



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 2022



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

Period Covered by the Report

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

Scope and Coverage of the Report

The Report covers Redsun 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 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “**Stock Exchange**”).

The scope of the ESG Report, the collection of relevant materials and data, 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三份《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2022年1月1日至2022年12月31日(即報告期內)，部分內容追溯以往年份。

報告範圍及邊界

本報告覆蓋弘陽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」)上市規則附錄二十七《環境、社會及管治報告指引》進行編製。

本報告按照識別和排列重要的權益人，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。

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 23 March 2023 after confirmation by the management.

Contact Details

Email: rsuntouzizhe@rsun.com

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2023年3月23日獲董事會通過。

聯繫方式

郵件：rsuntouzizhe@rsun.com

地址：江蘇省南京市浦口區大橋北路9號弘陽大廈

CHAIRMAN'S STATEMENT

The true generosity towards the future is to give everything to the present. As Redsun Services has done in the past 19 years, the future always starts from present. At the 19th year of steady and sustainable development and the second anniversary of listing, Redsun Services won the award of "Top 18 of 2022 Top 100 Property Management Companies in China" by virtue of its strategic layout of "penetrating the Greater Jiangsu Region, strengthening foothold in the Yangtze River Delta Region and expanding into core cities (做透大江蘇、深耕長三角、做強中心城)" and its leading comprehensive strength. We insisted to think everything from the customers' perspective, explore demands of customers, take innovation as the driving force, take sustainable development as the goal, devote in urban services and actively explore new models and new business sectors, so as to constantly expand the boundary of creating a good life for our customers.

In 2022, the Group unveiled the "Customer Value Year" with customer-centricity. Adhering to the original vision of "creating values for customers (為客戶創造價值)" and the concept of "serving with sincerity (真誠以待，用心服務)", the Group continuously explore systematic produces and standardized services. With the sincerity in serving customers and excellent services, Redsun Services is becoming a respected operator of good life. In 2022, we continued to step forward to high quality services and upgraded the Redsun Mode 2.0 to create high-quality differentiated products and services. We continued to launch "Management to Listen Program (聆聽行動)" and "Face to face with Senior Management Program (高管零距離行動)" to hear from customers. With detailed polish and scenario-based services, we let the warm services penetrate into every part of life and make the good life even better. We also actively grasped the trend and explored the deep integration of technology and services. By introducing intelligent and digital products across the scope and comprehensively upgrading the digital APP of "Hong Life (弘生活)" and "Redsun Smart Town Platform (弘陽智慧小鎮平台)", we empowered the smart life with technologies.

董事長致辭

對未來的真正慷慨，是把一切獻給現在。正如弘陽服務過去十九年來所做的一樣，未來永遠從現在開始。在行穩致遠的第十九個年頭暨上市兩週年之際，弘陽服務依託「做透大江蘇、深耕長三角、做強中心城」的戰略佈局，憑藉領先的綜合實力，榮獲2022中國物業服務百強企業TOP18。我們堅持一切從客戶出發，立足於客戶需求，以創新為動力，以可持續發展為目標，深耕城市服務，積極探索新模式新業態，不斷拓展為客戶創造美好生活的邊界。

2022年，本集團開啟「以客戶為中心」的客戶價值年序幕，堅持「為客戶創造價值」的初心，堅守「真誠以待，用心服務」的理念，不斷探索產品體系化與服務標準化，通過以誠待客和卓越服務，讓弘陽服務成為一家受人尊敬的美好生活運營服務商。2022年，我們繼續向高品質服務邁進，升級弘陽模式2.0，打造高品質的差異化產品服務；持續開展「聆聽行動」、「高管零距離行動」，聆聽客戶心聲，以細節的打磨、場景化的服務，讓溫度服務滲透生活的每一處，讓美好生活更美好。我們亦積極把握時代趨勢，探索科技與服務的深度融合，全範圍引入智能化和數字化產品，全面升級數字化APP「弘生活」及「弘陽智慧小鎮平台」，以科技賦能智慧生活。

Redsun Services insists on taking green as the background color of enterprise development to infuse the city and life with a green future. Through innovative thinking and technological means, we have integrated an efficient environmental management system and energy conservation and emission reduction measures throughout the entire property management process, promoted refined energy management, improved resource utilization, reduced greenhouse gas emissions and made steady progress towards achieving our environmental goals. We upheld the philosophy of ecological civilization and green development. By carrying out activities such as loving tree planting and promotion of intelligent garbage recycling bins, the concept of green living was conveyed to employees and owners through practical actions, thus boosting the environmental protection in the community.

On the road of going through thick and thin, Redsun Services firmly believes that employees are the inexhaustible driving force for high-quality and sustainable development. Sticking to the talent motto of "be hardworking and contributor oriented (以拼搏者和貢獻者為本)", we continuously improve the talent management system to effectively safeguard the interests of our employees and strive to create a fair, transparent, harmonious, diversified, healthy and safe working environment for our employees. We have always paid attention to the introduction and training of talents and built a comprehensive talent development system to provide broad development space and promotion opportunities for employees, so that our employees and the enterprise can develop together. During the Reporting Period, we also paid attention to enhancing the happiness and sense of belonging of our employees and listened to their opinions. We organized diversified teambuilding activities to build up proactive and motivated corporate culture and shape a happy workplace experience.

弘陽服務堅持將綠色作為企業發展底色，為城市與生活注入綠色未來。我們通過創新思維與科技手段，將高效環境管理體系和節能減排措施貫穿於整個物業管理過程中，推動精細化能源管理，提高資源利用率，降低溫室氣體排放，在達成環境目標之路上穩步前行。我們秉承生態文明與綠色發展理念，開展愛心植樹、推廣智能垃圾回收箱等活動，通過實際行動向員工及業主傳遞綠色生活理念，助推社區環境保護。

在風雨同舟的道路上，弘陽服務堅信員工是高質量、可持續發展的不竭動力。本著「以拼搏者和貢獻者為本」這一人才理念，不斷完善人才管理體系，切實保障員工權益，致力於為員工打造公平透明、和諧多元、健康安全的工作環境。我們一直注重人才的引進和培養，搭建起完善的人才發展體系，為員工提供廣闊的發展空間和晉升機會，助力員工和企業同步發展。報告期內，我們亦注重提升員工幸福感與歸屬感，聆聽員工心聲，開展多樣化團建活動，建設積極向上的企業文化，塑造幸福職場體驗。

Redsun Services strives to create and share with all parties in the society, to move forward hand in hand, to contribute its own wisdom and strength to the development of the industry, and to make continuous efforts to realize the people's yearning for a good life. We are actively building a responsible and sustainable supply chain. At the same time, we are working together with upstream and downstream industries through various government-enterprise cooperation projects to build a better future. "Be grateful for favors received and give back to society", the Group always regards social responsibility as an important part of its corporate development strategy. We actively participate in charity and carry out activities to help the poor and support rural communities. Through practical actions to fulfil our social responsibility as an excellent enterprise, we spread our love and warmth.

In 2022, Rsunners devoted themselves and spared no effort to focus on customer value, work hard in adversity, focus and make breakthroughs, and made hard-earned achievements. In the future, Redsun Services will continue to work hand in hand with our employees, customers and communities to discuss the beauty of sustainable development, seek for a harmonious coexistence between human beings and nature, contribute to the society with sincerity, go all out to provide excellent service and make unremitting efforts for the good life of more people!

弘陽服務力求與社會各方共創共享，攜手前行，為行業發展貢獻自身智慧與力量，為實現人民對美好生活嚮往而不斷努力。我們積極打造負責任、可持續的供應鏈，同時通過各類政企合作項目協同上下游產業共同發展，共築美好未來。「飲水思源，回饋社會」，本集團始終將社會責任作為企業發展戰略的重要組成部分。我們積極投身公益慈善，開展扶貧助農活動，用實際行動踐行優秀企業的社會擔當，傳遞企業的大愛和溫暖。

2022年弘陽人躬身入局，聚焦客戶價值，在逆境中深耕、聚焦、突圍，取得來之不易的成績。未來，弘陽服務將繼續與我們的員工、客戶和社區攜手共進，共商可持續發展之美，共謀人與自然和諧共生之道，以真誠之心回報社會，為提供卓越的服務而全力以赴，為更多人的美好生活不懈努力！

ABOUT US

CORPORATE PROFILE

Overview of Corporate

Redsun Services Group Limited (stock code: 01971.HK) is a comprehensive community service provider with national first-class property management qualification and integrated with residential property services and commercial property services.

Adhering to its original vision of “making lives warmer (讓生活更有溫度)”, Redsun Services has been focusing on the long-term development path oriented by customer value, deeply implemented the development strategy of “customer-centered” and devoted its efforts to create excellent products and services since its listing in July 2020. Redsun Services has been firmly seeking growth and improving quality while maintaining stability. Through years of effort and accumulation, Redsun Services has established its regional leading position in Jiangsu Province and is well-recognized nationwide. In the future, we will continue to take customers’ demand as the starting point and take quality services as the foundation to solidify our fundamentals of property services, so as to achieve coordinated development in service quality and operating results and become a respected operator of good life.

Corporate Culture

As an in-depth practitioner of better life operation services, Redsun Services adheres to the core value of “professionalism and building credibility for the long term” and endeavors to continue to “provide customers with high-quality services with sincerity over the years, so as to spread warm humane life in community.

關於我們

公司簡介

公司概况

弘陽服務集團有限公司(股份代碼：01971.HK)是一家具有國家一級物業管理資質，集住宅物業服務、商業物業服務為一體的綜合性社區服務供應商。

秉承著「讓生活更有溫度」的初心，自2020年7月上市以來，弘陽服務聚焦以客戶價值為導向的長期主義發展路徑，深度踐行「以客戶為中心」的發展戰略，竭盡全力打造卓越的產品與服務。弘陽服務堅定不移地穩中求進、穩中提質，經過多年的努力與沉澱，目前已在江蘇省確立了區域領先地位，並在全國範圍內廣受認可。未來，我們將繼續以客戶需求為原點，以品質服務為底色，夯實物業服務基本功，實現服務品質與經營業績的協同發展，致力於成為一家受人尊敬的美好生活服務運營商。

公司文化

作為美好生活運營服務的深入踐行者，一直以來，弘陽服務都秉承著「在商言人、誠者致遠」的核心價值觀，奉行「以誠待客、卓越服務」的品牌使命，努力傳遞有溫度的社區人文生活。

Brand Vision 品牌願景	Core Value 核心價值觀	Talent Motto 人才理念	Brand Mission 品牌使命
<ul style="list-style-type: none">• Become a respected operator of good life 成為受人尊敬的美好生活運營服務商	<ul style="list-style-type: none">• Professionalism and building credibility for the long term 在商言人、誠者致遠	<ul style="list-style-type: none">• Be hardworking and contributor oriented 以拼搏者和貢獻者為本	<ul style="list-style-type: none">• Provide customers with high-quality services with sincerity 以誠待客，卓越服務

Businesses of the Company

Redsun Services is well-versed with customer needs and has commenced three business lines to provide three major services to property owners, namely property management services, value-added services to non-property owners and community value-added services, and has also achieved a balanced development in the three lines that they all keep pace with each.

公司業務

弘陽服務深諳客戶需求，開闢三大業務航道，為業主提供物業管理、非業主增值、社區增值三大服務，並已實現三大航道均衡發展，齊頭並進。

Property management services 物業管理服務

- Redsun Services' portfolio of managed properties comprises of residential, commercial and other properties. We provide property owners, residents and tenants with a wide range of property management services, including security, cleaning, greening and gardening, facility management, and repairs and maintenance services.
弘陽服務的在管物業組合包括住宅、商業及其他物業。我們向業主、住戶及租戶提供廣泛的物業管理服務，包括安保、清潔、綠化及園藝、設施管理以及維修及保養服務等。
- At the same time, we also provide property management services to a variety of commercial properties, such as shopping malls, home improvement and furnishings malls, hotels and theme parks. In addition, we also provide property management services to others properties such as office buildings and schools.
同時，我們亦為各類商業物業提供物業管理服務，例如購物中心、家居裝飾及傢俱商城、酒店及主題公園，除此之外，我們還為寫字樓及學校等其他物業提供物業管理服務。

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

- Redsun Services provides value-added services specifically to non-property owners, including consulting services to other property management companies, preliminary planning and design consultancy services to property developers for property development projects, sales assistance services to property developers and other value-added services to property developers, such as inspection services.
弘陽服務針對非物業性業主提供非業主增值服務。內容包括向其他物業管理公司提供顧問服務，向房地產開發商提供的房地產開發項目的前期規劃及設計諮詢服務，向房地產開發商提供的協銷服務以及向房地產開發商提供的驗收服務等其他增值服務。

Community value-added services 社區增值服務

- Redsun Services provides community value-added services to residential property owners and residents to improve their living experiences with an aim to preserve and increase the value of their properties. Our community value-added services for residential properties primarily include, among others, property brokerage services, property decoration services, community convenience services, common area value-added services and assets management services.
弘陽服務向住宅物業業主及住戶提供社區增值服務，以改善其居住體驗，旨在實現其物業保值升值。住宅物業的社區增值服務主要包括房產仲介服務、美居服務、社區便民服務、公用區增值服務及資產管理服務等。



Business Structure of Redsun Services
弘陽服務業務架構

Strategic Development

Redsun Services commits itself to creating a property service system that covers the entire lifecycle and developing a high-end property service system, so as to provide safe and rest-assuring living environment to property owners and contributes to the properties' value preservation and appreciation in terms of discipline, environment, engineering and customer services. Through the commencement of customized private services including house rental and sale and housekeeping, Redsun Services satisfies customers' living needs in an all-round way. For customers at different age groups, Redsun Services organized community activities such as community building throughout the year to enhance the service capability of the brand.

戰略發展

弘陽服務致力於打造全週期的物業服務體系，研發高端物業服務體系，從秩序、環境、工程和客服四個方面，為業主提供安全、安心的居住環境，實現房屋的保值與增值。通過開展房屋租售、房屋託管等個性化私屬服務，全方位滿足客戶的生活需求。針對不同年齡層的客戶，弘陽服務從社區共建，到貫穿全年的各類社區活動，努力提升品牌服務力。

Upholding the layout strategy of “penetrating the Greater Jiangsu Region, strengthening foothold in the Yangtze River Delta Region and expanding into core cities (做透大江蘇、深耕長三角、做強中心城)”, we put focus on core metropolitan areas including Nanjing, Shanghai, Tianjin, Chongqing, Chengdu, Xi’an, Hefei, Wuhan, Changsha, Nanchang, Foshan and so forth and constantly optimize various financial indicators of the enterprise to forge ahead with stability. As at the end of the Reporting Period, Redsun Services had provided property management services and value-added services to 55 cities in China, with 285 projects under management and contracted GFA of approximately 54.83 million sq.m., and including a total GFA under management of approximately 44.86 million sq.m.

AWARDS AND ACCOLADES

Leveraging its sound operating conditions, management scale, profitability and other comprehensive indicators, Redsun Services has won various recognition in 2022.

我們秉承「做透大江蘇、深耕長三角、做強中心城」的佈局戰略，聚焦南京、上海、天津、重慶、成都、西安、合肥、武漢、長沙、南昌、佛山等核心都市圈，持續優化企業各項財務指標，在穩健中砥礪前行。截至報告期末，弘陽服務為國內55座城市提供物業管理服務及增值服務，在管項目數量為285個，簽約建築面積約為5,483萬平方米，其中在管建築面積約為4,486萬平方米。

獎項榮譽

弘陽服務憑藉良好的經營情況、管理規模、盈利能力及其他綜合指標，2022年我們榮獲了多項認可。

DATE 時間	NAME OF AWARD/ ACCOLADE 獎項名稱	GRANTED BY 頒獎機構	PHOTO ILLUSTRATION 獎項圖片
April 2022 2022年4月	TOP 18 of 2022 TOP100 Property Management Companies in China 2022中國物業服務百強企業TOP18	China Index Academy ¹ 中指研究院 ¹	
April 2022 2022年4月	2022 China Outstanding Enterprises in Red Property Service 2022中國紅色物業服務優秀企業	China Index Academy 中指研究院	
May 2022 2022年5月	2022 Property Management Company Worth Focusing by Capital Market 2022值得資本市場關注的物業服務企業	China Index Academy 中指研究院	

¹ Beijing China Index Academy (“China Index Academy”)

¹ 北京中指信息技術研究院(Beijing China Index Academy，簡稱「中指研究院」)

DATE 時間	NAME OF AWARD/ ACCOLADE 獎項名稱	GRANTED BY 頒獎機構	PHOTO ILLUSTRATION 獎項圖片
May 2022 2022年5月	2022 Top 20 Listed Company of Property Management Services 2022 2022物業服務企業上市公司20強	Shanghai E-House Real Estate, CRIC Property Management 上海易居房地產研究院、克而瑞物管	
July 2022 2022年7月	2022 Leading Companies in Customer Satisfaction of Property Service 2022物業服務滿意度領先企業	Shanghai E-House Real Estate, CRIC Property Management 上海易居房地產研究院、克而瑞物管	
November 2022 2022年11月	2022 Top 30 Branded Property Management Companies in East China 2022中國物業服務華東品牌企業30強	CRIC Property Management, China Property Management Research Institution 克而瑞物管、中物研協	
November 2022 2022年11月	2022 Featured Brand of China Property Management Service — Dual-driven Smart Services 2022中國物業服務品牌特色企業 — 雙輪驅動智慧服務	CRIC Property Management, China Property Management Research Institution 克而瑞物管、中物研協	
November 2022 2022年11月	2022 Top 100 of Most Valuable Brand of China Property Service Enterprises 2022中國物業服務企業品牌價值100強	CRIC Property Management, China Property Management Research Institution 克而瑞物管、中物研協	

SUSTAINABLE DEVELOPMENT AND MANAGEMENT

While promoting business growth, Redsun Services attaches great importance to management of sustainable development. Incorporating the philosophy of sustainable development to corporate operation, we establish and continue to improve the corporate operating management structure and mechanism, actively assume social responsibility and strive to promote sustainable development of the corporate, so as to realize an all-win situation among each of the society, industry and corporate value.

COMPLIANT OPERATIONS

Redsun Services firmly believes that, compliant operation in accordance with laws is the fundamental of sustainable development. By constantly improving our operating mechanism and internal management system and effectively managing potential risks, we ensure the efficient and stable operation of the corporate, continuously create values for all stakeholders and realize sustainable development for the corporate. We strictly comply with China's laws and regulations and the internal rules and systems, set the strictest business ethics standards for ourselves at all times, constantly enhance our risk control system, implement measures regarding the three major campaigns and Top Ten Goals and achieve efficient implementation, so as to ensure compliant operation of the corporate.

Business Ethics

Redsun Services has zero tolerance to all forms of corruptions and bribes, and remains its steadfast commitment to creating a corruption-free and transparent working environment. We emphasize "morality is more important than ability (先做人，後做事)". Being honest, being sincere and keeping promises are the basic principles we follow in our life and work. The Group strictly complies with the national laws and regulations including 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 improves

可持續發展管理

在推動業務增長的同時，弘陽服務高度重視可持續發展管理工作。我們將可持續發展理念融入企業運營中，搭建並不斷完善企業運營管理架構與機制，積極承擔企業社會責任，致力於推動企業可持續發展，在社會、行業、企業價值上實現三贏。

合規運營

弘陽服務始終堅信，依法合規經營是可持續發展的基礎。我們通過運營機制和內部管理體系的持續完善，有效管理潛在風險，保障企業經營高效平穩運行，持續為各利益相關方創造價值，實現企業的可持續發展。我們恪守國家法律法規和內部規章制度，時刻以最高的商業道德標準要求自己，不斷健全風險控制體系，圍繞三大攻堅戰、十大目標的主題制定相關措施並實現高效落實，保障企業合規運營。

商業道德

對於任何形式的貪污、腐敗和賄賂行為，弘陽服務秉持零容忍的態度，致力於營造廉潔、公平的工作氛圍。我們強調「先做人，後做事」，誠信做人、誠懇待人、信守承諾是我們所遵循的做人做事的基本準則。本集團嚴格遵守《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》及《關於禁止商業賄賂行為的暫行規定》等國家法律法規，並在此基礎上健全

the internal integrity system on this basis. We have devised and implemented Hong Yang Group Company's System of Declaration of Conflict of Interests and the List of Prohibited Acts and Behaviors of Corruption, which emphasize the principle of fair handling, set out specific procedures for handling declarations of conflicts of interests and the handling methods of corruption, standardize its investigation and handling procedures, build a complete chain, and maintain a fair and equitable corporate atmosphere. During the Reporting Period, we continued to strengthen the bottom-line control, while gradually expanding the scope of integrity from internal personnel to external personnel, and gradually expanding the breadth and depth of integrity building. During the Reporting Period, the Group had no cases relating to corruption or bribery.

To handle complaints and whistle blowing, the Group has set various special reporting channels, including the official WeChat account, customer service hotline, mailbox and others. We formulated the Redsun Complaints and Whistle-blowing Management Policy, which clearly standardizes the handling mechanism for whistle blowing and improve the standard of investigation and handling reported cases. Whistle-blower may choose reporting channels based on the actual reported cases. Relevant departments will assign special personnel to follow up and handle cases from all kinds of acceptance channels. After investigation and verification, the reports will be processed, reported and rectified internally, forming a closed management loop.

內部廉政體系。我們制定並實施《弘陽物業集團利益衝突申報制度》和《員工禁止舞弊行為列示一覽表》，強調公平處理原則，明確利益衝突申報以及舞弊行為處理辦法，並規範其調查處理流程，構建完整的鏈條，維護公平公正的企業氛圍。報告期內，我們持續加強底線管控，同時將廉政範圍從內部人員逐步擴展到外部，逐步拓展廉正建設的廣度和深度。報告期內，本集團未發生貪污賄賂相關案件。

對於投訴舉報事件，本集團設置有專門的官方投訴舉報微信號、客服熱線、郵箱等各類舉報渠道。我們制定《弘陽投訴舉報管理辦法》，明確規範舉報事件處理機制，提升舉報調查處理標準化、規範化水準。舉報人根據實際舉報事件情況選擇舉報渠道，各類受理渠道由相應部門分配專人跟進辦理，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。



Procedures of complaining and whistle blowing 投訴舉報流程

We clearly stipulate protective measures for whistleblower in the Redsun Complaints and Whistle-blowing Management Policy. We protect personal data and filed materials of the whistleblower and impose relevant punishments on retaliation against whistleblower. In addition to protection and reward for whistleblowers, whistleblowers should be responsible for their own reporting behavior and clues provided, and should not falsely accuse others by reporting complaints. We also have a relevant accountability mechanism for whistleblowers who distort facts and take the opportunity to retaliate against others.

我們在《弘陽投訴舉報管理辦法》中明確規定舉報人保護措施。我們對舉報人的個人信息、舉報材料等進行保護，同時對打擊報復行為設有相應懲罰措施。在對舉報人的保護、獎勵之外，舉報人需對自己的舉報行為、提供的線索負責，不得借舉報投訴之便對他人造謠誣陷。針對歪曲事實、趁機報復他人的舉報人員，我們亦設有相關責任追究處理機制。

We are committed to spreading a culture of integrity and enhancing staff awareness against integrity. Activities such as the Anti-corruption Promotion Month, monthly promotional meetings for integrity and anti-corruption trainings covering Directors and all staff enable the staff to fully understand, be familiar with and master relevant laws and internal rules and regulations and enhance staff awareness in compliance of laws and against corruption. During the Reporting Period, we organized one anti-corruption training to the Board and eight anti-corruption training to the staff

RESPONSIBLE MARKETING

Any marketing and promotion activities conducted by Redsun Services are in strict compliance with laws and regulations and industry norms including the Advertising Law of the People's Republic of China and the Law of Protection of Consumer Interests of the People's Republic of China. The Group strives to uplift the level of its brand management and safeguard the legitimate interest for itself and the consumers. The Group puts in place the Manuals for Managing Redsun Brands and conducts marketing activities accordingly and implements a three-level business control model, so as to ensure that the form and substance of all marketing contents are proper and compliant, without exaggerated or false contents. During the Reporting Period, no penalty had been imposed by regulatory bodies on us for any violation of relevant laws and regulations due to marketing activities.

