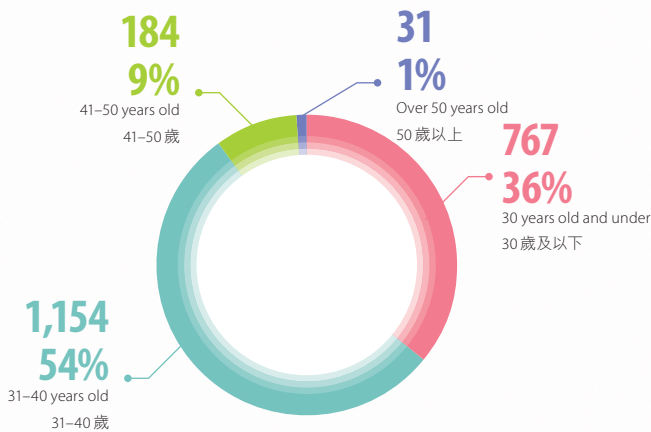
By gender
按性別劃分



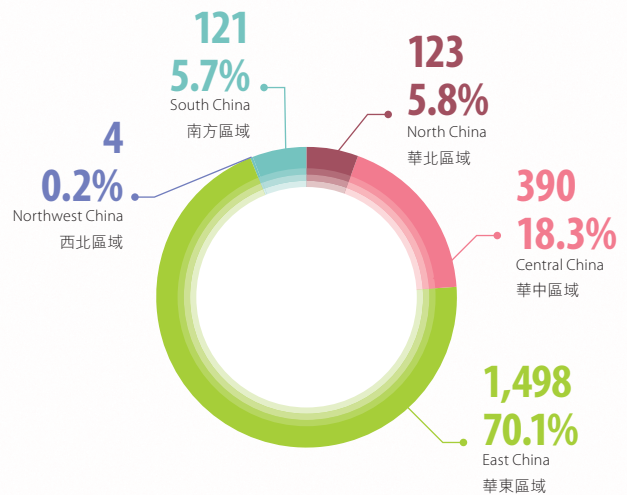
By type of employment
按僱傭類型劃分



By age group
按年齡組別劃分



By region
按地區劃分



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Training and Development

The Group attaches great importance to the training and development of the employees and provides our employees with opportunities for learning enhancement and a broad development platform. Adhering to the concept of common development with employees, Redsun Properties builds a comprehensive employee training system. At the same time, we insist on compliance with the principle of fairness and justice to improve talents promotion mechanism constantly, create clear promotion channels and performance incentive policies to help each talent with the achievement of sustainable, high-quality development.

Training System

We constantly improve the employee training system, operation-oriented and customer-centered. Supported by leadership echelon development — professional ability development — cross-industry projects/workshops — new employees integration, and based on online learning platform and talent review, we carry the training objectives of strategic coordination, business focus, professional improvement, talent cultivation and deep-rooted core values, comprehensively identify, train, reserve and transport high-quality management talents. Our employee training system is mainly classified as three major categories:

- Talent Cultivation Project: Aiming to talents cultivation and competence in the work positions, we strive to cultivate high-quality talents and build an enterprise talent team through diversified talent development projects such as “Leadership Scheme”, “Brigadier Scheme”, “Redsun Management Trainees Scheme” and “Redsun Elites Scheme”;
- Professional Ability Construction: By core ability development oriented, we help employees of the corporate with organization professional system knowledge precipitation, business ability enhancement through diversified projects including “Cornerstone Action”, “Organizing Project-based Operation 2.0” and “Internal Trainee Project” so as to assist the corporate to increase in comprehensive competitiveness;
- Strategic Cultural Talents: Modeling and evaluation on key posts by approaches such as strategic/cultural knowledge workshops and talent review for tapping more strategic cultural talents for the corporate.

培訓與發展

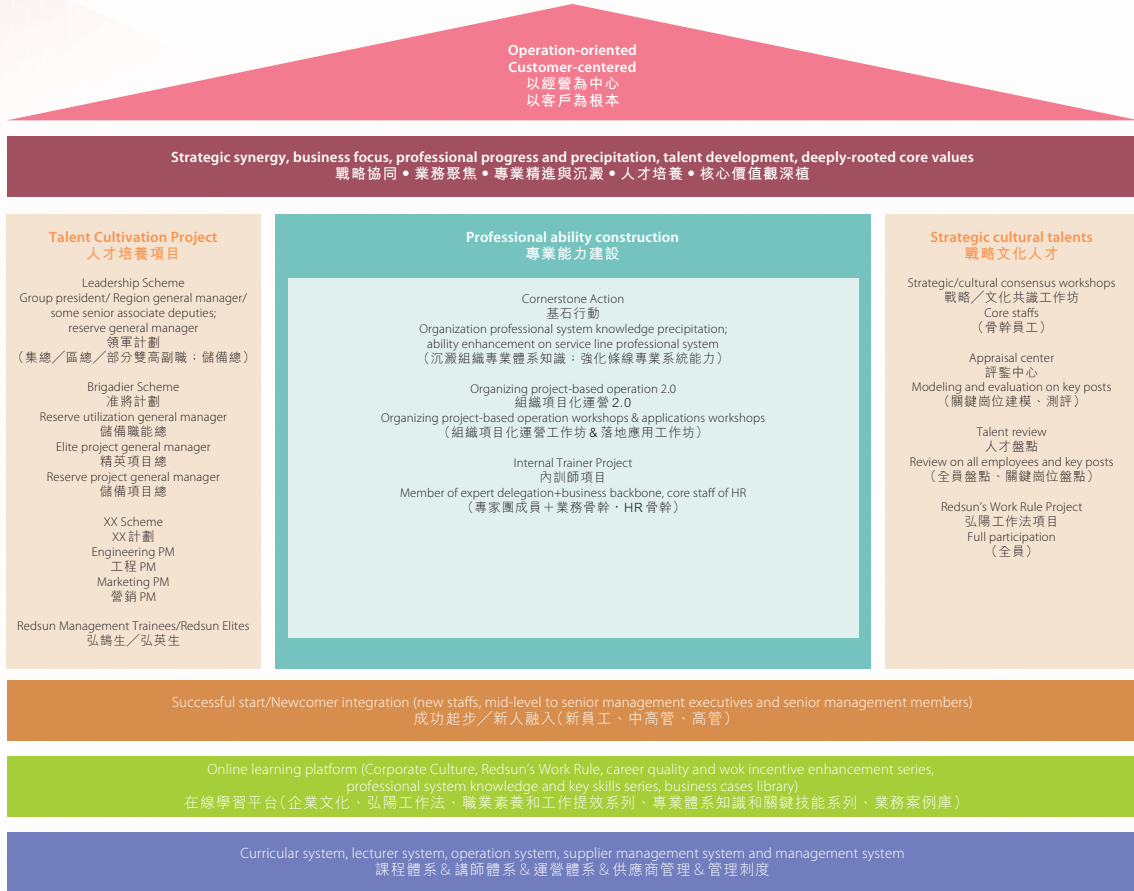
本集團高度重視員工的培養與發展，為我們的員工提供學習進步的機會與廣闊發展的平台。弘陽地產秉持與員工共同發展的理念搭建了完善的員工培訓體系，同時堅持公平公正的原則，不斷完善人才晉升機制，打造清晰的員工晉升渠道和績效激勵政策，幫助每一位人才實現可持續、高質量發展。

培訓體系

我們不斷完善員工培訓體系，以經營為中心，以客戶為根本，以領導力梯隊發展 — 專業能力發展 — 跨產業項目／工作坊 — 新員工融入為支撐，以在線學習平台、人才盤點為基礎，承載戰略協同、業務聚焦、專業精進、人才培養、核心價值觀深植的培訓目標，全面識別、培養、儲備、輸送高質量管理人才。我們的培訓體系主要分為三大類別：

- 人才培養項目：以人才培養、崗位勝任為目的，通過包含「領軍計劃」「准將計劃」「弘鵠生、弘英生」等多樣的人才發展項目，培養高素質人才，打造企業的人才隊伍；
- 專業能力建設：以核心能力開發為導向，通過「基石行動」、「組織項目化運營2.0」、「內訓師項目」等項目，幫助企業員工沉澱組織專業體系知識，強化業務能力，助力企業提升綜合競爭力；
- 戰略文化人才：通過戰略／文化知識工作坊、人才盤點等方式，對關鍵崗位的建模與測評，為企業挖掘更多戰略文化人才。

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Redsun Properties' Talent Development and Cultivation Scheme in 2022
弘陽地產2022年人才發展與培養規劃

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In 2022, Redsun Properties commenced diversified targeted thematic training projects according to the talent development and cultivation scheme. The scheme targeted at professional core staffs and management trainees and other reserve talents of the enterprise.

2022年，弘陽地產根據人才發展與培養規劃，開展了各式具有針對性的專項培訓項目，對象涵蓋專業骨幹、管培生等企業後備人才。

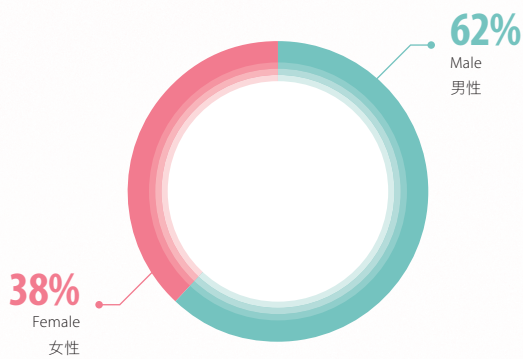
Cornerstone Action 基石行動	I-hawk Scheme 弘鶴計劃	Brigadier Scheme 准將計劃	Leadership Scheme 領軍計劃
<ul style="list-style-type: none"> Focus on the development of professional competence and in-depth training of key talents in various functional lines. A total of nearly 10 special training sessions were organized, and a knowledge map of the professional capabilities of 10 major lines was released to consolidate the professional capabilities of the business in an all-round way. 聚焦各職能條線骨幹人才的專業能力發展與人才深度培養。累計組織近10場專項集訓，發佈10大條線專業能力知識圖譜，全面夯實業務專業能力。 	<ul style="list-style-type: none"> Focus on cultural promotion and integration into suitable posts, covering the 2022 Management Trainees in an all-round way, and simultaneously started a systematic management training mechanism combining regular training with special post guidance and instruction. 集訓聚焦文化宣導及融入適崗，全面覆蓋2022屆管培生，並同步啟動定期集訓與專崗指導帶教相結合的體系化管培機制。 	<ul style="list-style-type: none"> Focus on four dimensions of operation, business management and Redsun power, emphasizing the internal improvement of knowledge of operation, mastery of business, risk control, learning of culture, knowledge of oneself, role change and leadership, the management role transformation of professional backbone can be enabled. 聚焦經營、業務、管理、弘陽力四大維度，圍繞知發展、懂經營、熟業務、控風險、學文化、知自己、轉角色、領導力的內功提升，賦能專業骨幹的管理角色轉型。 	<ul style="list-style-type: none"> Focus on the construction of echelon talents and the management of back-up talents reserve, and pay attention to the cultivation of core competence and comprehensive quality from lean control of the whole value chain to the terminal value output capability of customers and services. 聚焦梯隊人才建設，與管理後備人才儲備，注重全價值鏈精益管控到客戶與服務的終端價值輸出能力的核心能力與綜合素質培養。

