



REDSUN SERVICES GROUP LIMITED

**弘陽服務集團有限公司**

(incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立的有限公司)

Stock Code 股份代號：1971

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及  
管治報告 **2024**



# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告



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## ABOUT THIS REPORT

### Overview

This is the fifth “Environmental, Social and Governance Report” (“**ESG**” report or the “**Report**”) issued by Redsun Services Group Limited, which focuses on the management, practice and performance of the Group in economic, environmental, social and governance aspects for all stakeholders. This report is presented in part with reference to the parent company of the Group, Hongyang Group Limited (“**Hongyang Group**”).

### Period Covered by the Report

The Report covers the period from 1 January 2024 to 31 Decemeber 2024 (the “**reporting period**”). Retrospective reference may be made where applicable.

### Scope and Coverage of the Report

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

### Basis of Preparation

The Report has been prepared with reference to the Environmental, Social and Governance Report Guide set out in appendix C2 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “**Stock Exchange**”).

The scope of the ESG Report, the collection of relevant materials and data, its preparation 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

本報告是弘陽服務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「**ESG**」報告或「**本報告**」)，面向各利益相關方，重點披露本集團在經濟、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2024年1月1日至2024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

本報告覆蓋弘陽服務集團有限公司及其子公司(以下簡稱「**本集團**」「**弘陽服務**」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C2《環境、社會及管治報告守則》進行編製。

本報告按照識別和排列重要的權益人，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。







## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### Sources of Information 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.

#### Languages and Formats

The Report is available in electronic version, in Chinese language and English language. For more information regarding Redsun Services' background, business development and philosophy of its sustainable development, please refer to the official website of Redsun Services (<http://www.rsunservice.hk/>).

#### Confirmation and Approval

The Report was approved by the Board of Directors on 25 March 2025 after confirmation by the management.

#### Contact Details

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Address: Hong Yang Building, No.9, Daqiao North Road, Pukou District, Nanjing, Jiangsu province

#### 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。

#### 報告語言及形式

本報告設有中文和英文版，並以電子版形式供參閱。如想了解更多關於弘陽服務的背景、業務發展和可持續發展理念，歡迎瀏覽弘陽服務官方網站 (<http://www.rsunservice.hk/>)。

#### 確認及批准

本報告經管理層確認後，於2025年3月25日獲董事會通過。

#### 聯繫方式

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## CHAIRMAN'S SPEECH

2024 marked the 21st year of Redsun Service's steady progress, as well as the fourth anniversary of its listing, a period brimming with hope and challenges. Rooted in the property management market of Jiangsu province, Redsun Services relies on the strategic layout of "penetrating the Greater Jiangsu Region, strengthening foothold in the Yangtze River Delta Region and expanding into core cities" and continuously expands its service business nationwide. With its innovative and excellent services, green and environmentally friendly operations, efficient talent support, stable corporate governance, and fulfillment of social responsibilities, Redsun Services has been consecutively ranked among the "Top 100 Chinese Property Service Enterprises" for 8 years and ranked TOP17 in this year. As a deep practitioner of the operation services for a better life, Redsun Services strictly implements the core values of "professionalism and building credibility for the long term" and adheres to the brand mission of "treating customers with sincerity and providing excellent services", constantly providing high-quality property services to customers. Redsun Services is committed to building a comprehensive and technology-driven property service group integrating six major sectors: residential property services, commercial property services, real estate services, asset management, technology development, and life services. Redsun Services will continuously enhance its core competitiveness, expand its brand influence, and strive to become an operation service provider that conveys a better life.

In 2024, Redsun Services always adhered to the original aspiration of "making lives warmer", treated customers with sincerity, strengthened communication with customers, and focused on improving customer satisfaction. We focused on high-quality and scenario-based services, providing customers with differentiated products and services to enhance their living experience. We attached great importance to customer opinions, continuously maintained regular communication channels such as the "Listening Campaign", "Zero Distance with Senior Executives" and the "Hong Life APP". We also listened to customers' voices through means such as home visits to property owners, visits by senior executives, and the 400 customer service hotlines, providing the most practical and effective services to property owners. At the same time, we integrated innovative technologies into property services, updated the "Hongtu Panoramic Smart Data Platform", the "Full-Dimension Plan Control Platform", the "Hongzhi Yunmou System", and the "Online Control Platform for Investment and Expansion", launched the "Project Battle Map" and the "Hongxinhui Service Platform", and cooperated with a third party to carry out the "Smart Electric Meter" project, providing strong support for high-quality service quality and comprehensively enhancing the living experience of property owners.

## 董事長致辭

2024年是弘陽服務穩中求進的第二十一年，也是充滿希望與挑戰的上市第四週年。弘陽服務立足於江蘇省物業管理市場，依託「做透大江蘇、深耕長三角、做強中心城」的戰略佈局，在全國範圍內不斷擴展服務事業。憑藉創新的卓越服務、綠色環保的運營、高效的人才保障、穩健的公司治理以及社會責任的踐行，弘陽服務連續8年蟬聯「中國物業服務百強企業」，本年度位列TOP17。作為美好生活運營服務的深入踐行者，弘陽服務嚴格貫徹「在商言人，誠者致遠」的核心價值觀，秉持「以誠待客、卓越服務」的品牌使命，不斷為客戶提供優質的物業服務。弘陽服務致力於打造集住宅物業服務、商業物業服務、地產服務、資產管理、科技開發以及生活服務六大板塊為一體的綜合型、科技型物業服務集團。弘陽服務將不斷提升核心競爭力，拓展品牌影響力，努力成為一家傳遞美好生活的運營服務商。

2024年，弘陽服務始終堅守「讓生活更有溫度」的初心，以誠待客，加強與客戶的溝通，著力提升客戶滿意度。我們著眼於高品質、場景化的服務，為客戶提供差異化產品和服務，提升居住體驗。我們高度重視客戶意見，持續維護「聆聽行動」「高管零距離」「弘生活APP」等常規溝通渠道，還通過業主家訪、高管探訪、400客服熱線等方式傾聽客戶心聲，為業主提供最切實有效的服務。同時，我們將創新科技融入物業服務中，更新了「弘圖全景智慧數據平台」「全維度計劃管控平台」「弘智雲眸系統」和「投資拓展在線管控平台」，上線了「項目作戰地圖」和「弘心會服務平台」，並與第三方合作開展「智能電表」項目，為高質量的服務品質提供強有力的支持，全面提升業主居住體驗。





## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

Redsun Services actively responded to the dual-carbon policy, integrated the concept of green and low-carbon into the company's daily operations, and focused on creating a green and sustainable community and commercial environment. We actively used environmentally friendly products to optimize the community environment, recycled solid waste, increased the maintenance of green plants in autumn and winter, and carried out a series of green culture promotion and construction activities to improve the environmental awareness of employees and property owners. In addition, in response to the risks of climate change, we carried out environmental management work in an orderly manner to help build an environmentally friendly and beautiful community.

Redsun Services adheres to the talent concept of "putting strivers and contributors first", drives development with talent, strengthens the construction of the talent echelon, and is committed to developing together with employees. We pay attention to the diversity of employees, protect their rights and interests, and create a sunny, healthy, and fair workplace atmosphere for them. We focus on empowering employees, attach importance to talent cultivation, and provide employees with clear learning platforms and development opportunities to attract and retain high-quality talents and stimulate the vitality of talents. At the same time, we carried out a variety of employee care activities and occupational health protection work, listened to employees' voices, understood their demands, protected their physical and mental health, and ensured the harmony and stability of the talent team.

弘陽服務積極響應雙碳政策，將綠色低碳理念融入公司的日常運營中，著力打造綠色、可持續的社區與商業環境。我們積極使用環保產品進行社區環境優化、回收利用固體廢棄物、增加秋冬季節綠植養護工作，並開展一系列綠色文化宣傳和建設活動，提高員工和業主的環保意識。此外，我們針對氣候變化風險，有序開展環境管理工作，助力構建環保、美麗的社區。

弘陽服務秉承「以拼搏者和貢獻者為本」的人才理念，以人才驅動發展，加強人才梯隊建設，致力於與員工共同發展。我們注重員工的多元化，保護員工權益，為員工營造陽光、健康、公平的職場氛圍。我們著力員工賦能，重視人才培養，為員工提供明確清晰的學習平台和發展機會，以吸引和保留優質人才，激發人才活力。同時，我們開展多種員工關懷活動和職業健康保障工作，傾聽員工聲音，了解員工訴求，保障員工身心健康，確保人才隊伍的和諧與穩定。





Redsun Services actively assumes social responsibilities. While ensuring the stable operation of the group, it promotes the development of suppliers and builds a responsible and sustainable supply chain. In addition, we join hands with partners from various industries, leveraging our sector strengths to give back to society through practical actions and jointly build a brighter future. In this year, we carried out several activities to support rural revitalization and help vulnerable groups. Taking this as an opportunity, we strengthened communication and cooperation with all sectors of society to promote the sustainable development of society.

In 2024, Redsun Services forged ahead with determination, continuously improved its own strength, and achieved valuable results. Looking to the future, we will always uphold the spirit of "No effort is ever wasted, for perseverance refines you like jade; A thousand-mile journey begins with steady steps, and unwavering dedication leads to success". We will enhance our core competitiveness in the face of adversity, closely cooperate with customers, employees, and partners, improve the brand influence of the group, and keep moving towards the goal of sustainable development, creating greater value for society.

弘陽服務積極承擔社會責任，在保障本集團穩健運營的同時，帶動供應商發展，打造負責任、可持續的供應鏈。此外，我們攜手各行各業的合作夥伴，發揮行業優勢，以實際行動回饋社會，共築美好未來。本年度，我們開展多項助力鄉村振興活動，幫扶弱勢群體，並以此為契機，加強與社會各界的溝通合作，推動社會可持續發展。

2024年，弘陽服務砥礪奮進，不斷提升自身實力，取得了寶貴的成績。展望未來，我們將始終秉持「功不唐捐，玉汝於成；行遠自邇，篤行不怠」的精神，在逆境中增強核心競爭力，與客戶、員工、合作夥伴緊密合作，提高本集團的品牌影響力，向可持續發展目標不斷邁進，為社會創造更大的價值。





## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

## ABOUT US

### Company Profile

#### Overview of the Corporate

Redsun Services Group Limited (stock code: 01971.HK) is a comprehensive and technology-based property service provider. The company's business covers six major sectors, including residential property services, commercial property services, real estate services, asset management, technology development and life services. We have the national first-class property management qualification and are also one of the governing units of China Property Management Association. With diversified business layouts and professional qualifications, we are committed to providing customers with all-round and high-quality property services.

Since its listing, Redsun Services aims to fulfill the vision of "making lives warmer" and upholds the service philosophy of "Treating customers with sincerity and delivering excellence." Redsun Services has in-depth insight into customer needs, and makes every effort to create a warm, comfortable living environment for customers from all dimensions of daily life; Treating every customer with a sincere attitude and excellent service quality, passing on the warm community humanistic life to customers, so that customers truly feel the warmth and beauty of home.

Since its establishment in 2003, Redsun Services has been deeply committed to the property services sector, accumulating years of experience and emerging as a leading comprehensive community service provider in Jiangsu province. Currently, we have established a regionally leading position in the property management market of Jiangsu province and are continuously expanding nationwide, earning widespread recognition.

Looking ahead, we are firmly anchored to the core goal of enhancing service quality, continuously strengthening our capabilities, and comprehensively improving our competitive edge. We will persistently focus on brand building, expanding the reach of our brand influence, and steadfastly adhering to the philosophy of high-quality service. Guided by a long-term development strategy, we will steadily advance toward our goals.

## 關於我們

### 公司簡介

#### 公司概况

弘陽服務集團有限公司(股票代码：01971.HK)，是一家綜合型、科技型物業服務供應商。公司業務涵蓋六大板塊，包括住宅物業服務、商業物業服務、地產服務、資產管理、科技開發以及生活服務。我們具有國家一級物業管理資質，也是中國物業管理協會理事單位之一。憑藉多元化的業務佈局與專業資質，致力於為客戶提供全方位、高品質的物業服務。

上市以來，弘陽服務以實現「讓生活更有溫度」為願景，奉行「以誠待客，卓越服務」的服務理念。弘陽服務深入洞察客戶需求，從日常生活的各個維度出發，全力為客戶打造溫暖、安心且舒適的居住環境；以真誠的態度對待每一位客戶，憑藉卓越的服務品質，把充滿溫度的社區人文生活傳遞給客戶，讓客戶真切感受家的溫馨與美好。

弘陽服務自2003年成立以來在物業服務的賽道上潛心耕耘，歷經數載沉澱，是江蘇省領先的綜合社區服務商。目前，我們已在江蘇省物業管理市場建立區域領先地位，並在全國範圍內不斷拓展，已獲得廣泛的認可。

展望未來，我們錨定服務質量提升這一核心目標，不斷夯實自身實力，全方位增強核心競爭力。我們將在品牌建設上持續發力，拓展品牌影響力版圖，始終堅守高品質服務的理念，秉持長期主義發展策略，朝著目標穩步邁進。





### Main Business

Redsun Services closely focuses on customer needs, and carefully builds three core service sectors, namely, property management, non-owner appreciation and community appreciation. Since its development, the three business lines have worked together with strong momentum to promote the steady progress of Redsun Services.

### 主營業務

弘陽服務緊密圍繞客戶需求，精心打造物業管理、非業主增值、社區增值三大核心服務板塊。發展至今，三條業務線彼此協同發力，勢頭強勁，共同推動著弘陽服務穩健前行。

<p><b>Property management services</b> 物業管理服務</p> 	<ul style="list-style-type: none"> <li>We provide owners, residents and tenants with comprehensive property management services, including security, cleaning, greening, facility management and maintenance. There are residential, commercial and other types of properties under management. Commercial properties cover shopping malls, home furnishing malls, hotels, theme parks, and other properties such as office buildings and schools, which are also within our service scope.</li> <li>我們為業主、住戶和租戶提供全面的物業管理服務，包含安保、清潔、綠化、設施管理以及維修保養。在管物業有住宅、商業及其他類型，商業物業涵蓋購物中心、家居商城、酒店、主題公園，其他物業如寫字樓、學校等。</li> </ul>
<p><b>Non-owner value-added services</b> 非業主增值服務</p> 	<ul style="list-style-type: none"> <li>We also provide a range of value-added services to non-owners, including (i) advisory services to other property management companies, providing advice to other property management companies to help improve the level of service to customers; (ii) providing professional planning and design advice to property developers in the early stages of the project; (iii) co-ordination services provided to real estate developers to assist them in the sales and marketing activities of the property sales premises and showrooms, including visitor reception, venue cleaning, security inspection and maintenance; and (iv) other value-added services such as acceptance services to property developers.</li> <li>我們同樣為非業主提供一系列增值服務，包括(i)向其他物業管理公司提供的顧問服務，為其他物業管理公司出謀劃策，助力提升服務客戶的水平；(ii)在項目前期階段，向房地產開發商提供專業的規劃與設計諮詢；(iii)向房地產開發商提供的協銷服務，協助其開展物業銷售場地及展廳的銷售、營銷活動，包括訪客接待、場地清潔、安保檢查與維護；及(iv)向房地產開發商提供的驗收服務等其他增值服務。</li> </ul>
<p><b>Community value-added services</b> 社區增值服務</p> 	<ul style="list-style-type: none"> <li>In order to enhance the living experience of residential property owners and residents and help them maintain and increase their property value, we have created a series of community value-added services. The community value-added services of residential properties mainly include (i) real estate, intermediary services; (ii) Meiju Services; (iii) community convenience services; (iv) public area value-added services; and (v) asset management services.</li> <li>為提升住宅物業業主與住戶的居住體驗，助力其物業保值增值，我們打造了一系列社區增值服務。住宅物業的社區增值服務主要包括(i)房產中介服務；(ii)美居服務；(iii)社區便民服務；(iv)公用區增值服務；及(v)資產管理服務等。</li> </ul>
<p><b>Business Structure of Redsun Services</b> 弘陽服務業務架構</p>	







## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### Strategic Development

After years of market exploration, Redsun Services deeply understands customer needs, always adheres to quality as the core, is committed to building a comprehensive property service system, and develops high-end property service solutions. We meet the needs of customers from four aspects: order, environment, engineering and customer service, and provide personalized housing rental and trusteeship services to achieve the preservation and appreciation of housing value. At the same time, for customers of different ages, through community co-construction and various activities throughout the year, we continue to deliver warmth and peace of mind, accurately provide temperature, high-quality and stable services, and constantly improve towards the direction of better life operation service providers.

At the management seminar in 2024, Redsun Services further clarified the future development direction and fundamental principles of the Group.

#### 戰略發展

弘陽服務經過多年的市場探索，深刻理解客戶需求，始終堅持以品質為核心，致力於構建全面的物業服務體系，並研發高端物業服務方案。我們從秩序、環境、工程和客服四個方面全方位滿足客戶需求，提供個性化的房屋租售和託管服務，以實現房屋的保值與增值。同時，我們針對不同年齡層的客戶，通過社區共建和全年各類活動，持續傳遞溫暖與安心，精準定向提供有溫度、高質量和穩定的服務，向著美好生活運營服務商的方向不斷精進。

在2024年的管理層討論會中，弘陽服務進一步明確了本集團未來的發展方向和根本原則。



#### Investment-driven strategy

##### 投資牽引戰略

- We have always adhered to the development strategy of "Penetrating the Greater Jiangsu Region, Strengthening Foothold in the Yangtze River Delta Region". While focusing on the targeted development of other central cities with advantageous sectors, we actively seek new opportunities and paths during the development process, continuously expand our market territory, and win the trust of our customers. In terms of market expansion, the company designates Jiangsu Province as the core development region. By integrating various resources, we spare no effort to provide high-quality basic services, thus promoting high-quality and steady expansion of our scale. We incubate new products from existing basic businesses, tap into increments in new business formats, enthusiastically carry out diversified value-added services, and increase the number of service projects within the region, thereby generating economies of scale and achieving the goal of reducing costs and increasing efficiency.
- 始終堅持「做透大江蘇，深耕長三角」的發展策略，在對其他具有優勢領域的中心城市進行針對性聚焦發展的同時，積極在發展進程中探尋新機遇與新路徑，持續拓寬市場版圖，贏得客戶信賴。在市場拓展層面，公司將江蘇省設定為核心發展區域，通過整合各類資源，全力提供高品質的基礎服務，以此推動規模的高質量且穩步擴張。從既有基本業務中孵化新產品，於新的業態裡挖掘增量，踴躍開展多元增值服務，增加區域內服務項目數量，進而產生規模效應，達成降本增效的目標。







#### Financial-driven operation

##### 財務驅動經營

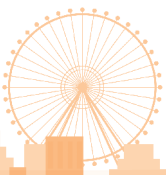
- We adopt a strategy of grasping two aspects simultaneously. On one hand, we firmly focus on increasing revenue and reducing expenditure, and on the other hand, we strictly implement risk prevention and control. In terms of increasing revenue and reducing expenditure, we actively promote the stable growth of revenue from our main business and vigorously expand the diversified operation of community commerce. Closely centered around the customer's life service scenarios, we are not only committed to meeting customer needs but also strive to create demands. Starting from helping customers develop consumption habits, we gradually guide them to form new consumption concepts, so as to create greater value during the process of concept transformation. In terms of risk prevention and control, we adhere to the path of combining the rule of law with the rule of virtue. We keep the sword of the law hanging high, making employees feel in awe and know the bottom line. We continuously carry out moral education, enabling employees to distinguish between honor and disgrace and advocate noble characters. At the same time, we effectively guide employees to practice corporate values with the help of corporate culture, fully protect employees' enthusiasm for work, and encourage them to create more value for the company.
- 採取兩手抓的策略，一手緊抓開源節流，一手狠抓風險防控。在開源節流方面，積極推進主營業務的穩定增收，並大力拓展社區商業的多元化經營，緊密圍繞客戶生活服務場景，不僅致力於滿足客戶需求，更著力創造需求，從助力客戶養成消費習慣，逐步引領客戶形成新的消費觀念，從而在觀念轉變過程中創造更大價值。在風險防控方面，堅持走法治與德治相結合的道路，高懸法律之劍，使員工心懷敬畏、知曉底線；持續推行德育教育，讓員工明辨榮辱、崇尚品格。同時，借助企業文化有效引導員工踐行企業價值觀，充分保護員工的工作熱情，促使員工為公司創造更多價值。



#### Enhance operational quality and efficiency

##### 運營提質增效

- We regard operational capabilities as the core and respond to market changes by improving corporate governance, enhancing operational efficiency and the scientific nature of decision-making. In terms of services, based on market and business changes, we optimize service systems and regulations, strengthen business training, and enhance service and project profitability. For efficiency improvement, we sort out plans for each module, promote the application of intelligence and mechanization, and achieve comprehensive efficiency enhancement in business, processes, responsibilities and authorities, and technology. Meanwhile, we benchmark against leading and same-scale enterprises, clarify business directions, establish quality and cost control systems, carry out diversified value-added services, and use intelligent platforms to improve management and service levels, thus enhancing profitability and customer reputation.
- 將運營能力視為核心，通過完善公司治理、提升運營效率與決策科學性應對市場變化。在服務方面，依據市場和業務變化，優化服務體系與制度，強化業務培訓，提升服務與項目盈利能力。提效上，梳理各模塊方案，推進智能化、機械化應用，實現業務、流程、權責和科技的全面提效。同時，與頭部及同規模企業對標，明確業務方向，構建質量與成本管控體系，開展多元增值服務，借助智慧化平台提升管理與服務水平，增強盈利能力與客戶口碑。





# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

Redsun Services has always taken “customer-centered” as its guiding principle, taken “sincere treatment and excellent service” as its brand mission, adhered to the core values of “professionalism and building credibility for the long term”, and served as a navigation mark guiding the long-term development of the group. After many years, Redsun Services has been accumulating in the market, courageously moving forward in the fierce competition, and is committed to becoming a respected better life operation service provider.

Looking ahead, Redsun Services will continue to prioritize customer quality as its core focus, steadily advancing development goals. We will rigorously pursue cost reduction, efficiency improvement, and governance, deepen value-added services, innovate elderly care offerings, and leverage digital and information systems to enhance efficiency. Guided by strategic leadership in organizational development, we will drive the enterprise toward high-quality and steady progress.

### Awards and Honors

In 2024, thanks to our high-quality development trend, good operating conditions, huge management scale, excellent profitability and outstanding performance in other comprehensive indicators, we had won many honors.

弘陽服務始終將「以客戶為中心」奉為主臬，把「以誠待客、卓越服務」作為品牌使命，秉持「在商言人，誠者致遠」的核心價值觀，並作為指引集團長遠發展的航標。歷經多年，弘陽服務在市場中不斷沉澱積累，在激烈競爭裡奮勇向前，致力於成為一家受人尊敬的美好生活運營服務商。

展望未來，弘陽服務將繼續以客戶品質為核心，有序推進發展目標，狠抓降本增效與治理，深耕增值服務，創新養老服務，借助數信提效系統，以戰略引領組織發展，推動企業高質量、穩健前行。

### 獎項榮譽

在2024年，憑藉高質量的發展態勢、良好的經營狀況、龐大的管理規模、出色的盈利能力，以及在其他綜合指標上的亮眼表現，我們收穫了多項榮譽。

Time 時間	Award Name 獎項名稱	Awards Institution 頒獎機構	Awards Image 獎項圖片
April 2024 2024年4月	Top 100 Property Service Enterprises in China in 2024 2024年中國物業服務百強企業	China Index Research Institute 北京中指信息技術研究院	
December 2024 2024年12月	Top 50 Comprehensive Property Service Companies in Jiangsu Province, 2023. 2023年度江蘇省物業服務行業綜合實力五十強企業	Jiangsu Real Estate Association 江蘇省房地產協會	





## STRENGTHENING CORPORATE GOVERNANCE

Redsun Services has always put the concept of sustainable development through all business activities. In the process of pursuing steady business growth, we have always taken green development and sustainable operation as one of the core strategies, and constantly optimized the enterprise operation mechanism. While achieving economic benefits, explore sustainable development paths that are more in line with the needs of the times, and maximize the value of society, industry and enterprises. Redsun Services will continue to make efforts to continuously improve the level of corporate governance, strengthen environmental protection innovation, deeply implement the sustainable development strategy, and ultimately realize the grand vision of “becoming a respected creator of a better life”, so as to create a better future for society, customers and employees.

### ESG Governance Structure

In order to effectively implement and implement the ESG governance work of Redsun Services, we have formed a top-down three-level ESG management structure composed of the Board of Directors, ESG Taskforce and key functional departments, with clear division of responsibilities and coordination at all levels, so as to promote the orderly management and information disclosure of Redsun Services ESG.

#### 1. Board of Directors: Top Decision-making Body

As the highest decision-making level of corporate governance, the board of directors plays a crucial role in the ESG management structure of Redsun Services. The Board is responsible for reviewing and approving the Company's strategic planning, goal setting and implementation progress in the ESG field. Specifically, the Board will review and approve the formulation of sustainable development goals and monitor their implementation. In addition, the Board is responsible for reviewing and approving the annual ESG report, ensuring transparency and accuracy of information, and public disclosure to enhance the company's social responsibility and public trust.

## 加強公司治理

弘陽服務始終將可持續發展理念貫穿於各項業務活動中，在追求業務穩步增長的過程中，我們始終把綠色發展和可持續運營作為核心戰略之一，不斷優化企業運營機制。在實現經濟效益的同時，探索更加符合時代需求的可持續發展路徑，並實現社會、行業和企業的三方價值最大化。弘陽服務將持續努力，不斷提升企業治理水平，加強環保創新，深入踐行可持續發展戰略，最終實現「成為受人尊重的美好生活創造者」的宏大願景，為社會、為客戶、為員工創造更為美好的未來。

### ESG管治架構

為有效貫徹並落實弘陽服務的ESG管治工作，我們形成了由董事會、ESG工作小組、關鍵職能部門組成的自上而下三級ESG管理架構，各層級職責分工明確、協調統一，以推動弘陽服務ESG管理及信息披露工作的有序進行。

#### 一、董事會：最高決策層

作為公司治理的最高決策層，董事會在弘陽服務的ESG管理架構中扮演著至關重要的角色。董事會負責審核和批准公司在ESG領域的戰略規劃、目標設定及實施進度。具體來說，董事會將審定並通過各項可持續發展目標的制定，並監督其執行情況。此外，董事會還負責審閱和批准年度ESG報告，確保信息的透明度和準確性，並對外公開披露，增強公司的社會責任感和公眾信任。





## 2. ESG Taskforce: Strategic Execution Hub

As the executive center authorized by the board of directors, the ESG taskforce undertakes the core function of transforming the company strategy into specific execution plans. Based on the strategic guidance of the Board of Directors, the taskforce is responsible for overall coordination and promotion of ESG related work of key functional departments to ensure that the Company's objectives in environmental protection, social responsibility and corporate governance are effectively implemented. The taskforce regularly reports the progress of ESG work to the Board and provides decision-making support for the Board.

## 3. Key Functional Departments: Ensuring Execution-level Support

Key functional departments, guided by the Group strategy, have responsibility for translating ESG objectives into concrete actions. Each sub-business department will formulate specific implementation plans according to the company's overall strategy and implement them into daily operation and management. By refining each indicator, each function department will ensure that sustainable development goals are fully and effectively implemented across the company's business areas and operations.

The three-level ESG management structure of Redsun Services ensures the close integration and coordinated operation of all ESG work through clear division of responsibilities and efficient collaboration mechanism. The strategic decisions of the Board of Directors are closely linked with the implementation guarantee of the ESG taskforce. Each key functional department converts the company's strategic objectives into operational specific actions during the specific implementation process, so as to ensure that the sustainable development strategy is thoroughly implemented in every link of the company's operation.