Information Security and Privacy Protection

Redsun Services attaches high importance to information security and privacy protection for its customers. We strictly comply with national laws and regulations including the Personal Information Protection Law of the People's Republic of China and the System for Administering the Graded Protection of Information Security and keep improving our system for information security and privacy management. In terms of privacy protection for our customers, we have devised our own System for Controlling Risks Pertaining to Information Security to regulate, among others, network security management, information platform security management, password management, confidentiality management and software management. Meanwhile, we have issued the Operating Guide for E-commerce Platform System Administrators to regulate the operations made by system administrators of e-commerce platforms. While performing well in information security, we have optimized the user experience and ensure the safe operation of the platform.

我們致力於傳播廉潔文化，提升員工廉潔意識。通過廉政文化宣傳月、月度會議廉政宣貫、覆蓋董事及所有員工的反貪腐培訓等活動，使員工均能充分了解、熟悉和掌握相關法律和內部規章制度，不斷加強員工遵紀守法、廉潔從業的意識。報告期內，我們向董事會開展1次反貪污培訓，對員工開展8次反貪污培訓。

負責任營銷

弘陽服務開展的任何營銷宣傳活動，均嚴格遵守《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》等法律法規及行業規範。本集團致力於提升自身品牌管理水平，保護企業自身和消費者的合法權益，制定並依據《弘陽集團品牌管理手冊》進行營銷活動，落地三級業務管控模式，確保所有內容及形式均合規恰當，避免出現誇大或存在虛假宣傳的情況。報告期內，我們未發生因市場營銷違反相關法律法規而受到監管機構處罰的事件。

信息安全及隱私保護

弘陽服務十分注重客戶的信息安全及隱私保護，嚴格遵守《中華人民共和國信息保護法》、《信息安全等級保護管理制度》等國家法律法規，不斷健全信息安全及隱私保護管理體系。對於客戶的隱私保護，我們通過制定《信息安全風險管理制度》，對網絡安全管理、信息平臺安全管理、密碼管理、保密管理、軟件管理等方面進行了詳細規範。同時，我們發佈《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日常操作行為，做好信息安全工作的同時，優化用戶體驗，保證平台安全運營。

Network security management
網絡安全管理

- Installed firewalls, install antivirus software in all servers with regular update and testing
加裝防火牆，伺服器均安裝殺毒軟體且定期升級、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
強化對供應商的管理，供應商需經許可才可連接內部資訊平台或資料庫且保留操作日誌

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和維護
- System administrators set scope of authority; application processes should be followed before obtaining user authority
系統管理員做好權限控制，用戶權限獲取必須履行申請流程

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加密單獨儲存
- Accounts of departing employees shall be closed upon departure
離職員工脫崗後關停帳號

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規定，不得向外洩漏企業數據、資料等，如發現並造成重大影響，將追究法律責任

Software management
軟件管理

- Software with lawful authorization shall be used
使用具有合法授權的軟件

Protection of Intellectual Property Rights

Redsun Services attaches importance to the protection and management of intellectual property rights. We strictly comply with the national laws and regulations including the Copyrights Law of the People's Republic of China, the Trademark Law of the People's Republic of China and the Patents Law of the People's Republic of China, and have devised and implemented internal regulations such as the System for Administering Intellectual Property Rights, so as to continuously optimize the risk prevention mechanism for intellectual property rights. We constantly strengthen our risk management on intellectual property rights. Through trademark registration, patent application and other means, we protect our own intellectual property rights from infringement, provide regular training on intellectual property rights protection for our employees, and foster a culture of respecting intellectual property rights.

RISK MANAGEMENT AND CONTROL

The overall risk management plan and objective of Redsun Services are "to establish and improve the Company's risk control management system to achieve zero material risk in listing compliance control and zero material risk in daily operating management". To reduce the risk of huge economic losses caused by risk events, we devised internal ordinances and systems including the System for Administering Risk Control Information and Measures for Administering Regional Risk Control and Post-holding Personnel (Trial). We published the List of Risk Management and Control on the OA platform and interpreted the handling mechanism of daily risks in detail, so as to provide process assurance for the identification and control of potential risk points in the Group's operations.

知識產權保護

弘陽服務注重知識產權的保護，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》及《中華人民共和國專利法》等國家法律法規，制定並落實《知識產權管理制度》等內部規定，不斷優化知識產權風險防範機制。我們持續加強知識產權風險管理，通過商標註冊、專利申請等方式維護自有知識產權不受侵犯，定期為員工提供知識產權保護培訓工作，樹立尊重知識產權的風尚。

風險管控

弘陽服務的風險管理總體規劃和目標是「建立、健全公司風控管理體系，實現上市合規管控零重大風險及日常運營管理零重大風險」。為降低因風險事件造成巨大經濟損失的風險，我們制定《風控信息管理制度》及《區域風控兼崗人員管理辦法（試行）》等內部規章制度，在OA平台上發佈《風險管控清單》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。

We have been continuously improving the Company's various systems of audit, supervision and management, regularly updating the Top Ten Operating Risks, and formed a group and regional two-tier risk control organization system with the cooperation of regional risk control taskforce. We specifically implemented risk control to the responsible units to effectively control major risks. Redsun Services has realized the change from post-stage control to pre-stage and current-stage control, and achieved effective control of the whole lifecycle of the Group's operations.

In 2022, we committed to effective risk management and control, and started to fortify product standardization by continuously strengthening the formation of regional risk control taskforce, developing the "Four Deeds", conducting routine audits, and working out our dedicated risk control solutions for issues of key weaknesses and difficulties.

我們不斷健全公司各項審計、監察管理制度，定期更新十大經營風險清單，聯動區域風控小組形成集團、區域二級風控組織體系，將風險管控具體落實到責任單位，實現重大風險有效管控。弘陽服務已實現從初始的事後監管到事前、事中監管的蛻變，達成對本集團經營全生命週期的有效監管。

2022年，我們通過持續強化風控小組建設、發展「四化」、開展例行審計、並形成痛難點問題專題風控，致力於風險的有效管控，著手產品標準化的深入打造。

Strengthening the formation of risk control taskforce 強化風控小組建設	Developing of the "Four Deeds" 發展「四化」	Conducting routine audits 開展例行審計	Dedicated risk control solutions 專題風控
<ul style="list-style-type: none"> To enhance professional skills of risk control personnel 提升風控人員專業技能 To strengthen the appraisal of staff members concurrently responsible for regional risk control 加強對風控兼崗人員的考評 	<ul style="list-style-type: none"> To strengthen the formation of standardization of system, standardization of work and products, digitalization of operational management, and standardization of internal system and work within a department 加強制度規範化、工作和產品標準化以及經營管理數字化、部門內部制度體系及工作標準化建設 	<ul style="list-style-type: none"> To conduct routine audits on regional companies and to timely and effectively discover management loopholes 對區域公司開展例行審計，及時有效發現管理漏洞 	<ul style="list-style-type: none"> To work out dedicated risk control solutions for issues of pain points and difficulties, and gather efforts to resolve risks 對痛難點形成專題風控，集中全力解決風險點

Highlights of risk control measures in 2022
2022年風控亮點舉措

Going forward, we will devote effort in optimizing and enhancing our risk control system, continue to develop and apply risk control models and continuously refine and implement the risk control actions to comprehensively improve the Group's risk management capabilities.

ESG WORK MECHANISM

The notion of sustainable development is embedded in the Group's strategic development goals and is put to implementation in our daily corporate operation and management as well as innovative activities, testifying the Group's practice of its social responsibilities and efforts to creating a society of sustainable development. Redsun Services has formed a top-down sustainable development management structure, which is a 3-tier hierarchy consisting of the Board of Directors, the ESG taskforce and key functional departments each of which taking charge of well-defined duties in a coordinated manner. As the highest responsible body, the Board of Directors is responsible for approving ESG-related goal setting, strategies, progress and ESG reports and publicly disclosed information. The ESG taskforce acts as an anchor point for the implementation of relevant decisions and is authorized by the Board of Directors to guide the ESG key functional departments to embark upon ESG-related tasks and to report ESG matters to the Board of Directors. Representatives of various functional departments are the executors of the main work and implement the sustainable development goals under the strategic guidance.

未來，我們將著力優化、完善風險管控體系，持續開發、運用關注風險管控模型，不斷細化落實風控動作，全面提升本集團風險管理能力。

ESG工作機制

本集團將可持續發展理念融入我們的戰略發展目標中，並貫穿落實到企業日常經營管理和創新活動，踐行企業社會責任，為打造可持續發展社會出力。弘陽服務形成了自上而下的可持續發展管理架構，由董事會、ESG工作小組、關鍵職能部門三級構成，各級職責分工明確、協調統一。董事會作為最高責任機構，負責審批 ESG相關的目標制定、策略、進度，以及 ESG報告和公開披露的信息。ESG工作小組作為落實相關決策的錨點，經由董事會授權引導各職能部門開展 ESG相關工作並向董事會匯報 ESG事宜。各職能部門代表為主要工作的執行者，在戰略指導下落實可持續發展目標。



Statement of the Board of Directors

As the top leadership in steering the sustainable development of Redsun Services, the Board of Directors is responsible for supervising ESG matters, assessing and reviewing the risks associated with sustainable development, ensuring that appropriate and effective direction and management system of sustainable development are in place, and shouldering the ultimate responsibilities of devising ESG management strategies and related goals, review of progress of achieving goals as well as ESG performance.

Each year, the Board of Directors is involved in assessing materiality of ESG issues, determining priorities and making final confirmation. At the same time, the Board of Directors reviews and manages ESG risks on a regular basis, and conducts materiality analysis on such risks as identified, taking into account the materiality to the stakeholders. In addition, the Board of Directors provides suggestions and perspectives on ESG issues that may affect the Group's long-term sustainable development. Meanwhile, the Board of Directors is also responsible for reviewing the progress of attaining ESG goals and propose direction for ESG development going forward based on the status of completion.

During the Reporting Period, the ESG taskforce conducted a review of the progress in achieving the ESG goals for environmental protection for 2022 and reported to the Board of Directors on the achievement of the goals and the effectiveness of the related work and management. The ESG taskforce constantly summed up experience in daily work and has laid a solid foundation for future related work. As the initiator, the Board of Directors continuously evaluated the ESG-related risks and opportunities proposed by the taskforce and updated the management strategies and measures in a timely and appropriate manner based on the operating conditions of the corporate. In addition, based on the 2022 results, the Board of Directors proposed the future development direction to provide guidance for the follow-up work of the taskforce and various functional departments.

董事會聲明

作為弘陽服務可持續工作的最高領導者，董事會負責監督ESG事宜，評估和審閱公司有關可持續發展的風險，確保公司設立合適及有效的可持續發展方針及管理體系，對ESG管理策略、相關目標制定、目標進度檢討以及ESG表現肩負最終責任。

董事會每年參與ESG議題的重要性以及優先級判定的過程中，定期對ESG風險進行回顧與管理，並結合對於利益相關方的重要性對識別的風險進行重大性分析。此外，對可能影響本集團長期可持續發展的ESG議題提出建議與觀點。同時，對ESG目標的進度進行檢討並基於完成情況提出未來ESG發展方向。

報告期內，ESG工作小組針對2022年ESG環境目標完成進度進行回顧，並向董事會匯報目標達成情況及有關工作和管理的有效性。在日常工作中不斷總結經驗，為日後開展相關工作打下堅實的基礎。董事會作為發起人，持續評估工作小組提出的ESG相關風險與機遇，根據企業經營狀況，因時制宜地更新管理戰略與措施。於此之外，董事會基於2022年成果，提出未來發展方向，為工作小組與各職能部門後續工作提供指引。

COMMUNICATION WITH STAKEHOLDERS

The Group conducts various forms of communication with internal and external stakeholders in order to understand their expectations on environmental, social and governance-related issues. The core stakeholders of Redsun Services include property owners/tenants, suppliers/contractors, local governments and regulatory bodies, shareholders and investors, employees, industry associations, the media and the public, and residents in the local community. A regular communication mechanism has been established so that Redsun Services can provide targeted response and adopt strategic implementation by understanding their expectations and feedback on the sustainable development of Redsun Services, which enhances the corporate's ability of sustainable development and boosts high-quality development. The issues of concern from the perspectives of different stakeholders during the Reporting Period are listed below:

利益相關方溝通

本集團開展多種形式的內外部利益相關方溝通，以期了解他們對環境、社會及管治相關議題的期望。弘陽服務核心利益相關方涵蓋業主／租戶、供應商／承包商、地方政府與監管機構、股東及投資者、員工、行業協會、媒體與公眾、當地社區居民。現已建立起常態化溝通機制，通過了解他們對弘陽服務可持續發展的期望與反饋，從而進行針對性的回應和戰略性的落實，以提升企業可持續發展的能力，助力高質量發展。下表列出報告期內不同利益相關方組別重點關注的議題：

Stakeholder 利益相關方	Key issues of concern 關注的主要議題	Ways of communication and response 溝通回應方式	Frequency 頻率／次數
Shareholders/investors 股東／投資者	Financial performance Compliance with laws and regulations Risk management 經濟績效 合法合規 風險管理	<ul style="list-style-type: none"> — General meetings — Investor conferences — Conferences for disseminating business results — Press releases/announcements — On-site visits — 股東大會 — 投資者見面會 — 業績發佈會 — 新聞稿／公告 — 現場調研 	<p>General meetings are held at least once a year</p> <p>Investor conferences and on-site visits are arranged at irregular time intervals</p> <p>股東大會每年最少舉行一次</p> <p>投資者見面會及現場調研不定期舉行</p>
Governments/regulatory bodies 政府／監管機構	Compliance with laws and regulations Information security Anti-corruption 合法合規 信息安全 反腐敗	<ul style="list-style-type: none"> — On-site visits — Seminars — 現場調研 — 會談 	<p>At irregular time intervals</p> <p>不定期</p>

Stakeholder 利益相關方	Key issues of concern 關注的主要議題	Ways of communication and response 溝通回應方式	Frequency 頻率/次數
Business partners 合作伙伴	Administering intellectual property rights Information security Exchanges with industry peers Business risks 知識產權管理 信息安全 行業交流 業務風險	— On-site visits — Seminars — 現場調研 — 會談	On a monthly basis 月度走訪
Customers 客戶	Information security Quality of customer services Management of sensitive customer information 信息安全 客戶服務質量 客戶敏感信息管理	— Online promotion — Telephone/Email — WeChat/Weibo — Questionnaire — Seminars — 線上推廣 — 電話/電子郵件 — 微信/微博 — 問卷 — 會談	At irregular time intervals 不定期
Employees 員工	Remuneration and welfare Employee health and safety Employee development and training 薪酬福利 員工健康與安全 員工發展與培訓	— Interviews with employees — Internal emails — Internal WeChat account — 員工面談 — 內部電郵 — 內部微信公眾號	At irregular time intervals 不定期
Media and the public 媒體與公眾	Compliance with laws and regulations Impact of business on society 合法合規 業務對社會的影響	— Press releases/announcements — Press interview — Meetings — 新聞稿/公告 — 採訪 — 會議	At irregular time intervals 不定期
Community 社區公眾	Contribution to community Charity and benevolence 社區貢獻 公益慈善	— On-site visits — Seminars — 現場調研 — 會談	At irregular time intervals 不定期

ESG MATERIALITY ISSUES

Materiality issues are issues that reflect the significant impact of Redsun Services on the economy, environment and society in the process of creating value. In 2022, based on the results of ESG materiality assessment in 2021, the Group reviewed and identified the ESG-related issues in combination with the ESG guidelines of the Stock Exchange, peer benchmarking and the actual development of the corporate during the year. Taking into account the Group's direction of strategic development and stakeholders' opinions and concerns from the surveys conducted, we conducted comprehensive analysis and assessment on relevant issues according to the levels of importance and interests of different issues and formed an updated matrix of materiality issues. In 2022, a total of 22 issues of materiality were given rise, of which 6 were issues of high materiality, 11 were issues of moderate materiality and 5 were issues of low materiality.

ESG 重大性議題

重大性議題是反映弘陽服務在創造價值的過程中對經濟、環境和社會具有重大性影響的議題。2022年，本集團基於2021年重要性議題評估結果，結合聯交所ESG指引，同行對標及本年度企業實際發展情況，回顧、識別出2022年ESG相關議題。我們結合本集團戰略發展方向和外部利益相關方的調查意見與關注重點，針對不同議題重要程度及關注度，對相關議題進行了綜合分析與評估，形成了更新的重大性議題矩陣。2022年，共總結出22項重要議題，包括6項高度重要議題，11項中度重要議題及5項低度重要議題。

MATERIALITY MATRIX OF REDSUN SERVICES GROUP LIMITED
弘陽服務集團有限公司重大性矩陣



Issues of high materiality 高度重大性議題	
Customer service 客戶服務	Compliant operation 合規運營
Energy saving and emission reduction 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
Issues of moderate materiality 中度重大性議題	
Labour rights 勞工權益	Climate change 氣候變化
Waste disposal 廢棄物處置	Privacy and information security 隱私及信息安全
Career development 職業發展	Water resources management 水資源管理
Green construction 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
Public welfare 社會公益	
Issues of general materiality 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 促進就業	

QUALITY SERVICES

“Sprout in spring, grow in summer, harvest in autumn, store in winter”, what remains unchanged is that Redsun Services has always been adhering to its original vision of “making lives warmer”, upholding the spirit of providing customers with high-quality services with sincerity, sticking to the service attitude of putting the owners first. We are committed to improving the living experience of customers, and continuously strengthening the construction of service standards and quality standards, so as to become a respected operator of good life.

HONGQING SERVICES

Redsun Services understands that there is no shortcut to good service and it can only stand the test of time by focusing on detailed construction. We are firmly committed to continuous progress towards high-quality service. With polished details and scenario-based services, our warm services permeate every part of lives and make the good life better.

Redsun Services insists on serving its customers with high-quality differentiated products and focuses on the pursuit of high-quality standardization. Through the establishment of a product operation system and the formulation of customized institutional documents according to service standards, it further clarifies the classification guidance of residential and non-residential businesses to better provide excellent services in operation management.

品質服務

春生夏長，秋收冬藏，不變的是弘陽服務始終秉承「讓生活更有溫度」的初心，懷揣以誠待客和追求卓越服務的精神，堅持以業主為先的服務態度，致力於提升客戶的居住體驗，不斷強化服務標準和品質標準建設，讓弘陽服務成為一家受人尊敬的美好生活運營服務商。

弘情服務

弘陽服務深諳好的服務沒有捷徑可走，唯有專注一點一滴的細節鍛造方能經得住時間的考驗。我們堅定向高品質服務持續邁進，以細節的打磨、場景化的服務，讓溫度服務滲透生活的每一處，讓美好生活更美好。

弘陽服務堅持以高品質的差異化產品服務於廣大客戶，專注於追求高質量標準化建設，通過建立產品運營體系，根據服務標準制定個性化制度文件，進一步明確住宅和非住宅業態的分類指導，以更好地在運營管理方面提供優異服務。

**Non-residential
operation system 1.0
非住運營體系 1.0**

- Catalogue for non-residential business service 1.0: including 121 operation and management documents and 187 quality records
非住業態服務產品書 1.0：包含運營管理文件 121 個，質量運行記錄 187 個
- 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
快速與客戶建立連接，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

**Residential
operation system 2.0
住宅運營體系 2.0**

- Catalogue for residential business service 2.0: including 86 operation and management documents, 27 operation guides for posts and 225 quality records
住宅業態服務產品書 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
- 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，內容上體現差異化(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 by providing services of different service levels in aspects such as sales center, pre-referral and one-unit-one-inspection
在弘陽地產關聯業務方面，通過對案場、前介、一戶一驗提供不同產品等級的服務，制定差異化服務菜單
- 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

To further meet the needs of different customers, we devoted effort in coordinated development of services in different niche sectors and different levels while providing high-quality services. The services are classified as "Prestige Services", "Mainstream Services" and "Benchmark Services".

為進一步滿足不同客戶的需求，在提供高品質服務的同時，我們聚力於不同細分領域、不同層次服務的協同發展，共分為「尊享服務」「主流服務」和「基準服務」。



Prestige Services Division A

- 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
- SERVICE FEATURES: Focus on customer satisfaction; Service brings about satisfaction, and satisfaction brings about sales orders
- SUBDIVIDING BASIS: the housing price is higher than the average price of the surrounding 3-kilometer property projects; property fees are priced above the local government's guidance price ceiling (excluding public energy costs)

尊享服務 A標

- 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
- 服務特色：聚焦客戶滿意；服務轉換滿意，滿意贏得「買單」
- 細分依據：房屋價格高於周邊三公里樓盤的平均價格；物業費定價高於當地政府指導價最高限價（不含公共能耗費）



Mainstream Services Division B

- PRODUCT POSITIONING: Attaining average standard, with suitable products and sustainable and healthy development
- SERVICE FEATURES: Mainstream service product line, with suitable and replicable service standards, and sustainable and healthy operation
- SUBDIVIDING BASIS: all non-Division A and non-Division C projects will be incorporated into Division B

主流服務 B標

- 產品定位：指標均好，產品適配，持續健康
- 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
- 細分依據：非A標、C標專案均納入B標



Benchmark Services Division C

- PRODUCT POSITIONING: Risk prevention and control, mainly for loss mitigation and operation enhancement
- SERVICE FEATURES: Bottom-line services with sharing, enhanced management, to avoid touching business bottom lines and to guard against risk-related events
- SUBDIVIDING BASIS: the housing price is 10% lower than the average price of the surrounding 3-kilometer property projects; property fees are priced below RMB1.4/sq.m./month

基準服務 C 標

- 產品定位：風險防控、主營扭虧、經營提效
- 服務特色：守底線，共用集約，管理提效、杜絕業務底線和風險類事件
- 細分依據：房屋價格低於周邊三公里樓盤的平均價格10%；物業費定價低於1.4元/平米/月

Stick to Quality

Redsun Services is in strict compliance with the laws and regulations such as the Urban Real Estate Administration Law of the People's Republic of China and the Regulation on Realty Management. We attach great importance to quality construction and service efficiency, stick to high-quality service with actions, and pursue the integration between quality and service, so as to promote service with quality and repay quality with service. We adhere to the implementation of governance system standards and have obtained the ISO 9001 quality management system certification.

堅守品質

弘陽服務嚴格遵循《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，高度重視品質建設和服務效能，用行動堅守高品質服務，追求品質與服務的交互融合，以品質促進服務，以服務回饋品質。我們堅持貫徹執行治理體系標準，已獲得ISO 9001質量管理體系認證。



Certificate of ISO 9001 quality management system certification
ISO 9001 質量管理體系認證證書

In order to guarantee and improve the service quality, Redsun Services has continuously optimized the overall standardization construction, renovated the equipment room and labels in accordance with the Group's standards and improved and applied them in combination with the project's own conditions, and exported them to the standardized community.

Redsun Services has established a sound and standardized system for equipment rooms, creating a safe and intuitive standardization process in the form of internal and external combination to ensure service quality from the source.



**Regional standardization of
equipment room**
設備房區域標準化打造

為保障和提升服務品質，弘陽服務不斷優化整體標準化建設，根據集團標準對設備房和標識進行改造並結合項目自身情況加以改進和應用，輸出標準化社區。

弘陽服務已建立完善的設備房標準化體系，以內外結合的形式打造安全、直觀的標準化流程，從源頭保障服務品質。

Apart from daily public area repair and maintenance of facilities and equipment, Redsun Master also visually distinguishes different areas of the equipment room by painting. In the process of making, each step such as grinding with sandpaper and paint selection is performed according to strict standards.