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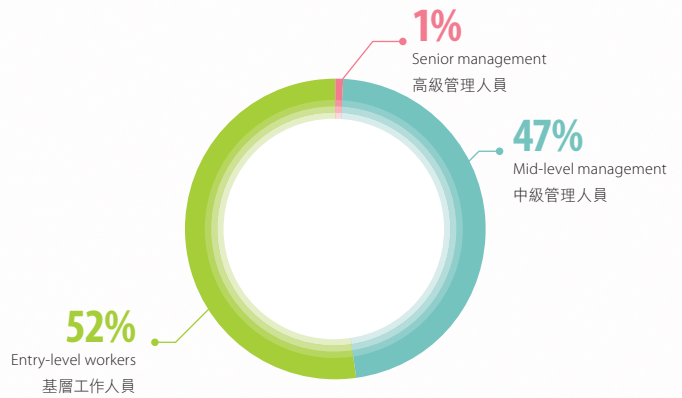
As of 31 December 2022, the number of employees trained by Redsun Properties reached 1,737, with a total training time of 15,771.96 hours. The average number of training hours per employee was 9.08 hours, with a training coverage rate of 81%.

截至2022年12月31日，弘陽地產員工受訓人數達1,737人，培訓總時長達15,771.96小時，每位員工平均受訓時數為9.08小時，培訓覆蓋率達81%。

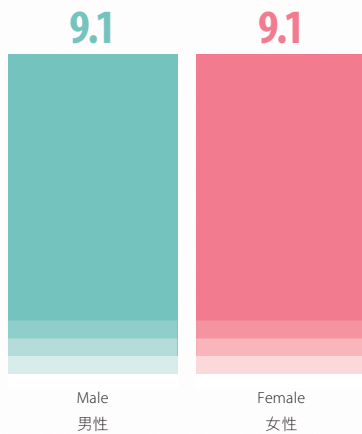
Percentage of trained staff by gender
按性別劃分的受訓員工比例



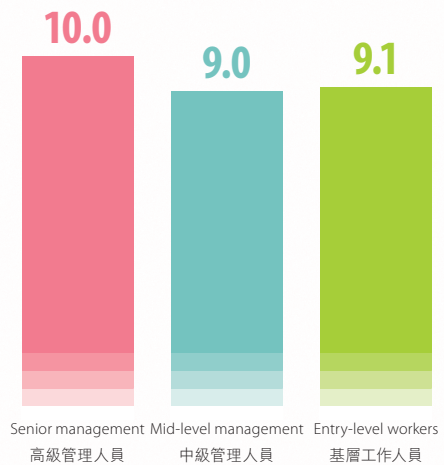
Percentage of trained staff by employment type
按僱傭類型劃分的受訓員工比例



Average training hours of staff by gender
按性別劃分的員工平均培訓時數



Average training hours of staff by employment type
按僱傭類型劃分的員工平均培訓時數



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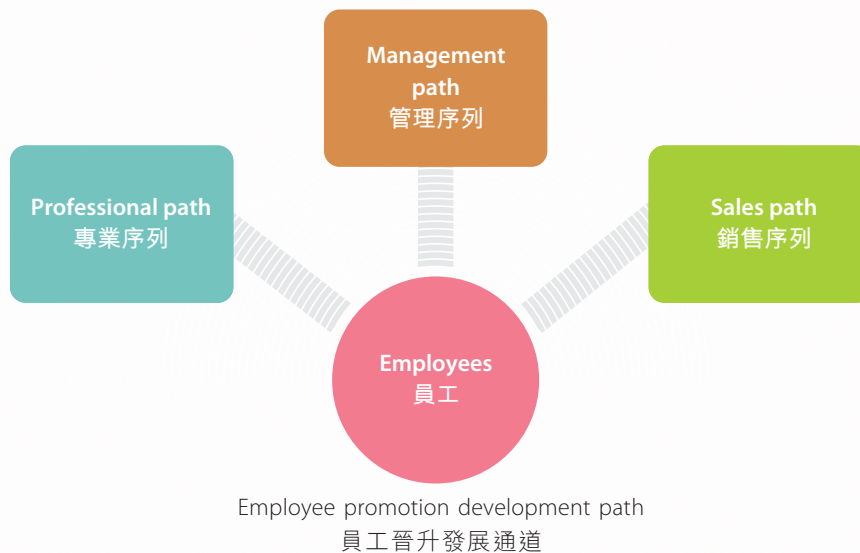
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Promotion Mechanism

Redsun Properties is concerned about the career development planning of our employees, and continuously improving the promotion and assessment mechanism through the staff competency model, helping our employees to position their own career development direction and achieving their career development. We have created clear and smooth career promotion paths for our employees, defined promotion channels and qualification standards for each position and level in the *Management Regime of Position and Rank System* and *Staff Turnover Management Measures of Redsun Properties Group*. At the same time, we constantly broaden the career development path of employees and opened up promotion channels in different dimensions for professional, management and sales categories during the Reporting Period. Redsun Properties strove to ensure that employees had an equal competition and career development opportunities. We guarantee all employees the right to apply for internal development and have access to internal qualification evaluation, career consultation and career training resources.

晉升機制

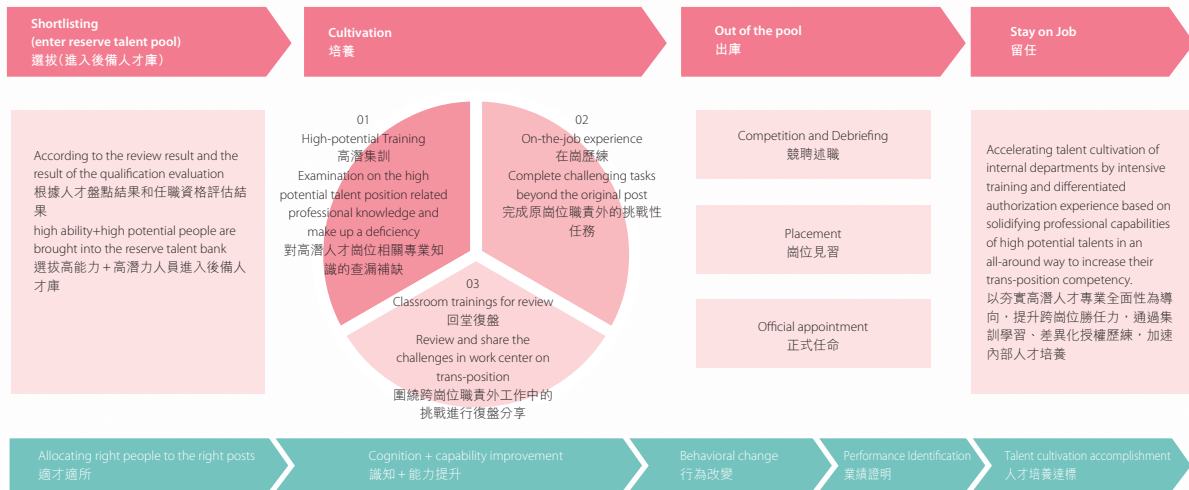
弘陽地產關注員工的職業發展，通過員工勝任力模型，持續完善晉升與考核機制，幫助員工定位自身職業發展方向、實現自身職業發展。我們為員工打造了清晰、通暢的職業晉升路徑，在《職位職級體系管理制度》、《弘陽地產集團員工異動管理辦法》中明確了各崗位、各層級的晉升通道及任職資格標準。同時，我們不斷拓寬員工職業發展路徑，於報告期內打通了專業類、管理類、銷售類不同維度的晉升通道。弘陽地產致力於保障員工擁有平等的競爭和職業發展機會，我們確保全體員工擁有申請內部發展的權利，均可觸達內部的任職資格評價、職業輔導諮詢與職業培訓資源。



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Upon shortlisting for reserve talents by talent review, we bring them into the talent pool to assist with self-ability improvement and planning career development paths. By combining staff general quality and ability for Redsun Properties and key posts quality modeling employees' ability/or potentiality 360 evaluation, the matrix evaluation is formed with the actual performance of employees to make comprehensive review and placement. The talents, who have been included in the talent pool, will be promoted in cognition and ability through cultivation activities such as high-potential training, on-the-job experience and classroom trainings for review. They have been formally appointed out of the pool after going through competition and debriefing therefore talents have been continuously transported to the corresponding posts. A total of 1,130 people accepted the talent review offered by Redsun Properties in 2022. Upon the talent review, a total of 226 people were included in our reserve talents. We tailored future development plans to all of them.

我們通過人才盤點工作，選拔後備人才納入人才庫加以管理，幫助其提升自身能力，協助其規劃職業發展路徑。通過結合弘陽地產員工通用素質能力及關鍵崗位素質模型進行人員能力/潛力360評價，與員工實際績效表現形成矩陣評價，進行人員綜合盤點落位。對納入人才庫的員工，通過開展高潛集訓、在崗歷練、回堂復盤等培養活動後，使人才的認知和能力得到提升，在經歷競聘述職、崗位見習後正式任命出庫，源源不斷地將人才輸送到相應的崗位上。在2022年弘陽地產開展的全員人才盤點工作中，共1,130人接受人才盤點，盤點後共226人納入我們的後備人才庫，我們均為其制定了專門的未來發展計劃。



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Besides, Redsun Properties has set up “1358” growth path especially for “Redsun management trainees”. Through a series of training and assessment, the business skills and comprehensive capabilities is improved in general. We strive to help them become the cornerstones and team leaders of the Group in addition to accomplishing the vocational transition in 3-5 years.