## 二、ESG工作小組：戰略執行中樞

ESG工作小組作為董事會授權的執行中樞，承擔著將公司戰略轉化為具體執行方案的核心職能。工作小組根據董事會的戰略指導，負責全面協調和推動各關鍵職能部門的ESG相關工作，確保公司在環境保護、社會責任和公司治理等方面的目標得到切實貫徹。工作小組定期向董事會匯報ESG工作進展，為董事會提供決策支持。

## 三、關鍵職能部門：執行層面保障

各關鍵職能部門在集團戰略的指導下，承擔著將ESG目標轉化為具體行動的責任。各細分業務部門將根據公司總體戰略，制定具體的實施方案，落實到日常運營和管理中。通過細化各項指標，各職能部門將確保可持續發展目標能夠在公司的各個業務領域和運營層面得到全面、有效的執行。

弘陽服務的三級ESG管理架構，通過明確的職責分工和高效的協作機制，確保各項ESG工作緊密結合、協調運作。董事會的戰略決策與ESG工作小組的執行保障緊密銜接，各關鍵職能部門在具體執行過程中將公司戰略目標轉化為可操作的具體行動，確保可持續發展戰略在公司運營的每一個環節中得到深入貫徹。







## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### Statement of the Board of Directors

As the highest leading body of Redsun Services for sustainable development, the Board of Directors bears the responsibility of comprehensively supervising the company's ESG related work. The Board of Directors is responsible for formulating and reviewing the ESG management strategy of the Company, and ensuring that the Company establishes and implements effective sustainable development policies and management systems. The Board has ultimate responsibility for ESG management strategy, goal setting, goal progress review and ESG performance, and ensures that the Company's objectives in the areas of environmental protection, social responsibility and corporate governance are fully implemented and enforced.

We have established an efficient ESG management structure in strict accordance with the requirements of Appendix C2 Environmental, Social and Governance Reporting Guidelines of the Stock Exchange of Hong Kong. We believe that promoting sustainability is as important as achieving long-term business growth. Therefore, we remain committed to maintaining a high degree of sustainability in our business operations, promoting sustainable development plans in the areas of good corporate governance, environmental protection, labor rights and community development, and maintaining active communication and good relations with customers, investors, governments, suppliers and public welfare organizations.

#### 董事會聲明

作為弘陽服務可持續發展工作的最高領導機構，董事會肩負著全面監督公司ESG相關工作的責任。董事會負責制定和審議公司的ESG管理策略，確保公司建立並執行有效的可持續發展方針及管理體系。董事會對ESG管理策略、目標設定、目標進度審查以及ESG績效負有最終責任，並確保公司在環境保護、社會責任和公司治理等領域的目標得到全面貫徹和執行。

我們嚴格按照香港聯合交易所附錄C2《環境、社會及管治報告指引》的要求，設立了高效的ESG管理架構。我們相信促進可持續發展與實現長期業務增長同等重要。因此，我們持續致力於在業務運作中保持高度可持續發展，推動在良好企業管治、環境保護、勞工權益、社區發展等範疇的可持續發展計劃，與客戶、投資者、政府、供應商以及公益組織等各持份者保持積極溝通與良好關係。







### Stakeholder Communication

Good and effective communication with stakeholders is an important way for us to achieve sustainable development. Redsun Services has established a diversified stakeholder identification and communication mechanism, actively listening to the opinions and suggestions of all stakeholders on sustainable development, and reviewing its work performance on key issues to achieve co-creation of value and share the results of sustainable development.

### 利益相關方溝通

與各利益相關方開展良好有效的溝通是我們實現可持續發展的重要途徑。弘陽服務建立了多元化的利益相關方識別和溝通機制，積極聆聽各持份者關於可持續發展的意見與建議，並就關鍵議題檢視自身工作表現，以實現共創價值，共享可持續發展成果。







## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

During the reporting period, the core stakeholders identified by Redsun Services and the main topics of concern of different stakeholder groups are listed as follows:

報告期內弘陽服務所識別的核心利益相關方，以及不同利益相關方組所關注的主要議題列示如下：

Stakeholders 利益相關方	Key Topics of Concerns 關注的主要議題	Communication Response 溝通回應方式	Frequency 頻率／次數
Shareholders/investors	Economic performance Legal compliance Risk management	Shareholders' meetings/ periodic reports Investor meetings Results conference Press Releases/ announcements On-site research	The shareholders' meeting shall be held at least once a year The investor meeting and on-site research are held irregularly
股東／投資者	經濟績效 合法合規 風險管理	股東大會／定期報告 投資者見面會 業績發佈會 新聞稿／公告 現場調研	股東大會每年至少舉行一次 投資者見面會及現場調研不定期舉行
Government/regulatory authorities	Legal compliance Information safety Anti-Corruption	On-site research Talks On-site research Correspondence	Occasional
政府／監管機構	合法合規 信息安全 反腐敗	現場調研 會談 現場調研 往來函件	不定期
Cooperative partner	Intellectual Property Management Information safety Industry exchange Business risk	Open tender On-site research Talks	Monthly visit
合作夥伴	知識產權管理 信息安全 行業交流 業務風險	公開招標 現場調研 會談	月度走訪





Stakeholders 利益相關方	Key Topics of Concerns 關注的主要議題	Communication Response 溝通回應方式	Frequency 頻率／次數
Customer	Information safety Customer service quality Customer sensitive information management	Online promotion Phone/Email WeChat/Weibo Questionnaire Talks	Occasional
客戶	信息安全 客戶服務質量 客戶敏感信息管理	線上推廣 電話／電子郵件 微信／微博 問卷 會談	不定期
Staff	Compensation and benefits Employee health and safety Employee development and training	Professional training Employee Interviews Internal email Internal WeChat official account	Occasional
員工	薪酬福利 員工健康與安全 員工發展與培訓	專業培訓 員工面談 內部電郵 內部微信公眾號	不定期
Media and the Public	Legal compliance Impact of business on society	Press releases/ announcements Interview Meeting	Occasional
媒體與公眾	合法合規 業務對社會的影響	新聞稿／公告 採訪 會議	不定期
Community Public	Community contribution Charity	Community events/ announcements On-site research talks	Occasional
社區公眾	社區貢獻 公益慈善	社區活動／公告 現場調研 會談	不定期





## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

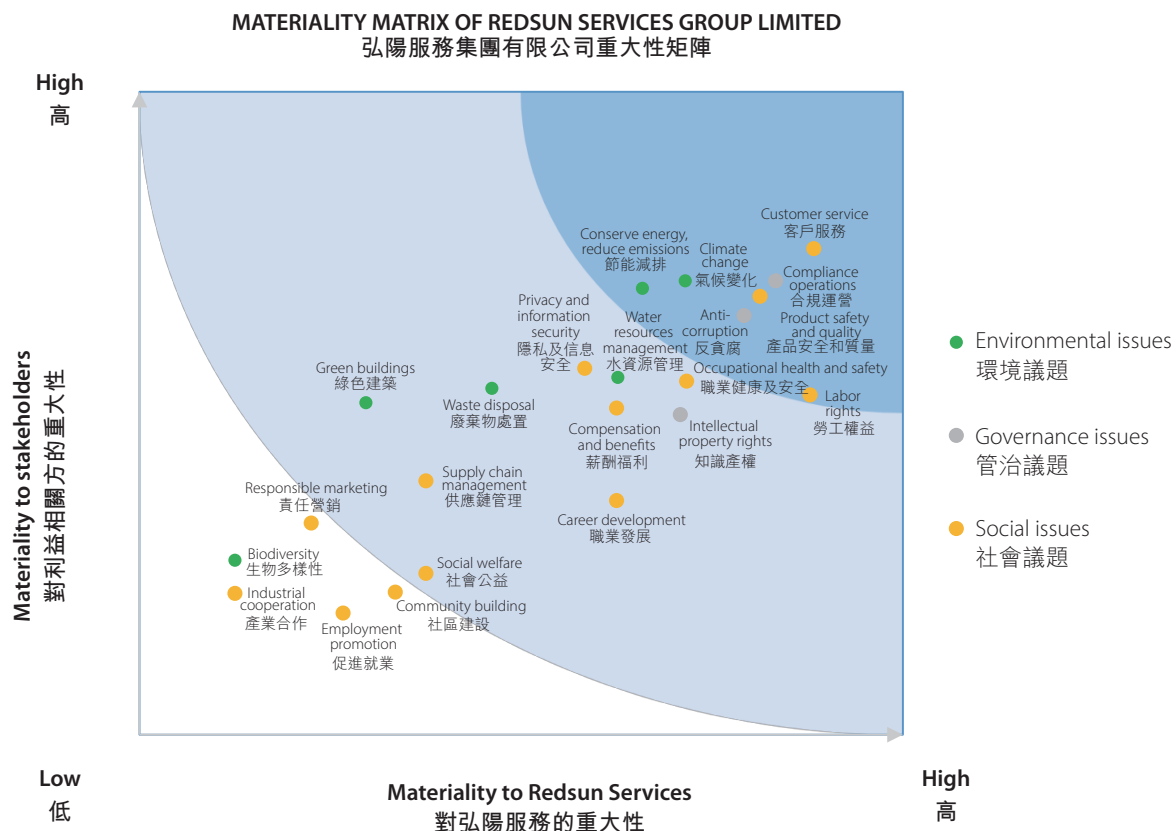
### 環境、社會及管治報告

#### Significant Issues

In the process of creating long-term value, Redsun Services has always paid great attention to key issues that have a significant impact on the economy, environment and society. In 2024, we further identified and updated ESG-related issues based on the results of our 2023 assessment of significant issues. In order to fully understand the relative importance and attention of each issue, we conducted a detailed comprehensive analysis and evaluation through in-depth internal interviews, combined with the company's strategic development direction and the opinions of external stakeholders. Through this process, we have finally formed an updated matrix of major issues and identified 22 important issues of these issues, 7 were rated as highly important, 10 as moderately important and 5 as less important. This updated Issues Matrix provides a clear framework for us to focus and respond more effectively to key sustainability issues, helping us prioritize these issues that are critical to the company and society in our future operations, and advancing the company's sustainability goals.

#### 重大性議題

在創造長期價值的過程中，弘陽服務始終高度關注對經濟、環境和社會產生重大影響的關鍵議題。2024年，我們基於2023年重要性議題評估的結果，進一步識別和更新了與ESG相關的議題。為了全面了解各議題的相對重要性和關注度，我們通過深入的內部訪談，並結合公司戰略發展方向以及外部利益相關方的意見，進行了詳細的綜合分析和評估。通過這一過程，我們最終形成了更新的重大性議題矩陣，識別出22項重要議題。這些議題中，7項被評定為高度重要，10項為中度重要，5項為低度重要。此更新的議題矩陣為我們更有效地聚焦和應對關鍵可持續發展問題提供了清晰的框架，有助於我們在未來的運營中優先考慮這些對公司和社會發展至關重要的議題，推動公司可持續發展目標的實現。





Highly Significant Issues 高度重大性議題	
Customer service 客戶服務	Compliance operations 合規運營
Conserve energy, reduce emissions 節能減排	Product safety and quality 產品安全和質量
Anti-corruption 反貪腐	Occupational health and safety 職業健康及安全
Climate change 氣候變化	
Moderately Significant Issues 中度重大性議題	
Privacy and information security 隱私及信息安全	Labor rights 勞工權益
Waste disposal 廢棄物處置	Water resources management 水資源管理
Green buildings 綠色建築	Compensation and benefits 薪酬福利
Intellectual property rights 知識產權	Supply chain management 供應鏈管理
Career development 職業發展	Social welfare 社會公益
General Significant Issues 一般重大性議題	
Responsible marketing 責任營銷	Biodiversity 生物多樣性
Industrial cooperation 產業合作	Community building 社區建設
Employment promotion 促進就業	





### Healthy Operation

Redsun Services always adheres to the business philosophy of “transparency, compliance and sustainability”, and enhances risk identification and control capabilities through continuous optimization of enterprise operation mechanism and internal management system, so as to protect shareholders’ rights and interests, improve enterprise value and promote sustainable development. Redsun Services has implemented a comprehensive compliance system in the operation process, regularly reviewed and updated the company’s internal control and compliance management system, to ensure that the company’s operations nationwide comply with relevant laws and regulations, industry standards and social expectations, and implemented dynamic adjustments to cope with the changing external environment. In terms of transparent and compliant operation, Redsun Services focuses on strengthening communication with shareholders, customers, employees and other stakeholders to ensure timely disclosure and transparency of information.

### Risk Control

Redsun Services understands that risk management is an important part of healthy business, especially in a rapidly changing market environment and an increasingly complex global economy. In order to effectively cope with potential risks, Redsun Services has established a comprehensive risk management system and implemented hierarchical management through a scientific organizational structure to ensure efficient operation in daily operation and major risk prevention and control. Our goal is to achieve zero significant risk in listing compliance control and ensure zero significant risk in daily operation management, so as to protect the interests of the company and enhance market competitiveness. In order to reduce the risk of huge economic losses caused to the company due to risk events, we have formulated internal systems such as Risk Control Information Management System of Redsun Group and Management Measures for Regional Risk Control and Post-holding Personnel (Trial), issued the List of Top Ten Operational Risks of Redsun Services Group on the OA Platform, and interpreted the handling and response mechanism of daily risks in detail, providing process guarantee for the identification and control of potential risk points in the operation process of the Group.

### 健康經營

弘陽服務始終秉承「透明、合規、可持續」的經營理念，通過不斷優化企業運營機制和內部管理體系，增強風險識別和管控能力，以保障股東權益、提高企業價值，推動可持續發展。弘陽服務在運營過程中實施了全面的合規體系，定期審查和更新公司內控及合規管理體系，確保公司在全國範圍內的運營符合相關法律法規、行業標準和社會期望，並實施動態調整以應對不斷變化的外部環境。在透明合規經營方面，弘陽服務注重加強與股東、客戶、員工及其他利益相關者的溝通，確保信息的及時披露和透明度。

### 風險管控

弘陽服務深知風險管理是健康經營的重要組成部分，尤其是在快速變化的市場環境和日益複雜的全球經濟背景下。為了有效應對潛在風險，弘陽服務建立了全面的風險管理體系，並通過科學的組織架構實施分級管理，以確保在日常運營與重大風險防控方面的高效運作。我們的目標是實現上市合規管控零重大風險，並確保日常運營管理零重大風險，從而保護公司利益，增強市場競爭力。為降低因風險事件對公司造成巨大經濟損失風險，我們制定了《弘陽物業集團風控信息管理制度》《區域風控兼崗人員管理辦法(試行)》等內部制度，在OA平台上發佈了《弘陽服務集團十大經營風險清單》並詳細解讀日常風險的處理應對機制，對本集團在經營過程中的潛在風險點的識別和管控工作提供流程保障。





• Continuous Optimization of Risk Management System

In 2024, Redsun Services continued to strengthen and optimize the risk control system, especially through the continuous improvement of the "Top Ten Business Risk List", which further enhanced the ability to identify and respond to risks. We implement risk management processes through continuous monitoring and regular reporting and assign risk management and control to specific responsible units to ensure that the impact of mitigating risks can be reduced within a controllable range. Redsun Services attaches great importance to the professional skills training of risk control personnel and continuously improves the practical ability and emergency response ability of risk control personnel through regular risk management training and experience sharing. At the same time, we have also established a two-level risk control organizational system at the group and regional levels and formed a linkage mechanism between the group headquarters and various regions to ensure that risk management and control from the group level to regional projects can be effectively controlled.

• Special Controls to Address the Unique Risks of the Real Estate Industry

In the context of the real estate industry, Redsun Services has strengthened special measures to deal with investment and financing risks. In addition to strengthening the assessment of the payment ability of real estate background customers, we also ensure that we can fully understand their repayment ability through in-depth cooperation with customers and regular credit review, so as to take reasonable preventive measures to ensure the timely recovery and effective management of housing and property service fees, so as to avoid liquidity risks that real estate enterprises may encounter in the financing and investment links to the greatest extent, and ensure the smooth progress of the project and the long-term financial stability of the company.

• 持續優化風險管理體系

2024年，弘陽服務持續加強和優化風控體系，特別是通過對「十大經營風險清單」的不斷完善，進一步提升了風險識別和應對的能力。我們通過持續監控和定期匯報等程序執行風險管理流程，將風險管控落實到具體責任單位，以確保能夠在可控範圍內降低減弱風險可能帶來的影響。弘陽服務特別重視風控人員的專業技能培訓，通過定期的風險管理培訓和經驗分享，不斷提高風控人員的實操能力和應急反應能力。同時，我們還建立了集團和區域二級風控組織體系，形成了集團總部與各區域之間的聯動機制，確保了從集團層面到區域項目的風險管控能得到有效控制。

• 專項管控應對房地產行業特有風險

在房地產行業背景下，弘陽服務強化了應對投資融資風險的專項措施。除了加強對地產背景客戶的支付能力評估外，我們還通過與客戶的深入合作和定期的信用審核，確保能夠充分了解其還款能力，從而採取合理的預防措施，保障房屋及物業服務費用的及時收回和有效管理，從而最大程度地規避房地產企業在融資和投資環節中可能遇到的流動性風險，並確保項目的順利推進和公司長期的財務穩健。





• Risk Identification and Long-term Stable Development

Redsun Services has always believed that robust risk identification and control capabilities are fundamental to ensuring the smooth progress of projects. Through in-depth analysis and accurate forecasting of the market environment, we can promptly identify potential risks in the industry and market and mitigate them with a comprehensive risk management system and sound response strategies. By monitoring external conditions and conducting dynamic assessments of internal risks, Redsun Services is able to evaluate the effectiveness of its risk control system from multiple dimensions amid global economic fluctuations and market changes. We flexibly adjust relevant management strategies to address new challenges.

• 風險識別與長期穩定發展

弘陽服務一直認為，完善的風險識別與管控能力是有效保障項目的順利進行的基礎。通過對市場環境的深入分析與精準預判，我們能夠及時識別行業及市場的潛在風險，並通過完善的風險管理體系和合理的應對策略降低風險。通過對外部環境的監控和內部風險的動態評估，在全球經濟波動和市場變化的背景下，弘陽服務能夠多維度審視風險管控體系的有效性，並根據新的挑戰對相關管理策略進行靈活調整。

**Continuously optimize the risk management system**

**持續優化風險管理體系**

- Strengthen and improve the professional skills of risk control personnel
- 強化提升風控人員的專業技能
- Linkage with regional risk control team to form a two-level risk control organizational system of the group and the region
- 聯動區域風控小組，形成集團、區域二級風控組織體系

**Risk control of special investment and financing**

**專項投資融資風險管控**

- For real estate background customers, fully investigate their payment ability when obtaining such projects, and reduce the risk of non-recovery of property service fees such as vacant housing fees
- 針對地產背景客戶，在獲取該類項目時充分調研其支付能力，降低空置房費等物業服務費用無法收回風險

**Long-term stable development of internal and external regulation**

**內外調控長期穩定發展**

- Deeply analyze and accurately predict the market environment, and flexibly adjust the management strategy by monitoring the external environment and dynamically assessing internal risks
- 對市場環境的深入分析與精準預判，通過監控外部環境和動態評估內部風險進行管理策略的靈活調整

**Highlights of risk control measures in 2024**

**2024年風控亮點舉措**







### Business Ethics

Redsun Services always adheres to the core value of “professionalism and building credibility for the long term”, strictly abides by the bottom line of business ethics, adheres to the “swan culture”, and is committed to creating a clean and transparent business atmosphere. We vigorously crack down on any form of corruption and bribery, and strictly abide by the Anti-Money Laundering Law of the People’s Republic of China, the Anti-Unfair Competition Law of the People’s Republic of China and the interim Regulations Concerning the Prohibition of Commercial Briberies and other laws and regulations. Redsun Services has formulated and implemented a number of internal rules and regulations, including the Declaration System for Conflicts of Interest of Redsun Services Group and the List of Prohibited Acts and Behaviors of Corruption, to ensure that all kinds of conflicts of interest are effectively managed. Focusing on the principle of fairness and impartiality, we clarify the handling methods of corruption, fraud, and further optimize the corporate governance structure and create a clean culture atmosphere by strengthening the compliance awareness of employees. We also carried out a series of activities such as anti-corruption training, anti-corruption culture publicity month, and anti-corruption publicity and implementation at monthly meetings. During the reporting period, we conducted one anti-corruption training session for the Board of Directors and two sessions for staff members. Ensure a culture of integrity is embedded in every aspect through training with the Board and employees. During the reporting period, the company did not have any corruption and bribery cases, demonstrating the firm commitment of Redsun Services in business ethics.

#### • Complaints Report

Redsun Services attaches great importance to the internal and external supervision and feedback mechanism. In order to ensure the smooth flow of complaints and reports, we have set a special Redsun Complaints and Whistle-blowing Management Policy and provided diversified reporting channels such as official complaints and whistle-blowing WeChat account, customer service hotline and whistle-blowing and supervision mailbox. Whistleblowers choose reporting channels according to the actual situation of reported incidents. We handle each report in strict accordance with the Redsun Complaints and Whistle-blowing Management Policy. After investigation and verification, the report is processed and reported and rectified internally, forming a closed-loop management. The Company strictly keeps the information of whistle-blowers confidential, protects whistle-blowers from retaliation, and encourages employees and all sectors of society to actively report illegal acts through a sound protection and reward mechanism.

### 商業道德

弘陽服務始終秉承「在商言人，誠者致遠」的核心價值觀，嚴守商業道德底線，並堅守「天鵝文化」，致力於打造廉潔、透明的商業氛圍。我們強力打擊任何形式的貪污、腐敗和賄賂行為，並嚴格遵守《中華人民共和國反洗錢法》《中華人民共和國反不正當競爭法》以及《關於禁止商業賄賂行為的暫行規定》等法律法規。弘陽服務制定並實施了包括《弘陽物業集團利益衝突申報制度》《員工禁止舞弊行為列示一覽表》等多項內部規章制度，以確保各類利益衝突得到有效管理。我們圍繞公平、公正原則，明確腐敗舞弊行為的處理方法，並通過強化員工合規意識，進一步優化公司治理結構，營造廉潔文化氛圍。我們還開展了反貪腐培訓、廉政文化宣傳月、月度會議廉政宣貫等系列活動，報告期內，我們向董事會開展1次反貪污培訓，對員工開展2次反貪污培訓。通過與董事會和員工的培訓，確保廉潔文化深入到每個環節。報告期內，公司未發生任何貪污賄賂案件，展現了弘陽服務在商業道德方面的堅定承諾。

#### • 投訴舉報

弘陽服務高度重視內外部的監督和反饋機制，為確保投訴舉報渠道暢通無阻，我們建立了專門的《弘陽投訴舉報管理辦法》，並提供了官方投訴舉報微信號、客服熱線、舉報監督郵箱等多元化舉報渠道。舉報人根據實際舉報事件情況選擇舉報渠道，我們嚴格按照《弘陽投訴舉報管理辦法》處理每一宗舉報，舉報經調查核實後推進處理並在內部匯報、整改，形成管理閉環。公司對舉報人信息嚴格保密，保護舉報人免受打擊報復，並通過完善的保護與獎勵機制鼓勵員工和社會各界積極舉報違法違規行為。







### Responsible Marketing

Redsun Services has always strictly complied with 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 other relevant laws in marketing activities to ensure that all promotional activities are true, compliant and appropriate. We strictly abide by the ethical standards of corporate marketing and always attach importance to consumer interests and corporate responsibilities while improving brand management. In terms of social responsibility, Redsun Services actively responded to the call of the state to fight poverty and launched a poverty alleviation plan for agriculture. Through cooperation with fruit farmers, crab farmers and other source merchants, the company promotes characteristic agricultural and sideline products in poverty-stricken areas, helps poor areas sell agricultural and sideline products, and promotes "consumption assistance". In addition, we have also introduced cost-effective daily necessities such as rice, flour, grain and oil to meet business needs. Through this initiative, Redsun Services not only promoted poverty alleviation, but also enhanced social responsibility and brand influence. We develop and carry out all kinds of marketing activities in accordance with the Manuals for Managing Redsun Brands. In the marketing process, Redsun Services strictly follows the three-level business control mode to ensure the compliance of the content and form of each marketing activity, so as to prevent false propaganda or exaggeration. During the reporting period, we have not been punished by regulators for violating laws and regulations in marketing activities.

### 負責任營銷

弘陽服務在營銷活動中始終嚴格遵守《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》等相關法律，確保所有宣傳活動真實、合規、恰當。我們恪守企業營銷道德標準，在提升品牌管理水平的同時，始終重視消費者利益和企業責任。特別是在社會責任方面，弘陽服務積極響應國家脫貧攻堅號召，啟動了助農扶貧計劃。公司通過與果農、蟹農等源頭商家的合作，推廣脫貧地區特色農副產品，幫助貧困地區銷售農副產品，推動「消費幫扶」。此外，我們還引進了米麵糧油等高性價比的日常生活必需品，以滿足業務需求。弘陽服務通過這一舉措，不僅促進了扶貧工作，也增強了社會責任感和品牌影響力。我們制定並依據《弘陽集團品牌管理手冊》開展各類營銷活動，在營銷過程中，弘陽服務嚴格遵循三級業務管控模式，確保每一項營銷活動內容及形式的合規性，以防止虛假宣傳或誇大其詞的情況。報告期內，我們未發生因營銷活動違反法律法規而受到監管機構處罰的事件。





### Information Security and Privacy Protection

Redsun Services attaches great importance to customer information security and privacy protection, strictly abides by the Personal Information Protection Law of the People's Republic of China and the System for Administering the Graded Protection of Information Security and other relevant laws and regulations, and has formulated and implemented the System for Controlling Risks Pertaining to Information Security to ensure that the information of customers and users is fully protected. During the reporting period, we organized and carried out online training on network information security for many times to improve the information security awareness of key users, with a cumulative number of 62 viewers per time.

In addition, we continue to optimize the information security and privacy protection management system and comprehensively improve the management and control capabilities of network security, information platform security, password management, confidentiality management and software management. The Company has issued the Operating Guide for E-commerce Platform System Administrators to regulate the workflow of system administrators of E-commerce Platform, effectively protect the privacy and security of customers, and improve the trust of customers on the platform and the Company.

### 信息安全及隱私保護

弘陽服務高度重視客戶信息安全和隱私保護，嚴格遵守《中華人民共和國個人信息保護法》和《信息安全等級保護管理制度》等相關法律法規，制定並實施了《信息安全風險管理制度》，確保客戶和用戶的信息得到充分保護。報告期內，我們多次組織開展網絡信息安全線上培訓，提高關鍵用戶信息安全意識，單次累計觀看人數62人。

此外，我們持續優化信息安全及隱私保護管理體系，全面提升對網絡安全、信息平台安全、密碼管理、保密管理、軟件管理等方面的管控能力。公司通過發佈《電商平台系統管理員作業指導書》，規範了電商平台系統管理員的工作流程，有效保障客戶隱私安全，提高客戶對平台和公司的信任度。





#### Network Security Management 網絡安全管理

- Installed firewalls, install antivirus software in all servers with regular update and testing
- 加強防火牆，服務器均需安裝殺毒軟件且定期升級、進行檢測
- Strengthened management of suppliers; permission is required for suppliers to be connected to the internal information platform or database, and operation log is maintained
- 強化供應商管理，供應商經許可後才可連接內部信息平台或數據庫且保留操作日誌

#### Information Platform Security Management 信息平台安全管理

- System administrators conduct regular safety checks and system maintenance
- 系統管理員對系統進行定期安全檢查與維護
- System administrators set scope of authority; required application processes should be followed before obtaining user authority
- 系統管理員設置權限控制，用戶權限獲取必須履行規定的申請流程

#### Password Management 密碼管理

- Staff's awareness of safety management is strengthened, whereby password will not be divulged
- 加強員工安全管理意識，密碼不外泄
- Documents involving confidential information are all encrypted and stored separately
- 涉及公司的機密文件均需加密且單獨儲存
- Accounts of departing employees shall be closed immediately upon departure
- 離職員工脫崗後立即關停賬號

#### Confidentiality management 保密管理

- All staff shall comply with rules of corporate confidentiality management, without divulgence of corporate data, information and so forth to external parties, if it is found and causes significant impact, relevant personnel will be accounted for legal responsibility
- 所有員工必須遵守企業保密管理的規定，不得向外洩漏企業的數據、資料等，如發現且造成重大影響，將追究法律責任

#### Software Management 軟件管理

- Software with lawful authorization shall be used
- 使用合法授權的軟件





## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### Protection of Intellectual Property Rights

Redsun Services regards intellectual property protection as a key component of the company's sustainable development, and attaches great importance to the management and protection of intellectual property. The Company strictly abides by the Copyright Law of the People's Republic of China, the Trademark Law of the People's Republic of China, the Patent Law of the People's Republic of China and other laws and regulations, and actively protects its innovative achievements through trademark registration, patent application and other ways.