弘師傅們除了日常公區維修及設施設備保養外，還通過刷油漆的方式，更直觀地區分設備房的不同區域。打造過程中，砂紙打磨、塗料選取等各個步驟均按嚴格標準執行。



**Standardization of
equipment room labels**
設備房標識系統規範化

Safety labels are posted at the door of each equipment room to warn staff of potential safety hazards and guidelines for different equipment rooms. While protecting the safety of staff, the standardization of the identification system has been further enhanced. 在各個設備房的門口通過張貼安全標籤，以警示工作人員不同設備房的安全隱患和指引。在保護工作人員安全的同時，也進一步增強了標識系統的規範化。

At the same time, in order to further improve the living quality and residents' experience in the community, we started from the details and spread warmth to the residents by means of standardized signs posted in each area.

同時，為進一步提升園區居住品質和住戶體驗，我們從細節出發，通過在各個區域規範張貼標識的方式，向住戶傳遞溫暖。



**Friendly reminders
in unit buildings**
單元樓溫馨提示



**Friendly reminders
in communities**
園區溫馨提示



**Friendly reminders
in customer service center**
客服中心溫馨提示

In order to create a more comfortable and safe living environment and ensure the living quality of customers, Redsun Services effectively avoids possible project risks through active research in the early stage of the project, so as to provide customers with the best quality services.

為創造一個更加舒適、安全的居住環境，保障客戶的居住品質，弘陽服務通過在項目前期的積極調研，切實規避可能的項目風險，以提供給客戶最優質的服務。

Paying Attention to Customers' Needs and Creating Quality Service — Longyun Tiancheng Project Team
關注客戶所需，打造品質服務 — 龍運天城項目團隊

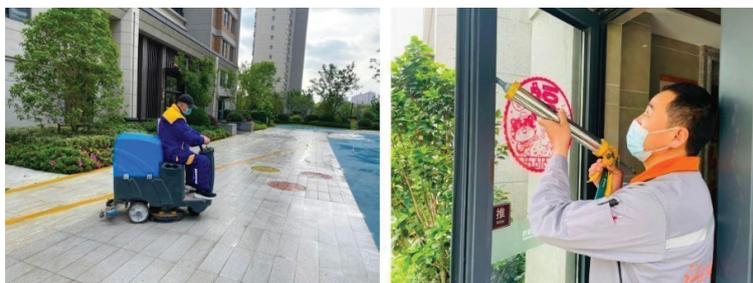
In the early stage of the delivery of the Longyun Tiancheng project, Redsun Services team carried out on-site exploration for many times to discover and avoid possible potential dangers in a timely manner. During the process, Redsun Services found potential safety dangers in the design of non-motor vehicle ramps to be delivered. The project manager led the team to communicate and negotiate with Hong Yang Group Company over and over again. Through unremitting efforts, the project finally obtained the approval of the non-motor vehicle ramp modification, which reduced the potential safety dangers of the owners' during driving and improved the owners' quality of life in the community.

在龍運天城項目交付前期，弘陽服務團隊多次開展現場勘探工作，及時發現、規避可能存在的隱患。在過程中，弘陽服務發現即將要交付的非機動車坡道設計存在安全隱患。項目經理率領團隊一次次的與弘陽集團多方溝通協商，經過不懈的努力最終爭取到了非機動車坡道改造的審批，降低了業主行車的安全隱患，提升了業主的社區生活品質。



In order to provide better delivery, renovation activities were also carried out in the project in advance, such as improving the paving quality of green corner stones, cleaning up corridors professionally, and building the community professionally, which greatly guaranteed the living quality of the community.

為了更好的交付，項目還提前進行了綠化邊角石材鋪設品質提升、樓道專業清理、園區專業化打造等煥新行動，大大保障了園區的居住品質。



Sincere Dedication

Redsun Services upholds the concept of “service with sincerity and heart”, continuously improves the service quality and focuses the service on details in daily life. Regardless of the complexity and tiredness, we always greet each other with a smile and patiently face every appeal and suggestion with passion. At the same time, we have made countless trips to and from the community while providing services, only to provide the owners with considerate services.

至誠奉獻

弘陽服務秉持「真誠以待，用心服務」的理念，持續提升服務品質，將服務聚焦在日常，更在於細節。我們不顧繁瑣、疲累，始終微笑相迎，用心用情地耐心面對每一份訴求和建議。同時利用服務間隙，在園區內踏下無數往返的腳步，只為給業主提供關懷備至的服務。



Home visits
上門拜訪



Inspection of vacant houses
空置房巡查



Renovation inspection
裝修巡查



Inspections in public areas
公區巡查

2022 was the fifth year since Redsun Services has initiated the “Rejuvenation with Heart and Love for Family Plan” program. During the difficult time of the whole industry, we adhered to the principle of “no matter how hard it is, our customers won’t be suffered” and continuously put in funds. Based on the actual perspective of each family, we perceived the needs in the owners’ living scenes, renovated, maintained and upgraded the delivered project communities with the best service attitude and first-class professional service quality to continuously improve the owners’ living quality. During the year, the rejuvenation action focused on four major themes of “Love for Home with Warmth”, “Love for Home with Neighbors”, “Love for Home with Children” and “Love for Home in Sports”, benefitting 159 projects (including property extension projects) in Nanjing, southern Jiangsu region, Shandong-Anhui region and western regions.

2022年，是弘陽服務「以心煥新 — 愛家計劃」[續航]的第五年，在行業整體艱難時期，我們秉承「再苦不能苦客戶」的宗旨，不斷投入資金，基於每一戶家庭的實際角度，感知業主生活場景的需求，以精益求精的服務態度，一流專業的服務質量，對已交付項目園區進行翻新、養護和升級，不斷提升業主居住品質。今年的煥新計劃圍繞「溫暖愛家、鄰趣愛家、童夢愛家、運動愛家」四大煥新主題，惠及159個項目(含物業外拓項目)，涵蓋南京、蘇南、魯皖、西部區域。

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 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

Love for Home with Children 童夢愛家

- 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
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 in Sports 運動愛家

- Created a healthy sports space scene to provide owners with more space for sports and construct a healthy life
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

Adhering to the spirit of taking owners' needs as the first consideration, we have implemented a brand-new participation model of "rejuvenation experience officer" to listen more to the real voice of owners, understand their actual needs, and build a more comfortable and warm community for owners. Since the launch of the 2022 rejuvenation program, we have invited several rejuvenation experience officers to experience and supervise the construction progress and final results throughout the program. Our efforts have been highly recognized by all the "rejuvenation experience officers" as they saw the "new look" of their own community,

秉承以業主需求為第一考量的精神，我們落地全新的「煥新體驗官」參與模式，以更多地傾聽業主真實聲音，了解業主實際訴求，切實為業主打造更加舒適的溫馨社區。2022年度煥新計劃自啟動開始就邀請數位煥新體驗官，全程體驗並監督施工進展和最終成果。看著自家小區不斷展露「新顏」，我們的付出受到了所有「煥新體驗官」的高度認可。





Beloved Home Rejuvenation
愛家煥新

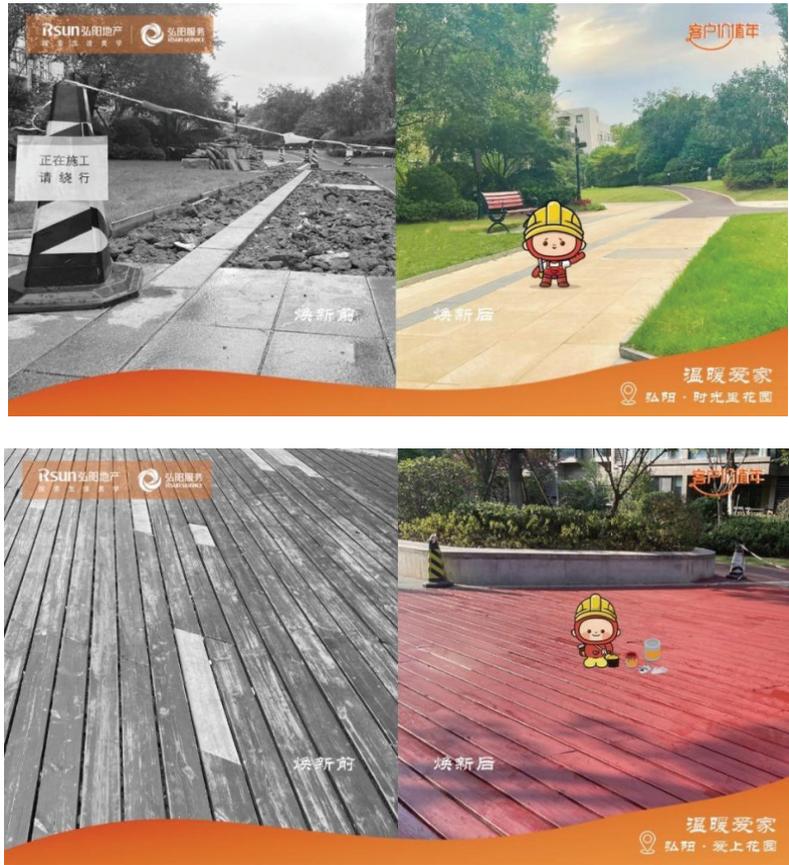
Full of sunshine, Redsun cares about thousands of families. In 2022, Redsun Services provided various sincere services, such as cleaning range hoods, washing machines and air-conditioning filter screens, so as to warm every resident with real actions. 弘心向陽，心系萬家。2022年，弘陽服務開展油煙機清潔、洗衣機和空調濾網清洗等多重至誠服務，以真實行動溫暖我們的每一位住戶。



In order to improve the quality of the residential area and maintain the appearance of the road surface, we repaired and renovated the uneven roads in the communities which had potholes and damaged anticorrosive wood floors, and repainted the guidelines and warning signs of the main roads to ensure the safety of owners and enhance the overall appearance of the road surface in the communities.

為提升小區品質，維護路面保持美觀，我們針對園區道路出現的坑洼不平、防腐木地板破損等情況對園區道路進行維修翻新，並重新粉刷主幹道指引及警示標識，保障業主出行安全，提升園區路面整體感觀。





We spread love with actions and provide service with warmth. Our original vision remains unchanged and our services are as good as they always do. Redsun Services is always customer-centered, pays attention to customers' needs and continuously improves the details in its quality services to make lives warmer. With this mission in mind, the Group carried out a series of quality improvement actions during the Reporting Period.

愛家有行動，服務有溫暖，初心不變，服務始終。弘陽服務始終堅持以客戶為中心，關注客戶需求，持續提升品質服務細節，讓生活更有溫度。懷揣著這一使命，本集團於報告期內開展一系列品質提升行動。

Warmth from Redsun Action

弘暖行動

As cold breezes cooled down the morning and the evening, Redsun Services launched the “Warmth from Redsun Action” in 2022. With different kinds of great services, Redsun Services has taken practical actions to warm and protect the happy homes of the residents by activities such as giving out love breakfast, installing door handle covers, delivering to the door by express delivery and cleaning kitchen utensils in residents’ home to benefit the residents.

寒風漸起，早晚微涼。弘陽服務開展2022年「弘暖行動」，用各式各樣的美好服務，通過派送愛心早餐、加裝門把手套、快遞上門派送、上門清洗廚具等惠民活動，以實際行動溫暖守護住戶的幸福家園。



Giving Out Love Breakfast

愛心早餐大派送



Warming “Palm” Activity

「掌心」送温暖活動



Redsun Warm Team's "Assistant" Service in 11.11
弘暖小队双十一「助攻」服务



"Zero Distance" Home Service
「零距离」入户服务

Community Convenience Activities
便民活動

Warm breeze comes with the sunshine. During October to November 2022, Redsun Services carried out free hair cutting, blood pressure measurement, dental care for the elderly, car washing, floor mat washing, drying festival, pandemic prevention and other convenient activities, so as to use our heart to bring the residents' a peace of mind.

陽光和煦，清風徐來。2022年10月至11月期間，弘陽服務陸續開展免費理髮、測血壓、老年人看牙、沖車、沖地墊、晾曬節、防疫惠民等便民活動，以一份用心換住戶的十分安心。



Free Blood Pressure Measure
免費測血壓



Free Dental Care for the Elderly
老年人免費看牙



Drying Festival
晾曬節



Pandemic Prevention for Residents
防疫惠民

At the same time, the Group actively organized owners to carry out a series of sports activities such as table tennis and relay races to enrich their holiday life.

同時，本集團積極組織業主開展乒乓球、接力賽等運動系列活動，豐富假日生活。



Series of Sports Activities
運動系列活動

SAFETY GUARANTEE

Redsun Services regards the safety of stakeholders as the premise of all quality services, and it is our responsibility to safeguard the health of the owners and maintain the safety of the community. By further improving the safety management system, optimizing the safety organization structure, strengthening the risk assessment mechanism, the Group comprehensively improved the hardware configuration and employee safety operation ability, and ensured the safety of the owners from a practical perspective.

安全保障

弘陽服務將利益相關方的安全視作一切優質服務的前提，保障業主健康與維護社區安全是我們的責任。本集團通過進一步完善安全管理體系，優化安全組織架構，強化風險評估機制，全方位提升硬件配置和員工安全運營能力，從實際出發保障業主安全。

Safety Management

In strict compliance with the laws and regulations such as Production Safety Law of the People's Republic of China and the Fire Control Law of the People's Republic of China, the Group has formulated and implemented internal system and processes related to safety management, including the Operating Guide for Orderly and Professional Internal Management, the Operating Guide for Safety Examination, the Operating Guide for Fire Safety Management and the Operating Procedures for Handling Emergencies, continuing to improve the safety management system construction. We clarify the emergency management mechanism for emergencies, conduct regular safety risk investigation and patrols and nip safety problems in the bud, so as to protect the health and safety of owners.

Redsun Services adheres to the safety management approach of hierarchical control and detailing to people. The person in charge of three guarantees of Redsun Services serves as the highest responsible person of the management organization, and standardized and comprehensive project-based management is developed, covering all employees and property owners of each project of the Group to ensure the efficiency of safety risk management.

安全管理

本集團嚴格遵守《中華人民共和國安全生產法》及《中華人民共和國消防法》等法律法規，制定並實施《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》等安全管理相關的內部制度流程，持續完善安全管理體系建設，明確突發事件應急管理機制，定期開展安全風險排查和巡邏活動，對於安全問題做到防患於未然，為業主的健康安全保駕護航。

弘陽服務秉持分級管控、細化到人的安全管理方針，由弘陽服務三保負責人作為管理組織的最高負責人，設定規範全面的項目化管理，覆蓋本集團各項目的所有員工及業主，保證安全風險管理效率。



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

In order to respond to various kinds of emergencies in a timely manner and standardize daily management so that various issues can be handled effectively, Redsun Services has formulated the Management Measures for Emergencies, which further clarifies the emergency measures for control of emergencies, with clear organization and assignment of responsibility to designated persons. A linkage mechanism is in place with clear path and coordination and unity among various departments. At the same time, we set up a special team for emergencies, headed by the president of Redsun Services, with a general security contact person, a general media contact person, a regional contact person and a local police station contact person. The special team adheres to the principles of quick response and unified command and handles emergencies in accordance with emergency plans.

為及時應對各類突發事件，規範日常管理，使各類問題得到有效處理，弘陽服務制定了《應急突發事件管理辦法》，進一步明確突發事件管控應急措施，組織明確、責任到人、聯動機制及路徑清晰，各部門聯動協調統一。同時，我們成立應急突發事件專項小組，由弘陽服務總裁擔任組長，並分設安保總對接人、媒體總對接人、區域對接人以及地方派出所對接人，秉持快速反應、統一指揮的原則，遵循應急預案進行突發事件處理。

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的，應第一時間向產業對接人彙報具體情況，對接人立即向專項小組彙報，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

In 2022, Redsun Services implemented an online reporting control mechanism, i.e. further realize real-time dynamic feedback for the scenario of the patrol site based on existing patrol control operational guidelines. On-site watermarked pictures are uploaded to the online system to form an evaluation assessment of on-site management and guarantee high quality patrol. At the same time, we formulated targeted inspection requirements based on the nature of day shift and night shift to effectively avoid various patrol blind spots and dead ends, to ensure dynamic control over the parks.

2022年，弘陽服務實行線上報備管控機制，即根據現有巡邏管控操作指引，進一步實現對於巡邏現場場景的實時動態反饋，以現場水印圖片上傳線上系統，形成對現場管理的評價考核，保障高質量巡邏。同時，針對白班夜班特性制定針對性巡檢要求，有效規避各種巡邏盲點和死角，確保園區動態可控。

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 for patrol by scanning code. Conduct patrols and recording in accordance with the frequency and patrol routes required by the department during the patrol process
每週上傳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

Safety Training

Redsun Services makes every effort on various safety inspections, conscientiously fulfills the fire safety responsibility to achieve fire control input in place, training and education in place, safety management in place so as to fundamentally eliminate fire hidden hazards, resolutely curb the occurrence of major fire accidents, and truly build a fire safety firewall for the owners.

To respond to the requirements of "119 National Fire Day", increase the awareness of fire safety among employees and property owners, and provide a safe living and office environment for the owners, Redsun Services coordinated residential and commercial and office projects to launch special activities such as safety knowledge training, fire drills and hidden hazard investigation.

安全培訓

弘陽服務積極做好各項安全檢查，認真履行消防安全責任，做到消防投入到位、培訓教育到位、安全管理到位，從根本上消除火災隱患，堅決遏制重大火災事故的發生，真正為業主構建一道消防安全「防火牆」。

為響應「119全國消防日」要求，增加員工和業戶的消防安全意識，為業主提供一個安全的居住及辦公環境，弘陽服務統籌各住宅、商寫等項目開展安全知識培訓、消防演練和隱患排查等專項活動。

Emergency fire drills

應急消防演練

Fire safety is everyone's responsibility. Attention has to be paid to fire safety knowledge constantly and safety drills shall be conducted from time to time. On 8 November 2022, Redsun Services Nanjing Company jointly organized a fire drill under the theme of "Care About Fire Control for Every One's Security" with the community, street police station and fire rescue station.

消防安全，人人有責；消防知識常抓不懈，安全演練警鐘長鳴。2022年11月8日，弘陽服務南京公司聯合社區、街道派出所及消防救援站等單位共同舉辦「關注消防·平安你我」消防演練活動。



Redsun Services called on its employee to consciously start from themselves and be highly aware of the dangers of fire and prevent fire hazards anywhere and anytime. They are urged to further enhance fire safety awareness and strengthen safety management, to maximize the protection of the lives and property of property owners and themselves, and to build a solid fire safety defense line.

弘陽服務呼籲員工應自覺地從自身做起，高度認識火災的危險性，做到處處防火、事事防火、時時防火，進一步增強消防安全意識，強化安全管理，最大程度保障業戶及自身的生命與財產安全，築牢消防安全防線。

Firefighters explained fire safety knowledge to the employee, and also elucidated in detail the use of firefighting equipment such as dry powder fire extinguishers and fire ropes, and simulated how to respond to fire on site. Then, on-site employee and property owners conducted a practical exercise on the use of fire-fighting equipment in accordance with scheduled plans, further enhancing the ability to use fire-fighting equipment and fire response capability.

消防員為員工講解消防安全知識，同時對乾粉滅火器、消防繩等消防器材的使用方法做詳細講述，並現場模擬如何應對火災。然後，現場員工及業戶按照預定方案進行了消防器材使用實戰演練，進一步提升了消防器材使用能力及火災應對能力。



After the explanation, to deepen firefighting knowledge, Redsun Services Nanjing Company conducted a simulation drill on site in conjunction with the fire brigade. After the drill started, Redsun Services quickly entered the drill state, including starting the emergency plan and dispatching the property fire emergency response team, guiding personnel evacuation, eliminating the fire and emergency treatment, etc., and facilitated fire truck coordination work to ensure that the fire truck arrived at the fire scene smoothly within five minutes after the fire occurred.

在講解結束後，為加深消防知識，弘陽服務南京公司聯合消防隊現場進行了模擬演習。演習開始後，弘陽服務迅速進入演習狀態，包括啟動應急預案、物業消防應急隊出動、指導人員疏散、消除火情及緊急救治等，並做好消防車的接應，確保火情發生後的五分鐘之內，消防車順利到達火災現場。



The fire drill further enhanced the ability of the people in the district under control in responding to fire safety accidents such as sudden fire, improved the fire safety knowledge and skills of the property management employee and residents in the district, built up fire emergency response awareness among employees and property owners on a large scale, and laid a solid foundation for building a safe community.

本次消防演練的開展，進一步增強了轄區人員在應對突發火災等消防安全事故時的能力，提高了轄區物業及居民消防安全知識技能，大範圍普及員工、業戶消防應急應對意識，為建設平安社區打下了堅實的基礎。

Building a defense line for safety

With patience and warmth, steadfastness and responsibility, Redsun Services guards the health and safety of the owners with practical actions. The Group paid close attention to the dynamics of the pandemic and timely adjusted the pandemic prevention level. We strengthened the management of community personnel and arranged 24-hour sentry duty. We increased the disinfection and sterilization frequency in key areas, strengthened employee protection measures and logistics support, and repeatedly issued pandemic prevention and control guidelines through the WeChat public account to promote pandemic prevention knowledge and build a defense line for the health and safety of property owners.

構築安全防線

弘陽服務用耐心和溫情、以堅守和責任、配合實際行動守護業主的健康和 safety。本集團密切關注疫情動態，及時調整防疫工作等級，加強社區人員管理，在門崗設置24小時輪流值班人員，針對重點區域增加消毒頻次，加強員工保護措施和後勤物資保障，並在公眾號多次發佈疫情防控指南，科普防疫知識，為業主的健康安全構築防線。

Fighting the “pandemic” with one heart, we are in action
同心戰「疫」，我們在行動

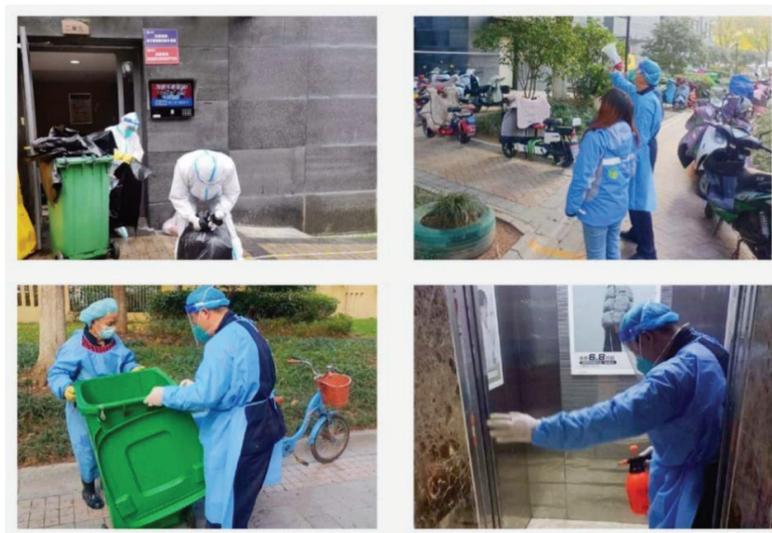
During the special situation of the pandemic in 2022, Redsun Services activated the pandemic response mechanism instantly and implemented pandemic prevention and management for the community immediately. Property housekeepers actively communicated with property owners, issued various notices and friendly reminders in their WeChat Moments or WeChat groups, and patiently calmed down property owners’ emotions.

在2022年疫情特殊情況期間，弘陽服務第一時間啟動疫情應急響應機制，即刻對小區實行防疫管理。物業管家積極與業主溝通，在朋友圈或微信群裏發佈各類通知及溫馨提示，耐心安撫業主情緒。



At the same time, in order to safeguard the health of the property owners, we strictly implemented anti-pandemic prevention and disinfection work. By increasing the frequency of disinfection and cleaning, we feasibly protected the health and safety of each owner.

同時，為保障廣大業主身體健康，我們嚴格落實防疫消殺工作。通過增加消毒清潔的頻次，切實保障每位業主的健康和 safety。



In order to fight the war of logistics support, the countermeasures employees of Redsun Services actively provided services, and took the initiative to contact mobility impaired elderly people living alone, pregnant women and self-quarantined people, providing procurement and courier services for daily necessities and medicines, and regular door-to-door collection of household garbage, etc., injecting warmth and determination into the fight against the “pandemic”.