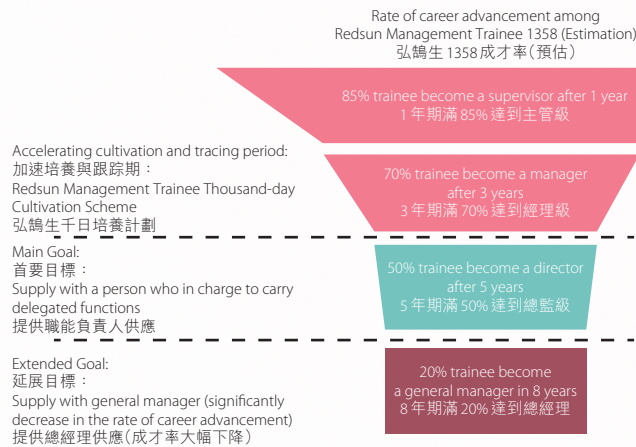
此外，弘陽地產針對「弘陽生」設立了「1358」成長路徑，通過系列培訓與考核全面提升「弘陽生」的業務技能和綜合能力，致力於在3-5年後助力其成為集團未來的中流砥柱和團隊領袖，幫助他們完成職場蛻變。

1358 is a targeted goal instead of a guarantee of growth
1358是挑戰目標而非成長保障

Goal Accomplishment = personal effort + system support + growth opportunities
達成目標 = 個人努力 + 體系支撐 + 成長機遇

Cultivating cornerstones in 3-5 years
3-5年培養一批中流砥柱

Cultivating several general managements and reserves in 8-10 years
8-10年培養若干總經理及後備



Redsun Properties “1358” Growth Path
弘陽地產「1358」成長路徑

Performance Incentives

Redsun Properties strives to inspire and maintain the growth and development potential of staffs. We have established a sustainable development link between employees and the Company through performance incentives. In terms of institution, we constructed *Staff Performance Management System of Redsun Properties Group*, *Option Management System of Redsun Properties Group* and *Performance Share Management System of Redsun Properties Group* for providing the details of incentive institution to Redsun Properties' employees. Adhering to the concept of fairness and justice, we shortlisted and classified employees by performance appraisal to ensure talents can be identified and simultaneously unsuitable people are phased out.

績效激勵

弘陽地產致力於激發及維持員工的成長和發展潛力，我們通過績效獎勵建立與員工的可持續發展紐帶。制度上，我們建立了《弘陽地產集團員工績效管理制度》、《弘陽地產集團期權管理制度》、《弘陽地產集團業績股份管理制度》，讓弘陽地產員工激勵體系有規可循。在實踐過程中，我們秉持客觀公正的理念，通過績效考核對員工進行甄選與區分，保證優秀人才脫穎而出，同時淘汰不適合的人員。

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Besides, we specified the personal and department contributions to the enterprise. By linking the results of performance appraisal with the salaries of the employees, high-performance departments and employees are encouraged to continuously work hard and perform better. At the same time, we provide personalized improvement plans for our employees to urge low-performance departments and employees to sort out the differentiation and improve the performance. Through performance management, internal talents can grow while external talents can be attracted, thereby contributing to human resources that can cater to the needs of corporate development.

Employee Care

Our Group strives to continuously improve the employee care protection institution and perfect the work experience of employees so as to build an eco-cultural space for the coordinated development of individuals and organizations. We stick to the concept of "Talent-oriented, Hardworking and Contributor-oriented" to continuously perfect the remuneration package institution, bridge the communication between the employees and us and organize wide variety of caring activities so that every staff member can obtain a sense of value as well as a sense of accomplishment in the workplace and be full of happiness and sense of belonging in life.

Compensation and Benefits

Redsun Properties strictly complies with national laws and regulations in relation to labor and social welfare to ensure employees receiving remuneration corresponding to labor achievements and provide statutory basic benefits to employees in accordance with laws. Upholding the principles of fairness, openness and justness, we improve the Company's remuneration and benefits system continuously and have established systems such as the *Remuneration Management System of Redsun Properties Group*, the *Redsun Properties Group Staff Transfer Management Rule* and the *Welfare Management System of Redsun Properties Group*, so as to effectively protect the rights and interests of our employees and ensure that they enjoy industry-leading remuneration and benefits. In order to enhance employees' enthusiasm and initiative towards work, and to enhance employees' loyalty and sense of identity, employees of Redsun Properties enjoy a multi-level welfare system in addition to the statutory benefits.

此外，我們明確個人和部門對企業的貢獻，通過將績效與薪酬掛鉤的方式激勵高績效部門和員工繼續努力提升績效。同時，以個性化的改進方案督促低績效的部門和員工找出差距、改善績效。通過績效管理使內部人才得到成長，同時吸引外部優秀人才，使人力資源能滿足企業發展的需要。

員工關懷

為打造個體與組織協同發展的生態文化空間，本集團致力於不斷完善員工關懷保障機制，優化員工工作體驗。我們秉承「以人才為本，以拼搏者和貢獻者為本」的人才理念，通過不斷健全薪酬福利制度，搭建暢通的溝通橋樑，組織豐富多彩的關愛活動，讓每一位員工在工作中獲得價值感與成就感，在生活中充滿幸福感與歸屬感。

薪酬福利

弘陽地產嚴格遵守有關勞動和社會福利的相關國家法律法規，確保員工獲得與勞動成果對應的報酬，依法為員工提供法定基礎福利。本著公平、公開、公正的原則，我們不斷完善公司薪酬福利體系，在內部制定了《弘陽地產集團薪酬管理制度》、《弘陽地產集團員工異地調動管理細則》、《弘陽地產集團福利管理制度》等制度，切實保障員工權益，保證員工在薪酬和福利方面享受行業領先待遇。為增強員工的工作積極性和主動性，提高員工的忠誠度和認同感，弘陽地產員工除了享有法定福利外，還享有多層次的福利體系。

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Redsun Properties' Welfare System 弘陽地產福利體系

<p>Statutory basic benefits 法定基礎福利</p> <ul style="list-style-type: none"> • Social insurance; 社會保險； • Housing fund 住房公積金； • Statutory holidays; 法定假期； • Paid leave; 帶薪休假； 	<p>Redsun Properties employee benefits 弘陽地產僱員福利</p>	<ul style="list-style-type: none"> • Insurance benefits: supplementary commercial insurance; 保險福利：補充商業保險； • Subsidies and benefits: various corporate subsidies, including meals, communications, transportation, relocation, certificates, rental, etc.; 補貼福利：餐費、通訊、交通、異地調動、證書、租房等在內的各項公司補貼； • Gift and welfare: corporate gifts including festivals, birthdays, weddings, births, hospitalizations, etc.; 禮金福利：含節日、生日、結婚、生育、住院慰問等在內的各項公司禮金； • Special benefits: including special benefits such as annual medical examination of employees, medical examination for new employees and preferential purchase of houses; 專項福利：含員工年度體檢、新員工入職體檢、內部購房優惠等專項福利； • Corporate culture benefits: include corporate culture benefits such as birthday party/ birthday care, group celebrations, geek tours, holiday care and sympathy, sports activities and employee care fund; 企業文化福利：含生日會／生日關懷、集團司慶、日常團建、極客行、節日關懷與慰問、文體活動、員工關愛基金等企業文化福利；
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Female Employee Care

Redsun Properties puts emphasis on rights and interests and welfare packages of female. While advocating equal job opportunities, we also give more consideration to female employees. We offer care and sympathy to frontline female employees through festivals such as the Women's Day and Mother's Day, and provide maternity leave and heart-warming benefits for employees during their pregnancy, childbirth and lactation in accordance with national and local laws and regulations, including maternity gift paid in the name of the Group, flexible adjustment of daily workload, and the installation of mother-to-child facilities. We sincerely help female employees and their families to welcome the arrival of new life.

Employee Communication

Redsun Properties fully understands the importance of communication. In order to ensure the timely receipt and transmission of information between employees and companies and enhance mutual understanding, we have established an open, fair and systematic communication mechanism, and are committed to discovering management problems in a timely manner, resolving contradictions, creating a simple and vital communication atmosphere, improving the coordination of employees' work and boosting the enthusiasm of employees.

女性員工關懷

弘陽地產注重女性的權益及福利待遇。我們提倡平等的工作機會的同時，給予女性員工更多體貼關懷。我們通過三八節、母親節等節日關懷與慰問一線女性員工，按照國家和地方法律規定為「三期」(孕期、產期、哺乳期)員工提供生育假期和暖心福利，包含以本集團名義發放的生育禮金、對日常工作量的靈活調節、母嬰便利設施的設置，衷心幫助女性員工及其家庭迎接新生命的到來。

員工溝通

弘陽地產充分理解溝通的重要性，為確保員工與企業之間信息的及時獲取和傳遞，增強相互之間的了解，我們建立開放、公正、系統的溝通機制，致力於及時發現管理問題，化解矛盾，塑造簡單、陽光的溝通氛圍，提升員工工作的協調性，調動員工的工作積極性。

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Redsun Properties' Major Channels of Communication
弘陽地產主要溝通渠道



The "Employees Face-to-Face" Series of Communication Events
「員工面對面」系列專場溝通活動

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In addition, we fully respect the employees' right to appeal, listen to reasonable appeals of complainants and protect their legitimate rights and interests. When the employees consider that they are under unfair treatment or their personal interests are being undermined, or they have different opinions on the Group's measures of operation and management, or when any requirements are found to be violated, there are sufficient channels to file complaints/reflections. At the same time, we formulate protection measures for confidentiality and protection against retaliation, fully protecting the employees' right to speak and employees' safety.

Employee Assistance

We are committed to helping special groups and practicing the corporate culture of mutual help and assistance. Hong Yang Group Company has set up the "Redsun Caring Fund", when employees encounter difficulties such as serious illness, serious injury to life and significant loss of property, Redsun Caring Fund can timely alleviate the urgent needs of employees. For the employees in need of help, Redsun Properties actively assists the employees to apply for Redsun Caring Fund and implements the assistance work, so as to let our employees feel our care from practical actions. During the Reporting Period, the Redsun Caring Fund has raised more than RMB190,000.

此外，我們充分尊重員工的申訴權利，聽取申訴人的合理訴求並保障其合法權益。當員工認為受到不公正對待或個人利益受損，或對本集團經營管理措施有不同意見，或發現有違反各項規定的情況時，有充分的申訴渠道進行申訴／反映。同時，我們通過制定保密和免遭打擊報復的保護措施，維護員工的發言權，保護員工安全。

員工幫扶

我們用心幫扶特殊群體，踐行互幫互助的企業文化。弘陽集團設立了「弘陽關愛基金」，當員工遭遇重大疾病、人生重大傷害、財產重大損失等困難時，弘陽關愛基金能夠及時緩解員工的燃眉之急。對於需要幫助的員工，弘陽地產積極協助員工申請弘陽關愛基金，落實幫扶工作，以實際行動讓員工真切感受到我們的關懷。報告期內，弘陽關愛基金已籌得善款超19萬元人民幣。

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Employee Activities

Redsun Properties encourages employees to pursue for work-life balance. In order to better promote the harmonious and healthy development of the enterprise and enhance the cohesion and centripetal force of the enterprise, we carry out diversified sports activities to enrich the spare time of our employees. We actively organize and carry out staff sports activities for employees, and our employee clubs regularly open badminton, basketball and other clubs to encourage employees to strengthen their bodies after work and to work in a healthy condition.

On 28 May 2022, Hong Yang Group Company celebrated its 26th anniversary of establishment. Employees of Redsun Properties participated in the celebration activities organized by Hong Yang Group Company to fully feel the corporate culture and enhance the employees' sense of ownership and belonging.