Redsun Services continues to strengthen innovation and technology research and development, and promotes the cultivation of employees' intellectual property awareness and exchanges and cooperation in the field of intellectual property through the institutionalized intellectual property management system. We have formulated and implemented the Intellectual Property Management Policy and continuously optimized the intellectual property protection system to lay a solid foundation for the long-term and stable development of the company.

#### DELIVER EXCEPTIONAL SERVICE

Over the past 20 years, Redsun Services has forged ahead through thick and thin, always adhering to the original intention of "making lives warmer". With a customer-centric approach, we ensure the safe operation of our group while treating clients with sincerity and enhancing communication. While striving to improve customer satisfaction, we will use innovative technology to provide customers with excellent quality services and strive to make Redsun Services a respected and beautiful life operation service provider.

#### Quality Services

Redsun Services firmly believes that meticulous and refined service is paramount to enhancing customers' quality of life. With a deep understanding of client needs, we are committed to creating thoughtful and warm high-quality, scenario-based services, comprehensively elevating the residential experience for our customers.

#### 知識產權保護

弘陽服務將知識產權保護視為公司可持續發展的關鍵組成部分，並高度重視知識產權的管理與保護。公司嚴格遵守《中華人民共和國著作權法》《中華人民共和國商標法》和《中華人民共和國專利法》等法律法規，通過商標註冊、專利申請等多種方式積極保護自身的創新成果。

弘陽服務在創新和技術研發方面不斷加強，通過制度化的知識產權管理體系，推動員工知識產權意識的培養和知識產權領域的交流合作。我們已制定並實施《知識產權管理制度》，並不斷優化知識產權保護體系，為公司長期穩定發展奠定堅實的基礎。

#### 提供卓越服務

二十多年來，弘陽服務風雨兼程，始終堅守「讓生活更有溫度」的初心，以客戶為中心，在保障本集團安全運營的基礎上做到以誠待客，加強與客戶的溝通。在著力提升客戶滿意度的同時，利用創新科技，為客戶提供品質卓越的服務，努力讓弘陽服務成為一家受人尊敬的美好生活運營服務商。

#### 品質服務

弘陽服務堅信精益求精的服務是提升客戶生活質量的重中之重，我們深諳客戶需求，致力於打造細緻而有溫度的高品質、場景化服務，全面提升客戶的居住體驗。





We focus on providing differentiated products and services for different types of customers, and further refine and revise the existing service standards of the ABCD standard product line in combination with the business management and control model. Through the collection and analysis of customer feedback, optimize the product operation system, and make timely adjustments and updates to the problems raised by customers.

我們注重為不同類型的客戶提供差異化的產品和服務，並結合業務管控模式對現有的ABCD標產品系服務標準進一步細化修訂。通過客戶反饋意見的收集和分析，優化產品運營體系，並對客戶提出的問題做出及時的調整和更新。

**Honghui Service**  
弘暉服務



**Division 標**

- Product Positioning: Smart community, "highly satisfied" customer base, service innovation, industry signpost and brand premium, delivering prestige service experience to customers, and convenience in experiencing high-tech smart community
- 產品定位：智慧社區、「高滿」客群、服務創新、行業標桿、品牌溢價，給客戶帶來尊享式服務體驗，體驗科技智慧社區的便捷
- Service Features: Focus on customer satisfaction; Service brings about satisfaction, and satisfaction brings about sales orders
- 服務特色：聚焦客戶滿意；服務轉換滿意，滿意贏得「買單」
- Subdividing Basis: A+ type of project, with property management fee of more than RMB4/square meter, managed area of more than 200,000 square meters, and plot ratio of more than 2.0; For A type projects, the property management fee is priced at more than RMB3/square meter (excluding public energy costs), villa projects, special projects (government landmarks, etc.), and those identified as Division A projects before 2023
- 細分依據：A+類項目，同時具備物業費定價在4元／平方米以上、接管面積20萬方以上、容積率2.0以上；A類項目，物業費定價在3元／平方米以上(不含公攤能耗)、別墅項目、特殊項目(政府地標等)、2023年以前已明確為A標的項目

**Hongyue Service**  
弘悅服務



**Division 標**

- Product Positioning: Attaining average standard, with suitable products and sustainable and healthy development
- 產品定位：指標均好，產品適配，持續健康
- Service Features: Mainstream service product line, with suitable and replicable service standards, and sustainable and healthy operation
- 服務特色：主流服務產品線，服務標準適配可複製，持續健康運營
- Subdividing Basis: B+ type projects, property management fees are priced at RMB2-2.9/square meter, special projects; For B type projects, the property management fee is priced at RMB1.4 -1.9/square meter, and the project has been closed for more than ten years
- 細分依據：B+類項目，物業費定位在2-2.9元／平方米、特殊項目；B類項目，物業費定位在1.4-1.9元／平方米、封園超過10年以上的項目







Hongxiang Service  
弘享服務



Division 標

- Product Positioning: Risk prevention and control, mainly for loss mitigation and operation enhancement
- 產品定位：風險防控、主營扭虧、經營提效
- Service Features: Bottom-line services with sharing, enhanced management, to avoid touching business bottom lines and to guard against risk-related events
- 服務特色：守底線，共享集約，管理提效、杜絕業務底線和風險類事件
- Subdividing Basis: For C+ type projects, the property management fee is priced at RMB0.85 -1.4/square meter; For C type projects, the property management fee is priced at RMB0.5 -0.85/square meter, and the government-entrusted projects
- 細分依據：C+類項目，物業費定位在0.85-1.4元／平米；C類項目，物業費定位在0.5-0.85元／平米、政府委託項目

Honghui Service  
弘匯服務



Division 標

- Subdividing Basis: For a single large customer's non-residential project, according to the service scenario and the entrusting unit's requirements, one discussion is made on one occasion; For example: hospitals, schools, offices, businesses, apartments, complexes, parking lots, factories, industrial parks, highways, airports, subways
- 細分依據：單一大客戶非住宅項目，根據服務場景與委託單位要求一事一議；例如：醫院、學校、寫字樓、商辦、公寓、綜合體、停車場、廠房、產業園、高速、機場、地鐵

Redsun Services strictly follows the Urban Real Estate Administration Law of the People's Republic of China, the Regulation on Realty Management and other laws and regulations, and attaches great importance to the improvement of service efficiency and the construction of service quality. We customize the property service standard system for different product lines, adhere to the principle of "customer first", and pursue the deep integration of quality and service. At the same time, in order to ensure the efficient operation of residential operation system 2.0 and non-residential operation system 1.0, we have formulated standardized documents corresponding to the two systems to provide a solid guarantee for the smooth operation of the business.

本集團嚴格遵循《中華人民共和國城市房地產管理法》《物業管理條例》等法律法規，重視服務效能的提升和服務品質的建設。我們針對不同產品系定製物業服務標準體系，堅持「客戶至上」原則，追求品質與服務的深度融合。同時，為確保住宅運營體系2.0與非住宅運營體系1.0的高效運行，我們制定了與兩大體系對應的標準化文件，為業務的順利開展提供堅實保障。





2.0

Residential  
Operation System  
2.0  
住宅運營體系2.0

- Based on the common system standards, differentiation is demonstrated in contents, such as quality service differentiations, internal assessment requirements and personnel configuration standards
- 在通用制度體系標準的基礎上，內容上提現差異化(如品質服務差異、內部考核要求、人員配置標準等)
- In respect of property-related business, differentiated service menus are also formulated in aspects such as sales center, pre-referral and one-unit-one-inspection and continuously improves customer experience
- 在地產關聯業務方面，同樣制定差異化服務菜單，在案場、前介、一戶一驗等環節提供不同產品等級的服務，不斷提升客戶體驗
- Based on the 13 red lines+red and black lists of operation, we detailed the implementation standards, assessment and verification standards and reporting of results of each key node
- 以十三條紅線+運營紅黑榜，細化各個關鍵節點的執行標準、考核驗證標準和結果通報呈現
- Residential operation system 2.0: including 86 operation and management documents, 27 operation guides for posts and 225 quality records
- 住宅運營體系2.0：包含運營管理文件86個、崗位操作指南27個、質量運行記錄225個

1.0

Non-resident  
Operating System  
1.0  
非住運營體系1.0

- Focus is put on improving the on-site business quality of key business processes and key touchpoints
- 重點改善關鍵業務流程和關鍵觸點的現場業務品質
- Establish connection with customers quickly and gain trust and support of property owners to facilitate the retention and renewal of service contracts and realize the value of investment and cooperation
- 快速與客戶建立鏈接，獲取業主的信任與支持，助力服務合同的保有與續簽，實現投資合作價值
- Non-residential operation system 1.0: including 121 operation and management documents and 187 quality records
- 非住運營體系1.0：運營管理文件121個、質量運行記錄187個

2024 is the seventh year for Redsun Services to launch the “Rejuvenation with Heart and Love for Family Plan” program. Over the past six years, we have always adhered to building a community environment of “peace of mind, comfort and warmth”, guided by customer perception, optimized and upgraded the delivered project parks, and helped customers obtain the required service experience. As of the end of the reporting period, Redsun Services has invested more than 10 million yuan in the program, covering Nanjing, Eastern, Central, and Western region. Around the four themes of “Love for Home with Warmth”, “Love for Home with Neighbors”, “Love for Home with Children” and “Love for Home in Sports”, 159 projects (including property expansion projects) have been carried out.

2024年是弘陽服務啟動「以心煥新－愛家計劃」的第七年。六年來，我們始終堅持構築「安心、舒心、暖心」的社區環境，以客戶感知為導向，對已交付項目園區進行優化升級，幫助客戶獲得所需的服務體驗。截至報告期末，弘陽服務在煥新計劃上已投入超千萬資金，涵蓋範圍包括南京、東部、中部、西部區域，圍繞「溫暖愛家、童夢愛家、運動愛家、鄰趣愛家」四大主題，開展了159個項目(含物業外拓項目)。





#### Love for Home with Warmth

##### 溫暖愛家

- Continuously improved basic accessories in the community, intelligence and renewal of home accessories, etc. to create a continuous warmth and beauty in trivial details
- 持續改善社區基礎配件、智能化及居家配件煥新等，於瑣碎細微中構建一種持續的溫情和美好

#### Love for Home in Sports

##### 童夢愛家

- Created a healthy sports space scene to provide owners with more space for sports and construct a healthy life
- 升級更新兒童親子活動空間及設施，給各年齡段的小業主打造一個快樂有趣的成長空間

#### Love for Home with Children

##### 運動愛家

- Upgraded and updated the children's parent-child activity space and facilities to create a happy and interesting growth space for small owners of all ages
- 打造健康運動空間場景，為業主提供更多運動空間，構建健康生活

#### Love for Home with Neighbors

##### 鄰趣愛家

- Increased the space for neighborhood activities and emotional interaction, enriched neighborhood life scenes for owners, and enhanced the cultural life atmosphere of the community
- 增加鄰里活動與情感交流空間，為業主創造更豐富的鄰里生活場景，提升社區文化生活氛圍

Redsun Services will continue to promote the delivered community renewal plan in 2024, and carry out a series of service quality improvement actions, covering community greening maintenance, equipment renewal, convenience activities, etc.

弘陽服務2024年持續推進已交付社區煥新計劃，開展一系列服務品質提升行動，涵蓋社區綠化養護、設備換新、便民活動等。





### Equipment refresh plan

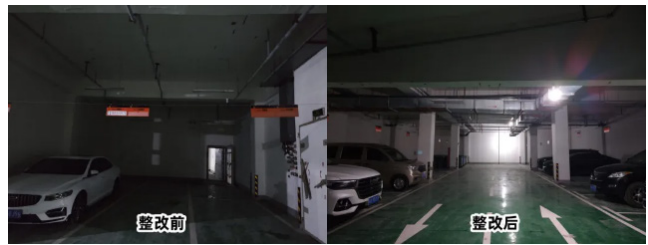
#### 設備煥新計劃

New equipment, new community. In order to ensure the life and property safety of residents in the community, Redsun Services has carried out a comprehensive investigation and treatment of the existing safety hazards, including road drainage, corridor debris cleaning, fire extinguisher allocation and procurement. Improve various security risks in residential areas and gradually promote the normal use of facilities and equipment.

設備煥新，社區常新。為確保小區居民的生活和財產安全，弘陽服務進駐後，對存在的安全隱患進行了全面排查和處理，包括：道路排水、樓道雜物清理、滅火器配置採購等。改善小區各類安全風險，逐步推進各項設施設備正常使用。



The rectification of road drainage outlet in the park  
園區路面排水口整改前後



The garage shall be equipped with constant lighting lamps  
車庫加裝常亮照明燈



Rectification of sewage pump in underground garage  
地下車庫排污泵整改



Cleaning of debris in corridor and pipeline shaft  
清理樓道及管道井雜物







### The Warmth Initiative

#### 弘暖行動

Since the beginning of winter, Redsun Services companies have carried out “The Warmth Initiative” one after another, offering a cup of hot drink to the owner, delivering a hot breakfast, putting on “winter clothes” for the door handles, sending the owner cabbages, hoping that the owner will embrace “abundant wealth” and so on. In this winter, Redsun Services uses meticulous care to dispel the cold in winter for the owner’s family, leaving only warmth.

入冬以來，弘陽服務各公司陸續開展「弘暖行動」，為業主奉上一杯熱飲，送上一份熱騰騰的早餐，給門把手穿上「冬衣」，送業主以白菜，望業主納「百財」等等……在這個冬日，弘陽服務用無微不至的關懷，為業主家人驅散冬日的寒氣，只留溫暖。



Deliver hot drinks and breakfast to the owners  
為業主送熱飲、早餐



Door handle “wearing winter clothes”  
門把手「穿冬衣」

Deliver cabbage to the owner  
為業主送白菜



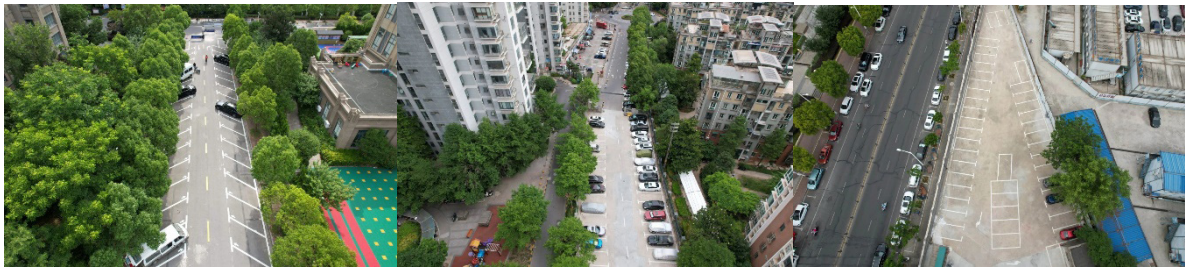


### Convenience Activities

#### 便民活動

Build parking lots to ease parking difficulties. In April 2024, Nanjing Company of Redsun Services coordinated with local communities and sub-district offices. Through construction, 3 new parking lots were added, with nearly 6,000 square meters of space renovated, and more than 230 parking spaces were made available. The newly built parking lots not only alleviated the parking problem but also enhanced the living environment.

搭建停車場，緩解停車難。2024年4月弘陽服務南京公司聯動屬地社區、街道，通過施工新增3個停車場，改造空間近6,000平方米，釋放停車位230餘個。新搭建的停車場不僅緩解了停車難的問題，也使居住環境得到了提升。



3 more parking spaces now available for community events  
便民活動新增3個停車場

This year, relying on high-quality service and brand influence, we signed 45 new projects, covering high-end business writing, medical services and other formats, achieving a leap forward development in the expansion of non-residential property service projects, constantly expanding the urban service track, and constantly striving to become a respected operator of a better life.

本年度，我們憑藉高品質服務力及品牌影響力，新增簽約45個項目，涵蓋高端商寫、醫療服務等多種業態，實現了在非住宅物業服務類型項目拓展的跨越式發展，不斷拓寬城市服務賽道，向成為受人尊敬的美好生活運營服務商這一美好願景不斷奮鬥。





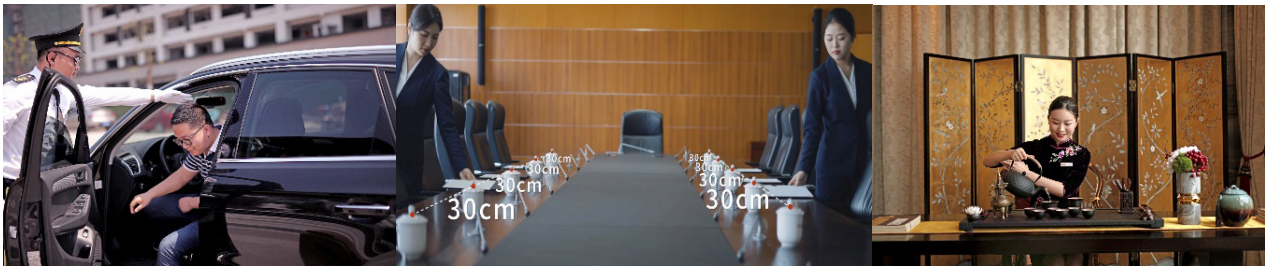


### High-end Business Writing Services

#### 高端商寫服務

Redsun Services is well aware that commercial and office buildings are the facade of a city and the core of its development. Relying on the dual-drive model of “residential + commercial”, we continuously deepen our presence in non-residential business forms represented by office and business services. With our 360-degree round concierge service that connects to international standards, rigorous and professional conference services, and human-centered pan-administrative services, we focus on customer needs and push every standard to the extreme. We create a more pleasant working environment for customers and redefine the sense of business exclusivity.

弘陽服務深知，商寫樓宇是城市的封面，也是發展核心。我們依託「住宅+商業」的雙輪驅動模式，持續深耕以辦公及商務服務為代表的非住業態。我們憑藉接駁國際的360°圓形禮賓服務、嚴謹專業的會務服務以及人性化的泛行政服務，聚焦客戶需求，將每一項標準都做到極致，為客戶打造更加美好的辦公環境，重新定義商務的尊享感。

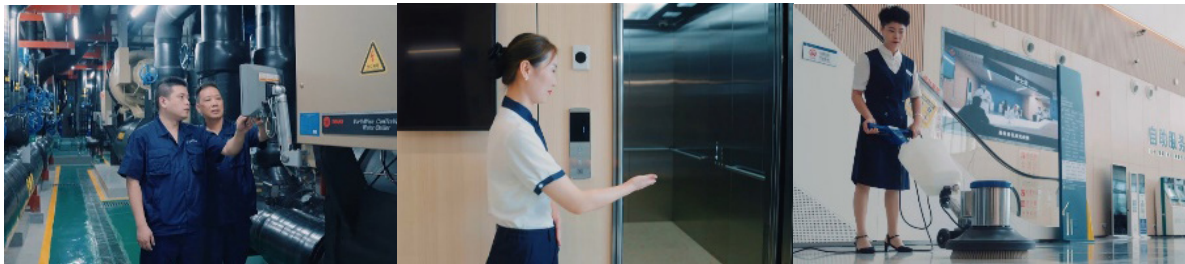


### Escort Medical Logistics

#### 護航醫療後勤

Redsun Services actively explores diverse business growth poles. With innovative service content, professional service concepts, and intelligent service models, it shines brightly in the medical service field. We are committed to ensuring the efficient operation and maintenance of medical equipment, strict management of hospital elevator attendants, timely medical transportation services, standardized sanitation and cleaning services, and strengthening the safety defense line of hospitals. We demonstrate Redsun Services's professionalism in medical services, win recognition with quality, and create benchmarks with service.

弘陽服務積極探索多元業務增長極，憑藉創新服務內容、專業服務理念和智慧服務模式，在醫療服務領域綻放弘陽精彩。我們致力於保障醫療設備運維高效、醫院司梯嚴格管理，醫療運送服務及時、衛生清潔服務規範、築牢醫院安全防線等，在醫療服務中展現弘陽專業，以品質贏認可，以服務創標杆。







### Safety Operations

Redsun Services always regards the health and safety of stakeholders as the basis and premise for providing high-quality property services. We have established a sound internal safety management system and structure, regularly carried out safety risk identification and investigation, organized safety training and emergency drills for employees, and effectively guaranteed the safety of owners and employees' lives and property.

### Safety Management

The Group strictly abides by Production Safety Law of the People's Republic of China, Fire Prevention Law of the People's Republic of China and other laws and regulations, formulates and implements a series of internal policies and processes related to safety management, including Operation Instructions for Internal Affairs Management of Order Discipline, Operation Instructions for Safety Inspection, Operation Instructions for Fire Management and Operation Procedures for Emergency Disposal, and continuously optimizes the safety organizational structure, regularly carry out safety risk inspection to provide safe and comfortable living and living environment for the owner.

Redsun Services adheres to the safety management and control policy of hierarchical management and individual responsibility assignment. The head of the group serves as the highest person in charge of the safety management organization. Below this position, head of regional safety, management head of project safety, and professional head of project safety are set up as the highest responsible parties. This is to ensure comprehensive coverage of potential safety issues that the group may face, effectively guaranteeing the safety and health of customers.

### 安全運營

弘陽服務始終將利益相關方的健康與安全作為提供高品質物業服務的基礎和前提。我們搭建了完善的內部安全管理體系和架構，定期開展安全風險識別和排查，組織員工進行安全培訓與應急演練，切實保障業主及員工的生命財產安全。

### 安全管理

本集團嚴格遵守《中華人民共和國安全生產法》《中華人民共和國消防法》等法律法規，制定並實施了包括《秩序專業內務管理作業指導書》《安全檢查作業指導書》《消防管理作業指導書》及《突發事件處置作業流程》等一系列安全管理相關的內部政策和流程，持續優化安全組織架構，定期開展安全風險巡查，為業主提供安全放心的生活和居住環境。

弘陽服務秉持分級管理、責任到人的安全管控方針。由本集團的總負責人作為安全管理組織的最高負責人，其下設置區域安全負責人、項目安全管理負責人及項目安全專業負責人為最高責任人，以確保全方面覆蓋本集團可能面臨的安全問題，確保客戶的安全與健康得到有效保障。



Security Management Organization Chart  
安全管理組織架構圖





## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

In 2024, Redsun Services continued to implement the online reporting and preparation management and control mechanism. By uploading on-site watermark photos to the online system, it achieved real-time feedback on the patrol site, guaranteed high-quality patrol, formulated targeted patrol requirements for the different characteristics of day shift and night shift, strengthened the effective coverage of patrol blind areas, and fully guaranteed customer safety. In addition, we organized a police protection team with the local police station to carry out security inspection activities around the community, so as to provide a safe and reliable living environment for owners and residents around the community.

2024年，弘陽服務持續推行線上報備管控機制，通過將現場水印照片上傳至線上系統，實現巡邏現場實時反饋，保障高質量巡邏的同時，針對白班與夜班的不同特性，制定針對性的巡檢要求，加強對巡邏盲區的有效覆蓋，全面保障客戶安全。另外，我們與當地派出所組織警保聯動隊，開展小區週邊治安巡查活動，為業主和小區週邊住戶提供安全可靠的生活環境。

#### Day Shift 白班



- Upload patrol routes (2 hours) and clocking in records once every week. The head of the project order department shall formulate patrol route plans and issue the plans after approval by the project manager. Use the Hong Life APP to sign for attendance patrol by scanning code. Conduct patrols and recording in accordance with the frequency and patrol routes required by the department during the patrol process
- 每周上傳1次巡邏路線(2小時)、打卡記錄。由專案秩序部負責人制定巡邏路線方案，經項目負責人審批後下發。使用弘生活APP掃碼巡更簽到，巡查過程中按照部門要求的頻次及巡邏路線進行巡邏打點
- Upload renovation inspection records once every week (including watermarked photos of closed renovation wastes, with consistent sign-in time, watermark time, and running account time)
- 每週上傳1次裝修巡檢記錄(含封閉裝修垃圾，水印照片，時間：簽到時間、水印時間、台賬時間一致)
- Give feedback on the status of the centralized dumping site for renovation waste two times every day (once in the morning and once in the evening). Inspect and fill out the "Renovation Inspection Record (safety profession)" according to the list of houses carrying out renovation provided by the customer center and inspect garbage dumping location to ensure that the centralized dumping site is clean, neat and orderly
- 每天回饋2次裝修垃圾集中堆放點狀態(早晚各一次)，按客戶中心提供的裝修房戶位表進行檢查並填寫安全專業《裝修巡查記錄》，及垃圾堆放位置，確保集中點周圍乾淨、整潔、有序

#### Night Shift 夜班



- Give feedback on patrol route (2 hours) once every week, and report the specific duty condition and work status of each position in 30 minutes
- 每週回饋1次巡邏路線(2小時)，30分鐘報告各崗位具體執勤情況及工作狀態





### Patrol by Police and Security Teams

#### 警保聯動隊巡查

Lu Changping, the order supervisor of Wuhu Tuohong Shiguangli Community, actively responded to the work requirements of Wanchun Police Station of Wuhu Economic and Technological Development Zone Public Security Bureau on the establishment of a police and security linkage team, and organized project security personnel to patrol the community and publicize fire safety activities. While maintaining public security in the park, the police and security linkage team actively participated in the security inspection work around the community, demonstrating the good work style of Hongyang people and the positive image of enterprise responsibility, and making contributions to maintaining stable public security in the community and ensuring the safety of life and property of residents in the community.

蕪湖拓弘時光裡小區的秩序主管積極響應蕪湖市公安局經開區萬春派出所關於組建警保聯動隊的工作要求，組織項目安保人員在小區巡邏及宣傳消防安全活動。在維護園區治安的同時，警保聯動隊積極參與小區週邊治安巡查工作，展現了弘陽人良好的工作作風和積極正面的企業擔當形象，為維護小區穩定治安和保障小區居民生命財產安全做出貢獻。



In this year, Redsun Services carried out several self-inspections for accident-free safety in combination with key periods such as typhoon prevention and flood control, as well as cold protection and anti-freezing. The inspection items cover fire management, public security management, and emergency management. Tasks are issued through the group's internal operation platform, and each project is required to feedback specific lists of potential safety hazard inspections. The progress of eliminating items on the risk list is reported monthly. At the same time, the projects are inspected and verified according to the monthly dynamics of the third-party safety spot-check system and through irregular inspections.

本年度，弘陽服務結合防颱抗洪、防寒防凍等節點開展多次安全無事故自檢，檢查科目涵蓋消防管理、治安管理及應急管理。通過本集團的內部運營平台下發任務，由各項目反饋具體安全隱患排查清單，每月通報風險清單銷項進展，同時，通過第三方安全飛行檢查制度的每月動態、不定期對項目進行檢查核實。





## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

In order to respond to all kinds of emergencies in a timely and effective manner, Redsun Services has formulated the Management Measures for Emergencies, which further clarifies the specific processes and measures for dealing with emergencies. In addition, we have set up a special emergency response team headed by the president of Redsun Services. The team has a general security receptor, a general media receptor, a regional receptor and a local police station receptor. All members follow the principle of rapid response and unified command, and deal with emergencies in strict accordance with the emergency plan.