為打好後勤保障戰，弘陽服務的員工逆向而行，積極服務，主動對接行動不便的獨居老人、孕婦等，為他們提供生活用品、藥品等代購及快遞上門服務；定期定點上門打包回收生活垃圾等，為戰「疫」注入溫暖而堅定的力量。



With patience and warmth, steadfastness and responsibility, Redsun Services guards owners’ health and safety with practical actions. The attentive and warm-hearted service has been praised and commended by the property owners, competent government authorities and the media and other sectors.

弘陽服務用耐心和溫情，以堅守和責任，用實際行動守護業主健康和 safety。貼心暖心的服務，得到了業主、政府主管部門及媒體等各界的一致好評及讚揚。

During the pandemic in Shanghai, they carried everyone’s peace of mind

上海「疫」瞬間，他們扛起所有人的安心

During the outbreak of the pandemic in Shanghai in the first half of 2022, Redsun Services’ Yulongwan project in Shanghai responded quickly, specifying clear requirements for various anti-epidemic measures including staff screening, area disinfection, material distribution at the first time.

2022年上半年上海疫情期間，弘陽服務位於上海的御龍灣項目迅速響應，第一時間指定了明確的員工排查、區域消毒、物資配送等各項防疫措施要求。

In order to safeguard the normal life of the owners during the pandemic, the staff of Yulongwan project helped the owners to remove their daily garbage, visited the houses of each property owner to remind them to complete nucleic acid testing and assisted the mobility impaired property owners. Yulongwan project actively arranged for deployment of staff and living materials. All materials were sorted and disinfected by property management personnel and then transported in a unified manner to ensure distribution to the home of property owners.

為保障疫情期間業主的正常生活，御龍灣項目的員工幫助業主搬運日常生活垃圾，上門逐個提醒做核酸，協助行動不便的業主。同時，為了保證業主的生活所需，御龍灣項目積極調動人員和生活物資。所有物資由物業人員進行分揀消殺後，統一運輸，確保配送到戶。



Taking care of each other and seeing shimmer with ordinary deeds

守望相助，看見平凡微光

In December 2022, Redsun Services set up a love medicine box for sharing medicine in the community to help property owners with fever and ill health. To help property owners who could not go out due to ill health, Redsun Housekeeper voluntarily provided medication pick-up service. In the community, we carried out comprehensive disinfection from inside to outside, and our cleaning staff conducted alcohol cleansing and disinfection every day in the public area of the community, including high-frequency contact locations such as corridors, lifts and ground surface of parks to build a safe, healthy and comfortable rampart for all owners.

2022年12月，弘陽服務在社區內設置共享藥物的愛心藥箱，幫助發燒和身體不適的業主們。弘管家為幫助身體不適無法出門的業主，自願提供藥品代拿服務。在社區內，我們從裏到外進行全面消殺，保潔人員每天對小區的公共區域，包括各樓道、電梯、園區地面等高頻率接觸地點進行酒精擦拭消毒，給全體業主築起安全健康舒適的城牆。



CUSTOMER COMMUNICATION

Redsun Services has always adhered to the service philosophy of "Quality First, Customer Oriented". By continuously optimizing customer communication channels, improving customer complaint handling mechanisms and actively conducting customer satisfaction surveys, we strive to satisfy the real needs of property owners with every change we make. At the same time, we use digital means to empower the development of intelligent property management, improve the quality of customer services, and meet the diverse needs of property owners.

Communication channels

In 2022, Redsun Services continued the regular customer communication channels such as "Management to Listen" Program, Zero-Distance from Senior Management and Hong Life APP, and fully promoted the 400 Service Hotline. Its merger and acquisition projects also planned to fully launch 400 Hotline in 2023. At the same time, we newly launched activities such as Project Manager Reception Day and Property Owners' Sincere Talk, to warm each of our property owners with sincerity.

客戶溝通

弘陽服務始終踐行「品質第一，客戶至上」的服務理念。我們通過不斷優化客戶溝通渠道，完善客訴處理機制，積極開展客戶滿意度調查，力求我們的每一步改變都落在業主的真實需求上。同時，以數字化手段賦能智慧物業發展，提升客戶服務品質，滿足業主的多樣需求。

溝通渠道

2022年，弘陽服務延續聆聽行動、高管零距離、弘生活APP等常規客戶溝通渠道，並全面推廣400服務熱線，收併購項目也計劃在2023年全面上線400熱線，同時新增項目經理接待日、業主懇談會的活動，以真誠溫暖我們的每一位業主。

"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
與所有交付的業主進行一對一溝通。入住的業主進行上門拜訪；未入住的業主通過線上（微信、電話等）對接，主動傾聽業主對物業服務的感受，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，了解業主訴求，發現一線服務問題，並有針對性地制定提升方案

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，回饋意見

Customer Communication Channels of Redsun Services

弘陽服務客戶溝通渠道

“Management to Listen” Program
聆聽行動

The year 2022 is the third year of the “Management to Listen” Program of Redsun Services. With the objective of “solving customers’ problems and improving service reputation”, we narrow the distance between customers and Redsun Services under the scenario of continual provision of active service by one-to-one communication with the owners of delivered houses in the form of door-to-door visits or offline interaction and go into their homes to listen to the real voice of their hearts.

2022年是弘陽服務開展「聆聽行動」的第三個年頭，我們秉持「解決客戶問題、提升服務口碑」的宗旨，通過與交付業主進行上門拜訪或線上交流進行一對一溝通，不斷提供主動服務的場景從而拉近客戶與弘陽服務的距離，走進客戶家裏，聆聽客戶內心的真實聲音。



“Management to Listen” Program
聆聽行動

Zero-Distance with Senior Management
高管零距離

“Being customer-centered, adhering to service quality, creating good services from the needs of customers and making customers enjoy a wonderful life” is the aspiration Redsun Services always sticks to. In order to listen to the voice of customers, the Company’s senior and middle managers go into the service front-line in person to understand the aspirations of owners and feel the shortcomings and problems in the front-line work, so as to formulate improvement measures in a targeted manner and offer feedback to each property owner in a timely and heartfelt manner.

弘陽服務始終保有「以客戶為中心，堅守服務品質，從客戶需求出發打造好服務，讓客戶享受美好生活」的初心，為深入傾聽客戶心聲，公司中高層管理者親身走進服務一線，切實了解業主訴求，直觀感受一線工作中的不足和問題，從而針對性地制定改進措施，及時用心地回饋每一位業主。



Zero-Distance with Senior Management
高管零距離



Property Owners’ Sincere Talk
業主懇談會

Customers' Complaint Handling

Redsun Services strictly complies with the relevant laws and regulations including the Law of Protection of Consumer Interests of the People's Republic of China, devises and implements various internal management systems such as Property Group Rules for Administering Customer Complaints and Redsun Services Classification of Complaints, and makes amendments based on actual business conditions. Of which, Redsun Services Classification of Complaints specifies the level of complaints, principles of handling, responsible persons and requirements for handling, as well as the modules and specific assessment indicators for complaint assessment.

In terms of speed of response, we continued to strictly adhere to the "3611" Mechanism of Response comprising "30-minute response, 60-minute feedback, 1-day quick handling and 1-day active revisit", and upgraded the work order system during the Reporting Period, with the scope of assessment extended to fully cover customer-related work order. During the Reporting Period, we newly launched a work order upgrade mechanism. An online upgrade mechanism will be activated to enhance handling level if project work order is not handled in time. At the same time, we regularly carry out assessment on handling of work order by customer services and incorporate it into the year-end performance to ensure that customer issues are responded to and resolved effectively and quickly.

客訴處理

弘陽服務嚴格遵守《中華人民共和國消費者權益保護法》等相關法律法規，制定實施《物業集團客戶投訴管理辦法》及《弘陽服務責任投訴等級明細表》等內部管理制度，並根據業務實際情況進行修訂。其中，《弘陽服務責任投訴等級明細表》明確了投訴事件等級、處理原則、責任人及處理要求，以及投訴考核的模塊和具體考核指標。

在響應速度方面，我們繼續嚴守「30分鐘響應，60分鐘反饋，1天快速處理，1天主動回訪」的3611響應機制，並在報告期內進行工單系統升級，考核方面擴展到對客類工單的全部考核。報告期內，我們新增工單升級機制，項目工單不及時處理會啟動線上升級機制，提升處理等級。同時，定期開展客服工單處理考核，並納入年底績效，以確保客戶的問題能夠得到有效快速的響應和解決。



During the Reporting Period, the Group received 5,725 customer complaints with a 97% customer complaint closure rate.

Satisfaction enhancement

Redsun Services is committed to providing the best services to our customers, and the theme of 2022 is “Year of Customer Value”. Being customer-oriented, always listening to owners’ voices with an open mind, and continuously optimizing our services based on owners’ opinions and suggestions are the tenets that Redsun Services has been adhering to.

In order to improve the overall satisfaction of our customers and to identify the direction of improvement to meet customer needs in a targeted manner, we conduct satisfaction surveys and analysis through two channels and dimensions: 400 hotlines and third-party satisfaction investigation and research organization. Of which, the third-party investigation and research is conducted jointly by two mechanisms to enhance customer satisfaction with our services and management level.

報告期內，本集團收到的客戶投訴量為5,725件，客訴關閉率達97%。

滿意度提升

弘陽服務致力於為客戶提供最優質的服務，2022年主題是「客戶價值年」。以客戶為中心，始終以開放的心態傾聽業主的心聲，根據業主的意見建議持續優化服務內容，是弘陽服務一直秉承的宗旨。

為提升客戶對我們的整體滿意度，有針對性的明確滿足客戶需求的改進方向，我們通過400呼叫中心及第三方滿意度調研機構兩個渠道和維度開展滿意度調查及分析工作，其中第三方調研以兩個機制共同開展，致力於全面提升客戶對我們服務及管理水平的滿意度。

Third party investigation and research mechanism A 第三方調研機制 A

- Conduct quarterly satisfaction surveys covering both internal and external parties, mainly by telephone interviews
以季度的頻次開展覆蓋內外部的滿意度調研，調研方式主要以電話訪問進行
- During the Reporting Period, a total of seven satisfaction surveys were conducted, covering eight regions across China
報告期內，共計開展7次滿意度調研，調研覆蓋全國8個區域

Third party investigation and research mechanism B 第三方調研機制 B

- Conducted on a monthly rolling basis, with the main research targets being owners during the break-in and stabilization period
以每月滾動的形式進行，主要調研對象為磨合期及穩定期業主

Third party investigation and research mechanisms 第三方調研機制

In 2022, the customer satisfaction score of Redsun Services was 85. To further improve customer satisfaction, the Group has developed a number of initiatives:

2022年，弘陽服務的客戶滿意度達85分。為了進一步提高客戶滿意度，本集團制定了多項舉措：

Satisfaction enhancement initiatives

滿意度提升舉措

- Developed a “Five Goods” service manual to improve customer satisfaction in five business dimensions: “good system operation standards”, “good customer service by housekeeper”, “good orderly environment”, “good operation of facilities and equipment”, and “good efficiency of information assistance”
制定「五好」服務手冊，圍繞「體系運營標準好」、「客戶服務管家好」、「秩序井然環境好」、「設施設備運行好」、「資訊協助效率好」等五個業務維度提升客戶滿意度
- “Ten actions of satisfaction” were launched before each investigation and research, such as property owner’s sincere talk, project manager’s reception day, seeing off in the morning and welcoming home at night, timely processing feedback of work orders or in-home interview, on-site re-greening, standardization of gate post, quality flying inspection, holiday atmosphere arrangement, community activities, winter door handle glove installation, etc., enhancing the home-returning dynamic line of customers while focusing on customer’s feeling
每次調研前推出「滿意度十動作」，如業主懇談會、項目經理接待日、早送晚迎、工單及時處理回饋或入戶訪談、現場復綠、門崗標準化、品質飛檢、節日氛圍佈置、社區活動舉辦、冬日門把手套安裝等，聚焦客戶感受客戶歸家動線進行提升
- Quarterly satisfaction of regional companies has been included in the regional companies’ performance appraisal
區域公司季度滿意度納入區域公司績效考核中
- 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回饋項目，並跟進項目制定整改措施及落地完成情況

Satisfaction Survey of the Hefeng Mingzhu project of Redsun Services

弘陽服務和風名築項目滿意度調研

In the process of service operation, the Redsun-Hefeng Mingzhu project always insists on the standard of being customer-centered, starts from the customer’s needs, refines the customer’s differentiated needs, and creates the “Redsun model”, realizing every goal with quality services. Therefore, the three satisfaction surveys in the first ten months of delivery all attained 100 points and 15 commendation banners were received. On 1 November, the Redsun-Hefeng Mingzhu project won the “2022 China Property Management Excellence Benchmark Project” jointly issued by Kerry Property Management and China Property Research Association. The remarkable achievements are closely connected with the determination of Redsun Services to keep the original intention, always maintain aggressive and responsible spirit of continual learning, and make the provision of better services for customers the top priority.

在服務運營過程中，弘陽·和風名築項目始終堅持以客戶為中心的標準，從客戶需求出發，提煉客戶差異化的需要，打造「弘陽模式」；以品質服務實現和達成每一次目標。所以，交付前十個月的3次滿意度調研均獲得100分，且收穫錦旗15面。11月1日，弘陽·和風名築項目更是榮獲克而瑞物管與中物研協發的「2022中國物業管理卓越標桿項目」。在成績斐然的背後，離不開的是弘陽服務堅守初心，始終保有不斷學習的進取心和責任心，將更好地為客戶提供服務作為重中之重的決心。

Redsun Services insists on fully understanding the needs of owners as the vane of high satisfaction and high profitability, faces the demands of owners with a proactive and enthusiastic attitude, actively carries out quality improvement training on services including “Redsun Housekeeper”, and endeavours to make the owners satisfied. During the Reporting Period, the various programs of Redsun Services Zhejiang Company carried out studying and training on contents including good customer service butler, good orderly environment, good operation of facilities and equipment under the “Five Goods” services and 13 operation red line standards to improve the professional skills and quality of property staff and lay a solid foundation for becoming a respected operator and service provider of good living.

弘陽服務堅持將充分理解業主需求作為高滿高盈的風向標，以主動、熱情的態度面對業主訴求，積極開展「弘管家」等服務品質提升培訓，盡己所能地讓業主持續滿意。報告期內，弘陽服務浙江公司各項目針對五好服務中的客戶服務管家好、秩序井然環境好、設施設備運行好、十三條運營紅線標準等內容進行學習與培訓，以此提高物業人員的專業技能與素養，為成為受人尊敬的美好生活運營服務商奠定堅實基礎。

“Redsun Housekeeper” training 「弘管家」培訓

On 23 and 24 November 2022, Redsun Services launched the training activity of “Redsun Housekeeper” training camp. The instructor, an experienced quality manager, led the trainees to further enhance their ability to interpret key indicators and complaint response skills through knowledge learning, case studies and cross-area exchanges. Through case studies, discussion and sharing, and evaluation and reflection, the training continuously enhanced the self-awareness of the Redsun Housekeepers and explored the psychological traits and behaviors required of an excellent Redsun Housekeeper.

2022年11月23至24日，弘陽服務開展「弘管家」鍛造營培訓活動。本次授課講師是經驗豐富的品質經理，她帶領學員通過知識學習、案例研討和跨片區交流，進一步提升弘管家們對關鍵指標解讀的能力以及投訴應對技巧。培訓通過案例學習、討論分享、測評反思等形式，不斷加強弘管家們的自我認知、探索優秀弘管家需要的心理特質和行為。

The training camp activity fully embodies the Group’s philosophy: simplicity of service and the most astounding sound is not audible — “to take advantage of the situation, to understand the way, to excel in skills and to rectify the mind”.

此次鍛造營培訓活動充分體現了本集團服務至簡、大音無聲的理念 — 「取勢、明道、優術、正心」。



On the other hand, in order to comprehensively improve the quality of hygiene service, Redsun Services conducts special training for cleaning staff on personal grooming, polite language and service content, and requires in-depth cleaning of the entrances and exits of the community, basement and other high-frequency contact points, focusing on optimizing the hygiene of the parks, so as to gradually improve the quality of the park and raise the level of customer satisfaction.

另一方面，為全面提升衛生服務品質，弘陽服務針對保潔人員個人儀表儀態、禮貌用語、服務內容等進行專項培訓，要求對小區出入口、地庫等高頻觸點進行深度保潔，重點優化園區細節衛生，以此逐步提升園區品質，提高客戶滿意度水平。

Park and public facility cleaning
園區及公共設施清理



Maintaining home hygiene
維護家園衛生

Basement and facility cleaning
地庫及設施設備清理



Creating a comfortable environment
打造舒適環境

Green belt hygiene cleaning
綠化帶衛生清理



Creating a beautiful community
營造美麗園區

Smart empowerment

The Group actively embraces smart technology, actively explores smart property services, introduces a full scope of intelligent and digital products, and solves painful and difficult problems in the service process in a more precise and efficient manner under the scenario of enhancing customer interaction experience, so as to comprehensively improve customers' living experience.

智慧賦能

本集團主動擁抱智慧科技，積極探索智慧物業服務，全範圍引入智能化和數字化產品，在提升客戶交互體驗的場景下，以更加精準和有效率的方式切實解決服務過程中的痛難點問題，全面提升客戶居住體驗。

**Digital App "Hong Life"
數字化APP「弘生活」**

Complete the upgrade of the function of door opening by mobile phone of Hong Life Smart Community. Realize full support for community gate, unit gate and lift control
完成弘生活智慧社區手機開門功能升級。實現小區大門、單元門、梯控全面支持

Enhance the efficiency of processing customer work orders of Hong Life and improve the experience of instant evaluation of full cycle services
提升弘生活對客工單處理效率，完善全週期服務即時評價體驗

**Redsun Smart Town
弘陽智慧小鎮**

Through property management and commercial linkage, realize commercial offline store activity placement and achieve accurate diversion of customer traffic to Redsun Plaza
通過物業與商業聯動，實現商業線下門店活動投放，實現精準引流弘陽廣場

Expand the promotion of seasonal products through deep community communication to meet the daily needs of property owners during the pandemic and pass on warmth to them
通過深度社群傳播，擴大時令商品推廣，在疫情期間滿足業主日常需求，將溫情傳遞給業主



**Smart Town Convenience Business
智慧小鎮便利業務**

LOW-CARBON OPERATION

Redsun Services adheres to the vision of “becoming a respected creator of good life”. While practicing the commitment of “treating customers with sincerity, providing them with excellent services”, We attach great importance to the impact of our operations on the environment and actively fulfill our social responsibility. We continue to improve our environmental management system, promote the implementation of new technologies for energy saving and emission reduction, and actively promote the green and low-carbon development of our company. At the same time, we integrate the concept of sustainability into our daily office and create a green company culture.

ENVIRONMENTAL MANAGEMENT

Redsun Services continues to improve its environmental management system to reduce the impact of the Company's operations on the environment and natural resources. In strict compliance with relevant laws and regulations including the Environmental Protection Law of the People's Republic of China, we formulated and continues to improve internal policies such as the Operating Guide for Environmental Supervisors/Managers and the Operating Guide for Environmental Experts to provide guidance to the Group to carry out environmental management work, such as energy conservation and emission reduction, water resources management and waste management and discharge in an orderly manner, and to ensure the regularity and compliance of the Company's environmental management. During the Reporting Period, Redsun Services had no cases relating to violation of laws and regulations regarding environmental protection.

低碳運營

弘陽服務秉承「成為受人尊敬的美好生活創造者」的願景，在踐行「以誠待客，卓越服務」承諾的同時，高度重視公司在運營中對環境的影響，積極履行社會責任。我們持續完善環境管理體系，推進節能減排新技術的落地實施，積極推動企業綠色低碳發展。同時，我們將可持續理念融入日常辦公，營造綠色的公司文化氛圍。

環境管理

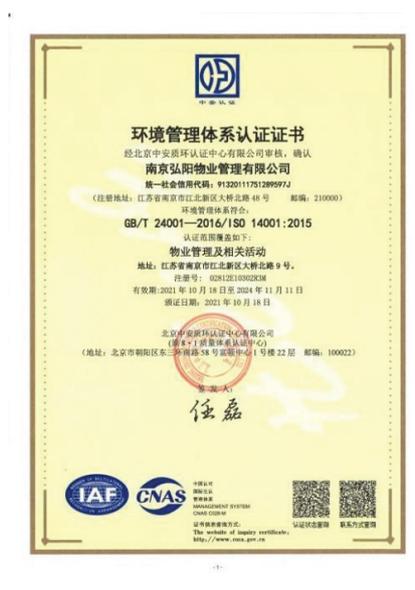
弘陽服務持續完善環境管理體系，降低公司運營對環境和自然資源的影響。我們嚴格遵守《中華人民共和國環境保護法》等相關法律法規，制定並持續優化《環境監控／管理員操作指南》及《環境專家操作指南》等內部政策，指導本集團節能減排、水資源管理、廢棄物管理排放等環境管理工作的有序開展，確保本公司環境管理的規範性與合規性。報告期內，弘陽服務未發生違反環境保護相關法律法規的案件。

In order to improve the comprehensive emergency response mechanism for environmental emergencies and to effectively prevent and timely handle various environmental pollution emergencies in a timely manner, we regularly carry out environmental risk identification, develop emergency plans for environmental emergencies, and further standardize the handling process of environmental emergencies. We formulate corresponding countermeasures for key environmental risks identified including natural gas leakage, soil contamination, waste disposal, etc. and strengthen emergency response capabilities to ensure timely, proper, rapid and effective control of environmental emergencies, and strive to reduce the environmental pollution and ecological damage caused by environmental emergencies to a minimum while maintaining social stability and normal production and living order.

Redsun Services continues to improve standardized environmental management and has passed the ISO 14001 environmental management system certification.

為健全突發環境事件綜合應急機制，有效防範和及時處置各類突發環境污染事件，我們定期開展環境風險識別工作，制定環境突發事件的應急預案，進一步標準化環境突發事件的處置過程。我們針對識別出的包括天然氣泄露、土壤污染、廢棄物處置等重要環境風險制定相應的應對措施，加強應急響應能力，確保及時、正確、迅速、有效地控制突發環境事件，力求將突發環境事件所造成的環境污染和生態破壞造成的損失降低到最小程度的同時，維護社會穩定和正常的生產、生活秩序。

弘陽服務不斷完善標準化環境管理，已通過環境管理體系ISO 14001環境管理體系認證。



ISO 14001 Environmental Management System Certificate
ISO 14001 環境管理體系認證證書

GREEN OPERATION

Redsun Services deeply implements the concept of corporate green development, strictly complies with all environmental laws and regulations in its operations, continuously improves its environmental management system, solidly promotes energy-saving, carbon-reducing and efficiency-enhancing actions and continuously improves the efficiency of resource use. We also ensure the reasonable disposal of wastes, actively fulfilling our corporate responsibility in environmental aspects. At the same time, we have taken climate change risks into consideration and assessed the impact level of each risk and countermeasures to help achieve the dual carbon goal as soon as possible.

Addressing Climate Change

Along with the increasing global concern about the impact caused by climate change, achieving carbon neutrality target has been the consensus of a large number of countries and international organizations. In response to the unprecedented challenges posed by climate change, Redsun Services actively responded to the Paris Agreement and China's dual carbon targets. We identify the risks of climate change and develop and implement countermeasures to minimize our environmental footprint. We refer to the methodology and framework recommended by the Task Force on Climate-related Financial Disclosures (TCFD), based on two highly contrasting climate scenarios, namely the representative concentration pathways designated by the UN Intergovernmental Panel on Climate Change (IPCC), RCP 2.6 and RCP 8.5 scenarios to identify climate change-related risks, assess the impact of each risk and develop countermeasures to enhance our own risk resilience.