員工活動

弘陽地產鼓勵員工追求工作與生活間的平衡。為更好地促進企業和諧健康發展，增強企業凝聚力和向心力，我們開展多樣化的文體活動，豐富員工的業餘生活。我們積極組織開展員工體育活動，我們的員工俱樂部常態化開設羽毛球、籃球等俱樂部，鼓勵員工在工作之餘強健自身體魄，在保證健康的情況下工作。

2022年5月28日，弘陽集團迎來26週年生日，弘陽地產員工紛紛參與到弘陽集團組織的司慶活動中，充分感受企業文化，提升員工主人翁意識與歸屬感。



Hong Yang Group Company 26th Anniversary Celebration
弘陽集團26週年司慶

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In addition, during the Reporting Period, we conducted a geek walkathon every month to help our employees ease the pressure of work and life and boost their health and vitality. At the same time, we also established team awareness among employees, consolidated the team morale and practiced the geek spirit of "health, hard work and benevolence".

此外，報告期內我們每月開展極客徒步行動，在幫助員工緩解工作與生活壓力、增添健康活力的同時，樹立員工團隊意識，凝聚團隊士氣，踐行「健康、拼搏、大愛」的極客精神。

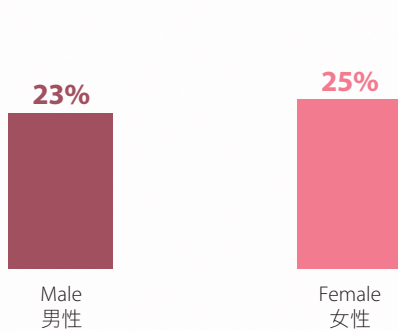


Geek Walkathon
極客徒步行動

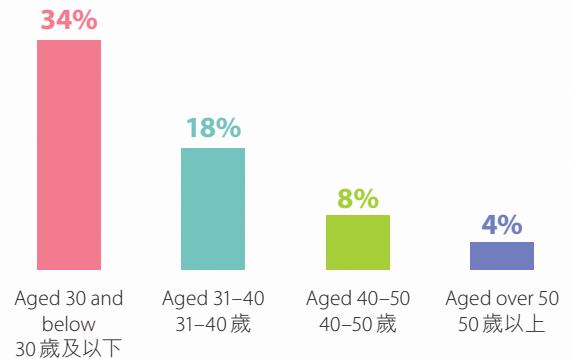
As of 31 December 2022, the overall employee turnover rate of Redsun Properties was 23.64%, broken down by gender, age group and region as follows:

截至2022年12月31日，弘陽地產員工整體流失率為23.64%，其中按性別、年齡組別及地區劃分如下：

Employee turnover rate by gender
按性別劃分的員工流失率



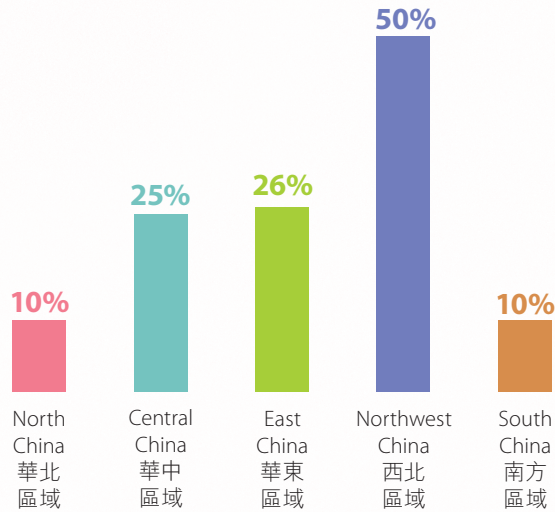
Employee turnover rate by age group
按年齡組別劃分的員工流失率



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Employee turnover rate by region
按地區劃分的員工流失率



Health and Safety

Redsun Properties attaches great importance to the health and safety of its employees and firmly complies with the management policy of "Safety First, Prevention-based and Comprehensive Management" to continuously strengthen safety. We strive to create a comfortable, healthy and safe working environment for our employees, so as to protect their physical and mental health.

健康與安全

弘陽地產高度重視員工的健康安全，堅決遵守「安全第一、預防為主、綜合治理」的管理方針，持續強化安全，致力為員工打造舒適、健康與安全的工作環境，保護員工身心健康。

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Safety Management

Redsun Properties prioritizes safety among various works and strictly controls the risk of major safety accidents as one of the top ten risks of Redsun Properties. We strictly abide by the *Production Safety Law of the People's Republic of China*, *Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases*, *Provisions on the Supervision and Administration of Occupational Health at Work Sites* and *Measures for the Administration of Occupational Health Examination* and other laws and regulations. We have formulated a production safety management mechanism with corporate responsibility, department leadership and staff participation, comprehensively covering the Group, and have implemented the main responsibility for safety in production to assign specific responsibilities to each department and individual. Adhering to the principle of "abiding by regulations and rectifying violations", we deepen the safety-related assessment mechanism continuously and take safety work as an important part of management performance assessment.

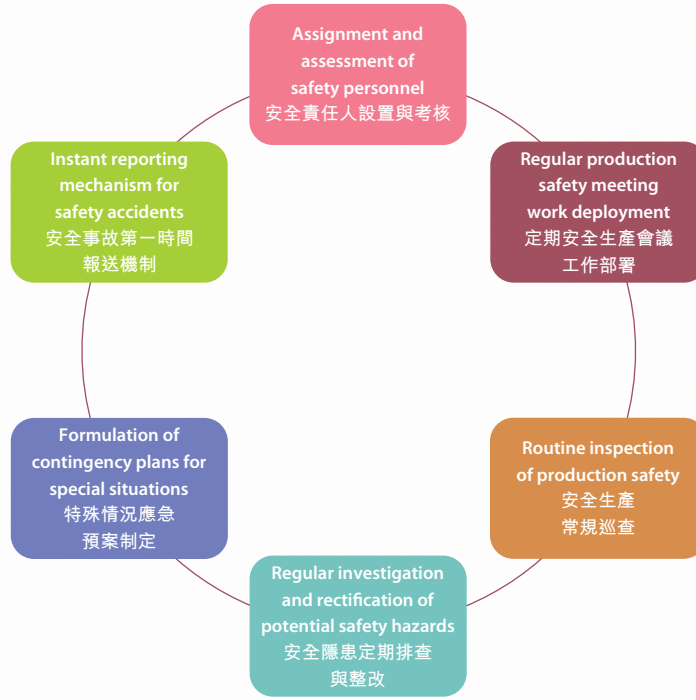
As a property developer, Redsun Properties attaches great importance to the safety of construction sites. We have prepared and issued safety management related specifications such as the *Construction Assessment Management System* and the *Construction Technology Management System*, etc. to emphasis potential danger investigation. We earnestly carry out daily production safety inspections, inspect the fire-fighting equipment and safety passages at each production and construction site, conduct regular fire drills, and supervise the units with dust, pollution sources and flammable materials. At the same time, we have established a safety contingency plan for handling emergencies in respect of production safety. Adhering to the principle of being responsible to the contractors, Redsun Properties carries out safety standardized management for safety control during the tendering and procurement stage in accordance with the requirements of *Standards for Construction Safety and Civilization of Redsun Properties*. We conduct full-process supervision over the contractors' construction and put forward safety inspection requirements. In addition, in order to enhance the safety awareness of construction personnel effectively, we formulate a safety theme every week for special training, promotion and inspection to improve the professional level of management personnel and improve their ability to identify and solve problems.

安全管理

弘陽地產將安全工作切實擺在各項工作的首位，並將重大安全事故風險作為弘陽地產十大風險之一進行嚴格管控。我們嚴格遵守《中華人民共和國安全生產法》《中華人民共和國職業病防治法》、《工作場所職業衛生監督管理規定》以及《職業健康檢查管理辦法》等法律法規，制定了企業負責、部門牽頭、員工參與，覆蓋全集團的安全生產管理機制，落實安全生產主體責任，將具體責任落實到每個部門及個人。我們持續深化安全相關考核機制，將安全工作作為管理層績效考核的重要內容，始終做到「有規必依，違章必糾」。

弘陽地產作為地產開發商，高度重視施工現場安全。我們編製並下發了《工程考核管理制度》、《工程技術管理制度》等安全管理相關規範，強調隱患排查治理，認真開展每天安全生產巡查工作，對各生產施工現場消防設備、安全通道進行檢查，定期進行消防演練，對有揚塵、污染源、易燃品的單位進行監管。同時，我們建立安全應急預案，做好安全生產突發事件的應急處置工作。秉承對承建商負責的原則，弘陽地產在招標採購階段就針對安全管控部分，按《弘陽地產安全文明施工標準》要求，進行安全標化管理。我們對於承建商的施工進行全流程監管，並提出了安全巡查要求。此外，為有效提升施工人員的安全意識，我們每週制定一個安全主題進行專項培訓宣貫及專項檢查，提升管理人員的專業水平，提高發現問題及解決問題的能力。

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Redsun Properties' Six Measures of Safety Production Management
弘陽地產安全生產管理六大舉措



Regular safety trainings at projects
項目定期組織安全培訓



Centralized safety trainings
集中安全培訓



On-site safety inspections and safety disclosure training
現場安全巡查暨安全交底培訓



Daily safety morning meeting
每日安全晨會

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At the same time, we pay attention to improving the office safety awareness of all employees. Through strengthening communication with government departments, we actively participated in the trainings organized by various government departments, such as laws and regulations popularization, safety knowledge learning, safety skills education, etc., to provide comprehensive safety training and guidance for our employees. During the Reporting Period, Redsun Properties conducted a total of 65 safety emergency drills with 5,141 participants.

As of 31 December 2022, Redsun Properties has not had any work-related deaths in the past three years. During the Reporting Period, Redsun Properties lost 81 working days due to work-related injuries.

Occupational Health

We adhere to and implement the *Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases* and comply with the national requirements for occupational health risk warning and notification, individual staff protection, on-site supervision and sampling, staff health examination and other requirements in daily supervision, and create a healthy and safe working environment. To protect the health of employees, we cooperate with professional medical institutions to provide regular physical examination for employees, so that employees can know their own health status in time and receive professional and personalized services. We carry out effective health interventions when necessary to reduce the incidence of occupational diseases among employees at work. At the same time, we provide employee health consultation and health training lectures to answer employees' health doubts and promote a healthy lifestyle. Since the normalization of epidemic prevention and control, we have been actively carrying out epidemic prevention and control work, establishing a general management center for epidemic prevention and emergency response to undertake unified management of epidemic prevention work of Redsun Properties and coordinate internal and external resources. In addition, we purchase accidental injury insurance for employees in specific positions such as senior management, employees who need to frequently travel and engineering line employees to enhance protection for them.