為及時有效地應對各類突發事件，弘陽服務制定了《應急突發事件管理辦法》，進一步明確了處理突發事件的具體流程和措施。此外，我們成立了由弘陽服務總裁擔任組長的應急突發事件專項小組，小組內設有安保總對接人、媒體總對接人、區域對接人以及地方派出所對接人。所有成員均遵循快速反映、統一指揮的原則，嚴格按照應急預案處理突發事件。

#### Quick Response Principle 快速反應原則

- If the front-line staff acquire information in advance, they should report the specific situation to the industrial contact person at the first time, and the contact person should report to the special team immediately and make a plan in advance
- 一線工作人員提前得到信息應第一時間向產業對接人稟報具體情況，對接人立即向專項小組稟報，提前做好預案
- After the incident, the relevant head of each line of the industry involved should arrive at the scene at the first time and make relevant treatment plans in time according to the practical situation
- 事發後，涉及到的產業各條線有關負責人應第一時間到達現場，根據現場情況及時制定相關處理方案
- Immediately notify the relevant personnel to arrive at the scene as quickly as possible
- 立即通知相關人員以最快速度趕到現場

#### Unified Command Principle 統一指揮原則

- Normally, the team leader shall execute unified command of emergencies
- 一般情況下突發事件由組長統一指揮
- In the absence of the head, the person with the highest-ranking position on site is responsible for arranging unified deployment
- 在主要負責人尚未到位的情況下，由現場最高職位者負責統一調度





### Flood Control and Typhoon Resistance

#### 防汛抗颱

In September 2024, Jiangsu, Zhejiang and Shanghai suffered strong typhoon weather. In order to effectively cope with all kinds of emergencies in flood season and improve emergency response capacity, Redsun Services Nanjing Company and East Company launched flood prevention emergency plans at the first time, carried out drainage inspection, 24-hour duty, repair after rain and wind, and effectively escorted the safety of the owner's life and property.

2024年9月，江浙滬地區遭遇強颱風天氣，為有效應對各類汛期突發事件，提升應急處置能力，弘陽服務南京公司、東部公司第一時間啟動防汛應急預案，開展排水檢查、24小時值班、風雨過後修整等工作，切實為業主的生命財產安全保駕護航。



### Safety Training

This year, Redsun Services has stepped up its efforts in fire safety work. It has actively organized fire – related publicity, training, drills and other activities, strictly implemented safety management policies, enhanced the safety risk prevention awareness of employees and property owners, and strived to create a safe and stable community environment, enabling every property owner served by Redsun Services to live with peace of mind.

To effectively prevent potential fire safety risks and reduce the occurrence of fire accidents, Redsun Services has organized multiple fire drills and training sessions to improve employees' response capabilities in the face of fire safety incidents. In addition, through WeChat official account posts, banners and other means, we have carried out fire safety knowledge publicity activities to enhance property owners' safety awareness and reduce the likelihood of safety incidents.

### 安全培訓

本年度，弘陽服務加大消防安全工作力度，積極組織開展消防宣傳、培訓、演習等工作，嚴格貫徹落實安全管理政策，加強員工和業主的安全風險防範意識，努力打造安全穩定的社區環境，讓每一位弘陽服務的業主都能住得安心、放心。

為有效預防消防安全風險隱患，減少火災事故的發生，弘陽服務組織多場消防演練及消防培訓工作，提高員工面對消防安全事件時的應對水平。此外，我們還通過微信公眾號推文、橫幅等方式，開展消防安全知識宣傳活動，提升業主的安全意識，降低安全事件發生的可能性。





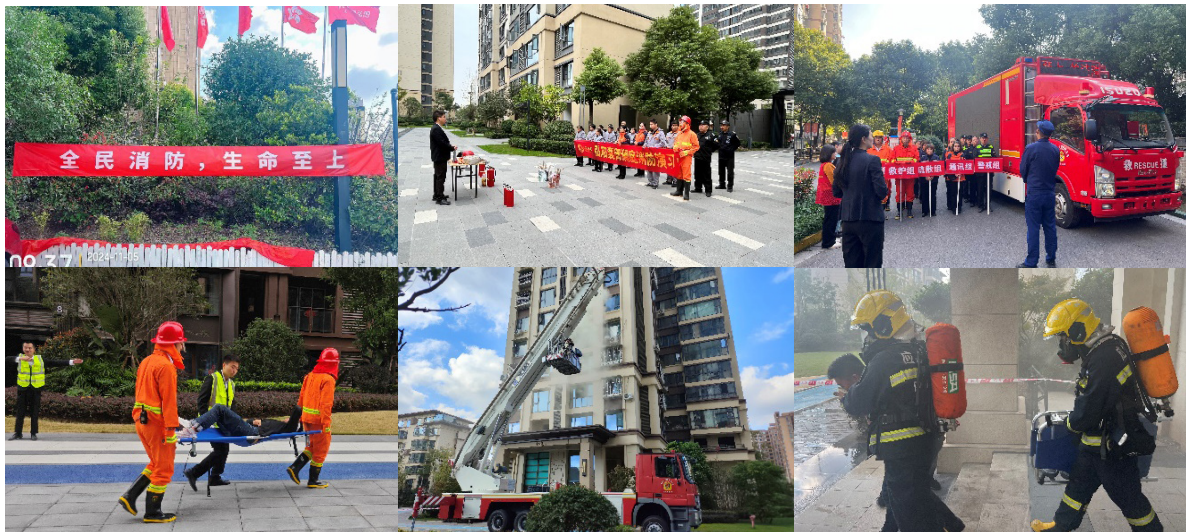


### Emergency Fire Drill

#### 應急消防演練

June 2024 is the 23rd national production safety month. Redsun Services organized an emergency fire drill activity with the theme of “everyone talks about safety, everyone will respond to emergencies – smooth life passage”. In the fire drill, Redsun Services invited professionals from the United Party to teach the basic steps of rescue concept, cardiopulmonary resuscitation, trauma rescue and accidental injury rescue through example explanation, demonstration operation and on-site drill, and told them how to react at the first time when encountering an emergency through on-site display and how to grasp the precious “golden four minutes” of first aid. Under the arrangement of the commander in chief, each group shall act quickly and carry out firefighting and rescue in an orderly manner. The whole drill link was closely connected, the measures were implemented in place and ended smoothly.

2024年6月是第23個全國安全生產月，弘陽服務組織了應急消防演練活動，活動主題為「人人講安全、個個會應急——暢通生命通道」。消防演練中，弘陽服務邀請聯合方專業人員通過實例講解、示範操作、現場演練等形式，講授了救護概念、心肺復蘇、創傷救護、意外傷害現場救護的基本步驟，並通過現場展示告訴遇到突發事件時如何第一時間作出反應，如何抓住寶貴的急救「黃金4分鐘」。在總指揮的安排下，各小組火速行動、有序展開滅火救援。整個演練環節銜接緊密，措施落實到位，順利結束。





### Fire Knowledge Promotion

#### 消防知識宣傳

In order to improve the quality of customer service, enhance the safety awareness of owners, and create a long-term mechanism of security service capabilities, Redsun Services Nanjing and Central Company projects publicize and implement fire protection knowledge by hanging banners, placing billboards, publicizing the property steward's circle of friends, and posting notices, so as to promote owners to consciously prevent fire accidents. In addition, due to the electric bicycle fire incident in a community in Yuhuatai District, Nanjing City, Redsun Services organized the property service centers of various projects to strengthen the safety guidance of electric vehicle use, comprehensively clean up illegal vehicles, and enhance the fire safety awareness of owners.

為提高客戶服務品質，增強業主安全意識，打造安防服務能力長效機制，弘陽服務南京和中部公司各項目通過懸掛橫幅、放置廣告牌、物業管家朋友圈宣傳、張貼告示等方式進行消防知識的宣貫，推動業主有意識地預防火災事故發生。此外，由於南京市雨花台區某小區發生電動自行車火災事件，弘陽服務組織各項目物業服務中心加強電動車使用安全引導，全面清理違規車輛，提升廣大業主消防安全意識。



### Customer Communication

Redsun Services always adheres to the service concept of "customer first", attaches great importance to establishing transparent, efficient and regular communication channels with customers, improves and optimizes the customer complaint handling mechanism, strengthens customer service level with digital intelligence, and improves customer satisfaction. In 2024, the number of customer complaints received by the Group was 4,085, and the closing rate of customer complaints was 93%. This year, we continue to create a harmonious and warm community environment, with meticulous service to create more value for customers.

### 客戶溝通

弘陽服務始終堅持「客戶第一」的服務理念，高度重視與客戶建立透明、高效、常態化的溝通渠道，完善和優化客訴處理機制，以數智化加強客戶服務水平，提高客戶滿意度。2024年，本集團收到的客戶投訴量為4,085件，客訴關閉率為93%。本年度，我們持續營造和諧溫馨的社區環境，以細緻入微的服務，為客戶創造更多價值。







### Communication Channels

This year, we continued to maintain regular customer communication channels such as Listening Action, Zero-Distance from Senior Management, and Hong Life APP, listened to the voice of owners through “Redsun Housekeeper”, executive visits to communities, 400 customer service hotline and other ways, directly faced the pain points of owners, understood the needs of owners, and dealt with the feedback results in the first time. We truly achieved “every task should have an account, every item should have a result, and every matter should have a response” to provide the most effective services for owners.

### 溝通渠道

本年度，我們持續維護聆聽行動、高管零距離、弘生活APP等常規客戶溝通渠道，通過弘管家業主家訪、高管探訪社區、400客服熱線等多種方式傾聽業主心聲，直面業主痛點，了解業主需求，第一時間處理反饋結果，真正做到「凡事有交代，件件有著落，事事有回應」，為業主提供最切實有效的服務。

#### "Management to Listen" Program 聆聽行動

- One-to-one communication with all owners whose houses have been delivered. Visited the houses of owners who have moved in. Contacted who have not moved in through online means (WeChat, phone, etc.) to actively listen to owners' feelings about property services and collect relevant suggestions
- 對所有已交付業主實行一對一溝通。已入住的業主進行上門拜訪，未入住的業主通過線上渠道（如微信、電話等）進行對接，傾聽業主對物業服務的反饋，並收集相關建議

#### Zero-Distance from Senior Management 高管零距離

- Managers go to the service front-line to understand owners' demands, discover front-line service problems, and formulate targeted improvement plans
- 管理者走進服務一線，瞭解業主訴求，發現服務中存在的問題，針對性制定改進提升方案

#### Hong Life APP 弘生活App

- Customers can evaluate and give feedback to the service housekeeper through the instant evaluation function of the Hong Life APP every month
- 客戶每月可通過弘生活App的即時評價功能，對服務管家進行評價並反饋意見





“Management to Listen” Program

聆聽行動



Zero-Distance from Senior Management

高管零距離





## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

Redsun Services strictly abides by the Law of the People's Republic of China on the Protection of Consumer Rights and Interests and other laws and regulations, formulates and implements a number of internal systems such as the Measures for the Management of Customer Complaints, the Measures for the Management of Customer Complaints of Property Groups, and the Schedule of Complaints Grades of Redsun Services Responsibility, and establishes comprehensive communication channels with perfect processes to further improve the quality of customer service and meet the needs of owners.

In 2024, the customer complaint channels of Redsun Services are still dominated by 400 service hotlines and Hong Life App. In addition, in order to meet customer needs, we opened Hong Life WeChat Mini Program and broadened customer complaint channels. We unify the customer complaint management platform, and the customer complaints received by the service front desk, butler and other staff are uniformly entered into the "Hong Service" system for unified follow-up management, so as to ensure that 100% of the complaints are followed up until they are closed.

In response to customer complaints, we continue to strictly adhere to the 3611-response mechanism, that is, "30-minute response, 60-minute feedback, one-day rapid processing, one-day active return visit", and divide work orders into four categories: incident reporting, repair reporting, complaint and praise. We respond to and properly handle different types of work orders in a timely manner and have zero tolerance for attitude complaints. The Group assesses the handling of customer service tickets of city companies monthly and incorporates them into the annual performance, so as to maintain smooth channels for customer complaints, actively respond to customer needs and better enhance customer experience.

弘陽服務嚴格遵守《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《客戶投訴管理辦法》《物業集團客戶投訴管理辦法》《弘陽服務責任投訴等級明細表》等多項內部制度，建立覆蓋全面、流程完善的溝通渠道，進一步提升客戶服務品質，滿足業主的各類需求。

2024年，弘陽服務的客戶投訴渠道依然以400服務熱線、弘生活App為主，另外，為順應客戶需求，我們開通弘生活微信小程序投訴，拓寬客戶投訴渠道。我們統一客戶投訴管理平台，服務前台、管家等工作人員接到的客戶投訴均統一錄入「弘服務」系統，統一跟進管理，保證100%跟進投訴問題，直至關閉。

在響應客戶投訴方面，我們持續嚴守3611響應機制，即「30分鐘響應，60分鐘反饋，1天快速處理，1天主動回訪」，並將工單分為報事、報修、投訴、表揚四類，針對不同工單類型進行及時響應和妥善處理，對態度類投訴零容忍。本集團對城市公司每月進行客服工單處理考核，且納入年度績效，以此來維持客戶投訴渠道暢通，積極回應客戶需求，更好地提升客戶體驗感。





### Customer Satisfaction

Redsun Services is always committed to listening to the voice of customers and providing satisfactory services to customers. In 2024, under the guidance of the theme of "Customer Value Year", we adhere to the service concept of quality first and customer first, take customers as the center, understand their needs and feelings, and constantly improve and optimize the service content.

To truly reflect the voices of customers, we use the 400 service hotline of Redsun Services Group for return visits. In addition, we formulate, supervise, conduct quality inspections, and issue scores in accordance with the rules of third-party satisfaction research institutions, and continuously carry out customer satisfaction surveys. The survey is conducted by combining node survey and monthly survey:

### 客戶滿意度

弘陽服務始終致力於傾聽客戶的聲音，為客戶提供滿意的服務。2024年，在「客戶價值年」主題的引導下，我們堅持品質第一，客戶至上的服務理念，以客戶為中心，了解客戶的需求和感受，不斷改善和優化服務內容。

為真實反饋客戶心聲，我們採用弘陽集團400服務熱線回訪及按照第三方滿意度調研機構的規則制定、監督、質檢、出具得分的方式，持續開展客戶滿意度調查。調查採用節點調查和月度調查相結合的方式進行：

#### Node Survey 節點調查

- Carry out customer investigation of running-in period 1, running-in period 2 and stable period respectively at each node of 2, 8 and 16 months after customer delivery, and conduct satisfaction investigation on property services, maintenance services, complaint handling, etc.
- 在客戶交付後2個月、8個月、16個月的各節點分別開展磨合期1、磨合期2、穩定期客戶調查，對於物業服務、維修服務、投訴處理等方面進行滿意度調查

#### Monthly survey 月度調查

- Conduct a satisfaction survey every month on the satisfaction of owners who have delivered more than 2 years
- 每月對交付2年以上的老業主進行滿意度調查





## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

In 2023, Redsun Services's comprehensive satisfaction with serving customers was 75 points. In order to further improve customer satisfaction, Redsun Services has formulated a number of measures:

截至報告期末，弘陽服務客戶綜合滿意度為75分。針對客戶滿意度調查結果，我們開展了一系列滿意度提升舉措：

#### Satisfaction enhancement initiatives

##### 滿意度提升舉措

Unannounced inspection was combined with the Company's internal inspection, which will normalize the inspection of service quality from the perspective of customers and the Company's internal work standards

第三方飛檢與公司內部檢查相結合，從客戶角度和公司內部工作標準角度對服務質量常態化檢查

Upgrade security, cleaning, customer service and other line service manuals to improve customer service standards from various service ends

升級安保、保潔、客服等條線服務標準化手冊，從各個服務端口提升客戶服務標準

Develop customer activity plan, create good community atmosphere and raise service temperature

制定客戶活動計劃、活動實施方案，營造良好社區氛圍，提升服務溫度

Satisfaction achievement is incorporated into the Group, each company, project, individual performance appraisal, making all staff pay attention to the customer, customer satisfaction and the working atmosphere closely related to everyone

滿意度成績納入集團，各公司、項目部、項目、個人績效考核，打造全員重視客戶，客戶滿意度與每個人都息息相關的工作氛圍

Provided feedback to the project through the system and email, and follow up on the formulation of corrective measures of projects and the completion status of the implementation of the measures

通過系統及郵件形式將客戶意見反饋項目，並跟進項目制定整改措施及落地完成情況







### “Redsun Housekeeper” Service

#### 弘管家服務

The Redsun Housekeeper of Redsun Services Companies wholeheartedly serves the owners, covering all aspects of life, from the owner's property loss and recovery to parking troubles, to the owner's careful pet care, the Redsun Housekeeper has always been meticulous and warm service, with original intention and sincere heart, to bring home warmth to the owners, and to interpret happy life for the owners with practical actions.

弘陽服務各公司的弘管家竭誠為業主服務，服務範圍涵蓋生活中的方方面面，上到業主的財產丟失找回、停車困擾，下到為業主精心照看寵物，弘管家一直以細緻入微、有溫度的服務，以初心，鑒真心，用心給業主帶來家一般的溫暖，用實際行動為業主詮釋幸福生活。





## Technological Innovation

With the development of digital intelligence in the whole industry, Redsun Services is increasingly aware of the importance of scientific and technological innovation to improve the level of property services. During the year, we updated the “Hongtu Panorama smart Data Platform”, “Full-dimensional Plan Control Platform”, “Hongzhi Cloud Monitor” and “Investment Expansion Online Control Platform” to improve the management efficiency and employee work efficiency of the Group. In addition, we also launched the “Project Operation Map” and “Hongxinhui Service Platform” and cooperated with third parties to carry out the “Smart Electricity Meter” project. Redsun Services provides strong support for high-quality service quality and comprehensively improves the owner’s living experience.

Hongtu Panorama smart Data Platform: Update Redsun Data Analysis Platform, set various special analysis themes, view the operation of various projects across the country in real time, create a self-service analysis service mode, and provide data statistics and analysis capabilities for business changes in a timely manner.

## 科技創新

隨著全行業數智化發展，弘陽服務愈發意識到科技創新對提高物業服務水平的重要性。本年度，我們更新了「弘圖全景智慧數據平台」「全維度計劃管控平台」「弘智雲眸系統」和「投資拓展在線管控平台」，提高本集團管理效率和員工工作效率。另外，我們還上線了「項目作戰地圖」和「弘心會服務平台」，並與第三方合作開展「智能電表」項目。為高質量的服務品質提供強有力的支持，全面提升業主居住體驗。

弘圖全景智慧數據平台：更新弘陽數據分析平台，設置各種專項分析主題，實時查看全國各項目經營情況，打造自助式分析服務模式，為業務變化及時提供了數據統計分析能力。

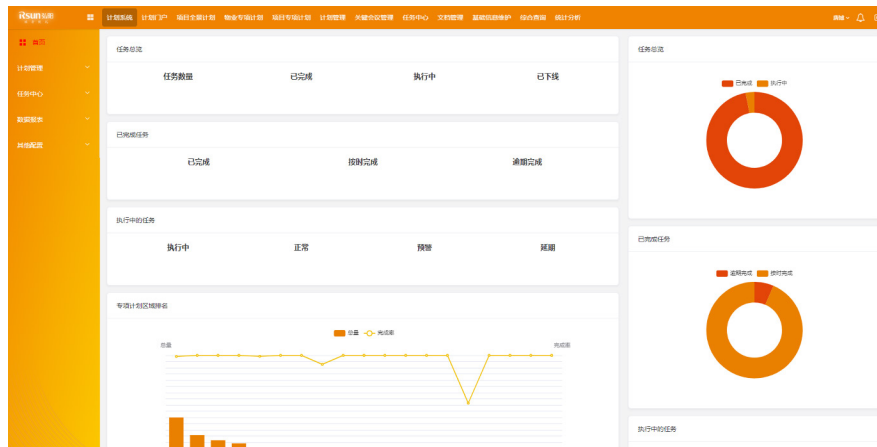






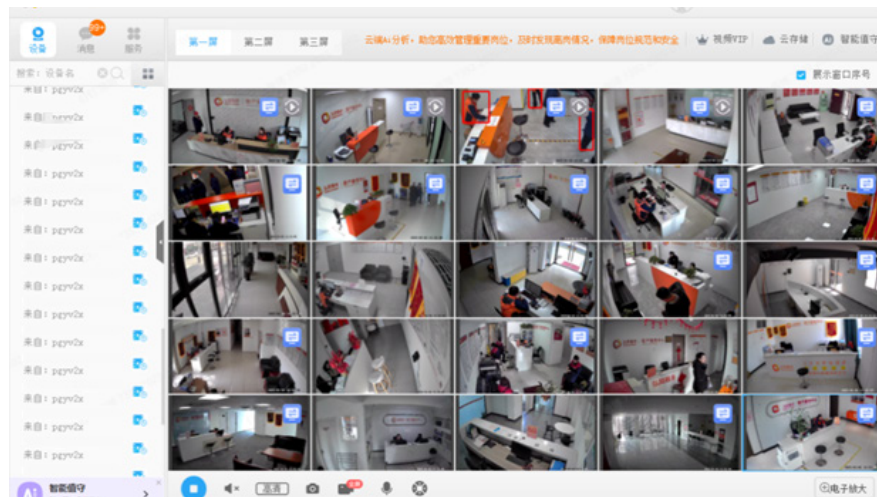
Full-dimensional Plan Control Platform: track and supervise various plans, improve the speed and efficiency of business work, and improve the quality of customer-oriented services.

全維度計劃管控平台：跟蹤督促各類計劃，提高各項業務工作速度和效率，提高面向客戶各項服務的質量。



Hongzhi Cloud Monitor: By updating the deployment of cameras, it improves the real-time control efficiency of each community, strengthens the internal management of each project, and improves the quality of customer service.

弘智雲眸系統：通過更新攝像頭部署情況，提高各小區實時管控效率，加強各項目內部管理，提高客戶服務品質。





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

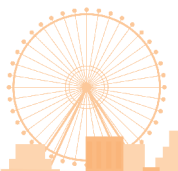
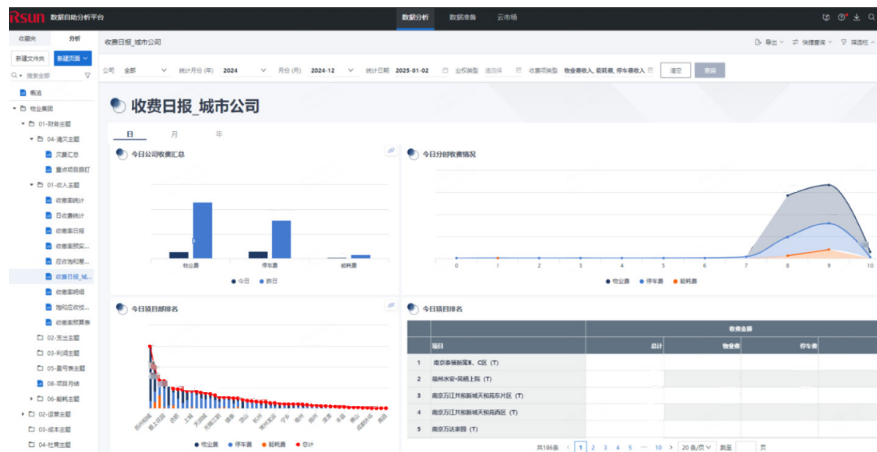
Investment Expansion Online Control Platform: independently optimize the investment testing model, improve the accuracy of data calculation, and improve the management efficiency of the Group.

投資拓展在線管控平台：自主優化投資測試模型，提高數據測算的準確性，提升本集團的管理效率。

項目名稱	所屬區域/公司	城市	基礎設施/過程/事件	實施負責人	創建時間	入庫狀態	操作
<input type="checkbox"/>	中國公司	桂東			2025-03-24 10:10:30	成功入庫	<a href="#">@</a> <a href="#">□</a>
<input type="checkbox"/>	中國公司	廣西	商務開發		2025-03-13 14:10:22	成功入庫	<a href="#">@</a> <a href="#">□</a>
<input type="checkbox"/>	中國公司	廣西			2025-03-12 09:18:42	成功入庫	<a href="#">@</a> <a href="#">□</a>
<input type="checkbox"/>	中國公司	桂東	房屋開發		2025-03-05 09:23:18	成功入庫	<a href="#">@</a> <a href="#">□</a>
<input type="checkbox"/>	中國公司	廣西/桂東			2025-02-24 18:33:24	成功入庫	<a href="#">@</a> <a href="#">□</a>
<input type="checkbox"/>	中國公司	桂東			2025-02-24 09:29:54	成功入庫	<a href="#">@</a> <a href="#">□</a>
<input type="checkbox"/>	中國公司	桂東	房屋開發		2025-02-21 15:47:04	成功入庫	<a href="#">@</a> <a href="#">□</a>
<input type="checkbox"/>	中國公司	產業園	房屋開發		2025-02-21 09:43:42	成功入庫	<a href="#">@</a> <a href="#">□</a>
<input type="checkbox"/>	中國公司	廣西			2025-02-19 10:16:43	成功入庫	<a href="#">@</a> <a href="#">□</a>
<input type="checkbox"/>	中國公司	桂東/廣西			2025-02-19 10:06:50	成功入庫	<a href="#">@</a> <a href="#">□</a>

Project Operation Map: real-time display of project charges, timely understanding of the business situation of each company, and timely adjustment of work strategy according to changes in the situation.

項目作戰地圖：實時展現項目各項收費情況，及時了解各公司經營情況，針對情況變化及時調整工作策略。





Hongxinhui Service Platform: provide customers with warranty, consultation, complaints and other services, complete work orders according to the level and time limit, and improve service quality.

弘心會服務平台：為客戶提供保修、諮詢、投訴等方面的服務，工單按級別限時完成，提升服務品質。

RSun 弘心會 弘心會服務平台

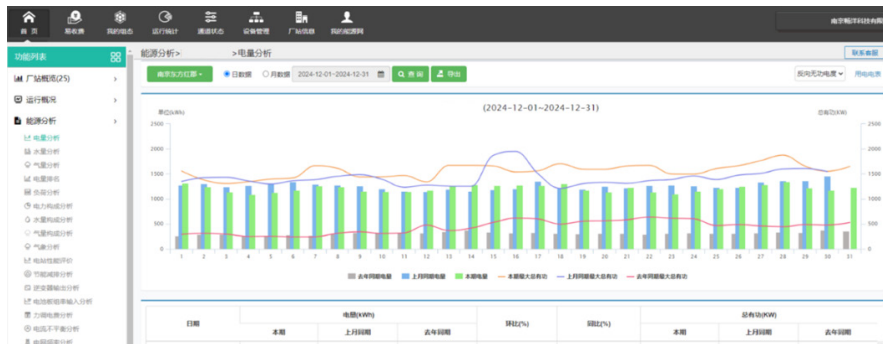
分析狀態: | 排队数量: 0 | 知 000018 -

工单类型	工单处理	工单编号	客户名称	联系电话	产业分类	工单来源	工单状态	工单标题	工单描述	工单类别	问题描述
1	查看详清	S160617939	先生		物业	400座家康康	处理中	物业工单处理成功		投诉	沟通不畅
2	查看详清	S160617936	女士		物业	保内维修-400	处理中	物业工单处理成功		咨询	维修人员
3	查看详清	S160617935	女士		物业	400座家康康	处理中	物业工单处理成功		投诉	沟通不畅
4	查看详清	S160617934	女士		物业	400座家康康	待回访			投诉	沟通不畅
5	查看详清	S160617933	先生		物业	400座家康康	待回访	物业工单处理成功		投诉	其他
6	查看详清	S160617932	女士		物业	400座家康康	坐席办结	物业工单处理成功		投诉	其他
7	查看详清	S160617931	女士		物业	400座家康康	处理中	物业工单处理成功		投诉	公用设施
8	查看详清	S160617930	先生		物业	400座家康康	待回访	物业工单处理成功		投诉	其他
9	查看详清	S160617929	游家28077		物业	弘心会APP (物业一体化)	处理中			报修	无法登录
10	查看详清	S160617928	女士		物业	代客报修 (物业一体化)	待回访			报修	LED灯
11	查看详清	S160617925	先生		物业	400座家康康	坐席办结			咨询	其他
12	查看详清	S160617924	季		物业	代客报修 (物业一体化)	待回访			报修	马桶 (H
13	查看详清	S160617921	先生		物业	400座家康康	待回访	物业工单处理成功		投诉	车辆管理
14	查看详清	S160617918	杨		物业	代客报修 (物业一体化)	待回访			报修	无法登录
15	查看详清	S160617913	女士		物业	代客报修 (物业一体化)	待回访			报修	LED灯

激活 Windows

Smart Electricity Meter: real-time reading and energy consumption control of electricity consumption in each community to achieve energy saving and consumption reduction.