綠色運營

弘陽服務深度貫徹企業綠色發展的理念，在運營過程中嚴格遵守各項環境法律法規，持續完善環境管理制度，紮實推進節能降碳增效行動，不斷提升資源使用效率，並確保廢棄物的合理處置，積極履行企業在環境方面的責任。同時，我們將氣候變化風險納入考慮，評估了各風險的影響程度和應對舉措，助力早日實現雙碳目標。

應對氣候變化

伴隨全球日益關注氣候變化造成的影響，實現碳中和目標已經為大量國家和國際組織的共識。為應對氣候變化帶來的前所未有的挑戰，弘陽服務積極響應《巴黎協定》和中國雙碳目標。我們識別氣候變化的風險，制定並採取應對措施，儘量減少我們的環境足跡。我們參照氣候相關財務信息披露工作組(Task Force on Climate-related Financial Disclosures, TCFD)建議的方法和框架，基於兩種高對比性的氣候情景，即聯合國政府間氣候變化專門委員會(IPCC)指定的代表性濃度路徑RCP 2.6與RCP 8.5情景下識別出氣候變化的相關風險，評估各個風險的影響程度並制定應對舉措，增強自身的風險抵禦能力。

Type of risk 風險類型	Risk subtypes 風險子類型	Risk parameter 風險參數	Countermeasures 應對舉措
Physical risk 實體風險	Acute 急性	Natural hazards such as typhoon, flood, drought and extreme weather events such as high temperature 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"> Develop contingency plans for natural disasters and extreme weather 制定自然災害和極端天氣應急預案
	Chronic 慢性	Sea level rise and precipitation changes 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"> Regular emergency drills 定期開展應急演練
			<ul style="list-style-type: none"> Pay close attention to weather forecasts and be fully prepared to protect the safety of employees and owners 密切關注天氣預報，做好充分準備保障員工和業主的安全
			<ul style="list-style-type: none"> Incorporate chronic risks into the risk management system and develop special measures documents 將慢性風險納入風險管理體系，制定專項措施文件
Transition Risks 轉型風險	Regulation and Legal 政策與法律	Launch of tighter carbon restrictions and carbon trading schemes 更嚴格的碳限制和碳交易計劃出台	<ul style="list-style-type: none"> Closely monitor the latest policy changes and update internal documents in a timely manner 密切關注最新政策變動，及時更新內部文件
		Stricter requirements for carbon emissions disclosure 更嚴格的對碳排放披露要求	<ul style="list-style-type: none"> Continuous improvement of environmental management system and strengthening of corporate governance capacity 持續完善環境管理體系，加強企業治理能力
		More stringent industry requirements from government and regulators 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"> Take climate into account when planning new projects 在規劃新項目時將氣候因素納入考量
			<ul style="list-style-type: none"> Incorporate energy saving and emission reduction concepts into service content planning and implementation 將節能減排理念納入服務內容規劃及實施過程

Type of risk 風險類型	Risk subtypes 風險子類型	Risk parameter 風險參數	Countermeasures 應對舉措
	Technology 技術	The success rate of equipment retrofit for energy saving and emission reduction 設備節能減排改造的成功率	<ul style="list-style-type: none"> Conduct feasibility analysis before investing in a project to reduce the probability of investment failure 在項目投入前進行可行性分析，降低投資失敗的概率
	Market 市場	Rising raw material procurement costs 原材料採購成本上升	<ul style="list-style-type: none"> Closely monitor raw material market trends 密切關注原材料市場動向
			<ul style="list-style-type: none"> Enhance communication and deepen cooperation with suppliers 與供應商加強交流，深入合作
		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"> Increase corporate investment in environment and climate 加大企業在環境和氣候方面的投入
			<ul style="list-style-type: none"> Actively carry out green charity activities in the community 在社區積極開展綠色公益活動
	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"> Strengthen communication channels with investors to effectively communicate corporate social responsibility demonstrated by the enterprise 加強與投資者的溝通渠道，有效傳遞企業展現的社會責任
			<ul style="list-style-type: none"> Actively respond to domestic and international environmental initiatives and participate in highly recognized domestic and international environmental activities 積極相應國內外的環保倡議，參與認可度高的國內外環保活動

“Winter clothing” for community facilities
社區設施「穿冬衣」

To prevent the low temperature rainy and snowy weather from affecting the property owners' daily life, Redsun Services carried out blanket inspection, carefully checking the exposed public water pipes and fire hydrants in the community, and wrapping a thick “cotton coat” around each exposed pipe and hydrant. We carefully sorted out every difficulty area and key point of safety screening, improved the function testing and maintenance of community hardware and facilities, and tried our best to devise contingency plans to ensure the normal operation of equipment in cold weather.

為防止低溫雨雪天氣影響業主日常生活，弘陽服務開展地毯式排查，仔細檢查小區內暴露在室外的公共水管、消防栓等，併為每一處裸露在外的管路、消防栓裹上一層厚厚的「棉衣」。我們認真梳理每一項安全篩查難點、要點，完善社區硬件設施功能檢測與維修，做好處理突發情況的執行預案，確保寒冷天氣下設備的正常運作。



Flood control action against Typhoon Chaba in Guangdong
廣東區域迎戰颱風「暹芭」防汛行動

According to the weather forecast issued by the meteorological bureau, Typhoon Chaba, the No. 3 typhoon of 2022, would land on the Guangdong coast on 2 July. Redsun Services paid close attention to the changing weather conditions and made preparations in advance, including comprehensive inspection of safety hazards, cleaning pipes to ensure smooth drainage, fixing trees, preparing waterproof sandbags and issuing warm reminders to property owners, etc. All departments took active actions to ensure that the typhoon and flood prevention work was in place, so as to protect the lives and properties of property owners and customers.

根據氣象局發佈天氣預報，2022年3號颱風「暹芭」將在7月2日登錄廣東沿海。弘陽服務密切關注天氣變化情況、提前部署、積極備戰，包括全面排查安全隱患、清理管道確保排水暢通、固定樹木、準備防水沙袋、發佈業主溫馨提示等，各部門積極行動，確保防颱防汛工作落實到位，切實做好防禦工作，保障業主與客戶的生命和財產安全。



Energy Management

Redsun Services regards energy management as the key point in the daily operation of the Company. We strictly implement the Energy Conservation Law of the People's Republic of China and other relevant laws and regulations, and continuously strengthen the regulation and management of energy use through institutional safeguards, management upgrades and optimization measures etc. In order to improve energy efficiency, we actively promote energy-saving renovation, upgrade and iterate energy-saving technologies, implement energy-saving and emission reduction projects, and promote the application of new energy-saving technologies. The main energy consumption involved in the daily operation of Redsun Services is the use of electricity, according to which we have set the following electric energy management targets:

Targets

- Phasing out high energy consumption facilities;
- Actively promoting the use of renewable energy;
- Carrying out energy-saving training to enhance the energy-saving awareness of employees and partners;
- Continuously improving the energy management system to enhance the efficiency of energy use.

Of which, we have developed and implemented energy saving measures covering the entire project cycle to improve energy efficiency. During the early phase of a project, we reduced unnecessary power wastage by renovating the lighting and air conditioning systems. During the operation phase of a project, we optimized the equipment by controlling the lighting time and brightness to improve energy efficiency. Specific measures include the following:

能源管理

弘陽服務將能源管理視為公司日常運營過程中的重點。我們嚴格貫徹落實《中華人民共和國能源節約法》等相關法律法規，通過制度保障、管理升級、優化舉措等途徑，不斷加強對能源的使用規範和管理。為提高能源使用效率，我們積極推進節能改造，升級迭代節能技術，落地節能減排項目，推進節能新技術的運用。弘陽服務在日常運營中主要涉及的能源消耗為電力使用，我們據此制定了以下電力能源管理目標：

目標

- 逐步淘汰高能耗設施；
- 積極推動可再生能源的使用；
- 開展節能培訓，提升員工和合作夥伴的節能意識；
- 持續完善能源管理體系，提升能源使用效率。

其中，為提升能源使用效率，我們制定並落地覆蓋項目全週期的節能舉措。在項目前期階段，我們通過改造照明系統及空調系統，減少不必要的電力浪費。在項目運營階段，我們通過控制照明時間及亮度進行設備優化，提升自身用能效率。具體包括以下舉措：

Use radar-sensing lighting in substitution of LED lighting and change the lighting system switch from manual touch delay to voice-activated switch which reduced the lighting power consumption in the common areas. The power saving rate reached about 70%.

使用雷達感應照明替代LED照明，並將照明系統開關由人工觸摸延時改造為聲控開關，減少了公共區域的照明耗電。節電率達到約70%。

Install time control and temperature control dual combination devices for high energy consumption equipment in the park, and adjust the opening and closing time of high energy consumption equipment accordingly based on the winter room temperature to save energy use.

對園區內的高能耗設備安裝時控、溫控雙結合裝置，並根據冬季室溫的情況對高能耗設備啟閉時間進行相應的調整，以節約能源的使用。

The fixed part of air conditioning unit louver is changed to open fan type to reduce the consumption at a later stage, and the power saving rate reached about 30%.

使空調機位百葉固定頁改為開扇式，減少後期損耗，節電率達到約30%。

Energy saving initiatives in the early phase of projects

項目前期階段節能舉措

Reduce the brightness of the machine room and garage lighting.
降低機房和車庫照明亮度。

Postpone the time when outdoor landscape lighting is turned on and bring forward the time when landscape lighting is turned off to shorten the lighting time.
推遲室外景觀燈光的開啟時間，將關閉景觀燈的時間提前，縮短照明時間。

Turn on the motor garage lighting in the form of one light on and one light off.
以一亮一滅的形式開啟機動車庫照明燈。

The temperature of air conditioner shall not be lower than 26°C in summer and not higher than 20°C in winter.
空調設定溫度夏季不得低於 26°C，冬季不得高於 20°C。

Organize energy conservation and environmental protection training to raise awareness of energy conservation.
組織開展節能環保培訓，提高節能意識。

Energy saving initiatives in the operation phase of projects
項目運營階段節能措施

Machine room transformation of Redsun Service Sunan Branch
弘陽服務蘇南分公司機房改造

In response to the national call, Redsun Services advocates green environmental protection and implements the concept of low-carbon and energy-saving operation with practical actions. During the Reporting Period, Redsun Services Sunan Regional Company carried out the renovation of intelligent temperature control of air-conditioning in a number of projects, saving about 8 kilowatt hours of electricity consumption per day, and completed the energy-saving renovation of basement lighting, with an energy-saving rate of 58%. At the same time, the Company continued to enhance the efficiency of electricity consumption by carrying out monitoring and control two-in-one efficiency improvement work.

為響應國家號召，弘陽服務倡導綠色環保，用實際行動踐行低碳節能運營理念。報告期內，弘陽服務蘇南區域公司開展多個項目機房空調智能溫控改造工作，改造後日節約用電量約8度；完成地庫照明節能改造工作，節能率達到58%。同時，通過開展監控二合一增效工作改造，不斷提升用電效率。



During the Reporting Period, Redsun Services actively carried out various energy saving and consumption reduction promotion and training to continuously raise the awareness of energy saving among employees and owners and promote the concept of green energy saving.

報告期內，弘陽服務積極開展各類節能降耗宣貫及培訓，不斷提升員工及業主節能意識，推廣綠色節能理念。

Energy Saving and Environmental Protection Promotion of Redsun Services Western Company
弘陽服務西部公司節能環保宣傳

During the Reporting Period, Redsun Services Western Company organized energy conservation and environmental protection campaigns, calling on property owners to use natural light as much as possible and set air conditioning temperatures reasonably, while encouraging them to travel by public transportation, and raising residents' awareness of electricity conservation.

報告期內，弘陽服務西部公司組織了節能環保宣傳，呼籲業主儘可能利用自然光線，合理設置空調溫度，鼓勵搭乘公共交通，提升居民節約用電意識。



Water Resources Management

Redsun Services strictly abides by relevant laws and regulations including the Water Law of the People's Republic of China and the Rules for Administering the Conservative Use of Urban Water and strives to reduce the consumption of water resources as much as possible under the premise of service quality assurance. In respect of water sourcing and use, the Group's source of water is mainly water from municipal pipe network, mainly used for daily office operation and greening. In respect of sewage discharge, the Group strictly complies with the Water Pollution Prevention and Control Law of the People's Republic of China and the sewage discharge standards of the place of operation, and all sewage is discharged into the municipal pipeline after being disposed of in a compliant manner. During the Reporting Period, we did not have any problems in obtaining suitable water sources and 100% of the effluent was discharged in compliance with relevant standards. To further meet compliance requirements, we have established the following water resource targets:

Targets

- Increasing investment in water-saving process technology;
- Strengthening the promotion of awareness of water use among employees and partners to improve water use efficiency.

We advocate the efficient and recycling use of water resources, and through the upgrade of water-saving technologies and the renovation of water-using equipment. We implement water recycling measures in the operation process to effectively reduce unnecessary water consumption and improve water efficiency. Specific measures include:

Rainwater recycling system 雨水回收系統

- Designed and installed rainwater collection systems to collect and reuse rainwater, significantly improving water efficiency
設計安裝雨水收集系統，對雨水進行收集再利用，顯著提高用水效率

水資源管理

弘陽服務嚴格遵守《中華人民共和國水法》及《城市節約用水管理規定》等相關法律法規，力求在保障服務品質的前提下儘可能降低水資源的消耗。在水源獲取及使用方面，本集團的水源主要來自市政管網用水，主要用於日常辦公用水、綠化用水。在污水排放方面，本集團嚴格遵守《中華人民共和國水污染防治法》及營運所在地的污水排放標準，所有污水均合規處置後排放入市政管網。報告期內，我們在求取適用水源上未存在任何問題，污水100%達標排放。為進一步滿足合規要求，我們設立了以下水資源目標：

目標

- 加大節水工藝技術的投入；
- 加強對員工和合作夥伴用水意識的宣貫，提高用水效益。

我們提倡水資源的高效、循環利用，通過節水技術的升級和用水設備的改造，在運營過程中施行水資源回收利用的舉措，有效減少不必要的水資源消耗，提升用水效率。具體舉措包括：

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

- Reused the water regularly replaced from the landscape pond to irrigate 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，達到二次利用的目的

Waste Management

Redsun Services strictly abides by the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste, actively responds to the policy regulations of places in which it operates and formulates internal system documents such as Standard for the Configuration and Selection of Domestic Garbage Bins and Practice Guidelines for Garbage Collection and Transfer Station Management to ensure the orderly implementation of garbage classification and waste disposal and recycling. Waste management work is carried out by the Operations Management Department of the headquarters of Redsun Services, which is responsible for policy formulation and supervision, and the environmental departments under the project departments of each branch are responsible for the work execution in the corresponding areas, including waste collection and classification. We have set the following waste targets and will continue to improve our waste management capabilities:

Targets

- Maintaining 100 percent waste disposal in compliance with regulations;
- Conducting training in respect of waste disposal in compliance with regulations to raise compliance awareness of waste disposal among employees.

We carry out removals of garbage in the park for one to two times every day and hand over the wastes to qualified third parties for transfer and treatment to ensure that all wastes are disposed of in a compliant manner. For the garbage generated by renovation, we require collection of the wastes in bags and storage in a temporary centralized dumping site with signs and protection, and removal and disposal of the wastes at regular time intervals.

Hazardous wastes 有害廢棄物

- Mainly office printer cartridges, toner cartridges, waste lamps, etc.
主要有辦公室印表機墨水匣、硒鼓、廢棄燈管等。
- Entrusted professional organizations to recycle hazardous waste.
委託專業機構對有害垃圾進行回收處理。

廢棄物管理

弘陽服務嚴格遵守《中華人民共和國固體廢物污染環境防治法》，積極響應各運營地政策規定，制定《生活垃圾桶配置及選型標準》及《垃圾清收及中轉站管理作業指引》等內部制度文件，確保垃圾分類和廢棄物處置、回收等工作的有序開展。廢棄物管理工作由弘陽服務總部運營管理部負責方針制定與監督檢查，各分公司項目部下屬環境部門負責對應區域的工作執行，包括廢棄物收集、分類。我們設立了以下廢棄物目標並將持續提高廢棄物管理能力：

目標

- 保持廢棄物百分百合規處置；
- 開展廢棄物合規處置培訓，提高員工廢棄物處置的合規意識。

我們對園區垃圾施行每日1-2次清運，並將廢棄物交由有資質的第三方中轉處理，確保所有廢棄物均得到合規處置。針對裝修產生的垃圾，我們要求進行成袋收集並存儲在設有標識與防護的臨時集中堆放點，並定時定點進行清運和處置。

Non-hazardous wastes 無害廢棄物

- Mainly domestic wastes, office waste paper, etc.
主要有生活垃圾、辦公室廢紙等。
- Cleaned away 1-2 times a day and subject to transit treatment by qualified third parties.
每日清運1-2次，交由有資質的協力廠商中轉處理。

We actively promote work on garbage classification and provide property owners with multi-faceted environmental protection knowledge training and cultivate their awareness of waste recycling. At the same time, we actively participated in the local government's quarterly evaluation, and several parks have been selected by the local government as parks with excellent garbage classification management.

我們積極推進垃圾分類工作，對業主進行多方位環保知識培訓，培養業主對廢棄物回收利用的意識。同時，我們積極參與當地政府季度評比，多個園區被當地政府評選為優秀垃圾分類管理園區。

Popularize the use of smart garbage bins for recyclables
普及使用智能可回收垃圾箱

During the Reporting Period, we put into use smart garbage bins for recyclables to collect four types of recyclables: paper, plastic, metal and glass. The garbage bins are equipped with a digital weighing module that automatically weighs and reports the dropped-off waste to the management system, and conducts real-time weight checks of rubbish for easy facility management. The facility is equipped with modules such as face recognition and QR code recognition, so that when residents sort and drop off garbage, they can trace the source of garbage through real-name disposal such as face recognition or QR code recognition. The facility also has functions such as full load pre-warning, temperature detection, automatic fire extinguishing, etc. Through the reasonable use of intelligent equipment, Huzhou Yucui Bay community was selected as a model community for garbage sorting. 報告期內，我們投入使用智能可回收垃圾箱，用於收集紙張、塑料、金屬和玻璃四種可回收物。箱內內置數字化稱重模塊，對投遞的垃圾自動稱重並上報管理系統，並實時檢測垃圾重量，便於設備管理。設備配置人臉識別、二維碼識別等模塊，在居民分類投遞垃圾時，通過人臉識別或二維碼識別等實名制投遞，可追溯垃圾來源；設備還具有滿載預警、溫度檢測、自動滅火等功能。通過對智能化設備的合理使用，湖州玉翠灣小區被評選為垃圾分類示範小區。



Regular dredging and cleaning of community sewers
社區下水道定期疏通清理

For better safety management during the Spring Festival in 2022, Redsun Services' various projects conducted self-inspection on the safety management work during the Spring Festival to ensure safe and stable operation of the community during holidays. We conducted dredging and cleaning of sewers and manholes in community and removed clogged mud, leaves, household garbage, floating materials, etc. in a centralized and unified manner.

為做好2022年春節期間安全管理工作，弘陽服務各項目對春節期間安全管理工作情況進行自檢，確保節假期間社區安全穩定運營。為營造乾淨舒適的社區生活環境，我們針對社區內的下水道和窰井進行了疏通清理，集中統一清運堵塞的淤泥、樹葉、生活垃圾、漂浮物等。



GREEN CULTURE

Redsun Services incorporates sustainable operations into its daily operations and takes active steps to build a green home together with property owners. To this end, we have launched various types of green culture promotion and construction activities to raise the environmental awareness of our employees and property, and to promote green culture from within the Company to the community.

綠色文化

弘陽服務將可持續運營融入企業日常運營，積極採取行動，致力於與業主共同建設綠色家園。為此，我們開展多類型的綠色文化宣傳建設活動，提升員工與業主的環保意識，將綠色文化從公司內部向外推廣至社區。

Green Office

We are committed to creating a green office environment within the Company and incorporating the concept of sustainability into our daily work. We promote and practice a paperless office, promote the use of energy-efficient equipment in all departments, promote water conservation, encourage employees to use public transportation, and practice a low-carbon lifestyle from the top down.

綠色辦公

我們致力於在公司內部打造綠色的辦公環境，將可持續發展的理念融入到日常工作。我們提倡並踐行無紙化辦公，推廣各部門使用節能設備，宣傳節約用水，鼓勵員工使用公共交通，自上而下地踐行低碳生活。



Green office initiatives
綠色辦公舉措

Environmental Activities

Redsun Services actively takes up the responsibility for community environmental management and advocates green and low-carbon living. During the Reporting Period, we carried out a number of green publicity and training activities to enhance the environmental awareness of owners and employees and promote the construction of green culture.

環保活動

弘陽服務積極擔負起社區環境的治理責任，倡導綠色低碳生活，在報告期內多次開展綠色環保宣傳與培訓活動，增強業主與員工的環保意識，推動綠色文化建設。

Spring Scenery Appreciation on Arbor Day 植樹節春景大賞

We bring greenery into life and beauty to the city. All along, Redsun Services has been practicing this promise in diversified ways in the course of building a better community together. We believe that one does not need to go to distant places for “urban mountain forest”, and the close and free connection of greenery and life is a bright future lurking in the hearts of people in cities to be that will soon be realized. On the Arbor Day of 2022, Redsun Services organized a charity volunteer service team to carry out tree planting activities, renovating the old greenery of the parks and planting new trees to strive to guard the greenery for our customers.

換綠意於生活，予城市以美好。一直以來，弘陽服務始終將這句諾言以多元化的形式踐行在社區美好的共建之中。我們相信「城市山林」不必親赴遠方，讓綠意與生活自在相依，是潛藏於城市人心中即將實現的美好未來。在2022年的植樹節，弘陽服務組織公益義工服務隊，開展植樹活動，翻新園區老舊綠植，種下新樹，為守護客戶眼中的那抹綠意而不懈努力。



ENVIRONMENTAL PERFORMANCE OVERVIEW

環境績效總覽

TYPE 類別	UNIT 單位	Data in 2021 2021年數據	Data in 2022 2022年數據
Consumption of water resources			
水資源消耗			
Water for municipal use 市政用水	Tonnes 公噸	2,622,557.08	3,147,068.50
Intensity of consumption of water resources 水資源消耗密度	Tonnes/ten thousand yuan revenue 公噸／萬元收入	23.21	28.53
Discharge of waste water			
廢水排放			
Volume of discharge of waste water 廢水排放量	Tonnes 公噸	2,098,045.66	2,517,654.79
Hazardous wastes			
有害廢棄物			
Disposed toners and ink cartridge 廢硒鼓墨盒	Kg 千克	10.5	12.6
Batteries 廢電池	Kg 千克	10.5	12.6
Other wastes 其他廢棄物	Kg 千克	10.5	12.6
Total volume of hazardous wastes 有害廢棄物總量	Kg 千克	31.5	37.8
Intensity of hazardous wastes 有害廢棄物密度	Kg/million yuan revenue 千克／百萬元收入	0.03	0.03
Non-hazardous wastes			
無害廢棄物			
Office waste 辦公室廢棄物	Kg 千克	40,140	48,168
Printing paper 打印用紙	Kg 千克	525	630
Other wastes 其他廢棄物	Kg 千克	3,909	4,690.8
Total volume of non-hazardous wastes 無害廢棄物總量	Kg 千克	44,574	53,488.8
Intensity of non-hazardous wastes 無害廢棄物密度	Kg/ten thousand yuan revenue 千克／萬元收入	0.39	0.48

TYPE 類別	UNIT 單位	Data in 2021 2021年數據	Data in 2022 2022年數據
Consumption of energy²			
能源消耗²			
Diesel 柴油	Liter 公升	/	7,500
Direct consumption of energy 直接能源消耗量	tonnes of standard coal 噸標煤	/	9.18
Electricity purchased 外購電力	kWh 千瓦時	88,733,900.15	106,480,680.18
Indirect consumption of energy 間接能源消耗量	tonnes of standard coal 噸標煤	10,905.4	13,086.48
Consolidated energy consumption 綜合能耗	tonnes of standard coal 噸標煤	10,905.4	13,095.66
Intensity of consolidated energy consumption 綜合能耗強度	tonnes of standard coal/ten thousand revenue 噸標煤/萬元收入	0.10	0.12
Total volume of greenhouse gas emission³			
溫室氣體總排放量³			
Scope 1 greenhouse gas emission 範疇一溫室氣體排放量	tonnes of CO ₂ equivalent 噸二氧化碳當量	/	19.81
Scope 2 greenhouse gas emission 範疇二溫室氣體排放量	tonnes of CO ₂ equivalent 噸二氧化碳當量	59,089.68	60,725.93
Total greenhouse gas emission 溫室氣體排放總量	tonnes of CO ₂ equivalent 噸二氧化碳當量	59,089.68	60,745.74
Intensity of greenhouse gas emission 溫室氣體排放密度	tonnes of CO ₂ equivalent/ ten thousand yuan revenue 噸二氧化碳當量/萬元收入	0.52	0.55

² Energy consumption: Calculated according to the General Rules for Calculating Consolidated Energy Consumption (GB2589-2020).