同時，我們注重提升全體員工辦公安全意識。我們通過加強與政府部門溝通，積極參與各政府部門組織的法律法規普及、安全知識學習、安全技能教育等培訓工作，為員工提供全面的安全培訓與引導。報告期內，弘陽地產共計開展65次安全應急演練，參與人次達5,141人。

截至2022年12月31日，弘陽地產近三年內未發生任何因工作導致人員死亡事件。報告期內，弘陽地產因工傷損失工作日數為81天。

職業健康

我們深入貫徹落實《中華人民共和國職業病防治法》，遵守國家在日常監管中要求的職業健康的風險警示告知、員工個體防護、現場監督採樣、員工健康體檢等要求，打造健康安全的工作環境。為切實保障員工身體健康，我們與專業醫療機構合作為員工提供的定期體檢，讓員工可及時了解自身健康狀況並且接受專業化個性服務，必要時進行有效的健康干預措施，降低員工在工作中職業病的發病率。同時，配套員工健康諮詢及健康培訓講座，為員工解答健康疑惑，科普健康生活方式。常態化疫情防控以來，我們積極開展疫情防控工作，建立防疫應急總管中心，統一管理弘陽地產的防疫工作，統籌協調內外部資源。此外，我們為高管、出差密集員工、工程條線員工等特定崗位員工購買意外傷害保險，為其增添一份保障。

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WALKING HAND-IN-HAND

We adhere to the development concept of win-win cooperation, build a diversified and stable supply chain based on the supply chain management principles of fairness, openness, transparency and integrity, actively carry out industry cooperation, assume corporate social responsibility, actively engage in various public welfare activities, bringing warmth to harmonious society with love, and creating a sustainable future together.

Supplier Management

On the basis of strict compliance with relevant national laws and regulations, Redsun Properties adheres to the cooperative principle of equality and transparency and the basic principle of openness and sharing, constantly improving the construction of the supply chain system and strengthening the management of suppliers. We formulated and implemented the *Supplier Management Measures of Redsun Properties Group* to standardize the management and processes in respect of the acceptance to database, selection, inspection, evaluation and grading of suppliers. During the Reporting Period, we added the *Resource Access List* to this system to set higher requirements for supplier access. At the same time, we further refined the supplier access review mechanism, fully considered suppliers' performance in multiple business dimensions such as operating revenue, dishonesty status, lawsuit ratio, past performance, etc., and implemented a one-vote veto mechanism for key risk points, and conducted reviews of various dimensions including supplier companies, teams, and engineering quality for real estate projects, and are committed to introducing quality suppliers. In addition to systematically reviewing basic supplier information, we have established supplier on-site review teams to conduct multi-dimensional on-site review of supplier performance. Approved suppliers will be included in the supplier database of Redsun Properties for further cooperation with us.

攜手同行

我們堅持合作共贏的發展理念，依照公平公開、透明廉潔的供應鏈管理原則，打造多元穩定的供應鏈，積極開展行業合作，承擔企業社會責任，積極開展各類公益活動，用愛溫暖和諧社會，共創可持續未來。

供應商管理

在嚴格遵守國家相關法律法規的基礎上，弘陽地產秉承平等、透明的合作宗旨，堅持開放共享的基本原則，不斷完善供應鏈體系建設，加強供應商管理。我們制定並實施《弘陽地產集團供應商管理辦法》，以規範對供應商入庫、入圍、考察、評估及分級等管理行為及流程。報告期內，我們在此制度之上，新增《資源准入清單》，對供應商准入提出更高要求。同時，我們進一步細化供應商准入審核機制，充分考慮供應商在營業收入、失信情況、訴訟佔比、既往業績等多個商業維度表現，對於關鍵風險點實行一票否決機制，對地產項目的供應商公司、團隊、工程質量品質等多維度進行審核，致力於引入優質供應商。除系統性審核供應商基本信息外，我們建立供應商現場審核團隊，對供應商表現進行多維度現場審核。經審核通過的供應商將被納入弘陽地產供應商庫，與我們進一步開展合作。

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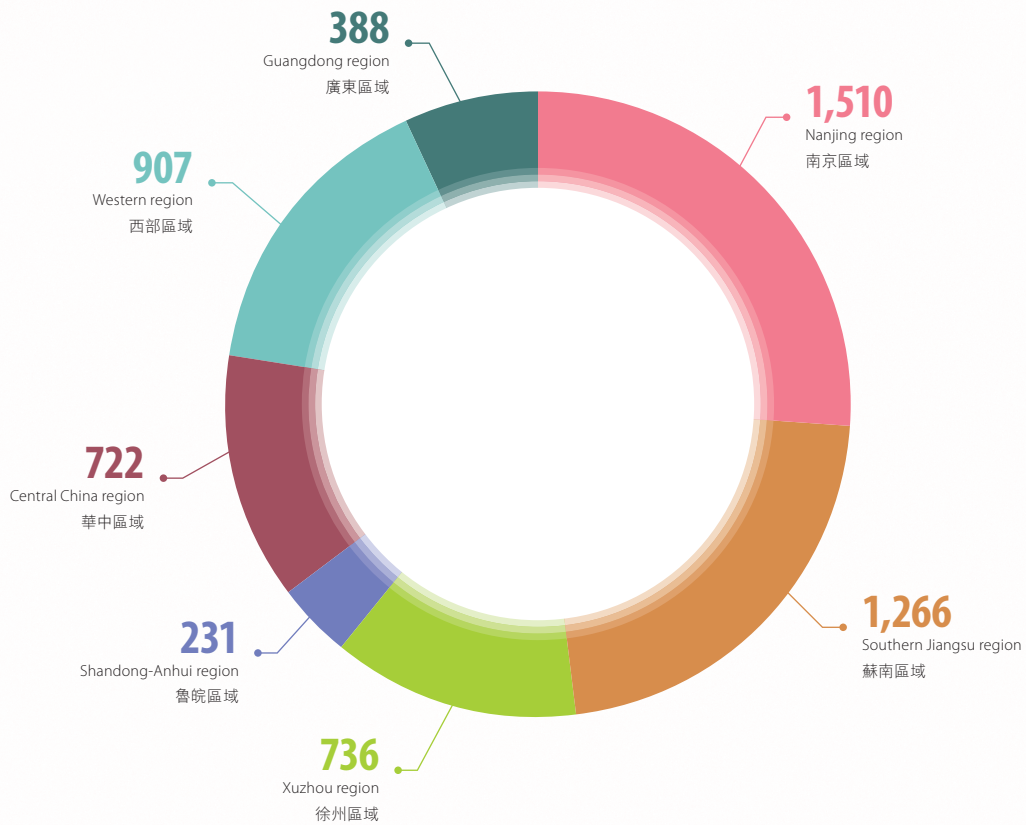
Supplier access process
供應商准入流程

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Our comprehensive supplier access mechanism and long-established business reputation have attracted excellent suppliers from all over the country. During the Reporting Period, Redsun Properties had a total of 5,760 suppliers. The breakdown of suppliers by region and procurement type is as follows:

我們完善的供應商准入機制及長久積累的商業信譽吸引了來自全國各地的優秀供應商。報告期內，弘陽地產共有5,760家供應商，按地區和採購類型的分佈情況如下：

Number of suppliers by region
按地區分佈的供應商數量

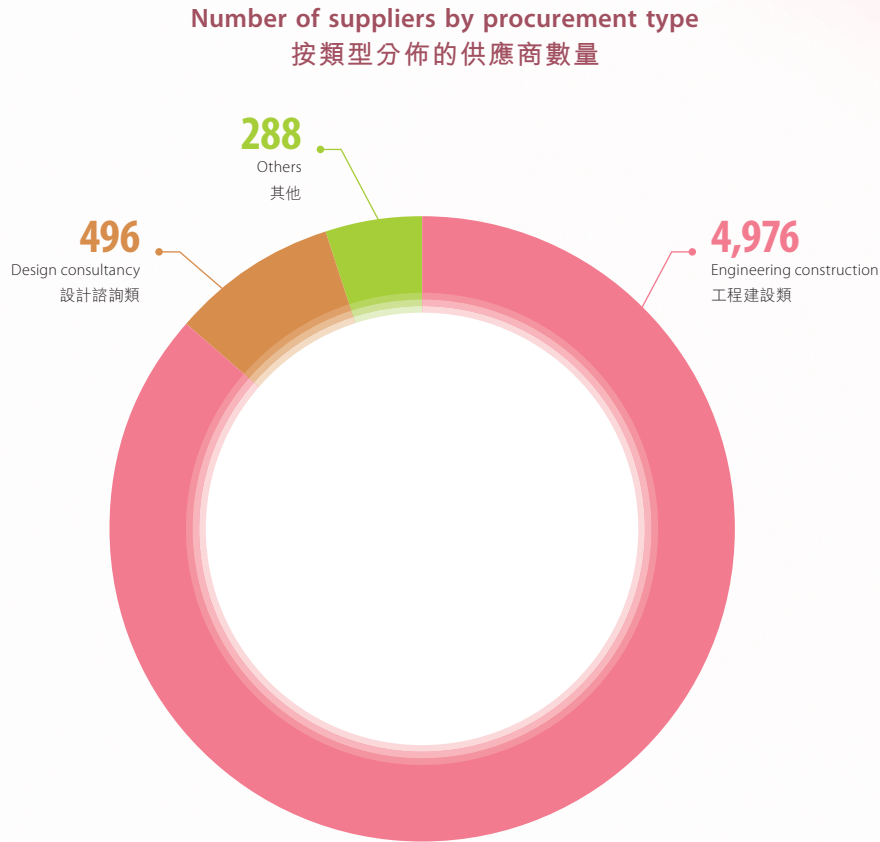


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The breakdown of suppliers by procurement type is as follows:

依照採購類型分佈如下：



During the supplier performance process, we conduct regular on-site reviews and non-scheduled inspections of suppliers to understand and control their performance and ensure that they meet compliance requirements and provide us with high quality services. In response to the items for improvement and risk points identified by the reviews and inspections, we will assist our suppliers to formulate rectification plans and monitor their implementation, so as to effectively control supply chain risks and improve supply quality. During the Reporting Period, Redsun Properties inspected a total of 2,035 suppliers.