智能电表：對各小區的用電量進行實時讀取和能耗管控，實現節能降耗。





## BUILDING A GREEN FUTURE

Redsun Services always adheres to the concept of “making lives warmer”, actively responds to the double carbon policy, and takes the initiative to assume social responsibility while practicing “treating customers with sincerity and excellent service”. At the same time, we will integrate the concept of green and low-carbon into daily services to promote the green and healthy development of enterprises.

### Green Culture

Redsun Services deeply implements the concept of green and low-carbon. We actively carry out green culture publicity and construction activities to improve the environmental awareness of employees and owners, promote green life to the society, and lay the foundation for effective environmental protection.

### Green Office

Redsun Services integrates the green concept into daily work in a reasonable manner and forms the corporate culture of green office. We advocate and practice paperless office and efficient meetings, aiming to effectively save paper resources when unnecessary, and contribute to a green and low-carbon environment. In addition, we comprehensively renovated the sockets of air conditioning machine rooms, vigorously promoted the use of energy-saving and emission reduction equipment, and reduced resource consumption while ensuring the needs of personnel.

## 共築綠色未來

弘陽服務始終秉承「讓生活更有溫度」的理念，積極響應雙碳政策，在踐行「以誠待客，卓越服務」的同時，主動承擔社會責任。同時，我們將綠色低碳理念融入到日常服務中，帶動企業綠色健康發展。

### 綠色文化

弘陽服務深度貫徹綠色低碳理念，我們積極開展綠色文化宣傳和建設活動以提高員工和業主的環保意識，將綠色生活推廣到社會，為有效的環境保護奠定基礎。

### 綠色辦公

弘陽服務合理的將綠色理念融入到日常工作中，形成了綠色辦公的企業文化。我們提倡並踐行無紙化辦公和高效會議，旨在非必要情形下有效節約紙張資源，為綠色低碳環境做出一份貢獻。此外，我們全面改造空調機房插座，大力推廣使用節能減排設備，在保障人員需求的同時減少資源的耗用。



Green Office Initiatives  
綠色辦公舉措





### Environmental Activities

Redsun Services has been committed to promoting community environmental protection, from waste classification, green travel to energy conservation and emission reduction, and actively advocating the concept of green life. During the reporting period, we carried out a series of environmental protection activities in the community, aiming to improve the environmental awareness of residents and jointly create a comfortable and clean-living environment. We firmly believe that everyone is a practitioner of environmental protection, and only by working together can we jointly promote the green development of communities.

### 環保活動

弘陽服務一直致力於推動社區環保工作，從垃圾分類、綠色出行到節能減排，積極倡導綠色生活理念。報告期內，我們在社區內開展了一系列環保活動，旨在提高居民的環保意識，共同營造一個舒適、潔淨的生活環境。我們堅信，每個人都是環保的踐行者，只有齊心協力，才能共同推進社區的綠色發展。

#### Rejuvenation Action: Optimizing Community Space and Increasing Green Area

##### 煥新計劃：優化社區空間，增加綠化面積

Redsun Services always attaches importance to the renovation and improvement of the community environment, and formulates a detailed budget every year, which is dedicated to the renovation and renewal of the community environment of various projects. We not only pay attention to the construction of infrastructure, but also pay more attention to the replanting and improvement of greening to improve the quality of life of residents and the overall beauty of the community. In the specific implementation, we will conduct a comprehensive assessment of the greening in the community, and produce new and replanted plants, including small shrubs, winter wheat, turf and various landscape sketches.

弘陽服務始終重視小區環境的改造與提升，每年都會制定詳細的預算，專門用於各地項目小區環境改造和更新工程。我們不僅關注基礎設施的建設，更注重綠化的補種與改善，以提升居民的生活質量和社區的整體美觀。在具體實施中，我們會對小區內的綠化進行全面評估，出新補種各種植物，包括小灌木、麥冬、草皮以及各類景觀小品。



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整改前



After Rectification  
整改後



Before Rectification  
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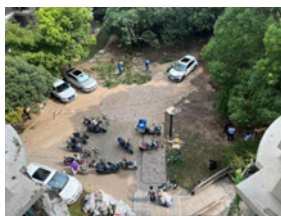
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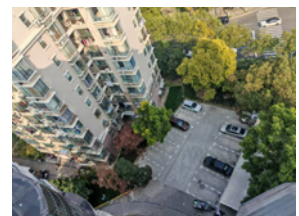
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### Hongyang Grass and Tree Fragrance, Spring Feast with Flowers

#### 弘陽草木香，繁花春日宴

In order to further optimize the ecological and livable home environment and comprehensively enhance the “face value” of the community, Redsun Services fully deployed the spring greening and rejuvenation work plan in March 2024. Hong gardeners who are “community beauticians” take care of green plants carefully, care for every piece of green with heart, and build bricks and tiles for the construction of a beautiful green home.

為進一步優化生態宜居的家園環境，全面提升小區「顏值」，2024年3月弘陽服務全面部署了春季綠化返青工作計劃。弘園丁們化身「社區美容師」，對綠色植物進行細心打理，用心呵護每一片綠色，為建設美好綠色家園添磚加瓦。



Employees Replant Green Plants

員工對綠植進行補種





### Green Management

Redsun Services has established clear objectives, indicators and special management plans respectively by formulating detailed environmental and occupational health and safety management plans. The responsible department, control measures, implementation time and fund plan are specified in the plan, and the service center is responsible for the specific organization and implementation. Through the operation inspection records of the management plan, as well as the statistical table of the target indicators and the completion of the management plan, Redsun Services has carried out a comprehensive inspection and statistics of the operation. Upon verification, all control measures involved have been completed as planned. At the same time, Redsun Services has always strictly complied with the Environmental Protection Law of the People's Republic of China, the Law of the People's Republic of China on Environmental Impact Assessment and the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes, and has continuously improved its internal management system, including the Operating Guide for Environmental Supervisors/Managers and the Operating Guide for Environmental Experts, to gradually standardize environmental protection management. During the reporting period, Redsun Services was not subject to administrative penalties for violating environmental protection laws.

At present, Redsun Services has passed the occupational health and safety management system ISO45001:2018, quality management system ISO9001:2015 and environmental management system ISO14001:2015, and plans to continue to promote the certification of management systems in other fields to create a better environment for society.

### 綠色管理

弘陽服務通過制定詳細的環境和職業健康安全管理制度，分別設立了明確的目標、指標及專項管理方案。方案中明確了責任部門、控制措施、實施時間及經費計劃，並由服務中心負責具體組織實施。通過管理方案的運行檢查記錄，以及目標指標和管理方案完成情況的統計表，弘陽服務對運行情況進行了全面檢查和統計。經核查，所有涉及的控制措施均已按計劃完成。同時，弘陽服務始終嚴格遵守《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》及《中華人民共和國固體廢物污染環境防治法》等法律法規，並持續完善內部管理制度，包括《環境監控／管理員操作指南》和《環境專家操作指南》等，以逐步規範環境保護管理工作。報告期內，弘陽服務無因違反環境保護相關法律而被行政處罰的情形。

目前弘陽服務已通過職業健康安全管理制度體系ISO45001:2018，質量管理體系ISO9001:2015以及環境管理體系ISO14001:2015，並計劃持續推進其他領域的管理體系認證，致力於為社會創造更美好的環境。







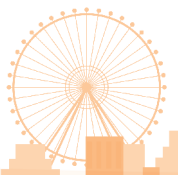
## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 環境、社會及管治報告



Management System Certification  
管理體系認證證書

Redsun Services attaches great importance to environmental management and has comprehensively optimized the "Environmental Factors and Environmental Management Plan" during the reporting period. In key areas, we have addressed fire hazards by identifying risks, analyzing potential impacts, and refining prevention and control measures based on past cases. For disinfection and fertilization, we have assessed environmental effects, adjusted plans, and introduced eco-friendly products. Regarding solid waste disposal, we have analyzed sources, improved collection and treatment methods, and enhanced recycling efficiency. Through these initiatives, Redsun Services is committed to advancing the precision and scientific rigor of environmental management, striving to create green and sustainable communities and commercial environments.

弘陽服務高度重視環境管理，在報告期內全面優化《環境因素、環境管理方案》。針對火災隱患，梳理風險、分析危害，依據過往案例完善防控；在消殺施肥方面，評估影響、調整計劃，引入環保產品；對於固體廢棄物排放，剖析來源，改進收集與處理方式，提升回收利用率。通過這些舉措，弘陽服務全力推動環境管理精細化、科學化，著力打造綠色、可持續的社區與商業環境。





### Green Practice

Redsun Services actively responded to the government's call to practice green and environmentally friendly operation and management. We strictly comply with the Environmental Protection Law of the People's Republic of China and other relevant laws and regulations, constantly improve internal policies such as the Operating Guide for Environmental Supervisors/Managers and the Operating Guide for Environmental Experts, guide the Group in dealing with climate change, energy conservation and emission reduction, water resources management, waste management and emission, and ensure the standardization and compliance of the Company's environmental management. In May 2024, in order to further improve the greening quality of the residential area, the Group further increased the requirements for greening and maintenance in autumn and winter seasons and the landing feedback mechanism on the basis of the existing system, and carried out a special greening management action of "Share a Green and Beautiful Home". During the reporting period, Redsun Services did not violate any laws and regulations related to environmental protection.

### Addressing Climate Change

Redsun Services fully recognizes the impact of global climate change on society, brings climate change risks into the scope of daily operation and management, actively formulates a series of measures to identify risks, assess risks and cope with risks, and deeply practices the concept of sustainable development.

### 綠色踐行

弘陽服務積極響應政府號召，踐行綠色環保的運營管理方式。我們嚴格遵守《中華人民共和國環境保護法》等相關法律法規，不斷完善《環境監控／管理員操作指南》《環境專家操作指南》等內部政策，指導本集團應對氣候變化、節能減排、水資源管理、廢棄物管理排放等環境管理工作的有序開展，確保本公司環境管理的規範性與合規性。2024年5月，為進一步提升小區的綠化品質，本集團在現有制度基礎上進一步增加秋冬季節綠化養護工作要求及落地反饋機制，並開展了「綠色家園、美麗共享」綠化治理專項行動。在報告期內，弘陽服務未發生違反環境保護相關法律法規的情形。

### 應對氣候變化

弘陽服務充分認識到全球氣候變化對社會帶來的影響，將氣候變化風險納入日常經營管理範圍，積極制定一系列的措施來識別風險、評估風險以及應對風險，深度踐行可持續發展的理念。





Faced with the challenges posed by climate change, we actively respond to the national double carbon target, assume corporate social responsibility, and identify climate risks under the recommendations issued by the Taskforce on Climate-related Financial Disclosures (TCFD). Meanwhile, we seize the opportunities and formulate a series of countermeasures, continuously improving our work in addressing climate change risks and accelerating the promotion of the sustainable development of the enterprise.

面對氣候變化帶來的挑戰，我們積極響應國家的雙碳目標，承擔企業的社會責任，在氣候相關財務信息披露工作組(TCFD)發佈的建議下對氣候風險進行識別。同時，我們抓住機遇，制定了一系列的應對措施，不斷提高我們應對氣候變化風險的工作水平，加快推動企業的可持續發展。

Risk Type 風險類型	Risk Subtype 風險子類型	Risk Parameters 風險參數	Countermeasures 應對舉措
Entity risks 實體風險	Acute 急性	Natural disasters such as typhoons, floods and droughts and extreme weather such as high temperatures 颱風、洪水、乾旱等自然災害和高溫等極端天氣	<ul style="list-style-type: none"><li>Develop contingency plans for natural disasters and extreme weather</li><li>Conduct regular emergency drills</li><li>Regular inspection and maintenance of property facilities</li></ul>
	Chronic 慢性	Sea level rise and changes in precipitation due to global warming 全球變暖導致的海平面上升及降水量變化	<ul style="list-style-type: none"><li>Pay close attention to weather forecasts and be fully prepared to protect the safety of employees and Owners</li><li>Incorporate chronic risks into the risk management system and formulate special measures documents</li><li>密切關注天氣預報，做好充分準備保障員工和業主的安全</li><li>將慢性風險納入風險管理體系，制定專項措施文件</li></ul>





Risk Type 風險類型	Risk Subtype 風險子類型	Risk Parameters 風險參數	Countermeasures 應對舉措
Transition risks 轉型風險	Regulation and Legal 政策與法律	Launch of tighter carbon restrictions and carbon trading schemes	<ul style="list-style-type: none"> <li>Pay close attention to the latest policy changes and update internal documents in a timely manner</li> </ul>
		更嚴格的碳限制和碳交易計劃出台	<ul style="list-style-type: none"> <li>密切關注最新政策變動，及時更新內部文件</li> </ul>
		Stricter requirements for carbon emissions disclosure	<ul style="list-style-type: none"> <li>Continuous improvement of management system and strengthening of corporate governance capability</li> </ul>
		更嚴格的對碳排放披露要求	<ul style="list-style-type: none"> <li>持續完善環境管理體系，加強企業治理能力</li> </ul>
		More stringent industry requirements from government and regulators	<ul style="list-style-type: none"> <li>Take climate into account when planning new projects</li> <li>Incorporate the energy conservation and emission reduction concepts into service content planning and implementation</li> </ul>
		更嚴格的來自政府和監管機構對行業的要求	<ul style="list-style-type: none"> <li>在規劃新項目時將氣候因素納入考量</li> <li>將節能減排理念納入服務內容規劃及實施過程</li> </ul>
	Technology	The success rate of equipment retrofit for energy saving and emission reduction	<ul style="list-style-type: none"> <li>Conduct feasibility analysis before project investment to reduce the probability of investment failure</li> <li>Establish long-term relationships with technology vendors to obtain timely technical support and updates</li> </ul>
	技術	設備節能減排改造的成功率	<ul style="list-style-type: none"> <li>在項目投入前進行可行性分析，降低投資失敗的概率</li> <li>與技術供應商建立長期合作關係，以便及時獲取技術支持和更新</li> </ul>





Risk Type 風險類型	Risk Subtype 風險子類型	Risk Parameters 風險參數	Countermeasures 應對舉措
	Market 市場	Increase in purchase cost of raw materials 原材料採購成本上升	<ul style="list-style-type: none"><li>• Closely monitor raw material market trends</li><li>• Enhance communication and deepen cooperation with suppliers</li><li>• 密切關注原材料市場動向</li><li>• 與供應商加強交流，深入合作</li></ul>
		Customers increasingly value corporate performance in climate action 客戶越來越重視企業在氣候行動方面的表現	<ul style="list-style-type: none"><li>• Increase corporate investment in the environment and climate</li><li>• Actively carry out green public welfare activities in the community</li><li>• 加大企業在環境和氣候方面的投入</li><li>• 在社區積極開展綠色公益活動</li></ul>
	Reputation 聲譽	Investors increasingly value corporate performance in climate action 投資者越來越重視企業在氣候行動方面的表現	<ul style="list-style-type: none"><li>• Strengthen communication channels with investors to effectively communicate corporate social responsibility demonstrated by the enterprise</li><li>• Actively respond to domestic and international environmental initiatives and participate in highly recognized domestic and international environmental activities</li><li>• 加強與投資者的溝通渠道，有效傳遞企業展現的社會責任</li><li>• 積極響應國內外的環保倡議，參與認可度高的國內外環保活動</li></ul>







### Redsun Services Personnel Stick to Their Positions to Meet the Challenges of High Temperature Weather

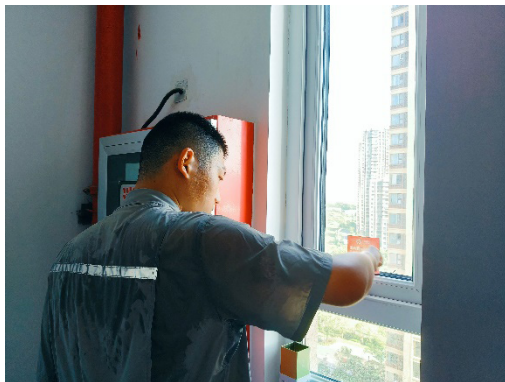
#### 弘陽服務人堅守崗位，迎接高溫天氣的挑戰

In 2024, in order to better protect the normal life of owners in hot weather, Redsun Services personnel have always adhered to their positions and ensured the safety of owners with sweat.

2024年，弘陽服務為了能夠更好地保障業主在高溫天氣下的正常生活，弘陽服務人始終堅守在自己的崗位上，用汗水保業主平安。

When hot weather comes, circuit equipment is prone to failure. For this reason, in the closed environment such as the power distribution room, water pump room and basement of the residential area, the engineering maintenance personnel of Redsun Services constantly check various facilities and equipment every day, including whether there are safety hazards and whether the power lines are normal, etc., and patrol the outdoor public equipment every day and repair it in a timely manner.

高溫天氣來臨，電路設備容易出現故障。為此，在小區配電房、水泵房、地下室等密閉環境裡，弘陽服務的工程維保人員每天不間斷檢查各種設施設備，包括是否存在安全隱患，用電線路是否正常等，同時每天巡查室外公眾設備情況並及時進行修復。





## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

The order maintenance staff of Redsun Services are sweating profusely under the scorching sun, yet they still maintain an excellent working state. Whether on guard duty, patrolling, or conducting inspections, they clear obstacles for property owners with their sweat.

弘陽服務的秩序維護員在烈日下汗流浹背，但他們仍保持著良好的工作狀態，站崗、巡視、檢查等，用自己的汗水為業主掃清障礙。

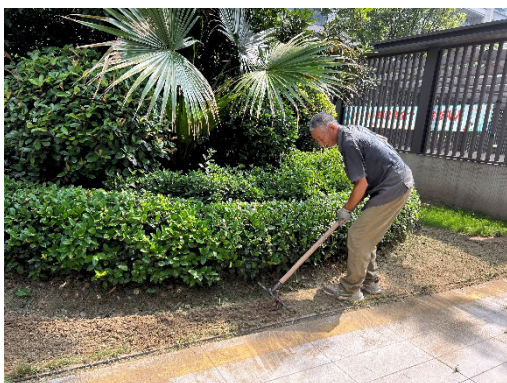
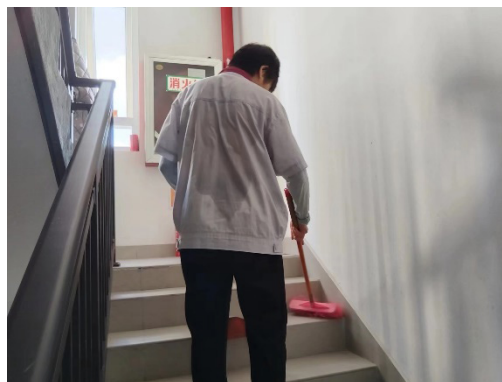






The cleaning team of Redsun Services always sticks to its position and works hard in the community to create a clean and tidy living environment for the owner.

弘陽服務的保潔團隊始終堅守崗位，在社區內辛勤勞作，為業主打造一個乾淨整潔的生活環境。





### Flood Control Measures

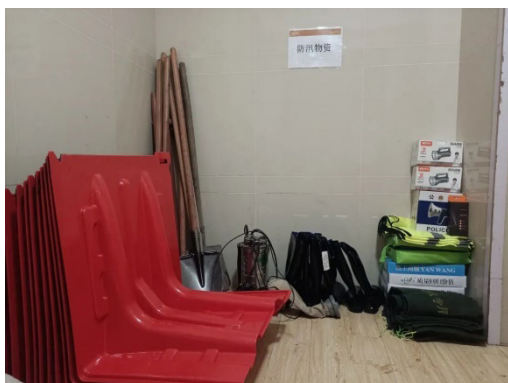
#### 防汛措施

In 2024, in order to better cope with all kinds of emergencies in the flood season and improve the emergency response capacity, Redsun Services will be prepared before the arrival of the flood season, fully implement the responsibility of flood prevention, carry out and implement all kinds of flood prevention measures, and maintain the safety of the community.

2024年，弘陽服務為了能夠更好地應對各類汛期突發事件，提升應急處置能力，在汛期來臨前便嚴陣以待，全面落實防汛責任，開展落實各類防汛措施，維護社區的安全。

Redsun Services makes advance arrangements for flood prevention work and standardizes flood season protection measures. Each project comprehensively reviews and takes inventory of various flood prevention materials to ensure their availability in case of emergencies. Meanwhile, property managers send warm reminders to property owners through channels such as property owner groups and WeChat Moments, reminding them to make flood prevention preparations.

弘陽服務提前部署防汛工作，並規範汛期防護工作。各項目全面梳理和盤點各類防汛物資，確保突發情況時能夠應急。同時，管家通過在業主群、朋友圈等渠道向業主發送溫馨提醒，提醒業主做好防汛準備。





Each project actively investigates the drainage wells and rainwater ditches within its jurisdiction, and Redsun Services conducts drills to prepare for actual situations and enhance employees' capabilities in handling flood – prevention work.

各項目積極對轄區排水井、雨水溝等進行排查，同時弘陽服務以練備戰，提高員工防汛應對能力。



When the flood season comes, each project shall be guarded by special personnel for 24 hours to observe the blockage of rainwater drainage pipes at any time, dredge the blocked parts in time, ensure timely drainage of rainwater, avoid water accumulation in the community, and ensure the safe travel of the owner's family.

汛期來臨時，各項目安排24小時專人值守，隨時觀察雨水排放管道淤堵情況，及時對堵塞部位進行疏通，確保雨水及時排出，避免小區積水，保障業主家人們正常出行。





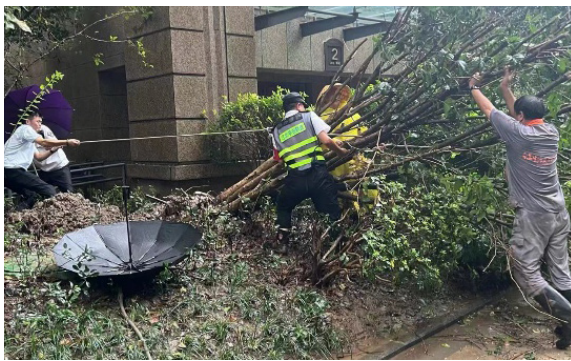


## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

In September, Jiangsu, Zhejiang and Shanghai suffered strong typhoon weather. In order to effectively cope with summer rainstorms, typhoons and all kinds of emergencies in flood season and improve emergency response capabilities, Redsun Services Nanjing Company and East Company launched flood prevention emergency plans at the first time, and all projects were in strict array to fully fulfill flood prevention responsibilities, carry out and implement all kinds of flood prevention measures, and effectively escort the safety of the owner's life and property.

2024年9月，江浙滬地區遭遇強颱風天氣，為有效應對夏季暴雨、颱風及各類汛期突發事件，提升應急處置能力，弘陽服務南京公司和其他東部公司第一時間啟動防汛應急預案，各項目嚴陣以待，全面落實防汛責任，開展落實各類防汛措施，切實為業主的生命財產安全保駕護航。





### Environmental Objectives

With the mission of “protecting a beautiful home and jointly building a green future”, Redsun Services is committed to achieving the carbon neutrality target of 2030 operation. During the reporting period, we have formulated clear environmental performance targets around energy management, water resources management, waste management and other fields, and implemented corresponding measures.

### Energy Management

Redsun Services actively responds to and implements the national dual-carbon policy, strictly abides by the Energy Conservation Law of the People's Republic of China and other laws and regulations, and carries out energy optimization management for all links in the operation process. In order to improve the efficiency of energy use, we actively promote energy-saving transformation, set up annual key emission reduction projects in many parks, and accelerated the wide application of advanced energy-saving technologies.

In daily operation, the energy consumption of Redsun Services is mainly composed of electricity use. In order to save energy more efficiently, we reduce unnecessary power consumption by improving the lighting system.

### 環境目標

弘陽服務以「守護美好家園，共建綠色未來」為使命，致力於實現2030年運營碳中和目標，在報告期內，我們圍繞能源管理、水資源管理、廢棄物管理等領域制定了明確的環境績效目標，並實施了相應的舉措。

### 能源管理

弘陽服務積極響應並落實國家的雙碳政策，嚴格遵守《中華人民共和國能源節約法》等法律法規，對運營過程中的各個環節進行能源優化管理。為了提高能源的使用效率，我們積極推進節能改造，在多個園區設立年度減排重點項目，加快先進節能技術的廣泛應用。

在日常運營中，弘陽服務的能源消耗主要由電力使用構成。為了更有效地節省能源，我們通過改進照明系統來減少不必要的電力耗費。

### Energy Saving and Consumption Reduction Measures 節能降耗舉措

- Basement lighting: Replacing ordinary LED lamps with infrared IoT energy-saving lamps, with an energy saving rate of about 80% compared with ordinary T8 lamps
- 地庫照明：將普通LED燈改為紅外物聯網節能燈，同比普通T8燈管節能率約80%
- Building lighting: The lighting in the lobby on the first floor is controlled by a time control panel. For the ordinary lighting on the second floor and above, it all consists of induction lamps or a combination of induction switches and ordinary lamps. In daily situations, when there is no one passing by, these lights will be in the off state
- 樓棟照明：一層大堂照明採用時控面板控制；二層以上普通照明均為感應燈具或者感應開關+普通燈具，日常無人經過時屬於熄滅狀態
- Park lighting: Time-division loop control, consumption reduction of 9% throughout the year
- 園區照明：分時分回路控制使用，全年完成降耗9%
- Air conditioners in elevators and machine rooms are used for energy saving through temperature controllers and switches in equipment rooms to reduce energy consumption
- 電梯和機房的空調通過溫控器節能使用、設備房開關使用等，降低能源消耗





### Water Resources Management

Redsun Services strictly abides by the Water Law of the People's Republic of China, Regulations on Urban Water Conservation Management and other relevant laws and regulations and strives to reduce water consumption as much as possible while ensuring service quality. The water source of Redsun Services is mainly municipal pipe network water, which is used for daily office and greening. In terms of sewage discharge, we always comply with the Law of the People's Republic of China on Water Pollution Prevention and Control and the sewage discharge standards of the project site to ensure that all sewage has been treated in compliance before being discharged into the municipal pipe network. During the reporting period, we did not have any problems with water use and discharge and achieved 100% discharge of sewage up to standard.

Redsun Services has always advocated and practiced the efficient utilization and recycling of water resources. By upgrading water-saving technologies, upgrading water-saving equipment and promoting water recycling measures, we have significantly reduced unnecessary water consumption and significantly improved water utilization in our daily operations. In the future, we will continue to explore innovative water-saving solutions and contribute to building a resource-saving society.