² 能源消耗：依據《綜合能耗計算通則》(GB2589-2020)計算。

³ Greenhouse gas emission: The Group's scope 1 greenhouse gas emission is derived from the use of diesel and its scope 2 greenhouse gas emission is indirectly derived from external purchased electricity. Calculation of Electricity emission factors is reference to Notice on the Key Work Related to the Management of Enterprise Greenhouse Gas Emissions Reporting in 2023-2025 issued by the Ministry of Ecology and Environment of the People's Republic of China, in which the emission factor of power grid is adjusted to 0.5703 tCO₂/MWh. Calculation of Greenhouse gas emission volume is reference to the Guide to Calculating and Reporting Greenhouse Gas Emission in Industry and Other Sectors (Trial) issued by the National Development and Reform Commission of the People's Republic of China.

³ 溫室氣體排放：本集團範疇一溫室氣體排放來自柴油使用，範疇二溫室氣體排放來自外購電力產生間接排放。電力排放因子計算參照中華人民共和國生態環境部發佈的《關於做好2023-2025年企業溫室氣體排放報告管理相關重點工作的通知》，其中電網排放因子調整為0.5703 tCO₂/MWh。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）》。

PEOPLE-ORIENTED

Redsun Services understands the irreplaceable importance of employees to the sustainable development of the enterprise. We always adhere to the concept of “people-oriented”, promote the establishment of a community of common destiny between employees and the enterprise, and place talent training and capacity development at a strategic level, focus on employee empowerment and care, and promote the long-term healthy development of the enterprise with concerted efforts.

LABOUR RIGHTS

Staff Employment

Adhering to the talent motto of “Being hardworking and contributor oriented”, Redsun Services believes that talent is the most important capital of an enterprise and respects every talent. In strict compliance with the labor protection regulations including the Labour Law of the People’s Republic of China, the Labour Contract Law of the People’s Republic of China and the Social Insurance Law of the People’s Republic of China, Redsun Services prohibits forced labour or the use of child labour, eliminates any types of discrimination behavior and protects the legitimate interests of employees from infringement, seeking to build up a fair and equitable working environment in compliance with laws and regulations for all employees and comprehensively protect employees’ rights and interests.

Redsun Services actively promotes the introduction of corporate talent and continuously improves the recruitment management system. We continue to update and optimize the management of modules including recruitment demand, internal referral, re-joining, interview officials, interview workflow, employment, background due diligence and prioritization of internal talents, enhancing the efficiency of recruitment management and reasonably allocating our human resources. The Group makes full use of different modes of recruitment activities and continuously enriches its talent recruitment channels by conducting social recruitment and campus recruitment activities respectively, as well as organizing internal recruitment and supporting internal transfer to achieve breadth and depth of talent attraction.

以人為本

弘陽服務深知員工對企業可持續發展具有不可替代的重要性，我們始終堅持「以人為本」的理念，推動建設員工與企業的命運共同體，並將人才培養和能力發展擺在戰略高度，聚焦員工賦能與關懷，協同推進企業的長久健康發展。

員工權益

員工僱傭

弘陽服務始終堅持「以拼搏者和貢獻者為本」這一人才理念，認為人才是企業最重要的資本，尊重每一位人才。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》及《中華人民共和國社會保險法》等勞動保障法規，禁止強制勞工、使用童工，杜絕任何形式的員工歧視行為，保障所有員工的合法權益不受侵犯，致力於為全體員工構建合法合規、公平公正的工作環境、全面保障員工權益。

弘陽服務積極推動企業人才引進，不斷完善招聘管理體系。我們持續更新完善招聘需求管理、內部推薦管理、二次入司管理、面試官管理、面試流程管理、錄用管理、背景調查管理、內部人才優先管理等模塊，提升招聘管理效率，合理配置公司人力資源。本集團充分利用不同招聘活動模式，不斷豐富人才招聘渠道，分別開展社會招聘與校園招聘活動，同時舉辦內部招聘，支持內部轉崗，實現人才吸引的廣度與深度。

Hong Star Program 弘星計劃

In order to meet the needs of corporate development, Redsun Services launched the “Hong Star Program”, a management trainee recruitment program targeting university graduates full of vigor. We hope to find young people who love the property service industry and are willing to work in the property management industry for long-term career development through the “Hong Star Program”.

為滿足企業發展需要，弘陽服務面向朝氣蓬勃的高校畢業生，推出管培生招聘計劃——「弘星計劃」。我們希望通過「弘星計劃」，找到熱愛服務行業、願意在物業管理行業腳踏實地、長期發展的年輕人。

In the 2023 “A promising future with Redsun” Campus Recruitment Event of Redsun Services, the job-seeking “Hong Stars” experienced the working environment and corporate culture of Redsun Services on-site and senior staff acted as culture promoters to explain the culture philosophy and cultivation system of Redsun Services to them so that they can have a deeper understanding of Redsun Services.

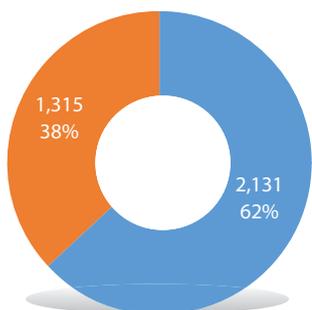
2023屆「一路弘途 燦若繁星」弘陽服務校園招聘活動中，弘星生們實地感受弘陽服務的工作環境與企業文化氛圍，資深員工作為文化宣講官為弘星生們解答弘陽服務的文化理念與培養體系，讓新生們對弘陽服務有了更深層次的了解。



As of 31 December 2022, the Group had a total headcount of 3,446. The breakdowns of headcount by different classification are shown in the following:

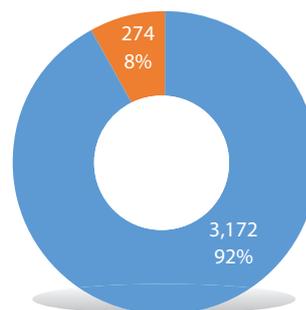
截至2022年12月31日，本集團員工共計3,446人，不同類別的僱員情況如下：

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



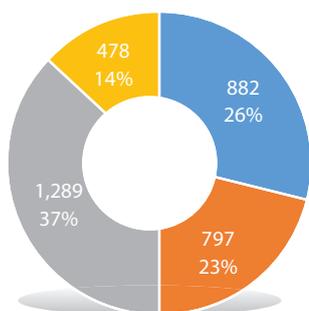
■ Male 男性員工總數
■ Female 女性員工總數

Breakdown by position (Number of people)
按崗位類型劃分 (人)



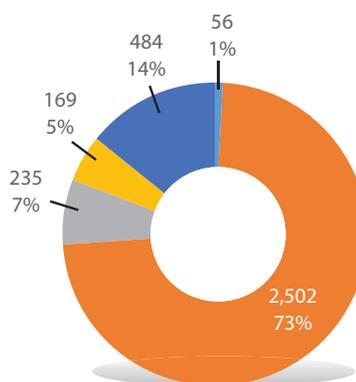
■ First-tier employees 一線員工
■ Others 非一線員工

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



■ Below 30 (exclusive of 30) 30歲以下員工總數 (不包括30歲)
■ 30 to 40 (exclusive of 40) 30-40歲員工總數 (不包括40歲)
■ 40 to 50 (exclusive of 50) 40-50歲員工總數 (不包括50歲)
■ 50 or above 50歲及以上員工總數

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



■ Headquarters 總部
■ Yangtze River Delta region 長江三角洲地區
■ Southwestern region 西南地區
■ Central region 華中地區
■ Southern region 華南地區

Remuneration and Benefits

In order to better motivate employees to create higher value, we formulated and implemented a fair, open and just remuneration system to ensure that the Company can scientifically and reasonably determine the remuneration difference of employees based on their contributions to the organization. Meanwhile, in order to improve employee loyalty, in addition to enjoying various holidays and national statutory benefits stipulated by national laws and regulations and Company systems, we also provided employees with home ownership incentives, consolation money for significant family issues, cash gift during festivals, birthdays and weddings.

薪酬福利

為更好地激勵員工創造更高的價值，我們制定並落實公平、公開、公正的薪酬制度，確保公司能夠科學、合理地根據員工對組織的貢獻來確定員工的薪酬差別。同時，為提高員工忠誠度，員工除了享有國家法律法規和公司制度規定的各類假期和國家法定福利外，我們還為員工提供購房優惠、重大家事慰問金、節日生日婚禮禮金等。

Types of statutory benefits 法定福利項目	Types of corporate benefits 公司福利項目
<ul style="list-style-type: none"> • Statutory holidays (New Year's day, Chinese New Year, Ching Ming Festival, Labor Day, Dragon Boat Festival, Mid-Autumn Festival, National Day and so forth) 法定節假日(元旦、春節、清明節、勞動節、端午節、中秋節、國慶節等) • Statutory leaves (annual leaves, sick leaves, marriage leaves, maternity leaves, rehabilitation leaves, work-related injury leaves, bereavement leaves and so forth) 法定假期(年休假、病假、婚假、產假、護理假、工傷假、喪假等) • Five insurance and one housing fund contributions 五險一金 • High temperature allowance 高溫津貼 	<ul style="list-style-type: none"> • Supplemental commercial insurance 補充商業保險 • Allowances: meal, communication, secondment, secondary position, length of service, transport, certificate, computer purchase and so forth 津貼：餐貼、通訊、外派、副職、司齡、交通、證書、自購電腦等 • Cash gift and compassionate allowances: festivals, birthday, marriage, childbirth allowance, hospitalization cash, consolation money and so forth 禮金：節日、生日、結婚、生育、住院慰問金、喪葬慰問金等 • Employee care fund 員工關愛基金 • House purchasing discounts 購房優惠 • Employee activities: birthday party, team building, geek walk, geek run, celebration for Hong Yang Group Company anniversaries, women caring activities (Women's Day、Mother's Day), children caring activities and so forth 員工活動：生日會、團建、極客行、極客遠征、弘陽集團司慶、女性(三八節、母親節)關懷活動、兒童節關懷活動等

We have established a comprehensive and diverse employee incentive system including incentives for short-term goal to medium-to-long term performance, staged incentives and results-based incentives, and incentives linked to a special project and a single indicator in order to mobilize employees' enthusiasm and improve work efficiency in various ways.

我們設立全面且多樣的員工激勵體系，從短期節點激勵，到中長期業績激勵，從過程激勵到結果激勵，從專項激勵到單項激勵，多方面多樣化地來調動員工積極性，提高工作效率。



DEVELOPMENT OF TALENTS

Redsun Service firmly believes that talent training is an investment with two-way benefits. While improving employees' enthusiasm for work, it also creatively empowers the business development of enterprises. We actively explore new measures, new paths and new methods of talent building, and constantly strengthen talent building to provide strong human resources guarantee for the Company's own development.

Staff Training

Redsun Service pays attention to talent training, and believes that talent training is one of the important ways of human capital reproduction. The Group is committed to building an effective training system, providing each employee with various targeted management training and skills training, guiding employees to stimulate their personal potential, improving their personal capabilities, helping employees' careers and the simultaneous development of the enterprise, and cultivating the key talents and talent reserve.

In order to enhance the fundamental training for our first-tier business and consolidate service capabilities, during the reporting period, we formed a "three-type talents" cultivation program in a targeted manner, which aims to provide categorization training based on the system of "group-regional companies", covering offline training for professional personnel, online curriculum and industry exchange and other modes of training. Further provide employees with a platform for building customer awareness, self-motivation, management team, leading the team to continuously solve problems, achieve business goals, and improve business capabilities.

人才發展

弘陽服務堅信人才培訓是一種雙向收益的投資，在提升員工工作積極性的同時，還創造性賦能企業業務發展。我們積極探索人才建設的新舉措、新路徑和新方法，不斷強化人才建設，為企業自身發展提供強有力的人力資源保證。

員工培養

弘陽服務注重人才培養，認為人才培養是人力資本再生產的重要方式之一。本集團致力於搭建有效的培訓體系，為每一位員工提供有針對性的各類管理培訓和技能培訓，引導員工激發個人潛力、提升個人能力，助力員工的職業生涯和企業同步發展，培養關鍵人才與後備梯隊。

為加強一線業務基礎培訓，夯實服務力，報告期內，我們針對性制定了「三類人才」的培養模式，以「集團—區域公司」體系進行分類培養，培養形式涵蓋線下專業人員授課、網絡課程習、行業交流等多樣化方式。進一步為員工提供建立客戶意識、自我驅動、管理團隊、帶領團隊持續解決問題、實現經營目標的中堅力量，提升經營力等能力的平台。

Redsun Elite
弘精英

- Target groups: Cultivation of existing, newly joined project manager and graduate project managers
受眾群體：在職／新進項目經理、儲備項目經理培養
- During the Reporting Period, commencement of two phases of training for existing and newly joined project managers (one phase training of online and one phase training of offline)
報告期內，共開展 2 期在職／新進項目經理培訓 (線上和線下各一個階段的培訓)

Redsun Housekeeper
弘管家

- Target groups: Training and certification of existing, newly joined customer service supervisors and housekeepers
受眾群體：在職／新進客服主管、管家的訓練、認證
- Regional companies carry out training based on monthly targeted coverage ratio and the Group then makes the results announcement
區域公司每月按照指定覆蓋率培訓，集團進行結果公示

Redsun Master
弘師傅

- Target groups: Training and certification of existing and newly joined engineering supervisors and staff
受眾群體：在職／新進工程主管、員工的訓練、認證
- Regional companies carry out training based on monthly targeted coverage ratio and the Group then makes the results announcement
區域公司每月按照指定覆蓋率培訓，集團進行結果公示

“Three-type talents” cultivation program

「三類人才」培養模式

2022 Management Trainee Training Camp
2022屆管培生培訓營

On 18 July, 2022, the 2022 trainees of Redsun Services attended a 5-day training camp as scheduled, and officially kicked off their career here. The training was closely focused on the theme of "integration", breaking the limitations of the industry and the geographical and professional barriers. The management trainees from various business sectors of Hong Yang Group Company were dispersed and integrated into teams, and gradually deepened their communication and exchange through activities such as ice-breaking games, morning meeting operations and market research. In the process of learning and research, the employees stepped into the industry gate with a confident attitude; in the communication and sharing, they deeply felt the services of Redsun and integrated them into Redsun Services.

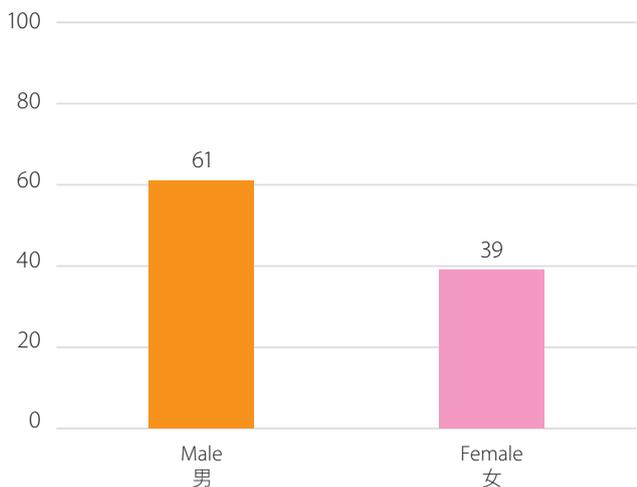
2022年7月18日，弘陽服務2022屆管培生如期參加為期5天的管培生集訓營，並在此正式揭開了他們職場生涯的序幕。本次培訓緊扣「融合」大主題，打破產業侷限，打通地域與專業壁壘，將來自弘陽集團各業務板塊業的管培生分散融合組隊，通過破冰遊戲、晨會營運、市調跑盤等活動，逐漸深化彼此之間的溝通交流。員工在學習研究中，以更加自信的姿態跨入行業大門；在交流分享中，深度感知弘陽服務，融入弘陽服務。



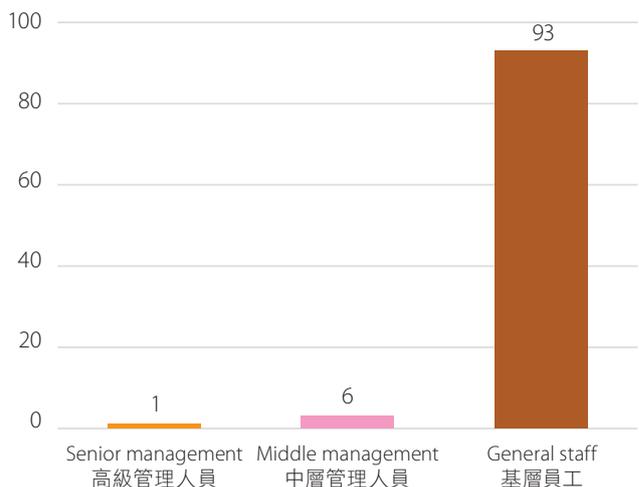
Overview of training statistics for Redsun Services in 2022 is shown below:

弘陽服務2022年具體培訓數據如下：

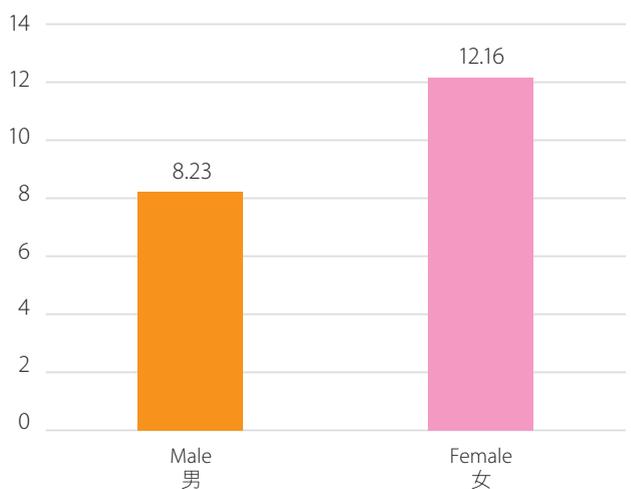
Percentage of trained employees by gender (%)
 按性別劃分的受訓僱員百分比 (%)



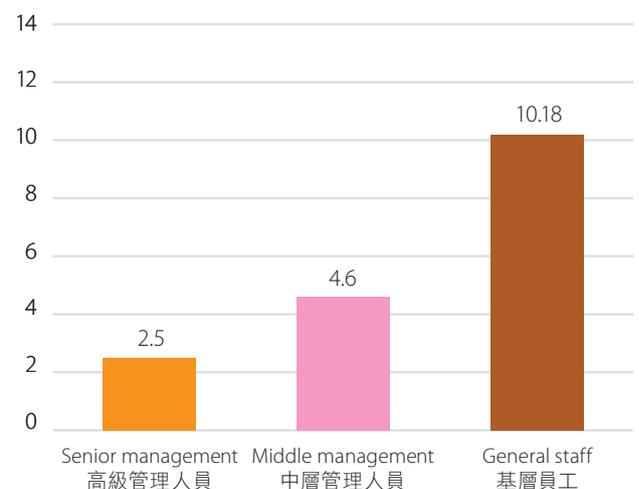
Percentage of trained employees by job position (%)
 按職級劃分的受訓僱員百分比 (%)



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

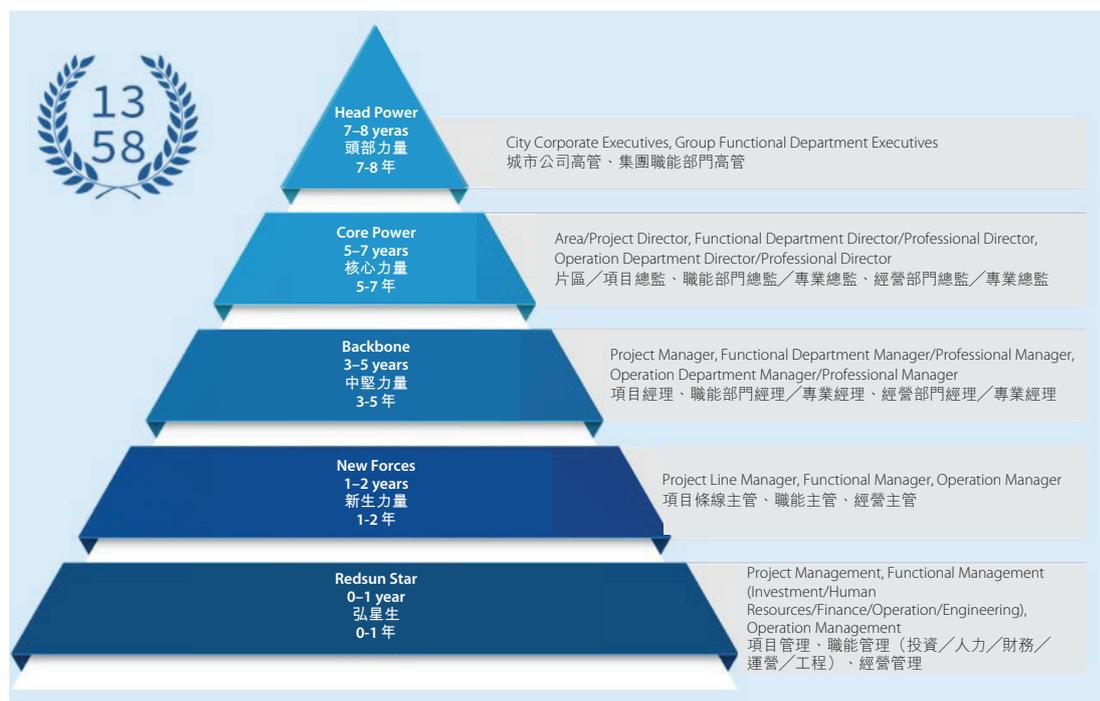
Redsun Services is committed to enabling all employees to have a satisfactory career. As a means of employee motivation and rational allocation of corporate human resources, the Group based on the principle of “open, equitable and fair” to establish a clear promotion path for employees. We have established professional qualification standards covering nine job ranks as well as different job functions and lines of business to provide a differentiated career development path for professionals, which provides a strong guarantee for enterprises to clarify the level of talent demand, talent reserves and talent attraction and retention.

For the fresh graduates (collectively “Redsun Star”) recruited by the Group from the campus recruitment, we have tailored the “1358” talent training system and promotion development mechanism for them. This scientific and perfect training system will comprehensively enhance the business skills and comprehensive capabilities of “Redsun Star”, and open up the growth and development path of “Redsun Star”, helping them become the mainstay and team leader of the Group in the future, as well as complete their career transformation.

晉升機制

弘陽服務致力於讓所有員工能夠擁有自己滿意的職業生涯，作為員工激勵和企業人力資源合理配置的手段，本集團遵循「公開、公正、公平」的原則建立起明確的員工晉升通道。我們建立了涵蓋九個職級以及不同職能和業務條線，專業任職資格標準為專業人才提供了差異化的職業發展路徑，為企業理清人才需求層次，儲備人才梯隊，及人才吸引與保留提供有力的保障。

針對校招進入本集團的應屆畢業生（統稱「弘星生」），我們為他們量身定製了「1358」人才培養體系及晉升發展機制。這一科學完善的培養體系將全面提升「弘星生」的業務技能和綜合能力，打通「弘星生」的成長發展路徑，助力其成為本集團未來的中流砥柱和團隊領袖，幫助他們完成職場蛻變。



“1358” Management Trainee Promotion Mechanism
「1358」管培生晉升機制

Employee Retention

Redsun Services respects the career choices of employees. In order to stabilize the long-term development of the Company, the Group conducts statistical analysis of employee turnover data every year, and takes the initiative to take a series of targeted improvement measures on the basis of protecting the basic rights and interests of employees. In 2022, the employee turnover rate of Redsun Service will be 34.9%, maintaining a relatively stable level.