在履約過程中，為了解及管控供應商的履約表現，確保其合規以及為我們提供高質的服務，我們對供應商開展定期現場審核和不定期巡檢。針對審查和巡檢發現的待改進項及風險點，我們會協助供應商制定整改計劃並監督其執行，有效管控供應鏈風險，提升供應質量。報告期內，弘陽地產共巡檢審查供應商2,035家。

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The Group conducts coordinated management of suppliers through a tiered management mechanism. Based on the *Supplier Tiered Management System of Redsun Properties*, the Group conducts regular supplier reviews every year, grades suppliers accordingly and manages the suppliers based on their respective grading. We have established a complete supplier performance assessment mechanism, with quarterly, semi-annual and annual assessment cycles, and classify suppliers into five grades based on a comprehensive review of suppliers' service performance, i.e. excellent suppliers, qualified suppliers, suppliers with restricted use conditions, unqualified suppliers and blacklisted suppliers. We will offer corresponding incentive initiatives to excellent suppliers. For unqualified suppliers with a total assessment score below 65, we will carry out online management through the procurement platform, restrict suppliers from participating in procurement projects, and notify suppliers to rectify. Suppliers that fail to reach the qualified level for a long time will be eliminated.

本集團通過分級管理機制對供應商進行統籌管理。依據《弘陽地產供應商分級管理制度》，每年定期開展供應商評審工作，為供應商評定相應等級並據此對供應商進行管理。我們已建立完善的供應商績效考核機制，以季度、半年度、年度為考核週期，綜合供應商服務表現將供應商分為優秀供應商、合格供應商、限制條件使用供應商、不合格供應商及黑名單五個等級，對於優秀供應商我們將給予相應的激勵舉措。對於評估總分低於65分的不合格供應商，我們將通過招採平台開展在線管理，限制供應商參與招採項目，並通知供應商整改，長期未達到合格等級的供應商將被淘汰。

Bid deposit, performance deposit remission
 投標保證金、履約保證金減免

Preferential negotiation rights
 優先談判權

Preferential bid settlement
 優先清標結算

VIP seating and honorary titles at the Supplier Conference
 供應商大會VIP坐席及榮譽稱號

Exclusive communication channels
 專屬溝通渠道

Excellent supplier incentives
 優秀供應商激勵措施

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Supplier Integrity Management

We adhere to the basic concept of clean procurement and join the "Corporate Anti-fraud Alliance", having zero tolerance for any internal and external acts of unfair competition and corruption.

Internally, we have issued the *Classification of Fraudulent Behavior Prohibited for Employees* and *Handling Measures for Fraud of Employees* to draw the red line of integrity. At the same time, through the promotion of business ethics and integrity to personnel in key internal positions, we enhance their awareness of integrity and ensure the effective implementation of internal systems.

Externally, we require suppliers to sign cooperation agreements including the *Integrity Agreement*, which specifies business integrity provisions and urges suppliers to fulfill their corresponding responsibilities and obligations. Prior to the start of a bidding project, we promote the Company's development, culture of integrity, and quality requirements to our admitted suppliers to ensure that they are aware of our principles and requirements. In addition, the business ethics performance of suppliers is also a key risk point in our supplier inspection and evaluation. We strictly review the integrity performance of suppliers in the access and performance evaluation process, and immediately stop cooperation with suppliers who are in violation of regulations.

供應商廉潔管理

我們秉持陽光採購的基本理念，加入企業反舞弊聯盟，對內部及外部的任何不正當競爭及貪污腐敗行為持零容忍態度。

對內，我們發佈了《員工禁止舞弊行為分級一覽》、《員工舞弊處理措施一覽》制度，劃定廉潔紅線。同時，通過對內部關鍵崗位人員開展商業道德、廉潔宣貫，提升其廉潔意識，保障內部制度有效執行。

對外，我們要求供應商簽署包含《廉正協議書》在內的合作協議書，協議書中明確規定了商業廉潔條款，督促供應商履行相應責任與義務。在招標項目啟動前，我們向准入的供應商宣傳公司發展情況、廉正文化、質量要求，確保供應商知悉我們的原則與要求。此外，供應商的商業道德表現也是我們供應商考察與評估的關鍵風險點，我們在准入和履約評估過程中均嚴格審查供應商廉潔表現，對存在違規的供應商立即停止合作。

All production-side standard contracts improvement

全生產端標準合同改進

In order to standardize supplier management manuals and measures, during the Reporting Period, Redsun Properties liaised with all functional departments at the production end to complete the revision of the *Redsun Properties Group Standard Contract* (H+1) version. We included the *Integrity Agreement* as an attachment to standard commercial contracts and started to promote mandatory online editing and approval of standard contracts on 1 July 2022, to gradually promote all suppliers to be aware of and sign the *Integrity Agreement*. As of the end of the Reporting Period, the utilization rate of standard contracts for cooperative suppliers was 80%, and the signing rate of the *Integrity Agreement* of all cooperative suppliers of Redsun Properties reached 100%.

為統一供應商管理手冊及措施，報告期內，弘陽地產拉通生產端各職能部門完成《弘陽地產集團標準合同》(H+1)版修訂。我們將廉正協議書作為附件納入標準商業合同書中，並於2022年7月1日開始強制推廣標準合同在線編輯及審批，逐步推動所有供應商知曉並簽署廉正協議書。截至報告期末，弘陽地產所有合作供應商標準合同使用覆蓋率為80%，廉正協議書簽署率達100%。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Environmental and social management of suppliers

Redsun Properties understands that the stability and sustainability of our supply chain is dependent on fulfilling environmental and social responsibility together with our business partners. We included suppliers' performance in occupational health and safety, environmental management and quality management aspects in the supplier access, information, on-site review and annual performance appraisal under the *Supplier Management Measures of Redsun Properties Group*. We examine suppliers' risk points such as safe and civilized construction and labor protection. We hope to actively assume social responsibility with all business partners, take up the mission of sustainable development, and jointly create a responsible business environment.

We require all construction suppliers to take up the responsibility for safe and civilized construction and to obtain environmental, safety and quality certifications. During the project development process, we strictly inspect our suppliers' safe and civilized construction, labor management, occupational health and safety management, and quality management performance. During the Reporting Period, Redsun Properties inspected 2,035 suppliers and found no incidents involving environmental violations and human rights disputes.

In respect of raw material procurement, we actively promote the use of green building materials and the improvement of environmental standards. Following the principle of choosing to use renewable resources as well as energy-saving and emission-reducing equipment with priority, we introduce low-carbon green products and promote the elimination of high-pollution and high-emission derivative products. During the Reporting Period, we upgraded the formaldehyde level requirements for products such as kitchen cabinet, storage and floor board that have a greater impact on the indoor environment to enhance the health and safety level of property owners' living environment. In the future, we will continue to improve the environmental standard requirement for building materials and promote the green development of the whole industry chain.

供應商環境社會管理

弘陽地產深知供應鏈的穩定性及可持續性離不開我們與諸多商業夥伴共同履行環境及社會責任。我們將供應商在職業健康安全、環境管理以及質量管理等方面的表現納入《弘陽地產集團供應商管理辦法》中在供應商准入、資料及現場審核和年度績效考評中，排查供應商的安全文明施工、勞務人員保障等風險點。我們希望與所有商業合作夥伴一起積極承擔社會責任，肩負可持續發展使命，共同打造負責任的商業環境。

我們要求所有的施工類供應商肩負安全文明施工責任，取得環境、安全及質量認證資質。在項目開發過程中，我們嚴格巡查供應商的安全文明施工情況、勞工管理、職業健康安全管理以及質量管理表現。報告期內，弘陽地產巡查的2,035家供應商均未發現存在有環境違規、人權爭議事件。

在原材料採購方面，我們積極推進綠色建材的使用及環保標準的提升。以選用可再生資源以及節能減排設備優先原則，引入低碳綠色產品，督促高污染高排放衍生產品的淘汰。報告期內，我們提升了對室內環境影響較大的櫥櫃、收納、地板等產品的甲醛等級要求，以提升業主生活環境的健康安全。未來，我們還將不斷提升建築材料的環保標準要求，推動全產業鏈的綠色發展。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Supplier Communication and Training

Communication and collaboration with industry partners is the root of the ability of Redsun Properties to continuously deliver quality real estate projects. We value the development of consistent business values and delivery standards with our suppliers. We carry out close communication activities with suppliers through daily communication, supplier communication conferences, satisfaction surveys, etc. to cooperate with each other and improve together.

供應商溝通與培訓

弘陽地產得以不斷交付優質地產項目的根源，離不開與行業夥伴之間的溝通與協作。我們重視與供應商之間形成一致的商業價值觀及交付標準，我們通過日常交流、供應商溝通會、滿意度調查等方式與供應商開展密切的溝通交流活動，相互合作，共同提升。



Major supplier communication channels
供應商主要溝通渠道

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For disputes that arise during the cooperation, suppliers can provide feedback through the public complaint and whistle-blowing channels. Regarding the feedback information from suppliers, we follow up and resolve disputes in a fair, just, simple and efficient manner, actively safeguarding the legitimate rights and interests of suppliers and ourselves.

對於合作過程中出現的爭議問題，供應商可通過公開的投訴舉報渠道進行反饋。對於供應商反饋的信息，我們秉持公平、公正和簡便、高效的處理態度對爭議問題進行追蹤解決，積極維護供應商與我們的合法權益。



Redsun Properties
tender and procurement
platform
supplier.redsun.com.cn
弘陽地產招採平台
supplier.redsun.com.cn



Supplier Complaint
Phone no. :
025-88019009
供應商投訴電話：
025-88019009



Hongyoushang
(弘友商) APP
弘友商
APP



Supplier Complaint
Mailbox
hufang@rsun.com
供應商投訴郵箱
hufang@rsun.com

Supplier complaint and whistle-blowing channels 供應商投訴舉報渠道

In addition, we are committed to using our own capabilities to drive the common development and improvement of suppliers to create a sustainable supply chain together. For some suppliers that have deficiencies in inspections, we have established a comprehensive supplier training and guidance mechanism. We invite suppliers to participate in the special training on environment, health, safety and quality of Redsun Properties in order to help them to improve their awareness of quality, safe and civilized construction through observation of quality projects and sharing of technical improvement topics.

此外，我們致力於以自身能力，帶動供應商共同發展提升，協力打造可持續供應鏈。對於部分在巡檢中存在不足之處的供應商，我們建立了完善的供應商培訓引導機制，我們邀請供應商參與到弘陽地產的環境、健康、安全質量專題培訓中，通過優質項目觀摩及技術提升專題分享等方式，幫助供應商提升自身質量與安全文明施工意識。

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Industry Cooperation

Redsun Properties adheres to the concept of win-win cooperation, continuously deepens the cooperative relationship with peers in the same industry, joins the Shanghai-based Fujian Business Enterprise Alliance and the New Hongqiao Procurement Alliance, and explores new cooperation models under the guidance of the double carbon goal to promote high-quality development of the property industry.