### 水資源管理

弘陽服務嚴格遵守《中華人民共和國水法》和《城市節約用水管理規定》等相關法律法規，力爭在保證服務品質的同時盡可能減少對水資源的消耗。弘陽服務的水源主要是市政管網用水，用於日常辦公及綠化用水。在污水排放方面，我們始終遵守《中華人民共和國水污染防治法》及項目所在地的污水排放標準，確保所有污水在排入市政管網前均已經過合規處理。報告期內，我們未出現水資源使用及排放問題，實現了污水100%達標排放。

弘陽服務始終倡導並踐行水資源的高效利用與循環使用。通過升級節水技術、改造節水設備以及推廣水資源回收利用措施，我們在日常運營中有效減少了水資源消耗，大幅提升了水資源利用率。未來，我們將繼續探索創新節水方案，為構建資源節約型社會貢獻力量。

#### Rainwater recycling system 雨水回收系統

- Design and install rainwater collection system to collect and reuse rainwater, which significantly improves water efficiency
- 設計安裝雨水收集系統，對雨水進行收集再利用，顯著提高了用水效率

#### Reuse of water from landscape pond 池塘景觀水再利用

- Water regularly replaced in landscape ponds is used for irrigation of trees and plants in the community for secondary use
- 景觀池塘定期更換的水用於社區內樹木和植物的灌溉，達到了二次利用的目的







### Waste Management

Redsun Services always regards waste management as an important link of sustainable development, strictly abides by the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes and other relevant laws and regulations, and continuously optimizes a series of internal policies and systems such as the Standard for the Configuration and Selection of Domestic Garbage Bins and the Practice Guidelines for Garbage Collection and Transfer Station Management, ensuring the standardization, efficiency and environmental protection of waste management. We have incorporated waste – sorting management into the performance appraisal system, linking it to employees' performance, so as to motivate all employees to participate in waste – sorting work and improve management effectiveness. Meanwhile, we regularly evaluate the effect of waste management, formulate improvement plans, and continuously optimize management measures. Through data analysis and technological innovation, we continuously enhance the level of waste management and contribute to the construction of a green community.

We carry out the cleaning of the waste in the park once or twice a day, and hand over the waste to a qualified third party for transfer and treatment to ensure that all waste is handled in compliance with regulations. At the same time, we actively respond to the government's call. All the parks have received government commendations for implementing garbage classification. For example, the Tianyi Huating Community in Chuzhou received recognition and commendation from the government department in 2024.

### 廢棄物管理

弘陽服務始終將廢棄物管理作為可持續發展的重要環節，嚴格遵守《中華人民共和國固體廢物污染環境防治法》等相關法律法規，不斷優化《生活垃圾桶配置及選型標準》《垃圾清收及中轉站管理作業指引》等一系列內部政策和制度，確保廢棄物管理的規範化、高效化和環保化。我們將垃圾分類管理納入績效考核體系，與員工績效掛鉤，激勵全員參與垃圾分類工作，提升管理效果。同時，我們定期評估廢棄物管理效果，制定改進計劃，持續優化管理措施。通過數據分析和技術創新，不斷提升廢棄物管理水平，為綠色社區建設貢獻力量。

我們對園區垃圾實行每日1-2次清理，並將廢棄物交由具有資質的第三方中轉處理，以此確保所有廢棄物均得到合規處理。同時，我們積極響應政府的號召，所有園區都因推行垃圾分類而獲得政府的表彰，如滁州天逸華庭小區在2004年獲得政府部門的認同和表彰等。

#### Chuzhou Project Recognized for Waste Sorting Efforts 滁州項目垃圾分類獲表彰

In 2024, Tianyi Huating Community in Chuzhou City actively responded to the government's work guidance on waste sorting. Through measures such as organizing personnel for publicity, having cleaning staff on duty, and promoting the cultivation of daily behavioral habits related to waste sorting, the waste sorting work was successfully implemented in the community, winning recognition and commendation from the government authorities in charge.

2024年，滁州市天逸華庭小區積極響應政府關於垃圾分類的工作指導，通過組織人員宣傳、保潔人員值守、行為習慣日常宣傳倡導等動作使得垃圾分類工作在園區成功推行，獲得政府主管部門認同和表彰。





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

Greenhouse gas emission reduction targets: Redsun Services will continue to strengthen the management of greenhouse gas emissions, actively carry out various greenhouse gas emission reduction, and implement the goal of reducing carbon emissions year by year.

溫室氣體減排目標：弘陽服務將不斷加強溫室氣體排放管理工作，積極開展各項溫室氣體減排，將實現碳排放逐年下降的目標落到實處。

Waste emission reduction targets: Redsun Services integrates waste emission reduction into every corner through various measures to ensure the compliance of waste disposal and strive to reduce the intensity of waste emission.

廢棄物減排目標：弘陽服務通過各種舉措廢棄物減排工作融入到每一個角落，確保廢棄物合規處置，力求降低廢棄物排放強度。

OVERVIEW OF ENVIRONMENTAL PERFORMANCE

環境績效總覽

As of 31 Decemeber 2024, the environmental performance of Redsun Services is as follows:

截至2024年12月31日，弘陽服務環境績效表現如下：

Type	Unit	Data in 2023	Data in 2024
類別	單位	2023年數據	2024年數據
<strong>Consumption of water resources</strong>			
<strong>水資源消耗</strong>			
Water for municipal use	Tonnes	3,329,266.59	3,429,144.59
市政用水	公噸		
Water consumption density	Tonnes/ten thousand yuan revenue	30.18	30.55
水資源消耗密度	公噸／萬元收入		
<strong>Wastewater discharge</strong>			
<strong>廢水排放</strong>			
Discharge of waste water	Tonnes	2,421,430.23	2,464,073.14
廢水排放量	公噸		
<strong>Hazardous waste</strong>			
<strong>有害廢棄物</strong>			
Disposed toners and ink cartridge	Kg	12.30	12.10
廢硒鼓墨盒	千克		
Batteries	Kg	12.30	12.10
廢電池	千克		
Other wastes	Kg	12.30	12.10
其他廢棄物	千克		
Total volume of hazardous wastes	Kg	36.90	36.30
有害廢棄物總量	千克		
Intensity of hazardous wastes	Kg/million yuan revenue	0.03	0.03
有害廢棄物密度	千克／百萬元收入		



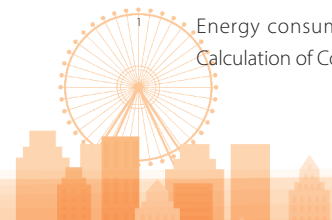




Type 類別	Unit 單位	Data in 2023 2023年數據	Data in 2024 2024年數據
<b>Non-hazardous wastes</b> <b>無害廢棄物</b>			
Office waste 辦公室廢棄物	Kg 千克	46,327.00	45,006.00
Printing paper 打印用紙	Kg 千克	606.00	596.00
Other wastes 其他廢棄物	Kg 千克	4,512.00	4,499.00
Total volume of non-hazardous wastes 無害廢棄物總量	Kg 千克	51,444.00	50,135.00
Intensity of non-hazardous wastes 無害廢棄物密度	Kg/ten thousand yuan revenue 千克／萬元收入	0.43	0.42
<b>Consumption of energy<sup>1</sup></b> <b>能源消耗<sup>1</sup></b>			
Diesel 柴油	Liter 公升	7,935.00	7,815.00
Direct consumption of energy 直接能源消耗量	Tonnes of standard coal 噸標煤	9.71	9.69
Electricity purchased 外購電力	kWh 千瓦時	112,652,097.22	108,146,013.33
Indirect consumption of energy 間接能源消耗量	Tonnes of standard coal 噸標煤	13,844.95	13,291.15
Consolidated energy consumption 綜合能耗	Tonnes of standard coal 噸標煤	13,854.66	13,300.47
Intensity of consolidated energy consumption 綜合能耗強度	Tonnes of standard coal/ten thousand yuan revenue 噸標煤／萬元收入	0.11	0.11

Energy consumption: calculated according to General Principles for Calculation of Comprehensive Energy Consumption (GB2589-2020).<sup>1</sup>

能源消耗：依據《綜合能耗計算通則》(GB2589-2020)計算。





Type 類別	Unit 單位	Data in 2023 2023年數據	Data in 2024 2024年數據
<b>Total volume of greenhouse gas emission<sup>2</sup></b> <b>溫室氣體總排放量<sup>2</sup></b>			
Scope 1 greenhouse gas emission 範疇一溫室氣體排放量	Tonnes of CO <sub>2</sub> equivalent 噸二氧化碳當量	20.96	21.28
Scope 2 greenhouse gas emission 範疇二溫室氣體排放量	Tonnes of CO <sub>2</sub> equivalent 噸二氧化碳當量	64,245.00	65,172.35
Total greenhouse gas emission 溫室氣體排放總量	Tonnes of CO <sub>2</sub> equivalent 噸二氧化碳當量	64,266.00	65,193.98
Intensity of greenhouse gas emission 溫室氣體排放密度	Tonnes of CO <sub>2</sub> equivalent/ten thousand yuan revenue 噸二氧化碳當量／萬元收入	0.50	0.50

## ATTRACTING TALENT

Redsun Services understands the value of high-end talents and strives to build a professional talent service team. We are committed to moving forward side by side with our employees and constantly adding vitality to achieve the sustainable development goals of the enterprise. We regard employee training and ability improvement as the focus of talent strategy. By listening to the demands of employees, we combine the personal growth of employees with the long-term development of the enterprise and strive to create a safe working environment to ensure the physical and mental health of employees and strive to create a brilliant future.

## 吸納人才

弘陽服務深諳高端人才價值，全力構建專業的人才服務團隊。我們矢志與員工並肩前行，為實現企業的可持續發展目標不斷地增添活力。我們視員工培養與能力提升為人才戰略的重心，通過傾聽員工的訴求，將員工的個人成長與企業長遠發展相結合，努力創造安全的工作環境來保障員工的身心健康，努力共創輝煌未來。

<sup>2</sup> Greenhouse gas emissions: the Group does not involve Scope 1 greenhouse gas emissions; Scope 2 Greenhouse gas emissions are indirect emissions from purchased electricity. The average carbon dioxide emission factors of China's regional power grid in 2011 and 2012 are adopted as the electric power emission factors; The calculation of greenhouse gas emissions shall refer to the Guidelines for Accounting Methods and Reporting of Greenhouse Gas Emissions by Enterprises in Other Industries (for Trial Implementation) issued by the National Development and Reform Commission of the People's Republic of China.

<sup>2</sup> 溫室氣體排放：本集團不涉及範疇一溫室氣體排放；範疇二溫室氣體排放來自外購電力產生間接排放。電力排放因子採用《2011年和2012年中國區域電網平均二氧化碳排放因子》；溫室氣體排放量計算參照中華人民共和國國家發展和改革委員會發佈的《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)》。





### Employee Employment

Redsun Services believes that talents are the most important competitiveness. We insist on taking employee employment as an important part of employee rights protection, strictly manage the recruitment process, and take the system as a guarantee to eliminate workplace discrimination. At the same time, we have developed a competitive salary system to attract talents to join, so as to create a more high-quality talent team.

### Compliant Employment

Redsun Services strictly abides by the Labor Law of the People's Republic of China, Labor Contract Law of the People's Republic of China, Social Insurance Law of the People's Republic of China and other laws as well as the rules and regulations of the places where each business line is located, and formulates internal systems such as Employee Manual of Hongyang Group, Labor Relations Management System of Hongyang Group and Labor Contract Management System of Hongyang Group in combination with the actual situation of the Group. During the reporting period, we revised the Recruitment Management System of Hongyang Group, added the pre-onboarding review process for outsourcing personnel, and further improved the recruitment process.

In addition, Redsun Services strictly abides by the Law of the People's Republic of China on the Protection of Minors and the Provisions on the Prohibition of Using Child Labor, and resolutely prohibits the Group and business line projects from employing child labor or forced labor in any form. We actively assess the basic information of newly hired employees to ensure their age falls within the legally permissible range for employment, thereby preventing non-compliant hiring practices. Meanwhile, if any illegal employment of child labor or forced labor is discovered, Redsun Services will severely punish the relevant employees involved. During the reporting period, Redsun Services did not engage in illegal acts such as employing child labor or forced labor.

Redsun Services attaches importance to the overall effectiveness of the talent recruitment system and continuously optimizes the management process of each link. In 2024, we focused on optimizing the internal recommendation, secondary recruitment, interview process, recruitment, background investigation and interviewer management to improve recruitment efficiency and continuously introduce outstanding talents, so as to meet the business development needs of the Group and ensure that talents can be employed to the best of their abilities.

### 員工僱傭

弘陽服務認為人才是最重要的競爭力。我們堅持將員工僱傭作為員工權益保障的重要組成部分，對招聘流程進行嚴格管理，以制度為保障杜絕職場歧視現象的發生。同時，我們制定有競爭力的薪酬制度體系，吸引人才加入，從而打造更加優質的人才團隊。

### 合規僱傭

弘陽服務嚴格遵守《中華人民共和國勞動法》《中華人民共和國勞動合同法》《中華人民共和國社會保險法》等法律以及各業務線所在地的規章制度，結合本集團實際情況，制定《弘陽集團員工手冊》《弘陽集團勞動關係管理制度》《弘陽集團勞動合同管理制度》等內部制度。報告期內，我們對《弘陽集團招聘制度》進行修訂，增加對外包人員預入職的審核環節，進一步完善人才招聘的相關流程。

此外，弘陽服務嚴格遵守《中華人民共和國未成年人保護法》以及《禁止使用童工規定》，堅決杜絕集團及各業務線項目以任何形式僱傭童工或強迫勞動的情形發生。我們積極了解新招聘員工的基本情況，確保其年齡在法律規定的准許參加勞動的年齡範圍內，預防不合規僱傭員工的情況發生。同時，如若發現違規僱傭童工或強迫勞工，弘陽服務將嚴格懲處相關涉事員工。報告期內，弘陽服務未發生僱傭童工或強迫勞動等違法行為。

弘陽服務重視發揮人才招聘體系的整體效能，不斷優化各環節的管理流程。2024年，我們對內部推薦、二次入司、面試流程、錄用、背景調查及面試官管理六個環節進行重點優化，提高招聘效率，不斷引進優秀人才，在滿足本集團業務發展需求的同時，確保能夠人盡其才、量才錄用。





Redsun Services actively expands a variety of recruitment channels. In addition to social recruitment, guided by the concept of coordinated development of industry, university and research, we constantly optimize the resource network of schools and enterprises, actively expand the resources of colleges and universities, and inject fresh vitality into the sustainable development of the Group through campus recruitment activities.

弘陽服務積極拓寬多種招聘渠道。除社會招聘外，我們以產學研協同發展的理念為引領，不斷優化校企資源網絡、積極拓展院校資源，通過開展校園招聘活動為本集團的可持續發展注入新鮮活力。

#### Recruitment of “Hong Stars Program” Management Trainees

##### 「弘星計劃」管培生招聘

Redsun Services continues to attract high-potential talents willing to engage in the service industry and actively participate in the field of property management. We initiate a campus recruitment campaign called the “Hong Stars Program” and refer to those who participate in the program as “Hong Stars Students”.

弘陽服務持續吸納願意從事服務行業、積極投身物業管理領域的高潛力人才。我們啟動名為「弘星計劃」的校園招聘活動，並將參與到該計劃的人才稱為「弘星生」。

In 2024, we launched a campus recruitment activity of “all the way to the sun” Redsun Services. Through the propaganda of their predecessors in the workplace, the “Hong Stars” have a deep understanding of the corporate culture concept of Redsun Services, a more specific understanding of the growth system, development direction and training mode provided by the Group, and a more solid confidence in the growth prospects of Redsun Services.

2024年，我們開展「一路弘途 向陽而生」弘陽服務校園招聘活動。「弘星生」們通過職場前輩們的宣講，深入了解弘陽服務的企業文化理念，對集團所提供的成長體系、發展方向和培養模式有了更加具體的理解，對在弘陽服務的成長前景有更加堅實的信心。



Redsun Services Campus Recruitment  
「一路弘途 向陽而生」弘陽服務校園招聘

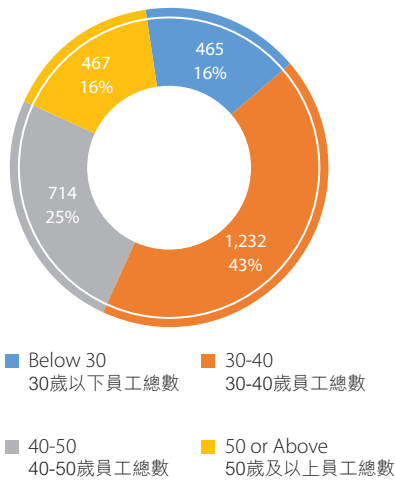




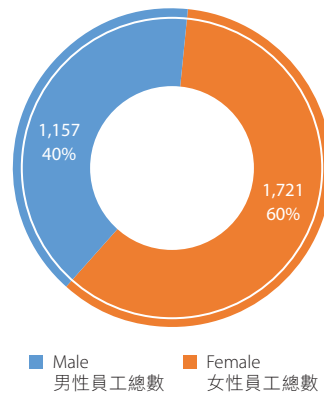
As of 31 December 2024, the Group had a total of 2,878 employees. The employment of different categories of employees is as follows:

截至2024年12月31日，本集團現有員工共計2,878人，不同類別的員工僱傭情況如下所示：

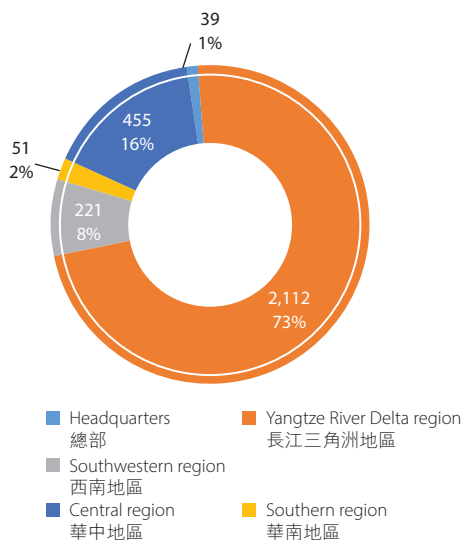
**Breakdown by age (Number of people)**  
按年齡劃分(人)



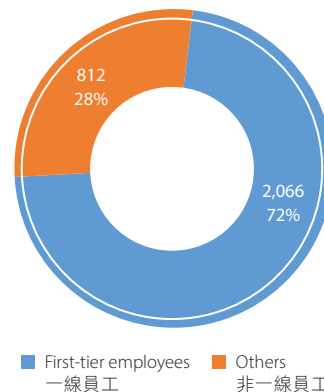
**Breakdown by gender (Number of people)**  
按性別劃分(人)



**Breakdown by region (Number of people)**  
按區域劃分(人)



**Breakdown by position (Number of people)**  
按城市類別劃分(人)







### Remuneration and Benefits

Redsun Services formulates Welfare Management Policy, Attendance and Vacation Management Policy and Salary Management Policy in combination with the specific circumstances of the Group, comprehensively considering the job value, job performance and skill level of employees, and ensuring that employees can receive due salary returns for their efforts. Meanwhile, we offer our employees more competitive compensation and benefits compared to the market average. In addition to statutory benefits and holidays, we provide a series of additional perks, including rental subsidies, holiday cash gifts, supplementary commercial insurance, etc., to enhance employees' sense of identity and belonging to the group, and strengthen the emotional bond between employees and us.

The Group's existing welfare items are as follows:

### 薪酬福利

弘陽服務結合本集團具體情況，制定《福利管理制度》《考勤及假期管理制度》《薪酬管理制度》，綜合考慮員工的崗位價值、工作績效和技能水平，確保員工的付出能夠得到應有的薪酬回報。同時，我們為員工提供相對於市場平均水平更有競爭力的薪酬福利。除法定福利和假期外，我們為員工提供包含租房補貼、節日禮金、補充商業保險等在內的一系列額外福利，提高員工對本集團的認同感和歸屬感，強化員工與我們之間的情感連接。

本集團現有福利項目如下表列示：

Benefits Required by Law 法律規定的福利項目	Additional Benefits Provided by Redsun Services 弘陽服務提供的額外福利項目
<ul style="list-style-type: none"><li>Statutory holidays, annual leave, marriage leave, maternity leave, leave for prenatal check-ups, breastfeeding leave, paternity leave, funeral leave, work-related injury leave and sick leave 法定節假日、年休假、婚假、產假、產檢假、哺乳假、陪产假、喪假、工傷假、病假</li><li>High temperature allowance 高溫補貼</li><li>Social insurance and housing fund 社會保險、住房公積金</li></ul>	<ul style="list-style-type: none"><li>Gifts of money for weddings, funerals, and other ceremonies, holiday cash gifts, other cash gifts 婚喪嫁娶禮金、節日禮金、其他禮金</li><li>Meals, communications, transportation, private cars, self-purchasing computers, rental subsidies 餐費、通訊、交通、私車公用、自購電腦、租房補貼</li><li>Supplementary commercial insurance, new employee orientation medical examination 補充商業保險、新員工入職體檢</li></ul>

In addition, we set up a caring fund to protect our employees from possible accidents. When an employee's family changes or suffers property losses due to force majeure, they can apply for a care fund to alleviate their current difficulties.

此外，我們設立關愛基金，為我們的員工可能發生的意外保駕護航。當員工的家庭發生變故或因遭受不可抗力情形產生財產損失時，可以通過申請關愛基金來緩解他們當下的困境。





Redsun Services attaches great importance to the crucial role of employee incentives in the composition of employee rights and interests. It has created a comprehensive and diversified incentive system for employees, aiming to stimulate the potential of each employee, enhance work enthusiasm, improve service quality, and promote the continuous growth of the overall performance of the group. Our incentive system consists of three major categories, namely goal-based incentives, process-based incentives, and special project incentives, with more than ten sub-categories. It covers multiple dimensions such as result-based incentives, process-driven incentives, business expansion incentives, and growth incentives at key business points. This ensures that every employee can find a corresponding incentive method in their position, thus achieving the common growth of individuals and the group.

#### Promotion and Development

Redsun Services attaches importance to the construction of talent system. We take a series of measures to optimize the talent training, promotion and retention model, and improve the work ability of employees through theoretical training and on-site practice. We adhere to the principle of fairness in talent selection and provide them with clear and well-defined career development opportunities. Meanwhile, we continuously launch award evaluations and set up advanced models and examples, fostering a positive atmosphere throughout the group. This ensures the harmonious and stable development of the talent team, laying a solid foundation for the long-term development of the group.

弘陽服務重視員工激勵在員工權益組成中的重要作用，為員工打造出全面且多樣化的激勵體系，旨在激發每位員工的潛能，提升工作積極性，進而提高服務質量，促進本集團整體業績的持續增長。我們的激勵體系包括目標激勵類、過程激勵類、專項激勵類三大類、十餘項小類，涵蓋結果激勵、過程驅動激勵、業務擴張激勵和業務關鍵點增長激勵多種維度，確保每位員工在自己的崗位上都能找到對應的激勵方式，從而實現個人與集團的共同成長。

#### 晉升發展

弘陽服務重視人才體系建設。我們以一系列措施對人才培養、晉升和保留模式進行全面優化，經由理論培訓和現場實踐來提升員工的工作能力。我們堅持在公平原則下選拔人才，為他們提供清晰明確的職業發展空間。同時我們不斷推出獎項評比和先進模範榜樣，在全集團形成良好的風尚，確保人才隊伍和諧穩定，為本集團長遠發展奠定堅實的基礎。





### Employee Development

Redsun Services attaches great importance to talent training. To better support the personal growth and career development of employees, we formulate training programs and plans that meet the needs of employees, fully mobilize internal lecturer resources, and strive to improve the professional ability of employees. According to the business requirements of front-line work scenarios, we propose a talent training system of "six types of talents". This model classifies employees into two categories, namely those at the group headquarters and those at the city companies, based on the working scenarios. Through comprehensive training methods such as online and offline training, visits and exchanges with industry companies, and performance presentation and Q&A, it makes every effort to build a broad development platform for employees. During the reporting period, 2,690 people of Redsun Services participated in various trainings, with a total training time of 40,716 hours.

In accordance with the wishes and development potential of employees, we prepare a three-tier backup echelon training plan for them, including the Brigadier General Plan, the Elite Promotion Plan and the Excellence Promotion Plan. The Brigadier Plan is specially prepared for the general management reserve personnel of small and medium-sized cities, while the Hongying Elite Plan is set up to train a number of project managers. In terms of middle-level management cadres, we set the Brigadier Plan with the main goal of training project managers. Through the training of three-level backup echelon, we have consolidated the business ability of front-line employees and improved "service, operation and creativity". This year, the number of employees we trained reached 89, with a total of 146 attendances. The training participation rate was 87%, the satisfaction level reached 4.8, and the completion rate was 91%. In 2024, the training of "six-types talents" of Redsun Services is as follows:

### 員工培養

弘陽服務高度重視人才培養，為更好地支持員工的個人成長和職業生涯發展，我們制定契合員工崗位需求的培養方案和計劃，充分調動內部講師資源，著力提升員工的專業能力。根據一線工作場景的業務要求，我們針對性地提出「六類人才」的人才培養體系。該模式以工作場景為劃分依據，將員工分為集團總部和城市公司兩種類別，通過線上線下培訓、行業公司參觀交流、述職答辯等綜合性培養方式，竭力為員工搭建廣闊的發展平台。報告期內，弘陽服務共計2,690人參與各類培訓，總培訓時長達40,716小時。

我們按照員工意願和發展潛力，為他們準備三層後備梯隊的培養計劃，包括準將計劃、弘精英計劃和弘耀計劃。準將計劃專為中小型城市總後備管理人員準備，弘精英計劃則為培養一批項目管理人員設置，在中層管理幹部方面，我們設置弘耀計劃，以培養項目經理為主要目標。通過三層次後備梯隊的培養，我們夯實了一線員工的業務能力，提升了「服務力、經營力、創造力」。本年度，我們的培養人數達89人，參訓人次146人次、參訓率為87%，滿意度達4.8，結業率為91%。2024年度，弘陽服務「六類人才」培訓開展情況如下列示：





Category of "Six Types of Talents" 「六類人才」類別	Training Method 培養方式
Redsun Elite 弘精英	Total training of on-the-job projects (Group) 在職項目總培養(集團) Covered 8 offline training sessions, 5 online training sessions, and 2 debriefing sessions, with a participation rate of 81%, a passing rate of 94%, and a satisfaction rate of 4.8 開展8期線下培訓、5期線上培訓、2期述職答辯，參訓率達81%，考試通過率94%，滿意度4.8
Redsun Housekeeper 弘管家	Training and certification of on-the-job/new customer service supervisors and stewards (city companies) 在職／新進客服主管、管家的訓練、認證(城市公司) Monthly coverage of regular training 常規類培訓每月覆蓋
Redsun Master 弘師傅	Training and certification of on-the-job/new engineering supervisors and maintenance workers (city company) 在職／新進工程主管、維修工的訓練、認證(城市公司) Monthly coverage of regular training 常規類培訓每月覆蓋
Redsun Guardian 弘衛士	Training and certification of on-the-job/new order supervisors and maintenance personnel (city company) 在職／新進秩序主管、維護員的訓練、認證(城市公司) Monthly coverage of regular training 常規類培訓每月覆蓋
Redsun Gardener 弘園丁	Training and certification of on-the-job/new greening posts (city company) 在職／新進綠化崗位的訓練、認證(城市公司) Monthly coverage of regular training 常規類培訓每月覆蓋
Redsun Cleaner 弘保潔	Training and certification of on-the-job/new cleaning posts (city company) 在職／新進保潔崗位的訓練、認證(城市公司) Monthly coverage of regular training 常規類培訓每月覆蓋





### Redsun Services Nanjing Company Management Trainee Collective Induction Training 弘陽服務南京公司管培生集體入職培訓

In April 2024, Redsun Services Nanjing Company's 2024 management trainees held induction training in Hongyang Building collectively. The training focuses on improving business capabilities and vocational skills. Through face-to-face Q&A and group cooperation competitions for general managers, it helps them understand the code of conduct and handling principles in the workplace and then completes the transformation from student identity to professional identity.