員工保留

弘陽服務尊重員工的職業選擇，為穩定企業的長遠發展，本集團每年都會對員工流失數據進行統計分析，並在保障員工基本權益的基礎上，主動採取一系列針對性改善措施。2022年弘陽服務員工流失率為34.9%，保持了相對穩定的水平。

Semi-annual talents review: Talent review of all employees/talent review of key positions to optimize enterprise staffing
一年兩度人才盤點：全員人才盤點／關鍵崗位人才盤點，優化企業人員配置

Corporate resources are tilted towards high contribution/frontline employees
企業資源向高貢獻／一線員工傾斜

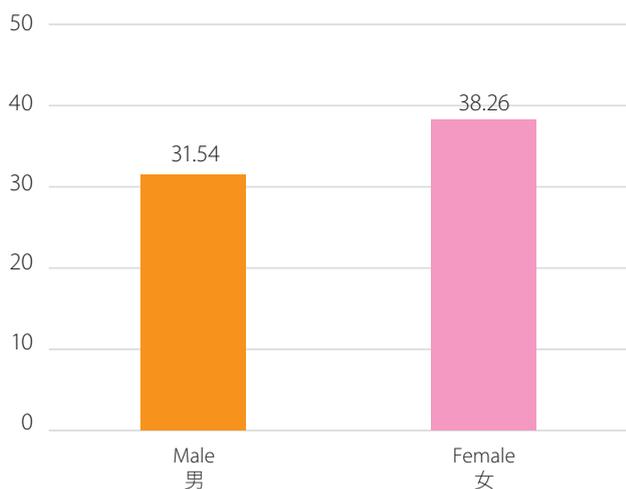
The cultivation and promotion of internal talents is prioritized with the commencement of internal competition of job vacancies during the first three quarters
1-3 季度組織開展空崗內部競聘工作，優先內部人才的培養與提拔任用

Training and cultivation program of key talent is commenced on a regular basis
定期開展關鍵人才梯隊建設的培訓培養專案

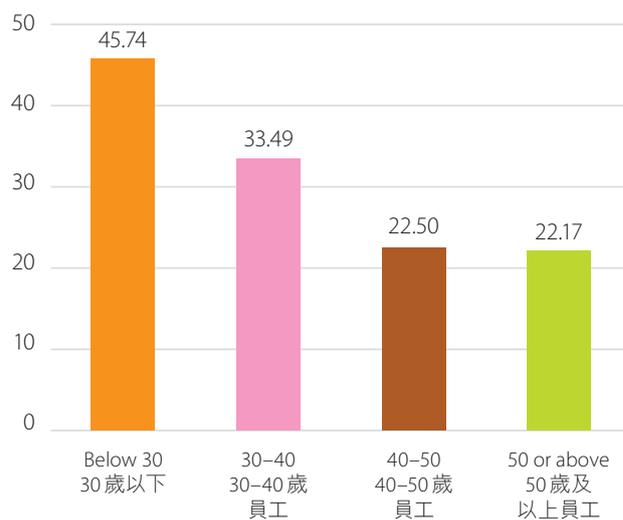
Talent Retention Initiatives 人才保留舉措

During the Reporting Period, the Group's analysis of turnover rate by gender, age and geographical region are as follows: 報告期內，本集團按性別及年齡劃分的流失率為：

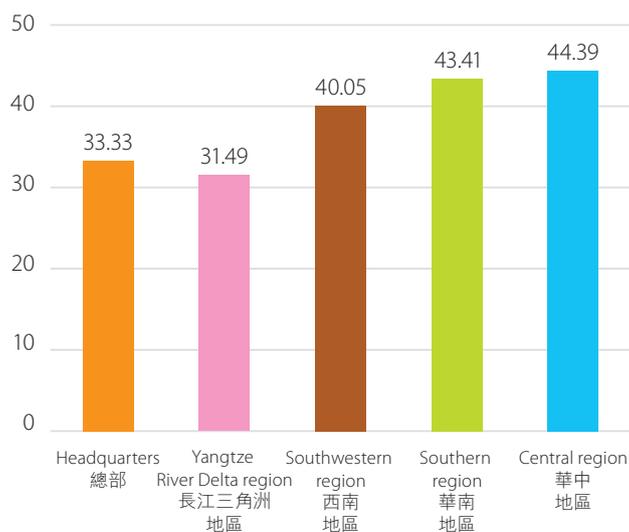
Turnover rate by gender (%)
按性別劃分的員工流失率 (%)



Turnover rate by age (%)
按年齡劃分的員工流失率 (%)



Turnover rate by geographical region (%)
按地區劃分的員工流失率 (%)



HEALTH AND SAFETY

Redsun Services has firmly established the concept of safe development and is committed to providing a safe workplace for all employees. Our relentless pursuit of safety is rooted in a sound and complete employee health and safety management mechanism. The Group strictly abide by Production Safety Law of the People's Republic of China, Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases and other national institution of law. In accordance with standards stated in ISO 45001 Occupational Health and Safety Management Systems (OHSMS), we specified the behaviors for occupation health and safety management and established the internal policies such as Operating Guide for Orderly and Professional Internal Management, the Operating Guide for Safety Examination, the Operating Guide for Fire Safety Management, the Operating Procedures for Handling Emergencies and Hazard Identification and Risk Management Plans for Each Department and Each Project. We have passed ISO 45001 Occupational Health and Safety Management Systems certification. Meanwhile, the Group established a triple-checking mechanism to clarify the responsibilities of each unit and department, standardize the safety production and operation standards, further prevent and resolve major safety risks at source, and continuously reduce the occurrence of various accidents to escort the sustainable and healthy development of the enterprise.

健康安全

弘陽服務牢固樹立安全發展的理念，致力於為全體員工提供安全的工作場所。我們對安全的不懈追求根植於健全且完善的員工健康安全管理機制。本集團嚴格遵守《中華人民共和國安全生產法》及《中華人民共和國職業病防治法》等國家法律制度，以ISO 45001職業健康安全管理體系標準來規範職業健康安全管理行為，制定《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》、《突發事件處置作業流程》及《各部門及各項目危險源辨識及風險管理方案》等內部政策。我們已通過ISO 45001職業健康安全管理體系認證。同時，本集團建立三重檢查機制，明確各單位部門職責，規範安全生產營運標準，進一步從源頭上防範化解重大安全風險，持續減少各類事故的發生，為企業可持續健康發展保駕護航。



ISO 45001 Occupational Health and Safety Management System Certification
ISO 45001職業健康安全管理體系認證證書

To work against the potential significant risks arising from business operation, the Group has formulated strict requirements on risk identification and conducted analysis of risk factors and their possible outcomes, to improve and optimize the control measures continually, minimizing the impact of harmful factors in the workplace on the health of employees.

本集團針對營運過程中可能出現的重大安全風險，制定了嚴格的風險識別要求，並分析危險因素以及可能導致的後果，不斷優化和完善控制措施，最大限度地降低作業場所的有害因素對員工身體健康的影響。

Establishment of safety targets and management plan
制定安全管理目標、管理方案

Formulation of rules of management covering programs, system, standards, procedures and work instruction manuals
制定管理規定(如程式、制度、標準、規程、作業指導書)

Establishment of contingency plan
制定應急預案

Equip with personal protection equipment
配備個體防護設備

Develop and continuously improve safety and security measures
制定並不斷完善安全保障措施

Enhancement of field supervision and inspection
加強現場監督檢查

Commencement of training and education
開展安全培訓與教育

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

Multi-measures to Build a Safe Production Line of Defense
多措並舉，牢築安全生產防線

At the beginning of June 2022, Redsun Services started the safe production month on a project basis. Redsun Service has continuously strengthened the publicity of safety knowledge, further improved the prevention of all employees, and posted promotional posters in eye-catching places such as corridors. Meanwhile, we adhere to the 13 red lines of operation, carry out activities such as potential safety hazards and risk investigations, firefighting and flood control emergency drills, etc., to ensure stable operation and create a safe working environment.

2022年6月初，弘陽服務以項目為單位開啟安全生產月。弘陽服務不斷加強安全常識宣傳，進一步提高全員防範，在單元樓道等醒目位置張貼宣傳海報。同時，我們堅守營運13條紅線，開展安全隱患及風險大排查，消防、防汛應急演練等活動，保障穩定的運營情況，打造安全的工作場景。



Put up posters
張貼宣傳海報



Fire emergency drill
消防應急演練



Security risk investigation
安全風險排查

During the last three years, the Group did not have any work-related fatality. During the Reporting Period, work-related injury totaled 13 incidents and related loss of working hours was 6,338 hours.

本集團過去三年內未發生員工因工死亡事件。報告期內，發生員工工傷事件13起，因工損失工作時數6,338小時。

CARING FOR OUR PEOPLE

Redsun Service pays high attention to the physical and mental health and living conditions of employees, and provides employees with a comprehensive employee caring and security system. We firmly believe that a good interpersonal relationship and organizational atmosphere require the intercommunication of basic and coordinated information. We have established an open and fair communication mechanism to achieve two-way communication between management and employees. At the same time, we carry out a number of employee activities to enrich the lives of our employees, focus on creating a positive work-life atmosphere, and enhance the sense of belonging of our employees.

員工關愛

弘陽服務高度關注員工身心健康和生活狀況，為員工提供完善的員工關愛保障體系。我們堅信良好的人際關係和組織氛圍需要基礎性和協調性的信息實現互通，我們建立開放、公正的溝通機制，實現了管理層和員工之間的雙向溝通。同時，開展多項豐富多彩的員工活動，豐富員工生活，注重營造積極的工作生活氛圍，提升員工的歸屬感。

Employee Communication and Care

Communication is the bonding agent of an enterprise, and Redsun Services is well aware of its importance. We fully respect the emotional needs of employees, we listen and respond to their thoughts and requests diligently, so that we can have in-depth communication with them. We advocate a simple communication atmosphere, provide an open, fair, and systematic communication mechanism, and strive to achieve diversified communication methods, standardized communication channels, information-based communication methods, and two-way communication objects. Employees can directly put forward their opinions and suggestions to their superiors and management to help lift service level at the Group continually.

員工溝通與關懷

溝通作為企業的黏合劑，弘陽服務深曉其重要性。我們充分尊重員工的情感需求，用心傾聽、響應員工真實心聲和訴求，使員工能夠達成精神層面的充分交流。我們提倡簡單、陽光的溝通氛圍，提供開放、公正、系統的溝通機制，努力做到溝通方式多樣化，溝通渠道規範化，溝通手段信息化，溝通對象雙向化。員工可直接向上級、管理層就工作提出想法和建議，幫助本集團持續提升。



Communication channels
 溝通渠道

Regarding complaints, when the employees consider that they are under unfair treatment or their personal interests are being undermined, or they have different perspectives on the Group's practices of operation and management, or when any requirements of the Company are found to be violated, the employees can select the appropriate channels and file their complaints/reflections to the Company. Such channels include reflection to the immediate supervisor, direct complaints to the human resources and administration department, or complaints to the sub-team leaders. Upon receipt of complaints, we would conduct fact-checking, handle the case accordingly, and track the related processes.

申訴方面，當員工認為自己受到不公正對待或個人利益受損，或對經營管理措施有不同意見，或發現有違反本集團各項規定的情況時，可選擇適當的申訴渠道向公司申訴／反映。申訴途徑包括逐級反映、直接向人力行政部或分管領導申訴，收到投訴後我們會對投訴內容進行核實，進行相應的處理，並追蹤處理進程。

2022 Zero-Distance Action
2022「零距離」行動

From 11 May to 25 May 2022, Redsun Service executives went deep into the regional sites, and conducted zero-distance in-depth communications with more than 300 front-line employees in more than 40 projects. We listened carefully to the voices of employees and hoped to see the most sincere demands of every member of the organization through a front-line and zero-distance approach. We broke through the hierarchical boundaries and employee doubts, relieved staff doubts and enhanced confidence in the organization. We formed a cultural consensus to strengthen the deep consensus of project employees on developing new strategies, focused on new goals, built professional confidence and enhanced self-worth. We improved management efficiency, solved operational problems, and helped front-line employees to maximum their potential.

2022年5月11日至5月25日，弘陽服務高管深入片區，與40餘個項目的300多位一線員工開展零距離深入交流；認真傾聽員工心聲，希望通過一線零距離的形式，看見每一位組織成員最真切的訴求；突破層級界限，打破員工疑慮，解除員工疑惑，增強對組織的信心；形成文化共識，強化項目員工在發展新戰略、聚焦新目標、樹立職業信心、提升自我價值上的深度共識；提高管理效能，解決營運難題，助力一線員工釋放最大潛能。



In order to practice the “people-oriented” management concept and better help employees solve difficulties in life, the Group has established a care fund. An employee may apply for the use of the staff care fund when the employee or his/her children, spouse, parents suffer from serious illness or accidents causing serious injuries or fatality, or when the employee’s direct family encounters a significant change.

為踐行「以人為本」的管理理念，更好的幫助員工解決生活中的困難，本集團設立關愛基金，當員工本人或其子女、配偶、父母患重大疾病或人身重大意外傷害、死亡或者員工本人家庭遭遇重大變故時可向公司申請使用關愛基金。

Employee Activities

The Group encourages the employees to balance work and life, and regularly conducts a variety of group activities to build a positive corporate culture and enhance the happiness of employees, so that a cohesion and centripetal force can be naturally formed within the staff.

員工活動

本集團鼓勵員工平衡工作與生活，定期開展多種團建活動，建設積極向上的企業文化，提升員工幸福感，讓員工內部自然地形成一種凝聚力，向心力。

Redsun Housekeeper Service Storytelling Competition

弘管家服務故事演講比賽



Redsun Housekeeper Good Story Contest

弘管家好故事大賽



Celebration Activities at Hong Yang Group Company's 26th Anniversary

弘陽集團26週年慶活動

On 28 May 2022, Hong Yang Group Company celebrated its 26th anniversary. To celebrate this special day, Redsun Services participated in the anniversary celebration organized by Hong Yang Group Company. The employees of Redsun Service went hiking in Xiangshan Lake Park. During the hike, the employees encouraged each other, reflecting the solidarity and assistance among employees.

2022年5月28日，弘陽集團迎來26週年慶。為了慶祝這個特別的日子，弘陽服務參與弘陽集團組織的週年慶活動。弘陽服務的員工在象山湖公園進行徒步，徒步過程中員工相互鼓勵，體現出員工間的團結協助。

The development of Redsun Services cannot be separated from the people who always stand together with the company. On this special day, we honored our employees who have been with us for 10 and 20 years with the Loyalty Service Award. In addition, we honored employees who have stepped up to the plate in the fight against the pandemic as "Pioneers in the Fight against the Pandemic".

弘陽服務的發展離不開和企業始終站在一起的同路人。在這特殊的一天，我們為入司滿10年和20年的員工頒發忠誠服務獎。此外，還授予在新冠疫情期間積極付出的員工「抗疫先鋒」的稱號。



DEVELOP TOGETHER

Redsun Services understands that corporate cooperation is an important engine driving the Company's development. We always regard stable and win-win corporate cooperation as a constant driving force for sustainable development, and are committed to working together with our partners to realize the common sharing of advantageous resources. As a supply chain enabler, we proactively take responsibility for establishing a legal and compliant supply chain. At the same time, we actively seek the cooperation of the community and join hands with all parties to explore new ways to realize the long-term development of the property service industry.

攜手發展

弘陽服務深知企業合作是驅動公司發展的重要引擎，我們始終將穩定共贏的企業合作視為推動可持續發展源源不斷的動力，致力於攜手廣大合作伙伴實現優勢資源共同共享。作為供應鏈賦能者，我們主動承擔建立合法合規供應鏈的責任。與此同時，我們積極尋求社會方面的合作，攜手社會各方共同探索，實現物業服務行業長足發展的新路徑。

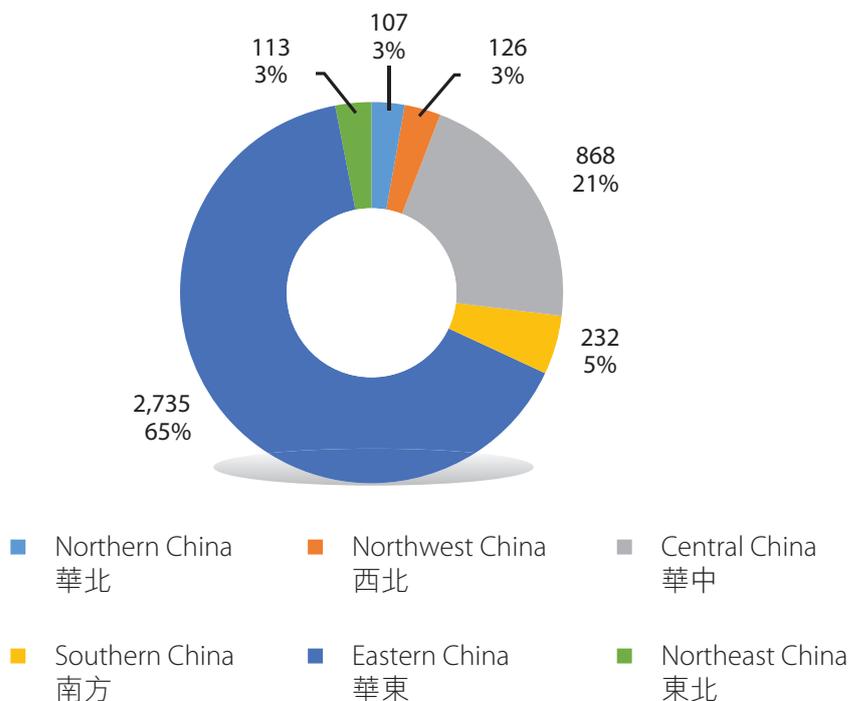
SUPPLIER MANAGEMENT

Redsun Services is committed to creating an open and collaborative ecological platform to bring together the downstream and upstream industries through its own influence. We regard the establishment of an open, fair and transparent supply chain as the cornerstone of our stable and sustainable development. In 2022, Redsun Services continued to improve its supply chain management system and optimized its management processes in the areas of supplier access, supplier assessment and supplier communication to further ensure that we can consistently provide high quality services. Meanwhile, during the Reporting Period, we actively conducted supplier training to enhance the quality and efficiency of our suppliers' work and further improve the quality of our services. As at the end of the Reporting Period, Redsun Services has a total of 4,181 suppliers. The suppliers are divided by region as follows:

供應商管理

弘陽服務致力於創建開放協作的生態平台，通過自身的影響力攜手上下游產業共同發展。我們將建立公開、公正、透明的供應鏈視為企業穩定且可持續發展的基石。2022年，弘陽服務持續完善供應鏈管理體系，在供應商准入、供應商考核、供應商溝通等管理流程方面持續優化，進一步確保我們能始終如一地提供高質量服務。同時在報告期內，我們積極開展供應商培訓，提升了供應商工作質量與效率，進一步提高我們的服務質量。截至報告期末，弘陽服務共有供應商4,181家，供應商按地區劃分如下：

Number of suppliers by region
按地區劃分的供應商數量

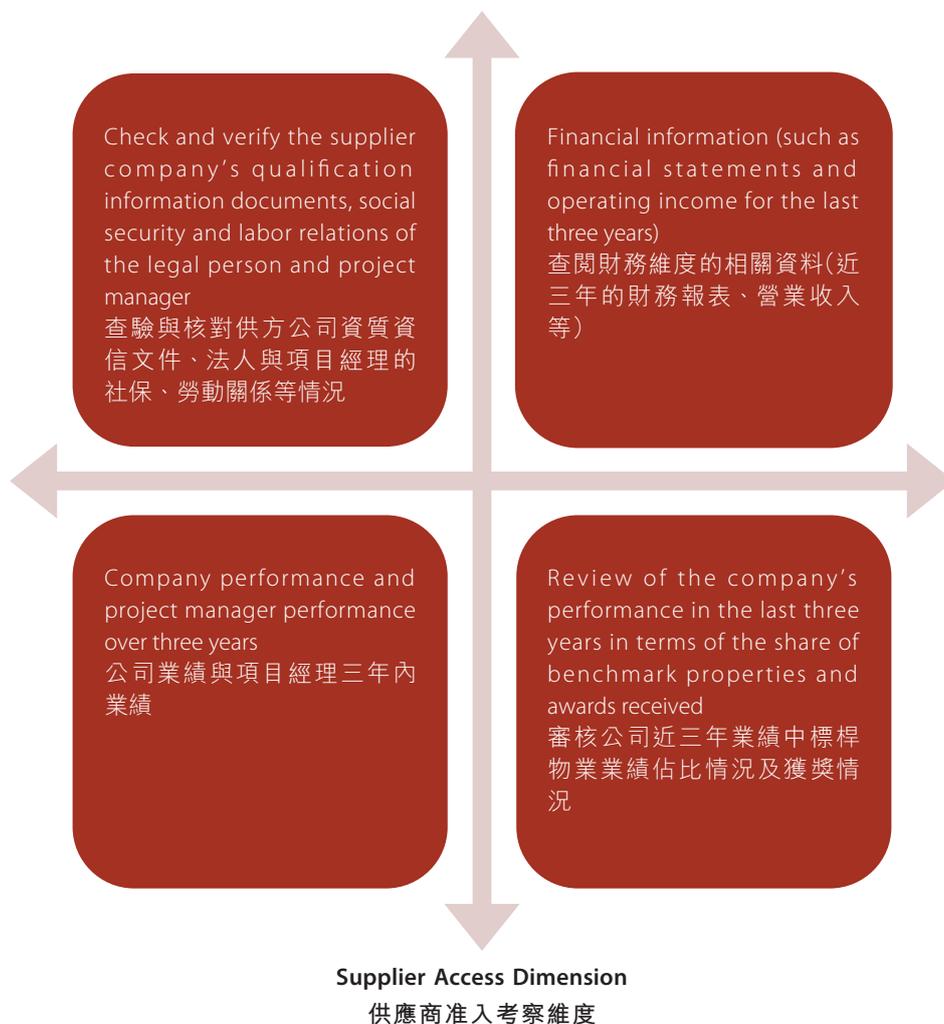


Supplier Management System

Redsun Services strictly abides by the relevant laws and regulations such as the Law of the People's Republic of China on Bid Invitation and Bidding, and has formulated the Service Group Supplier Management Rules to regulate the supplier management system. We continue to improve the supplier access system and requirements, adhering to the bidding guidance of "Selective, High-Integrity, Premium-Quality and Promoting Efficiency", conduct multi-dimensional investigation on suppliers from the aspects of their qualifications, cooperation experience and industry influence, and include the pre-screening system to improve the access standards for different levels of suppliers.

供應商管理體系

弘陽服務嚴格遵守《中華人民共和國招標投標法》等相關法律法規，制定《服務集團供應商管理規程》，規範供應商管理體系。我們持續完善了供應商准入制度與要求，秉承「擇優，誠信，質量，增效」的招標方針，從資質條件、合作經驗、行業影響力等方面對待入庫供貨商進行多維度考察，並加入預審制度以完善不同級別供應商的准入標準。



We carry out multi-dimensional access assessment for prospective suppliers and manage them according to the assessment results in a graded manner to ensure the quality of performance in all aspects. We classify the access suppliers into different levels and conduct pre-qualification. Grade 0 suppliers are pre-qualified and evaluated by Redsun Service Headquarters, and all relevant departments must participate in the evaluation. Grade A and Grade B suppliers will be pre-qualified by the subsidiaries, while Grade C suppliers will be pre-qualified by the functional departments of the Group or the subsidiaries as the case may be.