行業合作

弘陽地產秉持合作共贏的理念，不斷深化與同行業者的合作關係，加入在滬閩商企業聯盟和新虹橋採購聯盟，在雙碳目標的指引下探索合作新模式，推動地產行業高質量發展。

Redsun Properties exchanges and learns from peers and strives to improve product strength

弘陽地產與同行交流學習，致力提升產品力

With the original intention of continuously improving our product strength, we conducted benchmarking exchanges and learning with many outstanding property companies in Nanjing and Hangzhou during the Reporting Period. In August 2022, the Design and Research and Development Department of Redsun Properties conducted face-to-face exchanges with the Design and Cost departments of Nanjing Jinji Jiayue and Yayue Projects, discussing Jinji's product standards, product highlights, demonstration area planning logic, and design supplier selection and other content to carry out comprehensive communication and understanding, which has provided new ideas for the product development of Redsun Properties.

本著不斷提升產品力的初衷，報告期內我們與南京、杭州等多個優秀房企進行對標交流學習。2022年8月，弘陽地產設計研發部與南京金基嘉玥、雅玥項目的設計、成本部門進行了面對面交流，就金基的產品標準、產品亮點、示範區策劃邏輯、設計供方選擇等內容展開了全面的溝通於了解，為弘陽地產的產品發展提供了新的思路。

Redsun Properties partners with peers to build "Carbon Neutral Supply Chain" Database

弘陽地產攜手同行共建「碳中和供應鏈」數據庫

On 26 February, 2022, at the 10th anniversary summit of Youcai Platform (優採平台), 12 members of the New Hongqiao Procurement Alliance, including Redsun Properties, joined hands with Youcai Platform and Centre Testing International Group to jointly build a "Carbon Neutral Supply Chain" database, taking the lead in tracing the carbon emissions of the supply chain from the perspective of data, providing a basis for calculating the carbon footprint of buildings and helping the construction industry reach the "double carbon" target.

2022年2月26日優採平台10週年峰會上，弘陽地產參加的新虹橋採購聯盟的12家成員企業牽手優採平台、華測檢測認證集團共建「碳中和供應鏈」數據庫，率先從數據角度對供應鏈的碳排放進行溯源，為建築碳足跡計算提供依據，助力建築業達成「雙碳」目標。

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Category Determination 品類確定

- Based on the comprehensive consideration of procurement volume and carbon emissions, we will select appropriate product categories and disclose carbon information according to the relevant ISO standards.
在採購量和碳排放量的綜合考量下，選取適當品類產品，根據 ISO 相關標準進行碳信息披露。

Consolidation of Procurement Standards 採購標準的整合

- On the basis of carbon information disclosure, the certification standards for low-carbon supply chains are customized and incorporated into procurement standards.
在碳信息披露基礎上，定製低碳供應鏈的認證標準，納入採購標準。

Priority Purchase 優先採購

- Start the co-building program to present the results of carbon information disclosure, and carry out low-carbon certification according to the advanced indicators, and give priority to the procurement of products with low-carbon titles.
啟動共建計劃，呈現碳信息披露結果，並依據先進性指標進行低碳認證，獲得低碳稱號的品類產品優先採購。

Certification and Promotion 認證和宣傳推廣

- Carry out verification and certification of carbon disclosure information and the achievement of carbon goals, disclose industry rankings, and actively publicize and promote.
對碳披露信息、對碳目標的達成進行驗證認證，進行行業排行榜披露，積極宣傳推廣。

“Carbon Neutral Supply Chain” Database Co-Building Program
「碳中和供應鏈」數據庫共建計劃

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In the future, we will continue to cooperate with all parties to continuously improve the "Carbon Neutral Supply Chain" database, fully mobilize supply chain enterprises to participate in addressing climate change through a series of standards certification, and select supply chain enterprises with excellent performance in resources, energy and environment to promote the green and low-carbon development of the industry.

未來，我們將繼續與各方合作，不斷完善「碳中和供應鏈」數據庫，通過一系列標準認證，充分調動供應鏈企業參與應對氣候變化的積極性，篩選出在資源、能源、環境方面表現優秀的供應鏈企業，推動行業的綠色低碳發展。



Property Supply Chain Carbon Neutral Path and Carbon Neutral Supply Chain Co-Building Unit Awarding Ceremony
房地產供應鏈碳中和路徑暨碳中和供應鏈共建單位授牌儀式

At the same time, Redsun Properties actively cooperates with academic associations across borders to enrich the academic forum and promote the common progress of the industry by sharing its own successful experience.

同時，弘陽地產積極與學術協會跨界合作，為學術論壇增添更多的色彩，通過分享自身成功經驗，促進行業共同進步。

Participate in the Risk Control and Audit Sub-commission of China Business Accounting Institute

參與中國商業會計學會風控與審計分會

In September 2022, Redsun Properties participated in the Risk Control and Audit Sub-commission of China Business Accounting Institute, bringing a practical forum sharing on "Dancing with Sunshine and Risk (帶著陽光與風險共舞)". At the forum, we introduced the corporate culture of Redsun Properties that we must talk about risk control in words, we must have risk control in action, and our destiny is based on risk control. Focusing on risk management, internal control, and internal audit related content, we delivered professional knowledge to the attending risk control and internal audit practitioners, empowered risk control and audit practitioners, and provided Redsun Properties experience and insights for enterprises to improve operational risk awareness, enhance internal control management, and achieve internal audit supervision and evaluation functions.

2022年9月，弘陽地產參與中國商業會計學會風控與審計分會，帶來《帶著陽光與風險共舞》的實戰講壇分享。講壇上，我們介紹了弘陽地產言必談風控、行必有風控，命運繫風控的企業文化，圍繞風險管理、內部控制、內部審計的相關內容，向與會的風控、內審從業人員傳遞專業知識，賦能風控與審計從業人員，為企業提高經營風險意識、增強內部控制管理、實現內部審計監督評價功能提供弘陽地產經驗與見解。

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Social Responsibilities

Bearing in mind the mission of public welfare, Redsun Properties takes contributing to the society and caring for people's livelihood as its own responsibility and actively carried out various public welfare activities in the areas of precise help, educational aid, etc., creating and sharing a beautiful blueprint with stakeholders to achieve the synergistic development of enterprise and society.

Public welfare

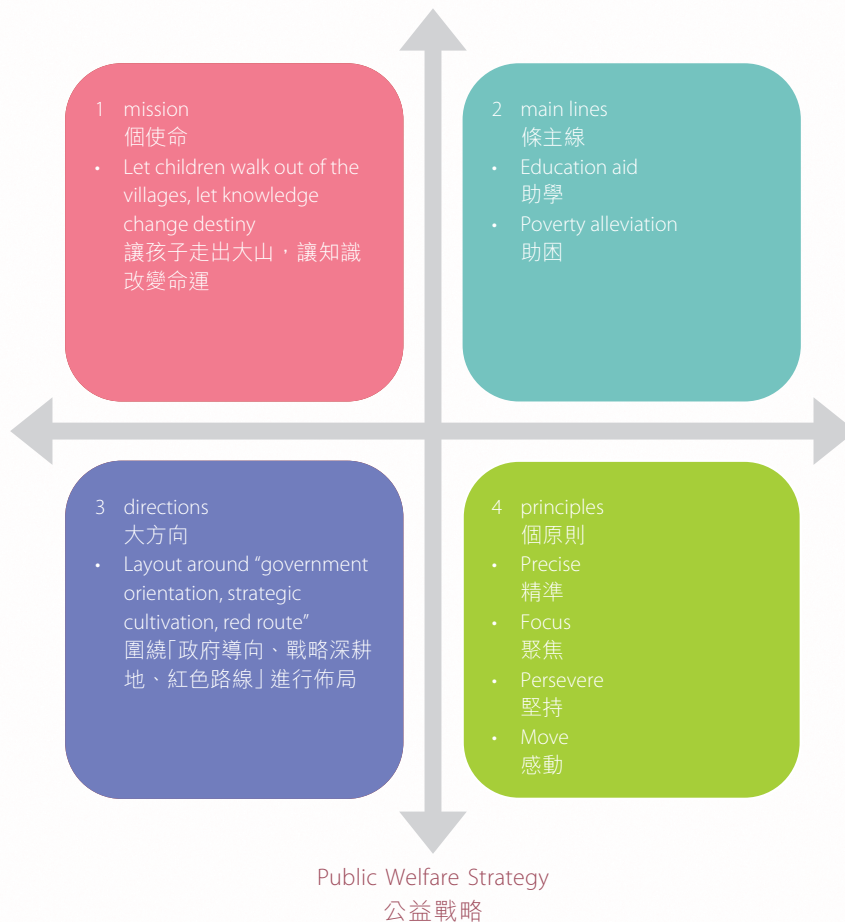
The Group has always adhered to the public welfare concept of "being a responsible corporate citizen", actively implemented the public welfare strategy, carried out public welfare activities in the fields of education aid and poverty relief, and gave back to the society with a sense of responsibility. During the Reporting Period, Redsun Properties accumulatively donated RMB1.61 million, volunteered for 6,236 hours and 2,400 times, and had 1,000 employee volunteers.

社會責任

弘陽地產牢記公益使命，以奉獻社會、關愛民生為己任，在精準幫扶、教育助學等方面積極展開各種公益活動，與利益相關方共創共享美好藍圖，實現企業與社會的協同發展。

公益慈善

本集團始終秉承「做負責任的企業公民」的公益理念，積極貫徹落實公益戰略，在助學、濟困等方面開展公益活動，以責任心回饋社會。報告期內，弘陽地產累計捐贈161萬元，志願者服務時長達6,236小時、次數達2,400次，員工志願者隊伍已有1,000人。



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We actively participate in the Redsun public welfare activities initiated by the Hong Yang Group Company. By focusing on education aid, we have successively launched volunteer activities such as Dream Renovation+ (夢想改造+), Spring Bud Class (春蕾班), Geek Expedition (極客遠征) and Dream Hut (夢想小屋), and are committed to helping teenagers in difficult situations grow up healthily.

我們積極參與由弘陽集團發起的弘陽公益活動，通過聚焦教育助學，陸續開展夢想改造+、春蕾班、極客遠征和夢想小屋等志願活動，致力於幫助在困境中的青少年健康成長。

“Hand in Hand”: Redsun Properties sent love to Nanjing Dougang Primary School (南京陡崗小學) on Children’s Day 「大手拉小手」：兒童節弘陽地產為南京陡崗小學送去愛心

On 1 June, 2022, Redsun Properties actively participated in the Redsun public welfare volunteer action and went to Dougang Primary School (陡崗小學) in Pukou District, Nanjing to greet the students on 1 June and gave them various school supplies. Since 2002, we have started the “Redsun Spring Bud Class (弘陽春蕾班)” in Dougang Primary School, and have helped more than 2,000 students in need in the past 20 years, from focusing on poor girls to caring for left-behind children and rewarding outstanding pioneers. Through a little love, Redsun Properties hopes to let the children have more sunshine and laughter in their study and life, and guard their dreams.