2024年4月，弘陽服務南京公司2024屆管培生在弘陽大廈集體進行入職培訓。本次集訓以提升業務能力和職業技能為核心，通過開展總經理面對面答疑、小組合作競技等活動，幫助他們了解職場中的行為準則和處事原則，進而完成從學生身份向職場人的轉變。

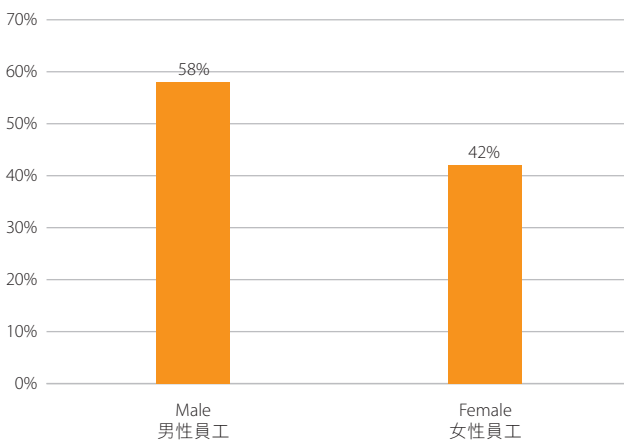


Redsun Services Nanjing Company Management Trainee Collective Induction Training  
弘陽服務南京公司管培生集體入職培訓

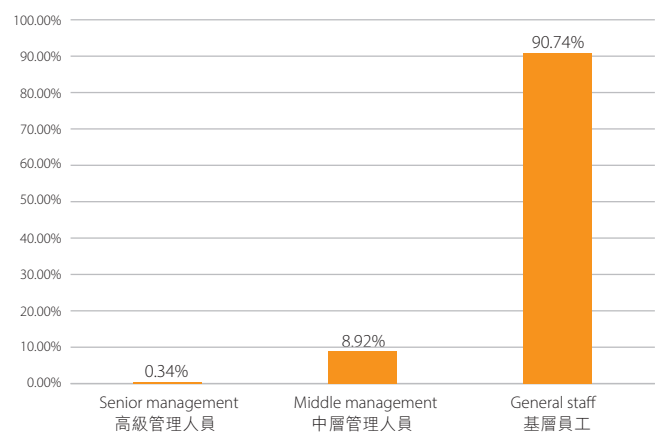
During the reporting period, the percentage and length of training of Redsun Services by gender and rank were as follows:

報告期內，弘陽服務按性別、職級劃分的受訓百分比及時長如下所示：

Percentage of trained employees by gender  
按性別劃分的受訓僱員百分比



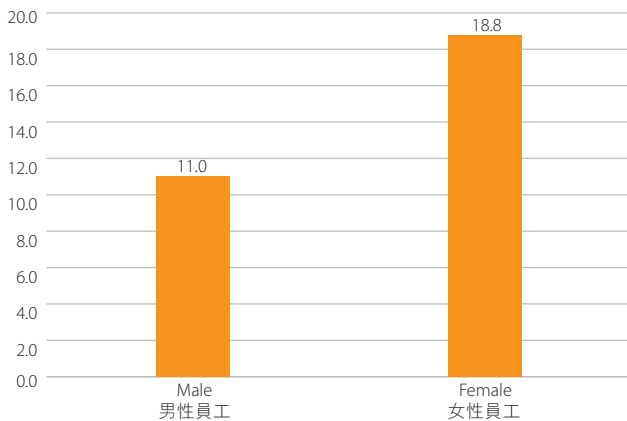
Percentage of trained employees by job position  
按職級劃分的受訓僱員百分比



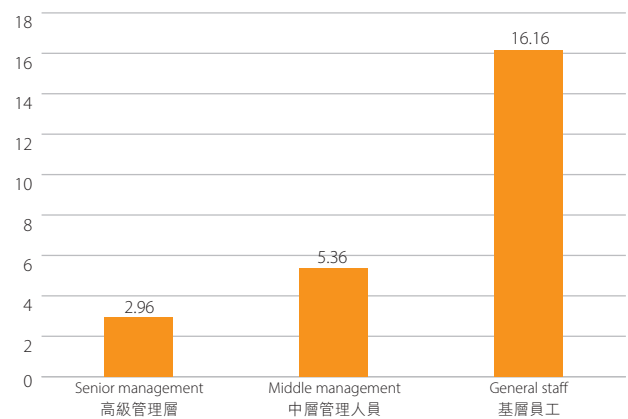




Average training hours of employees by gender (hours)  
按性別劃分的員工平均培訓時數（小時）



Average training hours of employees by job position (hours)  
按職級劃分的員工平均培訓時數（小時）



#### Promotion Mechanism

Redsun Services adheres to the principle of "open and transparent, fair and reasonable, equal competition", and is committed to creating a satisfactory professional growth environment for employees. To this end, we have established a clear and diversified employee promotion path, opening up career development paths for employees in different functional areas, including six levels, and creating talent promotion space at a reasonable level of talent demand. We expect every employee to find their own career stage in Redsun Services and jointly promote the vigorous development of the Group.

Redsun Services carries out the internal competition for vacant positions of the whole group on a quarterly basis and organizes the internal competition for management positions and professional positions of the headquarters on a monthly basis, so as to achieve a reasonable flow of talents within the group. In 2024, we opened more than 180 positions, including 23 management positions, and 126 employees successfully recruited through internal competition. Through an open and transparent competitive recruitment process, employees can actively strive for their favorite positions according to their personal capabilities and career plans, thus achieving win-win results in personal value and enterprise development.

#### 晉升機制

弘陽服務堅守「公開透明、公正合理、平等競爭」的原則，致力於為員工打造滿意的職業成長環境。為此，我們設立清晰且多元的員工晉升路徑，為包括六種層級在內的不同職能領域員工開闢職業發展道路，在合理的人才需求層次上打造人才晉升空間。我們期待每一位員工都能在弘陽服務找到屬於自己的職業舞台，共同推動集團的蓬勃發展。

弘陽服務按季度開展全集團空缺崗位的內部競聘工作，並以月度為劃分，精心組織管理崗和總部專業崗位的內部競聘活動，從而實現集團內部人才的合理流動。2024年，我們共計開放超過180個崗位，其中包括23個管理崗，通過內部競聘成功的員工共計126人。我們通過公開透明的競聘流程，讓員工能夠根據個人能力和職業規劃，積極爭取心儀的崗位，進而實現個人價值與企業發展的雙贏。





### Employee Retention

Redsun Services fully respects the personal career choices of its employees. To ensure the healthy and stable operation of the enterprise, we collect and analyze the employee turnover data every year. Based on the results of the analysis, we implement a series of targeted measures aimed at improving the employee retention rate. Thanks to these measures, in 2024, the employee turnover rate of Redsun Services was 30.25%, which decreased by more than 10% compared with the previous year.

### 員工保留

弘陽服務充分尊重員工的個人職業選擇，為保障企業的健康穩定運營，我們每年會對員工的流失數據進行收集和分析。在參照分析結果的基礎上，我們採取一系列有的放矢的舉措，旨在提升員工的留存率。得益於上述舉措，2024年，弘陽服務的員工離職率為30.25%，較上年下降超過10%。

展開年度人才盤點 Launch annual talent review

優化企業人才結構 Optimize the talent structure of enterprises

舉行年度員工評優 Hold annual employee appraisal

調整資源傾斜力度 Adjust the intensity of resource tilt

啟動內部空崗競聘 Initiate internal vacancy competition

引導內部人才流動 Guiding internal talent flow

實施人才梯隊建設 Implement talent echelon construction

積累後備人才資源 Accumulate reserve talent resources

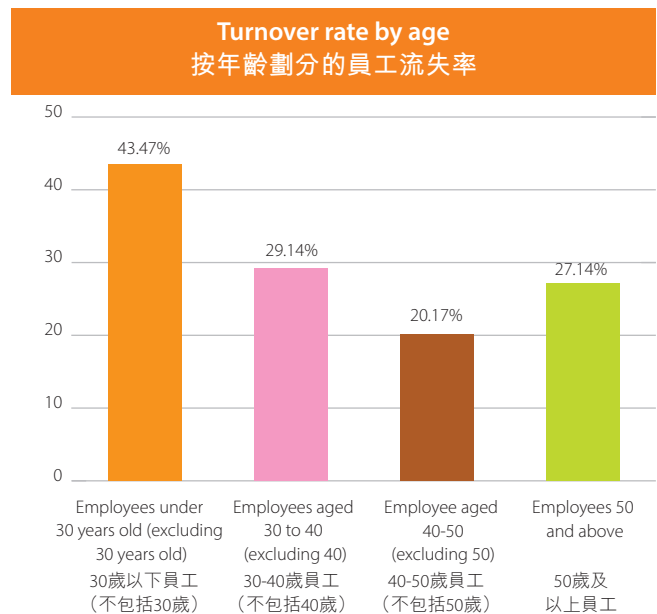
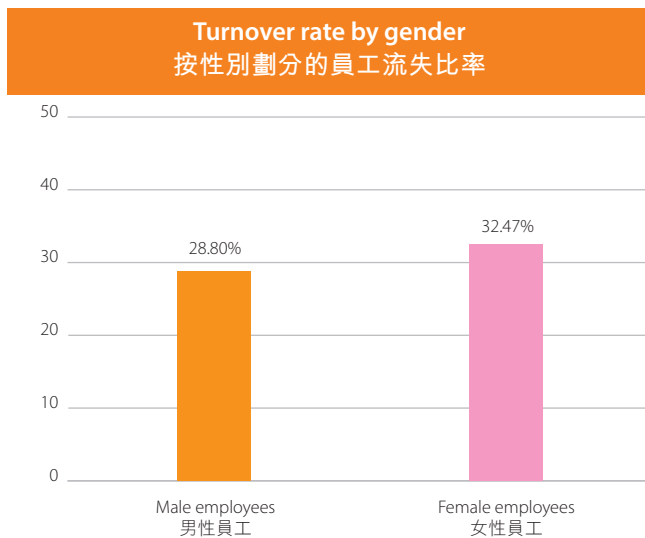
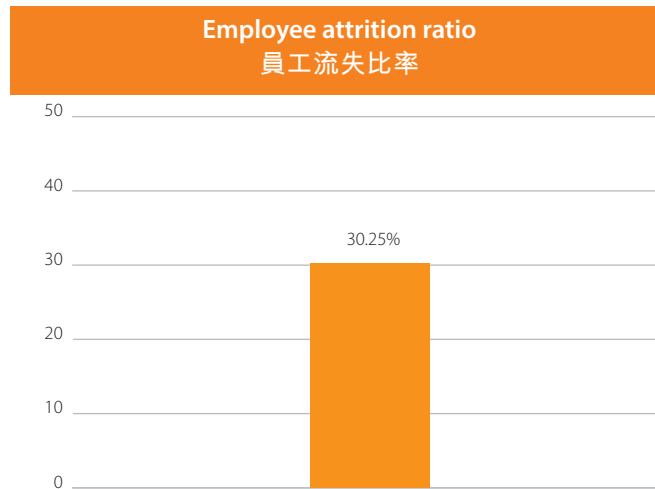
### Redsun Services Talents Retention Measures 弘陽服務人才保留舉措

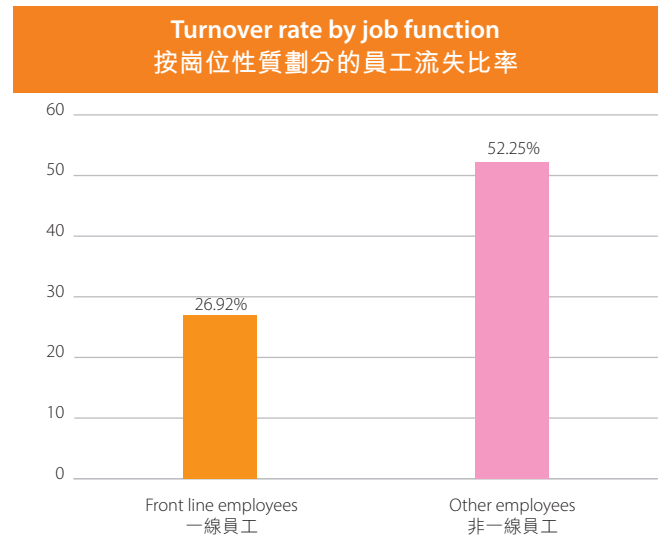
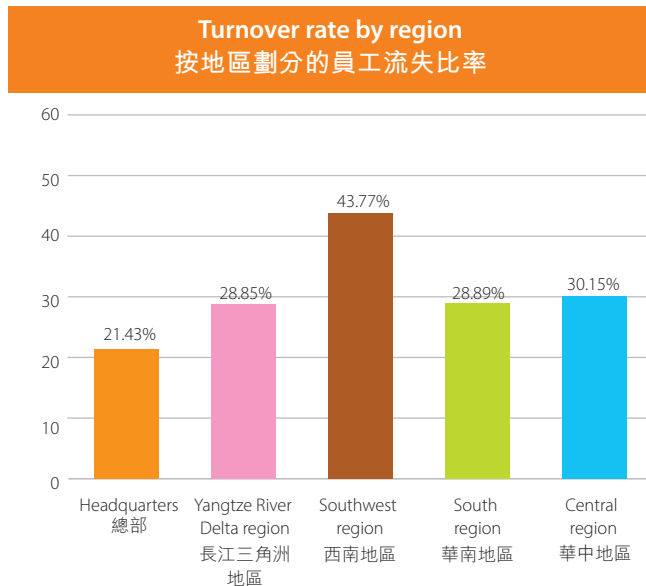




During the reporting period, the employee turnover rate of Redsun Services by gender, age, region and post nature is as follows:

報告期內，弘陽服務按性別、年齡、地區及崗位性質劃分的員工流失率如下所示：





### Employee Care

Redsun Services always cares for the physical and mental health and living conditions of employees, builds a comprehensive care system for employees, and ensures that employees' demands can be understood at the first time. We firmly believe that building harmonious organizational relations is inseparable from information exchange. Therefore, we build a fair and transparent communication platform to promote two-way interaction between management and employees. We attach importance to the needs of our employees and carry out a series of employee activities aimed at enriching their leisure time and creating a positive working environment, so as to enhance the cohesion within the group.

### Employee Communication

Redsun Services has always respected and cared for its employees, actively engaged in communication and care work with them, continuously stimulated employees' work enthusiasm, and jointly achieved democratic participation in group affairs through a sunny and simple communication atmosphere and an open, fair, and systematic communication mechanism. We effectively understand employees' demands and make corresponding improvements. Through open communication channels, we enhance the trust and cooperation between employees and the group, laying a solid foundation for the group's continuous innovation and efficient operation.

### 員工關懷

弘陽服務時刻關懷員工的身心健康與生活狀況，為員工構建一套全面的關懷體系，確保能夠在第一時間了解員工的訴求。我們深信，構建和諧的組織關係離不開信息交流。因此，我們搭建公平透明的溝通平台，促進管理層與員工間的雙向互動。我們重視員工的需求，開展一系列的員工活動，旨在充實員工的閒暇時光，營造充滿正能量的工作環境，從而提升集團內部的凝聚力。

### 員工溝通

弘陽服務始終尊重與關愛員工，積極開展與員工的溝通和關懷工作，不斷激發員工的工作熱情，以陽光、簡單的溝通氛圍和開放、公正、系統的溝通機制來共同實現集團事務的民主參與，切實了解員工訴求並做出相應改善。通過開放的溝通渠道，我們增強員工與集團間的信任與合作，為集團的持續創新和高效運營奠定了堅實的基礎。





### Employee Communication Channels 員工溝通渠道

When employees believe that they have been unfairly treated, their own interests have been infringed, or they have different opinions on the operation and management of the Group and find that there are illegal circumstances in violation of the provisions of the Company, they can appeal or reflect to the Company through different channels. Our appeal channels generally include appealing step by step and appealing to the human resources department. After receiving an appeal, we will actively verify the situation reported by the appellant, take corresponding measures to deal with it, and communicate with the appellant in real time about the progress of the issue's resolution.

#### Employee Activity

Redsun Services encourages employees to reasonably balance their work and life to maintain a healthy mindset and abundant vitality. We regularly organize a variety of colorful team-building activities to promote the all-round development of employees and enhance the cohesion of all employees of Redsun Services.

當員工認為自己受到不公正的對待、自身利益受到侵害，或對集團經營管理事務持不同意見及發現存在違反公司規定的不法情形時，可以通過不同的渠道向公司進行申訴或反映。我們的申訴途徑一般包括逐級申訴和向人力部門申訴。在接到申訴後，我們將積極核實申訴人所反映的情況，採取相應的措施進行應對，並與申訴人實時溝通事件解決進展。

#### 員工活動

弘陽服務鼓勵員工合理平衡自己的工作與生活，以保持健康的心態和充沛的活力。我們通過定期舉辦豐富多彩的團建活動，促進員工的全面發展，增強弘陽服務全體員工的凝聚力。







#### Redsun Services Team-building Activity of “Young Dynamic Geek Journey”

##### 弘陽服務「Young活力極客行」團建活動

In May 2024, on the occasion of the anniversary of Redsun Group, the headquarters of the Group and its regional city companies launched the team-building activity of “Young Dynamic Geek Journey”. This team-building activity has enriched employees’ work and life, promoted communication and interaction among employees, and enhanced the cohesion and sense of belonging of the team.

2024年5月，在弘陽集團司慶來臨之際，弘陽集團總部及各區域城市公司開展「Young活力極客行」團建活動。本次團建活動豐富了員工的業餘生活，促進員工之間的溝通和交流，增強團隊的凝聚力和歸屬感。



Redsun Services team-building activity of “Young Dynamic Geek Journey”

弘陽服務「Young活力極客行」團建活動





#### Redsun Services Nanjing Company Summer Theme Event

##### 弘陽服務南京公司夏季主題活動

In July 2024, Redsun Services Nanjing Company carried out various summer theme activities including open-air film festival and dream bubble crouching. The activity not only delivers cool air for employees in summer, but also invites the owners of Redsun Services to participate in it, so as to shorten the emotional distance between employees and owners and create a more warm and harmonious working environment for employees.

2024年7月，弘陽服務南京公司各項開展包括露天電影節、夢幻泡泡趴在各具特色的夏季主題活動。該活動不僅為員工在夏日送去清涼，還邀請弘陽服務的業主參與其中，拉近員工與業主的情感距離，為員工打造出更加溫馨和諧的工作環境。



Redsun Services Nanjing Company Summer Theme Event  
弘陽服務南京公司夏季主題活動





## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### Health and Safety

Redsun Services always puts the health and safety of employees first. We strictly comply with the Production Safety Law of the People's Republic of China, Law of the People's Republic of China on the Prevention and Control of Occupational Diseases and other laws and regulations, and formulate normative documents such as the Operating Guide for Orderly and Profession Internal Management, the Operating Guide for Safety Examination, the Operating Guide for Fire Safety Management, the Operating Procedures for Handling Emergencies, and the Hazard Identification and Risk Management Plans for Each Department and Each Project in combination with the actual business of the Group, ensuring that our employees work in a safe environment.

Redsun Services has established strict risk identification standards for major potential safety hazards in the operation process and has in-depth analyzed the risk factors and potential consequences. We continue to optimize and improve the response strategy, ensure that security risk control measures are fully penetrated into all aspects of enterprise operation, and strive to achieve zero occurrence of all kinds of security accidents.

#### 健康安全

弘陽服務始終將員工的健康與安全放在第一位。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》等法律法規，並結合集團實際業務制定《秩序專業內務管理秩序指導書》《安全檢查作業指導書》《消防管理作業指導書》《突發事件處置作業流程》《各部門及各項目危險源辨識及風險管理方案》等規範文件，確保我們的員工在安全的環境下工作。

弘陽服務針對運營流程中可能出現的重大安全隱患，設立了嚴密的風險辨識標準，深入剖析危險因素及潛在後果。我們持續優化並完善應對策略，確保安全風險控制手段全面滲透至企業運作的各個環節，力求實現各類安全事故零發生。





**Significant Security Risk  
Control Measures**  
重大安全風險控制措施

Establish safety objectives and safety management plan  
制定安全目標及安全管理方案

Develop safety management regulations  
制定安全管理規定

Establish safety emergency warning mechanism  
制定安全應急預警機制

Develop and improve security measures  
制定並完善安全保障措施

Configure appropriate personal security equipment  
配置適當的個體安全防範設備

Strengthen on-site safety supervision and inspection  
加強現場安全監督檢查

Conduct safety training and education  
開展安全培訓與教育

**Significant Security Risk Control Measures of Redsun Services**  
弘陽服務重大安全風險控制措施





### Occupational Health and Safety

Redsun Services attaches importance to the occupational health and safety of employees. In daily operation, we have defined 13 red line management and control measures for safety production in view of possible risks, covering fire, elevators, falling objects/object strikes, traffic accidents, drug management, drowning, cellar wells, fire passage safety, heatstroke and sunburn, epidemic situation, etc., taking into account the health and safety of employees in an all-round way, and earnestly safeguarding the health and life safety rights and interests of employees.

### 職業健康安全

弘陽服務重視員工的職業健康安全。在日常運營中，我們針對可能存在的風險，劃定安全生產十三條紅線管理控制舉措，涵蓋火災、電梯、高空墜物／物體打擊、交通事故、藥品管理、淹溺、窖井、消防通道安全、中暑曬傷、疫情等，全方位考慮員工的健康與安全，切實維護員工的身體健康與生命安全權益。

#### Redsun Services Nanjing Company Adds Elevator "Car Blocker"

##### 弘陽服務南京公司加裝電梯「阻車器」

In March 2024, Redsun Services Nanjing Company installed an electric car stopper in the elevator to solve the safety hazards caused by the entry of electric bicycles upstairs through automatic alarm of monitoring equipment. This improvement not only ensures the safe operation of elevator equipment, but also enables our employees to reduce the risk of handling elevator accidents, fires and other emergencies.

2024年3月，弘陽服務南京公司在電梯內加裝電動車阻車器，通過監控設備自動報警來解決電動自行車上樓入戶所帶來的安全隱患。這項改進不僅能夠保障電梯設備安全運營，還能夠使我們的員工降低處理電梯事故、火災等緊急情況的工作風險。



Redsun Services Nanjing Company Adds Elevator "Car Blocker"

弘陽服務南京公司加裝電梯「阻車器」







Redsun Services earnestly performs its safety management responsibilities. We actively organize all kinds of safety training, drills, publicity and inspection activities, regularly carry out safety education and training, firefighting practice drills, issue safety science education columns, strengthen the popularization of safety common sense, and ensure that our employees and owners share safe working scenarios and living environments. We adhere to the basic principle of 13 red line management and control measures for safety production, regularly carry out large-scale safety risk screening and rectification, and carry out drills to cope with major climate change in different business areas to ensure the safety and stability of our operating environment.

弘陽服務認真履行安全管理職責。我們積極舉辦各類安全培訓、演習、宣傳和檢查活動，定期開展安全教育培訓、消防實戰演練、發佈安全科普教育專欄，強化安全常識的普及，確保我們的員工和業主共享安全的工作場景和生活環境。我們堅持以安全生產十三條紅線管理控制舉措為基本準則，定期開展大規模安全風險隱患排查整改，針對不同業務地區開展應對重大氣候變化的演練，以確保我們的運營環境安全穩定。

#### Redsun Services Eastern Company Launches Fire Drill

##### 弘陽服務東部公司開展消防演練

In February 2024, Redsun Services East Company carried out fire safety drill, which is an important part of building a long-term mechanism of security service capacity. In this activity, employees operated fire equipment and simulated fire emergency scenarios, which enhanced employees' fire safety awareness and emergency response capabilities.

2024年2月，弘陽服務東部公司開展消防安全演練，該演練是打造安防服務能力長效機制的重要組成部分。本次活動中員工實際操作消防器材，模擬演練火災突發場景，增強了員工的消防安全意識和應急處理能力。



Fire Drill Conducted by Redsun Services Eastern

圖：弘陽服務東部公司開展消防演練

Redsun Services has not had any deaths due to work in the past three years. During the reporting period, our employees lost 4,147 hours of work due to work injuries.

弘陽服務過去三年內未發生因工作關係而死亡的事件。報告期內，我們的員工因工傷損失工作時數為4,147小時。





## DRIVE WIN-WIN COOPERATION

Redsun Services fully understands the key role of inter-enterprise cooperation in the growth of the Group, and a solid and win-win partnership is an inexhaustible source of continuous progress of enterprises. While adhering to high-quality services, we have joined hands with partners from all walks of life to explore new ideas for the development of property services, promote sustainable development of the industry, and demonstrate the social responsibility of the Group. We will actively fulfill our social responsibilities, participate in social public construction, and work hand in hand with all sectors of society to move towards a more promising and long-term future.

### Supply Responsibility

Redsun Services continues to improve supplier management, actively create a clean business environment, and strive to build a transparent, honest and reliable cooperative relationship. At the same time, we regard the normal supplier communication as the basis for good cooperation and establish mutually beneficial cooperative relations with suppliers by holding supplier conferences and other ways to jointly promote the construction of responsible supply chains. As of 31 December 2024, Redsun Services has 4,623 suppliers, which are divided by region as follows:

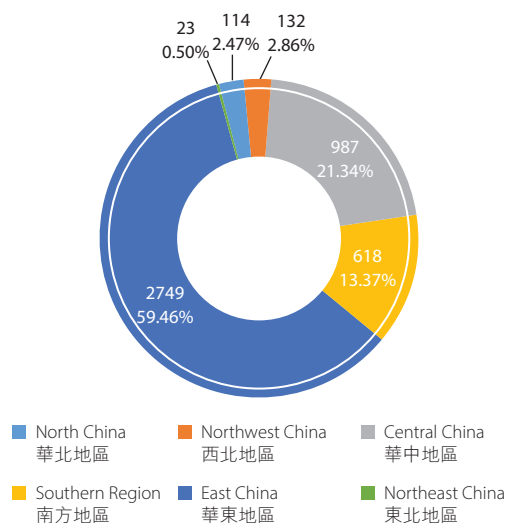
## 帶動合作共贏

弘陽服務深知企業間合作對集團成長的關鍵作用，穩固且雙贏的合作夥伴關係是企業持續進步的不竭源泉。我們在堅守高品質服務的同時，攜手社會各界合作夥伴，一同探尋物業服務領域發展的新思路，推動行業可持續發展，展現集團的社會擔當。我們將積極履行社會責任，參與社會公共建設，與各界一道攜手邁向更加長遠的未來。

### 供應責任

弘陽服務持續完善供應商管理，積極營造廉潔的商業環境，致力於構建一個陽光透明、誠信可靠的合作關係。同時，我們將常態化的供應商溝通視為良好合作的基礎，通過舉辦供應商大會等方式，與供應商建立起互利共贏的合作關係，共同推動責任供應鏈的建設。截至2024年12月31日，弘陽服務共有4,623家供應商，各供應商按區域劃分如下：

Total Number of Vendors by Region  
按地區劃分的供應商總數





Redsun Services adheres to optimizing the supplier management system and standardizing the supplier access and management mechanism. In 2024, we improved the Supplier Management Procedure of Service Group, incorporating investment development, risk control and cost management departments into the supplier management process, so as to make the Group's supplier management more scientific and efficient.