In order to ensure the quality of supplier services during the contract performance process, we have formulated the Supplier Annual Evaluation Form and the Service Inspection/Assessment Score Sheet. The quality of supplier performance is evaluated through four major criteria: owner satisfaction score, daily inspections, mystery guest checks and monthly assessments, and the overall annual performance of the supplier is scored. By objectively evaluating our partners, we will develop and reserve more quality suppliers and establish a resource database.

我們對准入的供應商開展多維度的准入考核，並根據考核結果分級管理，全方位保障履約質量。我們將准入供應商分為不同級別並進行資質預審。0級供應商由弘陽服務總部組織預審考核，且所有相關條線職能部門必須參加考核。A級和B級供應商由子公司組織預審考核。C級供應商由集團職能部門或子公司視情況自行決定是否需要預審考察。

為確保履約過程中的供應商服務質量，我們制訂《供貨商年度評估表》及《服務檢查／考核評分細則表》，通過業主滿意度得分、日常巡查、神秘客檢查、月度評估四大標準對供應商履約質量進行考核，對供貨商的年度綜合表現進行評分，考察評分標準如下。通過客觀地評價合作伙伴，發展儲備更多優質供應商，建立資源信息庫。



We continue to improve the supplier tier management system, and classify them into excellent suppliers, good suppliers, qualified suppliers, unqualified suppliers and blacklisted suppliers based on their annual performance scores. For suppliers who violate contract agreements or do not comply with laws and regulations, they will be directly included in the supplier blacklist.

我們持續完善供應商分級管理體系，依據供應商年度履約表現得分將供應商分為優秀供應商、良好供應商、合格供應商、不合格供應商及黑名單等級。對於因違反合同協議或不遵守法律法規的供應商，直接列入供應商黑名單。



Supplier Tier Management System
供應商分級管理體系

Supplier ESG Management

Redsun Services regards integrity as the red line of business and adopts a zero-tolerance attitude towards malpractice in the supply chain and procurement process. We also hold our suppliers to the same ethical standards. All suppliers who enter into a standard supply agreement with Redsun Services must additionally sign an Clean and Honest Administration Cooperation Agreement, which specifies an anti-corruption and anti-bribery commitment. We also conduct regular compliance audits of our suppliers, and we manage the withdrawal or blacklisting of suppliers who violate our agreements.

In addition to integrity management, Redsun Services takes into account the environmental and social performance of its suppliers. When inspecting new suppliers, we will investigate and endorse the internal labor rights regulations, employee health and safety, and industry reputation of the suppliers. We give priority to companies that have passed ISO certification, have a greening rate of at least 30% in their plants, and have achieved energy saving and emission reduction in accordance with local government standards. We also require our partners to provide proof of their working hours and regular health certification to minimize ESG risks while continuing to build a green and sustainable supply chain.

供應商ESG管理

弘陽服務將誠信經營作為企業的紅線，對供應鏈及採購過程中營私舞弊的行為採取零容忍的態度。我們也以同樣的道德標準要求供應商。所有與弘陽服務簽訂標準供應協議的供應商必須額外簽署《廉政合作協議》，其中明確了反貪腐和反賄賂的承諾。我們也會定期對供應商開展合規審計，對於違反協議的供應商採取退出或黑名單管理。

除廉潔管理外，弘陽服務將供應商的環境和社會表現納入考量範圍。在考察新供應商考察時，會對供方內部勞工權益規定、員工健康與安全、行業聲譽等進行了解、背調。我們優先選擇通過ISO認證、企業廠房的綠化率不低於30%、節能減排達到當地政府標準的企業，同時要求合作方提供其職工作業時間及定期健康證明，在將ESG風險降至最低的同時持續打造綠色可持續的供應鏈。

Supplier Communication

Redsun Services attaches great importance to communication with suppliers and looks forward to working with them for development. We maintain close ties with suppliers by holding the 2022 Annual Supplier Meeting, holding regular supplier meetings, visiting suppliers on holidays and conducting supplier training. Through communication, we share our knowledge of environmental, health and safety, corporate governance, and business ethics with our suppliers to improve their business standards, so that they can keep pace with Redsun Services and make progress together. Redsun Service conducts formal communication with suppliers at least once a month, and at the same time conducts occasional project cooperation talks to effectively promote the project process and solve problems encountered in business cooperation in a timely manner.

供應商溝通

弘陽服務重視與供應商的溝通工作，期待與供應商攜手發展。我們通過召開2022年度供應商大會、供應商定期約談、節日慰問走訪和開展供應商培訓等多種方式保持與供應商的緊密聯繫。通過溝通我們向供應商分享我們在環境健康安全、公司治理、商業道德方面的知識，提高了供應商的業務水平，讓供應商與弘陽服務步調一致，共同進步。弘陽服務每月至少與供應商進行一次正式溝通，同時不定期開展項目合作情況的洽談會，有效地推動項目進程，及時解決業務合作中碰到的問題。



Supplier Forum
供方座談會

COOPERATION FOR ALL WIN

Redsun Services always believes that business cooperation can achieve “complementary advantages and create a win-win situation” for both parties, and stable business cooperation is also a constant driving force for sustainable development. In 2022, Redsun Services actively developed business cooperation through government-enterprise cooperation, and at the same time actively participated in industry activities to jointly explore the development path and direction of the property industry.

Joint Construction through the Cooperation between Redsun Services and the Government

In 2022, Redsun Services has established close cooperation with the government and actively participates in social public governance. We have formed an alliance by linking together multiple entities such as community networks, properties, owners’ committees, social organizations and party volunteers to realize the same direction and promote multi-faceted governance. Meanwhile, we are committed to becoming the new main force of comprehensive governance services in the streets by leveraging our strengths in urban management, municipal maintenance, property services, parking lot management, citizen services, and public resource management and operation, enhancing the service standards and management efficiency of the entire streets with advanced property service systems and governance mechanisms, and expanding new business areas.

合作共贏

弘陽服務始終認為業務合作能為合作雙方實現「優勢互補，創造共贏」，穩定的業務合作也是推動企業可持續發展源源不斷的動力。2022年，弘陽服務通過政企共建的方式積極開展業務合作，同時踴躍參與行業活動，共同探索物業行業的發展路徑與方向。

政企共建

2022年，弘陽服務建立起與政府的緊密合作，通過政企共建的方式積極參與社會公共治理。把小區網格、物業、業主委員會、社會組織、黨員志願者等多元主體串聯在一起，形成聯盟，實現同向發力，推進多元共治。同時，我們發揮自身在城市管理、市政養護、物業服務、停車場管理、市民服務、公共資源管理經營等方面的優勢，以先進的物業服務體系和治理機制，提升整個街道服務水平和管理效率，拓展新業務範疇領域，致力成為街道綜合治理服務的新主力軍。

Building a community trash classification service through train in Jiangbei New District, Nanjing
南京江北新區打造小區垃圾分類服務直通車

In 2022, the Nanjing Jiangbei New District Comprehensive Administrative Law Enforcement Team and Redsun Services Redsun Solaris Loving City Section 6 Property Management formed a joint management and enforcement effort to manage garbage sorting chaos, built a long-term, effective co-management mechanism, and created a community trash classification service through train.

2022年，南京江北新區綜合行政執法總隊與弘陽服務弘陽旭日愛上城六區物管形成管執聯動，合力治理垃圾分類亂像，搭建長期、有效的共管機制，打造小區垃圾分類服務直通車。

Trash classification has always been a key task of the community property management department. Since the start of the new district trash classification work, the awareness of trash classification among the residents in each community has been improved. For some residents who have little awareness of trash classification, the enforcement officers of the new district headquarters carried out legal promotion activities in the communities under their jurisdiction through various forms such as resident-friendly lecture services, zero distance communication with residents, and TV programs to promote the awareness of trash classification among residents.

垃圾分類一直以來是小區物管部門的一項重點工作。自新區垃圾分類工作開展以來，各小區居民的垃圾分類意識得到了提升。對於部分垃圾分類意識淡薄的居民，新區總隊執法人員通過上門宣講服務、零距離與居民交流、電視台節目宣傳等多種形式，對轄區內的小區開展普法活動，提升居民垃圾分類意識。



The “small” fulcrum of the Red Alliance leverages the “big” pattern of community co-governance
紅色聯盟「小」支點撬動社區共治「大」格局

In 2022, Redsun Services continued to carry out red volunteer activities. The Red Property Volunteer Service Team is a team composed of Redsun Services Party members and volunteers. Taking the opportunity of “Operation Beautiful Park” which the community has been insisting on for a long time, the team organized party members, volunteers and owners to actively participate in the activities, taking the cleaning tools, pulling weeds from the lawn and cleaning white garbage from all corners of the park to promote the improvement of the quality of the park. Making party members, volunteers and even owners become participants, practitioners and propagandists in the construction of livable homes.

2022年，弘陽服務持續開展紅色志願活動。紅色物業志願服務隊是由弘陽服務黨員和志願者組成的一支隊伍，以社區長期堅持開展的「美園行動」為契機，組織黨員、志願者、業主積極參與活動，拿上清掃工具，在草坪拔除雜草、清理園區各個角落的白色垃圾，促進園區品質的提升。讓黨員、志願者乃至業主都成為宜居家園建設的參與者、踐行者和宣傳者。



A CARING SOCIETY

Adhering to the original intention of “making lives warmer”, Redsun Service attaches great importance to the co-building work with the community and actively organizes and participates in community welfare projects with a sense of social responsibility. We are concerned about people’s livelihood, environmental protection and other areas, and contribute through volunteering and donation activities, forming a good situation to make progress together with society and win-win harmony with various stakeholders.

Redsun Services is deeply committed to the development strategy of “customer-centered”, and strives to provide quality services to property owners while spreading the warmth of humanistic community life and becoming a supplier of good living. We actively organized and carried out a variety of public welfare activities, using practical actions to fulfill our original intention and mission, and promote the spirit of volunteerism for public welfare. As of 31 December, 2022, Redsun Services has invested a total of RMB6.47 million in community cultural activities and community public welfare, made charitable and other donations in a total amount of RMB0.86 million, and has carried out about 1,400 public welfare activities with more than 4,000 participants.

溫暖社會

弘陽服務秉持「讓生活更有溫度」的初心，重視與社區的共建工作，懷揣著社會責任感，積極舉辦、參與社區公益事業。我們關注民生、環保等領域，通過志願服務、愛心捐贈等活動貢獻力量，形成了與社會共同進步、與各利益相關者和諧共贏的良好局面。

弘陽服務深度踐行「以客戶為中心」的發展戰略，努力為業主提供優質服務的同時，致力於傳遞有溫度的社區人文生活，成為美好生活的供應商。我們積極組織開展多種多樣的公益活動，用實際行動踐行初心和使命，發揚熱心公益的志願服務精神。截至2022年12月31日，弘陽服務在社區文化活動、社區公益方面共計投入人民幣647萬元，作出慈善及其他捐款共計人民幣0.86百萬元。累計開展公益活動約1,400場，參與人數達4,000人次。

Young Energetic Geek Charity Walk
Young活力極客公益行

28 May 2022 is not only the anniversary of Hong Yang Group Company's establishment, but also a public welfare day. Hong Yang Group Company took Public Welfare 3.0 as its strategic guideline and the Redsun Public Welfare Fund as its platform to assume responsibility for village revitalization, education aid, and precise anti-pandemic. Redsun Services participated in the Hong Yang Group Company Young Energetic Geek Charity Walk, interpreting the Redsun spirit of health, hard work and love with solid footsteps.

2022年5月28日，既是弘陽集團的司慶日，又是公益日。弘陽集團以公益3.0為戰略指引，以弘陽公益基金為平台，在鄉村振興、教育助學、志願服務等方面承擔責任。弘陽服務參與弘陽集團Young活力極客公益行，用堅實的脚步演繹健康、拼搏、大愛的弘陽精神。



Redsun Service Caring Farmers Project
弘陽服務愛心助農計劃

In 2022, Redsun Service launched a project to help farmers and cooperate with crab farmers to promote agricultural products, and has sold more than 900 hairy crabs from Yangcheng Lake, which has been well received by consumers.
2022年，弘陽服務開展助農計劃，與蟹農商家合作推廣農產品，陽澄湖大閘蟹已售出900多份，受到消費者好評。



We are actively leveraging our expertise and resources to work together with property owners to build a better community and inject warmth into the development of society.

我們積極發揮自身專長和資源優勢，與業主共進，協力打造美好社區，為社會發展注入溫暖力量。

Protecting together, Redsun service creates a loving childhood
共同守護，弘陽服務打造有愛的童年

Redsun Services adheres to the belief of “making life warmer”, enriching the beauty of life from home to family, and giving children a happy childhood.

弘陽服務堅守「讓生活更有溫度」的信念，從家到家人，用心豐盈生活之美，給孩子快樂童年。

In the midst of the pandemic, Redsun Services' Redsun Housekeeper helped to provide childcare for property owners on the front lines of the pandemic. In addition, while we are concerned about the healthy growth of children, we also focus on the establishment of a good parent-child relationship, and are committed to creating a vital growth space for families in the community, so that children can become creators of inner abundance and parents can become peers of their children's lifelong learning. With the advent of summer holiday, we organized colorful community cultural activities, such as DIY crafts for lovely kids and painting for little painters, to enrich children's summer life.

疫情當前，弘陽服務的弘管家貼心為業主提供托兒服務。不僅如此，在關注兒童健康成長的同時，我們也注重良好親子關係的建立，致力於為社區家庭打造充滿生命力的成長空間，讓孩子成為內心豐盈的創造者、讓家長成為孩子終身學習的同行者。暑假來臨，我們組織了繽紛多彩的社區文化活動，如萌童手工DIY、小小畫家彩繪等，豐富孩子們的暑期生活。



In order to implement the development plan of “15-minute convenient living circle”, we adhered to the original intention of serving the people together with government departments and insisted on the development of the new service industry of “property +”, providing more convenient, fast, safe and high-quality community services for the general public.

貫徹落實「一刻鐘便民生活圈」的發展計劃，我們同政府部門一起堅守為民初心，堅持「物業+」新型服務業態發展，為廣大市民提供了更方便、快捷、安全、優質的社區服務。

Redsun Service Lunar New Year Shopping Street Goes to the Neighborhood to Say “Hello” to 2022
弘陽服務年貨大街走進鄰里身邊，向2022年道「寧好」

In the post-pandemic period, Redsun Services had never forgotten to meet the various needs of the property owners. During the Reporting Period, we organized the “Hello 2022 — Lunar New Year Shopping Street” to match products and services around customers’ real needs based on customer satisfaction, and vigorously develop community living service packages to meet the needs of neighbors in terms of clothing, food, housing, transportation, fun and entertainment.

在後疫情時期，弘陽服務始終不忘滿足業主鄰居的各項生活所需。報告期內，我們主辦「寧好2022 — 年貨大街」，以客戶滿意為基礎，圍繞客戶真實需求匹配產品與服務，大力發展社區生活服務配套，滿足鄰里的衣、食、住、行、玩、樂等需求。

At the event site, we provided various public welfare activities for the property owners: dental charity clinic, Chinese New Year lucky characters, Chinese New Year couplets, free knife sharpening, free pet food distribution and other service activities to practically solve the needs of the owners. We always implement the service concept of making homeowners’ family life better.

活動現場，我們為業主提供各項惠民的公益活動：口腔義診，新春送福字、春聯，免費惠民磨刀，寵物糧免費派送等服務活動，切實解決廣大業主鄰里更多的生活需求，始終落實讓業主家庭生活更美好的服務理念。



Standing up to injustice is a kind of responsibility and a kind of commitment. Redsun Services fulfills its social responsibility with practical actions and interprets the spirit of righteousness and courage, rushes ahead at the moment of crisis, decisively and satisfactorily cooperates with the fire department in resolving the crisis.

見義勇為是一種責任，更是一種擔當。弘陽服務用實際行動履行社會責任，詮釋見義勇為精神，危機時刻，衝在前面，果斷並圓滿的配合消防部門化解危機。

**Standing up for justice! The Nanjing Jiangbei New District
Volunteerism Foundation Specially Recognizes Redsun Services**
見義勇為！南京江北新區見義勇為基金會特別表彰弘陽服務

In January 2022, the Nanjing Jiangbei New District Volunteers Foundation commended the Redsun Services Team for their courageous dedication.

2022年1月，南京江北新區見義勇為基金會讚揚了弘陽服務團隊勇於擔當的奉獻精神。

A pipeline accident occurred at an electric company located near a property project of Redsun Services, and Redsun Services employees were the first to rush to the scene of the fire to carry out rescue. Meanwhile, the property project activated the emergency plan and responded quickly, mobilizing a total of 261 bottles of dry powder fire extinguishers within 30 minutes to fight the fire. In this emergency, the project team, with its professional and timely response, protected public safety, fully interpreted the good spirit of justice and courage, and fulfilled its social responsibility with practical actions.

位於弘陽服務一物業項目附近的一家電力公司發生管道事故，弘陽服務員工第一時間趕往火災現場開展救援。同時，物業項目同步啟動突發事件應急預案，迅速反應，30分鐘內共調集261瓶乾粉滅火器參與事故滅火。在這次緊急事件中，項目團隊憑藉專業和及時的響應，守護了公共安全，充分詮釋了見義勇為的良好精神，用實際行動履行著社會責任。



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

附錄：香港聯交所《環境、社會及管治報告指引》內容索引

ENVIRONMENTAL, SOCIAL AND GOVERNANCE ASPECTS, GENERAL DISCLOSURES AND KPIS 環境、社會及管治範疇與一般披露及關鍵績效指標	SECTION IN THE REPORT 所在章節
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**Environmental
環境**

Aspect A1 層面 A1	Emission 排放物	
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (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。	Low Carbon Operation 低碳運營
KPI A1.1 關鍵績效指標 A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	Overview of Environmental Protection Performance 環境績效總覽
KPI A1.2 關鍵績效指標 A1.2	Greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 溫室氣體總排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	Overview of Environmental Protection Performance 環境績效總覽
KPI A1.3 關鍵績效指標 A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	Overview of Environmental Protection Performance 環境績效總覽

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KPI A1.4 關鍵績效指標 A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	Overview of Environmental Protection Performance 環境績效總覽
KPI A1.5 關鍵績效指標 A1.5	Description of emissions target(s) set and steps taken to achieve them. 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	Environmental Management 環境管理 Green Operation 綠色運營
KPI A1.6 關鍵績效指標 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. 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。	Environmental Management 環境管理 Green Operation 綠色運營
Aspect A2 層面 A2	Use of Resources 資源使用	
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。 Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc. 資源可用於生產、儲存、運輸、樓宇、電子設備等。	Low Carbon Operation 低碳運營
KPI A2.1 關鍵績效指標 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). 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)。	Overview of Environmental Protection Performance 環境績效總覽

ENVIRONMENTAL, SOCIAL AND GOVERNANCE ASPECTS, GENERAL DISCLOSURES AND KPIs 環境、社會及管治範疇與一般披露及關鍵績效指標		SECTION IN THE REPORT 所在章節
KPI A2.2 關鍵績效指標 A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 總耗水量及密度(如以每產量單位、每項設施計算)。	Overview of Environmental Protection Performance 環境績效總覽
KPI A2.3 關鍵績效指標 A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. 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。	Environmental Management 環境管理 Green Operation 綠色運營 Green Culture 綠色文化
KPI A2.4 關鍵績效指標 A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. 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。	Environmental Management 環境管理 Green Operation 綠色運營 Green Culture 綠色文化
KPI A2.5 關鍵績效指標 A2.5	Total packaging material used for finished products and with reference to per unit produced. 製成品所用包材料的總量及每生產單位佔量	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。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE ASPECTS, GENERAL DISCLOSURES AND KPIs
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Aspect A3
層面 A3

The Environment and Natural Resources
環境及天然資源

General Disclosure 一般披露	Policies on minimising the issuer's significant impacts on the environment and natural resources 減低發行人對環境及天然資源造成重大影響的政策。	Low Carbon Operation 低碳運營
KPI A3.1 關鍵績效指標 A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 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。	Environmental Management 環境管理 Green Operation 綠色運營 Green Culture 綠色文化

Aspect A4
層面 A4

Climate Change
氣候變化

General Disclosure 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	Environmental Management 環境管理 Green Operation 綠色運營
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 Operation 綠色運營

Social
社會

Aspect B1
層面 B1

Employment
僱傭

General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	People-oriented
一般披露	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 對發行人有重大影響的相關法律及規例的資料。	以人為本
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	Labour Rights
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。	員工權益
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Development of Talents
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。	人才發展

Aspect B2
層面 B2

Health and Safety
健康與安全

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

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KPI B2.1 關鍵績效指標 B2.1	Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率。	Health and Safety 健康安全
KPI B2.2 關鍵績效指標 B2.2	Lost days due to work injury. 因工傷損失工作日數。	Health and Safety 健康安全
KPI B2.3 關鍵績效指標 B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored. 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。	Health and Safety 健康安全 Caring for Our People 員工關愛
Aspect B3 層面 B3	Development and Training 發展及培訓	
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 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。 Training refers to vocational training. It may include internal and external courses paid by the employer. 培訓指職業培訓，可包括由僱主付費的內外部課程。	Development of Talents 人才發展
KPI B3.1 關鍵績效指標 B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 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。	Development of Talents 人才發展
KPI B3.2 關鍵績效指標 B3.2	The average training hours completed per employee by gender and employee category 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	Development of Talents 人才發展

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Aspect B4 層面 B4	Labour Standards 勞工準則	
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 preventing child and forced labour. 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。	Labour Rights 員工權益
KPI B4.1 關鍵績效指標 B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	Labour Rights 員工權益
KPI B4.2 關鍵績效指標 B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	Labour Rights 員工權益
Aspect B5 層面 B5	Supply Chain Management 供應鏈管理	
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。	Supplier Management 供應商管理
KPI B5.1 關鍵績效指標 B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	Supplier Management 供應商管理
KPI B5.2 關鍵績效指標 B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	Supplier Management 供應商管理

ENVIRONMENTAL, SOCIAL AND GOVERNANCE ASPECTS, GENERAL DISCLOSURES AND KPIs 環境、社會及管治範疇與一般披露及關鍵績效指標		SECTION IN THE REPORT 所在章節
Aspect B6 層面 B6	Product Liabilities 產品責任	
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Quality Services
一般披露	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。	品質服務
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	The Group does not involve product recall in the process of business operation.
關鍵績效指標 B6.1	已售或已運送產品總數中因安全與健康理由而須回收的百分比。	本集團在業務運營過程中不涉及產品召回。
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Customer Communication
關鍵績效指標 B6.2	接獲關於產品及服務的投訴數目以及應對方法。	客戶溝通
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Compliant Operations
關鍵績效指標 B6.3	描述與維護及保障知識產權有關的慣例。	合規運營
KPI B6.4	Description of quality assurance process and recall procedures.	The Group does not involve product recall in the process of business operation.
關鍵績效指標 B6.4	描述質量檢定過程及產品回收程序。	本集團在業務運營過程中不涉及產品召回。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE ASPECTS, GENERAL DISCLOSURES AND KPIS 環境、社會及管治範疇與一般披露及關鍵績效指標		SECTION IN THE REPORT 所在章節
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。	Compliant Operations 合規運營
Aspect B7 層面 B7	Anti-corruption 反貪污	
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 bribery, extortion, fraud and money laundering. 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。	Compliant Operations 合規運營 Risk Management and Control 風險管控
KPI B7.1 關鍵績效指標 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. 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。	Compliant Operations 合規運營
KPI B7.2 關鍵績效指標 B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	Compliant Operations 合規運營
Aspect B8 層面 B8	Community Investment 社區投資	
General Disclosure 一般披露	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 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。	Win-Win Cooperation 合作共贏 A Caring Society 溫暖社會

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KPI B8.1 關鍵績效指標 B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	A Caring Society 溫暖社會
KPI B8.2 關鍵績效指標 B8.2	Resources contributed (e.g. money or time) to the focus area. 在專注範疇所動用資源(如金錢或時間)。	A Caring Society 溫暖社會



REDSUN SERVICES GROUP LIMITED

弘陽服務集團有限公司