2022年6月1日，弘陽地產積極參與到弘陽公益志願者行動，前往南京市浦口區陡崗小學，對學生們進行六一節日慰問，給他們送去了各式學習用品。自2002年起在陡崗小學開辦「弘陽春蕾班」，從關注貧困女童到關愛留守兒童、獎勵優秀少先隊員，20年間累計幫扶困難學生超2,000人。弘陽地產希望通過點滴愛心，讓孩子們在學習和生活上多一些陽光和歡笑，守護他們的夢想。



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Donation Program of "Redsun Dream Renovation+ and Dream Hut"
「弘陽夢想改造+暨夢想小屋」捐建計劃

Redsun Properties has been actively participating in the "Dream Renovation+ "care program. On 28 May, 2022, at the Anniversary Celebration of Hong Yang Group Company, "Dream Huts" donation program was newly released, focusing on 10 cities in Jiangsu Xuzhou, Suqian, Yancheng, Huaian, Lianyungang, Nantong, Nanjing, Zhenjiang, Yangzhou and Taizhou, customizing "Dream Huts" for 300 "de facto orphans", continuously building homes with love and lighting up the children's dreams of growth. The "Dream Hut" renovation program has received high attention and support from the society. It has been reported by the People's Daily, Xuexi Qianguo, China Youth Daily, Jiangsu Communist Youth League and other official media and government agencies, and has been awarded the annual project of "Shining Star" in 2022 by China Glory Society.

弘陽地產一直積極參與「夢想改造+」關愛計劃，在2022年5月28日弘陽集團週年慶活動上，發佈「夢想小屋」捐建計劃全新，重點在江蘇徐州、宿遷、鹽城、淮安、連雲港、南通、南京、鎮江、揚州、泰州10個城市，為300個「事實孤兒」定製他們心中的「夢想小屋」，持續以愛築家，點亮孩子們的成長夢想。「夢想小屋」改造計劃受到社會各界高度關注和支持，人民日報、學習強國、中國青年報、江蘇共青團等官媒、政府機構相繼進行了報道，被中國光彩事業促進會評為2022年中國「光彩之星」年度項目。



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“Sending Coolness in Summer” Public Welfare Action
「夏季送清涼」公益行動

Redsun Properties has carried out traditional micro-public welfare activities such as “Sending Coolness in Summer” across the country for many times, showing our sincere care to the outdoor workers who work in high temperature, and demonstrating our humanistic spirit.

弘陽地產多次在全國範圍內開展「夏季送清涼」等傳統微公益行動，對戶外高溫工作人員致以真摯的關懷，展現我們的人文主義精神。



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT
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APPENDIX: THE ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORTING GUIDE CONTENT INDEX
PUBLISHED BY HKEX

附錄：香港聯交所《環境、社會及管治報告
指引》內容索引

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ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2022

二零二二年環境、社會及管治報告

ENVIRONMENTAL, SOCIAL AND GOVERNANCE ASPECTS, GENERAL DISCLOSURES AND KPIS 環境、社會及管治範疇與一般披露及關鍵績效指標		SECTION IN THE REPORT 所在章節
Environmental 環境		
Aspect A1 層面 A1	Emissions 排放物	
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 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：	ENVIRONMENTAL RESPONSIBILITY 環境責任
KPI A1.1 關鍵績效指標 A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	Green Operation 綠色運營
KPI A1.2 關鍵績效指標 A1.2	Greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 溫室氣體總排放量（以噸計算）及（如適用）密度（如以每產 量單位、每項設施計算）。	Green Operation 綠色運營
KPI A1.3 關鍵績效指標 A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 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）。	Green Operation 綠色運營
KPI A1.4 關鍵績效指標 A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 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）。	Green Operation 綠色運營
KPI A1.5 關鍵績效指標 A1.5	Description of emissions target(s) set and steps taken to achieve them. 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。	Environmental Management Green Construction Green Operation 環境管理 綠色施工 綠色運營

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KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Environmental Management Green Construction Green Operation
關鍵績效指標 A1.6	描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	環境管理 綠色施工 綠色運營
Aspect A2	Use of Resources	
層面 A2	資源使用	
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials. Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.	ENVIRONMENTAL RESPONSIBILITY
一般披露	有效使用資源(包括能源、水及其他原材料)的政策。資源可用於生產、儲存、運輸、樓宇、電子設備等。	環境責任
KPI A2.1	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).	Green Operation
關鍵績效指標 A2.1	按類型劃分的直接及/或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)。	綠色運營
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Green Operation
關鍵績效指標 A2.2	總耗水量及密度(如以每產量單位、每項設施計算)。	綠色運營
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Environmental Management Green Construction Green Operation
關鍵績效指標 A2.3	描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	環境管理 綠色施工 綠色運營
KPI A2.4	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.	Environmental Management Green Construction Green Operation
關鍵績效指標 A2.4	描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	環境管理 綠色施工 綠色運營

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KPI A2.5	Total packaging material used for finished products and with reference to per unit produced.	The Group's business operation uses less packaging materials and complies with the laws and regulations of the place where the business operates.
關鍵績效指標 A2.5	製成品所用包材料的總量及每生產單位佔量。	本集團在業務運營過程涉及包裝材料的使用量小，均根據業務運營所在地法律法規進行合規處置。

Aspect A3

層面 A3

The Environment and Natural Resources

環境及天然資源

General Disclosure

Policies on minimising the issuer's significant impacts on the environment and natural resources.

Green Buildings
Green Construction
Green Operation

一般披露

減低發行人對環境及天然資源造成重大影響的政策。

綠色建築
綠色施工
綠色運營

KPI A3.1

Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.

Green Buildings
Green Construction
Green Operation

關鍵績效指標 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。

綠色建築
綠色施工
綠色運營

Aspect A4

層面 A4

Climate Change

氣候變化

General Disclosure

Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.

Response to Climate Change

一般披露

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。

應對氣候變化

KPI A4.1

Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.

Response to Climate Change
Green Buildings
Green Construction
Green Operation

關鍵績效指標 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。

應對氣候變化
綠色建築
綠色施工
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Social		
社會		
Aspect B1	Employment	
層面 B1	僱傭	
General Disclosure	Information on:	TALENTS-CENTRIC
一般披露	(a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	以人才為本
KPI B1.1	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 對發行人有重大影響的相關法律及規例的資料。	員工概況
關鍵績效指標 B1.1	Total workforce by gender, employment type, age group and geographical region.	Employee Profile
KPI B1.2	按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	員工概況
關鍵績效指標 B1.2	Employee turnover rate by gender, age group and geographical region.	Employee Care
	按性別、年齡組別及地區劃分的僱員流失比率。	員工關懷
Aspect B2	Health and Safety	
層面 B2	健康與安全	
General Disclosure	Information on:	Health and Safety
一般披露	(a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	健康與安全
KPI B2.1	有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	健康與安全
關鍵績效指標 B2.1	Number and rate of work-related fatalities.	Health and Safety
KPI B2.2	因工作關係而死亡的人數及比率。	健康與安全
關鍵績效指標 B2.2	Lost days due to work injury.	Health and Safety
KPI B2.3	因工傷損失工作日數。	健康與安全
關鍵績效指標 B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Health and Safety
	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。	健康與安全

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Aspect B3

Development and Training

層面 B3

發展及培訓

General Disclosure

Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. Training refers to vocational training. It may include internal and external courses paid by the employer.

Training and Development

一般披露

有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。
培訓指職業培訓，可包括由僱主付費的內外部課程。

培訓與發展

KPI B3.1

The percentage of employees trained by gender and employee category (e.g. senior management, middle management).

Training and Development

關鍵績效指標 B3.1

按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比。

培訓與發展

KPI B3.2

The average training hours completed per employee by gender and employee category.

Training and Development

關鍵績效指標 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。

培訓與發展

Aspect B4

Labour Standards

層面 B4

勞工準則

General Disclosure

Information on:

Employee Profile

- (a) the policies; and
- (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.

一般披露

有關防止童工或強制勞工的：

員工概況

- (a) 政策；及
- (b) 遵守對發行人有重大影響的相關法律及規例的資料。

KPI B4.1

Description of measures to review employment practices to avoid child and forced labour.

Employee Profile

關鍵績效指標 B4.1

描述檢討招聘慣例的措施以避免童工及強制勞工。

員工概況

KPI B4.2

Description of steps taken to eliminate such practices when discovered.

Employee Profile

關鍵績效指標 B4.2

描述在發現違規情況時消除有關情況所採取的步驟。

員工概況

Aspect B5

Supply Chain Management

層面 B5

供應鏈管理

General Disclosure

Policies on managing environmental and social risks of the supply chain.

Supplier Management

一般披露

管理供應鏈的環境及社會風險政策。

供應商管理

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KPI B5.1 關鍵績效指標 B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	Supplier Management 供應商管理
KPI B5.2 關鍵績效指標 B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored. 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、以及有關慣例的執行及監察方法。	Supplier Management 供應商管理
Aspect B6		
層面 B6		
General Disclosure 一般披露	Product Responsibility 產品責任 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤、私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	QUALITY OF INGENUITY 匠心品質
KPI B6.1 關鍵績效指標 B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 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。	The Group does not involve product recall in the process of business operation. 本集團在業務運營過程中不涉及產品召回。
KPI B6.2 關鍵績效指標 B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	Customers' Rights 客戶權益
KPI B6.3 關鍵績效指標 B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	Protection of Intellectual Property Rights 知識產權保護
KPI B6.4 關鍵績效指標 B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	The Group does not involve product recall in the process of business operation. 本集團在業務運營過程中不涉及產品召回。
KPI B6.5 關鍵績效指標 B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored. 描述消費者數據保障及私隱政策，以及相關執行及監察方法。	Customers' Rights 客戶權益

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Aspect B7

Anti-corruption

層面 B7

反貪污

General Disclosure

Information on:

DEDICATED GOVERNANCE

- (a) the policies; and
- (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.

一般披露

有關防止賄賂、勒索、欺詐及洗黑錢的：

精心管治

- (a) 政策；及
- (b) 遵守對發行人有重大影響的相關法律及規例的資料。

KPI B7.1

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.

Business Ethics and Anti-Corruption

關鍵績效指標 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。

商業道德與反貪腐

KPI B7.2

Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.

Business Ethics and Anti-Corruption

關鍵績效指標 B7.2

描述防範措施及舉報程序，以及相關執行及監察方法。

商業道德與反貪腐

Aspect B8

Community Investment

層面 B8

社區投資

General Disclosure

Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.

Social Responsibilities

一般披露

有關以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。

社會責任

KPI B8.1

Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).

Social Responsibilities

關鍵績效指標 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)。

社會責任

KPI B8.2

Resources contributed (e.g. money or time) to the focus area.

Social Responsibilities

關鍵績效指標 B8.2

在專注範疇所動用資源(如金錢或時間)。

社會責任

Rsun 弘陽

弘陽地產集團有限公司
Redsun Properties Group Limited