弘陽服務堅持優化供應商管理體系，規範供應商准入和管理機制。2024年，我們對《服務集團供應商管理規程》進行完善，將投資發展、風控和成本管理部門納入到供應商管理環節中，讓本集團的供應商管理更加科學、高效。

#### Verify the qualification documents

- Check the power of attorney of the legal person, social security and labor contract of the company's senior executives and project managers

#### 對資質文件進行核驗

- 檢查法人授權委託書、公司高管與項目經理的社保、勞動合同等情況

#### Verify the financial documents

- The financial statements and operating income and other situations in the recent three years

#### 對財務資料進行核驗

- 近三年的財務報表、營業收入等情況

#### Verify the company's performance

- Check the power of attorney of the legal person, social security and labor contract of the company's senior executives and project managers

#### 對公司業績進行核驗

- 審查駐場項目經理三年內業績的合同原件

#### Verify the benchmark property

- Examine the proportion of the company's benchmark properties and their award-winning situation in the recent three years

#### 對標杆物業進行核驗

- 審核公司近三年標杆物業的佔比以及獲獎情況

#### Verify the suppliers in the database

- Regard the original suppliers who have not cooperated in the past two years as new suppliers and conduct re-inspection and confirmation

#### 對庫內供應商進行核驗

- 對兩年內未合作的原供應商視為新供應商，重新進行考察確認

### Supplier Admittance Assessment Dimensions

#### 供應商准入考核維度





## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

Redsun Services optimizes the supplier management process. In terms of supplier admission, we review the valid qualifications and service capabilities of new suppliers and pay attention to their performance in aspects such as labor rights protection, employee health and safety, industry reputation, and ISO certification requirements. In terms of supplier process management, we update the supplier assessment mechanism, conduct monthly performance evaluations on in-database suppliers, synchronize and align the contract outsourcing ledgers, and upgrade the process system with Gaia attendance data. Moreover, with the comprehensive evaluation system composed of the Supplier Annual Evaluation Form and the Service Inspection/Assessment Score Sheet, we strictly assess and score the contract performance quality of suppliers based on four core criteria: owner satisfaction, mystery shopper inspections, daily inspections, and monthly evaluations. According to the performance evaluation scores of suppliers within the year, we divide them into four levels: excellent suppliers, qualified suppliers, restricted-use suppliers, and unqualified suppliers, effectively managing suppliers in a standardized manner.

弘陽服務優化供應商管理流程。在供應商准入方面，我們對新供方的有效資質、服務能力等進行審核，並關注其在勞工權益保障、員工健康安全、行業聲譽和ISO認證要求等方面的表現。在供應商過程管理方面，我們更新供應商考核機制，對在庫供應商開展月度履約評估，對合同外包台帳進行同步拉通，通過蓋亞考勤數據來對流程系統進行升級。此外，我們借助《供貨商年度評估表》與《服務檢查／考核評分細則表》這一綜合評估體系，依據業主滿意度、神秘顧客檢查、日常巡查、月度評估這四大核心標準，對供應商的合同履行質量實施嚴格的考核與評分。根據供應商在年度內的履約評估得分，我們將其劃分為四個等級：優秀供應商、合格供應商、限用供應商以及不合格供應商，以規範化的方式對供應商進行有效管理。

Score 評分	Supplier Management 供應商管理情況
<b>Excellent supplier:</b> qualified for renewal 優秀供應商：有續簽資格	<ul style="list-style-type: none"><li>• <math>80 \leq \text{Total score} \leq 100</math></li><li>• <math>80 \leq \text{總分} \leq 100</math></li></ul>
<b>Qualified supplier:</b> qualified for renewal 合格供應商：有續簽資格	<ul style="list-style-type: none"><li>• <math>65 \leq \text{Total score} &lt; 80</math></li><li>• <math>65 \leq \text{總分} &lt; 80</math></li></ul>
<b>Restricted Supplier:</b> when resources are insufficient, renewal can be considered after submitting to the group for approval 限用供應商：在資源不足的情況下，報集團審批後可考慮續簽	<ul style="list-style-type: none"><li>• <math>55 \leq \text{Total score} &lt; 65</math></li><li>• <math>55 \leq \text{總分} &lt; 65</math></li></ul>
<b>Unqualified supplier:</b> no renewal qualification 不合格供應商：無續簽資格	<ul style="list-style-type: none"><li>• Below 55</li><li>• 55分以下</li></ul>





Redsun Services also actively carries out supplier integrity management. We require suppliers' business ethics standards to be consistent with the Group's standards and actively guide suppliers to fulfill their environmental and social responsibilities. All vendors with whom Redsun Services has signed an agreement must sign an Integrity Cooperation Agreement that commits to fighting corruption and bribery. For suppliers who violate the agreement, we will adopt withdrawal mechanism and blacklist to strictly manage them.

In addition to integrity management, Redsun Services also focuses on the performance of suppliers in employee health and safety, labor rights protection and environmental and social image. We prefer to establish cooperative relationships with enterprises that have obtained ISO certification, the greening coverage rate of the enterprise's factory area reaches or exceeds 30%, and the energy conservation and emission reduction meet the local government regulations. At the same time, we require our partners to submit records and health reports on employee hours to ensure effective ESG risk control and sustainable development of the whole supply chain.

#### Supplier Communication

Redsun Services attaches importance to communication with suppliers. We insist on monthly interview with cooperative suppliers, check the rectification situation of last month, formulate monthly rectification plan, and incorporate the response speed and rectification rate of key matters into the monthly assessment indicators. At the same time, we hold satisfaction meetings on a quarterly basis to maintain close contact with suppliers, thereby optimizing supply chain management and service quality.

弘陽服務亦積極進行供應商廉潔管理。我們要求供應商的商業道德標準與本集團標準保持一致，積極對供應商履行環境及社會責任進行引導。所有與弘陽服務簽訂協議的供應商必須簽訂《廉政合作協議》，承諾反對貪污和賄賂行為。對於違反協議的供應商，我們將採取退出機制和黑名單等方式進行嚴格管理。

除廉潔管理外，弘陽服務還著重關注供應商在員工健康與安全、勞工權益保護及環境社會形象等方面的表現。我們傾向於與獲得ISO認證、企業廠區綠化覆蓋率達到或超過30%、且節能減排符合當地政府規定的企業建立合作關係。同時，我們要求合作方提交有關員工工作時長的記錄和健康報告，以確保對ESG風險有效控制，從而保障全供應鏈的可持續發展。

#### 供應商溝通

弘陽服務重視與供應商之間的溝通。我們堅持每月與合作供應商進行約談，對上月整改情況進行檢查並制定月度整改計劃，將關鍵事項響應速度、整改率納入月度考核指標中。同時，我們按季度舉行滿意度交流會，保持我們與供應商之間的緊密聯繫，進而優化供應鏈管理和服務品質。







#### Redsun Services Holds 2024 Order and Cleaning Centralized Procurement Supplier Interview

##### 弘陽服務召開2024年秩序與保潔集採供方約談會

In May 2024, Redsun Services held an interview with suppliers of centralized procurement of order and cleaning in 2024. Through clearly defining service requirements and quality standards, we enable suppliers to better comprehend Redsun Services's expectations, chart a clear path for future collaboration, and strengthen team cohesion. This approach establishes precise positioning and requirements for the next phase of quality control, allowing for targeted service quality improvements that ensure the stability and reliability of related services.

2024年5月，弘陽服務召開秩序與保潔集中採購供應商約談會。我們通過明確服務要求和質量標準，使供應商能夠更好地理解弘陽服務的期望，為未來的合作明確路徑，增強團隊凝聚力，對下一步品質管控做出清晰定位和要求，從而有針對性地提升服務質量，保障相關服務的穩定性和可靠性。



Redsun Services Holds 2024 Order and Cleaning Centralized Procurement Supplier Interview

弘陽服務召開2024年秩序與保潔集採供方約談會





### Supplier Training

Redsun Services regularly conducts training for suppliers so that our suppliers can provide more standardized and customized services. We insist on holding a quality and supplier conference every six months, so that supplier partners understand our corporate culture, management philosophy and service standards, and invite our suppliers to experience the service model of excellent suppliers on the spot, so as to find their own shortcomings and complete the upgrading of service quality. Through supplier training, we ensure that every outsourced business is done well and achieve the goal of outsourcing business operations and non-outsourcing management quality.

### 供應商培訓

弘陽服務定期開展對供應商培訓，以便使我們的供應商能夠提供更加標準化、定製化的服務。我們堅持每半年召開一次品質暨供方大會，讓供應商夥伴了解我們的企業文化、管理理念和服務標準，並邀請我們的供應商實地感受優秀供應商的服務模式，從而找尋自身不足，完成服務品質升級。我們通過供應商培訓，確保每一項外包的業務都紮實做好，實現業務操作外包、管理品質不外包的目標。

#### 2024 Annual Quality and Supplier Conference 2024年度品質暨供方大會

In November 2024, Hongyang Group held a quality and supplier conference. During the conference, we conducted a detailed breakdown and presentation of project quality management requirements, inviting outstanding operational leaders from city branches and project managers to share specialized case studies of quality excellence. Through this approach, we have achieved the supplementation of the differences among suppliers, continuously promoted the improvement of the quality and efficiency of all the work of Redsun Services and realized more efficient cooperation with suppliers.

2024年11月，弘陽集團召開品質暨供方大會。我們對項目質量管理和要求進行詳細拆解、介紹，邀請優秀的城市公司運營負責人、項目部負責人作優秀品質成果的專題分享。通過這一方式，我們實現供應商的差異補足，不斷推進弘陽服務各項工作提質增效，實現與供方之間更加的高效配合。



2024 Annual Quality and Supplier Conference  
2024年度品質暨供方大會





## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

#### Win-Win Cooperation

Redsun Services believes that a solid partnership is a sustainable force driving the continuous progress of the enterprise. In 2024, we adopted a strategy of joint construction with government agencies and enterprises, continuously promoting the process of diversified business cooperation. We actively engaged in various industry activities, had close exchanges with peer companies, and jointly envisioned the future development blueprint of the industry.

#### *Joint Construction Through the Cooperation between Redsun Services and the Government*

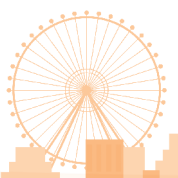
Redsun Services has been continuously deepening its cooperative relations with government and public utility departments and actively participating in social public construction through various cooperation methods. We have formed a diversified and organic alliance consisting of community grid management, property management companies, owners' self-governance organizations, social welfare groups, and Party member volunteer service teams, promoting multi-party collaboration and jointly advancing the formation of a diversified community governance pattern. At the same time, relying on our professional advantages in the business field, we are constantly expanding into new business areas, aiming to become a new and powerful force in the field of street comprehensive governance services.

#### 合作共贏

弘陽服務認為穩固的合作關係是推動企業不斷前行的持久力量。2024年，我們採取與政府機關及企業聯合建設的策略，持續推動多元化的業務合作進程。我們主動融入行業內各項活動，與同行業友商親密交流，共同展望行業未來發展的藍圖。

#### 政企共建

弘陽服務不斷深化與政府及公共事業部門的合作關係，通過多種合作方式積極參與社會公共建設。我們組建集小區網格管理、物業公司、業主自治組織、社會公益團體以及黨員志願服務團隊在內的多元有機聯合體，促進多方協作，攜手推進社區多元化治理格局的形成。同時，我們依託自身業務領域的專業優勢，不斷拓展新的業務領域，立志成為街道綜合治理服務領域的一股新興且強大的力量。



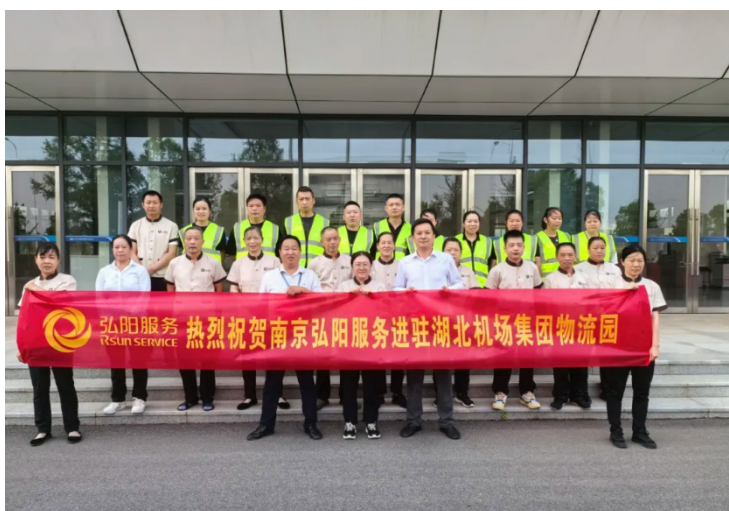


### Redsun Services Joins Hands with Hubei Airport Group to Create a New Era of Logistics

#### 弘陽服務攜手湖北機場集團共創物流新紀元

In August 2024, Redsun Services Nanjing Company reached cooperation with Wuhan Tianhe Airport to explore a new service model for airport scenarios with senior experience in the property service industry. This cooperation is not only of positive significance for Wuhan Tianhe Airport to build an influential logistics park, but also provides valuable experience for Redsun Services to participate in airport economic development.

2024年8月，弘陽服務南京公司與武漢天河機場達成合作，以物業服務行業資深經驗探索機場場景新服務模式。本次合作不僅對武漢天河機場打造具有影響力的物流園區存在積極意義，還為弘陽服務參與空港經濟發展提供了寶貴經驗。



Redsun Services Joins Hands with Hubei Airport Group to Create a New Era of Logistics  
弘陽服務攜手湖北機場集團共創物流新紀元







### Heartwarming Services at Party Member Demonstration Posts

#### 黨員示範崗暖心服務

In July 2024, Redsun Services Western Company used the free space of the project to build a place to learn red history and experience red culture and promote the red spirit. At the same time, the Red Property Volunteer Service Team composed of Hongyang Party members and volunteers in each project team provides convenient and warm services for residents to jointly build a harmonious and beautiful home.

2024年7月，弘陽服務西部公司利用項目空閒空間，打造學習紅色歷史、感受紅色文化的場所，弘揚紅色精神。同時，每個項目組由弘陽黨員和志願者組成的紅色物業志願服務隊為居民提供便民暖心服務，共同建設和諧美好家園。



Redsun Services Western Company Party Member Demonstration Post Warm Heart Service  
弘陽服務西部公司黨員示範崗暖心服務

### Industry Development

Redsun Services actively participates in the construction of the industry, attaches importance to the exchange with partners in the same industry, actively explores the possibility of cooperation, and jointly strives for a better development prospect. In 2024, we had friendly exchanges with Huangshi State-owned Assets Marketing Co., Shanghai Beijiao Future Industrial Park, Xi'an Aviation City Construction & Development Group Co., Ltd. and other industry friends and merchants, and worked together to explore more business growth points to achieve long-term development of the Group. At the same time, we actively communicated with industry associations and participated in the 2024 Jiangsu Property Industry Seminar this year to understand the cutting-edge dynamics of the industry and provide an important basis for the group's decision-making.

### 行業發展

弘陽服務積極參與行業建設，重視與同行業夥伴的交流，積極努力探索合作的可能性，共同擘畫美好發展前景。2024年，我們與黃石市國投資產經營管理集團、上海北郊未來產業園、西安航空城集團艾維申公司等行業友商進行友好交流，共同努力探索更多業務增長點，實現集團長久發展。同時，我們積極與行業協會進行交流，本年度參與2024江蘇省物業行業研討會，了解行業前沿動態，為集團決策提供重要依據。







### Redsun Services Ranked among the Top 50 Comprehensive Strength of Jiangsu Property Service Industry

#### 弘陽服務榮登江蘇省物業服務行業綜合實力50強

In December 2024, Redsun Services participated in the 2024 Jiangsu Property Industry Seminar held by Jiangsu Real Estate Association, and won the “Top 6 Ranking of Comprehensive Strength of Jiangsu Property Service Industry in 2023” by virtue of its own business situation and positive social impact. This award is not only a recognition of Redsun Services’s outstanding performance in operation management and service quality for a long time, but also a recognition of our efforts to actively fulfill social responsibilities and promote industry innovation and development.

2024年12月，弘陽服務參與江蘇省房地產協會舉辦的2024江蘇省物業行業研討會，並憑藉自身的經營情況和社會積極影響，獲得「2023年度江蘇省物業服務行業綜合實力排名TOP6」。該獎項不僅是對弘陽服務長期以來在經營管理和服務品質上卓越表現的認可，更是對我們積極履行社會責任、推動行業創新與發展所做努力的肯定。



Redsun Services participated in the 2024 Jiangsu Property Industry Seminar  
弘陽服務參與2024江蘇省物業行業研討會

### Community Contribution

Redsun Services has always adhered to the original intention of “making lives warmer” for many years and feedback the community with practical actions. We give full play to our industry advantages, actively carry out actions in areas such as assistance for vulnerable groups and convenient and warm services, while helping rural revitalization and promoting the common prosperity of the whole society. We launched an agricultural assistance plan to further promote the high-quality development of rural areas through cooperation with fruit farmers, crab farmers and other source businesses to promote agricultural and sideline products, carry out “consumption assistance” activities, and concentrate on the introduction of rice, flour, grain and oil from poverty-stricken areas.

### 社區貢獻

弘陽服務多年來始終秉持「讓生活更有溫度」的初心，以實際行動回饋社區。我們發揮行業優勢，在弱勢群體救助、便民暖心服務等領域積極展開行動，同時助力鄉村振興，推動全社會的共同繁榮。我們推出助農計劃，通過與果農、蟹農等源頭商家合作推廣農副產品、展開「消費幫扶」行動、從脫貧地區集中引進米面糧油等活動，進一步助力鄉村地區高質量發展。





### Redsun Services Inherits the Spirit of Role Models Through Actions

#### 弘陽服務用行動傳承榜樣精神

In March 2024, Redsun Services Eastern Company launched a volunteer activity to learn from Lei Feng. We hold community public welfare activities such as free haircuts, breakfast delivery and milk tea delivery, so that community residents can enjoy convenience and care at their doorsteps. The purpose of this activity is to bring the emotional distance between community owners and our front-line employees closer through a series of warm measures, so that owners can feel the concept of “people-oriented and service first” of Redsun Services.

2024年3月，弘陽服務東部公司開展學雷鋒志願者活動。我們舉行免費理發、送早餐、送奶茶等社區公益活動，讓社區居民們在家門口就能享受到便捷與關懷。此次活動旨在通過一系列溫暖人心的舉措，拉近社區業主與我們一線員工之間的情感距離，讓業主感受到弘陽服務「以人為本，服務至上」的理念。



Redsun Services Eastern Company Launches Volunteer Activities to Learn from Lei Feng

弘陽服務東部公司開展學雷鋒志願者活動





### Redsun Services Nanjing Company Fighting the Cold Wave

#### 弘陽服務南京公司抗擊寒潮

In February 2024, Redsun Services Nanjing Company fought against the cold wave. After the cold wave arrived, employees carried out snow removal operations to remove snow and ice from the main roads, main entrances and exits, unit entrances and exits of motor vehicles and non-motor vehicles in the park, so as to ensure the safety of owners. We also issued precautions for cold weather travel, so that community residents can feel the intimate care of Redsun Services, so as to create a warm and harmonious community environment.

2024年2月，弘陽服務南京公司抗擊寒潮，員工們在寒潮到來後開展除雪作業，對園區主幹道、主出入口、單元門口、機動車及非機動車出入口進行掃雪除冰，保障業主出行安全。我們還發佈寒潮天氣出行的注意事項，讓社區居民感受到弘陽服務的貼心關懷，從而打造溫馨和諧的社區環境。



Redsun Services Nanjing Company Fighting the Cold Wave  
弘陽服務南京公司抗擊寒潮

As of 31 Decemeber 2024, Redsun Services has invested about 1.64 million yuan in community cultural activities and public welfare undertakings. We have carried out about 4,518 public welfare activities, attracting more than 550 thousand participants.

截至2024年12月31日，弘陽服務在社區文化活動和公益事業方面投入了約164萬元人民幣。我們累計開展了約4,518場公益活動，吸引了超過55萬人次的參與。





**APPENDIX 1: CONTENTS INDEX OF ENVIRONMENTAL,  
SOCIAL AND GOVERNANCE REPORTING GUIDELINES OF  
THE HONG KONG STOCK EXCHANGE**

**附錄一：香港聯交所《環境、社會及管治報告指引》內容索引**

Environmental, Social and Regulatory Categories and General Disclosures and Key Performance Indicators		Section
環境、社會及管治範疇與一般披露及關鍵績效指標		所在章節
<b>Environmental Science</b>		
<b>環境</b>		
<b>Aspect A1</b>	<b>Emissions</b>	
<b>層面A1</b>	<b>排放物</b>	
General Disclosures	Information on:	Green Practice
	(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.	
一般披露	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：	綠色踐行
	(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 A1.1	The types of emissions and respective emissions data.	Green Practice
關鍵績效指標A1.1	排放物種類及相關排放數據。	綠色踐行
KPI A1.2	Greenhouse gas emissions (in tonnes) and, where appropriate intensity (e.g. per unit of production volume, per facility).	Green Practice
關鍵績效指標A1.2	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)。	綠色踐行
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Green Practice
關鍵績效指標A1.3	所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	綠色踐行







Environmental, Social and Regulatory Categories and General Disclosures and Key Performance Indicators		Section
環境、社會及管制範疇與一般披露及關鍵績效指標		所在章節
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Green Practice
關鍵績效指標A1.4	所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	綠色踐行
KPI A1.5	Description of emissions target(s) set and steps taken to achieve them.	Green Practice
關鍵績效指標A1.5	描述所訂立的排放量目標及為達到這些目標所採取的步驟。	綠色踐行
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.	Green Practice
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。	綠色踐行
<b>Aspect A2</b>	<b>Use of Resources</b>	
<b>層面A2</b>	<b>資源使用</b>	
General Disclosures	Policies on the efficient use of resources, including energy, water and other raw materials.	Green Practice
	Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.	
一般披露	有效使用資源(包括能源、水及其他原材料)的政策。	綠色踐行
	資源可用於生產、儲存、運輸、樓宇、電子設備等。	
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 Practice
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)。	綠色踐行
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Green Practice
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)。	綠色踐行







## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

Environmental, Social and Regulatory Categories and General Disclosures and Key Performance Indicators		Section
環境、社會及管制範疇與一般披露及關鍵績效指標		所在章節
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Green Practice
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。	綠色踐行
KPI A2.4	Describe any problems that may arise in obtaining the applicable water source and the water use efficiency targets set, and the steps taken to achieve them.	Green Practice
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。	綠色踐行
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 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
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	
<b>Aspect A3</b>	<b>The Environment and Natural Resources</b>	
<b>層面A3</b>	<b>環境及天然資源</b>	
General Disclosures	Policies on minimizing the issuer's significant impacts on the environment and natural resources.	Green Practice
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。	綠色踐行
KPI A3.1	Describe the significant impacts of business activities on the environment and natural resources and the actions taken to manage the impacts.	Green Practice
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。	綠色踐行





Environmental, Social and Regulatory Categories and General Disclosures and Key Performance Indicators	Section
環境、社會及管制範疇與一般披露及關鍵績效指標	所在章節

**Aspect A4**  
**層面A4**

**Climate Change**  
**氣候變化**

General Disclosures 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 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	Green Practice 綠色踐行
KPI A4.1 關鍵績效指標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. 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	Green Practice 綠色踐行

**Social**  
**社會**

**Aspect B1**  
**層面B1**

**Employment**  
**僱傭**

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 compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 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。	Attracting Talent 吸納人才
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## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

Environmental, Social and Regulatory Categories and General Disclosures and Key Performance Indicators		Section
環境、社會及管制範疇與一般披露及關鍵績效指標		所在章節
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	Employee Employment
關鍵績效指標B1.1	按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	員工僱傭
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Promotion and Development
關鍵績效指標B1.2	按性別、年齡組別及地區劃分的僱員流失比率。	晉升發展
<b>Aspect B2</b>	<b>Health and Safety</b>	
<b>層面B2</b>	<b>健康與安全</b>	
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Health and Safety
一般披露	有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	健康安全
KPI B2.1	Number and rate of work-related fatalities.	Health and Safety
關鍵績效指標B2.1	因工作關係而死亡的人數及比率。	健康安全
KPI B2.2	Lost days due to work injury.	Health and Safety
關鍵績效指標B2.2	因工傷損失工作日數。	健康安全
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Health and Safety, Employee Care
關鍵績效指標B2.3	描述所採納的職業健康與安全措施，以及相關執行及監察方法。	健康安全、員工關懷





Environmental, Social and Regulatory Categories and General Disclosures and Key Performance Indicators		Section
環境、社會及管制範疇與一般披露及關鍵績效指標		所在章節
<b>Aspect B3</b> <b>層面B3</b>	<b>Development And Training</b> <b>發展及培訓</b>	
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Promotion and Development
一般披露	Training refers to vocational training. It may include internal and external courses paid by the employer. 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。	晉升發展
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Promotion 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。	晉升發展
KPI B3.2	The average training hours completed per employee by gender and employee category.	Promotion 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。	晉升發展
<b>Aspect B4</b> <b>層面B4</b>	<b>Labour Standards</b> <b>勞工準則</b>	
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Employee Employment
一般披露	有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	員工僱傭
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Employee Employment
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。	員工僱傭
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Promotion and Development
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。	晉升發展





## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 環境、社會及管治報告

Environmental, Social and Regulatory Categories and General Disclosures and Key Performance Indicators		Section
環境、社會及管制範疇與一般披露及關鍵績效指標		所在章節
<b>Aspect B5</b> <b>層面B5</b>	<b>Supply Chain Management</b> <b>供應鏈管理</b>	
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Supply Responsibility 供應責任
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。	Supply Responsibility 供應責任
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。	Supply Responsibility 供應責任
KPI B5.3 關鍵績效指標B5.3	Description of practices relating to identifying environmental and social risks at each stage of the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	Supply Responsibility 供應責任
KPI B5.4 關鍵績效指標B5.4	Description of practices for promoting the greater use of environmentally friendly products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	Supply Responsibility 供應責任







Environmental, Social and Regulatory Categories and General Disclosures and Key Performance Indicators 環境、社會及管制範疇與一般披露及關鍵績效指標		Section 所在章節
<b>Aspect B6 層面B6</b>	<b>Product Responsibility 產品責任</b>	
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 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。	Deliver Exceptional Service 提供卓越服務
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。	Customer Communication 客戶溝通
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。	Healthy Operation 健康經營
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 recalls in the course of its business operations 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。	Healthy Operation 健康經營





Environmental, Social and Regulatory Categories and General Disclosures and Key Performance Indicators		Section
環境、社會及管治範疇與一般披露及關鍵績效指標		所在章節
<b>Aspect B7</b> <b>層面B7</b>	<b>Anti-corruption</b> <b>反貪污</b>	
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Healthy Operation
一般披露	有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	健康經營
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.	Healthy Operation
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。	健康經營
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Healthy Operation
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。	健康經營
KPI B7.3	Description of anti-corruption trainings provided to directors and employees.	Healthy Operation
關鍵績效指標B7.3	描述向董事及員工提供的反貪污培訓。	健康經營





Environmental, Social and Regulatory Categories and General Disclosures and Key Performance Indicators		Section
環境、社會及管制範疇與一般披露及關鍵績效指標		所在章節
<b>Aspect B8</b> <b>層面B8</b>	<b>Community Investment</b> <b>社區投資</b>	
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.	Community Contribution
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。	社區貢獻
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport)	Community Contribution
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)。	社區貢獻
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Community Contribution
關鍵績效指標B8.2	在專注範疇所動用資源(如金錢或時間)。	社區貢獻

